Research Report

Residents Survey 2011

Prepared for: London Borough of Wandsworth

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Prepared for: London Borough of Wandsworth

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1 Key findings

1.1 Background and methodology

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

This document summarises the findings of the 2011 biennial survey conducted among 1,210 local residents aged 16+ in June and July 2011.

1.2 Household composition and tenure

The largest proportion of respondents lives in a 2-parent household with at least one child aged under 16 (25%), which is an increase on the 19% found in 2009. One in five (21%) lives in a household with two adults both under 60 (23% in 2009), and 18% in a household with three or more adults aged 16 or over (16% in 2009).

Similar to 2009, the highest proportion of respondents were interviewed from private rented accommodation (34%, up from 31% in 2009), whilst the proportion from owner occupied (owned outright) properties has reduced slightly from 29% in 2009 to 24% in 2011.

1.3 Views of the neighbourhood

All respondents were asked how long they have lived in their local neighbourhood. One in six (18%) respondents has lived in their neighbourhood for less than one year, which is up from 15% in 2009, and brings it back in line with the figure in 2007 (17%).

1.3.1 Overall satisfaction with local area as a place to live

The large majority of respondents are satisfied with their local area as a place to live (91%), which is in line with that achieved in 2009 (90%) and an increase of 3-percentage points since 2007. What is interesting to note, however, is that the proportion stating they are <u>very</u> satisfied with their neighbourhood has reduced quite substantially from 46% in 2009 to 37% in 2011.

Residents in ward cluster E (see page 14 for details) are the most satisfied with their local area (95%), whilst this drops to 86% in cluster A. However, it is interesting to note that in cluster B, the proportion stating they are <u>very</u> satisfied with their local area is high at 43%, which is in contrast to the 26% stating such in cluster D.

1.3.2 Likes and dislikes of local areas

Respondents were asked to state in their own words what they most like about living in their area. Over a quarter (27%) of respondents state it is because the area is a good location / convenient, which was also the top choice for 2009 (23%). In addition, residents believe their area is quiet / peaceful (17%, 22% in 2009), and there are parks / open spaces (14%, 22% in 2009).

Similarly, the respondents were then asked to state in their own words what they dislike about living in their local area. As in 2009, a large proportion (30%, 34% in 2009) state that there is nothing they dislike about the area. However, 8% cite parking problems, 7% noise, and 7% traffic congestion, each of which were the top 3 mentions in 2009.

1.3.3 Intentions to move house

There has been a 3-percentage point increase in the proportion of residents that definitely intend to move in the next two years (12%, up from 9% in 2009). There has also been the same percentage point increase in the proportion that probably/possibly intend to move (18%, up from 15% in 2009). Amongst those that state they would like to move home in the next two years, intentions to move within the borough of Wandsworth, at 33%, have dropped only slightly since 2009 (36%). Intentions to move elsewhere in the UK have increased to 14%.

1.3.4 Problems in local areas

All respondents were presented with an extensive list of aspects of their local area, and asked to rate the extent to which each is good or poor. There are very high levels of positive opinion of bus services (88%), street lighting (87%), health services (86%) and parks and open spaces (85%).

On the other end of the scale, however, traffic congestion is again an area of discontent (just 35% stating this as good, and a higher proportion 41% state it is poor). This is followed by affordable housing (35%) and youth clubs / activities (39%).

There are found to be large increases in positive opinion since 2009, particularly with regards to litter (+16%), noise (+10%), traffic speeds (+11%), and the level of pollution (+8%). There are some decreases, however, in terms of activities / facilities for young children (-7%), road and pavement repairs (-7%), and community activities (-6%).

1.3.5 Factors making somewhere a good place to live

By far the most important factor in making somewhere a good place to live is the level of crime (41%), and this is followed by affordable housing (23%). Rail services come in as third most important (17%).

1.4 Participation in the local neighbourhood

Exploring whether residents feel they are able to influence decision making, nearly two in five (39%) residents agree with this, whilst a higher proportion (53%) disagrees. There has been a consistent increase in positive opinion with this measure over time, with agreement that decisions can be influenced increasing from 14% in 2005, to 10% in 2007, and 34% in 2009.

A newly introduced question for 2011 explores whether and how residents would like to be involved in decisions affecting local service provision. Over two in five (42%) residents state that none of the options are of interest to them. However, a similar proportion (39%) would be interested in being asked their opinion on service plans, whilst 10% would go a step further and be interested in being part of a group drawing up plans for services.

Looking at attitudes towards local people being more involved in local service provision decisions, over half agree this would provide better value for money (52%), would deliver services that are more effective in addressing local needs (53%), and would deliver services in new and better ways (56%). On the flip side to this, over a quarter (29%) agree that this would result in reduced quality of services and 47% feel it would serve the interests of those making the decisions and not everyone else.

Looking at the responsibilities of local organisations and groups, and whether these groups should manage some local facilities (e.g. community rooms, playgrounds etc); there is some level of division in views, with 56% agreeing that these groups should have such responsibilities, whilst 31% do not.

When asked to what extent residents would be interested in becoming involved in a local organisation / group to run these types of facilities, almost a third (32%) would be interested, with 5% being very interested. This is an encouraging 10-percentage point increase in interest since 2009 (22%).

1.5 Community cohesion

A national measure of community cohesion is the extent to which people feel that those of different backgrounds get on well together. Agreement with this statement, at 86%, has increased by 2-percentage points since 2009 (84%) and 7-percentage points since 2007 (79%). Just 3% disagree with this statement.

Over half (54%) of respondents state that they voted in the May referendum, with 42% saying they did not, and 3% prefer not to say.

1.6 Crime and crime prevention

1.6.1 General perceptions of crime and community safety

Respondents were presented with a list of statements regarding crime and community safety over the last two years and were asked to rate their level of agreement or disagreement with each. Over this period it is encouraging to note that almost half (49%) of residents feel that Wandsworth is a safer place overall, while more residents agree (41%) than disagree (18%) that there is less trouble generally. Two in five (42%) residents also feel that the Police and the Council are dealing with the real problems in the area.

1.6.2 Worry about becoming a victim of crime and feelings of safety

A minority of residents express any level of worry when considering a list of 8 specific crime types, with the majority either not very worried or not at all worried. The issues that the highest proportion of residents feels worried about to any extent are burglary (41%), robbery in the street (30%) and anti-social behaviour (26%).

Exploring feelings of safety during the day shows that in total, 97% of residents feel safe, including 58% who give the most positive response of ‘very safe.’ After dark (as is typical in other surveys of this type) the proportion of residents feeling safe drops to 71%. The proportion of Wandsworth residents feeling safe after dark in their local area has increased by 3-percentage points since 2009 and by 11-percentage points since 2007.

1.6.3 Police and Council dealing with crime

Over three quarters of respondents feel the Police (77%) are doing a good job at dealing with crime in their local area, while seven in ten (70%) say the same about the Council. Within this, 12% state the Council is doing a very good job at dealing with crime in their area. The proportion who feel the Council do a good job in dealing with crime has dropped by 7-percentage points from 77% in 2009 to 70% in 2011.

1.7 Transport and environment

1.7.1 General views of transport and environment

Agreement is highest that, compared with 2 years ago, it is now easier to recycle (54%), while a slight majority of 51% agree that parks and open spaces are better looked after. Remaining on the theme of waste and cleanliness, it is also notable that 48% feel streets are cleaner with less litter, while 48% also state the Council overall is doing more about the environment compared to a year ago. The statement that provokes the highest level of disagreement is that there is less traffic congestion in the area (48% disagree).

All respondents were also asked whether they agree or disagree that the cost of parking in the Borough is reasonable. Amongst residents living in households that own a car, 34% agree it is reasonable, whilst 44% do not; giving a negative net balance of -10%.

1.8 Recycling

While in 2009, 84% of residents stated they used orange sacks at least once a week, this proportion has dropped slightly to 80% in 2011. However, the proportion of residents who use these sacks to some extent has remained constant, with no shift in the proportion of residents who never use them (8%).

While the overall proportion of residents using orange sacks has remained constant, there has been an increase in the proportion who state they use recycling bins. This has increased from 53% in 2009 to 57% in 2011. Within this, however, the proportion who states they use their bin at least once a week has dropped by 5-percentage points to 38%.

1.9 Views of Wandsworth Council

Approaching nine in ten (87%) residents are satisfied with the way Wandsworth Council is running their local area. This is comprised of 23% who are very satisfied and 63% who are fairly satisfied. Just 4% of residents express any level of dissatisfaction with the Council in this respect.

The high levels of satisfaction with the way the Council is running things also translates to high levels of advocacy for the Council. More than half of residents (57%) state that they would speak highly of the Council, including 18% who would do so without being asked. However, there is considerable scope to increase advocacy of the Council further as 33% have no views one way or the other.

1.10 Access to information

1.10.1 Feeling informed

Approaching three quarters (73%) of respondents feel they are kept well informed about the services and benefits the Council provides. This is comprised of 11% who feel very well informed and 61% who feel fairly well informed. Compared to 2009, there has been a 7-percentage point increase in the proportion feeling well informed about the services and benefits provided by the Council (66% in 2009).

1.10.2 Communication methods used

In 2011, Brightside is the most commonly used source of information to find out what is happening at the Council, with 39% selecting this from a list of ten possible information sources. This was also the case in 2009, although a higher proportion (43%) selected Brightside back then. The other key channels for information appear to be other printed Council communications (23%) and the Council website (12%).

1.10.3 Internet usage

Overall, use of the Internet within the Borough has continued to rise, with 85% now having some form of Internet access. This represents a 3-percentage point rise since 2009 and 11-percentage point rise since 2007.

By far the largest proportion of respondents that have access to the Internet do so within their home (97%), followed by at work (48%). Three in ten (31%) now also access the Internet via a mobile phone or a smartphone (a newly introduced option for the 2011 survey).

1.10.4 Contact with the Council

Overall, in the previous 12 months, 57% of Wandsworth residents contacted the Council, which represents a 7-percentage point increase from the 50% seen in 2009. Approaching half (46%) of residents have made contact with the Council by telephone, 22% have done so in person and 21% have done so online.

Three quarters (76%) are satisfied with the way their query was handled, whilst just 16% are dissatisfied. Importantly, however, the proportion that is very satisfied has dropped 7-percentage points since 2009 (from 35% to 28%).

On average it costs the Council £8.23 for each personal visit made by residents, £3.20 for each phone call and £0.39 for each online contact. When presented with this information the resident was asked whether they would contact the Council in the future via the website as an alternative to using the telephone. In response, more than half said they would consider website contact (54%), with 28% stating they would definitely use the website in the future and 26% stating they would probably do so. One quarter (25%) of residents would not choose to make contact online instead of in person or by telephone, while a further 17% said it would depend on the specific reason for contact.

1.10.5 General attitudes towards contact with the Council

Four in five (83%) respondents agree that they know who to contact at the Council and how to contact them. The same proportion (84%) agrees they can find out the information they need easily. In total, seven in ten (71%) agree the information given is accurate, while six in ten (61%) state that problems are resolved quickly and easily.

1.11 Budgets

The proportion of residents who feel the Council is doing a good job so far in dealing with the cost savings required (55%), far exceeds the proportion who disagree (7%). A majority of residents agree that the Council's services are already cost effective (56%), yet perhaps paradoxically, 54% state a lot of savings could be achieved without cutting services (54%). Encouragingly, the highest proportion of residents (64%) agrees that they trust the Council to manage the situation effectively.

When considering their personal concerns about the impact of cuts on services, 53% state they are worried to some extent about this. This includes 13% who are very worried. Two in five residents (42%) are not worried about the impact of cuts on services, while 4% are unsure.

The majority of Wandsworth residents are pessimistic about the current economic situation, with 71% describing it as bad. Looking forward, 58% expect the situation to remain bad in six months' time. Looking specifically at the employment situation, the majority of respondents believe there are not many / few jobs available currently (59%) and this will continue to be the case in 6 months' time (53%).

The majority of respondents believe that in 6 months' time their household income will be the same as it is now (59%), whilst the same proportion feels it will be higher (15%) as will be lower (13%).

1.12 Public health

All respondents were asked to list as many risk factors associated with heart disease / strokes as they could. An encouraging 86% of respondents were able to specify at least one risk factor, with 14% unable to give a valid answer. Approaching two in five (38%) respondents state that smoking is a risk factor, followed by stress (36%), and an unhealthy lifestyle more generally (32%). Alcohol is also specified by a quarter of respondents (25%).

Exploring the risk factors associated with cancer, 80% of all respondents were able to correctly identify at least one factor. By far the most commonly recalled factor is that of smoking (54%), followed by alcohol (27%) and genetics (25%).

To conclude the public health section, all respondents were asked whether they do, or have ever, smoked. The large majority (61%) state they have never smoked, whilst 18% state they have smoked in the past but no longer do. One in seven (16%) respondents are daily smokers and 6% smoke occasionally.

2 Introduction

2.1 Background

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

This document summarises the findings of the 2011 biennial survey conducted among 1,210 local residents aged 16+ in June and July 2011. The results of this survey will be compared to those from the three previous surveys (2005, 2007 and 2009) where possible. A separate crosstabulated data report is available for more detailed analysis.

2.2 Methodology

2.2.1 Selecting the sample – Income Deprivation Domain

Within the Index of Multiple Deprivation 2011, there are a number of domains of deprivation. One domain which is useful by itself outside the 2011 structure is the Income Deprivation domain. The purpose of this Domain is to capture the proportion of the population experiencing income deprivation in a small area (known as a super output area (SOA)).

Similar to previous years, the income deprivation scores at SOA level were ranked to identify three bands of high, medium and low-income deprivation areas. The bands are a reflection of relative income deprivation **within Wandsworth** and do not measure the position in relation to any national figures. However, whereas in previous years sampling was performed at a borough level to be representative of the income deprivation levels at this wider level, one of the key aims for 2011 was to provide data representative at a smaller geographical level. These geographies were defined as clusters of wards, based on each ward in a cluster demonstrating similar characteristics. As a result of this, income deprivation targets were set at a ward level to be representative of this geography.

To achieve these ward targets, sampling points (COAs) were selected randomly and addresses randomly selected within this COA to form the sample. A target of 10 interviews was to be achieved per sampling point, with 30 addresses provided to achieve this target. So, for example, a target of 60 interviews was to be achieved in Balham ward, resulting in the need for 6 sampling points. Based on the representative number of high, medium and low income deprivation SOAs within this ward, 3 sampling points were selected from high scoring COAs and 3 from mid scoring COAs.

The survey was administered on a face-to-face basis, using CAPI technology, and where an interview could not be obtained (other than for a refusal), the address was visited again on up to four subsequent occasions on different days and at different times.

2.2.2 Questionnaire design

The questionnaire used contained questions used in previous annual resident's surveys in order to allow changes on key issues to be identified. In addition, new questions were developed by Wandsworth Council in conjunction with BMG Research in order to explore particular issues of relevance to 2011, such as public health, the 'Big Society' and what this means to Wandsworth residents, and views of impending budget cuts on service provision.

2.3 Data

In total, 1,210 adult interviews were completed. The sample size of 1,210 is subject to a maximum standard error of ±2.8% at the 95% confidence level on an observed statistic of 50%. Thus, for the quantitative survey, we can be 95% confident that responses are representative of those that would be given by the total population of Wandsworth, if a census had been conducted, to within ±2.8% of the percentages reported.

The following table presents the number of responses per cluster and per high, medium, low income (Note: high income = low deprivation). The confidence level is shown also, which is important to consider whilst engaging with the results in this report.

Table 1: Number of responses per ward cluster and by high, medium, low income

	Number of responses	Confidence (+/ %)
Ward cluster		
A (Roehampton, West Putney, West Hill**)**	188	7.1
B (Thamesfield, East Putney, Southfields**)**	193	7.1
C (Earlsfield, Wandsworth Common, Fairfield, Nightingale**)**	227	6.5
D (Tooting, Graveney, Furzedown**)**	190	7.1
E (Balham, Bedford, Northcote, Shaftesbury**)**	246	6.2
F (St Mary's Park, Latchmere, Queenstown**)**	166	7.6
Income		
High	405	4.9
Medium	412	4.8
Low	393	4.9

To ensure that the results are representative of the population, the data was weighted by age and gender at cluster level based on 2010 GLA projections, at ethnicity and economic status at cluster level using Census 2001 data, and by income deprivation at cluster level using 2011 IMD scores.

2.4 Reporting

Throughout this report the word significant is used to describe differences in the data. This indicates where the data has been tested for statistical significance. This testing identifies 'real differences' (i.e. difference that would occur if we were able to interview all residents in the borough rather than just a sample). However, as already noted the actual percentages reported in the data may vary by ±2.8% at the 95% confidence level on an observed statistic of 50%.

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

Throughout the report, reference has been made to 'net balance scores', which is calculated by subtracting the negative score from the positive score. For example, the net balance score for satisfaction is calculated by subtracting the proportion who is dissatisfied from the proportion that is satisfied.

3 Household information

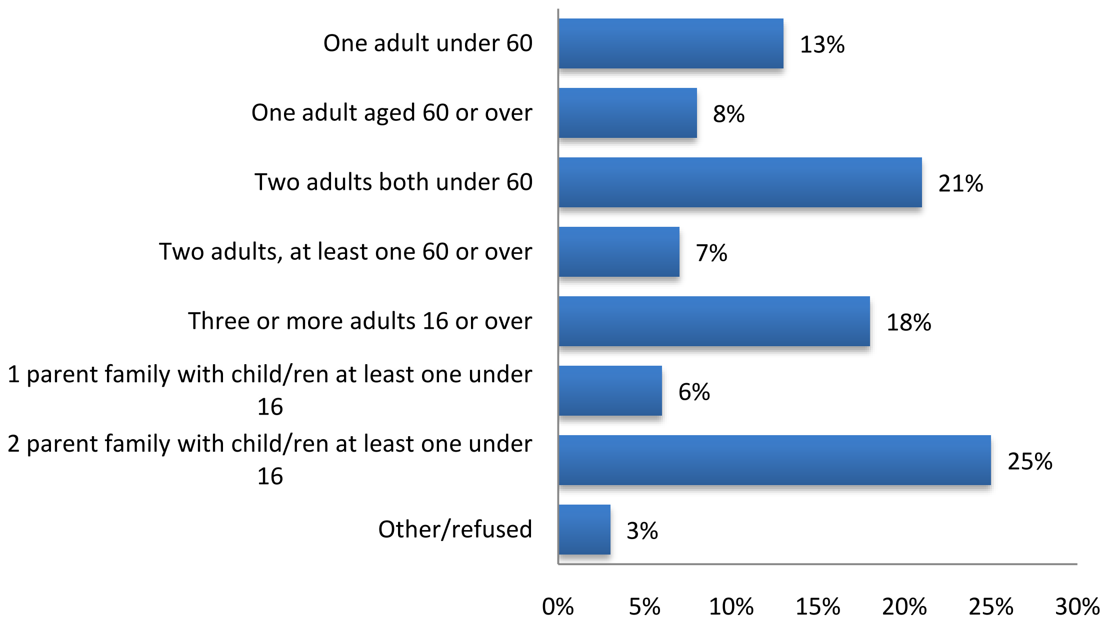
3.1 Introduction

This section includes key information regarding household composition within the sample of respondents.

3.2 Household composition

The largest proportion of respondents lives in a 2-parent household with at least one child aged under 16 (25%), which is an increase on the 19% achieved in 2009. One in five (21%) lives in a household with two adults both under 60 (23% in 2009), and 18% in a household with three or more adults aged 16 or over (16% in 2009).

Figure 1: Which of the following categories best describes the people living in your home? (All respondents)



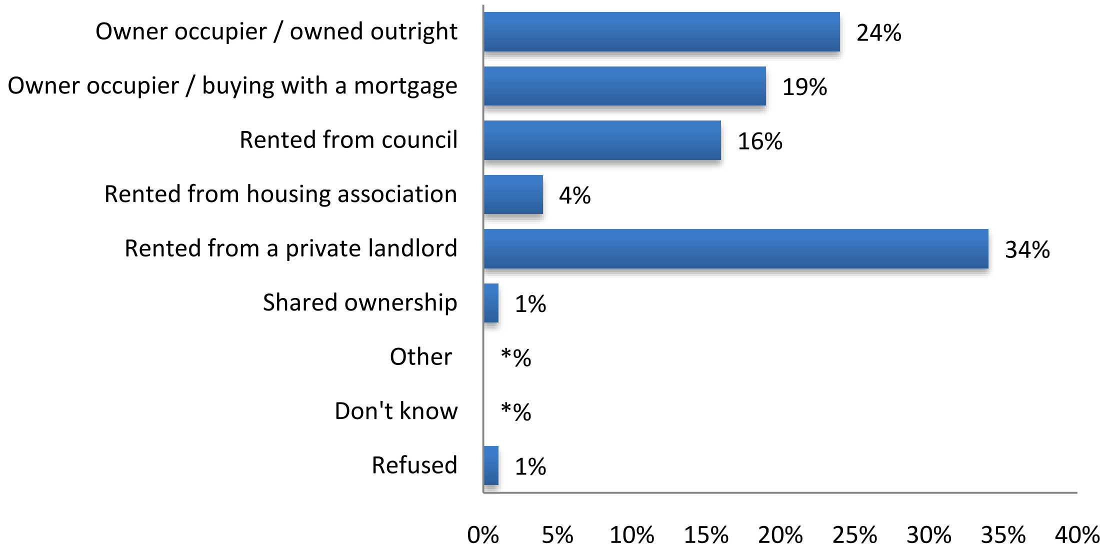
Unweighted base: 1210

3.3 Housing tenure

Similar to 2009, the highest proportion of respondents were interviewed from private rented accommodation (34%, up from 31% in 2009), whilst the proportion from owner occupied (owned outright) properties has reduced slightly from 29% in 2009 to 24% in 2011.

Respondents in cluster E are more likely to be private renters (41%), whilst cluster C sees greater levels of owner occupiers (owned outright) (33%) and cluster F more renters from the Council (33%).

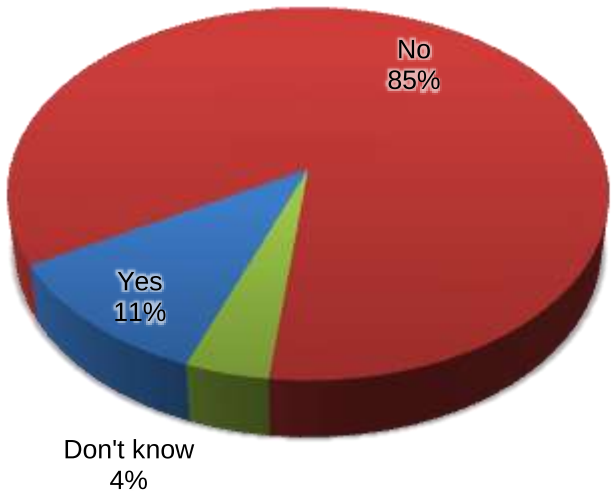
Figure 2: Which of the following applies to your household? (All respondents)



Unweighted base: 1210

Amongst those respondents who are owner occupiers or of shared ownership tenure, 11% (9% in 2009) are a Council leaseholder.

Figure 3: Are you a Council Leaseholder? (All respondents who are owner occupiers or shared ownership)



Unweighted base: 473

4 Views of the neighbourhood

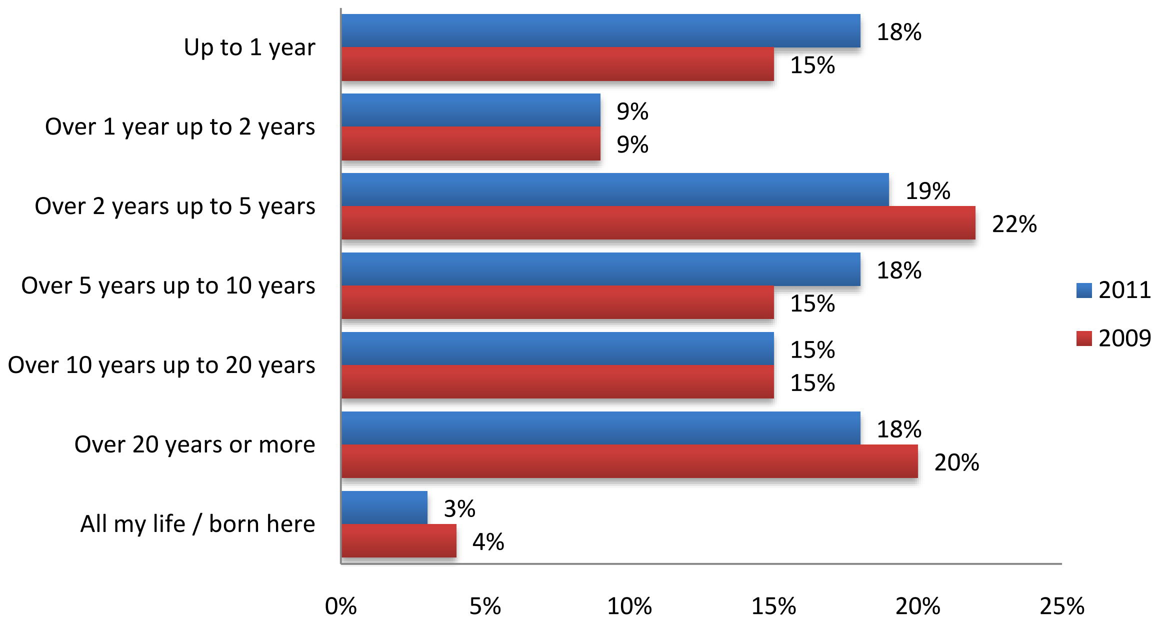
4.1 Introduction

This section explores residents' views of their neighbourhood, including the length of time respondents have lived in the neighbourhood, their level of satisfaction with the neighbourhood, problems in the area, and aspirations for the future. When we refer to neighbourhood or local area we mean within a 10-minute walk of the respondent's home.

4.2 Length of time lived in the neighbourhood

All respondents were asked how long they have lived in their local neighbourhood. One in six (18%) respondents has lived in their neighbourhood for less than one year, which is up from the 15% achieved in 2009, and brings it back in line with the figure achieved in 2007 (17%). The proportion living in their neighbourhood the longest (over 20 years or more and all their life) (21%) is down on that achieved in 2009 (24%), but again more in line with that of 2007 (20%).

Figure 4: How long have you lived in this neighbourhood (not necessarily just at this address)? (All respondents)



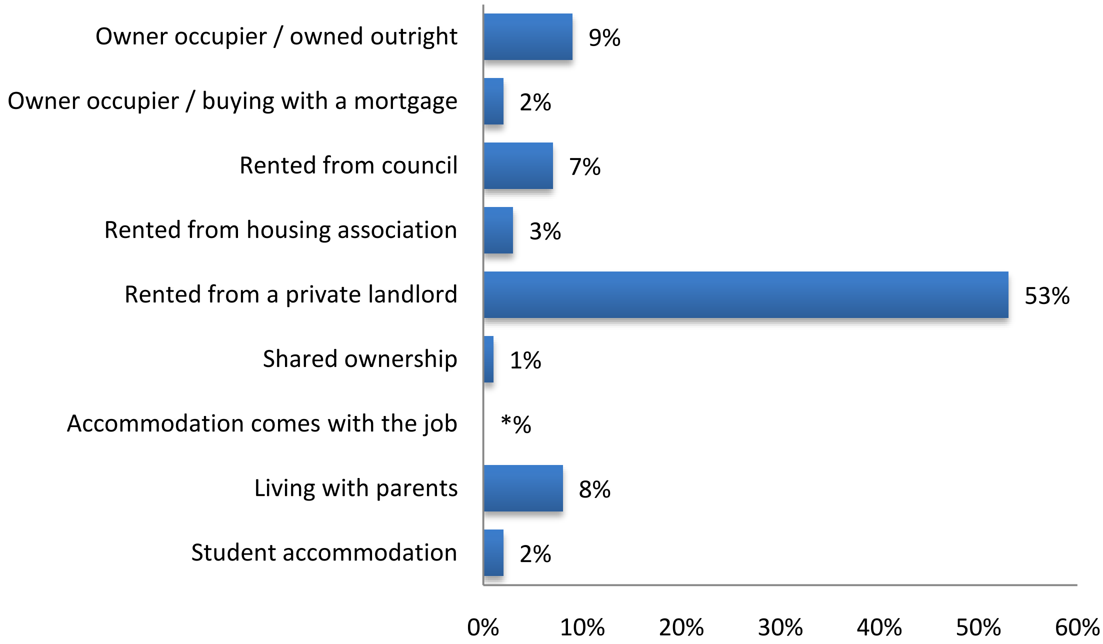
Unweighted base: 2011: 1210 2009: 1210

As in 2007 and 2009, those respondents that have lived in the neighbourhood for less than 2 years (or so called 'newcomers') are most likely to be younger (52% aged 16-24 years; 46% aged 25-34 years; compared to 17% of those aged 34-44 years and just 2% aged 65+), BME (33% cf. 23% non-BME), living in households of 2 or more adults (36%) and private renters (57%).

Respondents that have lived in the area for a longer period of time (over 20 years) tend to be older (77% aged 75+; 71% aged 65-74), not in employment (57%), single occupancy (30%), and housing association tenants (28%).

Amongst all respondents that state they moved to their neighbourhood in the last 2 years, 53% had come from privately rented accommodation. This suggests that the more transient population are more likely to switch between private rented accommodation.

Figure 5: If under 2 years, what was your previous tenure? (All respondents who have moved to the area in last 2 years)

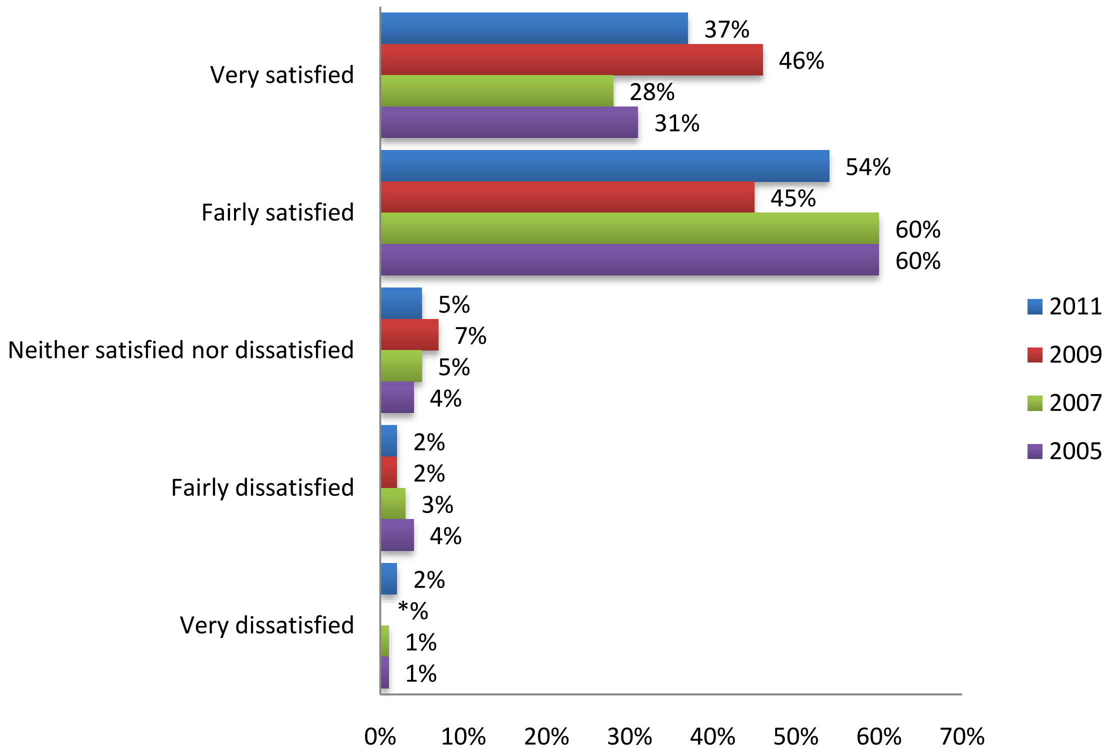


Unweighted base: 285

4.3 Satisfaction with local area

The large majority of respondents are satisfied with their local area as a place to live (91%), which is in line with that achieved in 2009 (90%) and an increase of 3-percentage points since 2007. What is interesting to note, however, is that the proportion stating they are very satisfied with their neighbourhood has reduced quite substantially from 46% in 2009 to 37% in 2011. The level of dissatisfaction is very low at 4%.

Figure 6: How satisfied or dissatisfied are you with your local neighbourhood as a place to live? (All respondents)



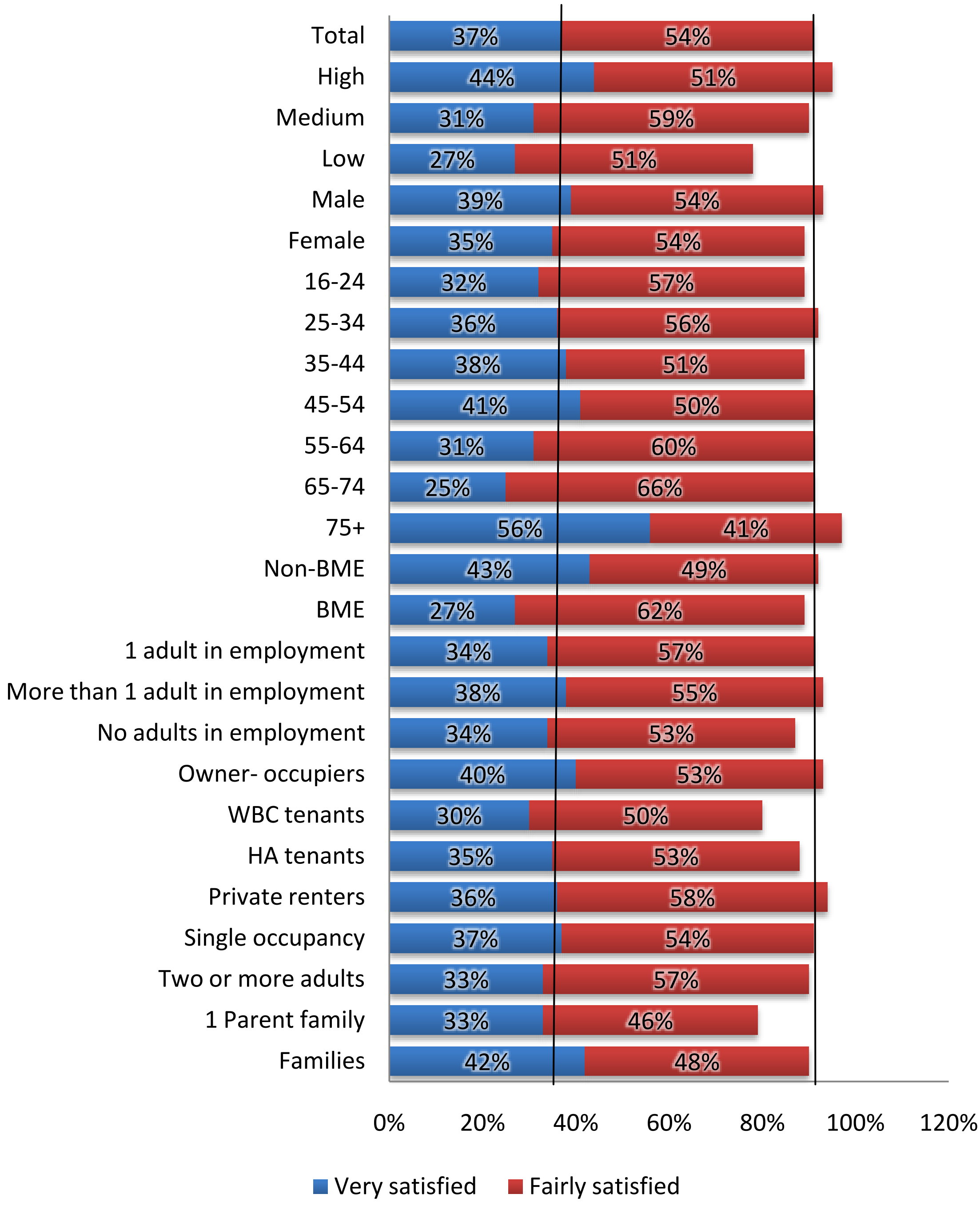
Unweighted base: 2011-1210 2009-1210 2007-1202 2005-1208

The following figure presents the proportion of satisfied (very and fairly) respondents amongst a range of key demographic groups, as well as by income (high, medium, or low).

Whilst summary satisfaction levels are high relative to other areas, they vary widely, and it is interesting to discover how levels vary when considering very and fairly satisfied. Satisfaction rises to over nine in ten amongst those aged 75+ (97%), those in high income areas (95%), and private renters (94%). However, these levels drop amongst those in low income areas (78%), one-parent families (79%) and WBC tenants (80%).

When looking specifically at the levels stating they are very satisfied with their local area, it is interesting to discover that this is found to drop amongst those aged 65-74 (25%), yet is more than double this figure amongst those aged 75+ (56%).

Figure 7: How satisfied or dissatisfied are you with your local neighbourhood as a place to live? % very and fairly satisfied by key demographics (All respondents)



Unweighted sample bases vary

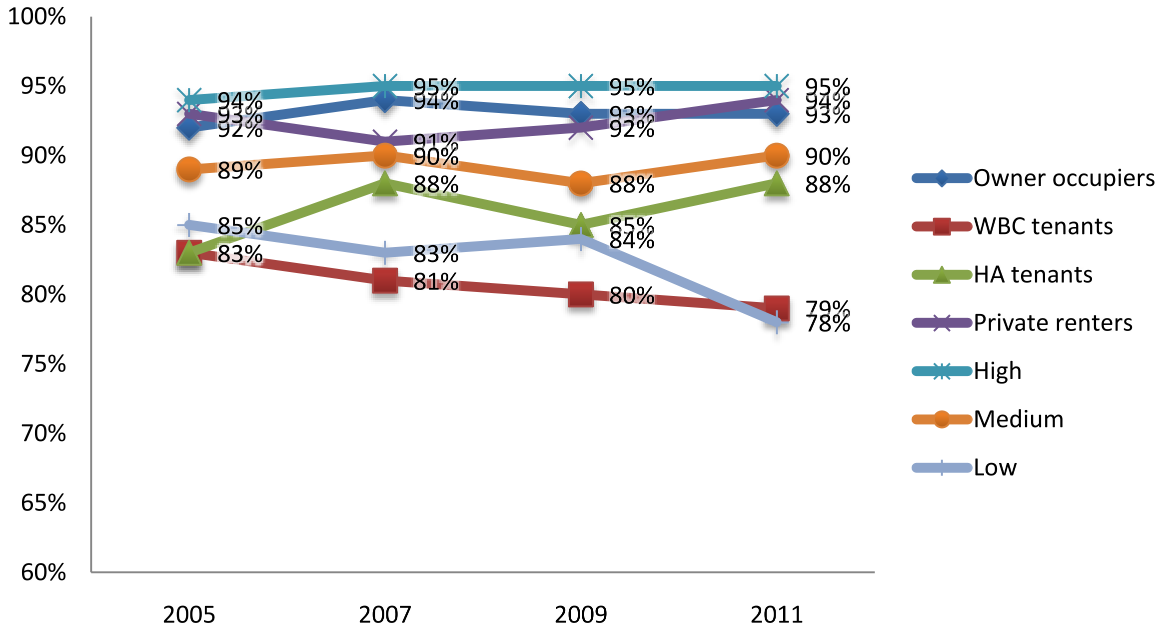
The following table presents the 2009 and 2011 satisfaction levels amongst key demographic groups and the corresponding % change over this time. It is interesting to discover particularly large increases in positive opinion amongst residents aged 65-75+, whilst there is a noticeable drop amongst one-parent families.

Table 2: How satisfied or dissatisfied are you with your local neighbourhood as a place to live? Change in % satisfied amongst demographic groups since 2009 (All respondents)

	2011	2009	% change since 2009
16-24	90%	90%	0
25-34	92%	92%	0
35-44	89%	92%	-3
45-54	91%	89%	+2
55-64	91%	92%	-1
65-74	91%	85%	**+6**
75+	97%	87%	**+10**
Non-BME	92%	92%	0
BME	89%	87%	+2
Single occupancy	91%	89%	+2
Two or more adults	91%	93%	-2
1 Parent family	78%	84%	**-6**
Families	90%	88%	+2

The following chart tracks the change in levels of satisfaction by tenure and by income area since 2005. What is immediately apparent is that satisfaction with the local area has dropped amongst those in low income areas, from 84% in 2009 to 78% in 2011, whilst levels have remained relatively consistent amongst the high and medium areas. Satisfaction levels have increased amongst housing association tenants.

Figure 8: How satisfied or dissatisfied are you with your local neighbourhood as a place to live? Change in % satisfied by income and tenure over time (All respondents)



Unweighted base: 2009-1210 2007-1202 2005-1208

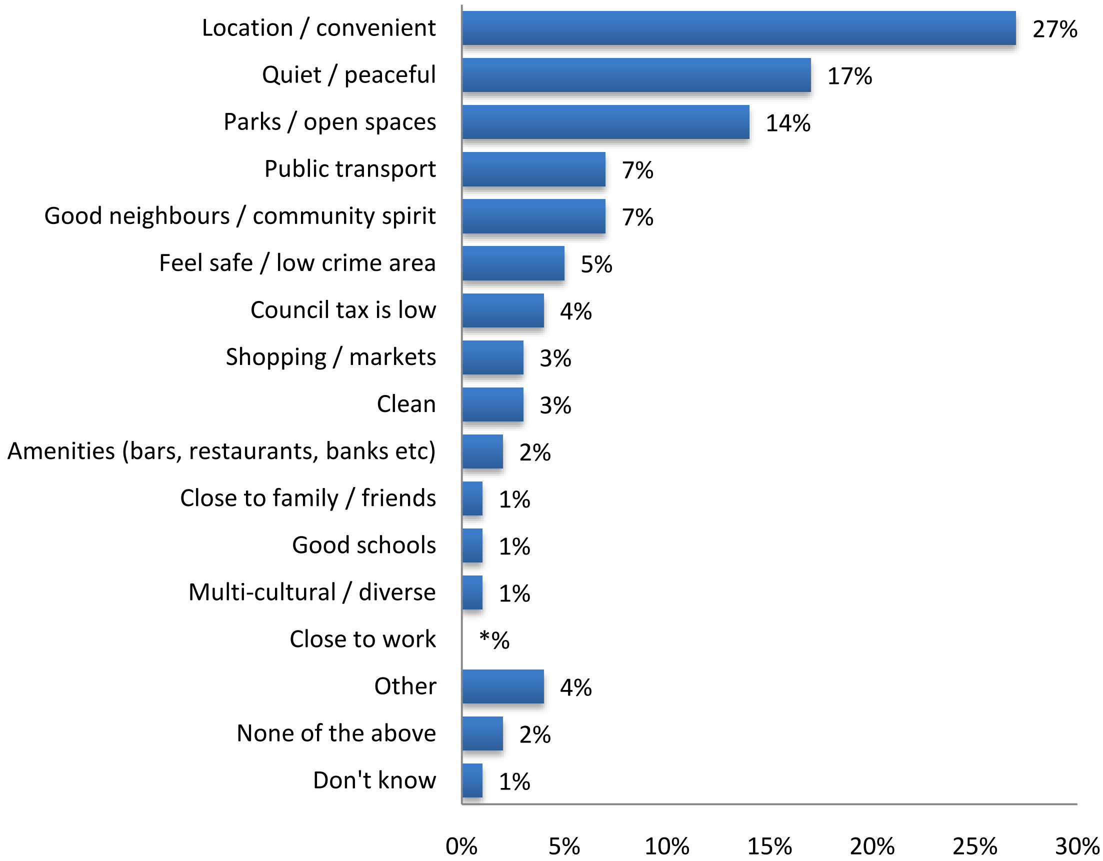
Looking at other key variations, residents in cluster E are the most satisfied with their local area (95%), whilst this drops to 86% in cluster A. However, it is interesting to note that in cluster B, the proportion stating they are very satisfied with their local area is high at 43%, which is in contrast to the 26% stating such in cluster D.

Satisfaction with local areas can be driven by a number of factors, and we have touched on how these levels can vary depending on the geographies people live in as well as the backgrounds of people. However, there is a clear inter relationship between views of local areas and a number of other factors. For example, where residents feel safe in their local area after dark, 93% are satisfied with their local area, whereas satisfaction drops to 80% amongst those that feel unsafe after dark. Similarly, where residents feel satisfied with the way Wandsworth Council is running their local area, 94% are satisfied overall with their area, whilst this drops substantially to 51% amongst those that are not satisfied with Wandsworth Council.

4.4 Likes and dislikes of the local area

Respondents were asked to state in their own words what they most like about living in their area. This was then put into a codeframe available to the interviewer only. Over a quarter (27%) of respondents state it is because the area is a good location / convenient, which was also the top choice for 2009 (23%). In addition, residents believe their area is quiet / peaceful (17%, 22% in 2009), and there are parks / open spaces (14%, 22% in 2009).

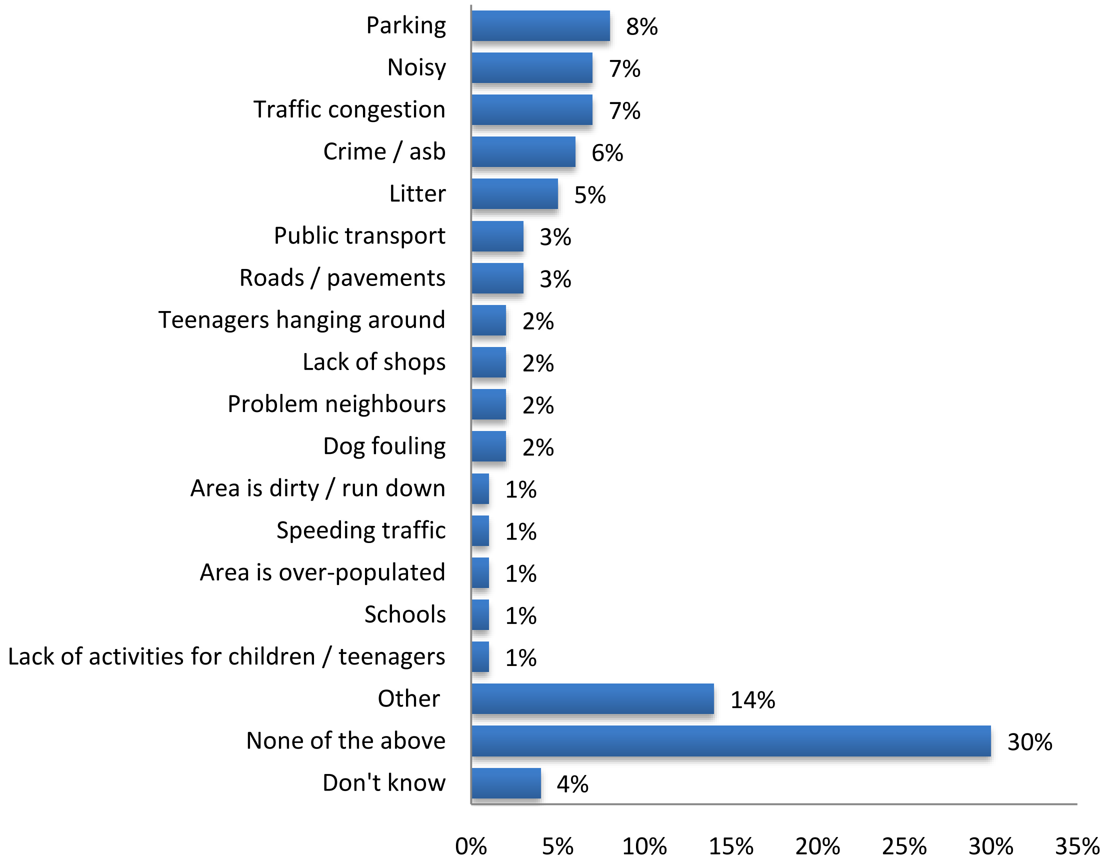
Figure 9: What do you MOST like about living in this area? (All respondents)



Unweighted base = 1210

Similarly, the respondents were then asked to state in their own words what they dislike about living in their local area. As in 2009, a large proportion (30%, 34% in 2009) state that there is nothing they dislike about the area. However, 8% cite parking problems, 7% noise, and 7% traffic congestion, each of which were the top 3 mentions in 2009.

Figure 10: What do you MOST dislike about living in this area? (All respondents)

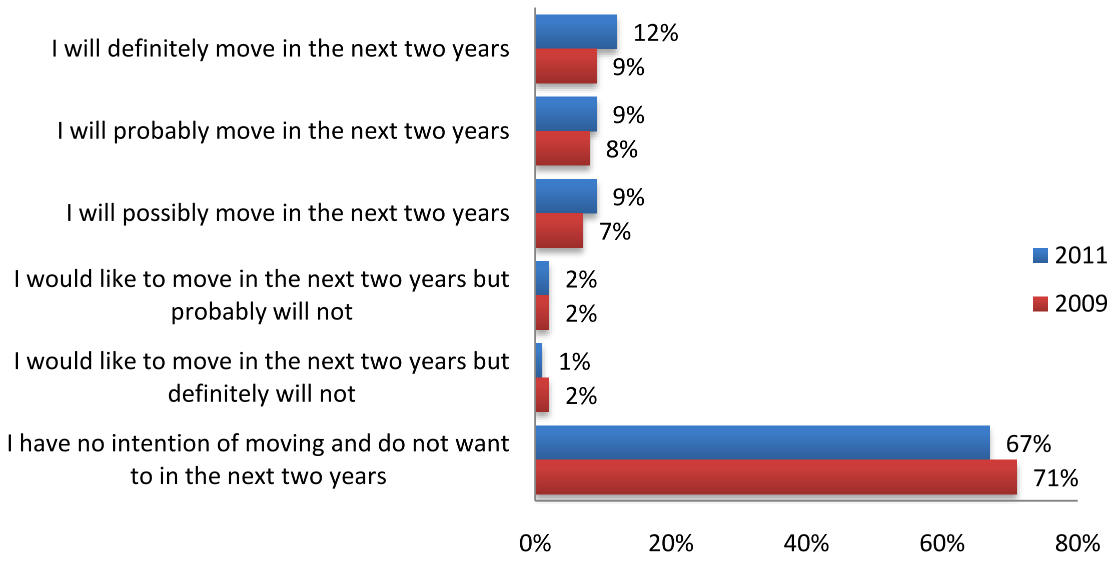


Unweighted base = 1210

4.5 Aspirations for future residence

All respondents were asked whether they are likely to move home in the next two years. The following chart displays the 2011 and 2009 figures. There has been a 3-percentage point increase in the proportion of residents that definitely intend to move in the next two years (12%, up from 9% in 2009). There has also been the same percentage point increase in the proportion that probably/possibly intend to move (18%, up from 15% in 2009). As such, there is seen to be a reduction in the proportion with no intention to move, which has seen a steady decline since 2007 (83% 2007, 71% 2009, 67% 2011).

Figure 11: Looking to the future, within the next two years do you think you are likely to move home? (All respondents)

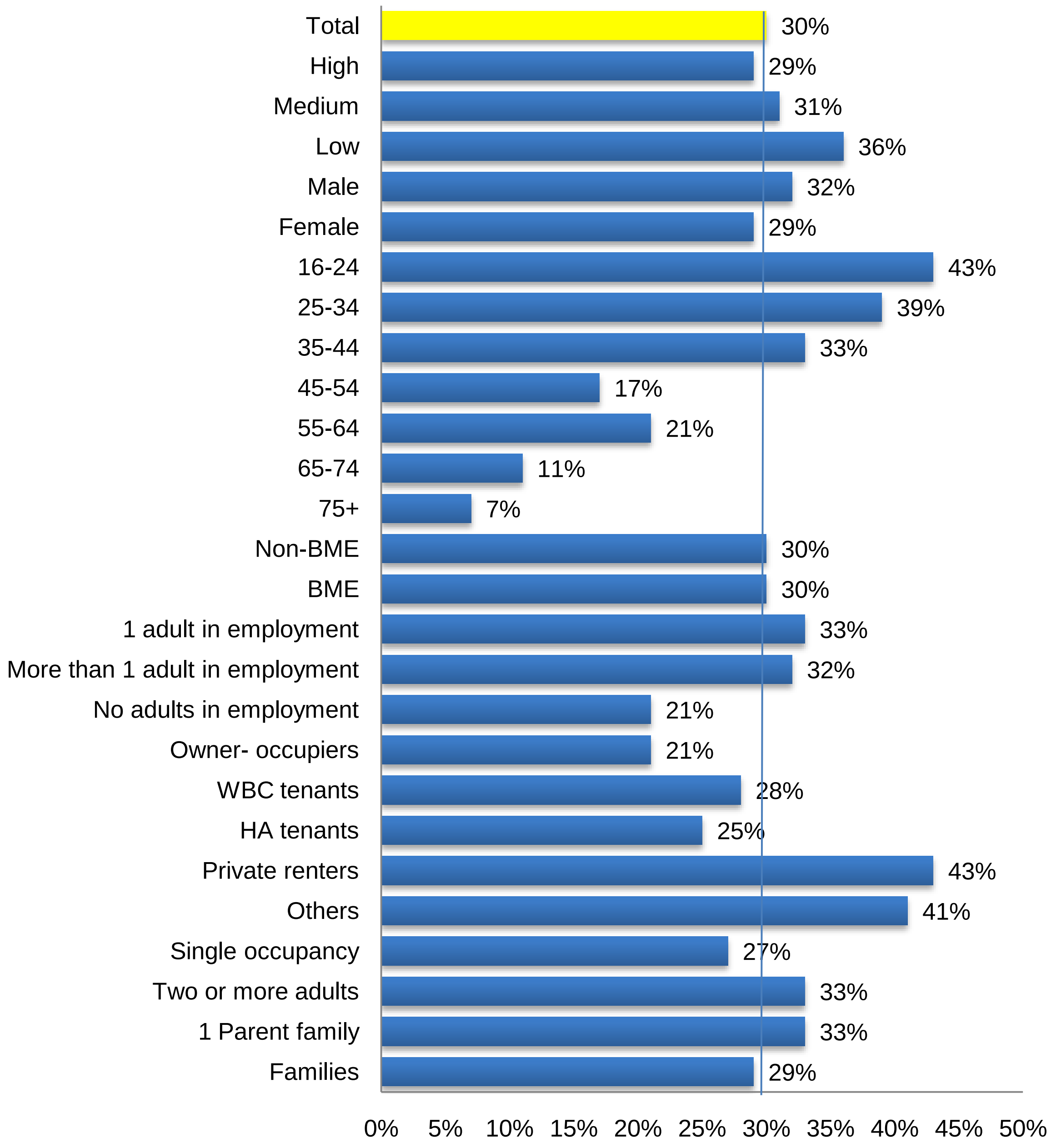


Unweigted base: 2011-1210 2009- 1210

Linking back to the earlier findings regarding ‘newcomers’ and the more transient population, the same set of individuals are also most likely to move home in the next two years. These are those that have lived in the neighbourhood for less than one year (41%), younger residents (43% aged 16-24 and 39% aged 25-34), and private renters (43%). Interestingly, those in low income areas are most likely to intend to move (36%), which is 8-percentage points higher than in 2009. The least likely to intend to move are older residents (7% aged 75+ and 11% aged 65-74), owner occupiers (21%) and households with no adults in employment (21%).

Variations spatially show less intention to move home amongst residents of cluster D (26%), whereas this rises to 35% in cluster A.

Figure 12: Looking to the future, within the next two years do you think you are likely to move home? % definitely / probably / possibly by key demographics (All respondents)

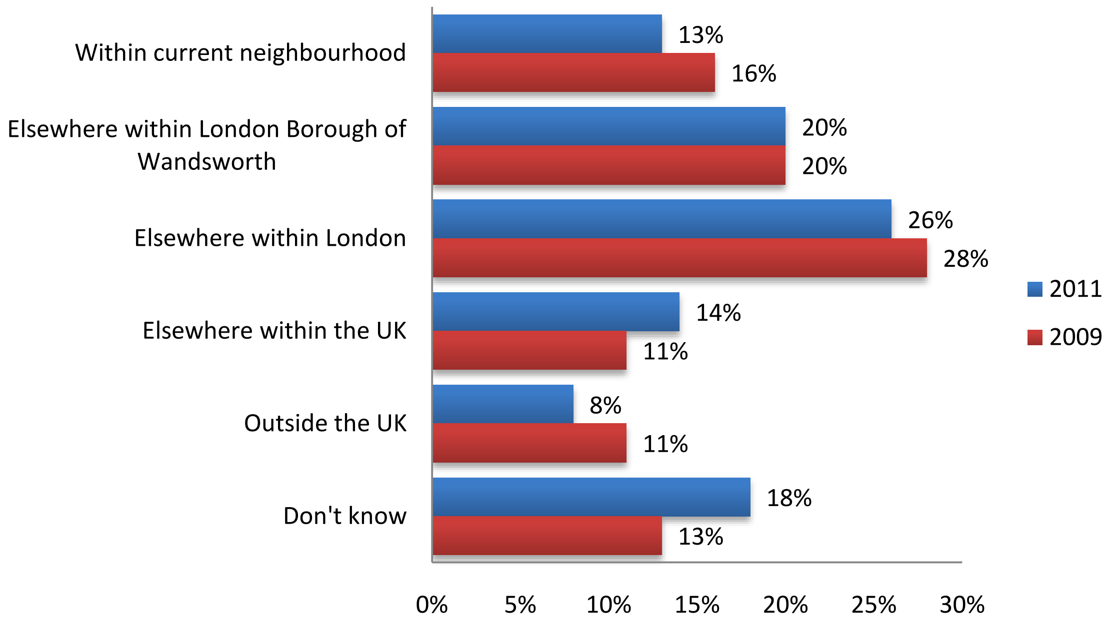


Unweighted bases vary

Amongst those that state they would like to move home in the next two years, intentions to move within the borough of Wandsworth, at 33%, have dropped only slightly since 2009 (36%). Intentions to move elsewhere in the UK have increased to 14%, whilst the proportion that doesn't know where they would like to move to has risen to 18%.

Those in the medium income areas are far more likely to intend to move elsewhere in London (31%), and less so within the borough of Wandsworth (23% cf. 41% high and low income areas).

Figure 13: And which of the following areas best describes where you would consider moving to? (All respondents that would like to move in the next two years)



Unweighted base: 2011-389 2009-353

4.6 Quality of services and amenities in the area

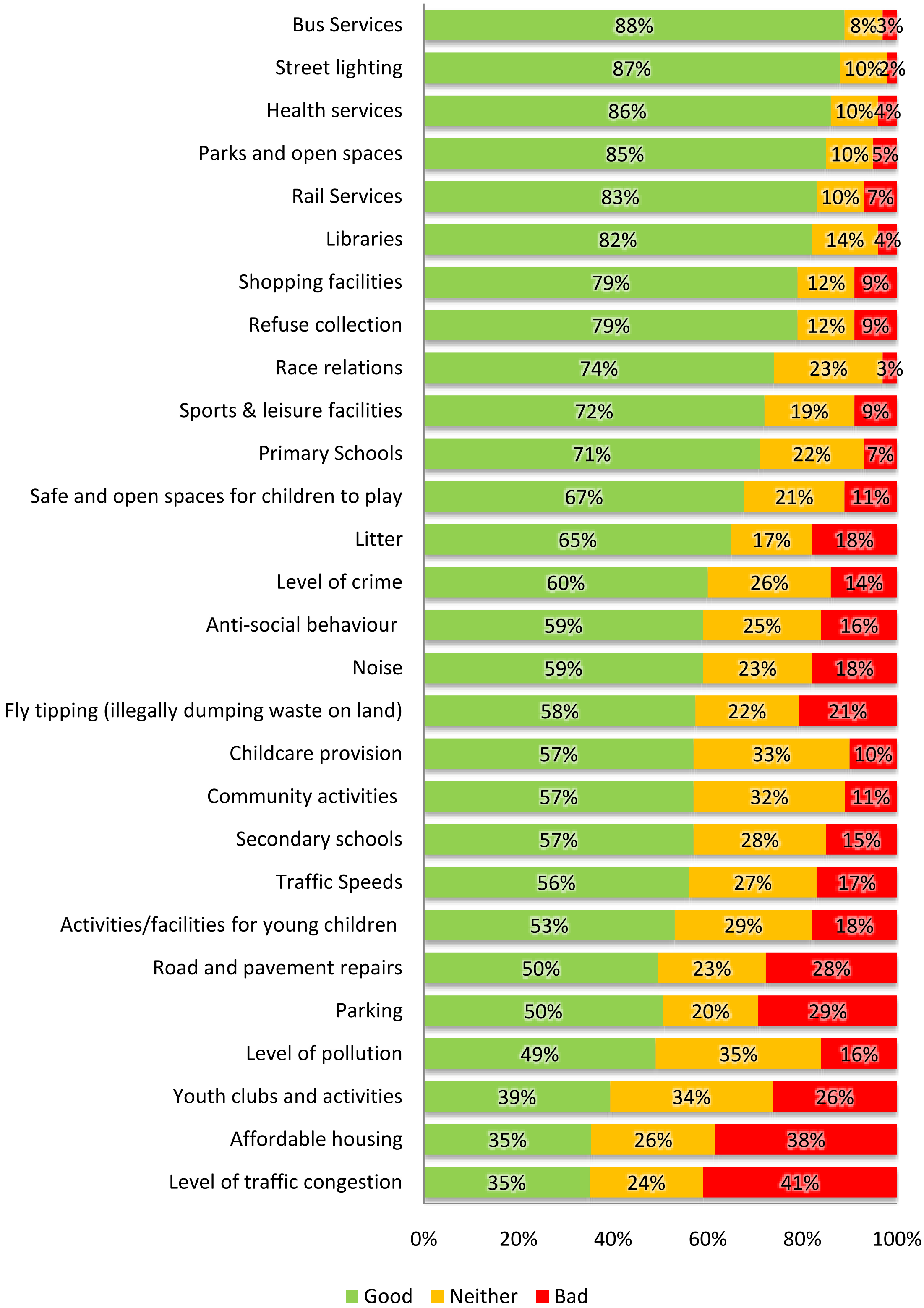
All respondents were presented with an extensive list of aspects of their local area, and asked to rate the extent to which each is good or poor. The list includes a mix of services and environmental descriptors such as litter and anti-social behaviour.

The following chart is based on the results of those respondents giving a valid response to the question. This means that anyone unable to give a response, most likely because they have no experience of that particular issue or service, are removed and the figures are rebased accordingly.

There are very high levels of positive opinion of bus services (88%), street lighting (87%), health services (86%) and parks and open spaces (85%). These were all high in 2009, but encouragingly, the figures have increased substantially over this time.

On the other end of the scale, however, traffic congestion is again an area of discontent (just 35% stating this as good, and a higher proportion 41% state it is poor). This is followed by affordable decent housing (35%) and youth clubs / activities (39%).

Figure 14: How good or poor do you think the following are in your area? (All valid responses)



Unweighted bases vary

Exploring how views have changed since 2009, the valid response is taken again as the comparison. There are found to be large increases in positive opinion since 2009, particularly with regards to litter (+16%), noise (+10%), traffic speeds (+11%), and the level of pollution (+8%). There are some decreases, however, in terms of activities / facilities for young children (-7%), road and pavement repairs (-7%), and community activities (-6%).

Table 3: How good or poor do you think the following are in your area? Change in % good since 2009 (All valid responses)

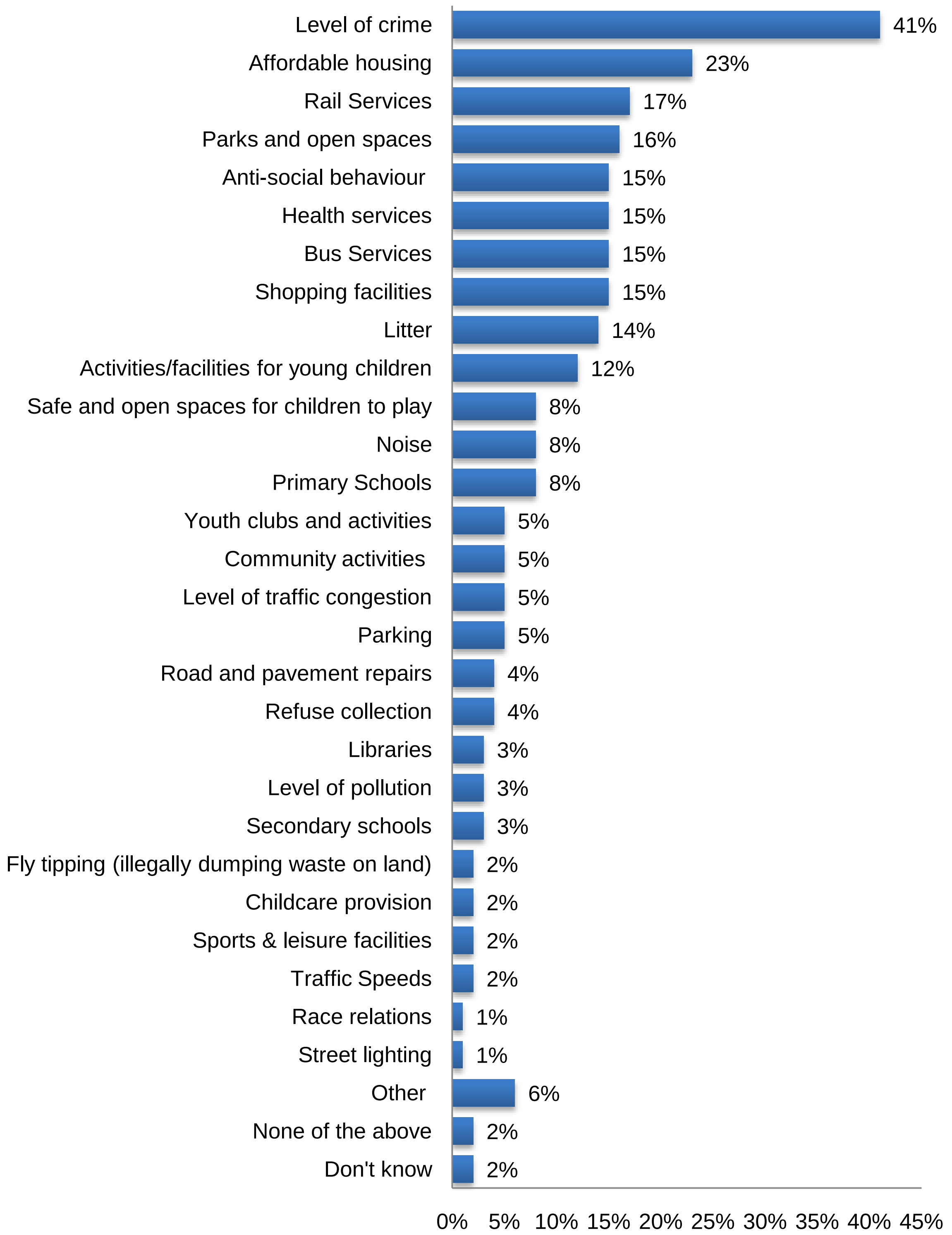
	2011	2009	% change since 2009	Unweighted base (2011)
Activities/facilities for young children (up to age 12 years)	53%	60%	-7%	700
Youth clubs and activities/facilities for teenagers	39%	-	-	614
Affordable housing	35%	39%	-4%	939
Litter	65%	49%	+16%	1192
Fly tipping (illegally dumping waste on land)	58%	51%	+7%	1140
Anti-social behaviour (e.g. vandalism, graffiti, people being drunk)	59%	53%	+6%	1157
Childcare provision	57%	57%	0%	632
Community activities (e.g. social clubs, school fairs)	57%	63%	-6%	767
Libraries	82%	-	-	1045
Health services	86%	83%	+3%	1161
Level of crime	60%	54%	+6%	1121
Level of pollution	49%	41%	+8%	1102
Level of traffic congestion	35%	29%	+6%	1149
Safe and open spaces for children to play	67%	67%	0%	1042
Rail Services	83%	79%	+4%	1141
Bus Services	88%	83%	+5%	1163
Race relations	74%	78%	-4%	1114
Road and pavement repairs	50%	57%	-7%	1170
Shopping facilities	79%	75%	+4%	1196
Sports & leisure facilities	72%	75%	-3%	1030
Street lighting	87%	81%	+6%	1186
Noise	59%	49%	+10%	1190
Traffic Speeds	56%	45%	+11%	1158
Parks and open spaces	85%	78%	+7%	1175

Refuse collection	79%	-	-	1190
Primary Schools	71%	-	-	682
Secondary schools	57%	-	-	605
Parking	50%	-	-	1002
Unweighted bases vary				

4.7 Factors making somewhere a good place to live

To complete the section exploring views of the local neighbourhood, respondents were asked to choose from a list the three things they feel are most important in making somewhere a good place to live. By far the most important factor is the level of crime (41%), and this is followed by affordable decent housing (23%). Rail services come in as third most important (17%).

Figure 15: Which THREE of the following are most important in making somewhere a good place to live? (All respondents)



Unweighted bases vary

Whilst the figure above shows what factors all Wandsworth residents believe to be important, looking at responses in further detail shows that the issues chosen as important vary by resident group:

4.7.1 Age

Health services are significantly more likely to be described as important by those aged 65+ years (24%) when compared to those aged 16-64 (13%). Affordable housing is more important amongst those aged 25-34 (29%) and rail services are important to those aged 16-34 (24%).

4.7.2 Families

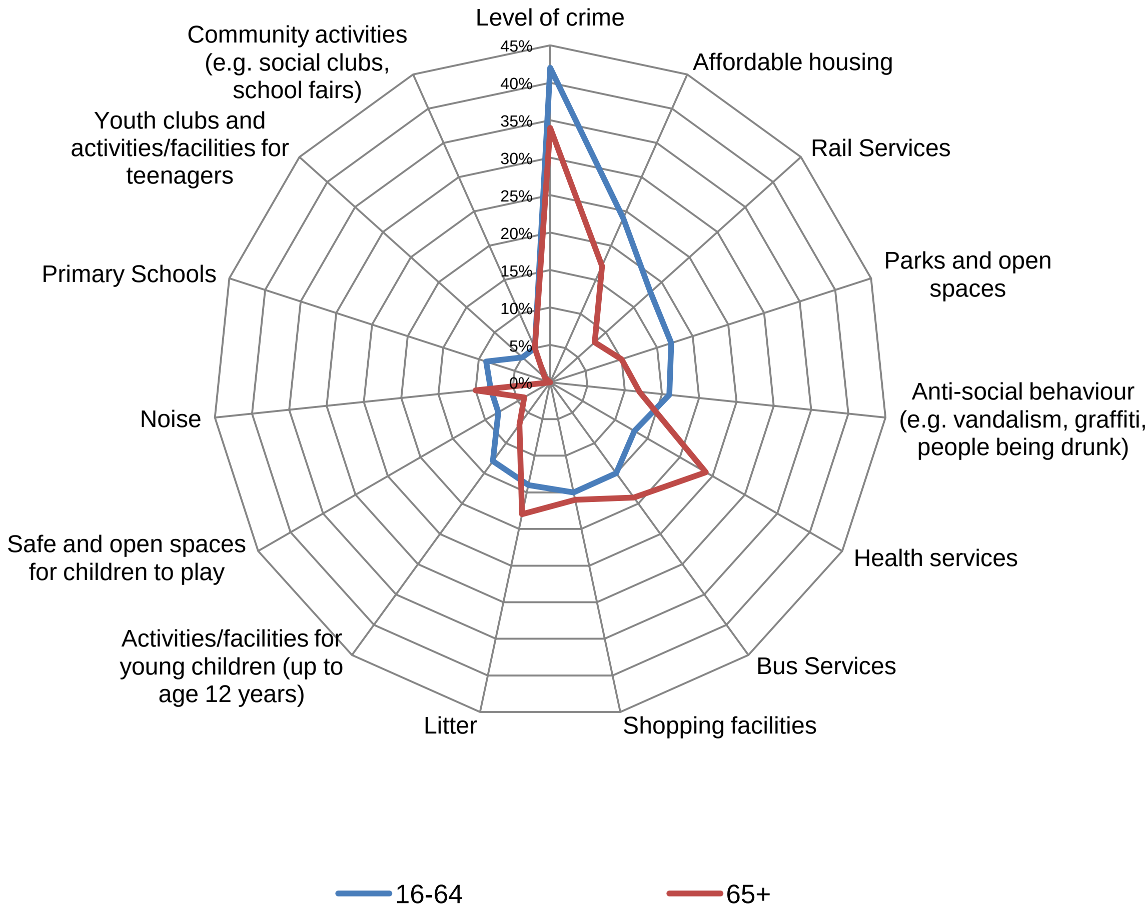
Perhaps unsurprisingly, families place greater importance on the provision of activities for young children (21%), safe and open spaces for children to play (14%), and primary schools (23%).

4.7.3 Tenure

There are wide variations in priorities by the different tenure types, with private renters more likely to see affordable housing (32%) and rail services (24%) as important. WBC tenants place greater emphasis on activities for young children (17%), whilst for owner occupiers it's parks and open spaces.

The figure below charts the views given by those aged 16-64 and those aged 65 and over regarding what is important in making somewhere a good place to live (the top 15 overall). Each circle represents 5 percentage points, with the innermost ring representing 0% and the outer ring representing 45%. The peaks identify where particular factors are seen as important by a higher proportion of each age group.

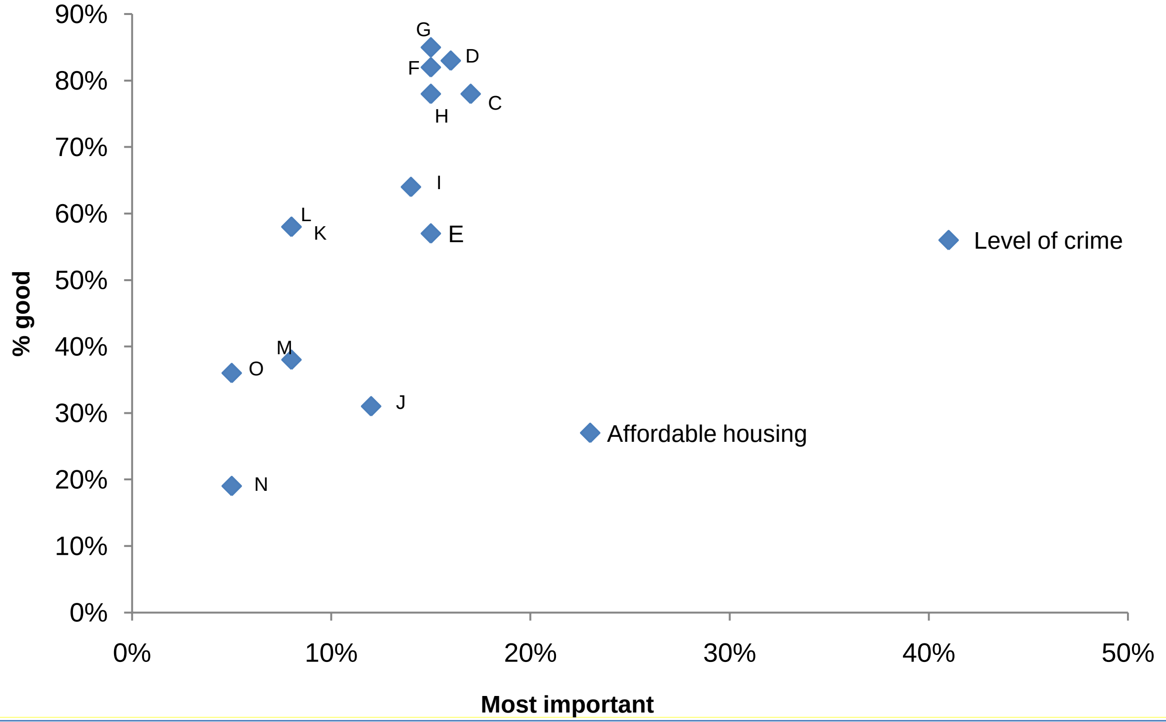
Figure 16: Which THREE of the following are most important in making somewhere a good place to live? Variation by age (All respondents)



4.8 Importance versus performance – prioritising action

It is possible to produce a prioritisation matrix plotting those aspects seen as most important to residents in making somewhere a good place to live against the corresponding score of its performance (% good). The matrix provides an indication of those aspects in need of prioritising based on the principle that it is important to residents, yet it is seen as less positive in terms of its performance. These aspects lie towards the bottom right hand side of the chart overleaf, notably level of crime and affordable housing.

Figure 17: Prioritising areas for action – importance versus performance (All responses)



Key			
Level of crime	A	Litter	I
Affordable housing	B	Activities / facilities for young children	J
Rail services	C	Safe and open spaces for young children	K
Parks and open spaces	D	Noise	L
Anti social behaviour	E	Primary schools	M
Health services	F	Youth clubs and activities for teenagers	N
Bus services	G	Community activities	O
Shopping facilities	H	Safe and open spaces for young children	K

5 Participation in the local neighbourhood

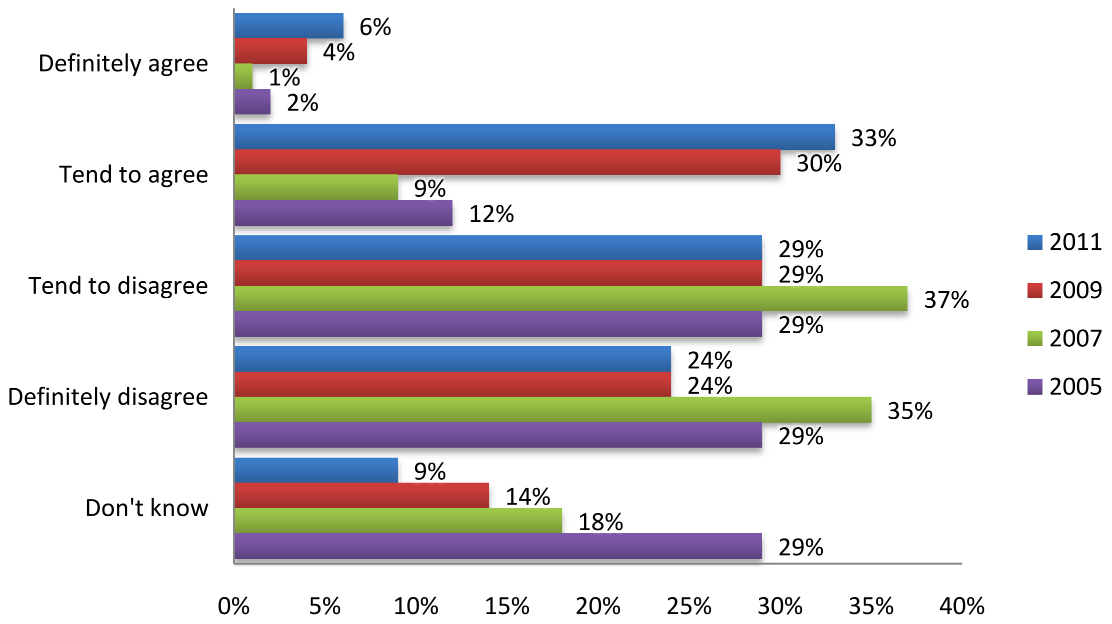
5.1 Introduction

This section of the report looks at respondents' participation in the local community and the extent to which they feel they can change their local area. It looks at membership of organisations, level of interest in becoming involved and barriers to participation.

5.2 Influencing local decision making

Respondents were asked whether they feel they can influence decisions affecting their local area. Nearly two in five (39%) residents agree with this, whilst a higher proportion (53%) disagrees. There has been a consistent increase in positive opinion with this measure over time, with agreement that decisions can be influenced increasing from 34% in 2009.

Figure 18: Do you agree or disagree that you can influence decisions affecting your local area? (All respondents)



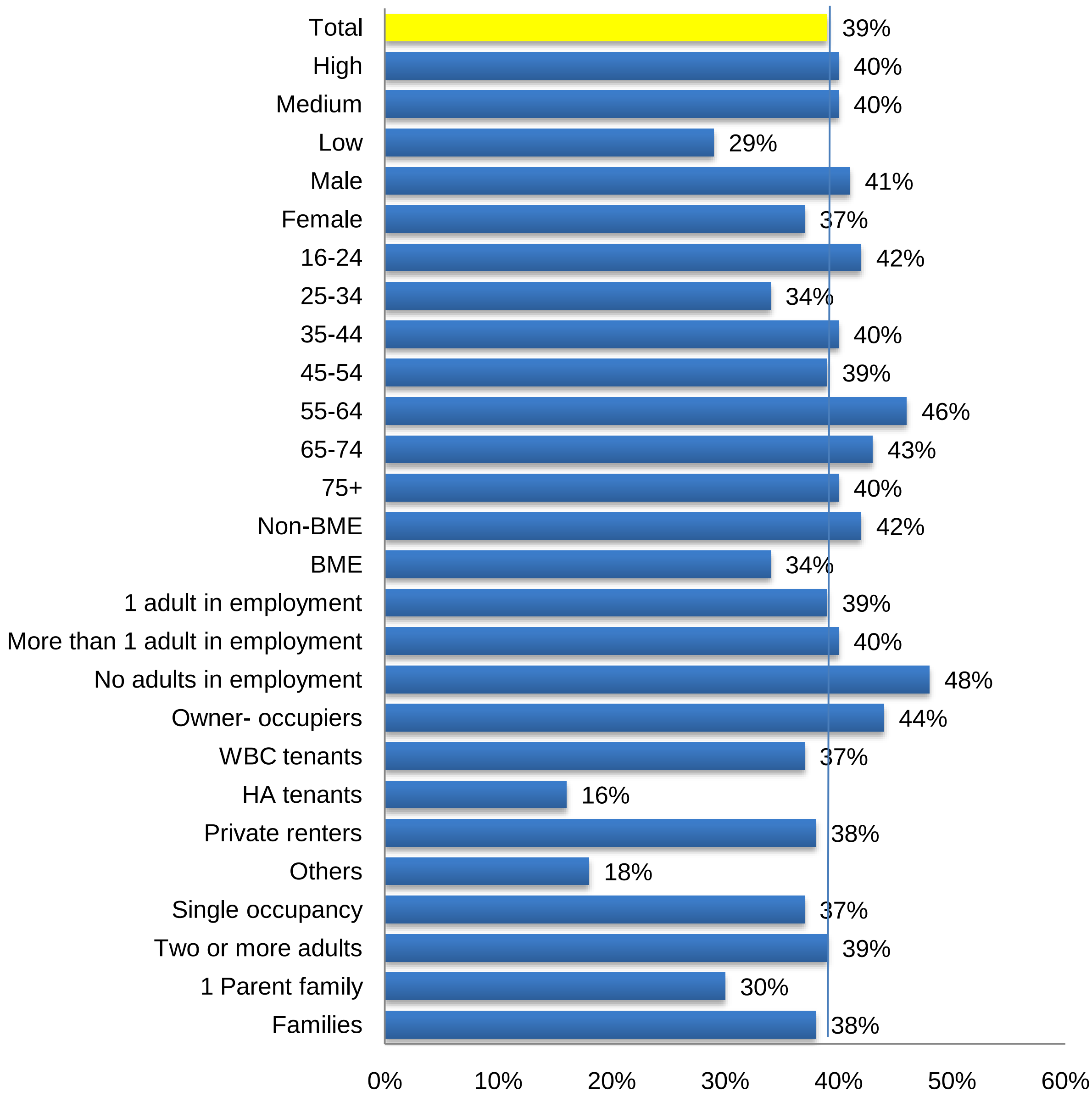
Unweighted bas: 2011-1210 2009-1210 2007-1202 2005 -1208

The following chart details the proportion of different resident groups that agree they can influence decision making. There is shown to be a marked difference in agreement, with higher levels amongst those residing in high and medium income areas (both 40%), aged 55-64 (46%), with no adults in employment in the household (48%), and owner occupiers (44%). Far fewer residents feel they can influence decisions in their local area where they reside in low income areas (29%), are housing association tenants (16%), and live in one-parent families (30%).

These same patterns were evident in 2009.

Spatially, residents living in clusters B (46%) and E (44%) are most likely to agree they can influence decisions, whereas this drops to 29% in cluster D.

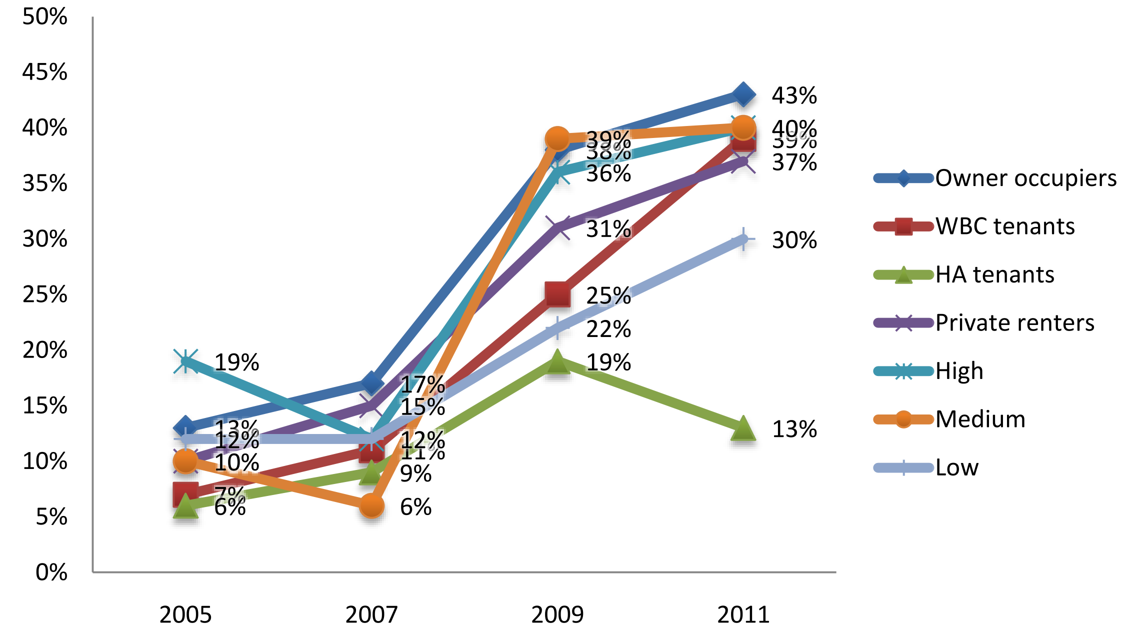
Figure 19: Do you agree or disagree that you can influence decisions affecting your local area? % agree by key demographics (All respondents)



Unweighted bases by label

The following chart tracks the change in level of agreement that decisions can be influenced in the local area by tenure and by income area since 2005. The only group of residents that have experienced a drop in levels of agreement are housing association tenants, with a 6-percentage point decrease since 2009. This is an area to explore further, given it is out of line with all other trends.

Figure 20: Do you agree or disagree that you can influence decisions affecting your local area? Change in % agree over time by income and tenure (All respondents)



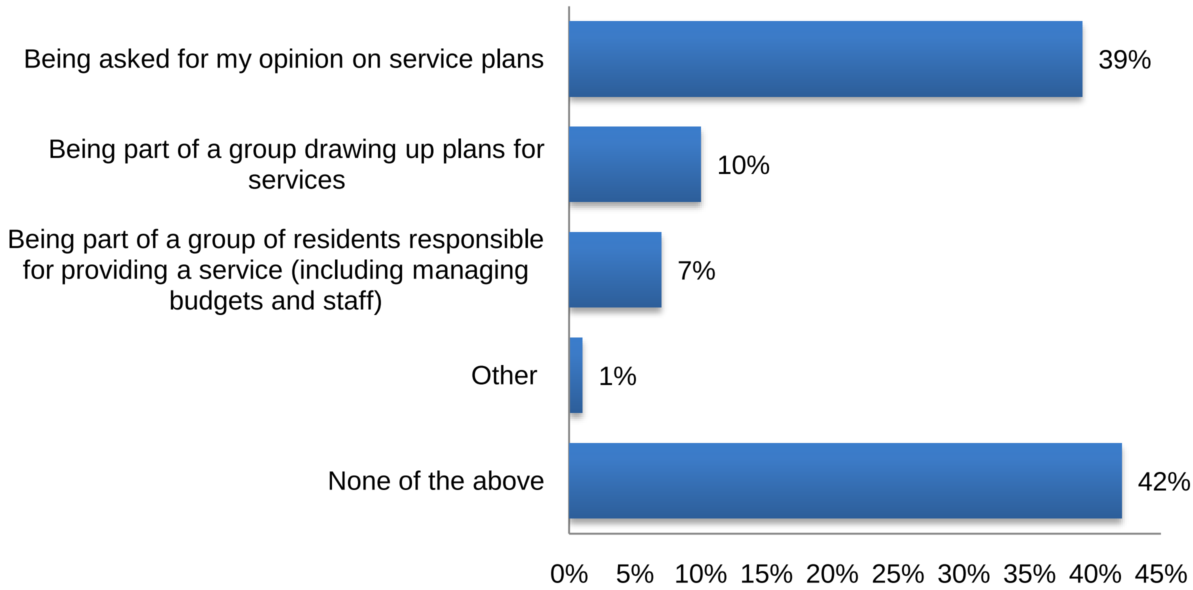
Unweighted base: 2011-1210 2009-1210 2007-1202 2005-1208

5.3 Getting involved in local service decision making

The Government is looking for local people and communities to be more involved in decisions affecting local service provision. A newly introduced question for 2011 explores whether and how residents would like to be involved in such decisions. Over two in five (42%) residents state that none of the options are of interest to them. However, a similar proportion (39%) would be interested in being asked their opinion on service plans, whilst 10% would go a step further and be interested in being part of a group drawing up plans for services. Looking specifically at the latter group of residents, interestingly, this is more likely to be residents aged 16-24 (15%), Asian (14%), owner occupiers (13%), and one-parent families (13%).

A further 7% of residents would be interested in actively partaking in a group responsible for delivering a service (including managing budgets and staff). This is more likely to be residents of low income areas (11%) and families (8%).

Figure 21: The Government wants local people to be more involved in decisions about local services. Which of the following ways of being involved most interest you? (All respondents)

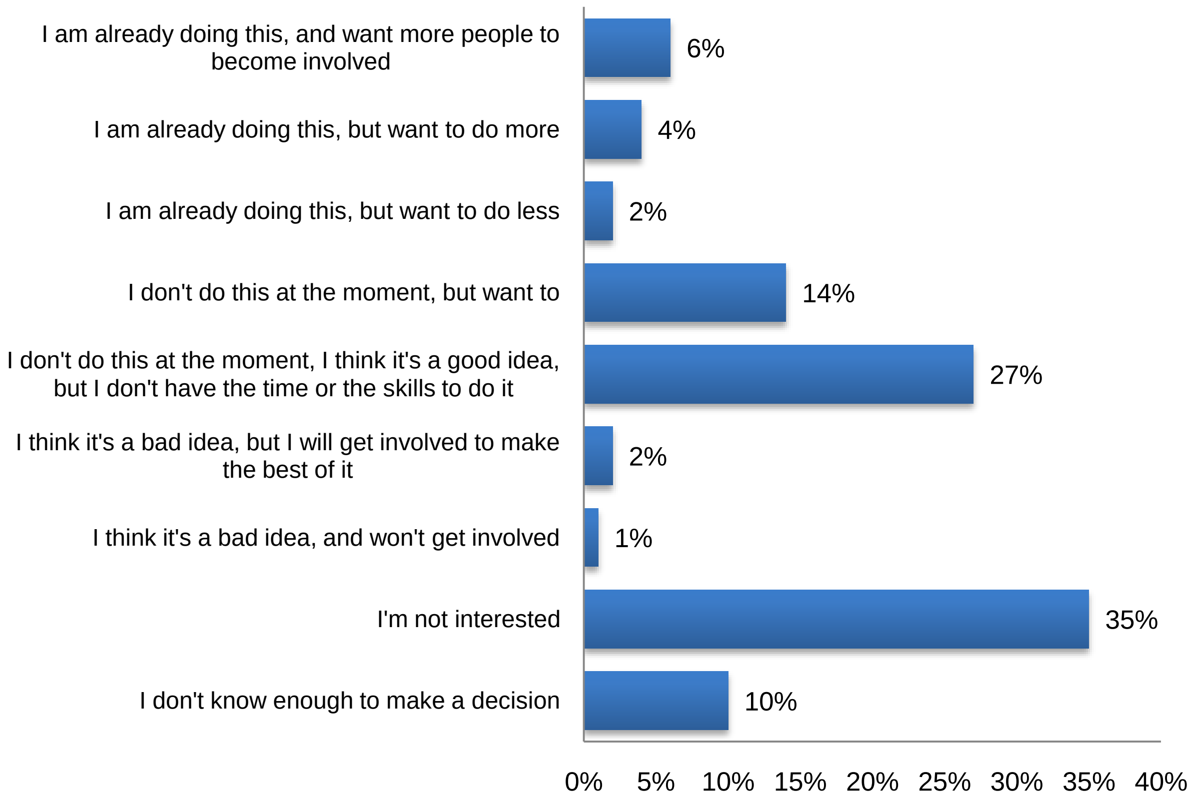


Unweighted base: 1210

Following on from this, all respondents were asked to select what best describes their current position in terms of helping to make decisions on local services. A total of 12% of respondents state that they already get involved, rising to 13% of females, 17% aged 55-64, and 15% of owner occupiers. The largest proportion of residents are either not interested (35%) or do not have the time or skills to get involved (27%).

Interestingly, there is a pocket of residents that state they currently do not get involved but would like to (14%). It is important for Wandsworth Council to understand who these residents are in an attempt to harness this potential. Those groups of residents more likely to want to get involved are residents of cluster C (20%), aged 35-44 (19%), owner occupiers (17%), and with more than one adult in employment (18%).

Figure 22: Which of the following best describes your own position about helping to make decisions on local services? (All respondents)

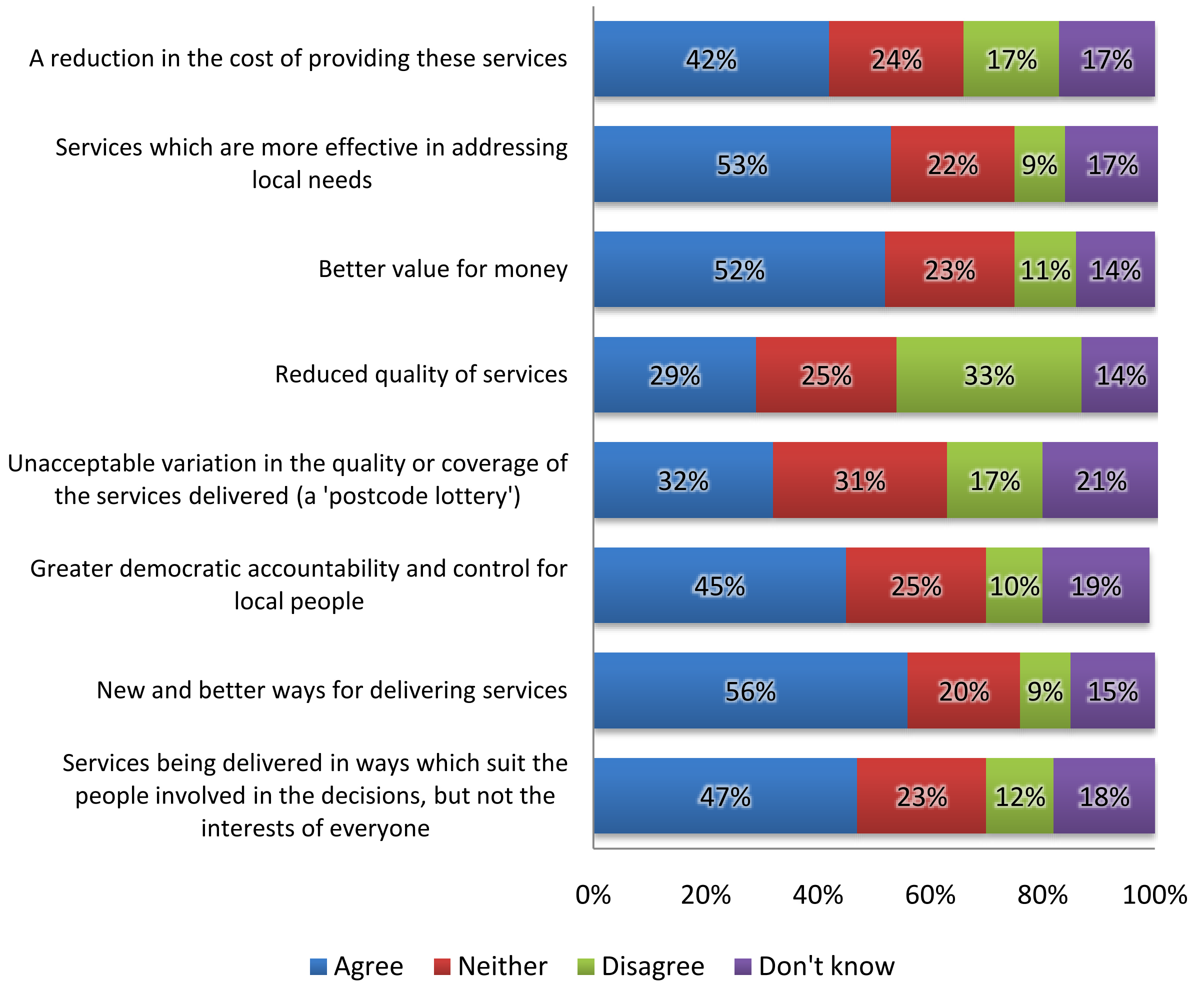


Unweighted base: 1210

Continuing to explore the concept of local people getting more involved in the provision and planning of services, all respondents were read a set of statements and asked to rate the extent to which they agree or disagree with each.

It is immediately apparent that there is some indecision regarding each statement, with around one in five residents stating don't know and varying levels giving a middle ground response of neither agree nor disagree. However, over half agree that local people getting more involved would provide better value for money (52%), would deliver services that are more effective in addressing local needs (53%), and would deliver services in new and better ways (56%). On the flip side to this, over a quarter (29%) agree that this would result in reduced quality of services, a third (32%) feel there would be unacceptable variation in the quality or coverage across geographical areas, and 47% believe services will be delivered in ways which suit the decision makers and not everybody else.

Figure 23: To what extent do you agree or disagree that each of the following would result from local people getting more involved in the provision and planning of services in their local area...? (All respondents)



Unweighted base: 1210

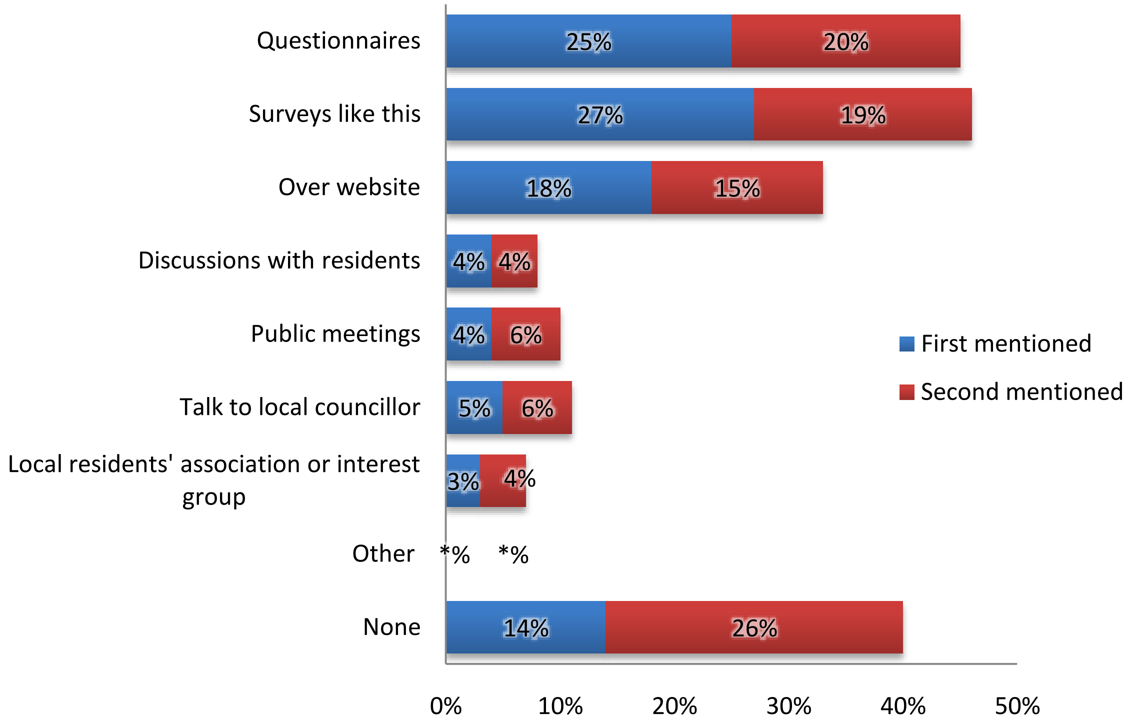
5.4 Preferred means of getting involved

To ensure the Council and its partners do all they can to enable residents to participate in decision making, it is important to explore the preferred means of getting involved, and also how this varies by key demographic groups, as this will vary greatly and tailored approaches will be required.

The largest proportion of residents would like to be involved via face to face household surveys (surveys like this) (46%), whilst 45% would prefer questionnaires. A third would look to be involved via the website (33%).

Perhaps unsurprisingly, a preference for involvement via the website is higher amongst younger residents (30% aged 25-34), households with more than one adult in employment (25%) and private renters (27%); however household face to face surveys are the preference for the very youngest (16-24 37%) and very oldest of the age groups (75+ 36%). Residents in high income areas hold a preference for questionnaires (27%) and via the web (23%).

Figure 24: By what method or methods would you like to participate in decisions affecting your local area? (All respondents)



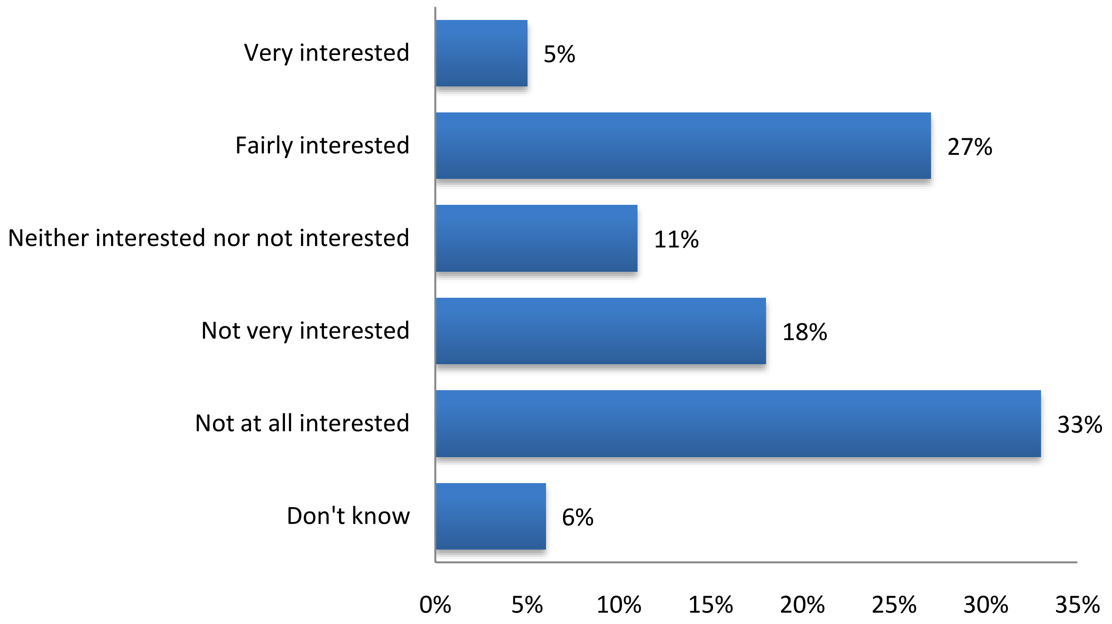
Unweighted base: 1210

5.5 Local organisations / groups

Looking now specifically at the responsibilities of local organisations and groups, all respondents were asked whether these groups should manage some local facilities (e.g. community rooms, playgrounds etc). There is some level of division in views, with 56% agreeing that these groups should have such responsibilities, whilst 31% do not. However, agreement has increased since 2009, by 10% (46%).

When asked to what extent they would be interested in becoming involved in a local organisation / group to run these types of facilities, almost a third (32%) would be interested, with 5% being very interested. This is an encouraging 10-percentage point increase in interest since 2009 (22%), with noticeable increases in interest amongst those, again, in cluster C (41%), aged 35-44 (44%), Black (41%), and residents from family households (41%).

Figure 25: If local organisations/groups did run these facilities, to what extent would you be interested in becoming involved with them? (All respondents)



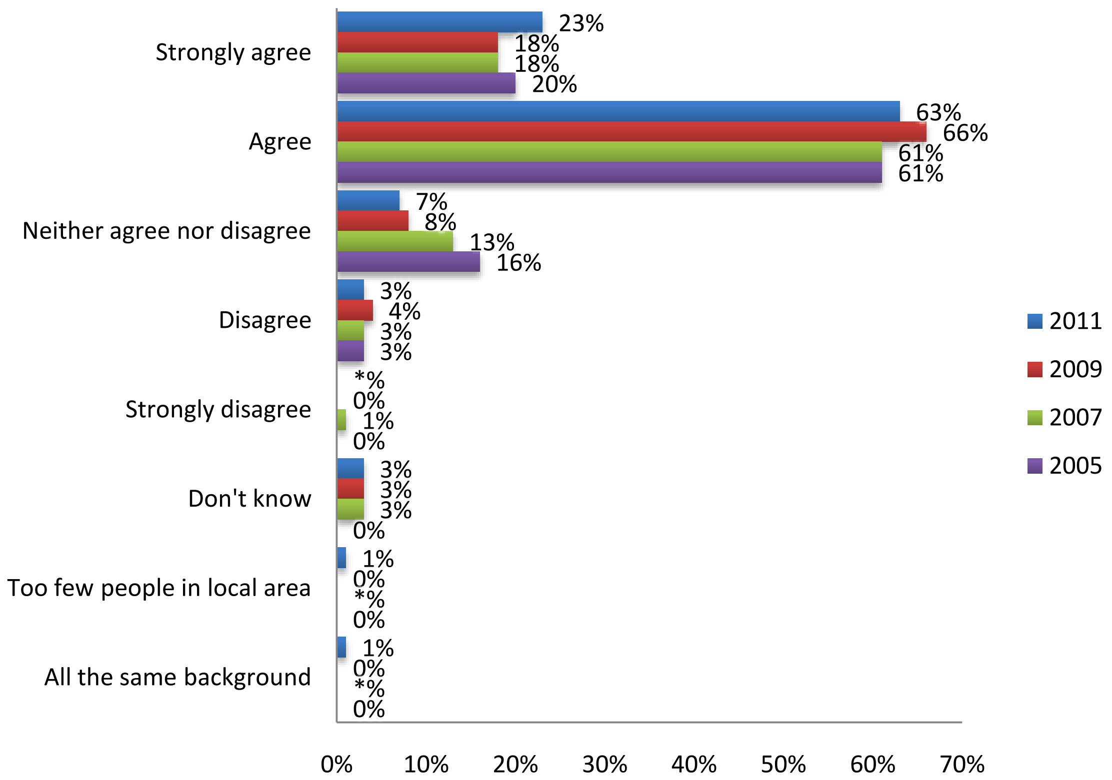
Unweighted base: 1210

6 Community cohesion

6.1 People of different backgrounds getting on well together

A key measure of community cohesion is the extent to which people of different backgrounds get on well together. There is no description around what 'backgrounds' refer to, so this is open to interpretation by the respondent. Agreement with this statement, at 86%, has increased by 2-percentage points since 2009 (84%) and 7-percentage points since 2007 (79%). Just 3% disagree with this statement.

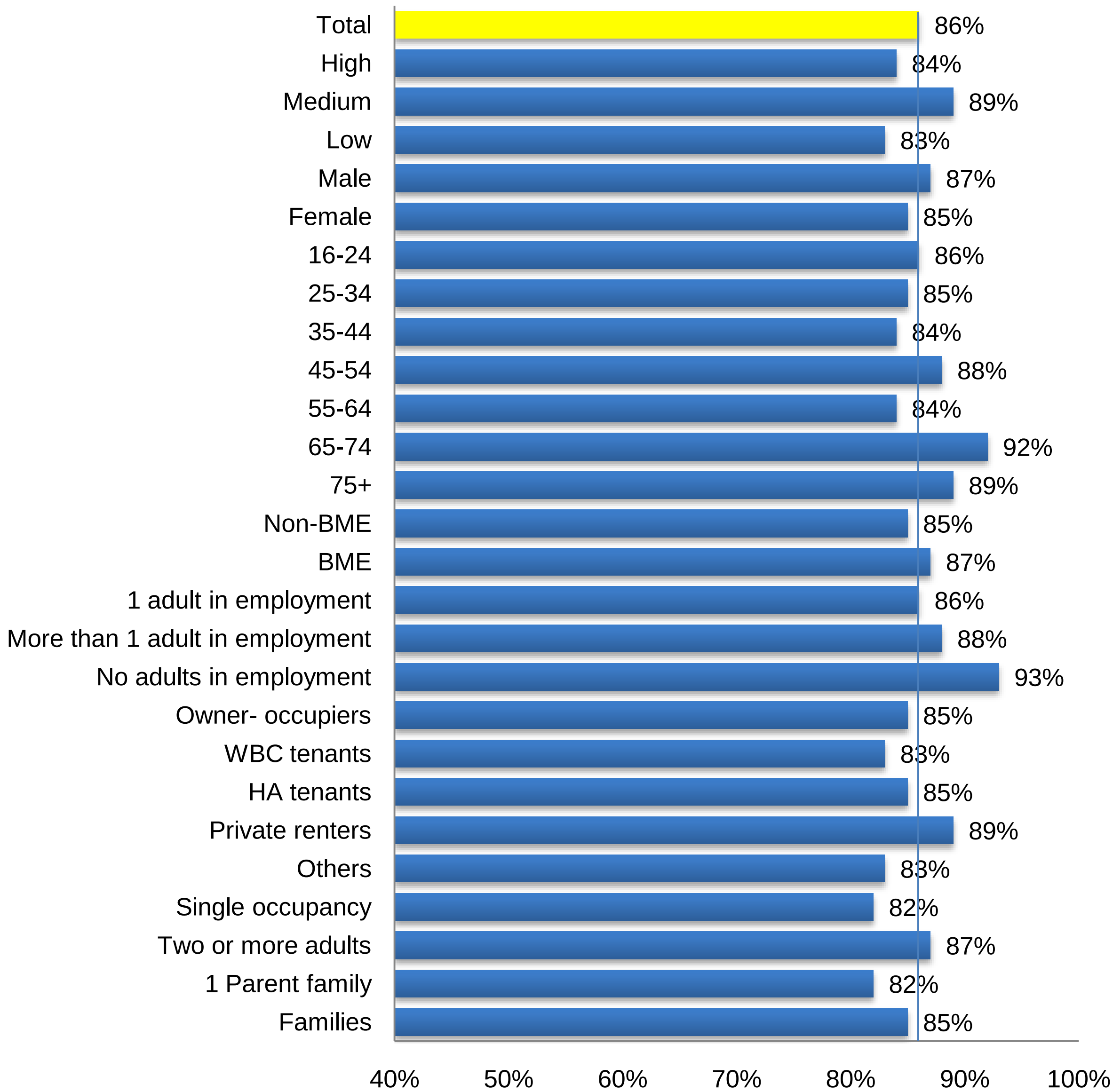
Figure 26: To what extent do you agree or disagree that this neighbourhood is a place where people from different backgrounds get on well together? (All respondents)



Unweighted base: 2011-1210 2009-1210; 2007-1202; 2005-1208

Exploring variations in opinion by demographics, it is immediately noticeable that there are not marked differences. Indeed, the levels to which residents agree people of different backgrounds get on well together ranges from 93% of those with no adults in employment in the household down to 82% of single occupancy and one-parent family households.

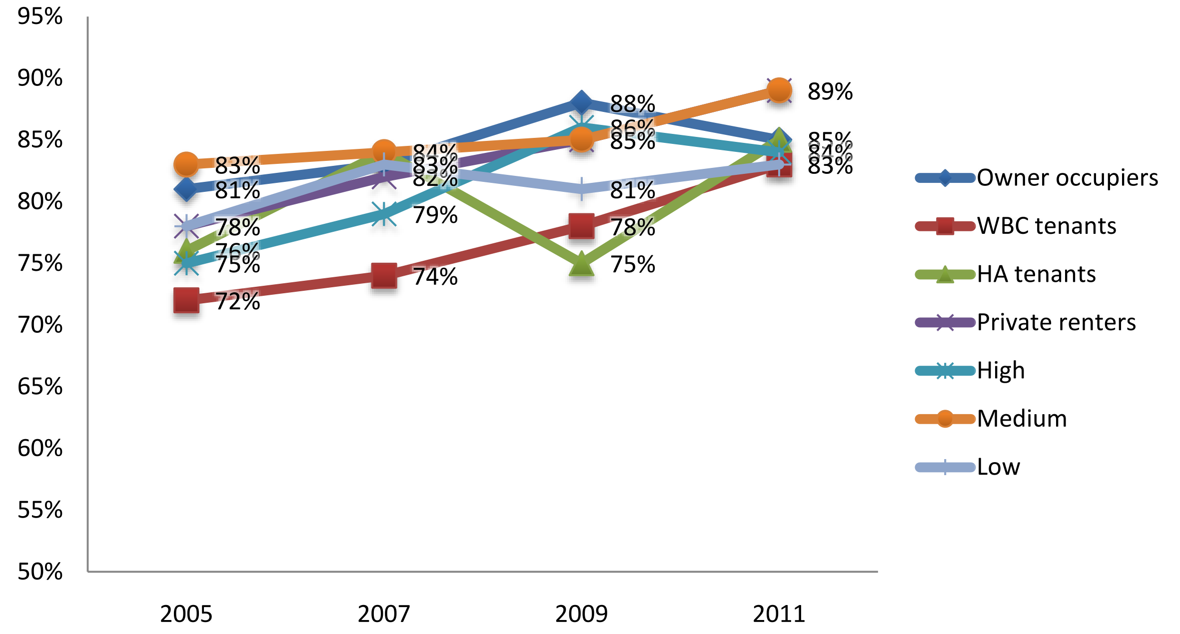
Figure 27: To what extent do you agree or disagree that this neighbourhood is a place where people from different backgrounds get on well together? % agree by key demographics (All respondents)



Unweighted bases by label

The following chart tracks the change in level of agreement that people of different backgrounds get on well together by tenure and by income area since 2005. There are some interesting patterns evident, with slight decreases in agreement amongst owner occupiers (-3%) and those in high income areas (-2%), yet a 10-percentage point increase amongst housing association tenants.

Figure 28: To what extent do you agree or disagree that this neighbourhood is a place where people from different backgrounds get on well together? % agree over time by income and tenure (All respondents)



Unweighted base: 2011-1210 2009-1210 2007-1202 2005-1208

6.2 Definition of neighbourhood and community

Respondents were asked what the word ‘neighbourhood’ means to them. Respondents were given a list from which to choose and one in five states that they would define this as their street (21%; 20% in 2009). Interestingly, a new option included in 2011, that of ’10-minutes’ walk from my home’ is a preferred description for a quarter (24%) of respondents, which is perhaps the reason for the reduction in some of the other area descriptors in comparison to 2009 (for example, 2-3 streets surrounding my home, reduced from 36% in 2009 to 15% in 2011).

6.3 Voting in local / national election

Over half (54%) of respondents state that they voted in the May referendum, with 42% saying they did not, and 3% prefer not to say. This compares to the actual turnout rate of 37%.

The proportion stating they voted increases amongst residents in high income areas (59%), in cluster C (60%), female (57%), aged 55-64 (76%) and 65-74 (73%), non BME (65%), households with no adults in employment (67%), and those in residence for longer than 5 years (66%). These figures drop dramatically amongst those aged 16-24 (28%), BME (39%), and those in residence for less than one year (36%) and 1-2 years (32%).

7 Crime and crime prevention

7.1 Introduction

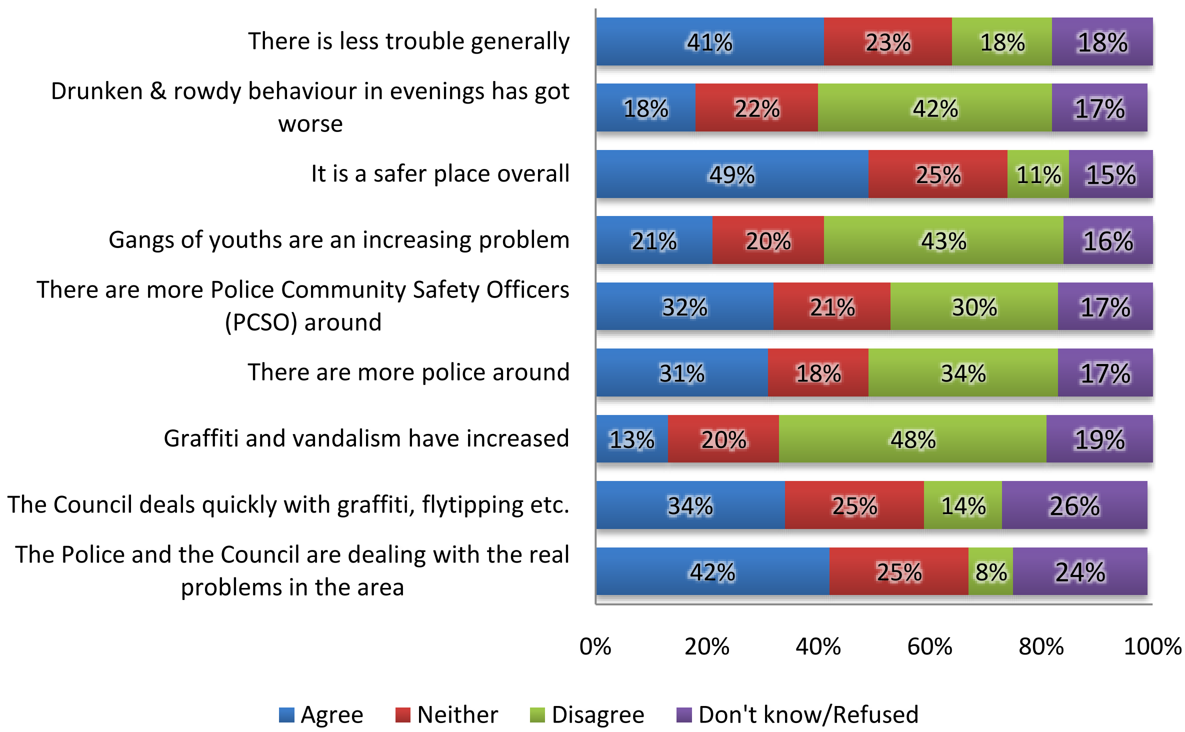
This section explores how concerned residents are about crime and anti-social behaviour issues in Wandsworth, whether progress on key issues is being recognised plus the perceived role of both the Council and the Police.

7.2 General perceptions of crime and community safety

Respondents were presented with a list of statements regarding crime and community safety over the last two years and were asked to rate their level of agreement or disagreement with each. Over this period it is encouraging to note that almost half (49%) of residents feel that Wandsworth is a safer place overall, while more residents agree (41%) than disagree (18%) that there is less trouble generally. Two in five (42%) residents also feel that the Police and the Council are dealing with the real problems in the area.

More specifically, it is also encouraging to note that more residents disagree than agree that specific problems such as drunken and rowdy behaviour, gangs of youths and graffiti and vandalism have increased over the last two years.

Figure 29: To what extent do you agree or disagree with the following statements about crime and anti-social behaviour over the past 2 years...? (All respondents)



Unweighted base: 1210

The table below shows how agreement with these statements in 2011 compares to the levels recorded in the equivalent 2009 survey. This comparison shows that in 2011, agreement that there is less trouble generally has fallen marginally (3-percentage points) from the 44% recorded in 2009. The proportion describing Wandsworth as a safer place to live has also fallen from 54% to 49% in 2011. Alongside this there has been a 9-percentage point fall in the proportion of residents who agree there are more PCSOs around.

The other large shift in agreement is evident regarding the suggestion that the Council deals quickly with graffiti and fly tipping (34% in 2011 cf. 43% in 2009). However, to put this result into context it is also notable that the proportion of residents who feel graffiti and vandalism have increased has reduced by 7-percentage points to 13%.

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

	2011	2009	% change since 2009
There is less trouble generally	41%	44%	-3%
Drunken & rowdy behaviour in evenings has got worse	18%	23%	-5%
It is a safer place overall	49%	54%	-5%
Gangs of youths are an increasing problem	21%	26%	-5%
There are more Police Community Safety Officers (PCSO) around	32%	41%	-9%
There are more police around	31%	32%	-1%
Graffiti and vandalism have increased	13%	20%	-7%
The Council deals quickly with graffiti, fly tipping etc.	34%	43%	-9%
The Police and the Council are dealing with the real problems in the area	42%	42%	0%
Unweighted bases vary			

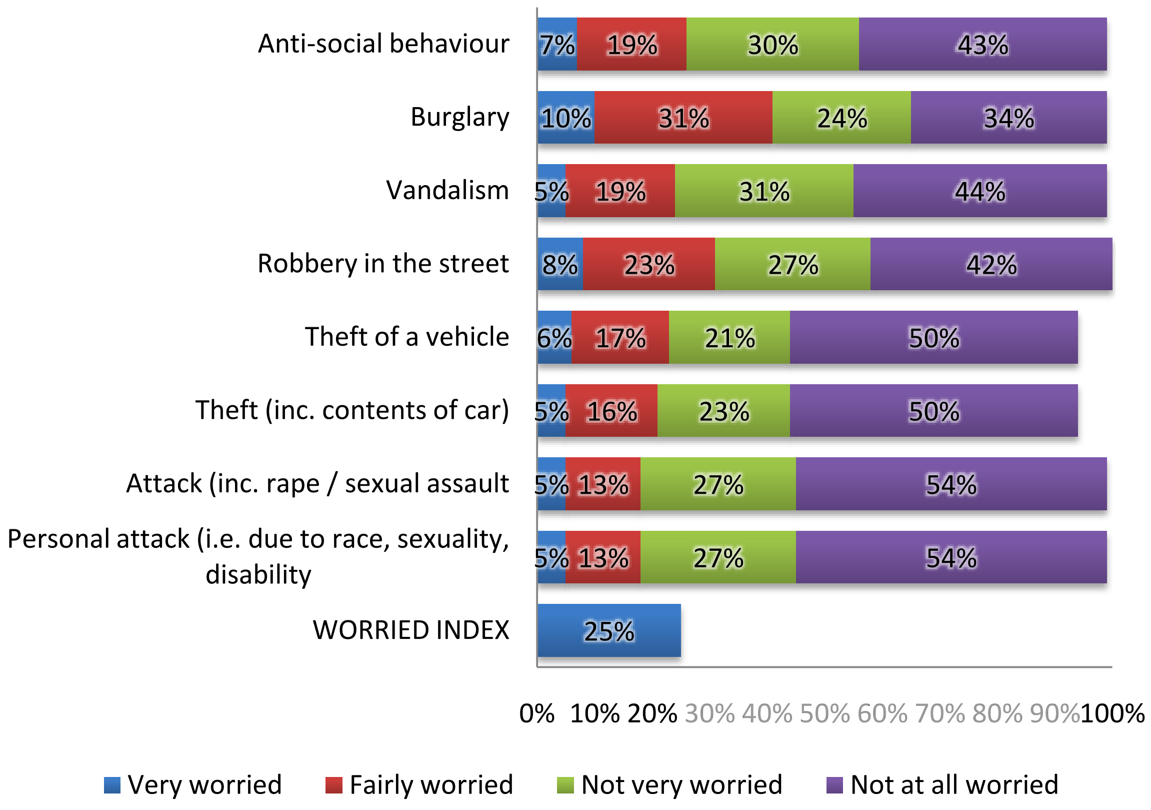
7.3 Worry about becoming a victim of crime

When considering how worried they are about being the victim of eight different types of crime, only a minority of residents expressed any level of worry, with the majority either not very worried or not at all worried. The issues that the highest proportion of residents feel worried about are:

- Burglary (41%);
- Robbery in the street (30%); and,
- Anti-social behaviour (26%).

Overall there is a worried index level of 25%. This is calculated as the mean average level of worry (very / fairly) for each of the eight different types of crime.

Figure 30: Could you tell me how worried you are about being the victim of each of these crimes in your area...? (All respondents)



Unweighted base: 2011-1210

Looking at the issues of burglary in more detail, it is notable that those in ward cluster A are significantly less likely to be concerned about this issue than those living everywhere else (27%).

Table 5: Worry about burglary by ward cluster (All respondents)

	A	B	C	D	E	F
Summary: Worried	27%	**44%**	**39%**	**47%**	**45%**	**45%**
Summary: Not worried	**73%**	56%	61%	52%	55%	55%
Unweighted Bases	**188**	**193**	**227**	**190**	**246**	**166**

Demographic factors, as might be expected also have an impact on how concerned residents are about particular crimes. For street robbery for example, worry is significantly higher among females relative to males (38% cf. 22%) and peaks among those aged 35-44 (39%). Other particular statistically significant variations of note include:

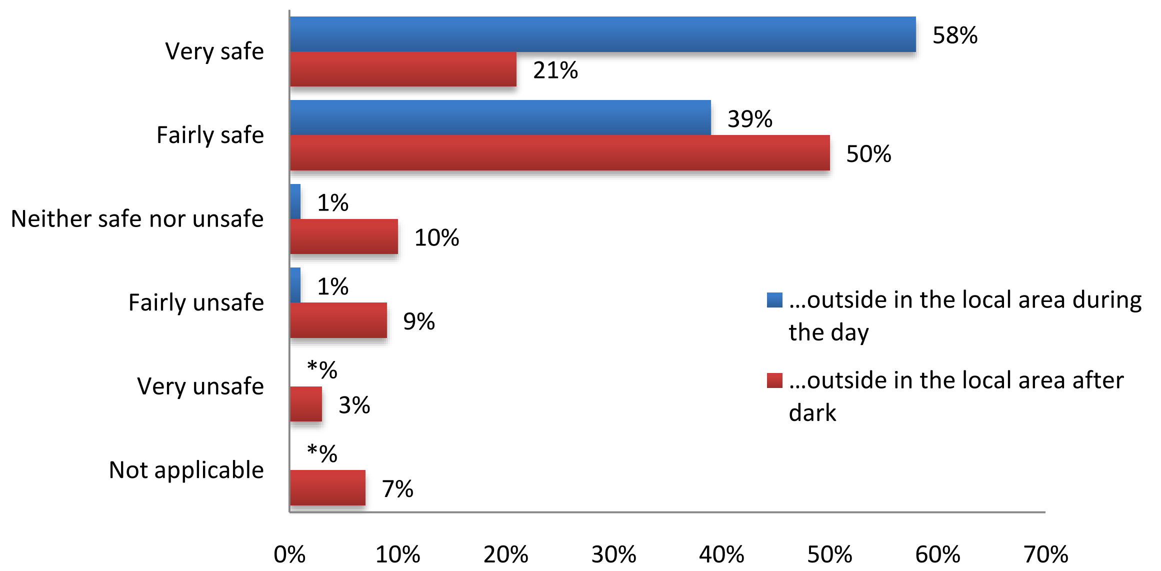
- 27% of females are worried about a sexual attack compared to 9% of males;
- 23% of BME residents are worried about a personal attack compared to 16% of non-BME residents.

7.4 Feelings of safety

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

Exploring feelings of safety during the day shows that in total, 97% of residents feel safe, including 58% who give the most positive response of 'very safe.' After dark (as is typical in other surveys of this type) the proportion of residents feeling safe drops to 71%. One in eight (12%) state the opposite, i.e. that they feel unsafe in their local area after dark.

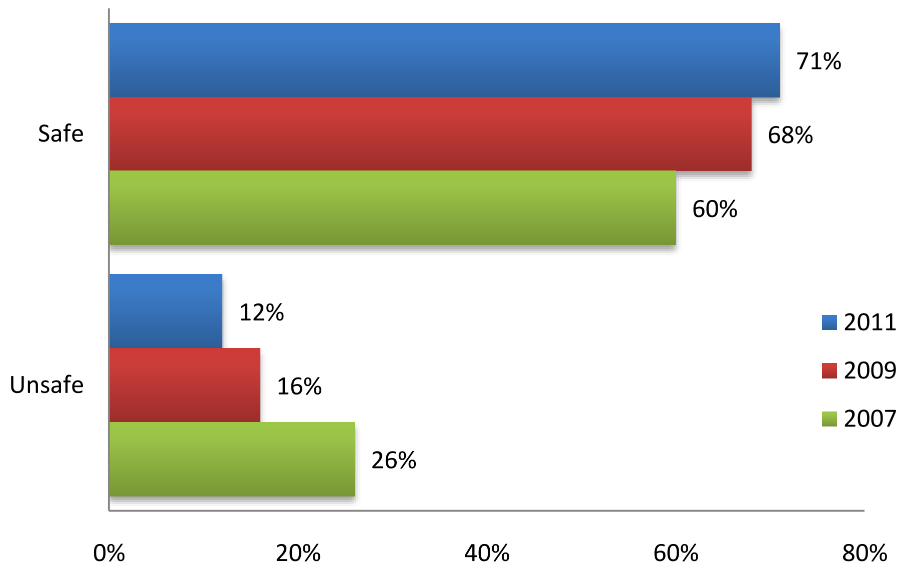
Figure 31: Generally speaking, how safe or unsafe do you feel in the following situations...? (All respondents)



Unweighted base: 1210

As is shown below, the 2011 results regarding perceptions of safety at night are the most positive observed across the past three resident's surveys, which is made all the more positive given that in 2011 a 'not applicable' option was provided. The proportion of Wandsworth residents feeling safe after dark in their local area has increased by 3-percentage points since 2009 and by 11-percentage points since 2007.

Figure 32: Generally speaking, how safe or unsafe do you feel when outside in the local area after dark? % safe and unsafe since 2007(All respondents)



Unweighted base: 2011-1210 2009-1210 2007-1202

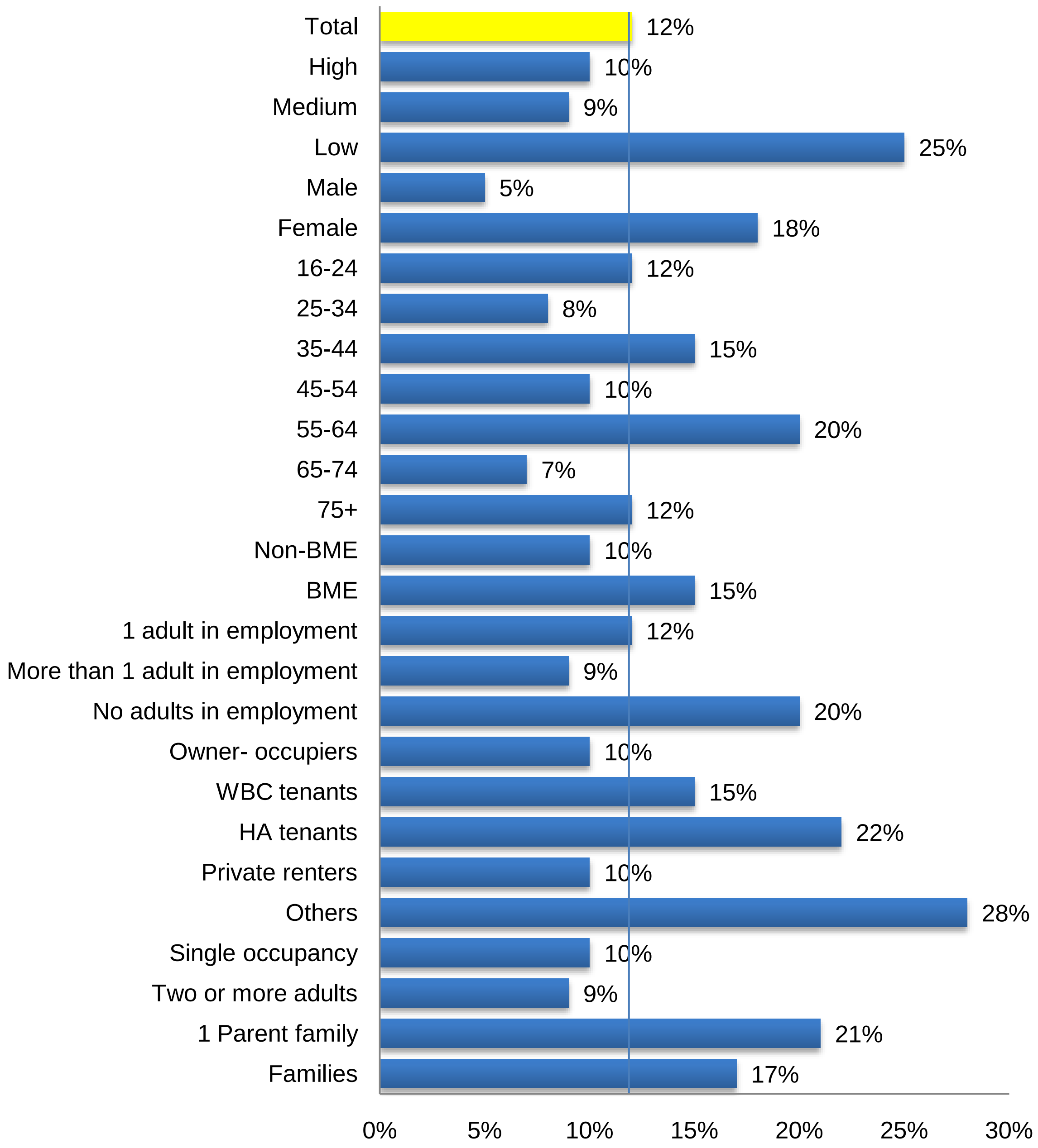
Given that this question refers specifically to the local area, it is important to review responses spatially. Table 6 shows the proportion of residents who feel safe after dark by ward cluster. This suggests that further efforts to improve feelings of safety need to focus on clusters D and F, where the highest proportion of residents currently feel unsafe.

Table 6: Safety after dark by ward clusters (All respondents)

	A	B	C	D	E	F
Safe	**<u>69%</u>**	**<u>72%</u>**	**<u>77%</u>**	66%	**<u>77%</u>**	56%
Neither safe nor unsafe	10%	14%	9%	13%	8%	12%
Unsafe	10%	10%	8%	**<u>16%</u>**	10%	**<u>18%</u>**
Not applicable - do not go outside	11%	3%	5%	6%	6%	13%
Unweighted Bases	**188**	**193**	**227**	**190**	**246**	**166**

Looking at variations in the proportion of respondents of different demographic groups that feel <u>unsafe</u> in their local area after dark, patterns emerge. Those in low income areas (25%) and those who are housing association tenants (22%) in particular appear more likely to feel unsafe in their local area. This may tally with the spatial variations noted above.

Figure 33: Generally speaking, how safe or unsafe do you feel when outside in the local area after dark? % unsafe (All respondents)

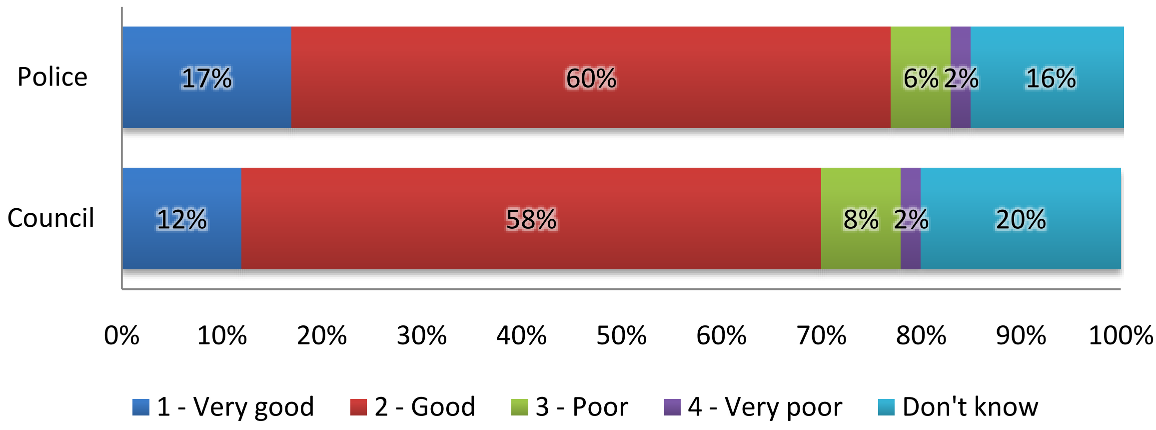


Unweighted bases vary

7.5 Dealing with crime in the area

The final crime and crime prevention question asked residents whether they feel both the Police and Council are doing a good or poor job at dealing with crime in their area. Over three quarters of respondents feel the Police (77%) are doing a good job, while seven in ten (70%) say the same about the Council. Within this, 12% state the Council is doing a very good job at dealing with crime in their area.

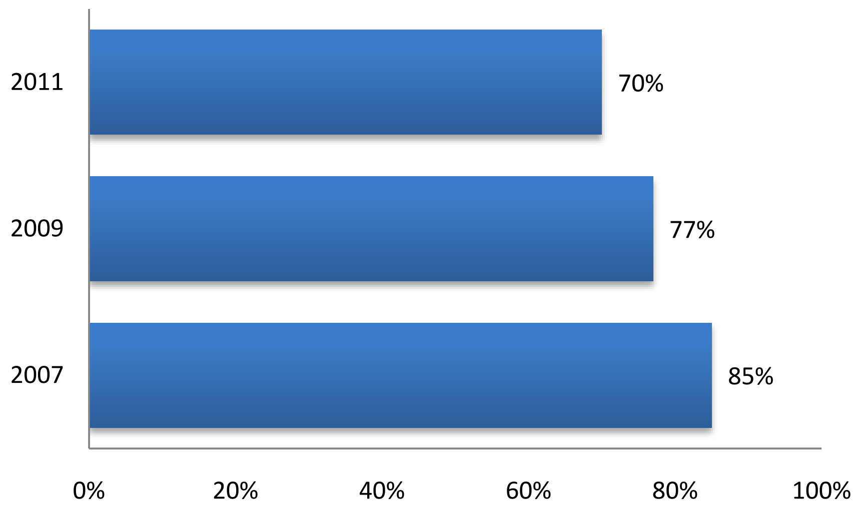
Figure 34: Can you rate the extent to which you think each of the following does a good or poor job at dealing with crime in your area...? (All respondents)



Unweighted base: 1210

The proportion of residents holding positive views regarding the Police in 2011 (77% good) is consistent with 2009 (76%). However, over the same period, the proportion who feel the Council do a good job at dealing with crime has dropped by 7-percentage points from 77% in 2009 to 70% in 2011.

Figure 35: Can you rate the extent to which you think <u>the Council</u> does a good or poor job at dealing with crime in your area...? % good since 2007 (All respondents)



Unweighted base: 2011-1210 2009-1210 2007-1202

8 Transport / environment

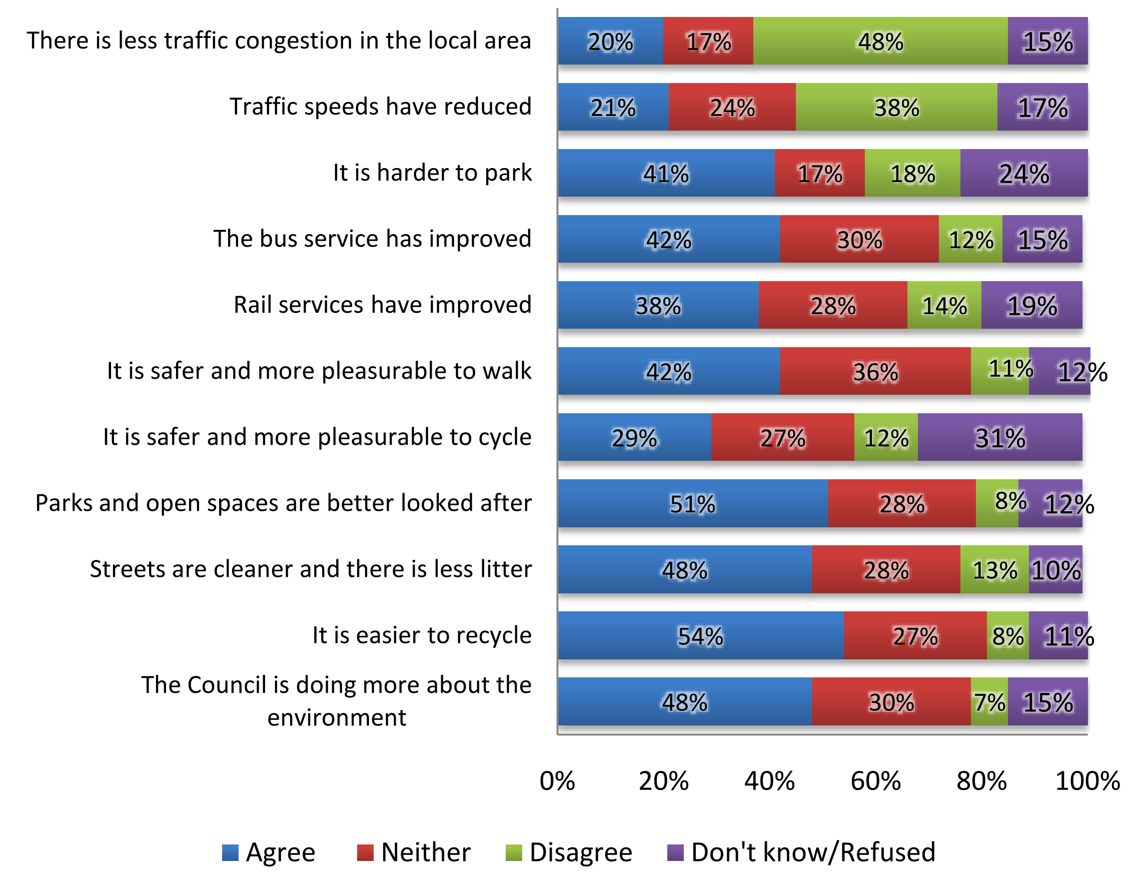
8.1 Introduction

This section explores a range of issues around transport, the local environment, and the costs of parking.

8.2 General views of transport and the environment

Respondents were presented with a list of statements regarding transport and the environment and asked to rate their level of agreement or disagreement with each compared to one year ago. In response, agreement is highest that it is now easier to recycle (54%), while a majority of 51% agree that parks and open spaces are better looked after. Remaining on the theme of waste and cleanliness, it is also notable that 48% feel streets are cleaner with less litter, while 48% also state the Council overall is doing more about the environment compared to a year ago. The statement that provokes the highest level of disagreement is that there is less traffic congestion in the area (48% disagree).

Figure 36: To what extent do you agree or disagree with the following statements about the local environment, compared to a year ago...? (All respondents)



Unweighted base: 1210

The level of agreement with each environmental statement in 2011 is lower than was observed in 2009 as illustrated in the table below. However, these falls need to be interpreted carefully due to the fact that some statements are worded in the negative and some in the positive. While for example the 13-percentage point fall in the proportion who agree it is safer and more pleasurable to walk in the local area is a disappointment, negative changes in regards to it being harder to park (down 4-percentage points) and there being less traffic congestion (down 4-percentage points) do actually represent positive movement.

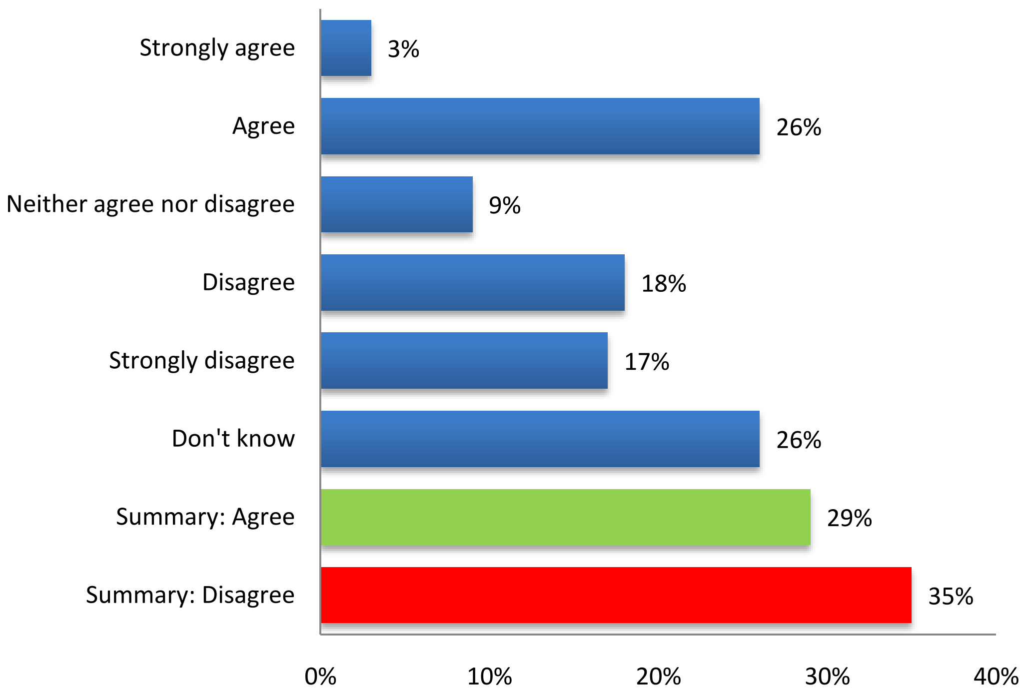
Table 7: To what extent do you agree or disagree with the following statements about the local environment, compared to a year ago...? % change in agreement since 2009 (All respondents)

	2011	2009	% change since 2009
There is less traffic congestion in the local area	20%	25%	-5%
Traffic speeds have reduced	21%	29%	-8%
It is harder to park	41%	45%	-4%
The bus service has improved	42%	48%	-6%
Rail services have improved	38%	44%	-6%
It is safer and more pleasurable to walk	42%	55%	-13%
It is safer and more pleasurable to cycle	29%	36%	-5%
Parks and open spaces are better looked after	51%	58%	-7%
Streets are cleaner and there is less litter	48%	51%	-3%
It is easier to recycle	54%	63%	-9%
The Council is doing more about the environment	48%	55%	-7%
Unweighted bases vary			

8.3 Cost of parking

All respondents were also asked whether they agree or disagree that the cost of parking in the borough is reasonable. On balance, more residents disagree (35%) than agree that this is the case (29%), while 9% give a neutral opinion. Over a quarter of respondents (26%) answered don't know at this question, something that is likely to be a reflection of the fact that not all residents will drive or have access to a car.

Figure 37: To what extent do you agree or disagree that the cost of parking is reasonable? (All respondents)



Unweighted base: 1210

Amongst residents living in households that own a car, 34% agree the cost of parking is reasonable, whilst 44% do not; giving a negative net balance of -10%.

9 Recycling

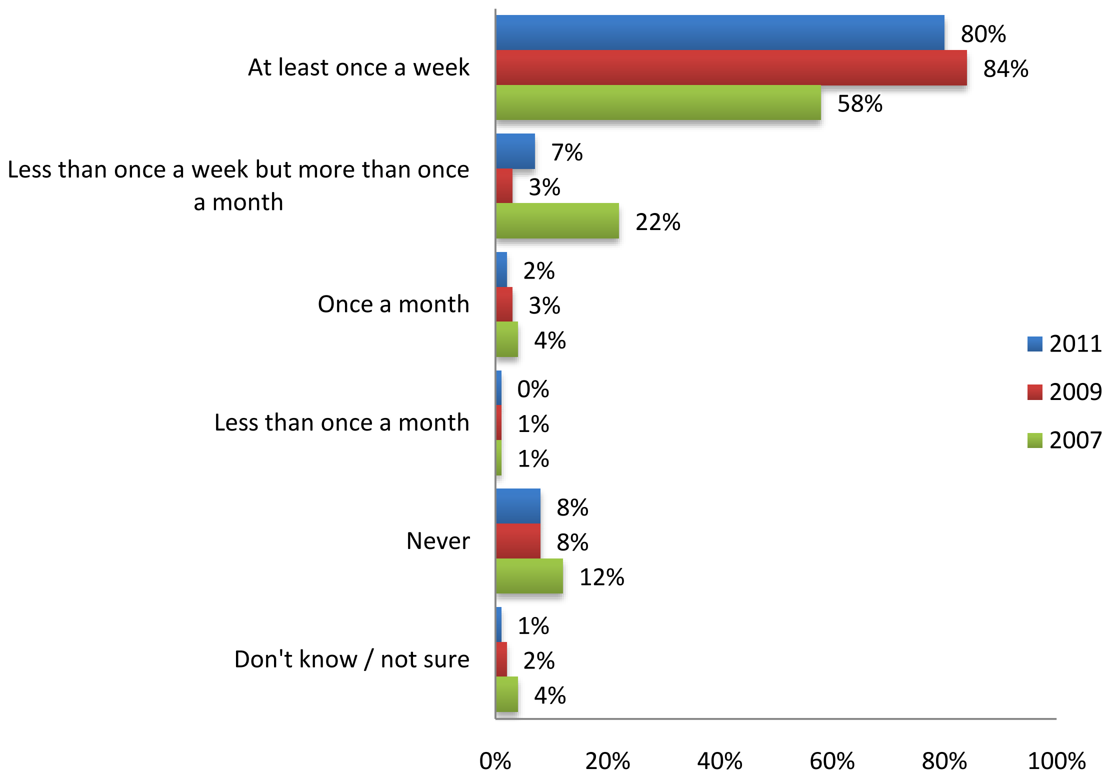
9.1 Introduction

This section summaries the extent to which Wandsworth residents use the recycling facilities available to them.

9.2 Use of orange recycling sacks

Firstly, the interview explored current usage of orange recycling sacks. While in 2009, 84% of residents stated they used orange sacks at least once a week, this proportion has dropped slightly to 80% in 2011. However, the proportion of residents who use these sacks to some extent has remained constant, with no shift in the proportion of residents who never use them (8%).

Figure 38: How often do you use orange recycling sacks? (All respondents that receive a sack)



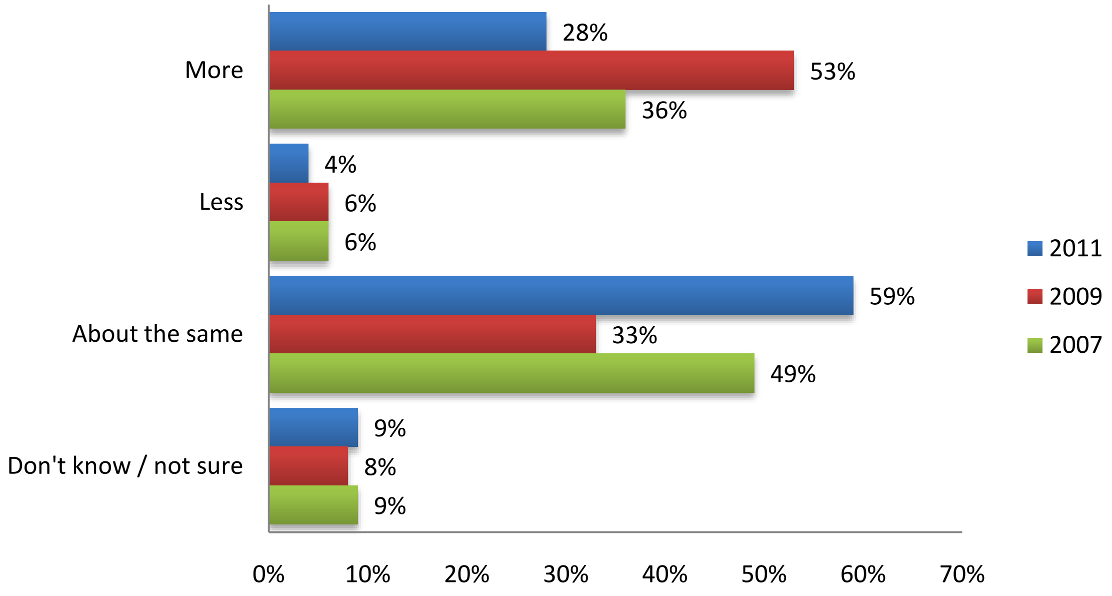
Unweighted base: 2011-1059 2009-1082 2007-1202

As was the case in 2009, residents in high income areas are most likely to use the orange sacks on a weekly basis (79%), a proportion that drops to 72% for medium income areas and further still to 47% for low income areas. In terms of ward clusters, those in cluster A (52%) and cluster F (54%) are significantly less likely to use their orange sacks once a week relative to elsewhere.

9.2.1 Usage of orange sacks compared to 2 years ago

When considering their use of orange recycling sacks over the last two years, the most common response from residents is that their usage has remained the same (59%), rather than increasing (28%) or reducing (4%). The proportion stating their use has increased is lowest of the three surveys, a finding that in all likelihood is a reflection of the fact that this method of recycling is now firmly established; hence we see an increase in the proportion stating their use has remained the same since 2009.

Figure 39: Has the use of recycling sacks increased, decreased or stayed the same over the last two years? (All respondents that receive sacks)



Unweighted base: 2011-1059 2009-1084 2007-1202

The patterns of orange bag use per ward cluster are shown in the table below. This shows usage has increased most commonly in clusters A, C and E. The proportion of residents who state they use fewer bags does not vary significantly.

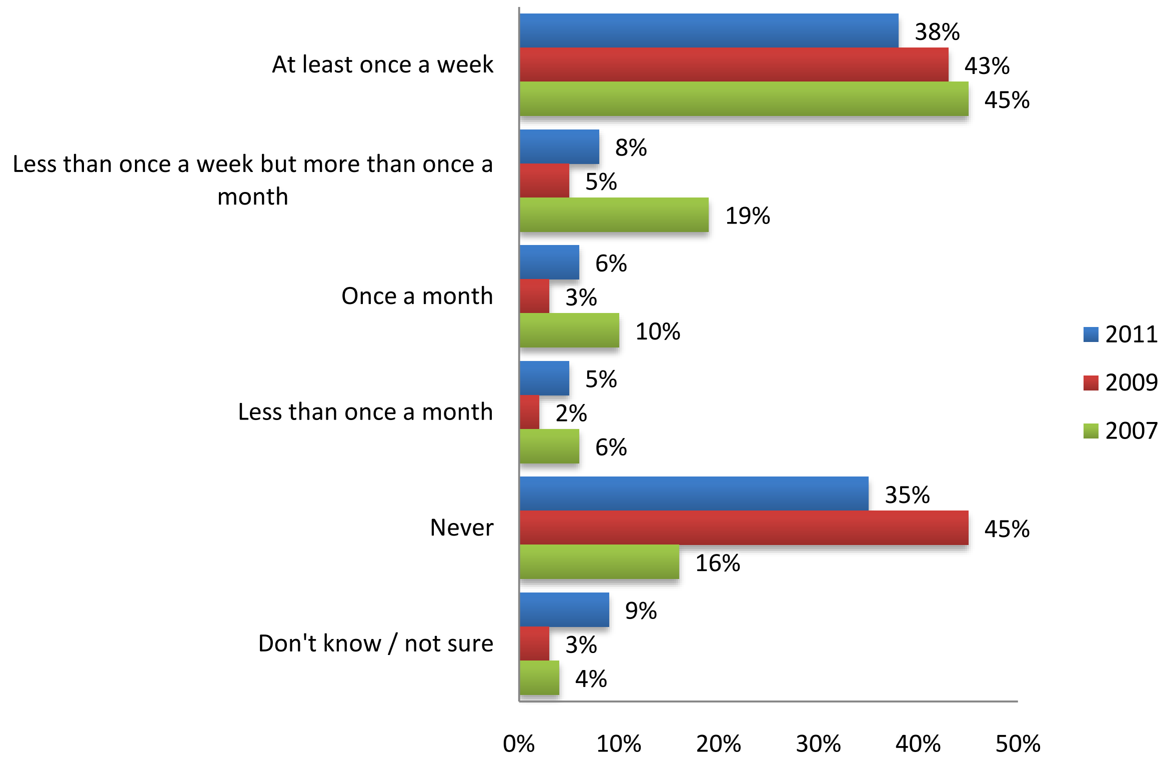
Table 8: Change in orange bag use compared to 2 years ago by ward cluster (All respondents that receive sacks)

	A	B	C	D	E	F
More	**29%**	19%	**36%**	25%	**34%**	21%
Less	4%	3%	4%	5%	4%	4%
About the same	56%	**66%**	56%	59%	49%	**71%**
Don't know / not sure	11%	12%	4%	11%	13%	4%
Unweighted Bases	**125**	**174**	**218**	**177**	**227**	**138**

9.3 Usage of recycling bins

While the overall proportion of residents using orange sacks has remained constant, there has been an increase in the proportion who state they use recycling bins. This has increased from 53% in 2009 to 57% in 2011. Within this, however, the proportion who states they use their bin at least once a week has dropped by 5-percentage points to 38%.

Figure 40: How often do you use recycling bins? (All respondents)



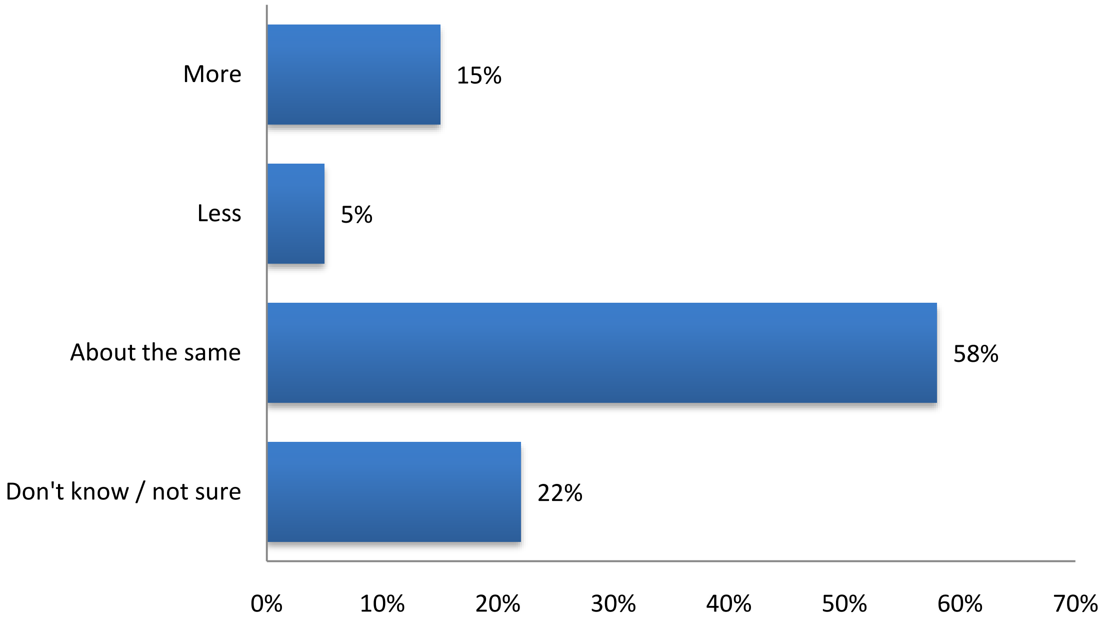
Unweighted base: 2011-1210 2009-1210 2007-1202

Opposite to what was found with regards to orange recycling sacks, residents of medium and high income areas more commonly state they never use their recycling bins (high 39%, medium 35%). In low income areas the proportion of non-bin users drops to 22%.

9.3.1 Change in usage of recycling bins in the last two years

Almost three in five residents (58%) state that they use their recycling bin about the same as they did two years ago. However, the proportion who states that they use it more (15%) is three times the proportion who states they use it less (5%). Around one in five (22%) did not feel able to judge how their usage had changed.

Figure 41: Has the use of recycling bins increased, decreased or stayed the same over the last two years? (All respondents)



Unweighted base: 1210

Residents of ward cluster A are significantly more likely than those in any other area to state that their use of their recycling bin has increased over the past two years as shown below (27%).

Table 9: Change in recycling bin use by ward cluster (All respondents)

	A	B	C	D	E	F
More	**27%**	14%	11%	12%	12%	16%
Less	1%	2%	9%	5%	9%	5%
About the same	**62%**	58%	**60%**	51%	48%	**71%**
Don't know / not sure	10%	26%	20%	31%	31%	8%
Unweighted Bases	**188**	**193**	**227**	**190**	**246**	**166**

9.4 Factors to encourage recycling

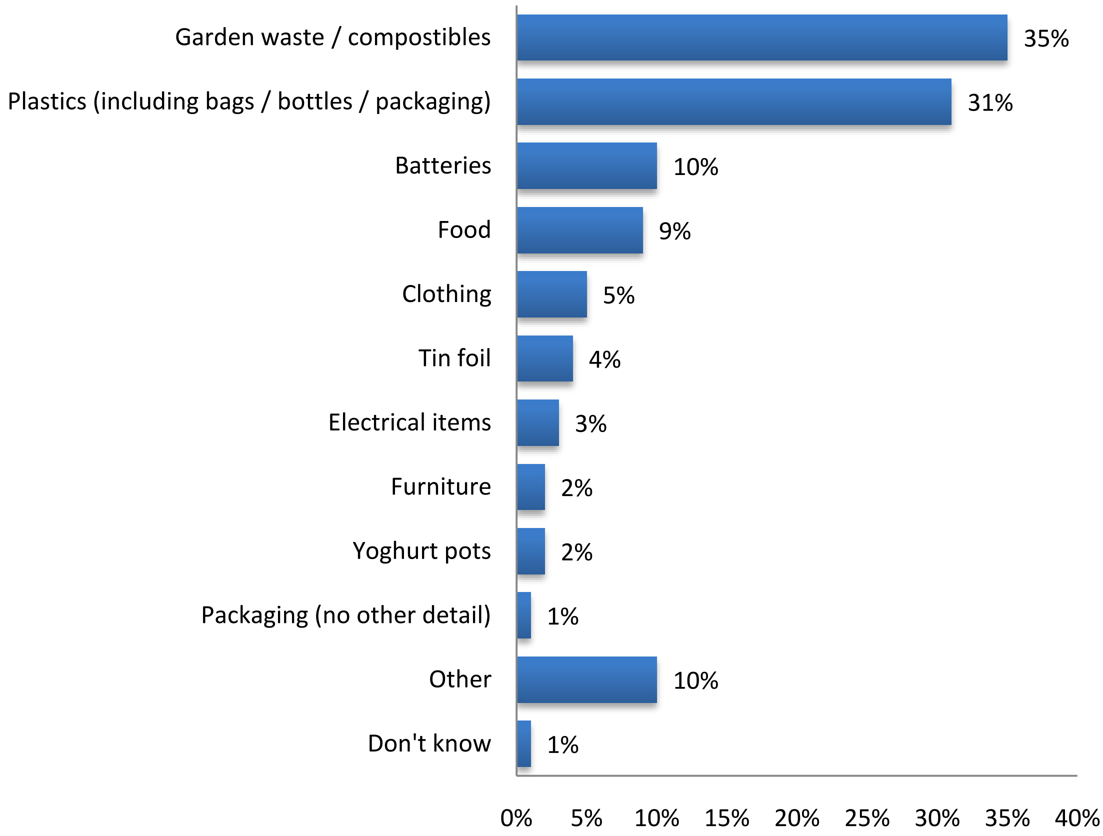
In addition to the questions surrounding usage of recycling sacks and recycling bins, respondents were asked whether there is anything they would like to recycle but do not know how to at present. One in five (20%) say there are things they would like to recycle, which compares to 27% in 2009 and 13% in 2007.

Figure 42: What, if anything, is there that you would like to recycle that you don’t know how to at present? (All respondents)

Unweighted base: 1210

All respondents that said there are things they would like to recycle but do not know how to, were then asked to state which item(s) they were referring to. In response, the highest proportion states they would like to recycle garden waste or compostibles (35%). This was also the most common response in both 2009 and 2007 (34% and 49% respectively). The second most commonly mentioned material in 2011 is plastic, which also featured prominently in previous years (21% in 2009, 40% in 2007).

Figure 43: What else would you like to recycle? (All respondents)



Unweighted base: 203

10 Views of Wandsworth Council

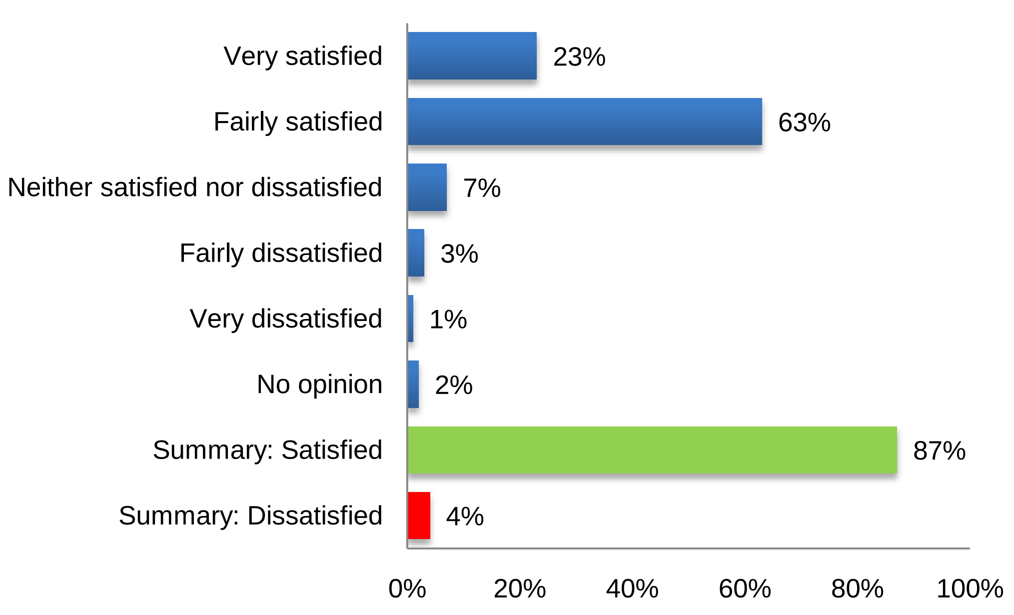
10.1 Introduction

This section explores overall views of Wandsworth Council and satisfaction with the way the Council is running local areas. These are newly introduced indicators for the 2011 survey.

10.2 Satisfaction with the way Wandsworth Council is running things

Approaching nine in ten (87%) residents are satisfied with the way Wandsworth Council is running their local area. This is comprised of 23% who are very satisfied and 63% who are fairly satisfied. Just 4% of residents express any level of dissatisfaction with the Council in this respect.

Figure 44: How satisfied or dissatisfied are you with the way Wandsworth Council is running your local area? (All respondents)



Unweighted base: 1210

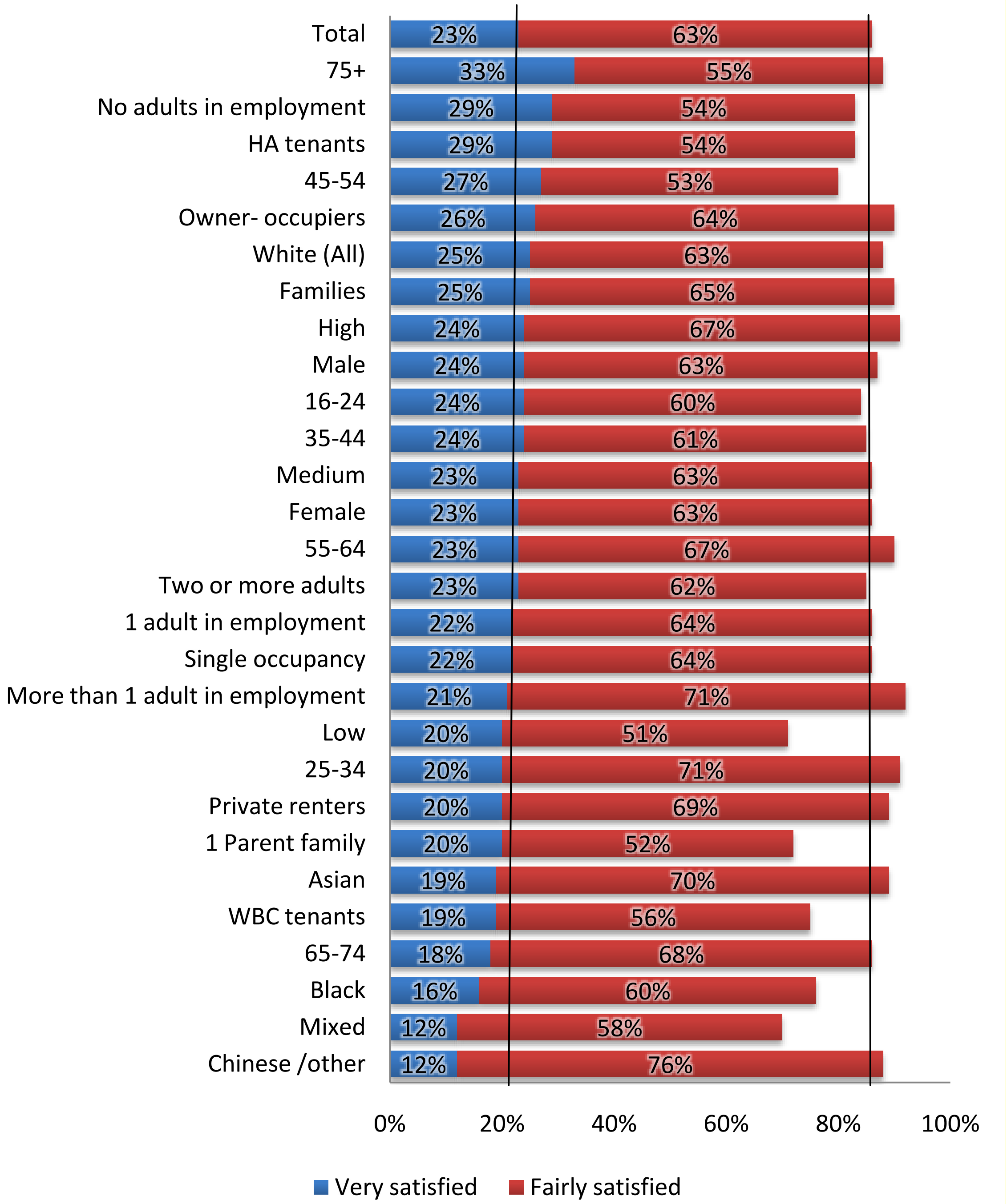
Breaking responses down further shows significant variations in satisfaction. Among residents in high income areas, 91% are satisfied with their local area, compared to 86% of those in medium income areas and 70% in low income areas. In the latter, 13% of residents express dissatisfaction with the way the Council runs things. Variations by ward cluster also shows significant differences, with levels of <u>dissatisfaction</u> higher in clusters A, D and F (6%, 7%, 8%); although these levels are still very low.

Table 10: How satisfied or dissatisfied are you with the way Wandsworth Council is running your local area? By ward cluster (All respondents)

	A	B	C	D	E	F
Satisfied	85%	91%	91%	82%	89%	79%
Neither satisfied nor dissatisfied	6%	5%	7%	9%	7%	11%
Dissatisfied	**6%**	4%	1%	**7%**	2%	**8%**
No opinion	3%	0%	1%	2%	1%	2%
Unweighted Bases	**188**	**193**	**227**	**190**	**246**	**166**

A full breakdown of this key measure by key demographic groups is shown overleaf.

Figure 45: How satisfied or dissatisfied are you with the way Wandsworth Council is running your local area? % very and fairly satisfied by key demographics (All respondents)

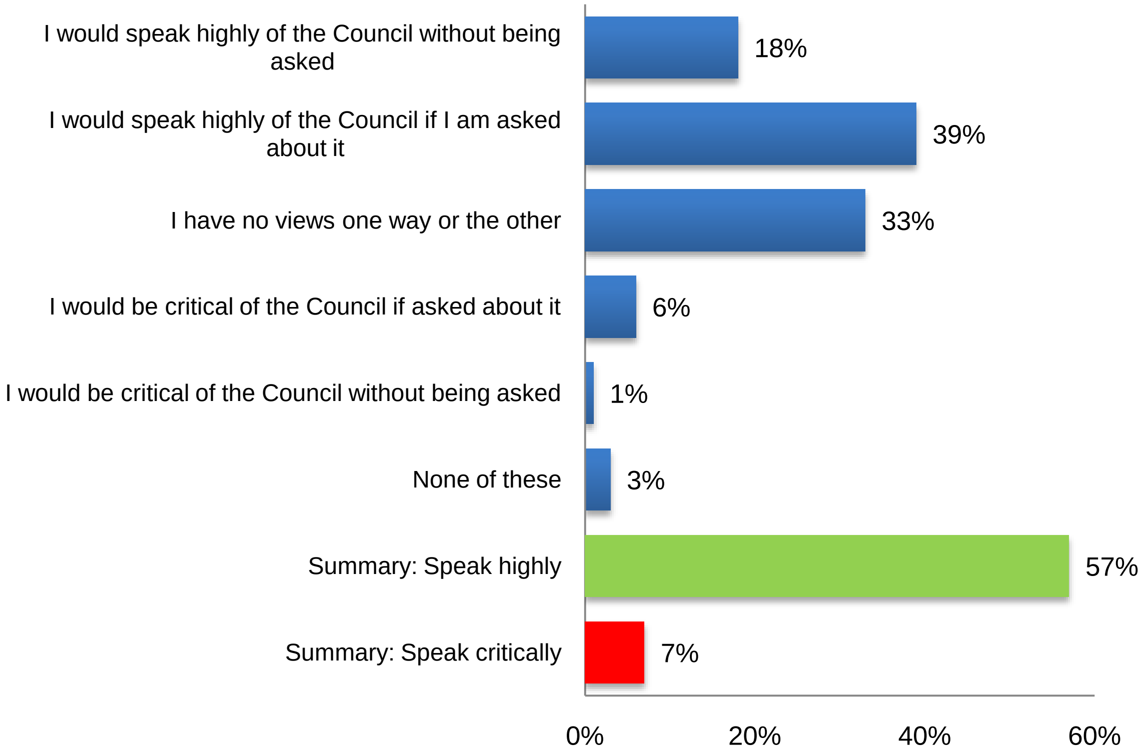


Unweighted sample bases vary

10.3 Advocacy of the Council

The high levels of satisfaction with the way the Council is running things also translates to high levels of advocacy for the Council. More than half of residents (57%) state that they would speak highly of the Council, including 18% who would do so without being asked. However, there is considerable scope to increase advocacy of the Council further as 33% have no views one way or the other. Only 7% state they would be critical of the Council, suggesting most of the word of mouth messages about the Council are likely to be positive.

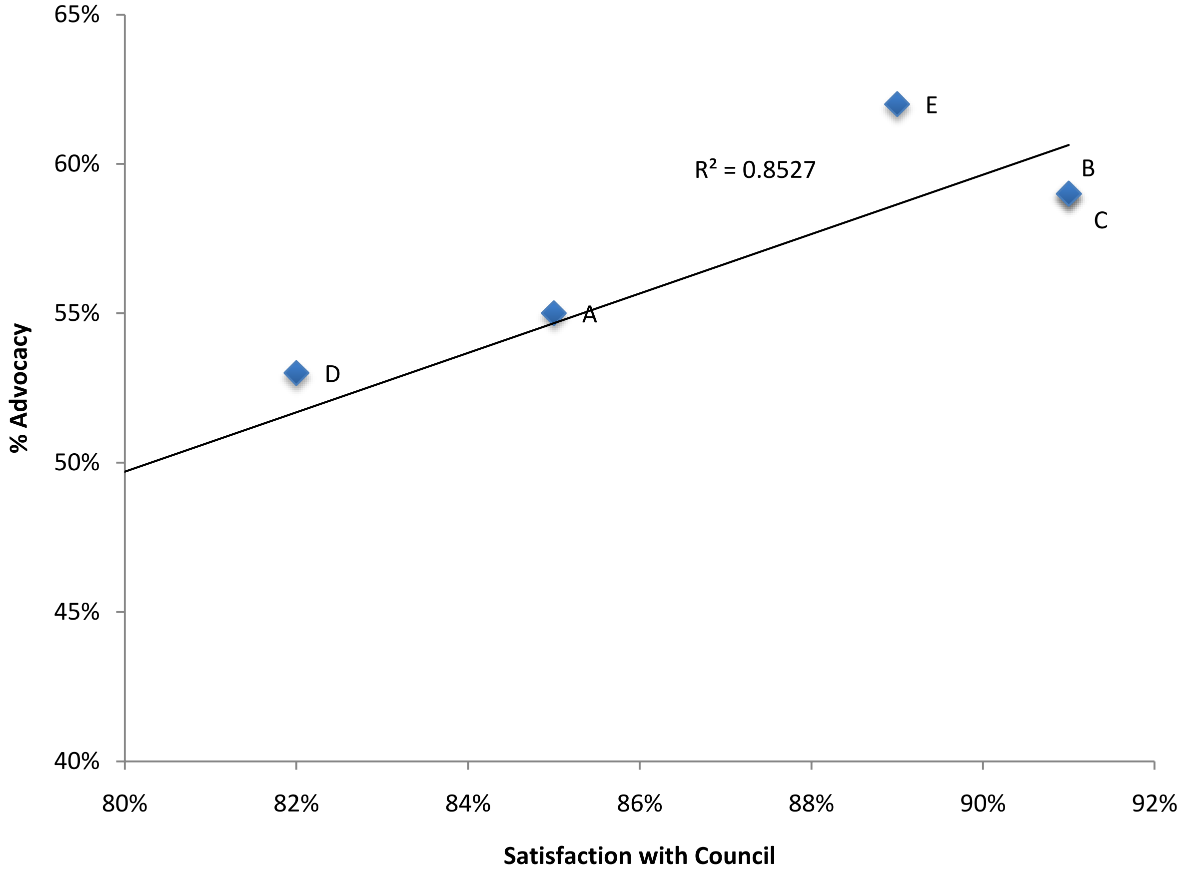
Figure 46: Which one of these statements is closest to how you feel about the Council as a whole? (All respondents)



Unweighted base: 1210

There is a strong correlation (association) between satisfaction with the way the Council runs the local area at a ward cluster level and levels of Council advocacy in these areas. More than eight tenths of the variation in advocacy is explained by variation in Council satisfaction locally.

Figure 47: Correlation between satisfaction with the way the Council runs local areas and Council Advocacy (% speak highly of the Council) by Ward Cluster (All respondents)



11 Access to information

11.1 Introduction

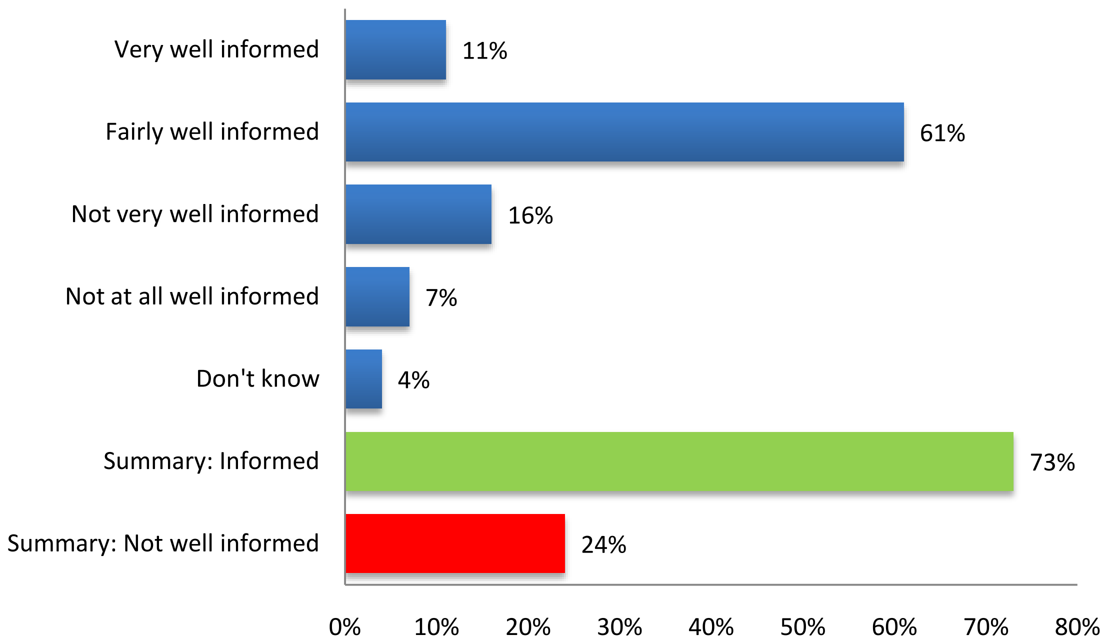
This section of the report looks at how well informed residents feel about various aspects of the Council, the services the Council provides and the variety of sources that they use to find out this information. In addition, residents' use of the Internet is also explored.

11.2 Level to which residents feel informed

Approaching three quarters (73%) of respondents feel they are kept informed about the services and benefits the Council provides. This is comprised of 11% who feel very well informed and 61% who feel fairly well informed. Approximately a quarter (24%) feel that they are not kept informed by the Council in this respect, while less than one in twenty (4%) did not know.

Compared to 2009, there has been a 7-percentage point increase in the proportion feeling well informed about the services and benefits provided by the Council (66% in 2009).

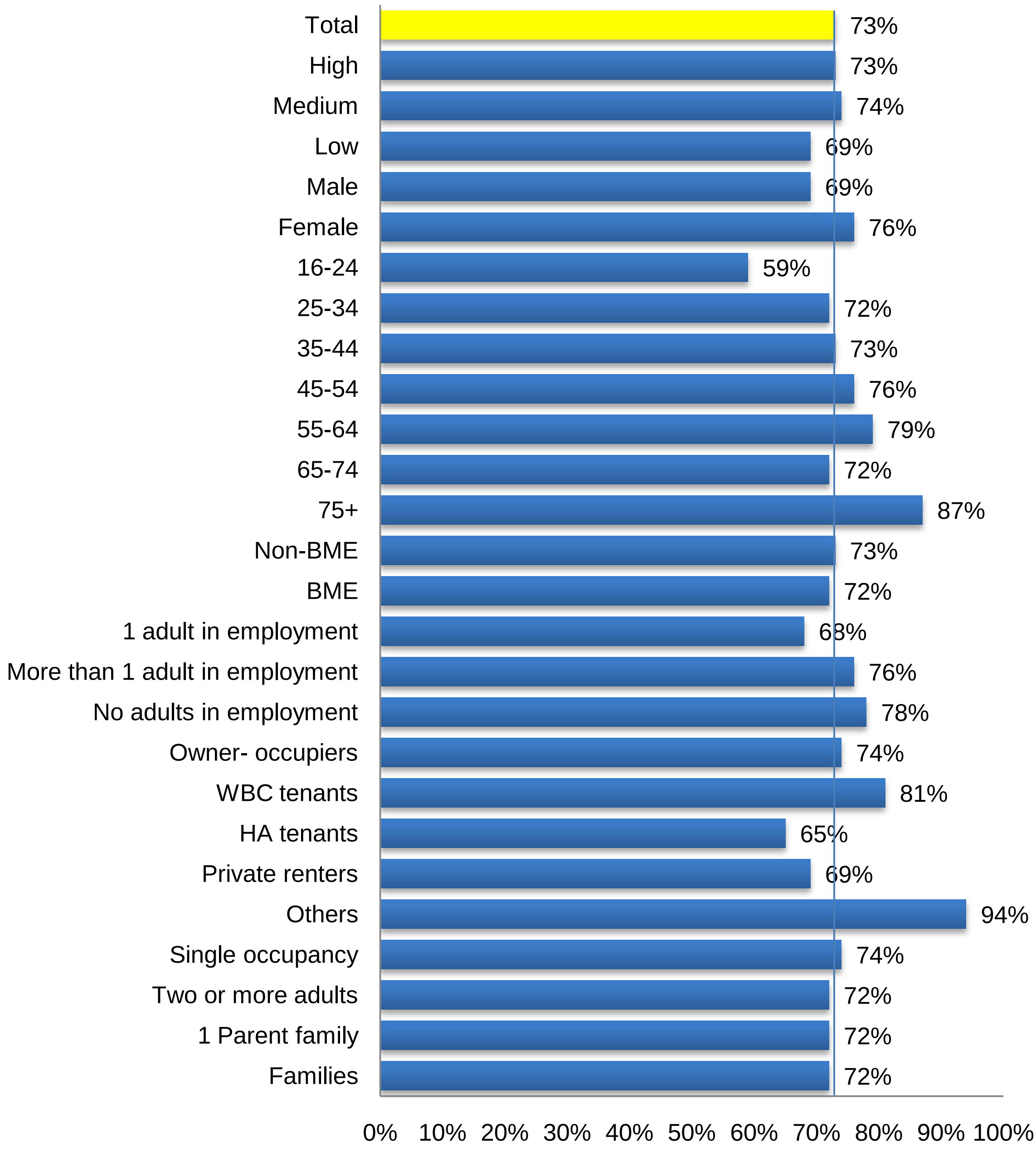
Figure 48: Overall, how well informed do you think your Council keeps residents about the services & benefits it provides? (All respondents)



Unweighted base: 1210

Looking at variations in the level to which residents feel informed about the services and benefits provided by the Council, this increases to 87% amongst those aged 75+ years and 81% of Wandsworth Council tenants. However, levels drop to 59% of those aged 16-24 years.

Figure 49: Overall, how well informed do you think your Council keeps residents about the services & benefits it provides? - % informed by key demographics (All respondents)



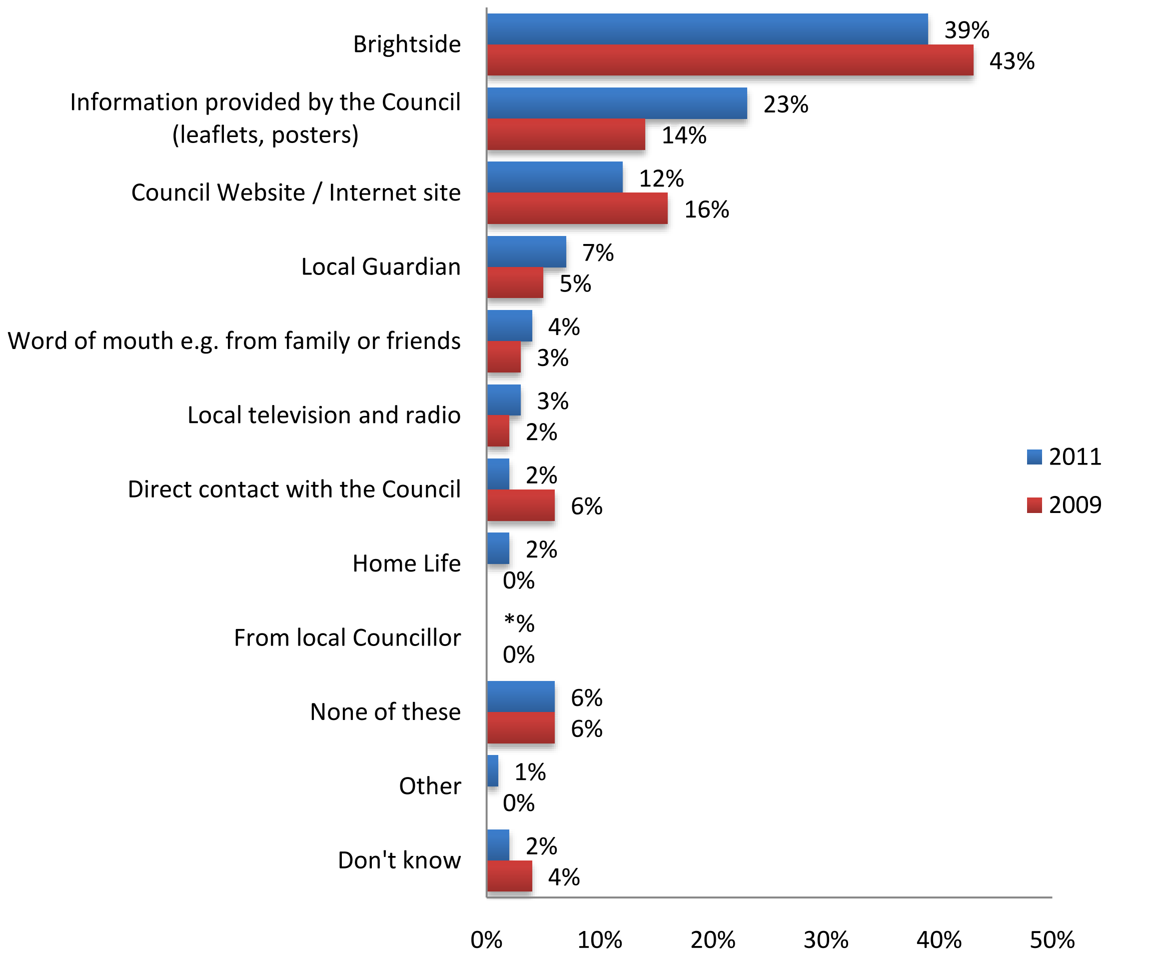
Unweighted bases vary

11.3 Sources of information used

A useful measure, especially when identifying how best to keep residents informed, is to find out which sources of information are currently used to find out about the local Council. In 2011, Brightside is the most commonly used source of information, with 39% selecting this from a list of ten possible information sources. This was also the case in 2009, although a higher proportion (43%) selected Brightside back then. The other key channels for information appear to be other printed Council communications (23%) and the Council website (12%).

These findings suggest that the London Borough of Wandsworth has a strong and direct influence over the messages residents receive about the organisation given that only 7% of residents mentioned the local newspaper and 4% selected word of mouth.

Figure 50: How do you find out about your local Council? (All respondents)



Unweighted base: 2011-1210 2009-1210 * denotes less than 0.5%

Beneath these overall results it should be noted that although Brightside is a prominent source of information for residents of all ages, it is significantly more likely to be the main source of Council information for those aged 35 and over, compared to those aged 16-24 and 25-34. Conversely, the Internet is more commonly used for Council information by younger residents.

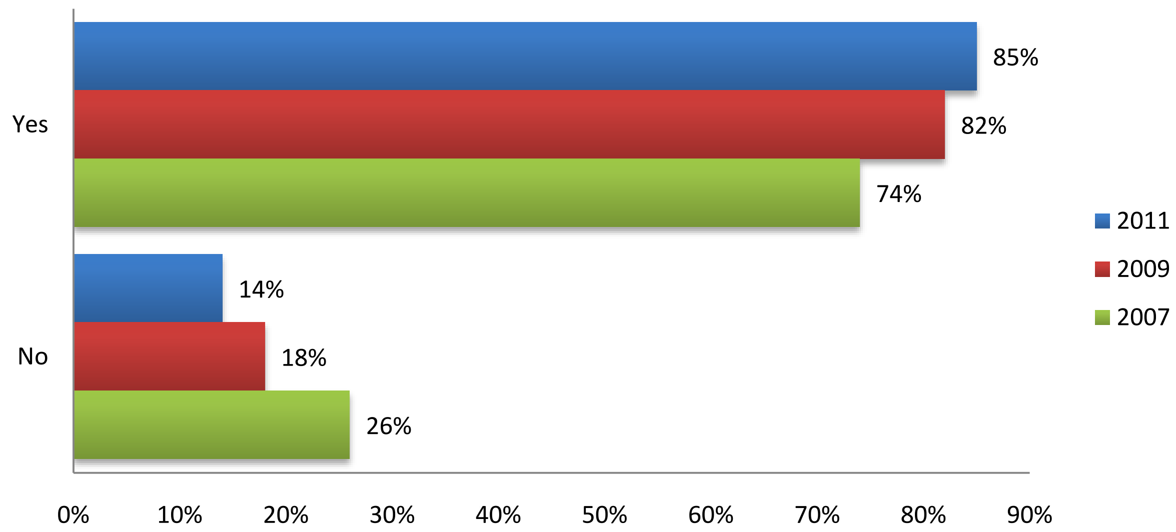
Table 11: Main Council information source by age – Top 3 (All responses)

	16 24	25 34	35 44	45 54	55 64	65 74	75+
Brightside	26%	31%	**41%**	**50%**	**49%**	**49%**	**50%**
Information provided by the Council (leaflets, posters)	29%	25%	25%	17%	23%	22%	26%
Council Website/Internet site	13%	15%	13%	10%	8%	6%	0%
Unweighted Bases	**153**	**322**	**264**	**153**	**127**	**92**	**88**

11.4 Internet use

Overall, use of the Internet within the Borough has continued to rise, with 85% now having some form of Internet access. This represents a 3-percentage point rise since 2009 and 11-percentage points rise since 2007.

Figure 51: Do you currently have access to the Internet? (All respondents)

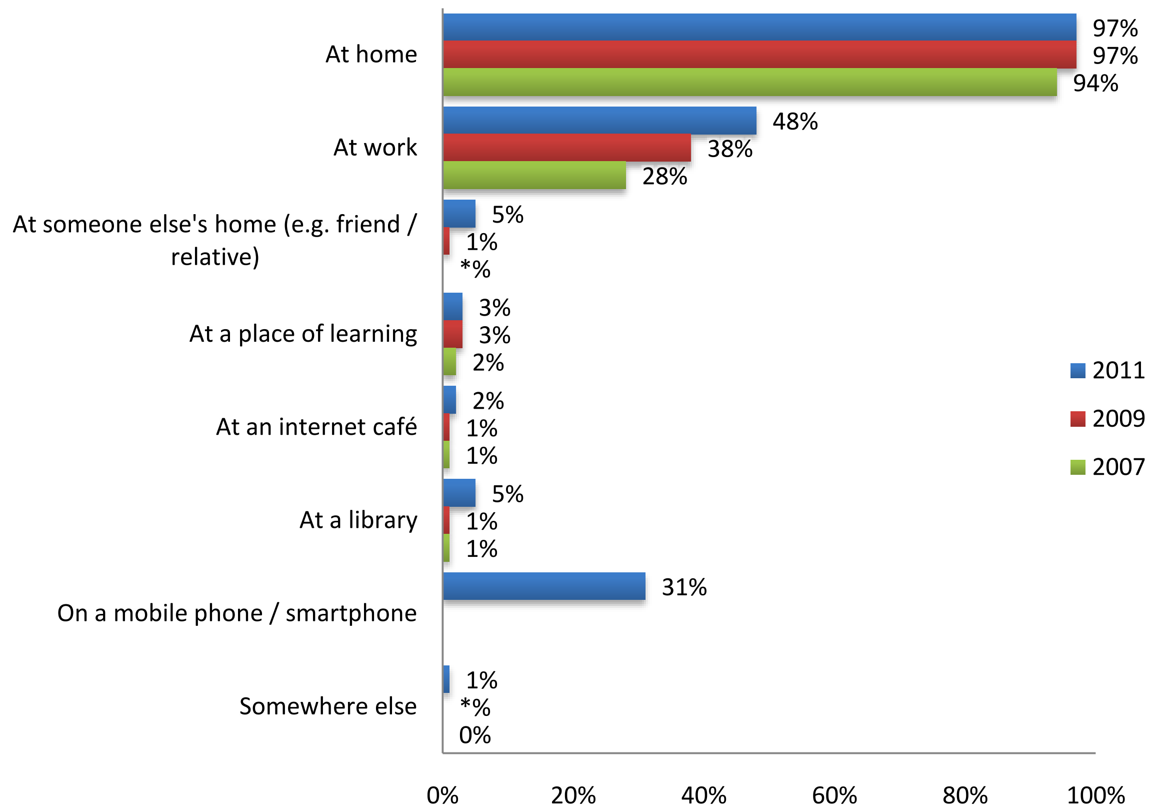


Unweighted base: 2011-1210 2009-1210 2007-1202

As might be expected, age is a key influence on Internet access. In summary, 91% of those aged 16-64 have Internet access, compared to 39% of those aged 65 and over. Furthermore, those without Internet access are more commonly located in low income areas (20%), compared to medium (14%) and high (11%) income areas.

By far the largest proportion of respondents that have access to the Internet do so within their home (97%), followed by at work (48%). Three in ten (31%) now also access the Internet via a mobile phone or a smartphone (a newly introduced option for the 2011 survey). A question for consideration in future research is whether residents would consider or indeed want to use smartphones to access Council information and services.

Figure 52: Where do you currently use the Internet? (All respondents who have access to the Internet)



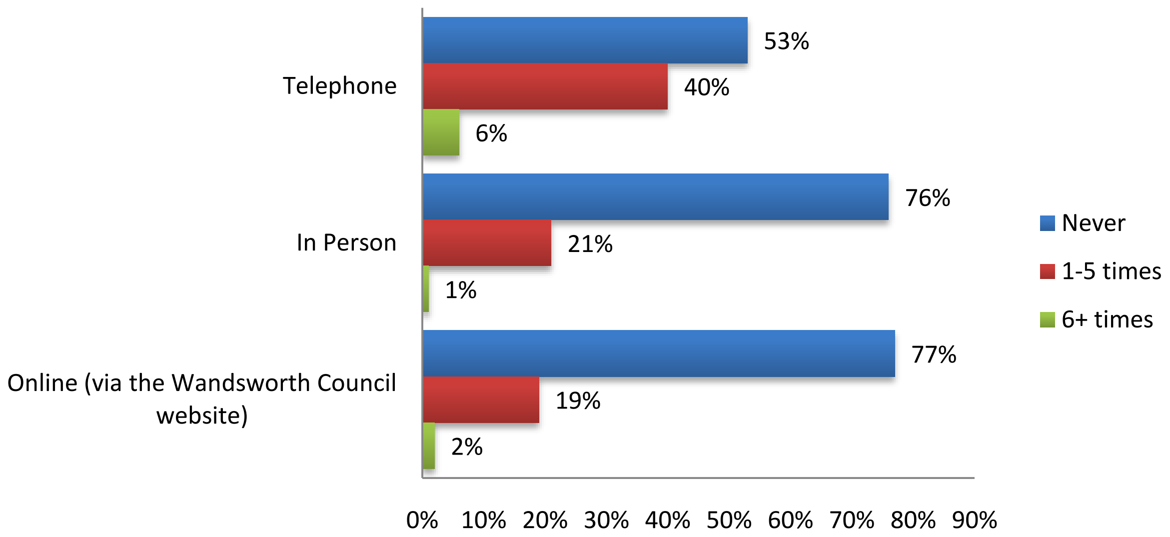
Unweighted base: 2011-991 2009-959 2007-821

11.5 Contact with the Council

Given that direct contact with the Council is likely to be a key driver of how it and its services are perceived, all residents were asked to indicate the frequency with which they have contacted the Council and which channels they used to do so. Overall, in the previous 12 months, 57% of Wandsworth residents contacted the Council, which represents a 7-percentage point increase from the 50% seen in 2009.

As shown by the figure below, 46% of residents have made contact with the Council by telephone, 22% have done so in person and 21% have done so online.

Figure 53: Over the past 12 months, approximately how many times have you contacted the Council by each of the following methods...? (All respondents)



Unweighted base: 2011-1210 2009-1210 2007-1202

Those aged 16-64 are significantly more likely to have used each communication channel to contact the Council than those aged 65 and over as shown below. This difference is most pronounced for online contact, as just 4% of those aged 65 and over have contacted the Council in this way compared to 23% of those aged 16-64.

Table 12: Over the past 12 months, approximately how many times have you contacted the Council by each of the following methods...? % used by age group (All respondents)

	16 64	65+
Telephone	**47%**	40%
In Person	**23%**	13%
Online (via the Wandsworth Council website)	**23%**	4%
Unweighted base = 1210		

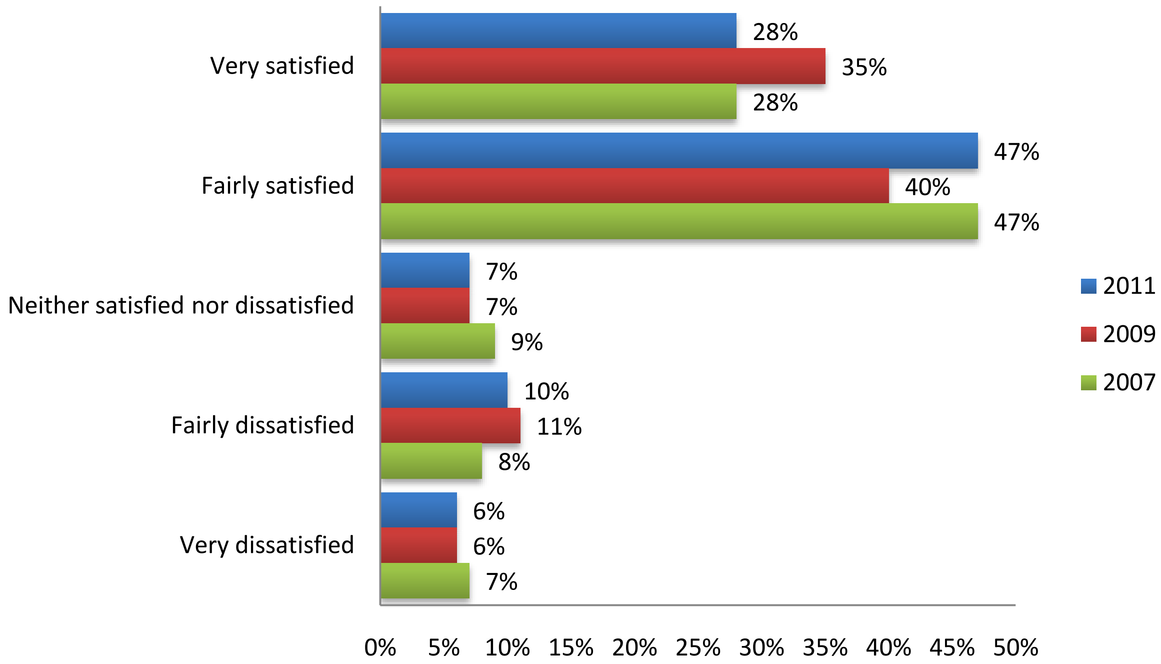
11.5.1 Reason for the contact

When asked to explain the reason for their last contact, the most common responses given by respondents is that they were reporting an issue or problem (35%), they were asking for advice or information (22%), or that they were applying for or booking a service (15%). Complaints (5%) and enquiries relating specifically to Council Tax (4%) and to parking (also 4%) were also mentioned to a lesser extent.

11.6 Satisfaction with query handling

Respondents who have contacted the Council in the last 12 months were then asked how satisfied they are with the way their last query was dealt with. Three quarters (76%) are satisfied, whilst just 16% are dissatisfied. Importantly, however, the proportion that are very satisfied has dropped 7-percentage points since 2009 (from 35% to 28%), even though the summary level of satisfaction has remained static (75% in 2009).

Figure 54: Thinking of the last time you contacted the Council, how satisfied or dissatisfied are you with the way in which your query(s) was handled? (All respondents that contacted Wandsworth Council in the last 12 months)



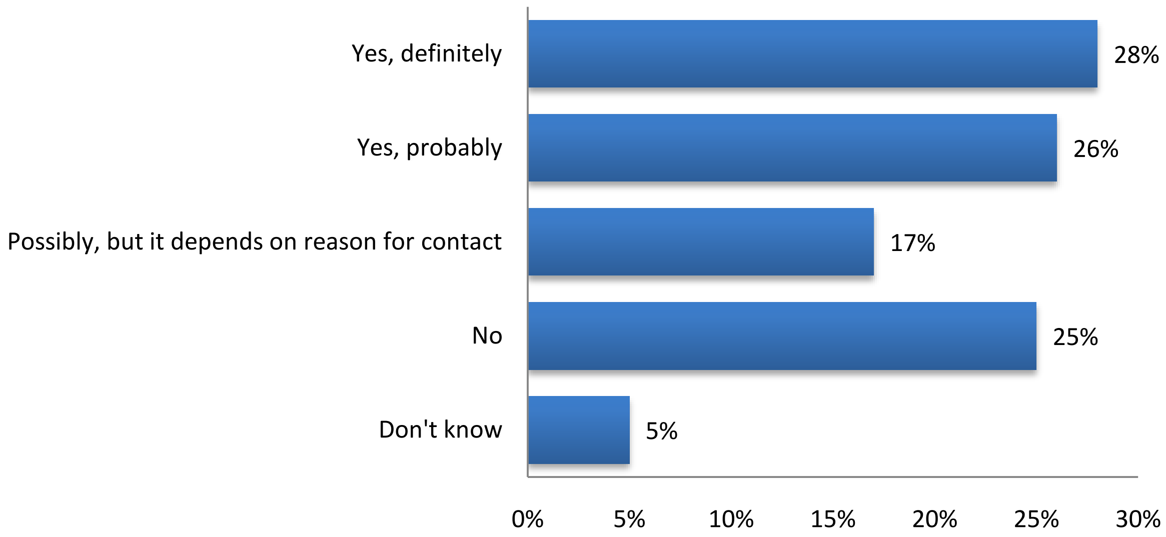
Unweighted base: 2011-691 2009-613 2007-584

Levels of dissatisfaction with the way queries were handled increases amongst residents of low income areas (21%), Wandsworth Council tenants (20%) and those in clusters A (22%) and F (20%). These levels also increase substantially amongst one parent families (31%).

11.7 Costs of contact methods

On average it costs the Council £8.23 for each personal visit made by residents, £3.20 for each phone call and £0.39 for each online contact. When presented with this information the resident was asked whether they would contact the Council in the future via the website as an alternative to using the telephone. In response, more than half said they would consider website contact (54%), with 28% stating they would definitely use the website in the future and 26% stating they would probably do so. One quarter (25%) of residents would not choose to make contact online instead of in person or by telephone, while a further 17% said it would depend on the specific reason for contact.

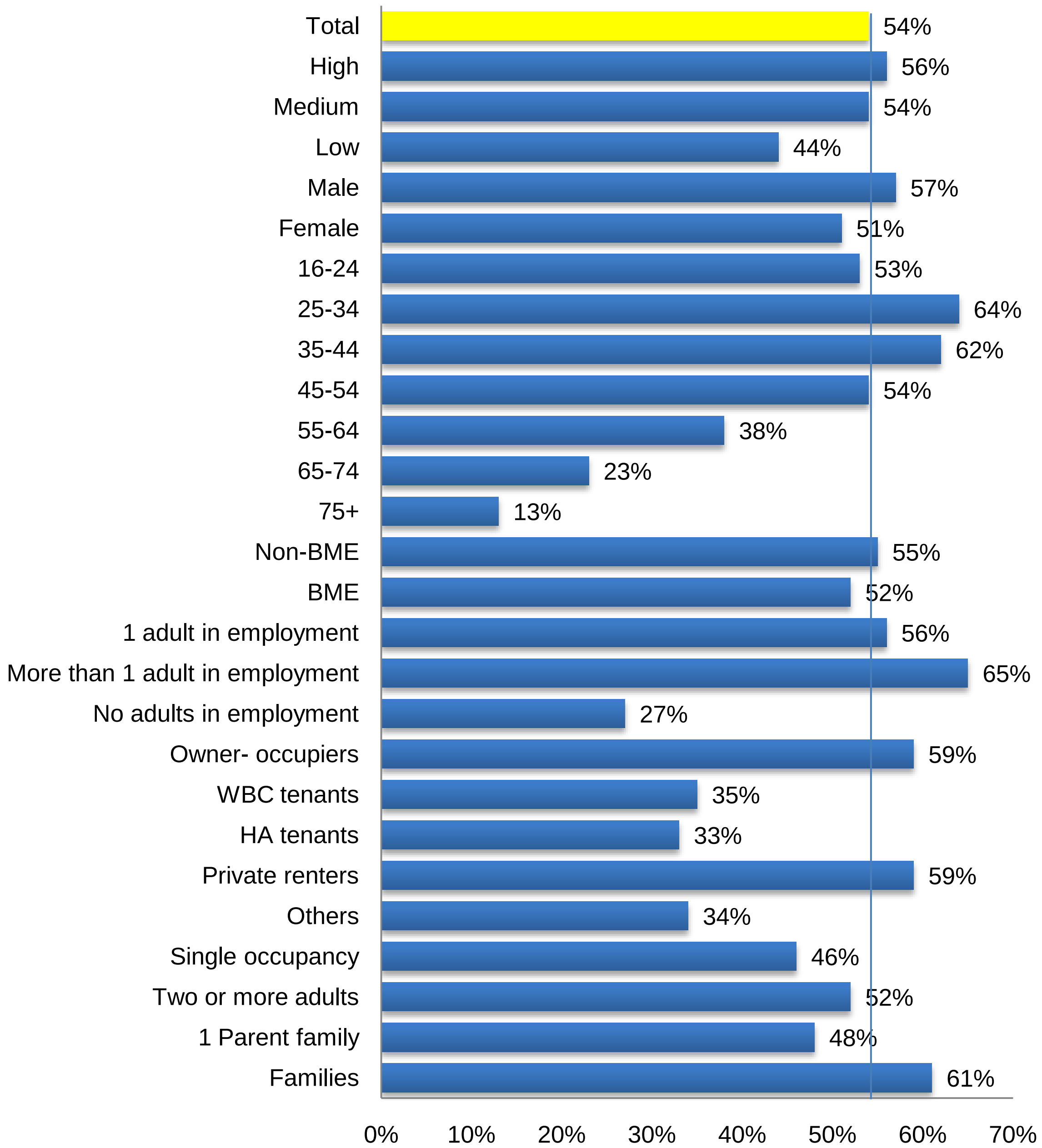
Figure 55: Based on this, would you contact Wandsworth Council in the future via their website as an alternative to using the telephone? (All respondents)



Unweighted base: 1210

Residents significantly less likely to make online contact are those aged 65 and over (66% said no) and those in low income areas (37%). These results that are consistent with the variation in Internet access and use described above.

Figure 56: Based on this, would you contact Wandsworth Council in the future via their website as an alternative to using the telephone? % yes by key demographics (All respondents)

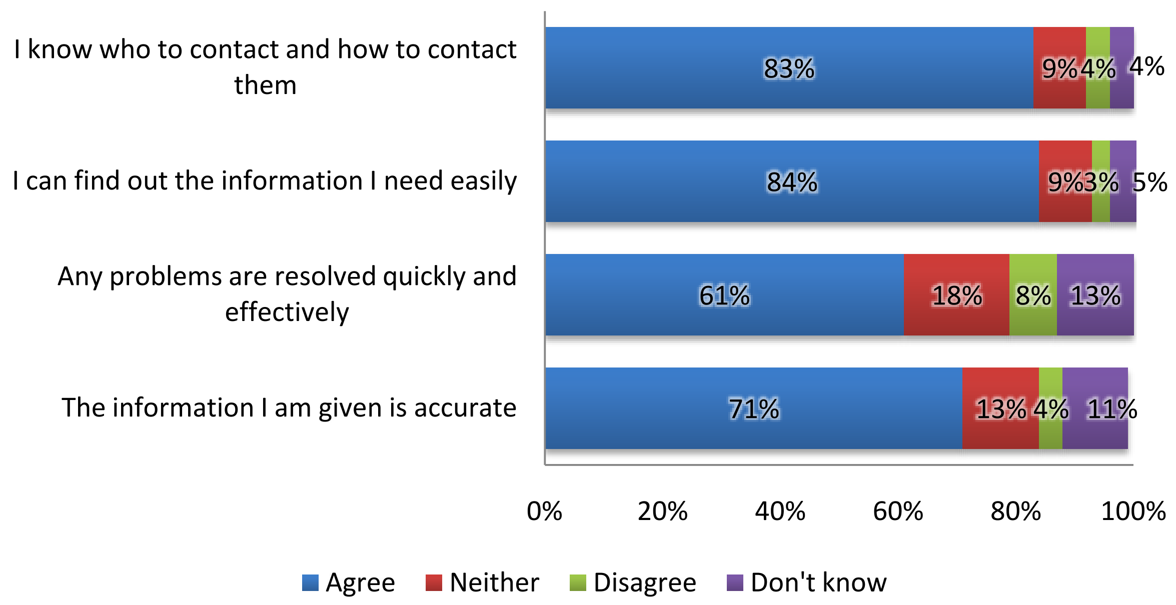


Unweighted bases vary

11.8 General attitudes towards contact with the Council

All respondents, even if they haven't contacted the Council, were presented with a list of statements and asked to rate their level of agreement or disagreement with each. Four in five (83%) respondents agree that they know who to contact and how to contact them. The same proportion (84%) agree they can find out the information they need easily. In total, seven in ten (71%) agree the information given is accurate, while six in ten (61%) state that problems are resolved quickly and easily. The lower agreement on the latter measures is due to higher proportions answering don't know to these statements, most probably reflecting a lack of contact experience with the Council among these individuals.

Figure 57: In general, to what extent do you agree or disagree with the following statements about any contact you could have with the Council...? (All respondents)

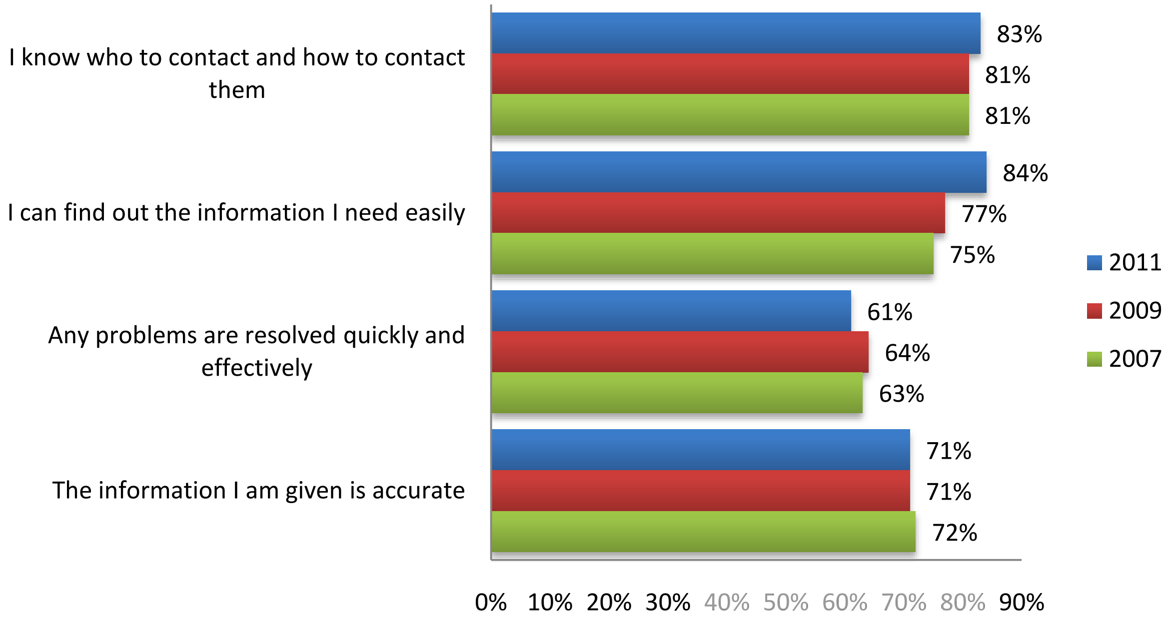


Unweighted base: 1210

Looking exclusively at those who have had contact with the Council, shows that 73% of this cohort state any problems are resolved quickly and effectively and 81% agree the information they are given is accurate, which are very encouraging findings.

When comparing the perceptions of all respondents to those recorded in previous surveys, the largest change evident is a positive one (+7-percentage points), with 84% now feeling they can find the information they need easily compared to 77% in 2009.

Figure 58: In general, to what extent do you agree or disagree with the following statements about any contact you could have with the Council...? % agree since 2007 (All respondents)



Unweighted base: 2011-1210 2009-1210 2007-1202

Where respondents stated a level of disagreement with any of the statements above, they were asked to explain their reasons. The following gives a flavour of the types of reasons given for each statement:

I know who to contact and how to contact them

- I don't know but would look it up on the Internet
- New to the area
- Language issues
- I have the number, but not the specific names of people to contact
- Never contacted the Council
- Don't have the information necessary (general)

I can find out the information I need easily

- Website is not clear / is confusing
- Don't know where to look
- Never tried to find information
- No direct person to contact

Any problems are resolved quickly and effectively

- They are not interested / do not listen

- They did not keep me updated
- Problems in the area (ASB) did not stop
- Took too long to deal with the issue
- Had to make repeat calls

The information I am given is accurate

- They don't tell the truth
- They change the dates / times too often
- Not kept updated
- Don't keep promises / nothing is done

12 Budgets

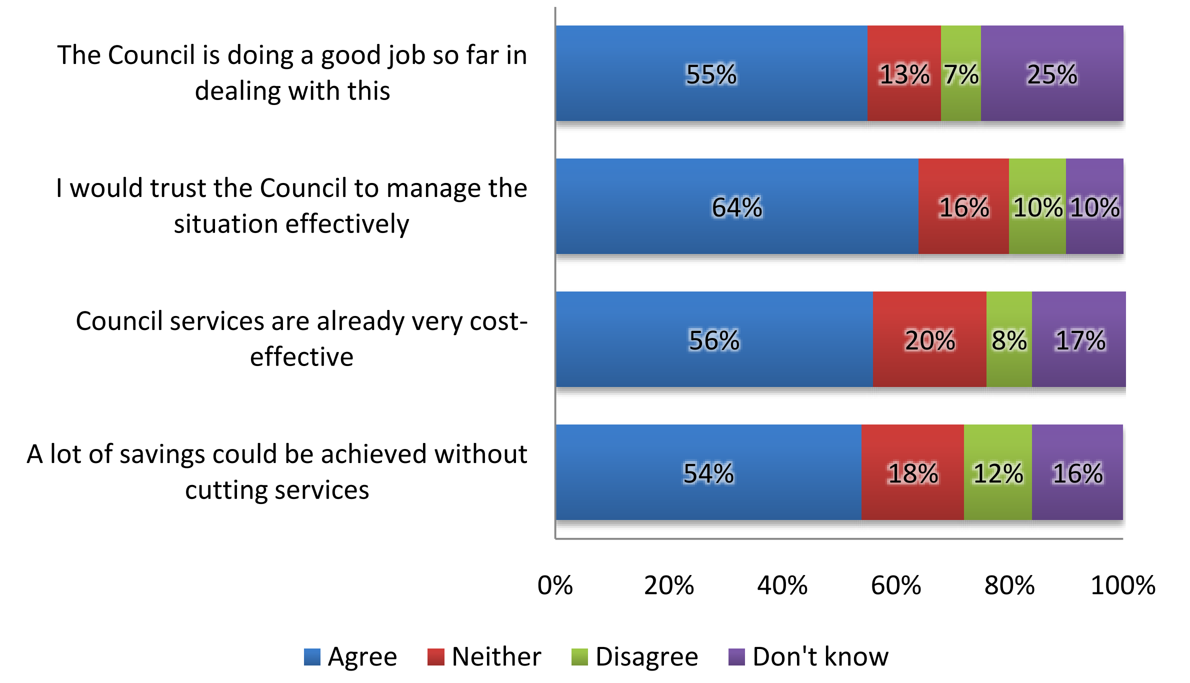
12.1 Introduction

Given the period of austerity all local authorities now find themselves in, a new set of questions were inserted into the 2011 survey in order to assess how the Wandsworth public perceive their Council is dealing with its financial constraints.

12.2 Perceptions of the Council's financial performance

All respondents were informed that following the government's spending announcement in December, all Councils will have to make savings. From April next year the Council's spending each year will need to be at least £30 million less than it is now, which is a 14% reduction. In this context, the proportion of residents who feel the Council is doing a good job so far in dealing with this (55%), far exceeds the proportion who disagree (7%). A majority of residents agree that the Council's services are already cost effective (56%), yet perhaps paradoxically, 54% state a lot of savings could be achieved without cutting services (54%). Encouragingly, the highest proportion of residents (64%) agrees that they trust the Council to manage the situation effectively.

Figure 59: Would you agree or disagree with the following statements...? (All respondents)

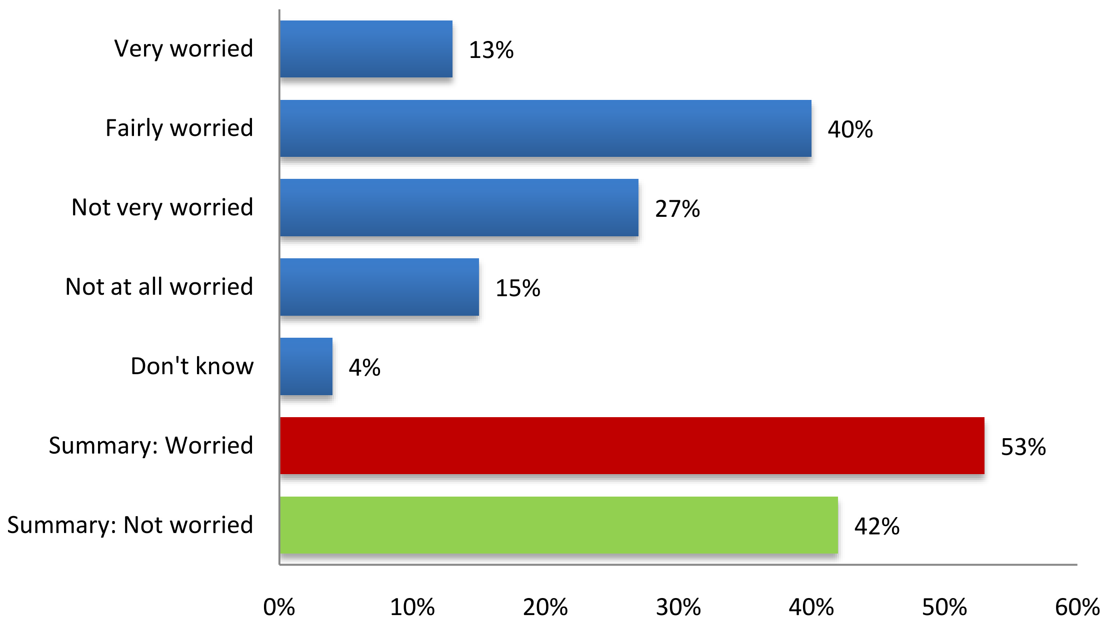


Unweighted base: 2011-1210

While these results show that on balance there is a positive perception of how the Council has tackled spending reductions and how it will do so in the future, it is notable that sizeable proportions answer don't know in relation to each of the four statements presented to them. Indeed, a quarter (25%) does not know if the Council is doing a good job so far. This suggests that there is scope for the Council to deliver a stronger narrative about the choices and decisions that are being made, so that residents can clearly determine the position in Wandsworth.

When considering their personal concerns about the impact of cuts on services, 53% state they are worried to some extent about this. This includes 13% who are very worried. Two in five residents (42%) are not worried about the impact of cuts on services, while 4% are unsure.

Figure 60: How worried are you about the impact these cuts will have on services? (All respondents)



Unweighted base: 2011-1210

Interestingly, the proportion worried about cuts to services does not vary significantly across low (50%), medium (52%) and high (55%) income areas. However, the proportion who is worried about this issue is significantly higher in ward clusters B (65%) and D (57%) and is also higher among females (57%) and among families (also 57%).

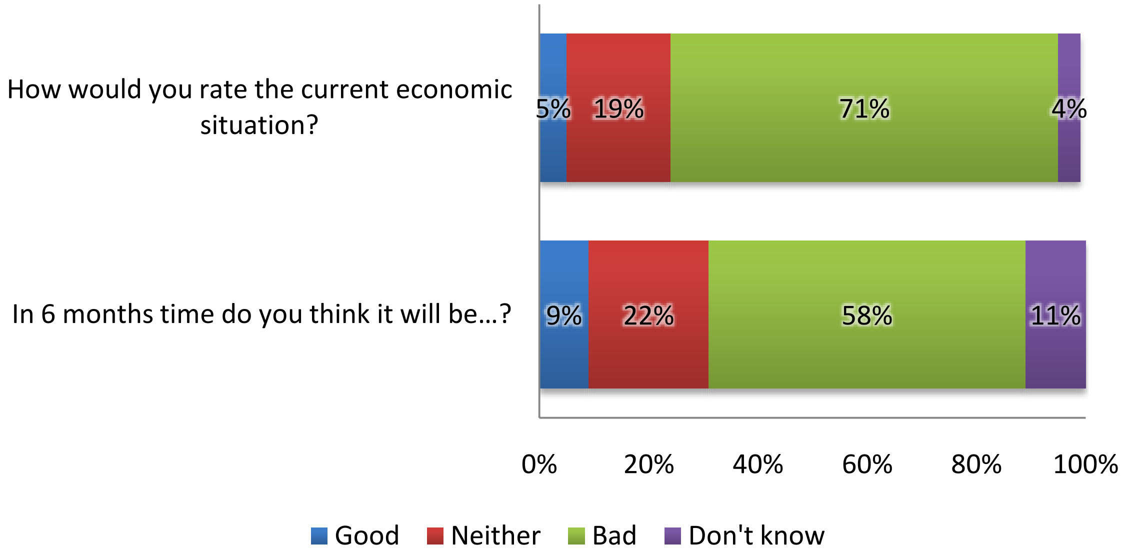
The services that residents are most commonly worried about are health (28%), policing (25%), rubbish collection (24%) and education/schools (20%). These issues are mentioned by equal proportions of both men and women.

12.3 Views of the economic climate

A set of questions were newly included in the 2011 survey to explore views of the current economic climate, as well as medium term views of how this situation might look. These questions are replicated from The Nationwide Building Society's Consumer Confidence Index, which started in 2004 and presents a monthly index of consumer confidence (http://www.nationwide.co.uk/consumer_confidence/default.htm).

The majority of Wandsworth residents are pessimistic about the current economic situation, with 71% describing it as bad. Looking forward, 58% expect the situation to remain bad in six months' time. Compared to the June 2011 Nationwide benchmark figures (representative nationally), the proportion stating the current economic situation is bad is 5-percentage points higher amongst Wandsworth residents than nationally (66%). However, more stark is the finding that the proportion of Wandsworth residents feeling that the economic situation in 6 months' time will be bad is 28-percentage points higher than the same given nationally (30% bad).

Figure 61: To what extent do you rate the following as good or bad...? (All respondents)



Unweighted base: 2011-1210

Interestingly, those residents living in high income areas are most likely to view the current economic situation as bad (73%), compared to medium (70%) and low (68%) income areas. Other resident groups also more likely to see the situation as bad are:

- Those aged 55-74 (79%)
- Owner occupiers (76%)
- Families (74%)

12.4 Views of the employment situation

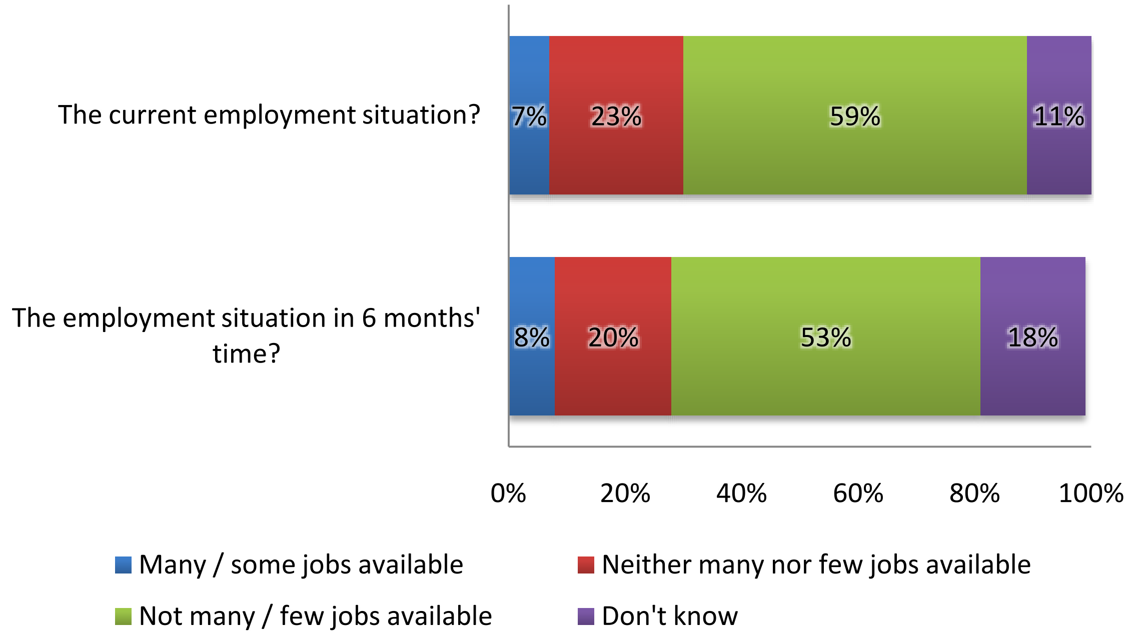
Moving on from looking at the economic situation more generally, all respondents were asked their views on the state of the employment situation both currently and their prediction for 6 months' time.

Following the same pattern as previously, the majority of respondents believe there are not many / few jobs available currently (59%) and there will be the same situation in 6 months' time (53%). Less than one in ten (7%) feel there are many / some jobs available.

Looking at the comparisons with the national figures, 6-percentage points fewer Wandsworth residents believe there are not many / few jobs available (65%

nationally), whilst looking to the future, the figures are very much in line with the benchmark (56% nationally believe there will be not many / few jobs available).

Figure 62: What are your views of...? (All respondents)



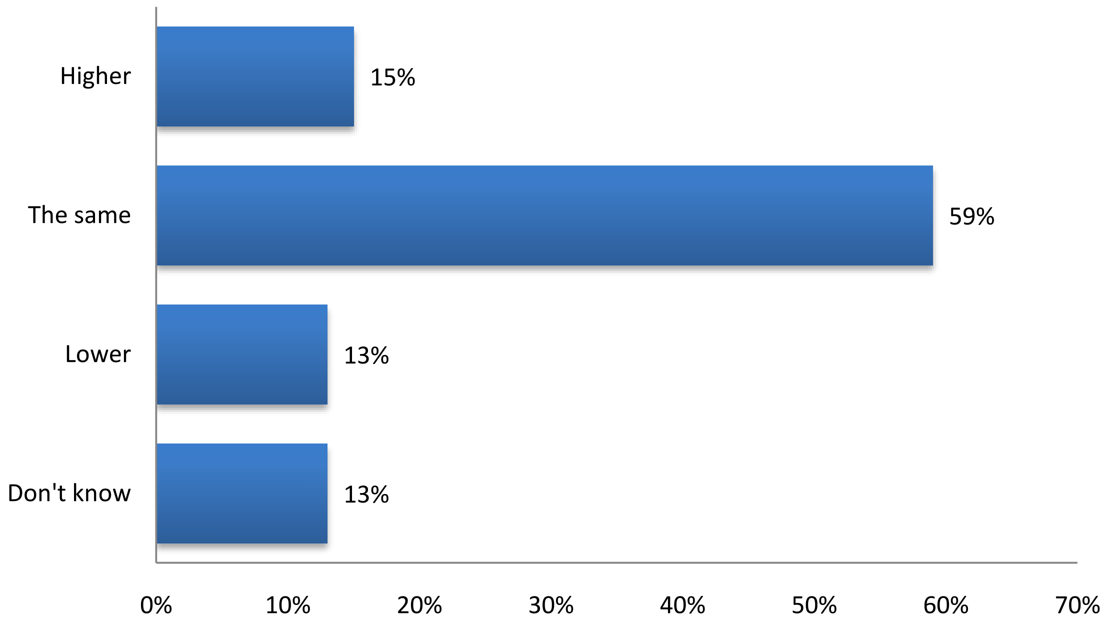
Unweighted base: 2011-1210

12.5 Household income

The final indicator in the measures that comprise the Consumer Confidence Index is that of predictions about the future income of households. The majority of respondents believe that in 6 months' time their household income will be the same as it is now (59%), whilst the same proportion feels it will be higher (15%) as will be lower (13%).

These figures are very much in line with the national benchmark, where 13% predict their household income will have increased, whilst 15% believe it will have decreased.

Figure 63: In 6 months time, do you think your household income will be...? (All respondents)



Unweighted base: 2011-1210

12.6 Consumer Confidence

It is possible to categorise each respondent in terms of their levels of consumer confidence. For this purpose, the mean average of the positive scores (%) for each of the following questions is calculated.

- Rating the current economic climate (% good)
- Rating the economic climate in 6-months' time (% good)
- Rating the current employment situation (% good)
- Rating the employment situation in 6-months' time (% good)
- Expected household income in 6-months' time (% higher)

These scores were then split into equal quartiles and given the following labels:

- Most confident
- Second most confident
- Third most confident
- Least confident

Exploring the demographic make-up of these subsets of the population, the most confident tend to be private renters, aged 25-34, White other ethnicity, in full time employment, and Internet users.

Consumer confidence also shows inter-relationships with budget-related attitudes, with the most confident residents being the most likely to agree that the Council is doing a good job at dealing with the budget cuts (62%), have trust in the Council to manage the situation effectively (72%), and feel that Council services are already cost effective

(61%). Two thirds (65%) of those categorised as the least confident state they are worried about the impact these cuts will have on services. This compares to just 45% of the most confident.

13 Public Health

13.1 Introduction

A newly introduced set of questions for 2011 comes as a result of the shifting of public health responsibilities to local authorities. This section looks at the levels of awareness of the risk factors associated with heart disease and cancer, and the level to which residents have experience of such diseases.

13.2 Heart disease / stroke

All respondents were asked whether they, a family member or close friend had ever had a heart attack or stroke. A quarter (26%) state they have, whilst 70% state they have not, and 3% refused to answer.

The experience of heart attacks / strokes increases to 31% in ward cluster F, as well as in females (29%), those aged 65+ (37%), households with nobody in employment (35%), and housing association tenants (44%).

Following this, all respondents were asked to list as many risk factors associated with heart disease / strokes as they could. These were then coded by the interviewer into a set codeframe.

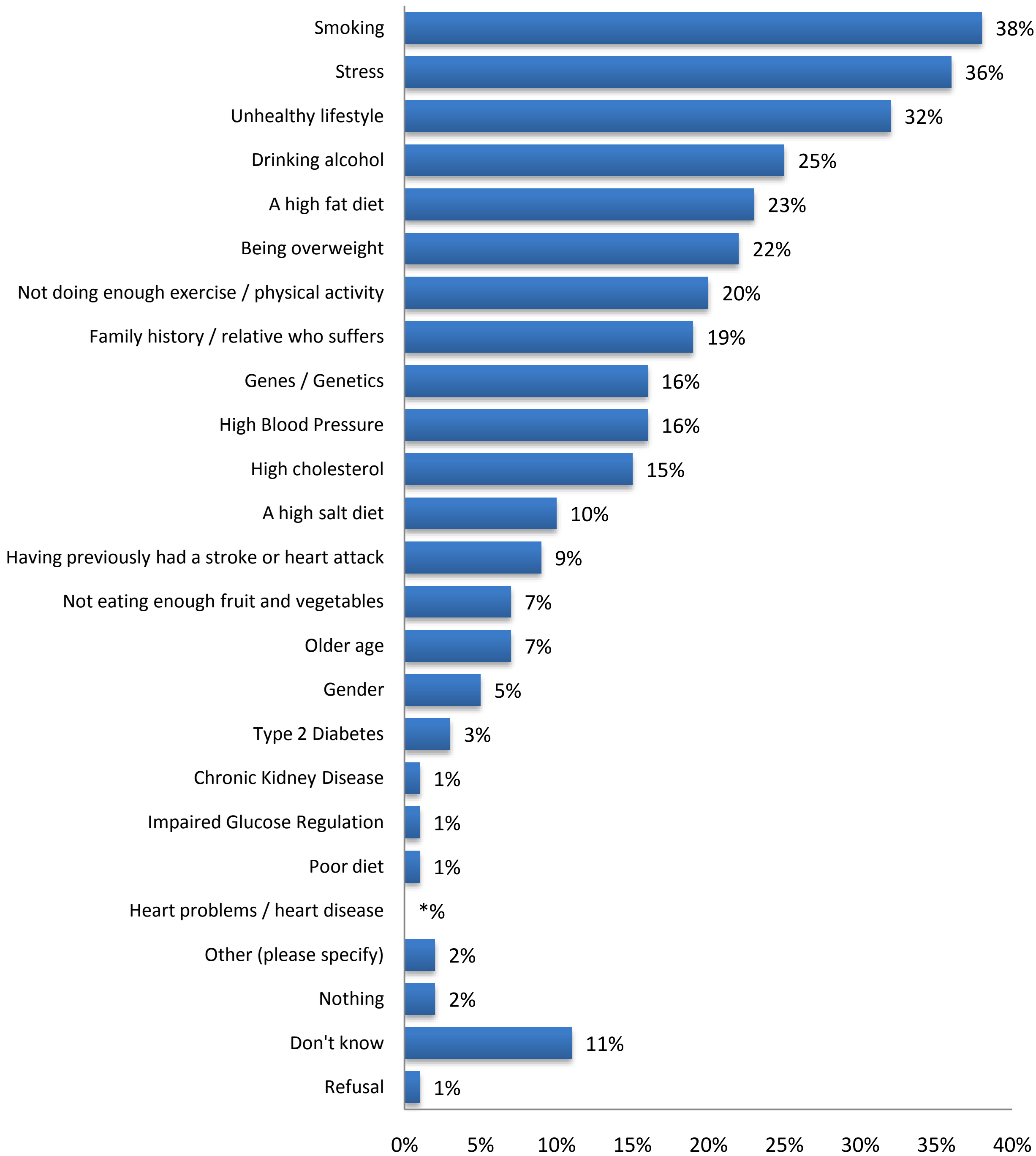
An encouraging 86% of respondents were able to specify at least one risk factor, with 14% unable to give a valid answer. Approaching two in five (38%) respondents state that smoking is a risk factor, followed by stress (36%), and an unhealthy lifestyle more generally (32%). Alcohol is also specified by a quarter of respondents (25%).

Recall of at least one risk factor is lower amongst the following:

- Residents of ward cluster A (79%)
- Those aged 75+ (75%)
- Mixed ethnic groups (74%)
- Wandsworth Council tenants (79%)

The large majority (96%) of residents that state they have experience of heart attack / stroke either through themselves or a family member / friend are able to state at least one risk factor associated with the diseases.

Figure 64: What things do you think affect a person's chance of having a heart attack or a stroke? (All respondents)



Unweighted base: 2011-1210

13.3 Cancer

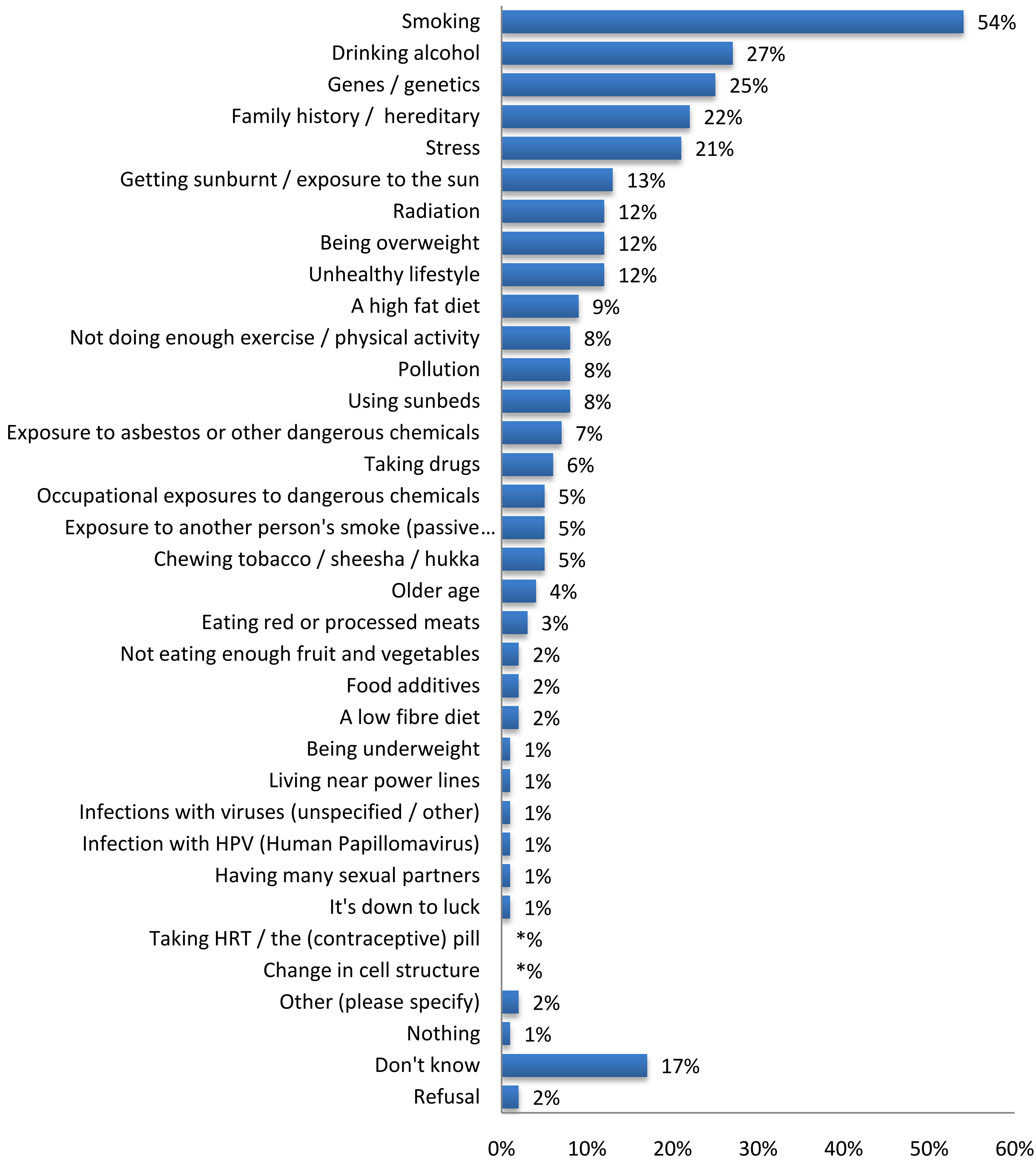
Approaching half (45%) of respondents state they have either themselves experienced or know a family member or friend that has experienced cancer, whilst 48% have not and 7% refused to answer.

Exploring the risk factors associated with cancer, 80% of all respondents were able to correctly identify at least one factor. By far the most commonly recalled factor is that of smoking (54%), followed by alcohol (27%) and genetics (25%).

As with heart attacks / strokes, the following residents groups are less likely to be able to identify at least one risk factor:

- Those aged 75+ (68%)
- Mixed ethnic groups (72%)
- Those with a disability (71%)
- Housing Association tenants (66%)

Figure 65: What things do you think affect a person's chance of getting cancer? (All respondents)



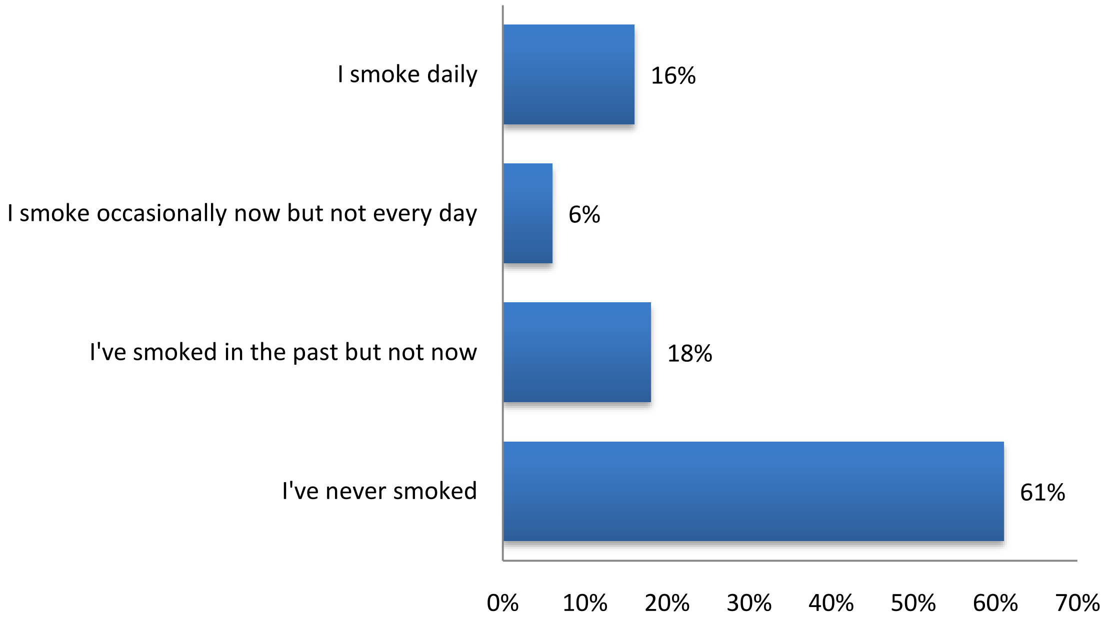
Unweighted base: 2011-1210

13.4 Smoking prevalence

To conclude the public health section, all respondents were asked whether they do, or have ever, smoked. The large majority (61%) state they have never smoked, whilst 18% state they have smoked in the past but no longer do. One in seven (16%) respondents are daily smokers and 6% smoke occasionally.

Daily smoking prevalence increases amongst those in low income areas (27%), males (18%), those aged 16-24 (21%), Wandsworth Council tenants (27%), housing association tenants (25%), and one parent families (34%).

Figure 66: Do you, or have you ever smoked? (All respondents)



Unweighted base: 2011-1210

14 Profile information

	Number (unweighted)	%
Gender		
Male	559	46.2
Female	651	53.8
Age		
16-24	153	12.6
25-34	322	26.6
35-44	264	21.8
45-54	153	12.6
55-64	127	10.5
65-74	92	7.6
75+	88	7.3
Not provided	11	0.9
Ethnicity		
White (All)	892	73.7
Mixed	38	3.1
Asian	98	8.1
Black	131	10.8
Chinese /other	25	2.1
Not provided	26	2.1
Employment status		
Employed	672	55.5
Unemployed (active)	64	5.3
Looking after the family / home	134	11.1
Long term sick	45	3.7
Retired	212	17.5
Student	67	5.5
Other	7	0.6
Not provided	8	0.7
Disability		
Disability in household	213	17.6
No disability in household	989	81.7
Not provided	8	0.7
Tenure		

Owner-occupied	466	38.5
WBC tenants	278	23.0
HA tenants	82	6.8
Private renters	359	29.7
Others	10	0.8
Not provided	15	1.2
Household composition		
Single occupancy	289	23.9
Two or more adults	529	43.7
Families	366	30.2
Not provided	16	1.3

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