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ADDRESS1
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POSTCODE

ID NUMBER

April 2005

Dear local resident,

Harrow Residents Survey 2005

Harrow Council and its partners (e.g. the police, local NHS Trust) would like to ask for your help in improving the local area and the services which the Council and its partners provide. This is an important survey as it will enable us through your responses to identify and focus on key areas needing improvement or change. It doesn't matter if you've only just moved into the area, or if you don't pay Council Tax, it is important that we hear everybody's views.

We would greatly appreciate it if you could take the time to complete the attached questionnaire and return in the pre-paid envelope (no stamp required) as soon as possible, or by the closing date of Monday 25th April. All of your answers will be treated strictly confidentially. If you do not have a pre-paid envelope, please return the questionnaire to Rachel Ellis, Harrow Resident Survey, FREEPOST, 79-81 Borough Road, London, SE1 1BS. You will not need to use a stamp.

We are only sending out a limited number of questionnaires within the Borough so please take this opportunity to express your views. Results of this survey will be published in the Council's magazine 'Harrow People' in the summer so you will be able to see what others also think of life in Harrow.

If you have any questions or concerns about the survey please contact Rachel Ellis at MORI on 020 7347 3262 or rachel.ellis@mori.com. Alternatively you can speak to <NAMED COUNCIL CONTACT, IF REQUIRED> about any council related issues on <TEL NO>.

Yours sincerely,

Chief Executive
Harrow Council

If you require a large print copy then please contact Rachel Ellis at MORI on 020 7347 3262 or email rachel.ellis@mori.com. If you are blind or partially sighted and would like assistance in completing this questionnaire, or would like it translated into any other language, then please contact <NAME> at Harrow Council on <TEL NO.>

HELPFUL HINTS FOR COMPLETING THIS QUESTIONNAIRE

- The questionnaire should be completed by any resident aged 18 or over at this address.
- Please read each question carefully and tick a box to indicate your answer.
- In most cases you will only have to tick one box but please read the questions carefully as sometimes you will need to tick more than one box.
- Answer the next question unless asked otherwise.
- Once you have finished please take a minute to check you have answered all the questions that you should have answered.
- The survey consists of 16 pages and should take no longer than 20 minutes to complete.
- If you have any queries about the questionnaire please do not hesitate to contact Rachel Ellis at MORI on 020 7347 3262 or by email at rachel.ellis@mori.com.
- Once you have completed the questionnaire please return in the pre-addressed envelope supplied as soon as possible or by 25th April 2005. You do not need to add a stamp.

SECTION 1: QUALITY OF LIFE

We would like to know what you things are important in making somewhere a good place to live and your views on the quality of life in your local area.

THE QUALITY OF LIFE IN THIS AREA

- Q1. **Thinking about your part of Harrow, how satisfied or dissatisfied are you with it as a place to live? PLEASE TICK ONE BOX ONLY**
- | | | | |
|--|--------------------------|--------------------------|--------------------------|
| Very satisfied..... | <input type="checkbox"/> | Fairly dissatisfied..... | <input type="checkbox"/> |
| Fairly satisfied | <input type="checkbox"/> | Very dissatisfied | <input type="checkbox"/> |
| Neither satisfied nor dissatisfied | <input type="checkbox"/> | No opinion | <input type="checkbox"/> |

- Q2. **Thinking generally, which of the things below would you say are most important in making somewhere a good place to live? PLEASE TICK UP TO FIVE BOXES**
- | | | | |
|--|--------------------------|---|--------------------------|
| Access to nature | <input type="checkbox"/> | Low level of traffic congestion | <input type="checkbox"/> |
| Activities for teenagers | <input type="checkbox"/> | Parks and open spaces | <input type="checkbox"/> |
| Affordable decent housing | <input type="checkbox"/> | Public transport | <input type="checkbox"/> |
| Clean streets | <input type="checkbox"/> | Race relations | <input type="checkbox"/> |
| Community activities | <input type="checkbox"/> | Road and pavement repairs | <input type="checkbox"/> |
| Cultural facilities (e.g. cinemas, museums)..... | <input type="checkbox"/> | Shopping facilities | <input type="checkbox"/> |
| Education provision | <input type="checkbox"/> | Sports and leisure facilities | <input type="checkbox"/> |
| Facilities for young children | <input type="checkbox"/> | Wage levels and local cost of living | <input type="checkbox"/> |
| Health services | <input type="checkbox"/> | Other (PLEASE TICK BOX & WRITE IN BELOW)..... | <input type="checkbox"/> |
| Job prospects | <input type="checkbox"/> | | |
| Low level of crime | <input type="checkbox"/> | None of these | <input type="checkbox"/> |
| Low level of pollution..... | <input type="checkbox"/> | Don't know | <input type="checkbox"/> |

Q3. **Thinking about this local area, which of the things below, if any, do you think most need improving? PLEASE TICK UP TO FIVE BOXES**

- | | | | |
|--|--------------------------|---|--------------------------|
| Access to nature | <input type="checkbox"/> | Low level of traffic congestion | <input type="checkbox"/> |
| Activities for teenagers | <input type="checkbox"/> | Parks and open spaces | <input type="checkbox"/> |
| Affordable decent housing | <input type="checkbox"/> | Public transport | <input type="checkbox"/> |
| Clean streets | <input type="checkbox"/> | Race relations | <input type="checkbox"/> |
| Community activities | <input type="checkbox"/> | Road and pavement repairs | <input type="checkbox"/> |
| Cultural facilities (e.g. cinemas, museums)..... | <input type="checkbox"/> | Shopping facilities | <input type="checkbox"/> |
| Education provision | <input type="checkbox"/> | Sports and leisure facilities | <input type="checkbox"/> |
| Facilities for young children | <input type="checkbox"/> | Wage levels and local cost of living | <input type="checkbox"/> |
| Health services | <input type="checkbox"/> | Other (PLEASE TICK BOX & WRITE IN BELOW)..... | <input type="checkbox"/> |
| Job prospects | <input type="checkbox"/> | | |
| Low level of crime | <input type="checkbox"/> | None of these | <input type="checkbox"/> |
| Low level of pollution..... | <input type="checkbox"/> | Don't know | <input type="checkbox"/> |
-

CHANGES IN YOUR QUALITY OF LIFE

Q4. Thinking about your local area, for each of the following things below, do you think each has got better or worse over the last three years, or has it stayed the same? PLEASE TICK ONE BOX FOR EACH

	Better	Stayed the same	Worse	Don't know
Access to nature	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Activities for teenagers.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Affordable decent housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clean streets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cultural facilities (e.g. cinemas, museums)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Education provision.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Facilities for young children	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health services.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Job prospects.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks and open spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Race relations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Road and pavement repairs.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shopping facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sports and leisure facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The level of crime.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The level of pollution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The level of traffic congestion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wage levels and local cost of living	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION 2: YOUR LOCAL AUTHORITY

The questions in this section all ask for your views on your local council.

Harrow Council provides many services to the local community and also has a role in planning, supporting, encouraging or overseeing many other services. We would like to hear your views on those services.

WHAT DOES YOUR COUNCIL DO?

This section summarises what some of your local authority service departments do:

Transport Services

- Transport planning and traffic management
- Information provision on local transport routes, timetables and costs etc

Environmental Services

- Household waste collection and disposal
- Recycling facilities and civic amenity sites
- Street cleaning and litter collection
- Special collections of garden waste or unwanted household items such as furniture, fridges etc

Local Authority Education Services

- Education planning, spending and provision
- Curriculum development and monitoring
- Schools admissions and appeals policies
- Welfare and Special Educational Needs services to help children experiencing difficulty at school or with special educational needs
- Pre-school education for children under 5 years of age
- Youth Service

Personal Social Services

- Care services for older people including home care, meals-on-wheels, residential and day care
- Care services for disabled people and other groups living within the community
- Child protection, fostering and adoption services

Planning Services

- Strategic planning of housing, industrial and commercial development, traffic and transport for the area as a whole
- Development control of individual developments, based on local consultation and understanding the environmental impact on the surrounding area

Cultural and Recreational Services

- Sports and leisure facilities
- Parks and open spaces
- Museums, art galleries, theatres and support for the arts
- Encouraging tourism
- Libraries

Housing Services

- Co ordination, provision, management and maintenance of housing to ensure local needs are met, including provision of homes for elderly, disabled and homeless people
- Housing administration, including managing housing waiting lists, transfers, exchanges and care-taking; selling houses to tenants, under the 'right to buy' scheme, housing benefit, rent collection and housing arrears
- Resolution of tenancy issues and neighbour disputes etc

YOUR VIEW OF HARROW COUNCIL

Q5. How well informed do you think Harrow Council keeps residents about the services and benefits it provides? PLEASE TICK ONE BOX ONLY

- | | | | |
|---|--------------------------|---|--------------------------|
| Keeps us very well informed | <input type="checkbox"/> | Doesn't tell us much at all about what it does..... | <input type="checkbox"/> |
| Keeps us fairly well informed | <input type="checkbox"/> | Don't know | <input type="checkbox"/> |
| Gives us only a limited amount of information | <input type="checkbox"/> | | |

Q6. **Which of these statements comes CLOSEST to your own attitude towards Harrow Council?**

PLEASE TICK ONE BOX ONLY

- | | | | |
|---|--------------------------|--|--------------------------|
| I'm not interested in what the Council does, or whether they do their job..... | <input type="checkbox"/> | I would like to have more of a say in what the Council does, and the services it provides..... | <input type="checkbox"/> |
| I'm not interested in what the Council does, as long as they do their job | <input type="checkbox"/> | I already work with/for, or am involved with, the Council and the services it provides..... | <input type="checkbox"/> |
| I like to know what the Council is doing, but I'm happy to let them get on with their job | <input type="checkbox"/> | Don't know..... | <input type="checkbox"/> |
-

Q7. **Have you contacted Harrow Council in the last year or so?** PLEASE TICK ONE BOX ONLY

- Yes No..... Don't know/can't remember

Q8. **Thinking about the last contact you made, how did you contact the Council?** PLEASE TICK ONE BOX ONLY

- | | | | |
|----------------------------------|--------------------------|---------------------------------|--------------------------|
| By 'phone | <input type="checkbox"/> | Through someone else | <input type="checkbox"/> |
| In person | <input type="checkbox"/> | Fax..... | <input type="checkbox"/> |
| Letter | <input type="checkbox"/> | Through digital TV | <input type="checkbox"/> |
| Email | <input type="checkbox"/> | Other | <input type="checkbox"/> |
| Through a website..... | <input type="checkbox"/> | Don't know/can't remember | <input type="checkbox"/> |
| Through a Local Councillor | <input type="checkbox"/> | | |
-

Q9. **What was the main purpose of your last contact?** PLEASE TICK ONE BOX ONLY

- | | | | |
|---------------------------------------|--------------------------|--|--------------------------|
| Make an enquiry..... | <input type="checkbox"/> | Make a suggestion about a service..... | <input type="checkbox"/> |
| Apply or register for a service | <input type="checkbox"/> | Other | <input type="checkbox"/> |
| Ask for advice or help..... | <input type="checkbox"/> | None of these | <input type="checkbox"/> |
| Report an issue or a problem..... | <input type="checkbox"/> | Don't know..... | <input type="checkbox"/> |
| Complain about a service..... | <input type="checkbox"/> | | |
-

Q10- Q12. **And when you contacted the Council, did you find staff there...?** PLEASE TICK ONE BOX

- Q10. Helpful.....
- OR Unhelpful.....
- Neither/don't know/not relevant/not stated
- Q11. Efficient |

OR Inefficient..... |

Neither/don't know/not relevant/not stated |

Q12. Able to deal with only query/enquiry..... |

OR Unable to deal with only query/enquiry..... |

Neither/don't know/not relevant/not stated |

Q13. **And were you satisfied or dissatisfied with the final outcome?** PLEASE TICK ONE BOX
 Satisfied..... Dissatisfied..... Don't know/can't remember

Q14.- **How strongly do you agree or disagree with each of the following statements about Harrow Council?** PLEASE TICK ONE BOX FOR EACH STATEMENT

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	No opinion
Q14. The quality of Council services is good overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q15. The Council is too remote and impersonal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q16. The Council gives residents good value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

OVERALL SATISFACTION WITH THE AUTHORITY AS A WHOLE

Q17. **Which of these statements comes closest to how you feel about Harrow Council?** PLEASE TICK ONE BOX ONLY

I speak highly of Harrow Council without being asked	<input type="checkbox"/>	I am critical of Harrow Council if I am asked about it	<input type="checkbox"/>
I speak highly of Harrow Council if I am asked about it.....	<input type="checkbox"/>	I am critical of Harrow Council without being asked.....	<input type="checkbox"/>
I have no views one way or the other ..	<input type="checkbox"/>	None of these	<input type="checkbox"/>

Q18. **Please indicate whether you or any other member of your family have used any of the following services provided by Harrow Council in the last 12 months:** PLEASE TICK ALL THAT APPLY

Transport services.....	<input type="checkbox"/>	Planning services	<input type="checkbox"/>
Environmental services	<input type="checkbox"/>	Cultural and recreational services.....	<input type="checkbox"/>
Local Authority Education services	<input type="checkbox"/>	Housing services	<input type="checkbox"/>
Personal social services.....	<input type="checkbox"/>		

Q19. **Please indicate how satisfied or dissatisfied you are overall with the following services provided by Harrow Council:** PLEASE ANSWER WHETHER YOU HAVE USED THESE SERVICES OR NOT. PLEASE TICK ONE BOX FOR EACH

	Very satisfied	Fairly satisfied	Neither/ nor	Fairly dissatisfied	Very dissatisfied
Transport services.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environmental services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local Authority Education services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal social services.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Planning services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cultural and recreational services.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Housing services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trading standards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q20. **Taking everything into account, how satisfied or dissatisfied are you with the way the authority runs things? PLEASE TICK ONE BOX**

Very satisfied.....	<input type="checkbox"/>	Fairly dissatisfied.....	<input type="checkbox"/>
Fairly satisfied	<input type="checkbox"/>	Very dissatisfied	<input type="checkbox"/>
Neither satisfied nor dissatisfied	<input type="checkbox"/>		

Q21. **Thinking about the way the authority runs things, do you think this has got better or worse over the last three years, or has it stayed the same? PLEASE TICK ONE BOX**

Better.....	<input type="checkbox"/>	Worse	<input type="checkbox"/>
Stayed the same	<input type="checkbox"/>	Don't know.....	<input type="checkbox"/>

Q22. **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? PLEASE TICK ONE BOX FOR EACH**

	Better	Stayed the same	Worse	Don't know
Keeping public land clear of litter and refuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Collection of household waste	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local recycling facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Doorstep collection of items for recycling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local tips	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local transport information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Doorstep collection of items for recycling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local bus service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sport/leisure facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Libraries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Museums/galleries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Theatres/Concert halls.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks and open spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION 3: LIVING IN HARROW

The questions in this section all ask for your views on your local area. We would like to hear your views on what it is like living in Harrow, what you think has changed over time, and what you think it will be like in the future.

Q22.- Q25. **How strongly, if at all, do you feel you belong to each of the following places? PLEASE TICK ONE BOX FOR EACH**

	Very strongly	Fairly strongly	Not very strongly	Not at all strongly	Don't know
Q23. Your neighbourhood.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q24. Harrow	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q25. London.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q26. Britain	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q27.- Thinking about the following as a place to live, how satisfied or dissatisfied are you with...? PLEASE TICK ONE BOX FOR EACH

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	No opinion
Q27. Your local neighbourhood.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q28. Harrow as a whole	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

YOUR VIEWS ON YOUR LOCAL AREA

Q29. We would like you to think about what it is like living in your part of Harrow at the moment. What two or three changes do you think would most improve your quality of life? PLEASE WRITE IN YOUR COMMENTS

Q30. Again, thinking about your part of Harrow, how would you say it compares with most other areas as a place to live? PLEASE TICK ONE BOX ONLY

Better.....	<input type="checkbox"/>	About the same	<input type="checkbox"/>
Worse.....	<input type="checkbox"/>	Don't know.....	<input type="checkbox"/>

Q31.- To what extent do you agree or disagree with the following statements about your local neighbourhood? PLEASE TICK ONE BOX FOR EACH STATEMENT

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	No opinion
Q31. I feel I personally can influence decisions affecting my neighbourhood.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q32. This neighbourhood is a place where people from different backgrounds get on well together	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q33. This neighbourhood is a place where residents respect ethnic differences between people.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q34. By working together, people in my neighbourhood can influence decisions that affect the local area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q35. In general, what kind of neighbourhood (i.e. your street) would you say you live in – would you say it is a neighbourhood in which people do things together and try to help each other, or one in which people mostly go their own way? PLEASE TICK ONE BOX ONLY

Help each other.....	<input type="checkbox"/>	Mixture.....	<input type="checkbox"/>
Go own way	<input type="checkbox"/>	Don't know.....	<input type="checkbox"/>

Q36. Here is a list of a number of everyday situations. In which of these situations, if any, would you say you regularly meet and talk with people of a different ethnic origin to you? PLEASE TICK ALL THAT APPLY

Q37. And in which of these situations, if any, would you say you regularly meet and talk with people of a different social class to you? PLEASE TICK ALL THAT APPLY

	Q36	Q37
At local shops.....	<input type="checkbox"/>	<input type="checkbox"/>
In your neighbourhood.....	<input type="checkbox"/>	<input type="checkbox"/>
At work.....	<input type="checkbox"/>	<input type="checkbox"/>
At restaurants, pubs, cinemas, community centres etc.....	<input type="checkbox"/>	<input type="checkbox"/>
On buses and trains.....	<input type="checkbox"/>	<input type="checkbox"/>
At a place to study (e.g. school, college, university).....	<input type="checkbox"/>	<input type="checkbox"/>
At sports or fitness activities.....	<input type="checkbox"/>	<input type="checkbox"/>
At a relative's home.....	<input type="checkbox"/>	<input type="checkbox"/>
At a place of worship.....	<input type="checkbox"/>	<input type="checkbox"/>
At youth clubs.....	<input type="checkbox"/>	<input type="checkbox"/>
At other places.....	<input type="checkbox"/>	<input type="checkbox"/>
None.....	<input type="checkbox"/>	<input type="checkbox"/>

Q38.- Q43. Now thinking about the range of organisations working in Harrow, such as the Council, the police and fire services, health organisations and others, overall, how successful or unsuccessful would you say they are in dealing with the following...? PLEASE TICK ONE BOX FOR EACH STATEMENT

	Very successful	Fairly successful	Neither/nor	Fairly unsuccessful	Very unsuccessful	Don't know
Q38. Supporting the local economy and creating jobs.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q39. Tackling poverty and deprivation.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q40. Reducing crime and maintaining community safety.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q41. Improving the environment.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q42. Meeting the education needs of all residents.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q43. Providing access to good health and social care services for those in need.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q44.- Q46. Overall, how safe do you feel . . . PLEASE TICK ONE BOX FOR EACH STATEMENT

	Very safe	Fairly safe	A bit unsafe	Very unsafe
Q44. In the area where you live	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q45. Walking alone in the area you live after dark	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q46. When you are alone in your own home at night	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q47. 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? PLEASE TICK ONE BOX ONLY

No effect - 1.....	<input type="checkbox"/>	6.....	<input type="checkbox"/>
2.....	<input type="checkbox"/>	7.....	<input type="checkbox"/>
3.....	<input type="checkbox"/>	8.....	<input type="checkbox"/>
4.....	<input type="checkbox"/>	9.....	<input type="checkbox"/>
5.....	<input type="checkbox"/>	Total effect – 10.....	<input type="checkbox"/>

CHANGES IN YOUR LOCAL AREA

Q48. We are interested in your sense of how your part of Harrow is changing, based on what you know or have heard. For each of the following, please tell us whether, over the last 5 years or so, you think they have increased, decreased or stayed about the same. PLEASE TICK ONE BOX FOR EACH STATEMENT

	Increased a lot	Increased a little	Stayed the same	De-creased a little	De-creased a lot	No opinion
The level of crime.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Levels of traffic.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The number of people living here.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q49. And please could you tell us whether over the last five years or so you think that your part of Harrow has got better, got worse or stayed about the same for the following? PLEASE TICK ONE BOX FOR EACH STATEMENT

	Got a lot better	Got a little better	Stayed the same	Got a little worse	Got a lot worse	No opinion
Exam results in schools.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health services.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Relations between different communities.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employment opportunities.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Training and education opportunities for adults.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The quality of public services overall ...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q50. Taking everything into account, would you say that, as a place to live, your part of Harrow has got better, worse or stayed about the same during the last five years or so? PLEASE TICK ONE BOX ONLY

I think it has got better.....	<input type="checkbox"/>	I think it has stayed about the same.....	<input type="checkbox"/>
I think it has got worse.....	<input type="checkbox"/>	Don't know.....	<input type="checkbox"/>

Q51. And looking ahead, how, if at all, do you think that your part of Harrow will change as a place to live over the next five years or so? PLEASE TICK ONE BOX ONLY

I think it will get better.....	<input type="checkbox"/>	I think it has stayed about the same.....	<input type="checkbox"/>
I think it has got worse.....	<input type="checkbox"/>	Don't know.....	<input type="checkbox"/>

HARROW NOW AND IN THE FUTURE

Q52. **We would now like you to think about the following descriptions of the part of Harrow where you live. For each one, please indicate whether you think it does or does not apply to your area at the moment. PLEASE TICK ONE BOX IN EACH ROW**

At the moment my part of Harrow is...	A great deal	A fair amount	Not very much	Not at all	Don't know
Economically successful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A quiet area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A clean area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A safe area with low levels of crime and disorder.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with affordable housing.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area that is easy to get around	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with good road links to the rest of the country.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with good public transport links to the rest of the country.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with strong communities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with good schools	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with good further and higher education opportunities.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with good training and education facilities for adults.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with good facilities for young people.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with good facilities for older people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with good health and social care services for older people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with good leisure facilities for local people.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with good resources for tourists.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with good night life	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with good quality hospitals.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with good local health services (e.g. GPs, dentists, pharmacists, nurses)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with low unemployment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with good quality jobs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area which is good for culture and the arts.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with good health and social care services for people with physical/sensory disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with good support services for those caring for adult family members	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q53. **Now we would like you to think about how you think your part of Harrow will look 10 years from now. From the same list, please indicate which, if any, you think will apply to your area in 10 years' time. PLEASE TICK ONE BOX IN EACH ROW**

I think my part of Harrow will be...	Will apply	Will not apply	Don't know
Economically successful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A quiet area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A clean area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A safe area with low levels of crime and disorder.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with affordable housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area that is easy to get around	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with good road links to the rest of the country	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with good public transport links to the rest of the country	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with strong communities.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with good schools.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with good further and higher education opportunities.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with good training and education facilities for adults	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with good facilities for young people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with good facilities for older people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with good health and social care services for older people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with good leisure facilities for local people ..	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with good resources for tourists	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with good night life.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with good quality hospitals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with good local health services (e.g. GPs, dentists, pharmacists, nurses)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with low unemployment.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with good quality jobs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area which is good for culture and the arts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with good health and social care services for people with physical/sensory disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with good support services for those caring for adult family members.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q54. **Next, we would like you to think about the type of area you would like to see 10 years from now. Which three or four would you single out as being most important in making your part of Harrow a good place to live? PLEASE TICK THREE OR FOUR BOXES ONLY**

- | | | | |
|--|--------------------------|---|--------------------------|
| Economically successful | <input type="checkbox"/> | An area with good health and social care facilities for older people..... | <input type="checkbox"/> |
| A quiet area..... | <input type="checkbox"/> | An area with good leisure facilities for local people... | <input type="checkbox"/> |
| A clean area..... | <input type="checkbox"/> | An area with good resources for tourists..... | <input type="checkbox"/> |
| A safe area with low levels of crime and disorder | <input type="checkbox"/> | An area with good night life | <input type="checkbox"/> |
| An area with affordable housing | <input type="checkbox"/> | An area with good quality hospitals | <input type="checkbox"/> |
| An area that is easy to get around..... | <input type="checkbox"/> | An area with good local health services (e.g. GPs, dentists, pharmacists, nurses)..... | <input type="checkbox"/> |
| An area with good road links to the rest of the country | <input type="checkbox"/> | An area with low unemployment..... | <input type="checkbox"/> |
| An area with good public transport links to the rest of the country..... | <input type="checkbox"/> | An area with good quality jobs..... | <input type="checkbox"/> |
| An area with strong communities..... | <input type="checkbox"/> | An area which is good for culture and the arts | <input type="checkbox"/> |
| An area with good schools..... | <input type="checkbox"/> | An area with good health and social care services for people with physical/sensory disabilities | <input type="checkbox"/> |
| An area with good further and higher education opportunities..... | <input type="checkbox"/> | An area with good support services for those caring for adult family members | <input type="checkbox"/> |
| An area with good training and education facilities for adults..... | <input type="checkbox"/> | Other (PLEASE TICK BOX & WRITE IN BELOW).... | <input type="checkbox"/> |
| An area with good facilities for young people | <input type="checkbox"/> | | |
| An area with good facilities for older people | <input type="checkbox"/> | Don't know | <input type="checkbox"/> |

PRIORITIES FOR THE FUTURE

Q55. **Below is a list of things that have been identified as areas where public service providers can work to improve the quality of life. Thinking about Harrow and the way you would like to see it develop over the next few years, which four or five would you single out as most important? PLEASE TICK FOUR OR FIVE BOXES ONLY. IF YOU THINK SOMETHING IS A PRIORITY BUT IT IS NOT ON THE LIST, PLEASE TICK THE OTHER BOX & WRITE IN BELOW**

- | | | | |
|---|--------------------------|---|--------------------------|
| Reducing poverty | <input type="checkbox"/> | Supporting local community and voluntary initiatives | <input type="checkbox"/> |
| Developing strong communities..... | <input type="checkbox"/> | Providing good quality health services..... | <input type="checkbox"/> |
| Maintaining a healthy economy by supporting local businesses..... | <input type="checkbox"/> | Raising awareness of public health issues (e.g. smoking, obesity, drug use) | <input type="checkbox"/> |
| Encouraging people to recycle and reduce waste | <input type="checkbox"/> | Ensuring that people are able to access and use the services they need..... | <input type="checkbox"/> |
| Reducing crime and fear of crime | <input type="checkbox"/> | Ensuring that service providers work together where necessary | <input type="checkbox"/> |
| Protecting the environment | <input type="checkbox"/> | Providing affordable housing..... | <input type="checkbox"/> |
| Providing facilities for young people | <input type="checkbox"/> | Encouraging investment in jobs | <input type="checkbox"/> |
| Providing facilities for older people | <input type="checkbox"/> | Helping people get involved in decisions about their area | <input type="checkbox"/> |
| Providing social and health care services for older people | <input type="checkbox"/> | Providing equal opportunities for everyone in the community to access services..... | <input type="checkbox"/> |
| Reducing traffic congestion..... | | Other (PLEASE TICK BOX & WRITE IN BELOW)..... | <input type="checkbox"/> |
| Providing good quality schools | <input type="checkbox"/> | | |
| Providing opportunities for adults to learn and develop skills..... | <input type="checkbox"/> | Don't know | <input type="checkbox"/> |

SECTION 4: ABOUT YOURSELF

To ensure that we are meeting the needs of all residents it is important that we ask you a few questions about yourself. As with all the questions, your answers will be completely confidential.

Q56. Are you... PLEASE TICK ONE BOX

Male..... Female

Q57. What was your age on your last birthday? PLEASE WRITE IN BELOW

Q58. How long have you/your household been living in this area? PLEASE TICK ONE BOX

Under 1 year	<input type="checkbox"/>	6-10 years	<input type="checkbox"/>
1-2 years	<input type="checkbox"/>	11-20 years	<input type="checkbox"/>
3-5 years	<input type="checkbox"/>	21+ years.....	<input type="checkbox"/>
6-10 years	<input type="checkbox"/>	Don't know/can't remember	<input type="checkbox"/>

Q59. In which of these ways does your household occupy your current accommodation?
PLEASE TICK ONE BOX

Owned outright	<input type="checkbox"/>	Rented from private landlord	<input type="checkbox"/>
Buying on mortgage	<input type="checkbox"/>	Other (PLEASE TICK BOX & WRITE IN BELOW).....	<input type="checkbox"/>
Rent from council	<input type="checkbox"/>	
Rent from Housing Association/ Trust	<input type="checkbox"/>		

Q60. Does anyone in your household receive housing benefit or Council tax benefit (that is based on income)? PLEASE TICK ALL THAT APPLY

Yes, housing benefit	<input type="checkbox"/>	No, neither of these	<input type="checkbox"/>
Yes, council tax benefit	<input type="checkbox"/>	Don't know.....	<input type="checkbox"/>

Q61. How many adults aged 18 or over are living here? PLEASE TICK ONE BOX

One	<input type="checkbox"/>	Five.....	<input type="checkbox"/>
Two.....	<input type="checkbox"/>	More than five (PLEASE TICK BOX & WRITE IN BELOW).....	<input type="checkbox"/>
Three	<input type="checkbox"/>	
Four	<input type="checkbox"/>		

Q62. Do you have any children in your household in these age ranges ?

PLEASE TICK ALL THAT APPLY

Aged 0-4	<input type="checkbox"/>	Aged 12-17	<input type="checkbox"/>
Aged 5-8.....	<input type="checkbox"/>	None under 18.....	<input type="checkbox"/>
Aged 9-11.....	<input type="checkbox"/>		

- Q63. **Which of these activities best describes what you are doing at present?** PLEASE TICK ONE BOX
- | | | | |
|---|--------------------------|---|--------------------------|
| Employee in full-time job (30 hours plus per week)..... | <input type="checkbox"/> | Permanently sick/disabled | <input type="checkbox"/> |
| Employee in part-time job (under 30 hours per week) | <input type="checkbox"/> | Wholly retired from work | <input type="checkbox"/> |
| Self employed full or part-time | <input type="checkbox"/> | Looking after the home | <input type="checkbox"/> |
| On a government supported training programme (e.g. Modern Apprenticeship/Training for Work) | <input type="checkbox"/> | Doing something else (PLEASE TICK BOX & WRITE IN BELOW) | <input type="checkbox"/> |
| Full-time education at school, college or university, unemployed and available for work | <input type="checkbox"/> | | |

- Q64. **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.)** PLEASE TICK ONE BOX
- | | | |
|-----------|--------------------------|---|
| Yes | <input type="checkbox"/> | ANSWER THE NEXT QUESTION (Q65)
GO TO Q66 |
| No | <input type="checkbox"/> | |

- Q65. **Does this illness or disability limit your activities in any way?** PLEASE TICK ONE BOX
- | | | | |
|-----------|--------------------------|----------|--------------------------|
| Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
|-----------|--------------------------|----------|--------------------------|

- Q66. **To which of these groups do you consider you belong to?** PLEASE TICK ONE BOX
- | | | | |
|---|--------------------------|---|--------------------------|
| White | <input type="checkbox"/> | White and Asian | <input type="checkbox"/> |
| British | <input type="checkbox"/> | Any other mixed background (PLEASE TICK BOX & WRITE IN BELOW) | <input type="checkbox"/> |
| Irish | <input type="checkbox"/> | | |
| Any other White background (PLEASE TICK BOX & WRITE IN BELOW) | <input type="checkbox"/> | Asian or Asian British | |
| | | Indian | <input type="checkbox"/> |
| Black or Black British | | Pakistani | <input type="checkbox"/> |
| Caribbean | <input type="checkbox"/> | Bangladeshi | <input type="checkbox"/> |
| African | <input type="checkbox"/> | Any other Asian background (PLEASE TICK BOX & WRITE IN BELOW) | <input type="checkbox"/> |
| Any other Black background (PLEASE TICK BOX & WRITE IN BELOW) | <input type="checkbox"/> | | |
| | | Chinese | <input type="checkbox"/> |
| Mixed | | Other ethnic group (PLEASE TICK BOX & WRITE IN BELOW) | <input type="checkbox"/> |
| White and Black Caribbean | <input type="checkbox"/> | | |
| White and Black African | <input type="checkbox"/> | | |

THANK YOU VERY MUCH FOR TAKING PART IN THIS SURVEY.

Please enclose the questionnaire in the reply-paid envelope provided (no stamp required) and send it to us no later than 25th April 2005

**If you do not have a pre-paid envelope, please return the questionnaire to Rachel Ellis, Harrow Resident Survey, FREEPOST, 79-81 Borough Road, London, SE1 1BS.
You will not need to use a stamp for this.**