

# Assessing Islington's performance

Results of the Interim Place Survey 2009/10  
for Islington Council and partners

January 2010





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# Summary of key findings

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## Overview

These 'interim place survey' results are broadly positive for the authority. The majority of ratings for place, local public services and the Council itself have held steady over the past twelve months, and there have been some clear signs of progress around Council-specific services – in particular key 'clean & green' aspects of residents' local area and in transport.

This means that on most key measures, Islington holds its own against the London average (from 2008/09), although it still underperforms on overall authority satisfaction in perceptions of value for money when compared to inner London overall.

## The local area: satisfaction & priorities

A large proportion of residents continue to express satisfaction with their local area and their home as a place to live, with ratings in line with those from the 2008/09 Place Survey.

The level of crime and clean streets are still considered to be the most important factors in making somewhere a good place to live, and seen as most in need of improvement. The proportion of residents who express these views remain largely the same as twelve months ago.

Positively, a lower proportion of residents believe that affordable decent housing and activities for teenagers need improving this year. Conversely, there has been an increase in the proportion of residents who would like to see improvement in traffic congestion.

## Community safety

NI 17 (the overall perception of anti-social behaviour in the local area) receives a similar score to last year, (28% compared to 29% in 2008/09).

The majority of residents feel safe when outside in their local area during the day (87%), although fewer than half (48%) feel safe after dark. In terms of the most prominent ASB aspects residents continue to be most concerned about teenagers hanging around on the streets (54%).

Around two in five residents (38%) believe that people using or dealing drugs is a big problem in their local area, while a similar proportion (42%) believe people being drunk or rowdy in public places is also a problem. There has been no significant change in these National Indicators over the last year for these measures, although slightly more residents say that drug dealing (and vandalism) are 'not a problem at all'.

NI 27 and NI 21 look at how well crime and anti-social behaviour are being dealt with and how well the public is being engaged about these matters. A quarter of residents (26%) believe that residents' views are sought about anti-social behaviour and crime in their local area (NI 27), and a similar proportion (25%) also believe that these issues are successfully being dealt with (NI 21). These findings are similar to results from the 2008/09 survey.

## Community cohesion

Eight in ten (80%) residents believe that people from different backgrounds get on well together in their local area. This same score was achieved in the previous year's survey. Equally sense of belonging - the NI 2 score - has remained unchanged since 2008/09, with 50% saying they feel they belong to their immediate neighbourhood. Islington remains on a par with last year's London average on both measures.

Over two in five residents (43%) believe there is a problem with people not treating each other with respect and consideration in their local area. The majority continue to think that parental standards are falling short, with less than a quarter of residents (23%) believing that parents take enough responsibility for the behaviour of their children. Again, both scores are similar to findings to last year's survey.

## Civic engagement

The NI 3 score for civic participation measures the percentage of residents who have taken part in at least one listed group activity in the last 12 months. Results show that a fifth (19%) of Islington residents have done so in 2009/10, which mirrors results from the previous year's survey.

Results for regular volunteering, which is deemed to be any unpaid help given at least once a month, show that a fifth (21%) of Islington residents do volunteer regularly. Once again, this result is similar to findings from the 2008/09 survey.

Around a third of residents (35%) believe they are able to influence decisions affecting their local area. This is also in line with findings from the previous year's survey.

## The council and council services

Half of residents (51%) are satisfied with the way Islington Council runs things and a third (34%) agree that Islington Council provides value for money. Feelings on value for money are consistent with last year, while satisfaction with the council is slightly higher than 2008, though not statistically significant.

Over the last year, ratings for a number of services Islington Council provides have shown a marked improvement – particularly in relation to local transport and leisure facilities, which sit well ahead of the London averages.

The proportion very satisfied with libraries has also risen by six points (and total satisfaction by eight points) over the last year, ratings for the service now being on a par with London overall. Museums/galleries and theatres/concert halls have seen no statistically significant changes in satisfaction since last year, with the former below the London average, and the latter above. However, longer term trends suggest gradual progress being made on both. Although scores for parks and open spaces remain lower than the London average, the proportion *very* satisfied with this service has seen an increase of six points.

Satisfaction with environmental services is in line with last year. Although ratings remain lower than average for both refuse collection and for the authority keeping land clear of litter and refuse, there are encouraging signs: an increase of four points and three points for those saying they are *very* satisfied with keeping land clear and refuse collection respectively.

Two in ten (19%) Islington residents believe that older residents are able to get the services and support they need to continue to live at home for as long as they want to. This proportion is also similar to results from the 2008/09 survey.

### **Information provision**

Two in five residents (41%) say they feel informed about local services, in line with results from last year's Place Survey.

The proportion of residents who now say they are aware of what to do in a large-scale emergency has increased substantially over the last year (11% in 2008/09 to 24% in 2009/10), which may well reflect the media coverage around swine flu over the summer of 2009.

### **Local public services**

Views on local public services' efforts to make the area safer, cleaner and greener, promote the interests and act on the concerns of local residents are similar to what they were in 2008/09. Encouragingly, there has been an increase in the proportion of residents who feel that local public services treat all types of people fairly (from 69% in 2008/09 to 74% in 2009/10).

Residents are most satisfied with their GP (67%), and least with dentists (39%) – although much of this can be put down to lower use of this service. These findings are consistent with those from the previous year.

# Key trends

## Progress against national indicators

The following table looks at all national indicators collected through the Place Survey – (linking where appropriate two previous waves of the BVPI General User Satisfaction Survey).

The most significant change is for NI 37 (awareness of civil protection arrangements), which has seen a substantial increase in the last year from 11% to 24%. Furthermore; both NI 27 (how well the Council and police seek views about tackling crime and ASB) and NI 139 (how far older people receive support for independent living) have increased by four percentage points.

Conversely, NI 119 (feelings of health and well-being) has decreased by four percentage points this year.

National indicator	Definition	BVPI 2003/04 (%)	BVPI 2006/07 (%)	Place 2008/09 (%)	Place 2009/10 (%)
NI1	% of people who believe people from different backgrounds get on well together in their local area		83	79	80
NI2	% of people who feel they belong to their neighbourhood			50	50
NI3	Civic participation in local area			20	19
NI4	% of people who feel they can influence decisions in their locality		39	34	35
NI5	Overall/ general satisfaction with the local area		72	77	78
NI6	Participation in regular volunteering			23	21
NI17	Perceptions of anti-social behaviour			29	28
NI21	Dealing with local concerns about anti-social behaviour/crime issues by local council/police			26	25
NI22	Perceptions of parents taking responsibility for behaviour of their children in area			25	23
NI23	Perceptions that people in the area do not treat one another with respect and consideration		56	42	43
NI27	Understanding of local concerns about anti-social behaviour/crime issues by local council/police			22	26

National indicator	Definition	BVPI 2003/04 (%)	BVPI 2006/07 (%)	Place 2008/09 (%)	Place 2009/10 (%)
NI37	Awareness of civil protection arrangements in local area			11	24
NI41	Perceptions of drunk or rowdy behaviour as a problem	38	43	43	42
NI42	Perceptions of drug use or drug dealing as a problem	56	47	39	38
NI119	Self-reported measure of people's overall health/wellbeing			83	79
NI138	Satisfaction with people over 65 with both home/ neighbourhood			83	77
NI139	Extent to which older people receive support needed to live independently			16	20
NI140	Fair treatment by local services			67	69
Source: Ipsos MORI					

### Non national indicator trends

The following table illustrates your performance over time in some key service areas – and (where applicable) against the old BVPIs that local government was monitored against under the previous performance assessment framework.

In terms of overall satisfaction, there have been significant improvements in ratings for public transport information (6 point increase), sports/leisure facilities (7 point increase) and libraries (8 point increase).

BVPI	Definition	BVPI 2003/04 (%)	BVPI 2006/07 (%)	Place 2008/09 (%)	Place 2009/10 (%)
BV3	Overall satisfaction with council	46	49	49	51
BV89	Satisfaction with cleanliness	55	57	54	57
BV90A	Waste collection	74	69	70	71
BV90B	Waste recycling (local facilities)	47	71	71	70
BV90C	Waste disposal (local tips)	62	79 <sup>1</sup>	62	62
BV103	Satisfaction with public transport information	57	66	60	66
BV104	Satisfaction with local bus services	67	74	77	80
BV119A	Sports/leisure facilities	60	52	51	58
BV119B	Libraries	66	58	59	67
BV119C	Museums/galleries	40	28	31	33
BV119D	Theatres/concert halls		41	46	47
BV119E	Parks and open spaces	72	61	60	63
Source: Ipsos MORI					

*Please note: some of the question wording differs between the Place Survey 2008/09 and previous waves of the BVPI survey/ BVPI definitions.*

<sup>1</sup> Figure for local tips in 06/07 is based on those using this within the last 12 months.

In general residents' opinions of Islington Council are similar to last year. While the only statistically significant movement is for the authority making the local area a better place to live (up six percentage points), this is clearly an important perceptual measure, and so such a substantial rise - in conjunction with a three point increase in those thinking the Council is efficient and well run - is very welcoming.

Question	Definition	Place 2008/09 (%)	Place 2009/10 (%)
Q28A	Local council making the local area a better place to live	75	81
Q28B	Local council working to make the area safer	67	69
Q28C	Local council working to make the area cleaner and greener	76	77
Q28D	Local council is efficient and well run	55	58
Q28E	Local council provides good value for money	47	48
Q28F	Local council is trustworthy	59	60
Q28G	Local council listens to the concerns of local residents	53	55
		Source: Ipsos MORI	

The final table in this section illustrates the trends for other important perception measures in the survey since last year. The proportion of residents who believe the Council treat all types of people fairly has increased in the last year (69% to 74%), while there is a fall among those who feel they can participate in local decision-making (31% to 26%).

Question	Definition	Place 2008/09 (%)	Place 2009/10 (%)
Q4	Satisfaction with home	82	81
Q6A	Public services working to make the area safer	64	65
Q6B	Public services working to make the area cleaner and greener	71	73
Q6C	Public services promote the interests of local residents	43	46
Q6D	Public services act on the concerns of local residents	47	45
Q6E	Public services treat all types of people fairly	69	74
Q7A	Satisfaction - local police force	44	45
Q7B	Satisfaction - local fire & rescue service	43	44
Q7C	Satisfaction – GP	67	67
Q7D	Satisfaction – local hospital	54	56
Q7E	Satisfaction – local dentist	37	39
Q10	Council provides value for money	35	34

Question	Definition	Place 2008/09 (%)	Place 2009/10 (%)
Q14	Perceived ability to influence decisions	35	33
Q22	Feelings of safety after dark	46	48
Q23	Feelings of safety during the day	87	87
Q27	Participation in local decision-making	31	26
		Source: Ipsos MORI	

# Introduction

This report sets out findings from the 2009/10 Interim Place Survey conducted for the Islington Council and its partners by the independent research agency Ipsos MORI.

The survey was conducted via a postal self-completion approach, to be comparable to the methodology prescribed by the Audit Commission and the Department of Communities and Local Government for the Place Survey. Fieldwork was carried out between 23 September and 18 December 2009. A total of 1,283 responses were achieved and data are weighted to ensure results are reflective of the wider population in Islington, and to account for non-response bias.

This report sets out a summary of the key findings from the Interim Place Survey, along with more detailed analysis which looks at how satisfaction and perceptions with quality of life in the local area have changed since the 2008/09 survey, and how they differ between different demographic groups in Islington. It also draws on comparator data from the last year's Place Survey, to understand how well the Borough is performing relative to other local areas – although these comparisons should be treated as indicative only given they are derived from the previous Place Survey, and that perceptions may therefore have shifted up or down in the meantime.

In addition, the report provides technical details relating to the conduct of the survey, a consideration of response rates and the respondent (sample) profile. This 'interim Place Survey' follows on from last year's Place Survey in trying to measure outcomes for local people and place. capturing local people's views, experiences and perceptions, about the local area.

These results can also be used to measure the annual progress of 18 'citizen perspective' indicators, drawn from the National Indicator Set, which measure how well the government's priorities from the Comprehensive Spending Review 2007, are being delivered.

This survey also tracks a number of additional questions which were asked by Islington Council in the 2008/09 questionnaire:

- Satisfaction with the opportunities provided for participation in local decision-making.
- A battery of image statements relating to the council, including perceptions of value for money and efficiency.

## Interpreting the data

It should be remembered that a sample of residents, and not all Islington residents participated in the survey. Therefore, all results are subject to sampling tolerances, which means that not all differences are statistically significant. Crudely speaking, overall results are accurate to +/- 3 to 4 percentage points at the 95% confidence level, but this assumes a perfect random sample has been achieved (in practice, margins of error may be slightly larger). Further information on this, and a full guide to statistical reliability, is provided in Appendix 2.

In accordance with the Communities and Local Government (CLG) Place Survey guidance, the base for each question is “valid responses” or all those providing an answer. Those stating “don’t know” or who do not complete the question are excluded from some – but not all – of the calculations. The base size does, therefore, vary from question to question, depending on the extent of non-response, and whether there was a requirement to remove don’t know responses. Where don’t knows are included in the base size, this is illustrated on the charts.

Where percentages do not sum to 100, this may be due to computer rounding, the exclusion of “don’t know” categories, or multiple answers. Throughout the report, an asterisk (\*) denotes any value less than half a per cent, but greater than zero.

Where net figures are discussed this is expressed in plus (+) or minus (-) and this either refers to the difference between opinions in the 2009/10 Interim Place Survey and previous Place or BVPI surveys, or the two most favourable ratings minus the two least favourable ratings.

Throughout the questionnaire, local residents were asked to think about their local area when responding to questions. The local area is defined as the area within 15 to 20 minutes walking distance from the respondents’ home.

In order for Islington Council and partners to understand how levels of satisfaction and perceptions about quality of life have changed in Islington over time, data from the previous Place Survey as well as two previous waves of the BVPI General Survey have been included for comparative purposes (only where it is valid to compare). A similar methodology was followed for this Interim Place Survey as for the BVPI General User Satisfaction Survey, making comparisons between them relatively robust<sup>2</sup>.

## Publication of data

As Islington Council has engaged Ipsos MORI to undertake an objective programme of research, it is important to protect the organisation's interests by ensuring that it is accurately reflected in any press release or publication of the findings. As part of our standard terms and conditions, the publication of the findings of this report is therefore subject to the advance approval of Ipsos MORI. Such approval will only be refused on the grounds of inaccuracy or misrepresentation.

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January 2010

Checked & Approved:

MAIN REPORT:

Andy Byrom  
Okey Onyekwe

# Methodology for data collection

The methodology for the Place Survey was prescribed by CLG, and this was replicated for the interim survey. In summary, the methodology was as follows:

- A postal self-completion methodology.
- The sampling frame used was the small-user Postcode Address File (PAF).
- Ipsos MORI selected a random sample of 5,000 addresses.
- The same questionnaire as last year was used (with a couple of exceptions for the non-statutory additional questions at the end of the questionnaire). Statutory questions include some key ones previously asked on the BVPI General User Survey (to allow for performance tracking against previous waves of the BVPI surveys), questions to enable measurement of the 18 citizen perspective National indicators, plus a series of demographic questions.
- The 'additional' questions asked at the end of the questionnaire, included a question on opportunities for participation in local-decision making, a question on the effectiveness of the council, a question on sexuality and a question on religion..
- All questionnaires were distributed – and returned - through the UK Royal Mail postal system.
- Fieldwork for the survey took place between 23 September and 18 December 2009.

In order to promote a good response rate, a number of steps were taken:

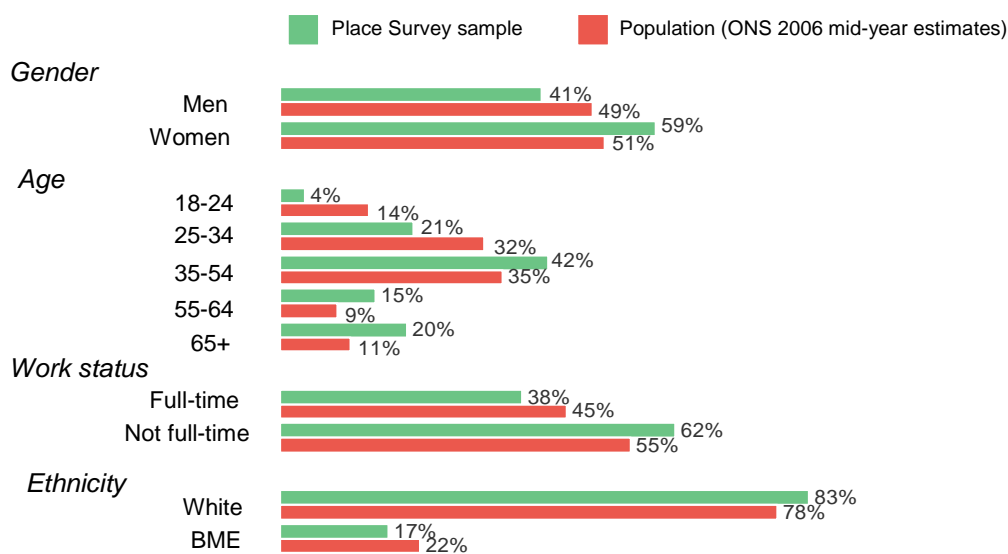
- The questionnaire was branded with the logos of Islington Council and Ipsos MORI, and contained a covering letter from John Foster, Chief Executive, Islington Council.
- Details of an Ipsos MORI helpdesk were provided.
- Participants were able to request a translated version of the questionnaire in an alternative language, or were given the opportunity to undertake the survey over the telephone with an Ipsos MORI translator.

- The covering letter also included information about a prize draw for a cash prize of £100.
- In line with the guidance, two reminder mailings of the questionnaire were sent out to those residents who had yet to respond to the survey.

Comparing results of the Interim Place Survey sample (unweighted) to updated ONS mid-year estimates indicates that women, older residents, those not in full-time work and White residents are more likely to respond to the survey, as the following chart illustrates<sup>3</sup>. The use of the Audit Commission Place Survey weighting procedure has adjusted for this non-response bias, so the overall sample profile is representative of the population of the local area.

## Methodology: Sample Profile

### Sample Profile for Islington: Key demographics



Ipsos MORI Base: All valid responses. Source: Age, gender and ethnicity from 2006 Mid Year estimates. Work status from 2001 Census.



<sup>3</sup> Gender and age figures based on ONS 2006 Mid-Year Population Projections. More precisely, they are obtained by interpolating mid-way between the mid-2008 and mid-2009 Projections in order to derive estimates for the end of 2008. Ethnicity based on ONS 2006 Mid-Year Population Projections.

# 1. About the local area

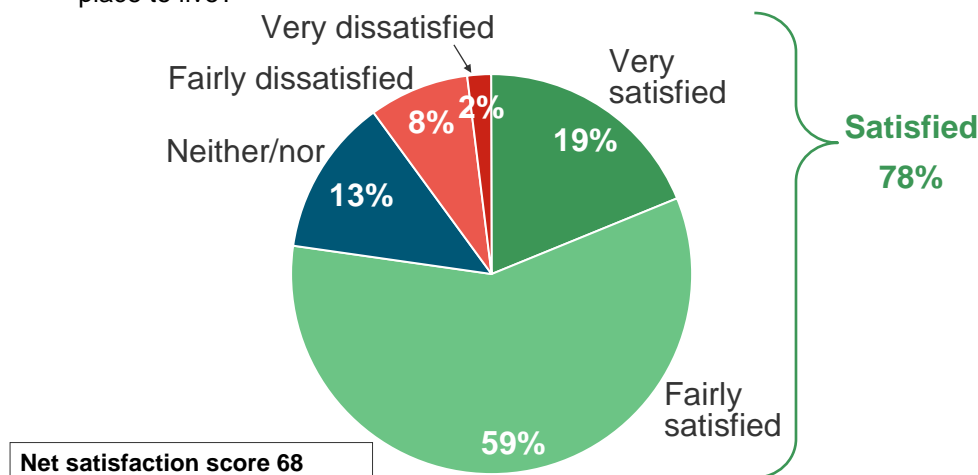
## General satisfaction with local area

Residents were asked about their satisfaction with the local area – i.e. the area within a 15 to 20 minutes walk from their home.

Around eight in ten Islington residents (78%) are satisfied with their local area as a place to live - 19% say they are very satisfied. In comparison, one in ten residents (9%) are dissatisfied with their area as a place to live, with just 2% stating that they are very dissatisfied. The net satisfaction score is therefore +68 percentage points.

### General satisfaction with local area (NI 5)

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



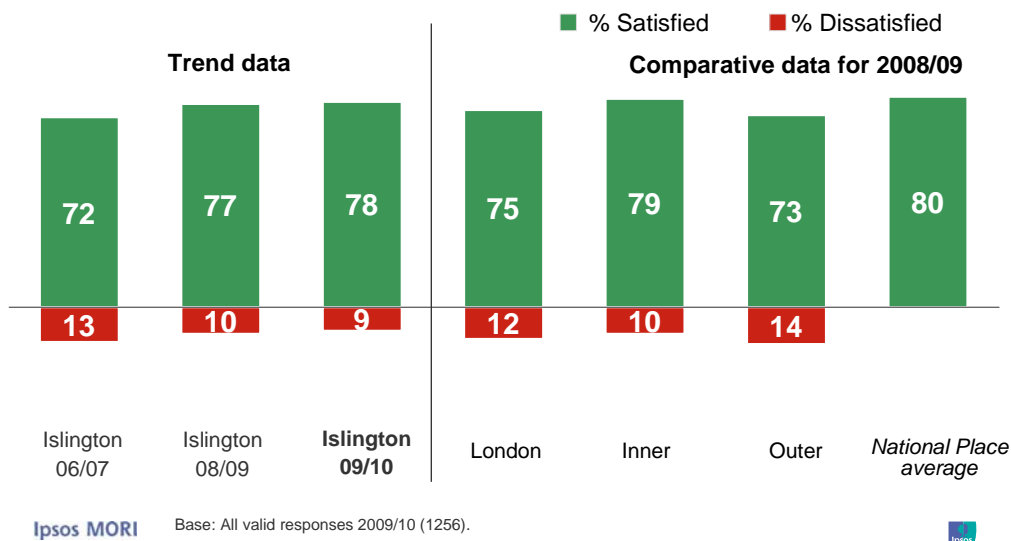
Ipsos MORI Base: All valid responses (1256)



Residents' satisfaction with their area as a place to live has remained consistent over the last year (77% in 08/09 compared with 78% in 09/10). Levels of dissatisfaction have also remained at a similar level (10% in 08/09 compared with 9% in 09/10).

## Satisfaction with local area (NI 5): Contextual data

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



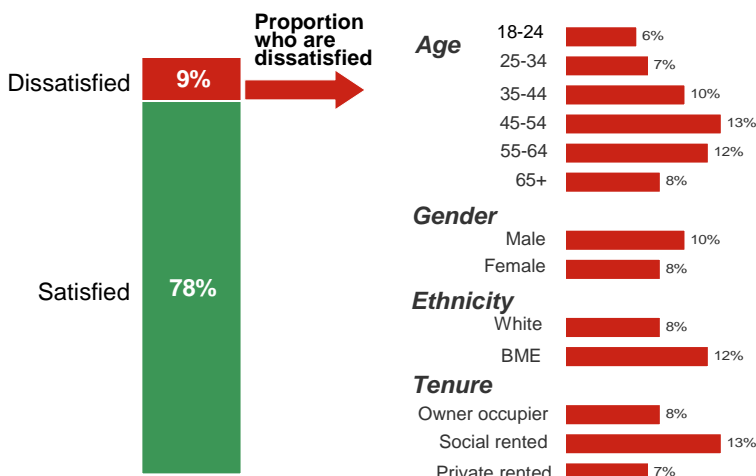
Similar to last year, residents aged between 45 and 54 are more likely than average to be dissatisfied with their local area as a place to live, as are social renters.

Residents' overall satisfaction with their area as a place to live is influenced by the same factors as last year. Residents who have a strong sense of belonging to their neighbourhood (86%), who feel that people from different backgrounds get on well (84%), who are able to influence decisions which affect their local area (85%), who feel safe outside during the day (83%) or after dark (90%), or who feel ASB and crime are successfully being dealt with (88%) are all significantly more likely to be satisfied with their area.

Perceptions of the council providing good value for money (92%), feeling well informed about local public services (86%), that public services act on concerns of residents (86%), or treat people fairly (86%) and with respect (85%), also mean that residents are more likely to be satisfied with their local area.

## Dissatisfaction with local area: Subgroup analysis

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



Ipsos MORI All dissatisfied (119)



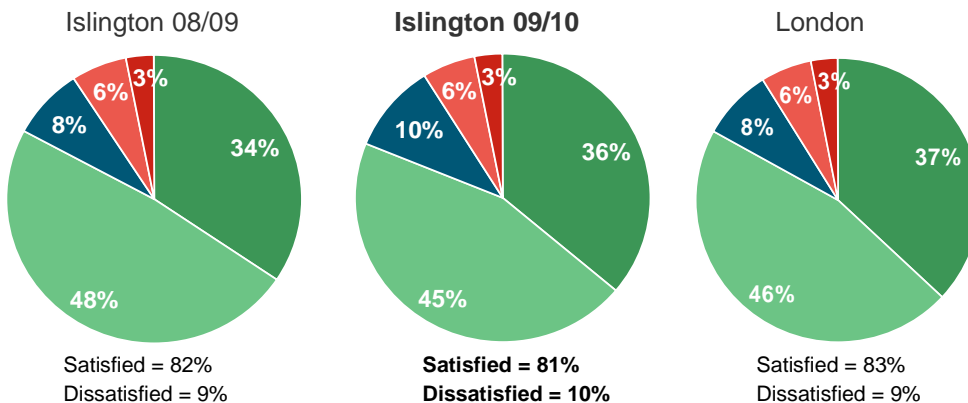
## Satisfaction with home

Eight in ten residents (81%) are satisfied with their home as a place to live; 36% say they are *very satisfied*. Conversely, around one in ten residents (10%) are dissatisfied with their home. These findings mirror last years Islington results and are in line with last year's London average also.

## Satisfaction with home as place to live

Q How satisfied or dissatisfied are you with your home as a place to live?

■ % Very satisfied      ■ % Fairly satisfied      ■ % Neither / nor  
■ % Fairly dissatisfied      ■ % Very dissatisfied



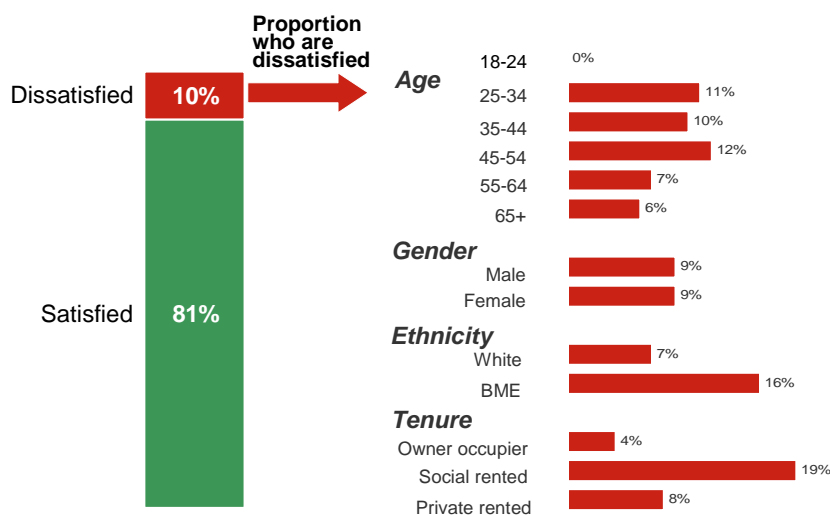
Ipsos MORI Base: All valid responses in Islington 2009/10 (1252)



BME residents (16%) and social renters (19%) are more likely than average to be dissatisfied with their home as a place to live. BME residents are also more dissatisfied with their homes than white residents are (16% vs. 7%), while social renters are more dissatisfied than home owners and private renters (19% vs. 4% and 8% respectively).

## Dissatisfaction with home: Subgroup analysis

Q How satisfied or dissatisfied are you with your home as a place to live?



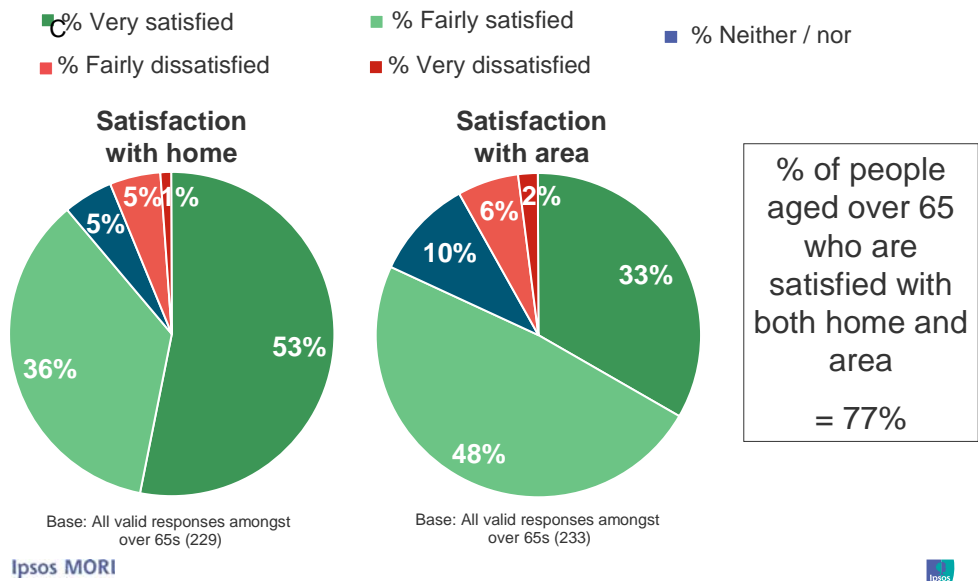
Ipsos MORI All dissatisfied (120)



An important priority for government is to understand how older people (aged over 65) live, and the quality of their environment. NI 138 provides an overall assessment of this, by combining the satisfaction scores of residents aged over 65 with their local area and with their home. The chart overleaf sets out how the over 65s in Islington view these issues, and provides an overall NI score of 77%.

The majority of residents over 65 years old are satisfied with the home they live in (89%) while a slightly smaller proportion say they are satisfied with the area they live in (82%); in each of these instances the level of satisfaction amongst 65 year olds is slightly lower than last year. A little under eight in ten residents over 65 years old (77%) are satisfied with both their home and their area.

## Satisfaction of people over 65 with both home and neighbourhood (NI 138)

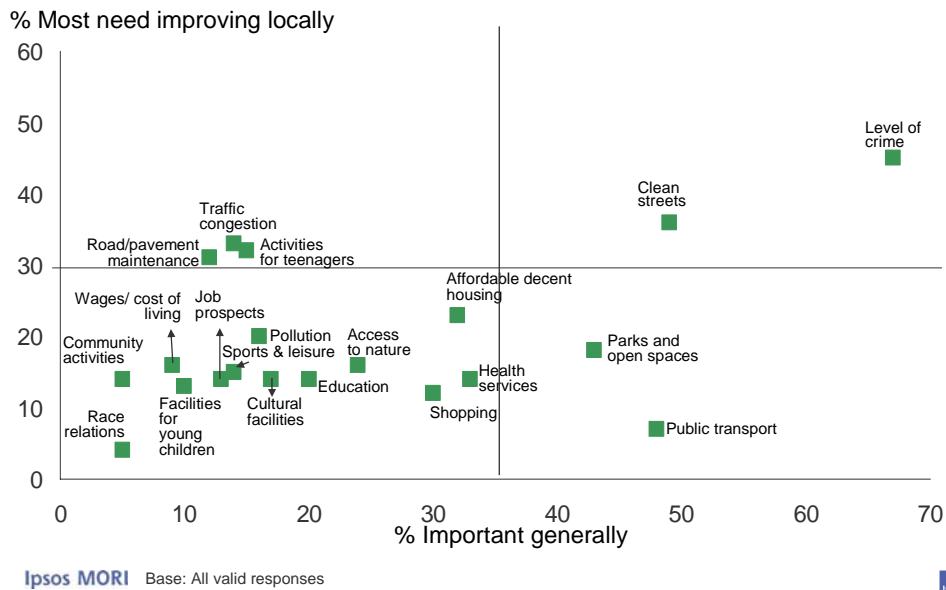


### Priorities for the local area

By looking at the chart overleaf, we can compare what residents see as important to making somewhere a good place to live, and what they think needs improving most in their local area.

Residents continue to view levels of crime and clean streets as being top priorities for improvement in their local area. Owner-occupiers are more likely than average to feel that crime is a priority, as do residents who do not feel safe outside at any time and who do not believe local services are dealing with ASB and crime successfully.

## Developing priorities for improving quality of life

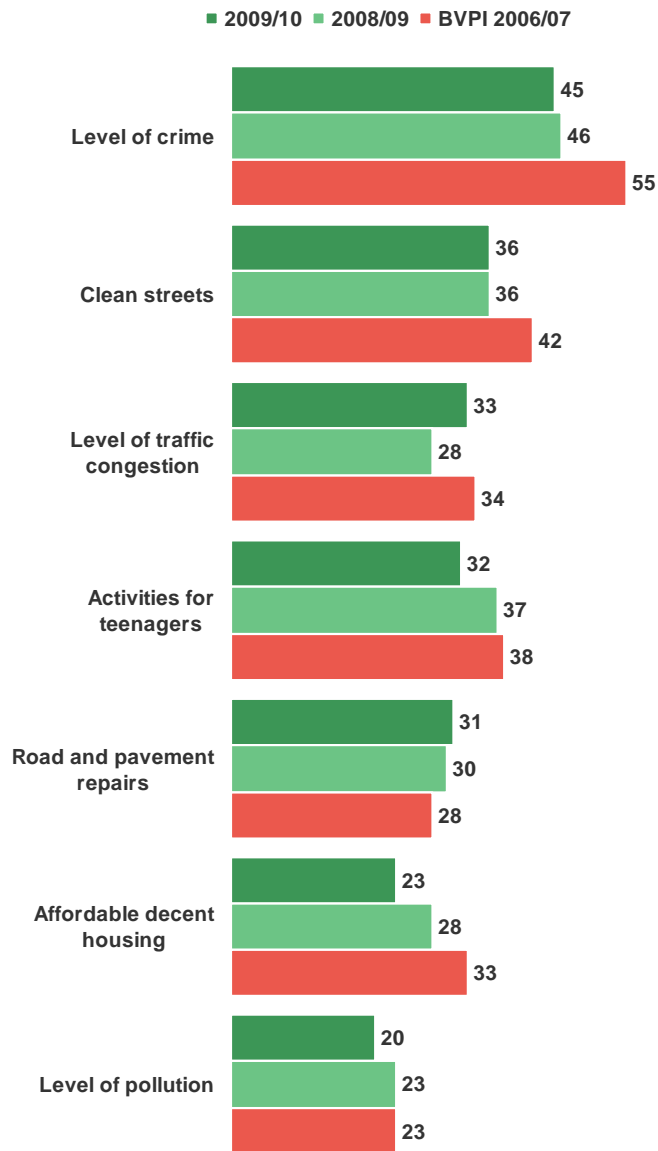


The next chart shows how priorities for improvement have changed since 2003/04.

The proportion of residents citing affordable housing as needing improvement has continued to fall. Particularly encouraging is the fall in those calling for improvements in activities for teenagers (down from 37% to 32%), and to a lesser extent – the level of pollution. On the other hand, traffic congestion appears to be more of an issue. The proportion citing level of crime, clean streets and road/pavement repairs are roughly in line with last year.

## Priorities for improvement and changes over time

Q Thinking about this local area, which of the things below, if any, do you think most need improving?



Ipsos MORI

Base: All valid responses 2009/10 (1042)



## 2. Community safety

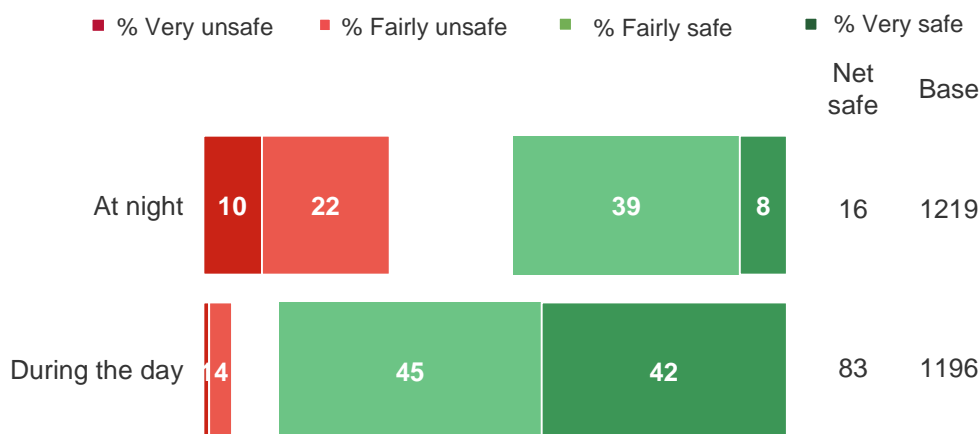
### Safety in the local area

Just under a half of residents (48%) feel safe when outside in their local area at night, while a third (32%), on the other hand, feel unsafe. In comparison, the majority of residents (87%) feel safe when outside in their local area during the day; 42% say they feel *very safe*. Only a very small proportion of residents (5%) feel unsafe in their local area during the day. These results are in line with findings from the 2008/09 Place Survey.

Residents' belief in their local services' ability to deal with ASB and crime successfully, significantly influences how safe they feel when outside their local area at any time; residents who agree that local services are dealing with these issues successfully, are more likely to feel safe at night (63%) and also during the day (91%).

### Safety in the local area

Q How safe or unsafe do you feel when outside in your local area...



Ipsos MORI Base: All valid responses



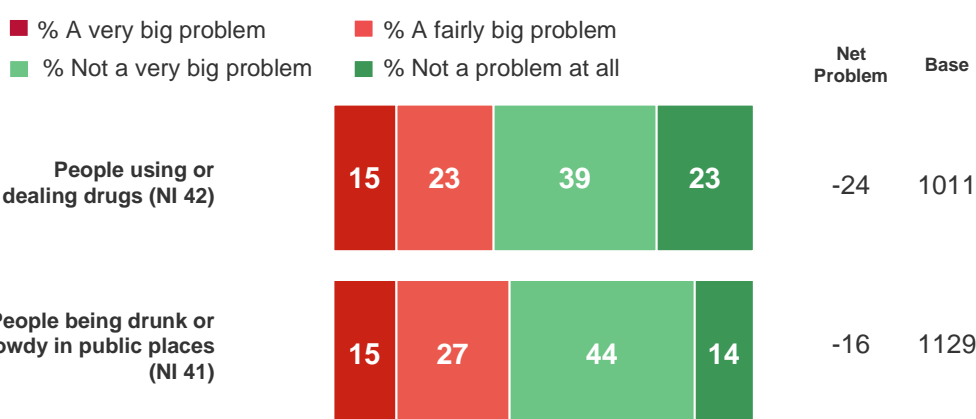
Women are more likely to feel unsafe at night, compared to men (38% vs. 24%), while BME residents are more likely to feel unsafe than white residents (40% vs. 29%), social renters are more likely to feel unsafe than homeowners and private renters (41% vs. 28% and 31%).

## Perceptions about anti-social behaviour

Looking first at the National Indicators – NI 41 and NI 42, a little over two in five residents (42%) believe that people being drunk or rowdy in public places is a big problem in their local area, while the proportion saying that people using or dealing drugs is a big problem is just below this, at 38%. Both of these scores have remained stable over the last year.

### Perceptions of anti-social behaviour: NI 17, 41 and 42

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



**Overall percentage with high level of perceived anti-social behaviour (NI 17) = 28**

Ipsos MORI Base: All valid responses

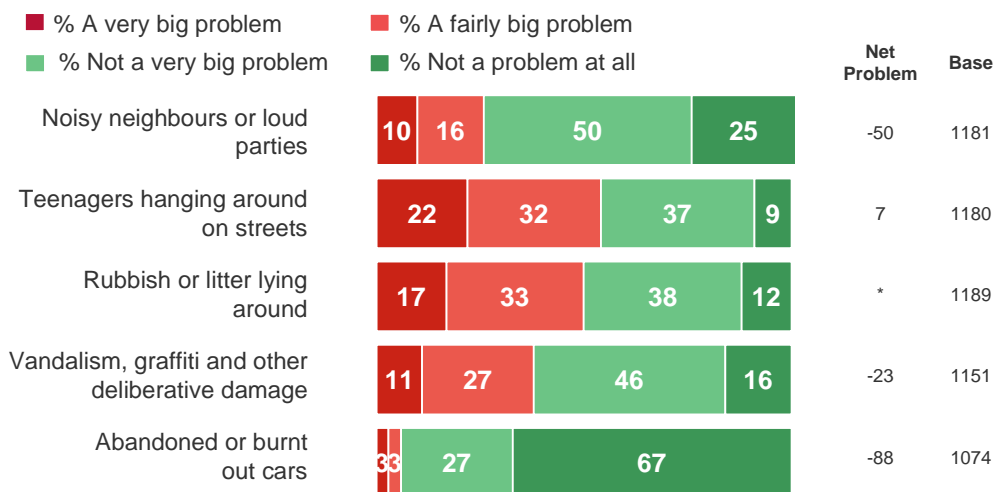


NI 17 is the NI score for the overall perception of anti-social behaviour in the local area, and this receives a score of 28% in 2009/10, which is comparable to the previous year's score (29%). The combined measure of ASB is calculated by allocating scores to the responses to the question about the seven anti-social behaviours, whereby: 0 = Not a problem at all, 1 = Not a very big problem, 2 = Fairly big problem, 3 = Very big problem. A total score for each respondent is calculated based on the responses to the seven questions. The maximum possible score is 21. High perception of ASB is a score of 11 or above.

As was the case last year, residents are most concerned about teenagers hanging around the streets; more than half (54%) believe that this is a very or fairly big problem.

## Perceptions of anti-social behaviour

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



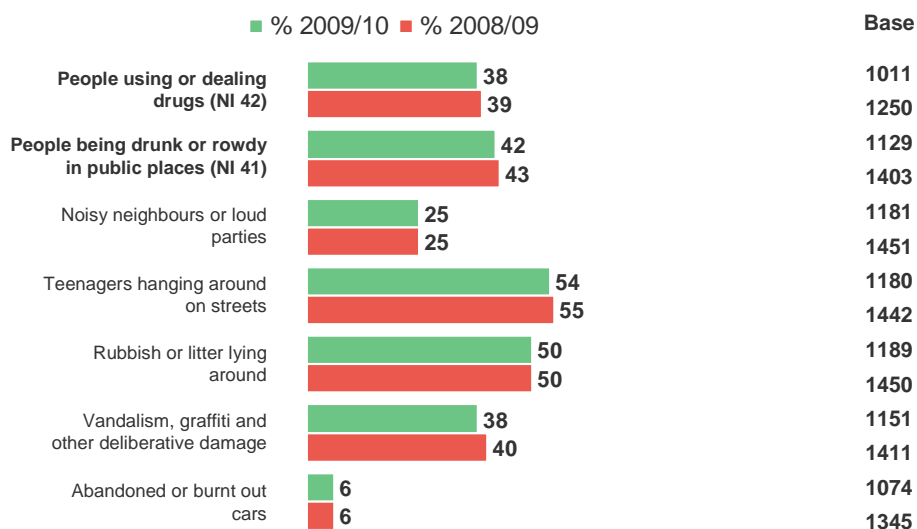
Ipsos MORI Base: All valid responses



Perceptions of anti-social behaviour have not seen any noticeable shifts over the last year, in terms of how far each aspect is seen as a very or fairly big problem. However, it is a positive sign that more residents than last year say that drugs or vandalism are 'not a problem at all' (23% vs. 18% and 16% vs. 12% respectively).

## Perceptions of anti-social behaviour: Comparative data

% who think the following are a very/ fairly big problem



Ipsos MORI Base: All valid responses.

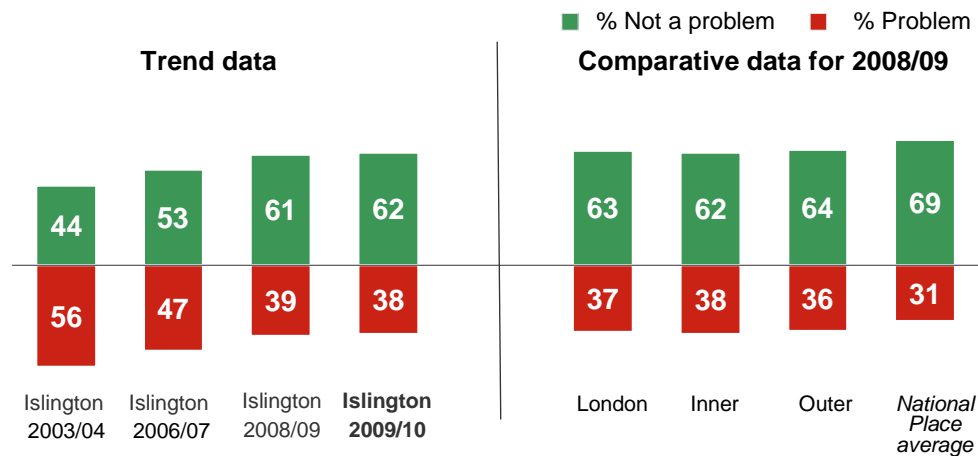


When comparing NI scores for drugs and drunkenness being problems, we see the former very much in line with London, although drunkenness remains more likely than average to be cited.

## People using or dealing drugs (NI 42): Contextual data

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

### People using or dealing drugs



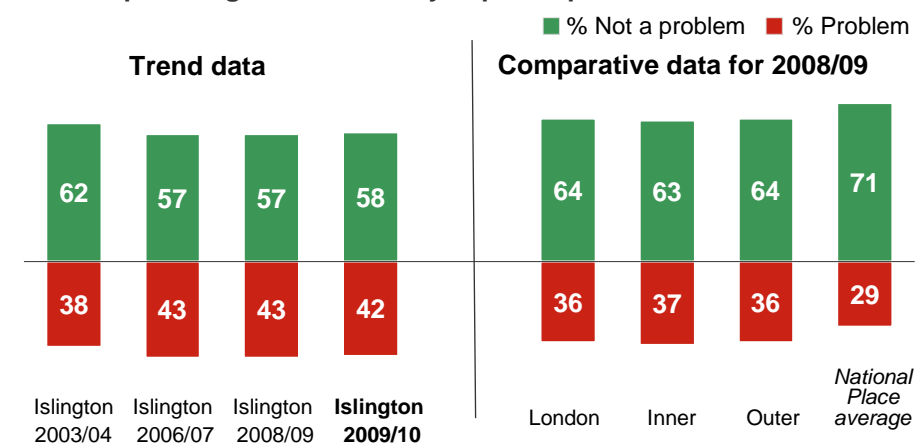
Ipsos MORI Base: All valid responses 2009/10 (1011).



## People being drunk or rowdy in public places (NI 41): Contextual data

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

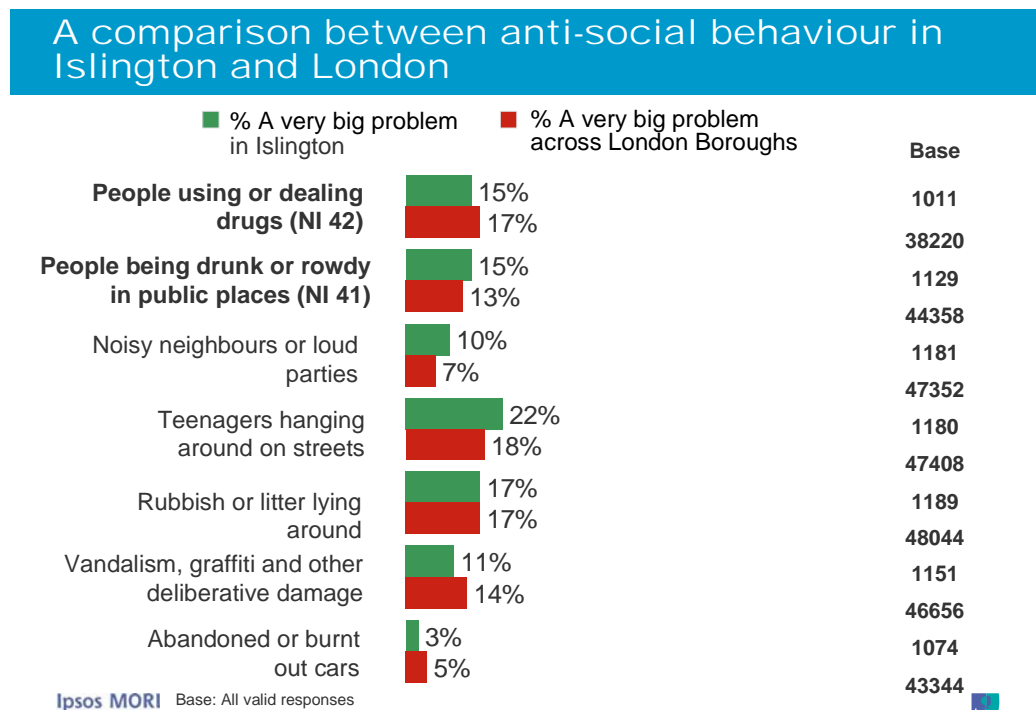
### People being drunk or rowdy in public places



Ipsos MORI Base: All valid responses 2009/10 (1129).



The following chart illustrates how Islington compares with London for the prominence of each ASB measure (proportions who cite each as a very big problem). No aspect shows a wide deviation from the average, with the largest being teenagers hanging around (cited by 22%, compared to 18% around London).



## Perceptions of ASB – demographic analysis

Social renters, in comparison to both owner occupiers and private renters, are more likely to be concerned about noisy neighbours (33% vs. 23% and 22%), teenagers hanging around (62% vs. 51% and 46%), drugs (60% vs. 31% and 28%), and abandoned or burnt out cars (15% vs. 3% and 3%). Non full time workers (46%) and women (42%) are more concerned about drugs than full time workers (33%) and men (34%) are; while non full time workers (9%) and BME residents (13%) have greater concerns about abandoned or burnt out cars than full time workers (3%) and white residents (4%).

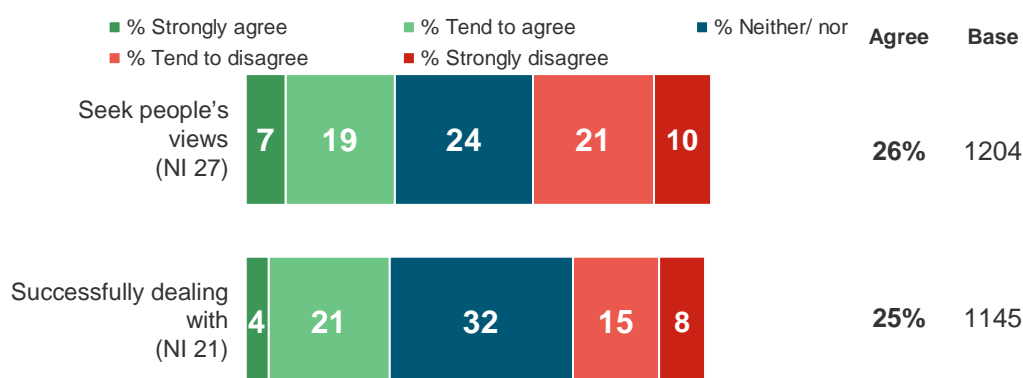
As expected, residents views on ASB continue to be associated with how safe they feel when outside in their local area, how confident they are in the local services ability to deal with ASB and crime successfully, and whether they feel the council provides value for money.

## Levels of confidence and consultation

A quarter of residents agree that the police and other local public services seek people's views about anti-social behaviour and crime in their local area (26%), and that the police and other local public services are successfully dealing with these issues (25%). Fewer residents disagree with both assertions in comparison to last year – 31% vs 35% for seeking people's views and 23% vs 27% for successfully dealing with issues. While the score for the first measure is on a par with last year's average for London, the score for the second measure falls below the London norm.

### Understanding and dealing with local concerns about crime and ASB (NI 27 and 21)

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



Ipsos MORI Base: All valid responses. Note: 'don't knows' are included in the base calculations.



Both men (37%) and white residents (34%) are more likely to disagree that the police and other local public services seek people's views on ASB and crime. Men are also more likely than women to disagree that the police and other local public services are successfully dealing with issues of crime and anti-social behaviour (26% vs 20%).

## Understanding local concerns about crime and ASB (NI 27): Contextual data

Q 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?

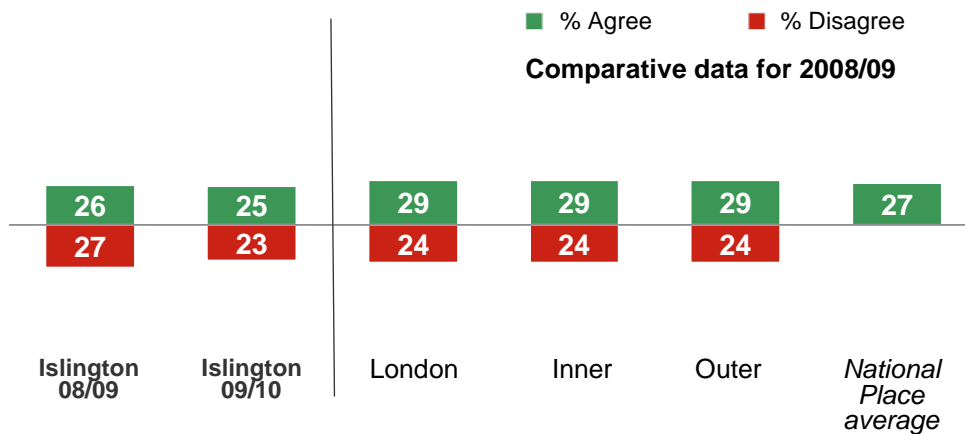


Ipsos MORI Base: All valid responses 2009/10 (1204).



## Dealing with local concerns about crime and ASB (NI 21): Contextual data

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



Ipsos MORI Base: All valid responses 2009/10 (1145).



### 3. Community cohesion

#### People from different backgrounds getting along

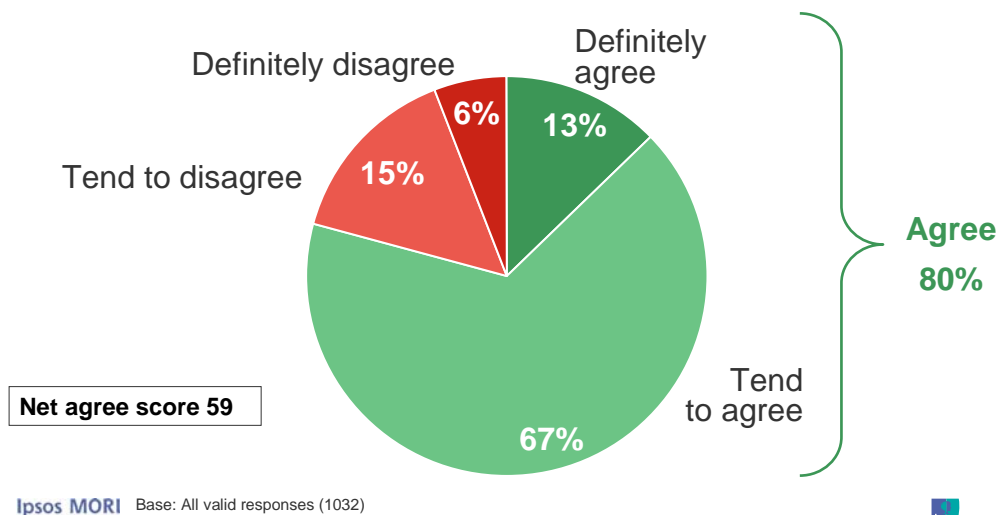
A recognised way of measuring community cohesion is by asking about the degree to which people agree that their local area is one where people from different backgrounds get on well together (NI 1).

Eight in ten (80%) Islington residents agree that people from different backgrounds get on well together in their local area.

Attitudes continue to be influenced by how satisfied people are with both the area (84%) and the council (88%), their sense of belonging to their neighbourhood (84%), and whether they feel local services treat them with respect (85%).

#### Whether people from different backgrounds get on well together (NI 1)

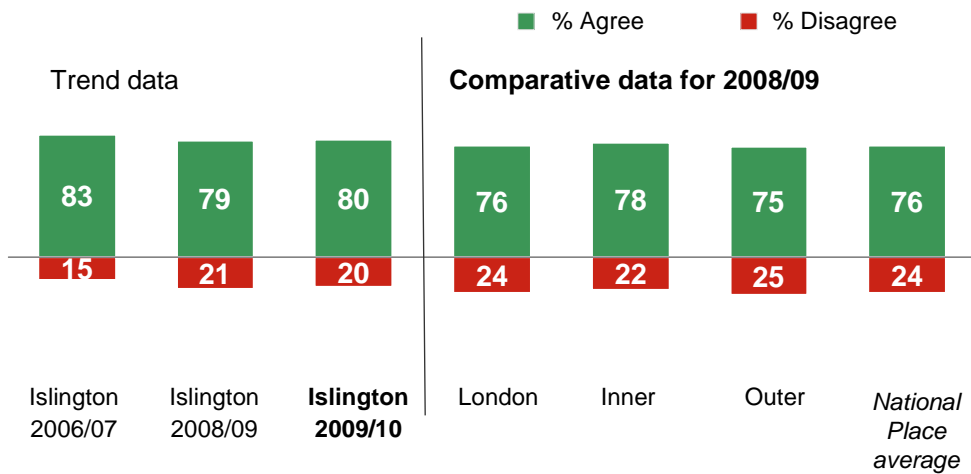
Q To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?



Islington's score on this important measure has stayed consistent over the past year, having fallen from 83% in 2006/07. This therefore remains higher than the London and national averages for 2008/09.

## Different backgrounds getting on well (NI 1): Comparative data

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



Ipsos MORI Base: All valid responses 2009 (1032).

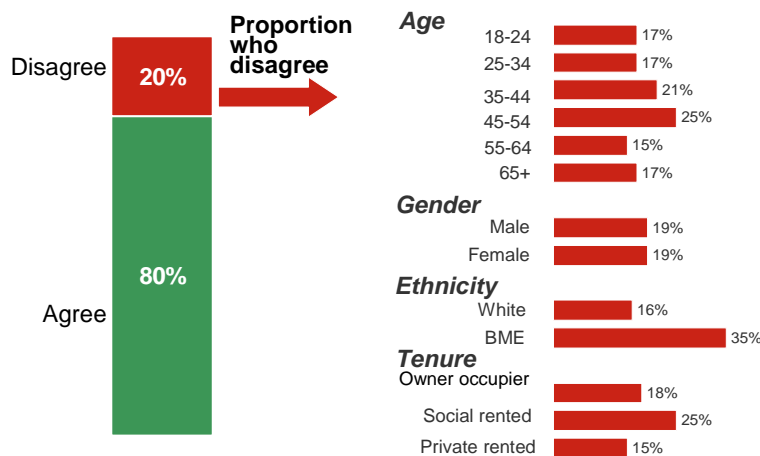


## Perceptions of community cohesion – demographic analysis

BME residents are more likely to disagree their local area is a place where people from different backgrounds get on well together, in comparison to white residents (35% vs 16%); and social renters are more likely than homeowners or private renters (25% vs 18% and 15% respectively).

## Whether people from different backgrounds get on well together (NI 1): Subgroup Analysis

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



Ipsos MORI Base: All who disagree (209)

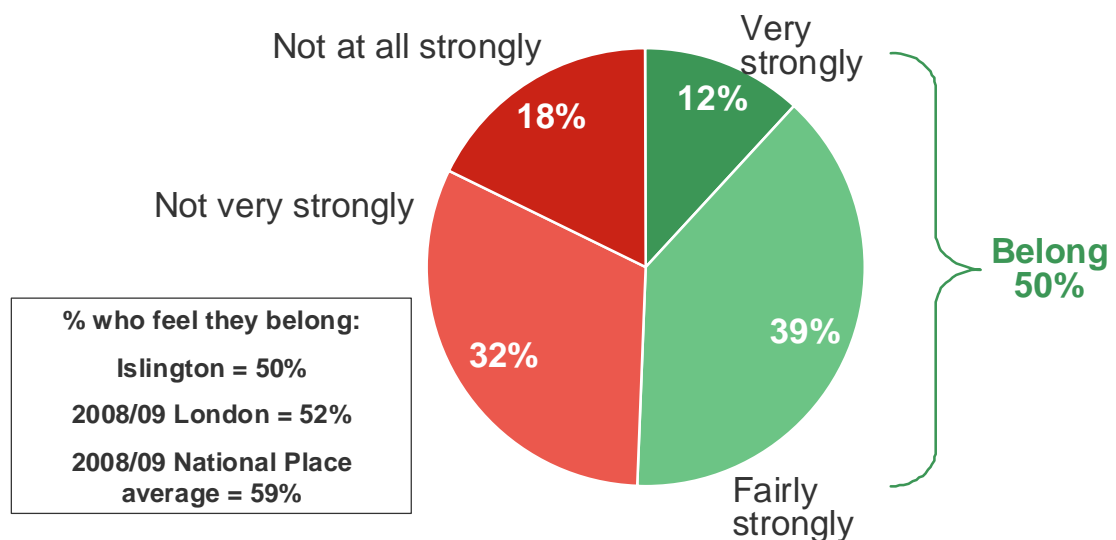


## Belonging to neighbourhood

In 2009/10, half of Islington residents (50%) feel they belong to their immediate neighbourhood, which mirrors results from last years survey. This proportion is therefore still in line with results across London as a whole in 2008/09 (50% Islington and 52% London), but remains somewhat below the national average in 2008/09, where three in five (59%) residents felt they belonged.

### Belonging to neighbourhood (NI 2)

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



Ipsos MORI Base: All valid responses (1190).



Residents who have a sense of belonging to their neighbourhood are more likely to believe that people from different backgrounds get on well in their area (56%), that residents feel informed about services (62%), that residents believe local public services act on their concerns (65%), and that residents are treated with respect (53%).

## 4. Respect and consideration

As part of its stance on community cohesion, local authorities and their partners are encouraged to take action to promote strong communities with shared values where local people treat one another with respect and consideration (NI 23). Accordingly, residents were asked about how much of a problem they think there is with people not treating each other with respect and consideration.

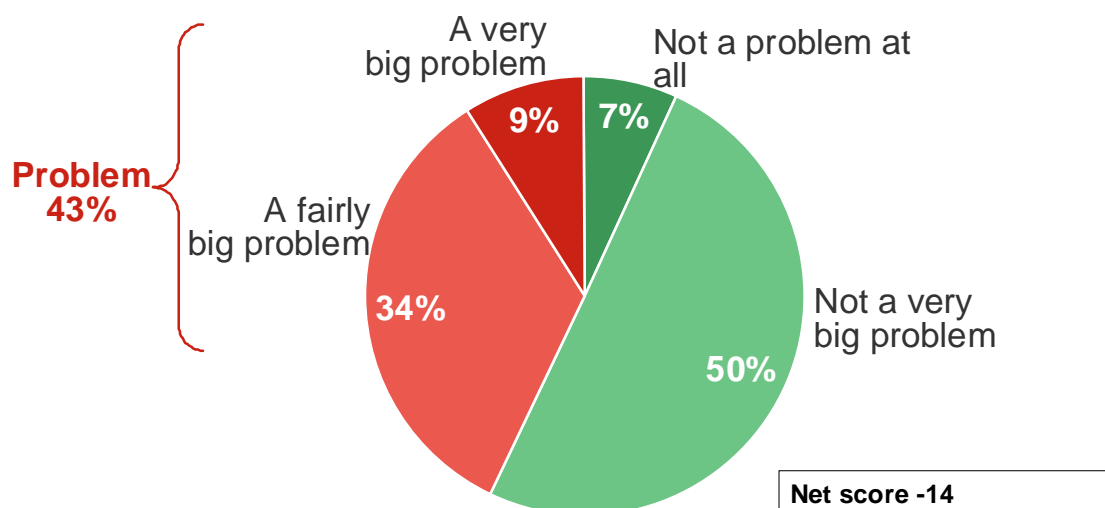
Just over four in ten residents (43%) believe that there is a problem with this issue, including one in ten who think it is a very big problem.

Older residents (65+) are more likely to feel respect and consideration is not a problem, in comparison to their younger counterparts (73% vs. 60%).

Residents who feel they are a part of a cohesive community (67% with a sense of belonging and 67% different backgrounds get on well) and those who feel they are treated with respect by local public services (66%) are less likely to consider respect and consideration to be a problem in their local area.

### People being treated with respect and consideration (NI 23)

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



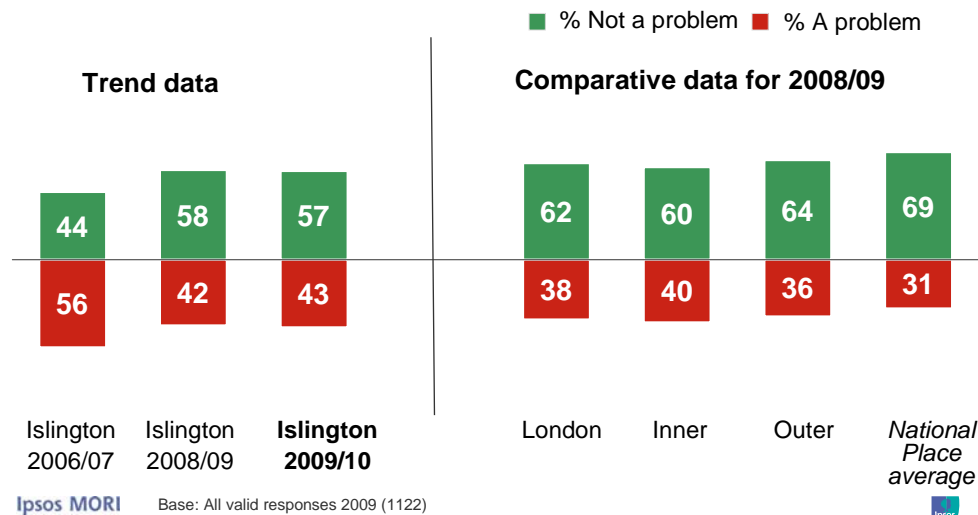
Ipsos MORI Base: All valid responses (1122)



The proportion of Islington residents who believe there is a problem with respect and consideration in their area has remained at a similar level to 2008/09 (43% in 2009/10 vs. 42% in 2008/09), having fallen by fourteen percentage points between 2006/07 and 2008/09.

## People being treated with respect and consideration (NI 23): Comparative data

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



## Parents taking responsibility

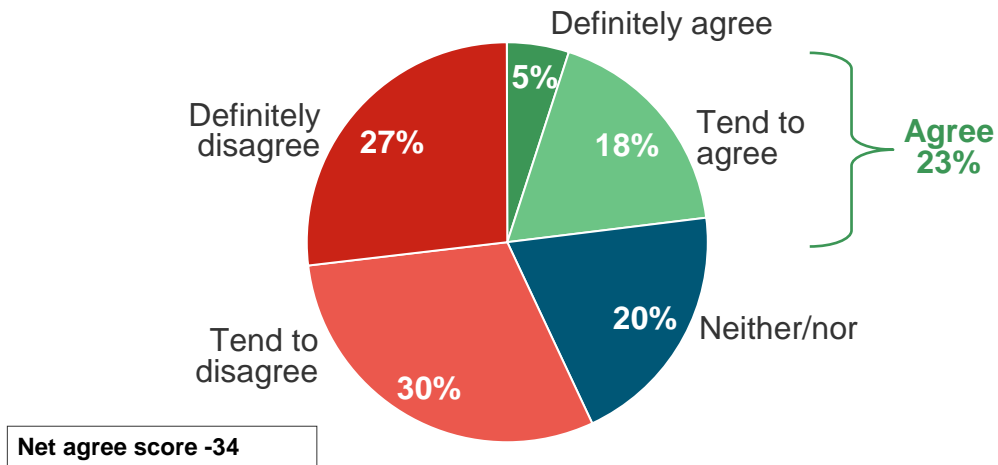
Just under a quarter of residents (23%) agree that parents in their local area take enough responsibility for the behaviour of their children.

Older residents (65+) are more likely to agree that parents take responsibility for their children's behaviour than their younger counterparts (37% vs. 19%).

Residents are more likely to agree that parents take responsibility for their children's behaviour, if they feel a sense of belonging to the neighbourhood (28%) and believe that people from different backgrounds get on well together (28%).

## Parents taking responsibility (NI 22)

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



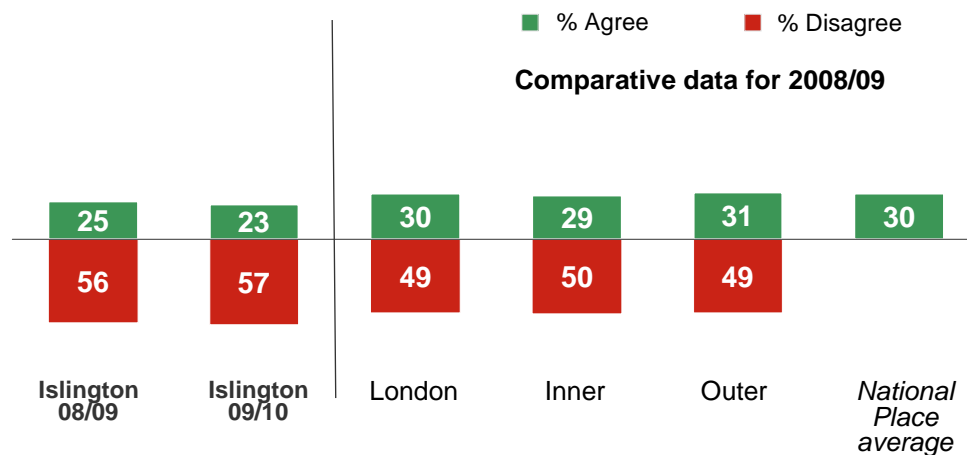
Ipsos MORI Base: All valid responses (1124)



A little less than a quarter (23%) of Islington residents agree that parents take responsibility for their children’s behaviour, which is similar to findings in Islington during the 2008/09 survey (25%). The proportion of London residents who agreed parents took responsibility in 2008/09 remains higher than the proportion across Islington.

## Parents taking responsibility (NI 22): Comparative data

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



Ipsos MORI Base: All valid responses (1124)



## 5. Helping out and getting involved

### Civic participation

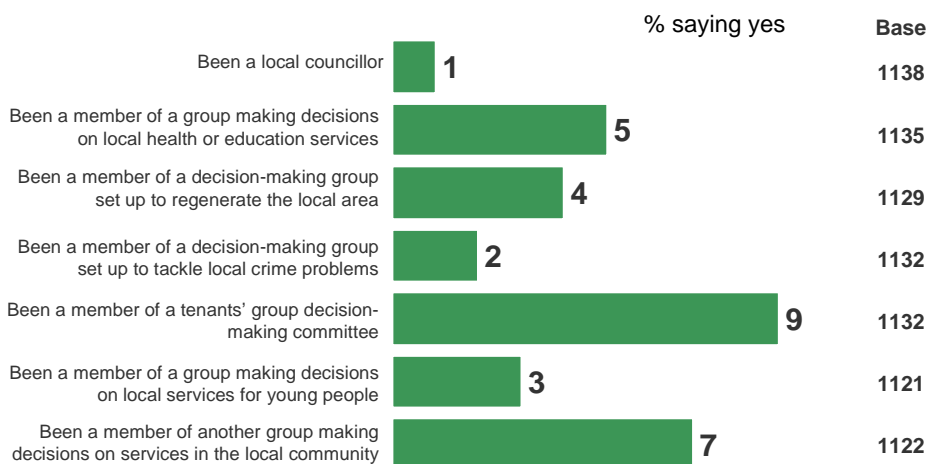
Across Islington, one in ten residents have been a member of a tenants' group decision-making committee (9%), while one in twelve have been a member of another group making decisions on services in the local community (7%). Fewer (5%) have been a member of a group making decisions on local health or education services, while a similar proportion have been a member of a decision –making group set up to regenerate the local area.

The NI score for civic participation, which is the percentage of residents who take part in at least one of any of the activities in the last 12 months (NI 3), is 19%.

These findings are in line with the results from the 2008/09 Place Survey.

### Those who have participated in local area (NI 3)

Q In the past 12 months have you...



**Overall civic participation\* 19**

Ipsos MORI Base: All valid responses. \*Civic participation (NI3) is % of respondents who take part in at least one of any of the activities in last 12 months



## Participation in regular volunteering

Volunteering is seen by government to have a key part to play in terms of promoting sustainable communities.

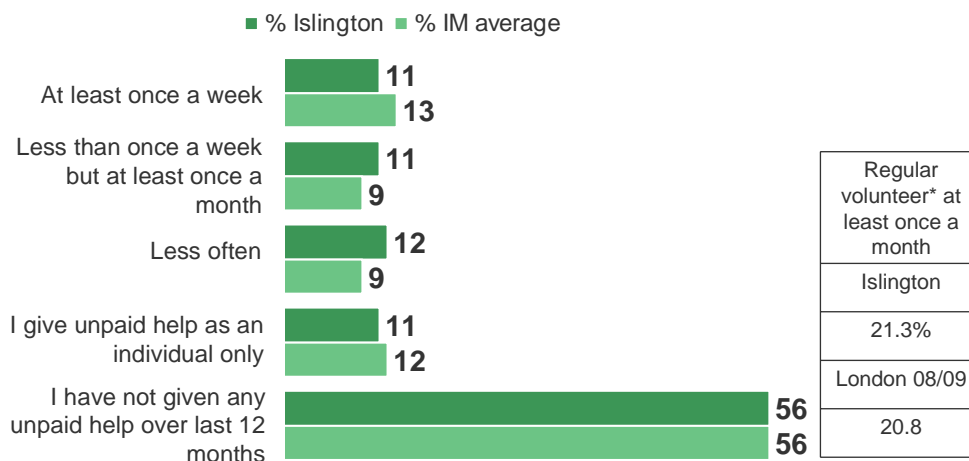
Regular volunteering is defined as taking part in formal volunteering at least once a month in the 12 months before the survey. It involves giving unpaid help through groups, clubs or organisations which support social, environmental, cultural or sporting objectives.

Over half of Islington residents (56%) have *not* given any unpaid help over the last 12 months. One in five (21%) have given some unpaid help at least once a month. The NI score for participation in regular volunteering (NI 6) is therefore 21%.

This is in line with the previous years findings as well as the London and National Place averages.

### Participation in regular volunteering (NI 6)

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



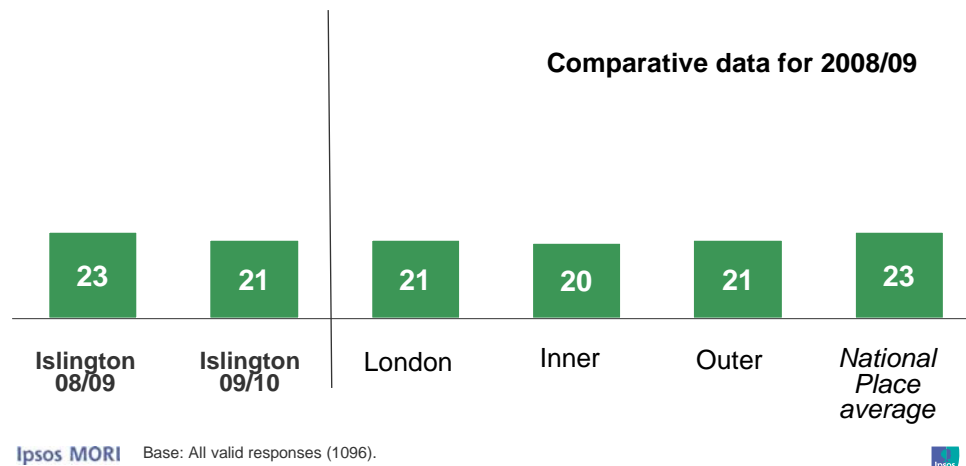
Ipsos MORI Base: All valid responses (1096). \*Regular volunteering is volunteering for group, club or organisation within last month.



## Regular volunteering: Comparative data

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

% Volunteered for groups, club or organisation within last month.



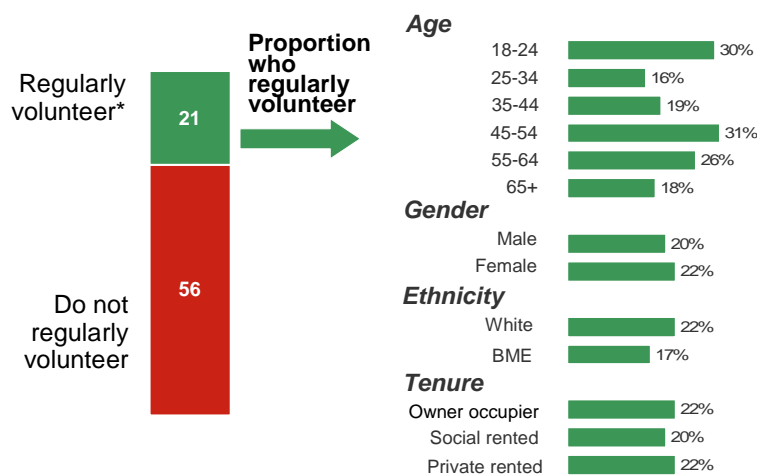
## Civic participation and volunteering – demographic analysis

Residents who feel a sense of belonging to their neighbourhood (25%) and those who are involved in making decisions about their local area (45%), are both more likely to participate in regular volunteering.

There is variation by age and ethnicity, but neither of these are statistically significant

## Regular volunteering: Subgroup analysis

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



Ipsos MORI Base: All who regularly volunteer (235). \*Regular volunteering is volunteering for group, club or organisation within last month

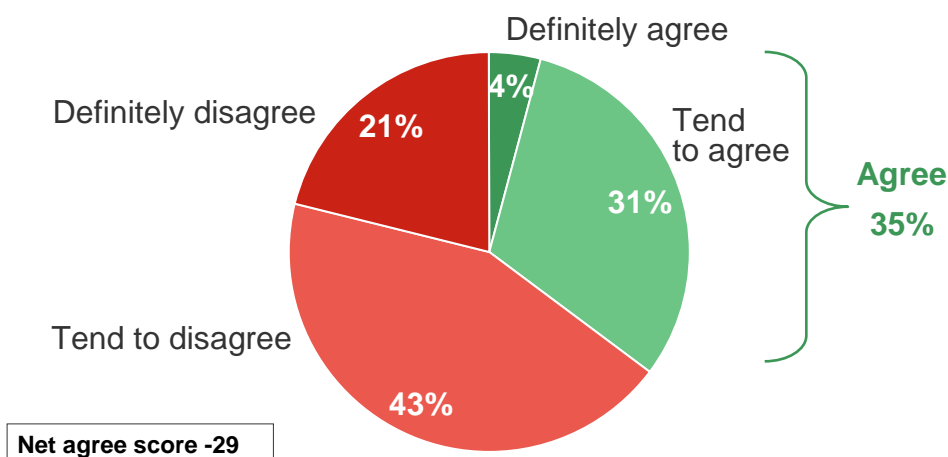
## 6. Local decision-making

A little over a third of residents (35%) believe they are able to influence decisions affecting their local area.

Residents who feel that local public services treat them well (45% feel they are treated fairly and 43% feel they are treated with respect) and act on their concerns (57%), are more likely to believe that they can influence decisions which affect their local area.

### Influencing decisions (NI 4)

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



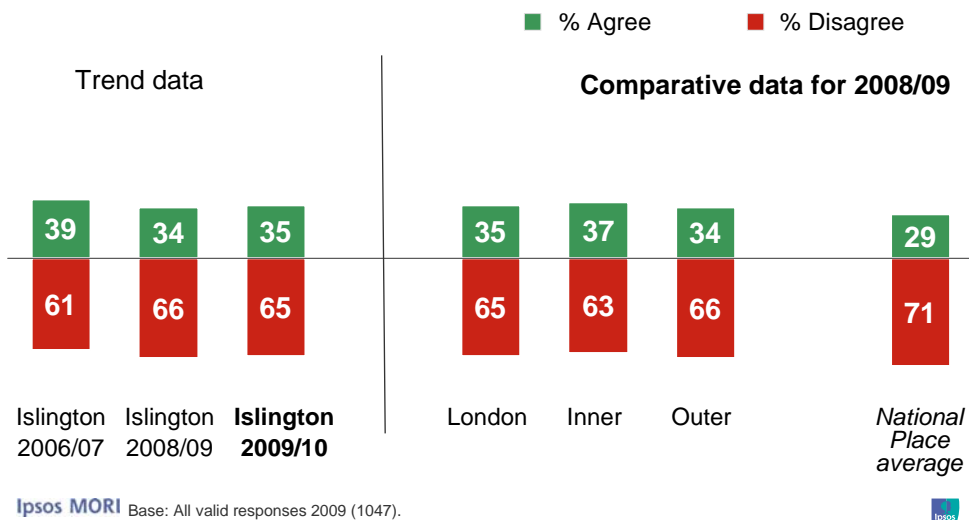
Ipsos MORI Base: All valid responses (1047)



The proportion of Islington residents who believe they can influence decisions affecting their local area has remained stable in the last year, after a fall between 2006/07 and 2008/09. At 35%, the proportion is in line with the London average of the previous year, and above the previous year's national average.

## Influencing decisions (NI 4): Contextual data

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

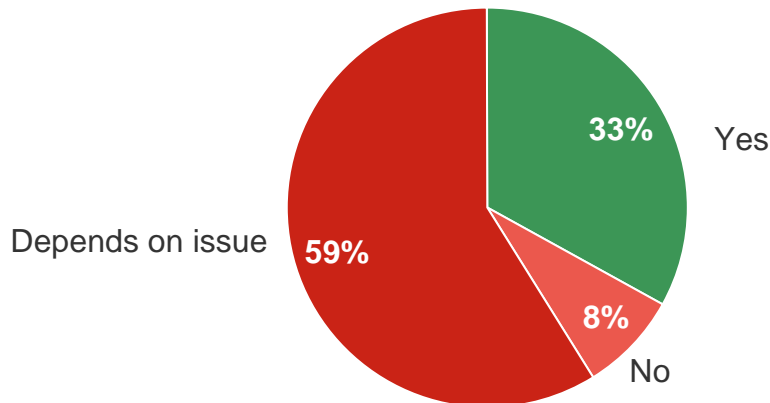


A third of residents (33%) say they *would like* to be more involved in the decisions that affect their local area, while six in ten (59%) say it would depend on what the issue is. Fewer than a tenth (8%) of residents would not like to be involved in any decision making.

Residents are more likely to want to get more involved in local decision making when they are dissatisfied with the area and council, and they believe that local public services do not act on residents' concerns.

## Getting more involved

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



Ipsos MORI Base: All valid responses (1193)

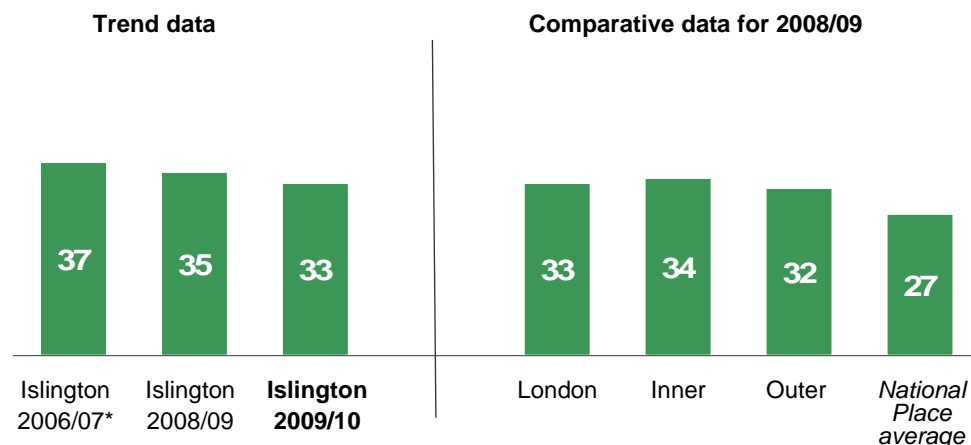


The year 2009/10 sees another slight drop in the proportion of Islington residents who would like to be more involved in decision making for the local area, having experienced a similar fall between 2006/07 and 2008/09. The proportion of Islington residents who want to be more involved in 2009/10, does however, remain comparable to the London average in 2008/09, and above the national average in 2008/09.

## Getting more involved: Contextual data

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

% saying they want to get more involved



Ipsos MORI Base: All valid responses 2009 (1193). \*Note wording for 2006/07 BVPI question '... more involved in decisions your Council makes that affect your local area'

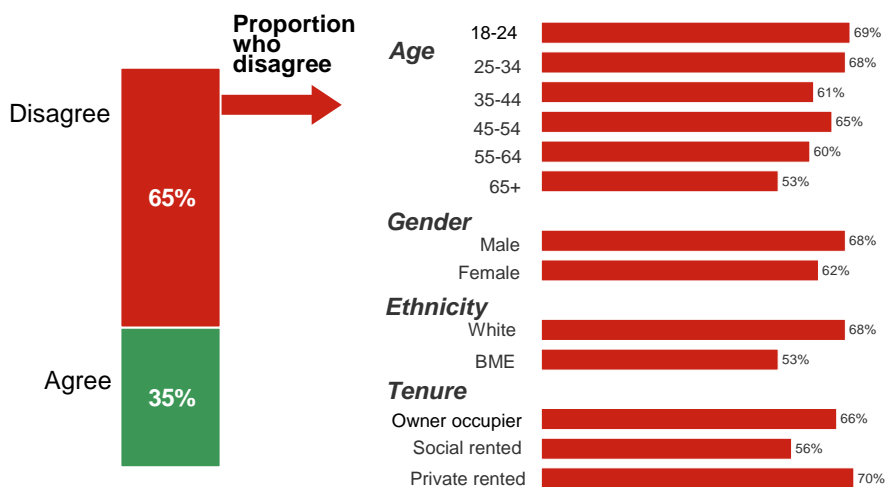


## Local decision-making – demographic analysis

White residents are more likely to feel that they are unable to influence decisions affecting their local area than their BME counterparts are (68% vs. 53%), while residents who work full time are more likely to feel this way than non full time workers (70% vs. 59%).

### Unable to influence decisions: Subgroup analysis

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



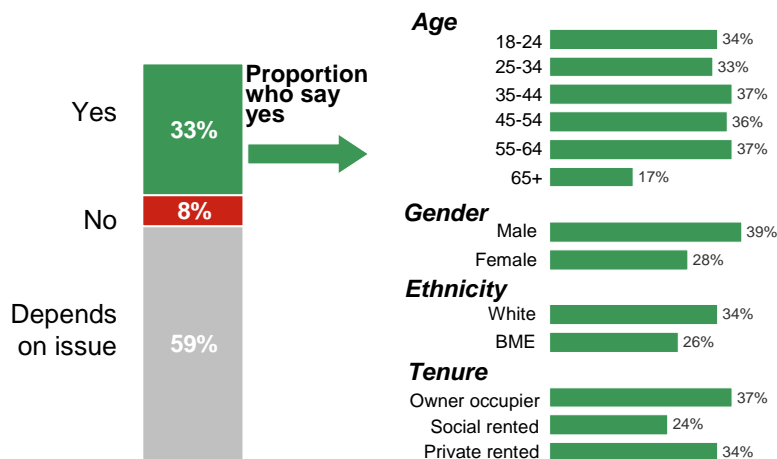
Ipsos MORI Base: All who disagree (672)



Men are more likely than women to want to be more involved in decision making for their area (39% vs. 28%). By age, older residents (65+) are less likely to want involvement than younger residents (17%). Social renters are less likely to want involvement than both owner occupiers and private renters (24% vs. 37% and 34% respectively). It is possible this lesser interest on the part of social tenants could relate to more opportunities being available for decision-making via tenants' organisations and similar community groups.

## Which residents want to be involved?

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



Ipsos MORI Base: All who say yes (397)



## 7. Information provision

### Being kept informed

Residents were asked for their overall views about how well informed they feel about local public services overall.

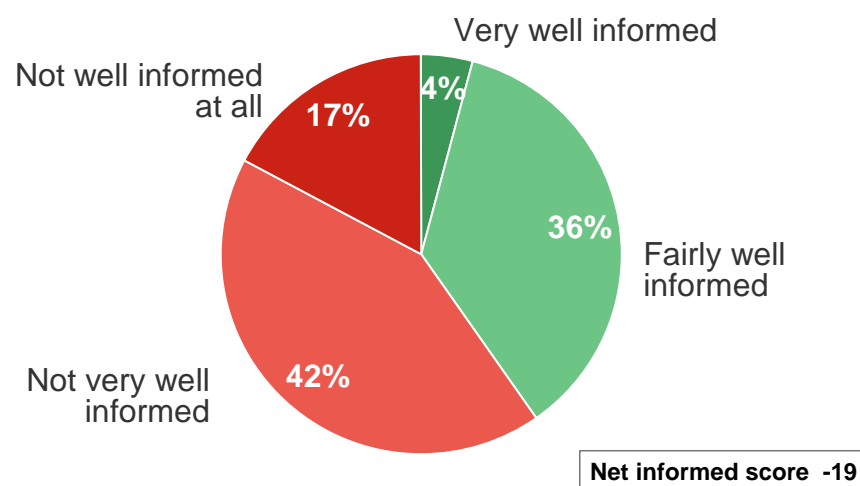
Two fifths (41%) of residents say they feel informed about local services, on the other hand, six in ten (59%) say they do not feel informed; the resulting net informed score is -19%.

Older residents (65+) are more likely to feel informed about local public services than their younger counterparts, while those who do not work full time are more likely to feel informed than full time workers. In addition, private renters are more likely to feel uninformed about local public services than homeowners or social renters.

Residents are more likely to be satisfied with the way the council runs things if they feel informed about local public services; 66% feel informed and are also satisfied with the council, in contrast 42% who do not feel informed are also satisfied with the council.

### Being kept informed

Q Overall, how well informed do you feel about local public services?



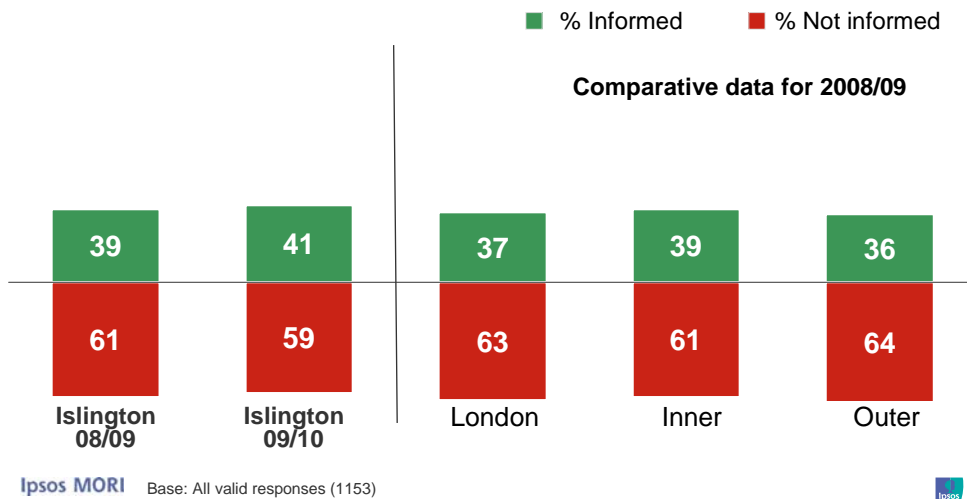
Ipsos MORI Base: All valid responses (1153)



The proportion of Islington residents who feel informed about local public services remains at a similar level to last year, and therefore remains higher than the previous year's London average.

## Being kept informed: Comparative data

Q Overall, how well informed do you feel about local public services?

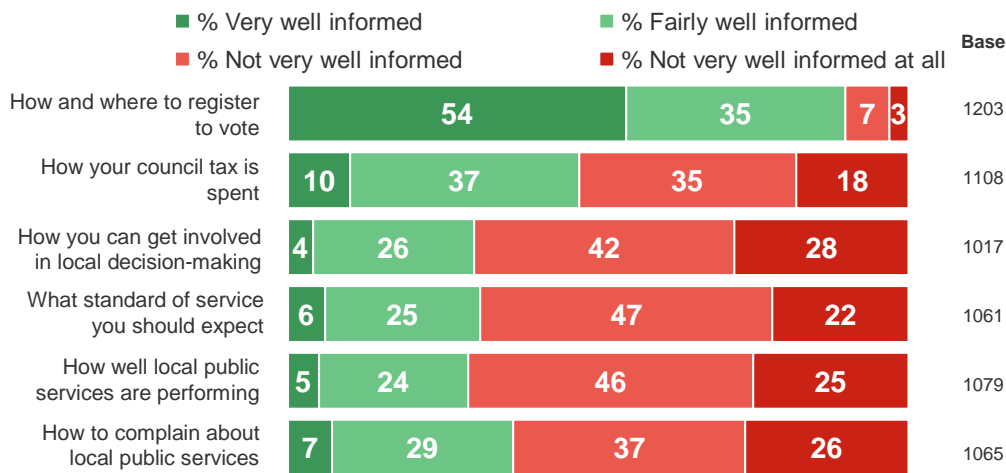


As well as being asked about how informed overall they feel, residents were asked about how well informed they feel on other specific issues.

The majority of residents (89%) feel informed about how and where to register to vote and overall this is the issue most residents feel informed about; conversely, a quarter of residents (24%) feel informed about what to do in the event of a large-scale emergency, but this has increased substantially since last year, when it stood at 11%.

## Being informed about key issues/ services

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



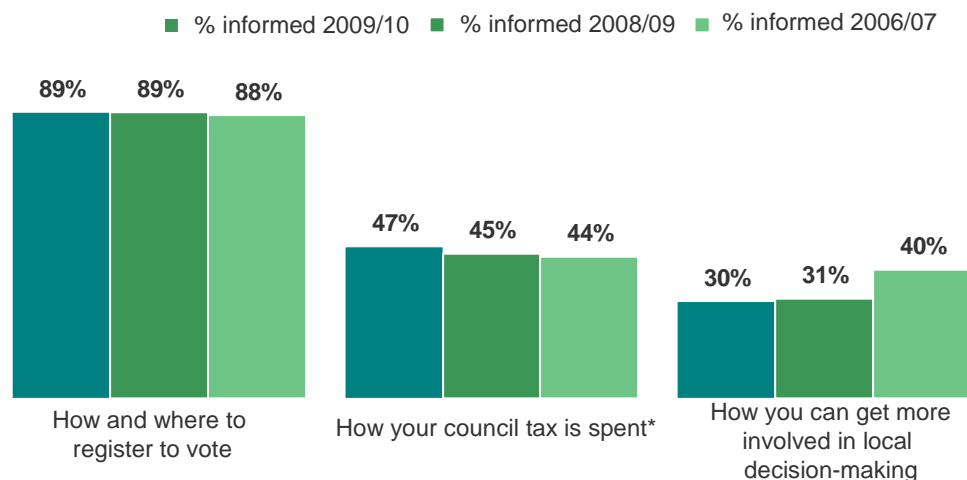
Ipsos MORI Base: All valid responses



The proportion of Islington residents who feel informed about how and where to register to vote is similar to the last few years. The proportion who feel informed about how their council tax is spent, has also remained quite stable over the years, although it is encouraging that such movement as exists is on an upward trajectory. There has been no change in ratings for information about how to get involved in decision making, having experienced a significant decrease between 2006/07 and 2008/09.

## Being informed - Trend data

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



\*Note: 06/07 question wording was 'What the Council spends its money on'

Ipsos MORI Base: All valid responses 2009/10

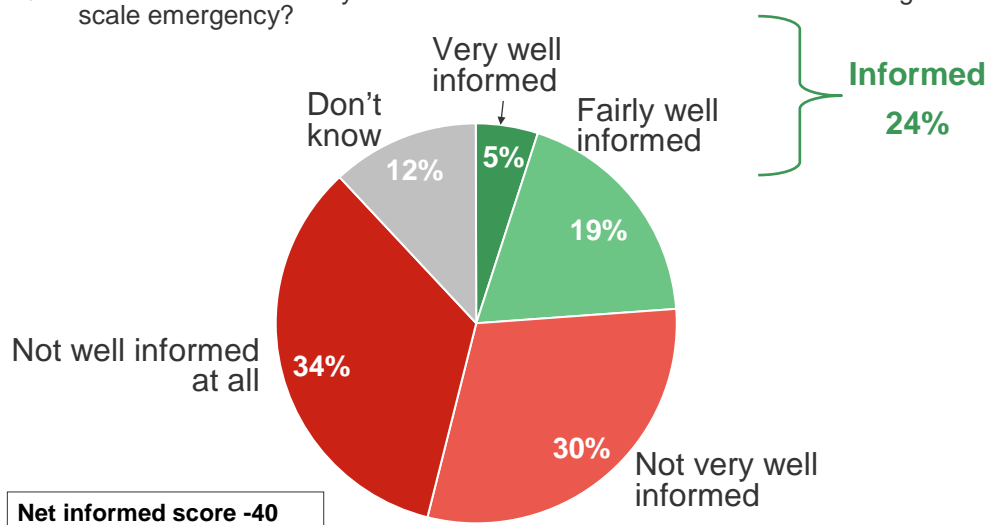


## Awareness of civil protection arrangements

A quarter (24%) of residents feel informed about what to do in the event of a large-scale emergency. In comparison, around two thirds (64%) of residents do not feel informed about what to do in these instances; with 34% saying they are not well informed at all.

### What to do in event of large-scale emergency (NI 37)

Q How well informed do you feel about... what to do in the event of a large-scale emergency?



Ipsos MORI Base: All valid responses (1216). Note: 'don't knows' are included in the base calculations.

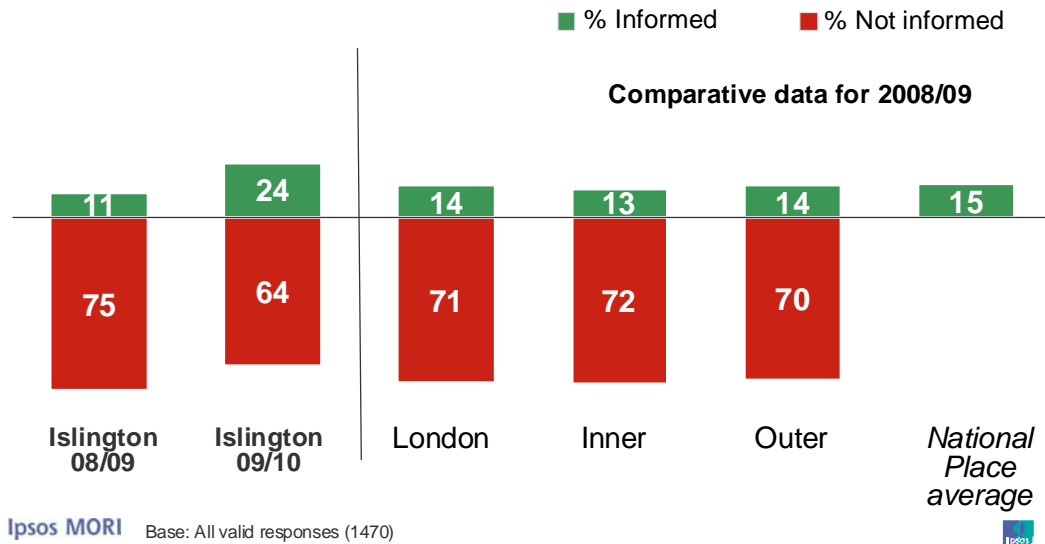


Positively, the proportion who do not feel informed about what to do in a large-scale emergency has seen a significant decrease in the last year (75% in 2008/09 to 64% in 2009/10), as the proportion of residents who feel informed has seen a substantial increase (11% in 2008/09 to 24% in 2009/10).

The proportion of residents who are uninformed about large-scale emergencies is therefore now lower than the previous years London average – however, it may well be the case that this indicator has risen across the board for different authorities, following the media spotlight on swine flu over the summer of 2009.

## What to do in event of large-scale emergency (NI 37): Comparative data

Q How well informed do you feel about... what to do in the event of a large-scale emergency?



## 8. Personal health & well being

Subjective measures of health and well being are an important indicator of the general health of the population and are used to measure progress in improvements to general health and well-being in the local area.

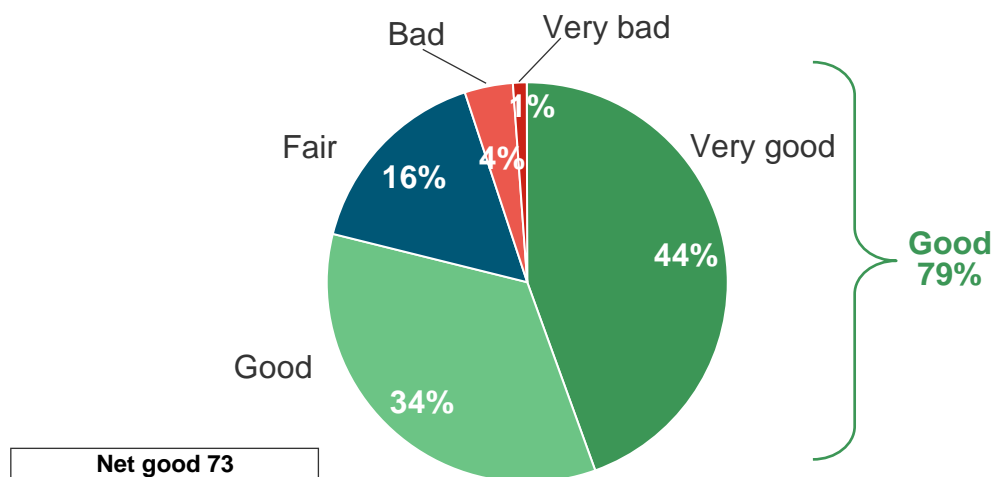
Accordingly, residents were asked to provide a self-reported measure of their general health.

Eight in ten residents (79%) report having good health; with 44% stating that their health is *very good*.

White residents are more likely to report good health than BME residents (82% vs. 72%).

### Self reported health and well being (NI 119)

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



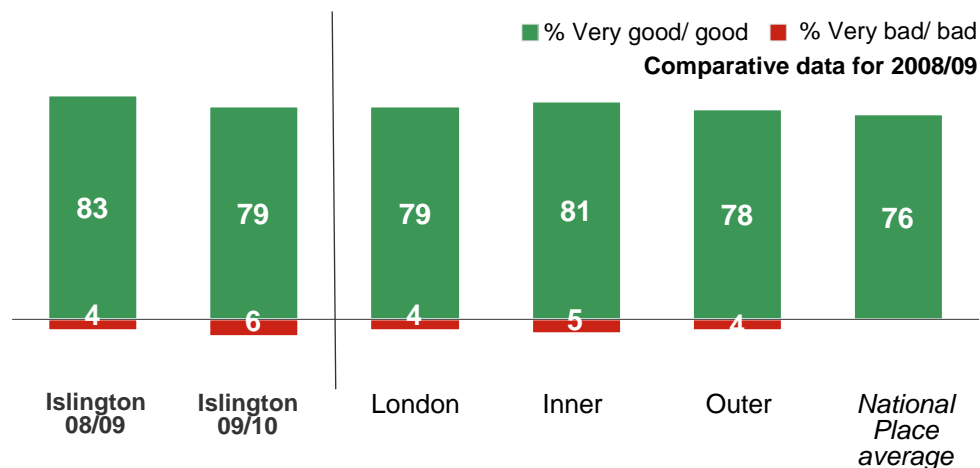
Ipsos MORI Base: All valid responses (1248)



The proportion of Islington residents who say their health is good has decreased in the last year (83% in 2008/09 to 79% in 2009/10). The proportion reporting good health in 2009/10 is now in line with last year's London average, while remaining above the national average albeit by a lesser margin.

## Health and well being (NI 119): Contextual data

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



Ipsos MORI

Base: All valid responses (1248)

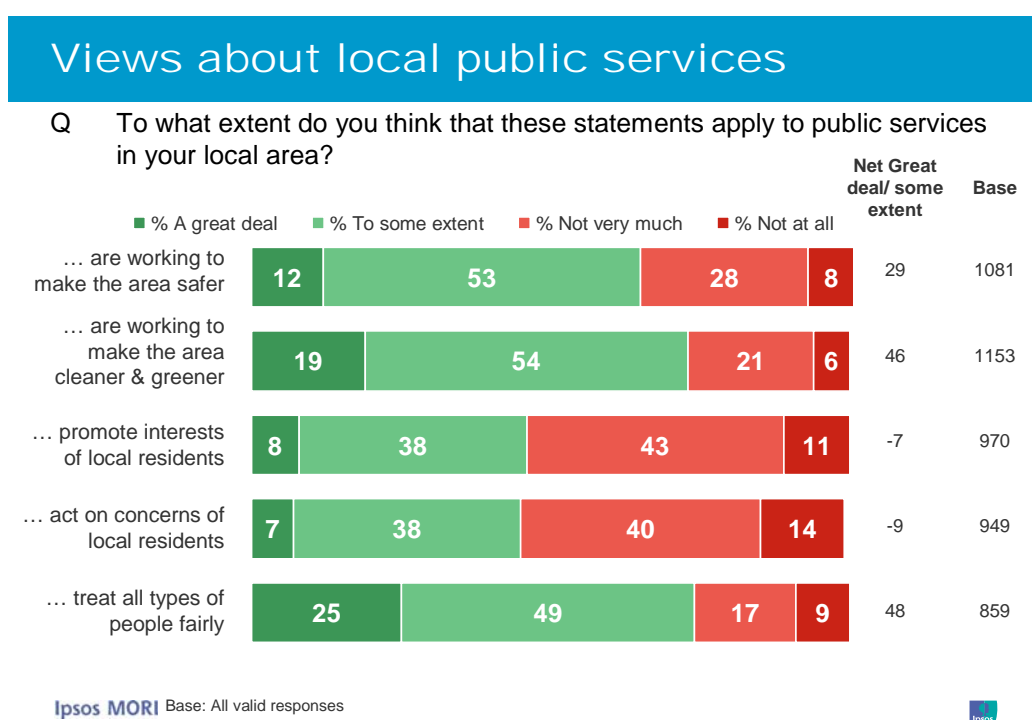


## 9. Local public services

### Views about local public services

Over seven in ten residents say public services treat all types of people fairly (74%), with a similar proportion saying public services are working to make the area cleaner and greener (73%). Fewer say public services promote the interests of local residents (46%), or act on the concerns of local residents (45%).

The proportion of residents who believe they are treated fairly by local public services (74%) has seen an increase of five percentage points in the last year (69% in 2008/09). Otherwise, other results have remained at a similar level.



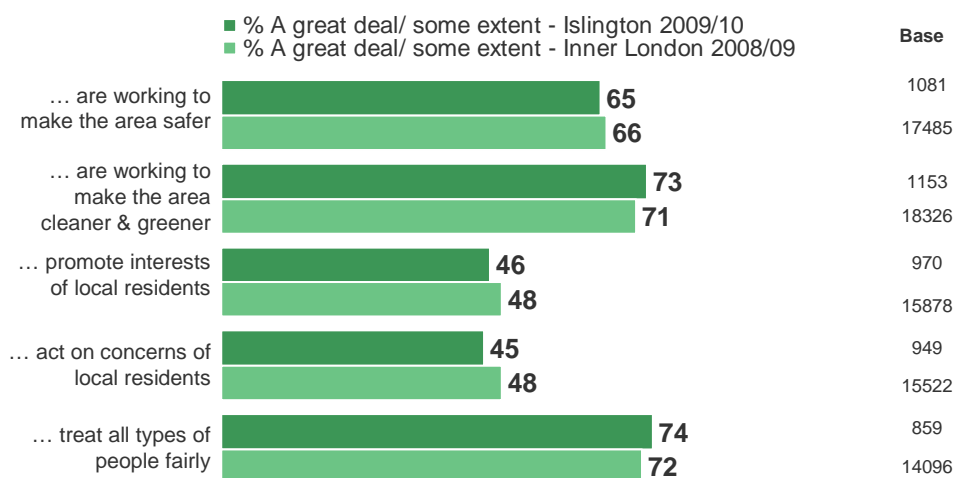
Women are more likely than men, to believe that local public services are working to make the area both safer (71% vs. 60%), and cleaner and greener (77% vs. 70%); while older residents (65+) are more likely than younger on both these measures (77% for safer areas) and (84% for cleaner and greener areas).

Older residents are also particularly likely to be positive about public services treating people fairly (86%) and local public services promoting the interests of local residents (59%). Residents who rent privately are also more likely to think public services treat people fairly (84%).

There is little difference between ratings for these measures in Islington and across all inner London authorities, although there is a three point deficit with regard to local public services acting on the concerns of local residents.

## Views about local public services: Comparator analysis

Q To what extent do you think that these statements apply to public services in your local area?



Ipsos MORI Base: All valid responses

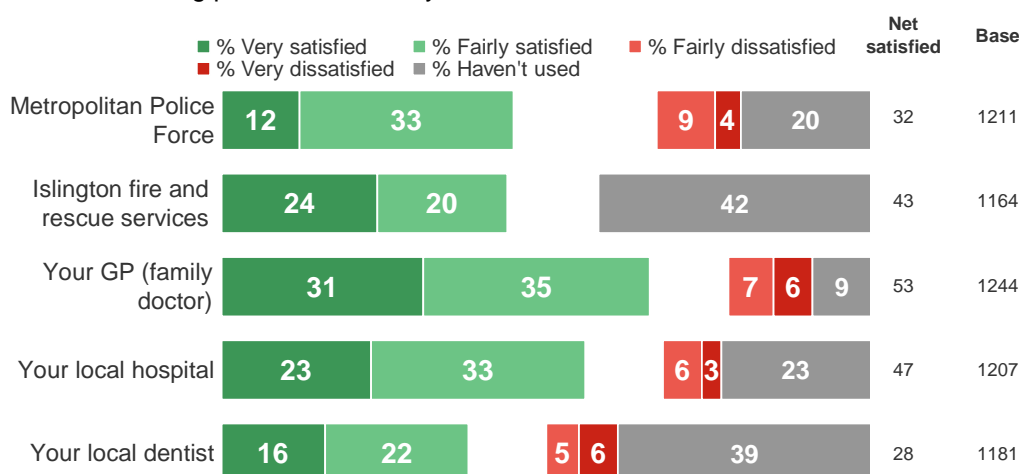


## Satisfaction with local public services

From the list of five services provided, GPs retain the highest levels of satisfaction. Two thirds (67%) of residents say they are satisfied with their GP, and 56% with their local hospitals, with considerably fewer (39%) being satisfied with their dentists – reflecting much lower usage. Similarly, while satisfaction ratings for fire and rescue services stand at 44%, a substantial proportion have not used the service – and no one expresses dissatisfaction. Net satisfaction with the Metropolitan Police stands slightly higher than for dentists, with ratings of 45% satisfaction and 13% dissatisfaction.

### Satisfaction with local public services

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



Ipsos MORI Base: All valid responses



These findings are mostly in line with those from the previous year's survey. However, there is a small increase, of three percentage points, in the proportion of residents that are *very* satisfied with their local hospital. There has also been a slight increase in the proportion of residents who haven't used the service provided by their local police force (up by 3 points), their local fire and rescue service (up by 4 points) and their local dentist (up by 3 points).

	<b>Satisfaction with public services in the local area / Satisfaction the Council</b>	<b>Place 2008/09 (%)</b>	<b>Place 2009/10 (%)</b>
	GP	67	67
	Local hospital	54	56
	Local police force	44	45
	Local fire & rescue service	43	44
	Local dentist	37	39
	<b>Satisfaction with the way Islington Council runs things</b>	<b>49</b>	<b>51</b>
		Source: Ipsos MORI	

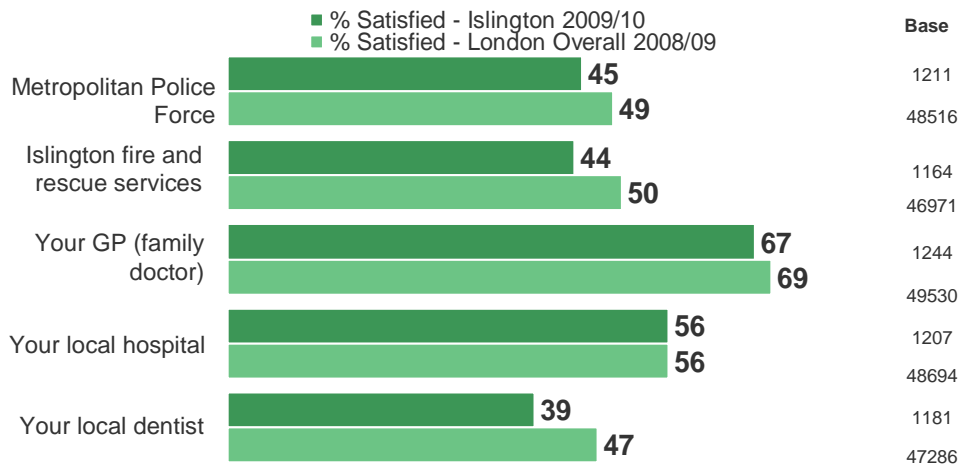
Residents' satisfaction with the area or the council are both important factors in determining how satisfied they are with each of the services. Residents' satisfaction with both the police and the fire brigade is also influenced by how successfully they believe ASB and crime are being dealt with by local services

As in last year's survey, older residents (65+), residents who do not work full time, and social renters, are more likely to be satisfied with each public service. In addition, women are more likely than men to be satisfied with their GP and their local dentist.

Due to the similarity in findings to last year, comparisons with the 2008/09 findings across London continue to show lower levels of satisfaction for Islington, except for local hospitals. Once again, the most significant difference in satisfaction levels exists where opinions on local dentists are concerned.

## Satisfaction with local services: Comparator analysis

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



Ipsos MORI Base: All valid responses, excluding those who say haven't used service

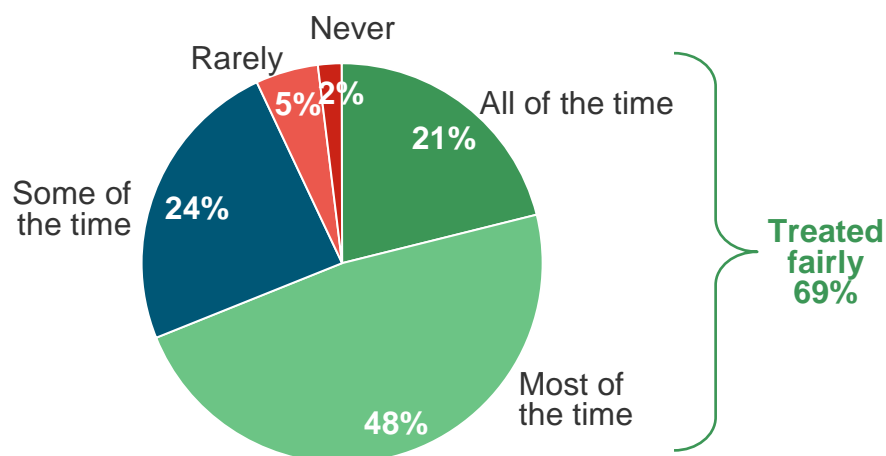


## Local public services – respect and consideration

Seven in ten (69%) residents feel that their local public services have treated them with respect and consideration in the last year; while in contrast, only 7% disagree.

## Treated with respect and consideration by local public services (NI 140)

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



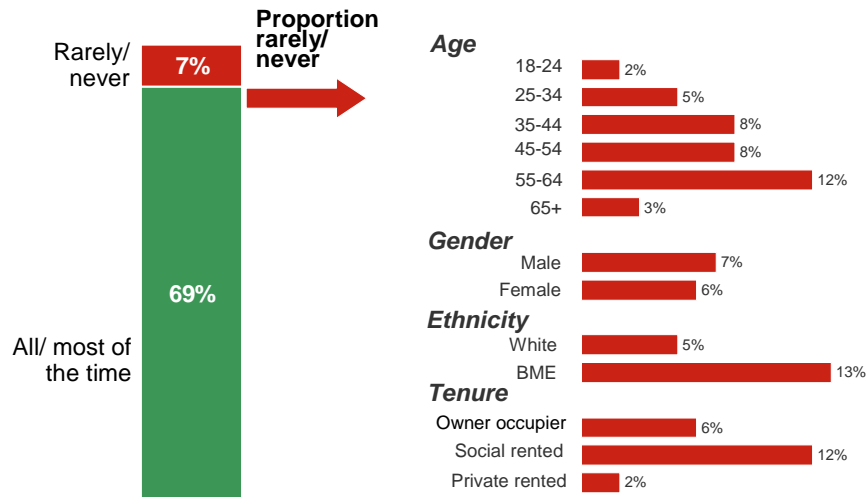
Ipsos MORI Base: All valid responses (1140)



BME residents are more likely to have felt they have *not* been treated with respect and consideration when compared to white residents (13% vs. 5%), as do social renters, in comparison to owner occupiers and private renters (12% vs. 6% and 2% respectively).

### Treated with respect and consideration by local public services (NI 140): Subgroup Analysis

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



Ipsos MORI Base: All rarely/never (78)



The proportion of Islington residents who feel they have been treated with respect and consideration, is in line with the 2008/09 survey – and thus continues to be in line with the most recent inner London average.

### Treated with respect and consideration by local public services: Comparative data

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



Ipsos MORI Base: All valid responses (1140)



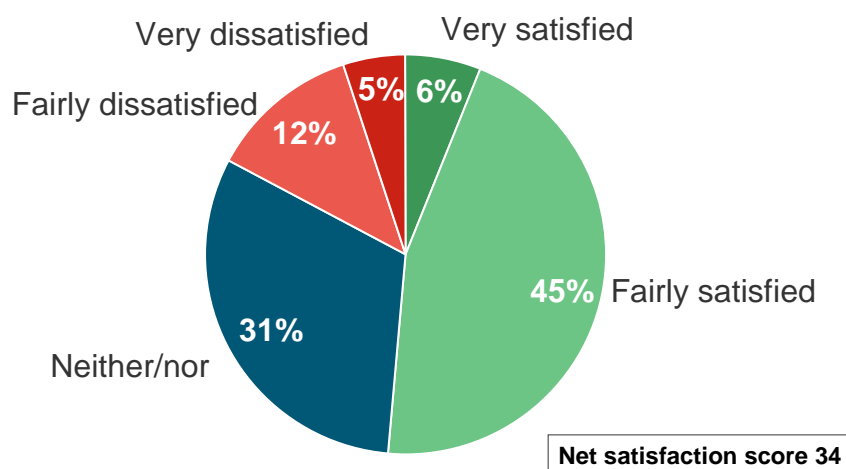
## 10. Council services

### Satisfaction with council

Half of residents (51%) are satisfied with the way Islington Council runs things and around one in five (18%) are dissatisfied.

#### Satisfaction with Council

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



Ipsos MORI Base: All valid responses (1211)

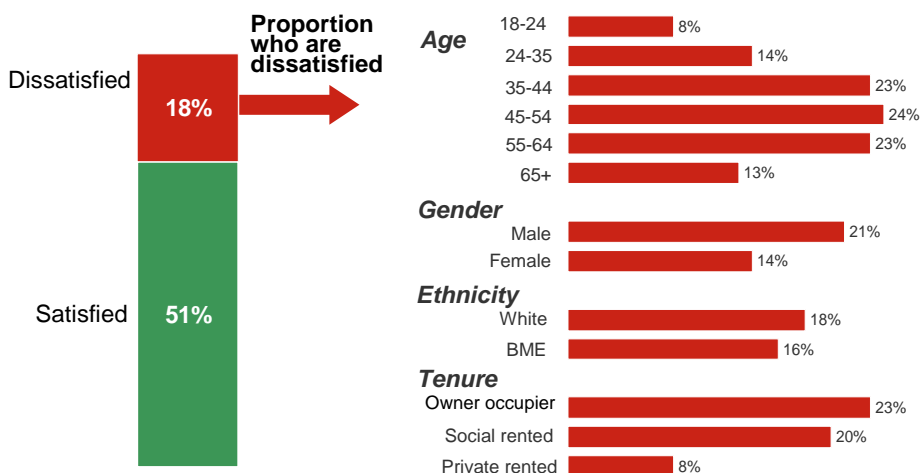


Men (21%) continue to be more dissatisfied with the way Islington Council runs things than women (14%).

Residents' positive feelings about the Council are influenced by a number of factors, especially how cohesive they feel their community is (59% who have a sense of belonging and 60% who believe different backgrounds get on well), how safe they feel (53% during the day and 60% during the night), how involved they feel in the area (75% influencing decisions) and how they feel local public services relate to them (71% feel concerns are acted on, 62% treated fairly and 64% treated respectfully).

## Dissatisfaction with Council: Subgroup analysis

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



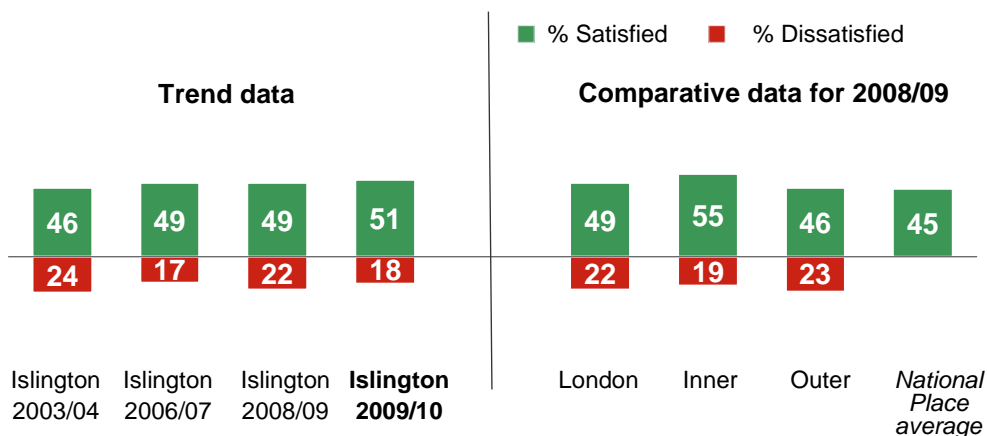
Ipsos MORI Base: All dissatisfied (213)



The proportion of Islington residents who are satisfied with the way Islington Council runs things remains at a similar level to last year, continuing to stand below the inner London average, but above the London and National averages.

## Satisfaction with council: Contextual data

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



Ipsos MORI Base: All valid responses 2009/10 (1211)



## Value for money

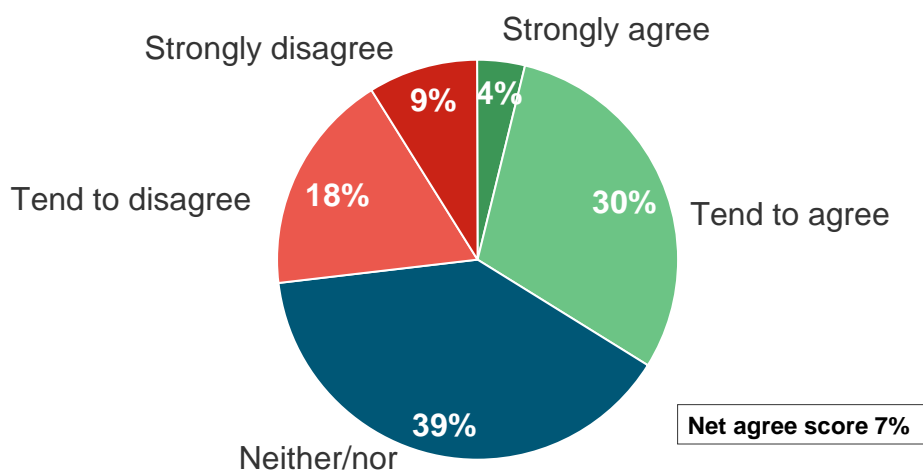
A third of residents (34%) agree that Islington Council provides value for money, while a little over a quarter (27%) disagree with this.

Older residents (65+) are more likely to feel that Islington council provides good value for money, in comparison to the younger residents.

Residents are more likely to believe they are getting value for money when they feel local services are dealing with ASB and crime successfully (55%), acting on concerns of residents (52%), when they feel informed about local public services (48%) and when they feel local public services treat them with respect (44%).

## Value for money

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



Ipsos MORI Base: All valid responses (1153)



The proportion of residents who actively agree that the council provides value for money has remained roughly the same over the last year, however, it is very encouraging to note that the proportion who disagree has fallen.

## Delivering value for money: Comparative data

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



Ipsos MORI Base: All valid responses (1153)



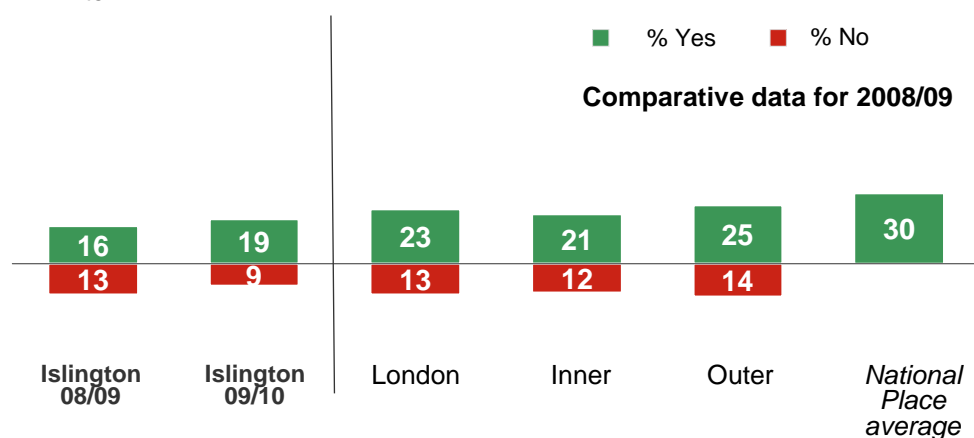
## Support for older people

One in five (19%) Islington residents believe that older residents are able to get the services and support they need to continue to live at home for as long as they want to. This shows progress since 2008/09 where the figure was 16%, but remains lower than the London and national averages (23% and 30% respectively) in 2008/09.

It should be noted that residents aged 65+ are more likely to feel older people are well taken care of – as are residents from BME backgrounds and social tenants. This may be a result of lower expectations among these groups, but could also (in the case of older residents) reflect greater familiarity with the services.

## Support for older people (NI 139)

Q 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?



Ipsos MORI Base: All valid responses (1247). Note: 'don't knows' are included in the base calculations



## Service satisfaction

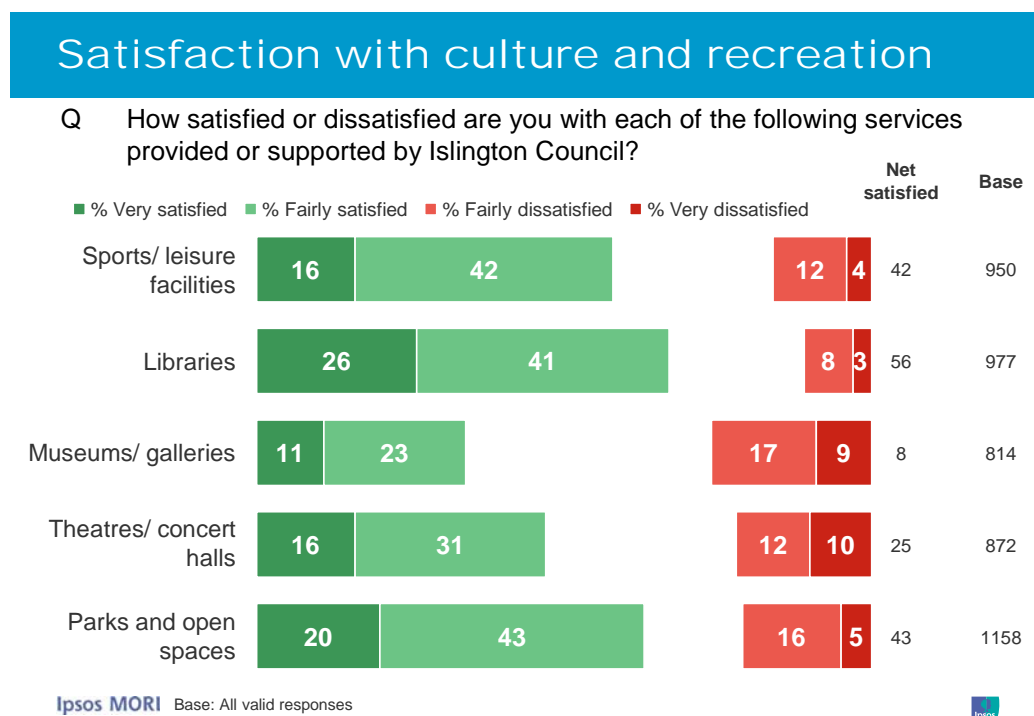
Over the last year, ratings for a number of services Islington Council provides have shown a marked improvement – particularly in relation to local transport and leisure facilities.

### Satisfaction with culture and recreation

Islington residents are most satisfied with libraries (67%) from the list of cultural and recreational services asked about. Just under two thirds (63%) meanwhile, are satisfied with parks and open spaces, while close to three in five (58%) are satisfied with sport/leisure facilities. While ratings are lower for theatres/concert halls and museums/galleries, this is largely due to fewer making use of these facilities.

Generally speaking, these results are most encouraging for the authority, both in terms of trends and in comparison with the London averages. Satisfaction with libraries has risen by eight points over the last year (from 59% to 67%), with those saying they are very satisfied rising by six points, with the result that this service is now on a par with London overall. Ratings for sport/leisure facilities now appear to be considerably ahead of the average, having risen by seven points (from 51% to 58%), while the proportion very satisfied with parks and open spaces has increased by six points (from 14% to 20%) – although you remain below the average in this area.

Museums/galleries and theatres/concert halls have seen no statistically significant changes in satisfaction since last year. However, ratings for museums/galleries – while still below the London average - have been on an upward trajectory since 2006/07, and the more positive opinions towards theatres/ concert halls witnessed between 2006/07 and 2008/09 – taking you above the average on this measure - appears to have been consolidated.



Women are more satisfied with sport/leisure facilities (62%), libraries (73%) and parks and open spaces (69%), while older residents are more satisfied with both museums/galleries (53%) and parks and open spaces (75%). Social renters are more satisfied with libraries (75%).

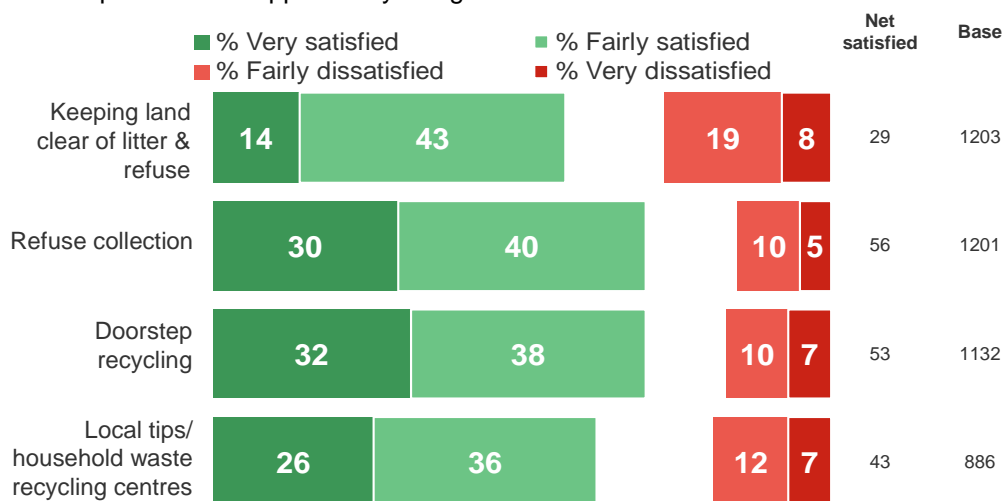
### Satisfaction with environmental services

Seven in ten residents consider themselves to be satisfied with refuse collection and their doorstep recycling services (71% and 70% respectively). Around three in five are satisfied with both the keeping of public land clear of litter and refuse (57%) and the local tips/household waste recycling centres (62%). It should be noted that refuse collection ratings continue to lag behind the London average, as do those for keeping land clear of litter and refuse.

Satisfaction with environmental services is in line with last years results, although there has been an increase in the proportion of residents who state that they are very satisfied with keeping land clear (from 10% to 14%) and refuse collection (from 26% to 30%).

## Satisfaction with environmental services

Q How satisfied or dissatisfied are you with each of the following services provided or supported by Islington Council?



Ipsos MORI Base: All valid responses



Older residents are more likely to be satisfied with keeping land clear (71%), refuse collection (86%) and doorstep recycling (85%). White residents are more satisfied with doorstep recycling (74%) and local tips (67%); and owner occupiers are more satisfied with local tips (74%).

### Satisfaction with local transport

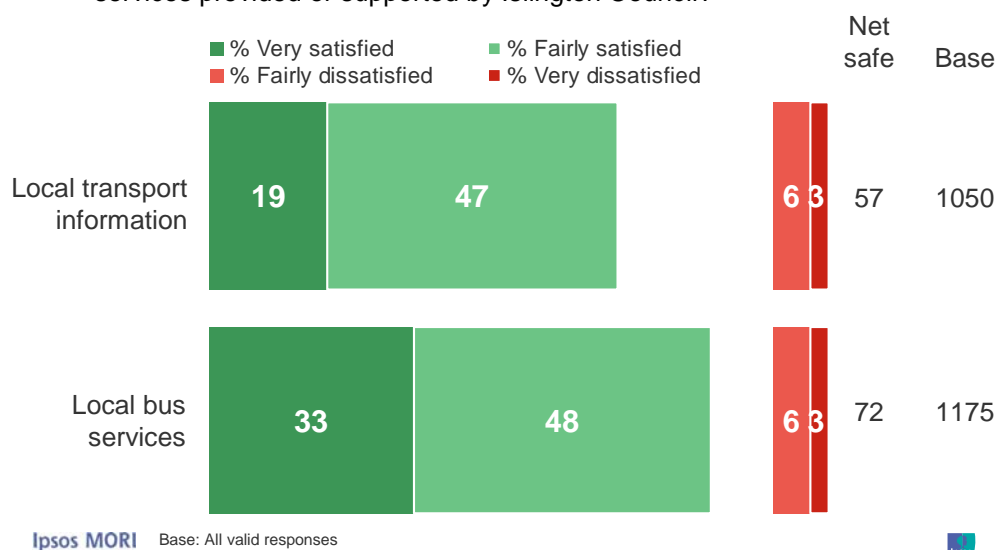
A large proportion of Islington residents (80%) are satisfied with their local bus services, while two thirds of residents (66%) also consider their local transport information to be satisfactory.

Very good progress has been made on both these measures. Satisfaction with local transport information has gone up by six percentage points in the last year (from 60% to 66%), and is now at the highest level recorded for Islington, well ahead of the London average. Furthermore the proportion very satisfied with local bus services has increased by six percentage points (from 27% to 33%). The overall satisfied score of 80% is also higher than the inner or outer London averages.

Women are more likely to be satisfied with local transport information than men (71% vs. 61%).

## Satisfaction with local transport

Q How satisfied or dissatisfied are you with each of the following services provided or supported by Islington Council?



## Service usage

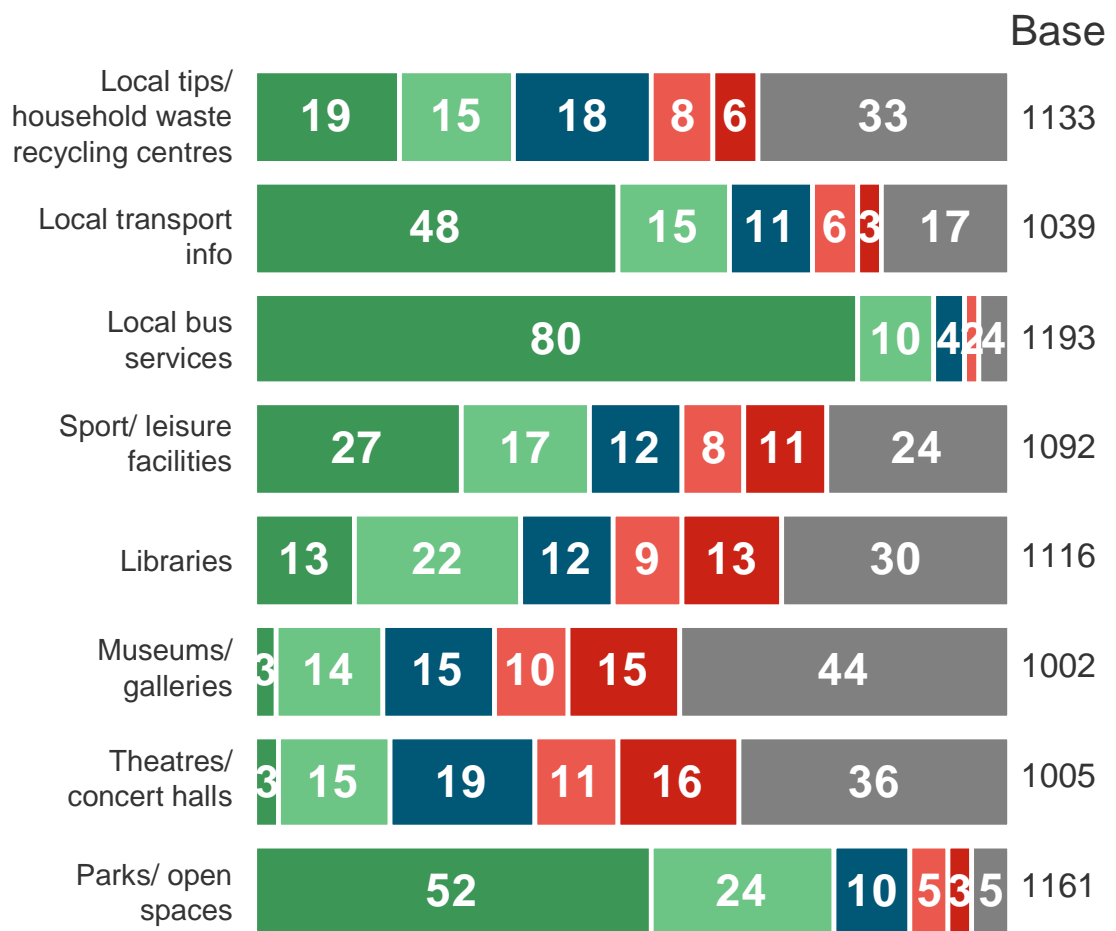
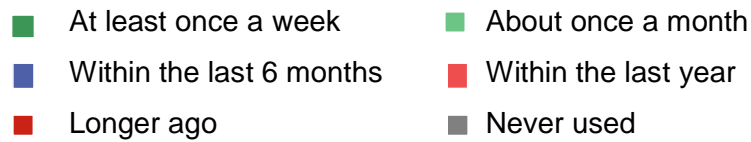
Residents were also asked about the frequency with which they use a number of council services.

Local bus services are used most often by Islington residents, with the vast majority (90%) saying they use buses at least once a month. Three quarters (76%) of residents use parks and open spaces at least once a month, while just under two thirds (63%) use local transport information. Fewer than half of residents use the remaining services once a month or more, with museums/galleries used least often (17%).

In the last year, the use of local transport information (up 4 points), sport/leisure (up 4 points) and parks and open spaces (up 5 points) have all increased, with the use of all remaining services remaining at a similar level to last year. These increases in use are not only encouraging in their own right, but may in part account for the rise in satisfaction observed for these service areas, given that there tends to be a link between usage and positive opinions (as demonstrated in the following pages).

## Service usage

Q Please indicate how frequently you have used the following public services



Ipsos MORI

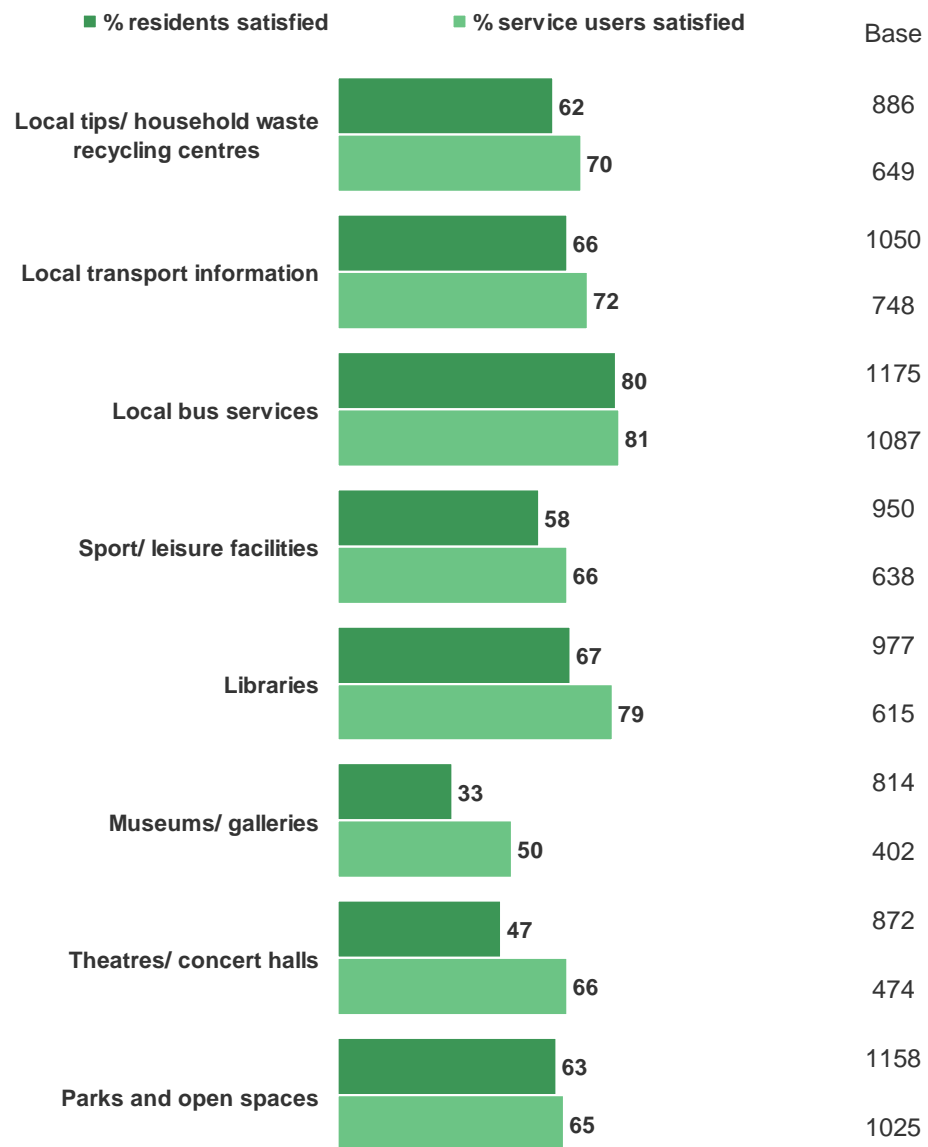
Base: All valid responses



## Service usage vs. satisfaction

In Ipsos MORI's experience, service users are generally more satisfied with services, and with the council itself, than non service users. This is again the case as is evident in the following chart.

## Satisfaction: residents overall vs. service users



Ipsos MORI

Base: All valid responses  
Service users defined as all who have used service in past 12 months at Q9



# 11. Additional questions

## Participation in decision-making

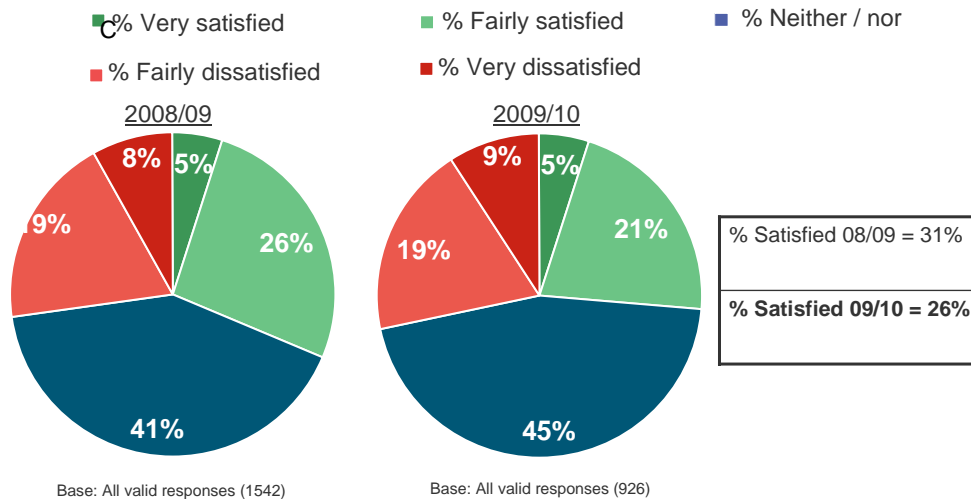
A quarter of Islington residents (26%) say they are satisfied with the opportunities they have for participation in local decision-making, while slightly more (29%) are dissatisfied.

Many residents are neutral on this issue, with nearly half (45%) neither satisfied or dissatisfied – indeed, this proportion has increased in the last year, resulting in a fall from 31% satisfied of five percentage points. However, active dissatisfaction is on a par with last year.

Women (30%), older residents (44%), BMEs (35%) and social renters (33%) are all more likely to be satisfied with the opportunities for participation than their respective counterparts are.

## Opportunities for participation in decision-making

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



Ipsos MORI



## Perceptions of Islington Council

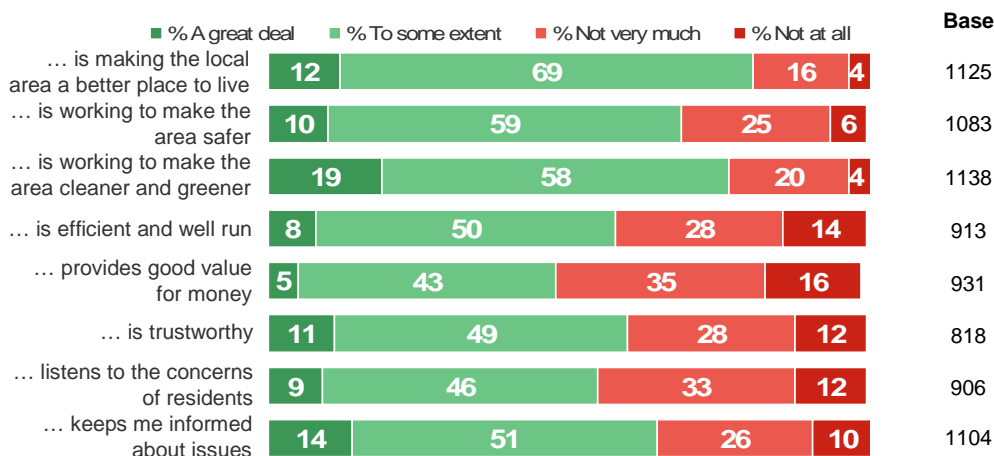
Most residents believe that Islington Council is making the local area a better place to live (81%) and are also working to make the area cleaner and greener (76%). Residents are not as convinced that Islington Council provide good value for money (48%).

These scores have generally remained stable since 2008/09, however, there has been a rise in the proportion of residents who believe that the Council is making the area a better place to live, up by six percentage points.

Women are more likely to believe that the Council is making the area a better place to live (84%), making the area safer (75%), and cleaner and greener (76%) - and more likely to feel the Council listens to concerns (60%). Older residents are more likely to believe the council keeps them informed about local issues (76%) and private renters are more likely to think the Council is efficient and well run (71%).

## Thoughts on Islington Council

Q 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 ...



Ipsos MORI Base: All valid responses



# Appendix 1

## Methodology

This appendix provides a detailed description of the methodology used for this interim survey. Essentially the process was designed to replicate that for the 2008/09 Place Survey, to ensure complete consistency of approach, and therefore reliability when comparing results over the past 12 months.

### Sampling

The sampling frame was the small-user Postcode Address File (PAF), with each of the residents in the sampling frame having an equal, calculable and non-zero probability of being selected to receive a questionnaire.

Ipsos MORI selected a random sample of 5,000 addresses from the PAF.

### The questionnaire

The core questionnaire used the same questions as the 2008/09 survey.

For Islington Council, additional questions included:

- Residents' satisfaction with the opportunities provided for participation in decision-making in the local area such as taking part in consultation exercises and attending public meetings.
- Residents' feelings on the running of Islington Council and the council's efforts to improve the area while acknowledging resident's concerns.

The wording used in the covering letter was also in line with the previous Place Survey and derived from CLG and Audit Commission guidance. It was not possible to personally address letters to a named resident of the household as the PAF was the sampling frame used. Letters were therefore addressed to "Dear Islington resident". As the target population specified is all adult local authority residents (aged 18 and over) the questionnaire asked that only someone aged 18 or over completed it.

A number of steps were taken in order to encourage a good response rate to the survey. The guidance stipulated that “authorities should take all reasonable steps to maximise their response rates”:

- The front page of each questionnaire was branded with the logos of Islington Council and Ipsos MORI, and contained a covering letter from John Foster, the chief executive of Islington Council.
- Details of the dedicated Ipsos MORI Place Survey Helpdesk were provided with the covering letter. Respondents were able to ask questions and request a large print questionnaire through the telephone and e-mail Helpdesk.
- In order to encourage response from Black and Minority Ethnic (BME) communities, information was provided with the questionnaire in local community languages, which set out how residents whose first language was not English could take part in the survey. These respondents were invited to complete a translated version of the questionnaire.
- Again, to encourage response to the survey, the covering letter also included information about a prize draw of a cash prize of £100.
- In line with the guidance, two reminder mailings of the questionnaire were also sent out to those residents who had yet to respond to the survey. The covering letter was adjusted to reflect the fact that it was a reminder, whilst still meeting data protection requirements.
- All questionnaires were distributed through the UK Royal Mail postal system. In addition, respondents were required to return their completed questionnaires using the pre-paid envelope provided with the questionnaire. A postal strike occurred during the early part of the survey, which caused some delay in the rate at which questionnaires were initially returned. As a result, the mailing of the 1<sup>st</sup> reminder questionnaire was held back from w/c 19<sup>th</sup> of October 2009 to w/c 26<sup>th</sup> of October – eventually going out on the 30<sup>th</sup> of October 2009, to ensure as many responses as possible were obtained from the initial mailing.

## Fieldwork

For Islington Council, the breakdown in mailings was as follows:

- The first mailing was sent to 5,000 addresses on the 23<sup>rd</sup> of September 2009.
- A second mailing to 4,506 addresses (or 90% of the original sample) was sent on the 30<sup>th</sup> of October 2009.
- The third and final mailing was sent to 4,037 addresses (or 81% of the original sample) on the 25<sup>th</sup> of November 2009.

Fieldwork was finally closed on the 18 December.

## Survey Management System (SMS)

Returned questionnaires were booked in on a daily basis. The number of valid and void returns – known as ‘deadwood’ (e.g. those not completed because they were sent to derelict, demolished, business or vacant addresses) - was recorded in the Ipsos MORI Survey Management System. This allowed for the daily calculation and monitoring of response rates, and to ensure that reminder mailings were not sent to deadwood addresses. The use of the SMS also helped to ensure that only households who had not returned a completed questionnaire would be sent a reminder.

## Data processing and upload

All questionnaires returned by respondents were processed through a scanning and manual verification procedure, enabling a more reliable and faster turnaround time than manual data entry.

The unweighted data was then weighted according to household composition, age, gender and ethnicity using the formal weighting scheme used during the 2008/09 Place Survey.

## Response rates and sample profile

The **overall unadjusted response rate**<sup>4</sup> achieved from the main sample was **25.66%** - representing 1,283 returned questionnaires from an original sample of 5000 addresses.

The **overall adjusted response rate**, removing incomplete responses and all non-effective addresses, achieved from the main sample was **25.90%** - representing 1,283 valid questionnaires from an effective sample of 4952 addresses (48 non-effective addresses).

## Weighting

As well as maximising the response rate overall it is also important, particularly when analysing survey responses, to consider how the responses received compare with the local population as a whole. If certain groups in the survey are under-represented, it may generate results which are not representative of the wider population.

CLG and Audit Commission guidance outlines weighting as a way of tackling the issue of over- and under-representation of certain demographic groups in the sample. Therefore, to generate results which would be more representative, data was weighted using a standard weighting scheme.

The principles of the weighting scheme used are available on the Place Survey website. In the first instance, data was weighted by gender, age and ethnicity to the known profile of the Borough, as recorded in the 2006 Census mid-year population estimates<sup>5</sup>, and then by a further weight to adjust for household size.

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<sup>4</sup> The unadjusted response rate does not allow for invalid or business addresses, vacant properties, etc. which will be an element of any sample drawn from the Postal Address File, as well as incomplete responses. The adjusted response rate does take these into account however.

<sup>5</sup> Gender, age and ethnicity figures based on ONS 2006 sub national population projections; the data is an interpolation between the projections for mid-2008 and mid-2009.

## Ensuring quality

Ipsos MORI places great emphasis on quality assurance and associated policies, and on data protection. The quality of data is assured through checks embedded in the scanning process. The software used is set up to only accept valid responses. With all tick box information, the confidence or tolerance of the scanning software is set at a tested level and anything outside this confidence level is filtered through to a human verification process. In the verification process any questionable responses are highlighted and subsequently confirmed or corrected. All responses which contain text were also sent for verification.

In addition, all data outputs were given thorough checks by both the Ipsos MORI data analysts and research executive teams.

## Confidence intervals

The base size – i.e. the number of respondents providing a valid response – was different for each question answered in the Place Survey. On the basis of all respondents who answered each question (as specified by CLG and the Audit Commission), and assuming that the confidence interval is unaffected by the survey response rate, the overall margin of error for this survey therefore ranges from  $\pm 1.6\%$  to  $\pm 2.7\%$ . The specific margin of error for each national indicator measured through the survey is set out in the following table. Further explanation about confidence intervals is provided in Appendix 2.

National indicator	Indicator	Base size	Confidence Interval
NI1	% of people who believe people from different backgrounds get on well together in their local area	1,032	+/- 3.0%
NI2	% of people who feel that they belong to their neighbourhood	1,190	+/- 2.8%
NI3	Civic participation in the local area	1,138	+/- 2.9%
NI4	% of people who feel they can influence decisions in their locality	1,047	+/- 3.0%
NI5	Overall/ general satisfaction with the local area	1,256	+/- 2.8%
NI6	Participation in regular volunteering	1,096	+/- 3.0%
NI17	Perceptions of anti-social behaviour	1,189	+/- 2.8%
NI21	Dealing with local concerns about anti-social behaviour and crime issues by the local council and police	1,145	+/- 2.9%
NI22	Perceptions of parents taking responsibility for the behaviour of their children in the area	1,124	+/- 2.9%
NI23	Perceptions that people in the area treat one another with respect and consideration	1,122	+/- 2.9%
NI27	Understanding of local concerns about anti-social behaviour and crime issues by the local council and police	1,204	+/- 2.8%
NI37	Awareness of civil protection arrangements in the local area	1,216	+/- 2.8%
NI41	Perceptions of drunk or rowdy behaviour as a problem	1,129	+/- 2.9%
NI42	Perceptions of drug use or drug dealing as a problem	1,250	+/- 2.8%
NI119	Self-reported measure of people's overall health and wellbeing	1,248	+/- 2.8%
NI138	Satisfaction with people over 65 with both home and neighbourhood	122	+/- 8.9
NI139	The extent to which older people receive the support they need to live independently	1,247	+/- 2.8%
NI140	Fair treatment by local services	1,140	+/- 2.9%

It is important to note that the above confidence interval calculations relate only to samples that have been selected using strict random probability sampling methods. However, in practice it is reasonable to assume that these calculations provide a good indication of the confidence intervals relating to the Place Survey and the sampling approach used.

## Appendix 2:

### Guide to statistical reliability

The residents who took part in the Place Survey are only a sample of the total "population" of residents in Islington, so we cannot be certain that the figures obtained are exactly those that would have been reached had everyone had responded (the "true" values). We can, however, predict the variation between the sample results and the "true" values from knowledge of the size of the samples on which the results to each question is based, and the number of times a particular answer is given. The confidence with which we can make this prediction is usually chosen to be 95% - that is, the chances are 95 in 100 that the "true" value will fall within a specified range. The following illustrates the predicted ranges for different sample sizes and percentage results at the "95% confidence interval":

Size of sample on which survey result is based	Approximate sampling tolerances applicable to percentages at or near these levels		
	10% or 90%	30% or 70%	50%
	$\pm$	$\pm$	$\pm$
100 responses	6	9	10
200 responses	4	6	7
500 responses	3	4	4
1,000 responses	2	3	3
<b>1,283 responses</b>	<b>2</b>	<b>3</b>	<b>3</b>

For example, with a sample size of 1,000 where 30% give a particular answer, the chances are, 19 in 20 that the "true" value (i.e. the one which would have been obtained if the whole population had been interviewed) will fall within the range of  $\pm 3$  percentage points from the survey result (i.e. between 27% and 33%).

When results are compared between separate groups within a sample (e.g. males versus females), different results may be obtained. The difference may be "real," or it may occur by chance (because not everyone in the population has been interviewed). To test if the difference is a real one - i.e. if it is "statistically significant" - we again have to know the size of the samples, the percentage giving a certain answer and the degree of confidence chosen. If we once again assume a "95% confidence interval", the differences between the results of two separate groups must be greater than the values given in the following table:

Size of sample on which survey result is based	Differences required for significance at or near these percentage levels		
	10% or 90% ±	30% or 70% ±	50% ±
100 vs. 100	8	13	14
200 vs. 200	6	9	10
500 vs. 500	4	6	6
500 vs. 1,000	3	5	5

It is important to note that, strictly speaking, the above confidence interval calculations relate only to samples that have been selected using strict probability sampling methods. However, in practice it is reasonable to assume that these calculations provide a good indication of the confidence intervals relating to the Place Survey and the sampling approach used.

## Appendix 3:

### London Borough categorisation

London Borough	Inner/ Outer
Barking and Dagenham	Outer
Barnet	Outer
Bexley	Outer
Brent	Outer
Bromley	Outer
Camden	Inner
City of London Corporation	Inner
Croydon	Outer
Ealing	Outer
Enfield	Outer
Greenwich	Inner
Hackney	Inner
Hammersmith & Fulham	Inner
Haringey	Outer
Harrow	Outer
Havering	Outer
Hillingdon	Outer
Hounslow	Outer
Islington	Inner
Kensington & Chelsea	Inner
Kingston upon Thames	Outer
Lambeth	Inner
Lewisham	Inner
Merton	Outer
Newham	Outer
Redbridge	Outer
Richmond upon Thames	Outer
Southwark	Inner
Sutton	Outer
Tower Hamlets	Inner
Waltham Forest	Outer
Wandsworth	Inner
Westminster	Inner

## Appendix 4:

# Council service satisfaction and usage – trend and comparator analysis

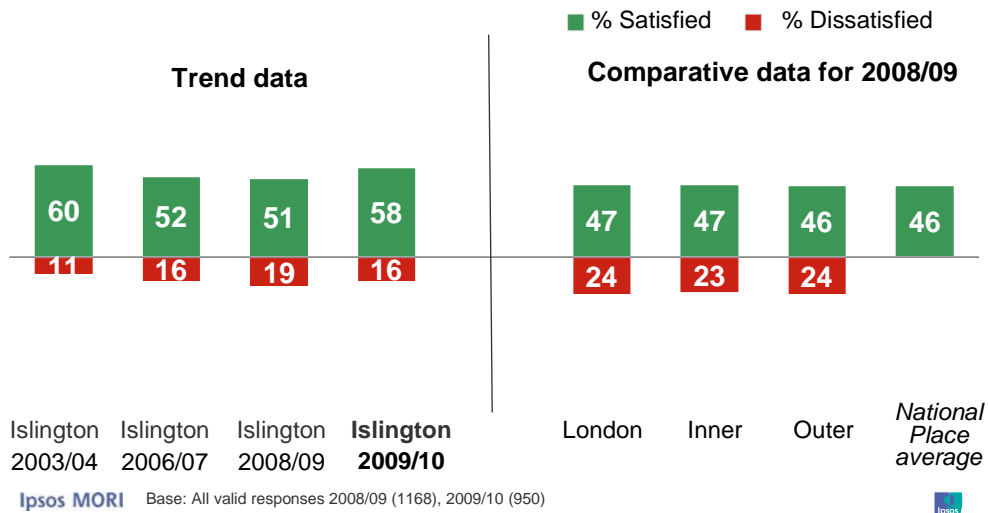
Additional charts have been produced to provide more details on service satisfaction and usage, including how perceptions have changed over time and how the area compares to others – although, as throughout the report, please note that comparisons are down from the 2008/09 Place Survey and so cannot be treated as directly comparable.

## Culture and recreation

### Sports and leisure

#### Sports and leisure: Contextual data

Q How satisfied or dissatisfied are you with... sport/ leisure facilities?



### Libraries

#### Libraries: Contextual data

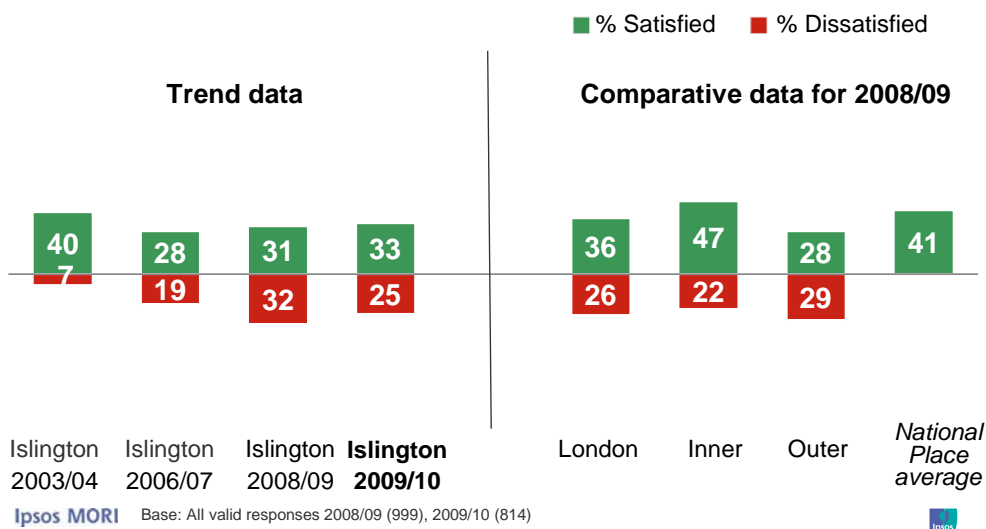
Q How satisfied or dissatisfied are you with... libraries?



## Museums/ galleries

### Museums/ galleries: Contextual data

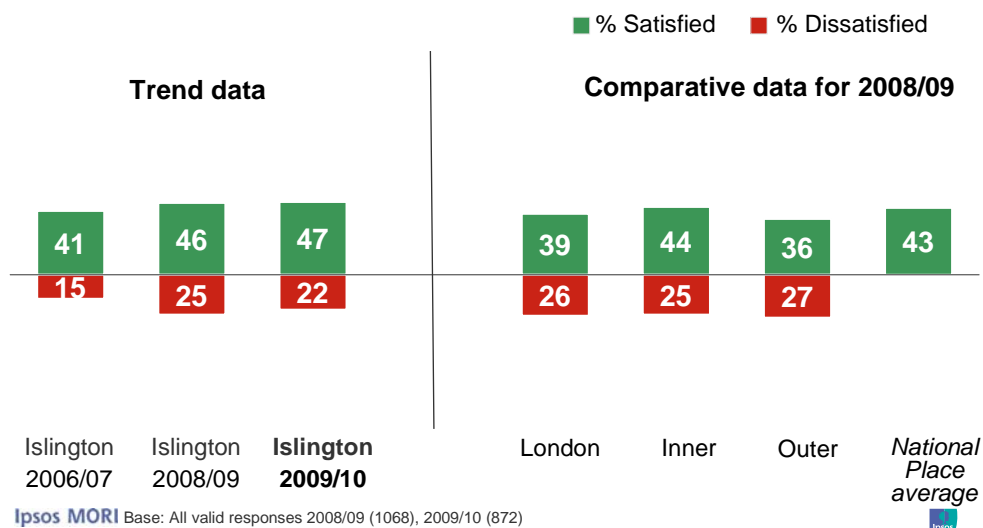
Q How satisfied or dissatisfied are you with... museums/ galleries?



## Theatres/ concert halls

### Theatres/ concert halls: Contextual data

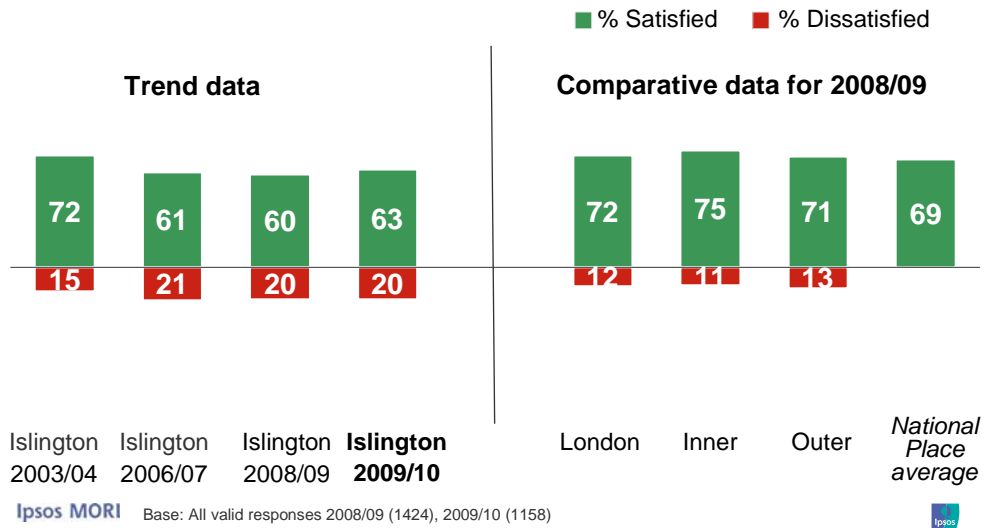
Q How satisfied or dissatisfied are you with... theatres/ concert halls?



## Parks and open spaces

### Parks and open spaces: Contextual data

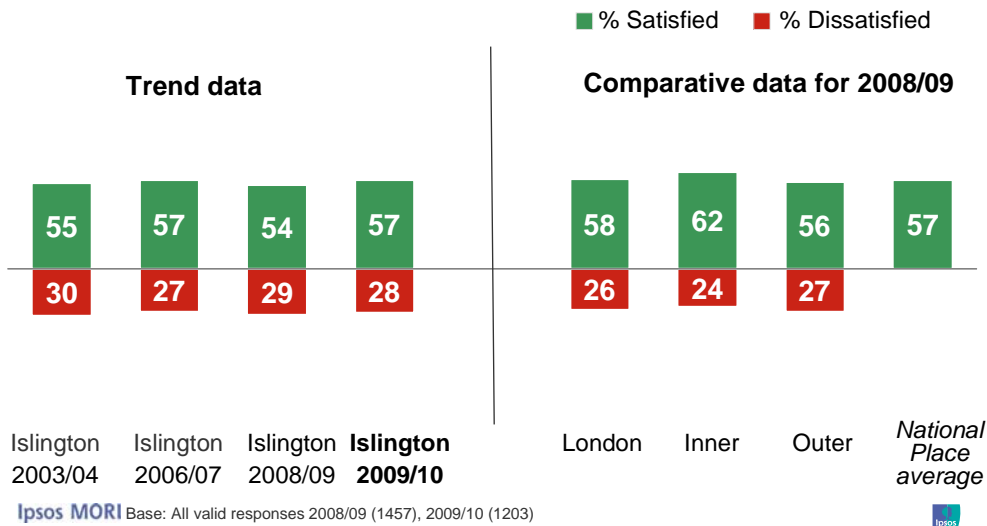
Q How satisfied or dissatisfied are you with... parks and open spaces?



## Satisfaction with environmental services

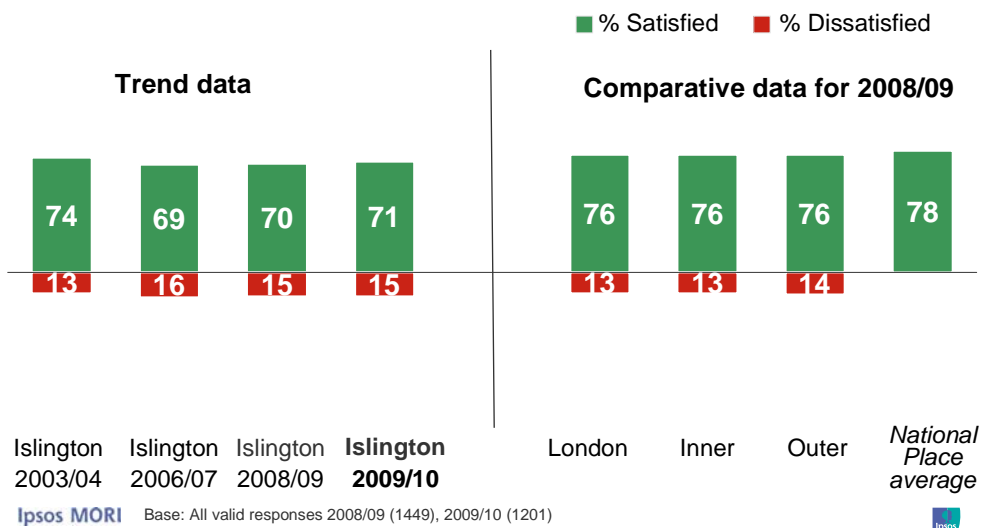
### Keeping land clear: Contextual data

Q How satisfied or dissatisfied are you with... keeping public land clear of litter and refuse?



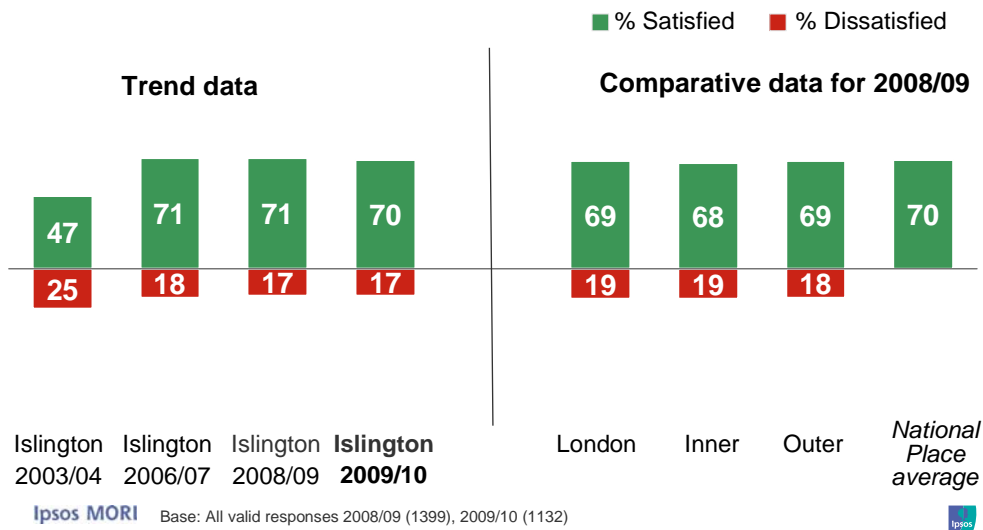
### Refuse collections: Contextual data

Q How satisfied or dissatisfied are you with... refuse collection?



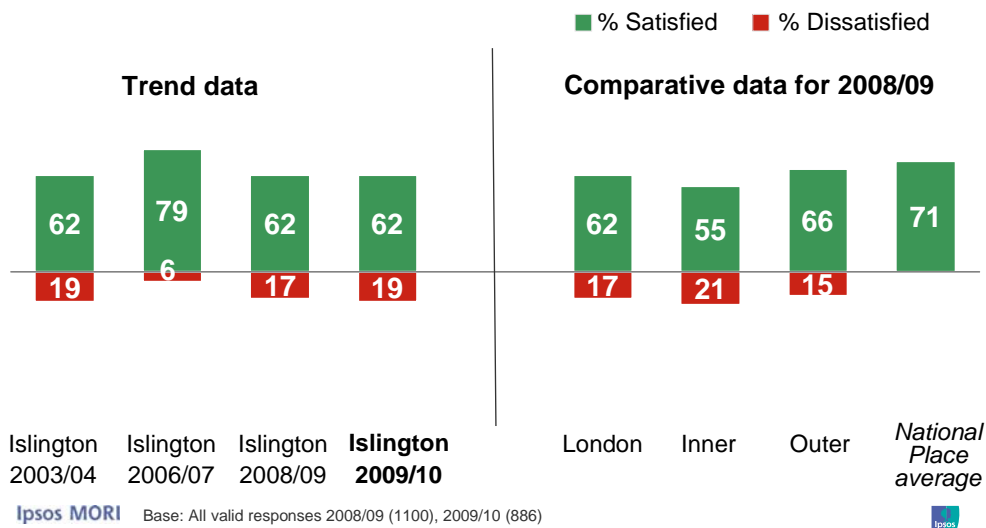
## Doorstep recycling: Contextual data

Q How satisfied or dissatisfied are you with... doorstep recycling?



## Local tips/ recycling centres: Contextual data

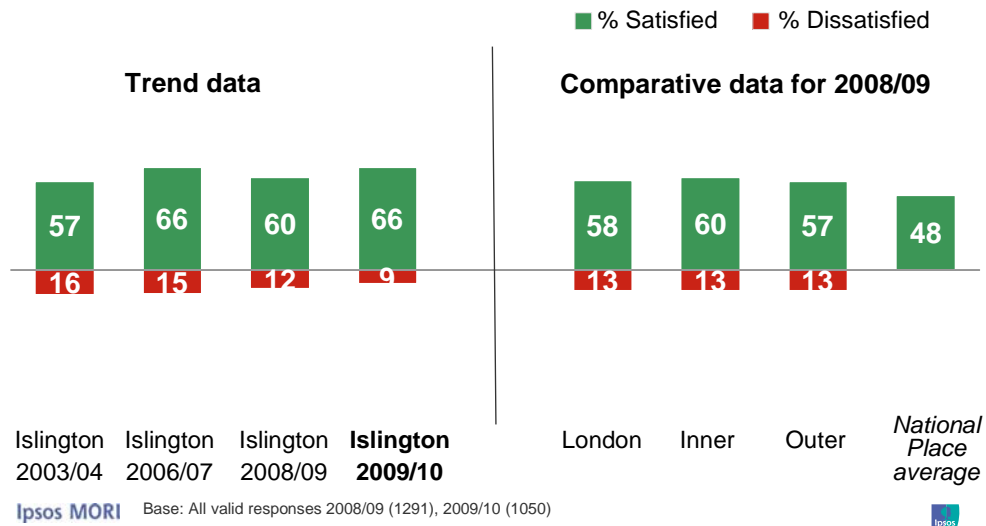
Q How satisfied or dissatisfied are you with... local tips/ household waste recycling centres?



## Local transport

### Local transport information: Contextual data

Q How satisfied or dissatisfied are you with... local transport information?



### Local bus services: Contextual data

Q How satisfied or dissatisfied are you with... local bus services?

