

## Adults and Safeguarding

### 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 Adult and Safeguarding.
- 1.2 The council runs a Residents' 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 Residents' Perception Survey was collected between 23 September and 28 November 2014.
- 1.5 The full results can be found at <http://engage.barnet.gov.uk>

#### 2. Summary

##### Residents' concerns

- 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 Overall residents' concern for crime (29 per cent) is the same as results from both the Spring 2014 and Autumn 2013 surveys. Concern for crime continues to be top concern for the rest of London, however London-wide concern has declined significantly in Autumn 2015 (minus seven percentage points) and is now in line with Barnet.
- 2.3 Concern for *Not enough being doing for elderly people* (16 per cent), and *quality of health services* (19 per cent), are both in line with Spring 2014. These have also previously been in line with London, however Barnet residents are now significantly more concerned about these issues compared to London.

## Planning for life

### Social services for adults

- 2.4 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 (significant) since the Spring 2014 results; however remains one percentage point above Autumn 2013. Compared to London, Barnet residents are significantly more likely to rate Social service for adults as 'good to excellent' (plus nine percentage points).
- 2.5 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 six percentage point increase since the Autumn 2013 results. London has experienced an even larger increase in user satisfaction, a 23 percentage point increase since Autumn 2013, and London user satisfaction is now six percentage points higher than Barnet.

### Council owned leisure facilities

- 2.6 Two fifths (40 per cent) of Barnet residents rated Council owned leisure facilities as 'good to excellent'. Overall perception is in line with the Spring 2014 results; there has been a two percentage point increase since the Autumn 2013 survey, and a significant increase (plus ten percentage points) since Spring 2012. Compared to the rest of London Barnet residents are significantly less likely to rate Council owned Leisure facilities as 'good to excellent' (minus six percentage points below London).
- 2.7 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 ' which is three percentage points higher compared to Spring 2014 and Autumn 2013 but is three percentage points below London.

### Local health services

- 2.8 In terms of general perception three fifths (61 per cent ) of the Barnet residents rate Local Health Services as 'good to excellent ' which is in line with Spring 2014, 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).

### Safeguarding: Feeling Safe

- 2.9 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%)<sup>1</sup>.
- 2.10 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,

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<sup>1</sup> No London data available

## Appendix D

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)<sup>2</sup>.

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<sup>2</sup> No London data available