

## 2008/ 2009 HARROW PLACE SURVEY TOPLINE RESULTS

### Technical note

**Feb-09**

A total of 3600 questionnaires were mailed out to randomly selected addresses between September and December 2008.

1277 valid responses were received representing an adjusted response rate of 36%.

In line with survey guidelines, two full reminder questionnaires were sent to residents who had not responded.

Data are weighted to household composition, age, gender and ethnicity by Cobalt-Sky on behalf of the Department of Communities and Local Government.

Responses to Place Survey statutory questions which cover the 18 citizen perspective National Indicators are based according to guidance set out in the revised Place Survey Manual dated January 2009. In most - but not all - case bases are based on all valid responses.

Responses to non-statutory 'additional' questions are based on all respondents (including don't know and not stated, etc.) unless drawn from the BVPI question bank, in which case don't know and not stated responses are excluded from the bases.

An \* indicates a score less than 0.5%, but greater than zero.

Where available, results are shown for the 2003/04 and 2006/07 BVPI surveys. Average results are also shown for the Inner, Outer and all 33 London Boroughs.

2008/ 2009 HARROW PLACE SURVEY TOPLINE RESULTS



Ipsos MORI

				2008/9	BVPI 2006/7	BVPI 2003/4
Q. No.	Base	Question	Response	%	%	%
<b>SECTION 1: ABOUT YOUR LOCAL AREA</b>						
Q1	1023	Thinking generally, which of the things below would you say are <u>most important</u> in making somewhere a good place to live?	The level of crime	66	64	76
			Clean streets	58	51	61
			Health services	52	50	58
			Public transport	42	38	43
			Education provision	32	38	42
			Parks and open spaces	28	30	34
			Shopping facilities	26	24	32
			Affordable decent housing	24	29	36
			The level of traffic congestion	19	23	28
			Access to nature	18	13	18
			Road and pavement repairs	17	16	28
			Cultural facilities (e.g. libraries, museums)	16	7	14
			Activities for teenagers	14	17	19
			Sports and leisure facilities	13	10	17
			Facilities for young children	11	13	16
			Job prospects	11	12	21
			The level of pollution	9	10	25
			Wage levels and local cost of living	9	10	13
			Race relations	8	11	15
			Community activities	6	5	14
Other	2	2	4			
None of these	*	*				
Q2	1084	And thinking about this local area, which of the things below, if any, do you think <u>most need improving</u> ?	Road and pavement repairs	45	41	48
			The level of traffic congestion	40	45	40
			Clean streets	39	35	51
			The level of crime	35	45	53
			Activities for teenagers	32	32	20
			Sports and leisure facilities	26	16	17
			Health services	24	24	34
			Affordable decent housing	21	22	25
			Facilities for young children	17	15	15
			Community activities	16	12	9
			Parks and open spaces	16	15	21
			Wage levels and local cost of living	14	12	16
			Job prospects	13	12	12
			Public transport	12	17	33
			Shopping facilities	12	9	16
			Cultural facilities (e.g. libraries, museums)	11	12	11
			The level of pollution	11	15	14
			Access to nature	9	11	7
			Education provision	9	10	16
			Race relations	5	9	8
Other	4	7	6			
None of these	1	*	*			
Q3	1259	Overall, how satisfied or dissatisfied are you with your local area as a place to live?	Very satisfied	13	8	
			Fairly satisfied	58	57	
			Neither satisfied nor dissatisfied	14	20	
			Fairly dissatisfied	11	10	
			Very dissatisfied	5	4	
Q4	1255	And how satisfied or dissatisfied are you with your home as a place to live?	Very satisfied	36		
			Fairly satisfied	47		
			Neither satisfied nor dissatisfied	8		
			Fairly dissatisfied	7		
			Very dissatisfied	2		
Q5	1185	How strongly do you feel you belong to your <u>immediate neighbourhood</u> ?	Very strongly	13		
			Fairly strongly	42		
			Not very strongly	32		



**SECTION 2: YOUR LOCAL PUBLIC SERVICES**

Q6		Here are some things that other people have said about their local public services. To what extent do you think that these statements apply to public services in your local area?			
	1118	Local public services are working to make the area safer	A great deal	11	
			To some extent	57	
			Not very much	26	
			Not at all	6	
	1155	Local public services are working to make the area cleaner and greener	A great deal	10	
			To some extent	52	
			Not very much	27	
			Not at all	11	
	1021	Local public services promote the interests of local residents	A great deal	5	
			To some extent	30	
			Not very much	47	
			Not at all	18	
	1019	Local public services act on the concerns of local residents	A great deal	7	
			To some extent	34	
			Not very much	40	
			Not at all	19	
	937	Local public services treat all types of people fairly	A great deal	19	
			To some extent	49	
			Not very much	20	
			Not at all	12	
Q7		Please indicate how satisfied or dissatisfied you are with each of the following public services in your local area.			
	1213	Metropolitan Police	Very satisfied	16	
			Fairly satisfied	35	
			Neither satisfied nor dissatisfied	21	
			Fairly dissatisfied	9	
			Very dissatisfied	4	
			Haven't used the service	16	
	1181	London Fire Brigade	Very satisfied	24	
			Fairly satisfied	25	
			Neither satisfied nor dissatisfied	14	
			Fairly dissatisfied	1	
			Very dissatisfied	*	
			Haven't used the service	37	
	1245	Your GP (family doctor)	Very satisfied	35	
			Fairly satisfied	38	
			Neither satisfied nor dissatisfied	12	
			Fairly dissatisfied	7	
			Very dissatisfied	6	
			Haven't used the service	3	
	1218	Your Local Hospital	Very satisfied	13	
			Fairly satisfied	35	
			Neither satisfied nor dissatisfied	17	
			Fairly dissatisfied	14	
			Very dissatisfied	12	
			Haven't used the service	9	
	1196	Your local dentist	Very satisfied	24	
			Fairly satisfied	32	
			Neither satisfied nor dissatisfied	13	
			Fairly dissatisfied	6	
			Very dissatisfied	6	
			Haven't used the service	20	

Q8		Harrow Council is the key provider of public services locally, so we would like your views on some of the services it provides.  How satisfied or dissatisfied are you with each of the following services provided or supported by Harrow Council ?				
	1191	Keeping public land clear of litter and refuse	Very satisfied	8	7	7
			Fairly satisfied	38	49	39
			Neither satisfied nor dissatisfied	22	17	19
			Fairly dissatisfied	18	17	21
			Very dissatisfied	14	9	14
	1228	Refuse collection	Very satisfied	21	12	18
			Fairly satisfied	44	45	53
			Neither satisfied nor dissatisfied	12	12	16
			Fairly dissatisfied	14	17	9
			Very dissatisfied	9	14	5
	1058	Doorstep recycling	Very satisfied	23	16	22
			Fairly satisfied	42	43	46
			Neither satisfied nor dissatisfied	15	11	18
			Fairly dissatisfied	11	16	8
			Very dissatisfied	8	14	6
	1052	Local tips/household waste recycling centres	Very satisfied	23	21	24
			Fairly satisfied	44	54	49
			Neither satisfied nor dissatisfied	21	19	22
			Fairly dissatisfied	8	4	5
			Very dissatisfied	5	2	1
	1080	Local transport information	Very satisfied	13	10	8
			Fairly satisfied	43	47	42
			Neither satisfied nor dissatisfied	31	23	28
			Fairly dissatisfied	9	15	16
			Very dissatisfied	4	5	6
	1126	Local bus services	Very satisfied	19	10	8
			Fairly satisfied	48	50	37
			Neither satisfied nor dissatisfied	21	18	24
			Fairly dissatisfied	8	14	22
			Very dissatisfied	4	8	10
	953	Sport/leisure facilities	Very satisfied	6	7	8
			Fairly satisfied	30	40	36
			Neither satisfied nor dissatisfied	33	35	41
			Fairly dissatisfied	22	14	11
			Very dissatisfied	8	4	5
	1088	Libraries	Very satisfied	22	27	21
			Fairly satisfied	46	48	45
			Neither satisfied nor dissatisfied	22	19	26
			Fairly dissatisfied	6	4	6
			Very dissatisfied	4	1	2
	747	Museums/galleries	Very satisfied	7	4	5
			Fairly satisfied	21	19	23
			Neither satisfied nor dissatisfied	39	58	63
			Fairly dissatisfied	20	11	7
			Very dissatisfied	14	8	3
	756	Theatres/concert halls	Very satisfied	5	5	6
			Fairly satisfied	17	20	26
			Neither satisfied nor dissatisfied	41	53	57
			Fairly dissatisfied	20	13	7
			Very dissatisfied	17	9	5
	1158	Parks and open spaces	Very satisfied	12	13	12
			Fairly satisfied	47	55	46
			Neither satisfied nor dissatisfied	23	17	25
			Fairly dissatisfied	14	11	12
			Very dissatisfied	5	4	5
Q9		Please indicate how frequently you have used the following public services provided or supported by Harrow Council .				
	1169	Local tips/household waste recycling centres	Almost every day	2		
			At least once a week	11		
			About once a month	22		
			Within the last 6 months	33		
			Within the last year	12		
			Longer ago	7		
			Never used	12		

	1087	Local transport information	Almost every day	14		
			At least once a week	19		
			About once a month	17		
			Within the last 6 months	19		
			Within the last year	9		
			Longer ago	7		
			Never used	16		
	1185	Local bus services	Almost every day	29	28	29
			At least once a week	20	23	24
			About once a month	16	14	15
			Within the last 6 months	14	12	11
			Within the last year	8	7	6
			Longer ago	5	8	4
			Never used	8	8	11
	1068	Sport/leisure facilities	Almost every day	4	2	3
			At least once a week	15	16	17
			About once a month	13	15	12
			Within the last 6 months	16	13	14
			Within the last year	10	9	7
			Longer ago	17	22	16
			Never used	26	23	31
	1153	Libraries	Almost every day	3	3	2
			At least once a week	14	23	18
			About once a month	25	27	27
			Within the last 6 months	16	14	16
			Within the last year	9	7	7
			Longer ago	15	16	15
			Never used	17	11	15
	959	Museums/galleries	Almost every day	1	*	*
			At least once a week	2	1	*
			About once a month	5	5	5
			Within the last 6 months	11	12	13
			Within the last year	10	13	10
			Longer ago	22	27	24
			Never used	50	43	48
	956	Theatres/concert halls	Almost every day	1	*	*
			At least once a week	3	1	2
			About once a month	4	6	7
			Within the last 6 months	11	13	15
			Within the last year	10	13	12
			Longer ago	22	24	18
			Never used	50	43	46
	1168	Parks and open spaces	Almost every day	12	11	11
			At least once a week	21	29	24
			About once a month	26	21	25
			Within the last 6 months	17	19	17
			Within the last year	8	7	7
			Longer ago	10	8	8
			Never used	6	6	9
Q10	1173	To what extent do you agree or disagree that Harrow Council provides value for money?	Strongly agree	4		
			Tend to agree	20		
			Neither agree nor disagree	36		
			Tend to disagree	25		
			Strongly disagree	15		
Q11	1122	Taking everything into account, how satisfied or dissatisfied are you with the way Harrow Council runs things?	Very satisfied	5	4	5
			Fairly satisfied	34	38	40
			Neither satisfied nor dissatisfied	32	37	32
			Fairly dissatisfied	20	15	17
			Very dissatisfied	10	6	6

SECTION 3: INFORMATION						
Q12		How well informed do you feel about each of the following?				
	1226	How and where to register to vote	Very well informed	54	42	
			Fairly well informed	36	46	
			Not very well informed	6	8	
			Not well informed at all	4	4	
	1147	How your council tax is spent	Very well informed	9	6	
			Fairly well informed	37	32	
			Not very well informed	36	34	
			Not well informed at all	18	28	
	973	How you can get involved in local decision-making	Very well informed	4	6	
			Fairly well informed	20	28	
			Not very well informed	46	42	
			Not well informed at all	31	23	
	1096	What standard of service you should expect from local public services	Very well informed	7		
			Fairly well informed	27		
			Not very well informed	43		
			Not well informed at all	24		
	1096	How well local public services are performing	Very well informed	4		
			Fairly well informed	26		
			Not very well informed	45		
			Not well informed at all	26		
	1056	How to complain about local public services	Very well informed	7		
			Fairly well informed	25		
			Not very well informed	40		
			Not well informed at all	29		
	1231	What to do in the event of a large-scale emergency e.g. flooding, human pandemic flu	Very well informed	3		
			Fairly well informed	11		
			Not very well informed	30		
			Not well informed at all	39		
			Don't know	17		
	1163	Overall, how well informed do you feel about local public services?	Very well informed	3		
			Fairly well informed	28		
			Not very well informed	43		
			Not well informed at all	25		
SECTION 4: LOCAL DECISION MAKING						
Q13	1037	Do you agree or disagree that you can influence decisions affecting your local area?	Definitely agree	6	7	
			Tend to agree	26	26	
			Tend to disagree	41	40	
			Definitely disagree	26	27	
Q14	1163	Generally speaking, would you like to be more involved in the decisions that affect your local area?	Yes	31	39	
			No	8	8	
			Depends on the issue	61	52	
SECTION 5: HELPING OUT						
Q15	1077	Overall, about how often over the last 12 months have you given unpaid help to any group(s), club(s) or organisation(s)?	At least once a week	14		
			Less than once a week but at least once a month	10		
			Less often	11		
			I give unpaid help as an individual only and not through group(s), club(s) or organisation(s)	15		
			I have not given any unpaid help at all over the last 12 months	50		
SECTION 6: GETTING INVOLVED						
Q16		In the past 12 months have you ...				
	1133	Been a local councillor (for a local authority or town or parish)	Yes	2		
			No	98		
	1142	Been a member of a group making decisions on local health or education services	Yes	4		
			No	96		
	1129	Been a member of a decision-making group set up to regenerate the local area	Yes	3		
			No	97		
	1136	Been a member of a decision-making group set up to tackle local crime problems	Yes	4		
			No	96		
	1133	Been a member of a tenants' group decision-making committee	Yes	5		
			No	95		
	1131	Been a member of a group making decisions on local services for young people	Yes	3		
			No	97		
	1134	Been a member of another group making decisions on services in the local community	Yes	8		
			No	92		

SECTION 7: RESPECT AND CONSIDERATION						
Q17	1116	To what extent do you agree or disagree that in your local area, parents take enough responsibility for the behaviour of their children?	Definitely agree	8		
			Tend to agree	24		
			Neither agree nor disagree	25		
			Tend to disagree	22		
			Definitely disagree	20		
Q18	1036	To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?	Definitely agree	11	13	
			Tend to agree	65	66	
			Tend to disagree	16	13	
			Definitely disagree	8	7	
Q19	1116	In your local area, how much of a problem do you think there is with people not treating each other with respect and consideration?	A very big problem	8	22	
			A fairly big problem	23	30	
			Not a very big problem	56	36	
			Not a problem at all	13	12	
Q20	1091	In the last year would you say that you have been treated with respect and consideration by your local public services?	All of the time	14		
			Most of the time	50		
			Some of the time	24		
			Rarely	9		
			Never	3		
Q21	1218	In your opinion, are older people in your local area able to get the services and support they need to continue to live at home for as long as they want to? (This could include help or support from public, private or voluntary services or from family, friends and the wider community).	Yes	28		
			No	13		
			Don't know	59		
SECTION 8: COMMUNITY SAFETY						
Q22	1181	How safe or unsafe do you feel when outside in your local area after dark?	Very safe	5		
			Fairly safe	35		
			Neither safe nor unsafe	19		
			Fairly unsafe	25		
			Very unsafe	17		
Q23	1202	How safe or unsafe do you feel when outside in your local area during the day?	Very safe	32		
			Fairly safe	50		
			Neither safe nor unsafe	11		
			Fairly unsafe	6		
			Very unsafe	1		
Q24		Thinking about this local area, how much of a problem do you think each of the following are ....?				
	1197	Noisy neighbours or loud parties	A very big problem	5	8	9
			A fairly big problem	9	12	12
			Not a very big problem	44	45	43
			Not a problem at all	42	35	35
	1189	Teenagers hanging around on the streets	A very big problem	16	24	22
			A fairly big problem	29	32	35
			Not a very big problem	40	33	31
			Not a problem at all	15	10	12
	1199	Rubbish and litter lying around	A very big problem	18	25	27
			A fairly big problem	33	29	34
			Not a very big problem	39	38	32
			Not a problem at all	11	9	7
	1153	Vandalism, graffiti and other deliberate damage to property or vehicles	A very big problem	12	16	30
			A fairly big problem	27	25	38
			Not a very big problem	45	42	23
			Not a problem at all	16	16	9
	908	People using or dealing drugs	A very big problem	14	18	28
			A fairly big problem	21	24	36
			Not a very big problem	35	32	24
			Not a problem at all	30	25	13
	1078	People being drunk or rowdy in public places	A very big problem	12	14	19
			A fairly big problem	21	17	31
			Not a very big problem	43	47	38
			Not a problem at all	24	22	11
	1054	Abandoned or burnt out cars	A very big problem	5	6	19
			A fairly big problem	7	11	30
			Not a very big problem	34	39	33
			Not a problem at all	54	44	18



Q25	1176	So, how much would you agree or disagree that the police and other local public services <u>seek people's views</u> about these issues in your local area?	Strongly agree	9		
			Tend to agree	19		
			Neither agree nor disagree	28		
			Tend to disagree	17		
			Strongly disagree	12		
			Don't know	15		
Q26	1156	And how much would you agree or disagree that the police and other local public services <u>are successfully dealing with</u> these issues in your local area?	Strongly agree	6		
			Tend to agree	23		
			Neither agree nor disagree	30		
			Tend to disagree	15		
			Strongly disagree	8		
			Don't know	18		
<b>SECTION 9: ABOUT YOURSELF</b>						
Q32	1190	Are you male or female?	Male	49		
			Female	51		
Q33	1196	What was your age on your last birthday?	18 – 24	5		
			25 – 34	26		
			35 – 44	16		
			45 – 54	21		
			55 – 64	13		
			65 – 69	5		
			70 – 74	6		
			75+	7		
Q34	1209	How is your health in general? Would you say it is...	Very good	31		
			Good	46		
			Fair	20		
			Bad	3		
			Very bad	*		
Q35	1191	In which of these ways does your household occupy your current accommodation?	Owned outright	36		
			Buying on mortgage	38		
			Rent from council	5		
			Rent from Housing Association/Trust	5		
			Rented from private landlord	15		
			Other	1		
Q36	1188	How many children <u>aged 17 or under</u> are living here?	None	65		
			One	18		
			Two	14		
			Three	2		
			Four	*		
			More than four	*		
Q37	1184	How many adults aged 18 or over are living here?	One	20		
			Two	46		
			Three	16		
			Four	10		
			More than four	7		
Q38	1133	Which of these activities best describes what you are doing at present?	Employee in full-time job (30 hours plus per week)	47		
			Employee in part-time job (under 30 hours per week)	10		
			Self employed full or part-time	13		
			On a government supported training programme (e.g. Modern Apprenticeship/ Training for Work)	*		
			Full-time education at school, college or university	2		
			Unemployed and available for work	2		
			Permanently sick/disabled	2		
			Wholly retired from work	18		
			Looking after the home	4		
			Doing something else	1		
Q39	1216	Do you have any long-standing illness, disability or infirmity? (long-standing means anything that has troubled you over a period of time or that is likely to affect you over a period of time)	Yes	26		
			No	74		
Q40	390	Does this illness or disability limit your activities in any way?	Yes	65		
			No	35		

Q41	1190	To which of these groups do you consider you belong?	WHITE	58
			British	47
			Irish	4
			Any other white background	7
			MIXED	2
			White and Black Caribbean	*
			White and Black African	*
			White and Asian	1
			Any other mixed background	*
			BLACK OR BLACK BRITISH	6
			Caribbean	3
			African	3
			Any other black background	*
			ASIAN OR ASIAN BRITISH	30
			Indian	24
			Pakistani	2
			Bangladeshi	*
			Any other Asian background	5
			OTHER	3
			Chinese	2
Other ethnic group	1			

**HARROW PLACE SURVEY TOPLINE 2008**

				2008/2009	2006/2007	2003/2004
Q. No.	Base	Question	Response	%	%	%
<b>SECTION 8: COMMUNITY SAFETY</b>						
Q27	1277	<b>How much is your own quality of life affected by fear of crime, on a scale from 1 to 10, where 1 is 'no effect' and 10 is 'total effect' on your quality of life</b>	1 - No effect	9		
			2	12		
			3	14		
			4	7		
			5	17		
			6	13		
			7	9		
			8	9		
			9	3		
			10 - Total effect	4		
		Not stated	4			
Q28	1090	<b>How well informed do you think Harrow Council keeps residents about the services and benefits it provides?</b>	Keeps us very well informed	5	3	7
			Keeps us fairly well informed	36	32	37
			Gives us only a limited amount of information	42	39	38

			Doesn't tell us much at all about what it does	17	26	18
Q29	1277	<b>To what extent do you agree or disagree that people in this neighbourhood are willing to help their neighbours?</b>	Strongly agree	7		
			Tend to agree	46		
			Tend to disagree	20		
			Strongly disagree	6		
			Don't know	13		
Q30		<b>For each of the following services provided by Harrow Council, do you think the service has got better or worse over the last three years, or has it stayed the same?</b>				
	1053	Keeping public land clear of litter and refuse	Better	26	30	
			Stayed the same	50	46	
			Worse	25	24	
	1120	Collection of household waste	Better	39	32	
			Stayed the same	40	32	
			Worse	21	37	
	987	Local recycling facilities	Better	46	43	
			Stayed the same	48	49	
			Worse	7	8	
	883	Doorstep collection of items for recycling	Better	40	50	
			Stayed the same	45	28	
			Worse	14	22	
	861	Local tips/household waste recycling centres	Better	28	27	
			Stayed the same	65	66	
			Worse	7	7	
	854	Local transport information	Better	17	18	

			Stayed the same	73	66	
			Worse	11	16	
	951	Local bus service	Better	21	20	
			Stayed the same	67	61	
			Worse	12	19	
	743	Sport/leisure facilities	Better	11	11	
			Stayed the same	66	74	
			Worse	24	15	
	874	Libraries	Better	20	31	
			Stayed the same	68	63	
			Worse	12	6	
	468	Museums/galleries	Better	7	11	
			Stayed the same	76	80	
			Worse	17	8	
	485	Theatres/concert halls	Better	7	10	
			Stayed the same	73	79	
			Worse	20	11	
	940	Parks and open spaces	Better	17	20	
			Stayed the same	67	63	
			Worse	16	17	
Q31		<b>To what extend are you aware that the London Fire Brigade works in your area to:</b>				
	1277	Respond quickly to 999 calls	Aware	46		
			Not aware	47		
			Not stated	7		
	1277	Carry out fire safety visits in homes most likely to have a fire	Aware	19		
			Not aware	73		
			Not stated	8		

	1277	Fit smoke alarms for people more likely to have a fire	Aware	25		
			Not aware	67		
			Not stated	9		
	1277	Talk to children in schools about the dangers of fire	Aware	42		
			Not aware	49		
			Not stated	9		
	1277	Work with children and young people (including those who start fires deliberately)	Aware	22		
			Not aware	68		
			Not stated	9		