

## ADULTS RESIDENTS' PERCEPTION SURVEY 2022 SUMMARY

The following table highlights the findings of the Residents' Perception Survey where significant inequalities exist in relation to residents' responses. It also summarises the findings of the ethnographic research on residents with disabilities which was instigated following the Residents' Perception Survey.

Age	<p>Residents aged over 65 (59%) are less likely to feel safe in their local area after dark than the population overall (64%).</p> <p>Residents aged over 65 (57%) are less likely to agree that Barnet supports residents to live a healthier life than the population overall (65%).</p> <p>Residents aged over 55 to 65 (54%) and over 65 (61%) are less satisfied with the way the Council runs things than the population overall (67%).</p> <p>Residents aged over 65 (62%) are less likely to feel that the Council is trustworthy than the population overall (72%).</p> <p>Residents aged over 65 (58%) are less likely to feel that the Council keeps them informed than the population overall (70%).</p> <p>Residents aged over 55 to 65 (56%) and over 65 (56%) are less likely to agree that the Council promotes equal opportunities for all and equal access to services than the population overall (67%).</p> <p>Residents aged over 65 (63%) are less likely to report their health as being good or very good than the population overall (82%).</p> <p>Residents aged over 65 (69%) are less likely to use the internet daily or almost every day than the population overall (89%).</p>
Disability	<p>Residents with a disability (75%) are less likely to be satisfied with their local area as a place to live than the population as a whole (85%).</p> <p>Residents with a disability (82%) are less likely to agree that their local area is a place where people from different backgrounds get on well together (88%).</p> <p>Residents with a disability (51%) are less likely to feel safe in their local area after dark than the population overall (64%).</p> <p>Residents with a disability (48%) are less likely to agree that Barnet supports residents to live a healthier life than the population overall (65%).</p> <p>Residents with a disability (52%) are less satisfied with the way the Council runs things than the population overall (67%).</p> <p>Residents with a disability (58%) are less likely to feel that the Council is trustworthy than the population overall (72%).</p> <p>Residents with a disability (56%) are less likely to feel that the Council keeps them informed than the population overall (70%).</p>

	<p>Residents with a disability (51%) are less likely to agree that the Council promotes equal opportunities for all and equal access to services than the population overall (67%).</p> <p>Residents with a disability (28%) are less likely to report their health as being good or very good than the population overall (82%).</p> <p>Residents with a disability (75%) are less likely to use the internet daily or almost every day than the population overall (89%).</p> <p>The 2021/22 Residents' Perception Survey showed that disabled residents are significantly less likely to be satisfied across a number of key indicators compared to residents without a disability. To investigate these findings in-depth, the Tackling the Gaps Group commissioned Habitus, a specialised ethnographic research company, to conduct a study to understand the lived experiences of disabled residents.</p> <p>The project set out to address the following objectives:</p> <ul style="list-style-type: none"> <li>• To understand the lived experiences of disabled residents (and to some extent their families and carers) in engaging or accessing Council and community services.</li> <li>• To explore how different protected characteristics and intersectionality shape disabled participants' lived experiences in engaging in community life.</li> <li>• To identify barriers to participation in Council and community services.</li> </ul> <p>Four recommendations were shaped by the disabled residents, parents, and carers who took part in the study:</p> <ol style="list-style-type: none"> <li>(1) Understanding how residents identify and want to be identified is key in meaningfully engaging with them.</li> <li>(2) Consider how disabled residents access information and find different modes of making this accessible.</li> <li>(3) Community matters – working with voluntary sector organisations can help disabled residents engage meaningfully in community life.</li> <li>(4) Create opportunities to enable disabled residents to engage in community life and civic participation in different ways.</li> </ol>
Race/Ethnicity	<p>White residents (67%) are less satisfied with the way the Council runs things than those from an ethnic minority background (72%).</p> <p>White residents (68%) are less likely to feel that the Council keeps them informed than those from an ethnic minority background (74%).</p>

	<p>White residents (67%) are less likely to agree that the Council promotes equal opportunities for all and equal access to services than those from an ethnic minority background (71%).</p> <p>Residents from an ethnic minority background (76%) are more likely to feel that the Council is trustworthy than the population overall (72%).</p> <p>Residents from an ethnic minority background (69%) are more likely to agree that Barnet supports residents to live a healthier life than the population overall (65%).</p>
<p>Religion or belief</p>	<p>Jewish residents (58%) are less likely to feel safe in their local area after dark than the population overall (64%).</p> <p>Jewish residents (65%) are less likely to feel that the Council is trustworthy than the population overall (72%). Muslim residents (81%) and Christian residents (75%) are more likely to feel that the Council is trustworthy.</p> <p>Muslim residents (78%) are more likely to feel that the Council keeps them informed than the population overall (70%).</p> <p>Muslim residents (75%) and Christian residents (70%) are more likely to be satisfied with the way Council runs things than the population overall (67%).</p> <p>Jewish residents (56%) are less likely to agree that the Council promotes equal opportunities for all and equal access to services than the population overall (67%).</p> <p>Muslim residents (74%) and Christian residents (70%) are more likely to agree that Barnet supports residents to live a healthier life than the population overall (65%).</p>
<p>Sex</p>	<p>Female residents (55%) are less likely to feel safe in their local area after dark than the population overall (64%) (RPS 2022).</p> <p>Female residents (63%) are less likely to agree that the Council promotes equal opportunities for all and equal access to services than male residents (71%).</p> <p>Female residents (67%) are less likely to feel that the Council keeps them informed than male residents (72%) (RPS 2002).</p>
<p>Other relevant groups</p>	<p>Residents living in the more deprived parts of the borough (78%) are less likely to be satisfied with their area as a place to live than the population as a whole (85%).</p> <p>Residents living in the more deprived parts of the borough (57%) are less likely to feel safe in their local area after dark than the population overall (64%).</p> <p>Residents living in the more deprived parts of the borough (60%) are less likely to agree that Barnet supports residents to live a healthier life than the population overall (65%).</p>

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Residents living in the more deprived parts of the borough (83%) are less likely to use the internet daily or almost every day than the population overall (89%).