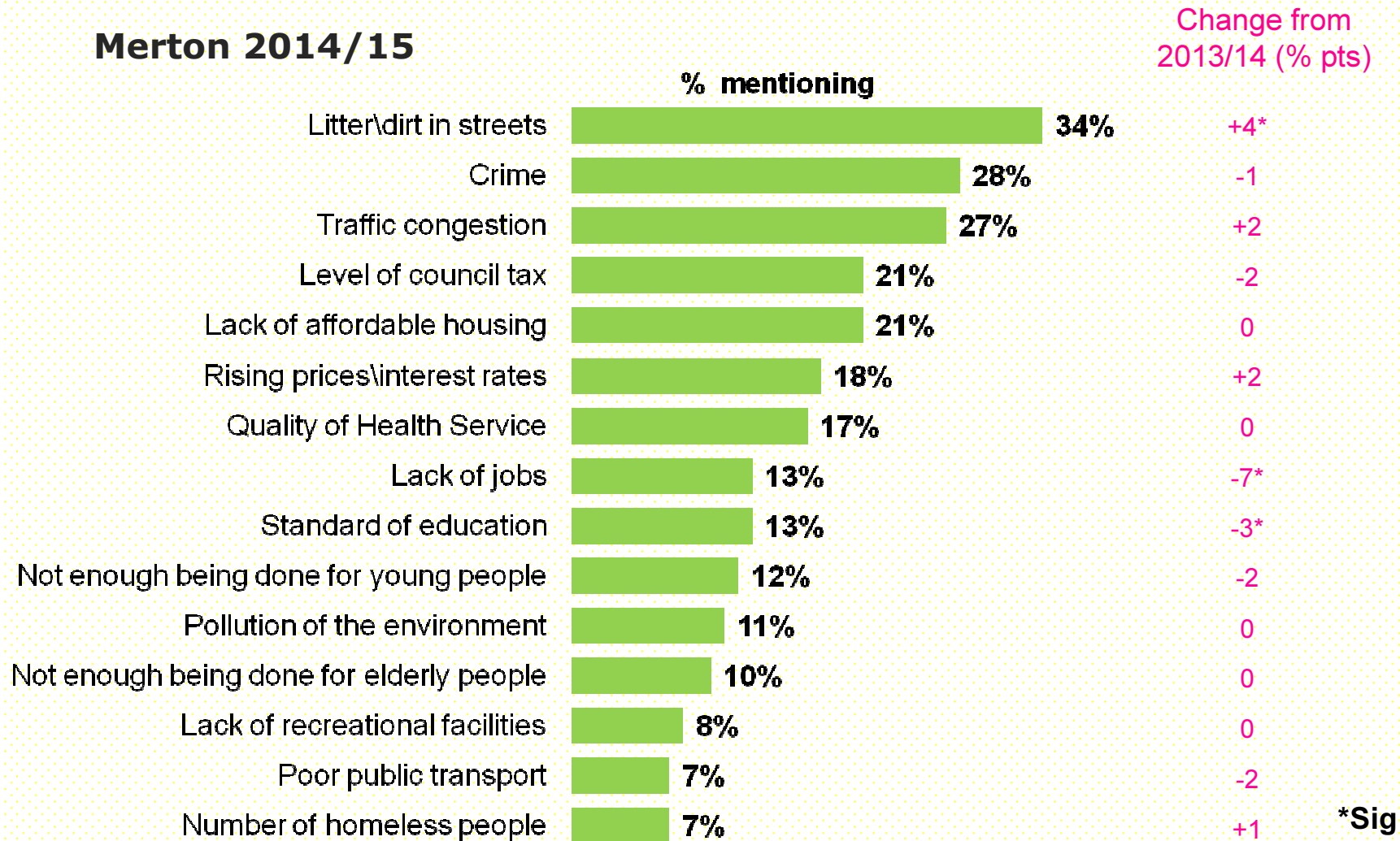


London Borough of Merton
Residents Survey 2014/15
November 2014



Residents' Personal Concerns

Merton 2014/15



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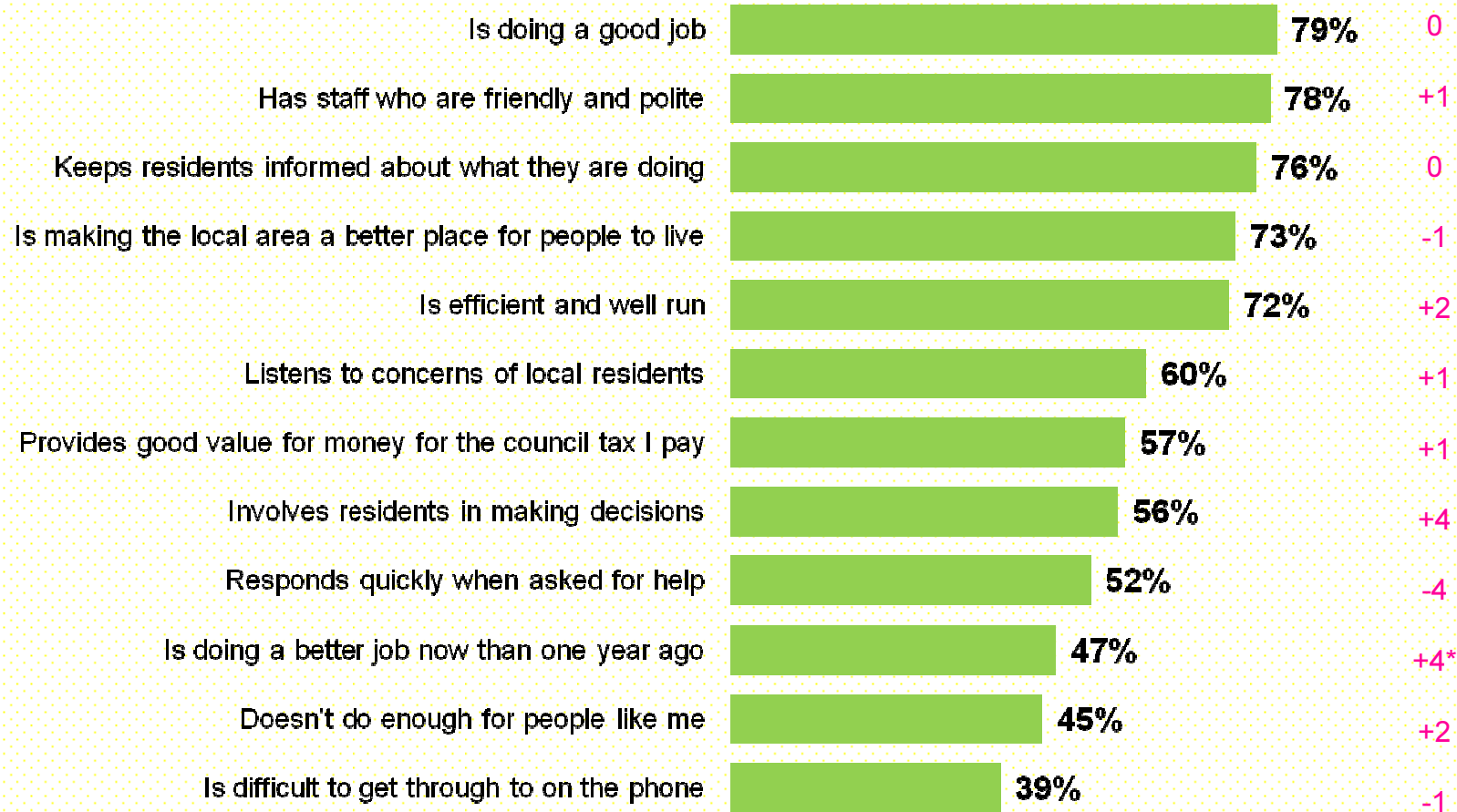
Source: Q2 Which three of these are you personally most concerned about?

Base: All adults (1084) except the split code 'Not enough being done for young people' (547) and 'Rising prices / interest rates' (537)

Image of the council 2014/15

% agreeing a great deal/ to some extent

Change from
2013/14 (% pts)



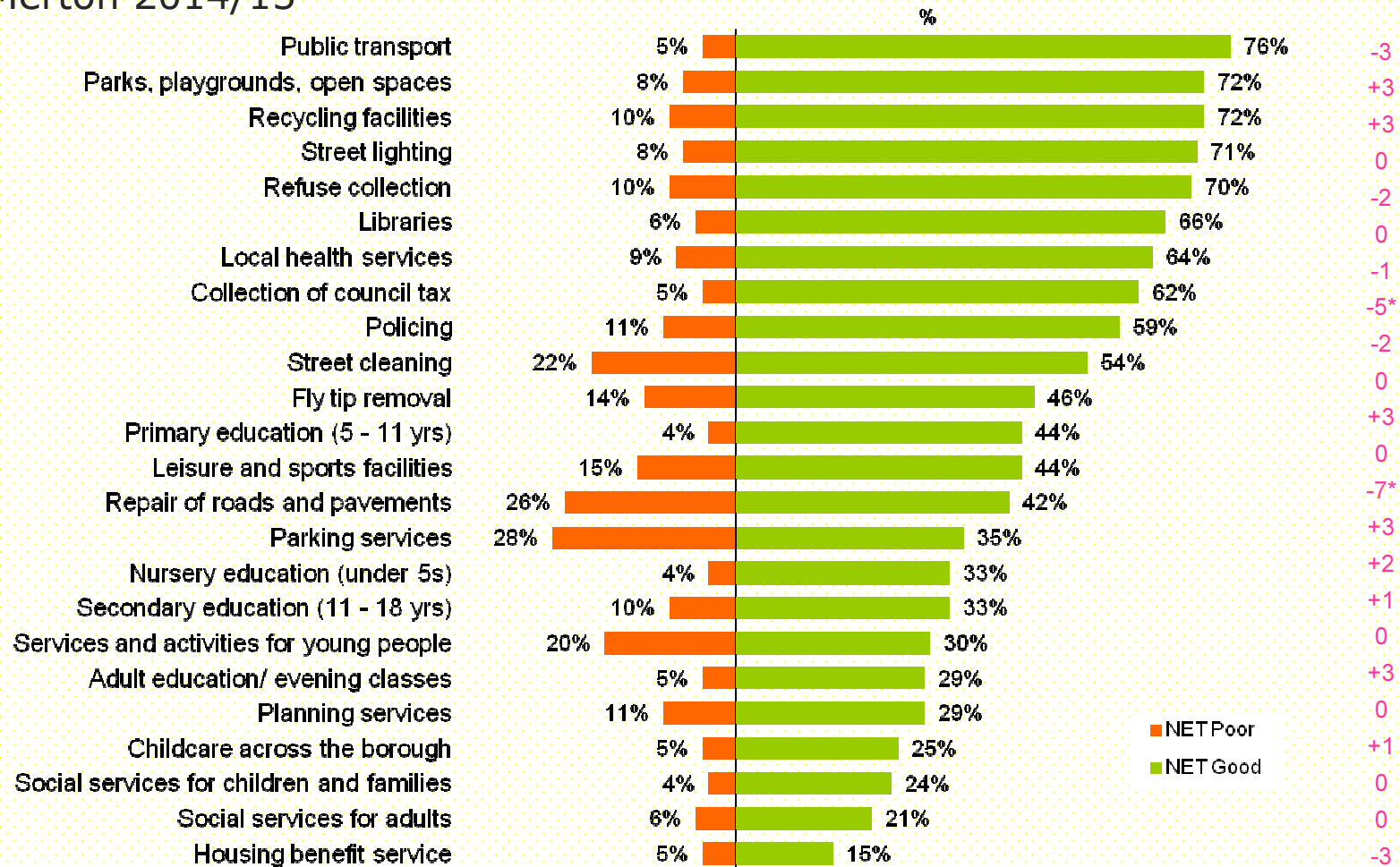
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Source: Q3 These are some things which other people have said about their council. To what extent do you think these statements apply to your borough?
Base: All adults (1084)

Perceived service delivery

Merton 2014/15

Change from
2013/14 (% pts)



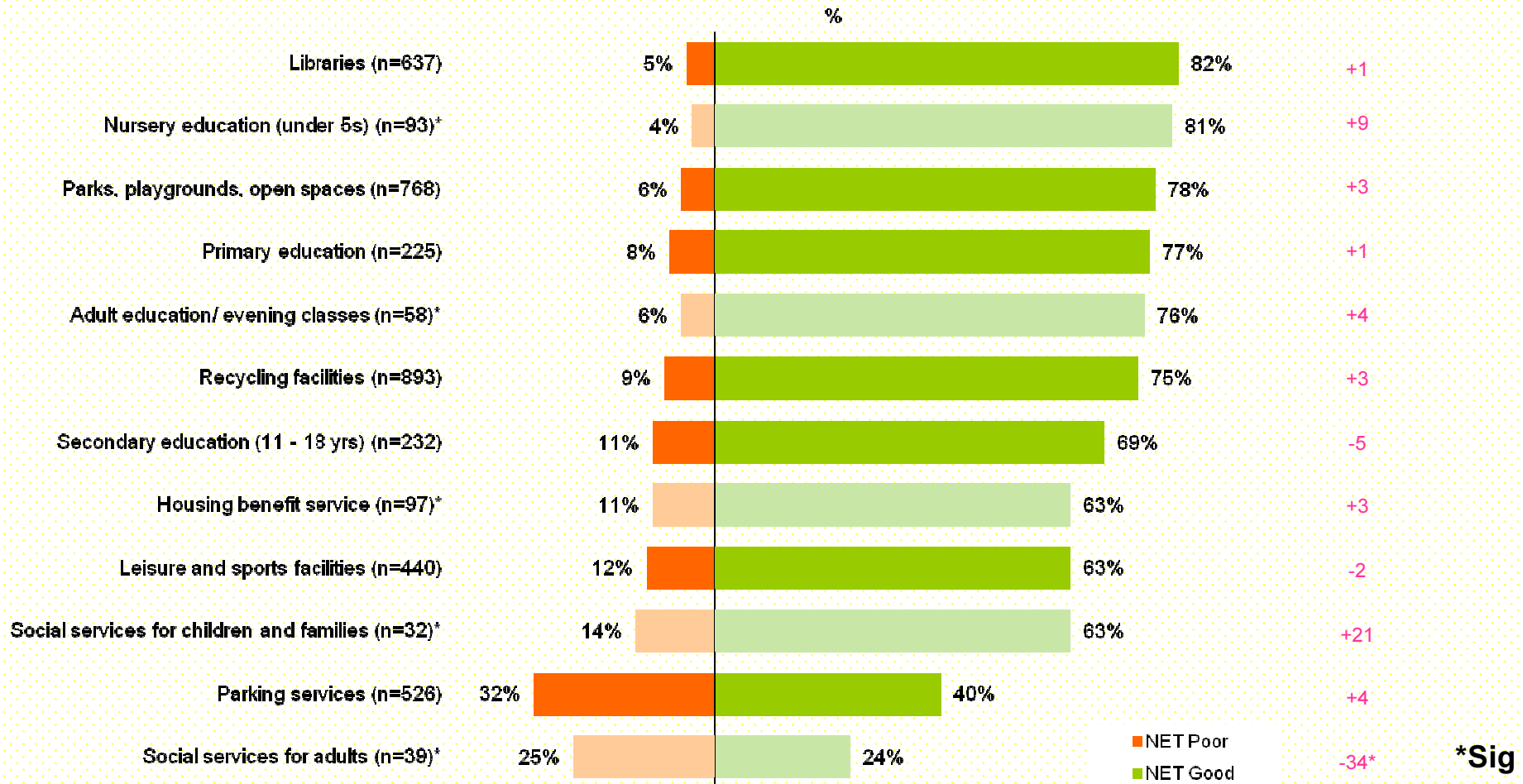
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Source: Q4 I would like to ask you about local services in this area. What is your opinion of?
Base: All adults (1084)

Perceived service delivery – among users

Merton 2014/2015

Change from 2013/14 (% pts)



Source: Q4 I would like to ask you about local services in this area. What is your opinion of?

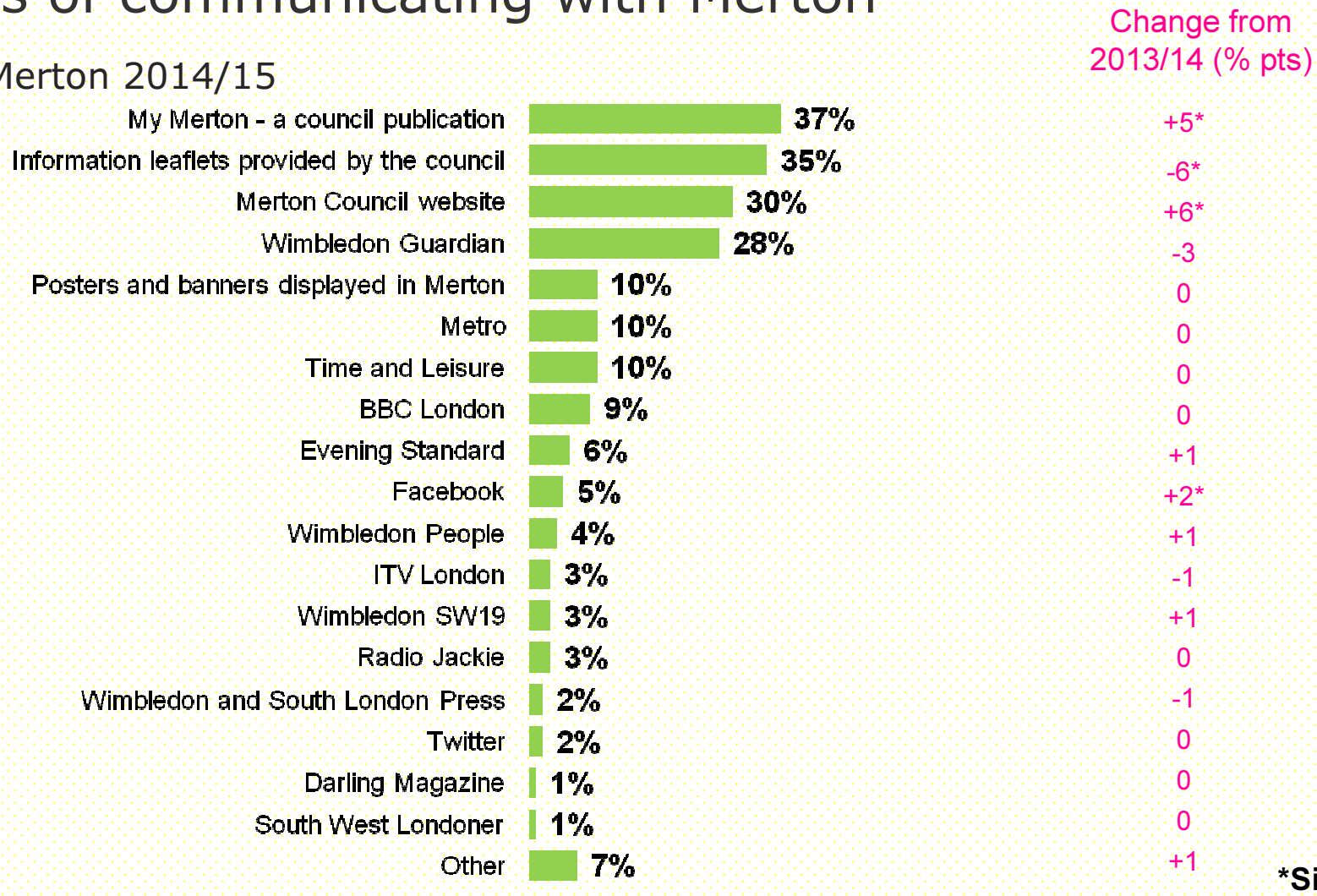
Base: All users (32 to 893)

Lighter shading indicates low base size (<100)

*Low base size (<100) results should be treated as indicative only

Ways of communicating with Merton

Merton 2014/15



*Sig

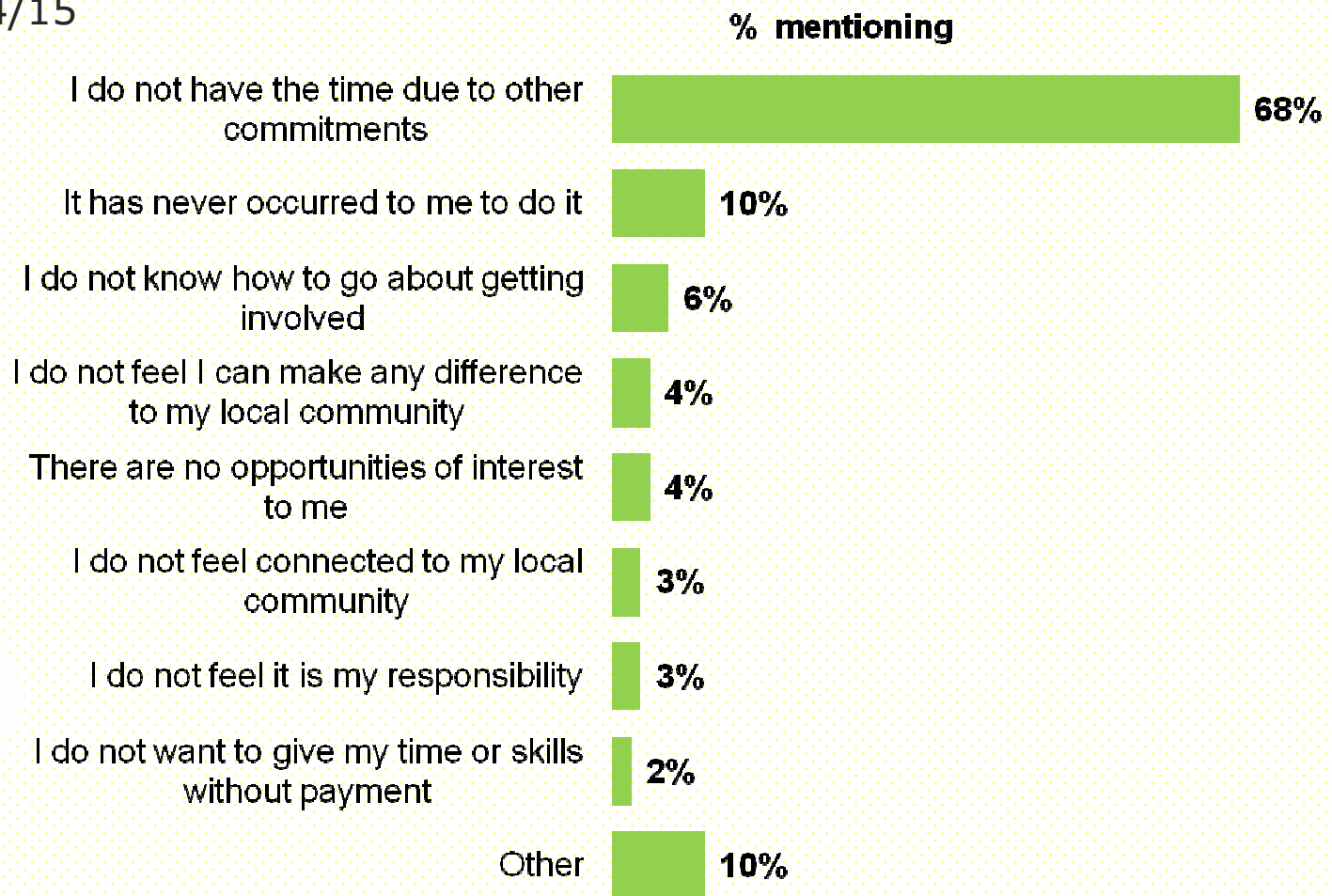
Source: Q19 Which of the following ways do you use to keep you informed about what's happening in Merton?
Base: All adults (1084)

Reasons for not volunteering

Merton 2014/15

80% haven't done any voluntary work, because...

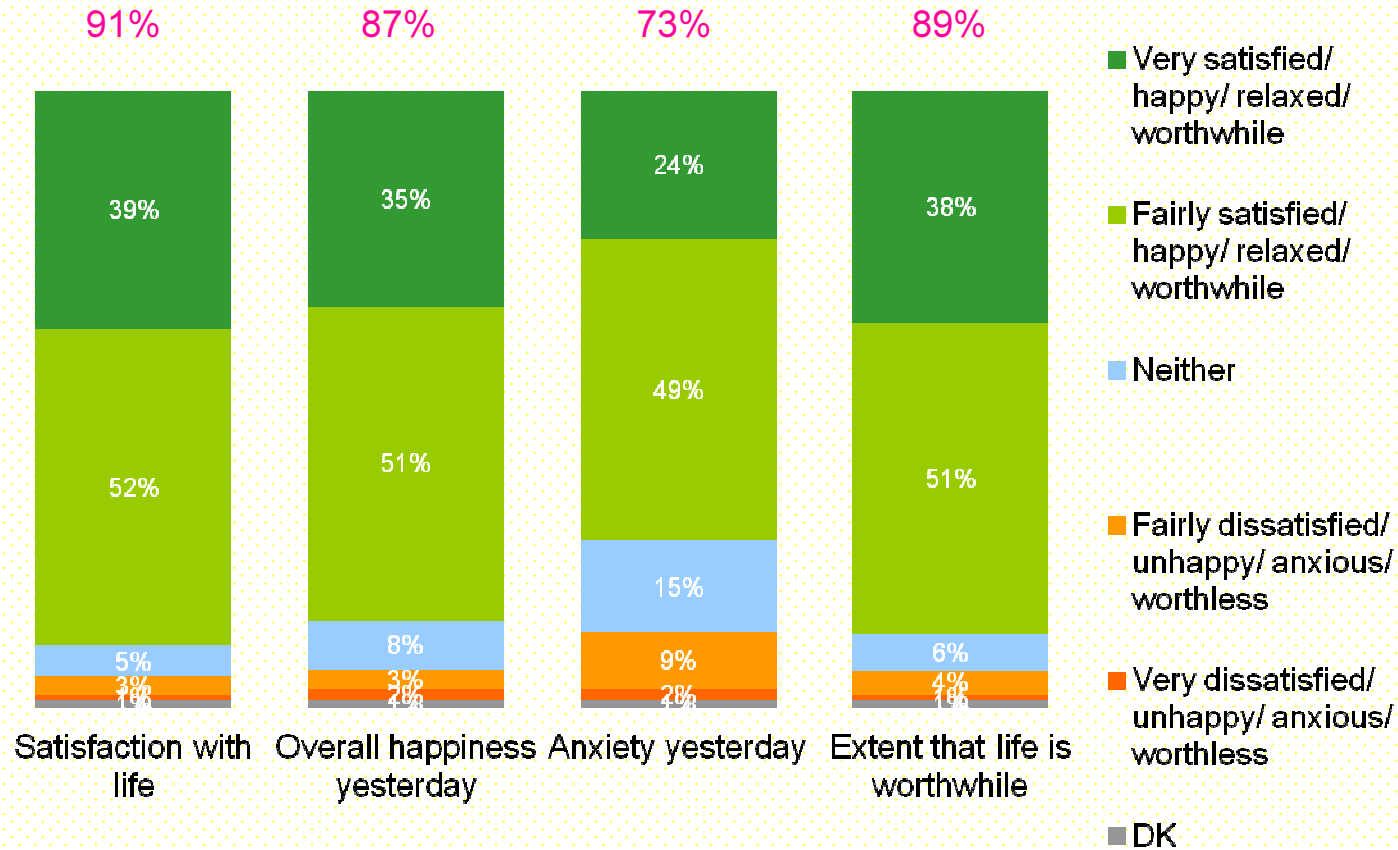
20% have done voluntary work in the past 12 months



Source: Q12 During the last 12 months, have you undertaken any unpaid activity/voluntary work in your local community to help local groups, clubs, organisations or individuals? / Q13. Why do you think you have not participated in any community activity in the last 12 months?
 Base: All adults (1084)/ All adults who have not done any voluntary work in the last 12 months (856)

Overall health and wellbeing...

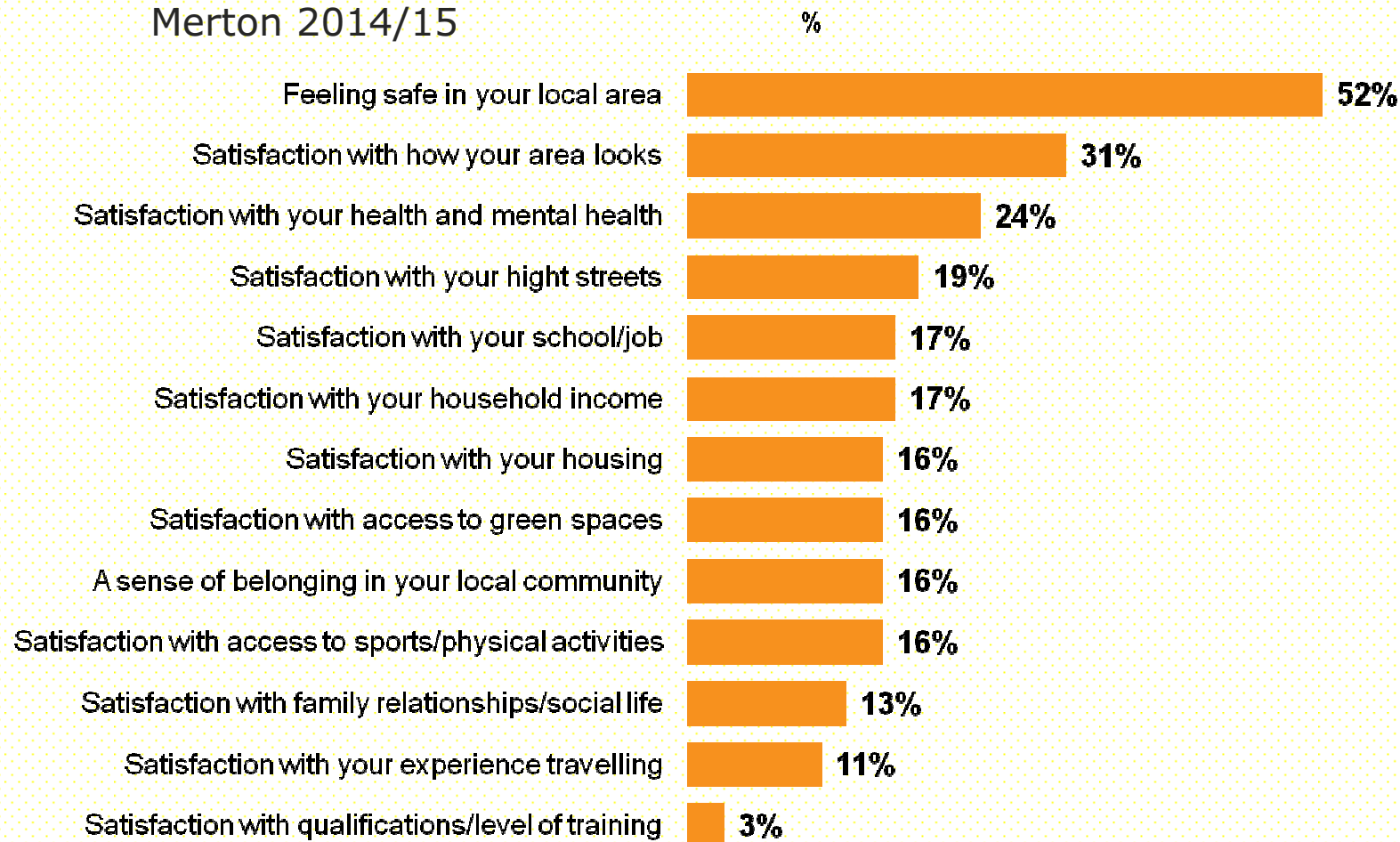
NET satisfied/
happy/ relaxed/
worthwhile



Source: Q17 A)Overall how satisfied are you with your life nowadays?/ B)Overall how happy did you feel yesterday? /C) Overall how anxious did you feel yesterday? D) Overall, to what extent do you feel the things you do in your life are worthwhile?
Base: All adults (1084)

Features that could be improved to increase sense of health and wellbeing

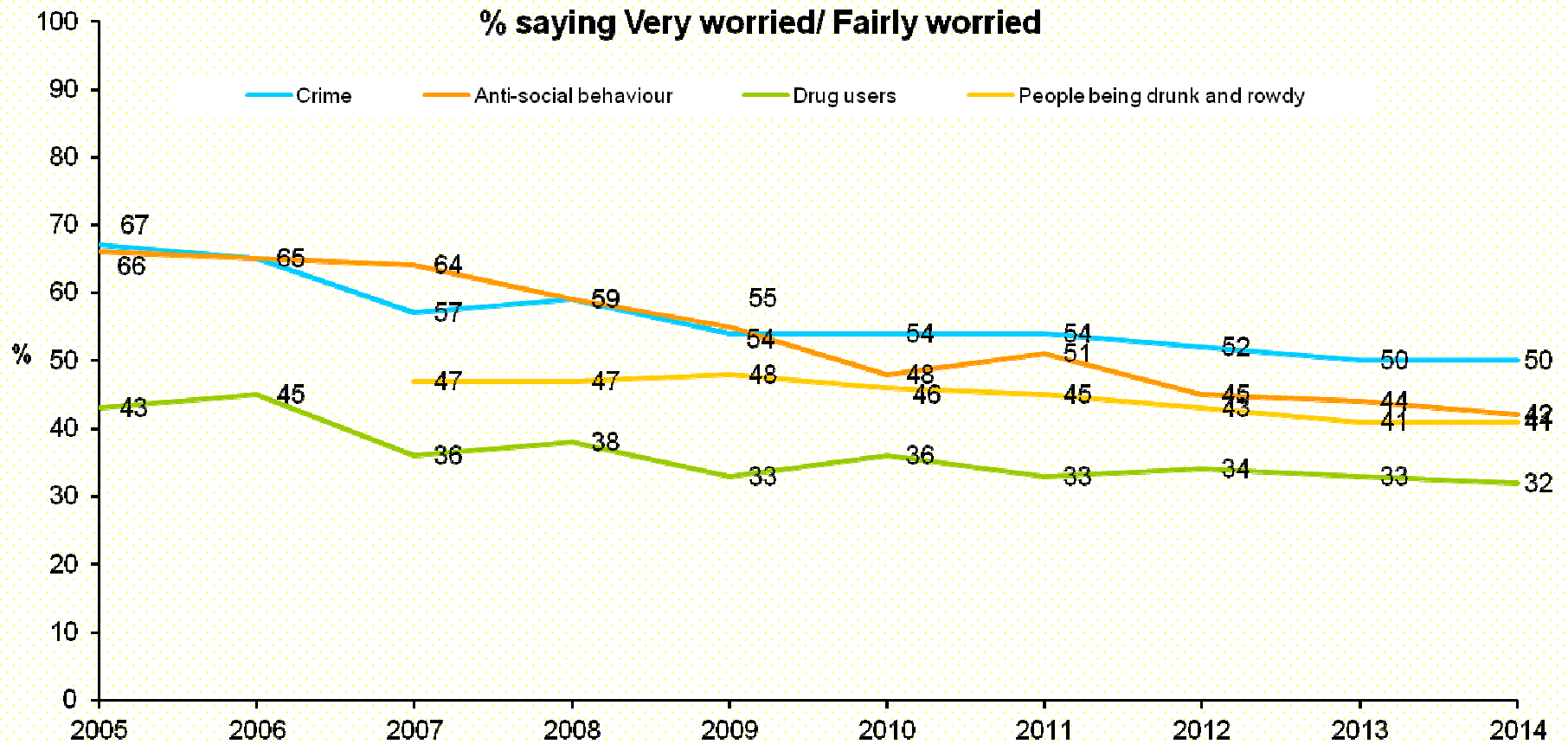
Merton 2014/15



Source: Q18b. And which three of the following factors do you think could be most improved to increase your own sense of health and wellbeing?
 Base: All adults (Merton 2014: 1084)

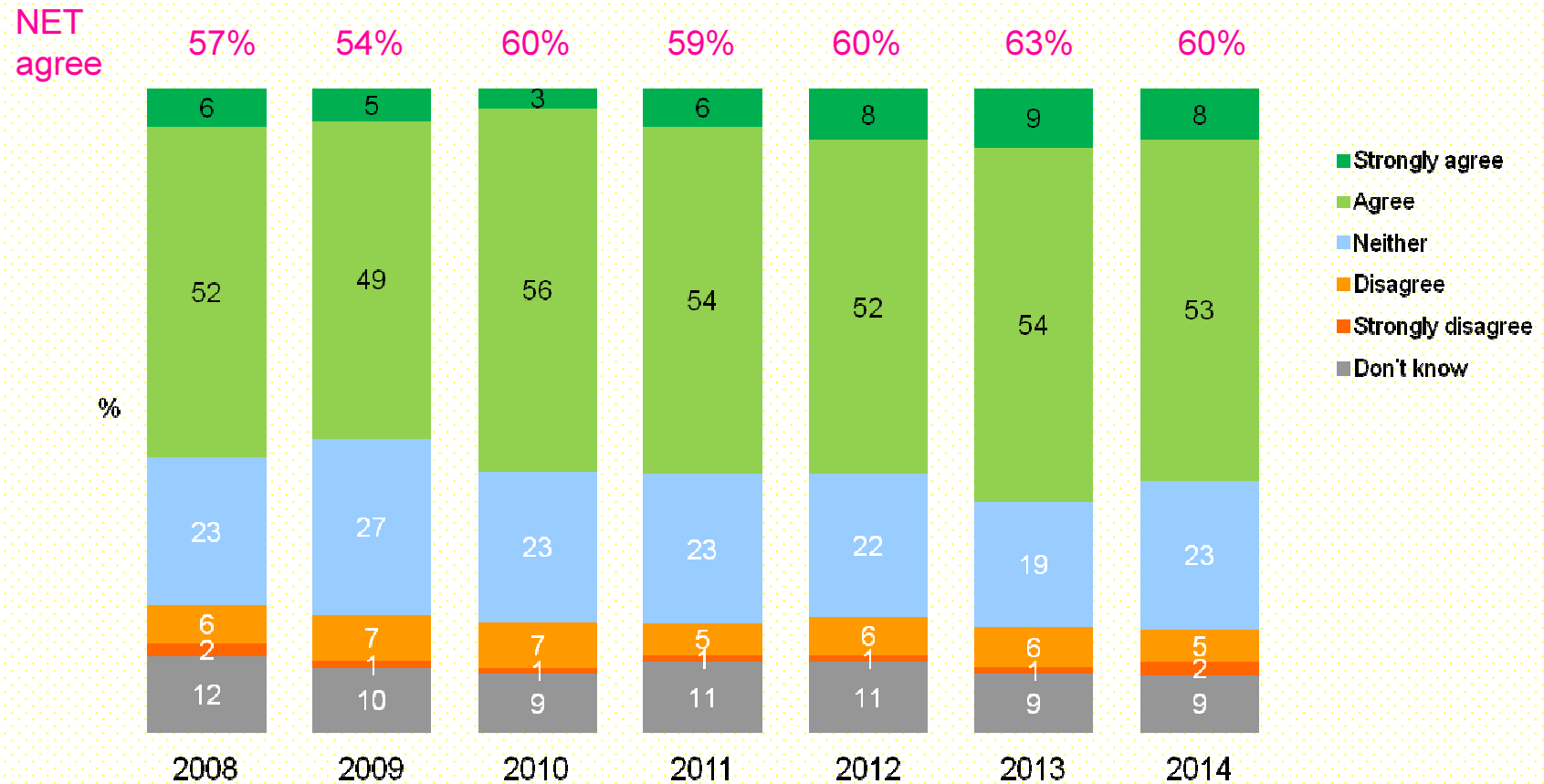
Worry about...

Concerns around crime, anti-social behaviour, drug users, and drunken rowdiness have changed little from last year



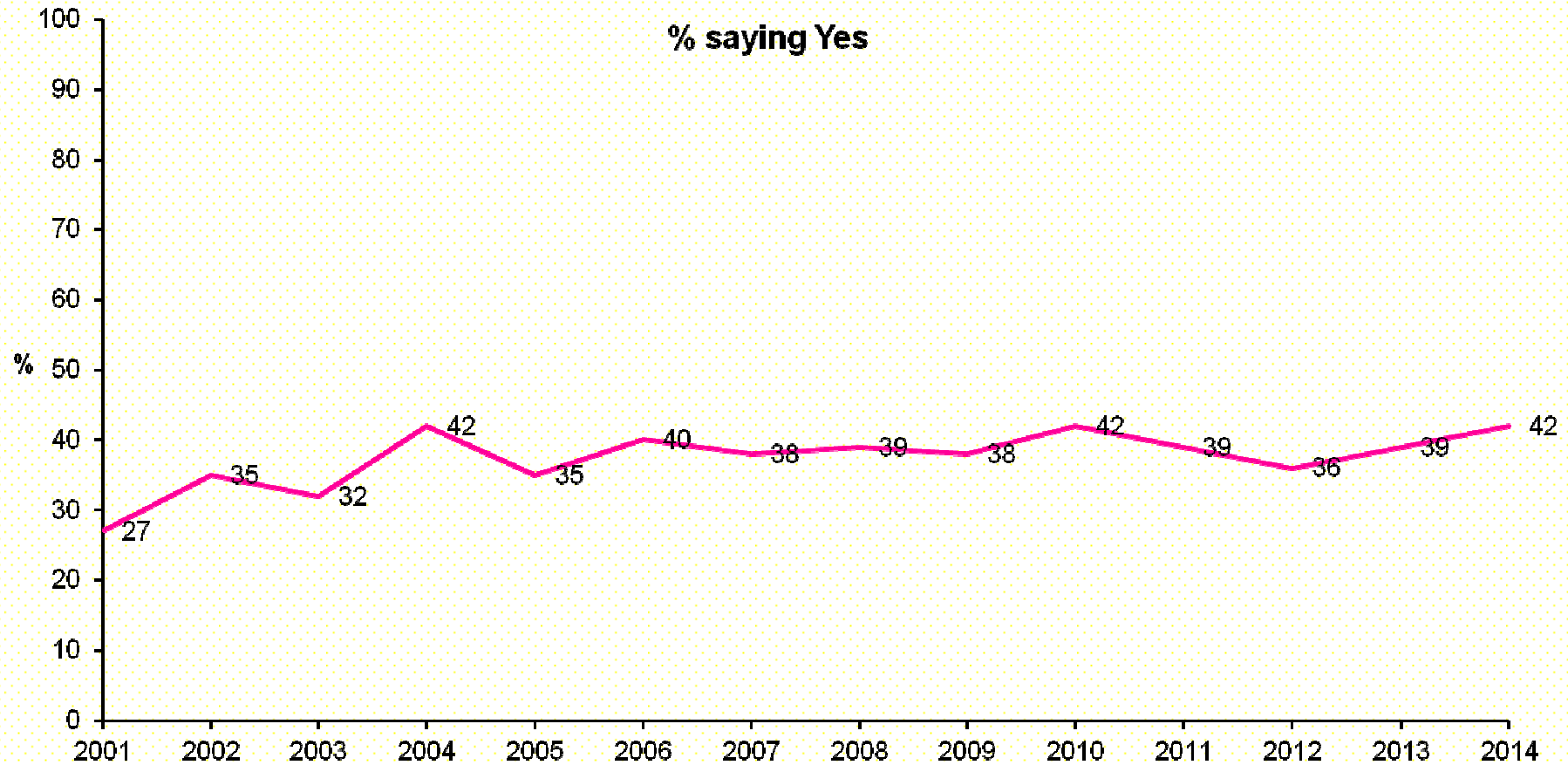
Source: Q6 How worried are you about each of the following in Merton?
Base: All adults (Merton 2014: 1084)

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



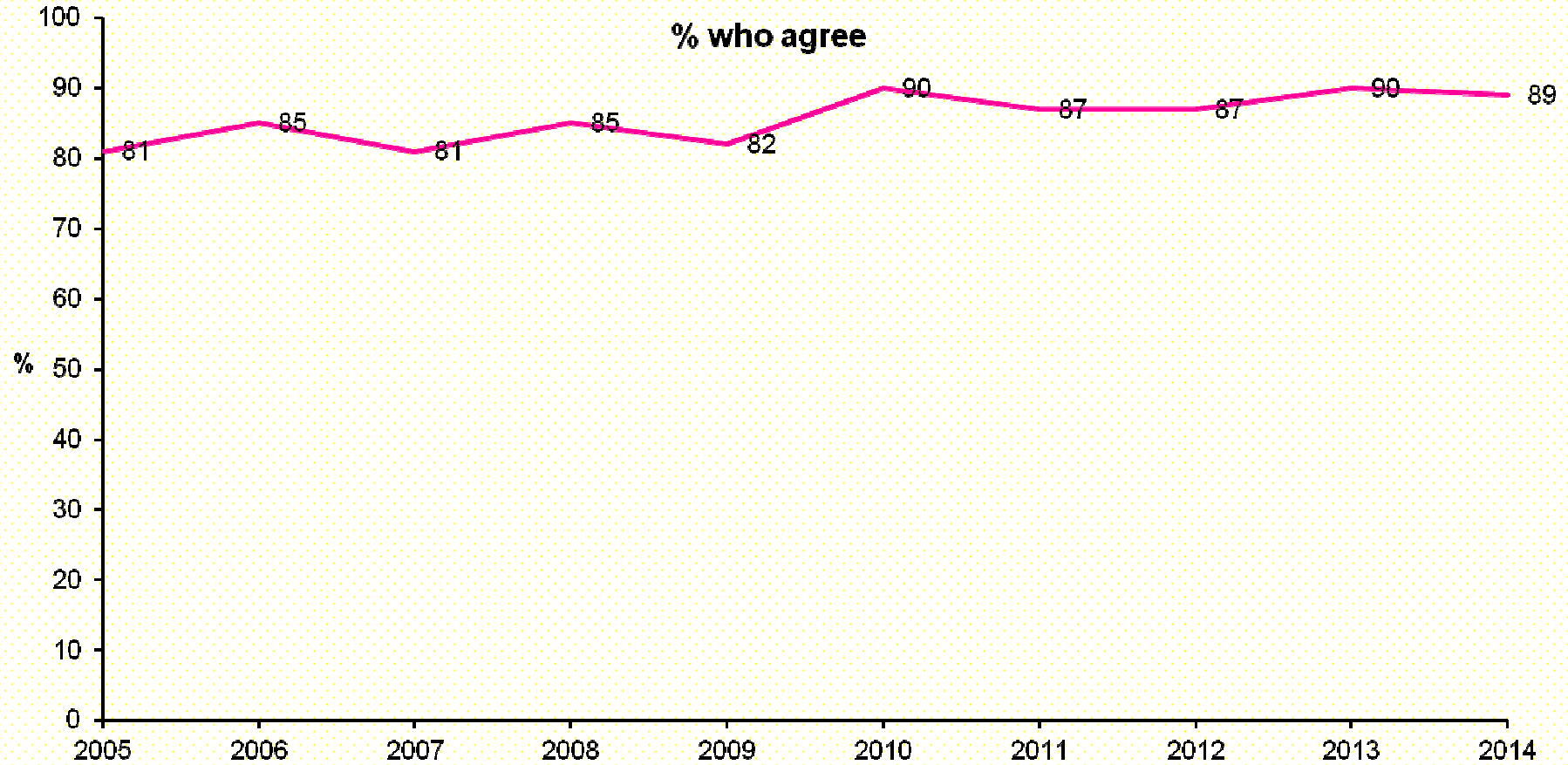
Source: Q8 Do you agree that Merton Council treats people in a fair and non-discriminatory way?
Base: All adults (Merton 2014: 1084)

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 (Merton 2014: 1084)

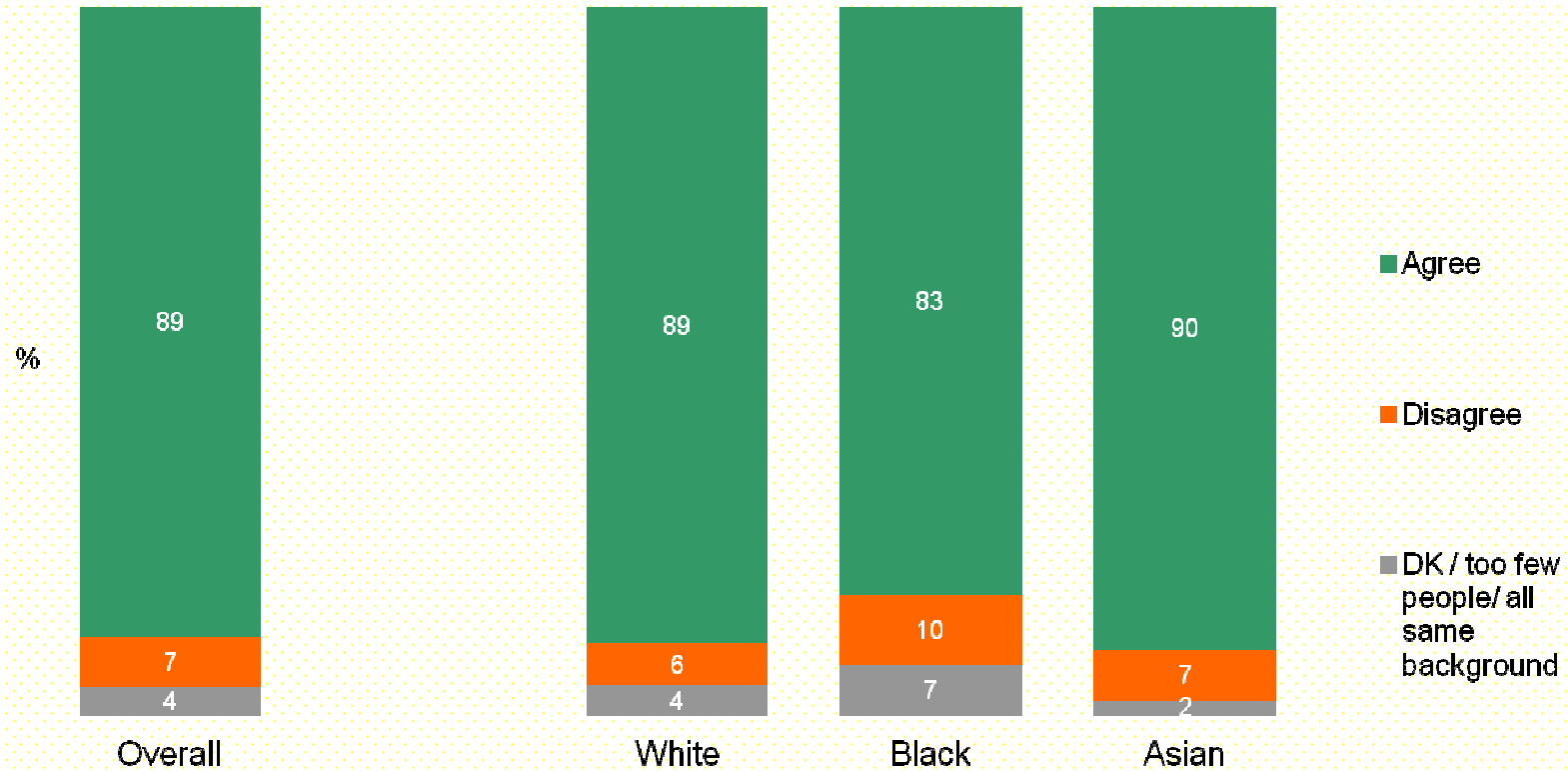
Agreement that people from different backgrounds get on well together



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 (Merton 2014: 1084)

Agreement that people from different backgrounds get on well together

Page 42

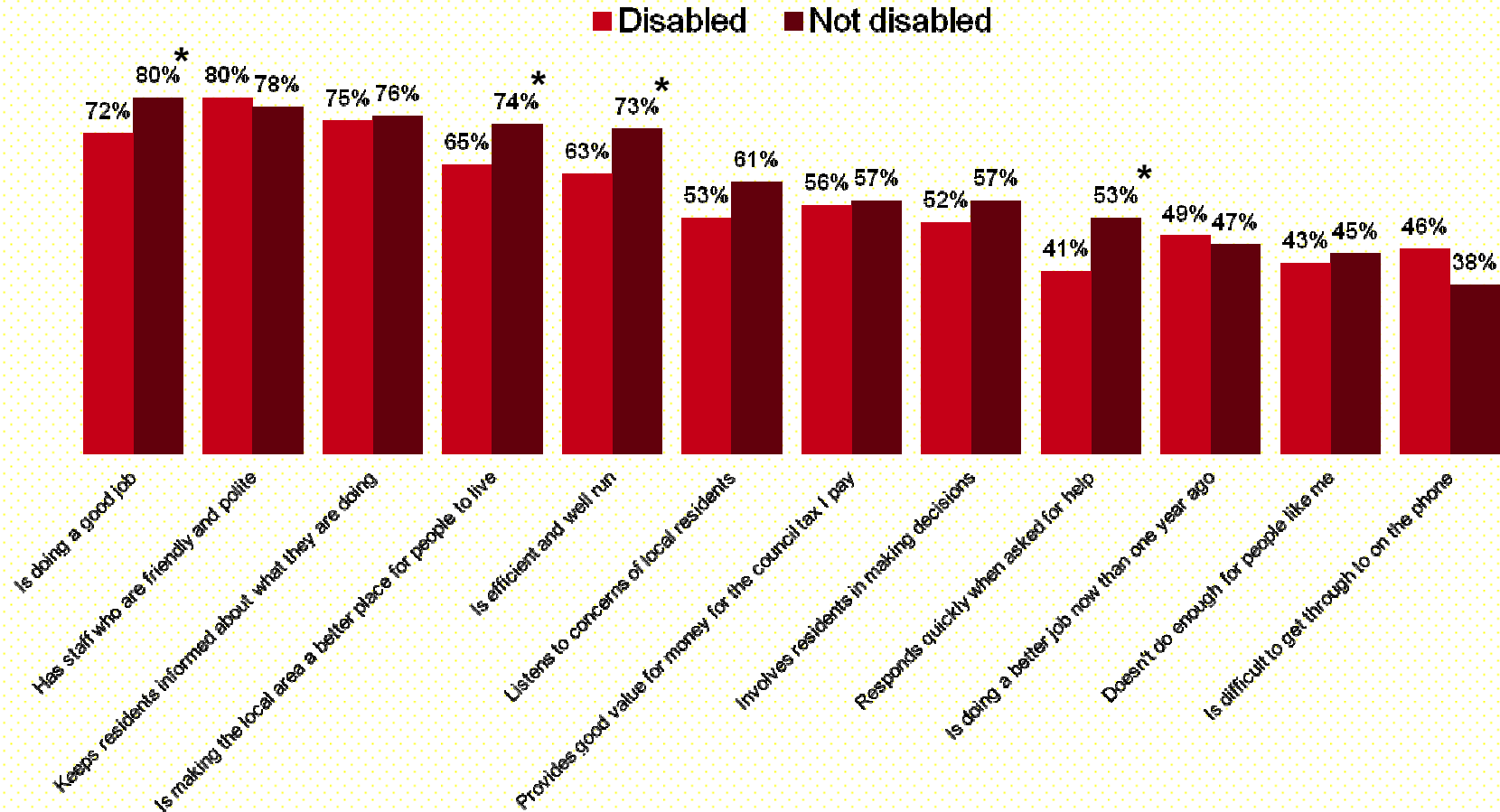


Source: PS18a To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?
 Base: All adults (Merton 2014: 1084); White (671) Asian (233) Black (123)

Image of the council 2014/15

% agreeing a great deal/ to some extent

4 measures show significantly lower positive results among disabled respondents



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 (1084)

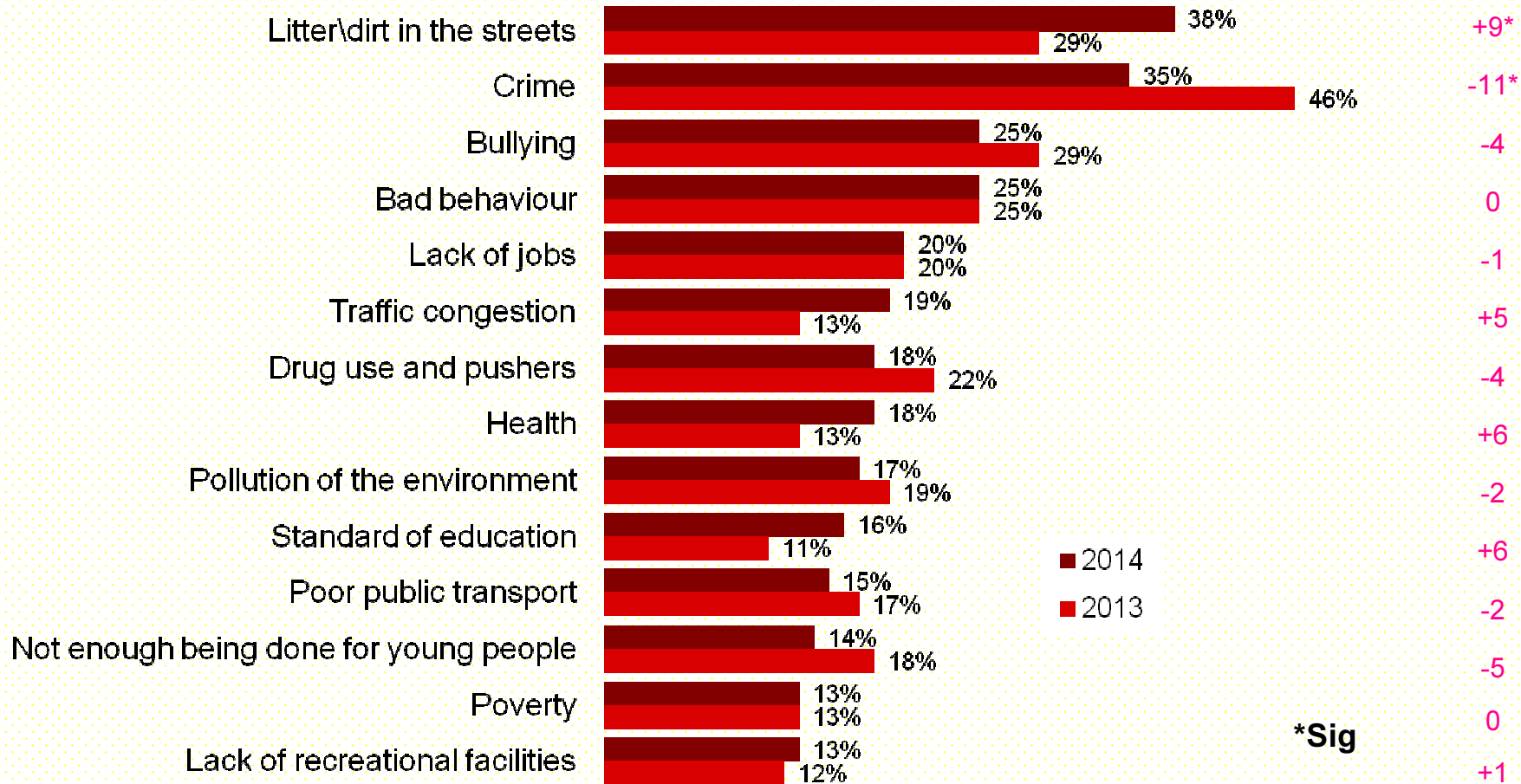
*Sig higher

Young people's personal concerns

Large changes in crime and litter/dirt sees latter take top spot

Change from 2013/14 (% pts)

% mentioning

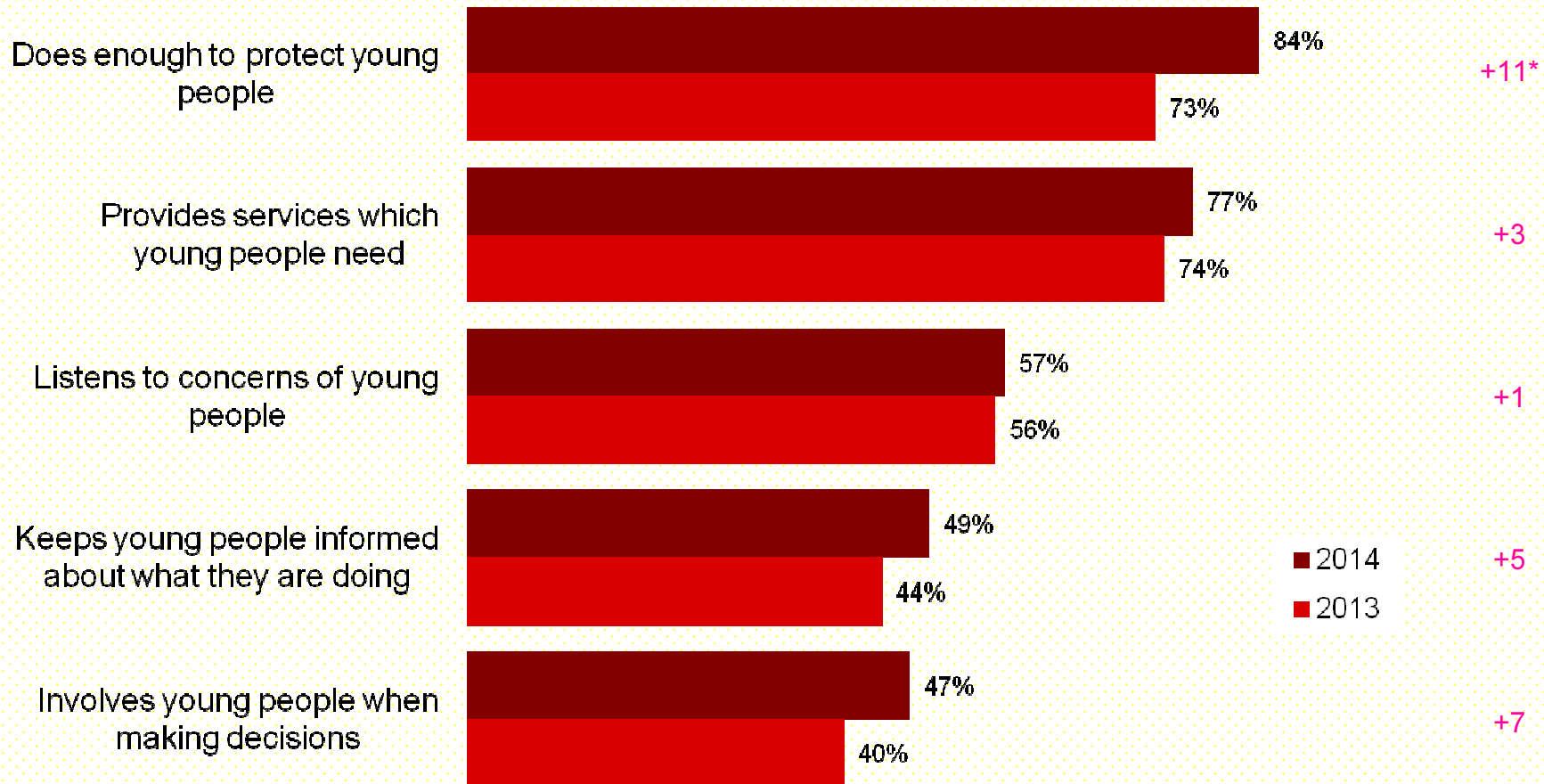


Source: QY1 Which three of these are you personally most concerned about?
 Base: All young persons aged 11-17yrs (2014: 248; 2013: 265)

Young people's image of the council

Change from 2013/14 (% pts)

% saying a great deal/ some extent

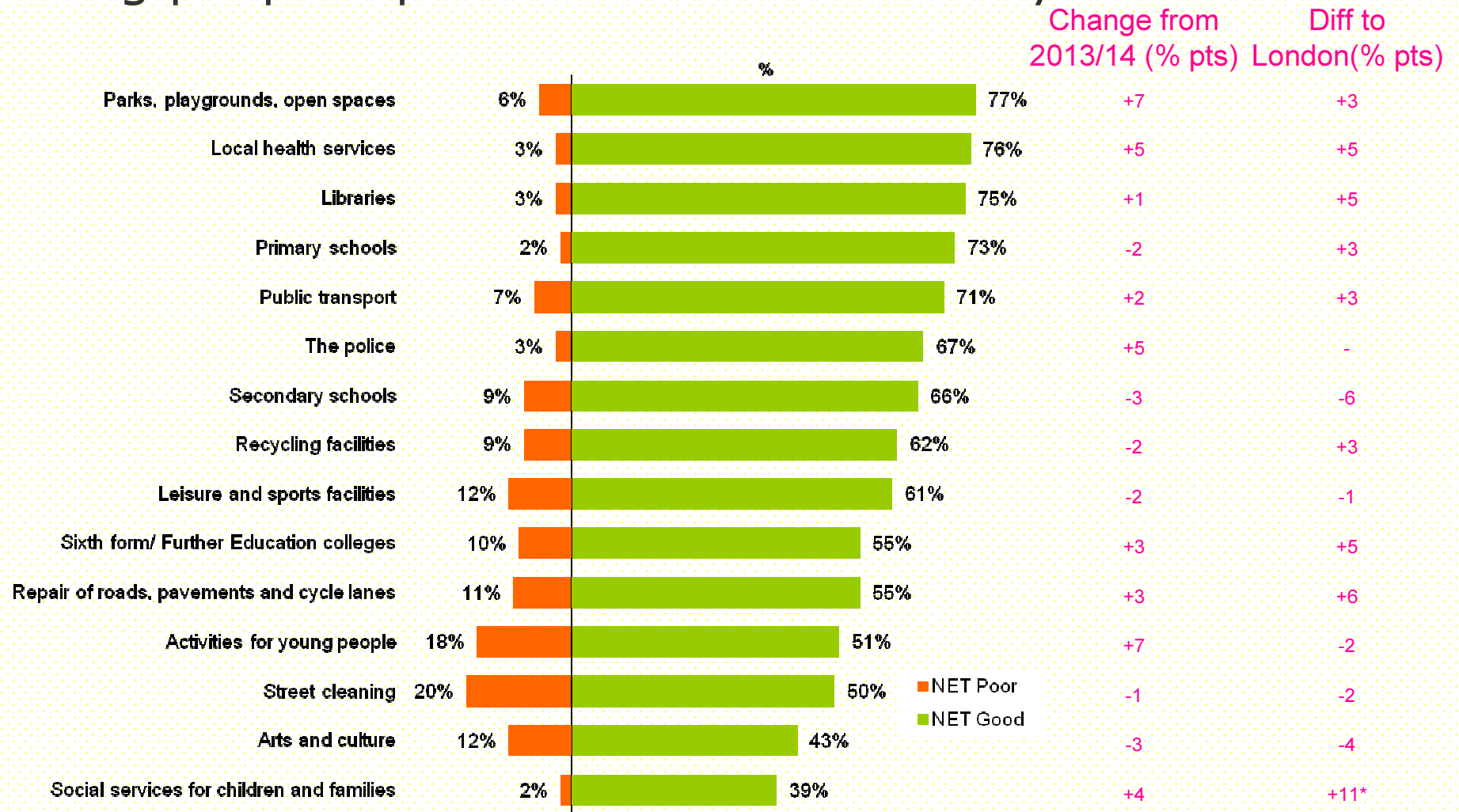


■ 2014
■ 2013

*Sig

Source: QY3 To what extent do you think these statements apply to your borough?
Base: All young persons aged 11-17yrs who know a lot or a little about the Council (2014: 158, 2013: 176)

Young people's perceived service delivery

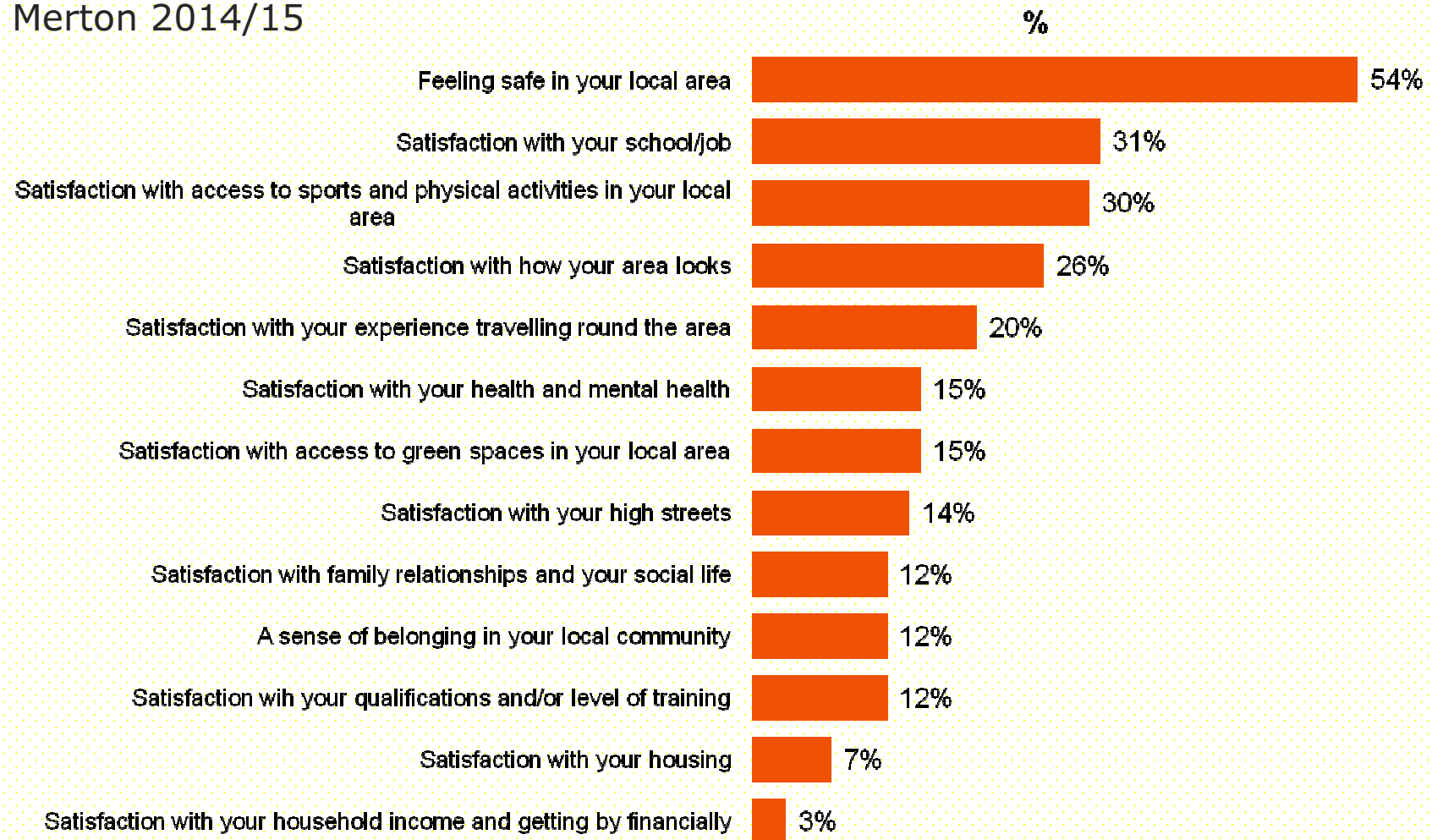


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Source: QY4 I would like to ask you about local services in this area. What is your opinion of ...?
 Base: All young persons aged 11-17yrs (Merton:248, London: 289)

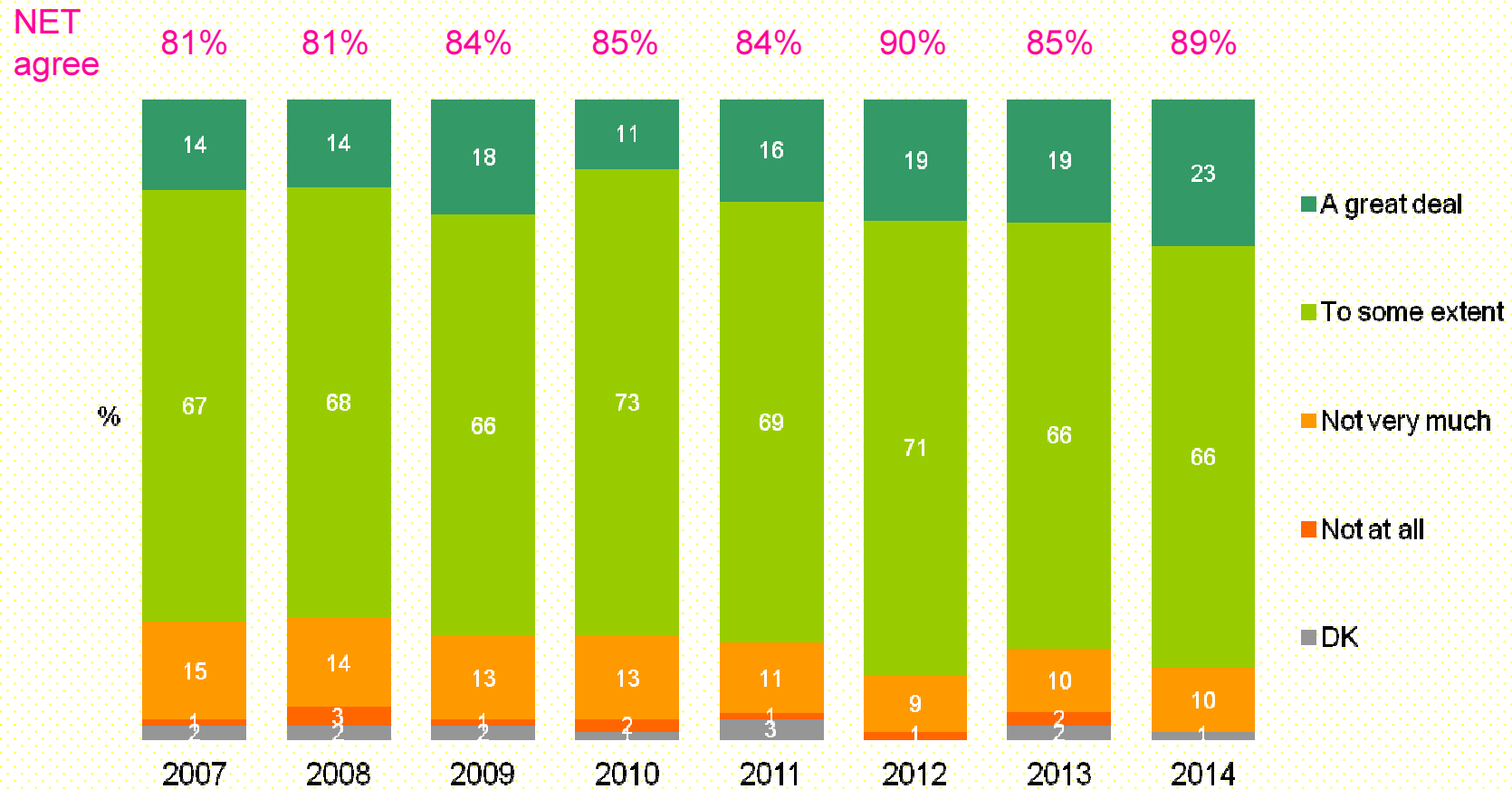
Features needing improving in Merton

Merton 2014/15



QY12b. And which three of the following factors do you think could be most improved to increase your own sense of health and wellbeing?
 Base: All young persons aged 11-17yrs (Merton 2014: 248)

Agreement that Merton is a good place for young people to live



Source: QY8 To what extent do you agree that Merton is a good place for young people to live?
 Base: All young persons aged 11-17yrs (Merton 2014: 248)