

Appendix D

Autumn 2014 Residents' Perception Survey – Summary for Community Leadership Committee

1. Introduction

- 1.1 This report provides a summary of the key findings from the Autumn 2014 Residents' Perception Survey (RPS) which pulls out the main points pertinent to the Community Leadership 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 it responds 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 Overall residents' concern for crime (29 per cent) is the same as results from both the Spring 2014 and Autumn 2013 surveys. Concern about crime continues to be top concern for the rest of London. However, London-wide concern has declined significantly in Autumn 2014 (minus seven percentage points) and is now in line with Barnet.

Safe Communities:

Feeling Safe

- 2.3 According to the latest survey, the majority of Barnet residents (94%) feel safe when outside in their local area **during the day**, in line with results from Spring

2014 and Autumn 2013 surveys. This is also in-line with the national results (94%)¹.

- 2.4 When asked how safe or unsafe residents feel when outside in their local area **after dark**, the proportion of residents feeling safe is lower than during the day, but still over two thirds (72%) feel safe. The results are broadly in-line with the Spring 2014 and Autumn 2013 results, but represent an increase of four percentage points since the Autumn 2012 survey (68%). Although data for London is not available, compared to national data, Barnet residents are less likely than residents nationally to feel safe after dark in their local area (79%, minus seven percentage points)².

Policing

- 2.5 Just under three fifths of Barnet residents (57 per cent) rate Policing as 'good to excellent', a two percentage point decline since Spring 2014 but in-line with the Autumn 2013 results. Compared to the rest of London, Barnet residents are more likely to rate Policing as 'Good to Excellent' (plus seven percentage points).

Police and the council are dealing with crime and anti-social behaviour

- 2.6 Around three quarters (72 per cent) of Barnet residents are satisfied that the Police and Barnet Council are dealing with anti-social behaviour and crime in their local area. Satisfaction has increased by four percentage points since Spring 2014 and five percentage points since Autumn 2013.

Anti-social behaviour (ASB)

- 2.7 Residents in Barnet view rubbish or litter lying around as the biggest Anti-social behaviour concern in their area with 39% of residents saying it is a very or fairly big problem. This is followed by 'teenagers hanging around the streets' (27%) and vandalism, graffiti and other deliberate damage to property or vehicles (27%) as the second and third biggest problems in the local area.
- 2.8 The order of Anti-social behaviour concerns, in terms of the proportion saying they are a problem, are in-line with Spring 2014 results, with rubbish or litter lying around remaining the top concern (although it is no longer a growing concern). However, concern about people being drunk and rowdy in public places and abandoned or burnt out cars does appear to be growing.

Closed Circuit Television (CCTV) makes residents feel safer

- 2.9 Two thirds (66%) of Barnet residents agree that Closed Circuit Television (CCTV) makes them feel safer, with over two fifths (41%) strongly agreeing with this. However, less than a fifth (17%) disagree that CCTV makes them feel safer. The proportion of Barnet residents who agree that CCTV makes them feel safer has increased by four percentage points since Spring 2014 (62%) and by eight percentage points since Autumn 2013.

¹ No London data available

² No London data available

Strong communities:

Social Cohesion

- 2.10 Over four fifths of residents (84%) agree that their local area is a place where people from different ethnic backgrounds get on well together, a figure which has remained relatively consistent since 2012. The national figure is slightly higher (86%) but the difference is not significant.

Volunteer and communities pulling together³

- 2.11 The 2014 Spring results showed that the number of residents who volunteer at least one a month had remained at the same level since Autumn 2012 (up one percentage point), but remained significantly above 2010/11 (plus four percentage points). There is no regional comparative data available but this was in line with the national average in 2010/11.
- 2.12 In terms of neighbours helping each other, nine out of ten Barnet residents (90 per cent) agree they help their neighbour out when needed. However, this number diminishes slightly when asked if they agree their neighbours help each other out when needed (eight out of ten residents).
- 2.13 The 2014 Spring results also showed just under half of Barnet residents (49 per cent) agree that people pull together to help improve their local area, a decrease of seven percentage points since this question was last asked in 2012, and thirteen percentage points below the national average (62 per cent).

Active and Involved Communities

The council involves residents when making decisions, and listens to residents concerns

- 2.14 Just under a half (49 per cent) of Barnet residents agree that the council involves residents when making decisions, with a two per cent decrease in those agreeing with this statement since Spring 2014, but a four percentage point increase since Autumn 2013 . This remains four percentage points below the London average.

The council listens to residents' concerns

- 2.15 Just over half (51 per cent) of Barnet residents agree the council listens to residents' concerns. This result is consistent with Spring 2014, and significantly higher than Autumn 2013 (plus seven percentage points). However, it remains seven percentage points below the London average.

³ Volunteering and 'communities pulling together' questions not asked during the Autumn surveys