

# YOUNG PEOPLE SURVEY

February 2018

## HEADLINE SUMMARY

Findings delivered by:

**westco**



# Introduction

This presentation summarises the findings from the October/November 2017 wave of the Barnet Young People Survey (YPS).

## Methodology

- Barnet Young People Survey is a face-to-face quota survey of Barnet residents aged 11-18
- It measures reputation, service and local area perceptions, as well as a range of demographic and usage indicators
- 520 Barnet young people were interviewed between 7<sup>th</sup> October - 24<sup>th</sup> November 2017
- Confidence intervals for a sample of 500 is +/-4.4% at the 95% confidence interval

## Benchmarking

- This is the second wave of the YPS, the first was conducted in Autumn 2016. The intention is to bring out the voice of young people – what may be important to adults may not be important for young people
- Where possible, findings from the YPS are also compared with the Barnet Resident Perception Survey (RPS) Autumn 2017 where a representative random sample of c.500 Barnet residents (aged 18 or over) between 10<sup>th</sup> October - 13<sup>th</sup> November 2016 were surveyed. All RPS interviews were conducted via telephone
- The LGA's national polling on resident satisfaction with councils, which surveyed a representative random sample of 1,002 British adults (aged 18 or over) between 22<sup>nd</sup> and 25<sup>th</sup> June 2017. All interviews were conducted via telephone

## Key perception indicators

**89%**

**Happy with Barnet  
as a place to live**



**84%**

**Barnet is a family  
friendly place**



**57%**

**Involves young  
people when making  
decisions**



**68%**

**Agree the council  
does enough to  
protect young  
people from harm**



**73%**

**Agree that the  
council is doing a  
good job**



**51%**

**Agree that that the  
council keeps young  
people informed**

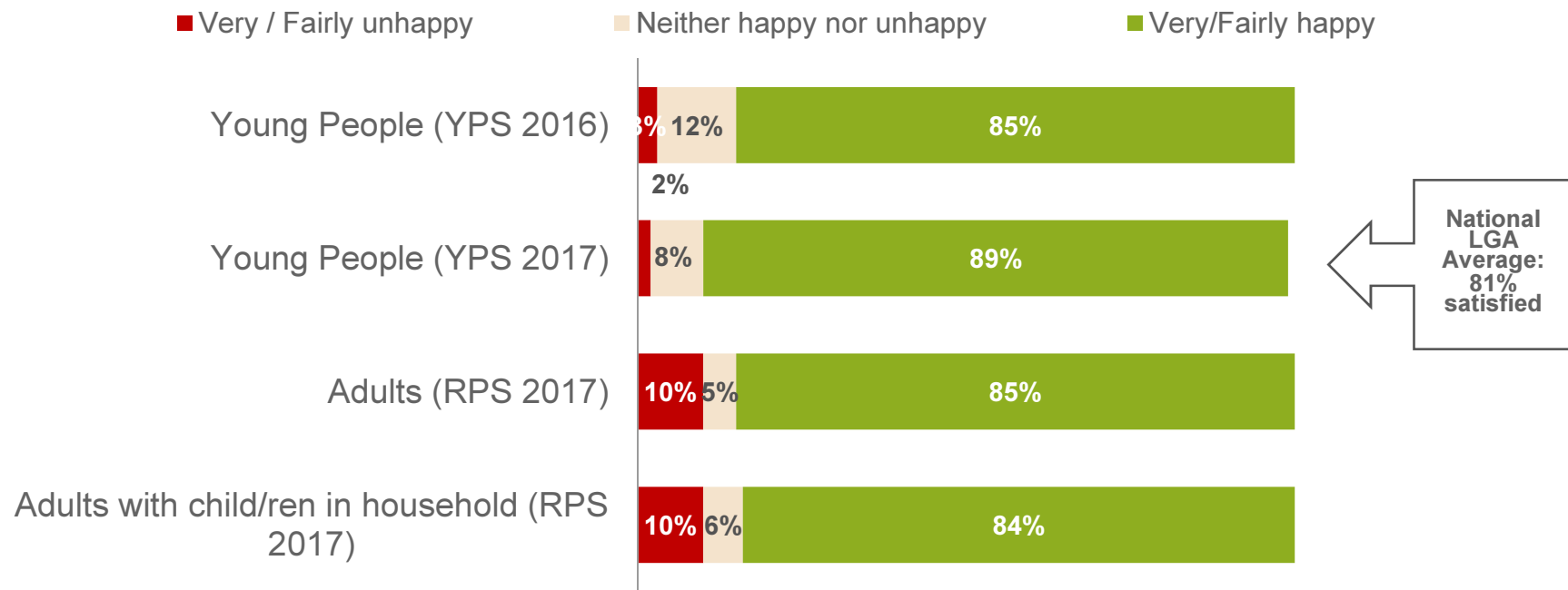
\*NOTE: RPS Autumn 2017 question wording: 'Involves residents when making decisions.'

Source: Barnet Council Young People Survey (2017) of 520 residents 11-18, carried out by face-to-face; Barnet Council Resident Perception Survey (2017) of c.500 residents 18+, carried out by telephone

**BARNET**  
LONDON BOROUGH

# Satisfaction with the local area

The majority of young people (89%) are happy with their local area as a place to live which is in line with the previous wave and the most recent results for adults. Young people are less likely to be dissatisfied with their local area compared to adults.



**\*NOTE:** YPS survey uses a very happy to very unhappy rating, RPS survey uses a very satisfied to very unsatisfied rating.

**Question:** Overall, how happy or unhappy are you with your local area as a place to live? / Overall, how satisfied or dissatisfied are you with your local area as a place to live? (RPS) **Source:** Barnet Council Young People Survey (2017) of C. 500 residents 11-18, carried out by face-to-face; Barnet Council Resident Perception Survey (2017) of c.500 residents 18+, carried out by telephone

## Barnet a family-friendly place to live

The percentage of young people and adults who feel Barnet is a family friendly area place to live both remain in line with previous waves. However, this year young people in Barnet are more likely to feel that their local area is a family friendly place to live (84%) compared to adults (75%)

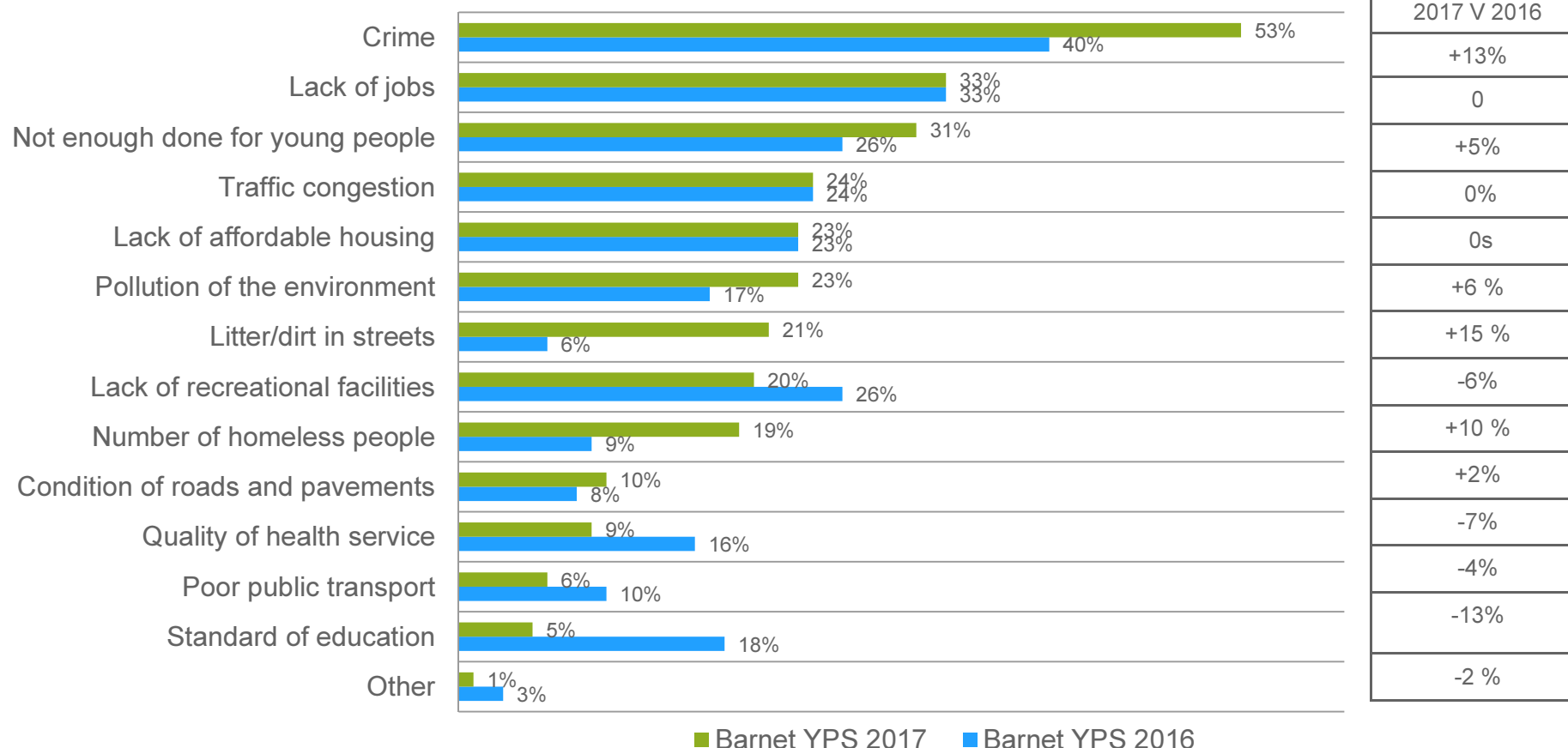


**Questions:** To what extent do you agree or disagree that the borough of Barnet is a family-friendly place to live? (YPS/RPS)

**Source:** Barnet Council Young People Survey (2017) of 520 residents aged 11-18, carried out by face-to-face/Barnet Council resident perception survey of c.500 residents 18+, carried out by telephone

# Young people's top three concerns 2017 vs. 2016

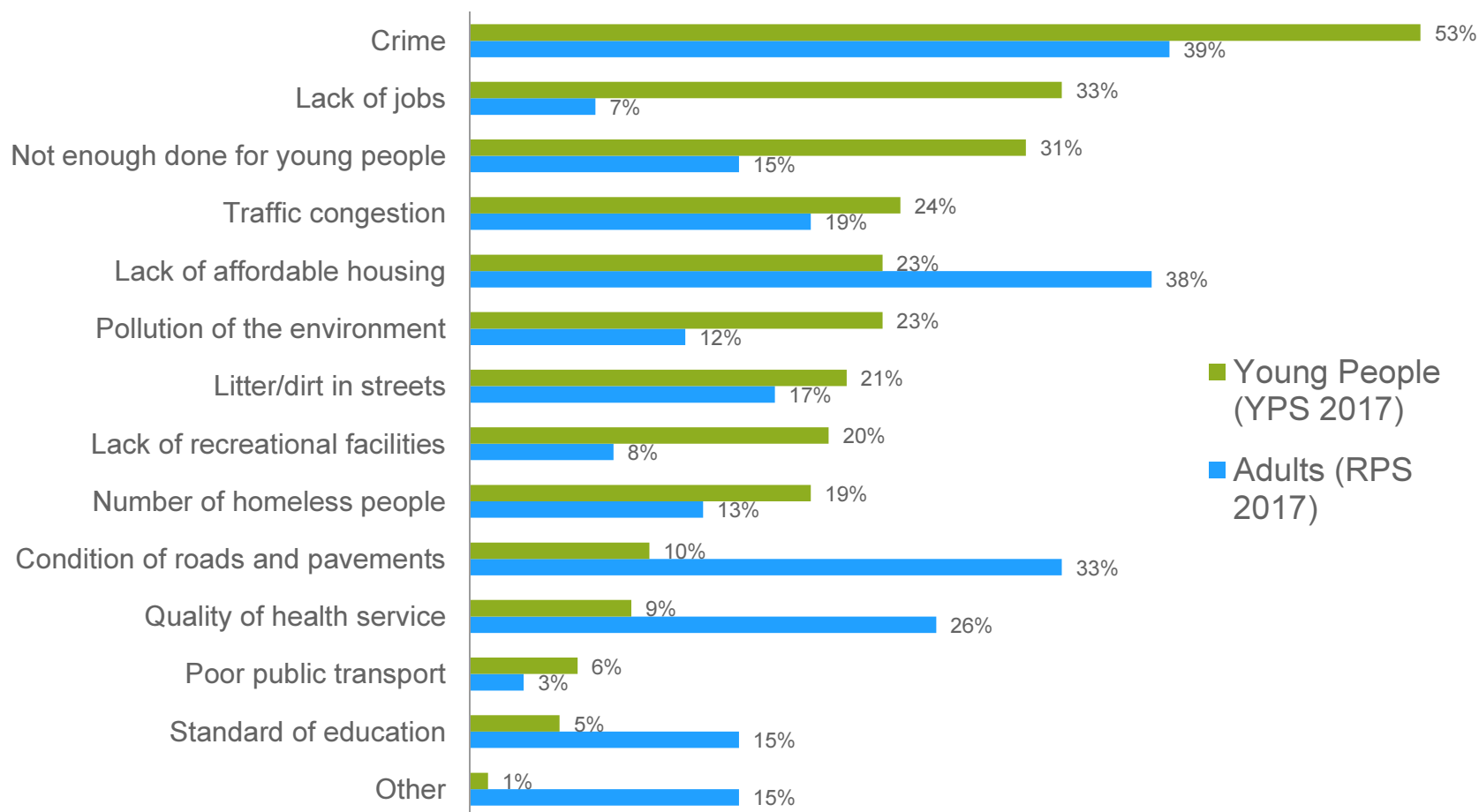
Like adults (up seven percentage points in the most recent wave) the level of concern about crime has risen. **Young people's top three concerns about local area remain the same as last year: crime (53%); lack of jobs (33%); concern for not enough is being done for young people (31%)** However, concern for lack of recreational facilities has moved down from third concern = to eighth concern.



**Question:** Which, if any, of the following are you worried about? (YPS) **Source:** Barnet Council Young People Survey (2017) of 520 residents aged 11-18, carried out by face-to-face

# Young people's top concerns compared to adults

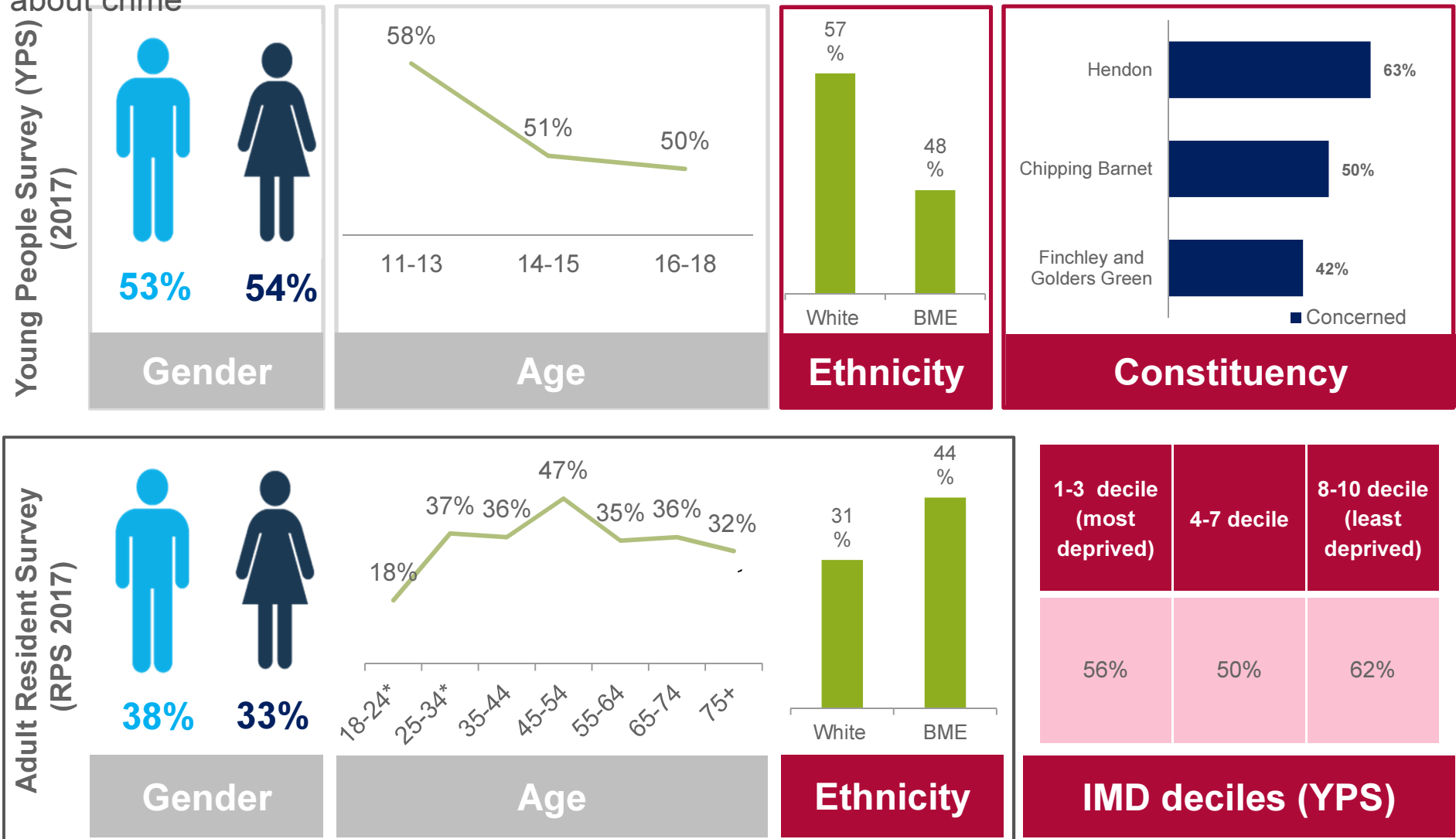
Crime is the number one concern for both young people and adults. However, apart from crime, young people are more concerned about a lack of jobs and not enough is being done for young people. Adults are most concerned about affordable housing (38%) and the condition of roads and pavements (33%).



**Question:** Which, if any, of the following are you worried about? (YPS) / Of these, which three things are you PERSONALLY most concerned about? (RPS) **Source:** Barnet Council Young People Survey (2017) of 520 residents aged 11-18, carried out by face-to-face/Barnet Council resident perception survey of c.500 residents 18+, carried out by telephone

# Those who feel most concerned about crime are...

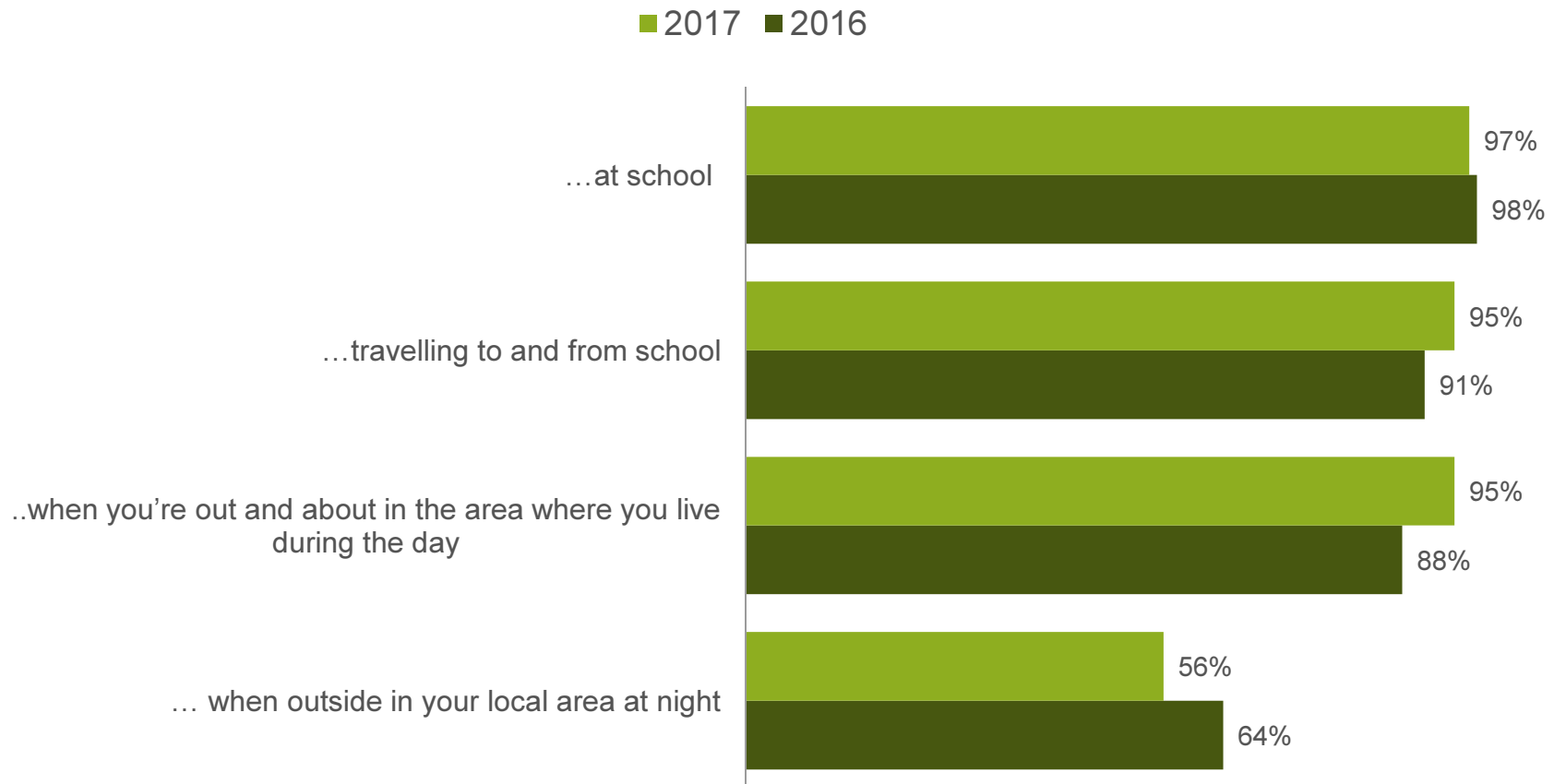
Ethnicity, local area, and level of deprivation have a significant impact on the level of concern about crime



**Question:** Which, if any, of the following are you worried about? (YPS); Which three things are you PERSONALLY most concerned about? (RPS) Source: Barnet Council resident perception survey of 520 residents 18+, carried out face to face / Barnet Council resident perception survey of c.500 residents 18+, carried out by telephone

# Where do young people feel most safe?

The majority of young people feel safe at school and travelling too and from school. More young people feel safe in the local area during the day in 2017 but fewer young people feel safe outside at night in 2017.

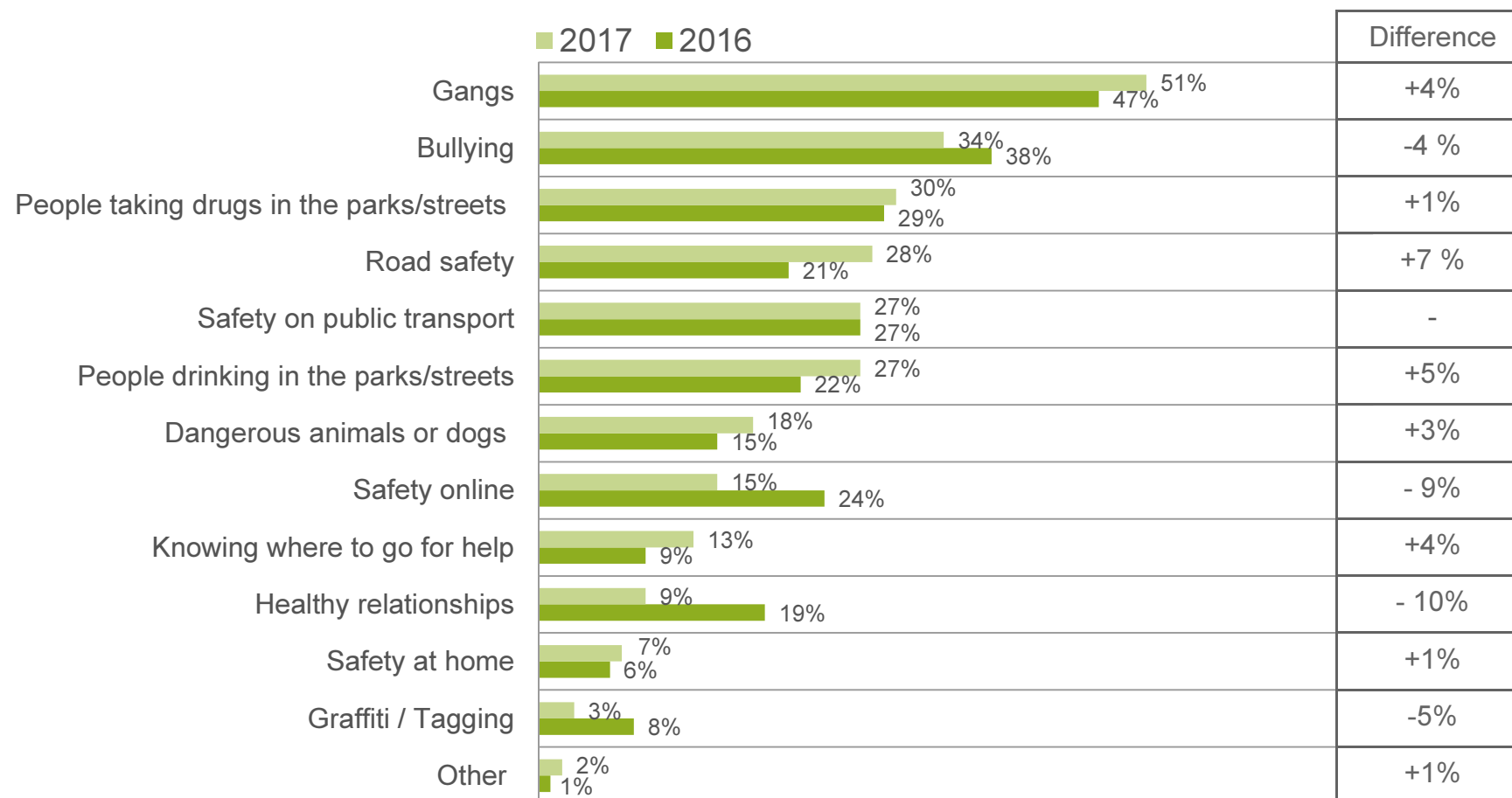


**Question:** Thinking about your local area, how safe/unsafe do you feel...

**Source:** Barnet Council Young People Survey (2017) of 520 residents aged 11-18, carried out by face-to-face.

# Young people's personal safety concerns

Young peoples top safety concerns remain gangs, bullying and people taking drugs in parks and on the streets. Concerns about road safety and people drinking in the parks/streets has increased since 2016. Concerns about safety online, healthy relationship and graffiti/tagging has decreased since 2016

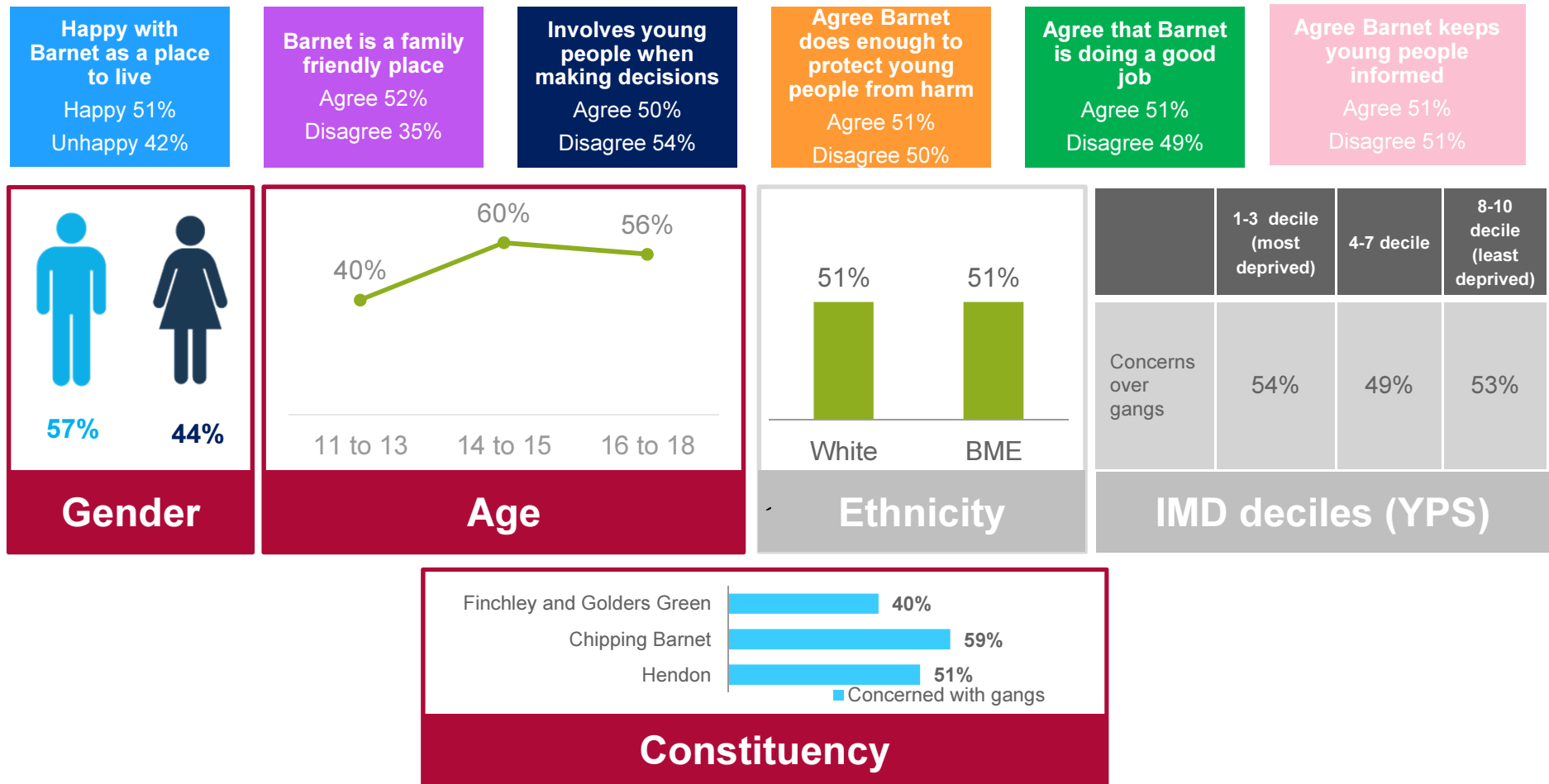


**Question:** Thinking about your own safety, what issues are you most concerned about? Respondents chose up to three most significant concerns.

**Source:** Barnet Council Young People Survey of 520 residents 11-18, carried out by face-to-face

# Those who consider gangs to be a safety concern...

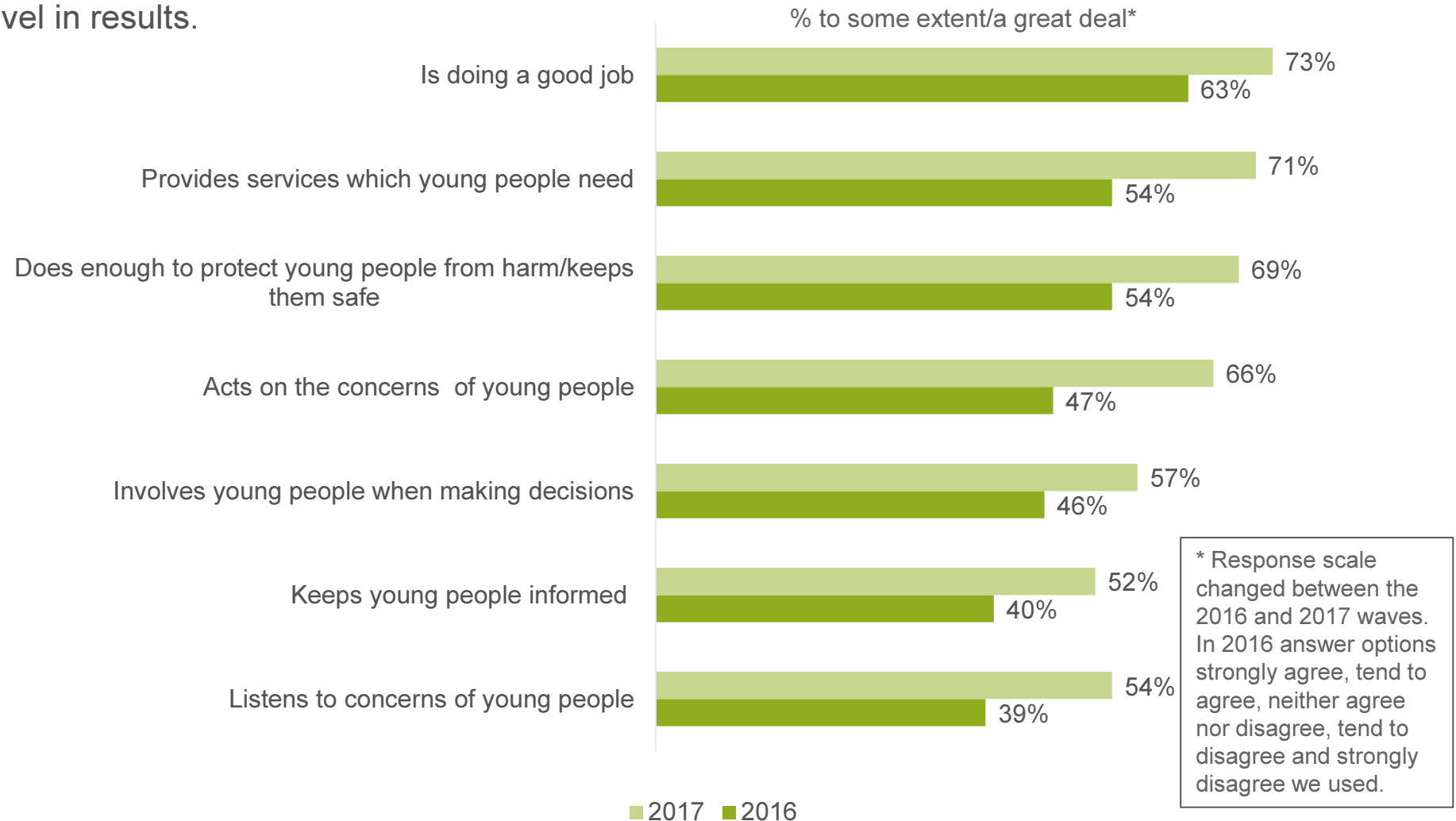
Of the young people concerned with gangs (57%), boys, young people aged 14-15 years old are significantly more likely to be to be concerned about gangs. Concern about gangs varies considerably by area with six in ten young people in Chipping Barnet concerned about gangs.



**Question:** Thinking about your own safety, what issues are you most concerned about? You can choose up to three answers. **Source:** Barnet Council Young People Survey (2017) of 520 residents aged 11-18, carried out by face-to-face/Barnet Council resident perception survey of c.500 residents 18+, carried out by telephone **Base:** 264

# Image of the Council – over time

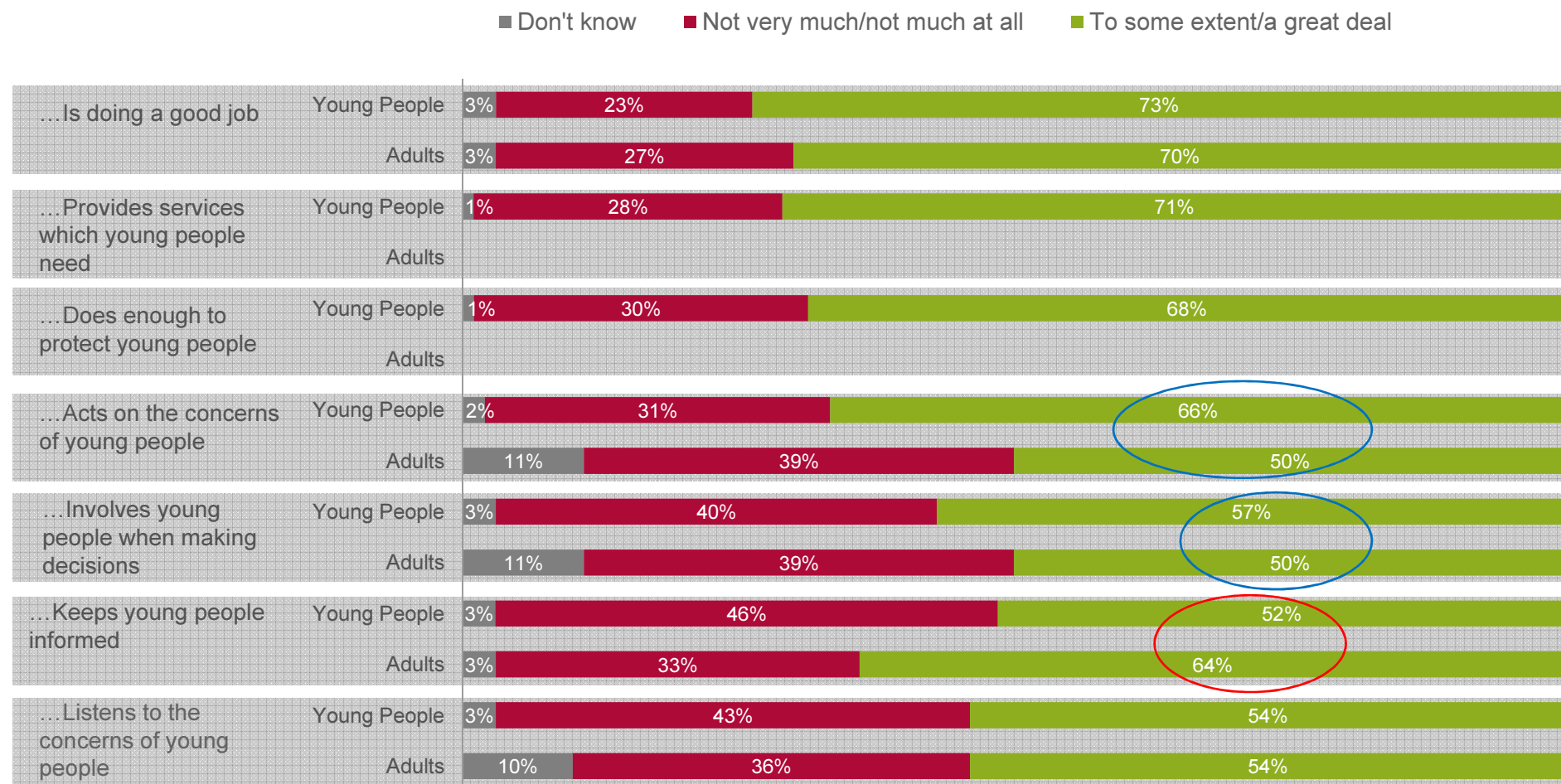
Since 2016 all measures of the councils image have improved amongst young people. However, it should be noted that the response scale for this question was changed in the most recent wave to align the adults survey which may account for some of this upward direction of travel in results.



**Question:** Here are some things that other people have said about their council. To what extent do each of these statements apply to Barnet Council? **Source:** Barnet Council Young People Survey (2016 & 2017) of c.500 residents 11-18, carried out by face-to-face; Barnet Council Resident Perception Survey (2017) of c.500 residents 18+, carried out by telephone

# Image of the Council

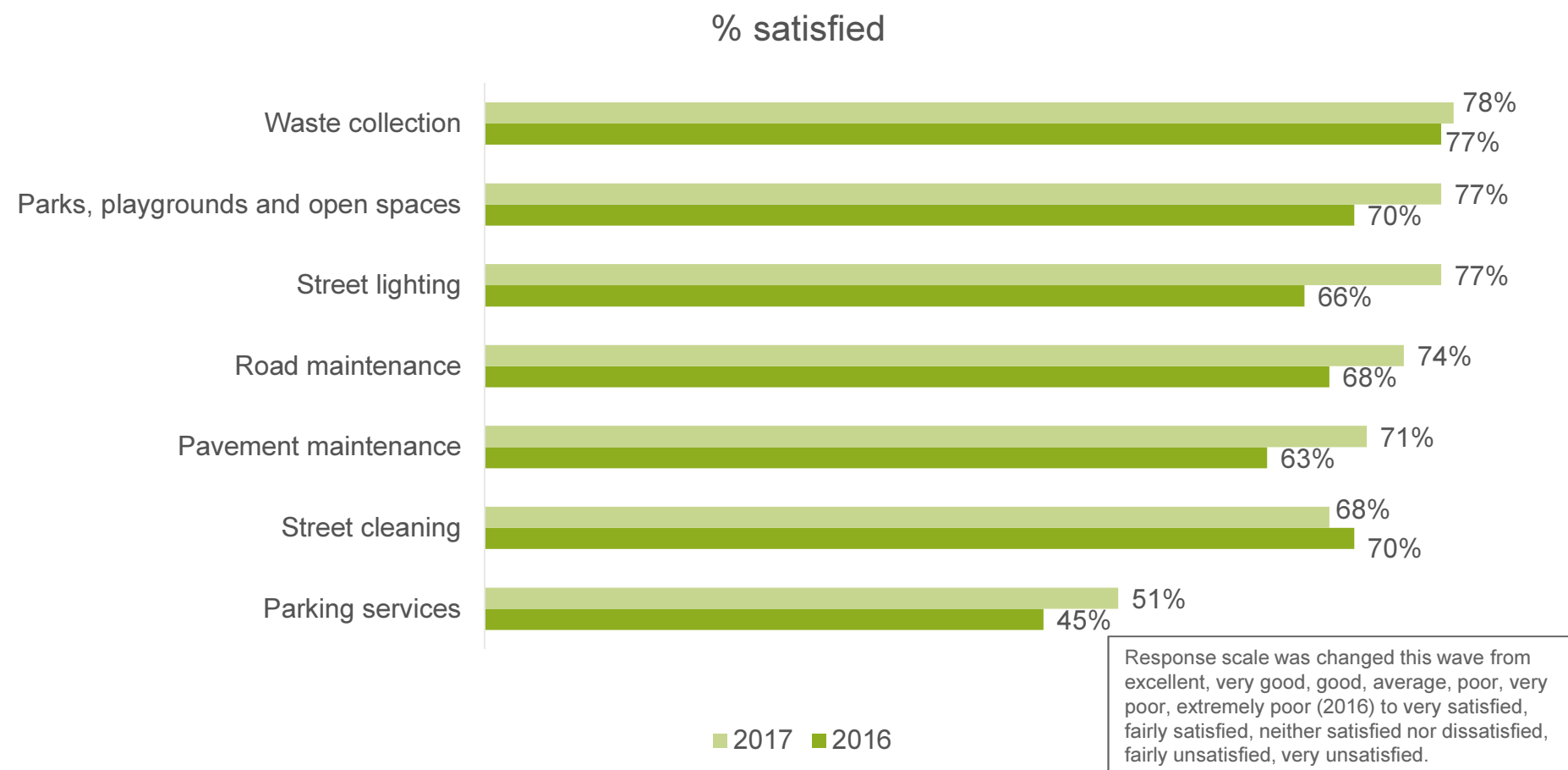
There are some differences between adults and young people, **more young people agree that the council acts on their concerns and that they are involved in decision making. However young people are less likely to agree that the council keeps young people informed.**



**Question:** Here are some things that other people have said about their council. To what extent do each of these statements apply to Barnet Council? The options scale for this question was different for those in RPS. While only 'is doing a good job' can be directly compared with RPS, the rest presented here are for reference.- they are not for direct comparison. **Source:** Barnet Council Young People Survey (2017) of 520 residents 11-18, carried out by face-to-face; Barnet Council Resident Perception Survey (2017) of c.500 residents 18+, carried out by telephone

# Satisfaction with universal services 2016 compared to 2017

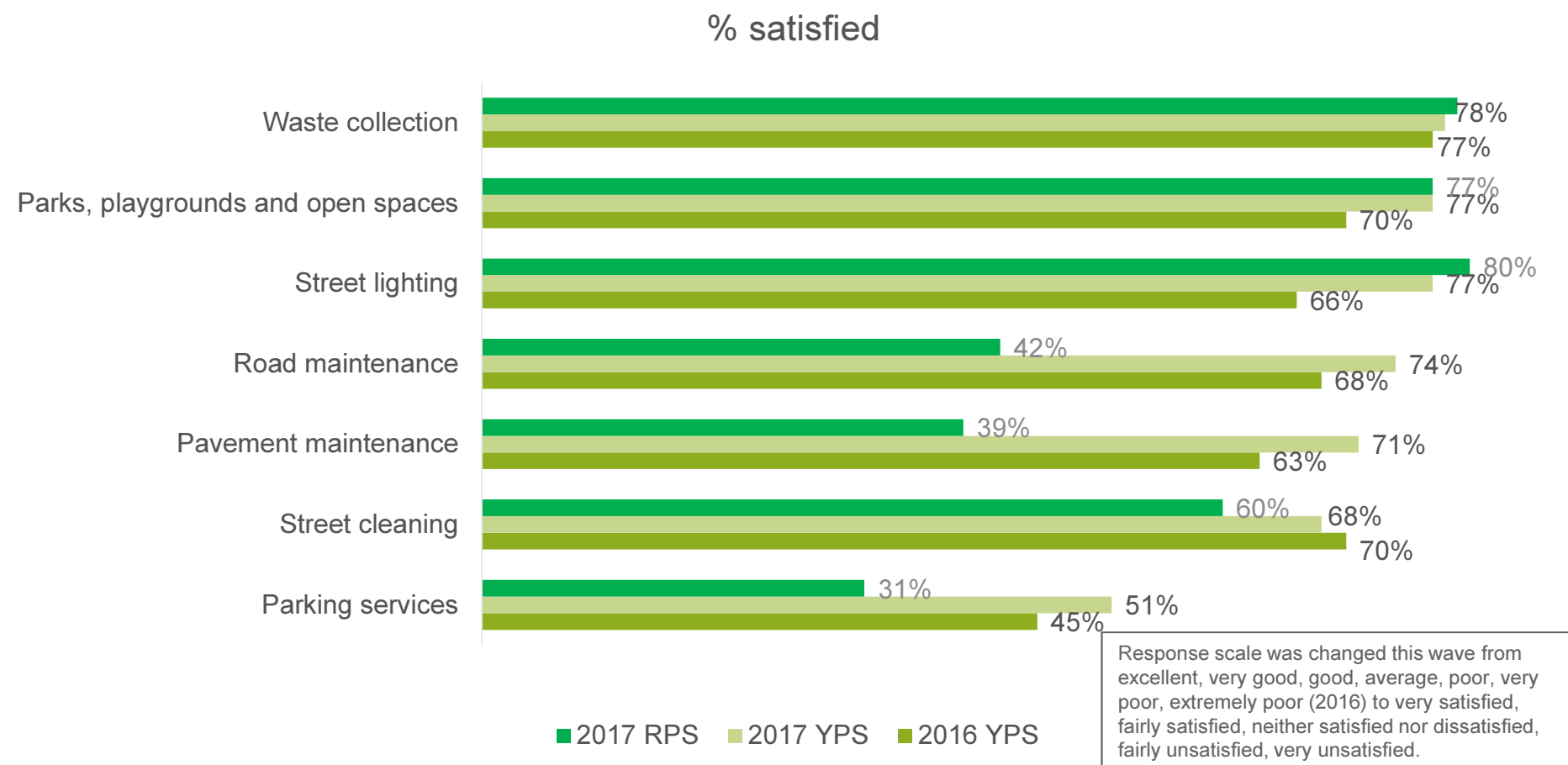
Five out of seven universal services have seen increases in satisfaction since last year and two remain inline. However, it should be noted that the response scale for this question has changed since the last wave to align to the adults survey.



**Question:** We would now like to know what you think about different services in this area. Please say what you think about these services even if you have not used them yourself (YPS/RPS) **Source:** Barnet Council young People survey of 520 residents between the ages , carried out face to face / Barnet Council resident perception survey of c.500 residents 18+, carried out by telephone

# Satisfaction with universal services 2016 compared to 2017

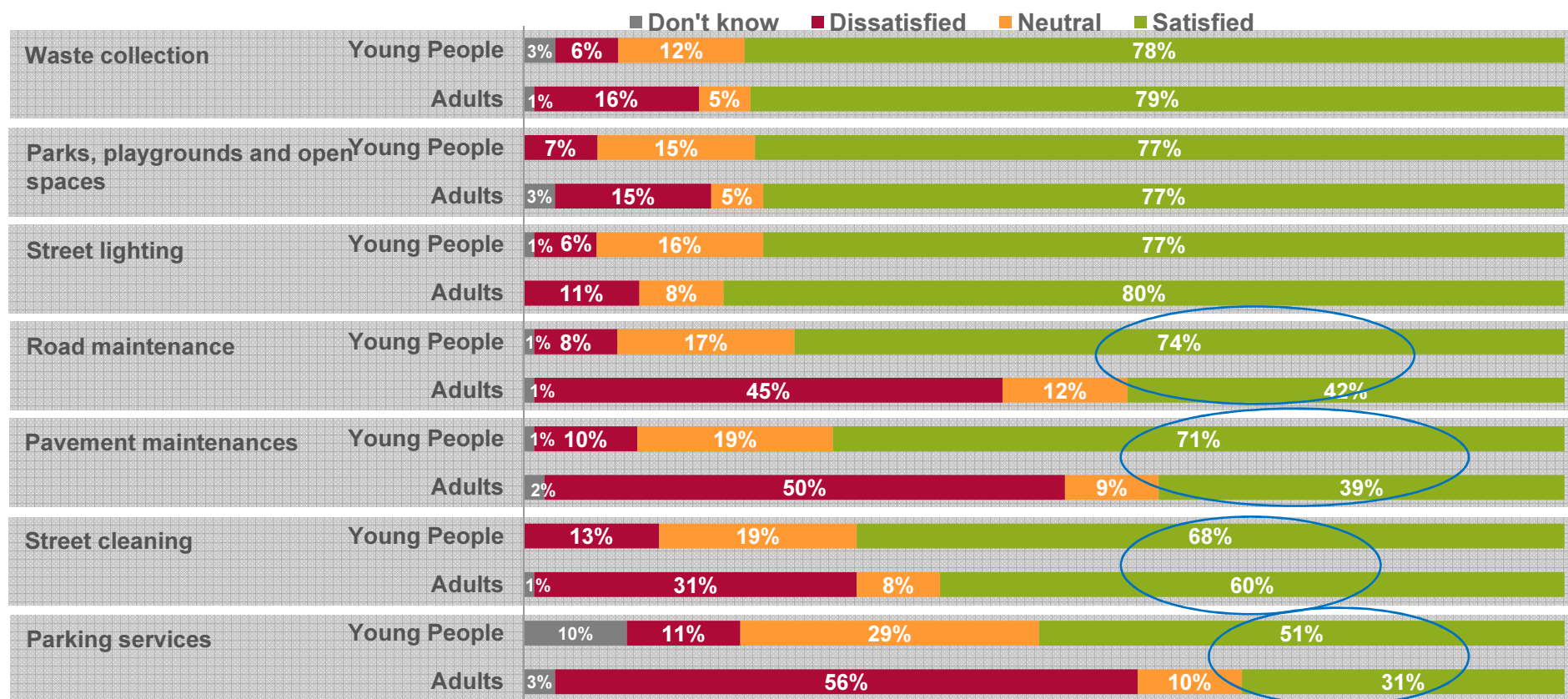
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# Universal Service Satisfaction Autumn 2017

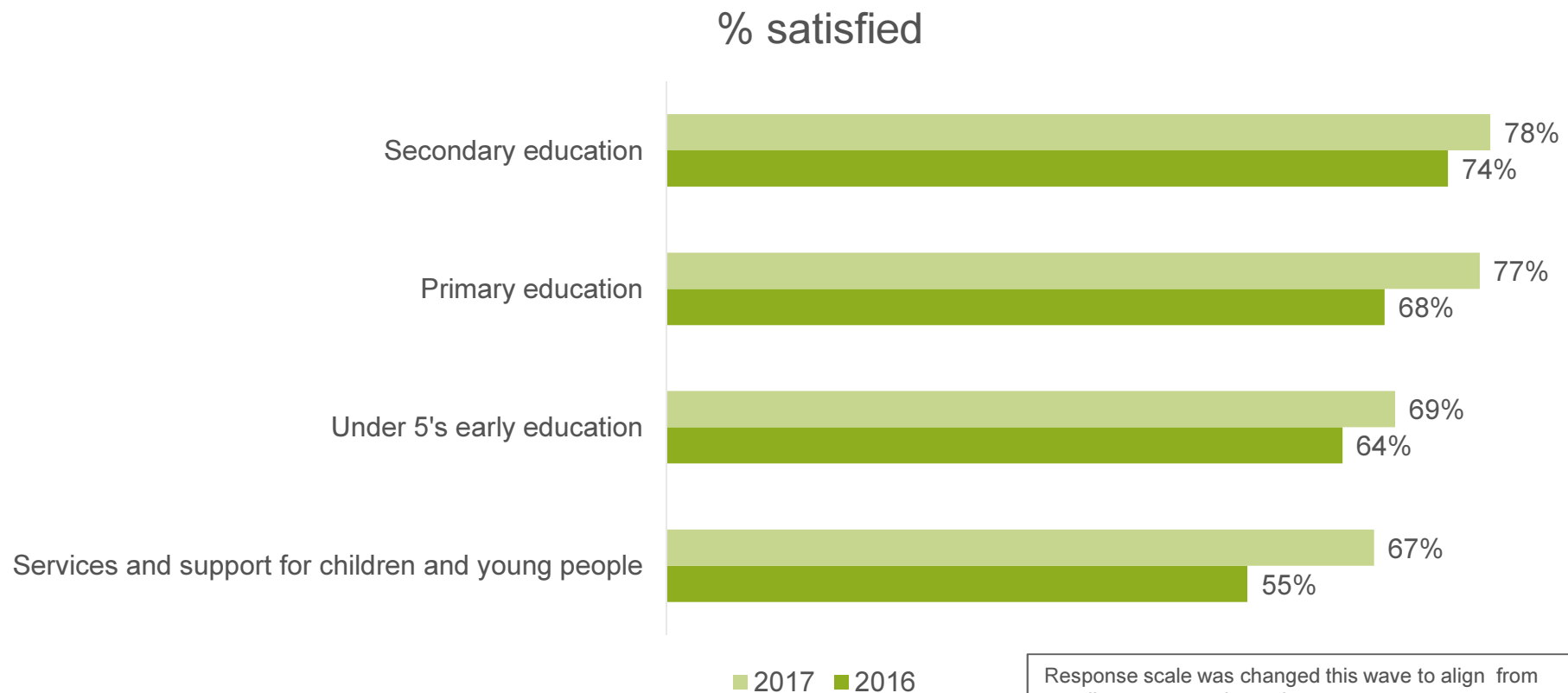
Young people are more satisfied with road and pavement maintenance, street cleaning and parking services. . The opinions of adults and young people diverge most on the topic of parking services, with young people 20 percentage points more satisfied with parking services compared to adults.



**Question:** We would now like to know what you think about different services in this area. Please say what you think about these services even if you have not used them yourself (YPS/RPS) **Source:** Barnet Council young People survey of 520 residents between the ages , carried out face to face / Barnet Council resident perception survey of c.500 residents 18+, carried out by telephone

# Children and family services

Satisfaction with primary education and support for children and young has increased since 2016, whilst satisfaction with secondary education and under 5's early education has remained inline since last year.

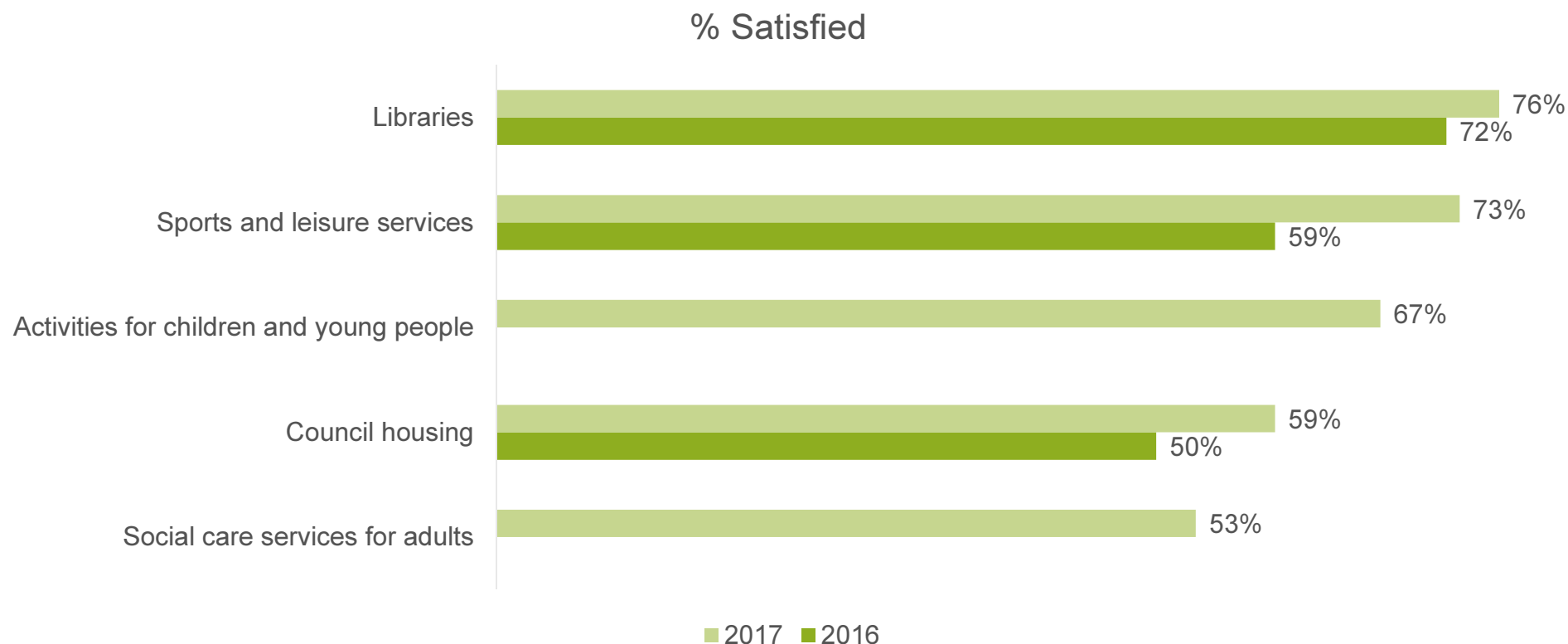


Response scale was changed this wave to align from excellent, very good, good, average, poor, very poor, extremely poor (2016) to very satisfied, fairly satisfied, neither satisfied nor dissatisfied, fairly unsatisfied, very unsatisfied.

**Question:** We would now like to know what you think about different services in this area. Please say what you think about these services even if you have not used them yourself (YPS/RPS) **Source:** Barnet Council Young People Survey (2016) of 545 residents 11-18, carried out by face-to-face; Barnet Council Resident Perception Survey (2016) of c.500 residents 18+, carried out by telephone

## Other services satisfaction 2016 vs 2017

Satisfaction with libraries, sports and leisure services and council housing has increased since 2016.

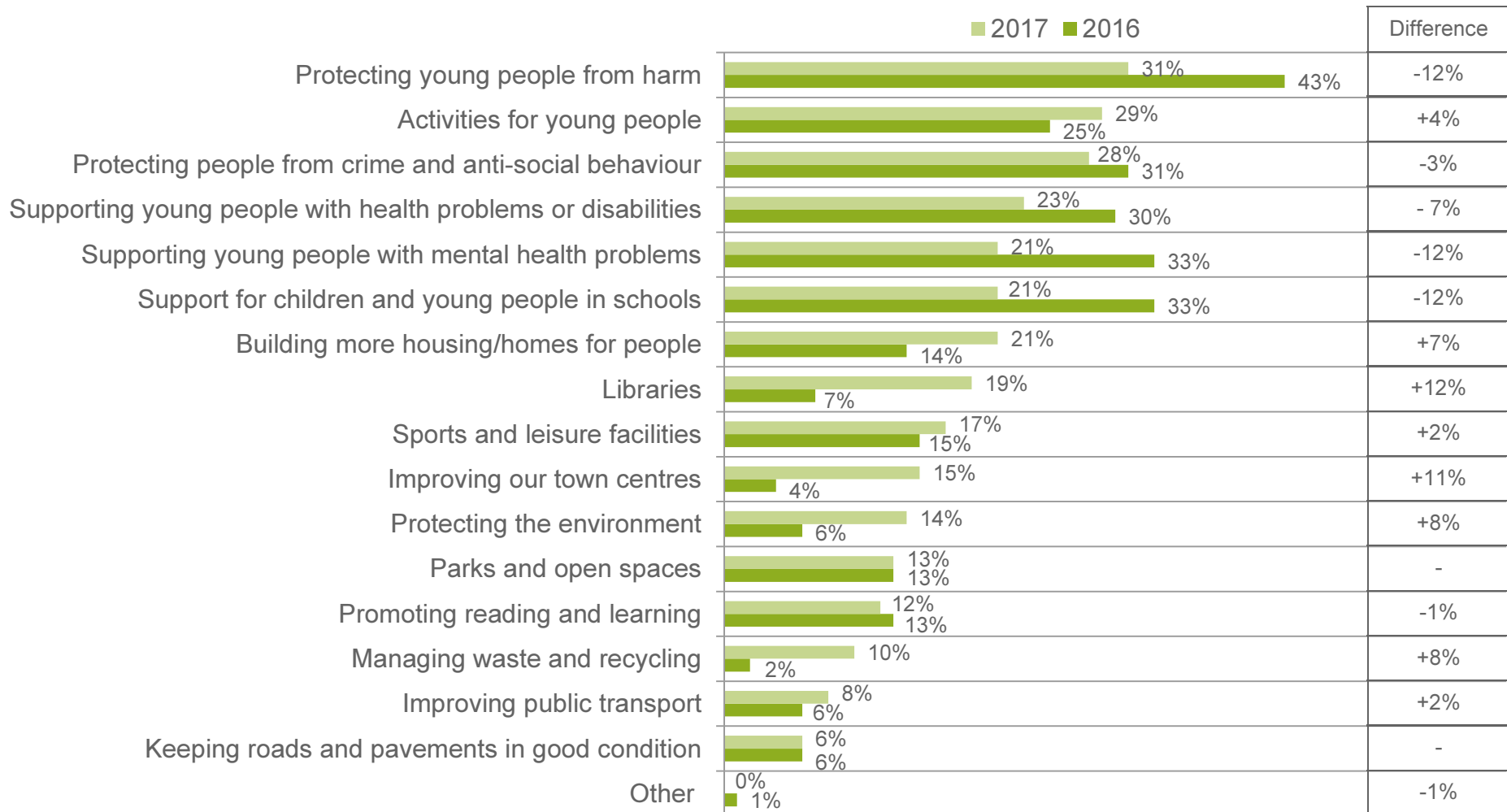


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# The council and partners improving the lives of children and young people

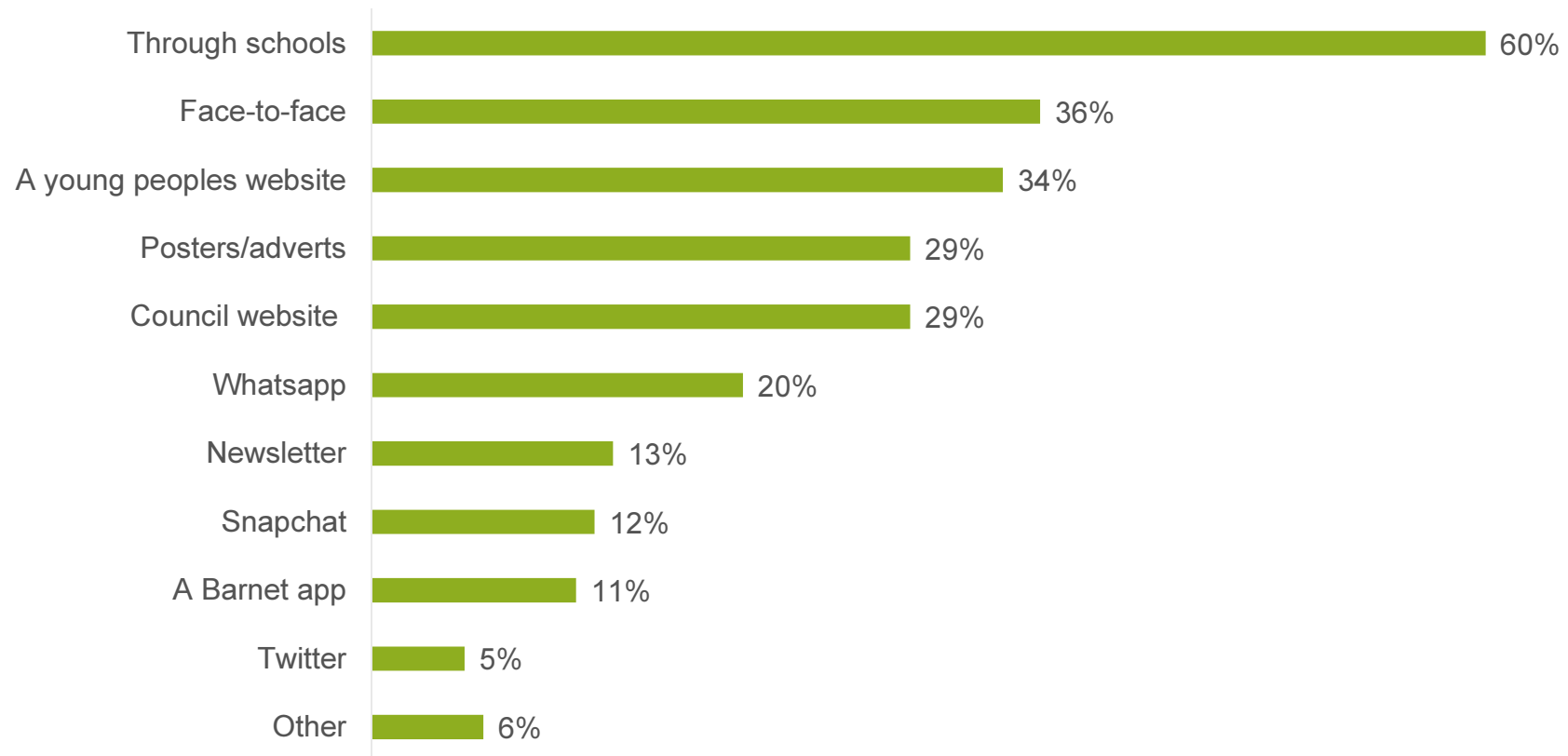
Young peoples top priority remains protecting them from harm. However, support for young peoples mental health and support in school has dropped from joint second place to joint fifth.



# Young peoples preferred methods of communication

The majority of young people expressed a clear preference for the council to reach them **through school (60%)**. Young people also expressed a preference for **face-to-face events (36%)** and a specific **young persons website (34%)**.

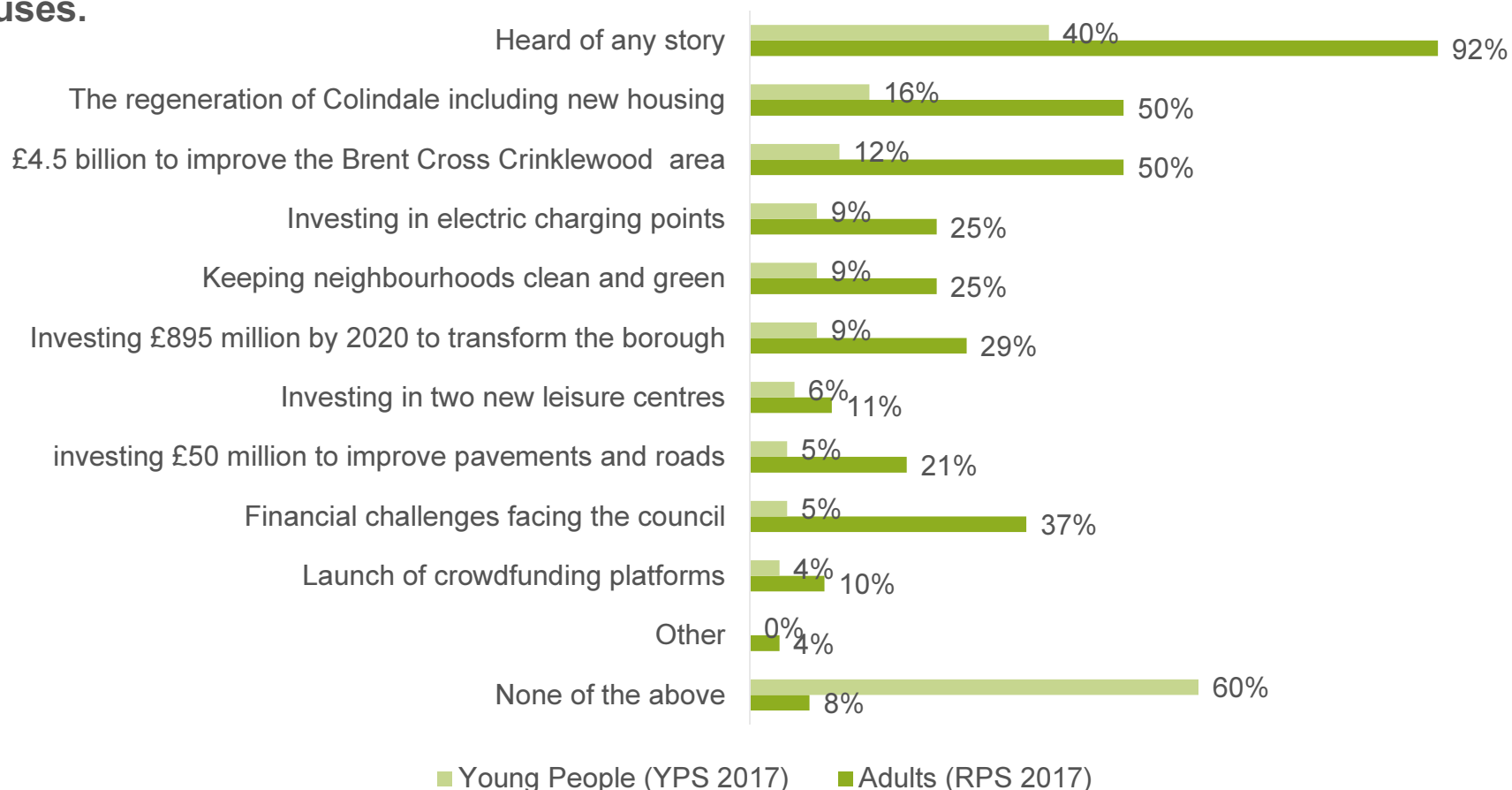
How would you prefer the council to communicate with you?



**Question:** How would you prefer the council to communicate with you? **Source:** Barnet Council Young People Survey (2017) of 520 residents aged 11-18, carried out by face-to-face

## Awareness of what the council is doing

Less than half of all young people interviewed had heard of any of these stories (40%) where as the vast majority of adults had heard of at least one (92%). Across the board adults are far more aware than young people about council communications. The story young people are most aware of in the regeneration of Colindale including the building of new houses.



Question: And have you recently seen or heard any of the following about the work Barnet Council is doing? Source: Barnet Council Young People Survey (2017) of 520 residents aged 11-18, carried out by face-to-face