

Neighbourhood Services 2011/12

294 residents were interviewed (face to face) for this survey. A summary of results is shown below. The neighbourhood services teams will be taking the responses into account as they plan any changes to the service.

District

37% East
17% South Central
46% North

How long have you lived here?

9% Less than 1 year
15% 1 - 2 years
16% 3 - 5 years
21% 6 - 10 years
22% 11 - 20 years
12% 21 - 40 years
5% More than 40 years

What is your tenure type?

84% Council tenant
13% Council leaseholder
3% Other

Are you aware that a warden service is operating on your estate?

74% Yes
26% No

How satisfied or dissatisfied are you with the NW service on the estate?

17% Very satisfied
43% Fairly satisfied
27% Neither satisfied nor dissatisfied
6% Fairly dissatisfied
7% Very dissatisfied

How do you think the presence of the Neighbourhood wardens in the area makes you feel?

48% More secure than if they were not present
48% The same either way
4% Less secure than if they were not present

What do you think the Neighbourhood wardens should do or do more of? (tick all that apply)

45% Enforcement - issuing fixed penalty notices (fines) for dog fouling and litter
42% Problem reporting - repairs, abandoned vehicles and other environmental issues.

- 52% Patrolling on the estate to make residents feel safe
- 54% Working with young people to deter them from anti social behaviour
- 44% Working with vulnerable people to improve their quality of life.
- 38% ASB prevention and diversion

What do you think the Neighbourhood wardens should do less of (tick all that apply)

- 4% Enforcement - issuing fixed penalty notices (fines) for dog fouling and litter
- 2% Problem reporting, repairs, abandoned vehicles and other environmental issues.
- 2% patrolling on the estate to make residents feel safe
- 2% working with young people to deter them from anti social behaviour
- 2% working with the vulnerable people to improve their quality of life
- 2% ASB Prevention and Diversion.

Your block has a caretaker who cleans the internal areas, how satisfied or dissatisfied are you with the service currently provided?

- 35% Very satisfied
- 34% Fairly satisfied
- 9% Neither satisfied nor dissatisfied
- 10% Fairly dissatisfied
- 10% Very dissatisfied

A contractor cleans the outside areas of your block, the grass area, paths etc. how would you rate the service currently provided?

- 25% Very satisfied
- 47% Fairly satisfied
- 11% Neither satisfied nor dissatisfied
- 9% Fairly dissatisfied
- 7% Very dissatisfied

What are your top three caretaker priorities?

	priority 1	priority 2	priority 3
Cleaning bin chambers	30%	12%	8%
Cleaning internal areas of block	30%	18%	5%
Reporting communal repairs	9%	9%	12%
Communal lighting	6%	16%	9%
Reporting low level asb	8%	13%	11%
Communal window cleaning	2%	3%	6%
Reporting abandoned vehicles	1%	2%	3%
Refuse collection	2%	5%	8%
Checking external cleaning	4%	10%	15%
Checking grass cutting	2%	2%	4%
Recycling areas	2%	2%	7%

17. How satisfied or dissatisfied are you with the grass cutting in your area?

43% Very satisfied
44% Fairly satisfied
6% Neither satisfied nor dissatisfied
3% Fairly dissatisfied
3% Very dissatisfied

Gender

33% Male
67% Female

Marital status - are you married or in a same sex civil partnership?

31% Yes
63% No
5% Do not wish to say

Age - Which of the following does your current age fall into?

0% under 14
11% 16 - 24
23% 25 - 34
20% 35 - 44
13% 45- 54
9% 55 - 64
23% 65 and over

Ethnicity

Asian or Asian British - Bangladeshi 1%
Asian or Asian British - Indian 3%
Asian or Asian British - Pakistani 0%
Chinese Other Asian – 0.3%
Black or Black British - African 16%
Black or Black British - Caribbean 10%
Black – Other - 1%
Mixed White & Asian 0%
Mixed White & Black African 1%
Mixed - White & Black Caribbean 2%
Mixed – Other 1%
Asian or Asian British - Other 0.3
White – British - 51%
White – Irish - 0.3%
White – Other - 4%
Other Ethnic Group 3%
Do not wish to say 1%

Are your activities limited due to disability lasting over 12 months?

- 15% Yes, limited a lot
- 11% Yes, limited a little
- 68% No
- 3% Do not wish to say

Disability - Do you, or anyone in your household, have any of the following disabilities?

- 2% Visual impairment
- 3% Hearing impairment
- 11% Limited mobility
- 1% Learning disability
- 1% Communication difficulty
- 5% Mental health problems
- 12% Other Impairment