

Annual Residents' Survey 2008

REPORT



July 2008

Contents

Introduction	3
Technical Note	4
Summary	6
Key Findings	6
Context	7
Trend data for the core BVPIs	7
Main Findings 1: Corporate Image	8
Satisfaction with overall service provided by the authority	8
More detailed aspects of Council image	11
Main Findings 2: Communications and Complaints	21
Overall level of information	21
Levels of information about different aspects of the Council's work	22
Overall satisfaction with complaints handling	25
Main Findings 3: Life in the London Borough of Hammersmith and Fulham	27
Overall satisfaction with the area	27
Who is dissatisfied?	28
Perceived role of the Council	29
Focus on anti-social behaviour	31
Fear of crime	32
Satisfaction with the police	36
Social cohesion	37
Getting involved	39
Main Findings 4: Services	42
ENVIRONMENTAL SERVICES	42
Litter and refuse	42

Household waste collection	43
Doorstep recycling	44
Local recycling facilities	45
Other environmental services	46
CULTURAL AND RECREATIONAL SERVICES	51

Introduction

Background

This report presents the results from the Annual Residents' Survey conducted by London Borough of Hammersmith and Fulham.

Best Value Performance Indicators were designed to monitor service improvement with regard to the efficiency, effectiveness and economy of service delivery. So far, these have been collected triennially, through the BVPI General Survey questionnaire specified by the Audit Commission and carried out by MORI on behalf of the London boroughs. From this autumn, the BVPI Surveys will be replaced by the biennial new Place Survey.

Hammersmith & Fulham's Annual Residents' Survey was designed to monitor a selection of these performance indicators as well as to monitor performance against Local Area Agreement (LAA) and Community Strategy indicators.

Structure of this Report

Included in the report is a set of topline findings which provides quick reference to all of the headline BVPIs, together with trend data where available. This report also provides a detailed analysis of the findings by a range of demographic variables as well as by the three geographical areas (North, Central & South) of the borough.

Technical Note

Methodology

Annual Residents' Survey 2008 was a postal survey.

Sampling

From this PAF file (Council's Property Gazetteer database) 4,000 addresses were randomly selected, using a random start point and then a '1 in n' approach to selection.

The Questionnaire

The questionnaire itself was designed using a selection of the questions from the BVPI General User Survey and adding extra questions used in previous surveys for monitoring data trends regarding the Council's LAA and Community Strategy Performance Indicators.

Fieldwork

The survey was mailed out on 2nd May 2008 and by early June 1,260 responses had been received – well over the target of 1,200 returns.

Response Rates and Sample Profile

The achieved response rate was 32%. This compares well to the 33% return achieved in the Annual Residents' Survey 2007. BVPI General Survey 2006/07 had a response rate of 22% and the improvement was probably due to having a much shorter survey (from 16 pages in the BVPI questionnaire down to 8 pages in the Annual Residents' Surveys).

The sample of residents in the London Borough of Hammersmith and Fulham is made up of three-fifths females (58%); more females than in the general population (53%). The Hammersmith and Fulham sample profile is skewed towards the older age ranges with 40% of respondents aged 55 or over (while 18% of the local population fall into this age bracket) and only 4% aged 18-24 (while 12% of local residents fall into this age range). Black and minority ethnic groups are also slightly under-represented in the sample; whereas 19% of the local population is from a Black or minority ethnic background, 14% of respondents are from this group.

Weighting

The responses were weighted as a way of tackling the issue of over- and under-representation in the sample. As certain groups in the survey are under-represented, and to achieve a representative sample, weights need to be applied to the data to correct for this. All the findings from the survey reported here and the demographic and geographic analyses are based on the weighted data.

The data was weighted by sex, age, ethnicity and disability to the known profile of the area (2006 Census mid-year population estimates), and then by a further weight to adjust for household size.

Calculating Results

The base for questions is “valid responses” or all those providing an answer. Those stating ‘don’t know’ or who do not complete the question are excluded from the calculations (apart from few exceptions which include ‘don’t knows’ for consistency with questions asked in the previous surveys). The base size may, therefore, vary from question to question, and from the total sample size, depending on the extent of non response.

Where percentages do not sum to 100, this may be due to computer rounding.

Confidence Intervals

On the basis of all respondents who answer each question, the overall margin of error for this survey ranges from $\pm 5.48\%$ to $\pm 2.77\%$. The specific margin of error for each question is set out in the topline results analysis available as an appendix.



Summary

Key Findings

This report presents the findings from the Annual Residents' Survey 2008 conducted by the London Borough of Hammersmith & Fulham.

There are many positives for the Council to take from these results. Nearly eight in ten residents (78%) say the council is making the area a better place to live and overall satisfaction with the council (64%) has significantly improved since the last BVPI survey (53%), with net satisfaction at +52 compared with +36 in 2006.

Looking at more specific aspects of the Council's image and the services it provides among residents, there are more positive signs. Residents are particularly positive about the efforts being made to make the area a cleaner and greener place to live (78% agree), while four in five are satisfied with waste collection (80%) and seven in ten with local recycling facilities (71%). Three quarters of residents are now satisfied with the borough's parks and open spaces (74%).

The majority of residents (82%) are satisfied with the local area as a place to live, while some 8% are dissatisfied. Statistically speaking, this has improved since the 2006 survey by +8%. Encouragingly, more than seven in ten (73%) residents think the Council is making the area a safer place to live (only 59% in the 2006 BVPI survey) and it is positive to note that this is accompanied by falls in local concern about all aspects of anti-social behaviour.

In terms of social cohesion, nearly four in five (79%) agree that Hammersmith and Fulham is a place where people from different backgrounds get on well together and only 4% identify race relations as a key area for improvement. Four in five residents (81%) feel that the Council treats all types of people fairly.

The Council is now seen as more trustworthy (75% agree compared to 58% in 2006) and delivering better value for money (58% believe the Council provides value for money compared to 35% in 2006). The authority is also seen as more efficient and well run now (69% against 54% in the BVPI survey), as well as acting on the concerns of local residents (63% compared to 54% in 2006).

Context

Trend Data for the Core BVPIs

The table shows trend data for the core BVPI performance indicators contained in the H&F Annual Residents' Survey 2008, Annual Residents' Survey 2007, and BVPI General User Survey 2006. The table also contains net satisfaction figures (those satisfied minus those dissatisfied) for each BVPI for 2006 and the ARS 2008.

Satisfaction with the authority as a whole has statistically risen since 2006. At 64%, it is above the national average satisfaction level compared with 2006 data. For many Best Value Performance Indicator (BVPI) scores, including satisfaction with waste disposal, complaints, libraries, sports and leisure facilities, museums and galleries, and theatres and concert halls, there has been a significant rise in satisfaction (some by +10% or more). Net satisfaction has therefore improved for all BVPI scores.

BVPI	Title	BVPI 2006 (%)	Net satisfaction	ARS 2007 (%)	Net satisfaction	ARS 2008 (%)	Net satisfaction
BV3	Overall satisfaction	53	+36	54	+37	64	+52
BV4	Satisfaction with complaint handling	27	-36	31	-28	38	-15
BV89	Satisfaction with cleanliness	59	+35	57	+32	62	+40
BV90A	Waste collection	70	+54	77	+65	80	+68
BV90B	Waste recycling (local facilities)	55	+34	68	+54	71	+57
BV119A	Sports/leisure facilities	45	+24	50	+33	50	+34
BV119B	Libraries	61	+50	68	+58	63	+53
BV119C	Museums/galleries	22	-3	33	+10	27	+7
BV119D	Theatres/concert halls	39	+21	43	+27	43	+29
BV119E	Parks and open spaces	67	+47	70	+55	74	+63

Main Findings 1: Corporate Image

This section looks at how residents view Hammersmith and Fulham Council.

Specifically, we will look at:

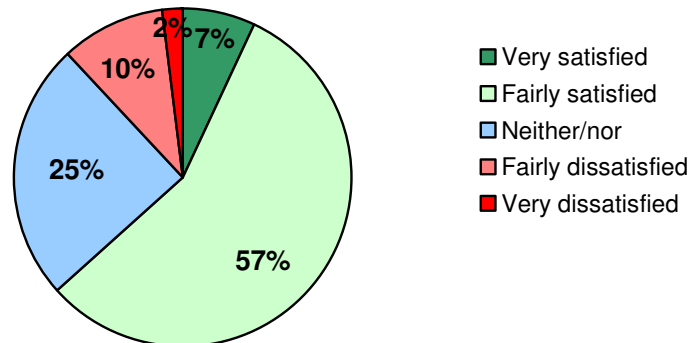
- *Overall perceptions of the Council;*
- *More detailed aspects of image (e.g. value for money).*

Satisfaction with Overall Service Provided by the Authority

Almost two thirds of residents (64%) are satisfied with the way the Council runs things, however, a quarter (25%) say that they are neither satisfied nor dissatisfied. Fewer than one in eight (12%) are dissatisfied with the way the Council runs things, giving a net satisfaction score of +52, compared with +36 in the 2006 BVPI Survey and +37 in ARS 2007.

Satisfaction with LB Hammersmith & Fulham

Q. Taking everything into account, how satisfied or dissatisfied are you with the way the Council runs things?



Base: All valid responses (1248)

Net satisfaction score +52

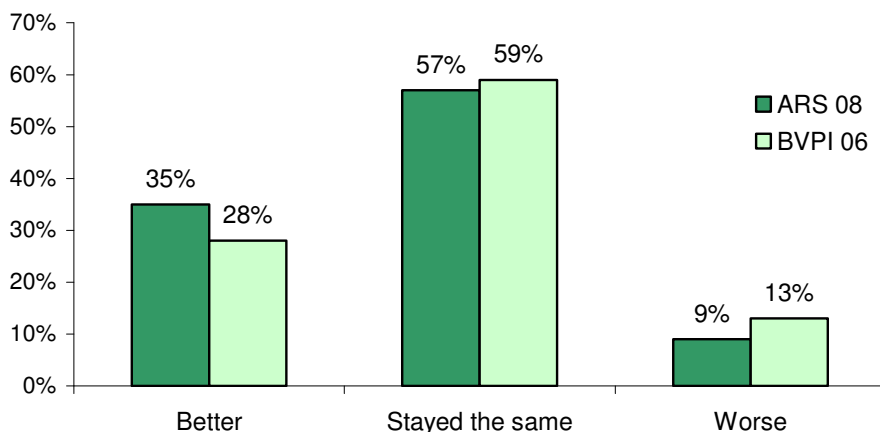
Context

Satisfaction with the Council has increased to 64% since the BVPI Survey in 2006, when 53% of residents were satisfied with the way the Council ran things. The level of dissatisfaction has also decreased (12%), so net satisfaction has risen by 16 points from +36 to +52.

More than a third of residents (35%) feel that the way the Council runs things has got better, compared to 28% two years ago.

Satisfaction with Council: Better or Worse

Q. Thinking about the way the Council runs things, do you think this has got better or worse over the last three years or has it stayed the same?



Base: All valid responses (1199)

Who thinks the way the Council runs things has got better?

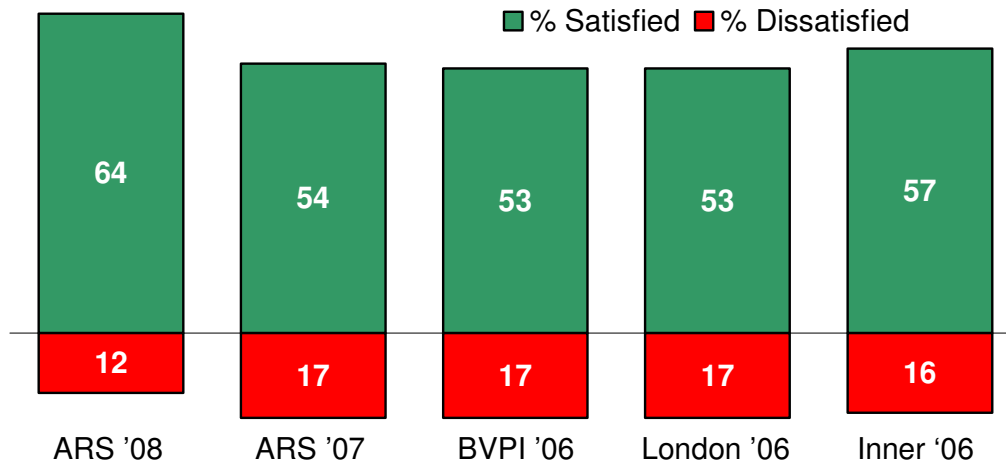
- Males - 37% males stated 'better' compared to 33% of females;
- Residents aged 55+ (44% compared to 32% of those aged 18-34 and 37% of those residents in '35-54' age group);
- There is no real difference regarding ethnic origin: from White British background, 35% think that things have got better, compared to 37% of residents of White Other and BME background.

None of these differences are statistically significant.

Geographically, residents living in the South of the borough are more likely to say things are better now than three years ago (39%) compared to North and Central areas (31% and 32% respectively).

Satisfaction with Council: Comparative Data

Q. How satisfied or dissatisfied are you with the way the Council runs things?



Base: All valid responses (1248)

Who is dissatisfied?

Those most likely to be dissatisfied with the way Hammersmith and Fulham Council runs things are:

- Males - 14% dissatisfied males compared to 11% of females;
- Aged 35-54 (15% compared to 13% of those aged 25-34 and 55-64 and only 4% of those residents in '65+' age group).
- There is no real difference regarding ethnic origin: from White background, 13% are dissatisfied compared to 12% of residents of Black and minority ethnic background.

None of these differences are statistically significant.

Geographically, residents living in the North and Central areas of the borough are slightly more satisfied with the way the Council runs things than those in the South of the borough (both 65% compared to 62% for the South).

More Detailed Aspects of Council Image

There is an increased perception that Hammersmith and Fulham Council is providing good value for money.

Nearly eight in ten feel that Hammersmith and Fulham Council are working to make the local area a better place to live (78%), and to make the area cleaner and greener (78%). Importantly, a similar proportion (81%) feels that Hammersmith and Fulham Council treats all types of people fairly.

Demographic differences in opinion regarding Council image:

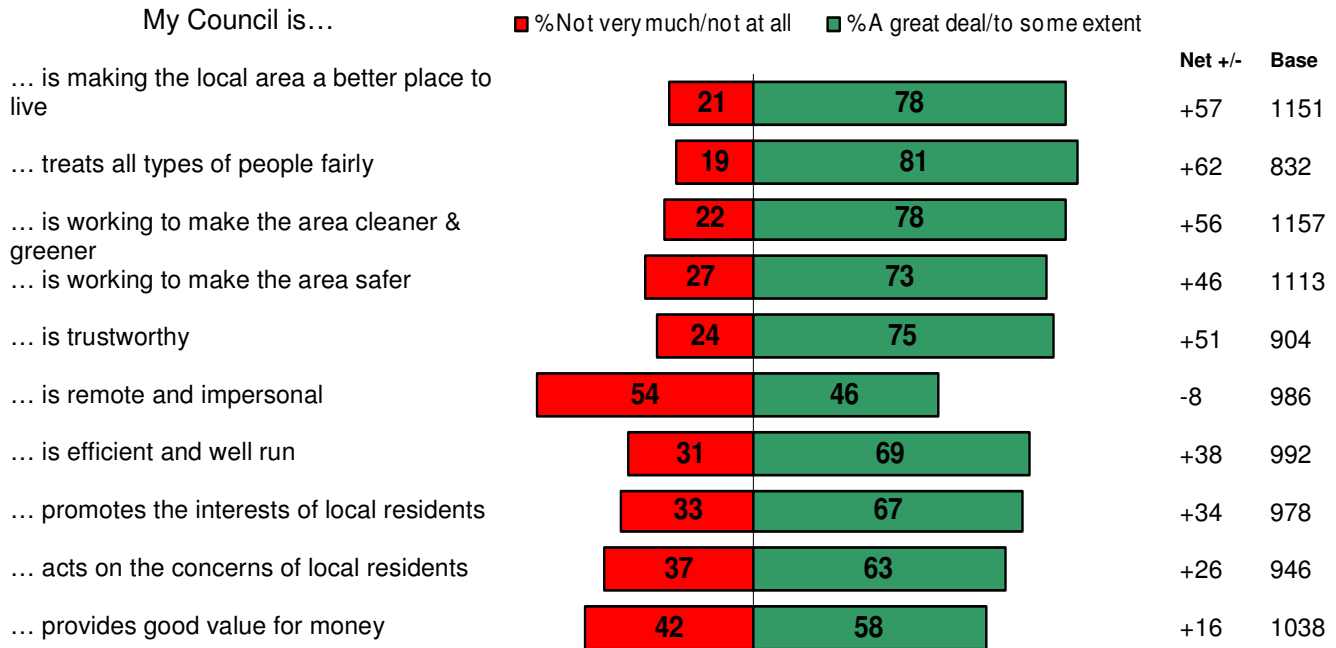
- Females are more likely to say that Council is 'efficient and run well' (72% against 65% of males). They also feel that the council 'is working to make the area cleaner and greener' and that it 'is making the local area a better place to live' (80% compared to 76% of males, on both issues). On the other hand, males are more likely to state that the council is 'remote and impersonal' (47% compared to 44% of females). Males are also more likely to believe that the council treats all types of people fairly than do females (82% against 80%);
- Residents from Black and minority ethnic backgrounds are less likely to believe that the Council treats all types of people fairly than those from a White background (75% compared to 83%);
- Those aged 65+ are most likely to believe that the council is making the local area a better place to live (87% compared with 76% for 25-34 year olds and 78% for those aged between 35 & 64). This group is also most likely to say that the council provides good value for money (79% compared to 51% for those aged 25 to 34, 58% for the 35-54 age group, 59% for 18-24 year olds and 64% for those aged 55-64).

Geographic differences in opinion regarding Council image:

- Residents living in the North area of the borough are most likely to say that the Council is making the local area a better place to live (82% compared to 80% for the South area and 76% for the Central of the borough);
- On the other side, those living in the Central area of Hammersmith & Fulham are least likely to say that the Council is working to make the area safer: 71% compared to 72% for North and 76% for Southern areas of the borough.
- Residents living in the Northern area are most likely to say that the Council provides good value for money (63% compared to 59% for the Central area and 53% for the South). They are also most likely to agree with the view that the Council is efficient and well run (75% compared to 65% for the Central area and 71% for the South).

More Detailed Aspects of Council Image

Q. Here are some things that other people have said about their Council. To what extent do you think that these statements apply to LB Hammersmith & Fulham?



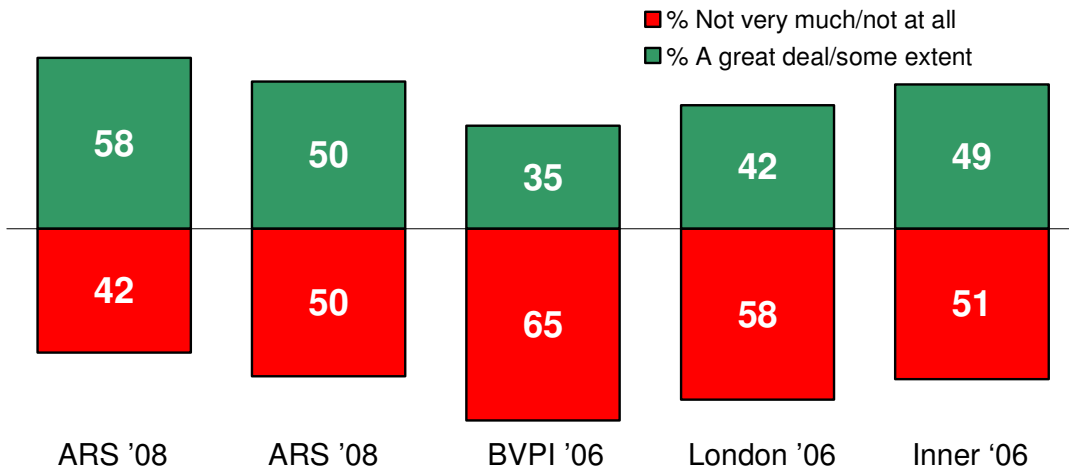
Base: All valid responses

Value for Money: Comparative Data

Over half of all respondents believe that Hammersmith and Fulham is delivering good value for money, compared with 35% in 2006. This is now higher than the 2006 averages for both London as a whole (42%) and inner London (49%). Looking at the net scores, the Council now performs more favourably compared to most other London councils.

Delivering Value for Money: Comparative Data

Q. To what extent do you think that those statements apply to your local council? 'My Council provides good value for money.'



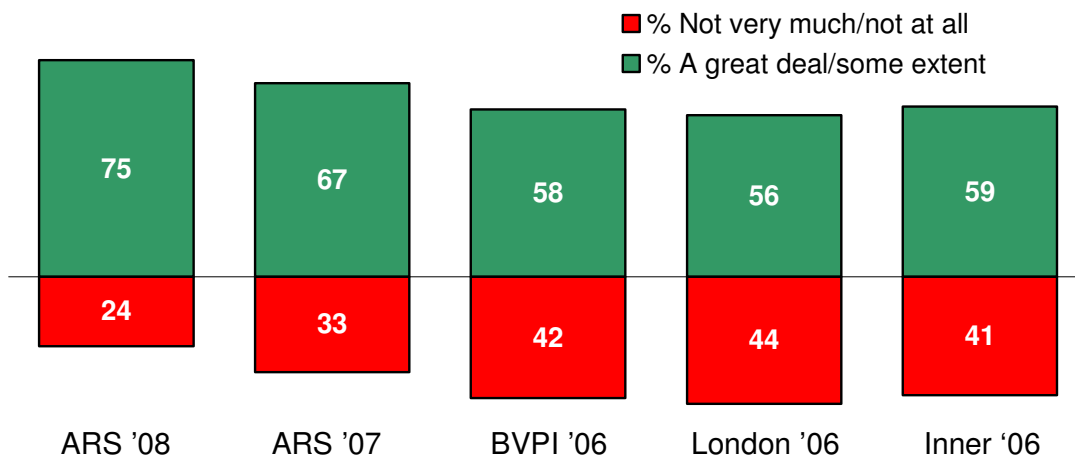
Base: All valid responses (1038)

Trustworthiness of the Council: Comparative Data

In terms of perception of how trustworthy the Council is, at 75% the authority now scores significantly higher than last year (67%) and the year before in the BVPI Survey 2006 (58%). Looking at the net scores, the Council now outperforms most other London councils.

Trustworthiness: Comparative Data

Q. To what extent do you think that those statements apply to your local council? 'My Council is trustworthy.'



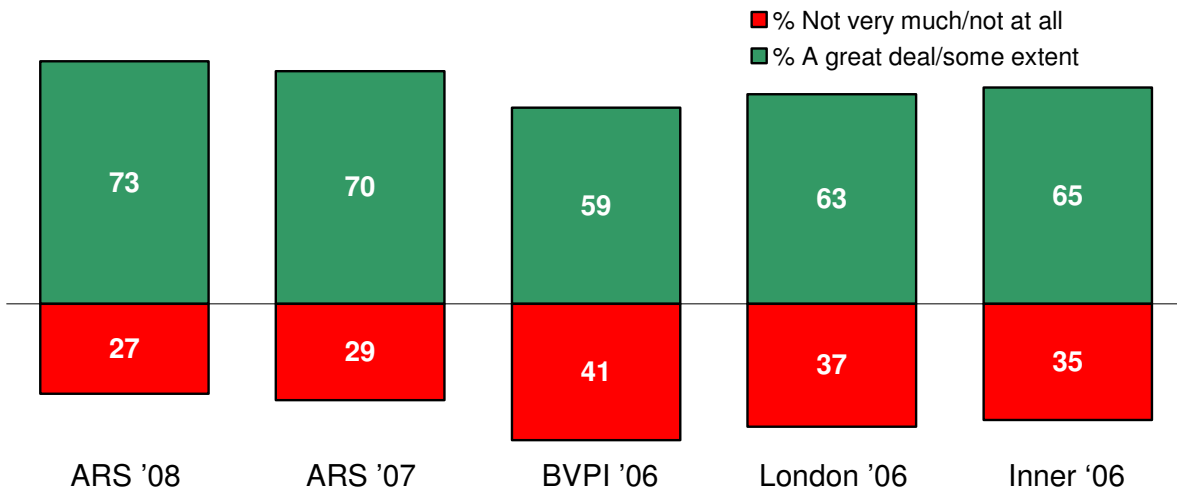
Base: All valid responses (904)

Making the Area Safer: Comparative Data

The number of residents who perceive that the Council is working to make the area safer is increasing - at 73% the figure is again higher than 2006 figures for London as a whole (63%) and inner London (65%) averages.

Making the Area Safer: Comparative Data

Q. To what extent do you think that those statements apply to your local council? 'My Council is working to make the area safer.'



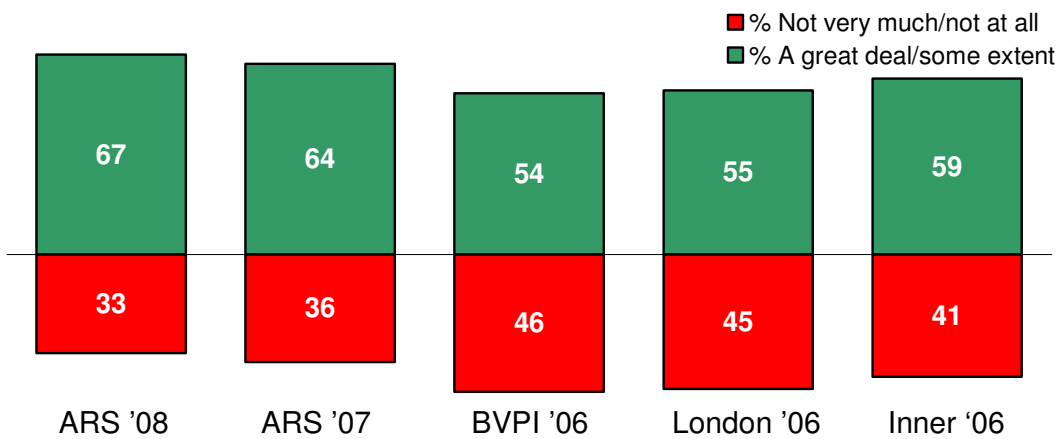
Base: All valid responses (1113)

Promoting the Interests of Local Residents: Comparative Data

The proportion of respondents who believe that the Council is promoting the interests of local residents is 67% - higher again than the 2006 BVPI Survey scores for London as a whole (55%) and inner London (59%) averages.

Promotes the Interests of Local Residents: Comparative Data

Q. To what extent do you think that those statements apply to your local council? 'My Council promotes the interests of local residents.'



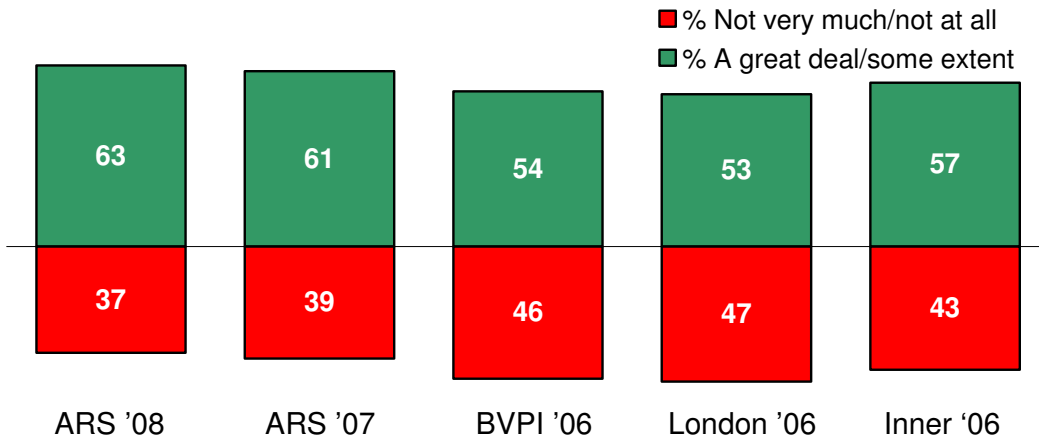
Base: All valid responses (978)

Acting on the Concerns of Local Residents: Comparative Data

A majority of respondents (63%) believe that the Council acts on the concerns of local residents - a figure higher than the 2006 BVPI Survey scores for London as a whole (53%) and inner London (57%) averages.

Acting on the Concerns of Local Residents: Comparative Data

Q. To what extent do you think that these statements apply to your local council?
"My Council acts on the concerns of local residents."



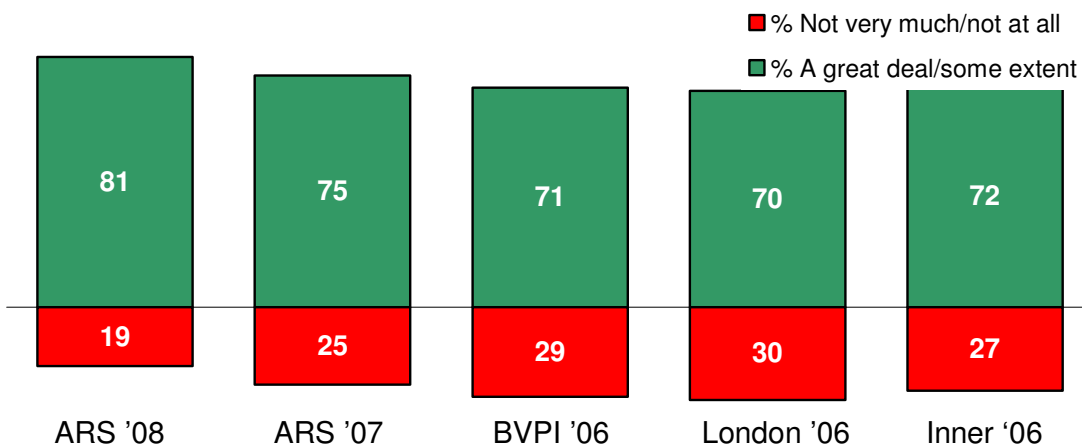
Base: All valid responses (946)

Treating All Types of People Fairly: Comparative Data

The percentage of residents in Hammersmith and Fulham who perceive their council as treating all types of people fairly (81%) is higher than the 2006 average figure for London overall (70%) and the inner London average (72%).

Treating All Types of People Fairly: Comparative Data

Q. To what extent do you think that these statements apply to your local council? "My Council treats all types of people fairly."



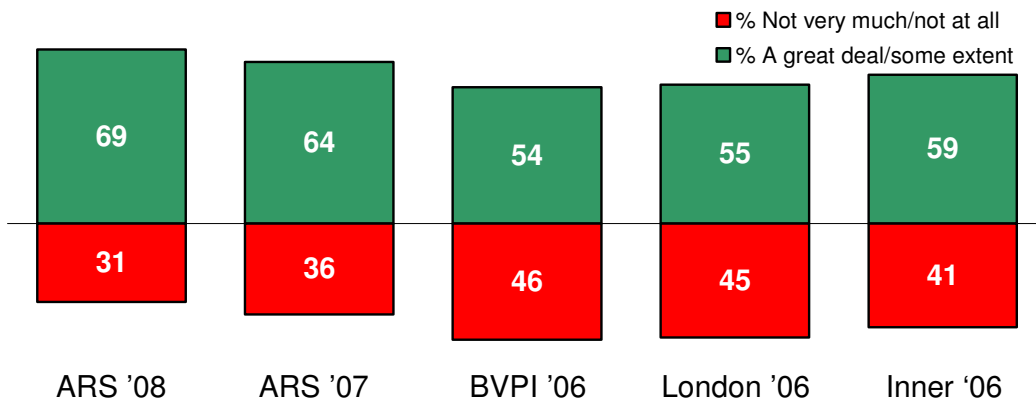
Base: All valid responses (832)

Efficient and Well Run: Comparative Data

The percentage of residents in Hammersmith and Fulham who perceive their council to be efficient and well-run (69%) is now higher than the 2006 average for London overall (55%) and the inner London average (59%). Looking at the net scores, the Council now performs better than most other inner London councils (+38 compared to inner London average of +18).

Efficient and Well Run: Comparative Data

Q. To what extent do you think that these statements apply to your local council? 'My Council is efficient and well run.'



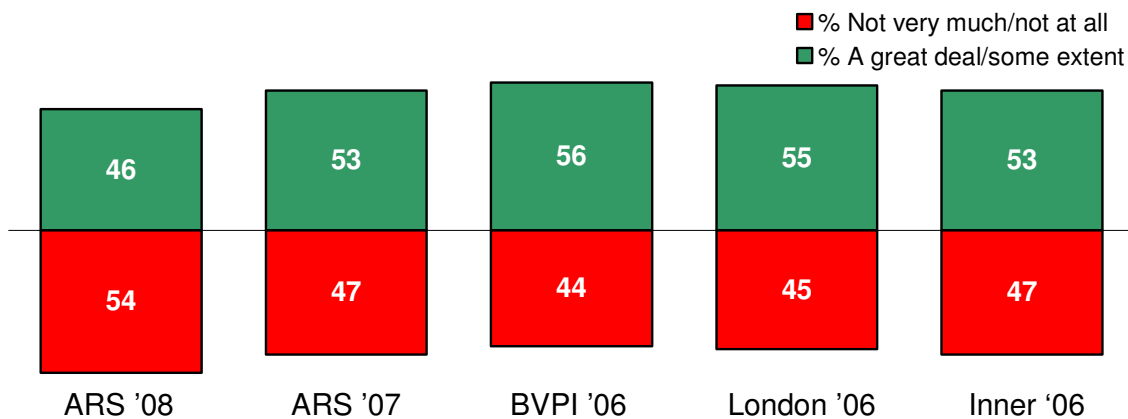
Base: All valid responses (992)

Remote and Impersonal: Comparative Data

In 2006, on average, between 50-60% of residents across London felt that their Council was remote and impersonal. The London Borough of Hammersmith and Fulham has now moved away from this bracket with 46% perceiving the Council to be remote and impersonal (56% in BVPI survey in 2006).

Remote and Impersonal: Comparative Data

Q. To what extent do you think that these statements apply to your local council?
 "My Council is remote and impersonal."



Base: All valid responses (986)

Main Findings 2: Communications and Complaints

This chapter presents residents' views on how the authority communicates and deals with complaints. More specifically, we examine:

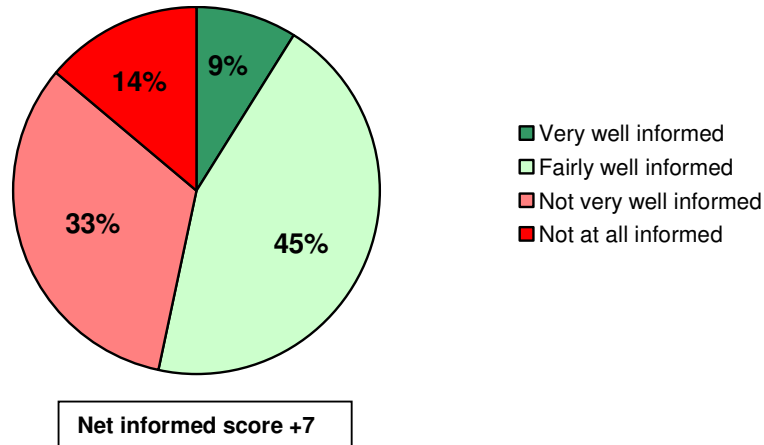
- Overall level of information;
- Level of knowledge on more detailed aspects of the authority's work;
- How residents feel about their experience when they contact the Council with a complaint.

Overall Level of Information

More than half of all respondents (54%) feel that Hammersmith and Fulham Council keeps residents well informed about the services and benefits it provides, but 47% claim not to be well informed, including one in seven (14%) saying they are "not at all informed". However, this is a significant improvement on 2006, when only 40% felt well informed.

Keeping Residents Informed

Q. Overall, how well informed do you think the Council keeps residents about the services and benefits it provides?



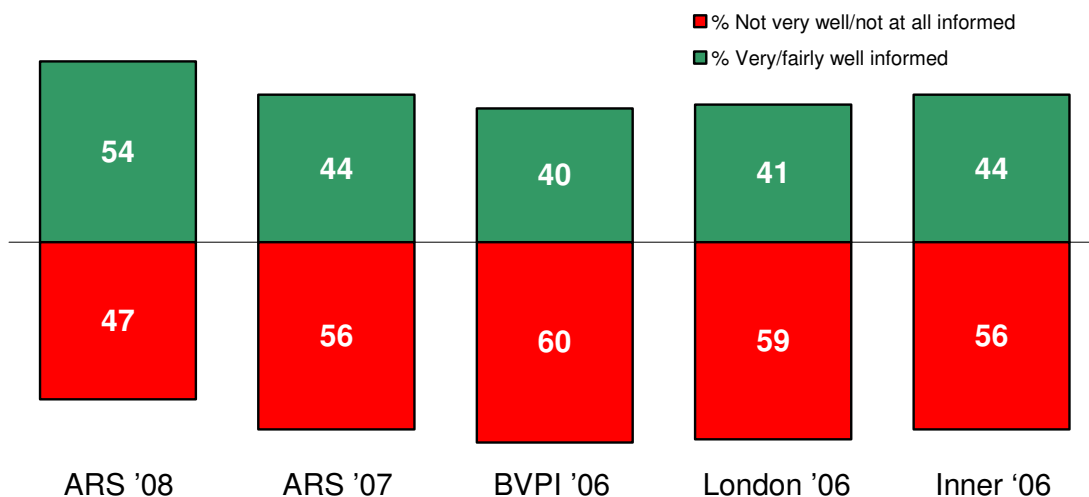
Base: All valid responses (1145)

Context

When compared with other London boroughs' latest available data (BVPI survey 2006), Hammersmith and Fulham is now performing above average in keeping people informed of services and benefits (54%). Typically, 41% of residents in London think their council keeps residents informed about services and benefits.

Keeping Residents Informed: Contextual Data

Q. Overall, how well informed do you think the council keeps residents about the services and benefits it provides?



Base: All valid responses (1145)

Levels of Information about Different Aspects of the Council's Work

As indicated in the following table the majority of residents in Hammersmith and Fulham feel well informed on many of the more 'practical issues', such as how to pay bills (94%) and how and where to register to vote (94%). However, they feel less well informed on issues such as whether the Council is delivering on its promises (67% feel uninformed) and how well the Council is performing (63%). Anti-social behaviour is the top issue about which residents do not feel informed; seven in ten (70%) feel uninformed about what Hammersmith and Fulham Council is doing to tackle anti-social behaviour in their local area.

Demographic differences regarding levels of information about different aspects of the Council's work:

- Respondents aged 35 and over are more likely to feel well informed about the services and benefits the Council provides than those under 35 (59% compared to 47% - which is a statistically significant difference of +6%). The same group is also more informed about whether the council is delivering on its promises (41% versus 25% - real difference of +10%) and about what the Council spends its money on (51% compared to 29% for those under 35 – a significant difference of +16%).

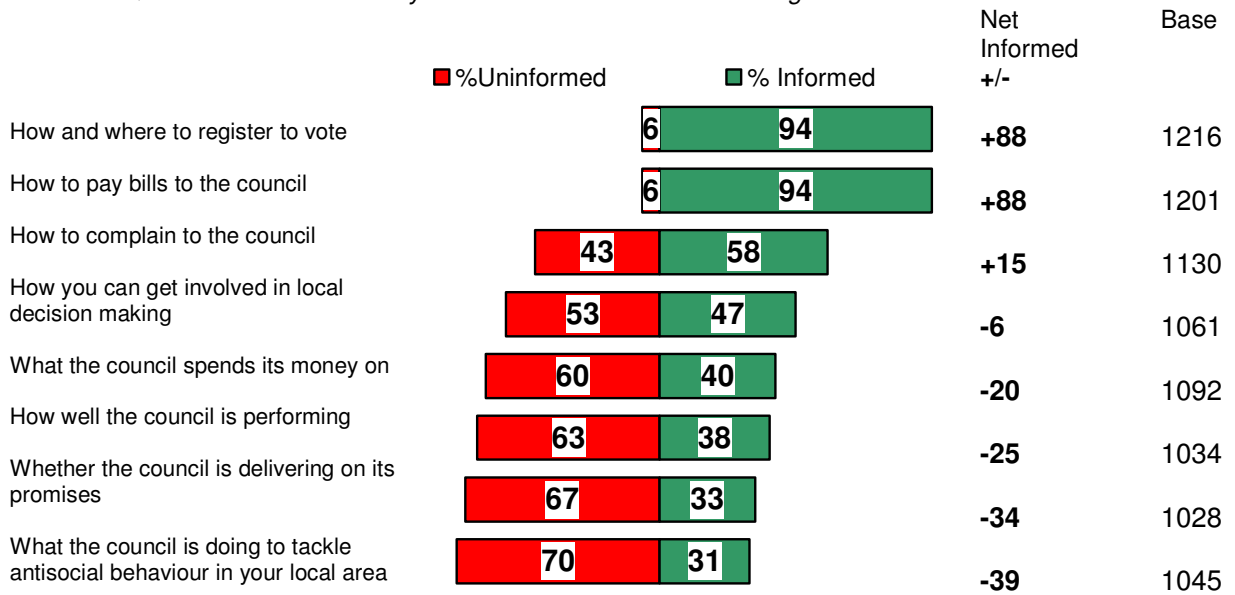
There were no statistically significant differences regarding the gender or ethnicity of respondents.

Geographic differences regarding levels of information about different aspects of the Council's work:

- Residents living in the South of the borough feel best informed about how to get involved in local decision making (48% compared to 46% in the Central area and 45% in the North of the borough).
- Those living in the North seem best informed about what the Council spends its money on: 45% compared to 36% in the Central area and 42% in the South of the borough. The picture is similar regarding the information on whether the Council is delivering on its promises: residents in both North and South areas are more informed (36%) than the residents in the Central part of the borough (29%).
- Residents living in the South of the borough are most likely to say they are well informed about what the Council is doing to tackle anti-social behaviour in their local area (35% compared to 31% in the North area and only 25% in the Central area).
- Those living in the North of the borough feel more informed about how well the Council is performing (44% compared to 34% in the Central area and 38% in the South).
- Overall, the same group is also most likely to say that the Council keeps residents well informed about the services and benefits it provides (58% compared to 53% in the Central area and 52% in the South of the borough).

Level of Information about Different Aspects of the Council's Work

Q. How well informed do you feel about each of the following?



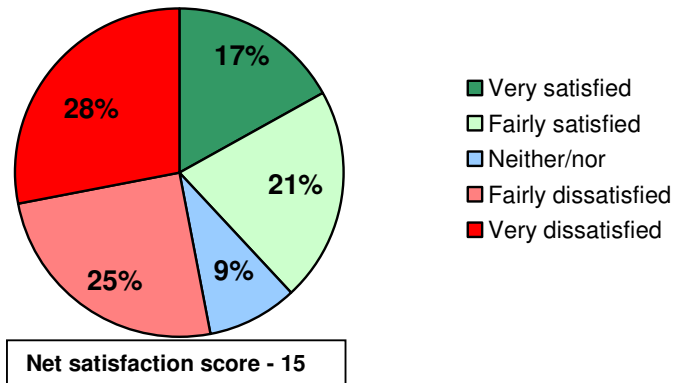
Base: All valid responses

Overall Satisfaction with Complaints Handling

Of those who have made a complaint in the last 12 months, nearly two in five residents (38%) are satisfied with the way in which their complaint was handled¹, compared with 31% in ARS 2007 and 27% in 2006.

Satisfaction with Complaints Handling

Q. How satisfied or dissatisfied are you with the way in which your complaint(s) was (were) handled?



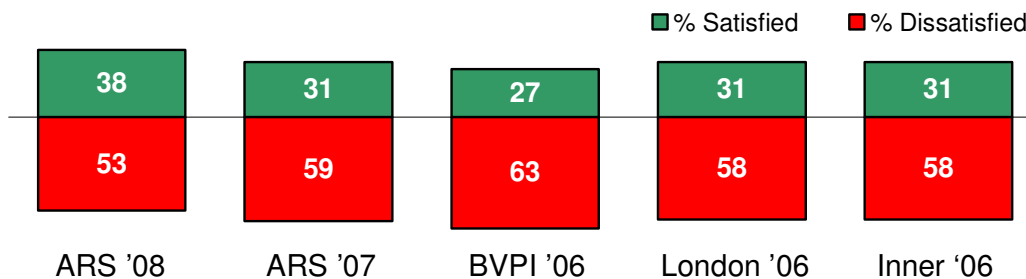
Base: All valid responses (320)

Overall Satisfaction with Complaints Handling: Comparative Data

Satisfaction with complaints handling in Hammersmith and Fulham (38%) is now higher than the 2006 average level for London (31%) and inner London (31%).

Satisfaction with Complaints Handling

Q. How satisfied or dissatisfied are you with the way in which your complaint(s) was (were) handled?



Base: All valid responses (320)

¹ It is important to note that this is in the context of a relatively small question base (320) with a confidence interval of $\pm 5.48\%$

Profile of those Complaining to the Council

Those most likely to make a complaint are¹:

- Aged 35-54 (34% of the total number who made a complaint);
- Males (27% compared to 22% of females);
- White (25% compared to 21% from a Black or minority ethnic background).

None of these differences are statistically significant.

According to this survey, residents living in the North area of Hammersmith & Fulham were most likely to make a complaint in the last 12 months: 26% of those living in this area had complained to the Council, compared with 24% from the Central area and 22% from the South of the borough.

¹ Please note, the number of residents making a complaint to the Council is fairly low (320) so caution should be taken when drawing conclusions about the type of resident most likely to make a complaint.

Main Findings 3: Life in the London Borough of Hammersmith and Fulham

This section reports on residents' views about their quality of life, focusing in particular on:

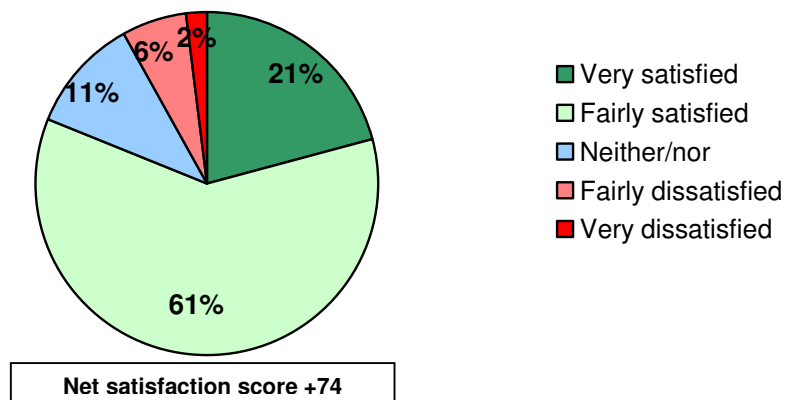
- *Priorities for improving the local area;*
- *Anti-social behaviour, fear of crime; satisfaction with the police and*
- *Community cohesion.*

Overall Satisfaction with Area

The majority of residents (82%) are satisfied with their local area as a place to live. One in twelve residents are dissatisfied. This gives a net satisfaction score of +74%. In the ARS 2007 this figure was +57% and in the BVPI Survey 2006/07, +60%, so this is a significant change.

Satisfaction with the Local Area

Q. Overall, how satisfied or dissatisfied are you with your local area as a place to live?



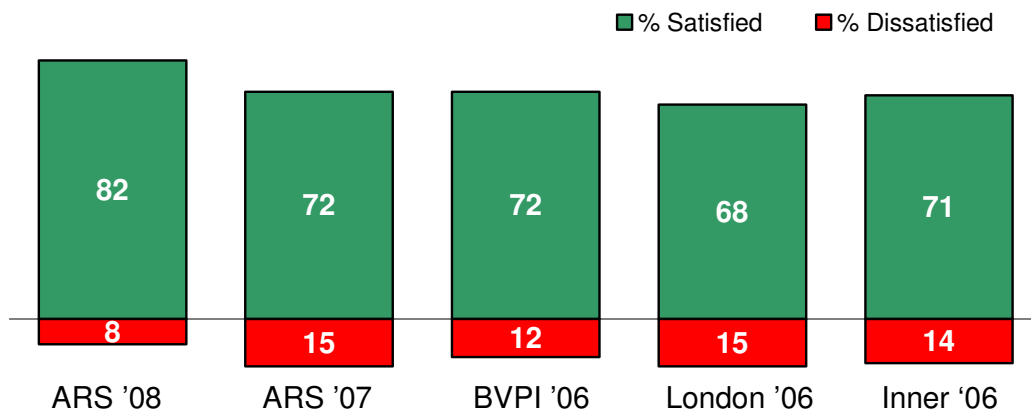
Base: All valid responses (1246)

Context

Satisfaction in Hammersmith and Fulham is now higher (82%) than 2006 data shows for other inner London boroughs (71%) and London as a whole (68%).

Satisfaction with the Local Area: Contextual Data

Q. Overall, how satisfied or dissatisfied are you with your local area as a place to live?



Base: All valid responses (1246)

Who is dissatisfied?

Residents aged 18-24 are most likely to feel satisfied with their area compared to any other age group (96%), followed by those aged 65+ (87% satisfied). One in thirteen residents (8%) are dissatisfied with the local area and these are most likely to be:

- Aged 55 - 64 (10% dissatisfied);
- From a Black or minority ethnic background (14% dissatisfied compared to 7% from a White background).
- Residents living in the North area of the borough are the most dissatisfied (17% compared to just 6% for both Central and South areas).

The Perceived Role of the Council

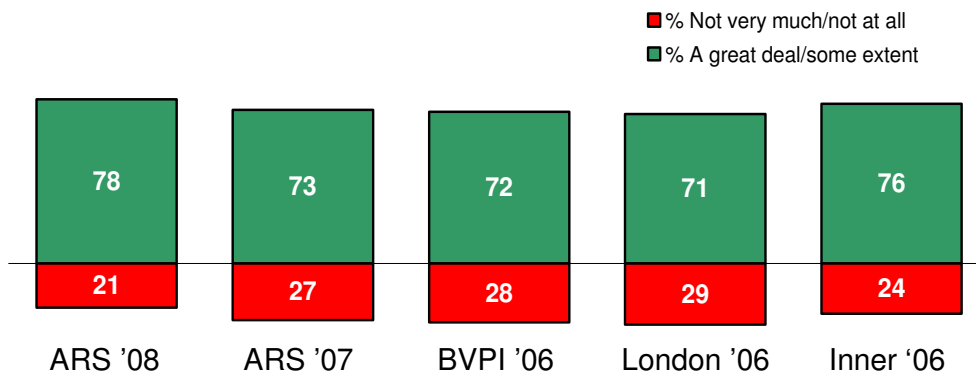
As commented earlier, around eight in ten residents think that Hammersmith and Fulham Council is making the local area a better place to live (78%) and working to make the local area cleaner and greener (78%).

Improving the Local Area

In comparison with other London boroughs' 2006 data, Hammersmith and Fulham is now above the London average in terms of making the area a better place to live, as well as the inner London average.

Improving the Local Area: Comparative Data

Q. To what extent do you think that these statements apply to your local council? 'My Council is making the local area a better place to live.'



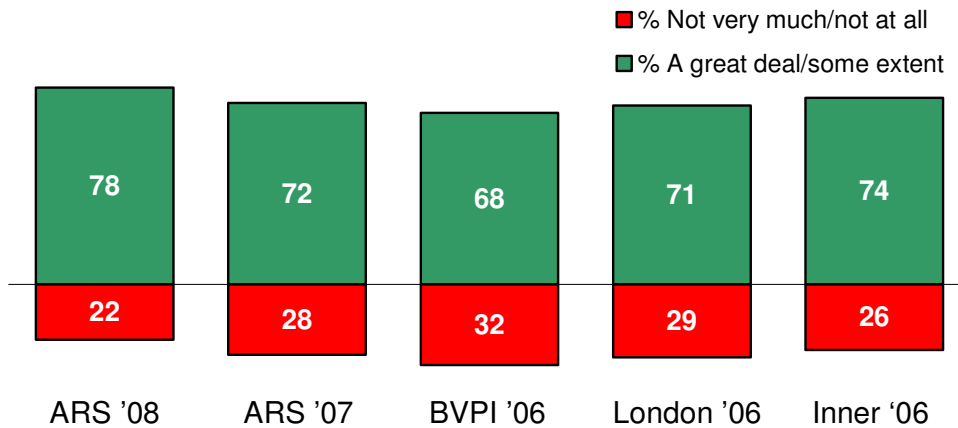
Base: All valid responses (1151)

Cleaner and Greener

In terms of working to make the local area greener and cleaner, 78% of Hammersmith and Fulham residents feel that their Council is working towards this goal compared to a London average of 71% and an inner London average of 74% (2006 data).

Cleaner and Greener: Comparative Data

Q. To what extent do you think that these statements apply to your local council?
'My Council is working to make the area cleaner and greener.'



Base: All valid responses (1157)

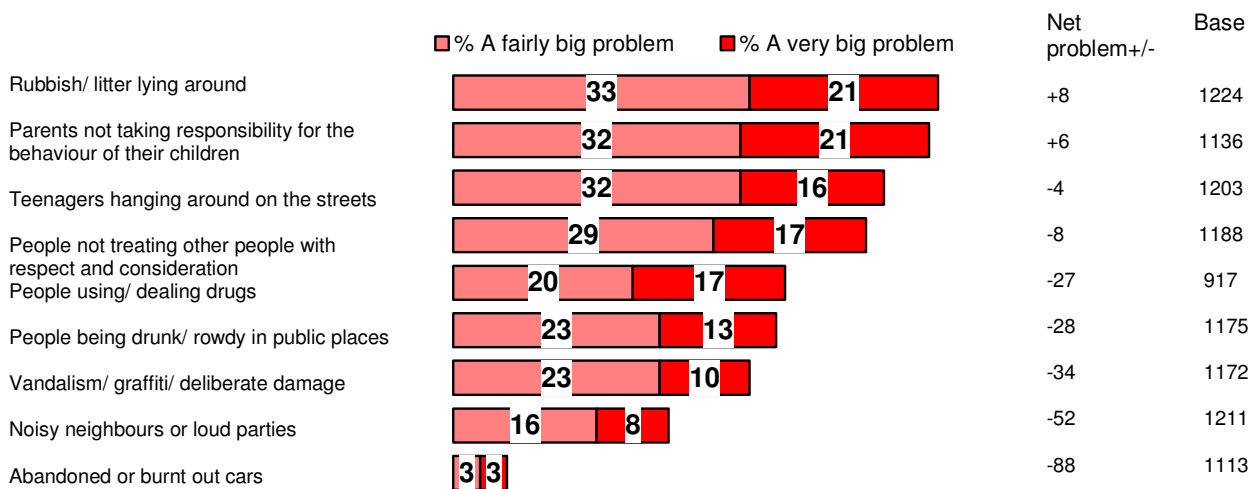
Focus on Anti-social Behaviour

Overall concern about anti-social behaviour has fallen since 2006 significantly. According to Hammersmith and Fulham residents, the biggest anti-social behaviour problems in the borough are litter lying around (54% - this was 60% in the BVPI Survey 2006), parents not taking responsibility for the behaviour of their children (53% - previously 67%) and teenagers hanging around on the streets (48% - previously 61%).

The majority of the ASB issues are seen by this survey's respondents as a bigger problem in the Northern area of the borough. The exceptions are 'noisy neighbours' and 'rubbish and litter lying around' – these are seen as bigger problems in the Central area of Hammersmith & Fulham.

Anti-social Behaviour

Q. Thinking about this local area, how much of a problem do you think are...



Base: All valid responses

The following table shows how perceptions of anti-social behaviour, considered a problem in the area, have changed in the last two years. **In general, the Respect Performance Indicators show a downward trend in local concern with anti-social behaviour since the BVPI Survey in 2006, particularly in relation to parents not taking responsibility for the behaviour of their children and vandalism/graffiti & deliberate damage (both -14), teenagers hanging around on the streets and people using/dealing drugs (both -13) as well as people being drunk/rowdy in public places (-11).**

	Considered a problem in the area			
	ARS 2008 (%)	ARS 2007 (%)	BVPI 2006 (%)	% point change (ARS '08 & BVPI '06)
Anti-social behaviour				
Parents not taking responsibility for the behaviour of their children	53	60	67	-14
People not treating other people with respect and consideration	46	49	56	-10
Noisy neighbours or loud parties	24	32	30	-6
Teenagers hanging around on the streets	48	57	61	-13
Rubbish/litter lying around	54	60	60	-6
People being drunk/rowdy in public places	36	39	47	-11
Abandoned/burnt out cars	6	6	7	-1
Vandalism/graffiti/deliberate damage	33	40	47	-14
People using/dealing drugs	37	48	50	-13

Fear of Crime

Nine in ten residents (91%) feel safe when outside in their neighbourhood during the day. This drops down to one in two (51%) at night.

Residents of White ethnic origin are significantly more likely to say they feel safe when outside in their neighbourhood during the day, than those from BME groups (real difference +3%). There is no equivalent statistical difference regarding being outside at night.

Females also tended to say they felt less safe when outside in their neighbourhood at night than males (56% felt unsafe compared to 40%) and this is a statistically significant difference (+10%).

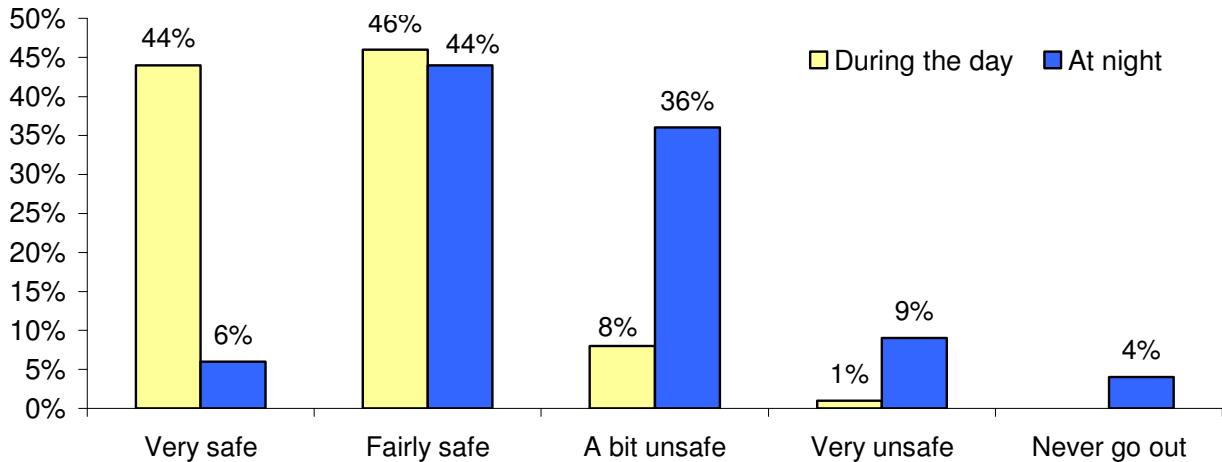
Residents aged 55 and over feel more unsafe outside at night than the younger groups (58% compared to 47%) and this is also a statistically significant difference (+3%).

Disabled residents feel less safe during the day than others (76% against 92% for people without disabilities) and it is the same at night (33% versus 53%) – both sets of results have a real difference of -10%.

Residents living in the North of the borough were least likely to say they felt safe when outside in their neighbourhood: during the day the number that feels safe is 83% compared to 91% for those living in the Central or 95% in the South area of the borough; at night, this figure drops to 40% compared to 51% for Central and 56% for South area.

Feeling Safe When Outside in the Neighbourhood

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



Base: All valid responses:
during the day (1245); at night (1209)

The comparison of responses from the previous H&F surveys: CP 2005, 2006, ARS 2007 and ARS 2008

	CP 2005	CP 2006	ARS 2007	ARS 2008
Very or fairly safe during the day	86%	89%	87%	91%
Very or fairly safe at night	40%	43%	42%	51%
A bit unsafe during the day	11%	9%	11%	8%
A bit unsafe at night	43%	41%	39%	36%
Very unsafe / never go out during the day	3%	2%	3%	1%
Very unsafe / never go out at night	17%	17%	18%	13%

Three out of five residents (59%) are also worried about having their home broken into and something stolen, with a similar number (57%) worrying about being mugged and robbed.

Females are more worried than males about being mugged and robbed (63% compared to 49%) with a statistically significant difference of + 8%.

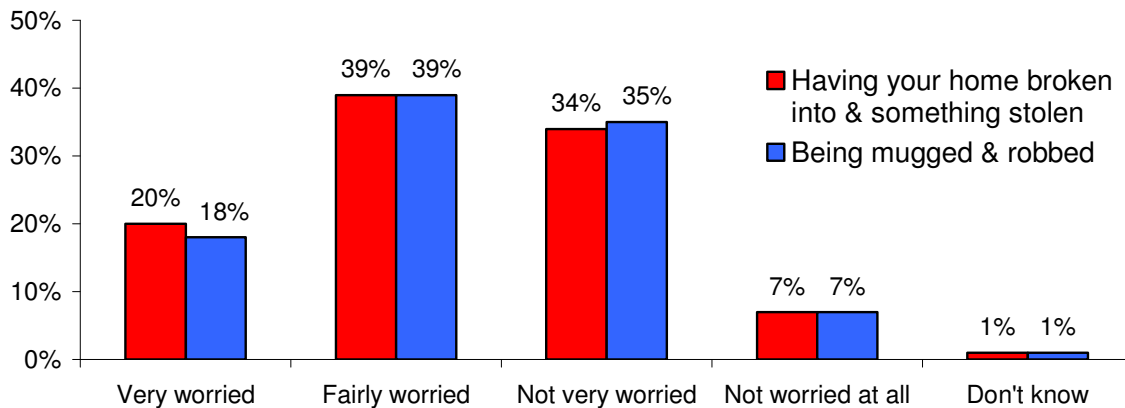
People with disabilities are also more worried (71% are worried about it versus 56% of people without disabilities) – this is a statistically significant difference of +5%.

Residents from BME groups are also more worried about being mugged and robbed (66% compared to 55% of residents of White ethnic origin) – real difference is +3%.

There were no statistically significant differences in responses regarding the fear about having one's home being broken into and something stolen.

Fear of the Two Types of Crime

Q. How worried, if at all, are you about the following types of crime: 'Having your home broken into & something stolen'; 'Being mugged & robbed'?



Base: All valid responses:
 Having your home broken into (1237);
 Being mugged & robbed (1235)

**The comparison of responses from the previous H&F surveys:
 CP 2006, ARS 2007 and ARS 2008**

		CP 2006	ARS 2007	ARS 2008
Having your home broken into and something stolen	Very or fairly worried	61%	61%	59%
	Not very worried or not worried at all	38%	39%	41%
Being mugged and robbed	Very or fairly worried	61%	59%	57%
	Not very worried or not worried at all	38%	39%	42%

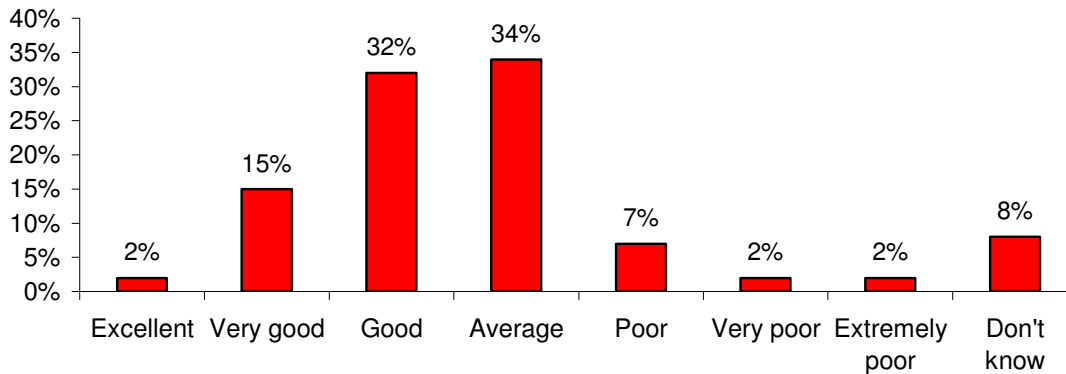
Satisfaction with Police

Overall, nearly half of residents (48%) rate policing as good, very good or excellent. Another third (34%) rates it as average, while one in nine (11%) marks it as poor.

There were no demographic differences regarding satisfaction with the police.

Satisfaction with Police

Q. Overall, how would you rate policing in Hammersmith & Fulham?



Base: All valid responses (1238)

The comparison of responses from the H&F surveys: CP 2006, ARS 2007 and ARS 2008

	CP 2006	ARS 2007	ARS 2008
Excellent/very good/good	44%	45%	48%
Average	38%	33%	34%
Poor	12%	14%	11%

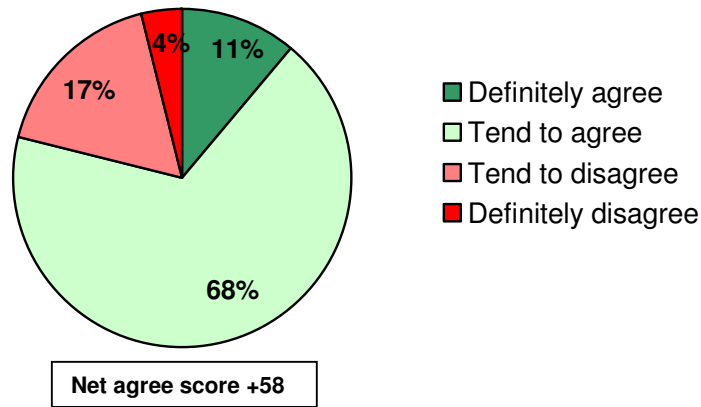
None of these changes are statistically significant.

Social Cohesion

Nearly four in five residents (79%) feel that Hammersmith and Fulham is an area where people from different backgrounds get on well together.

Social Cohesion

Q. To what extent do you agree or disagree that this local area is a place where people from different backgrounds get on well together?



Base: All valid responses (1241)

Who disagrees?

Certain groups are more likely than others to disagree that people of different backgrounds get on well together in the area, namely:

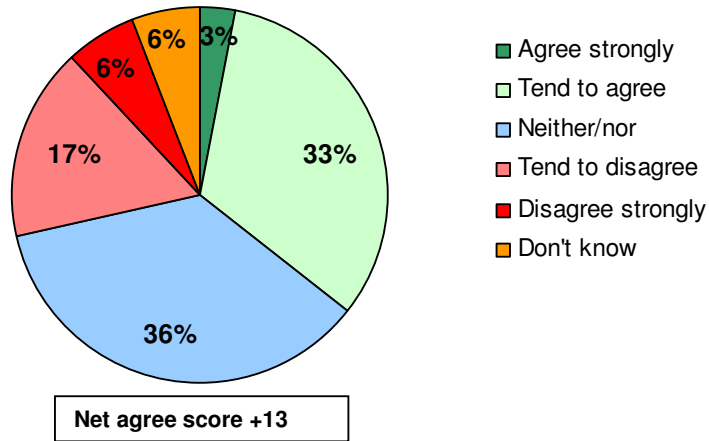
- Those aged 25-64 (22% compared to 18% of those aged 18-24 and 13% of those aged over 65);
- No difference regarding the ethnic background (20% of White residents disagree compared to 21% from a Black or minority ethnic background);
- 25% of Northern residents disagreed compared to 17% in the Central area and 21% in the South of the borough.

Trusting Your Neighbours

More than a third (36%) of residents feel that people living in their local area can be trusted, while more than a fifth (23%) disagree and a further two in five (42%) are unsure.

Trusting Your Neighbours

Q. To what extent do you agree with the following statement:
"Most people that live in my area can be trusted"?



Base: All valid responses (1241)

Who disagrees?

Certain groups are more likely than others to disagree that 'most people in the local area can be trusted':

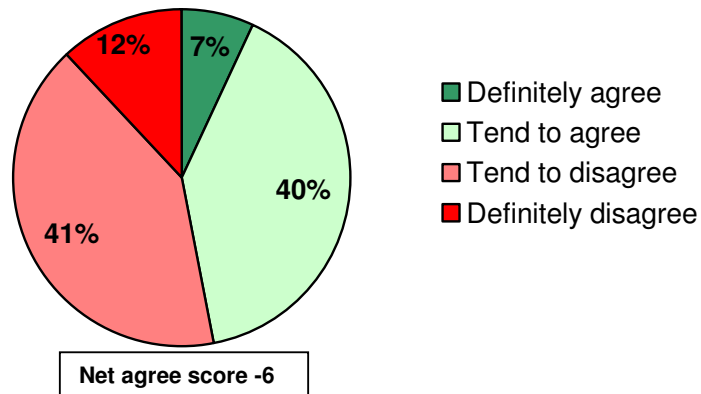
- Females (25% disagree compared to 22% of males);
- The younger the participants, the higher the level of disagreement (from 27% for those aged 18-34, through to 24% for 35-54 year olds, compared to 20% for those aged 55-64 and 15% for over 65 years of age).
- From a White ethnic background (25% disagree compared to 20% from a BME background).
- Those living in the North of the borough (25% versus 22% from those in the Central area and 21% in the South).

Getting Involved

In Hammersmith and Fulham, nearly half of residents (47%) agree that they can influence decisions.

Influencing Local Decisions

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

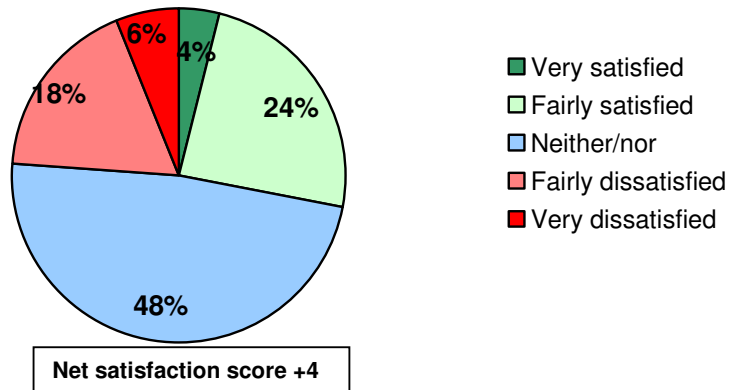


Base: All valid responses (946)

In terms of participation in local decision-making, nearly three in ten residents (28%) are satisfied with opportunities for participation, but a quarter (24%) is dissatisfied. Around half (48%) are neither satisfied nor dissatisfied with these opportunities and could be unaware of some of the opportunities that exist for participation in decision-making locally.

Participation in Local Decision-making

Q. Overall, how satisfied or dissatisfied are you with the opportunities for participation in local decision-making provided by the Council?



Base: All valid responses (1031)

Who is Dissatisfied?

Younger residents are more likely than older residents to be dissatisfied with the opportunities for participation; a quarter (25%) of those aged 35-64 is dissatisfied, compared to only 8% of those aged 65 or over. There were no differences in responses regarding gender, ethnicity or disability.

But who really wants to be more involved?

Residents who claim to want to get more involved in local decision making (29% of residents) tend to be:

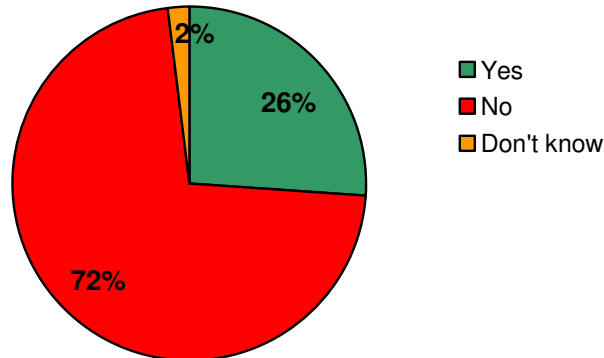
- Males (33% compared to 27% of females);
- Those aged 25-54 (31% compared to 21% of those aged 18-24 and 27% of those aged 55+); and
- There is no real difference between residents belonging to BME groups and those of White background (30% compared to 29% respectively).

Involvement in the local community or voluntary organisations

More than a quarter of residents (26%) say they are involved in at least one local community or voluntary organisation.

Involvement in the Local Community or Voluntary Organisations

Q. Are you actively involved in at least one local community or voluntary organisation?



Base: All valid responses (1238)

From this 26%, two in five (38%) say they are doing voluntary work, on average, two hours a week or more. People aged 35+ are more likely to volunteer for two hours a week or more, as well as if they are of White background (41% of White volunteers compared to 27% of those volunteers who belong to BME groups). Although males and females volunteer in equal numbers, females were more likely to volunteer, on average, for two hours a week or more (46% versus 28% of male volunteers).

Who is involved in the local community or voluntary organisations?

Residents more likely to be involved tend to be:

- Equal numbers of males and females (both 26%);
- Those aged over 55 (39% for 55-64 year olds, 33% for those in 35-54 age group and 29% of those aged 65+, compared to just 18% for those aged 18-34);
- Residents belonging to BME groups are more involved in the local community or voluntary organisations than those of White background (31% compared to 25%).
- Those living in the North of the borough are more likely to be involved (35% of the North area residents, compared to 25% for Central area and 23% for those living in the South of Hammersmith & Fulham).

Main Findings 4: Services

This section looks at a range of local authority services under two headings. These are:

- *Environmental Services;*
- *Cultural and Recreational Services.*

ENVIRONMENTAL SERVICES

Litter and Refuse

Around eight in ten feel that the Council is working to make the area cleaner and greener (78%) – this was 68% in the BVPI survey of 2006. 62% of residents are satisfied that the Council has kept the local area clear of litter and refuse (this was 59% in 2006).

Context

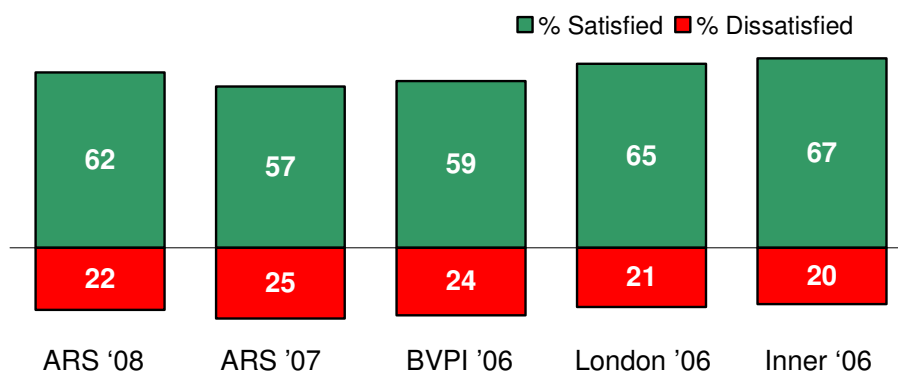
Satisfaction with keeping the land clear of litter and refuse in Hammersmith and Fulham has statistically improved since the last BVPI Survey. Net satisfaction is currently +40% compared with +35% in 2006.

There were no statistically significant differences regarding demographics.

Residents living in the South of the borough are more likely to be dissatisfied with this service: 24% compared to 23% in the Central area and 19% in the North of the borough.

Litter and Refuse: Contextual Data

Q. How satisfied or dissatisfied are you that LB Hammersmith & Fulham has kept this land clear of litter and refuse?



Base: All valid responses (1244)

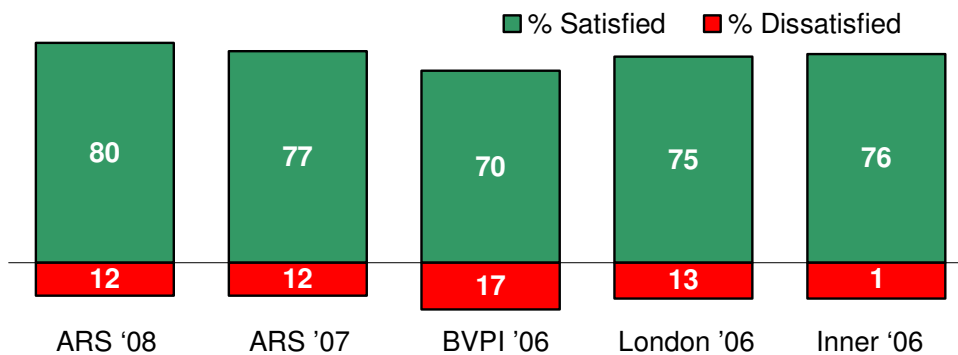
Household Waste Collection

Overall satisfaction with the waste collection service is high (80%). This is an improvement on 70% in the BVPI Survey 2006.

There were no statistically significant differences regarding gender, age, ethnicity or disability.

Waste Collection: Contextual Data

Q. Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide: Waste collection service overall



Base: All valid responses (1248)

Doorstep Recycling

In general, Hammersmith and Fulham residents are satisfied with the doorstep recycling collection service in the borough. Three quarters of residents are satisfied with the service overall.

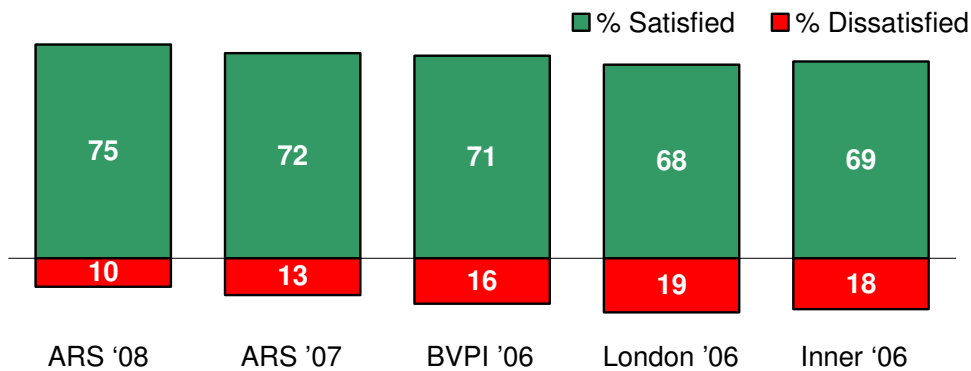
Again, there were no statistically significant differences regarding demographics.

Context

The level of satisfaction with the doorstep recycling service has increased since 2006 (71%). Compared with other London boroughs' data for 2006, Hammersmith and Fulham Council performs above the inner and overall London averages (75% compared with 69% and 68% respectively).

Doorstep Recycling Service: Contextual Data

Q. Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide: Recycling service overall



Base: All valid responses (1235)

Local Recycling Facilities

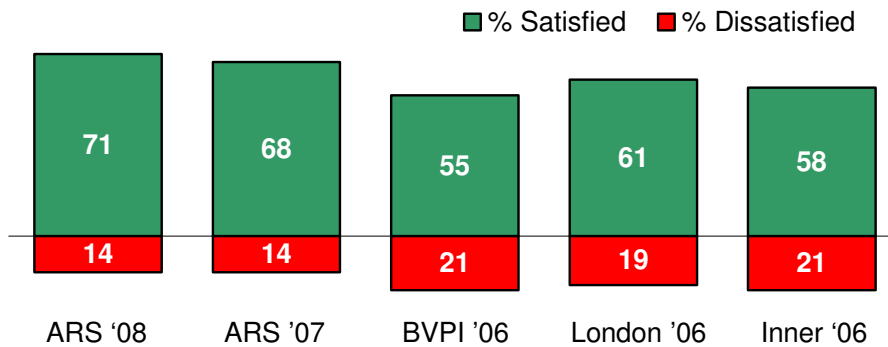
Similar to the levels of satisfaction seen for doorstep recycling, seven in ten (71%) of Hammersmith and Fulham residents are satisfied with the overall provision of recycling facilities.

Context

Overall satisfaction with local recycling facilities has increased significantly since the 2006 BVPI Survey (from 55% to 71% now). In comparison with other London boroughs' data for 2006, the level of satisfaction is now higher in this borough (71% compared to 61% for London).

Local Recycling Facilities: Contextual Data

Q. Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide: Recycling facilities overall



Base: All valid responses (1219)

Other Environmental Services

In this Annual Residents' Survey, the respondents were also asked to rate their satisfaction with the following services in H&F: removal of graffiti; fly-posting removal; removal of fly-tipping; the state of repair of the borough's roads and pavements and the condition of the borough's street lighting.

Removal of Graffiti

More than half of residents (54%) are very or fairly satisfied with this service, with only one in thirteen (8%) dissatisfied.

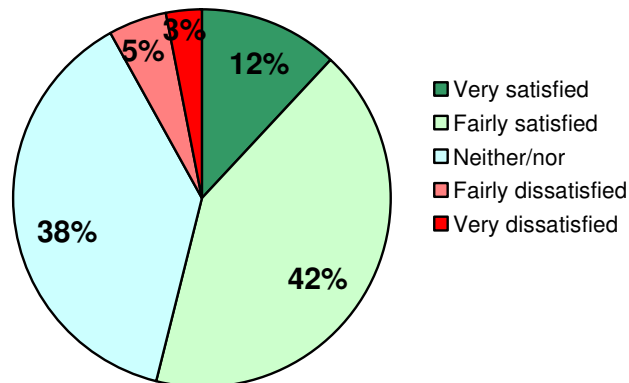
Residents aged 35 and over are more likely to be satisfied with the removal of graffiti than the younger groups (real difference of +3%). There are no significant differences according to age or gender.

Context

Overall satisfaction with removal of graffiti has increased since last year (from 49% to 54% now).

Removal of Graffiti

*Q. How satisfied or dissatisfied are you with the following services in H&F?
'Removal of graffiti'*



Base: All valid responses (1197)

Fly-posting Removal

Two in five residents (43%) are very or fairly satisfied with this service, with only one in eight (13%) dissatisfied.

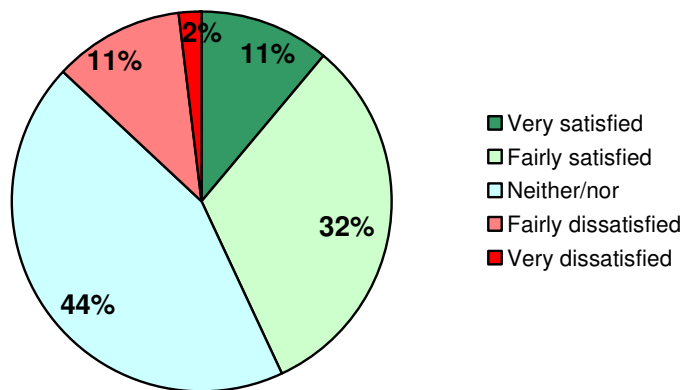
Residents aged 35 and over are more likely to be satisfied with fly-posting removal than those under the age of 35 (real difference is +3%). There are no significant differences according to age or gender.

Context

Overall satisfaction with fly-posting removal has increased since last year (from 40% to 43% now), but the change is not statistically significant.

Fly-posting Removal

Q. How satisfied or dissatisfied are you with the following services in H&F?
'Fly-posting removal'



Base: All valid responses (1181)

Removal of Fly-tipping

Nearly half of residents (46%) are very or fairly satisfied with this service, with one in six (16%) dissatisfied.

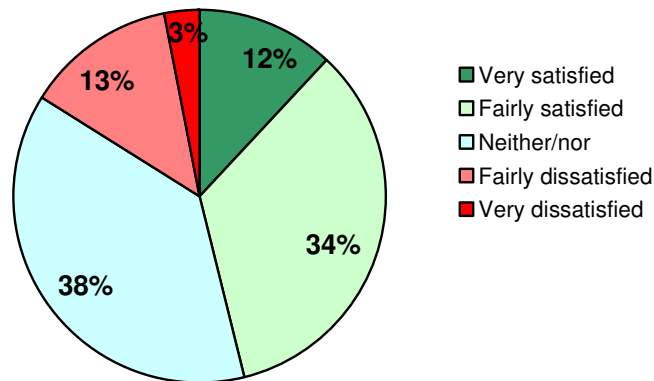
Residents aged 35 and over are more likely to be satisfied with removal of fly-tipping than those under the age of 35 (real difference is +4%). There are no significant differences according to age or gender.

Context

Overall satisfaction with removal of fly-tipping has increased since the ARS 2007 (from 42% to 46% now).

Removal of Fly-tipping

*Q. How satisfied or dissatisfied are you with the following services in H&F?
'Removal of fly-tipping'*



Base: All valid responses (1180)

The State of Repair of the Borough's Roads and Pavements

One in two residents (49%) is very or fairly satisfied with this service, with 26% dissatisfied.

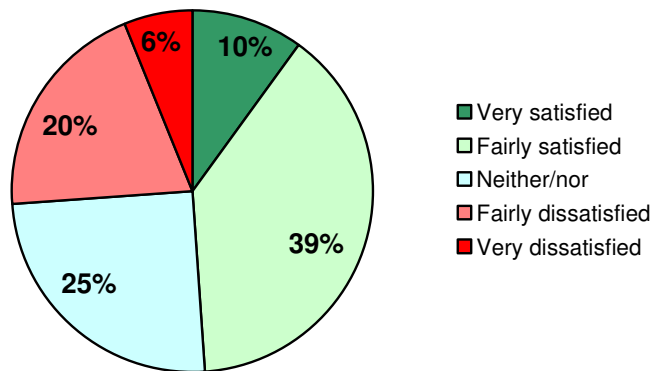
There were no statistically significant differences regarding demographics.

Context

Overall satisfaction with the state of repair of the borough's roads and pavements has stayed the same as in the last year's Annual Residents Survey (49%).

The State of Repair of the Borough's Roads and Pavements

*Q. How satisfied or dissatisfied are you with the following services in H&F?
'The state of repair of the borough's roads and pavements'*



Base: All valid responses (1230)

The Condition of the Borough's Street Lighting

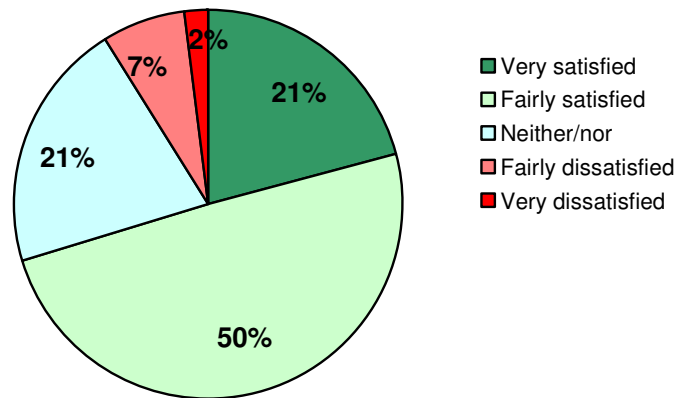
More than two thirds of residents (71%) are very or fairly satisfied with this service, with one in eleven (9%) dissatisfied.

Context

Overall satisfaction with the condition of the borough's street lighting has increased slightly since 2007, but the change is not statistically significant (from 68% to 71% now).

The Condition of the Borough's Street Lighting

*Q. How satisfied or dissatisfied are you with the following services in H&F?
'The state of repair of the borough's street lighting'*



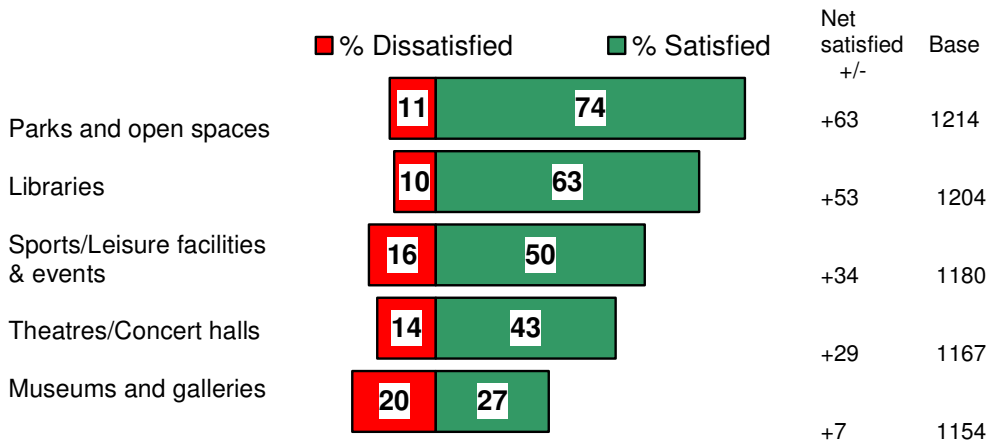
Base: All valid responses (1231)

CULTURAL AND RECREATIONAL SERVICES

Three quarters (74%) of residents are satisfied with parks and open spaces, and more than three in five (63%) with libraries. A quarter (27%) is satisfied with museums and galleries. However, when dissatisfaction scores are taken into account, satisfaction is highest with parks and open spaces (net score of +63%; only 11% dissatisfied).

Cultural and Recreational Activities and Venues

Q. Please indicate whether you are satisfied or dissatisfied with each of the following services provided or supported by LB Hammersmith & Fulham



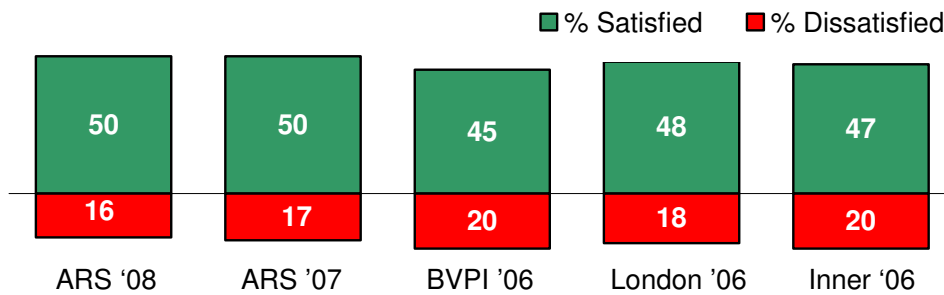
Base: All valid responses

Context

Satisfaction with sports and leisure facilities in Hammersmith and Fulham has stayed the same as in ARS 2007, at 50%.

Sports and Leisure Facilities: Contextual Data

Q. Please indicate how satisfied or dissatisfied you are with each of the following services provided or supported by LB Hammersmith & Fulham: Sports/Leisure facilities and events



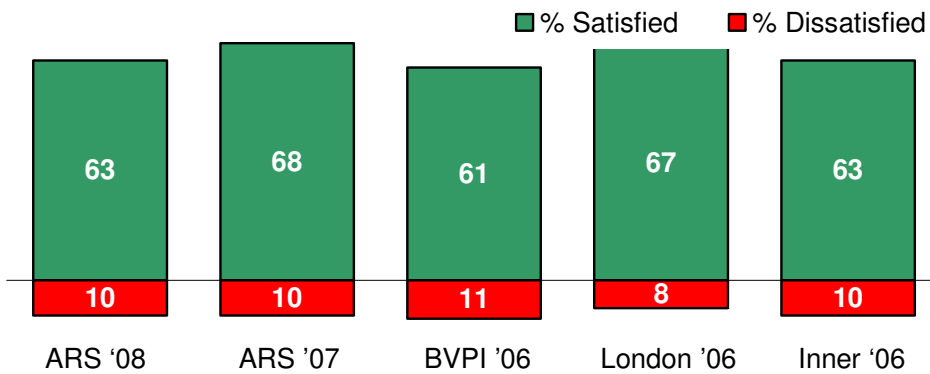
Base: All valid responses (1180)

Satisfaction with libraries has also increased since 2006 (61%), but is lower than in 2007 (68%). In ARS 2008, more than six in ten residents (63%) were satisfied with this service. The level of satisfaction with libraries in Hammersmith and Fulham is now at the same level as the average level across other inner London boroughs in 2006 (63%).

Residents living in the North are most likely to be dissatisfied with library services provision: 12% are dissatisfied, compared to 9% in both Central and Southern areas of the borough.

Libraries: Contextual Data

Q. Please indicate how satisfied or dissatisfied you are with each of the following services provided or supported by LB Hammersmith & Fulham: Libraries



Base: All valid responses (1204)

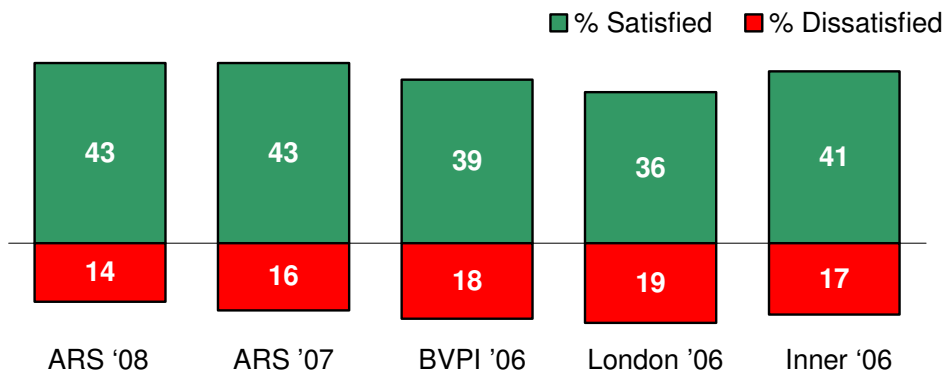
The level of satisfaction in Hammersmith and Fulham with theatres and concert halls has increased since the last BVPI Survey (39% compared to 43% currently).

When it comes down to these cultural venues, the highest number of dissatisfied residents live in the South of the borough (18% compared to 15% in the North and just 9% in the Central part of Hammersmith & Fulham).

Hammersmith and Fulham's 2008 result of 43% shows a slightly higher level of satisfaction with cultural venues than the inner London average (41%) and compared with London as a whole – 36% (2006 data).

Theatres and Concert Halls: Contextual Data

Q. Please indicate how satisfied or dissatisfied you are with each of the following services provided or supported by LB Hammersmith & Fulham: Theatres/concert halls



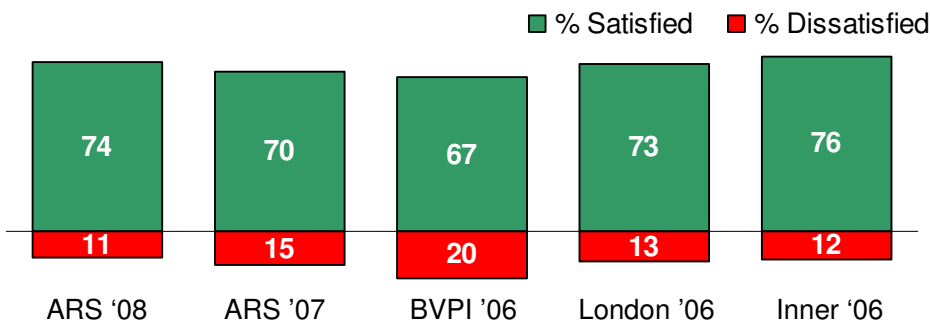
Base: All valid responses (1167)

Three quarters of residents (74%) in Hammersmith and Fulham are satisfied with parks and open spaces compared with two thirds (67%) in 2006.

This score is now very similar to those achieved in 2006 for the whole of London or inner London, (73% and 76% respectively).

Parks and Open Spaces: Contextual Data

Q. Please indicate how satisfied or dissatisfied you are with each of the following services provided or supported by LB Hammersmith & Fulham: Parks and open spaces



Base: All valid responses (1214)

Residents aged 25-34 were significantly less likely to say they were satisfied with parks & open spaces than all the other age groups. The real difference is -2%.

There were no other statistically significant demographic differences.

Residents living in the Central part of the borough are most likely to be dissatisfied with the provision of parks & open spaces: 13% dissatisfied compared to 9% in the North and 10% in the South of the borough.

Strategy, Performance & Procurement

July '08