

Public Health and Health and Wellbeing

Residents' Perception Survey Autumn 2014

1. Introduction

- 2.1 This report provides a summary of key findings from the Autumn 2014 Residents' Perception Survey (RPS) which are pertinent to Public Health Commissioning Plan.
- 2.2 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
- 2.3 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.
- 2.4 The data from the autumn 2014 Resident's Perception Survey was collected between 23 September and 28 November 2014.
- 2.5 The full results will be published at <http://engage.barnet.gov.uk>

2. Summary

Residents' concerns

- 2.6 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).
- 2.7 Concern for Not enough being doing for elderly people (19 per cent), quality of health services (19 per cent), and standard of education (15 per cent) are all in line with results in Spring 2014. Previously Barnet results have been in-line with the London average, however, in the latest results Barnet residents are now more concerned about these issues compared to the rest of London.
- 2.8 Only 16 per cent of Barnet residents indicated that Not enough being done for young people is one of their top three concerns, in-line with the Spring 2014 and Autumn 2013 results. Barnet residents are slightly more likely to be concerned

about Not enough being done for young people compared to the rest of London (plus two percentage points but not significant).

Strengthen the role and impact of ill health prevention

Local health services

- 2.9 In terms of general perception three fifths (61 per cent) of Barnet residents rate local health services as 'good to excellent', in-line with Spring 2014 results, and a two percentage point increase since Autumn 2013. Compared to the rest of London Barnet residents are less likely to rate local health services as 'Good to Excellent' (minus three per cent).

Social services for adults

- 2.10 In terms of overall perception, just over a quarter of Barnet residents (28 per cent) rate Social service for adults as 'good to excellent', a decrease of four percentage points since the Spring 2014 results. However, results remain one percentage point above Autumn 2013. Compared to London, Barnet residents are more likely to rate Social service for adults as 'good to excellent' (plus nine percentage points).
- 2.11 **Users** of the service are much more likely to rate Social service for adults as 'good to excellent. Just under three fifths (55%) of users rated the service as 'good to excellent, a 12 percentage point increase since Spring 2014 and a 6 percentage point increase since the Autumn 2013 results. London has also experienced an even larger increase in user satisfaction, with a 23 percentage point increase since Autumn 2013. Barnet is six percentage points below the London average.

Council Owned Leisure Facilities

- 2.12 Two fifths (40 per cent) of Barnet residents rated Council owned leisure facilities as 'good to excellent', this is in line with Spring 2014 results and significantly higher (plus ten percentage points) than results in Spring 2012. Compared to the rest of London, Barnet residents are less likely to rate Council owned Leisure facilities as 'good to excellent' (minus six percentage points below London).
- 2.13 Again **users** of the service are much more likely to rate the service as 'good to excellent'. Nearly three fifths (57 per cent) of users rate the service as 'good to excellent', three percentage points higher compared to both Spring 2014 and Autumn 2013 results but three percentage points below the London average.

Give every child the best start in life

Social services for children and families summary

- 2.14 In terms of overall perception 29 per cent of Barnet residents rate Social services for children and families as 'good to excellent'. This represents a significant

decline of five per cent since Spring 2014 but remains in line with results in Autumn 2013. This is also eight per cent above the London average.

- 2.15 Over half of **users** (53 per cent) rated the service as 'good to excellent', a three per cent decrease since Spring 2014 but eight per cent above the London average.

Activities for teenagers/young people summary

- 2.16 In terms of overall perception 16 per cent of the residents rate the service as 'good to excellent' which is a three per cent decrease from Spring 2014 and in line with results in Autumn 2013. Results remain in line with the London average.
- 2.17 Residents who have used the service are more likely (30 per cent) to rate the service as 'good to excellent'. However this is a decline (minus five percentage points) since results in Spring 2014.

Under 5's Early Years Education summary

- 2.18 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).
- 2.19 Residents who have used the Under 5's Early Education Services are much more likely to rate the service as 'good to excellent' (65 per cent). However, user rating for this service shows a decline of eight per cent since the Spring 2014 results. 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

- 2.20 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).
- 2.21 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

- 2.22 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).
- 2.23 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 one per cent below the London average, not a significant variation.