



Kingston Residents' Survey 2019



THE ROYAL BOROUGH OF
KINGSTON
UPON THAMES

March 2019

Thornhill Brigg Mill, Thornhill Beck Lane, Brighouse, West Yorkshire, HD6 4AH

T: 01484 404797

W: www.enventure.co.uk

Report prepared by:

Mark Robinson
Managing Director
mark@enventure.co.uk

Katie Osborne
Research Executive
katie@enventure.co.uk

Enventure Research

Head Office:

Thornhill Brigg Mill, Thornhill Beck Lane, Brighouse
West Yorkshire HD6 4AH
T: 01484 404797

London Office:

Smithfield Business Centre, 5 St John's Lane, London, EC1M 4BH
T: 0207 549 1616

W: www.enventure.co.uk E: info@enventure.co.uk

Reg no: 4693096
VAT no: 816927894



Contents

| | |
|--|----|
| Executive Summary | 4 |
| Introduction and methodology | 4 |
| Summary of key findings | 4 |
| The Research Programme | 7 |
| Introduction | 7 |
| Research objectives | 7 |
| Methodology | 8 |
| Interpreting the Data | 9 |
| Research Findings | 10 |
| Respondent profile | 10 |
| Satisfaction with the local area | 13 |
| Satisfaction with the Council | 14 |
| Satisfaction with value for money provided by the Council..... | 15 |
| Being kept informed by the Council | 16 |
| Council Resident Engagement | 17 |
| Perceptions of Council Services | 18 |
| Financial situation..... | 20 |
| Decision making process..... | 21 |
| Perceptions of Council Services | 24 |
| Community Volunteering | 26 |
| Residents' concerns | 29 |
| Community Safety | 31 |
| Important issues when thinking about the need for tackling crime, disorder and substance misuse..... | 34 |
| Digital Engagement | 35 |
| Communication | 37 |
| Appendix A | 40 |

Executive Summary

Introduction and methodology

This report presents the findings from the Residents' Survey 2019 conducted on behalf of the Royal Borough of Kingston upon Thames (Kingston Council) by independent research agency Enventure Research. The Annual Residents' Survey plays an important role in capturing local people's views, experiences and perceptions of the service provided to them by the Council and their opinions of living in their local area.

To ensure that a representative sample was achieved, based on quotas set on gender, age, ethnicity, disability and neighbourhood according to the most up to date population data, the research was conducted mostly via a telephone survey. However, some face-to-face interviews were completed where interviewers could visually select younger and BAME residents. A representative sample of 1,000 respondents was interviewed between 29 January and 12 March 2019.

Summary of key findings

The majority of respondents were satisfied with their local area and the way that the Council runs things

Similar to previous survey results, the majority of respondents were satisfied with their local area and the way that the Council runs things. In actual fact, satisfaction has increased slightly for both from the 2017 survey. Almost nine in ten (88%) respondents are satisfied with the local area (an increase from 85% in 2017) and almost 67% are satisfied with the way the Council runs things, which is an increase from 60% in 2017.

Satisfaction with the Council providing value for money remains the same

The number of respondents agreeing that the Council provides value for money remains the same as the 2017 survey (42%). However, there has been an increase in the number of respondents disagreeing that the Council provides value for money – 24% compared to 16% in 2017.

Just over half of respondents thought that Kingston Council kept residents well informed

Overall, 52% of respondents said that they thought the Council kept residents well informed about the services and benefits that it provides, which is a slight decrease from 54% in 2017. Respondents saying they were not well informed nearly doubled from the 2017 survey, from 7% to 13%.

Almost two in five respondents are not interested in what the Council is doing, as long as it is doing its job

37% of respondents said they are not interested in what the Council is doing, as long as it is doing its job. Younger people (aged 16-24) were less likely to say this (29% compared to 48% overall). However, just over two in five (42%) said they would like to know what the Council is doing. One in eight, however, want to have more of a say in what the Council is doing.

Waste collection, parks, playgrounds and open spaces, and street cleaning, came out top when asking how satisfied respondents are

Waste collection received the highest satisfaction rate of 73% compared, with parks playgrounds and open spaces, and street cleaning, in second (70%) and third place (68%). Services that respondents were the least satisfied with were both transport related; maintenance of roads and pavements (47%), and parking services (38%). Dissatisfaction with these two services was the highest amongst older respondents.

Knowledge of the Council's financial situation is mixed

Over two in five respondents did not identify with any of the statements regarding the Council's financial situation. Almost three if ten (28%) believed the Council has financial challenges ahead which will likely involve some spending reductions and delivering services differently. However, in contrast 7% said they don't believe the Council has had much financial pressure and will continue to have adequate funding in the future.

There is mixed opinion that the Council seeks the views of residents before making decisions, acts on the concerns of residents or explains the decisions it makes

Almost three in ten (28%) respondents said they either strongly agreed or tended to agree that the Council seeks the views of residents before making decisions. However, a larger proportion of 36% either strongly disagreed or tended to disagree.

A third (34%) of respondents said they either strongly agreed or tended to agree that the Council acts on the concerns of residents. However, 28% said they strongly disagreed or tended to disagree with this.

Three in ten (29%) said they strongly agreed or tended to agree that the Council explains the decisions it makes, however, a larger proportion (35%) said they strongly disagreed or tended to disagree.

Perceptions of Council Services varied amongst respondents

Three in five (59%) agreed with the statement that the Council has staff who are friendly and polite and slightly more (63%) agreed that the Council is making the local area a better place for people to live.

However, when asked if the Council involves residents when making decisions, just over a third (35%) of respondents agreed.

Respondents were slightly more positive when asked if the Council responded quickly when contacted, with two in five (39%) agreeing they did.

There is the opportunity for more people to volunteer in their community

Almost two in five volunteer at some point in the year, with 12% volunteering at least once a week. A quarter (25%) said they would give their time to help out at a school club, group or organisation. A further 18% said they would help through a formal volunteering scheme.

Reducing crime and antisocial behaviour is the most common concern amongst respondents

Reducing crime and antisocial behaviour was identified as the top concern by 31% respondents.

Concern for community safety increases in all areas from the 2017 survey

In comparison to previous surveys, there has been an increase in respondents identifying each issue as a problem. The issue most likely to be identified as a very big or fairly big problem was rubbish or litter lying around with almost two in five (38%) respondents saying so. This compares to 26% in 2017 and 29% in 2016.

Three in ten (30%) respondents said people using or dealing drugs is a problem, which was an increase from 19% in 2017 and 23% in 2016. There has also been a significant increase (nearly double from the previous survey) of respondents thinking the groups hanging around the street is a problem – 27% compared to 15% in 2017.

Use of the Council website

59% of respondents use the Council's website at least once or twice a month, with the majority (79%) of those using it reporting it to be easy to use.

Respondents want to be able to find out about Council services and be communicated with by the Council in a variety of ways

The Council website is the most common method of finding information, highlighted by 39% of respondents with the next most common method being leaflets and publications through the post, identified by 28% of respondents.

Respondents still want to receive information via leaflets and publications through the post (23%), but are open to being contacted by the Council via email (23%) and social media (19%).

The Research Programme

Introduction

The Royal Borough of Kingston upon Thames (Kingston Council) undertakes an Annual Residents' Survey as part of its evidence base building to support planning and delivery of services to its residents.

Each year, the survey aims to gauge residents' opinions towards how the Council operates, the value for money the Council provides, safety in their local area, problems identified within their local area and high priorities to tackle, and satisfaction with a range of Council and local services.

This report presents the findings from the Annual Residents' Survey 2019 conducted for Kingston Council by independent research agency Enventure Research.

Research objectives

The aim of this survey was to consult with a statistical representation of Kingston residents. The findings of the survey will support planning and delivery of services. Within this overall aim, the research objectives were to:

- Ensure the sample is statistically robust and representative of the Kingston population, assuring hard-to-reach residents are included
- Develop a suitable questionnaire, using past questionnaires as a basis and engaging with key service areas across the Council to identify further questions that could positively contribute to measure their service effect on residents' wellbeing and quality of life
- Provide a complete, cleaned data set (Excel) of the survey results
- Provide a set of data tables showing cross-tabulated results
- Ensure the methodology is robust so it can be used in future consultation exercises
- Undertake analysis of the results and write a comprehensive report, illustrated with appropriate charts and tables

Methodology

Previous surveys have had an under-representation of younger residents (16 - 24 years old). To mitigate this, the previous survey in 2017 introduced a mixed methodology approach and the 2019 survey has replicated this.

The research was conducted predominantly via a telephone survey, however, a number of face-to-face interviews were completed on street to achieve quotas with both younger and BAME residents. Quotas were set on gender, age, ethnicity, disability and the neighbourhood in which respondents lived according to the most up to date population data. A sample of 1,000 was achieved (67.5% via telephone survey and 32.5% via face-to-face interview), with the fieldwork period starting on 29 January and finishing on 12 March 2019.

The questionnaire was designed in partnership between Kingston Council and Enventure Research. To allow for direct comparison, some of the same questions asked in previous years' surveys were used in this survey. Each interview took approximately 20 minutes to administer and a copy of the questionnaire can be found in **Appendix A**.

Interviewer shifts for both the telephone survey and face-to-face interviews took place at different times, on both weekdays and weekends (including peak times) up to 8.00 pm, to ensure that all segments of the community had an equal opportunity to participate. Face-to-face interviews were conducted in areas of high footfall to ensure maximum opportunity of achieving quotas.

Based on a total population of around 173,000, a sample of 1,000 respondents will give results that are accurate to approximately +/-3.1% at the 95% confidence interval. This means with a result of 50%, we can be 95% sure that if we interviewed all residents then the result would be between 46.9% and 53.1%.

Interpreting the Data

This report contains several tables and charts that present the survey results. In some instances, the responses may not add up to 100%. There are several reasons why this might happen:

- The question may have allowed each respondent to give more than one answer
- Only the most common responses may be shown in the table
- Individual percentages are rounded to the nearest whole number so the total may come to 99% or 101%
- The question may have been passed over by the respondent, therefore the base size may vary slightly by question
- Percentages of less than 1% are displayed as 0%

Furthermore, due to rounding figures up or down to zero decimal places, there may be some differences in the individual responses (shown in tables) and the NET responses, where the individual figures have been combined (shown in charts). For example, a response of 10% and 12% for Very important and Important respectively, may have a NET score (the combined figure) of 23%. This is because the actual individual responses are 10.3% and 12.2%, so a combined NET figure would be 23%.

In order for Kingston Council to understand how levels of satisfaction and perceptions have changed over time, comparisons have been made where appropriate.

Subgroup analysis has also been undertaken where appropriate to explore the results provided by different demographic groups, such as age, gender, ethnic group, disability status and the neighbourhood in which respondents live. Where sample sizes are not large enough for robust analysis, subgroups have been combined (for example, ethnicity) to create a larger group. Only those differences that are statistically significant according to the z-test have been commented on within the report. The z-test is a commonly used statistical test used to highlight whether differences in results are 'significant'. By 'significant' we mean the likelihood that two results would still be different if we surveyed everyone in the population.

Research Findings

Respondent profile

Figures 1 to 8 illustrate the respondent profile of the survey sample collected from a series of demographic questions. Where applicable, the original quotas set at the beginning of the project have been included where it was necessary to achieve a representative sample of Kingston residents, such as gender, age, ethnicity, disability and neighbourhood.

Figure 1 – Gender

Base: All respondents (1,000)

| Gender | Count | Percentage of respondents | Original quota target |
|--------|-------|---------------------------|-----------------------|
| Male | 489 | 49% | 49% |
| Female | 511 | 51% | 51% |

Figure 2 – Age

Base: All respondents (1,000)

| Age | Count | Percentage of respondents | Original quota target |
|-------|-------|---------------------------|-----------------------|
| 16-24 | 172 | 17% | 15% |
| 25-34 | 176 | 18% | 20% |
| 35-44 | 231 | 23% | 20% |
| 45-54 | 109 | 11% | 16% |
| 55-64 | 122 | 12% | 12% |
| 65+ | 185 | 18% | 17% |

Figure 3 – Ethnicity

Base: All respondents (1,000)

| Ethnicity | Count | Percentage of respondents | Original quota target |
|----------------------------------|-------|---------------------------|-----------------------|
| White/White British | 710 | 72% | 72% |
| Asian/Asian British | 132 | 13% | 29% |
| Black/Black British | 56 | 6% | |
| Mixed/Multiple ethnic background | 50 | 5% | |
| Any other ethnic group | 43 | 4% | |
| Prefer not to say | 9 | 1% | |

Figure 4 – Disability
Base: All respondents (1,000)

| Disability | Count | Percentage of respondents | Original quota target |
|-------------------|-------|---------------------------|-----------------------|
| Yes | 121 | 12% | 12% |
| No | 847 | 85% | 87% |
| Prefer not to say | 32 | 2% | |

Figure 5 – Type of disability
Base: Those who indicated they had a disability (121)

| Type of disability | Count | Percentage of respondents | Original quota target |
|---------------------|-------|---------------------------|-----------------------|
| Health diagnosis | 47 | 39% | Not set |
| Mobility | 43 | 36% | |
| Mental health | 31 | 26% | |
| Vision | 10 | 8% | |
| Hearing | 6 | 5% | |
| Learning disability | 6 | 5% | |
| Other | 0 | 0% | |
| Prefer not to say | 5 | 4% | |

Figure 6 – Sexuality
Base: All respondents (1,000)

| Sexuality | Count | Percentage of respondents | Original quota target |
|---------------------|-------|---------------------------|-----------------------|
| Heterosexual | 842 | 84% | Not set |
| Gay | 14 | 1% | |
| Bisexual | 21 | 2% | |
| Lesbian | 1 | 0% | |
| Any other sexuality | 0 | 0% | |
| Prefer not to say | 122 | 12% | |

Figure 7 – Religion
Base: All respondents (1,000)

| Religion | Count | Percentage of respondents | Original quota target |
|-------------------|-------|---------------------------|-----------------------|
| Christian | 468 | 47% | Not set |
| No religion | 364 | 36% | |
| Muslim | 55 | 6% | |
| Hindu | 45 | 5% | |
| Buddhist | 18 | 2% | |
| Sikh | 9 | 1% | |
| Jewish | 8 | 1% | |
| Prefer not to say | 33 | 3% | |

Figure 8 – Neighbourhood
Base: All respondents (1,000)

| Neighbourhood | Count | Percentage of respondents | Original quota target |
|----------------------|-------|---------------------------|-----------------------|
| Kingston Town | 265 | 27% | 27% |
| Maldens and Coombe | 302 | 30% | 30% |
| South of the Borough | 177 | 18% | 17% |
| Surbiton | 256 | 26% | 26% |

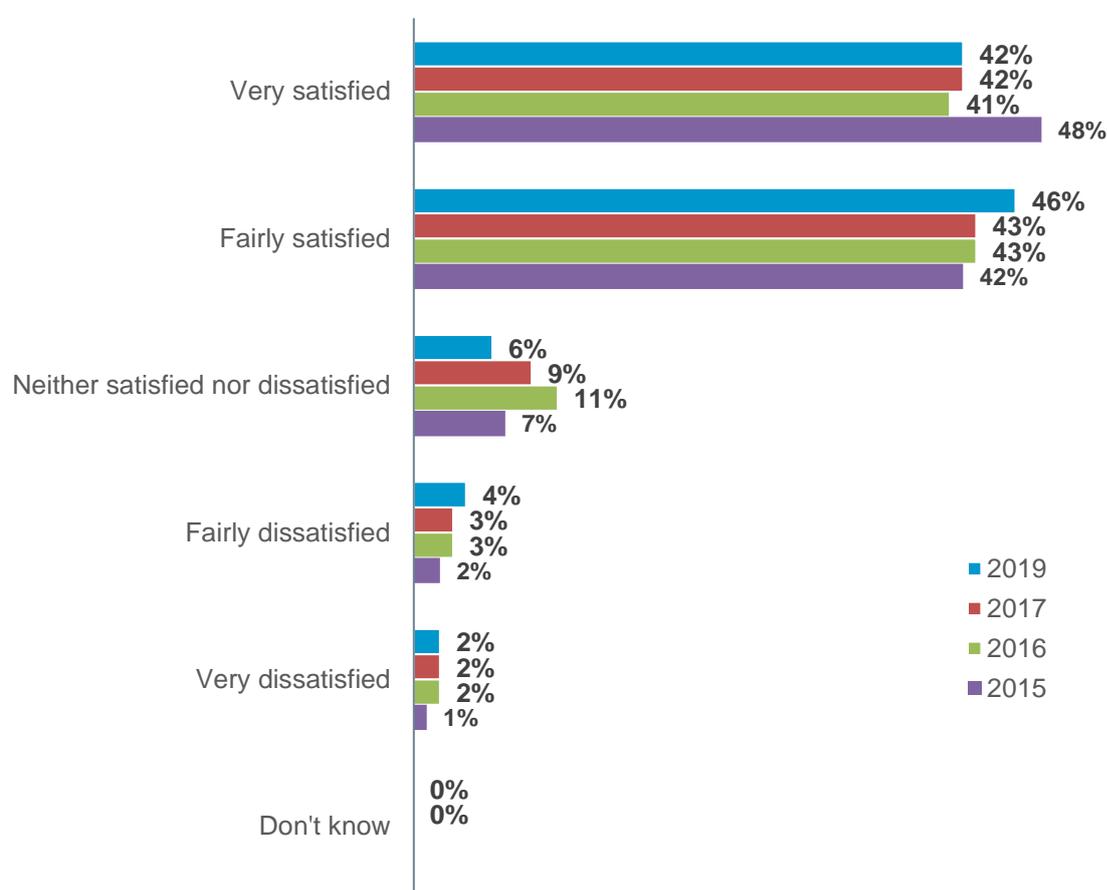
Satisfaction with the local area

Respondents were first asked how satisfied they were with their local area. For the purpose of the survey, 'local area' was defined as the area within 15-20 minutes walking distance from their home.

It is very positive to see that the majority (88%) of respondents were satisfied with their local area as a place to live (42% very satisfied and 46% fairly satisfied). This is a slight increase since the previous survey undertaken in 2017, where 85% of respondents indicated that they were satisfied with their local area as a place to live (42% very satisfied and 43% fairly satisfied).

Dissatisfaction remained low with just 6% of respondents stating that they were dissatisfied to some extent with their local area as a place to live, with little difference to previous years.

Figure 9 – Overall satisfaction with the local area as a place to live
Base: All respondents 2019 (1,000), 2017 (1,000); 2016 (1,000); 2015 (600)



Subgroup analysis

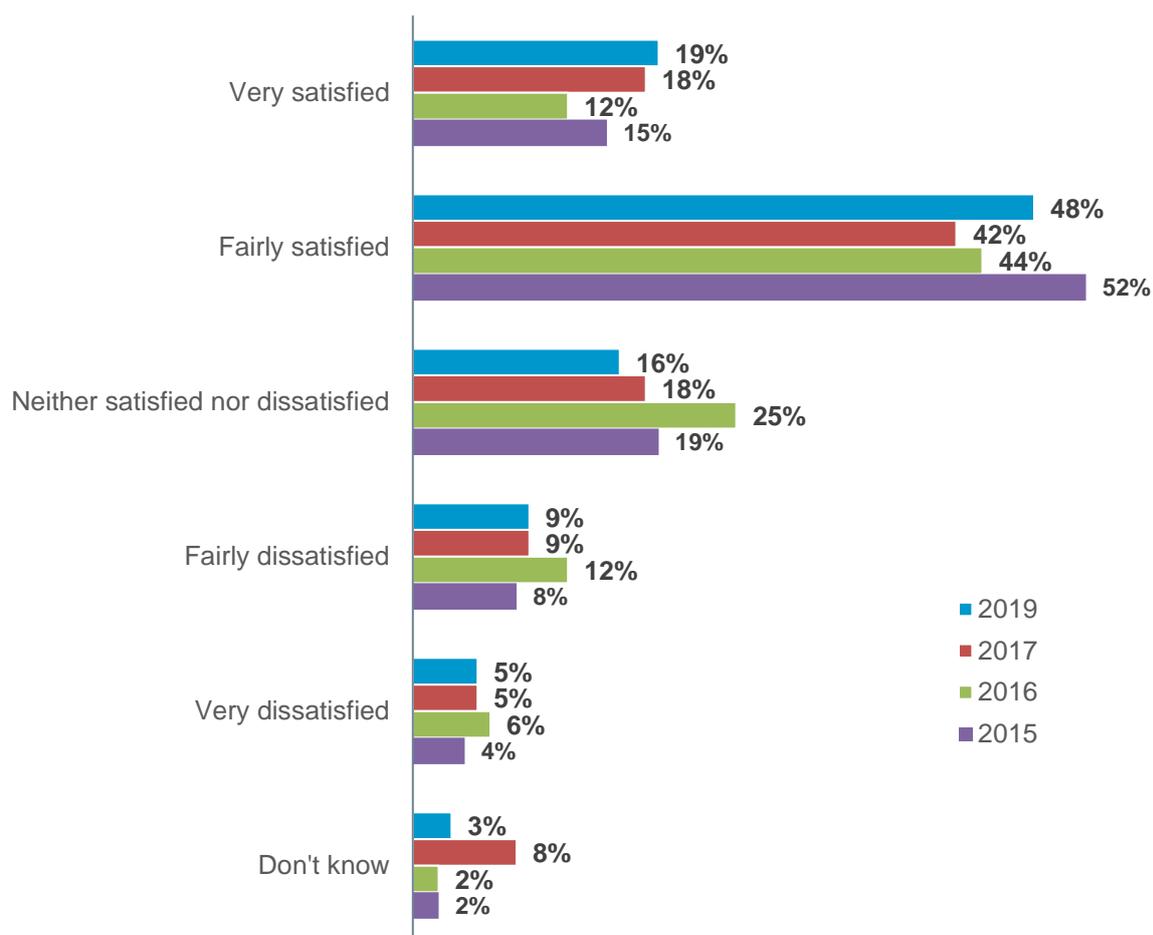
- Asian/Asian British respondents were more likely to be very satisfied than White respondents (52% compared to 39%)
- Respondents living in South of the Borough were less likely to be very satisfied than respondents living in the other areas of Kingston
- Female respondents were more likely to say they were neither satisfied nor dissatisfied with their area as a place to live than males (71% and 41% respectively)

Satisfaction with the Council

Almost seven in ten (67%) respondents said they were somewhat satisfied with the way that the Council runs things (19% very and 48% fairly satisfied), highlighting a 7% increase in the proportion of those who felt the same in the 2017 survey.

A smaller proportion (14%) of respondents said they were somewhat dissatisfied (9% fairly and 5% very dissatisfied) with the way that the Council runs things. This is the same as the previous survey in 2017.

Figure 10 – Overall satisfaction with the way that the Council runs things
Base: All respondents 2019 (1,000), 2017 (1,000); 2016 (1,000); 2015 (600)



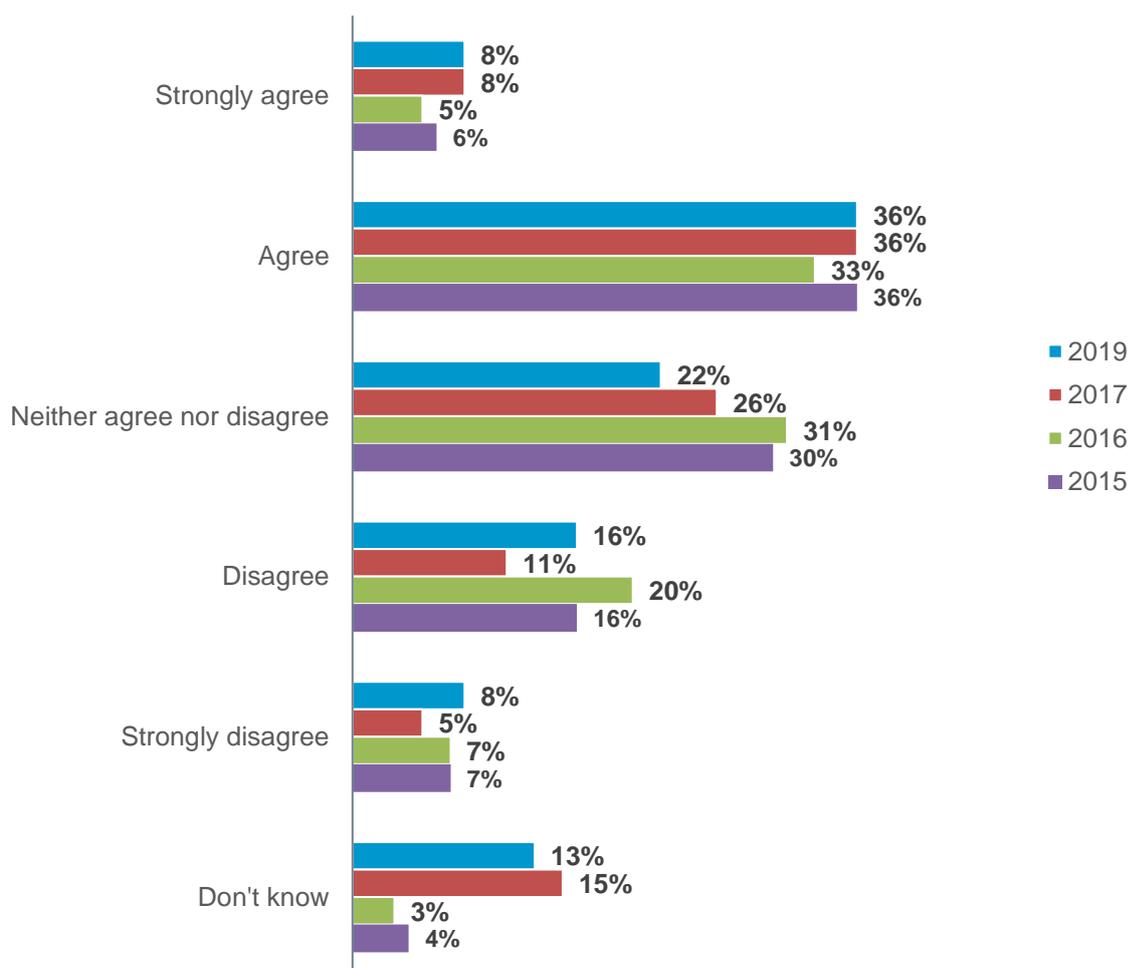
Subgroup analysis

- Male respondents were more likely to say they were neither satisfied nor dissatisfied than females (13% compared to 18%)
- Asian/Asian British respondents were more likely to be very satisfied than White respondents (30% compared to 17%)

Satisfaction with value for money provided by the Council

Respondents were next asked to consider to what extent they agreed or disagreed that Kingston Council provides value for money. There was no change since the last survey in 2017 in the proportion of respondents agreeing to some extent that the Council provides value for money (44% - 8% strongly agree and 36% agree). However, there was a slight increase in the respondents that disagreed or strongly disagreed, with a quarter (24%) doing so, compared to 16% in 2017.

Figure 11 – Overall agreement that the Council provides value for money
Base: All respondents 2019 (1,000), 2017 (1,000); 2016 (1,000); 2015 (600)



Subgroup analysis

- Respondents aged 16-24 were the least likely to disagree or strongly disagree compared to all other age groups (4% compared to 22% overall)
- Those living in Kingston Town and Maldens and Coombe were more likely to disagree and strongly disagree (12% and 15%) than respondents living in South of the Borough and Surbiton (20% and 19%)
- White respondents were more likely to say they neither agreed nor disagreed than Asian/Asian British (24% compared to 15%)

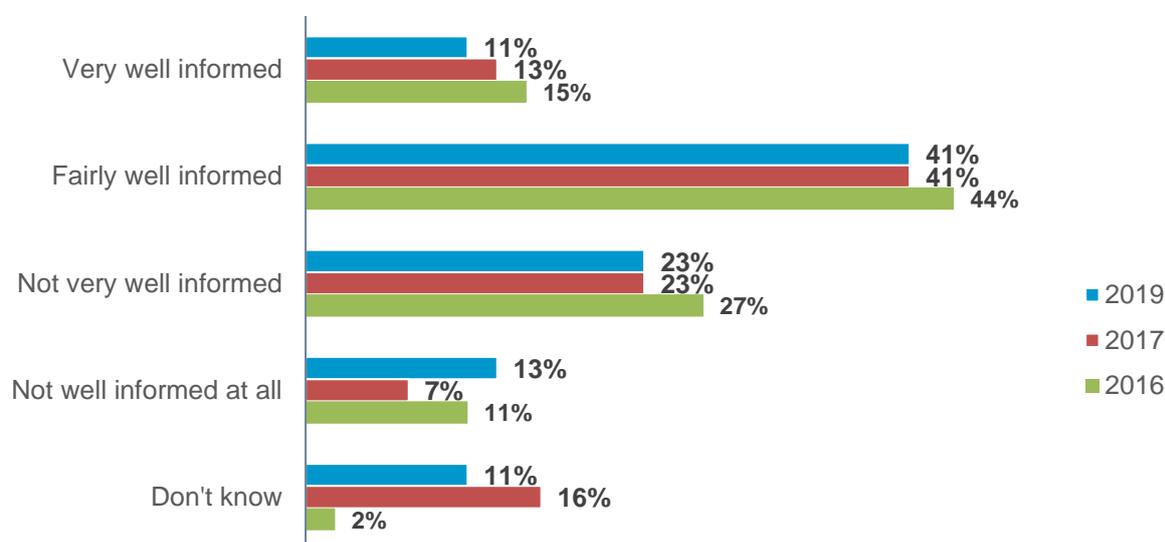
Being kept informed by the Council

When asked how informed they thought that the Council keeps residents about the services and benefits it provides, over half (52%) of respondents felt that residents were kept well informed (11% very well informed and 41% fairly well informed). As shown in **Figure 12**, this is a small decrease of 2% since the previous survey in 2017, where 54% of respondents thought that the Council kept residents well informed but a larger decrease from 2016 survey, where the figure was 59%

There has been an increase in those saying they are not very well informed or not well informed at all. In the last survey this figure was 30%, however, this has increased to 36% in 2019.

Figure 12 – Overall, how well informed do you think Kingston Council keeps residents about the services and benefits it provides?

Base: All respondents 2019 (1,000), 2017 (1,000); 2016 (1,000)



Subgroup analysis

- Respondents in Surbiton were more likely to say they were not very well informed than any other area, particularly Maldens and Coombe (30% compared to 19%)
- Asian/British Asian respondents were the most likely to say they were well informed compared to all other groups (64% compared to Black/African/Caribbean 35%, White 50% and Mixed 54%)
- Respondents aged 16-24 were the most likely to say they didn't know (28% compared to 11% overall)

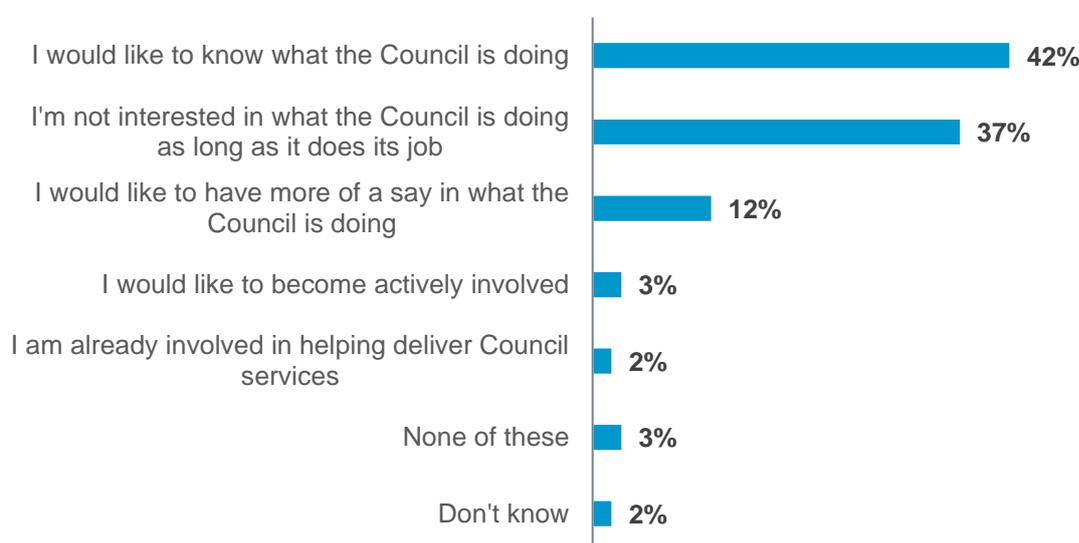
Council Resident Engagement

Respondents were asked to identify the statement that best describes their involvement with Kingston Council. As shown in **Figure 13**, just over two in five (42%) said they would like to know what the Council is doing with a further 12% saying they would like to have more of a say in what the Council is doing. Interestingly, 3% of respondents said they would like to become actively involved, with 2% saying they were already involved in helping deliver Council services.

However, almost two in five (37%) said they were not interested in what the Council is doing as long as it does its job.

Figure 13 – Thinking about your involvement with the Council, which of the following statements best described your attitude to engaging with the Council?

Base: All respondents 2019 (1,000)



Subgroup analysis

- Younger respondents (aged 16-24) were more likely to say they were not interested in what the Council is doing as long as it does its job than other age groups, particularly compared to those aged 35-44 (51% compared to 28%)
- Younger respondents (aged 16-24) were less likely to want to know what the Council is doing than other age groups, particularly those aged 35-44 (29% compared to 48%)
- Females were more interested in wanting to know what the Council did (46% compared to 37% males)
- Respondents in Maldens and Coombe were the most likely to indicate that they were not interested what the Council is doing compared to respondents in all other areas (46% compared to 32% Kingston Town, 34% South of the Borough and 32% Surbiton)
- White respondents were less likely to say they were not interested, when compared to Asian/Asian British (34% compared to 46%)

Satisfaction with Council Services

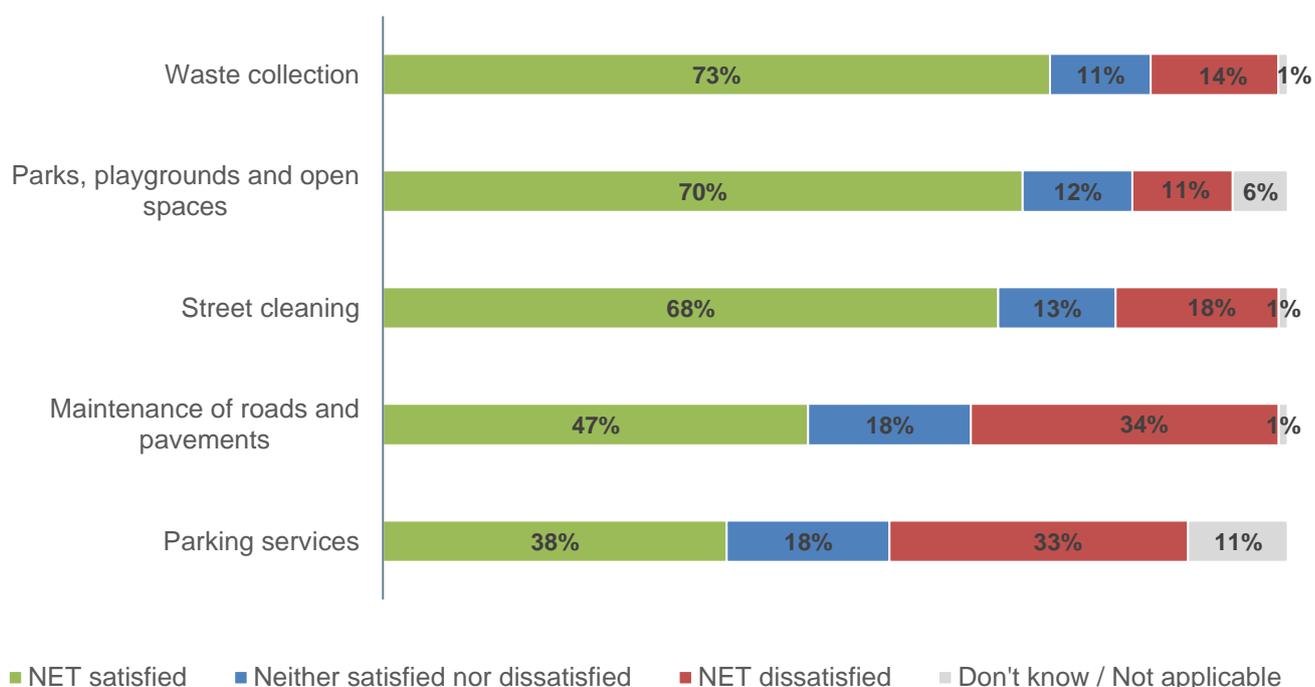
Kingston Council delivers a range of local services to its residents. Respondents were asked how satisfied or dissatisfied they were with five of these services:

- Waste collection
- Parks, playgrounds and open spaces
- Maintenance of roads and pavements
- Parking services
- Street cleaning

Three services received high satisfaction levels. Waste collection services received the highest level of NET satisfaction, with almost three-quarters (73%) saying they were either very or fairly satisfied. One in seven (14%) were somewhat dissatisfied. Parks, playgrounds and open spaces received the second highest level of satisfaction, with seven in ten (70%) saying they were very or fairly satisfied. A slightly smaller proportion of respondents (11%) were somewhat dissatisfied with this than the waste collection services, but 6% said they did not know. Street cleaning also received a high level of satisfaction, with 68% of respondents saying they were somewhat satisfied. Almost one in five (18%) respondents said they were somewhat very or fairly dissatisfied with street cleaning.

Services that respondents were less satisfied with were maintenance of roads and pavements, and parking services. Almost half (47%) of respondents were somewhat satisfied with the maintenance of roads and payments, however, a third (34%) said they were to some extent dissatisfied. Satisfaction with parking services was lower still, with 38% of respondents saying they were somewhat satisfied. A third (33%) said they were dissatisfied and a further 11% said they did not know.

Figure 14 – Satisfaction with Council Services
Base: All respondents (1,000)



Subgroup analysis

Waste collection

- Respondents aged 25-34 and 65-84 (34% and 36%) respectively were more satisfied than respondents aged 16-24 (23%)
- Younger respondents (aged 16-24) were the most likely to be neither satisfied nor dissatisfied than any other age group (22% compared to 11% overall)
- Satisfaction levels were similar across all four areas

Parks, playgrounds and open spaces

- Respondents living in South of the Borough were the least satisfied (60% compared to 71% overall)
- Younger respondents (aged 16-24) were the most likely to be neither satisfied nor dissatisfied than any other age group, apart from those aged 55-64 (21% compared to 12% overall)
- The least satisfied aged group was aged 55-64 (62% compared to 71% overall)

Maintenance of roads and pavements

- Older respondents (aged 55-64) were the least satisfied with maintenance of roads and pavements (31% compared to 47% overall)
- Those aged 25-34 were the most satisfied (60%)
- Younger respondents (aged 16-24) were the most likely to be neither satisfied nor dissatisfied than any other age group (28% compared to an overall average of 18%)
- Respondents living in Kingston Town had the highest satisfaction level of 52%, compared to an overall average of 47% and the lowest dissatisfaction level of 24% (compared to 34% overall)

Parking services

- Younger respondents (aged 16-24) were the most likely to be neither satisfied nor dissatisfied than any other age group (27% compared 18% overall)
- Respondents aged 35-44 were more likely to be satisfied when compared to other age group (47% compared to 38% overall)
- Those aged 55-64 had the highest dissatisfaction level of 43%, compared to 33% overall
- White respondents were the least satisfied, particularly when compared to Asian/Asian British respondents (34% and 51% respectively)

Street cleaning

- Younger respondents (aged 16-24) were the most likely to be neither satisfied nor dissatisfied than any other age group (20% compared to 13% overall)
- Dissatisfaction steadily increased in each age group, with 9% aged 16-24 stating they are dissatisfied compared to 30% of 65-84 year olds
- White respondents were more likely to be dissatisfied than Asian/Asian British (22% and 11% respectively)

Financial situation

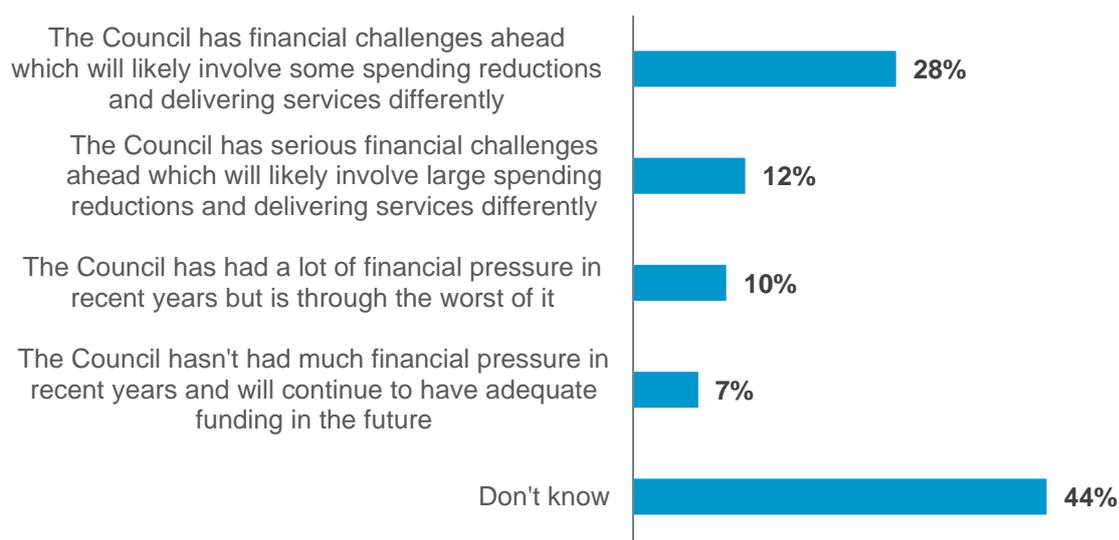
Kingston Council, like all local authorities, has had financial challenges over the last few years. Respondents were provided with a number of statements about Council finances and were asked to identify which was closest to their own view point. Interestingly, over two in five (44%) said they didn't know.

However, as shown in **Figure 15**, the most common response, indicated by 28% of all respondents, was that the Council has financial challenges ahead which will likely involve some spending reductions and delivering services differently.

One in eight (12%) thought the situation would be worse, agreeing that the Council has serious financial challenges which will likely involve large spending reductions.

One in ten (10%) respondents, however, believed the Council is through the worst of the financial difficulties and a further 7% said they don't believe the Council has had much financial pressure and will continue to have adequate funding in the future.

Figure 15 – The Council seeks the views of residents before making decisions
Base: All respondents 2019 (1,000)



Subgroup analysis

- Younger respondents (aged 16-24) were the most likely to say they did not know (60% compared to 44% overall)
- Respondents aged 55-64 were the most likely to say the Council has serious financial challenges ahead than respondents in other age groups (25% compared to 12% overall)
- Respondents living in Kingston Town were more likely to say the Council was over the worst of it, compared to respondents in the other areas
- Respondents living in Surbiton were more likely to say the Council has serious financial challenges, compared to respondents in the other areas (19% compared to 12% overall)

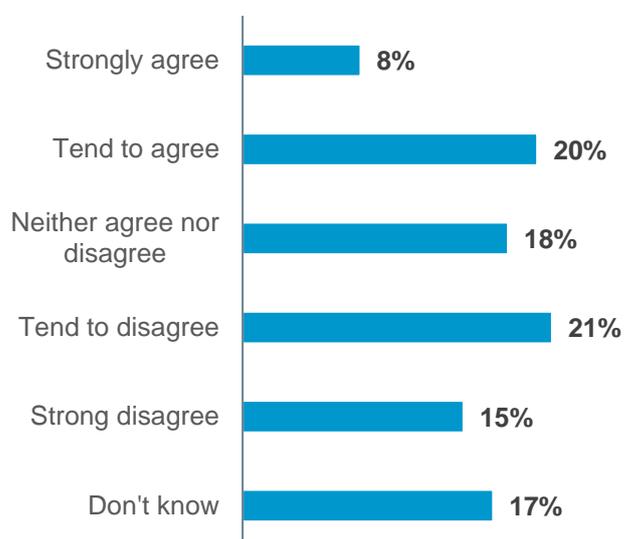
Decision making process

With ongoing budget cuts across the public sector, Kingston Council is not immune to having its own budget reduced. It is currently making decisions on how it can make £22 million of budget savings in order to make a legal budget. This decision making process will undoubtedly be a difficult one and the Council wishes to find out residents' views on how it communicates and listens to them. Respondents were given three statements and asked whether they agreed or disagreed with them.

The Council seeks the views of residents before making decisions

Almost three in ten (28%) respondents said they either strongly agreed or tended to agree that the Council seeks the views of residents before making decisions. However, a larger proportion of 36% either strongly disagreed or tended to disagree. Almost one in five (18%) were impartial and 17% said they didn't know. These figures are shown in **Figure 16**.

Figure 16 – The Council seeks the views of residents before making decisions
Base: All respondents 2019 (1,000)



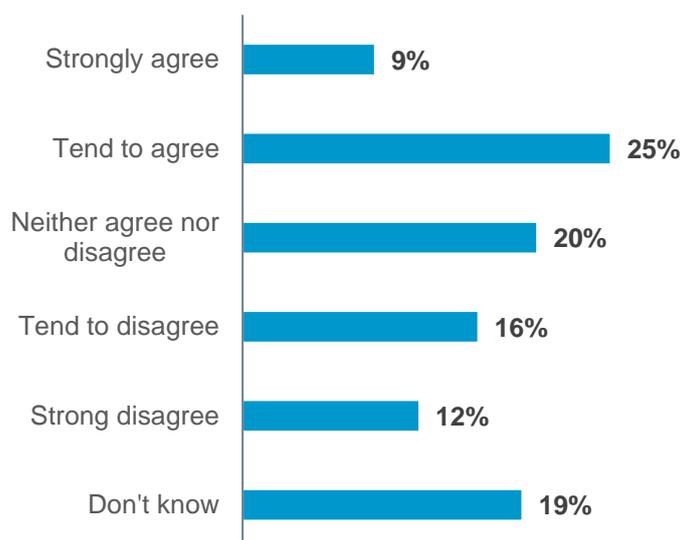
Subgroup analysis

- Older respondents (45-54, 55-64 and 65-84) were more likely to disagree with this statement than younger respondents, particularly those aged 16-24 (46%, 53% and 51% compared to 11%)
- Younger respondents were more likely to say neither agree nor disagree (31% compared to an overall average of 21%), or don't know (29% compared to an overall average of 17%), than any other age group
- Respondents living in Maldens and Coombe were less likely to agree than respondents living in Kingston Town (22% and 36% respectively)

The Council acts on the concerns of residents

Respondents were asked if they thought the Council acted on the concerns of residents. A third (34%) of respondents said they either strongly agreed or tended to agree with this statement. However, 28% said they strongly disagreed or tended to disagree with this. A fifth (19%) said they did not know.

Figure 17 – The Council acts on the concerns of residents
Base: All respondents 2019 (1,000)



Subgroup analysis

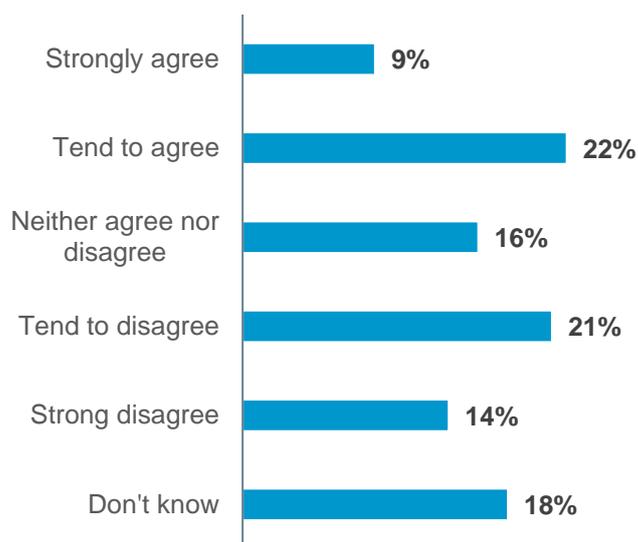
- The youngest age group of respondents (16-24) were the most likely to say they didn't know if the Council acted on the concerns of residents (29% compared 19% overall)
- This group was also more likely to say they neither agreed nor disagreed with the statement, particularly when compared to respondents aged 35-44 (27% and 18% respectively)

The Council explains the decisions it makes

Finally, respondents were asked if they agreed or disagreed with the statement that the Council explains the decisions it makes. Three in ten (29%) said they strongly agreed or tended to agree with the statement, however, a larger proportion (35%) said they strongly disagreed or tended to disagree. There was still a large proportion (18%) of respondents that said they didn't know.

Figure 18 – The Council explains the decisions it makes

Base: All respondents 2019 (1,000)



Subgroup analysis

- Older respondents (55-64) were more likely to say that they disagreed (tend to and strongly) than other age groups, particularly 16-24 (55% and 15% respectively)
- Respondents living in Maldens and Coombe were the least likely to agree (tend to and strongly) with the statement compared to the other areas (23% compared to 31% overall)
- Asian/Asian British respondents were more likely to say they didn't know, compared to other ethnic groups (39% compared to 13% White British, 18% Mixed and 23% Black/African/Caribbean)

Perceptions of Council Services

Respondents were asked how much they agreed with a set of statements about Kingston Council and its staff. **Figure 19** shows the responses.

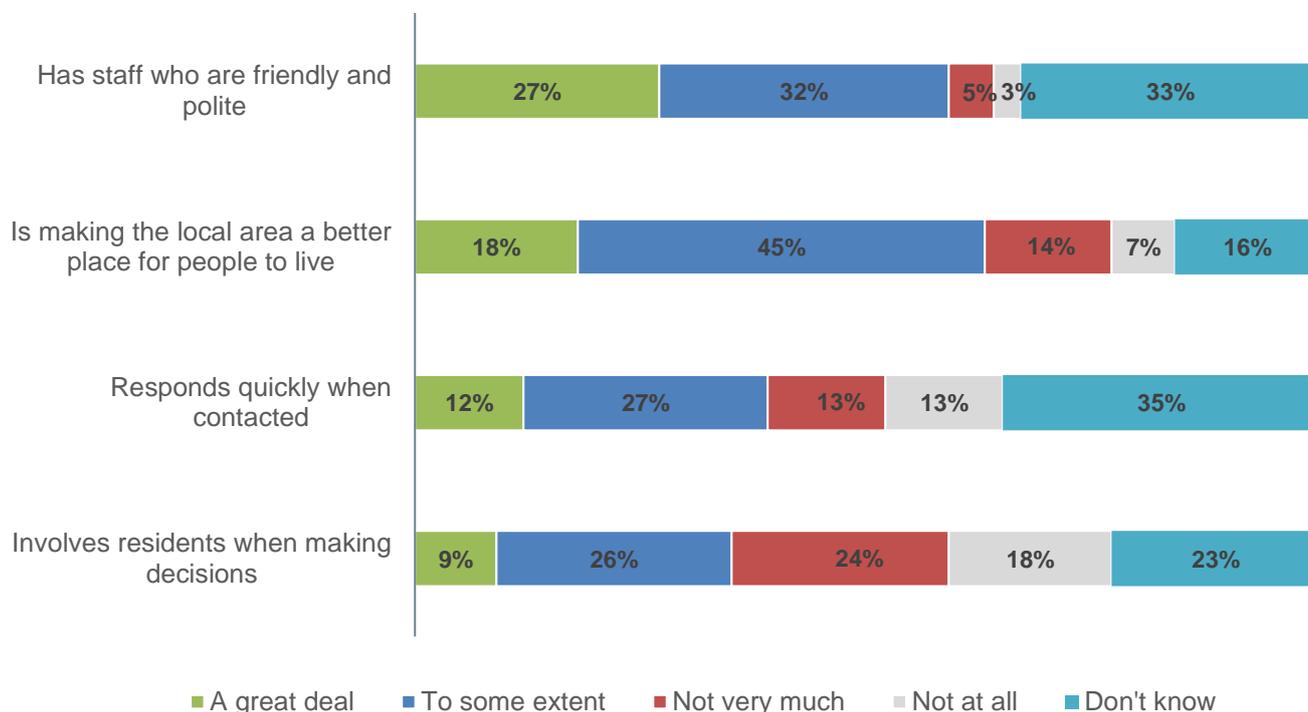
Three in five (59%) agreed with the statement that the Council has staff who are friendly and polite (27% - a great deal, 32% - to some extent). A third (33%) said they did not know, however, these respondents may not have had any contact with staff recently. Only 3% said not at all.

Just over three in five (63%) agreed that the Council is making the local area a better place for people to live (18% - a great deal, 45% - to some extent). One in seven (14%) said not very much and 7% said not at all.

When asked if the Council responded quickly when contacted, two in five (39%) agreed (12% - a great deal, 27% - to some extent). This statement received the highest proportion of respondents reporting that they didn't know (35%). One in eight (13%) said not at all.

Just over a third (35%) of respondents agreed that the Council involves residents when making decisions (9% - a great deal, 26% to some extent). However, a quarter (24%) said not very much and 18% said not at all. Similarly, a large proportion (23%) said they didn't know.

Figure 19 – Perceptions of Council Services
Base: All respondents (1,000)



Subgroup analysis

The Council has staff who are friendly

- A large proportion of younger respondents (16-24) didn't know if the Council staff were friendly, indicating they had not had any contact with the Council (45% compared to 33% overall)
- Fewer Maldens and Coombe residents agreed a great deal that the Council has staff who are friendly than respondents in any other area (15% compared to 27% overall)

The Council is making the local area a better place for people to live

- A large proportion of younger respondents (16-24) didn't know if the Council was making the local area a better place for people to live (30% compared to 16% overall)
- Fewer Maldens and Coombe respondents agreed a great deal that the Council was making the local area a better place for people to live (7% compared to 18% overall)

The Council responds quickly when contacted

- Respondents living in Maldens and Coombe tended to not know if the Council responds quickly when contacted in comparison to other areas (47% compared to 35% overall)

The Council involves residents when making decisions

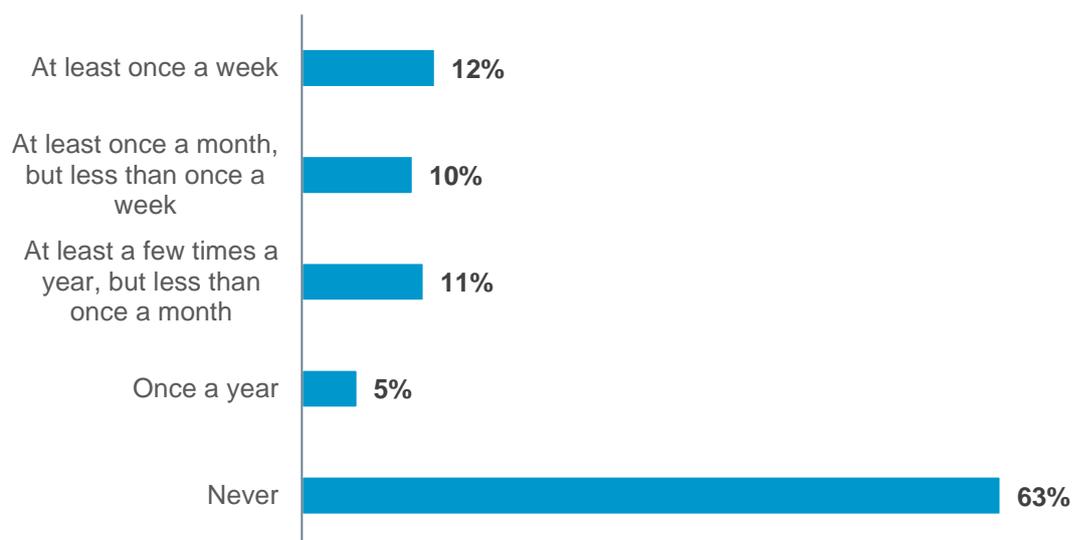
- Fewer Maldens and Coombe respondents agreed a great deal that the Council involves residents when making decisions (3% compared to 9% overall)

Community Volunteering

Frequency of volunteering

Respondents were asked, approximately, how often over the last 12 months they had volunteered or supported others in their local community. One in eight (12%) respondents said they had volunteered at least once a week, with a further 10% saying they had volunteered at least once a month, but less than once a week. Just over three in five (63%) respondents, however, said they had never volunteered.

Figure 20 – Overall, about how often over the last 12 months have you volunteered or supported others in your community
Base: All respondents 2019 (1,000)



Subgroup analysis

There were no significant subgroup findings.

Getting involved with the community

Continuing with the volunteer theme, respondents were given a series of volunteering scenarios and asked if they would be willing to get involved with any. Respondents could choose more than one statement. Just over a third (36%) said they would be willing to help other people and a quarter (25%) said they would give their time to help out at a school club, group or organisation. A further 18% said they would help through a formal volunteering scheme.

Interestingly, 16% of respondents said they would be willing to use their professional skills to help a local club, group or organisation with business needs.

However, just over two in five (43%) said none of these or they didn't know.

**Figure 21 – Which, if any, would you be willing to get involved with in the future?
Base: All respondents 2019 (1,000)**



Subgroup analysis

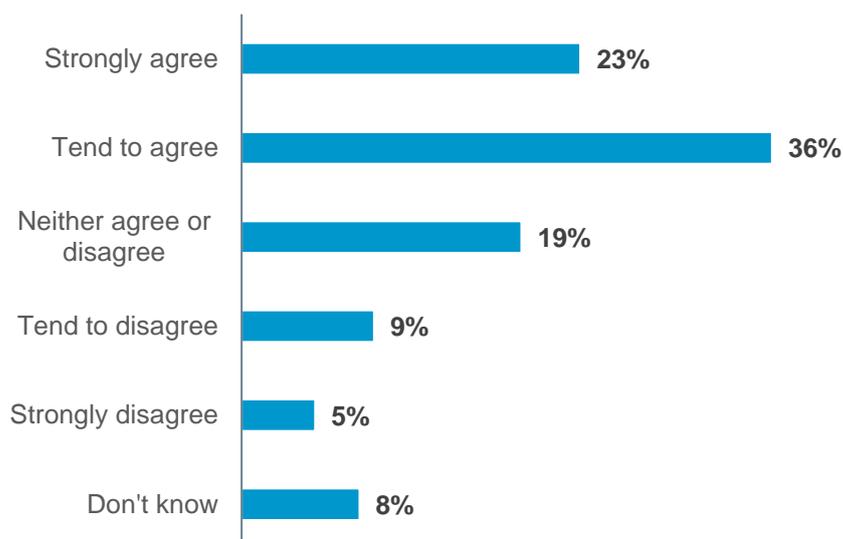
- Respondents in Kingston Town and Maldens and Coombe were more likely to say they would help other people than those living in South of the Borough and Surbiton (42%, 40%, 27%, 29% respectively)
- Respondents in South of the Borough and Surbiton were more likely to say none of these or they didn't know than those living in Kingston Town and Maldens and Coombe (51%, 54%, 34%, 36% respectively, indicating that those living in the latter two areas are more willing to volunteer in some way)
- Younger people were more likely to say they would volunteer in some form than older people (e.g. 33% of 16-24 year olds said they would give their time up to help at a local club, group or organisation, compared to 16% of 55-64 year olds, and 13% of 65-84 year olds)

Improving things in the local area

When asked to what extent they agreed or disagreed that people pull together to improve things in their local area, three in five (59%) respondents said they agreed (23% strongly, 36% tend to agree). One in five (19%) respondents neither agreed nor disagreed. One in seven (14%) said they tended to disagree (9%) or strongly disagree (5%).

Figure 22 – To what extent do you agree or disagree that people pull together to improve things in your local area?

Base: All respondents 2019 (1,000)



Subgroup analysis

- Younger respondents (16-24) were more likely to say that they neither agreed nor disagreed than respondents in most other age groups (30% compared to an overall average of 17%)
- Respondents living in Maldens and Coombe were more likely to strongly agree than those living in Kingston Town (26% and 18% respectively)
- Asian/Asian British respondents were more likely to strongly agree than all other ethnic groups (36% compared to an overall average of 23%)

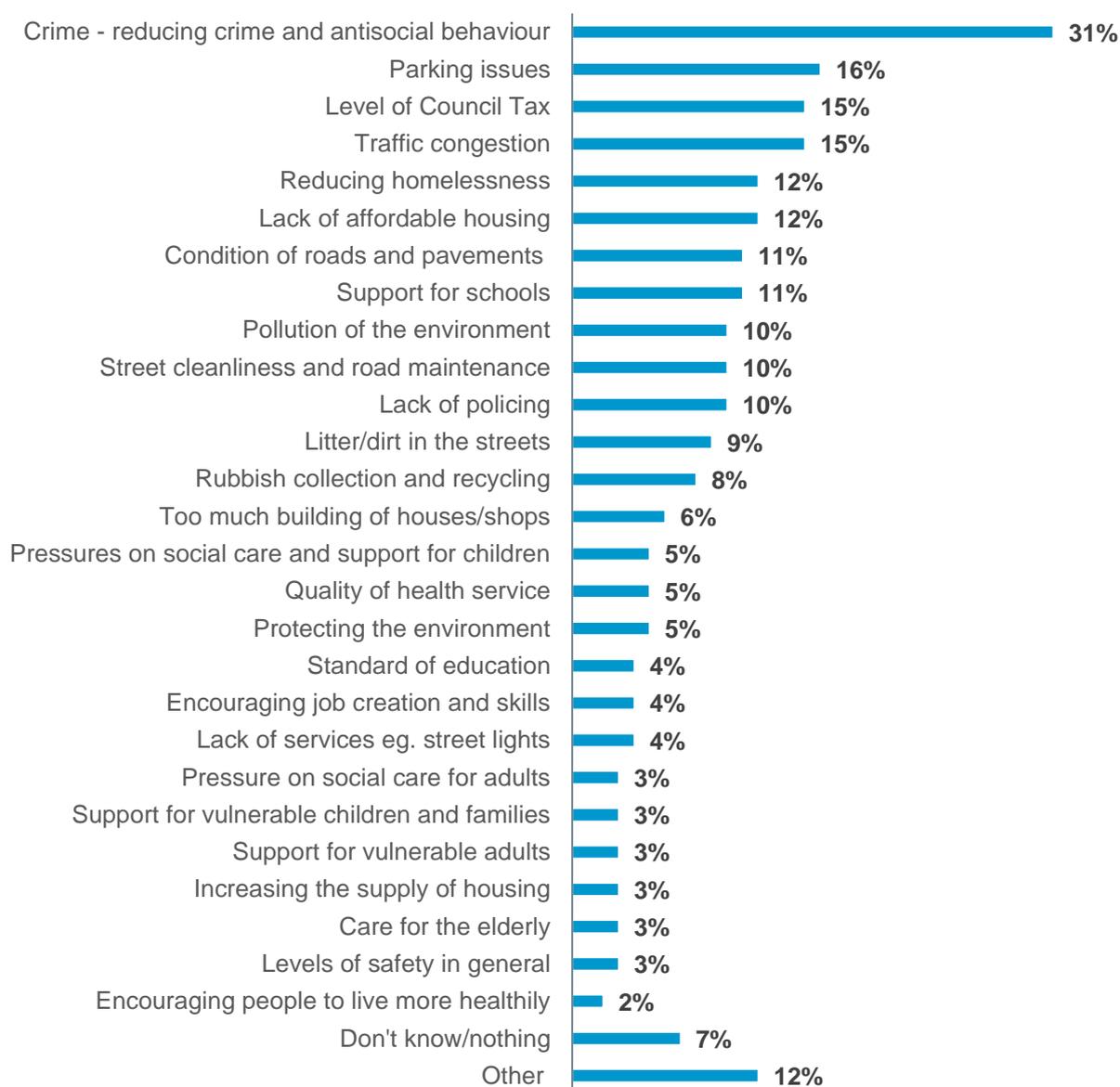
Residents' concerns

Respondents were asked to name three things that they were most concerned about. Respondents were not provided with a list but were prompted if they struggled to answer the question. **Figure 23** shows all of the responses. As can be seen, the most common response was crime – reducing crime and antisocial behaviour which was highlighted by three in ten (31%) respondents.

Two of the top five responses were traffic related. Parking issues was the second most common response, identified by 16% and traffic congestion was the fourth most common response, identified by 15%. The level of Council Tax was also identified by 15%. The fifth most common response was reducing homelessness, which was identified by 12%.

'Other' responses included a lack of amenities (identified by 26 respondents), lack of communication from the Council (16) and empty shops (11).

Figure 23 – What concerns the residents the most
Base: All respondents 2019 (1,000)



Subgroup analysis

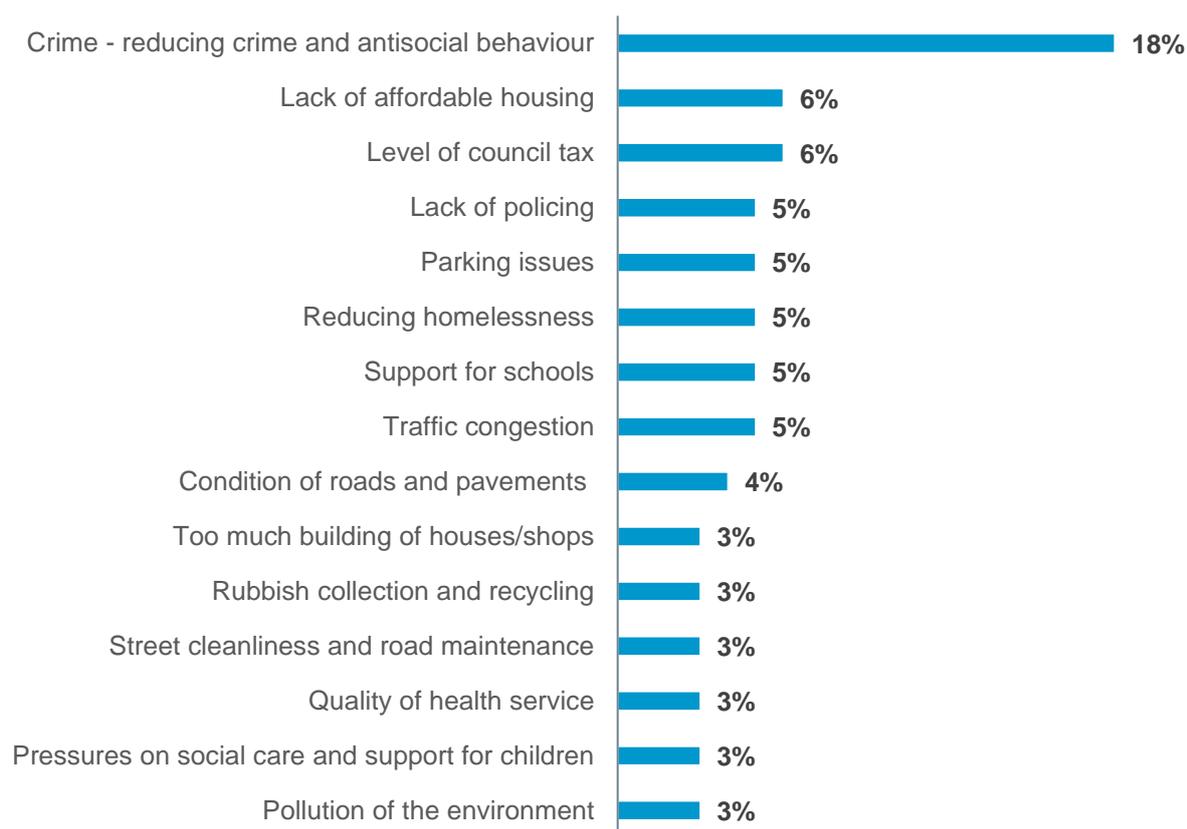
- Respondents aged 16-24 were more likely to identify reducing homelessness than any other age group (24% compared to an overall average of 12%)
- Respondents living in South of the Borough were more likely to say Crime – reducing crime and antisocial behaviour (41% compared to an overall average of 31%)
- Respondents living in Maldens and Coombe were more likely to say traffic congestion than those in South of the Borough (18% and 11% respectively)

Residents' most important concern

Respondents were subsequently asked to identify their main concern. Crime – reducing crime and antisocial behaviour remained the most common concern, identified by 18% of respondents. Lack of affordable housing was the second most important concern, identified by 6% of respondents. The same proportion of respondents also identified the level of Council Tax as a concern. Connected to the most common concern, respondents also identified lack of policing as their most important concern (5%). **Figure 24** shows these responses.

Figure 24 – Most important concern

Base: All respondents 2019 (1,000) (top 15 responses)



Community Safety

Respondents were asked how much of a problem they believed a range of issues to be in their local area and were able to rate each issue as a very big problem, fairly big problem, slight problem or not a problem, with the option also available for respondents to say that they did not know or had no opinion. **Figure 25** shows the proportion of respondents who identified each issue as a very big or fairly big problem (NET problem) in comparison to the results from previous surveys (2017, 2016 and 2015).

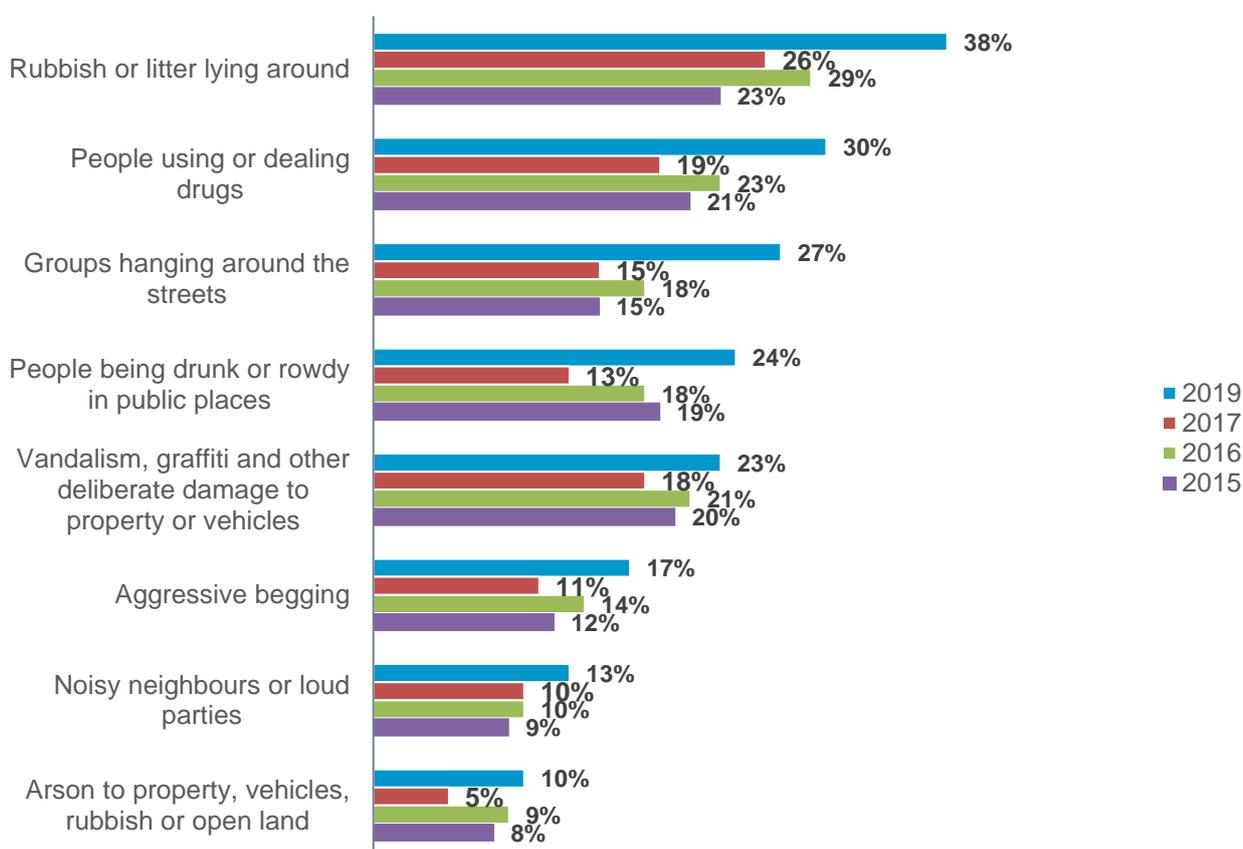
In comparison to previous surveys, there has been an increase in respondents identifying each issue as a problem. The issue most likely to be identified as a very big or fairly big problem was rubbish or litter lying around with almost two in five (38%) respondents saying so. This compares to 26% in 2017 and 29% in 2016.

Three in ten (30%) respondents said people using or dealing drugs is a problem, which was an increase from 19% in 2017 and 23% in 2016. There has also been a significant increase (nearly double from the previous survey) of respondents thinking the groups hanging around the street is a problem – 27% compared to 15% in 2017.

There was also a significant increase in the proportion of respondents who identified people being drunk or rowdy in public places as a problem since the previous survey. A quarter (24%) thought this was a problem, compared to 13% in 2017.

The issue that was at least likely to be highlighted as a problem was arson to property, vehicles, rubbish or open land. This was highlighted by 10% of respondents, although this has doubled since the last survey in 2017 from 5%.

Figure 25 – NET problems identified by respondents in their local area
Base: All respondents 2019 (1,000), 2017 (1,000); 2016 (1,000); 2015 (600)



Subgroup analysis

Rubbish or litter lying around

- Respondents living in Surbiton were more likely to say there was not a problem (35%) than those living in Kingston Town and Maldens and Coombe (24% and 26% respectively)
- Males were more likely to say there was a problem with rubbish or litter lying around than females (34% and 41% respectively)

People using or dealing drugs

- Respondents aged 55-64 and younger, were more likely to say there is a problem with people using or dealing drugs (ranging from 30% to 34%), than those aged 65-84 and 85+ (17% and 9% respectively)
- Respondents aged 16-24 were the least likely to say this was a problem (28%) that those aged 55-64, 65-84 and 85+ (41%, 41% and 55% respectively)
- Respondents living in Maldens and Coombe were the least likely to say this was a problem (22%) compared to the other areas (Kingston Town – 35%, South of the Borough – 34% and Surbiton – 32%)
- White respondents were more likely to say there was a problem than Asian/Asian British respondents (32% and 22% respectively)

Vandalism, graffiti and other deliberate damage to property or vehicles

- Respondents aged 45-54 were more likely to say this was a problem than those aged 16-24 and 25-34 (34% compared to 22% and 20% respectively)
- Respondents in Surbiton were the least likely to say that vandalism was not a problem at all, particularly compared to those in Kingston (47% and 34% respectively)
- Asian/Asian British respondents were more likely to say not a problem at all (57%) compared to White respondents and Black/African/Caribbean (39% and 36% respectively)

Groups hanging around on the streets

- Respondents aged 65-84 were the least likely to say this was a problem (18% compared to 27% overall)

People being drunk or rowdy in public places

- Younger respondents (16-24) were the most likely to say this was a problem (31% compared 24% overall) and particularly when compared to those aged 55-64 and 65-84 (19% and 15% respectively)
- Half of 65-84 year olds said this was not a problems at all, compared to those aged 16-24 and 25-35 (30% and 36% respectively)
- Respondents living in Kingston Town were the most likely to say there was a problem (34%) compared to respondents living in the other areas: Maldens and Coombe – 19%, South of the Borough – 18% and Surbiton – 23%

Aggressive begging

- Respondents living in Maldens and Coombe were the least likely to say there was a problem with aggressive begging (9%) compared to Surbiton and Kingston Town (23% and 20% respectively)

Noisy neighbours or loud parties

- Younger respondents (16-24) were the most likely to say there was a problem with noisy neighbours or loud parties (21% compared 13% overall)
- Respondents living in Kingston Town were the most likely to say there was a problem (21%) compared to all other areas (Maldens and Coombe – 10%, South of the Borough – 9% and Surbiton – 12%)

Arson to property, vehicles, rubbish or open land

- Younger respondents in general thought this was a problems compared to older respondents (for example, 16% of 16-24 year olds, compared to 10% overall)

Figure 26 shows a full breakdown of how much of a problem respondents thought that each issue was in their local area and to what extent.

Figure 26 – Problems identified by respondents in their local area
Base: All respondents (1,000)

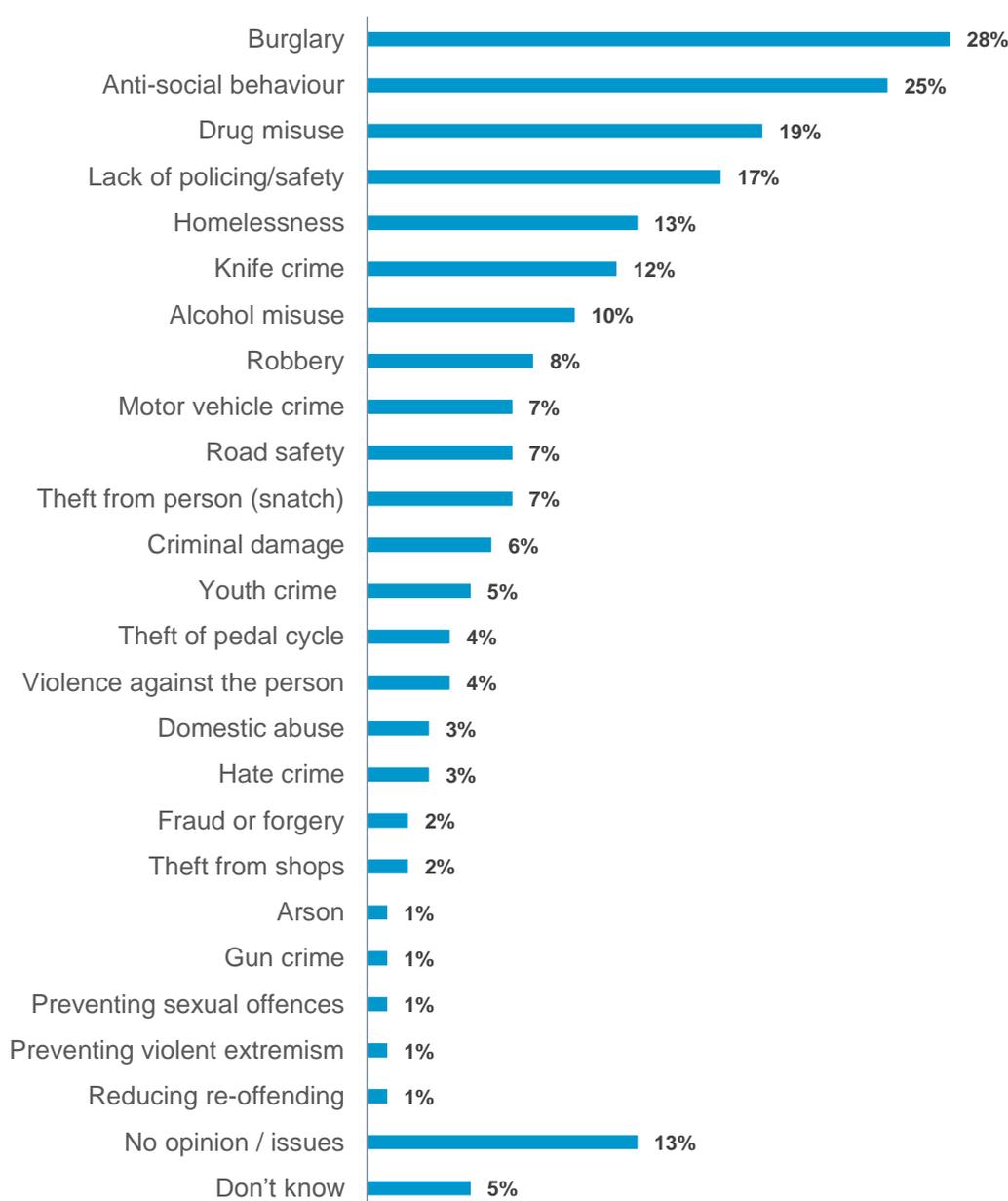
| Issue | Very big problem | Fairly big problem | Slight problem | Not a problem | Don't know |
|---|------------------|--------------------|----------------|---------------|------------|
| Rubbish or litter lying around | 13% | 25% | 32% | 29% | 1% |
| People using or dealing drugs | 13% | 17% | 26% | 37% | 5% |
| Vandalism, graffiti and other deliberate damage to property or vehicles | 7% | 16% | 34% | 41% | 1% |
| Groups hanging around the streets | 10% | 17% | 33% | 38% | 2% |
| People being drunk or rowdy in public places | 8% | 15% | 32% | 42% | 2% |
| Aggressive begging | 6% | 11% | 31% | 51% | 2% |
| Noisy neighbours or loud parties | 4% | 9% | 29% | 56% | 1% |
| Arson to property, vehicles, rubbish or open land | 3% | 7% | 24% | 61% | 3% |

Important issues when thinking about the need for tackling crime, disorder and substance misuse

Respondents were asked to think about the need for tackling crime, disorder and substance misuse in the borough and what their three most important concerns were. This is different to the question last year, where respondents were asked to prioritise each concern – either high, medium or low priority and as such cannot be compared easily. **Figure 27** shows the responses to the question this year.

As shown in **Figure 27**, the most common concern is burglary, with almost three in ten (28%) identifying it. This is followed by anti-social behaviour, identified by a quarter (25%) of respondents, and drug misuse, identified by 19%. Lack of policing and safety is also a prominent concern, with 17% identifying this.

Figure 27 – High priorities identified by respondents in their local area
Base: All respondents 2019 (1,000)

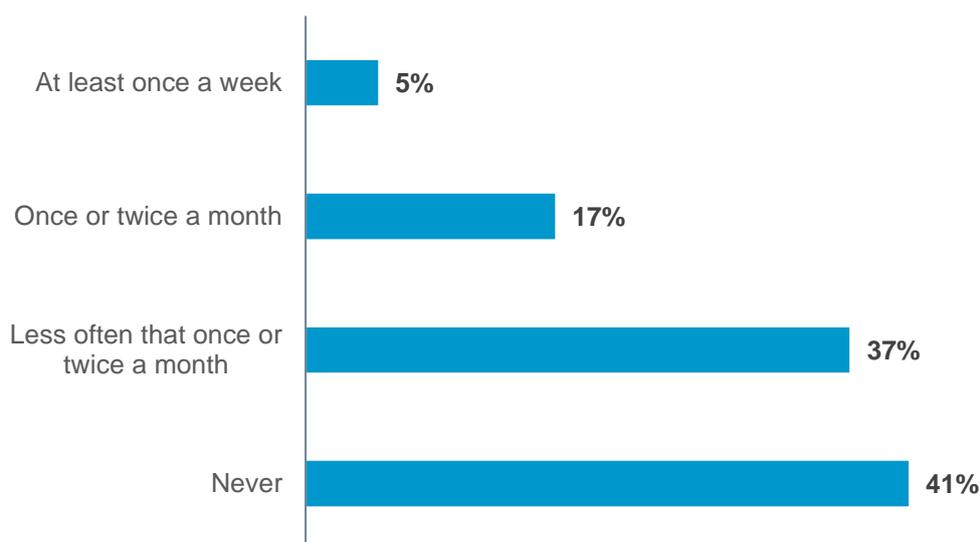


Digital Engagement

Frequency of using the Council website

When asked how frequently they visited Kingston Council's website, 5% of respondents said at least once a week and a further 17% said one or twice a month. Almost two in five (37%) said they visited less frequently (less often than once or twice a month). Two in five (41%), however, said they never visited the Council's website. These findings are shown in **Figure 28**.

Figure 28 – On average, how often, if at all do you visit the Kingston Council website?
Base: All respondents 2019 (1,000)



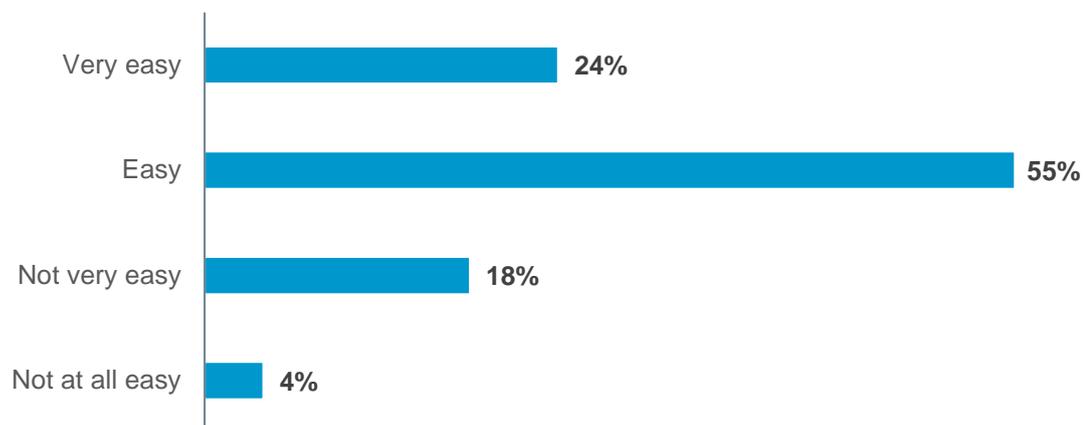
Subgroup analysis

- Younger respondents (aged 16-24) were significantly less likely to say that they never visit the Council's website than any other age group (73% compared 41% overall)
- Those aged 35-44 were the most likely to visit the website once or twice a month than those in other age groups (29% compared 17% overall)
- Respondents living in Maldens and Coombe were the least likely to visit the website, with 47% saying they never visited it (compared to 41% overall)

Ease of using the Council website

The respondents who said they had visited the Council's website were subsequently asked how easy they found using it. As shown in **Figure 29**, the majority (79%) found it easy (24% very easy and 55% easy). However, 18% of respondents said not very easy and 4% said not at all easy.

Figure 29 – In general, how easy do you find using the Council website?
Base: All respondents 2019 (592)



Subgroup analysis

- Respondents aged 55-64 and 65-84 were the most likely to find the website not very easy to use (25% and 26% respectively, compared to 18% overall)
- Younger respondents aged 16-24 were the most likely to find it easy to navigate (74% compared 55% overall)

Communication

Source of information to obtain news and information about Council services

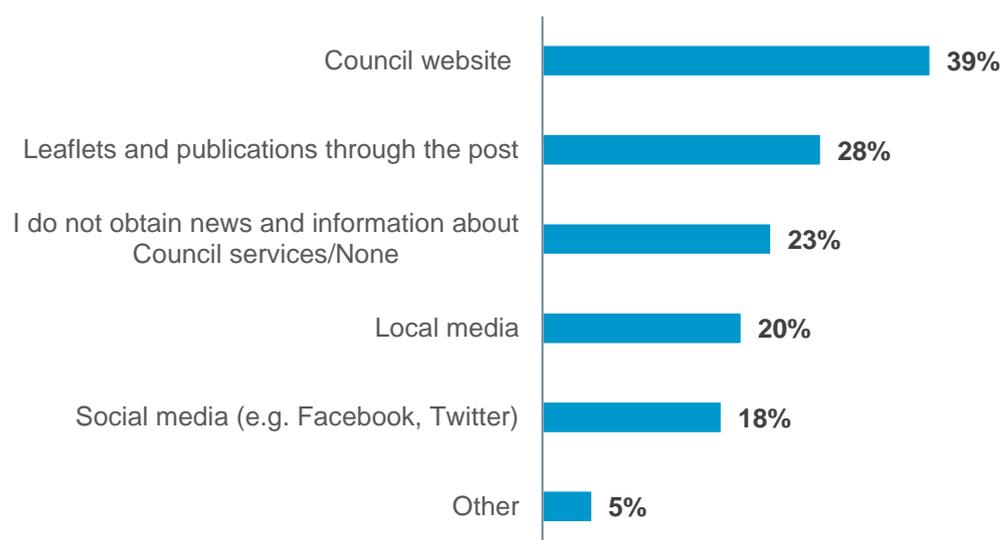
Identifying how residents obtain news and information about Council services is an important element of ensuring residents receive the correct information. Respondents were, therefore, asked to identify which sources they use to obtain news and information about Council services and could identify more than one method.

Figure 30 shows that the Council website is the most common method of finding information, highlighted by 39% of respondents. The next most common method was leaflets and publications through the post, identified by 28% of respondents. A further one in five (20%) said local media and 18% said they used social media. Almost a quarter (23%), however, said they did not obtain news and information about Council services.

Other responses include word of mouth (mentioned by 20 respondents), Google (6), Telephone (6), library (5) and face-to-face at the office (4).

Figure 30 – Which of the following sources do you currently use to obtain news and information about Council services?

Base: All respondents 2019 (1,000)



Subgroup analysis

- Younger respondents aged 16-24 were the least likely to use the Council website (13% compared to 39% overall)
- Respondents aged 35-44 were the most likely to use the Council website (57% compared to an overall average of 39%)
- Older respondents, in particular 55-64, 65-84 and 85+ were more likely to indicate that they find out about information via leaflets and publications through the post than younger respondents
- Younger respondents aged 16-24 were the most likely not to obtain any information (52% compared to 23% overall)
- Respondents in Surbiton were more likely to find out about information via leaflets and publications through the door (42% compared to 28% overall), whereas those in Maldens and Coombe were the least likely (17%)
- Females were more likely to use social media than males (22% and 14% respectively)

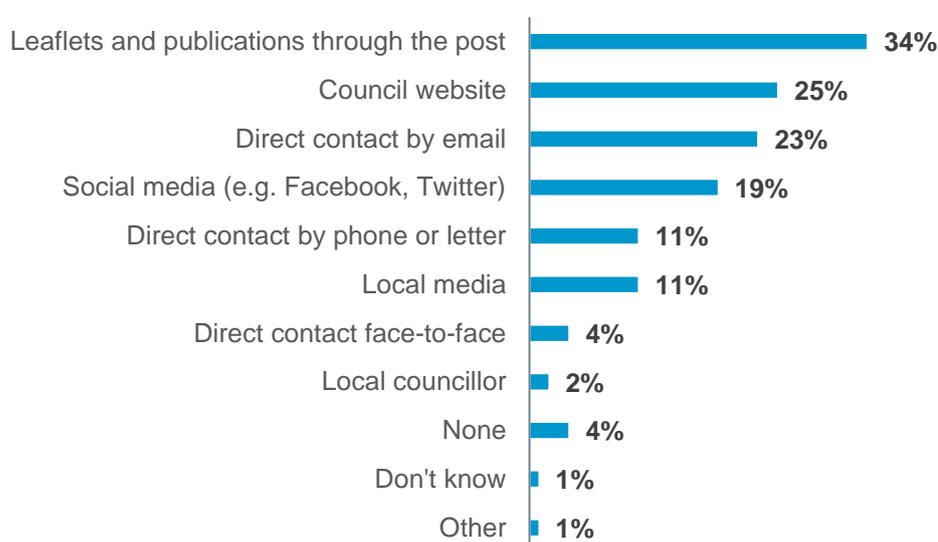
Preferred method to receive information about services

Respondents were also asked what their preferred method of receiving information about Council services would be. Respondents could choose more than one option. As shown in **Figure 31**, a third (34%) of respondents said they would prefer the traditional method of leaflets and publications through the post. A quarter (25%) of respondents, however, said they would prefer the use of the Council website, with a further 23% saying they would prefer to be contacted by email. Interestingly, one in five (19%) said they would prefer to use social media.

Only a small proportion of respondents (4%) said they would prefer to receive information from direct contact face-to-face.

Figure 31 – What would be your preferred method through which to receive information about services provided by the Council and its partners?

Base: All respondents 2019 (1,000)



Subgroup analysis

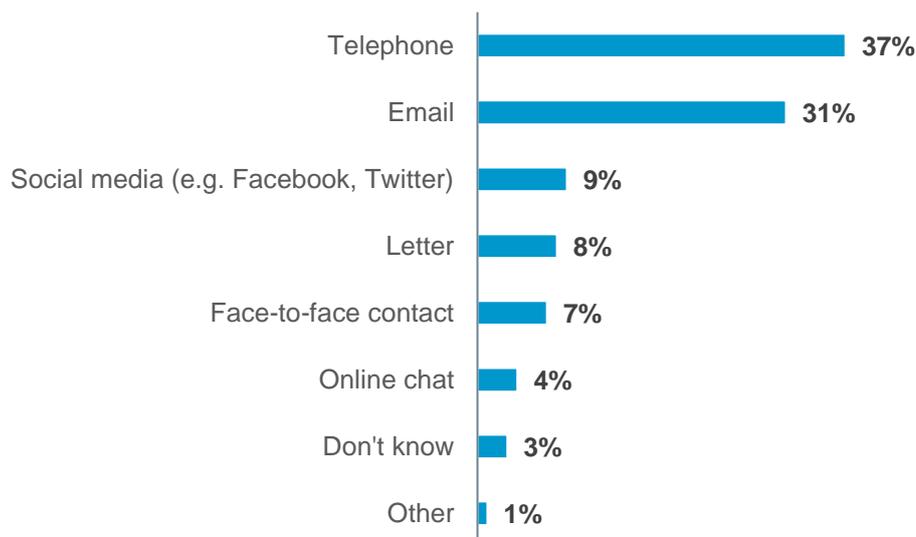
- Male respondents were more likely to prefer using the Council website than females (29% and 21% respectively)
- Female respondents were more likely to say they would prefer to use social media (22% and 16% respectively)
- Respondents aged 85+ were more likely to prefer direct contact by phone or letter than (36% compared to 11% overall)
- The older the participant, the more likely they were to prefer leaflets and publications through the post, for example 55-64, 65-84 and 85+ year olds (45%, 57% and 73% respectively, compared to 34% overall)
- Younger respondents aged 16-24 were more likely to prefer using social media (37% compared to 16% overall)
- White respondents (37%) were more likely to prefer leaflets and publications through the post than Asian/Asian British participants (27%) and Black/African/Caribbean respondents (20%)

Preferred method of contact from the Council

Finally, respondents were asked which method would be the ideal preference for them to use if they wanted to contact the Council. Telephone had the highest response, chosen by 37% of respondents. This was closely followed by email, chosen by 31%. One in eleven (9%) respondents said they would prefer to use social media and 8% said letter. These figures are shown in **Figure 32**.

Figure 32 – If you wanted to contact the Council which one of the following methods would be your ideal preference to use?

Base: All respondents 2019 (1,000)



Subgroup analysis

- The older the respondent, the more likely they were to want to make contact with the Council by telephone – for example, 65-84 and 85+ year olds were more likely to prefer to make contact with the Council by telephone (48% and 77% respectively) compared to 37% overall
- Younger respondents (16-24) were more likely to want to use social media to contact the Council than any other age group (26% compared to 9% overall)

Appendix A - Questionnaire

sKingston Resident Survey 2019

INTRODUCTION

Good morning / afternoon / evening my name is XXXX and I'm calling from Enventure Research on behalf of Kingston Council who has asked us to carry out a survey to help them understand residents' views on living in Kingston.

The survey will take around 15 minutes and asks a range of questions about living in Kingston, the services provided by Kingston Council and community safety. The information we collect will help Kingston Council build an evidence base when planning for service delivery across the borough. All your answers will be anonymous and confidential.

Would you have time to take part in the survey?

Confidentiality

**To reassure you, this interview will be carried out according to the Market Research Society's Code of Conduct. Your answers will be treated in confidence (in accordance with the Data Protection Act 1998/GDPR 2018) and the findings of this survey will be reported anonymously (no name). However, we will send your responses together with your postcode to Kingston Council to help the authority in planning and making sure resources are deployed in the areas needed. Is this ok with you?
(remind the resident that their name will not be passed on)**

If there are any questions that you do not wish to answer, then please let me know.

T1 INTERVIEWER CLICK ON THE CLOCK THEN CONTINUE

I'd firstly like to ask some questions about yourself, this is to ensure that we interview a range of people of different age, sex etc. from across the borough and we will not be able to identify you from this.

S1 What is your sex?

SINGLE CODE

- Male
- Female
- Other
- Prefer not to say

S1 Please specify

S2 Which of the following age groups do you fall into?

SINGLE CODE

- 16-24 years
- 25-34 years
- 35-44 years
- 45-54 years
- 55-64 years
- 65-84 years
- 85+ years
- Prefer not to say

S3 What is your ethnic group?

PROMPT IF NECESSARY

SINGLE CODE

- | | |
|---|---|
| <input type="radio"/> English/Welsh/Scottish/Northern Irish/British | <input type="radio"/> Chinese |
| <input type="radio"/> Irish | <input type="radio"/> Tamil |
| <input type="radio"/> Gypsy or Irish Traveller | <input type="radio"/> Korean |
| <input type="radio"/> Any other white background | <input type="radio"/> Any other Asian background |
| <input type="radio"/> White and Black Caribbean | <input type="radio"/> African |
| <input type="radio"/> White and Black African | <input type="radio"/> Caribbean |
| <input type="radio"/> White and Asian | <input type="radio"/> Any other Black/African/Caribbean/ Black British background |
| <input type="radio"/> Any other Mixed/Multiple background | <input type="radio"/> Arab |
| <input type="radio"/> Indian | <input type="radio"/> Any other Ethnic group |
| <input type="radio"/> Pakistani | <input type="radio"/> Prefer not to say |
| <input type="radio"/> Bangladeshi | |

To help us define and analyse your responses today according to your local area.
Please can I {V4} your postcode?

It will not be used to identify you personally or your individual property, and will not be passed on

INTERVIEWER NOTE THIS MUST BE ENTERED IN POSTCODE FORMAT TO CONTINUE, IF RESPONDENT ONLY KNOWS PART OF POSTCODE OR DOES NOT KNOW LEAVE THIS BOX BLANK AND TICK RELEVANT BOX BELOW

INTERVIEWER NOTE PLEASE VERIFY POSTCODE WITH RESPONDENT, IF INCORRECT PLEASE AMEND ON SCREEN AND VERIFY WHICH AREA RESPONDENT LIVES IN AT S5

S4

- S4 Only know partial postcode - complete below
 Prefer not to say (**DO NOT READ OUT**)

S4 **Partial postcode**

S4c **POSTCODE AMENDED**

INTERVIEWER PLEASE TICK

- Yes
 No

S5 **In which of the following areas do you live?**

READ OUT

SINGLE CODE

- Kingston Town
 Maldens and Coombe
 South of the Borough
 Surbiton

SECTION A

We would like to ask you about your local area. Please consider this to be the area within 15-20 minutes walking distance from your home.

Q1 Overall, how satisfied or dissatisfied are you with your local area as a place to live?

SINGLE CODE

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Don't know (**DO NOT READ OUT**)

Q2 Your local area receives services from Kingston Council. Kingston Council is responsible for a range of services such as refuse collection, street cleaning, planning, education, social care services and road maintenance.

Overall, how satisfied or dissatisfied are you with the way Kingston Council runs things?

SINGLE CODE

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Don't know (**DO NOT READ OUT**)

Q3 In considering the next question, please think about the range of services Kingston Council provides to the community as a whole, as well as the services your household uses. It does not matter if you do not know all of the services Kingston Council provides to the community. We would like your general opinion.

To what extent do you agree or disagree that Kingston Council provides value for money?

SINGLE CODE

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know (**DO NOT READ OUT**)

Q4 Overall, how well informed do you think Kingston Council keeps residents about the services and benefits it provides?

SINGLE CODE

- Very well informed
- Fairly well informed
- Not very well informed
- Not well informed at all
- Don't know (**DO NOT READ OUT**)

COUNCIL RESIDENT ENGAGEMENT

Q5 Thinking about your involvement with the Council, which of the following statements best describes your attitude to engaging with the Council?

READ OUT

SINGLE CODE

- I'm not interested in what the council is doing as long as it does its job
- I would like to know what the council is doing
- I would like to have more of a say in what the council is doing
- I would like to become actively involved
- I am already involved in helping deliver council services
- None of these
- Don't know

PERCEPTIONS OF COUNCIL SERVICES

Q6 I would now like to ask you about local services in this area. I would like your opinion of these services even if you yourself have not had direct experience of them. What is your opinion of:

SINGLE CODE

| | Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Don't know (DO NOT READ OUT) |
|------------------------------------|-----------------------|-----------------------|------------------------------------|-----------------------|-----------------------|------------------------------|
| Waste collection | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Parks, playgrounds and open spaces | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Maintenance of roads and pavements | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Parking services | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Street cleaning | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

FINANCIAL SITUATION

Q7 When thinking about the financial changes central and local government may be facing, which of the following is closest to your view?

READ OUT

SINGLE CODE

- The council hasn't had much financial pressure in recent years and will continue to have adequate funding in the future
- The council has had a lot of financial pressure in recent years but is through the worst of it
- The council has financial challenges ahead which will likely involve some spending reductions and delivering services differently
- The council has serious financial challenges ahead which will likely involve large spending reductions and delivering services differently
- Don't know (**DO NOT READ OUT**)

Q8 Kingston Council has to make £22 million of budget savings in order to make a legal budget. Difficult decisions will need to be made. In this context, to what extent do you agree or disagree that...?

READ OUT

SINGLE CODE

| | Strongly agree | Tend to agree | Neither agree nor disagree | Tend to disagree | Strongly disagree | Don't know (DO NOT READ OUT) |
|--|-----------------------|-----------------------|-----------------------------------|-------------------------|--------------------------|-------------------------------------|
| The Council seeks the views of residents before making decisions | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The Council acts on the concerns of residents | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The Council explains the decisions it makes | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Q9 To what extent do you think that each of these statements applies to Kingston Council?

Kingston Council:

| | A great deal | To some extent | Not very much | Not at all | Don't know (DO NOT READ OUT) |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-------------------------------------|
| Has staff who are friendly and polite | <input type="radio"/> |
| Is making the local area a better place for people to live | <input type="radio"/> |
| Responds quickly when contacted | <input type="radio"/> |
| Involves residents when making decisions | <input type="radio"/> |

COMMUNITY VOLUNTEERING

Q10 Overall, about how often over the last 12 months have you volunteered or supported others in your local community?

SINGLE CODE

- At least once a week
- At least once a month, but less than once a week
- At least a few times a year, but less than once a month
- Once a year
- Never

Q11 Which, if any, of the following would you be willing to get involved with in the future?

READ OUT

MULTICODE

- Helping other people
- Giving your time to help out at a local club, group or organisation
- Using your professional skills to help a local club, group or organisation with business needs
- Helping in an activity or event through a formal volunteering scheme
- None of these/Don't want to

Q12 To what extent do you agree or disagree that people pull together to improve things in your local area?

Please consider this to be the area within 15-20 minutes walking distance from your home.

- Strongly agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Strongly disagree
- Don't know **(DO NOT READ OUT)**

RESIDENT CONCERNS

Q13 What are the three things you are most concerned about in the borough?

DO NOT READ OUT BUT PROMPT IF RESPONDENT IS STRUGGLING

PLEASE TICK UP TO 3 RESPONSES

- | | |
|---|--|
| <input type="checkbox"/> Crime - Reducing crime and antisocial behaviour | <input type="checkbox"/> Encouraging job creation and skills |
| <input type="checkbox"/> Pollution of the environment | <input type="checkbox"/> Support for schools |
| <input type="checkbox"/> Pressures on social care and support for children and young people | <input type="checkbox"/> Encouraging people to live more healthily |
| <input type="checkbox"/> Pressures on social care and support for adults | <input type="checkbox"/> Increasing the supply of housing |
| <input type="checkbox"/> Level of council tax | <input type="checkbox"/> Reducing homelessness |
| <input type="checkbox"/> Litter/dirt in the streets | <input type="checkbox"/> Lack of affordable housing |
| <input type="checkbox"/> Traffic congestion | <input type="checkbox"/> Homelessness |
| <input type="checkbox"/> Standard of education | <input type="checkbox"/> Parking issues |
| <input type="checkbox"/> Quality of health service | <input type="checkbox"/> Care for the elderly |
| <input type="checkbox"/> Condition of roads and pavements | <input type="checkbox"/> Too much building of houses/shops |
| <input type="checkbox"/> Protecting the environment | <input type="checkbox"/> Lack of policing |
| <input type="checkbox"/> Street cleanliness and road maintenance | <input type="checkbox"/> Lack of council services such as street lights, garden services/tree trimming etc |
| <input type="checkbox"/> Rubbish collection and recycling | <input type="checkbox"/> Levels of safety in general |
| <input type="checkbox"/> Support for vulnerable children and families | <input type="checkbox"/> Don't know/nothing |
| <input type="checkbox"/> Support for vulnerable adults | <input type="checkbox"/> Other |

Please specify

Q13 Q13 coded

- Transport links
- Building more cycle lanes
- Lack of amenities/lack of decent shops and facilities
- Drug misuse
- Empty shops/lack of decent shops and facilities
- Lack of communication/contact from council
- Council wasting money
- Unnecessary speed cameras
- Reduce fly tipping
- Lack of green areas/trees/flowers
- Travellers
- Over-population/over-crowding with no infrastructure
- Less student housing
- Renovating of areas
- Business rates/rents are too high
- Flooding due to blocked drains
- New Heathrow flight path
- Condition of council houses/properties and repairs
- Improve the library
- Lack of community spirit
- Lack of CCTV
- Licensing of new businesses

Q13.1 And out of these, which is the most important one?

SINGLE CODE

- Crime - Reducing crime and antisocial behaviour
- Pollution of the environment
- Pressures on social care and support for children and young people
- Pressures on social care and support for adults
- Level of council tax
- Litter/dirt in the streets
- Traffic congestion
- Standard of education
- Quality of health service
- Condition of roads and pavements
- Protecting the environment
- Street cleanliness and road maintenance
- Rubbish collection and recycling
- Support for vulnerable children and families
- Support for vulnerable adults
- Encouraging job creation and skills
- Support for schools
- Encouraging people to live more healthily
- Increasing the supply of housing
- Reducing homelessness
- Lack of affordable housing
- Homelessness
- Parking issues
- Care for the elderly
- Too much building of houses/shops
- Lack of policing
- Lack of council services such as street lights, garden services/tree trimming etc
- Levels of safety in general
- Don't know/cannot think of any
- {Q13A}

COMMUNITY SAFETY

Q14 We would now like to ask a few questions on safety. Thinking again about your local area of 15-20 minutes walking distance from your home, how much of a problem do you think the following are?

| | A very big problem | A fairly big problem | Not a very big problem | Not a problem at all | Don't know (DO NOT READ OUT) | No opinion (DO NOT READ OUT) |
|---|-----------------------|-----------------------|------------------------|-----------------------|------------------------------|------------------------------|
| Noisy neighbours or loud parties | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Rubbish or litter lying around | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Vandalism, graffiti and other deliberate damage to property or vehicles | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| People using or dealing drugs | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| People being drunk or rowdy in public places | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Groups hanging around the streets | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Aggressive begging | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Arson to property, vehicles, rubbish or open land | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Q15 Thinking about the need for tackling crime, disorder and substance misuse in the borough, what are the three issues that are of most concern to you?

INTERVIEWER PLEASE CODE UPTO 3 RESPONSES

DO NOT PROMPT

- | | |
|---|--|
| <input type="checkbox"/> Alcohol Misuse | <input type="checkbox"/> Preventing Violent Extremism |
| <input type="checkbox"/> Anti-Social behaviour | <input type="checkbox"/> Reducing Re-offending |
| <input type="checkbox"/> Arson | <input type="checkbox"/> Road safety |
| <input type="checkbox"/> Burglary | <input type="checkbox"/> Robbery |
| <input type="checkbox"/> Criminal damage | <input type="checkbox"/> Preventing Sexual offences |
| <input type="checkbox"/> Domestic abuse | <input type="checkbox"/> Theft from Person |
| <input type="checkbox"/> Drug misuse | <input type="checkbox"/> Theft from Shops |
| <input type="checkbox"/> Fraud or forgery | <input type="checkbox"/> Theft of Pedal Cycle |
| <input type="checkbox"/> Gun crime | <input type="checkbox"/> Violence Against the Person |
| <input type="checkbox"/> Hate Crime (A crime committed against you because of your age, race, religion or belief, disability, sexual orientation or gender) | <input type="checkbox"/> Youth Crime(Crimes by and against young people) |
| <input type="checkbox"/> Homelessness | <input type="checkbox"/> Lack of policing/safety and security including lighting, CCTV and neighbourhood watch |
| <input type="checkbox"/> Knife Crime | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> Motor vehicle crime | <input type="checkbox"/> No opinion/issues |
| | <input type="checkbox"/> Other |

Please specify

Q15 Q15a coded

- Beggars
- Gangs
- Noise disturbance
- Acid attacks
- Fly tipping/littering
- Mental health issues
- Dog crime
- Stalking
- Street walking
- Trespassing
- Travellers
- Lack of help/support available

DIGITAL ENGAGEMENT

Q16 On average how often, if at all do you visit the Kingston Council website?

SINGLE CODE

- At least once a week
- Once or twice a month
- Less often
- Never

Q17 In general how easy do you find using the website?

SINGLE CODE

- Very easy
- Easy
- Not very easy
- Not at all easy

COMMUNICATIONS

Q18 Which of the following sources do you currently use to obtain news and information about Council services?

READ OUT

CODE ALL THAT APPLY

- Council website
- Social media (e.g. Facebook, Twitter)
- Leaflets and publications through the post
- Local media
- Other
- I do not obtain news and information about Council services/None

Please specify

Q18 Q18a coded

- Word of mouth
- Neighbourhood watch
- Library
- Posters
- Google
- Face to face at office
- Telephone

Q19 What would be your preferred method through which to receive information about services provided by the council and its partners?

READ OUT

CODE ALL THAT APPLY

- Council website
- Direct contact by phone or letter
- Direct contact by email
- Direct contact face-to-face
- Leaflets and publications through the post
- Local councillor
- Local media
- Social media (e.g. Facebook, Twitter)
- Don't know
- None
- Other

Please specify

Q19 **Q19 coded**

- Bus stops/buses
- App
- Local signage
- Library

Q20 If you wanted to contact the Council which one of the following methods would be your ideal preference to use?

READ OUT

SINGLE CODE

- Telephone
- Email
- Letter
- Online chat
- Face-to-face contact
- Social media (e.g. Facebook, Twitter)
- Other
- Don't know

Please specify

Q20 Q20 coded

- Council website
- Local newspapers

ABOUT YOU/DEMOGRAPHICS

Finally, I'd like to ask some questions about you. All the information you give will be kept completely confidential and will not be used to identify you.

D1 What is your religion?

SINGLE CODE

- No religion
- Christian (including Church of England, Catholic, Protestant and all other Christian denominations)
- Buddhist
- Hindu
- Jewish
- Sikh
- Muslim
- Any other religion (please specify)
- Prefer not to say

Please specify

D2 Do you have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?

SINGLE CODE

- Yes
- No
- Prefer not to say

D3 Do you have any health conditions or illnesses which affect you in the following areas?

READ OUT

TICK ALL THAT APPLY

- Vision
- Hearing
- Mobility
- Learning disability
- Mental health
- Health diagnosis
- Other
- Prefer not to say

Please specify

D4 Which of the following options best describes how you think of yourself?

READ OUT

SINGLE CODE

- Heterosexual
- Gay
- Lesbian
- Bisexual
- Any other
- Prefer not to say

Please specify

Section G: Staying in touch

Thank you for your answers. Completing this survey is just one way you can influence the way the Council delivers its services. There will be further opportunities for you to shape priorities and the action plans for your local area, no matter what level of commitment you are able to give.

G1 Would you like to be kept informed, by email, about council services and issues affecting your local area?

SINGLE CODE

Yes

No

G2 Would you be willing to take part in further research? This may be for example, to participate in a focus group.

SINGLE CODE

Yes

No

Email Can I just check, do you have an email address? This will be passed on to Kingston Council to enable them to contact you. Your email address will only be kept up to a maximum of six months, after which it will be deleted and you will not be contacted after this time. Your contact details will be passed to the Council separately to your answers.

EMAIL ADDRESS

RN As part of our quality checking process we contact a proportion of people to check you were interviewed in a friendly and professional manner. Even if you do not wish to be involved in further research in the future we would be grateful if you could supply a telephone number for the purpose of quality control. It will only be used for this purpose and **WILL NOT** be passed on or used in the future.

Respondent Name

Telephone number

INT **Interviewer name**

T2 **INTERVIEWER CLICK ON THE CLOCK THEN SUBMIT THE SURVEY**



Thornhill Brigg Mill, Thornhill Beck Lane, Brighouse, West Yorkshire, HD6 4AH

T: 01484 404797

W: www.enventure.co.uk