

## Environment Committee

### Residents' Perception Survey Autumn 2014

#### 1. Introduction

- 1.1 This report provides a summary of key findings from the Autumn 2014 Residents' Perception Survey (RPS) which are pertinent to the Environment Committee.
- 1.2 The council runs a Resident's Perception Survey every six months to regularly monitor resident satisfaction and longer term trends in order to improve how we respond to the needs of residents. The Residents' Perception Survey captures residents' general views and perceptions towards the council, the services it provides and the local area and is used to explore changes in these opinions over time on a number of topics.
- 1.3 The council commissions ORS, an independent social research company, to conduct the surveys. Quota controls are used to ensure a representative sample, with 1,600 responses achieved overall. Responses are weighted to ensure that the survey is representative of the make-up of the borough. It is accurate to within +/- 3 per cent so findings are only viewed as statistically important if they are greater than plus or minus 3 per cent.
- 1.4 The data from the Autumn 2014 Residents' Perception Survey was collected between 23 September and 28 November 2014.
- 1.5 The full results will be published at <http://engage.barnet.gov.uk>

#### 2. Summary of key findings

##### Residents' concerns

- 2.1 The top three areas of personal concern for residents in Barnet are *conditions of roads and pavements* (31 per cent); *a lack of affordable housing* (29 per cent); and *crime* (29 per cent).
- 2.2 Whilst *conditions of roads and pavements* is the top concern, there has been a decrease in residents indicating this as one of their top three personal concerns, down six percentage points since results in Spring 2014 and back in line with Autumn 2013 results.
- 2.3 Concern for *litter and dirt in the streets* (19 per cent) is in line with the Spring 2014 results. There has been a total increase in concern for *litter and dirt in the streets* of seven percentage points since 2010/11. However, concern is below the London average (minus eleven percentage points).
- 2.4 In terms of *recreational facilities*, only nine per cent of Barnet residents indicated this as one of their top three concerns which is in line with the results in Spring 2014 and slightly above the rest of London (plus two percentage).

## Waste Collection

### Refuse collection summary

- 2.5 Just over three quarters of Barnet residents (77 per cent) rate the Refuse collection service as 'good to excellent', a slight increase of one percentage point since Spring 2014 but two percentage points below the Autumn 2013 results. Compared to the rest of London, Barnet residents are more likely to rate the Refuse collection service as 'good to excellent' (plus eight percentage points).

### Door step recycling summary

- 2.6 Nearly three quarters of Barnet residents (73 per cent) rate the Door step recycling service as 'good to excellent', a slight drop of two percentage points since the results in Spring 2014 but four percentage points above the Autumn 2013 results. Again, compared to the rest of London, Barnet residents are more likely to rate the service as good to excellent (plus seven percentage points).

## Street Scene

### Street cleaning summary

Just over half of Barnet residents (54 per cent) rate the Street cleaning service as 'good to excellent', which is almost in line with the Spring 2014 results (minus one percentage point) and the Autumn 2013 results (minus two percentage points). The results are also in line with the London average.

### Parks and Open Spaces summary

- 2.7 In terms of overall perception, nearly three quarters of Barnet residents (72 per cent) rate Parks and open spaces as 'good to excellent'. This is an increase of four percentage points since Spring 2014 and a three percentage point increase since the Autumn 2013 results. Results are in-line with the rest of London.
- 2.8 74 per cent of users of parks and open spaces rated the service offered as 'good to excellent'. This result is in line with the Spring 2014, and three percentage points above results in Autumn 2013. Barnet user satisfaction is two percentage points above the London average.

## Highways

### Repair of roads summary

- 2.9 A third of Barnet residents (33 per cent) rate the Repair of roads as 'good to excellent', an increase of five percentage since results in Spring 2014 and two percentage points higher than in Autumn 2013. However, compared to London, Barnet residents are less likely to rate the service as good to excellent (minus eight percentage points)<sup>1</sup>.

### Quality of pavements summary

- 2.10 A third of Barnet residents (33 per cent) rate the quality of pavements as 'good to excellent', a decrease of five percentage points since Spring 2014, but in line with Autumn 2013 results. Compared to the rest of London Barnet residents are less likely to rate the service as good to excellent (minus eight percentage points)<sup>2</sup>.

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<sup>1</sup> Survey of Londoners ask question jointly: Repair of roads and pavements

<sup>2</sup> Survey of Londoners ask question jointly: Repair of roads and pavements

## Contracted Services

### Parking Services summary

- 2.11 A quarter of Barnet residents (26 per cent) rate Parking services as 'good to excellent'. Since 2012 Parking services have seen a steady increase in residents rating the service as 'good to excellent' and it is now nine percentage points higher than the results in Autumn 2012. However, resident satisfaction remains below the London average (minus seven percentage points).
- 2.12 26 per cent of **users** of Parking also rate the service as 'good to excellent', a three percentage point increase since Spring 2014, and a ten percentage point increase since results in Autumn 2012. However, resident satisfaction remains fifteen per cent lower than the London average.

### Street lighting summary

- 2.13 Just over two thirds of Barnet residents (68 per cent) rate Street lighting as 'good to excellent', a decrease of four percentage points since results in Spring 2014 and a six percentage point decrease since Autumn 2013. Resident satisfaction in Barnet is three percentage points lower than London as a whole.

## Regulatory services

### Planning and building control<sup>3</sup>

- 2.14 In terms of general perception, just over a third of Barnet residents (34%) rate Planning and Building Control as 'good to excellent', a two percentage point increase since results in Spring 2014. This closely matches views of **users**, with 37 per cent of Planning and building control users rating the service as 'good to excellent'.

### Trading Standards<sup>1</sup>

- 2.15 Around a third of Barnet residents (32%) rate Trading Standards as 'good to excellent', a three percentage point increase since Spring 2014 results.
- 2.16 Just over half of **users** (51 per cent) rated Trading Standards as 'good to excellent', a seven percentage point decrease since the Spring 2014 results (not significant<sup>4</sup>).

### Environment Health<sup>1</sup>

- 2.17 Just under half of Barnet residents (47%) rate Environmental Health as 'good to excellent', a one percentage point increase since the Spring 2014 results.
- 2.18 Just under three fifths of **users** (57 per cent) rate Environment Health as 'good to excellent', an eleven percentage point increase since the Spring 2014 results.

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<sup>3</sup> No London Data available, not asked in 2013 or 2012

<sup>4</sup> Not significant because sample size is 374 for users on Trading Standards