



London Borough of Merton: residents' survey 2021

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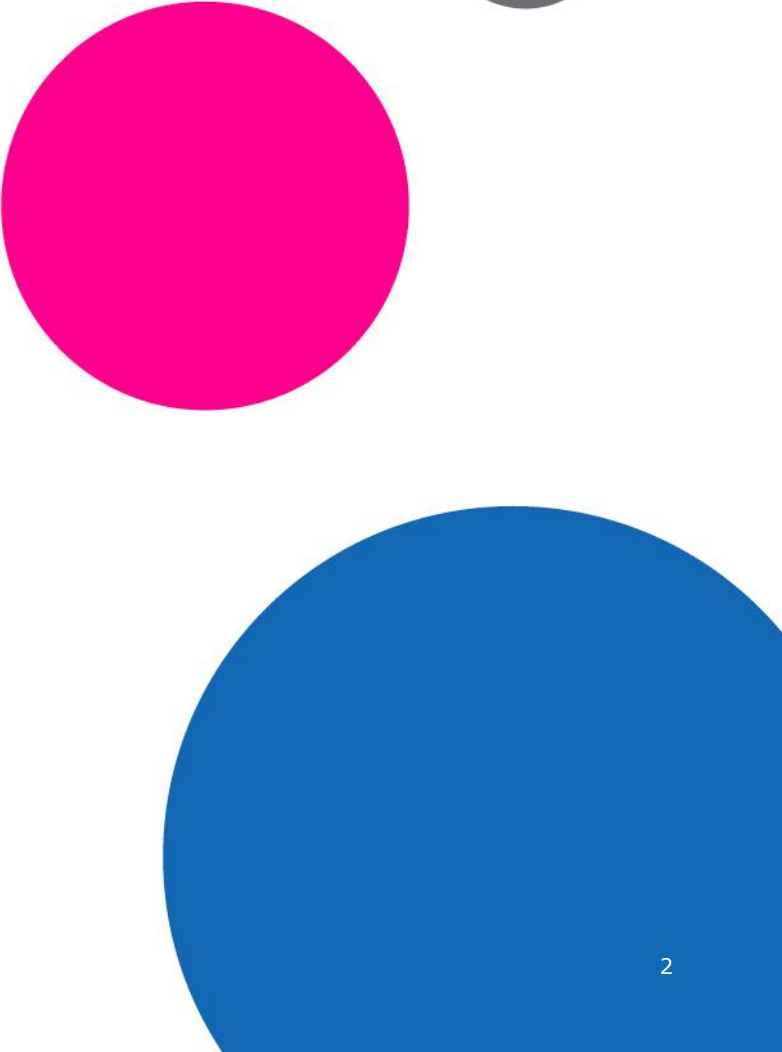


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Background & methodology

The London Borough of Merton ('Merton Council') commissioned DJS Research to deliver its 2021 Residents' Survey.

As in previous years, the residents' survey consisted of two separate components: an adult survey (aged 18+) and a young person survey (aged 11-17).

In total, 1,005 adult interviews and 110 young person interviews were achieved. The vast majority of these interviews were conducted using a telephone (computer assisted telephone interviewing - CATI) methodology because of the restrictions caused by the COVID-19 pandemic. As restrictions lifted towards the end of the fieldwork period (6 April 2021 – 23 May 2021), a small number of face-to-face interviews (computer assisted personal interviewing – CAPI) were conducted to help with harder to reach groups.

This represents a shift from the entirely face-to-face methodology used in both 2017 and 2019. As such, comparisons between years should be treated with caution due to methodological effects, although any effect should be limited given both methods are interviewer-administered.

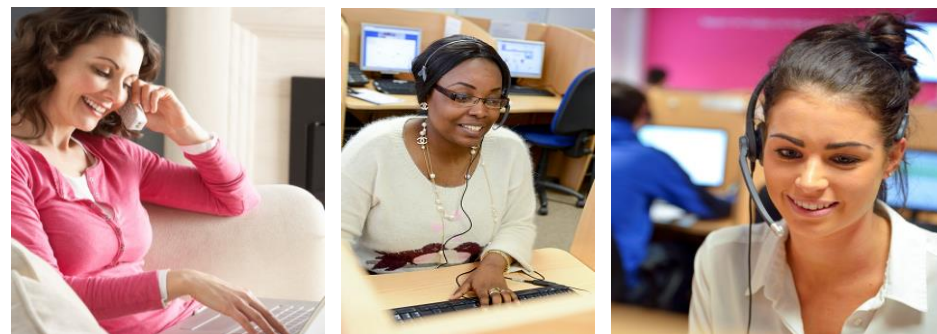
Sampling

A stratified random quota sampling approach was adopted for the CATI component of the research, whereby a random sample of households were purchased from a sample sourcing agency, ensuring a proportionate spread of contacts within each of the borough's wards. A mix of landline and mobile numbers were used. For the CAPI element, a targeted in-street approach was employed.

To give a representative sample of the borough, target quotas and weighting were used based on age, gender, ethnicity and economic status, using the latest population statistics available.

Statistical reliability

A sample size of 1,005 for the adult survey gives a sampling error of +/-3.1% based on a statistic of 50% at the 95% confidence interval. This means, for example, that if we found a score of 50% within the survey, we can be 95% confident that this figure lies between 46.9% and 53.1% had we interviewed every resident in Merton.





Understanding the report

Throughout the report the results are presented as whole numbers for ease of interpretation, with rounding performed at the final stage of processing for maximum accuracy. Due to rounding, there may be instances where the results do not add up to 100%. In such instances, the difference should not be more than 1% point either way – so 99% or 101%.

The data has been subject to statistical testing using the T-test. This testing has been carried out versus the 2019 data, the total compared to subgroups, and between subgroups. Significant differences are identified throughout the report using up and down arrows on a green or red background depending on whether the change is 'good' or 'bad'. The type of difference the arrow(s) represents is explained on each slide using a legend.

For reporting purposes, wards have been combined into **ward clusters**. The clusters are defined as follows:

- **North Wimbledon:** Village, Hillside, Raynes Park, Wimbledon Park
- **South Wimbledon:** Dundonald, Trinity, Abbey
- **South West Merton:** Cannon Hill, Merton Park, West Barnes, Lower Morden
- **East Merton and Mitcham:** Lavender Fields, Pollards Hill, Figge's Marsh
- **South Mitcham and Morden:** Ravensbury, St Helier, Cricket Green
- **North East Merton:** Colliers Wood, Graveney, Longthornton



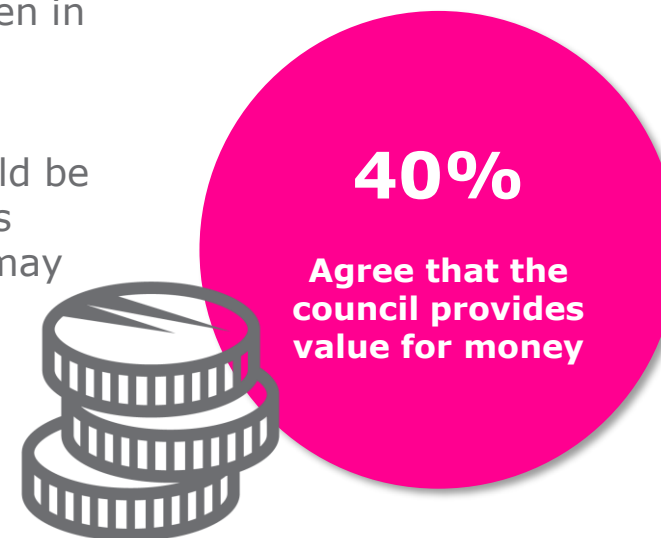
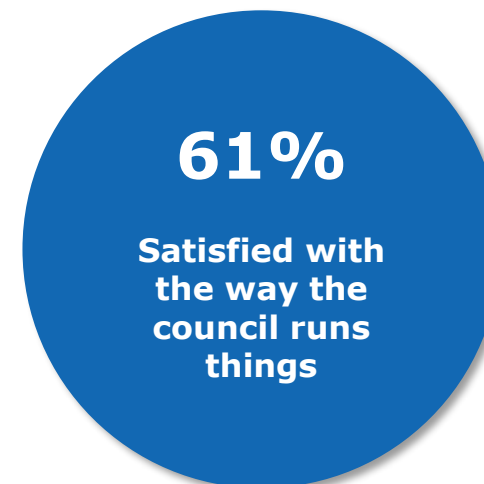
Key findings: adults (I)

Six in ten (**61%**) are **satisfied with the way the council runs things**. This represents a 9% point reduction compared to 2019, and this score is below the benchmark LGA UK figure (67%) and the London benchmark figure (68%).

Similar declines are evident across many metrics compared to 2019 as demonstrated by: the 16% point decline in those who **agree that the council provides value for money (40% cf. 56%)**; the 10% point decline in those who **would speak positively about the council (41% cf. 51%)** and the 8% point decline in those who feel the council **acts on the concerns of local residents (55% cf. 63%)**.

One of the few areas not to see a significant decline is in the percentage who **feel informed about Council provided services**. This figure remains at around seven in ten (**68%**) and is in line with the LGA average (67%). Encouragingly, Merton outperforms the London benchmark by 11% points here.

However, it is important to stress that comparisons between 2021 and 2019 should be approached with caution because of the shift to a primarily CATI methodology this wave. Moreover, it is important to consider the potential impacts that COVID-19 may have had on residents' perceptions.





Key findings: adults (II)

Just under nine in ten (**86%**) are **satisfied with their local area**. This represents a small but significant 3% fall compared to 2019. Despite this, Merton still outperforms the LGA average by 4% points and is in line with the London benchmark (87%).

The pandemic has altered how residents value various aspects of local life. This is most prevalent when it comes to **parks and green spaces** with seven in ten (**69%**) expressing that they **have come to value this element more in the past 12 months**. Around half express similar sentiments regarding the **local community (56%)** and **local high street (45%)**.

Further to this, **parks and open spaces are by far the most valued aspect of Merton** for residents, with two-thirds expressing a preference for this (**67%**). The next most popular, **good public transport**, is selected by one-third of residents (**32%**).

In terms of **improvements**, there are no clear concerns, but the most popular suggestions are **pavement/road maintenance (26%)**, **street/town centre cleanliness (23%)** and **more parking availability (22%)**.

Feelings of safety in the local area have declined substantially compared to 2019, with just **63%** saying that they **feel safe going out after dark compared** to 84% in 2019. This score puts Merton 15% points below the LGA benchmark (78%).

In terms of climate change, **residents overwhelmingly agree that climate change is important (89%)** but there is **less certainty that the Council is taking action to reduce its impacts (41%)**.



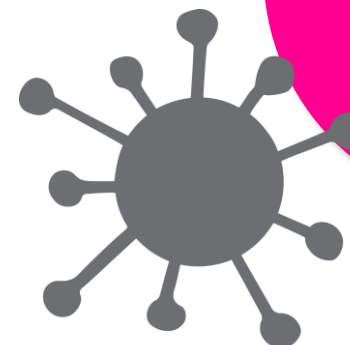
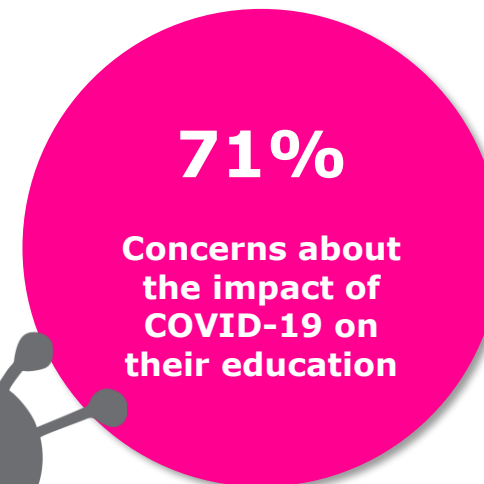


Key findings: young people

Nine in ten young people are **satisfied with their local area** which represents a 6% point decline on the score in 2019 (**89% cf. 95%**). A similar decline can be seen in **satisfaction with the Council** itself, with three in five (**61%**) reporting that they are satisfied, down from seven in ten (70%) in 2019.

More encouragingly, **young residents are more positive** compared to 2019 about **Merton Council keeping them informed about what they are doing (47% cf. 34%)** and **involving young people when making decisions (36% cf. 23%)**. However, it should be noted that the only statement about Merton Council which secures a majority positive response is '**Merton Council does enough to protect young people**' (**60%**).

In terms of the **local concerns of young people**, the environment at a local level (**litter/dirt on the streets**) and a wider (**pollution/climate change**) level are the most mentioned (**both 38%**). Meanwhile, **crime (38%), gangs (25%) and COVID-19 (24%)** are the most frequently mentioned **personal concerns**. As well as this, when asked specifically about the **impact of COVID-19 on their education**, **71%** say they are **concerned**, rising to 86% among 15-17 year olds.





Recommendations

The restrictions implemented due to coronavirus mean that residents are even more focussed on their local area than usual. With uncertainty clouding the future, it is vitally important that Merton residents can feel proud of their local area while also feeling safe.

Recommendation 1

Improve poorly performing Merton services which have been identified as priorities by residents.

The council must **improve parking services, the condition of roads and pavements, and the cleanliness of Merton's streets**. Of all of the council services asked about, these three have the highest proportion of residents rating them as poor. As well as this, they are the three most popular suggested improvements for Merton. **Street cleanliness** is also a **top concern among young people**.

When it comes to improving the **cleanliness of Merton's Streets**, as well as improving the service itself, there is also the potential for Merton Council to launch a campaign focussing on changing resident behaviour. This campaign could **leverage the heightened importance of the local environment** that residents feel to discourage behaviour like littering.



Parking services

Service is poor

41%

Suggested as an improvement

22%



Roads & pavement maintenance

40%

26%



Street cleanliness

26%

23%



Recommendations

The restrictions implemented due to coronavirus mean that residents are even more focussed on their local area than usual. With uncertainty clouding the future, it is vitally important that Merton residents can feel proud of their local area while also feeling safe.

Recommendation 2

Address residents' growing concerns about crime and the declining feeling of safety.

The council should **run campaigns** and **work with the police and community groups** to address the issues affecting local communities and help residents feel safer.

Compared to 2019, there is an **increased feeling that the local area is unsafe**, particularly for women and BAME residents, and **heightened concerns about crime**.

These problems are acute in three areas: **East Merton & Mitcham, South Mitcham & Morden, and North East Merton**. Interestingly, these are the three areas which report the lowest levels of satisfaction with Merton Council.

Each of the three areas has its own set of concerns regarding crime, suggesting that a **targeted approach** may prove beneficial.



21% of residents feel unsafe in the local area after dark. This is a 15% point increase compared to 2019.

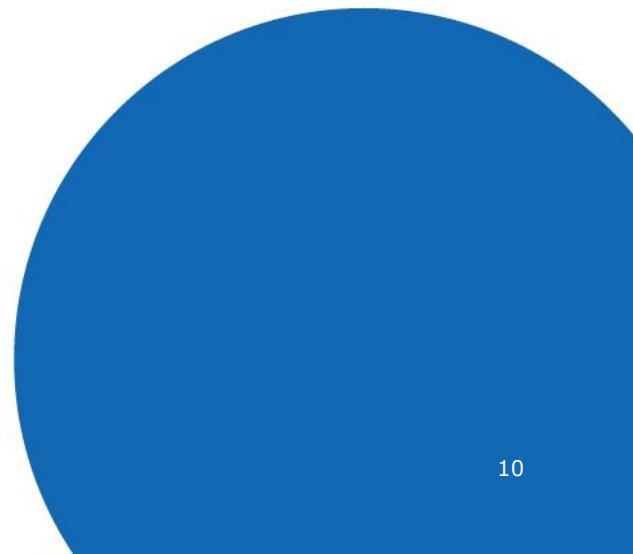
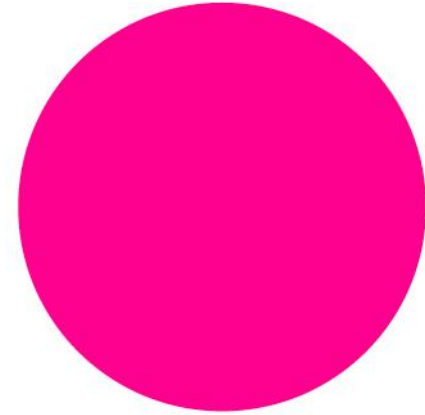
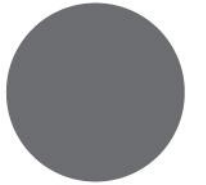


Drug dealing/use is seen as the biggest problem in East Merton & Mitcham (53%) and South Mitcham & Morden (41%).



Residents in North East Merton are most worried about vehicle related crime (53%).

Adult survey





Adult survey objectives

Understand residents' perceptions of Merton Council's performance

Measure the perceptions of value for money provided by the Council

Understand residents' levels of satisfaction with local services

Measure perceptions of local safety, antisocial behaviour and community cohesion

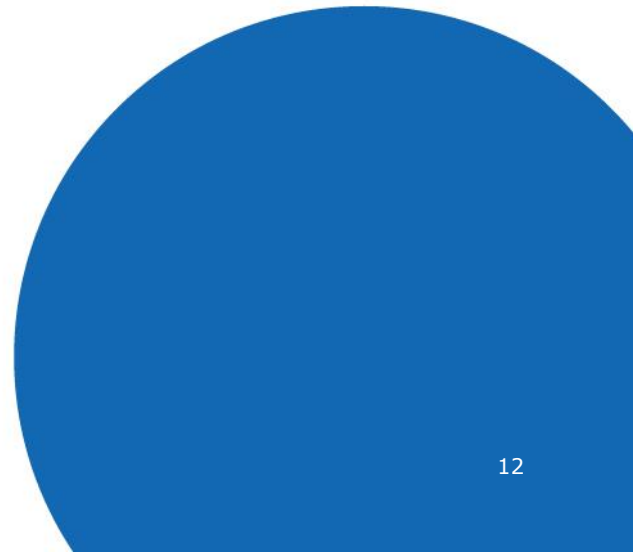
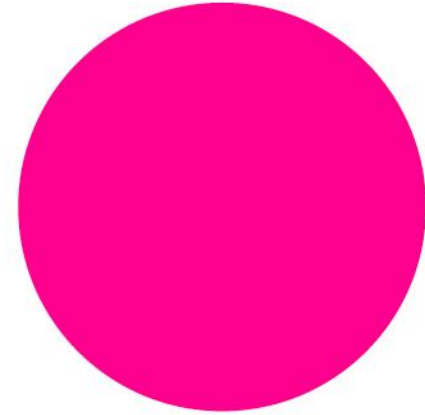
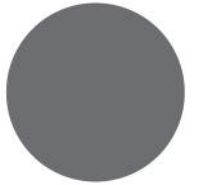
Gauge how COVID-19 has changed residents' attitudes towards local life

Understand residents' attitudes towards climate change

Benchmark perceptions of Merton residents against national LGA data

Track the change in perceptions of Merton residents against the findings of previous resident research

Key performance indicators





Key performance indicators

KPI	LB Merton 2017	LB Merton 2019	LB Merton 2021	LGA Feb 2021 benchmark
Satisfaction with the local area				
Satisfied	92%	89%	86% ↓	82%
Dissatisfied	4%	5%	6%	7%
Satisfaction with the way the council runs things				
Satisfied	67%	70%	61% ↓	67%
Dissatisfied	14%	14%	20% ↑	14%
Agreement that the council provides value for money				
Agree	65%	56%	40% ↓	52%
Disagree	12%	19%	24% ↑	22%
Council acts on the concerns of local residents				
A great deal/ a fair amount	75%	63%	55% ↓	61%
Not very much/ not at all	17%	28%	35% ↑	35%

KPI	LB Merton 2017	LB Merton 2019	LB Merton 2021	LGA Feb 2021 benchmark
Feel informed about council services and benefits				
Very/fairly well informed	81%	70%	68%	67%
Not very/not at all informed	18%	27%	30%	32%
Safety after dark				
Safe	85%	84%	63% ↓	78%
Unsafe	7%	6%	21% ↑	10%
Safety during the day				
Safe	96%	98%	91% ↓	93%
Unsafe	1%	1%	3% ↑	2%

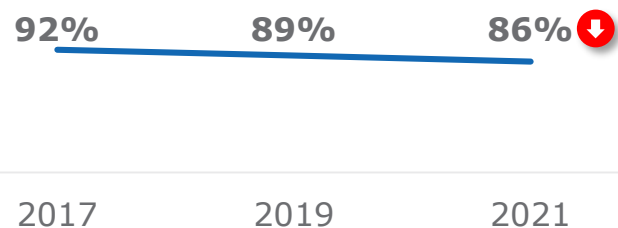
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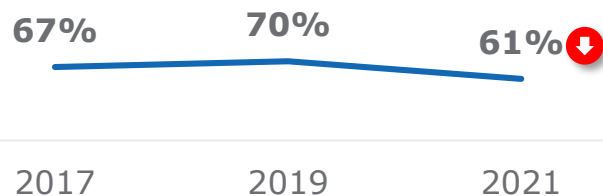
Key performance indicators: positive sentiment

There has been a significant decline in the positive sentiment in six out of seven key performance indicators compared to 2019, with the biggest reductions seen in the percentage who agree that the council provides value for money and the percentage who feel safe in their local area after dark.

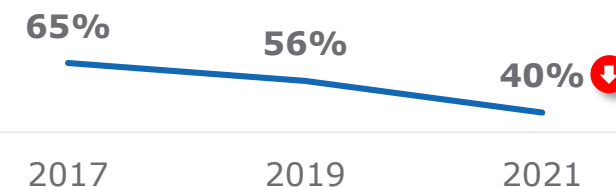
Satisfaction with local area



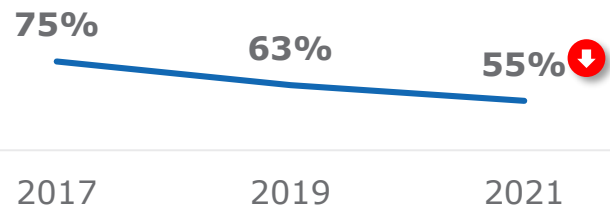
Satisfaction with the way the council runs things



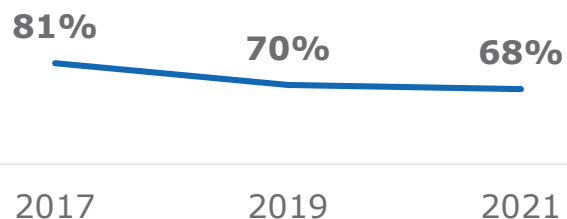
Agreement that the council provides value for money



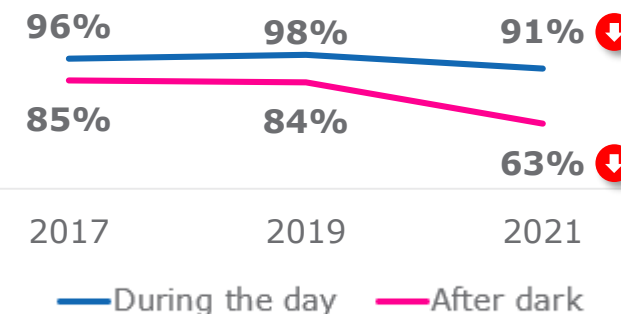
Council acts on the concerns of local residents



Feel informed about council services and benefits

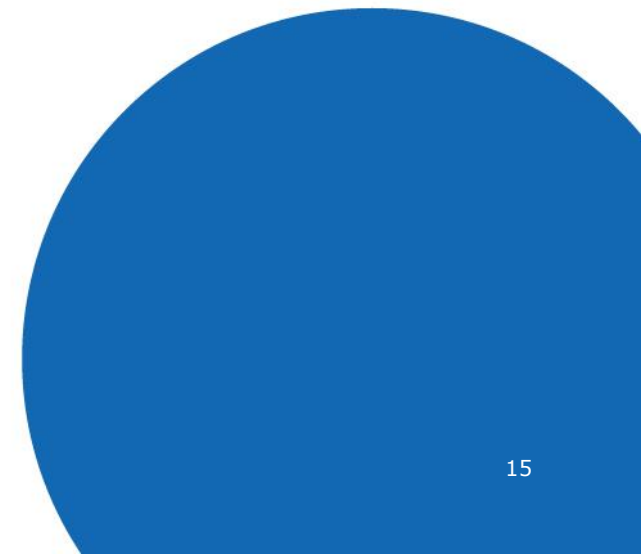
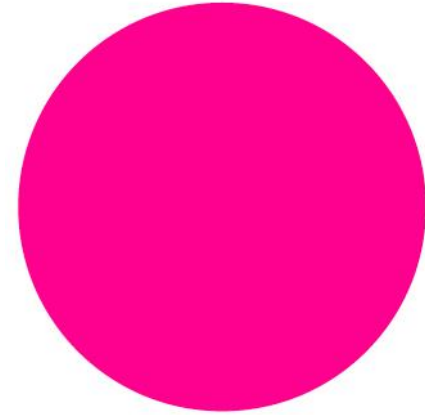


Feel safe...



↑ ↓ Indicates significant difference compared to 2019.

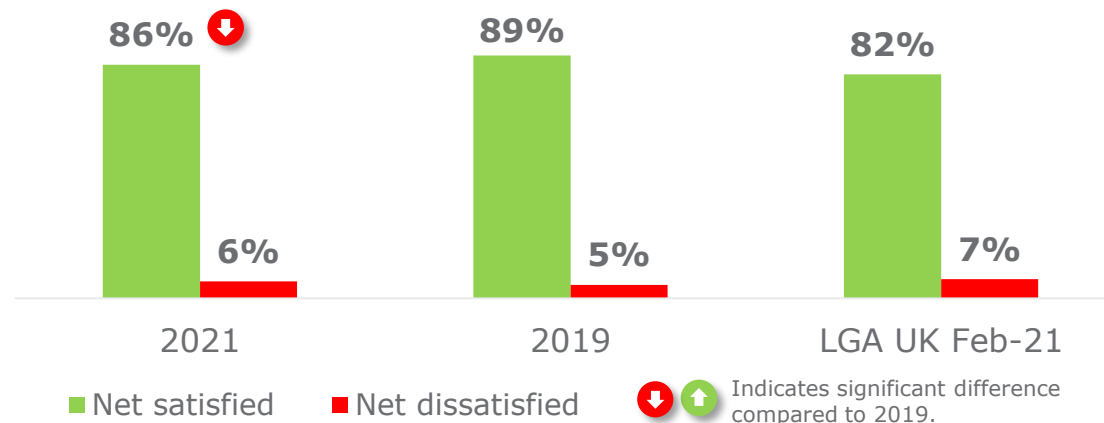
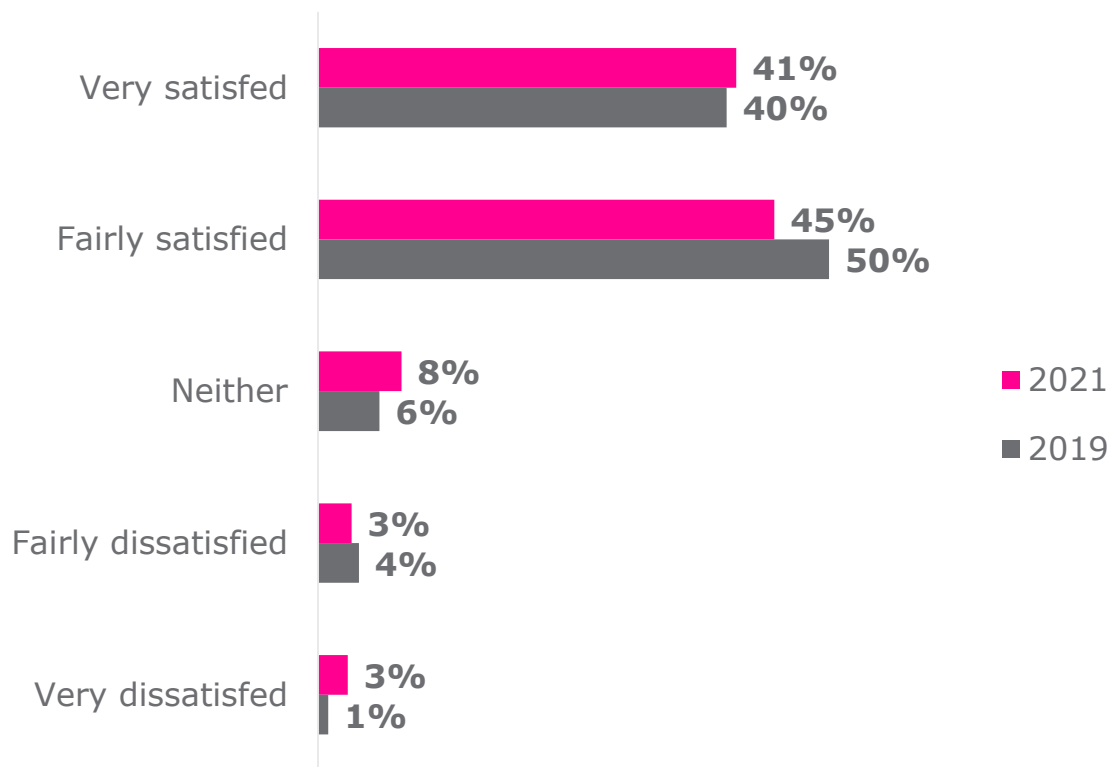
Local area perceptions





Satisfaction with local area

The percentage who say they are satisfied with their local area has declined by 3% points compared to 2019, but there has not been a significant increase in those who are dissatisfied. Interestingly, Merton's satisfaction score is in line with the London benchmark (87%).



Those in the most deprived IMD quintiles (1/2, 52%/76%) report lower satisfaction compared to the least deprived (4/5 86%/87%).



Residents with a long term disability or illness are significantly less likely to feel satisfied than those without (77% cf. 87%).



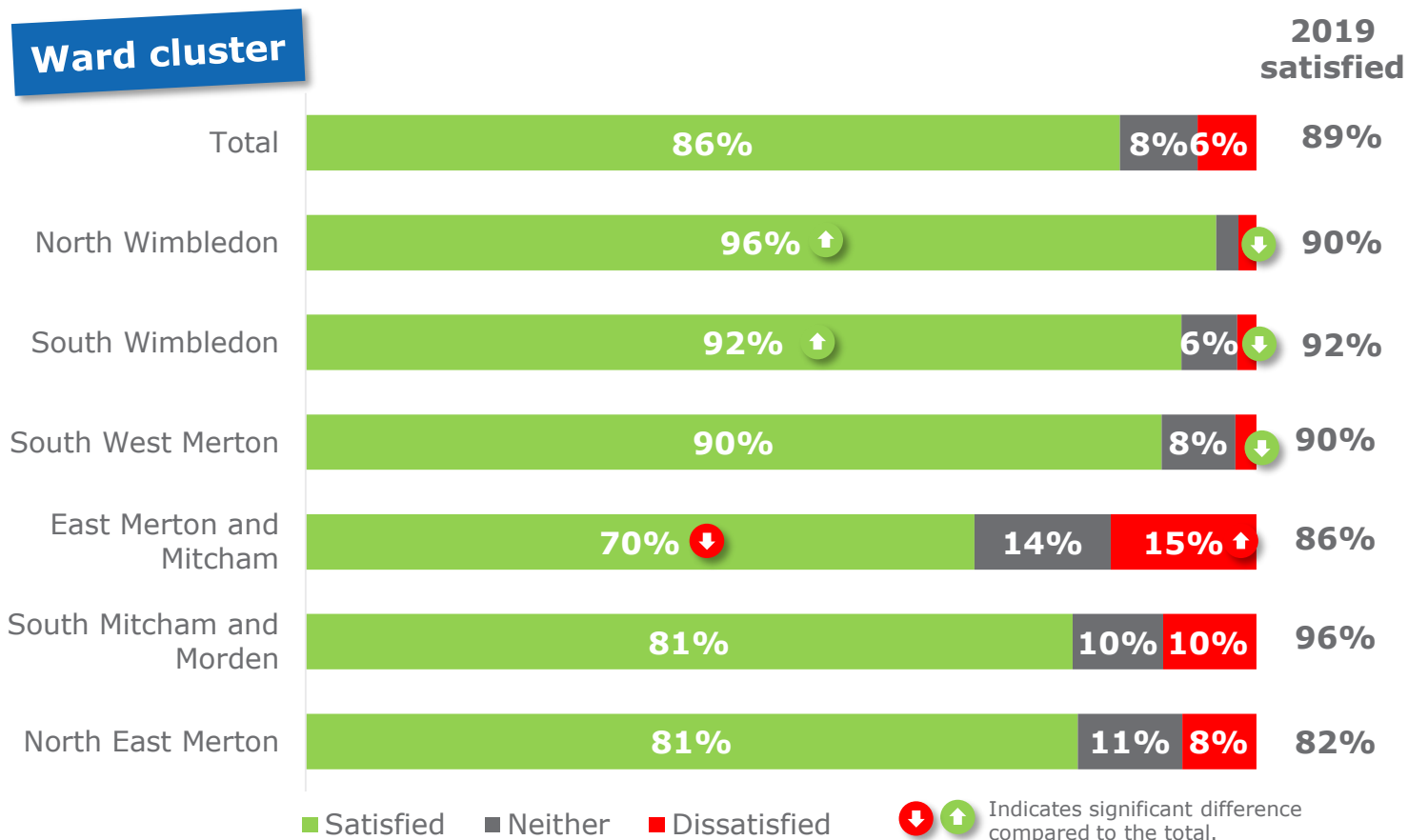
Those who feel drug use/dealing is a big problem are significantly less likely to feel satisfied than those who do not (71% cf. 92%).





Satisfaction with local area: ward analysis

Satisfaction with the local area varies by ward cluster. Nearly all residents in North Wimbledon report that they are satisfied, but only seven in ten residents in East Morton & Mitcham feel the same. In terms of individual wards, satisfaction is highest in Hillside and lowest in Pollards Hill.



Most satisfied wards

Hillside	99%
Village	98%
Dundonald	97%
Raynes Park	96%
Lower Morden	95%

Least satisfied wards

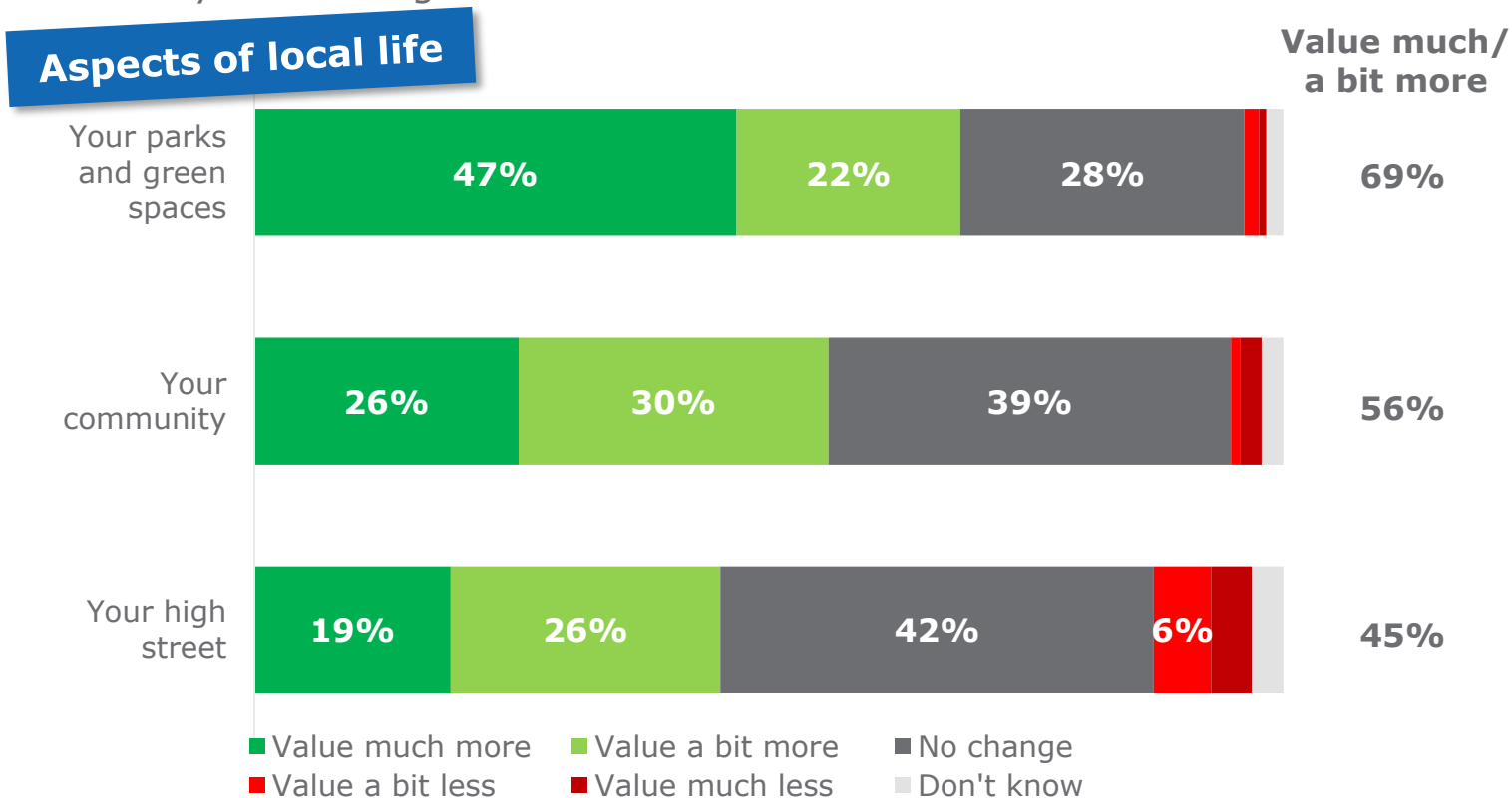
Longthornton	76%
Graveney	75%
Ravensbury	74%
Lavender Fields	66%
Pollards Hill	62%

Q01. Overall, how satisfied or dissatisfied are you with your local area as a place to live? Base: all respondents (1,005). Labels <5% have been suppressed for legibility.



Change in how residents value aspects of local life since COVID-19

Appreciation has grown most for local parks and green spaces, with nearly seven in ten saying that they have come to value this more in the past 12 months. Meanwhile, around half say that they have come to value their community or their high street more.



Older residents (65+) are less likely than other age groups to say that they value their community (46%) or their high street (34%) more.

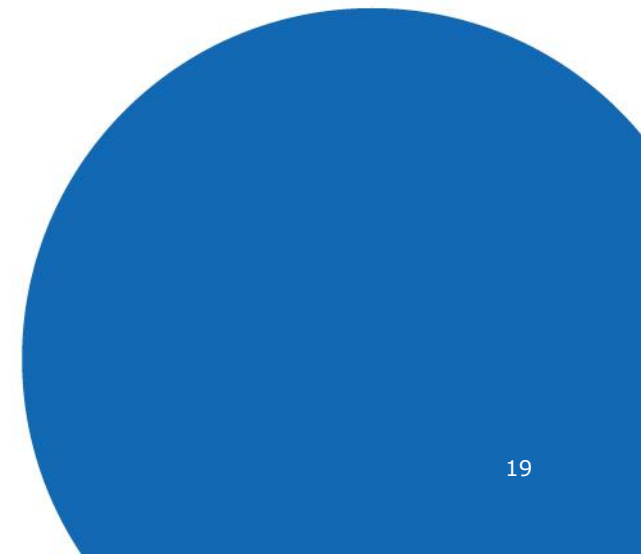
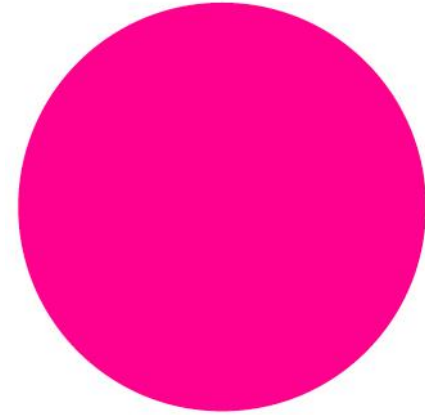


Females are more likely than males to say that they value parks and green spaces (75% cf. 62%) & community (62% cf. 50%) more.



NEW21Q01B. Has your experience over the last 12 months throughout the COVID-19 situation made you value the following aspects of local life more or less than before...?
Base: all non-pilot respondents (974)

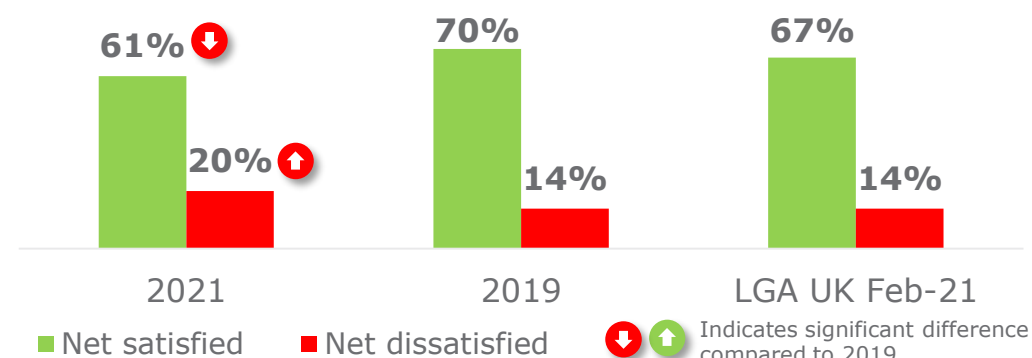
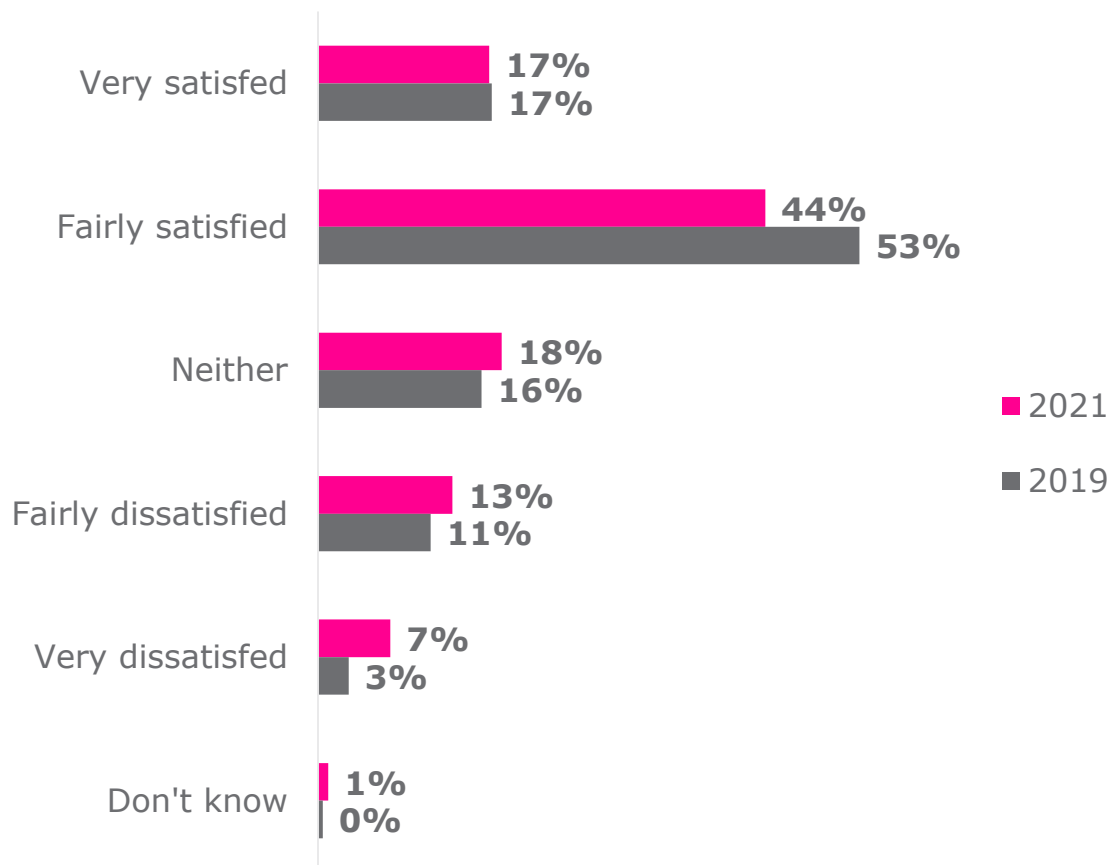
Perceptions of Merton Council





Overall satisfaction with Merton Council

While the percentage who are very satisfied with Merton Council has remained stable, overall satisfaction has declined by 9% points compared to 2019 due to fewer residents reporting that they are fairly satisfied. Overall satisfaction is now 6% points below the LGA UK average and 7% points below the London benchmark.



Those who rate Merton's refuse collection (74%) or recycling facilities (73%) as good are significantly more likely to be satisfied compared to those rating them as poor (31% and 30% respectively).



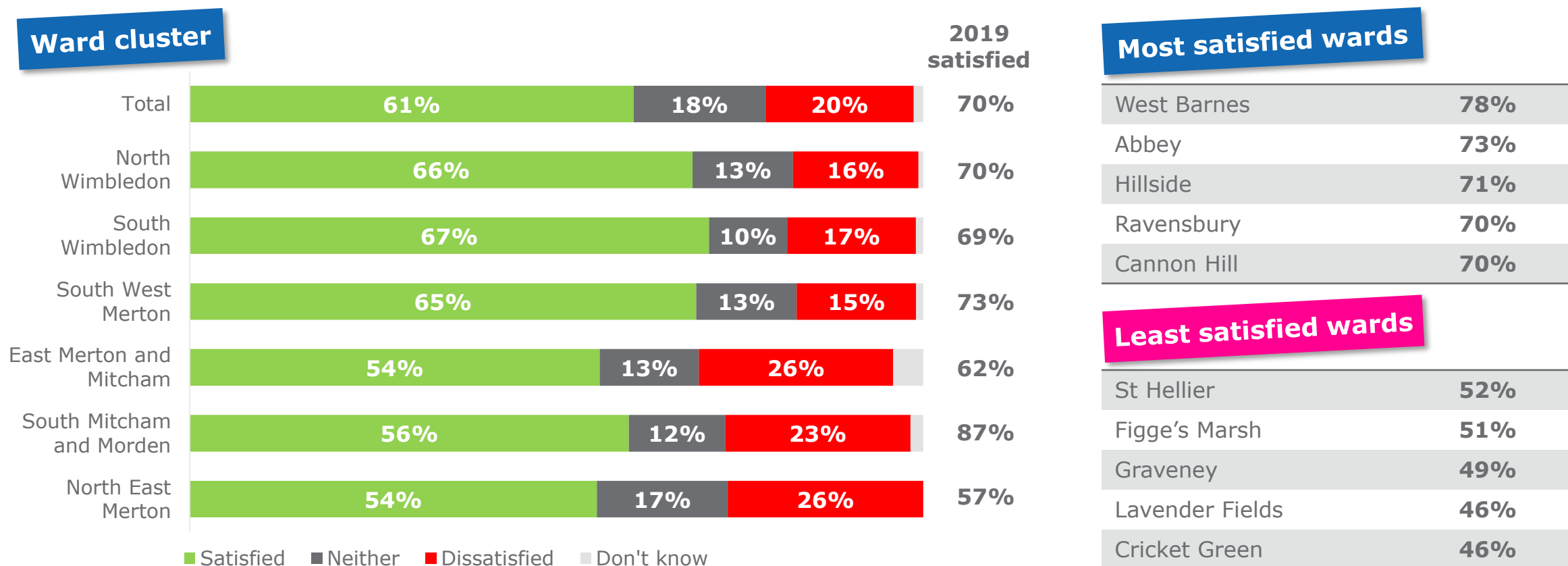
Those who have lived in the area for 10 years or less are significantly more likely to be satisfied compared to longer term residents (76% cf. 57%).





Overall satisfaction with Merton Council: ward analysis

Satisfaction varies by ward, with South Wimbledon and North Wimbledon showing nominally higher levels of satisfaction and East Merton and Mitcham and North East Merton showing the lowest levels.

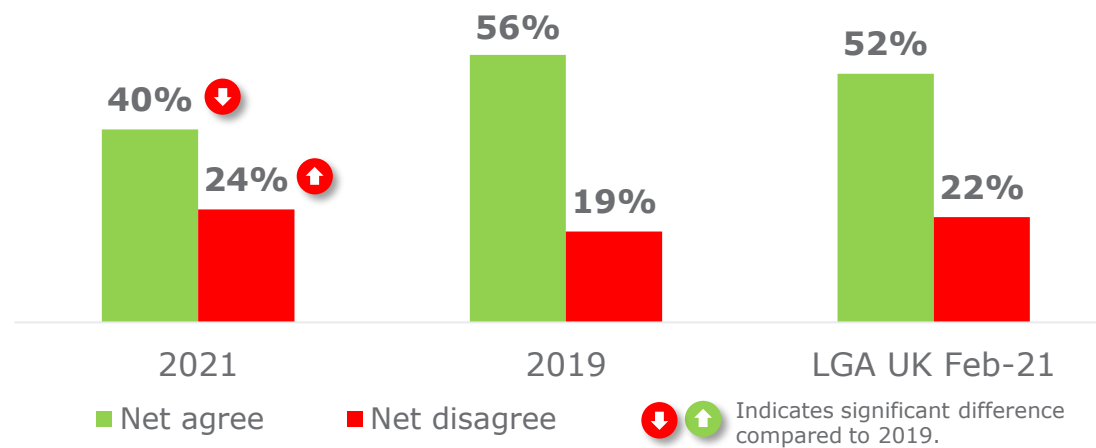
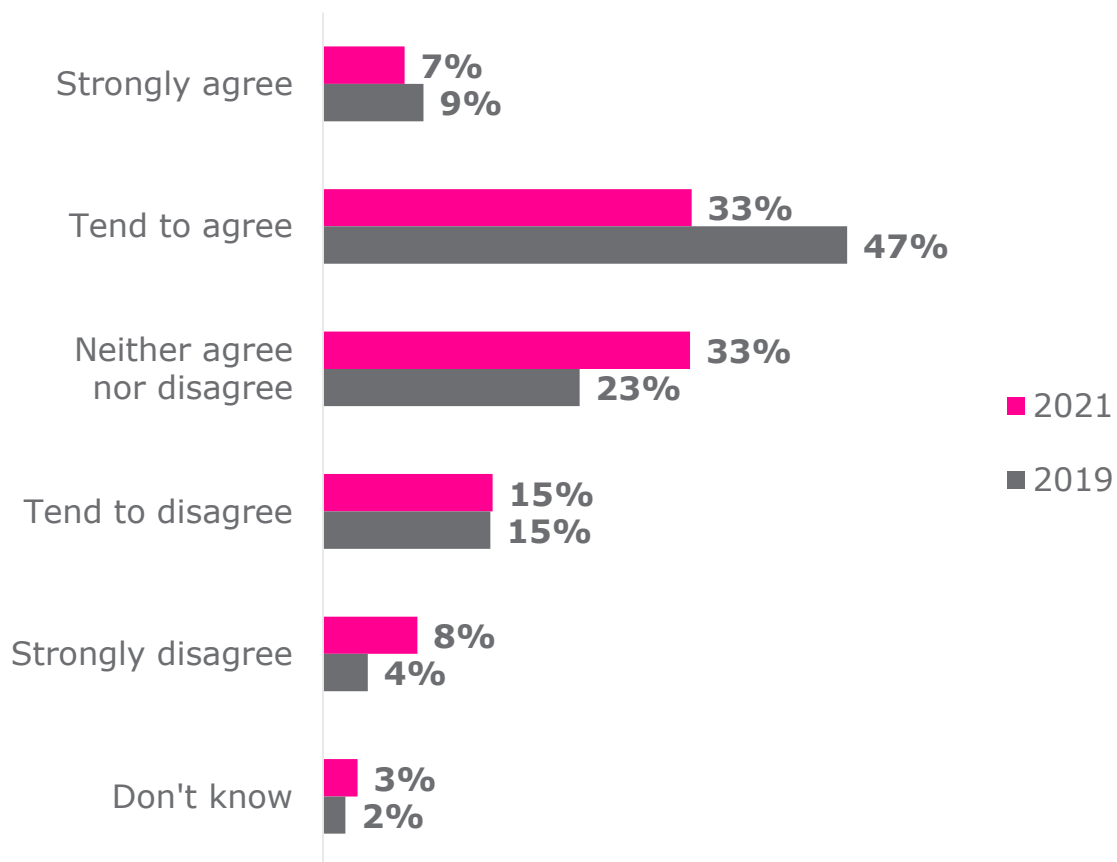


Q02. Overall, how satisfied or dissatisfied are you with the way Merton Council runs things? **Base:** all respondents (1,005). Labels <5% have been suppressed for legibility.



Perceptions of value for money

The percentage who agree that Merton Council provides value for money has declined by 16% points since 2019. This is largely the result of fewer residents choosing 'tend to agree', translating into a 10% point increase in those who are neutral and a 5% point increase in those who disagree.



Those who speak positively of Merton Council are far more likely to agree that they provide value for money than those who speak negatively (66% cf. 10%).



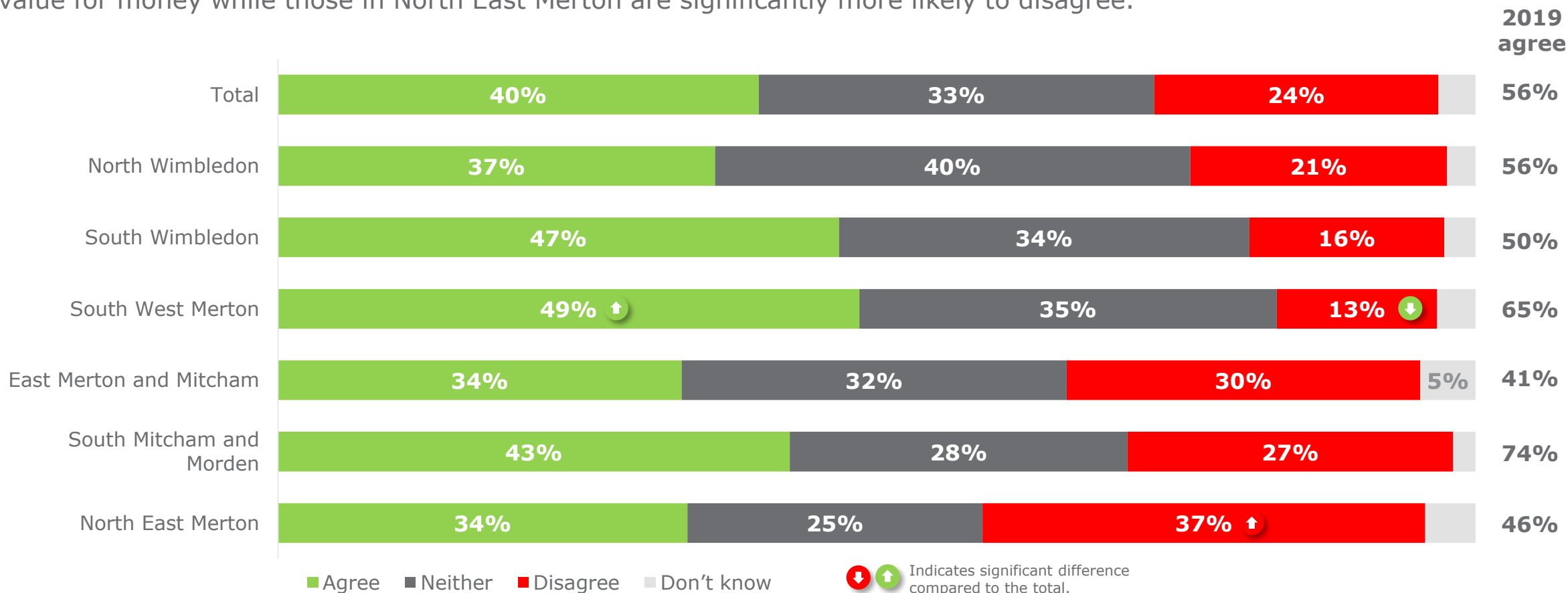
58% of those who feel that Merton Council acts on the concerns of residents feel that the council provides value for money compared to 14% of those who do not.





Perceptions of value for money: ward cluster analysis

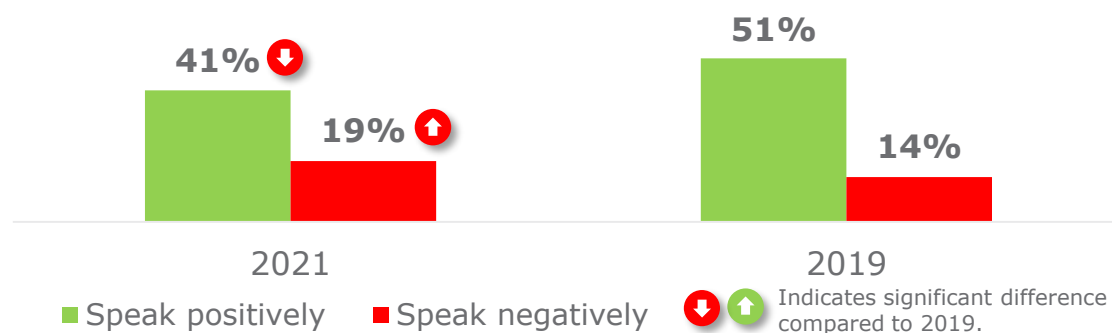
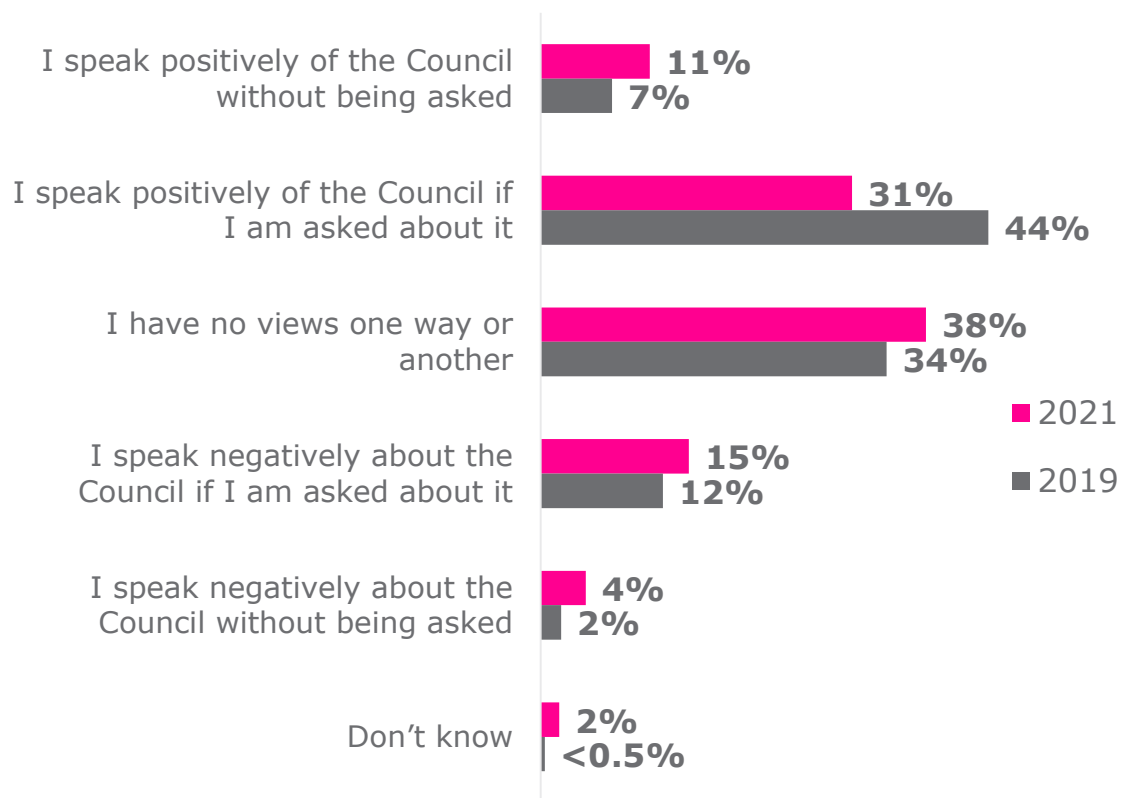
Residents in South West Merton are significantly more likely to agree that the council provides value for money while those in North East Merton are significantly more likely to disagree.





Council advocacy

There has been a small uptick in those who would speak positively about the council without being asked, but this is more than offset by the decline in the percentage who would only do so if asked. As a result of this, the net positive score for this question is 10% points lower than it was in 2019, with corresponding increases in the neutral and net negative scores.



Those living in Merton for less than 10 years are more likely to speak positively about the council compared to residents who have lived in the area longer (57% cf. 38%). Longer-term residents are more likely to be indifferent (40% cf. 28%).



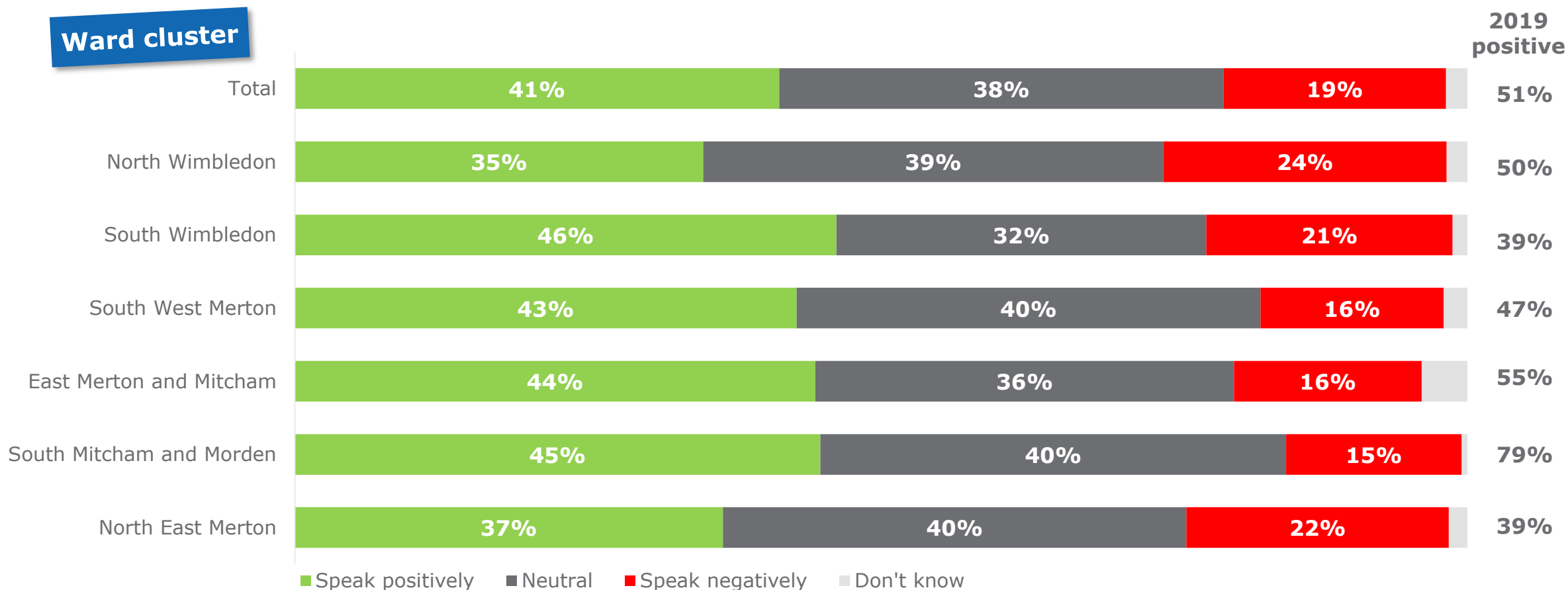
BAME residents are 13% points more likely to speak positively about the council than those who are White British (48% cf. 35%).





Council advocacy: ward cluster analysis

Advocacy is lowest among residents in North Wimbledon, which is somewhat surprising given this cluster has one of the highest net satisfied scores for overall satisfaction with Merton Council. Meanwhile, South Wimbledon and South Mitcham and Morden have the highest levels of advocacy. However, none of these differences are statistically significant.

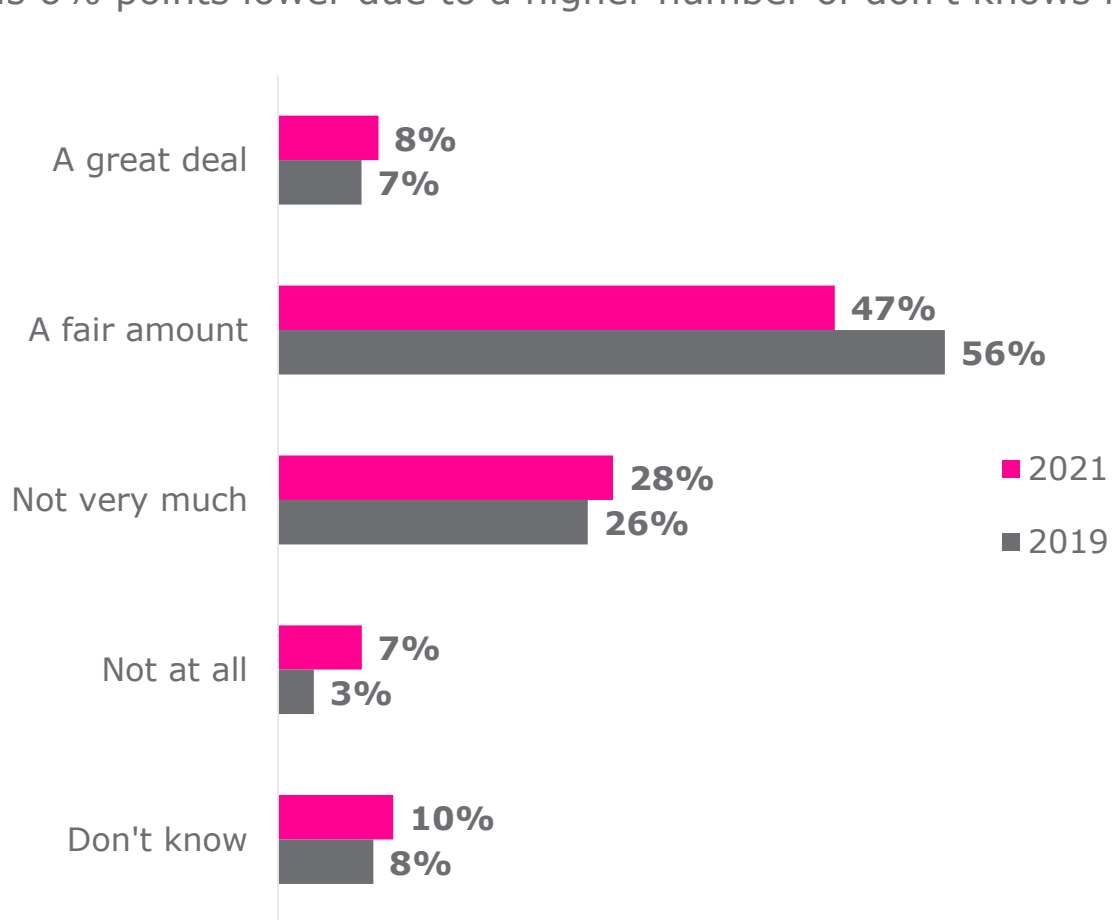


Q04. On balance, which of the following statements comes closest to how you feel about Merton Council? **Base:** all respondents (1,005). Labels <5% have been suppressed for legibility

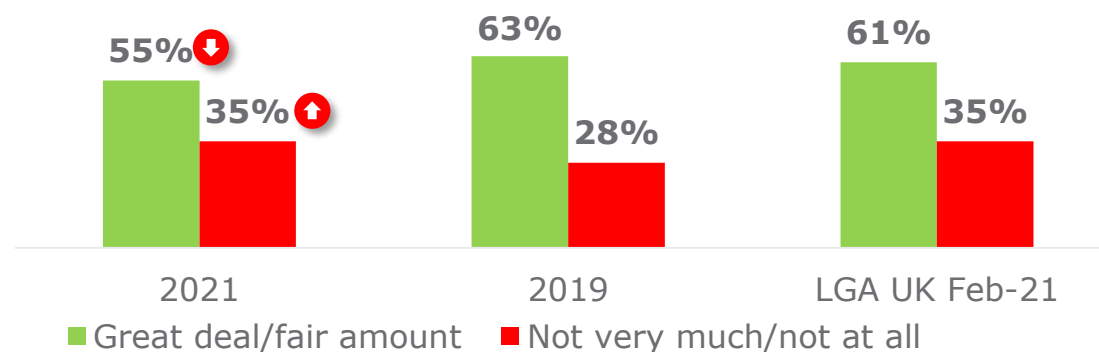


Acts on the concerns of local residents

Fewer residents feel that the council acts on the concerns of local residents compared to 2019. The percentage who disagree with this sentiment is in line with the LGA UK average, but the positive score is 6% points lower due to a higher number of don't knows in Merton.



Indicates significant difference compared to 2019.



As seen in 2019, BAME residents are more positive about the council acting on concerns of local residents than those who are White British (59% cf. 53%).



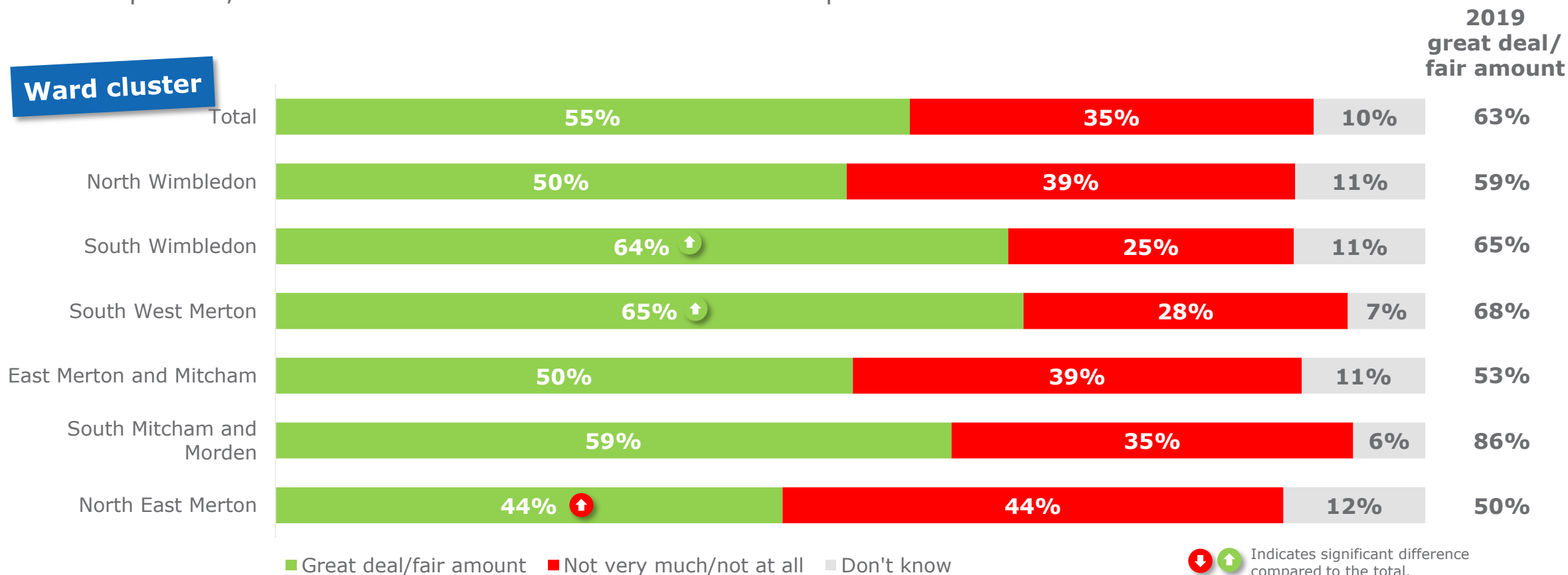
Those who feel that Merton Council involves residents in making decisions are more likely to agree that the council acts on the concerns of local residents (75% cf. 30%).





Acts on the concerns of local residents: ward cluster analysis

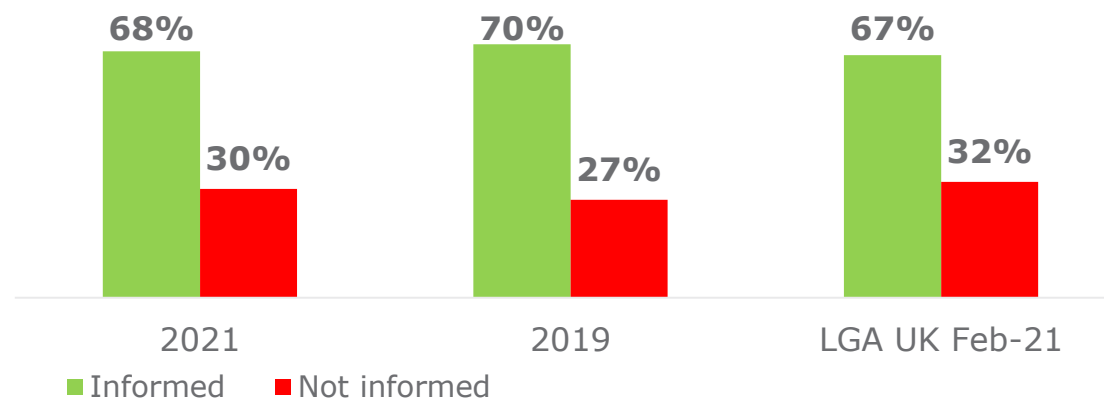
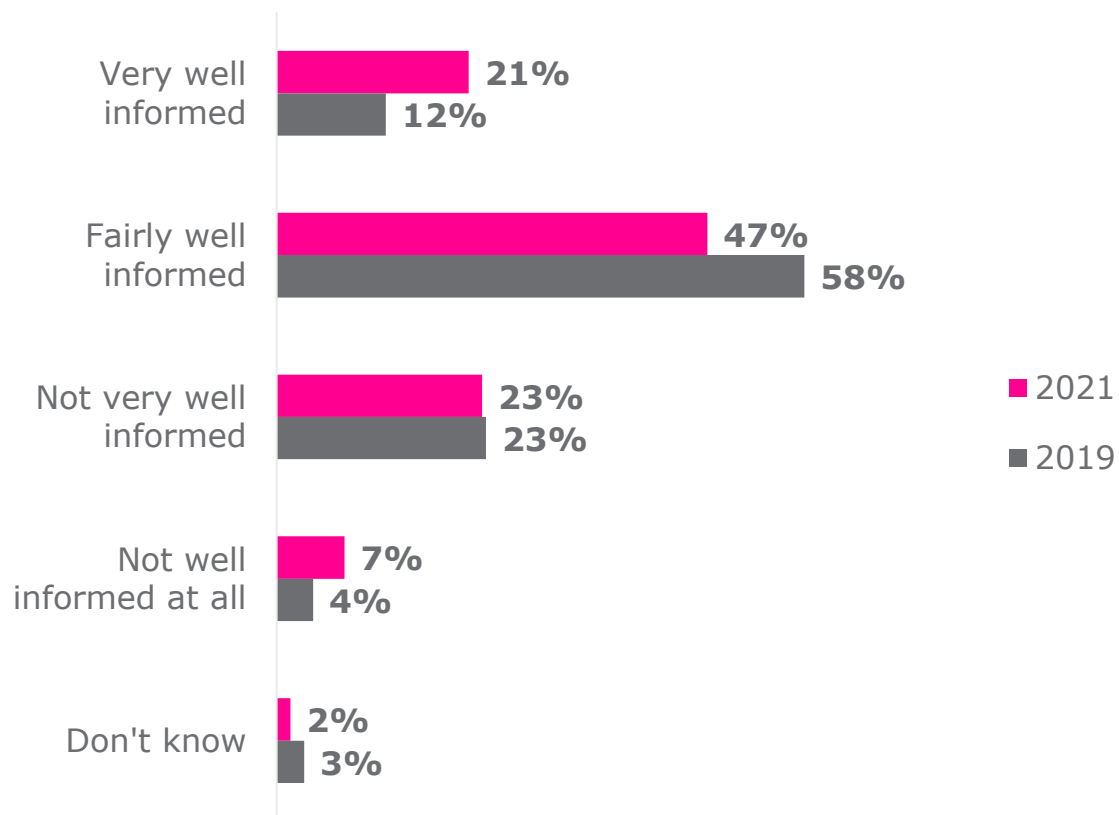
Continuing with the trend seen in previous measures, residents in South Wimbledon and South West Merton are the most positive, while those in North East Merton are the least positive.





Informed about council provided services

The percentage of residents who 'very' well informed about council provided services has grown by 9% points compared to 2019, but the percentage who are fairly well informed has fallen by 11% points, resulting in the net positive score remaining broadly consistent with 2019. More positively, Merton's net informed score is considerably higher than the London benchmark of 57%.



Younger residents (18-44, 64%) are less likely to feel informed compared to middle aged (45-64, 73%) and older (65+, 76%) residents.



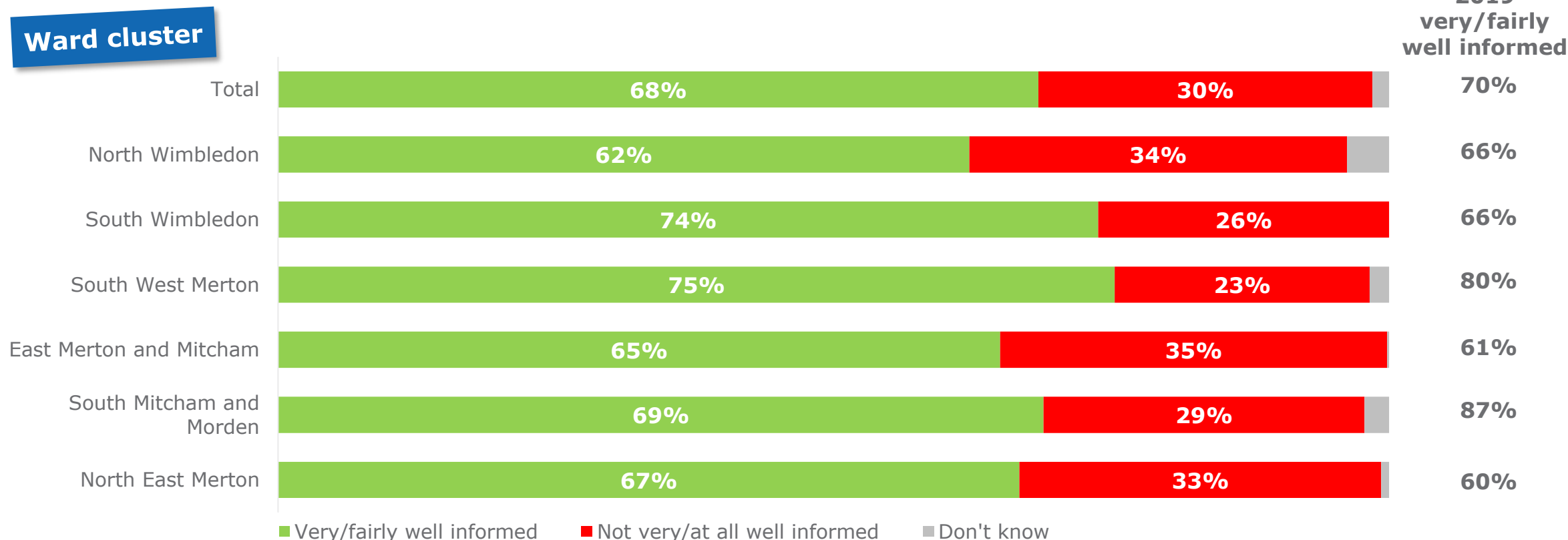
Residents with a long term illness or disability are 11% points less likely to feel informed compared to those without (59% cf. 70%).



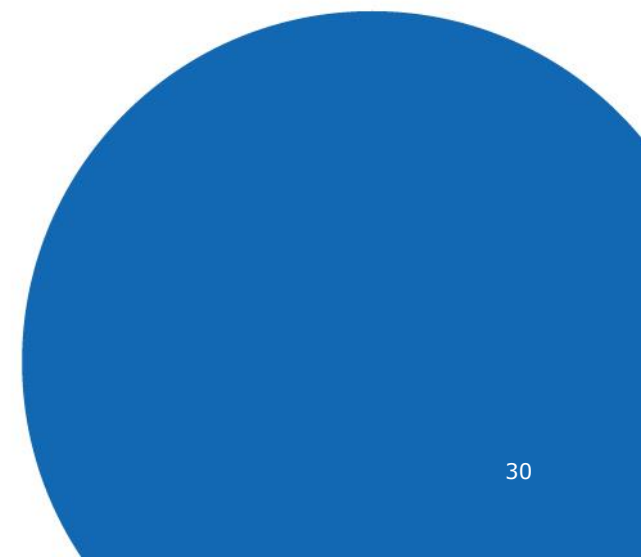
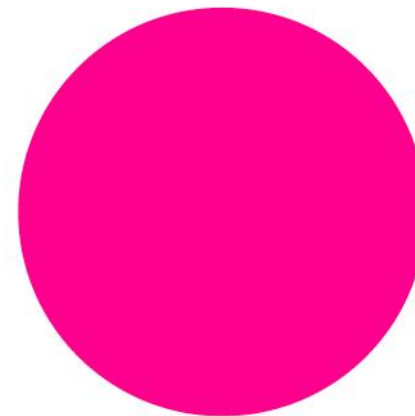
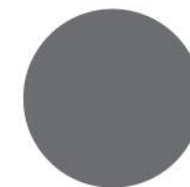


Informed about Council provided services: ward cluster analysis

Around three-quarters of residents in South West Merton and South Wimbledon feel very/fairly well informed, making them the highest performing ward clusters for this metric. North Wimbledon residents are the least informed, despite having high satisfaction levels with Merton Council.



Perceptions of Merton Council services

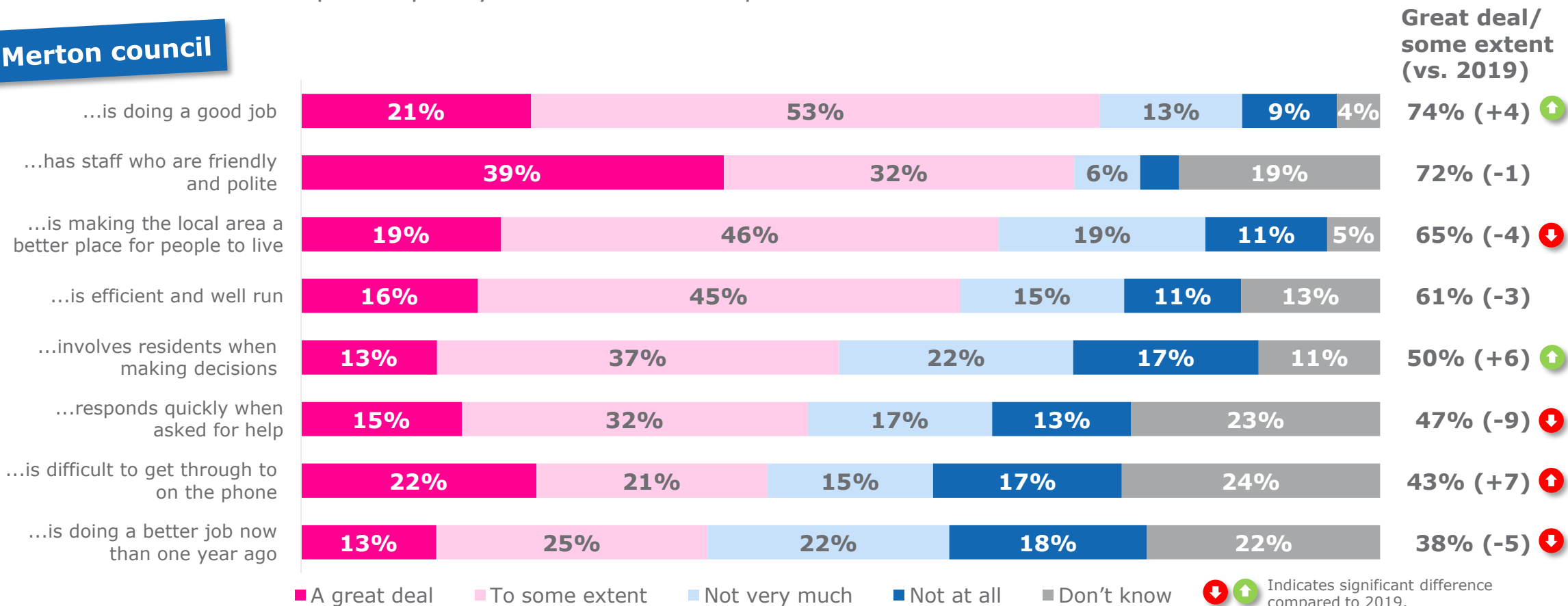




General views on service provision

Compared to 2019, residents are more positive that Merton Council is doing a good job and that the council involves residents in making decisions. However, fewer residents feel that Merton is performing well in other areas. For instance, there is an increased feeling that Merton is difficult to get through to on the phone and less confidence that Merton responds quickly when asked for help.

Merton council



Q07. These are some things which other people have said about their council. To what extent do you think these statements apply to your Borough? Merton Council... **Base:** all respondents (1,005). Labels <5% have been suppressed for legibility



General views on service provision: ward cluster analysis

South West Merton residents are more positive than average in several areas. Other than this, results by ward cluster are largely in line with the total.

Merton Council...	%Great deal/some extent						
	Total	North Wimbledon	South Wimbledon	South West Merton	East Merton & Mitcham	South Mitcham & Morden	North East Merton
...is doing a good job	74%	68%	78%	82%	69%	72%	75%
...has staff who are friendly and polite	72%	68%	79%	80%	65%	73%	66%
...is making the local area a better place for people to live	65%	61%	71%	68%	62%	62%	65%
...is efficient and well run	61%	53%	68%	66%	61%	67%	53%
...involves residents when making decisions	50%	55%	45%	53%	40%	56%	46%
...responds quickly when asked for help	47%	47%	44%	55%	42%	48%	44%
...is difficult to get through to on the phone	43%	50%	42%	38%	47%	44%	39%
...is doing a better job now than one year ago	38%	31%	37%	45%	40%	38%	35%

Q07. These are some things which other people have said about their council. To what extent do you think these statements apply to your Borough? Merton Council... **Base:** all respondents (1,005).

Indicates significant difference compared to the total.



General views on service provision: subgroups

Ethnicity



BAME residents are significantly more likely to be positive on nearly every element of service provision compared to those who are white British. The difference is most pronounced in those who agree that the council is making the local area a better place for people to live (72% cf. 57%).

Economic status



Those who are economically active are more positive about Merton: involving residents with decisions (53% cf. 45%); doing a better job than a year ago (40% cf. 32%) and making the local area a better place to live (67% cf. 60%).

Children in household



Those with children in the household are more likely to be positive about the council being efficient and well run (67% cf. 58%), Merton involving residents when making decisions (56% cf. 47%) and the council making the local area a better place for people to live (71% cf. 62%).

Time lived in Merton



Those living in Merton for less than 10 years are more likely to feel that the council is efficient and well run (72% cf. 58%) and that the council has improved compared to one year ago (50% cf. 35%).

Age



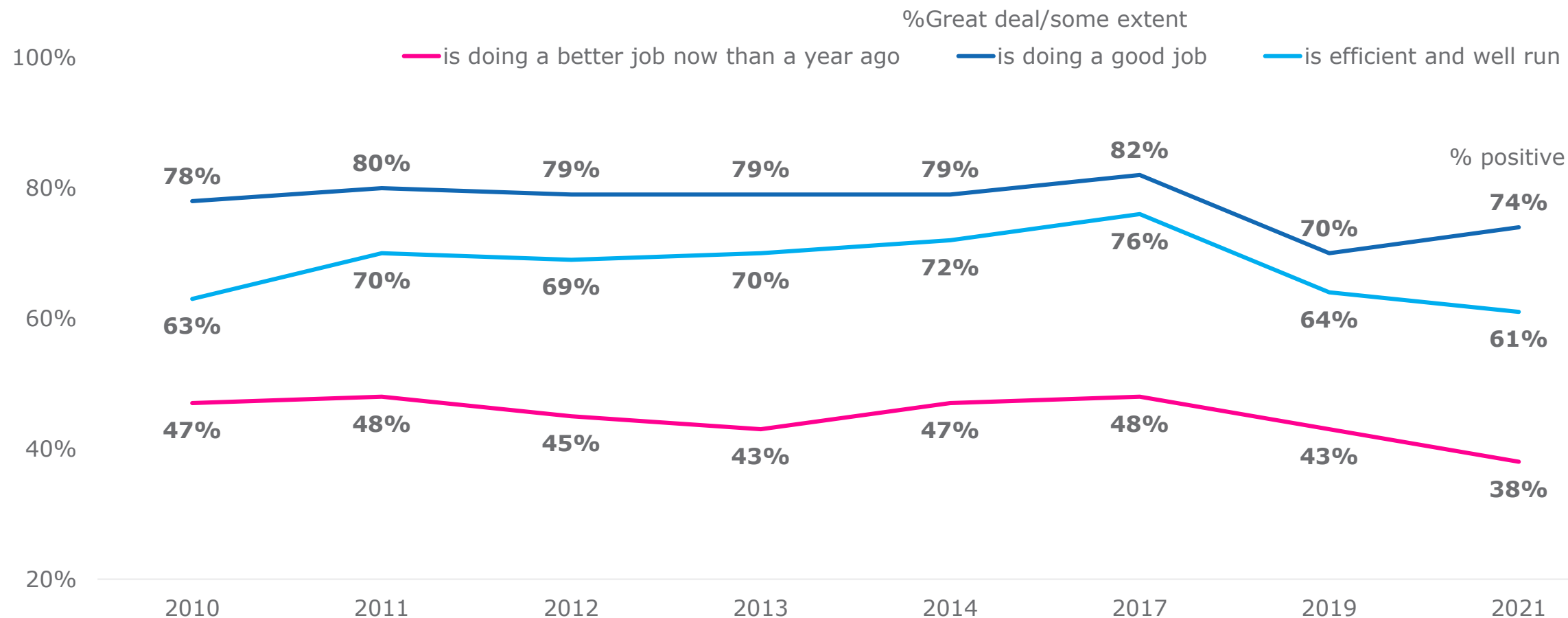
Middle aged residents (45-64, 52%) are significantly less likely than younger (18-44, 67%) and older (65+, 61%) age groups to feel that Merton Council is well run.

Meanwhile younger residents are more likely to feel that the council is doing a better job compared to a year ago (44% cf. 45-64, 30% & 65+ 34%) and to feel that the council is making the local area a better place to live (71% cf. 45-64, 59% & 65+, 57%).



Overall perceptions of Merton Council

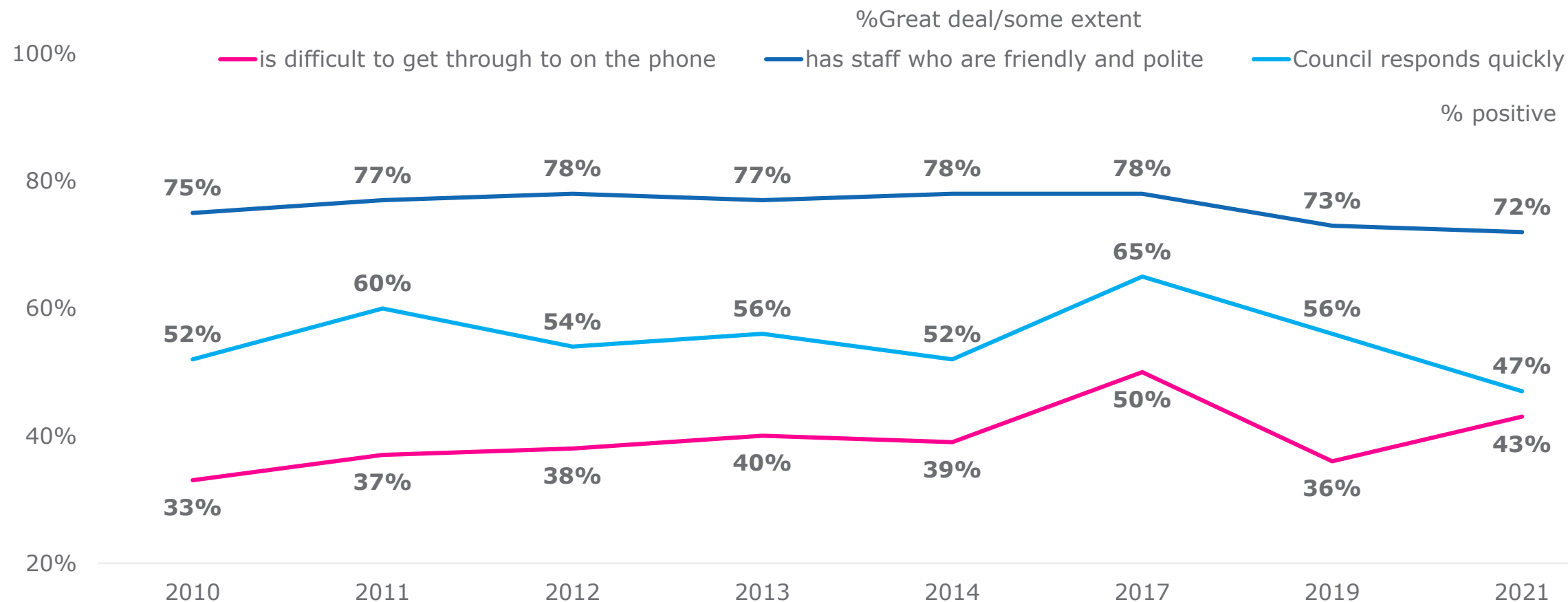
The percentage of residents who are positive (a great deal/to some extent) about the council doing a good job or being efficient and well run continues to decline from the highs seen in 2017. More positively, the decline seen in 2019 for 'Merton Council is doing a good job' has reversed.





Customer service perceptions of Merton Council

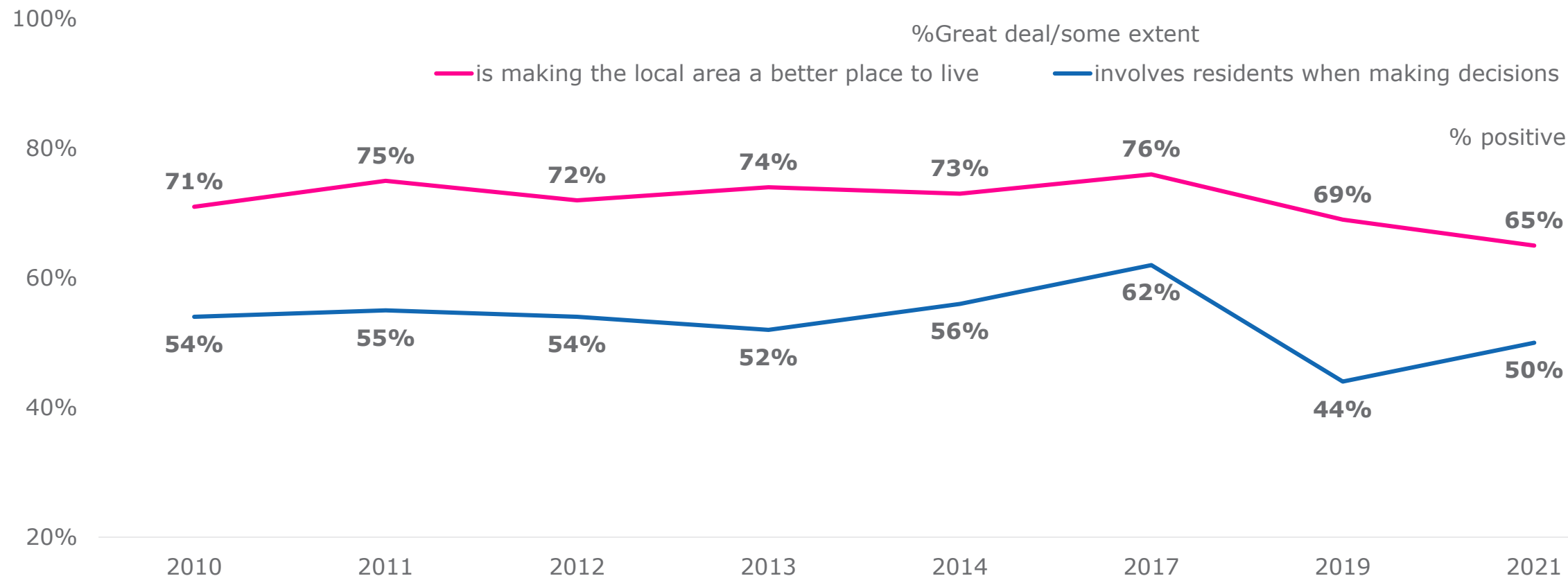
The percentage of residents who feel that the council responds quickly has fallen a further 8% points compared to 2019, amounting to an 18% point decline compared to the high of 2017. Moreover, the percentage who feel it is difficult to get through on the phone has increased by 7% points compared to the previous wave.





Other perceptions of Merton Council

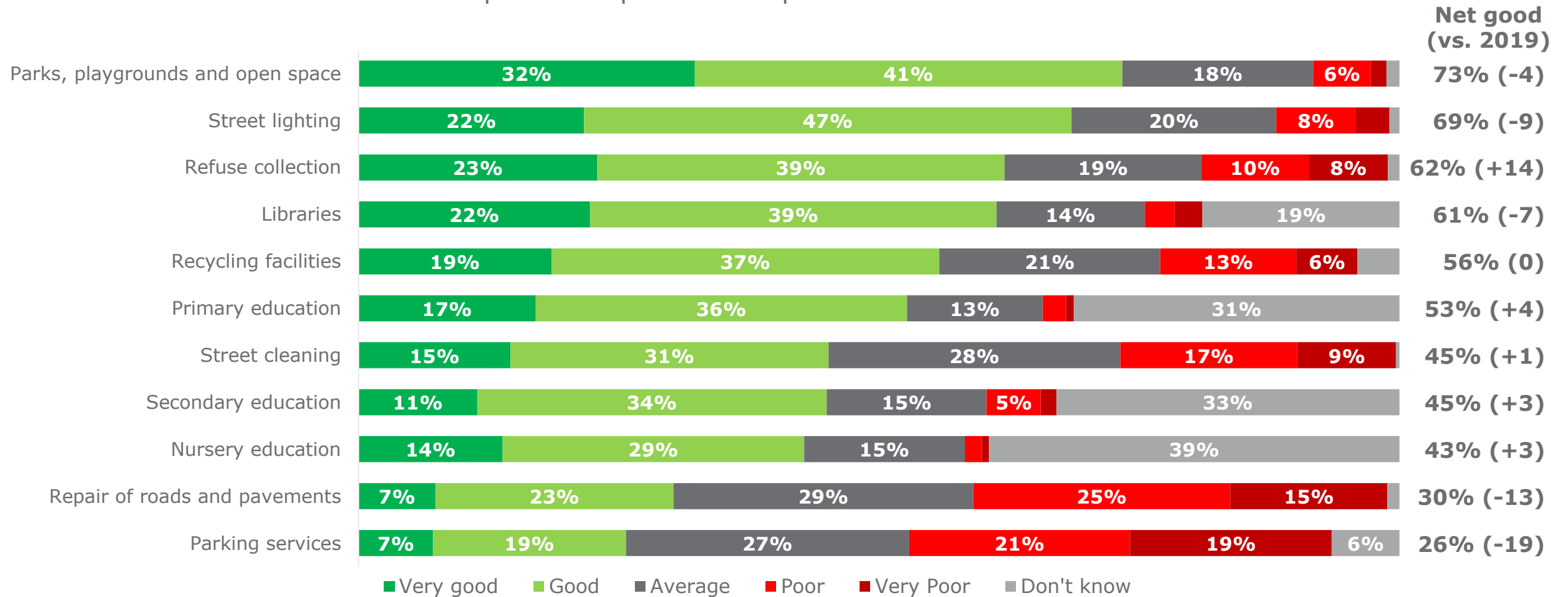
There has been a further 4% point decline from 2019 in the proportion of residents who feel that the council is making the local area a better place to live. In all, this metric has declined by 11% points compared to the high of 2017. More encouragingly, the percentage who feel that the council involves residents when making decisions has started to recover from the record low of 2019.





General perceptions of specific service provision

Compared to 2019, residents are much more positive about refuse collection. However, parking services, road and pavement maintenance, and street lighting have all seen declines of at least 10% points compared to the previous wave.





General perceptions of specific service provision: ward cluster analysis

Different ward clusters show significant variations in satisfaction with service provision compared to the total. For instance, South Wimbledon is more positive than average about education services, as well as parks and open spaces and street lighting. Meanwhile, North East Merton residents are less positive about education services and libraries.

Merton Council...	Total	North Wimbledon	South Wimbledon	South West Merton	East Merton & Mitcham	South Mitcham & Morden	North East Merton
Parks, playgrounds & open space	73%	79%	86%	77%	61%	68%	69%
Street lighting	69%	68%	78%	70%	59%	67%	70%
Refuse collection	62%	61%	59%	71%	70%	54%	57%
Libraries	61%	64%	68%	61%	60%	61%	52%
Recycling facilities	56%	55%	57%	64%	54%	57%	48%
Primary education	53%	50%	65%	57%	49%	50%	44%
Street cleaning	45%	51%	48%	51%	35%	43%	40%
Secondary education	45%	35%	58%	52%	46%	50%	31%
Nursery education	43%	39%	52%	46%	40%	51%	29%
Repair of roads & pavements	30%	28%	37%	28%	29%	32%	28%
Parking services	26%	24%	31%	22%	28%	31%	20%

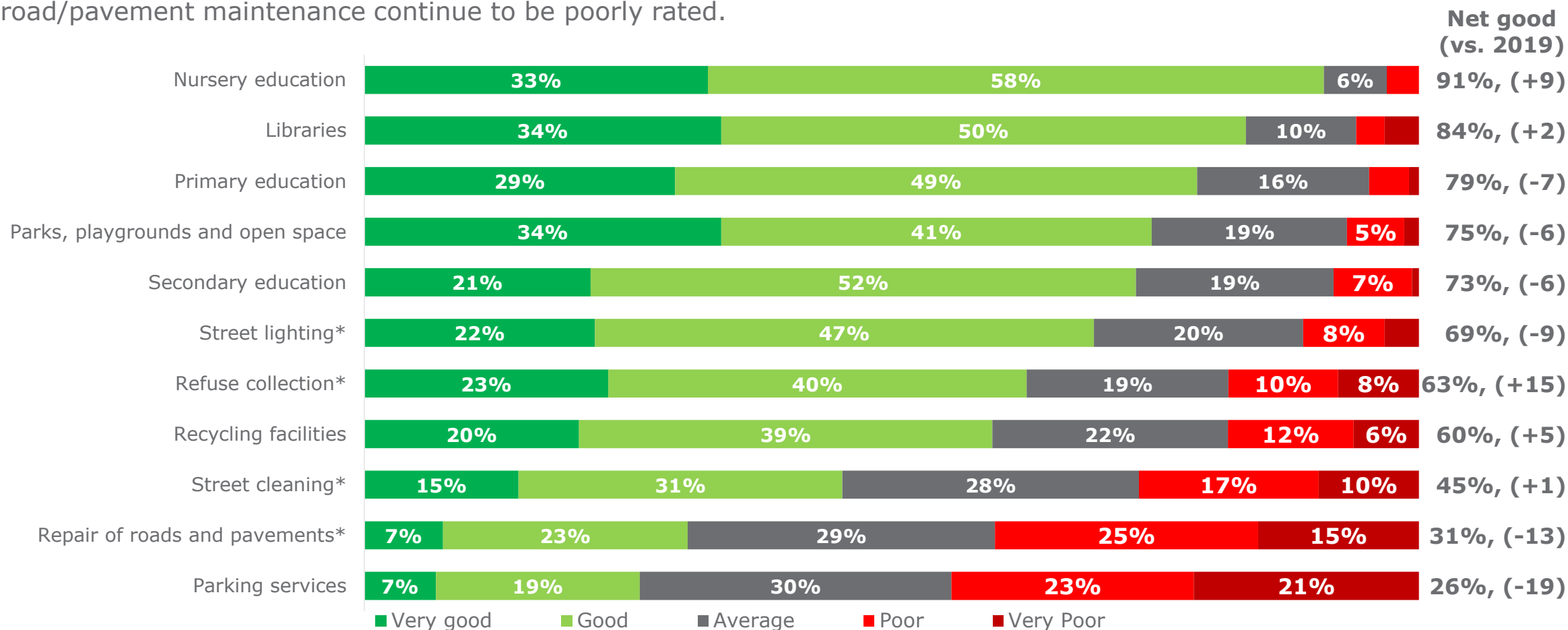
Q08. What is your opinion of... **Base:** all respondents (1,005)

Indicates significant difference compared to the total.



User perceptions of specific service provision

When only users of these services are considered and don't know responses are removed, nurseries move from having the third lowest net 'good' rating to the highest. More general services like parking and road/pavement maintenance continue to be poorly rated.



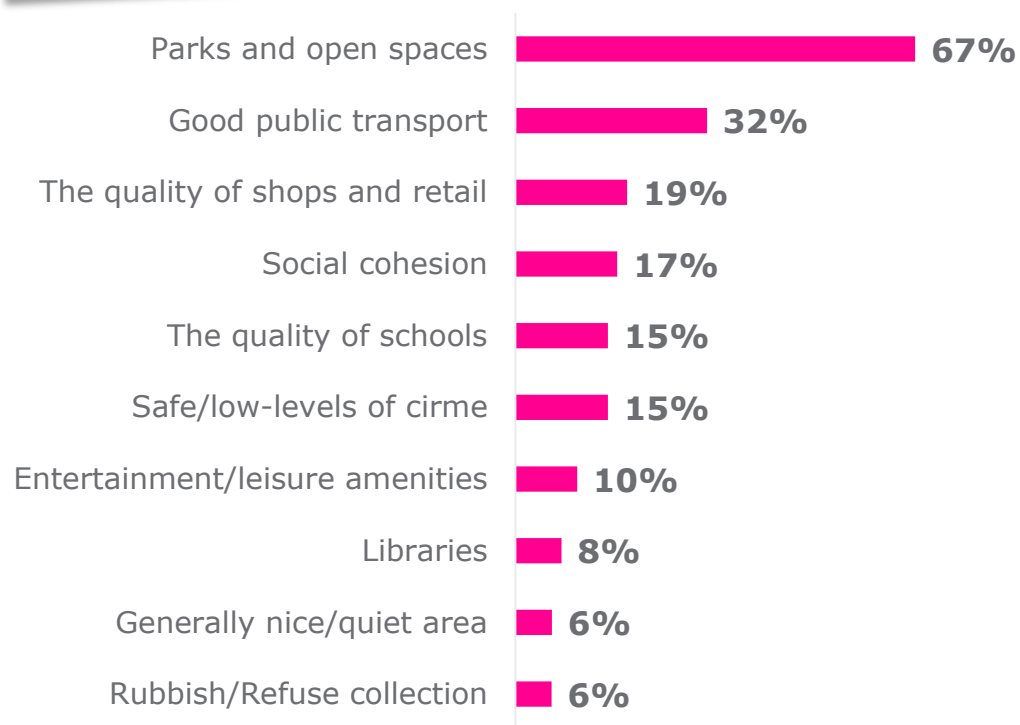
Q08. What is your opinion of... Base: varies – DKs have been excluded for all services and where applicable* responses filtered to include only households who use each service. Labels <5% have been suppressed for legibility.



Aspects most valued by residents

The most valued element of life in Merton is its parks and open spaces, with two thirds of respondents selecting this. Meanwhile, the next most popular aspect, good public transport, is preferred by just under a third of respondents.

Most valued aspects of Merton: top 10



The importance of local parks and green spaces has been heightened as a result of the pandemic, with 69% saying that they have come to value this either much or a bit more in the last 12 months.



Those in the least deprived IMD quintiles are more likely to select parks and open spaces as one of their most valued aspects of life in Merton (quintile 4/5, 71%/79% cf. quintile 1*/2 58%*/54%).



White British residents are more likely than BAME residents to select parks and open spaces (74% cf. 62%), good public transport (38% cf. 28%) and entertainment/leisure amenities (14% cf. 6%) as their most valued aspects. Meanwhile, those who are BAME are more likely to mention the quality of schools (20% cf. 12%) and libraries (10% cf. 5%).





Aspects in need of improvement

Just over a quarter of residents say that pavements/road maintenance needs improving in Merton. Street/town centre cleanliness and parking difficulties are the next most identified areas of improvement, cited by more than one in five.

Improvements needed in Merton: top 10



Males are more likely than females to want to see improvements to pavements/road maintenance (30% cf. 22%). Meanwhile, the levels of crime and refuse collection (both 17% cf. 10%) are seen as more in need of improvement by females.



Younger (18-44, 15%) and middle aged (45-64, 14%) residents are more likely to say that the levels of crime need to be lower (65+, 8%). Meanwhile, younger residents are less likely to say traffic levels need to be improved (9%) compared to the other two age groups (both 14%).

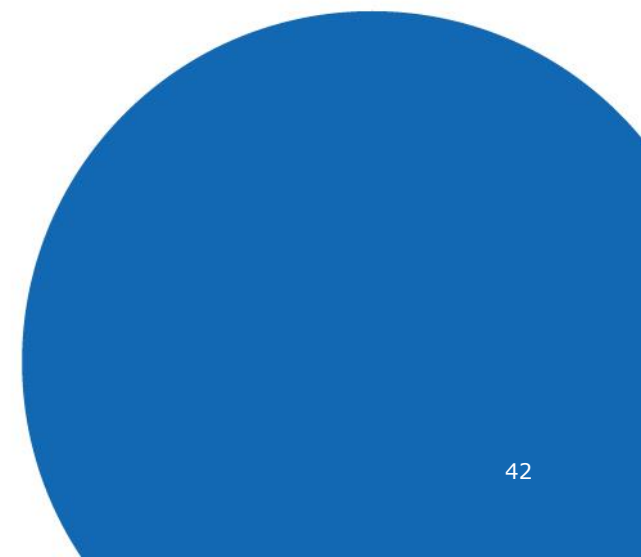
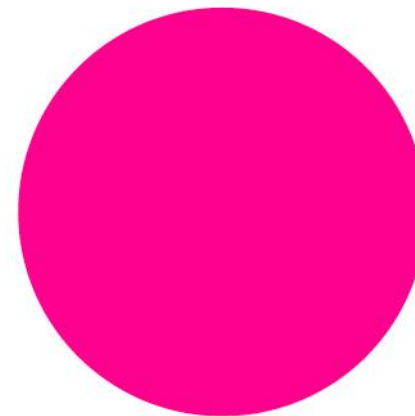
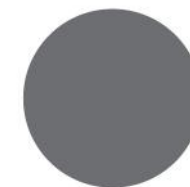


White British residents are more likely than BAME residents to say that traffic levels need to be improved (14% cf. 8%).



Q018. And, now tell us up to three things that most need improving in the London Borough of Merton. **Base:** all respondents (1,005). Please note, these results cannot be directly compared to 2019 due to this being asked as an unprompted list this year because of the change in methodology.

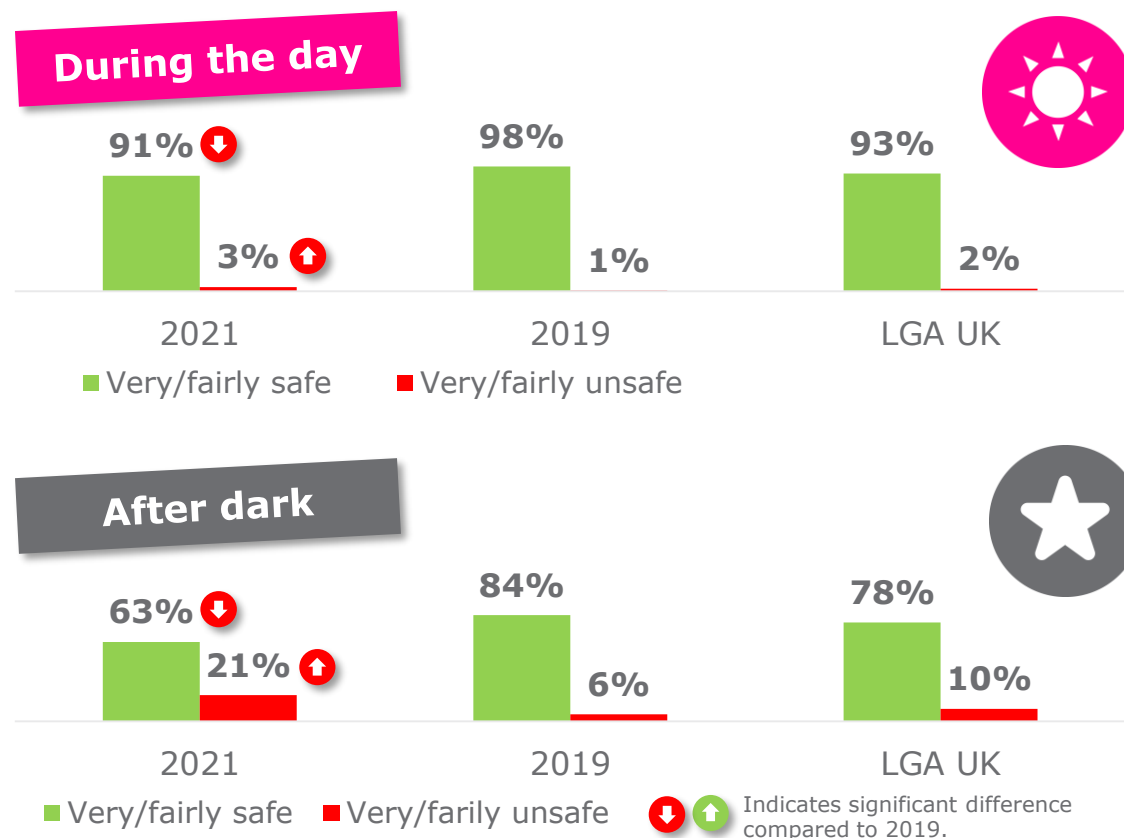
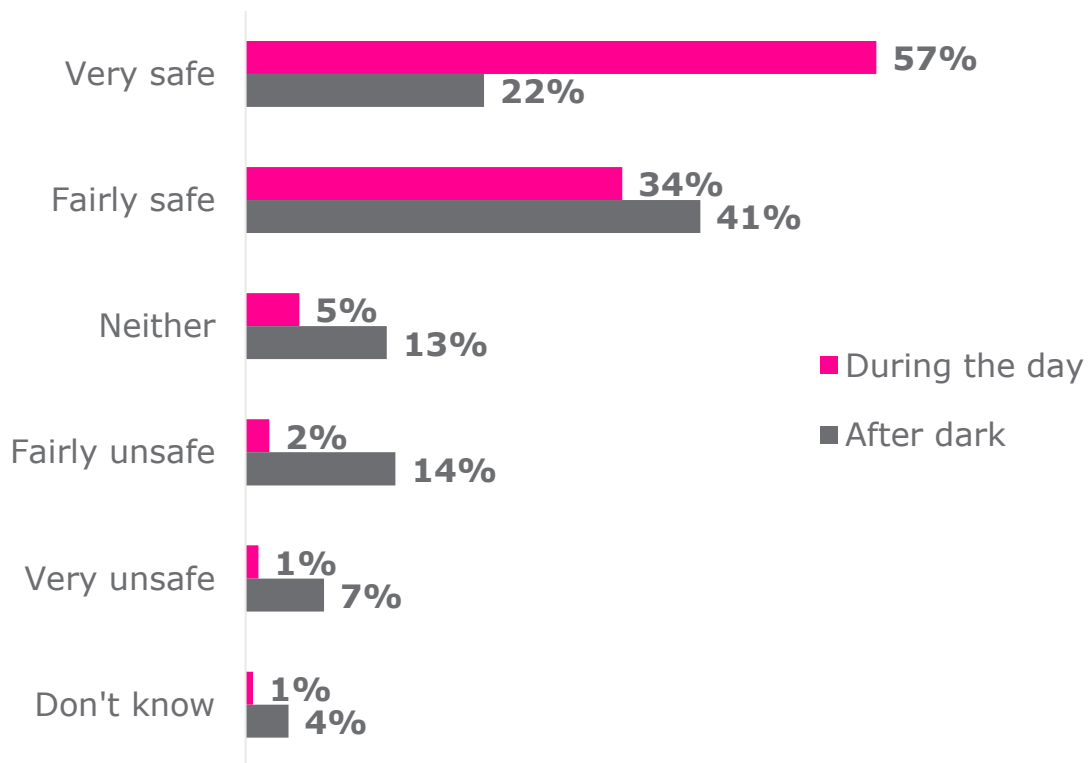
Safety, neighbourhood issues & community cohesion





Feelings of safety in local area

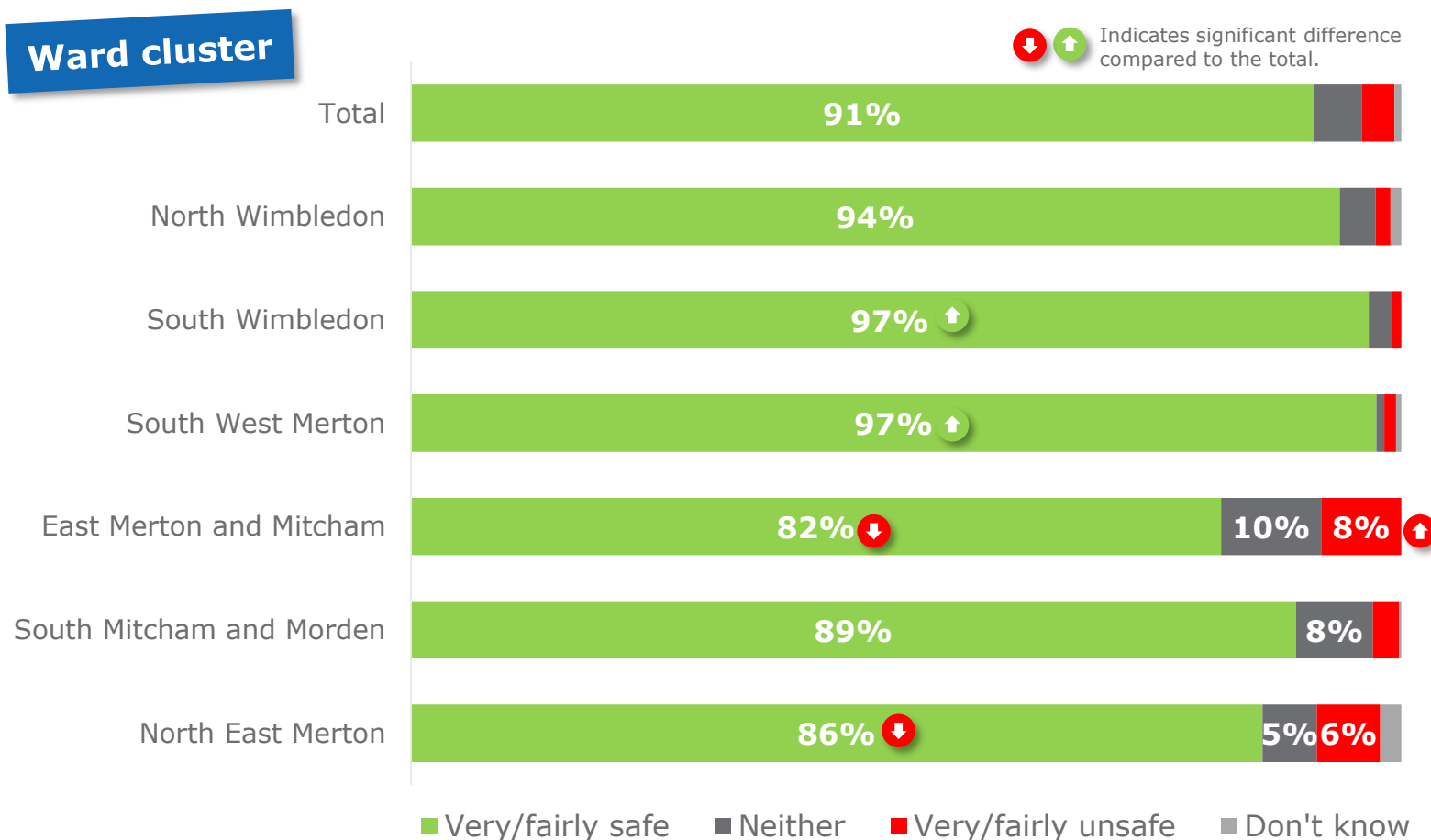
Nine in ten residents feel safe in their local area during the day while three in five feel safe after dark. Feelings of safety during the day have declined by 7% points since 2019, falling back below the LGA UK benchmark. Meanwhile, there has been an even larger 21% point fall in feelings of safety after dark, meaning it is now well below the LGA UK average.





Feelings of safety during the day: ward analysis

Residents in South Wimbledon and South West Merton are more likely than average to feel very or fairly safe during the day. In contrast, East Merton and Mitcham residents are significantly more likely to feel unsafe.



Wards with highest feelings of safety

West Barnes	100%
Merton Park	99%
Hillside	97%
Abbey	97%
Dundonald	97%

Wards with lowest feelings of safety

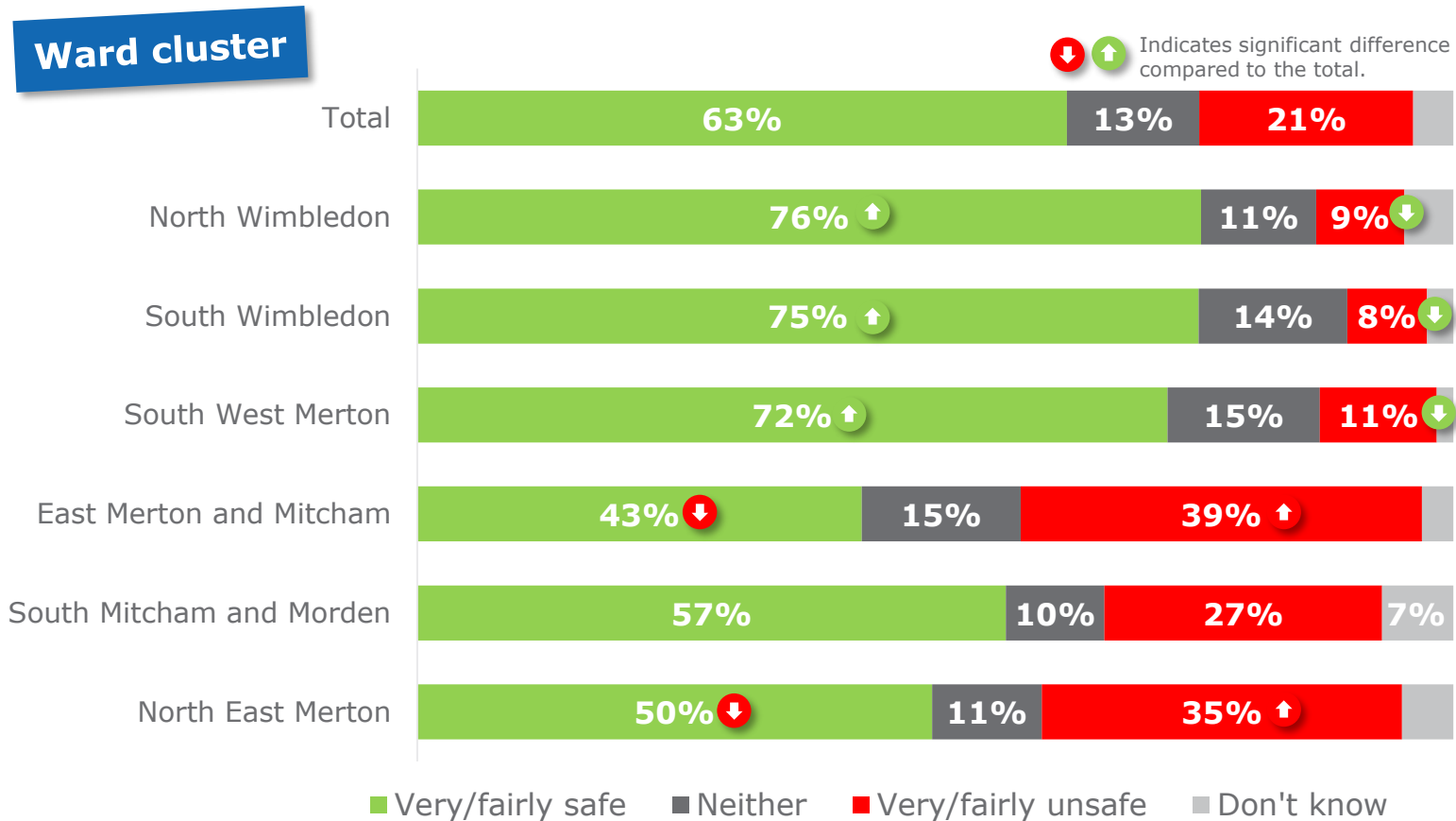
Longthornton	85%
Colliers Wood	84%
Ravensbury	82%
Figge's Marsh	79%
Pollards Hill	78%

Q012. How safe or unsafe do you feel when outside in your local area...? Base: all respondents (1,005). Labels <5% have been suppressed for legibility.

Feelings of safety after dark: ward analysis



There is a high degree of variability between ward clusters in feeling safe after dark. In North Wimbledon, South Wimbledon and South West Merton around three in four residents feel safe, but in North East Merton and East Merton and Mitcham this drops to one in two or fewer.



Wards with highest feelings of safety

West Barnes	85%
Hillside	84%
Village	81%
Trinity	81%
Abbey	80%

Wards with lowest feelings of safety

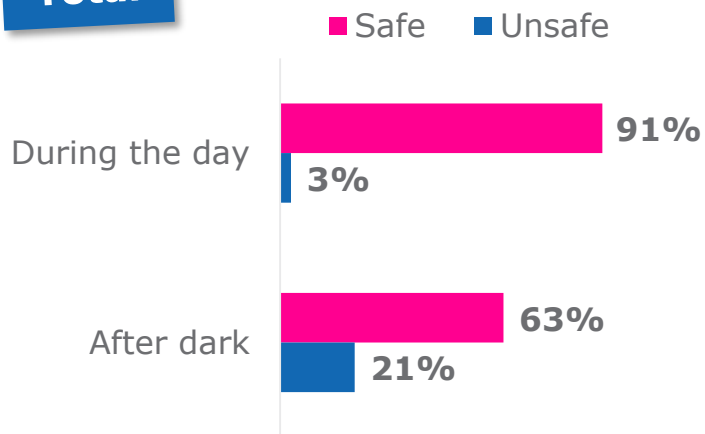
Longthornton	49%
Lavendar Fields	47%
Cricket Green	45%
Graveney	42%
Pollards Hill	31%



Feelings of safety in local area: subgroup analysis

In addition to the below, residents with a disability or long-term illness are 8% points more likely to feel unsafe at night than those without (28% cf. 20%). There are no differences present between age groups.

Total



Gender

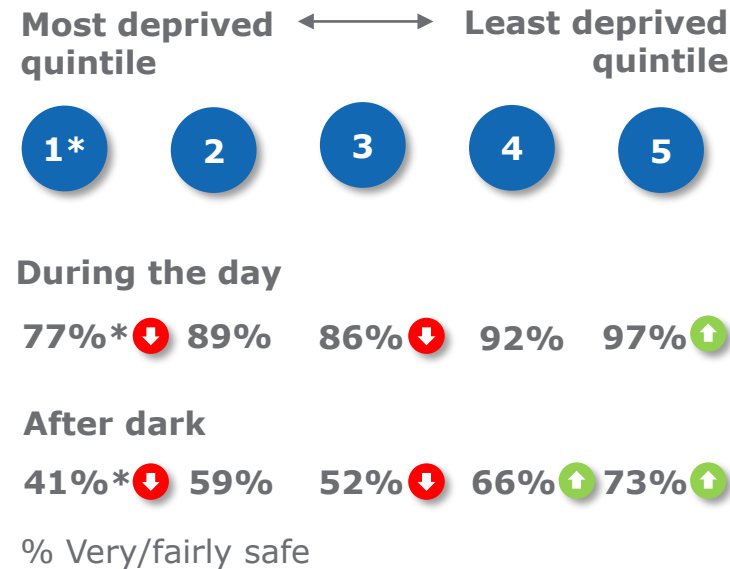
Females are more than twice as likely than males to feel unsafe after dark.



During the day, 1% of males feel unsafe compared to 5% of females.

Deprivation (IMD)

Feelings of safety trend upwards from the most deprived to the least deprived areas.



Ethnicity

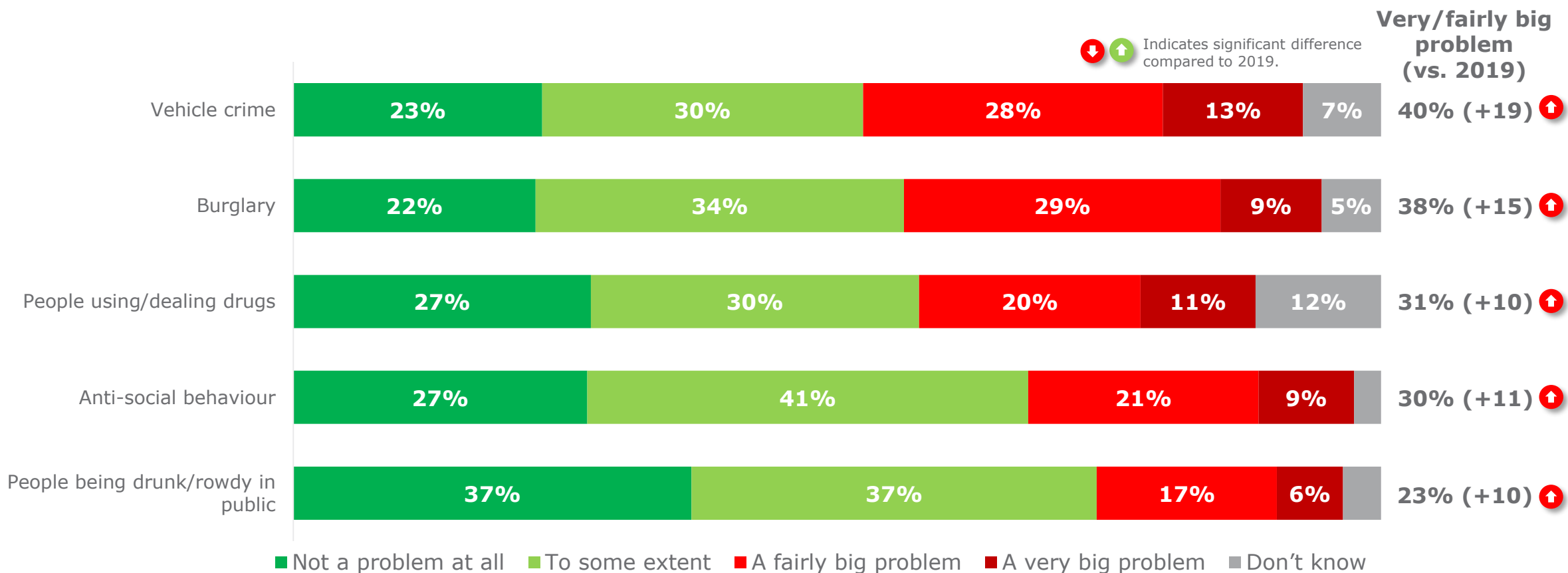
BAME residents are 11% points more likely to feel unsafe after dark compared to White British residents (26% cf. 15%).





Issues in the local area

Residents are more worried about all of the issues listed compared to 2019. The largest increase is for vehicle crime where that has seen a 19% point increase in the proportion of residents who would describe this as a fairly/very big problem. Vehicle crime has displaced 2019's top problem, burglary, which itself has seen a 15% point increase in those concerned.



Q013. Thinking about this local area, how much of a problem do you think each of the following is...? Base: all respondents (1,005). Labels <5% have been suppressed for legibility.



Issues in the local area: ward cluster analysis

Concerns regarding some issues like drug use/dealing and anti-social behaviour are more concentrated in specific areas, notably East Merton & Mitcham and South Mitcham & Morden. For other issues, concerns are fairly evenly distributed across the ward clusters.

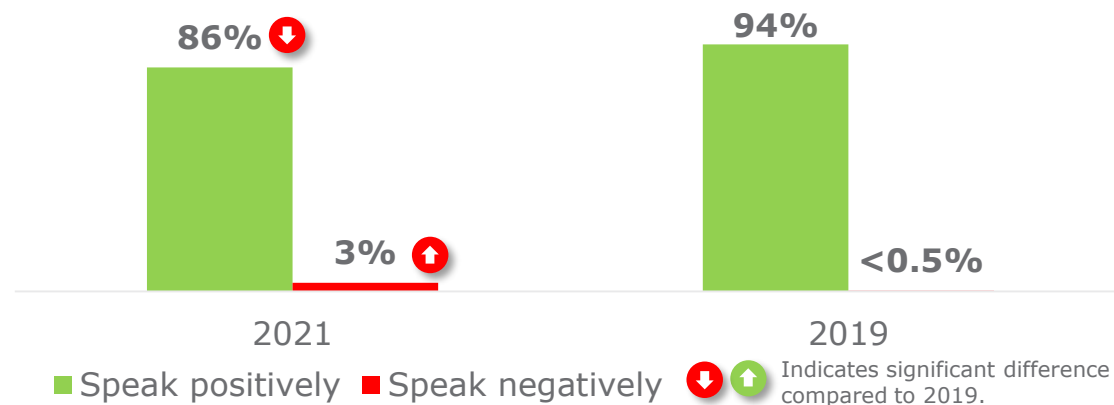
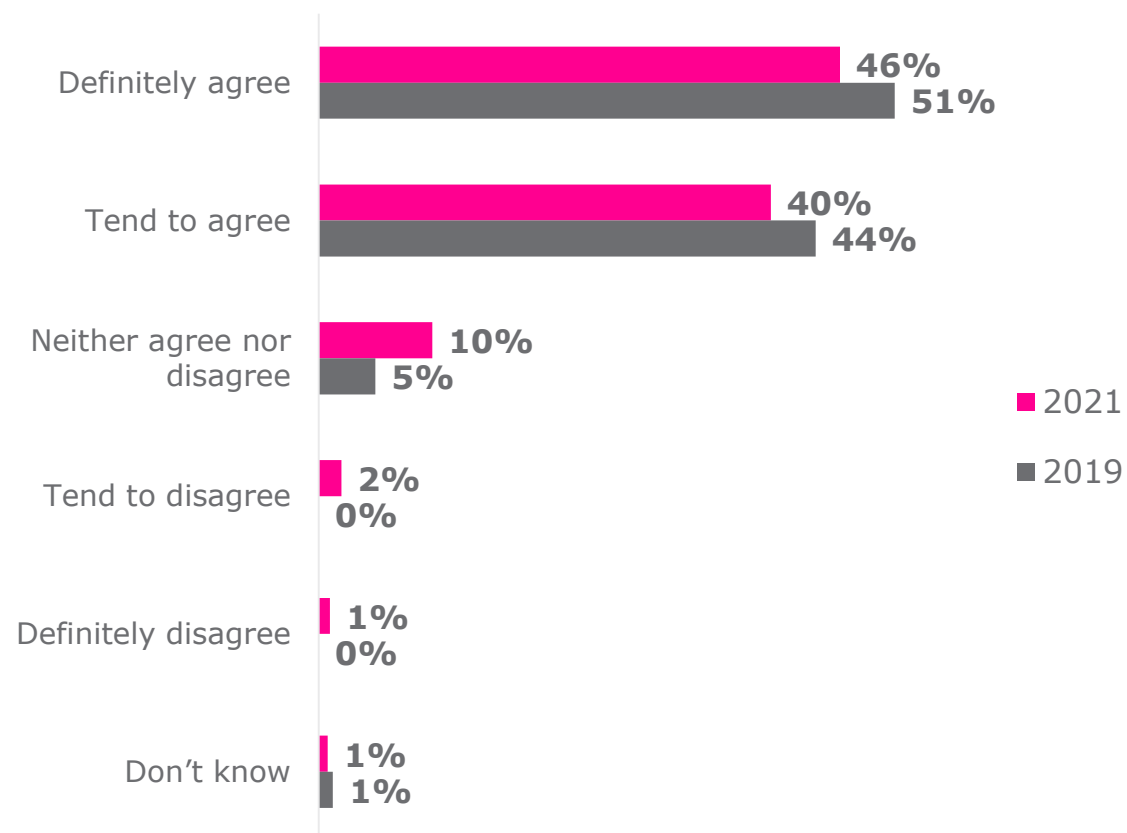
Issue (% a problem)	Total	North Wimbledon	South Wimbledon	South West Merton	East Merton & Mitcham	South Mitcham & Morden	North East Merton
Vehicle crime	40%	40%	28% ↓	43%	42%	39%	53% ↑
Burglary	38%	42%	34%	41%	35%	30% ↓	47% ↑
People using/dealing drugs	31%	21% ↓	22% ↓	16% ↓	53% ↑	41% ↑	37%
Anti-social behaviour	30%	25%	16% ↓	22% ↓	43% ↑	38% ↑	37%
People drunk or rowdy in public places	23%	15% ↓	23%	8% ↓	42% ↑	25%	27%

Q013. Thinking about this local area, how much of a problem do you think each of the following is...? **Base:** all respondents (1,005). Labels <5% have been suppressed for legibility.




Community cohesion


Residents are less positive about community cohesion than they were in 2019, with an 8% point fall in those who agree that the local area is a place where people from different ethnic backgrounds get on well together. This translates into a 5% point increase in the neutral response and a 3% point increase in those who disagree.



Owner occupiers are 10% points more likely than renters to agree that people from different backgrounds get on well together in the local area (89% cf. 79%).



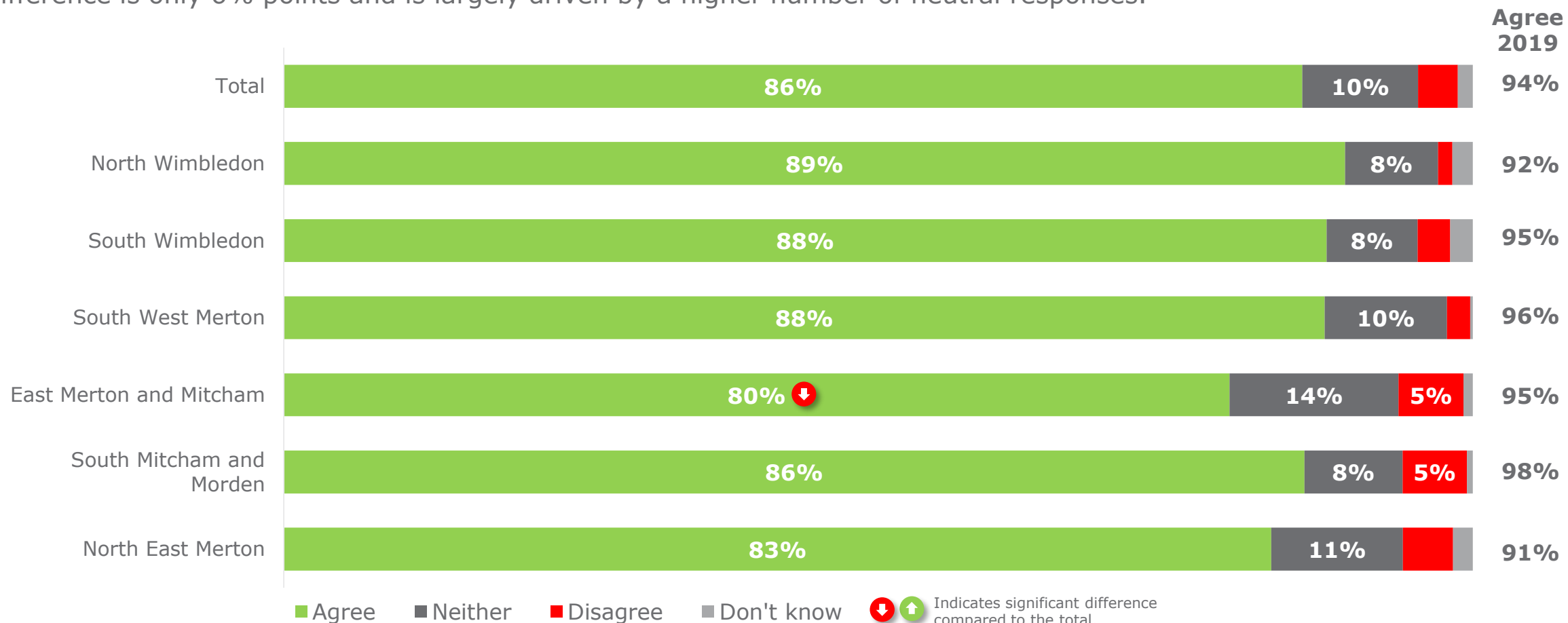
There is no significant difference between BAME residents and those who are White British (both 85%).





Community cohesion: ward cluster analysis

Views of community cohesion are broadly consistent across ward clusters. While residents in East Merton and Mitcham are significantly less likely to be positive compared to the average, it should be noted that the difference is only 6% points and is largely driven by a higher number of neutral responses.

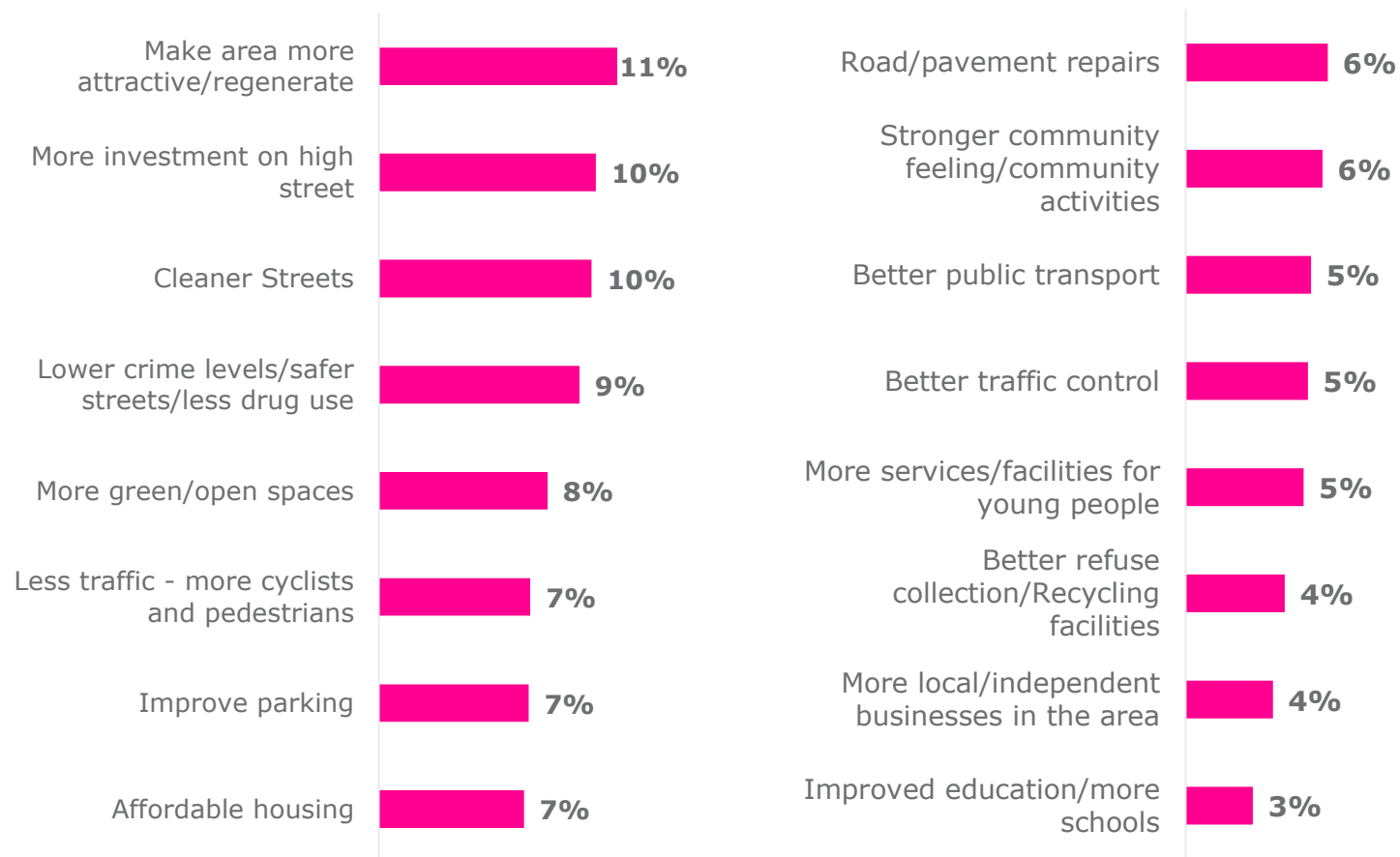


Q014. To what extent do you agree or disagree that your local area is a place where people from different ethnic backgrounds get on well together? **Base:** all respondents (1,005). Labels <5% have been suppressed for legibility



Ambitions for the future

Residents' ambitions for Merton in 10 years time vary, but the two most popular themes centre around improvements and investment in the town centre and high street.



"Sort out the whole Wimbledon Broadway town centre. I would like to see something more ecologically sustainable and with imaginative involvement from the community in designing it."

Male, 65-74

"I'd like to see more community activities like commercial markets and better use of our green spaces because the facilities around those green spaces are very minimal."

Female, 35-44

NEW21Q02. Now I would like you to think about your ambitions for the future. If you could see your local area ten years from now, what is the single biggest change you would want to see? **Base:** where response was given (863). Top 16 answers displayed.



Ambitions for the future: ward cluster analysis

South Wimbledon

Improved parking (12% cf. 7%) and better refuse collection/recycling facilities (8% cf. 4%) are more important than average to these residents.

South Mitcham & Morden

The most commonly raised ambition here is improved high street investment (18% cf. 10%).

East Merton and Mitcham

Residents are more than twice as likely to state that they want to see lower crime levels and safer streets (21% cf. 9%). Affordable housing (12% cf. 7%) and facilities for young people (10% cf. 5%) are also particularly important to these residents.

North East Merton

Residents here are more likely to want lower crime levels and safer streets (15% cf. 9%)

North Wimbledon

Improved education/more schools is more of a priority for these residents compared to the average (6% cf. 3%).

South West Merton

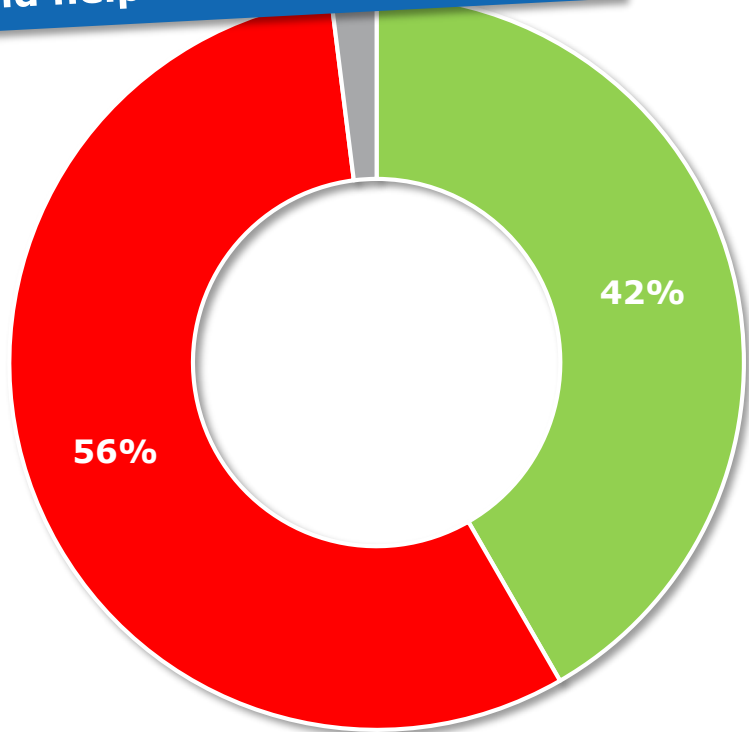
Ambitions here focus on investment in the local area and the environment. Residents are significantly more likely to state that they want the area to be made more attractive (17% cf. 11%) and better public transport services (12% cf. 5%). Moreover, they want to see more green/open spaces (15% cf. 8%) and less traffic (13% cf. 7%).



Unpaid help

Just over two in five Merton residents say that they have provided unpaid help in the local community in the last 12 months, ranging from doing shopping for a neighbour through to formal volunteering. Middle aged residents and those in less deprived areas are more likely to have done so.

Given unpaid help in the last 12 months



■ Yes ■ No ■ Not sure

Age (% Yes)

Age Group	% Yes
18-44	38%
45-64	50%
65+	39%

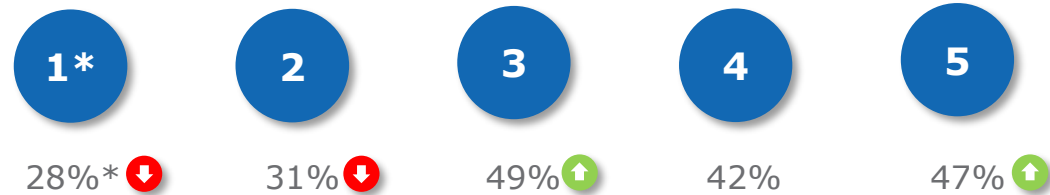


IMD (% Yes)

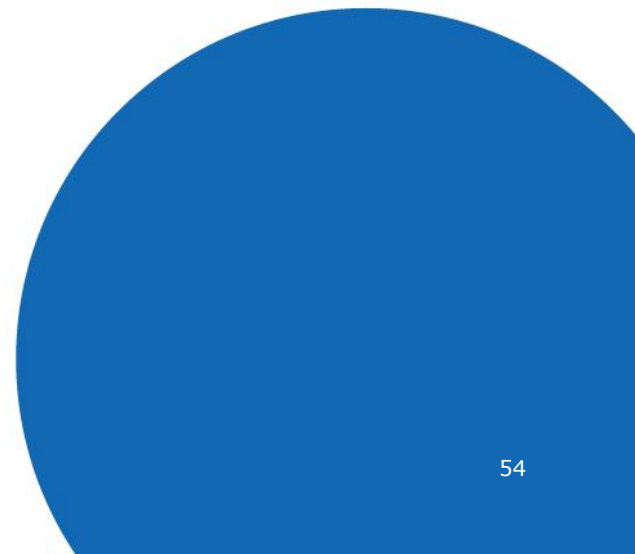
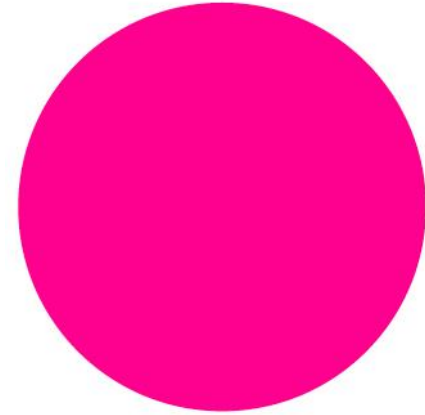
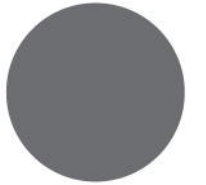
Indicates significant difference vs. comparator.

Most deprived

Least deprived



Health & wellbeing

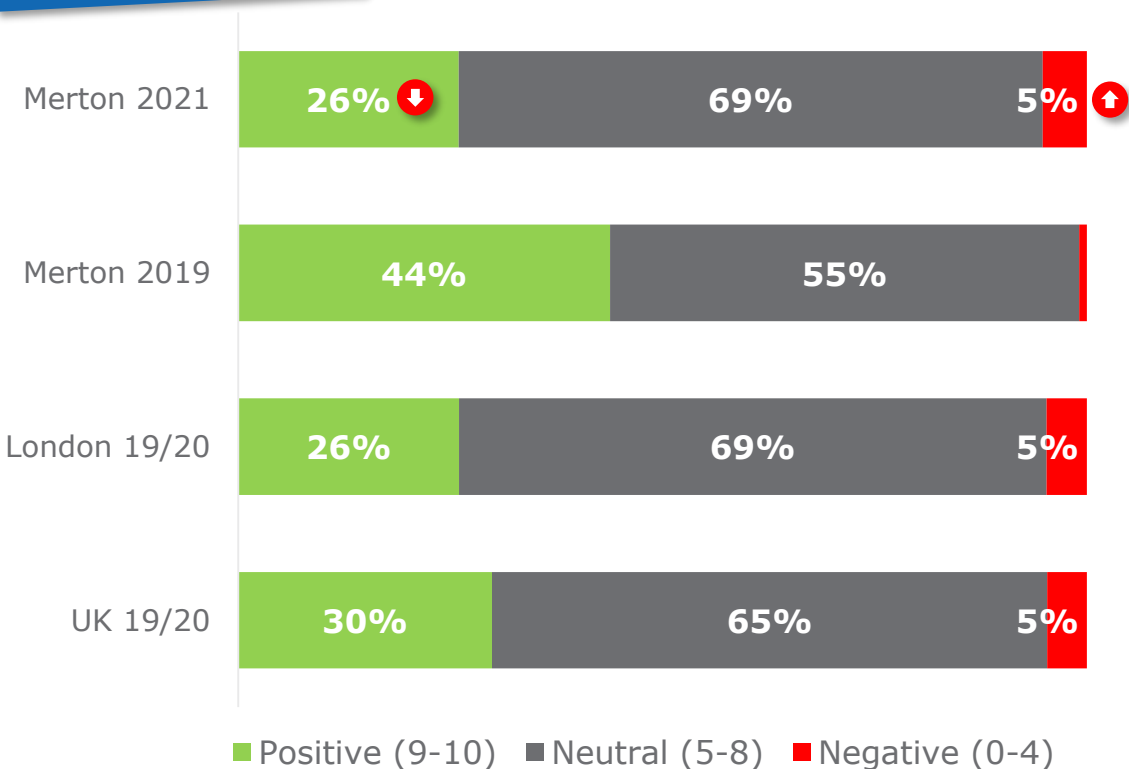




Life satisfaction & worth

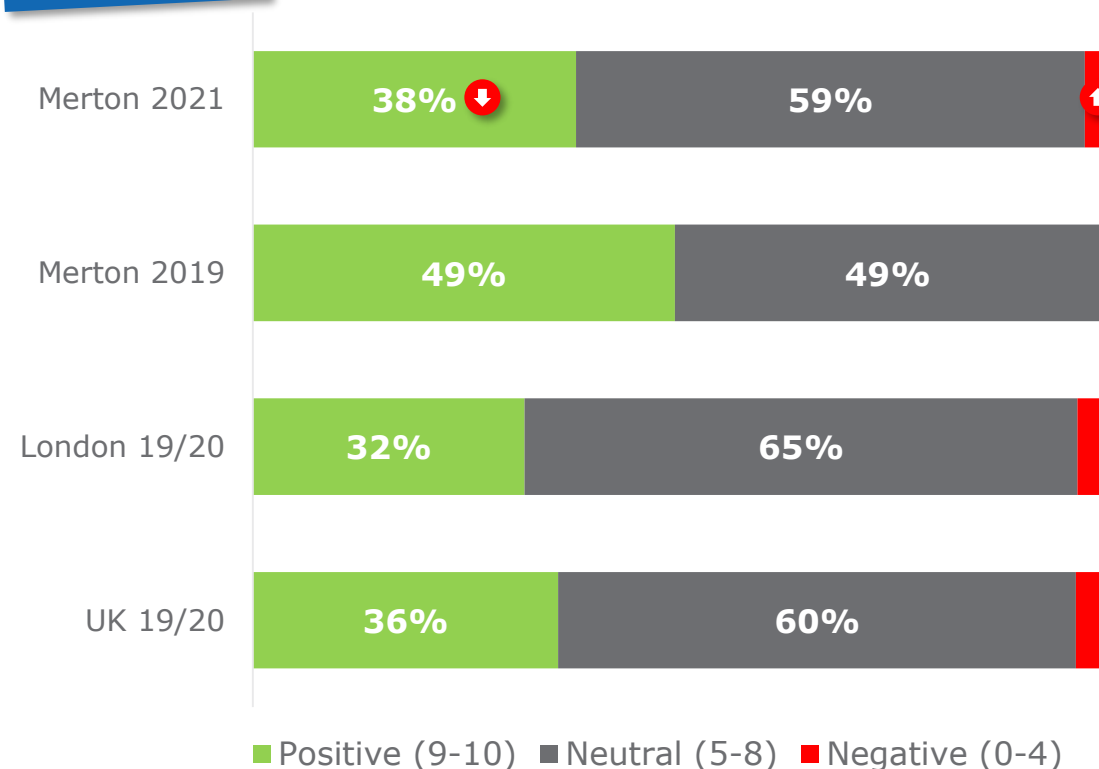
Compared to 2019, there has been a fall in those who are satisfied with their life and in those who are positive that the things they do in their life are worthwhile. The former is now in line with the London 19/20 benchmark, while the former slightly outperforms this measure and is closer to the UK benchmark.

Life satisfaction



Life worth

↓ ↑ Indicates significant difference compared to 2019.



Q023a. Overall, how satisfied are you with your life nowadays? **Base:** all respondents excluding DK (969)

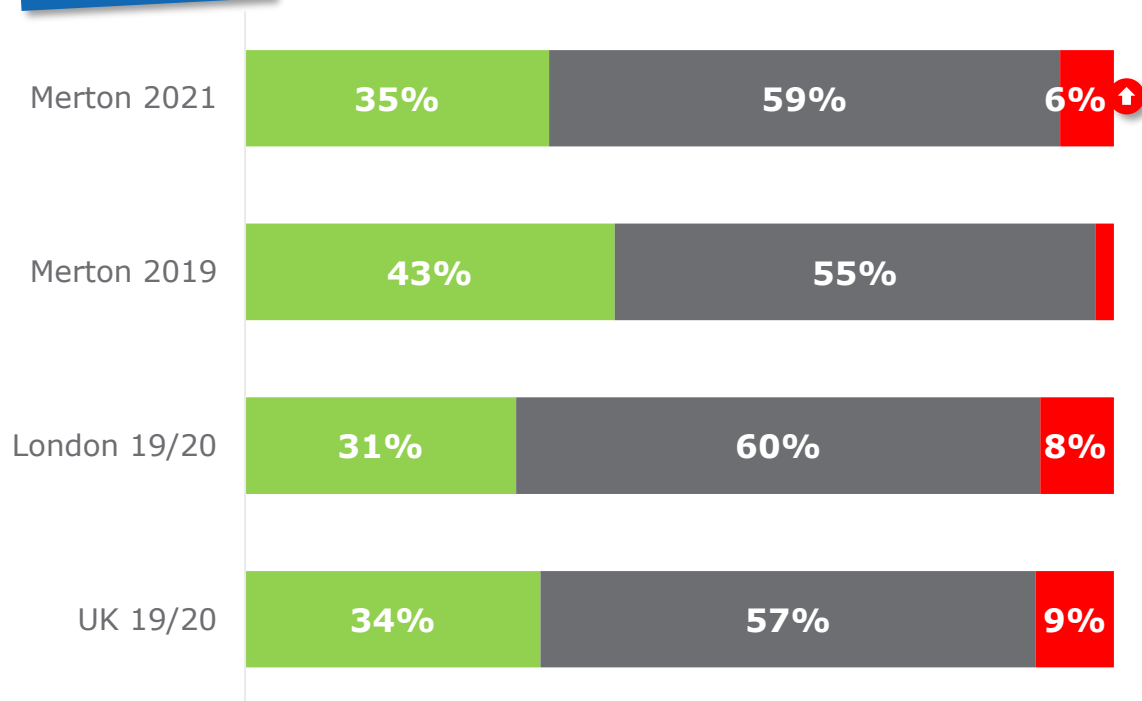
Q023b. Overall, to what extent do you feel the things you do in your life are worthwhile? **Base:** all respondents excluding DK (939). Labels <5% have been suppressed for legibility



Happiness & anxiety

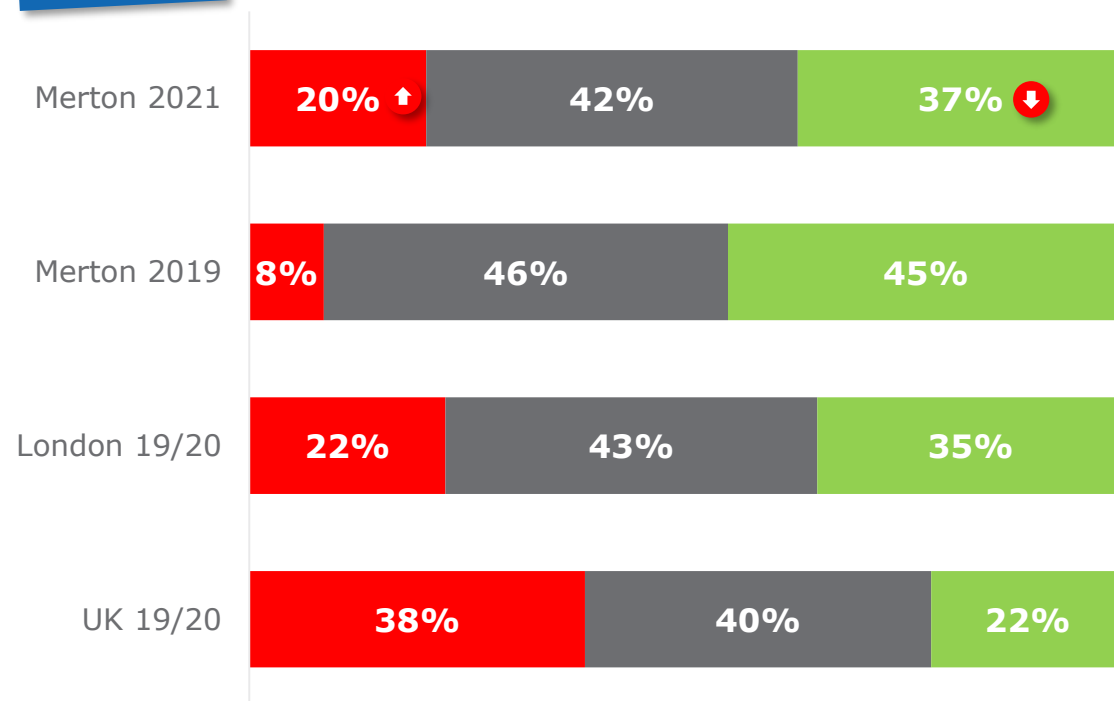
Feeling of happiness in Merton have decreased compared to 2019 and are now in line with the UK benchmark. Meanwhile, those reporting moderate to high levels of anxiety have increased substantially compared to 2019 but are broadly in line with the London 19/20 benchmark.

Happiness



Anxiety

↓ ↑ Indicates significant difference compared to 2019.



■ Positive (9-10) ■ Neutral (5-8) ■ Negative (0-4)

■ Negative (6-10) ■ Neutral (2-5) ■ Positive (0-1)

Q023c. Overall, how happy did you feel yesterday? Base: all respondents excluding DK (971)

Q023d. Overall, how anxious did you feel yesterday? Base: all respondents excluding DK (959). Labels <5% have been suppressed for legibility.



Wellbeing indicators: subgroup analysis

Older residents display higher levels of satisfaction with their life and are more likely to feel that things they do in their life are worthwhile. In contrast, those suffering with a long-term illness/disability are less likely to feel satisfied with their life and feel happy, while also being more likely to experience high levels of anxiety.

	Total	Age			Disability/illness	
		18-44	45-64	65+	Yes	No
Overall, how satisfied are you with life nowadays?						
Negative (0-4)	5%	5%	7%	3%	15%	4%
Neutral (5-8)	69%	73%	67%	61%	69%	69%
Positive (9-10)	26%	22%	26%	36%	16%	27%
Overall, to what extent do you feel the things you do in your life are worthwhile?						
Negative (0-4)	3%	3%	2%	2%	10%	2%
Neutral (5-8)	59%	61%	62%	52%	61%	60%
Positive (9-10)	38%	36%	36%	46%	29%	39%
Overall, how happy did you feel yesterday?						
Negative (0-4)	6%	6%	8%	4%	12%	5%
Neutral (5-8)	59%	61%	57%	58%	56%	59%
Positive (9-10)	35%	34%	35%	38%	32%	36%
Overall, how anxious did you feel yesterday?						
Positive (0-1)	37%	32%	39%	49%	33%	38%
Neutral (2-5)	42%	47%	40%	34%	35%	44%
Negative (6-10)	20%	20%	21%	17%	32%	18%

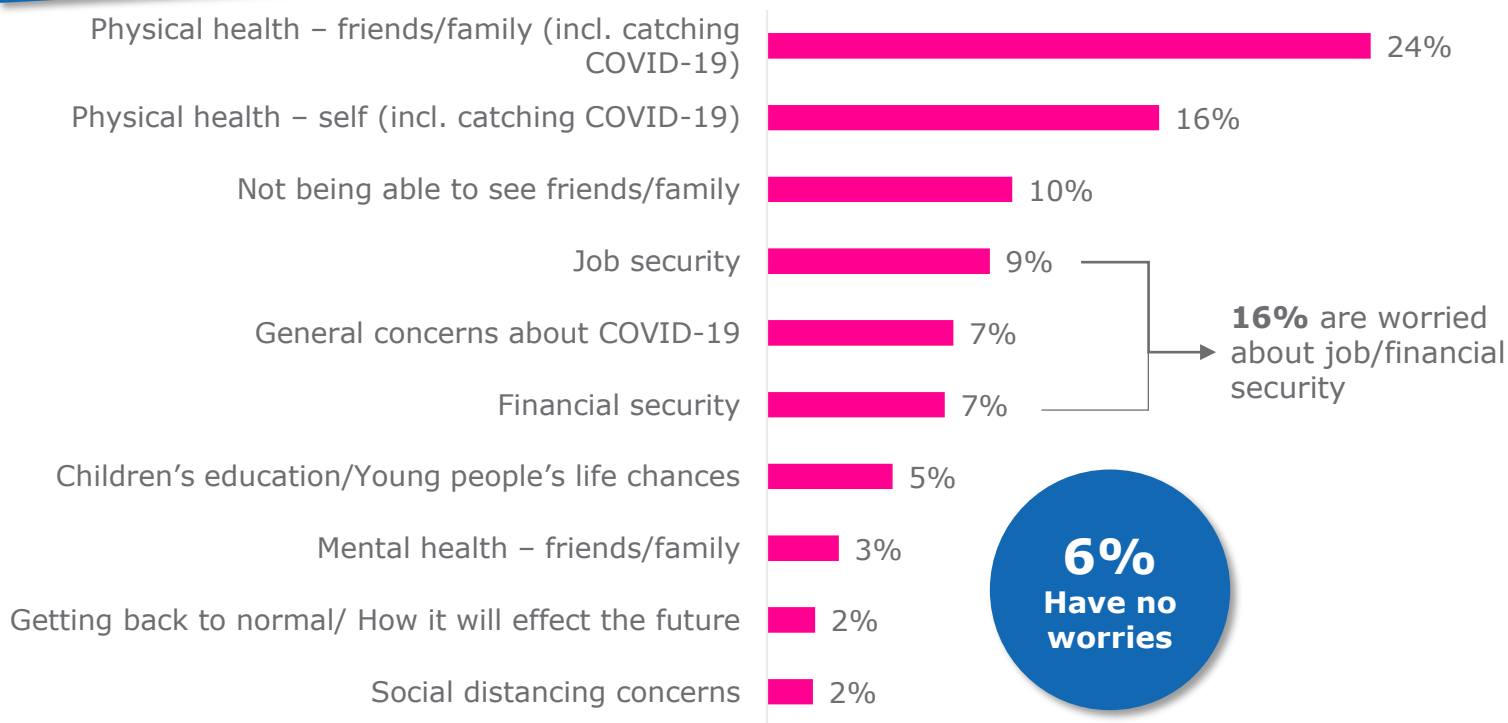
Indicates significant difference vs. comparator.



Biggest worry during the pandemic

Residents are most concerned about the health of their friends/family, with one in four saying that they are concerned about this. The next biggest concern for residents is their own physical health, along with worries about job/financial security. Just 6% report having no concerns during the last 12 months.

Top 10 worries



Residents’ concern for their own health increases with age. Younger residents (18-44) are the least likely to be concerned (11%) while older residents are the most likely (65+, 27%).



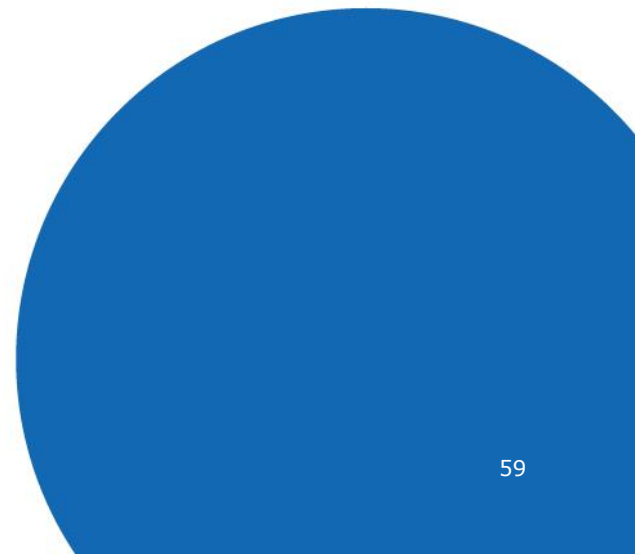
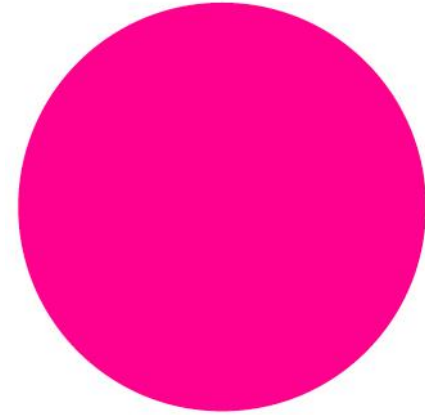
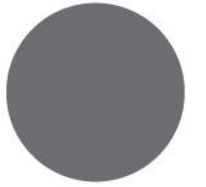
BAME residents are twice as likely as White British residents to report being concerned about job security (12% cf. 6%).



Private renters (16%) are more than three times as likely to cite financial security as their main concern compared to owner occupiers (5%) and nearly six times more likely compared to social renters (3%).



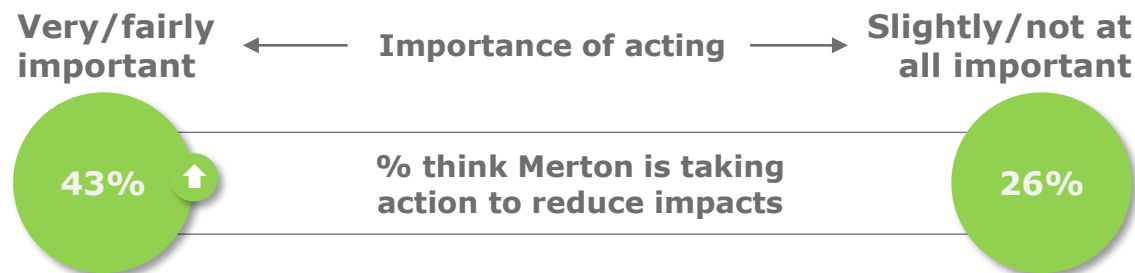
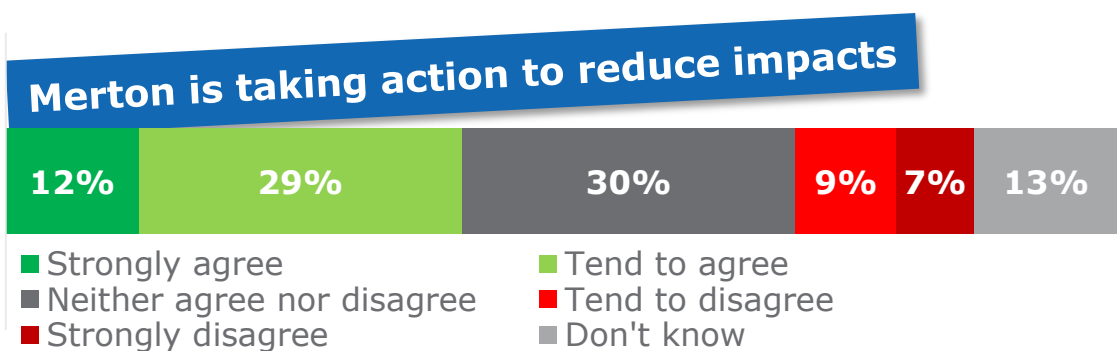
Climate change



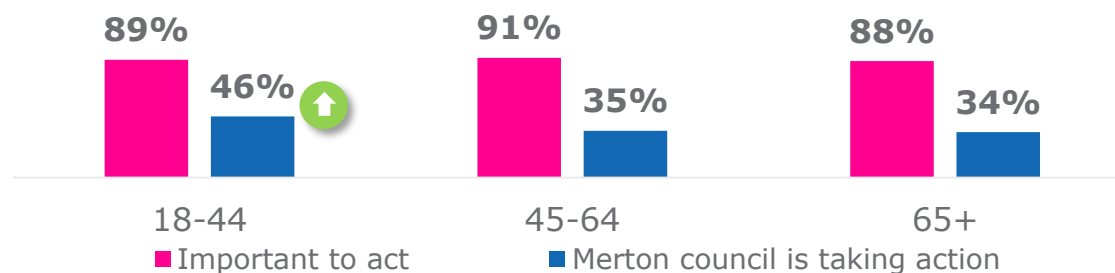


Climate change

The vast majority (89%) agree that acting to reduce the impacts of climate change is very/fairly important, but only 41% agree that Merton Council is taking action to reduce these impacts. The high percentage of neutral and don't know responses indicates a possible lack of awareness among residents on the action Merton is taking.



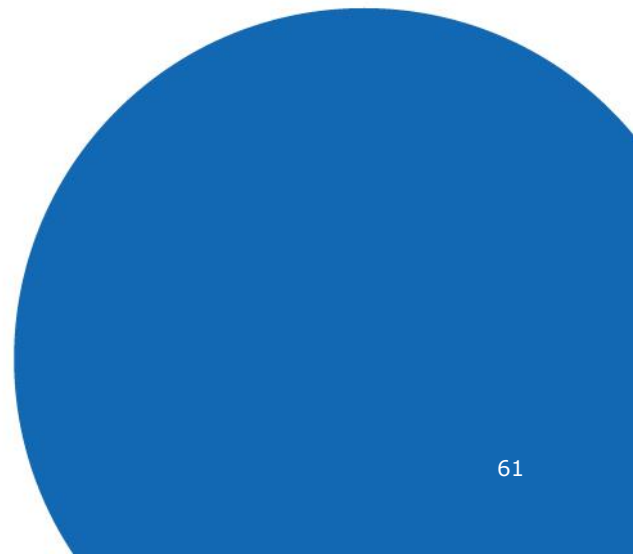
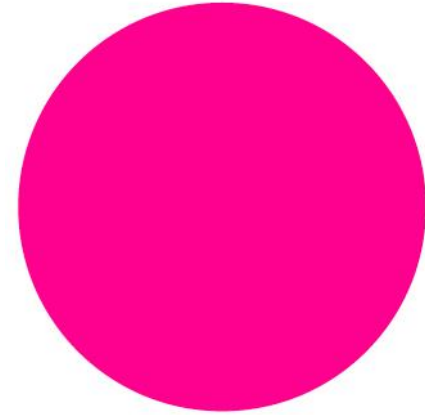
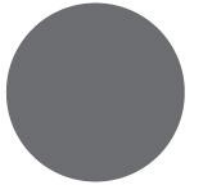
Residents of all age groups are equally likely to agree that it is important to reduce the impacts of climate change, but younger residents tend to be more positive that Merton is taking action to do so.



QNEW21Q04B. How important is it that we act to reduce the impacts of climate change? NEW21Q06B. To what extent do you agree or disagree that Merton Council is taking action to reduce the impacts of climate change Base: all non-pilot respondents (974)

↓ ↑ Indicates significant difference vs. comparator.

Young person survey





Young person survey objectives

**Understand
young people's
attitudes
towards their
local area and
Merton Council**

**Examine young
people's
perceptions of
services
provided by
Merton Council**

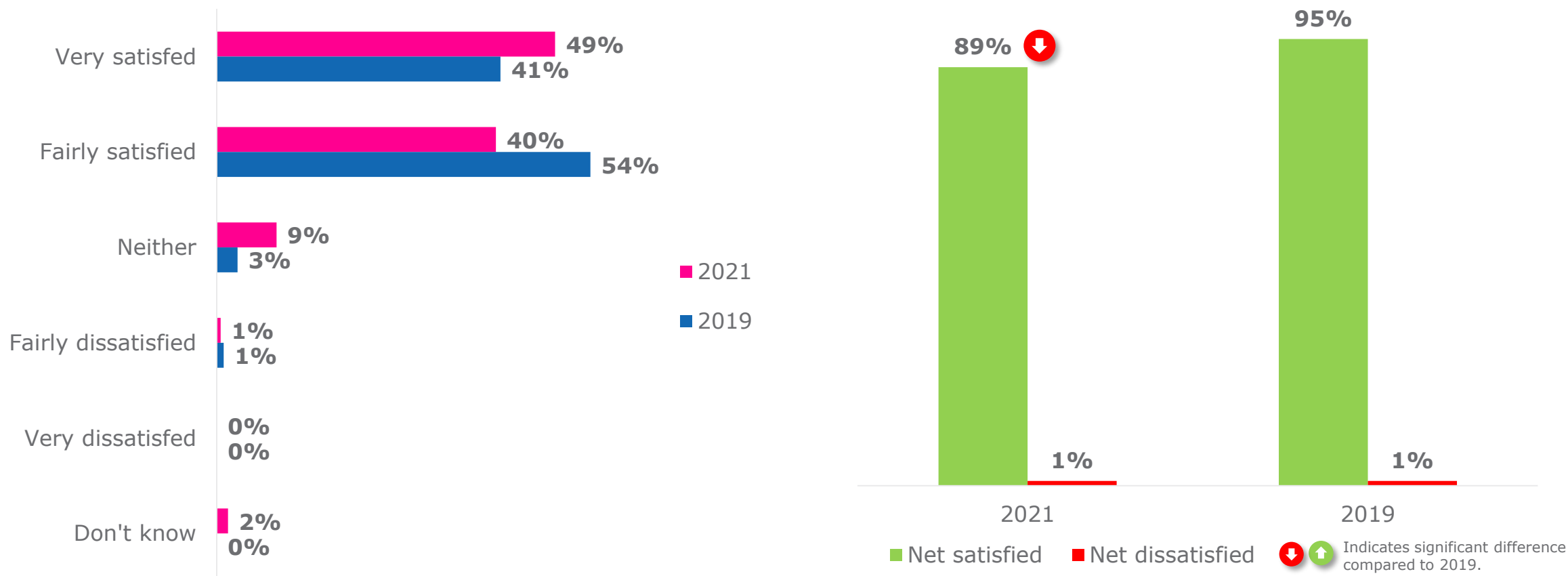
**Gauge young
people's worries
and concerns**

**Assess young
people's civic
engagement**



Satisfaction with local area

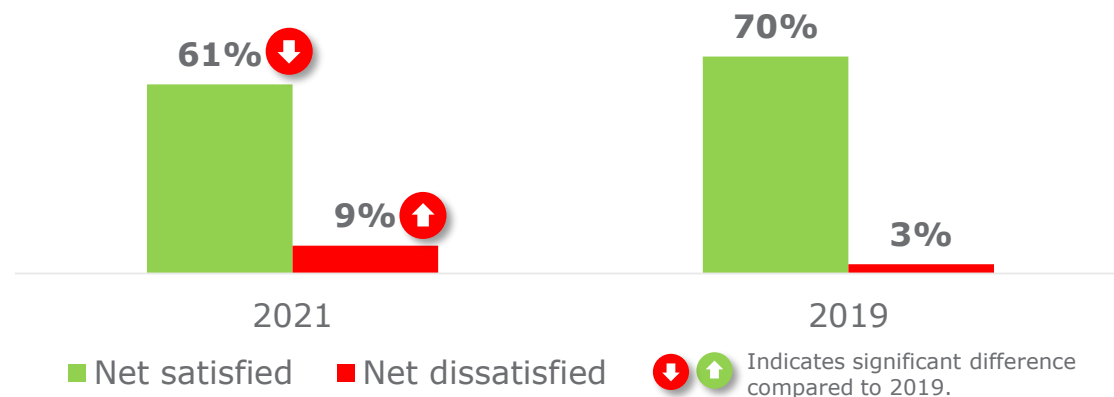
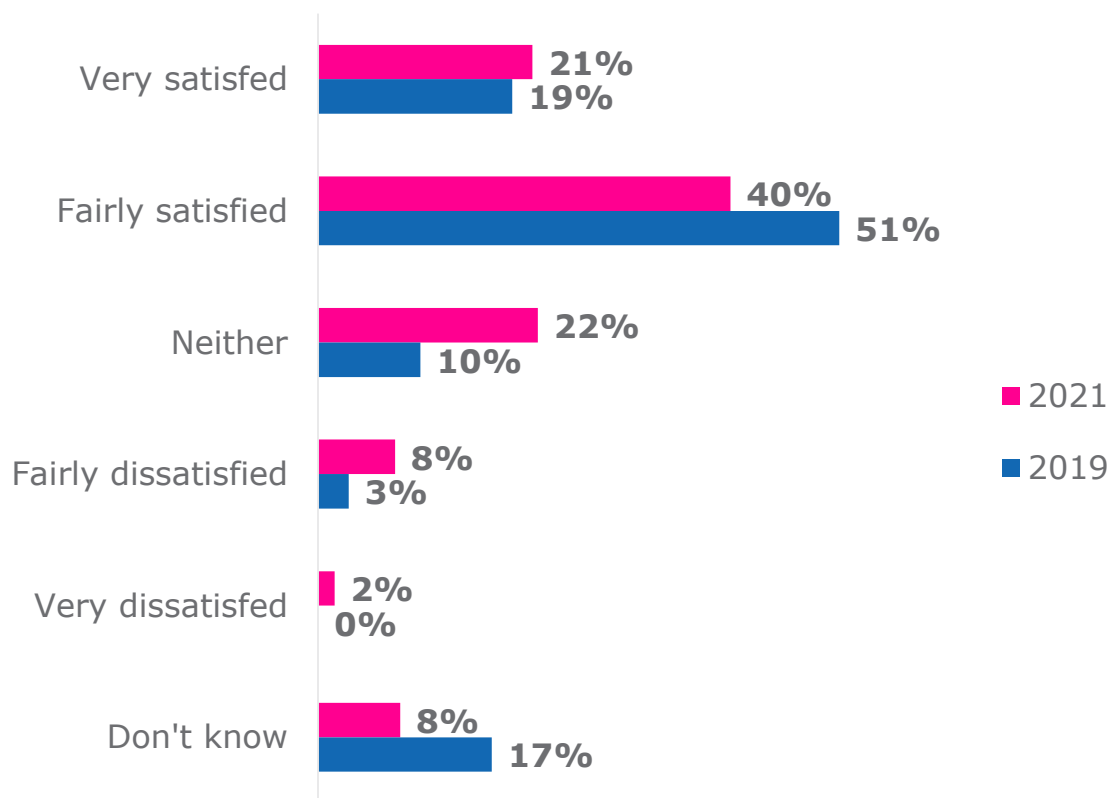
Nine in ten young people say that they are satisfied with their local area and there has been an 8% point increase in those who describe themselves as very satisfied compared to 2019. Overall, however, net satisfaction has dropped by 8% points because of an increase in those who are neutral or don't know.



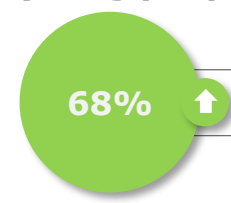


Overall satisfaction with local council

Young residents' satisfaction with Merton Council has fallen by 9% points compared to 2019, while the dissatisfied score has increased by 6% points. The percentage who are neutral has doubled compared 2019, which somewhat accounts for the decline in those answering 'don't know'.

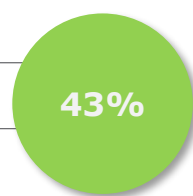


Positive about Merton Council protecting young people



% satisfied with Merton Council

Negative about Merton Council protecting young people



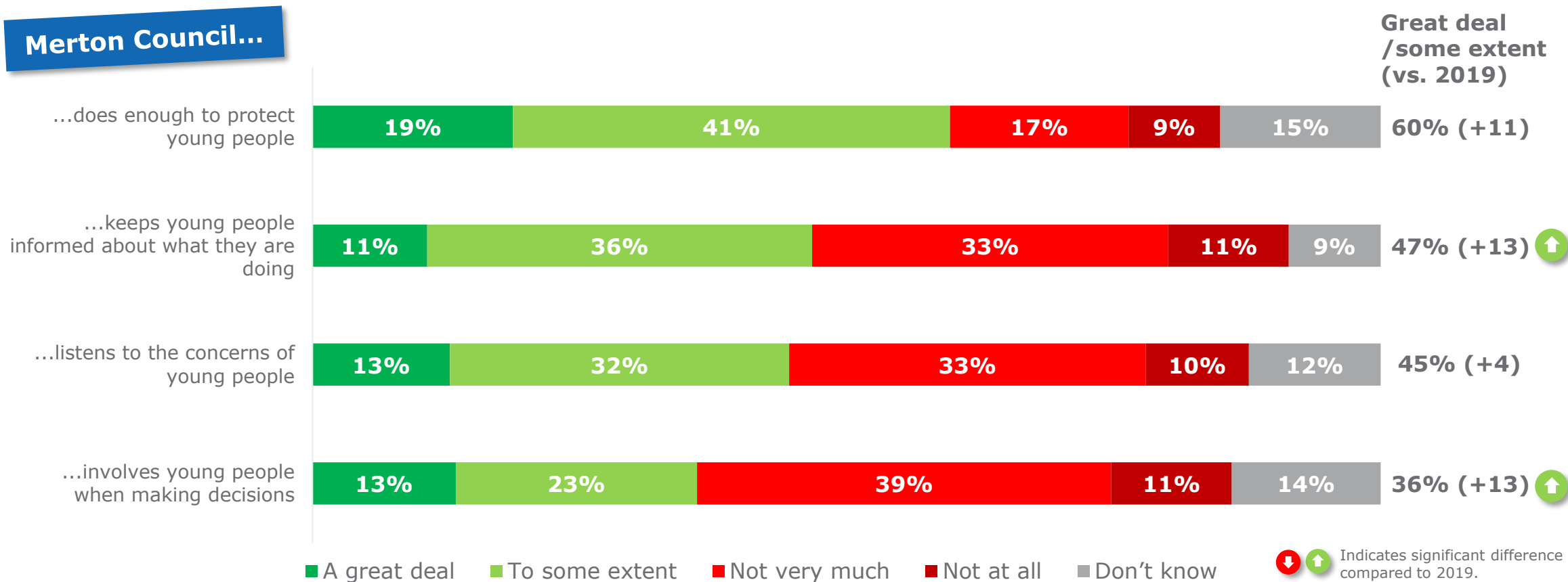
Indicates significant difference vs. comparator.



Merton Council & young people

Young people are most positive about Merton Council doing enough to protect them, with three in five responding positively to this statement. Elsewhere, there has been a significant 13% point increase in those who feel Merton keeps them informed and involves young people when making decisions compared to 2019.

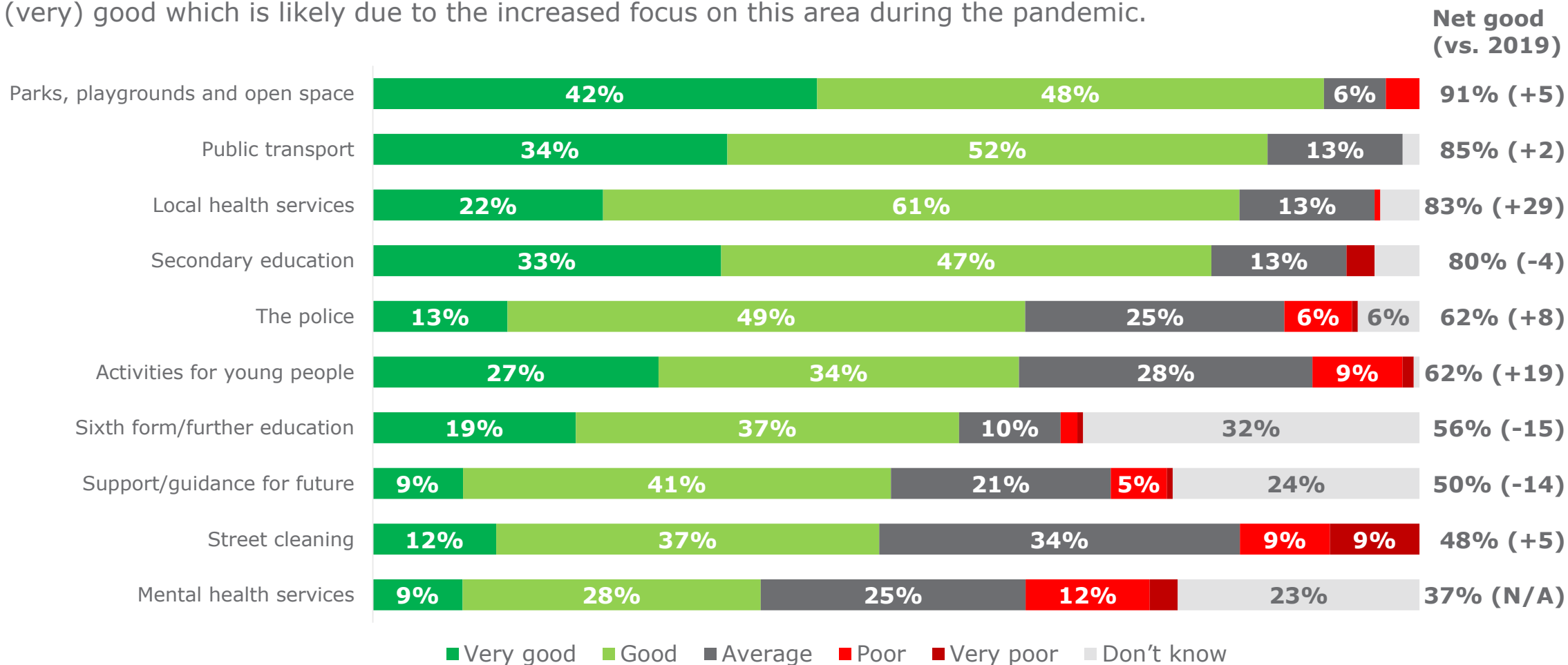
Merton Council...





Young person perceptions of service provision

As in 2019, Young people are most positive about the parks, playgrounds and open spaces available in Merton. As well as this, there has been a 29% point increase in those who rate local health services as (very) good which is likely due to the increased focus on this area during the pandemic.



YPQ10. I would like to ask you about local services in this area. What is your opinion of... **Base:** all respondents (1,005). Labels <5% have been suppressed for legibility.



Local concerns of young people

Three quarters of young people identify at least one concern in their local area. The most common worries concern the environment in either a local (litter/dirt) or wider (pollution/climate change) sense. Interestingly, only residents aged 15-17 mention housing as a concern.

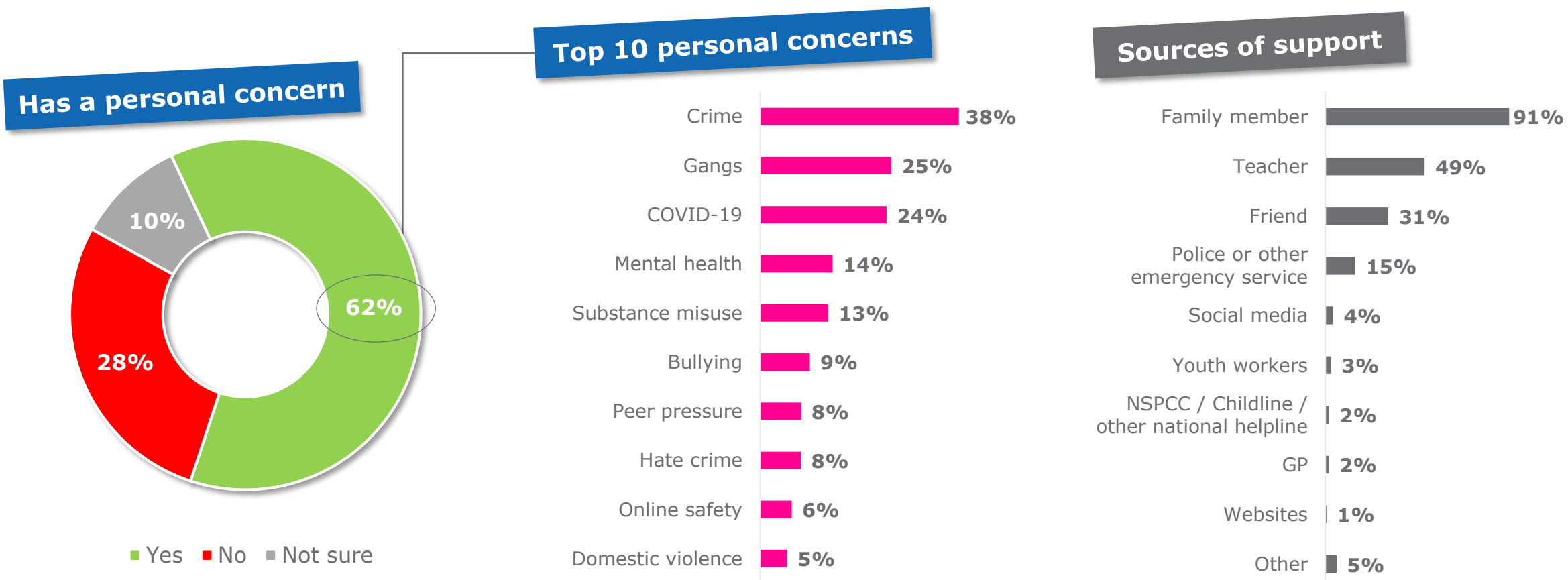


YPQ04.. Considering your local area, what aspects are you personally most concerned about? Please list up to 3. **Base:** all respondents (110)/those with at least one concern (85). *Caution low base size.



Personal concerns of young people

Just over three in five young residents admit to having at least one personal concern. For these young people, the primary worries are crime and gangs, following by COVID-19. Bullying has decreased as an issue compared to 2019. If faced with an issue, most young people would go to a family member for support.



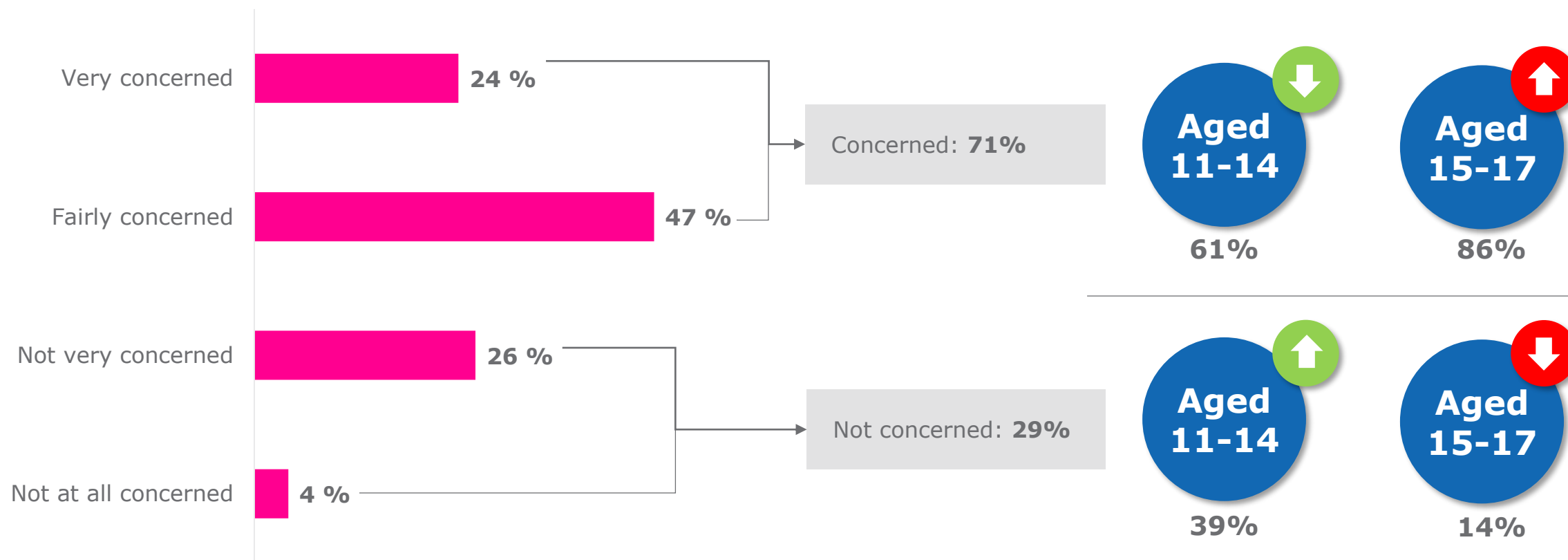
YPQ05. Now thinking of yourself, what things are you personally most concerned about? Please list up to 3. **Base:** all respondents (110)/those with at least one concern (72).

YPQ07. If you were worried about anything, where would you go to get help? **Base:** all respondents (110)



Concern about COVID-19 impact on education

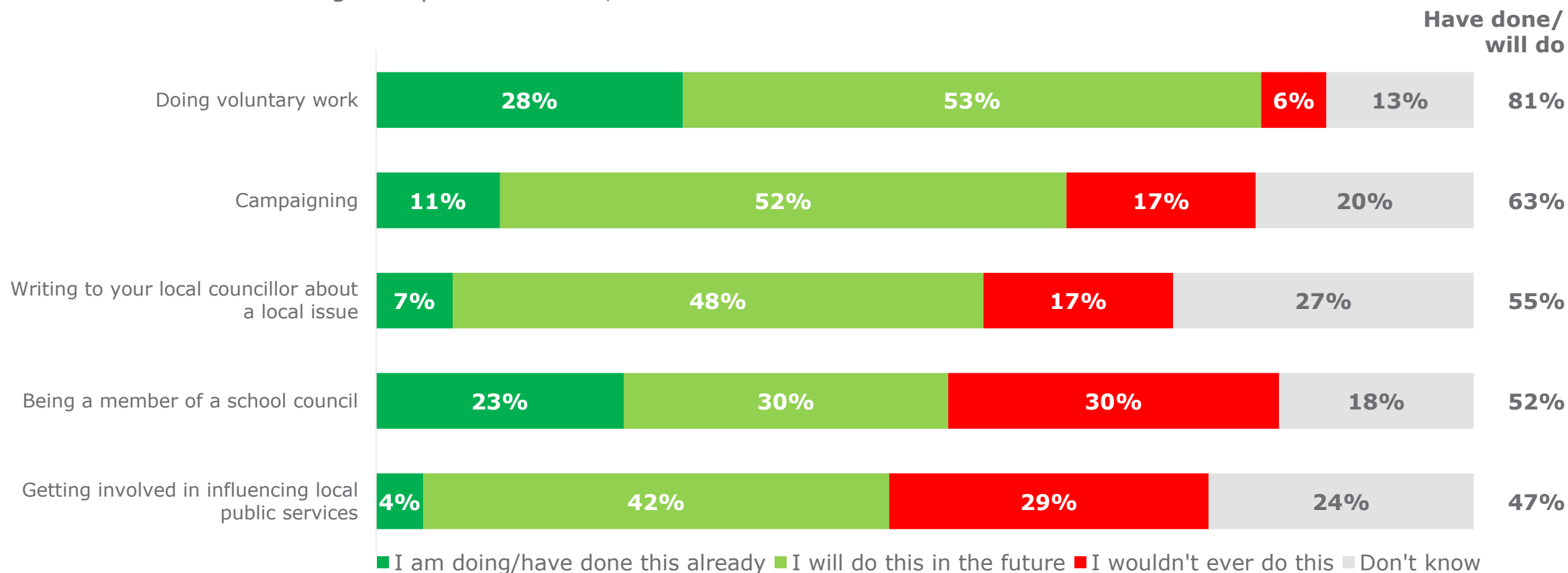
Seven in ten young people report that they are concerned about the impact that COVID-19 will have on their education. A majority of both age groups report that they are concerned, but this is particularly pronounced in those aged 15-17, where nearly nine in ten report that they are either very or fairly concerned.





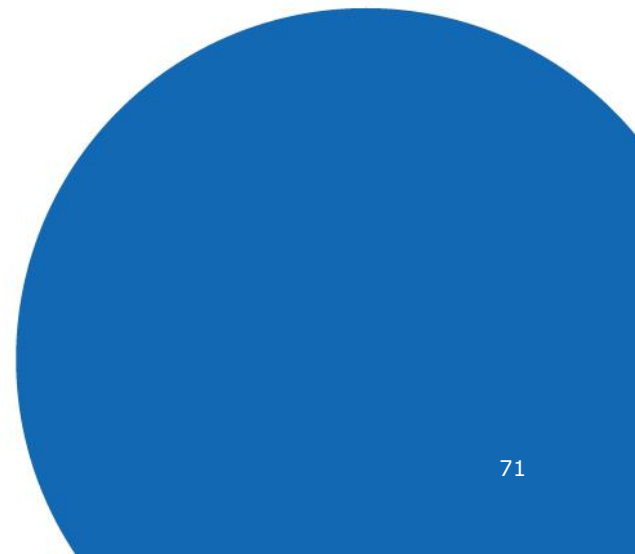
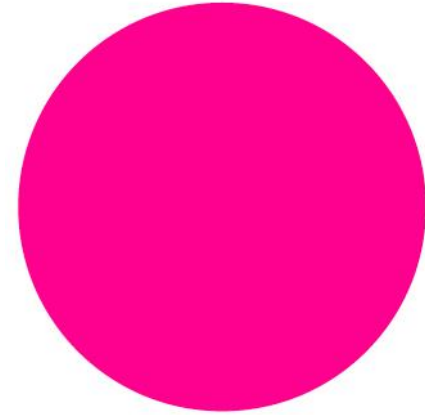
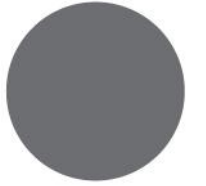
Civic engagement

Nearly three in ten young residents say that they are/have already been involved in doing voluntary work, with a further 53% saying that they will do so in the future. Less young people have written to a local councillor or been involved in influencing local public services, but there is a fair amount of enthusiasm to do so in the future.



Appendix:

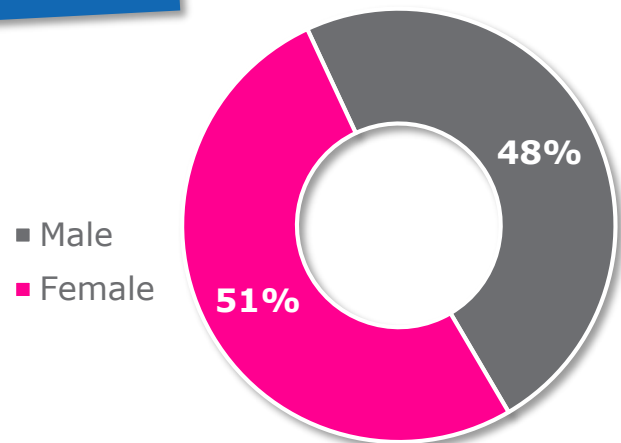
profile of the sample



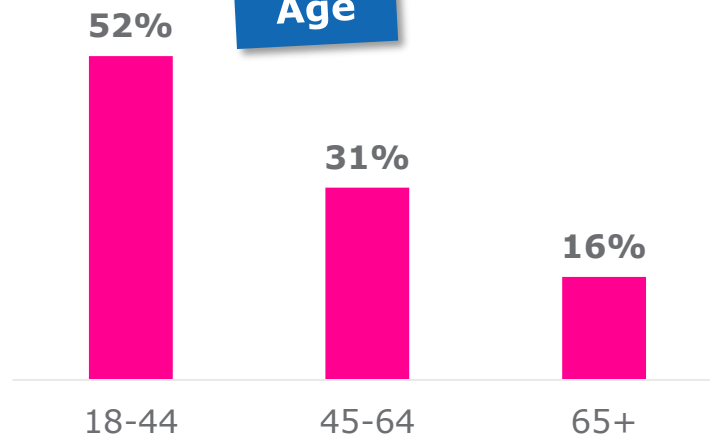


Adult profile

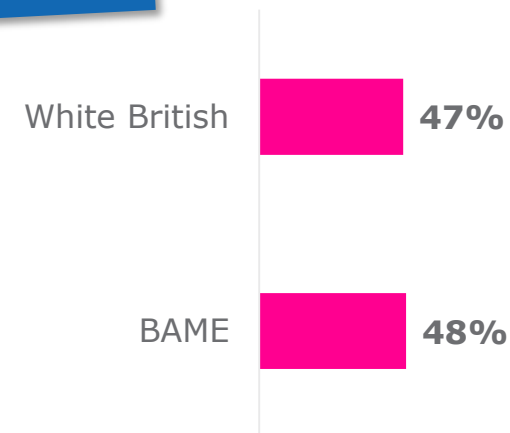
Gender



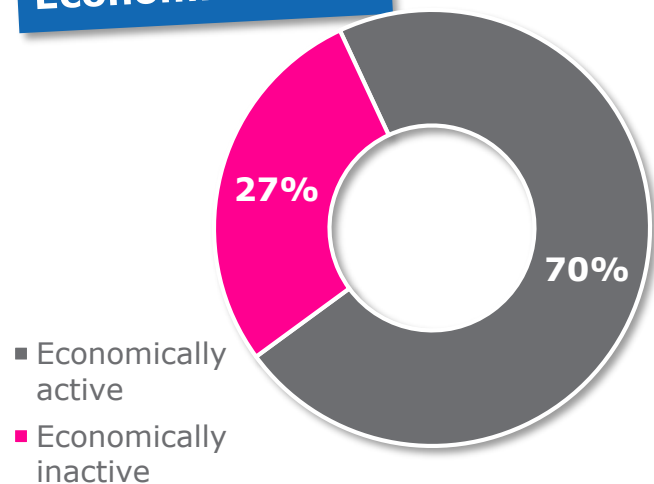
Age



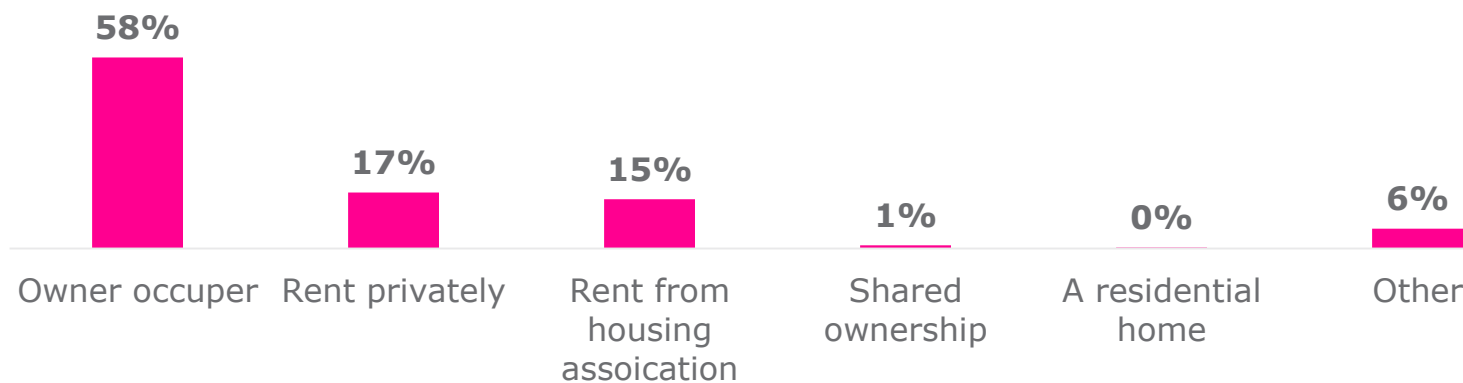
Ethnicity



Economic status



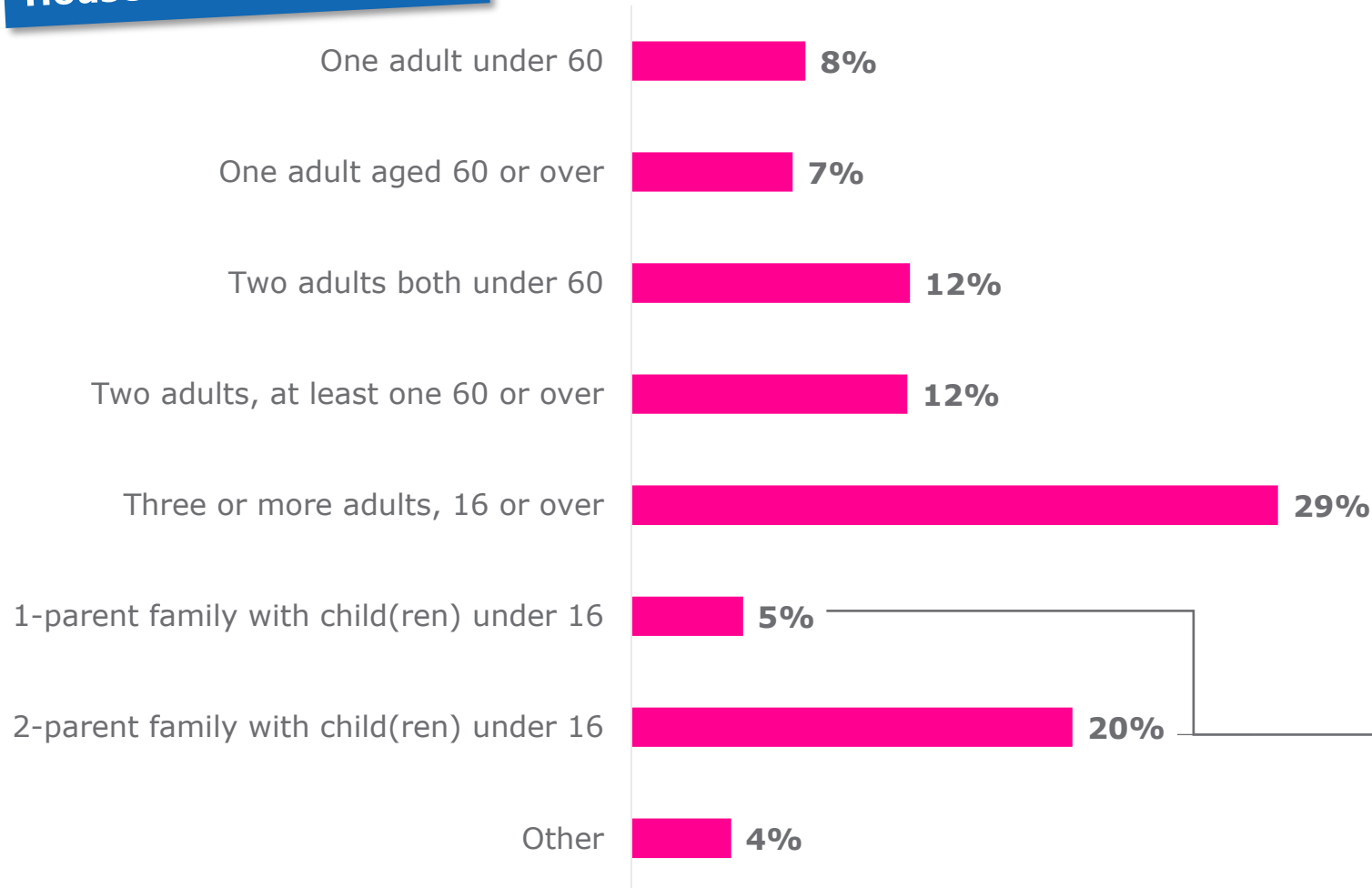
Tenure



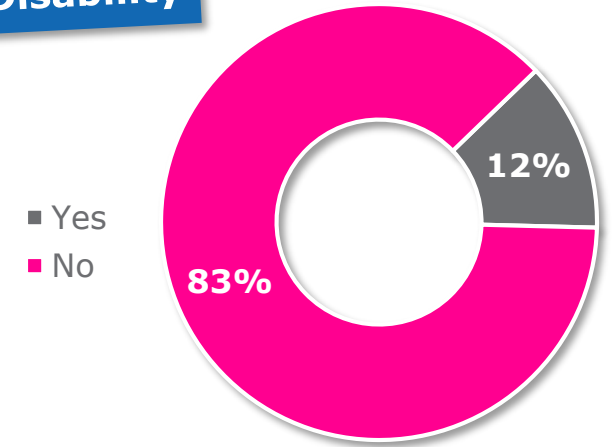
Adult profile



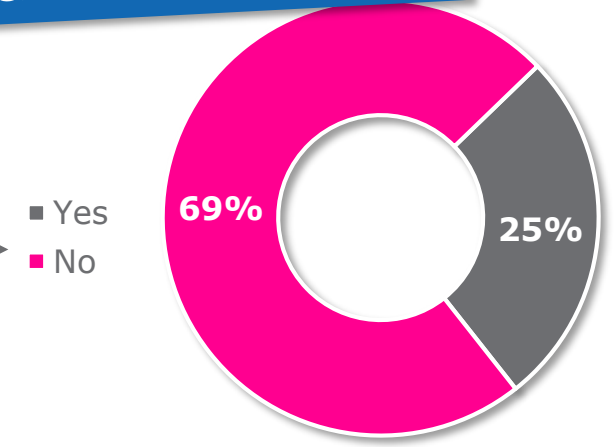
Household composition



Disability



Children in household



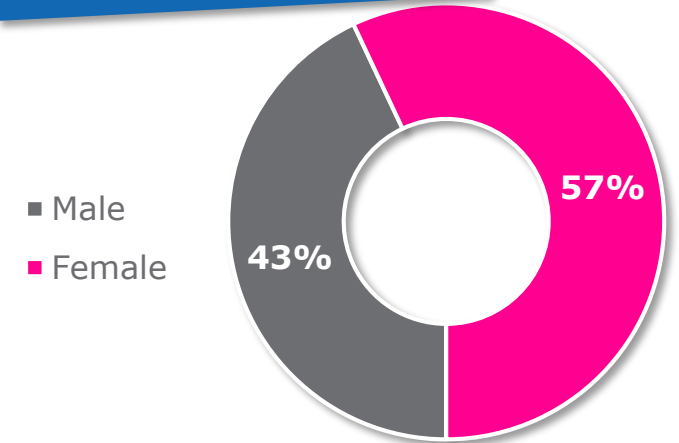
Adult cluster ward & young people profile



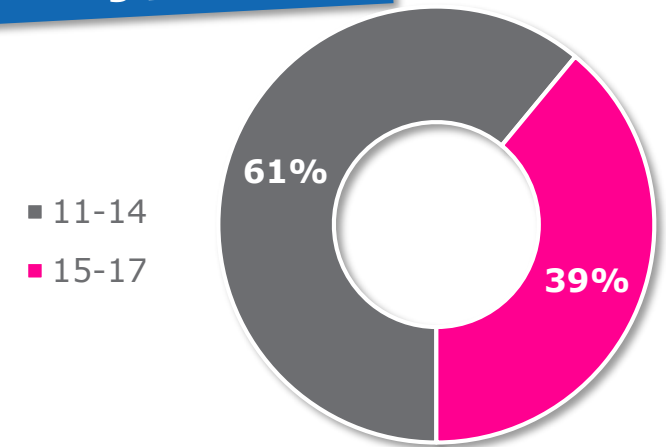
Adult ward cluster



Young people gender



Young people age



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