



Listening to your Views

SURNAME
ADDRESS1
ADDRESS2
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ADDRESS4
ADDRESS5
ADDRESS6 POSTCODE

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September 2006

Dear local resident,

I am writing to you to ask for your help in improving the local area and the services which the council provides.

We'd like to hear your views about life in the local area and about issues such as transport, recycling and leisure facilities.

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 so that we can put our resources where it really matters. Please return your questionnaire and you will automatically be entered into a prize draw with the chance to win a cash prize of £100.

All of your answers will be treated in the strictest confidence and will only be used to monitor the local authority's services. Anonymised responses may be passed on to the Department for Communities and Local Government so that national patterns of service satisfaction can be studied.

If you have any questions or concerns about this survey please do not hesitate to contact Ipsos MORI on FREEPHONE 0800 731 8365 or having.your.say@ipsos-mori.com who will be very happy to help you. Alternatively you can call Jane Simmonds at Islington Council on 020 7527 3263.

I very much hope you will be able to take part and I feel sure that you will find it interesting. Thank you very much for your help in advance. Please return the completed questionnaire in the pre-paid envelope provided with this questionnaire **as soon as possible** or by **29 September 2006. No stamp is required.**

Yours sincerely,

Helen Bailey
Chief Executive

This survey is an opportunity for you to have your say about the council's services. If you require a copy in large print or have any other requirements please contact the Ipsos MORI helpline on FREEPHONE 0800 731 8365 or email having.your.say@ipsos-mori.com

1234567890

Barcode placement only. Do not print



HOW TO COMPLETE THE QUESTIONNAIRE

- The questionnaire should be completed by ANY resident aged 18 or over living 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.
- Once you have completed the questionnaire please return in the pre-addressed envelope supplied. **You do not need to add a stamp.**
- If you cannot find or did not receive the pre-addressed envelope please send to: Your Say on Your Services, c/o Data Capture Scanning, FREEPOST PLUS RLST-XGSL-ZJYK, Ipsos MORI, Research Services House, Elmgrove Road, Harrow, HA1 2QG.

ABOUT YOUR LOCAL AREA

Q1 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 ONLY IN THE LEFT COLUMN BELOW

Q2 And thinking about this local area, which of the things below, if any, do you think most need improving? PLEASE TICK UP TO FIVE BOXES ONLY IN THE RIGHT COLUMN BELOW

	Q1. Most important in making somewhere a good place to live	Q2. Most needs improving in this local area
Access to nature	<input type="checkbox"/>	<input type="checkbox"/>
Activities for teenagers	<input type="checkbox"/>	<input type="checkbox"/>
Affordable decent housing	<input type="checkbox"/>	<input type="checkbox"/>
Clean streets	<input type="checkbox"/>	<input type="checkbox"/>
Community activities	<input type="checkbox"/>	<input type="checkbox"/>
Cultural facilities (e.g. cinemas, museums)	<input type="checkbox"/>	<input type="checkbox"/>
Education provision	<input type="checkbox"/>	<input type="checkbox"/>
Facilities for young children	<input type="checkbox"/>	<input type="checkbox"/>
Health services	<input type="checkbox"/>	<input type="checkbox"/>
Job prospects	<input type="checkbox"/>	<input type="checkbox"/>
The level of crime	<input type="checkbox"/>	<input type="checkbox"/>
The level of pollution	<input type="checkbox"/>	<input type="checkbox"/>
The level of traffic congestion	<input type="checkbox"/>	<input type="checkbox"/>
Parks and open spaces	<input type="checkbox"/>	<input type="checkbox"/>
Public transport	<input type="checkbox"/>	<input type="checkbox"/>
Race relations	<input type="checkbox"/>	<input type="checkbox"/>
Road and pavement repairs	<input type="checkbox"/>	<input type="checkbox"/>
Shopping facilities	<input type="checkbox"/>	<input type="checkbox"/>
Sports and leisure facilities	<input type="checkbox"/>	<input type="checkbox"/>
Wage levels and local cost of living	<input type="checkbox"/>	<input type="checkbox"/>
Other (PLEASE TICK BOX AND WRITE IN BELOW)	<input type="checkbox"/>	<input type="checkbox"/>
Q1 Other <input style="width: 200px; height: 20px;" type="text"/>	Q2 Other <input style="width: 200px; height: 20px;" type="text"/>	
None of these	<input type="checkbox"/>	<input type="checkbox"/>
Don't know	<input type="checkbox"/>	<input type="checkbox"/>



Q3 Overall, how satisfied or dissatisfied are you with your local area as a place to live?
PLEASE TICK ONE BOX ONLY

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

ANTI-SOCIAL BEHAVIOUR

Q4 Thinking about this local area, how much of a problem do you think are...
PLEASE TICK ONE BOX PER ROW

	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Don't know
Parents not taking responsibility for the behaviour of their children	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People not treating other people with respect and consideration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Noisy neighbours or loud parties	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Teenagers hanging around on the streets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rubbish and litter lying around	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People being drunk or rowdy in public spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Abandoned or burnt out cars	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vandalism, graffiti and other deliberate damage to property or vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People using or dealing drugs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q5 To what extent do you agree or disagree that this local area is a place where people from different backgrounds get on well together?
PLEASE TICK ONE BOX ONLY

- Definitely agree
- Tend to agree
- Tend to disagree
- Definitely disagree
- Don't know
- Too few people in local area
- All the same background



WHAT DOES YOUR COUNCIL DO?

Islington Council provides many services to the community. Listed below is a brief description of some of the things each service does.

General services

- Collection of council tax
- Financial management of the borough's accounts
- Contact Islington call centre for all council enquiries
- Registry service for births, deaths, marriages and civil partnerships
- Electoral services including registration and voting
- Work with partners such as the police to keep Islington safe

Cultural and recreational services

Islington Council provides a number of cultural and recreational services to improve the quality of life and health of local people. These services include:

- Providing sports and leisure facilities with partner Aquaterra
- Library services – including mobile libraries
- Islington museum
- Grant aid to local voluntary groups

Education and learning services

The council promotes learning opportunities for all residents, from toddlers to older people. It works with education partner CEA@islington to manage the borough's schools. Education services include:

- Commissioning the building of new schools in co-operation with local-partners
- Adult learning opportunities and online learning centres
- Sure Start children's centres
- Holiday play schemes
- Information services – the Children's Information Service
- Student financial help service

Environmental services

Some of the most visible council services are those dealing with keeping Islington clean and green. Environmental services include:

- Collecting recycling and disposing of domestic waste
- Keeping the streets clean and getting rid of graffiti and flytipping
- Providing street lighting
- Maintaining and improving local parks and green spaces
- Providing planning services, including granting planning permission to residents and major developments - like the Arsenal project and also enforcing planning rules if they are broken
- Dealing with public protection issues such as food safety, pest control, trading standards, noise problems and licensing of premises

Housing services

All residents should have the opportunity to live in good quality, affordable homes in safe, sustainable communities. Housing services include:

- Management of council-owned homes through Homes for Islington
- Repair and maintenance of council-owned homes
- Grants for disabled adaptations to homes
- Advice on improving home energy efficiency
- Provision of affordable housing
- Benefits including housing and council tax benefit claims

Social care services

The council has a responsibility to support, care and protect people in the community. Social care services include:

- Day-care and home-care services
- Meals on wheels
- Fostering and adoption services
- Child protection
- Referral to other appropriate services such as mental health
- Refugee integration service
- Learning disability services
- Support for drug addicts
- HIV/Aids support

Transport services

The council is responsible for making sure that traffic flows freely and that all road users, including private car owners, cyclists, public transport users and pedestrians, all benefit from reduced congestion and pollution. The services include:

- Maintaining the highways
- Parking controls and enforcement
- Cycle training and road safety education
- Implementing green travel schemes
- Making footpaths and roads more accessible for those with mobility issues
- Consulting on and implementing road safety schemes

YOUR LOCAL AUTHORITY

Islington 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. Further information is given in 'What does your council do?' on the previous page.

WASTE AND LITTER SERVICES

Islington Council has a duty to keep clear litter and refuse on all open public land, which it controls.

Q6 How satisfied or dissatisfied are you that Islington Council has kept this land clear of litter and refuse?

PLEASE TICK ONE BOX ONLY

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

HOUSEHOLD WASTE COLLECTION

Islington Council provides a weekly collection of general household waste from most properties and in some cases offers nightly collections (such as from flats above shops).

Q7 Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide.

PLEASE TICK ONE BOX PER ROW

	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	It does not apply/Don't know
The bin provided for your general household waste	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How "clean and tidy" the street is following the waste collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The collection of bulky household waste	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The waste collection service overall.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	N/A

DOORSTEP RECYCLING COLLECTION

Islington Council undertakes a weekly collection of paper, cardboard, cans, glass and plastic bottles from kerbside properties and most council estates, and a nightly collection from most flats above shops.

Q8 Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide:

PLEASE TICK ONE BOX PER ROW

	Very satisfied	Fairly satisfied	Neither/ nor	Fairly dissatisfied	Very dissatisfied	It does not apply/ Don't know
The container provided for items of recycling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How "clean and tidy" the street is following the collection of items for recycling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The service for the collection of items for recycling overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	N/A

LOCAL RECYCLING FACILITIES

Islington Council provides a range of local recycling facilities such as sites for paper, glass, cans and in some cases plastic bottles and cardboard, and partners with charities to provide banks for textiles and toner cartridges.

Q9 Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide:

PLEASE TICK ONE BOX PER ROW

	Very satisfied	Fairly satisfied	Neither/ nor	Fairly dissatisfied	Very dissatisfied	It does not apply/ Don't know
The location of the recycling facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The items you can deposit for recycling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How "clean and tidy" the site is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The provision of local recycling facilities overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	N/A

THE LOCAL TIP/HOUSEHOLD WASTE RECYCLING CENTRE

Islington Council operates a Household Reuse and Recycling Centre where a wide variety of items are collected for recycling, reuse and composting. A disposal facility is also available for material that cannot be recycled or reused.

Q10 Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service, which we provide. **PLEASE ONLY ANSWER THIS QUESTION IF YOU HAVE USED A LOCAL TIP OR HOUSEHOLD WASTE RECYCLING CENTRE IN THE LAST 12 MONTHS.**

PLEASE TICK ONE BOX PER ROW

	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	It does not apply/Don't know
The location of the site	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The opening hours of the site	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The recycling facilities at the site	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How clean the site is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How helpful the staff are	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How "user-friendly" the site is (the ability to deposit your waste easily)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The local tip/household waste recycling centre overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	N/A

PUBLIC TRANSPORT INFORMATION

Transport for London has responsibility for the following types of information about local transport services: timetables for buses, the underground and trains, as well as journey planners. Transport for London also has a role in ensuring the information produced by private transport companies for local services is of the standard required.

Q11 Please indicate whether you are satisfied or dissatisfied with each of the following elements of the information on transport provided.

PLEASE TICK ONE BOX PER ROW

	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	It does not apply/Don't know
The amount of information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The accuracy of the information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The provision of public transport information overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	N/A

Q12 Have you received or seen any of the information provided on local transport services, in the last 12 months?

PLEASE TICK ONE BOX ONLY

- Yes
- No
- Don't know

THE LOCAL BUS SERVICE

Transport for London has responsibility for local bus services. Transport for London also has a role in ensuring privately run local services are meeting the needs of the local community.

Q13 Please indicate whether you are satisfied or dissatisfied with each of the following elements of the local bus service. **PLEASE ANSWER THIS QUESTION WHETHER YOU USE THE BUS OR NOT.** PLEASE TICK ONE BOX PER ROW

	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	It does not apply/ Don't know
The frequency of buses.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The number of bus stops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The state of the bus stops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Whether buses arrive on time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How easy buses are to get on and off	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The local bus service overall.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	N/A

Q14 How frequently, if at all, do you use the local bus service?

PLEASE TICK ONE BOX ONLY

- | | |
|---|---|
| <input type="checkbox"/> Almost every day | <input type="checkbox"/> Within the last year |
| <input type="checkbox"/> At least once a week | <input type="checkbox"/> Longer ago |
| <input type="checkbox"/> About once a month | <input type="checkbox"/> Never used |
| <input type="checkbox"/> Within the last six months | <input type="checkbox"/> Don't know |

CULTURAL AND RECREATIONAL ACTIVITIES AND VENUES

Islington Council directly supports cultural and recreational activities and venues. The authority's licensing and planning responsibilities also make a difference to the level of private and voluntary cultural provision in your area.

Q15 Please indicate how satisfied or dissatisfied you are with each of the following services provided or supported by Islington Council. **PLEASE ANSWER THIS QUESTION WHETHER YOU HAVE USED THESE SERVICES OR NOT.**

PLEASE TICK ONE BOX PER ROW

	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied
Sports/leisure facilities and events	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>
Museums and galleries.	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>
Parks and open spaces.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q16

Please indicate how frequently you have used the following cultural and recreational services provided or supported by Islington Council in the last 12 months.

PLEASE TICK ONE BOX PER ROW

	Almost every day	At least once a week	About once a month	Within the last 6 months	Within the last year	Longer ago	Never used	It does not apply/ Don't know
Sports/leisure facilities and events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Museums and galleries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<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"/>	<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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q17

For each of the following services provided by Islington 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 PER ROW

	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/household waste recycling centres	<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"/>
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"/>

OTHER SERVICES

Islington Council also provides other services.

Q18

Please indicate how satisfied or dissatisfied you are overall with the following services provided by Islington Council. **PLEASE ANSWER THIS QUESTION WHETHER YOU HAVE USED THESE SERVICES OR NOT.**

PLEASE TICK ONE BOX PER ROW

	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied
Housing 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"/>
Personal social 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"/>

Q19 Please indicate whether you or any other member of your family have used any of the following services provided by Islington Council in the last 12 months.

PLEASE TICK ALL BOXES THAT APPLY

- Housing services
- Planning services
- Personal social services
- Local authority education services

Q20 Taking everything into account, how satisfied or dissatisfied are you with the way the authority runs things?

PLEASE TICK ONE BOX ONLY

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

INFORMATION ABOUT YOUR COUNCIL AND ITS SERVICES

Q21 How well informed do you feel about each of the following?

PLEASE TICK ONE BOX PER ROW

	Very well informed	Fairly well informed	Not very well informed	Not well informed at all	Don't know
How to pay bills to the council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How and where to register to vote	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How you can get involved in local decision making	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How to complain to the council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
What the council spends its money on	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
What standard of service you should expect from the council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Whether the council is delivering on its promises	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
What the council is doing to tackle anti-social behaviour in your local area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How well the council is performing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall, how well informed do you think your council keeps residents about the services and benefits it provides	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q22 How do you find out about Islington Council? Please tick the MAIN source you use from the list below. PLEASE TICK ONE BOX ONLY

- Local media (newspapers, television, radio)
- Information provided by the council (newspaper/magazine, leaflets, posters)
- Council website/internet
- From local councillor
- Direct contact with the council
- Word of mouth (e.g. family or friends)
- Other source (PLEASE TICK BOX AND WRITE IN BELOW)

- None of the above
- Don't know

Q23 From which of the following specific sources do you obtain information about Islington Council? PLEASE TICK ALL BOXES THAT APPLY IN THE LEFT COLUMN BELOW.

Q24 And from which of these specific sources would you prefer to obtain information about Islington Council? PLEASE TICK UP TO THREE BOXES ONLY IN THE RIGHT COLUMN BELOW

	Q23 Obtained	Q24 Preferred
Islington magazine (the council's magazine)	<input type="checkbox"/>	<input type="checkbox"/>
'Islington Tribune'	<input type="checkbox"/>	<input type="checkbox"/>
'Islington Gazette'	<input type="checkbox"/>	<input type="checkbox"/>
Leaflets delivered to your door	<input type="checkbox"/>	<input type="checkbox"/>
Posters	<input type="checkbox"/>	<input type="checkbox"/>
Council website/internet	<input type="checkbox"/>	<input type="checkbox"/>
Word of mouth (e.g. family or friends)	<input type="checkbox"/>	<input type="checkbox"/>
Other local papers	<input type="checkbox"/>	<input type="checkbox"/>
'Evening Standard'	<input type="checkbox"/>	<input type="checkbox"/>
Local radio	<input type="checkbox"/>	<input type="checkbox"/>
None of the above	<input type="checkbox"/>	<input type="checkbox"/>
Don't know	<input type="checkbox"/>	<input type="checkbox"/>

CONTACTING YOUR COUNCIL

MAKING A COMPLAINT

Q25 Have you contacted the authority with a complaint(s) in the last 12 months? PLEASE TICK ONE BOX ONLY

- Yes GO TO Q26
- No GO TO Q28

What did the complaint(s) relate to?

Q26 PLEASE WRITE IN BELOW. WRITE IN 'DON'T KNOW' IF YOU CANNOT RECALL

Q27 How satisfied or dissatisfied are you with the way in which your complaint(s) was (were) handled? PLEASE TICK ONE BOX ONLY

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

CONTACTING YOUR COUNCIL FOR OTHER REASONS

Questions 28 to 30 are about your MOST RECENT CONTACT with the council for other reasons than to make a complaint.

If you have contacted the council for any reason other than to make a complaint in the past 12 months, please continue to Q28. Otherwise, please go to Q31

Q28 Which of these describes the reasons why you made YOUR MOST RECENT contact with the Council? PLEASE TICK ALL BOXES THAT APPLY

- Reported an issue or problem
- Asked for advice/information
- Applied to use a service
- Don't know/can't remember
- Any other reason
(PLEASE TICK BOX AND WRITE IN BELOW)

Q29 How were you in contact with the council?

PLEASE TICK ALL BOXES THAT APPLY

- In person
- By telephone
- By e-mail
- Via a website/internet
- By letter
- Other method
(PLEASE TICK BOX AND WRITE IN BELOW)

Q30

Still thinking about your most recent contact with the council, please indicate how satisfied or dissatisfied you were with each aspect of the service you received. If any aspect does not apply to your particular experience, please tick not applicable.

PLEASE TICK ONE BOX PER ROW

	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	Don't know	Not applicable
How easy it was to find the right person to deal with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The length of time it took to deal with the person you contacted	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any information you were given	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How competent the staff were	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How helpful the staff were	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The final outcome	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

LOCAL DECISION MAKING

Islington Council provides opportunities for residents to participate in decision making in your local area. This includes a range of consultation exercises through surveys, focus groups, public meetings, a citizens panel, youth forums and area committee meetings.

Q31

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

PLEASE TICK ONE BOX ONLY

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Don't know

Q32

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

PLEASE TICK ONE BOX ONLY

- Definitely agree
- Tend to agree
- Tend to disagree
- Definitely disagree
- Don't know

Q33

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

PLEASE TICK ONE BOX ONLY

- Yes
- No
- Depends on the issue
- Don't know

HOW YOUR COUNCIL PERFORMS OVERALL

Q34 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?

PLEASE TICK ONE BOX PER ROW

My council...

	A great deal	To some extent	Not very much	Not at all	Don't know
...is making the local area a better place to live	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...is working to make the area safer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...is working to make the area cleaner and greener . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...is efficient and well run	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...provides good value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...is trustworthy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...is remote and impersonal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...promotes the interests of local residents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...acts on the concerns of local residents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...treats all types of people fairly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q35 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 ONLY

- Better
- Stayed the same
- Worse
- Don't know

ABOUT YOURSELF

Please complete these questions which will help us to see if there are differences between the views of different residents. ALL THE INFORMATION YOU GIVE WILL BE KEPT COMPLETELY CONFIDENTIAL.

Q36 Are you male or female?

PLEASE TICK ONE BOX ONLY

- Male
- Female

Q37 What was your age on your last birthday?

PLEASE WRITE IN BOX BELOW

Years

Q38 How long have you/your household been living in your current accommodation?

PLEASE TICK ONE BOX ONLY

- Under 1 year
- 1–2 years
- 3–5 years
- 6–10 years
- 11–20 years
- 21+ years
- Don't know/can't remember



How long have you/your household been living in this area?

Q39 PLEASE TICK ONE BOX ONLY

- Under 1 year
- 1–2 years
- 3–5 years
- 6–10 years
- 11–20 years
- 21+ years
- Don't know/can't remember

In which of these ways does your household occupy your current accommodation?

Q40 PLEASE TICK ONE BOX ONLY

- Owned outright
- Buying on mortgage
- Rent from council
- Rent from Housing Association/Trust
- Rented from private landlord
- Other (PLEASE TICK BOX AND WRITE IN BELOW)

How many ADULTS AGED 18 OR OVER are living here?

Q41 PLEASE TICK ONE BOX ONLY

- One
 - Two
 - Three
 - Four
 - Five
 - More than five
- (PLEASE TICK BOX AND WRITE IN BELOW)

Which of these activities best describes what you are doing at present?

Q42 PLEASE TICK ONE BOX ONLY

- Employee in full-time job (30 hours plus per week)
- Employee in part-time job (under 30 hours per week)
- Self employed full or part-time
- On a government supported training programme (e.g. Modern Apprenticeship/ Training for Work)
- Full-time education at school, college or university
- Unemployed and available for work
- Permanently sick/disabled
- Wholly retired from work
- Looking after the home
- Doing something else (PLEASE TICK BOX AND WRITE IN BELOW)

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 ONLY

Q43

- Yes GO TO Q44
- No GO TO Q45





Q44 Does this illness or disability limit your activities in any way?

PLEASE TICK ONE BOX ONLY

- Yes
- No

Q45 To which of these groups do you consider you belong to?

PLEASE TICK ONE BOX ONLY

White

- British
- Irish
- Any other White background
(PLEASE TICK BOX AND WRITE IN BELOW)

Black or Black British

- Caribbean
- African
- Any other Black background
(PLEASE TICK BOX AND WRITE IN BELOW)

Mixed

- White and Black Caribbean
- White and Black African
- White and Asian
- Any other mixed background
(PLEASE TICK BOX AND WRITE IN BELOW)

Chinese and Other ethnic groups

- Chinese
- Other
(PLEASE TICK BOX AND WRITE IN BELOW)

Asian or Asian British

- Indian
- Pakistani
- Bangladeshi
- Any other Asian background
(PLEASE TICK BOX AND WRITE IN BELOW)

Q46 Is there anything else you would like to add?

PLEASE WRITE IN BELOW

Thank you for completing this questionnaire. Please return it as requested in the pre-paid envelope provided to: Your Say on Your Services, c/o Data Capture Scanning, FREEPOST PLUS RLST-XGSL-ZJYK, Ipsos MORI, Research Services House, Elmgrove Road, Harrow, HA1 2QG

