



London Borough of Merton Residents Survey 2011/12

November 2011

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London Borough of Merton Residents Survey 2011/12

November 2011

TNS-BMRB

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London Borough of Merton

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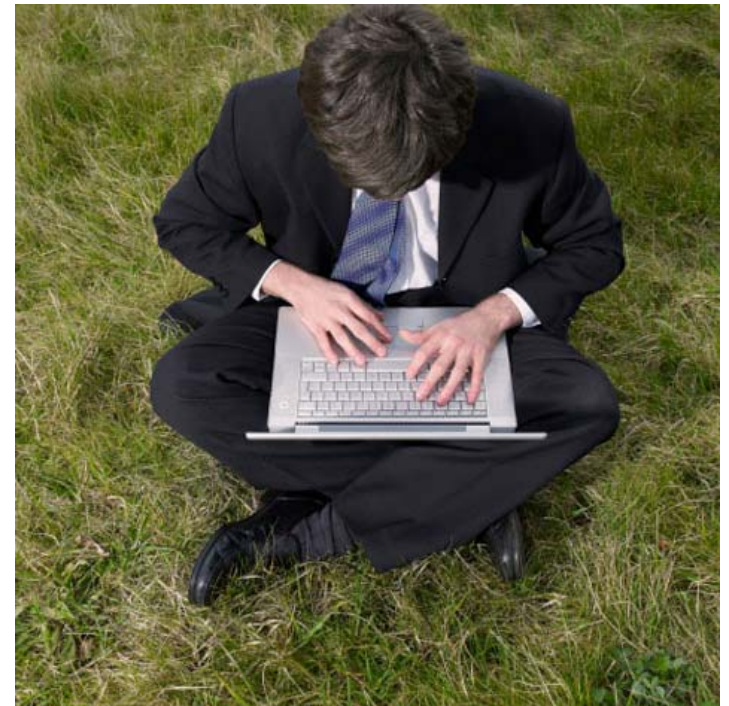
Methodology

1,054 interviews conducted in home and in street

Fieldwork conducted 16 September – 16 October 2011

Similar approach to previous waves:

- 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

	Set	Achieved (%)	Number
Men	49%	44%	468
Women	51%	56%	586
18-34	36%	26%	270
35-59	42%	55%	575
60+	22%	20%	209
Owner Occupier/ Other	91%	93%	976
Council Rented	9%	7%	78

Base: All Merton residents (1054)

Sample Profile - weighted

- 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	Area 2	Area 3	Area 4	Area 5	Area 6
Men	48%	44%	52%	51%	48%	50%
Women	52%	56%	48%	49%	52%	50%
18-34	5%	11%	13%	14%	7%	5%
35-59	31%	21%	23%	22%	32%	34%
60+	27%	40%	25%	33%	32%	25%
Owner Occupier/ other	96%	94%	95%	93%	78%	96%
Council Rented	4%	6%	5%	7%	22%	4%

Base: All Merton residents (1054)



Sample Profile

<u>ETHNICITY</u>	Set	Achieved (%)	Number
White	75%	73%	768
Mixed	} 25%	} 27%	} 286
Black			
Asian			
Other			

Base: All Merton residents (1054)



Weighting Matrix

	Men	Young 18-34	Middle 35-59	Older 60+	Women	Young 18-34	Middle 35-59	Older 60+
Target	0.49	0.35	0.41	0.24	0.51	0.38	0.43	0.19
Achieved	0.44	0.26	0.52	0.22	0.56	0.25	0.57	0.18

Base: All Merton residents ()





Areas of Personal Concern

London Borough of Merton Residents Survey 2011/12

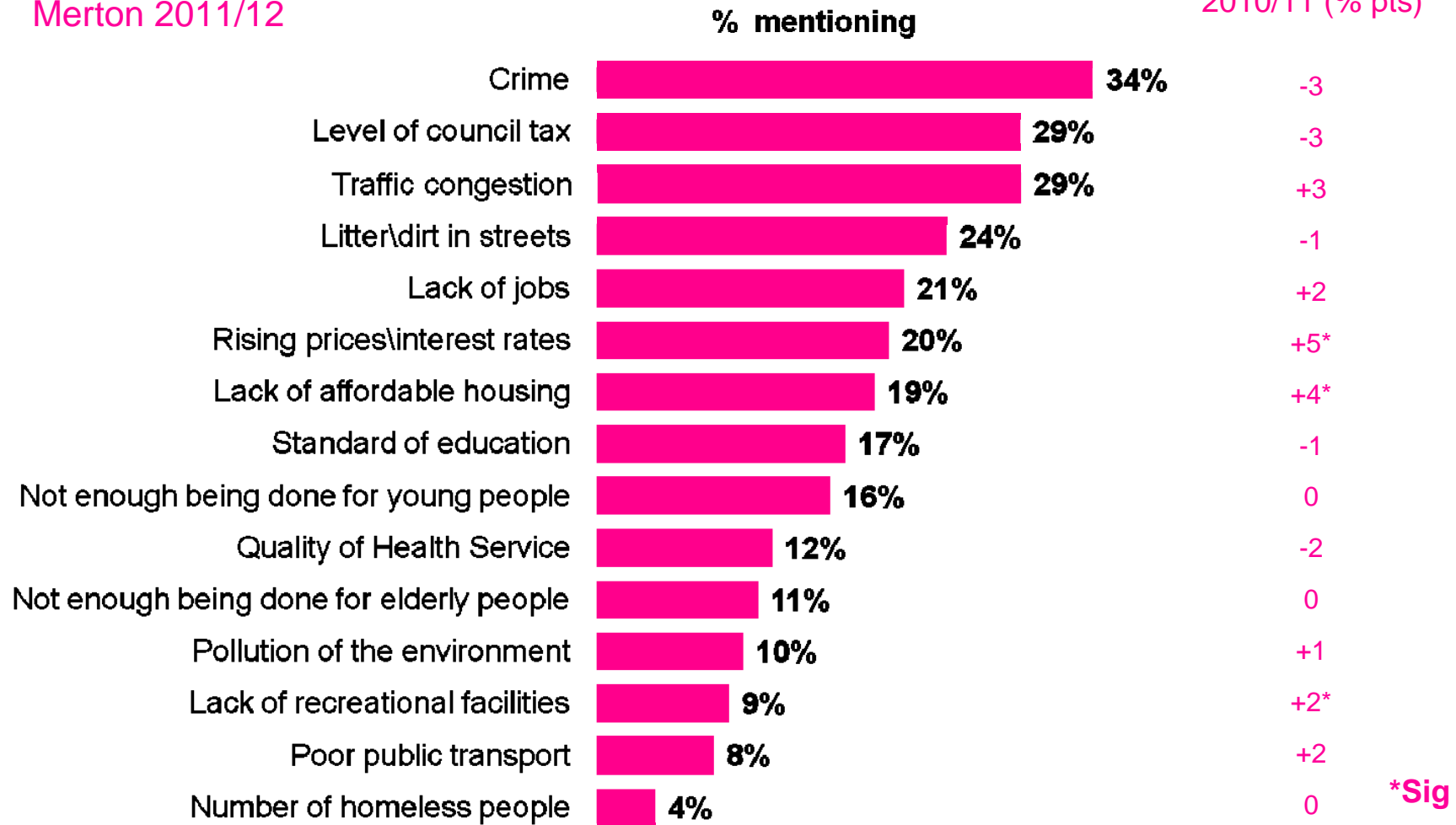
Summary – Areas of Personal Concern

- Crime remains the number one concern for residents, followed by the level of council tax and traffic congestion.
 - Level of concern over crime, council tax and litter is steadily dropping off over recent years – but concern over traffic remains relatively stable.
 - Concern over crime and lack of jobs is significantly lower than the London average – but concern over traffic congestion, litter, council tax and public transport are all significantly greater than in London as a whole
- Concern over rising prices, lack of affordable housing and lack of recreational facilities has increased significantly this year
- As would be expected, concern over a lack of jobs is higher for those of a lower social grade and those in council owned properties.
- Concern over the standard of education is significantly higher in the 35-49 age group – these are likely to be the respondents who have children at a school age. Respondents of a lower social grade are significantly less concerned about the standard of education.

Residents' Personal Concerns

Merton 2011/12

Change from 2010/11 (% pts)



*Sig

Source: Q2 Which three of these are you personally most concerned about?

Base: All adults (1054, except the split code 'Not enough being done for young people' (517) and 'Rising prices / interest rates' (537))

Significant changes for personal concerns

Since 2010/11

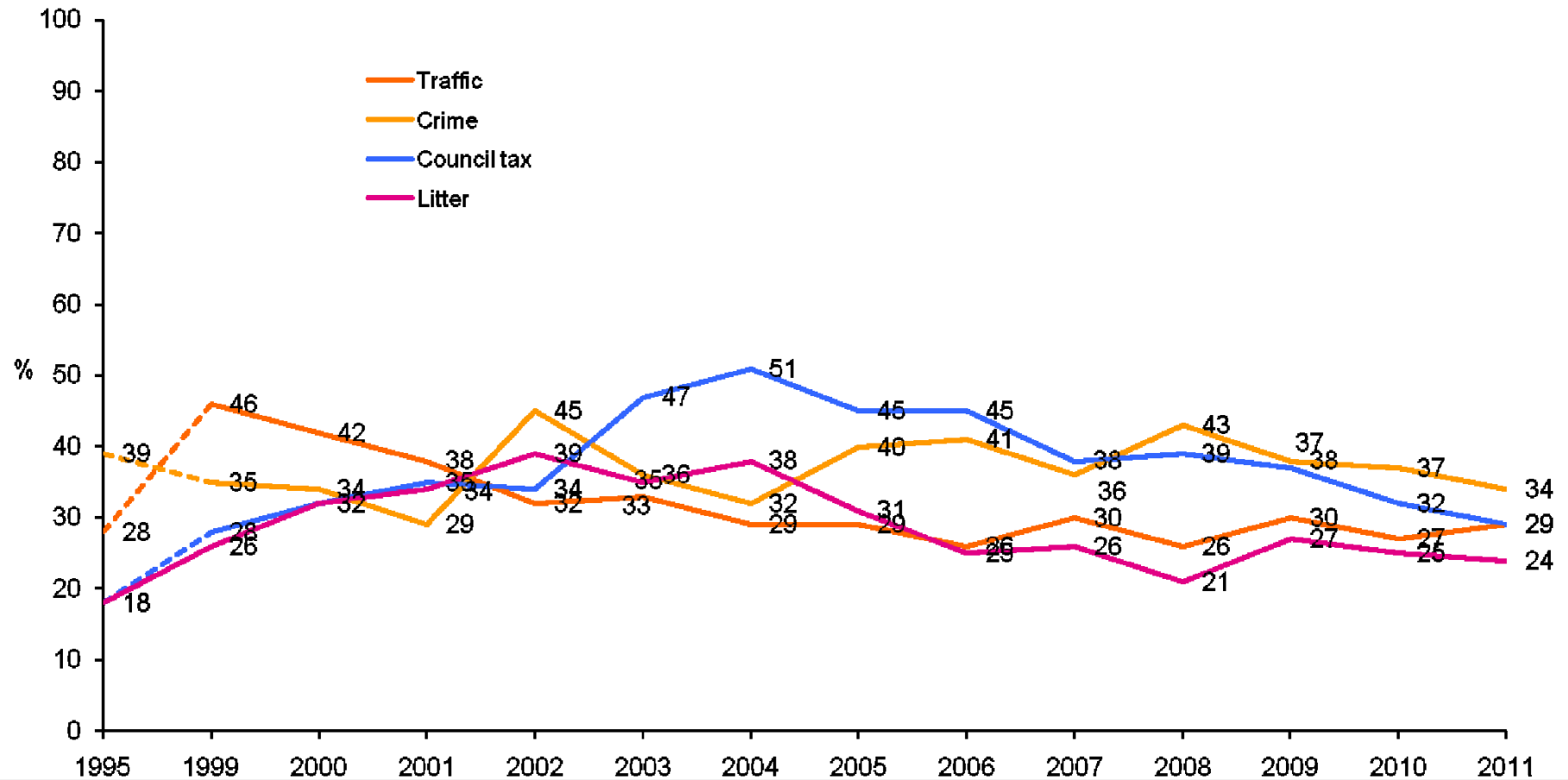
Up	
Rising prices / interest rates	+5% pt
Lack of affordable housing	+4% pt
Lack of recreational facilities	+2% pt

Source: Q2 Which three of these are you personally most concerned about?

Base: All adults (1054, except the split code 'Not enough being done for young people' (517) and 'Rising prices / interest rates' (537))

Main Personal Concerns

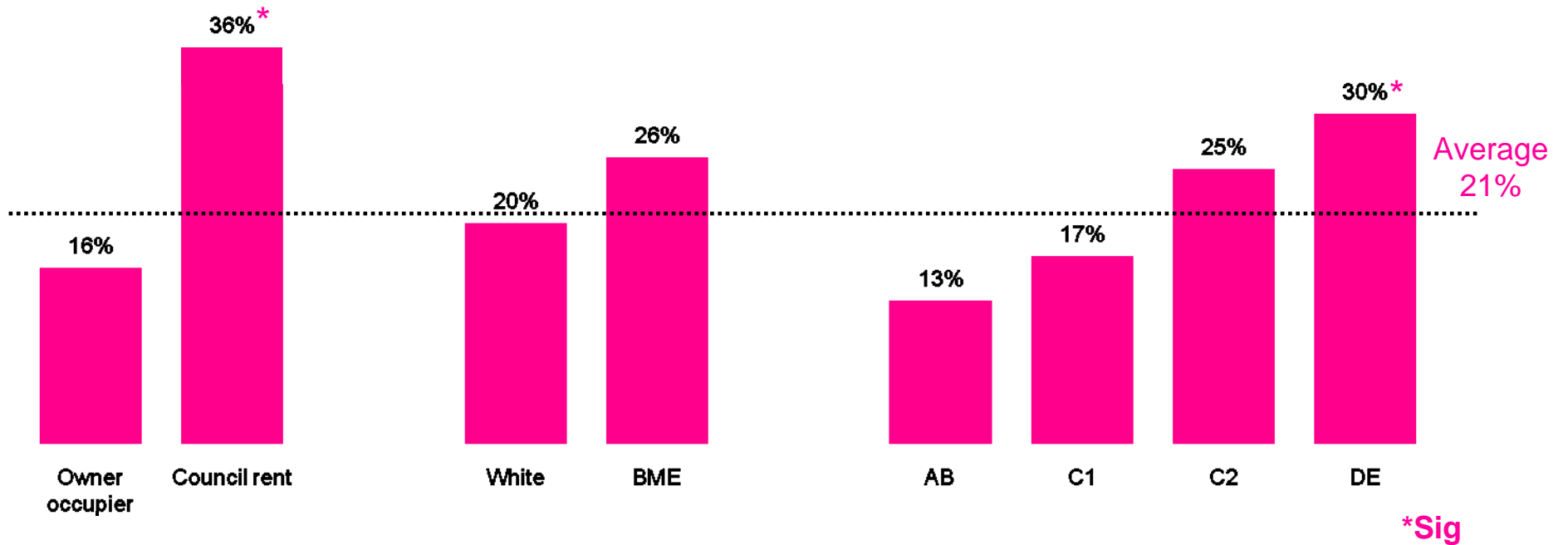
1995 – 2011



Source: Q2 Which three of these are you personally most concerned about?
 Base: All adults (1054)

Lack of jobs

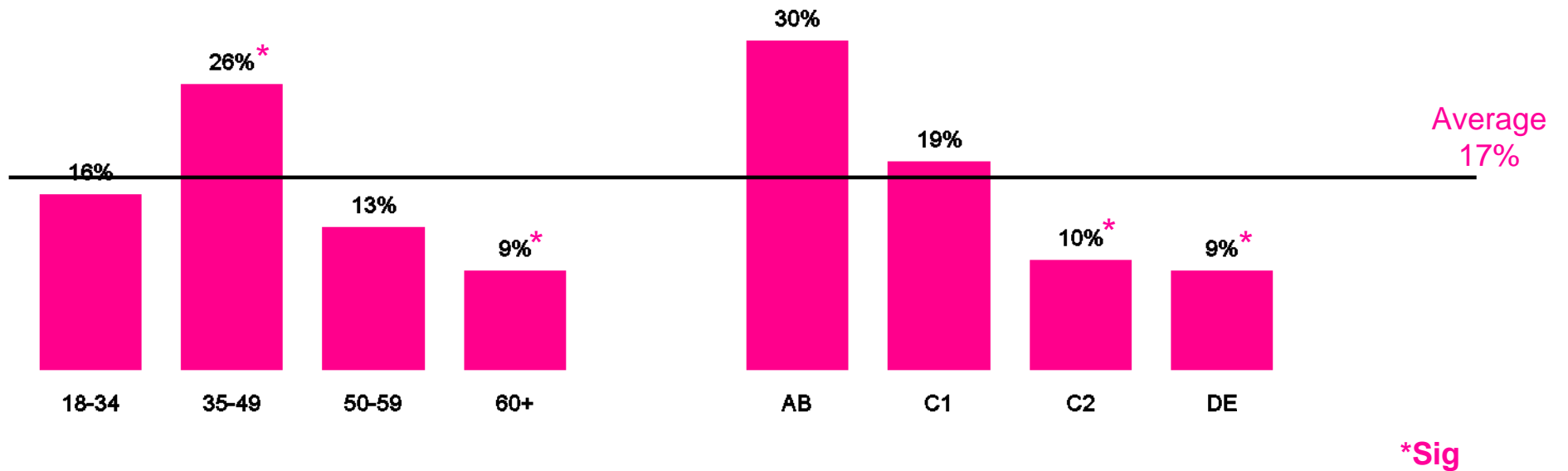
Differences by housing tenure, ethnicity & social grade



Source: Q2 Which three of these are you personally most concerned about?
Base: All adults (1054)

Standard of education

Differences by age and social grade



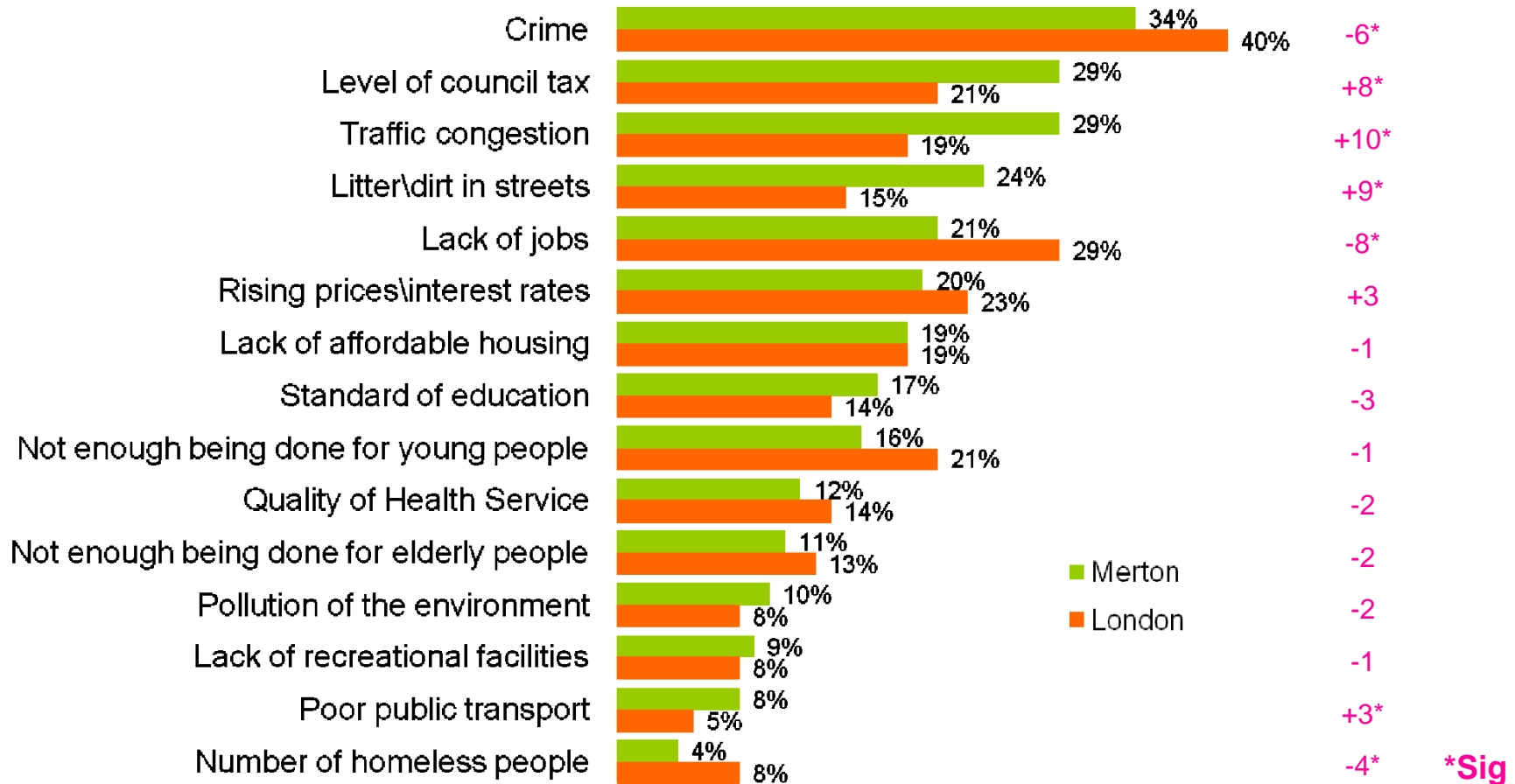
Source: Q2 Which three of these are you personally most concerned about?
Base: All adults (1054)

Residents' personal concerns

Merton 2011/12 compared with London

% mentioning

Difference to London (% pts)



Source: Q2 Which three of these are you personally most concerned about?

Base: All adults (Merton: 1054; London: 1036, except the split code 'Not enough being done for young people' (Merton: 517; London: 507) and 'Rising prices / interest rates' (Merton:537; London: 529))

Significant differences for personal concerns

Compared with London

Higher	
Traffic congestion	+10% pt
Litter/ dirt in the street	+9% pt
Level of council tax	+8% pt
Poor public transport	+3% pt

Lower	
Lack of jobs	-8% pt
Crime	-6% pt
Number of homeless people	-4% pt

Source: Q2 Which three of these are you personally most concerned about?

Base: All adults (Merton: 1054; London: 1036, except the split code 'Not enough being done for young people' (Merton: 517; London: 507) and 'Rising prices / interest rates' (Merton: 537; London: 529))



Image of the Council

London Borough of Merton Residents Survey 2011/12

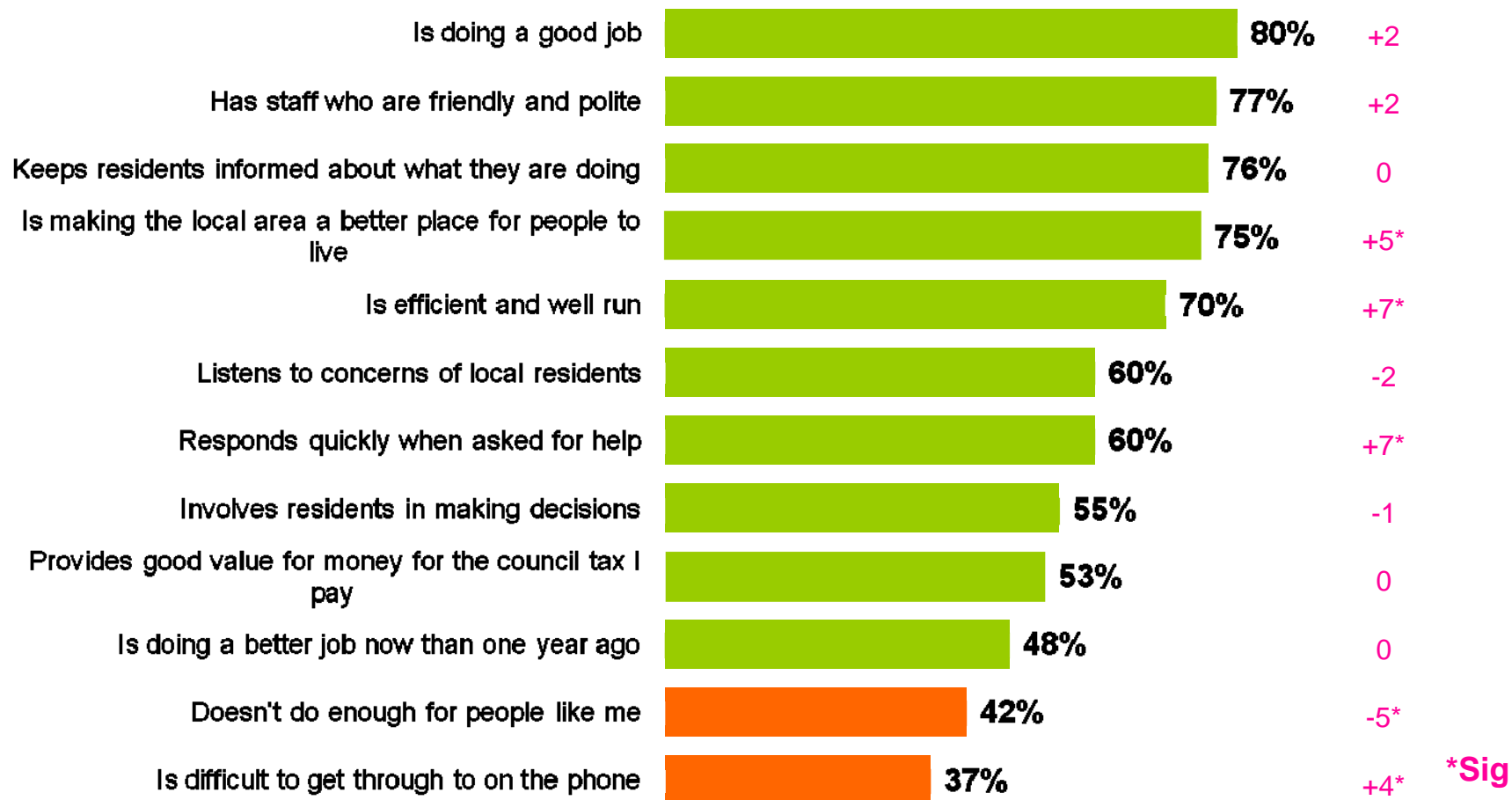
Summary –Image of the council

- Generally, residents are fairly positive about Merton council, with 80% agreeing that Merton is doing a good job
 - Merton scores are significantly ahead of London on the majority of metrics
- There has been a significant improvement in the number of respondents reporting that Merton is efficient and well run, responds quickly when asked for help, is making the local area a better place for people to live and a significant decrease in those saying Merton doesn't do enough for people like me
 - There has also been a significant increase in reports that Merton is difficult to get through to on the phone – this is an area to focus on next year.
- Black/Black British respondents are significantly more likely to report that Merton doesn't do enough for people like them – another area for focus
- Respondents in council housing, as well as those of social grade DE and in area 5, are significantly more likely than average to report that Merton is doing a better job than a year ago. This has driven a small increase in scores this year.

Image of the council 2011/12

% agreeing a great deal/ to some extent

Change from
2010/11 (% pts)



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 (1054)

Significant changes in image of the council

Since 2010/11

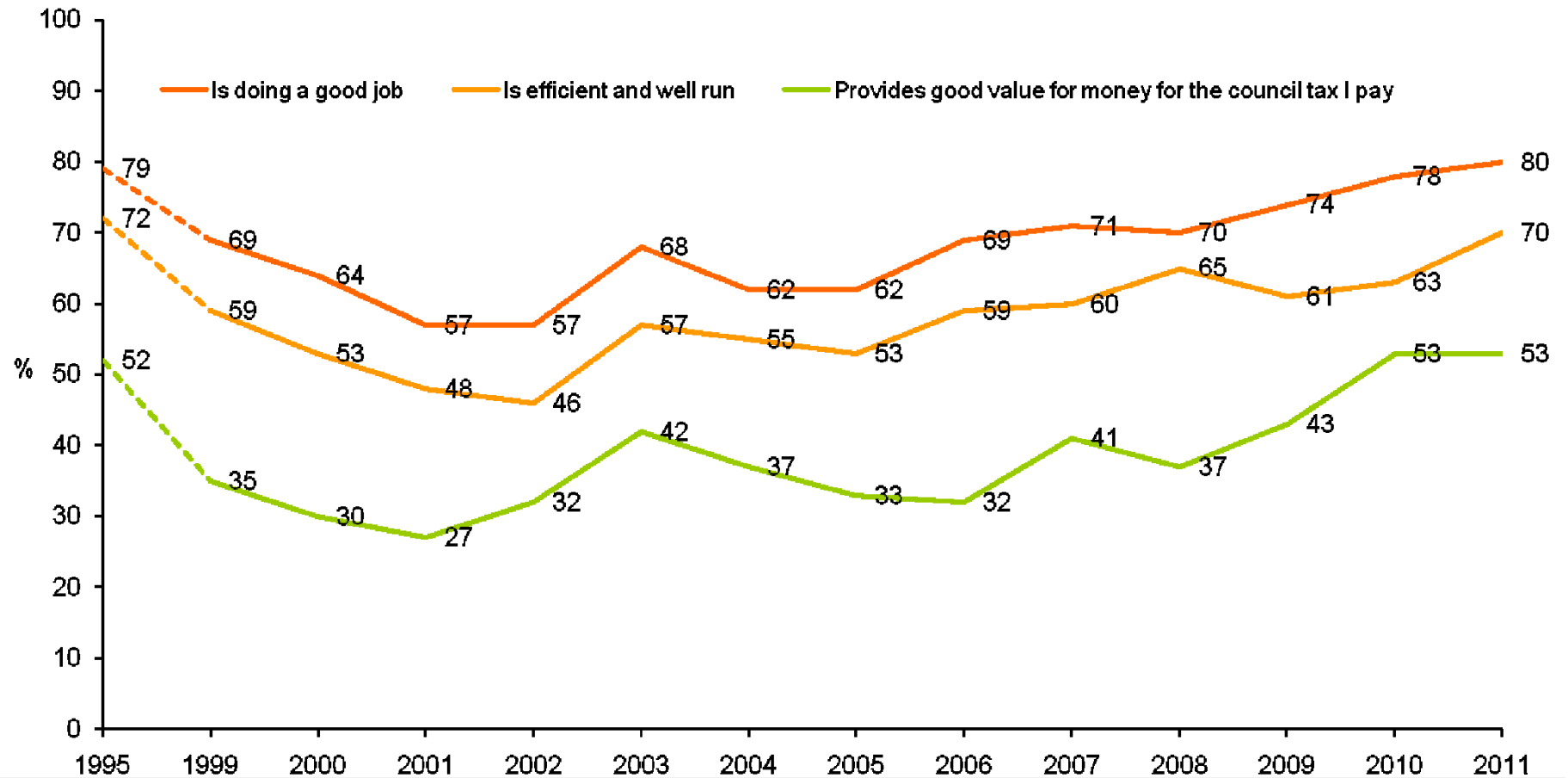
Better	
Is efficient and well run	+7% pt
Responds quickly when asked for help	+7% pt
Is making the local area a better place for people to live	+5% pt
Doesn't do enough for people like me	-5% pt

Worse	
Is difficult to get through to on the phone	+4% pt

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 (1054)

Overall perceptions of Merton Council

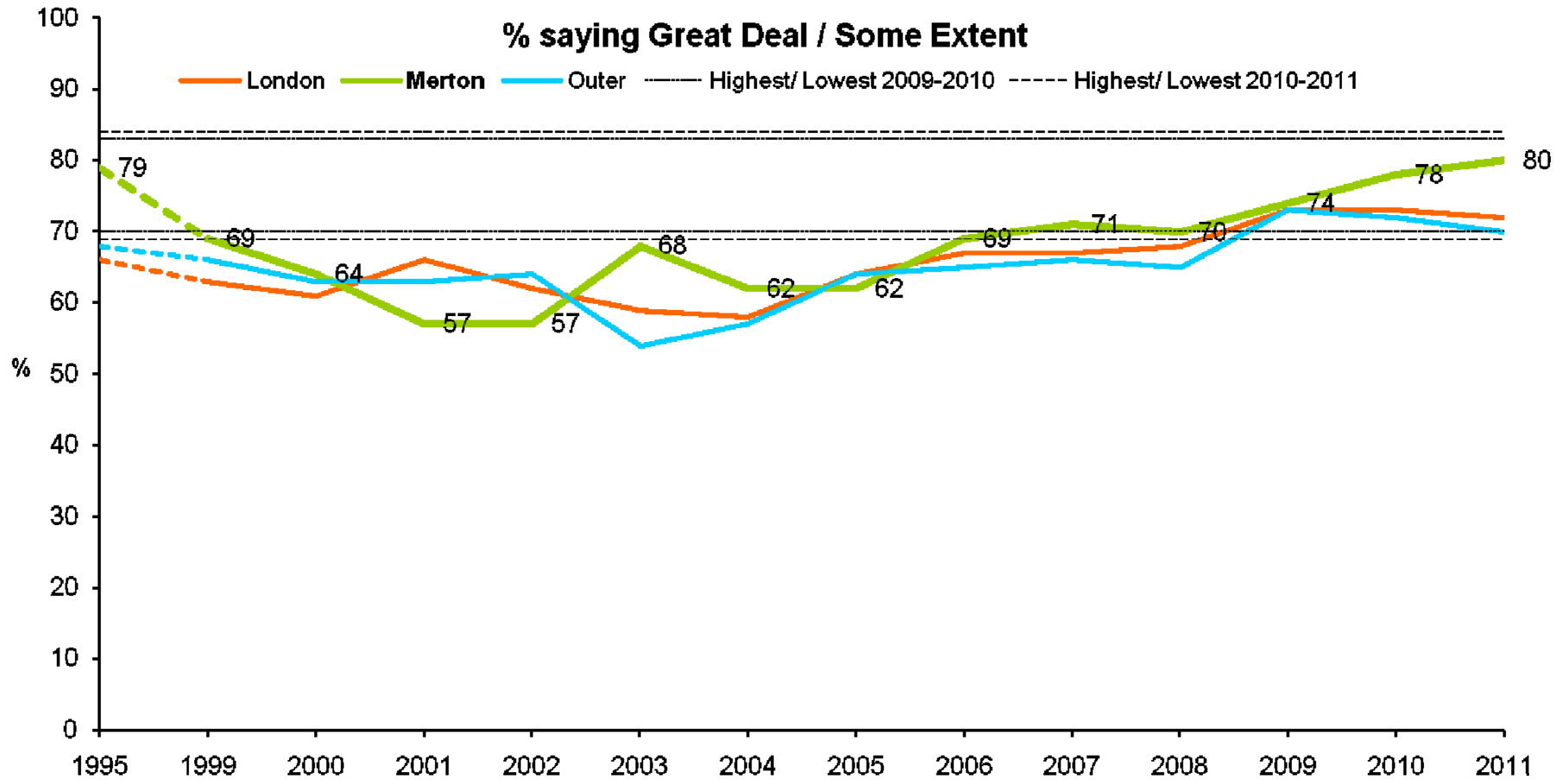
% saying Great Deal / Some Extent



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 (2011: 1054)

Doing a good job

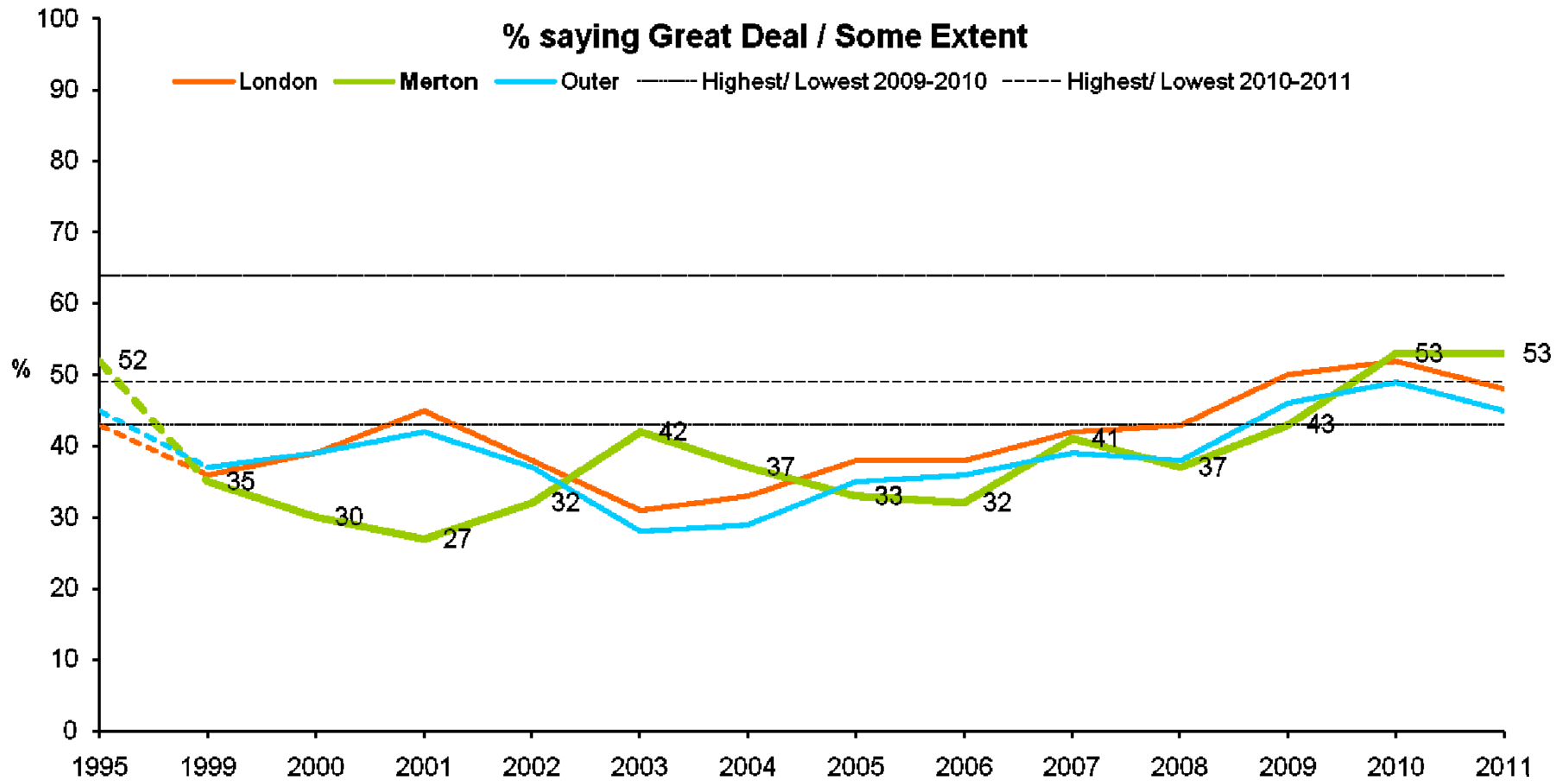
Improved since 2009 – now ahead of London average



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 2011 (Merton: 1054; London: 1036)

Value for money

Improved from 2008 – 2010, 2011 score in line with 2010



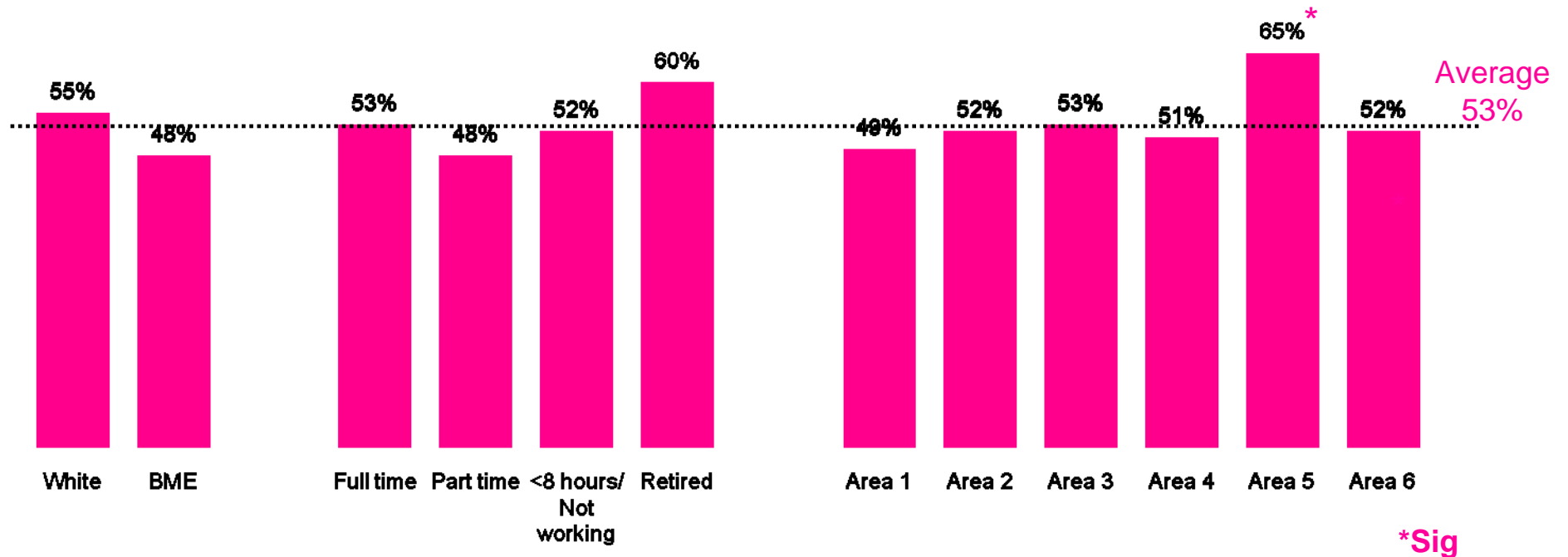
Source: Q3 These are some things which other people have said about their council. To what extent do you think these statements apply to your borough?
 Base: All adults 2011 (Merton: 1054; London: 1036)

Value for money

Differences by ethnicity, working status & area

% saying Great Deal / Some Extent

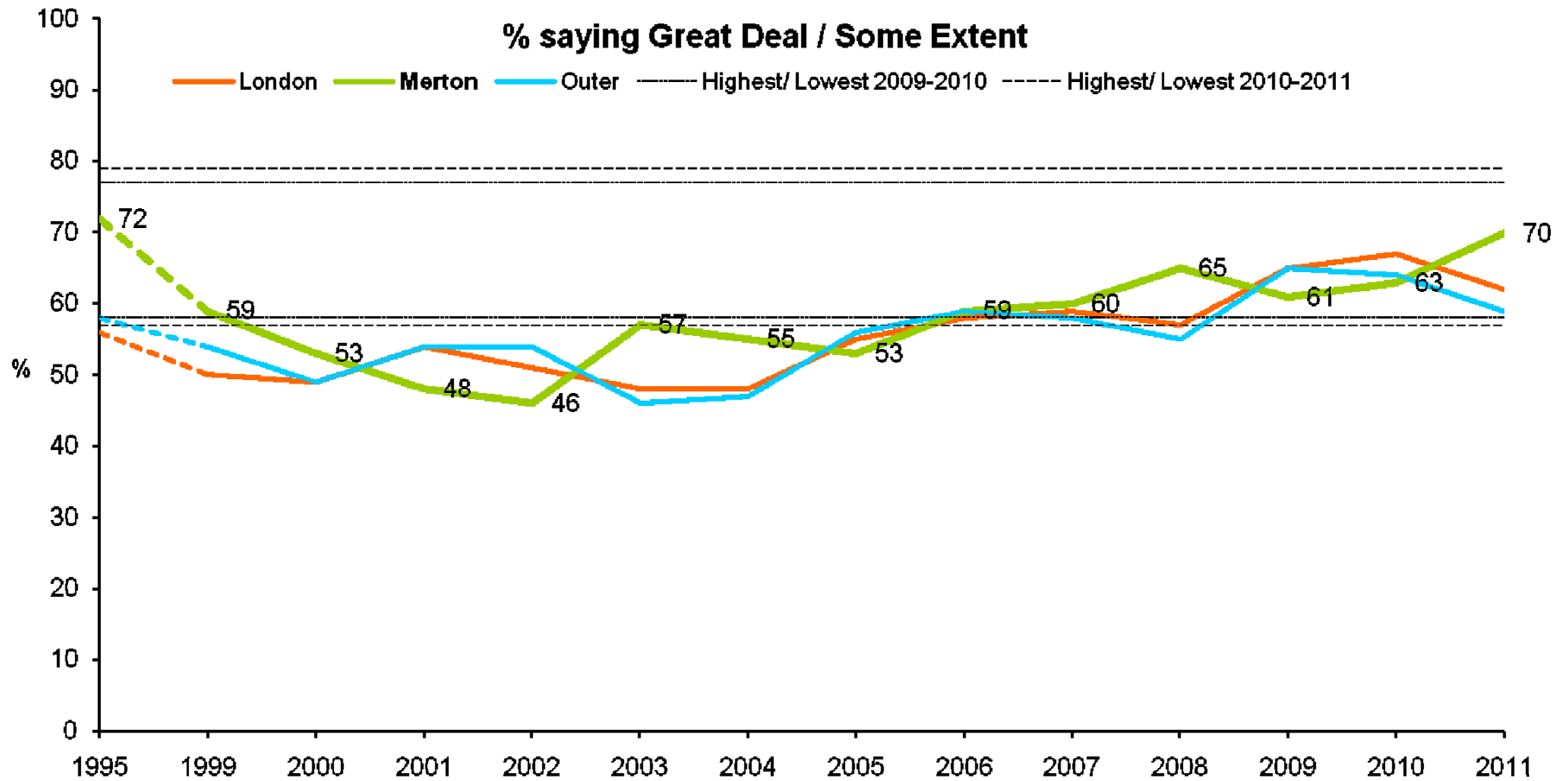
- 1: Village/ Hillside/ Raynes Park/ Wimbledon Park
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- 4: Lavender Fields/ Pollards Hill/ Figges Marsh
- 5: Ravensbury/ St Helier/ Cricket Green
- 6: Colliers Wood/ Graveney/ Longthornton



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 (1054)

Efficient and well run

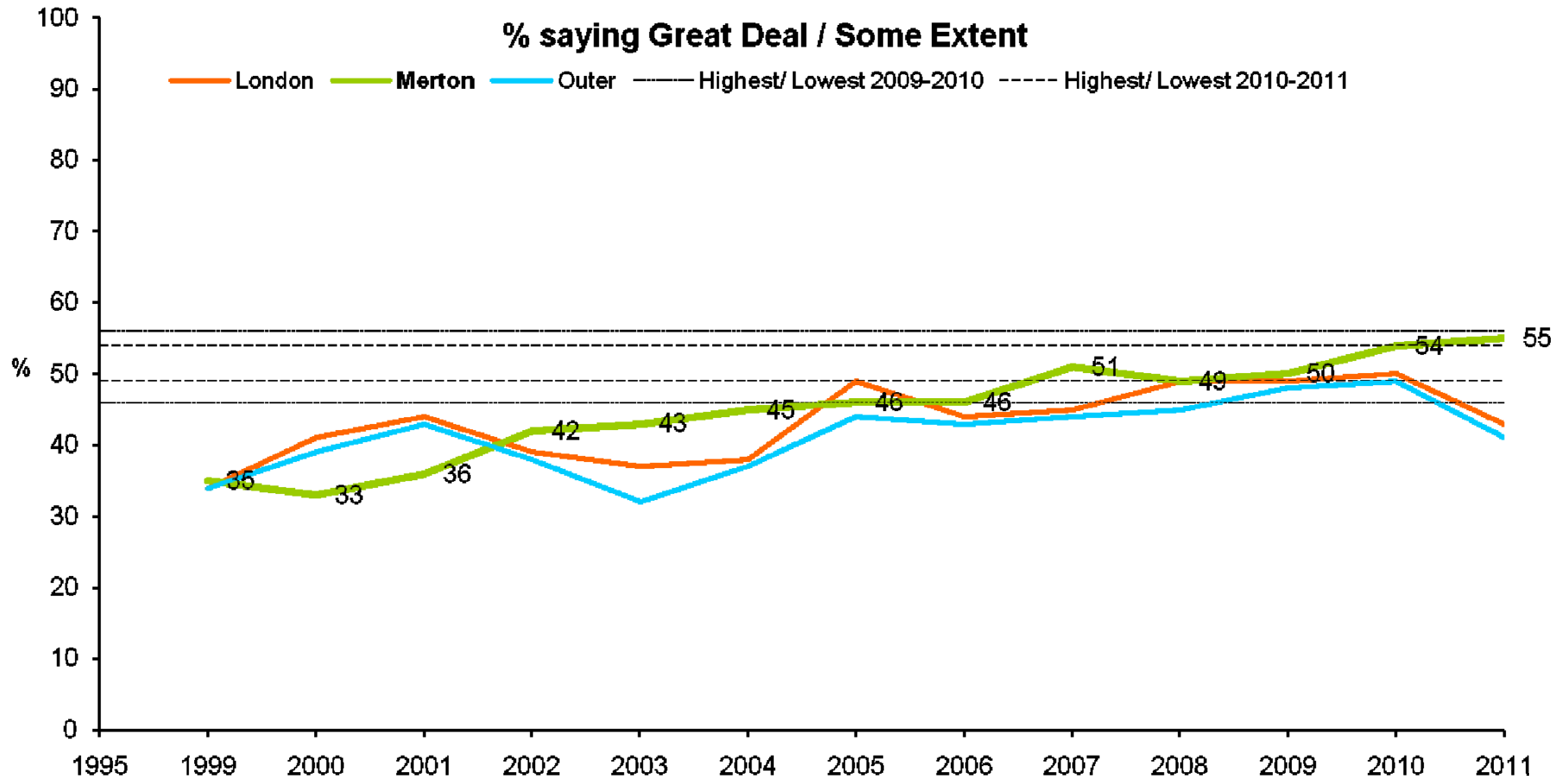
Significantly better than last year – now above London average



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 20101(Merton: 1054; London: 1036)

Involves residents in decision making

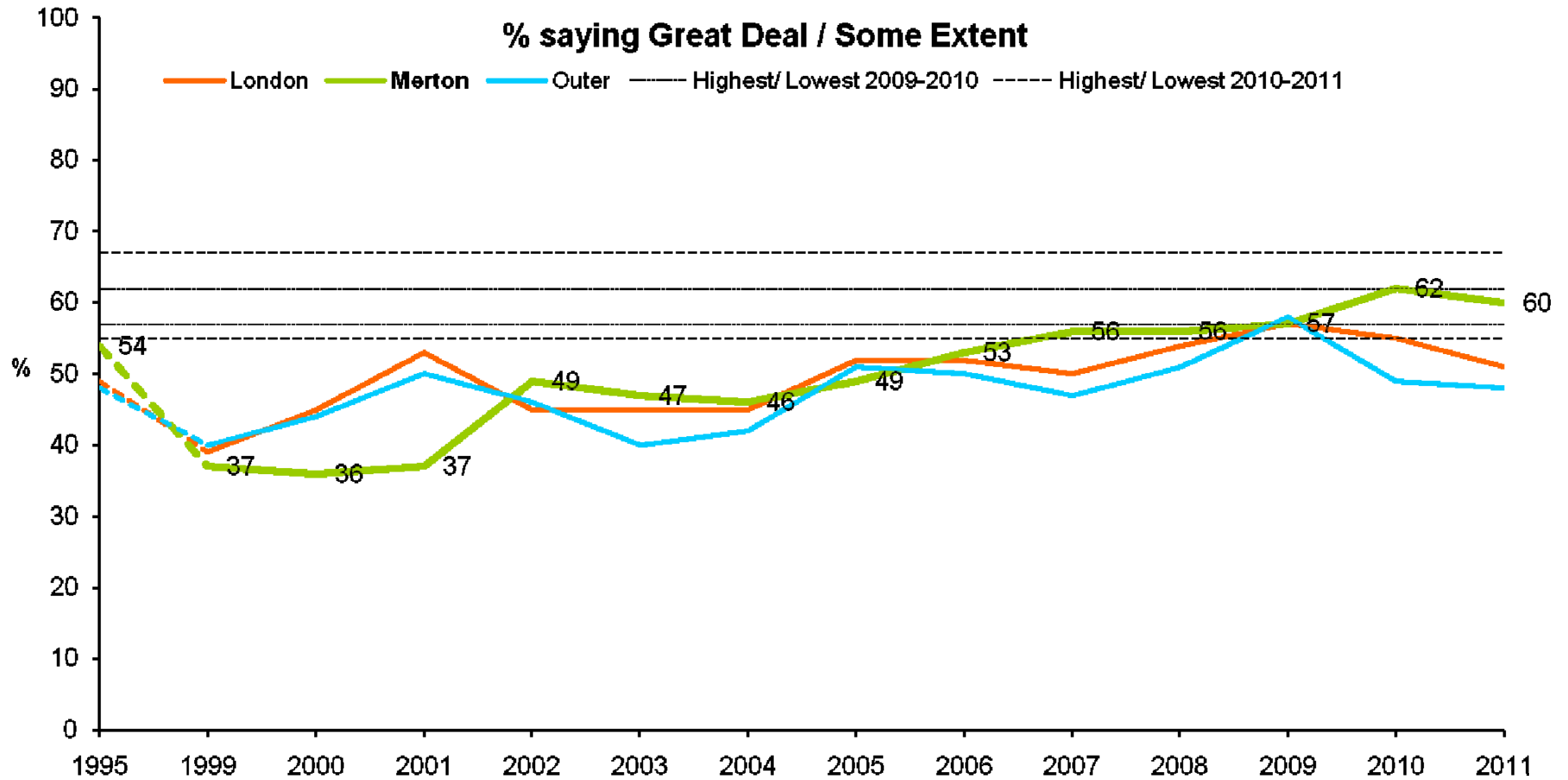
Steady improvement since 2008



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 2011 (Merton: 1054; London: 1036)

Listens to concerns of local residents

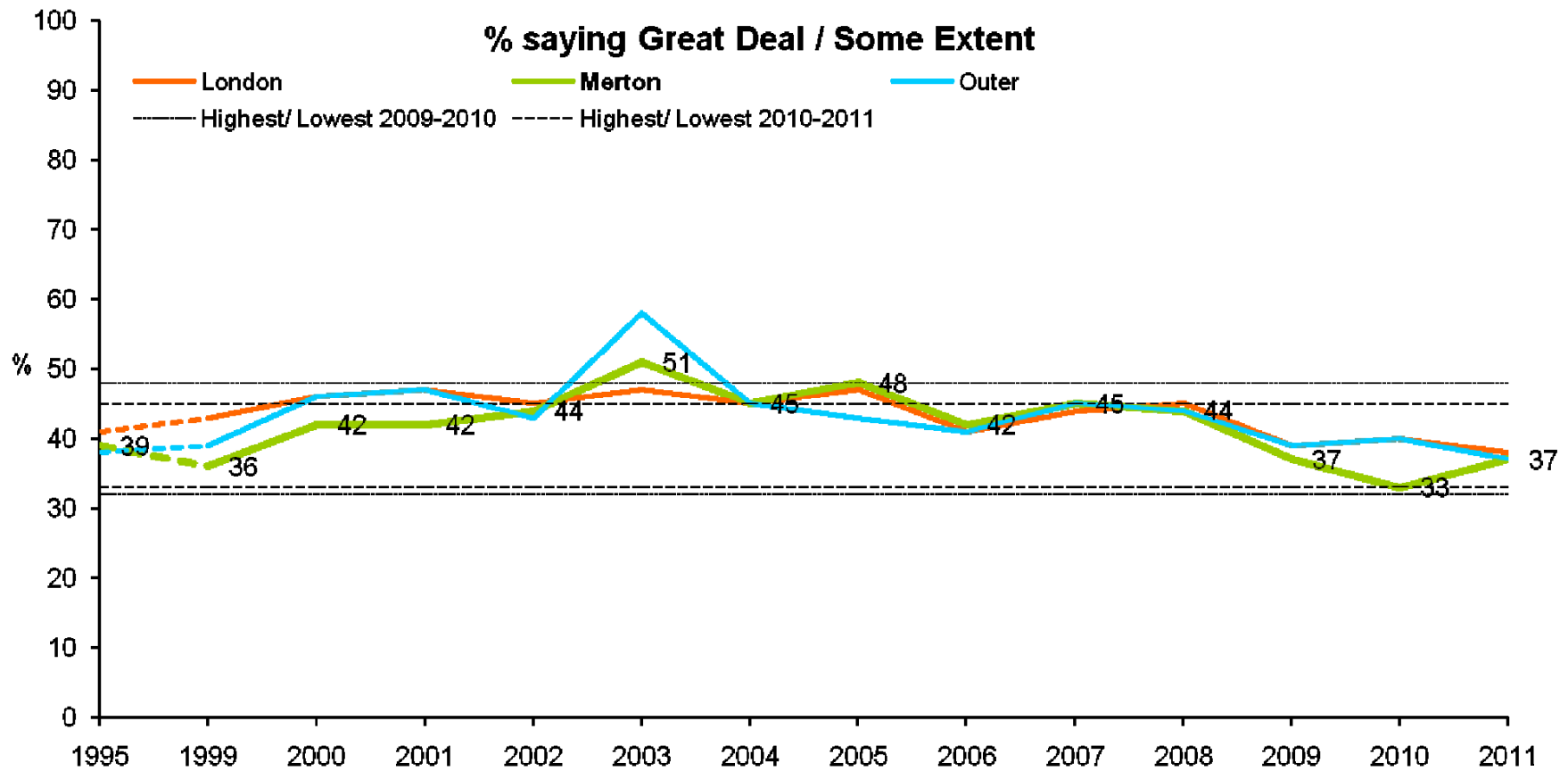
Slight decrease since last year but still ahead of London



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 2011 (Merton: 1054; London: 1036)

Is difficult to get through to on the phone

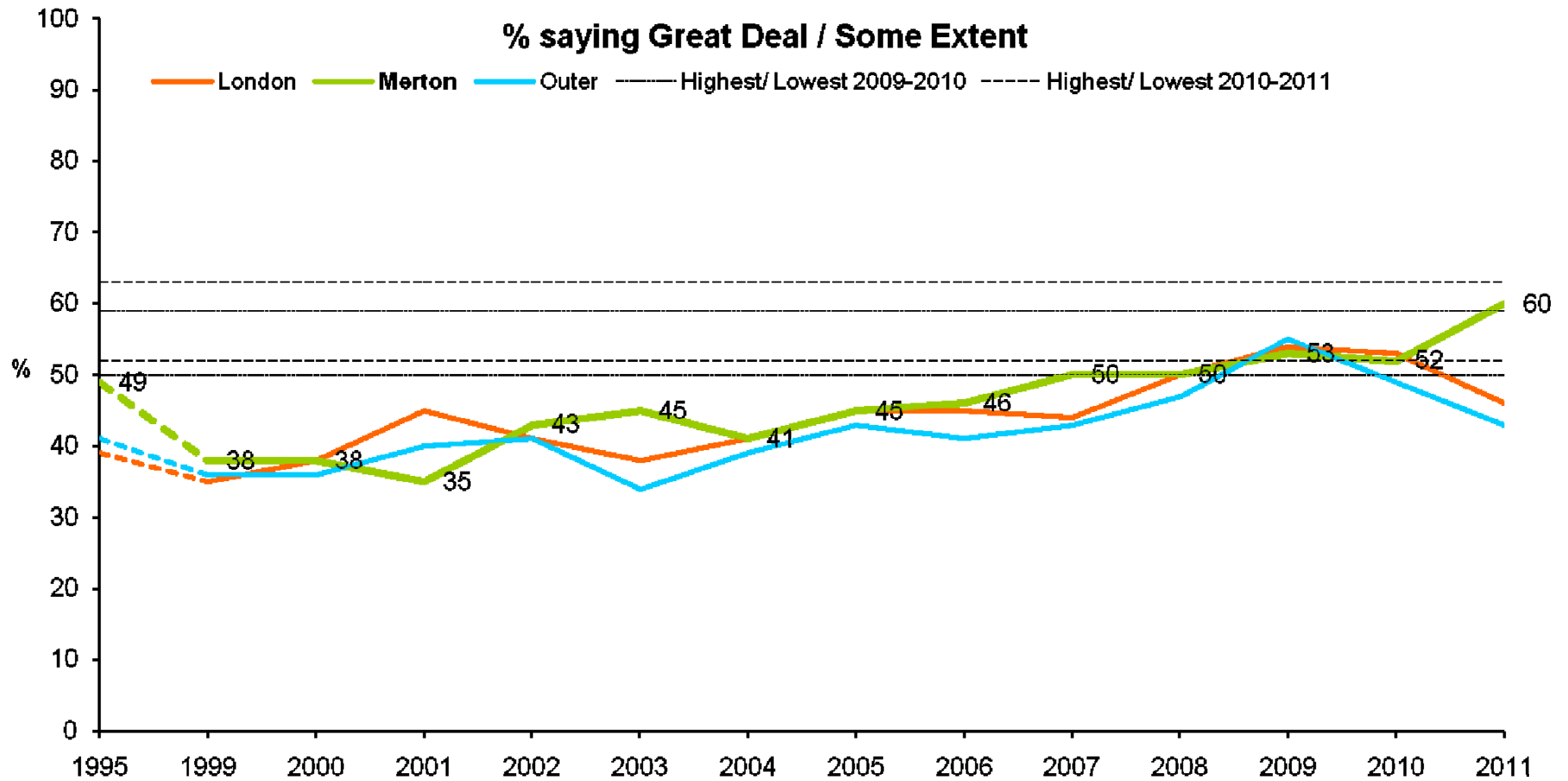
Merton performance is back in line with London average



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 2011 (Merton: 1054; London: 1036)

Responds quickly when asked for help

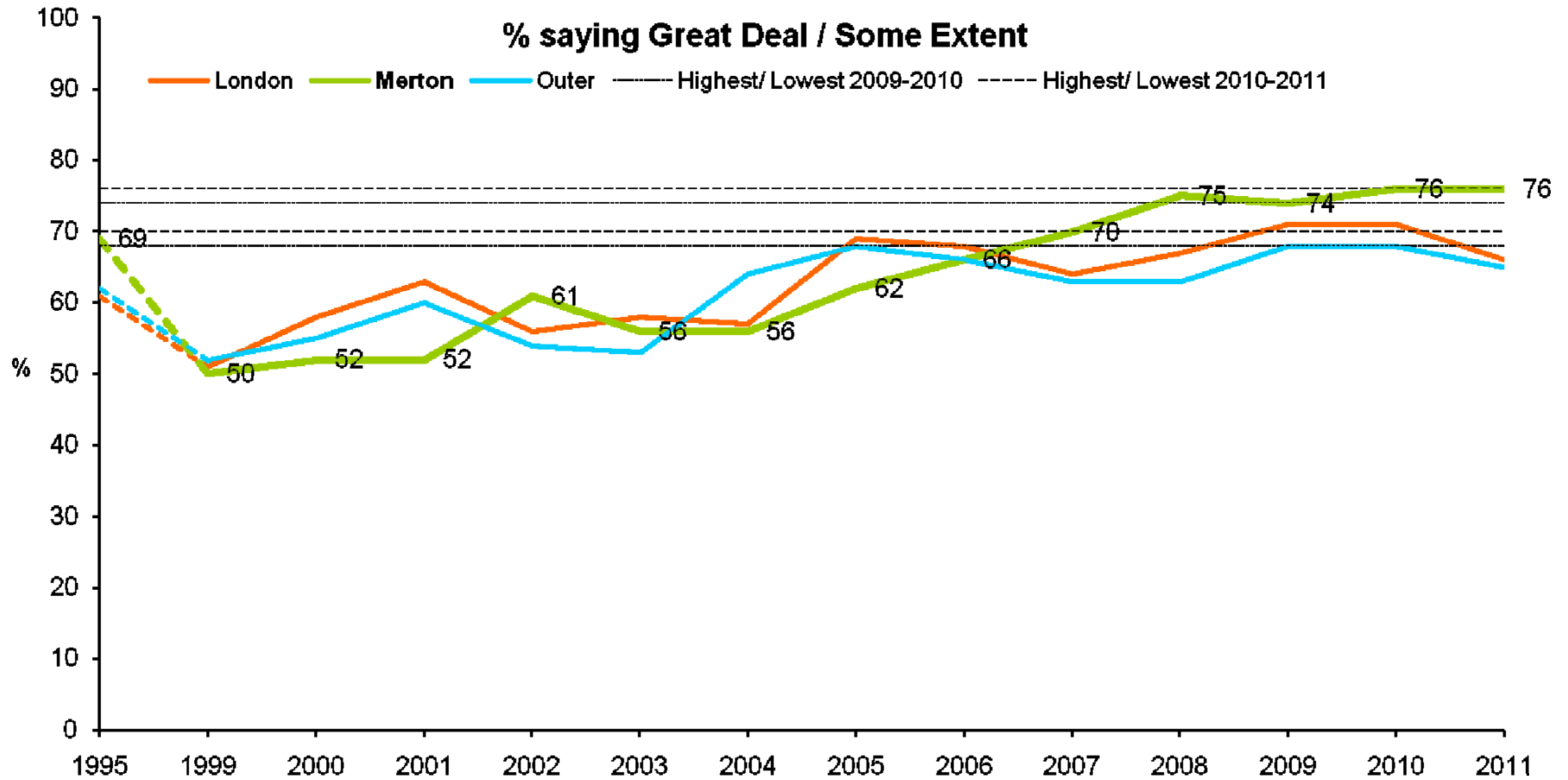
Significant improvement since last year



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 2011 (Merton: 1054; London: 1036)

Keeps residents informed

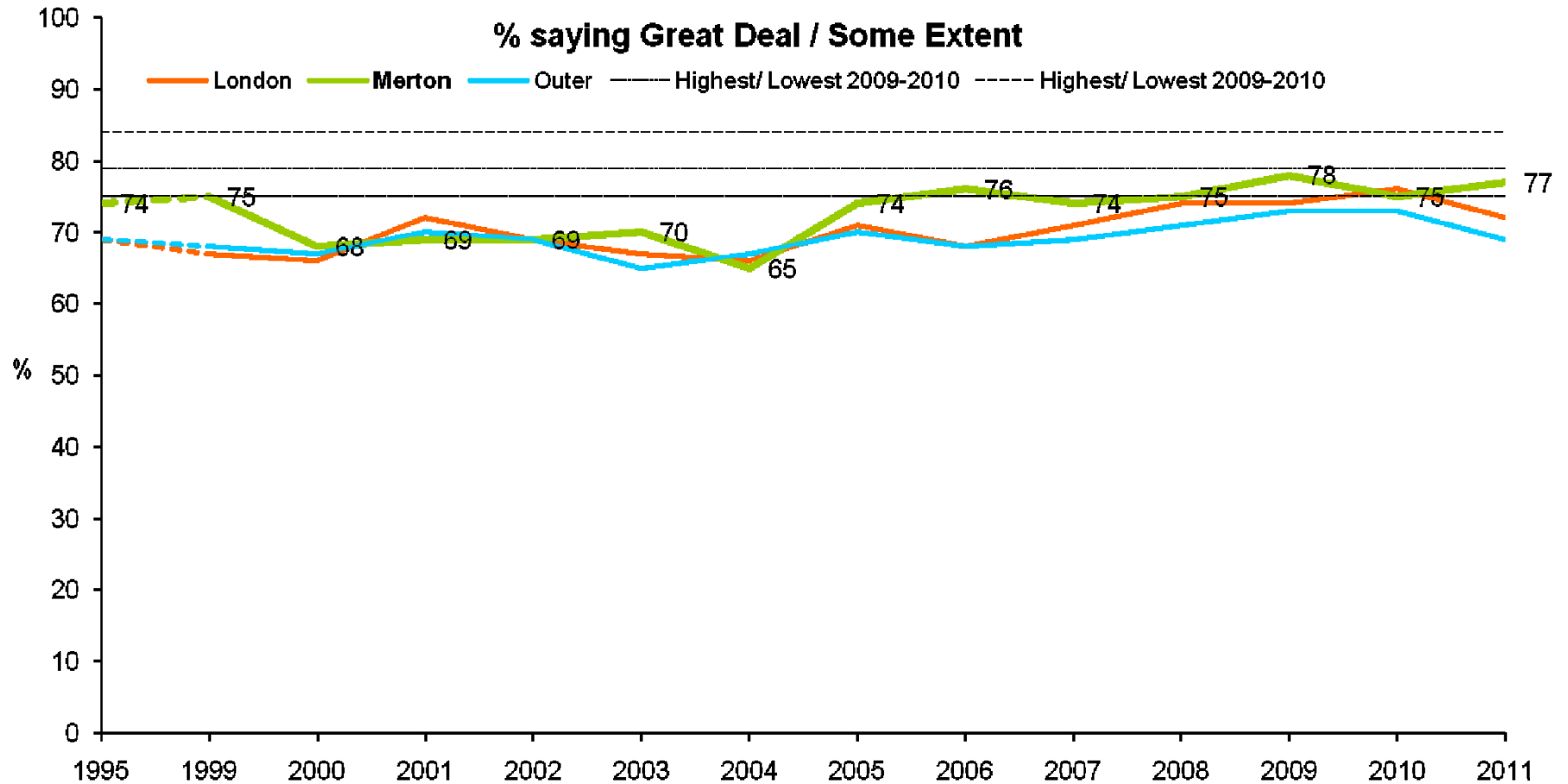
Performance consistently ahead of London since 2006



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 2011 (Merton: 1054; London: 1036)

Has staff who are friendly and polite

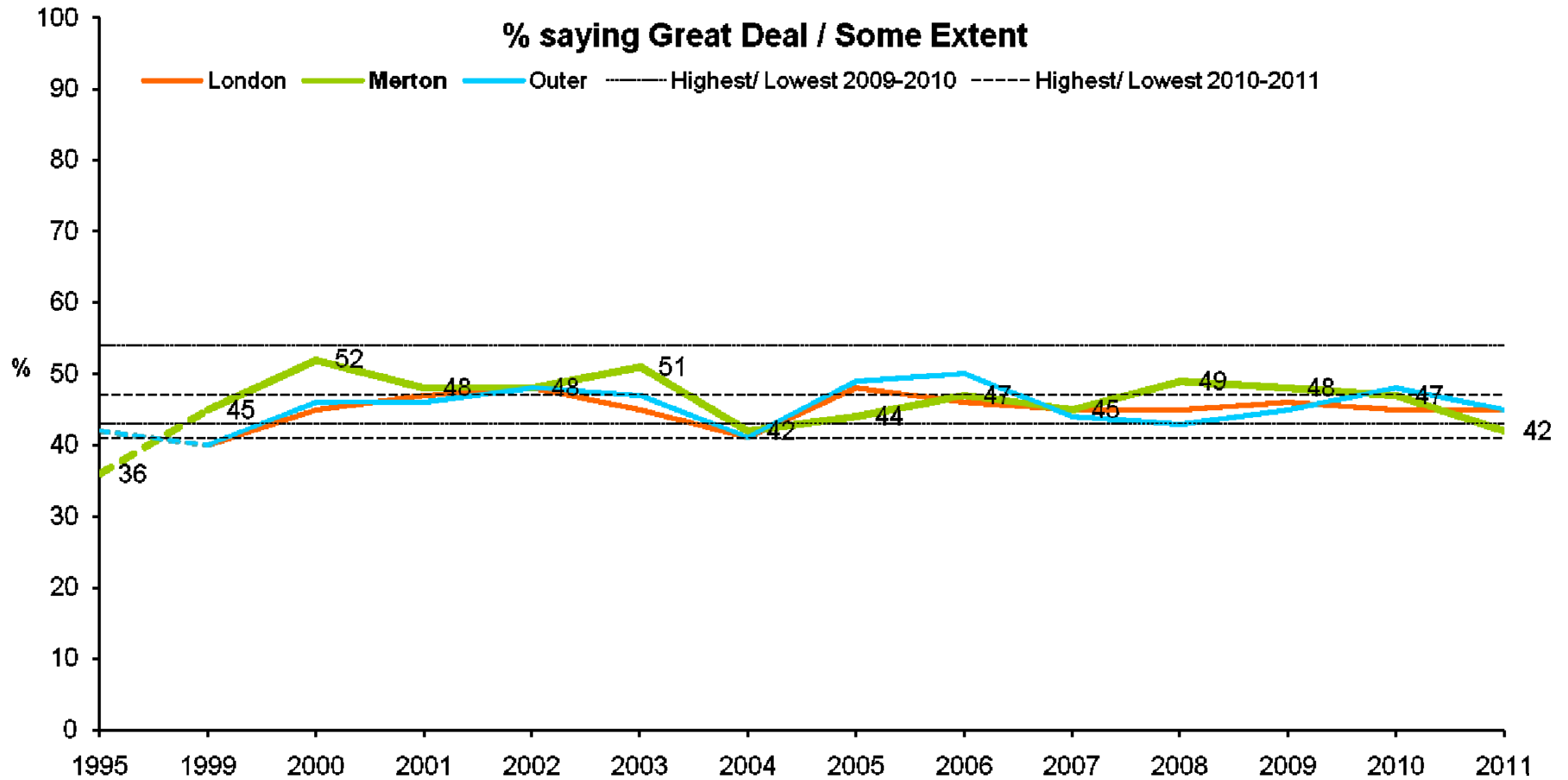
Performance in line with London average



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 2011 (Merton: 1054; London: 1036)

Doesn't do enough for people like me

Significant decrease since 2010 shows respondents feel the council works for them

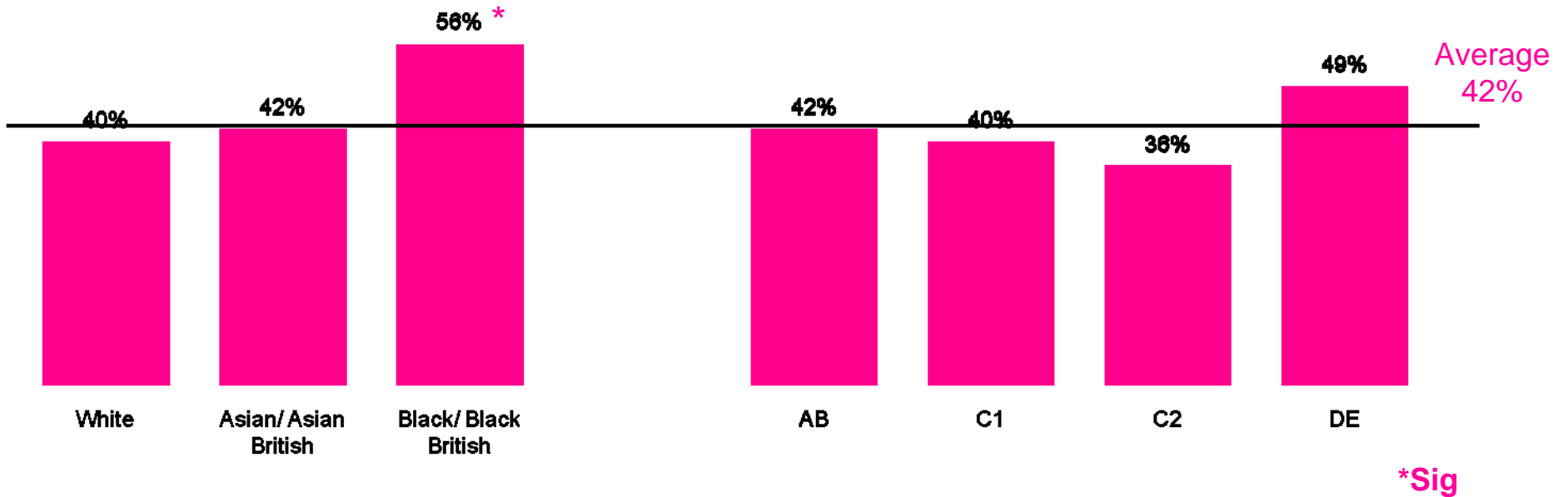


Source: Q3 These are some things which other people have said about their council. To what extent do you think these statements apply to your borough?
Base: All adults 2011 (Merton: 1054; London: 1036)

Doesn't do enough for people like me

Differences by ethnicity and social grade

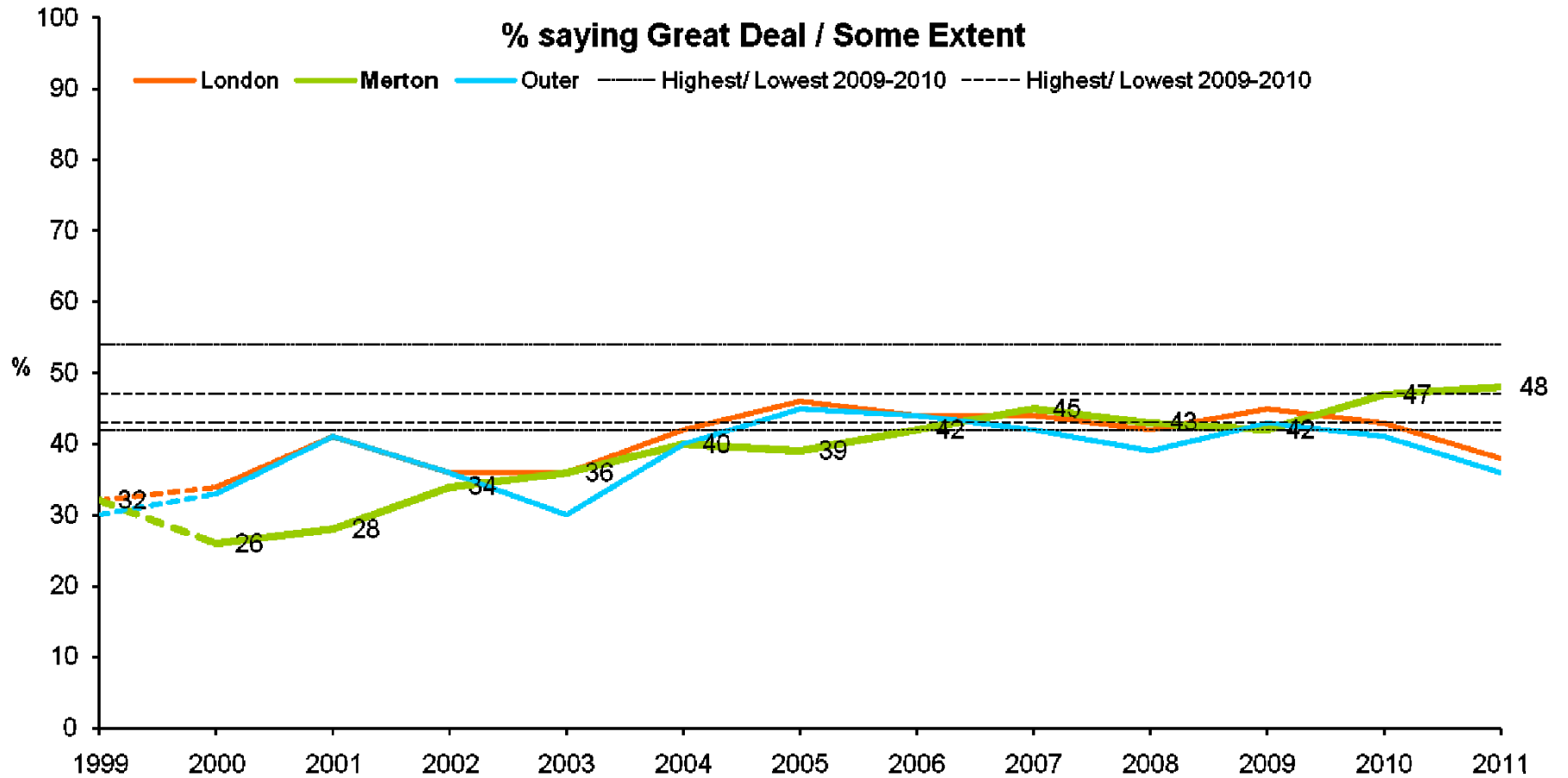
% saying Great Deal / Some Extent



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 (1054)

Is doing a better job now than one year ago

Performance improved since 2009/10

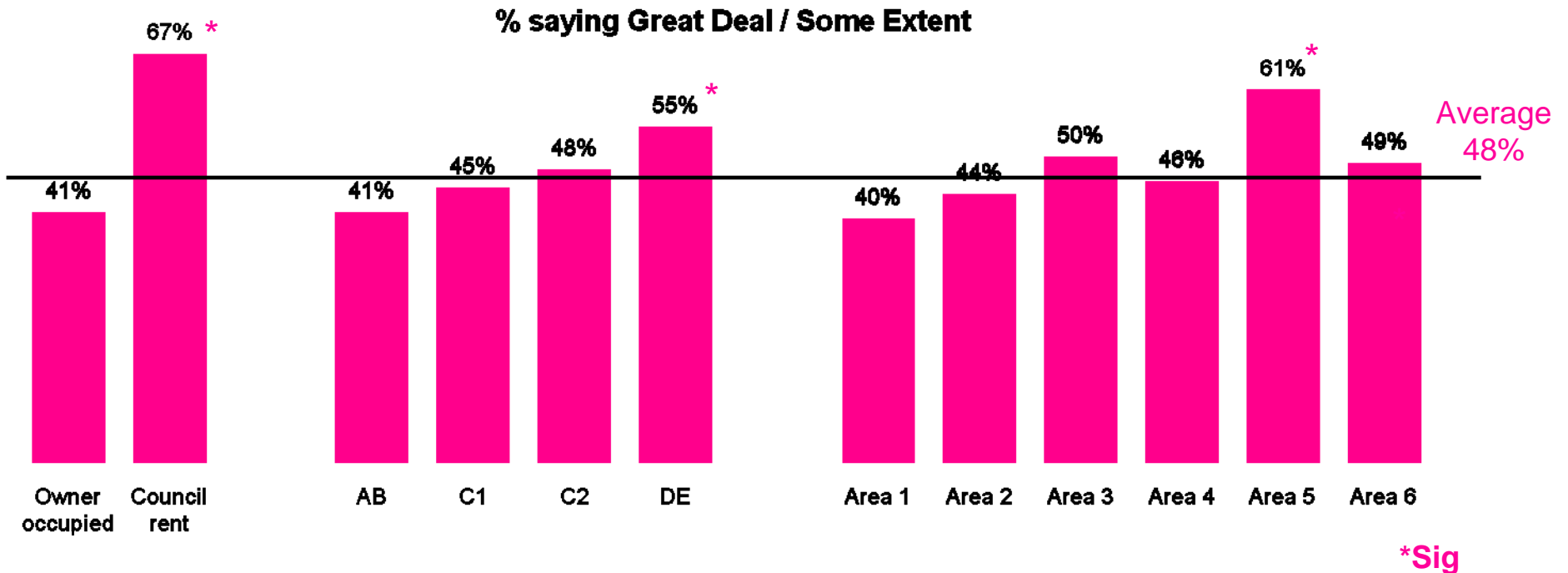


Source: Q3 These are some things which other people have said about their council. To what extent do you think these statements apply to your borough?
Base: All adults 2011 (Merton: 1054; London: 1036)

Is doing a better job now than a year ago

Differences by housing tenure, social grade and area

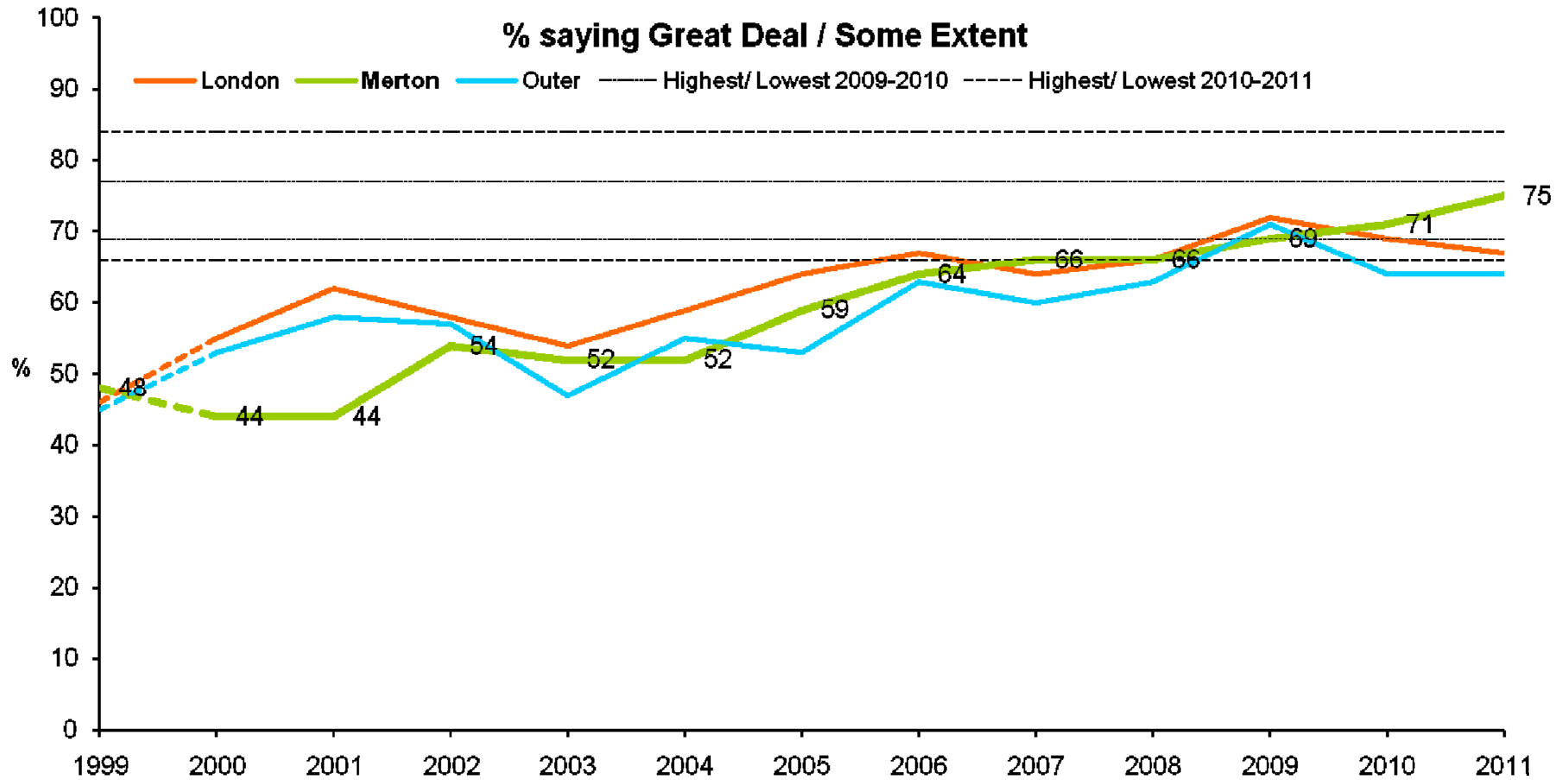
- 1: Village/ Hillside/ Raynes Park/ Wimbledon Park
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- 6: Colliers Wood/ Graveney/ Longthornton



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 (1054)

Making the area a better place for people to live

Improved steadily since 2004, with a significant improvement since last year

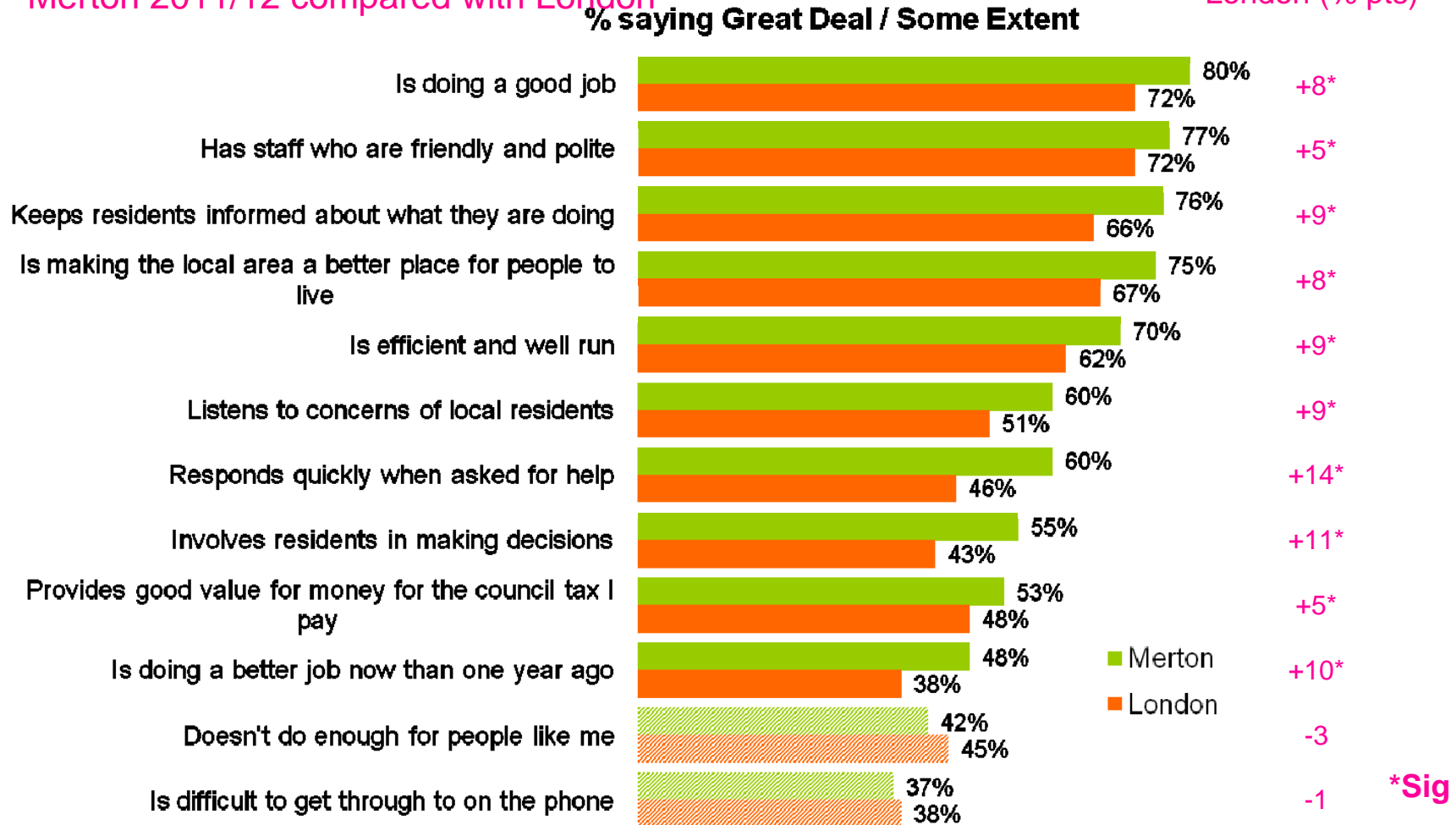


Source: Q3 These are some things which other people have said about their council. To what extent do you think these statements apply to your borough?
Base: All adults 2011 (Merton: 1054; London: 1036)

Image of the council 2010/11

Merton 2011/12 compared with London

Difference to London (% pts)



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 2011 (Merton: 1054; London: 1036)

Significant differences for council image

Compared with London

Better	
Responds quickly when asked for help	+14% pt
Involves residents when making decisions	+11% pt
Is doing a better job now than one year ago	+10% pt
Keeps residents informed on how they are doing	+9% pt
Is efficient and well run	+9% pt
Listens to concerns of local residents	+9% pt
Is making the local area a better place for people to live	+8% pt
Is doing a good job	+8% pt
Has staff who are friendly and polite	+5% pt
Provides good value for money for the council tax I pay	+5% pt

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 2011 (Merton: 1054; London: 1036)



Service Delivery

London Borough of Merton Residents Survey 2011/12

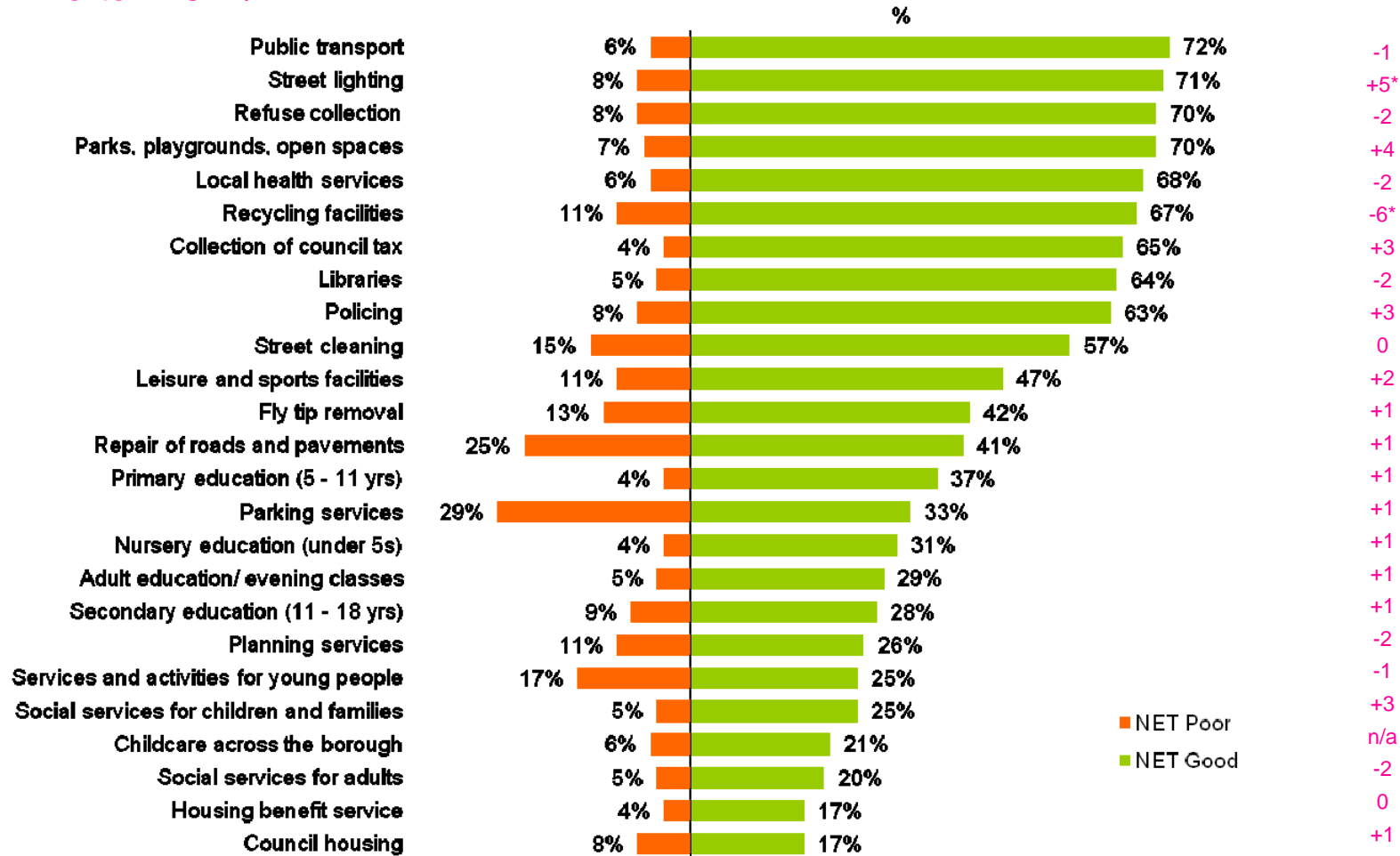
Summary – Service Delivery

- Public transport remains one of the areas Merton residents feels the council performs particularly well in – however, Recycling Facilities, which saw a big leap in performance last year, has significantly lower performance this year – actually falling below London averages
- There has been a significant improvement in public perception of street lighting in the borough
- There has been a significant increase in perceived performance of primary education and council housing among respondents who use these services – with users of both services rating them ahead of the London average
- Respondents have rated collection of council tax, policing, libraries, social services for children, parking services, leisure facilities and repair of roads significantly above the London average score – these are areas that respondents feel Merton performs particularly well in compared to the rest of London
- There are no areas where Merton performs significantly worse than the rest of London

Perceived service delivery

Merton 2011/12

Change from 2010/11 (% pts)

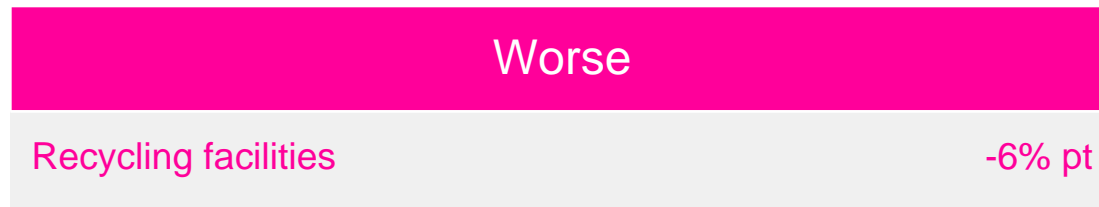


Source: Q4 I would like to ask you about local services in this area. What is your opinion of?
 Base: All adults (1054)

*Sig

Significant changes in service delivery

Since 2010/11

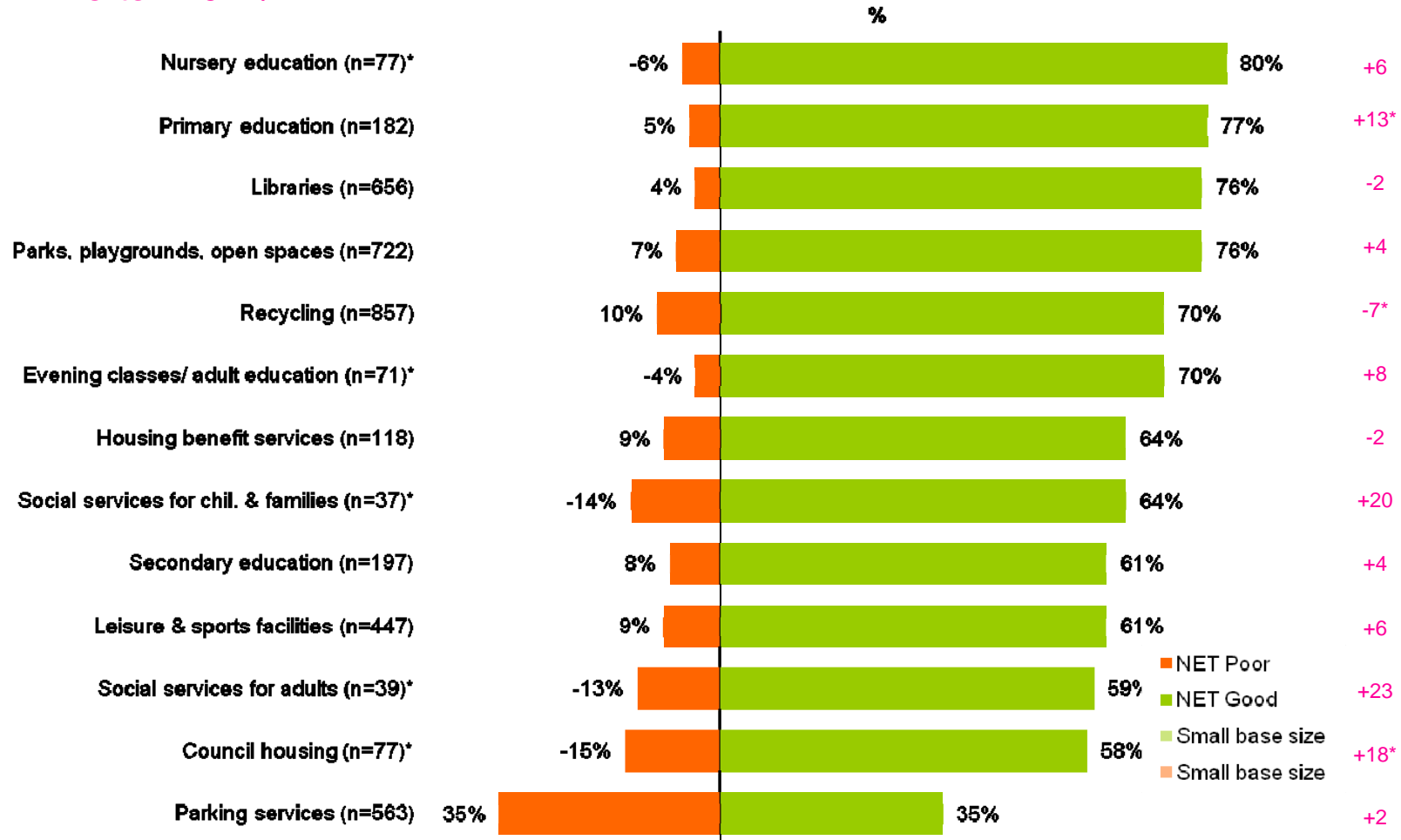


Source: Q4 I would like to ask you about local services in this area. What is your opinion of?
Base: All adults (1054)

Perceived service delivery – among users

Merton 2011/12

Change from 2010/11 (% pts)



*Sig

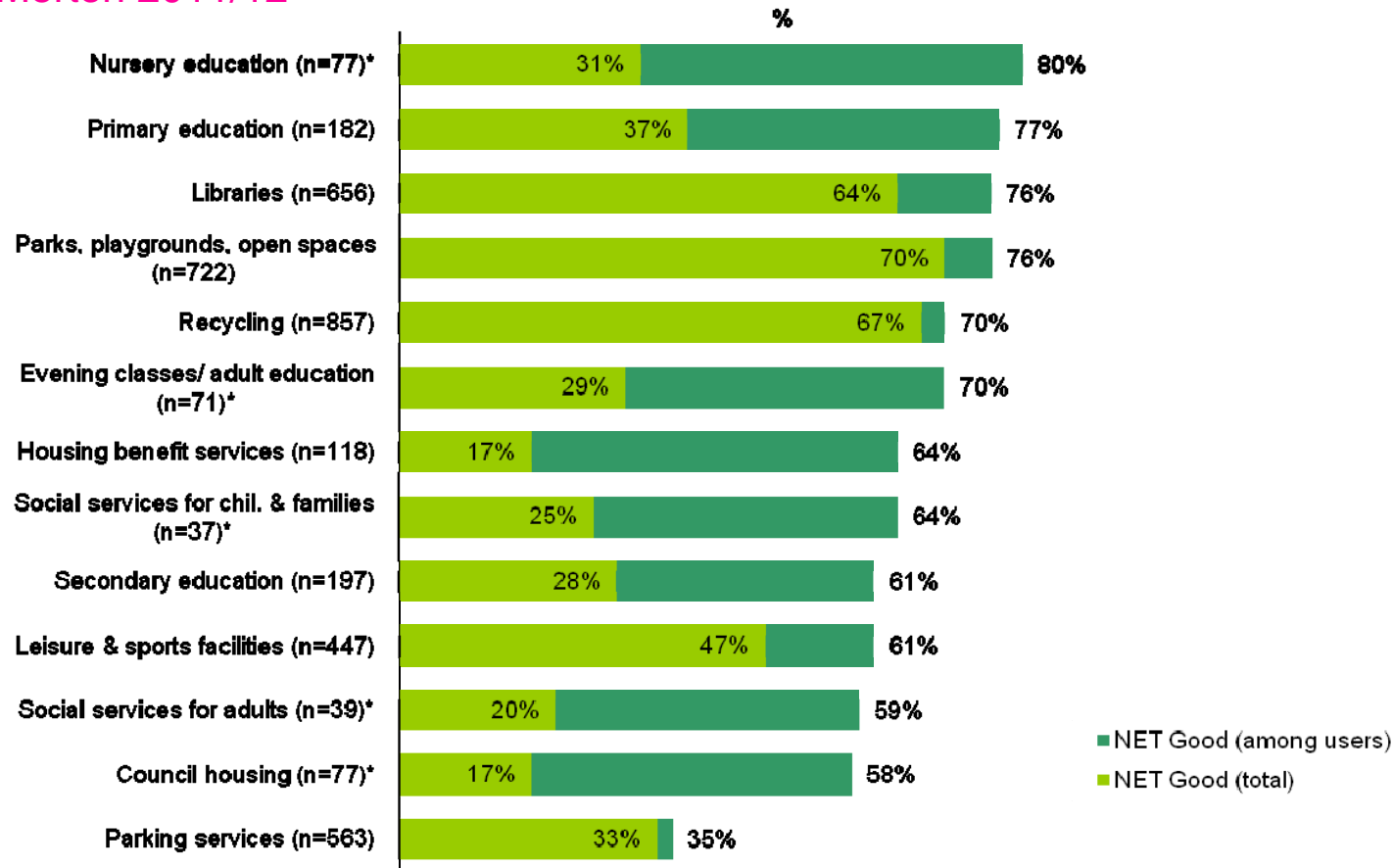
Source: Q4 I would like to ask you about local services in this area. What is your opinion of?

Base: All users (37 to 731)

*Low base size (<100) results should be treated as indicative only

Perceived service delivery – differences between users and non-users

Merton 2011/12



Source: Q4 I would like to ask you about local services in this area. What is your opinion of?

Base: All users (37 to 731)

Summary of service delivery performance – 1 of 2

% saying Good - Excellent

	All residents	Users
Parks, playgrounds, open spaces	●	●
Policing	●	
Public transport	●	
Street lighting	●	
Refuse collection	●	
Local health services	●	●
Collection of council tax	●	
Libraries	●	●
Street cleaning	●	
Leisure and sports facilities	●	●
Repair of roads and pavements	●	
Primary education (5 - 11 yrs)	●	●
Parking services	●	●

Key	
Improved – >3% above London average	●
Improved - +/- 3% of London average	●
No change – +/- 3% of London average / above London average	●
No change – >3% below London average	●
Decreased – +/- 3% of London average / >3% above London average	●
Decreased - >3% below London average	●

Source: Q4 I would like to ask you about local services in this area. What is your opinion of?
 Base: All residents (1054) users (37 to 731)

Summary of service delivery performance – 2 of 2

% saying Good - Excellent

	All residents	Users
Nursery education (under 5s)		
Adult education/ evening classes		
Secondary education (11 - 18 yrs)		
Social services for children and families		
Childcare across the borough		
Social services for adults		
Housing benefit service		
Council housing		
Recycling facilities		

Key	
Improved – >3% above London average	
Improved - +/- 3% of London average	
No change – +/- 3% of London average / above London average	
No change – >3% below London average	
Decreased – +/- 3% of London average / >3% above London average	
Decreased - >3% below London average	

Source: Q4 I would like to ask you about local services in this area. What is your opinion of?
 Base: All residents (1054) users (37 to 731)

Changes since 2010/11

% saying Good - Excellent

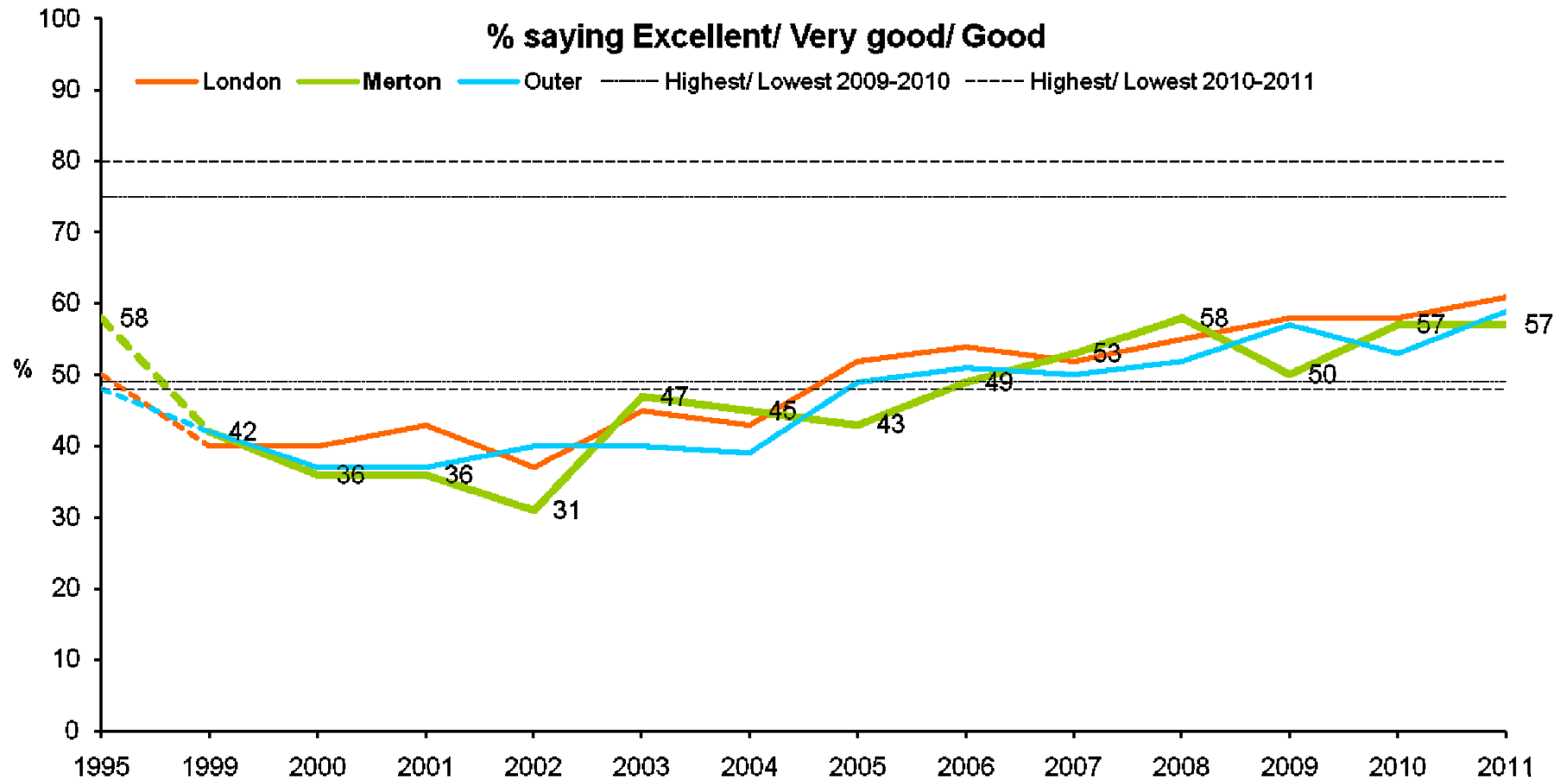
	All residents	Users
Recycling facilities	-6*	-7*
Parks, playgrounds and open spaces	+4	4
Libraries	-2	-2
Leisure and sports facilities	+2	+6
Nursery education	+1	+6
Primary education	+1	+13*
Secondary education	+1	+4
Adult education	+1	+8
Social services for adults	-2	+23
Social services for families	+3	+20
Parking services	+1	+2
Housing benefit	0	-2
Council housing	+1	+18*

*Sig

Source: Q4 I would like to ask you about local services in this area. What is your opinion of?
 Base: All users (37 to 731)

Street cleaning

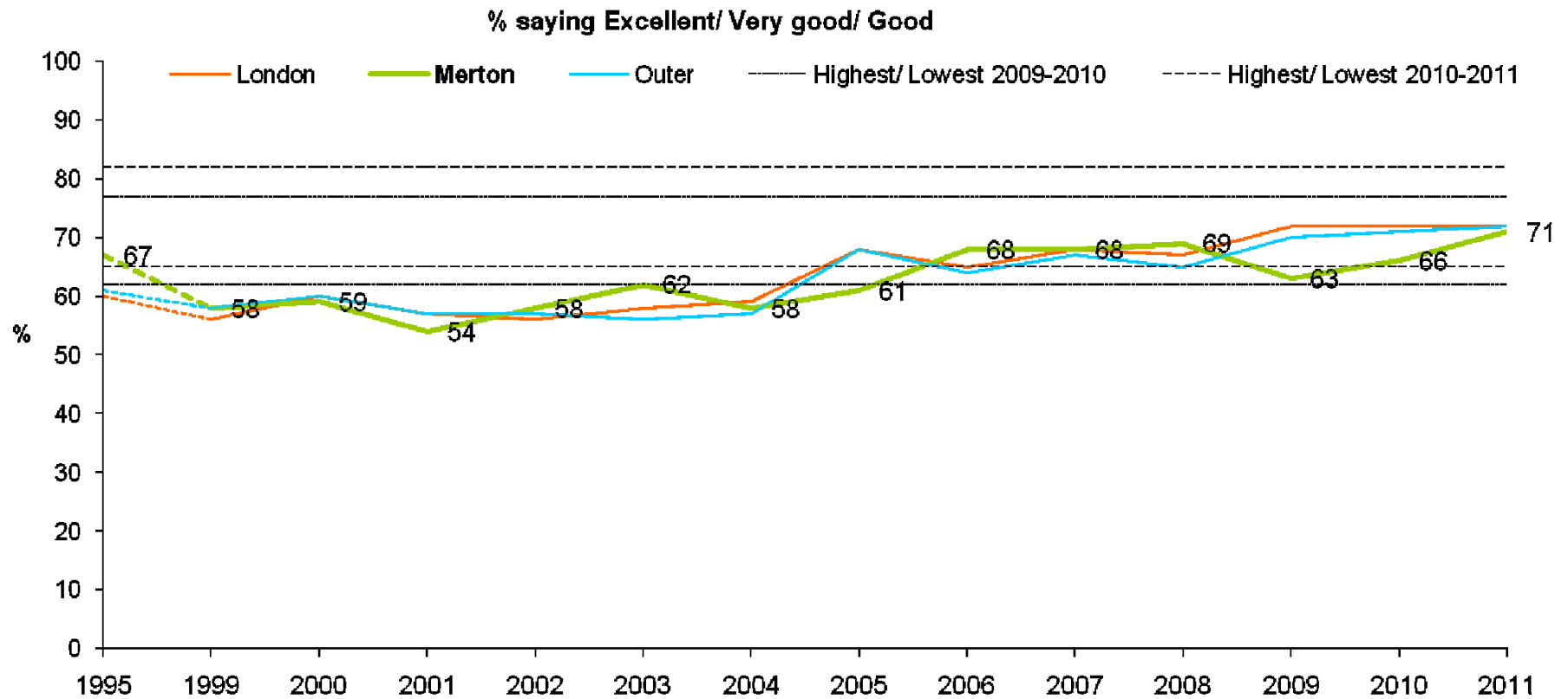
In line with London



Source: Q4 I would like to ask you about local services in this area. What is your opinion of?
Base: All adults 2011 (Merton: 1054; London: 1036)

Street lighting

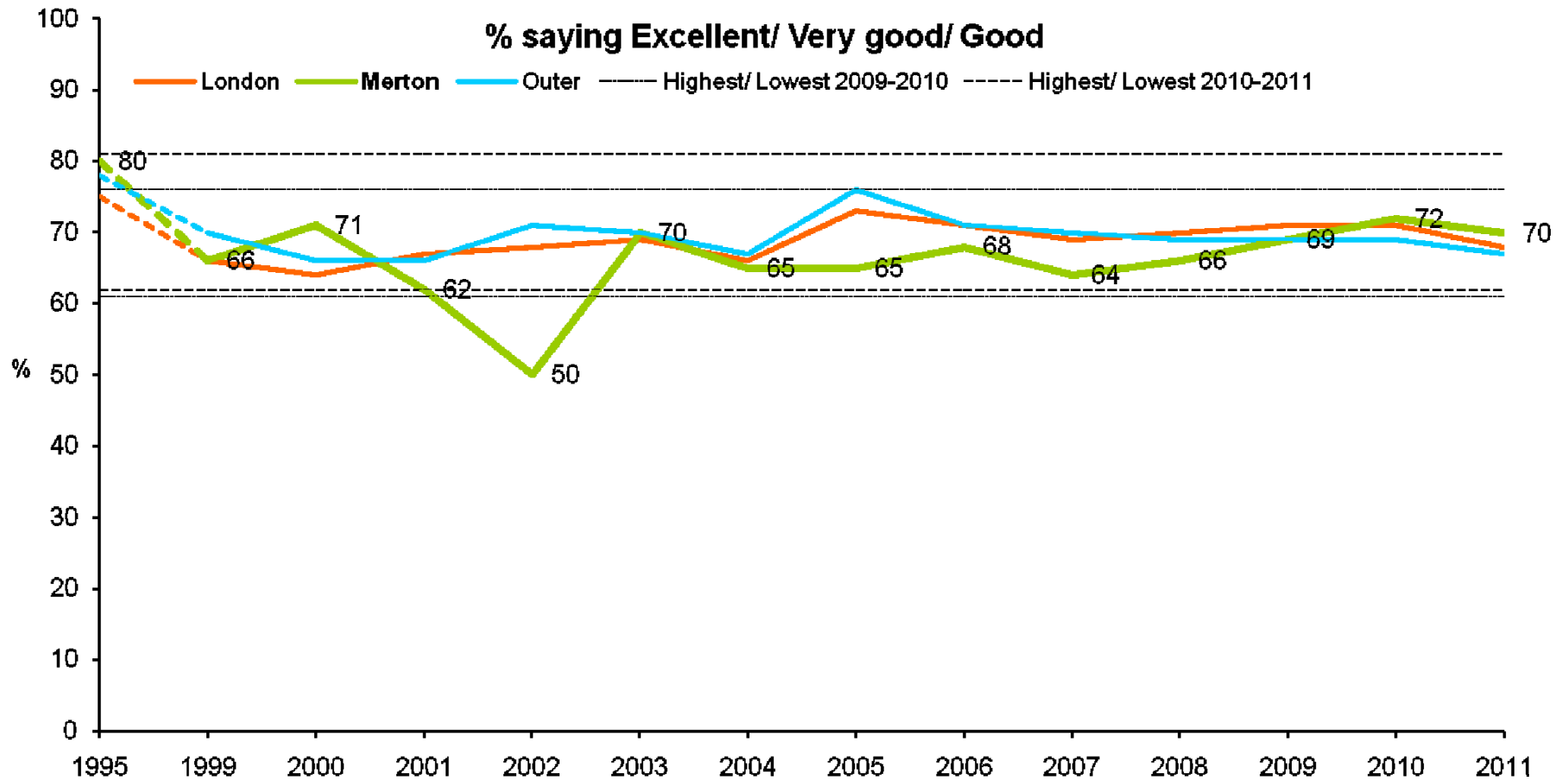
Significant improvement since 2010 – now in line with London average



Source: Q4 I would like to ask you about local services in this area. What is your opinion of?
Base: All adults 2011 (Merton: 1054; London: 1036)

Refuse collection

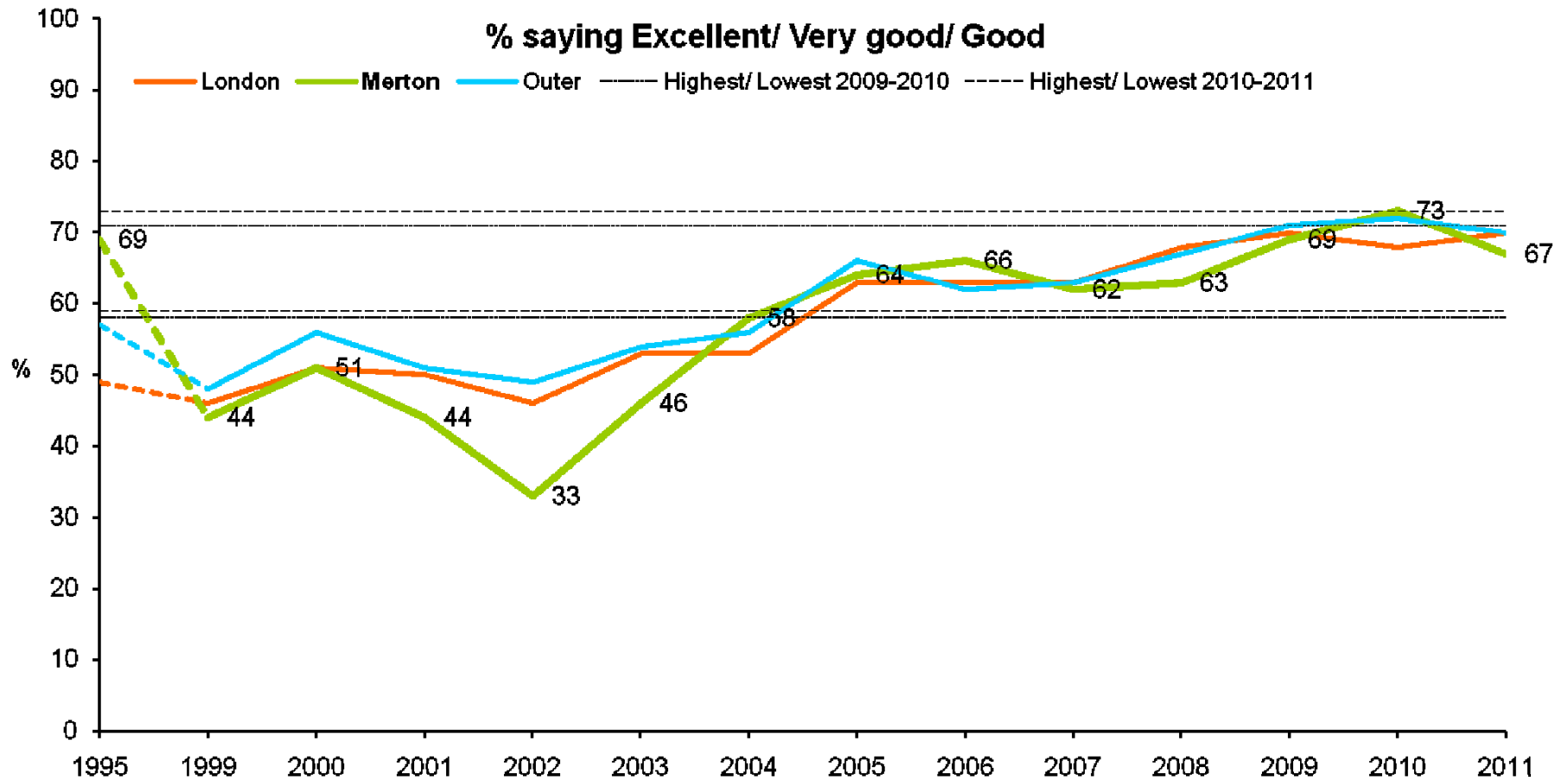
Performance is in line with London and Outer



Source: Q4 I would like to ask you about local services in this area. What is your opinion of?
Base: All adults 2011 (Merton: 1054; London: 1036)

Recycling facilities

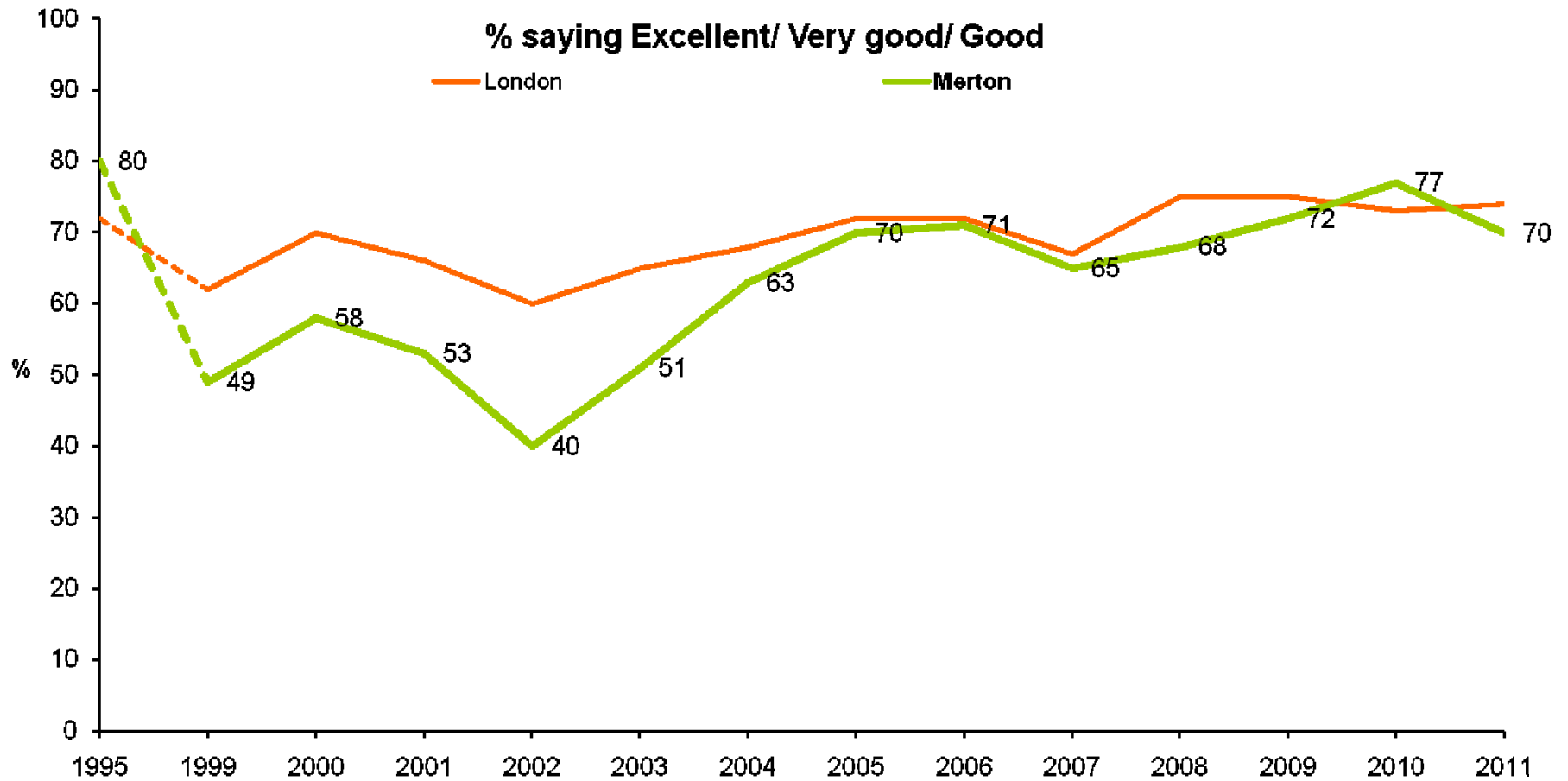
Significant decrease since 2010 puts results in line with London average



Source: Q4 I would like to ask you about local services in this area. What is your opinion of?
 Base: All adults 2011 (Merton: 1054; London: 1036)

Recycling facilities – among users

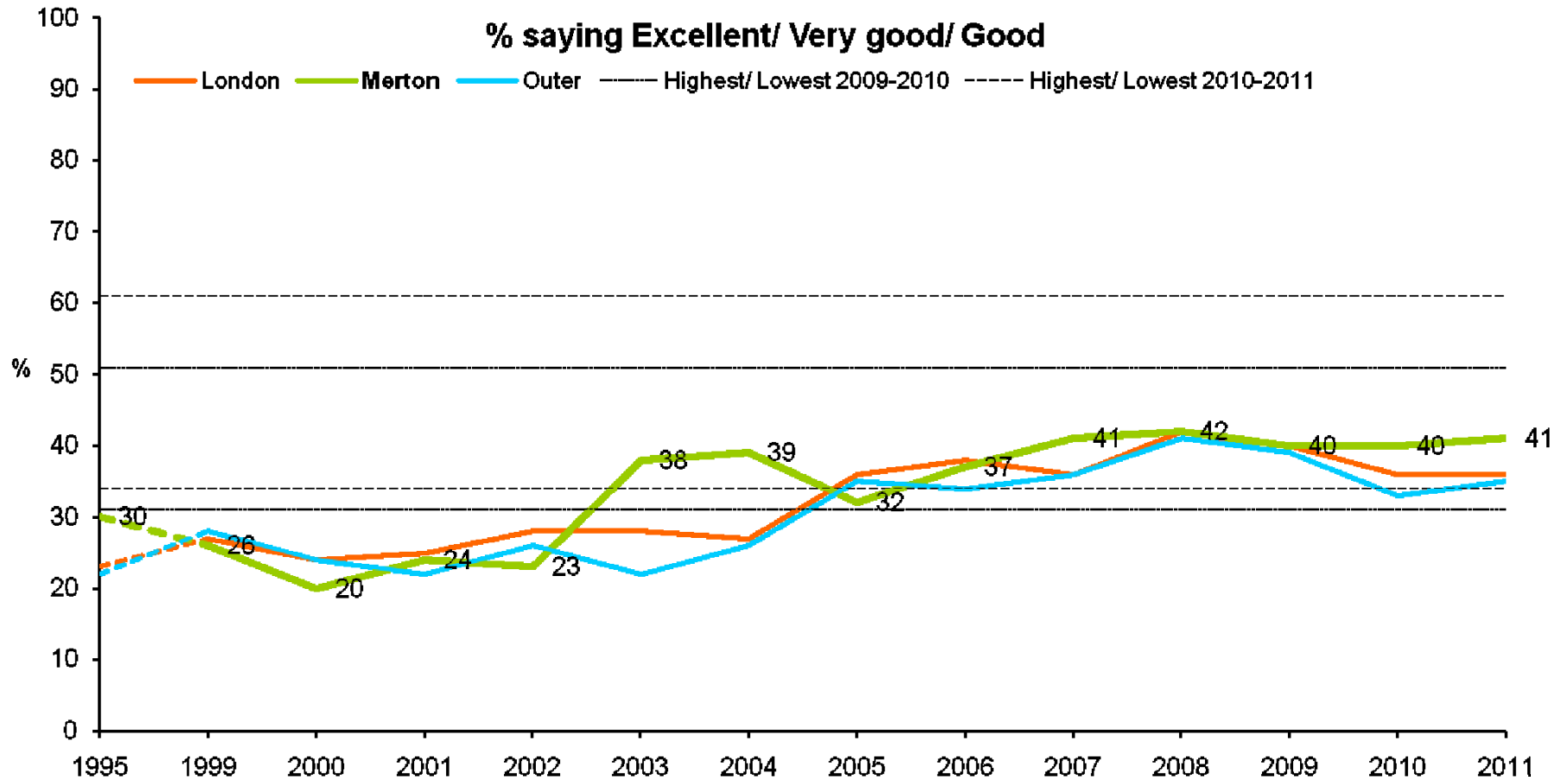
Decrease of scores from 2010 - 2011



Source: Q4 I would like to ask you about local services in this area. What is your opinion of?
Base: All users 2011 (Merton: 857; London: 802)

Repair of roads and pavements

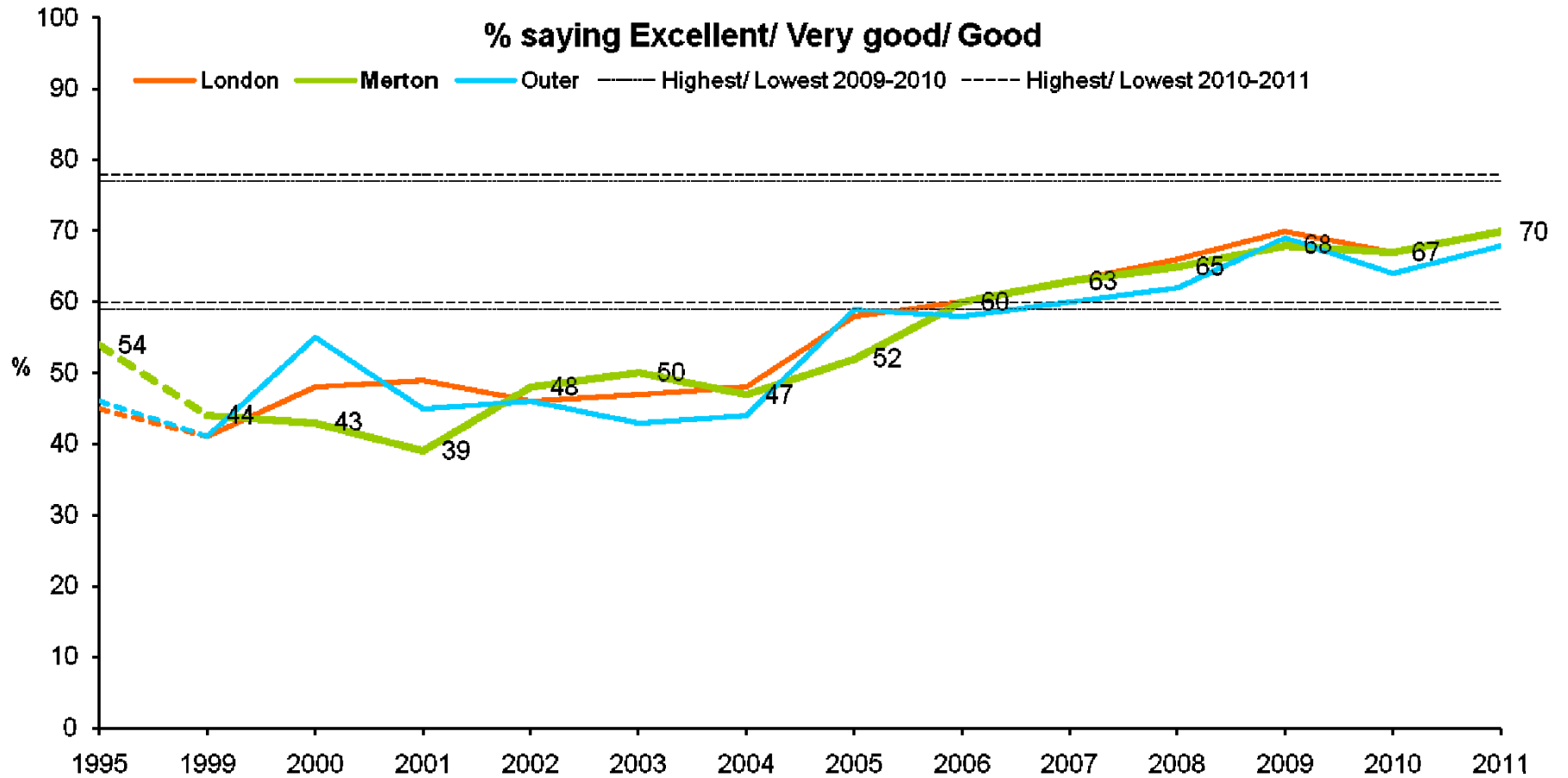
Performance has remained relatively consistent since 2007



Source: Q4 I would like to ask you about local services in this area. What is your opinion of?
Base: All adults 2011 (Merton: 1054; London: 1036)

Parks, playgrounds and open spaces

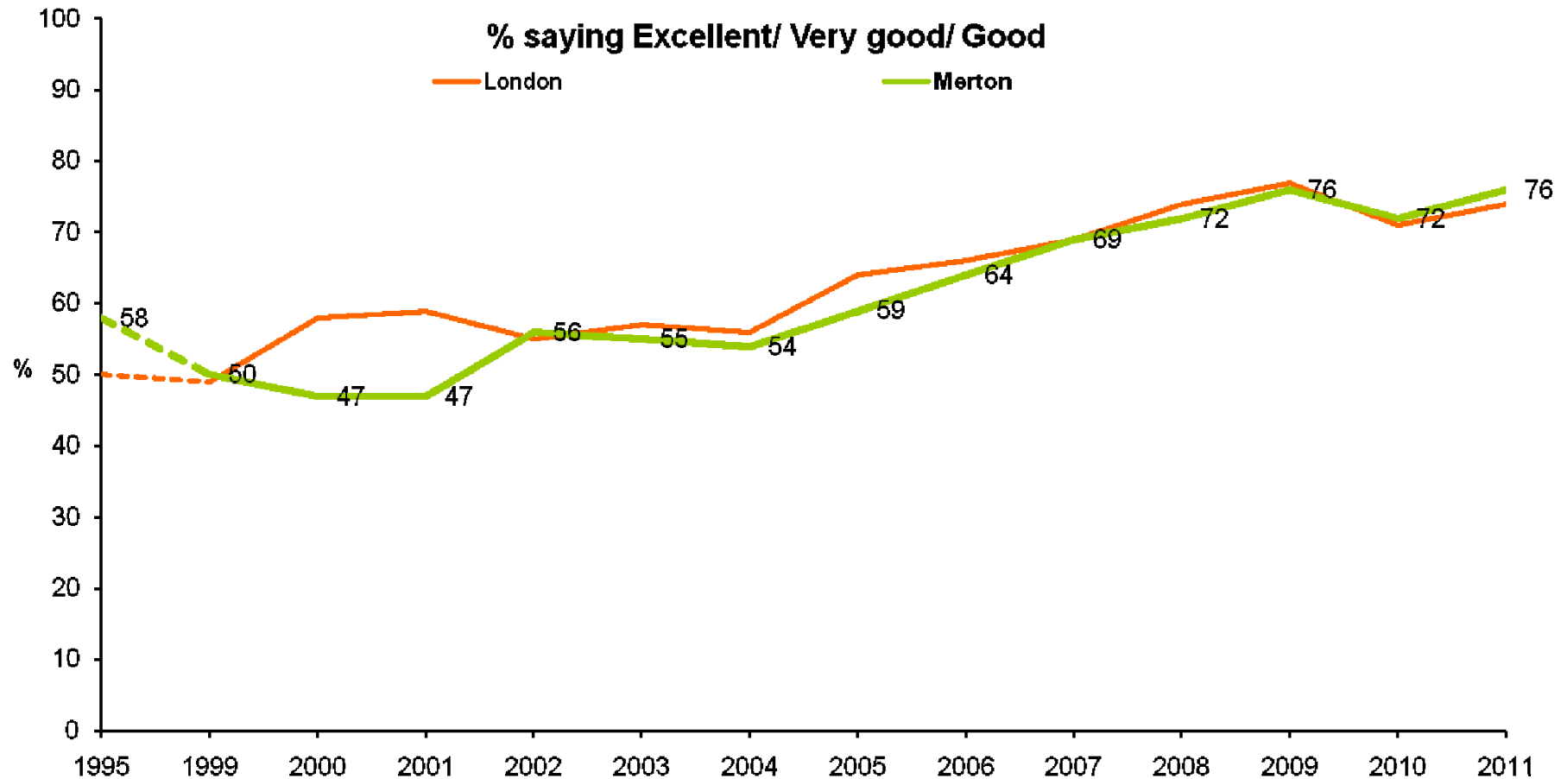
Performance has improved since 2010 and is now ahead of London average



Source: Q4 I would like to ask you about local services in this area. What is your opinion of?
Base: All adults 2011 (Merton: 1054; London: 1036)

Parks, playgrounds & open spaces – among users

Performance has increased back to 2009 levels in Merton

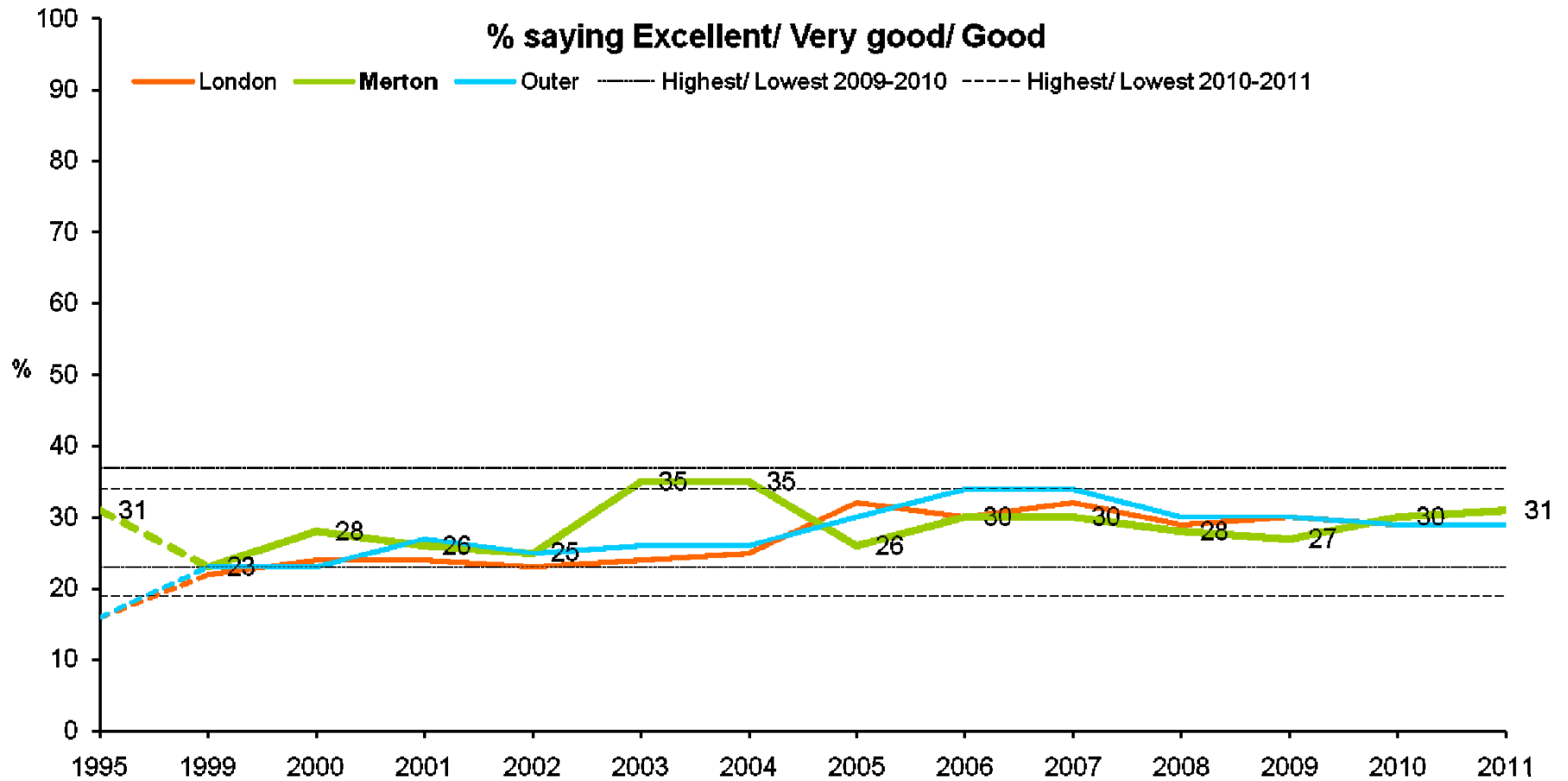


Source: Q4 I would like to ask you about local services in this area. What is your opinion of?

Base: All users 2011 (Merton: 731; London: 762)

Nursery education

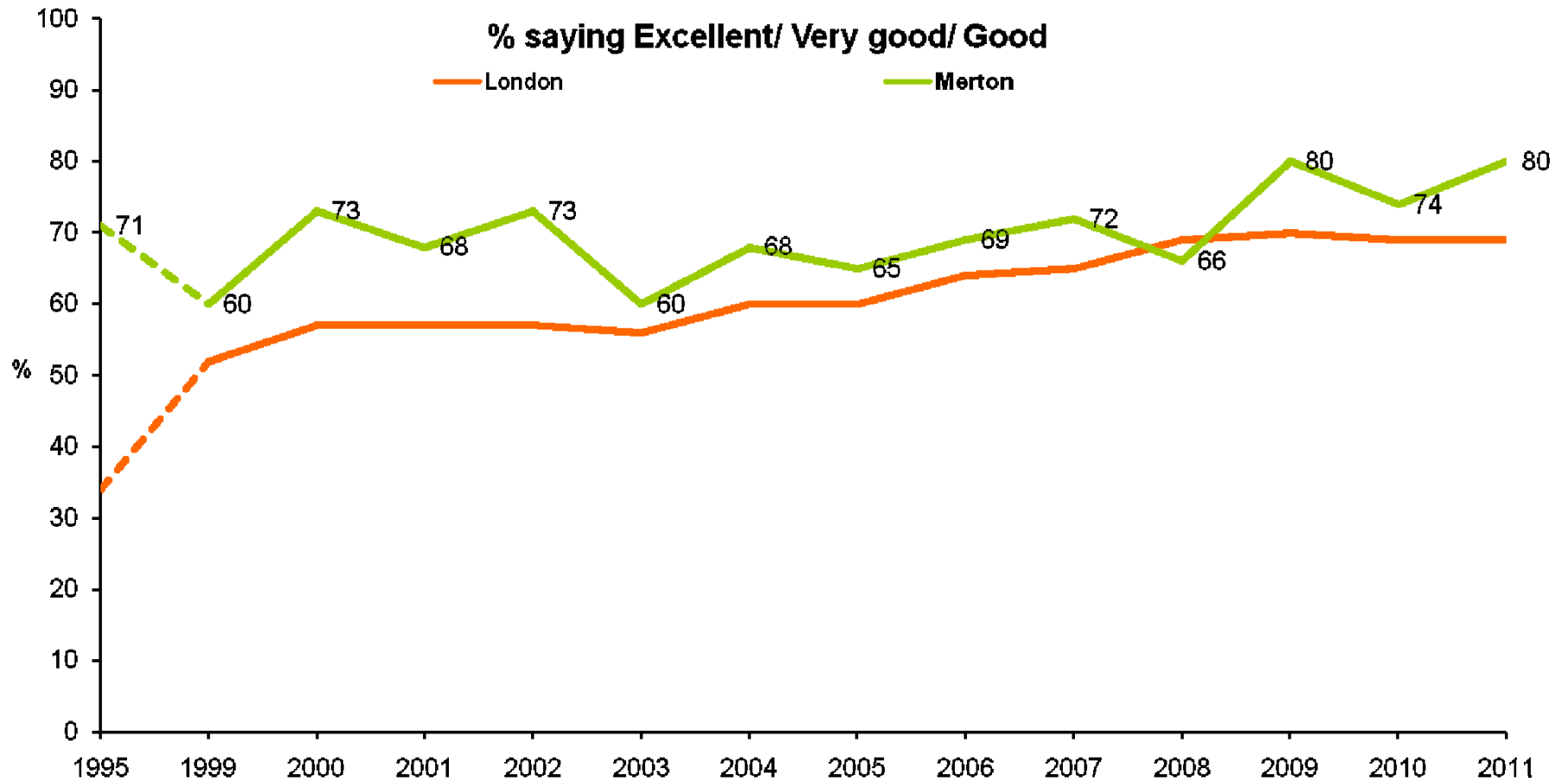
Merton in line with London average



Source: Q4 I would like to ask you about local services in this area. What is your opinion of?
Base: All adults 2011 (Merton: 1054; London: 1036)

Nursery education – among users

Performance higher than London

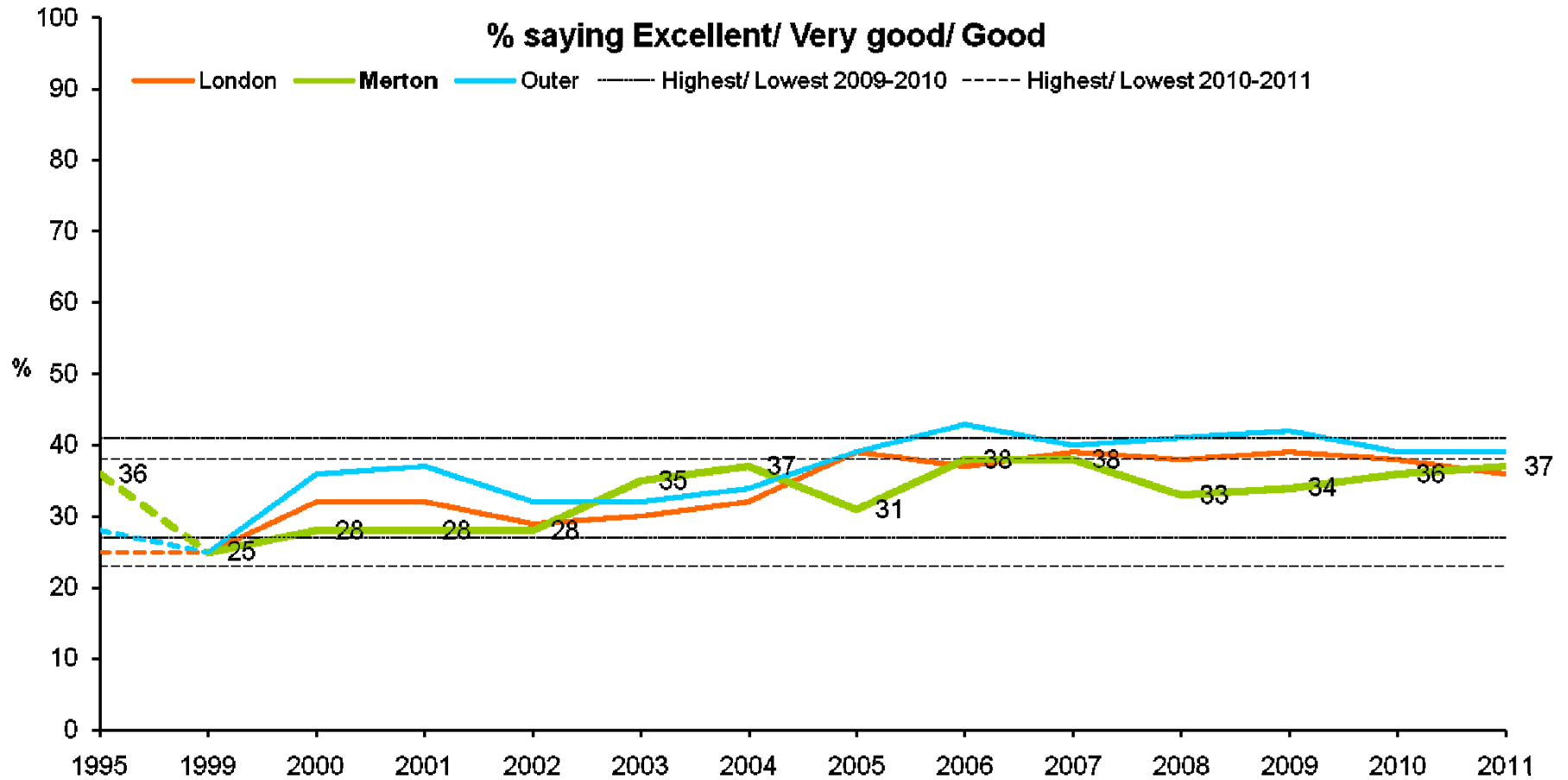


Source: Q4 I would like to ask you about local services in this area. What is your opinion of?

Base: All users 2010 (Merton: 77; London: 87)

Primary education

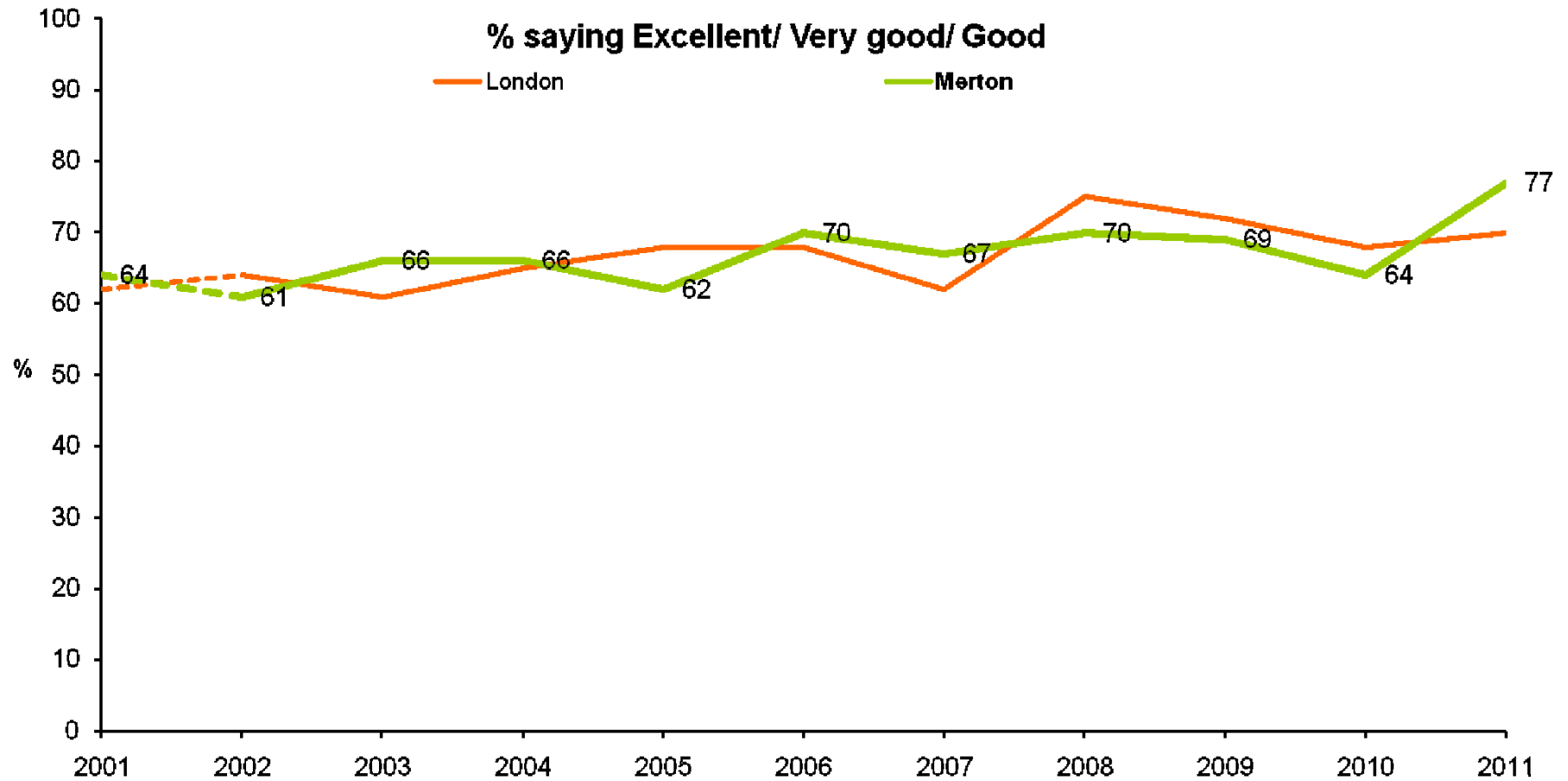
Performance stable across recent years



Source: Q4 I would like to ask you about local services in this area. What is your opinion of?
Base: All adults 2011 (Merton: 1054; London: 1036)

Primary education – among users

Significant increase in scores since 2010

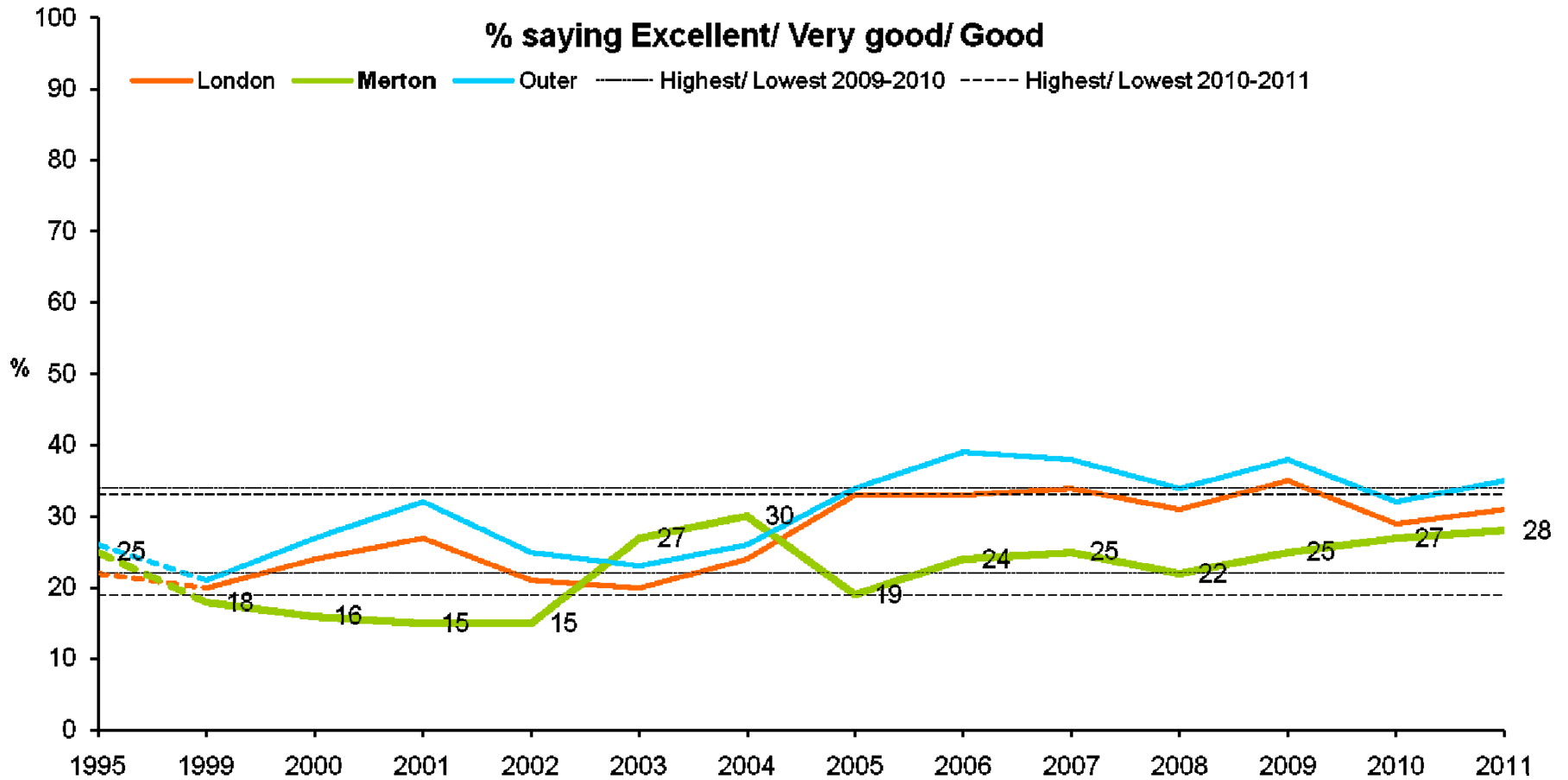


Source: Q4 I would like to ask you about local services in this area. What is your opinion of?

Base: All users 2011 (Merton: 200; London: 225)

Secondary education

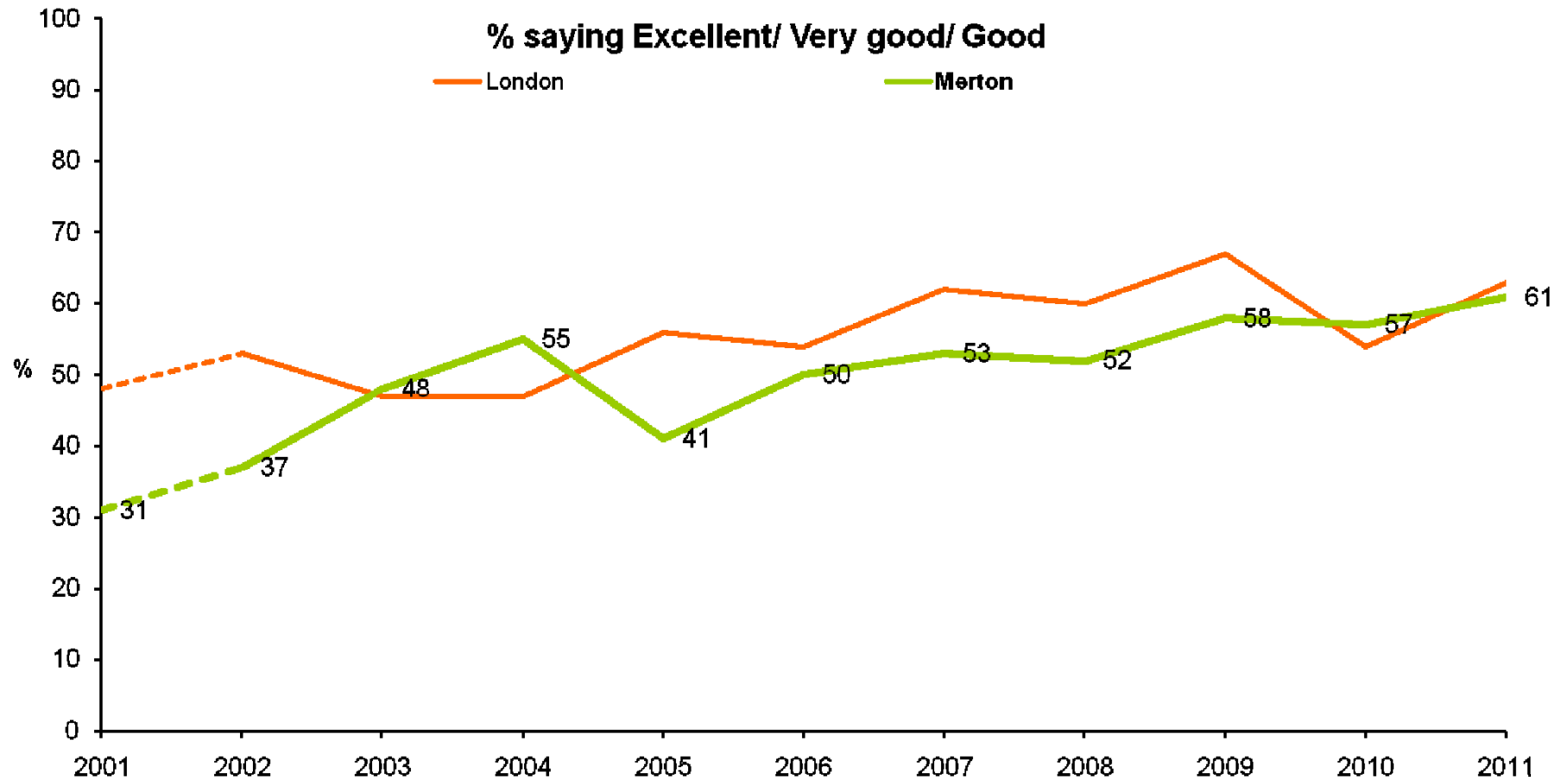
Slight increase in performance across 2008-present



Source: Q4 I would like to ask you about local services in this area. What is your opinion of?
 Base: All adults 2011 (Merton: 1054; London: 1036)

Secondary education – among users

Performance remains stable, with London score now back in line

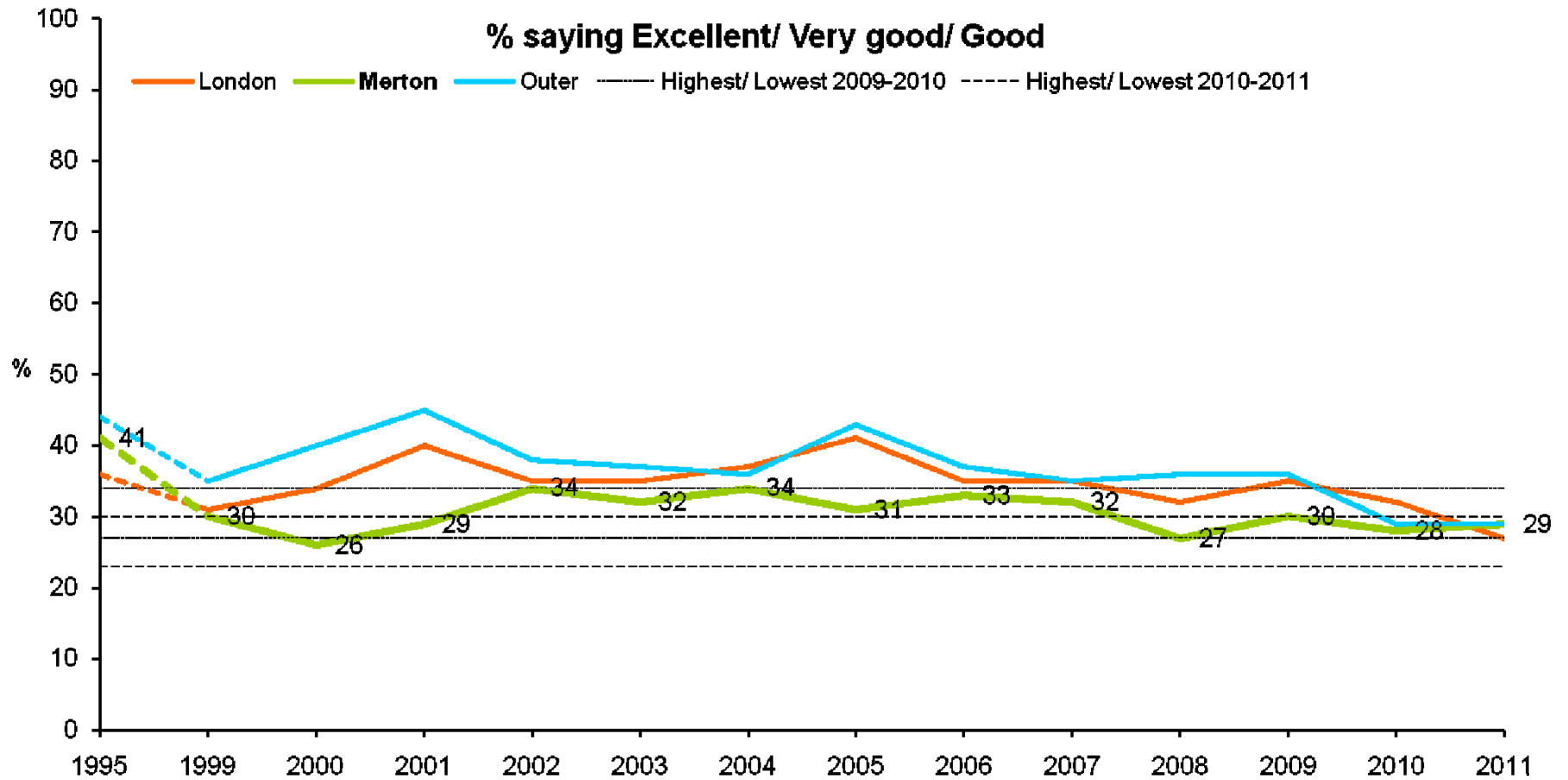


Source: Q4 I would like to ask you about local services in this area. What is your opinion of?

Base: All users 2011 (Merton: 226; London: 271)

Adult education/ evening classes

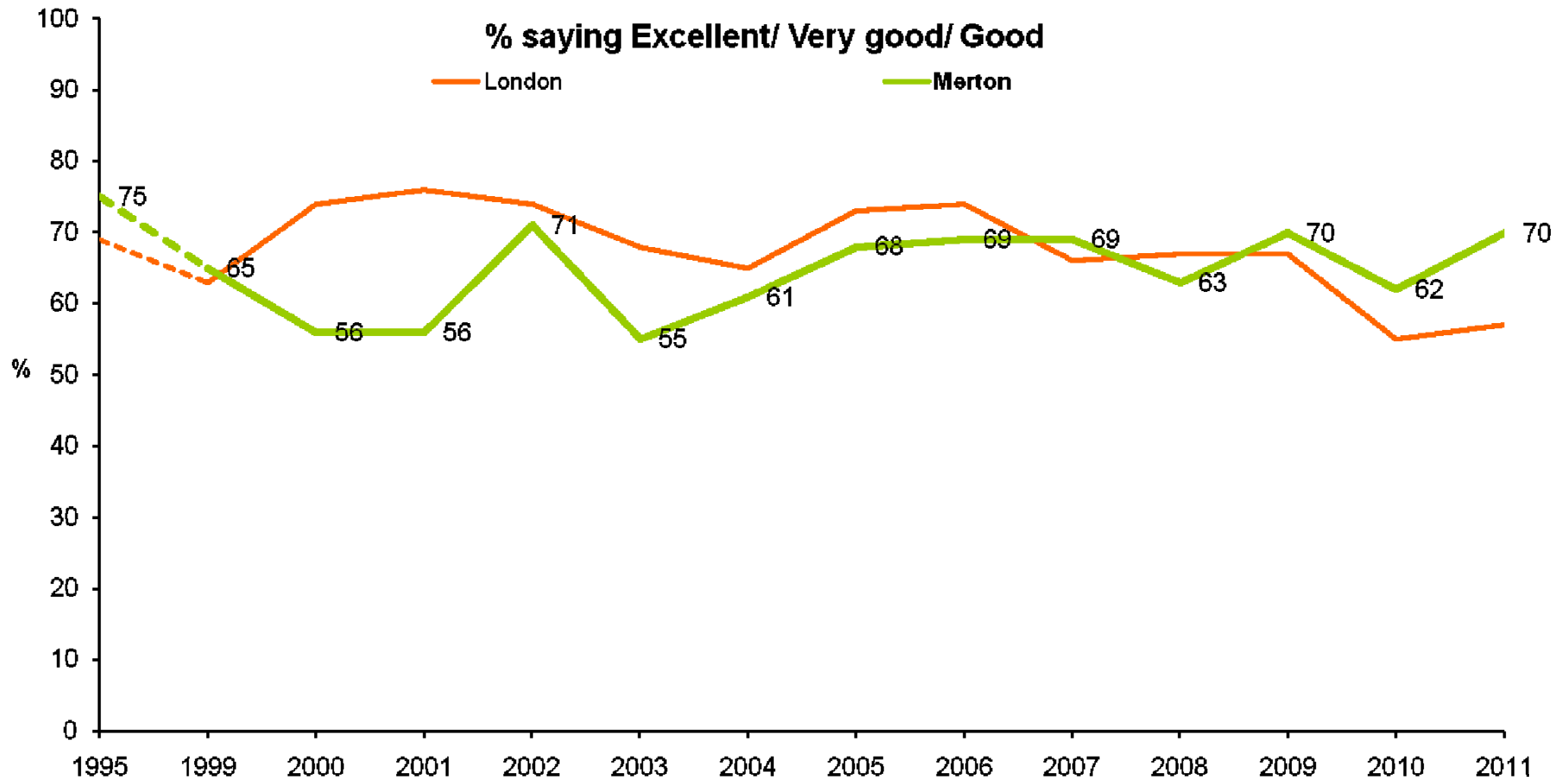
Performance consistent with 2010



Source: Q4 I would like to ask you about local services in this area. What is your opinion of?
 Base: All adults 2011 (Merton: 1054; London: 1036)

Adult education/ evening classes – among users

Performance has improved, back in line with 2009 performance

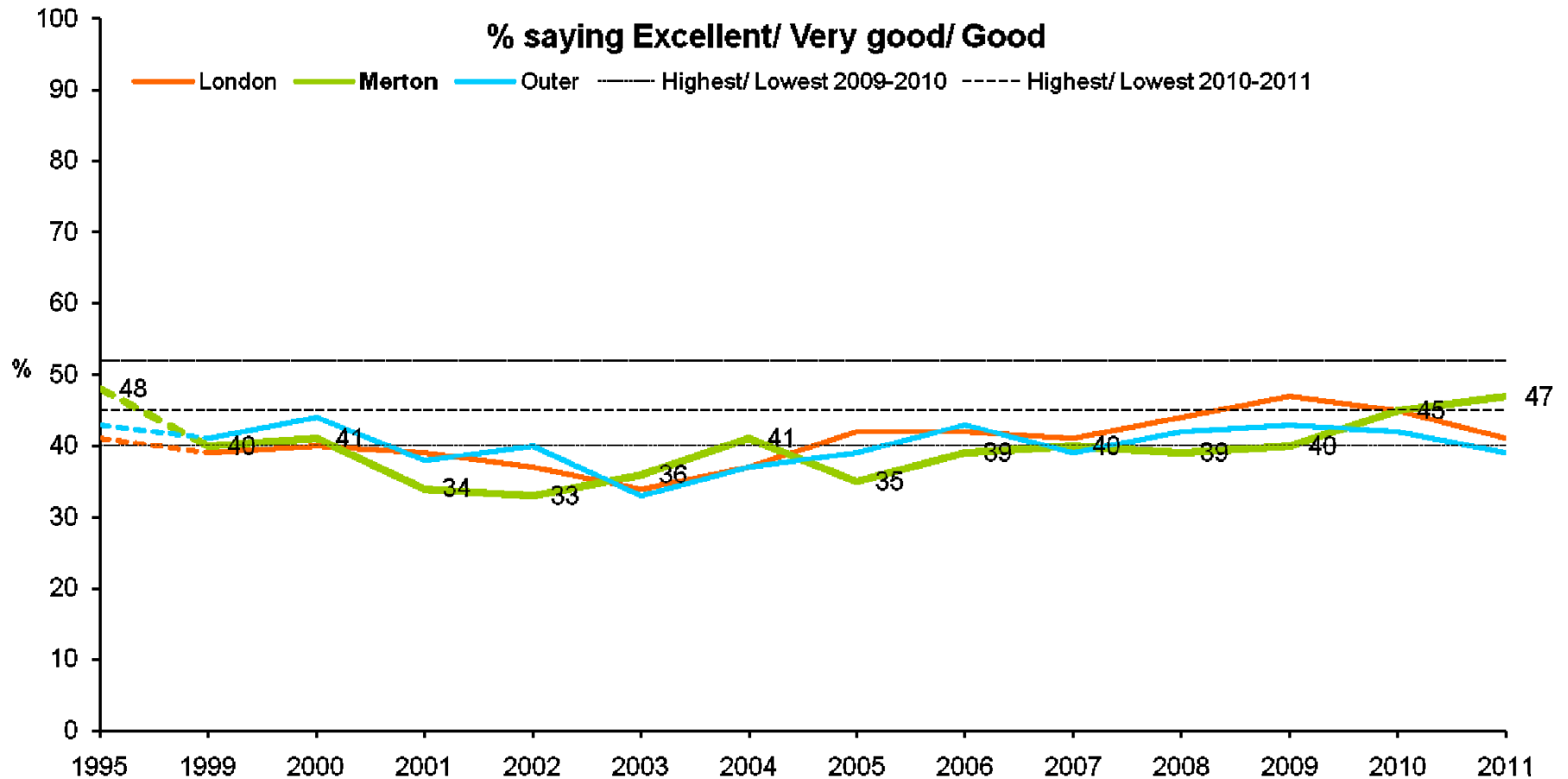


Source: Q4 I would like to ask you about local services in this area. What is your opinion of?

Base: All users 2011 (Merton:70; London: 67)

Leisure and sports facilities

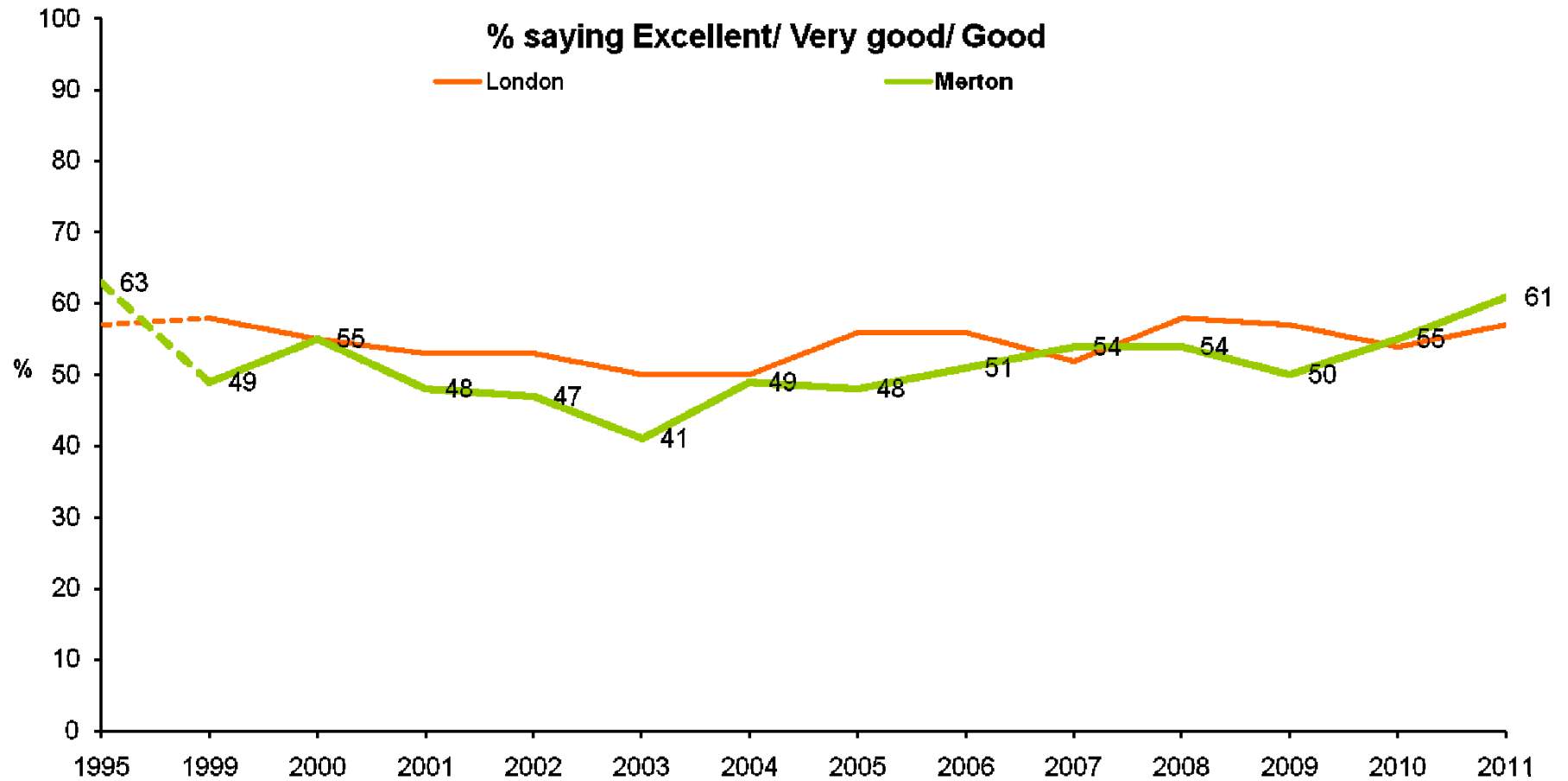
Performance continues to improve in 2011



Source: Q4 I would like to ask you about local services in this area. What is your opinion of?
 Base: All adults 2011 (Merton: 1054; London: 1036)

Leisure and sports facilities – among users

Performance has improved across 2009 – 2011, now ahead of London average

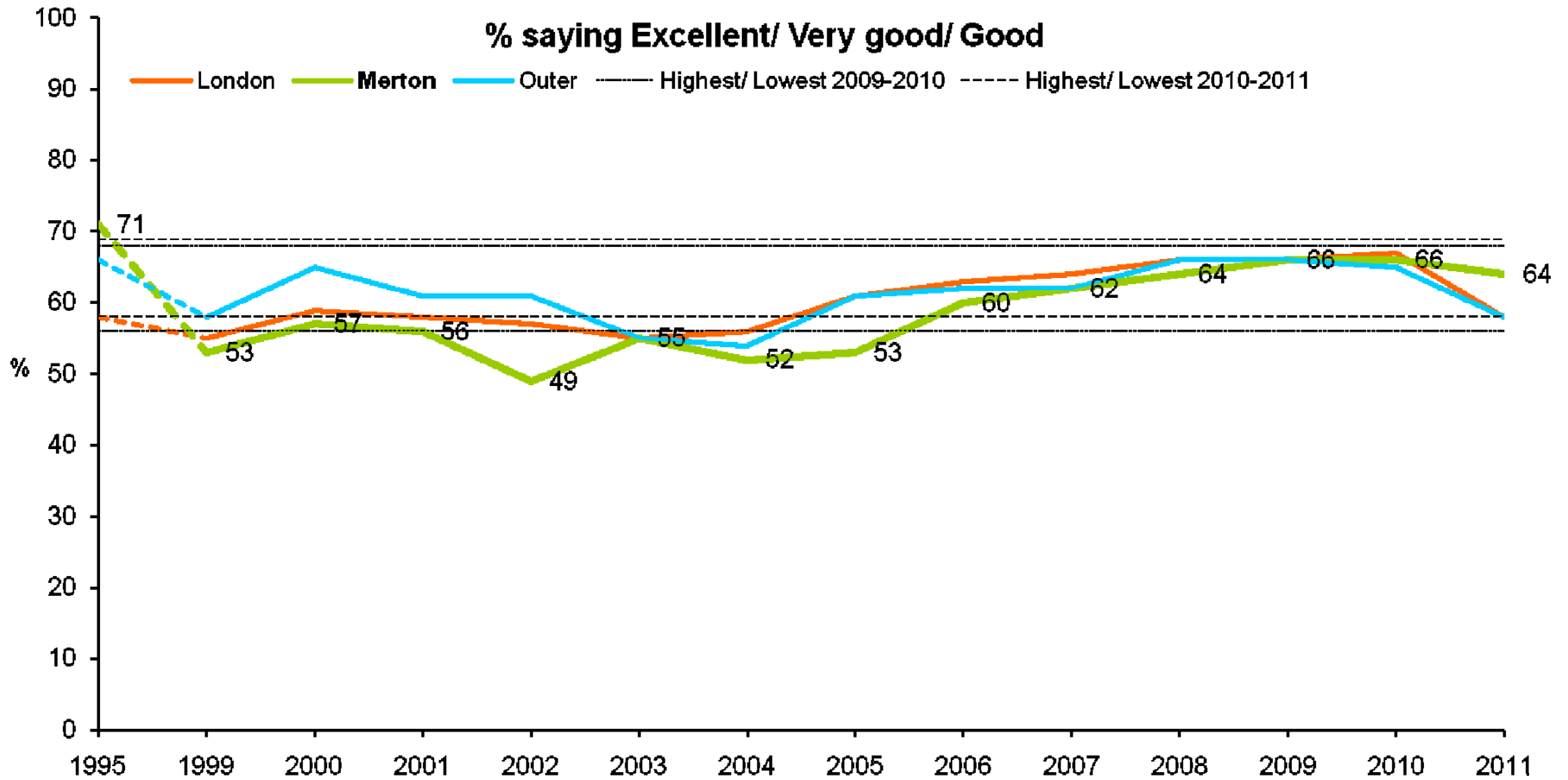


Source: Q4 I would like to ask you about local services in this area. What is your opinion of?

Base: All users 2011 (Merton: 449; London: 426)

Libraries

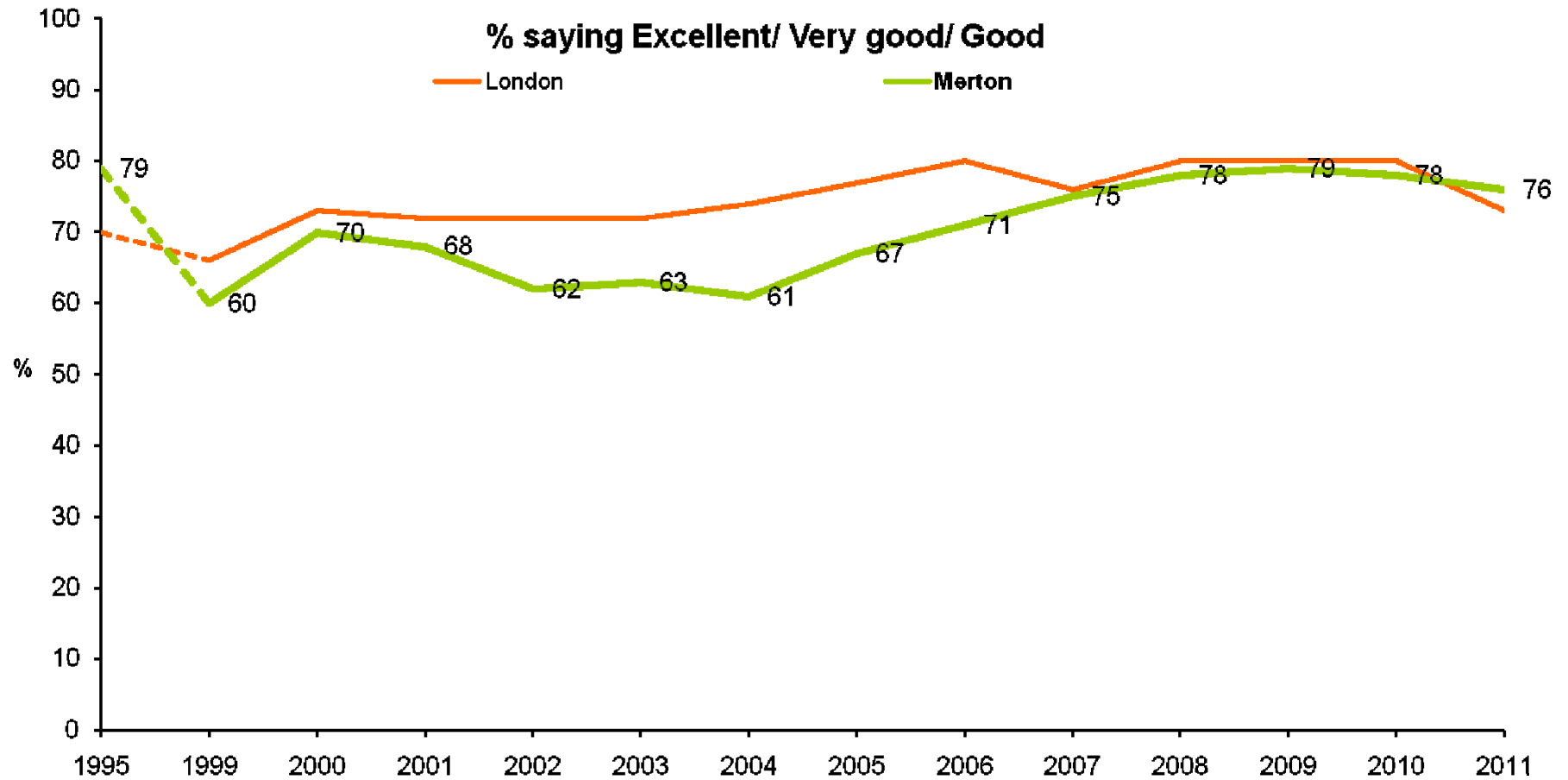
Performance remains stable in Merton but has dipped in London and Outer this year



Source: Q4 I would like to ask you about local services in this area. What is your opinion of?
Base: All adults 2011 (Merton: 1054; London: 1036)

Libraries – among users

Performance remains in line with London

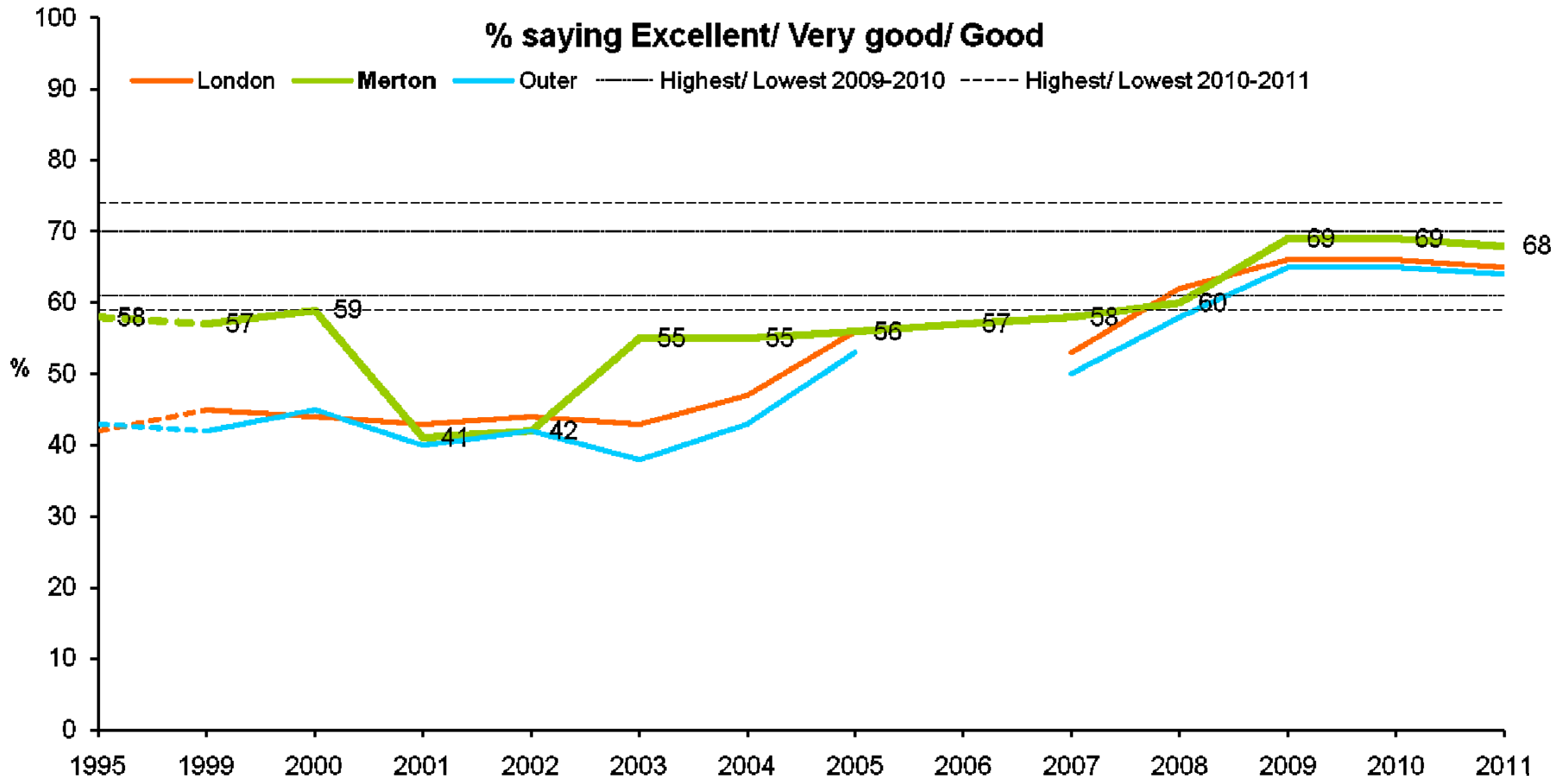


Source: Q4 I would like to ask you about local services in this area. What is your opinion of?

Base: All users 2011 (Merton: 656; London: 576)

Local health services

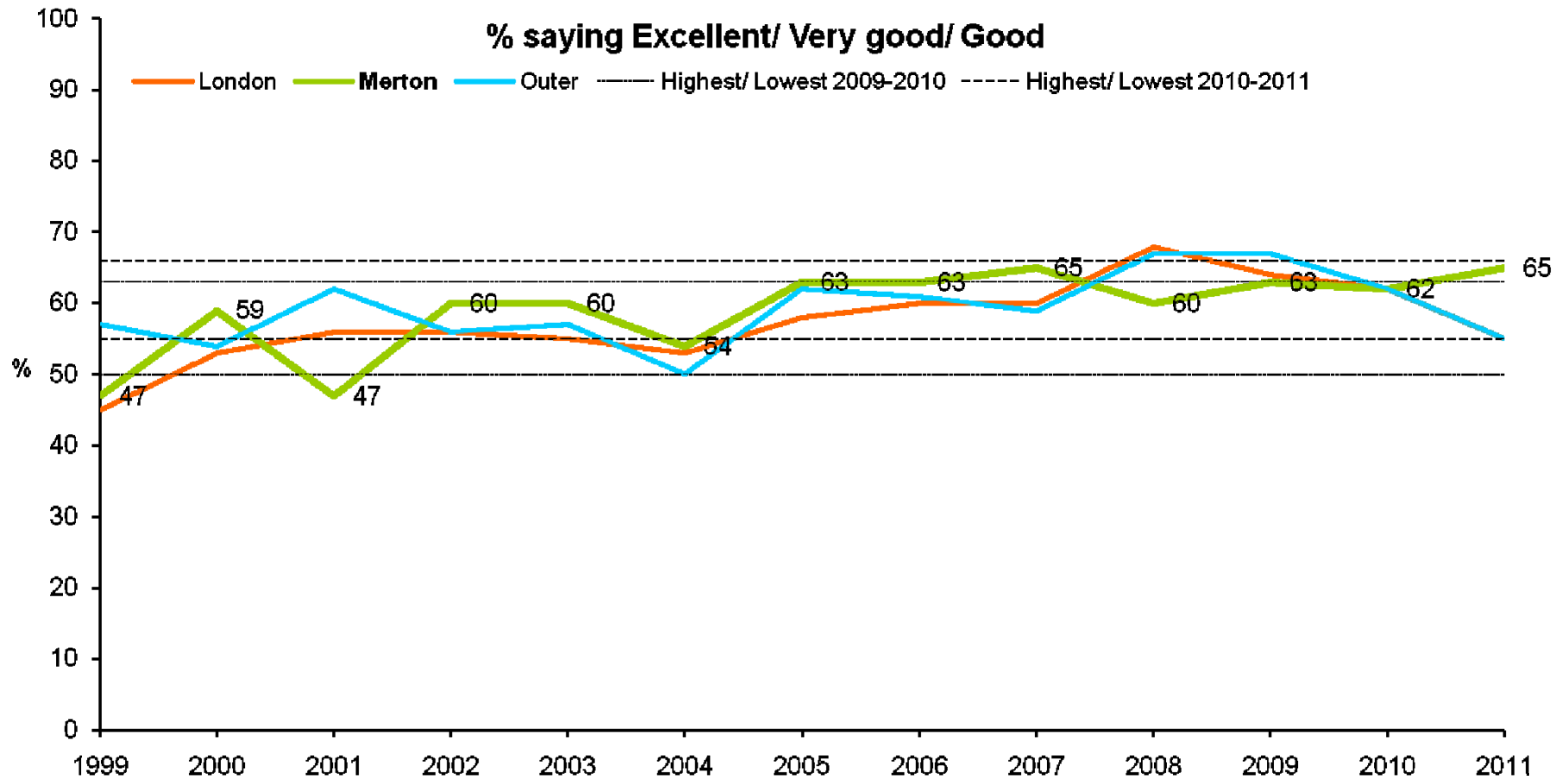
Merton performance remains consistently high across 2009 - 2011



Source: Q4 I would like to ask you about local services in this area. What is your opinion of?
 Base: All adults 2011 (Merton: 1054; London: 1036)

Collection of council tax

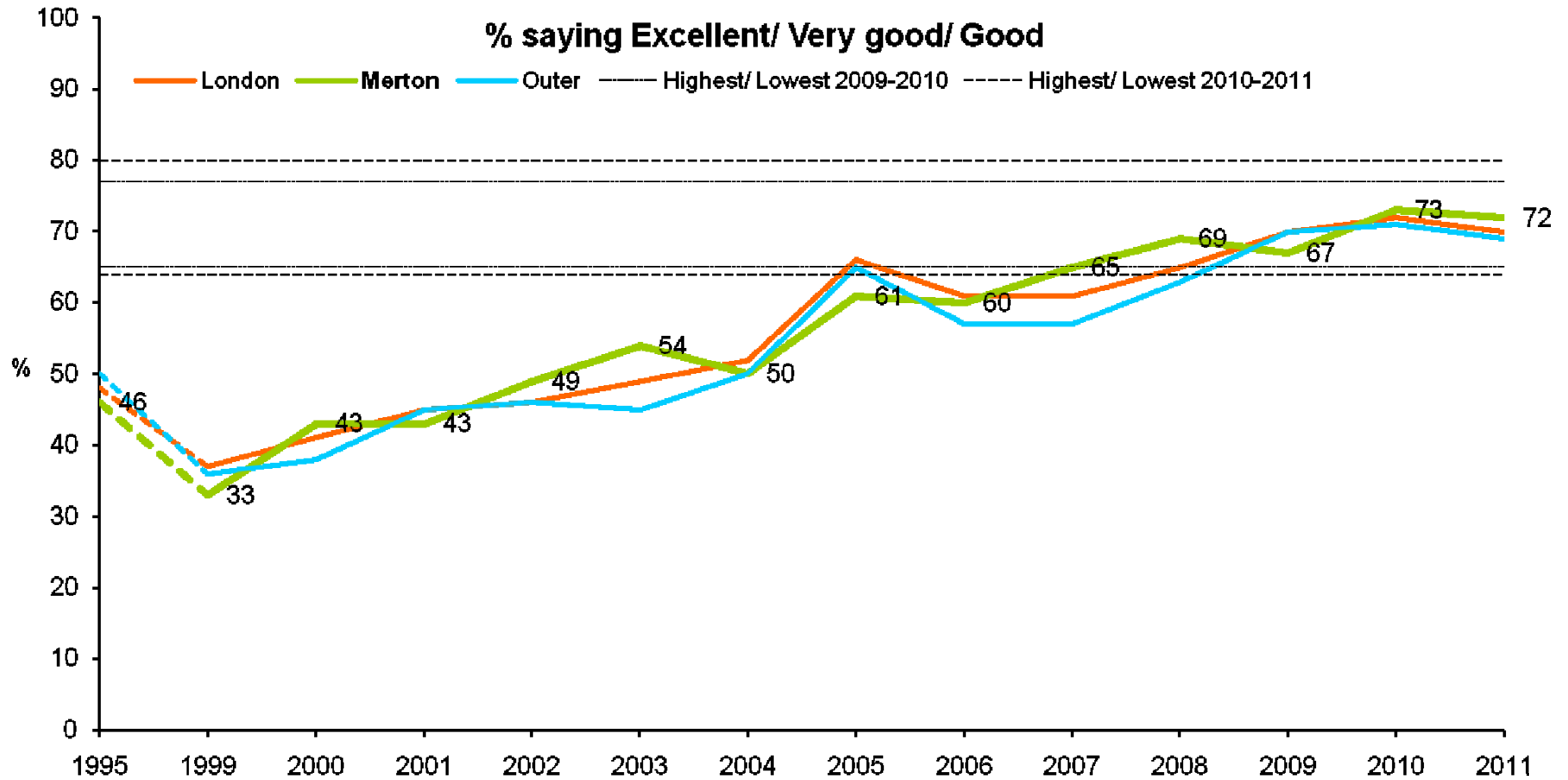
Results remain stable for Merton but have fallen for London and outer



Source: Q4 I would like to ask you about local services in this area. What is your opinion of?
Base: All adults 2011 (Merton: 1054; London: 1036)

Public transport

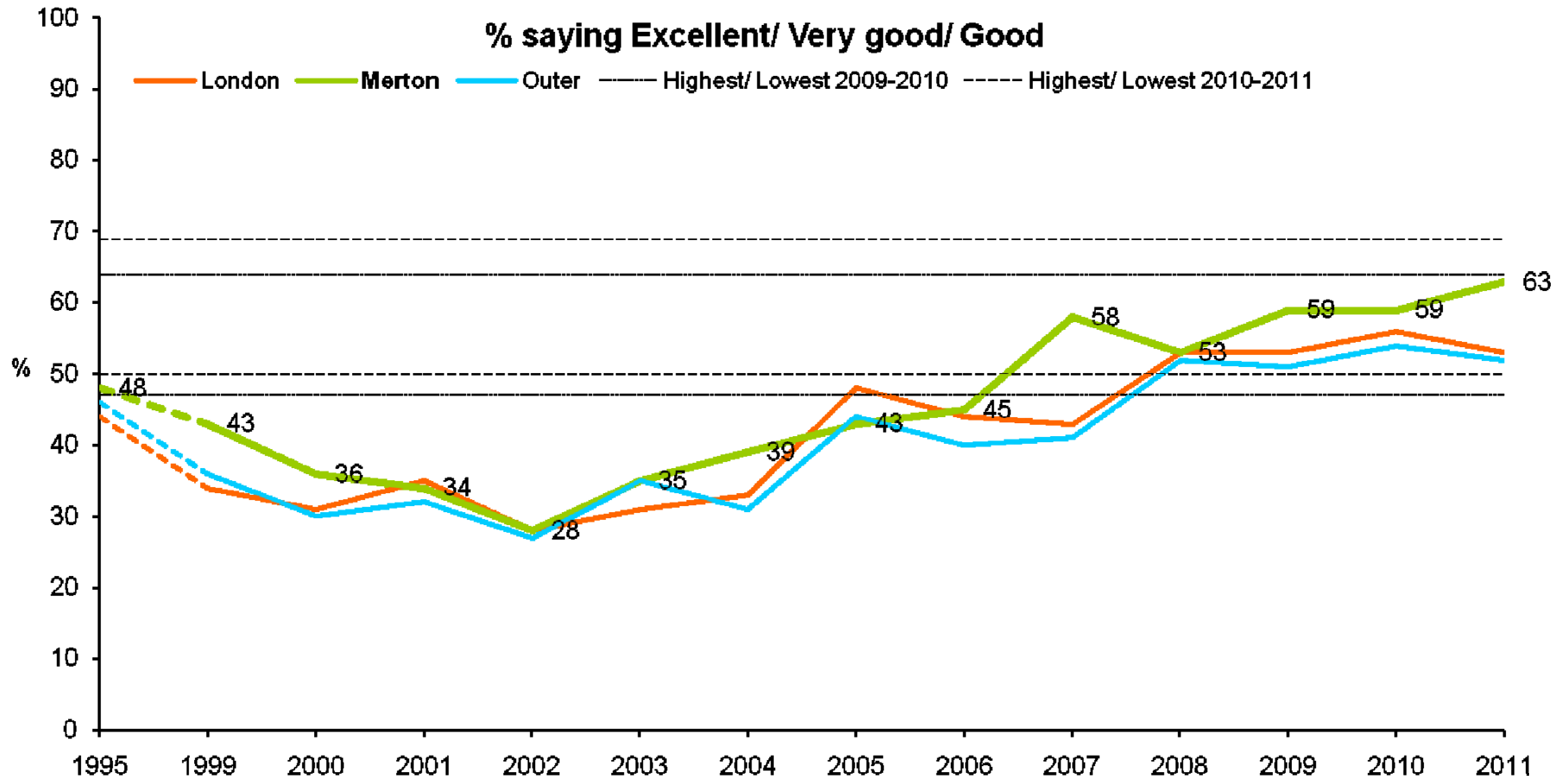
Ratings remain in line with London average



Source: Q4 I would like to ask you about local services in this area. What is your opinion of?
Base: All adults 2011 (Merton: 1054; London: 1036)

Policing

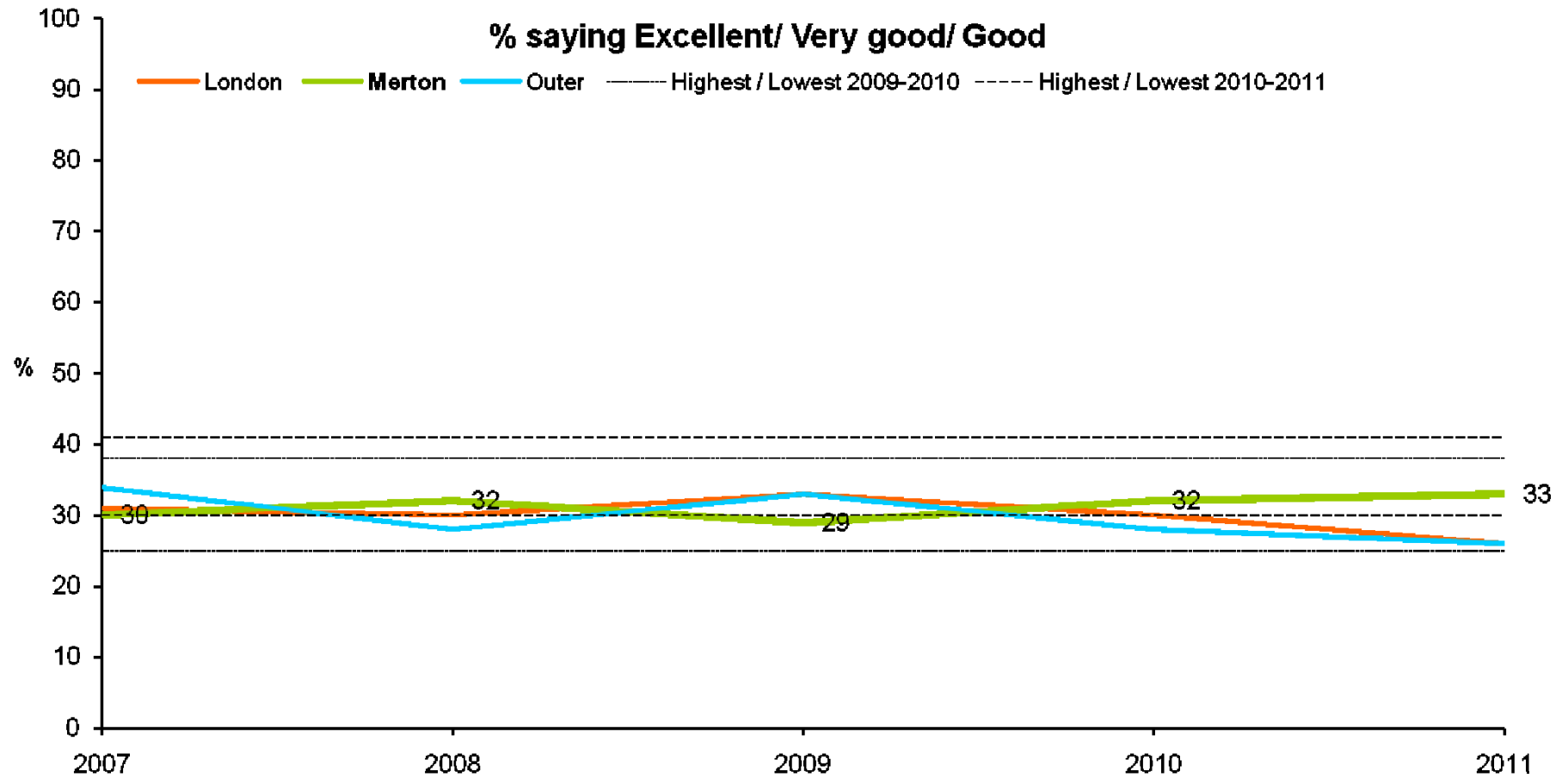
Merton performance is ahead of London average and continuing to improve



Source: Q4 I would like to ask you about local services in this area. What is your opinion of?
 Base: All adults 2011 (Merton: 1054; London: 1036)

Parking services

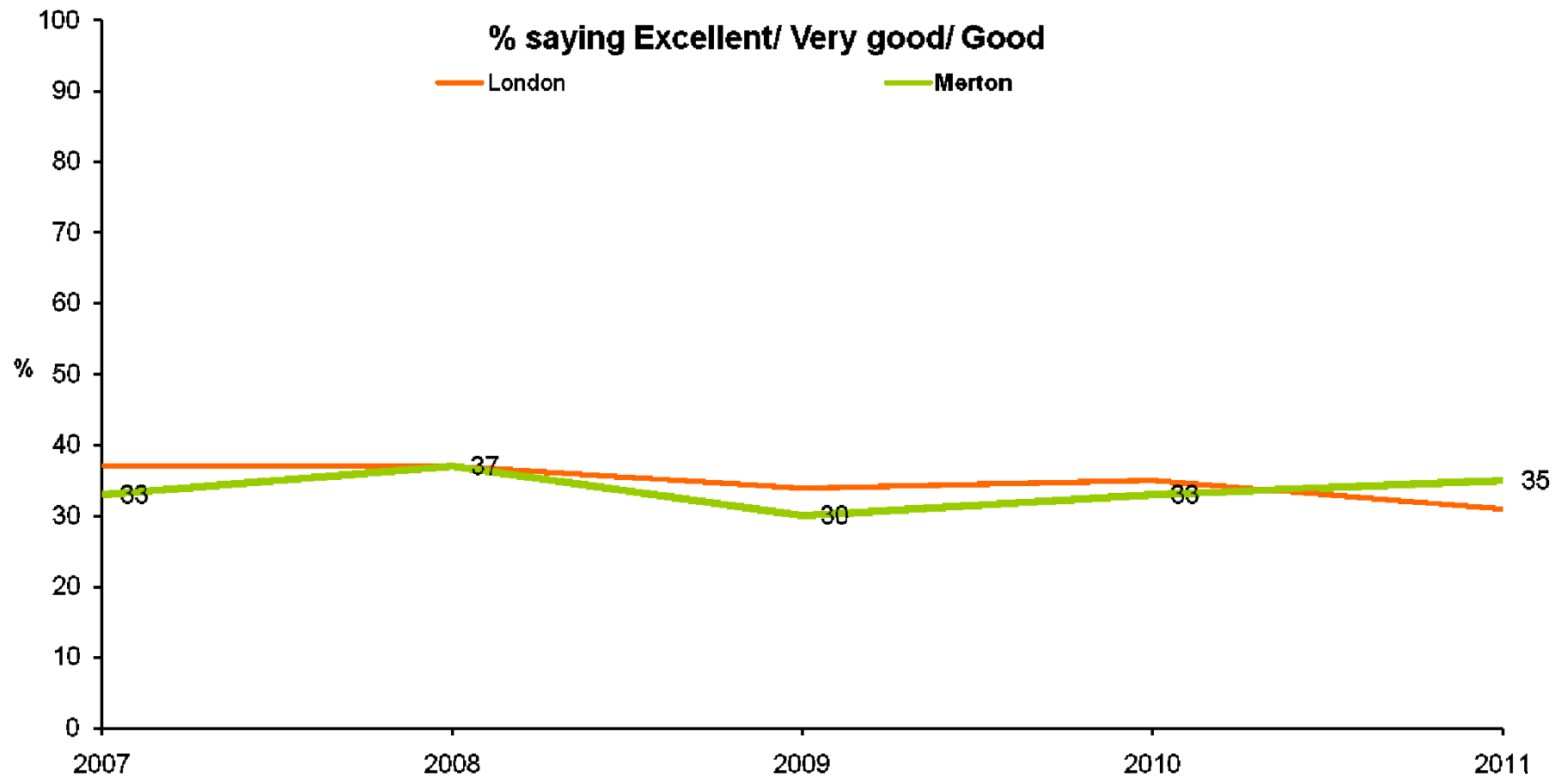
Performance is in line with London average



Source: Q4 I would like to ask you about local services in this area. What is your opinion of?
Base: All adults 2011 (Merton: 1054; London: 1043)

Parking services – among users

Performance is in line with London average

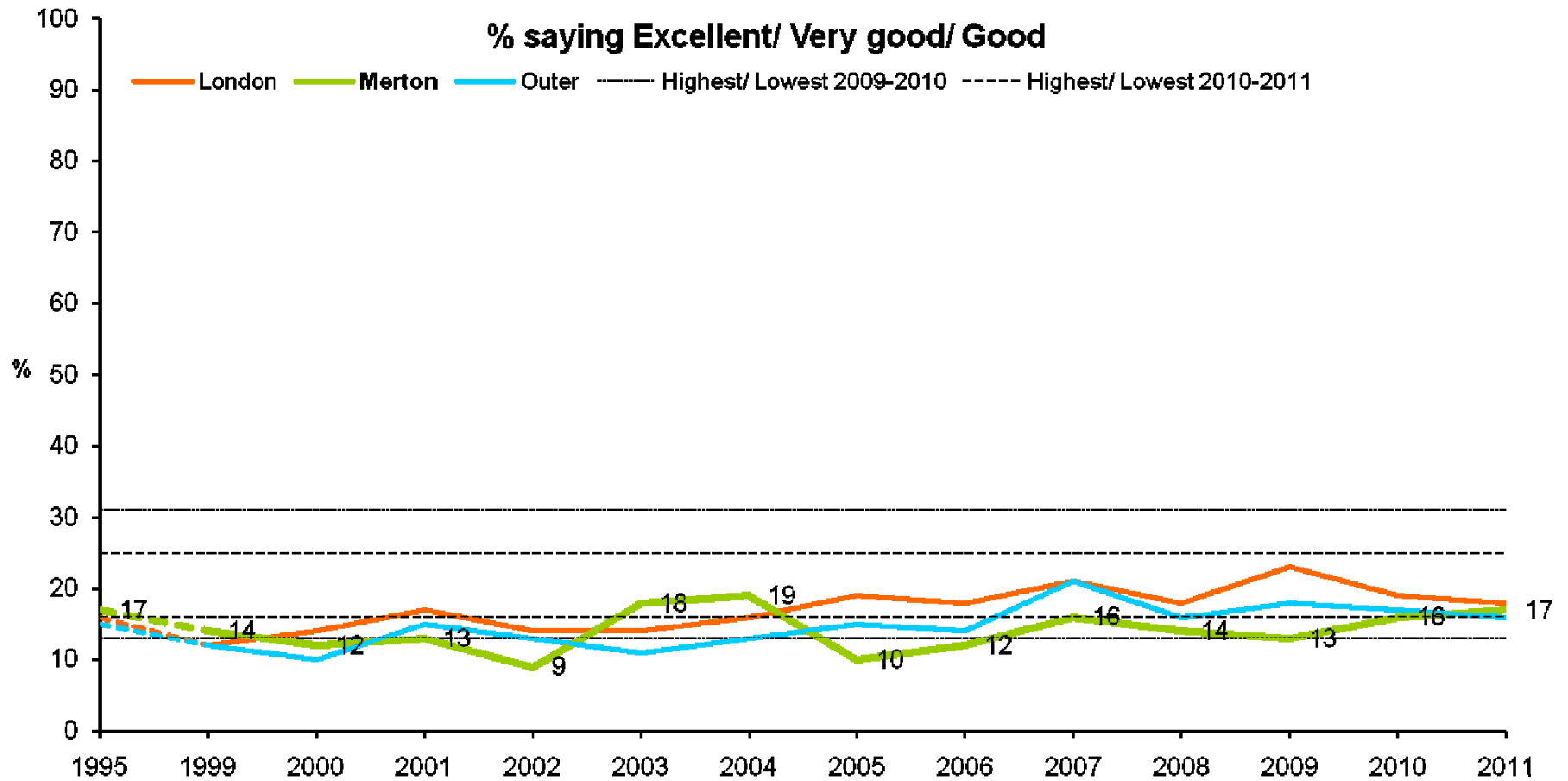


Source: Q4 I would like to ask you about local services in this area. What is your opinion of?

Base: All users 2011 (Merton: 566; London: 426)

Council housing

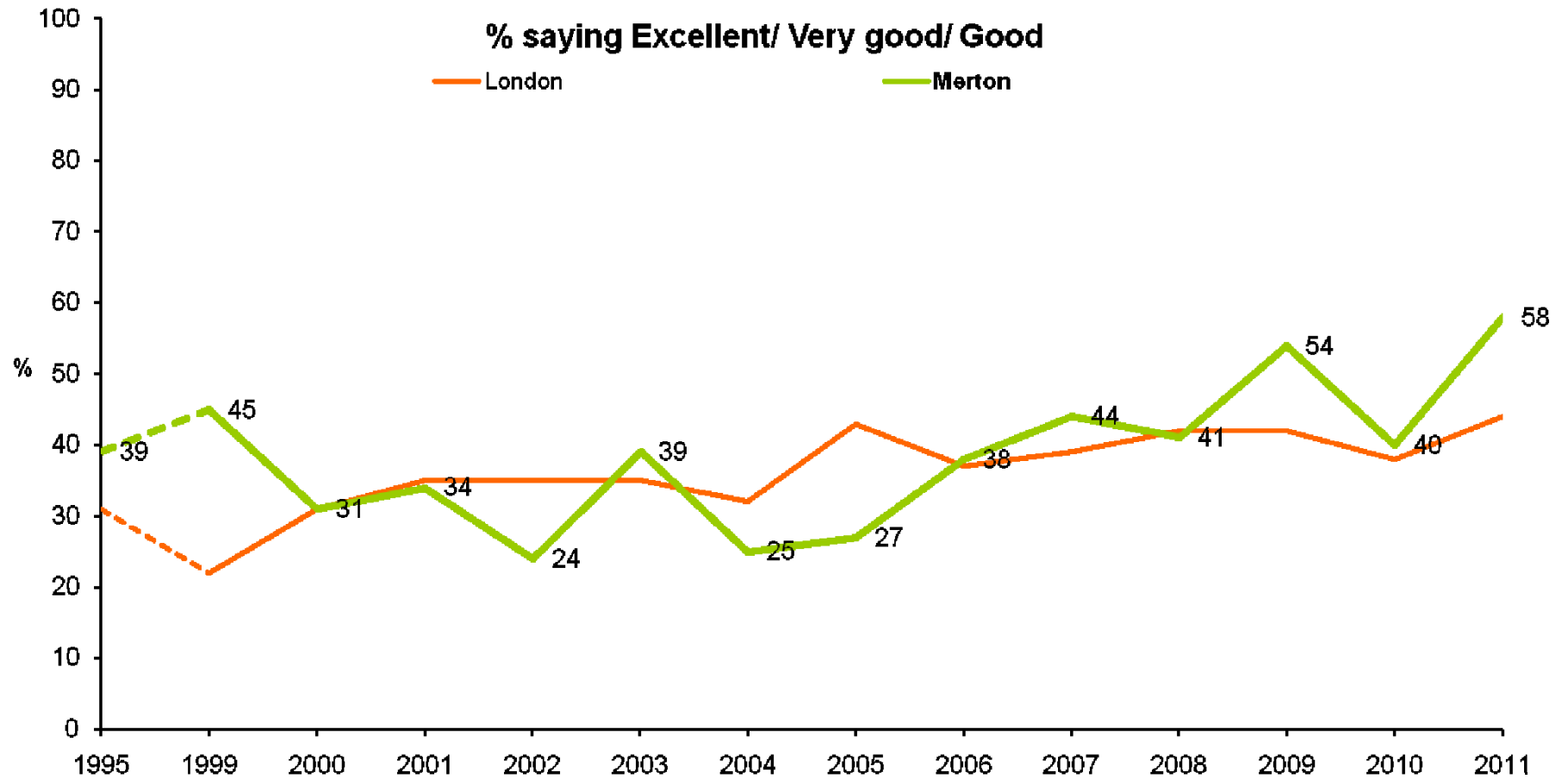
Consistent performance with 2010



Source: Q4 I would like to ask you about local services in this area. What is your opinion of?
Base: All adults 2011 (Merton: 1054; London: 1043)

Council housing – among tenants

Improvement in ratings in 2011 – performance is at an all time high

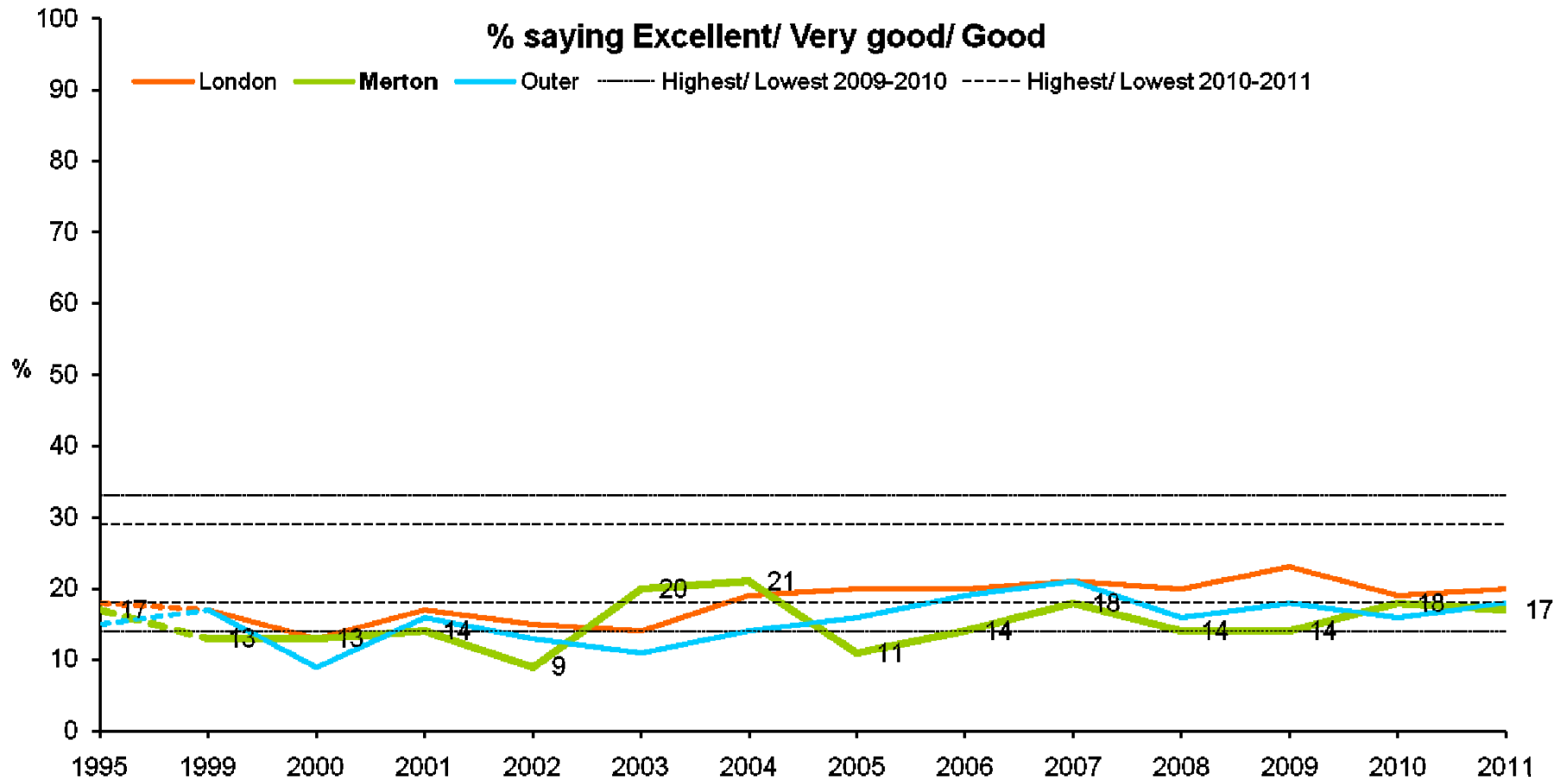


Source: Q4 I would like to ask you about local services in this area. What is your opinion of?

Base: All users 2011 (Merton: 77; London: 169)

Housing benefit service

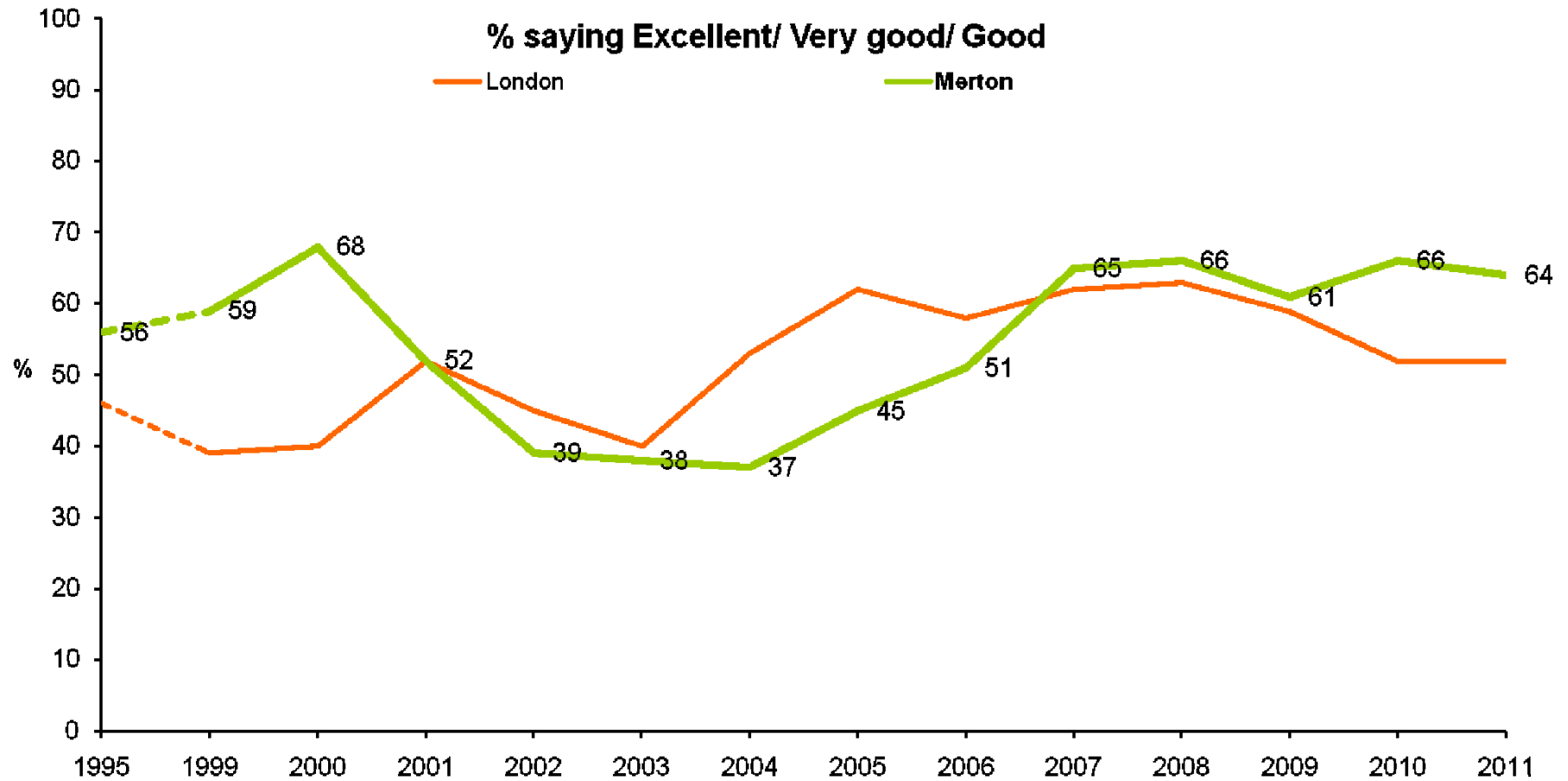
Similar level to that seen in London



Source: Q4 I would like to ask you about local services in this area. What is your opinion of?
 Base: All adults 2011 (Merton: 1054; London: 1036)

Housing benefit service – among users

Performance is stable and ahead of London

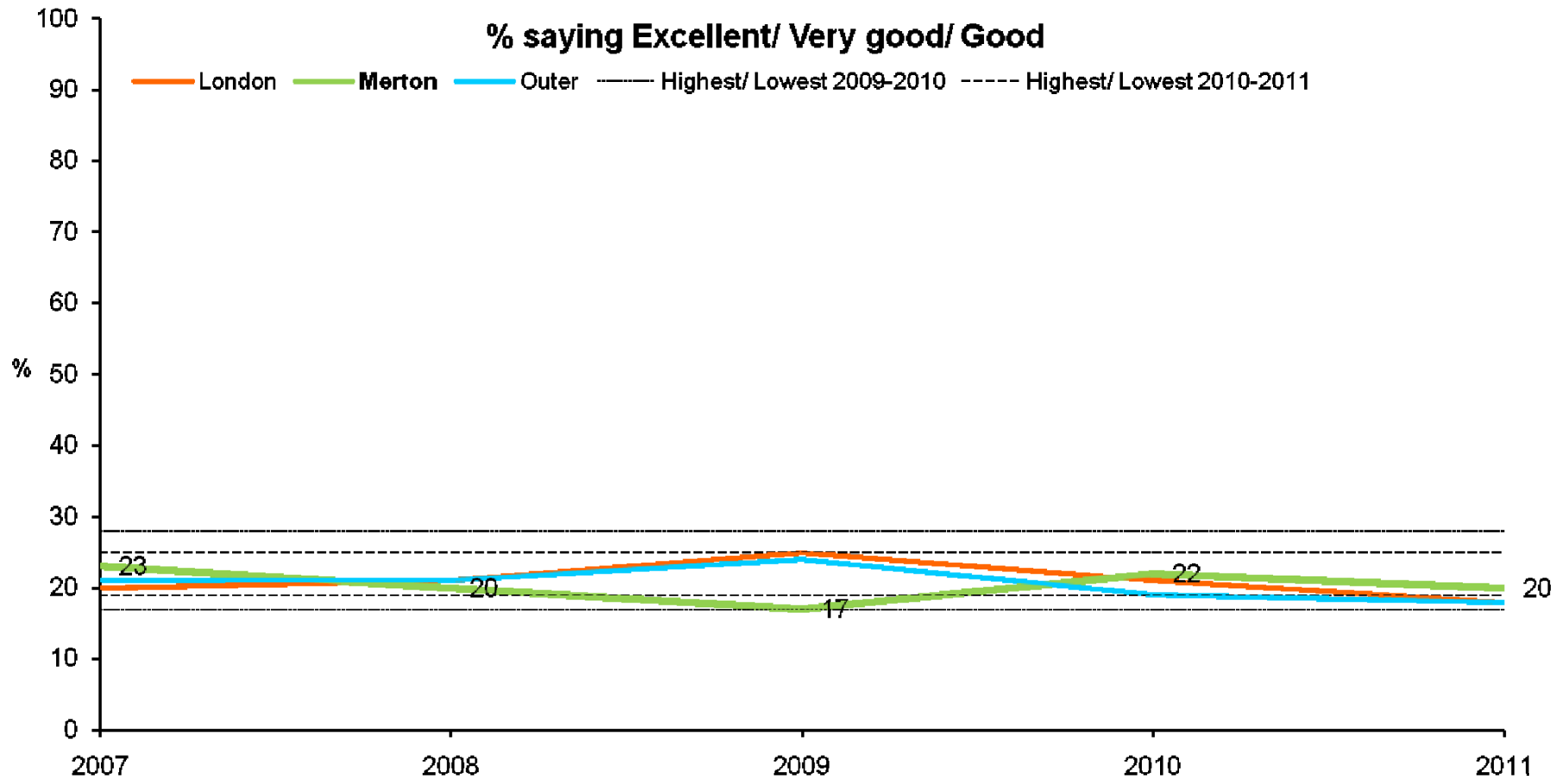


Source: Q4 I would like to ask you about local services in this area. What is your opinion of?

Base: All users 2011 (Merton: 119; London: 178)

Social services for adults

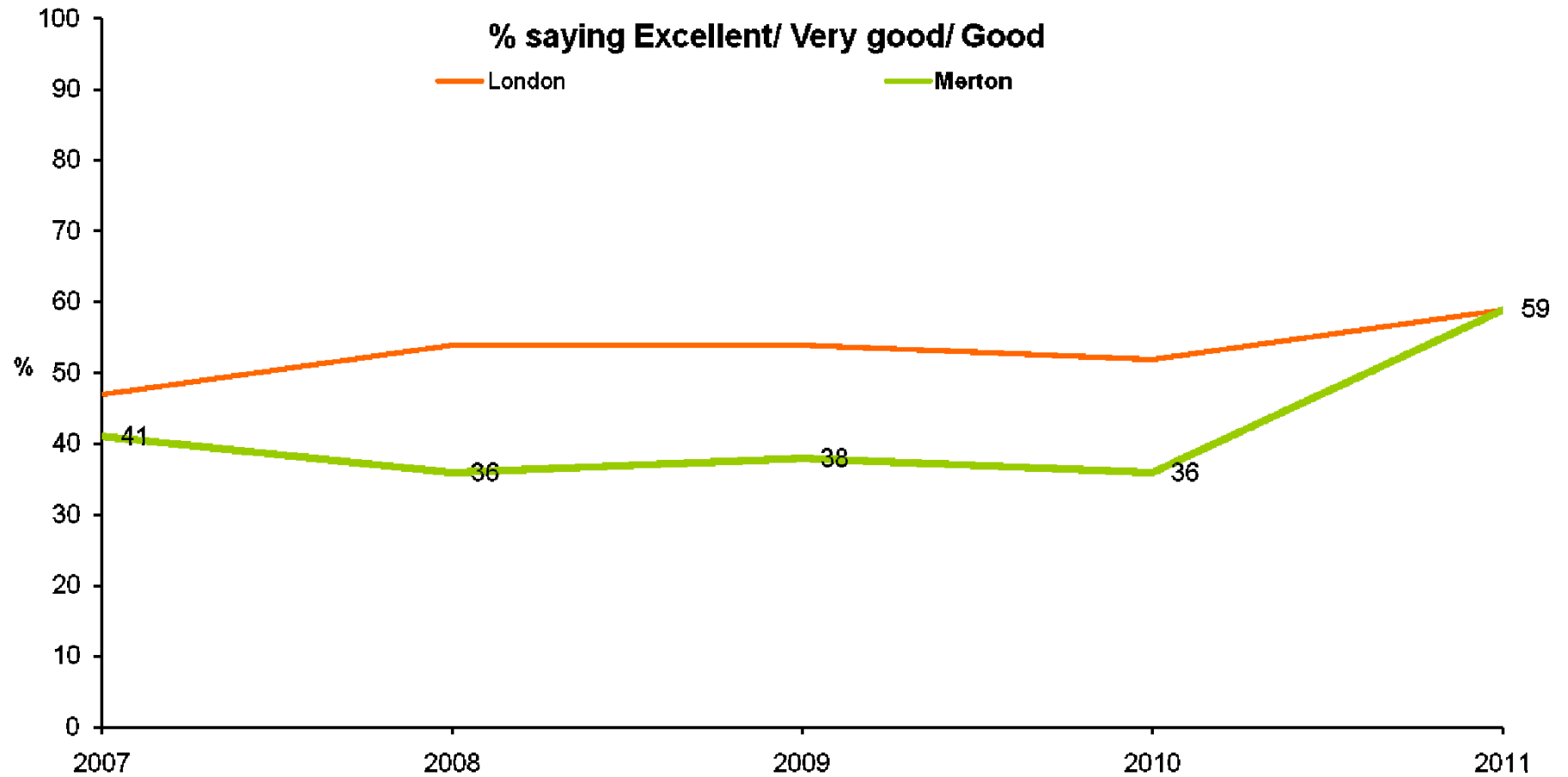
Performance relatively stable across 2007-2011



Source: Q4 I would like to ask you about local services in this area. What is your opinion of?
Base: All adults 2011 (Merton: 1054; London: 1036)

Social services for adults – among users

Performance has improved for users since 2010 – along with London average

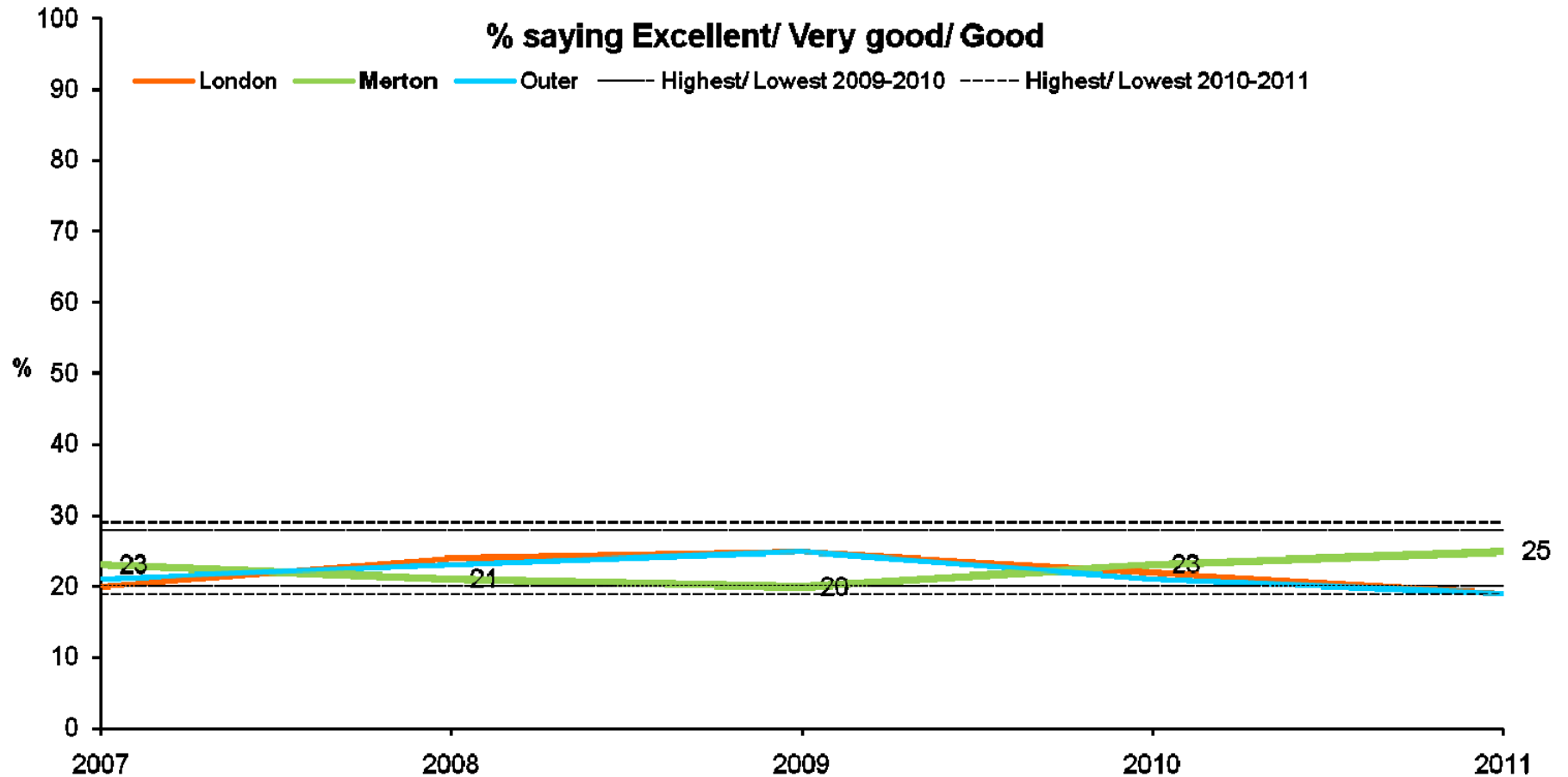


Source: Q4 I would like to ask you about local services in this area. What is your opinion of?

Base: All users 2011 (Merton: 39; London: 42)

Social services for children and families

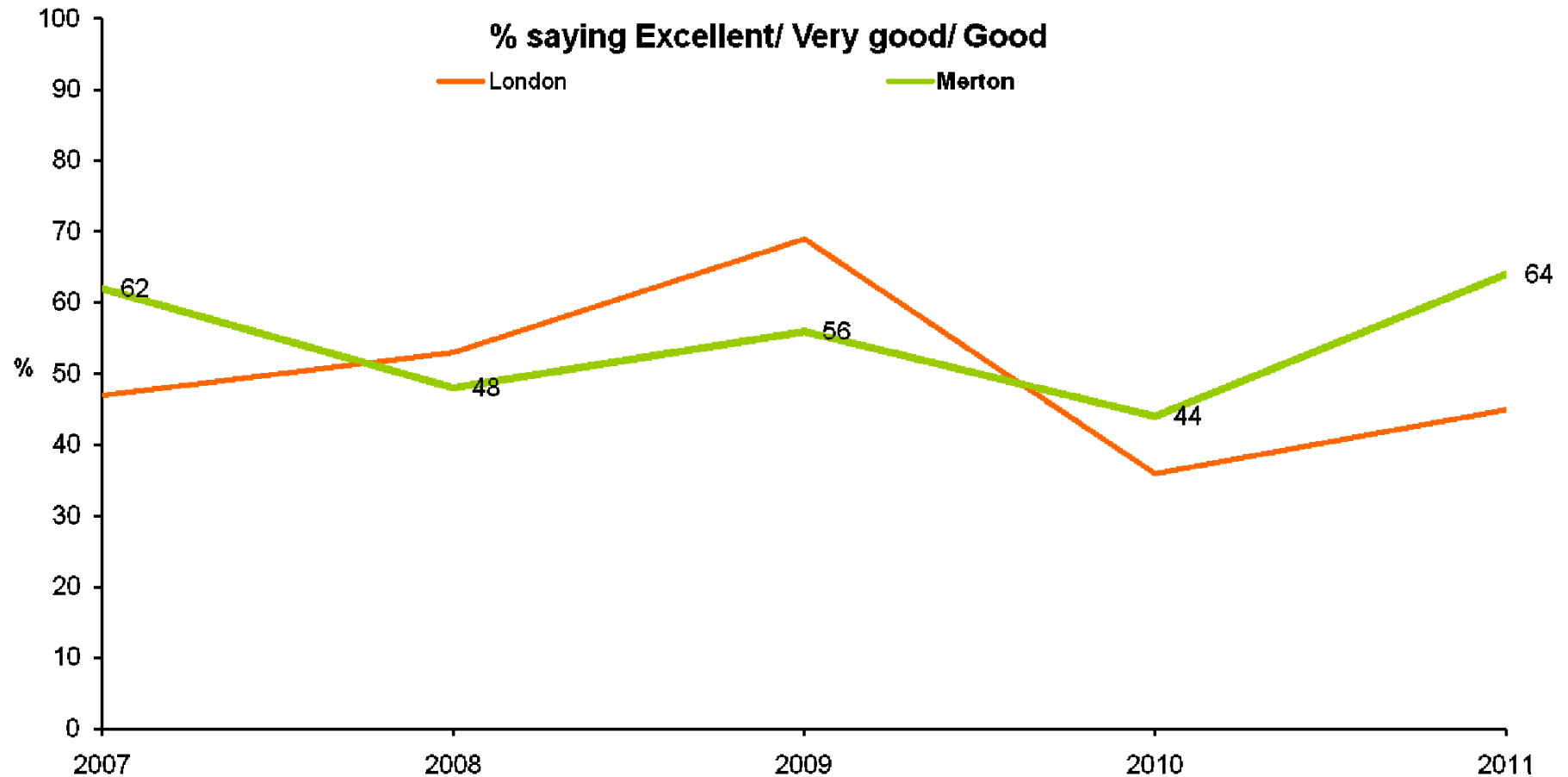
Performance stable across tracking period



Source: Q4 I would like to ask you about local services in this area. What is your opinion of?
Base: All adults 2011 (Merton: 1054; London: 1036)

Social services for children & families – among users

Performance has improved for users since 2010 – ahead of London average



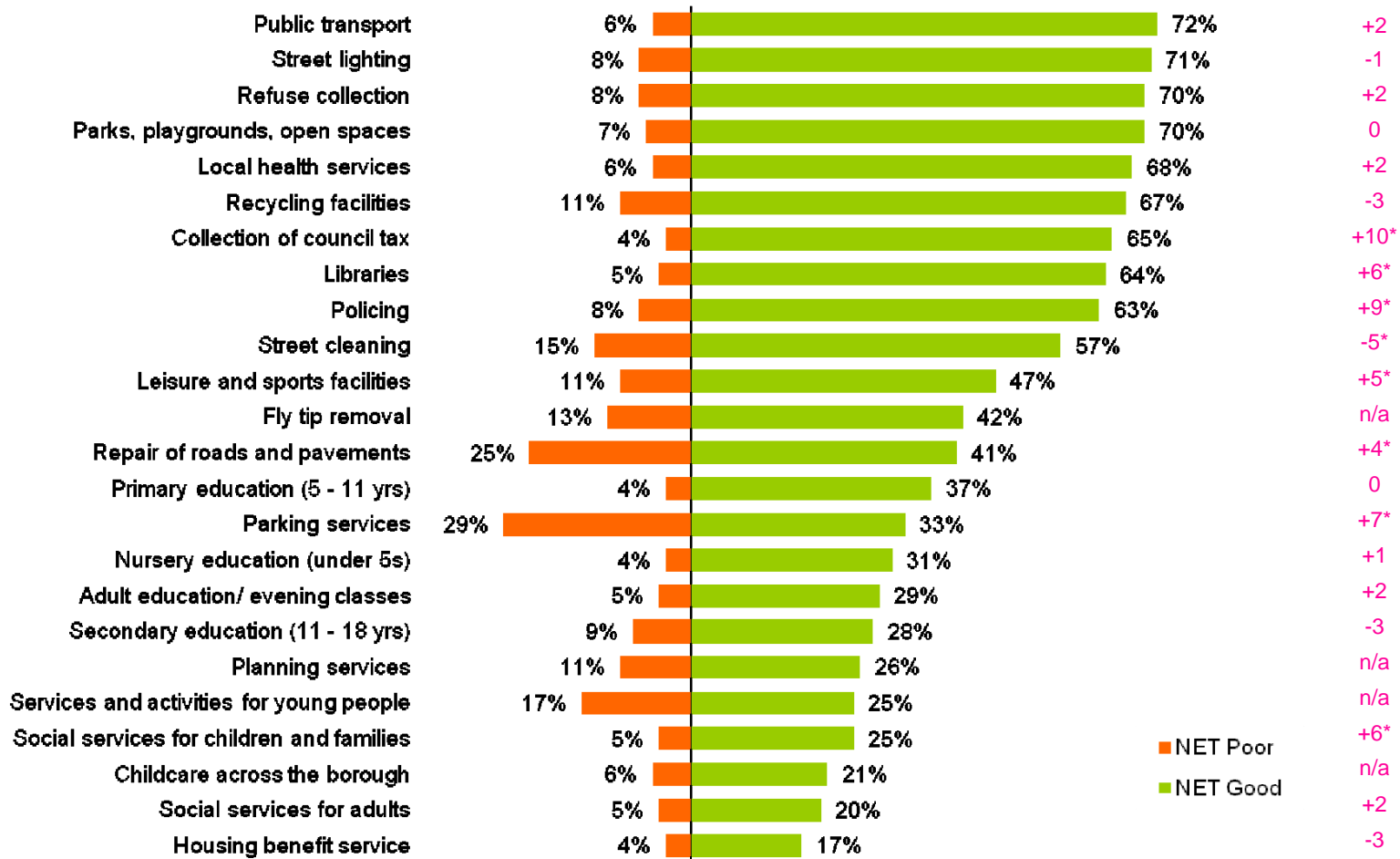
Source: Q4 I would like to ask you about local services in this area. What is your opinion of?

Base: All users 2011 (Merton: 37; London: 40)

Perceived service delivery

Compared with London

Difference to London (% pts)



*Sig

Source: Q4 I would like to ask you about local services in this area. What is your opinion of?
 Base: All adults (1036)

Significant differences for service delivery

Compared with London

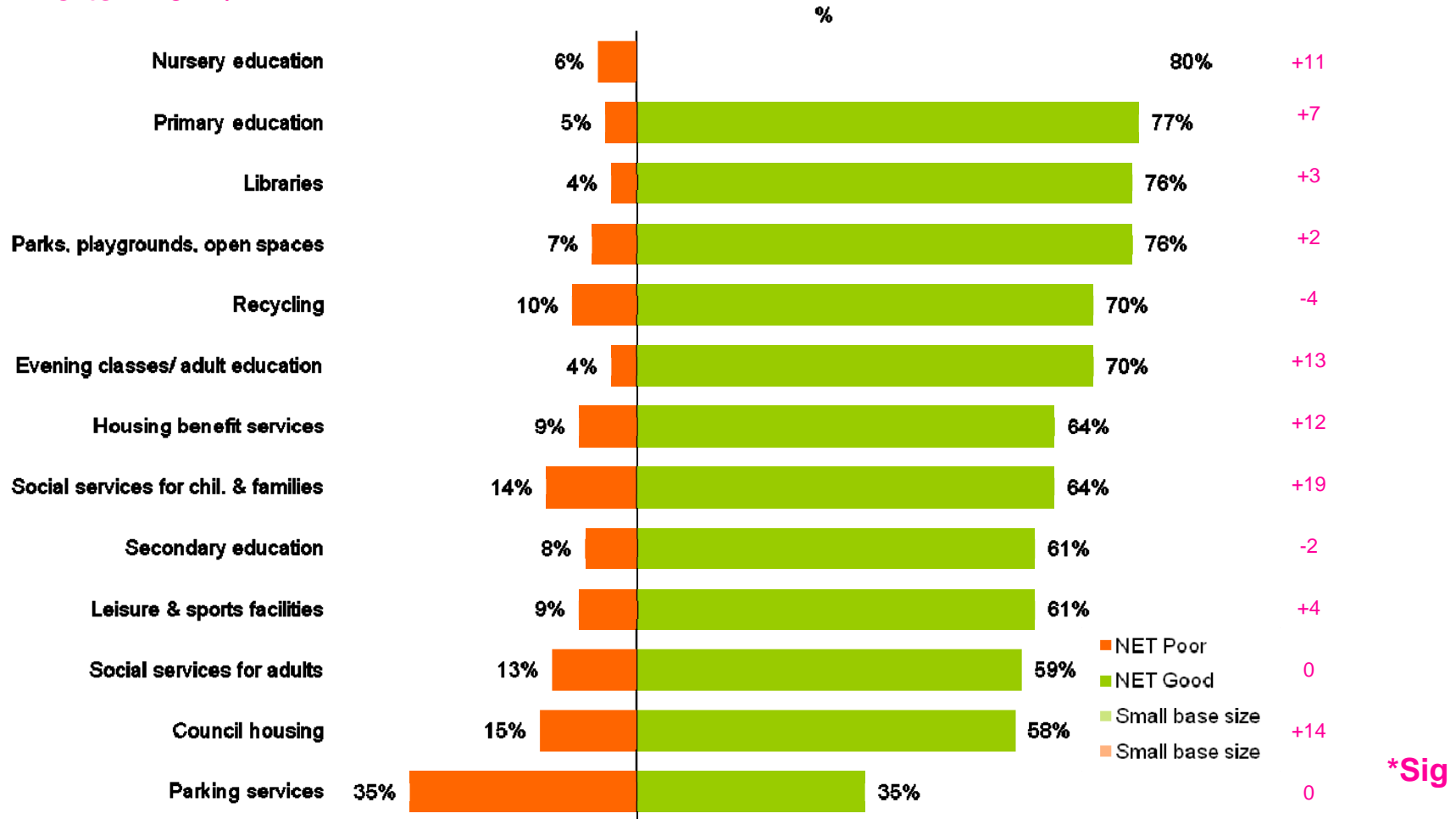
Better	
Collection of council tax	+10% pt
Policing	+9% pt
Parking services	+7% pt
Libraries	+6% pt
Social services for children and families	+6% pt
Leisure and sports facilities	+5% pt
Repair of roads and pavements	+4% pt
Worse	
Street Cleaning	-5% pt

Source: Q4 I would like to ask you about local services in this area. What is your opinion of?
Base: All adults (1054)

Perceived service delivery – among users

Merton 2011/12

Difference to London (% pts)



Source: Q4 I would like to ask you about local services in this area. What is your opinion of?
 Base: All users (37 to 731)

Differences compared with London

% saying Good - Excellent

	All residents	Users
Recycling facilities	-2	-4
Parks, playgrounds and open spaces	+3	+2
Libraries	-3	+3
Leisure and sports facilities	+2	+4
Nursery education	+1	+11
Primary education	-1	+7
Secondary education	-1	-2
Adult education	-3	+13
Social services for adults	-1	0
Social services for families	+4	+19
Parking services	+3	0
Housing benefit	-2	+12
Council housing	+3	+14

*Sig

Source: Q4 I would like to ask you about local services in this area. What is your opinion of?
 Base: All users (37 to 731)



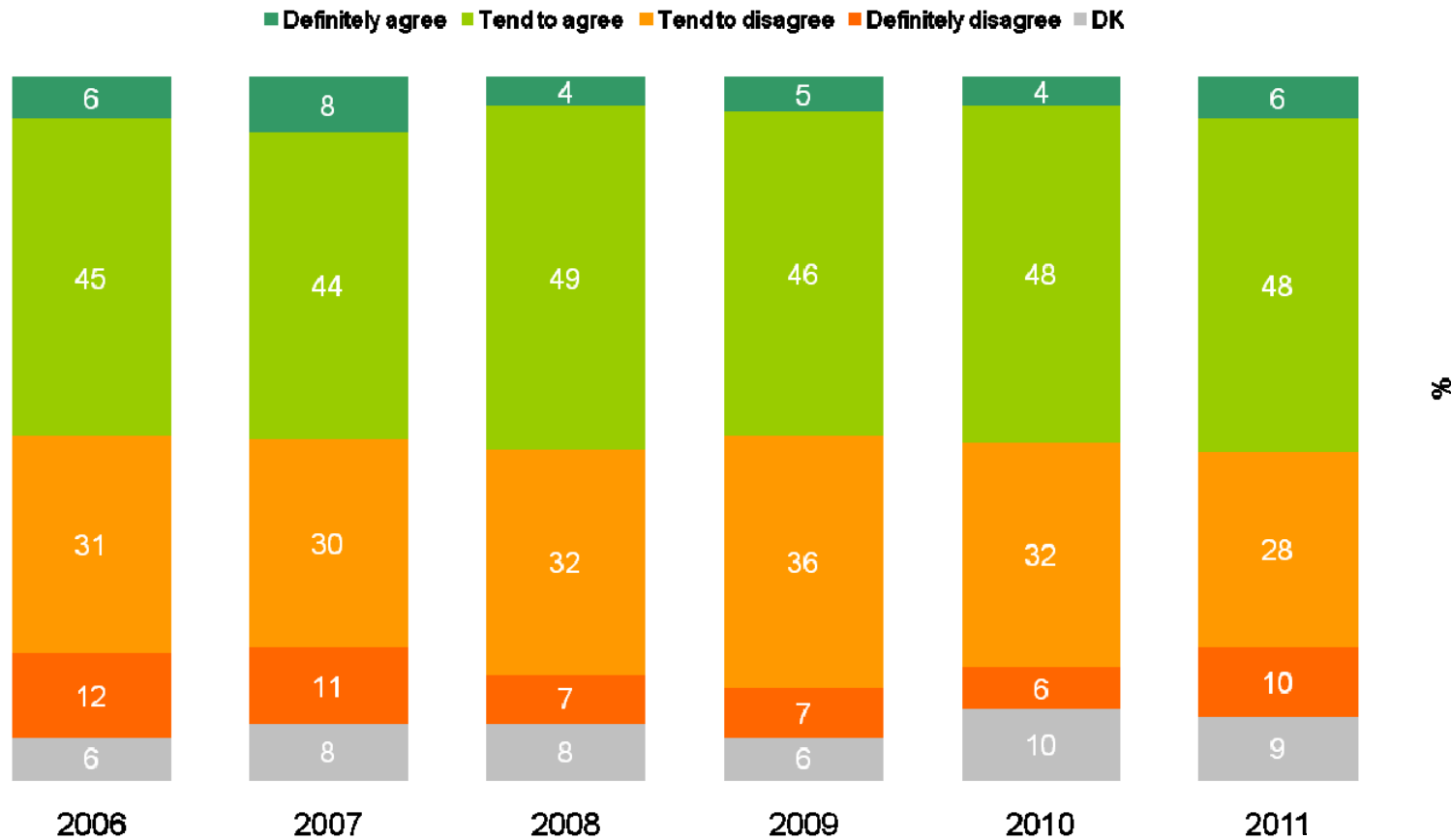
Merton Extra Questions: The Local Area

London Borough of Merton Residents Survey 2011/12

Summary – The Local Area

- Respondents tend to feel that they can have some impact on the council decisions – with 54% agreeing that they can influence decisions. This is particularly the case in area 5 (Ravensbury/ St Helier/ Cricket Green) where 64% of respondents agree with this statement
- Respondents are fairly satisfied with their opportunities to participate in cultural opportunities, in particular sports and leisure (58% are fairly or very satisfied). 50% are satisfied in cultural opportunities overall

Agreement as to whether residents can influence decisions in the area

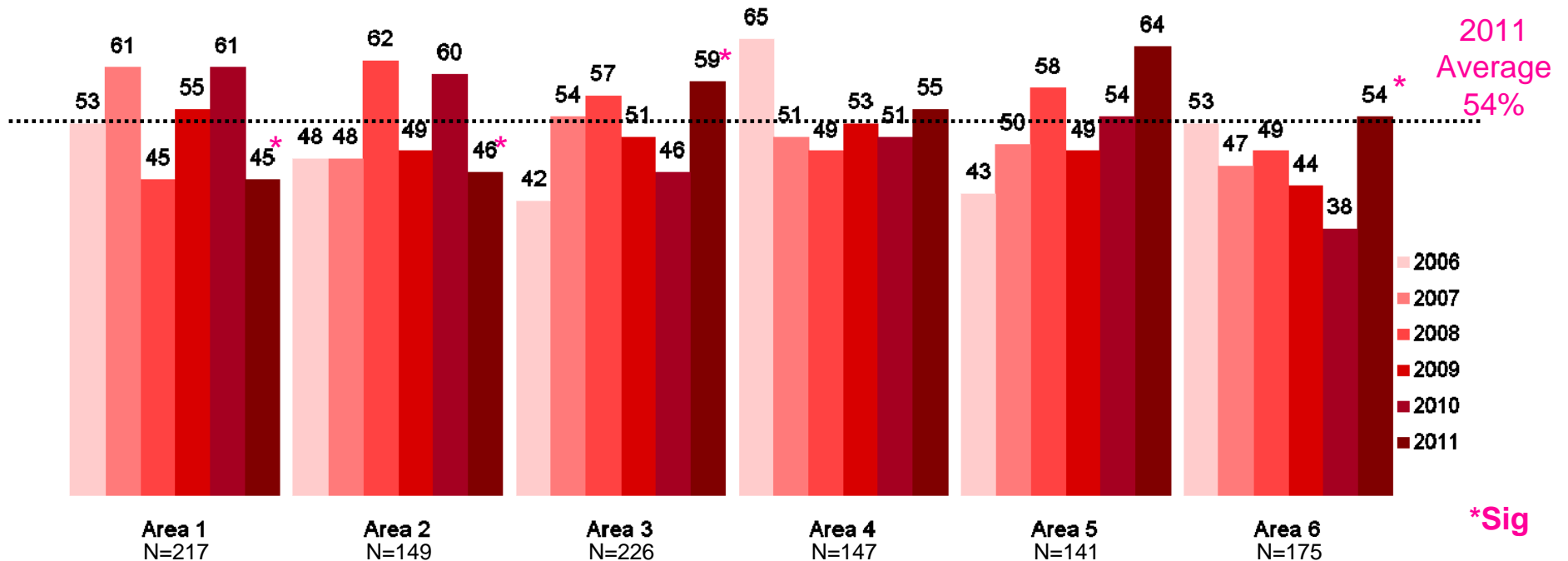


Source: PS13 Do you agree or disagree that you can influence decisions affecting your local area?
Base: All adults (c1000)

Whether residents can influence decision in the area

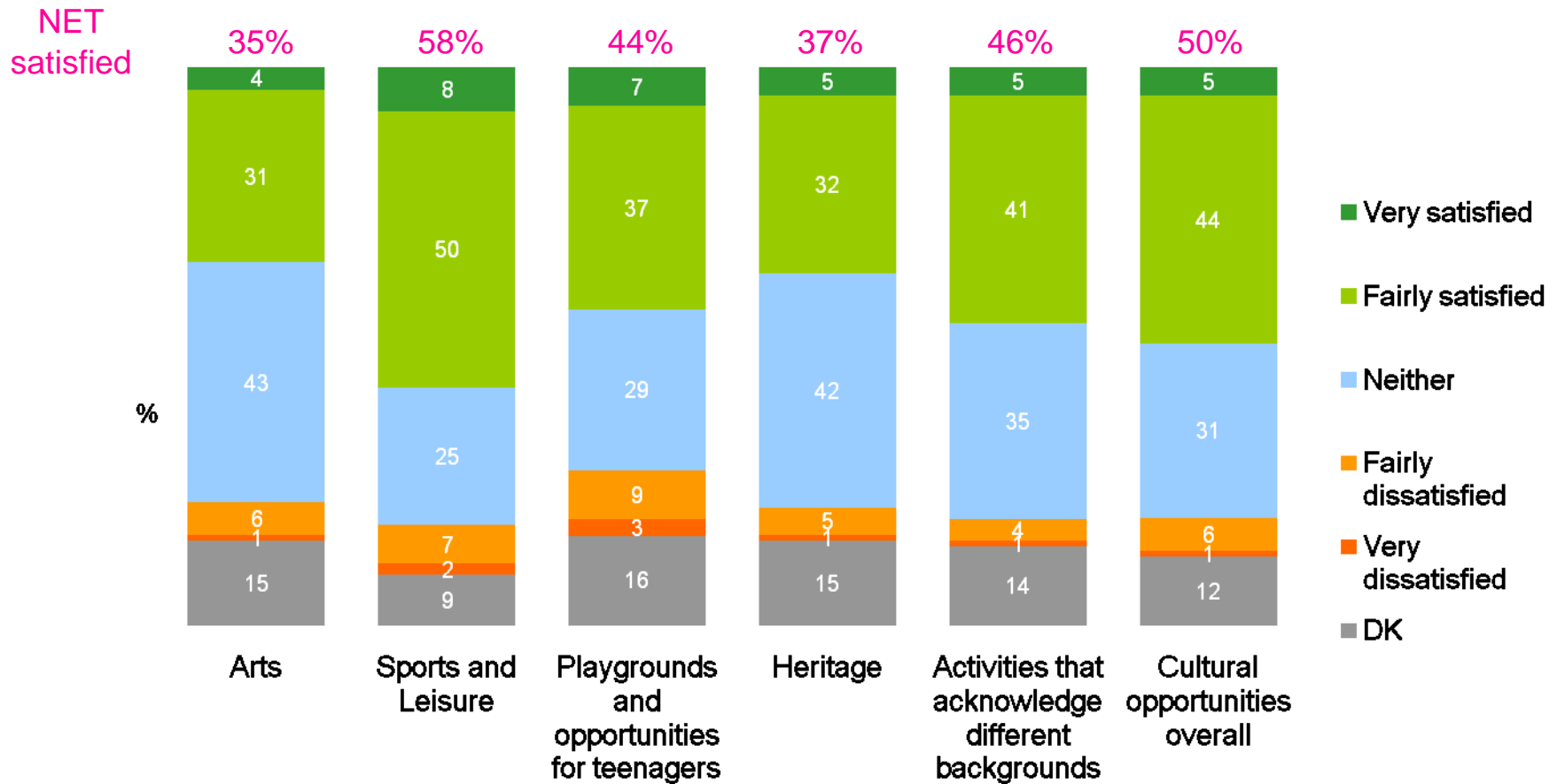
- 1: Village/ Hillside/ Raynes Park/ Wimbledon Park
- 2: Dundonald/ Trinity/ Abbey
- 3: Cannon Hill/ Merton Park/ West Barnes/ Lower Morden
- 4: Lavender Fields/ Pollards Hill/ Figges Marsh
- 5: Ravensbury/ St Helier/ Cricket Green
- 6: Colliers Wood/ Graveney/ Longthornton

% 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



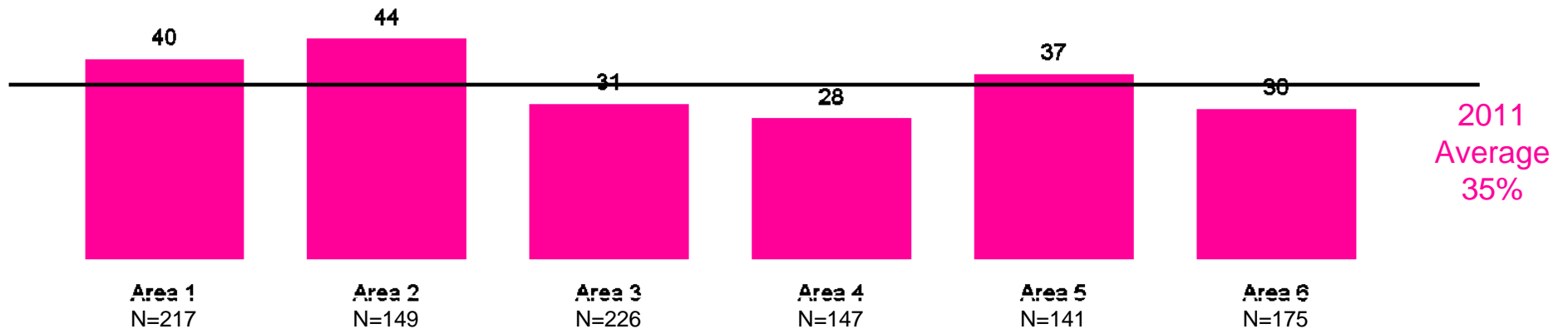
Source: Q13 How satisfied are you with opportunities to participate in the following in Merton?

Base: All adults (1054)

Satisfaction with opportunities to participate in arts

- 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

% saying Very satisfied/ fairly satisfied

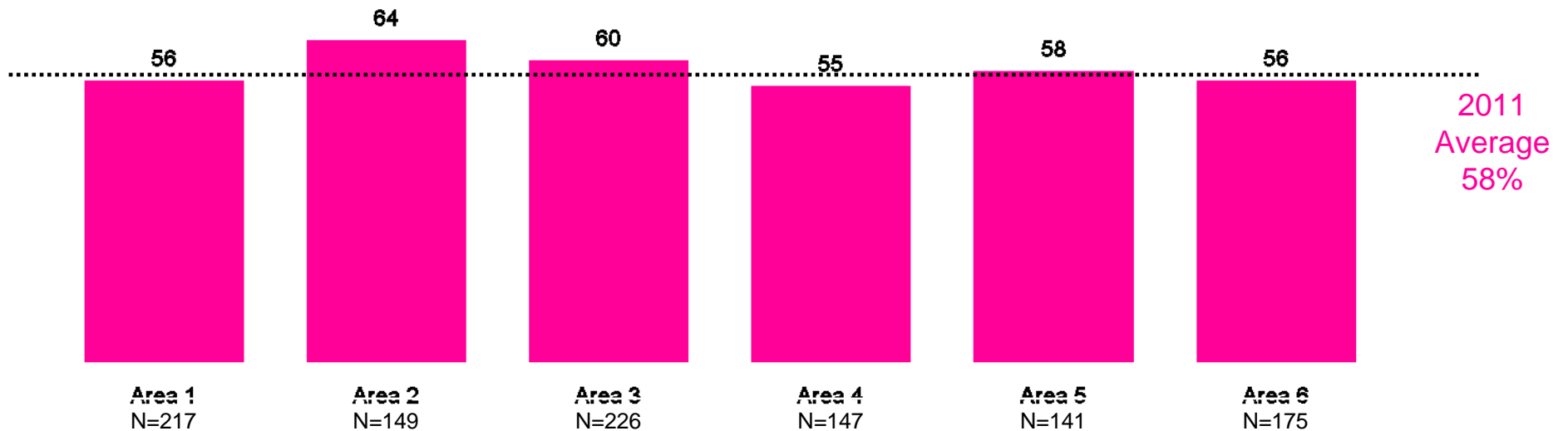


Source: Q13 Overall, how satisfied are you with the cultural opportunities as well as activities that acknowledge & celebrate different backgrounds in Merton?
Base: All adults (1054)

Satisfaction with opportunities to participate in sports and leisure

- 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

% saying Very satisfied/ fairly satisfied

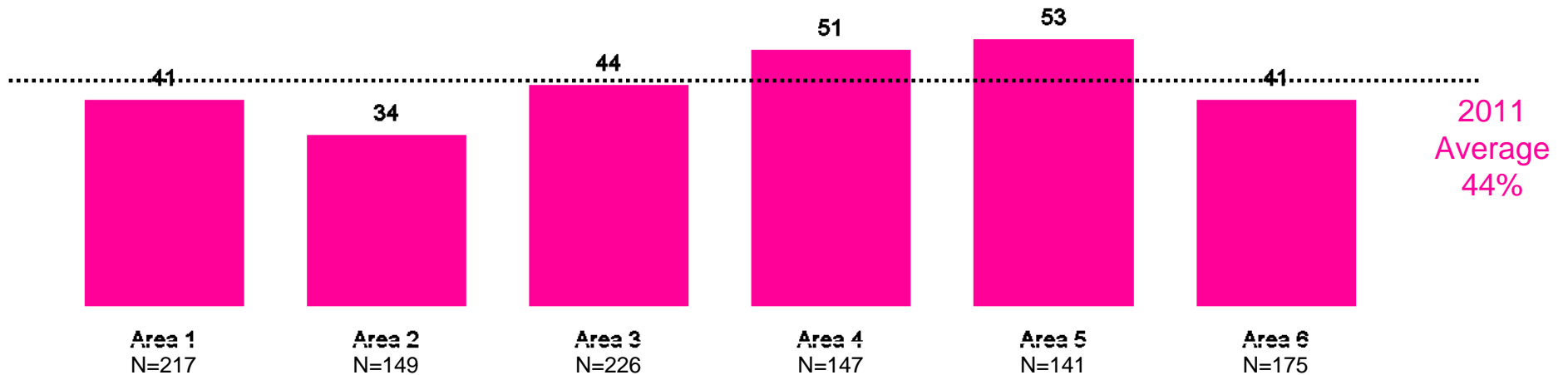


Source: Q13 Overall, how satisfied are you with the cultural opportunities as well as activities that acknowledge & celebrate different backgrounds in Merton?
Base: All adults (1054)

Satisfaction with opportunities to participate in playgrounds and activities for teenagers

- 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

% saying Very satisfied/ fairly satisfied



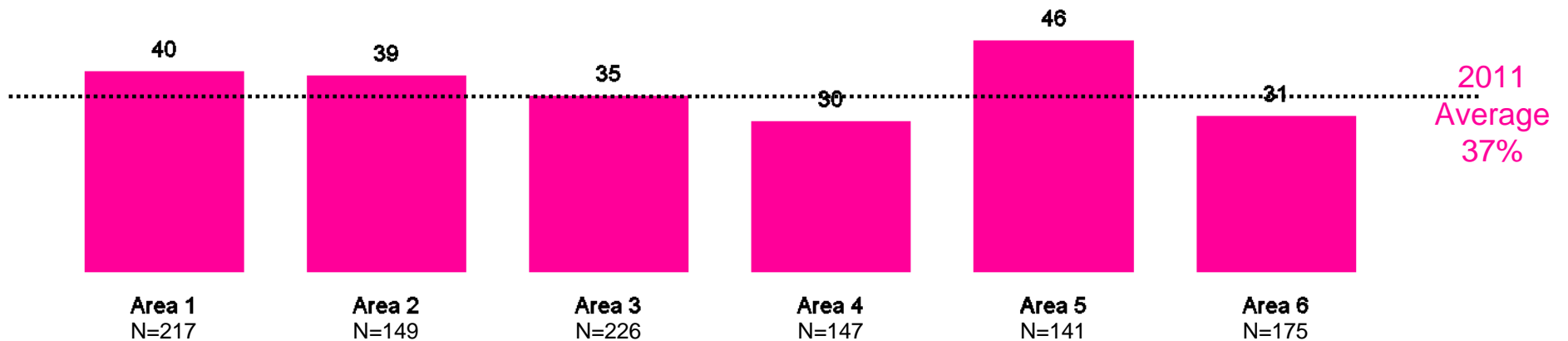
Source: Q13 Overall, how satisfied are you with the cultural opportunities as well as activities that acknowledge & celebrate different backgrounds in Merton?

Base: All adults (1054)

Satisfaction with opportunities to participate in heritage

- 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

% saying Very satisfied/ fairly satisfied

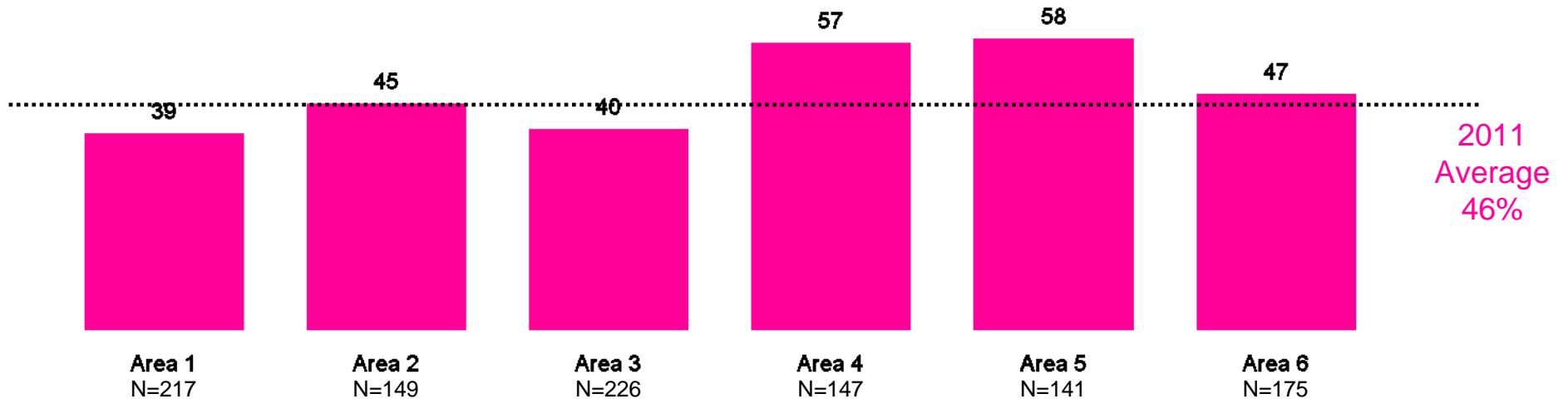


Source: Q13 Overall, how satisfied are you with the cultural opportunities as well as activities that acknowledge & celebrate different backgrounds in Merton?
Base: All adults (1054)

Satisfaction with opportunities to participate in activities that acknowledge different backgrounds

- 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

% saying Very satisfied/ fairly satisfied

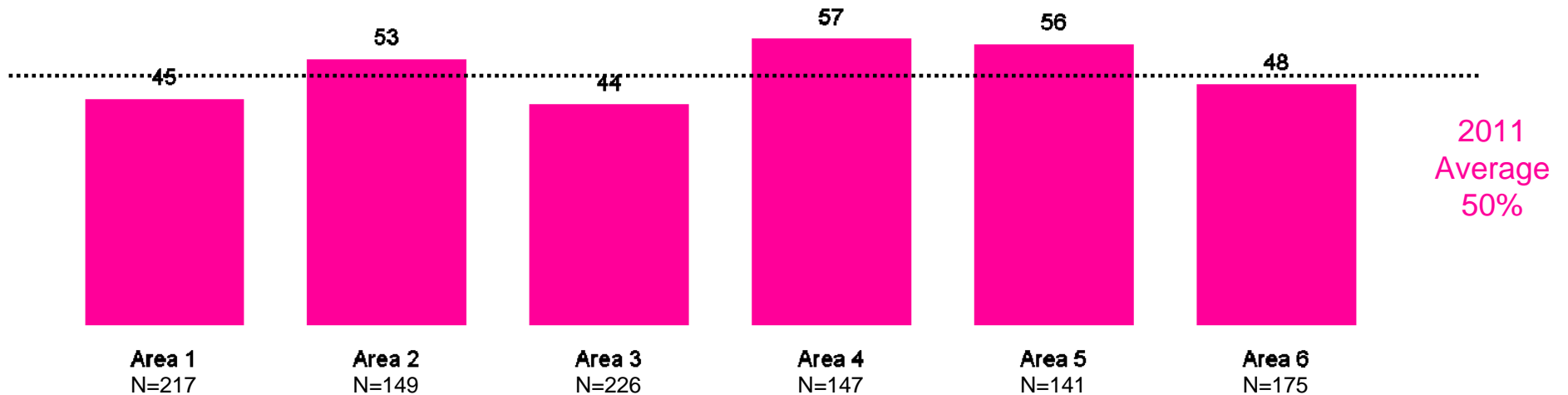


Source: Q13 Overall, how satisfied are you with the cultural opportunities as well as activities that acknowledge & celebrate different backgrounds in Merton?
Base: All adults (1054)

Satisfaction with opportunities to participate in cultural opportunities overall

- 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

% 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 (1054)



Merton Extra Questions: Crime and Anti-social Behaviour

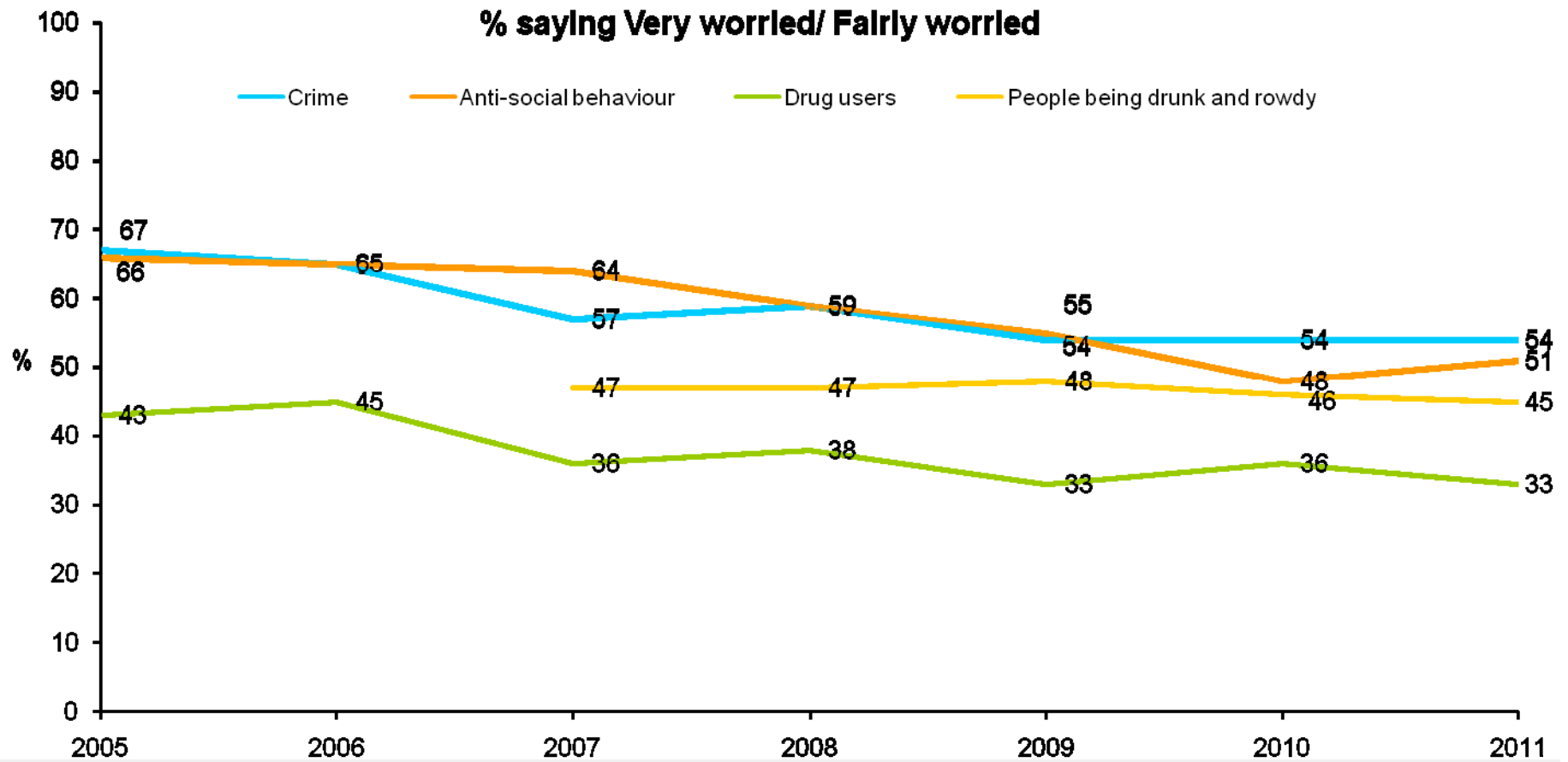
London Borough of Merton Residents Survey 2011/12

Summary – Crime and Antisocial behaviour

- Crime is the issue respondents have the biggest personal concern about (mentioned by 34%) – but concerns over crime continue to fall
 - This may be a result of the positive views of policing with 63% believing the council delivers a good policing service
- However, despite the fact that concern over crime is falling, concern over antisocial behaviour has risen for the first time since 2006
 - This is likely to be a result of the riots across London this summer making respondents more concerned about how antisocial behaviour may affect them
- 36% of respondents felt informed about measures to tackle antisocial behaviour (no change on last year) – this is lower among areas 1 and 4

Worry about...

Concern about antisocial behaviour has risen this year for the first time since 2006

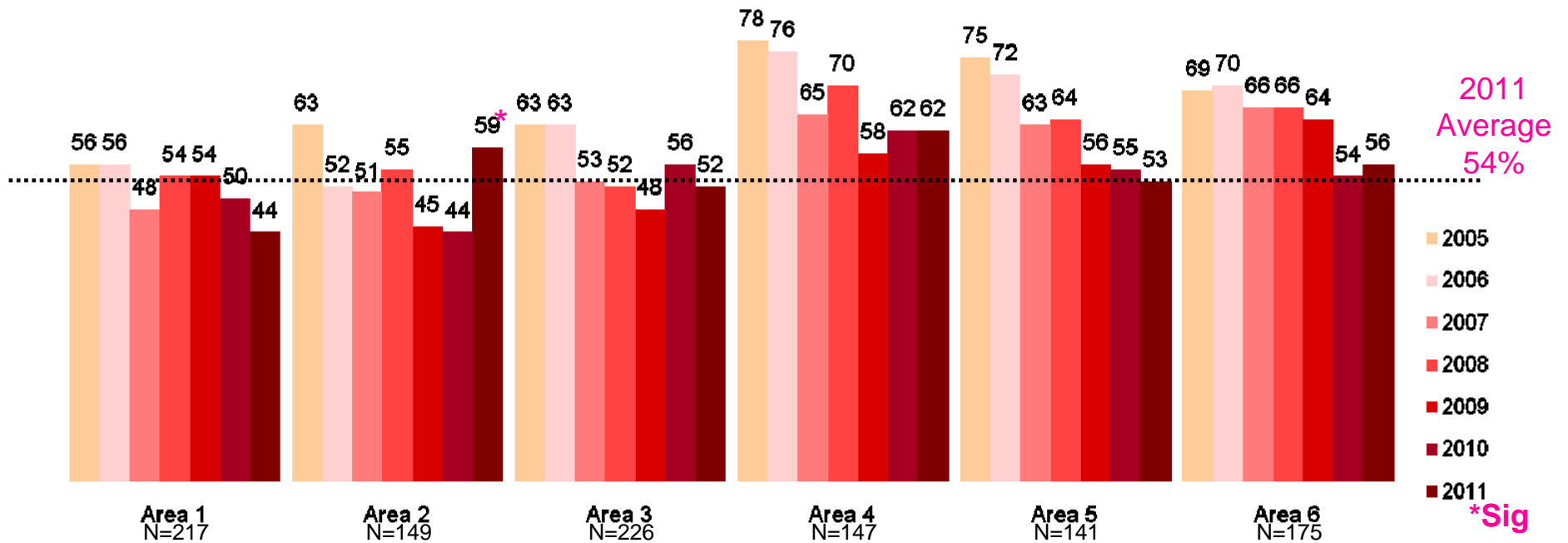


Source: Q6 How worried are you about each of the following in Merton?
Base: All adults (2011: 1054)

Worry about crime

- 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

% saying Very worried/ Fairly worried

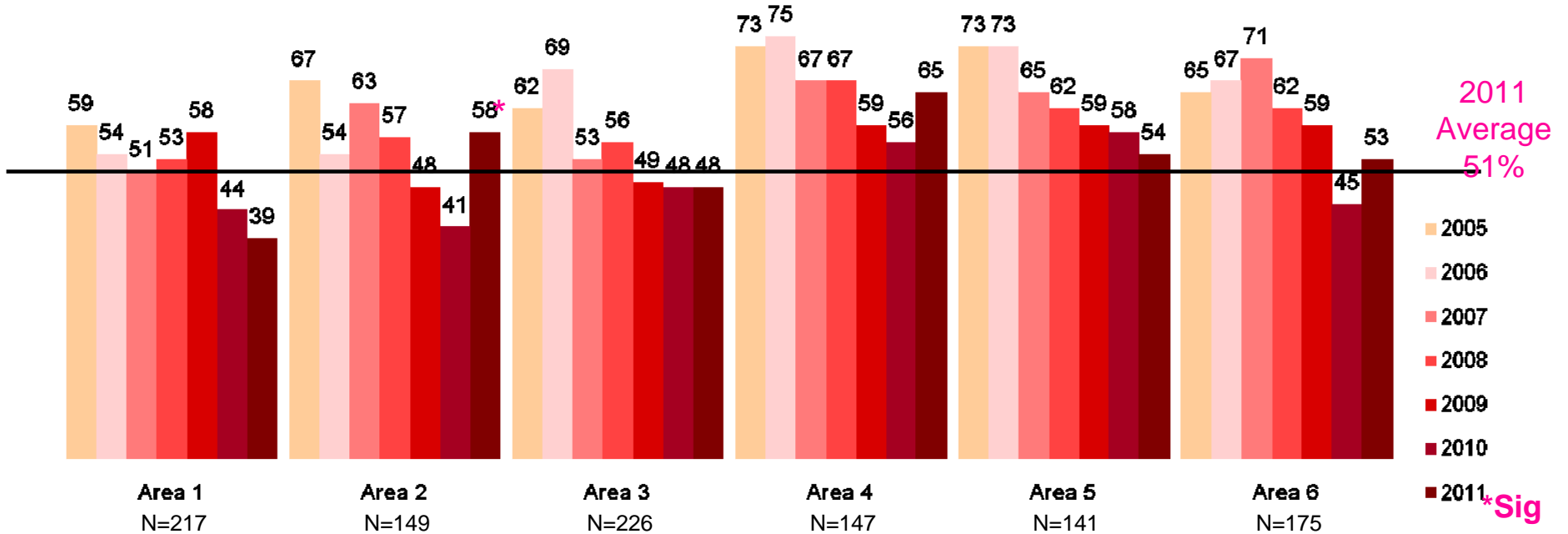


Source: Q6 How worried are you about each of the following in Merton? ...Crime
 Base: All adults (c1000)

Worry about anti-social behaviour

- 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

% saying Very worried/ Fairly worried

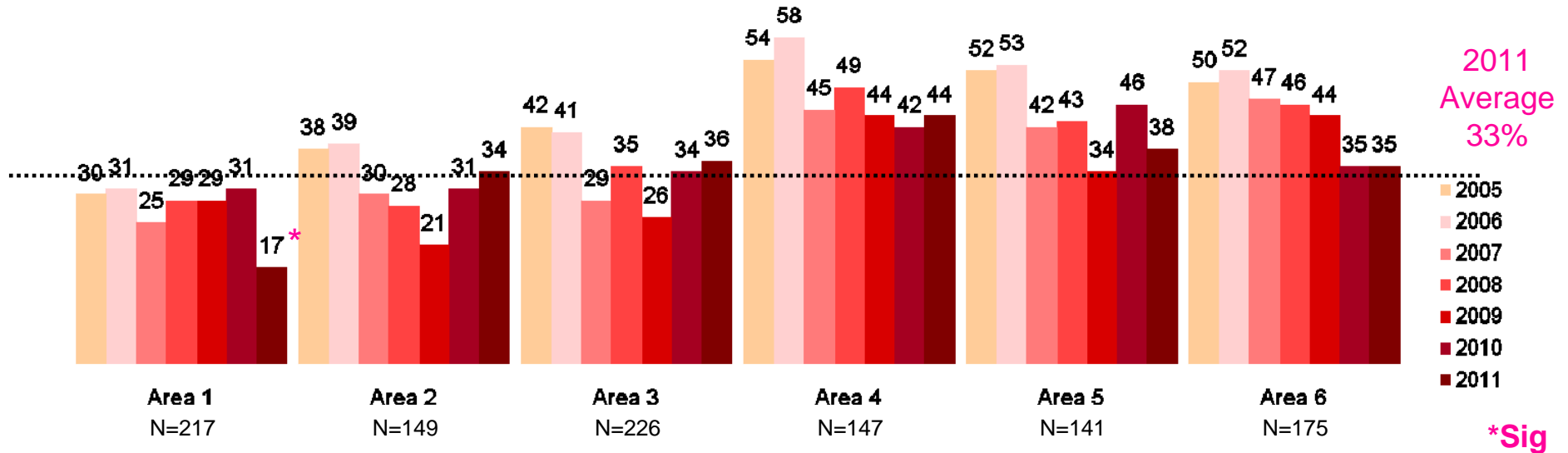


Source: Q6 How worried are you about each of the following in Merton? ...Anti-social behaviour
 Base: All adults (c1000)

Worry about drug users

- 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

% saying Very worried/ Fairly worried

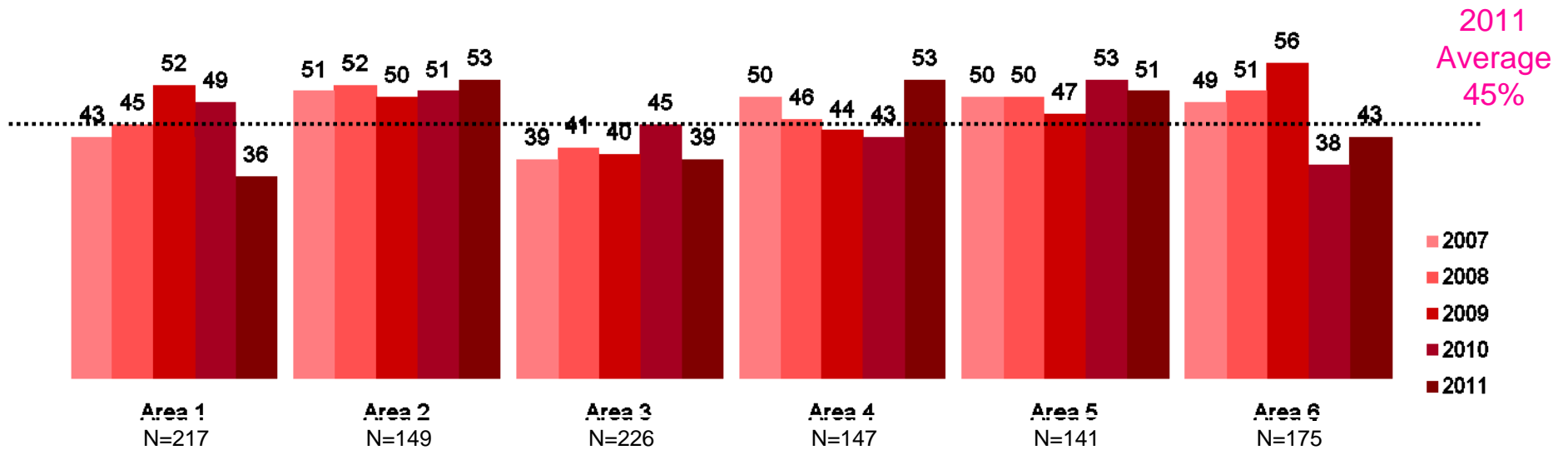


Source: Q6 How worried are you about each of the following in Merton? ...Drug users
 Base: All adults (c1000)

Worry about people being drunk and rowdy

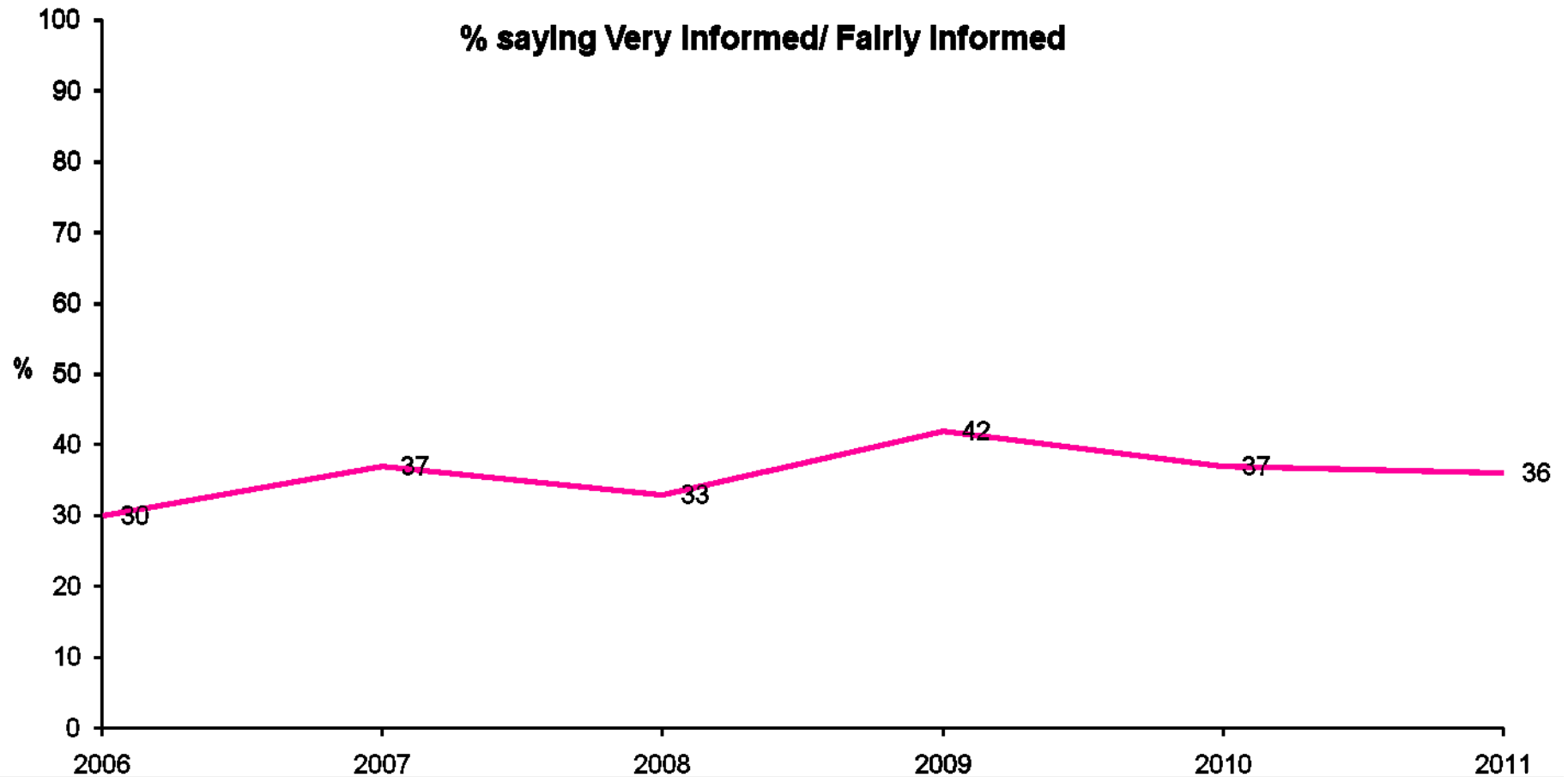
- 1: Village/ Hillside/ Raynes Park/ Wimbledon Park
- 2: Dundonald/ Trinity/ Abbey
- 3: Cannon Hill/ Merton Park/ West Barnes/ Lower Morden
- 4: Lavender Fields/ Pollards Hill/ Figges Marsh
- 5: Ravensbury/ St Helier/ Cricket Green
- 6: Colliers Wood/ Graveney/ Longthornton

% saying Very worried/ Fairly worried



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

How informed residents feel measures to tackle anti-social behaviour

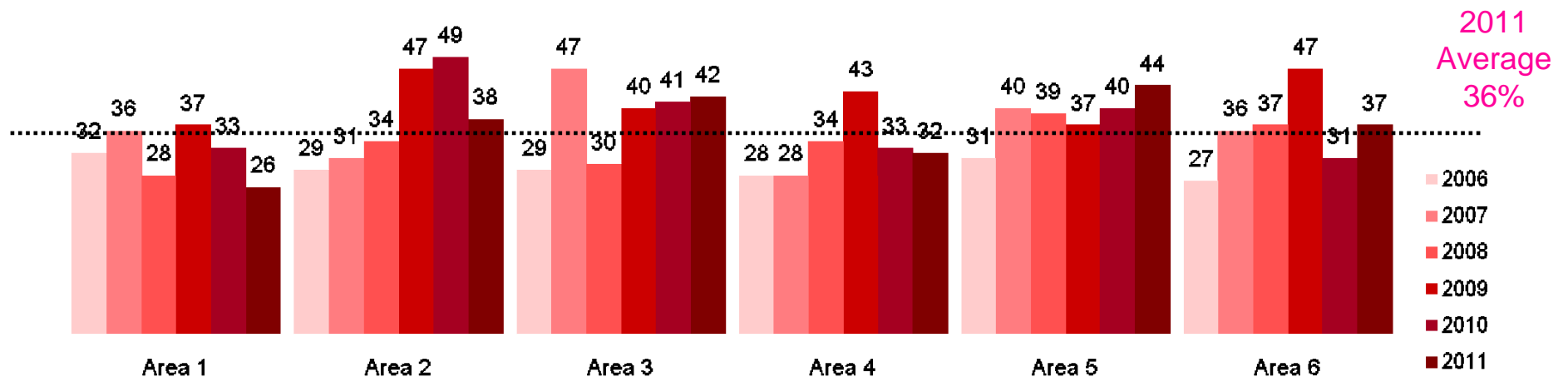


Source: Q7 How well informed do you feel about what is being done to tackle anti-social behaviour in your area?
Base: All adults (c1000)


How informed residents feel measures to tackle anti-social behaviour

- 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

% 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)



Merton Extra Questions: Tackling racism, social cohesion and respect

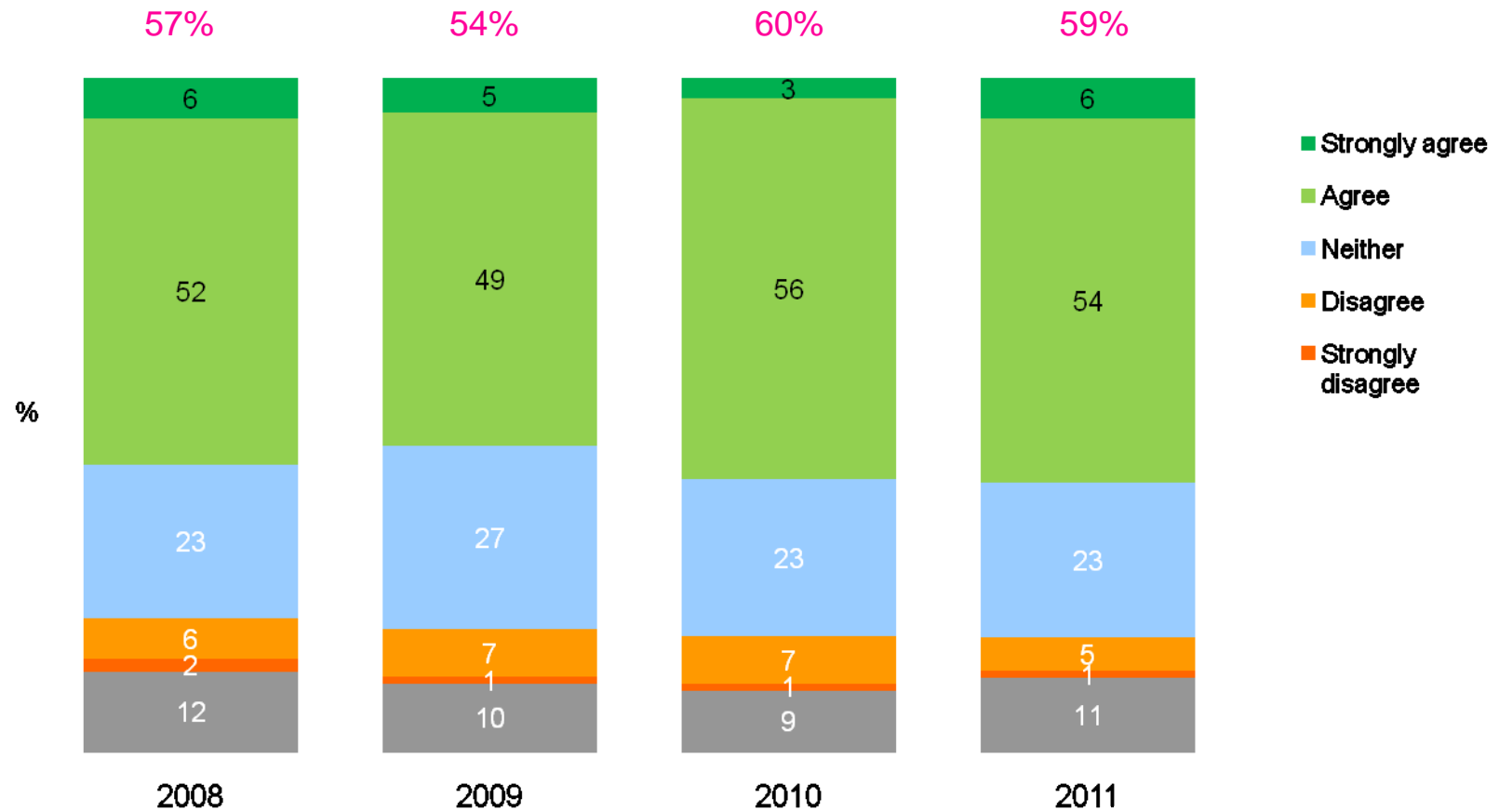
London Borough of Merton Residents Survey 2011/12

Summary – Tackling Racism, Social Cohesion and Respect

- Over 2 in 5 respondents (42%) agree the council doesn't do enough for people like them (although this has decreased 5% since 2010) and this is significantly higher for Black/ Black British respondents
 - However, the majority of respondents (59%) continue to agree that the council treats them in a fair and non discriminatory way
- Only 14% of respondents feel that the council does not tackle racism – however, this is higher among Black and Asian respondents
- 87% of respondents feel that people from different backgrounds get on well together, and this is the case for both white and Asian respondents. However, only 76% of Black respondents agree with this statement
- Generally, respondents from all areas agree that people in Merton treat each other with respect and consideration

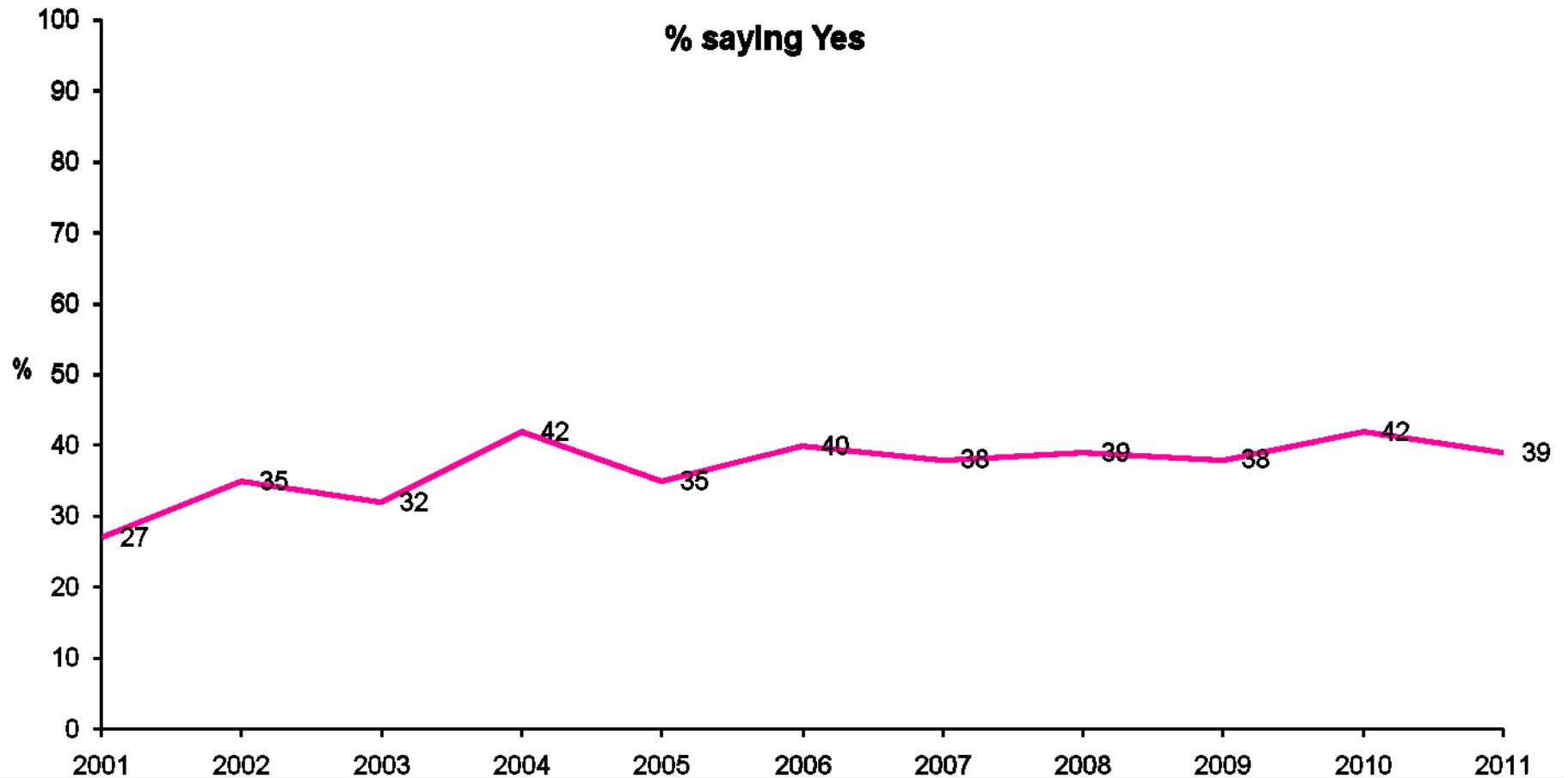
Whether people feel council treats them in a fair and non-discriminatory way

NET agree



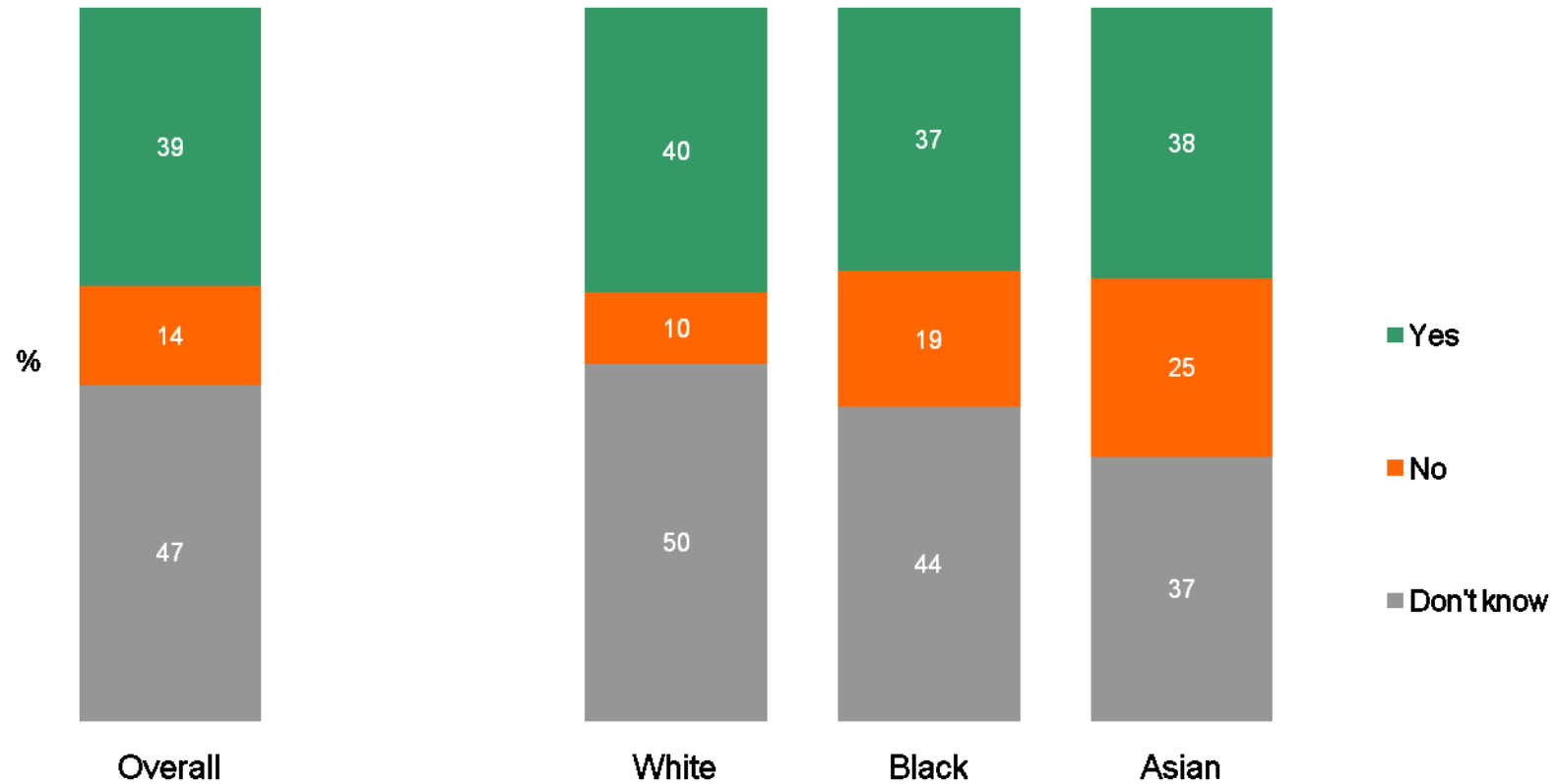
Source: Q8 Do you agree that Merton Council treats people in a fair and non-discriminatory way?
 Base: All adults (c1000)

Whether people think that the council tackles racism



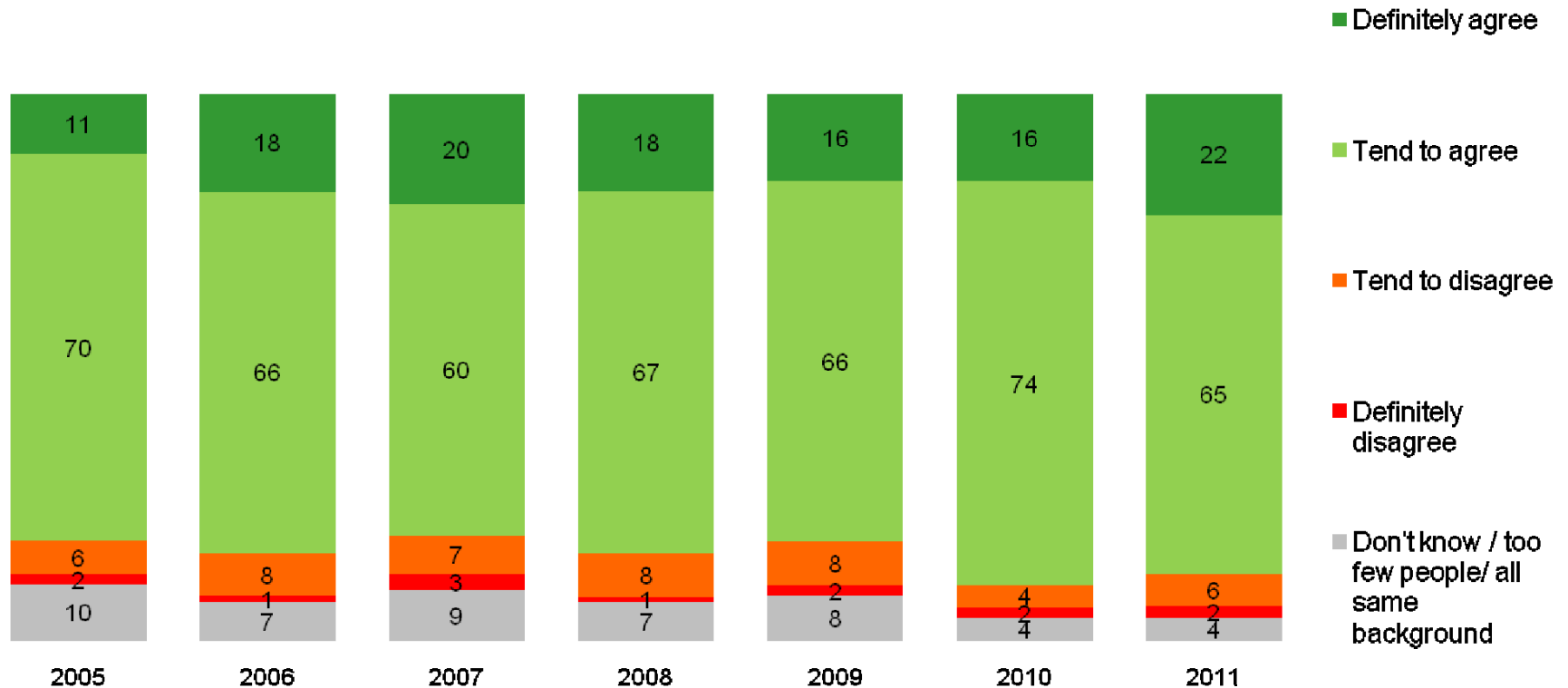
Source: Q10 In your opinion do you think that Merton Council tackles racism or not?
Base: All adults (c1000)

Whether people think that the council tackles racism



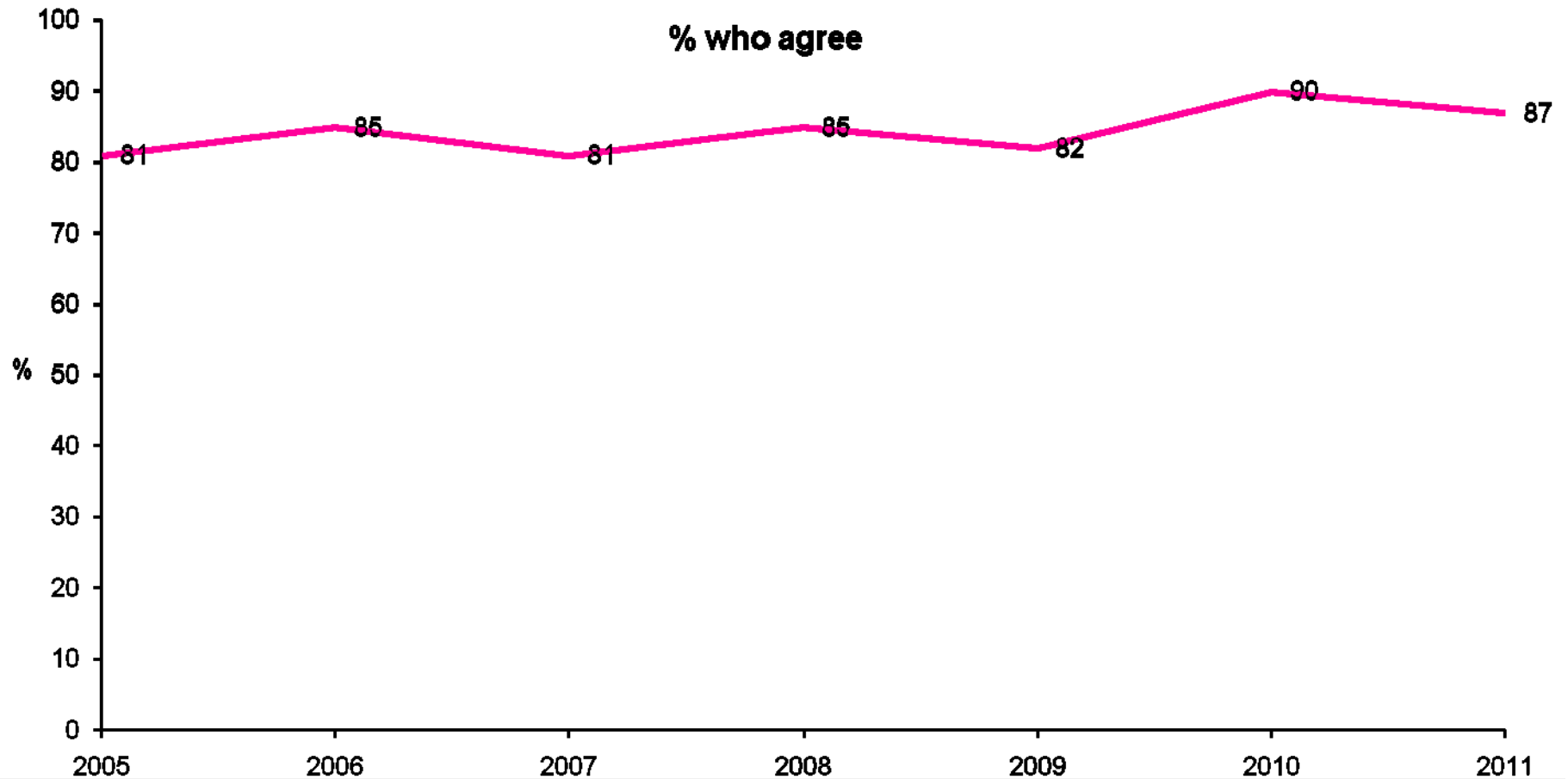
Source: Q10 In your opinion do you think that Merton Council tackles racism or not?
Base: All adults (1054)

Agreement that people from different backgrounds get on well together



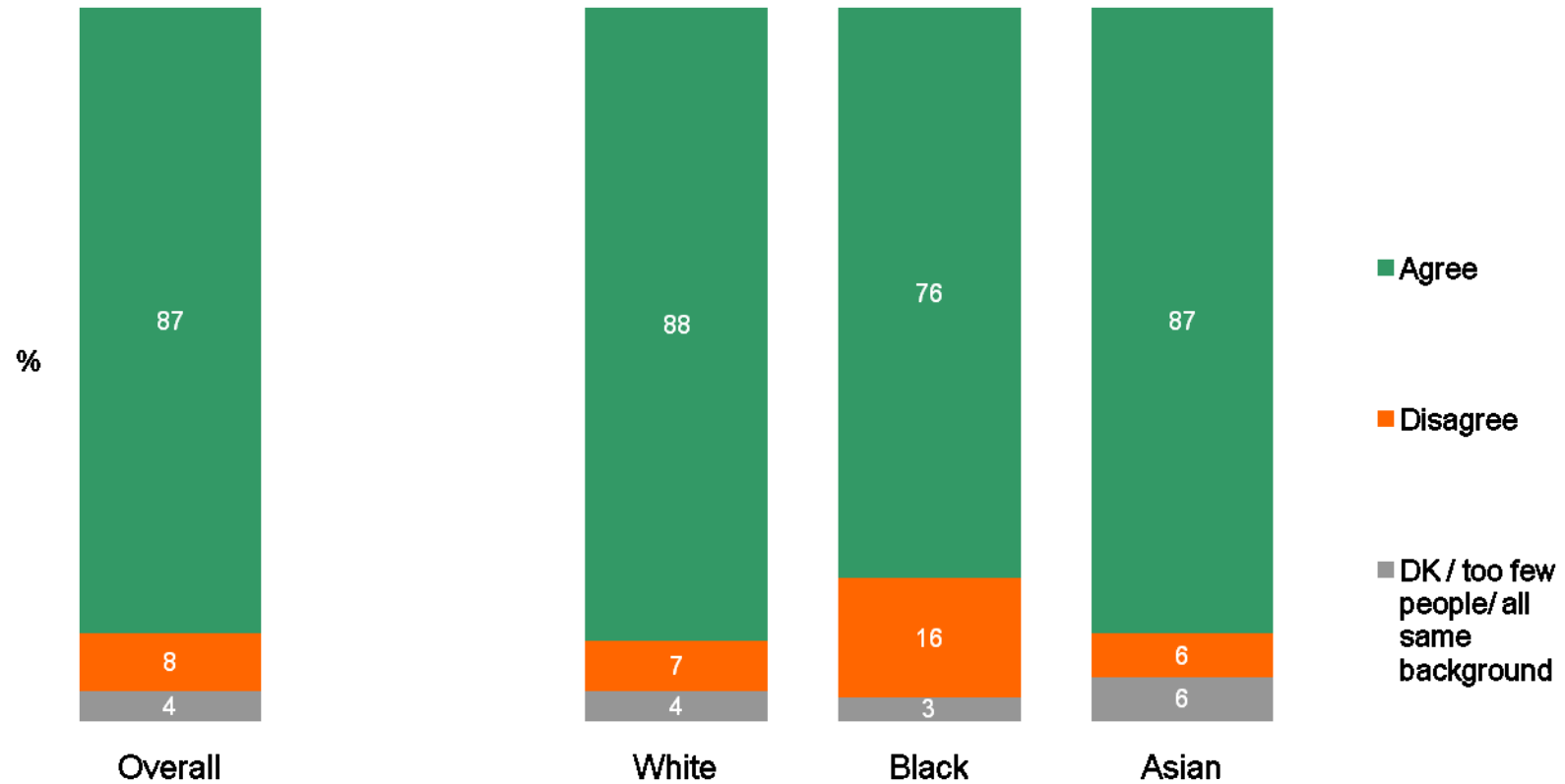
Source: PS18a To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?
 Base: All adults (c1000)

Agreement that people from different backgrounds get on well together



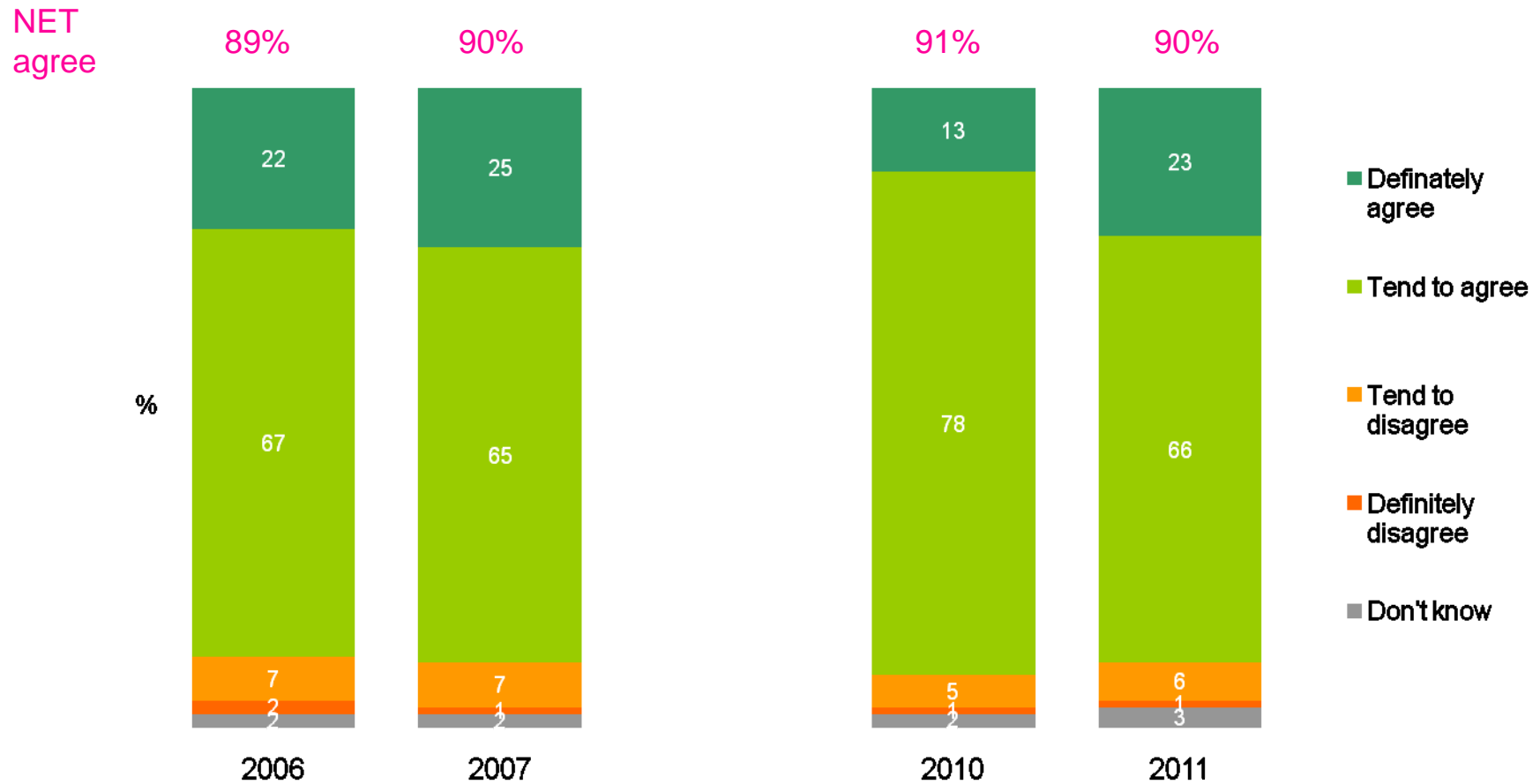
Source: PS18a To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?
Base: All adults (c1000)

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)

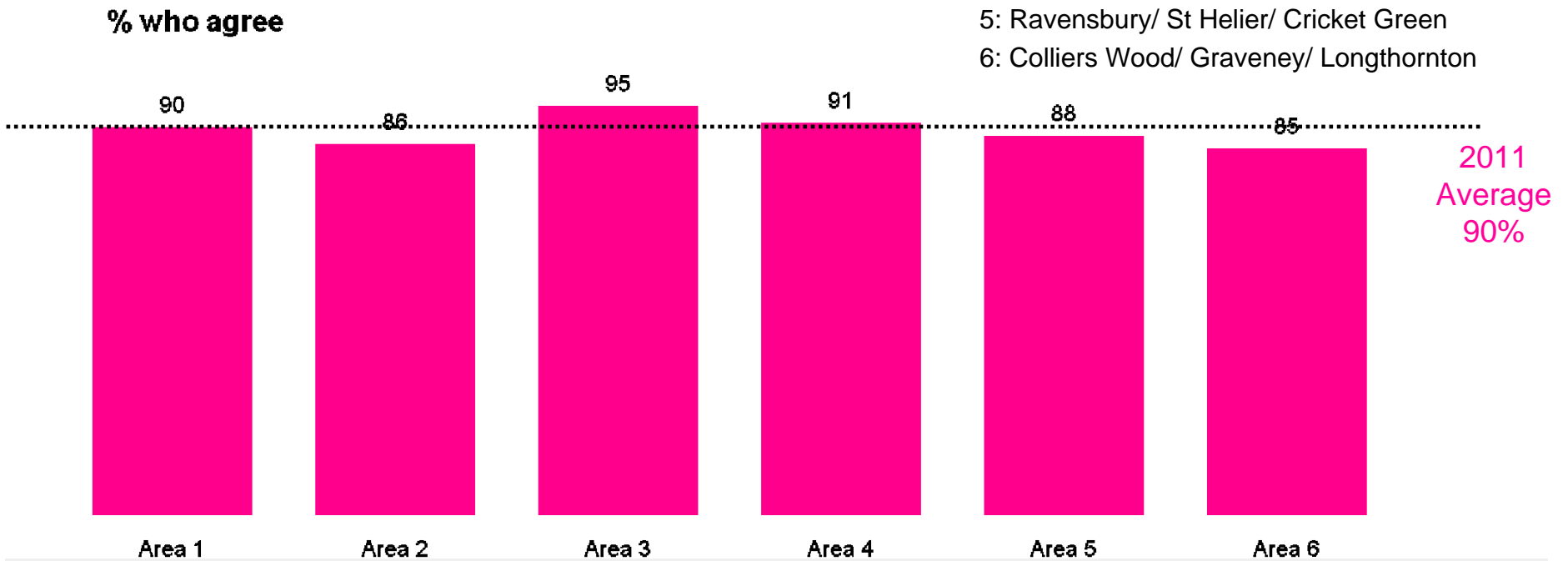
Agreement that people in local area treat each other with respect and consideration



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 (2011: 1054)

Agreement that people in local area treat each other with respect and consideration

- 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: 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 (1054)



Young Persons Survey

London Borough of Merton Residents Survey 2011/12



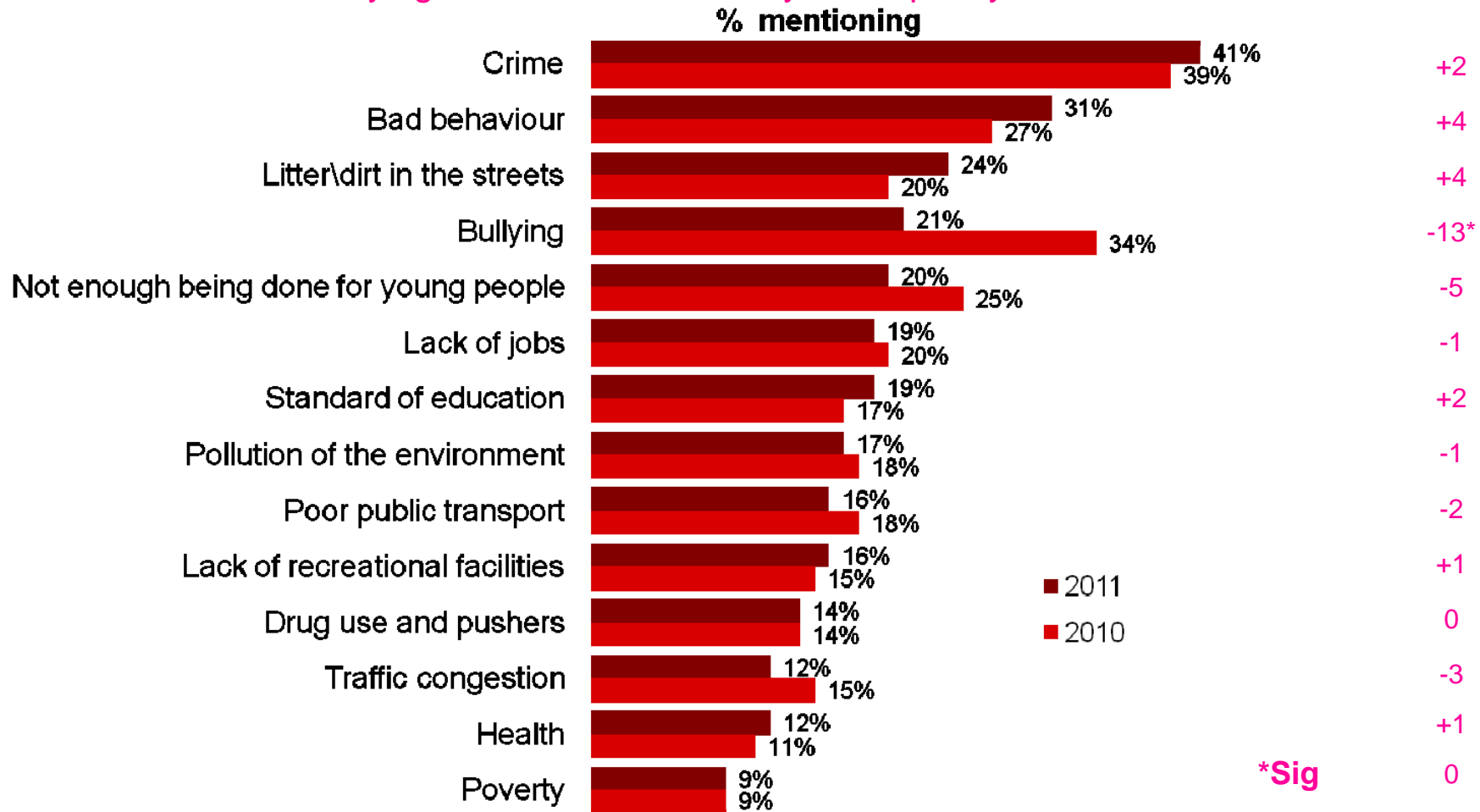
Summary – Young People’s Survey

- Young people’s concerns are similar to those of adults, with crime being the biggest concern. Concerns over bullying have fallen significantly this year, with bad behaviour now in second place
 - Perhaps a result of the riots across London making this more of a concern among young people
- Merton council is viewed fairly positively by respondents, with performance ahead of London on all attributes and 68% feeling they get the services they need. 85% view Merton as a good place to live
- There has been a significant decrease in young people’s rating of recycling facilities this year, in line with results seen for adults – scores are now back in line with 2009.
 - There has also been a significant decrease in scores for local health services and repair of roads.
- Political involvement remains stable for young people, with almost all saying they will vote in an election.
- 38% of young people would like to attend more sports activities – this is an area Merton could invest more in as currently only 28% of young people are involved in these activities

Young people's personal concerns

Concern about bullying has fallen dramatically in the past year

Change from 2010/11 (% pts)

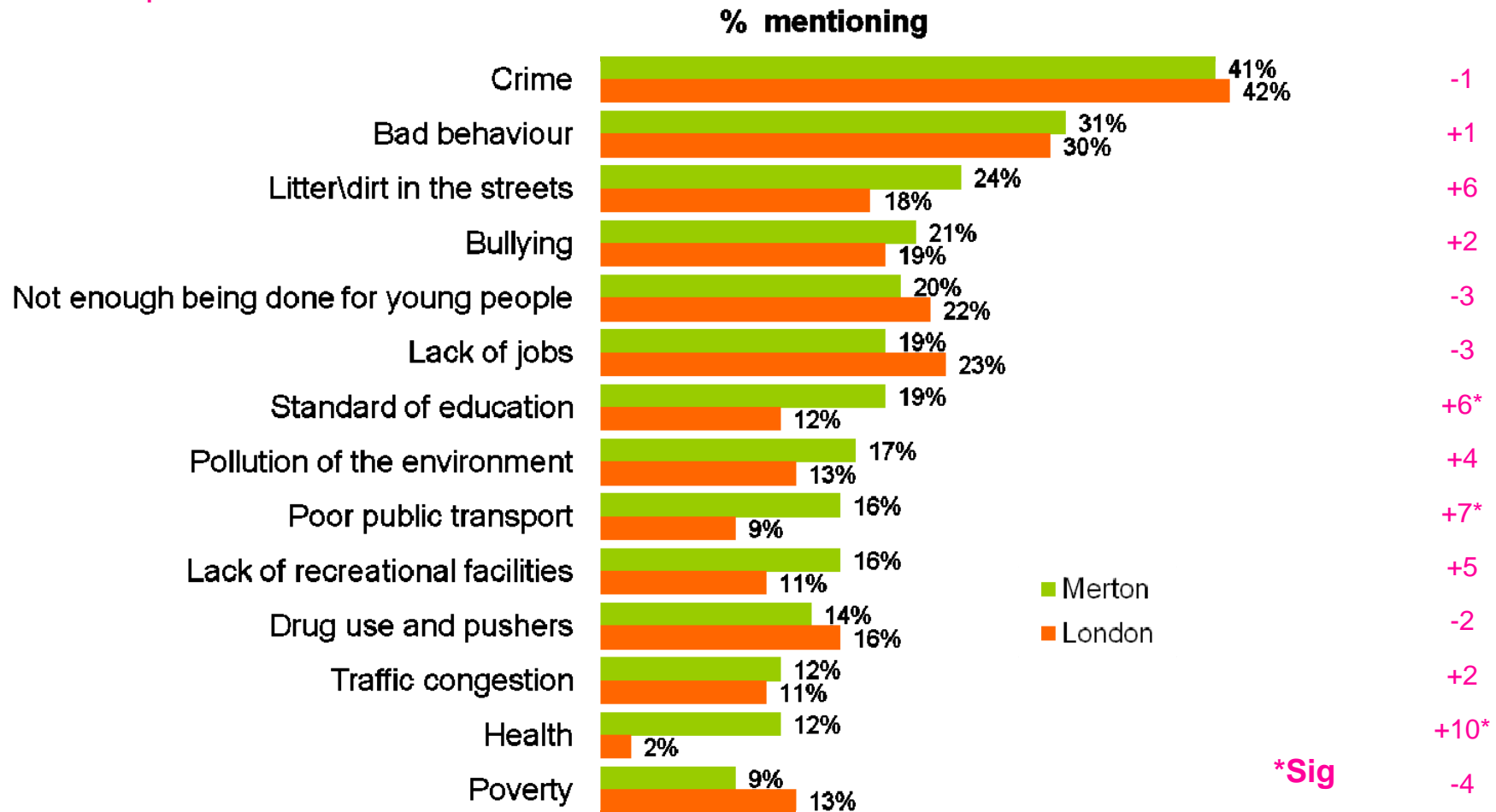


Source: QY1 Which three of these are you personally most concerned about?
Base: All young persons aged 11-17yrs (2011: 270; 2010: 255)

Young people's personal concerns

Compared with London

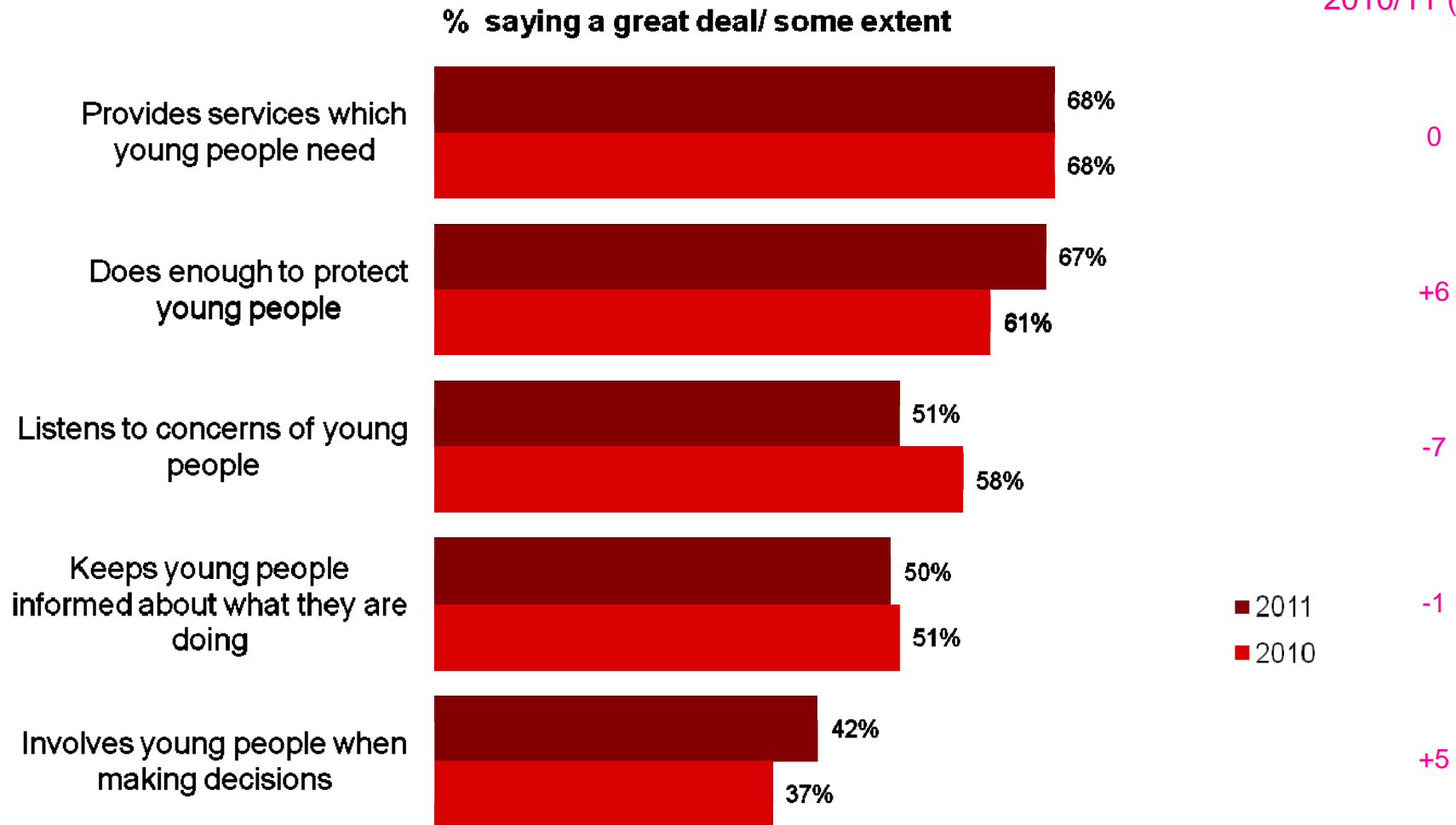
Difference to London (% pts)



Source: QY1 Which three of these are you personally most concerned about?
 Base: All young persons aged 11-17yrs (Merton: 270; London: 225)

Young people's image of the council

Change from 2010/11 (% pts)



Source: QY3 To what extent do you think these statements apply to your borough?

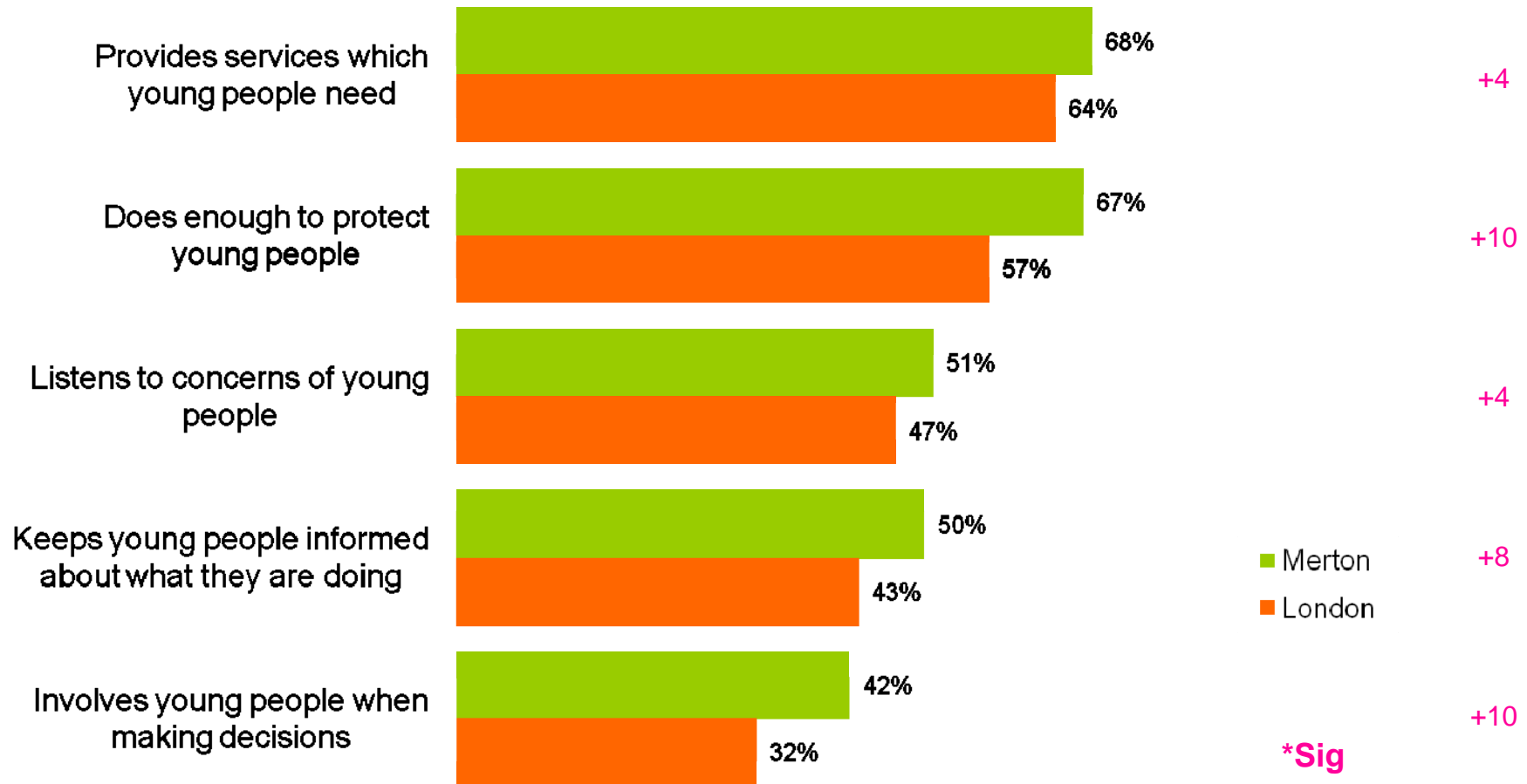
Base: All young persons aged 11-17yrs who know a lot or a little about the Council (2011: 167; 2010: 166)

Young people's image of the council

Compared with London

% saying a great deal/ some extent

Difference to London (% pts)

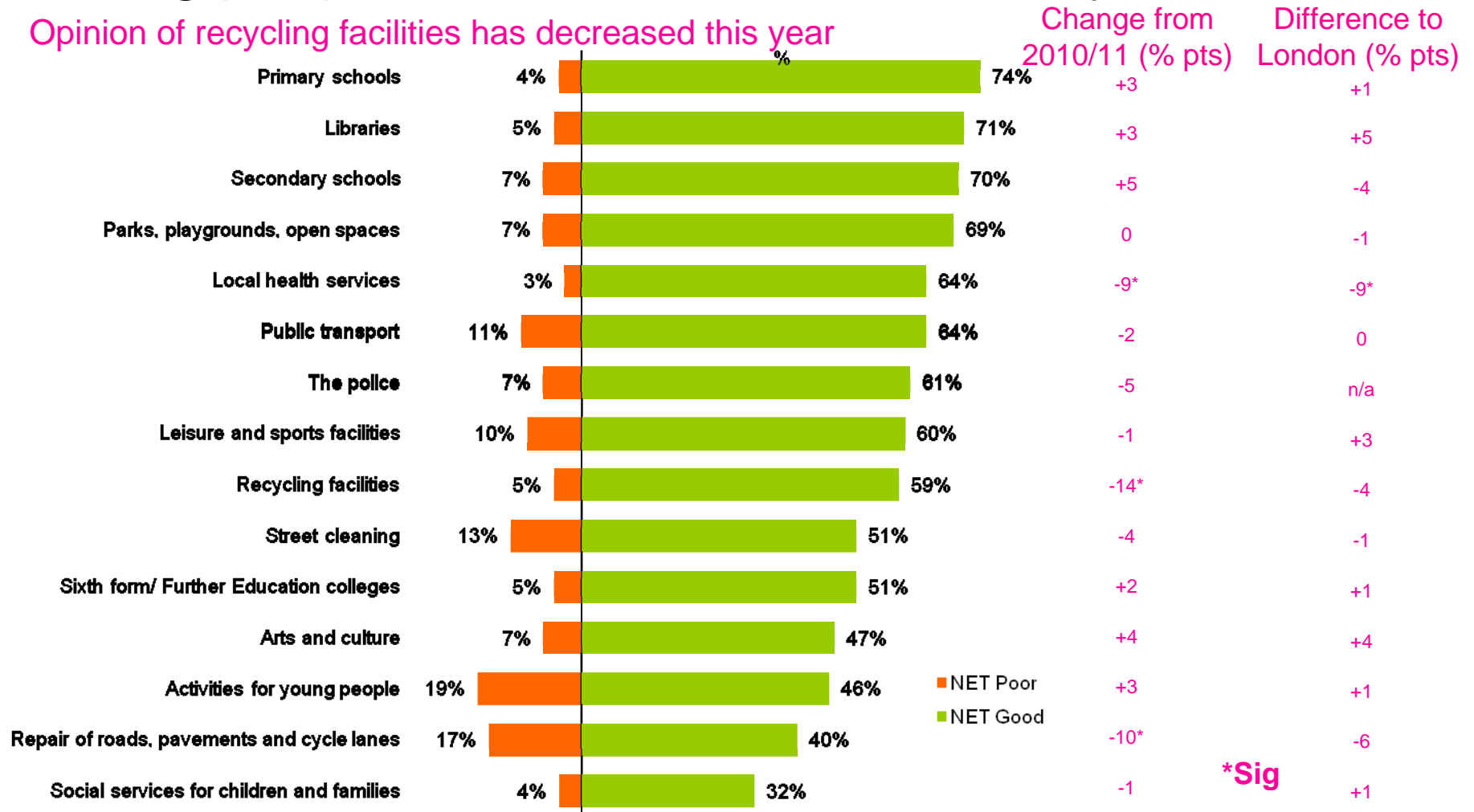


Source: QY3 To what extent do you think these statements apply to your borough?

Base: All young persons aged 11-17yrs who know a lot or a little about the Council (Merton: 167; London: 156)

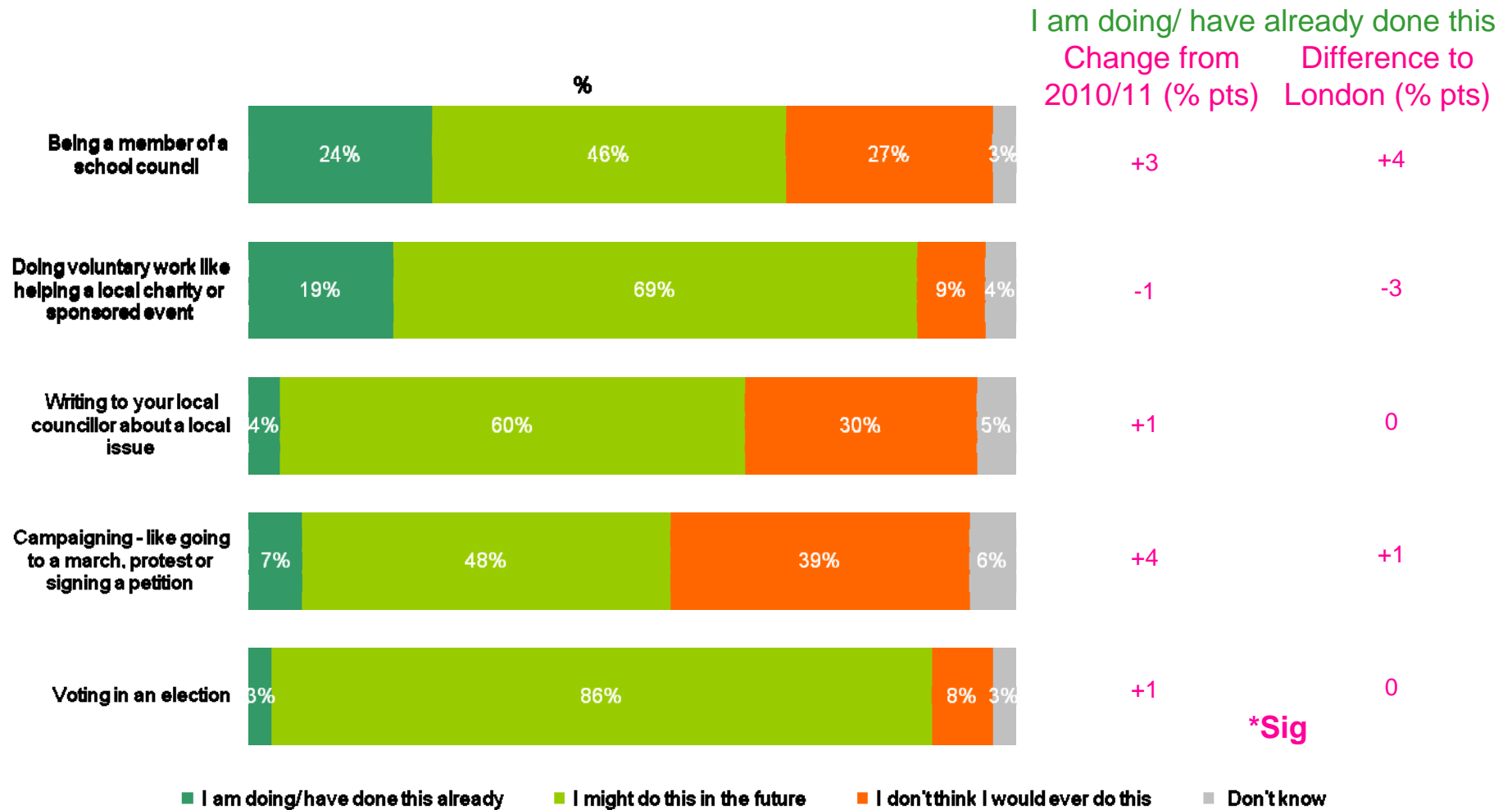
Young people's received service delivery

Opinion of recycling facilities has decreased this year



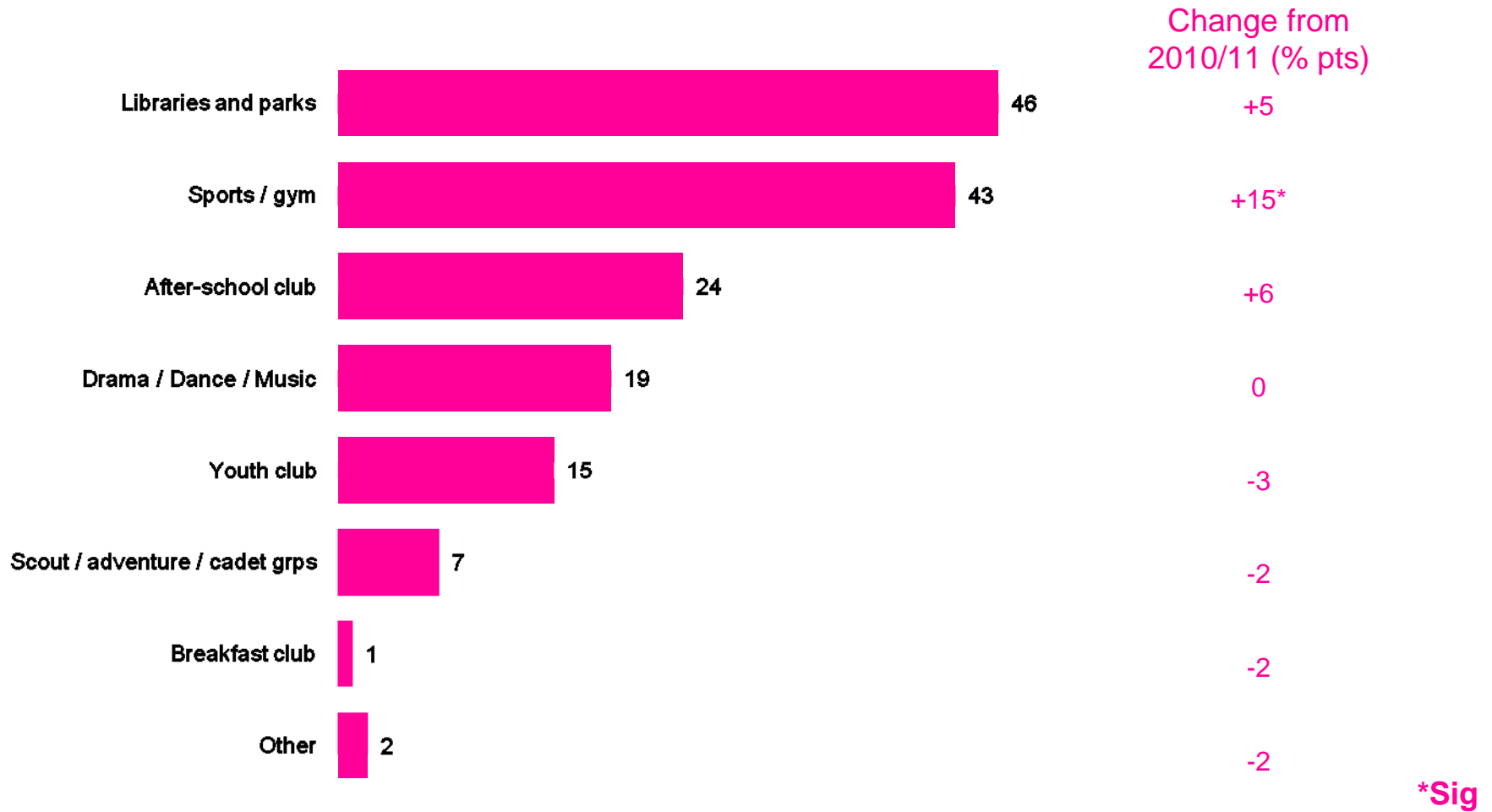
Source: QY4 I would like to ask you about local services in this area. What is your opinion of ...?
 Base: All young persons aged 11-17yrs (270)

Young people and political involvement



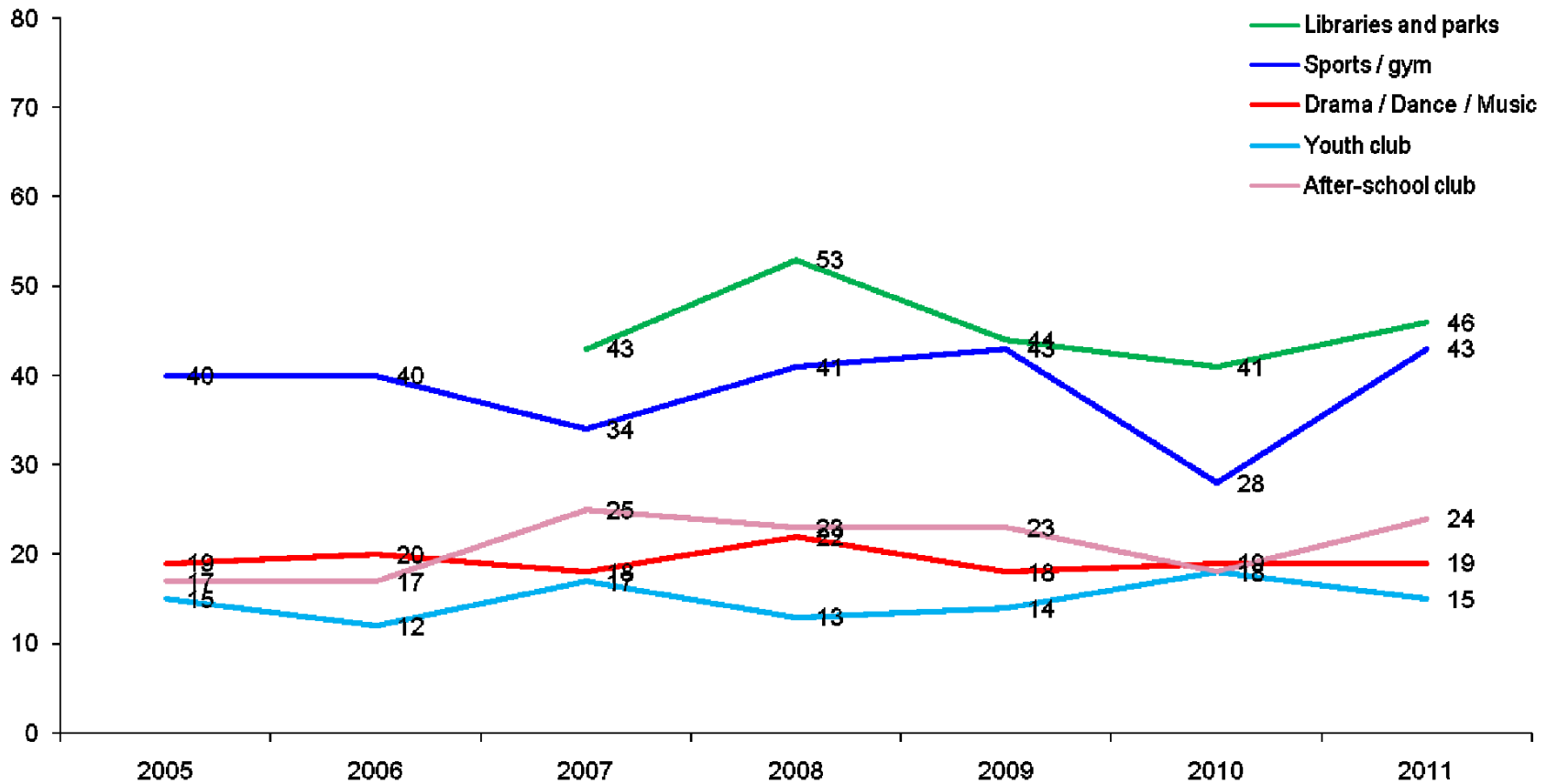
Source: QY5 Which of the following activities have you ever done, would consider doing in the future or would not consider doing?
 Base: All young persons aged 11-17yrs (270)

Out of school activities attended



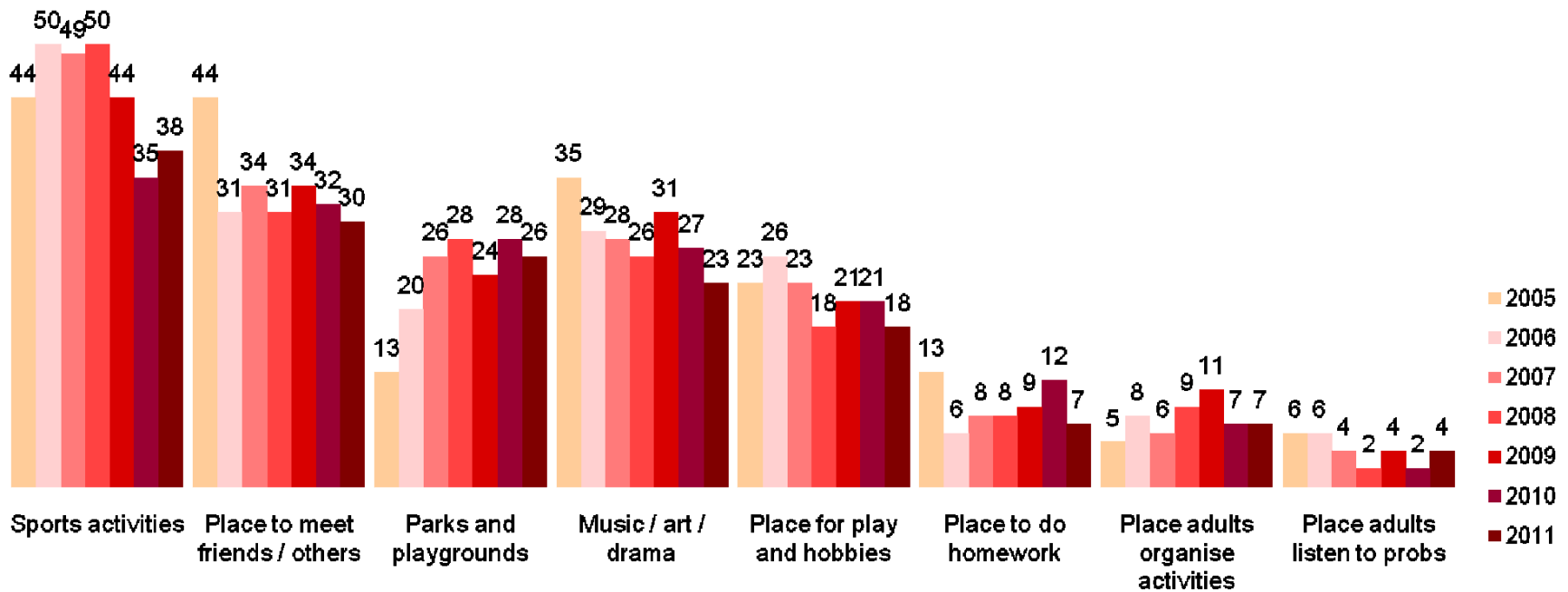
Source: QY6 Do you attend any of the following out of school activities?
 Base: All young persons aged 11-17yrs (c. 250)

Out of school activities attended



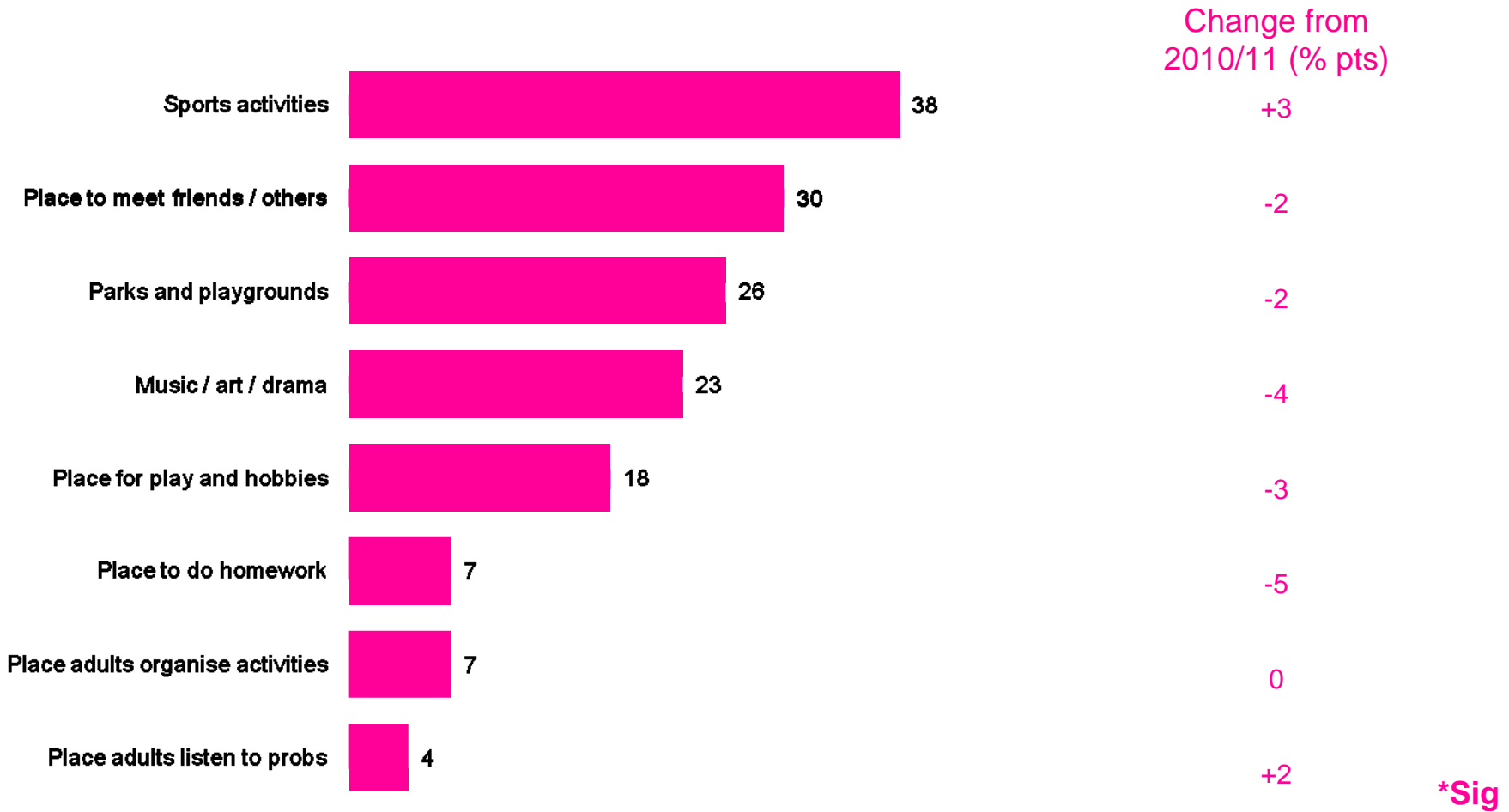
Source: QY6 Do you attend any of the following out of school activities?
Base: All young persons aged 11-17yrs (c. 250)

Activities young people would like to be involved in



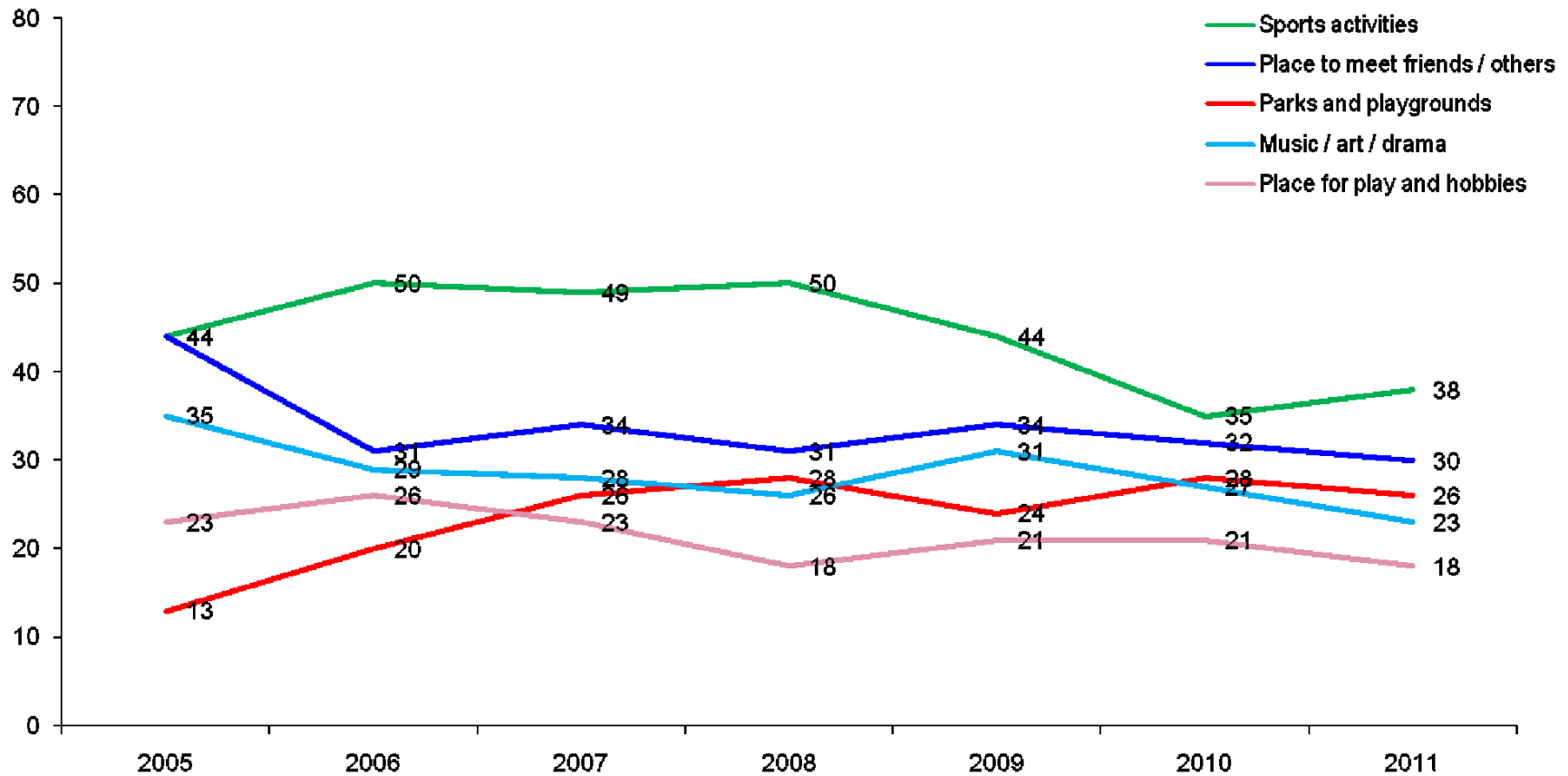
Source: QY7 Which of the following activities would you like to attend out of school hours?
 Base: All young persons aged 11-17yrs (c. 250)

Activities young people would like to be involved in



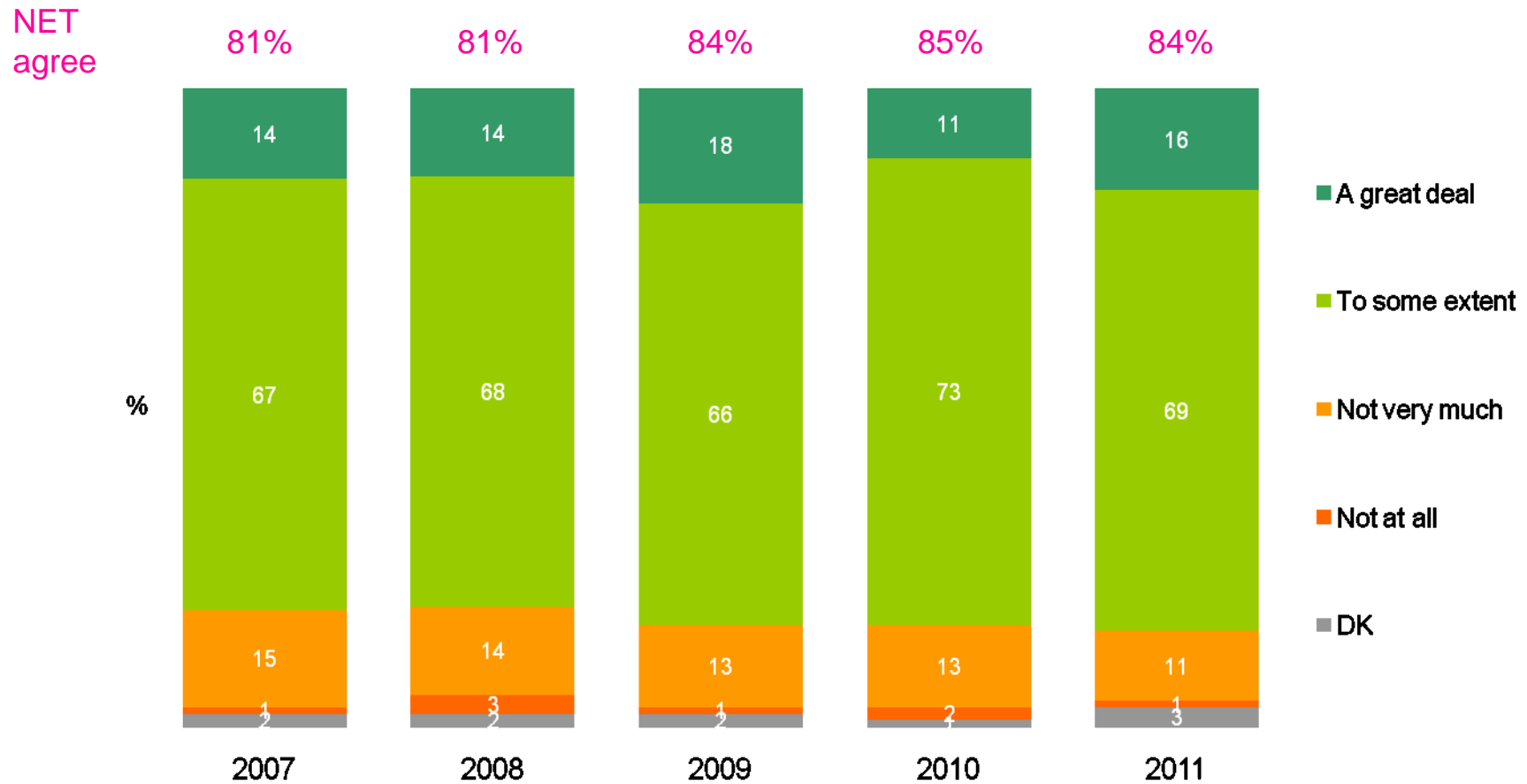
Source: QY6 Do you attend any of the following out of school activities?
 Base: All young persons aged 11-17yrs (c. 250)

Activities young people would like to be involved in



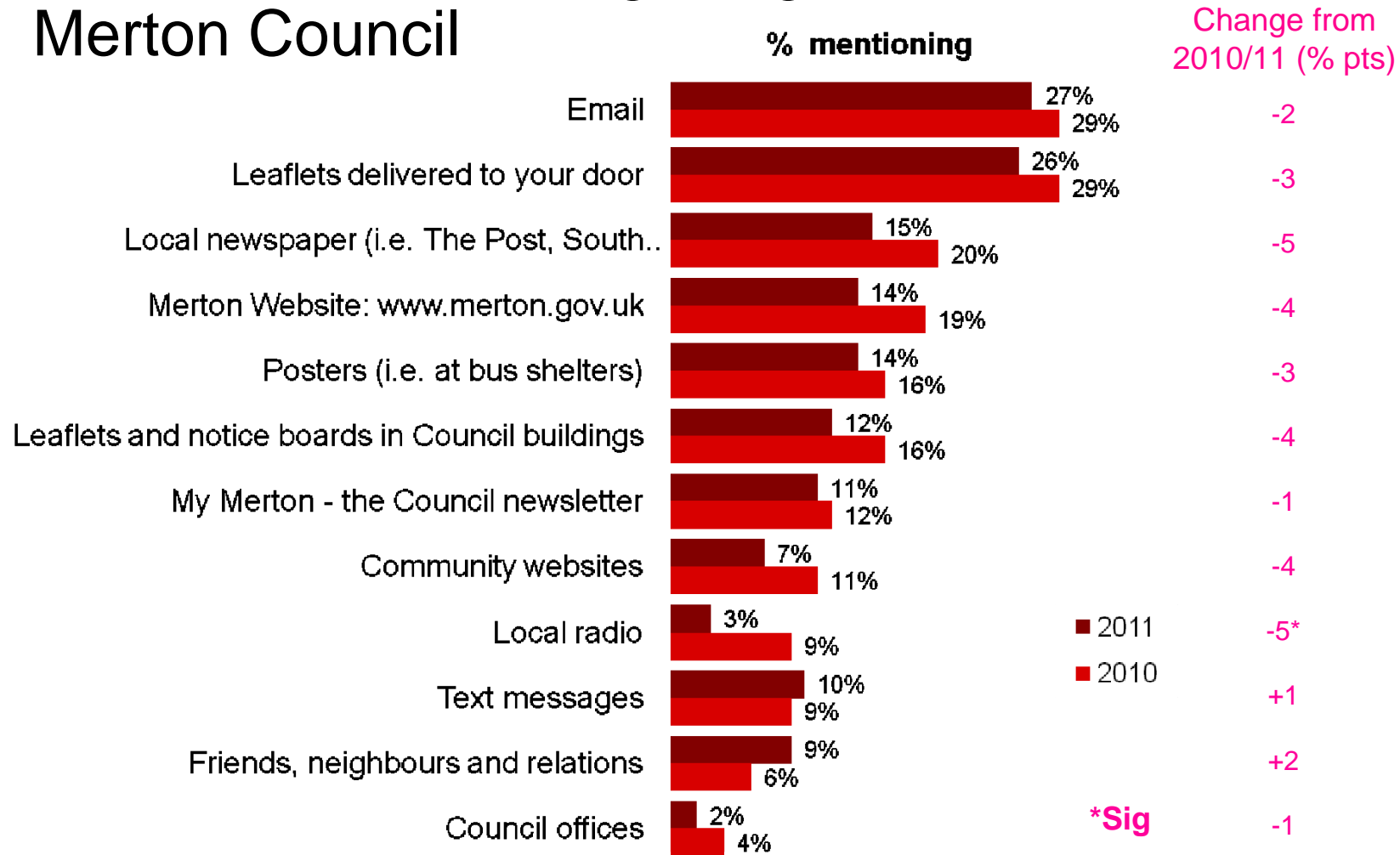
Source: QY6 Do you attend any of the following out of school activities?
Base: All young persons aged 11-17yrs (c. 250)

Agreement that Merton is a good place for young people to live



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)

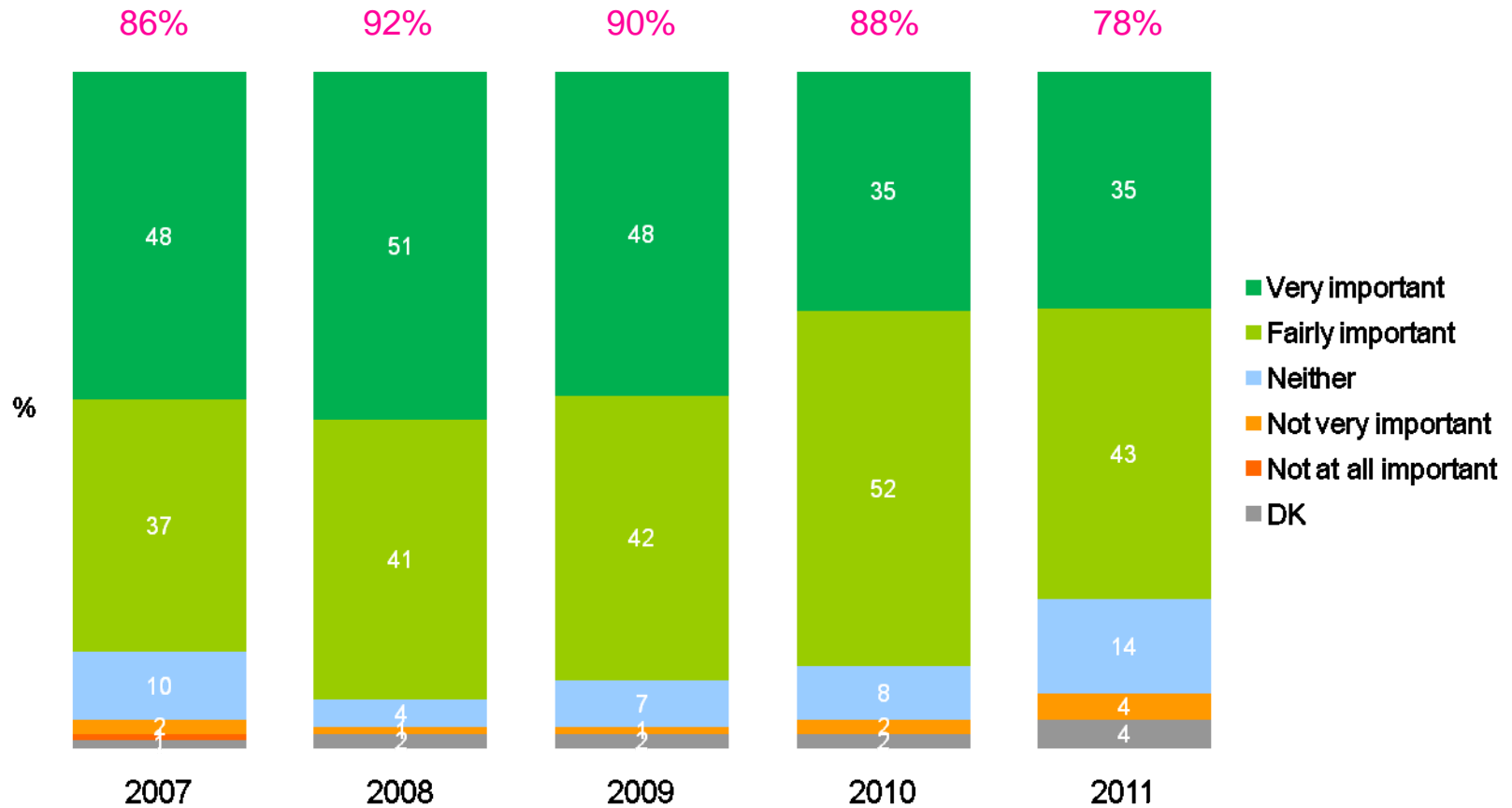
Preferred method of getting more information about Merton Council



Source: QY9 How would you prefer to get most of your information about Merton Council?
 Base: All young persons aged 11-17yrs (2011: 270; 2010: 255)

Importance of council looks after environment

NET agree



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)