

# Ealing Residents' Survey 2012

## TOPLINE RESULTS AND TRENDS

### Adults' Survey:

- Results are based on interviews with 3,230 residents aged 18+ across The London Borough of Ealing.
- Interviews were carried out face-to-face, in home, across the Borough in 331 Output Areas (random location method).
- A representative sample was interviewed, with quotas set by age, gender, ethnicity and tenure. The sample was also stratified by ward to ensure a minimum of c.130 interviews in each of the 23 wards across the Borough.
- The data has been weighted by age, gender, tenure, ethnicity and ward.

### Young Persons' Survey:

- Results are based on interviews with 314 young people aged 11-17 years across The London Borough of Ealing. Respondents were recruited from households where an interview had already been conducted with an adult. If more than one child was available in household, only the child with the most recent birthday was interviewed.
- Interviews were carried out face-to-face, in home, across the Borough (random location method).
- A representative sample was interviewed, with quotas set by age, gender, ethnicity and tenure. The sample was also stratified to ensure a minimum of 13 interviews in each of the wards.
- Fieldwork took place between 22 September and 11 November 2012
- Where results do not sum to 100%, this may be due to multiple responses, computer rounding or the exclusion of don't knows/not stated.
- Results are based on all respondents unless otherwise stated.
- An asterisk (\*) represents a value of less than one half or one per cent, but not zero.
- Where available, results are benchmarked against previous residents' surveys using the same methodology as the 2012 study: 2005/6 (base unknown to ICM), 2007/8 (3,023), 2008 (3,030), 2009 (3,015) and 2010 (3,365)
- Study undertaken by ICM Government & Social Research on behalf of The London Borough of Ealing.

## SECTION 1: CONCERNS OF RESIDENTS

Q1. Which **THREE** of these are you **PERSONALLY** most concerned about in Ealing? Just read out the letter(s) which apply.

2012 Base: All respondents (3,230)

	<b>2009</b>	<b>2010</b>	<b>2012</b>
	%	%	%
Crime: including anti-social behaviour and terrorism	29	20	20
Traffic congestion	19	15	19
Lack of jobs	7	15	19
Quality of Health Service	6	6	19
Level of Council Tax	16	13	18
Lack of facilities for young people	10	11	18
Lack of jobs for young people	6	11	17
Lack of affordable housing	6	7	17
Availability of parking	15	14	13
Litter/dirt in streets	20	11	12
Parking enforcement	11	11	12
The quality of roads and pavements	13	10	11
Not enough being done for elderly people	5	2	10
Lack of recreational facilities	5	4	9
Rising prices/interest rates	4	3	7
Dog fouling	10	8	6
Street drinking	11	6	6
Standard of education/schools	6	4	6
Poor public transport	4	3	6
Pollution of the environment including climate change	4	2	4
Other	8	12	*
None of these	13	23	8

## SECTION 2: ATTITUDES TOWARDS THE COUNCIL & ITS SERVICES

- Q2. Below is a list of some things which other people have said about their council. To what extent do you think these statements apply to your borough?  
 2012 Base: All respondents (3,230)

			A great deal	To some extent	Not very much	Not at all	Don't Know
<b>The council...</b>							
a)	Is doing a good job	%	14	65	13	5	3
b)	Is efficient and well run	%	10	60	17	5	7
c)	Involves residents when making decisions	%	7	42	30	11	9
d)	Listens to concerns of local residents	%	6	48	28	10	9
e)	Is easy to get through to on the phone	%	9	44	24	10	13
f)	Responds quickly when asked for help	%	8	44	26	9	13
g)	Keeps residents informed about what it is doing	%	9	53	25	9	5
h)	Has staff who are friendly and polite	%	14	60	13	3	10
i)	Provides good value for money for the Council tax I pay	%	7	48	28	11	7
j)	Is making the local area a better place for people to live	%	8	60	20	8	5
k)	Makes a difference in my neighbourhood	%	8	54	23	8	7
l)	Speaks up for my Borough across London and nationally	%	6	35	22	10	28
m)	Is making the local area a better place for people to work	%	4	42	22	13	18

Q2. Below is a list of some things which other people have said about their council. To what extent do you think these statements apply to your borough?

2012 Base: All respondents (3,230)

**Respondents saying 'a great deal/to some extent' (Summary table)**

	2007/08	2008	2009	2010	2012
<b>The council...</b>	%	%	%	%	%
a) Is doing a good job	77	78	81	80	80
b) Is efficient and well run	69	72	69	71	70
c) Involves residents when making decisions	57	60	61	46	49
d) Listens to concerns of local residents	53	55	58	50	54
e) Is easy to get through to on the phone	-	54	59	54	53
f) Responds quickly when asked for help	51	51	56	48	52
g) Keeps residents informed about what it is doing	63	69	73	60	61
h) Has staff who are friendly and polite	67	68	73	70	74
i) Provides good value for money for the Council tax I pay	42	46	55	49	54
j) Is making the local area a better place for people to live	64	62	71	64	68
k) Makes a difference in my neighbourhood	60	58	65	58	62
l) Speaks up for my Borough across London and nationally	52	42	50	36	41
m) Is making the local area a better place for people to work	55	44	53	46	47

Q3. Do you agree or disagree that you can influence decisions affecting your local area?

2012 Base: All respondents (3,230)

	2003/04	2005/06	2007/08	2008	2009	2010	2012
	%	%	%	%	%	%	%
Strongly agree	-	-	-	3	3	4	5
Tend to agree	-	-	-	36	39	32	36
Neither agree nor disagree	-	-	-	16	17	19	18
Tend to disagree	-	-	-	26	24	14	21
Strongly disagree	-	-	-	13	11	21	15
Don't know	-	-	-	7	7	11	5
<b>Agree</b>	<b>30</b>	<b>29</b>	<b>35</b>	<b>39</b>	<b>42</b>	<b>35</b>	<b>41</b>
<b>Disagree</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>39</b>	<b>35</b>	<b>35</b>	<b>36</b>

Q4. **I would like to ask you about local services in Ealing. Please tell me how satisfied or dissatisfied you are with each of the following in your local area.**  
 2012 Base: All respondents (3,230)

Q5. **Which of these local services have you used/have experience of?**  
 2012 Base: All respondents (3,230)

		Q4							Q5
		Very satisfied	Fairly satisfied	Neither / Nor	Fairly dissatisfied	Very dissatisfied	Don't know	%	
a)	Refuse collection	% 29	51	7	8	5	1	76	
b)	Street cleaning	% 31	50	10	6	2	1	69	
c)	Street lighting	% 34	52	10	3	1	1	66	
d)	Repair of roads and pavements	% 15	38	24	14	7	2	58	
e)	Parks and open spaces	% 31	45	13	4	1	6	63	
f)	Playgrounds	% 19	32	16	3	1	29	30	
g)	Nursery education (under 5s)	% 12	22	15	2	1	48	17	
h)	Primary education (5-11)	% 13	24	15	2	1	45	20	
i)	Secondary education (11-18)	% 11	22	16	3	1	46	18	
j)	Adult education/evening classes	% 5	14	17	3	1	60	10	
k)	Education for those with special needs	% 5	12	16	2	1	65	7	
l)	Arts and cultural facilities	% 5	30	21	7	2	34	28	
m)	Leisure and sports facilities (including swimming pools)	% 11	39	19	10	3	18	41	
n)	Libraries	% 16	45	17	5	1	17	45	
o)	Children's Social Services	% 3	15	17	2	1	63	7	
p)	Adult Social Services	% 3	15	19	2	1	61	8	
q)	Council Housing	% 4	19	21	5	4	47	16	
r)	Recycling services	% 21	51	12	7	4	4	64	
s)	Recycling facilities	% 20	52	12	7	4	5	62	
t)	Public Transport	% 29	47	12	6	2	4	64	
u)	Policing	% 13	46	22	8	4	8	46	
v)	Housing benefit/council tax benefit service	% 5	20	21	4	2	47	19	
w)	Parking services	% 8	33	23	15	8	14	46	
x)	Ealing NHS Hospital	% 16	42	17	8	6	10	55	
y)	Other local NHS hospitals	% 9	35	21	4	2	30	37	
z)	Local NHS GPs	% 30	51	10	4	2	3	73	
aa)	Local NHS dentists	% 18	38	17	5	3	18	47	
bb)	Any other local NHS services	% 5	25	25	3	1	41	19	

Q4. **I would like to ask you about local services in Ealing. Please tell me how satisfied or dissatisfied you are with each of the following in your local area.**  
 2012 Base: All respondents (3,230)

**Respondents saying 'very satisfied/satisfied' (Summary table)**

	2007/08 %	2008 %	2009 %	2010 %	2012 %
a) Refuse collection	76	83	83	84	79
b) Street cleaning	65	76	76	79	81
c) Street lighting	72	82	83	83	85
d) Repair of roads and pavements	47	55	55	53	53
e) Parks and open spaces <sup>1</sup>	-	75	74	74	76
f) Playgrounds <sup>2</sup>	-	49	45	39	51
g) Nursery education (under 5s)	29	29	28	28	34
h) Primary education (5-11)	33	33	30	32	37
i) Secondary education (11-18)	29	29	24	28	34
j) Adult education/evening classes	24	23	19	17	19
k) Education for those with special needs	18	17	12	10	16
l) Arts and cultural facilities	35	32	29	39	35
m) Leisure and sports facilities (including swimming pools) <sup>3</sup>	45	47	42	56	51
n) Libraries	56	59	56	64	61
o) Children's Social Services	-	18	13	7	18
p) Adult Social Services	-	16	13	8	17
q) Council Housing	24	22	16	17	23
r) Recycling services	-	-	72	78	72
s) Recycling facilities	64	75	73	78	72
t) Public Transport	63	70	78	73	76
u) Policing	51	54	62	47	58
v) Housing benefit/council tax benefit service	27	23	22	18	25
w) Parking services	-	38	41	20	41
x) Ealing NHS Hospital	-	46	49	56	58
y) Other local NHS hospitals	-	52	47	45	44
z) Local NHS GPs	-	74	74	77	81
aa) Local NHS dentists	-	61	59	58	57
bb) Any other local NHS services	-	45	39	39	30

<sup>1</sup> Previously combined with playgrounds (pre-2008).

<sup>2</sup> Previously combined with parks and open spaces (pre-2008).

<sup>3</sup> Swimming pools reference added in 2008 (pre-2008).

Q6. **How satisfied or dissatisfied are you with the way Ealing Council runs things?**  
 2012 Base: All respondents (3,230)

	%
Very satisfied	13
Fairly satisfied	55
Neither satisfied nor dissatisfied	18
Fairly dissatisfied	7
Very dissatisfied	4
Don't know	3

Q6. **How satisfied or dissatisfied are you with the way Ealing Council runs things?**  
 2012 Base: All respondents (3,230)

	2007/08	2008	2009	2010	2012
	%	%	%	%	%
Very satisfied	7	4	6	19	13
Fairly satisfied	62	67	64	50	55
Neither/Nor	20	16	20	15	18
Fairly dissatisfied	7	8	6	9	7
Very dissatisfied	2	3	2	3	4
Don't know	1	2	2	3	3
<b>Satisfied</b>	<b>69</b>	<b>71</b>	<b>70</b>	<b>69</b>	<b>67</b>
<b>Dissatisfied</b>	<b>9</b>	<b>11</b>	<b>8</b>	<b>13</b>	<b>12</b>
<b>Net</b>	<b>+60</b>	<b>+60</b>	<b>+62</b>	<b>+56</b>	<b>+56</b>

### SECTION 3: PARKS & LEISURE

Q7 **How often do you visit parks in Ealing for any reason?**

2012 Base: All respondents (3,230)

	2008	2009	2010	2012
	%	%	%	%
	Base: (2,143)	(2,187)	(2,276)	(3,230)
Less than once a year	1	2	1	1
Once a year	3	2	2	1
2 or 3 times a year	9	8	5	4
More than 2 or 3 times a year but less than once a	10	7	11	6
Once a month	19	21	22	13
Once every two weeks	14	17	17	13
Once or twice a week	27	26	26	23
Most days	9	10	9	15
Every day	7	7	6	6
Never				18

Q8 Which reasons explain why you visit Ealing parks? Please mention all the reasons that apply to you.

Base: All who have visited any park in Ealing in the last 12 months

	2008 %	2009 %	2010 %	2012 %
Base:	(2,143)	(2,187)	(2,276)	(2,,624)
For fresh air	46	54	57	50
For exercise	34	37	43	34
To take the children out	30	28	32	26
To enjoy the surroundings	17	19	19	23
I pass through them on the way to somewhere else e.g. to work	8	10	7	11
To walk the dog	7	8	10	10
To take the children to the playground	17	13	16	9
To socialise with friends e.g. picnic	7	8	6	7
To play sport (e.g. football, cricket etc) informally	10	8	6	3
To visit Ealing festivals in the park	3	5	3	3
To visit other community events (except Ealing festival)/funfairs/markets	2	2	2	2
To see wildlife	1	1	*	2
To use sports facilities (e.g. a tennis court or football 4	-	-	2	1
To visit the parks permanent attractions (e.g. animal centres/exercise) equipment/ memorials/golf course/Pitshanger Manor	1	1	1	1
Other	3	2	2	1

## SECTION 4: ATTITUDES TOWARDS YOUR NEIGHBOURHOOD

Q9. How satisfied or dissatisfied are you with your neighbourhood (within 10 minutes walk of your home) as a place to live?

2012 Base: All respondents (3,230)

	2002/3 %	2003/4 %	2005/6 %	2007/8 %	2008 %	2009 %	2010 %	2012 %
Very satisfied	-	-	-	-	16	23	48	39
Fairly satisfied	-	-	-	-	68	60	36	40
Neither/Nor	-	-	-	-	7	10	8	14
Fairly dissatisfied	-	-	-	-	7	6	6	4
Very dissatisfied	-	-	-	-	2	1	2	2
Don't know	-	-	-	-	0	0	*	*
<b>Satisfied</b>	<b>75</b>	<b>76</b>	<b>79</b>	<b>83</b>	<b>84</b>	<b>82</b>	<b>83</b>	<b>79</b>
<b>Dissatisfied</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>9</b>	<b>7</b>	<b>9</b>	<b>6</b>
<b>Net</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>+75</b>	<b>+75</b>	<b>+75</b>	<b>+73</b>

<sup>4</sup> New code added in 2010.



Q10A **Why do you say that?**

*Base: All who are satisfied with their neighbourhood*

	2009	2010	2012
	%	%	%
Base:	(2,477)	(2,766)	(2,547)
Friendly neighbours / good people in area	47	51	44
Lack of problems / No complaints	31	40	40
Quiet area / neighbourhood	53	38	34
Nice location	24	23	25
Has good access to public transport services (Bus routes, railway, bus-stops)	14	26	20
Close to social amenities (shops, education centres, leisure facilities)	12	24	16
Clean / tidy environment	20	17	12
Live in area long time / have historical links with neighbourhood	20	15	11
Feel safe / low levels of crime / high security within area	13	22	10
Parks and opens spaces	5	16	5
Left alone / not bothered by people	3	22	3
It has changed/improved over time	1	7	1
Other	1	2	*
No particular reason	4	5	1
Don't know	1	*	*

Q10B **Why do you say that?**

*Base: All who are dissatisfied with their neighbourhood*

	2009	2010	2012
	%	%	%
Base:	(230)	(314)	(223)
Crime (e.g. drug dealing/ burglary/ fear of assault)	63	39	42
Noisy or disruptive people in the area	29	25	28
Rubbish or litter	41	27	27
Parking problems	10	30	25
General nuisance youths	28	26	25
Immigration/type of people in the area have changed	12	21	20
Harassment/bullying/intimidation	17	5	12
Vandalism & graffiti	40	17	9
Lack of shops and services	8	5	7
Poor transport links	3	4	6
Drinking in the streets	-	-	6
Too much traffic/noisy traffic	-	-	4
Drugs	7	7	4
Dog fouling	-	-	4
Lack of green space	2	5	2
Recycling/Refuse collection	-	-	2
Poor neighbours	-	-	2
Not enough visible policing	-	-	2
Anti-social behaviour	2	2	2
Abandoned cars			1
Too many people			1
Poor roads/pavements			1
Children loitering/Gangs of youths			1
Overcrowding of properties			1
Poor quality of shops/Too many pound shops/Shops rundown			1
Vermin/Mice/Rats/Foxes			1
Fly tipping			1

Not enough parks/green space			*
Too many rented properties			*
Trees			*
Area is rundown/shabby			*
Council tax			*
Other	7	7	6
No particular reason	2	-	1
Don't know	-	*	*

## SECTION 5: TOWN CENTRE TRAVEL

**Q11 Which ONE of the following town centres would you say you visit most often?**

*2012 Base: All respondents (3,230)*

	2005/6	2007/8	2008	2009	2010	2012
	%	%	%	%	%	%
Acton	8	7	5	7	7	9
Ealing Broadway	-	-	49	51	52	53
Ealing Broadway and West Ealing	52	53	54	56	55	57
Greenford	10	9	9	9	10	8
Hanwell	2	1	1	1	1	1
Northolt	1	1	1	1	2	2
Southall	8	8	7	8	10	8
West Ealing	-	-	5	5	3	4
Other	-	19	15	8	10	*
None	-	1	0	9	3	6
Don't know	-	1	6	1	1	6

**Q12 Thinking about the town centre you mentioned at the last question, how satisfied or dissatisfied are you with each of the following?**

*2012 Base: All respondents (3,230)*

		Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	Not applicable
a)	Range of high street shops e.g. Boots, M&S	% 27	49	13	5	7
b)	Range of food shops	% 32	48	11	2	7
c)	Provision of libraries	% 25	47	9	1	17
d)	Provision of Banks and Building Societies	% 33	51	7	1	8
e)	Provision of services e.g. solicitors, council advice centre, Post Office	% 28	52	9	2	9
f)	Facilities for pedestrians e.g. benches, bus stops, litter bins	% 27	53	11	2	8
h)	General upkeep and cleanliness of the town centre e.g. litter and graffiti	% 23	56	12	2	7
i)	Provision of parks and open spaces	% 25	52	8	1	14
j)	Availability of car parking	% 18	45	14	7	15

Q12. **Thinking about the town centre you mentioned at the last question, how satisfied or dissatisfied are you with each of the following?** READ OUT EACH STATEMENT. ROTATE ORDER. SINGLE CODE EACH

**Respondents saying 'very satisfied/satisfied' (Summary table)**

*Base: All residents visiting a town centre*

	<b>2005/6</b>	<b>2007/8</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2012</b>
	%	%	%	%	%	%
<i>Base:</i>	(1,022)	(2,964)	(2,822)	(2,704)	(2,879)	(3,230)
a) Range of high street shops e.g. Boots, M&S	74	79	72	72	73	75
b) Range of food shops	77	84	77	76	85	80
c) Provision of libraries	76	75	73	73	72	72
d) Provision of Banks and Building Societies	90	87	85	90	89	84
e) Provision of services e.g. solicitors, council advice centre, Post Office	68	85	80	83	85	80
f) Facilities for pedestrians e.g. benches, bus stops, litter bins	77	84	79	87	83	80
h) General upkeep and cleanliness of the town centre e.g. litter and graffiti	66	76	75	79	79	79
i) Provision of parks and open spaces	77	83	78	80	75	77
j) Availability of car parking	-	63	55	61	48	63

## SECTION 6: COMMUNITY COHESION

Q13 **To what extent do you agree or disagree that this local area is a place where...?**  
2012 Base: All respondents (3,230)

		Definitely agree	Tend to agree	Tend to disagree	Definitely disagree	All same back-grounds in local area	Too few people in local area	Don't Know
a)	People from different ethnic backgrounds get on well together	% 36	54	5	2	*	0	3
b)	People respect ethnic differences between people	% 33	55	5	2	1	*	3

Q13. **To what extent do you agree or disagree that this local area is a place where...?**  
2012 Base: All respondents (3,230)

***Respondents saying 'Definitely Agree/Tend to Agree' (Summary table)***

	2003/4	2005/6	2007/8	2008	2009	2010	2012	
	%	%	%	%	%	%	%	
a)	People from different ethnic backgrounds get on well together	71	71	86	89	89	80	90
b)	People respect ethnic differences between people	-	-	85	87	88	79	88

## SECTION 7: ATTITUDES TO LOCAL DEMOCRACY

Q14 **Can you name the elected Member of Parliament (MP) who represents the constituency you live in?**  
2012 Base: All respondents (3,230)

	%
Yes – Angie Bray	9
Yes - Stephen Pound	14
Yes - Virendra Sharma	9
Other mention	1
Don't know	67

Q15 **In your ward you have three elected councillors. Can you name them?**  
2012 Base: All respondents (3,230)

	2008	2009	2010	2012
	%	%	%	%
<b>Mentions at least one correct</b>	<b>13</b>	<b>14</b>	<b>10</b>	<b>11</b>
Mention names: <u>one</u> is correct	10	12	6	5
Mention names: <u>two</u> are correct	2	1	1	2
Mention names: <u>all three</u> are correct	1	1	3	3
Incorrect names mentioned				
Do not mention any names/Don't know	87	86	90	89
Mention names: <u>none</u> are correct				

Q16. **Can you tell me which political party is in control of your local London Borough council?**  
 2012 Base: All respondents (3,230)

	2009 %	2010 %	2012 %
Conservative	-	18	12
Labour	-	52	49
Liberal Democrat	-	1	1
Other	-	*	*
No overall control	-	*	2
Don't know	-	29	36
<b>Answered correct party</b>	<b>32</b>	<b>52</b>	<b>49</b>
<b>Did not answer correct party</b>	<b>68</b>	<b>48</b>	<b>15</b>

## SECTION 8: SAFETY & ANTI-SOCIAL BEHAVIOUR

Q17 **Generally, how safe or unsafe do you feel in the following areas and at the following times?**  
 READ OUT EACH STATEMENT. SINGLE CODE EACH

		Very safe	Fairly safe	Neither safe nor unsafe	Fairly unsafe	Very unsafe	Don't know
a)	In your local neighbourhood during the day	% 55	40	3	2	*	*
b)	In your local neighbourhood after dark	% 21	46	15	11	5	2
c)	In Ealing during the day	% 47	42	6	2	*	2
d)	In Ealing after dark	% 15	44	19	11	5	7

Q17 **Generally, how safe or unsafe do you feel in the following areas and at the following times?**  
 2012 Base: All respondents (3,230)  
**Respondents saying 'Very safe/fairly safe' (Summary table)**

	2003/4	2005/6	2007/8	2008	2009	2010	2012	
	%	%	%	%	%	%	%	
a)	In your local neighbourhood during the day	-	84	92	94	94	91	95
b)	In your local neighbourhood after dark	-	44	56	57	54	71	67
c)	In Ealing during the day	73	76	84	88	86	89	89
d)	In Ealing after dark	40	36	45	44	46	62	58

Q18. **Thinking about the local area, how much of a problem do you think the following are?**  
 2012 Base: All respondents (3,230)

		A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Don't know
a)	Parents not taking responsibility for the behaviour of their children	% 8	16	30	43	2
b)	People not treating other people with respect and consideration	% 7	12	34	46	1
c)	Noisy neighbours or loud parties	% 3	10	28	58	1
d)	Teenagers hanging around the streets	% 8	16	32	43	1
g)	Rubbish or litter lying around	% 8	17	34	40	1
h)	People being drunk or rowdy in public places	% 7	14	28	50	1
i)	Abandoned or burnt out cars	% 3	6	22	68	1
j)	Vandalism, graffiti and other deliberate damage to property or vehicles	% 3	10	27	58	1
k)	People using or dealing drugs	% 7	12	20	52	8

Q18. **Thinking about the local area, how much of a problem do you think the following are?**  
 2012 Base: All respondents (3,230)

***Respondents saying 'A very big problem/fairly big problem' (Summary table)***

	2007/8	2008	2009	2010	2012	
	%	%	%	%	%	
a)	Parents not taking responsibility for the behaviour of their children	29	35	30	21	24
b)	People not treating other people with respect and consideration	25	27	24	15	19
c)	Noisy neighbours or loud parties	13	18	18	11	13
d)	Teenagers hanging around the streets	33	34	31	24	24
g)	Rubbish or litter lying around	35	33	30	25	25
h)	People being drunk or rowdy in public places	20	23	26	18	21
i)	Abandoned or burnt out cars	10	10	7	6	8
j)	Vandalism, graffiti and other deliberate damage to property or vehicles	29	24	21	14	14
k)	People using or dealing drugs	22	24	22	12	20

We are interested to know about the unpaid help people give. Please think about any group(s), club(s) or organisation(s) that you've been involved with during the last 12 months. That's anything you've taken part in, supported, or that you've helped in any way, either on your own or with others. For example, helping at a youth or day centre, helping to run an event, campaigning or doing administrative work. Please exclude giving money and anything that was a requirement of your job.

Q19. Overall, about how often over the last 12 months have you given unpaid help to any group(s), club(s) or organisation(s)? Please only include work that is unpaid and not for your family?

2012 Base: All respondents (3,230)

	2010 %	2012 %
At least once a week	2	5
Less than once a week but at least once a month	2	3
Less often	3	5
I give unpaid help as an individual only and not through group(s), club(s) or organisation(s)	2	5
I have not given any unpaid help at all over the last 12 months	88	80
Don't know	2	3

## SECTION 9: COMMUNICATION FROM THE COUNCIL

Q20A From which, if any, of the following sources shown do you obtain most of your information about Ealing Council and the services it provides? Just read out the letter or letters that apply.

2012 Base: All respondents (3,230)

	2008 %	2009 %	2010 %	2012 %
Around Ealing (the Council's magazine for residents and people who work in the Borough)	47	46	49	42
Ealing Gazette	13	15	24	33
The Ealing Council website	7	21	34	32
Other leaflets delivered to your home	31	27	21	30
Friends, neighbours and relations	4	9	19	25
Contact with Council Staff	3	10	16	15
Other local newspapers	24	12	14	14
Posters	1	5	5	13
Leaflets and notice boards in Council buildings	1	6	5	11
Local Radio	2	2	6	8
Council buildings (including libraries and leisure centres)	1	2	6	5
Email	1	2	1	5
www.ealingtoday.co.uk	-	1	2	3
Voluntary/community organisations	*	1	1	3
By phone	-	-	-	3
Council Meetings	3	1	2	2
Contact with Councillors	3	2	1	2
www.actonw3.com	-	1	*	1
www.chiswickw4.com	-	1	*	1
All other websites including blogs and social networking	1	*	*	1
Ward forums	-	1	-	1
Text messages	*	*	*	*
Don't get/want information about Ealing Council	7	2	9	5
Other	2	1	7	1
Don't know	10	6	3	2

**Q20B How would you prefer to get most of your information about Ealing Council and the services it provides?**

2012 Base: All respondents (3,230)

	2008 %	2009 %	2010 %	2012 %
Around Ealing (the Council's magazine for residents and people who work in the Borough)	46	46	37	32
The Ealing Council website	11	19	32	30
Ealing Gazette	10	12	14	21
Other leaflets delivered to your home	31	26	13	18
Friends, neighbours and relations	6	6	8	11
Contact with Council Staff	2	8	14	10
Other local newspapers	21	10	6	8
Posters	5	3	1	7
Email	4	4	1	7
Leaflets and notice boards in Council buildings	5	5	2	5
By phone	-	-	-	5
Local Radio	3	2	2	3
Council buildings (including libraries and leisure centres)	2	1	2	2
www.ealingtoday.co.uk	-	1	2	2
Contact with Councillors	2	1	1	1
Council Meetings	2	1	*	1
Voluntary/community organisations	1	1	*	1
Text messages	1	*	*	1
www.actonw3.com	-	1	*	*
www.chiswickw4.com	-	1	*	*
All other websites including blogs and social networking sites	2	*	*	*
Ward forums	-	*	*	*
Don't get/want information about Ealing Council	8	2	6	3
Other	2	2	4	*
Don't know	10	6	4	4

**Q21 Overall, would you say the way in which Ealing Council communicates with you is...?<sup>5</sup>**

2012 Base: All respondents (3,230)

	2007/8 %	2008 %	2009 %	2010 %	2012 %
Getting better	26	19	21	18	21
Staying the same, or	54	68	66	57	63
Getting worse	4	4	5	6	6
Don't know	16	10	8	19	11

<sup>5</sup> Pre 2010 question wording: "Overall, how would you describe the ways in which Ealing Council communicates with you?"



**Q22. How informed do you feel about each of the following?**  
 2012 Base: All respondents (3,230)

		Very well informed	Fairly well informed	Not very well informed	Not well informed at all	Don't know
a)	How to pay bills to the Council	% 38	52	5	2	3
b)	How you can get involved in local decision-making	% 11	37	34	12	5
c)	How to complain to the Council	% 20	47	21	7	4
d)	What the Council spends its money on	% 6	41	32	15	6
e)	Whether the Council is delivering on its promises	% 5	35	34	18	6
f)	What the Council is doing to tackle anti-social behaviour in your local area	% 6	33	35	17	7
g)	How well the Council is performing	% 7	40	32	15	5
h)	What the Council is doing to improve public services	% 6	38	35	16	6
i)	What the Council is doing to make the borough cleaner	% 7	43	30	15	6
j)	Jobs and careers at the Council	% 5	28	30	25	11
k)	What to do in the event of a large scale emergency e.g. flooding, human pandemic flu	% 4	22	31	33	10
l)	What the Council is doing to secure jobs and homes	% 4	27	35	24	10
m)	What the Council is doing to make the borough safer	% 5	41	31	17	6
n)	What the Council is doing to make sure it delivers value for money for its residents	% 4	38	31	20	7

Q22. **How informed do you feel about each of the following?**  
 2012 Base: All respondents (3,230)

**Respondents who feel 'very well informed/fairly well informed' (Summary table)**

	2006/7 Temp Check	2007/8	2008	2009	2010	2012
	%	%	%	%	%	%
a) How to pay bills to the Council	86	88	83	79	82	90
b) How you can get involved in local decision-making	42	66	66	47	51	49
c) How to complain to the Council	60	68	67	62	64	68
d) What the Council spends its money on	44	51	52	51	55	47
e) Whether the Council is delivering on its promises	41	54	48	50	46	41
f) What the Council is doing to tackle anti-social behaviour in your local area	39	59	46	49	52	40
g) How well the Council is	50	63	51	52	56	47
h) What the Council is doing to improve public services	-	-	-	-	54	44
i) What the Council is doing to make the borough cleaner <sup>6</sup>	-	64	53	52	57	50
j) Jobs and careers at the Council	-	-	40	43	32	34
k) What to do in the event of a large scale emergency e.g. flooding, human pandemic flu	-	-	34	47	38	26
l) What the Council is doing to secure jobs and homes	-	-	-	-	34	31
m) What the Council is doing to make the borough safer <sup>7</sup>	-	-	-	52	54	46
n) What the Council is doing to make sure it delivers value for money for its residents	-	-	-	49	51	42

<sup>6</sup> Pre 2010 wording: "What the Council is doing to make streets cleaner in your area".

<sup>7</sup> Pre 2010 wording: "What the Council is doing to make your community safer".

## SECTION 10: USAGE OF THE COUNCIL WEBSITE

**Q23 Do you have access to the internet?**

*2012 Base: All respondents (3,230)*

	%
Yes	86
No	14
Don't know	*

**Q24 How do you normally access the internet?**

*2012 Base: All who have access to the internet (2,748)*

	%
On a laptop/Macbook	53
On a desktop PC/Mac	39
On a smartphone (e.g. iPhone, Blackberry, Android phone)	7
On a tablet device (e.g. iPad, etc.)	3
Other (please specify)	2
Don't know	1

**Q25 Thinking about the times when you need to contact a service such as your bank, utility company (gas, electricity, water) or a local public body, which method would you normally use?**

*2012 Base: All respondents (3,230)*

	%
Telephone	66
Online (through the Council website)	14
Email	7
In person	10
Post	2
Other	*
Don't know	1

**Q26 Have you contacted Ealing council for any reason, including using a council service or reporting a matter, in the last 6 months?**

*2012 Base: All respondents (3,230)*

	%
Yes	41
No	58
Don't know	*

**Q27 By what method did you contact Ealing council? If you have contacted the council more than once in the last 6 months please think of the most recent instance.**

*2012 Base: All who have had contact with Ealing Council in the last 6 months (1,333)*

	%
Telephone	60
Online (through the Council website)	15
Email	11
In person	9
Post	3
Other	*
Don't know	*

**Q28 How would you prefer to contact Ealing in the future?**

2012 Base: All respondents (3,230)

	%
Telephone	61
Email	14
Online (through their website)	13
In person	9
Post	2
Other	*
Don't know	1

**Q29 Have you ever visited the Ealing Council website? SINGLE CODE**

	2005/6	2007/8	2008	2009	2010	2012
	%	%	%	%	%	%
<b>Yes</b>	<b>30</b>	<b>37</b>	<b>42</b>	<b>41</b>	<b>41</b>	<b>47</b>
Yes, in the last month	10	13	14	18	18	17
Yes, in the last 12 months	17	21	25	21	21	27
Yes, over 12 months ago	3	3	3	2	2	3
No	70	59	56	58	59	52
Don't know/can't	-	4	1	1	1	1

**Q30 Have you used any of these services that are available on the Ealing Council Website?**

Base: Ask all who have ever visited the Ealing Council website (1,476)

	%
Refuse and recycling services (e.g. checking your collection day, ordering recycling bins, reporting a missed collection)	36
Parking services (e.g. applying/ renewing a parking permit, ordering visitor permit)	27
Making a payment (e.g. council tax, business rates, penalty charge notice)	21
For general information about the borough	12
Find out about events and leisure activities	11
Planning services (e.g. make/ view planning application, view a planning decision)	10
Library services (e.g. joining a library, viewing library catalogue, downloading e-books etc)	9
Reporting an issue	9
Find information about Council jobs	5
Contacting the council	5
Find information about how to make a complaint	4
Schools/Education/ OFSTED reports	3
Find information about Ealing Councillors	2
Completing a consultation/ questionnaire	1
Hire a Council venue	1
View committee agendas, minutes and reports	1

Q31

**Finally, do you have any other comments or suggestions so that Ealing council can improve the services it provides to residents of the borough?**

*Base: All respondents (3,230)*

	%
Litter/ Streets not clean	2
Refuse collection needs improving	2
Not enough visible policing	2
Need more parking	2
Garden waste collection/Have to pay for collection	2
Better switchboard/Able to get through quickly	2
Better communications needed /Keep us informed	2
Poor facilities for children	2
Poor recycling facilities	2
Listen to people	2
Poor roads/ pavements	1
Need 'Residents Only' parking	1
Not enough parks/ Not enough green spaces	1
Would like to know what's on in borough	1
Poor street lighting	1
Improve public transport	1
Respond to enquiries/ Answer queries	1
Council Tax too high	1
Poor repairs/Long wait for repairs	1
Closure of local hospital/ Local A and E	1
Improve the website	1
Improved safety/better security	1
Improve schools/Education	1
Need CCTV	1
Too much traffic/ Noisy traffic	1
Housing problems	1
Better complaints procedure	1
More provision for the Elderly	1

## SECTION 12: CLASSIFICATIONS

### Gender

	%
Male	50
Female	50

### Age

	%
18-24	12
25-34	26
35-44	21
45-54	16
55-59	6
60-64	5
65-69	6
70-74	3
75+	4

### D1. Adults in household

**Including yourself, how many people aged 18 years old or older live in your household?**

	%
1	15
2	53
3	20
4	9
5	2
6	1
7	*
8	*
9	0
10	*
More than 10	*
Refused	0

### D2. Children in household

**How many people aged 17 years old or younger live in your household?**

	%
1	18
2	19
3	5
4	1
5	*
6	*
7	*
8	*
9	*
10	*
More than 10	*
None	56
Refused	0

### D4. Socio-economic grade

	%
A	2
B	24
C1	35
C2	16
D	9
E	13

### D5. Which of the following best describes your work status

	%
Employee full-time (30+ hours per week)	54
Employee part-time (<30 hours per week)	7
Self employed, full or part-time	3
On a government supported training scheme (e.g. Modern Apprenticeship/ Training for Work)	*
Full-time education at school, college or university	6
Unemployed and available for work	5
Permanently sick/disabled	2
Wholly retired from work	15
Looking after the home	8
Doing something else	*

### D6. In which of these ways does your household occupy your current accommodation?

	%
Owned outright	27
Buying on a mortgage	37
Council rented	12
Private rented	18
Housing Association	4
Living with parents/relations	1
Other	1

### D7. And is your current accommodation...?

	%
A Detached house	5
A Semi-detached house	26
A Terraced house	41
A purpose built flat or maisonette	22
A converted flat or maisonette	5
Other	1

**D8. How long have you lived in the UK for?**

	%
All my life	58
All my life, but have spent a year or more living continuously in another country	1
0-6 months	*
7-12 months	*
1-2 years	1
2-5 years	4
6-20 years	18
21+ years but not all my life	17

**D9. How many cars or vans are owned, or available for use by one or more members of your household?**

	%
None	23
1	54
2	20
3	2
4 or more	1

**D10a. Which mode of transport do you use most commonly for trips within 2 miles of your home?**

	%
Car	34
Cycle	3
Walk	30
Bus	32
Train	1
Underground	3
Other	*

**D10b. And which mode of transport do you use most commonly for trips of more than 2 miles from home?**

	%
Car	53
Cycle	2
Walk	2
Bus	25
Train	8
Underground	13
Other	*

**D11. How many bicycles do you own in your household?**

	%
None	63
1	20
2	10
3	3
4 or more	3

**D12. How is your health in general? Would you say it is...**

	%
Very good	41
Good	46
Fair	9
Bad	2
Very bad	1

**D13. Do you have any long-standing illness, disability or infirmity? By this we mean anything that has affected your work or other regular daily activities over a period of time, or is likely to affect you over a period in the future**

	%
Yes	8
No	92

**D14. How would you describe your ethnic group? Just read out the letter.**

	%
<b>WHITE</b>	<b>56</b>
English / Welsh / Scottish / Northern Irish	42
Irish	3
Gypsy or Irish Traveller	*
Any other White background	11
<b>MIXED / MULTIPLE ETHNIC GROUPS</b>	<b>4</b>
White and Black Caribbean	1
White and Black African	*
White and Asian	1
Any other Mixed / multiple ethnic	2
<b>ASIAN / ASIAN BRITISH</b>	<b>25</b>
Indian	14
Pakistani	4
Bangladeshi	1
Chinese	1
Any other Asian background	5
<b>BLACK / AFRICAN / CARIBBEAN / BLACK BRITISH</b>	<b>9</b>
African	3
Caribbean	5
Any other Black / African / Caribbean background	1
<b>OTHER ETHNIC GROUP</b>	<b>5</b>
Arab	2
Any other ethnic group	3

## Ealing Residents' Survey 2012 (YOUNG PERSONS SURVEY)

Thank you very much for agreeing to take part in this survey. We are speaking to young Ealing residents aged 11 to 17, to ask you a few questions about local issues. It should take no more than five minutes and as a thank you for taking part, your name will be put into a prize draw to win an iPod.

I would like to assure you that all the information we collect will be kept in the strictest confidence, and used for research purposes only. It will not be possible to identify any particular individual or address in the results.

YP\_Q1. Which THREE of these are you PERSONALLY most concerned about in Ealing?

*Base: All respondents (314)*

	2009	2010	2012
	%	%	%
Not enough being done for young people	14	30	34
Lack of recreational facilities	15	18	26
Crime: including anti-social behaviour and	29	18	23
Lack of jobs	7	15	17
Lack of jobs for young people	11	13	14
Litter/dirt in streets	21	12	17
Dog fouling	12	10	16
Traffic congestion	11	7	11
Poor public transport	6	7	9
Street drinking	12	7	13
Standard of education/schools	7	5	13
Pollution of the environment including climate change	7	4	7
Not enough being done for elderly people	3	3	4
Rising prices/interest rates	2	3	2
The quality of roads and pavements	5	3	4
Level of Council Tax	2	2	4
Availability of parking	6	2	5
Lack of affordable housing	1	1	6
Parking enforcement	3	1	3
Quality of Health Service	3	-	7
Other	6	5	1
None of these	16	33	12



YP\_Q2.

**I would like to ask you about local services in Ealing. Please tell me how satisfied or dissatisfied you are with each of the following in your local area.**

*Base: All respondents (314)*

		Very satisfied	Fairly satisfied	Neither / Nor	Fairly dissatisfied	Very dissatisfied	Don't Know
a)	Refuse collection	% 21	44	12	4	1	18
b)	Street cleaning	% 27	46	13	8	2	5
c)	Street lighting	% 31	50	11	3	1	4
d)	Repair of roads and pavements	% 14	42	22	9	2	10
e)	Parks and open spaces	% 35	40	11	8	3	3
f)	Playgrounds	% 28	33	16	6	4	13
g)	Nursery education (under 5s)	% 17	22	12	1	1	48
h)	Primary education (5-11)	% 28	30	16	2	*	23
i)	Secondary education (11-18)	% 31	38	16	5	1	9
j)	Adult education/evening classes	% 5	11	14	2	1	67
k)	Education for those with special needs	% 7	8	13	3	1	68
l)	Arts and cultural facilities	% 8	21	25	9	4	33
m)	Leisure and sports facilities (including swimming pools)	% 22	36	14	17	5	6
n)	Libraries	% 27	40	15	5	1	12
o)	Children's Social Services	% 4	13	13	1	1	68
p)	Adult Social Services	% 4	10	12	2	1	72
q)	Council Housing	% 4	15	11	1	4	65
r)	Recycling services	% 18	40	12	4	1	25
s)	Recycling facilities	% 19	38	15	4	1	23
t)	Public Transport	% 33	40	11	8	3	5
u)	Policing	% 22	30	19	9	2	18
v)	Housing benefit/council tax benefit service	% 3	12	13	2	1	69
w)	Parking services	% 4	15	18	7	3	54
x)	Ealing NHS Hospital	% 10	32	16	4	4	34
y)	Other local NHS hospitals	% 6	24	18	2	1	50
z)	Local NHS GPs	% 36	43	9	3	1	9
aa)	Local NHS dentists	% 25	35	15	2	2	21
bb)	Any other local NHS services	% 3	20	18	1	1	56

YP\_Q2 I would like to ask you about local services in Ealing. Please tell me how satisfied or dissatisfied you are with each of the following in your local area.

Base: All respondents (314)

**Respondents saying 'very satisfied/satisfied' (Summary table)**

		2010	2012
		%	%
a)	Refuse collection	75	65
b)	Street cleaning	75	72
c)	Street lighting	83	81
d)	Repair of roads and pavements	63	57
e)	Parks and open spaces	79	75
f)	Playgrounds	57	61
g)	Nursery education (under 5s)	41	39
h)	Primary education (5-11)	67	58
i)	Secondary education (11-18)	81	69
j)	Adult education/evening classes	12	17
k)	Education for those with special needs	13	15
l)	Arts and cultural facilities	44	29
m)	Leisure and sports facilities (including swimming pools)	73	58
n)	Libraries	76	66
o)	Children's Social Services	5	17
p)	Adult Social Services	4	14
q)	Council Housing	14	19
r)	Recycling services	65	58
s)	Recycling facilities	65	57
t)	Public Transport	80	73
u)	Policing	43	52
v)	Housing benefit/council tax benefit service	8	16
w)	Parking services	16	19
x)	Ealing NHS Hospital	41	42
y)	Other local NHS hospitals	33	30
z)	Local NHS GPs	81	79
aa)	Local NHS dentists	73	60
bb)	Any other local NHS services	28	23

YP\_Q3. Do you agree or disagree that you can influence decisions affecting your local area?

Base: All respondents (314)

	2010	2012
	%	%
Strongly agree	2	7
Tend to agree	18	24
Neither agree nor disagree	16	17
Tend to disagree	8	21
Strongly disagree	28	15
Don't know	27	16

## CLASSIFICATIONS

### D1. Gender

	%
Male	51
Female	49

### D2. What was your age on your last birthday?

	%
11 years	18
12 years	20
13 years	15
14 years	15
15 years	11
16 years	12
17 years	9

### D3. Do you have any long-standing illness, disability or infirmity? By this we mean anything that has affected your work or other regular daily activities over a period of time, or is likely to affect you over a period in the future

	%
Yes	3
No	95
Not stated	2

### D4. How would you describe your ethnic group? Just read out the letter that applies.

	%
<b>WHITE</b>	<b>46</b>
English / Welsh / Scottish / Northern Irish / British	35
Gypsy or Irish Traveller	*
Any other White background	11
<b>MIXED / MULTIPLE ETHNIC GROUPS</b>	<b>5</b>
White and Black Caribbean	1
White and Black African	1
White and Asian	1
Any other Mixed / multiple ethnic background	2
<b>ASIAN / ASIAN BRITISH</b>	<b>30</b>
Indian	14
Pakistani	5
Bangladeshi	1
Chinese	1
Any other Asian background	9
<b>BLACK / AFRICAN / CARIBBEAN / BLACK BRITISH</b>	<b>15</b>
African	10
Caribbean	3
Any other Black / African / Caribbean background	2
<b>OTHER ETHNIC GROUP</b>	<b>4</b>
Arab	2
Any other ethnic group	2
Refused	0