

# Ealing Residents' Survey 2014

## Topline Findings (December 2014)

### Adults' Survey:

- Results are based on interviews with 2,306 residents aged 18+ across The London Borough of Ealing.
- Interviews were carried out face-to-face, in home, across the Borough in 288 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.90 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 315 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 9 October and 30 November 2014.
- 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 2014 study: 2005/6 (base unknown to ICM), 2007/8 (3,023), 2008 (3,030), 2009 (3,015), 2010 (3,365) and 2012 (3,230).
- Study undertaken by ICM Unlimited on behalf of The London Borough of Ealing.

QA. Firstly, can I just check, have you lived in the London Borough of Ealing for more than 6 months?

|                   | %   |
|-------------------|-----|
| Yes               | 100 |
| No/Can't remember | *   |

## Section 1: Satisfaction with Local Area and the Council

Q1. How satisfied or dissatisfied are you with your local area as a place to live?<sup>1</sup>  
2014 Base: All respondents (2,306)

|                     | 2002/3    | 2003/4    | 2005/6    | 2007/8    | 2008       | 2009       | 2010       | 2012       | 2014       |
|---------------------|-----------|-----------|-----------|-----------|------------|------------|------------|------------|------------|
|                     | %         | %         | %         | %         | %          | %          | %          | %          | %          |
| Very satisfied      | -         | -         | -         | -         | 16         | 23         | 48         | 39         | 39         |
| Fairly satisfied    | -         | -         | -         | -         | 68         | 60         | 36         | 40         | 42         |
| Neither/Nor         | -         | -         | -         | -         | 7          | 10         | 8          | 14         | 9          |
| Fairly dissatisfied | -         | -         | -         | -         | 7          | 6          | 6          | 4          | 7          |
| Very dissatisfied   | -         | -         | -         | -         | 2          | 1          | 2          | 2          | 3          |
| 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>82</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>9</b>   |
| <b>Net</b>          | <b>-</b>  | <b>-</b>  | <b>-</b>  | <b>-</b>  | <b>+75</b> | <b>+75</b> | <b>+75</b> | <b>+73</b> | <b>+72</b> |

Q2.A Why do you say that?

Base: All who are satisfied with their local area

|   | 2009          | 2010    | 2012    | 2014    |
|---|---------------|---------|---------|---------|
|   | %             | %       | %       | %       |
|   | Base: (2,477) | (2,766) | (2,547) | (1,880) |
| Quiet area / neighbourhood  | 53            | 38      | 34      | 37      |
| Friendly neighbours / good people in area                                     | 47            | 51      | 44      | 36      |
| Has good access to public transport services (Bus routes, railway, bus-stops) | 14            | 26      | 20      | 34      |
| Nice location   | 24            | 23      | 25      | 31      |
| Lack of problems / No complaints  | 31            | 40      | 40      | 23      |
| Close to social amenities (shops, education centres, leisure facilities)      | 12            | 24      | 16      | 19      |
| Live in area long time / have historical links with neighbourhood             | 20            | 15      | 11      | 17      |
| Clean / tidy environment  | 20            | 17      | 12      | 15      |
| Feel safe / low levels of crime / high security within area                   | 13            | 22      | 10      | 15      |
| Parks and opens spaces  | 5             | 16      | 5       | 10      |
| It has changed/improved over time   | 1             | 7       | 1       | 3       |
| Left alone / not bothered by people   | 3             | 22      | 3       | 3       |
| Other   | 1             | 2       | *       | 5       |
| No particular reason  | 4             | 5       | 1       | 3       |
| Don't know  | 1             | *       | *       | 1       |

<sup>1</sup> Question wording changed in 2014.

## Q2.B Why do you say that?

Base: All who are dissatisfied with their neighbourhood

|   | 2009  | 2010  | 2012  | 2014  |
|---|-------|-------|-------|-------|
|   | %     | %     | %     | %     |
| Base:   | (230) | (314) | (223) | (215) |
| Rubbish or litter   | 41    | 27    | 27    | 40    |
| Crime (e.g. drug dealing/ burglary/ fear of assault)        | 63    | 39    | 42    | 35    |
| Parking problems  | 10    | 30    | 25    | 30    |
| General nuisance youths                                     | 28    | 26    | 25    | 14    |
| Noisy or disruptive people in the area                      | 29    | 25    | 28    | 14    |
| Too much traffic/noisy traffic                              | -     | -     | 4     | 8     |
| Vandalism & graffiti  | 40    | 17    | 9     | 8     |
| Lack of shops and services                                  | 8     | 5     | 7     | 6     |
| Immigration/type of people in the area have changed         | 12    | 21    | 20    | 6     |
| Harassment/bullying/intimidation                            | 17    | 5     | 12    | 6     |
| Lack of green space   | 2     | 5     | 2     | 4     |
| Vermin/ rats/ mice  | -     | -     | 1     | 4     |
| Abandoned cars  | -     | -     | 1     | 4     |
| Poor state of housing/ house needs repairs                  | -     | -     | -     | 4     |
| Poor state of the area/ gone downhill                       | -     | -     | *     | 4     |
| Fly tipping   |       |       | 1     | 3     |
| Drinking in the streets                                     | -     | -     | 6     | 3     |
| Poor state of roads/ pavements                              | -     | -     | -     | 3     |
| Poor transport links  | 3     | 4     | 6     | 1     |
| Trees   |       |       | *     | 1     |
| Negative about the council/ don't do anything/ don't listen | -     | -     | -     | 1     |
| Building/ construction in the area                          | -     | -     | -     | 1     |
| Drugs   | 7     | 7     | 4     | 0     |
| Dog fouling   | -     | -     | 4     | 0     |
| Recycling/Refuse collection                                 | -     | -     | 2     | 0     |
| Poor neighbours   | -     | -     | 2     | 0     |
| Not enough visible policing                                 | -     | -     | 2     | 0     |
| Anti-social behaviour                                       | 2     | 2     | 2     | 0     |
| Too many people   |       |       | 1     | 0     |
| Poor roads/pavements  |       |       | 1     | 0     |
| Children loitering/Gangs of youths                          |       |       | 1     | 0     |
| Overcrowding of properties                                  |       |       | 1     | 0     |
| Poor quality of shops/Too many pound shops/Shops rundown    |       |       | 1     | 0     |
| Too many rented properties                                  |       |       | *     | 0     |
| Council tax   |       |       | *     | 0     |
| Other   | 7     | 7     | 6     | 5     |
| No particular reason  | 2     | -     | 1     | 1     |
| Don't know  | -     | *     | *     | 3     |

Q3. **How satisfied or dissatisfied are you with the way Ealing Council runs things?**  
 2014 Base: All respondents (2,306)

|                     | 2007/08    | 2008       | 2009       | 2010       | 2012       | 2014       |
|---------------------|------------|------------|------------|------------|------------|------------|
|                     | %          | %          | %          | %          | %          | %          |
| Very satisfied      | 7          | 4          | 6          | 19         | 13         | 20         |
| Fairly satisfied    | 62         | 67         | 64         | 50         | 55         | 54         |
| Neither/Nor         | 20         | 16         | 20         | 15         | 18         | 14         |
| Fairly dissatisfied | 7          | 8          | 6          | 9          | 7          | 6          |
| Very dissatisfied   | 2          | 3          | 2          | 3          | 4          | 3          |
| Don't know          | 1          | 2          | 2          | 3          | 3          | 3          |
|                     |            |            |            |            |            |            |
| <b>Satisfied</b>    | <b>69</b>  | <b>71</b>  | <b>70</b>  | <b>69</b>  | <b>67</b>  | <b>74</b>  |
| <b>Dissatisfied</b> | <b>9</b>   | <b>11</b>  | <b>8</b>   | <b>13</b>  | <b>12</b>  | <b>9</b>   |
| <b>Net</b>          | <b>+60</b> | <b>+60</b> | <b>+62</b> | <b>+56</b> | <b>+56</b> | <b>+65</b> |

Q4. **To what extent do you agree or disagree that Ealing Council provides value for money?<sup>2</sup>**  
 2014 Base: All respondents (2,306)

|                            | %         |
|----------------------------|-----------|
| Strongly agree             | 15        |
| Tend to agree              | 51        |
| Neither agree nor disagree | 18        |
| Tend to disagree           | 7         |
| Strongly disagree          | 4         |
| Don't know                 | 4         |
|                            |           |
| <b>Agree</b>               | <b>66</b> |
| <b>Disagree</b>            | <b>11</b> |
| <b>Net: Agree</b>          | <b>55</b> |

<sup>2</sup> Statement previously included as part of Q6. Due to the change in question wording, results are not directly comparable with previous years.

## Section 2: Concerns of Residents

Q5. Which THREE of these are you PERSONALLY most concerned about in Ealing?  
2014 Base: All respondents (2,306)

|   | 2009<br>% | 2010<br>% | 2012<br>% | 2014<br>% |
|---|-----------|-----------|-----------|-----------|
| Traffic congestion                                    | 19        | 15        | 19        | 21        |
| Litter/dirt in streets                                | 20        | 11        | 12        | 21        |
| Lack of affordable housing                            | 6         | 7         | 17        | 20        |
| Quality of Health Service                             | 6         | 6         | 19        | 17        |
| Crime: including anti-social behaviour and terrorism  | 29        | 20        | 20        | 16        |
| Level of Council Tax                                  | 16        | 13        | 18        | 14        |
| Lack of jobs  | 7         | 15        | 19        | 14        |
| Lack of jobs for young people                         | 6         | 11        | 17        | 13        |
| The quality of roads and pavements                    | 13        | 10        | 11        | 12        |
| Availability of parking                               | 15        | 14        | 13        | 12        |
| Lack of facilities for young people                   | 10        | 11        | 18        | 11        |
| Parking enforcement                                   | 11        | 11        | 12        | 10        |
| Dog fouling   | 10        | 8         | 6         | 7         |
| Rising prices/interest rates                          | 4         | 3         | 7         | 6         |
| Lack of recreational facilities                       | 5         | 4         | 9         | 6         |
| Standard of education/schools                         | 6         | 4         | 6         | 5         |
| Pollution of the environment including climate change | 4         | 2         | 4         | 5         |
| Not enough being done for elderly people              | 5         | 2         | 10        | 4         |
| Street drinking                                       | 11        | 6         | 6         | 3         |
| Poor public transport                                 | 4         | 3         | 6         | 3         |
| Other   | 8         | 12        | *         | 8         |
| None of these   | 13        | 23        | 8         | 13        |

### Section 3: Attitudes towards the Council & its services

- Q6. 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?  
2014 Base: All respondents (2,306)

| The council... |  |   | A great deal | To some extent | Not very much | Not at all | Don't Know |
|----------------|--|---|--------------|----------------|---------------|------------|------------|
| a)             | Is doing a good job  | % | 12           | 64             | 16            | 3          | 4          |
| b)             | Is efficient and well run                                  | % | 12           | 54             | 20            | 4          | 10         |
| c)             | Involves residents when making decisions                   | % | 9            | 41             | 28            | 8          | 13         |
| d)             | Listens to concerns of local residents                     | % | 9            | 45             | 29            | 8          | 10         |
| e)             | Is easy to contact   | % | 19           | 52             | 15            | 6          | 8          |
| f)             | Responds quickly when asked for help                       | % | 9            | 41             | 28            | 8          | 13         |
| g)             | Keeps residents informed about what it is doing            | % | 11           | 52             | 25            | 6          | 7          |
| h)             | Has staff who are friendly and polite                      | % | 16           | 58             | 12            | 3          | 12         |
| i)             | Is making the local area a better place for people to live | % | 11           | 58             | 21            | 6          | 5          |
| j)             | Makes a difference in my neighbourhood                     | % | 9            | 54             | 23            | 7          | 7          |
| k)             | Is making the local area a better place for people to work | % | 8            | 46             | 20            | 7          | 19         |

- Q6. 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?  
2014 Base: All respondents (2,306)

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

| The council... |  | 2007/08 | 2008 | 2009 | 2010 | 2012 | 2014 |
|----------------|--|---------|------|------|------|------|------|
|                |  | %       | %    | %    | %    | %    | %    |
| a)             | Is doing a good job  | 77      | 78   | 81   | 80   | 80   | 76   |
| b)             | Is efficient and well run                                  | 69      | 72   | 69   | 71   | 70   | 66   |
| c)             | Involves residents when making decisions                   | 57      | 60   | 61   | 46   | 49   | 50   |
| d)             | Listens to concerns of local residents                     | 53      | 55   | 58   | 50   | 54   | 53   |
| e)             | Is easy to contact   | -       | 54   | 59   | 54   | 53   | 71   |
| f)             | Responds quickly when asked for help                       | 51      | 51   | 56   | 48   | 52   | 51   |
| g)             | Keeps residents informed about what it is doing            | 63      | 69   | 73   | 60   | 61   | 62   |
| h)             | Has staff who are friendly and polite                      | 67      | 68   | 73   | 70   | 74   | 74   |
| i)             | Is making the local area a better place for people to live | 64      | 62   | 71   | 64   | 68   | 68   |
| j)             | Makes a difference in my neighbourhood                     | 60      | 58   | 65   | 58   | 62   | 63   |
| k)             | Is making the local area a better place for people to work | 55      | 44   | 53   | 46   | 47   | 54   |

**Q7. 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.**  
 2014 Base: All respondents (2,306)

**Q8. Which of these local services have you used/have experience of?**  
 2014 Base: All respondents (2,306)

|     |  | <b>Q7</b>      |                  |               |                     |                   |            | <b>Q8</b> |
|-----|--|----------------|------------------|---------------|---------------------|-------------------|------------|-----------|
|     |  | Very satisfied | Fairly satisfied | Neither / Nor | Fairly dissatisfied | Very dissatisfied | Don't know | %         |
| a)  | Refuse collection  | % 38           | 49               | 5             | 5                   | 3                 | *          | 75        |
| b)  | Street cleaning  | % 31           | 48               | 9             | 8                   | 3                 | *          | 61        |
| c)  | Street lighting  | % 43           | 46               | 6             | 3                   | 1                 | 1          | 55        |
| d)  | Repair of roads and pavements                            | % 15           | 46               | 16            | 14                  | 7                 | 1          | 46        |
| e)  | Parks and open spaces                                    | % 39           | 43               | 9             | 3                   | 2                 | 3          | 55        |
| f)  | Playgrounds  | % 18           | 28               | 12            | 3                   | 1                 | 38         | 22        |
| g)  | Nursery education (under 5s)                             | % 14           | 21               | 8             | 1                   | 1                 | 55         | 17        |
| h)  | Primary education (5-11)                                 | % 15           | 23               | 8             | 2                   | 1                 | 52         | 21        |
| i)  | Secondary education (11-18)                              | % 12           | 21               | 8             | 2                   | 1                 | 55         | 16        |
| j)  | Adult education/evening classes                          | % 6            | 11               | 9             | 1                   | 1                 | 72         | 7         |
| k)  | Education for those with special needs                   | % 3            | 9                | 8             | 1                   | 1                 | 78         | 4         |
| l)  | Arts and cultural facilities                             | % 9            | 29               | 14            | 4                   | 2                 | 43         | 18        |
| m)  | Leisure and sports facilities (including swimming pools) | % 20           | 42               | 12            | 4                   | 2                 | 19         | 38        |
| n)  | Libraries  | % 27           | 40               | 10            | 3                   | 2                 | 19         | 42        |
| o)  | Children's Social Services                               | % 3            | 12               | 9             | 1                   | 1                 | 75         | 5         |
| p)  | Adult Social Services                                    | % 3            | 9                | 9             | 1                   | 1                 | 77         | 4         |
| q)  | Council Housing  | % 3            | 15               | 16            | 7                   | 3                 | 55         | 12        |
| r)  | Recycling services                                       | % 30           | 49               | 9             | 4                   | 2                 | 6          | 58        |
| s)  | Recycling facilities                                     | % 26           | 50               | 10            | 4                   | 2                 | 8          | 56        |
| t)  | Public Transport   | % 45           | 43               | 5             | 1                   | 1                 | 4          | 61        |
| u)  | Policing   | % 19           | 40               | 17            | 5                   | 2                 | 17         | 26        |
| v)  | Housing benefit/council tax benefit service              | % 5            | 20               | 18            | 3                   | 2                 | 53         | 14        |
| w)  | Parking services   | % 7            | 35               | 19            | 12                  | 8                 | 18         | 37        |
| x)  | Ealing NHS Hospital                                      | % 16           | 43               | 13            | 10                  | 7                 | 12         | 52        |
| y)  | Other local NHS hospitals                                | % 15           | 31               | 13            | 4                   | 3                 | 34         | 30        |
| z)  | Local NHS GPs  | % 30           | 50               | 9             | 5                   | 3                 | 3          | 75        |
| aa) | Local NHS dentists                                       | % 23           | 47               | 10            | 3                   | 1                 | 16         | 53        |
| bb) | Any other local NHS services                             | % 12           | 26               | 14            | 2                   | 1                 | 45         | 15        |

- Q7. **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.**  
 2014 Base: All respondents (2,306)

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

|     |   | 2007/08<br>% | 2008<br>% | 2009<br>% | 2010<br>% | 2012<br>% | 2014<br>% |
|-----|---|--------------|-----------|-----------|-----------|-----------|-----------|
| a)  | Refuse collection   | 76           | 83        | 83        | 84        | 79        | 86        |
| b)  | Street cleaning   | 65           | 76        | 76        | 79        | 81        | 79        |
| c)  | Street lighting   | 72           | 82        | 83        | 83        | 85        | 89        |
| d)  | Repair of roads and pavements   | 47           | 55        | 55        | 53        | 53        | 61        |
| e)  | Parks and open spaces <sup>3</sup>                                    | -            | 75        | 74        | 74        | 76        | 83        |
| f)  | Playgrounds <sup>4</sup>  | -            | 49        | 45        | 39        | 51        | 46        |
| g)  | Nursery education (under 5s)  | 29           | 29        | 28        | 28        | 34        | 35        |
| h)  | Primary education (5-11)  | 33           | 33        | 30        | 32        | 37        | 37        |
| i)  | Secondary education (11-18)   | 29           | 29        | 24        | 28        | 34        | 33        |
| j)  | Adult education/evening classes                                       | 24           | 23        | 19        | 17        | 19        | 17        |
| k)  | Education for those with special needs                                | 18           | 17        | 12        | 10        | 16        | 12        |
| l)  | Arts and cultural facilities  | 35           | 32        | 29        | 39        | 35        | 37        |
| m)  | Leisure and sports facilities (including swimming pools) <sup>5</sup> | 45           | 47        | 42        | 56        | 51        | 63        |
| n)  | Libraries   | 56           | 59        | 56        | 64        | 61        | 67        |
| o)  | Children's Social Services  | -            | 18        | 13        | 7         | 18        | 14        |
| p)  | Adult Social Services   | -            | 16        | 13        | 8         | 17        | 12        |
| q)  | Council Housing   | 24           | 22        | 16        | 17        | 23        | 19        |
| r)  | Recycling services  | -            | -         | 72        | 78        | 72        | 79        |
| s)  | Recycling facilities  | 64           | 75        | 73        | 78        | 72        | 77        |
| t)  | Public Transport  | 63           | 70        | 78        | 73        | 76        | 89        |
| u)  | Policing  | 51           | 54        | 62        | 47        | 58        | 59        |
| v)  | Housing benefit/council tax benefit service                           | 27           | 23        | 22        | 18        | 25        | 24        |
| w)  | Parking services  | -            | 38        | 41        | 20        | 41        | 42        |
| x)  | Ealing NHS Hospital   | -            | 46        | 49        | 56        | 58        | 59        |
| y)  | Other local NHS hospitals   | -            | 52        | 47        | 45        | 44        | 46        |
| z)  | Local NHS GPs   | -            | 74        | 74        | 77        | 81        | 80        |
| aa) | Local NHS dentists  | -            | 61        | 59        | 58        | 57        | 70        |
| bb) | Any other local NHS services  | -            | 45        | 39        | 39        | 30        | 38        |

<sup>3</sup> Previously combined with playgrounds (pre-2008).

<sup>4</sup> Previously combined with parks and open spaces (pre-2008).

<sup>5</sup> Swimming pools reference added in 2008 (pre-2008).



## Section 4: Transport & Cycling

Q9. **The following are some changes that people might make to their lifestyles. In each case, which answer applies to you personally at the moment?**

2014 Base: All respondents (2,306)

|   | a) Switching to cycling or walking<br>% | b) Switching to public transport<br>% |
|---|---|---------------------------------------|
| I'm already doing this and intend to keep it up                   | 57                                      | 70                                    |
| I don't really want to do this                                    | 20                                      | 10                                    |
| I'm thinking about doing this                                     | 5                                       | 4                                     |
| I haven't really thought about doing this                         | 4                                       | 3                                     |
| I've tried doing this, but I've given up                          | 4                                       | 4                                     |
| I'm already doing this. But I probably won't manage to keep it up | 3                                       | 3                                     |
| I've thought about doing this, but probably won't do it           | 2                                       | 2                                     |
| Don't know  | 4                                       | 5                                     |

Q10. **Which, if any, of the following things stop you from cycling and walking more, or at all? Just read out the letter(s) which apply.**

2014 Base: All respondents (2,306)

|   | a) Stops me from cycling<br>% | b) Stops me from walking<br>% |
|---|-------------------------------|-------------------------------|
| I don't feel safe                                     | 24                            | 3                             |
| I prefer other means of transport                     | 15                            | 6                             |
| Distance/ length of journey                           | 9                             | 10                            |
| My age  | 8                             | 2                             |
| The weather   | 7                             | 5                             |
| I am too busy   | 5                             | 4                             |
| I have to carry too many/heavy things with me         | 5                             | 6                             |
| Traffic congestion                                    | 4                             | 1                             |
| I have physical difficulties/ disabilities            | 3                             | 2                             |
| I don't feel fit enough                               | 3                             | 2                             |
| None of these – I do this regularly                   | 23                            | 59                            |
| None of these – I don't want to do this/ do this more | 12                            | 4                             |
| Other   | 5                             | 1                             |
| Don't know/ can't say                                 | 5                             | 5                             |

## Section 5: Housing and Town Centres

Q11. Overall, how satisfied or dissatisfied are you with your home in terms of each of the following?  
2014 Base: All respondents (2,306)

|   | Very satisfied | Fairly satisfied | Neither/nor | Fairly dissatisfied | Very dissatisfied | Don't know / Can't say | Total: Satisfied | Total: Dissatisfied |
|---|----------------|------------------|-------------|---------------------|-------------------|------------------------|------------------|---------------------|
|   | %              | %                | %           | %                   | %                 | %                      | %                | %                   |
| a) Your home's <u>size</u> (i.e. number of rooms/ bedrooms available for everyone's use in the household) | 54             | 38               | 3           | 3                   | 1                 | *                      | 92               | 4                   |
| b) Your home's <u>location</u> (i.e. located on quiet/ busy road, close to shops, parks etc.)             | 57             | 37               | 3           | 2                   | 1                 | *                      | 94               | 3                   |
| c) Your home's <u>quality</u> (i.e. quality of building, fittings, flooring etc.)                         | 51             | 40               | 5           | 3                   | 1                 | 1                      | 90               | 4                   |
| d) Your home's <u>cost</u> (i.e. amount of rent or mortgage you have to pay every month)                  | 32             | 37               | 12          | 9                   | 3                 | 7                      | 69               | 12                  |

Q12. Approximately what percentage of your monthly household income do you spend on paying the mortgage or rent for your home every month?  
2014 Base: All respondents (2,306)

|  | %  |
|--|----|
| Less than 5%                                       | 9  |
| Between 6% and 10%                                 | 3  |
| Between 11% and 15%                                | 2  |
| Between 16% and 20%                                | 6  |
| Between 21% and 25%                                | 7  |
| Between 26% and 30%                                | 9  |
| Between 31% and 35%                                | 5  |
| Between 36% and 40%                                | 6  |
| Between 41% and 45%                                | 4  |
| Between 46% and 50%                                | 6  |
| Between 51% and 55%                                | 3  |
| Between 56% and 60%                                | 3  |
| Between 61% and 65%                                | 1  |
| Between 66% and 70%                                | 1  |
| Between 71% and 75%                                | *  |
| Between 76% and 80%                                | *  |
| Over 80%   | *  |
| Live rent free/Live with parents/friends rent free | 11 |
| Don't know/ can't say                              | 23 |

## Q13. Which ONE of the following town centres would you say you visit most often?

2014 Base: All respondents (2,306)

|  | 2005/6    | 2007/8    | 2008      | 2009      | 2010      | 2012      | 2014      |
|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
|  | %         | %         | %         | %         | %         | %         | %         |
| Acton                                  | 8         | 7         | 5         | 7         | 7         | 9         | 12        |
| Ealing Broadway                        | -         | -         | 49        | 51        | 52        | 53        | 50        |
| <i>Ealing Broadway and West Ealing</i> | <i>52</i> | <i>53</i> | <i>54</i> | <i>56</i> | <i>55</i> | <i>57</i> | <i>54</i> |
| Greenford                              | 10        | 9         | 9         | 9         | 10        | 8         | 11        |
| Hanwell                                | 2         | 1         | 1         | 1         | 1         | 1         | 2         |
| Northolt                               | 1         | 1         | 1         | 1         | 2         | 2         | 2         |
| Southall                               | 8         | 8         | 7         | 8         | 10        | 8         | 8         |
| West Ealing                            | -         | -         | 5         | 5         | 3         | 4         | 3         |
| Other                                  | -         | 19        | 15        | 8         | 10        | *         | 9         |
| None                                   | -         | 1         | 0         | 9         | 3         | 6         | 2         |
| Don't know                             | -         | 1         | 6         | 1         | 1         | 6         | *         |

## Q14. Thinking about the town centre you mentioned at the last question, how satisfied or dissatisfied are you with each of the following?

2014 Base: All respondents (2,306)

|    |  | Very satisfied | Fairly satisfied | Fairly dissatisfied | Very dissatisfied | Not applicable |
|----|--|----------------|------------------|---------------------|-------------------|----------------|
| a) | Range of high street shops e.g. Boots, M&S                                 | % 30           | 49               | 13                  | 6                 | 3              |
| b) | Range of food shops  | % 34           | 54               | 7                   | 2                 | 2              |
| c) | Provision of libraries   | % 32           | 44               | 6                   | 2                 | 16             |
| d) | Provision of Banks and Building Societies                                  | % 42           | 47               | 6                   | 1                 | 4              |
| e) | Provision of services e.g. solicitors, council advice centre, Post Office  | % 33           | 51               | 7                   | 1                 | 7              |
| f) | Facilities for pedestrians e.g. benches, bus stops, litter bins            | % 32           | 51               | 12                  | 2                 | 3              |
| h) | General upkeep and cleanliness of the town centre e.g. litter and graffiti | % 29           | 54               | 12                  | 3                 | 2              |
| i) | Provision of parks and open spaces   | % 31           | 49               | 8                   | 2                 | 9              |
| j) | Availability of car parking  | % 20           | 39               | 16                  | 9                 | 16             |

Q14. **Thinking about the town centre you mentioned at the last question, how satisfied or dissatisfied are you with each of the following?**

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

*Base: All residents visiting a town centre*

|   | 2005/6  | 2007/8  | 2008    | 2009    | 2010    | 2012    | 2014    |
|---|---------|---------|---------|---------|---------|---------|---------|
|   | %       | %       | %       | %       | %       | %       | %       |
| Base:   | (1,022) | (2,964) | (2,822) | (2,704) | (2,879) | (3,230) | (2,306) |
| a) Range of high street shops e.g. Boots, M&S                                 | 74      | 79      | 72      | 72      | 73      | 75      | 78      |
| b) Range of food shops  | 77      | 84      | 77      | 76      | 85      | 80      | 88      |
| c) Provision of libraries   | 76      | 75      | 73      | 73      | 72      | 72      | 76      |
| d) Provision of Banks and Building Societies                                  | 90      | 87      | 85      | 90      | 89      | 84      | 90      |
| e) Provision of services e.g. solicitors, council advice centre, Post Office  | 68      | 85      | 80      | 83      | 85      | 80      | 84      |
| f) Facilities for pedestrians e.g. benches, bus stops, litter bins            | 77      | 84      | 79      | 87      | 83      | 80      | 83      |
| h) General upkeep and cleanliness of the town centre e.g. litter and graffiti | 66      | 76      | 75      | 79      | 79      | 79      | 82      |
| i) Provision of parks and open spaces   | 77      | 83      | 78      | 80      | 75      | 77      | 81      |
| j) Availability of car parking  | -       | 63      | 55      | 61      | 48      | 63      | 59      |

Q15. **To what extent do you agree or disagree with the following statements regarding Heathrow Airport?**  
 2014 Base: All respondents (2,306)

|   | Strongly agree | Tend to agree | Neither agree nor disagree | Tend to disagree | Strongly disagree | Don't Know | Total: Agree | Total: Disagree |
|---|----------------|---------------|----------------------------|------------------|-------------------|------------|--------------|-----------------|
|   | %              | %             | %                          | %                | %                 | %          | %            | %               |
| a) <b>The benefits of Heathrow generally outweigh the disadvantages</b>                               | 42             | 43            | 8                          | 2                | 1                 | 5          | <b>84</b>    | <b>3</b>        |
| b) <b>Heathrow plays an important role in the West London economy</b>                                 | 49             | 40            | 6                          | 1                | *                 | 4          | <b>88</b>    | <b>1</b>        |
| c) <b>Having Heathrow as a successful hub airport is critical to the UK's future economic success</b> | 42             | 40            | 9                          | 2                | 2                 | 5          | <b>82</b>    | <b>4</b>        |
| d) <b>Heathrow is working to keep the noise from flights to a minimum</b>                             | 27             | 41            | 14                         | 4                | 2                 | 13         | <b>68</b>    | <b>6</b>        |

## Section 6: Community Cohesion and Civic Participation

Q16. **To what extent do you agree or disagree that this local area is a place where...?**  
 2014 Base: All respondents (2,306)

|    |   | 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 | % 38             | 52            | 4                | 2                   | *                                   | *                            | 3          |
| b) | People respect ethnic differences between people              | % 37             | 54            | 4                | 2                   | *                                   | *                            | 3          |

Q16. **To what extent do you agree or disagree that this local area is a place where...?**  
 2014 Base: All respondents (2,306)

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

|    | 2003/4  | 2005/6 | 2007/8 | 2008 | 2009 | 2010 | 2012 | 2014 |    |
|----|---|--------|--------|------|------|------|------|------|----|
|    | %   | %      | %      | %    | %    | %    | %    | %    |    |
| a) | People from different ethnic backgrounds get on well together | 71     | 71     | 86   | 89   | 89   | 80   | 90   | 91 |
| b) | People respect ethnic differences between people              | -      | -      | 85   | 87   | 88   | 79   | 88   | 91 |

Q17. **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.**

**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?**  
 2014 Base: All respondents (2,306)

|   | 2010      | 2012      | 2014      |
|---|-----------|-----------|-----------|
|   | %         | %         | %         |
| <b>NET: Have volunteered</b>  | <b>10</b> | <b>18</b> | <b>18</b> |
| At least once a week  | 2         | 5         | 5         |
| Less than once a week but at least once a month   | 2         | 3         | 4         |
| Less often  | 3         | 5         | 6         |
| I give unpaid help as an individual only and not through group(s), club(s) or organisation(s) | 2         | 5         | 3         |
| I have not given any unpaid help at all over the last 12 months                               | 88        | 80        | 78        |
| Don't know  | 2         | 3         | 4         |

Q18. **I'm going to show you are a number of possible ways in which people could get more involved in their local community. Which, if any, have you done in the last 12 months/would be willing to get involved with in future?**

2014 Base: All respondents (2,306)

|   | a) Have done in the last 12 months | b) Willing to get involved with in future |
|---|------------------------------------|---|
| Do a quick favour or chore for a neighbour. e.g. a grocery shop                                       | 16                                 | 27  |
| Clear the public footpath of snow, ice or leaves outside your home                                    | 9                                  | 18  |
| Report environmental issues such as fly tipping, dog fouling or pot holes                             | 4                                  | 11  |
| Help to maintain pavements and/or grass verges by your home   | 4                                  | 7   |
| Help to organise fund raising for a local community facility  | 3                                  | 6   |
| Volunteer to help out at a local day centre for older people  | 2                                  | 7   |
| Represent yours and your neighbours' views at a local public meeting                                  | 2                                  | 6   |
| Help out at a local public library  | 1                                  | 5   |
| Keep parks tidy and/or maintain flower beds   | 1                                  | 3   |
| Help run or manage a local youth club   | 1                                  | 4   |
| Organise a group of local volunteers to help clean up your neighbourhood. E.g. painting over graffiti | 1                                  | 2   |
| None of the above   | 72                                 | 44  |
| Don't know  | 4                                  | 13  |

## Section 7: Participation in Local Democracy

Q19. **Did you vote in the local council elections in May 2014?**

2014 Base: All respondents (2,306)

|                            | %  |
|----------------------------|----|
| Yes                        | 75 |
| No                         | 22 |
| Can't remember             | 1  |
| I was not eligible to vote | 2  |

Q20. **What would make you more likely to vote in local elections in the future?**

2014 Base: All respondents (2,306)

|   | %  |
|---|----|
| Knowing more about what local councillors do  | 16 |
| On holiday /away /out of country  | 10 |
| Not registered to vote/ foreign/ too young  | 5  |
| An email or text reminder of the election date  | 5  |
| If elections are held on a weekend  | 5  |
| Being able to vote electronically   | 4  |
| If service from council/ councillors was better   | 3  |
| Not interested/ no interest in politics   | 3  |
| Being able to register to vote more easily (e.g. at the polling station on election day)                        | 2  |
| If you could vote in a polling station a few days before election day, including the Saturday and Sunday before | 1  |
| Nothing would make me more likely to vote   | 22 |
| Something else  | 6  |
| Don't know  | 24 |

## Section 8: Safety & Anti-Social Behaviour

Q21. **Generally, how safe or unsafe do you feel in the following areas and at the following times?**  
2014 Base: All respondents (2,306)

|    |  | Very safe | Fairly safe | Neither safe nor unsafe | Fairly unsafe | Very unsafe | Don't know |
|----|--|-----------|-------------|-------------------------|---------------|-------------|------------|
| a) | In your local neighbourhood during the day | % 61      | 34          | 2                       | 2             | *           | 1          |
| b) | In your local neighbourhood after dark     | % 27      | 45          | 12                      | 8             | 4           | 4          |
| c) | In Ealing during the day                   | % 51      | 40          | 3                       | 1             | *           | 4          |
| d) | In Ealing after dark                       | % 20      | 43          | 15                      | 8             | 4           | 10         |

Q21. **Generally, how safe or unsafe do you feel in the following areas and at the following times?**  
2014 Base: All respondents (2,306)

### Respondents saying 'Very safe/fairly safe' (Summary table)

|    | 2003/4                                     | 2005/6 | 2007/8 | 2008 | 2009 | 2010 | 2012 | 2014 |
|----|--|--------|--------|------|------|------|------|------|
|    | %  | %      | %      | %    | %    | %    | %    | %    |
| 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   | 72   |
| c) | In Ealing during the day                   | 73     | 76     | 84   | 88   | 86   | 89   | 91   |
| d) | In Ealing after dark                       | 40     | 36     | 45   | 44   | 46   | 62   | 63   |

Q22. **Thinking about the local area, how much of a problem do you think the following are?**  
2014 Base: All respondents (2,306)

|    |   | 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   | % 5                | 11                   | 42                     | 40                   | 3          |
| b) | People not treating other people with respect and consideration         | % 3                | 10                   | 42                     | 43                   | 2          |
| c) | Noisy neighbours or loud parties  | % 2                | 7                    | 37                     | 53                   | 1          |
| d) | Teenagers hanging around the streets                                    | % 5                | 13                   | 43                     | 38                   | 1          |
| g) | Rubbish or litter lying around  | % 9                | 25                   | 36                     | 29                   | 1          |
| h) | People being drunk or rowdy in public places                            | % 5                | 12                   | 36                     | 44                   | 3          |
| i) | Abandoned or burnt out cars   | % 1                | 3                    | 29                     | 62                   | 5          |
| j) | Vandalism, graffiti and other deliberate damage to property or vehicles | % 2                | 6                    | 34                     | 55                   | 2          |
| k) | People using or dealing drugs   | % 5                | 10                   | 31                     | 41                   | 14         |

Q22. **Thinking about the local area, how much of a problem do you think the following are?**  
 2014 Base: All respondents (2,306)

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

|  | <b>2007/8</b> | <b>2008</b> | <b>2009</b> | <b>2010</b> | <b>2012</b> | <b>2014</b> |
|--|---------------|-------------|-------------|-------------|-------------|-------------|
|  | %             | %           | %           | %           | %           | %           |
| a) Parents not taking responsibility for the behaviour of their children   | 29            | 35          | 30          | 21          | 24          | 15          |
| b) People not treating other people with respect and consideration         | 25            | 27          | 24          | 15          | 19          | 13          |
| c) Noisy neighbours or loud parties  | 13            | 18          | 18          | 11          | 13          | 9           |
| d) Teenagers hanging around the streets                                    | 33            | 34          | 31          | 24          | 24          | 18          |
| g) Rubbish or litter lying around  | 35            | 33          | 30          | 25          | 25          | 34          |
| h) People being drunk or rowdy in public places                            | 20            | 23          | 26          | 18          | 21          | 16          |
| i) Abandoned or burnt out cars   | 10            | 10          | 7           | 6           | 8           | 4           |
| j) Vandalism, graffiti and other deliberate damage to property or vehicles | 29            | 24          | 21          | 14          | 14          | 8           |
| k) People using or dealing drugs   | 22            | 24          | 22          | 12          | 20          | 14          |



## Section 9: Communication from the Council

Q23.A 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.  
2014 Base: All respondents (2,306)

|   | 2008<br>% | 2009<br>% | 2010<br>% | 2012<br>% | 2014<br>% |
|---|-----------|-----------|-----------|-----------|-----------|
| Other leaflets delivered to your home   | 31        | 27        | 21        | 30        | 39        |
| Ealing Gazette  | 13        | 15        | 24        | 33        | 35        |
| The Ealing Council website  | 7         | 21        | 34        | 32        | 34        |
| Around Ealing (the Council's magazine for residents and people who work in the Borough) | 47        | 46        | 49        | 42        | 31        |
| Friends, neighbours and relations   | 4         | 9         | 19        | 25        | 20        |
| Contact with Council Staff  | 3         | 10        | 16        | 15        | 17        |
| Leaflets and notice boards in Council buildings   | 1         | 6         | 5         | 11        | 9         |
| Posters   | 1         | 5         | 5         | 13        | 9         |
| Local news websites   |           |           |           |           | 5         |
| Council buildings (including libraries and leisure centres)                             | 1         | 2         | 6         | 5         | 4         |
| Local Radio   | 2         | 2         | 6         | 8         | 3         |
| Emails sent by the council  |           |           |           |           | 3         |
| Council Meetings  | 3         | 1         | 2         | 2         | 3         |
| Contact with Councillors  | 3         | 2         | 1         | 2         | 2         |
| Other websites including blogs and forums   |           |           |           |           | 2         |
| Social media including Facebook and Twitter   |           |           |           |           | 1         |
| Ward forums   | -         | 1         | -         | 1         | 1         |
| Text messages   | *         | *         | *         | *         | 1         |
| Other   | 2         | 1         | 7         | 1         | 6         |
| Don't get/want information about Ealing Council   | 7         | 2         | 9         | 5         | 5         |
| Don't know  | 10        | 6         | 3         | 2         | 2         |

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Q23.B **How would you prefer to get most of your information about Ealing Council and the services it provides?**

2014 Base: All respondents (2,306)

|   | 2008<br>% | 2009<br>% | 2010<br>% | 2012<br>% | 2014<br>% |
|---|-----------|-----------|-----------|-----------|-----------|
| The Ealing Council website  | 11        | 19        | 32        | 30        | 34        |
| Other leaflets delivered to your home   | 31        | 26        | 13        | 18        | 30        |
| Around Ealing (the Council's magazine for residents and people who work in the Borough) | 46        | 46        | 37        | 32        | 24        |
| Ealing Gazette  | 10        | 12        | 14        | 21        | 23        |
| Contact with Council Staff  | 2         | 8         | 14        | 10        | 15        |
| Friends, neighbours and relations   | 6         | 6         | 8         | 11        | 10        |
| Emails sent by the Council  |           |           |           |           | 7         |
| Leaflets and notice boards in Council buildings   | 5         | 5         | 2         | 5         | 5         |
| Posters   | 5         | 3         | 1         | 7         | 4         |
| Local news websites   |           |           |           |           | 3         |
| Council buildings (including libraries and leisure centres)                             | 2         | 1         | 2         | 2         | 2         |
| Council Meetings  | 2         | 1         | *         | 1         | 1         |
| Text messages   | 1         | *         | *         | 1         | 1         |
| Local Radio   | 3         | 2         | 2         | 3         | 1         |
| Social Media including Facebook and Twitter   |           |           |           |           | 1         |
| Contact with Councillors  | 2         | 1         | 1         | 1         | 1         |
| Other websites including blogs and forums   |           |           |           |           | 1         |
| Ward forums   | -         | *         | *         | *         | 1         |
| Don't get/want information about Ealing Council   | 8         | 2         | 6         | 3         | 4         |
| Other   | 2         | 2         | 4         | *         | 4         |
| Don't know  | 10        | 6         | 4         | 4         | 2         |

Q24. **How informed do you feel about each of the following?**

2014 Base: All respondents (2,306)

|    |  | 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  | % 36               | 46                   | 8                      | 4                        | 6          |
| b) | How you can get involved in local decision-making                                    | % 7                | 41                   | 30                     | 12                       | 10         |
| c) | How to complain to the Council   | % 20               | 46                   | 21                     | 6                        | 6          |
| d) | What the Council spends its money on   | % 7                | 34                   | 33                     | 15                       | 10         |
| e) | Whether the Council is delivering on its promises                                    | % 6                | 33                   | 34                     | 16                       | 11         |
| f) | What the Council is doing to tackle anti-social behaviour in your local area         | % 7                | 37                   | 33                     | 13                       | 10         |
| g) | How well the Council is performing   | % 8                | 37                   | 31                     | 15                       | 10         |
| h) | What the Council is doing to improve public services                                 | % 6                | 38                   | 35                     | 11                       | 10         |
| i) | What the Council is doing to make the borough cleaner                                | % 7                | 40                   | 33                     | 12                       | 9          |
| j) | Jobs and careers at the Council  | % 5                | 26                   | 28                     | 18                       | 23         |
| k) | What to do in the event of a large scale emergency e.g. flooding, human pandemic flu | % 4                | 25                   | 23                     | 27                       | 21         |
| l) | What the Council is doing to secure jobs and homes                                   | % 4                | 26                   | 32                     | 18                       | 20         |
| m) | What the Council is doing to make the borough safer                                  | % 7                | 40                   | 32                     | 12                       | 9          |
| n) | What the Council is doing to make sure it delivers value for money for its residents | % 6                | 38                   | 32                     | 13                       | 11         |

Q24. **How informed do you feel about each of the following?**  
 2014 Base: All respondents (2,306)

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

|   | 2006/7 | 2007/8 | 2008 | 2009 | 2010 | 2012 | 2014 |
|---|--------|--------|------|------|------|------|------|
|   | %      | %      | %    | %    | %    | %    | %    |
| a) How to pay bills to the Council  | 86     | 88     | 83   | 79   | 82   | 90   | 83   |
| b) How you can get involved in local decision-making                                    | 42     | 66     | 66   | 47   | 51   | 49   | 48   |
| c) How to complain to the Council   | 60     | 68     | 67   | 62   | 64   | 68   | 66   |
| d) What the Council spends its money on   | 44     | 51     | 52   | 51   | 55   | 47   | 41   |
| e) Whether the Council is delivering on its promises                                    | 41     | 54     | 48   | 50   | 46   | 41   | 39   |
| f) What the Council is doing to tackle anti-social behaviour in your local area         | 39     | 59     | 46   | 49   | 52   | 40   | 44   |
| g) How well the Council is performing   | 50     | 63     | 51   | 52   | 56   | 47   | 45   |
| h) What the Council is doing to improve public services                                 | -      | -      | -    | -    | 54   | 44   | 44   |
| i) What the Council is doing to make the borough cleaner <sup>6</sup>                   | -      | 64     | 53   | 52   | 57   | 50   | 46   |
| j) Jobs and careers at the Council  | -      | -      | 40   | 43   | 32   | 34   | 31   |
| k) What to do in the event of a large scale emergency e.g. flooding, human pandemic flu | -      | -      | 34   | 47   | 38   | 26   | 29   |
| l) What the Council is doing to secure jobs and homes                                   | -      | -      | -    | -    | 34   | 31   | 30   |
| m) What the Council is doing to make the borough safer <sup>7</sup>                     | -      | -      | -    | 52   | 54   | 46   | 46   |
| n) What the Council is doing to make sure it delivers value for money for its residents | -      | -      | -    | 49   | 51   | 42   | 43   |

Q25. **Do you have access to the internet?**  
 2014 Base: All respondents (2,306)

|            | 2012 | 2014 |
|------------|------|------|
|            | %    | %    |
| Yes        | 86   | 90   |
| No         | 14   | 10   |
| Don't know | *    | *    |

<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".

Q26. **How do you normally access the internet?**  
 2014 Base: All who have access to the internet (2,055)

|  | 2012<br>% | 2014<br>% |
|--|-----------|-----------|
| On a laptop/Macbook                                      | 53        | 64        |
| On a smartphone (e.g. iPhone, Blackberry, Android phone) | 7         | 38        |
| On a desktop PC/Mac                                      | 39        | 37        |
| On a tablet device (e.g. iPad, etc.)                     | 3         | 23        |
| Other  | 2         | *         |
| Don't know   | 1         | *         |

Q27. **Have you contacted Ealing council for any reason, including using a council service or reporting a matter, in the last 6 months?**  
 2014 Base: All respondents (2,306)

|            | 2012<br>% | 2014<br>% |
|------------|-----------|-----------|
| Yes        | 41        | 40        |
| No         | 58        | 59        |
| Don't know | *         | 1         |

Q28. **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.**  
 2014 Base: All who have had contact with Ealing Council in the last 6 months (940)

|                                      | 2012<br>% | 2014<br>% |
|--------------------------------------|-----------|-----------|
| Telephone                            | 60        | 61        |
| Online (through the Council website) | 15        | 25        |
| Email                                | 11        | 13        |
| In person                            | 9         | 9         |
| Post                                 | 3         | 3         |
| Other                                | *         | 1         |
| Don't know                           | *         | 1         |

Q29. **How would you prefer to contact Ealing in the future?**  
 2014 Base: All respondents (2,306)

|                                | 2012<br>% | 2014<br>% |
|--------------------------------|-----------|-----------|
| Telephone                      | 61        | 59        |
| Online (through their website) | 13        | 22        |
| Email                          | 14        | 17        |
| In person                      | 9         | 8         |
| Post                           | 2         | 3         |
| Other                          | *         | *         |
| Don't know                     | 1         | 2         |

## Section 10: Usage of the Council Website

Q30. **Have you ever visited the Ealing Council website?**

2014 Base: All respondents (2,306)

|                            | 2005/6    | 2007/8    | 2008      | 2009      | 2010      | 2012      | 2014      |
|----------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
|                            | %         | %         | %         | %         | %         | %         | %         |
| <b>Yes</b>                 | <b>30</b> | <b>37</b> | <b>42</b> | <b>41</b> | <b>41</b> | <b>47</b> | <b>54</b> |
| Yes, in the last month     | 10        | 13        | 14        | 18        | 18        | 17        | 16        |
| Yes, in the last 12 months | 17        | 21        | 25        | 21        | 21        | 27        | 32        |
| Yes, over 12 months ago    | 3         | 3         | 3         | 2         | 2         | 3         | 6         |
| No                         | 70        | 59        | 56        | 58        | 59        | 52        | 45        |
| Don't know/can't           | -         | 4         | 1         | 1         | 1         | 1         | 1         |

Q31. **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 (1,247)

|   | 2012 | 2014 |
|---|------|------|
|   | %    | %    |
| Refuse and recycling services (e.g. checking your collection day, ordering recycling bins, reporting a missed collection) | 36   | 31   |
| Making a payment (e.g. council tax, business rates, penalty charge notice)  | 21   | 30   |
| Parking services (e.g. applying/ renewing a parking permit, ordering visitor vouchers)                                    | 27   | 25   |
| Reporting an issue  | 9    | 10   |
| Find out about events and leisure activities  | 11   | 9    |
| Library services (e.g. joining a library, viewing library catalogue, downloading e-books etc)                             | 9    | 8    |
| Planning services (e.g. make/ view planning application, view a planning decision)  | 10   | 8    |
| For general information about the borough   | 12   | 8    |
| Find information about Council jobs   | 5    | 7    |
| Contacting the council  | 5    | 7    |
| Find information about how to make a complaint  | 4    | 2    |
| Find information about Ealing Councillors   | 2    | 2    |
| Completing a consultation/ questionnaire  | 1    | 2    |
| Hire a Council venue  | 1    | 1    |
| View committee agendas, minutes and reports   | 1    | 1    |
| Schools/Education/ OFSTED reports   | 3    | -    |
| Other   |      | 7    |

# Ealing Residents' Survey 2014

## Young Persons Survey

YP\_Q1. **How satisfied or dissatisfied are you with your local area as a place to live?**

*Base: All respondents (315)*

|                                    | 2014<br>% |
|------------------------------------|-----------|
| Very satisfied                     | 37        |
| Fairly satisfied                   | 54        |
| Neither satisfied nor dissatisfied | 7         |
| Fairly dissatisfied                | 2         |
| Very dissatisfied                  | 1         |
| <b>Satisfied</b>                   | <b>90</b> |
| <b>Dissatisfied</b>                | <b>3</b>  |
| <b>Net: Satisfied</b>              | <b>87</b> |

YP\_Q2. **Which THREE of these are you PERSONALLY most concerned about in Ealing?**

*2014 Base: All respondents (315)*

|   | 2009<br>% | 2010<br>% | 2012<br>% | 2014<br>% |
|---|-----------|-----------|-----------|-----------|
| Not enough being done for young people                | 14        | 30        | 34        | 29        |
| Litter/dirt in streets                                | 21        | 12        | 17        | 27        |
| Crime: including anti-social behaviour and terrorism  | 29        | 18        | 23        | 18        |
| Traffic congestion                                    | 11        | 7         | 11        | 17        |
| Lack of recreational facilities                       | 15        | 18        | 26        | 17        |
| Lack of jobs for young people                         | 11        | 13        | 14        | 16        |
| Dog fouling   | 12        | 10        | 16        | 12        |
| Standard of education/schools                         | 7         | 5         | 13        | 10        |
| Poor public transport                                 | 6         | 7         | 9         | 9         |
| Quality of Health Service                             | 3         | -         | 7         | 9         |
| Lack of jobs  | 7         | 15        | 17        | 8         |
| Pollution of the environment including climate change | 7         | 4         | 7         | 8         |
| Availability of parking                               | 6         | 2         | 5         | 6         |
| Lack of affordable housing                            | 1         | 1         | 6         | 5         |
| Not enough being done for elderly people              | 3         | 3         | 4         | 4         |
| The quality of roads and pavements                    | 5         | 3         | 4         | 4         |
| Street drinking                                       | 12        | 7         | 13        | 4         |
| Parking enforcement                                   | 3         | 1         | 3         | 2         |
| Rising prices/interest rates                          | 2         | 3         | 2         | 2         |
| Level of Council Tax                                  | 2         | 2         | 4         | 1         |
| Other   | 6         | 5         | 1         | 5         |
| None of these   | 16        | 33        | 12        | 14        |

YP\_Q3. **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 (315)*

|     |  |   | Very satisfied | Fairly satisfied | Neither / Nor | Fairly dissatisfied | Very dissatisfied | Don't Know |
|-----|--|---|----------------|------------------|---------------|---------------------|-------------------|------------|
| a)  | Refuse collection  | % | 28             | 51               | 10            | 2                   | 1                 | 8          |
| b)  | Street cleaning  | % | 25             | 54               | 10            | 7                   | 2                 | 3          |
| c)  | Street lighting  | % | 35             | 49               | 7             | 3                   | 3                 | 3          |
| d)  | Repair of roads and pavements                            | % | 16             | 43               | 18            | 12                  | 5                 | 7          |
| e)  | Parks and open spaces                                    | % | 34             | 43               | 10            | 6                   | 2                 | 4          |
| f)  | Playgrounds  | % | 20             | 38               | 15            | 6                   | 2                 | 18         |
| g)  | Nursery education (under 5s)                             | % | 10             | 25               | 9             | 1                   | *                 | 54         |
| h)  | Primary education (5-11)                                 | % | 20             | 36               | 9             | 2                   | 1                 | 32         |
| i)  | Secondary education (11-18)                              | % | 30             | 49               | 8             | 4                   | *                 | 9          |
| j)  | Adult education/evening classes                          | % | 4              | 11               | 6             | 2                   | 1                 | 76         |
| k)  | Education for those with special needs                   | % | 4              | 10               | 9             | 1                   | 1                 | 76         |
| l)  | Arts and cultural facilities                             | % | 9              | 29               | 15            | 4                   | 2                 | 40         |
| m)  | Leisure and sports facilities (including swimming pools) | % | 29             | 43               | 11            | 6                   | 3                 | 8          |
| n)  | Libraries  | % | 34             | 45               | 8             | 3                   | 3                 | 8          |
| o)  | Children's Social Services                               | % | 4              | 11               | 7             | 1                   | 2                 | 75         |
| p)  | Adult Social Services                                    | % | 2              | 7                | 5             | 2                   | 3                 | 82         |
| q)  | Council Housing  | % | 2              | 9                | 9             | 2                   | 2                 | 77         |
| r)  | Recycling services                                       | % | 20             | 43               | 12            | 4                   | 2                 | 21         |
| s)  | Recycling facilities                                     | % | 17             | 45               | 11            | 4                   | 1                 | 23         |
| t)  | Public Transport   | % | 37             | 43               | 9             | 4                   | 2                 | 5          |
| u)  | Policing   | % | 15             | 33               | 21            | 3                   | 2                 | 25         |
| v)  | Housing benefit/council tax benefit service              | % | 1              | 7                | 8             | 2                   | 1                 | 81         |
| w)  | Parking services   | % | 4              | 22               | 12            | 8                   | 5                 | 49         |
| x)  | Ealing NHS Hospital                                      | % | 7              | 39               | 11            | 6                   | 2                 | 34         |
| y)  | Other local NHS hospitals                                | % | 6              | 25               | 13            | 2                   | 1                 | 53         |
| z)  | Local NHS GPs  | % | 23             | 49               | 12            | 2                   | 1                 | 13         |
| aa) | Local NHS dentists                                       | % | 23             | 40               | 10            | 1                   | *                 | 26         |
| bb) | Any other local NHS services                             | % | 5              | 19               | 11            | 1                   | -                 | 64         |



YP\_Q3 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.  
2014 Base: All respondents (315)

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

|     |  | 2010 | 2012 | 2014 |
|-----|--|------|------|------|
|     |  | %    | %    | %    |
| a)  | Refuse collection                                  | 75   | 65   | 79   |
| b)  | Street cleaning                                    | 75   | 72   | 79   |
| c)  | Street lighting                                    | 83   | 81   | 84   |
| d)  | Repair of roads and pavements                      | 63   | 57   | 59   |
| e)  | Parks and open spaces                              | 79   | 75   | 77   |
| f)  | Playgrounds  | 57   | 61   | 58   |
| g)  | Nursery education (under 5s)                       | 41   | 39   | 35   |
| h)  | Primary education (5-11)                           | 67   | 58   | 56   |
| i)  | Secondary education (11-18)                        | 81   | 69   | 79   |
| j)  | Adult education/evening classes                    | 12   | 17   | 15   |
| k)  | Education for those with special needs             | 13   | 15   | 13   |
| l)  | Arts and cultural facilities                       | 44   | 29   | 38   |
| m)  | Leisure and sports facilities (including swimming) | 73   | 58   | 72   |
| n)  | Libraries  | 76   | 66   | 79   |
| o)  | Children's Social Services                         | 5    | 17   | 15   |
| p)  | Adult Social Services                              | 4    | 14   | 8    |
| q)  | Council Housing                                    | 14   | 19   | 10   |
| r)  | Recycling services                                 | 65   | 58   | 62   |
| s)  | Recycling facilities                               | 65   | 57   | 62   |
| t)  | Public Transport                                   | 80   | 73   | 80   |
| u)  | Policing   | 43   | 52   | 49   |
| v)  | Housing benefit/council tax benefit service        | 8    | 16   | 8    |
| w)  | Parking services                                   | 16   | 19   | 26   |
| x)  | Ealing NHS Hospital                                | 41   | 42   | 47   |
| y)  | Other local NHS hospitals                          | 33   | 30   | 31   |
| z)  | Local NHS GPs                                      | 81   | 79   | 73   |
| aa) | Local NHS dentists                                 | 73   | 60   | 63   |
| bb) | Any other local NHS services                       | 28   | 23   | 24   |

