

Your Kingston, Your Say 2012: Analysis of Responses

EXECUTIVE SUMMARY

3,181 consultation responses were received.

Overall, respondents are satisfied with RBK as a place to live, and willing to contribute to the improvement of their area.

A significant majority of respondents support a reduction of service funding. However, almost 50% of respondents stated that they supported an increase in Council Tax either below, in line or above inflation. Most of them suggest RBK should be more efficient, prioritise spending on essential services, cut benefits, fight benefit frauds, and increase revenues from other sources.

Respondents consider Kingston to be a safe place, both during the day and after dark, and 60% of respondents feel that safety issues are being tackled effectively. The most common crimes are theft, burglary, and robbery, which account for 53% of the total. Respondents clearly identified crime (in any shape or form), anti-social behaviour, burglary, and alcohol misuse as the key issues that the Safer Kingston partnership should tackle.

No ward reports any issue as very big problem. Only 'Rubbish or litter lying around' is flagged as a fairly big problem by respondents from Norbiton.

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REPORT

1. Introduction

The Royal Borough of Kingston and its partners have a responsibility to consult with those who live, work in or visit Kingston.

The Royal Borough of Kingston works closely with other public services such as the police, health, business and community representatives to make decisions about the provision of services for local people. The Council and its partners want to know what those who live, work in or visit Kingston, think about the area, their views of community safety issues, and the Council's budget for 2013-14.

This year we have combined the Reducing Crime Together Survey, with the Budget Consultation to create a single consultation; Your Kingston, Your Say (YKYS). This ensures we are making the best use of public funding, and can hear from as many people as possible. Indeed, YKYS received the largest response to a survey ever conducted by the Council. This provides a useful base of information on which to build in future consultations.

The survey highlights that respondents are overall satisfied with RBK as a place to live, and willing to contribute to the improvement of their area. None of the three most important elements of a good place to live (level of crime, health services, and public transport) appear in the first five things that most need improvement. Rather, respondents call for intervention to improve road and pavement repairs, reduce traffic congestion, and increase activities for teenagers.

A significant majority of respondents support a reduction of service funding. However, almost half of respondents stated that they supported an increase in Council Tax either below, in line or above inflation. Most of them suggest RBK should be more efficient, prioritise spending on essential services, cut benefits, fight benefit frauds, and increase revenues from other sources.

Respondents consider Kingston to be a safe place, both during the day and after dark. No ward reports any issue as a very big problem. Only 'Rubbish or litter lying around' is flagged as a fairly big problem by respondents from Norbiton. Nonetheless, it is worth noting that comments emphasise a sense of insecurity in Kingston Town Centre after dark, mainly due to the concentration of nightclubs in the area.

The most common crimes experienced by respondents are theft, burglary, and robbery. Respondents clearly identified anti-social behaviour, burglary, and alcohol misuse as the key issues that the Safer Kingston partnership should tackle. Nevertheless, 60% of respondents feel that safety issues are being tackled effectively. This percentage represents a decrease as compared to previous years.

The rest of the report is structured as follows. The following part explains the methodology that has been used to design features of the survey and dissemination strategy. The second part offers an in-depth analysis of the responses regarding budget consultation. The third part represents a detailed analysis of safety and security issues. Conclusions follow. Tables not included in the report can be found in Appendix 2.

2. Methodology

'Your Kingston, Your Say' (YKYS) represents an evolution of the 'Reducing Crime Together' Survey and Budget Consultation.

Reducing Crime Together is an annual survey, which has been conducted since 2007. It represents one of the ways the Safer Kingston Partnership consult with those who live, work in or visit the Royal Borough of Kingston upon Thames (RBK).

The Budget Consultation is one of the methods RBK uses to receive the views of local people on the future of services provided by the Council and where they feel efficiencies can be made.

YKYS is a more cost-effective and integrated way to engage people, because it combines two previously separate consultations in one survey. It is more efficient, because it reduces duplications and maximises synergies and cooperation between different teams across RBK. Moreover, it is more effective, because it increases response rate by reducing 'consultation burdens' on respondents.

YKYS contains 19 questions, plus eight questions in the Equality and Diversity Monitoring Form. The first six questions capture the broad priorities of the respondents regarding their local area. The following three constitute the budget consultation. The last ten represent the Reducing Crime Together Survey. Survey questions have been included in highlighted boxes in the text but please see Appendix 1 for a copy of the full consultation form.

Due to the tight timescale the decision was made to keep a relatively simple format. The survey was released in a double version: online form and hard copy survey delivered to every household, which includes the link to the online survey and a QR code. Both versions provide a telephone number for queries and for support to people who may experience difficulties in filling in the hard copy (e.g. visually impaired, or respondents where English is not their first language).

YKYS was sent to households in the last week of September, and the collection of data closed on 28 October 2012.

3. Dissemination

The dissemination of YKYS involved a variety of methods. The hard copy was delivered to 63,400 households. Other hard copies were provided to libraries, colleagues involved in community engagement, local businesses, and political parties.

Different teams inside RBK joined up to disseminate YKYS. This allowed the promotion of YKYS through libraries, youth services, community and neighbourhood meetings, voluntary associations, democratic support services and internal and corporate communication channels, including a Surrey Comet article, and business distribution. The consultation was also promoted on the front page of the RBK website during October 2012 and circulated to staff. Thanks to these lines, it was possible to directly contact more than 80 groups and raise awareness throughout most of the different communities that constitute Kingston Borough (see contact list in the Appendix 3). Consequently, the response rate was high compared to previous consultations; 689 completed the online version, and 2492 people completed the hard copy version.

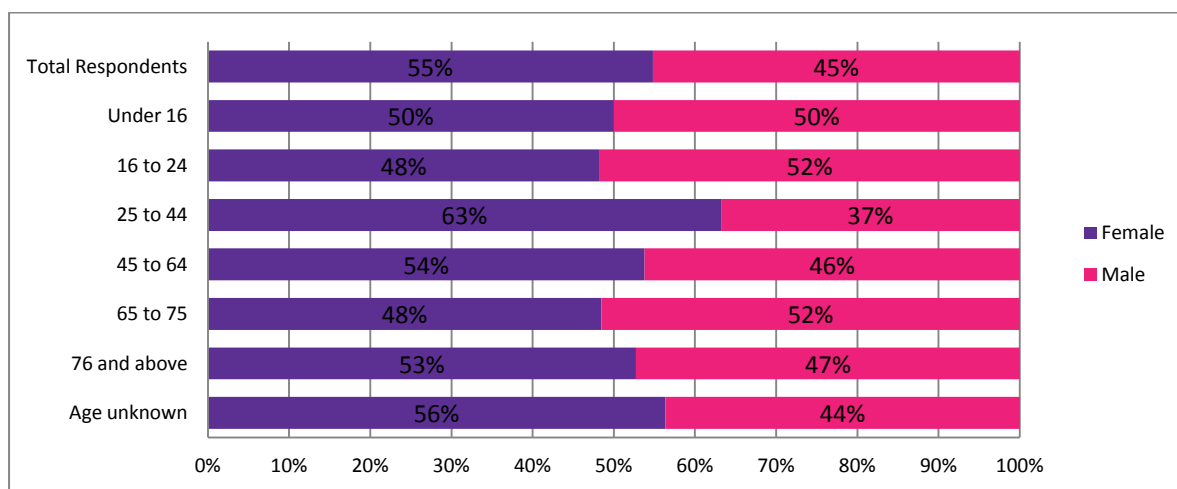
4. Answers & Respondents breakdown

Demographic data

3,181 consultation responses were received.

More females (54.8%) compared with males (45.2%) participated in the survey. Compared to the 2011 estimates¹, analysis of **gender** distribution (Figure 1) exhibits a slight overrepresentation of women over men (about 7%).

Figure 1: Gender distribution per age range



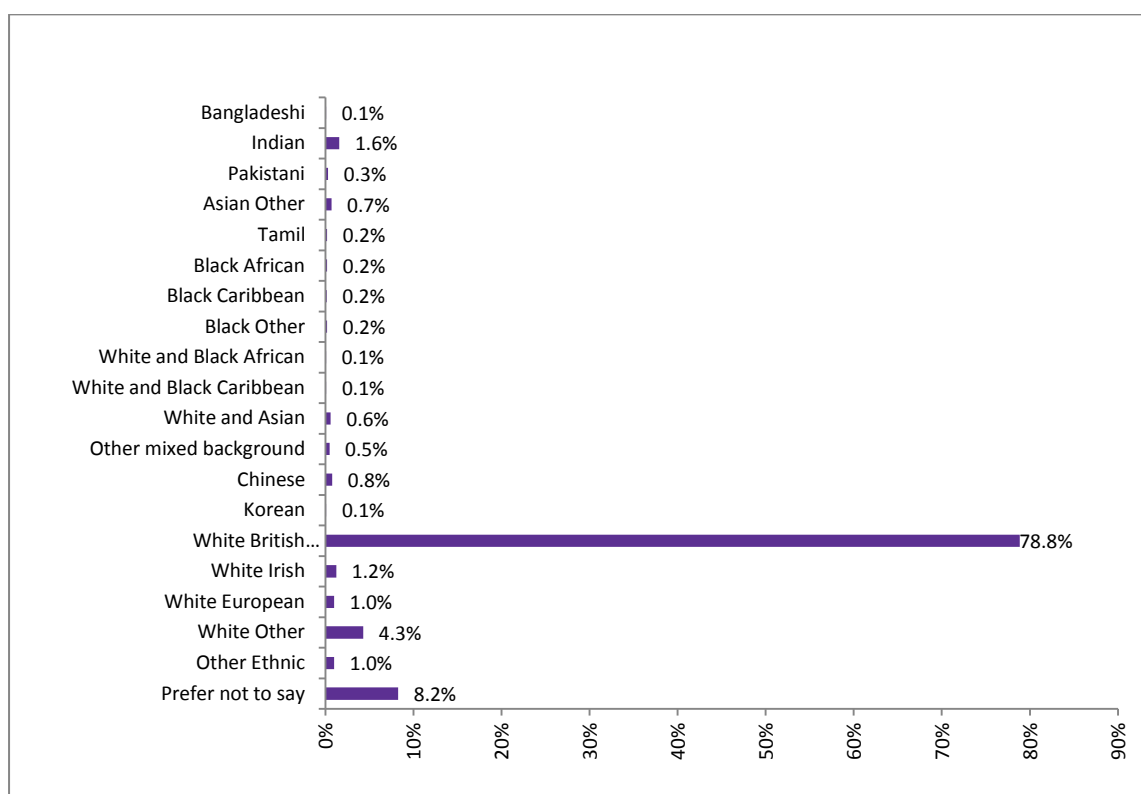
The gender distribution is affected by method of response. The women-men ratio is significantly higher in the hard copies (57:43). This is reversed in the online questionnaire (46:54).

A more significant variation from the borough's estimated demographic exists when comparing the distribution of **ethnicity** (Figure 2). White group respondents are overrepresented by 23 percent² (Table 2 in appendix). Conversely, all other groups are underrepresented. In particular, Pakistani and Bangladeshi are completely absent from the online survey, and response rate from black communities are less than one third the expected rate.

¹ Male = 48.8%, Female = 51.2%, Greater London Authority (GLA), 2011.

² Please note that this comparison excludes respondents who did not state their ethnic background.

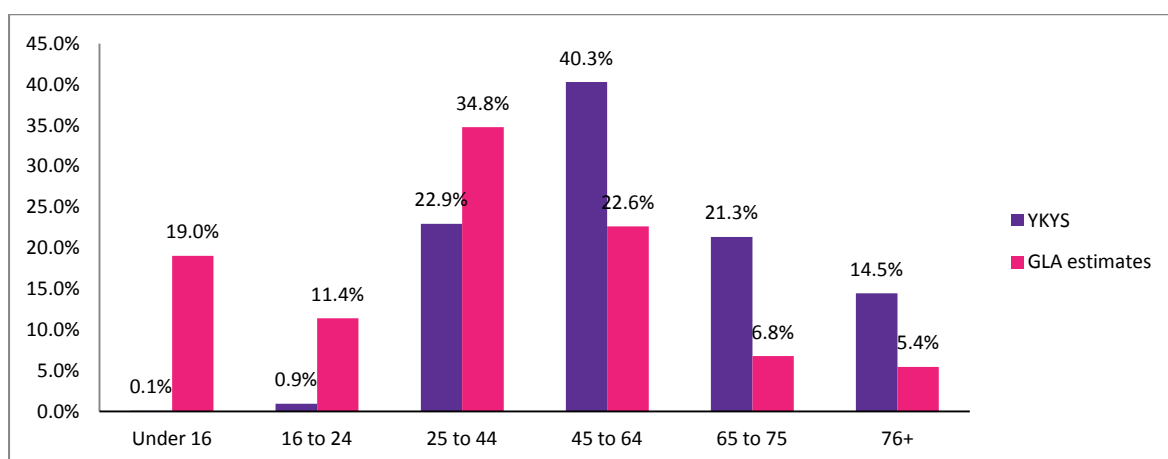
Figure 2: Ethnic background of respondents



Age

The majority of respondents were aged 45 and over with the 65-75 age group more than three times bigger than one would expect whereas the under 24s are virtually absent from the survey.

Figure 3: Age distribution

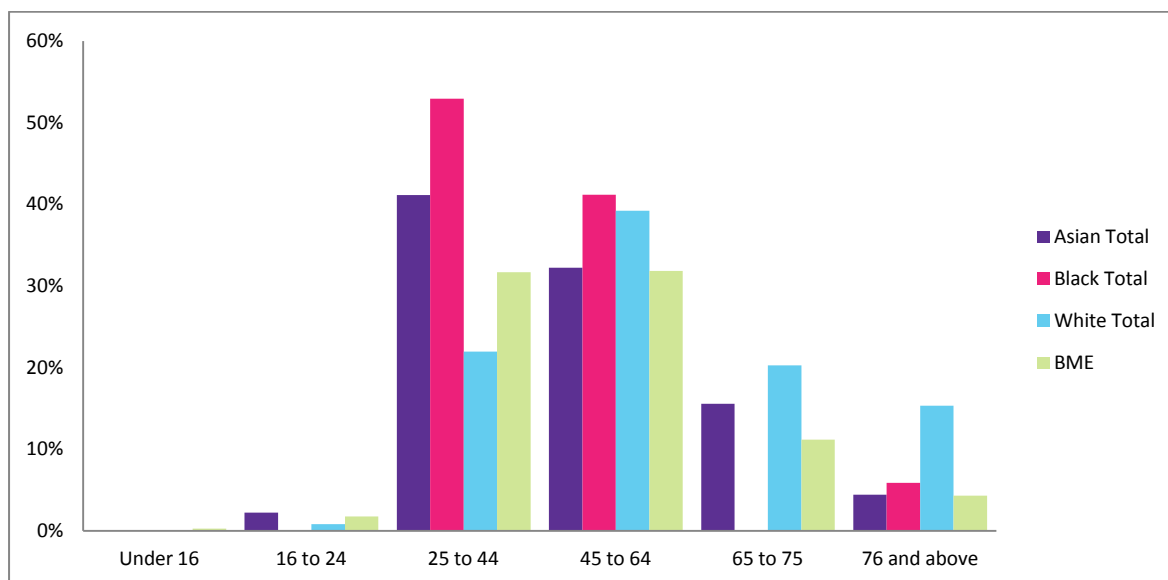


This variation in age is seen most with response rates to the hardcopy questionnaire, suggesting that older age groups relate well with this type of surveying. Conversely, the under 44 age group were more likely to respond on line. The availability of an online version has helped increase the number of younger people responding but overall response rates remain low.

Ethnicity

Asian and black respondents are generally younger than white ones (Figure 4). As the figure shows, the higher proportion of black and Asian respondents is in the '25 to 44' class. 94% and 76% of the black and Asian group, respectively, are under 64. Ethnic diversity in the borough does increase in younger people but not to the extent seen in the responses.

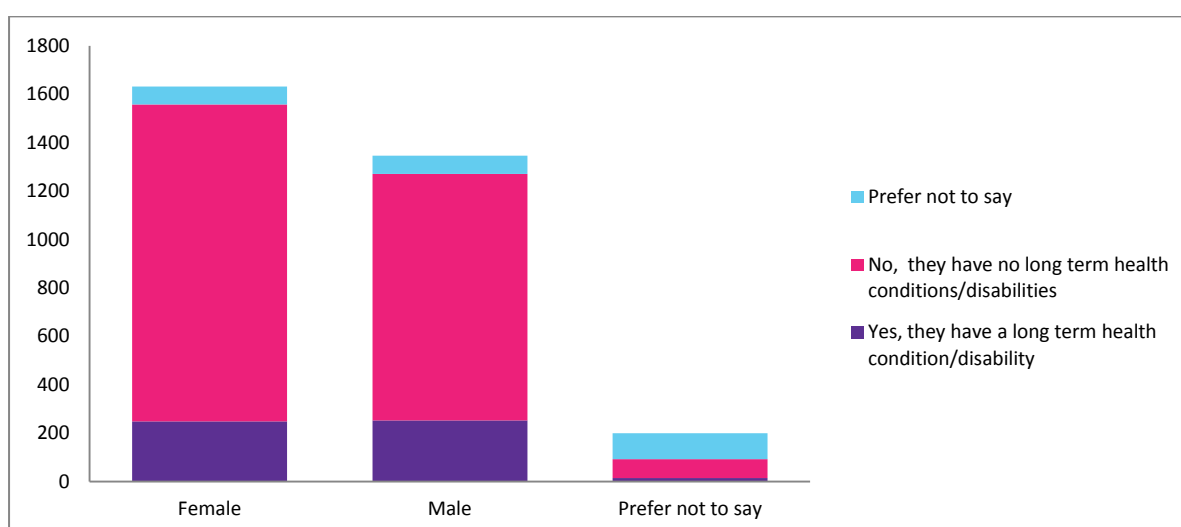
Figure 4: Age and ethnic background



19% of respondents consider themselves as having long term health needs and/or disability (Table 3). Physical/mobility disability account for the greatest needs (43%), followed by health diagnosis (26.9%). A slightly higher proportion of male reported themselves as having a long term condition (Figure 5 and Table 4).

Health Condition and Disability

Figure 5: Gender and long term health condition/disability



Religion and Belief

The three biggest religions and beliefs are Christians (59.6%), atheists (11.3%), and agnostics (7.9%). Such groups account for 78.8% of the respondents (Table 6). This is consistent with findings from the 2011 Census³.

In conclusion, the equalities data collected in the survey demonstrates an over representation of people aged 45 and over, white people and women when compared to the local population. This should be considered when viewing the results.

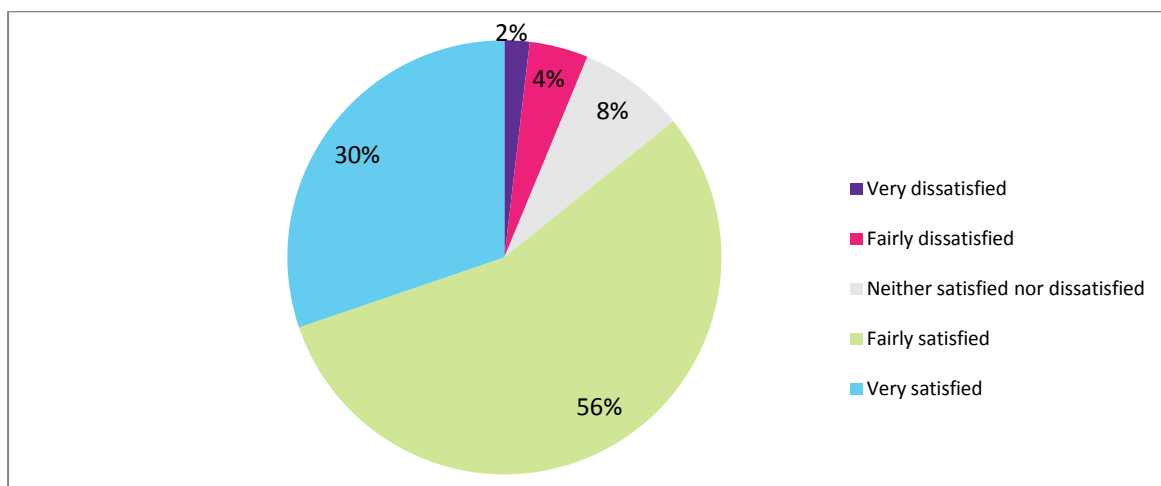
³ Source: ONS 2011 Census, Key Statistics Table KS209 (Religion).

Local area

Questions 1 to 6 capture area-specific preferences and beliefs of the respondents. Overall, respondents are satisfied with the quality of life that their areas guarantee (Figure 6).

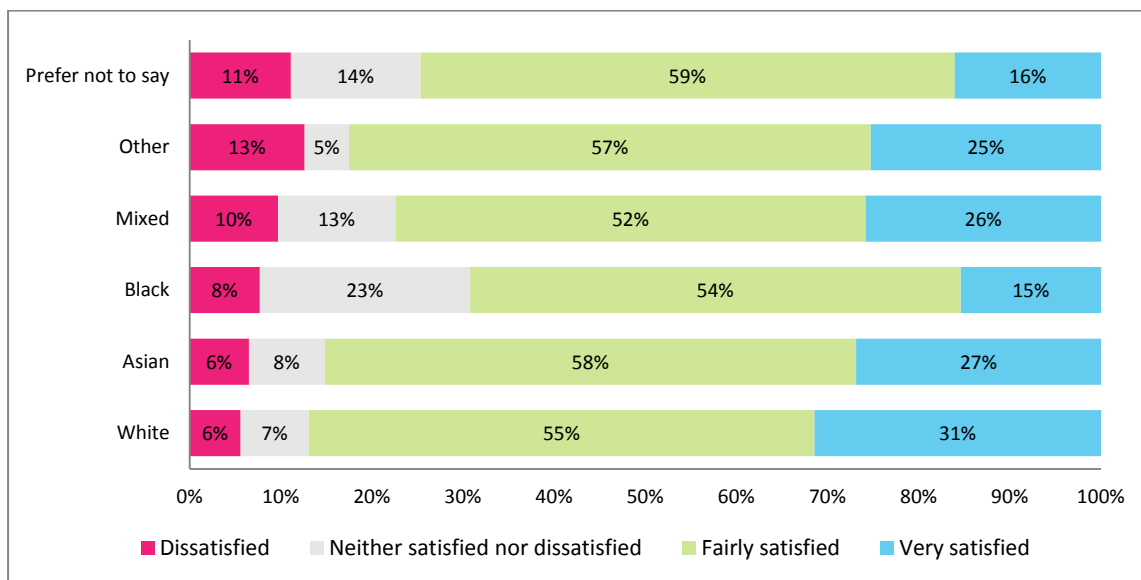
Overall, how satisfied or dissatisfied are you with your local area as a place to live?

Figure 6: Quality of local area



A breakdown of the data based on ethnic origin highlights a significant variation among groups (Figure 7). However, it seems the case that this variation is driven by the small number of respondents (10 groups have less than 10 respondents).

Figure 7: Satisfaction with local area and ethnicity



Indeed, the variation is substantially reduced if one considers BME as a single group. In this case, 83.1% of respondents are satisfied with their local area.

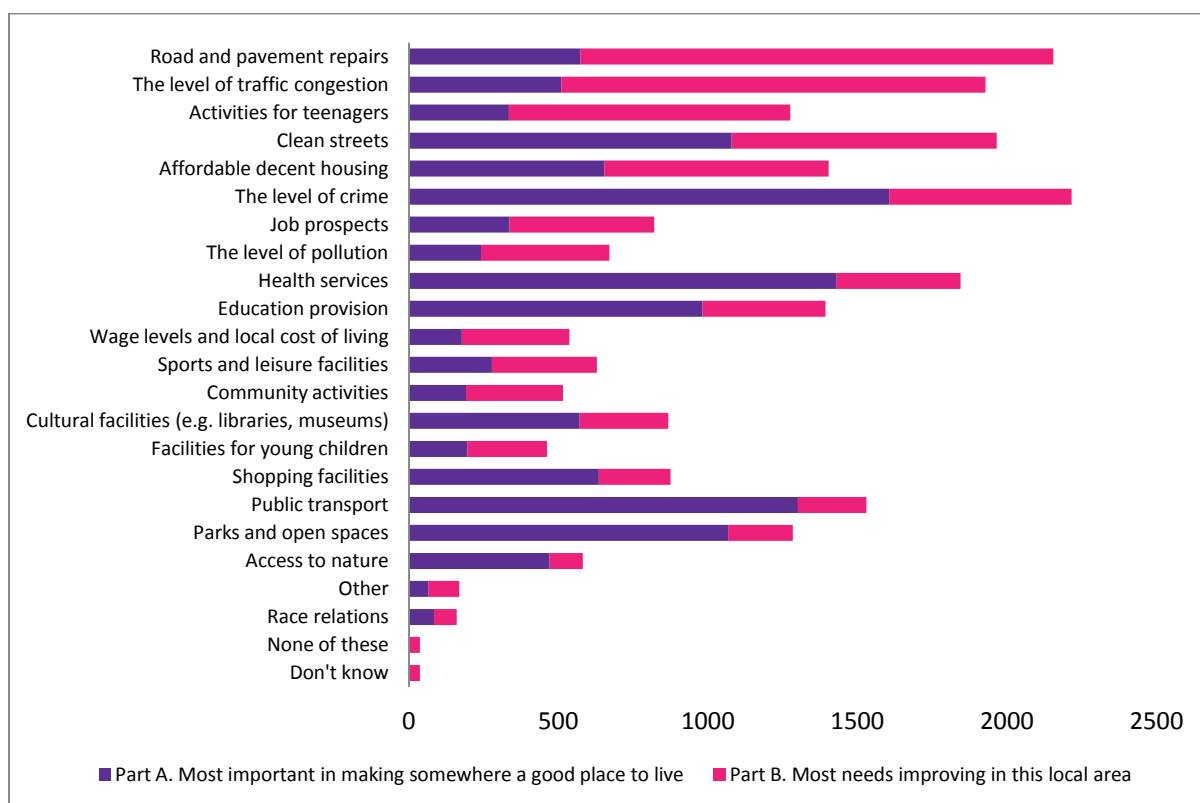
Likewise, a geographic breakdown of the data does not show any significant element that could drive further analysis (Table 5).

Which of the following list would you say are the most important in making an area a good place to live?

Which of the following list most need improving?

Levels of crime, health services and public services were the top three elements respondents felt made somewhere a good place to live. None of the three most important elements of a good place to live appears in the first five things that most need improvement. Respondents call for intervention to improve road and pavement repairs, reduce traffic congestion, and increase activities for teenagers.

Figure 8: Quality of life and needs of local areas



Bearing in mind problems of under-representation of the sample, it is worth mentioning that black and minority ethnic (BME) emphasises the same top needs (traffic congestion, road and pavement repairs, clean streets, activities for teenagers and affordable housing). This is particularly relevant because BME are less than 20% of the sample; hence their preferences are very unlikely to influence the ranking, once they are pooled with the ones from the white British group.

The geographic breakdown of the data (Table 1) shows how the perception of those three top issues varies across different wards. In particular, road and pavement repairs are particularly requested in St James and Old Malden. Likewise, traffic congestion is a top priority of respondents in Old Malden.

Table 1: Q2 - Most in need of intervention

	Road and pavement repairs	The level of traffic congestion	Activities for teenagers	Clean streets	Total
Alexandra	58%	44%	36%	27%	189
Berrylands	55%	38%	29%	20%	168
Beverley	57%	45%	36%	29%	154
Canbury	50%	46%	31%	36%	235
Chessington North & Hook	55%	52%	40%	26%	135
Chessington South	44%	58%	40%	25%	113
Coombe Hill	53%	51%	25%	30%	107
Coombe Vale	60%	47%	35%	29%	214
Grove Ward	41%	42%	25%	31%	182
Norbiton	44%	44%	38%	45%	136
Old Malden	66%	69%	32%	20%	93
St James	68%	48%	27%	32%	96
St Mark's	45%	40%	30%	29%	145
Surbiton Hill	45%	47%	36%	28%	47
Tolworth & Hook Rise	50%	51%	27%	25%	111
Tudor ward	52%	46%	32%	25%	237
Other Kingston Total	61%	50%	26%	32%	276
Grand Total	1582	1418	941	885	3025

How well informed do you feel about local public services?
Do you feel you can influence decisions affecting your local area?
Would you like to influence decisions affecting your local area?

Respondents do feel informed about the services that the local authority provides in their area (Figure 9).

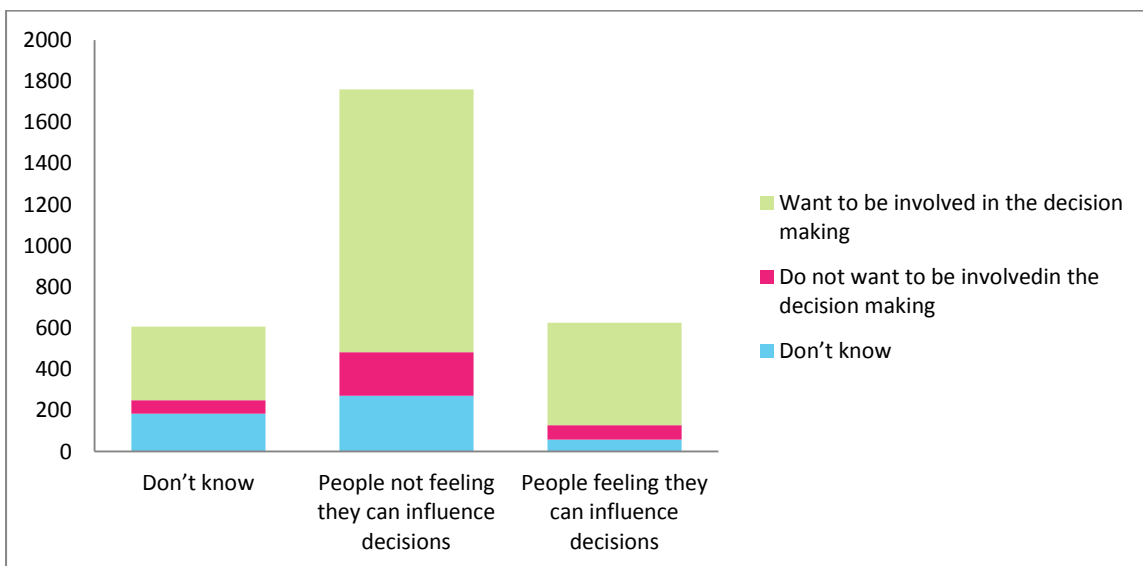
Figure 9: Public services awareness



However, they feel there is increased opportunity for empowerment and involvement in the decision making. Indeed, those that responded clearly stated that would like to be more involved in the decisions regarding their local area (

Figure 10).

Figure 10: Perceived influence and will to be involved



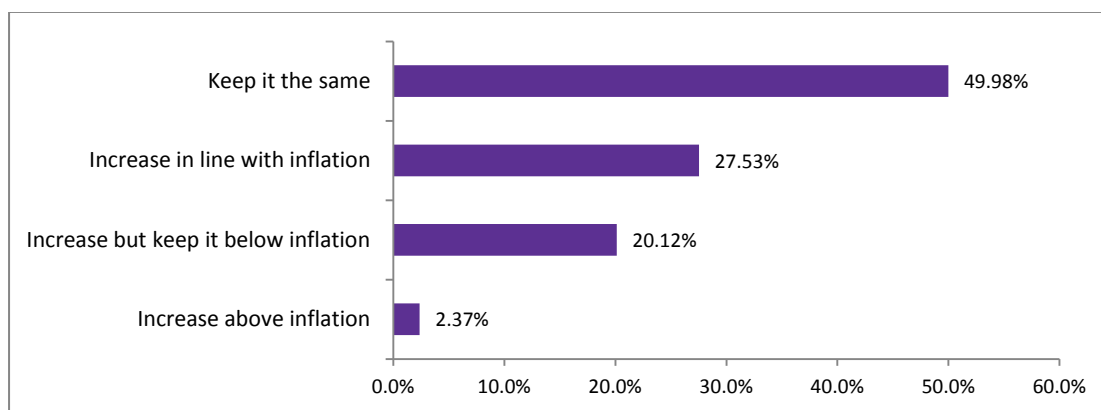
Budget

Questions 7 to 9 constitute the budget consultation. The aim of the consultation is to hear resident views on how the Council could save money or provide particular council services differently and prioritise services.

One way to reduce the pressure on the Council’s finances could be to increase Council Tax. Which of the following options should the Council consider?

Almost 50% of respondents stated that they supported an increase in Council Tax either below, in line or above inflation (see Figure 11). Nevertheless, it is clear that a significant majority (70.1%) does support a reduction of Council Tax in real terms (ie keeping rises below inflation). In terms of second highest overall responses, it is interesting to notice a difference in emphasis between hard copies and online version. In the hard copy, the emphasis is on increasing Council Tax in line with inflation. In the online version, the emphasis is on a below-inflation increase.

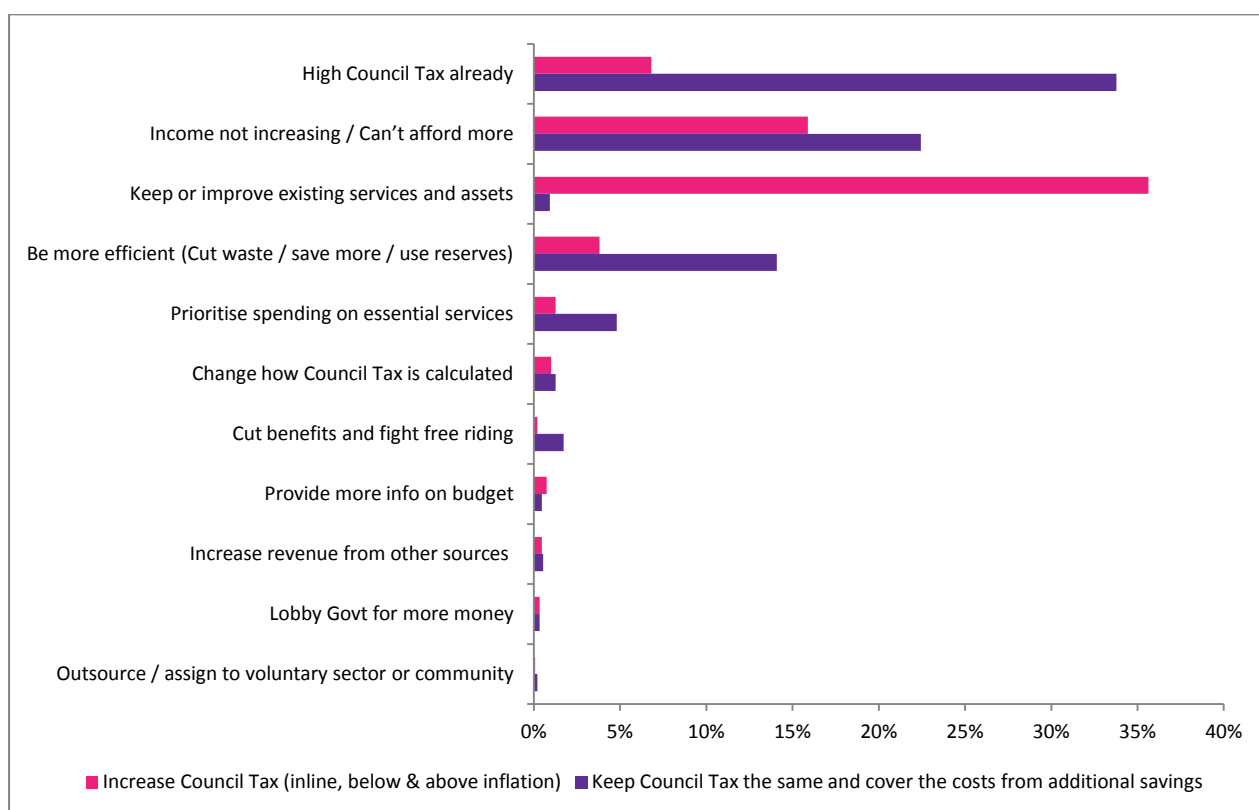
Figure 11: Council Tax



Almost 80% of the respondents commented on question 7. Those comments have been categorised into a number of responses (see Table 7, in the Appendix).

As Figure 12 highlights, many respondents consider the current rate of Council Tax to be too high already, asking in some cases a reduction of the current rate. Many people stress that their income is not increasing in line with inflation (if at all), and they cannot afford to pay more taxes.

Figure 12: Council Tax: preferences and comments



Please use the space below if you have any ideas on how we can save money or increase revenue

The top three categories of response can be grouped into increasing efficiency, reducing spending and increasing revenues. Examples of suggestions under each category are below:

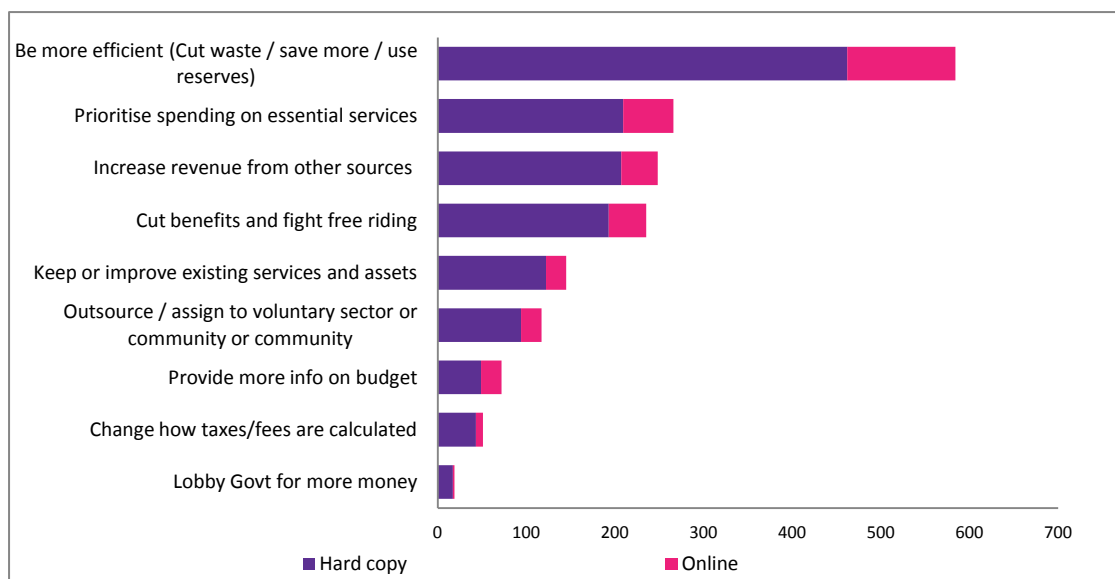
- Boosting efficiency by:
 - Using only internet for internal and external communication
 - Using more volunteers and involving community in service delivery
 - Renegotiating contracts
 - Merging with other boroughs or share services
 - Reducing use of consultants
 - Reviewing RBK salaries and staff
 - Reducing number and allowances of councillors
 - Cutting out mayoral services, and
 - Facilitating communication between customers and RBK.
- Reducing spending by:
 - Cutting any support to Rose Theatre
 - Postponing projects such as the one in Tolworth Broadway and traffic management schemes in general
 - Reducing funds for community and voluntary organisations
 - Reducing translation services

- Reducing benefits and increasing controls against benefit frauds, and
- Reducing development in the borough.
- Increasing revenues by:
 - Enforcing fines
 - Increasing existing charges
 - Increasing the Council Tax for the upper bands
 - Providing new or existing non essential services for a fee
 - Requiring a contribution and means assessment for schemes like concessionary travel, and
 - Lobbying the central Government for more grants.

Additionally, some respondents suggest that they require more information to determine the impact of changes and therefore make appropriate decisions.

It is important to stress that only a minority of comments contains extra details. Therefore, this list is not necessarily representative of the preference of the majority of respondents, and this explains some contradiction with other sections of the survey (e.g. suggested suspension of traffic management scheme, here, and road and pavement repairs listed as top priority for intervention in Q2).

Figure 13: Further Budgetary Comments (Q9)



In summary, there is consistency between:

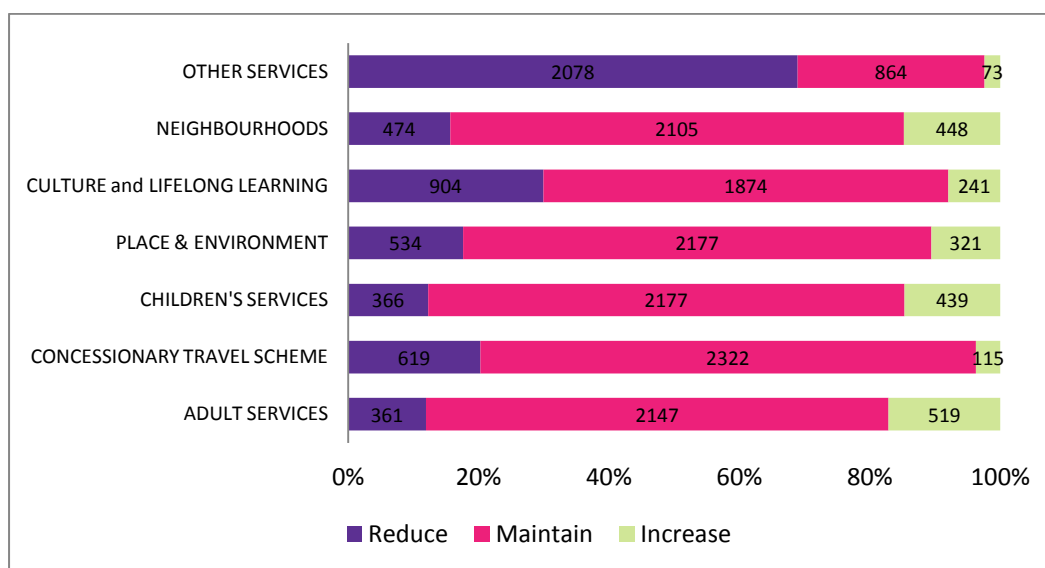
- Preferences and comments on the Council Tax (Figure 11 and Figure 12)
- Preferences on levels of service provision (Figure 15), and
- Further budgetary comments (Figure 13).

In particular, the group that chose to increase the tax to offset inflation stressed the importance to maintain or improve existing assets and services. Conversely, the group that prefers to keep the tax the same emphasised the need for being more efficient and prioritising spending on important services.

Thinking about the services, would you reduce, increase or maintain their funding at the current level?

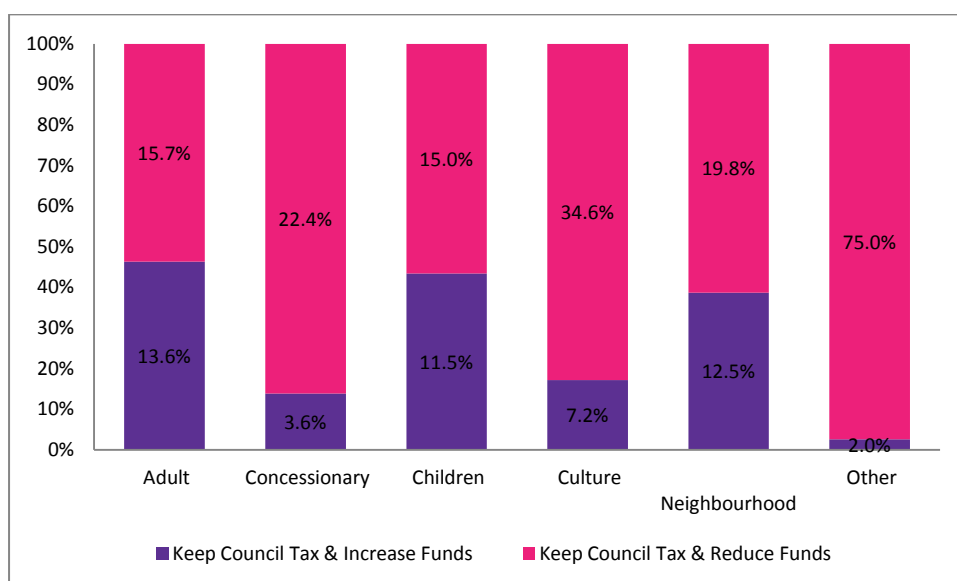
Overall, 75.3% of respondents suggested reducing funding for at least one service. Yet, a breakdown of the data offers a more complex image. Figure 14 emphasises the way respondents suggest to reshape the distribution of funding among the seven services. At a glance, it is clear that the preferred option is ‘maintaining’ for all cases (62% of total responses), except One Council and other corporate services (where the emphasis is on ‘reducing’). Conversely, Adult Services, Children’s Services, and Neighbourhoods are the areas that most people want to preserve or increase. The analysis of responses of the BME groups only does not highlight any significant variation of preferences (Table 8).

Figure 14: Funding Services – breakdown (preferences per service in %)



The emphasis on funding reduction is stronger among people who advocate keeping Council Tax the same. As Figure 15 demonstrates, the majority of this group is advocating the reduction of current levels of provision for all services, especially One Council, Concessionary Travel schemes and Culture.

Figure 15: Comparing preferences in Council Tax and service funding



It is interesting to compare this picture with the one that emerges from the comments respondents provided. Arguably, such choices may be influenced by a lack of budgetary insight, which some people emphasise, for four main reasons.

- First being, questions imply some technical expertise, which residents may lack
- Second being, some people felt service categories were too broad
- Third being, respondents were unable to appreciate the impact of funding on service provision
- Fourth being, One Council and other services, as a whole, rarely provide direct services to public at large. Hence, respondents may not fully appreciate the impact of their work on final products and overall RBK performance. A good example is translation services. Some people see them as a cost and ask for their reduction, whereas in reality Kingston Interpreting Service is a net profit producer.

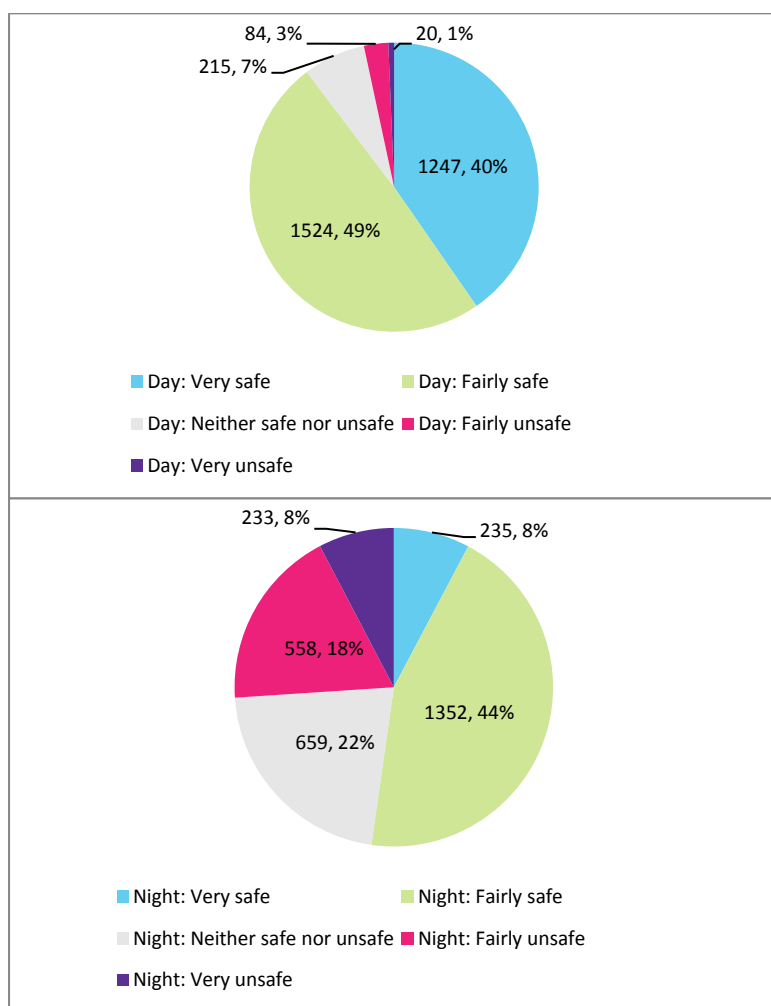
Reducing Crime Together

How safe or unsafe do you feel when outside in your local area during the day?

How safe or unsafe do you feel when outside in your local area after dark?

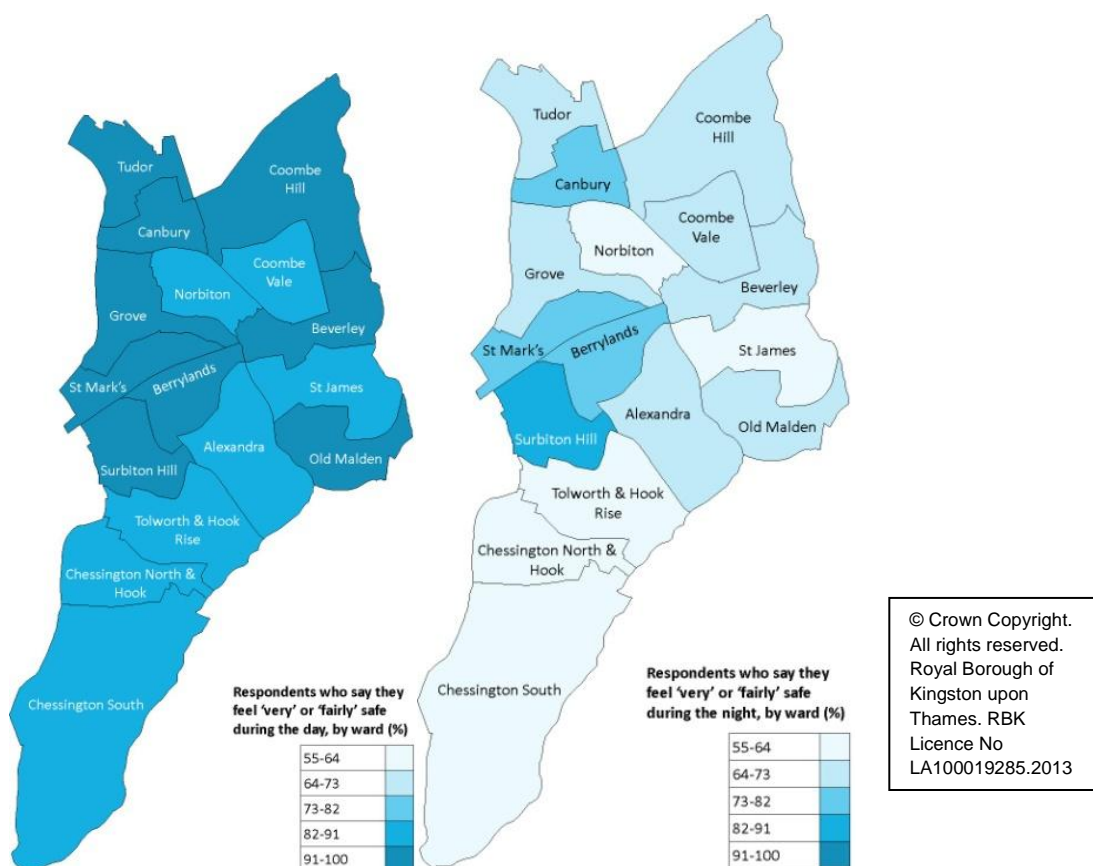
Respondents consider Kingston to be a safe place (Figure 16). 89% of people feel fairly or very safe during the day. This figure drops after dark: yet, the majority (52%) still feels safe.

Figure 16: Comparing perceived safety between day and night



The geographic breakdown (Figure 17) shows some variance among different wards and neighbourhoods. Namely, South of the borough, Norbiton and St James seem to be the areas where people feel generally less safe. Chessington North & Hook, Norbiton, Old Malden, and Tolworth & Hook Rise exhibit the biggest variation between day and night.

Figure 17: Perceived safety per ward

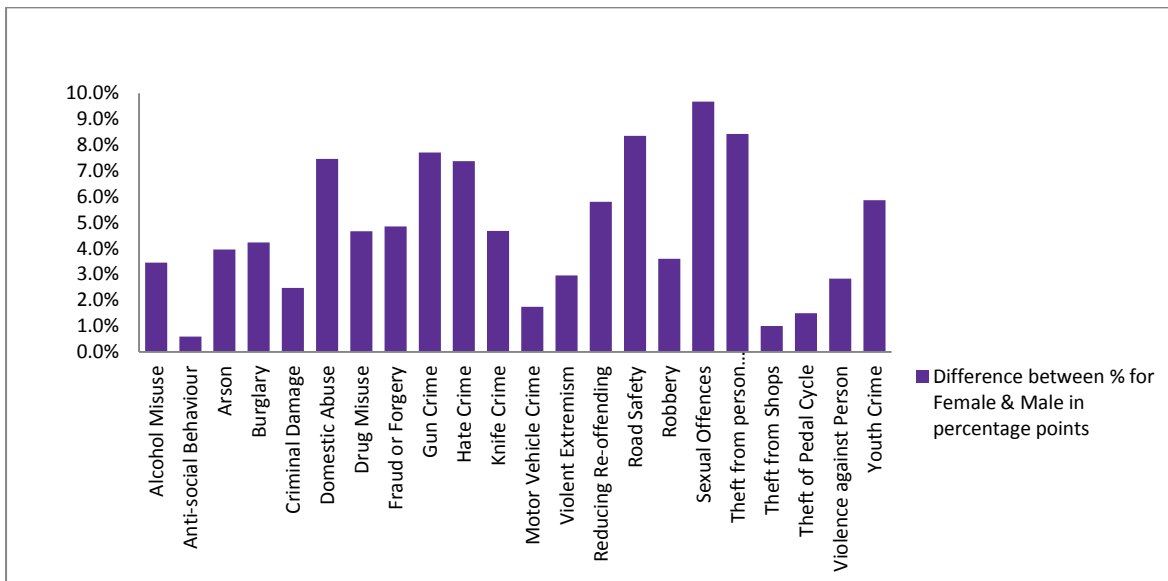


What are your priorities for tackling crime, disorder and substance misuse in Kingston Borough?

Respondents were extremely consistent in terms of community safety issues and priorities. They want Safer Kingston Partnership to improve safety by addressing anti-social behaviour, burglary, and alcohol misuse (Table 10). Tackling anti-social behaviour is identified as the highest single priority by almost eight in ten (78%) people. Moreover, respondents are concerned about burglary (64.3 %), violence against the person (47.3%), youth crime (46.8%), and criminal damage (45.2%). Theft of any form is considered a priority in 54% of all responses.

There is virtually no difference between online and paper-based response. However, men and women show some substantial variation. Overall, women seem to be more concerned than men about safety and security issues (Figure 18). Moreover, 8 issues exhibit a gap between women and men that is larger than 5 percentage points, the most significant ones being sexual offences, theft from person, and road safety.

Figure 18: Safety and security priorities: gender-based differences

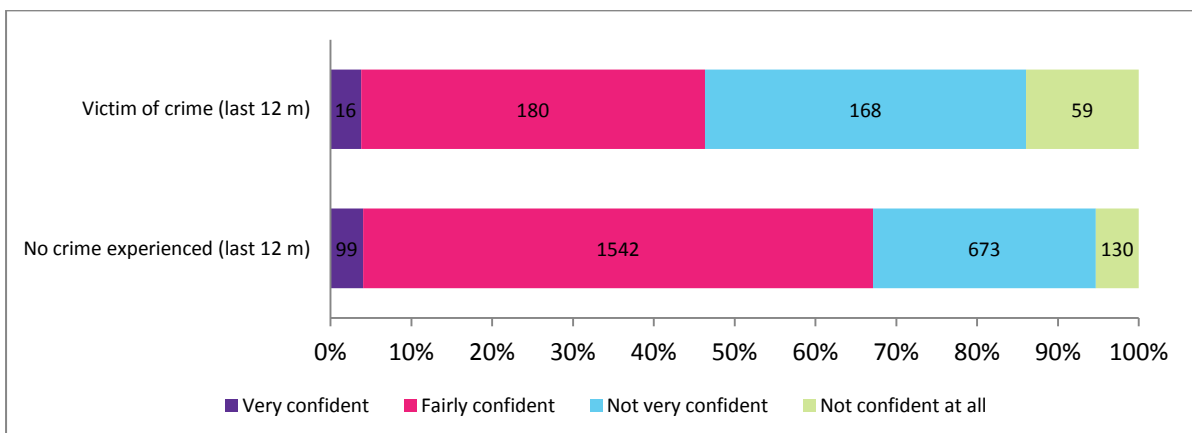


There is some variation in the BME group. Black respondents put more emphasis on alcohol misuse. Asian and other ethnic groups stress burglary as top priority. Nonetheless, the extent to which such variation signals different preferences of such groups is unclear, because minorities are disproportionately represented among respondents.

How confident are you that crime, disorder, re-offending and substance misuse is being tackled effectively in Kingston?
Have you been a victim of crime in the past 12 months? If so, please state the type of crime.

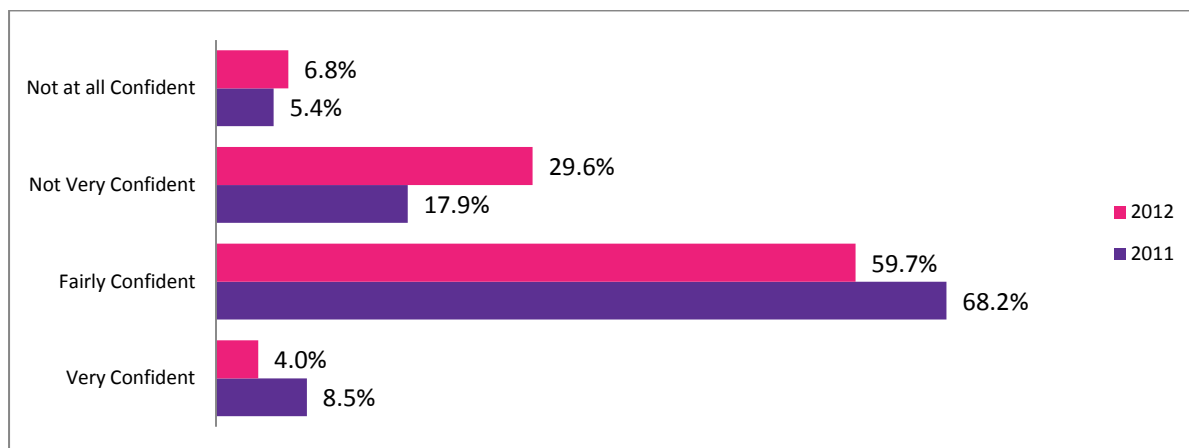
60% of respondents feel that safety issues are being tackled effectively. This result seems to be driven by the low impact of crime on the population. Indeed, 86% of respondents have not been victim of crime in the last 12 months, and 67% of them are at least fairly confident that Safer Kingston Partnership is coping effectively with unlawful activities. This share drops among victims of crime; however, almost half (47%) remain confident (Figure 19).

Figure 19: Perception of policing effectiveness and impact of crime



It is worth noting that the overall percentages represent a decrease as compared to 2011 (Figure 20). Nonetheless, the comparability of those results is debatable, because of issues with different response rates and demographic characteristics of the respondents.

Figure 20: Level of confidence - comparing 2011 & 2012

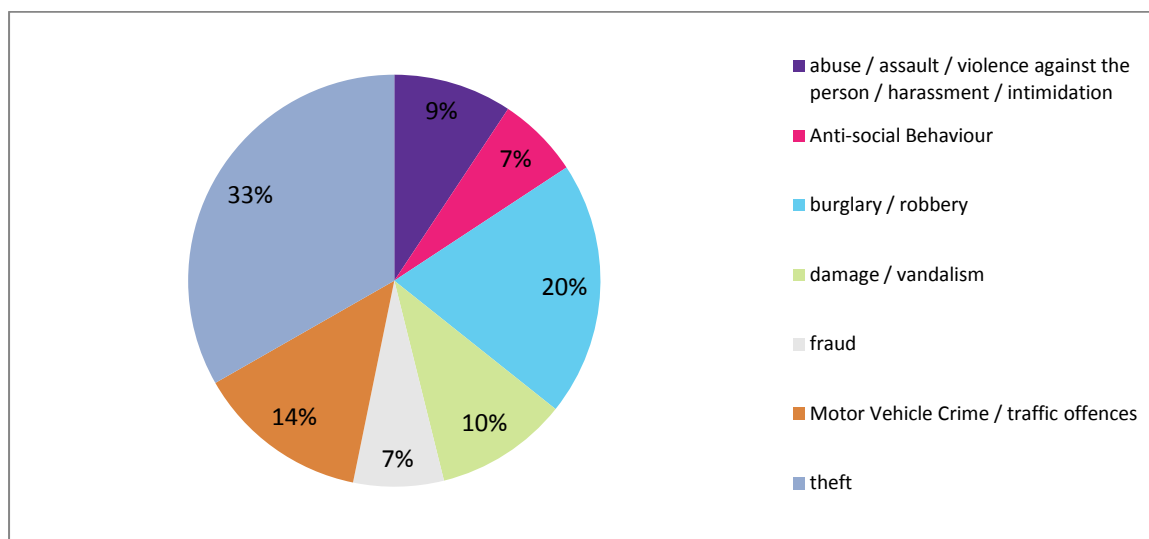


Did it happen within Kingston Borough?

Did you choose to report it to the Police?

The most common crimes reported in this consultation are theft, burglary, and robbery, which account for 53% of the total (Figure 21).

Figure 21: Crime classification – types of crime



Thinking about your local area, how much of a problem do you think the following are?

Finally, respondents have been asked to assess their local area against a list of issues⁴. The results are consistent with the perceived level of safety and security. No ward reports any issue as a very big problem. Only 'Rubbish or litter lying around' is flagged as a fairly big problem by respondents from Norbiton. In terms of slight problems, people using or dealing drugs is emphasised in Norbiton only, whereas people being drunk, rowdy or intimidating is a more widespread issue (see Table 11). However, it is worth noting that comments in Question 19 emphasise a sense of insecurity in Kingston Town Centre after dark, mainly due to concentration of nightclubs in the area (roughly 90 people explicitly mention it). This emphasis is mirrored in the analysis of anti-social behaviour, which is concentrated in Grove ward (Kingston town centre) (35% of total cases).

5. Conclusion

People are overall satisfied with Kingston as a place to live, and consider it to be a safe place, both during the day and after dark. Indeed, none of the three most important elements of a good place to live (level of crime, health services, and public transport) is flagged as something that most needs improvement (road and pavement repairs, reduce traffic congestion, and increase activities for teenagers). Moreover, no ward reports any issue as a very big problem.

Only 'Rubbish or litter lying around' is flagged as a fairly big problem by respondents from Norbiton. Nonetheless, some comments emphasise a sense of insecurity in Kingston Town Centre after dark, mainly due to concentration of nightclubs in the area. The most common crimes commented on in this consultation are theft, burglary, and robbery, which account for 53% of the total. Respondents clearly identified crime (in any shape or form), anti-social behaviour, burglary, and alcohol misuse as the key issues that the Safer Kingston partnership should tackle. However, 60% of respondents feel that safety issues are being tackled effectively.

Most of the respondents expect RBK to be more efficient, prioritise spending on essential services, cut benefits, fight benefit frauds, and increase revenues from other sources. A significant majority of respondents support a reduction of service funding. However, almost 50% of respondents stated that they supported an increase in Council Tax either below, in line or above inflation.

YKYS received the largest response to a survey ever conducted by the Council. Although demonstrating limited demographic representation of the borough, it provides a useful base of information on which to build in future consultations.

⁴ Noisy neighbours or loud parties, Teenagers being rowdy or intimidating, Rubbish or litter lying around, 'Vandalism, graffiti and other deliberate damage to property or vehicles', People using or dealing drugs, People being drunk or rowdy in public places, Abandoned cars, Arson to property, vehicles, rubbish or open land.

APPENDIX

01 YKYS Survey – online version

Throughout the questionnaire we ask you to think about ‘your local area’. When answering, please consider your local area to be the area within 15-20 minutes walking distance from your home.

If you are not a borough resident think about the main areas you visit in the borough. Please tell us where these areas are here

Q1. Thinking generally, which of the things below would you say are most important in making somewhere a good place to live? (Please tick up to five boxes only in the left hand column below)

Q2. And thinking about this local area, which of the things below, if any do you think most need improving? (Please tick up to five boxes only in the right hand column below)

	Q1 Most important in making somewhere a good place to live	Q2 Most needs improving in this local area
Access to nature	<input type="checkbox"/>	<input type="checkbox"/>
Activities for teenagers	<input type="checkbox"/>	<input type="checkbox"/>
Affordable decent housing	<input type="checkbox"/>	<input type="checkbox"/>
Clean streets	<input type="checkbox"/>	<input type="checkbox"/>
Community activities	<input type="checkbox"/>	<input type="checkbox"/>
Cultural facilities (e.g. libraries, museums)	<input type="checkbox"/>	<input type="checkbox"/>
Education provision	<input type="checkbox"/>	<input type="checkbox"/>
Facilities for young children	<input type="checkbox"/>	<input type="checkbox"/>
Health services	<input type="checkbox"/>	<input type="checkbox"/>
Job prospects	<input type="checkbox"/>	<input type="checkbox"/>
The level of crime	<input type="checkbox"/>	<input type="checkbox"/>
The level of pollution	<input type="checkbox"/>	<input type="checkbox"/>
The level of traffic congestion	<input type="checkbox"/>	<input type="checkbox"/>
Parks and open spaces	<input type="checkbox"/>	<input type="checkbox"/>
Public transport	<input type="checkbox"/>	<input type="checkbox"/>
Race relations	<input type="checkbox"/>	<input type="checkbox"/>
Road and pavement repairs	<input type="checkbox"/>	<input type="checkbox"/>
Shopping facilities	<input type="checkbox"/>	<input type="checkbox"/>
Sports and leisure facilities	<input type="checkbox"/>	<input type="checkbox"/>
Wage levels and local cost of living	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	

Q1 – Other

(Please tick box and write in below)

Q2 – Other

(Please tick box and write in below)

None of these

Don't know

Q3. Overall, how satisfied or dissatisfied are you with your local area as a place to live?

(Please tick one box)

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Q4. Do you feel that you can influence decisions affecting your local area? (Please tick one box)

- Yes
- No
- Don't know

Q5. Following on from the previous question, would you like to influence decisions affecting your local area? (Please tick one box)

- Yes
- No
- Don't know

Any Other Comments

Q6. How well informed do you feel about local public services? (Please tick one box)

- Very well informed
- Fairly well informed
- Not very well informed
- Not well informed at all
- Don't know

Planning the Budget

The tables below show the reduction in the grant from central government in cash terms and as a percentage compared to the previous year.

	2011/12	2012/13
Reduction compared to previous year in £m	-6.6	-3.8

	2011/12	2012/13
Royal Borough of Kingston upon Thames	-14.3%	-9.8%
Outer London Boroughs Average	-11.3%	-7.9%
England Average	-9.9%	-7.3%

Q7. a) One way to reduce the pressure on the council's finances could be to increase Council Tax. Do you think Council Tax should be increased?

Increase above inflation

Increase in line with inflation

Increase but keep it below inflation

Keep it the same and cover the costs from additional savings

b) Please give a reason for your answer

Q8. Thinking about the following services, would you reduce, increase or maintain their funding at the current level?

	Reduce	Maintain	Increase
Adult Services Current Budget:- £48.1 million The main areas include: Supporting people with health problems, physical disabilities, learning disabilities, sight or hearing loss, mental health needs and drug and alcohol problems, Residential and nursing home care, Supporting carers, Day care and personal and practical care at home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Concessionary Travel Scheme Current Budget:- £4.9 million The main areas include: Freedom Pass, Dial-a-ride, and Mobility buses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Children's Services Current Budget:- £32.4 million The main areas include: Child protection and safeguarding, Adoption and fostering, Looked after children, Early years and childcare, Services for children with disabilities, and Youth support services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Place & Environment Current Budget:- £30.1 million The main areas include: Waste and recycling, Street lighting, Parks and green spaces, Planning, Environmental awareness and campaigns	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Culture and Life Long Learning Current Budget:- £5.3 million The main areas include: Adult learning, Arts development, Library services and management, Museum and local history, Sports development and leisure centres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Neighbourhoods Current Budget:- £5.3 million The main areas include: Highways maintenance, Traffic management, Branch libraries, Youth Centres, Neighbourhood grants to voluntary organisations, Community engagement and consultation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other services Current Budget:- £11.3 million The main areas include: Finance, ICT & Assets, Electoral Services, Democratic & Mayoral Services, CCTV, Contingency Planning, Commissioning, and Other Support Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The council budget also includes spending on education in schools and benefit claimants. These services are fully funded by central government grants and the Council is not allowed to use this money for any other services.

Social housing costs are paid for by rents and other charges to tenants and leaseholders. This money is also 'ring-fenced' and cannot be used to pay for other services.

Q9. Please use the space below if you have any ideas on how we can save money or increase revenue? You can also use this space to make any further comments about the budget

Reducing Crime Together

Q10. What are your priorities for tackling crime, disorder, and substance misuse in Kingston Borough?

a) Please select the community safety issues which are of most concern for you. *Tick all that apply*

- A. Alcohol Misuse
- B. Anti-social Behaviour
- C. Arson
- D. Burglary
- E. Criminal Damage
- F. Domestic Abuse
- G. Drug Misuse
- H. Fraud or Forgery
- I. Gun Crime
- J. Hate Crime
- K. Knife Crime
- L. Motor Vehicle Crime
- M. Preventing Violent Extremism
- N. Reducing Re-offending
- O. Road Safety
- P. Robbery
- Q. Sexual Offences
- R. Theft from person (Snatch)
- S. Theft from Shops
- T. Theft of Pedal Cycle
- U. Violence against the Person
- V. Youth Crime (Crimes by and against Young People)

b) Of the Community Safety Issues above please tell us your top three priorities. *Please insert the letter corresponding to the issues above, placing your highest priority first.*

Highest Priority	<input type="text"/>
Second Highest Priority	<input type="text"/>
Third Highest Priority	<input type="text"/>

Q11. Have you been a victim of crime in the past 12 months? (Please tick one box)

- Yes
No

If 'Yes' please continue to question 12, if 'No' please go to question 15.

Q12. Please state the type of crime _____

Q13. Did it happen within Kingston Borough? (Please tick one box)

Yes

No

Q14. Did you choose to report this crime to the Police? (Please tick one box)

Yes

No

Q15. How confident are you that crime, disorder and substance misuse is being tackled effectively in Kingston? (Please tick one box)

Very confident

Fairly confident

Not very confident

Not confident at all

Q16. How safe or unsafe do you feel when outside in your local area during the day?
(Please tick one box)

Very safe

Fairly safe

Neither safe nor unsafe

Fairly unsafe

Very unsafe

Don't know

Q17. How safe or unsafe do you feel when outside in your local area after dark? (Please tick one box)

Very safe

Fairly safe

Neither safe nor unsafe

Fairly unsafe

Very unsafe

Don't know

Q18. Thinking about your local area, how much of a problem do you think the following are....

Please tick one box for each statement.

	Very Big Problem	Fairly Big Problem	A slight problem	Not a problem at all	No opinion
Noisy Neighbours or loud parties	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Teenagers being rowdy or intimidating	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rubbish or litter lying around	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vandalism, graffiti and other deliberate damage to property or vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People using or dealing drugs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People being drunk or rowdy in public places	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Abandoned cars	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Arson to property, vehicles, rubbish or open land	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q19. Please use this section to make any other comments on the level of crime, disorder and drug & alcohol misuse within the Royal Borough, stating any particular issues and/or locations of concern or any other priorities or suggested activities that you think we should include as part of the Safer Kingston Partnership Strategy

About You

To help us get a better understanding of the needs of the different parts of the community, it would be helpful if you could provide some information about yourself. All details will be treated in the strictest confidence.

Are you? (Please tick)

- A Borough Resident
- Educated in Borough
- Employed in Borough
- Responding on behalf of a business

What is your postcode? _____
This information will only be used to determine your ward.

Gender

- Are you? Male Female
- I prefer not to tell you

What is your Age?

- Under 16 16 – 25 26 – 35 36 -45
- 46 – 55 56 – 65 66 – 75 76+
- I prefer not to tell you

What is your Religion or Belief?

- Christian Buddhist Hindu Sikh Jewish Muslim
- Atheist Agnostic
- Other – Please tell us.....
- I prefer not to tell you

What is your Sexual Orientation?

- Heterosexual (Man & Woman) Lesbian Gay Bisexual
- Other – Please tell us.....
- I prefer not to tell you

Ethnicity

What is your ethnic group?

A **White**

- English/Welsh/ Scottish/Northern Irish/British Irish
- Any other White Background
- Please tell us.....

B **Mixed**

- White & Black Caribbean
- White & Black African White & Asian
- Any other Mixed background/multiple ethnic background

Please tell us.....

C Asian or Asian British

- Indian Pakistani Bangladeshi
- Tamil Korean Chinese
- Any other Asian background

Please tell us

D Black or Black British

- Caribbean African
- Any other Black background

Please tell us.....

E Other ethnic group

- Arab Any other background

Please tell us.....

- F I prefer not to tell you my ethnic group

Disability and Health

Do you have a long-term physical or mental health condition or disability?

- Yes No
- I prefer not to tell you

What is the nature of your disability, mental health or other health issue?

- Physical/Mobility Sensory Mental Health
- Learning Disability Health Diagnosis
- Other – Please tell us.....
- I prefer not to tell you

Thank you for taking the time to complete this questionnaire. We will use the findings from this questionnaire to inform the development and review of services and plans within the borough.

To ensure personal information about you is secure, all of your answers will be treated in the strictest confidence and will be stored securely. Responses will only be used by public service organisations to monitor public services and assess how well they are performing.

02 Supporting Graphs and Information

Table 2: Ethnic origin – GLA comparison

Ethnic Origin	All respondents						Excluding 'Prefer not to say'
	hard copy	online	Total	hard copy	online	Total	GLA estimates
All white	2082	493	2575	89.8%	82.6%	88.3%	75.8%
Indian	34	16	50	1.5%	2.7%	1.7%	4.9%
Pakistani	10	0	10	0.4%	0.0%	0.3%	1.8%
Bangladeshi	2	0	2	0.1%	0.0%	0.1%	0.4%
Chinese	15	9	24	0.6%	1.5%	0.8%	2.2%
Other Asian	38	17	55	1.6%	2.8%	1.9%	4.5%
Black Caribbean	3	3	6	0.1%	0.5%	0.2%	0.7%
Black African	4	1	5	0.2%	0.2%	0.2%	1.5%
Other Black	2	4	6	0.1%	0.7%	0.2%	0.9%
Other	52	18	70	2.2%	3.0%	2.4%	7.3%

Table 3: Health and gender

Long-term health conditions	Female	Male	Prefer not to say	Grand Total	Female	Male
Yes, they have a long term health condition/disability	248	253	15	516	15.2%	18.8%
No, they have no long term health conditions/disabilities	1310	1017	77	2404	80.3%	75.6%
Prefer not to say	74	76	107	257	4.5%	5.6%
Grand Total	1632	1346	199	3177		

Table 4: Health conditions – details

Disability/Health	Female	Male	Total	Total (%)
Health diagnosis	45.3%	54.7%	106	18.8%
Learning disability	44.4%	55.6%	9	1.6%
Mental health	45.2%	54.8%	31	5.5%
Physical / mobility	52.4%	47.6%	250	44.4%
Prefer not to say	50.8%	49.2%	61	10.8%
Sensory	52.3%	47.7%	44	7.8%
Ageing	66.7%	33.3%	6	1.1%
Asthma	40.0%	60.0%	5	0.9%
Cancer	57.1%	42.9%	7	1.2%
Cardiac	50.0%	50.0%	14	2.5%
Diabetes	41.2%	58.8%	17	3.0%
Health diagnosis	35.0%	65.0%	20	3.6%
Learning disability	33.3%	66.7%	3	0.5%
Mental health	28.6%	71.4%	7	1.2%
Neurological	55.6%	44.4%	9	1.6%
Other	75.0%	25.0%	4	0.7%
Physical / mobility	50.0%	50.0%	2	0.4%
Sensory	28.6%	71.4%	7	1.2%
Total	50.3%	49.7%	563	100.0%

Table 5: Satisfaction of local area - wards

	Very dissatisfied	Fairly dissatisfied	Neither satisfied nor dissatisfied	Fairly satisfied	Very satisfied	(blank)
Alexandra	1.6%	5.7%	9.3%	59.6%	23.8%	0.0%
Berrylands	0.6%	3.4%	7.3%	44.1%	44.6%	0.0%
Beverley	4.5%	5.1%	5.7%	62.4%	22.3%	0.0%
Canbury	0.8%	1.6%	3.6%	60.3%	33.6%	0.0%
Chessington North & Hook	0.7%	8.6%	10.0%	61.4%	17.9%	1.4%
Chessington South	2.4%	4.1%	13.8%	64.2%	15.4%	0.0%
Coombe Hill	0.9%	2.7%	7.1%	47.8%	38.9%	2.7%
Coombe Vale	2.7%	4.9%	9.9%	49.8%	32.7%	0.0%
Grove Ward	2.2%	7.0%	9.1%	50.5%	31.2%	0.0%
Norbiton	1.3%	4.0%	12.8%	61.7%	18.1%	2.0%
Old Malden	1.1%	5.3%	9.5%	57.9%	26.3%	0.0%
Other Kingston ward	10.0%	10.0%	10.0%	30.0%	40.0%	0.0%
Other Kingston ward - KT1	3.4%	13.8%	13.8%	48.3%	20.7%	0.0%
Other Kingston ward - KT2	1.1%	4.4%	6.7%	61.1%	26.7%	0.0%
Other Kingston ward - KT4	4.8%	0.0%	9.5%	71.4%	14.3%	0.0%
Other Kingston ward - KT5	1.8%	0.0%	7.1%	57.1%	32.1%	1.8%
Other Kingston ward - KT6	2.2%	4.4%	2.2%	66.7%	24.4%	0.0%
Other Kingston ward - KT9	2.2%	2.2%	17.8%	57.8%	17.8%	2.2%
Prefer not to say	2.9%	5.8%	8.4%	50.8%	29.6%	2.4%
St James	0.0%	3.0%	6.0%	54.0%	36.0%	1.0%
St Mark's	0.7%	1.4%	4.1%	57.5%	36.3%	0.0%
Surbiton Hill	2.1%	4.2%	4.2%	56.3%	33.3%	0.0%
Tolworth & Hook Rise	2.5%	6.7%	9.2%	60.8%	20.8%	0.0%
Tudor ward	1.6%	1.2%	4.0%	47.4%	45.4%	0.4%
Grand Total	1.9%	4.3%	7.9%	55.2%	30.0%	0.7%

Table 6: Religion and belief

Religion or Belief	Total	%
Christian	1893	60%
Jewish	15	0%
Muslim	31	1%
Buddhist	29	1%
Sikh	3	0%
Hindu	37	1%
Agnostic	251	8%
Atheist	360	11%
Spiritualist	7	0%
Theist	2	0%
Taoist	1	0%
Apatheist	2	0%
Other Religion	42	1%
No Religion	31	1%
Prefer not to say	473	15%
Grand Total	3177	~

Table 7: Classification of Budgetary Comments

Q7	Be more efficient (Cut waste / save more / use reserves)	Increase revenue from other sources	Prioritise spending on essential services	Change how Council Tax is calculated	Keep or improve existing services and assets	Cut benefits and fight free riding	Lobby Govt for more money	Provide more info on budget	High Council Tax already	Income not increasing / Can't afford more
Q9	Be more efficient (Cut waste / save more / use reserves)	Increase revenue from other sources	Prioritise spending on essential services	Change how taxes/fees are calculated	Keep or improve existing services and assets	Cut benefits and fight free riding	Lobby Govt for more money	Provide more info on budget	Outsource / assign to voluntary sector or community or community	

Table 8: Funding services - BME preferences

	Increase	Maintain	Reduce	(blank)
Budget allocation: preferences of BME groups				
Adult services	11.9%	61.6%	15.8%	10.8%
Concessionary travel scheme	3.7%	62.2%	23.9%	10.3%
Children's services	15.9%	57.1%	15.8%	11.2%
Place & environment	11.6%	58.6%	19.3%	10.5%
Culture & lifelong learning	9.9%	49.3%	30.3%	10.5%
Neighbourhoods	11.9%	58.0%	19.0%	11.0%
Other services	2.7%	22.5%	64.1%	10.8%

Table 9: Perceived safety - day, night and variation

	safe during day	safe at night	Variation (% points)
Alexandra	88.4%	63.7%	24.7%
Berrylands	91.5%	78.0%	13.5%
Beverlev	92.4%	65.6%	26.8%
Canburv	95.5%	79.7%	15.9%
Chessington North & Hook	86.9%	55.7%	31.2%
Chessington South	88.4%	60.6%	27.8%
Coombe Hill	92.9%	68.2%	24.7%
Coombe Vale	89.7%	65.5%	24.2%
Grove Ward	90.9%	72.0%	18.9%
Norbiton	85.7%	56.2%	29.5%
Old Malden	94.7%	65.2%	29.6%
St James	88.0%	58.7%	29.3%
St Mark's	91.7%	76.7%	14.9%
Surbiton Hill	91.7%	85.3%	6.4%
Tolworth & Hook Rise	89.9%	54.7%	35.2%
Tudor ward	92.3%	67.7%	24.6%

Table 10: priorities for tackling crime, disorder, and substance misuse in Kingston Borough

Priorities (weighted rank)	1st	2nd	3rd	Σ (Sum)	Rank
Anti-social Behaviour	2463	856	267	3586	1
Burglary	1725	680	220	2625	2
Alcohol Misuse	702	432	159	1293	3
Violence against the Person	627	400	260	1287	4
Youth Crime (Crimes by and against Young People)	498	338	230	1066	5
Road Safety	327	340	168	835	6
Knife Crime	357	338	118	813	7
Drug Misuse	306	314	122	742	8
Criminal Damage	159	302	184	645	9
Reducing Re-offending	243	200	119	562	10
Sexual Offences	210	180	84	474	11
Theft from person (Snatch)	117	214	134	465	12
Robbery	66	186	125	377	13
Motor Vehicle Crime	48	182	122	352	14
Preventing Violent Extremism	114	106	69	289	15
Gun Crime	156	80	24	260	16
Domestic Abuse	105	72	44	221	17
Fraud or Forgery	81	84	50	215	18
Theft of Pedal Cycle	60	58	77	195	19
Hate Crime	45	98	50	193	20
Theft from Shops	21	46	49	116	21
Arson	21	18	13	52	22

Note: ranks have been weighted as follows: $\Sigma(3*1st)+(2*2nd)+(3rd)$

Table 11: Q18 - problems in local area

Electoral Wards	Noisy neighbours or loud parties				
	A slight problem	Fairly Big Problem	No opinion	Not a problem at all	Very Big Problem
Alexandra	23%	5%	2%	67%	3%
Berrylands	24%	6%	1%	63%	5%
Beverley	30%	5%	0%	61%	5%
Canbury	31%	9%	3%	54%	4%
Chessington North & Hook	28%	7%	1%	58%	5%
Chessington South	29%	10%	0%	57%	4%
Coombe Hill	33%	8%	0%	52%	7%
Coombe Vale	28%	8%	1%	60%	3%
Grove Ward	28%	15%	1%	40%	15%
Norbiton	35%	11%	1%	40%	12%
Old Malden	26%	6%	4%	63%	1%
St James	25%	2%	2%	68%	3%
St Mark's	31%	10%	0%	52%	6%
Surbiton Hill	14%	7%	2%	73%	5%
Tolworth & Hook Rise	33%	14%	0%	51%	2%
Tudor ward	27%	3%	1%	64%	5%

Teenagers being rowdy or intimidating					
Electoral Wards	A slight problem	Fairly Big Problem	No opinion	Not a problem at all	Very Big Problem
Alexandra	40%	10%	1%	45%	4%
Berrylands	38%	10%	1%	47%	3%
Beverley	49%	13%	1%	32%	5%
Canbury	37%	15%	4%	37%	7%
Chessington North & Hook	52%	12%	1%	29%	6%
Chessington South	43%	16%	1%	35%	5%
Coombe Hill	27%	7%	2%	59%	6%
Coombe Vale	41%	12%	1%	40%	5%
Grove Ward	38%	22%	2%	22%	16%
Norbiton	38%	19%	1%	29%	14%
Old Malden	44%	10%	2%	39%	5%
St James	28%	12%	3%	55%	2%
St Mark's	35%	17%	3%	42%	3%
Surbiton Hill	43%	11%	0%	43%	2%
Tolworth & Hook Rise	42%	18%	1%	36%	4%
Tudor ward	38%	12%	1%	40%	8%

Rubbish or litter lying around					
Electoral Wards	A slight problem	Fairly Big Problem	No opinion	Not a problem at all	Very Big Problem
Alexandra	48%	19%	1%	18%	14%
Berrylands	43%	18%	0%	31%	8%
Beverley	49%	22%	0%	15%	14%
Canbury	40%	21%	1%	22%	16%
Chessington North & Hook	47%	25%	0%	18%	10%
Chessington South	53%	16%	1%	19%	11%
Coombe Hill	46%	17%	1%	29%	7%
Coombe Vale	43%	24%	1%	18%	14%
Grove Ward	37%	27%	1%	13%	22%
Norbiton	30%	32%	0%	13%	25%
Old Malden	49%	25%	0%	23%	3%
St James	50%	17%	1%	23%	8%
St Mark's	47%	22%	0%	18%	12%
Surbiton Hill	41%	32%	0%	23%	5%
Tolworth & Hook Rise	46%	22%	0%	19%	13%
Tudor ward	47%	18%	0%	24%	11%

03 Contact list

Bethan Clarke - Learning Disability Service	Roxanna Parra Freelance Counsellor
Refugee Migration	FASS
RAK	Korean Elder's Group
One Norbiton	Kingston Hill Children's Centre
Kingston Somali Association	Kingston Town Children's Centre
African Positive Outlook	New Malden Children's Centre
Tamil Information Centre	Old Malden Children's Centre
CREST	Surbiton Children's Centre
CRERA	Tolworth Children's Centre
KVA	Castle Hill Children's Centre
CDH students 2010-2012	Norbiton Children's Centre
LEAH	UASC Team
Age Concern	Islamic Resource Centre
Surbiton Deaf Club	Fircroft Trust
Public Health Team	Penny Shelton - Councillor
Public Health Lifestyle Team	St. Mary's Chessington
MHFA	Homestart
KREC	Metropolitan Police
Rise	Relate
Mind Yourself	Kingfisher Leisure Centre
Surbiton Hospital	Kingston Library
Job Centre Plus/Childcare Partnership Manager	New Malden Library
Surrey Community Action/CDW Gypsies and Travellers	Hook/Chessington Library
Bmind	RBK Strategic Business Staff Distribution List
Gypsy and Traveller Support Service	Kingston College
Diabetes UK	Councillor Frances Mosely
RSM Bentley Jennison	Steve Mama
Kingston Police Community Safety Unit	Mayor's Office
Chikwata Group	The Pensions Service
The Metro Centre	Kingston Advocacy Group
Wandsworth PCT	Milaap Centre
Foundation for People with Learning Disabilities	Kaleidoscope centre
Tamil Elders Empowerment Group	Kingston Hospital
Alpha Road Residents Association	Imperial College
Cambridge Road Estates Computer Club	Cabinet Office
Oxygen	Victim Support
Berrylands Safer Neighbourhoods Team	Hestia
St. Peter's Church Norbiton	Go Kingston Volunteering
Kingston Association for the Blind	Kingston University
Alzheimers Society	Islington Council
SWLStGT	South London Business
Fulham Football Club	Hillcroft College
Esol Group Christchurch	Simone Kaye Stained Glass
Korean Medics and Dentists	CDH Course 2012 Hand outs