

Committee: Joint Consultative Committee with Ethnic Minority Organisations

Date: 28 March 2011

Agenda item: 8

Wards: All

Subject: Update on the Annual Residents Survey 2010

Lead officer: Kate Martyn, Head of Policy, Partnerships and Communities

Lead Partner:

Lead member: Councillor Edith Macauley, Cabinet Member for Community Safety, Engagement and Equalities

Forward Plan reference number: N/A

Contact officer: Kris Witherington(kris.witherington@merton.gov.uk)

Recommendations:

That the Joint Consultative Committee with Ethnic Minority Organisations:

- A. Notes the results of the Annual Residents Survey 2010.
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1 PURPOSE OF REPORT AND EXECUTIVE SUMMARY

1.1. To update the Joint Consultative Committee (JCC) with Ethnic Minority Organisations on the results of the Annual Residents Survey, attached at Appendix 1.

2 DETAILS

- 2.1 The Annual Residents Survey (ARS) is Merton's principal survey of local residents. It elicits information on local people's concerns and their perceptions of local services, the image of the Council and a host of local issues.
- 2.2 The survey is conducted with more than 1,000 adults and ensures that key groups within our local population – segmented by age, ethnicity, gender, tenure, residence, and family composition – are broadly represented in the sample of respondents. The survey is conducted by TNS-BMRB, a company commissioned by the Council. The Council also buys into a London-wide survey to provide comparative data. Interviews take place in homes and public places. In addition, a specific survey of 200-300 young people aged 11 – 17 is carried out.
- 2.2 The survey was conducted during October 2010. This reflects the timetable for the results for the London wide survey and the timetable in previous years, which is useful for comparison.
- 2.3 The surveys in 2006-8 took place in July and August so it is possible that the different timing may have had an impact on some responses.

Top concern

- 2.4 Crime is still the top concern of local residents, followed by the level of council tax, then traffic congestion, litter and dirt in the streets, and then lack of jobs. The most significant changes compared to 2009 were a fall in concern about council tax (**32%, down from 38% in 2009**); and a fall in concern about pollution of the environment (**8%, down from 16% in 2009**).

Community Cohesion

- 2.5 The proportion saying they feel they can influence decisions has increased slightly (**52%, up from 50% in 2009**) but this figure remains consistent over time. The highest level of agreement was found in the west of the borough with the Colliers Wood / Graveney / Longthornton area least likely to agree.
- 2.6 A significant increase can be seen in the proportion agreeing that their local area is a place where people from different backgrounds get on well together (**90%, up from 82% in 2009**). This figure remains consistent across ethnic groups.
- 2.7 There was an increase in the percentage of all respondents who agreed that Merton Council tackles racism to **42%, up from 38% in 2009**, whilst 14% disagreed. BME communities had a similar level of agreement, 39%, but were also more likely to disagree, 20%. As was the case in previous years, Black ethnic groups were least likely to agree and most likely to disagree.
- 2.8 The percentage of residents agreeing that the council treats people in a fair and non-discriminatory way was **60%, up from 54% in 2009**. Black residents were less likely to agree.

3 ALTERNATIVE OPTIONS

- 3.1 Not Applicable

4 CONSULTATION UNDERTAKEN OR PROPOSED

- 4.1. Not applicable

5 TIMETABLE

- 5.1 Not applicable

6 FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

- 6.1 Not applicable

7 LEGAL AND STATUTORY IMPLICATIONS

7.1. None

8 HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS

8.1. None

9 CRIME AND DISORDER IMPLICATIONS

9.1. None

10 RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS

10.1. None

11 APPENDICES – THE FOLLOWING DOCUMENTS ARE TO BE PUBLISHED WITH THIS REPORT AND FORM PART OF THE REPORT

11.1 Appendix 1 - Annual Residents Survey 2010

12 BACKGROUND PAPERS

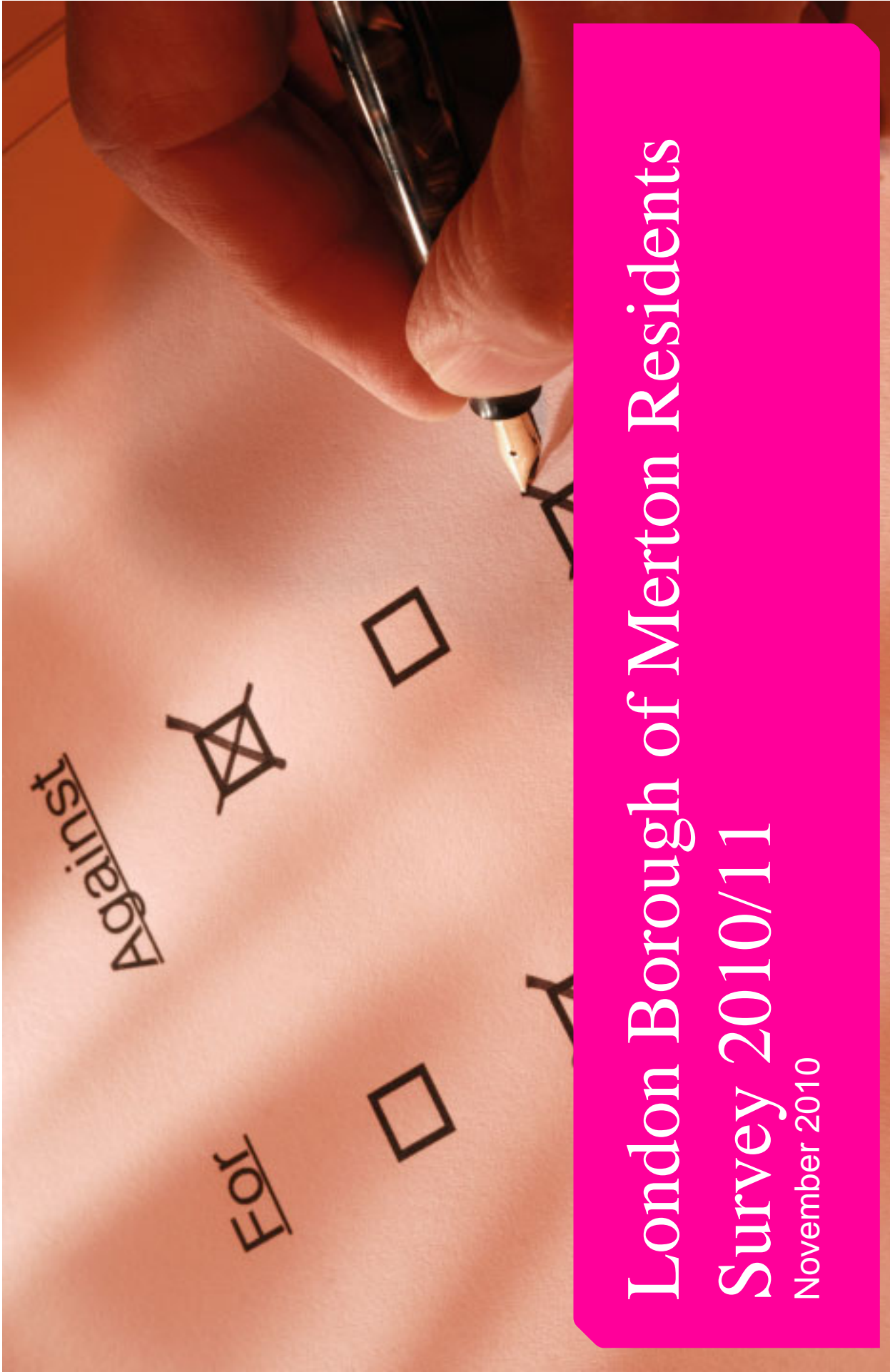
None

13 CONTACTS

• REPORT AUTHOR

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London Borough of Merton Residents Survey 2010/11

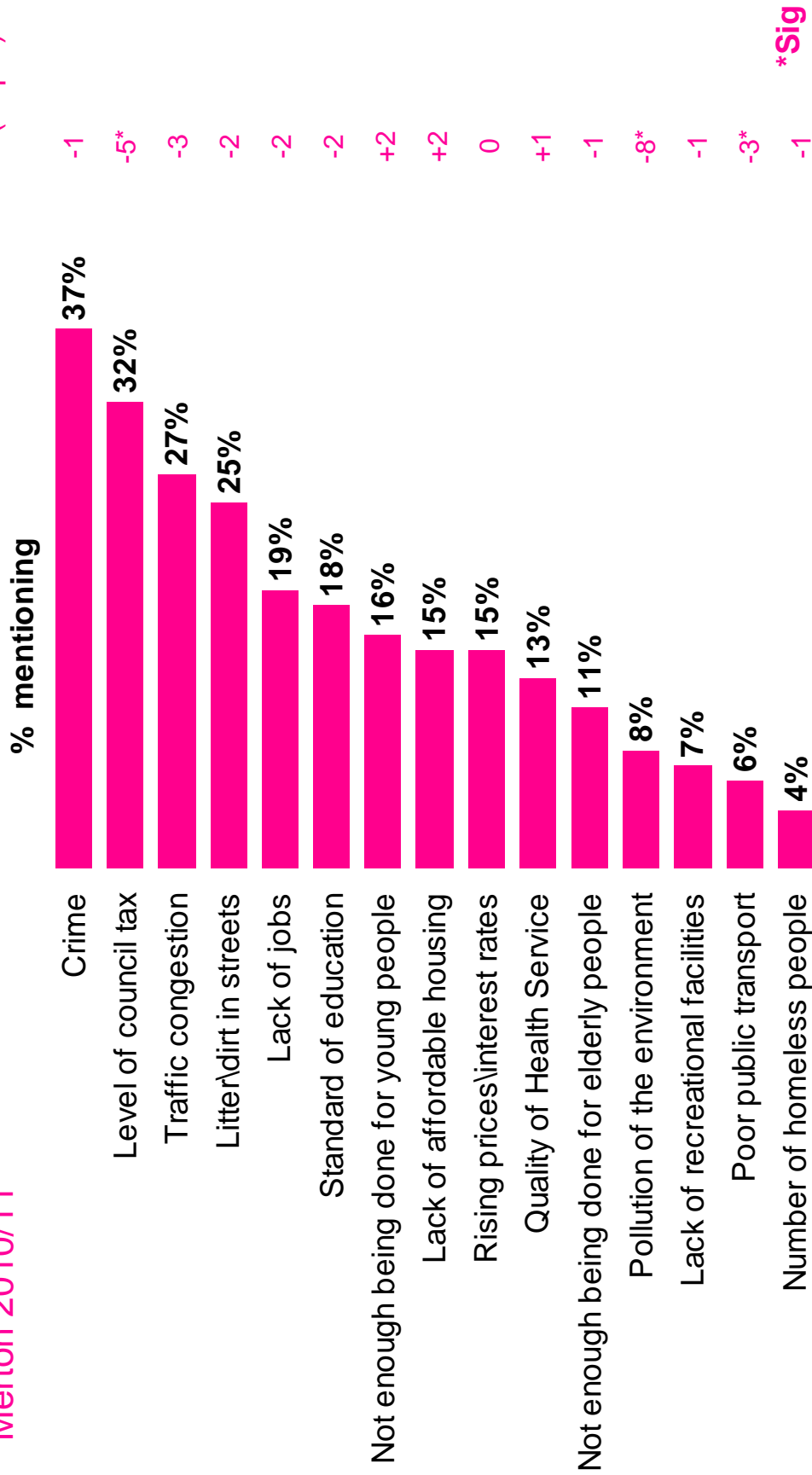
November 2010



Residents' Personal Concerns

Merton 2010/11

Change from
2009/10 (% pts)



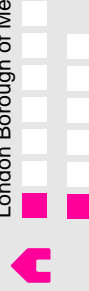
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Source: Q2 Which three of these are you personally most concerned about?

Base: All adults (1025, except the split code 'Not enough being done for young people' (483) and 'Rising prices / interest rates' (542))



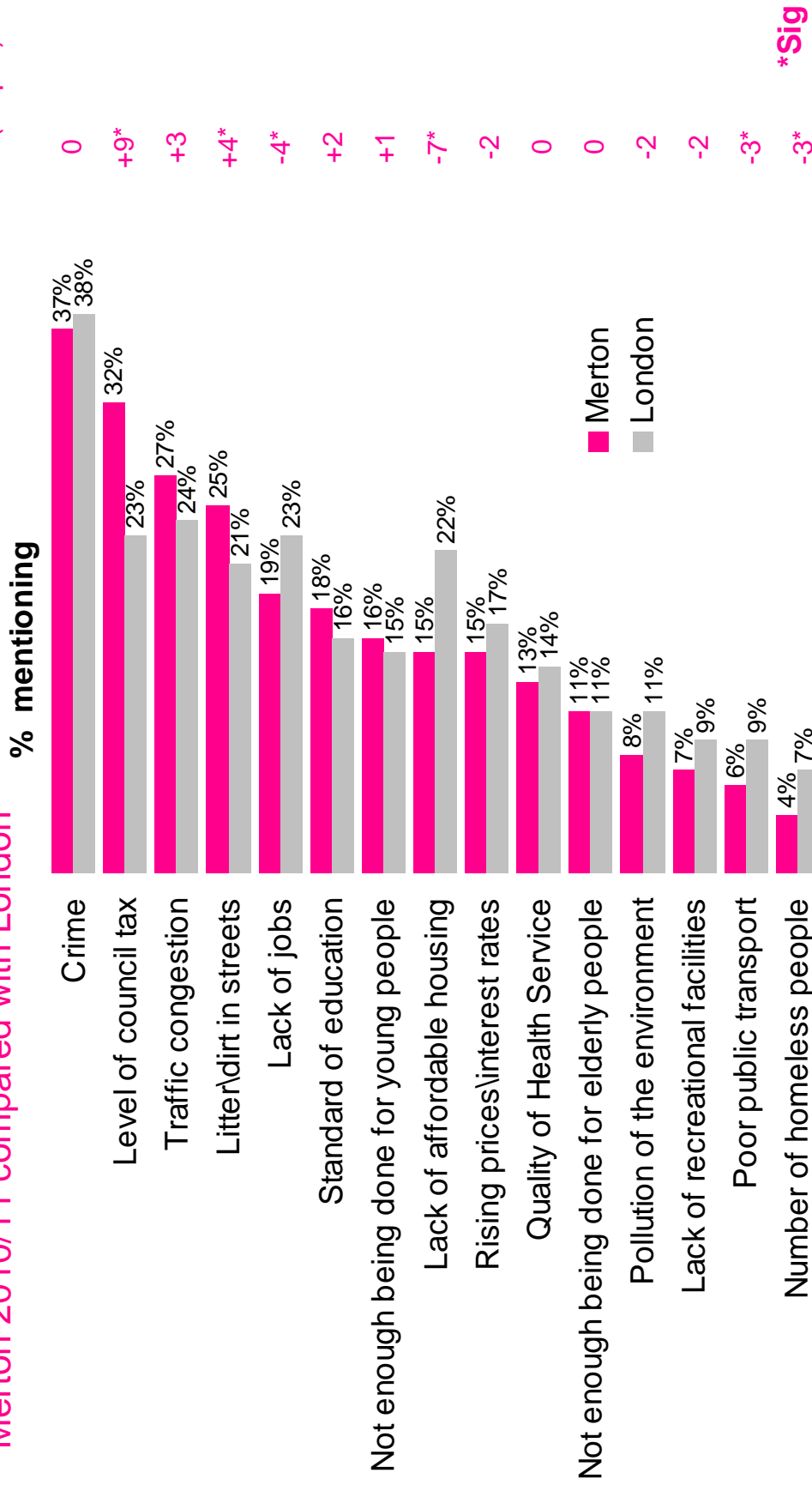
London Borough of Merton Residents Survey 2010/11 > Areas of Personal Concern



Residents' personal concerns

Merton 2010/11 compared with London

Difference to London (% pts)



Source: Q2 Which three of these are you personally most concerned about?

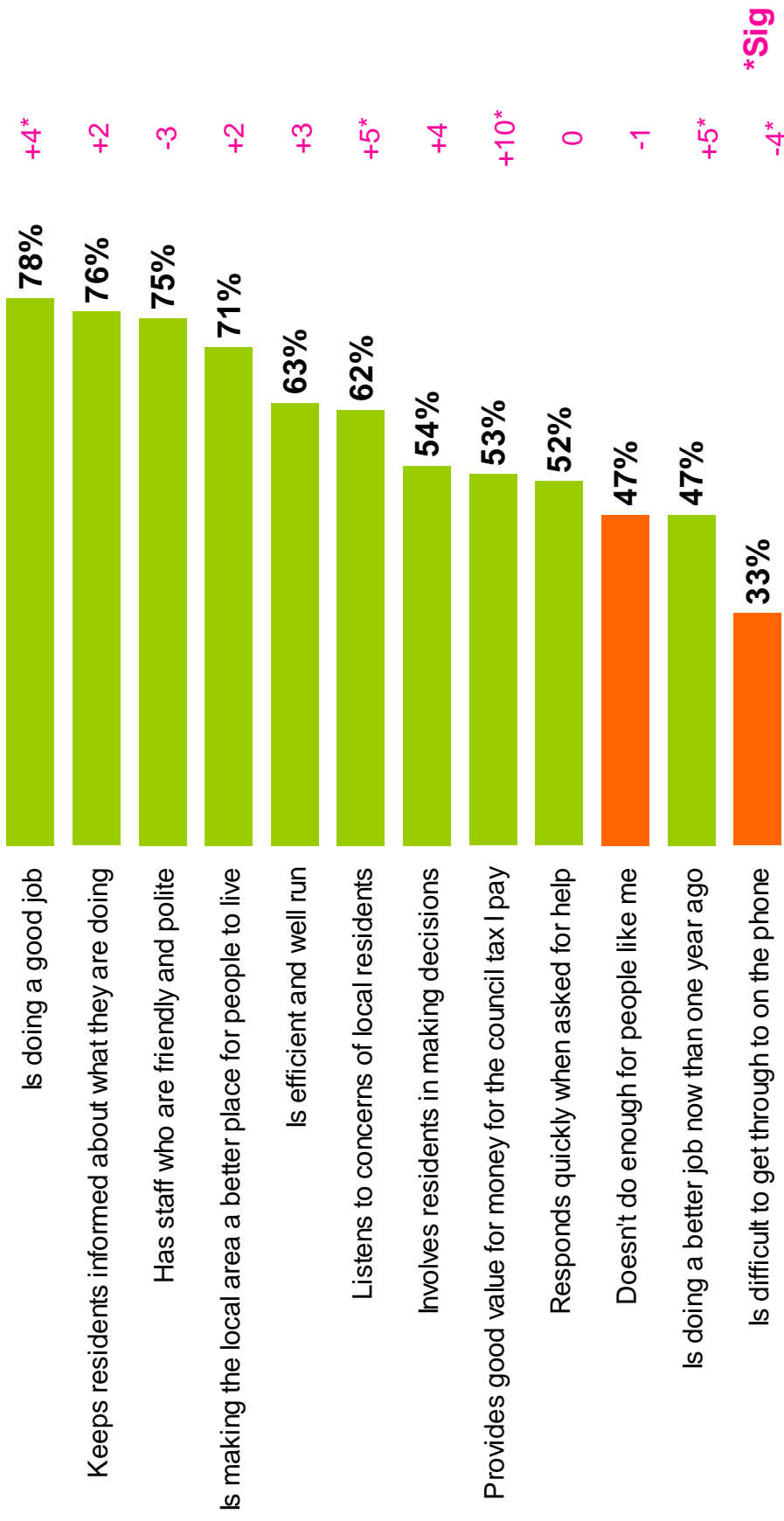
Base: All adults (Merton: 1025; London: 1043, except the split code 'Not enough being done for young people' (Merton: 483; London: 498) and 'Rising prices / interest rates' (Merton: 542; London: 545))



Image of the council 2010/11

% agreeing a great deal/ to some extent

Change from
2009/10 (% pts)

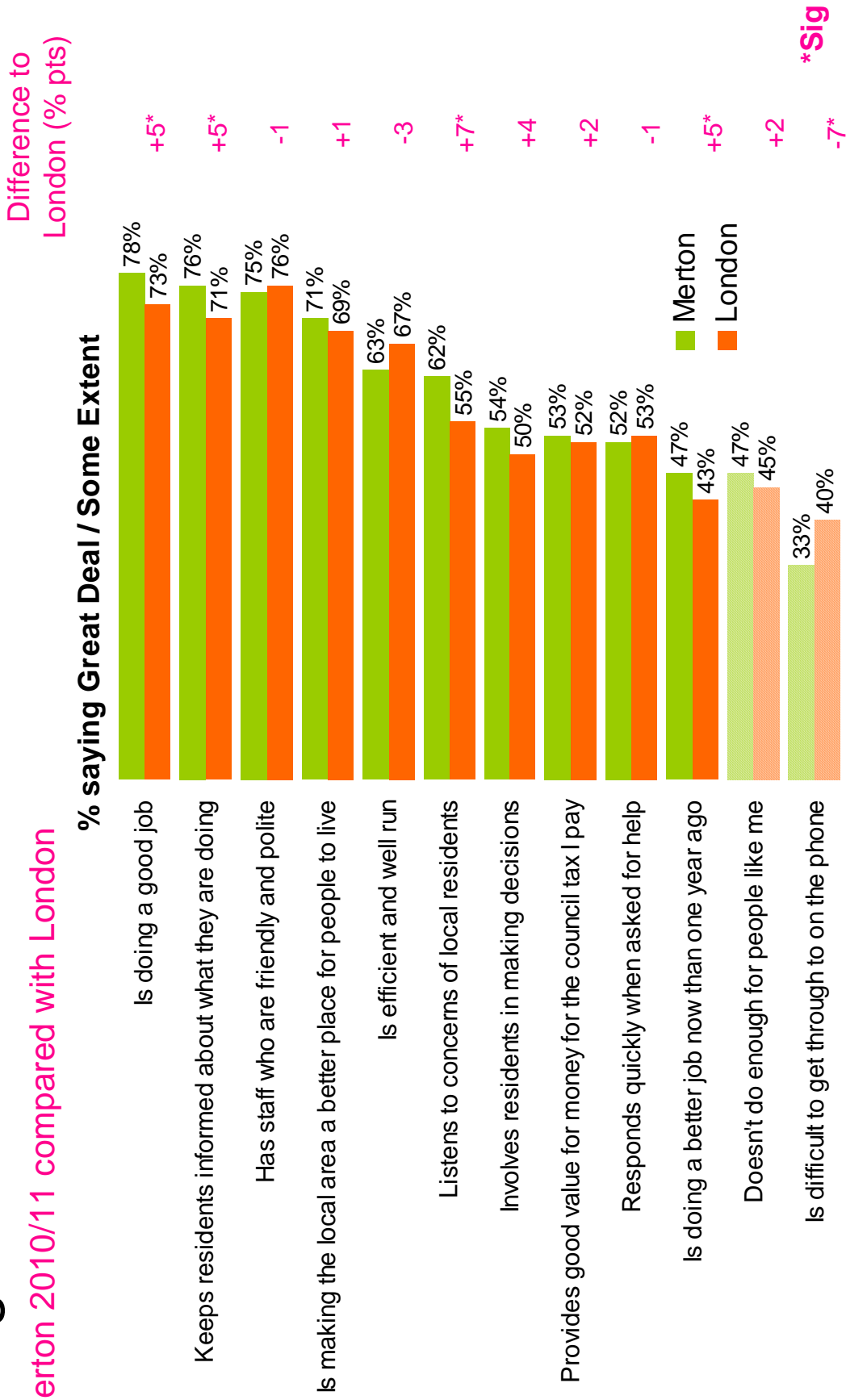


Source: Q3 These are some things which other people have said about their council. To what extent do you think these statements apply to your borough?
Base: All adults (1025)



Image of the council 2010/11

Merton 2010/11 compared with London

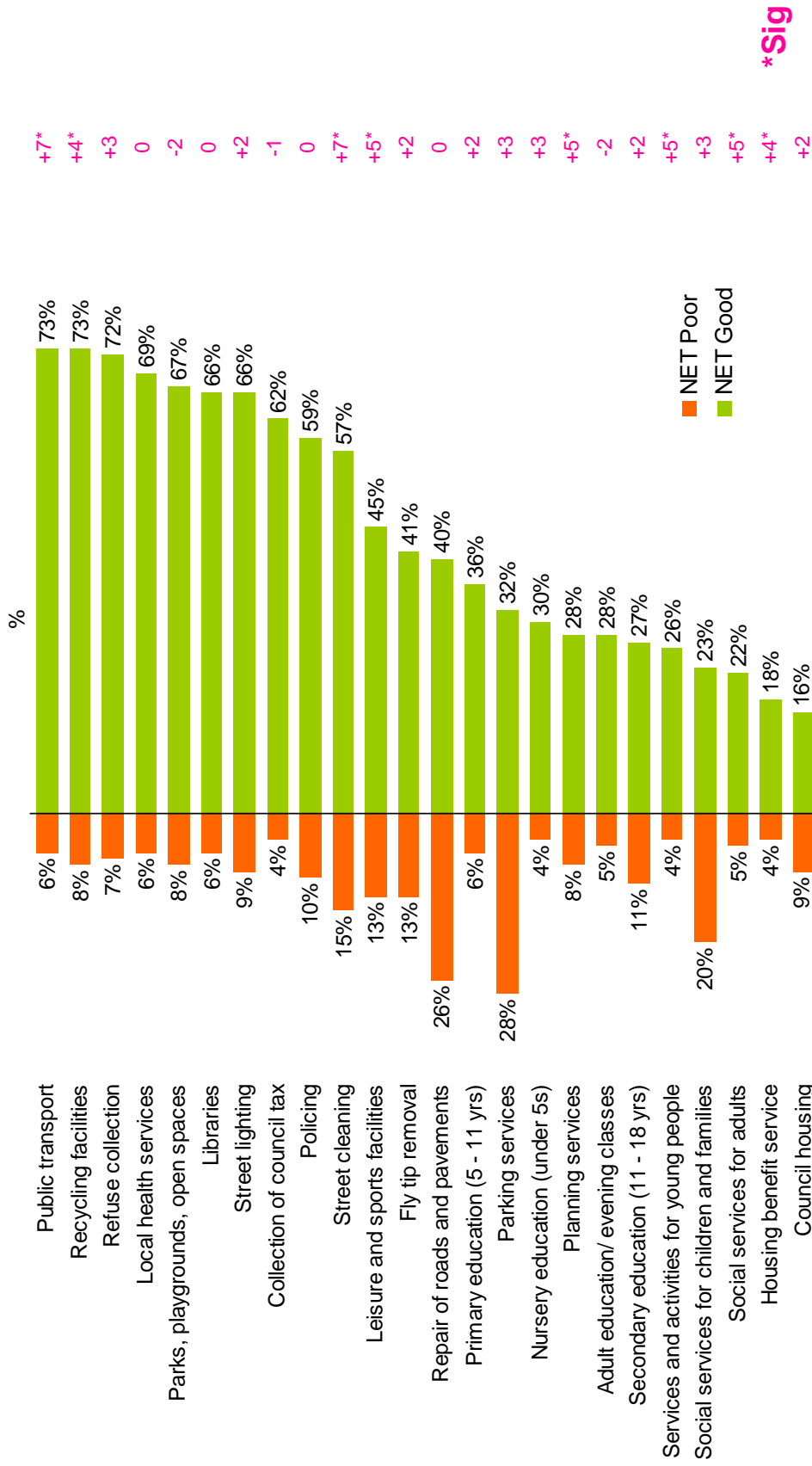


Source: Q3 These are some things which other people have said about their council. To what extent do you think these statements apply to your borough?
 Base: All adults 2010 (Merton: 1025; London: 1043)

Perceived service delivery

Merton 2010/11

Change from
2009/10 (% pts)



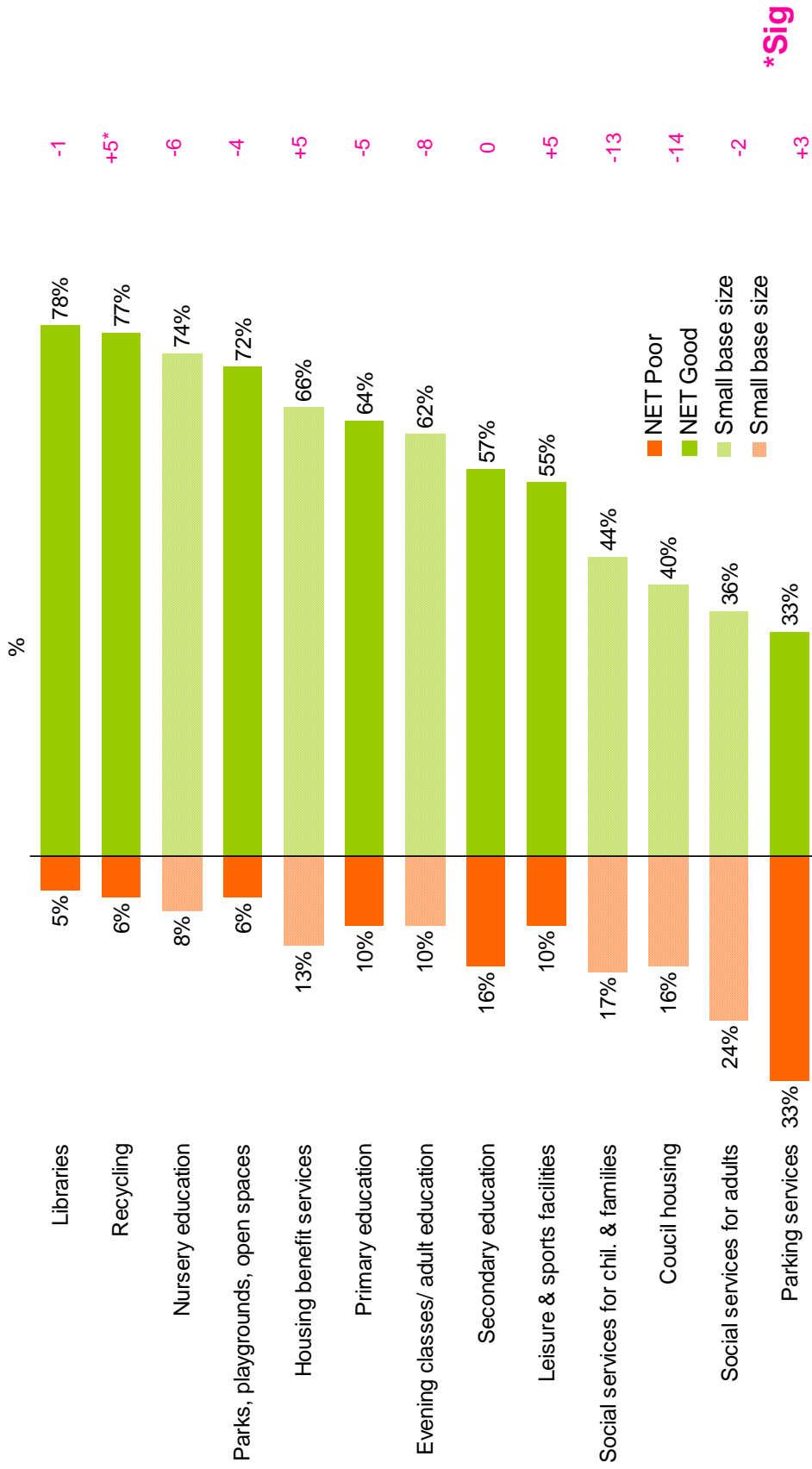
Source: Q4 I would like to ask you about local services in this area. What is your opinion of?
Base: All adults (1025)



Perceived service delivery – among users

Merton 2010/11

Change from
2009/10 (% pts)

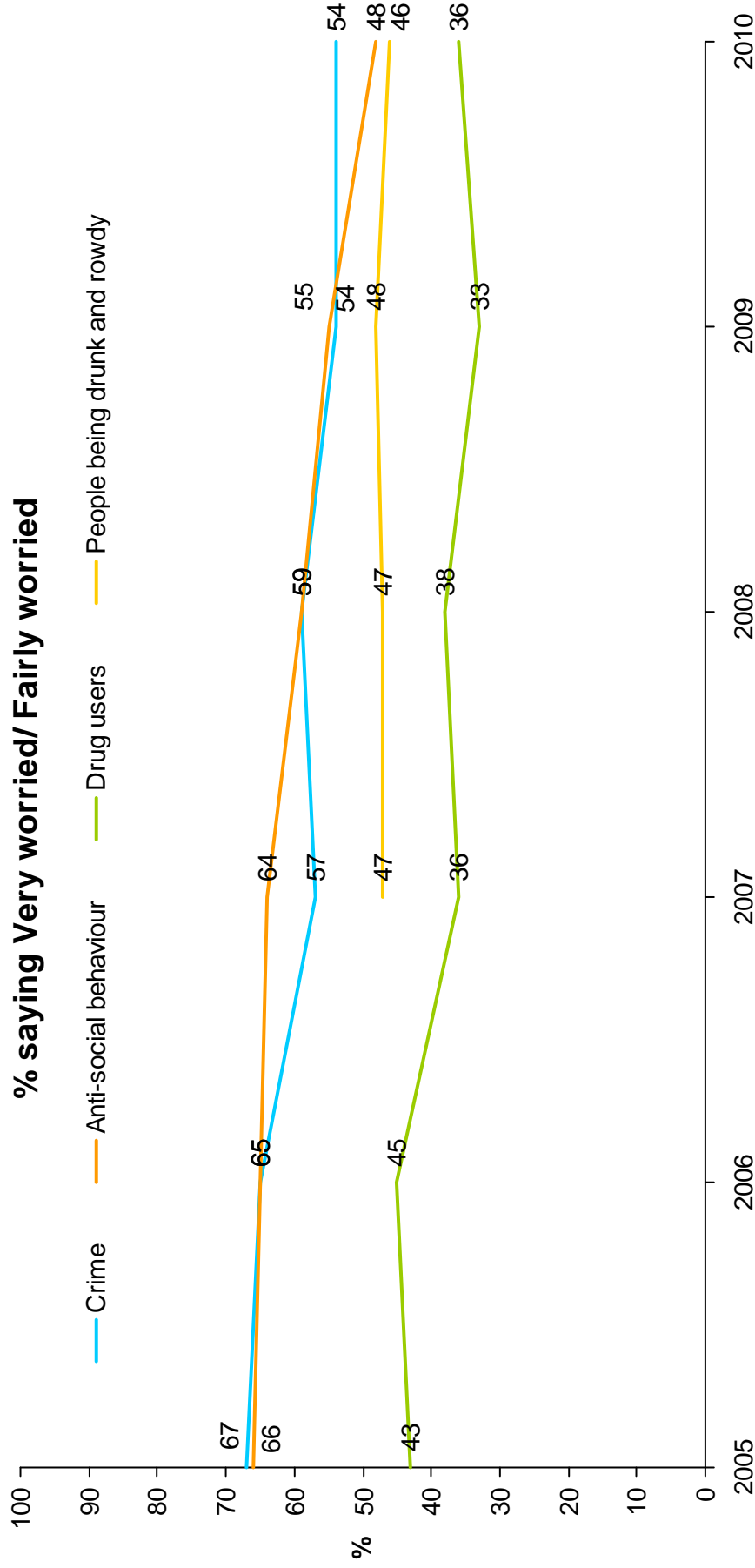


Source: Q4 I would like to ask you about local services in this area. What is your opinion of?
Base: All users (35 to 828)



Worry about...

Concern about anti-social behaviour has fallen steadily for the past few years



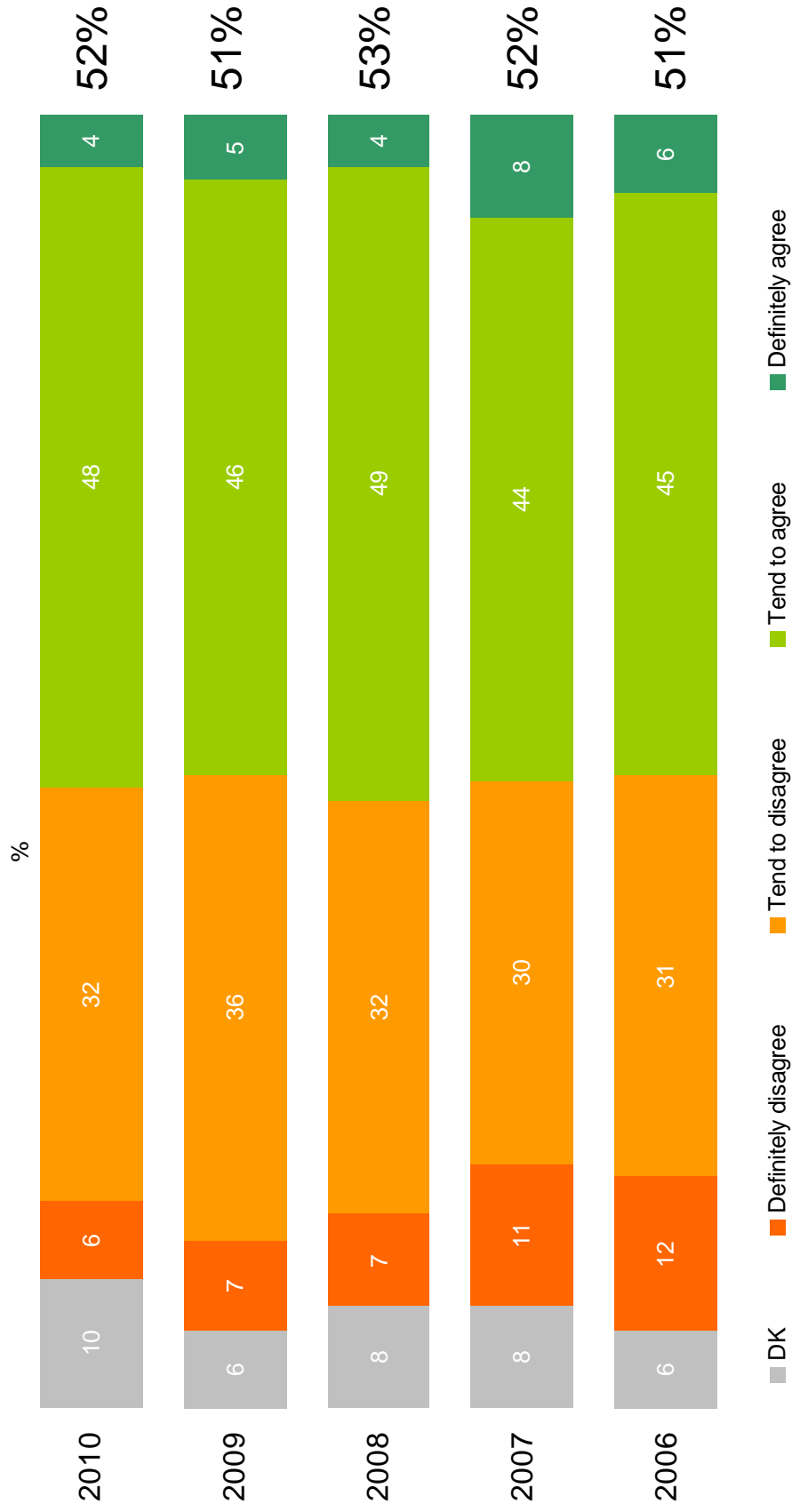
Source: Q6 How worried are you about each of the following in Merton?

Base: All adults (2010: 1025)



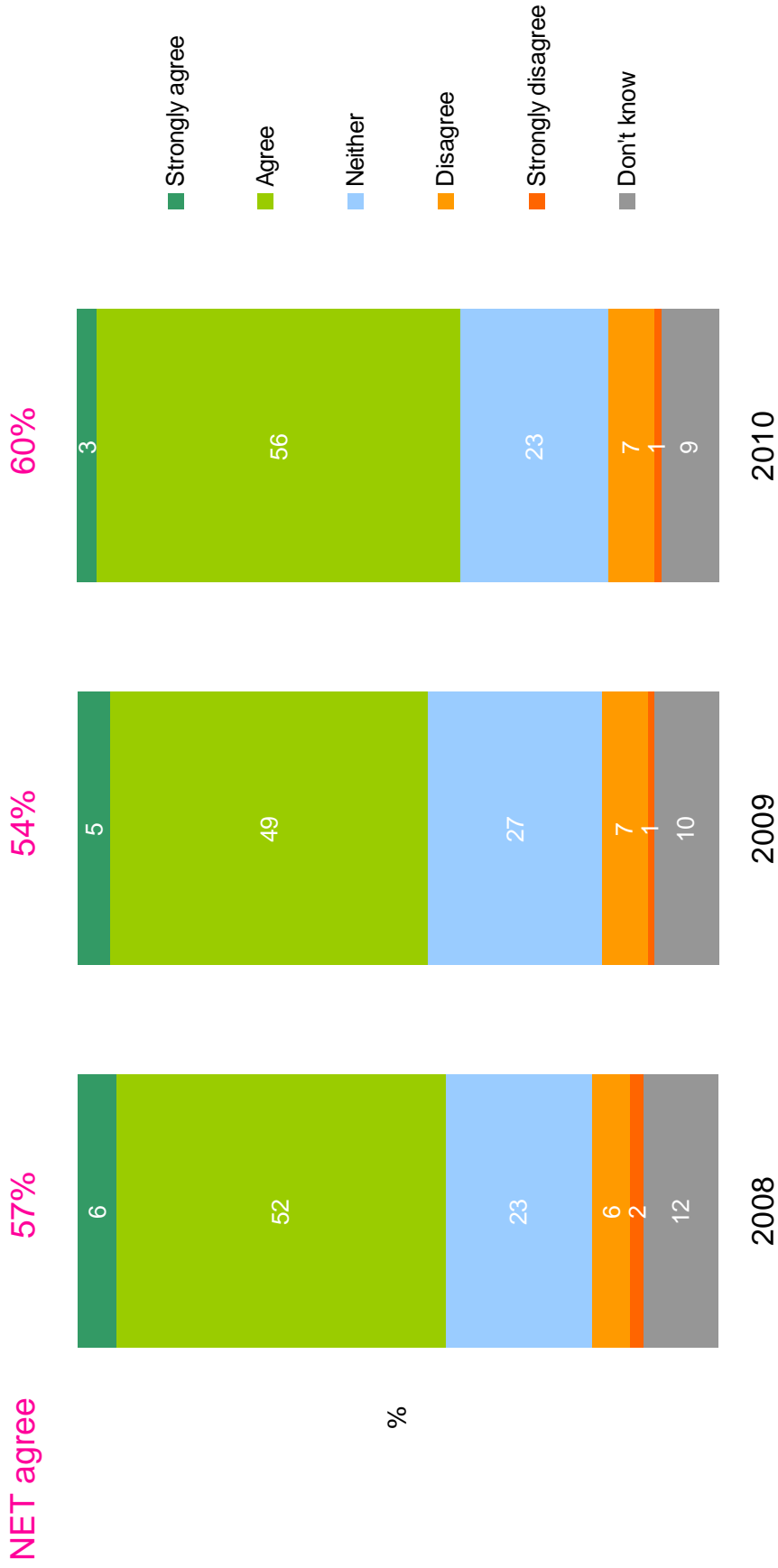
London Borough of Merton Residents Survey 2010/11 > Merton Extra Questions: Crime and Anti-social Behaviour

Agreement as to whether residents can influence decisions in the area



Source: PS13 Do you agree or disagree that you can influence decisions affecting your local area?
 Base: All adults (c1000)

Whether people feel council treats them in a fair and non-discriminatory way

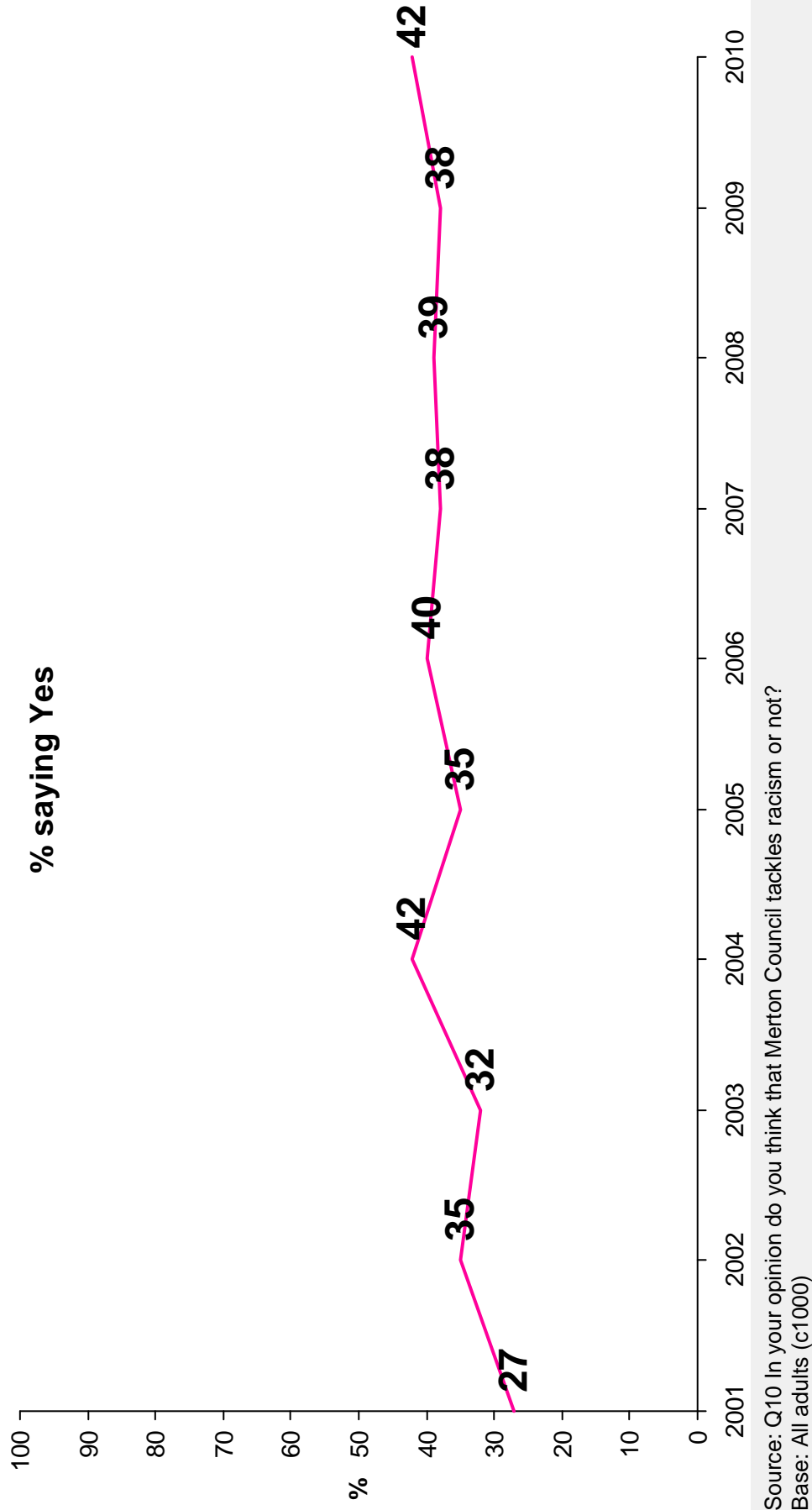


Source: Q8 Do you agree that Merton Council treats people in a fair and non-discriminatory way?
 Base: All adults (c1000)

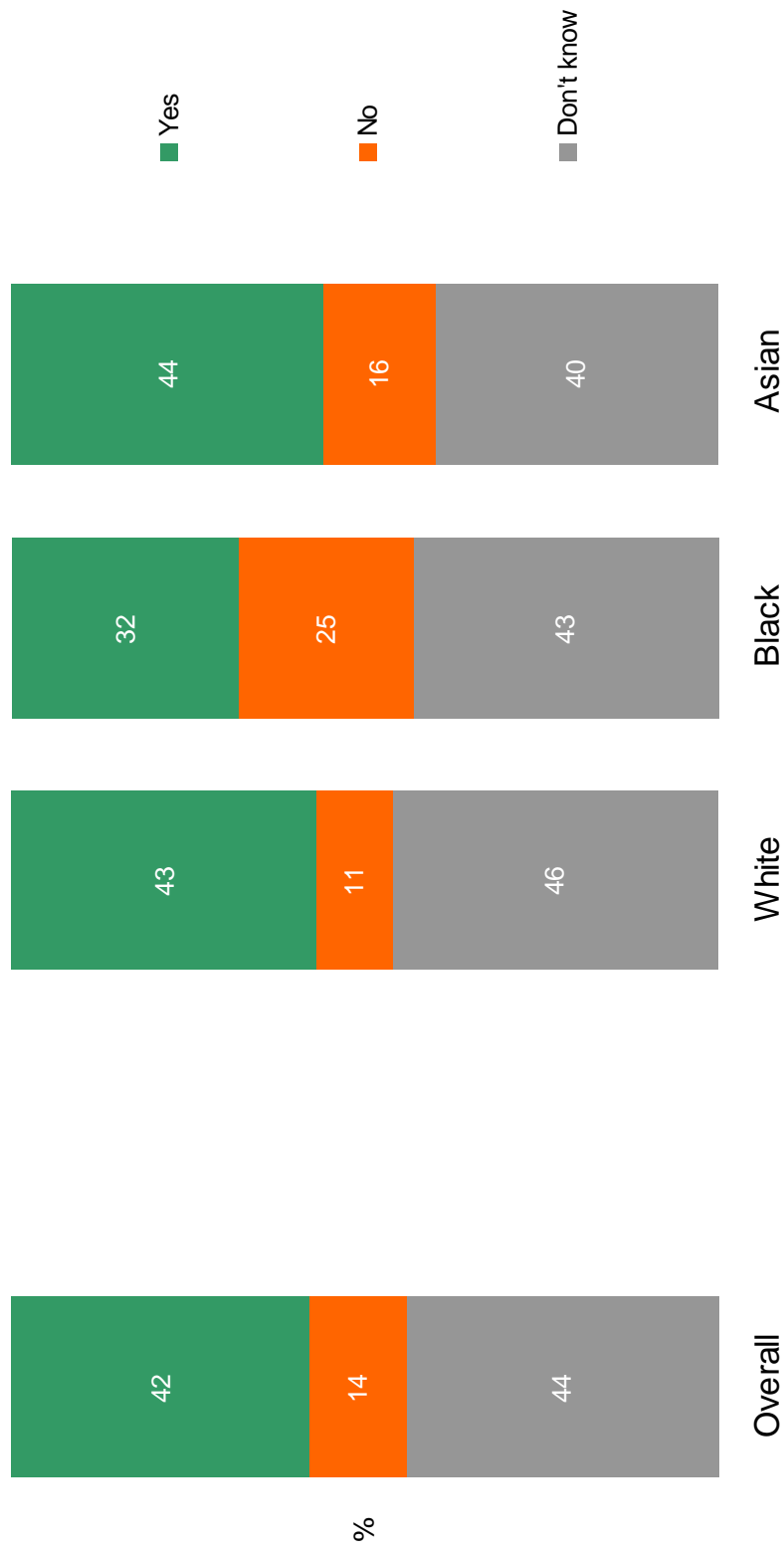


London Borough of Merton Residents Survey 2010/11 > Merton Extra Questions: Tackling racism, social cohesion and respect

Whether people think that the council tackles racism



Whether people think that the council tackles racism



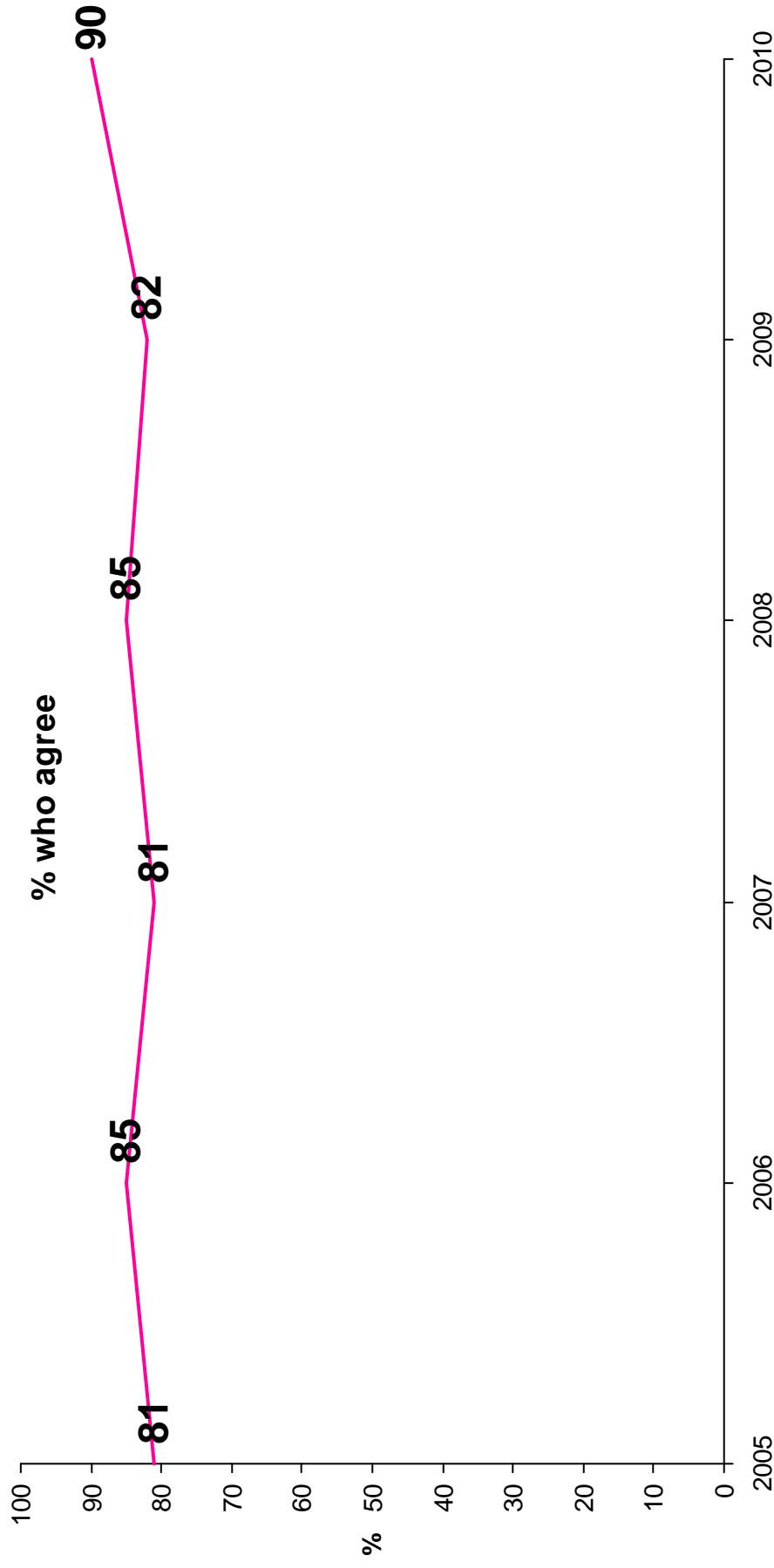
Source: Q10 In your opinion do you think that Merton Council tackles racism or not?
 Base: All adults (c1000)



London Borough of Merton Residents Survey 2010/11 > Merton Extra Questions: Tackling racism, social cohesion and respect



Agreement that people from different backgrounds get on well together



Source: PS18a To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?
Base: All adults (c1000)



Agreement that people from different backgrounds get on well together



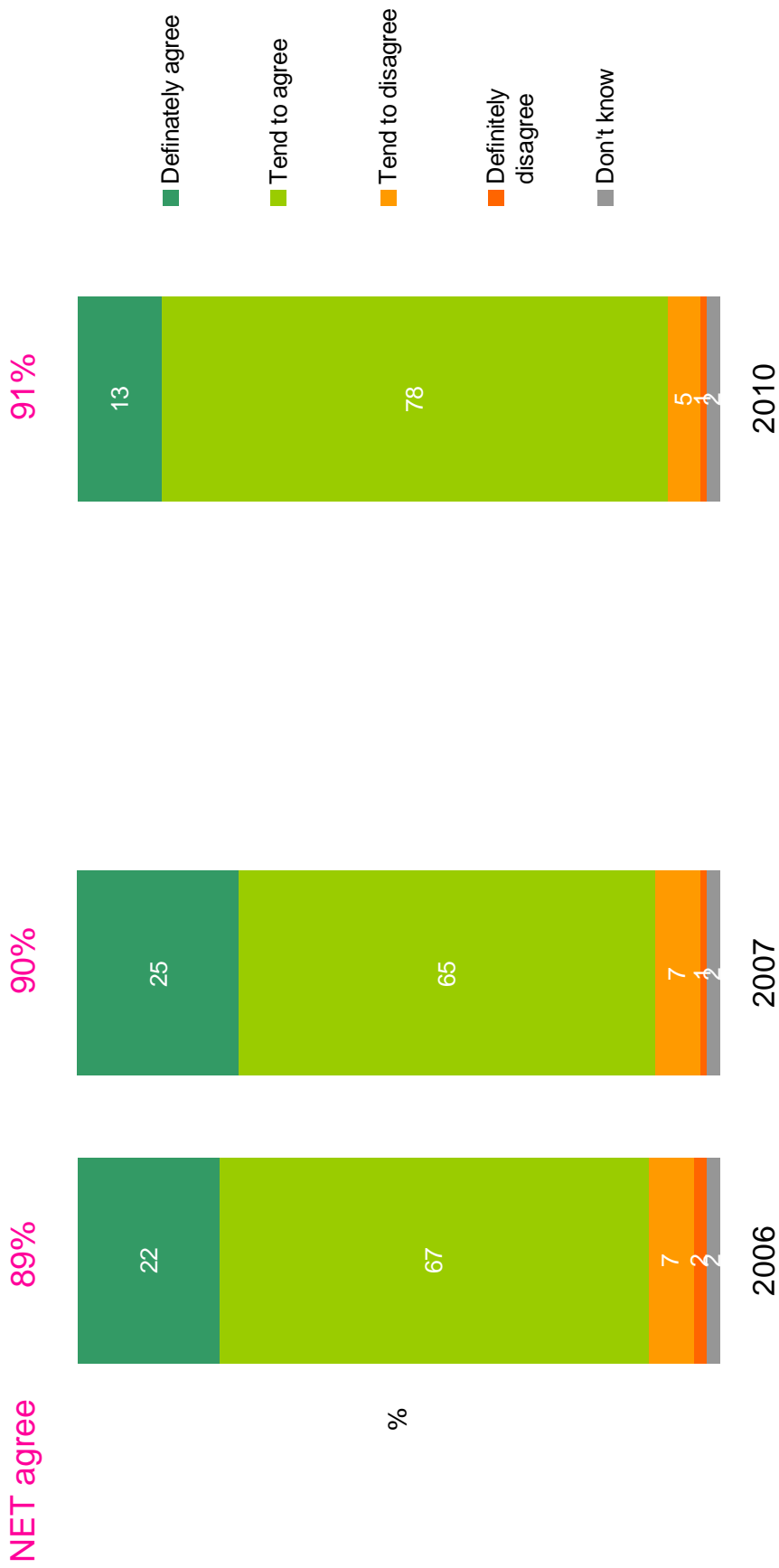
Source: PS18a To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?
 Base: All adults (c1000)



London Borough of Merton Residents Survey 2010/11 > Merton Extra Questions: Tackling racism, social cohesion and respect



Agreement that people in local area treat each other with respect and consideration



Source: PS18b To what extent do you agree or disagree that people in your local area treat each other with respect and consideration?
 Base: All adults (2010: 1025)



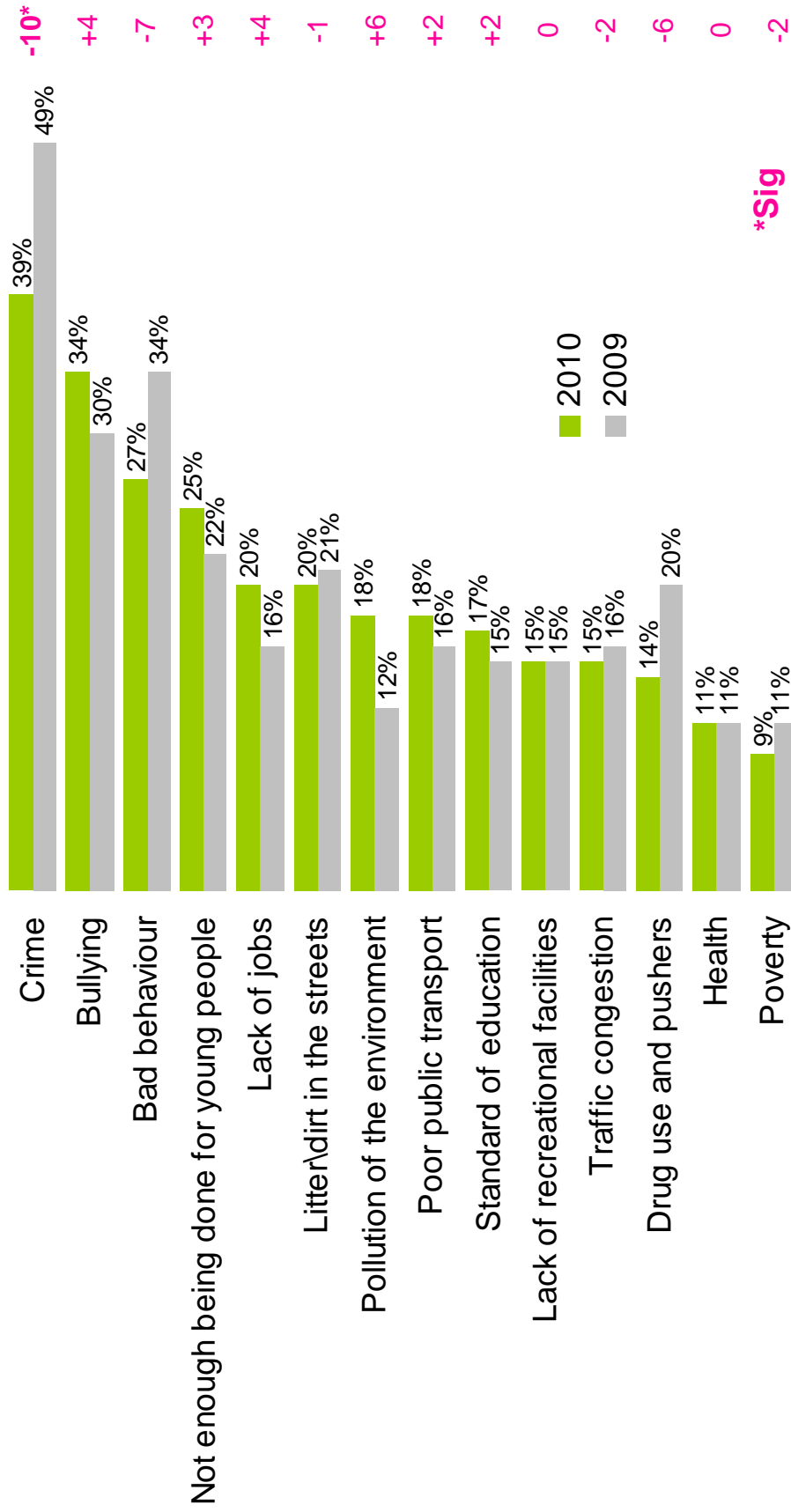
London Borough of Merton Residents Survey 2010/11 > Merton Extra Questions: Tackling racism, social cohesion and respect



Young people's personal concerns

Concern about crime has fallen dramatically in the past year
% mentioning

Change from
2009/10 (% pts)



Source: QY1 Which three of these are you personally most concerned about?
Base: All young persons aged 11-17yrs (2010: 255; 2009: 253)

