

Haringey Residents Survey 2009/10

TNS-BMRB

29 July 2010



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Issues covered

- Areas of personal concern
- Image of the council
- Service delivery
- Extra questions
 - Information and communication
 - The environment
 - Crime and anti-social behaviour
 - The community
- Young Persons Survey

Methodology

- 1,055 adult interviews conducted in home and in street using CAPI
- Young persons survey comprising 242 interviews of youth aged 11 to 17
- Fieldwork conducted from 1 – 28 February 2010
- Representative quota sample set on age, gender, ethnic origin, tenure and the working status of women using the 2001 Census
- 88 sample points across the borough
- The survey data was weighted by age within gender, using the 2001 Census

Sample profile

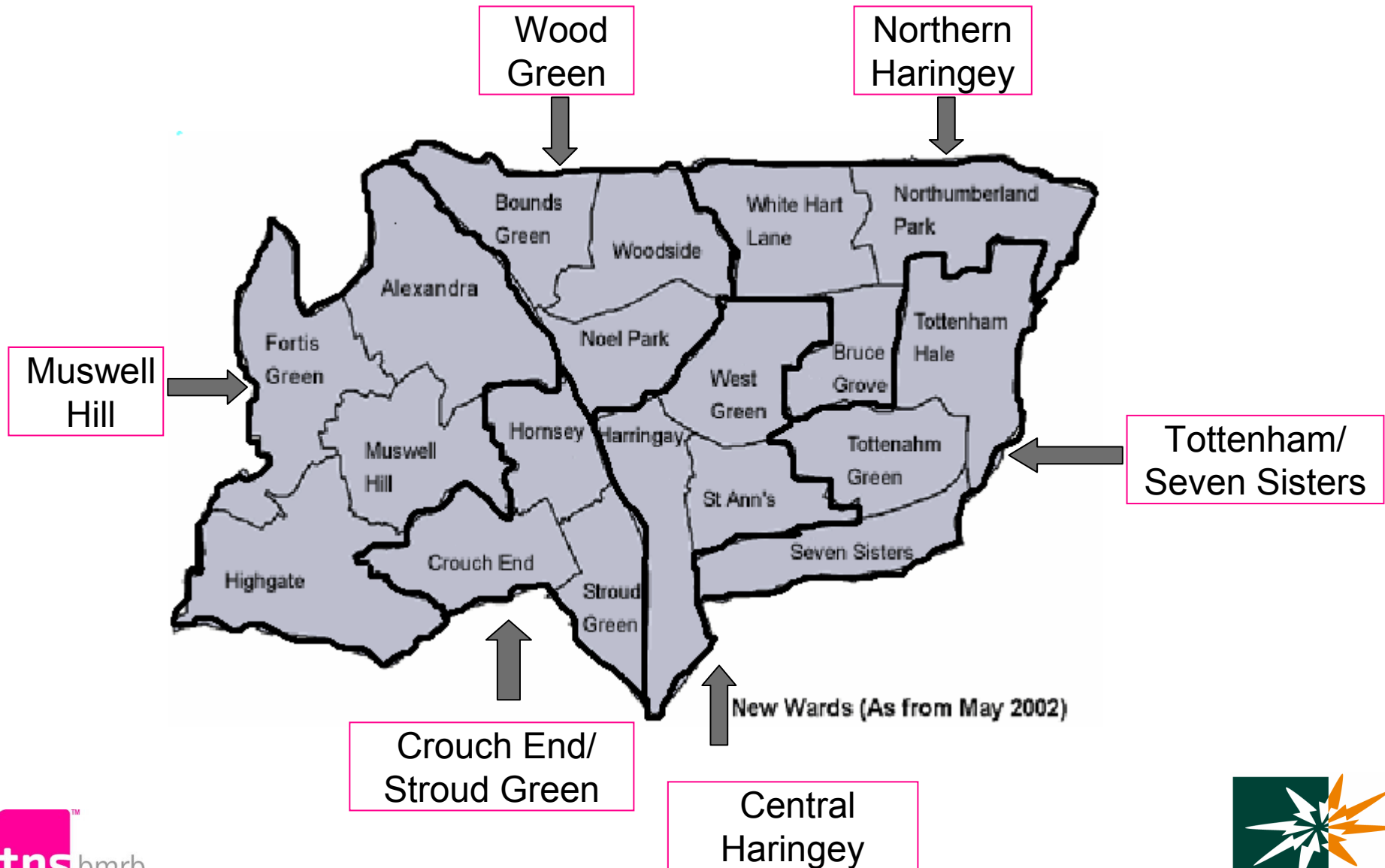
	Set (%)	Achieved (%)	Achieved (Nos)
Men*	48	45	479
Women*	52	55	576
18-34*	43	38	402
35-59*	40	44	469
60+*	17	17	184
White	66	67	715
Mixed			
Black	34	31	331
Asian			
Other			
Owner occupier, private rent, HA	80	81	854
Council rent	20	19	200



*Data corrected at the analysis stage



WARDS AND AREA BOUNDARIES

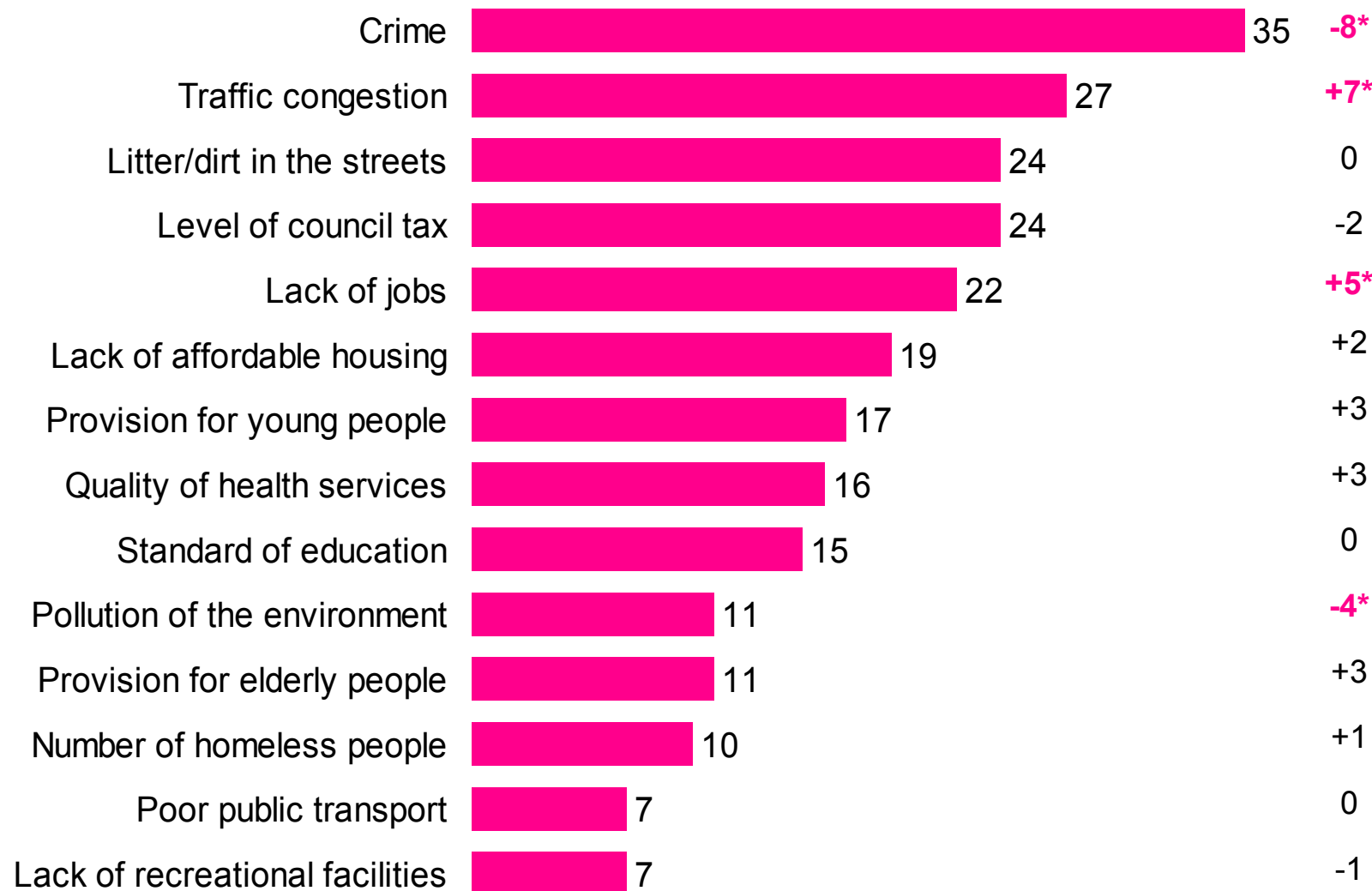


Areas of personal concern

Residents' personal concerns

Haringey 2009/10

Change from 2008/09



Source: Q2 Which three of these are you personally most concerned about?
Base: All respondents (1055)

* significant



Haringey Council

Significant differences from 2008/09

More concern

Traffic congestion	+7
Lack of jobs	+5

Less concern

Crime	-8
Pollution of the environment	-4

Significant differences to London

More concern in Haringey

Traffic congestion +5

Number of homeless people +3

Less concern in Haringey

Crime -6

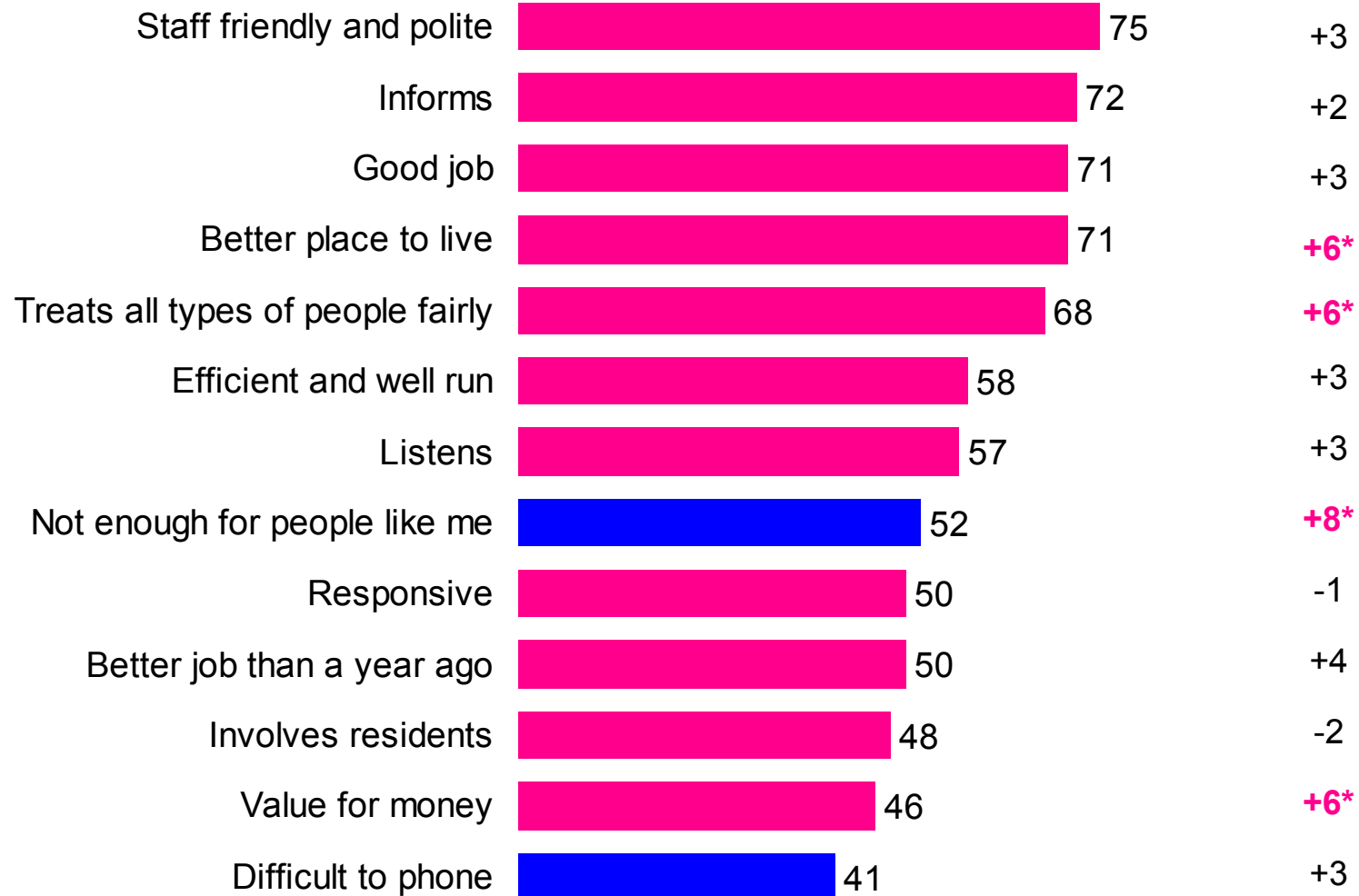
Lack of jobs -4

Image of the council

Image of the council

% Saying Great Deal / Some Extent

Change from 2008/09



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 respondents (1055)

* significant



Significant differences from 2008/09

Better

Better place to live	+6
Treats people fairly	+6
Value for money	+6

Worse

Not enough for people like me	+8
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Significant differences to London

Better

Better job than a year ago +5

Worse

Efficient and well run -7

Not enough for people like me +6



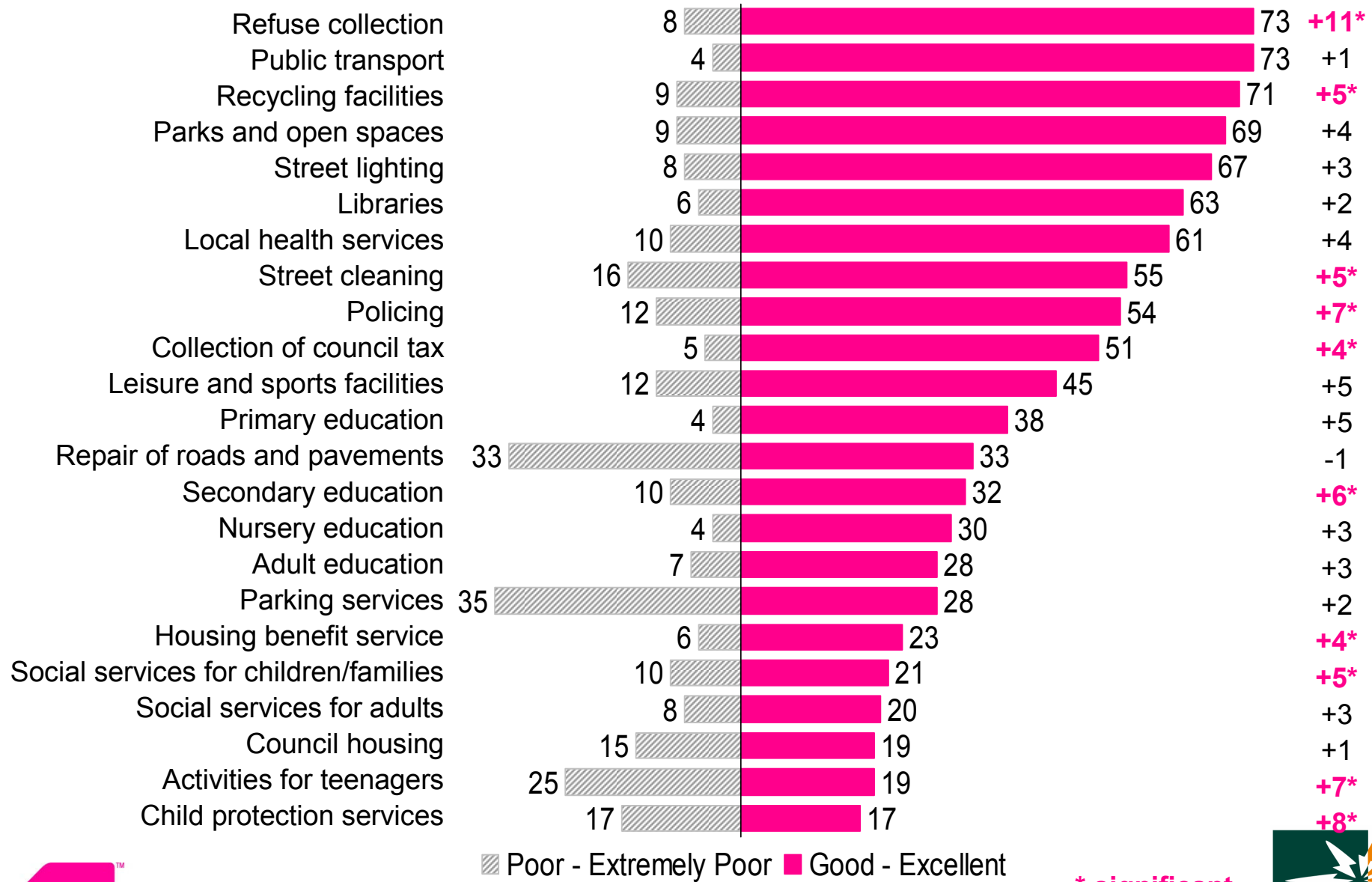
Source: Q3 These are some things which other people have said about their council. To what extent do you think these statements apply to your borough?
Base: All respondents (1055, London: 1150)



Service delivery

Perceived service delivery

Change
from 2008/09



* significant



Source: Q4 I would like to ask you about local services in this area. What is your opinion of?
Base: All respondents (1055)



Differences from 2008/09

Up

Refuse collection	+11
Child protection services	+8
Policing	+7
Activities for teenagers	+7
Secondary education	+6
Recycling facilities	+5
Street cleaning	+5
Social services for children & families	+5
Collection of council tax	+4
Housing benefit service	+4

Down

No significant changes



Source: Q4 I would like to ask you about local services in this area. What is your opinion of?
Base: All respondents (1055)



Significant differences to London

Better

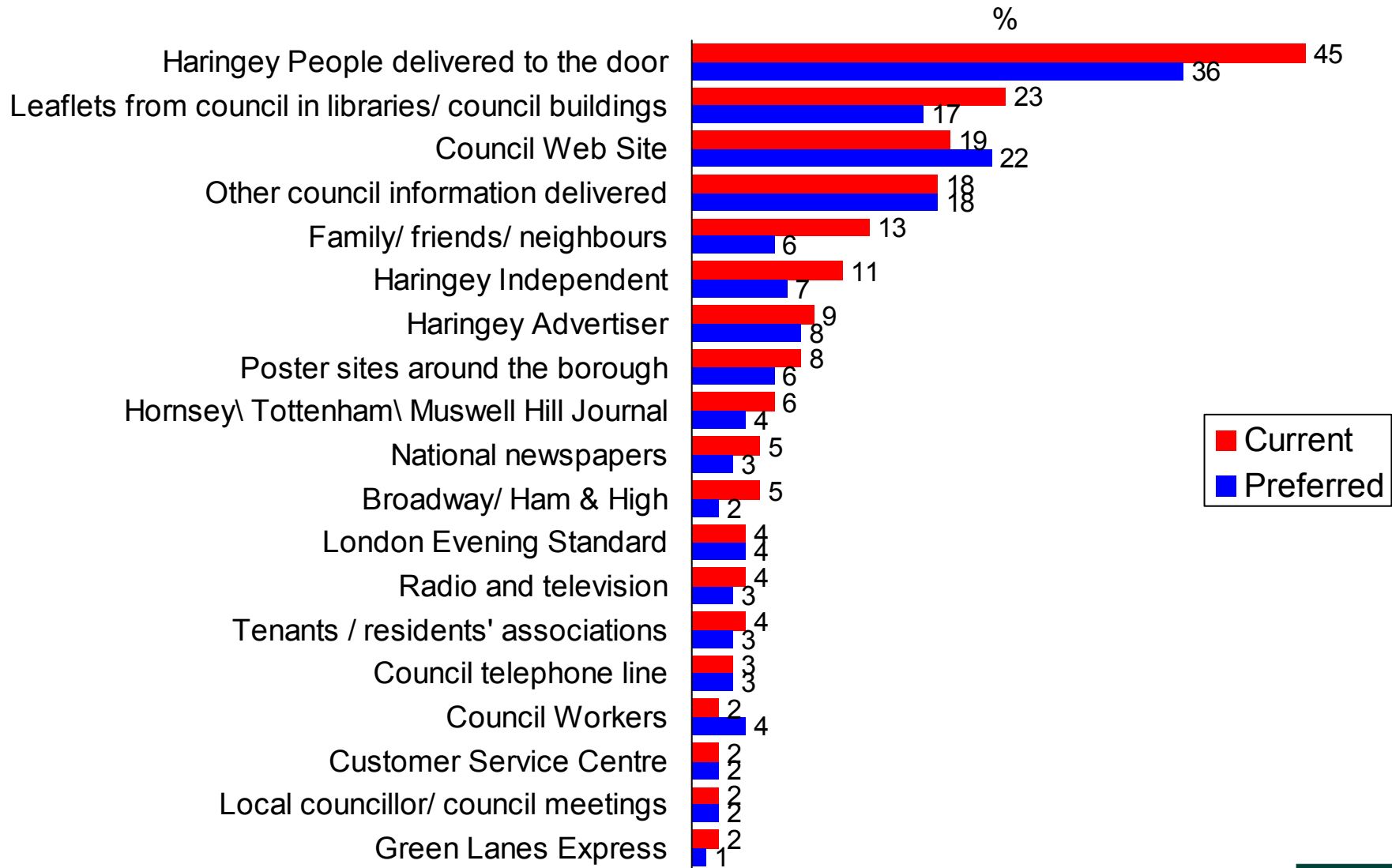
No significant differences

Worse

Collection of council tax	-13
Repair of roads and pavements	-7
Adult education	-7
Street lighting	-5
Local health services	-5
Parking service	-5
Social services for adults	-5
Social services for children/families	-4

Information and communication

Sources of information about the Council

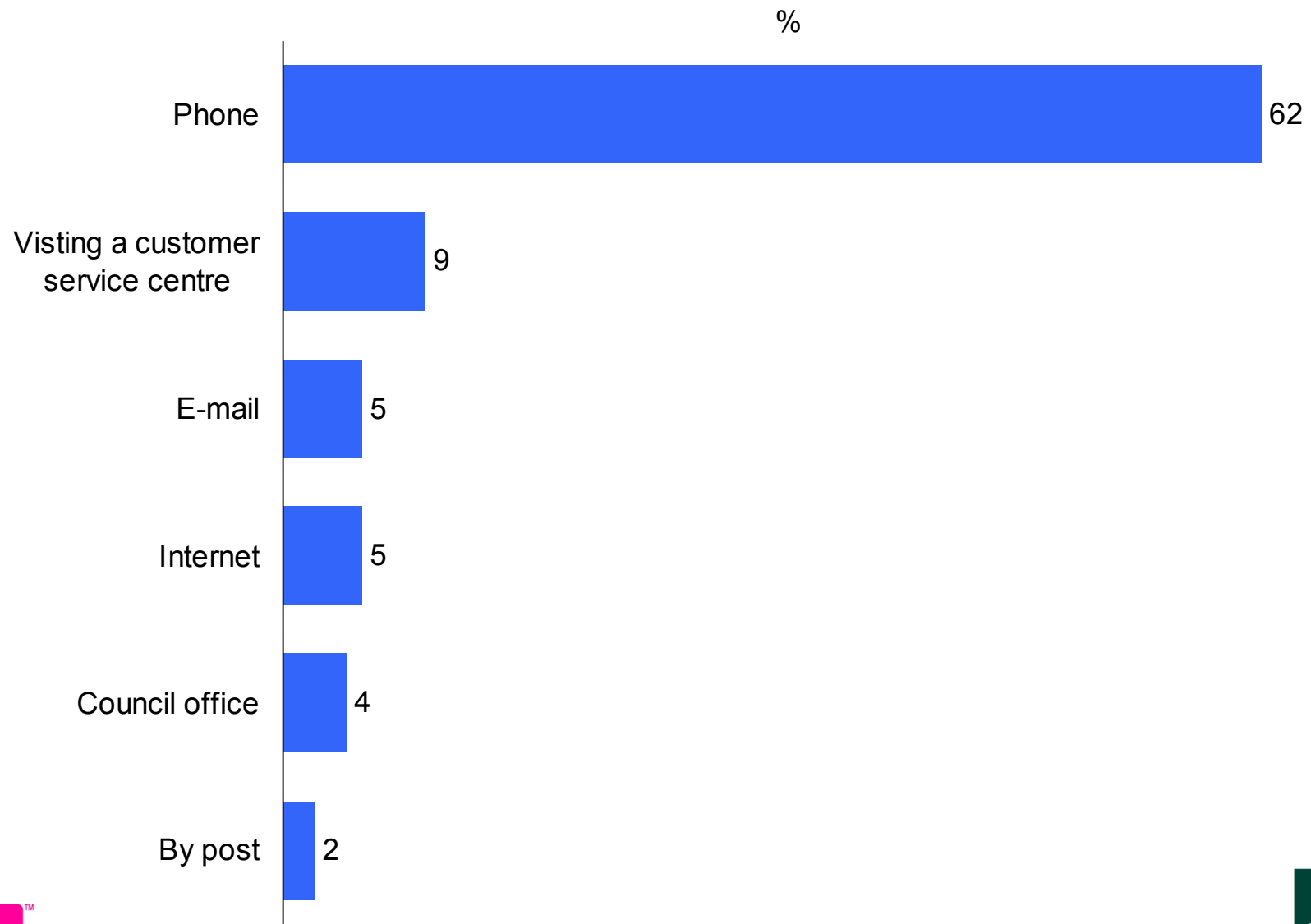


Source: Q1 From which of these sources do you get most of your information about what Haringey Council is doing? Q2 From which of these sources would you prefer to get your information about what Haringey Council is doing?

Base: All respondents (1055)



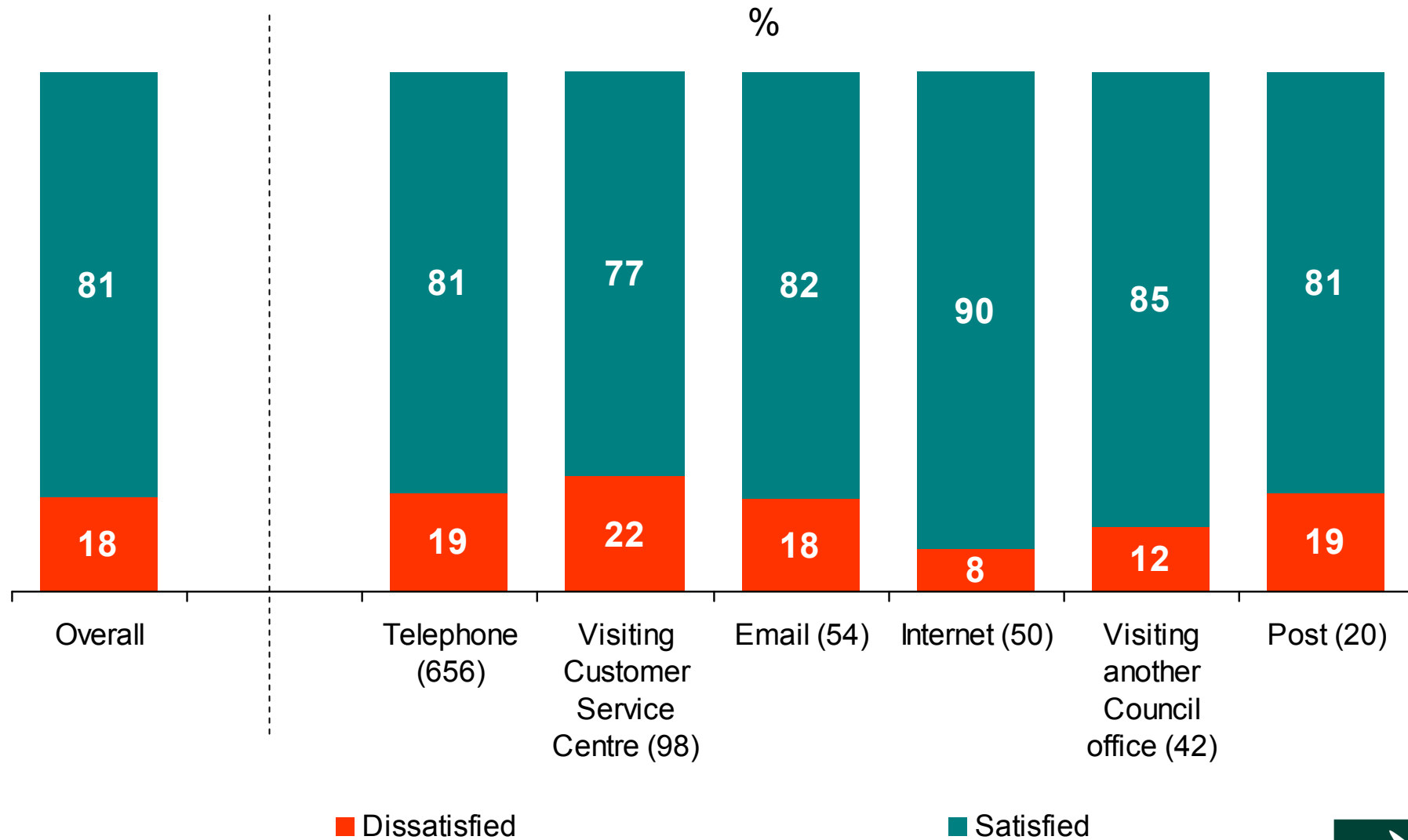
Method of contacting the Council



Source: Q3 Thinking about the last time you contacted the council, how did you do so?
Base: All respondents (1055)



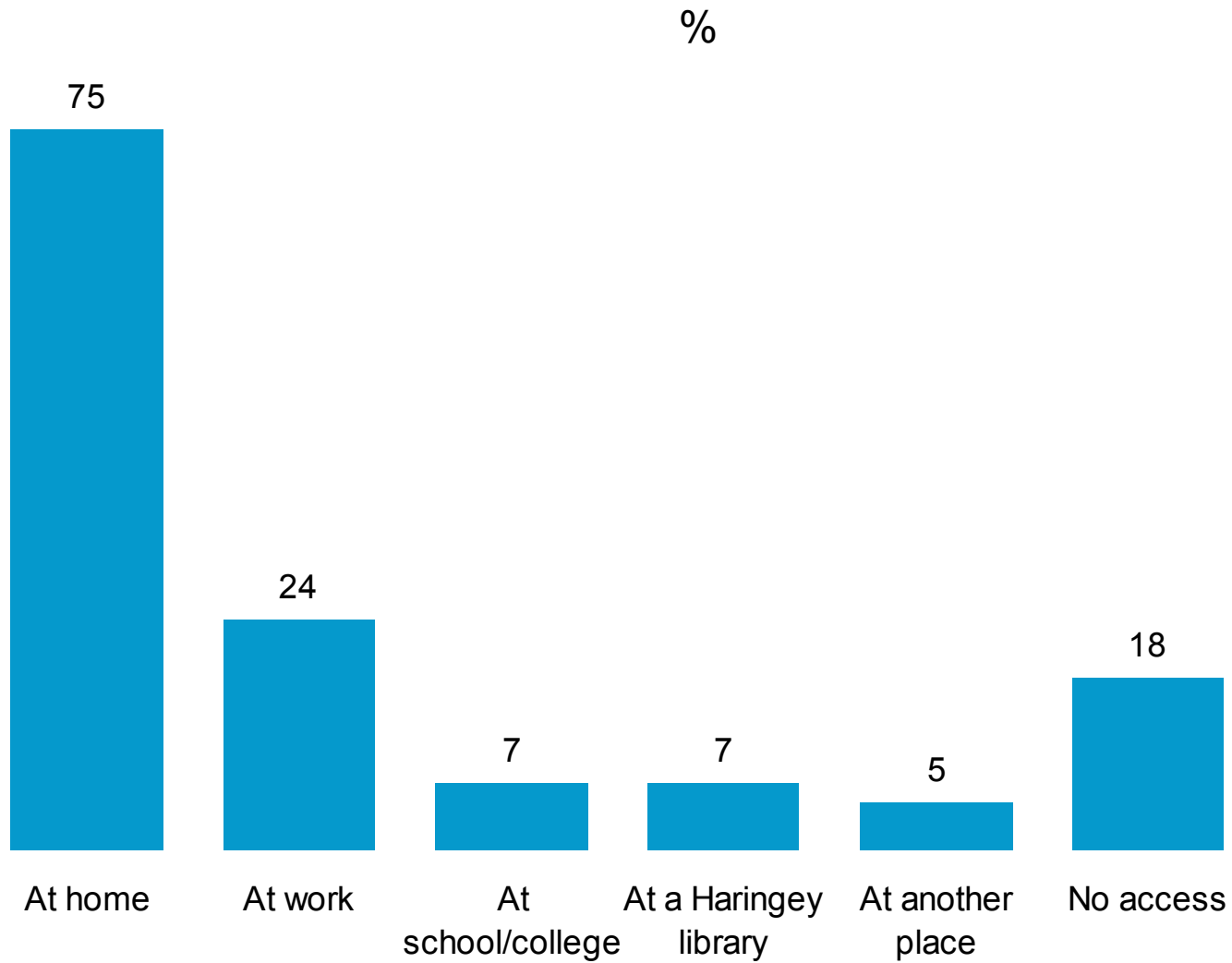
Satisfaction with contact



Source: Q4 And how satisfied were you generally with this method of contacting the Council?
 Base: All respondents who have contacted the council (922)



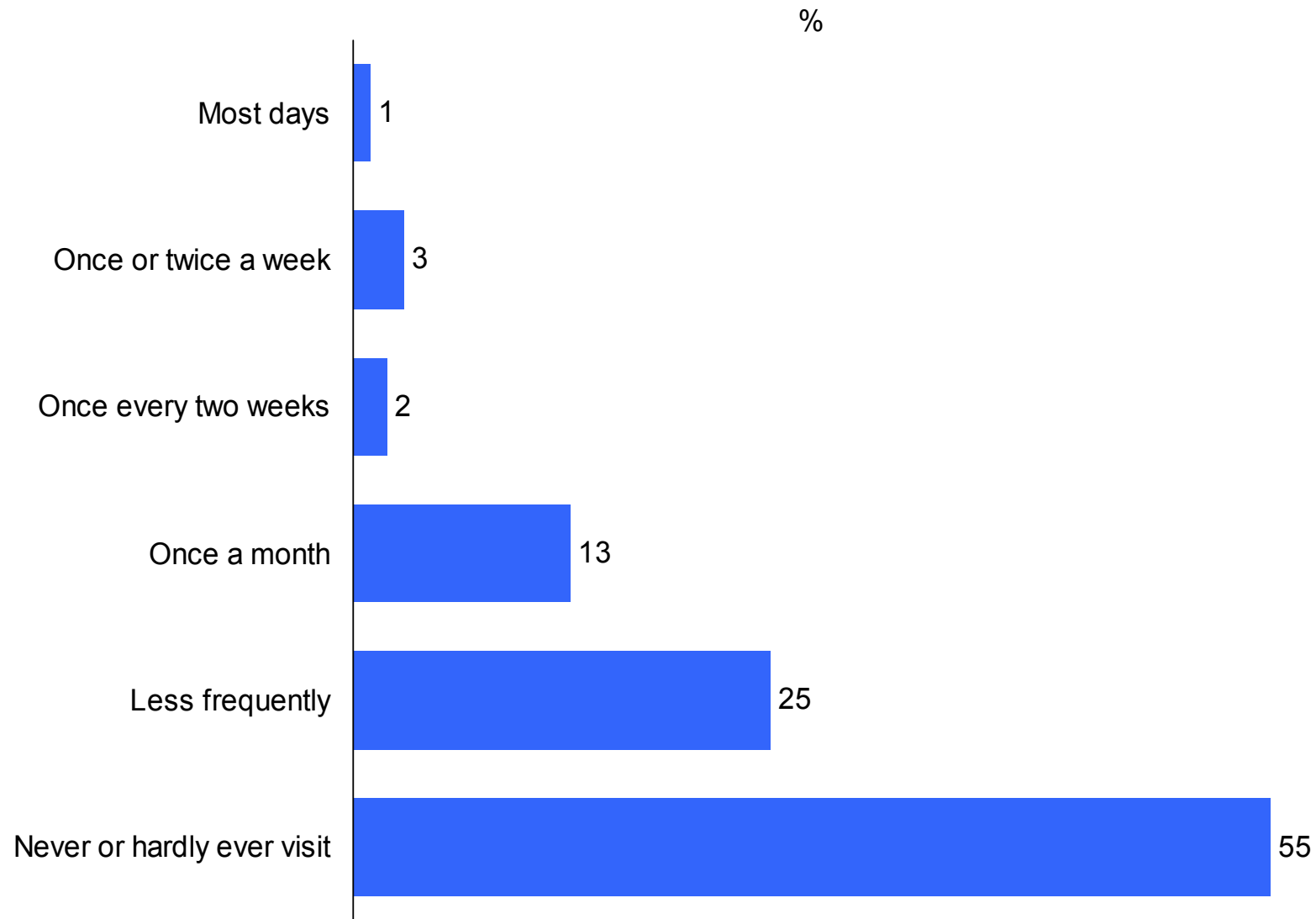
Internet access



Source: Q18 Do you have access to the Internet?
Base: All respondents (1055)



How often do you visit the Council's website



Source: Q5 How often do you visit the Council's website?
Base: All respondents (1055)

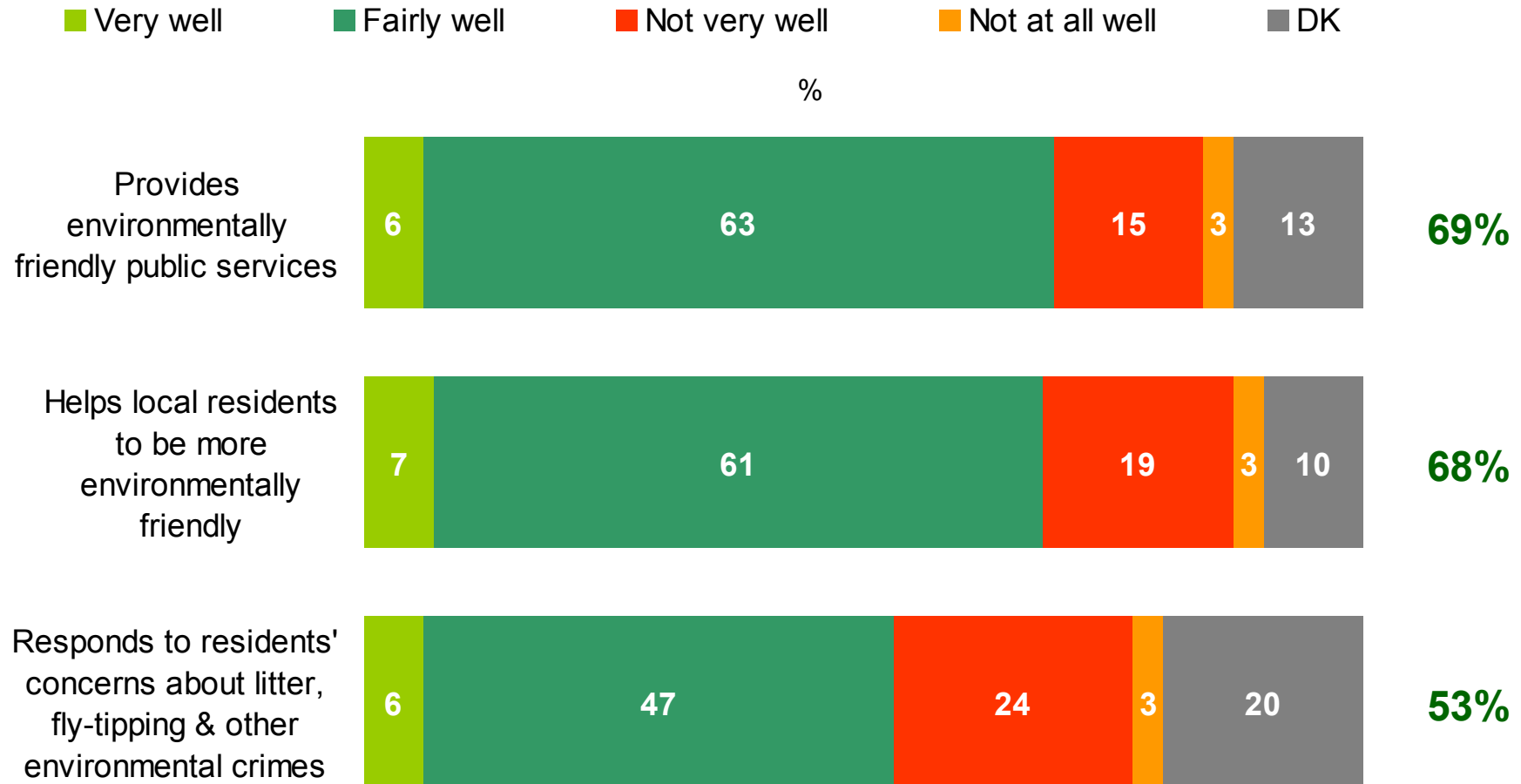


Main reasons for visiting the website

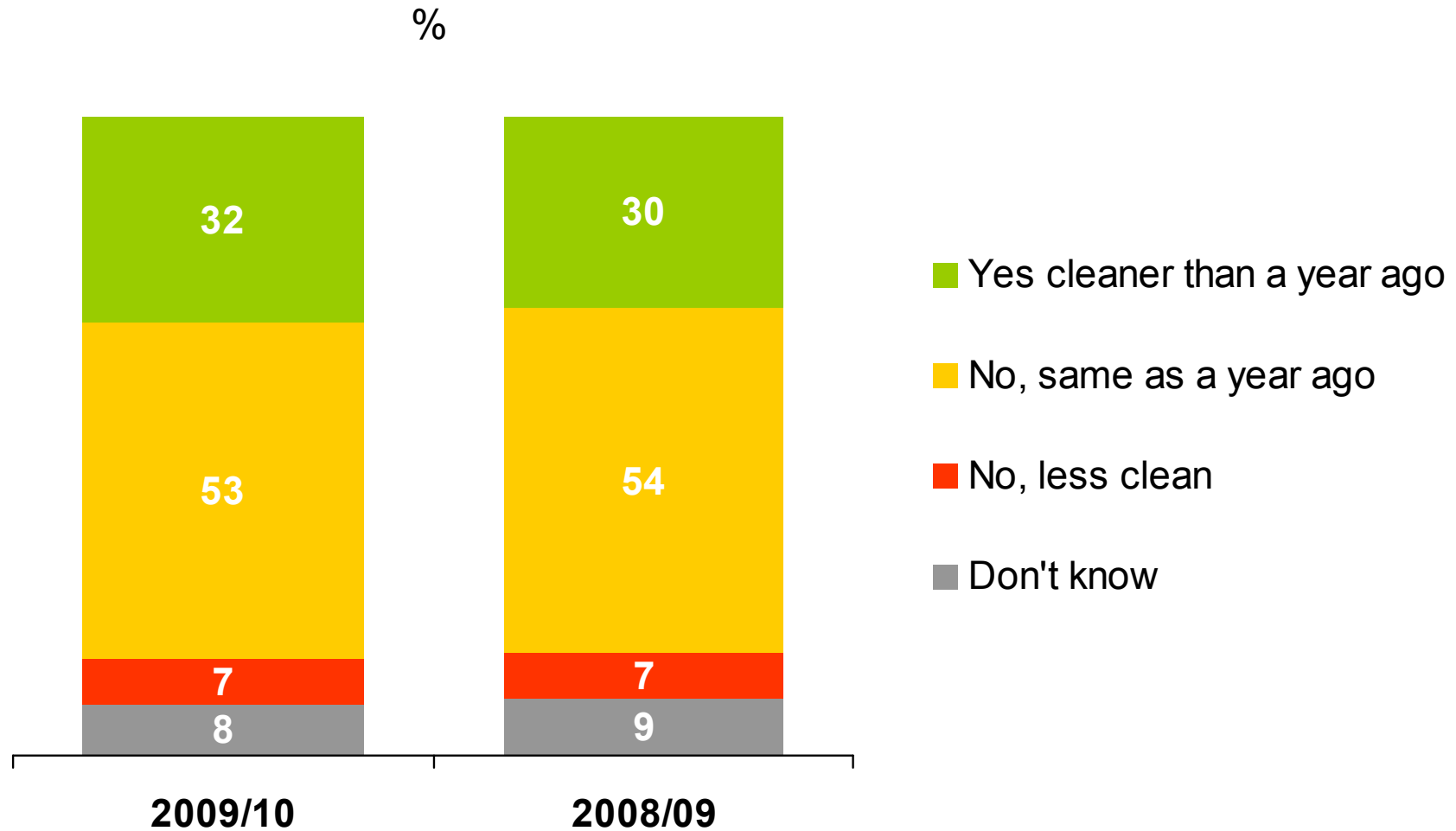


The environment

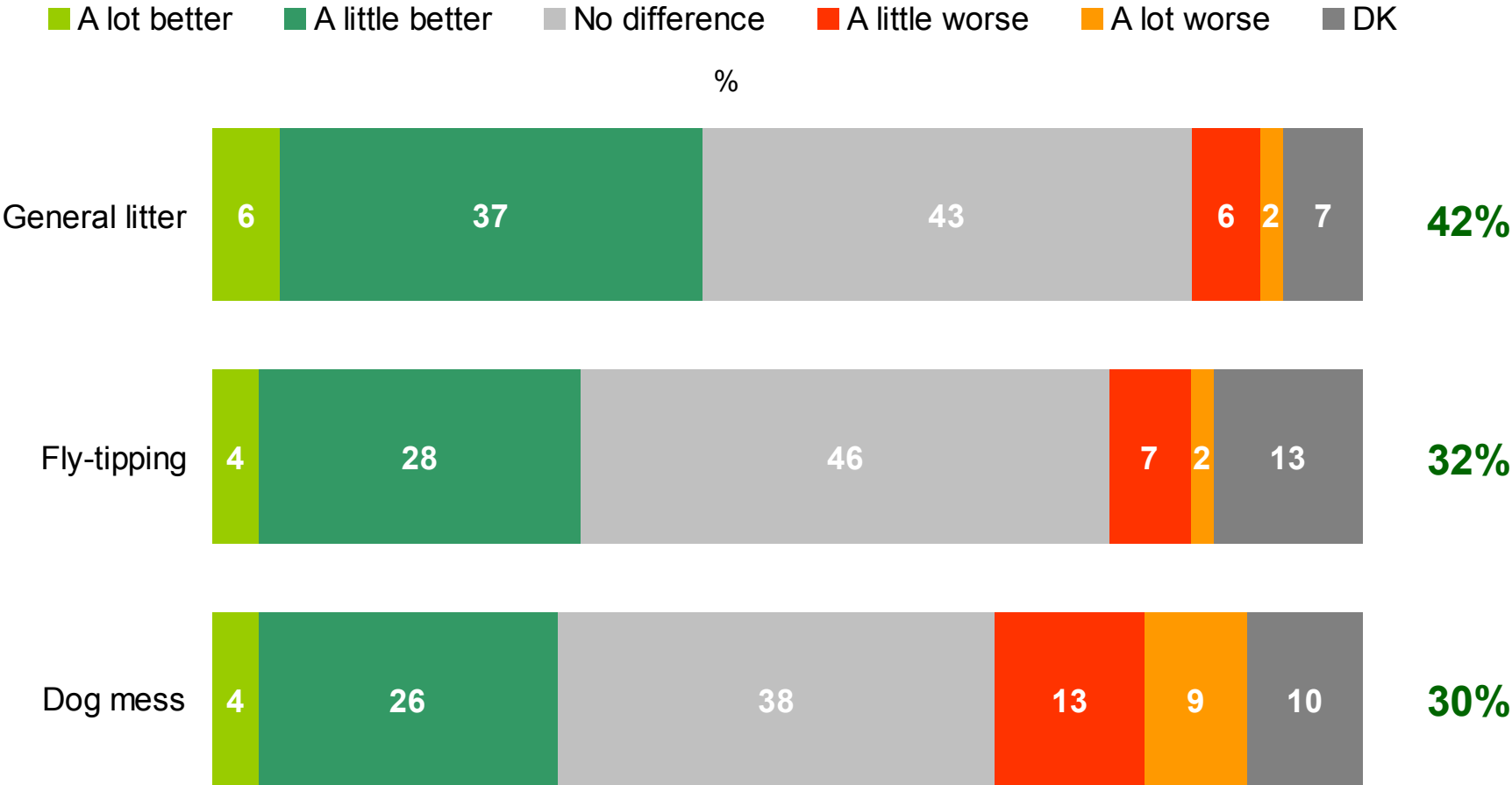
How well do you think the council ...?



Is Haringey cleaner than a year ago?



How clean are the streets compared with a year ago with regards to ...?



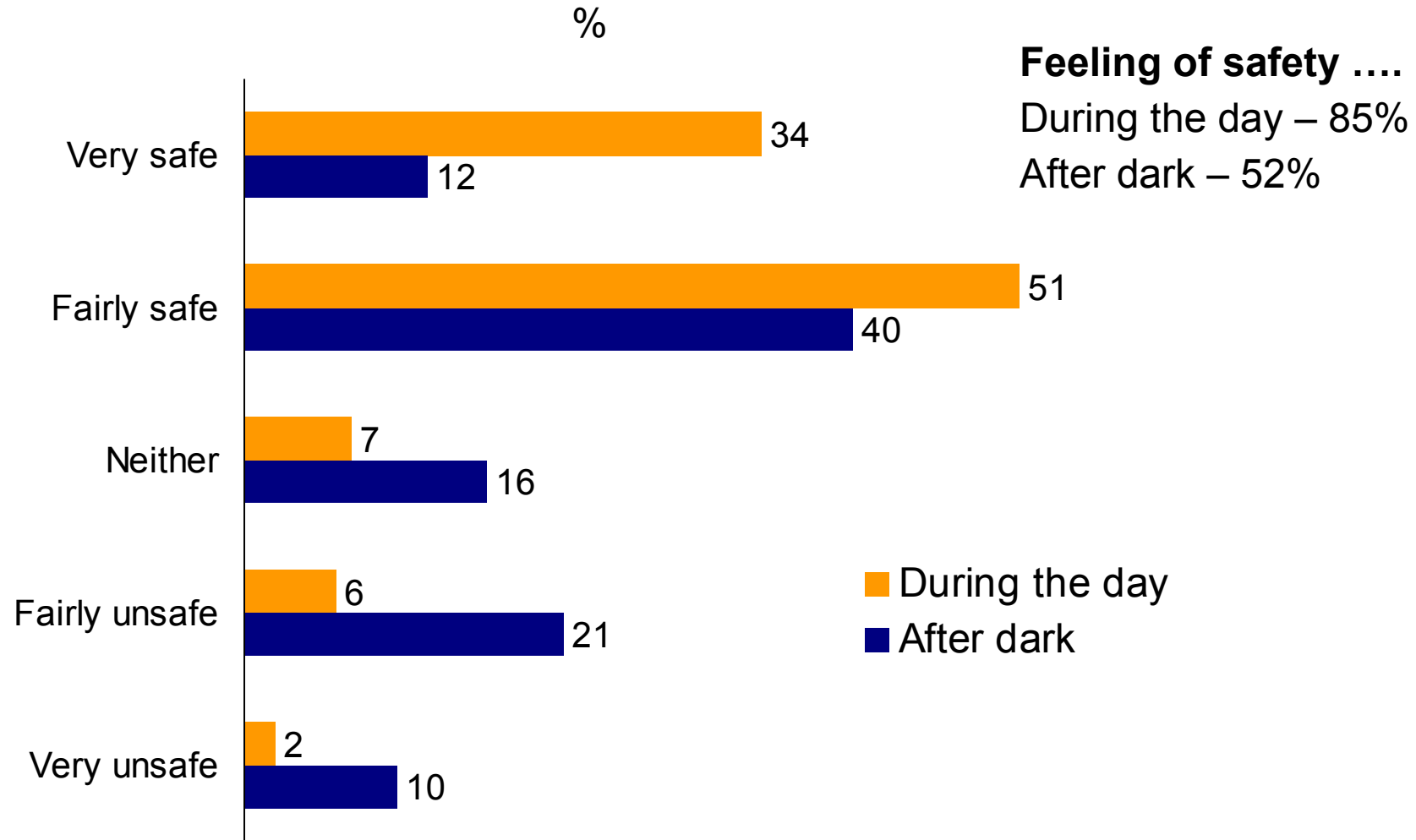
Source: Q9 For each of the following, please can you tell me to what extent the streets in your area are cleaner or not as clean as they were a year ago ...?
 Base: All respondents (1055)



Crime and anti-social behaviour

Safety concerns of Haringey residents

2009/10

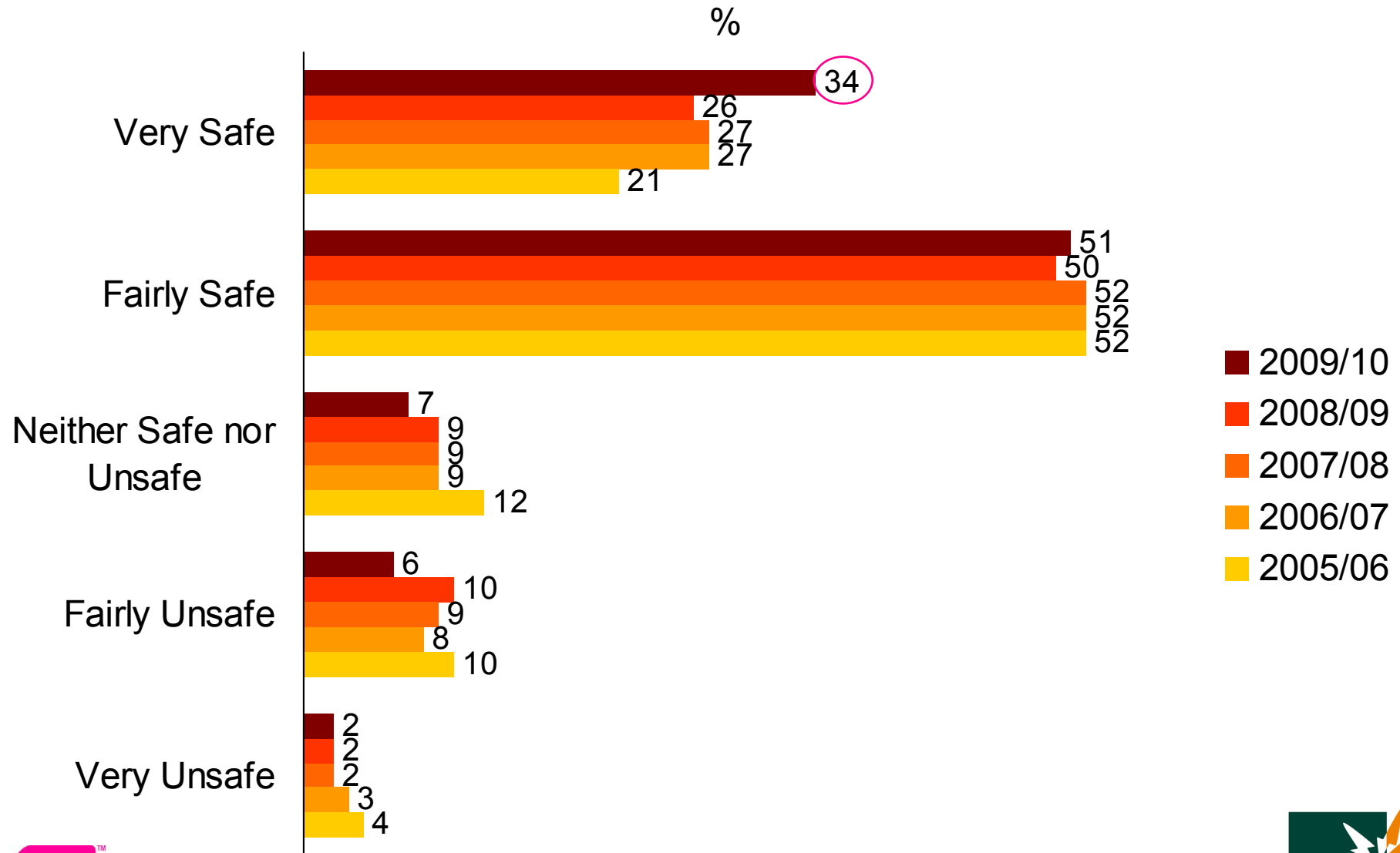


Source: Q10 How safe or unsafe do you feel when outside in your area during the day? Q11 How safe or unsafe do you feel when outside in your local area after dark?
Base: All respondents (1055)



Safety concerns of Haringey residents

During the day

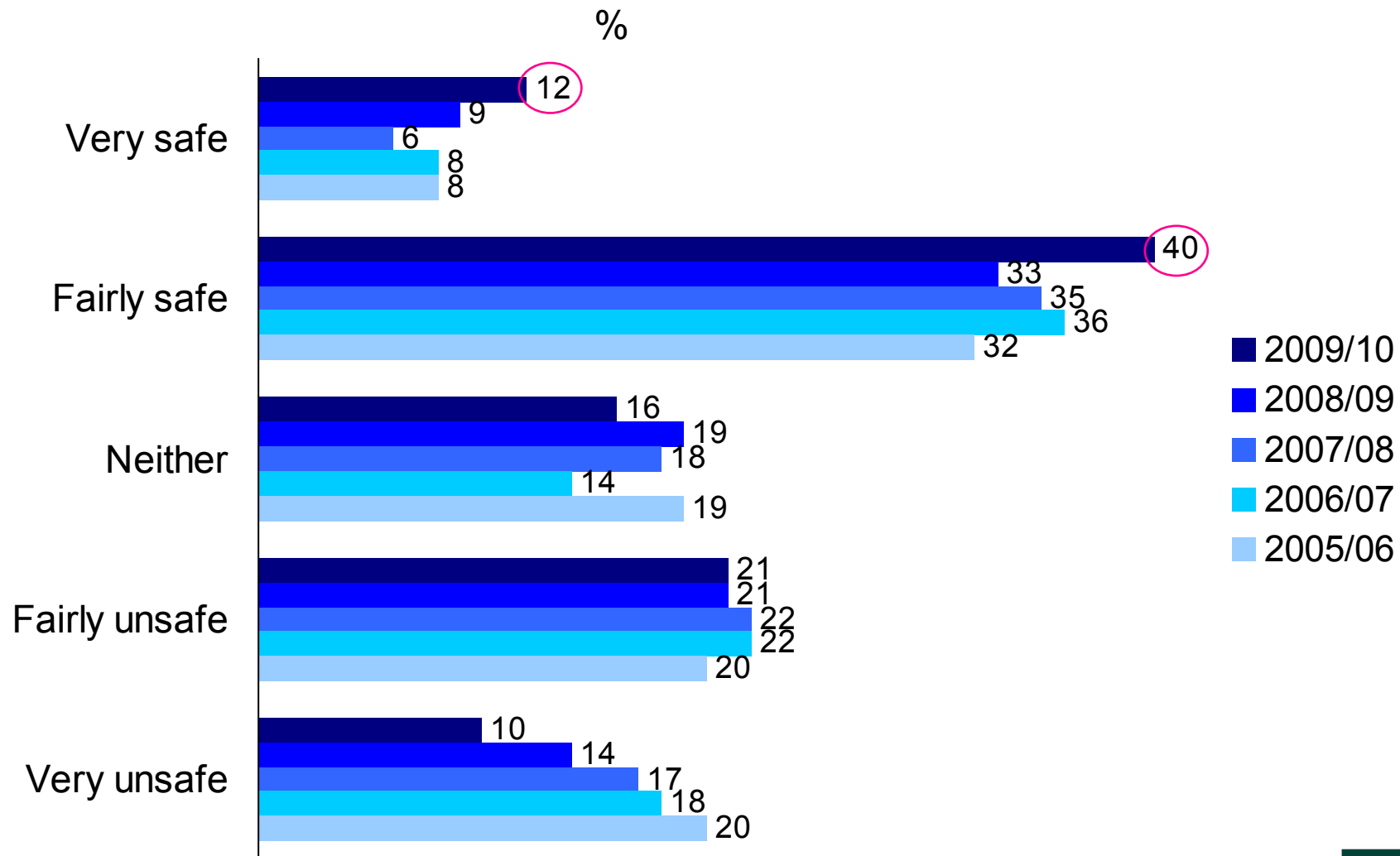


Source: Q10 How safe or unsafe do you feel when outside in your area during the day?
Base: All respondents (c.1000)



Safety concerns of Haringey residents

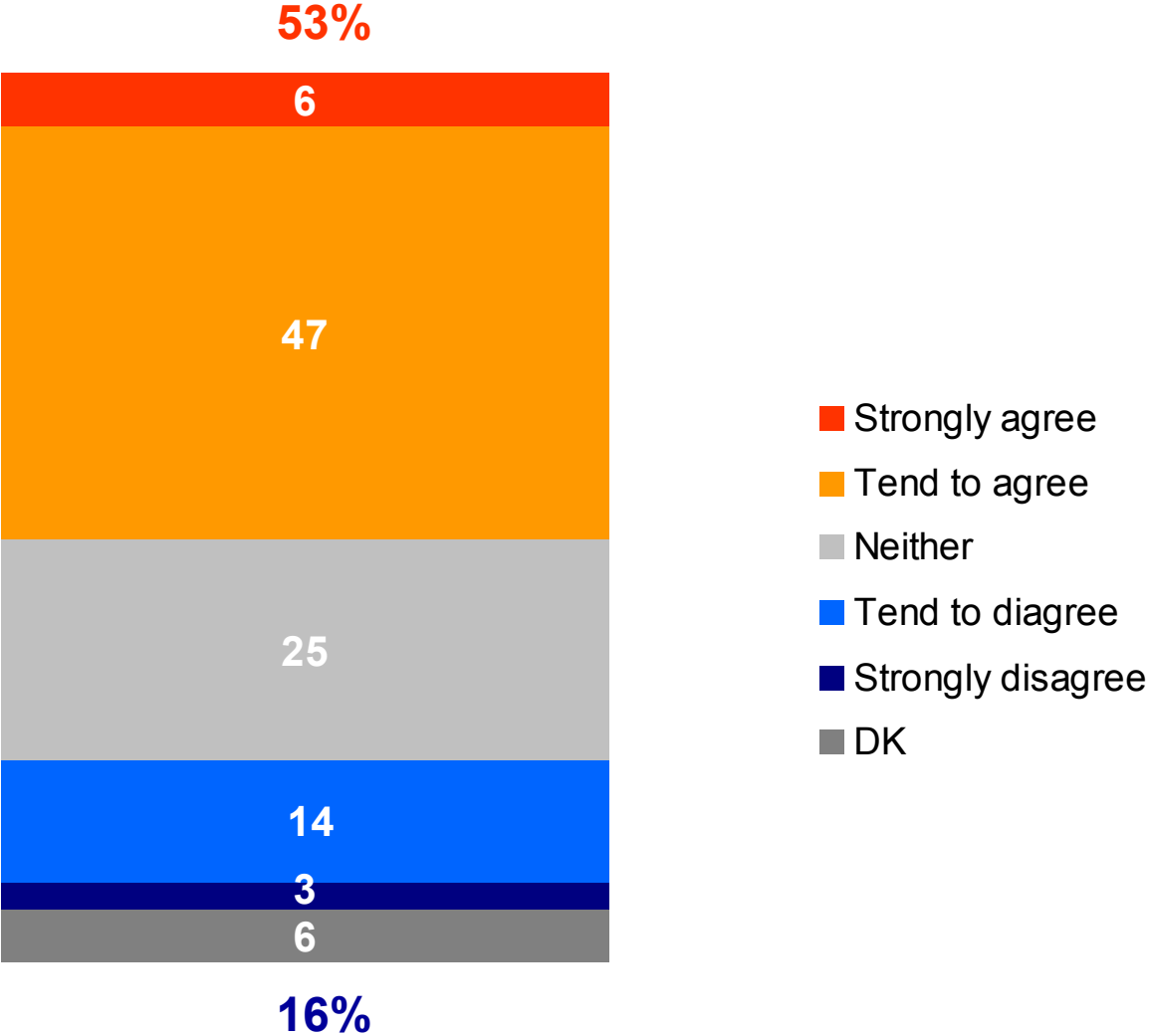
After dark



Source: Q11 How safe or unsafe do you feel when outside in your local area after dark?
 Base: All respondents (c.1000)



The police and other local services are successfully dealing with anti-social behaviour and crime in the area

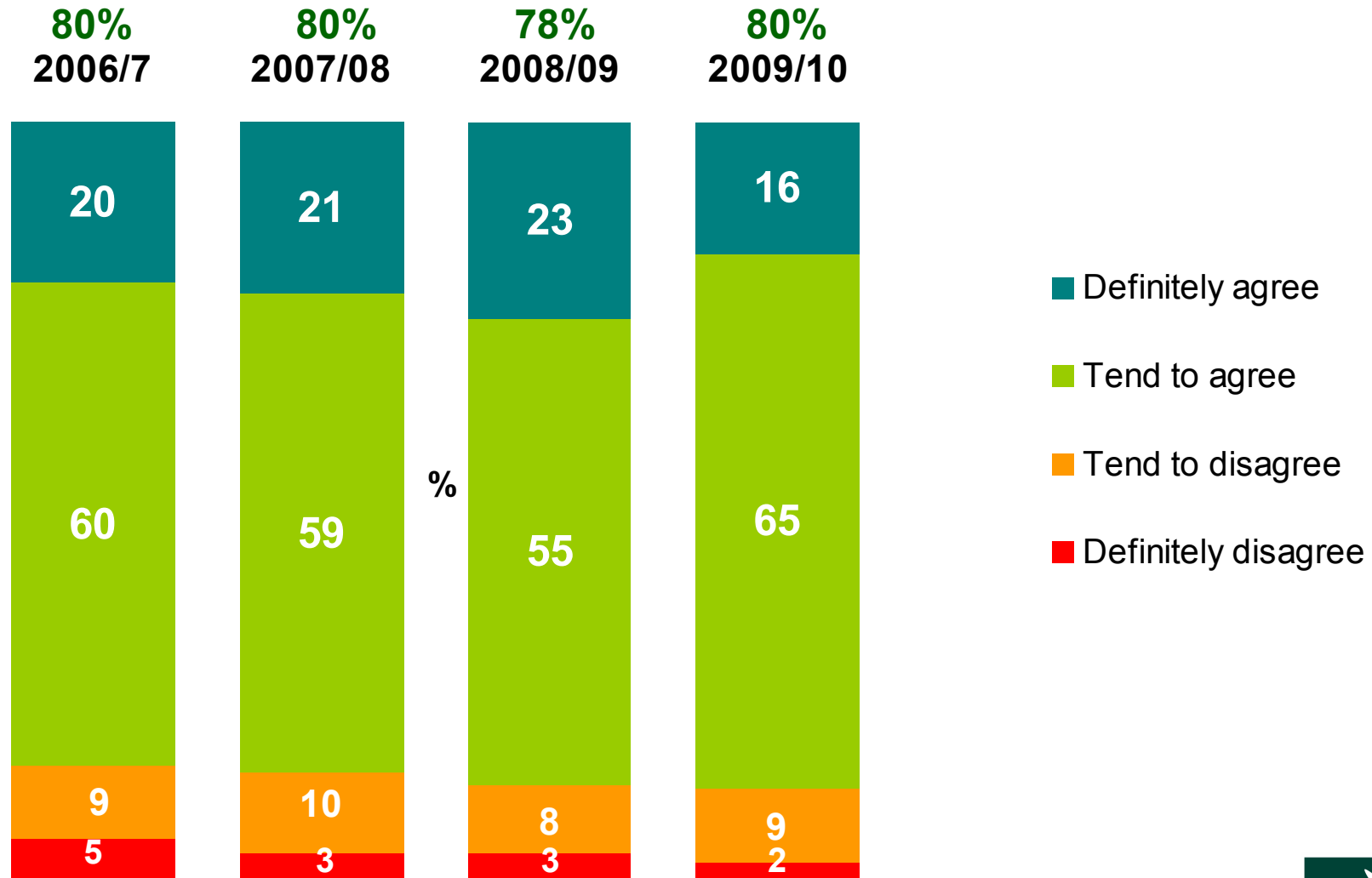


Source: Q12 How much would you agree or disagree that the police and other local services are successfully dealing with anti-social behaviour and crime in your area?
Base: All respondents (1055)



The community

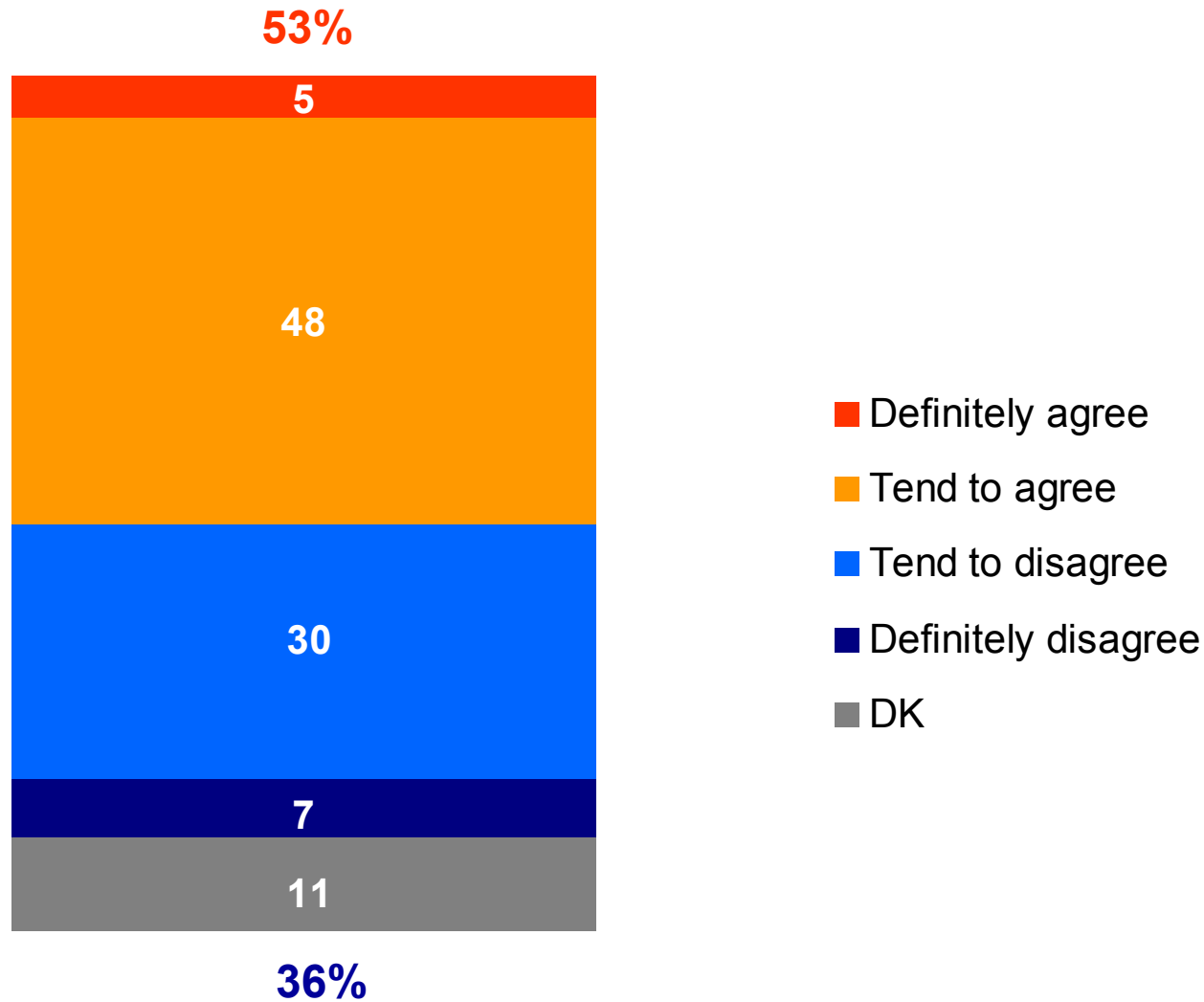
To what extent do you agree that the local area is a place where people from different backgrounds get on well together?



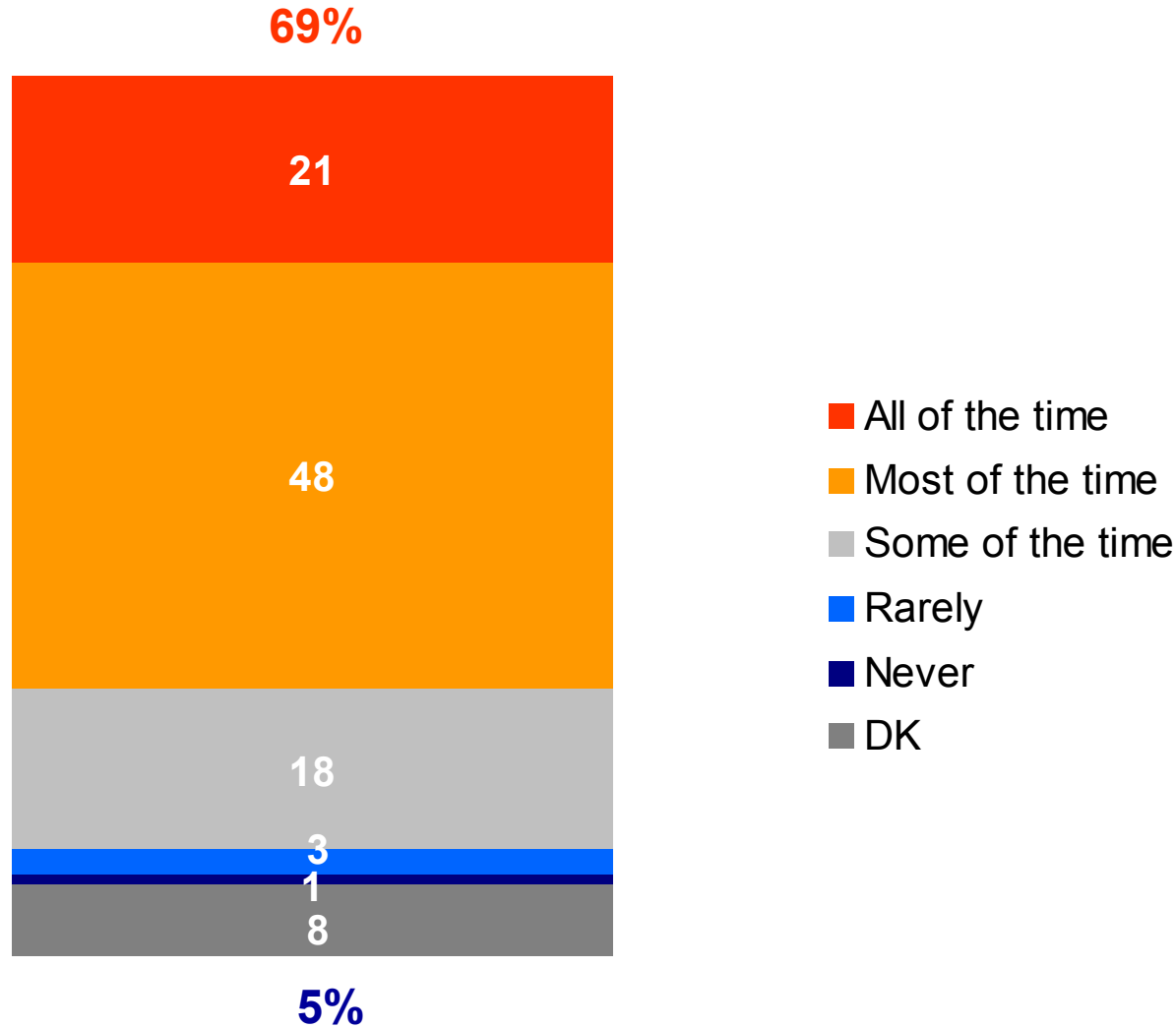
Source: Q13 To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?
 Base: All respondents (1055)



Do you agree or disagree that you can influence decisions affecting your local area?



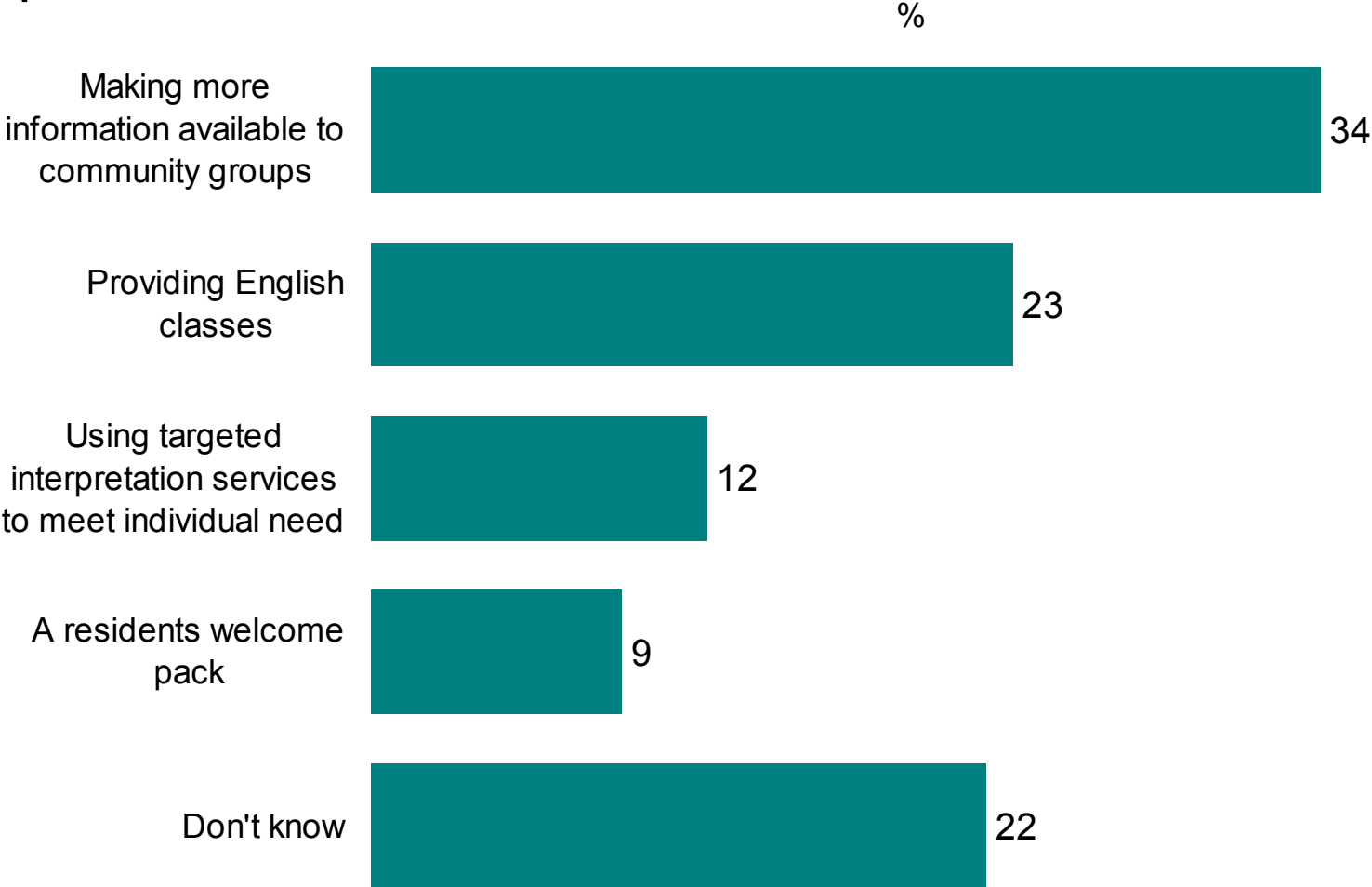
In the last year have you been treated with respect and consideration by your local public services?



Source: Q14 In the last year would you say that you have been treated with respect and consideration by your local public services?
Base: All respondents (1055)



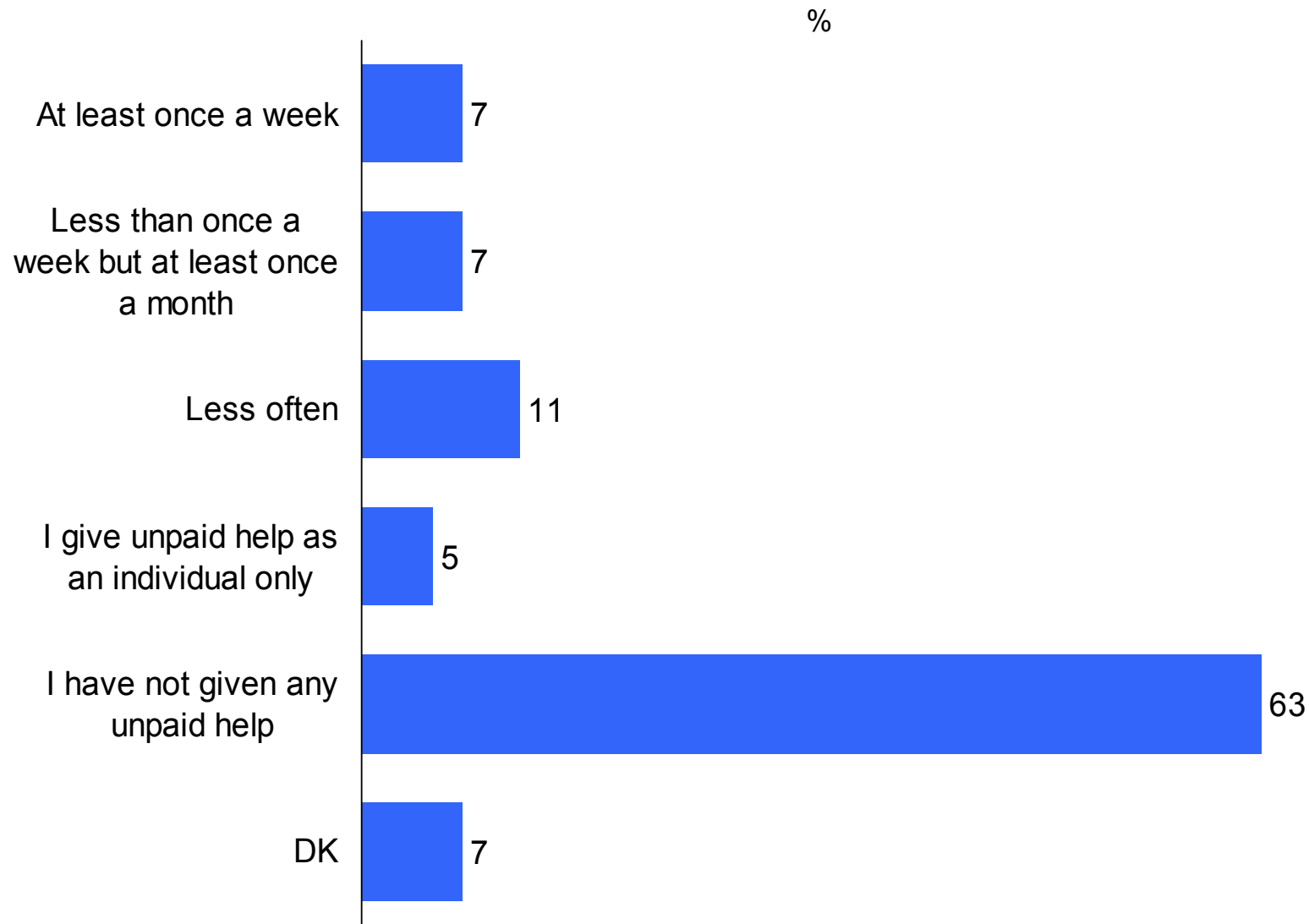
A third of residents think the best way to improve community cohesion is by making more information available to community groups



Source: Q15 Which one of the following do you feel will most help people get on well together and improve the education, employment and training prospects for individual people living in Haringey?
Base: All respondents (1055)



Volunteering over the last 12 months



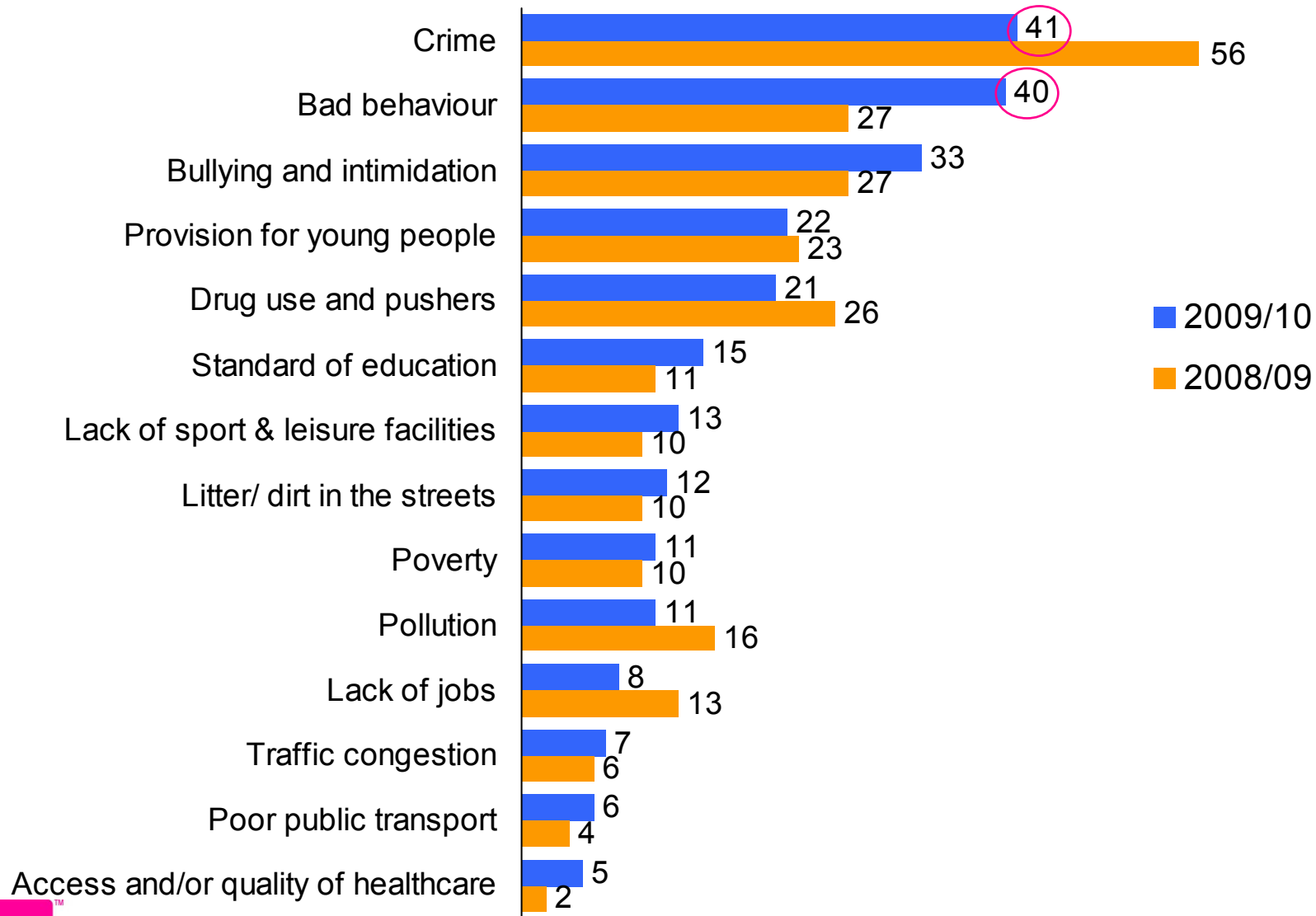
Source: Q17 Overall, about how often over the last 12 months have you given unpaid help to any group(s), club(s) or organisation(s)?
Base: All respondents (1055)



Young persons survey

Areas of personal concern

Compared with 2008/09



Source: Q1 Which three of these are you personally most concerned about?
Base: All respondents aged 11-17 (242)



How much do you know about your local council?

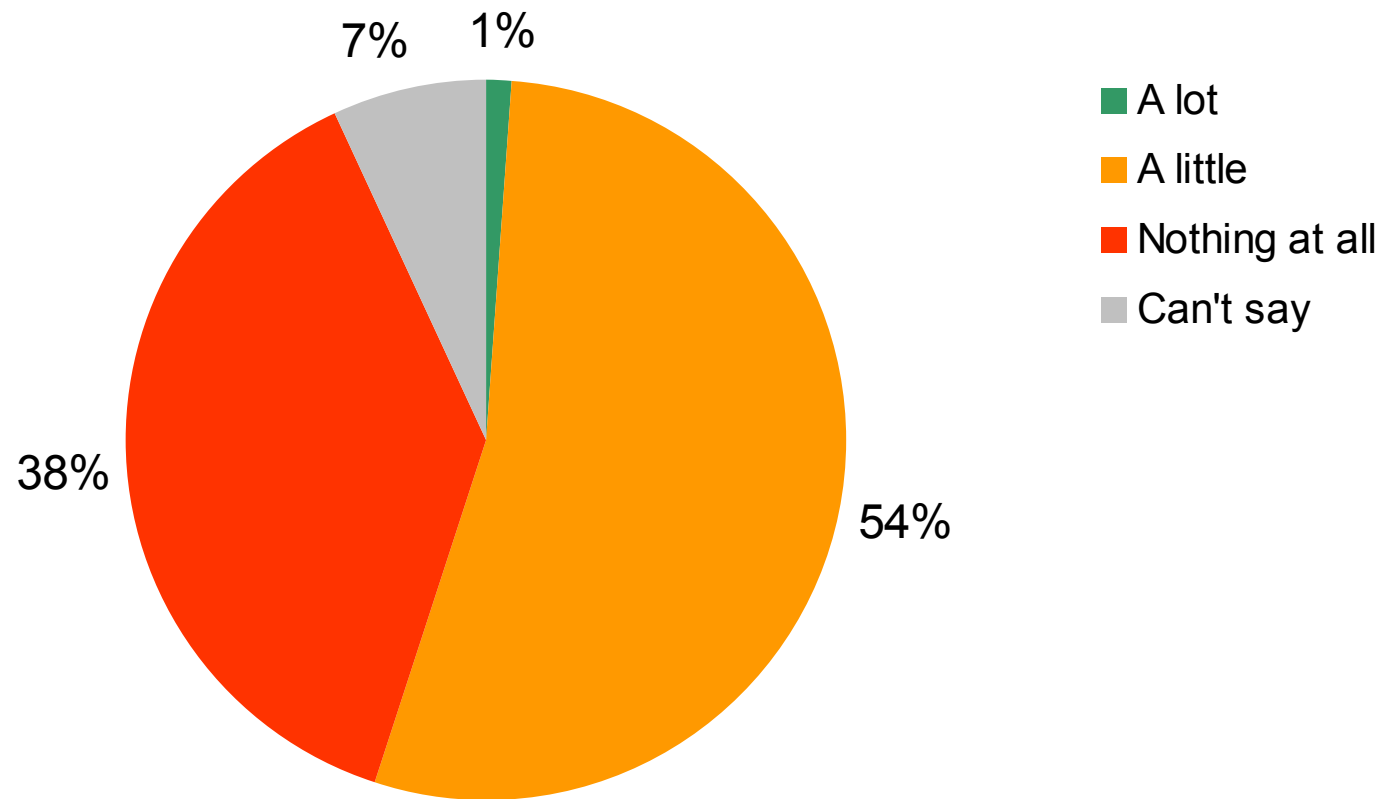
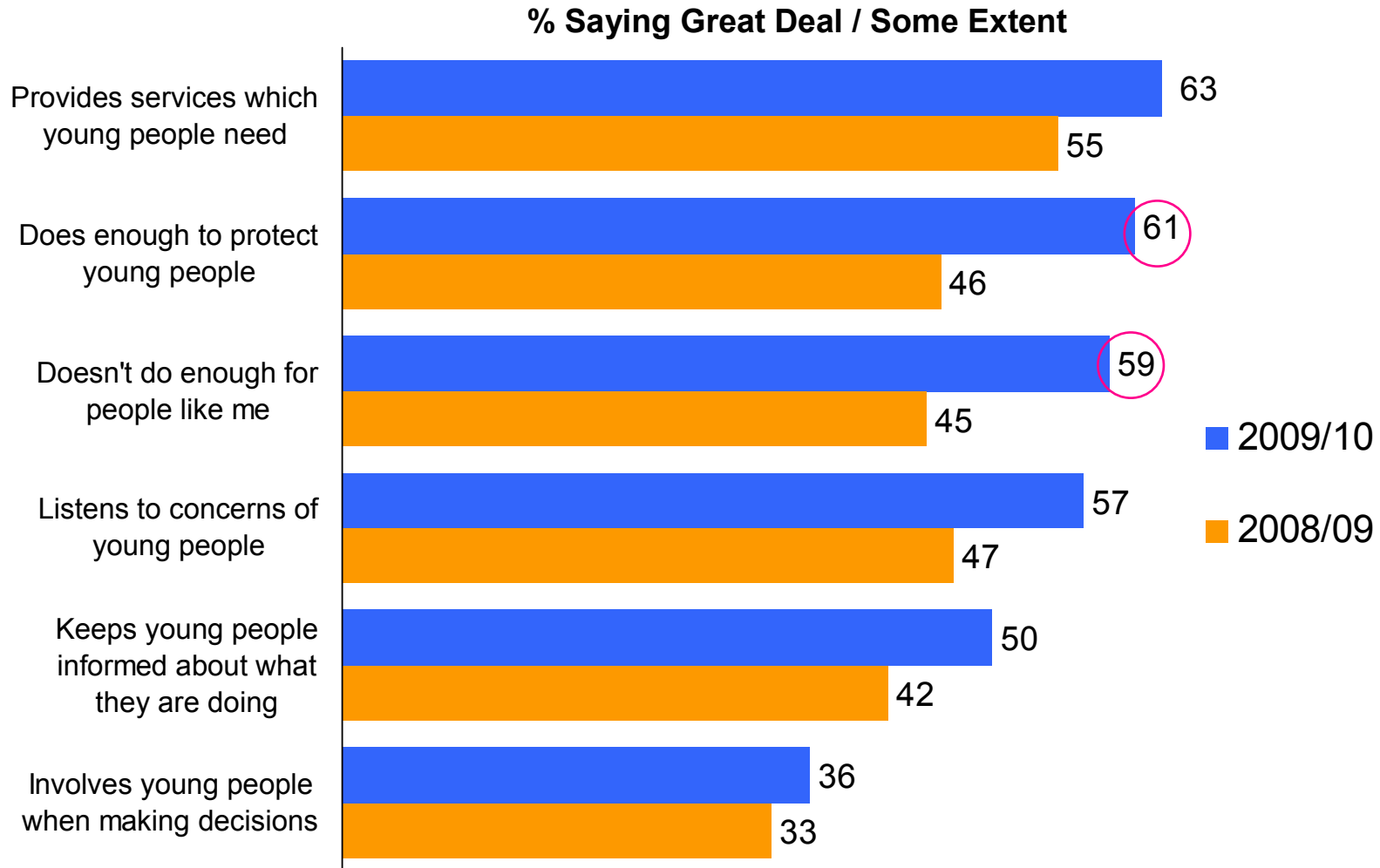


Image of the Council

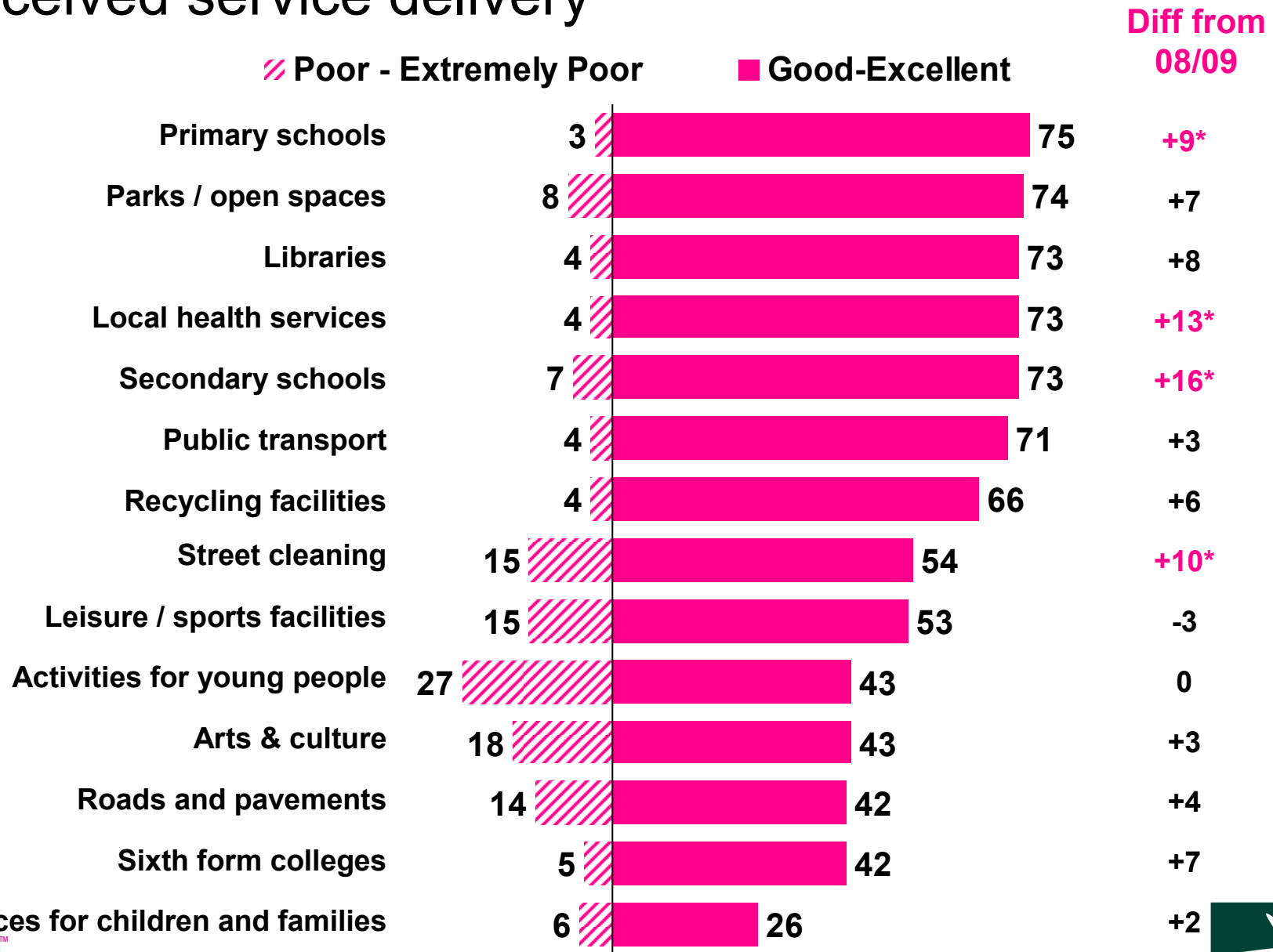
Compared with 2008/09



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 council?
 Base: All respondents aged 11-17 who know a lot or a little about their council (134)



Perceived service delivery

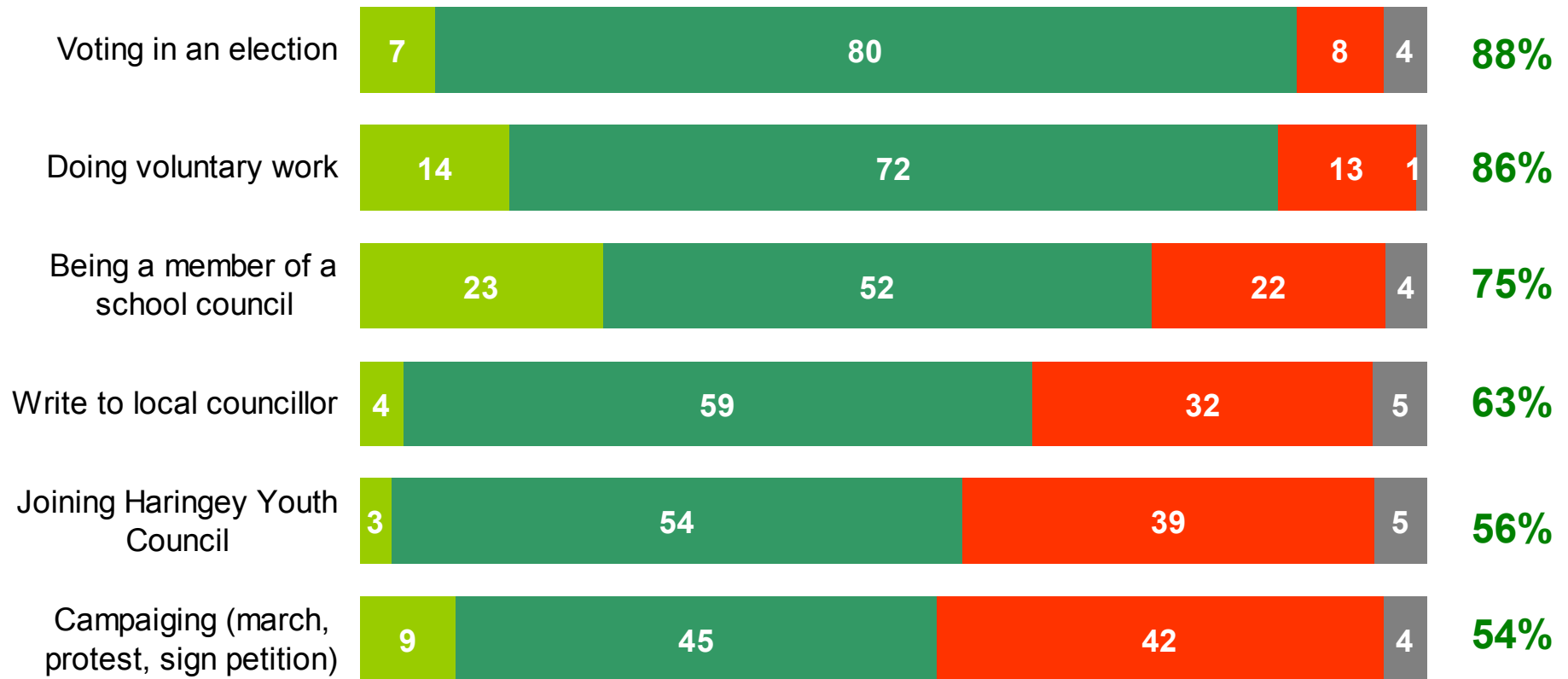


Source: Q4 I would like to ask you about local services in this area. What is your opinion of ...? * Sig
 Base: All respondents aged 11-17 (242)



What young people have done or would consider doing

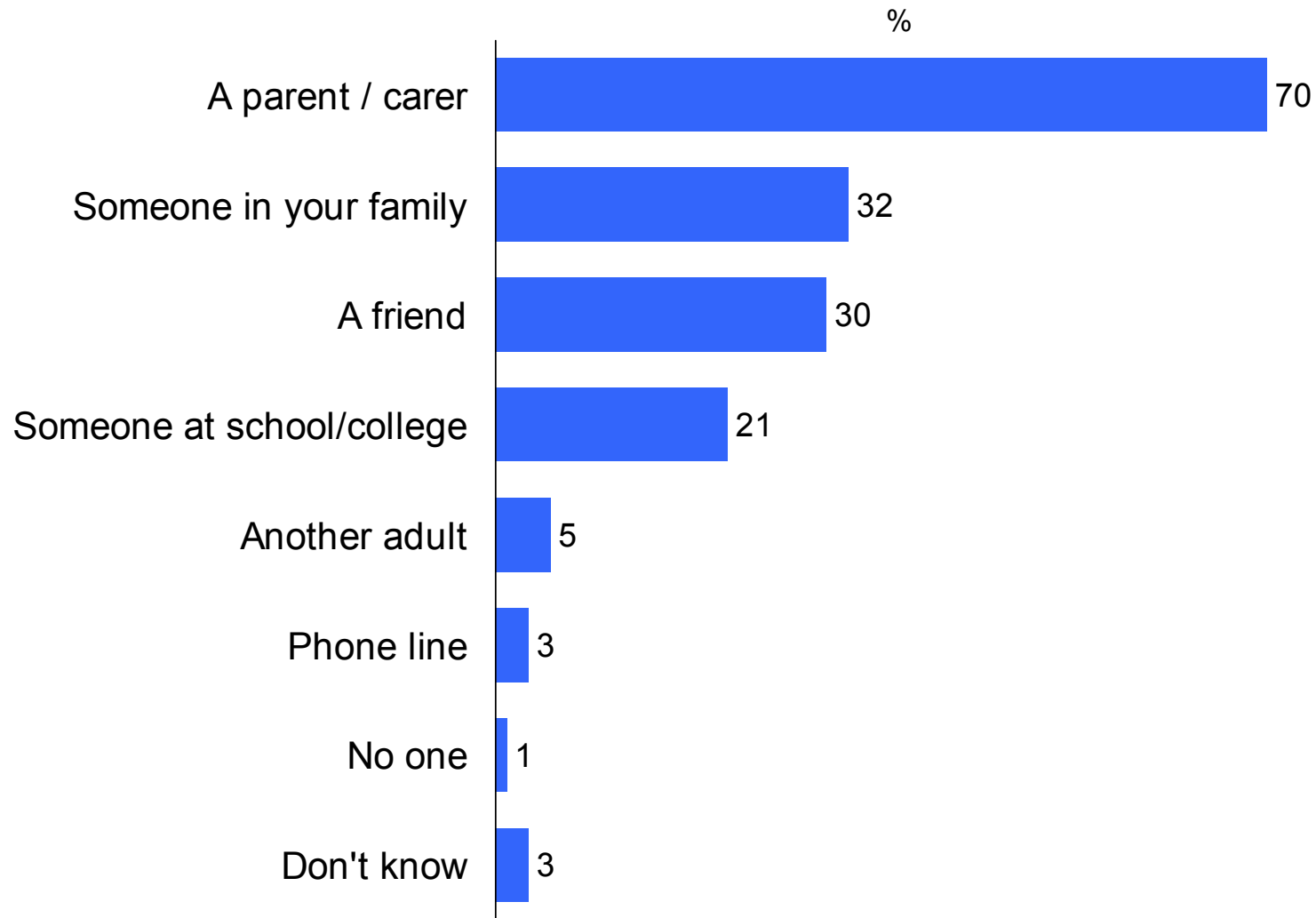
■ Am doing/have done
 ■ Might do in future
 ■ Would never do this
 ■ DK



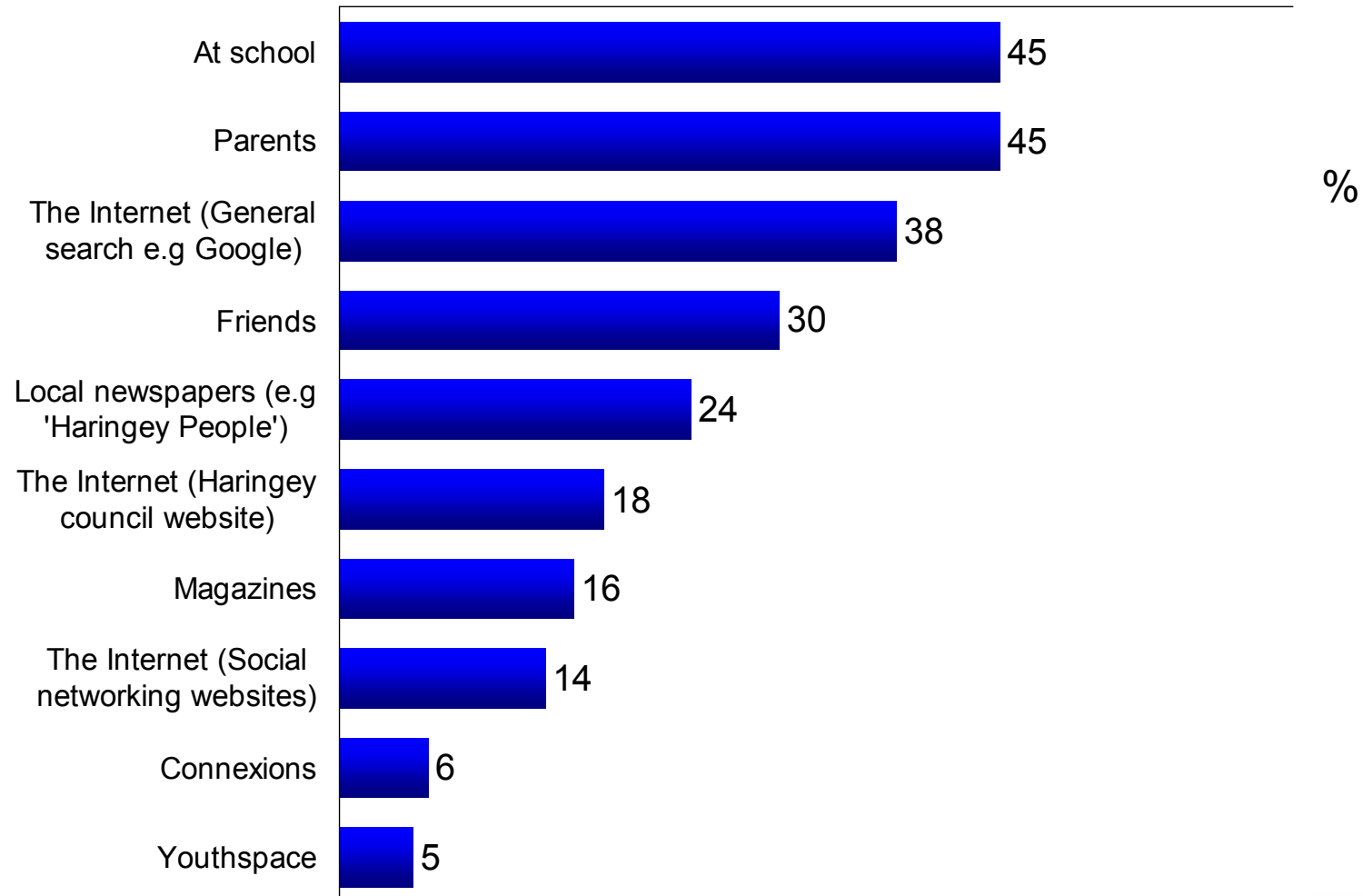
Source: Q5 Which of the following activities have you ever done, would consider doing in the future or would not consider doing?
 Base: All respondents aged 11-17 (242)



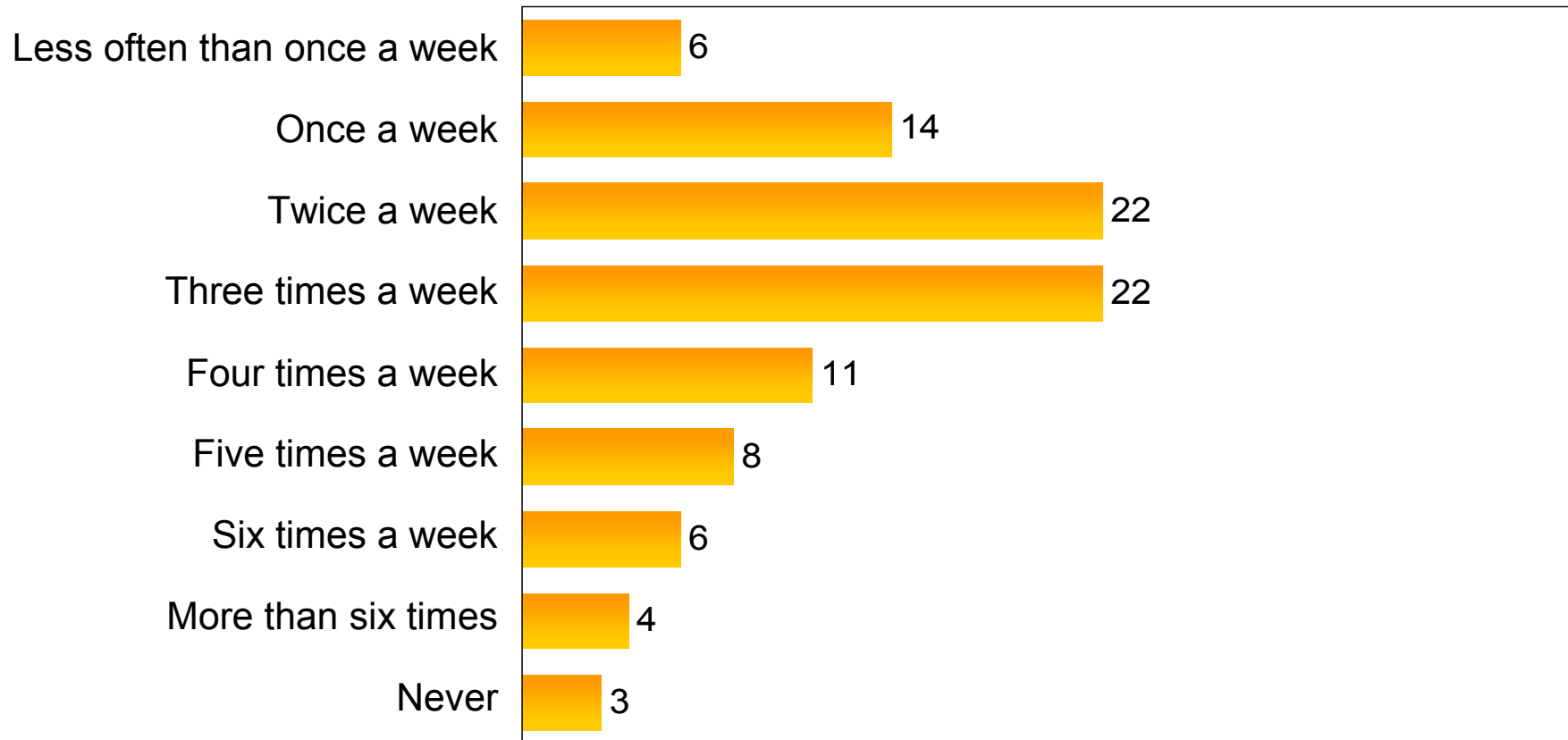
If you were unhappy about something, who would you speak to?



If you wanted to find out about facilities and services in your area, where might you look for further information?



How often do you do at least 60 minutes of moderate physical activity?

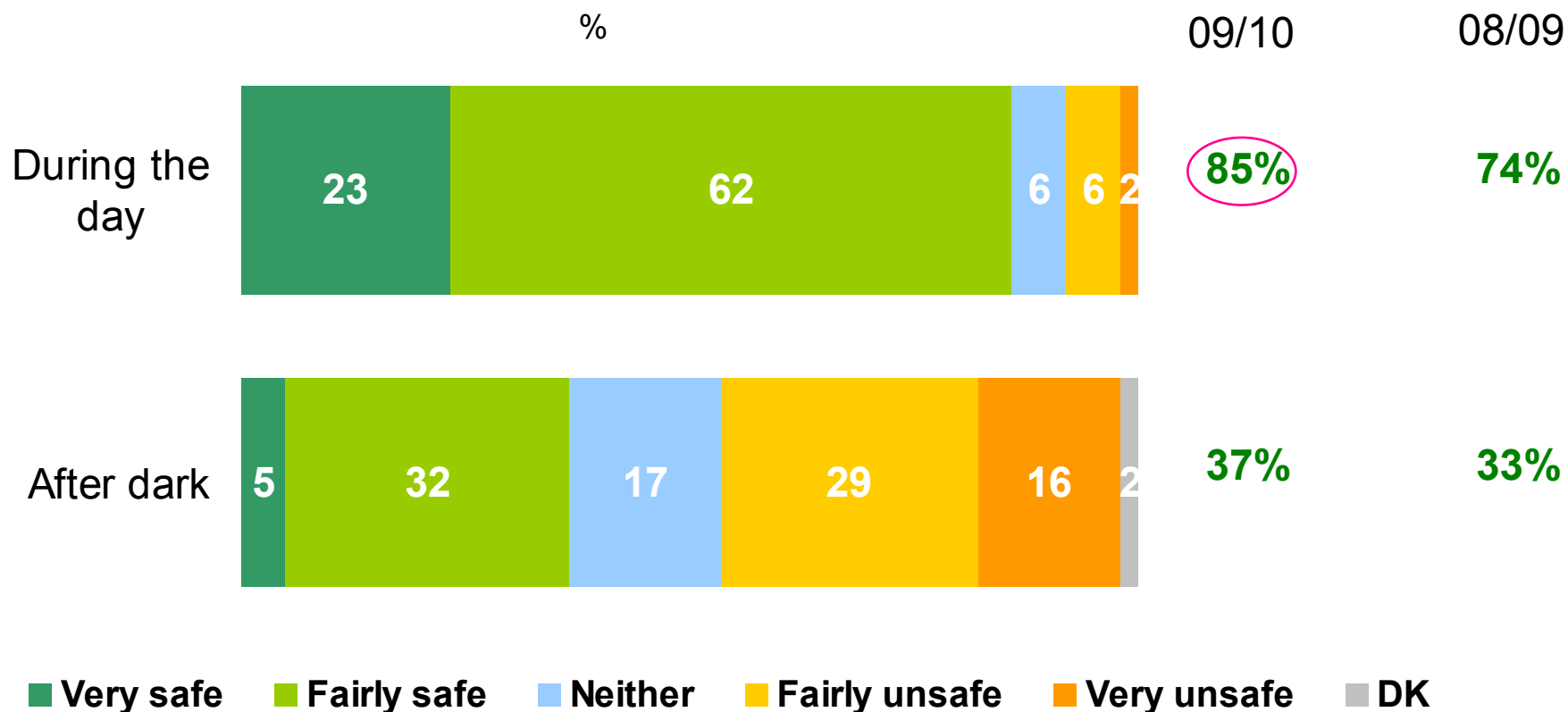


Source: Q8 In a typical week, how often do you do at least 60 minutes of moderate physical activity, by which I mean anything that leaves you warm and slightly out of breath, such as brisk walking, sport or dancing?

Base: All respondents aged 11-17 (242)



How safe or unsafe do you feel when outside in your neighbourhood...?



Source: Q9 How safe or unsafe do you feel when outside in your area during the day? Q10 How safe or unsafe do you feel when outside in your local area after dark?
 Base: All respondents aged 11-17 (242)



In summary

Adults

- Crime remains the number one issue of concern among residents, although concern has fallen this year and is below the London average
- Concern has also fallen for pollution of the environment, but there is increased concern about traffic congestion and lack of jobs
- Almost three quarters of residents say that the council is doing a good job and three image dimensions have improved this year – value for money, better place to live and treats people fairly
- Ratings have got worse on one of the thirteen image dimensions “the council doesn’t do enough for people like me”, which is also below the London average
- Positively, service improvements have been seen across ten of the twenty-three services this year and no service ratings have declined. But Haringey remains behind London in some service areas (across eight services, however compared with thirteen services last year)

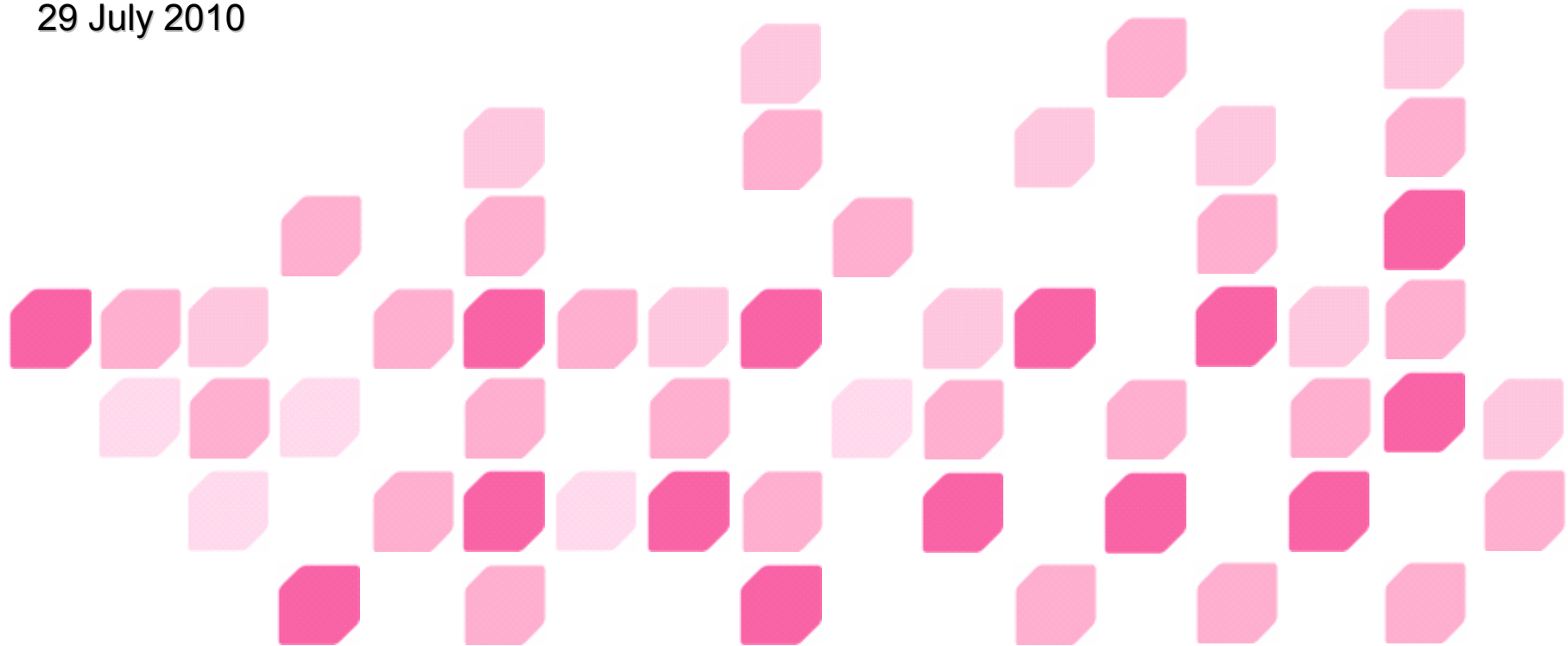
Young People

- Young people aged 11-17 are most concerned about crime and bad behaviour. Although concern about crime has fallen this year, while concern about bad behaviour has risen
- On image, more young people think ‘the council does enough to protect young people’, but there has been a decline for ‘the council doesn’t do enough for young people like me’
- Ratings on four of the fourteen services have improved this year – primary schools, local health services, secondary schools and street cleaning, and no service ratings have declined

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