

ADDRESS1
ADDRESS2
ADDRESS3
ADDRESS4
POSTCODE

XXXXXXXXXX 2009

Dear Islington resident,

I am writing to you to ask for your views.

This questionnaire asks for your opinions about your local area. By your local area, we mean the area within 15-20 minutes walking distance from your home. There are also some questions about the services that are provided by the council and other local public services like the police and health service.

The findings from this research will be used to see how well Islington Council and our partners are doing at delivering the services that matter to you, and to decide what needs doing differently in the future.

Please take this opportunity to have your say. It doesn't matter if you've only just moved into the area or if you don't pay council tax. It's important that we hear everybody's views.

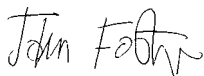
Everyone who returns a completed questionnaire will be entered into a prize draw with a chance **to win a cash prize of £100.**

All the personal information you give us will be stored securely and treated in the strictest confidence.

If you have any questions or concerns about this survey please contact the Ipsos MORI helpline on FREEPHONE 0808 238 5402 or e-mail having.your.say@ipsos-mori.com. Alternatively, you can call Alistair Smith at Islington Council on 020 7527 3480.

I very much hope you will be able to take part and thank you very much for your help in advance. Please return your completed questionnaire in the pre-paid envelope provided with this questionnaire as soon as possible, or by XXXXXXXXXXXX 2009 at the latest. No stamp is required.

Yours sincerely,



John Foster,
Chief Executive, Islington Council

This survey is a chance for you to have your say about aspects of the quality of life in your local area. If you need a copy in large print or have any other requirements please contact the Ipsos MORI helpline on FREEPHONE 0808 238 5402 or email having.your.say@ipsos-mori.com

HELPFUL HINTS FOR COMPLETING THIS 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.
- Some questions include an 'other' option. If you would like to include an answer other than one of those listed within the question, please tick the 'other' box and write in your answer in the space provided.
- Once you have finished please take a minute to check you have answered all the questions that you should have answered.
- This questionnaire consists of 12 pages and should take no longer than 15 minutes to complete. Thank you in advance for your time.
- Once you have completed the questionnaire please return it in the pre-addressed envelope supplied.

You do not need to add a stamp.

<p>English</p> <p>This questionnaire asks for your views about what it is like to live in your local area. If you would like help completing the questionnaire in your own language, and are not able to get a friend or relative to help you, please call the free phone number 0808 238 5402. This number will be answered in English but arrangements will be made to contact you in your own language.</p>	<p>Español</p> <p>En este cuestionario le pedimos su opinión acerca de cómo es vivir en su barrio. Si desea que alguien le ayude en su idioma a contestarlo, y no tiene un amigo o pariente que le ayude, le rogamos llamar al teléfono gratuito 0808 238 5402. En este número le contestarán en inglés, pero ellos se encargarán de que alguien se comunique con usted en su idioma.</p>
<p>اللغة العربية</p> <p>هذا الإستفتاء يَسألُ عن وجهات نظرِكَ حول ما هو حال العيش في منطقتِكَ المحليَّة. إذا كنت تُودُّ المُساعدة لإكمال الإستفتاء في لغتِكَ الخاصَّة، ولم تكن قادرًا على إيجاد صديق أو قريب لمساعدتِكَ، الرجاءُ الإتصال على رقم الهاتف المجاني: 0808 238 5402. في هذا الرقم سيجيبك أحدُ بالإنجليزية لكن سيتم القيام بالترتيبات للاتصال بك في لغتِكَ الخاصَّة.</p>	<p>Shqip</p> <p>Kjo anketë ju kërkon pikëpamjet tuaja mbi si është të jetuarit në zonën tuaj lokale. Nëse doni ndihmë në plotësimin e anketës në gjuhën tuaj, dhe nuk mund të gjeni ndonjë shok apo të afërm t'ju ndihmojë, ju lutem telefononi falas në numrin 0808 238 5402. Në këtë numër do t'ju përgjigjen në Anglisht por do të merren masa për t'ju kontaktuar në gjuhën tuaj.</p>
<p>বাংলা</p> <p>এই প্রশ্নমালায় আপনার স্থানীয় এলাকায় বসবাস করা সম্পর্কে আপনার মতামত জানতে চাওয়া হচ্ছে। আপনি যদি আপনার নিজের ভাষায় প্রশ্নমালা পূরণ করার সাহায্য চান, এবং সাহায্যের জন্য কোন বন্ধু বা আত্মীয়কে না পাওয়া যায়, তাহলে 0808 238 5402 এই ফ্রীফোন বা বিনা খরচের নম্বরে টেলিফোন করুন। এই নম্বর থেকে ইংরেজীতে উত্তর দেওয়া হবে তবে আপনার নিজের ভাষায় আপনার সঙ্গে যোগাযোগ করার ব্যবস্থা করা হবে।</p>	<p>Português</p> <p>Esse questionário te pede suas opiniões sobre como é viver em sua área local. Se você gostaria de ajuda preenchendo o questionário em sua própria língua, e não é capaz de conseguir que um amigo ou parente te ajude, por favor, telefone para o número de telefone gratuito 0808 238 5402. Esse número será atendido em Inglês mas arranjos serão feitos para entrar em contato com você em sua própria língua.</p>
<p>Français</p> <p>Ce questionnaire vous demande vos opinions sur vos expériences en tant que résident du quartier. Si vous souhaitez obtenir de l'aide pour compléter ce questionnaire dans votre langue, et ne pouvez pas obtenir l'aide d'un ami ou d'un membre de la famille, veuillez composer le numéro vert 0808 238 5402. On vous répondra en anglais mais on arrangera de vous contacter dans votre langue.</p>	<p>Soomaali</p> <p>Waraysigani wuxuu kaa dalbanayaa ra'yigaaga ku saabsansida aad u aragto in mandaqaddaada lagu noolaado. Haddii aad u baahantahaycaawimo ah inaad waraysiga ku buuxisoluqaddaada, ooaanad heli karayn qof saaxiibkaa ah ama qaraabadaada ah oo kucaawiya, fadlan soo wac khadka lacag la'aanta ah 0808 238 5402. Lambarkaasi waxalagaga jawaabi doonaa Ingiriisi hase yeeshee waxa la qabanqaabin doonaa in luqaddaada lagugula sooxidhiidho.</p>
<p>Yoruba</p> <p>Iwe iforowanilenuwo yi nbeere ero re nipa bi o ti ri lati ma a gbe ni adugbo re. Bio ba nilo iranlowo lati le lati fesi si iwe iforowanilenuwo naa ni ede abinin re, bi o ko ba si ri ore tabi ebi ti o le ran o lowo, jowo pe nomba foonu ofe yi, 0808 2385402. A o dahun ipe naa ni ede geesi, sugbon awa yoo se eto lati kan si o ni edere.</p>	<p>Türkçe</p> <p>Bu ankette yerel bölgenizde yaşamının nasıl bir şey olduğu yolunda görüşleriniz sorulmaktadır. Eğer anketi Türkçe olarak doldurmak için yardıma ihtiyacınız varsa ve bir akrabanız ya da arkadaşınızdan yardım alamıyorsanız lütfen ücretsiz hat 0808 238 5402'yi arayın. Bu hatta size İngilizce cevap verilir ancak daha sonra sizinle Türkçe bağlantı kurmak için gerekli düzenlemeler yapılır.</p>

Section 1: About your local area

Throughout the questionnaire we ask you to think about 'your local area'. When answering, please consider your local area to be the area within 15-20 minutes walking distance from your home.

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 HAND COLUMN BELOW

Q2 And thinking about your 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 HAND 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. libraries, 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"/>
Q1 - Other	<input type="checkbox"/>	

(PLEASE TICK BOX AND WRITE IN BELOW)

Q2 - Other

(PLEASE TICK BOX AND WRITE IN BELOW)

None of these.
 Don't know



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

Q3 PLEASE TICK ✓ ONE BOX ONLY

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

And how satisfied or dissatisfied are you with your home as a place to live?

Q4 PLEASE TICK ✓ ONE BOX ONLY

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

How strongly do you feel you belong to your immediate neighbourhood?

Q5 PLEASE TICK ✓ ONE BOX ONLY

- | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Very strongly | Fairly strongly | Not very strongly | Not at all strongly | Don't know |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Section 2: Your local public services

Here are some things that people have said about their local public services. To what extent do you think that these statements apply to public services in your local area?

Q6 PLEASE TICK ✓ ONE BOX ONLY FOR EACH STATEMENT

Local public services.....	A great deal	To some extent	Not very much	Not at all	Don't know
...are working to make the area safer.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...are working to make the area cleaner and greener. .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...promote the interests of local residents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...act on the concerns of local residents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...treat all types of people fairly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please indicate how satisfied or dissatisfied you are with each of the following public services in your local area.

Q7 PLEASE TICK ✓ ONE BOX ONLY FOR EACH SERVICE

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know	Haven't used the service
Metropolitan Police	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
London Fire Brigade.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your GP (family doctor)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your local hospital	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your local dentist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>





Q8 Islington Council is also a key provider of public services locally, so we would like your views on some of the services it provides. How satisfied or dissatisfied are you with each of the following services provided or supported by Islington Council?

PLEASE TICK ✓ ONE BOX ONLY FOR EACH SERVICE

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
Keeping public land clear of litter and refuse.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Refuse collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Doorstep recycling	<input type="checkbox"/>	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local transport information.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local bus services	<input type="checkbox"/>	<input type="checkbox"/>	<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"/>	<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"/>
Museums/galleries.	<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"/>
Parks and open spaces.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q9 Please indicate how frequently you have used the following public services provided or supported by Islington Council.

PLEASE TICK ✓ ONE BOX ONLY FOR EACH SERVICE

	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
Local tips/household waste recycling centres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local bus services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<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"/>	<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/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"/>

Q10 To what extent do you agree or disagree that Islington Council provides value for money?

PLEASE TICK ✓ ONE BOX ONLY

Strongly agree	Tend to agree	Neither agree or disagree	Tend to disagree	Strongly disagree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q11 And now taking everything into account, how satisfied or dissatisfied are you with the way Islington Council runs things?

PLEASE TICK ✓ ONE BOX ONLY

Very satisfied	Fairly satisfied	Neither satisfied or dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Section 3: Information

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

Q12 PLEASE TICK ✓ ONE BOX ONLY FOR EACH STATEMENT

	Very well informed	Fairly well informed	Not very well informed	Not well informed at all	Don't know
How and where to register to vote	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How your council tax is spent	<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"/>
What standard of service you should expect from local public services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How well local public services are performing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How to complain about local public services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
What to do in the event of a large-scale emergency e.g. flooding, human pandemic flu	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall, how well informed do you feel about local public services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section 4: Local decision-making

As with previous questions, when answering, please consider your local area to be the area within 15-20 minutes walking distance from your home.

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

Q13 PLEASE TICK ✓ ONE BOX ONLY

Definitely agree	Tend to agree	Tend to disagree	Definitely disagree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

Q14 PLEASE TICK ✓ ONE BOX ONLY

Yes	No	Depends on the issue	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section 5: Helping out

We are interested to know about the unpaid help people give.

Please think about any group(s), club(s) or organisation(s) that you've been involved with during the last 12 months. That's anything you've taken part in, supported, or that you've helped in any way, either on your own or with others. For example, helping at a youth or day centre, helping to run an event, campaigning or doing administrative work.

Please exclude giving money and anything that was a requirement of your job.

Q15 Overall, about how often over the last 12 months have you given unpaid help to any group(s), club(s) or organisation(s)?

Please only include work that is unpaid and not for your family.

PLEASE TICK ✓ ONE BOX ONLY

- At least once a week
- Less than once a week but at least once a month
- Less often
- I give unpaid help as an individual only and not through group(s), club(s) or organisation(s)
- I have not given any unpaid help at all over the last 12 months
- Don't know

Section 6: Getting involved

Please think about any group(s) to which you belong, which makes decisions that affect your local area. Please exclude anything that was a requirement of your job.

Q16 In the past 12 months have you...
PLEASE TICK ✓ ONE BOX ONLY FOR EACH STATEMENT

	Yes	No
Been a local councillor (for the local authority, town or parish)	<input type="checkbox"/>	<input type="checkbox"/>
Been a member of a group making decisions on local health or education services	<input type="checkbox"/>	<input type="checkbox"/>
Been a member of a decision-making group set up to regenerate the local area	<input type="checkbox"/>	<input type="checkbox"/>
Been a member of a decision-making group set up to tackle local crime problems.	<input type="checkbox"/>	<input type="checkbox"/>
Been a member of a tenants' group decision-making committee	<input type="checkbox"/>	<input type="checkbox"/>
Been a member of a group making decisions on local services for young people	<input type="checkbox"/>	<input type="checkbox"/>
Been a member of another group making decisions on services in the local community	<input type="checkbox"/>	<input type="checkbox"/>

Section 7: Respect and consideration

Q17 To what extent do you agree or disagree that in your local area, parents take enough responsibility for the behaviour of their children?

PLEASE TICK ✓ ONE BOX ONLY

Definitely agree	Tend to agree	Neither agree or disagree	Tend to disagree	Definitely disagree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q18 To what extent do you agree or disagree that your 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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q19 In your local area, how much of a problem do you think there is with people not treating each other with respect and consideration?

PLEASE TICK ✓ ONE BOX ONLY

A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Don't know/ no opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q20 In the last year would you say that you have been treated with respect and consideration by your local public services...

PLEASE TICK ✓ ONE BOX ONLY

All of the time	Most of the time	Some of the time	Rarely	Never	Don't know/ no opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q21 In your opinion, are older people in your local area able to get the services and support they need to continue to live at home for as long as they want to? (This could include help or support from public, private or voluntary services; or from family, friends and the wider community).

PLEASE TICK ✓ ONE BOX ONLY

Yes No Don't know

Section 8: Community safety

Q22 How safe or unsafe do you feel when outside in your local area after dark?

PLEASE TICK ✓ ONE BOX ONLY IN THE LEFT HAND COLUMN BELOW

Q23 How safe or unsafe do you feel when outside in your local area during the day?

PLEASE TICK ✓ ONE BOX ONLY IN THE RIGHT HAND COLUMN BELOW

	Q22 After dark	Q23 During the day
Very safe	<input type="checkbox"/>	<input type="checkbox"/>
Fairly safe.	<input type="checkbox"/>	<input type="checkbox"/>
Neither safe nor unsafe.	<input type="checkbox"/>	<input type="checkbox"/>
Fairly unsafe	<input type="checkbox"/>	<input type="checkbox"/>
Very unsafe.	<input type="checkbox"/>	<input type="checkbox"/>
Don't know	<input type="checkbox"/>	<input type="checkbox"/>

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

Q24 PLEASE TICK ✓ ONE BOX ONLY FOR EACH STATEMENT

	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	No opinion
Noisy neighbours or loud parties	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Teenagers hanging around the streets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rubbish or litter lying around	<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"/>
People being drunk or rowdy in public places	<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"/>

It is the responsibility of the police and other local public services to work in partnership to deal with anti-social behaviour and crime in your local area.

Q25 So, how much would you agree or disagree that the police and other local public services seek people's views about these issues in your local area?

PLEASE TICK ✓ ONE BOX ONLY IN THE LEFT HAND COLUMN BELOW

Q26 And how much would you agree or disagree that the police and other local public services are successfully dealing with these issues in your local area?

PLEASE TICK ✓ ONE BOX ONLY IN THE RIGHT HAND COLUMN BELOW

	Q25 Seek people's views	Q26 Are successfully dealing with
Strongly agree	<input type="checkbox"/>	<input type="checkbox"/>
Tend to agree	<input type="checkbox"/>	<input type="checkbox"/>
Neither agree or disagree	<input type="checkbox"/>	<input type="checkbox"/>
Tend to disagree	<input type="checkbox"/>	<input type="checkbox"/>
Strongly disagree	<input type="checkbox"/>	<input type="checkbox"/>
Don't know	<input type="checkbox"/>	<input type="checkbox"/>

Section 9: Other local issues

Islington Council provides opportunities for residents to participate in decision making in your local area such as taking part in consultation exercises and attending public meetings.

Q27 Overall, how satisfied or dissatisfied are you with the opportunities for participation in local decision-making provided by Islington Council?

PLEASE TICK ✓ ONE BOX ONLY

Very satisfied	Fairly satisfied	Neither satisfied or dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q28 Here are some things that other people have said about their Council. To what extent do you think that these statements apply to Islington Council?

PLEASE TICK ✓ ONE BOX ONLY FOR EACH STATEMENT

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"/>
...listens to the concerns of local residents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...keeps me informed about council services and local issues.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section 10: 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.

Q29 Are you male or female?

PLEASE TICK ✓ ONE BOX ONLY

Male Female

Q30 What was your age on your last birthday?

PLEASE WRITE IN BOX OPPOSITE

Years

Q31 How is your health in general? Would you say it is.....

PLEASE TICK ✓ ONE BOX ONLY

Very good Good Fair Bad Very bad

Q32 In which of these ways does your household occupy your current accommodation?

PLEASE TICK ✓ ONE BOX ONLY

- | | |
|---|--|
| <input type="checkbox"/> Owned outright | <input type="checkbox"/> Rent from Housing Association/Trust |
| <input type="checkbox"/> Buying on mortgage | <input type="checkbox"/> Rent from private landlord |
| <input type="checkbox"/> Rent from council | <input type="checkbox"/> Other (PLEASE TICK ✓ AND WRITE IN BELOW) |

Q33 How many children aged 17 or under are living here?

PLEASE TICK ✓ ONE BOX ONLY

- | | |
|-------------------------------|---|
| <input type="checkbox"/> None | <input type="checkbox"/> Three |
| <input type="checkbox"/> One | <input type="checkbox"/> Four |
| <input type="checkbox"/> Two | <input type="checkbox"/> More than four (PLEASE TICK ✓ AND WRITE IN BELOW) |



Q39 To which of these groups do you consider you belong?
PLEASE TICK ✓ ONE BOX ONLY

White

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

Black or Black British

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

Mixed

- White & Black Caribbean
 - White & Black African
 - White & Asian
 - Any other Mixed background
- (PLEASE TICK ✓ AND WRITE IN BELOW)

Asian or Asian British

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

Chinese and Other ethnic groups

- Chinese

- Other ethnic group
- (PLEASE TICK ✓ AND WRITE IN BELOW)

Q40 Do you consider yourself to be.....?
PLEASE TICK ✓ ONE BOX ONLY

- Heterosexual or straight
- Bisexual
- Prefer not to say
- Gay or lesbian
- Other

Q41 Is there anything else you would like to add?
PLEASE WRITE IN BELOW

As a thank you, everyone who returns their completed questionnaire in time will be entered into a prize draw to win a cash prize of £100. The lucky winner will be selected at random from all returned questionnaires and notified in writing by Ipsos-MORI.

Thank you very much for taking part in this survey.
Please return your questionnaire in the enclosed FREEPOST envelope by
no later than XXXXXXXXXXXXXXXX 2009.

