

Appendix D - Children's, Education, Libraries and Safeguarding 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 Children's, Education, Libraries and Safeguarding Committee (CELS).
- 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 statically important if they are greater than plus or minus 3 per cent.
- 1.4 The data from the Autumn 2014 Resident's 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

- 2.1 The top three areas of personal concern for residents in Barnet, with between a quarter and a third rating them in their top three concerns, are conditions of roads and pavements (31 per cent); a lack of affordable housing (29 per cent); and crime (29 per cent).
- 2.2 Only 15 per cent of Barnet residents indicated that educational standards were one of their top three concerns. This is an increase of two per cent since Spring 2014, and Barnet residents are now more likely to be concerned about standard of Education compared to the London average (plus four per cent).

Under 5's Early Years Education summary

- 2.3 In terms of overall perception, just under two fifths of Barnet residents (44 per cent) rate Under 5's Early Years Education as 'good to excellent', a decline of four per cent since Spring 2014. However, this remains two per cent above Autumn 2013 results and five per cent above results in Autumn 2012. Compared to the rest of London Barnet residents are significantly more likely to rate Under 5's Early Years Education as 'good to excellent' (plus 17 per cent).
- 2.4 Residents who have **used** the Under 5's Early Education Services are much more likely to rate the service as 'good to excellent'. Nearly two thirds (65 per cent) of

users rated the service 'good to excellent'. However, user rating for this service shows a decline of eight per cent since the Spring 2014 survey. This decline is broadly in line with the London-wide trend, which has also experienced a decline in user rating (68 per cent) of five per cent since Spring 2014. The London average remains three per cent above Barnet, although this is not a significant variation.

Primary Education summary

- 2.5 Nearly three fifths (57 per cent) of Barnet residents rate Primary Education as 'good to excellent', which is in line with Spring 2014 but remains three per cent below Autumn 2013 results. Compared to the rest of London Barnet residents are significantly more likely to rate Primary Education as 'Good to Excellent' (plus 18 per cent).
- 2.6 Again **users** of the service are much more likely to rate the service as good to excellent. Three quarters (76 per cent) of residents who have used the service rate it as 'good to excellent' which is in line with Spring 2014 results and the London average.

Secondary Education summary

- 2.7 Half (50 per cent) of Barnet residents rate Secondary Education as 'good to excellent,' a decrease of three per cent since Spring 2014 but in line with the Autumn 2013 results. As with primary education, compared to the rest of London, Barnet residents are significantly more likely to rate Secondary Education as 'Good to Excellent' (plus 16 per cent above London).
- 2.8 Again **users** of the service are much more likely to rate the service as good to excellent. Around seven out of ten users (69 per cent) rated the service 'good to excellent' which in line with Autumn 2013, but is three per cent below the London average, not a significant variation.

Library summary

- 2.9 Just over half (55 per cent) of Barnet residents rated the library service 'good to excellent'. This was a decline of four per cent since Spring 2014 but in line with Autumn 2013 results. This is three per cent below the London average and two percent below the outer London average.
- 2.10 69 per cent of **users** rated the service as 'good to excellent, a one per cent increase from Spring 2014 and a significant increase of four per cent since the Autumn 2013 results. However, user satisfaction is six per cent below the London average.

Social Services for children and families summary

- 2.11 29 per cent of Barnet residents rate social services for children and families as 'good to excellent'. This represents a decline of five per cent since Spring 2014 but remains in line with Autumn 2013 results. This is also eight per cent above the London average.

2.12 Over half of **users** (53 per cent) rated the service 'good to excellent' which is a three per cent decrease since last spring and is eight per cent below the London average.

Activities for teenagers/young people summary

2.13 16 per cent of the residents rate the service 'good to excellent' which is a three per cent decrease from Spring 2014 and in line with Autumn 2013 results. Results remained in line with the London average.