London Borough of Merton Residents Survey 2010/11
January 2011
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1. Areas of Personal Concern
2. Image of the Council
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4. Merton Extra Questions:
   - The Local Area
   - Crime and Anti-social Behaviour
   - Tackling racism, social cohesion and respect
5. Young Persons Survey
Methodology

1,025 interviews conducted in home and in street

Fieldwork conducted 20 September – 10 October 2010

- 2009: 26 October – 15 November 2009
- 2006: 17 July – 8 August 2006
- 2005: 2 – 25 September 2005
- 2004: 10 November – 7 December 2004

Representative quota sample

Quotas set on gender, ethnic origin, age, working status of women and housing tenure, set to 2001 Census

75 sampling points across the borough
## Sample Profile

<table>
<thead>
<tr>
<th></th>
<th>Set</th>
<th>Achieved (%)</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Men</strong></td>
<td>49%</td>
<td>46%</td>
<td>467</td>
</tr>
<tr>
<td><strong>Women</strong></td>
<td>51%</td>
<td>54%</td>
<td>558</td>
</tr>
<tr>
<td><strong>18-34</strong></td>
<td>36%</td>
<td>28%</td>
<td>292</td>
</tr>
<tr>
<td><strong>35-59</strong></td>
<td>42%</td>
<td>51%</td>
<td>526</td>
</tr>
<tr>
<td><strong>60+</strong></td>
<td>22%</td>
<td>20%</td>
<td>207</td>
</tr>
<tr>
<td><strong>Owner Occupier/ Other</strong></td>
<td>91%</td>
<td>92%</td>
<td>946</td>
</tr>
<tr>
<td><strong>Council Rented</strong></td>
<td>9%</td>
<td>8%</td>
<td>78</td>
</tr>
</tbody>
</table>

Base: All Merton residents (1025)

London Borough of Merton Residents Survey 2010/11
## Sample Profile

<table>
<thead>
<tr>
<th>ETHNICITY</th>
<th>Set</th>
<th>Achieved (%)</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>White</td>
<td>75%</td>
<td>71%</td>
<td>731</td>
</tr>
<tr>
<td>Mixed</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Black</td>
<td>25%</td>
<td>28%</td>
<td>292</td>
</tr>
<tr>
<td>Asian</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Base: All Merton residents (1025)
## Weighting Matrix

<table>
<thead>
<tr>
<th></th>
<th>Men</th>
<th>Young</th>
<th>Middle</th>
<th>Older</th>
<th>Women</th>
<th>Young</th>
<th>Middle</th>
<th>Older</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>18-34</td>
<td>35-60</td>
<td>60+</td>
<td>18-34</td>
<td>35-60</td>
<td>60+</td>
<td></td>
</tr>
<tr>
<td><strong>Target</strong></td>
<td>0.49</td>
<td>0.35</td>
<td>0.41</td>
<td>0.24</td>
<td>0.51</td>
<td>0.38</td>
<td>0.43</td>
<td>0.19</td>
</tr>
<tr>
<td><strong>Achieved</strong></td>
<td>0.46</td>
<td>0.28</td>
<td>0.49</td>
<td>0.23</td>
<td>0.54</td>
<td>0.29</td>
<td>0.53</td>
<td>0.18</td>
</tr>
</tbody>
</table>

Base: All Merton residents (1025)
Areas of Personal Concern

London Borough of Merton Residents Survey 2010/11
Residents’ Personal Concerns

Merton 2010/11

% mentioning

- Crime: 37% (−1 pts)
- Level of council tax: 32% (−5* pts)
- Traffic congestion: 27% (−3 pts)
- Litter/dirt in streets: 25% (−2 pts)
- Lack of jobs: 19% (−2 pts)
- Standard of education: 18% (−2 pts)
- Not enough being done for young people: 16% (+2 pts)
- Lack of affordable housing: 15% (+2 pts)
- Rising prices/interest rates: 15% (0 pts)
- Quality of Health Service: 13% (+1 pts)
- Not enough being done for elderly people: 11% (−1 pts)
- Pollution of the environment: 8% (−8* pts)
- Lack of recreational facilities: 7% (−1 pts)
- Poor public transport: 6% (−3* pts)
- Number of homeless people: 4% (−1 pts)

Source: Q2 Which three of these are you personally most concerned about?
Base: All adults (1025, except the split code ‘Not enough being done for young people’ (483) and ‘Rising prices / interest rates’ (542))

*Sig
## Significant changes for personal concerns

**Since 2009/10**

<table>
<thead>
<tr>
<th>Down</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Pollution of the environment</td>
<td>-8% pt</td>
</tr>
<tr>
<td>Level of council tax</td>
<td>-5% pt</td>
</tr>
<tr>
<td>Poor public transport</td>
<td>-3% pt</td>
</tr>
</tbody>
</table>

Source: Q2 Which three of these are you personally most concerned about?  
Base: All adults (1025, except the split code ‘Not enough being done for young people’ (483) and ‘Rising prices / interest rates’ (542))
Main Personal Concerns

1995 – 2010

Source: Q2 Which three of these are you personally most concerned about?
Base: All adults (1025, except the split code 'Not enough being done for young people' (483) and 'Rising prices / interest rates' (542))

Traffic
Crime
Council tax
Litter
Lack of jobs
Differences by housing tenure, ethnicity & social grade

Source: Q2 Which three of these are you personally most concerned about? Base: All adults (1025, except the split code ‘Not enough being done for young people’ (483) and ‘Rising prices / interest rates’ (542))

18% 28% 17% 25% 16% 19% 19% 22% Owner occupier Council rent White BME AB C1 C2 DE Average 19%

*Sig

London Borough of Merton Residents Survey 2010/11 > Areas of Personal Concern
### Residents’ personal concerns

#### Merton 2010/11 compared with London

<table>
<thead>
<tr>
<th>Area</th>
<th>Merton %</th>
<th>London %</th>
<th>Difference to London (% pts)</th>
<th>Significant?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Crime</td>
<td>37%</td>
<td>38%</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Level of council tax</td>
<td>23%</td>
<td>32%</td>
<td>+9*</td>
<td></td>
</tr>
<tr>
<td>Traffic congestion</td>
<td>24%</td>
<td>27%</td>
<td>+3</td>
<td></td>
</tr>
<tr>
<td>Litter/dirt in streets</td>
<td>21%</td>
<td>25%</td>
<td>+4*</td>
<td></td>
</tr>
<tr>
<td>Lack of jobs</td>
<td>19%</td>
<td>23%</td>
<td>-4*</td>
<td></td>
</tr>
<tr>
<td>Standard of education</td>
<td>18%</td>
<td>16%</td>
<td>+2</td>
<td></td>
</tr>
<tr>
<td>Not enough being done for young people</td>
<td>16%</td>
<td>15%</td>
<td>+1</td>
<td></td>
</tr>
<tr>
<td>Lack of affordable housing</td>
<td>15%</td>
<td>22%</td>
<td>-7*</td>
<td></td>
</tr>
<tr>
<td>Rising prices/interest rates</td>
<td>15%</td>
<td>17%</td>
<td>-2</td>
<td></td>
</tr>
<tr>
<td>Quality of Health Service</td>
<td>13%</td>
<td>14%</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Not enough being done for elderly people</td>
<td>11%</td>
<td>11%</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Pollution of the environment</td>
<td>8%</td>
<td>11%</td>
<td>-2</td>
<td></td>
</tr>
<tr>
<td>Lack of recreational facilities</td>
<td>7%</td>
<td>9%</td>
<td>-2</td>
<td></td>
</tr>
<tr>
<td>Poor public transport</td>
<td>6%</td>
<td>9%</td>
<td>-3*</td>
<td></td>
</tr>
<tr>
<td>Number of homeless people</td>
<td>4%</td>
<td>7%</td>
<td>-3*</td>
<td></td>
</tr>
</tbody>
</table>

*Source: Q2 Which three of these are you personally most concerned about? Base: All adults (Merton: 1025; London: 1043, except the split code ‘Not enough being done for young people’ (Merton: 483; London: 498) and ‘Rising prices/interest rates’ (Merton: 542; London: 545))

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**difference to London**: The difference is calculated as Merton percentage minus London percentage. A positive difference indicates Merton is more concerned, while a negative difference indicates London is more concerned.

**Significant differences** are marked with an asterisk (*). These are determined statistically and indicate a notable difference in concern levels between the two areas.
### Significant differences for personal concerns

**Compared with London**

<table>
<thead>
<tr>
<th>Higher</th>
<th>+9% pt</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level of council tax</td>
<td></td>
</tr>
<tr>
<td>Litter/dirt in the street</td>
<td>+4% pt</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Lower</th>
<th>-7% pt</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lack of affordable housing</td>
<td></td>
</tr>
<tr>
<td>Lack of jobs</td>
<td>-4% pt</td>
</tr>
<tr>
<td>Poor public transport</td>
<td>-3% pt</td>
</tr>
<tr>
<td>Number of homeless people</td>
<td>-3% pt</td>
</tr>
</tbody>
</table>

Source: Q2 Which three of these are you personally most concerned about?  
Base: All adults (Merton: 1025; London: 1043, except the split code ‘Not enough being done for young people’ (Merton: 483; London: 498) and ‘Rising prices / interest rates’ (Merton: 542; London: 545))
Image of the Council

London Borough of Merton Residents Survey 2010/11
<table>
<thead>
<tr>
<th>Statement</th>
<th>2010/11 %</th>
<th>Change from 2009/10 (% pts)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is doing a good job</td>
<td>78%</td>
<td>+4*</td>
</tr>
<tr>
<td>Keeps residents informed about what they are doing</td>
<td>76%</td>
<td>+2</td>
</tr>
<tr>
<td>Has staff who are friendly and polite</td>
<td>75%</td>
<td>-3</td>
</tr>
<tr>
<td>Is making the local area a better place for people to live</td>
<td>71%</td>
<td>+2</td>
</tr>
<tr>
<td>Is efficient and well run</td>
<td>63%</td>
<td>+3</td>
</tr>
<tr>
<td>Listens to concerns of local residents</td>
<td>62%</td>
<td>+5*</td>
</tr>
<tr>
<td>Involves residents in making decisions</td>
<td>54%</td>
<td>+4</td>
</tr>
<tr>
<td>Provides good value for money for the council tax I pay</td>
<td>53%</td>
<td>+10*</td>
</tr>
<tr>
<td>Responds quickly when asked for help</td>
<td>52%</td>
<td>0</td>
</tr>
<tr>
<td>Doesn't do enough for people like me</td>
<td>47%</td>
<td>-1</td>
</tr>
<tr>
<td>Is doing a better job now than one year ago</td>
<td>47%</td>
<td>+5*</td>
</tr>
<tr>
<td>Is difficult to get through to on the phone</td>
<td>33%</td>
<td>-4*</td>
</tr>
</tbody>
</table>

Source: Q3 These are some things which other people have said about their council. To what extent do you think these statements apply to your borough? Base: All adults (1025)
### Significant changes in image of the council

Since 2009/10

<table>
<thead>
<tr>
<th>Better</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provides good value for money for the council tax I pay</td>
<td>+10% pt</td>
</tr>
<tr>
<td>Listens to concerns of local residents</td>
<td>+5% pt</td>
</tr>
<tr>
<td>Is doing a better job now than a year ago</td>
<td>+5% pt</td>
</tr>
<tr>
<td>Is doing a good job</td>
<td>+4% pt</td>
</tr>
<tr>
<td>Is difficult to get through to on the phone</td>
<td>-4% pt</td>
</tr>
</tbody>
</table>

Source: Q3 These are some things which other people have said about their council. To what extent do you think these statements apply to your borough?
Base: All adults (1025)
Overall perceptions of Merton Council

% saying Great Deal / Some Extent

- Is doing a good job
- Is efficient and well run
- Provides good value for money for the council tax I pay

Source: Q3 These are some things which other people have said about their council. To what extent do you think these statements apply to your borough? Base: All adults (2010: 1025)
Doing a good job

Improved since 2009 – now ahead of London average

% saying Great Deal / Some Extent

London
Merton
Outer

Highest/ Lowest 2008-2009
Highest/ Lowest 2009-2010

Doing a good job
Improved since 2009 – now ahead of London average

Source: Q3 These are some things which other people have said about their council. To what extent do you think these statements apply to your borough?
Base: All adults 2010 (Merton: 1025; London: 1043)
Value for money

Improved across 2008 - 2010

% saying Great Deal / Some Extent

- London
- Merton
- Outer
- Highest / Lowest 2008-2009
- Highest / Lowest 2009-2010

Source: Q3 These are some things which other people have said about their council. To what extent do you think these statements apply to your borough?
Base: All adults 2010 (Merton: 1025; London: 1043)
**Value for money**

**Differences by ethnicity, working status & area**

% saying Great Deal / Some Extent

---

**Source:** Q3 These are some things which other people have said about their council. To what extent do you think these statements apply to your borough?

**Base:** All adults (1025)
Efficient and well run

% saying Great Deal / Some Extent

- London
- Merton
- Outer
- Highest/ Lowest 2008-2009
- Highest/ Lowest 2009-2010

Source: Q3 These are some things which other people have said about their council. To what extent do you think these statements apply to your borough?
Base: All adults 2010 (Merton: 1025; London: 1043)
Involves residents in decision making

% saying Great Deal / Some Extent

- London
- Merton
- Outer

Highest/ Lowest 2008-2009
Highest/ Lowest 2009-2010

Source: Q3 These are some things which other people have said about their council. To what extent do you think these statements apply to your borough? Base: All adults 2010 (Merton: 1025; London: 1043)
Listens to concerns of local residents

Significantly better than last year and better than London

% saying Great Deal / Some Extent

London
Merton
Outer

Highest/ Lowest 2008-2009
Highest/ Lowest 2009-2010

Source: Q3 These are some things which other people have said about their council. To what extent do you think these statements apply to your borough?
Base: All adults 2010 (Merton: 1025; London: 1043)
Is difficult to get through to on the phone
Significantly better than last year and better than London

Source: Q3 These are some things which other people have said about their council. To what extent do you think these statements apply to your borough?
Base: All adults 2010 (Merton: 1025; London: 1043)
Responds quickly when asked for help

Performance in line with London average

% saying Great Deal / Some Extent

London  Merton  Outer

- Highest/ Lowest 2008-2009
- Highest/ Lowest 2009-2010

Source: Q3 These are some things which other people have said about their council. To what extent do you think these statements apply to your borough?
Base: All adults 2010 (Merton: 1025; London: 1043)

London Borough of Merton Residents Survey 2010/11 > Image of the Council
Keeps residents informed
Performance ahead of London

% saying Great Deal / Some Extent

London
Merton
Outer

Highest/ Lowest 2008-2009
Highest/ Lowest 2009-2010

% 100
90
80
70
60
50
40
30
20
10
0


Source: Q3 These are some things which other people have said about their council. To what extent do you think these statements apply to your borough?
Base: All adults 2010 (Merton: 1025; London: 1043)
Has staff who are friendly and polite

% saying Great Deal / Some Extent

- London
- Merton
- Outer
- Highest/Lowest 2008-2009
- Highest/Lowest 2009-2010

Source: Q3 These are some things which other people have said about their council. To what extent do you think these statements apply to your borough? Base: All adults 2010 (Merton: 1025; London: 1043)
Doesn't do enough for people like me

No change from last year

% saying Great Deal / Some Extent

- London
- Merton
- Outer

Highest/ Lowest 2008-2009
- Highest/ Lowest 2009-2010

Source: Q3 These are some things which other people have said about their council. To what extent do you think these statements apply to your borough?
Base: All adults 2010 (Merton: 1025; London: 1043)
Is doing a better job now than one year ago
Performance improved since 2009/10

Source: Q3 These are some things which other people have said about their council. To what extent do you think these statements apply to your borough?
Base: All adults 2010 (Merton: 1025; London: 1043)
Making the area a better place for people to live

% saying Great Deal / Some Extent

London
Merton
Outer

Highest/ Lowest 2008-2009
Highest/ Lowest 2009-2010

% 100
90
80
70
60
50
40
30
20
10
0

1999 2000 2001 2002 2003 2004 2005 2006 2007 2008 2009 2010

London Borough of Merton Residents Survey 2010/11

Source: Q3 These are some things which other people have said about their council. To what extent do you think these statements apply to your borough? Base: All adults 2010 (Merton: 1025; London: 1043)
Image of the council 2010/11

Merton 2010/11 compared with London

% saying Great Deal / Some Extent

- Is doing a good job: 78% (Merton) vs 73% (London) (+5%)
- Keeps residents informed about what they are doing: 76% (Merton) vs 71% (London) (+5%)
- Has staff who are friendly and polite: 75% (Merton) vs 76% (London) (-1%)
- Is making the local area a better place for people to live: 71% (Merton) vs 69% (London) (+1%)
- Is efficient and well run: 63% (Merton) vs 67% (London) (-3%)
- Listens to concerns of local residents: 62% (Merton) vs 55% (London) (+7%)
- Involves residents in making decisions: 54% (Merton) vs 50% (London) (+4%)
- Provides good value for money for the council tax I pay: 53% (Merton) vs 52% (London) (+2%)
- Responds quickly when asked for help: 52% (Merton) vs 53% (London) (-1%)
- Is doing a better job now than one year ago: 47% (Merton) vs 43% (London) (+5%)
- Doesn't do enough for people like me: 47% (Merton) vs 45% (London) (+2%)
- Is difficult to get through to on the phone: 33% (Merton) vs 40% (London) (-7%)

Source: Q3 These are some things which other people have said about their council. To what extent do you think these statements apply to your borough? Base: All adults 2010 (Merton: 1025; London: 1043)
**Significant differences for council image**

Compared with London

<table>
<thead>
<tr>
<th></th>
<th>Better</th>
</tr>
</thead>
<tbody>
<tr>
<td>Listens to concerns of local residents</td>
<td>+7% pt</td>
</tr>
<tr>
<td>Is doing a good job</td>
<td>+5% pt</td>
</tr>
<tr>
<td>Keeps residents informed on how they are doing</td>
<td>+5% pt</td>
</tr>
<tr>
<td>Is doing a better job now than one year ago</td>
<td>+5% pt</td>
</tr>
<tr>
<td>Is difficult to get through to on the phone</td>
<td>-8% pt</td>
</tr>
</tbody>
</table>

Source: Q3 These are some things which other people have said about their council. To what extent do you think these statements apply to your borough? Base: All adults 2010 (Merton: 1025; London: 1043)
Service Delivery

London Borough of Merton Residents Survey 2010/11
## Perceived service delivery

### Merton 2010/11

**Source:** Q4 I would like to ask you about local services in this area. What is your opinion of .....? Base: All adults (1025)

<table>
<thead>
<tr>
<th>Service</th>
<th>NET Poor</th>
<th>NET Good</th>
<th>Change from 2009/10 (% pts)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public transport</td>
<td>6%</td>
<td>73%</td>
<td>+7*</td>
</tr>
<tr>
<td>Recycling facilities</td>
<td>8%</td>
<td>73%</td>
<td>+4*</td>
</tr>
<tr>
<td>Refuse collection</td>
<td>7%</td>
<td>72%</td>
<td>+3</td>
</tr>
<tr>
<td>Local health services</td>
<td>6%</td>
<td>69%</td>
<td>0</td>
</tr>
<tr>
<td>Parks, playgrounds, open spaces</td>
<td>8%</td>
<td>67%</td>
<td>-2</td>
</tr>
<tr>
<td>Libraries</td>
<td>6%</td>
<td>66%</td>
<td>0</td>
</tr>
<tr>
<td>Street lighting</td>
<td>9%</td>
<td>66%</td>
<td>+2</td>
</tr>
<tr>
<td>Collection of council tax</td>
<td>4%</td>
<td>62%</td>
<td>-1</td>
</tr>
<tr>
<td>Policing</td>
<td>10%</td>
<td>59%</td>
<td>0</td>
</tr>
<tr>
<td>Street cleaning</td>
<td>15%</td>
<td>57%</td>
<td>+7*</td>
</tr>
<tr>
<td>Leisure and sports facilities</td>
<td>13%</td>
<td>45%</td>
<td>+5*</td>
</tr>
<tr>
<td>Fly tip removal</td>
<td>13%</td>
<td>41%</td>
<td>+2</td>
</tr>
<tr>
<td>Repair of roads and pavements</td>
<td>26%</td>
<td>40%</td>
<td>0</td>
</tr>
<tr>
<td>Primary education (5 - 11 yrs)</td>
<td>6%</td>
<td>36%</td>
<td>+2</td>
</tr>
<tr>
<td>Parking services</td>
<td>28%</td>
<td>32%</td>
<td>+3</td>
</tr>
<tr>
<td>Nursery education (under 5s)</td>
<td>4%</td>
<td>30%</td>
<td>+3</td>
</tr>
<tr>
<td>Planning services</td>
<td>8%</td>
<td>28%</td>
<td>+5*</td>
</tr>
<tr>
<td>Adult education/ evening classes</td>
<td>5%</td>
<td>28%</td>
<td>-2</td>
</tr>
<tr>
<td>Secondary education (11 - 18 yrs)</td>
<td>11%</td>
<td>27%</td>
<td>+2</td>
</tr>
<tr>
<td>Services and activities for young people</td>
<td>4%</td>
<td>26%</td>
<td>+5*</td>
</tr>
<tr>
<td>Social services for children and families</td>
<td>20%</td>
<td>23%</td>
<td>+3</td>
</tr>
<tr>
<td>Social services for adults</td>
<td>5%</td>
<td>22%</td>
<td>+5*</td>
</tr>
<tr>
<td>Housing benefit service</td>
<td>4%</td>
<td>18%</td>
<td>+4*</td>
</tr>
</tbody>
</table>
| Council housing                          | 9%       | 16%      | +2                          

*Sig

Source: London Borough of Merton Residents Survey 2010/11
## Significant changes in service delivery

Since 2009/10

<table>
<thead>
<tr>
<th>Service</th>
<th>Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Street cleaning</td>
<td>+7% pt</td>
</tr>
<tr>
<td>Public transport</td>
<td>+7% pt</td>
</tr>
<tr>
<td>Social services for adults</td>
<td>+5% pt</td>
</tr>
<tr>
<td>Leisure and sports facilities</td>
<td>+5% pt</td>
</tr>
<tr>
<td>Planning services</td>
<td>+5% pt</td>
</tr>
<tr>
<td>Services and activities for young people</td>
<td>+5% pt</td>
</tr>
<tr>
<td>Recycling facilities</td>
<td>+4% pt</td>
</tr>
<tr>
<td>Housing benefit services</td>
<td>+4% pt</td>
</tr>
</tbody>
</table>

Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....? Base: All adults (1025)
Perceived service delivery – among users
Merton 2010/11

Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....? Base: All users (35 to 828)

Change from 2009/10 (% pts)

-1  +5*  -6  -4  +5  -13  -14  -2  +3  5%  6%  8%  6%  13%  10%  10%  16%  10%  17%  16%  24%  33%  78%  77%  74%  72%  66%  64%  62%  57%  55%  44%  40%  36%  33%

Libraries  Recycling  Nursery education  Parks, playgrounds, open spaces  Housing benefit services  Primary education  Evening classes/ adult education  Secondary education  Leisure & sports facilities  Social services for chil. & families  Council housing  Social services for adults  Parking services

NET Poor  NET Good  Small base size  Small base size

*Sig

Source: London Borough of Merton Residents Survey 2010/11
Base: All users (35 to 828)
Perceived service delivery – differences

Merton 2010/11

Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....? Base: All users (35 to 828)

- Libraries: 66% NET Good (among users), 78% NET Good (total)
- Recycling: 73% NET Good (among users), 77% NET Good (total)
- Nursery education: 30% NET Good (among users), 74% NET Good (total)
- Parks, playgrounds, open spaces: 67% NET Good (among users), 72% NET Good (total)
- Housing benefit services: 18% NET Good (among users), 66% NET Good (total)
- Primary education: 36% NET Good (among users), 64% NET Good (total)
- Evening classes/adult education: 28% NET Good (among users), 62% NET Good (total)
- Secondary education: 27% NET Good (among users), 57% NET Good (total)
- Leisure & sports facilities: 23% NET Good (among users), 44% NET Good (total)
- Social services for children & families: 16% NET Good (among users), 40% NET Good (total)
- Council housing: 22% NET Good (among users), 36% NET Good (total)
- Social services for adults: 32% NET Good (among users), 33% NET Good (total)
- Parking services

Source: London Borough of Merton Residents Survey 2010/11
## Changes since 2009/10

<table>
<thead>
<tr>
<th>Service</th>
<th>All residents</th>
<th>Users</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recycling facilities</td>
<td>+4*</td>
<td>+5*</td>
</tr>
<tr>
<td>Parks, playgrounds and open spaces</td>
<td>-2</td>
<td>-4</td>
</tr>
<tr>
<td>Libraries</td>
<td>0</td>
<td>-1</td>
</tr>
<tr>
<td>Leisure and sports facilities</td>
<td>+5*</td>
<td>+5</td>
</tr>
<tr>
<td>Nursery education</td>
<td>+3</td>
<td>-6</td>
</tr>
<tr>
<td>Primary education</td>
<td>+2</td>
<td>-5</td>
</tr>
<tr>
<td>Secondary education</td>
<td>+2</td>
<td>0</td>
</tr>
<tr>
<td>Adult education</td>
<td>-2</td>
<td>-8</td>
</tr>
<tr>
<td>Social services for adults</td>
<td>+5*</td>
<td>-2</td>
</tr>
<tr>
<td>Social services for families</td>
<td>+3</td>
<td>-13</td>
</tr>
<tr>
<td>Parking services</td>
<td>+3</td>
<td>+3</td>
</tr>
<tr>
<td>Housing benefit</td>
<td>+4*</td>
<td>+5</td>
</tr>
<tr>
<td>Council housing</td>
<td>+2</td>
<td>-14</td>
</tr>
</tbody>
</table>

Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....? Base: All users (35 to 828)

*Sig
Street cleaning
Improved since 2009/10, now in line with London

Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....? Base: All adults 2010 (Merton: 1025; London: 1043)
Street lighting
Below London average

% saying Excellent/ Very good/ Good

- London
- Merton
- Outer
- Highest/ Lowest 2008-2009
- Highest/ Lowest 2009-2010

Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?
Base: All adults 2010 (Merton: 1025; London: 1043)
Refuse collection

Performance is in line with London and Outer

% saying Excellent/ Very good/ Good

Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....? Base: All adults 2010 (Merton: 1025; London: 1043)
Recycling facilities
Performance is above London average

% saying Excellent/ Very good/ Good

Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....? Base: All adults 2010 (Merton: 1025; London: 1043)

London Borough of Merton Residents Survey 2010/11 > Service Delivery
Recycling facilities – among users
Performance has steadily increased since 2007

% saying Excellent/ Very good/ Good

London
Merton

Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....? Base: All users 2010 (Merton: 828; London: 838)
Repair of roads and pavements
Performance has not changed since last year

% saying Excellent/ Very good/ Good

Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?
Base: All adults 2010 (Merton: 1025; London: 1043)
London Borough of Merton Residents Survey 2010/11 > Service Delivery

Parks, playgrounds and open spaces
Performance in line with London

% saying Excellent/ Very good/ Good

Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?
Base: All adults 2010 (Merton: 1025; London: 1043)
Performance has fallen slightly both in Merton and London

% saying Excellent/ Very good/ Good

London  Merton

Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....? Base: All users 2010 (Merton: 688; London: 790)

London Borough of Merton Residents Survey 2010/11 > Service Delivery
Nursery education
Merton in line with London average

% saying Excellent/ Very good/ Good

Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....? Base: All adults 2010 (Merton: 1025; London: 1043)
Nursery education – among users
Performance higher than London

Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?
Base: All users 2010 (Merton: 82; London: 90)

% saying Excellent/ Very good/ Good

London
Merton

Source: London Borough of Merton Residents Survey 2010/11
Primary education

Performance stable across recent years

% saying Excellent/ Very good/ Good

London
Merton
Outer

Highest/ Lowest 2008-2009
Highest/ Lowest 2009-2010

%

50 60 70 80 90 100


Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....? Base: All adults 2010 (Merton: 1025; London: 1043)
Primary education – among users

%% saying Excellent/ Very good/ Good

London Merton Primary education – among users
Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....? Base: All users 2010 (Merton: 216; London: 226)

% saying Excellent/ Very good/ Good

London Merton

Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....? Base: All users 2010 (Merton: 216; London: 226)
Secondary education

Slight increase in performance across 2008-present, though not significant

Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....? Base: All adults 2010 (Merton: 1025; London: 1043)
Secondary education – among users

Performance remains stable despite dip in London scores

% saying Excellent/ Very good/ Good

London

Merton

Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?
Base: All users 2010 (Merton: 220; London: 239)

London Borough of Merton Residents Survey 2010/11 > Service Delivery
Adult education/ evening classes

% saying Excellent/ Very good/ Good

- London
- Merton
- Outer

- Highest/ Lowest 2008-2009
- Highest/ Lowest 2009-2010

Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....? Base: All adults 2010 (Merton: 1025; London: 1043)
Adult education/ evening classes – among users
Performance has fallen since 2009/10

% saying Excellent/ Very good/ Good

London
Merton

Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....? Base: All users 2010 (Merton: 63; London: 62)
Leisure and sports facilities

Significant improvement since last year and now on par with London

% saying Excellent/ Very good/ Good

Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....? Base: All adults 2010 (Merton: 1025; London: 1043)
Leisure and sports facilities – among users

Results for 2010 the same as seen in London

% saying Excellent/ Very good/ Good

- London
- Merton

Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....? Base: All users 2010 (Merton: 380; London: 439)
Libraries

Performance is very similar across Merton, London and Outer

% saying Excellent/ Very good/ Good

Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?
Base: All adults 2010 (Merton: 1025; London: 1043)

London Borough of Merton Residents Survey 2010/11 > Service Delivery
Libraries – among users
Performance remains in line with London

% saying Excellent/ Very good/ Good

London
Merton

Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....? Base: All users 2010 (Merton: 604; London: 644)

London Borough of Merton Residents Survey 2010/11 > Service Delivery
Local health services

Merton performance is equal to the highest seen in 2009/10

Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....? Base: All adults 2010 (Merton: 1025; London: 1043)
Collection of council tax

Results in 2010 are similar across London, Merton and Outer

% saying Excellent/ Very good/ Good

- London
- Merton
- Outer
- Highest/ Lowest 2008-2009
- Highest/ Lowest 2009-2010

Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....? Base: All adults 2010 (Merton: 1025; London: 1043)
Public transport

Ratings have improved since past year

Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....? Base: All adults 2010 (Merton: 1025; London: 1043)

London Borough of Merton Residents Survey 2010/11 > Service Delivery
Policing

% saying Excellent/ Very good/ Good

Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....? Base: All adults 2010 (Merton: 1025; London: 1043)

London Borough of Merton Residents Survey 2010/11 > Service Delivery
Parking services

% saying Excellent/ Very good/ Good

- London
- Merton
- Outer

Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....? Base: All adults 2010 (Merton: 1025; London: 1043)
Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?
Base: All users 2010 (Merton: 451; London: 460)
Council housing

% saying Excellent/ Very good/ Good

- London
- Merton
- Outer

Highest/ Lowest 2008-2009
- Highest/ Lowest 2009-2010

Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....? Base: All adults 2010 (Merton: 1025; London: 1043)
Council housing – among tenants

Fallen since 2009/10 returning to previous levels

% saying Excellent/ Very good/ Good

- London
- Merton

Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?
Base: All users 2010 (Merton: 78; London: 169)
Housing benefit service

Similar level to that seen in London, improved since 2009/10

Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....? Base: All adults 2010 (Merton: 1025; London: 1043)
Housing benefit service – among users

Improved since 2009/10 returning to previous levels

% saying Excellent/ Very good/ Good

London

Merton

Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....? Base: All users 2010 (Merton: 96; London: 163)
Social services for adults

% saying Excellent/ Very good/ Good

Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....? Base: All adults 2010 (Merton: 1025; London: 1043)
Social services for adults – among users

% saying Excellent/ Very good/ Good

London
Merton

Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....? Base: All users 2010 (Merton: 35; London: 44)

London Borough of Merton Residents Survey 2010/11 > Service Delivery
Social services for children and families

% saying Excellent/ Very good/ Good

- London
- Merton
- Outer

Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....? Base: All adults 2010 (Merton: 1025; London: 1043)
Social services for children & families – among users

% saying Excellent/ Very good/ Good

London
Merton

Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....? Base: All users 2010 (Merton: 35; London: 47)
Perceived service delivery
Compared with London

- Public transport: -6% vs. +2%
- Recycling facilities: -8% vs. +4%
- Refuse collection: -7% vs. +1%
- Local health services: -6% vs. +4%
- Parks, playgrounds, open spaces: -8% vs. 0%
- Libraries: -6% vs. -1%
- Street lighting: -9% vs. -6%
- Collection of council tax: -4% vs. 0%
- Policing: -10% vs. +4%
- Street cleaning: -15% vs. +1%
- Leisure and sports facilities: -13% vs. -1%
- Fly tip removal: -13% vs. 0%
- Repair of roads and pavements: -26% vs. n/a
- Primary education (5 - 11 yrs): -13% vs. +4%
- Parking services: +6% vs. +2%
- Nursery education (under 5s): +4% vs. -2%
- Planning services: +8% vs. +2%
- Adult education/ evening classes: +5% vs. +1%
- Secondary education (11 - 18 yrs): +11% vs. n/a
- Services and activities for young people: +11% vs. n/a
- Social services for children and families: +20% vs. n/a
- Social services for adults: +5% vs. +1%
- Housing benefit service: +4% vs. +1%
- Council housing: +9% vs. +1%

Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....? Base: All adults (1025)

*Sig

London Borough of Merton Residents Survey 2010/11 > Service Delivery
## Significant differences for service delivery
Compared with London

<table>
<thead>
<tr>
<th>Better</th>
<th>Worse</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recycling facilities</td>
<td>Street lighting</td>
</tr>
<tr>
<td>+4% pt</td>
<td>-6% pt</td>
</tr>
</tbody>
</table>

Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?
Base: All adults (1025)
Perceived service delivery – among users

Merton 2010/11

<table>
<thead>
<tr>
<th>Service</th>
<th>%</th>
<th>NET Poor</th>
<th>NET Good</th>
<th>Difference to London (% pts)</th>
<th>Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?</th>
<th>Base: All users (35 to 828)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Libraries</td>
<td>5%</td>
<td>78%</td>
<td>7%</td>
<td>-2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Recycling</td>
<td>6%</td>
<td>77%</td>
<td>6%</td>
<td>+6*</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nursery education</td>
<td>8%</td>
<td>74%</td>
<td>5%</td>
<td>+5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Parks, playgrounds, open spaces</td>
<td>6%</td>
<td>72%</td>
<td>1%</td>
<td>+1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Housing benefit services</td>
<td>13%</td>
<td>66%</td>
<td>13%</td>
<td>+14</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Primary education</td>
<td>10%</td>
<td>64%</td>
<td>10%</td>
<td>-5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Evening classes/ adult education</td>
<td>10%</td>
<td>62%</td>
<td>10%</td>
<td>+6</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Secondary education</td>
<td>16%</td>
<td>57%</td>
<td>16%</td>
<td>+3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Leisure &amp; sports facilities</td>
<td>10%</td>
<td>55%</td>
<td>10%</td>
<td>+2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Social services for chil. &amp; families</td>
<td>17%</td>
<td>44%</td>
<td>17%</td>
<td>+9</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Council housing</td>
<td>16%</td>
<td>40%</td>
<td>16%</td>
<td>+2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Social services for adults</td>
<td>24%</td>
<td>36%</td>
<td>24%</td>
<td>-16</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Parking services</td>
<td>33%</td>
<td>33%</td>
<td>33%</td>
<td>-2</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Difference to London (% pts):
- NET Poor
- NET Good
- Small base size
- Small base size

*Sig
## Differences compared with London

**% saying Good - Excellent**

<table>
<thead>
<tr>
<th>Service</th>
<th>All residents</th>
<th>Users</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recycling facilities</td>
<td>+4*</td>
<td>+6*</td>
</tr>
<tr>
<td>Parks, playgrounds and open spaces</td>
<td>0</td>
<td>+1</td>
</tr>
<tr>
<td>Libraries</td>
<td>-1</td>
<td>-2</td>
</tr>
<tr>
<td>Leisure and sports facilities</td>
<td>0</td>
<td>+2</td>
</tr>
<tr>
<td>Nursery education</td>
<td>+1</td>
<td>+5</td>
</tr>
<tr>
<td>Primary education</td>
<td>-2</td>
<td>-5</td>
</tr>
<tr>
<td>Secondary education</td>
<td>-3</td>
<td>+3</td>
</tr>
<tr>
<td>Adult education</td>
<td>-4</td>
<td>+6</td>
</tr>
<tr>
<td>Social services for adults</td>
<td>+1</td>
<td>-16</td>
</tr>
<tr>
<td>Social services for families</td>
<td>+1</td>
<td>+9</td>
</tr>
<tr>
<td>Parking services</td>
<td>+2</td>
<td>-2</td>
</tr>
<tr>
<td>Housing benefit</td>
<td>-2</td>
<td>+14</td>
</tr>
<tr>
<td>Council housing</td>
<td>-3</td>
<td>+2</td>
</tr>
</tbody>
</table>

*Sig

Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....? Base: All users (35 to 828)
Merton Extra Questions:
The Local Area

London Borough of Merton Residents Survey 2010/11
Agreement as to whether residents can influence decisions in the area

<table>
<thead>
<tr>
<th>Year</th>
<th>Definitely disagree</th>
<th>Tend to disagree</th>
<th>Tend to agree</th>
<th>Definitely agree</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010</td>
<td>10</td>
<td>6</td>
<td>32</td>
<td>48</td>
<td>52%</td>
</tr>
<tr>
<td>2009</td>
<td>6</td>
<td>7</td>
<td>36</td>
<td>46</td>
<td>51%</td>
</tr>
<tr>
<td>2008</td>
<td>8</td>
<td>7</td>
<td>32</td>
<td>49</td>
<td>53%</td>
</tr>
<tr>
<td>2007</td>
<td>8</td>
<td>11</td>
<td>30</td>
<td>44</td>
<td>52%</td>
</tr>
<tr>
<td>2006</td>
<td>6</td>
<td>12</td>
<td>31</td>
<td>45</td>
<td>51%</td>
</tr>
</tbody>
</table>

Source: PS13 Do you agree or disagree that you can influence decisions affecting your local area? Base: All adults (c1000)
Whether residents can influence decision in the area

% saying Definitely agree/Tend to agree

Source: PS13 Do you agree or disagree that you can influence decisions affecting your local area? Base: All adults (c1000)
Satisfaction with cultural opportunities

Source: Q13 Overall, how satisfied are you with the cultural opportunities as well as activities that acknowledge & celebrate different backgrounds in Merton? Base: All adults (c1000)

London Borough of Merton Residents Survey 2010/11 > Merton Extra Questions: The Local Area
Satisfaction with cultural opportunities

% saying Very satisfied/ fairly satisfied

Source: Q13 Overall, how satisfied are you with the cultural opportunities as well as activities that acknowledge & celebrate different backgrounds in Merton?  
Base: All adults (c1000)
Merton Extra Questions: Crime and Anti-social Behaviour

London Borough of Merton Residents Survey 2010/11
Concern about anti-social behaviour has fallen steadily for the past few years.
Worry about crime

% saying Very worried/ Fairly worried

1: Village/ Hillside/ Raynes Park/ Wimbledon Park
2: Dundonald/ Trinity/ Abbey
3: Cannon Hill/ Merton Park/ West Barnes/ Lower Morden
4: Lavender Fields/ Pollards Hill/ Figges Marsh
5: Ravensbury/ St Helier/ Cricket Green
6: Colliers Wood/ Graveney/ Longthornton

Source: Q6 How worried are you about each of the following in Merton? …Crime
Base: All adults (c1000)
Worry about crime

% saying Very worried/ Fairly worried

Source: Q6 How worried are you about each of the following in Merton? Base: All adults (2010: 1025)

London Borough of Merton Residents Survey 2010/11 > Merton Extra Questions: Crime and Anti-social Behaviour
Worry about anti-social behaviour

% saying Very worried/ Fairly worried

1: Village/ Hillside/ Raynes Park/ Wimbledon Park
2: Dundonald/ Trinity/ Abbey
3: Cannon Hill/ Merton Park/ West Barnes/ Lower Morden
4: Lavender Fields/ Pollards Hill/ Figges Marsh
5: Ravensbury/ St Helier/ Cricket Green
6: Colliers Wood/ Graveney/ Longthornton

Source: Q6 How worried are you about each of the following in Merton? …Anti-social behaviour
Base: All adults (c1000)

2010 Average 48%

London Borough of Merton Residents Survey 2010/11 > Merton Extra Questions: Crime and Anti-social Behaviour
Worry about anti-social behaviour

% saying Very worried/ Fairly worried

Source: Q6 How worried are you about each of the following in Merton? Base: All adults (2010: 1025)

London Borough of Merton Residents Survey 2010/11 > Merton Extra Questions: Crime and Anti-social Behaviour
Worry about drug users

% saying Very worried/ Fairly worried

1: Village/ Hillside/ Raynes Park/ Wimbledon Park
2: Dundonald/ Trinity/ Abbey
3: Cannon Hill/ Merton Park/ West Barnes/ Lower Morden
4: Lavender Fields/ Pollards Hill/ Figges Marsh
5: Ravensbury/ St Helier/ Cricket Green
6: Colliers Wood/ Graveney/ Longthornton

Source: Q6 How worried are you about each of the following in Merton? …Drug users
Base: All adults (c1000)
Worry about drug users

% saying Very worried/ Fairly worried

Source: Q6 How worried are you about each of the following in Merton? Base: All adults (2010: 1025)

London Borough of Merton Residents Survey 2010/11 > Merton Extra Questions: Crime and Anti-social Behaviour
Worry about people being drunk and rowdy

<table>
<thead>
<tr>
<th>Area</th>
<th>2007</th>
<th>2008</th>
<th>2009</th>
<th>2010</th>
<th>2010 Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Area 1</td>
<td>43</td>
<td>45</td>
<td>52</td>
<td>51</td>
<td>51</td>
</tr>
<tr>
<td>Area 2</td>
<td>49</td>
<td>51</td>
<td>52</td>
<td>50</td>
<td>50</td>
</tr>
<tr>
<td>Area 3</td>
<td>45</td>
<td>44</td>
<td>50</td>
<td>46</td>
<td>46</td>
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<tr>
<td>Area 4</td>
<td>43</td>
<td>43</td>
<td>49</td>
<td>50</td>
<td>50</td>
</tr>
<tr>
<td>Area 5</td>
<td>47</td>
<td>50</td>
<td>51</td>
<td>50</td>
<td>50</td>
</tr>
<tr>
<td>Area 6</td>
<td>38</td>
<td>49</td>
<td>51</td>
<td>56</td>
<td>56</td>
</tr>
</tbody>
</table>

Source: Q6 How worried are you about each of the following in Merton? …People being drunk and rowdy
Base: All adults (c1000)
Worry about people being drunk and rowdy

% saying Very worried/ Fairly worried

Source: Q6 How worried are you about each of the following in Merton? Base: All adults (2010: 1025)

London Borough of Merton Residents Survey 2010/11 > Merton Extra Questions: Crime and Anti-social Behaviour
How informed residents feel measures to tackle anti-social behaviour

% saying Very informed/ Fairly informed

Source: Q7 How well informed do you feel about what is being done to tackle anti-social behaviour in your area?
Base: All adults (c1000)

London Borough of Merton Residents Survey 2010/11 > Merton Extra Questions: Crime and Anti-social Behaviour
How informed residents feel measures to tackle anti-social behaviour

% saying Very informed/ fairly informed

1: Village/ Hillside/ Raynes Park/ Wimbledon Park
2: Dundonald/ Trinity/ Abbey
3: Cannon Hill/ Merton Park/ West Barnes/ Lower Morden
4: Lavender Fields/ Pollards Hill/ Figges Marsh
5: Ravensbury/ St Heller/ Cricket Green
6: Colliers Wood/ Graveney/ Longthornton

Source: Q7 How well informed do you feel about what is being done to tackle anti-social behaviour in your area?
Base: All adults (c1000)

London Borough of Merton Residents Survey 2010/11 > Merton Extra Questions: Crime and Anti-social Behaviour
Merton Extra Questions:
Tackling racism, social cohesion and respect

London Borough of Merton Residents Survey 2010/11
Whether people feel council treats them in a fair and non-discriminatory way

NET agree

<table>
<thead>
<tr>
<th>Year</th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Neither</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>2008</td>
<td>6</td>
<td>52</td>
<td>23</td>
<td>6</td>
<td>2</td>
<td>12</td>
</tr>
<tr>
<td>2009</td>
<td>5</td>
<td>49</td>
<td>27</td>
<td>7</td>
<td>1</td>
<td>10</td>
</tr>
<tr>
<td>2010</td>
<td>3</td>
<td>56</td>
<td>23</td>
<td>7</td>
<td>1</td>
<td>9</td>
</tr>
</tbody>
</table>

Source: Q8 Do you agree that Merton Council treats people in a fair and non-discriminatory way? Base: All adults (c1000)
Whether people think that the council tackles racism

% saying Yes

Source: Q10 In your opinion do you think that Merton Council tackles racism or not? Base: All adults (c1000)
Whether people think that the council tackles racism

Overall
- Yes: 42%
- No: 14%
- Don't know: 44%

White
- Yes: 46%
- No: 11%
- Don't know: 43%

Black
- Yes: 32%
- No: 25%
- Don't know: 40%

Asian
- Yes: 44%
- No: 16%
- Don't know: 40%

Source: Q10 In your opinion do you think that Merton Council tackles racism or not? Base: All adults (c1000)
Agreement that people from different backgrounds get on well together

Source: PS18a To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together? Base: All adults (c1000)
Agreement that people from different backgrounds get on well together

% who agree

Source: PS18a To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together? Base: All adults (c1000)
Agreement that people from different backgrounds get on well together

Source: PS18a To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?
Base: All adults (c1000)
Agreement that people in local area treat each other with respect and consideration

Source: PS18b To what extent do you agree or disagree that people in your local area treat each other with respect and consideration? Base: All adults (2010: 1025)
Agreement that people in local area treat each other with respect and consideration

% who agree

1: Village/ Hillside/ Raynes Park/ Wimbledon Park
2: Dundonald/ Trinity/ Abbey
3: Cannon Hill/ Merton Park/ West Barnes/ Lower Morden
4: Lavender Fields/ Pollards Hill/ Figges Marsh
5: Ravensbury/ St Helier/ Cricket Green
6: Colliers Wood/ Graveney/ Longthornton

2010 Average 91%

Source: PS18b To what extent do you agree or disagree that people in your local area treat each other with respect and consideration?
Base: All adults (1025)
Satisfaction with how council deals with...

<table>
<thead>
<tr>
<th>Issue</th>
<th>Very satisfied</th>
<th>Fairly satisfied</th>
<th>Neither</th>
<th>Fairly dissatisfied</th>
<th>Very dissatisfied</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dog fouling</td>
<td>6</td>
<td>42</td>
<td>18</td>
<td>20</td>
<td>10</td>
<td>4</td>
</tr>
<tr>
<td>Graffiti</td>
<td>10</td>
<td>56</td>
<td>19</td>
<td>21</td>
<td>8</td>
<td>4</td>
</tr>
<tr>
<td>Fly tipping</td>
<td>6</td>
<td>48</td>
<td>19</td>
<td>12</td>
<td>5</td>
<td>10</td>
</tr>
<tr>
<td>Litter</td>
<td>7</td>
<td>58</td>
<td>12</td>
<td>18</td>
<td>4</td>
<td>4</td>
</tr>
</tbody>
</table>

NET satisfied: 48% Dog fouling, 66% Graffiti, 54% Fly tipping, 65% Litter

Source: Q10 How satisfied are you with the way the council deals with…?
Base: All adults (1025)
Satisfaction with how council deals with dog fouling

% who are satisfied

1: Village/ Hillside/ Raynes Park/ Wimbledon Park
2: Dundonald/ Trinity/ Abbey
3: Cannon Hill/ Merton Park/ West Barnes/ Lower Morden
4: Lavender Fields/ Pollards Hill/ Figges Marsh
5: Ravensbury/ St Helier/ Cricket Green
6: Colliers Wood/ Graveney/ Longthornton

Area 1: 54%
Area 2: 58%
Area 3: 48%
Area 4: 38%
Area 5: 43%
Area 6: 46%

2010 Average 48%

Source: Q10 How satisfied are you with the way the council deals with…? Dog fouling
Base: All adults (1025)
Satisfaction with how council deals with graffiti

% who are satisfied

1: Village/ Hillside/ Raynes Park/ Wimbledon Park
2: Dundonald/ Trinity/ Abbacy
3: Cannon Hill/ Merton Park/ West Barnes/ Lower Morden
4: Lavender Fields/ Pollards Hill/ Figges Marsh
5: Ravensbury/ St Helier/ Cricket Green
6: Colliers Wood/ Graveney/ Longthornton

2010 Average 66%

Source: Q10 How satisfied are you with the way the council deals with…? Graffiti
Base: All adults (1025)
Satisfaction with how council deals with fly tipping

% who are satisfied

1: Village/ Hillside/ Raynes Park/ Wimbledon Park
2: Dundonald/ Trinity/ Abbey
3: Cannon Hill/ Merton Park/ West Barnes/ Lower Morden
4: Lavender Fields/ Pollards Hill/ Figges Marsh
5: Ravensbury/ St Helier/ Cricket Green
6: Colliers Wood/ Graveney/ Longthornton

2010 Average 54%

Area 1: 55%
Area 2: 68%
Area 3: 46%
Area 4: 52%
Area 5: 51%
Area 6: 52%

Source: Q10 How satisfied are you with the way the council deals with…? Fly tipping
Base: All adults (1025)
Satisfaction with how council deals with litter

% who are satisfied

- **Area 1**: Village/ Hillside/ Raynes Park/ Wimbledon Park
- **Area 2**: Dundonald/ Trinity/ Abbey
- **Area 3**: Cannon Hill/ Merton Park/ West Barnes/ Lower Morden
- **Area 4**: Lavender Fields/ Pollards Hill/ Figges Marsh
- **Area 5**: Ravensbury/ St Helier/ Cricket Green
- **Area 6**: Colliers Wood/ Graveney/ Longthornton

2010 Average 65%

Source: Q10 How satisfied are you with the way the council deals with…? Litter
Base: All adults (1025)
Young Persons Survey

London Borough of Merton Residents Survey 2010/11
Young people’s personal concerns

Concern about crime has fallen dramatically in the past year

% mentioning

<table>
<thead>
<tr>
<th>Topic</th>
<th>2009</th>
<th>2010</th>
<th>Change (pts)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Crime</td>
<td>30%</td>
<td>27%</td>
<td>-3%</td>
</tr>
<tr>
<td>Bullying</td>
<td>34%</td>
<td>30%</td>
<td>-4%</td>
</tr>
<tr>
<td>Bad behaviour</td>
<td>27%</td>
<td>22%</td>
<td>-5%</td>
</tr>
<tr>
<td>Not enough being done for young people</td>
<td>34%</td>
<td>25%</td>
<td>-9%</td>
</tr>
<tr>
<td>Lack of jobs</td>
<td>20%</td>
<td>16%</td>
<td>-4%</td>
</tr>
<tr>
<td>Litter/dirt in the streets</td>
<td>21%</td>
<td>18%</td>
<td>-3%</td>
</tr>
<tr>
<td>Pollution of the environment</td>
<td>18%</td>
<td>12%</td>
<td>-6%</td>
</tr>
<tr>
<td>Poor public transport</td>
<td>17%</td>
<td>16%</td>
<td>-1%</td>
</tr>
<tr>
<td>Standard of education</td>
<td>15%</td>
<td>15%</td>
<td>0</td>
</tr>
<tr>
<td>Lack of recreational facilities</td>
<td>15%</td>
<td>15%</td>
<td>0</td>
</tr>
<tr>
<td>Traffic congestion</td>
<td>16%</td>
<td>15%</td>
<td>-1%</td>
</tr>
<tr>
<td>Drug use and pushers</td>
<td>20%</td>
<td>14%</td>
<td>-6%</td>
</tr>
<tr>
<td>Health</td>
<td>11%</td>
<td>11%</td>
<td>0</td>
</tr>
<tr>
<td>Poverty</td>
<td>11%</td>
<td>9%</td>
<td>-2%</td>
</tr>
</tbody>
</table>

Source: QY1 Which three of these are you personally most concerned about?
Base: All young persons aged 11-17yrs (2010: 255; 2009: 253)
Young people’s personal concerns

Compared with London

% mentioning

- Crime: Merton 39%, London 43% (Difference: -4)
- Bullying: Merton 26%, London 34% (Difference: +8)
- Bad behaviour: Merton 27%, London 28% (Difference: -1)
- Not enough being done for young people: Merton 25%, London 24% (Difference: +1)
- Lack of jobs: Merton 20%, London 21% (Difference: 0)
- Litter/dirt in the streets: Merton 17%, London 20% (Difference: +3)
- Pollution of the environment: Merton 12%, London 18% (Difference: +6)
- Poor public transport: Merton 7%, London 18% (Difference: +11*)
- Standard of education: Merton 17%, London 15% (Difference: +2)
- Lack of recreational facilities: Merton 15%, London 14% (Difference: +1)
- Traffic congestion: Merton 8%, London 15% (Difference: +7*)
- Drug use and pushers: Merton 14%, London 21% (Difference: -7)
- Health: Merton 2%, London 11% (Difference: +9*)
- Poverty: Merton 9%, London 13% (Difference: -4)

Source: QY1 Which three of these are you personally most concerned about?
Base: All young persons aged 11-17yrs (Merton: 255; London: 249)
Young people’s image of the council

- Provides services which young people need: 68% (2010) vs. 65% (2009), +3%
- Does enough to protect young people: 61% (2010) vs. 67% (2009), -5%
- Listens to concerns of young people: 58% (2010) vs. 52% (2009), +6%
- Keeps young people informed about what they are doing: 51% (2010) vs. 57% (2009), -5%
- Involves young people when making decisions: 37% (2010) vs. 39% (2009), -2%

Source: QY3 To what extent do you think these statements apply to your borough? Base: All young persons aged 11-17yrs who know a lot or a little about the Council (2010: 166; 2009: 139)
Young people’s image of the council

Compared with London

% saying a great deal/ some extent

- Provides services which young people need
  - Merton: 68%
  - London: 63%
  - Difference: +5

- Does enough to protect young people
  - Merton: 61%
  - London: 63%
  - Difference: -3

- Listens to concerns of young people
  - Merton: 58%
  - London: 47%
  - Difference: +12*

- Keeps young people informed about what they are doing
  - Merton: 51%
  - London: 42%
  - Difference: +9

- Involves young people when making decisions
  - Merton: 37%
  - London: 29%
  - Difference: +9

*Sig

Source: QY3 To what extent do you think these statements apply to your borough?
Base: All young persons aged 11-17yrs who know a lot or a little about the Council (Merton: 166; London: 156)
<table>
<thead>
<tr>
<th>Service</th>
<th>NET Poor</th>
<th>NET Good</th>
<th>Change from 2009/10 (% pts)</th>
<th>Difference to London (% pts)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recycling facilities</td>
<td>6%</td>
<td>73%</td>
<td>+12*</td>
<td>+9*</td>
</tr>
<tr>
<td>Local health services</td>
<td>3%</td>
<td>73%</td>
<td>+5</td>
<td>+1</td>
</tr>
<tr>
<td>Primary schools</td>
<td>3%</td>
<td>71%</td>
<td>-2</td>
<td>0</td>
</tr>
<tr>
<td>Parks, playgrounds, open spaces</td>
<td>7%</td>
<td>69%</td>
<td>+1</td>
<td>0</td>
</tr>
<tr>
<td>Libraries</td>
<td>4%</td>
<td>68%</td>
<td>+2</td>
<td>-9*</td>
</tr>
<tr>
<td>Public transport</td>
<td>10%</td>
<td>66%</td>
<td>+4</td>
<td>+2</td>
</tr>
<tr>
<td>The police</td>
<td>9%</td>
<td>66%</td>
<td>-3</td>
<td>n/a</td>
</tr>
<tr>
<td>Secondary schools</td>
<td>8%</td>
<td>65%</td>
<td>+3</td>
<td>-1</td>
</tr>
<tr>
<td>Leisure and sports facilities</td>
<td>12%</td>
<td>61%</td>
<td>+6</td>
<td>-3</td>
</tr>
<tr>
<td>Street cleaning</td>
<td>15%</td>
<td>55%</td>
<td>+10*</td>
<td>+6</td>
</tr>
<tr>
<td>Repair of roads, pavements and cycle lanes</td>
<td>14%</td>
<td>50%</td>
<td>+4</td>
<td>+9</td>
</tr>
<tr>
<td>Sixth form/ Further Education colleges</td>
<td>5%</td>
<td>49%</td>
<td>+4</td>
<td>+1</td>
</tr>
<tr>
<td>Activities for young people</td>
<td>21%</td>
<td>43%</td>
<td>+3</td>
<td>+7</td>
</tr>
<tr>
<td>Arts and culture</td>
<td>15%</td>
<td>43%</td>
<td>+3</td>
<td>+2</td>
</tr>
<tr>
<td>Social services for children and families</td>
<td>4%</td>
<td>33%</td>
<td>+9*</td>
<td>*Sig</td>
</tr>
</tbody>
</table>

Source: QY4 I would like to ask you about local services in this area. What is your opinion of …?
Base: All young persons aged 11-17yrs (255)
### Young people and political involvement

<table>
<thead>
<tr>
<th>Activity</th>
<th>I am doing/ have already done this</th>
<th>Change from 2009/10 (% pts)</th>
<th>Difference to London (% pts)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Being a member of a school council</td>
<td>27%</td>
<td>-5</td>
<td>+1</td>
</tr>
<tr>
<td>Doing voluntary work like helping a local charity or sponsored event</td>
<td>20%</td>
<td>-11</td>
<td>+3</td>
</tr>
<tr>
<td>Writing to your local councillor about a local issue</td>
<td>4%</td>
<td>-2</td>
<td>-1</td>
</tr>
<tr>
<td>Campaigning - like going to a march, protest or signing a petition</td>
<td>4%</td>
<td>-5</td>
<td>-4</td>
</tr>
<tr>
<td>Voting in an election</td>
<td>3%</td>
<td>-1</td>
<td>+1</td>
</tr>
</tbody>
</table>

*Sig

Source: QY5 Which of the following activities have you ever done, would consider doing in the future or would not consider doing?
Base: All young persons aged 11-17yrs (255)
Out of school activities attended

Source: QY6 Do you attend any of the following out of school activities?
Base: All young persons aged 11-17yrs (c. 250)
Out of school activities would like to attend

Source: QY7 Which of the following activities would you like to attend out of school hours?
Base: All young persons aged 11-17yrs (c. 250)
Agreement that Merton is a good place for young people to live

NET agree 81% 81% 84% 85%

Source: QY8 To what extent do you agree that Merton is a good place for young people to live?
Base: All young persons aged 11-17yrs (c. 250)
**Preferred method of getting more information about Merton Council**

<table>
<thead>
<tr>
<th>Method</th>
<th>% mentioning</th>
<th>Change from 2009/10 (% pts)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email</td>
<td>29%</td>
<td>+9*</td>
</tr>
<tr>
<td>Leaflets delivered to your door</td>
<td>29%</td>
<td>+5</td>
</tr>
<tr>
<td>Local newspaper (i.e. The Post, South London Guardian)</td>
<td>23%</td>
<td>+4</td>
</tr>
<tr>
<td>Merton Website: <a href="http://www.merton.gov.uk">www.merton.gov.uk</a></td>
<td>19%</td>
<td>-11*</td>
</tr>
<tr>
<td>Posters (i.e. at bus shelters)</td>
<td>16%</td>
<td>-7</td>
</tr>
<tr>
<td>Leaflets and notice boards in Council buildings</td>
<td>15%</td>
<td>0</td>
</tr>
<tr>
<td>My Merton - the Council newsletter</td>
<td>14%</td>
<td>-2</td>
</tr>
<tr>
<td>Community websites</td>
<td>11%</td>
<td>+1</td>
</tr>
<tr>
<td>Local radio</td>
<td>9%</td>
<td>+2</td>
</tr>
<tr>
<td>Text messages</td>
<td>9%</td>
<td>-4</td>
</tr>
<tr>
<td>Friends, neighbours and relations</td>
<td>9%</td>
<td>-3</td>
</tr>
<tr>
<td>Council offices</td>
<td>2%</td>
<td>*Sig +2</td>
</tr>
</tbody>
</table>

Source: QY9 How would you prefer to get most of your information about Merton Council? Base: All young persons aged 11-17yrs (2010: 255; 2009: 253)
Importance of council looks after environment

Source: QY10 How important is it to you that the Council looks after the environment through policies such as recycling and energy saving? Base: All young persons aged 11-17yrs (c. 250)
Summary

**Crime** remains the number one issue of concern, followed by concern about council tax, traffic congestion and litter.

Concern about **council tax** has fallen this year but remains higher than London. Also **less** concern this year about **pollution** and **public transport**.

Significant **improvement** in ratings for doing a good job, value for money, listening, better job than a year ago and getting through on the phone (all significantly higher than London).

A number of **services** have **improved** this year including street cleaning, leisure and sports facilities, public transport, planning, social services for adults and services for young people. No deterioration in any service rating this (only street lighting scores below London average).

**Recycling** has improved among all residents and users, also higher than the London average.

**Young people** are also concerned about crime and this has fallen this year. Concern is higher for public transport, traffic congestion and health compared with London average.

Young people living in Merton feel that the council **listens** to their concerns (above London average).

Ratings have increased for **recycling** (+ higher than London), **street cleaning** and services for children and families.