

## West Barnes

### INTRODUCTION

The local area “ward” survey in West Barnes started in January 2002. Over 3,900 survey questionnaires were sent out and 570 completed survey questionnaires were returned by mid-February 2002. The main findings from West Barnes mostly reflect the trends seen across Merton.

Most West Barnes residents reported liking the local area because of the open spaces, peace and quiet, local facilities, access and proximity to the city and transport, pleasant neighbours and safety. Graffiti, litter, traffic congestion, dog fouling, youth behaviour and policing are the principal concerns in West Barnes. An evaluation of both key concerns and satisfaction ratings for key services show that residents are very concerned about litter, graffiti, street cleaning, roads and pavements but satisfied with refuse collection, recycling, street lighting and road conditions. Leisure services have fairly high rates of satisfaction, but low use by residents in this survey. There is overall satisfaction with public transport. The majority of respondents felt that West Barnes was a safe place to live.

### FINDINGS

#### What do you most like about your area?

- Open spaces
- Peace and quiet
- Good local amenities
- Transport links
- Friendly neighbours
- Safe area

#### What do you most dislike about your area?

- Graffiti
- Litter and dirty streets
- Traffic congestion
- Youth behaviour
- Low police presence
- New developments
- Level crossings and railway stations

#### Crime

	YES (Ward %)	YES (Merton Average %)	NO (ward %)	NO (Merton Average %)
Do you think your area is safe?	69	58	31	42
Have you been a victim of crime	20	26	80	74

### Satisfaction with Leisure Services

	Satisfied %	Satisfied % (Merton average)	Dissatisfied %	Dissatisfied % (Merton average)
Local library	70	68	8	13
Recreation/leisure facilities	44	36	15	25
Sports facilities	39	34	17	23
Parks/open spaces	58	61	23	23
Local community centre	27	22	10	19

### Satisfaction with Environmental Services

	Satisfied %	Satisfied % (Merton average)	Dissatisfied %	Dissatisfied % (Merton average)
Street cleaning	39	29	46	58
Graffiti removal	12	16	62	58
Abandoned car removal	29	28	36	42
Fly tip removal	26	22	25	44
Road conditions	44	40	37	39
Refuse collection	74	64	16	26
Recycling facilities	57	42	27	42
Street lighting	77	71	11	16
Pavement condition	40	41	41	42
Street sign	64	59	13	21