

Research Report



Survey of Wandsworth Residents 2017

Prepared for: London Borough of Wandsworth

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Prepared by: Steve Handley, Research Director

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1 Key findings

1.1 Background and methodology

In the spring of 2017, BMG Research was commissioned to undertake a survey of London Borough of Wandsworth residents. This piece of research is the latest survey in Wandsworth Council's program of resident consultation and follows on from the 2005, 2007, 2009, 2011, 2013 and 2015 biennial surveys.

This document summarises the findings of the 2017 survey conducted among 1,508 local residents aged 16+ between June and July 2017.

1.2 Living in Wandsworth: the neighbourhood, community, cohesion and safety

Wandsworth continues to be described as a good place to live by its residents. More than nine in ten (92%) state that their local area is a good place to live, a proportion that is in line with that recorded in 2015 (90%). Local Government Association polling data shows that national satisfaction with the local area is consistently found to be around the 80% level. On this basis, the fact that satisfaction with the neighbourhood in Wandsworth remains at 92% suggests above average local perceptions within the borough.

When asked to state in their own words what they like most about living in their area the most common responses were that residents like the location and convenience of their local area (22%), parks and open spaces (20%), the peace and quiet (15%), and having good neighbours / community spirit (14%). Location, parks and peace and quiet were the same top three chosen factors in 2011, 2013 and 2015 albeit with minor variations in proportions choosing each.

Using the same style of question, residents were also asked to state what they dislike most about living in their local area. Among all respondents, traffic congestion (11%), litter (11%), parking (10%) and crime/ASB (9%) were the most common mentions. This shows some slight reorganisation in the order of issues, compared with 2015, in which the most common responses were, noise (11%), parking (10%) and traffic congestion (10%). The locations (in terms of Ward Clusters) where these issues are most commonly described as a problem are shown in the main body of the report.

Accompanying the high satisfaction among residents with their local area are encouraging findings in relation to both community cohesion and local safety. Good levels of community cohesion are suggested by the fact that in 2017 89% of residents agree that people of different backgrounds get on well together. There is no description around what 'backgrounds' refer to, so this is open to interpretation by the respondent. Agreement with this statement, at 89%, is consistent with the 87% recorded in 2015, 85% recorded in 2013 and the 86% seen in 2011.

Various questions within the survey pick up on local safety perceptions and the messages from these are positive ones. When considering the last two years, six in ten (59%) residents feel that Wandsworth is a safer place overall, while more residents agree (49%) than disagree (19%) that there is less trouble generally.

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When considering how worried they are about being the victim of seven different types of crime, a minority of residents express any level of worry, with the majority either not very worried or not at all worried. However, levels of worry have increased by between 5 to 9-percentage points for each of the types of crime since 2015. The issues that the highest proportion of residents feel worried about are:

- Burglary (38% up from 32% in 2015);
- Robbery in the street (28% up from 20% in 2015); and
- Theft (27% up from 21% in 2015).

Analysis at the Ward Cluster level shows that residents living in Ward Cluster A are almost twice as likely to express worry about burglary in 2017 (41%), compared with 2015 (22%), which is worthy of further investigation.

Overall, almost four in five (79%) Wandsworth residents feel safe in the local area after dark. While the proportion who feel very safe has risen within this from 17% to 20%, there has been a 5-percentage point decline in those feeling safe overall. To put these results into context, the proportion of Wandsworth residents who feel safe outside in their local area after dark is in line with the national benchmark of 78% (LGA polling Feb 2015).

Furthermore a majority of residents feel that the Police are doing a good job of dealing with crime in their area, with over three quarters (77%) indicating this, consistent with findings in 2015 (76%). Conversely, just 67% say the same about the Council, this proportion down 6-percentage points from 2015 (73%).

1.3 Perceptions of Wandsworth Council, its services and budget issues

More than four in five (83%) residents are satisfied with the way Wandsworth Council is running their local area. Overall, there has been a 4-percentage point drop since 2015 in those giving this positive viewpoint. Within this, the proportion who gave the most positive response of very satisfied has remained consistent at 25% from 2015 to 2017, while the share who are fairly satisfied has dropped from 63% in 2015, to 58% in 2017, driving the decline in overall satisfaction. In total, only 6% of residents express any level of dissatisfaction regarding how Wandsworth Council is running the area. Although there has been a decline in satisfaction with the way Wandsworth Council is running the local area, the latest national benchmark on this measure (LGA polling Feb 2015) is 67%, suggesting that perceptions of Wandsworth Council are still well above average.

In line with the high satisfaction with the way the Council is running the area 79% of residents agree that Wandsworth Council provides value for money. This is comprised of 56% who tend to agree and 23% who strongly agree. Only 5% of residents disagree that the Council provides value for money, with the remainder either neutral (14%) or unsure (2%).

The high level of satisfaction with the way the Council is running things is reflected in positive levels of advocacy for the Council, with over half of residents (53%) indicating that they would speak highly of the Council. Although still high, it is worth noting this proportion is down from 60% in 2015. Meanwhile, the proportion that would be critical of the Council is consistent with findings in 2015 (5%). This suggests there has been a shift from positive to neutral advocacy among some residents since 2015.

When considering how Wandsworth Council is responding to the budget savings it is required to make, over half of residents (54%) trust the Council to reduce their spending effectively, with this level of trust down from that seen two years ago (59%). Furthermore, the proportion who agree spending could be reduced by the Council without cutting service quality has fallen from 52% in 2015, to 37% this year. It does seem relevant to note that interviewing in this study commenced immediately after a general election where a reaction against austerity was one of the key parts of the narrative, and in the midst of the fallout of the Grenfell disaster.

As Wandsworth Council continues to seek greater efficiencies and cost reductions, three-quarters of residents (76%) feel that keeping Council Tax low is essential for residents, a 10-percentage point drop from 2015 (86%). When designing future service delivery it is notable that just under two thirds (63%) agree that they do not care if it is the Council or another organisation that carries out local services as long as they are of a good standard. While this remains a majority, agreement has declined by 9-percentage points since 2015 (72%). The consequences of the Grenfell Tower coverage may be relevant here given the criticism of Kensington and Chelsea's housing management through a TMO and the criticism of outsourced delivery structures.

With regards to the now established shared staffing arrangements between Wandsworth Council and Richmond Council, residents appear to find the success of this arrangement difficult to judge, with 42% giving a neutral response and a further 28% answering don't know when asked about this. Among the remainder, five times as many residents are positive (25%) than negative (5%) about these arrangements.

1.4 Transport and Environment

In 2017 more than half (55%) of residents disagree that there is less traffic congestion compared to a year ago, this share up 4-percentage points from 2015. Despite this, half of residents (49%) still agree that transport services are improving. Views on public transport are more positive, with 50% agreeing that the bus service has improved, 43% saying the same about rail services and more specifically 50% suggesting that railway stations have improved.

In 2015, disagreement that traffic congestion has decreased was particularly high among residents of Ward Cluster F (78%). Two years on disagreement rates in Ward Cluster F have fallen to 58%, which is in line with the Wandsworth average. This suggests that congestion issues in Ward Cluster F have improved since 2015.

1.5 Access to information

A useful measure, especially when identifying how best to keep residents informed, is to find out which sources of information are currently used to find out about the local Council. In 2017, Brightside remains the most commonly used source of information, with 44% selecting this from a list of thirteen possible information sources. In the period prior to this survey Brightside was published in March 2017 and June 2017. Beyond this, just fewer than two in five (37%) find out about their local Council via its website. As in previous years, these findings suggest that the London Borough of Wandsworth has a strong and direct influence over the messages residents receive about the organisation, although the local press also has an influence.

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Fewer than one in ten (7%) Wandsworth residents never access the Internet. By far the most common response among residents is that they have access to the internet in one form or another (93%). Of those who do have internet access, over four in five (85%) are classified as advanced users, who use the internet for more complex purposes (e.g. Social networking, uploading photos, selling goods or services, playing or downloading games, images, films or music).

Among those who do access the internet it is interesting to note that equal proportions access the internet via a smartphone (90%) as do so via a laptop or desktop (89%). Please note that more than one answer was possible at this question.

1.6 Council contact

Three quarters (75%) of those who contacted the Council in the last 12 months were satisfied with how their query was handled, a proportion that is 5-percentage points lower than in 2015. However, the proportion of respondents giving the most positive response of 'very satisfied' has increased by 9-percentage points since 2015 to 33%.

Those who had contacted the Council were also asked how satisfied or dissatisfied they were with the outcome achieved. In response, 71% were satisfied, this figure down 7-percentage points from 2015. However, similarly to satisfaction with how the query was handled, this year the proportion of respondents who provided the most positive response of 'very satisfied' has increased from 24% in 2015, to 33% in 2017.

Two in ten (21%) were dissatisfied with the outcome of their contact, this figure 10-percentage points higher than that seen in 2015. The proportion who provided the most negative response of 'very dissatisfied' increased from 4% in 2015, to 14% in 2017. These results indicate that perceptions around the outcome of queries have become more polarised compared to 2015, with a higher share of respondents responding in either the most positive or most negative groups.

2 Introduction

2.1 Background

In the spring of 2017, BMG Research was commissioned to undertake a survey of London Borough of Wandsworth residents. This piece of research is the latest survey in Wandsworth Council's program of resident consultation and follows on from the 2005, 2007, 2009, 2011, 2013 and 2015 biennial surveys.

This document summarises the findings of the 2017 survey conducted among 1,508 local residents aged 16+ between June and July 2017. The results of this survey will be compared to those from the previous surveys where possible. A separate cross tabulated data report is available for more detailed analysis.

2.2 Methodology

2.2.1 Selecting the sample – Income Deprivation Domain

Within the Index of Multiple Deprivation there are a number of domains of deprivation. One domain which is useful by itself outside the main index is the Income Deprivation domain. The purpose of this domain is to capture the proportion of the population experiencing income deprivation in a small area (known as a Super Output Area (SOA)).

Consistent with previous years, the income deprivation scores at SOA level were ranked from high to low. These were then segmented into quartiles within each ward to ensure that the bands reflected the relative income deprivation **within Wandsworth**.

To achieve these ward targets, sampling points (COAs) were selected randomly and all addresses were identified from the postcode address file within this COA to form the sample. A target of approximately 10 interviews was to be achieved per sampling point. Equal targets were set per ward, at 75, so 8 sampling points were selected per ward. Whilst the interviewers were able to approach any address within a sampling point, strict quotas were set by age, gender, ethnicity and economic status within each ward to ensure a representative spread by demographic profile. The survey was administered on a face-to-face basis, using CAPI technology.

2.2.2 Questionnaire design

The survey questionnaire contained questions used in previous annual residents' surveys in order to allow changes on key issues to be identified. In addition, new questions were developed by Wandsworth Council in conjunction with BMG Research in order to explore particular issues of relevance in 2017. These new questions covered topics including air quality in the borough, regeneration and town improvement activities and the Council's shared staff arrangement with Richmond Council.

2.3 Data

In total, 1,508 interviews were completed. The sample size of 1,508 is subject to a maximum standard error of $\pm 2.52\%$ at the 95% confidence level on an observed statistic

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of 50%. Thus, for the quantitative survey, we can be 95% confident that responses are representative of those that would have been given by the total population of Wandsworth, if a census had been conducted, to within $\pm 2.52\%$ of the percentages reported.

The following table presents the number of responses per Ward Cluster; i.e. the key unit of geographical analysis used throughout this report. The confidence level is shown also, which is important to consider whilst engaging with the results in this report.

Table 1: Number of responses per Ward Cluster

	Number of responses	Confidence (+/-%)
Ward Cluster		
A (Queenstown, St Mary Park, Latchmere)	225	+/-6.53%
B (Wandsworth Common, Northcote, Shaftesbury)	224	+/-6.55%
C (Bedford, Balham, Nightingale)	226	+/-6.52%
D (Tooting, Graveney, Furzedown)	226	+/-6.52%
E (Fairfields, Southfield, Earlsfield)	227	+/-6.50%
F (East Putney, Thamesfield)	153	+/-7.92%
G (Roehampton, West Putney, West Hill)	227	+/-6.50%

2.4 Reporting

Throughout this report the word “significant” is used to describe differences in the data. This indicates where the data has been tested for statistical significance. This testing identifies ‘real differences’ (i.e. difference that would occur if we were able to interview all residents in the borough rather than just a sample). However, as already noted the actual percentages reported in the data may vary by $\pm 2.52\%$ at the 95% confidence level on an observed statistic of 50%.

When we are comparing the differences between two datasets from one year to the next, it is important to consider the sampling errors for both when determining whether a difference is statistically significant. In its most simplistic format, where a score of 50% is achieved in 2015, and the same size sample is collected in both years, a score of +/- 5% or more (45% or below or 55% and above) would be needed in 2017 to indicate a significant change.

Figures and tables are used throughout the report to assist explanation and analysis. Although occasional anomalies appear due to ‘rounding’ differences, these are never more than +/-1%. These occur where rating scales have been added to calculate proportions of respondents who are satisfied at all (i.e. either very or fairly satisfied).

Weights have been applied at a ward level by age, gender, ethnicity and economic status using a mixture of mid-year population estimates and the 2011 Census statistics. Borough level weights were then applied by ward.

3 Views of the neighbourhood

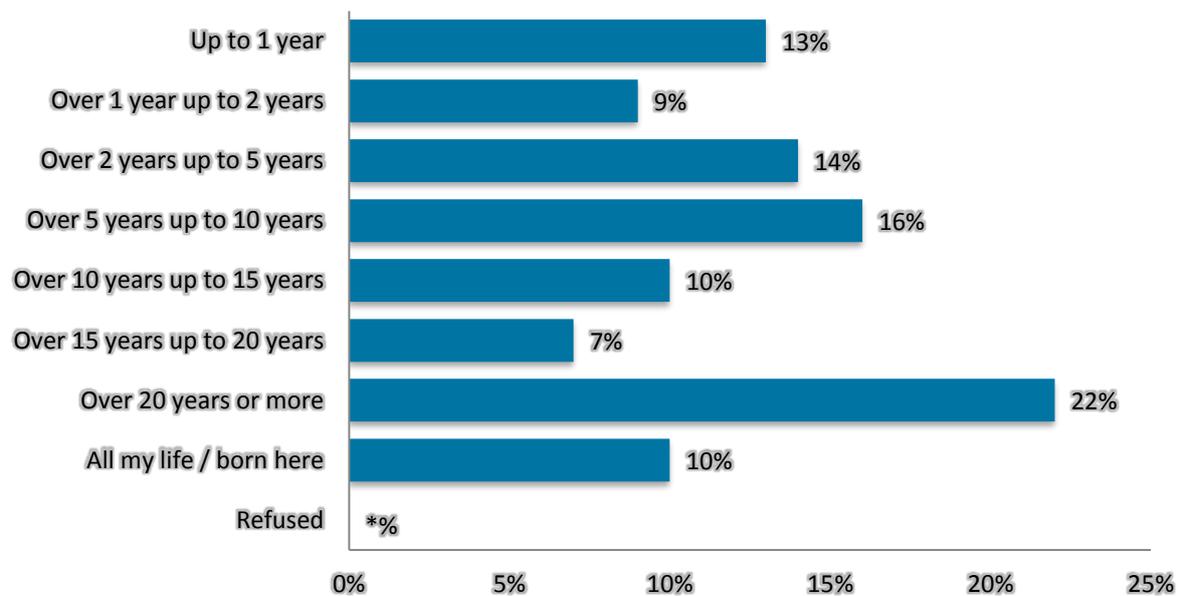
3.1 Introduction

This section explores residents' views of their neighbourhood, including their level of satisfaction with the neighbourhood, the factors that residents value in their local area, plus the quality of local service provision.

3.2 Length of time lived in the neighbourhood

To put the results reported in the remainder of this chapter into context, all respondents were asked how long they have lived in the borough of Wandsworth. One in eight (13%) respondents has lived in the borough for less than a year and a further 9% have lived in Wandsworth for 1-2 years. The last survey of this type was conducted two years ago in 2015. At the other end of the scale, the proportion living in the borough the longest (over 20 years or more or all their life), is 32%.

Figure 1: How long have you lived in the borough of Wandsworth? (All respondents)



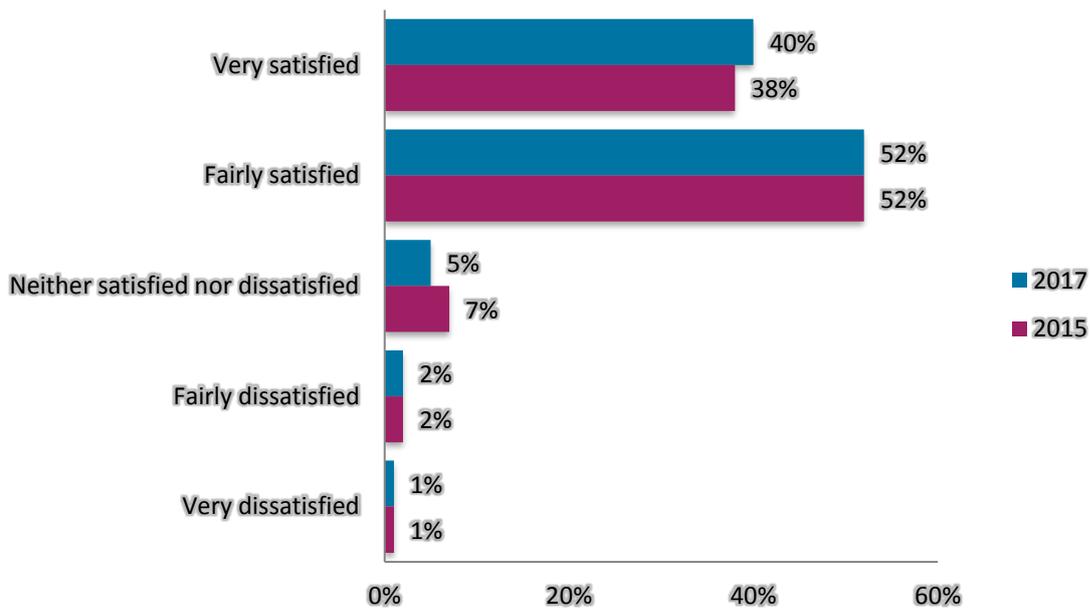
Unweighted base: 1508

* denotes less than 0.5%

3.3 Satisfaction with local area

A large majority of Wandsworth residents remain satisfied with their local area as a place to live (92%), in line with the 90% recorded in 2015. Within this, the distribution of residents who are very satisfied and fairly satisfied has also remained stable. Two in five residents (40%) give the most positive response possible of 'very satisfied' in regards to their neighbourhood. In total, just 3% of Wandsworth residents in 2017 express any level of dissatisfaction with their neighbourhood as a place to live.

Figure 2: How satisfied or dissatisfied are you with your local neighbourhood as a place to live? (All respondents)

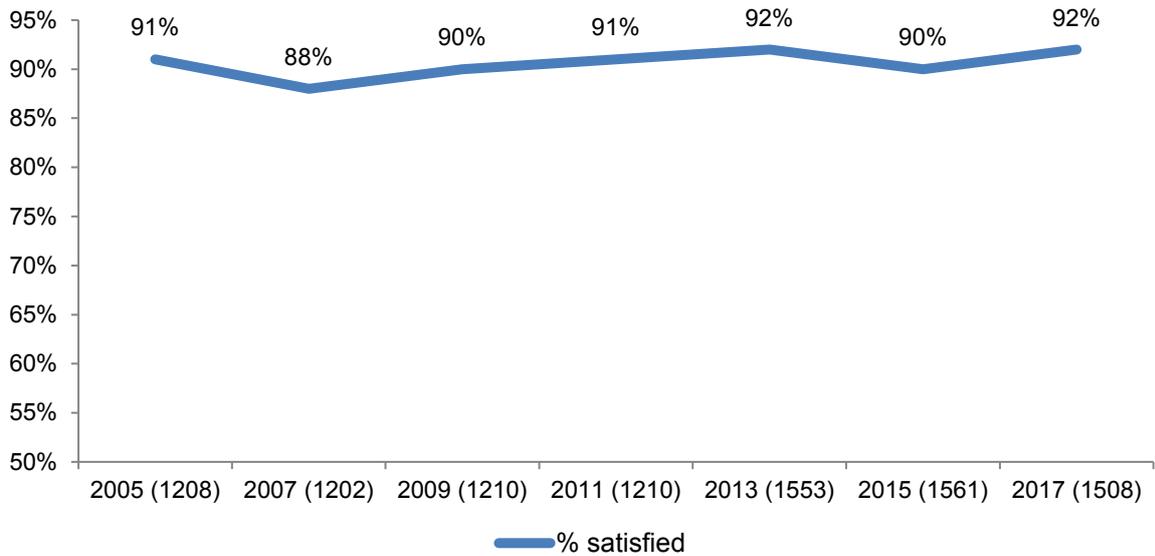


Unweighted base: 2017 – 1508 2015 - 1561

As this question has been asked consistently in previous residents' surveys, data on this measure is available from 2005 onwards. The chart overleaf shows that generally resident satisfaction has remained consistently high. The 2017 results are jointly the most positive recorded over this period, albeit by a single percentage point.

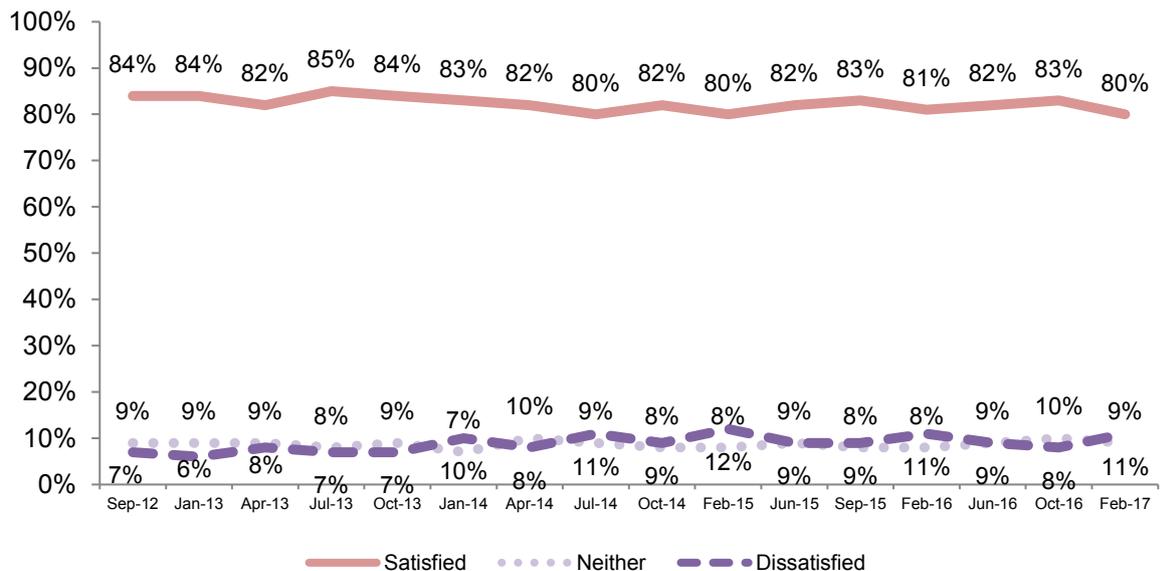
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Figure 3: How satisfied or dissatisfied are you with your local neighbourhood as a place to live? % satisfied since 2005 (All responses)



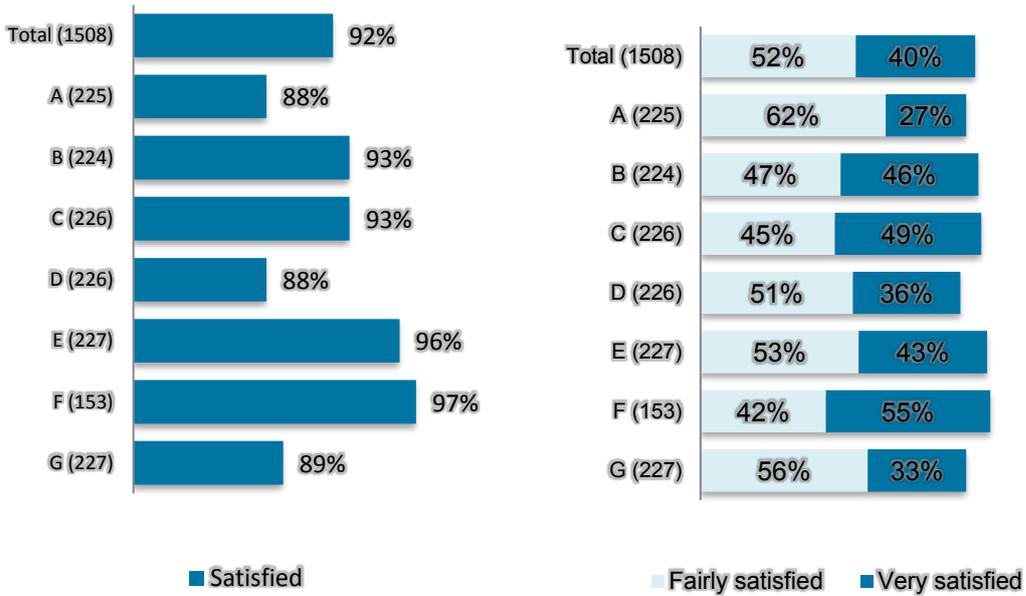
In order to put these results into context, the figure below shows local area satisfaction derived from the regular polling the Local Government Association (LGA) commissions to capture national views on how Councils are perceived. Although this polling is done by telephone and the LGA question uses the words 'local area' rather than 'neighbourhood' this data still provides a useful source of comparison. Nationally, satisfaction with the local area is consistently found around the 80% level. On this basis, the fact that satisfaction with the neighbourhood in Wandsworth is at 92% suggests continued above average local perceptions within the borough.

Figure 4: Overall, how satisfied or dissatisfied are you with your local area as a place to live? – LGA national polling data



Spatially, in each Ward Cluster at least eight in ten residents express satisfaction with their neighbourhood as a place to live. There is however a 9-percentage point variation between the lowest satisfaction seen in Ward Clusters A and D (88%) and the highest in Cluster F (97%). Figure 6 below shows that those living in Ward Clusters F (55%) and C (49%) are those most likely to give the most positive response of 'very satisfied' in regards to their local neighbourhood.

Figure 5: How satisfied or dissatisfied are you with your local neighbourhood as a place to live? Views by ward cluster (All respondents)



Unweighted sample bases in parentheses

Further analysis by tenure shows that neighbourhood satisfaction is higher among both owner-occupiers (94%) and private renters (94%), relative to those who rent from the Council (85%) or rent from a housing association (80%).

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The following table presents the 2011, 2013 and 2015 neighbourhood satisfaction levels amongst key demographic groups. While there are some variations in satisfaction by age year on year, it is clear that no demographic groups express significantly lower levels of satisfaction with their neighbourhood in 2017.

Table 2: How satisfied or dissatisfied are you with your local neighbourhood as a place to live? Change in % satisfied amongst demographic groups since 2011 (All respondents)

	2011	2013	2015	2017	% point change since 2015
16-24	90%	95%	88%	94%	+6
25-34	92%	91%	90%	93%	+3
35-44	89%	91%	91%	92%	+1
45-54	91%	93%	87%	91%	-+4
55-64	91%	91%	92%	88%	-4
65-74	91%	93%	93%	91%	-2
75+	97%	90%	86%	93%	+7
Non-BME	92%	93%	91%	92%	+1
BME	89%	90%	89%	92%	+3

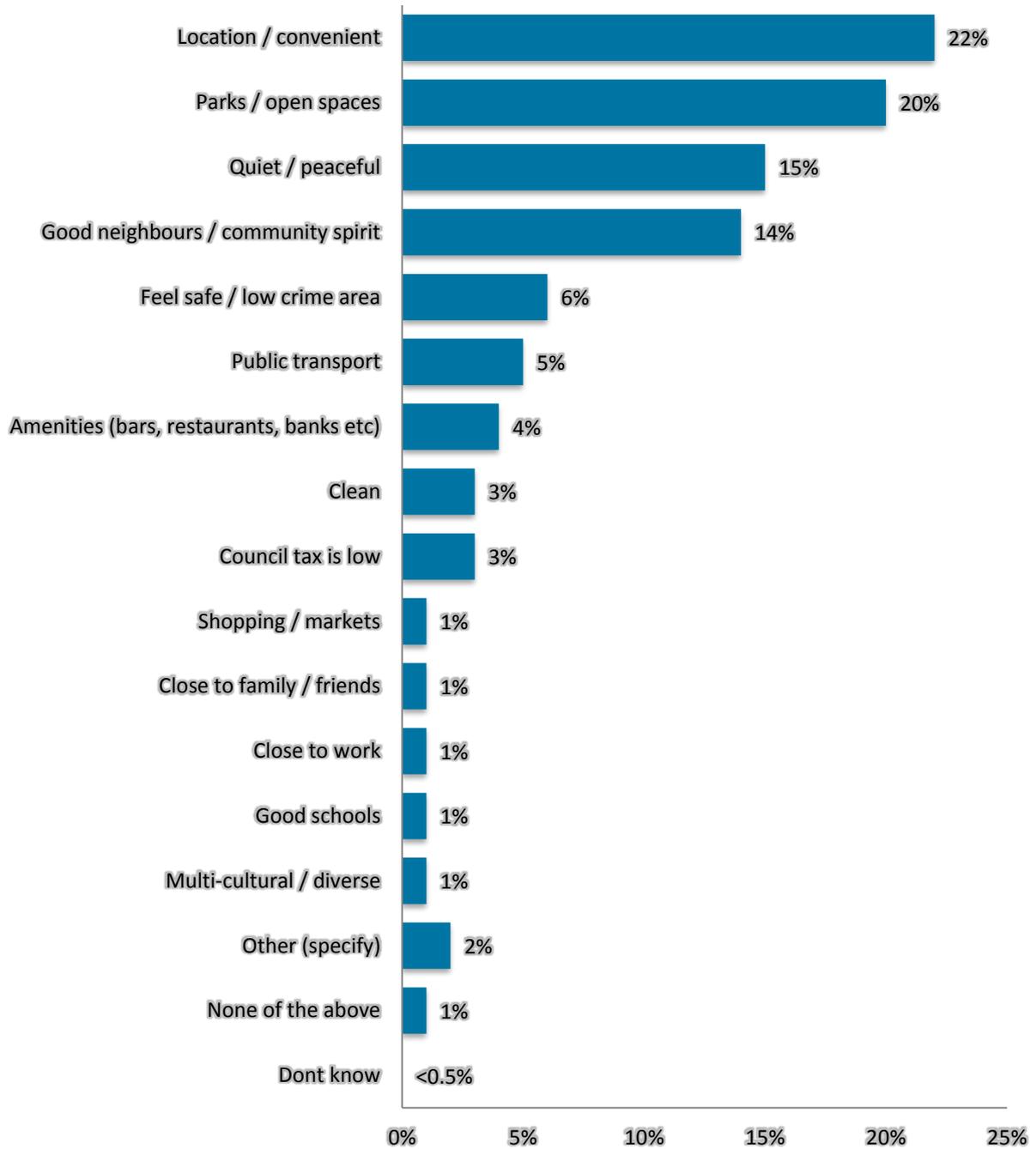
3.4 Likes and dislikes of the local area

In order to understand the levels of neighbourhood satisfaction expressed by residents, all were asked to state in their own words what they like most about living in their area. Responses were recorded by interviewers onto a pre-coded list (one response per respondent). As illustrated below, the most common responses were that residents like the location and convenience of their local area (22%), parks and open spaces (20%) the peace and quiet (15%). A further 14% mention good neighbours and community spirit. Location, parks and peace and quiet were the same top 3 chosen factors in 2011 and 2013 and 2015 albeit with minor variations in the proportion of residents choosing each.



The full range of responses given at this question by residents is shown in the figure overleaf.

Figure 6: What do you MOST like about living in this area? (All responses given by 1% or more)



Unweighted sample base: 1508

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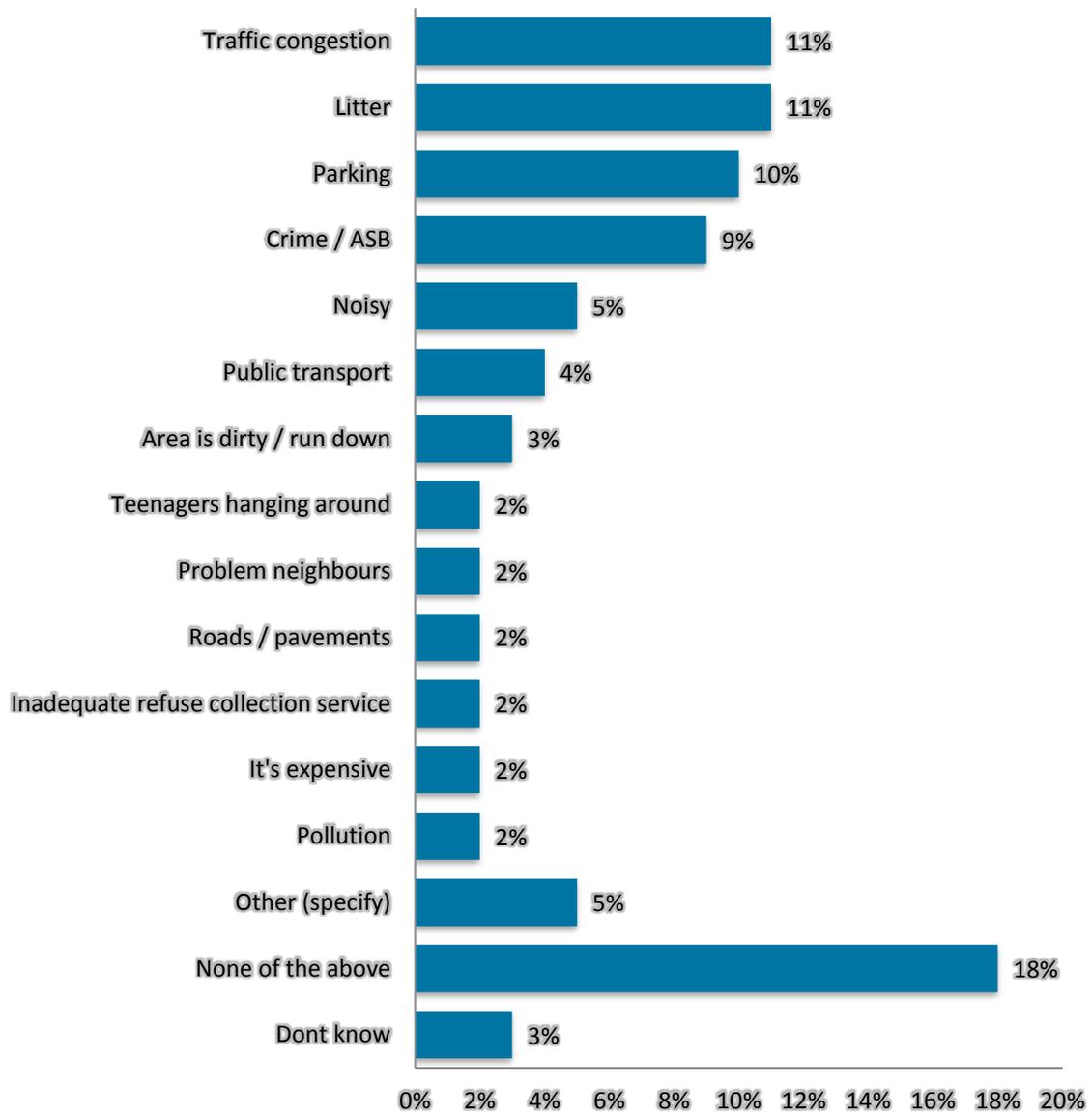
Using the same style of question, residents were also asked to state what they dislike most about living in their local area. The responses given to this question will provide Wandsworth Council with an indication of which issues are priorities in the eyes of residents. Traffic congestion is the most disliked aspect by Wandsworth residents (11%) along with litter (11%), parking (10%) and crime/ASB (9%). In 2015 the most common responses were, noise (11%), parking (10%) and traffic congestion (10%). Notably, approaching one in five (18%) of residents did not choose a particular dislike in relation to their local area.



In order to target the issues that residents most dislike about their area the following spatial variations should be noted:

- Traffic congestion is most commonly mentioned by those in Ward Clusters B (15%), F (14%) and G (12%).
- Litter is most commonly mentioned by those in Ward Cluster D (22%). This was also the case in 2015. In Ward Cluster C 19% mention litter as a 'dislike.'
- Parking is most commonly mentioned by those in Ward Clusters D (15%) and C (14%).
- Crime /ASB is chosen as an issue by 20% of those in Ward Cluster A, a proportion that is significantly higher than in all other Ward Clusters.

Figure 7: What do you MOST dislike about living in this area? (All responses)



Unweighted sample base: 1508

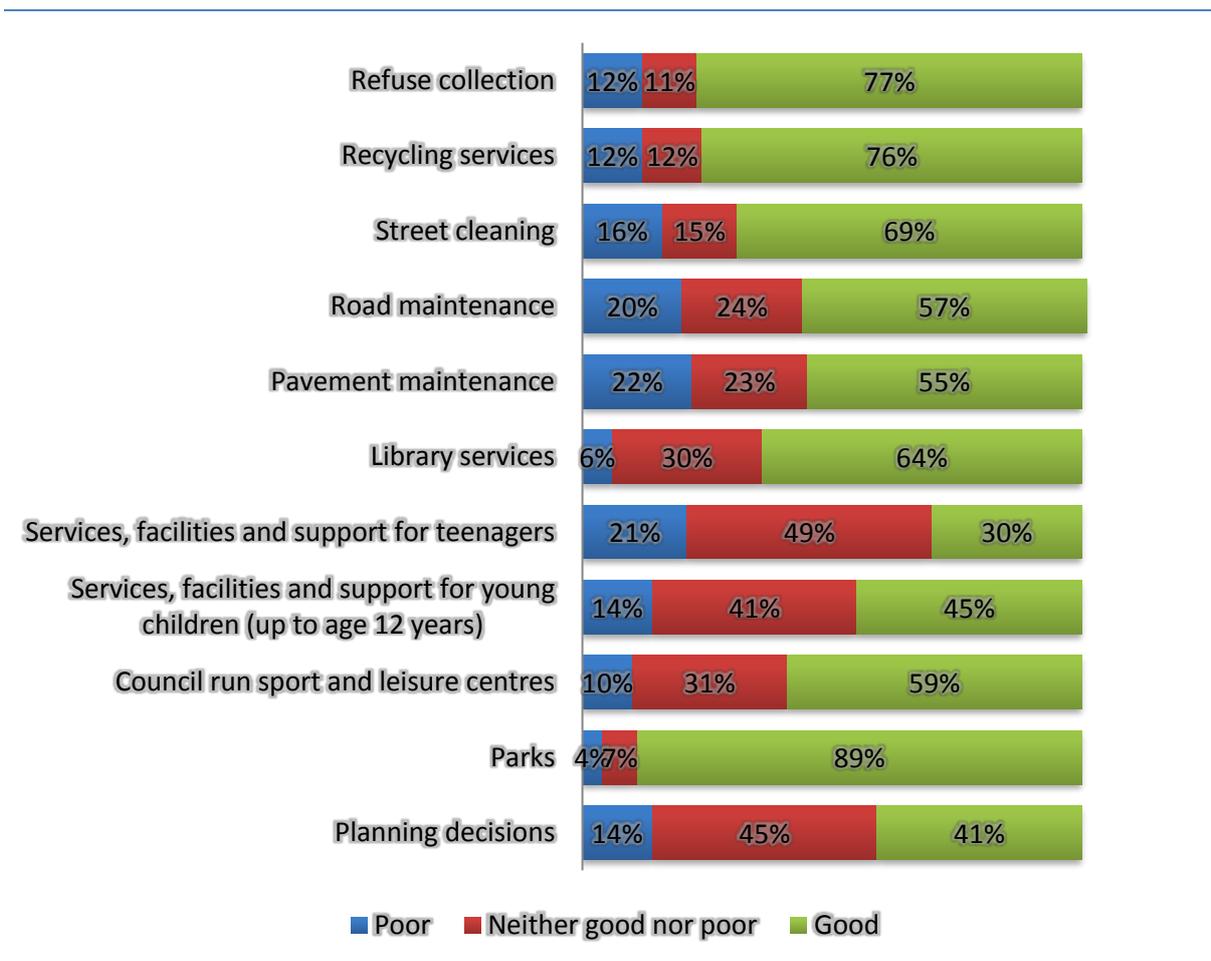
3.5 Quality of services and amenities in the area

All respondents were presented with a list of eleven local services and asked to rate the extent to which each is good or poor.

The following chart is based on the results of those respondents giving a valid response to the question. This means that anyone unable to give a response, most likely because they have no experience of that particular issue or service, is removed and the figures are rebased accordingly. Most notably these services included: services, facilities and support for teenagers (36% don't know) or young children (31% don't know); planning decisions (22% don't know); library services (16% don't know); and Council run sport and leisure centres (16% don't know).

The responses show particularly positive ratings are given to parks (89% say that they are good), refuse collection (77%), recycling services (76%) and street cleaning (69%). These were also the aspects most commonly described as good in 2015 and 2013. The service areas that residents most commonly describe as poor in 2017 are pavement maintenance (22%) and road maintenance (20%) along with services, facilities and support for teenagers. (21%). The low rating of the latter appears to be due to a high proportion answering neutrally.

Figure 8: How good or poor do you think the following are in your area? (All valid responses)



Unweighted bases vary

With the exception of planning services all of these local services were included in the 2015 survey of Wandsworth residents. Comparing results from the two datasets shows that the proportion of residents rating each service as good has declined, compared to 2015. All declines are statistically significant, excluding the decline related to parks (89%, down from 90% in 2015). The largest declines relate to service, facilities, and support for teenagers (down 27-percentage points from 2015); and services, facilities and support for young children (down 19-percentage points from 2015). However these large shifts are likely to be influenced by the relative proportions using each service year on year with in the samples.

Table 3: How good or poor do you think the following are in your area? Change in % good since 2015 (All valid responses)

	% good 2013	% good 2015	% good 2017	% point change
Refuse collection	81%	85%	77%	-8
Recycling services	81%	84%	76%	-8
Street cleaning	78%	79%	69%	-10
Road maintenance	54%	68%	57%	-11
Pavement maintenance	54%	63%	55%	-8
Library services	66%	79%	64%	-15
Services, facilities and support for teenagers	30%	57%	30%	-27
Services, facilities and support for young children (up to age 12 years)	40%	64%	45%	-19
Council run sport and leisure centres	54%	72%	59%	-13
Parks	90%	90%	89%	-1
Planning decisions	n/a	62%	41%	-21

Looking at the data on a spatial basis allows us to identify Ward Clusters which contain a high share of residents who would describe the above council services and facilities as poor. These are given below:

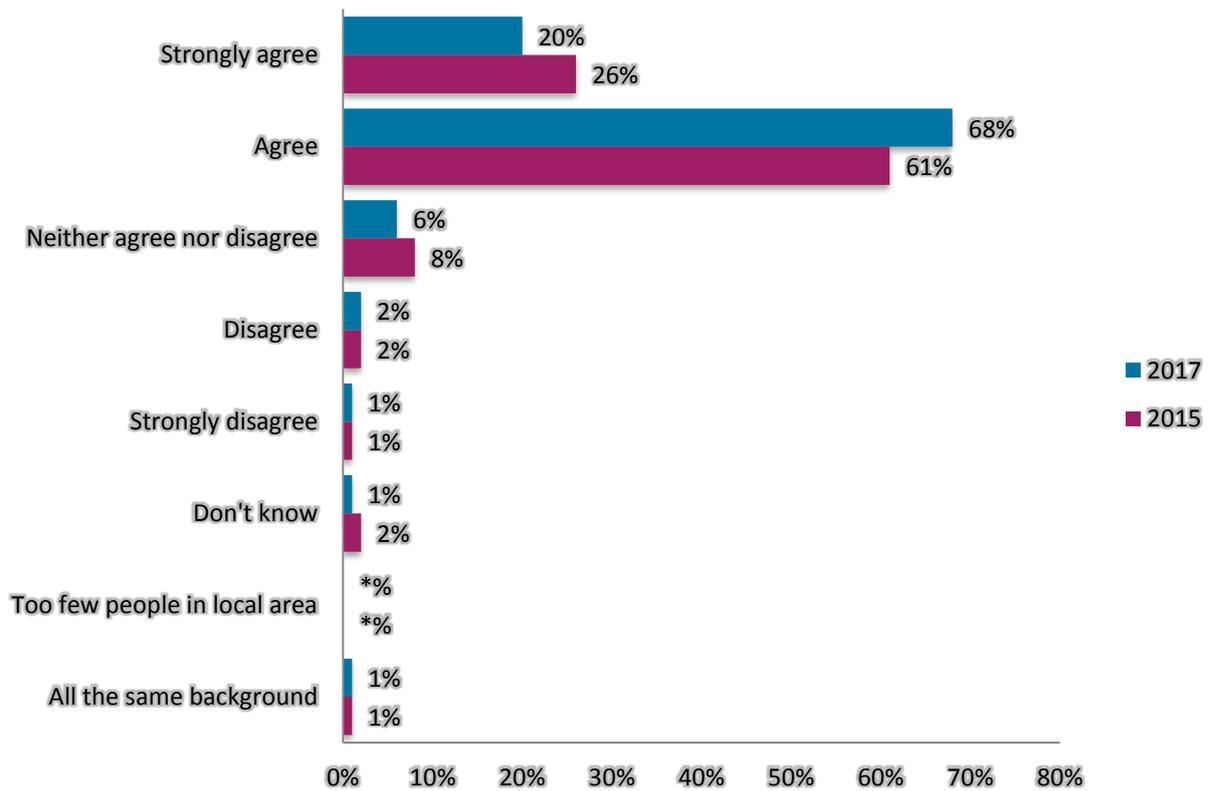
- Road maintenance is most commonly described as poor by residents of Ward Cluster G (26%)
- Street cleaning is most commonly described as poor by residents of Ward Clusters A (21%) and D (19%).
- Recycling services are most commonly described as poor by residents of Ward Cluster A (16%)
- Services, facilities and support for teenagers is most commonly described as poor by residents of Ward Cluster A (29%)
- Council run sport and leisure centres are most commonly described as poor by residents of Ward Clusters B and G (15% and 14% respectively).
- Parks are most commonly described as poor by residents of Ward Cluster G (7%).

4 Community cohesion

4.1 People of different backgrounds getting on well together

A key measure of community cohesion is the extent to which people of different backgrounds get on well together. There is no description around what ‘backgrounds’ refer to, so this is open to interpretation by the respondent. Agreement that their neighbourhood is a place where people of different backgrounds get on is expressed by 89% of residents. This is consistent with 87% recorded in 2015 and is 4-percentage points above the 85% recorded in 2013. However, within this overall finding, the proportion giving the most positive response of ‘strongly agree’ has dipped from 26% to 20% in the last two years. In 2015 the proportion giving this most positive response was 29% suggesting a gradual weakening of the highly positive views on community cohesion.

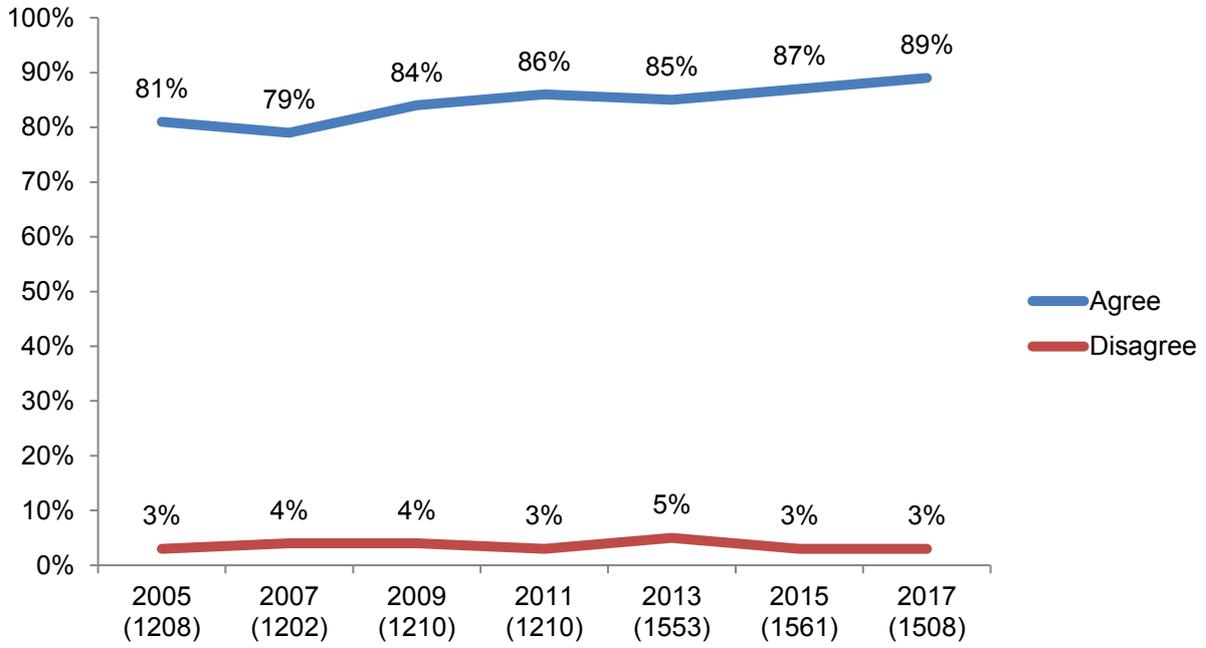
Figure 9: To what extent do you agree or disagree that this neighbourhood is a place where people from different backgrounds get on well together? (All respondents)



Unweighted base: 2017 - 508 2015 - 1561 * denotes less than 0.5%

The long term trend among Wandsworth residents on this issue is shown by the figure overleaf. The general trajectory on this community cohesion measure is upwards despite the reduction of the highly positive viewpoints already described.

Figure 10: To what extent do you agree or disagree that this neighbourhood is a place where people from different backgrounds get on well together? Change since 2005 (All responses)



Unweighted sample base in parenthesis

Looking at responses spatially shows that in no Ward Cluster does the proportion who disagree that people of different backgrounds get on well together exceed 5%. No significant variations are evident by Ward Cluster in terms of overall agreement that people of different backgrounds get on well. However, within this, the ‘strongly agree’ response is most common among residents of Ward Cluster F (42%), E (30%) and G (23%).

Importantly, when looking at overall agreement levels no significant variations are evident by ethnicity. However, as was observed in 2013 and 2015, BME residents more commonly give the most positive response of ‘strongly agree’ relative to non-BME residents (23% cf. 19%).

5 Crime and crime prevention

5.1 Introduction

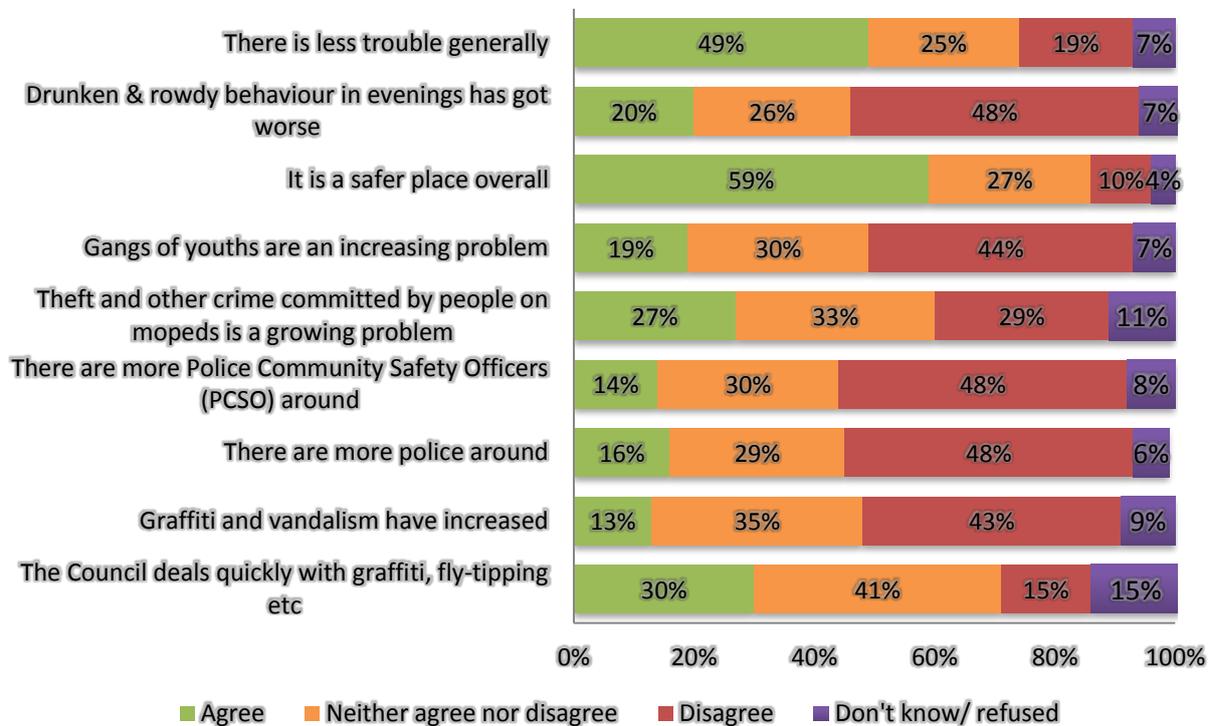
This section explores how concerned residents are about crime and anti-social behaviour issues in Wandsworth, whether progress on key issues is being recognised plus the perceived role of both the Council and the Police.

5.2 General perceptions of crime and community safety

Respondents were presented with a list of statements regarding crime and community safety over the last two years and were asked to rate their level of agreement or disagreement with each. Three in five (59%) residents feel that Wandsworth is a safer place overall, while more residents agree (49%) than disagree (19%) that there is less trouble generally.

More residents disagree than agree that specific problems such as drunken and rowdy behaviour, graffiti and gangs of youths have increased over the last two years. Alongside these perceptions, more residents disagree than agree that there are more PCSO's and police around than two years ago.

Figure 11: To what extent do you agree or disagree with the following statements about crime and anti-social behaviour over the past 2 years...? (All respondents)



Unweighted base: 1508

The statement in relation to crime committed by people on mopeds was a new addition for 2017. In the context of such incidents having received detailed media coverage recently, equal proportions of residents agree and disagree that such issues are a growing problem (27% and 29% respectively). A slightly higher proportion (33%) give a neutral response about the changing prevalence of moped based crime.

The table below shows how agreement with these statements in 2017 compares to historical data collected in the borough. This comparison shows that generally the views expressed in 2017 are more negative than those recorded in 2015. Most notably there has been a 19-percentage point decrease in those who agree that there are more PCSO's around and a 16-percentage point decrease in those who agree there are more Police around.

In 2017, less than half (49%) of residents agree there is less trouble generally, down 15-percentage points from 2015. While three in five (59%) agree Wandsworth is a safer place overall, down 7-percentage points from 2015. The wording of the statements at this question which asked residents if they perceive a change rather than asking if each is a problem, must be recognised when making these year on year comparisons. But the data does seem to suggest a reduced positivity about the direction of crime and ASB locally, combined with lower perceptions of PCSO and police presence.

Table 4: To what extent do you agree or disagree with the following statements about crime and anti-social behaviour over the past 2 years...? % change in agreement 2009-2017 (All respondents)

	2011	2013	2015	2017	% point change since 2015
There is less trouble generally	41%	42%	64%	49%	-15%
Drunken & rowdy behaviour in evenings has got worse	18%	17%	21%	20%	-1%
It is a safer place overall	49%	52%	66%	59%	-7%
Gangs of youths are an increasing problem	21%	17%	16%	19%	+3%
There are more Police Community Safety Officers (PCSO) around	32%	27%	33%	14%	-19%
There are more police around	31%	23%	32%	16%	-16%
Graffiti and vandalism have increased	13%	10%	13%	13%	0%
The Council deals quickly with graffiti, fly tipping etc.	34%	38%	44%	30%	-14%

Looking specifically at the statements about anti-social behaviour shows that residents in Ward Cluster A are significantly more likely to agree that drunken and rowdy behaviour

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in evenings has got worse (27%), that gangs of youths are an increasing problem (26%) and that theft and other crime committed by people on mopeds is a growing problem (34%).

5.3 Worry about becoming a victim of crime

When considering how worried they are about being the victim of seven different types of crime, a significant proportion of residents expressed a level of worry. The issues that the highest proportion of residents feel worried about are:



- Burglary (38%);
- Robbery in the street (28%);
- Theft (27%);
- ASB (25%); and
- Theft of a vehicle (25%).

Public concern about the same seven issues was recorded in 2015. As shown by the table below, for all these issues the proportion citing concern has risen in the last two years by between 5 to 9-percentage points.

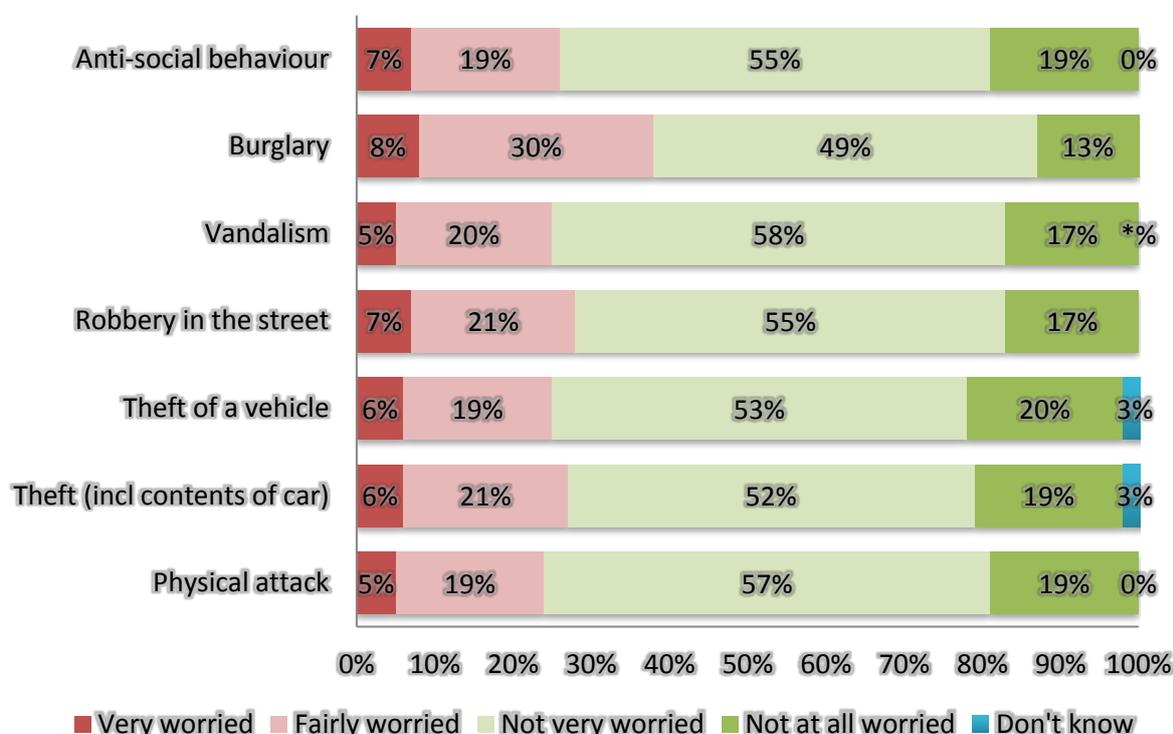
Table 5: Could you tell me how worried you are about being the victim of each of these crimes in your area...? % worried since 2011 (All responses)

	% worried 2011	% worried 2013	% worried 2015	% worried 2017	% point change since 2015
Burglary	33%	33%	38%	38%	5
Robbery in the street	23%	23%	28%	28%	5
Theft (incl contents of car)	22%	22%	27%	27%	5
ASB	20%	20%	25%	25%	5
Theft of a vehicle	20%	20%	25%	25%	5

Anti-social behaviour	26%	29%	20%	25%	+5%
Burglary	41%	45%	32%	38%	+6%
Vandalism	24%	23%	16%	24%	+8%
Robbery in the street	31%	34%	20%	28%	+8%
Theft of a vehicle	23%	25%	17%	25%	+8%
Theft (inc. contents of car)	21%	28%	21%	27%	+6%
Physical attack	-	25%	15%	24%	+9%
Unweighted sample base	1210	1553	1561	1508	

The full break down of responses to this question is shown in the figure below. Burglary is the crime about which the highest proportion of residents are very worried (8%).

Figure 12: Could you tell me how worried you are about being the victim of each of these crimes in your area...? (All respondents)



Unweighted base: 1508

As burglary remains the issue of greatest concern, more detail on this issue is provided below. Worry about burglary is most commonly expressed by residents in Ward Cluster C (47%), D (43%) and A (41%), In Ward Cluster A worry has almost doubled from 22% to 41%.

Table 6: Worry about burglary by Ward Cluster (All respondents)

	A	B	C	D	E	F	G
--	---	---	---	---	---	---	---

Survey of Wandsworth Residents 2017

Worried	41%	26%	47%	43%	38%	36%	31%
Not worried	58%	73%	53%	57%	62%	64%	69%
Don't know	2%	0%	0	0%	0%	0%	0%
Worried 2015	22%	36%	42%	30%	28%	41%	26%
% point change in worried 2015	+19	-10	+5	+13	+10	-5	+5
Unweighted Bases	225	224	226	226	227	153	227

Interestingly, when concern about burglary is examined by tenure it is owner occupiers who are most likely to be concerned about this (43%). This proportion is significantly higher than seen among any other tenure group, excluding those renting from a housing association (40%), despite the fact that this tenure group has the most direct control over the quality and quantity of security at their home.

Gender continues to have an impact on how concerned residents are about particular crimes. As shown in the table below, females are significantly more likely than males to express worry about incidents in public spaces such as anti-social behaviour, robbery and physical attack as well as burglary. These variations serve as a reminder that perceptions of public spaces and personal experiences of them are rarely gender neutral.

Table 7: Concern about crime by gender (All responses)

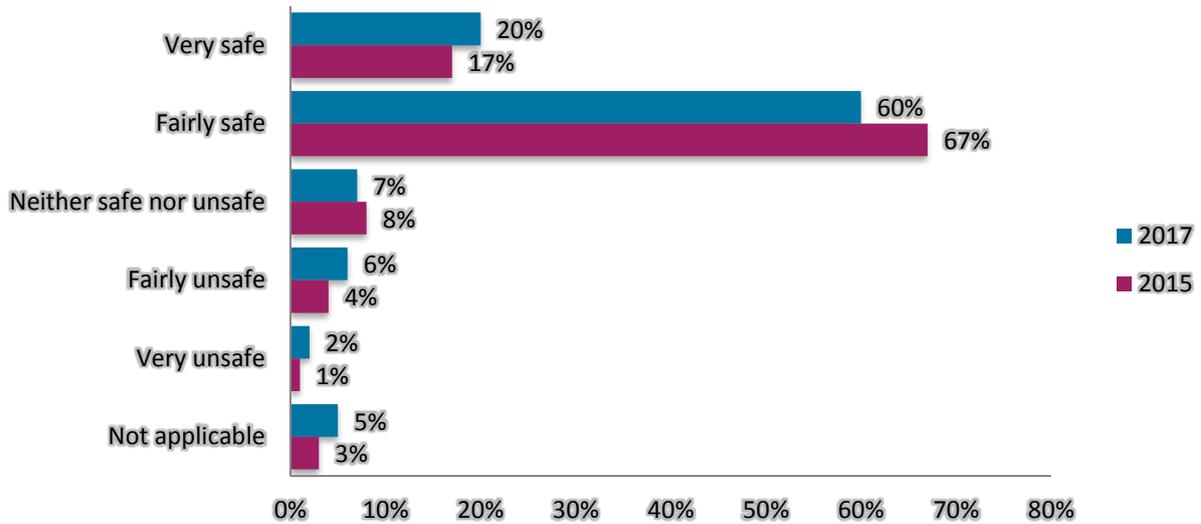
% worried	Male	Female
Anti-social behaviour	22%	28%
Burglary	34%	41%
Vandalism	23%	26%
Robbery in the street	22%	33%
Theft of a vehicle	25%	25%
Theft (incl contents of car)	27%	27%
Physical attack	20%	28%
Unweighted sample base	708	800

5.4 Feelings of safety after dark

An alternative measure of fear of crime is that of feelings of safety. This question was asked to residents in relation to their feelings of safety after dark in their neighbourhood.

As shown by Figure 13, almost four in five (79%) Wandsworth residents now feel safe in the local area after dark. To put these results into context, the proportion of Wandsworth residents who feel safe outside in their local area after dark is in line with the national benchmark of 78% (LGA polling Feb 2017).

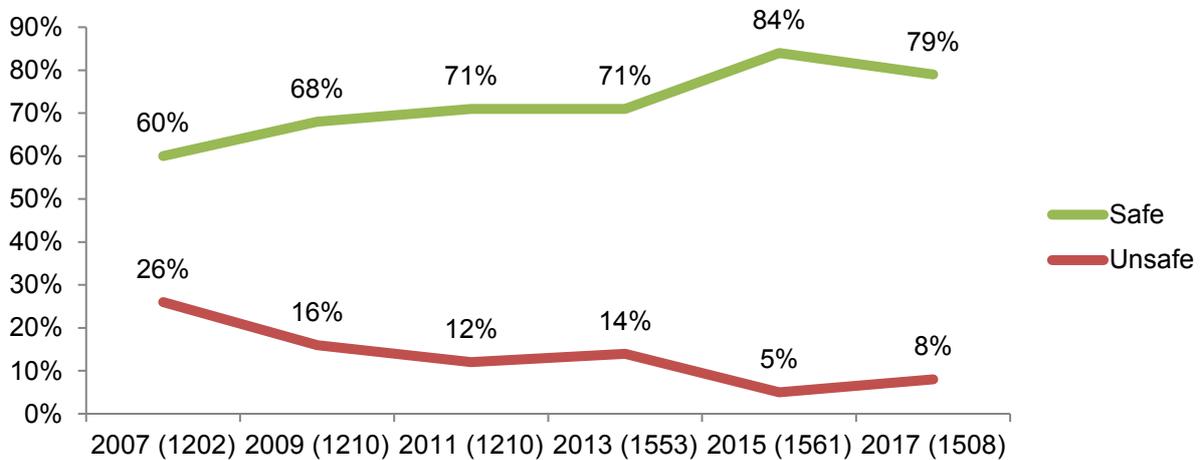
Figure 13: Generally speaking, how safe or unsafe do you feel in the local area during when outside after dark? (All respondents)



Unweighted base: 2017 - 1508 2015 - 1561

The long term trend in perceived safety after dark is shown in the figure below. This emphasises the fact that although the 2017 result represents a decline from 2015, it has continued a general trend of improvement from 2007.

Figure 14: Generally speaking, how safe or unsafe do you feel when outside in the local area after dark? % safe and unsafe since 2007(All respondents)



Given that this question refers specifically to the local area, it is important to review responses spatially. Table 8 shows the proportion of residents who feel safe after dark by ward cluster. Results are mixed, with the proportion feeling safe in Ward Clusters A, B, C, D, E and F declining since 2015, and the proportion feeling safe in Ward Clusters F and G increasing since 2015. Ward Clusters A and D have the lowest rates of perceived safety this year (70% and 71% respectively), and have also seen the most dramatic declines in perceived safety compared to 2015 (down 14 and 16-percentage points respectively).

Survey of Wandsworth Residents 2017

Table 8: Safety after dark by Ward Cluster (All respondents)

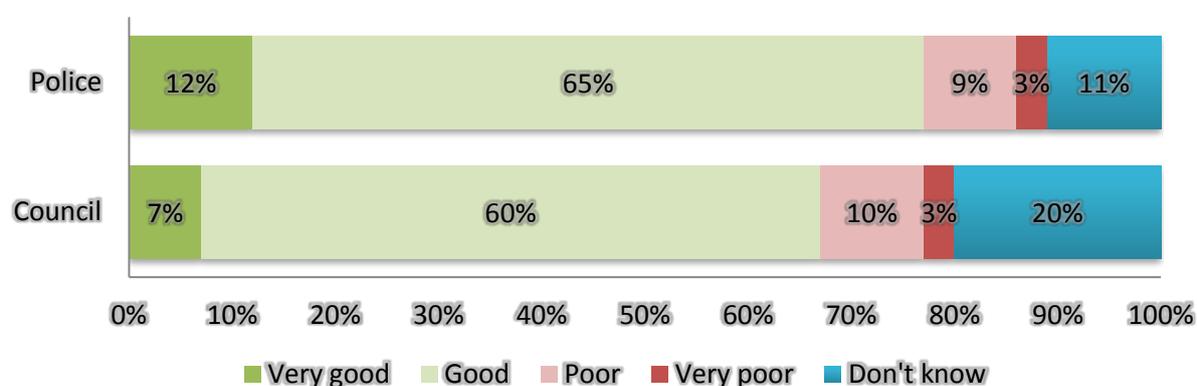
	A	B	C	D	E	F	G
Unsafe	15%	6%	5%	10%	7%	4%	9%
Neither safe nor unsafe	10%	8%	6%	10%	7%	4%	5%
Safe	70%	83%	85%	71%	83%	90%	79%
NA - do not go outside	5%	3%	4%	9%	4%	3%	7%
Safe 2015	84%	91%	86%	87%	85%	76%	77%
% point change in safety	-14	-8	-1	-16	-2	+14	+4
Unweighted Bases	225	224	226	226	227	153	227

More generally, those in the most deprived areas of the Borough, i.e. 4th deprivation quartile are most likely to feel unsafe in their local area at night (12%). This proportion is significantly higher than the average across all areas. The gender variation evident in the data for the previous question can also be found within overall perceptions of safety, with less than three quarters of female residents (72%) feeling safe outside in their local area after dark, this proportion is significantly lower than that amongst males (88%).

5.5 Dealing with crime in the area

All residents were then asked whether they feel both the Police and Council are doing a good or poor job at dealing with crime in their area. Over three quarters (77%) feel the Police are doing a good job, while just 67% say the same about the Council.

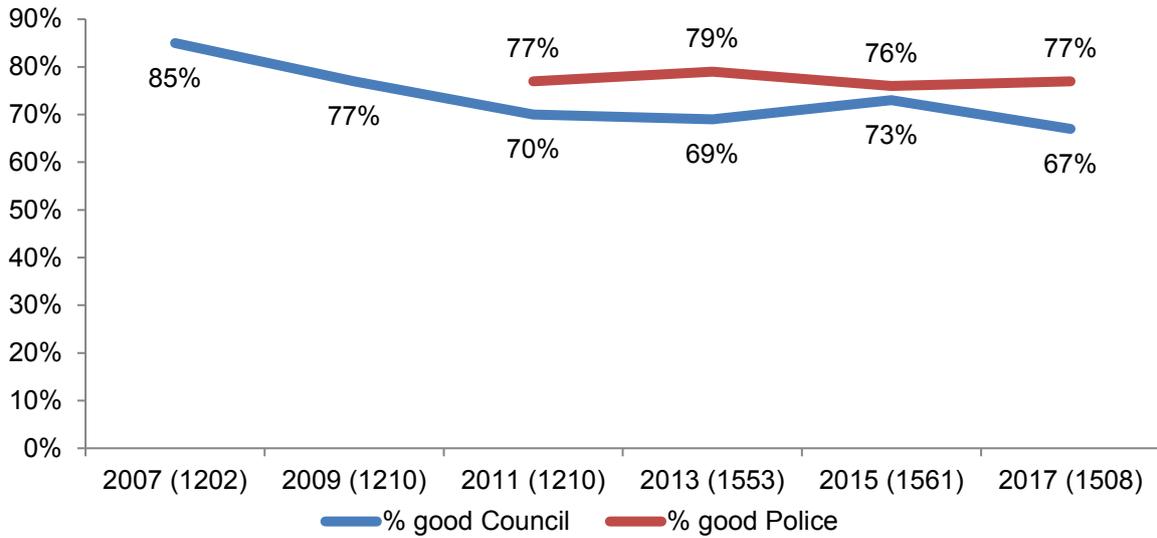
Figure 15: Can you rate the extent to which you think each of the following does a good or poor job at dealing with crime in your area...? (All respondents)



Unweighted base: 1508

The proportion of residents holding positive views regarding the Police and the Council relative to the historic data on these measures is shown below. The proportion rating the Police as good at dealing with crime in their area is in line with past measures. However, those rating the Council as good at dealing with crime has declined from 73% in 2015, to 67% in 2017. This proportion is the lowest it has been since recording began in 2007.

Figure 16: Can you rate the extent to which you think the Council does a good or poor job at dealing with crime in your area...? % good since 2007 (All respondents)



As might perhaps be anticipated, recent experience of crime is associated with less positive perceptions of how local services are dealing with those issues. Among those who state that either they or a family member have been a victim of crime over the past year, the proportion who feel the Police are doing a good job is 58% compared to 79% among those who haven't been a victim of crime. The same pattern is also evident in relation to the Council's role in tackling crime locally (36% good, cf. 70%).

5.6 Incidence of crime

During the last year, 9% of respondents state that either they or a member of their family have been a victim of crime, this has decreased from 11% indicated in 2015. Nine in ten (90%) say that they had not, with 1% preferring not to say. The Crime in England & Wales survey, in the period ending March 2017 (appendix tables), found 14% of people aged 16+ have been a victim of crime in the past year.

It is notable that those who have been a victim of crime in the last year are significantly less likely to feel safe in the local area after dark than those who have not (62% cf. 82%), although we cannot prove a direct causal link here, particularly given that exact the type of crime experienced was not recorded in the survey.

6 Transport and the environment

6.1 Introduction

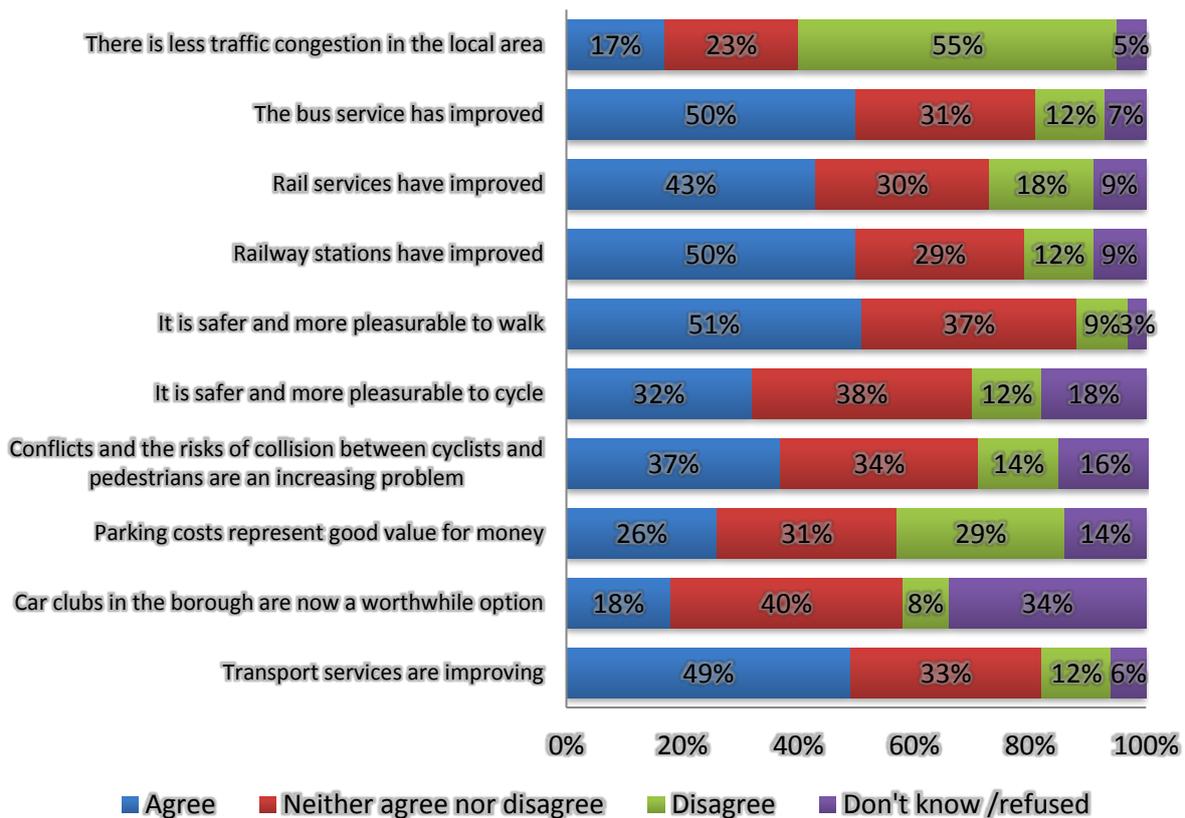
This section explores a range of issues around transportation and the local environment.

6.2 General views of transport

Respondents were presented with a list of statements regarding transport and asked to rate their level of agreement or disagreement with each compared to one year ago.

In 2017, more than half of residents (55%) disagree that there is less traffic congestion in the area, with this proportion having increased 4-percentage points since 2015. Despite this, half of residents (49%) still agree that transport services are improving. Views on public transport are more positive, with 50% agreeing that the bus service has improved, 43% saying the same about rail services and more specifically 50% suggesting that railway stations have improved.

Figure 17: To what extent do you agree or disagree with the following statements about transport, compared to a year ago...? (All respondents)



Unweighted base: 1508

After traffic congestion, residents are most likely to provide a negative response to the statement 'parking costs represent good value for money', with 28% of residents

disagreeing and 26% agreeing this is the case. This statement along with that relating to traffic congestion are the only two transport statements that have produced a higher share of disagreement than agreement.

In response to the statement about car clubs 40% gave a neutral response and a further 34% did not know or refused to answer. As the latter is the highest response of this nature, this would suggest that the viability of car clubs is something that many residents find it difficult to judge.

Table 9 below provides a full comparison to the agreement levels recorded in relation to the public transport related statements asked in both 2015 and 2017. A decrease in agreement with the suggestion that there is less traffic congestion in the local area (agreement is down 11-percentage points), is accompanied by a fall in agreement that it is safer and more pleasurable to either walk or cycle locally (down 14-percentage points).

Table 9: View on transport issues compared to a year ago 2015-2017 (All responses)

	2015 % Agree	2017 Agree %	% point change 2015- 2017
There is less traffic congestion in the local area	28%	17%	-11%
The bus service has improved	51%	50%	-1%
Rail services have improved	49%	43%	-6%
Railway stations have improved	56%	50%	-6%
It is safer and more pleasurable to walk	65%	51%	-14%
It is safer and more pleasurable to cycle	46%	32%	-14%
Parking costs represent good value for money	33%	26%	-7%
Car clubs in the borough are now a worthwhile option	30%	18%	-12%

Drilling down into the issue of traffic congestion in more detail it is evident from the table below that disagreement that traffic congestion has decreased is high among residents of Ward Cluster E (62%), and lower among residents of Ward Clusters A (49%), C (52%) and D (52%).

Table 10: There is less traffic congestion in the local area – views by Ward Cluster (All valid responses)

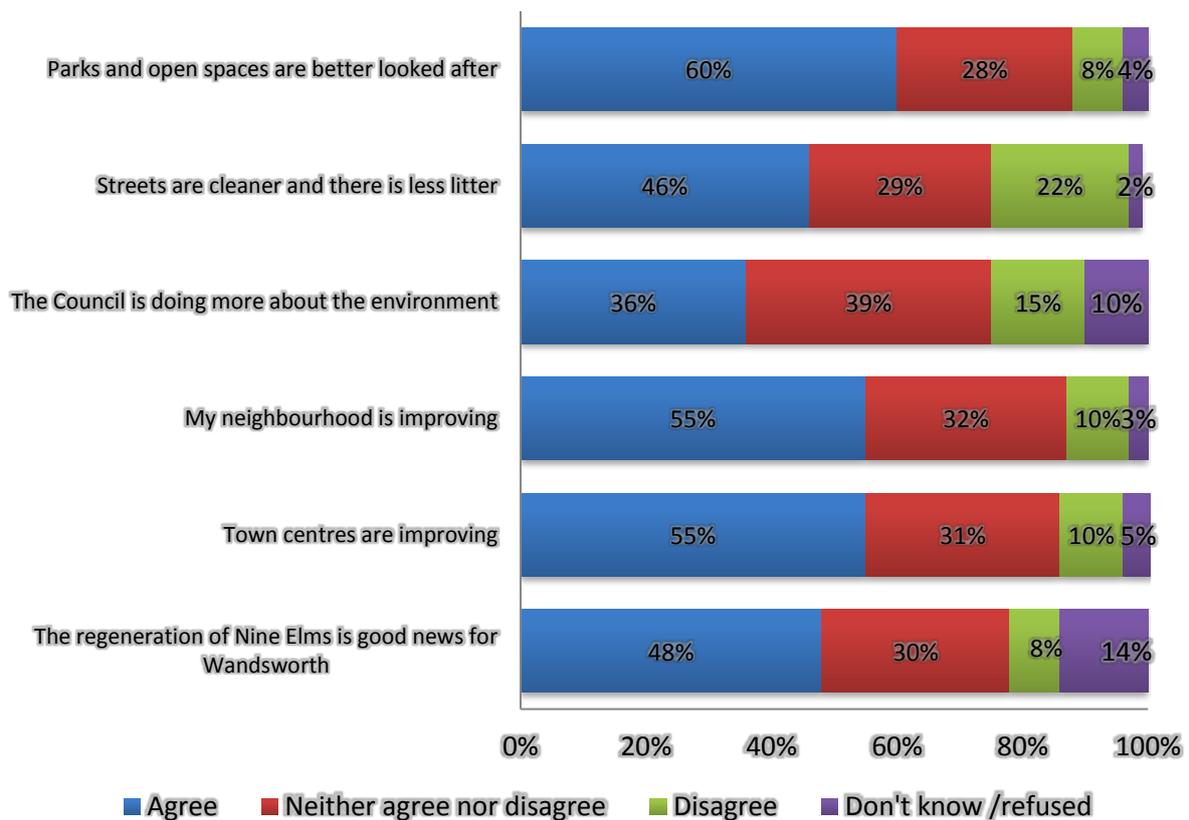
	A	B	C	D	E	F	G
Agree	21%	17%	16%	20%	15%	12%	15%
Neither agree nor disagree	24%	18%	27%	24%	19%	27%	23%
Disagree	49%	56%	52%	52%	62%	59%	60%
Don't know	6%	8%	6%	4%	4%	3%	2%
Unweighted Bases	225	224	226	226	227	153	227

6.3 General views of environmental issues

Respondents were presented with a list of statements regarding the environment and asked to rate their level of agreement or disagreement with each compared to one year ago.

Results are largely positive, with a greater share of residents agreeing that improvements have occurred compared with the share who disagree, for all statements relating to the local environment. The most positive views in this bank of statements relate to how parks and open spaces are looked after, with three in five residents (60%) agreeing this has improved compared with a year ago. Other positively rated statements relate to the improvement of the residents' neighbourhood and town centre (both have 55% agreement that has improved compared to a year ago). Despite these positive results, just 36% of respondents agree that the Council is doing more about the environment, with two in five (39%) indicating they neither agree nor disagree with this statement. This suggests that although residents have noticed an improvement in their local environment, they are possibly less likely to attribute this change to action taken by the Council.

Figure 18: To what extent do you agree or disagree with the following statements about the local environment, compared to a year ago...? (All respondents)



Unweighted base: 1508

Three of the statements in relation to local environmental issues were consistent with those asked in 2015. Looking at the agreement levels recorded for each statement suggests that views that improvements are being made to both parks and open spaces and street cleanliness are less common than seen two years ago. Furthermore, there has been a 16-percentage point drop in the proportion of residents who agree that the Council is doing more about the environment.

Table 11: View on environmental issues compared to a year ago 2015-2017 (All responses)

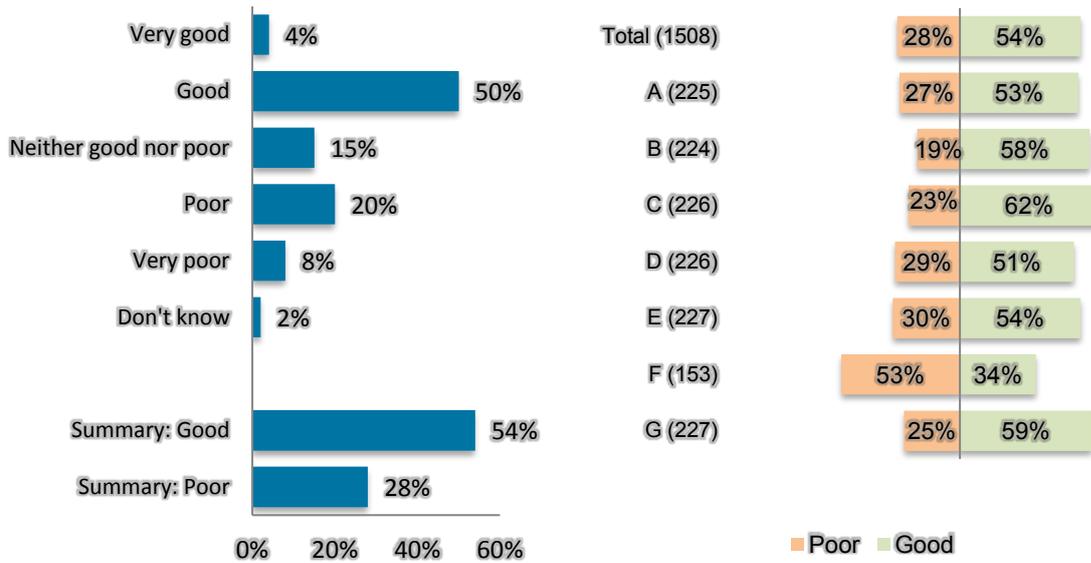
	2015 % Agree	2017 Agree %	% point change 2015- 2017
Parks and open spaces are better looked after	66%	60%	-6%
Streets are cleaner and there is less litter	59%	46%	-13%
The Council is doing more about the environment	52%	36%	-16%

6.4 Local air quality

In response to increased press coverage of air quality issues, particularly in relation to the impact of diesel vehicles, questions on this topic were added to the 2017 survey. Residents were asked to rate the air quality both in their neighbourhood, i.e. the area 15-20 minutes walk from their home, and also within Wandsworth as a whole. At a Borough level, 49% of residents feel that air quality is good, while 29% feel it is poor. Among the remainder, 19% of residents suggest that Wandsworth air quality is neither good nor poor and 4% are unsure.

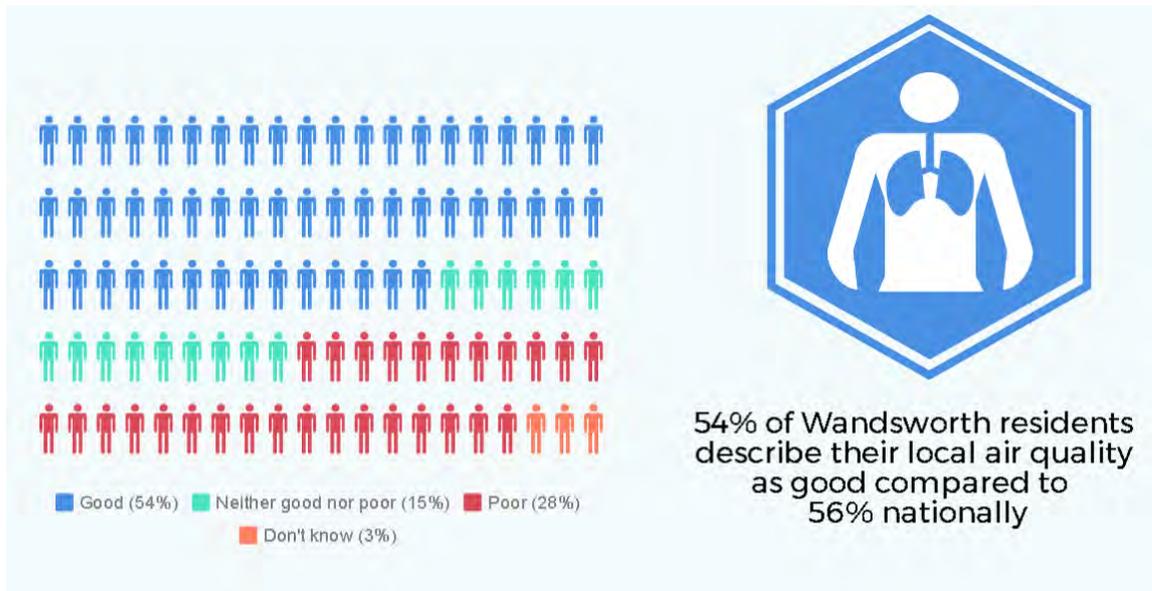
When answering specifically about their neighbourhood 54% of residents indicate that their air quality is good. But within this, only 4% go as far as to say that it is very good. Three in ten residents indicate that the air quality in their neighbourhood in their view is poor (29%). Breaking responses down geographically shown that residents living within Ward Cluster F are significantly more likely than those living elsewhere to rate their air quality as poor (53%). In all other Ward Clusters more residents give a positive rating to neighbourhood air quality rather than a negative one.

Figure 19: Perceptions of air quality in local neighbourhood (All responses)



Unweighted sample base: 1508

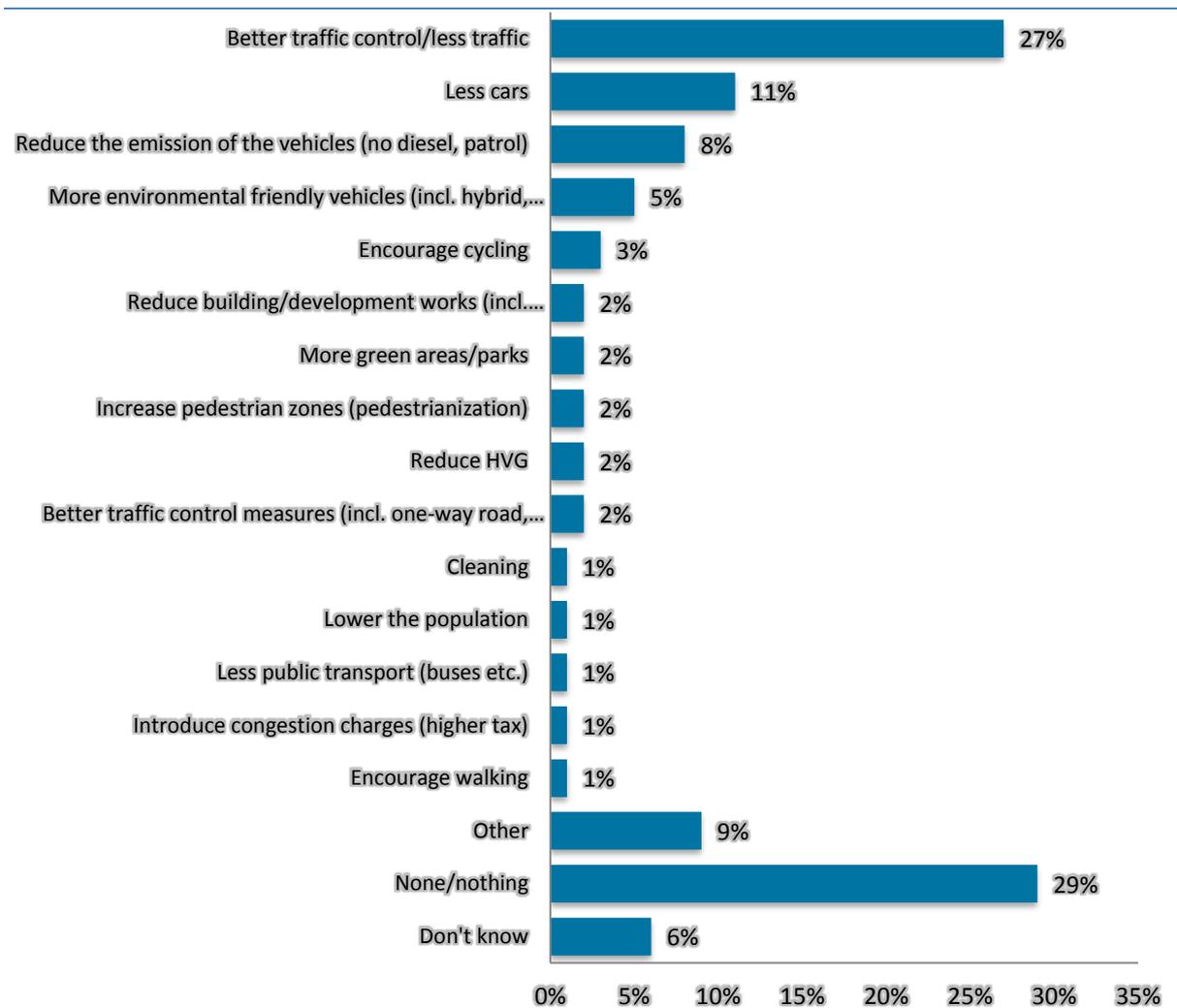
In order to add some context to these survey findings, BMG Research also added these new questions to its nationally representative omnibus. This omnibus collects a sample of 1,500 UK residents aged 16+ using an online methodology. Although the differences in data collection methods must be recognised, the omnibus data still offers some perspective on the Wandsworth findings. When asked about their neighbourhood (defined as the area 15-20 minutes walk from their home), 56% of UK residents described local air quality as good or very good. 15% described their local air quality as poor, while 29% either gave a neutral response or answered don't know. Therefore the views of Wandsworth residents are in line with the national average despite the densely urban nature of the borough.



Within the national data clear variations were evident by deprivation levels (IMD), with 44% of those living in the most deprived quartile of the UK suggesting that their local air quality is good, 22-percentage points below the 66% who give this response in the least deprived quartile. As might be anticipated, local air quality is less commonly described as good by those in urban areas (52%) relative to those in rural areas (76%).

All Wandsworth residents who did not suggest that their local air quality is either good or very good were asked to state in their own words what would make the most difference to improving air quality. Based on the responses given, residents clearly attribute air quality issues to cars/traffic. The most common response (27% once answers had been grouped into themes) was that better traffic control or less traffic would improve air quality. A further 11% suggest that fewer cars would have this effect. Reducing vehicle emissions (8%) and improved vehicle technology (5%) were also mentioned to a lesser extent. The full range of responses given is shown in the figure below.

Figure 20: What do you think would make the most difference to improving air quality in your local area? (Those who did not indicate it was good or very good)



Unweighted sample base: 674

7 Views of Wandsworth Council

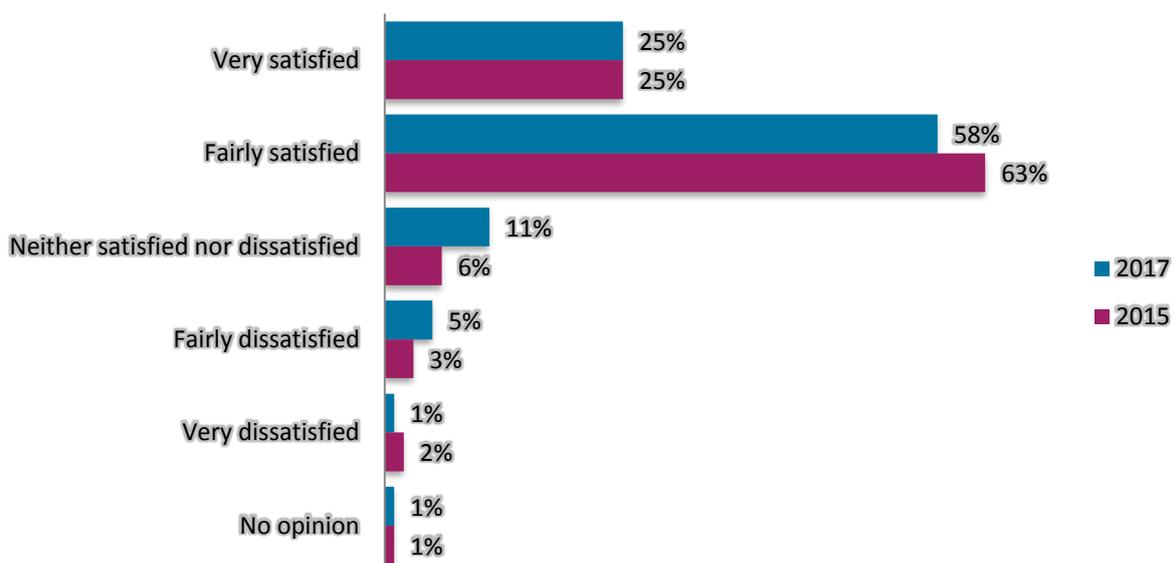
7.1 Introduction

This section explores overall views of Wandsworth Council and satisfaction with the way the Council is running local area and the value for money it offers. Data on these measures can be compared to the results of national polling commissioned by the Local Government Association on these topics.

7.2 Satisfaction with the way Wandsworth Council is running things

More than four in five (83%) residents are satisfied with the way Wandsworth Council is running their local area. Overall, there has been a 4-percentage point drop since 2015 in those giving this positive viewpoint. Within this, the proportion of residents who are very satisfied has remained unchanged at 25%, while those who are fairly satisfied have declined by 5-percentage points, driving the overall decrease in positive ratings. In total, only 6% of residents express any level of dissatisfaction regarding how Wandsworth Council is running the area.

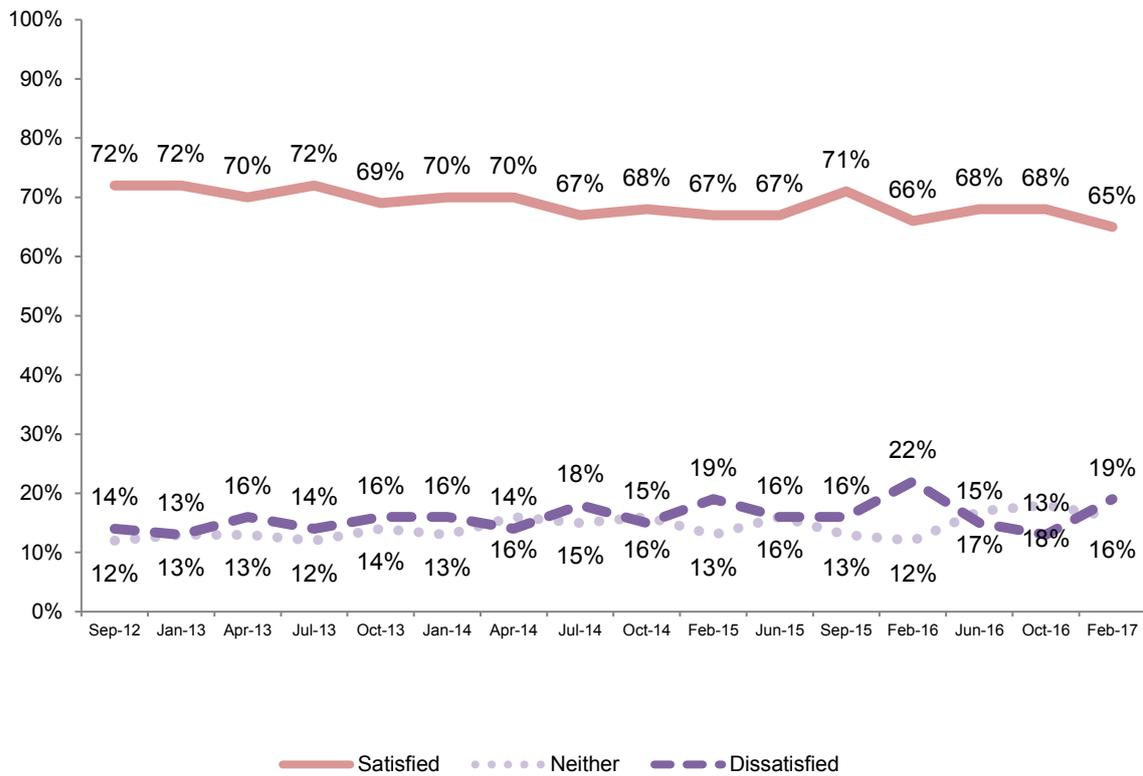
Figure 21: How satisfied or dissatisfied are you with the way Wandsworth Council is running your local area? (All respondents)



Unweighted base: 2017 - 1508 2015 - 1561

Perceptions among Wandsworth residents regarding how their Council is running the area have been benchmarked against figures provided by the Local Government Association. A telephone poll of 1,007 British adults (aged 18+) in February 2017 used the same question, with responses showing that 65% of respondents were satisfied with their Council, 16% were neutral and 19% were dissatisfied. Although the difference in data collection methods (face to face in Wandsworth and telephone nationally) and the difference in question ordering must be acknowledged, this does suggest that perceptions in Wandsworth are above the latest national benchmark. Indeed, as shown in the figure below, 65-68% of residents expressing satisfaction with their Council has been the norm from February 2016 to February 2017.

Figure 22: Satisfaction with the way Council run things - LGA national benchmarking



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Breaking responses down further shows significant spatial variations in satisfaction. Responses by Ward Cluster show that satisfaction regarding how Wandsworth Council is running the local area is significantly higher in Ward Cluster F (93%), and significantly lower in Ward Clusters A and D (both 76%).

Table 12: How satisfied or dissatisfied are you with the way Wandsworth Council is running your local area? By Ward Cluster (All respondents)

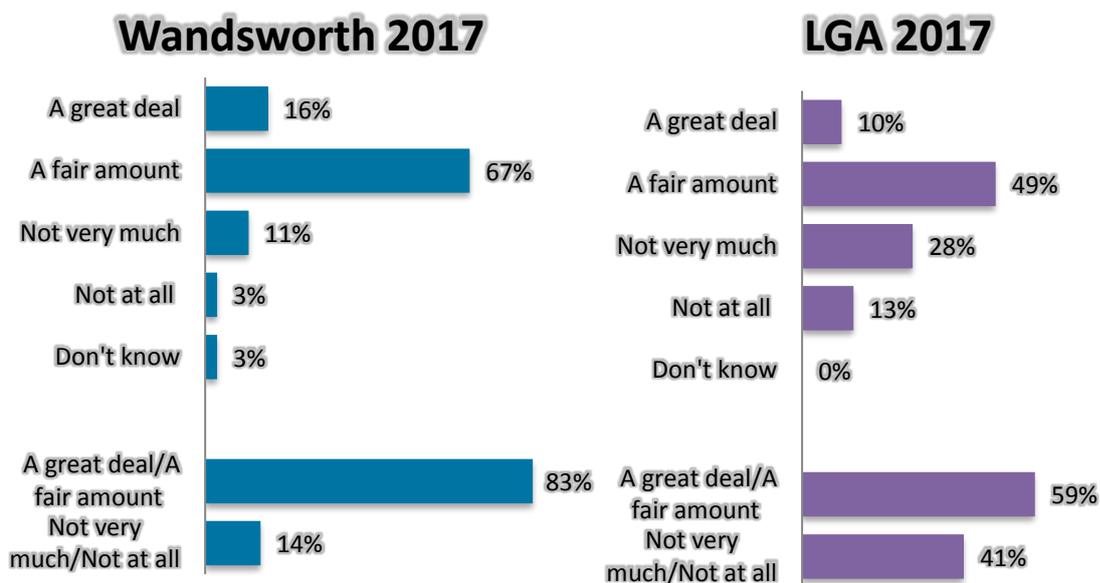
	A	B	C	D	E	F	G
Satisfied	76%	85%	85%	76%	86%	93%	81%
Neither satisfied nor dissatisfied	15%	8%	8%	15%	11%	6%	9%
Dissatisfied	8%	3%	7%	8%	4%	1%	10%
No opinion	1%	3%	0%	0%	0%	0%	0%
Unweighted Bases	225	224	226	226	227	153	227

When responses are viewed by tenure it is those who rent from the Council who are least satisfied with the way the Council is running the area (75%), while owner-occupiers tend to be the most satisfied (86%).

7.3 Trust

Alongside the high level of Council satisfaction expressed by Wandsworth residents, a strong level of trust in Wandsworth Council is evident. Over four in five residents (83%) suggest that they trust Wandsworth Council a great deal or a fair amount, although within this, only 16% give the most positive response of ‘a great deal’.

Figure 23: How much do you trust Wandsworth Council? (All responses)

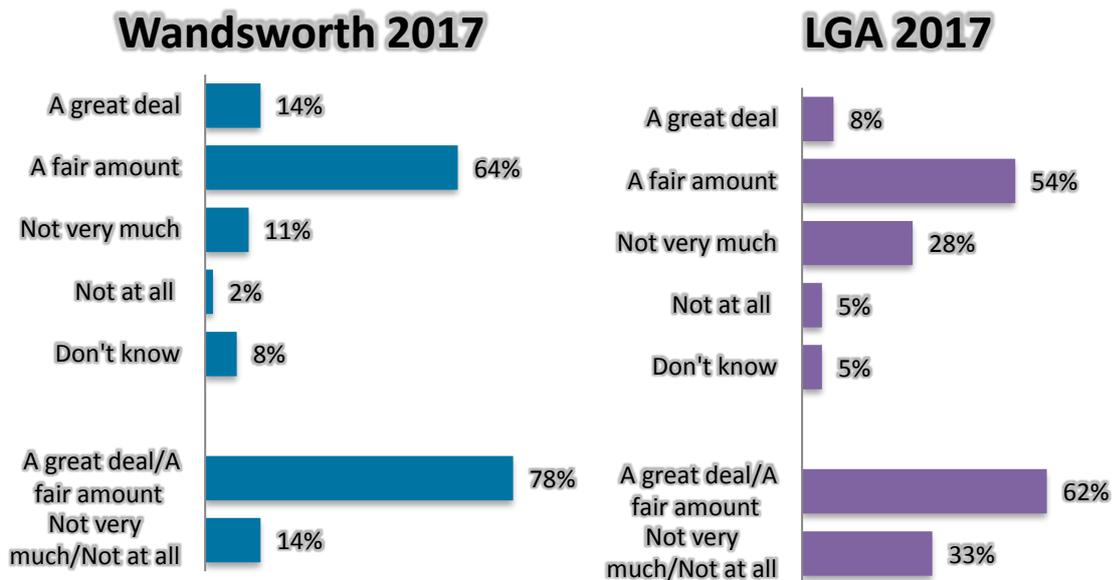


The latest LGA polling (Feb 2017) showed that 59% of respondents nationally trust their local authority a great deal or a fair amount, so again the views from Wandsworth residents compare favourably to the national data available. Such a high level of trust in the context where the Council is having to make challenging decisions in relation to service provision would appear to be an important asset.

7.4 Acting on concerns

A very similar distribution of responses to those shown above for the trust question was found when residents were asked to what extent they think that Wandsworth Council acts on the concerns of local residents. Overall, approaching four in five (78%) residents believe that the Council acts on the concerns of residents either a great deal or a fair amount. Within this, 14% give the most positive response of ‘a great deal’. A total of 8% answered don’t know to this question.

Figure 24: To what extent do you think Wandsworth Council acts on the concerns of local residents?



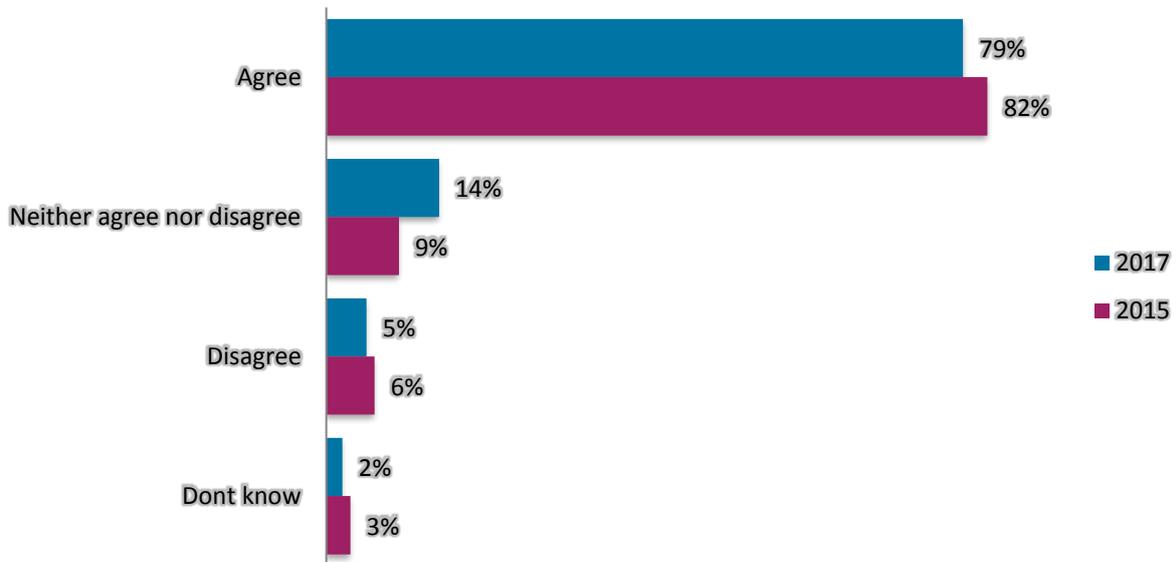
For this acting on concerns indicator, the proportion of Wandsworth residents giving a positive response is 16-percentage points above the findings of the Feb 2017 polling conducted by the LGA (62%).

Spatially the residents most likely to feel that the Council doesn’t act on residents’ concerns (not very much or at all) are those living in Ward Clusters A (18%) and D (also 18%).

7.5 Value for money

Residents were also asked to provide their views on the extent to which Wandsworth Council provides value for money. In line with the high satisfaction with the way the Council is running the area, 79% of residents agree the Council provides value for money, down slightly from 82% in 2015. This is comprised of 56% who tend to agree and 23% who strongly agree. Only 5% of residents disagree that the Council provides value for money with the remainder either neutral (14%) or unsure (2%).

Figure 25: To what extent do you agree or disagree that Wandsworth Council provides value for money?

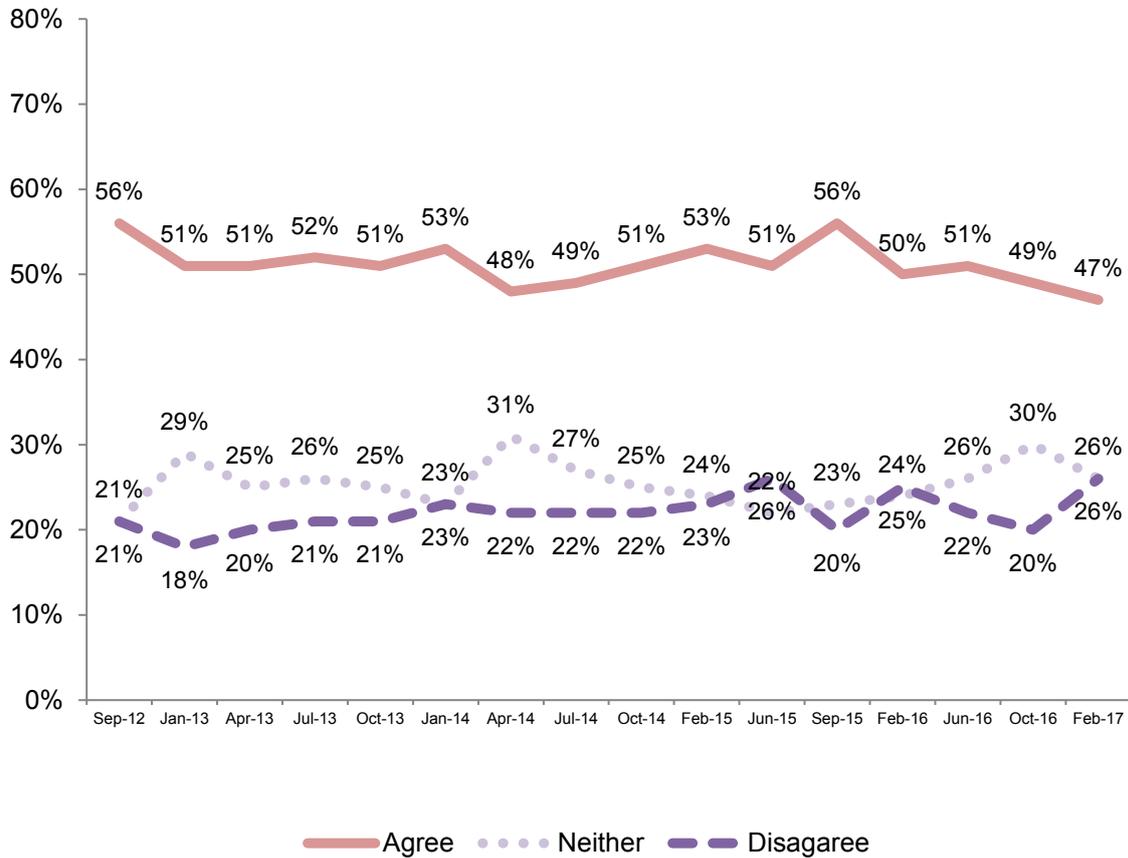


Unweighted base: 2017 - 1508 2015 - 1561

Among those who are satisfied with the way Wandsworth Council runs things 92% agree that value for money is provided by the authority. However, among those 6% who are dissatisfied with how the Council is running the local area a significantly lower proportion hold this view (2%). On this basis value for money perceptions are important and the way the Council is perceived to be managing its budget challenges is examined in more detail below. Among those who are satisfied with the value from money Wandsworth Council offers, 88% agree that the Council is doing a good job so far in dealing with reducing their spending (survey average 48%).

Comparing the views of Wandsworth residents on the value for money their Council offers to both national data (LGA polling) and views elsewhere in London (BMG Research benchmarks) demonstrates that 79% agreement is extremely high.

Figure 26: To what extent do you agree or disagree that your Council provides value for money? – LGA polling benchmark data



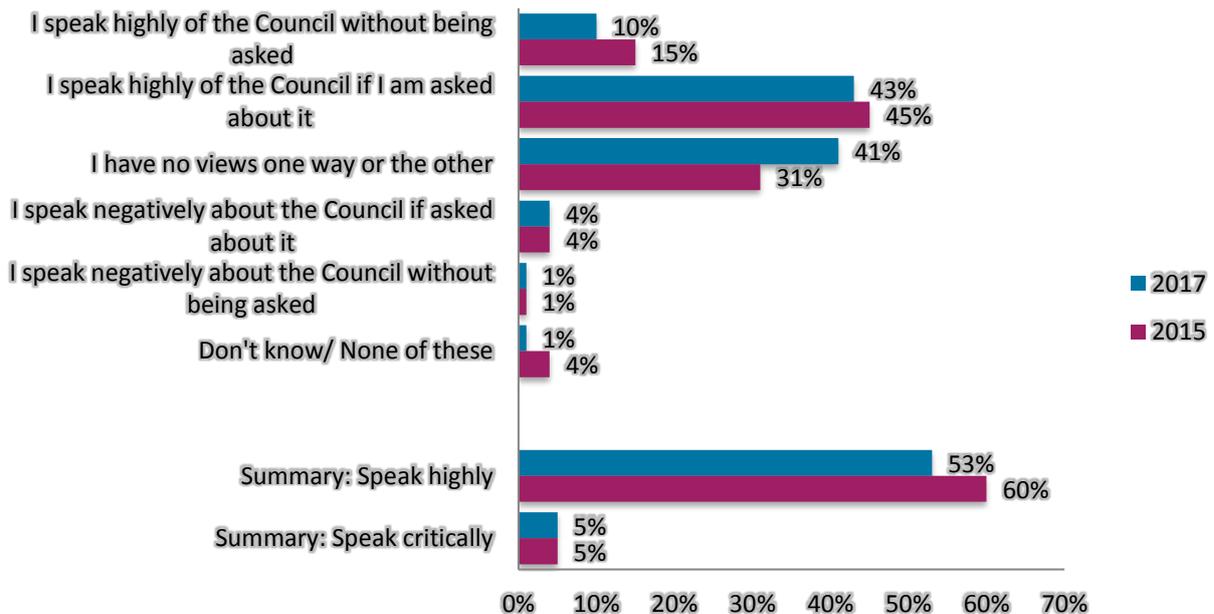
7.6 Advocacy of the Council

The high level of satisfaction with the way Wandsworth Council is running things is reflected in positive levels of advocacy for the Council. More than half of residents (53%) state that they would speak highly of the Council, although this is down from 60% in 2015. This year the proportion of residents who have no views either way is higher, at 41%, up from 31% in 2015. Meanwhile, the proportion who would be critical of the Council is consistent with findings in 2015 (5%). This suggests there has been a shift from positive to neutral advocacy among some residents since 2015.



The full breakdown of responses is shown by the figure below.

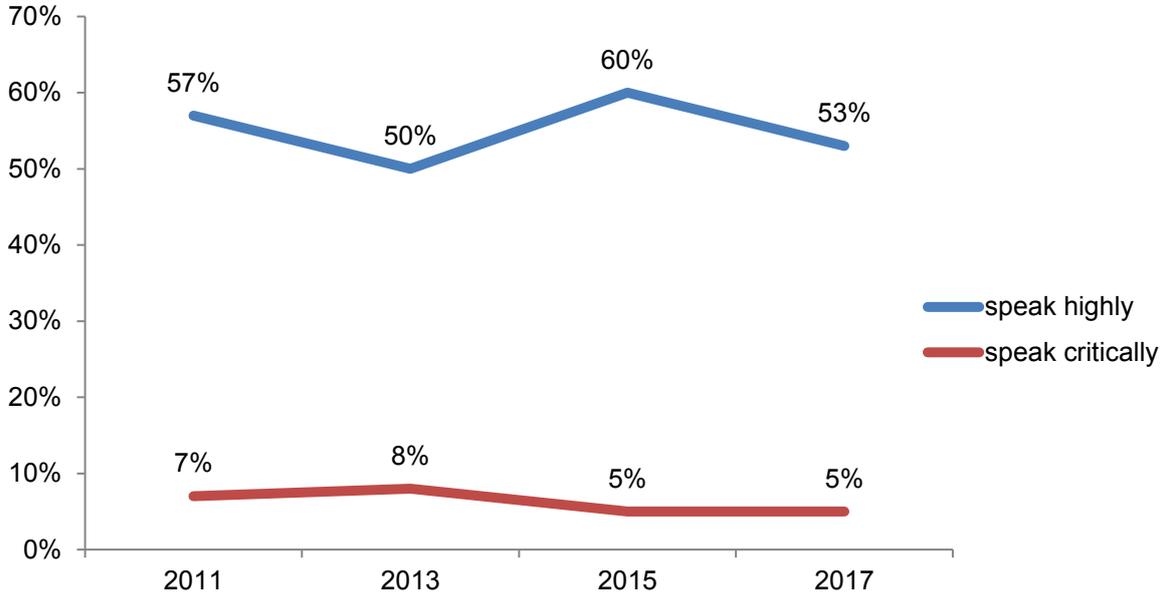
Figure 27: Which one of these statements is closest to how you feel about Wandsworth Council as a whole? (All responses)



Unweighted base: 2017 -1508 2015 - 1561

The longer term data on this measure suggests that positive advocacy of the Council has been variable since 2011, although it has always been the case that at least half of residents would speak highly of Wandsworth Council.

Figure 28: Trend in Council advocacy



Residents who feel very or fairly well informed about the services and benefits provided by Wandsworth Council provide, are significantly more likely than those who don't feel informed to speak highly of the Council (62% cf. 32%).

8 Budgets

8.1 Introduction

Given the ongoing period of austerity all local authorities find themselves in, a set of questions were included in the survey in order to assess how the Wandsworth public perceive their Council is dealing with its financial constraints. Some of these questions were first added to the survey in 2013 allowing views on these issues to be tracked over a four year period.

8.2 Perceptions of the Council's response to budgetary challenges

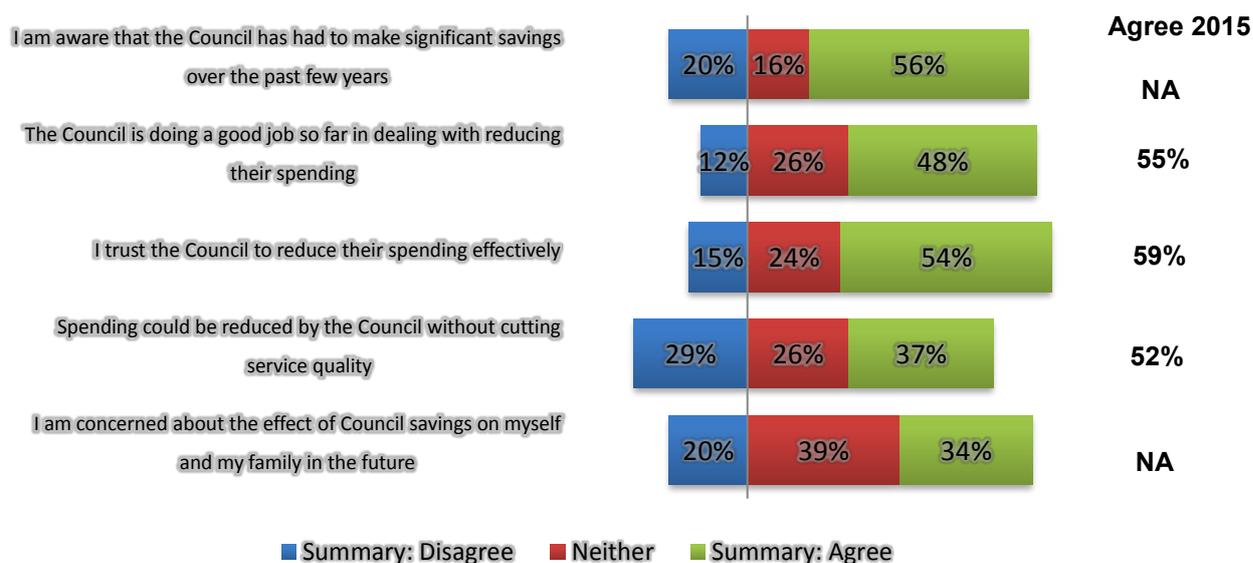
All respondents were informed that the government's spending plans since 2010 meant that all Councils have had to make savings. As a result Wandsworth Council has reduced its spending by over £135 million a year. By 2020 it will need to save a further £20 million a year. Just over half of residents (56%) hold an awareness that the Council has had to make significant savings over the past year, but notably, one in five (20%) suggested they were not aware of this.

In this context, the proportion of residents who feel the Council is doing a good job so far in dealing with reducing their spending is 48%. This is down from the 55% seen in 2015, but is above the 43% seen in 2013. The proportion of residents who agree Wandsworth Council is doing a good job in this respect far exceeds the proportion who disagree, although the disagree proportion has risen from 7% to 12%.

A majority of residents continue to trust the Council to reduce their spending effectively (54%) although this level of trust is slightly below with that seen two years ago (59%). Interestingly, there has been a pronounced drop in agreement that spending by the Council can be reduced without cutting service quality. While 52% of residents agreed this could be the case in 2015, only 37% do so in 2017. Associated with this there has been a 12% increase in disagreement that spending can be reduced while retaining delivery standards.

The scope of this research does not allow a detailed exploration of why such shifts have occurred, but it does seem relevant to note that interviewing in this study commenced immediately after a general election where a reaction against austerity was one the key parts of the narrative, and in the midst of the fallout of the Grenfell disaster.

Figure 29: Views on Council’s response to budgetary challenges (All respondents)



Unweighted sample base: 2017 – 1508 2015 - 1561

Table 13 shows the full tracking data on these measures.

Table 13: Views on Council’s response to budgetary challenges 2013-2017 (All respondents)

	2013	2015	2017	% point change since 2015
The council is doing a good job so far in dealing with reducing their spending	43%	55%	48%	-7
I trust the council to reduce their spending effectively	57%	59%	54%	-5
Spending could be reduced by the council without cutting service quality	42%	52%	37%	-15

A third of residents (34%) are concerned about the effect of Council savings on themselves or their family on the future, with just one in five (20%) disagreeing with this statement. Levels of concern differ across residents with different household tenures. Residents who rent from Council are more likely to be concerned (42%), than private renters (30%) and owner occupiers (34%). In terms of age, those aged 55-64 are those who most commonly express concern about the effects of Council savings on themselves and their family (41%).

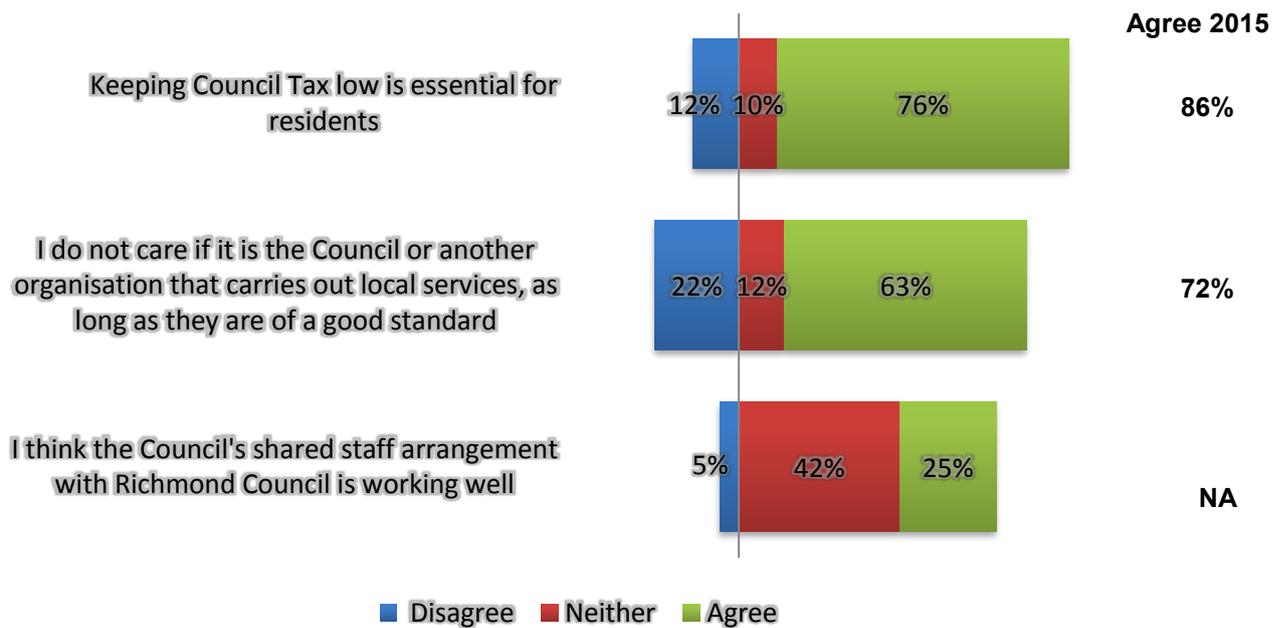
Survey of Wandsworth Residents 2017

As Wandsworth Council continues to seek greater efficiencies and cost reductions, three quarters of residents (76%) feel that keeping Council Tax low is essential for residents. While still a clear majority, this proportion is 10-percentage points lower than in 2015. Disagreement that low Council Tax is essential has more than doubled from 5% to 12%

When designing future service delivery it is notable that there has been a 9-percentage point drop in the number of residents who agree that they do not care if it is the Council or another organisation that carries out local services as long as they are of a good standard (now 63%). Again the consequences of the Grenfell Tower coverage may be relevance here given the criticism of Kensington and Chelsea’s housing management through a TMO and the criticism of outsourced delivery structures.

With regards to the now established shared staffing arrangements between Wandsworth Council and Richmond Council, many residents remain unaware or unaffected by the changes over the last year. When asked if the arrangement is working well, the vast majority of residents (around 70%) either gave a neutral response (42%) or answered don’t know (28%). Among the remainder, five times as many residents are positive (25%) than negative (5%) about these arrangements.

Figure 30: To what extent, if at all, do you agree or disagree with the following statements? (All responses)



Unweighted sample base: 2017 - 2015 - 1561

Don't know responses not shown

Table 14 below shows the agreement levels for the two statements that have remained consistent within the survey between 2013 and 2015. This serves to illustrate the shift in perspectives on keeping Council Tax low in particular.

Table 14: Views on Council's response to budgetary challenges 2013-2017 (All respondents)

	2013	2015	2017	% point change since 2015
Keeping Council Tax low is essential for residents	84%	86%	76%	-10
I do not care if it is the Council or another organisation that carries out local services, as long as they are of a good standard	66%	72%	63%	-9

9 Access to information

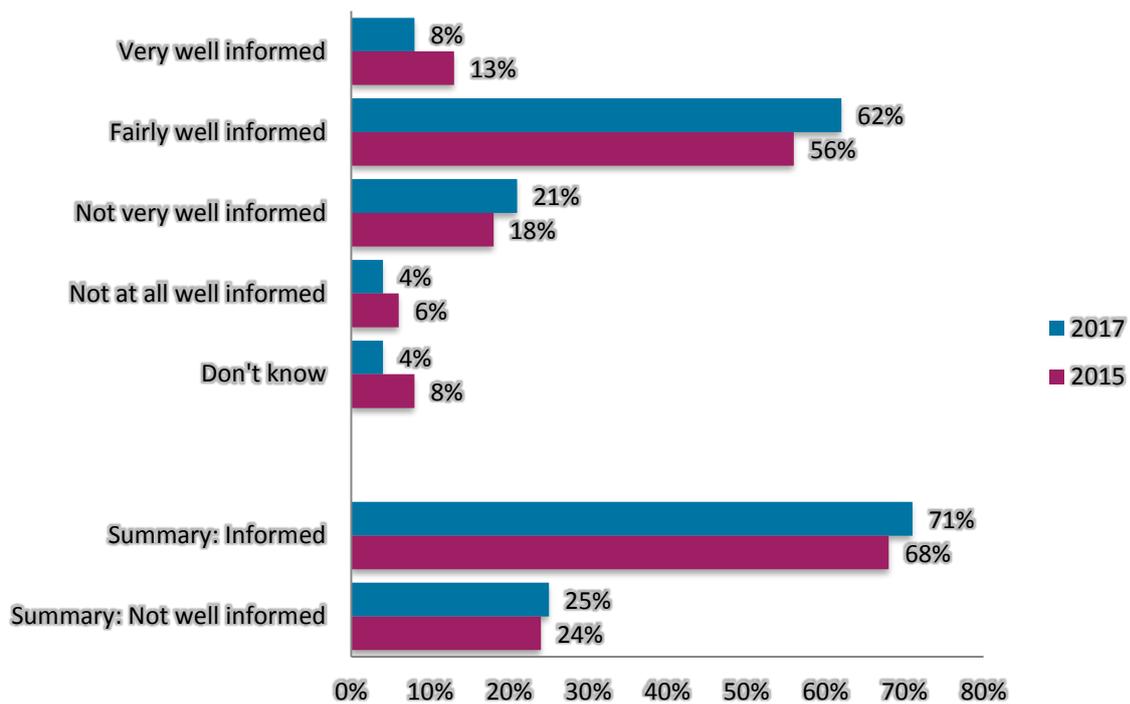
9.1 Introduction

This section of the report looks at how well informed residents feel about the services and benefits the Council provides and the sources that they use to find out this information. In addition, residents' use of the Internet is also explored.

9.2 Level to which residents feel informed

Seven in ten (71%) Wandsworth residents feel they are kept informed about the services and benefits the Council provides. This is comprised of 8% who feel very well informed and 62% who feel fairly well informed. One in four (25%) residents in 2017 feel that they are not kept informed by the Council, in line with the 24% seen in 2015. In the last two years don't know responses to this question have halved from 8% to 4%.

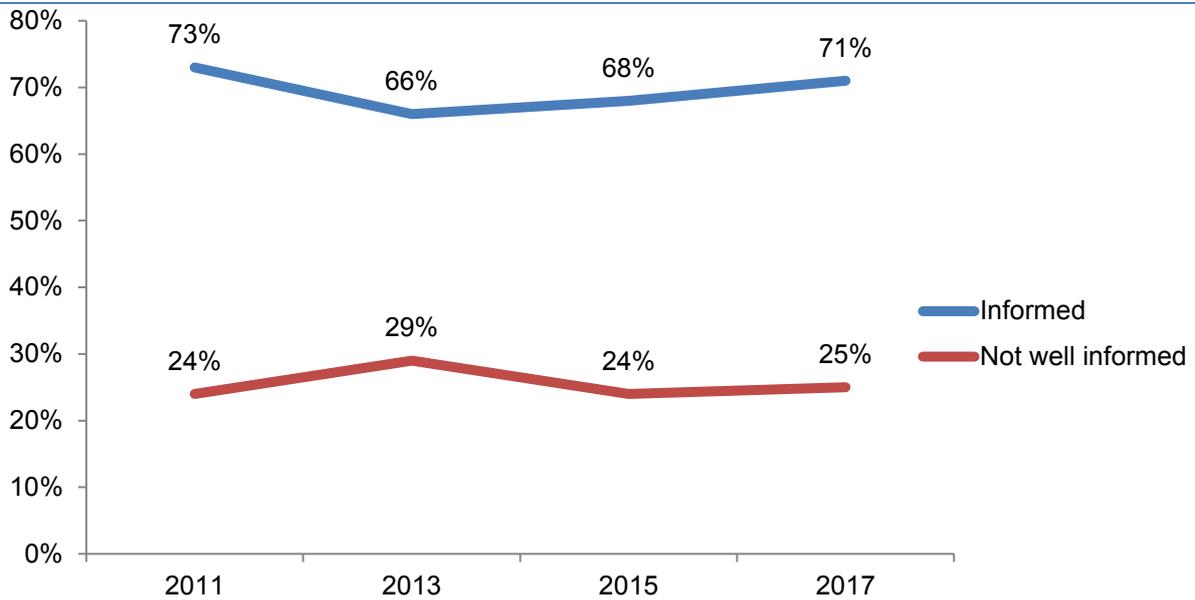
Figure 31: Overall, how well informed do you think your Council keeps residents about the services & benefits it provides? (All respondents)



Unweighted base: 2017 - 1508 2015 - 1561

Looking back further the proportion of residents who feel that Wandsworth Council keep them informed is at the second highest level seen in the 2011-2017 period.

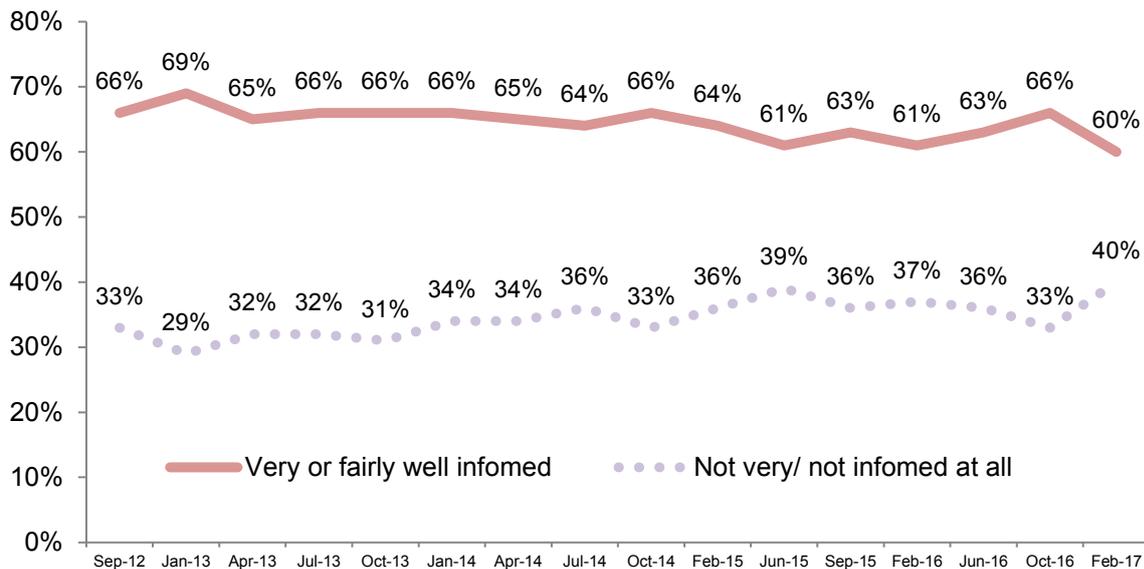
Figure 32: Trend in residents feeling informed



This measure is one that can be benchmarked against national polling undertaken by the LGA. In its latest February poll of UK adults, 60% felt that they were kept very or fairly well informed by their local Council(s) about the services and benefits it provides. On this basis the views of Wandsworth residents are above the national average. The trend data from the LGA on this measure is shown by the figure overleaf. This suggests that the most recent score on this indicator represented a drop from the mid-60% agreement that has been more commonplace over time.

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Figure 33: Overall, how well informed do you think your local council(s) keeps residents about the services and benefits it provides? – LGA national polling benchmark data



The importance of keeping residents informed is shown by the fact that among those who feel very or fairly well informed about services and benefits 87% are satisfied with the Council overall. Among those who do not feel well informed in this respect satisfaction is significantly lower at 73%.

Table 15: Interaction of Council satisfaction and residents feeling informed about Council services and benefits (All responses)

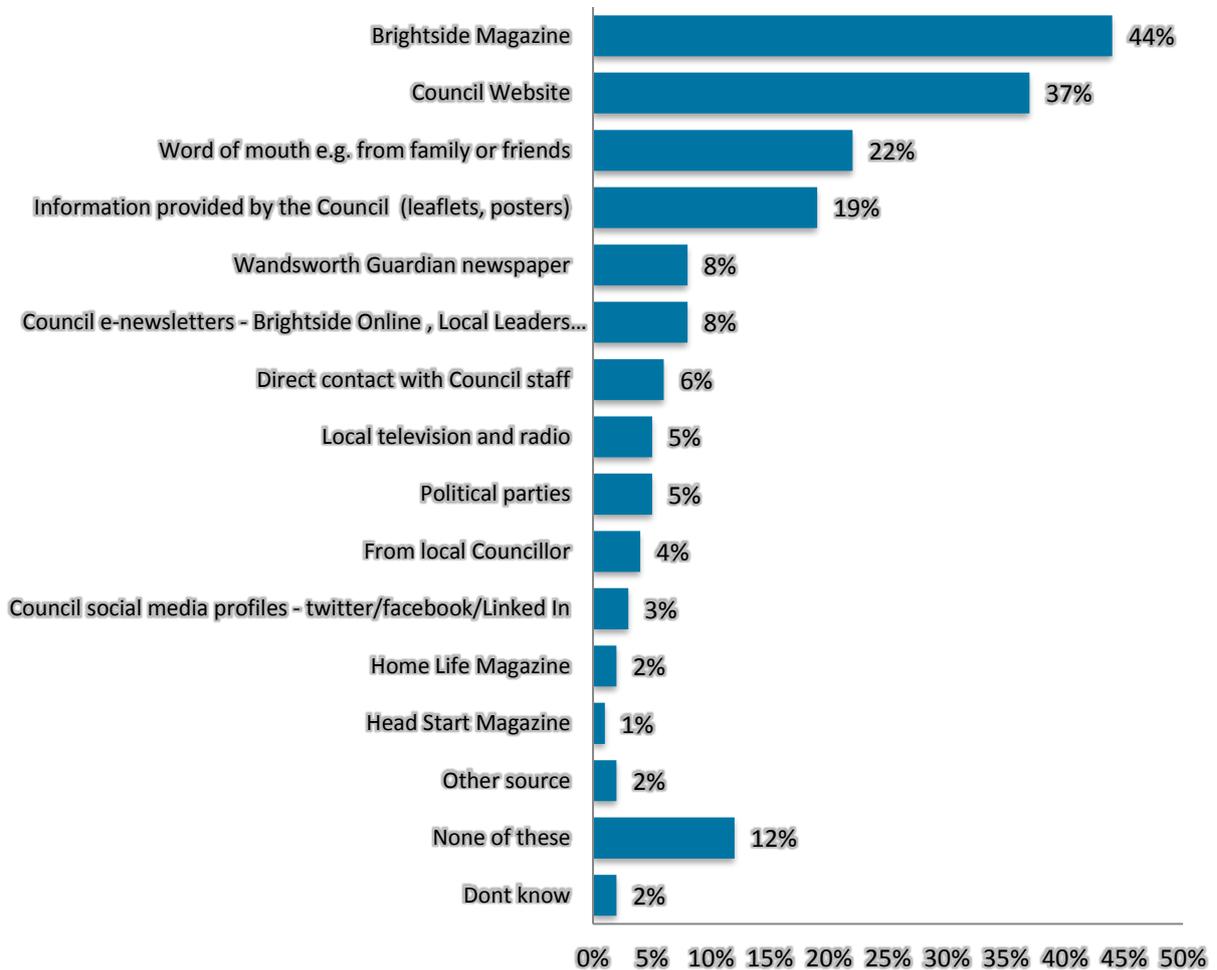
	Very/fairly well informed	Not very/ not well
Satisfied with way Council runs things	<u>87%</u>	73%
Neither	9%	12%
Dissatisfied with way Council runs things	4%	<u>13%</u>
	1058	388

Analysis by age shows that the proportion of residents who do not feel informed remains highest among those under the age of 44 (16-24 – 31%, 25-34 -30%, 35-44 -25%). This was also the case in 2015. There are no significant variations in the proportions of internet users and non internet users who feel informed about the services and benefits that Wandsworth council provides (70% and 74% respectively). As will be documented later in this report only a small minority of the Wandsworth population are non-internet users.

9.3 Sources of information used

A useful measure, especially when identifying how best to keep residents informed, is to find out which sources of information are currently used to find out about the local Council. In 2017, Brightside remains the most commonly used source of information, with 44% selecting this from a list of thirteen possible information sources. In the period prior to this survey Brightside was published in March 2017 and June 2017. Other methods frequently given as ways residents found out about their local Council include the Council website (37%), word of mouth (22%) and information provided by the Council such as leaflets and posters (19%). As in previous years, these findings suggest that the London Borough of Wandsworth has a strong and direct influence over the messages residents receive about the organisation, although the local press also has an influence.

Figure 34: How do you find out about your local Council? (All respondents)



Unweighted base: 1508

Survey of Wandsworth Residents 2017

Beneath these overall results it should be noted that although Brightside is a prominent source of information for residents of all ages, it is more likely to be the main source of Council information for older residents. This higher engagement with printed communications (such as Brightside Magazine) among older residents is common and may in part explain the higher proportion of older residents who feel informed as already described above.

Table 16: How do you find out about your local Council? – most common responses by age group (All responses)

Main source of Council information	16-24
Brightside	20%
Council Website	29%
Word of Mouth	22%
Information provided by the Council (leaflets, posters)	16%
	25-34
Brightside	27%
Council Website	44%
Word of Mouth	22%
Information provided by the Council (leaflets, posters)	19%
	35-44
Brightside	51%
Council Website	44%
Word of Mouth	21%
Information provided by the Council (leaflets, posters)	21%
	45-54
Brightside	51%
Council Website	41%
Word of Mouth	19%
Information provided by the Council (leaflets, posters)	18%
	55-64
Brightside	65%
Council Website	29%
Word of Mouth	21%
Information provided by the Council (leaflets, posters)	17%
	65-74
Brightside	56%
Council Website	12%
Word of Mouth	21%
Information provided by the Council (leaflets, posters)	23%
	75+
Brightside	67%
Council Website	15%
Word of Mouth	30%
Information provided by the Council (leaflets, posters)	11%

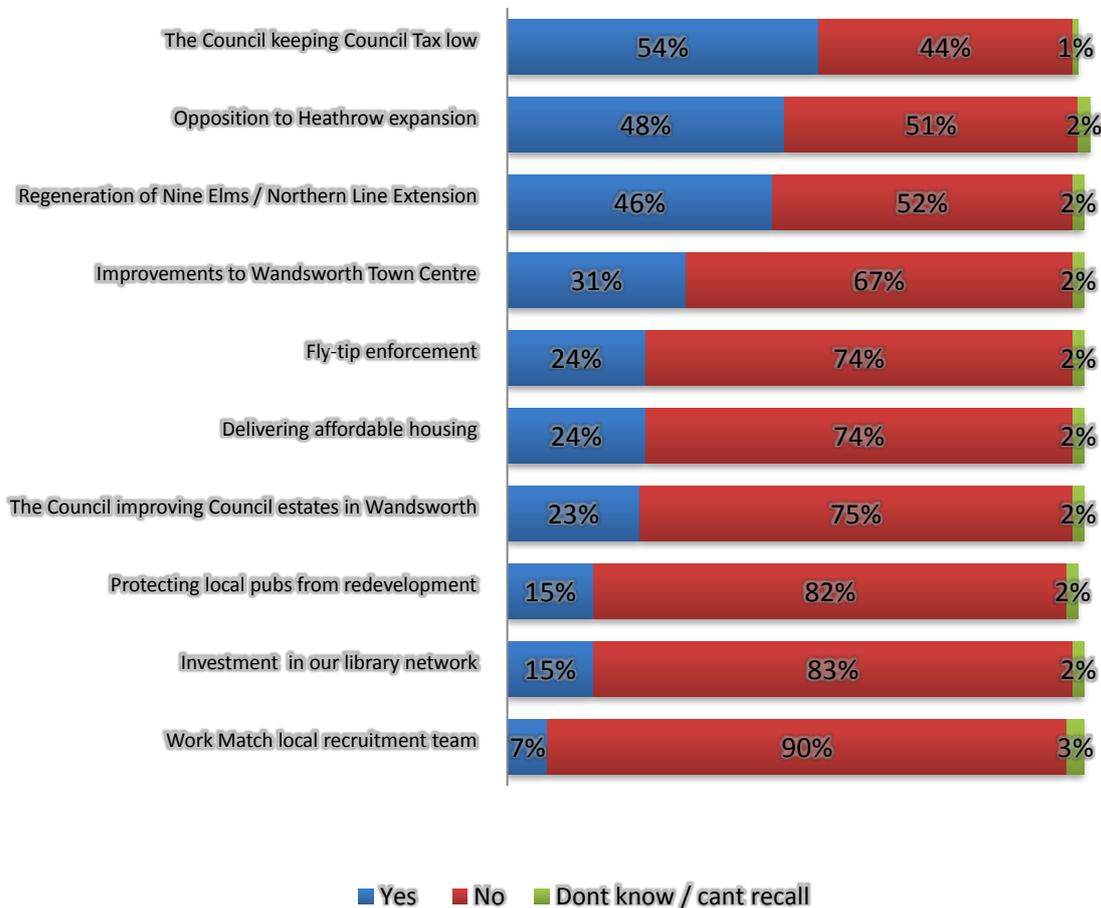
9.4 Awareness of issues Wandsworth Council are involved in

In 2017 a new question was included in the survey asking residents if they had recently seen or heard about issues Wandsworth Council are involved in.

Awareness is varied with as many as 54% of residents aware of the Council keeping Council Tax low, and just 7% aware of the Work Match local recruitment team.

Residents tend to be most aware of issues that either have a direct effect on them financially, such as the Council keeping Council Tax low (54%), or issues related to major infrastructure such as the opposition to the Heathrow expansion (48%), regeneration of Nine Elms/Northern Line Extension (46%) and the improvements to Wandsworth Town Centre (31%).

Figure 35: Awareness of issues Wandsworth Council are involved in 2017 (All responses)



Unweighted base: 1508

Survey of Wandsworth Residents 2017

Certain issues given are location specific; as a result we expect to see some spatial variation in awareness of them across Ward Clusters. These findings are shown below:

- Awareness of the opposition to the Heathrow expansion is significantly higher in Ward Clusters E (61%) and F (67%).
- Awareness of the regeneration of Nine Elms / Northern Line Extension is significantly higher in Ward Cluster A (55%) and Ward Cluster E (54%).
- Awareness of the improvements to Wandsworth Town Centre is significantly higher in Ward Cluster E (44%) and Ward Cluster F (42%).
- Awareness of the improvements to Council estates in Wandsworth is significantly higher in Ward Cluster E (31%) and Ward Cluster G (29%).

9.5 Internet use

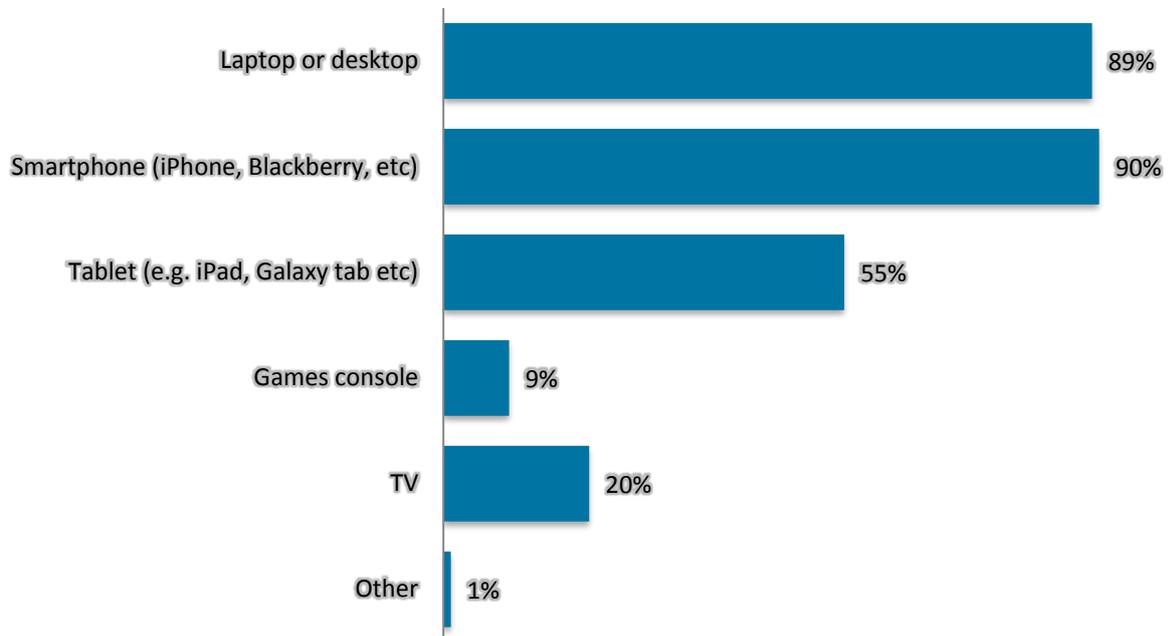
The questions on internet usage were revised in 2017 to move the insight beyond levels of frequency of access towards capturing levels of individual competence online. Questions were also included to ascertain the proportion of residents who are accessing the internet while on the move using mobile devices.

In total, more than 9 in 10 residents (93%) have access to the internet. This is comprised of 91% of residents who have access to the internet at home, 70% who have internet access when out and about, and 49% who have internet access at work, a place of study, a friend's house, or anywhere else. Just 7% of residents did not have access to the internet. These figures are in line with what was seen in 2015.

In 2015 in a differently worded question, fewer than one in ten (8%) Wandsworth residents never accessed the Internet. This year, 7% of residents did not have access to the internet, indicating that the share of respondents who use the internet is in line with that seen in 2015. Among those who do not access the internet (sample base of 83), the most common explanations for this were no computer/smartphone/other means of access (43%), and not being interested (38%).

Among those who do access the internet it is interesting to note that equal proportions access the internet via a smartphone (90%) as do so via a laptop or desktop (89%). Please note that more than one answer was possible at this question.

Figure 36: Which of these devices, if any, do you use to access the internet? (All internet users)



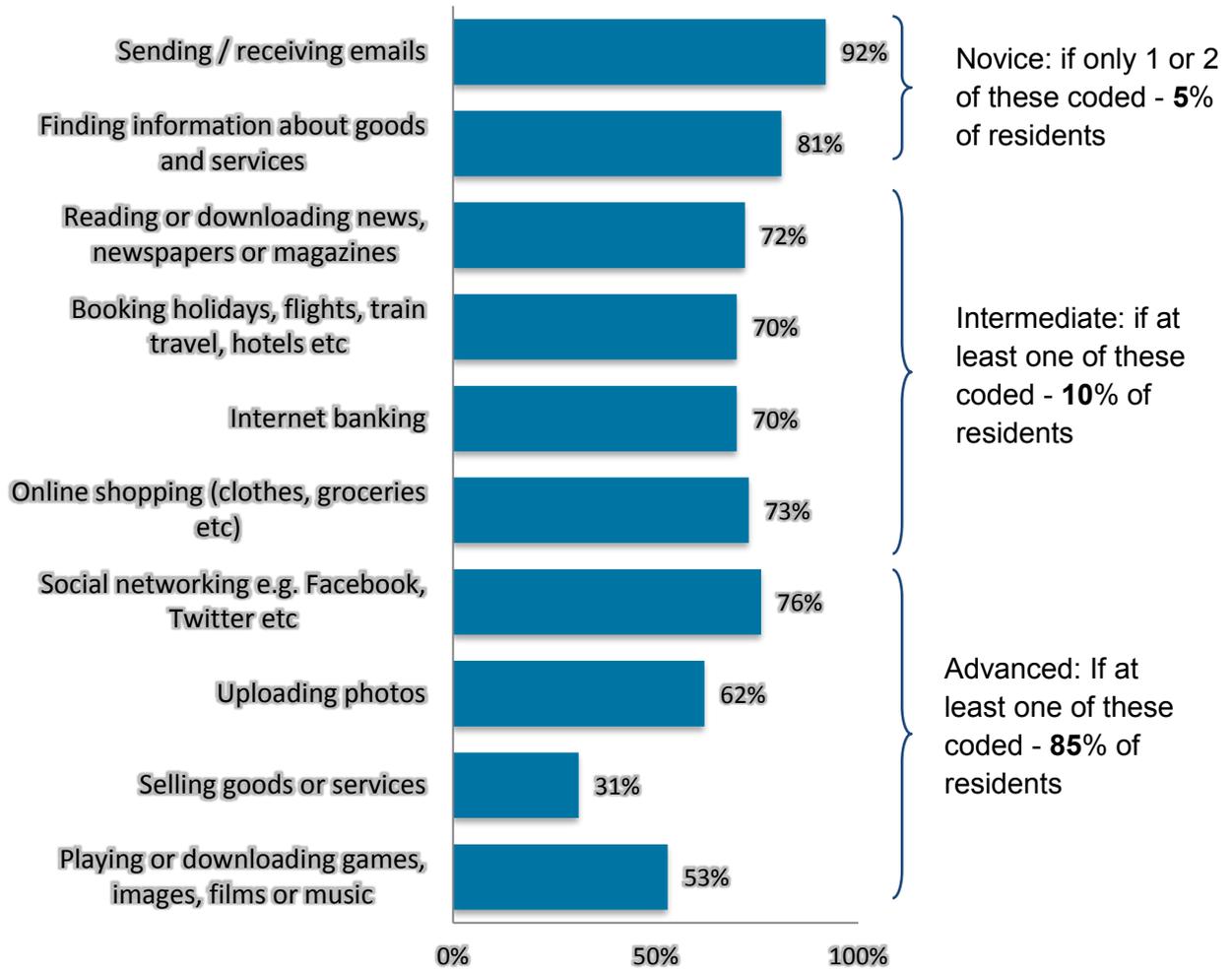
Unweighted sample base: 1425

The figure below shows that of those residents who have access to the internet, more than four in five (85%) can be classified as advanced internet users. This share makes up 79% of all Wandsworth residents. One in ten residents (10%) are classed as

Survey of Wandsworth Residents 2017

intermediate users, while one in twenty (5%) are classed as novices, only completing basic online tasks. These findings indicate that Wandsworth residents tend to be highly capable internet users, who use the internet for a range of purposes.

Figure 37: Which of the following activities do you regularly do online? (All responses excluding those that do not have access to the internet)



Unweighted base: 1425

10 Contact with the Council

Given that direct contact with the Council is likely to be a key driver of how it and its services are perceived, all residents were asked to indicate whether they have had contact with the Council over the last 12 months and if so which channels were used.

Levels of contact with Council in the last 12 months have declined compared with results seen in 2015. This shift is evident for all reasons for contact. However, the most notable decline in contact relates to the share of residents getting information about local council services or getting information about government policy on issues such as transport and the environment, which have both declined by 13-percentage points since 2015.

Table 17: Trend in council contact for specific purposes 2013-2017 (All responses)

% yes either offline or online	2013	2015	2017	% point change since 2015
Get information about local council services	51%	47%	34%	-13
Pay Council Tax	48%	50%	46%	-4
Pay for a parking permit or fine	37%	36%	32%	-4
Pay for other service	27%	29%	18%	-11
Get information about schools or education	30%	24%	16%	-8
Look for information about an MP, local councillor, political party or candidate	24%	29%	22%	-7
Get information about government policy on issues such as transport, the environment	32%	31%	18%	-13
Unweighted sample base 2017: 1508				

Although contact for all purposes is down, it is worth noting that contact for necessary transactional purposes has declined the least, for example, contact to pay Council Tax (46%, down from 50% in 2015) and contact to pay for a parking permit or fine (32%, down from 36%). Conversely, contact to seek information has seen the most dramatic declines compared with 2015, including getting information about local council services (34%, down from 47% in 2015) and getting information about government policy on issues such as transport and the environment (18%, down from 31% in 2015).

Rates of contact with the Council made on an online only basis are slightly lower than what was seen in 2015 for purposes relating to finding information. However, necessary transactional contacts made on an online only basis are consistent with 2015, e.g. paying Council Tax (26% c.f. 27% in 2015), paying for a parking permit or fine (25% c.f. 24% in 2015).

Survey of Wandsworth Residents 2017

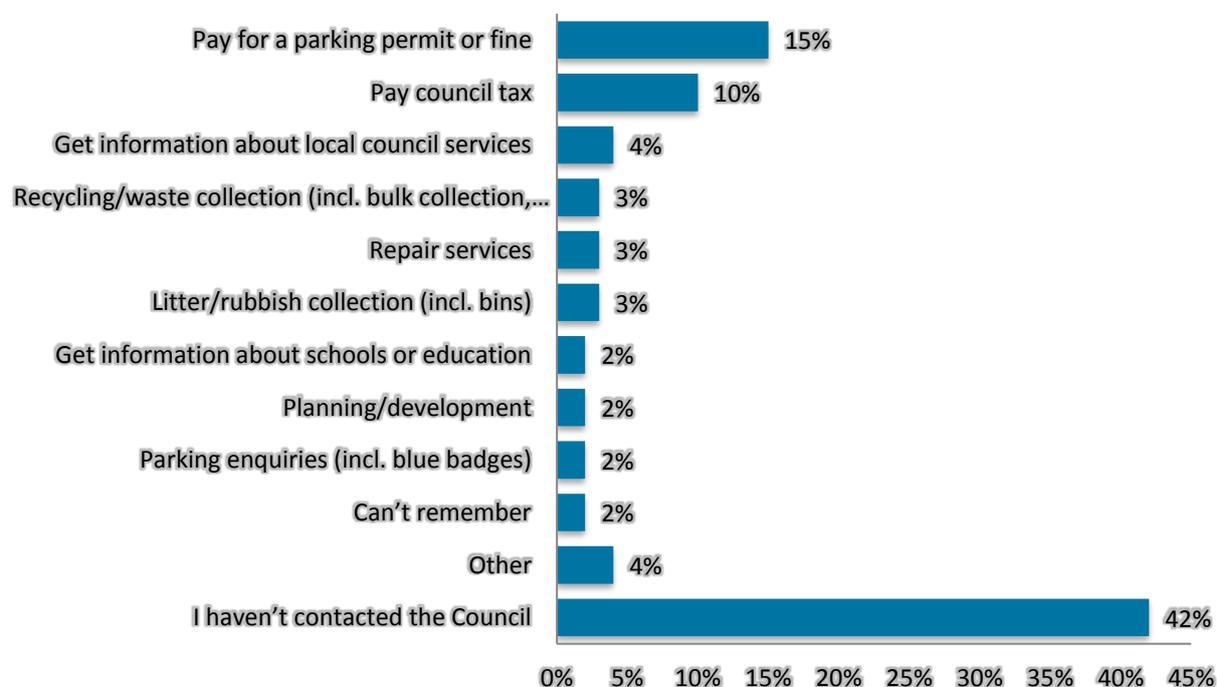
Table 18: Talking now about contacting the Council for information and services, have you done any of the following in the past 12 months? (All responses)

	No	Yes, offline only	Yes, online only	Yes, both offline and online	Don't know
Get information about local council services	64%	7%	21%	6%	1%
Pay Council Tax	53%	17%	26%	3%	1%
Pay for a parking permit or fine	67%	5%	25%	2%	1%
Pay for other service	81%	4%	12%	2%	1%
Get information about schools or education	83%	2%	12%	2%	1%
Look for information about an MP, local councillor, political party or candidate	77%	3%	16%	3%	1%
Get information about government policy on issues such as transport, the environment	81%	2%	14%	2%	1%

Unweighted sample base: 1508

When asked about their most recent contact with Wandsworth Council, the most common reasons for contact were transactional, namely paying for a parking permit or fine (15%) and paying Council Tax (10%).

Figure 38: Considering your most recent contact, for what reason did you contact the Council? (All responses over 2%)



Unweighted sample base: 1508

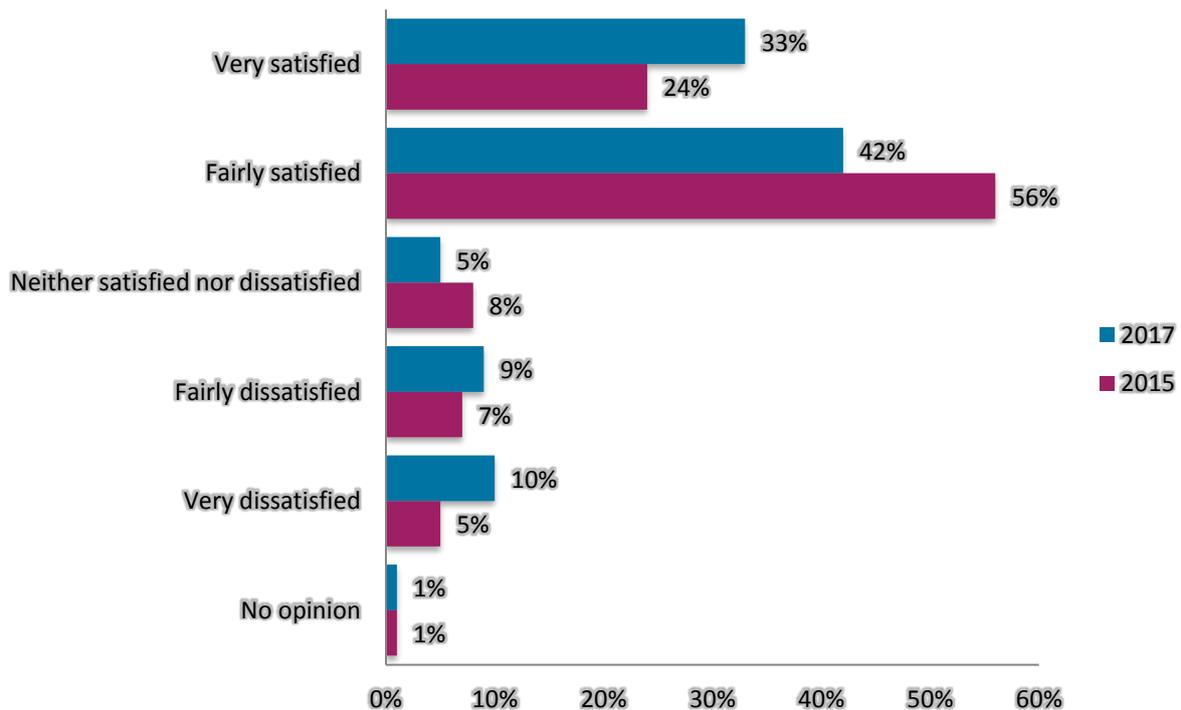
More than two in five (42%) said that they had not contacted Wandsworth Council. Consistent with 2015, it is the very youngest and oldest age groups who are least likely to have had contact with Wandsworth Council (68% of those aged 16-24, 60% of those aged 65-74 and 55% of those aged 75 and over state that they have had no contact). Those aged 45-54 are most likely to have had contact (67%) with 32% having not had contact and the remaining 1% unable to recall.

10.1 Satisfaction with query handling

When contacting how they first contacted Wandsworth Council about their most recent issue, the proportion of residents using the phone (41%) remains marginally above the proportion who made contact via the website (35%). The next most common contact channel was email (12%).

Respondents who have contacted the Council in the last 12 months were then asked how satisfied they are with the way their last query was dealt with. Three quarters (75%) are satisfied, a proportion that is 5-percentage points lower than in 2015. However, the proportion of respondents giving the most positive response of 'very satisfied' has increased by 9-percentage points since 2015 to 33%. The proportion giving the slightly less positive response of very satisfied is 42%, down from 56% in 2015.

Figure 39: Thinking of the last time you contacted the Council, how satisfied or dissatisfied are you with the way in which your query(s) was handled? (All respondents that contacted Wandsworth Council in the last 12 months)

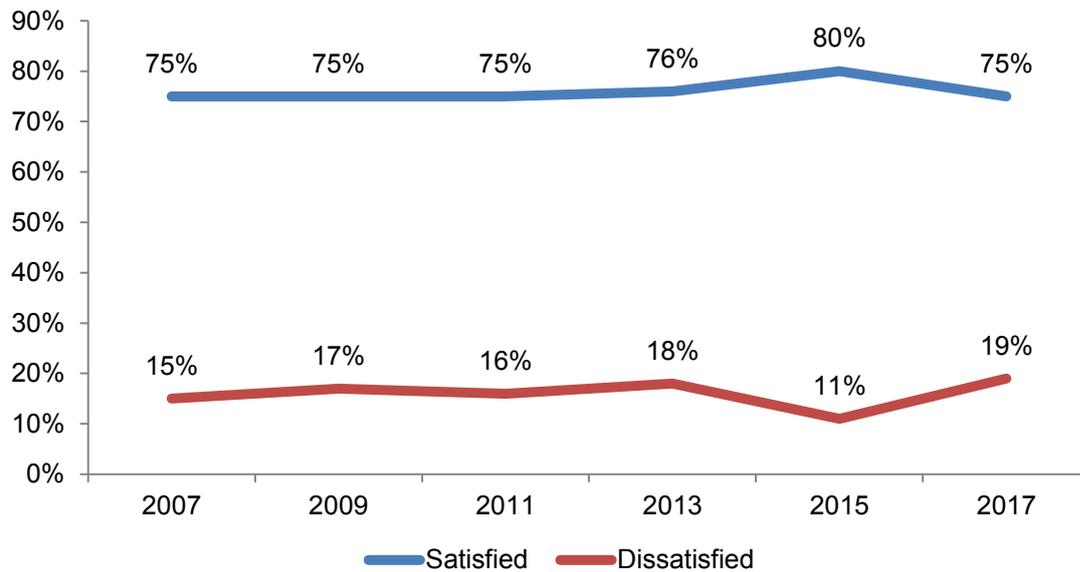


Unweighted base: 2017 - 827 2015- 935

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Overall in 2017, 19% of those who contacted the Council express some level of dissatisfaction with the way in which their query was handled. This proportion was 11% in 2015 (the lowest level of dissatisfaction seen in the 2007-15 period). This is illustrated by the figure below.

Figure 40: Satisfaction with query handling 2007-2017 (All respondents that contacted Wandsworth Council in the last 12 months)

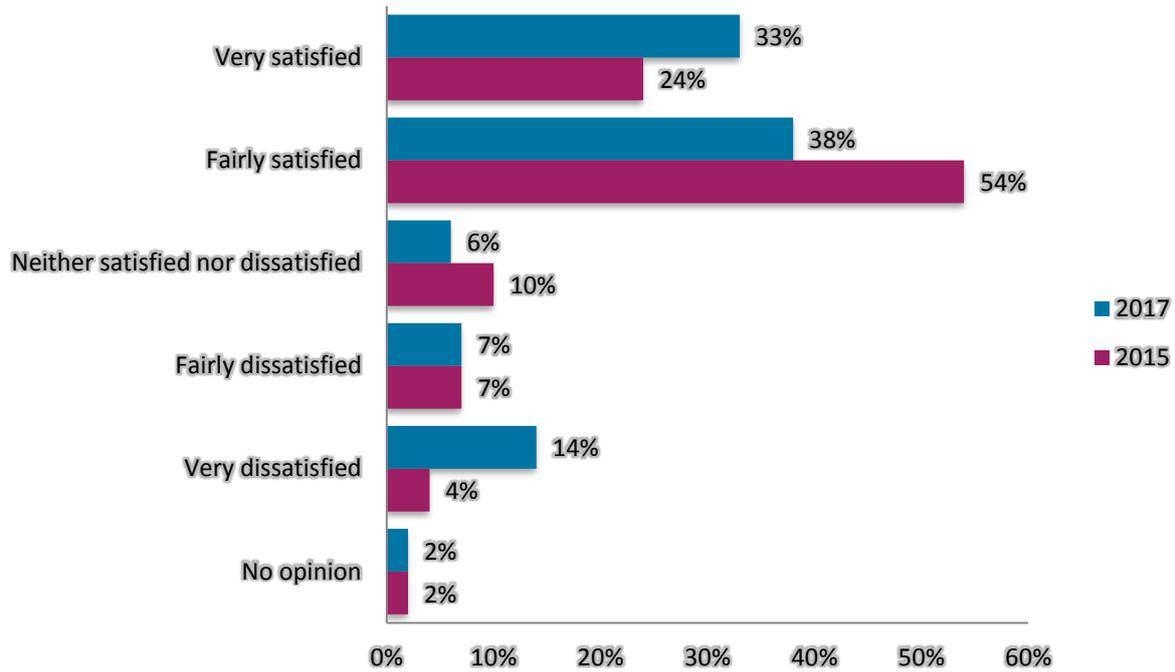


Those who had contacted the Council were also asked how satisfied or dissatisfied they were with the outcome achieved. In response, 71% were satisfied, this figure down 7-percentage points from 2015. However, similarly to satisfaction with how the query was handled, this year the proportion of respondents who provided the most positive response of 'very satisfied' has increased from 24% in 2015, to 33% in 2017.

Two in ten (21%) were dissatisfied with the outcome of their contact, this figure 10-percentage points higher than that seen in 2015. The proportion who provided the most negative response of 'very dissatisfied' increased from 4% in 2015, to 14% in 2017. These results indicate that perceptions around the outcome of queries have become more polarised compared to 2015, with a higher share of respondents responding in either the most positive or most negative groups.

This reduced outcome satisfaction in 2017 is likely to be interrelated with the reduced satisfaction with query handling already reported, on the basis that respondents rarely express satisfaction with contact handling if they have subsequently achieved a dissatisfactory outcome.

Figure 41: How satisfied or dissatisfied were you with the outcome? (All respondents that contacted Wandsworth Council in the last 12 months)



Unweighted sample base: 2017- 827 2015-935

The interaction between satisfaction with contact handling and the outcome achieved is clearly demonstrated by the table below. As would be expected, among those satisfied with how their contact was handled, 91% express satisfaction with the outcome achieved. In contrast, among those dissatisfied with how their contact was handled, just 5% were satisfied with the outcome achieved, with 89% dissatisfied.

Table 19: Outcome satisfaction by contact satisfaction (All respondents that contacted Wandsworth Council in the last 12 months)

Contact outcome	Contact handling – satisfied	Contact handling - dissatisfied
Satisfied	91%	5%
Neither satisfied nor dissatisfied	3%	4%
Dissatisfied	5%	89%
Unweighted Bases	624	148

11 Profile of the sample

The following table presents the profile of the sample, both unweighted and weighted.

Table 20: Profile of the sample

	Unweighted base	Unweighted %	Weighted %
Gender			
Male	708	47%	47%
Female	800	53%	53%
Age			
16-24	207	14%	11%
25-34	404	27%	28%
35-44	404	27%	27%
45-54	207	14%	13%
55-64	128	8%	9%
65-74	90	6%	6%
75-84	43	3%	4%
85+	16	1%	1%
Not provided	9	1%	1%
Ethnicity			
Non BME	831	55%	56%
BME	668	44%	43%
Not provided	9	10%	1%
Disability status			
With disability (respondent)	399	26%	28%
With disability (other household member)	78	5%	5%
No disability	1031	68%	67%
Employment status			
Employed	1091	72%	73%
Unemployed but active	45	3%	1%
Retired	147	10%	12%
Other	225	15%	14%
Length of time lived in neighbourhood			
Up to 1 year	194	13%	13%
1-2 years	136	9%	9%
2-5 years	212	14%	14%
5+ years	965	64%	65%

Not provided	1	<0.5%	<0.5%
Tenure			
Owner-occupiers	657	44%	44%
Rented from Council	235	16%	15%
Rented from Housing Association	52	3%	4%
Private renters	460	31%	31%
Other	93	6%	5%
Not provided	11	1%	1%

Appendix: Statement of Terms

Compliance with International Standards

BMG complies with the International Standard for Quality Management Systems requirements (ISO 9001:2008) and the International Standard for Market, opinion and social research service requirements (ISO 20252:2012) and The International Standard for Information Security Management (ISO 27001:2013).

Interpretation and publication of results

The interpretation of the results as reported in this document pertain to the research problem and are supported by the empirical findings of this research project and, where applicable, by other data. These interpretations and recommendations are based on empirical findings and are distinguishable from personal views and opinions.

BMG will not publish any part of these results without the written and informed consent of the client.

Ethical practice

BMG promotes ethical practice in research: We conduct our work responsibly and in light of the legal and moral codes of society.

We have a responsibility to maintain high scientific standards in the methods employed in the collection and dissemination of data, in the impartial assessment and dissemination of findings and in the maintenance of standards commensurate with professional integrity.

We recognise we have a duty of care to all those undertaking and participating in research and strive to protect subjects from undue harm arising as a consequence of their participation in research. This requires that subjects' participation should be as fully informed as possible and no group should be disadvantaged by routinely being excluded from consideration. All adequate steps shall be taken by both agency and client to ensure that the identity of each respondent participating in the research is protected

With more than 25 years' experience, BMG Research has established a strong reputation for delivering high quality research and consultancy.

BMG serves both the public and the private sector, providing market and customer insight which is vital in the development of plans, the support of campaigns and the evaluation of performance.

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