



Kingston Council Residents Survey Results

Thursday 27 June 2019



THE ROYAL BOROUGH OF
KINGSTON
UPON THAMES

Agenda

- Methodology
- Results:
 - Key measures
 - Financial situation
 - Community engagement
 - Communication
 - Volunteering
 - Resident concerns
 - Satisfaction with services
- Summary

Methodology

- Representative survey of 1,000 interviews x 15 mins
- Fieldwork: 29 January – 12 March 2019
- Quotas set on gender, age, ethnicity, disability, neighbourhood
- Mixed methodology - Telephone surveys (67.5%) and face-to-face interviews (32.5%), conducted by Enventure Research



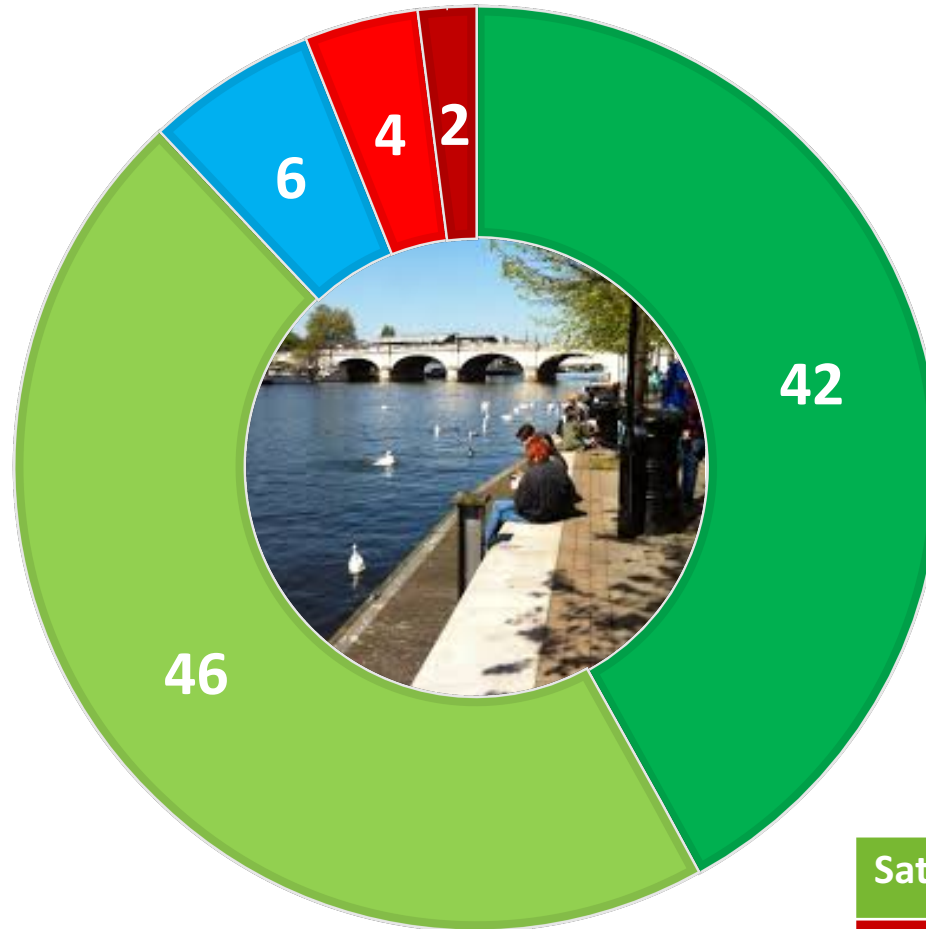
Annual Residents Survey

KEY MEASURES

Satisfaction with the local area

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

Very satisfied Fairly satisfied Neither/nor
Fairly dissatisfied Very dissatisfied



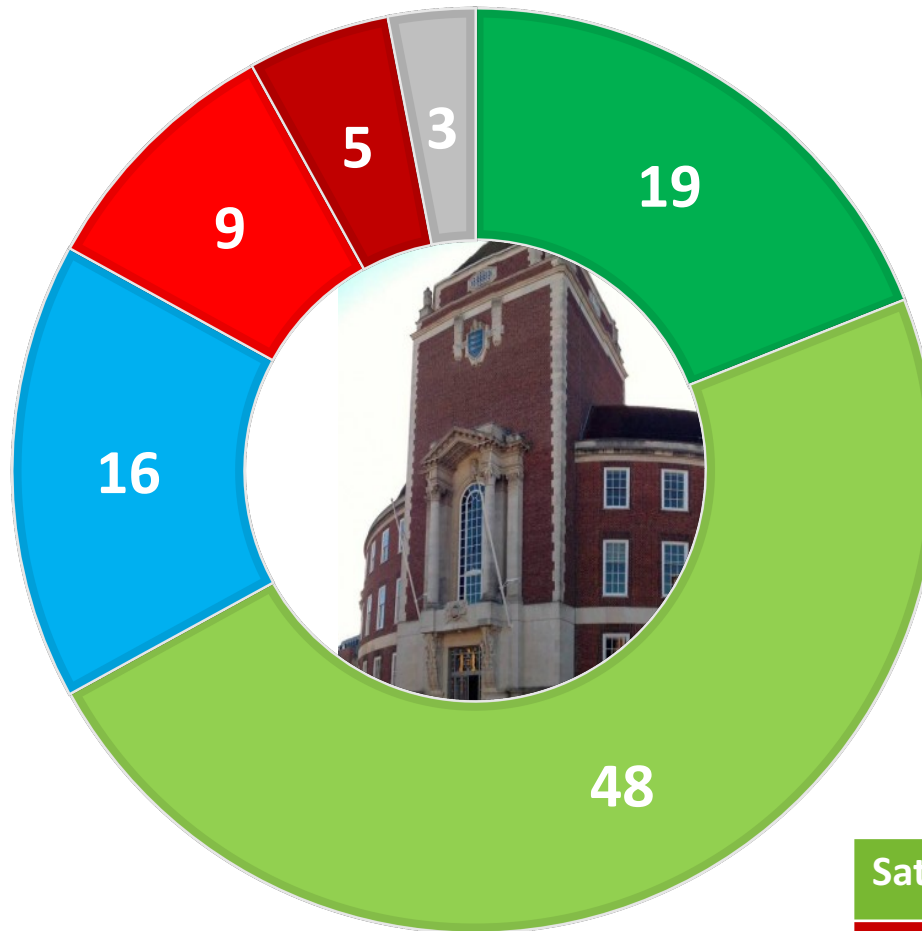
	2019	2017	2016
Satisfied	88%	85%	84%
Dissatisfied	6%	5%	5%

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

Satisfaction with the Council

Q2. Overall, how satisfied or dissatisfied are you with the way the Council runs things? (%)

Very satisfied Fairly satisfied Neither/nor
Fairly dissatisfied Very dissatisfied Don't know



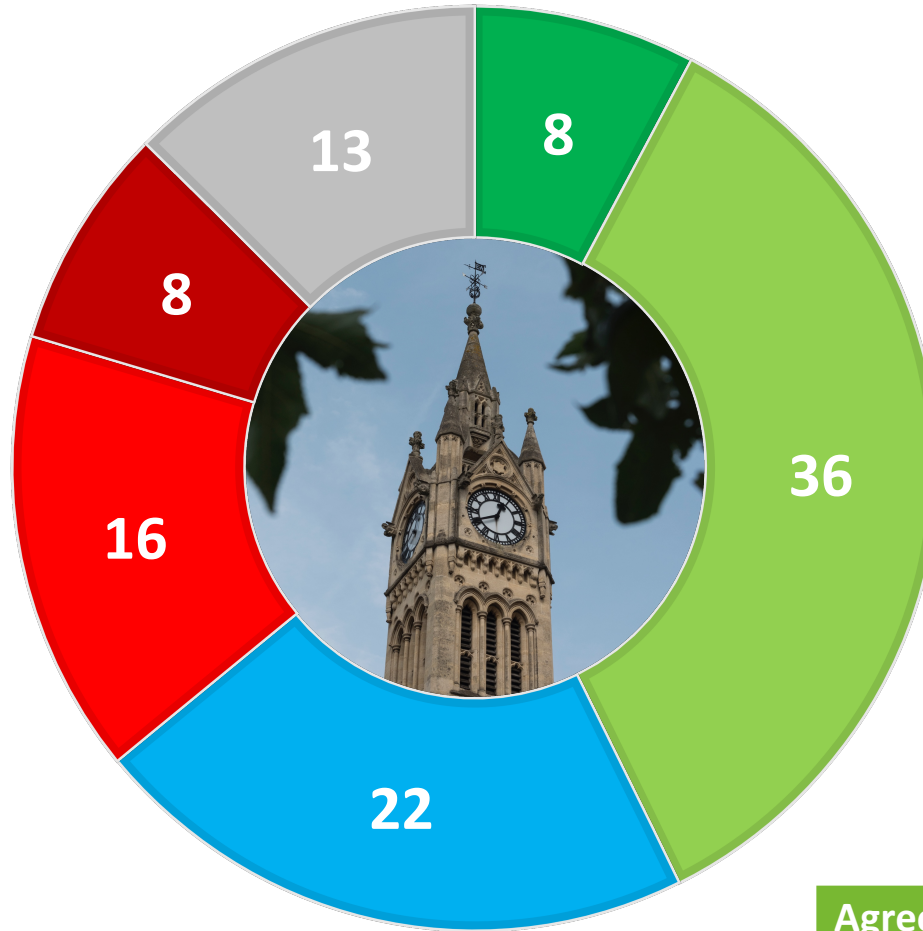
	2019	2017	2016
Satisfied	67%	60%	56%
Dissatisfied	14%	14%	18%

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

Value for money

Q3. To what extent do you agree or disagree that Kingston Council provides value for money? (%)

Strongly agree Agree Neither/nor Disagree Strongly disagree Don't know



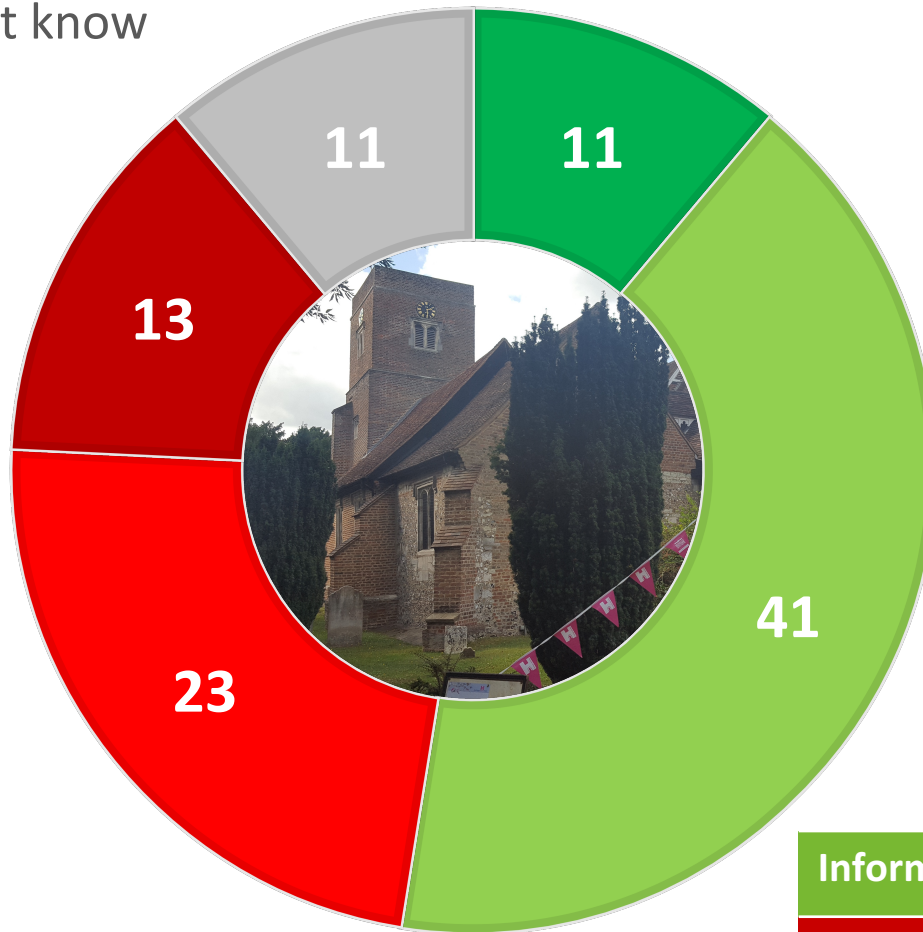
	2019	2017	2016
Agree	44%	44%	38%
Disagree	24%	16%	27%

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

Being kept informed by the Council

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

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



	2019	2017	2016
Informed	52%	54%	59%
Not informed	36%	30%	38%

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

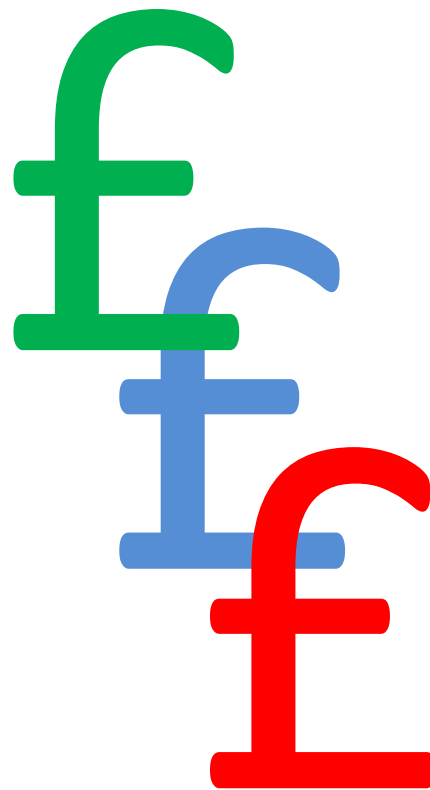
Benchmarking

National benchmarking questions - LGA

Measure	Kingston (Mar 2019) Sample Size: 1,000	LGA Tracker (Feb 2019) Sample Size: 1,001	Kingston Performance
Area satisfaction	88%	81%	ABOVE
Council satisfaction	67%	60%	ABOVE
Value for money	44%	44%	SAME
Informed rating	52%	59%	BELOW

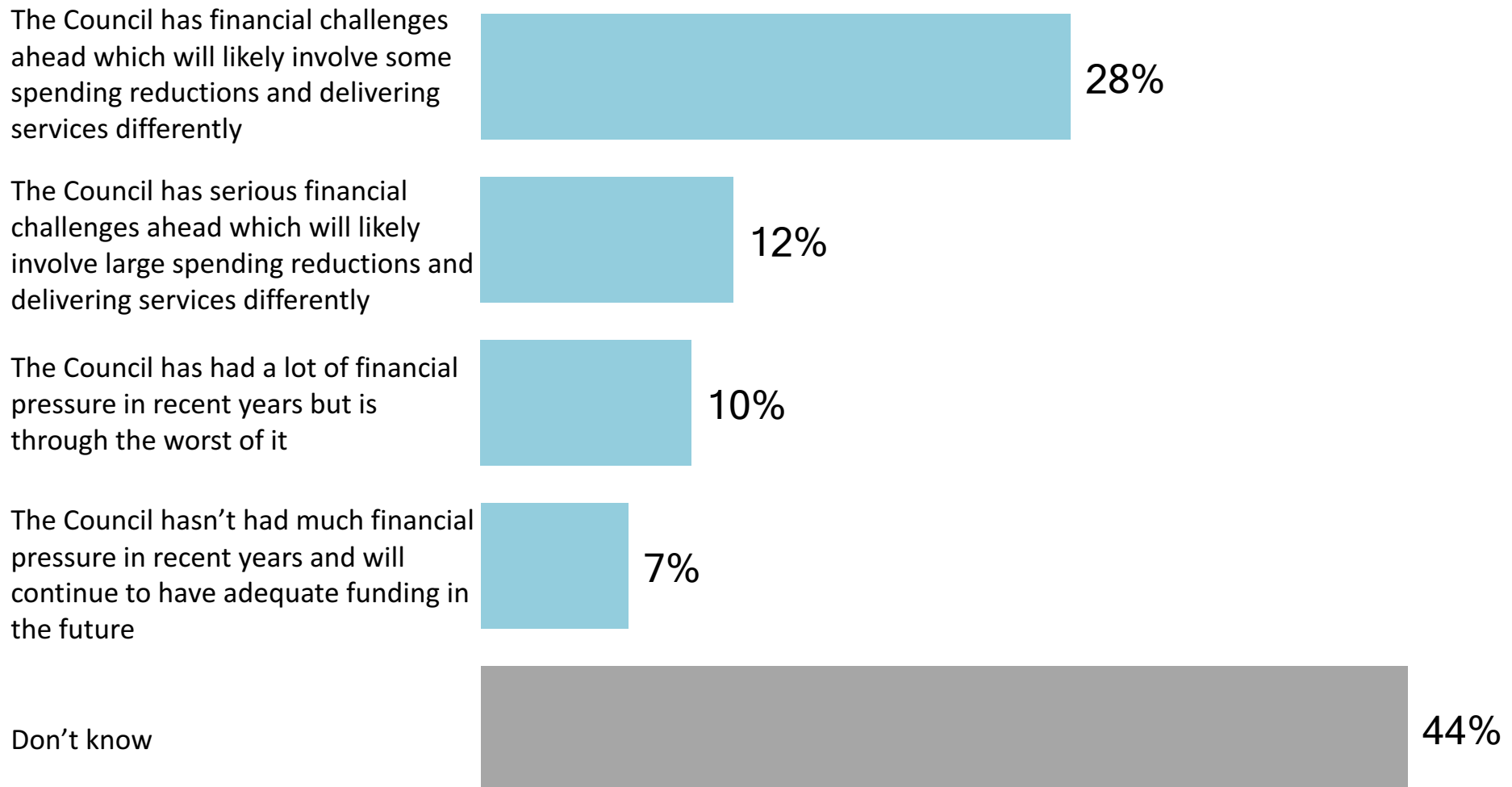
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FINANCIAL SITUATION



Financial situation

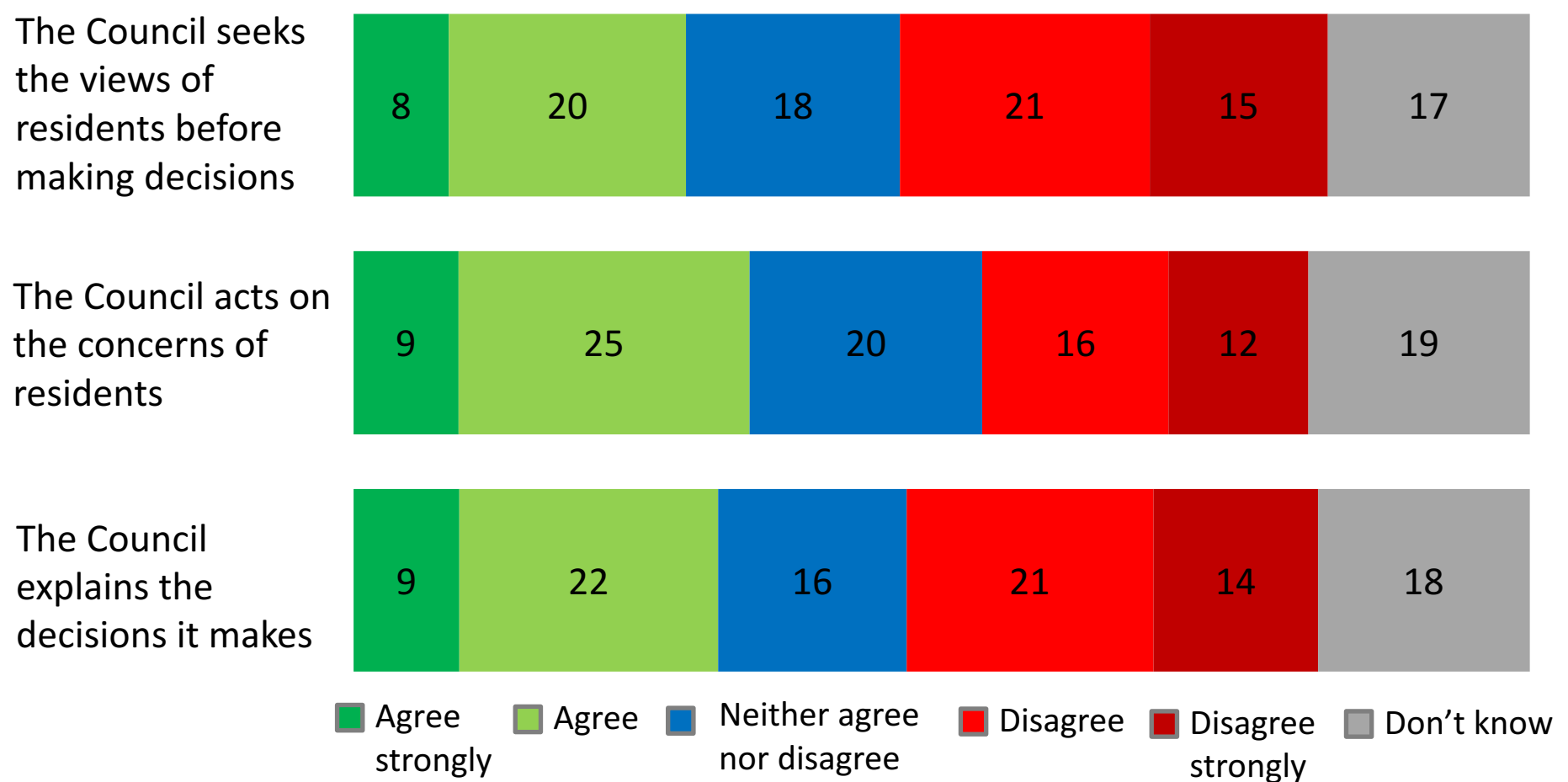
Q7. When thinking about the financial changes central and local government may be facing, which of the following is closest to your view?



Base: All respondents (1,000)

Decision making

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 disagree that ...? (%)



Base: All respondents (1,000)

Note: Not all figures may add up to 100% due to rounding

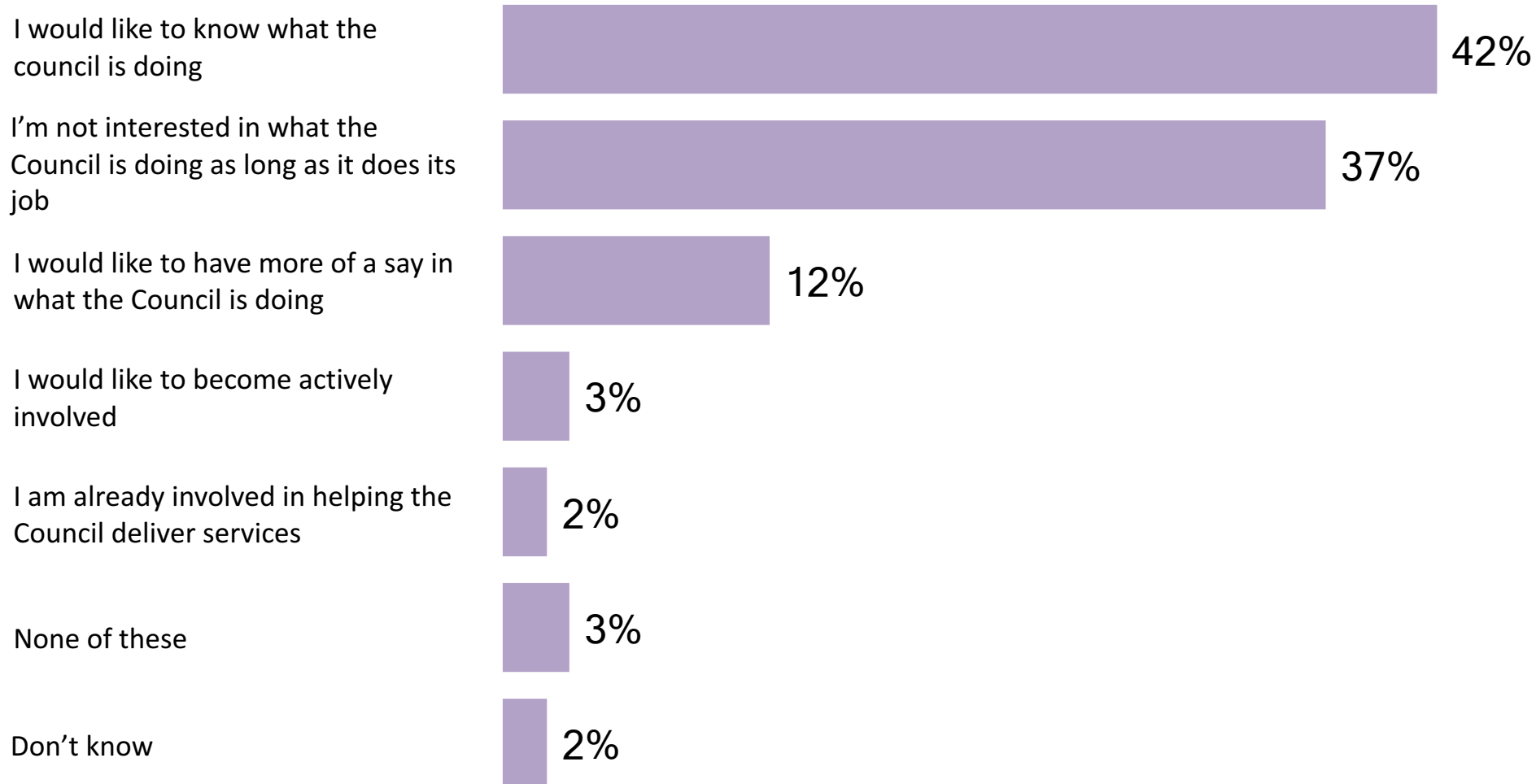


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COMMUNITY ENGAGEMENT

Engaging with the Council

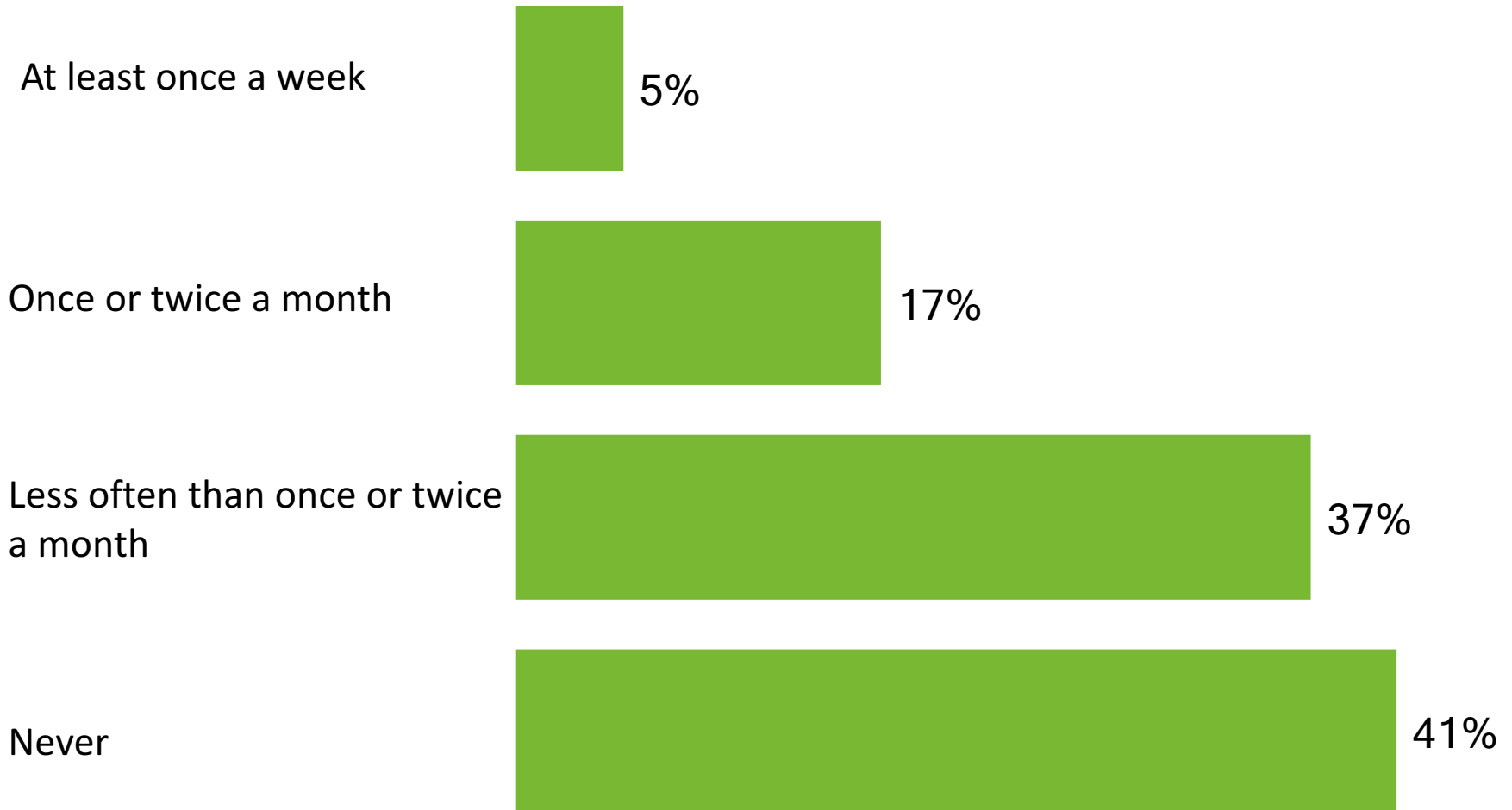
Q5. Thinking about your involvement with the Council, which of the following statements best describes your attitude to engaging with the Council ...



Base: All respondents (1,000)

Digital engagement

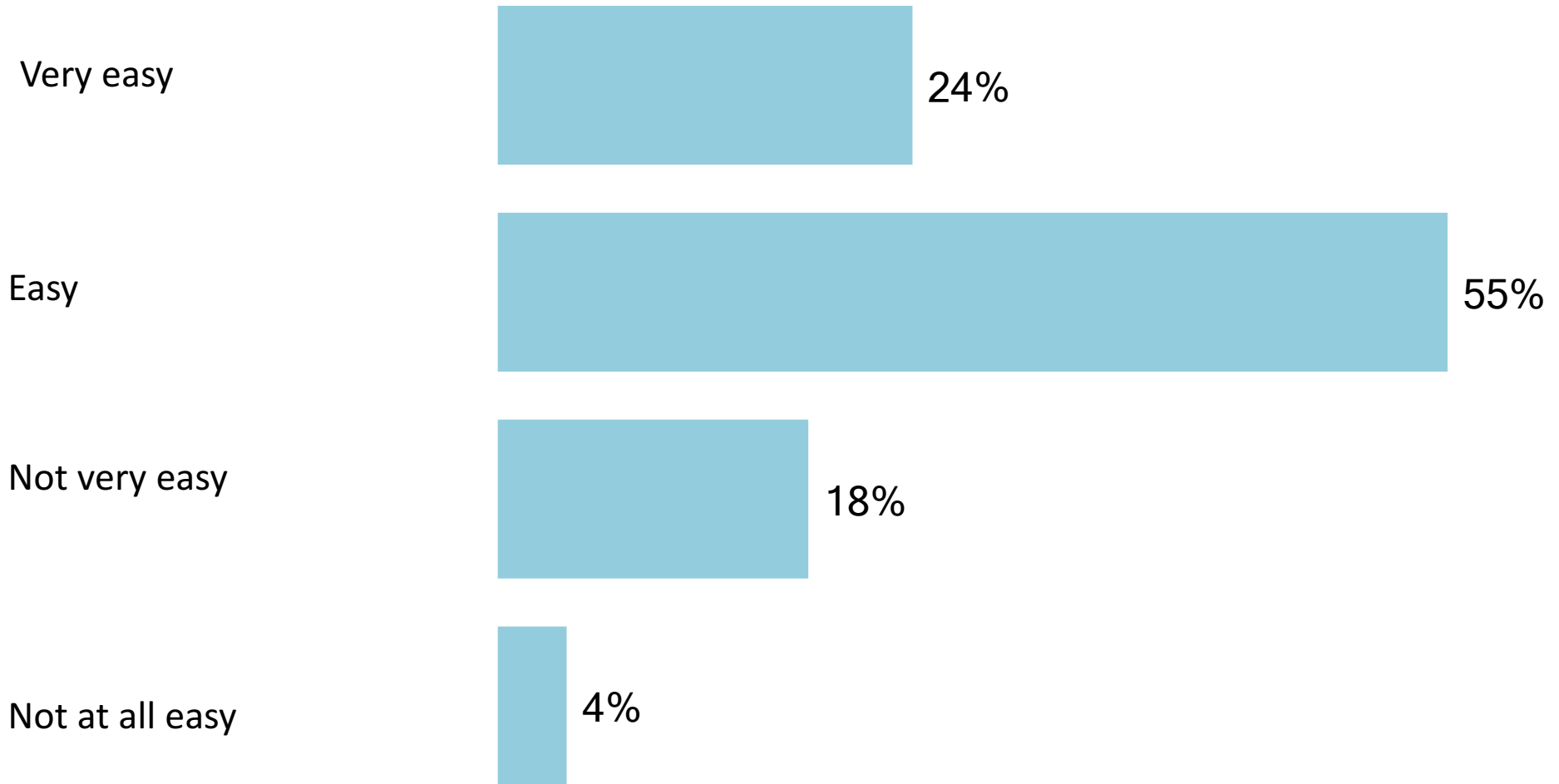
Q16. On average, how often, if at all do you visit the Kingston Council website?



Base: All respondents (1,000)

Digital engagement

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



Base: All respondents (1,000)

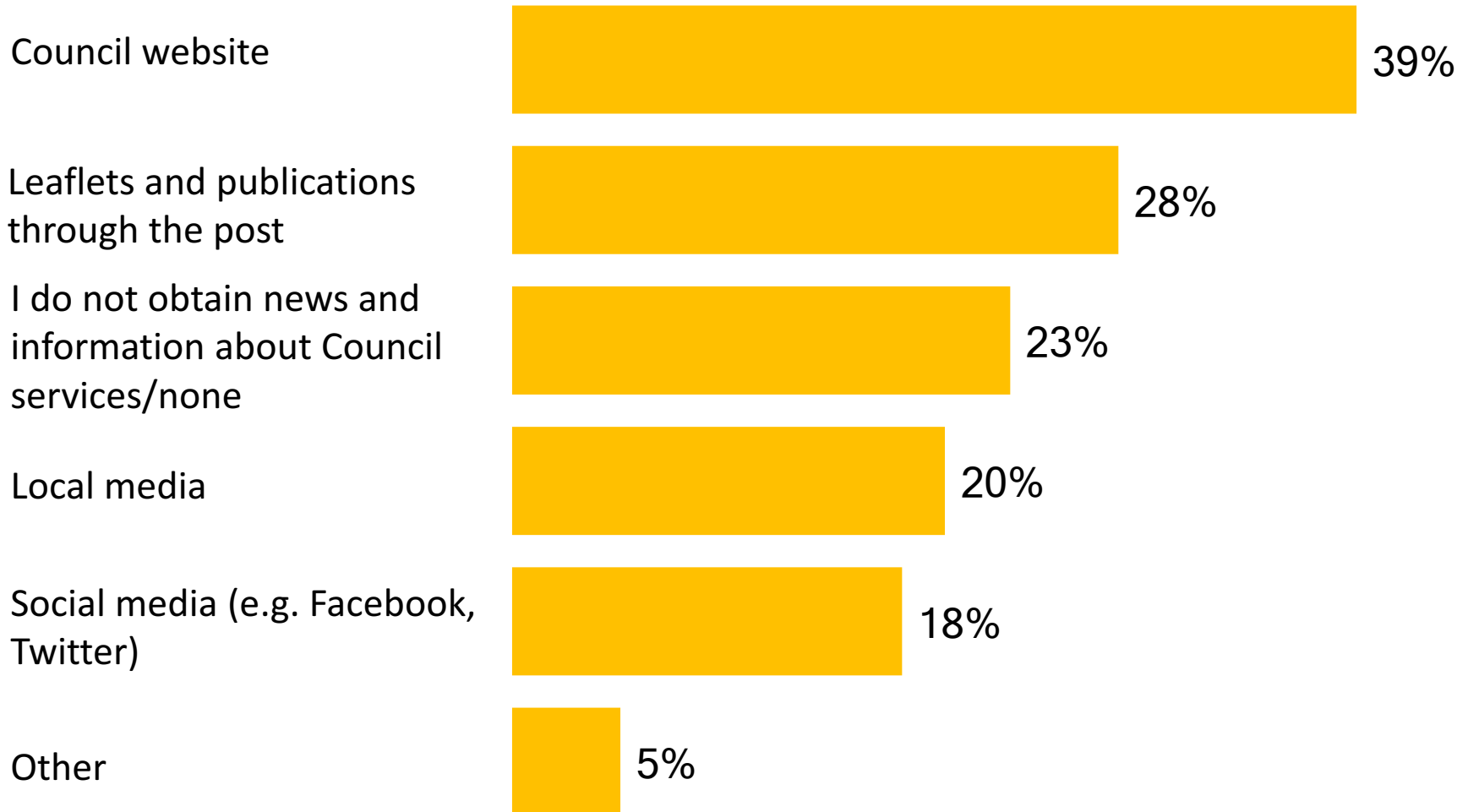


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COMMUNICATION

Current sources

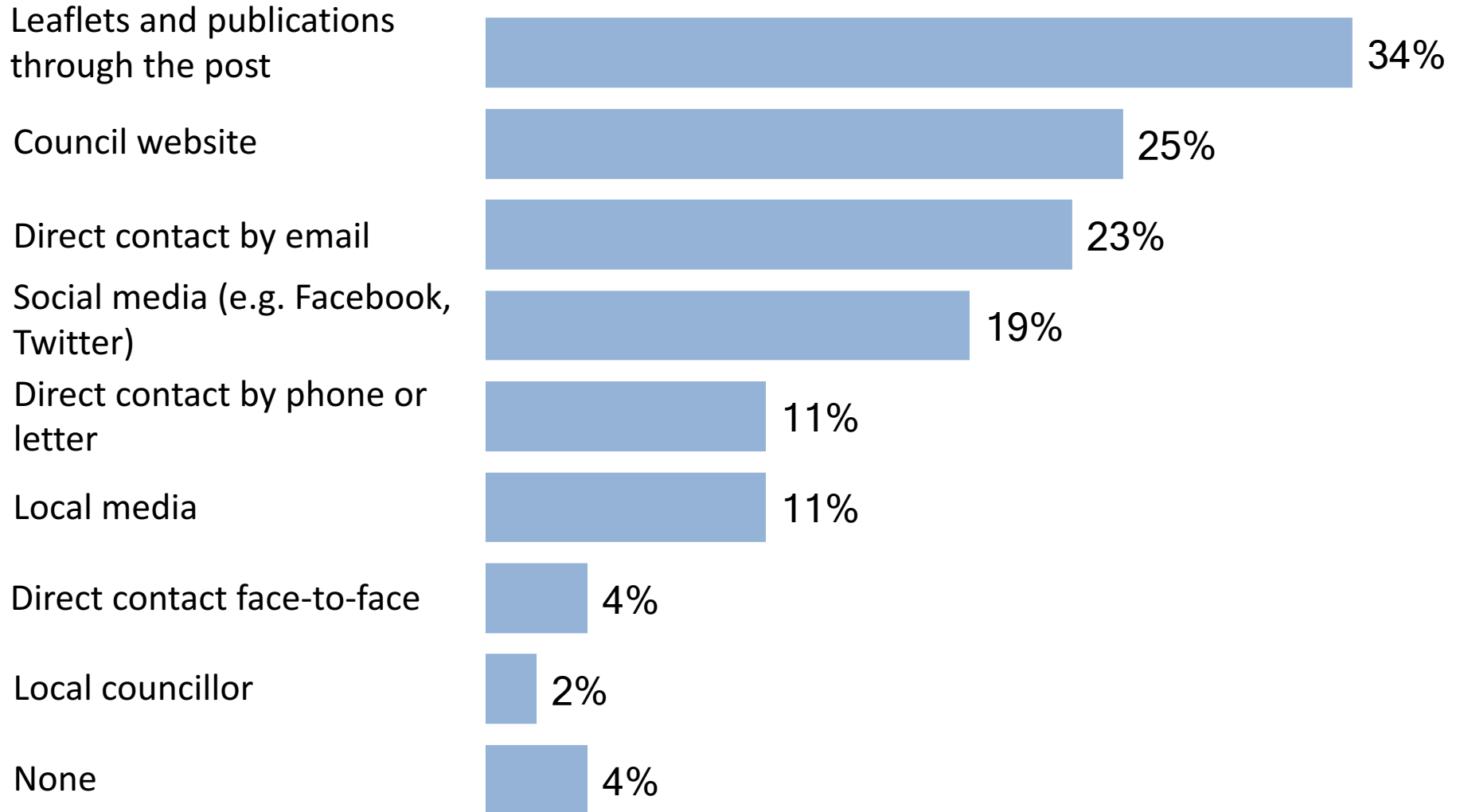
Q18. Which of the following sources do you currently use to obtain news and information about Council services?



Base: All respondents (1,000)

Preferred source: receiving information

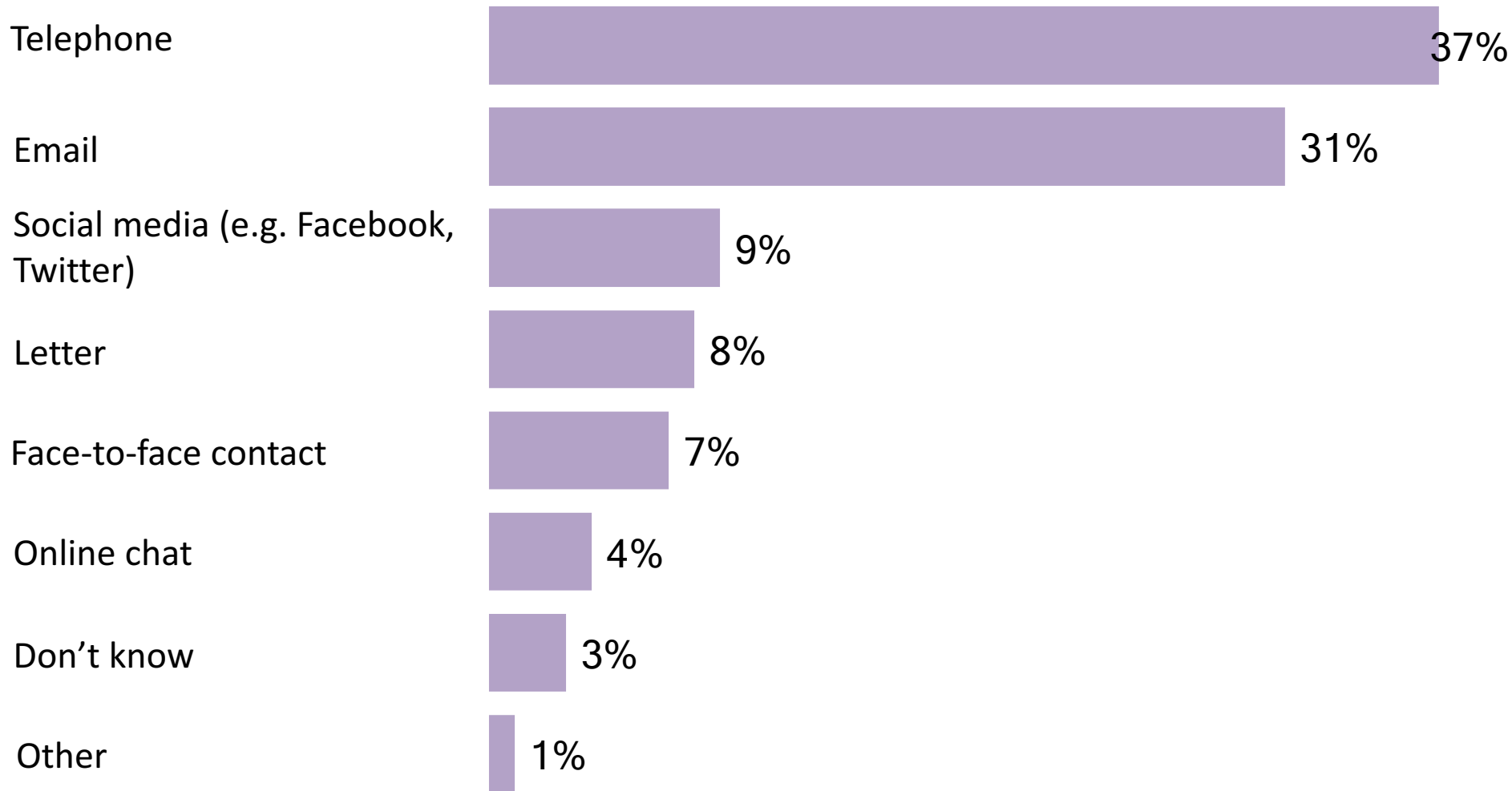
Q19. What would be your preferred method through which to receive information about services provided by the Council and its partners?



Base: All respondents (1,000)

Preferred source: contacting the Council

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



Base: All respondents (1,000)

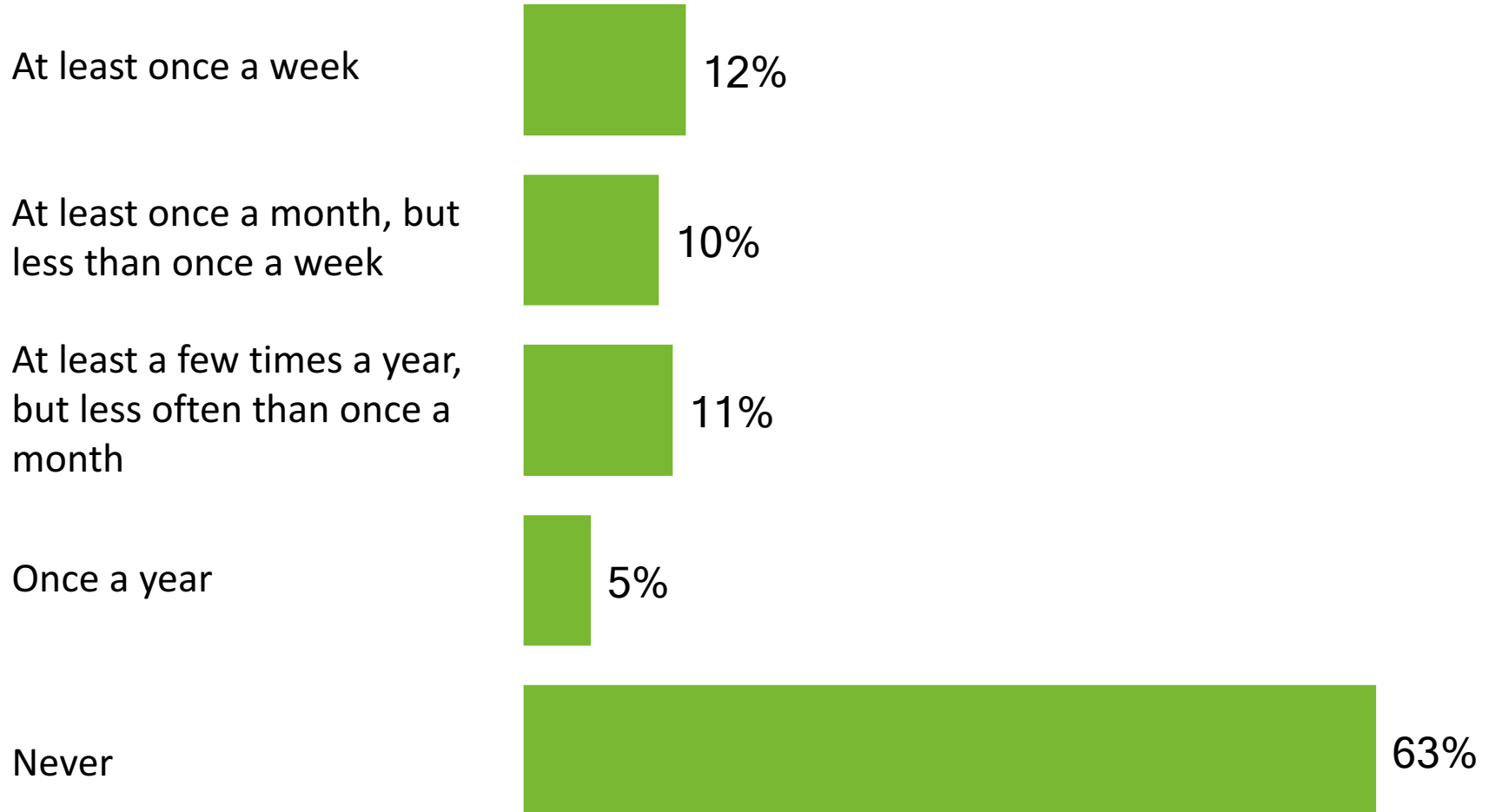


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VOLUNTEERING

How often?

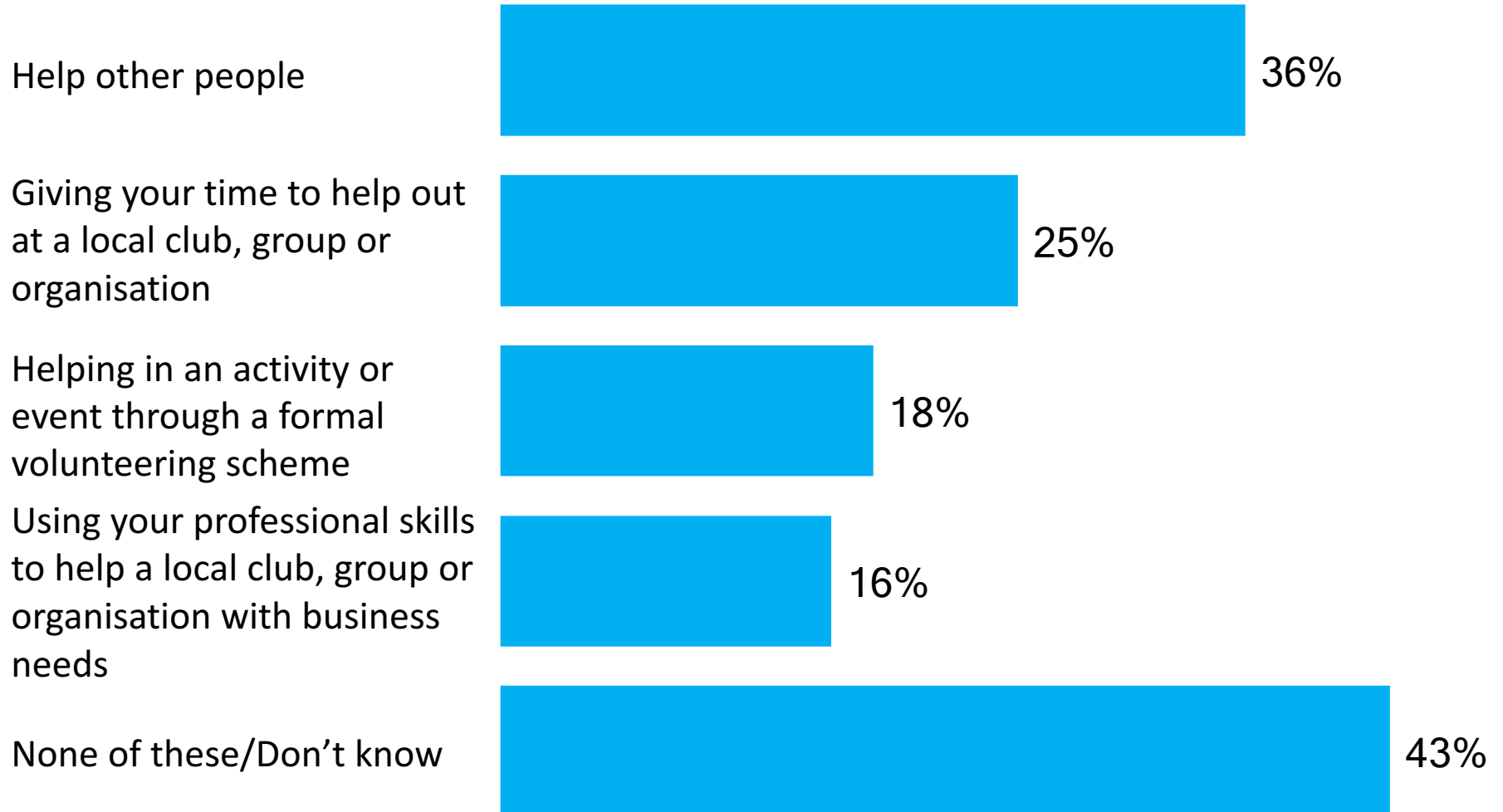
Q10. Overall, about how often over the last 12 months have you volunteered or supported others in your local community?



Base: All respondents (1,000)

Future interest & options

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

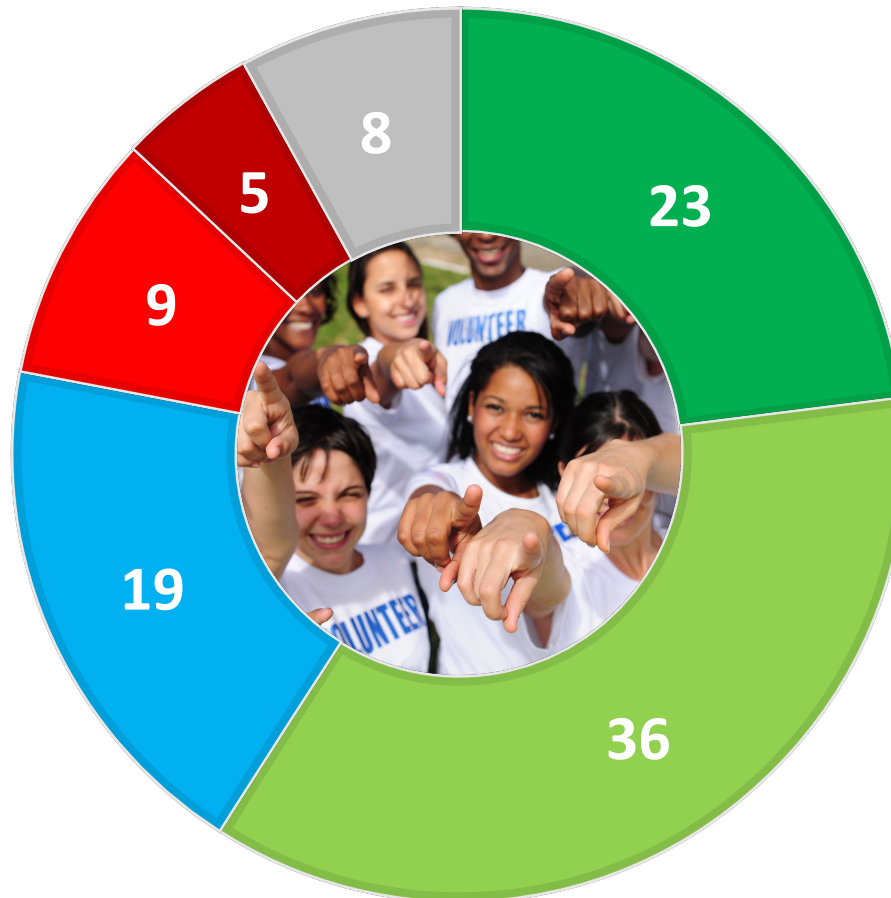


Base: All respondents (1,000)

Improving things

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

Strongly agree Agree Neither/nor
Disagree Strongly disagree Don't know



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



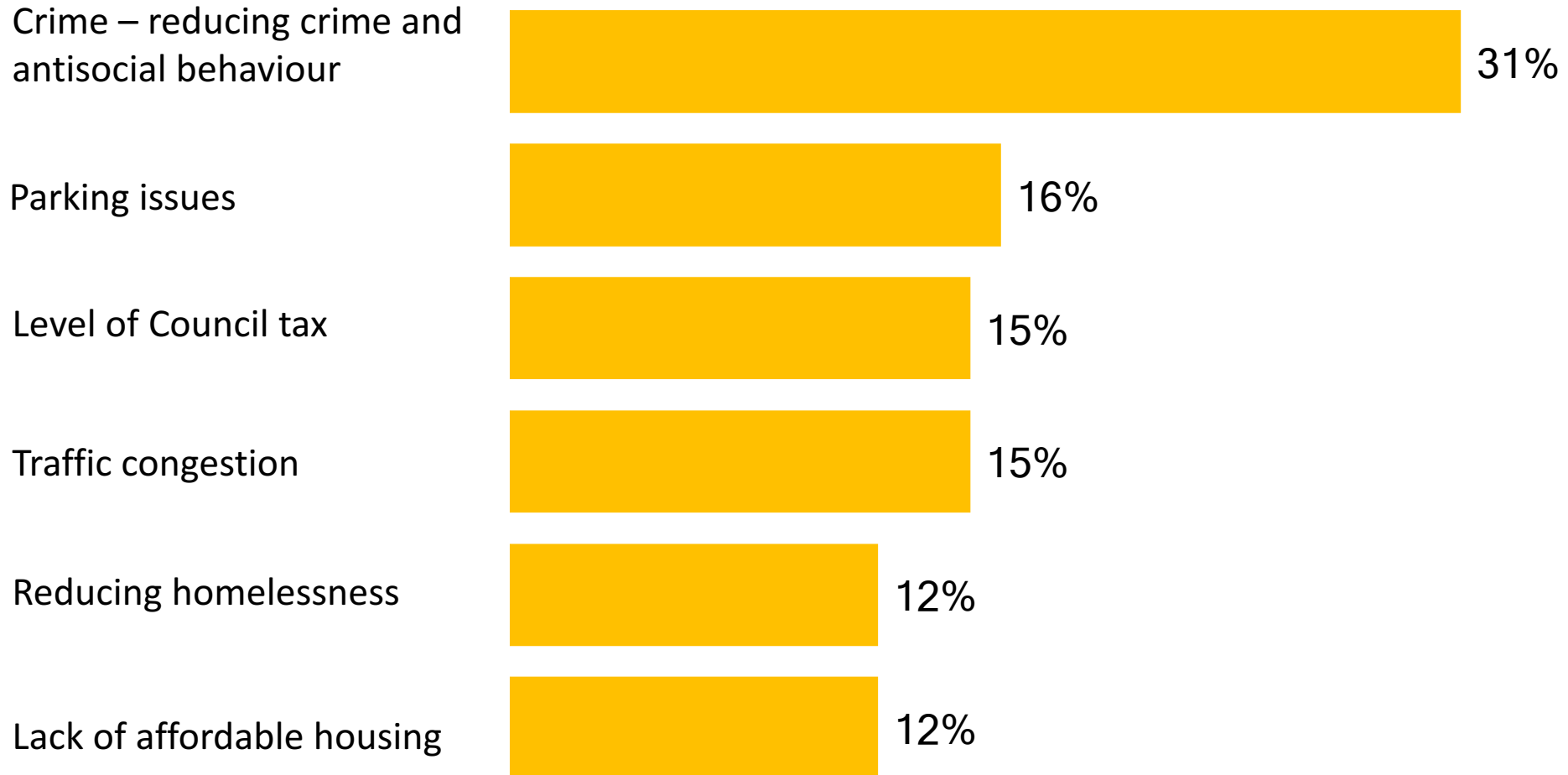
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RESIDENT CONCERNS

Main resident concerns

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

TOP ANSWERS

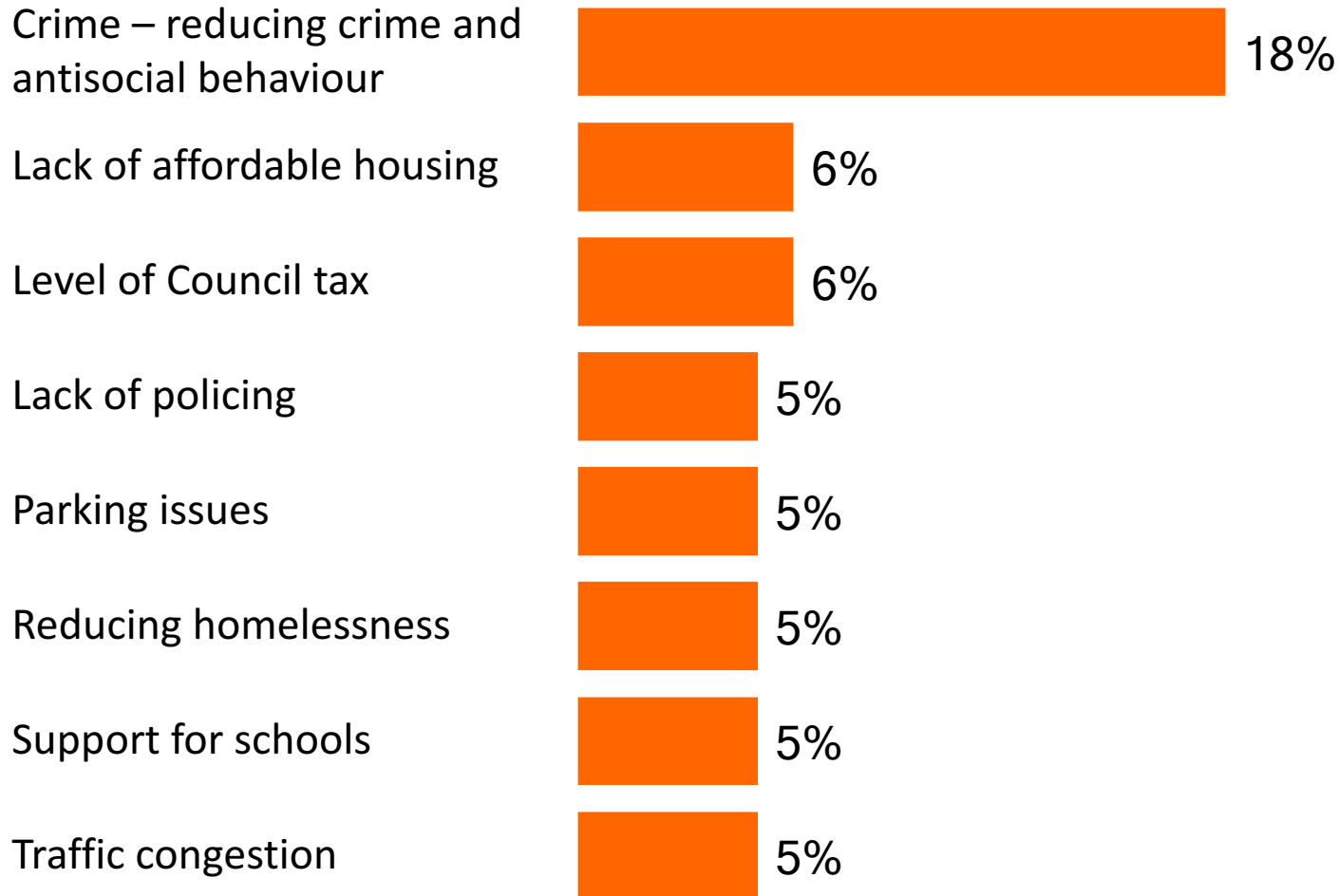


Base: All respondents (1,000)

Most important concern

Q14. ... And out of these, which is the most important?

TOP ANSWERS

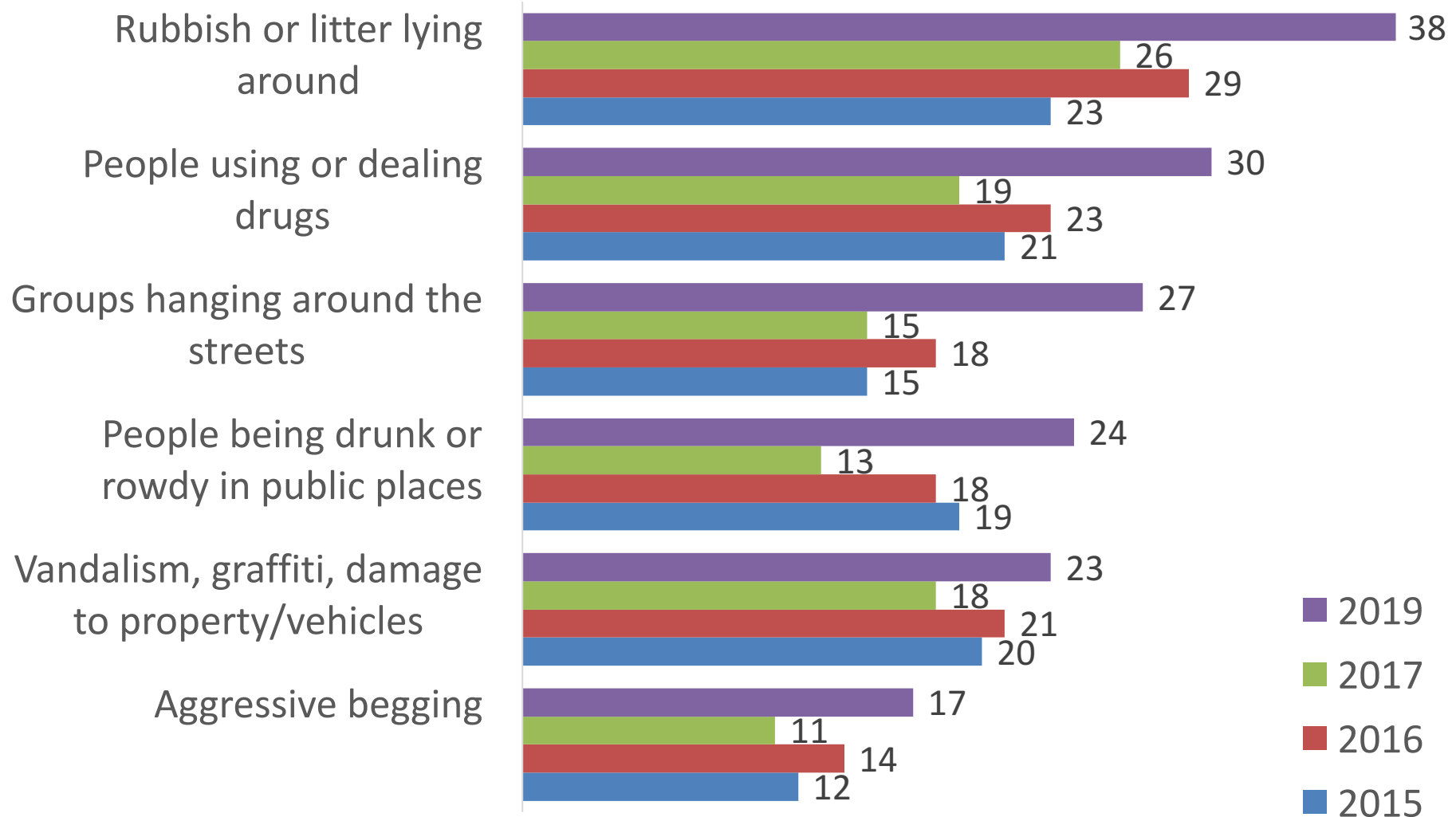


Base: All respondents (1,000)

Crime and anti-social behaviour

Q14. Thinking about your local area ... how much of a problem do you think the following are?

% respondents saying very big/fairly big problem:

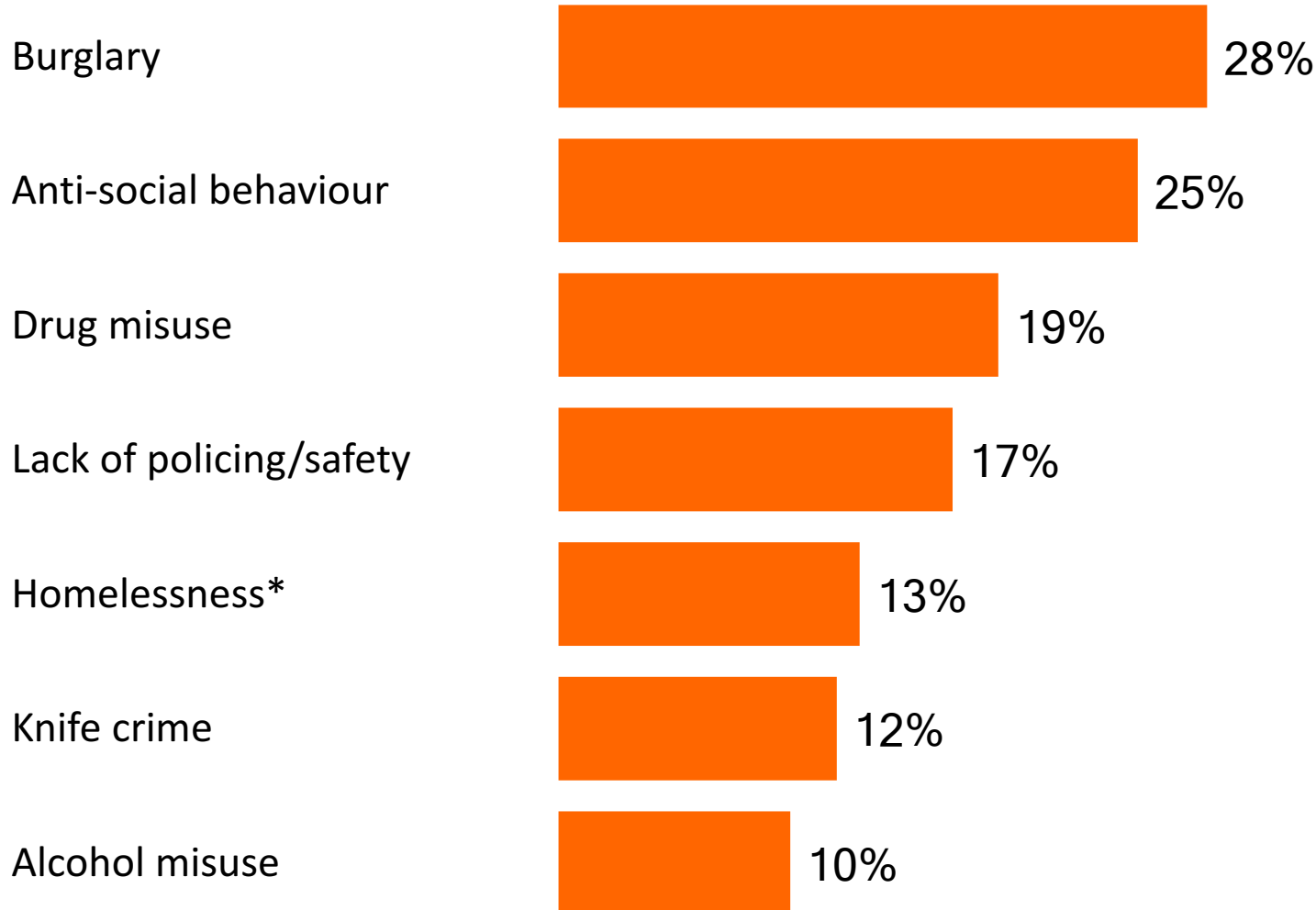


Base: All respondents 2019 (1,000); 2017 (1,000); 2016 (1,000); 2015 (600)

Crime and anti-social behaviour

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

TOP ANSWERS



Base: All respondents (1,000)

*Note, as defined by respondents (Homelessness is not a crime)

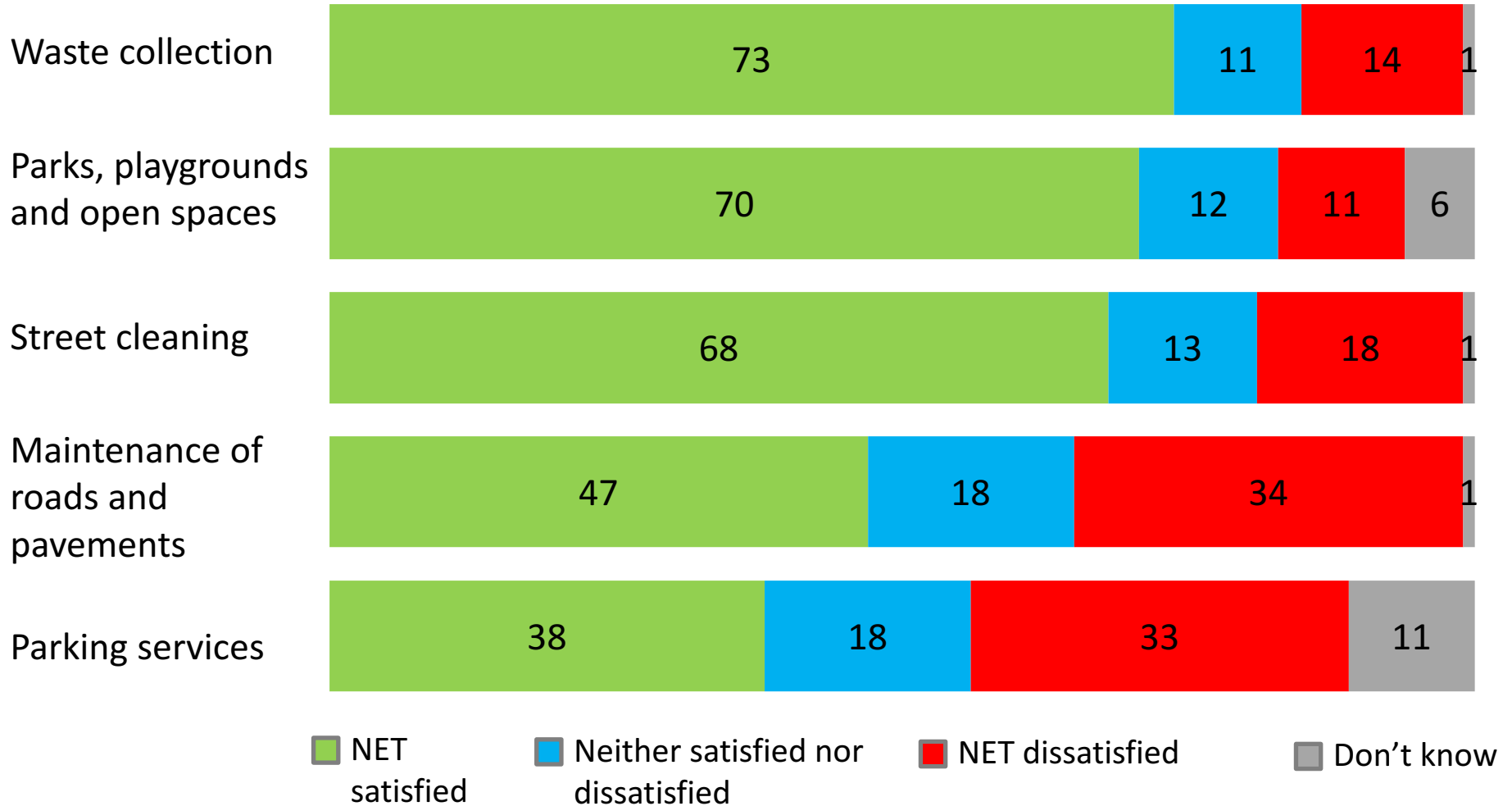


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SATISFACTION WITH SERVICES

Service satisfaction

Q6. What is your opinion of ...? (%)

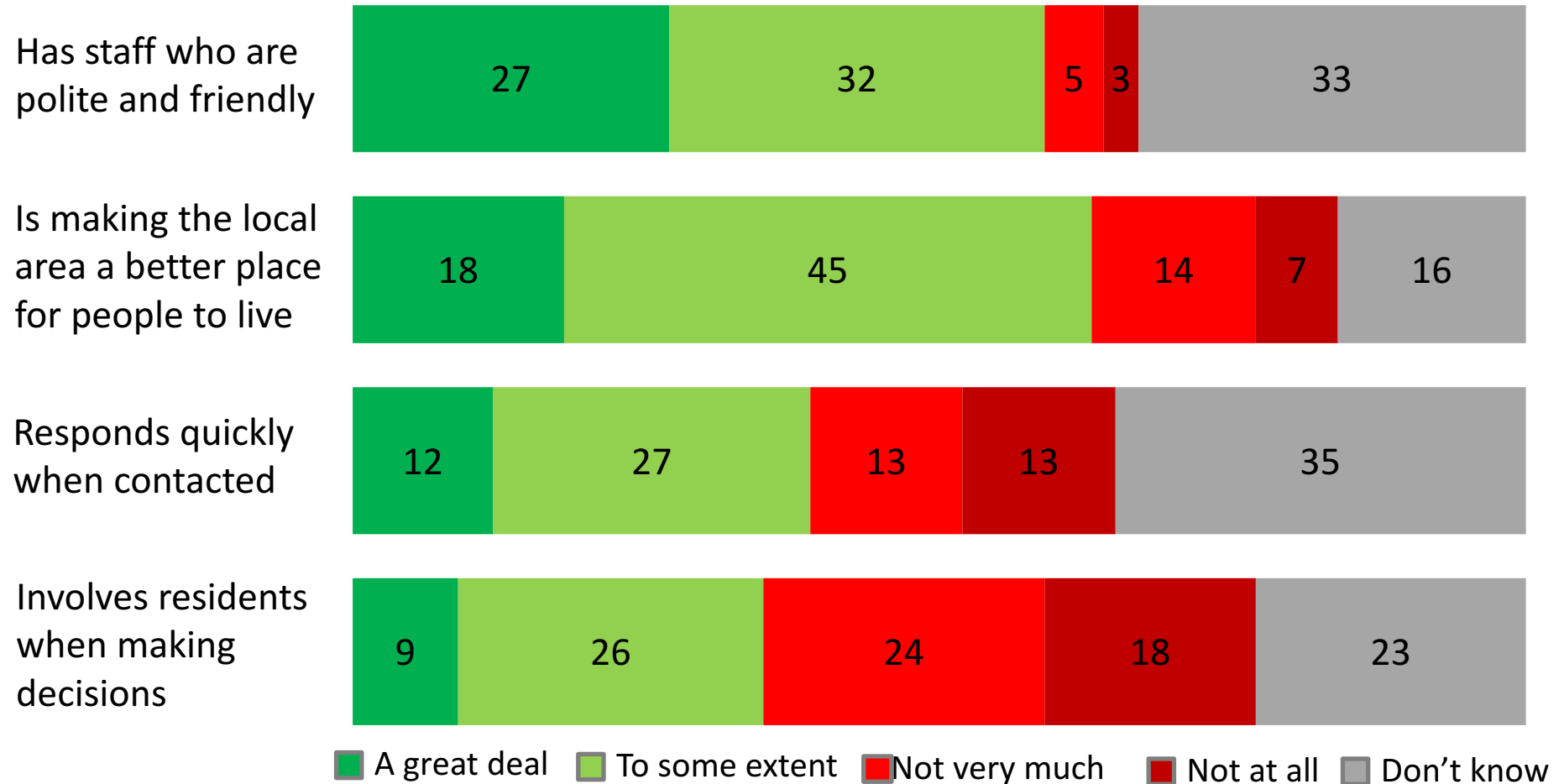


Base: All respondents (1,000)

Note: Not all figures may add up to 100% due to rounding

Customer service

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



Base: All respondents (1,000)

Note: Not all figures may add up to 100% due to rounding