

Topline results

Islington BVPI GENERAL SURVEY TOPLINE								
				2006/ 2007	2003/ 2004	2000/ 2001	Inner Lon- don	Outer Lon- don
Q. No.	Base	Question	Response	%	%	%	%	%
ABOUT YOUR LOCAL AREA								
Q1	948	Thinking generally, which of the things below would you say are <u>MOST IMPORTANT</u> in making somewhere a good place to live?	The level of crime	69	61		67	66
			Clean streets	51	40		49	50
			Public transport	48	43		45	37
			Affordable decent housing	37	42		35	32
			Parks and open spaces	35	25		36	30
			Health services	29	39		35	45
			Education provision	28	31		26	33
			Shopping facilities	26	32		24	24
			Cultural facilities	17	16		17	10
			The level of pollution	17	11		16	13
			Activities for teenagers	15	20		17	18
			Sports & leisure facilities	15	13		12	11
			The level of traffic congestion	15	11		16	20
			Access to nature	13	11		16	16
			Job prospects	12	17		12	14
			Facilities for young children	11	17		12	12
			Road and pavement repairs	11	14		11	15
			Wage levels & local cost of living	11	12		10	10
			Race relations	8	10		8	8
			Community activities	6	12		7	6
			Other	2	4		3	2

2006/7 BVPI General User Survey for Islington Council

Q2	954	And thinking about this local area, which of the things below, if any, do you think MOST NEED IMPROVING?	The level of crime	55	50		48	47
			Clean streets	42	41		33	34
			Activities for teenagers	38	33		33	38
			The level of traffic congestion	34	25		36	41
			Affordable decent housing	33	35		28	23
			Road and pavement repairs	28	37		26	36
			The level of pollution	23	15		22	16
			Education provision	19	18		14	12
			Parks and open spaces	19	17		11	11
			Facilities for young children	15	19		14	15
			Health services	14	20		16	24
			Access to nature	12	8		8	6
			Community activities	12	14		11	12
			Sports & leisure facilities	12	9		17	14
			Public transport	11	14		15	14
			Wage levels & local cost of living	11	16		13	12
			Cultural facilities	9	10		15	14
			Job prospects	8	11		12	12
			Shopping facilities	8	14		14	13
			Race relations	5	7		8	7
			Other	4	8		7	7
Q3	1121	Overall, how satisfied or dissatisfied are you with your local area as a place to live?	Very satisfied	12			17	11
			Fairly satisfied	60			55	54
			Neither satisfied nor dissatisfied	15			15	18
			Fairly dissatisfied	9			10	11
			Very dissatisfied	3			4	5
Anti-social behaviour								
Q4		Thinking about this local area, how much of a problem do you think are...						
	1018	...parents not taking responsibility for the behaviour of their children	A very big problem	33			31	31
			A fairly big problem	38			33	35
			Not a very big problem	23			26	27
			Not a problem at all	6			9	7
	1031	...people not treating other people with respect and consideration	A very big problem	21			21	22
			A fairly big problem	35			32	33
			Not a very big problem	36			35	34
			Not a problem at all	9			11	11
	1017	...noisy neighbours or loud parties	A very big problem	8	6		12	9
			A fairly big problem	20	13		17	13
			Not a very big problem	45	37		44	44
			Not a problem at all	27	44		27	35
	1048	...teenagers hanging around on the streets	A very big problem	35	26		30	30
			A fairly big problem	31	29		29	32
			Not a very big problem	27	26		31	28
			Not a problem at all	7	19		10	9

2006/7 BVPI General User Survey for Islington Council

	1053	...rubbish and litter lying around	A very big problem	28	17		23	24
			A fairly big problem	36	36		31	31
			Not a very big problem	30	35		35	35
			Not a problem at all	7	12		11	10
	996	...people being drunk or rowdy in public spaces	A very big problem	13	11		14	14
			A fairly big problem	30	27		22	23
			Not a very big problem	42	44		44	44
			Not a problem at all	14	18		20	20
	941	...abandoned or burnt out cars	A very big problem	2	13		5	6
			A fairly big problem	8	21		8	11
			Not a very big problem	36	39		31	38
			Not a problem at all	54	27		56	45
	1002	...vandalism, graffiti and other deliberate damage to property or vehicles	A very big problem	14	27		17	21
			A fairly big problem	31	37		28	30
			Not a very big problem	40	23		37	35
			Not a problem at all	15	13		18	14
	850	...people using or dealing drugs	A very big problem	18	24		26	21
			A fairly big problem	29	32		24	23
			Not a very big problem	36	27		30	33
			Not a problem at all	17	17		20	22
Q5	933	To what extent do you agree or disagree that this local area is a place where people from different backgrounds get on well together?	Definitely agree	15			15	12
			Tend to agree	68			63	62
			Tend to disagree	11			14	15
			Definitely disagree	3			5	7
			Too few people in local area	1			1	2
			All the same background	1			2	2
YOUR LOCAL AUTHORITY								
Waste and litter services								
Q6	1169	How satisfied or dissatisfied are you that the local authority has kept this land clear of litter and refuse?	Very satisfied	12	11	7	17	12
			Fairly satisfied	45	44	37	50	51
			Neither satisfied nor dissatisfied	16	15	14	13	16
			Fairly dissatisfied	20	19	25	14	14
			Very dissatisfied	7	11	17	6	7
Household waste collection								
Q7		Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide.						
	997	The bin provided for your general household waste	Very satisfied	27	21	26	39	40
			Fairly satisfied	42	41	35	37	37
			Neither satisfied nor dissatisfied	10	13	13	8	7
			Fairly dissatisfied	11	15	13	8	6
			Very dissatisfied	10	11	12	8	9

2006/7 BVPI General User Survey for Islington Council

	1139	How "clean and tidy" the street is following the waste collection	Very satisfied	17	21	16	22	18
			Fairly satisfied	47	45	38	48	50
			Neither satisfied nor dissatisfied	15	15	16	10	11
			Fairly dissatisfied	16	13	17	13	15
			Very dissatisfied	6	6	13	6	7
	987	The collection of bulky household waste	Very satisfied	17	18	17	24	18
			Fairly satisfied	38	35	26	38	36
			Neither satisfied nor dissatisfied	18	22	22	16	20
			Fairly dissatisfied	17	18	17	14	15
			Very dissatisfied	10	8	17	8	11
	1130	The waste collection service overall	Very satisfied	19	21	18	25	23
			Fairly satisfied	50	53	43	51	52
			Neither satisfied nor dissatisfied	15	14	19	11	11
			Fairly dissatisfied	11	10	13	9	9
			Very dissatisfied	4	3	7	4	4
Doorstep recycling collection								
Q8		Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide.						
	1012	The container provided for items of recycling	Very satisfied	31	21		35	29
			Fairly satisfied	42	33		36	40
			Neither satisfied nor dissatisfied	10	17		9	9
			Fairly dissatisfied	8	12		10	12
			Very dissatisfied	10	16		10	10
	987	How "clean and tidy" the street is following the collection of items for recycling	Very satisfied	29	25		28	21
			Fairly satisfied	47	35		47	49
			Neither satisfied nor dissatisfied	12	23		13	13
			Fairly dissatisfied	8	7		9	12
			Very dissatisfied	4	10		4	5
	1032	The service for the collection of items for recycling overall	Very satisfied	28	18		28	23
			Fairly satisfied	43	29		41	45
			Neither satisfied nor dissatisfied	11	28		13	13
			Fairly dissatisfied	9	10		10	11
			Very dissatisfied	9	15		8	8
Local recycling facilities								
Q9		Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide.						
	947	The location of the recycling facilities	Very satisfied	26	22	17	25	22
			Fairly satisfied	42	36	29	40	46
			Neither satisfied nor dissatisfied	16	17	18	15	15
			Fairly dissatisfied	10	15	18	12	11
			Very dissatisfied	7	10	17	8	6

2006/7 BVPI General User Survey for Islington Council

	929	The items you can deposit for recycling	Very satisfied	25	18	13	23	22
			Fairly satisfied	42	41	32	44	48
			Neither satisfied nor dissatisfied	18	18	23	15	14
			Fairly dissatisfied	10	16	18	12	10
			Very dissatisfied	5	7	15	6	5
	894	How "clean and tidy" the site is	Very satisfied	18	18	9	17	16
			Fairly satisfied	42	35	28	43	46
			Neither satisfied nor dissatisfied	23	23	28	21	20
			Fairly dissatisfied	11	16	21	13	13
			Very dissatisfied	6	8	14	6	6
	973	The provision of local recycling facilities overall	Very satisfied	18	16	11	17	17
			Fairly satisfied	41	32	29	41	46
			Neither satisfied nor dissatisfied	21	27	24	21	19
			Fairly dissatisfied	12	18	18	14	12
			Very dissatisfied	7	8	19	7	7
The local tip/household waste recycling centre								
Q10		Please indicate whether you are <u>satisfied or dissatisfied</u> with each of the following elements of the service, which we provide.						
	421	The location of the site	Very satisfied	39	32	18	26	30
			Fairly satisfied	38	54	35	42	44
			Neither satisfied nor dissatisfied	13	9	30	13	11
			Fairly dissatisfied	7	3	8	11	8
			Very dissatisfied	4	2	9	8	6
	389	The opening hours of the site	Very satisfied	46	22	14	27	28
			Fairly satisfied	36	40	36	44	49
			Neither satisfied nor dissatisfied	10	8	34	19	13
			Fairly dissatisfied	5	22	11	7	8
			Very dissatisfied	3	8	5	3	3
	397	The recycling facilities at the site	Very satisfied	48	26	13	29	34
			Fairly satisfied	31	34	27	45	48
			Neither satisfied nor dissatisfied	14	21	43	17	12
			Fairly dissatisfied	5	12	12	6	4
			Very dissatisfied	2	8	6	3	2
	389	How clean the site is	Very satisfied	46	15	11	27	27
			Fairly satisfied	35	32	26	44	49
			Neither satisfied nor dissatisfied	14	26	40	20	16
			Fairly dissatisfied	4	16	14	6	6
			Very dissatisfied	2	12	10	3	2
	376	How helpful the staff are	Very satisfied	41	23	14	28	30
			Fairly satisfied	34	32	30	38	41
			Neither satisfied nor dissatisfied	17	22	41	24	21
			Fairly dissatisfied	5	13	9	7	6
			Very dissatisfied	2	10	5	3	3
	389	How "user-friendly" the site is (the ability to deposit your waste easily)	Very satisfied	36	23	17	26	27
			Fairly satisfied	39	43	31	44	46
			Neither satisfied nor dissatisfied	13	13	36	17	15
			Fairly dissatisfied	8	11	9	8	8
			Very dissatisfied	4	11	6	4	4

2006/7 BVPI General User Survey for Islington Council

	408	The local tip/household waste recycling centre overall	Very satisfied	38	17	9	24	26
			Fairly satisfied	41	45	30	44	49
			Neither satisfied nor dissatisfied	15	19	47	22	16
			Fairly dissatisfied	4	11	8	6	6
			Very dissatisfied	3	8	6	4	3
Public transport information								
Q11		Please indicate whether you are satisfied or dissatisfied with each of the following elements of the information on transport we provide.						
	1053	The amount of information	Very satisfied	17	15	10	17	13
			Fairly satisfied	52	47	37	49	49
			Neither satisfied nor dissatisfied	17	23	28	19	22
			Fairly dissatisfied	11	10	16	11	12
			Very dissatisfied	3	6	9	4	4
	1014	The accuracy of the information	Very satisfied	13	16	9	14	11
			Fairly satisfied	48	38	33	48	47
			Neither satisfied nor dissatisfied	23	30	30	22	25
			Fairly dissatisfied	12	13	16	11	12
			Very dissatisfied	4	4	12	4	5
	1023	The provision of public transport information overall	Very satisfied	16	13	8	15	12
			Fairly satisfied	51	44	32	48	47
			Neither satisfied nor dissatisfied	19	27	29	21	24
			Fairly dissatisfied	12	10	17	12	12
			Very dissatisfied	3	6	13	5	6
Q12	990	Have you received or seen any of the information provided on local transport services, in the last 12 months?	Yes	55	42	29	50	46
			No	45	58	71	50	54
The local bus service								
Q13		Please indicate whether you are satisfied or dissatisfied with each of the following elements of the local bus service.						
	1129	The frequency of buses	Very satisfied	24	20	9	21	18
			Fairly satisfied	55	48	37	54	53
			Neither satisfied nor dissatisfied	6	13	14	9	12
			Fairly dissatisfied	12	15	23	12	12
			Very dissatisfied	2	5	17	4	5
	1099	The number of bus stops	Very satisfied	39	30	23	32	28
			Fairly satisfied	53	58	53	54	56
			Neither satisfied nor dissatisfied	5	8	15	8	11
			Fairly dissatisfied	2	4	6	5	4
			Very dissatisfied	1	*	3	1	1
	1097	The state of the bus stops	Very satisfied	17	13	14	17	11
			Fairly satisfied	53	50	49	52	48
			Neither satisfied nor dissatisfied	16	22	19	15	17
			Fairly dissatisfied	11	13	11	12	17
			Very dissatisfied	3	2	6	4	6

2006/7 BVPI General User Survey for Islington Council

	1069	Whether buses arrive on time	Very satisfied	10	9	5	8	8
			Fairly satisfied	47	33	25	42	43
			Neither satisfied nor dissatisfied	20	23	20	20	21
			Fairly dissatisfied	16	25	25	21	20
			Very dissatisfied	6	10	25	9	9
	1102	How easy buses are to get on and off	Very satisfied	28	26		26	24
			Fairly satisfied	47	51		50	53
			Neither satisfied nor dissatisfied	9	11		11	12
			Fairly dissatisfied	11	8		8	8
			Very dissatisfied	5	4		4	4
	1097	The local bus service overall	Very satisfied	20	15	9	17	15
			Fairly satisfied	54	52	35	54	53
			Neither satisfied nor dissatisfied	14	21	22	15	18
			Fairly dissatisfied	9	10	20	10	10
			Very dissatisfied	2	3	15	4	5
Q14	1173	How frequently, if at all, do you use the LOCAL BUS SERVICE ?	Almost every day	50	45	48	42	31
			At least once a week	33	35	30	32	25
			About once a month	9	10	11	13	15
			Within the last 6 months	3	2	4	5	10
			Within the last year	3	2	2	3	6
			Longer ago	1	3	2	2	6
			Never used	2	3	4	3	7
Cultural and recreational activities and venues								
Q15		Please indicate how satisfied or dissatisfied you are with each of the following services provided or supported by the local authority.						
	1105	Sports/Leisure facilities and events	Very satisfied	13	14	16	11	10
			Fairly satisfied	39	46	34	36	39
			Neither satisfied nor dissatisfied	32	30	41	33	34
			Fairly dissatisfied	13	8	6	15	13
			Very dissatisfied	3	3	2	5	4
	1124	Libraries	Very satisfied	20	19	18	23	26
			Fairly satisfied	38	47	35	40	44
			Neither satisfied nor dissatisfied	31	26	36	27	23
			Fairly dissatisfied	8	6	8	8	6
			Very dissatisfied	3	2	3	2	2
	1076	Museums and galleries	Very satisfied	7	6	7	16	5
			Fairly satisfied	21	34	20	28	20
			Neither satisfied nor dissatisfied	53	53	66	41	54
			Fairly dissatisfied	13	4	5	11	14
			Very dissatisfied	5	3	2	4	7
	1075	Theatres/Concert halls	Very satisfied	12			13	8
			Fairly satisfied	29			28	26
			Neither satisfied nor dissatisfied	44			42	46
			Fairly dissatisfied	10			12	14
			Very dissatisfied	5			5	7
	1128	Parks and open spaces	Very satisfied	18	12	14	32	23
			Fairly satisfied	44	60	44	43	49
			Neither satisfied nor dissatisfied	17	13	25	12	15
			Fairly dissatisfied	16	11	12	9	10
			Very dissatisfied	6	4	5	3	4

2006/7 BVPI General User Survey for Islington Council

Q16		Please indicate how frequently you have used the following cultural and recreational services provided or supported by the local authority in the last 12 months.						
	1076	Sports/Leisure facilities and events	Almost every day	4	2	2	3	3
			At least once a week	18	18	14	17	18
			About once a month	16	13	11	15	14
			Within the last 6 months	13	7	12	14	15
			Within the last year	8	6	7	9	10
			Longer ago	12	18	14	14	16
			Never used	29	36	40	28	24
	1103	Libraries	Almost every day	2	2	1	2	2
			At least once a week	12	16	12	14	15
			About once a month	20	17	17	21	25
			Within the last 6 months	14	9	13	16	16
			Within the last year	10	7	8	10	10
			Longer ago	15	19	16	14	16
			Never used	26	30	33	23	16
	998	Museums and galleries	Almost every day	1	*	*	1	*
			At least once a week	1	*	*	3	1
			About once a month	12	1	2	16	5
			Within the last 6 months	15	3	4	21	14
			Within the last year	12	6	4	13	12
			Longer ago	19	15	7	16	23
			Never used	41	75	83	30	44
	1020	Theatres/Concert halls	Almost every day	1			*	*
			At least once a week	3			3	1
			About once a month	15			13	7
			Within the last 6 months	20			21	18
			Within the last year	13			14	16
			Longer ago	15			16	22
			Never used	34			33	36
	1105	Parks and open spaces	Almost every day	17	10	10	19	15
			At least once a week	30	32	24	36	32
			About once a month	25	24	21	21	22
			Within the last 6 months	12	15	14	11	15
			Within the last year	6	4	7	4	7
			Longer ago	3	5	8	3	5
			Never used	7	10	16	5	5
Q17		For each of the following services provided by the local authority, do you think the service has got better or worse over the last three years, or has it stayed the same?						
	967	Keeping public land clear of litter and refuse	Better	36	34		38	29
			Stayed the same	52	50		50	52
			Worse	12	16		12	19

2006/7 BVPI General User Survey for Islington Council

	1001	Collection of household waste	Better	46	33		41	36
			Stayed the same	45	57		52	54
			Worse	9	9		7	10
	881	Local recycling facilities	Better	68	52		54	46
			Stayed the same	28	42		40	47
			Worse	4	5		6	7
	867	Doorstep collection of items for recycling	Better	67	50		57	50
			Stayed the same	24	39		35	40
			Worse	9	10		8	9
	533	Local tips/household waste recycling centres	Better	62	16		33	35
			Stayed the same	30	76		58	56
			Worse	8	9		9	9
	820	Local transport information	Better	28	34		26	19
			Stayed the same	62	60		63	67
			Worse	9	6		11	14
	946	Local bus service	Better	41	44		36	25
			Stayed the same	49	46		53	62
			Worse	9	9		11	13
	619	Sport/Leisure facilities	Better	20	23		23	20
			Stayed the same	69	71		61	67
			Worse	11	6		16	13
	651	Libraries	Better	25	21		28	25
			Stayed the same	61	69		64	67
			Worse	14	10		8	8
	441	Museums/galleries	Better	8	10		17	8
			Stayed the same	84	86		77	82
			Worse	8	4		6	10
	511	Theatres/Concert halls	Better	14			16	10
			Stayed the same	80			77	81
			Worse	6			7	10
	887	Parks and open spaces	Better	29	18		31	22
			Stayed the same	59	72		61	65
			Worse	12	10		8	13
Other services								
Q18		Please indicate <u>HOW SATISFIED OR DISSATISFIED</u> you are overall with the following services provided by the local authority.						
	1124	Housing services	Very satisfied	8	6	5	7	5
			Fairly satisfied	22	36	15	20	17
			Neither satisfied nor dissatisfied	56	31	43	57	65
			Fairly dissatisfied	9	16	15	9	7
			Very dissatisfied	6	11	23	7	6
	1075	Planning services	Very satisfied	3	3	3	4	4
			Fairly satisfied	18	25	17	19	19
			Neither satisfied nor dissatisfied	61	54	56	61	62
			Fairly dissatisfied	11	9	12	9	9
			Very dissatisfied	6	9	11	6	6

2006/7 BVPI General User Survey for Islington Council

	1079	Personal social services	Very satisfied	5	4	6	5	4
			Fairly satisfied	15	25	16	15	16
			Neither satisfied nor dissatisfied	73	59	62	70	70
			Fairly dissatisfied	5	6	8	6	6
			Very dissatisfied	2	7	7	4	4
	-	Fire services	Very satisfied	-			17	17
			Fairly satisfied	-			21	22
			Neither satisfied nor dissatisfied	-			60	59
			Fairly dissatisfied	-			1	1
			Very dissatisfied	-			1	1
	1047	Local authority education service	Very satisfied	5	10	6	6	6
			Fairly satisfied	16	38	20	19	24
			Neither satisfied nor dissatisfied	66	36	51	63	59
			Fairly dissatisfied	8	9	14	7	7
			Very dissatisfied	5	7	9	5	4
Q19	1214	Please indicate whether you or any other member of your family have used any of the following services provided by the local authority in the last 12 months.	Housing services	28	43	13	26	16
			Planning services	16	8	7	14	15
			Personal social services	10	10	6	11	12
			Fire and rescue service	-			1	2
			Local authority education services	17	26	9	19	23
Q20	1075	Taking everything into account, how satisfied or dissatisfied are you with the way the Council runs things?	Very satisfied	5	3	4	8	5
			Fairly satisfied	44	43	33	49	46
			Neither satisfied nor dissatisfied	34	30	29	27	32
			Fairly dissatisfied	13	16	24	12	13
			Very dissatisfied	4	8	10	5	5
INFORMATION ABOUT YOUR COUNCIL AND ITS SERVICES								
Q21		How well informed do you feel about each of the following?						
	1095	How to pay bills to the Council	Very well informed	36			39	35
			Fairly well informed	49			50	54
			Not very well informed	11			8	8
			Not well informed at all	3			3	3
	1100	How and where to register to vote	Very well informed	42			44	43
			Fairly well informed	46			43	46
			Not very well informed	8			9	8
			Not well informed at all	3			3	3
	989	How you can get involved in local decision making	Very well informed	9			9	8
			Fairly well informed	31			31	31
			Not very well informed	42			40	42
			Not well informed at all	18			20	20
	1050	How to complain to the Council	Very well informed	11			12	10
			Fairly well informed	34			34	33
			Not very well informed	38			34	37
			Not well informed at all	17			20	20

2006/7 BVPI General User Survey for Islington Council

	1039	What the Council spends its money on	Very well informed	8			9	7
			Fairly well informed	35			33	35
			Not very well informed	34			32	33
			Not well informed at all	23			26	25
	1039	What standard of service you should expect from the Council	Very well informed	9			10	9
			Fairly well informed	32			32	31
			Not very well informed	40			36	38
			Not well informed at all	19			22	21
	1010	Whether the Council is delivering on its promises	Very well informed	5			5	4
			Fairly well informed	22			24	23
			Not very well informed	45			42	44
			Not well informed at all	28			29	30
	1012	What the Council is doing to tackle anti-social behaviour in your local area	Very well informed	4			4	4
			Fairly well informed	16			18	18
			Not very well informed	42			40	41
			Not well informed at all	38			38	38
	999	How well the Council is performing	Very well informed	5			6	4
			Fairly well informed	24			26	25
			Not very well informed	47			41	42
			Not well informed at all	23			26	29
	1064	Overall, how well informed do you think your Council keeps residents about the services and benefits it provides	Very well informed	6	8		7	5
			Fairly well informed	39	45		37	34
			Not very well informed	40	32		36	39
			Not well informed at all	15	14		20	23
Q22	946	How do you find out about the local authority? Please tick the MAIN source you use from the list below.	Local media (newspapers, television, radio)	16			16	28
			Information provided by the Council (newspaper/magazine, leaflets, posters)	40			38	33
			Council website/internet	25			23	19
			From local Councillor	1			1	1
			Direct contact with the Council	7			7	7
			Word of mouth (eg family or friends)	6			9	8
			Other source	2			2	2
			None of the above	2			3	3

2006/7 BVPI General User Survey for Islington Council

Q23	1118	From which of the following specific sources do you obtain information about Islington Council?	Islington magazine (the council's magazine)	18				
			Islington Tribune	9				
			Islington Gazette	13				
			Leaflets delivered to your door	21				
			Posters	6				
			Council website/internet	16				
			Word of mouth (e.g. family or friends)	8				
			Other local papers	3				
			Evening Standard	4				
			Local radio	1				
			None of the above	1				
			Don't know	1				
Q24	978		And from which of these specific sources would you prefer to obtain information about Islington Council?	Islington magazine (the council's magazine)	22			
		Islington Tribune		7				
		Islington Gazette		10				
		Leaflets delivered to your door		20				
		Posters		9				
		Council website/internet		20				
		Word of mouth (e.g. family or friends)		3				
		Other local papers		2				
		Evening Standard		3				
		Local radio		2				
		None of the above		1				
		Don't know		1				
Q25	1161	Have you contacted the authority with a complaint(s) in the last 12 months?		Yes	29	36	38	29
			No	71	64	62	71	74
Q27	332	How satisfied or dissatisfied are you with the way in which your complaint(s) was (were) handled?	Very satisfied	10	9	7	13	12
			Fairly satisfied	21	20	13	18	18
			Neither satisfied nor dissatisfied	11	9	9	11	11
			Fairly dissatisfied	18	20	24	19	21
			Very dissatisfied	40	41	48	38	38
Contacting your Council for other reasons								
Q28	811	Which of these describes the reasons why you made your MOST RECENT contact with the Council?	Reported an issue or problem	37			38	36
			Asked for advice/information	32			33	38
			Applied to use a service	29			27	25
			Any other reason	18			16	15

2006/7 BVPI General User Survey for Islington Council

Q29	929	How were you in contact with the Council?	In person	31			28	21
			By telephone	68			69	72
			By e-mail	15			11	11
			Via a website/ Internet	9			7	7
			By letter	16			14	14
			Other method	3			3	3
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.						
	842	How easy it was to find the right person to deal with	Very satisfied	21			23	21
			Fairly satisfied	46			43	45
			Neither satisfied nor dissatisfied	9			11	12
			Fairly dissatisfied	11			12	12
			Very dissatisfied	13			11	10
	837	The length of time it took to deal with the person you contacted	Very satisfied	20			20	19
			Fairly satisfied	40			40	41
			Neither satisfied nor dissatisfied	12			12	12
			Fairly dissatisfied	17			14	13
			Very dissatisfied	12			13	13
	810	Any information you were given	Very satisfied	17			21	21
			Fairly satisfied	41			39	41
			Neither satisfied nor dissatisfied	15			15	14
			Fairly dissatisfied	15			13	12
			Very dissatisfied	13			12	12
	826	How competent the staff were	Very satisfied	22			24	24
			Fairly satisfied	35			37	41
			Neither satisfied nor dissatisfied	17			16	15
			Fairly dissatisfied	12			10	10
			Very dissatisfied	13			12	10
	838	How helpful the staff were	Very satisfied	25			27	27
			Fairly satisfied	38			37	40
			Neither satisfied nor dissatisfied	15			15	15
			Fairly dissatisfied	11			10	9
			Very dissatisfied	11			11	10
	793	The final outcome	Very satisfied	22			24	23
			Fairly satisfied	34			33	34
			Neither satisfied nor dissatisfied	14			13	13
			Fairly dissatisfied	13			11	11
			Very dissatisfied	17			18	19
LOCAL DECISION MAKING								
Q31	852	Overall, how satisfied or dissatisfied are you with the opportunities for participation in local decision-making provided by your Council?	Very satisfied	6			7	5
			Fairly satisfied	26			25	22
			Neither satisfied nor dissatisfied	41			42	45
			Fairly dissatisfied	15			15	16
			Very dissatisfied	12			11	11

2006/7 BVPI General User Survey for Islington Council

Q32	916	Do you agree or disagree that you can influence decisions affecting your local area?	Definitely agree	6			9	8
			Tend to agree	33			33	29
			Tend to disagree	40			38	40
			Definitely disagree	21			20	23
Q33	1095	Generally speaking, would you like to be more involved in the decisions your Council makes that affect your local area?	Yes	37			37	35
			No	11			10	11
			Depends on the issue	52			52	54
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? My Council...						
	1055	...is making the local area a better place to live	A great deal	11			16	12
			To some extent	63			60	56
			Not very much	21			18	24
			Not at all	5			5	8
	995	...is working to make the area safer	A great deal	10			14	11
			To some extent	51			51	49
			Not very much	31			27	29
			Not at all	8			8	10
	1037	...is working to make the area cleaner and greener	A great deal	18			21	17
			To some extent	53			54	53
			Not very much	22			20	22
			Not at all	7			6	8
	879	...is efficient and well run	A great deal	6			13	8
			To some extent	41			45	44
			Not very much	37			29	33
			Not at all	16			12	15
	868	...provides good value for money	A great deal	4			13	6
			To some extent	29			36	31
			Not very much	41			33	38
			Not at all	25			18	25
	789	...is trustworthy	A great deal	7			13	10
			To some extent	42			46	44
			Not very much	34			27	30
			Not at all	17			14	16
	893	...is remote and impersonal	A great deal	14			13	12
			To some extent	40			41	44
			Not very much	32			31	29
			Not at all	13			16	15
	885	...promotes the interests of local residents	A great deal	7			10	8
			To some extent	51			49	44
			Not very much	31			31	36
			Not at all	11			10	13
	875	...acts on the concerns of local residents	A great deal	6			10	8
			To some extent	48			47	42
			Not very much	33			31	36
			Not at all	12			12	15

2006/7 BVPI General User Survey for Islington Council

	752	...treats all types of people fairly	A great deal	20			23	19
			To some extent	52			49	50
			Not very much	17			15	17
			Not at all	11			12	14
Q35	887	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?	Better	35	32		33	22
			Stayed the same	51	51		54	58
			Worse	15	17		13	21
ABOUT YOURSELF								
Q36	1175	Are you male or female?	Male	47	47	47	47	48
			Female	53	53	53	53	52
Q37	1159	What was your age on your last birthday?	18-24	14	14	11	13	8
			25-34	24	30	28	26	25
			35-44	21	20	20	21	18
			45-54	17	14	14	17	20
			55-64	11	9	10	10	13
			65-69	4	5	5	4	5
			70-74	3	4	5	3	4
			75+	6	5	8	5	7
Q38	1160	How long have you/your household been living in your current accommodation?	Under 1 year	15	18		15	11
			1-2 years	17	14		17	13
			3-5 years	16	16		18	17
			6-10 years	15	16		16	15
			11-20 years	18	18		17	19
			21+ years	18	17		18	26
Q39	1154	How long have you/your household been living in this area?	Under 1 year	10	12		9	6
			1-2 years	13	10		12	8
			3-5 years	13	13		16	13
			6-10 years	15	14		15	13
			11-20 years	18	16		18	17
			21+ years	31	34		30	43
Q40	1147	In which of these ways does your household occupy your current accommodation?	Owned outright	17	13		20	30
			Buying on mortgage	29	20		30	43
			Rent from Council	21	36		18	8
			Rent from Housing Association/ Trust	10	10		10	5
			Rented from private landlord	21	20		20	13
			Other	2	1		2	1
Q41	1141	How many ADULTS AGED 18 OR OVER are living here?	One	24	24		22	17
			Two	44	46		46	51
			Three	14	17		15	15
			Four	9	9		8	10
			Five	2	3		3	3
			More than five	7	2		5	3

2006/7 BVPI General User Survey for Islington Council

Q42	1137	Which of these activities best describes what you are doing at present?	Employee in full-time job (30 hours plus per wk)	48	45	36	46	47
			Employee in part-time job (under 30 hours per week)	6	8	8	7	9
			Self employed full or part-time	11	3	10	11	9
			On a government supported training programme (eg Modern Apprenticeship/ Training for Work)	*	*	1	*	*
			Full-time education at school, college or university	6	9	7	7	3
			Unemployed and available for work	6	5	5	4	3
			Permanently sick/disabled	5	5	8	4	3
			Wholly retired from work	11	13	15	12	16
			Looking after the home	3	10	7	6	6
			Doing something else	3	1	3	4	3
Q43	1138	Do you have any long-standing illness, disability or infirmity? (long-standing means anything that has troubled you over a period of time or that is likely to affect you over a period of time)	Yes	20	19	27	20	20
			No	80	81	73	80	80
Q44	261	Does this illness or disability limit your activities in any way?	Yes	75	78	78	76	74
			No	25	22	22	24	26
Q45	1100	To which of these groups do you consider you belong to?	White	78	76	82	73	75
			British	58	52	68	55	63
			Irish	4	5	5	3	2
			Any other White background	17	19	9	15	9
			Black or Black British	10	12	11	13	7
			Caribbean	4	5	5	5	3
			African	5	6	5	6	3
			Any other Black background	1	1	1	1	1
			Mixed	3	4	2	3	2
			White & Black Caribbean	*	2	*	1	*
			White & Black African	1	1	*	*	*
			White & Asian	1	1	*	1	1
			Any other Mixed background	1	1	1	1	1
			Asian or Asian British	5	5	3	8	14
			Indian	1	1	1	2	8
			Pakistani	1	1	1	1	2
			Bangladeshi	2	2	2	3	1
			Any other Asian background	1	1	1	2	3
		Chinese and Other ethnic groups	4	3	2	4	3	
		Chinese	3	2	1	2	2	
		Other ethnic group	1	2	1	2	1	

Survey Questionnaire



Listening to your Views

SURNAME
ADDRESS1
ADDRESS2
ADDRESS3
ADDRESS4
ADDRESS5
ADDRESS6 POSTCODE

U

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