

## Annual Residents' Survey 2008 Topline Results

1260 Responses from a mailout of 4000 with one reminder letter. A total response rate of 32%.

*Please note that these results have been weighted by gender, age, ethnicity, disability and household size to statistically represent the demographics of the local population. Unweighted response breakdown is attached to this document as Appendix.*

*\* Open-ended questions are not included.*

*\*\* 'Don't know' responses are not included unless otherwise stated.*

### Section 1: Your Local Area

**Q1. Overall, how satisfied or dissatisfied are you with your local area as a place to live?**

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
21.1%	60.5%	10.6%	6.1%	1.9%

*Base number of respondents: 1246*

**Q2. To what extent do you agree or disagree that your local area (within 15/20 minutes walking distance) is a place where people from different backgrounds get on well together?**

Definitely agree	Tend to agree	Tend to disagree	Definitely disagree
11.2%	68.4%	16.5%	3.8%

*Base number of respondents: 1241*

**Q3. To what extent do you agree with the following statement: “Most people that live in my area can be trusted”?**

<b>Agree strongly</b>	<b>Tend to agree</b>	<b>Neither agree nor disagree</b>	<b>Tend to disagree</b>	<b>Disagree strongly</b>	<b>Don't know*</b>
3.2%	32.8%	35.9%	16.8%	5.8%	5.6%

Base number of respondents: 1241

\* 'Don't know' responses are included for consistency in comparison with previous years' results

**Section 2: Crime and antisocial behaviour**

**Q4. Thinking about this local area, how much of a problem do you think are...**

	<b>A very big problem</b>	<b>A fairly big problem</b>	<b>Not a very big problem</b>	<b>Not a problem at all</b>
<b>Parents not taking responsibility for the behaviour of their children (1136*)</b>	20.4%	32.3%	37.0%	10.3%
<b>People not treating other people with respect and consideration (1188)</b>	16.7%	29.1%	42.5%	11.7%
<b>Noisy neighbours or loud parties (1211)</b>	7.5%	16.2%	49.5%	26.9%
<b>Teenagers hanging around on the streets (1203)</b>	16.6%	31.7%	40.0%	11.8%
<b>Rubbish and litter lying around (1224)</b>	20.3%	33.2%	34.3%	12.2%
<b>People being drunk or rowdy in public spaces (1175)</b>	12.7%	23.4%	48.4%	15.5%
<b>Abandoned or burnt out cars (1113)</b>	2.7%	2.8%	22.2%	72.4%
<b>Vandalism, graffiti and other deliberate damage to property or vehicles (1172)</b>	10.4%	23.2%	43.7%	22.6%
<b>People using or dealing drugs (917)</b>	16.7%	19.8%	33.7%	29.7%

\*Base number of respondents appears in brackets

**Q5. How safe or unsafe do you feel when outside in this neighbourhood?**

	<b>Very safe</b>	<b>Fairly safe</b>	<b>A bit unsafe</b>	<b>Very unsafe</b>	<b>Never go out</b>
<b>During the day (1245*)</b>	44.4%	46.2%	8.2%	1.0%	0.2%
<b>At night (1209)</b>	6.4%	44.3%	36.4%	9.4%	3.5%

\* Base number of respondents appears in brackets

**Q6. How worried, if at all, are you about the following types of crime?**

	<b>Very worried</b>	<b>Fairly worried</b>	<b>Not very worried</b>	<b>Not worried at all</b>	<b>Don't know**</b>
<b>Having your home broken into &amp; something stolen (1237*)</b>	19.9%	38.6%	33.8%	6.9%	0.7%
<b>Being mugged &amp; robbed (1235)</b>	18.2%	39.1%	35.1%	6.5%	1.1%

\* Base number of respondents appears in brackets

\*\* 'Don't know' responses are included for consistency in comparison with previous years' results

**Q7. Overall how would you rate policing in Hammersmith and Fulham?**

<b>Excellent</b>	<b>Very good</b>	<b>Good</b>	<b>Average</b>	<b>Poor</b>	<b>Very poor</b>	<b>Extremely poor</b>	<b>Don't know*</b>
1.7%	14.7%	31.9%	33.6%	6.7%	1.9%	1.9%	7.6%

Base number of respondents: 1238

\* 'Don't know' responses are included for consistency in comparison with previous years' results

### Section 3: Your council – Environmental services

**Q8. Hammersmith & Fulham has a duty to keep clear of litter and refuse all open public land, which it controls. How satisfied or dissatisfied are you that Hammersmith & Fulham has kept this land clear of litter and refuse?**

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
11.8%	50.2%	15.7%	16.1%	6.1%

*Base number of respondents: 1244*

**Q9. Hammersmith & Fulham undertakes a weekly collection of general household waste. Please indicate whether you are satisfied or dissatisfied with the waste collection service overall.**

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
36.3%	43.6%	8.3%	7.9%	3.9%

*Base number of respondents: 1248*

**Q10. Hammersmith & Fulham undertakes a weekly kerbside collection of mixed waste for recycling. Between April and November it also provides for collection of green waste in biodegradable sacks. Please indicate whether you are satisfied or dissatisfied with the service for the collection of items for recycling overall.**

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
32.5%	42.2%	14.9%	7.1%	3.3%

*Base number of respondents: 1235*

**Q11. How satisfied or dissatisfied are you with the following services in H&F?**

	<b>Very satisfied</b>	<b>Fairly satisfied</b>	<b>Neither satisfied nor dissatisfied</b>	<b>Fairly dissatisfied</b>	<b>Very dissatisfied</b>
<b>Provision of local recycling facilities overall</b> <i>(1219*)</i>	22.7%	48.0%	14.9%	11.2%	3.2%
<b>Removal of graffiti</b> <i>(1197)</i>	12.2%	41.7%	38.2%	5.3%	2.6%
<b>Fly-posting removal</b> <i>(1181)</i>	10.3%	32.2%	44.3%	11.1%	2.1%
<b>Removal of fly-tipping</b> <i>(1180)</i>	12.6%	33.7%	37.5%	12.8%	3.4%
<b>The state of repair of the borough's roads and pavements</b> <i>(1230)</i>	10.1%	38.8%	25.3%	20.1%	5.7%
<b>The condition of the borough's street lighting</b> <i>(1231)</i>	20.3%	50.2%	20.8%	6.4%	2.3%

*\* Base number of respondents appears in brackets*

**Q12. Here are some things that other people have said about their council. To what extent do you think that these statements apply to your local council?**

**My Council ...**

	<b>A great deal</b>	<b>To some extent</b>	<b>Not very much</b>	<b>Not at all</b>
<b>Is making the local area a better place to live</b> <i>(1151*)</i>	15.3%	63.3%	18.1%	3.4%
<b>Is working to make the area safer</b> <i>(1113)</i>	17.3%	56.2%	22.7%	3.9%
<b>Is working to make the area cleaner and greener</b> <i>(1157)</i>	20.2%	58.4%	17.5%	3.9%
<b>Is efficient and well run</b> <i>(992)</i>	16.1%	52.9%	26.3%	4.8%
<b>Provides good value for money</b> <i>(1038)</i>	13.7%	43.7%	29.3%	13.3%
<b>Is trustworthy</b> <i>(904)</i>	16.2%	59.3%	17.2%	7.3%
<b>Is remote and impersonal</b> <i>(986)</i>	10.7%	35.1%	34.5%	19.7%
<b>Promotes the interests of local residents</b> <i>(978)</i>	13.4%	53.8%	26.6%	6.3%
<b>Acts on the concerns of local residents</b> <i>(946)</i>	12.5%	50.8%	26.8%	9.8%
<b>Treats all types of people fairly</b> <i>(832)</i>	25.8%	55.2%	13.4%	5.5%

*\* Base number of respondents appears in brackets*

**Q13. How well informed do you feel about each of the following?**

	<b>Very well informed</b>	<b>Fairly well informed</b>	<b>Not very well informed</b>	<b>Not well informed at all</b>
<b>How to pay bills to the council (1201*)</b>	47.6%	46.1%	4.1%	2.1%
<b>How and where to register to vote (1216)</b>	59.6%	34.7%	4.7%	1.1%
<b>How you can get involved in local decision making (1061)</b>	12.0%	34.8%	38.2%	15.0%
<b>How to complain to the council (1130)</b>	16.0%	41.5%	28.9%	13.5%
<b>What the council spends its money on (1092)</b>	8.2%	32.0%	37.1%	22.7%
<b>Whether the council is delivering on its promises (1028)</b>	6.2%	26.8%	43.8%	23.2%
<b>What the council is doing to tackle antisocial behaviour in your local area (1045)</b>	5.5%	24.6%	44.6%	25.3%
<b>How well the council is performing (1034)</b>	6.6%	30.8%	41.9%	20.7%
<b>Overall, how well informed do you think your council keeps residents about the services and benefits it provides (1145)</b>	8.6%	45.0%	32.6%	13.8%

*\* Base number of respondents appears in brackets*

**Q14. Overall, how satisfied or dissatisfied are you with the opportunities for participation in local decision-making provided by the council?**

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
3.7%	24.3%	48.4%	17.9%	5.8%

*Base number of respondents: 1031*

**Q15. Are you actively involved in at least one local community or voluntary organisation?**

Yes	No	Don't know*
26.1%	72.3%	1.6%

*Base number of respondents: 1238*

*\* 'Don't know' responses are included for consistency in comparison with previous years' results*

**Q16. If you have done any voluntary work during the past year, would you say that on average this was for ...?**

Less than two hours per week	Two hours per week or more
61.8%	38.2%

*Base number of respondents: 384*

**Q17. Do you agree or disagree that you can influence decisions affecting your local area?**

Definitely agree	Tend to agree	Tend to disagree	Definitely disagree
6.7%	40.1%	41.1%	12.1%

*Base number of respondents: 946*

**Q18. Generally speaking, would you like to be more involved in the decisions your council makes that affect your local area?**

Yes	No	Depends on the issue
29.2%	7.8%	63.1%

*Base number of respondents: 1182*

## Section 4: Cultural and recreational activities and venues

**Q19. Please indicate how satisfied or dissatisfied are you with each of the following services provided or supported by Hammersmith & Fulham Council. PLEASE ANSWER THIS QUESTION WHETHER YOU HAVE USED THESE SERVICES OR NOT.**

	<b>Very satisfied</b>	<b>Fairly satisfied</b>	<b>Neither satisfied nor dissatisfied</b>	<b>Fairly dissatisfied</b>	<b>Very dissatisfied</b>
<b>Sports/leisure facilities and events</b> (1180*)	11.4%	38.5%	33.6%	12.2%	4.4%
<b>Libraries</b> (1204)	21.0%	41.5%	27.5%	7.9%	2.1%
<b>Museums and galleries</b> (1154)	7.1%	20.0%	53.2%	13.2%	6.5%
<b>Theatres/concert halls</b> (1167)	10.5%	32.7%	43.1%	9.2%	4.5%
<b>Parks and open spaces</b> (1214)	27.0%	46.6%	15.5%	7.5%	3.4%

\* Base number of respondents appears in brackets

## Section 5: Complaints

**Q20. Have you contacted the authority with a complaint(s) in the last 12 months?**

<b>Yes</b>	<b>No</b>
23.8%	76.2%

Base number of respondents: 1226

**Q21. How satisfied or dissatisfied are you with the way in which your complaint(s) was (were) handled?**

<b>Very satisfied</b>	<b>Fairly satisfied</b>	<b>Neither satisfied nor dissatisfied</b>	<b>Fairly dissatisfied</b>	<b>Very dissatisfied</b>
16.9%	21.3%	9.3%	25.1%	27.5%

*Base number of respondents: 320*

## **Section 6: Satisfaction with the council**

**Q22. Taking everything into account, how satisfied or dissatisfied are you with the way the council runs things?**

<b>Very satisfied</b>	<b>Fairly satisfied</b>	<b>Neither satisfied nor dissatisfied</b>	<b>Fairly dissatisfied</b>	<b>Very dissatisfied</b>
6.5%	57.2%	24.5%	9.8%	2.0%

*Base number of respondents: 1248*

**Q23. 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?**

<b>Better</b>	<b>Stayed the same</b>	<b>Worse</b>
34.6%	56.9%	8.5%

*Base number of respondents: 1199*

Appendix

Annual Residents' Survey 2008 demographic data in % (1260 respondents - unweighted) compared to H&F Census 2001

<u>Gender</u>				<u>Age</u>			
	ARS survey (2008)		H&F (2001)		ARS survey (2008)		H&F (2001)
Male	518	42%	48%	16 - 34	266	22%	(20-34) 36%
Female	726	58%	52%	35 - 54	463	38%	26%
Total**	1244			55+	479	40%	18%
				Total**	1208		
<u>Disability*</u>				<u>Ethnicity</u>			
	ARS survey (2008)		H&F (2001)		ARS survey (2008)		H&F (2001)
Yes, you	290	23%	15%	White British	720	60%	58%
Someone in the household	72	6%	N/A	White Irish & W. Other	284	24%	20%
No	895	71%	85%	Mixed Race	34	3%	4%
Total**	1233			Asian & A. British	45	4%	4%
				Black & B. British	82	7%	11%
<b>* Long-term illness, disability or infirmity (the respondent or someone in their household)</b>				Chinese & Other	37	3%	3%
				Total**	1202		

\*\* The totals do not add up to 1260 as the section with demographic questions was not always fully completed by the respondents