

For

Against



# London Borough of Merton Residents Survey 2010/11

January 2011

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## London Borough of Merton Residents Survey 2010/11

January 2011

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### TNS-BMRB

Authors

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# Methodology

1,025 interviews conducted in home and in street

Fieldwork conducted 20 September – 10 October 2010

- 2009: 26 October – 15 November 2009
- 2008: 14 July – 10 August 2008
- 2007: 16 July – 5 August 2007
- 2006: 17 July – 8 August 2006
- 2005: 2 – 25 September 2005
- 2004: 10 November – 7 December 2004

Representative quota sample

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

75 sampling points across the borough

# Sample Profile

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

Base: All Merton residents (1025)



London Borough of Merton Residents Survey 2010/11 >



# Sample Profile

<u>ETHNICITY</u>	Set	Achieved (%)	Number
White	75%	71%	731
Mixed	25%	28%	292
Black			
Asian			
Other			

Base: All Merton residents (1025)



London Borough of Merton Residents Survey 2010/11 >



# Weighting Matrix

	<b>Men</b>	Young 18-34	Middle 35-60	Older 60+	<b>Women</b>	Young 18-34	Middle 35-60	Older 60+
Target	0.49	0.35	0.41	0.24	0.51	0.38	0.43	0.19
Achieved	0.46	0.28	0.49	0.23	0.54	0.29	0.53	0.18

Base: All Merton residents (1025)



London Borough of Merton Residents Survey 2010/11 >





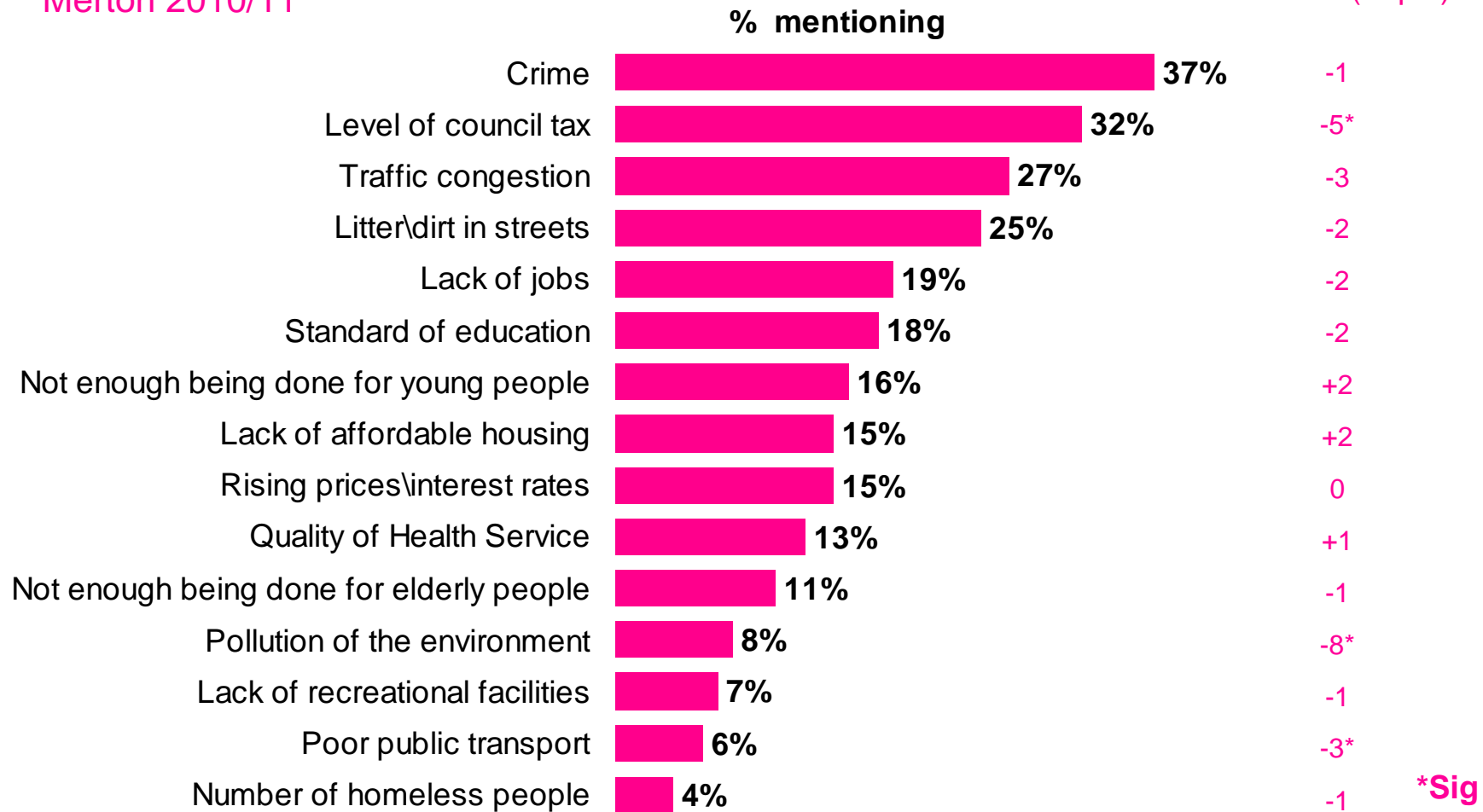
# Areas of Personal Concern

London Borough of Merton Residents Survey 2010/11

# Residents' Personal Concerns

Merton 2010/11

Change from  
2009/10 (% pts)



\*Sig

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

Base: All adults (1025, except the split code 'Not enough being done for young people' (483) and 'Rising prices / interest rates' (542))





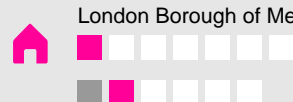
# Significant changes for personal concerns

Since 2009/10

Down	
Pollution of the environment	-8% pt
Level of council tax	-5% pt
Poor public transport	-3% pt

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

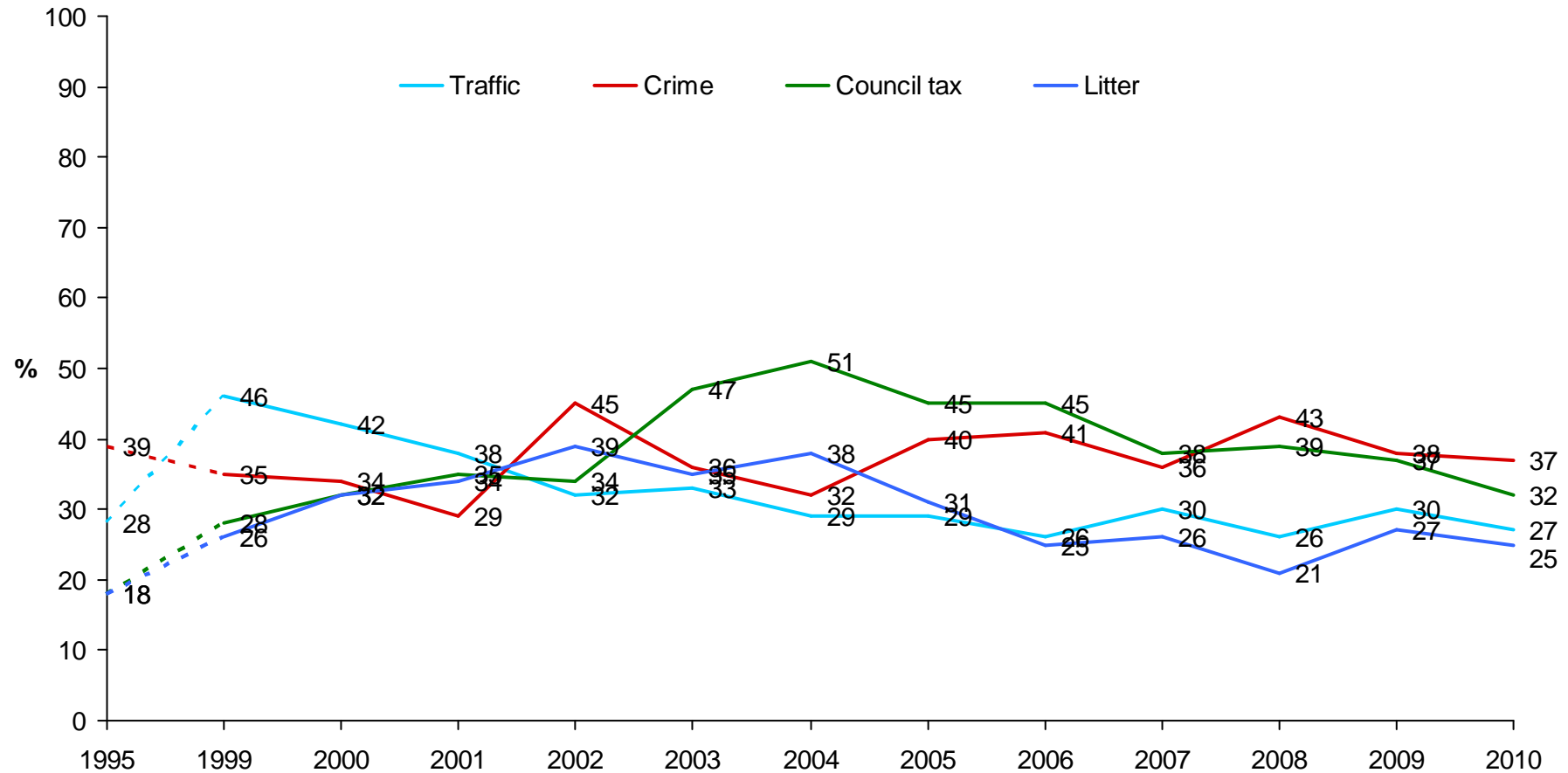
Base: All adults (1025, except the split code 'Not enough being done for young people' (483) and 'Rising prices / interest rates' (542))



London Borough of Merton Residents Survey 2010/11 > Areas of Personal Concern

# Main Personal Concerns

1995 – 2010



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

Base: All adults (1025, except the split code 'Not enough being done for young people' (483) and 'Rising prices / interest rates' (542))

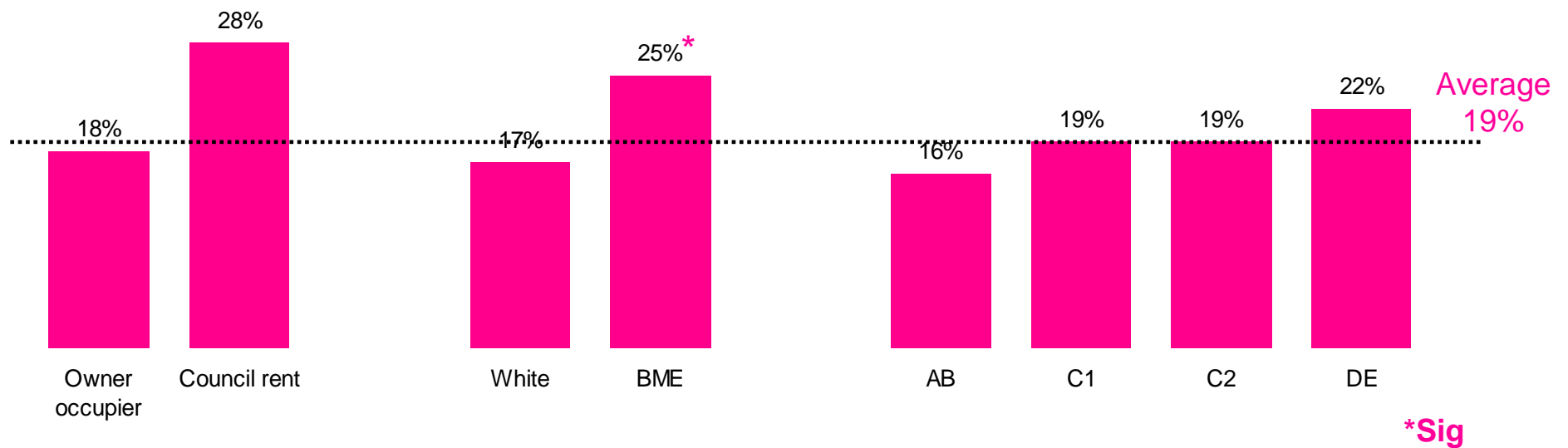


London Borough of Merton Residents Survey 2010/11 > Areas of Personal Concern



# Lack of jobs

Differences by housing tenure, ethnicity & social grade



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

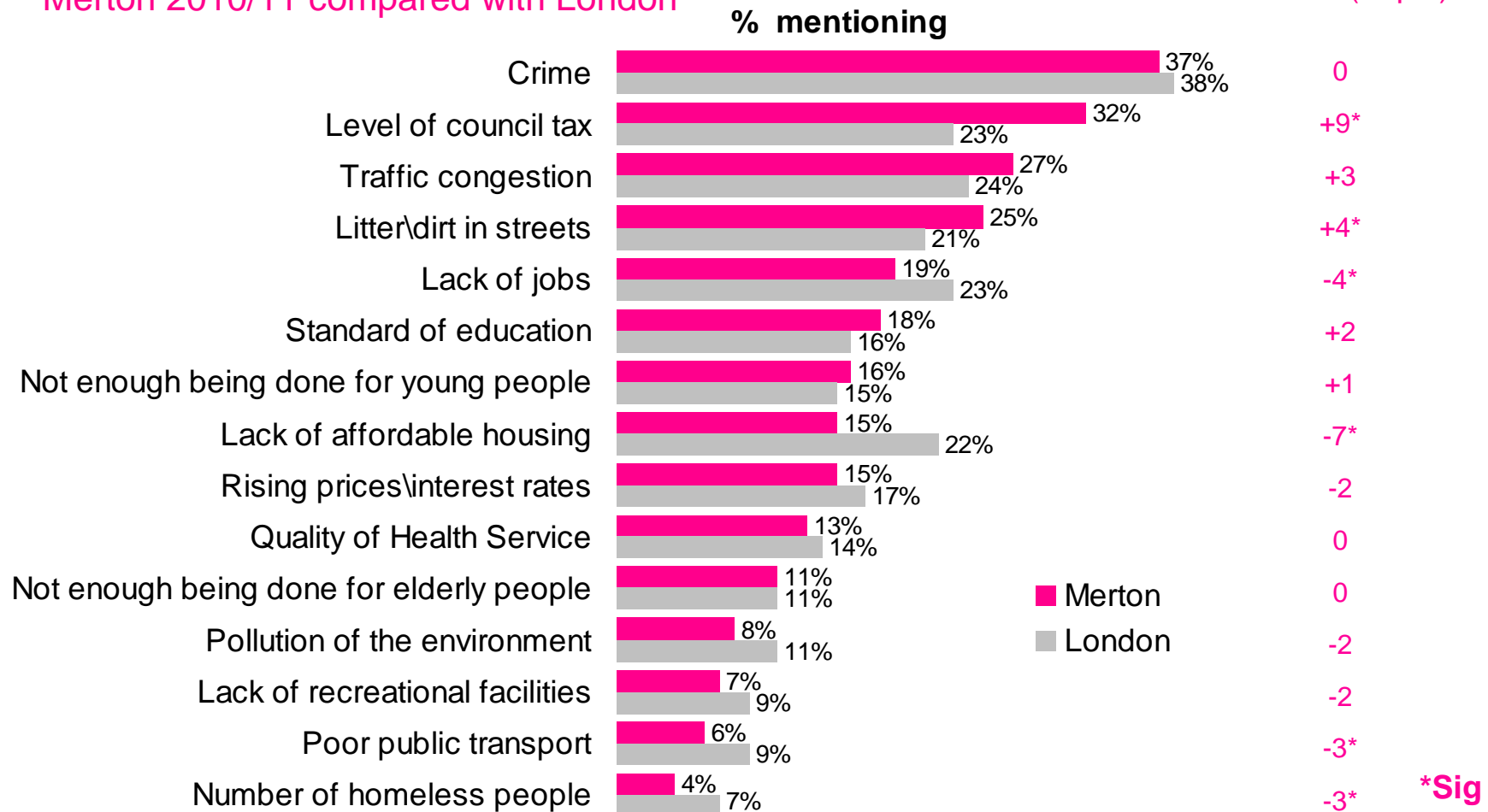
Base: All adults (1025, except the split code 'Not enough being done for young people' (483) and 'Rising prices / interest rates' (542))



# Residents' personal concerns

Merton 2010/11 compared with London

Difference to London (% pts)



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

Base: All adults (Merton: 1025; London: 1043, except the split code 'Not enough being done for young people' (Merton: 483; London: 498) and 'Rising prices / interest rates' (Merton: 542; London: 545))



# Significant differences for personal concerns

Compared with London

Higher	
Level of council tax	+9% pt
Litter/dirt in the street	+4% pt

Lower	
Lack of affordable housing	-7% pt
Lack of jobs	-4% pt
Poor public transport	-3% pt
Number of homeless people	-3% pt

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

Base: All adults (Merton: 1025; London: 1043, except the split code 'Not enough being done for young people' (Merton: 483; London: 498) and 'Rising prices / interest rates' (Merton: 542; London: 545))



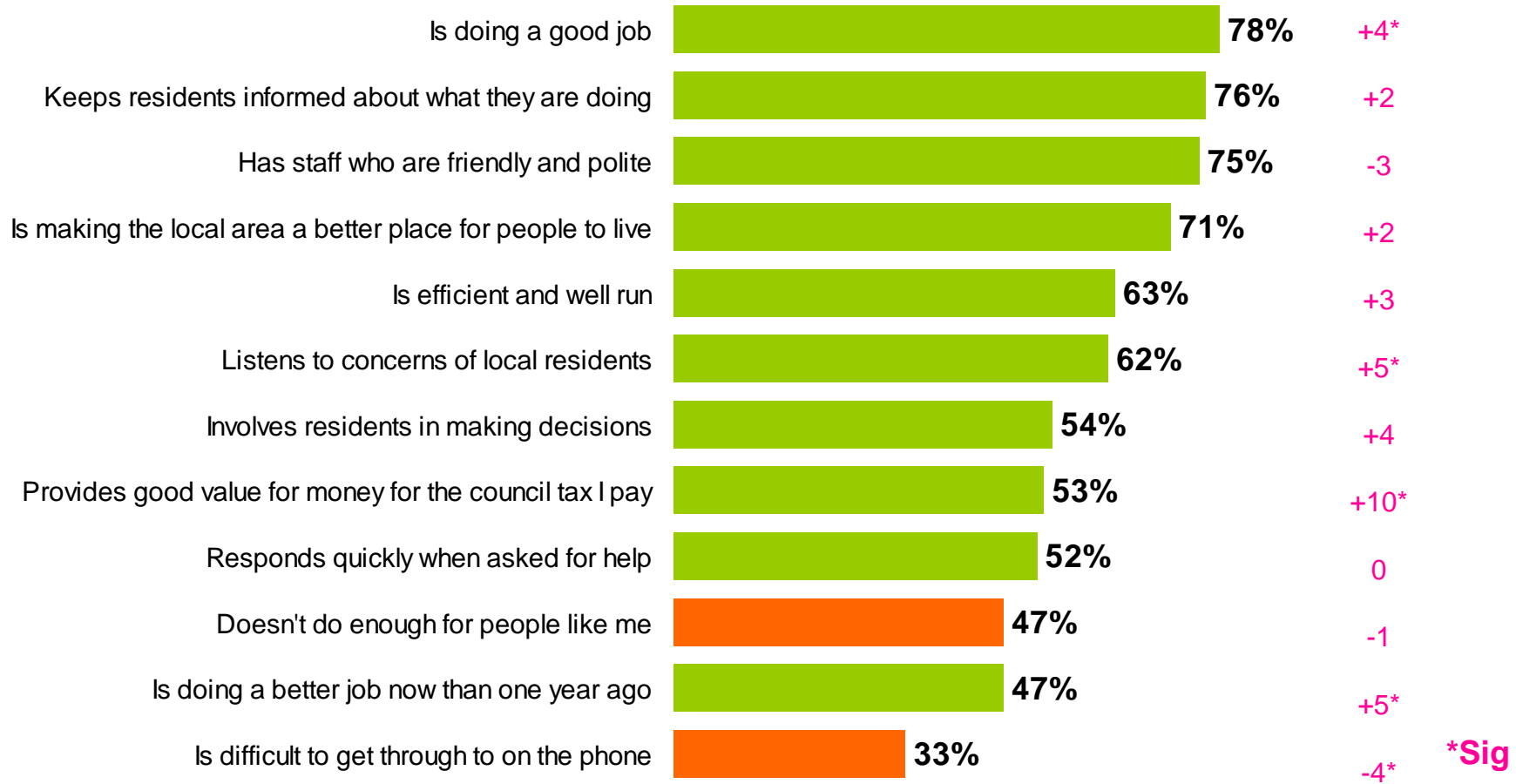
# Image of the Council

London Borough of Merton Residents Survey 2010/11

# Image of the council 2010/11

% agreeing a great deal/ to some extent

Change from  
2009/10 (% 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 (1025)



# Significant changes in image of the council

Since 2009/10

Better	
Provides good value for money for the council tax I pay	+10% pt
Listens to concerns of local residents	+5% pt
Is doing a better job now than a year ago	+5% pt
Is doing a good job	+4% pt
Is difficult to get through to on the phone	-4% pt

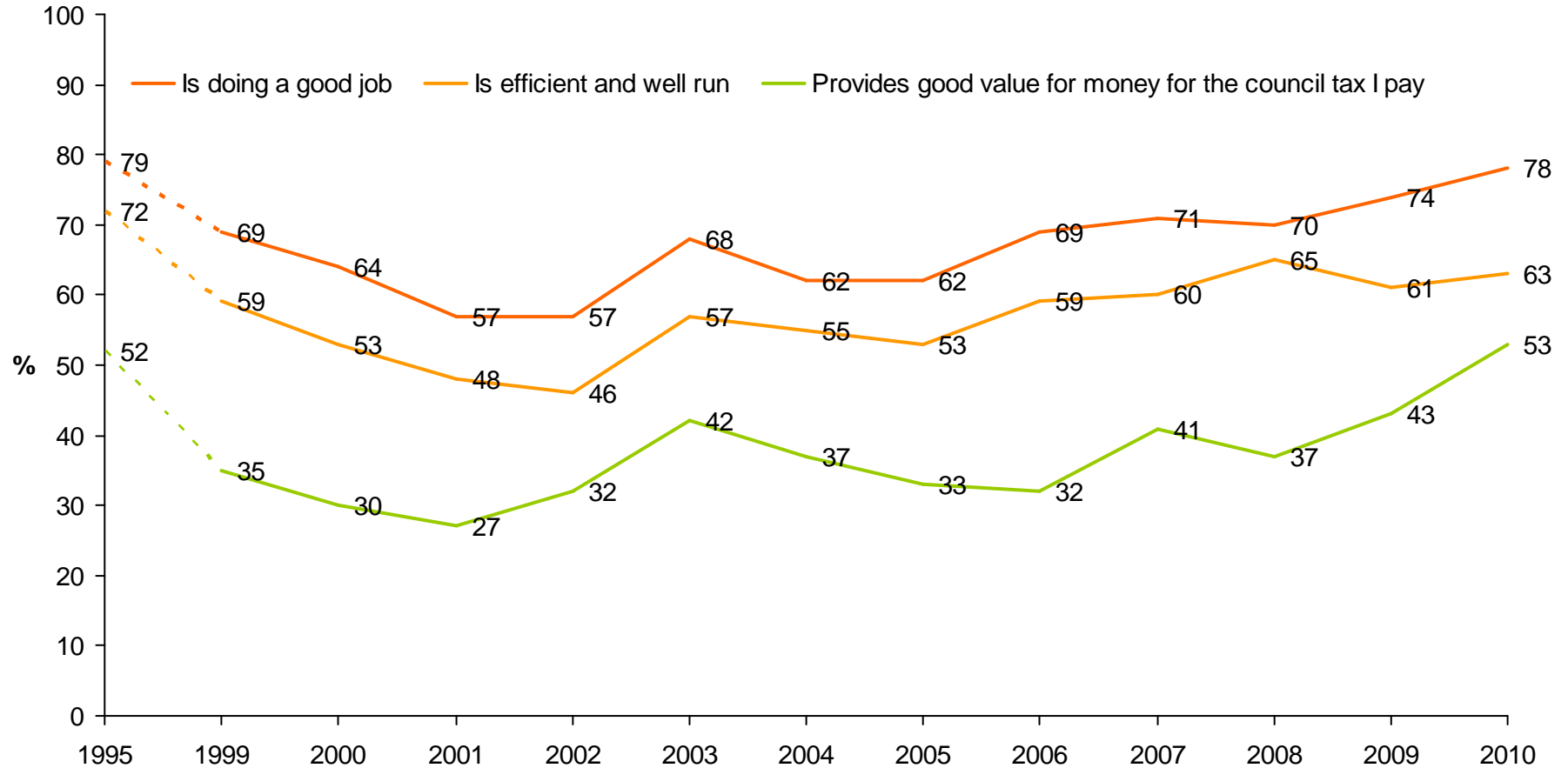
Source: Q3 These are some things which other people have said about their council. To what extent do you think these statements apply to your borough?  
Base: All adults (1025)





# Overall perceptions of Merton Council

% saying Great Deal / Some Extent

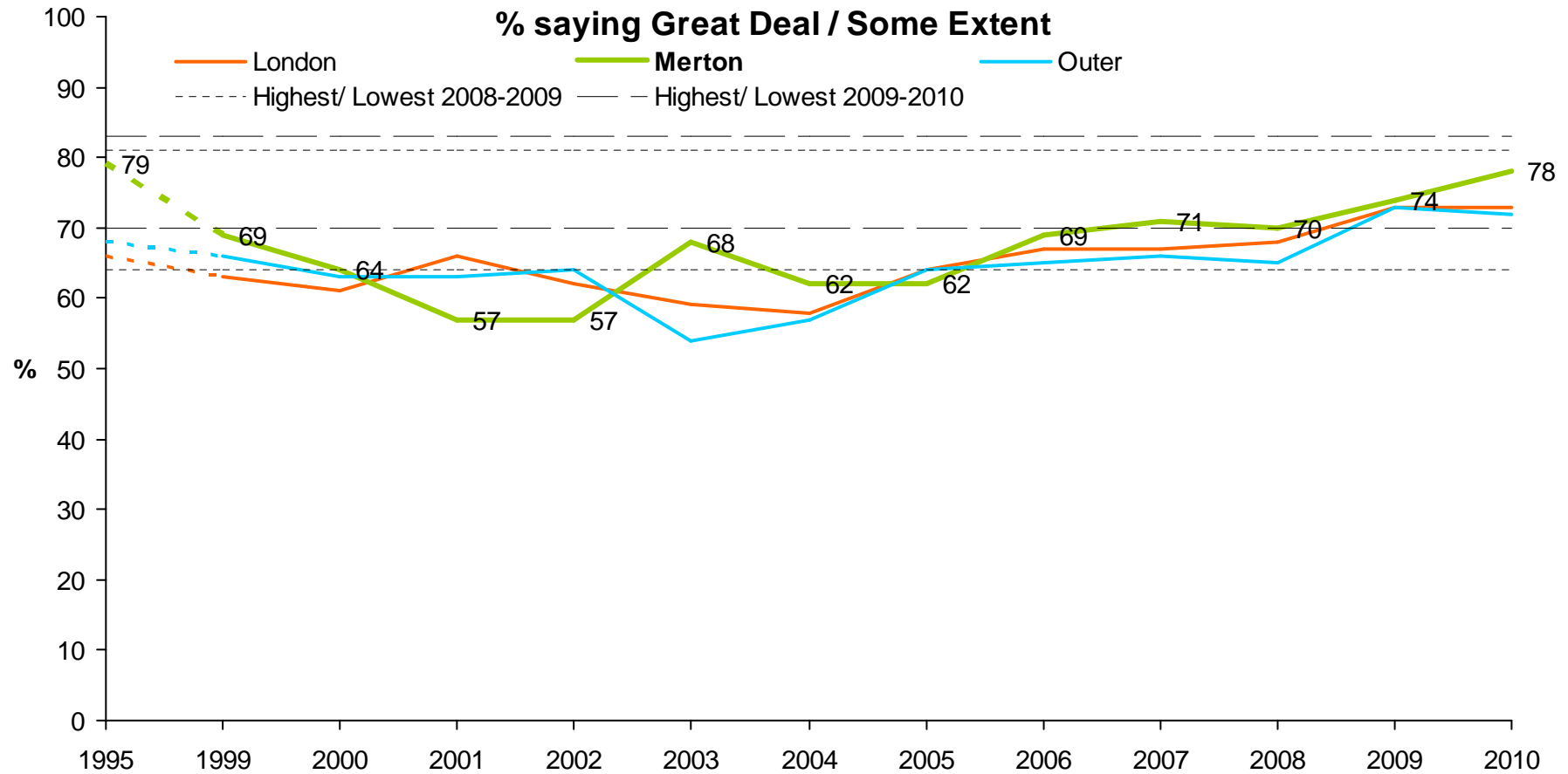


Source: Q3 These are some things which other people have said about their council. To what extent do you think these statements apply to your borough?  
 Base: All adults (2010: 1025)



# Doing a good job

Improved since 2009 – now ahead of London average

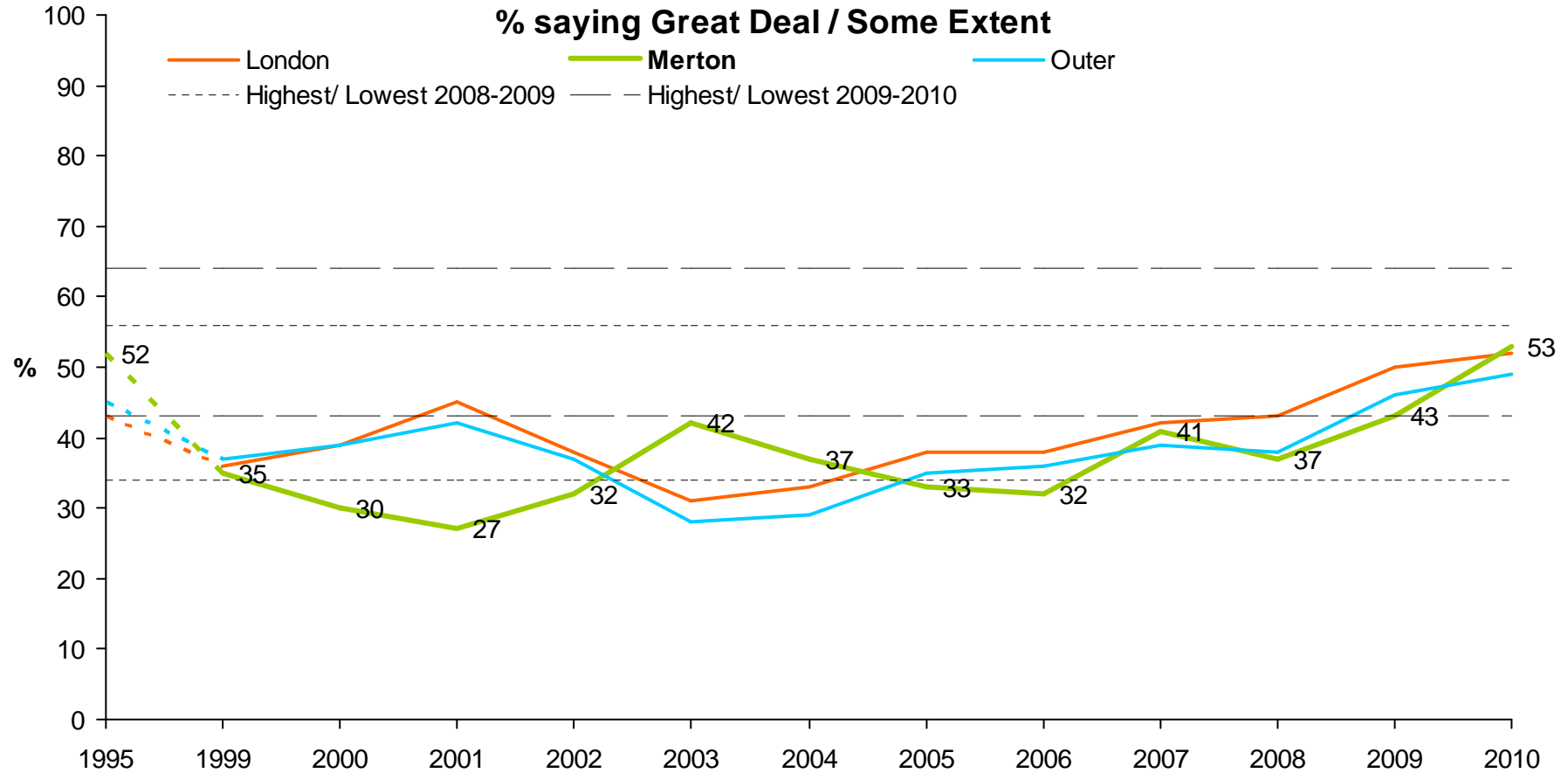


Source: Q3 These are some things which other people have said about their council. To what extent do you think these statements apply to your borough?  
 Base: All adults 2010 (Merton: 1025; London: 1043)



# Value for money

Improved across 2008 - 2010



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

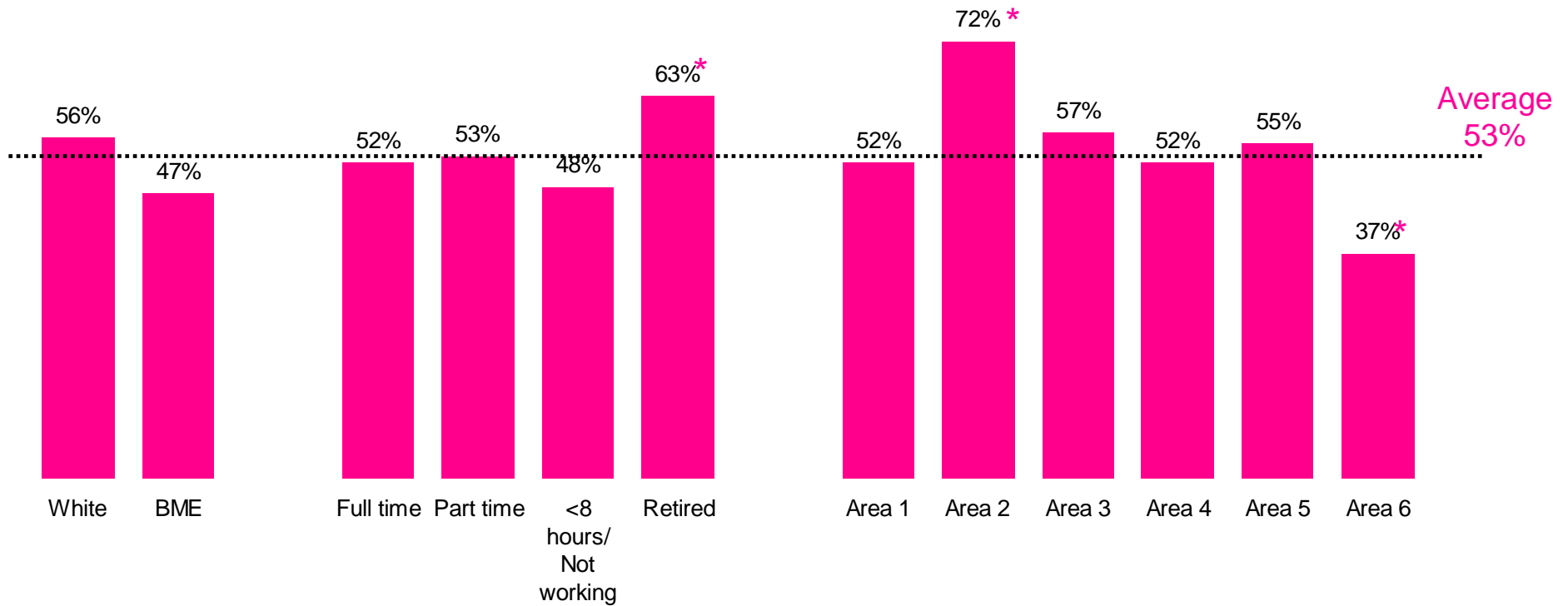


# Value for money

Differences by ethnicity, working status & area

% saying **Great Deal / Some Extent**

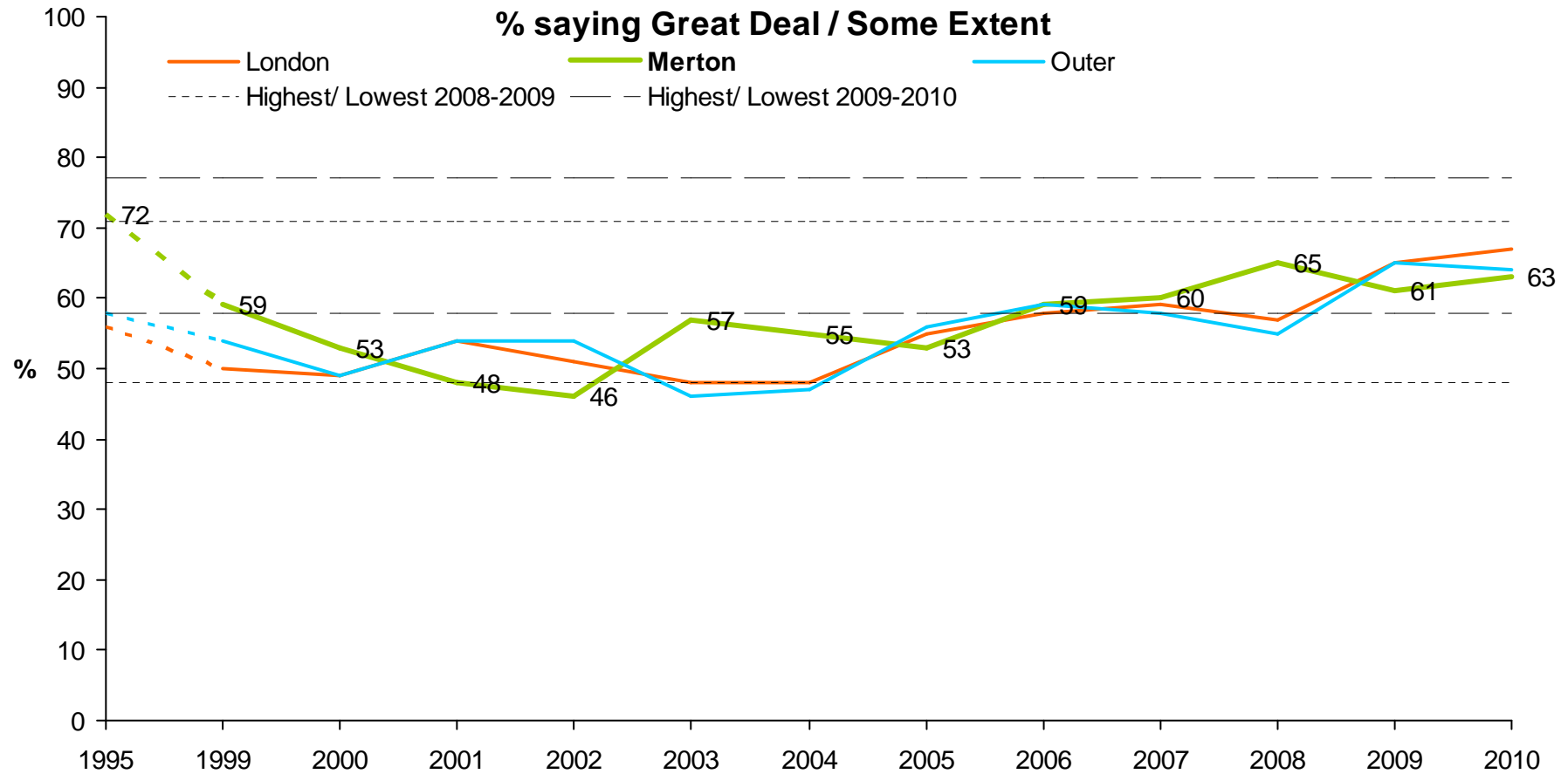
- 1: Village/ Hillside/ Raynes Park/ Wimbledon Park
- 2: Dundonald/ Trinity/ Abbey
- 3: Cannon Hill/ Merton Park/ West Barnes/ Lower Morden
- 4: Lavender Fields/ Pollards Hill/ Figges Marsh
- 5: Ravensbury/ St Helier/ Cricket Green
- 6: Colliers Wood/ Graveney/ Longthornton



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



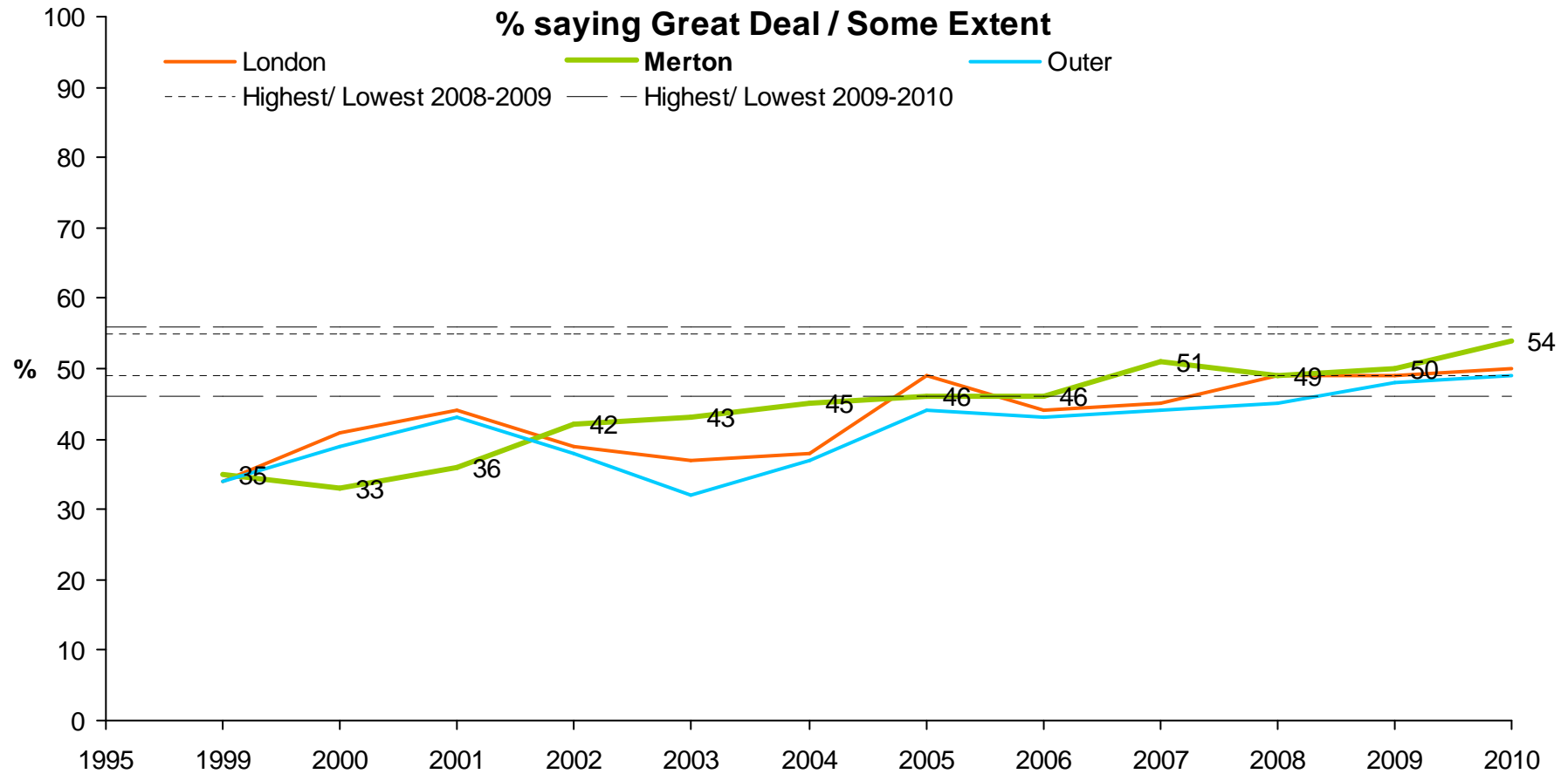
# Efficient and well run



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



# Involves residents in decision making

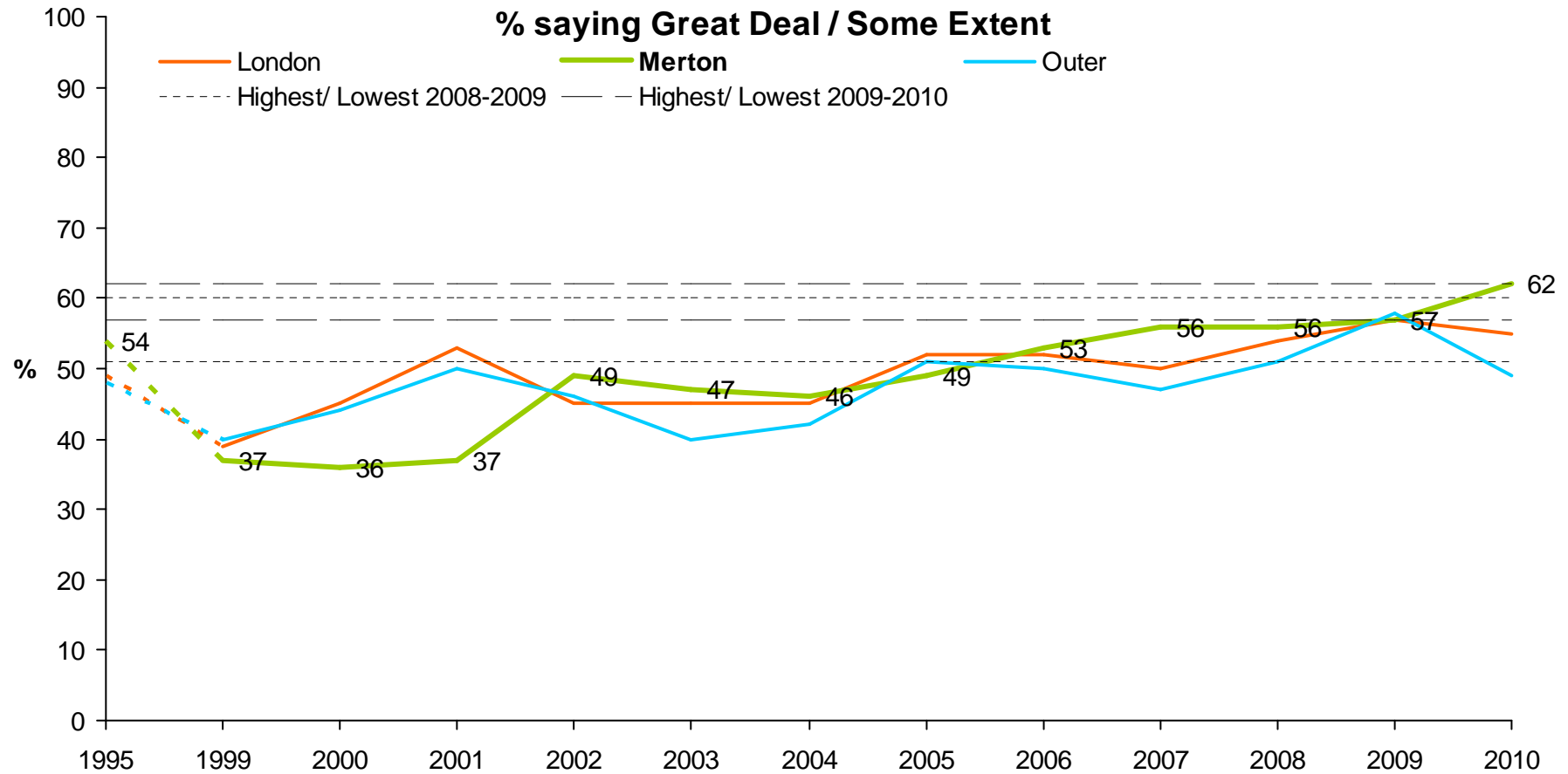


Source: Q3 These are some things which other people have said about their council. To what extent do you think these statements apply to your borough?  
 Base: All adults 2010 (Merton: 1025; London: 1043)



# Listens to concerns of local residents

Significantly better than last year and better than London

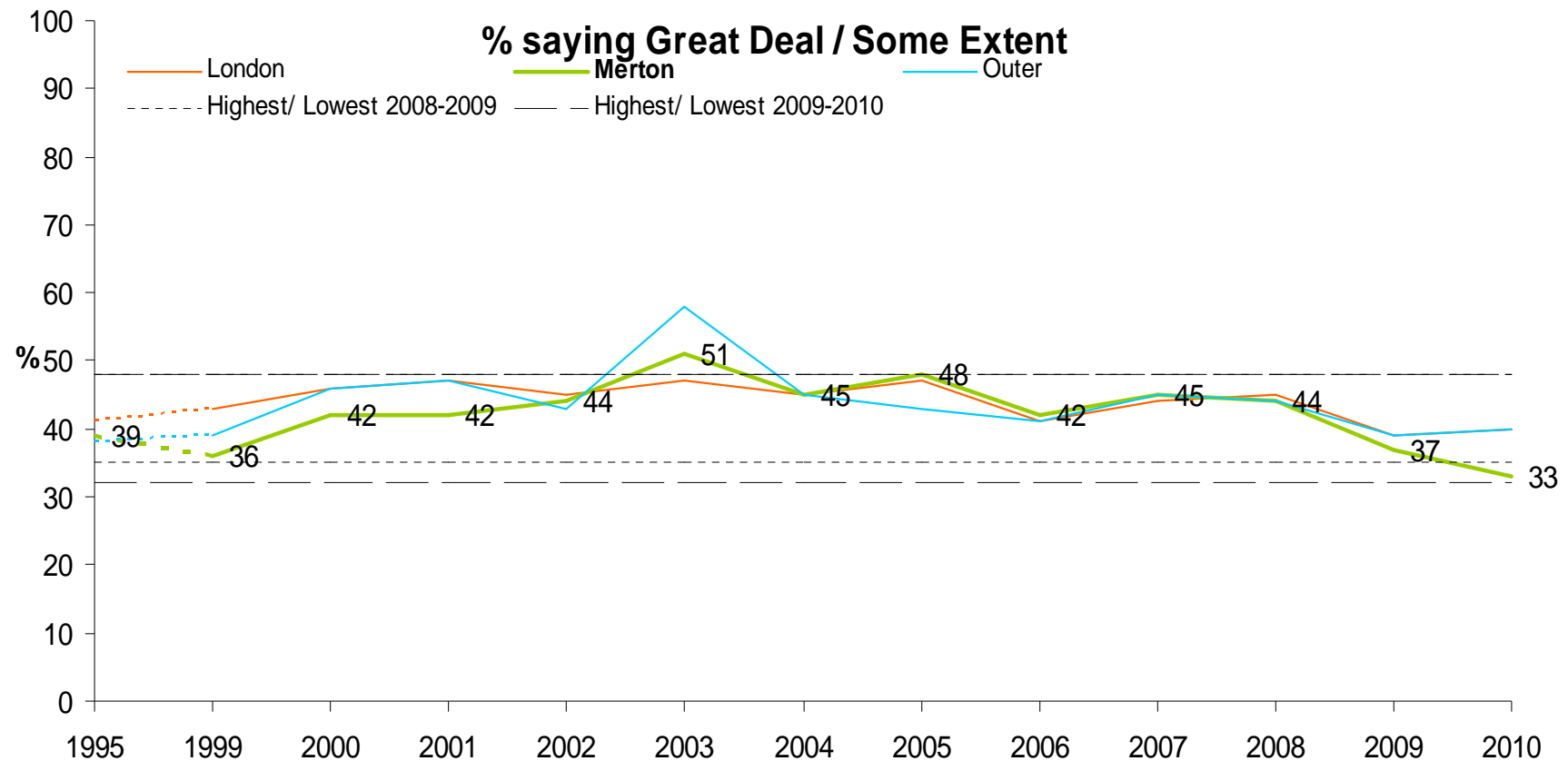


Source: Q3 These are some things which other people have said about their council. To what extent do you think these statements apply to your borough?  
 Base: All adults 2010 (Merton: 1025; London: 1043)



# Is difficult to get through to on the phone

Significantly better than last year and better than London



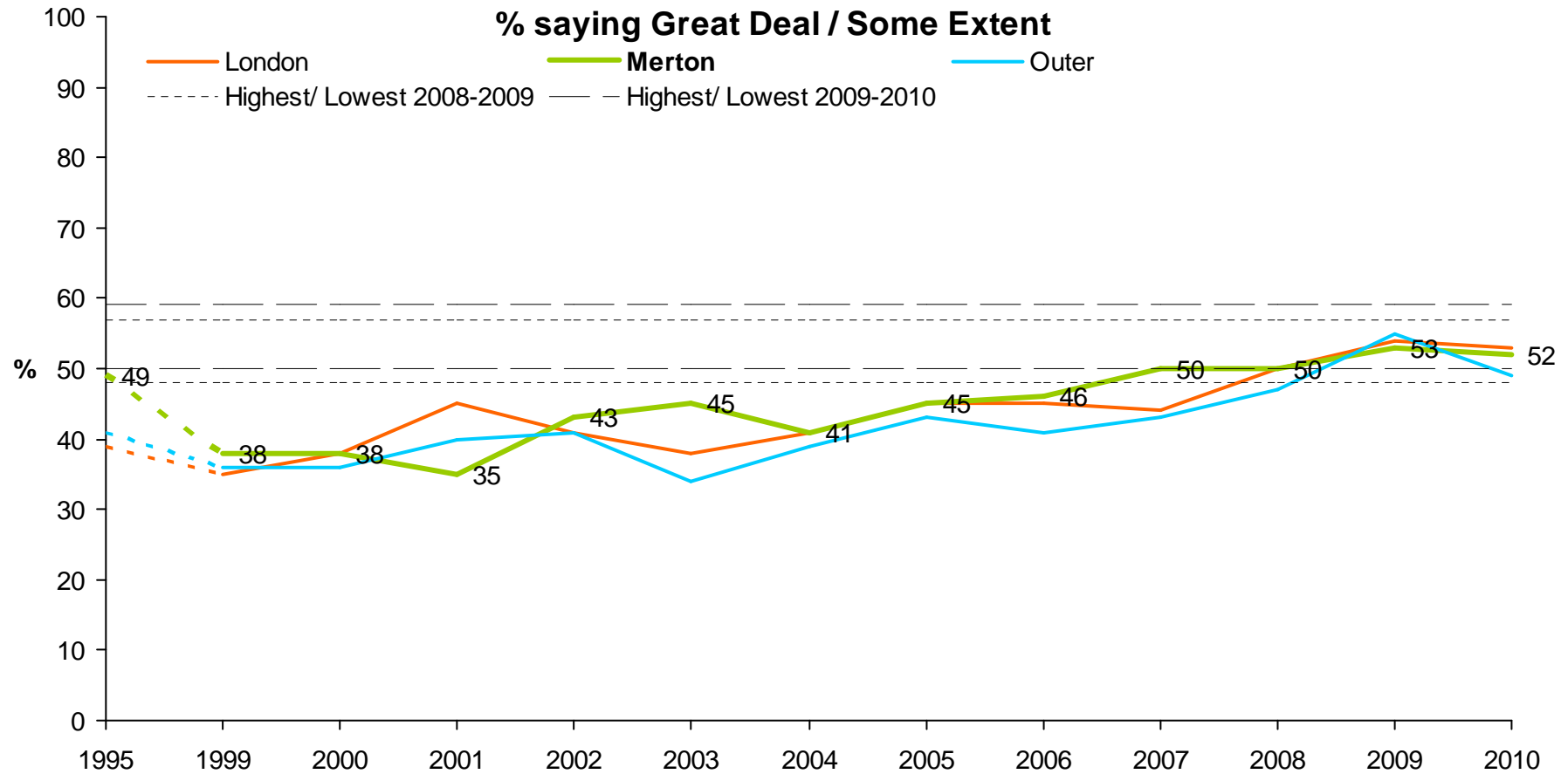
Source: Q3 These are some things which other people have said about their council. To what extent do you think these statements apply to your borough?  
 Base: All adults 2010 (Merton: 1025; London: 1043)





# Responds quickly when asked for help

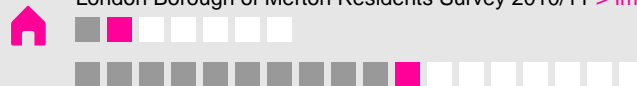
Performance in line with London average



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

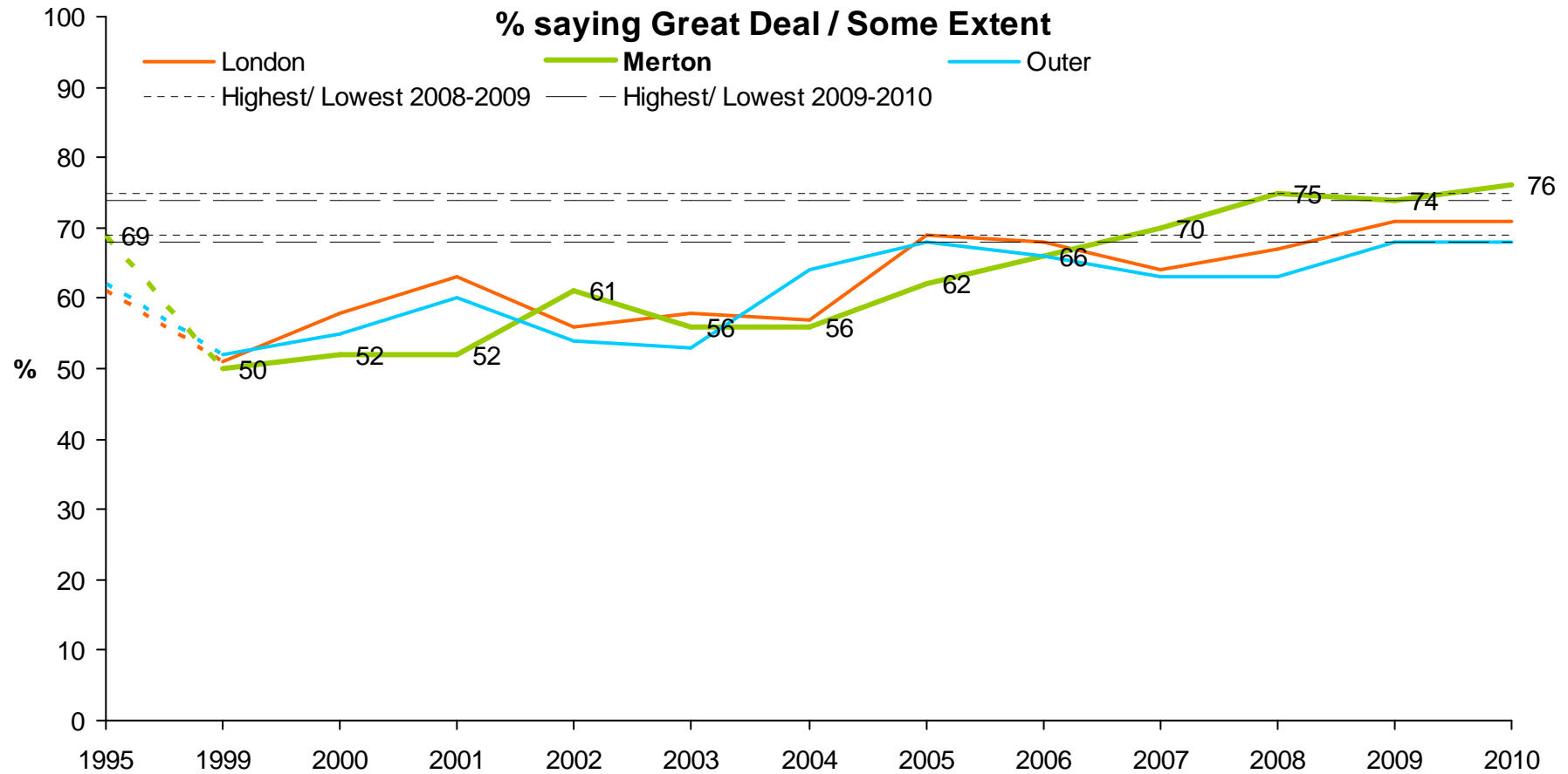


London Borough of Merton Residents Survey 2010/11 > [Image of the Council](#)



# Keeps residents informed

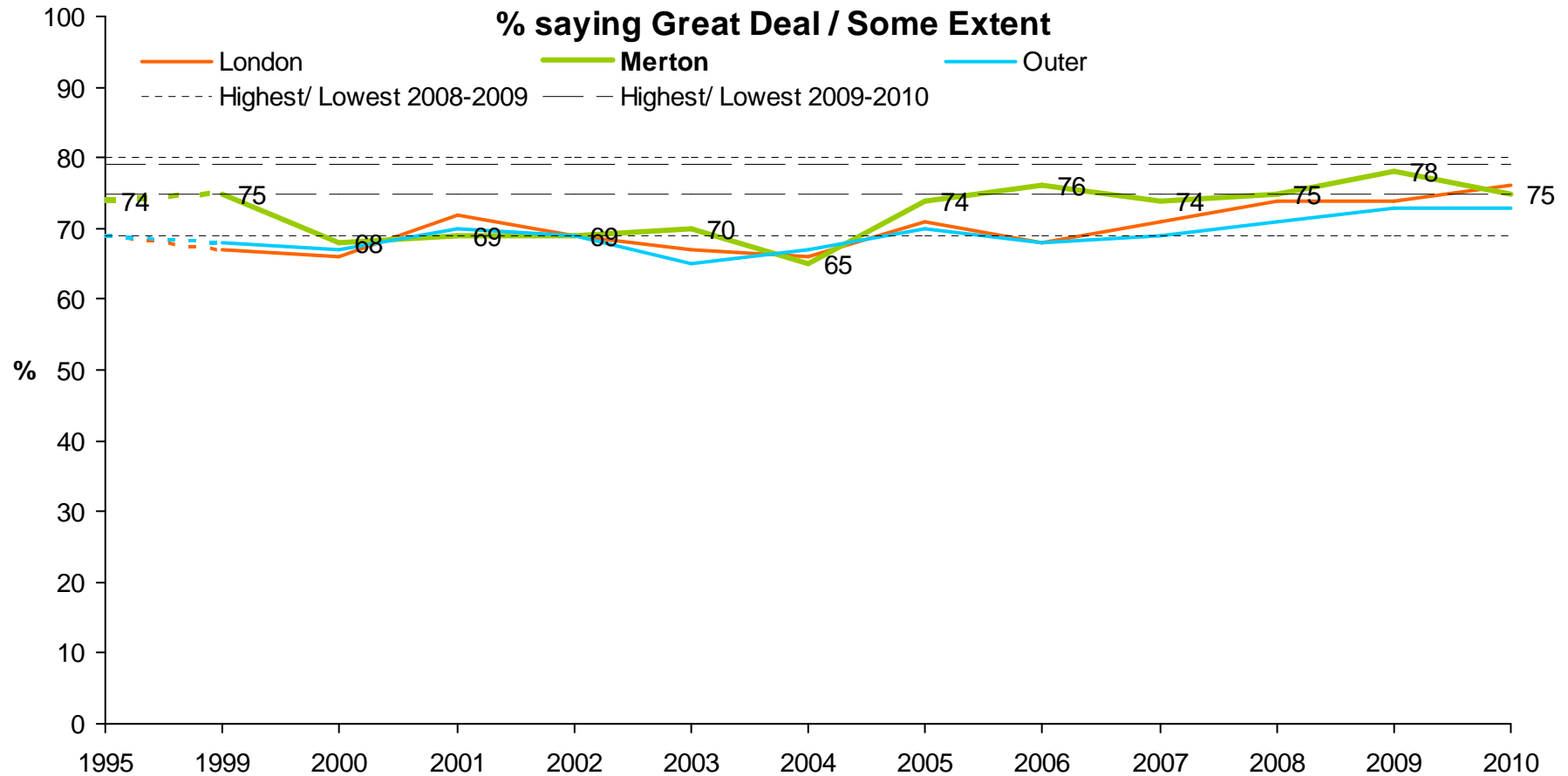
Performance ahead of London



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



# Has staff who are friendly and polite

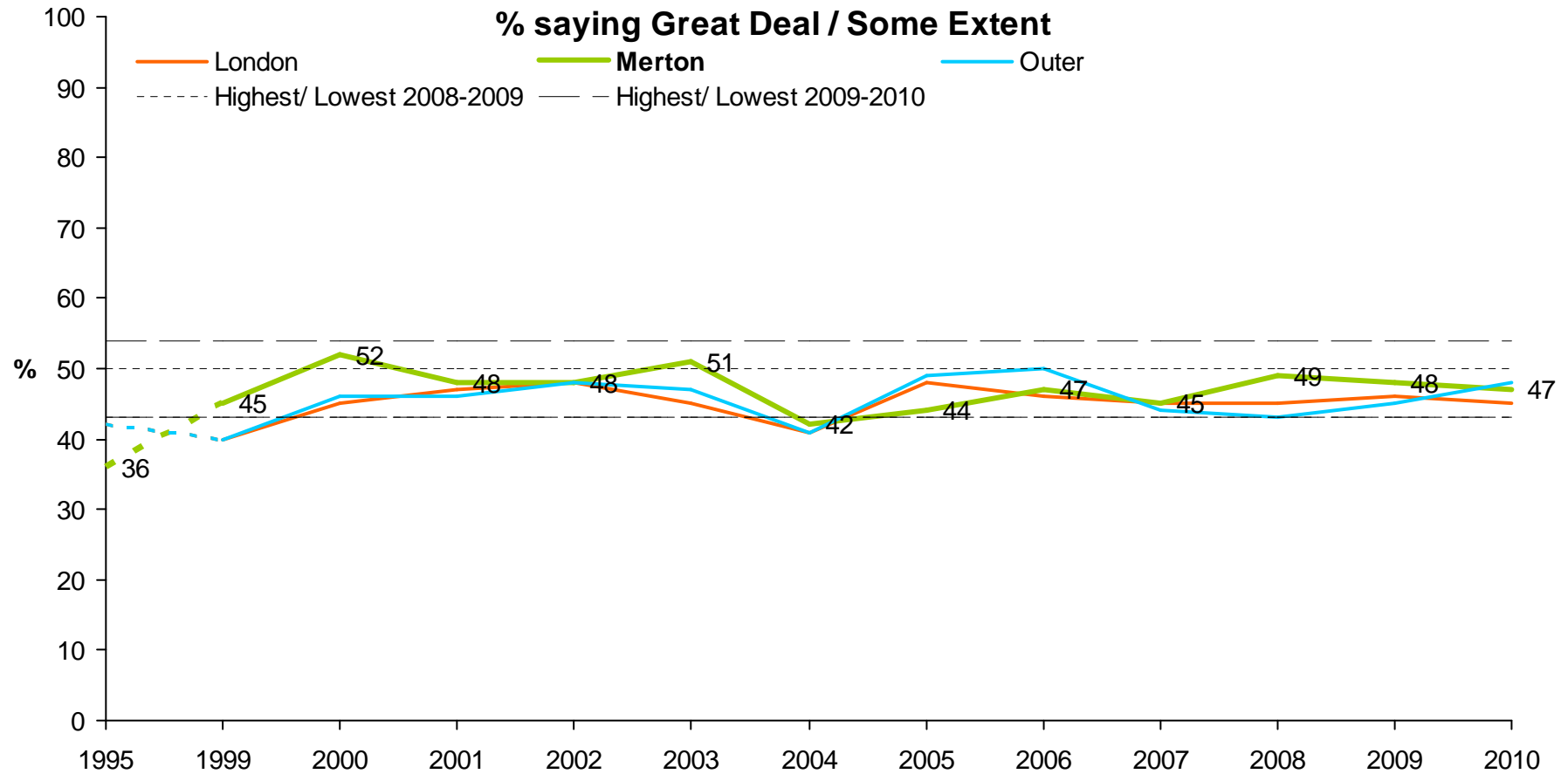


Source: Q3 These are some things which other people have said about their council. To what extent do you think these statements apply to your borough?  
 Base: All adults 2010 (Merton: 1025; London: 1043)



# Doesn't do enough for people like me

No change from last year

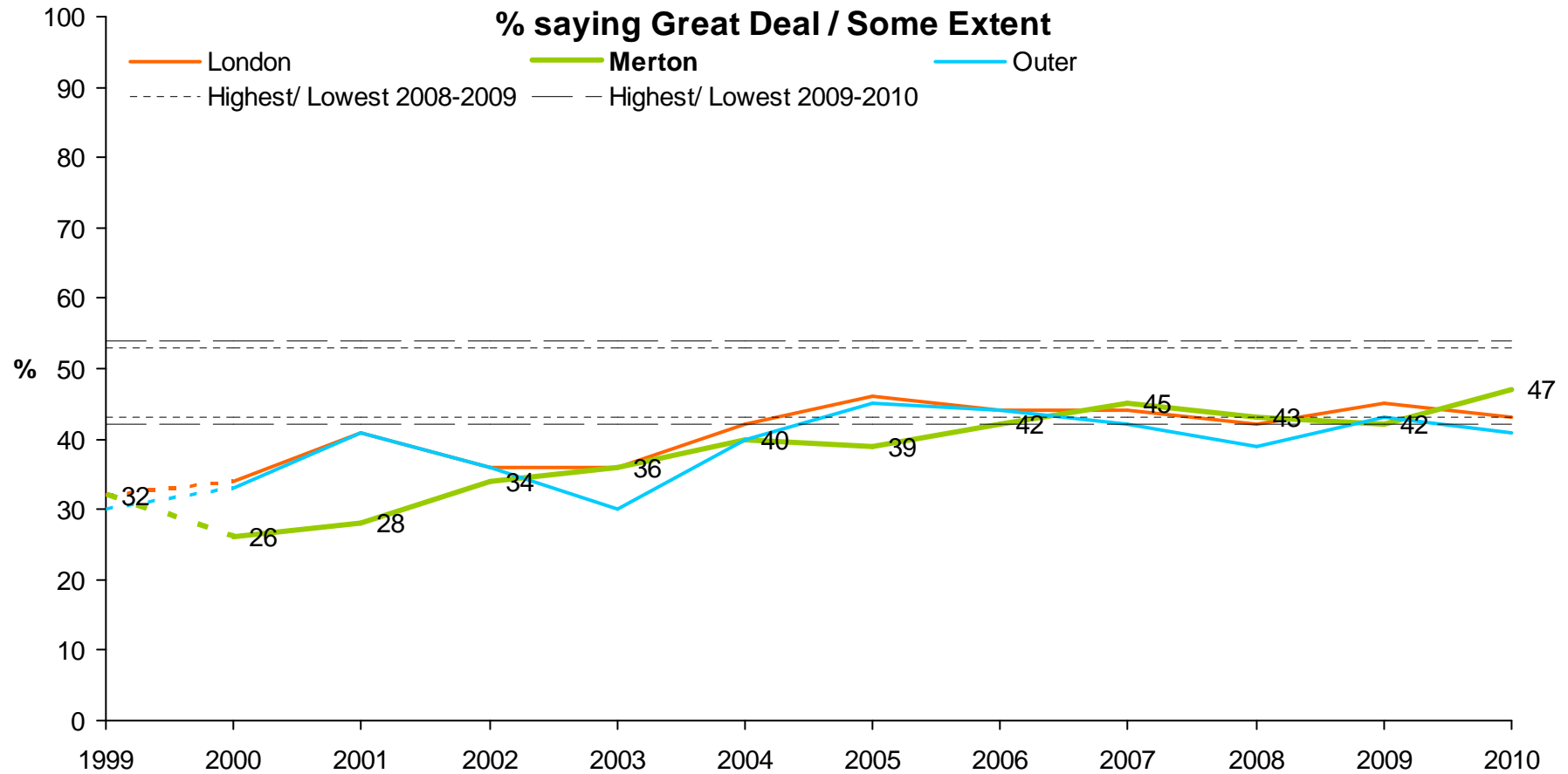


Source: Q3 These are some things which other people have said about their council. To what extent do you think these statements apply to your borough?  
 Base: All adults 2010 (Merton: 1025; London: 1043)



# Is doing a better job now than one year ago

Performance improved since 2009/10



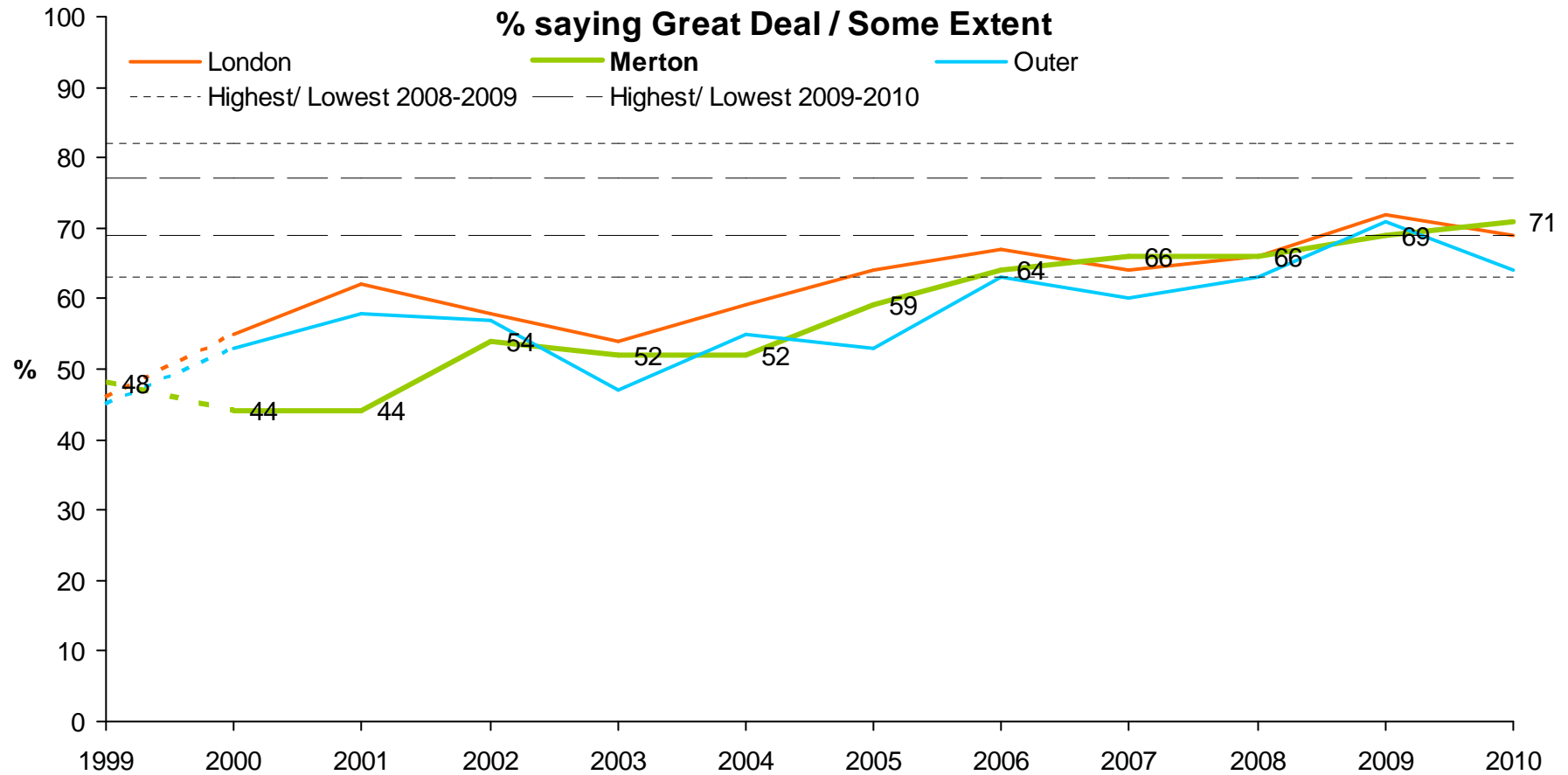
Source: Q3 These are some things which other people have said about their council. To what extent do you think these statements apply to your borough?  
 Base: All adults 2010 (Merton: 1025; London: 1043)



London Borough of Merton Residents Survey 2010/11 > [Image of the Council](#)



# Making the area a better place for people to live



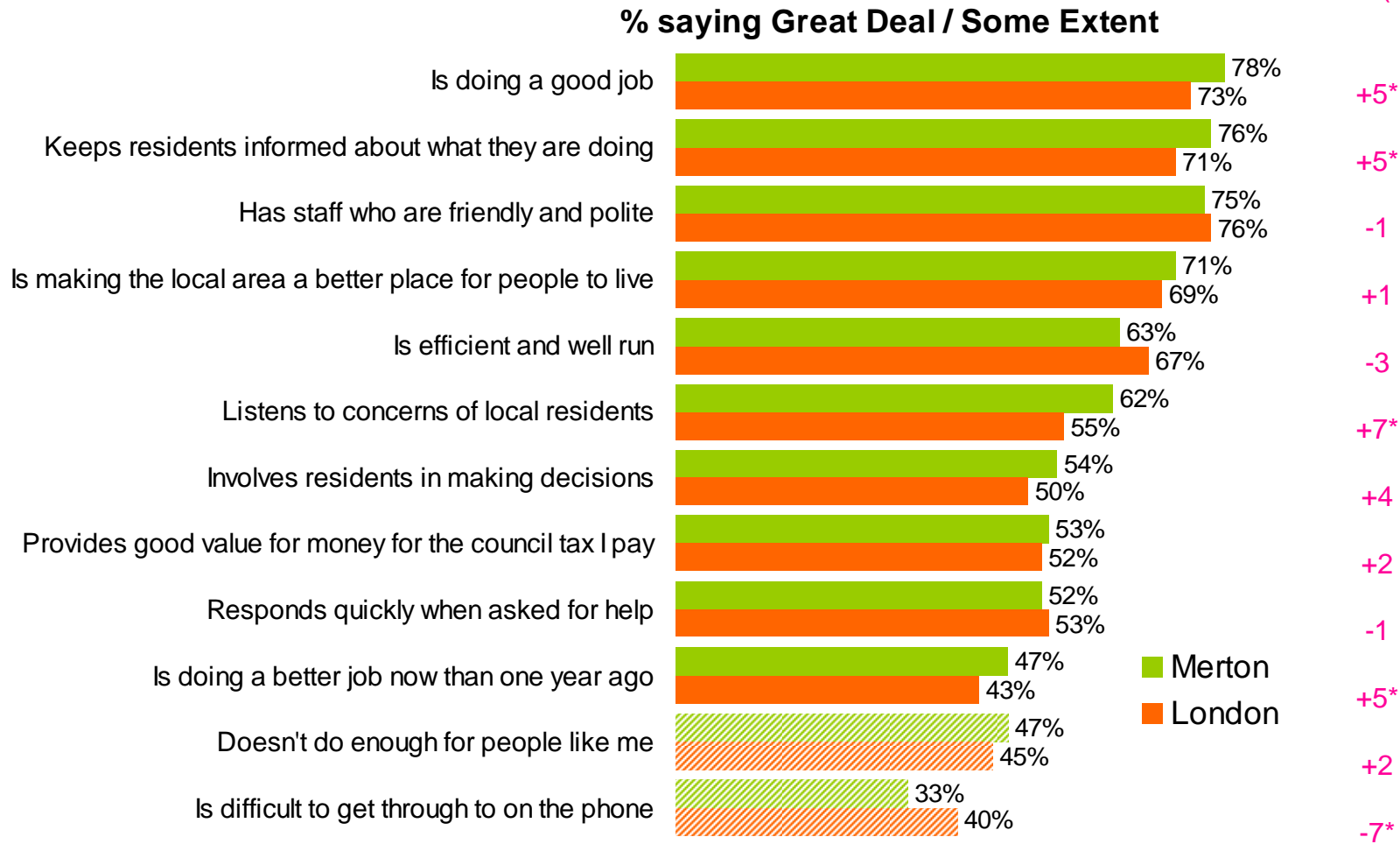
Source: Q3 These are some things which other people have said about their council. To what extent do you think these statements apply to your borough?  
 Base: All adults 2010 (Merton: 1025; London: 1043)



# Image of the council 2010/11

Merton 2010/11 compared with London

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 2010 (Merton: 1025; London: 1043)



# Significant differences for council image

Compared with London

Better	
Listens to concerns of local residents	+7% pt
Is doing a good job	+5% pt
Keeps residents informed on how they are doing	+5% pt
Is doing a better job now than one year ago	+5% pt
Is difficult to get through to on the phone	-8% 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 2010 (Merton: 1025; London: 1043)







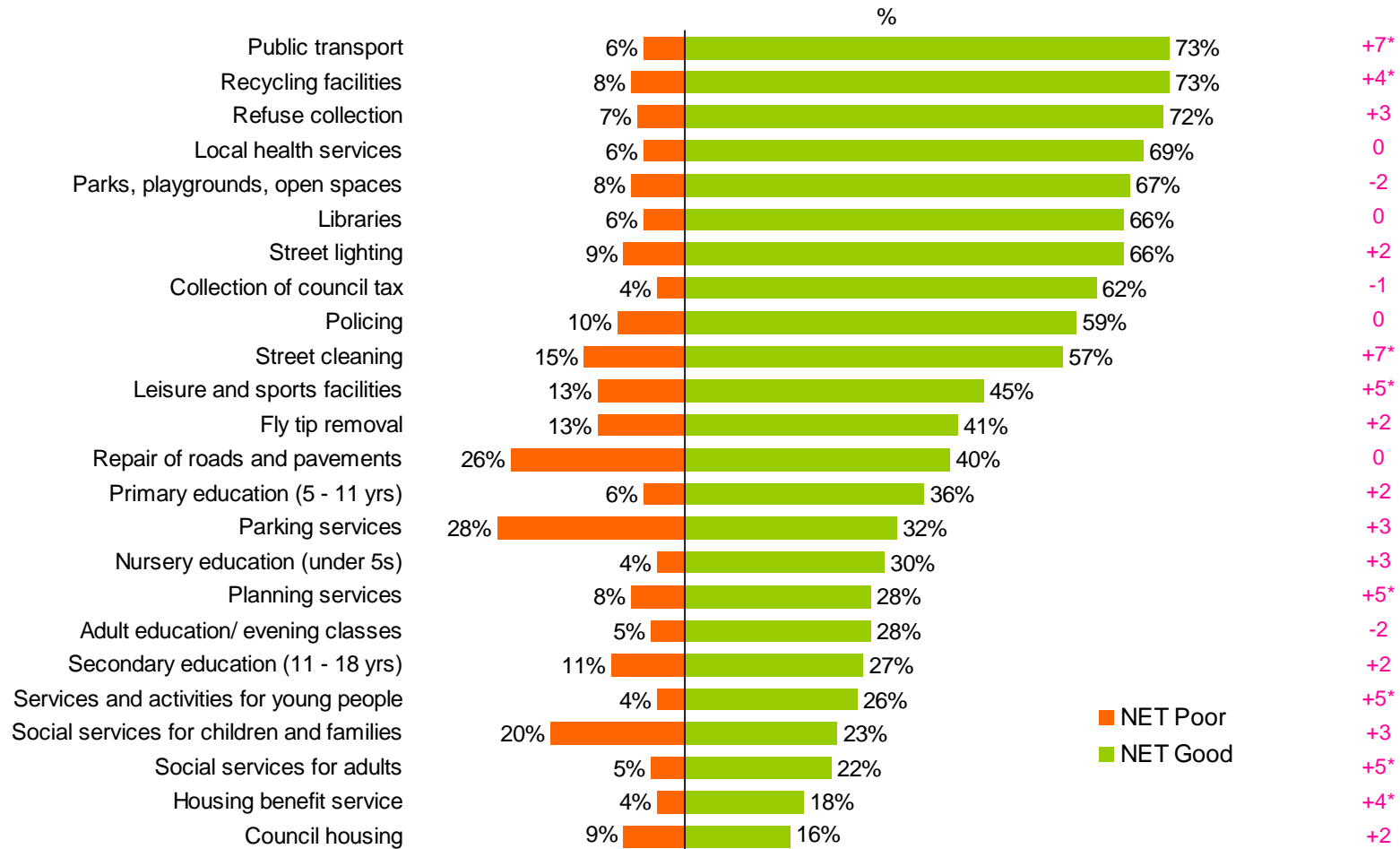
# Service Delivery

London Borough of Merton Residents Survey 2010/11

# Perceived service delivery

Merton 2010/11

Change from  
2009/10 (% pts)



\*Sig

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



# Significant changes in service delivery

Since 2009/10

Better	
Street cleaning	+7% pt
Public transport	+7% pt
Social services for adults	+5% pt
Leisure and sports facilities	+5% pt
Planning services	+5% pt
Services and activities for young people	+5% pt
Recycling facilities	+4% pt
Housing benefit services	+4% pt

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

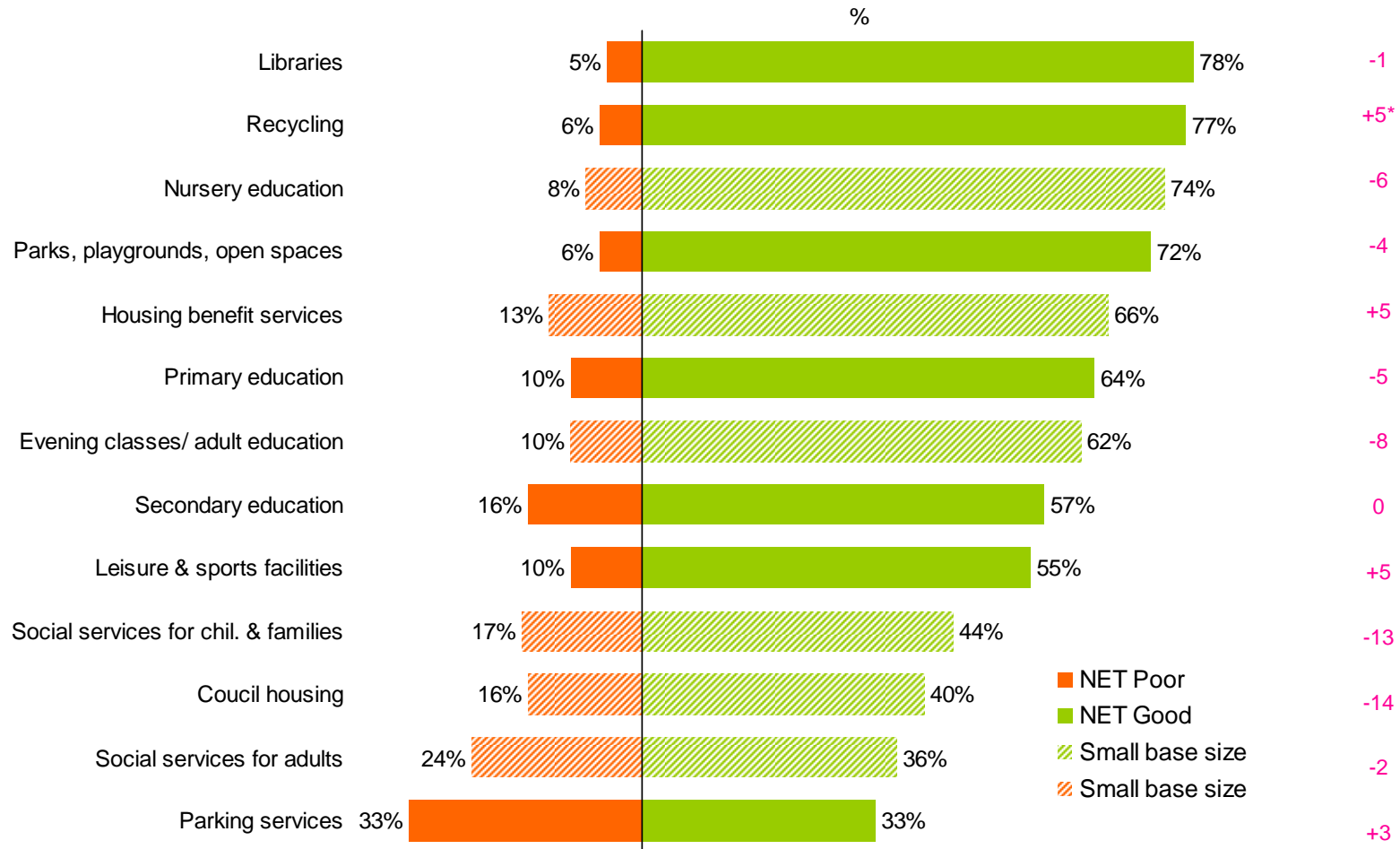
Base: All adults (1025)



# Perceived service delivery – among users

Merton 2010/11

Change from 2009/10 (% pts)



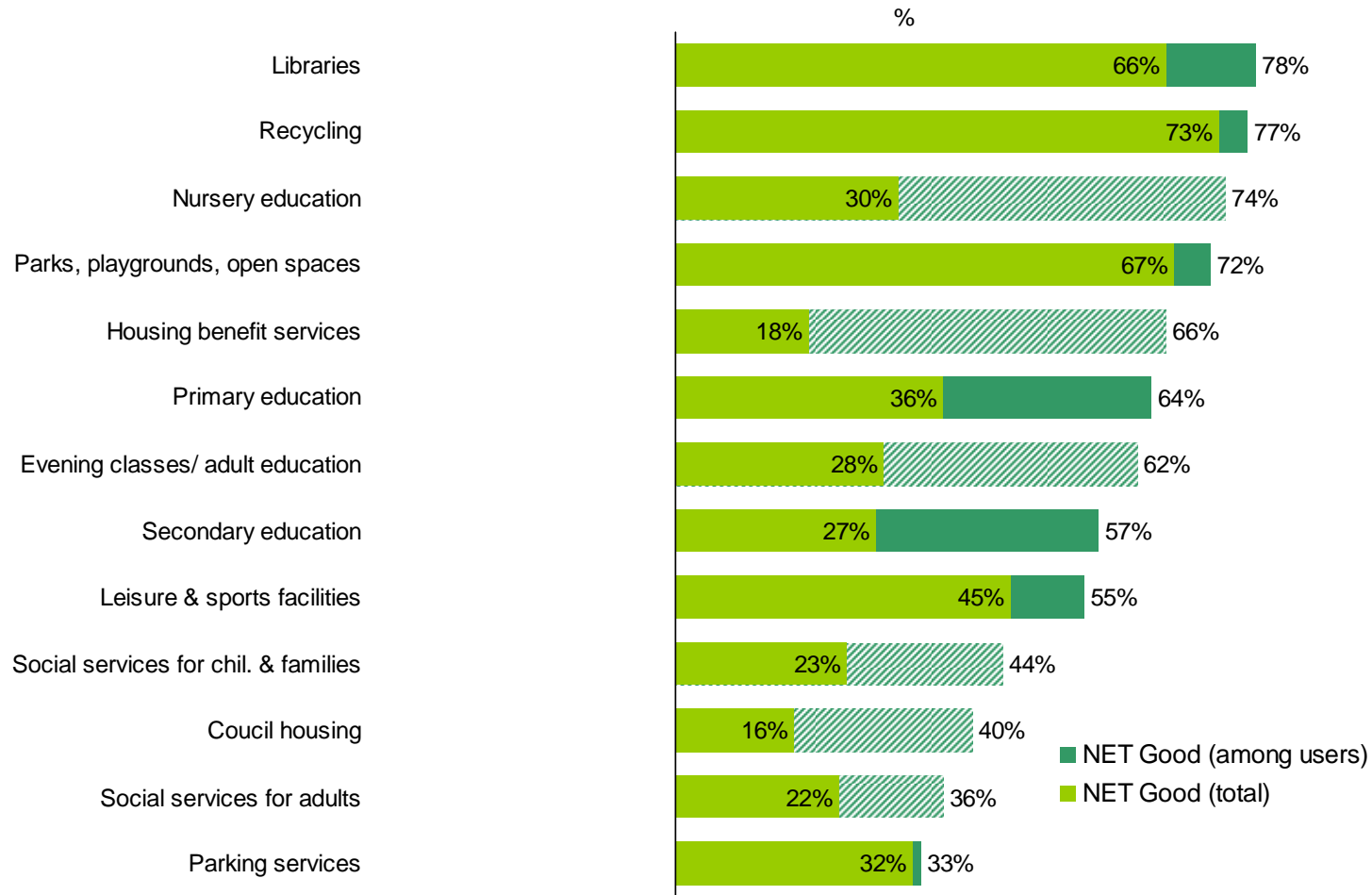
\*Sig

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



# Perceived service delivery – differences

Merton 2010/11



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



# Changes since 2009/10

% saying Good - Excellent

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

\*Sig

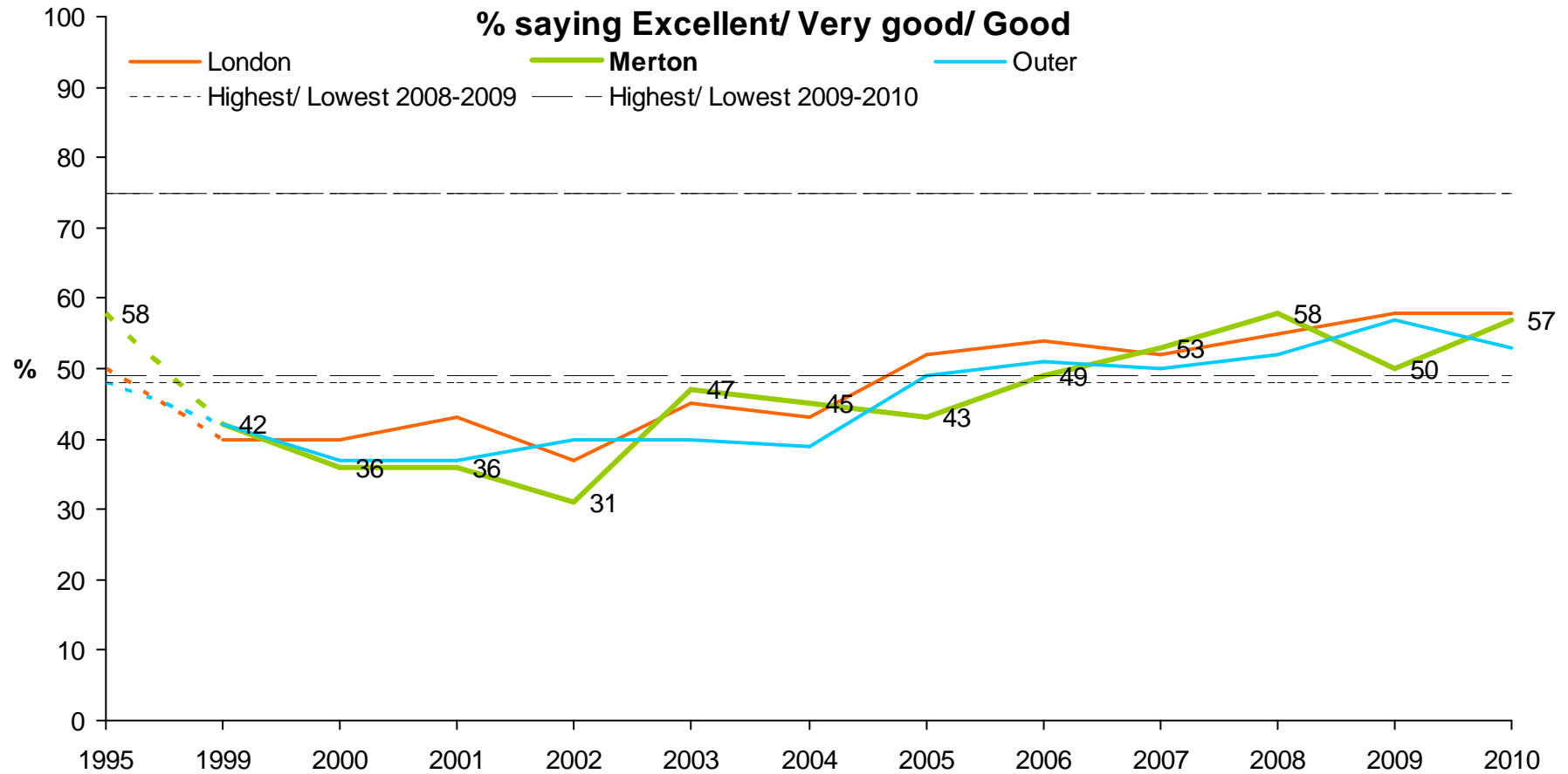
Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?

Base: All users (35 to 828)



# Street cleaning

Improved since 2009/10, now in line with London

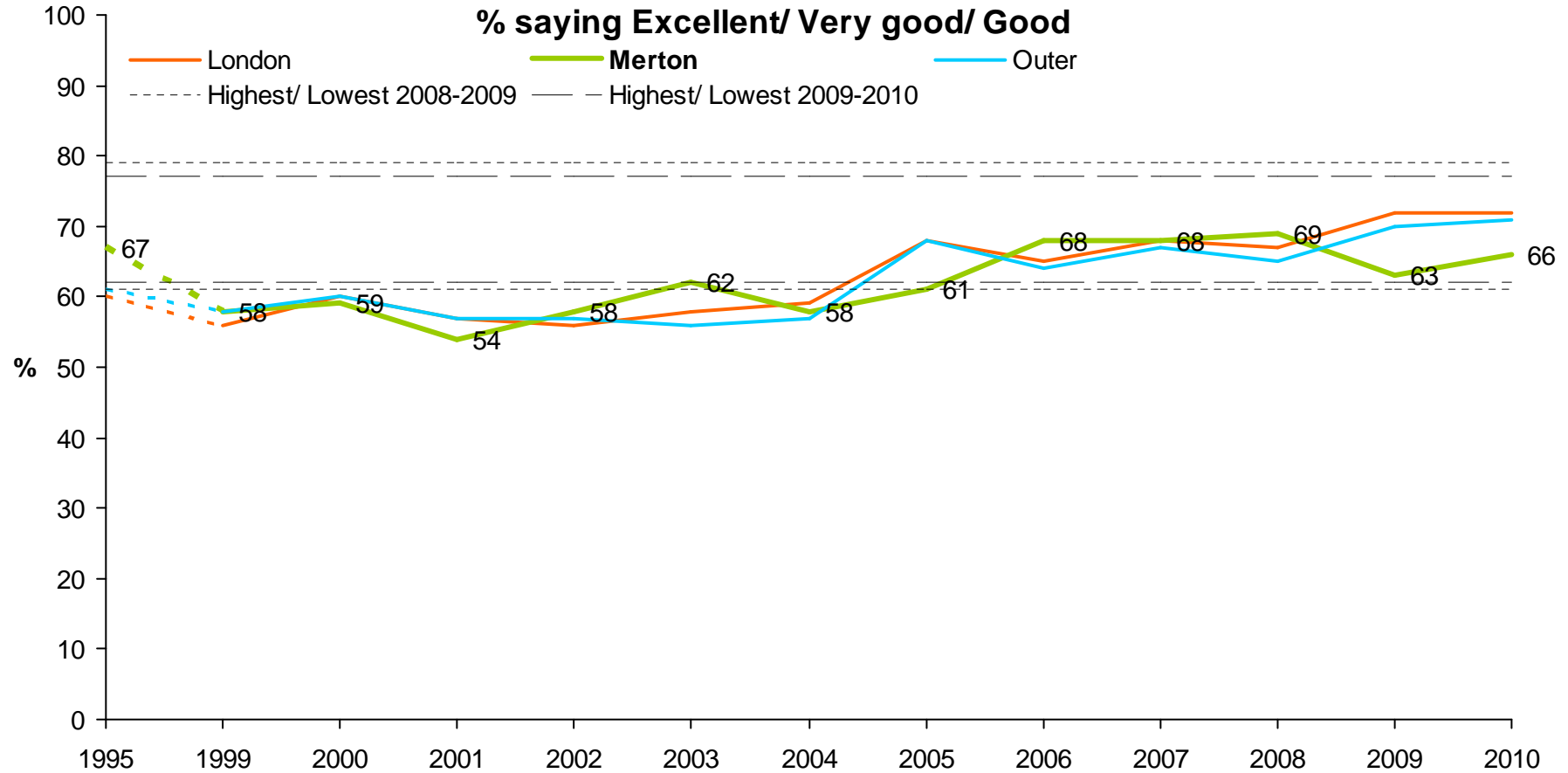


Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?  
 Base: All adults 2010 (Merton: 1025; London: 1043)



# Street lighting

Below London average



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



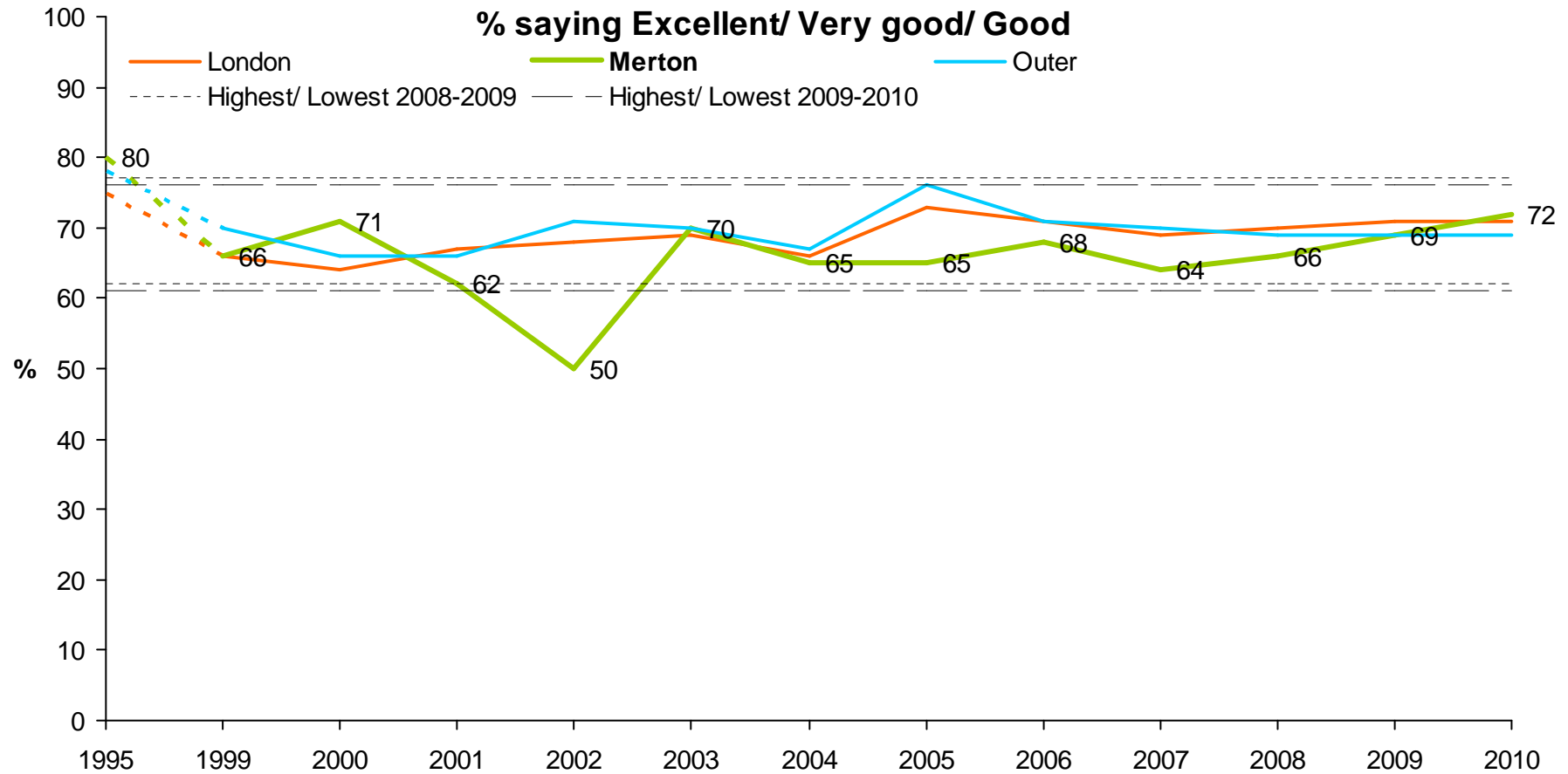
London Borough of Merton Residents Survey 2010/11 > Service Delivery

Progress indicator: 100% complete (represented by a row of 100 squares, with the 10th square highlighted in pink).



# Refuse collection

Performance is in line with London and Outer

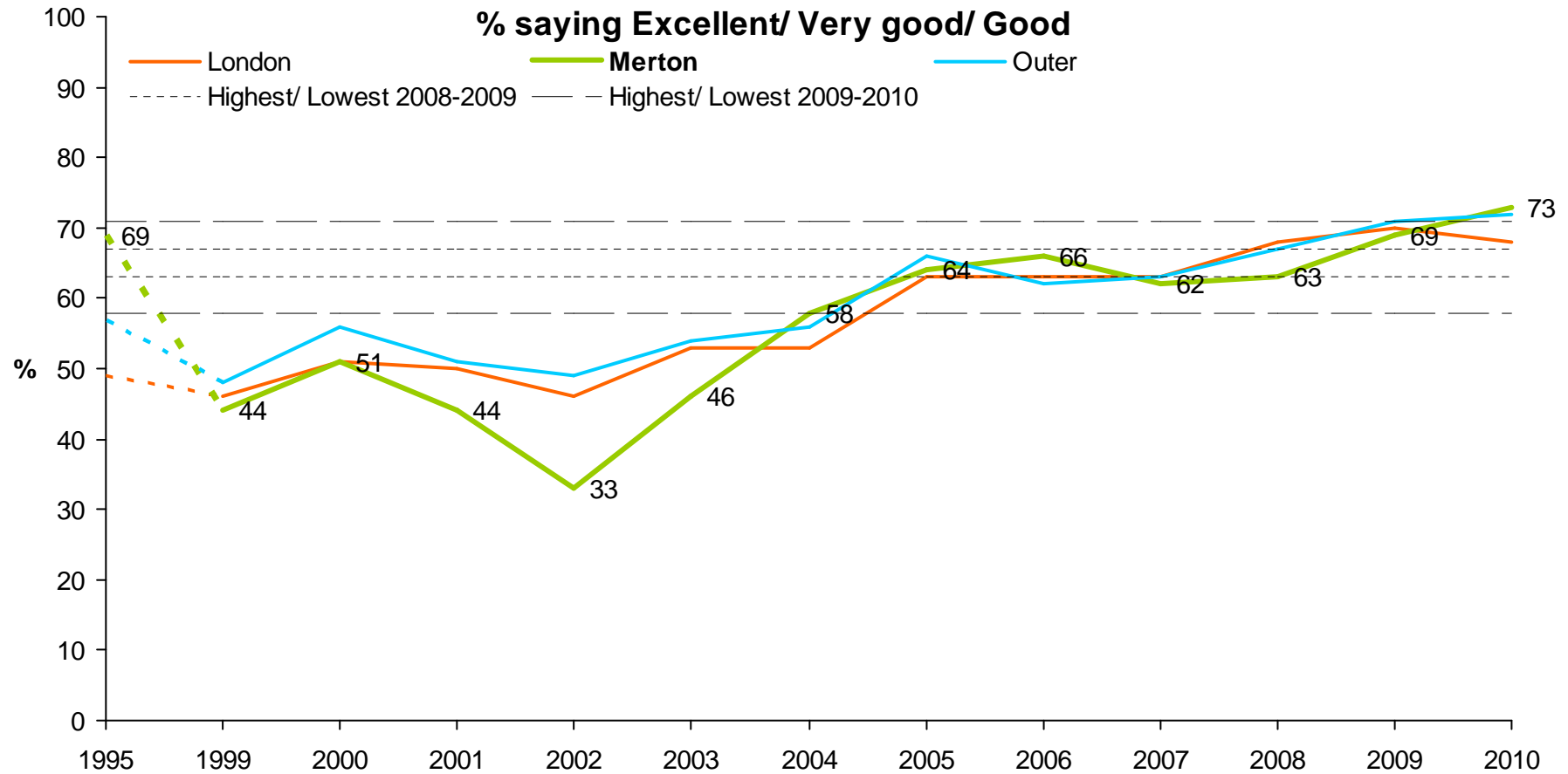


Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?  
 Base: All adults 2010 (Merton: 1025; London: 1043)



# Recycling facilities

Performance is above London average



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

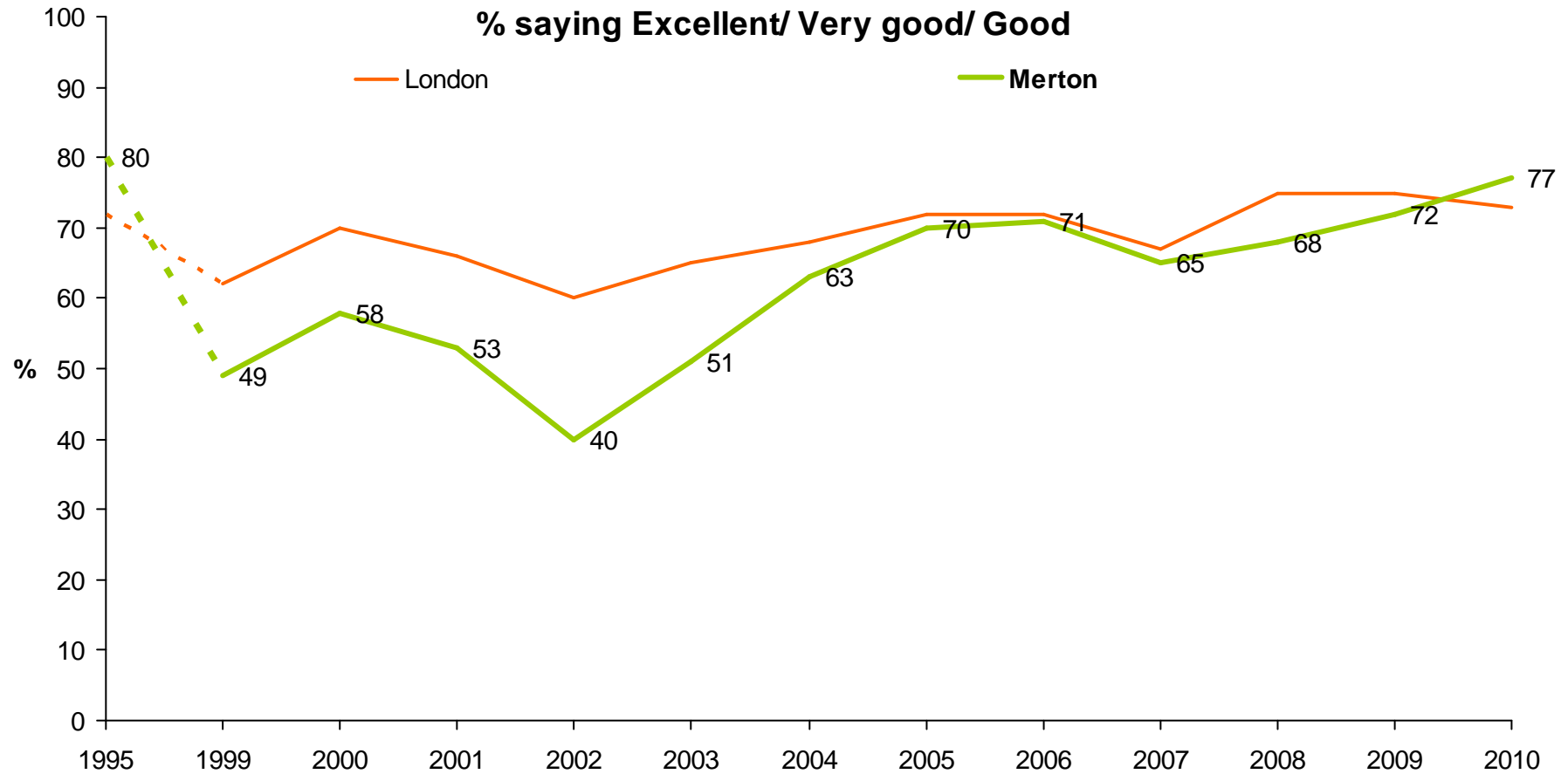


London Borough of Merton Residents Survey 2010/11 > Service Delivery

Progress indicator: 100% complete (represented by a row of 20 squares, with the 10th square highlighted in pink).

# Recycling facilities – among users

Performance has steadily increased since 2007

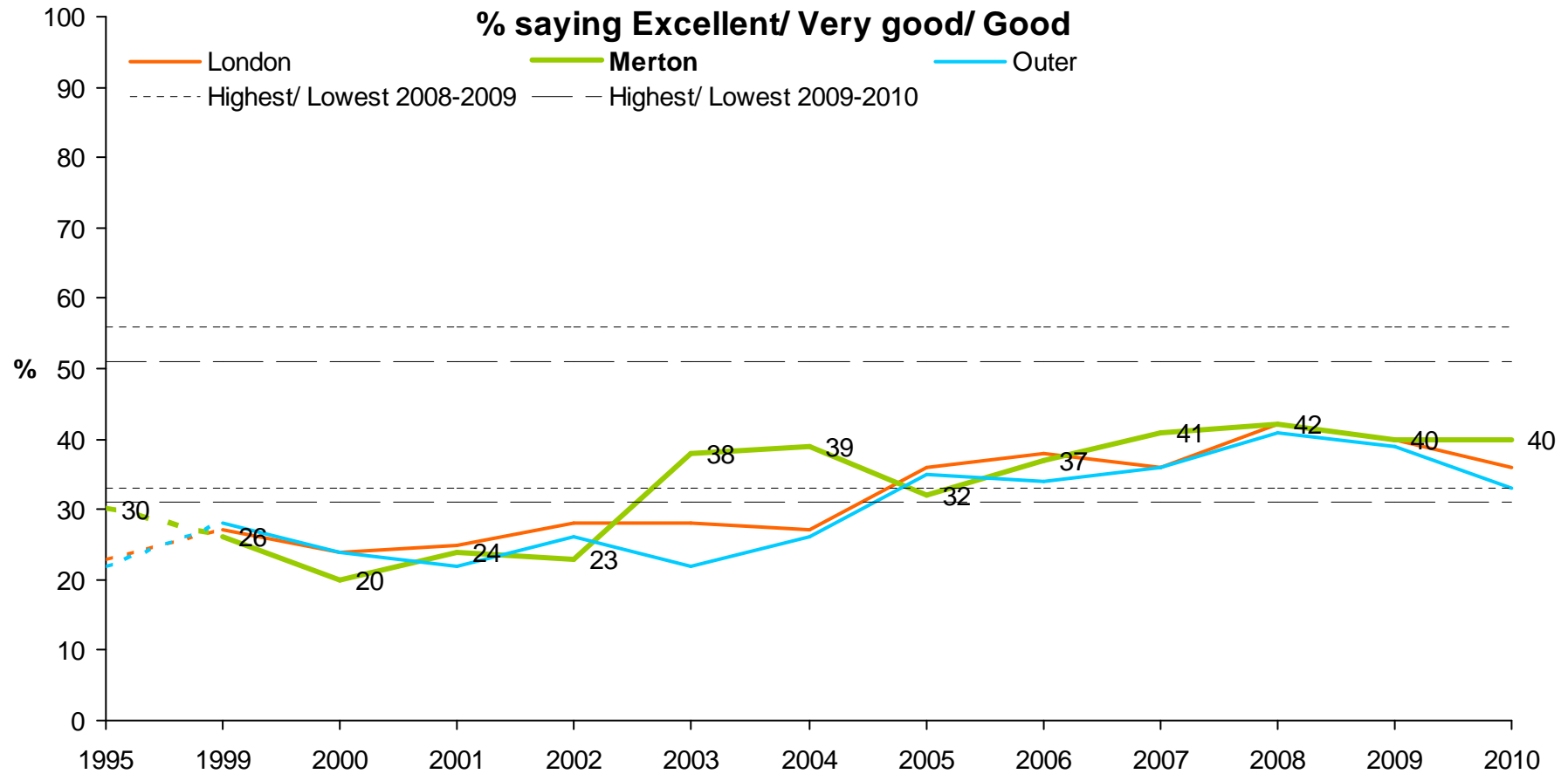


Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?  
Base: All users 2010 (Merton: 828; London: 838)



# Repair of roads and pavements

Performance has not changed since last year

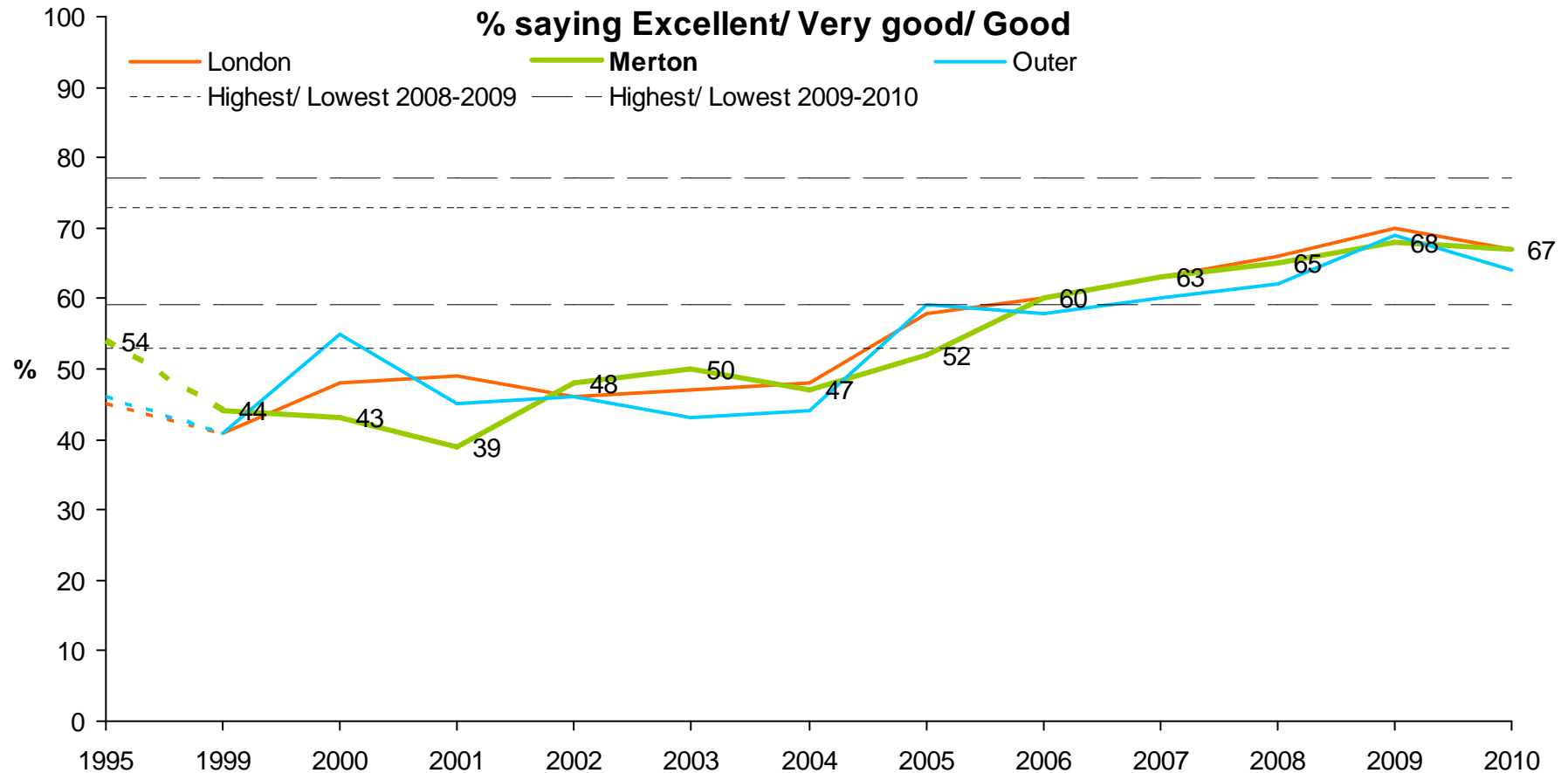


Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?  
 Base: All adults 2010 (Merton: 1025; London: 1043)



# Parks, playgrounds and open spaces

Performance in line with London

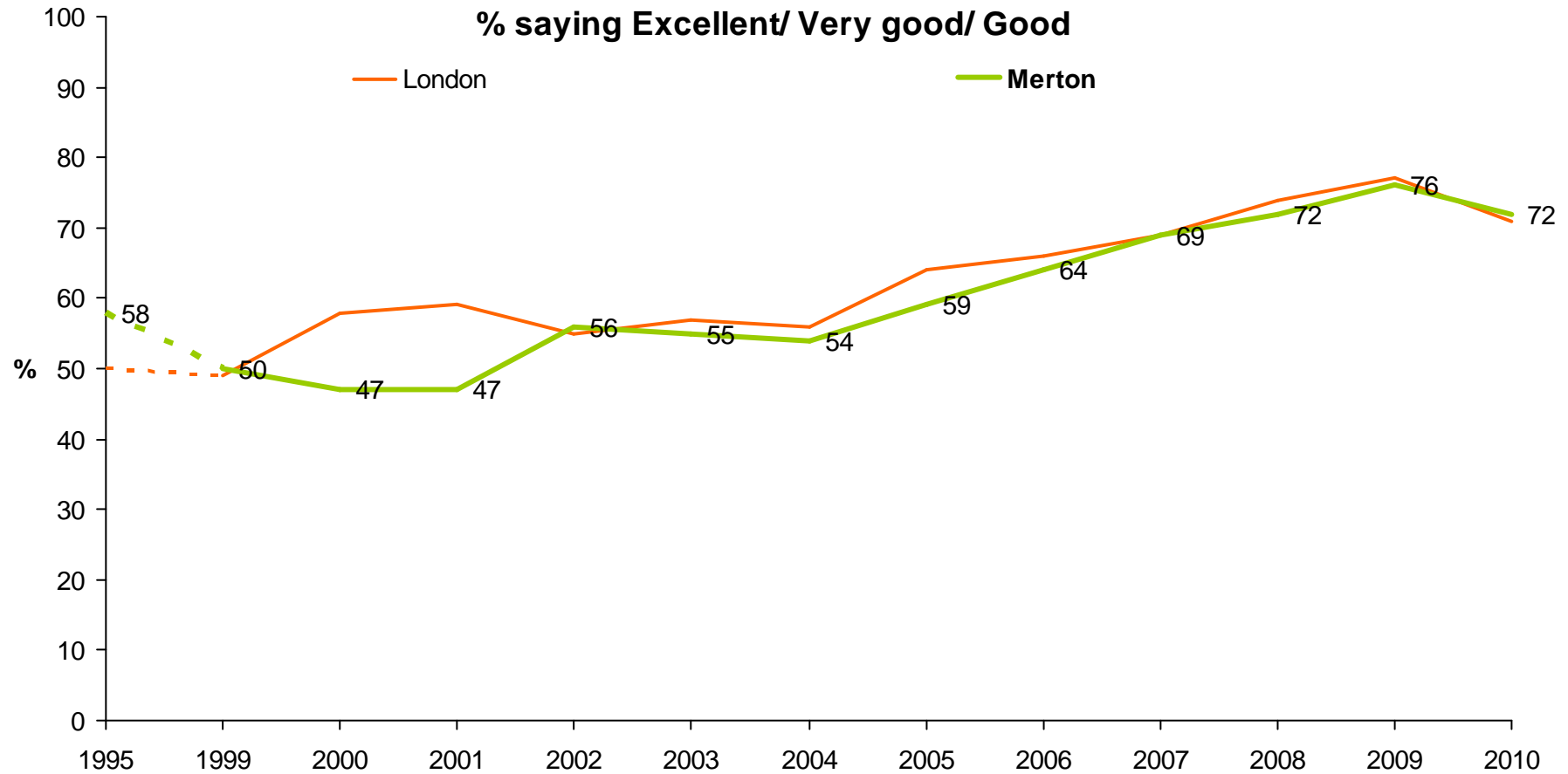


Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?  
 Base: All adults 2010 (Merton: 1025; London: 1043)



# Parks, playgrounds & open spaces – among users

Performance has fallen slightly both in Merton and London



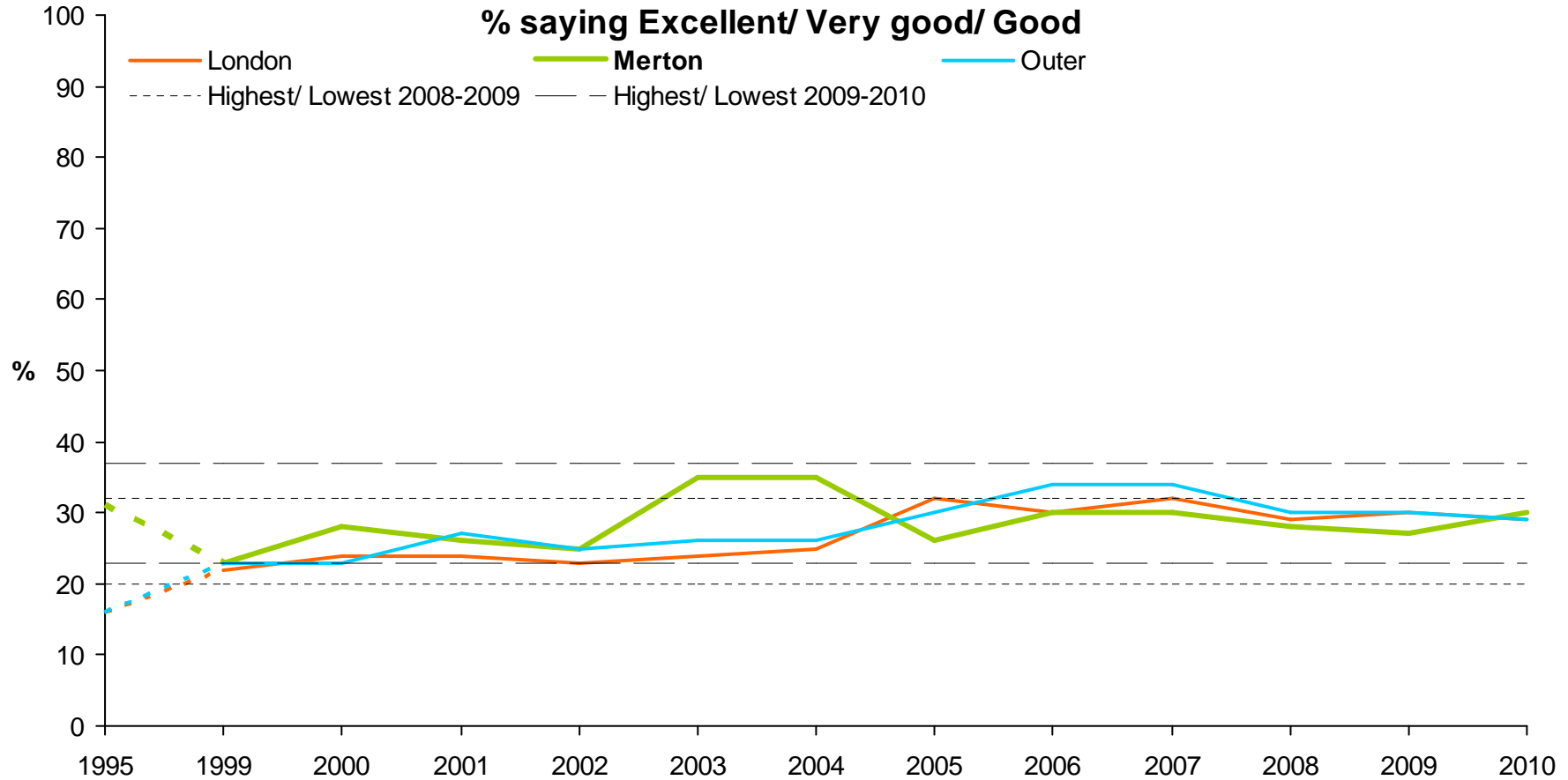
Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?  
Base: All users 2010 (Merton: 688; London: 790)



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

# Nursery education

Merton in line with London average

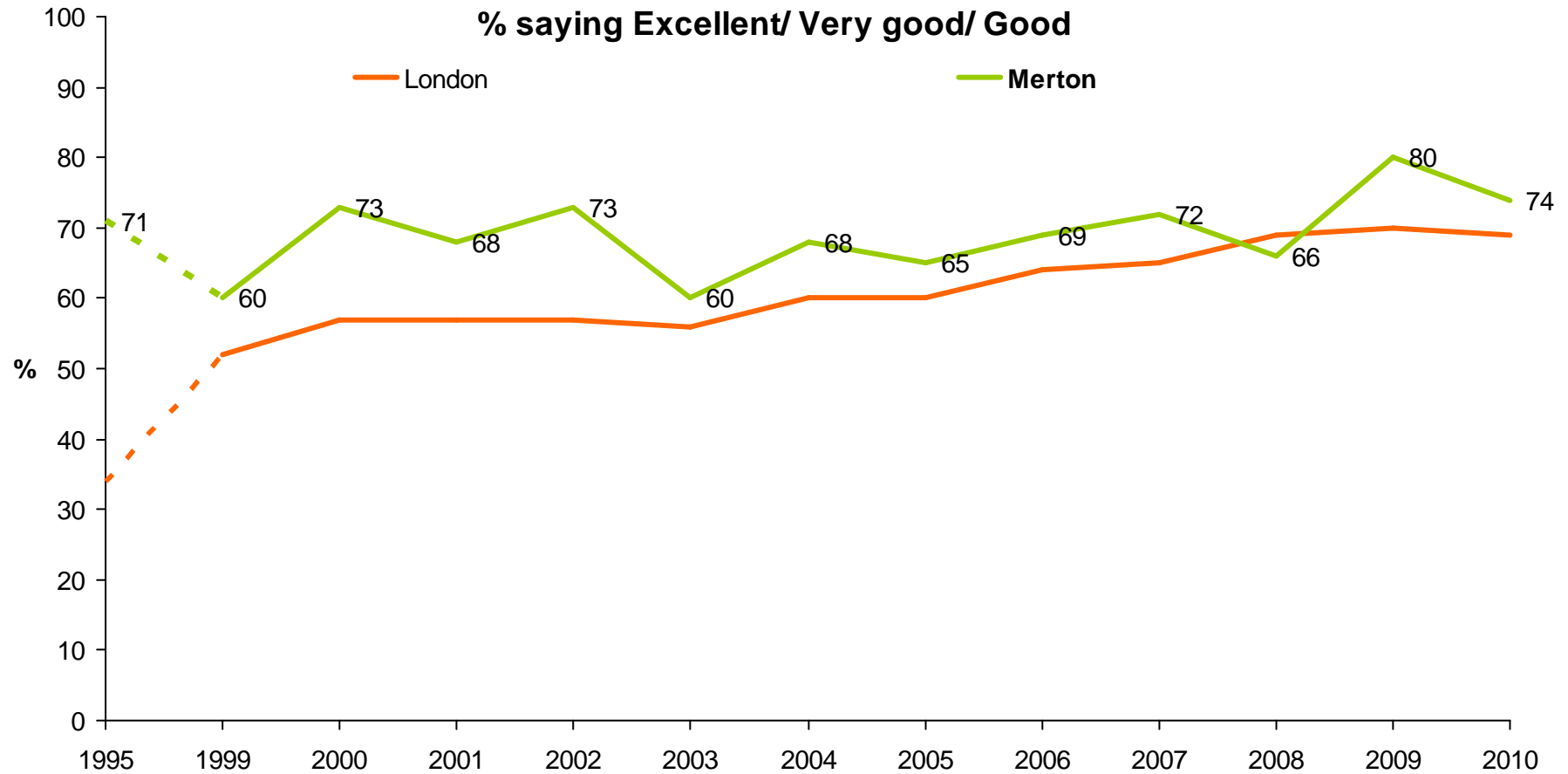


Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?  
 Base: All adults 2010 (Merton: 1025; London: 1043)



# Nursery education – among users

Performance higher than London



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

Base: All users 2010 (Merton: 82; London: 90)

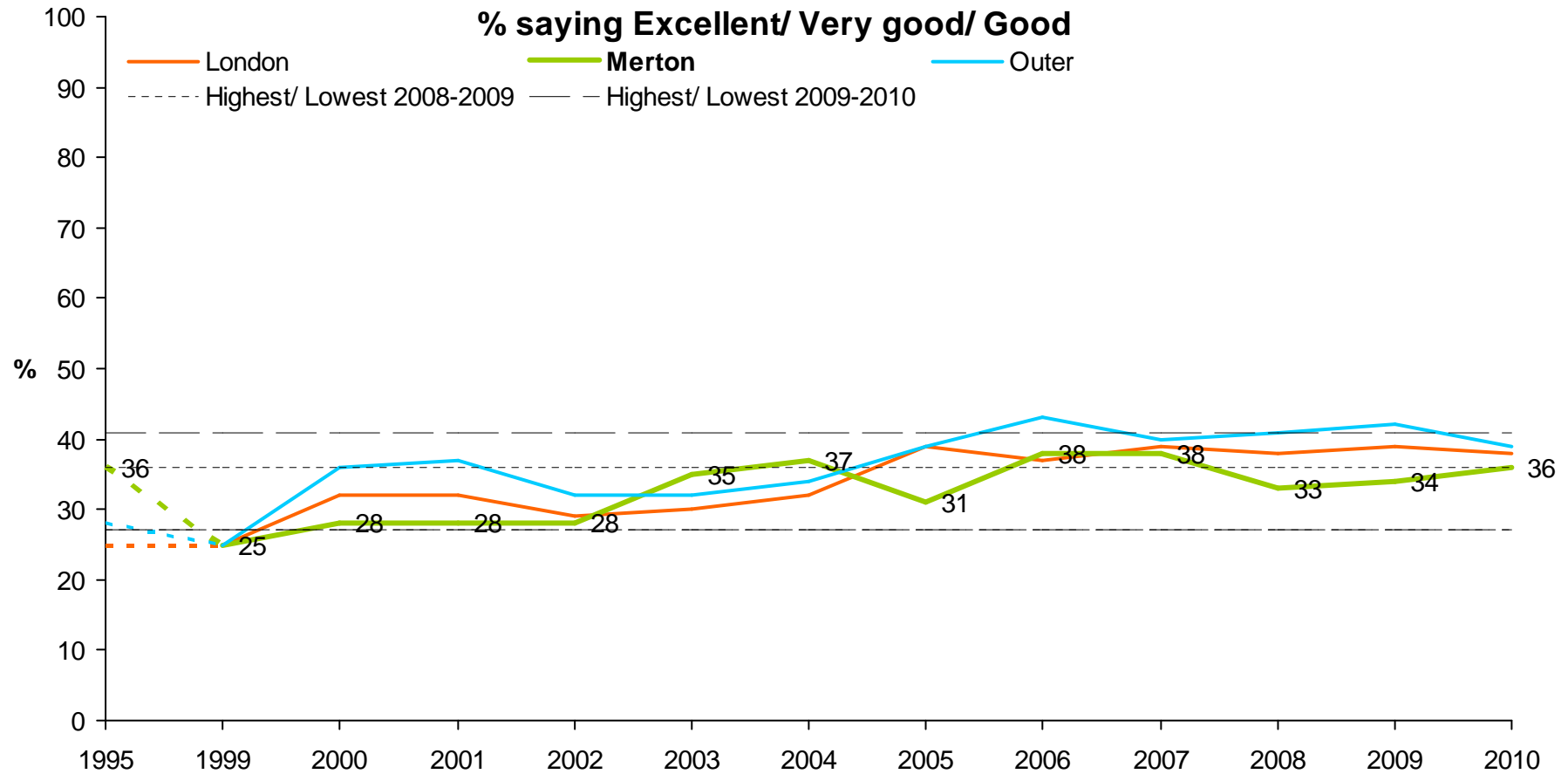


London Borough of Merton Residents Survey 2010/11 > Service Delivery



# Primary education

Performance stable across recent years



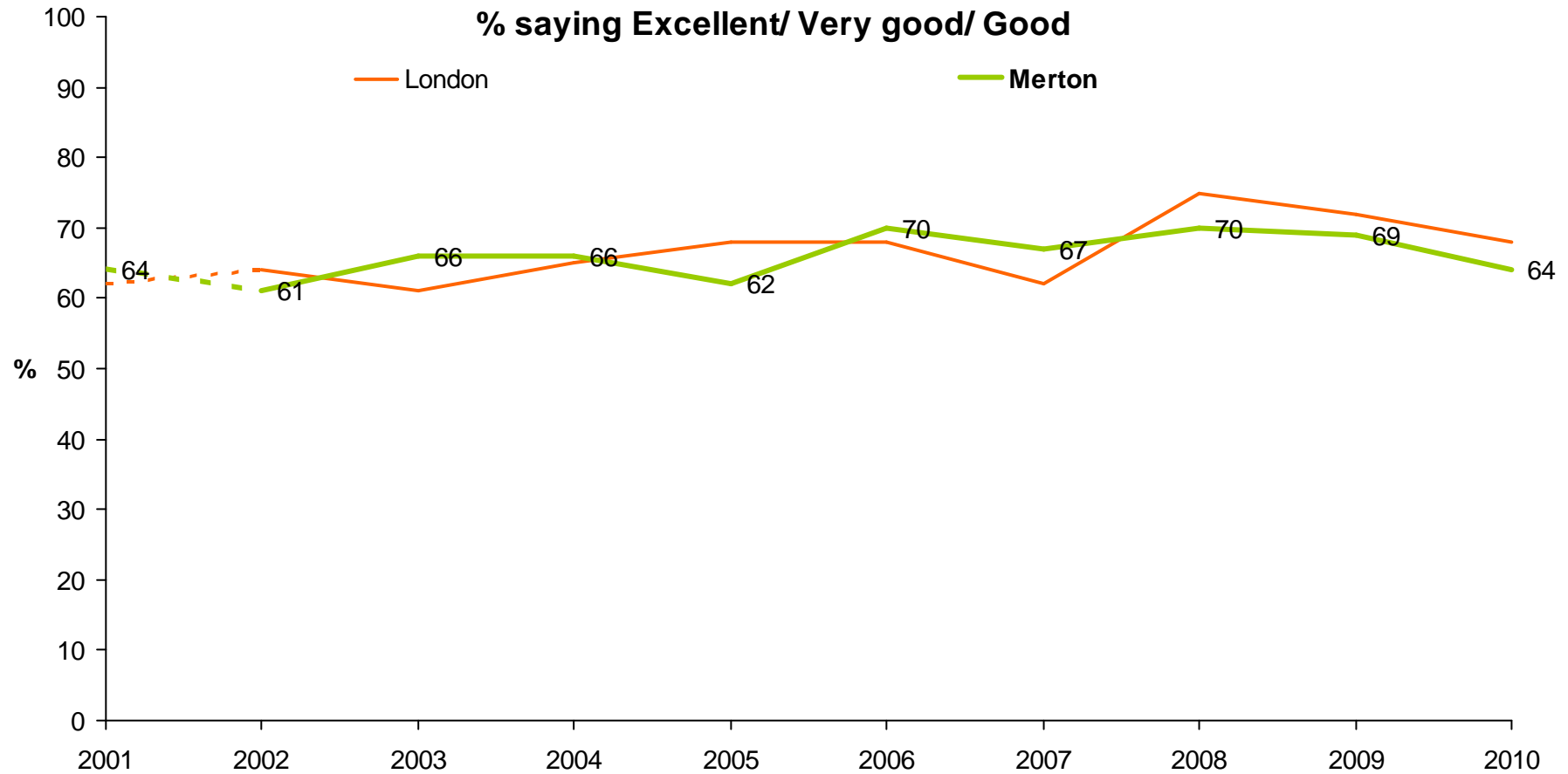
Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?  
 Base: All adults 2010 (Merton: 1025; London: 1043)



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

Progress indicator: 100% complete (represented by a row of 20 squares, with the 10th square highlighted in pink).

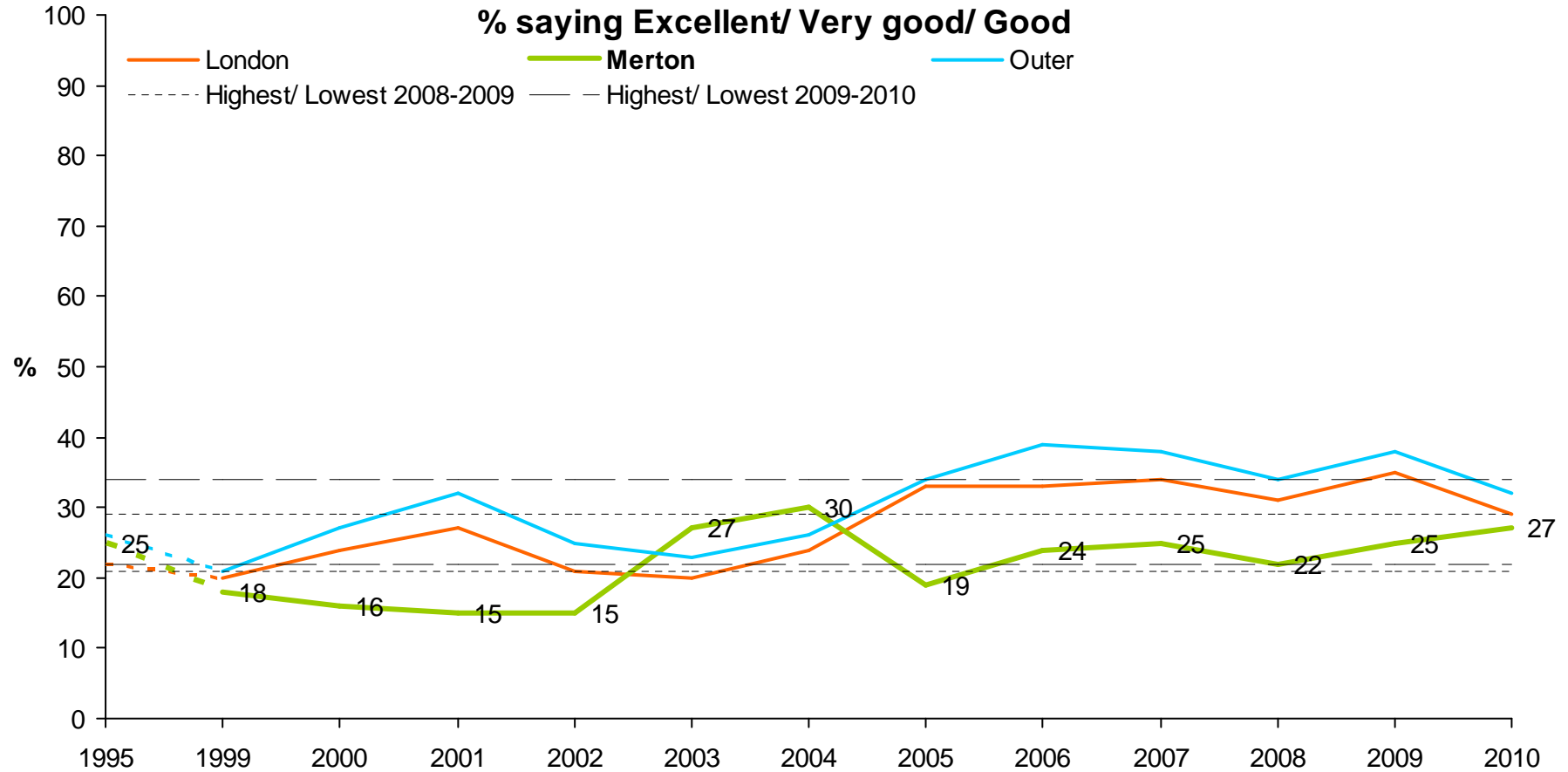
# Primary education – among users



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

# Secondary education

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

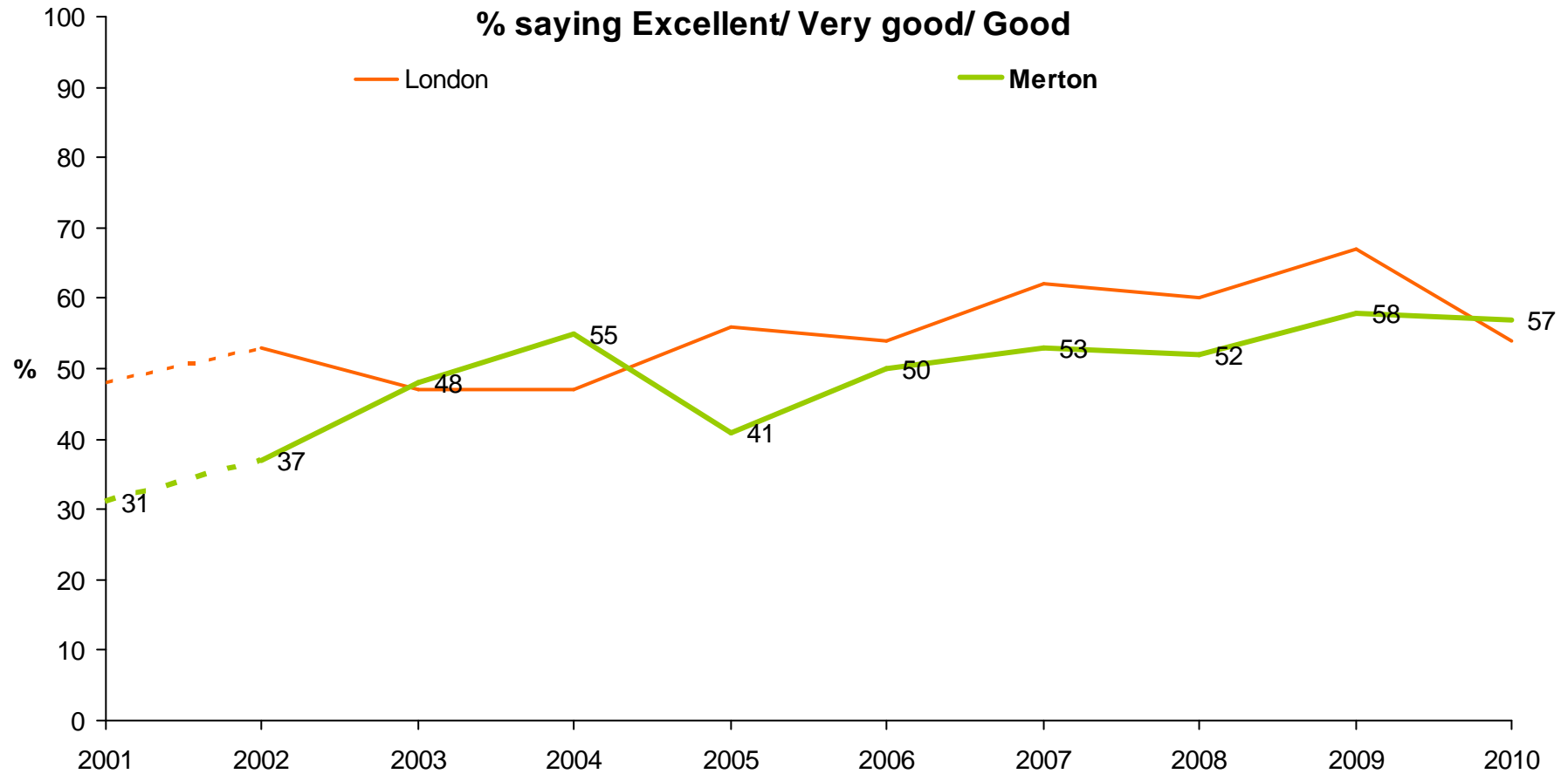


Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?  
 Base: All adults 2010 (Merton: 1025; London: 1043)



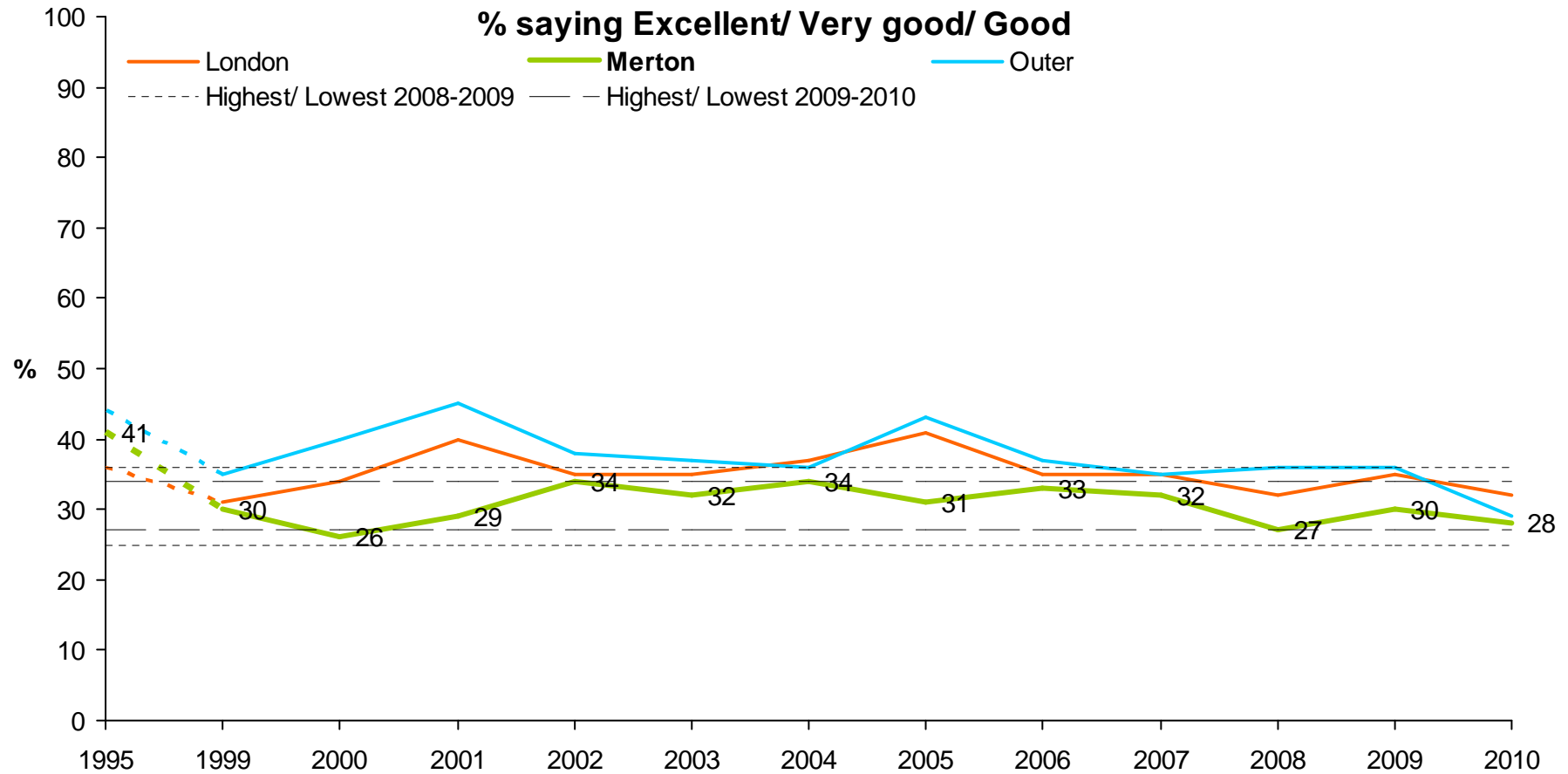
# Secondary education – among users

Performance remains stable despite dip in London scores



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

# Adult education/ evening classes

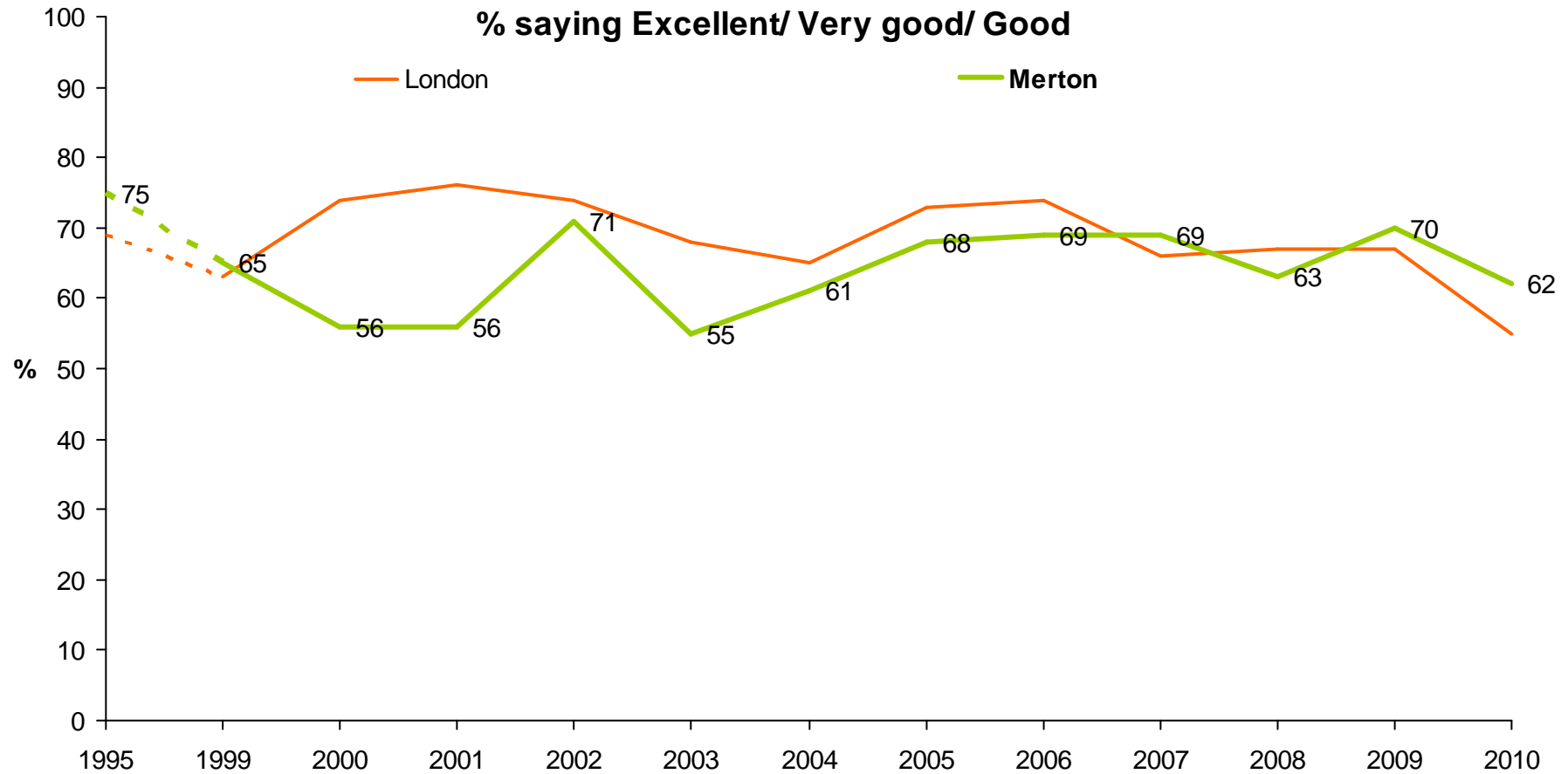


Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?  
 Base: All adults 2010 (Merton: 1025; London: 1043)



# Adult education/ evening classes – among users

Performance has fallen since 2009/10



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

Base: All users 2010 (Merton: 63; London: 62)

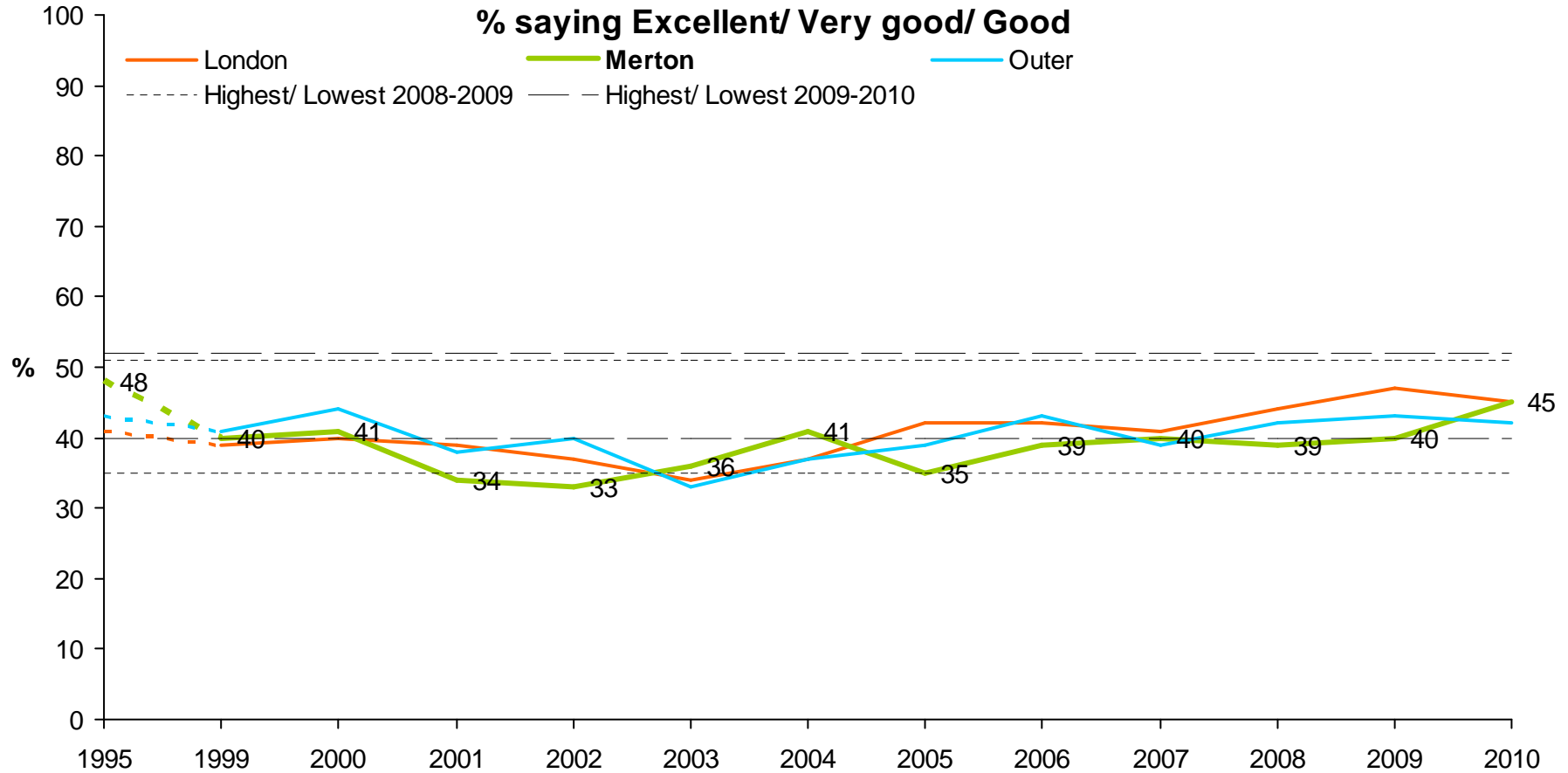


London Borough of Merton Residents Survey 2010/11 > Service Delivery



# Leisure and sports facilities

Significant improvement since last year and now on par with London



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

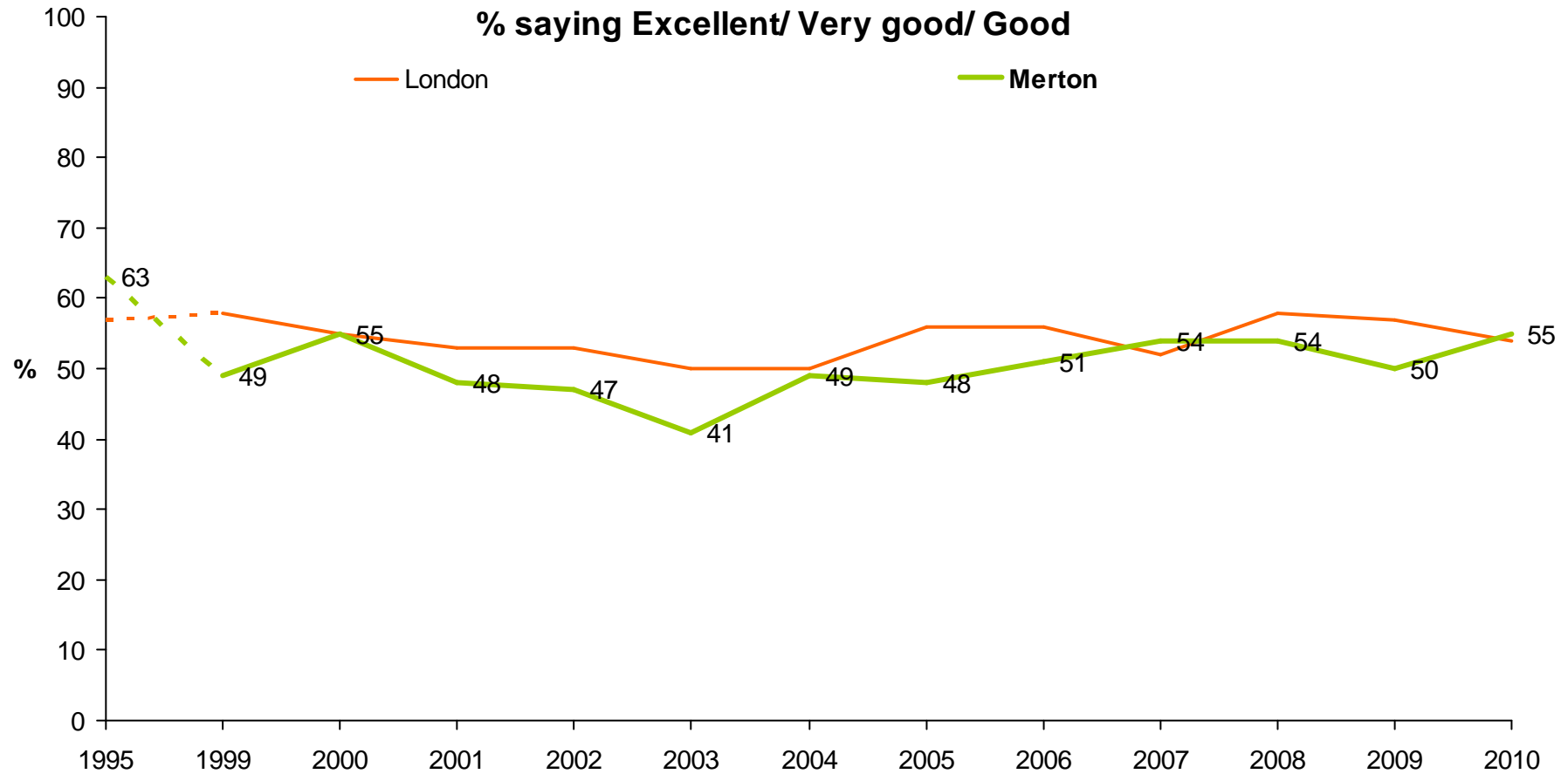


London Borough of Merton Residents Survey 2010/11 > Service Delivery

Progress indicator: 100% complete (represented by a row of 20 squares, with the 10th square highlighted in pink).

# Leisure and sports facilities – among users

Results for 2010 the same as seen in 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: 380; London: 439)



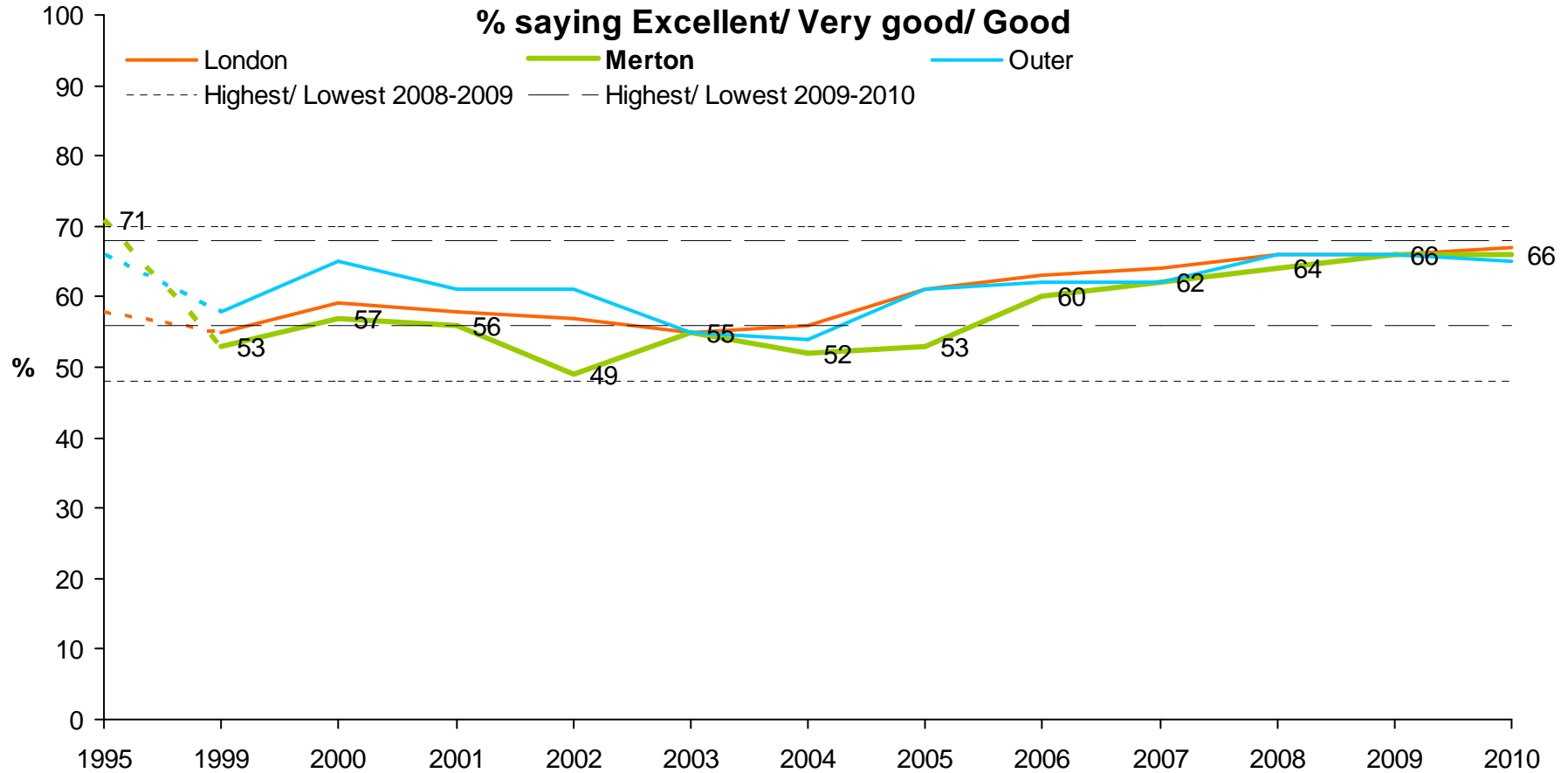
London Borough of Merton Residents Survey 2010/11 > Service Delivery





# Libraries

Performance is very similar across Merton, 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 2010 (Merton: 1025; London: 1043)



# Libraries – among users

Performance remains in line with London



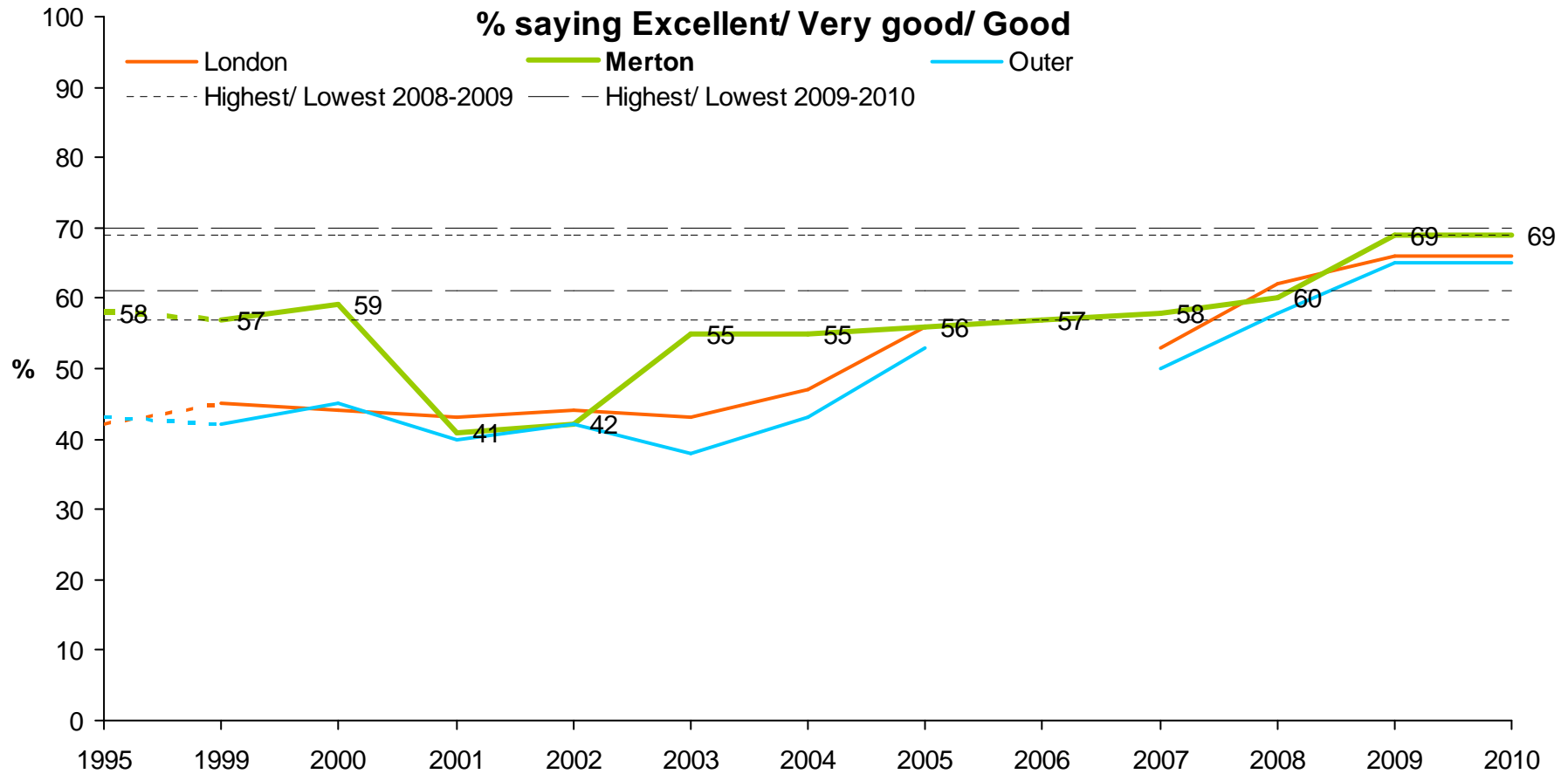
Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?

Base: All users 2010 (Merton: 604; London: 644)



# Local health services

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



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

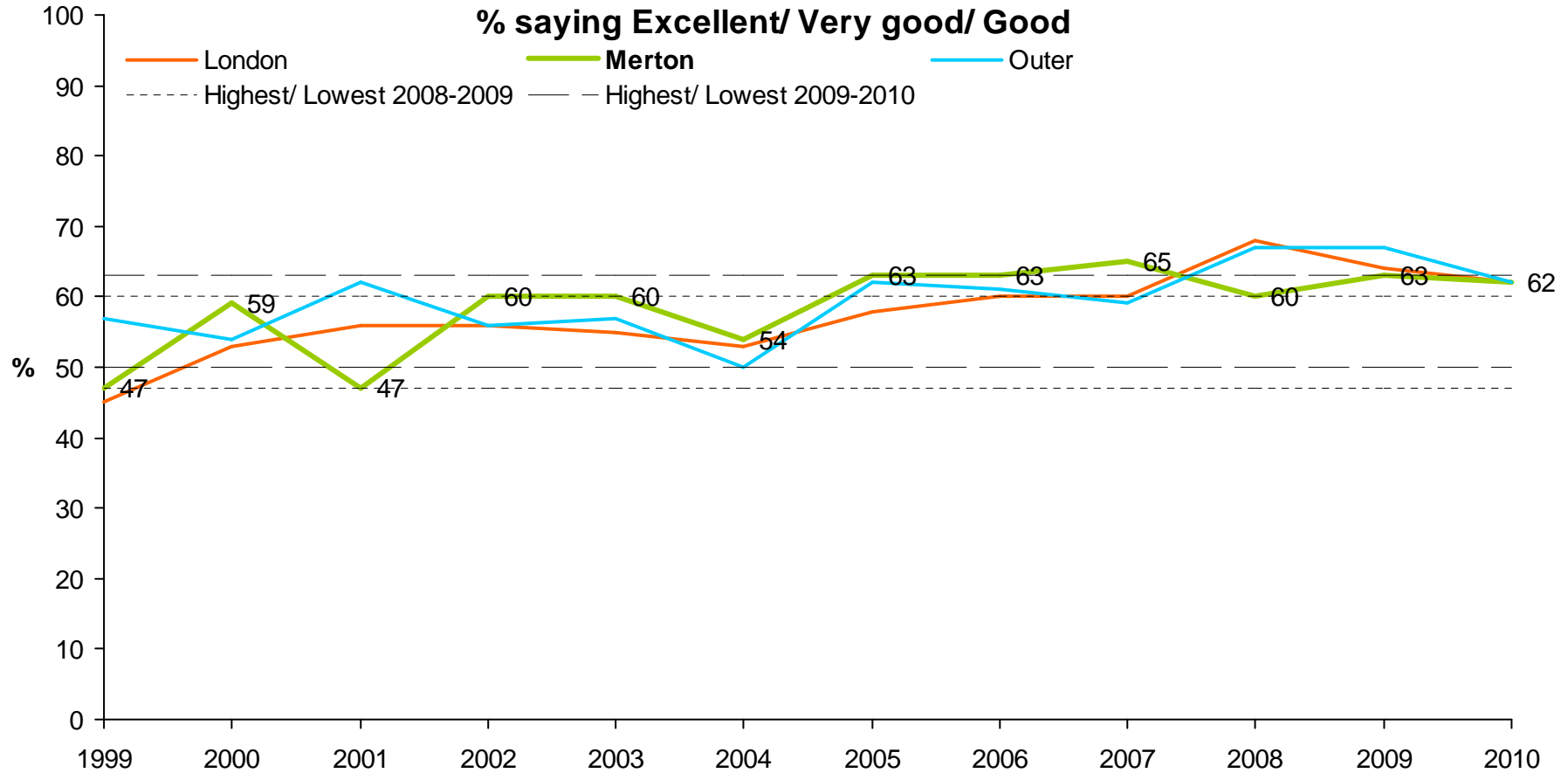


London Borough of Merton Residents Survey 2010/11 > Service Delivery

Progress bar: 100% complete (indicated by a pink square)

# Collection of council tax

Results in 2010 are similar across London, Merton and Outer

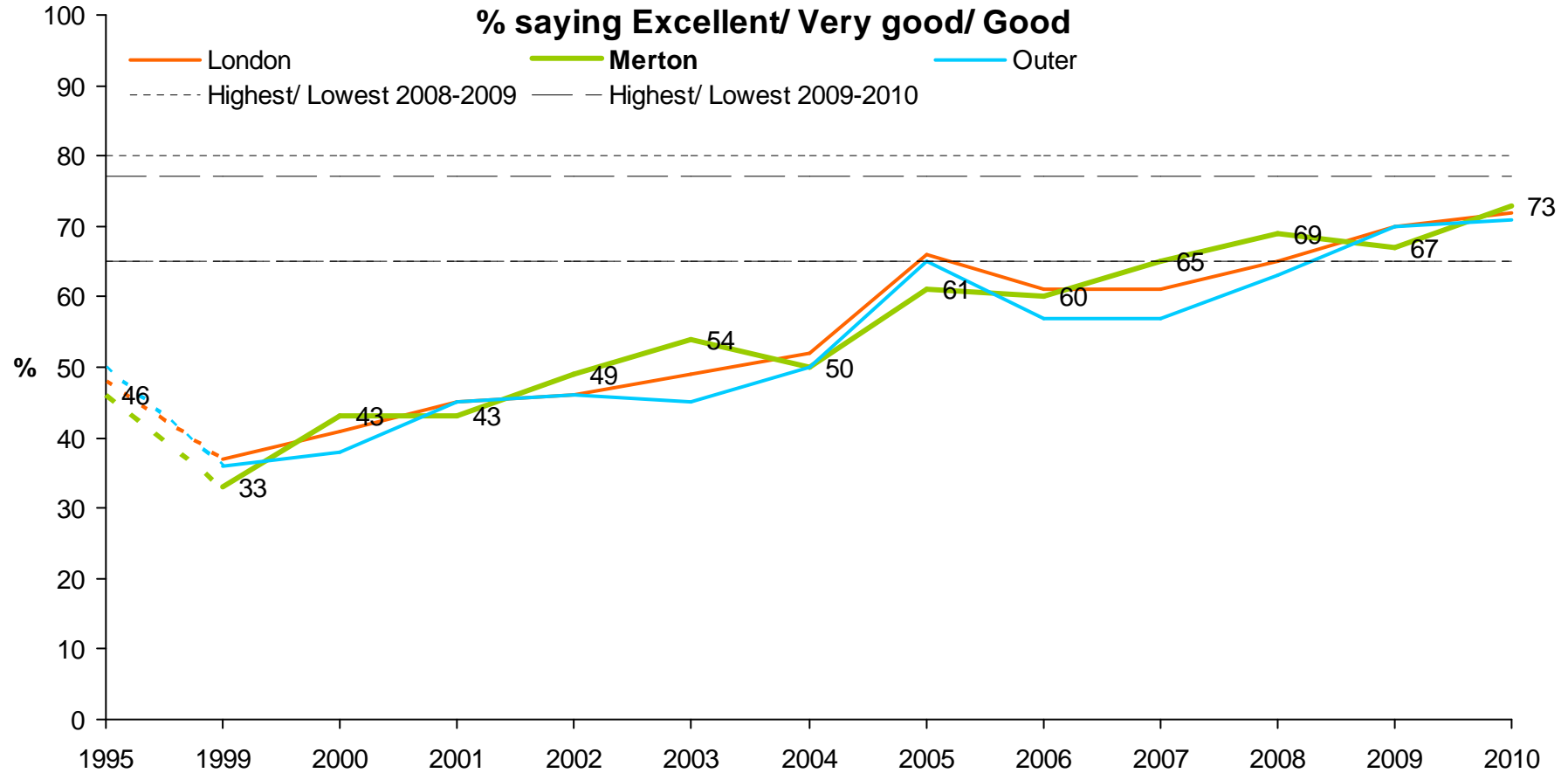


Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?  
 Base: All adults 2010 (Merton: 1025; London: 1043)



# Public transport

Ratings have improved since past year



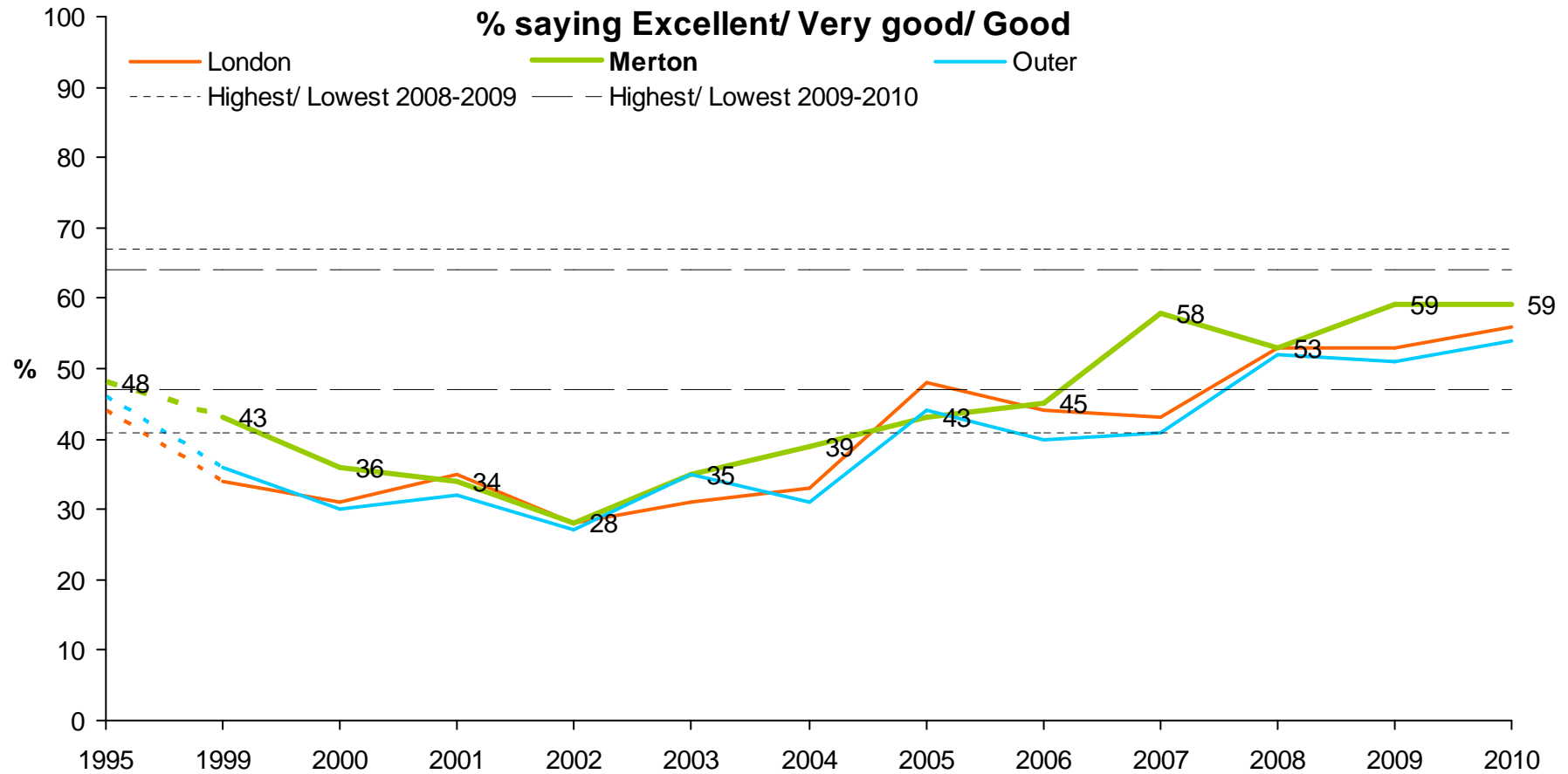
Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?  
 Base: All adults 2010 (Merton: 1025; London: 1043)



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

Progress bar: 100% complete (indicated by a pink square)

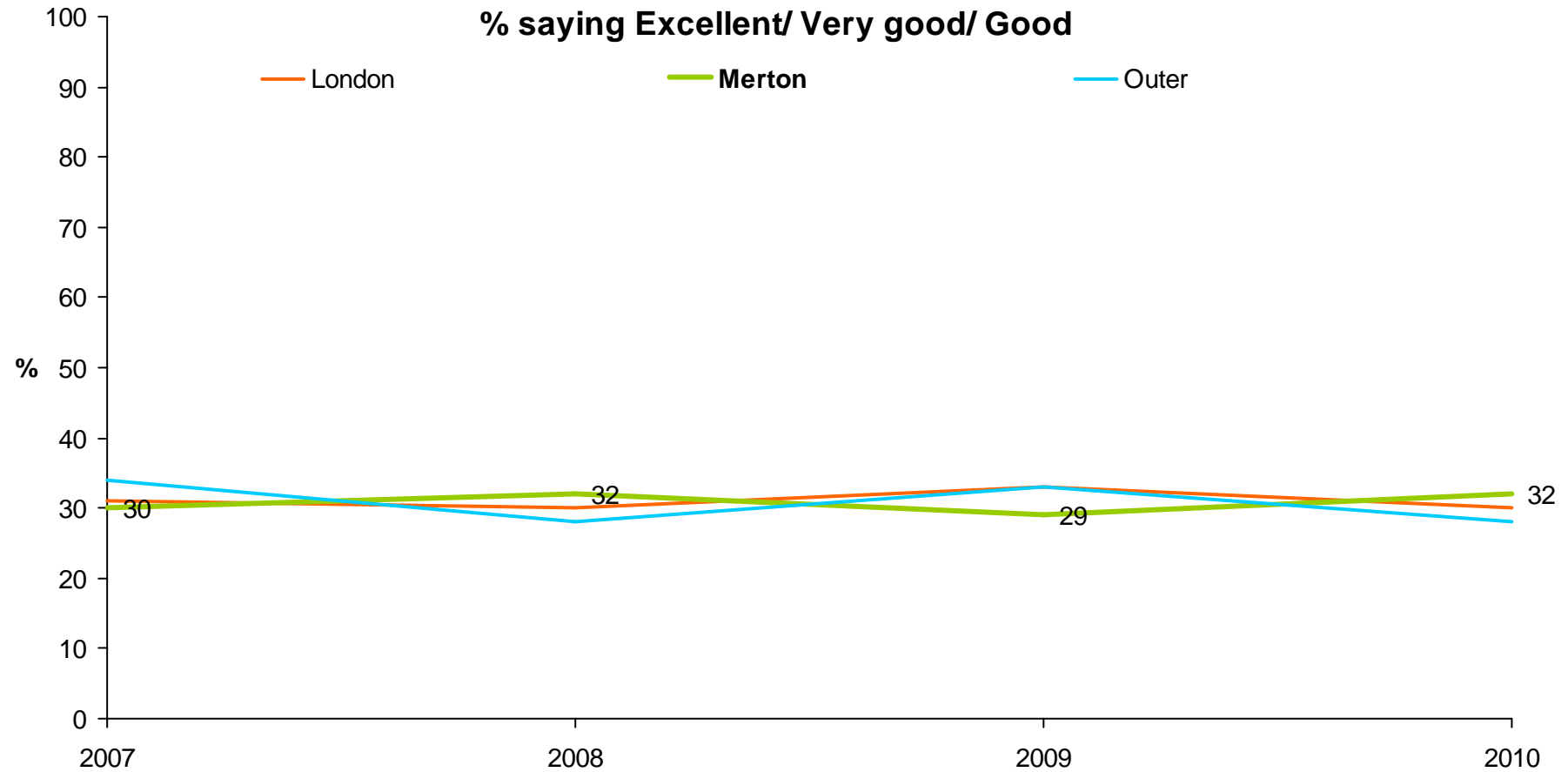
# Policing



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



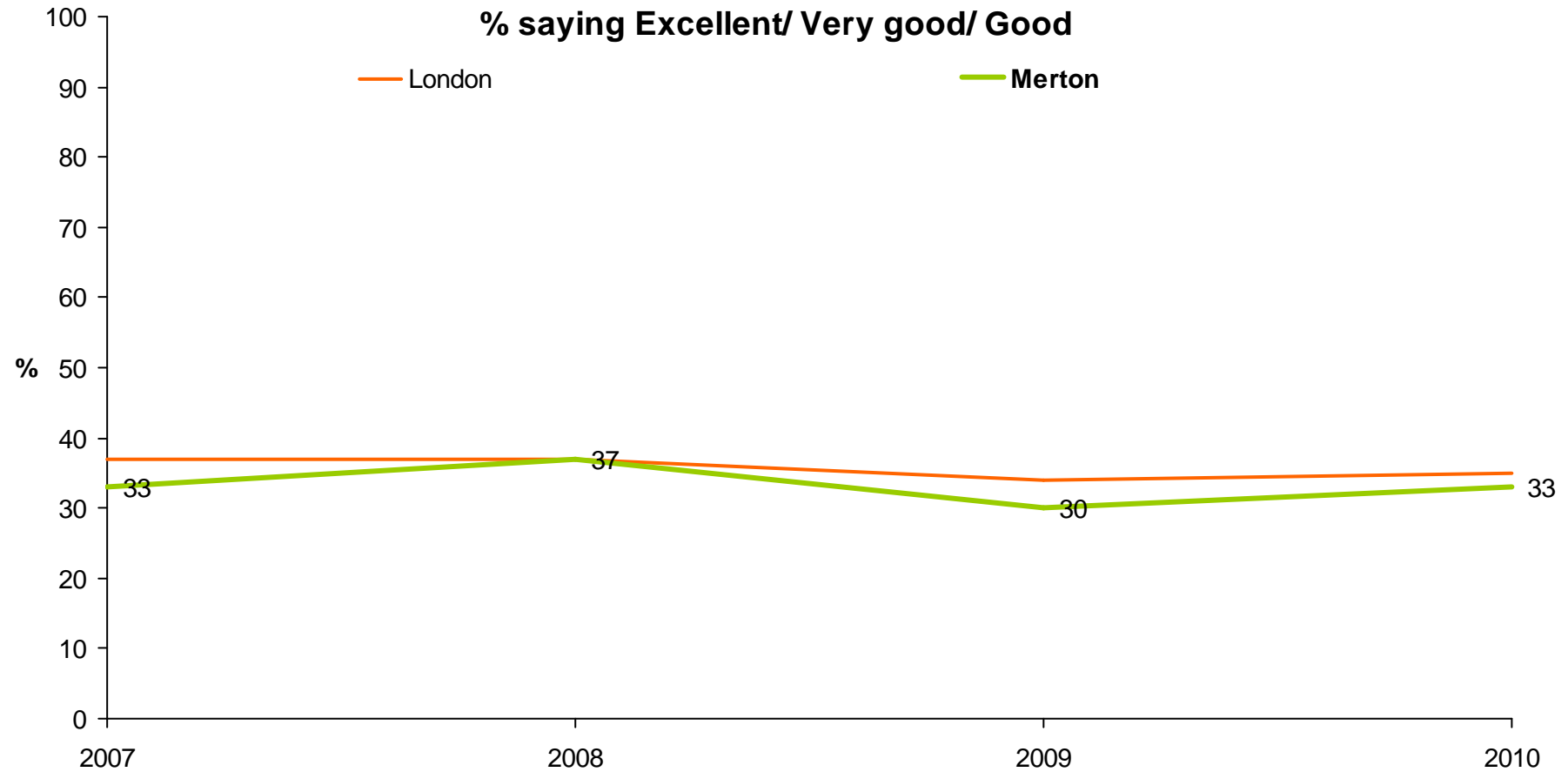
# Parking services



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



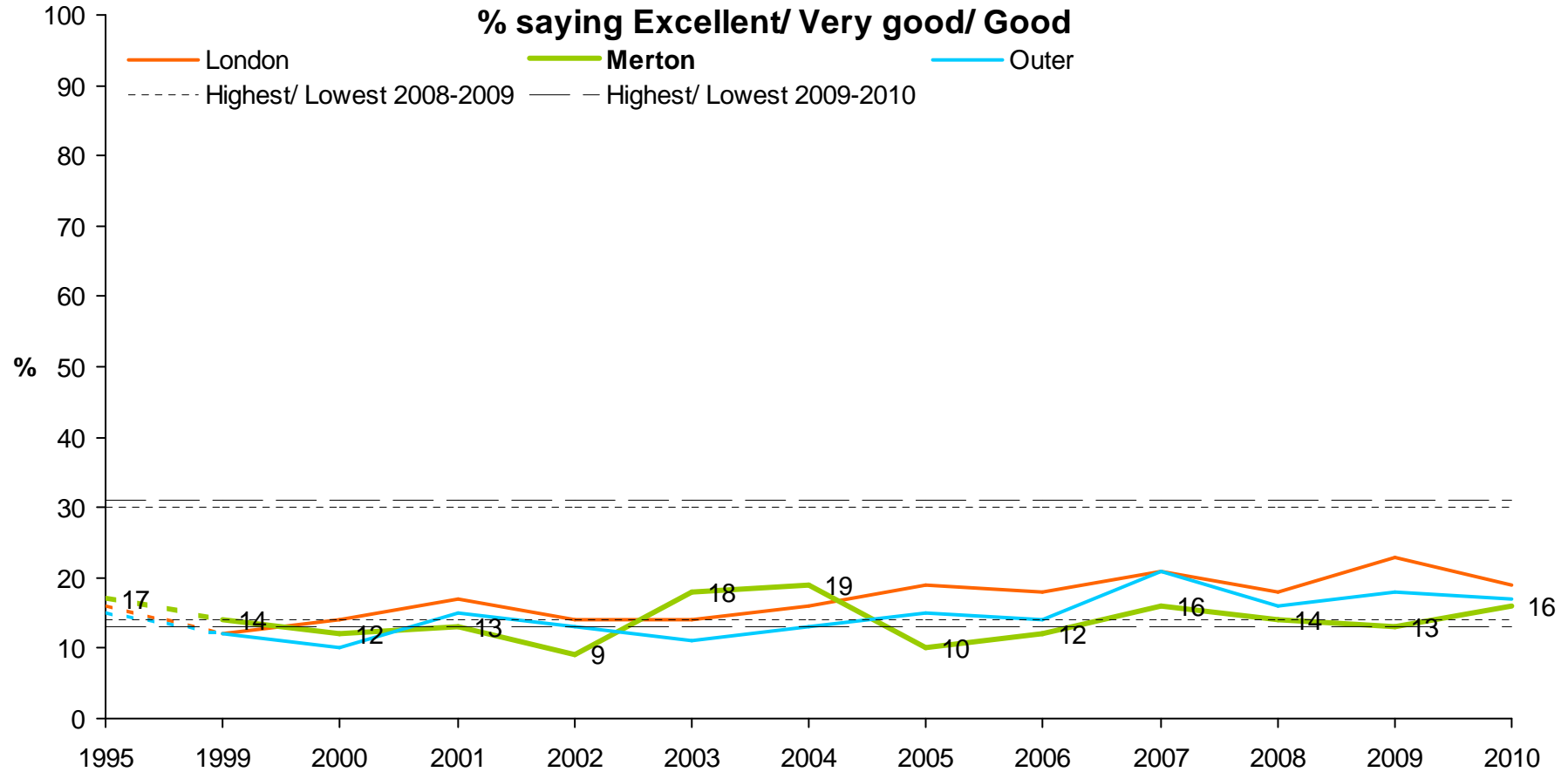
# Parking services – among users



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



# Council housing



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

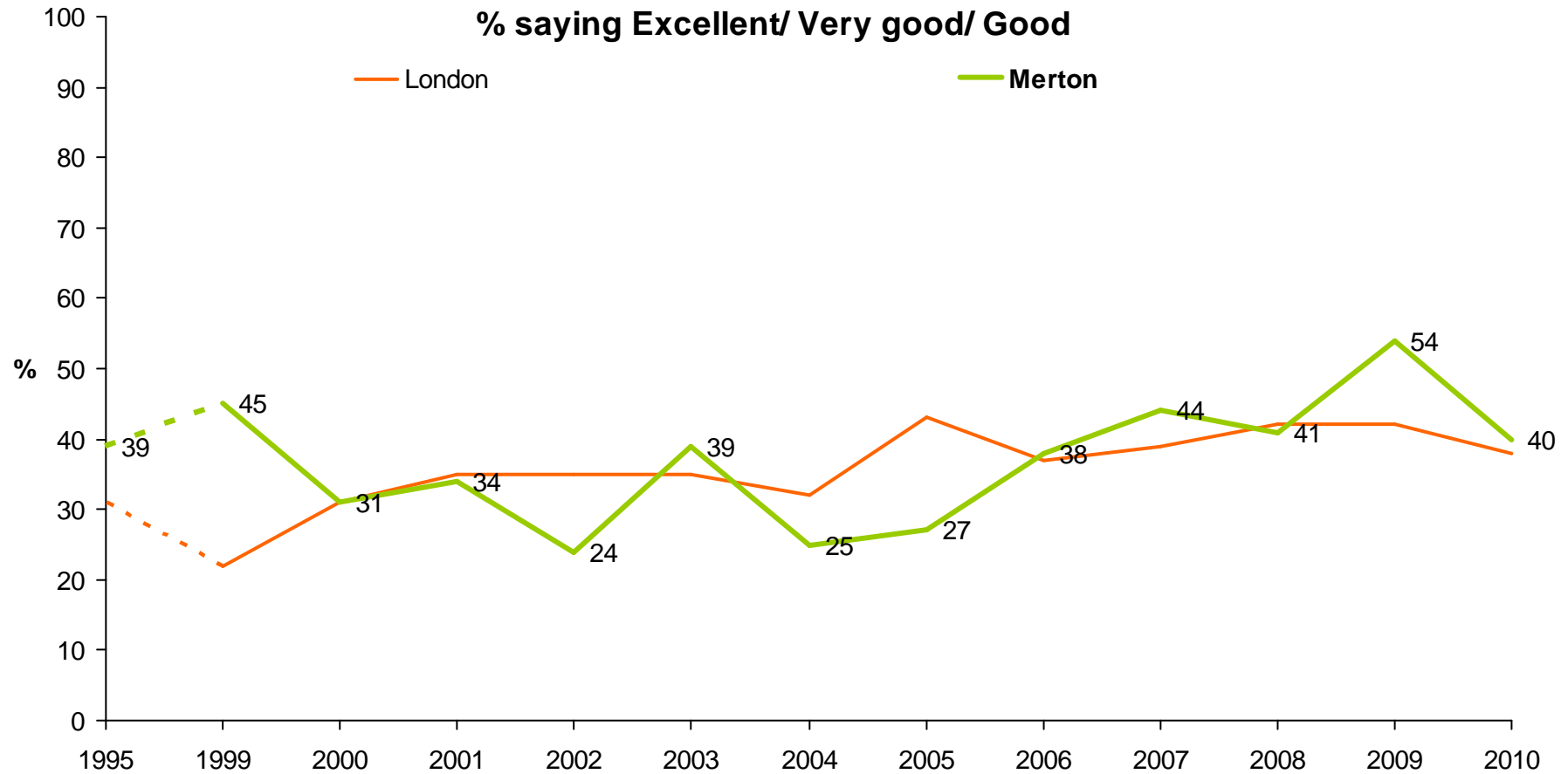


London Borough of Merton Residents Survey 2010/11 > Service Delivery

Progress indicator: 100% complete (represented by a row of 20 squares, with the 19th square highlighted in pink).

# Council housing – among tenants

Fallen since 2009/10 returning to previous levels



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

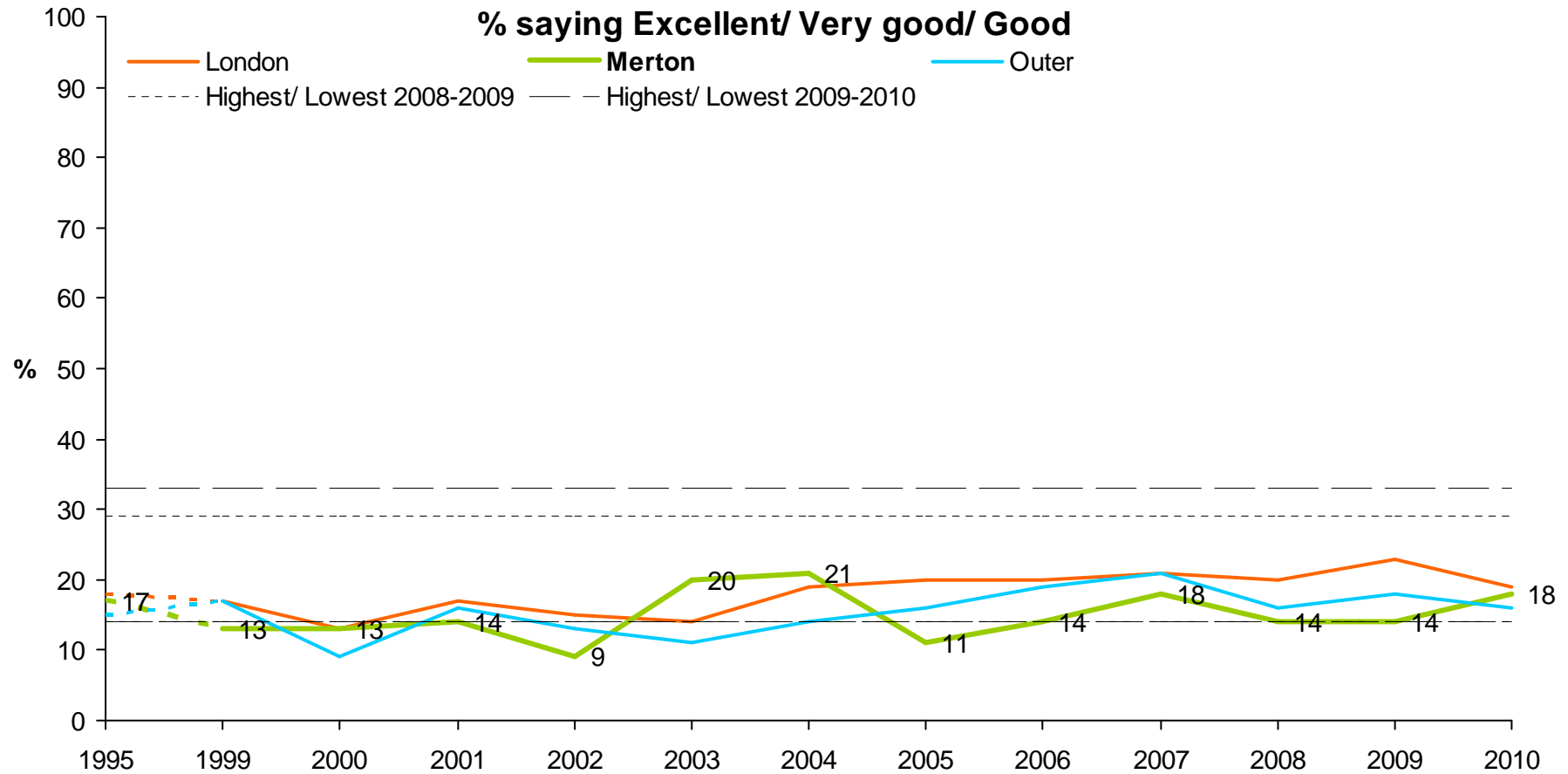
Base: All users 2010 (Merton: 78; London: 169)



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

# Housing benefit service

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



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

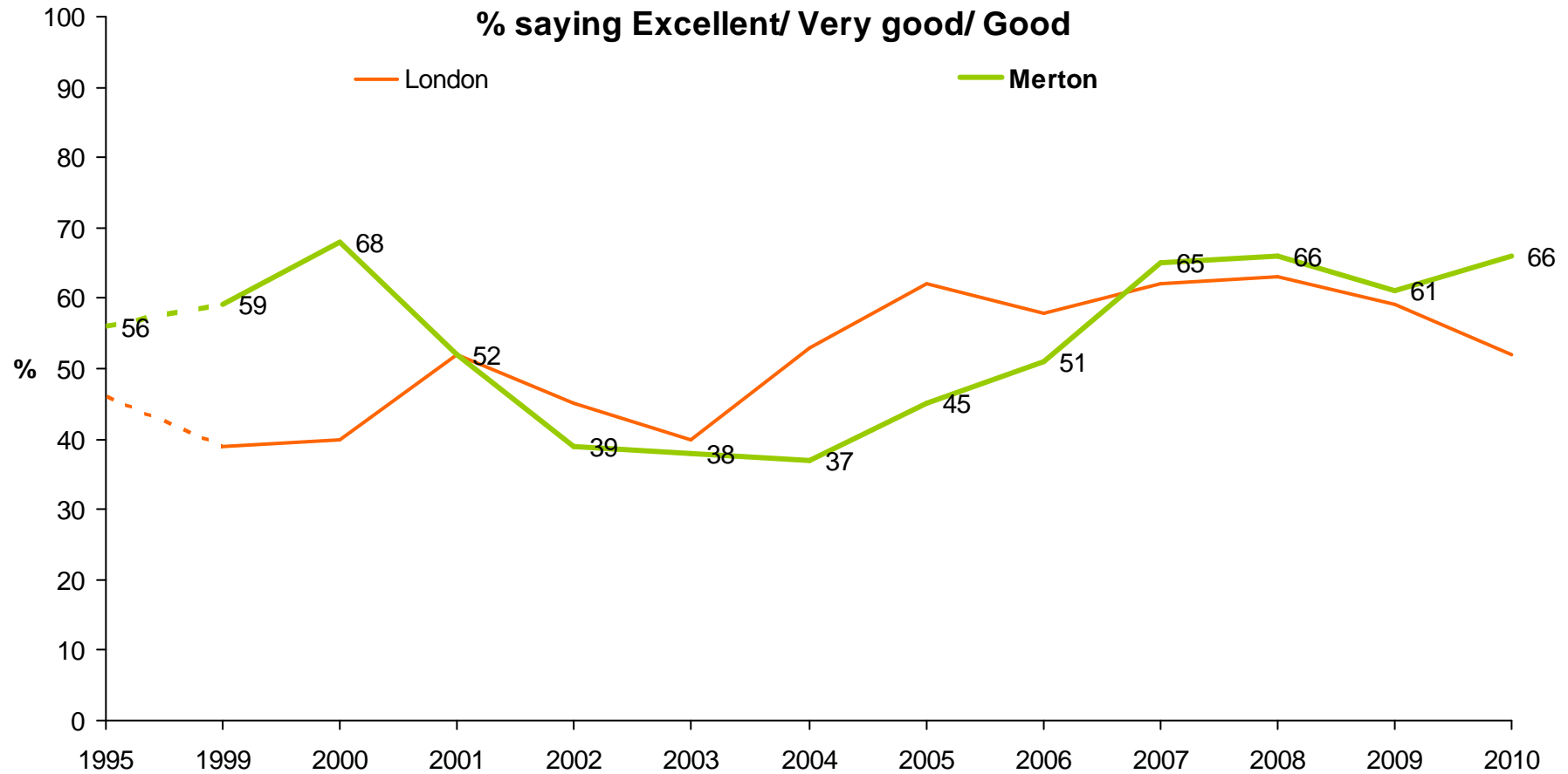


London Borough of Merton Residents Survey 2010/11 > Service Delivery

Progress indicator: 100% complete (indicated by a pink square)

# Housing benefit service – among users

Improved since 2009/10 returning to previous levels

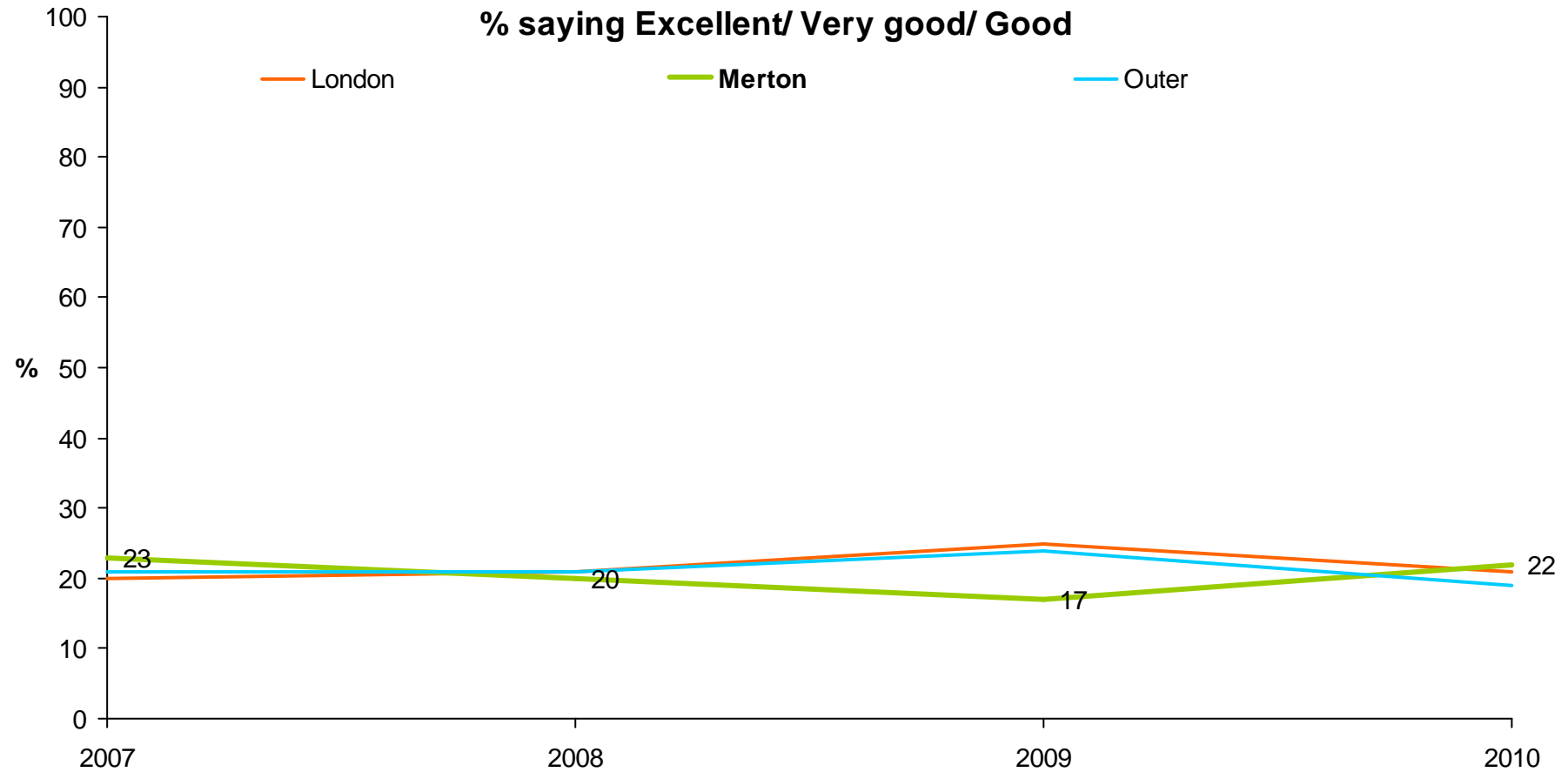


Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?

Base: All users 2010 (Merton: 96; London: 163)



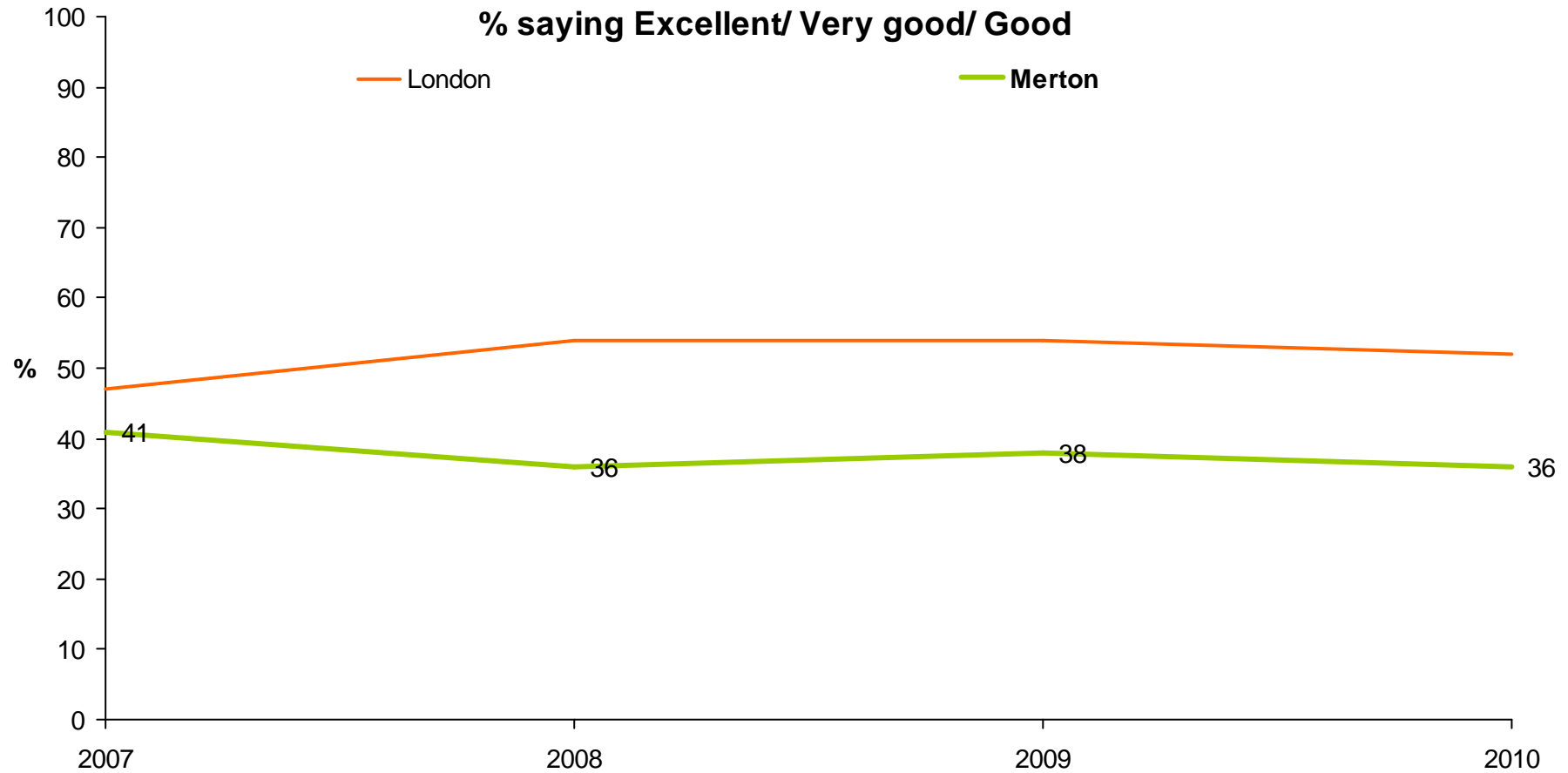
# Social services for adults



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



# Social services for adults – among users

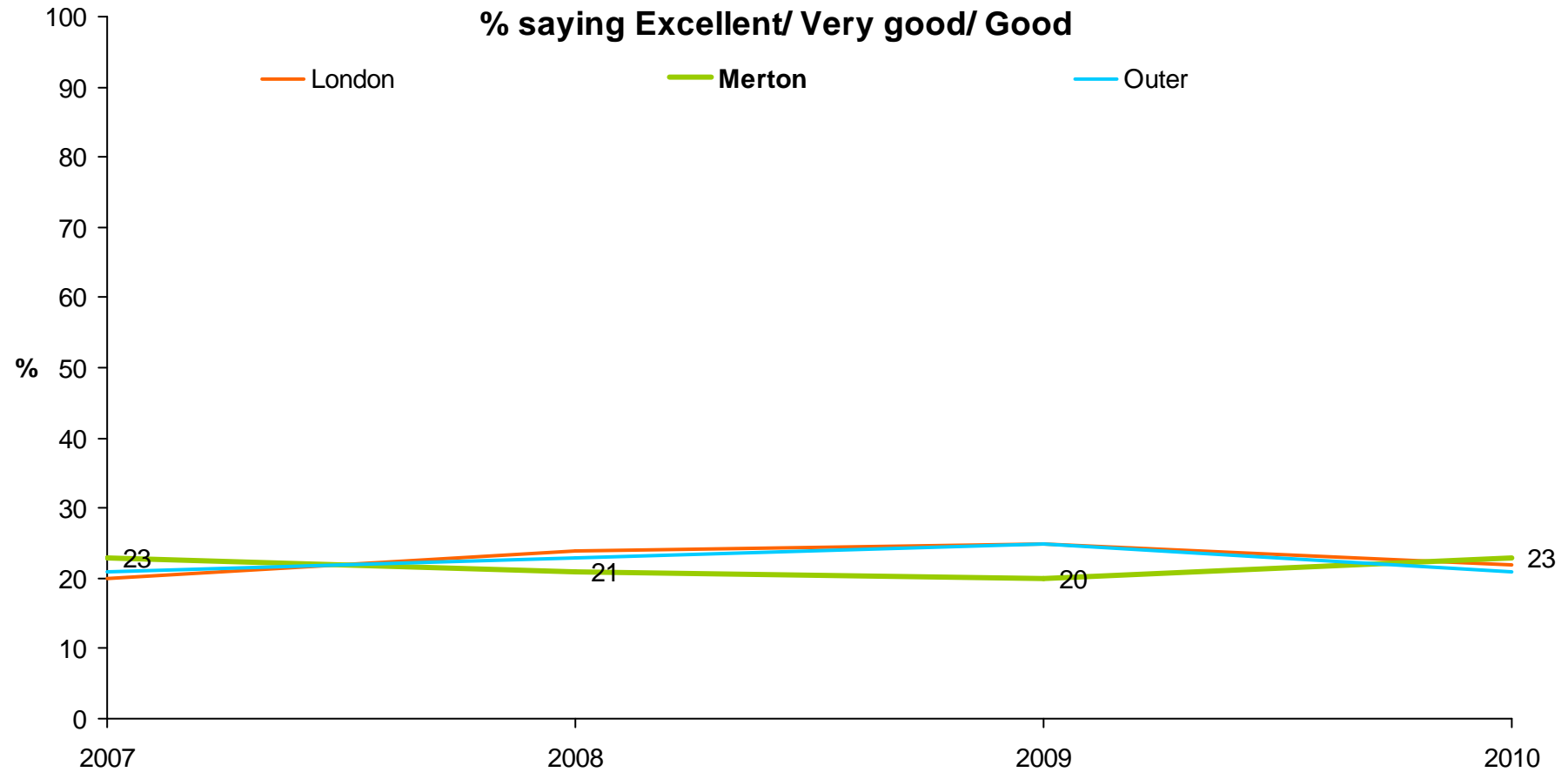


Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?

Base: All users 2010 (Merton: 35; London: 44)



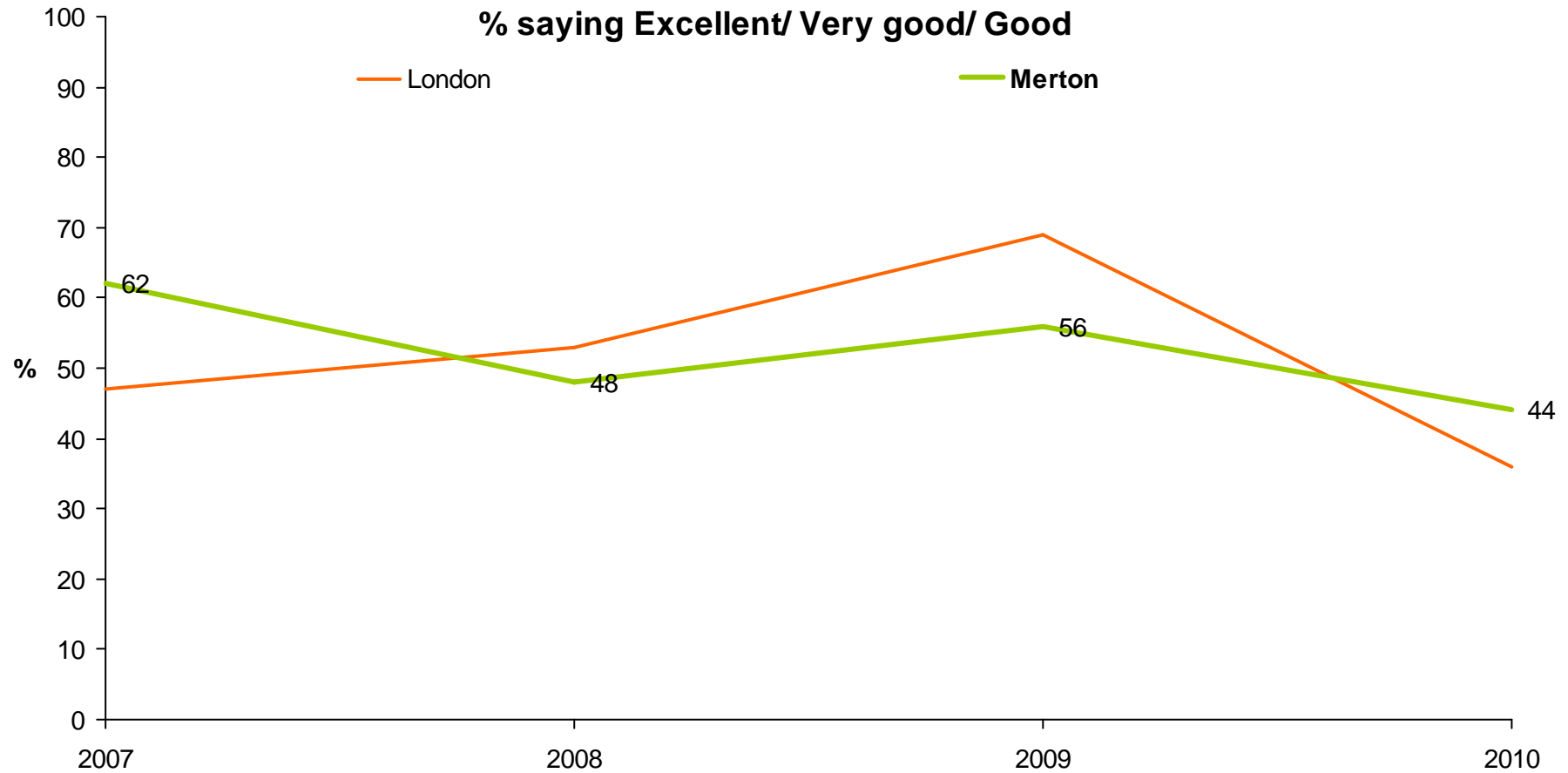
# Social services for children and families



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



# Social services for children & families – among users



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

Base: All users 2010 (Merton: 35; London: 47)

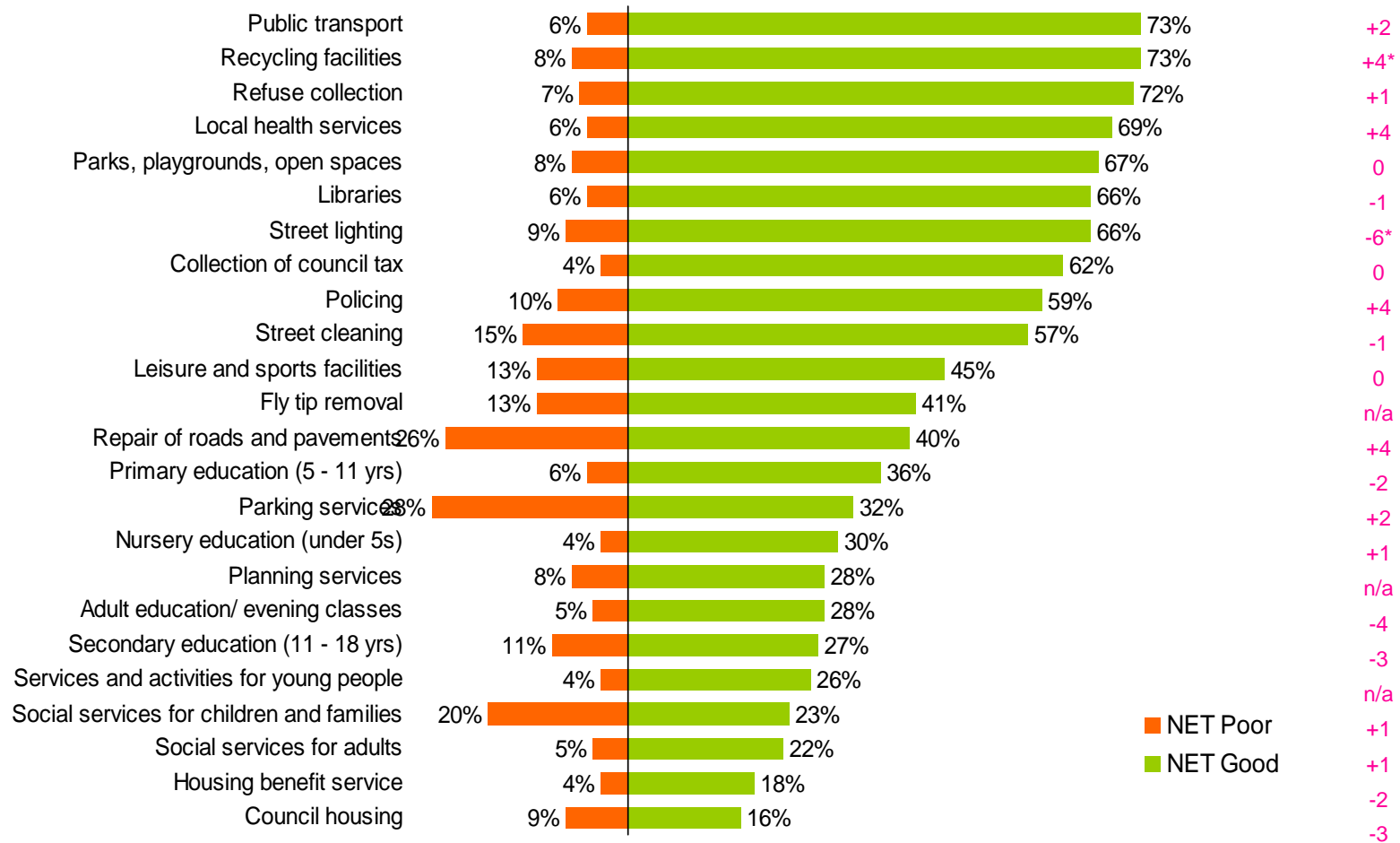




# Perceived service delivery

Compared with London

Difference to London (% pts)



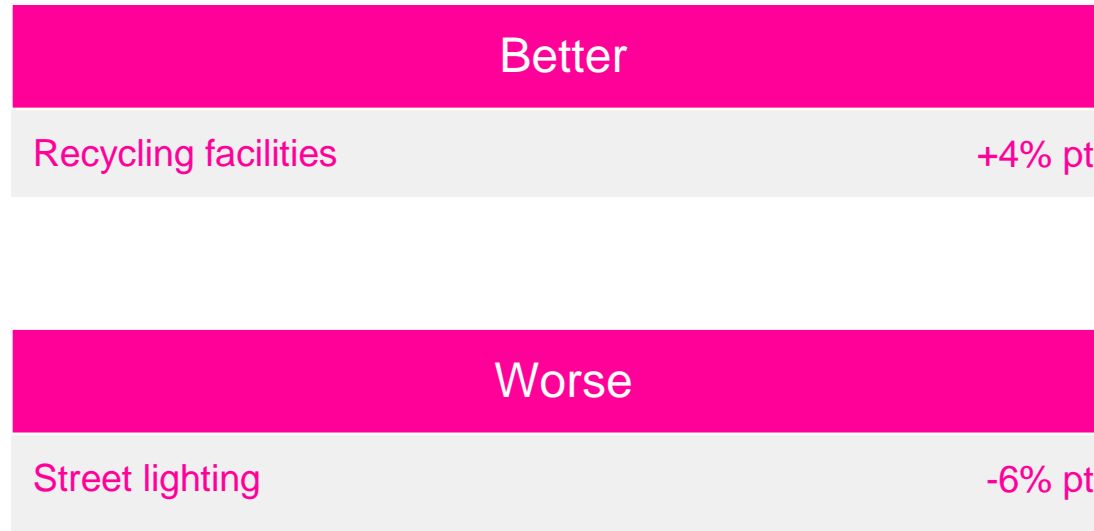
\*Sig

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



# Significant differences for service delivery

Compared with London



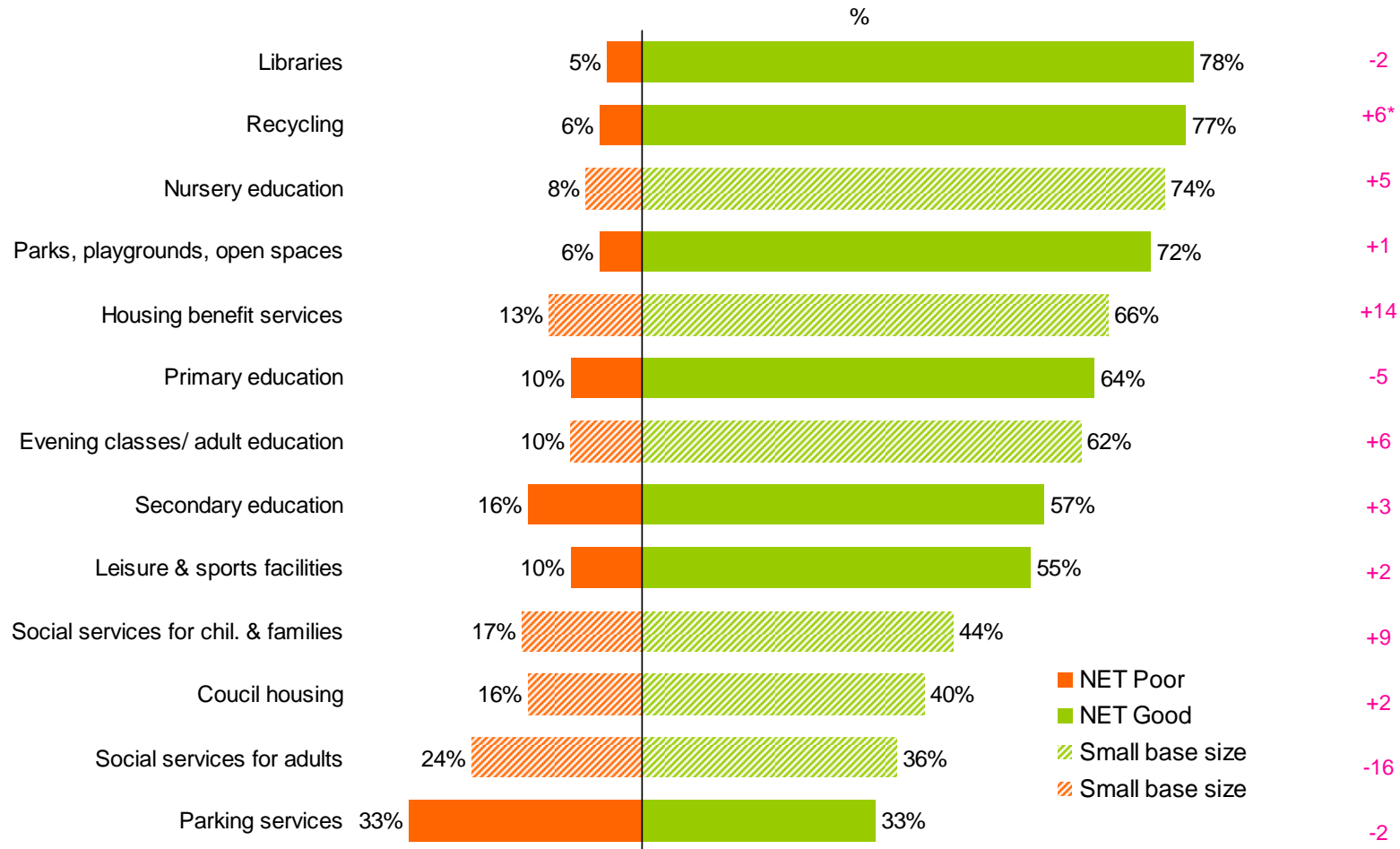
Source: Q4 I would like to ask you about local services in this area. What is your opinion of .....?  
Base: All adults (1025)



# Perceived service delivery – among users

Merton 2010/11

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 users (35 to 828)



# Differences compared with London

% saying Good - Excellent

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

\*Sig

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

Base: All users (35 to 828)

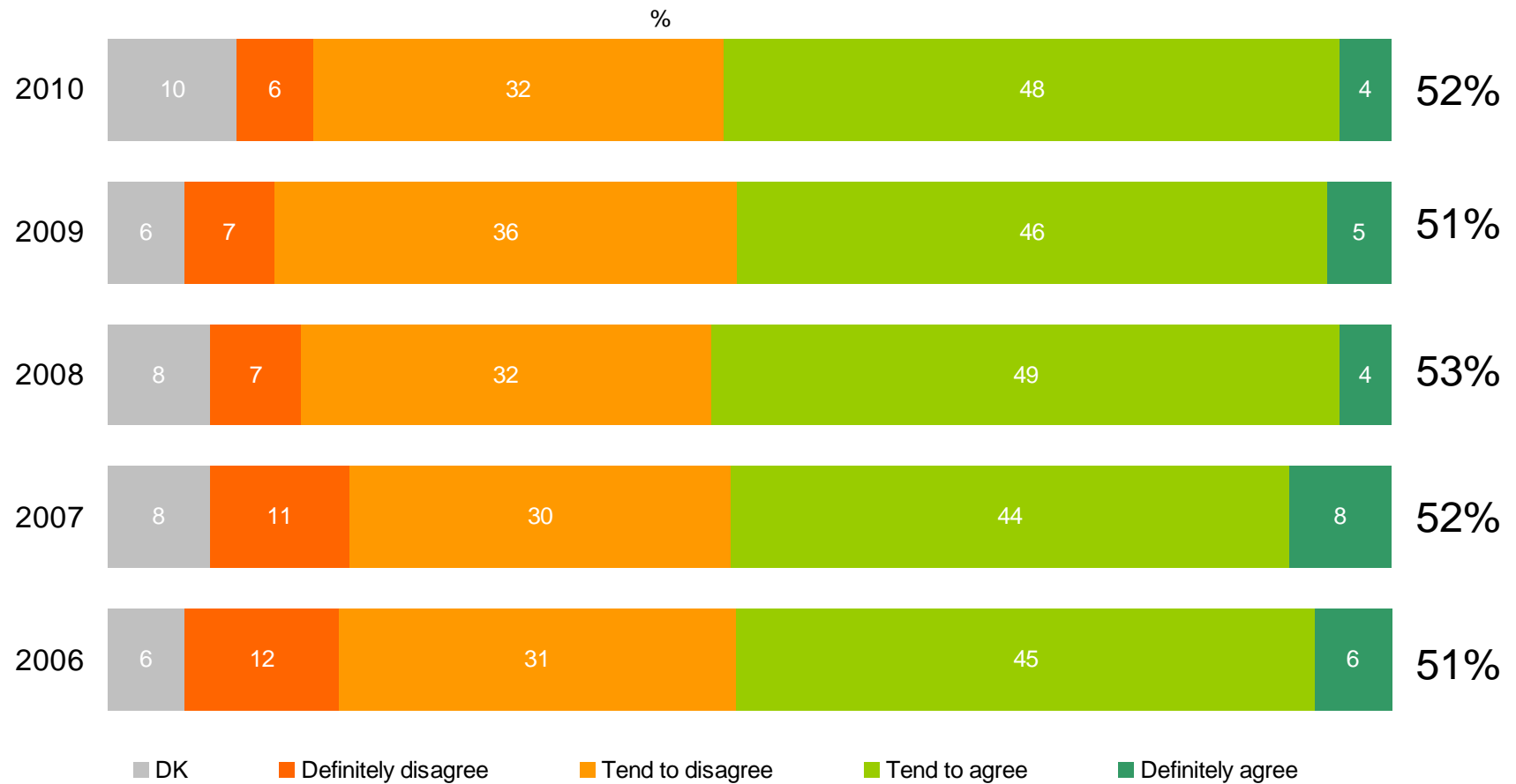




# Merton Extra Questions: The Local Area

London Borough of Merton Residents Survey 2010/11

# Agreement as to whether residents can influence decisions in the area



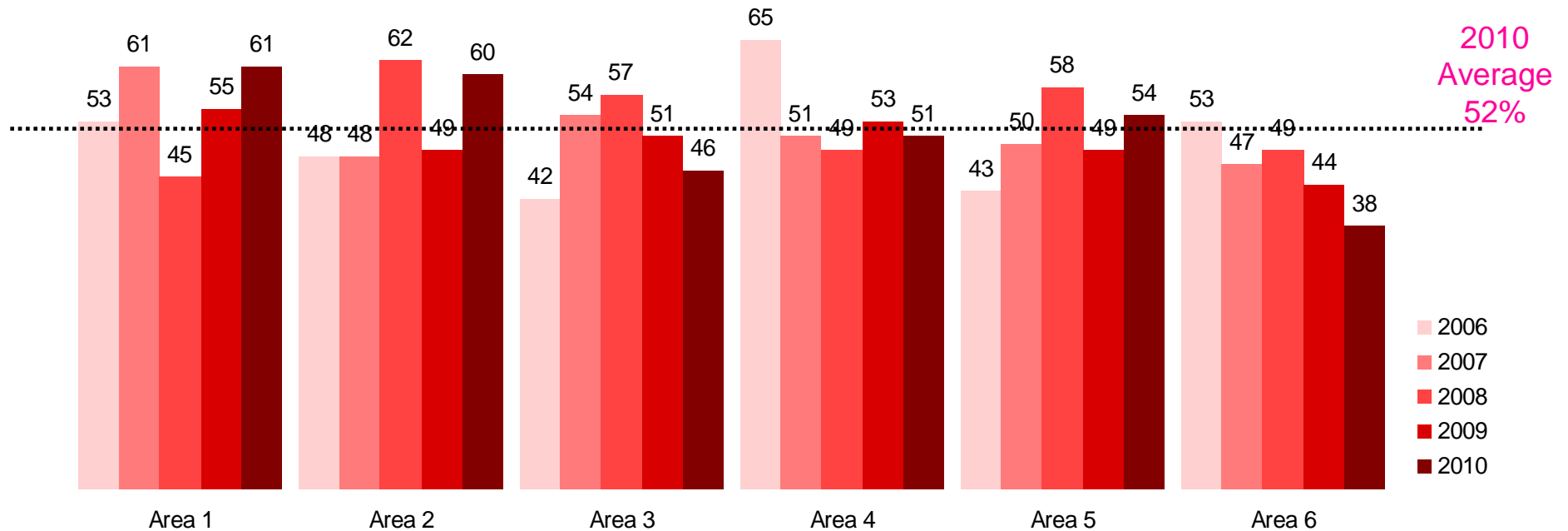
Source: PS13 Do you agree or disagree that you can influence decisions affecting your local area?  
 Base: All adults (c1000)



# Whether residents can influence decision in the area

% saying **Definitely agree/Tend to agree**

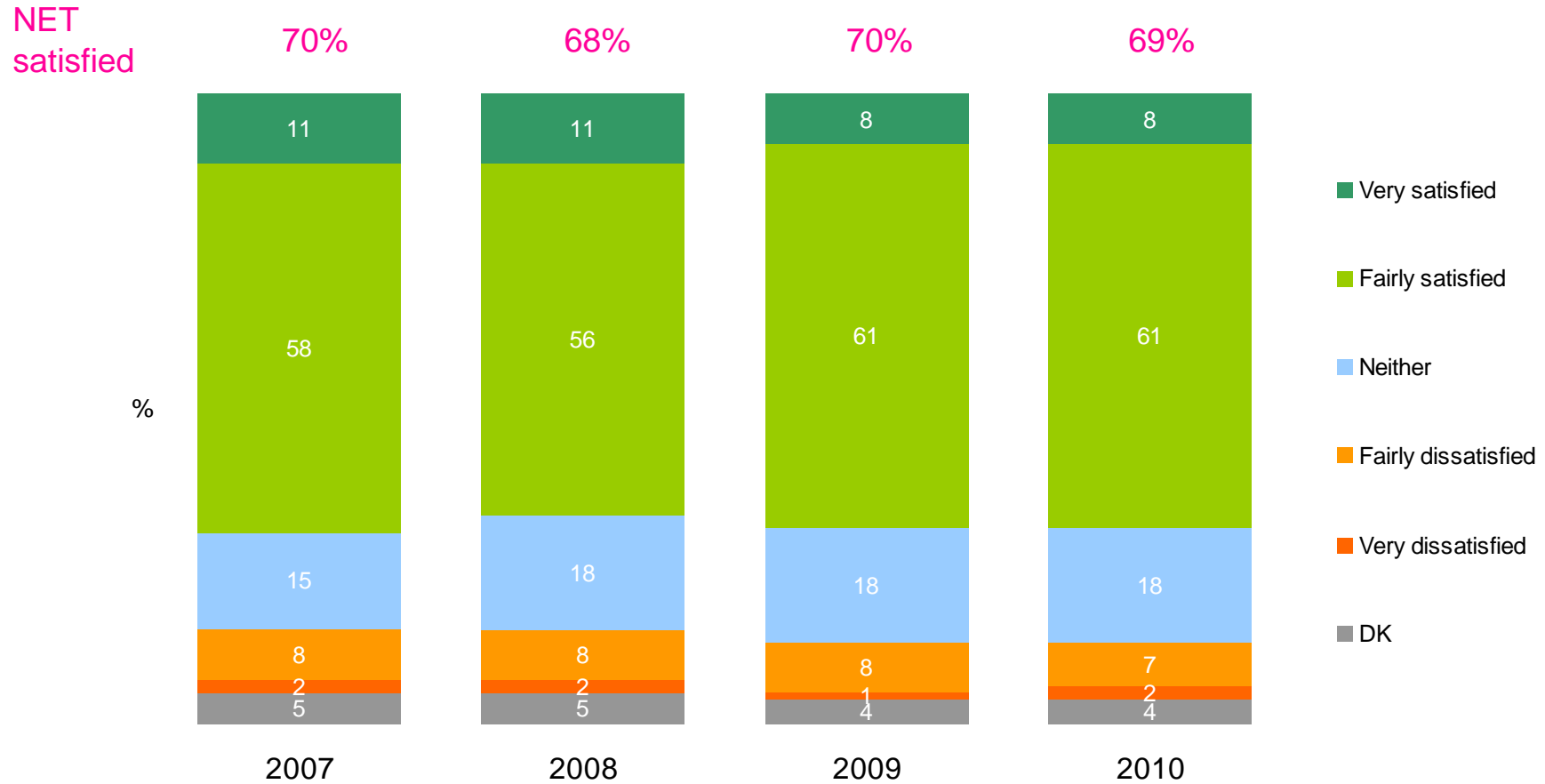
- 1: Village/ Hillside/ Raynes Park/ Wimbledon Park
- 2: Dundonald/ Trinity/ Abbey
- 3: Cannon Hill/ Merton Park/ West Barnes/ Lower Morden
- 4: Lavender Fields/ Pollards Hill/ Figges Marsh
- 5: Ravensbury/ St Helier/ Cricket Green
- 6: Colliers Wood/ Graveney/ Longthornton



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



# Satisfaction with cultural opportunities



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

Base: All adults (c1000)

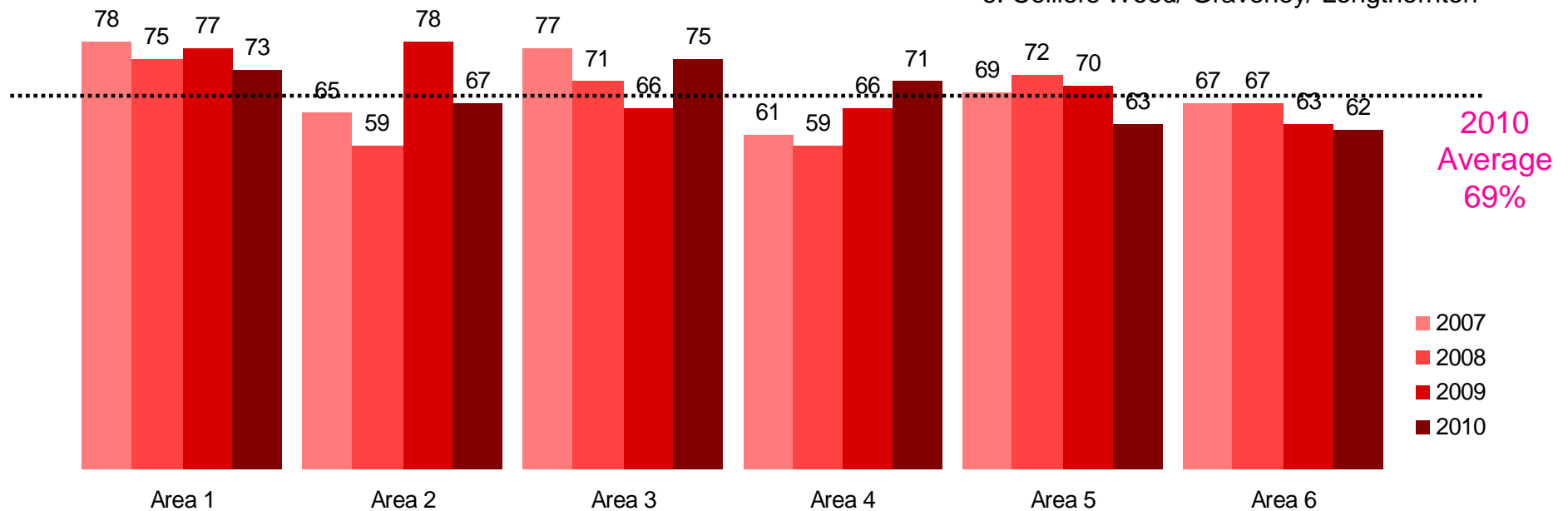




# Satisfaction with cultural opportunities

% saying Very satisfied/ fairly satisfied

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



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

Base: All adults (c1000)



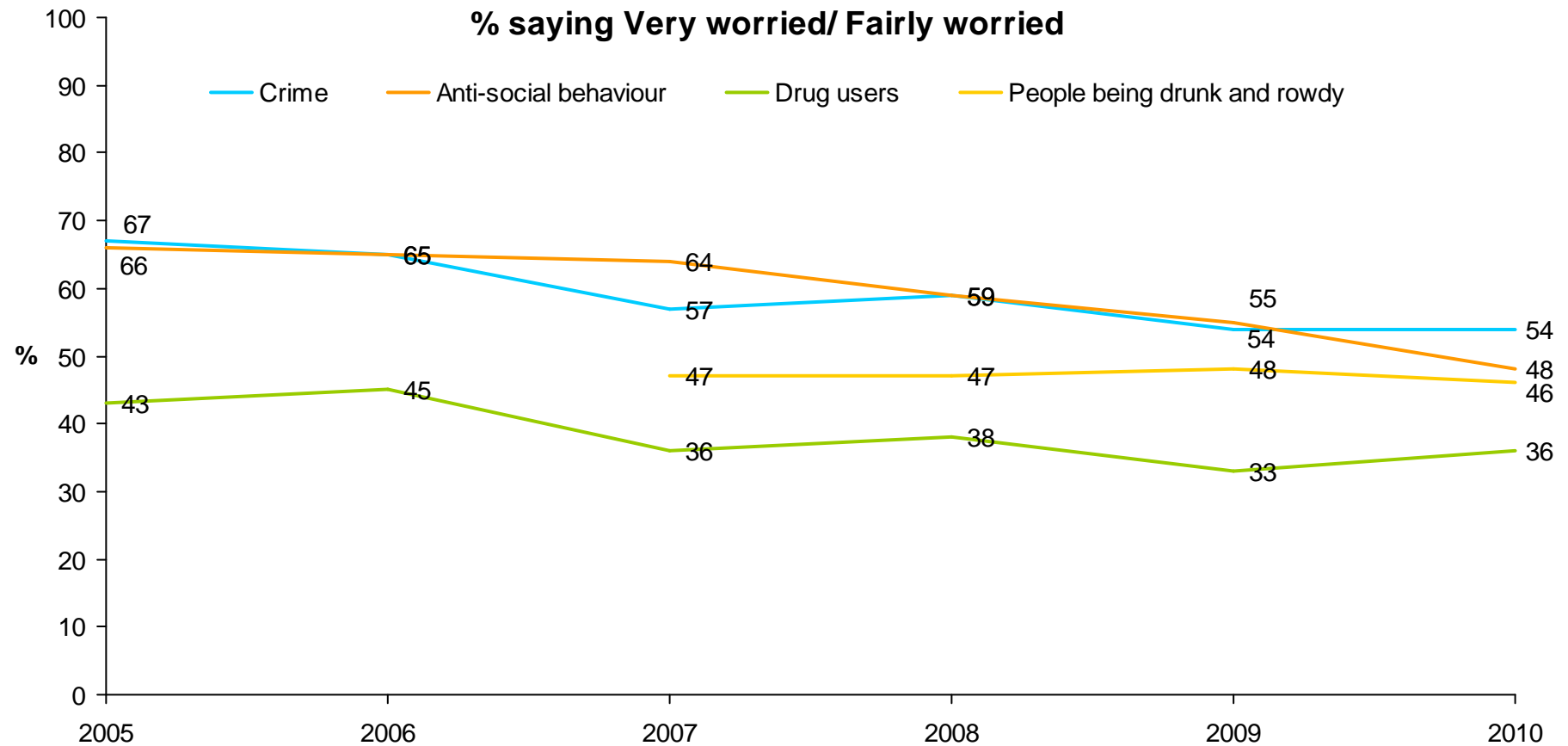


# Merton Extra Questions: Crime and Anti-social Behaviour

London Borough of Merton Residents Survey 2010/11

# Worry about...

Concern about anti-social behaviour has fallen steadily for the past few years

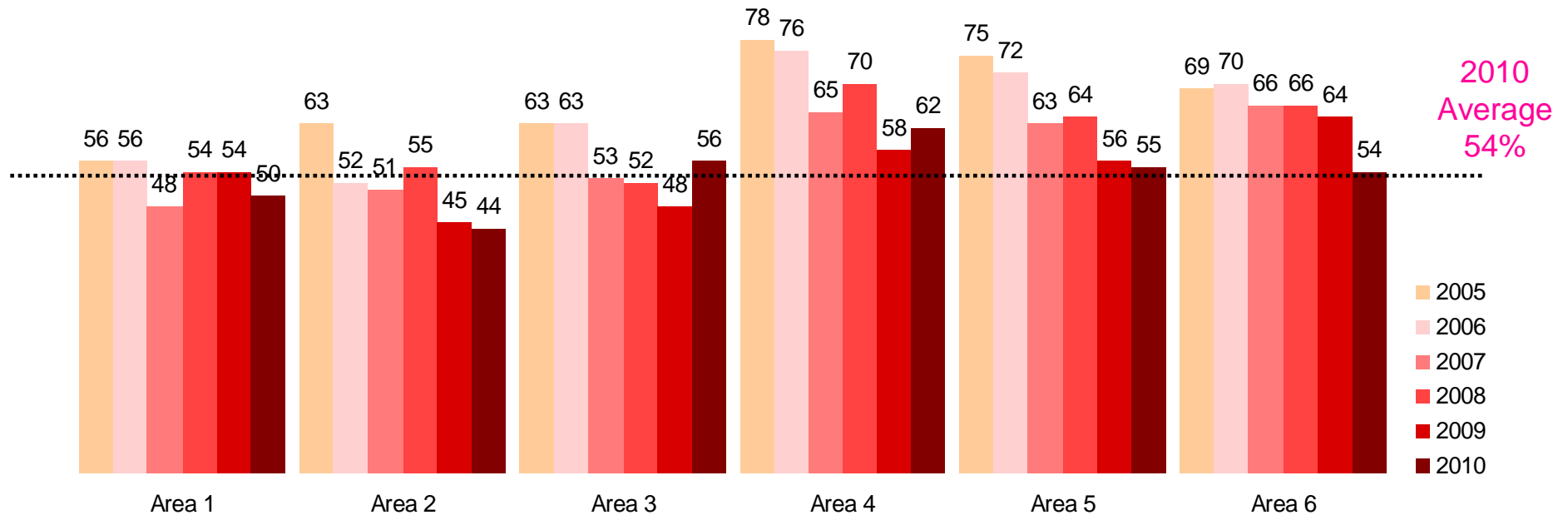


Source: Q6 How worried are you about each of the following in Merton?  
Base: All adults (2010: 1025)

# Worry about crime

% saying Very worried/ Fairly worried

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



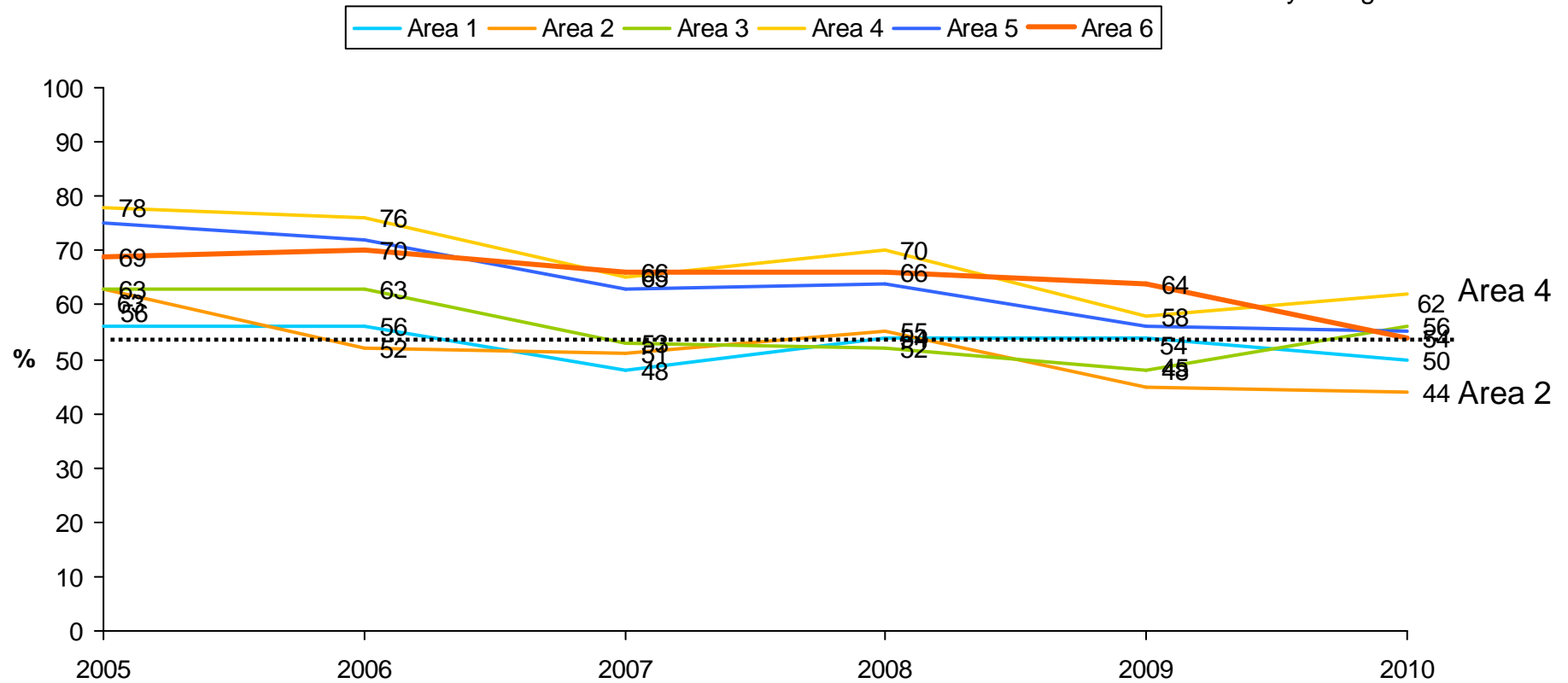
Source: Q6 How worried are you about each of the following in Merton? ...Crime  
 Base: All adults (c1000)



# Worry about crime

- 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



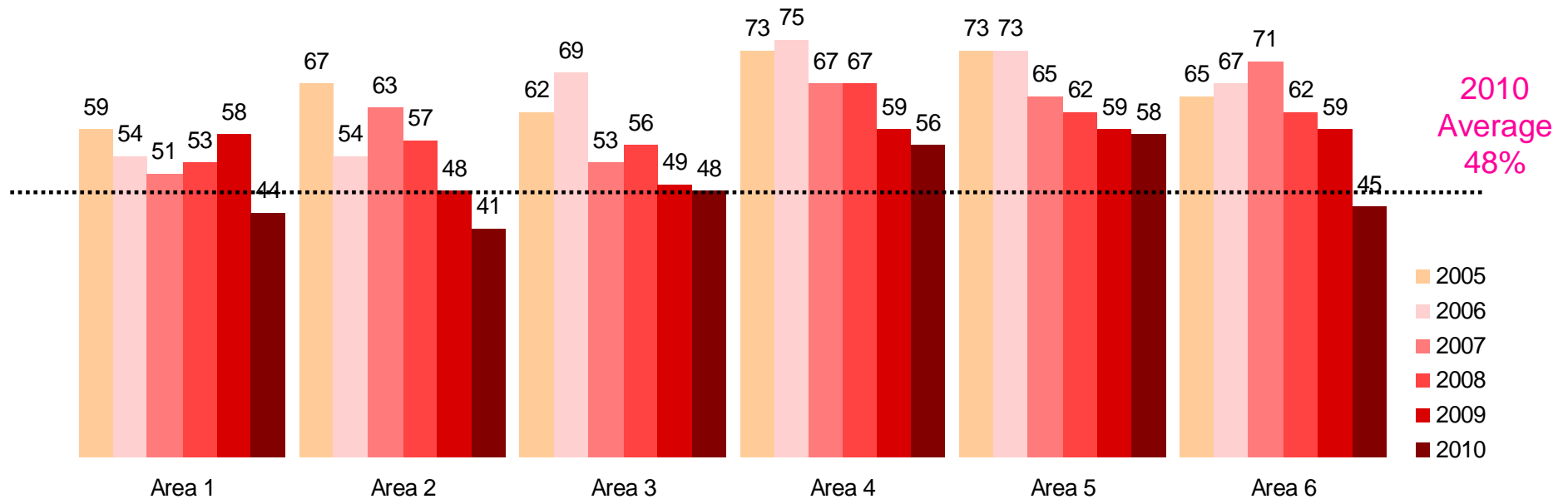
Source: Q6 How worried are you about each of the following in Merton?  
 Base: All adults (2010: 1025)



# Worry about anti-social behaviour

% saying Very worried/ Fairly worried

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



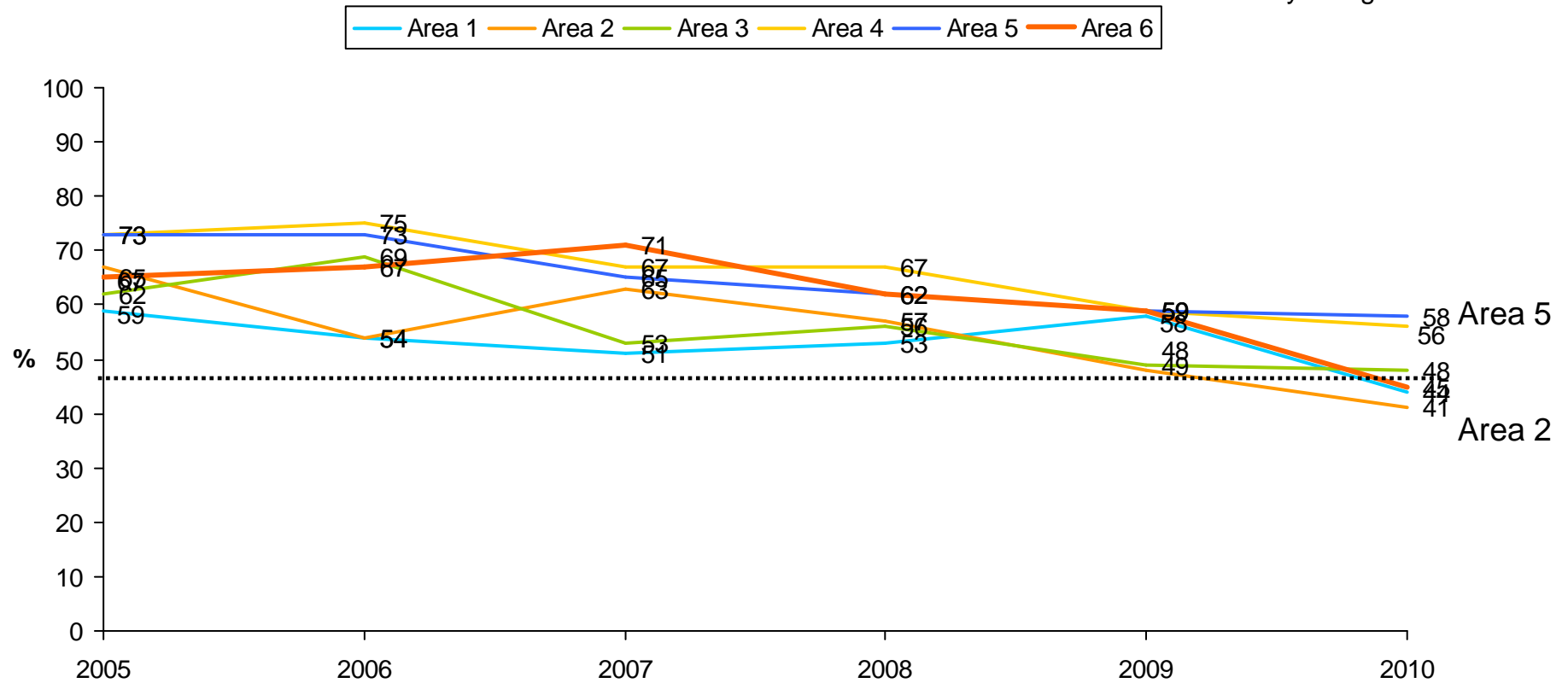
Source: Q6 How worried are you about each of the following in Merton? ...Anti-social behaviour  
 Base: All adults (c1000)



# 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



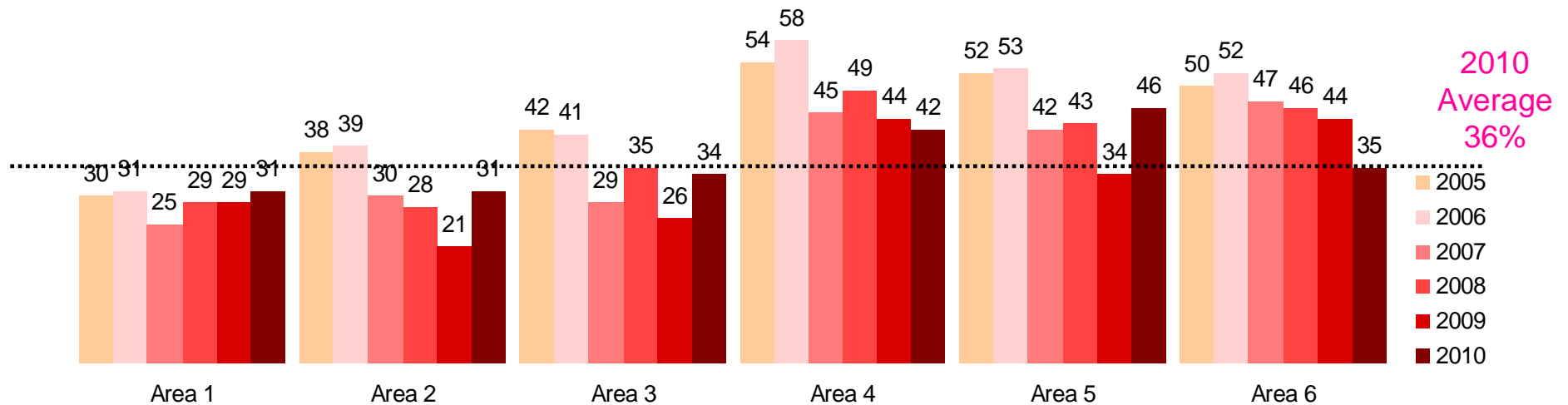
Source: Q6 How worried are you about each of the following in Merton?  
 Base: All adults (2010: 1025)



# Worry about drug users

% saying Very worried/ Fairly worried

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



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

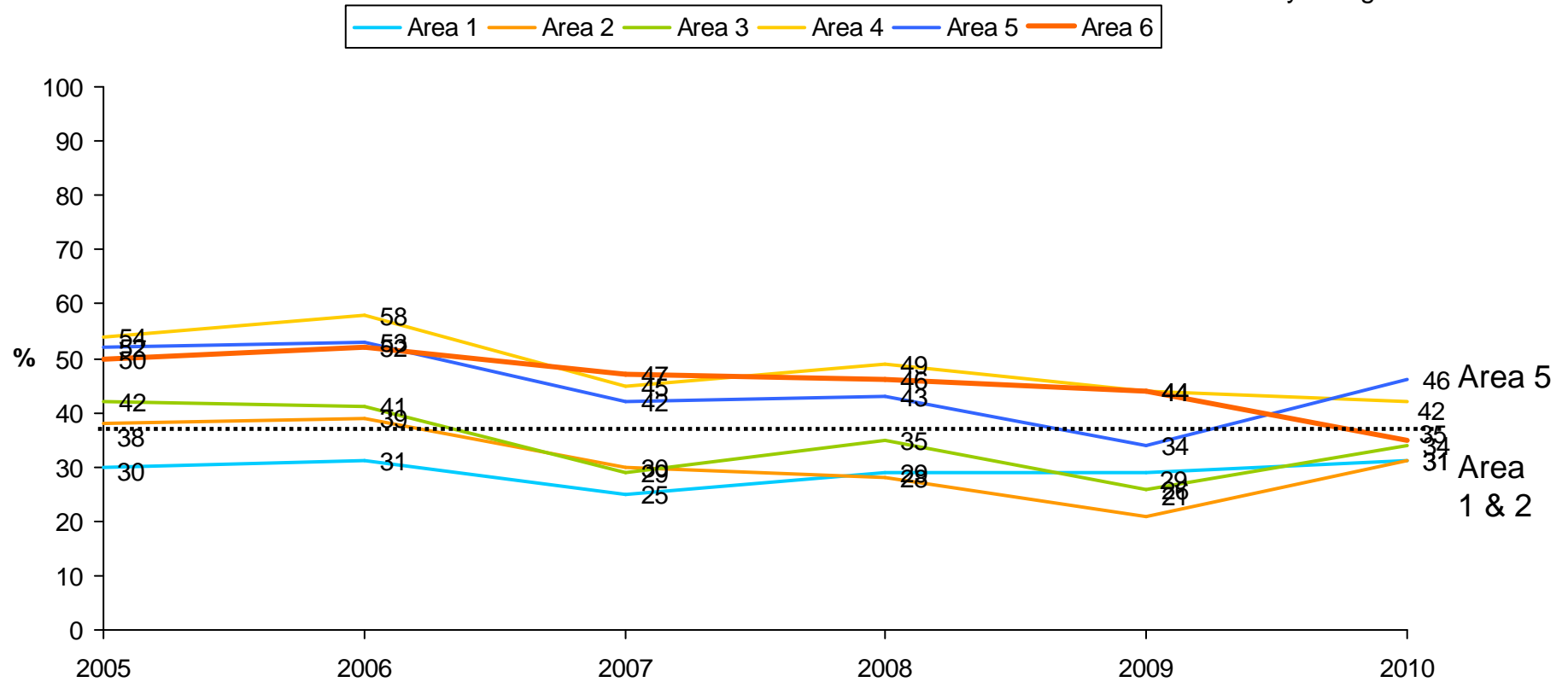




# Worry about drug users

- 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



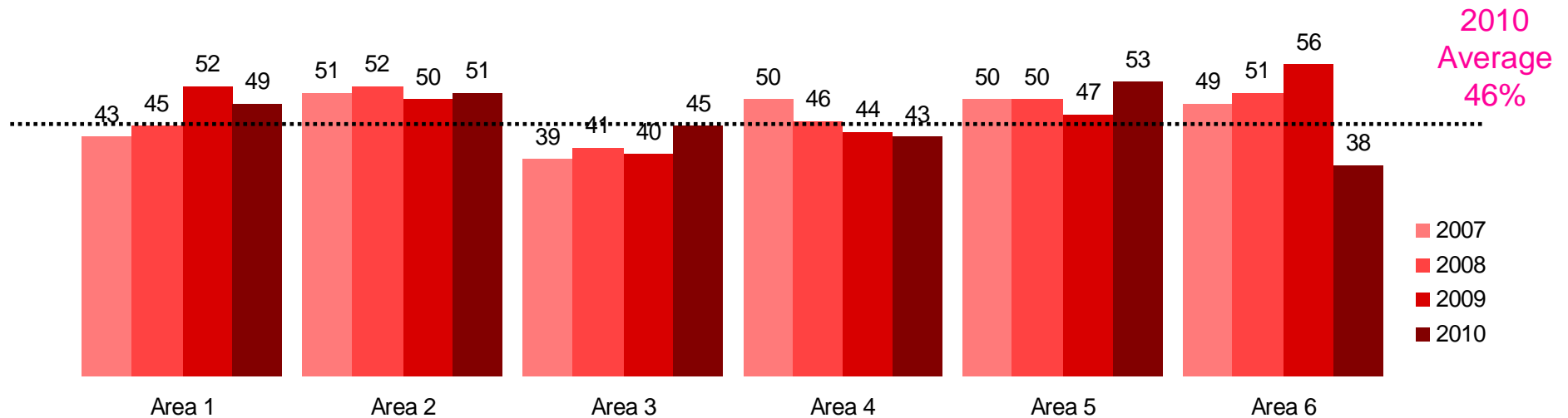
Source: Q6 How worried are you about each of the following in Merton?  
 Base: All adults (2010: 1025)



# Worry about people being drunk and rowdy

% saying Very worried/ Fairly worried

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



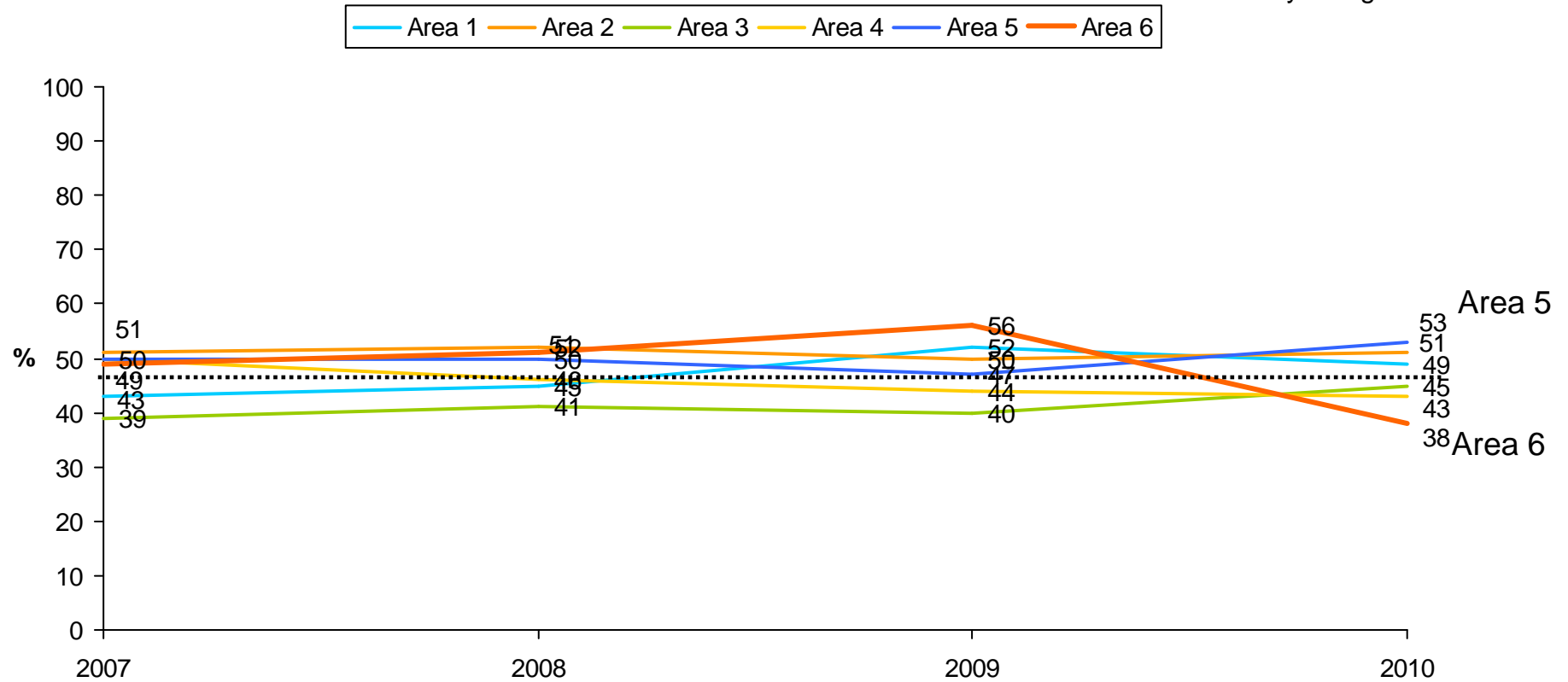
Source: Q6 How worried are you about each of the following in Merton? ...People being drunk and rowdy  
 Base: All adults (c1000)



# 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

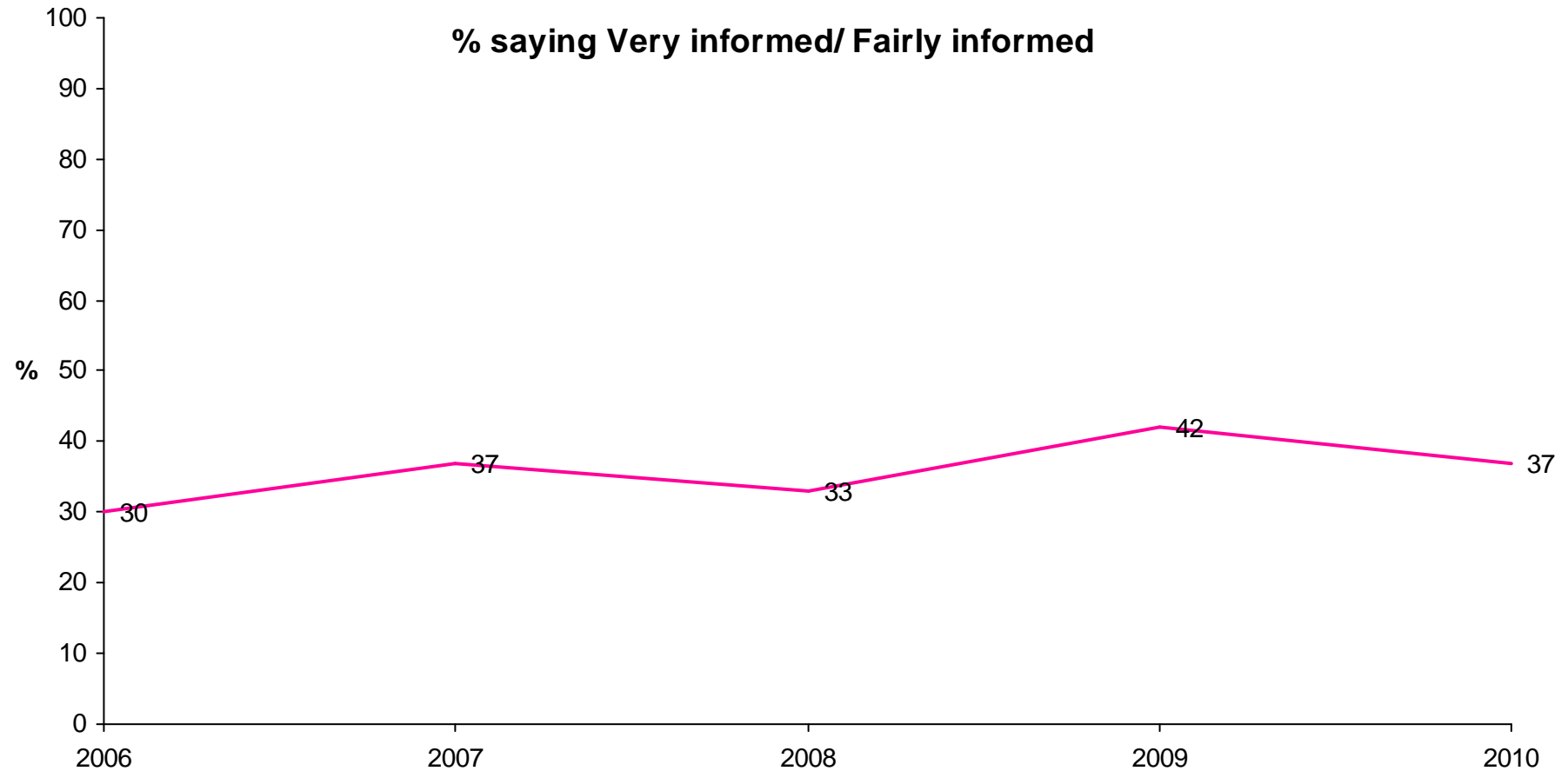
% saying Very worried/ Fairly worried



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



# How informed residents feel measures to tackle anti-social behaviour

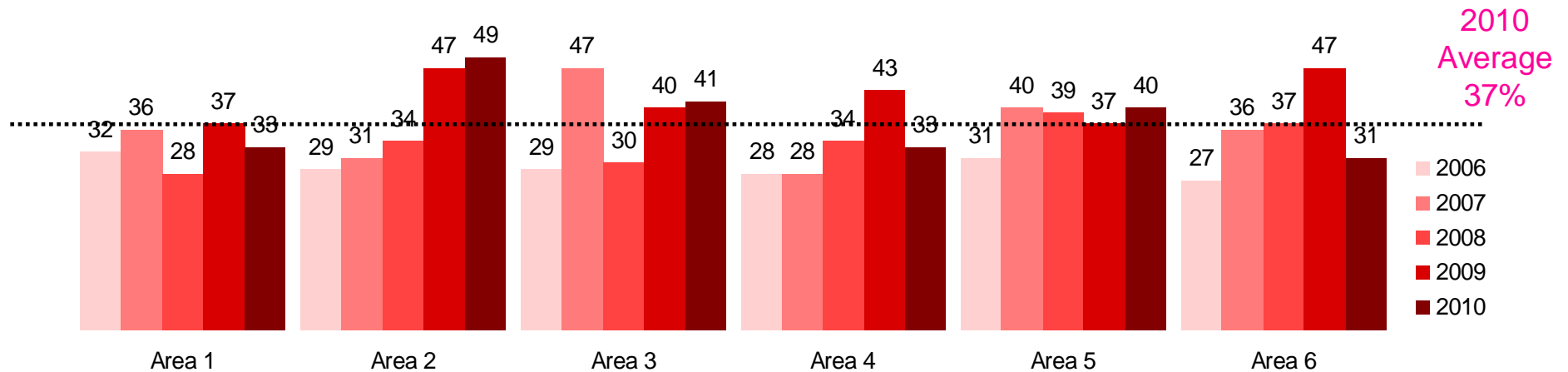


Source: Q7 How well informed do you feel about what is being done to tackle anti-social behaviour in your area?  
Base: All adults (c1000)

# How informed residents feel measures to tackle anti-social behaviour

% saying Very informed/ fairly informed

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



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



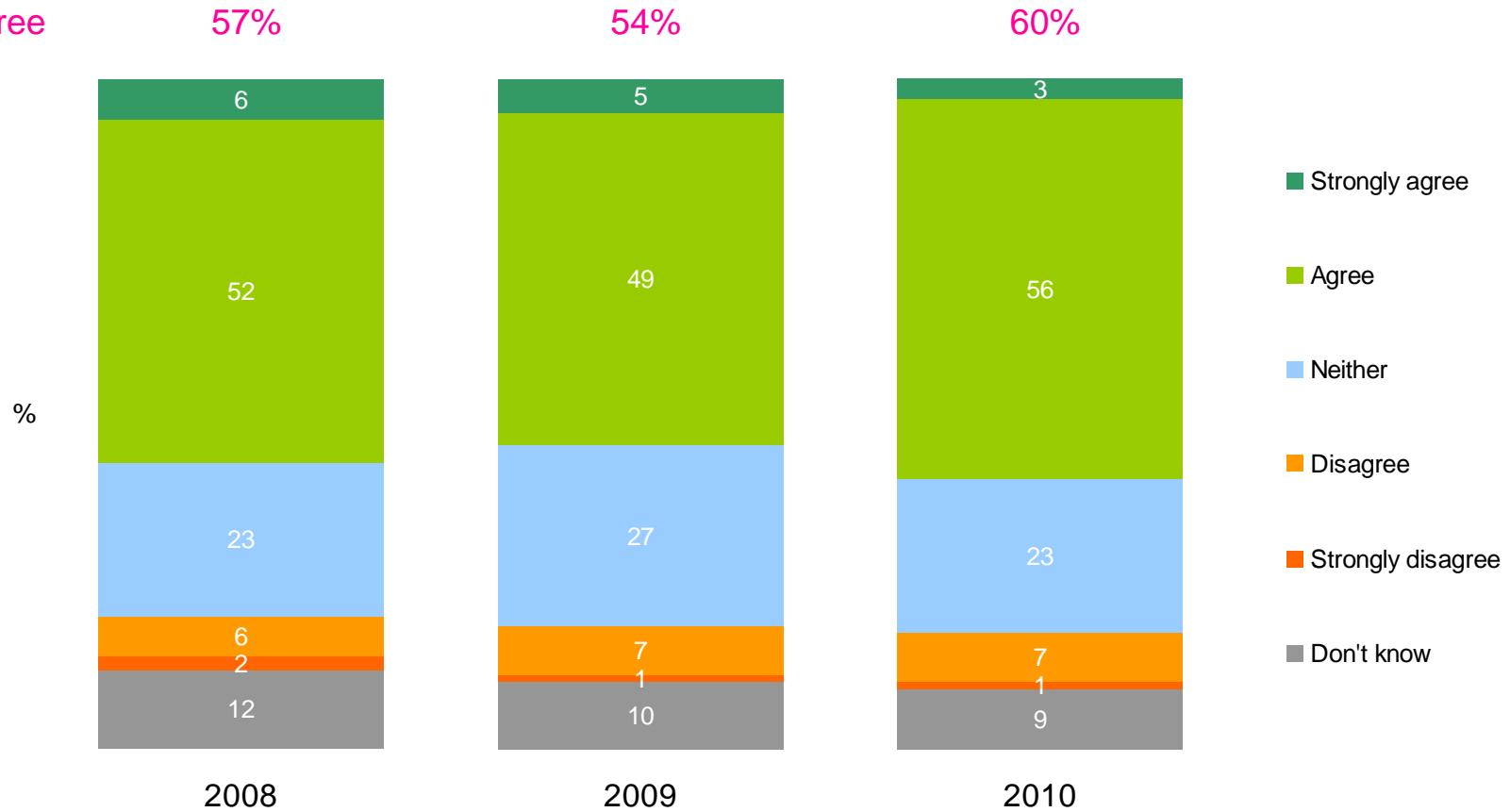


# Merton Extra Questions: Tackling racism, social cohesion and respect

London Borough of Merton Residents Survey 2010/11

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

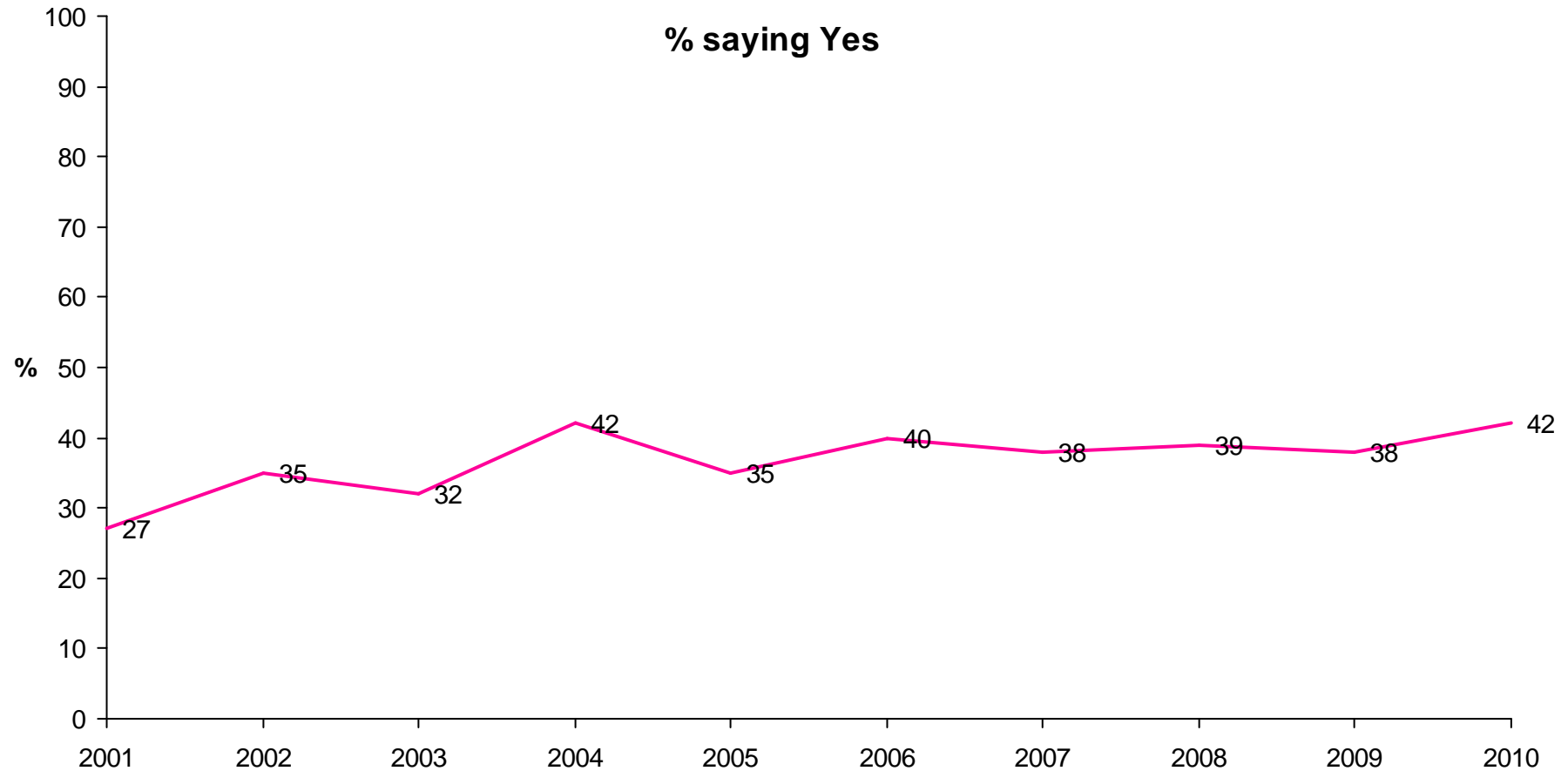
NET agree



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

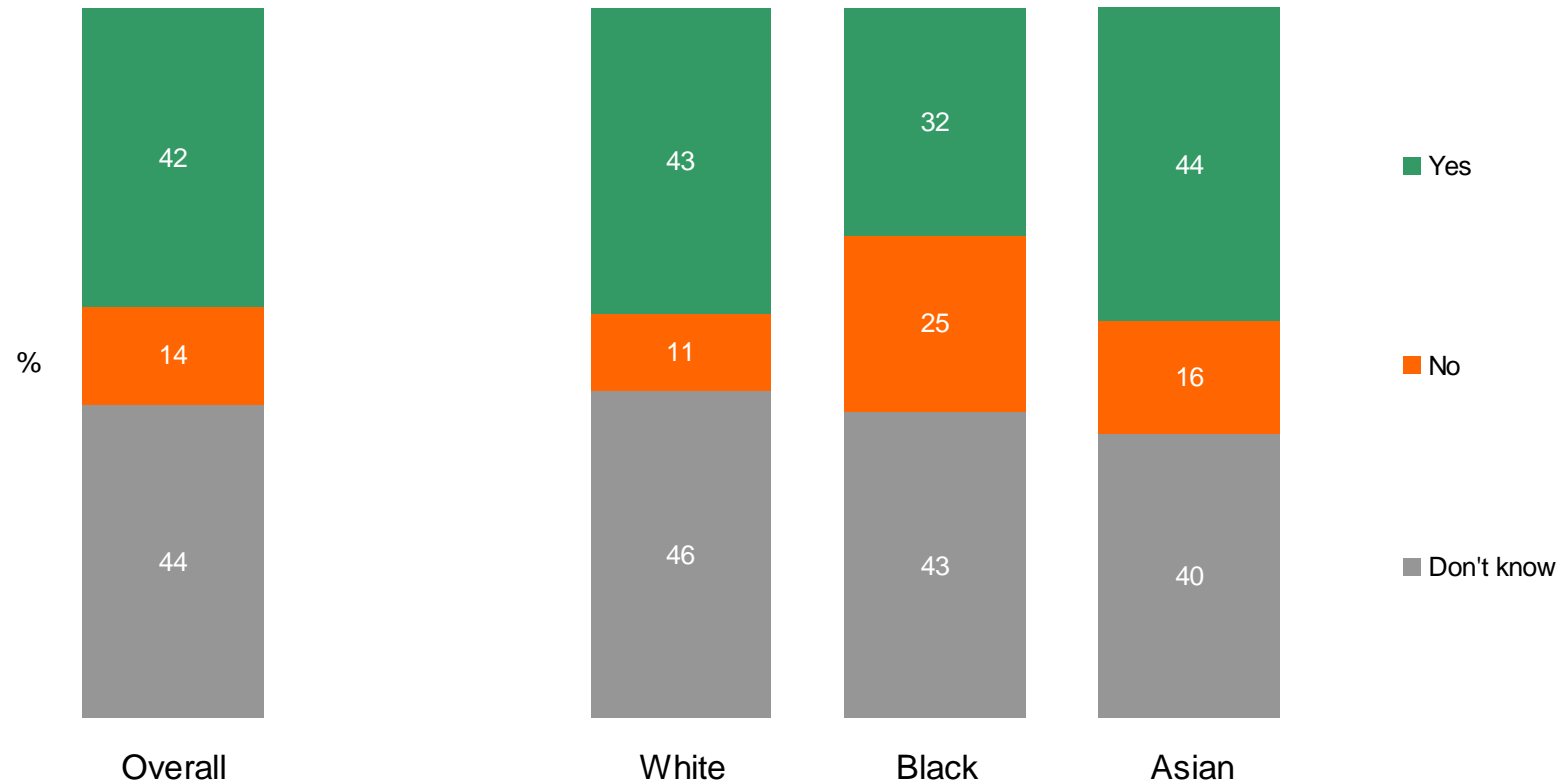


Source: Q10 In your opinion do you think that Merton Council tackles racism or not?  
Base: All adults (c1000)





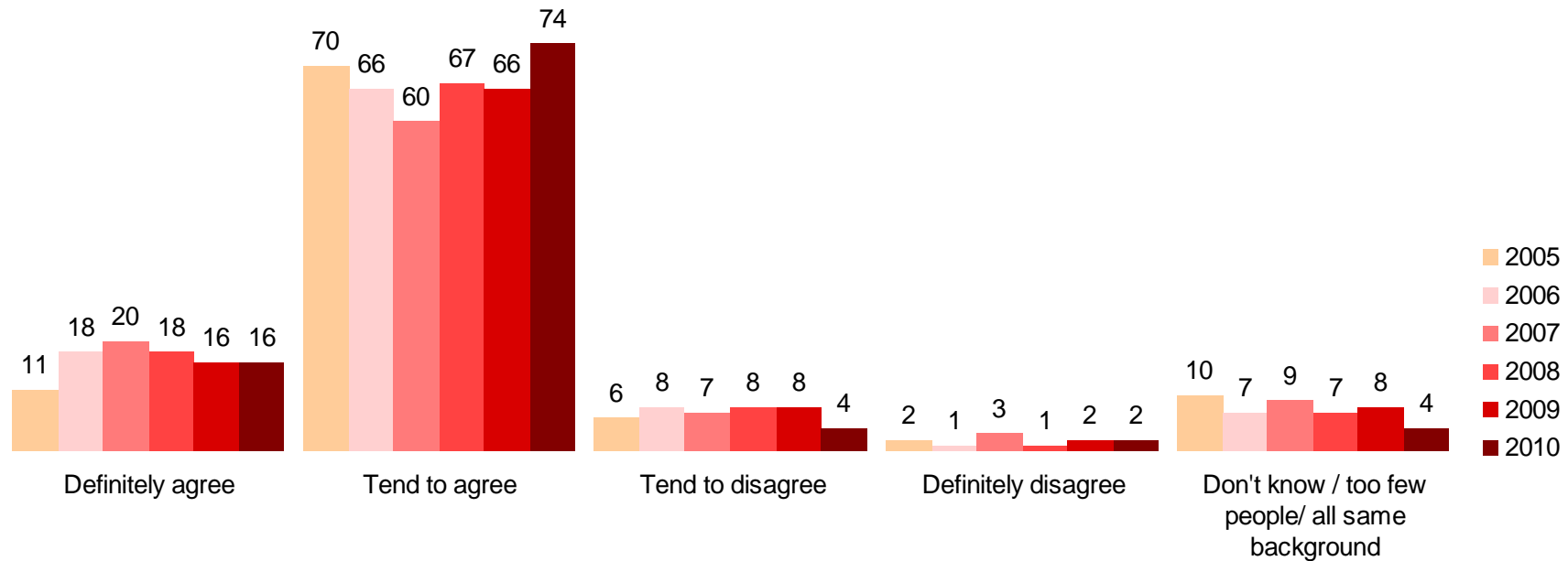
# Whether people think that the council tackles racism



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

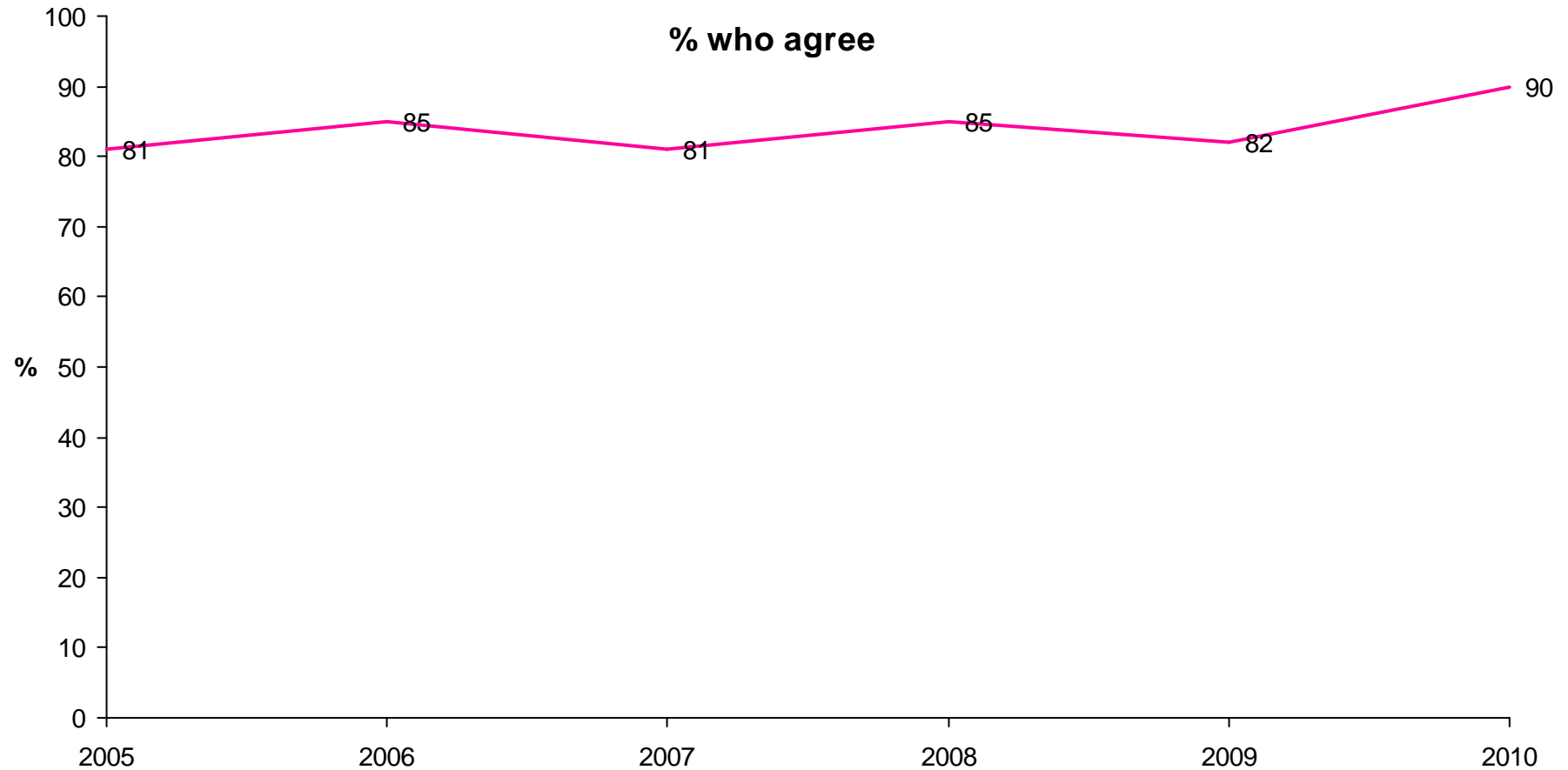


# Agreement that people from different backgrounds get on well together



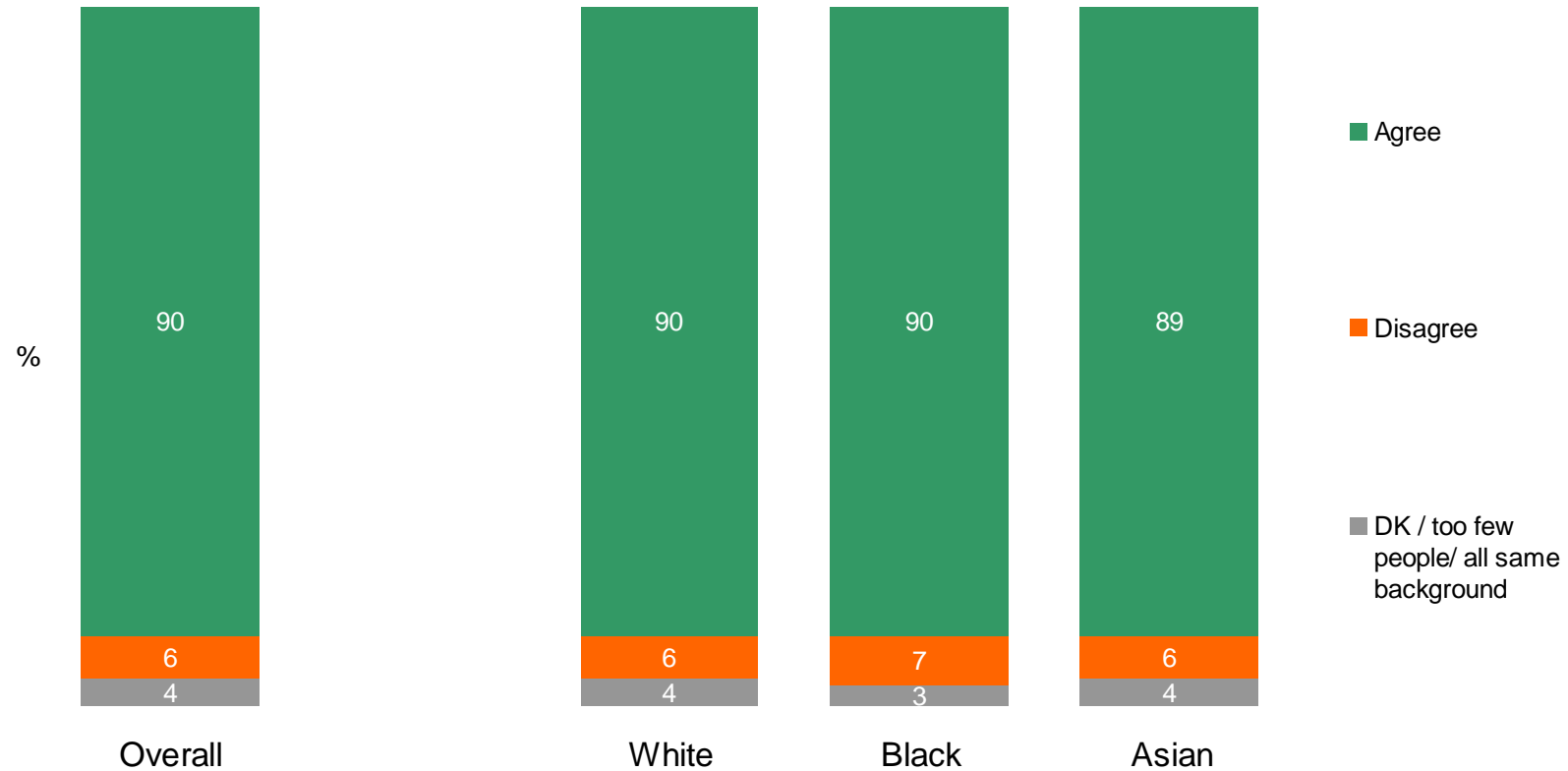
Source: PS18a To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?  
 Base: All adults (c1000)

# Agreement that people from different backgrounds get on well together



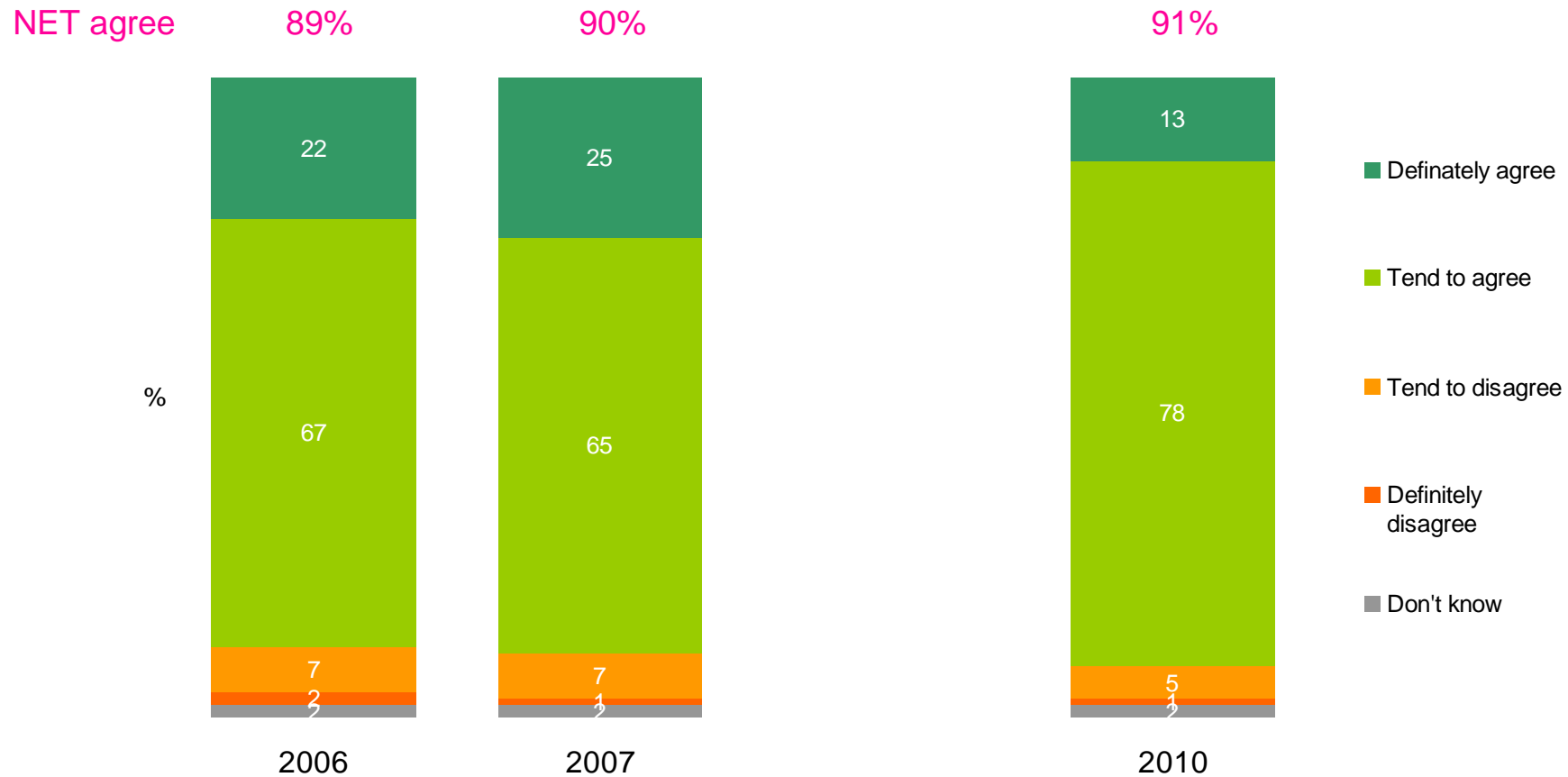
Source: PS18a To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?  
Base: All adults (c1000)

# Agreement that people from different backgrounds get on well together



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

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



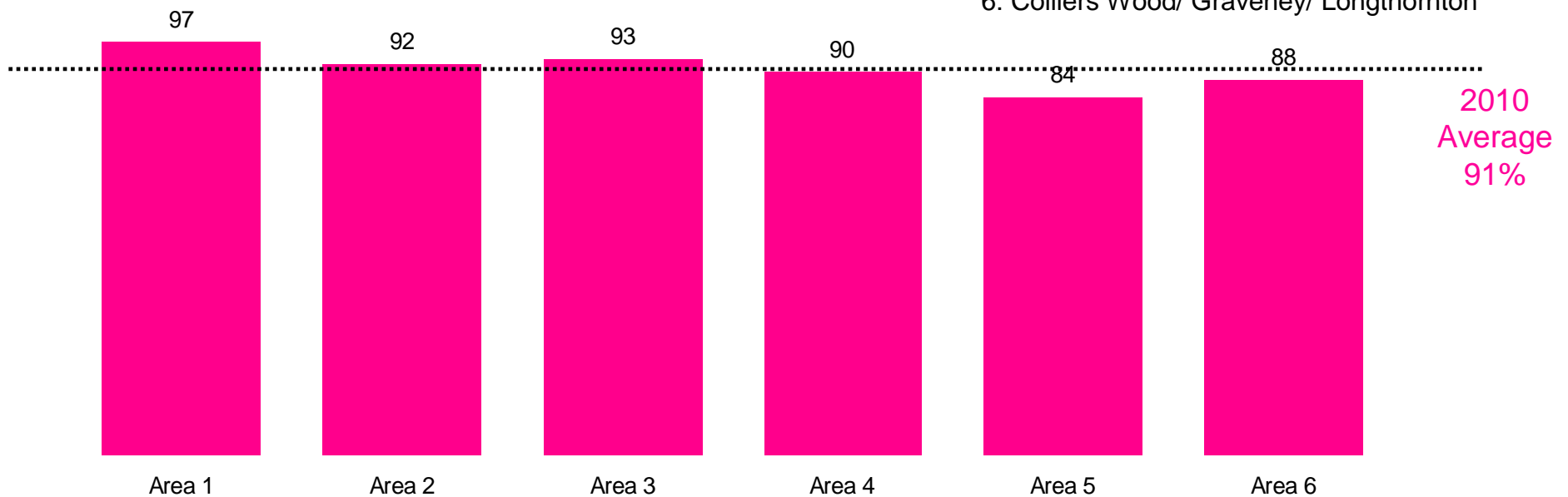
Source: PS18b To what extent do you agree or disagree that people in your local area treat each other with respect and consideration?  
 Base: All adults (2010: 1025)



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

% who agree

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

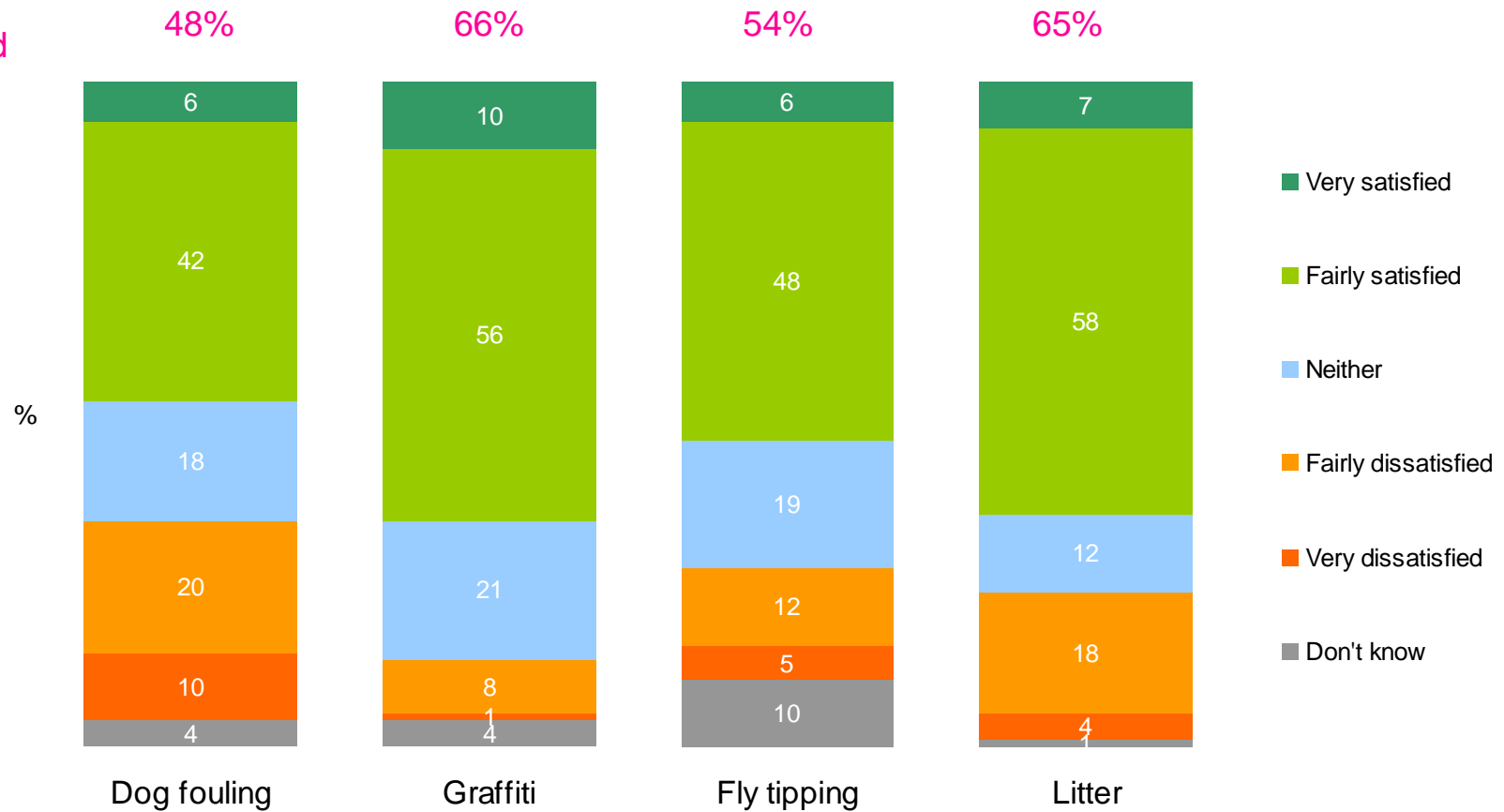


Source: PS18b To what extent do you agree or disagree that people in your local area treat each other with respect and consideration?  
Base: All adults (1025)



# Satisfaction with how council deals with...

NET satisfied



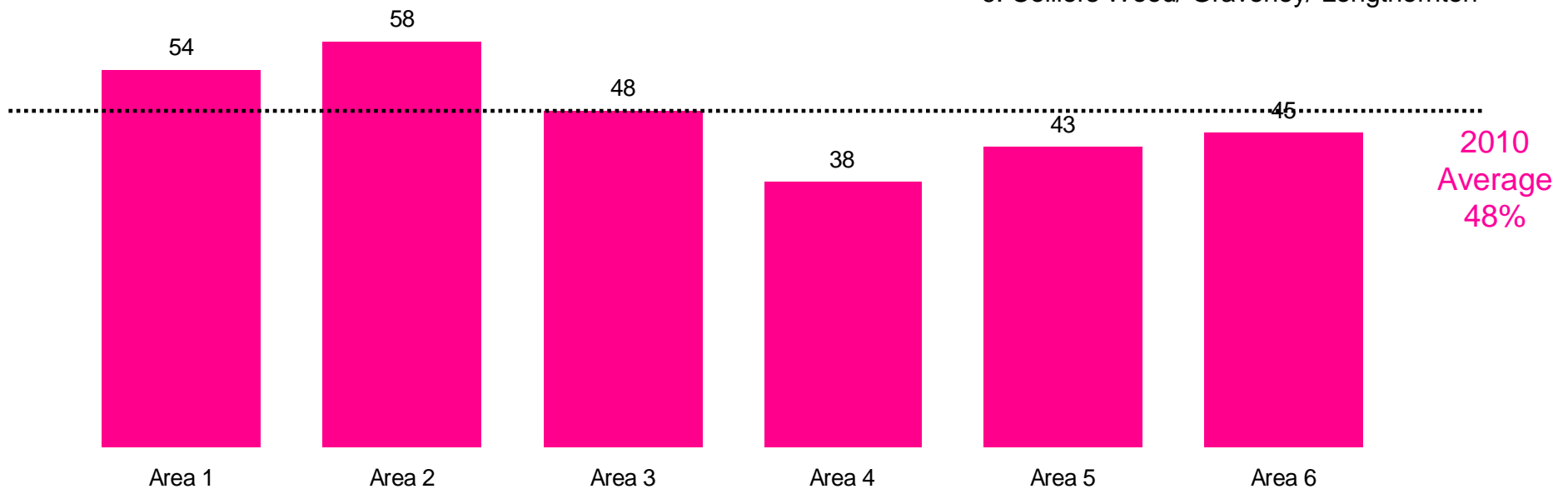
Source: Q10 How satisfied are you with the way the council deals with...?  
Base: All adults (1025)



# Satisfaction with how council deals with dog fouling

% who are satisfied

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



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





# Satisfaction with how council deals with graffiti

% who are satisfied

1: Village/ Hillside/ Raynes Park/ Wimbledon Park

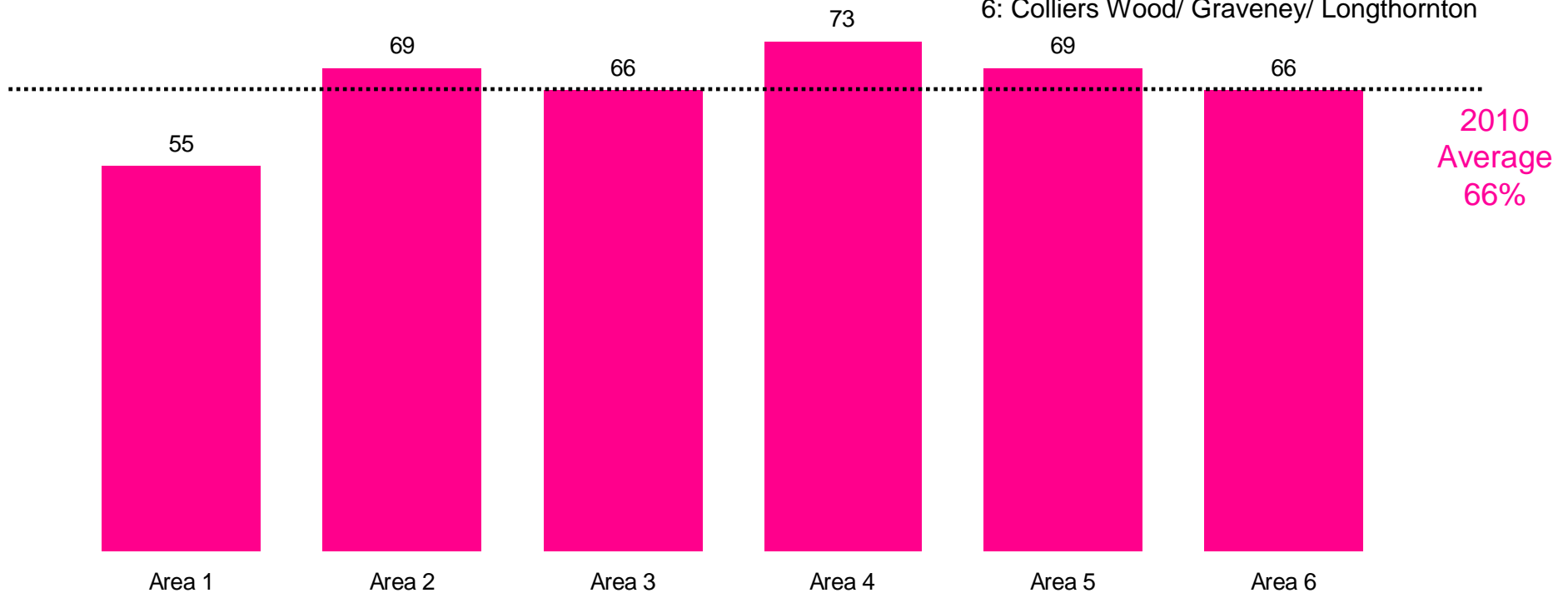
2: Dundonald/ Trinity/ Abbey

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

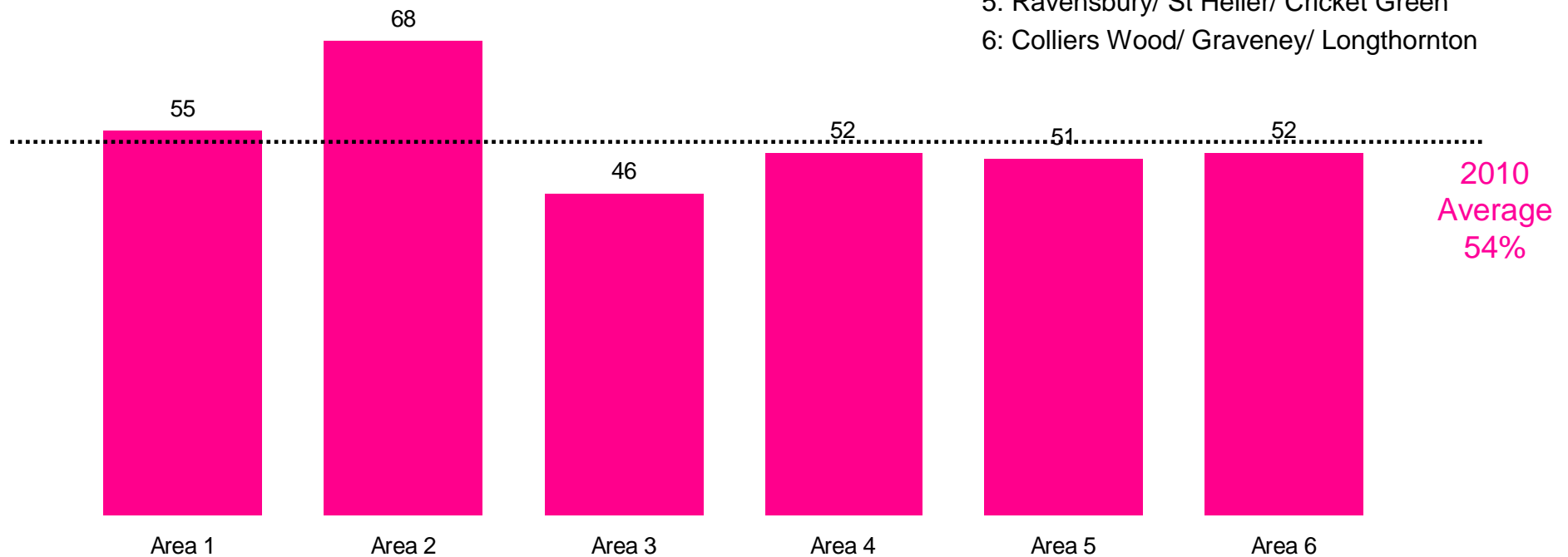


Source: Q10 How satisfied are you with the way the council deals with...? Graffiti  
Base: All adults (1025)

# Satisfaction with how council deals with fly tipping

% who are satisfied

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

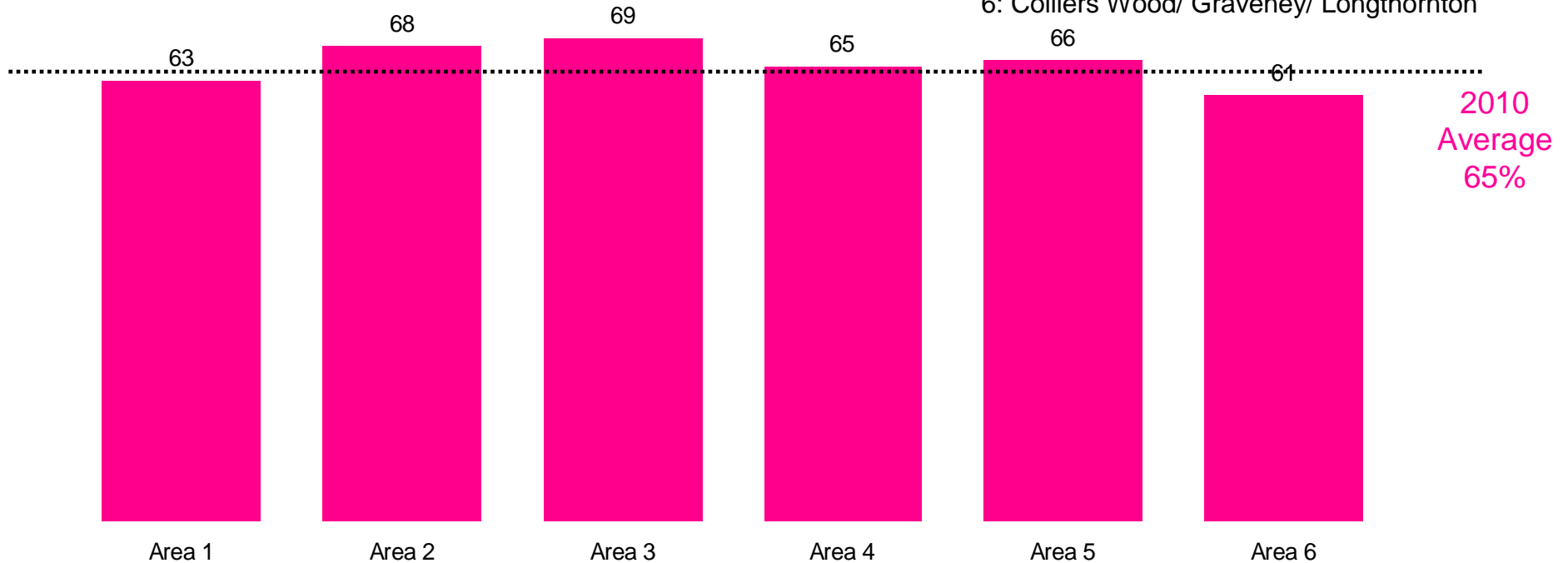


Source: Q10 How satisfied are you with the way the council deals with...? Fly tipping  
Base: All adults (1025)

# Satisfaction with how council deals with litter

% who are satisfied

- 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: Q10 How satisfied are you with the way the council deals with...? Litter  
Base: All adults (1025)





# Young Persons Survey

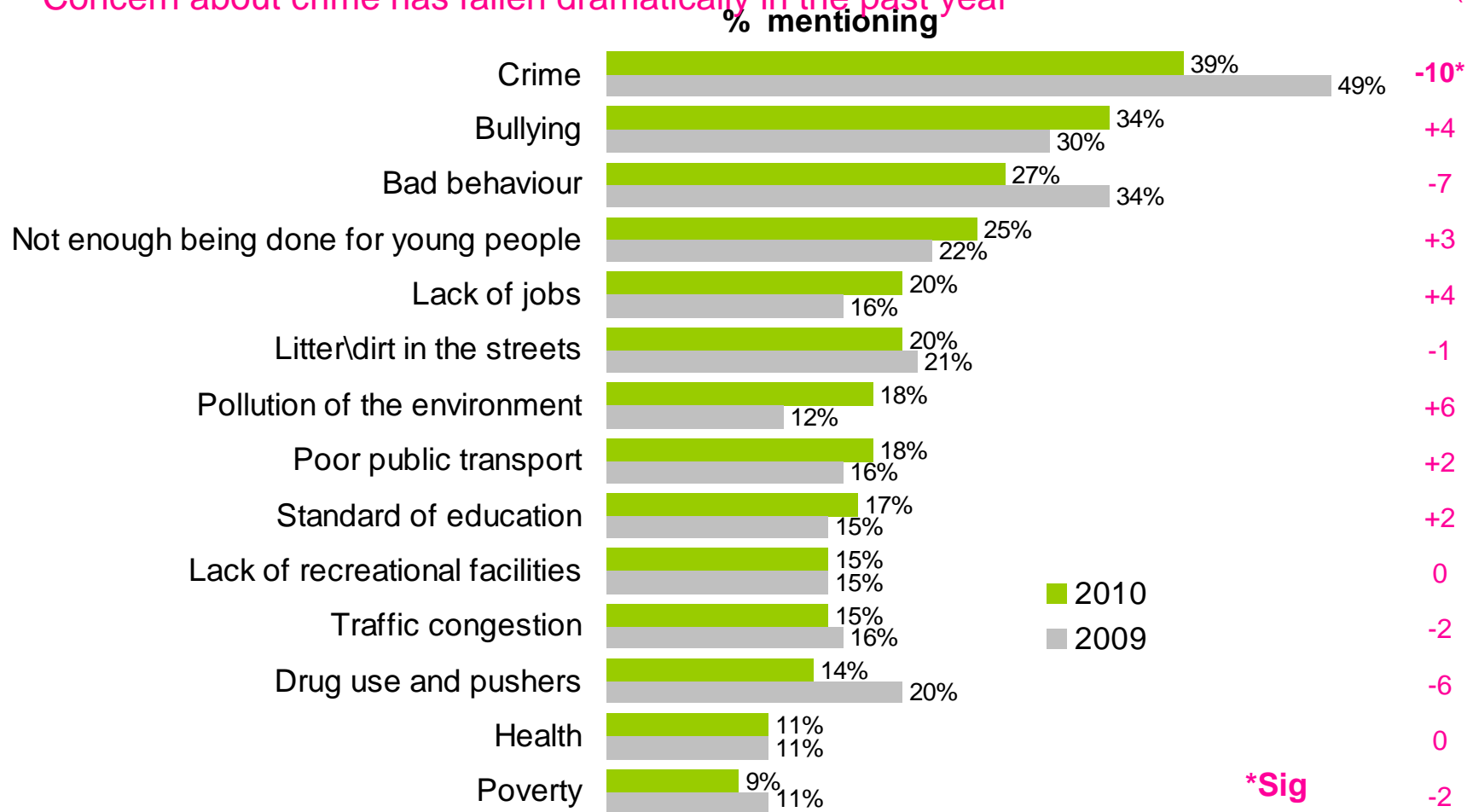
London Borough of Merton Residents Survey 2010/11



# Young people's personal concerns

Concern about crime has fallen dramatically in the past year

Change from 2009/10 (% pts)



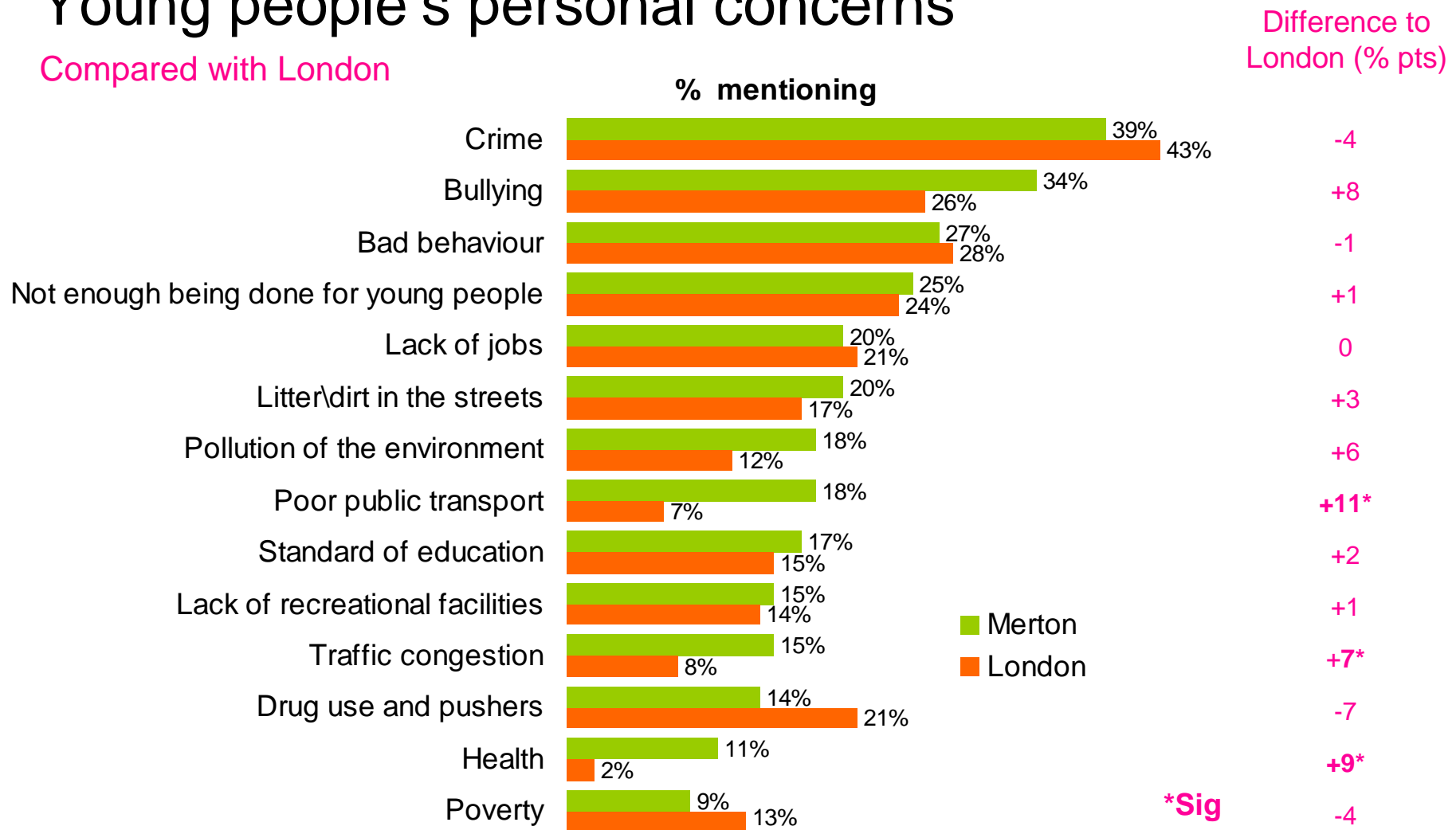
Source: QY1 Which three of these are you personally most concerned about?

Base: All young persons aged 11-17yrs (2010: 255; 2009: 253)



# Young people's personal concerns

Compared with London

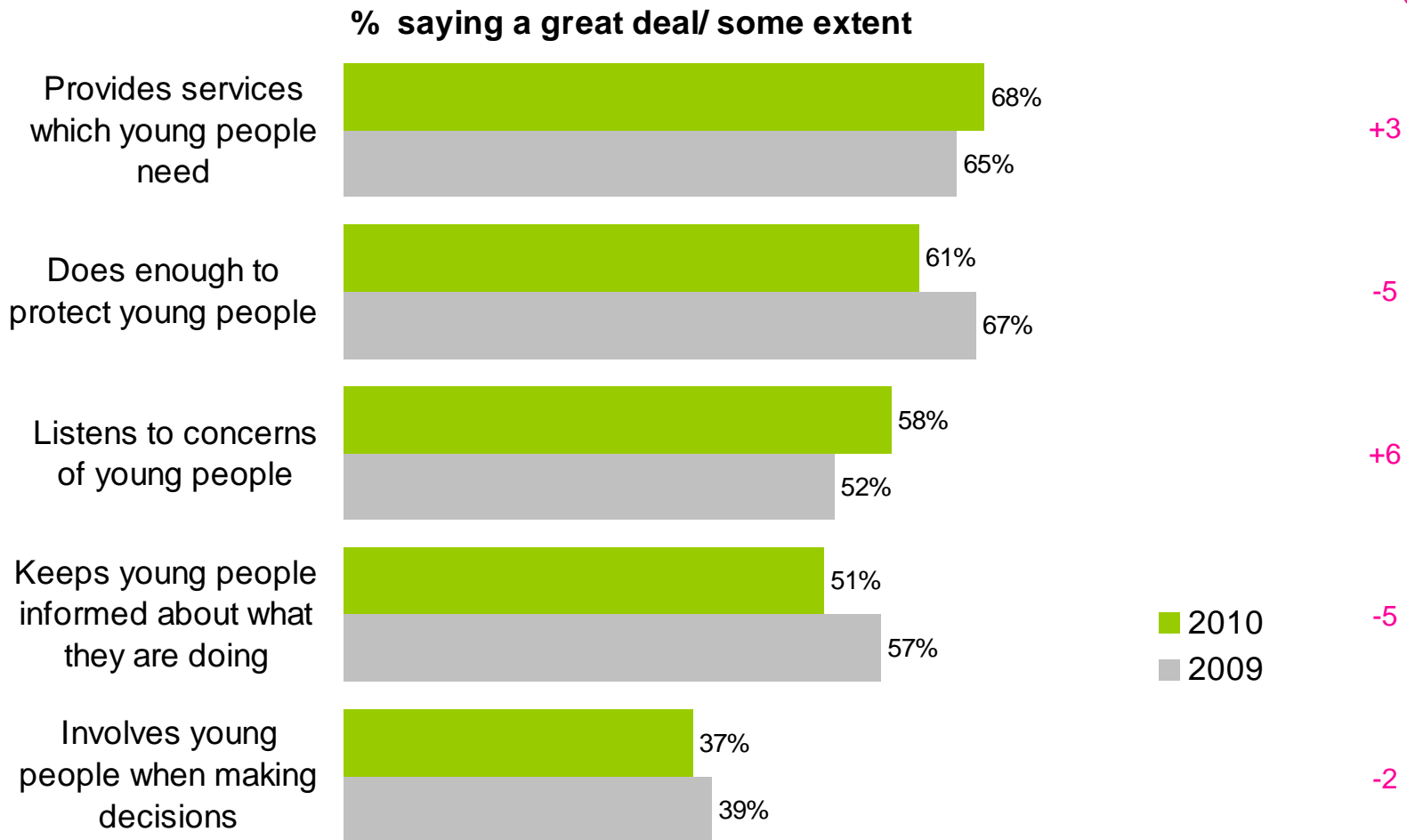


Source: QY1 Which three of these are you personally most concerned about?  
 Base: All young persons aged 11-17yrs (Merton: 255; London: 249)



# Young people's image of the council

Change from 2009/10 (% pts)



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

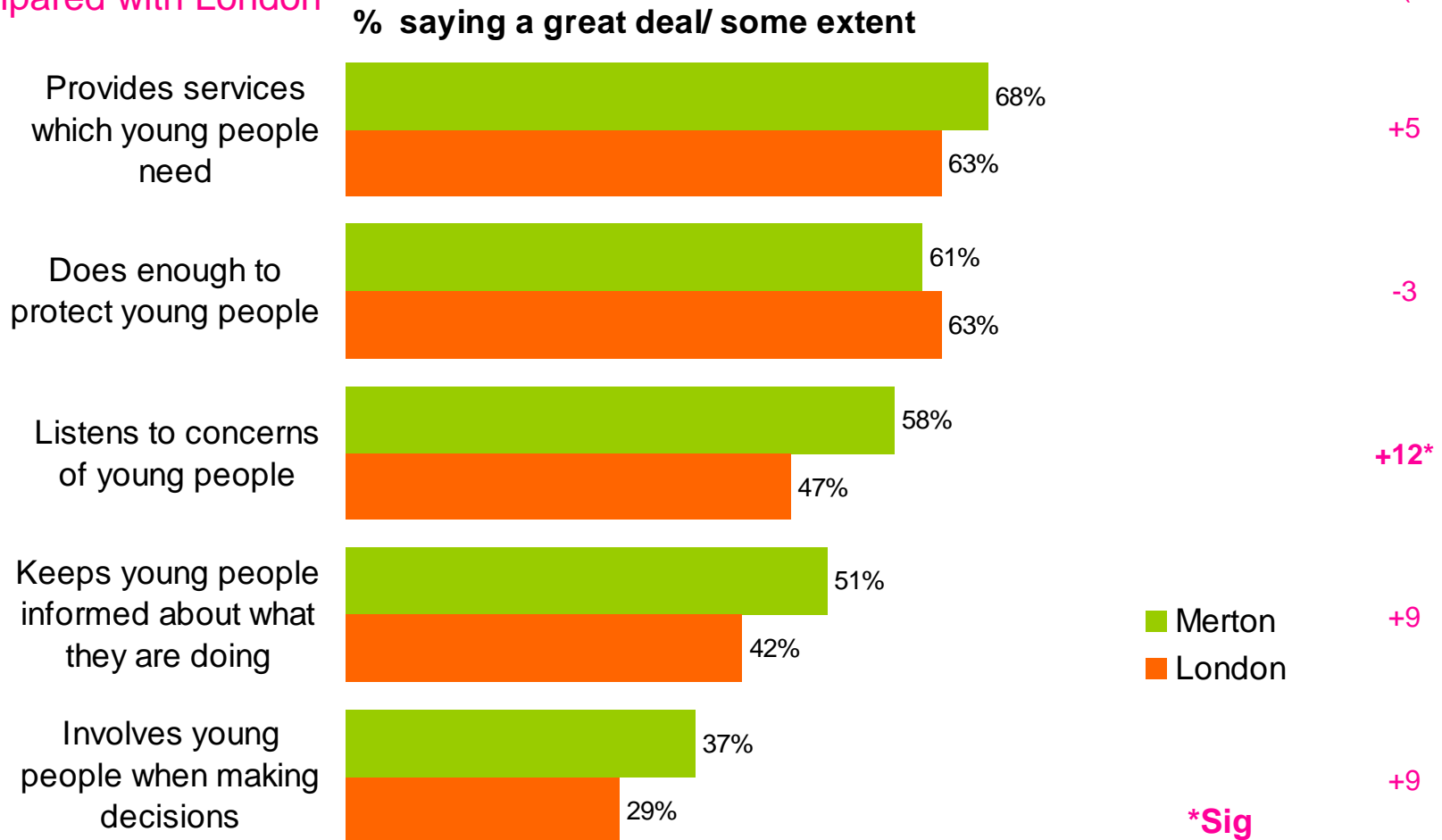
Base: All young persons aged 11-17yrs who know a lot or a little about the Council (2010: 166; 2009: 139)



# Young people's image of the council

Compared with London

Difference to London (% pts)



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

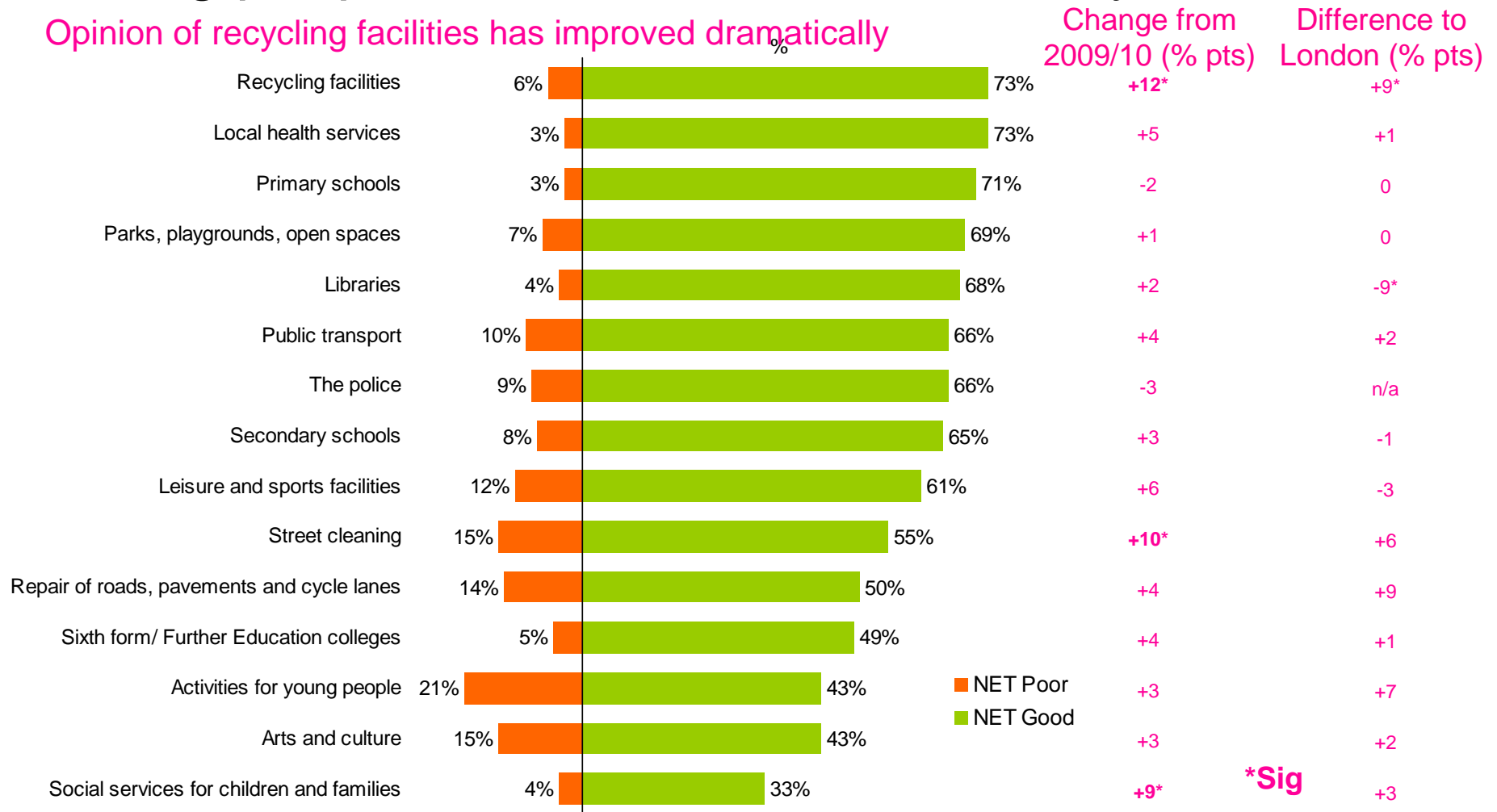
Base: All young persons aged 11-17yrs who know a lot or a little about the Council (Merton: 166; London: 156)





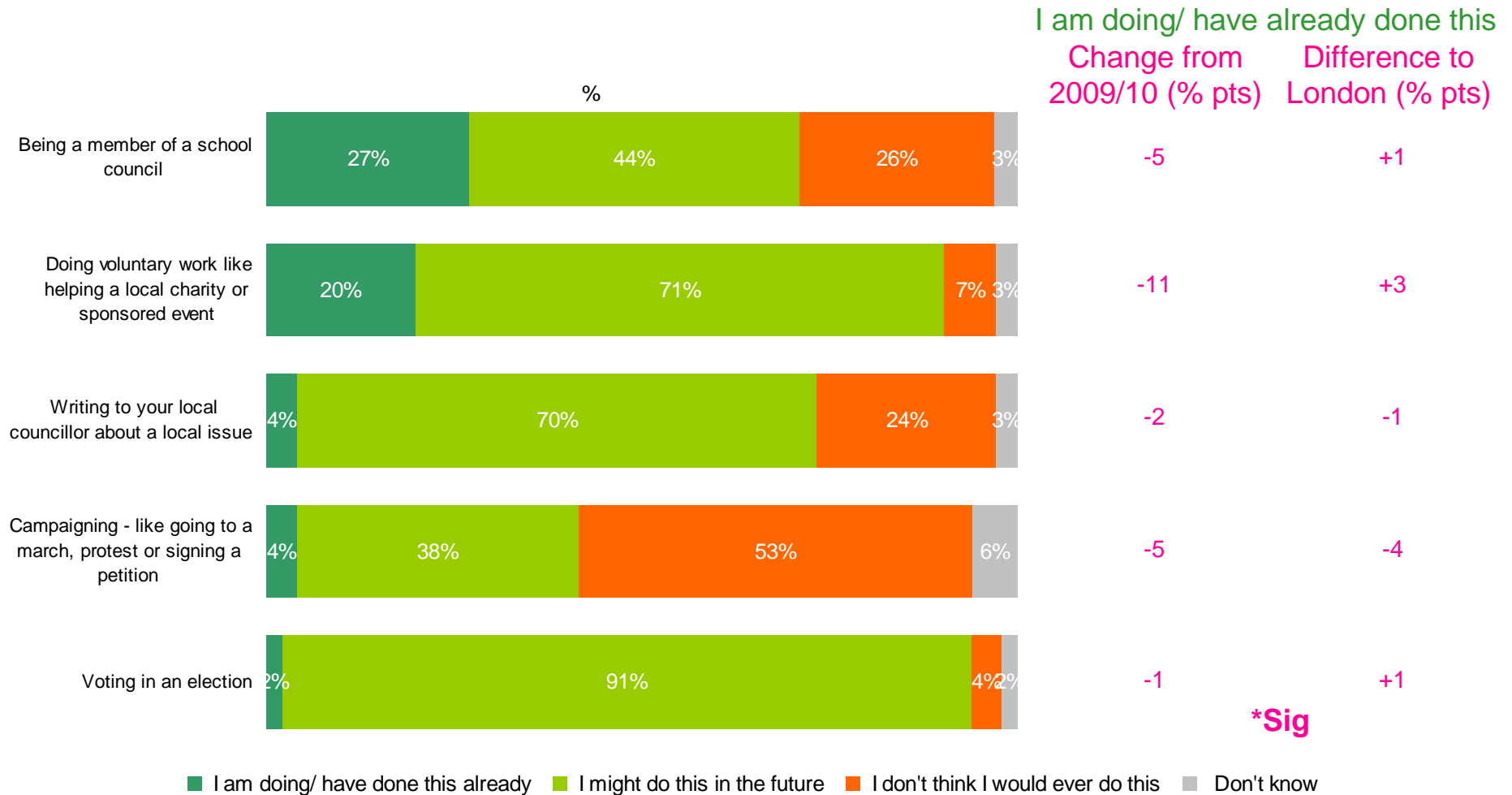
# Young people's received service delivery

Opinion of recycling facilities has improved dramatically



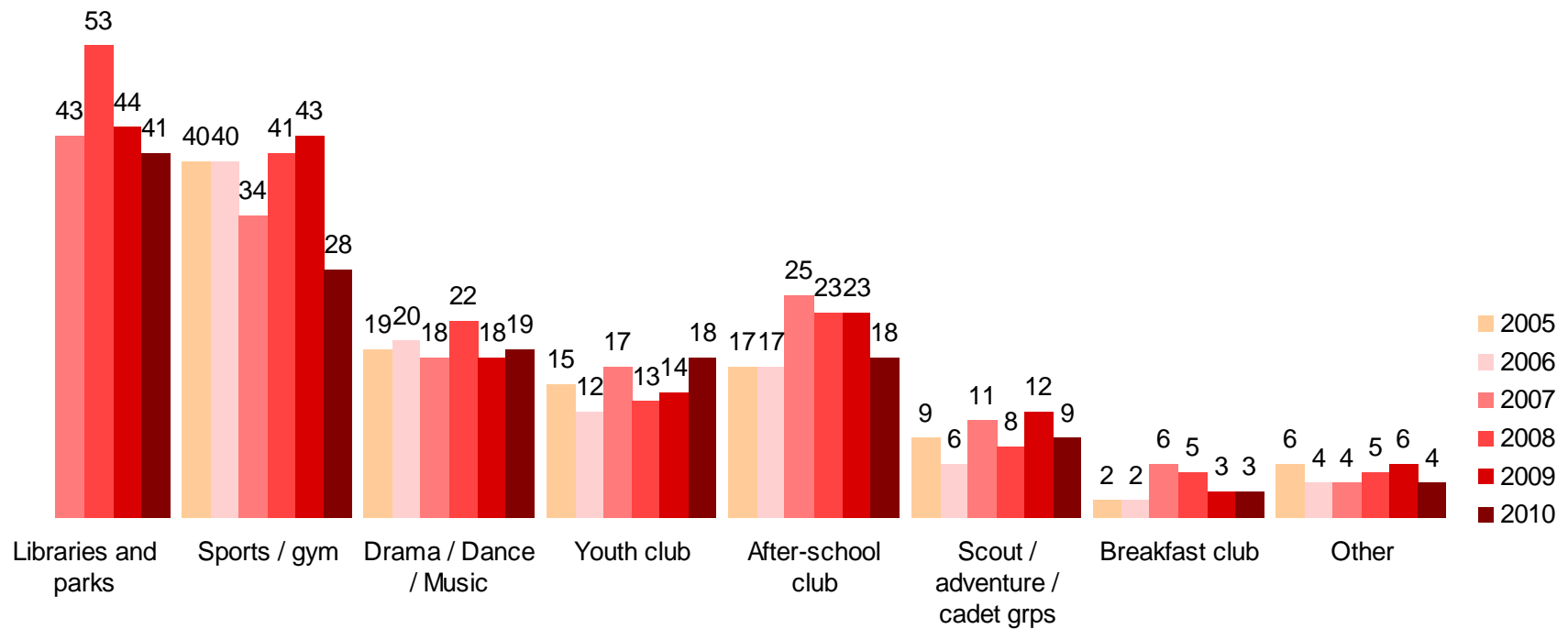
Source: QY4 I would like to ask you about local services in this area. What is your opinion of ...?  
 Base: All young persons aged 11-17yrs (255)

# Young people and political involvement



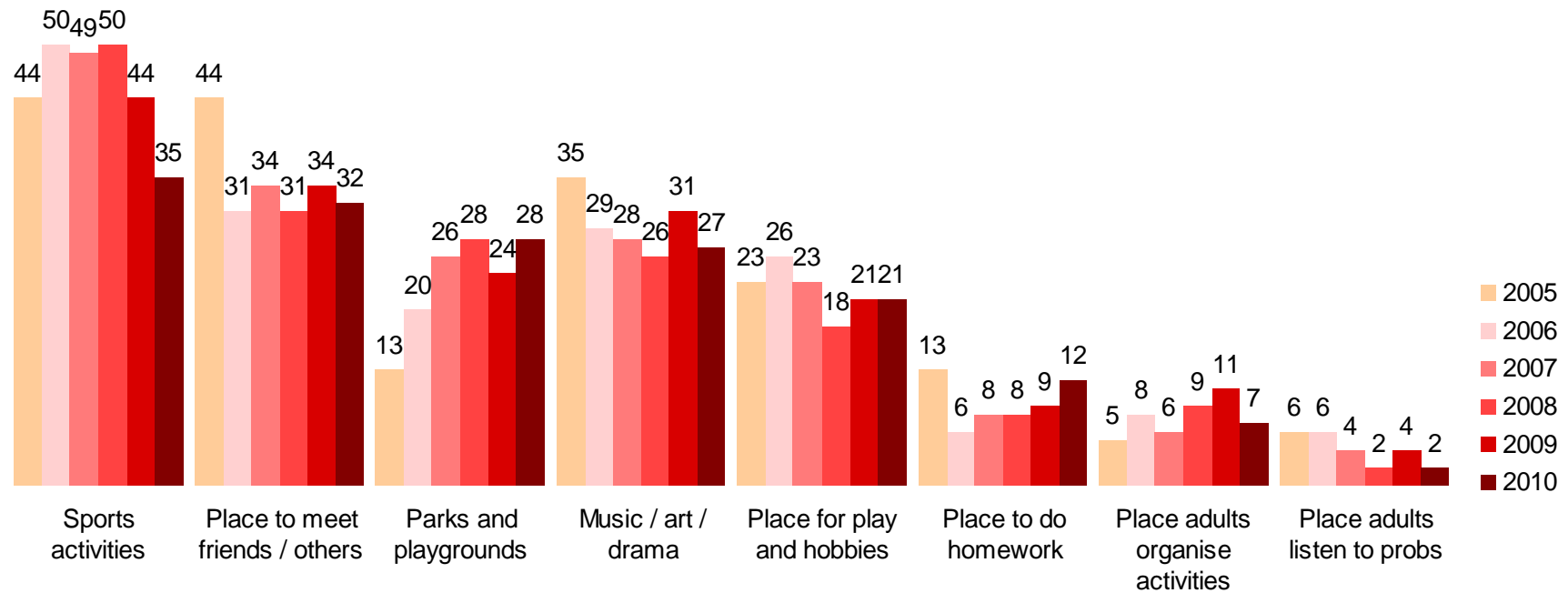
Source: QY5 Which of the following activities have you ever done, would consider doing in the future or would not consider doing?  
Base: All young persons aged 11-17yrs (255)

# Out of school activities attended



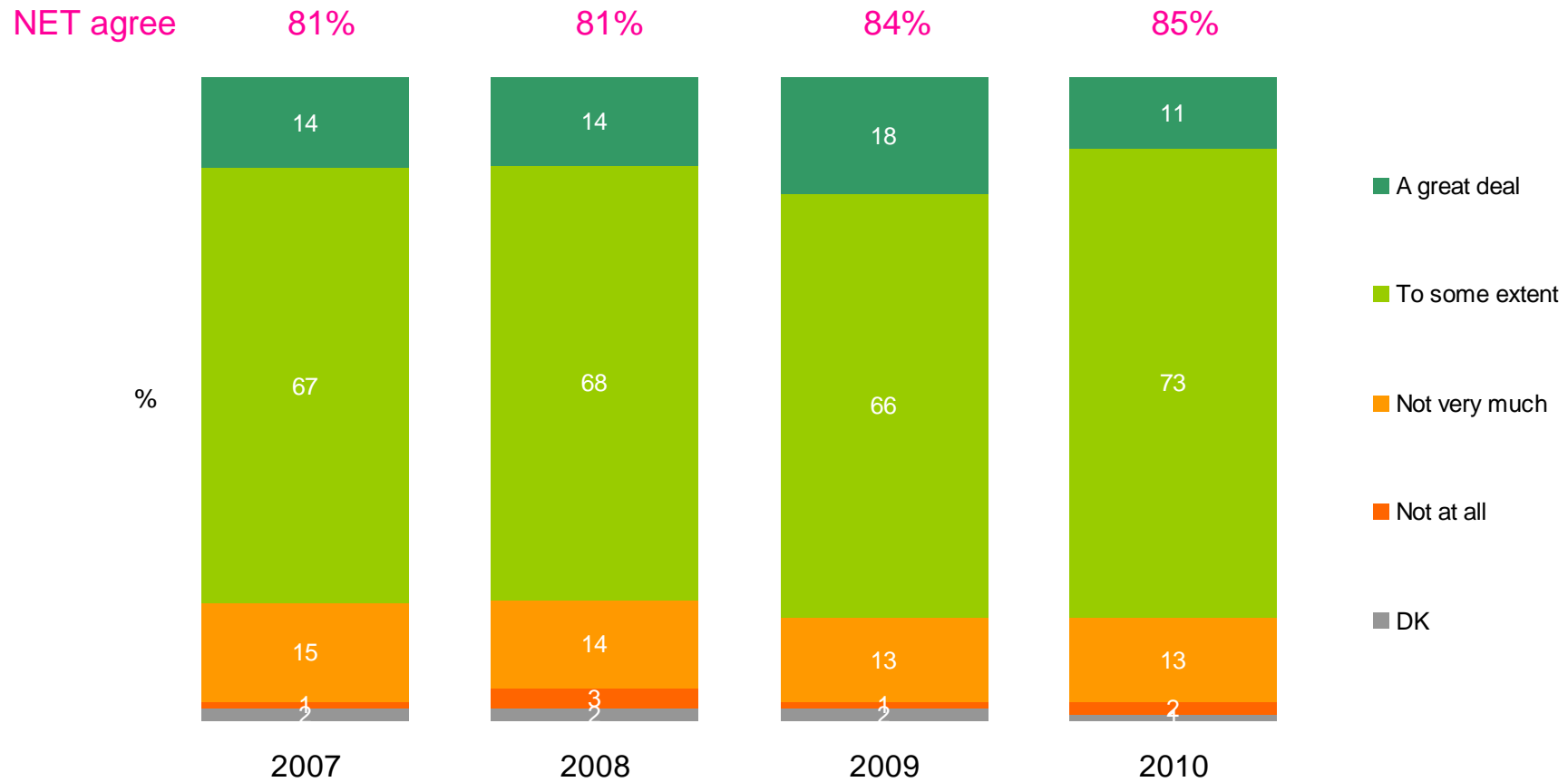
Source: QY6 Do you attend any of the following out of school activities?  
 Base: All young persons aged 11-17yrs (c. 250)

# Out of school activities would like to attend



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

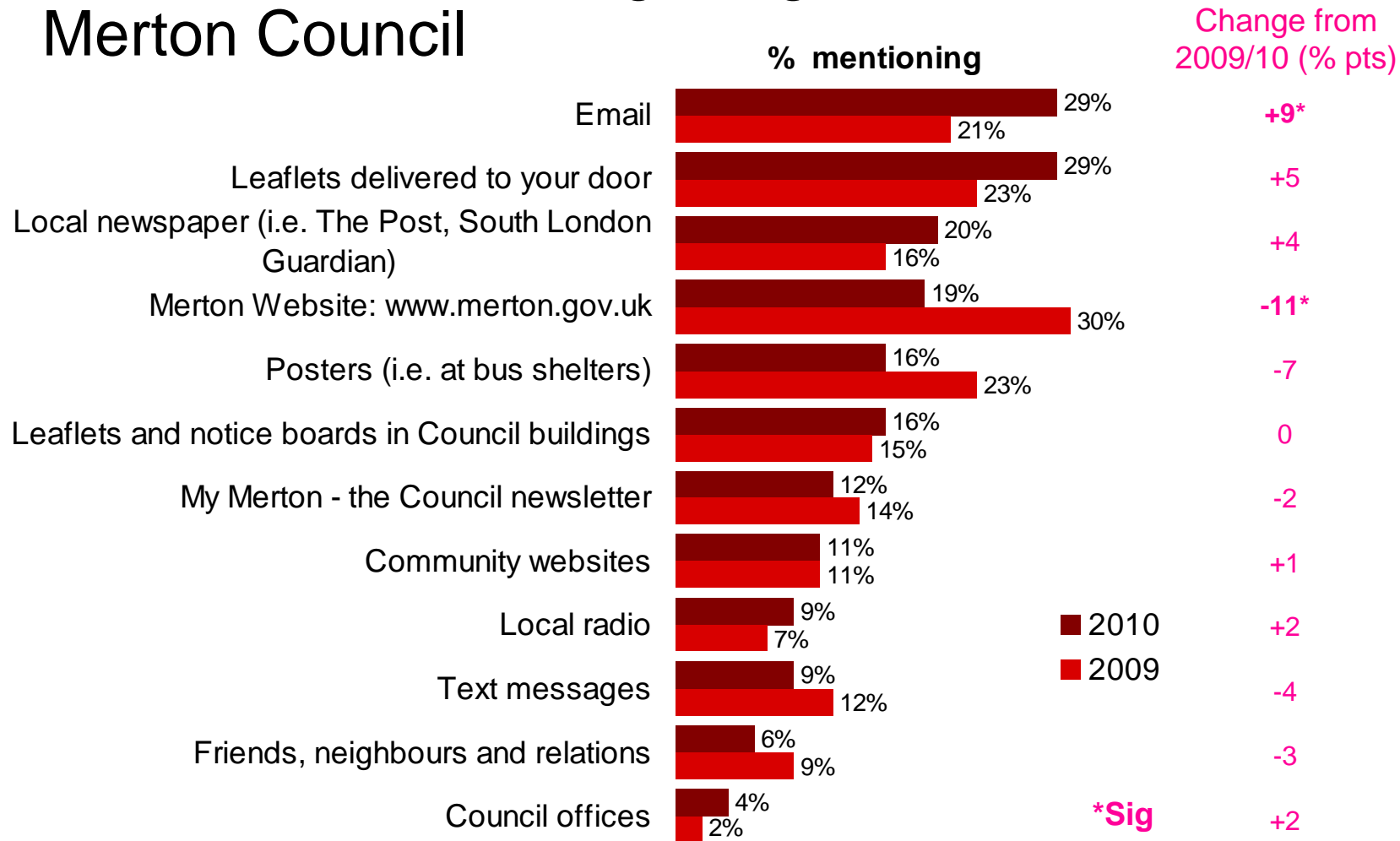
# Agreement that Merton is a good place for young people to live



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)



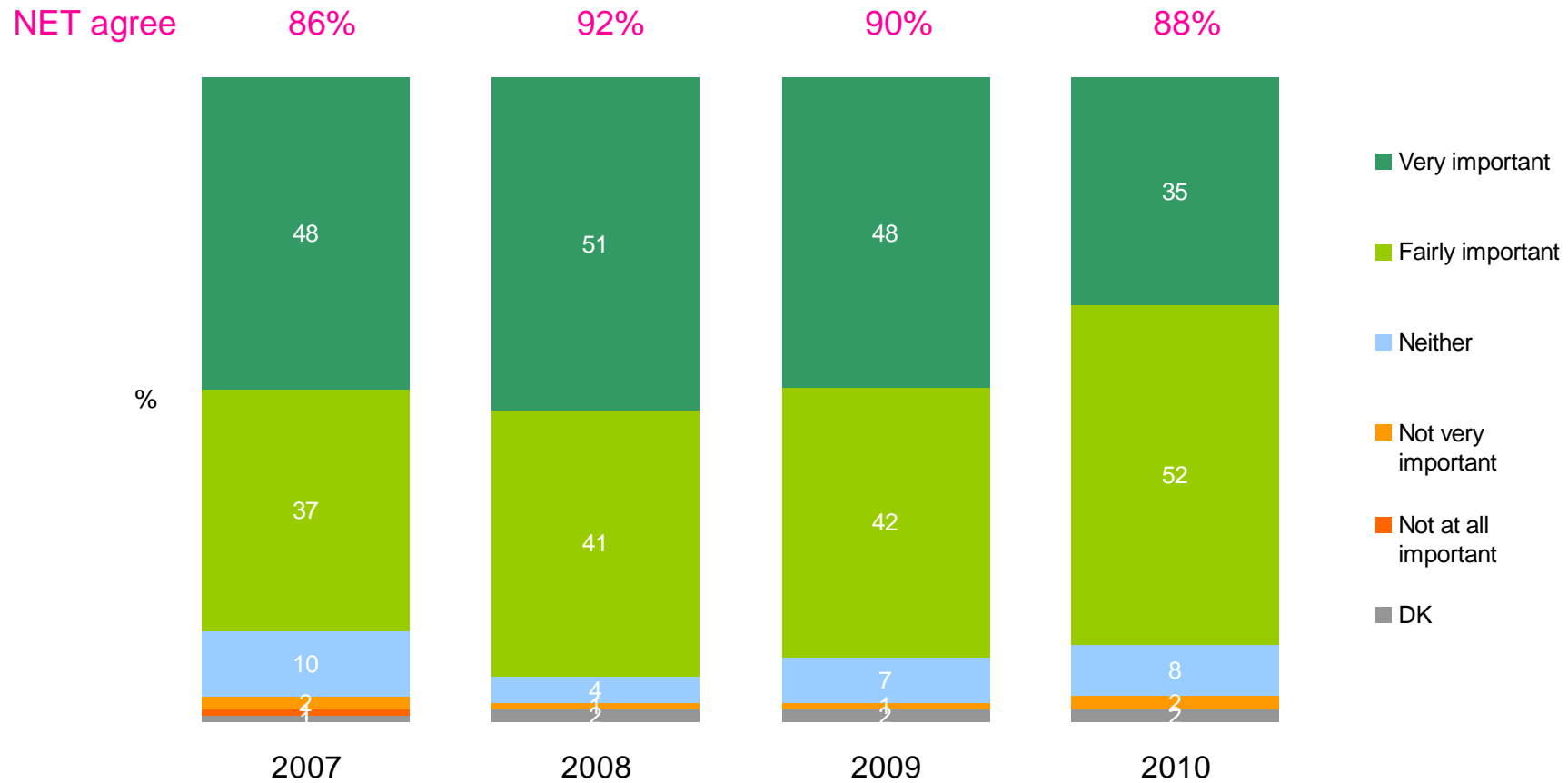
# Preferred method of getting more information about Merton Council



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



# Importance of council looks after environment



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

# Summary

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

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

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

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

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

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

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

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