

Understanding local residents in Havering

Findings from the 2009/10 interim Place
Survey - FINAL REPORT

04 March 2010

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Key findings

Key findings

Overview

This report outlines the main findings from the interim 2009/10 Place Survey conducted by Ipsos MORI on behalf of the London Borough of Havering.

The Place Survey is a statutory postal self-completion survey which is carried out by all English local authorities every two years with residents aged 18 or over. Havering's interim survey secured responses from 2,846 residents aged 18+ living in the Borough, and this report provides an assessment of their perceptions of a range of issues relating to life in the Borough to help inform the Council and its partners going forward, including a number of key National Indicators (NIs).

Quality of life and the local area

Over three in four (76%) local residents are **satisfied with their local area** (i.e. the area within 15 to 20 minutes walking distance from their home) as a place to live, and only 11% are dissatisfied. In 2008/09, Ipsos MORI witnessed a general increase in satisfaction with local areas across England. Encouragingly for Havering, this upward trend in satisfaction appears to have continued into 2009/10, with satisfaction increasing by three percentage points since last year. Satisfaction with the local area is higher in Havering now than it was in Outer London just last year.

Views about the local area appear to be strongly linked to a number of other factors, including how clean and green the area is perceived to be, sense of belonging and cohesion, satisfaction with the Council and local public services, and perceptions of crime and anti-social behaviour.

When asked about **satisfaction with their home** as a place to live, the overwhelming majority of residents – almost nine in ten (88%) - are satisfied. Over two in five (44%) are very satisfied. Findings are broadly in line with those recorded in 2008/09, and are again marginally higher than the Outer London average recorded last year (by three percentage points).

Encouragingly for Havering, there has been an improvement on **NI 138** this year. **Satisfaction among people over 65 with both their home and neighbourhood** is now 82%, which is five percentage points higher than in 2008/09, when it stood at 77%.

Over half of residents (56%) feel they **belong strongly** to their immediate neighbourhood, which is in line with Havering's survey results last year, and above the Outer London average recorded in 2008/09 (53%).

When it comes to things that are **most important to making somewhere a good place to live**, residents' top mentions include the level of crime (cited by 66%), clean streets (55%) and health services (53%). However, when residents are asked which of these things are most important to *improve locally*, views differ. The **most important priorities for**

improvement include road and pavement repairs (cited by 56% of residents), activities for teenagers (46%) and the level of traffic congestion (37%).

The results indicate that the Council and its partners may want to pay particular attention to the issue of clean streets and levels of crime. These are issues we also know tend to influence wider views about the local area, and with the Council, making them all the more important to target.

Encouragingly, reducing levels of crime, while still important for a significant proportion of residents, appears less of a priority now than it has in previous years. This is most likely linked to the overall reduction in concerns about crime and anti-social behaviour that we have also witnessed over the same period (given people who are more likely to feel unsafe in the local area are more likely to mention levels of crime as a priority for improvement).

Activities for teenagers also appear less of a priority than in previous years. However, road and pavement repairs and the level of traffic congestion remain a top concern for local people (cited by 56% and 37% of residents respectively). It is also worth noting a small increase in the proportion citing job prospects as in need of improvement (from 14% to 22% of residents mentioning it as a priority for improvement locally).

Community safety

The vast majority of Havering residents feel **safe in their local area during the daytime** (88%), but this reduces to 47% **after dark**. One in three residents (34%) feel *unsafe* when outside in their local area after dark. There has been a small improvement in the proportion of residents who feel safe after dark compared to 2008/09 (a jump of four percentage points). Almost half of residents (47%) are **worried about being a victim of crime** in their local area.

When it comes to different types of **anti-social behaviour**, residents are most likely to be concerned about teenagers hanging around on the streets (almost half, 49%, of residents cite this as a very or fairly big problem). This may be linked to the high proportions of residents who mention activities for teenagers as a priority for improvement in the local area (mentioned by 46% of residents).

Around one in three residents also perceive there to be problems with rubbish or litter lying around (36% of residents believe this is a problem), vandalism, graffiti and other deliberate damage to property or vehicles (35%) and people being drunk or rowdy in public places (34%). There are notable differences between demographic subgroups when it comes to concerns about particular types of crime and anti-social behaviour.

Havering witnessed big reductions in the proportions of residents who perceived there to be problems with each of these types of anti-social behaviour in 2008/09 compared to previous years, and this trend appears to have continued into 2009/10. Most of the anti-social behaviours asked about this year have seen a reduction in the proportion of residents citing them as a problem, including the two key NIs (**NI 41**, the proportion of residents who perceive there to be a problem with people being drunk or rowdy in public places, and **NI 42**, the proportion who perceive there to be a problem with people using or dealing drugs).

When it comes to **NI 17**, the national composite measure for assessing **overall perceptions of anti-social behaviour**, the results are also encouraging. Havering appears to have improved since 2008/09. Its NI 17 score is now 21%, compared to 24% in 2008/09 (that is, a lower proportion of residents now have a high level of concern about anti-social behaviour).

This is particularly important given that there appears to be a strong association between attitudes to the local area and to the local Council and perceptions of crime and anti-social behaviour – the higher the sense of anti-social behaviour being a problem, the less satisfied people are. Tackling poor perceptions of crime, therefore, remains a key issue for the Council, police and their partners given the impact it appears to have not only on reputation, but also people's general quality of life.

When it comes to how well the police and other **local public services seek people's views about, or deal with, crime and anti-social behaviour**, residents' views are rather mixed. Only around one in four actually agree that the police and its partners perform well in these areas; 26% agree that they seek people's views (**NI 27**) and 28% that they are successfully dealing with the issues (**NI 21**). This said, Havering appears to be heading in a positive direction of travel when it comes to NI 27 (up three percentage points on last year).

Community cohesion

Seven in ten (70%) residents agree that their area is a **place where people from different backgrounds get on well together**. However, three in ten (30%) disagree with this. This is important when we consider that views on how well people get on together also appear to be linked to other quality of life issues and satisfaction with the Council and local public services – the less satisfied, the more likely residents are to *disagree* that people get on well together.

There has been no change in the proportions who agree with this statement, which means that Havering is still underperforming on this key measure (**NI 1**) compared to other parts of London.

Around one in three (34%) residents perceive there to be a problem with people **not treating each other with respect and consideration** in their local area, which represents an improvement on last year, when 37% of residents perceived it as a problem. Havering is now broadly in line with 2008/09 results for Outer London on this measure.

Around one in four (27%) residents agree that in the local area **parents take enough responsibility for their children**. However, over half (51%) disagree with this statement. While levels of agreement about responsible parenting seem to be quite low, this is not untypical of most local authority areas. Havering has actually seen a positive movement on this **NI 22** score this year; fewer residents disagree with the statement than in 2008/09 (when 24% agreed and 57% disagreed). Perceptions of parental responsibility are also linked to wider views about the local area, and to satisfaction with the Council and public services generally. They are also associated with perceptions of personal safety and crime and anti-social behaviour.

Engagement and involvement

When it comes to local decision-making, only one in four (26%) residents agree that they can **influence decisions** affecting their local area. Three in four (74%) disagree and one in four (24%) *definitely* disagree.

Perceptions of influence do not appear to have changed since the 2008/09 Place Survey, at which time we noted a drop in levels of influence since 2006/07. This is perhaps disappointing for Havering, especially when we consider that the Borough also underperforms on this key **NI 4** measure compared to Outer London in 2008/09 (Havering performs eight percentage points below Outer London).

Most residents appear to want **more involvement** in the decisions that affect their local area. For most (61%) this would depend on the issue being discussed, but one in four (28%) express a wish for more involvement in general. This said, there has been a slight *decrease* in the proportion of residents who want more of a say regardless of the issue. This is perhaps a positive finding when we consider that it is the more disgruntled residents (both in relation to the area, Council and other public services) who ask for more of a say.

Levels of **volunteering** in Havering have remained in line with what was seen in 2008/09 - with one in five (20%) residents regularly volunteering (i.e. they have volunteered for a group, club or organisation within the last month). This is in line with Outer London levels. Levels of **civic participation** also remain consistent with last year (with one in ten residents having taken part in at least one of the civic engagement activities asked about in the last 12 months) – although civic engagement is lower than in Outer London.

Views about local public services

The majority of residents are likely to agree that, at least to some extent, local public services are **working to make the area cleaner and greener** (71%), **working to make the area safer** (70%) and that they **treat all types of people fairly** (66%). When it comes to promoting the interests of local residents, or acting on their concerns, residents are much less likely to agree, although ratings have shown an increase since last year.

Satisfaction with key **local public services** in Havering (health, police and fire) is generally quite high - for all the services asked about satisfaction is higher than for the Council. Satisfaction is broadly in line with what was witnessed in 2008/09. Satisfaction is highest with GP services (72% of residents are satisfied with this service). *Active dissatisfaction* is generally quite low, but one in five (21%) residents are actively dissatisfied with the local hospital.

Satisfaction with all services appears to be in line with what was seen for Outer London in 2008/09, with the exception of local dentists, where Havering outperforms Outer London by some margin (satisfaction is seven percentage points higher).

In line with what was witnessed last year in Havering, and across Outer London, the majority of residents (68%) feel that they are **treated with respect and consideration** by local public services all or most of the time. Around one in four (24%) agree this is the case some of the time. Only seven percent say this happens rarely or never.

Views about the Council

Around two in five (40%) residents are **satisfied with the way Havering Council runs things**. Around one in four (27%) are dissatisfied, and a third (33%) do not have a view either way. Encouragingly, satisfaction with the Council has increased slightly since 2008/09 (by four percentage points), bringing it back towards the higher levels seen in 2006/07.

Given a number of factors which correlate with Council satisfaction, including being kept informed, agreeing the Council provides value for money and satisfaction with the area – all of which have improved this year – a rise in Council satisfaction is perhaps not surprising. However, Havering still performs *below* the Outer London levels on this key Council satisfaction measure – by six percentage points.

As is well known, residents' opinions on whether the Council provides **value for money** will often bear significant influence upon their overall satisfaction with the Council. Encouragingly for Havering, there has been a four percentage point increase in the proportion of residents who agree that the Council is providing value for money since the 2008/09 Place Survey (24% agree, compared with 20% in 2008/09). Nevertheless, almost two in five (38%) actively *disagree* with this question, suggesting there is still much room for improvement. Despite this increase in agreement, Havering still falls significantly below agreement levels seen in Outer London in 2008/09 (it is six percentage points lower, although appears to be closing the gap).

When looking at individual **Council services**, satisfaction levels remain broadly in line with 2008/09 for culture and recreation, transport and environmental services (although doorstep recycling has seen a notable four percentage point increase in satisfaction from last year). Positively, satisfaction with **environmental services** is in line with, or higher, than those recorded for Outer London in 2008/09. In particular, refuse collection and local tips/household waste recycling centres are both seven percentage points higher than in Outer London.

Being kept informed

Overall, around two in five (39%) feel fairly or very well informed about local public services, a jump of eight percentage points since 2008/09.

With the exception of registering to vote (which records very high levels anyway), residents feel more informed than they did in 2008/09 about all of the aspects of local public services asked about.

The vast majority (92%) feel informed about how and where to register to vote, and over half (54%) feel informed about how local council tax is spent. At the other end of the scale, fewer than one in three feel informed about how to get involved in local decision-making (which may reflect the low levels of agreement people have about being able to influence decisions locally), what to do in the event of a large-scale emergency and how to complain about local public services.

Nearly three in five (57%) residents are satisfied with the Council's newsletter, 'Living', although 30% of residents do not express a view either way.

As we have seen in previous years, there is a link between feeling informed (and in Havering's case, also with being satisfied with the 'Living' newsletter) and positive views towards a range of measures relating to the local area and Council. For example, 66% of residents who are informed about local public services are satisfied with the Council compared to 23% who are not informed, and 45% who are informed agree the Council provides value for money compared to 12% who are not informed.

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*Checked & Approved:
March 2010*

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Main report

Background

Introduction

This report outlines the main findings from the interim Place Survey conducted by Ipsos MORI on behalf of the London Borough of Havering.

The Place Survey is a statutory postal self-completion survey which is carried out by all English local authorities every two years with residents aged 18 or over. Ipsos MORI ran Havering Council's first Place Survey in 2008/09, along with all 33 of the London Boroughs. In 2009/10 Havering Council chose to run an 'interim' (non statutory) Place Survey so it could monitor progress made since last year.

Accordingly, this report provides an assessment of residents' perceptions of a range of issues relating to life in the Borough to help inform the Council and its partners going forward, including a number of key National Indicators (NIs).

Importantly, this survey was carried out using a prescribed postal self-completion methodology to allow for comparison of data against previous Place Survey and Best Value Performance Indicator (BVPI) Survey data where relevant. Details of the approach are summarised below.

Methodology

A postal self-completion methodology was used in order to replicate the methodology used in the 2008/09 Place Survey and previous BVPI surveys, to enable comparisons to be made.

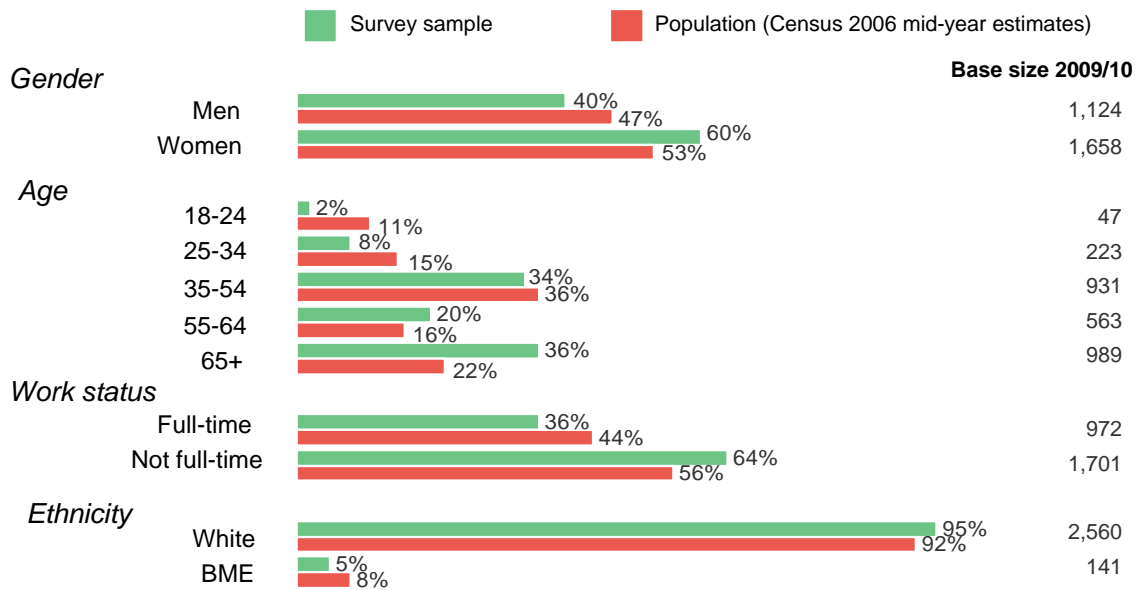
The sampling frame prescribed by the Audit Commission and Communities and Local Government (CLG) for the Place Surveys 2008/09 is the small-user Postcode Address File (PAF), from which addresses were selected at random. A random sample of 8,000 addresses was selected from the PAF file, using a random start point and then a '1 in n' approach to selection.

Data was weighted back to the known population profile of the Borough to counter-act non response bias. Weighting deliberately followed the Place Survey 2008/09 weighting scheme as much as possible (in 2008/09 data was weighted centrally by CLG's supplier, Cobalt Sky). In the first instance, data was weighted by sex, age and ethnicity to the known profile of the Borough, as recorded in the 2006 Census mid-year population estimates, and then by a further weight to adjust for household size. Gender, age and ethnicity figures were based on ONS 2006 sub national population projections; the data is an interpolation between the projections for mid-2008 and mid-2009.

The following chart shows the unweighted level of response that we received from different groups.

Methodology: Sample Profile

Sample Profile for Havering: Key demographics



Ipsos MORI Base: All valid responses. Source: Age, gender and ethnicity from 2006 Mid Year estimates. Work status from 2001 Census.



The questionnaire

The questionnaire mirrored that of the 2008/09 survey, with two additional questions included at the end of the questionnaire (but, before the demographic section) to assess residents' satisfaction with Havering Council's local newsletter, 'Living', and the degree to which residents are worried about being a victim of crime in their local area.

Following the approach undertaken in previous surveys a covering letter stating the purpose for which the data was being collected was sent with each questionnaire. The front page of each questionnaire was branded with the logos of Havering Council and Ipsos MORI, and contained a covering letter from Cheryl Coppell, the Chief Executive of Havering Council, and Cllr Michael White, Havering Council's Leader.

The covering letter also contained details of an Ipsos MORI helpline number which participants could call if they wanted any further information. Participants were also able to request a translated version of the questionnaire in an alternative language, or were given the opportunity to undertake the survey over the telephone with an Ipsos MORI translator.

In line with the Place Survey guidance, two reminder mailings of the questionnaire were 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, residents were required to return their completed questionnaires using the pre-paid envelope provided with the questionnaire.

Fieldwork

Fieldwork was undertaken between 23 September and 18 December 2009, which is broadly in line with the other postal surveys against which we compare results. The overall adjusted response rate achieved from the main sample was 36% - representing 2,846 returned questionnaires from an original sample of 8,000 addresses.

Interpreting the data

It should be remembered that a sample of residents, and not all residents living in the London Borough of Havering 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 +/- 1 to 2 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 the Appendices.

Ipsos MORI received 2,846 completed questionnaires. Where relevant and in accordance with the guidelines for previous Place and BVPI Surveys, the base for some questions is "valid responses" or all those providing an answer. Those stating "don't know" or who do not complete the question are excluded from the base calculations, unless otherwise stated.

Where percentages do not sum to 100, this is 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.

In order for Havering Council and its partners to understand how residents' perceptions have changed over time, data from previous postal surveys conducted in the Borough have been included where relevant. We have included results from the 2008/09 Place Survey¹ and the 2006/07 and 2003/04 BVPI Surveys. The same methodology was followed for each of these surveys, making comparisons between them fairly robust. That said, the Place Survey and BVPI Survey questionnaires do differ in content, length and question order.

Ipsos MORI conducted an interim Place Survey in six London Boroughs altogether in 2009/10. Accordingly, a crude weighted average has been provided to help Havering understand how it compares to London in 2009/10, although it should be seen as indicative only, since it does not reflect the true picture across London. More accurate London and Outer London figures have been provided from 2008/09 (when Ipsos MORI ran all 33 London Boroughs' Place Surveys), which present a more accurate picture of what is happening

¹ Please note that comparison is made with **revised weighted** data from the 2008/09 Place Survey. Havering Council's 2008/09 Place Survey report refers to data which was not revised using CLG's re-published weighting scheme. Therefore, some figures (not all) may differ by one or two percentage points from those provided in the Place Survey 2008/09 report.

across the capital, and which are better for comparative purposes. A national average from 2008/09 is also provided.

- Fieldwork periods and base sizes for comparison studies are provided below:
- Place Based Survey 2008/09, 1,273 postal responses, 29 September – 19 December 2008.
- BVPI Survey 2006/07, 1,389 postal responses, 25 September – 1 December 2006.
- BVPI Survey 2003/04, 1,596 postal responses, 29 September 2003 - 2 January 2004.

Acknowledgements

Ipsos MORI would like to thank the 2,846 residents in the London Borough of Havering who took part in the survey. We would also like to thank Barry Howlett from Havering Council for his assistance throughout the duration of this project.

Publication of data

As Havering Council has engaged Ipsos MORI to undertake an objective programme of research, 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.

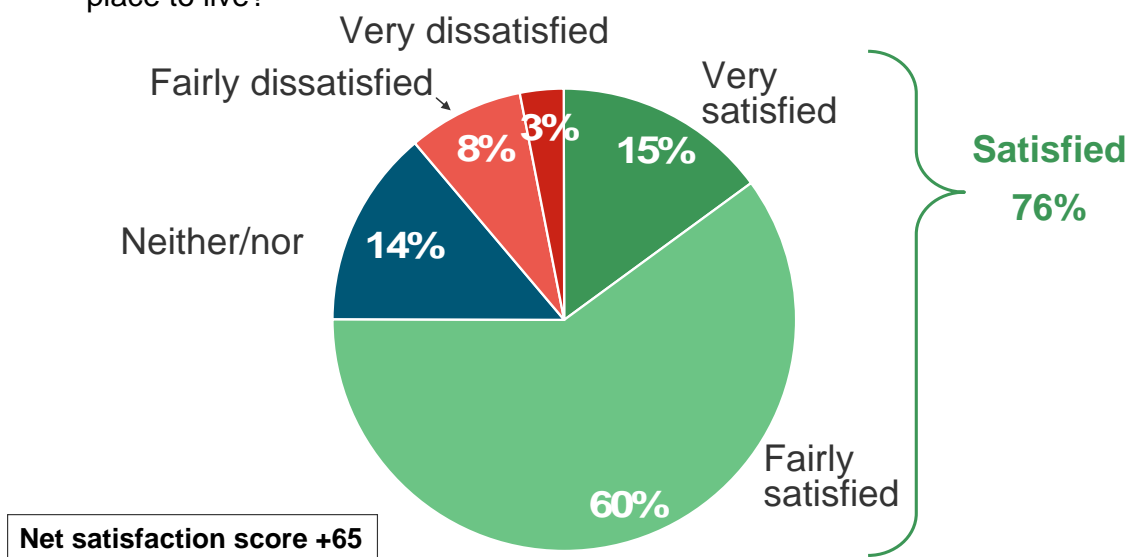
1. Quality of life and local area

Satisfaction with the local area

Over three in four (76%) local residents are satisfied with their local area (i.e. the area within 15 to 20 minutes walking distance from their home) as a place to live, and only 11% are dissatisfied.

General satisfaction with local area (NI 5)

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



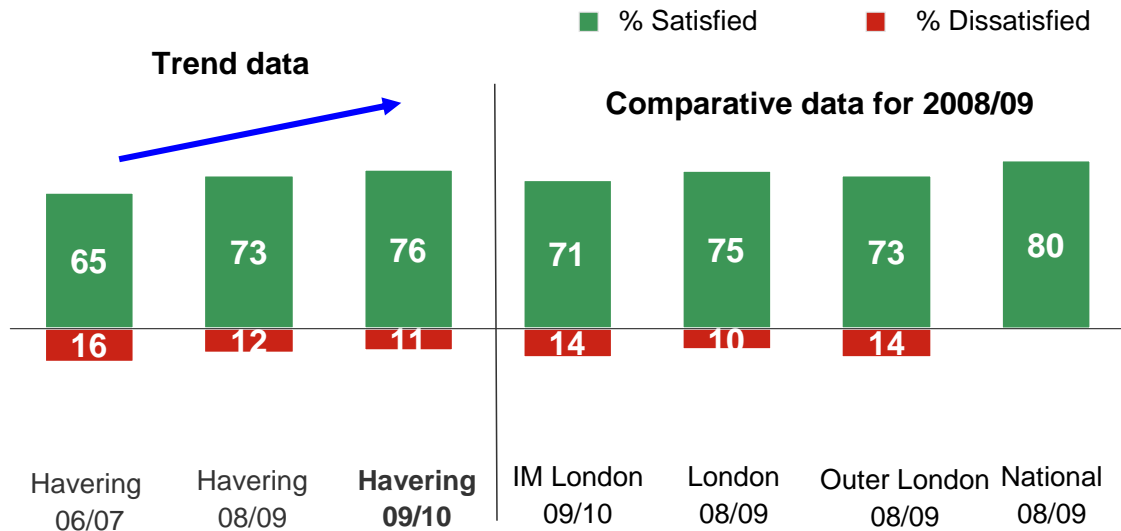
Ipsos MORI Base: All valid responses (2,802)



In 2008/09, Ipsos MORI witnessed a general increase in satisfaction with local areas across England. Encouragingly for Havering, this upward trend in satisfaction appears to have continued into 2009/10, with satisfaction increasing by three percentage points since last year. Satisfaction with the local area is higher in Havering now than it was in Outer London just last year, and it is five percentage points higher than the Ipsos MORI London average recorded this time around.

Satisfaction with local area (NI 5): Contextual data

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



Ipsos MORI Base: All valid responses 2009/10 Havering Interim Place Survey (2,802)



As we have found in previous studies like this one, satisfaction is higher with older residents. 84% of residents aged over 65 are satisfied with their local area compared to 76% of residents overall. Satisfaction is also higher among owner occupiers; 77% are satisfied compared to 65% of social renters.

Views about the local area appear to be strongly linked to a number of other factors. The following chart shows the results of a regression analysis run by Ipsos MORI on the 2008/09 national Place Survey dataset. Within the bounds of the survey, it shows that satisfaction with the local area is most strongly influenced by how clean and green the area is perceived to be, sense of belonging and cohesion, satisfaction with the Council and local public services, and perceptions of crime and anti-social behaviour.

Havering's latest Place Survey results appear to reinforce this pattern. For example, residents who agree that the local area is one where people from different backgrounds get on well together are more likely to be satisfied with the local area than those who disagree (83% compared to 64%). And, those who are satisfied with the Council are also more satisfied with their local area than those who are dissatisfied with the Council (92% compared to 49%).

What drives satisfaction with area?

Positive drivers



38.7% of variation explained by model

Ipsos MORI

Negative drivers



Source: Ipsos MORI



Satisfaction with the home

When asked about satisfaction with their home as a place to live, the overwhelming majority of residents – almost nine in ten (88%) - are satisfied. Over two in five (44%) are very satisfied. Findings are broadly in line with those recorded in 2008/09, and are marginally higher than the Outer London average recorded last year (by four percentage points).

Encouragingly for Havering, there has been an improvement on NI 138 this year. Satisfaction of people over 65 with both their home and neighbourhood is now 82%, which is five percentage points higher than in 2008/09, when it stood at 77%.

Satisfaction with home as place to live

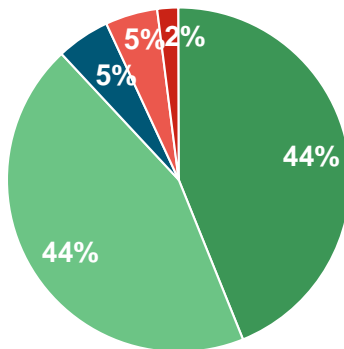
Q How satisfied or dissatisfied are you with your home as a place to live?

■ % Very satisfied
■ % Fairly satisfied
■ % Fairly dissatisfied

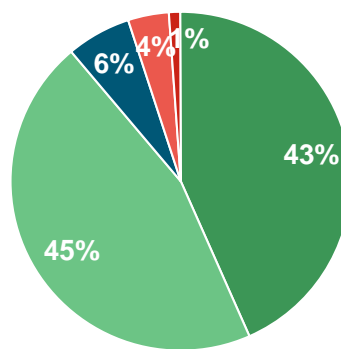
■ % Fairly satisfied
■ % Very dissatisfied

■ % Neither / nor

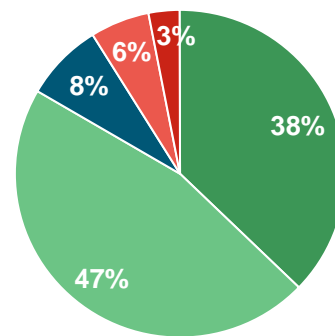
Havering 09/10



Havering 08/09



**Outer London
08/09**



Net satisfaction score +81

Ipsos MORI Base: All valid responses 2009/10 Havering Interim Place Survey (2,800)



When we look at demographic subgroups, it is the same groups of residents who are most satisfied with their local area that are most satisfied with their home. Older residents report the highest levels of satisfaction (92% of residents aged over 55 are satisfied with their home compared to 88% of residents overall), along with owner occupiers (92% are satisfied compared to 69% of social renters and 71% of private renters).

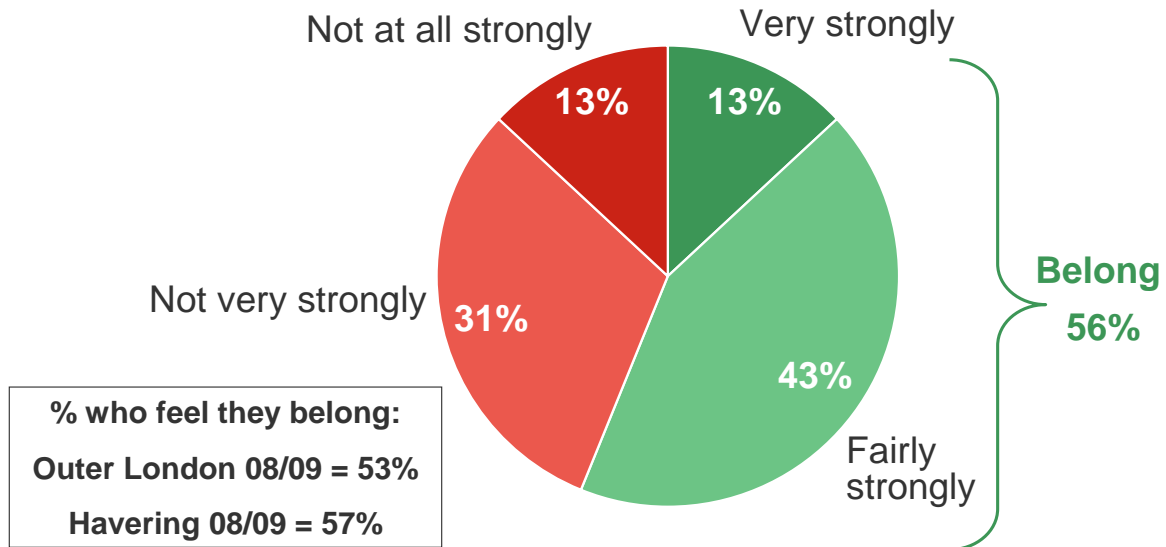
Satisfaction also appears linked to the same attitudinal factors as satisfaction with area – namely, how clean and green the area is perceived to be, sense of belonging and cohesion, satisfaction with the Council and local public services, and perceptions of crime and anti-social behaviour.

Belonging

Over half of residents (56%) feel they belong strongly to their immediate neighbourhood, which is in line with Havering's survey results last year, and this remains above the Outer London average recorded for 2008/09 (53%).

Belonging to neighbourhood (NI 2)

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



Ipsos MORI Base: All valid responses (2,623)



Sense of belonging is strongest among older age groups once again, with 76% of residents aged 65+ saying they belong strongly compared to 56% of residents on average. In addition, women are more likely to feel they belong (58% compared to 53% of men), and those who do not work full-time (63% compared to 48% who work full-time). When it comes to tenure, owner occupiers are the most likely to feel they belong strongly (58% compared to 50% of social renters and 33% of private renters – perhaps reflecting the likelihood of private renters being younger and more transient).

Generally speaking, sense of belonging appears to link to positive attitudes about the local area overall. Given this, it is not surprising that the residents most likely to feel they belong also report higher levels of satisfaction with their local area (63% of residents who are satisfied with their area feel they belong strongly to it compared to 34% who are dissatisfied).

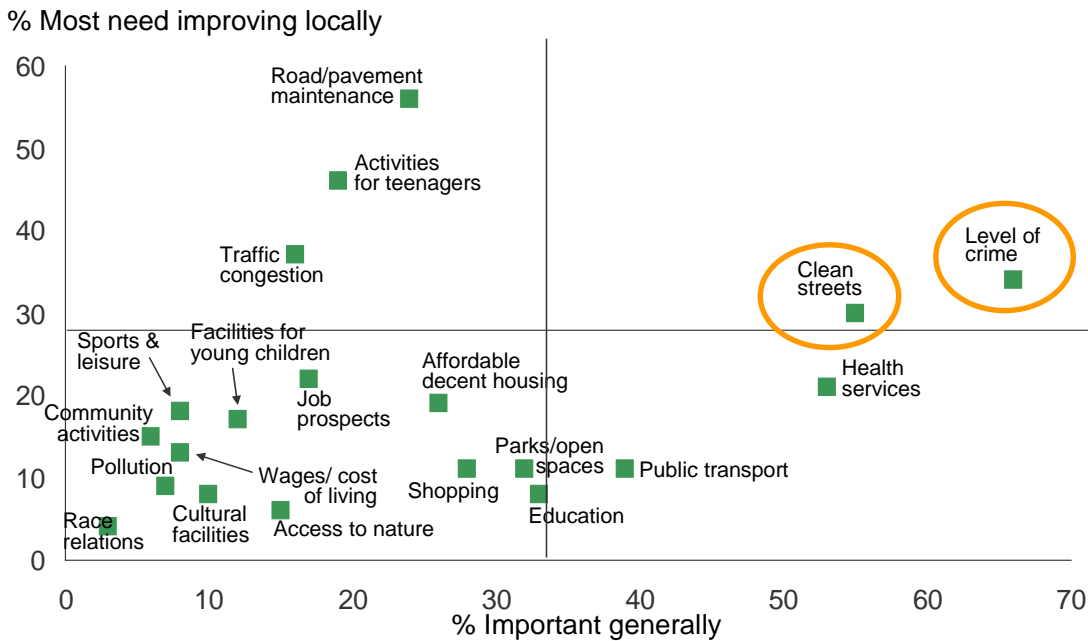
Priorities for the local area

When it comes to things that are most important to making somewhere a good place to live, residents' top mentions include the level of crime (cited by 66%), clean streets (55%) and health services (53%). However, when residents are asked which of these things are most important to *improve locally*, views differ. The most important priorities for improvement include road and pavement repairs (cited by 56% of residents), activities for teenagers (46%) and the level of traffic congestion (37%).

The following chart illustrates those things which residents cite as important generally, *and* in most need of improvement locally – it indicates that the Council and its partners may want to pay particular attention to the issue of clean streets and levels of crime. These are issues we also know tend to influence wider views about the local area (as cited earlier in this report), and with the Council, making them all the more important to target.

In addition, health services also appear as an important issue generally, but also one that most needs improvement locally, perhaps reflecting the fact that Havering has a high proportion of older residents.

Developing priorities for improving quality of life



Ipsos MORI Base: All valid responses (Q1 2,282 and Q2 2,392)



The following charts show how views have changed since 2003/04 in terms of the things that residents think most need improving locally. Encouragingly, reducing levels of crime, while still important for a significant proportion of residents, appears less of a priority now than it has in previous years. This is most likely linked to the overall reduction in concerns about crime and anti-social behaviour that we have also witnessed over the same period (given people who are more likely to feel unsafe in the local area are more likely to mention levels of crime as a priority for improvement). Activities for teenagers also appear less of a priority than in previous years, as do health services.

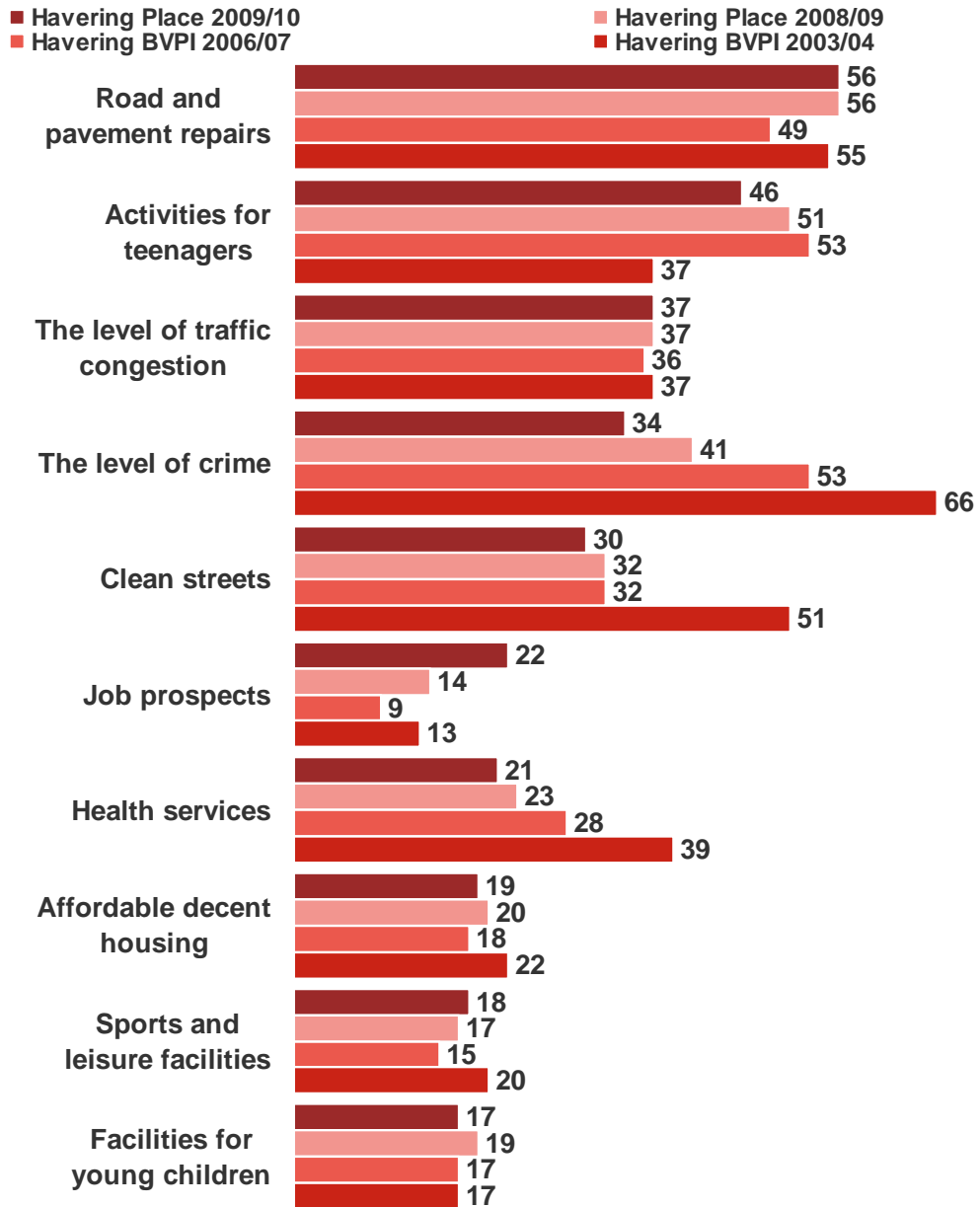
However, road and pavement repairs and the level of traffic congestion remain a top concern for local people (cited by 56% and 37% of residents respectively). It is also worth noting a small increase in the proportion citing job prospects as in need of improving (from 14% to 22% of residents mentioning it as a priority for improvement locally).

There are some pertinent subgroup differences to note when it comes to priorities for improvement. Affordable decent housing seems a particular priority for non home owners (33% of social renters and 45% of private renters cite it as an issue, compared to 14% of owner occupiers). And, younger residents are more likely to be concerned about job prospects (40% of 18-24 year olds mention this as a priority compared to 22% of residents overall).

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?

Top ten mentions



Base: All valid responses 2009/10 (2,392), 2008/09 (1,117), 2006/07 (1,177), 2003/04 (1,501)



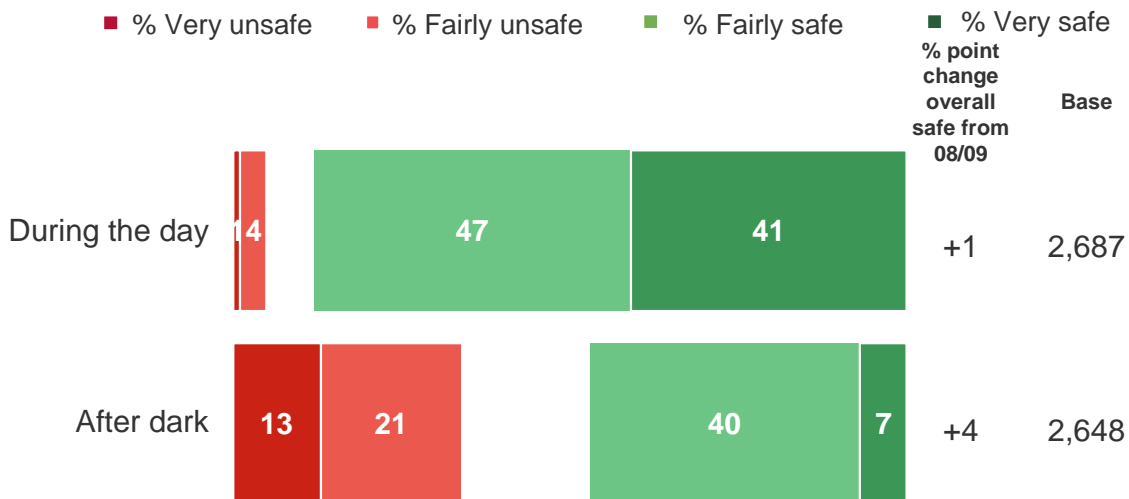
2. Community safety

Personal safety

The vast majority of Havering residents feel safe in their local area during the daytime (88%), but this reduces to 47% after dark. One in three residents (34%) feel *unsafe* when outside in their local area after dark. There has been a small improvement in the proportion of residents who feel safe after dark compared to 2008/09 (a jump of four percentage points).

Safety in the local area

Q How safe or unsafe do you feel when outside in your local area...



Ipsos MORI Base: All valid responses

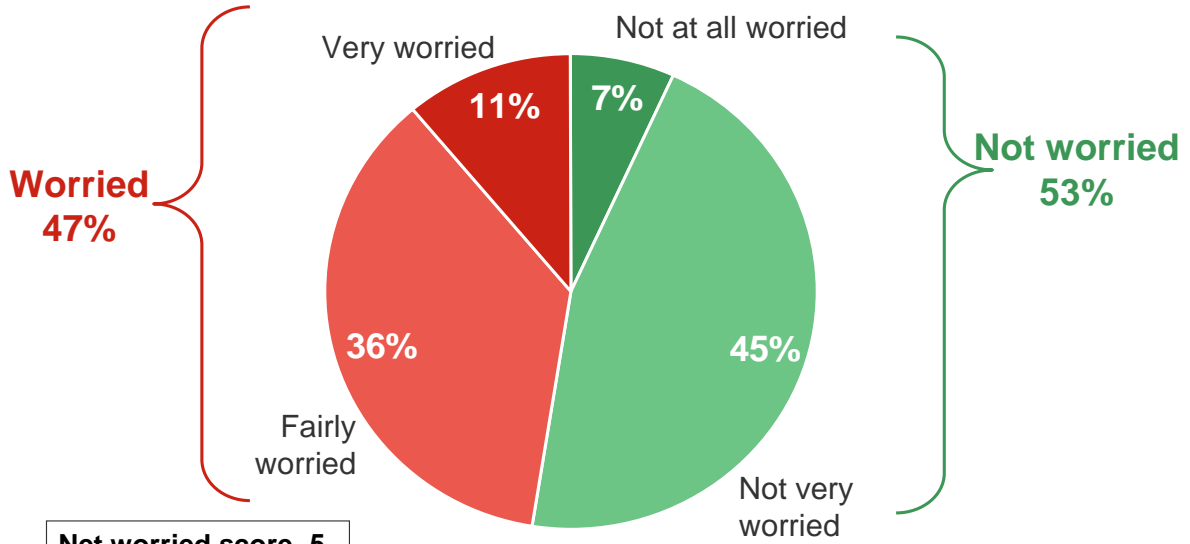


Almost half of residents (47%) are worried about being a victim of crime in their local area. There is little difference in the levels of concern when it comes to gender or age groups, but those living in social housing are significantly more likely than others to be worried (59% are worried compared to 47% of residents overall). Residents from black and minority ethnic (BME) backgrounds are more likely to be *very* worried about being a victim of crime (20% compared to 10% of white residents).

Residents who lack confidence that crime and anti-social behaviour issues are being dealt with effectively are more likely to be worried about being a victim of crime (71% of residents who disagree that local services are dealing with crime and anti-social behaviour successfully are worried about being a victim, compared to just 33% who agree).

Concern about being a victim of crime

Q How worried are you personally about being a victim of crime in your local area?



Net worried score -5

Ipsos MORI Base: All valid responses (2,693)



Perceptions of crime and anti-social behaviour

When it comes to different types of anti-social behaviour, residents are most likely to be concerned about teenagers hanging around on the streets (almost half, 49%, of residents cite this as a very or fairly big problem). This may be linked to the high proportions of residents who mention activities for teenagers as a priority for improvement in the local area (46%).

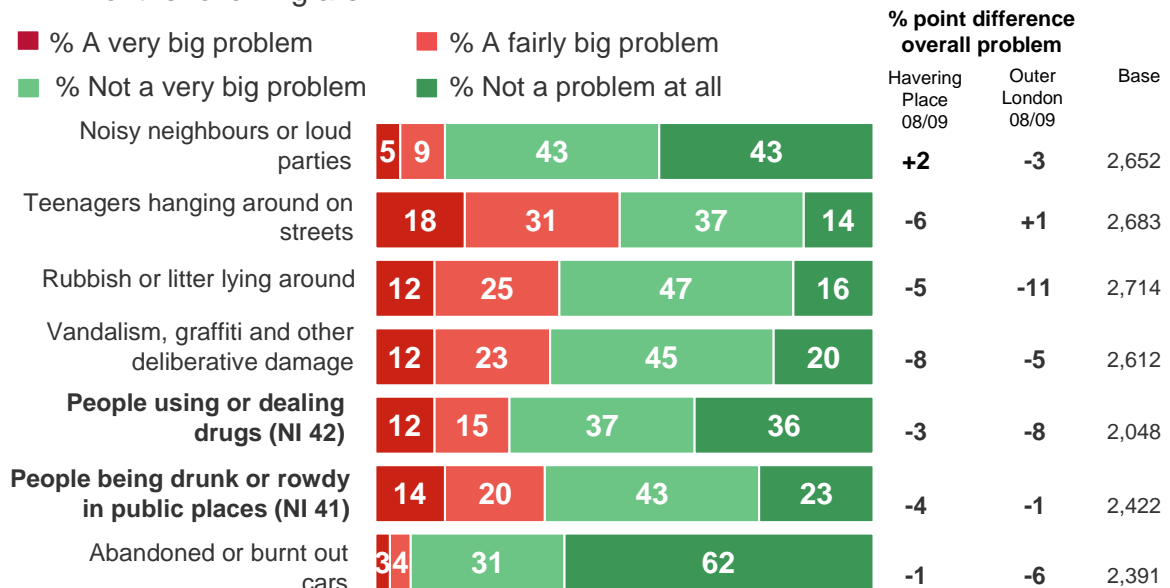
Around one in three residents also perceive there to be problems with rubbish or litter lying (36% of residents believe this is a problem), vandalism, graffiti and other deliberate damage to property or vehicles (35%) and people being drunk or rowdy in public places (34%).

Havering witnessed big reductions in the proportions of residents who perceived there to be problems with each of these types of anti-social behaviour in 2008/09 compared to previous years. This trend appears to have continued into 2009/10. Most of the anti-social behaviours asked about this year have seen a reduction in the proportion of residents citing them as a problem, including the two key NIs (NI 41 and 42). NI 41 (the proportion of residents who perceive there to be a problem with people being drunk or rowdy in public places) has seen a decline of four percentage points, and NI 42 (the proportion who perceive there to be a problem with people using or dealing drugs) has witnessed a decline of three points.

Havering also compares fairly favourably to the Outer London average recorded for 2008/09, particularly for NI 42 where it is eight percentage points lower, and for rubbish and litter lying around (11 points lower).

Perceptions of crime and 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



Havering's rating for NI 17, the national composite measure for assessing overall perceptions of anti-social behaviour, also appears to have improved since 2008/09. The NI 17 score is now 21%, compared to 24% in 2008/09 (that is, a lower proportion of residents now have a high level of concern about anti-social behaviour).

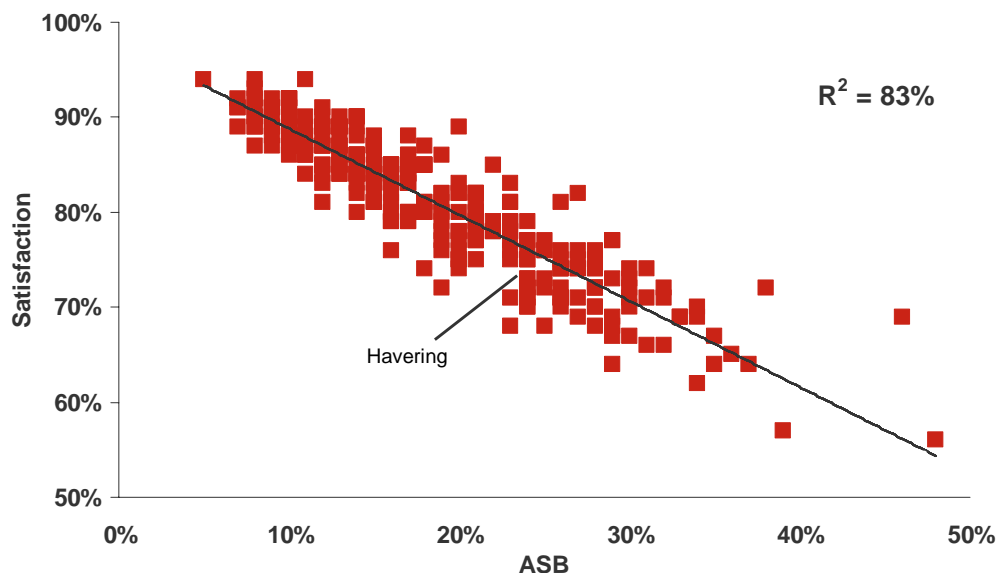
Looking at subgroup differences, it is clear that residents living in social housing are more likely to perceive there to be problems with some forms of anti-social behaviour. These include noisy neighbours and loud parties (31% are concerned compared to 14% of residents overall) and drug use or dealing (41% compared to 27%).

Younger residents are more likely to be concerned about teenagers hanging around on the streets (59% of 18-34 year olds say this is a problem compared to 49% of residents overall). White residents express more concern than BME residents about vandalism and graffiti (35% compared to 22% respectively).

In all measures, those who are less positive about the Council or the local area as a whole are more likely to consider that there is an anti-social behaviour problem. For example, 76% of residents who are dissatisfied with their local area perceive there to be problems with teenagers hanging around (76% compared to 43% of residents who are satisfied). Over half (55%) of residents who are dissatisfied with the Council perceive there to be problems with rubbish or litter lying around (compared to 26% of residents who are satisfied).

This mirrors previous work Ipsos MORI conducted with the national Place Survey 2008/09 dataset. As the following chart shows, there is a very strong association between attitudes to the local area and perceptions of crime and anti-social behaviour – the higher the sense of anti-social behaviour being a problem, the less satisfied people are with their local area.

Perceptions of ASB important - strong link to satisfaction with area



Base: All valid responses, 323 local authorities, Place Survey 2008/09

Source: Ipsos MORI

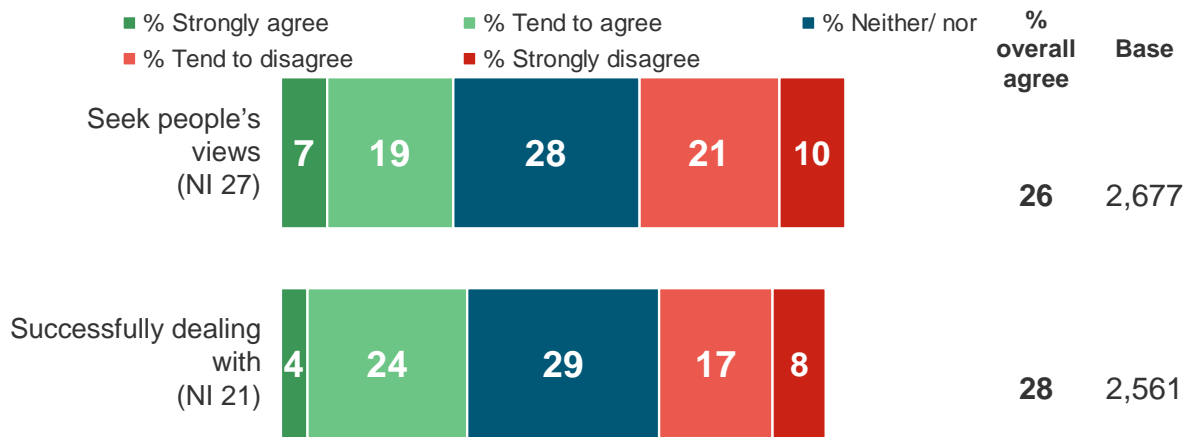


Dealing with crime and anti-social behaviour

Residents' views are rather mixed in relation to how well the police and other local public services seek people's views about, or deal with, crime and anti-social behaviour. Only around one in four agree that the police and its partners do these things; 26% agree that they seek people's views (NI 27) and 28% that they are successfully dealing with the issues (NI 21). Similar proportions do not have a view either way, but as many as 31% actively *disagree* that their views are sought and 25% that the issues are being dealt with.

Understanding and dealing with local concerns about crime and ASB (NI 27 and 21)

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



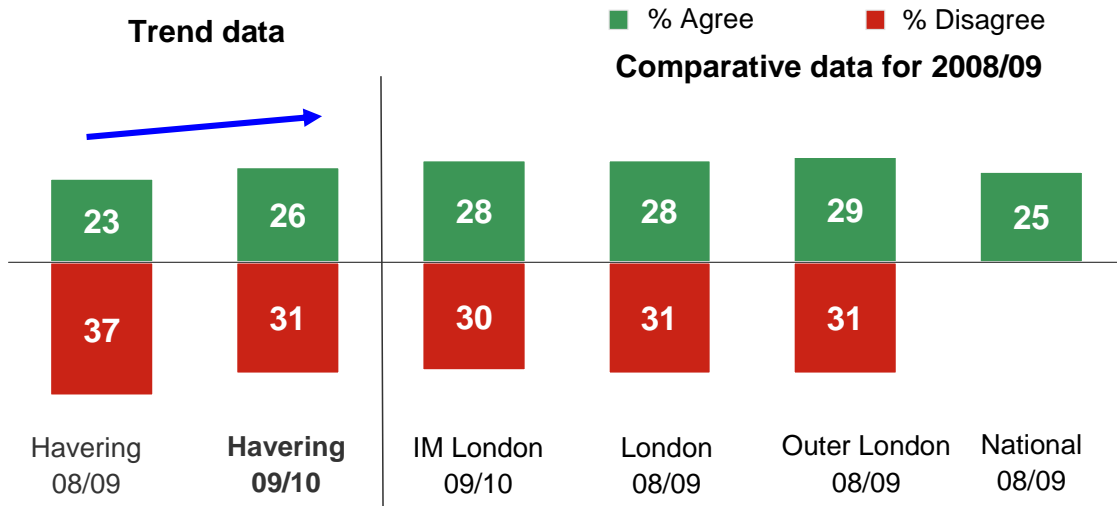
Ipsos MORI Base: All valid responses. Note: 'don't knows' are included in the base calculations.



This said, Havering appears to be heading in a positive direction of travel when it comes to NI 27, as the following chart shows. Figures remain similar to 2008/09 when it comes to NI 21. Havering is also in line with what we see elsewhere in London.

Understanding local concerns about crime and ASB (NI 27): Contextual data

Q 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?



Ipsos MORI Base: All valid responses 2009/10 Havering Interim Place Survey (2677). Note: 'don't knows' are included in the base calculations



Dealing with local concerns about crime and ASB (NI 21): Contextual data

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



Ipsos MORI Base: All valid responses 2009/10 Havering Interim Place Survey (2,561). Note: 'don't knows' are included in the base calculations



Not surprisingly, views about these measures appear closely associated with general attitudes about the local area (noting the link between perceptions of crime and satisfaction with the area mentioned earlier), and also perceptions of personal safety. For example, 38% of residents who feel safe outside after dark agree that the police and its partners are dealing successfully with crime and anti-social behaviour issues in the area, compared to just 17% who feel unsafe.

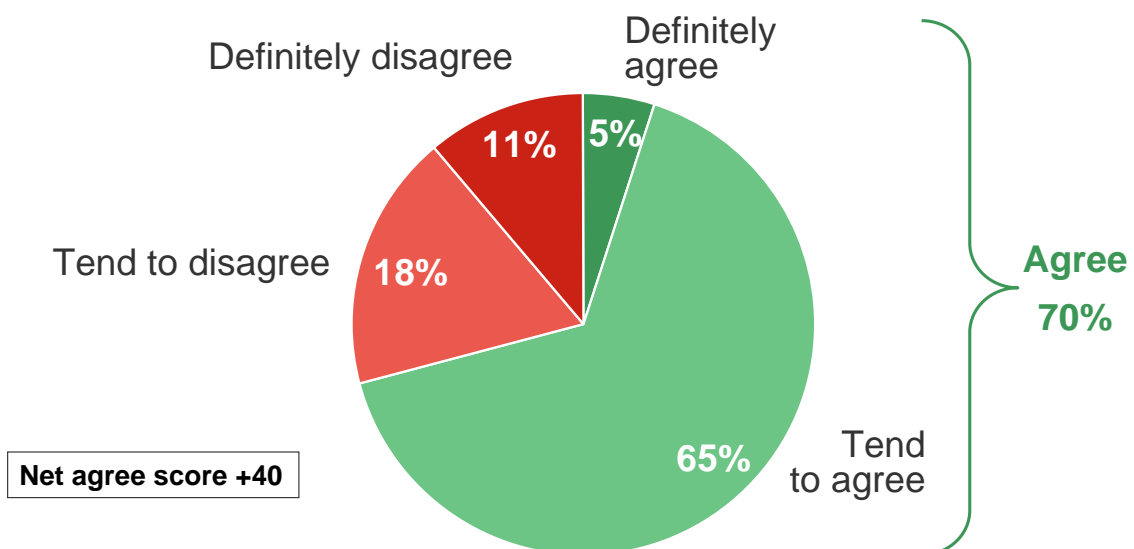
3. Community cohesion

People from different backgrounds getting along

Seven in ten (70%) residents agree that their area is a place where people from different backgrounds get on well together. However, three in ten (30%) disagree with this.

Whether people from different backgrounds get on well 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?



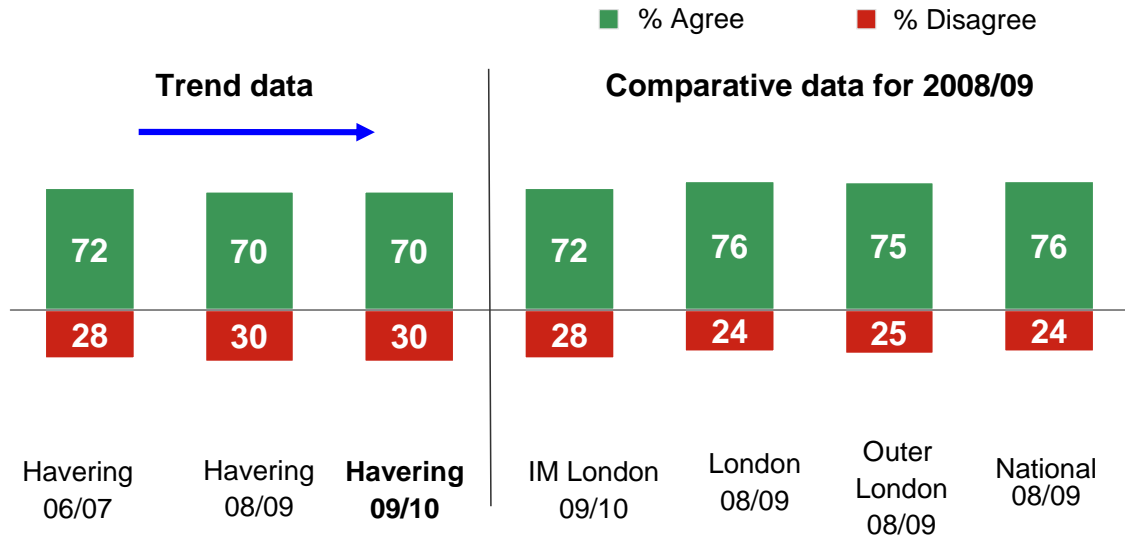
Ipsos MORI Base: All valid responses (1,933)



As the following chart shows, there has been no change in the proportions who agree with this statement, which means that Havering is still underperforming on this key measure compared to other parts of London.

Different backgrounds getting on well (NI 1): Comparative data

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?



Ipsos MORI Base: All valid responses 2009/10 Havering Interim Place Survey (1,933)



As we have established, general satisfaction with the area is associated with positive perceptions of community cohesion. This relationship is reflected in the fact that the same types of residents are most positive on both measures. Hence, older residents are the most likely to agree that people from different backgrounds get on well together (81% of residents aged 55+ agree with the statement compared to 70% of residents overall) as are owner occupiers (73% compared to 63% of social renters). Women are also more likely to agree (74% compared to 67% of men).

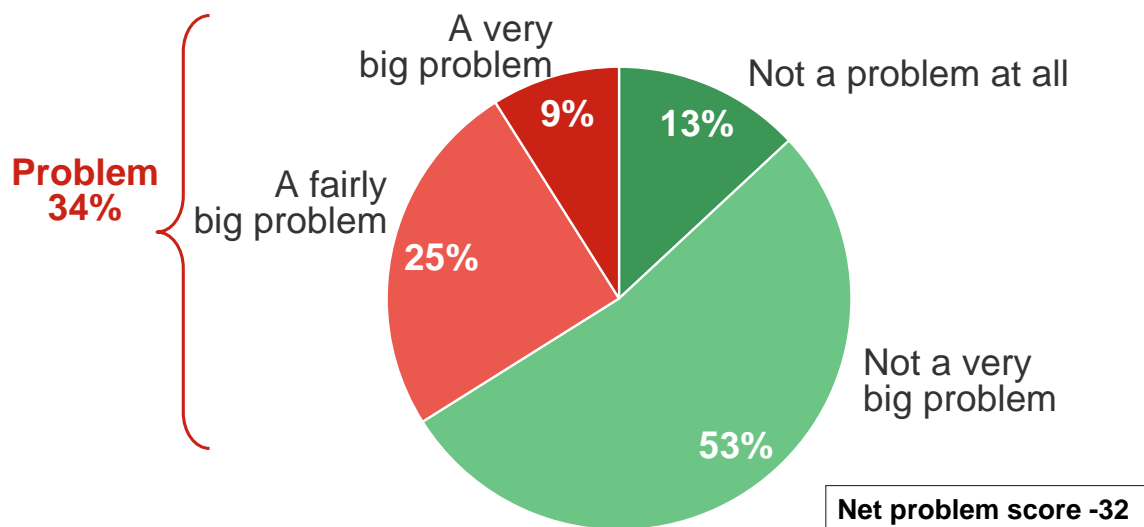
Views on how well people get on together also appear to be linked to other quality of life issues and satisfaction with the Council and local public services – the less satisfied, the more likely residents are to disagree that people get on well together.

Respect and consideration

Around one in three (34%) residents perceive there to be a problem with people not treating each other with respect and consideration in their local area, which represents an improvement on last year, when 37% of residents viewed this as a problem.

People being treated with 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?



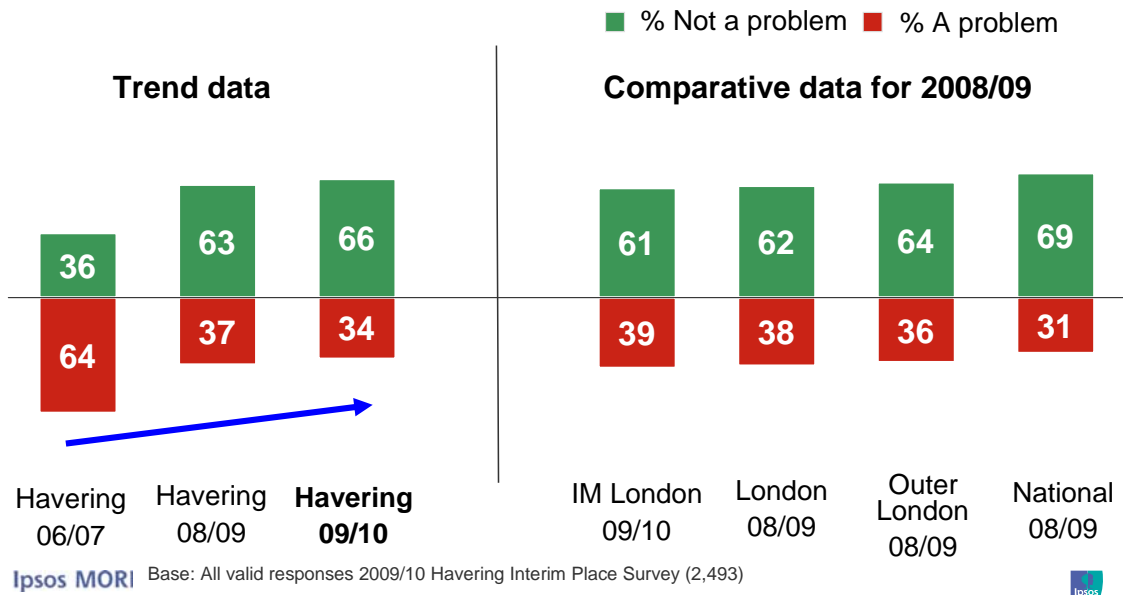
Ipsos MORI Base: All valid responses (2,493)



Positively, Havering is broadly in line with 2008/09 results for Outer London on this measure. The proportion of residents who perceive a problem with respect and consideration is five percentage points lower than the Ipsos MORI London average recorded in 2009/10, as the following chart shows.

People being treated with respect and consideration (NI 23): Comparative data

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?



Men are more likely than women to perceive respect and consideration as a problem (37% compared to 31%), as are social renters (42% compared to 32% of owner occupiers).

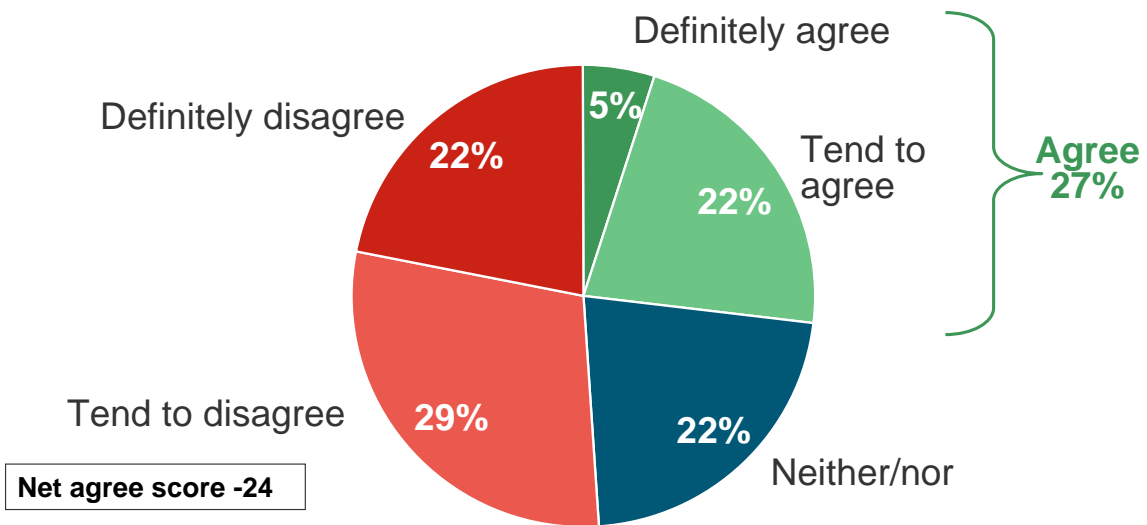
Sense of belonging and agreement that people from different backgrounds get on together seem closely associated. As such, perceptions of respect and consideration being a problem are closely linked to overall perceptions of the local area and local public services (as are agreement levels with regards to people in the local area getting on well); with dissatisfaction with the area, lack of a sense of belonging, poor perceptions about safety and dissatisfaction with the Council and local public services all linked to respect and consideration being deemed a problem.

Parents taking responsibility

Around one in four (27%) residents agree that in the local area parents take enough responsibility for their children. However, over half (51%) disagree with this statement.

Parents taking 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?



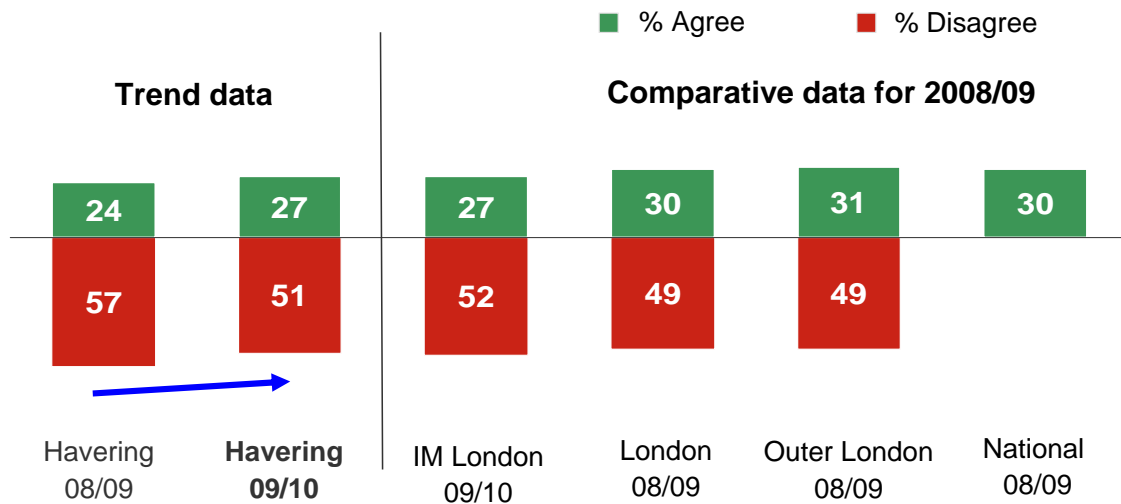
Ipsos MORI Base: All valid responses (2,576)



While levels of agreement about responsible parenting seem to be quite low, Havering has seen a positive movement on its overall NI 22 score, with fewer residents disagreeing with the statement than in 2008/09 (when only 24% agreed and 57% disagreed). However, Havering performs slightly worse than the Outer London average recorded last year (when 31% of residents agreed with this statement), as the following chart shows.

Parents taking responsibility (NI 22): Comparative data

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 2009/10 Havering Interim Place Survey (2,576)



Older residents, women and residents with children aged under 17 are more likely to agree that parents take enough responsibility for their children (34%, 30% and 31% respectively compared to 27% of residents overall).

Perceptions of parental responsibility are linked to wider views about the local area, and also to satisfaction with the Council and public services more widely. They also seem to be associated with perceptions of personal safety and crime and anti-social behaviour. For example, people who agree that parents take enough responsibility are more likely to feel safe after dark (37% who feel safe agree compared to 16% who feel unsafe) and that the police and local partners are dealing successfully with crime and anti-social behaviour issues (42% who agree that crime and anti-social behaviour are being tackled successfully agree that parents take enough responsibility compared to 12% of residents who disagree that the issues are being dealt with successfully).

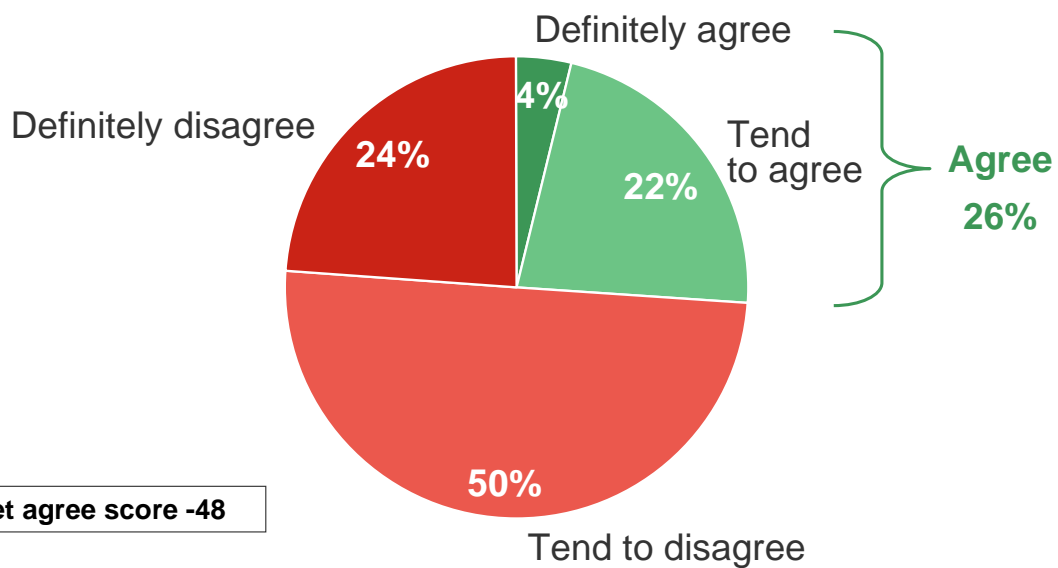
4. Engagement and involvement

Involvement in local decision-making

When it comes to local decision-making, only one in four (26%) residents agree that they can influence decisions affecting their local area. Three in four (74%) disagree and one in four (24%) *definitely* disagree.

Influencing decisions (NI 4)

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



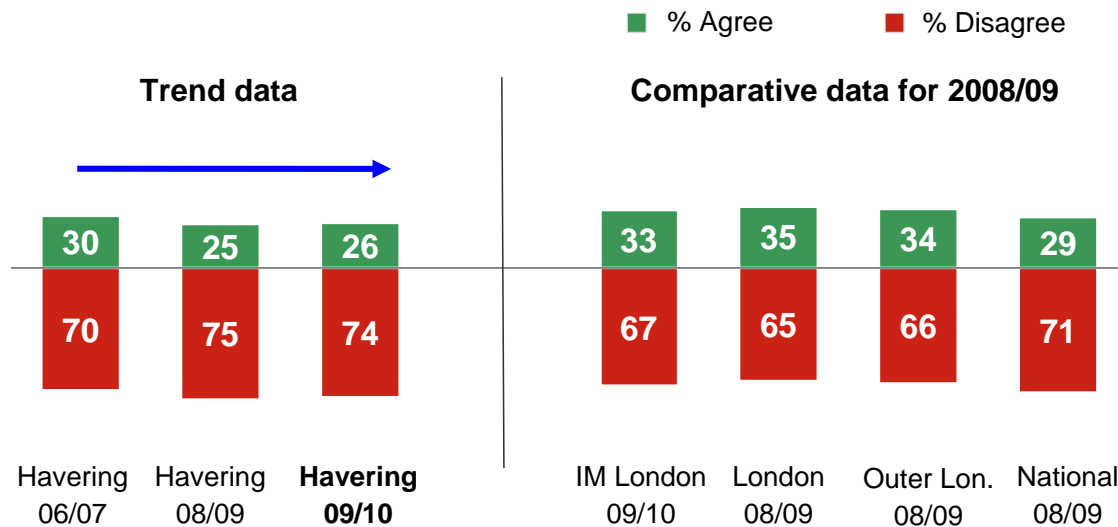
Ipsos MORI Base: All valid responses (2,323)



Perceptions of influence do not appear to have changed since the 2008/09 Place Survey, at which time we noted a drop in levels of influence since 2006/07. This is perhaps disappointing for Havering, especially when we consider that the Borough also underperforms on this key NI 4 measure compared to Outer London in 2008/09 (Havering performs eight percentage points below Outer London).

Influencing decisions (NI 4): Contextual data

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



Ipsos MORI

Base: All valid responses 2009/10 Havering Interim Place Survey (2,323)



The findings show that feelings of influence are stronger amongst older age groups (where 35% of residents aged 65+ feel they can influence decisions compared to 26% overall) and residents from BME groups (44% agree compared to 24% of White residents). Ipsos MORI's recent report, *People, Perceptions and Place*², points to feelings of influence being closely associated with ethnic diversity, with areas of higher levels of diversity reporting stronger performance on the NI 4 measure.

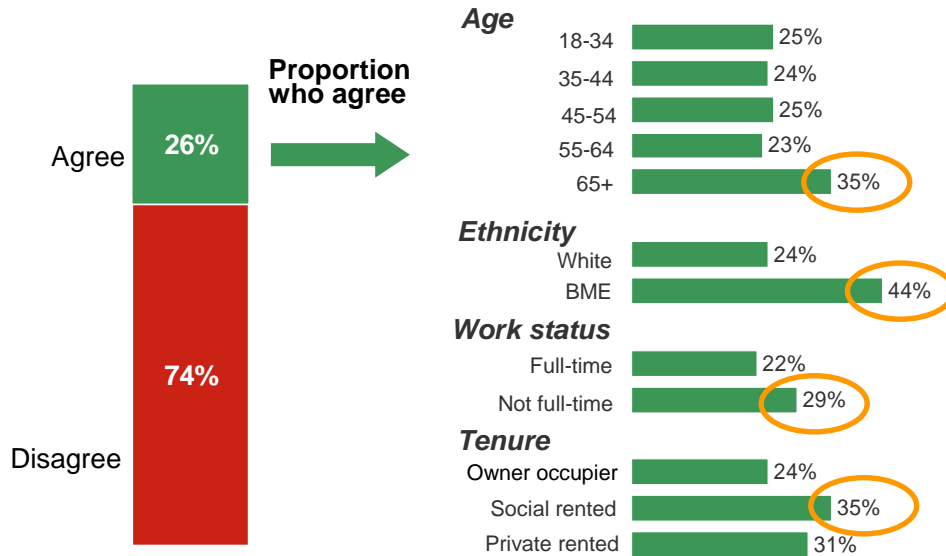
It is not clear what is driving this unusual pattern (ethnic diversity is usually a negative driver of satisfaction with the local area), but it could be related to more established alternative means that newer communities have for making their views known (through religious or cultural groups), because of a greater focus on these groups among local agencies, or because of lower expectations of influence among these communities.

In addition, those not working full-time are also more likely to agree they can influence decisions (29% agree compared to 22% of residents who work full-time) as are residents living in social housing (35% compared to 24% of owner occupiers), as the following chart shows.

² *People, Perceptions and Place*, Ipsos MORI, June 2009. Available for download from www.ipsos-mori.com.

Influencing decisions: Subgroup analysis

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



Ipsos MORI Base: All valid responses (2,323)

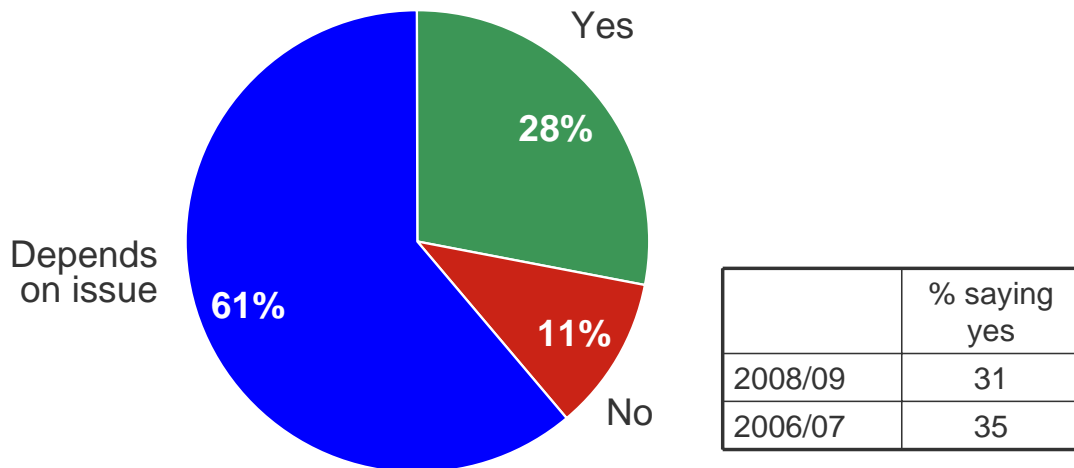


An important point to note is that feelings of influence do appear to impact not only on how people feel about the local area, but also their attitude towards the Council and local public services. For example, 46% of residents who are satisfied with the Council agree they have influence compared to just six percent who are dissatisfied.

Most residents appear to want more involvement in the decisions that affect their local area. For most (61%) this would depend on the issue being discussed, but for one in four (28%) they would like to be more involved anyway. As the following chart shows, there has been a gradual *decrease* in the proportion of residents who want more of a say regardless of the issue. This is perhaps a positive finding when we consider that it is the more disgruntled residents (both in relation to the area, Council and other public services) who appear to want more of a say.

Getting more involved

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



Ipsos MORI Base: All valid responses (2,617)



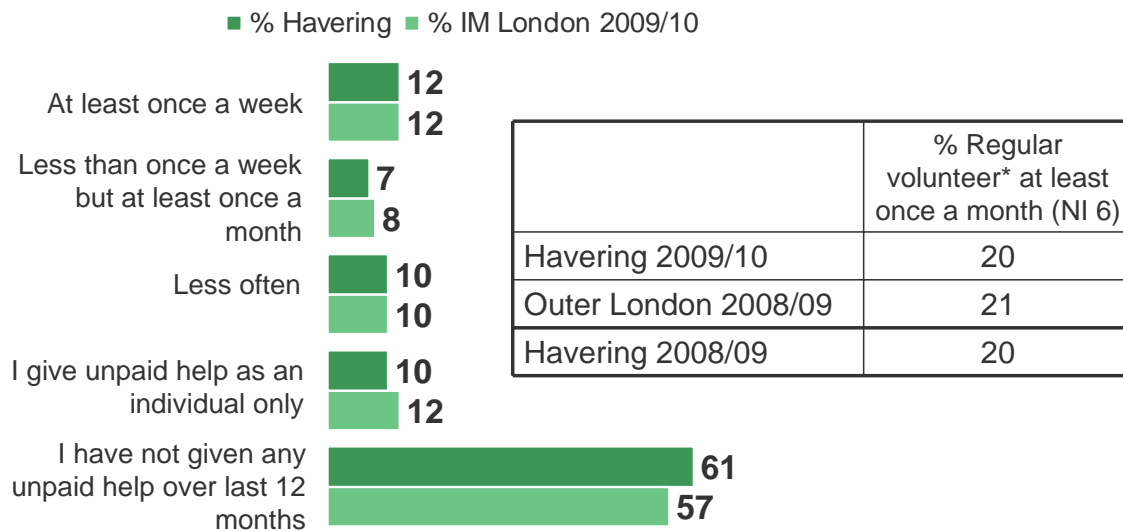
When looking at population subgroups, it is men (33% want more of a say compared to 24% of women), those working full-time (again, 33% compared to 24% of residents who do not work full-time) and owner occupiers and private renters (both 30% compared to 15% of social renters) who want more of a say.

Volunteering and civic participation

Levels of volunteering in Havering have remained in line with what was seen in 2008/09, with one in five (20%) residents regularly volunteering (i.e. they have volunteered for a group, club or organisation within the last month). This is in line with Outer London in 2008/09.

Participation in regular volunteering (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)?



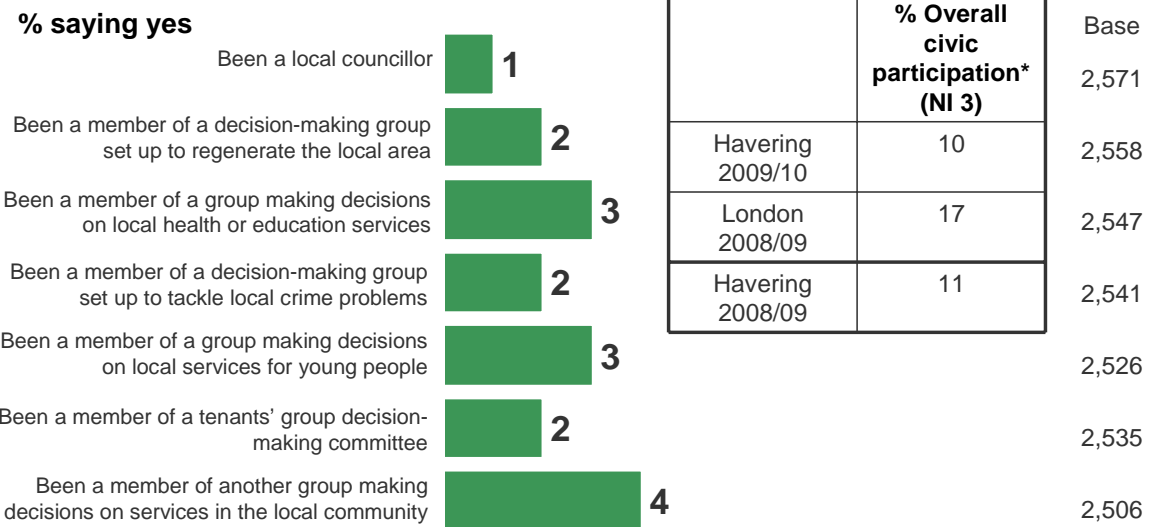
Ipsos MORI Base: All valid responses 2009/10 Havering Interim Place Survey (2,451). *Regular volunteering is volunteering for group, club or organisation within last month.



Levels of civic participation also remain in line with last year, with one in ten (10%) residents having taken part in at least one of the civic engagement activities asked about in the last 12 months. Unlike volunteering, however, Havering's performance is slightly lower than that seen in London during 2008/09 (when 17% of residents across the capital said they participated).

Civic participation (NI 3)

Q In the past 12 months have you...



Ipsos MORI Base: All valid responses. *Civic participation (NI 3) is % of respondents who take part in at least one of any of the activities in last 12 months



There are few obvious subgroup differences when it comes to regular volunteering, although owner occupiers and residents with children under 17 are more likely to say they volunteer (21% and 25% respectively compared to 20% overall). Residents aged 65+ are also marginally more likely to volunteer (22% do).

Generally, it appears that people who are more active in their community (in terms of volunteering) are more positive about their local area and quality of life. For example, they are more likely to feel they belong strongly to the local neighbourhood (22% of residents who feel they belong strongly regularly volunteer compared to 17% who do not).

However, they are less likely to be favourable about the Council (25% of residents who are dissatisfied with the Council volunteer compared to 17% who are satisfied).

When it comes to civic participation activities, the relatively small numbers of residents engaging make it difficult to identify any obvious subgroup patterns. However, the findings suggest that civic engagement does seem to make residents feel they have more influence over local decisions (15% who agree they have influence are engaged in activities compared to 10% who disagree), and a stronger sense of belonging to their neighbourhood (13% of those who feel they belong strongly are engaged compared to eight per cent who do not feel they belong strongly).

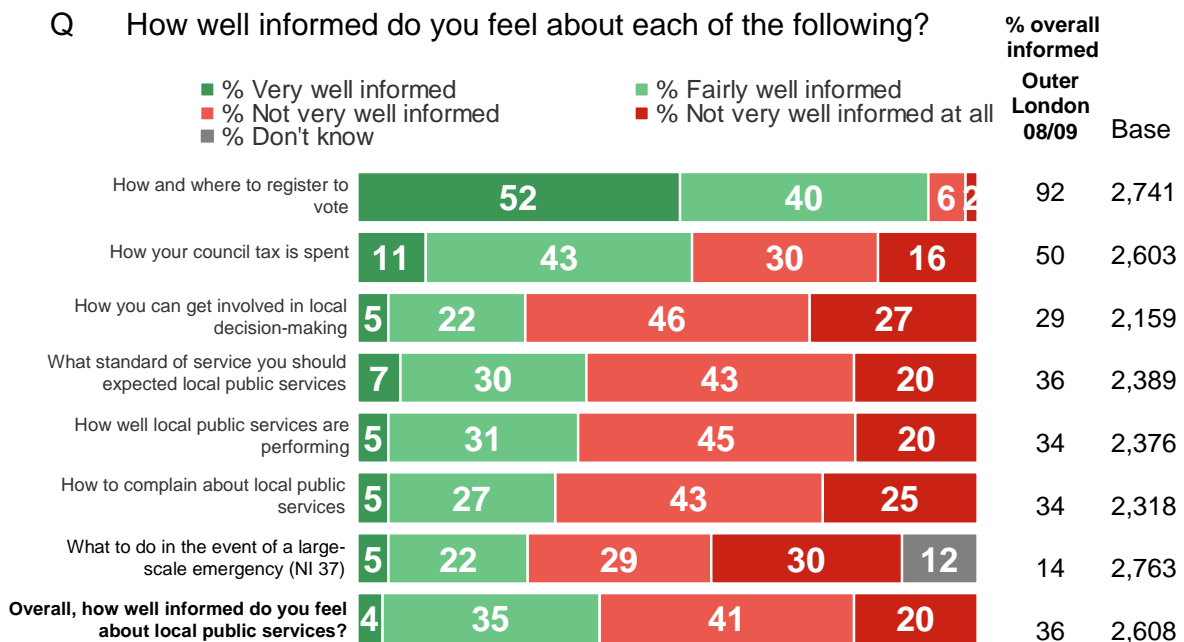
5. Being kept informed

Being kept informed

Residents have mixed views when it comes to feeling informed about local public services. The vast majority (92%) feel informed about how and where to register to vote, and over half (54%) feel informed about how local council tax is spent. But, less than one in three feel informed about how to get involved in local decision-making (which may reflect the low levels of agreement people have about being able to influence decisions locally), what to do in the event of a large-scale emergency and how to complain about local public services.

Overall, around two in five (39%) feel fairly or very well informed about local public services.

Being informed about key issues/ services



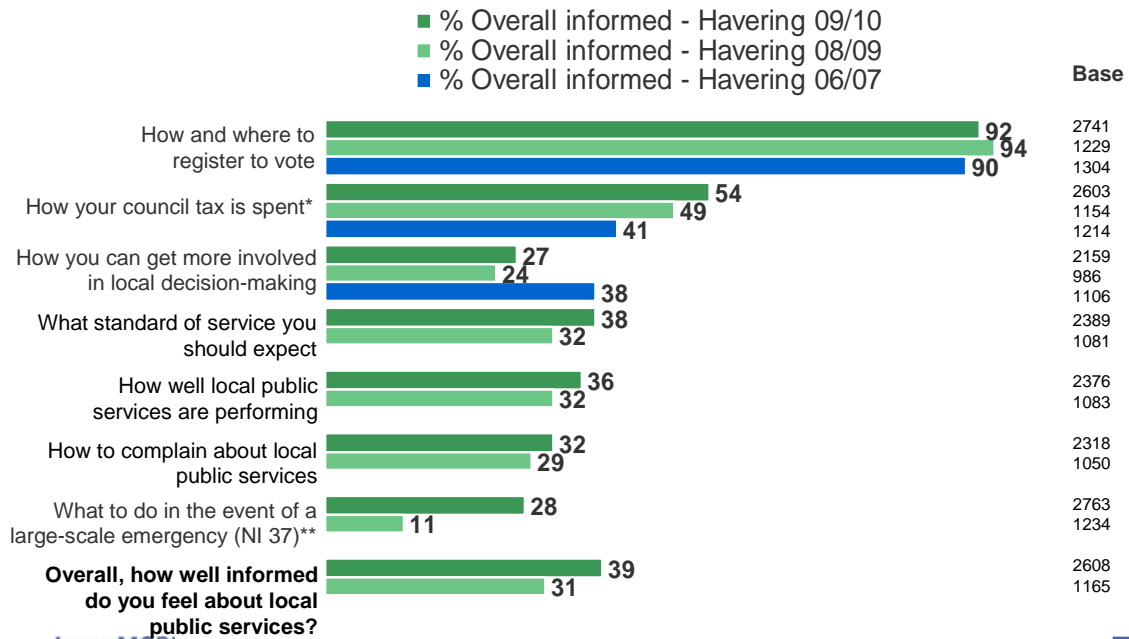
Ipsos MORI Base: All valid responses. NB. 'Large-scale emergency' only includes Don't Know in the base.



This said, as can be seen from the following chart, the trends show an improvement on Havering's part towards keeping its residents informed. With the exception of registering to vote (which records very high levels anyway), residents feel more informed than they did in 2008/09 about all of the aspects of local public services asked about. In particular, NI 37 has seen a large jump in the proportion of people who feel informed – from 11% to 28% who say they feel informed about what to do in the event of a large-scale emergency. This may be related to the national coverage of the swine flu epidemic earlier in the year.

Being informed about key issues and services – changes over time

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



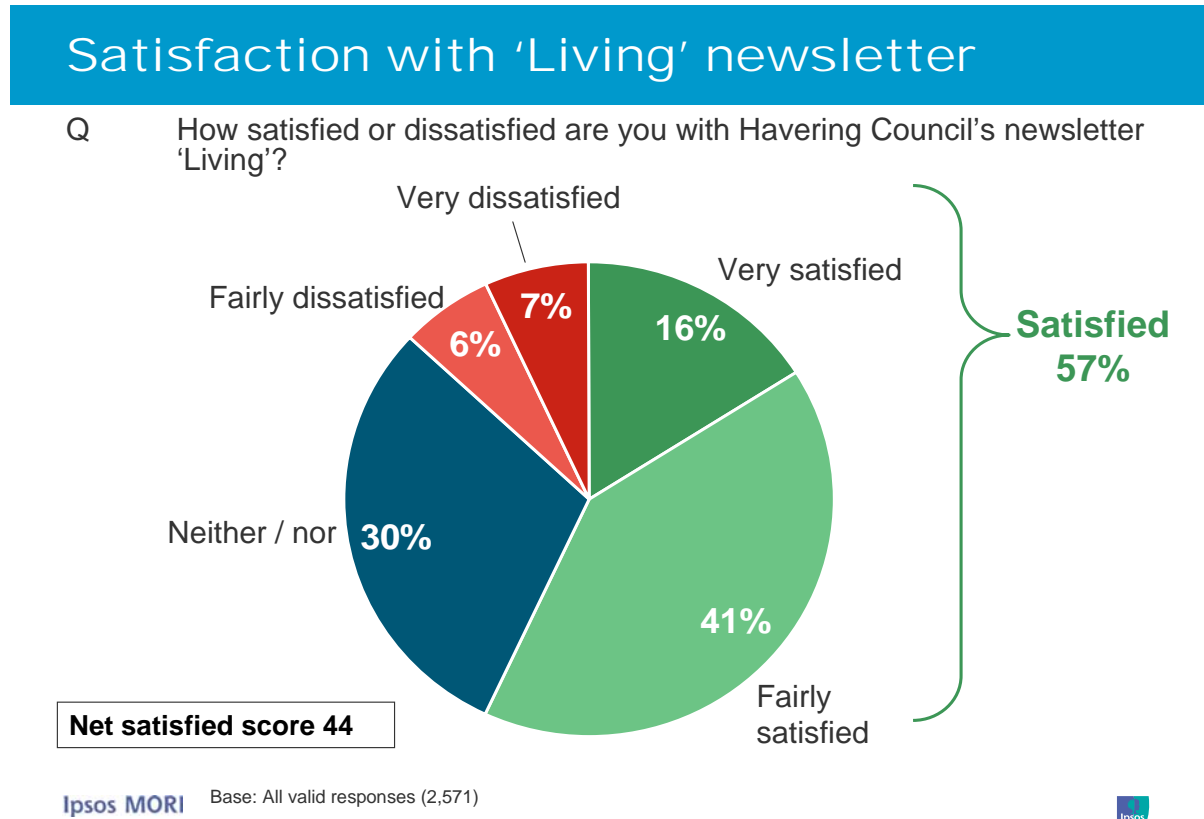
Ipsos MORI

Base: All valid responses. * Please note the different question wording in 2006/07: "What the Council spends its money on." ** 'Large-scale emergency' only includes Don't Know in the base



Satisfaction with Council newsletter, 'Living'

Nearly three in five (57%) residents are satisfied with the Council's newsletter, 'Living', although 30% of residents do not have a view either way.

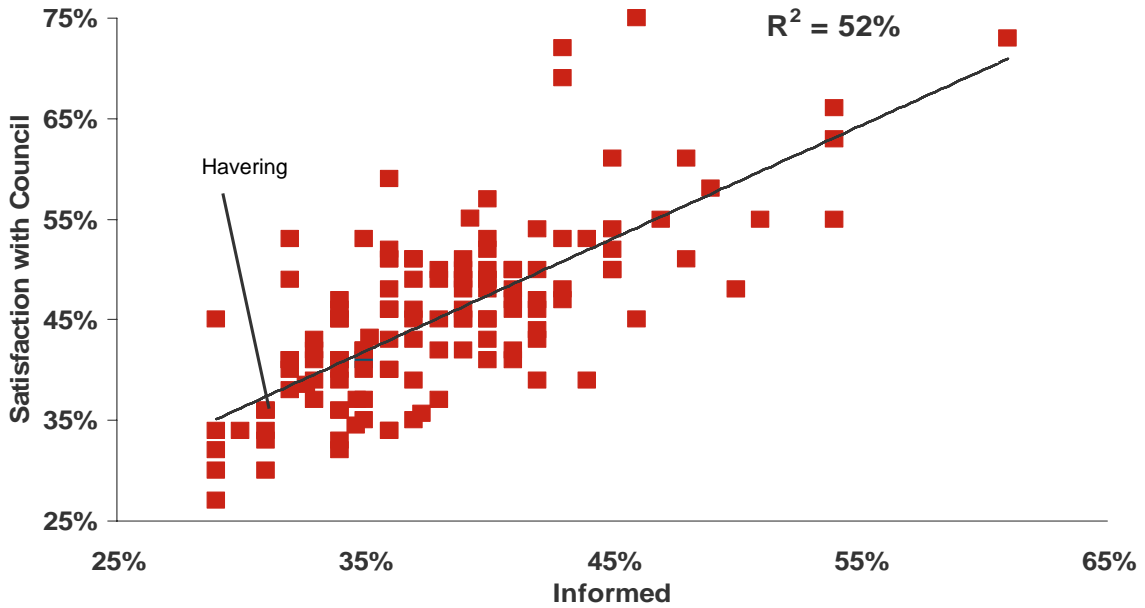


As we have seen in previous years, there is a link between feeling informed (and in Havering's case, also with being satisfied with the 'Living' newsletter) and being satisfied with a range of measures relating to the local area. For example, among those who feel satisfied with the area 44% feel fairly or very well informed about public services overall compared to just 27% who are dissatisfied.

A similar pattern is visible among those who are satisfied with the Council (and other local public services such as the police and health services), or who believe the Council provides value for money. Around two in three (66%) residents who are informed about local public services are satisfied with the Council compared to 23% who do not feel informed, and 45% who feel informed agree that the Council provides value for money compared to 12% who are uninformed.

The following charts show the strong relationship between feeling informed about services overall and satisfaction with the Council and perceived value for money, based on national Place Survey results from 2008/09. This is in line with a wealth of other research conducted by Ipsos MORI which demonstrates that keeping residents informed is a strong factor in driving the reputation of the local authority.

Being informed is strong driver of satisfaction...



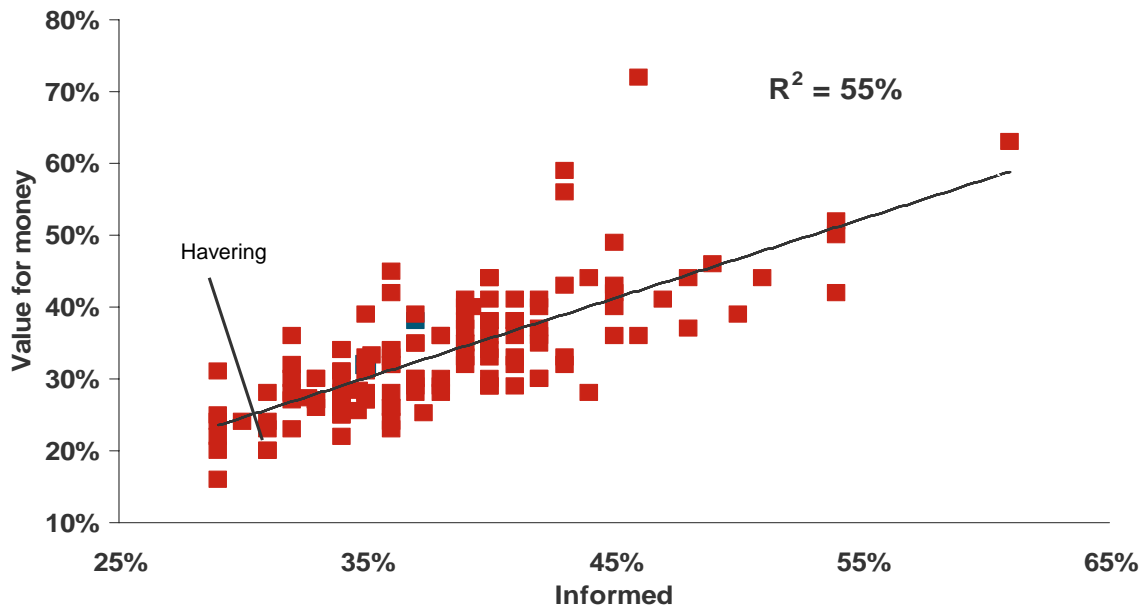
Base: All valid responses, 131 local authorities, Place Survey 2008

Source: Ipsos MORI

Ipsos MORI



... also important in driving perceptions of value for money



Base: All valid responses, 131 local authorities, Place Survey 2008

Source: Ipsos MORI

Ipsos MORI



Older residents are more likely to feel informed than residents overall (53% of over 65s feel informed compared to 39% of residents overall), and this is the age group which tends to be more satisfied with quality of life and local public services generally. Residents who do not work full-time and those living in social housing are also more informed (45% and 50% respectively, compared to 39% of residents overall). This pattern is mirrored when it comes to assessing which subgroups are more likely to be satisfied with the Council's newsletter, 'Living'.

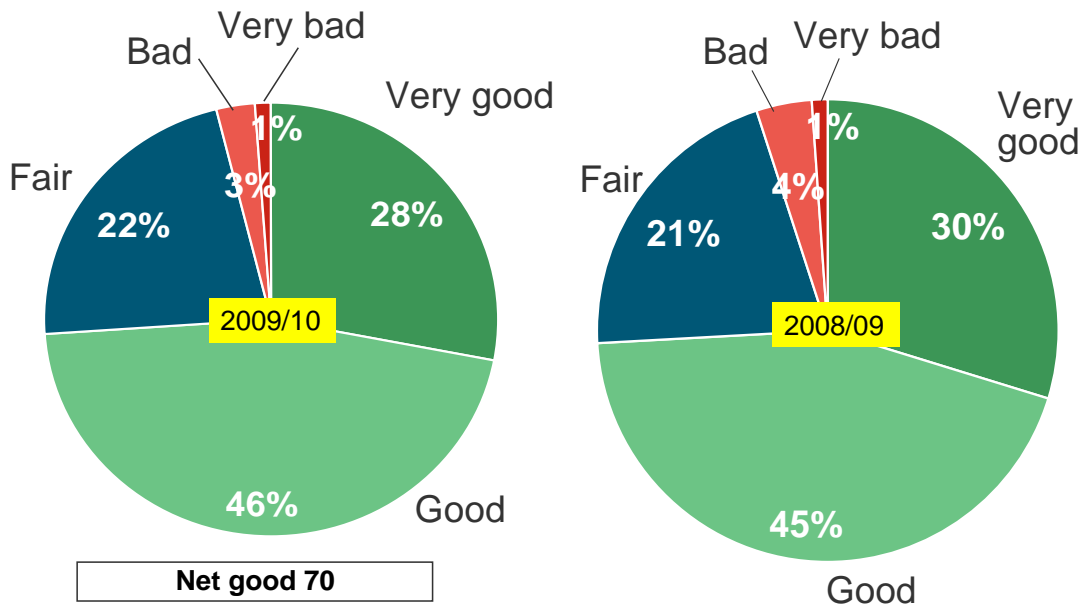
6. Health

Self-reported health

Encouragingly, the vast majority of Havering residents report being in good health (74%); only four percent report being in bad health.

Self reported health and well being (NI 119)

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



Ipsos MORI Base: All valid responses (2,768)



While this is broadly in line with last year, residents are less likely to cite their health as good than were residents across Outer London in 2008/09. This may be related to the higher proportion of older people who reside in the Borough compared to other parts of London.

Health and well being (NI 119): Contextual data

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



Ipsos MORI Base: All valid responses 2009/10 Havering Interim Place Survey (2768), 2008/09 Havering Place Survey (1238).



As we would expect, good health is most likely to be reported by younger residents (90% of 18-34 year olds say their health is good) than older residents (51% of residents aged 65+ say they are in good health). Residents with a disability or long-term illness are also less likely to report being in good health (34% compared to 90% of those with no disability or illness). As are social renters (54% report being in good health compared to 76% of owner occupiers and 87% of private renters), and those not in full-time work (64% report being in good health compared to 86% of residents in full-time work).

Good health also appears to correlate with more positive views of the area. 76% of residents who are satisfied with the local area report being in good health, compared to 67% of those who are dissatisfied.

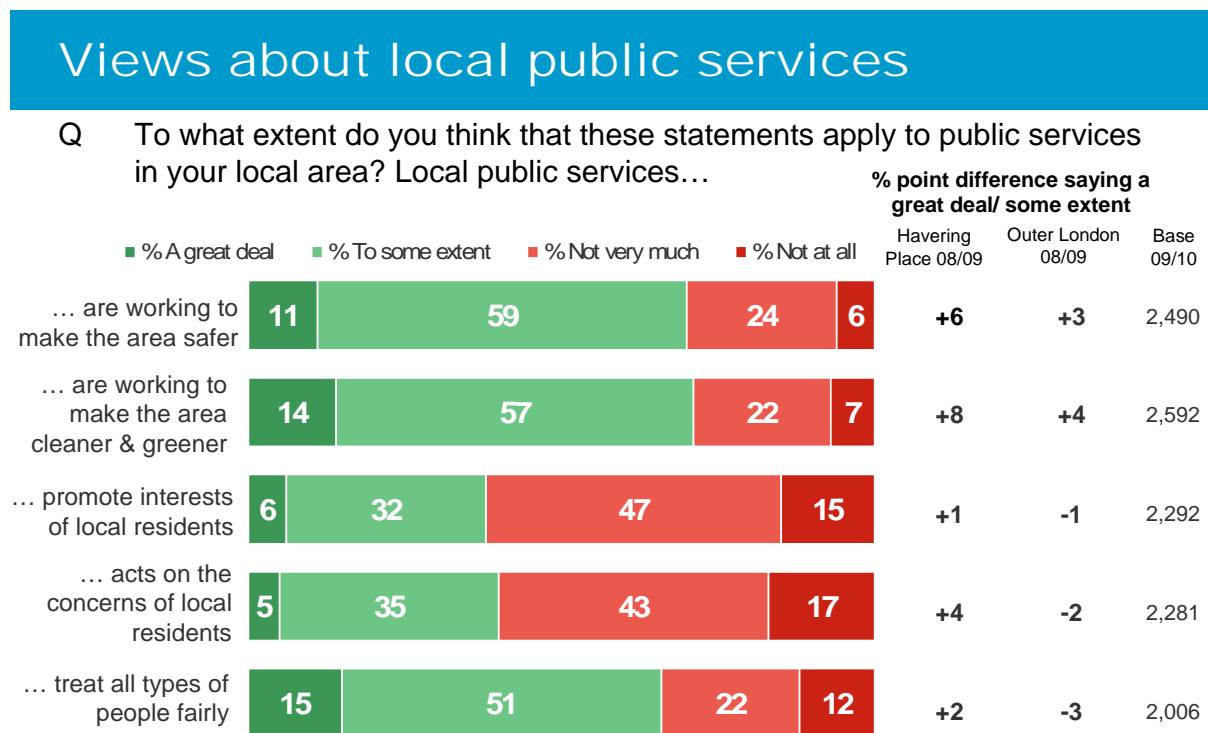
7. Local public services

Views about local public services

The majority of residents are likely to agree that, at least to some extent, local public services are working to make the area cleaner and greener (71%), working to make the area safer (70%) and that they treat all types of people fairly (66%). However, when it comes to promoting the interests of local residents, or acting on their concerns, residents do not believe this is happening very much, if at all. Three in five (61%) *do not* believe that local public services promote the interests of local residents much or at all, and a similar proportion (60%) feel this way when it comes to acting on the concerns of local residents.

Encouragingly though, residents are more positive that local public services are doing these things at least to some extent than was the case in 2008/09 – with a rise of eight percentage points in the proportion of residents who think they are working to make the area cleaner and greener, and six percentage points who think they are working to make the area safer.

Havering also appears to fall fairly in line with what was witnessed across Outer London in 2008/09 (and performs marginally better when it comes to working to make the area cleaner and greener).



Ipsos MORI Base: All valid responses



Satisfaction with key local public services

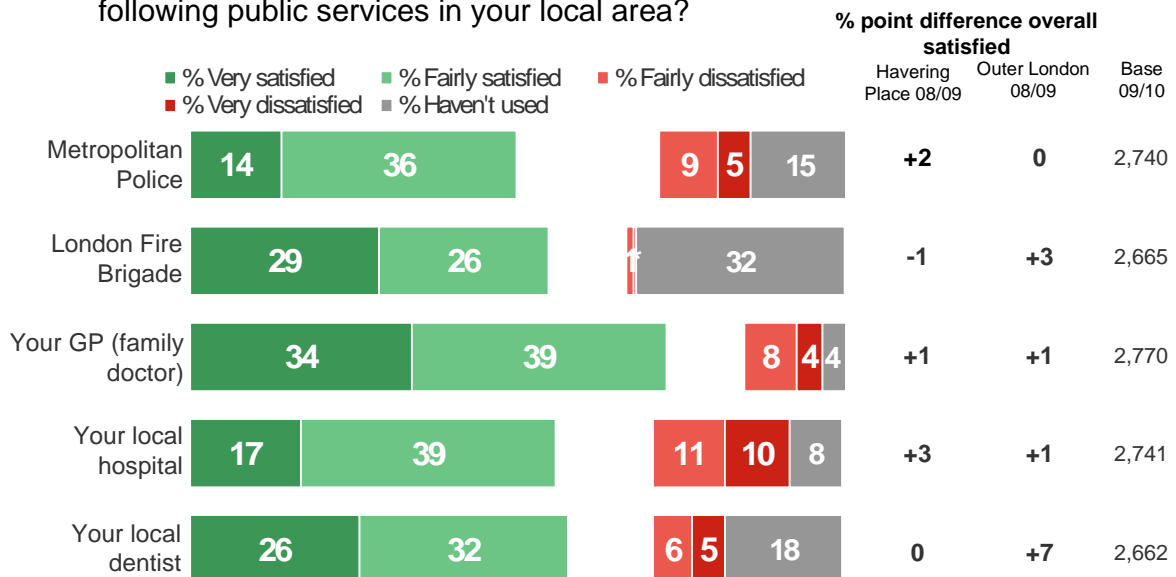
Satisfaction with key local public services in Havering is generally quite high (and for all the services asked about satisfaction is higher than it is for the Council). Satisfaction is broadly in line with what was witnessed in 2008/09.

Satisfaction is highest with GP services (72% of residents are satisfied with their local doctor). Active *dissatisfaction* is quite low across the service areas, but one in five (21%) residents are actively dissatisfied with the local hospital.

Satisfaction with all services appears to be in line with what was seen for Outer London in 2008/09, with the exception of local dentists, where Havering is outperforming Outer London by some margin (satisfaction is seven percentage points higher).

Satisfaction with local public 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



Older residents and women tend to be more satisfied with the range of local public services asked about than residents overall.

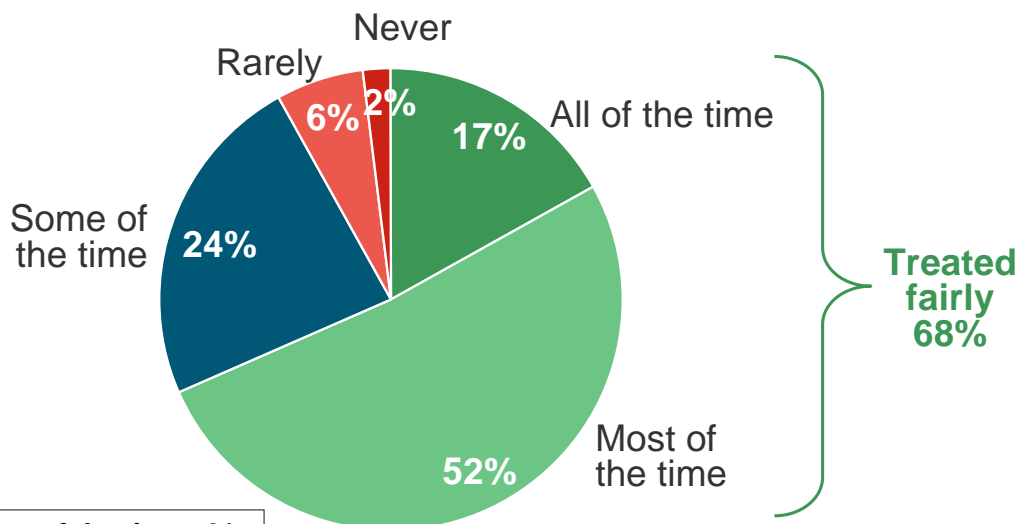
Respect and consideration from local public services

Respect and consideration is an important determinant of satisfaction with local public services. Across the public services asked about, including the Council, those who feel treated with respect and consideration some or all of the time are far more likely to be satisfied with each of the services asked about.

The majority of residents (68%) feel that they are treated with respect and consideration by local public services all or most of the time. Around one in four (24%) agree this is the case some of the time. Only seven percent say this happens rarely or never.

Treated with respect and consideration by local public services (NI 140)

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



Net all/most of the time +61

Ipsos MORI Base: All valid responses 2009/10 (2,397)



As the following chart shows, this result is in line with what was reported during the 2008/09 Place Survey for Havering, and is also similar to what was witnessed in Outer London last year.

Treated with respect and consideration by local public services: Comparative data

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



Ipsos MORI

Base: All valid responses 2009/10 Having Interim Place Survey (2,397)



When subgroups differences are examined, White residents are more likely to report being treated with respect and consideration *all or most of the time* (69% compared to 57% of BME residents), while BME residents are more likely to report only being treated this way *some of the time* (37% compared to 23% of White residents).

Older residents (80% of those aged 65+), women (74%), those not working full-time (73%) owner occupiers (70%) and residents with no children under the age of 17 (71%) are all more likely to say that they have been treated with respect and consideration at least some of the time than are residents overall (68%).

Support for older people

The balance of opinion on NI 139 is positive. Around three in ten (29%) residents agree that older people in the local area are able to get the services and support they need to continue to live at home for as long as they want to. One in six (17%) disagree, but the vast majority of residents say they do not know (54%).

As the following chart shows, agreement levels show a slight improvement against the 2008/09 Havering Place Survey. While agreement levels may appear low, Havering actually has slightly higher levels of agreement than Outer London did in 2008/09 (where 25% of residents agreed).

Support 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 at home for as long as they want to?



Ipsos MORI Base: All valid responses 2009/10 Havering Interim Place Survey (2,751). Note: 'don't knows' are included in the base calculations



It is encouraging for the Council and its partners to note that levels of agreement are higher among older residents (39% of residents aged 65+ agree compared to 29% of residents overall) and disabled residents or those with a long-term illness (33% agree compared to 28% who have no disability/ illness) – the people most likely to use these services or need support. However, there are still significant proportions of these groups who do not believe that there are sufficient services or support, or who do not know.

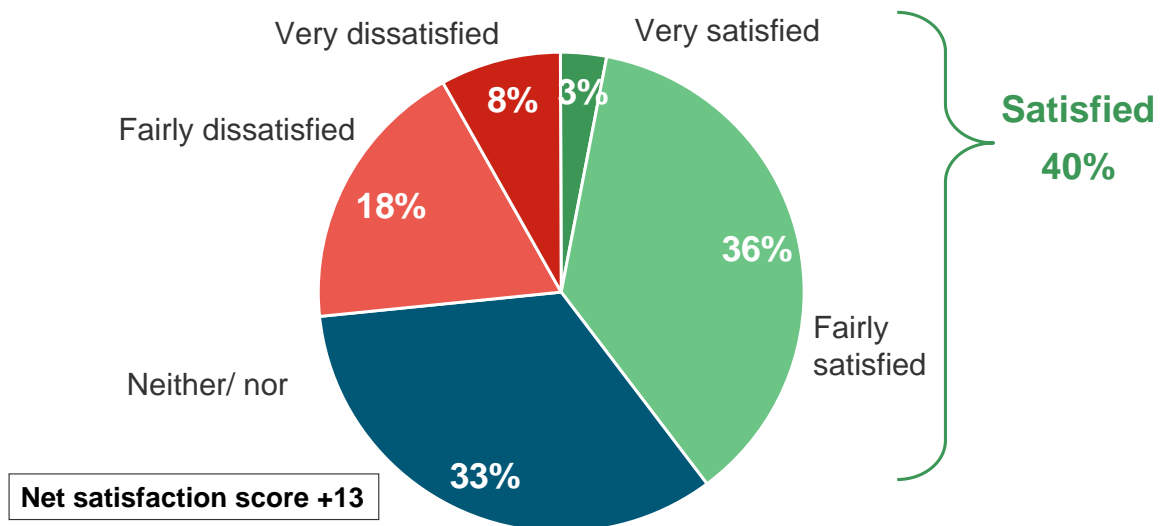
8. Satisfaction with the Council and its services

Satisfaction with the Council

Around two in five (40%) residents are satisfied with the way Havering Council runs things. Around one in four (27%) are dissatisfied, and a third (33%) don't have a view either way.

Satisfaction with how Havering Council runs things

Q And now taking everything into account, how satisfied or dissatisfied are you with the way Havering Council runs things?



Ipsos MORI Base: All valid responses 2009/10 (2,712)



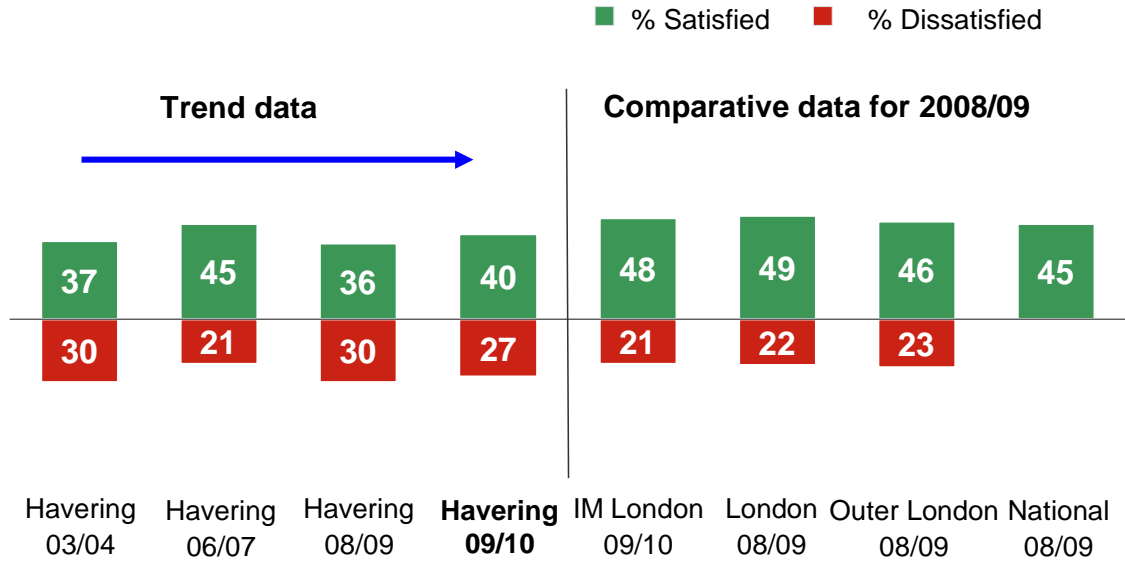
Encouragingly, satisfaction with the Council appears to have increased slightly since 2008/09 (by four percentage points), bringing it back towards the higher levels seen in 2006/07.

Given a number of factors which appear to correlate with Council satisfaction, including being kept informed, agreeing the Council provides value for money and satisfaction with the area – all of which have improved this year – a rise in Council satisfaction is perhaps not surprising.

However, Havering still performs *below* the Outer London levels on this key Council satisfaction measure – by six percentage points.

Satisfaction with Council: Contextual data

Q Taking everything into account, how satisfied or dissatisfied are you with the way Havering Council runs things?



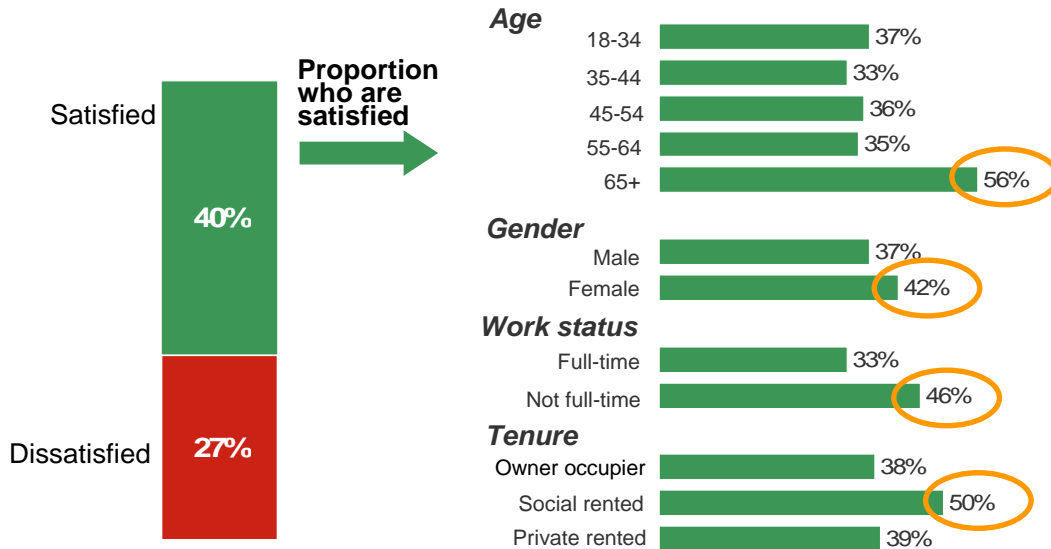
Ipsos MORI Base: All valid responses 2009/10 Havering Interim Place Survey (2,712)



When it comes to satisfaction by sub groups, it is older residents (56% report being satisfied) women (42%), residents not in full-time work (46%) and those who rent social housing (50%) who are more likely to be satisfied than residents on the whole (40%).

Satisfaction with Council: Subgroup analysis

Q And now taking everything into account, how satisfied or dissatisfied are you with the way Havering Council runs things?



Ipsos MORI Base: All valid responses (2,712)



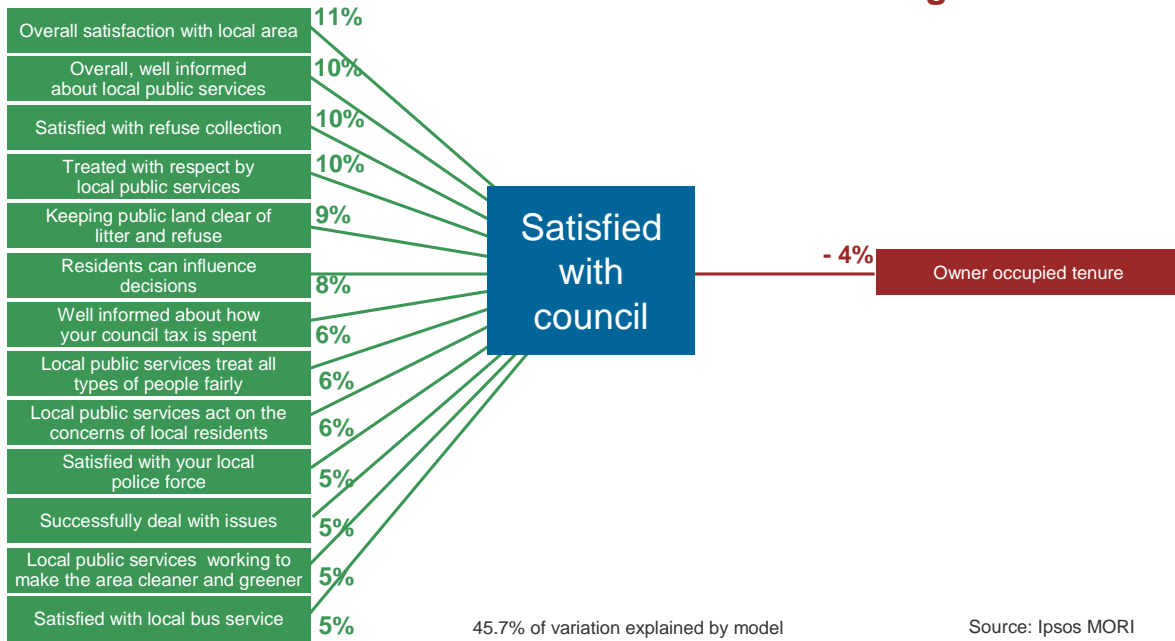
As is well known, residents' opinions on whether the Council provides value for money will often bear significant influence upon their overall satisfaction with the Council. This is again the case here; two in three of those who *disagree* the Council provides value for money are also dissatisfied with the Council overall (66% compared with one percent who agree).

In addition, there are, more widely speaking, a number of other factors which we know impact on Council satisfaction levels. The following chart shows the results of a regression analysis run by Ipsos MORI on the 2008/09 national Place Survey dataset. Within the bounds of the survey, it shows that Council satisfaction is most strongly influenced by satisfaction with the local area, but also by how well informed residents feel, and by the quality of visible key universal services, such as environmental services.

Drivers of satisfaction with Council

Positive drivers

Negative drivers



45.7% of variation explained by model

Source: Ipsos MORI

Ipsos MORI

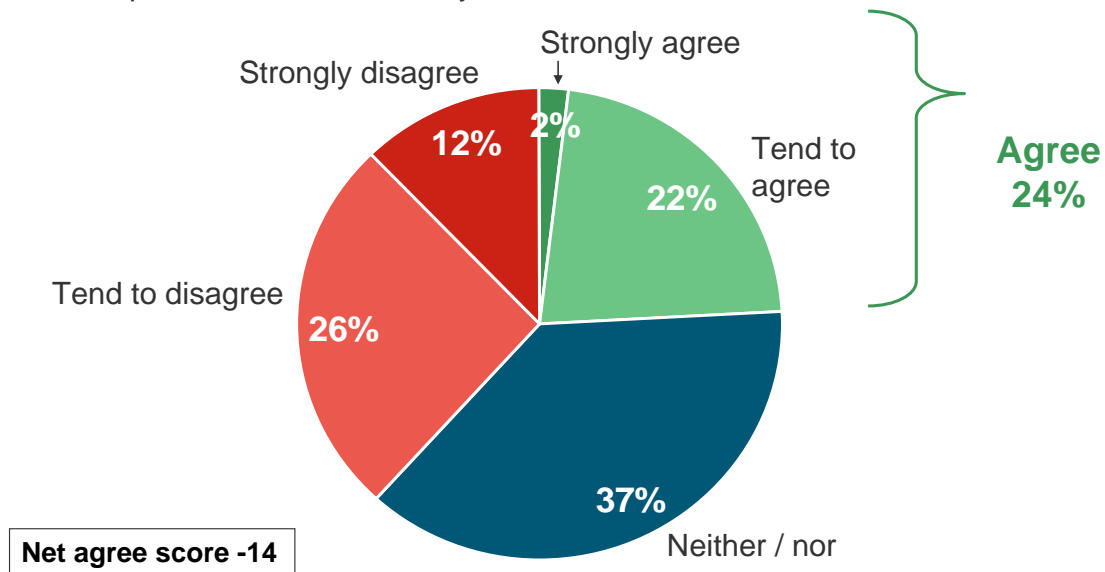


Value for money

A key driver of the reputation of all councils is whether or not they are seen to be providing their residents with good value for money. Encouragingly for Havering, there has been a four percentage point increase in the proportion of residents who agree that the Council is providing value for money since the 2008/09 Place Survey (24% agree, compared with 20% in 2008/09). However, almost two in five (38%) actively *disagree* with this question.

Value for money

Q To what extent do you agree or disagree that Havering Council provides value for money?



Ipsos MORI

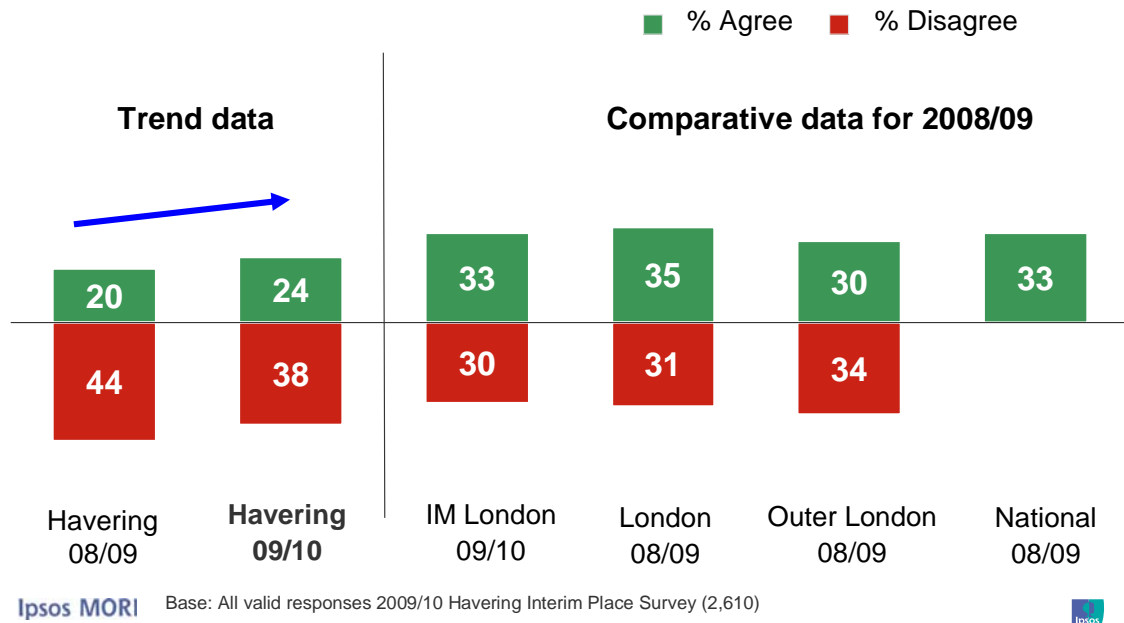
Base: All valid responses 2009/10 (2,610).



While Havering has witnessed an increase in agreement about value for money, it still falls significantly below agreement levels seen in Outer London in 2008/09 (it is six percentage points lower, although appears to be closing the gap). It will be important to continue to progress on raising perceptions of value for money, including targeted communications, in seeking to improve overall levels of satisfaction with the local authority.

Delivering value for money: Contextual data

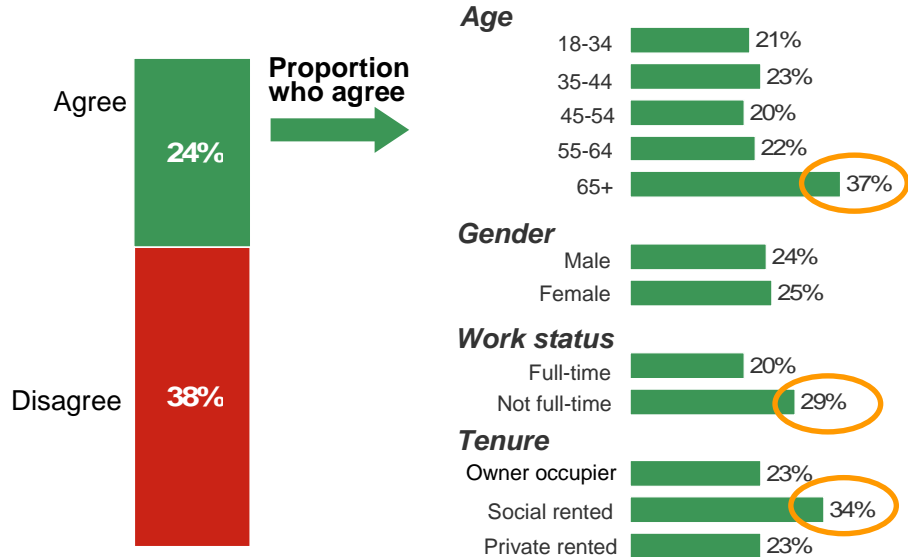
Q To what extent do you agree or disagree that Havering Council provides value for money?



As with satisfaction with the Council, older residents (37% of those aged 65 or over), those not in full-time work (29%) and those in social housing (34%) are the most likely to agree the Council provides value for money compared to residents overall (24%). It is relevant to consider the different groups of residents who are more or less likely to perceive the Council to be providing value for money when targeting any communications.

Value for money: Subgroup analysis

Q To what extent do you agree or disagree that Havering Council provides value for money?



Ipsos MORI Base: All valid responses (2,610).



Satisfaction with key Council and partner services

Culture and recreation services

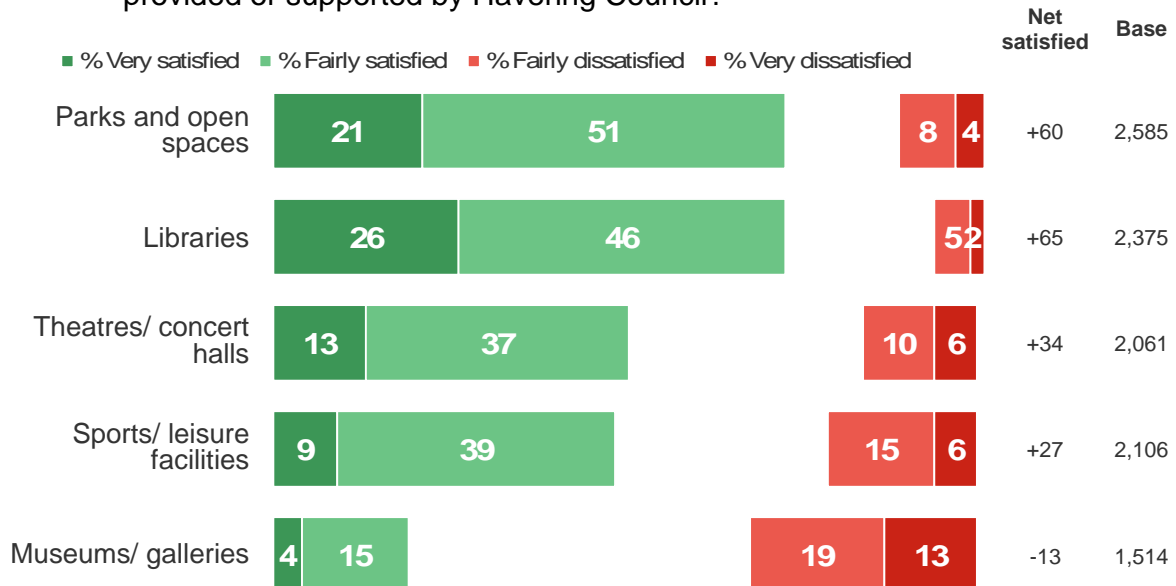
When it comes to satisfaction with cultural and recreation services, Havering residents are most satisfied with parks and open spaces and libraries (72% are satisfied with both these services). Satisfaction is lowest for museums/ galleries and sports/ leisure facilities. While this in part reflects low awareness, use of, or access to, these services (as indicated by the relatively large proportion of residents who do not have a view either way), it is pertinent to note that as many as one in three (32%) are actively dissatisfied with museums/ galleries in the Borough, and one in five (22%) with sports/ leisure facilities.

Satisfaction levels with each of these services are in line with the 2008/09 Place Survey. Satisfaction over the longer-term (since 2003/04) with libraries and parks and open spaces appears to have gradually increased.

When it comes to satisfaction with culture and recreation services, Havering residents show similar levels of satisfaction to those seen for Outer London residents in general in 2008/09, with the exception of museums/ galleries (where 28% of Outer London residents were satisfied compared to just 20% in Havering), and theatres/ concert halls, where Havering residents are *more* satisfied (50% compared to 36% of Outer London residents).

Satisfaction with culture and recreation

Q How satisfied or dissatisfied are you with each of the following services provided or supported by Havering Council?



Ipsos MORI Base: All valid responses



Environmental services

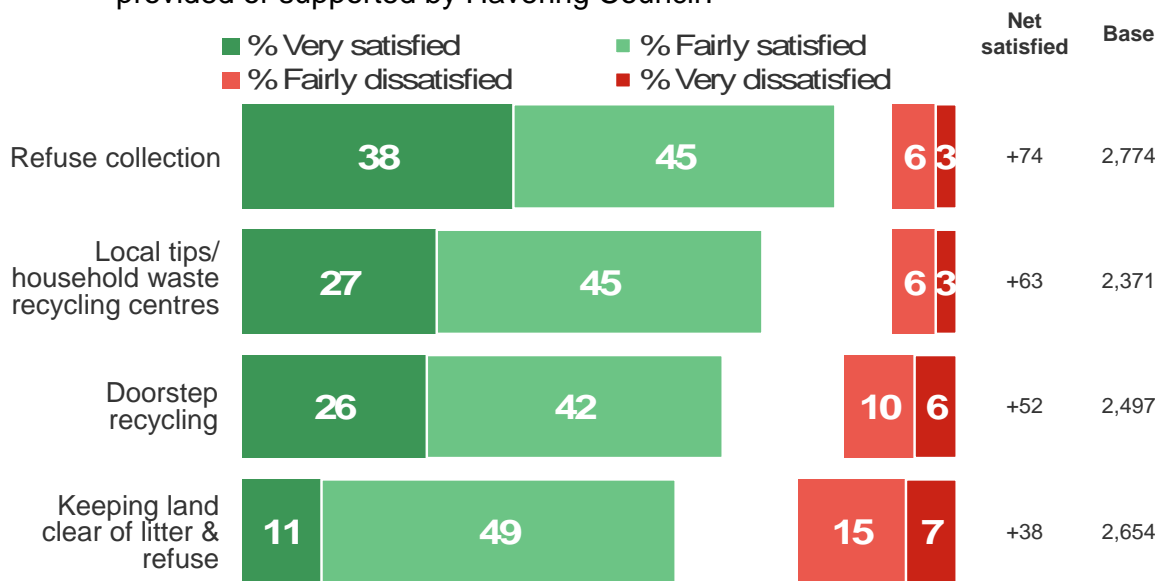
When it comes to environmental services, Havering residents report the highest levels of satisfaction for refuse collection (83% are satisfied with this service), followed by local tips/ household waste recycling centres (73% are satisfied). Satisfaction is lower for doorstep recycling (68%), and lowest for keeping land clear of litter and refuse (only 60% are satisfied and one in five, 22%, are actively *dissatisfied*).

Again, satisfaction levels are broadly in line with what was seen during the 2008/09 Place Survey, but doorstep recycling has seen a notable four percentage point increase in satisfaction from last year (although satisfaction with this service remains below 2006/07 and 2003/04 levels).

Encouragingly for Havering, satisfaction with environmental services is in line with, or higher, than those recorded for Outer London in 2008/09. In particular, refuse collection and local tips/ household waste recycling centres are both seven percentage points higher in Havering than in Outer London.

Satisfaction with environmental services

Q How satisfied or dissatisfied are you with each of the following services provided or supported by Havering Council?



Ipsos MORI Base: All valid responses



Satisfaction with local transport services

Around half of residents (56%) are satisfied with local transport information services, and seven in ten (72%) with the local bus service. Satisfaction levels appear to broadly mirror those seen in across Outer London in 2008/09 and are in line with what was seen in Havering during the last Place Survey.

Satisfaction with local transport

Q How satisfied or dissatisfied are you with each of the following services provided or supported by Havering Council?

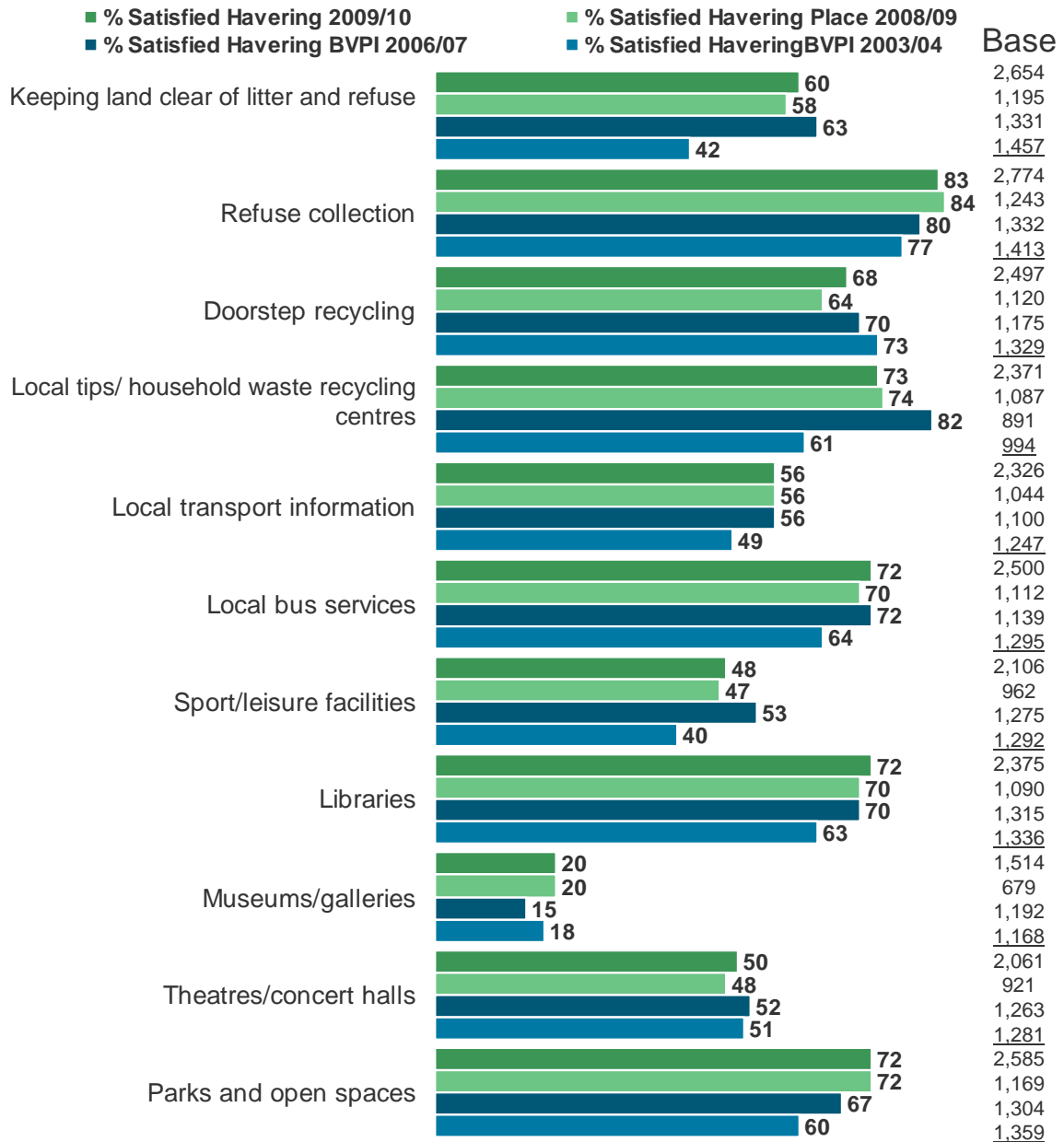


The following chart shows overall satisfaction levels for each of the key services asked about, and how these have changed over time since 2003/04.

There are few notable differences between 2008/09 and this year, with the exception of doorstep recycling, which has seen a four percentage point increase in satisfaction - although satisfaction levels for this service are still lower than they were in 2003/04. Generally speaking, however, satisfaction levels appear to have been maintained or have improved when we look longer term, since 2003/04.

Satisfaction over time with key Council services

Q How satisfied or dissatisfied are you with each of the following services provided or supported by Havering Council?



Base: All valid responses 2009/10; 2008/09; 2006/07; 2003/04

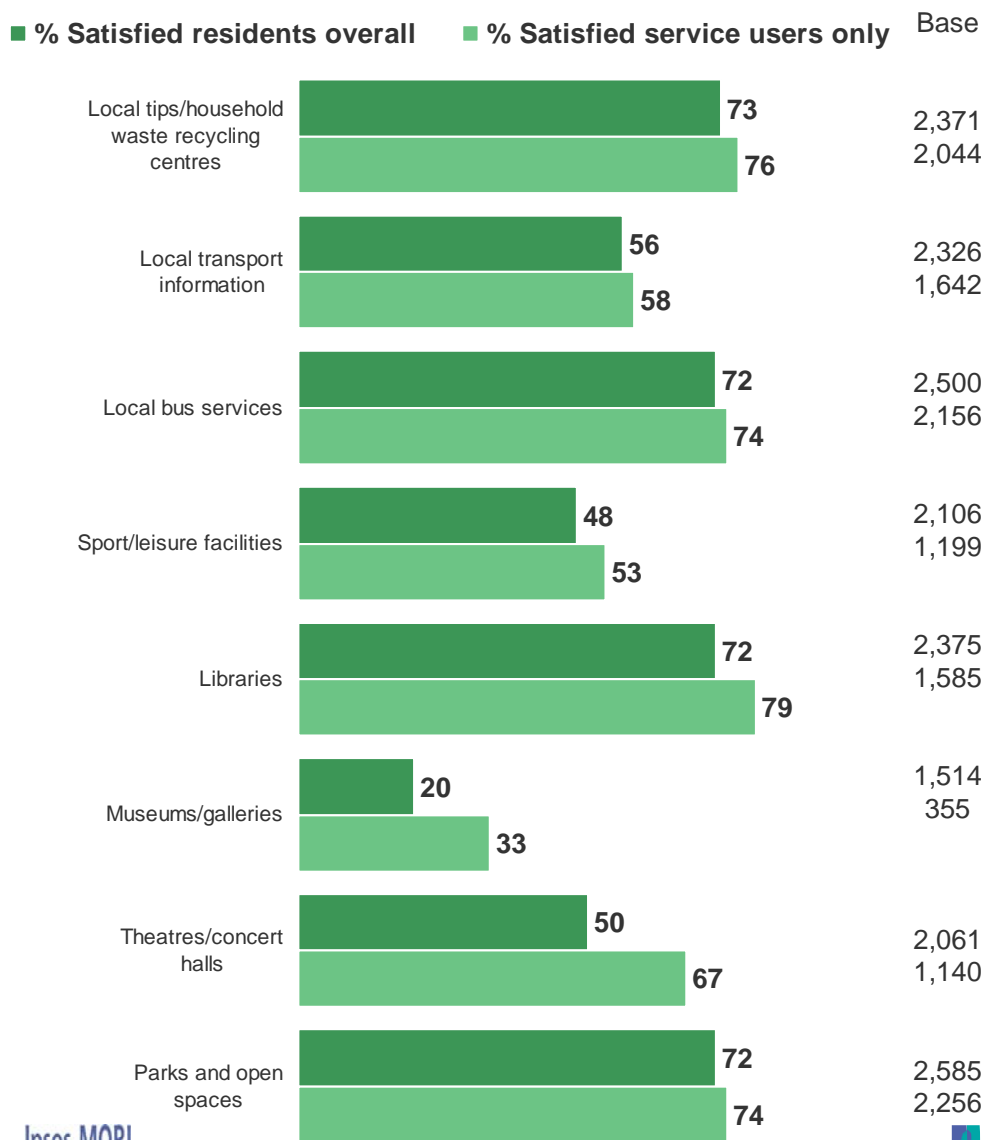


User satisfaction

As we often find, service users tend to be significantly more satisfied with Council and partner services than residents in general, as the following chart shows.

Satisfaction with key public services: residents overall vs. service users only

Q How satisfied or dissatisfied are you with each of the following services provided or supported by Havering Council?



Ipsos MORI

Base: All valid responses/ all who have used service in the last 12 months

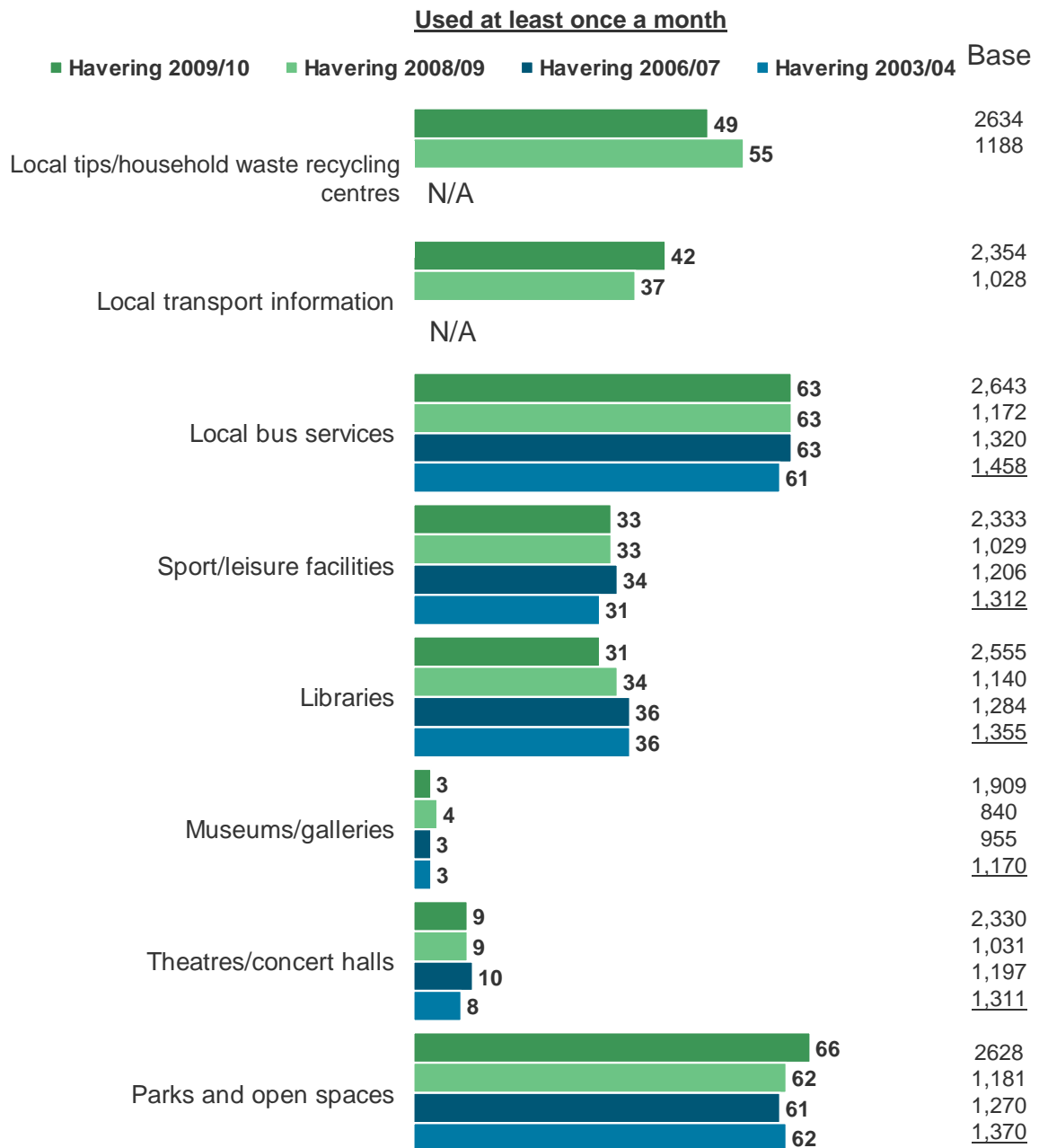


Service usage

Service usage across the services asked about shows that residents are most likely to use parks and open spaces (66% of residents use them at least once a month), local bus services (63%) and local tips/ household waste recycling centres (49%). Use of these services by residents has remained fairly stable since 2003/04, although there appears to be a small continuous decline in the use of libraries (from 36% in 2003/04 to 31% in 2009/10). Local tips/ household waste recycling centres are also used regularly by fewer people now than they were last year (55% in 2008/09 to 49% in 2009/10).

Frequency of use

Q Please indicate how frequently you have used the following public services provided or supported by Havering Council?



Appendices

Appendix 1: Guide to statistical reliability

The residents who took part in the survey are only a sample of the total "population" of residents in the Borough, so we cannot be certain that the figures obtained are exactly those that would have been reached had everyone 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% |
| | ± | ± | ± |
| 200 responses | 4 | 6 | 7 |
| 500 responses | 3 | 4 | 4 |
| 1,000 responses | 2 | 3 | 3 |
| 2,846 responses | 1 | 2 | 2 |

For example, with a sample size of 2,846 where 30% 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 ± 2 percentage points from the survey result (i.e. between 28% and 32%).

When results are compared between separate groups within a sample or between two surveys (e.g. males versus females, or the 2008/09 Place Survey versus 2009/10 interim Place Survey), 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:

| Size of sample on which survey result is based | Differences required for significance at or near these percentage levels | | |
|------------------------------------------------|--------------------------------------------------------------------------|------------|-----|
| | 10% or 90% | 30% or 70% | 50% |
| | ± | ± | ± |
| 200 vs. 200 | 6 | 9 | 10 |
| 500 vs. 500 | 4 | 6 | 6 |
| 500 vs. 1,000 | 3 | 5 | 5 |
| 2,846 vs. 1,273 | 2 | 3 | 3 |

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 this survey and the sampling approach used.

Appendix 2: Topline and questionnaire

2009/ 2010 HAVERING PLACE SURVEY TOPLINE RESULTS

Technical note

January 2010 - FINAL

A total of 8,000 questionnaires were mailed out to randomly selected addresses between September and December 2009.

2,846 valid responses were received representing an adjusted response rate of 36%.

In line with survey guidelines, two full reminder questionnaires were sent to residents who had not responded.

Data are weighted to household composition, age, gender and ethnicity using the formal weighting scheme used during the 2008/09 Place Surveys

Responses to Place Survey statutory questions which cover the 18 citizen perspective National Indicators are based according to guidance set out in the revised Place Survey Manual dated January 2009. In most - but not all - cases, bases are based on all valid responses.

Responses to non-statutory 'additional' questions are based on all valid responses.

An * indicates a score less than 0.5%, but greater than zero.

2008/09 Place Survey results are provided for comparator purposes. Where available, results are also shown for the 2003/04 and 2006/07 BVPI surveys.

2009/ 2010 HAVERING PLACE SURVEY TOPLINE RESULTS



Havering Ipsos MORI
LONDON BOROUGH

| Q. No. | Base | Question | Response | 2009/10 | 2008/9 | BVPI 2006/7 | BVPI 2003/4 | Inner London 2008/09 | Outer London 2009/09 | Overall London 2008/09 |
|-----------------------------------------|------|---------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|---------|--------|-------------|-------------|----------------------|----------------------|------------------------|
| SECTION 1: ABOUT YOUR LOCAL AREA | | | | | | | | | | |
| Q1 | 2283 | Thinking generally, which of the things below would you say are <u>most important</u> in making somewhere a good place to live? | The level of crime | 66 | 64 | 72 | 82 | 66 | 64 | 64 |
| | | | Clean streets | 55 | 52 | 52 | 61 | 49 | 51 | 50 |
| | | | Health services | 53 | 55 | 52 | 59 | 37 | 46 | 42 |
| | | | Public transport | 39 | 40 | 35 | 37 | 51 | 42 | 46 |
| | | | Education provision | 33 | 34 | 37 | 42 | 23 | 31 | 28 |
| | | | Parks and open spaces | 32 | 31 | 30 | 38 | 39 | 34 | 36 |
| | | | Shopping facilities | 28 | 26 | 26 | 32 | 28 | 27 | 27 |
| | | | Affordable decent housing | 26 | 28 | 29 | 36 | 32 | 28 | 30 |
| | | | Road and pavement repairs | 24 | 21 | 22 | 28 | 11 | 15 | 13 |
| | | | Activities for teenagers | 19 | 20 | 21 | 27 | 16 | 18 | 17 |
| | | | Job prospects | 17 | 15 | 11 | 21 | 11 | 13 | 12 |
| | | | The level of traffic congestion | 16 | 15 | 17 | 24 | 14 | 17 | 16 |
| | | | Access to nature | 15 | 16 | 17 | 20 | 20 | 20 | 20 |
| | | | Facilities for young children | 12 | 10 | 11 | 21 | 13 | 12 | 13 |
| | | | Cultural facilities (e.g. libraries, museums) | 10 | 11 | 7 | 10 | 18 | 13 | 15 |
| | | | Sports and leisure facilities | 8 | 12 | 13 | 17 | 14 | 12 | 13 |
| | | | Wage levels and local cost of living | 8 | 12 | 11 | 18 | 10 | 11 | 11 |
| The level of pollution | 7 | 7 | 9 | 26 | 13 | 10 | 11 | | | |
| Community activities | 6 | 7 | 6 | 9 | 7 | 7 | 7 | | | |
| Race relations | 3 | 4 | 5 | 15 | 7 | 6 | 6 | | | |
| Other | 2 | 2 | 2 | 3 | 2 | 2 | 2 | | | |
| None of these | * | * | * | - | * | * | * | | | |
| Q2 | 2392 | And thinking about this local area, which of the things below, if any, do you think <u>most need improving</u> ? | Road and pavement repairs | 56 | 56 | 49 | 55 | 29 | 39 | 36 |
| | | | Activities for teenagers | 46 | 51 | 53 | 37 | 33 | 40 | 37 |
| | | | The level of traffic congestion | 37 | 37 | 36 | 37 | 36 | 39 | 38 |
| | | | The level of crime | 34 | 41 | 53 | 66 | 42 | 39 | 40 |
| | | | Clean streets | 30 | 32 | 32 | 51 | 32 | 35 | 34 |
| | | | Job prospects | 22 | 14 | 9 | 13 | 14 | 16 | 15 |
| | | | Health services | 21 | 23 | 28 | 39 | 15 | 21 | 19 |
| | | | Affordable decent housing | 19 | 20 | 18 | 22 | 26 | 21 | 23 |
| | | | Sports and leisure facilities | 18 | 17 | 15 | 20 | 20 | 19 | 19 |
| | | | Facilities for young children | 17 | 19 | 17 | 17 | 15 | 17 | 16 |
| | | | Community activities | 15 | 13 | 10 | 8 | 14 | 15 | 15 |
| | | | Wage levels and local cost of living | 13 | 14 | 11 | 20 | 15 | 14 | 14 |
| | | | Parks and open spaces | 11 | 11 | 16 | 24 | 10 | 11 | 11 |
| | | | Public transport | 11 | 11 | 13 | 14 | 14 | 14 | 14 |
| | | | Shopping facilities | 11 | 11 | 8 | 12 | 17 | 16 | 16 |
| | | | The level of pollution | 9 | 10 | 14 | 11 | 19 | 14 | 16 |
| | | | Cultural facilities (e.g. libraries, museums) | 8 | 9 | 9 | 8 | 12 | 11 | 11 |
| Education provision | 8 | 8 | 7 | 11 | 13 | 11 | 12 | | | |
| Access to nature | 6 | 5 | 6 | 6 | 9 | 6 | 7 | | | |
| Race relations | 4 | 4 | 5 | 6 | 6 | 6 | 6 | | | |
| Other | 5 | 3 | 5 | 4 | 5 | 4 | 4 | | | |
| None of these | * | 1 | * | * | 1 | * | 1 | | | |
| Q3 | 2802 | Overall, how satisfied or dissatisfied are you with your local area as a place to live? | Very satisfied | 15 | 12 | 9 | | 21 | 16 | 18 |
| | | | Fairly satisfied | 60 | 61 | 57 | | 58 | 57 | 57 |
| | | | Neither satisfied nor dissatisfied | 14 | 14 | 18 | | 11 | 14 | 13 |
| | | | Fairly dissatisfied | 8 | 11 | 12 | | 7 | 10 | 9 |
| | | | Very dissatisfied | 3 | 2 | 4 | | 3 | 4 | 4 |
| Q4 | 2800 | And how satisfied or dissatisfied are you with your home as a place to live? | Very satisfied | 44 | 43 | | | 37 | 38 | 37 |
| | | | Fairly satisfied | 44 | 45 | | | 45 | 47 | 46 |
| | | | Neither satisfied nor dissatisfied | 5 | 6 | | | 8 | 8 | 8 |
| | | | Fairly dissatisfied | 5 | 4 | | | 6 | 6 | 6 |
| | | | Very dissatisfied | 2 | 1 | | | 4 | 3 | 3 |
| Q5 | 2623 | How strongly do you feel you belong to your <u>immediate neighbourhood</u> ? | Very strongly | 13 | 13 | | | 13 | 12 | 12 |
| | | | Fairly strongly | 43 | 44 | | | 38 | 40 | 39 |
| | | | Not very strongly | 31 | 29 | | | 33 | 32 | 33 |
| | | | Not at all strongly | 13 | 14 | | | 16 | 15 | 15 |

SECTION 2: YOUR LOCAL PUBLIC SERVICES

| | | | | | | | | | | |
|----|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|----|----|--|--|----|----|----|
| Q6 | | Here are some things that other 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? | | | | | | | | |
| | 2490 | Local public services are working to make the area safer | A great deal | 11 | 9 | | | 12 | 12 | 12 |
| | | | To some extent | 59 | 55 | | | 54 | 55 | 54 |
| | | | Not very much | 24 | 29 | | | 27 | 27 | 27 |
| | | | Not at all | 6 | 7 | | | 7 | 6 | 6 |
| | 2592 | Local public services are working to make the area cleaner and greener | A great deal | 14 | 11 | | | 17 | 15 | 16 |
| | | | To some extent | 57 | 51 | | | 54 | 52 | 52 |
| | | | Not very much | 22 | 29 | | | 23 | 25 | 24 |
| | | | Not at all | 7 | 8 | | | 6 | 8 | 7 |
| | 2292 | Local public services promote the interests of local residents | A great deal | 6 | 4 | | | 8 | 6 | 7 |
| | | | To some extent | 32 | 34 | | | 40 | 34 | 36 |
| | | | Not very much | 47 | 45 | | | 40 | 45 | 43 |
| | | | Not at all | 15 | 17 | | | 12 | 15 | 14 |
| | 2281 | Local public services act on the concerns of local residents | A great deal | 5 | 6 | | | 7 | 7 | 7 |
| | | | To some extent | 35 | 30 | | | 40 | 35 | 37 |
| | | | Not very much | 43 | 44 | | | 38 | 41 | 40 |
| | | | Not at all | 17 | 21 | | | 15 | 16 | 16 |
| | 2006 | Local public services treat all types of people fairly | A great deal | 15 | 10 | | | 22 | 19 | 20 |
| | | | To some extent | 51 | 54 | | | 50 | 50 | 50 |
| | | | Not very much | 22 | 23 | | | 18 | 20 | 19 |
| | | | Not at all | 12 | 13 | | | 10 | 11 | 11 |
| Q7 | | Please indicate how satisfied or dissatisfied you are with each of the following public services in your local area. | | | | | | | | |
| | 2740 | Metropolitan Police | Very satisfied | 14 | 12 | | | 15 | 14 | 14 |
| | | | Fairly satisfied | 36 | 36 | | | 34 | 36 | 35 |
| | | | Neither satisfied nor dissatisfied | 22 | 19 | | | 21 | 21 | 21 |
| | | | Fairly dissatisfied | 9 | 13 | | | 9 | 9 | 9 |
| | | | Very dissatisfied | 5 | 5 | | | 5 | 5 | 5 |
| | | | Haven't used the service | 15 | 15 | | | 17 | 15 | 15 |
| | 2665 | London Fire Brigade | Very satisfied | 29 | 31 | | | 26 | 27 | 26 |
| | | | Fairly satisfied | 26 | 25 | | | 22 | 25 | 24 |
| | | | Neither satisfied nor dissatisfied | 12 | 12 | | | 14 | 14 | 14 |
| | | | Fairly dissatisfied | 1 | 1 | | | 1 | 1 | 1 |
| | | | Very dissatisfied | * | * | | | * | * | * |
| | | | Haven't used the service | 32 | 30 | | | 38 | 34 | 35 |
| | 2770 | Your GP (family doctor) | Very satisfied | 34 | 33 | | | 32 | 33 | 33 |
| | | | Fairly satisfied | 39 | 39 | | | 35 | 38 | 37 |
| | | | Neither satisfied nor dissatisfied | 12 | 13 | | | 11 | 12 | 11 |
| | | | Fairly dissatisfied | 8 | 9 | | | 8 | 8 | 8 |
| | | | Very dissatisfied | 4 | 5 | | | 5 | 5 | 5 |
| | | | Haven't used the service | 4 | 2 | | | 8 | 4 | 6 |
| | 2741 | Your Local Hospital | Very satisfied | 17 | 17 | | | 23 | 18 | 20 |
| | | | Fairly satisfied | 39 | 37 | | | 34 | 38 | 36 |
| | | | Neither satisfied nor dissatisfied | 15 | 18 | | | 13 | 16 | 15 |
| | | | Fairly dissatisfied | 11 | 12 | | | 7 | 11 | 9 |
| | | | Very dissatisfied | 10 | 9 | | | 4 | 8 | 6 |
| | | | Haven't used the service | 8 | 7 | | | 18 | 10 | 13 |
| | 2662 | Your local dentist | Very satisfied | 26 | 26 | | | 17 | 22 | 20 |
| | | | Fairly satisfied | 32 | 31 | | | 23 | 29 | 27 |
| | | | Neither satisfied nor dissatisfied | 13 | 12 | | | 13 | 14 | 14 |
| | | | Fairly dissatisfied | 6 | 6 | | | 6 | 6 | 6 |
| | | | Very dissatisfied | 5 | 5 | | | 6 | 6 | 6 |
| | | | Haven't used the service | 18 | 18 | | | 35 | 22 | 27 |

| | | | | | | | | | | |
|----|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|----|----|----|----|----|----|----|
| Q8 | | <p>Havering Council is the key provider of public services locally, so we would like your views on some of the services it provides.</p> <p>How satisfied or dissatisfied are you with each of the following services provided or supported by Havering Council ?</p> | | | | | | | | |
| | 2654 | Keeping public land clear of litter and refuse | Very satisfied | 11 | 9 | 10 | 5 | 15 | 10 | 12 |
| | | | Fairly satisfied | 49 | 49 | 53 | 37 | 47 | 45 | 46 |
| | | | Neither satisfied nor dissatisfied | 17 | 18 | 18 | 22 | 14 | 17 | 16 |
| | | | Fairly dissatisfied | 15 | 17 | 13 | 19 | 16 | 17 | 17 |
| | | | Very dissatisfied | 7 | 8 | 6 | 16 | 8 | 10 | 9 |
| | 2774 | Refuse collection | Very satisfied | 38 | 39 | 26 | 25 | 31 | 30 | 30 |
| | | | Fairly satisfied | 45 | 46 | 55 | 52 | 45 | 46 | 46 |
| | | | Neither satisfied nor dissatisfied | 8 | 6 | 9 | 13 | 11 | 10 | 11 |
| | | | Fairly dissatisfied | 6 | 7 | 7 | 6 | 8 | 9 | 9 |
| | | | Very dissatisfied | 3 | 3 | 3 | 4 | 4 | 5 | 5 |
| | 2497 | Doorstep recycling | Very satisfied | 26 | 23 | 23 | 31 | 29 | 27 | 28 |
| | | | Fairly satisfied | 42 | 40 | 47 | 42 | 39 | 42 | 41 |
| | | | Neither satisfied nor dissatisfied | 17 | 17 | 15 | 16 | 13 | 13 | 13 |
| | | | Fairly dissatisfied | 10 | 13 | 8 | 6 | 10 | 11 | 10 |
| | | | Very dissatisfied | 6 | 6 | 7 | 5 | 9 | 8 | 8 |
| | 2371 | Local tips/household waste recycling centres | Very satisfied | 27 | 28 | 34 | 14 | 18 | 23 | 22 |
| | | | Fairly satisfied | 45 | 46 | 48 | 47 | 37 | 43 | 41 |
| | | | Neither satisfied nor dissatisfied | 18 | 15 | 13 | 24 | 24 | 20 | 21 |
| | | | Fairly dissatisfied | 6 | 7 | 4 | 8 | 13 | 9 | 10 |
| | | | Very dissatisfied | 3 | 4 | 1 | 6 | 8 | 5 | 6 |
| | 2326 | Local transport information | Very satisfied | 12 | 10 | 10 | 9 | 15 | 14 | 14 |
| | | | Fairly satisfied | 44 | 46 | 46 | 40 | 44 | 43 | 44 |
| | | | Neither satisfied nor dissatisfied | 32 | 31 | 25 | 33 | 28 | 30 | 29 |
| | | | Fairly dissatisfied | 9 | 10 | 14 | 11 | 9 | 9 | 9 |
| | | | Very dissatisfied | 3 | 3 | 5 | 7 | 4 | 3 | 3 |
| | 2500 | Local bus services | Very satisfied | 23 | 20 | 18 | 14 | 26 | 22 | 24 |
| | | | Fairly satisfied | 49 | 50 | 54 | 50 | 48 | 48 | 48 |
| | | | Neither satisfied nor dissatisfied | 17 | 18 | 16 | 23 | 14 | 18 | 17 |
| | | | Fairly dissatisfied | 7 | 9 | 9 | 9 | 7 | 8 | 8 |
| | | | Very dissatisfied | 4 | 3 | 3 | 5 | 3 | 4 | 4 |
| | 2106 | Sport/leisure facilities | Very satisfied | 9 | 9 | 11 | 7 | 12 | 10 | 11 |
| | | | Fairly satisfied | 39 | 39 | 42 | 33 | 35 | 36 | 36 |
| | | | Neither satisfied nor dissatisfied | 30 | 28 | 29 | 38 | 29 | 30 | 30 |
| | | | Fairly dissatisfied | 15 | 19 | 14 | 15 | 17 | 16 | 16 |
| | | | Very dissatisfied | 6 | 6 | 4 | 6 | 7 | 7 | 7 |
| | 2375 | Libraries | Very satisfied | 26 | 23 | 22 | 19 | 24 | 23 | 23 |
| | | | Fairly satisfied | 46 | 47 | 48 | 44 | 41 | 46 | 44 |
| | | | Neither satisfied nor dissatisfied | 21 | 22 | 21 | 30 | 22 | 22 | 22 |
| | | | Fairly dissatisfied | 5 | 6 | 7 | 5 | 9 | 6 | 7 |
| | | | Very dissatisfied | 2 | 2 | 2 | 2 | 3 | 3 | 3 |
| | 1514 | Museums/galleries | Very satisfied | 4 | 3 | 3 | 4 | 19 | 6 | 11 |
| | | | Fairly satisfied | 15 | 17 | 12 | 14 | 28 | 22 | 25 |
| | | | Neither satisfied nor dissatisfied | 48 | 48 | 56 | 68 | 31 | 43 | 38 |
| | | | Fairly dissatisfied | 19 | 16 | 17 | 6 | 14 | 17 | 16 |
| | | | Very dissatisfied | 13 | 17 | 12 | 8 | 8 | 13 | 11 |
| | 2061 | Theatres/concert halls | Very satisfied | 13 | 12 | 13 | 13 | 15 | 9 | 11 |
| | | | Fairly satisfied | 37 | 36 | 39 | 38 | 28 | 27 | 28 |
| | | | Neither satisfied nor dissatisfied | 33 | 35 | 34 | 42 | 31 | 37 | 35 |
| | | | Fairly dissatisfied | 10 | 10 | 9 | 4 | 16 | 15 | 15 |
| | | | Very dissatisfied | 6 | 7 | 5 | 3 | 9 | 12 | 11 |
| | 2585 | Parks and open spaces | Very satisfied | 21 | 19 | 16 | 13 | 31 | 23 | 26 |
| | | | Fairly satisfied | 51 | 53 | 51 | 47 | 44 | 47 | 46 |
| | | | Neither satisfied nor dissatisfied | 16 | 16 | 15 | 19 | 14 | 17 | 15 |
| | | | Fairly dissatisfied | 8 | 9 | 14 | 12 | 8 | 8 | 8 |
| | | | Very dissatisfied | 4 | 3 | 4 | 9 | 3 | 4 | 4 |
| Q9 | | Please indicate how frequently you have used the following public services provided or supported by Havering Council. | | | | | | | | |
| | 2634 | Local tips/household waste recycling centres | Almost every day | 1 | 2 | | | 6 | 3 | 4 |
| | | | At least once a week | 14 | 15 | | | 19 | 16 | 17 |
| | | | About once a month | 35 | 39 | | | 13 | 25 | 20 |
| | | | Within the last 6 months | 27 | 26 | | | 17 | 27 | 24 |
| | | | Within the last year | 7 | 6 | | | 8 | 9 | 8 |
| | | | Longer ago | 4 | 4 | | | 6 | 6 | 6 |
| | | | Never used | 12 | 9 | | | 31 | 15 | 21 |

| | | | | | | | | | | |
|------|-----------------------------|------------------------------------------------------------------------------------------------------------------|----------------|----|----|----|----|----|----|---|
| 2354 | Local transport information | Almost every day | 10 | 10 | | | 16 | 12 | 14 | |
| | | At least once a week | 13 | 13 | | | 23 | 17 | 19 | |
| | | About once a month | 19 | 15 | | | 20 | 20 | 20 | |
| | | Within the last 6 months | 23 | 26 | | | 14 | 19 | 17 | |
| | | Within the last year | 12 | 13 | | | 7 | 10 | 9 | |
| | | Longer ago | 7 | 7 | | | 4 | 7 | 6 | |
| | | Never used | 16 | 18 | | | 17 | 16 | 16 | |
| 2643 | Local bus services | Almost every day | 25 | 27 | 25 | 24 | 41 | 30 | 34 | |
| | | At least once a week | 22 | 21 | 23 | 23 | 31 | 25 | 27 | |
| | | About once a month | 16 | 15 | 15 | 14 | 14 | 16 | 15 | |
| | | Within the last 6 months | 15 | 13 | 12 | 13 | 6 | 12 | 10 | |
| | | Within the last year | 8 | 8 | 9 | 8 | 3 | 6 | 5 | |
| | | Longer ago | 7 | 7 | 7 | 8 | 2 | 5 | 4 | |
| | | Never used | 7 | 9 | 9 | 11 | 4 | 6 | 5 | |
| 2333 | Sport/leisure facilities | Almost every day | 3 | 2 | 3 | 2 | 5 | 4 | 4 | |
| | | At least once a week | 18 | 19 | 17 | 17 | 18 | 17 | 18 | |
| | | About once a month | 12 | 12 | 15 | 12 | 14 | 13 | 14 | |
| | | Within the last 6 months | 16 | 17 | 19 | 16 | 13 | 15 | 14 | |
| | | Within the last year | 11 | 11 | 11 | 11 | 8 | 9 | 9 | |
| | | Longer ago | 15 | 15 | 18 | 15 | 13 | 15 | 14 | |
| | | Never used | 24 | 24 | 19 | 27 | 29 | 26 | 27 | |
| 2555 | Libraries | Almost every day | 2 | 1 | 1 | 1 | 3 | 3 | 3 | |
| | | At least once a week | 8 | 9 | 10 | 11 | 14 | 13 | 13 | |
| | | About once a month | 21 | 23 | 25 | 24 | 20 | 23 | 21 | |
| | | Within the last 6 months | 20 | 22 | 17 | 16 | 15 | 16 | 16 | |
| | | Within the last year | 13 | 10 | 16 | 10 | 9 | 10 | 10 | |
| | | Longer ago | 19 | 18 | 20 | 20 | 13 | 16 | 15 | |
| | | Never used | 17 | 16 | 12 | 19 | 27 | 19 | 22 | |
| 1909 | Museums/galleries | Almost every day | * | * | * | * | 1 | 1 | 1 | |
| | | At least once a week | 1 | 1 | 1 | * | 5 | 2 | 3 | |
| | | About once a month | 2 | 2 | 3 | 2 | 16 | 5 | 10 | |
| | | Within the last 6 months | 9 | 8 | 9 | 7 | 19 | 12 | 15 | |
| | | Within the last year | 9 | 11 | 11 | 6 | 11 | 11 | 11 | |
| | | Longer ago | 21 | 22 | 27 | 20 | 13 | 20 | 18 | |
| | | Never used | 57 | 56 | 51 | 63 | 34 | 49 | 43 | |
| 2330 | Theatres/concert halls | Almost every day | 1 | * | * | * | 1 | 1 | 1 | |
| | | At least once a week | 1 | 1 | 1 | 1 | 3 | 2 | 2 | |
| | | About once a month | 8 | 7 | 9 | 7 | 13 | 7 | 9 | |
| | | Within the last 6 months | 22 | 22 | 26 | 23 | 19 | 16 | 17 | |
| | | Within the last year | 17 | 19 | 19 | 19 | 11 | 14 | 13 | |
| | | Longer ago | 24 | 21 | 24 | 22 | 15 | 19 | 18 | |
| | | Never used | 28 | 30 | 21 | 28 | 38 | 42 | 40 | |
| 2628 | Parks and open spaces | Almost every day | 13 | 10 | 11 | 10 | 19 | 15 | 16 | |
| | | At least once a week | 29 | 30 | 28 | 28 | 36 | 31 | 33 | |
| | | About once a month | 24 | 23 | 22 | 24 | 22 | 23 | 22 | |
| | | Within the last 6 months | 18 | 18 | 20 | 18 | 12 | 15 | 13 | |
| | | Within the last year | 7 | 9 | 8 | 6 | 5 | 7 | 6 | |
| | | Longer ago | 4 | 6 | 6 | 6 | 3 | 5 | 5 | |
| | | Never used | 5 | 5 | 4 | 9 | 4 | 5 | 5 | |
| Q10 | 2610 | To what extent do you agree or disagree that Havering Council provides value for money? | Strongly agree | 2 | 2 | | | 8 | 4 | 5 |
| | | Tend to agree | 22 | 18 | | | 34 | 26 | 29 | |
| | | Neither agree nor disagree | 37 | 36 | | | 31 | 36 | 34 | |
| | | Tend to disagree | 26 | 32 | | | 18 | 23 | 21 | |
| | | Strongly disagree | 12 | 12 | | | 8 | 11 | 10 | |
| Q11 | 2712 | Taking everything into account, how satisfied or dissatisfied are you with the way Havering Council runs things? | Very satisfied | 3 | 2 | 3 | 1 | 8 | 5 | 6 |
| | | Fairly satisfied | 36 | 34 | 42 | 36 | 47 | 41 | 43 | |
| | | Neither satisfied nor dissatisfied | 33 | 34 | 33 | 33 | 26 | 31 | 29 | |
| | | Fairly dissatisfied | 18 | 21 | 17 | 22 | 13 | 16 | 15 | |
| | | Very dissatisfied | 8 | 9 | 4 | 8 | 6 | 7 | 7 | |

| SECTION 3: INFORMATION | | | | | | | | | | |
|----------------------------------|------|--------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|----|-----|----|--|----|----|----|
| Q12 | | How well informed do you feel about each of the following? | | | | | | | | |
| | 2741 | How and where to register to vote | Very well informed | 52 | 54 | 45 | | 53 | 55 | 54 |
| | | | Fairly well informed | 40 | 40 | 45 | | 36 | 37 | 36 |
| | | | Not very well informed | 6 | 4 | 7 | | 8 | 6 | 7 |
| | | | Not well informed at all | 2 | 1 | 3 | | 3 | 2 | 3 |
| | 2603 | How your council tax is spent | Very well informed | 11 | 9 | 5 | | 13 | 11 | 12 |
| | | | Fairly well informed | 43 | 40 | 36 | | 36 | 39 | 38 |
| | | | Not very well informed | 30 | 32 | 33 | | 33 | 33 | 33 |
| | | | Not well informed at all | 16 | 19 | 26 | | 18 | 17 | 18 |
| | 2159 | How you can get involved in local decision-making | Very well informed | 5 | 3 | 8 | | 6 | 5 | 5 |
| | | | Fairly well informed | 22 | 21 | 30 | | 36 | 24 | 25 |
| | | | Not very well informed | 46 | 45 | 43 | | 42 | 44 | 43 |
| | | | Not well informed at all | 27 | 31 | 19 | | 26 | 27 | 27 |
| | 2389 | What standard of service you should expect from local public services | Very well informed | 7 | 8 | | | 8 | 8 | 8 |
| | | | Fairly well informed | 30 | 25 | | | 28 | 28 | 28 |
| | | | Not very well informed | 43 | 47 | | | 41 | 42 | 42 |
| | | | Not well informed at all | 20 | 21 | | | 23 | 21 | 22 |
| | 2376 | How well local public services are performing | Very well informed | 5 | 4 | | | 6 | 5 | 5 |
| | | | Fairly well informed | 31 | 28 | | | 28 | 29 | 29 |
| | | | Not very well informed | 45 | 48 | | | 43 | 44 | 43 |
| | | | Not well informed at all | 20 | 21 | | | 23 | 22 | 22 |
| | 2318 | How to complain about local public services | Very well informed | 5 | 4 | | | 7 | 6 | 6 |
| | | | Fairly well informed | 27 | 25 | | | 29 | 28 | 28 |
| | | | Not very well informed | 43 | 44 | | | 39 | 41 | 40 |
| | | | Not well informed at all | 25 | 27 | | | 25 | 25 | 25 |
| | 2763 | What to do in the event of a large-scale emergency e.g. flooding, human pandemic flu | Very well informed | 5 | 2 | | | 3 | 3 | 3 |
| | | | Fairly well informed | 22 | 9 | | | 10 | 11 | 10 |
| | | | Not very well informed | 29 | 30 | | | 28 | 30 | 29 |
| | | | Not well informed at all | 30 | 43 | | | 44 | 40 | 41 |
| | | | Don't know | 12 | 17 | | | 15 | 16 | 16 |
| | 2608 | Overall, how well informed do you feel about local public services? | Very well informed | 4 | 3 | | | 5 | 4 | 4 |
| | | | Fairly well informed | 35 | 28 | | | 34 | 32 | 33 |
| | | | Not very well informed | 41 | 45 | | | 41 | 43 | 42 |
| | | | Not well informed at all | 20 | 24 | | | 20 | 21 | 21 |
| SECTION 4: LOCAL DECISION MAKING | | | | | | | | | | |
| Q13 | 2323 | Do you agree or disagree that you can influence decisions affecting your local area? | Definitely agree | 4 | 3 | 5 | | 6 | 6 | 6 |
| | | | Tend to agree | 22 | 22 | 25 | | 30 | 28 | 29 |
| | | | Tend to disagree | 50 | 51 | 41 | | 44 | 44 | 44 |
| | | | Definitely disagree | 24 | 24 | 29 | | 19 | 22 | 21 |
| Q14 | 2617 | Generally speaking, would you like to be more involved in the decisions that affect your local area? | Yes | 28 | 31 | 35 | | 34 | 32 | 33 |
| | | | No | 11 | 8 | 11 | | 9 | 9 | 9 |
| | | | Depends on the issue | 61 | 61 | 54 | | 58 | 59 | 58 |
| SECTION 5: HELPING OUT | | | | | | | | | | |
| Q15 | 2451 | Overall, about how often over the last 12 months have you given unpaid help to any group(s), club(s) or organisation(s)? | At least once a week | 12 | 12 | | | 11 | 12 | 12 |
| | | | Less than once a week but at least once a month | 7 | 7 | | | 9 | 9 | 9 |
| | | | Less often | 10 | 8 | | | 11 | 10 | 10 |
| | | | I give unpaid help as an individual only and not through group(s), club(s) or organisation(s) | 10 | 12 | | | 14 | 14 | 14 |
| | | | I have not given any unpaid help at all over the last 12 months | 61 | 60 | | | 55 | 55 | 55 |
| SECTION 6: GETTING INVOLVED | | | | | | | | | | |
| Q16 | | In the past 12 months have you ... | | | | | | | | |
| | 2571 | Been a local councillor (for a local authority or town or parish) | Yes | 1 | * | | | 1 | 1 | 1 |
| | | | No | 99 | 100 | | | 99 | 99 | 99 |
| | 2547 | Been a member of a group making decisions on local health or education services | Yes | 3 | 3 | | | 4 | 4 | 4 |
| | | | No | 97 | 97 | | | 96 | 96 | 96 |
| | 2558 | Been a member of a decision-making group set up to regenerate the local area | Yes | 2 | 3 | | | 4 | 3 | 3 |
| | | | No | 98 | 97 | | | 96 | 97 | 97 |
| | 2541 | Been a member of a decision-making group set up to tackle local crime problems | Yes | 2 | 3 | | | 4 | 3 | 4 |
| | | | No | 98 | 97 | | | 96 | 97 | 96 |
| | 2535 | Been a member of a tenants' group decision-making committee | Yes | 2 | 2 | | | 9 | 5 | 6 |
| | | | No | 98 | 98 | | | 91 | 95 | 94 |
| | 2526 | Been a member of a group making decisions on local services for young people | Yes | 3 | 2 | | | 3 | 3 | 3 |
| | | | No | 97 | 98 | | | 97 | 97 | 97 |
| | 2506 | Been a member of another group making decisions on services in the local community | Yes | 4 | 4 | | | 7 | 6 | 6 |
| | | | No | 96 | 96 | | | 93 | 94 | 94 |

| SECTION 7: RESPECT AND CONSIDERATION | | | | | | | | | | | |
|--------------------------------------|-------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|--------------------|----|----|----|----|----|----|---|
| Q17 | 2576 | To what extent do you agree or disagree that in your local area, parents take enough responsibility for the behaviour of their children? | Definitely agree | 5 | 3 | | | 7 | 7 | 7 | |
| | | | Tend to agree | 22 | 21 | | | 22 | 24 | 24 | |
| | | | Neither agree nor disagree | 22 | 19 | | | 21 | 20 | 21 | |
| | | | Tend to disagree | 29 | 32 | | | 27 | 27 | 27 | |
| | | | Definitely disagree | 22 | 25 | | | 23 | 22 | 22 | |
| Q18 | 1933 | To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together? | Definitely agree | 5 | 4 | 9 | | 12 | 10 | 10 | |
| | | | Tend to agree | 65 | 66 | 64 | | 66 | 66 | 66 | |
| | | | Tend to disagree | 18 | 20 | 20 | | 16 | 17 | 16 | |
| | | | Definitely disagree | 11 | 9 | 8 | | 7 | 8 | 7 | |
| Q19 | 2493 | In your local area, how much of a problem do you think there is with people not treating each other with respect and consideration? | A very big problem | 9 | 10 | 23 | | 11 | 10 | 10 | |
| | | | A fairly big problem | 25 | 26 | 41 | | 29 | 26 | 27 | |
| | | | Not a very big problem | 53 | 50 | 30 | | 51 | 51 | 51 | |
| | | | Not a problem at all | 13 | 13 | 7 | | 10 | 13 | 12 | |
| Q20 | 2397 | In the last year would you say that you have been treated with respect and consideration by your local public services? | All of the time | 17 | 15 | | | 18 | 16 | 17 | |
| | | | Most of the time | 52 | 53 | | | 51 | 50 | 51 | |
| | | | Some of the time | 24 | 26 | | | 24 | 25 | 25 | |
| | | | Rarely | 6 | 6 | | | 6 | 6 | 6 | |
| | | | Never | 2 | 1 | | | 2 | 2 | 2 | |
| Q21 | 2751 | 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). | Yes | 29 | 26 | | | 21 | 25 | 23 | |
| | | | No | 17 | 18 | | | 12 | 14 | 13 | |
| | | | Don't know | 54 | 56 | | | 67 | 61 | 63 | |
| SECTION 8: COMMUNITY SAFETY | | | | | | | | | | | |
| Q22 | 2648 | How safe or unsafe do you feel when outside in your local area after dark? | Very safe | 7 | 6 | | | 8 | 6 | 7 | |
| | | | Fairly safe | 40 | 37 | | | 39 | 36 | 37 | |
| | | | Neither safe nor unsafe | 19 | 20 | | | 18 | 19 | 18 | |
| | | | Fairly unsafe | 21 | 23 | | | 23 | 23 | 23 | |
| | | | Very unsafe | 13 | 14 | | | 13 | 16 | 15 | |
| Q23 | 2687 | How safe or unsafe do you feel when outside in your local area during the day? | Very safe | 41 | 38 | | | 41 | 38 | 39 | |
| | | | Fairly safe | 47 | 49 | | | 45 | 46 | 45 | |
| | | | Neither safe nor unsafe | 7 | 7 | | | 8 | 9 | 9 | |
| | | | Fairly unsafe | 4 | 5 | | | 5 | 6 | 5 | |
| Q24 | 2652 | Thinking about this local area, how much of a problem do you think each of the following are? | Very unsafe | 1 | 1 | | | 1 | 2 | 1 | |
| | | | Noisy neighbours or loud parties | A very big problem | 5 | 4 | 5 | 7 | 8 | 7 | 7 |
| | | | A fairly big problem | 9 | 8 | 11 | 13 | 15 | 11 | 12 | |
| | | | Not a very big problem | 43 | 42 | 43 | 41 | 47 | 44 | 45 | |
| | | | Not a problem at all | 43 | 45 | 41 | 39 | 30 | 39 | 35 | |
| 2683 | Teenagers hanging around on the streets | A very big problem | 18 | 19 | 39 | 42 | 19 | 18 | 18 | | |
| | | A fairly big problem | 31 | 36 | 37 | 32 | 30 | 30 | 30 | | |
| | | Not a very big problem | 37 | 33 | 20 | 19 | 38 | 38 | 38 | | |
| | | Not a problem at all | 14 | 12 | 4 | 7 | 13 | 14 | 14 | | |
| 2714 | Rubbish and litter lying around | A very big problem | 12 | 13 | 23 | 29 | 16 | 17 | 17 | | |
| | | A fairly big problem | 25 | 27 | 31 | 35 | 29 | 29 | 29 | | |
| | | Not a very big problem | 47 | 45 | 37 | 30 | 41 | 41 | 41 | | |
| | | Not a problem at all | 16 | 14 | 9 | 5 | 14 | 12 | 13 | | |
| 2612 | Vandalism, graffiti and other deliberate damage to property or vehicles | A very big problem | 12 | 14 | 20 | 45 | 13 | 14 | 14 | | |
| | | A fairly big problem | 23 | 29 | 36 | 33 | 25 | 26 | 25 | | |
| | | Not a very big problem | 45 | 42 | 33 | 17 | 46 | 43 | 44 | | |
| | | Not a problem at all | 20 | 15 | 11 | 5 | 17 | 16 | 16 | | |
| 2048 | People using or dealing drugs | A very big problem | 12 | 11 | 20 | 35 | 18 | 16 | 17 | | |
| | | A fairly big problem | 15 | 19 | 27 | 36 | 21 | 19 | 20 | | |
| | | Not a very big problem | 37 | 39 | 33 | 19 | 36 | 35 | 35 | | |
| | | Not a problem at all | 36 | 31 | 20 | 9 | 25 | 30 | 28 | | |
| 2422 | People being drunk or rowdy in public places | A very big problem | 14 | 12 | 18 | 35 | 14 | 13 | 13 | | |
| | | A fairly big problem | 20 | 26 | 25 | 32 | 23 | 22 | 22 | | |
| | | Not a very big problem | 43 | 40 | 39 | 25 | 45 | 42 | 43 | | |
| | | Not a problem at all | 23 | 22 | 18 | 8 | 19 | 23 | 21 | | |
| 2391 | Abandoned or burnt out cars | A very big problem | 3 | 2 | 3 | 22 | 4 | 5 | 5 | | |
| | | A fairly big problem | 4 | 6 | 8 | 30 | 6 | 8 | 7 | | |
| | | Not a very big problem | 31 | 37 | 40 | 35 | 30 | 34 | 33 | | |
| | | Not a problem at all | 62 | 56 | 49 | 13 | 61 | 52 | 55 | | |

| | | | | | | | | | | |
|---------------------------------------|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|----|----|---|---|----|----|----|
| Q25 | 2677 | So, how much would you agree or disagree that the police and other local public services <u>seek people's views</u> about these issues in your local area? | Strongly agree | 7 | 5 | | | 8 | 9 | 9 |
| | | | Tend to agree | 19 | 18 | | | 18 | 20 | 19 |
| | | | Neither agree nor disagree | 28 | 26 | | | 24 | 26 | 25 |
| | | | Tend to disagree | 21 | 24 | | | 21 | 20 | 20 |
| | | | Strongly disagree | 10 | 13 | | | 12 | 11 | 11 |
| | | | Don't know | 14 | 14 | | | 17 | 15 | 16 |
| Q26 | 2561 | And how much would you agree or disagree that the police and other local public services <u>are successfully dealing with</u> these issues in your local area? | Strongly agree | 4 | 3 | | | 6 | 5 | 5 |
| | | | Tend to agree | 24 | 24 | | | 23 | 24 | 23 |
| | | | Neither agree nor disagree | 29 | 28 | | | 28 | 29 | 29 |
| | | | Tend to disagree | 17 | 20 | | | 16 | 16 | 16 |
| | | | Strongly disagree | 8 | 9 | | | 8 | 8 | 8 |
| | | | Don't know | 17 | 17 | | | 19 | 18 | 19 |
| Q27 | 2693 | How worried are you personally about being a victim of crime in your local area? | Very worried | 11 | | | | | | |
| | | | Fairly worried | 36 | | | | | | |
| | | | Not very worried | 45 | | | | | | |
| | | | Not at all worried | 7 | | | | | | |
| SECTION 9: COUNCIL INFORMATION | | | | | | | | | | |
| Q28 | 2571 | How satisfied or dissatisfied are you with Havering Council's newsletter 'Living'? | Very satisfied | 16 | | | | | | |
| | | | Fairly satisfied | 41 | | | | | | |
| | | | Neither satisfied nor dissatisfied | 30 | | | | | | |
| | | | Fairly dissatisfied | 6 | | | | | | |
| | | | Very dissatisfied | 7 | | | | | | |
| SECTION 10: ABOUT YOURSELF | | | | | | | | | | |
| Q29 | 2782 | Are you male or female? | Male | 47 | 47 | | | 48 | 48 | 48 |
| | | | Female | 53 | 53 | | | 52 | 52 | 52 |
| Q30 | 2753 | What was your age on your last birthday? | 18 – 24 | 7 | 3 | | | 11 | 8 | 9 |
| | | | 25 – 34 | 17 | 21 | | | 31 | 24 | 27 |
| | | | 35 – 44 | 15 | 15 | | | 20 | 19 | 19 |
| | | | 45 – 54 | 22 | 22 | | | 17 | 20 | 19 |
| | | | 55 – 64 | 16 | 16 | | | 9 | 13 | 11 |
| | | | 65 – 69 | 6 | 6 | | | 4 | 5 | 5 |
| | | | 70 – 74 | 6 | 6 | | | 3 | 4 | 4 |
| 75+ | 11 | 10 | | | 5 | 7 | 7 | | | |
| Q31 | 2768 | How is your health in general? Would you say it is... | Very good | 28 | 30 | | | 43 | 35 | 38 |
| | | | Good | 46 | 45 | | | 28 | 43 | 41 |
| | | | Fair | 22 | 21 | | | 14 | 17 | 16 |
| | | | Bad | 3 | 4 | | | 4 | 4 | 4 |
| | | | Very bad | 1 | 1 | | | 1 | 1 | 1 |
| Q32 | 2740 | In which of these ways does your household occupy your current accommodation? | Owned outright | 36 | 34 | | | 18 | 29 | 25 |
| | | | Buying on mortgage | 43 | 48 | | | 28 | 40 | 36 |
| | | | Rent from council | 8 | 8 | | | 16 | 8 | 11 |
| | | | Rent from Housing Association/Trust | 3 | 2 | | | 11 | 6 | 8 |
| | | | Rented from private landlord | 8 | 7 | | | 25 | 15 | 19 |
| | | | Other | 2 | 1 | | | 3 | 2 | 2 |
| Q33 | 2753 | How many children <u>aged 17 or under</u> are living here? | None | 70 | 68 | | | 73 | 65 | 68 |
| | | | One | 14 | 13 | | | 13 | 16 | 15 |
| | | | Two | 12 | 14 | | | 9 | 13 | 12 |
| | | | Three | 3 | 4 | | | 4 | 4 | 4 |
| | | | Four | * | 1 | | | 1 | 1 | 1 |
| | | | More than four | * | * | | | 1 | * | * |
| Q34 | 2600 | How many adults aged 18 or over are living here? | One | 19 | 23 | | | 27 | 23 | 24 |
| | | | Two | 55 | 54 | | | 48 | 48 | 48 |
| | | | Three | 14 | 14 | | | 14 | 15 | 14 |
| | | | Four | 8 | 7 | | | 8 | 10 | 9 |
| | | | More than four | 3 | 2 | | | 4 | 4 | 4 |
| Q35 | 2673 | Which of these activities best describes what you are doing at present? | Employee in full-time job (30 hours plus per week) | 41 | 43 | | | 48 | 45 | 46 |
| | | | Employee in part-time job (under 30 hours per week) | 12 | 12 | | | 7 | 10 | 9 |
| | | | Self employed full or part-time | 7 | 9 | | | 12 | 10 | 11 |
| | | | On a government supported training programme (e.g. Modern Apprenticeship/ Training for Work) | * | * | | | * | * | * |
| | | | Full-time education at school, college or university | 1 | 1 | | | 6 | 3 | 4 |
| | | | Unemployed and available for work | 3 | 2 | | | 5 | 3 | 4 |
| | | | Permanently sick/disabled | 3 | 3 | | | 4 | 3 | 4 |
| | | | Wholly retired from work | 22 | 23 | | | 11 | 16 | 14 |
| | | | Looking after the home | 7 | 7 | | | 5 | 6 | 6 |
| | | | Doing something else | 2 | 1 | | | 2 | 2 | 2 |
| Q36 | 2699 | Do you have any long-standing | Yes | 28 | 28 | | | 20 | 23 | 22 |

| | | | | | | | | | |
|--|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|----|----|--|--|----|----|----|
| | 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) | No | 72 | 72 | | | 80 | 77 | 78 |
|--|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|----|----|--|--|----|----|----|

| | | | | | | | | | | |
|----------------------------|------|-------------------------------------------------------------------|----------------------------|----|----|---|---|----|----|----|
| Q37 | 955 | Does this illness or disability limit your activities in any way? | Yes | 67 | 69 | | | 70 | 68 | 69 |
| | | | No | 33 | 31 | | | 30 | 32 | 31 |
| Q38 | 2701 | To which of these groups do you consider you belong? | WHITE | 93 | 92 | | | 73 | 72 | 72 |
| | | | British | 86 | 86 | | | 55 | 60 | 58 |
| | | | Irish | 1 | 2 | | | 3 | 2 | 2 |
| | | | Any other white background | 6 | 4 | | | 16 | 10 | 12 |
| | | | MIXED | 1 | 1 | | | 3 | 2 | 2 |
| | | | White and Black Caribbean | * | 1 | | | * | * | * |
| | | | White and Black African | - | - | | | * | * | * |
| | | | White and Asian | * | * | | | 1 | 1 | 1 |
| | | | Any other mixed background | * | * | | | 1 | 1 | 1 |
| | | | BLACK OR BLACK BRITISH | 3 | 3 | | | 11 | 8 | 9 |
| | | | Caribbean | 1 | 1 | | | 4 | 4 | 4 |
| | | | African | 2 | 1 | | | 6 | 4 | 5 |
| | | | Any other black background | * | - | | | 1 | * | 1 |
| | | | ASIAN OR ASIAN BRITISH | 3 | 4 | | | 9 | 15 | 12 |
| | | | Indian | 2 | 2 | | | 3 | 8 | 6 |
| | | | Pakistani | * | 1 | | | 1 | 2 | 2 |
| | | | Bangladeshi | - | * | | | 3 | 1 | 2 |
| Any other Asian background | 1 | * | | | 2 | 3 | 3 | | | |
| OTHER | 1 | 1 | | | 4 | 3 | 4 | | | |
| Chinese | 1 | * | | | 2 | 1 | 2 | | | |
| Other ethnic group | * | * | | | 2 | 2 | 2 | | | |

ADDRESS1
ADDRESS2
ADDRESS3
ADDRESS4
POSTCODE

October 2009

Dear local resident,

I am writing to you to ask for your views.

Havering 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 Havering 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.

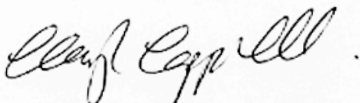
To ensure personal information about you is secure, all of your answers will be treated in the strictest confidence and will be stored securely. Responses, which will not include personal information such as names and addresses, will only be used by public service organisations to monitor public services 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.

We 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 18 December 2009.

No stamp is required.

Yours sincerely,



Cheryl Coppell
Chief Executive, Havering Council



Michael White
Leader of Havering Council

**If you require a large print copy please contact Ipsos MORI on
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.

If you would like more information in your own language, please contact us at the address shown in the bottom box.

Bengali যদি আপনার নিজের ভাষায় লেখা আরও তথ্য চান তাহলে দয়া করে আমাদের সঙ্গে যোগাযোগ করুন, তার বক্ সে আমাদের ঠিকানা রয়েছে।

Chinese 如果你需要用中文印成的資料，
請按低端方格內提供的地址與我們聯系。

Gujarati જો તમને તમારી પોતાની ભાષામાં વધારે માહિતી જોઈતી હોય, તો કૃપા કરીને
નીચે અંતમાં આપેલા ખાનામાં દર્શાવેલા સરનામે અમારો સંપર્ક કરો.

Punjabi (Gurmukhi script) ਜੇਕਰ ਤੁਸੀਂ ਪੰਜਾਬੀ ਵਿਚ ਹੋਰ ਜਾਣਕਾਰੀ ਲੈਣੀ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ
ਹੇਠ ਲਿਖੇ ਖਾਨੇ ਵਿਚ ਦਿੱਤੇ ਪਤੇ 'ਤੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

Punjabi (Urdu script) جے تہا نوں اپنی زبان ہوں تو تھلے خاٹھو لکھے ہوئے پتے تے ساڈے نال بطور
ہو معلومات چاہی دیاں ہوں

having.your.say@ipsos-mori.com
FREEPHONE: 0808 238 5402

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 | <input type="checkbox"/> | |

(PLEASE TICK BOX AND WRITE IN BELOW)

Q2 - Other

(PLEASE TICK BOX AND WRITE IN BELOW)

None of these.
 Don't know



Q3 Overall, how satisfied or dissatisfied are you with your local area as a place to live?
PLEASE TICK ✓ ONE BOX ONLY

- | | |
|------------------------------------------------------------|----------------------------------------------|
| <input type="checkbox"/> Very satisfied | <input type="checkbox"/> Fairly dissatisfied |
| <input type="checkbox"/> Fairly satisfied | <input type="checkbox"/> Very dissatisfied |
| <input type="checkbox"/> Neither satisfied or dissatisfied | |

Q4 And how satisfied or dissatisfied are you with your home as a place to live?
PLEASE TICK ✓ ONE BOX ONLY

- | | |
|------------------------------------------------------------|----------------------------------------------|
| <input type="checkbox"/> Very satisfied | <input type="checkbox"/> Fairly dissatisfied |
| <input type="checkbox"/> Fairly satisfied | <input type="checkbox"/> Very dissatisfied |
| <input type="checkbox"/> Neither satisfied or dissatisfied | |

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

| Local public services..... | A great deal | To some extent | Not very much | Not at all | Don't know |
|--------------------------------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| ...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 or 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 Havering 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 Havering Council?

PLEASE TICK ✓ ONE BOX ONLY FOR EACH SERVICE

| | Very satisfied | Fairly satisfied | Neither satisfied or 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 Havering 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 Havering Council provides value for money?
PLEASE TICK ✓ ONE BOX ONLY

| | | | | | |
|--------------------------|--------------------------|---------------------------|--------------------------|--------------------------|--------------------------|
| 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 Havering Council runs things?
PLEASE TICK ✓ ONE BOX ONLY

| | | | | | |
|--------------------------|--------------------------|-----------------------------------|--------------------------|--------------------------|--------------------------|
| 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

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

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 group(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 |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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 |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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"/> |

Q27 How worried are you personally about being a victim of crime in your local area?

PLEASE TICK ✓ ONE BOX ONLY

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

Section 9: Council information

Q28 How satisfied or dissatisfied are you with Havering Council's newsletter 'Living'?

PLEASE TICK ✓ ONE BOX ONLY

- | | | | | | |
|--------------------------|--------------------------|-----------------------------------------|--------------------------|--------------------------|---------------------------|
| Very satisfied | Fairly satisfied | Neither satisfied or dissatisfied | Fairly dissatisfied | Very dissatisfied | Don't know/ no opinion |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Section 10: 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.

Q29 Are you male or female?

PLEASE TICK ✓ ONE BOX ONLY

- Male Female

Q30 What was your age on your last birthday?

PLEASE WRITE IN BOX OPPOSITE

Years

Q31 How is your health in general? Would you say it is.....

PLEASE TICK ✓ ONE BOX ONLY

- Very good
- Good
- Fair
- Bad
- Very bad

Q32 In which of these ways does your household occupy your current accommodation?

PLEASE TICK ✓ ONE BOX ONLY

- Owned outright
- Buying on mortgage
- Rent from council
- Rent from Housing Association/Trust
- Rented from private landlord
- Other (PLEASE TICK ✓ AND WRITE IN BELOW)

Q33 How many children aged 17 or under are living here?

PLEASE TICK ✓ ONE BOX ONLY

- None
- One
- Two
- Three
- Four
- More than four (PLEASE TICK ✓ AND WRITE IN BELOW)

Q34 And how many adults aged 18 or over are living here?

PLEASE TICK ✓ ONE BOX ONLY

- One
- Two
- Three
- Four
- More than four (PLEASE TICK ✓ AND WRITE IN BELOW)

Q35 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)
 - Employee in part-time job (under 30 hours per week)
 - Self employed full or part-time
 - On a government supported training programme (e.g. Modern Apprenticeship, Training for Work)
 - Full-time education at school, college or university
 - Unemployed and available for work
 - Permanently sick/disabled
 - Wholly retired from work
 - Looking after the home
 - Doing something else
- (PLEASE TICK ✓ AND WRITE IN BELOW)

Q36 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 Q37)
- No (PLEASE GO TO Q38)



Q37 Does this illness or disability limit your activities in any way?
PLEASE TICK ✓ ONE BOX ONLY
 Yes No

Q38 To which of these groups do you consider you belong to?
PLEASE TICK ✓ ONE BOX ONLY

White

- British
 - Irish
 - Any other White background
- (PLEASE TICK ✓ AND WRITE IN BELOW)**

Black or Black British

- Caribbean
 - African
 - Any other Black background
- (PLEASE TICK ✓ AND WRITE IN BELOW)**

Mixed

- White & Black Caribbean
 - White & Black African
 - White & Asian
 - Any other Mixed background
- (PLEASE TICK ✓ AND WRITE IN BELOW)**

Asian or Asian British

- Indian
 - Pakistani
 - Bangladeshi
 - Any other Asian background
- (PLEASE TICK ✓ AND WRITE IN BELOW)**

Chinese and Other ethnic groups

- Chinese

- Other ethnic group
- (PLEASE TICK ✓ AND WRITE IN BELOW)**

Q39 Is there anything else you would like to add?
PLEASE WRITE IN BELOW

Thank you very much for taking part in this survey.

