



Survey Results

March 2011

1 Summary of key findings

The *Your Council, Your Say* survey asked about borough residents' satisfaction with their local area and the Council services they receive, and what their priorities are for local spending over the coming years.

The survey ran for four weeks, from 10 January to 7 February 2011. The Council distributed approximately 106,000 hard copies of the survey to every household in the borough, as well as public amenities such as leisure centres, libraries and schools. These were delivered with copies of the borough-wide Council newspaper *Living*, therefore there were no additional distribution costs. The forms were FREEPOST, so did not cost residents anything to send them back to us. The survey could also be completed online, via the Council's website.

We received 11,761 completed surveys in total. Such a large number of returned forms means we can be confident that the survey results reflect the general views of the majority of Havering residents.

Like all Councils, Havering has to reduce its running costs over the next few years. We have already made very substantial savings by cutting bureaucracy and focusing services where they will do the most good – but we know that more savings are needed. The satisfaction levels and priorities identified by the survey will help us shape the Council's plans, priorities and spending decisions over the coming year.

1.1 Summary of residents' satisfaction with where they live, getting on with each other and feeling informed

Overall, residents reported high levels of satisfaction with their local area as a place to live, and said people in their neighbourhood got on well together. Three quarters (75%) of people said they are satisfied and 70% said people got on well together in their local area. The number of residents who felt informed about what the Council does was 44%, with 24% disagreeing.

By analysing these results, we found that satisfaction with their local area was higher for people aged 65 and over, and rose even higher for older age groups. Satisfaction was also higher among people who had moved into the borough within the last five years. Satisfaction varied according to where people lived (see chart on page 8).

Older residents were more likely to feel that people in their neighbourhood get on well together, as were people who had lived in the area for longer. Older residents were also more likely to feel informed about the Council.

1.2 Summary of residents' satisfaction with services

Overall, the survey found the highest levels of satisfaction were with rubbish collection (85% satisfied), doorstep recycling (83%), libraries (82%), the local tip (79%) and parks (76%)

1.3 Summary of residents' priorities

Overall, the largest proportion of people said that **health services** are the most important factors in making any borough a good place to live, followed by the **level of crime** and **clean streets** (with 13% of respondents prioritising health services, and 12% prioritising crime and clean streets).

When asked about what most needed addressing in Havering, 18% of respondents said road and pavement repairs. The level of traffic, activities for teenagers, clean streets and level of crime followed – cited by 10%, 9%, 8% and 8% of respondents respectively.

Responses varied according to age group. Health was cited as most important in making the borough a good place to live for residents aged 55 years and over, crime was the top priority for respondents aged between 25 and 55, and public transport was most important for the 18-24 age group. Education was most important for residents from a Black and Minority Ethnic background.

When asked what improvements are most needed in Havering, all age groups bar the youngest said road and pavement repairs. Traffic congestion was named as a high priority for all age groups over 55 years, as was clean streets.

2 Profile of Survey Respondents

The demographic breakdown of residents who completed the *Your Council, Your Say* survey is set out in this section.

2.1 Gender of residents

Of the survey respondents who gave their gender, 40% were male and 59% were female. Men were slightly under-represented in this survey, since they comprise 48% of Havering’s population.

2.2 Age of residents

The age range of respondents – and how it differs from the population of the borough – is given below. For some survey responses, we have weighted the results to take into account the over-representation of some age groups.

Age Range	% of Havering’s 18+ population	% of response	Difference to Havering’s population
18-24	10.7	0.6	-10.1
25-34	15.3	5.3	-10
35-44	18.7	11	-7.7
45-54	18	15.5	-2.5
55-64	15.2	22.5	+7.3
65-69	5.7	11.9	+6.2
70-74	5.2	10.7	+5.5
75+	11.3	22.4	+11.1

2.3 Ethnic background of residents

Of those respondents who gave their ethnicity, 93% said they were White British and a further 3% were other White groups. Of the remaining 4% of respondents who fall into non-White groups, the biggest groups were Asian Indian (1%), Black African (1%) and Black Caribbean (0.5%). Note: 2.5% did not give their ethnicity.

2.4 General health of residents

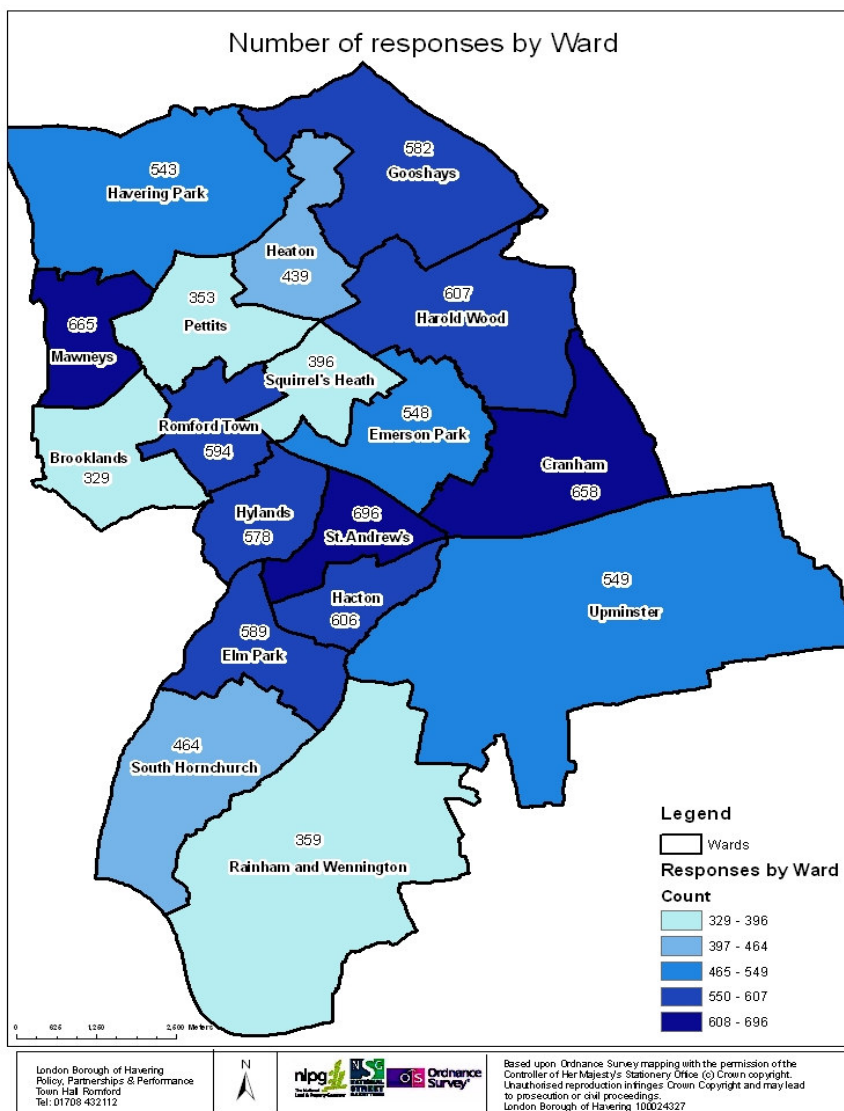
Asked about whether they regarded themselves as having a disability or serious health problem, 25% of respondents said they had a 'long standing illness or disability'.

2.5 Length of residence in the borough

Our respondents ranged from residents who had lived in Havering for just a few months to people who had lived here their whole lives - right up to 103 years. More than 200 respondents have lived here for more than 75 years.

2.6 Addresses of respondents

By mapping the postcodes of respondents to the survey, we can identify which wards sent back the greatest number of surveys. **Please note: 19% of people did not give their postcode and so are not included in this map - or the map on page 8.**



3 Survey Results

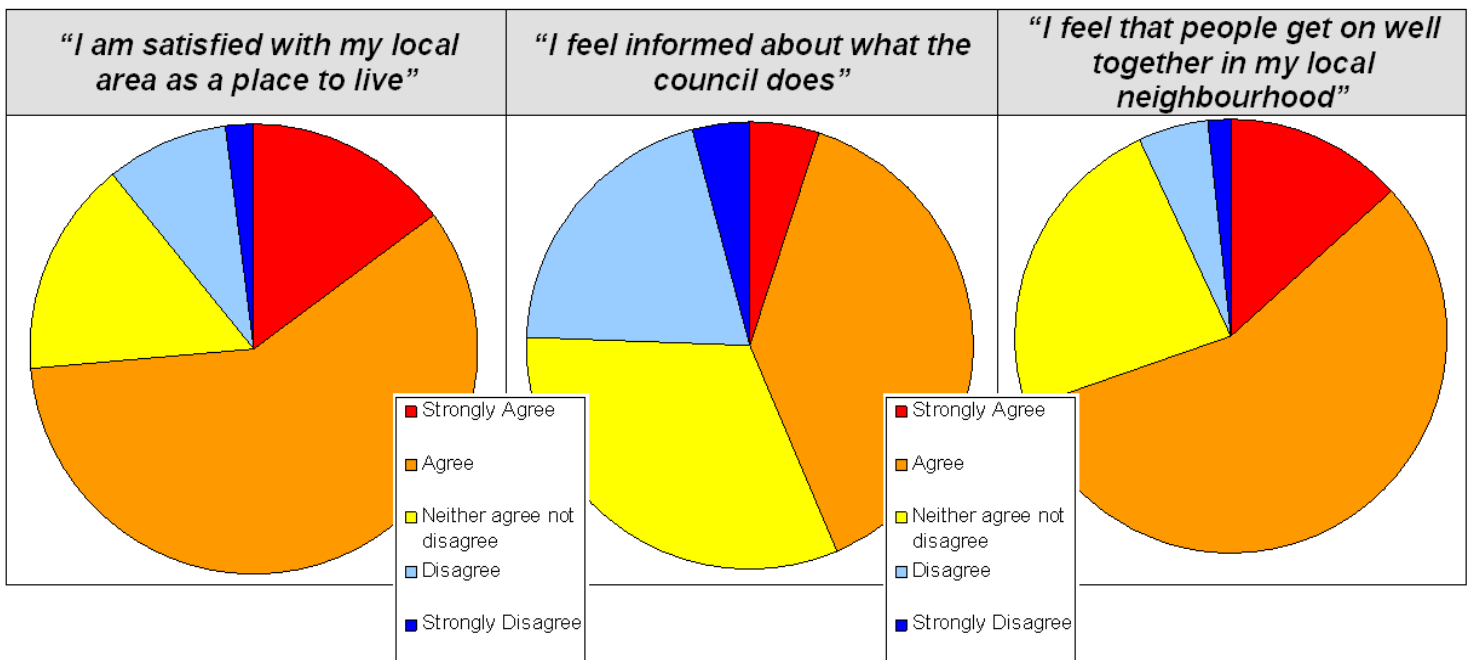
The overall results of the Your Council, Your Say survey are set out in this section.

3.1 How people feel about their local area

We asked our residents the extent to which they agree or disagree with three statements about their local area:

- ...I am satisfied with my local area as a place to live.
- ...I feel informed about what the Council does.
- ...I feel that people get on well together in my local neighbourhood.

	<i>"I am satisfied with my local area as a place to live"</i>	<i>"I feel informed about what the council does"</i>	<i>"I feel that people get on well together in my local neighbourhood"</i>
Strongly Agree	1687	559	1493
Agree	6558	4228	6269
Neither agree nor disagree	1730	3519	2583
Disagree	1003	2211	593
Strongly Disagree	220	460	182
UNWEIGHTED			
% who agree or strongly agreed	73.6%	43.6%	69.8%
% who neither agreed nor disagreed	15.5%	32.1%	23.2%
% who disagreed or strongly disagreed	10.9%	24.3%	7%
WEIGHTED BY AGE			
% who agree or strongly agreed	75%	43.7%	70%
% who neither agreed nor disagreed	14.7%	32.1%	23.1%
% who disagreed or strongly disagreed	10.3%	24.2%	6.9%
Did not answer	563	784	641



3.2 Satisfaction with the Council's services

The survey asked residents how satisfied they are with a range of Council services.

	Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied	N/A	% satisfied or very satisfied	% neither satisfied nor dissatisfied	% dissatisfied or very dissatisfied
Cleaning streets	1107	2341	1881	4999	1073	25	53.3%	16.5%	30.2%
Rubbish collection	346	586	773	5982	3909	7	85.3%	6.7%	8%
Doorstep recycling	395	732	798	5808	3814	48	83.3%	6.9%	9.8%
Local tip	275	356	1359	4570	2727	2028	78.6%	14.6%	6.8%
Sport and leisure facilities	320	1044	2285	3268	622	3668	51.6%	30.3%	18.1%
Libraries	178	365	1282	5515	2531	1556	81.5%	13%	5.5%
Parks and open spaces	334	775	1376	5814	2199	869	76.3%	13.1%	10.6%
Schools / 6 th form college	144	319	1505	2134	639	6440	58.5%	31.7%	9.8%
Housing services	229	415	1904	1166	258	7174	35.9%	47.9%	16.2%
Planning services	368	646	2233	1417	251	6157	33.9%	45.4%	20.6%
Housing / C. Tax Benefits	459	809	2090	1615	532	5706	39%	38%	23%
Social Services: Adults	261	519	2081	1170	329	6856	34.4%	47.7%	17.9%
Social Services: Children	127	234	1754	548	122	8296	24.1%	63%	13%

3.3 Priorities: What is most important in making your local area a good place to live?

The survey asked residents to tick up to five priorities that they felt made an area a good place to live.

Health services, the level of crime, and clean streets were considered the three most important things that make an area a good place to live.

What is most important?			%
1 st	Health services	6500	13
2 nd	Level of crime	6025	12.1
3 rd	Clean streets	5817	11.7
4 th	Road and pavement repairs	4691	9.4
5 th	Public transport	3918	7.9
6 th	Local shops	3369	6.8
7 th	Parks and open spaces	2940	5.9
8 th	Activities and support for older people	2680	5.4
9 th	Education provision	2434	4.9
10 th	Activities for teenagers	1928	3.9
11 th	Level of traffic congestion	1777	3.6
12 th	Access to nature	1755	3.5
13 th	Cultural facilities	1603	3.2
14 th	Facilities for young children	1088	2.2
15 th	Local training and jobs	957	1.9
16 th	Sports and leisure facilities	936	1.9
17 th	Community activities	726	1.5
18 th	More affordable housing	752	1.5

3.4 Priorities: What most needs improving in your area?

The survey asked residents to tick up to five issues on the same list that they felt most needed improving in their local area.

Road and pavement repairs were identified as being most in need of improvement – voted for by nearly twice the number of people as the second biggest priority, which was traffic congestion.

What most needs improving?			%
1 st	Road and pavement repairs	7565	18
2 nd	Level of traffic congestion	3989	9.5
3 rd	Activities for teenagers	3675	8.8
4 th	Clean streets	3463	8.2
5 th	Level of crime	3438	8.2
6 th	Health services	2934	7
7 th	Activities and support for older people	2803	6.7
8 th	Local shops	2329	5.5
9 th	Local training and jobs	2124	5.1
10 th	More affordable housing	1646	3.9
11 th	Community activities	1394	3.3
12 th	Facilities for young children	1244	3
13 th	Sports and leisure facilities	1273	3
14 th	Public transport	1141	2.7
15 th	Parks and open spaces	1102	2.6
16 th	Education provision	741	1.8
17 th	Access to nature	571	1.4
18 th	Cultural facilities	562	1.3

4 Involvement in the local area

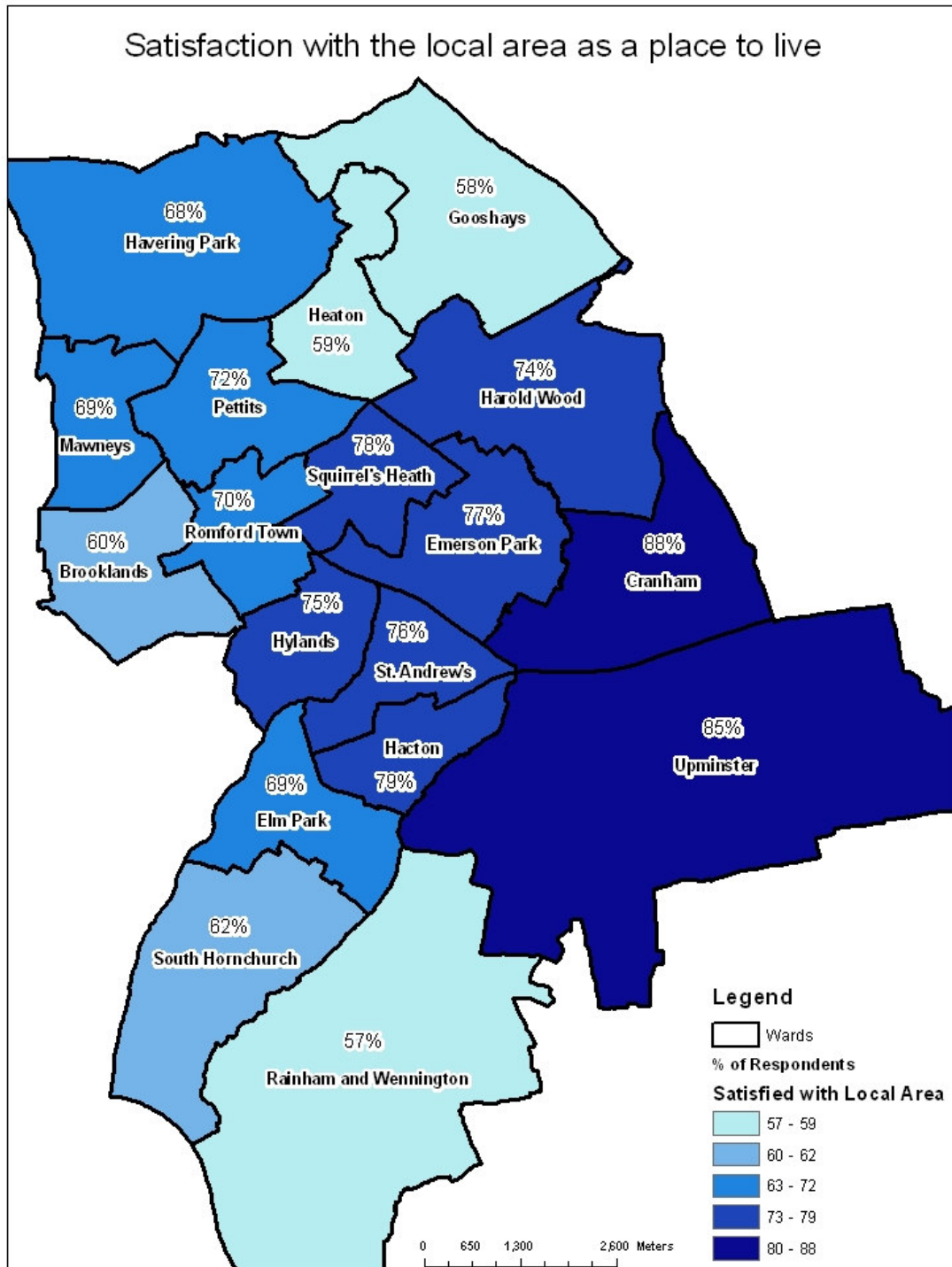
When asked “**Would you like the Council to keep you informed about how you can get more involved in your local area?**”, 3,428 residents said they would like information on how to be involved in their local area, amounting to an impressive 29.1% of respondents.

5 Suggestions for improving the borough

When asked ‘**Do you have any suggestions for improving your local area?**’, nearly half of all respondents made comments that have now been passed to the relevant Council department.

6 Satisfaction with local area by ward

The following breakdown of 'satisfied' rates by ward is based on postcode analysis. **Please note that 19% of respondents – over 2,200 people – did not include their postcode and are not included in this breakdown.**



7 Conclusion

We would like to thank all of our residents who took the time and trouble to complete their *Your Council, Your Say* survey earlier this year and send it back to the Council.

Their comments have now been passed to the relevant Council departments and the results of the survey have been shared with Councillors. The satisfaction levels and priorities identified by the survey will help us shape the Council's plans over the coming year.