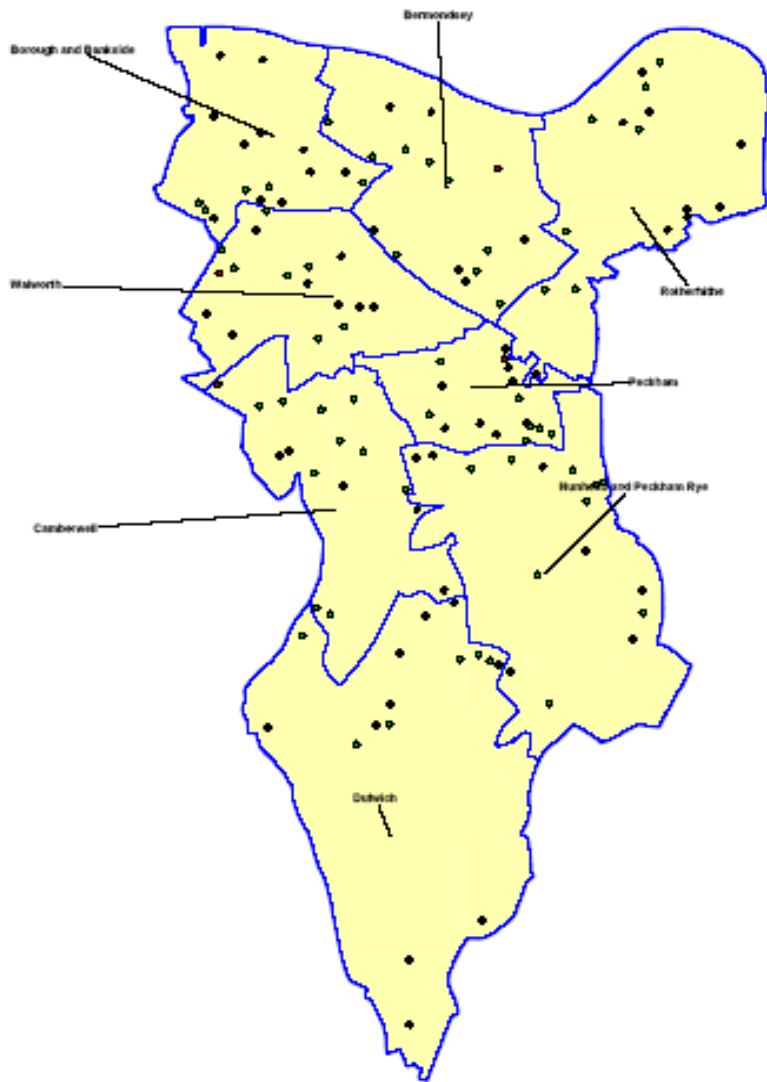


What Residents Think: Life in Southwark in 2006

Presented by: Annerie Hughes

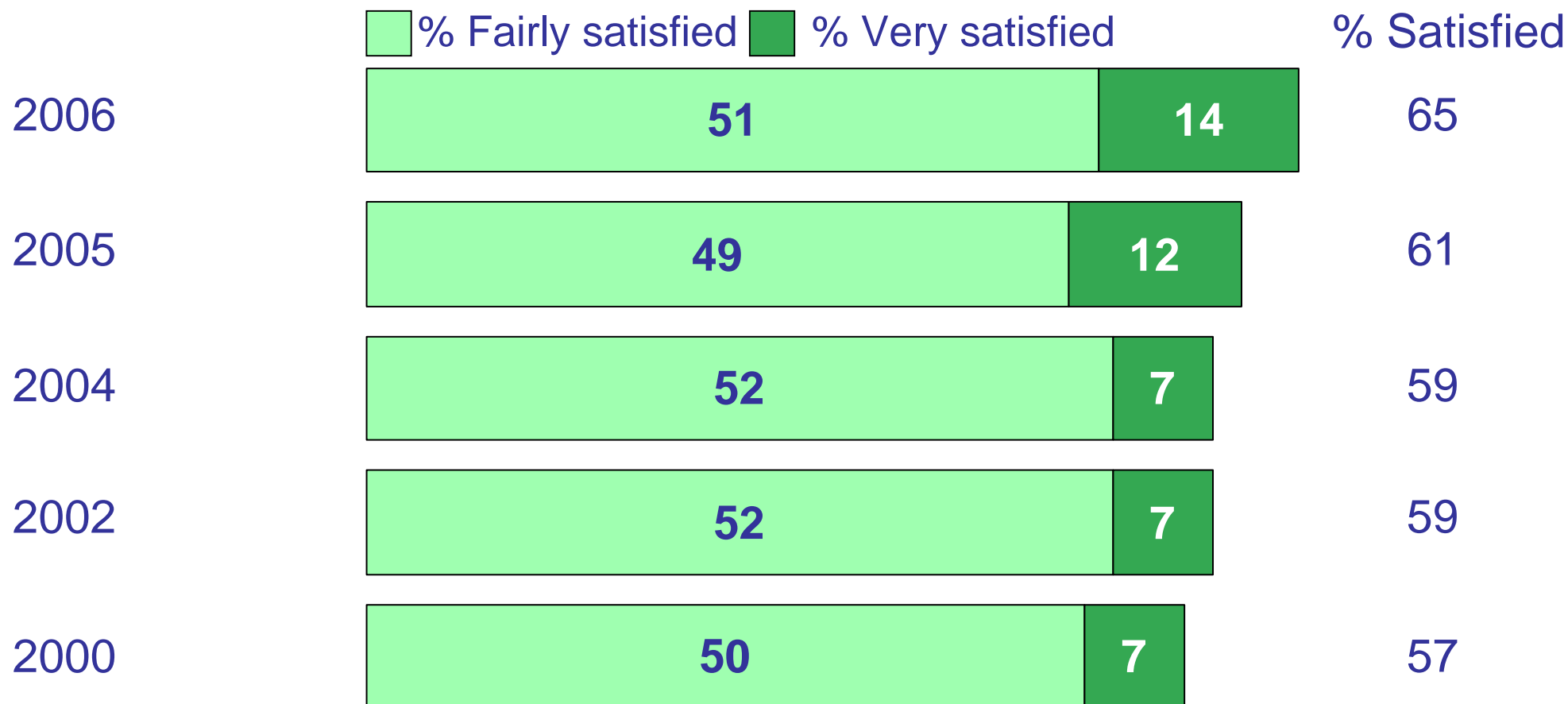
Date: 28th November 2006



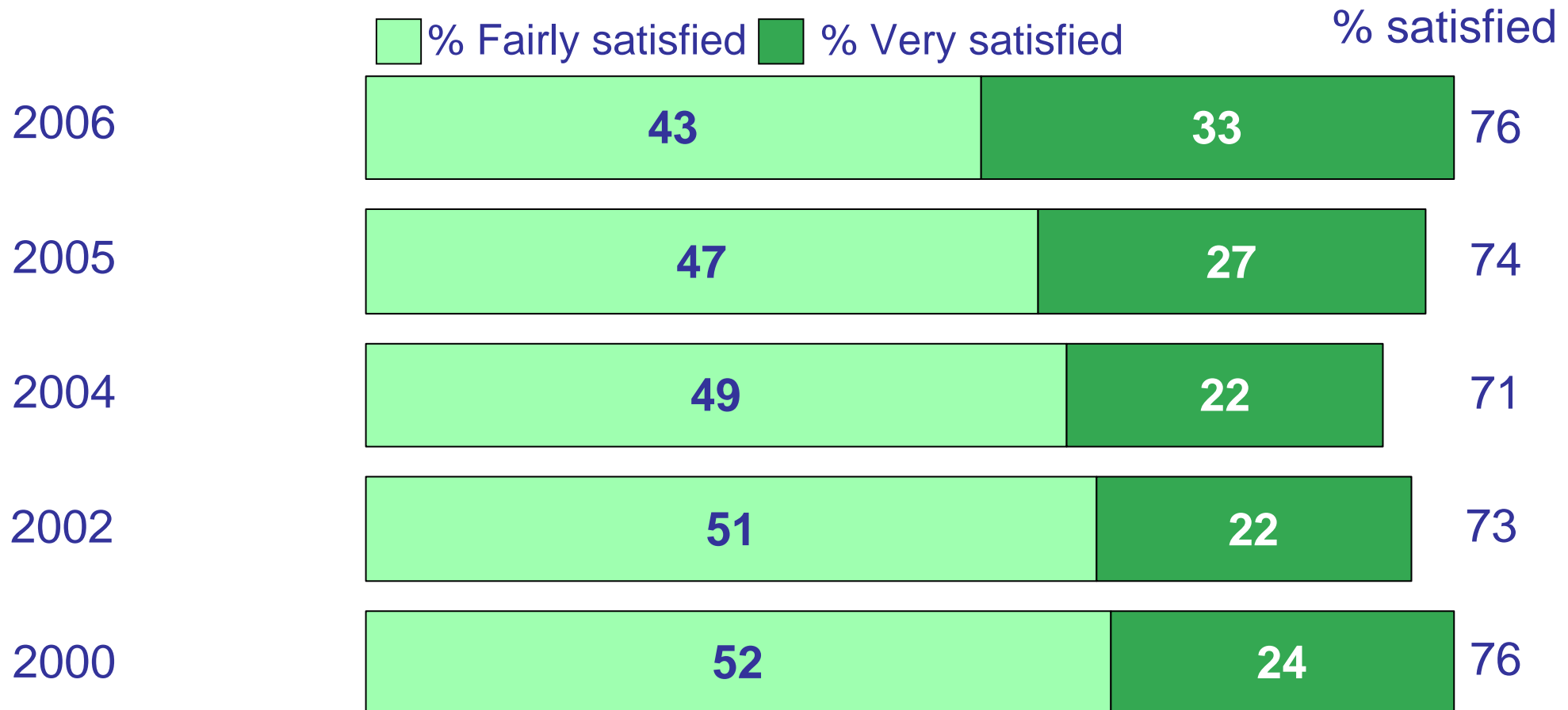


- Representative sample of 1,084 residents aged 18+, stratified by CC area
- 83 ethnic minority boost interviews
- In-home, face-to-face interviewing
- Fieldwork: 6 June – 27 August 2006
- Data weighted by CC area, age, ethnicity and gender
- Accurate to +/-c.3% (lower for subgroups)

Q *How satisfied or dissatisfied are you with the way Southwark Council is running the Borough?*



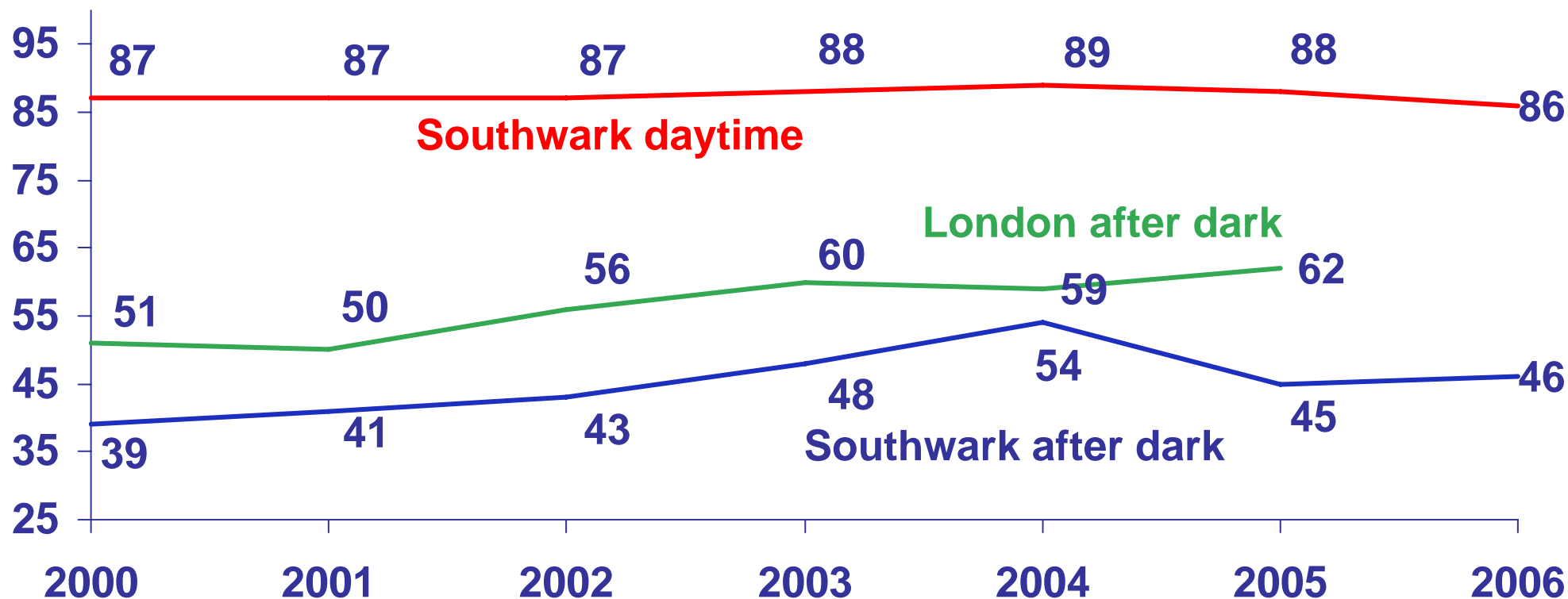
Q *How satisfied or dissatisfied are you with this area as a place to live?*



Safety in area during the day/at night

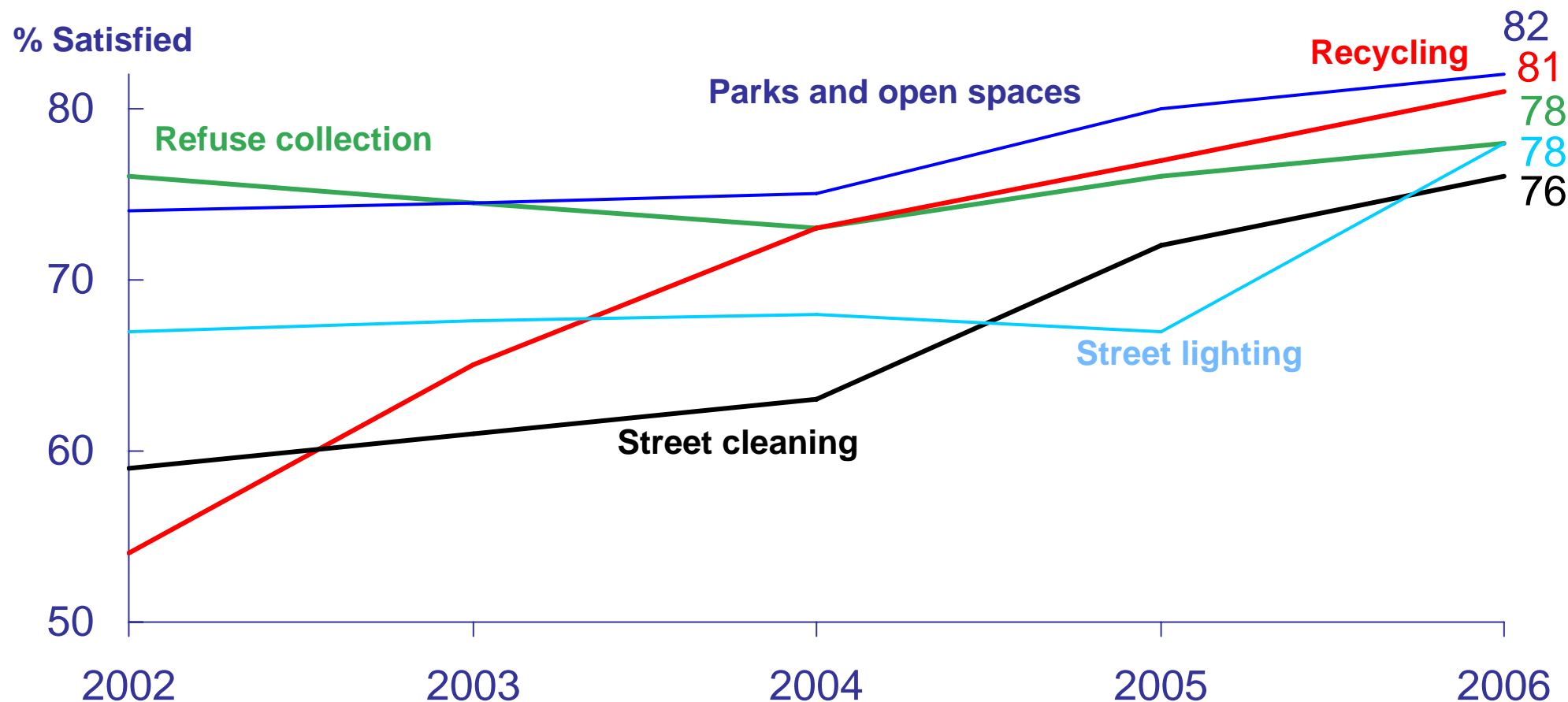
Q How safe do you feel walking outside in this area alone in the daytime/in the dark?

% Feel safe



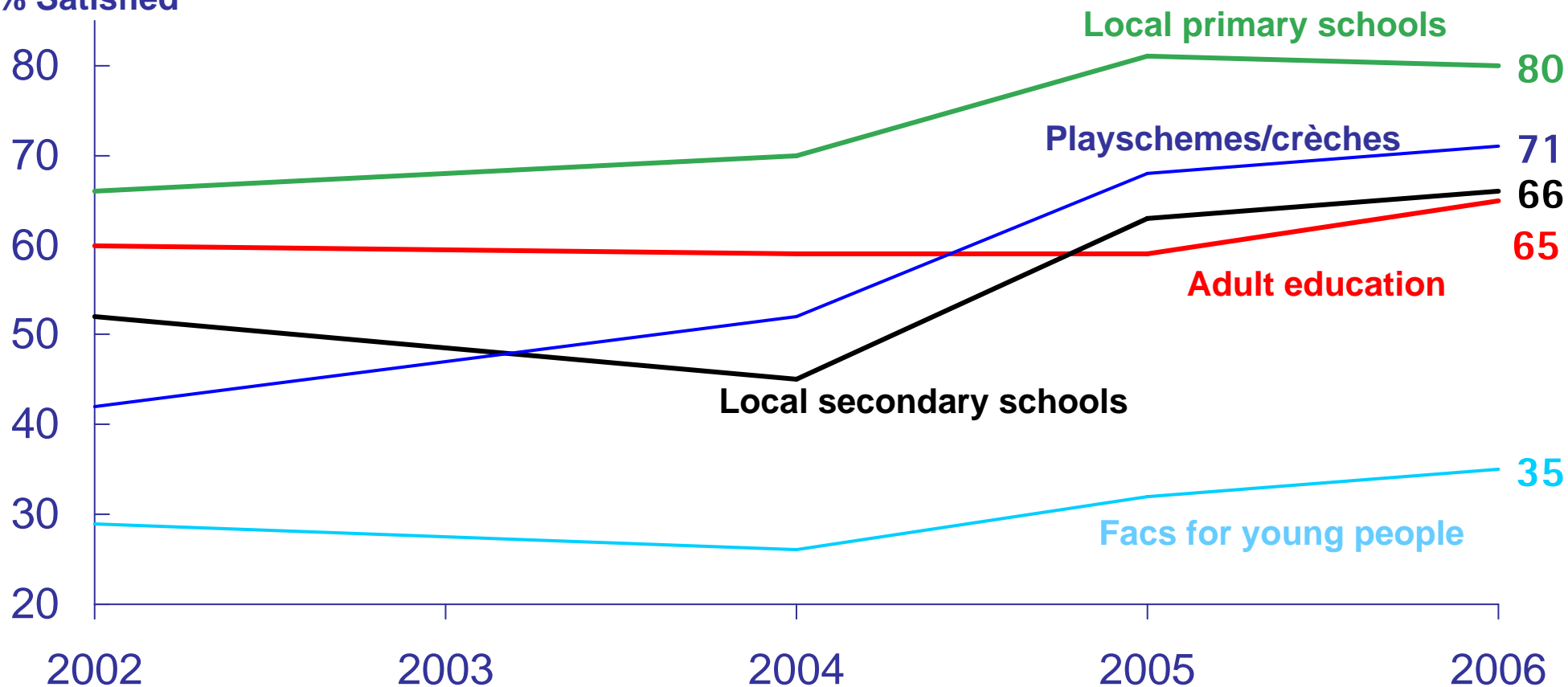
Satisfaction with Streetscene

Q *I would like you to tell me how satisfied or dissatisfied you are overall with your local authority's...*



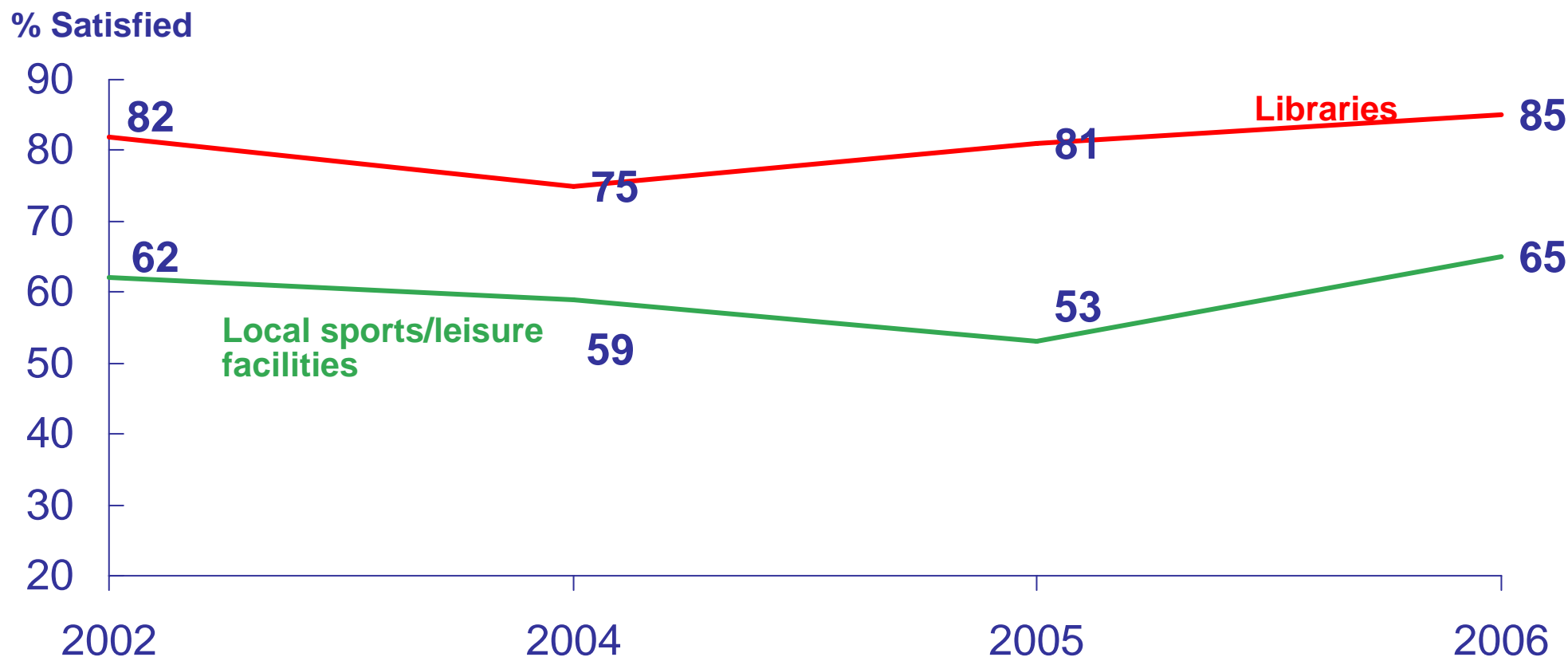
Q *I would like you to tell me how satisfied or dissatisfied you are overall with your local authority's...*

% Satisfied



Satisfaction with leisure services

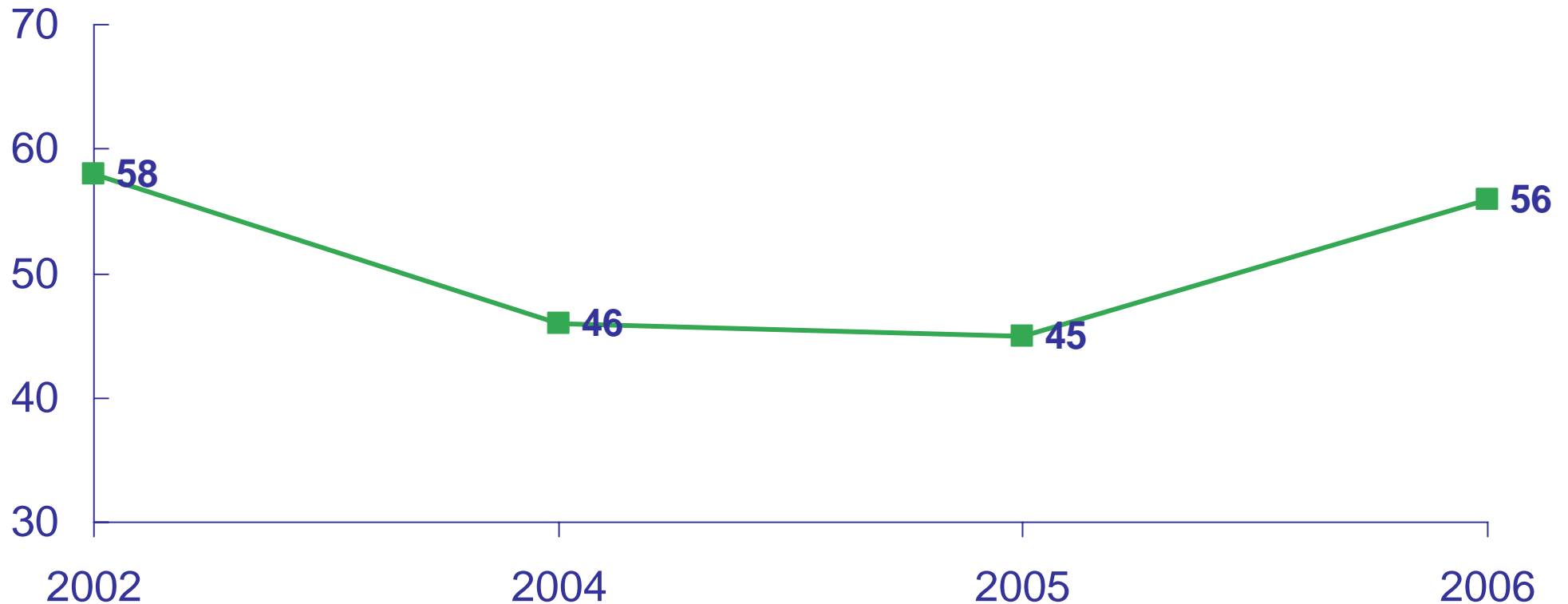
Q *I would like you to tell me how satisfied or dissatisfied you are overall with your local authority's...*



Satisfaction with council housing

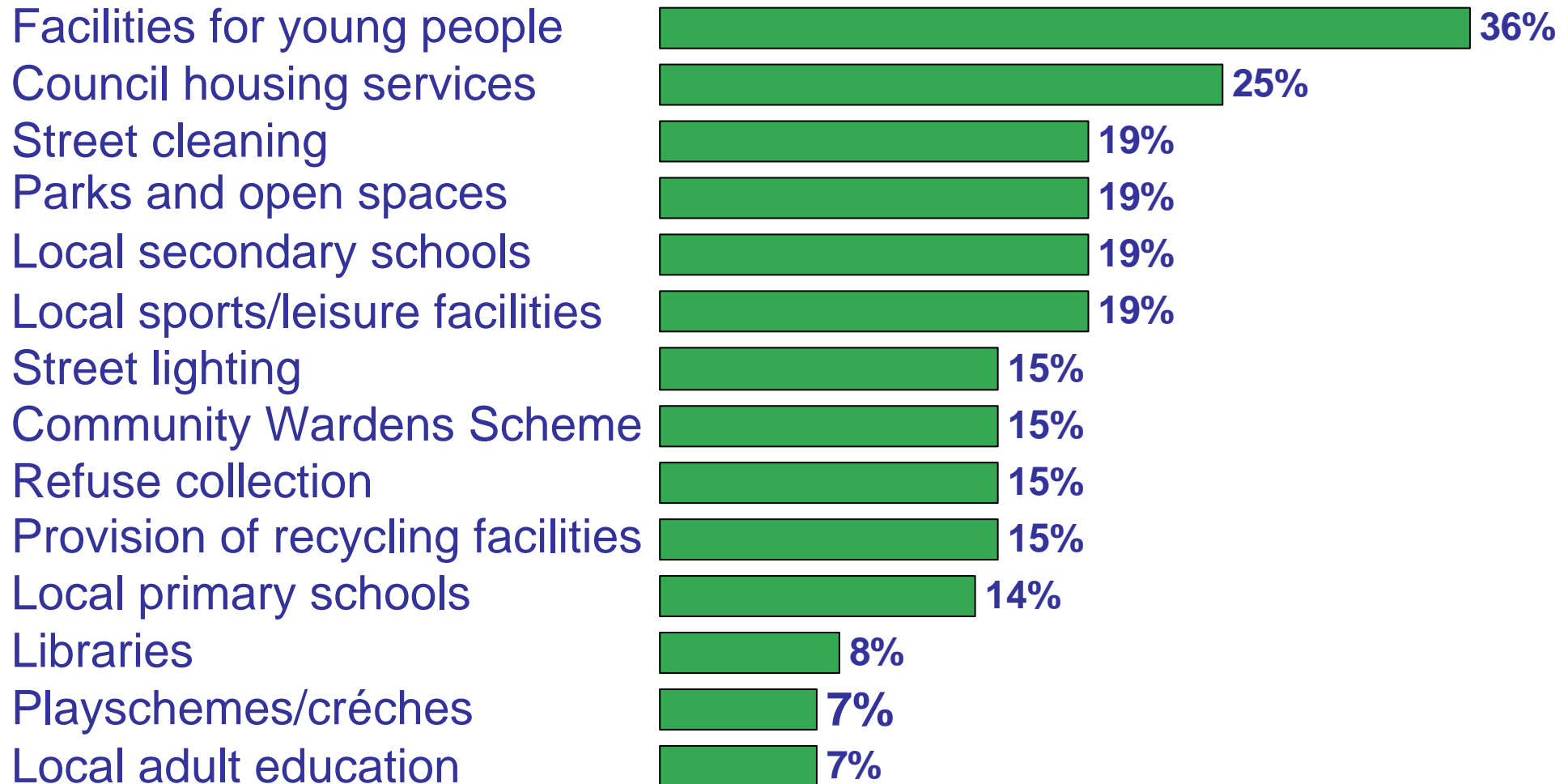
Q *I would like you to tell me how satisfied or dissatisfied you are overall with your local authority's council housing service?*

% Satisfied

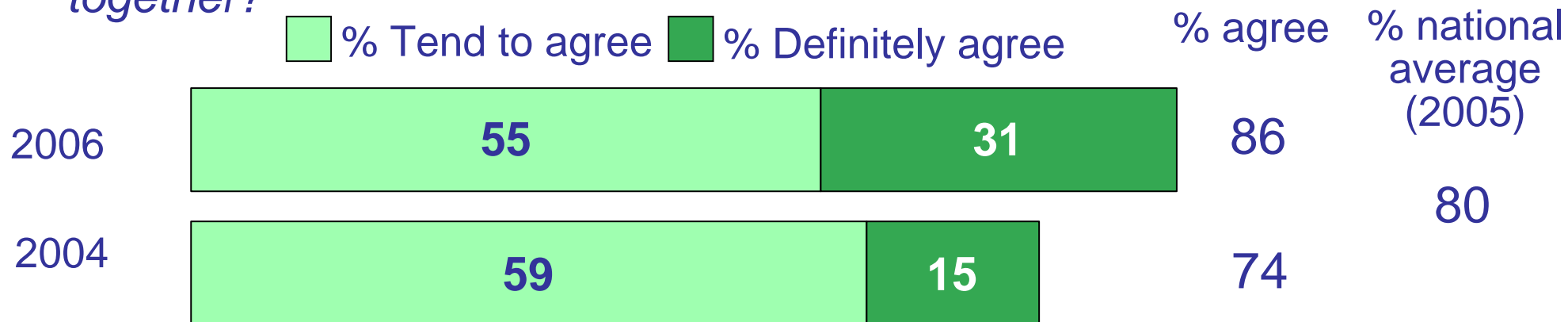


Which things do residents want us to get right?

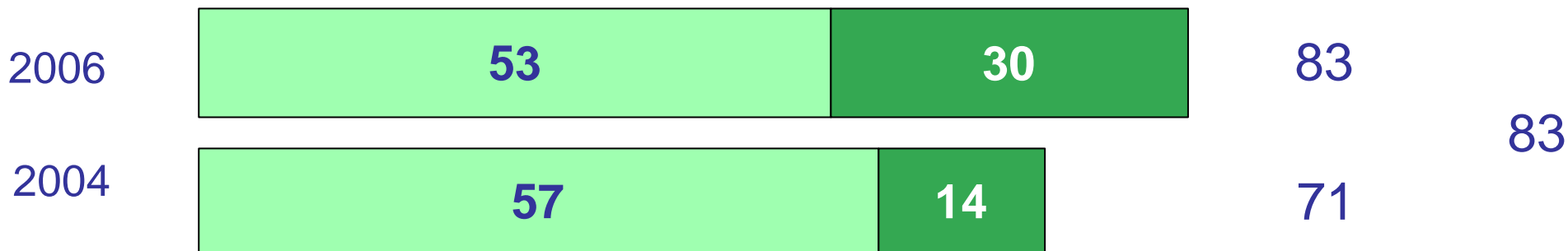
Q Which two or three do you think are the most important for the council to get right in this area?



Q *To what extent do you agree or disagree that this local area is a place where people from different backgrounds get on well together?*



Q *And would you agree or disagree that this local area is a place where residents respect ethnic differences between people?*



- Generally good news:
 - Overall performance continues to improve
 - Streetscene, particularly street lighting and street cleaning
 - Cohesion and tolerance in line or above national averages
- But still room for improvement
 - Safety in local area, facilities for young people and council housing
 - Education can still get better
- Next steps
 - Can use this to pinpoint groups/areas/services for specific action
 - What do your staff think – do they buy into a vision for Southwark?
 - Your reputation among key stakeholders is continuing to improve and provides a firm basis upon which to build

Thank you