



| Hillingdon Residents Survey 2008  |      |  |   |           |                                    |                                    |
|---|------|--|---|-----------|------------------------------------|------------------------------------|
|   |      |  |   | 2008      | 2006/2007<br>(BVPI General Survey) | 2003/2004<br>(BVPI General Survey) |
| Q. No.  | Base | Question   | Response  | %         | %                                  | %                                  |
| Q1  | 1086 | Which, if any, of these statements comes closest to how you feel about Hillingdon Council overall? | I would speak highly of the council without being asked   | 5         |                                    |                                    |
|   |      |  | I would speak highly of the council if I was asked        | 27        |                                    |                                    |
|   |      |  | I have no views one way or the other                      | 38        |                                    |                                    |
|   |      |  | I would be critical about the council if I was asked      | 15        |                                    |                                    |
|   |      |  | I would be critical about the council without being asked | 4         |                                    |                                    |
|   |      |  | Don't know  | 4         |                                    |                                    |
|   |      |  | Not stated  | 6         |                                    |                                    |
|   |      |  | <b>Speak highly</b>                                       | <b>33</b> |                                    |                                    |
|   |      |  | <b>Critical</b>   | <b>19</b> |                                    |                                    |
|   |      |  | <b>Net advocacy</b>                                       | <b>13</b> |                                    |                                    |
| ARE WE A WELL MANAGED COUNCIL?  |      |  |   |           |                                    |                                    |
| Q2  | 1086 | To what extent do you agree or disagree with each of the following statements?                     |   |           |                                    |                                    |
|   |      | The council gives local people good value for money  | Strongly agree  | 6         |                                    |                                    |
|   |      |  | Tend to agree   | 29        |                                    |                                    |
|   |      |  | Neither agree/nor disagree                                | 33        |                                    |                                    |
|   |      |  | Tend to disagree  | 17        |                                    |                                    |
|   |      |  | Strongly disagree   | 5         |                                    |                                    |
|   |      |  | Don't know  | 7         |                                    |                                    |
|   |      |  | Not stated  | 4         |                                    |                                    |
|   |      |  | <b>Agree</b>  | <b>35</b> |                                    |                                    |
|   |      |  | <b>Disagree</b>   | <b>21</b> |                                    |                                    |
|   |      | <b>Net agree</b>   | <b>13</b>   |           |                                    |                                    |
|   |      | The council takes account of residents' views when making decisions                                | Strongly agree  | 4         |                                    |                                    |
|   |      |  | Tend to agree   | 26        |                                    |                                    |
|   |      |  | Neither agree/nor disagree                                | 32        |                                    |                                    |
|   |      |  | Tend to disagree  | 16        |                                    |                                    |
|   |      |  | Strongly disagree   | 8         |                                    |                                    |
|   |      |  | Don't know  | 10        |                                    |                                    |
|   |      |  | Not stated  | 4         |                                    |                                    |
|   |      | <b>Agree</b>   | <b>29</b>   |           |                                    |                                    |
|   |      | <b>Disagree</b>  | <b>24</b>   |           |                                    |                                    |
|   |      | <b>Net agree</b>   | <b>5</b>  |           |                                    |                                    |
|   |      | The council is helpful when you contact it   | Strongly agree  | 10        |                                    |                                    |
|   |      |  | Tend to agree   | 47        |                                    |                                    |
|   |      |  | Neither agree/nor disagree                                | 19        |                                    |                                    |
|   |      |  | Tend to disagree  | 11        |                                    |                                    |
|   |      |  | Strongly disagree   | 4         |                                    |                                    |
|   |      |  | Don't know  | 6         |                                    |                                    |
|   |      |  | Not stated  | 3         |                                    |                                    |
|   |      | <b>Agree</b>   | <b>57</b>   |           |                                    |                                    |
|   |      | <b>Disagree</b>  | <b>15</b>   |           |                                    |                                    |
|   |      | <b>Net agree</b>   | <b>41</b>   |           |                                    |                                    |
|   |      | The council is well run  | Strongly agree  | 5         |                                    |                                    |
|   |      |  | Tend to agree   | 27        |                                    |                                    |
|   |      |  | Neither agree/nor disagree                                | 38        |                                    |                                    |
|   |      |  | Tend to disagree  | 10        |                                    |                                    |
|   |      |  | Strongly disagree   | 5         |                                    |                                    |
|   |      |  | Don't know  | 10        |                                    |                                    |
|   |      |  | Not stated  | 5         |                                    |                                    |
|   |      | <b>Agree</b>   | <b>32</b>   |           |                                    |                                    |
|   |      | <b>Disagree</b>  | <b>14</b>   |           |                                    |                                    |
|   |      | <b>Net agree</b>   | <b>18</b>   |           |                                    |                                    |
|   |      | The council does enough for people like me   | Strongly agree  | 7         |                                    |                                    |
|   |      |  | Tend to agree   | 23        |                                    |                                    |
|   |      |  | Neither agree/nor disagree                                | 32        |                                    |                                    |
|   |      |  | Tend to disagree  | 19        |                                    |                                    |
|   |      |  | Strongly disagree   | 9         |                                    |                                    |
|   |      |  | Don't know  | 6         |                                    |                                    |
|   |      |  | Not stated  | 4         |                                    |                                    |
|   |      |  | <b>Agree</b>  | <b>30</b> |                                    |                                    |
|   |      | <b>Disagree</b>  | <b>28</b>   |           |                                    |                                    |
|   |      | <b>Net agree</b>   | <b>1</b>  |           |                                    |                                    |

|                                      |      |  |                            |           |            |           |
|--------------------------------------|------|--|----------------------------|-----------|------------|-----------|
|                                      |      | The council does its best to protect the environment   | Strongly agree             | 11        |            |           |
|                                      |      |  | Tend to agree              | 41        |            |           |
|                                      |      |  | Neither agree/nor disagree | 24        |            |           |
|                                      |      |  | Tend to disagree           | 10        |            |           |
|                                      |      |  | Strongly disagree          | 4         |            |           |
|                                      |      |  | Don't know                 | 6         |            |           |
|                                      |      |  | Not stated                 | 4         |            |           |
|                                      |      |  | <b>Agree</b>               | <b>51</b> |            |           |
|                                      |      |  | <b>Disagree</b>            | <b>14</b> |            |           |
|                                      |      |  | <b>Net agree</b>           | <b>37</b> |            |           |
|                                      |      | The council works well with other organisations that provide public services   | Strongly agree             | 5         |            |           |
|                                      |      |  | Tend to agree              | 27        |            |           |
|                                      |      |  | Neither agree/nor disagree | 38        |            |           |
|                                      |      |  | Tend to disagree           | 4         |            |           |
|                                      |      |  | Strongly disagree          | 3         |            |           |
|                                      |      |  | Don't know                 | 19        |            |           |
|                                      |      |  | Not stated                 | 4         |            |           |
|                                      |      |  | <b>Agree</b>               | <b>32</b> |            |           |
|                                      |      |  | <b>Disagree</b>            | <b>7</b>  |            |           |
|                                      |      |  | <b>Net agree</b>           | <b>25</b> |            |           |
|                                      |      | The council represents the interests of residents to central government (e.g. to argue for correct funding to support the costs of asylum seeking children arriving at Heathrow) | Strongly agree             | 11        |            |           |
|                                      |      |  | Tend to agree              | 27        |            |           |
|                                      |      |  | Neither agree/nor disagree | 27        |            |           |
|                                      |      |  | Tend to disagree           | 7         |            |           |
|                                      |      |  | Strongly disagree          | 6         |            |           |
|                                      |      |  | Don't know                 | 18        |            |           |
|                                      |      |  | Not stated                 | 5         |            |           |
|                                      |      |  | <b>Agree</b>               | <b>38</b> |            |           |
|                                      |      |  | <b>Disagree</b>            | <b>12</b> |            |           |
|                                      |      |  | <b>Net agree</b>           | <b>26</b> |            |           |
| <b>INFORMATION ABOUT THE COUNCIL</b> |      |  |                            |           |            |           |
| Q3                                   | 985  | How well informed do you think Hillingdon Council keeps residents about the services and benefits it provides?   | Very well informed         | 19        | 6          | 10        |
|                                      |      |  | Fairly well informed       | 56        | 32         | 46        |
|                                      |      |  | Not very well informed     | 19        | 40         | 31        |
|                                      |      |  | Not well informed at all   | 6         | 22         | 13        |
|                                      |      |  | <b>Informed</b>            | <b>75</b> | <b>40</b>  | <b>56</b> |
|                                      |      |  | <b>Uninformed</b>          | <b>25</b> | <b>62</b>  | <b>44</b> |
|                                      |      |  | <b>Net informed</b>        | <b>50</b> | <b>-22</b> | <b>12</b> |
| Q4                                   | 1086 | Overall, how useful do you find the following sources of information when finding out about Hillingdon Council services?   |                            |           |            |           |
|                                      |      | "Hillingdon People" magazine   | Very useful                | 34        |            |           |
|                                      |      |  | Fairly useful              | 42        |            |           |
|                                      |      |  | Not very useful            | 8         |            |           |
|                                      |      |  | Not at all useful          | 3         |            |           |
|                                      |      |  | No opinion                 | 10        |            |           |
|                                      |      |  | Not stated                 | 2         |            |           |
|                                      |      |  | <b>Useful</b>              | <b>77</b> |            |           |
|                                      |      |  | <b>Not useful</b>          | <b>11</b> |            |           |
|                                      |      |  | <b>Net useful</b>          | <b>66</b> |            |           |

|    |      |  |   |           |  |  |
|----|------|--|---|-----------|--|--|
|    |      | Council tax leaflet and summary of our performance   | Very useful   | 11        |  |  |
|    |      |  | Fairly useful   | 44        |  |  |
|    |      |  | Not very useful   | 23        |  |  |
|    |      |  | Not at all useful   | 6         |  |  |
|    |      |  | No opinion  | 13        |  |  |
|    |      |  | Not stated  | 4         |  |  |
|    |      |  | <b>Useful</b>   | <b>55</b> |  |  |
|    |      |  | <b>Not useful</b>   | <b>28</b> |  |  |
|    |      |  | <b>Net useful</b>   | <b>26</b> |  |  |
|    |      | Local media, leaflets and posters  | Very useful   | 8         |  |  |
|    |      |  | Fairly useful   | 45        |  |  |
|    |      |  | Not very useful   | 21        |  |  |
|    |      |  | Not at all useful   | 6         |  |  |
|    |      |  | No opinion  | 15        |  |  |
|    |      |  | Not stated  | 5         |  |  |
|    |      |  | <b>Useful</b>   | <b>53</b> |  |  |
|    |      |  | <b>Not useful</b>   | <b>27</b> |  |  |
|    |      |  | <b>Net useful</b>   | <b>26</b> |  |  |
|    |      | Hillingdon Council's website (www.hillingdon.gov.uk)   | Very useful   | 20        |  |  |
|    |      |  | Fairly useful   | 36        |  |  |
|    |      |  | Not very useful   | 8         |  |  |
|    |      |  | Not at all useful   | 4         |  |  |
|    |      |  | No opinion  | 27        |  |  |
|    |      |  | Not stated  | 6         |  |  |
|    |      |  | <b>Useful</b>   | <b>56</b> |  |  |
|    |      |  | <b>Not useful</b>   | <b>11</b> |  |  |
|    |      |  | <b>Net useful</b>   | <b>44</b> |  |  |
| Q5 | 1086 | When finding out about local services Hillingdon Council provides, from which of these sources, if any, would you prefer to receive the information?   | "Hillingdon People" magazine  | 65        |  |  |
|    |      |  | Hillingdon Council's website (www.hillingdon.gov.uk)                      | 39        |  |  |
|    |      |  | Local A-Z directories of services   | 19        |  |  |
|    |      |  | Local media, leaflets and posters   | 19        |  |  |
|    |      |  | Council tax leaflet and summary of our performance                        | 14        |  |  |
|    |      |  | Street Champions  | 8         |  |  |
|    |      |  | Community events (e.g. Council Question Time)                             | 3         |  |  |
|    |      |  | Other   | 2         |  |  |
|    |      |  | None of these   | 1         |  |  |
|    |      |  | Don't know  | 3         |  |  |
|    |      |  | Not stated  | 1         |  |  |
|    |      |  | <b>OUR PRIORITIES</b>   |           |  |  |
| Q6 | 1086 | In our Council Plan 'Fast Forward to 2010' we have listed seven priority areas. Which, if any, of the following priority areas do you think should be most important for Hillingdon Council to focus attention on in order to meet the objectives mentioned above? | A safer borough   | 81        |  |  |
|    |      |  | A clean and attractive borough  | 76        |  |  |
|    |      |  | A borough which improves health, housing and social care                  | 60        |  |  |
|    |      |  | A borough where children and young people are healthy, safe and supported | 58        |  |  |
|    |      |  | A borough of learning and culture   | 33        |  |  |
|    |      |  | A borough where opportunities' are open to all                            | 31        |  |  |
|    |      |  | A prosperous borough  | 30        |  |  |
|    |      |  | None of these   | *         |  |  |
|    |      |  | Don't know  | 1         |  |  |
|    |      |  | Not stated  | *         |  |  |

| A CLEAN AND ATTRACTIVE BOROUGH |      |   |  |           |           |           |
|--------------------------------|------|---|--|-----------|-----------|-----------|
| Q7                             | 1086 | Which, if any, of these do you think are the most important for Hillingdon Council to achieve?                            | Make Hillingdon a cleaner, greener borough   | 72        |           |           |
|                                |      |   | Protect and enhance the borough's heritage and natural environment, especially the green belt. | 59        |           |           |
|                                |      |   | Improve access and transport, and relieve traffic congestion.                                  | 56        |           |           |
|                                |      |   | Improve planning and developments, and resist inappropriate development.                       | 52        |           |           |
|                                |      |   | Engage local residents in setting and monitoring standards to improve Street Scene.            | 34        |           |           |
|                                |      |   | Strengthen the Council's planning enforcement service.   | 27        |           |           |
|                                |      |   | Continue our Chrysalis environmental programme to help improve the image of our borough.       | 23        |           |           |
|                                |      |   | Other  | 6         |           |           |
|                                |      |   | None of these  | *         |           |           |
|                                |      |   | Don't know   | 2         |           |           |
| Not stated                     | 1    |   |  |           |           |           |
| Q8                             |      | How satisfied or dissatisfied are you with each of the following environmental services that Hillingdon Council provides? |  |           |           |           |
|                                | 1055 | Household waste collection  | Very satisfied   | 52        | 24        | 24        |
|                                |      |   | Fairly satisfied   | 41        | 54        | 57        |
|                                |      |   | Neither satisfied nor dissatisfied   | 2         | 12        | 11        |
|                                |      |   | Fairly dissatisfied  | 3         | 7         | 6         |
|                                |      |   | Very dissatisfied  | 2         | 4         | 2         |
|                                |      |   | <b>Satisfied</b>   | <b>93</b> | <b>78</b> | <b>81</b> |
|                                |      |   | <b>Dissatisfied</b>  | <b>5</b>  | <b>11</b> | <b>8</b>  |
|                                |      |   | <b>Net satisfied</b>   | <b>88</b> | <b>67</b> | <b>73</b> |
|                                | 975  | Doorstep recycling  | Very satisfied   | 49        | 30        | 30        |
|                                |      |   | Fairly satisfied   | 34        | 46        | 46        |
|                                |      |   | Neither satisfied nor dissatisfied   | 6         | 10        | 14        |
|                                |      |   | Fairly dissatisfied  | 5         | 8         | 5         |
|                                |      |   | Very dissatisfied  | 7         | 6         | 6         |
|                                |      |   | <b>Satisfied</b>   | <b>83</b> | <b>76</b> | <b>76</b> |
|                                |      |   | <b>Dissatisfied</b>  | <b>12</b> | <b>14</b> | <b>11</b> |
|                                |      |   | <b>Net satisfied</b>   | <b>71</b> | <b>62</b> | <b>65</b> |

|                       |  |   |                               |                                    |           |           |           |
|-----------------------|--|---|-------------------------------|------------------------------------|-----------|-----------|-----------|
| 894                   | Local recycling facilities                   | Very satisfied  | 31                            | 17                                 | 18        |           |           |
|                       |  | Fairly satisfied  | 44                            | 45                                 | 46        |           |           |
|                       |  | Neither satisfied nor dissatisfied  | 11                            | 21                                 | 20        |           |           |
|                       |  | Fairly dissatisfied   | 8                             | 12                                 | 11        |           |           |
|                       |  | Very dissatisfied   | 5                             | 5                                  | 5         |           |           |
|                       |  | <b>Satisfied</b>  | <b>76</b>                     | <b>62</b>                          | <b>64</b> |           |           |
|                       |  | <b>Dissatisfied</b>   | <b>13</b>                     | <b>17</b>                          | <b>16</b> |           |           |
|                       |  | <b>Net satisfied</b>  | <b>62</b>                     | <b>45</b>                          | <b>48</b> |           |           |
|                       |  | 859   | Civic amenity sites/local tip | Very satisfied                     | 33        | 27        | 25        |
|                       |  |   |                               | Fairly satisfied                   | 46        | 50        | 53        |
|                       |  |   |                               | Neither satisfied nor dissatisfied | 14        | 17        | 18        |
|                       |  |   |                               | Fairly dissatisfied                | 5         | 5         | 3         |
|                       |  |   |                               | Very dissatisfied                  | 2         | 2         | 2         |
|                       |  |   |                               | <b>Satisfied</b>                   | <b>79</b> | <b>77</b> | <b>78</b> |
|                       |  |   |                               | <b>Dissatisfied</b>                | <b>7</b>  | <b>7</b>  | <b>5</b>  |
| <b>Net satisfied</b>  | <b>72</b>                                    | <b>70</b>   | <b>73</b>                     |                                    |           |           |           |
| 585                   | The planning service                         | Very satisfied  | 8                             | 5                                  | 2         |           |           |
|                       |  | Fairly satisfied  | 36                            | 19                                 | 15        |           |           |
|                       |  | Neither satisfied nor dissatisfied  | 42                            | 64                                 | 73        |           |           |
|                       |  | Fairly dissatisfied   | 10                            | 6                                  | 7         |           |           |
|                       |  | Very dissatisfied   | 5                             | 6                                  | 4         |           |           |
|                       |  | <b>Satisfied</b>  | <b>44</b>                     | <b>24</b>                          | <b>17</b> |           |           |
| <b>Dissatisfied</b>   | <b>14</b>                                    | <b>12</b>   | <b>11</b>                     |                                    |           |           |           |
| <b>Net satisfied</b>  | <b>29</b>                                    | <b>12</b>   | <b>6</b>                      |                                    |           |           |           |
| Q9                    |  | <b>Do you feel that each of the following environmental services has got better, got worse, or stayed about the same compared to 12 months ago?</b> |                               |                                    |           |           |           |
| 1015                  | Collection of household waste                | Better  | 21                            | 42                                 | 43        |           |           |
|                       |  | Stayed the same   | 75                            | 53                                 | 53        |           |           |
|                       |  | Worse   | 4                             | 6                                  | 4         |           |           |
|                       |  | <b>Net better</b>   | <b>18</b>                     | <b>36</b>                          | <b>39</b> |           |           |
| 924                   | Doorstep collection of items for recycling   | Better  | 29                            | 53                                 | 77        |           |           |
|                       |  | Stayed the same   | 64                            | 41                                 | 18        |           |           |
|                       |  | Worse   | 7                             | 6                                  | 6         |           |           |
| <b>Net better</b>     | <b>23</b>                                    | <b>47</b>   | <b>71</b>                     |                                    |           |           |           |
| 806                   | Local recycling facilities                   | Better  | 23                            | 40                                 | 53        |           |           |
|                       |  | Stayed the same   | 70                            | 55                                 | 41        |           |           |
|                       |  | Worse   | 6                             | 6                                  | 7         |           |           |
| <b>Net better</b>     | <b>17</b>                                    | <b>34</b>   | <b>46</b>                     |                                    |           |           |           |
| 770                   | Local tips/household waste recycling centres | Better  | 16                            | 25                                 | 16        |           |           |
|                       |  | Stayed the same   | 81                            | 69                                 | 79        |           |           |
|                       |  | Worse   | 4                             | 5                                  | 5         |           |           |
| <b>Net better</b>     | <b>12</b>                                    | <b>20</b>   | <b>11</b>                     |                                    |           |           |           |
| 426                   | The planning service                         | Better  | 16                            |                                    |           |           |           |
|                       |  | Stayed the same   | 72                            |                                    |           |           |           |
|                       |  | Worse   | 12                            |                                    |           |           |           |
|                       |  | <b>Net better</b>   | <b>4</b>                      |                                    |           |           |           |
| <b>A SAFE BOROUGH</b> |  |   |                               |                                    |           |           |           |
| Q10                   | 1086   | <b>Which, if any, of the following aspects do you feel the Council should focus on in order to help make Hillingdon a safer borough?</b>            |                               |                                    |           |           |           |
|                       |  | Creating a safe environment   | 77                            |                                    |           |           |           |
|                       |  | Reducing burglary and vehicle crime   | 73                            |                                    |           |           |           |
|                       |  | Reducing assault and hate crime   | 70                            |                                    |           |           |           |
|                       |  | Reducing the number of accidents on our local roads   | 46                            |                                    |           |           |           |
|                       |  | Reducing traffic congestion   | 45                            |                                    |           |           |           |
|                       |  | Other   | 7                             |                                    |           |           |           |
|                       |  | None of these   | *                             |                                    |           |           |           |
|                       |  | Don't know  | 2                             |                                    |           |           |           |
|                       |  | Not stated  | 1                             |                                    |           |           |           |

|     |      |  |   |                |   |
|-----|------|--|---|----------------|---|
| Q11 | 1086 | <b>How satisfied or dissatisfied are you with each of the following ways in which Hillingdon Council aims to make the borough safer?</b> |   |                |   |
|     |      | Introduction of Safer Neighbourhood Teams, Street Champions and Estate Champions   | Very satisfied                                    | 13             |   |
|     |      |  | Fairly satisfied                                  | 35             |   |
|     |      |  | Neither satisfied nor dissatisfied                | 22             |   |
|     |      |  | Fairly dissatisfied                               | 4              |   |
|     |      |  | Very dissatisfied                                 | 2              |   |
|     |      |  | No opinion  | 17             |   |
|     |      |  | Not stated  | 6              |   |
|     |      |  | <b>Satisfied</b>                                  | <b>48</b>      |   |
|     |      |  | <b>Dissatisfied</b>                               | <b>6</b>       |   |
|     |      |  | <b>Net satisfied</b>                              | <b>42</b>      |   |
|     |      |  | Joint Funding for the installation of alley gates | Very satisfied | 9 |
|     |      | Fairly satisfied   |   | 24             |   |
|     |      | Neither satisfied nor dissatisfied   |   | 25             |   |
|     |      | Fairly dissatisfied  |   | 3              |   |
|     |      | Very dissatisfied  |   | 2              |   |
|     |      | No opinion   |   | 30             |   |
|     |      | Not stated   |   | 7              |   |
|     |      | <b>Satisfied</b>   |   | <b>33</b>      |   |
|     |      | <b>Dissatisfied</b>  |   | <b>5</b>       |   |
|     |      | <b>Net satisfied</b>   | <b>28</b>   |                |   |
|     |      | Improving the well-being of older people and vulnerable people through a range of repairs and security improvements to homes.            | Very satisfied                                    | 14             |   |
|     |      |  | Fairly satisfied                                  | 28             |   |
|     |      |  | Neither satisfied nor dissatisfied                | 24             |   |
|     |      |  | Fairly dissatisfied                               | 4              |   |
|     |      |  | Very dissatisfied                                 | 2              |   |
|     |      |  | No opinion  | 22             |   |
|     |      |  | Not stated  | 6              |   |
|     |      |  | <b>Satisfied</b>                                  | <b>42</b>      |   |
|     |      |  | <b>Dissatisfied</b>                               | <b>6</b>       |   |
|     |      | <b>Net satisfied</b>   | <b>36</b>   |                |   |

|   |      |   |  |           |  |  |
|---|------|---|--|-----------|--|--|
|   |      | Reducing crime in our car parks   | Very satisfied   | 10        |  |  |
|   |      |   | Fairly satisfied   | 27        |  |  |
|   |      |   | Neither satisfied nor dissatisfied   | 25        |  |  |
|   |      |   | Fairly dissatisfied  | 8         |  |  |
|   |      |   | Very dissatisfied  | 3         |  |  |
|   |      |   | No opinion   | 19        |  |  |
|   |      |   | Not stated   | 7         |  |  |
|   |      |   | <b>Satisfied</b>   | <b>37</b> |  |  |
|   |      |   | <b>Dissatisfied</b>  | <b>11</b> |  |  |
|   |      |   | <b>Net satisfied</b>   | <b>26</b> |  |  |
|   |      | Improving road safety through the introduction of new pedestrian crossings  | Very satisfied   | 16        |  |  |
|   |      |   | Fairly satisfied   | 36        |  |  |
|   |      |   | Neither satisfied nor dissatisfied   | 22        |  |  |
|   |      |   | Fairly dissatisfied  | 6         |  |  |
|   |      |   | Very dissatisfied  | 2         |  |  |
|   |      |   | No opinion   | 11        |  |  |
|   |      |   | Not stated   | 7         |  |  |
|   |      |   | <b>Satisfied</b>   | <b>52</b> |  |  |
|   |      |   | <b>Dissatisfied</b>  | <b>8</b>  |  |  |
|   |      |   | <b>Net satisfied</b>   | <b>44</b> |  |  |
|   |      | The level of CCTV in the borough  | Very satisfied   | 13        |  |  |
|   |      |   | Fairly satisfied   | 35        |  |  |
|   |      |   | Neither satisfied nor dissatisfied   | 20        |  |  |
|   |      |   | Fairly dissatisfied  | 8         |  |  |
|   |      |   | Very dissatisfied  | 4         |  |  |
|   |      |   | No opinion   | 13        |  |  |
|   |      |   | Not stated   | 6         |  |  |
|   |      |   | <b>Satisfied</b>   | <b>48</b> |  |  |
|   |      |   | <b>Dissatisfied</b>  | <b>13</b> |  |  |
|   |      |   | <b>Net satisfied</b>   | <b>36</b> |  |  |
| Q12   | 1086 | To what extent, if at all do you think that CCTV cameras have reduced the amount of crime and disorder in town centres in the borough?  | It has reduced crime a great deal  | 7         |  |  |
|   |      |   | It has reduced crime to some extent  | 34        |  |  |
|   |      |   | It has not reduced crime very much   | 16        |  |  |
|   |      |   | It has not reduced crime at all  | 7         |  |  |
|   |      |   | Don't know   | 35        |  |  |
|   |      |   | Not stated   | 2         |  |  |
|   |      |   | <b>Reduced crime at least to some extent</b>   | <b>41</b> |  |  |
|   |      |   | <b>Not reduced crime much/at all</b>   | <b>23</b> |  |  |
|   |      |   | <b>Net reduction in crime</b>  | <b>18</b> |  |  |
| Q13   | 1086 | When travelling around the borough, to what extent, if at all do you feel safer knowing that CCTV cameras are monitoring areas of the borough?  | I feel a lot safer   | 14        |  |  |
|   |      |   | I feel a little safer  | 47        |  |  |
|   |      |   | I don't feel safer   | 25        |  |  |
|   |      |   | Don't know   | 11        |  |  |
|   |      |   | Not stated   | 2         |  |  |
|   |      |   | <b>Safer</b>   | <b>61</b> |  |  |
|   |      |   | <b>Not safer</b>   | <b>25</b> |  |  |
|   |      |   | <b>Net safer</b>   | <b>36</b> |  |  |
| <b>A BOROUGH OF LEARNING, CULTURE AND LEISURE</b> |      |   |  |           |  |  |
| Q14   | 1086 | Which, if any, of the following things do you feel are most important for Hillingdon Council to focus on in order to help ensure that local residents develop and broaden their knowledge and embrace new leisure pursuits? | Developing and improving education in our schools  | 63        |  |  |
|   |      |   | Expanding opportunities for older people to participate in leisure, recreation and cultural activities | 51        |  |  |
|   |      |   | Expanding cultural and sports activities   | 50        |  |  |
|   |      |   | Supporting adult and community learning, including new facilities                                      | 47        |  |  |
|   |      |   | Maintaining our local heritage   | 44        |  |  |
|   |      |   | Other  | 4         |  |  |
|   |      |   | None of these  | 1         |  |  |
|   |      |   | Don't know   | 7         |  |  |
|   |      |   | Not stated   | 1         |  |  |

| Q15                  |                                      | How satisfied or dissatisfied are you with each of the following learning, cultural and leisure services provided by Hillingdon Council? |                                    |           |           |    |
|----------------------|--------------------------------------|--|------------------------------------|-----------|-----------|----|
| 789                  | Sports/Leisure facilities and events | Very satisfied   | 5                                  | 6         | 5         |    |
|                      |                                      | Fairly satisfied   | 39                                 | 33        | 36        |    |
|                      |                                      | Neither satisfied nor dissatisfied   | 29                                 | 41        | 45        |    |
|                      |                                      | Fairly dissatisfied  | 18                                 | 15        | 9         |    |
|                      |                                      | Very dissatisfied  | 8                                  | 5         | 5         |    |
|                      |                                      | <b>Satisfied</b>   | <b>45</b>                          | <b>39</b> | <b>41</b> |    |
|                      |                                      | <b>Dissatisfied</b>  | <b>26</b>                          | <b>20</b> | <b>14</b> |    |
|                      |                                      | <b>Net satisfied</b>   | <b>18</b>                          | <b>19</b> | <b>27</b> |    |
|                      |                                      | Libraries  | Very satisfied                     | 26        | 23        | 23 |
|                      |                                      |  | Fairly satisfied                   | 51        | 45        | 44 |
|                      | Neither satisfied nor dissatisfied   |  | 17                                 | 26        | 27        |    |
|                      | Fairly dissatisfied                  |  | 5                                  | 4         | 5         |    |
|                      | Very dissatisfied                    |  | 1                                  | 2         | 1         |    |
|                      | <b>Satisfied</b>                     |  | <b>77</b>                          | <b>68</b> | <b>67</b> |    |
|                      | <b>Dissatisfied</b>                  |  | <b>6</b>                           | <b>6</b>  | <b>6</b>  |    |
|                      | <b>Net satisfied</b>                 |  | <b>71</b>                          | <b>62</b> | <b>61</b> |    |
|                      | Theatres (Beck and Compass)          |  | Very satisfied                     | 21        | 6         | 9  |
|                      |                                      |  | Fairly satisfied                   | 46        | 24        | 31 |
|                      |                                      |  | Neither satisfied nor dissatisfied | 26        | 48        | 53 |
|                      |                                      | Fairly dissatisfied  | 5                                  | 16        | 3         |    |
|                      |                                      | Very dissatisfied  | 2                                  | 7         | 3         |    |
| <b>Satisfied</b>     |                                      | <b>67</b>  | <b>30</b>                          | <b>40</b> |           |    |
| <b>Dissatisfied</b>  |                                      | <b>7</b>   | <b>23</b>                          | <b>6</b>  |           |    |
| <b>Net satisfied</b> |                                      | <b>60</b>  | <b>7</b>                           | <b>34</b> |           |    |

|   |                            |   |  |                          |  |                              |           |           |
|---|----------------------------|---|--|--------------------------|--|------------------------------|-----------|-----------|
| 936   | Parks and open spaces      | Very satisfied  | 13   | 13                       | 11   |                              |           |           |
|   |                            | Fairly satisfied  | 54   | 50                       | 46   |                              |           |           |
|   |                            | Neither satisfied nor dissatisfied  | 17   | 20                       | 27   |                              |           |           |
|   |                            | Fairly dissatisfied   | 13   | 13                       | 11   |                              |           |           |
|   |                            | Very dissatisfied   | 3  | 5                        | 5  |                              |           |           |
|   |                            | <b>Satisfied</b>  | <b>67</b>  | <b>63</b>                | <b>57</b>  |                              |           |           |
|   |                            | <b>Dissatisfied</b>   | <b>16</b>  | <b>18</b>                | <b>16</b>  |                              |           |           |
|   |                            | <b>Net satisfied</b>  | <b>52</b>  | <b>45</b>                | <b>41</b>  |                              |           |           |
| 672   | Adult education facilities | Very satisfied  | 10   |                          |  |                              |           |           |
|   |                            | Fairly satisfied  | 35   |                          |  |                              |           |           |
|   |                            | Neither satisfied nor dissatisfied  | 40   |                          |  |                              |           |           |
|   |                            | Fairly dissatisfied   | 11   |                          |  |                              |           |           |
|   |                            | Very dissatisfied   | 5  |                          |  |                              |           |           |
|   |                            | <b>Satisfied</b>  | <b>45</b>  |                          |  |                              |           |           |
| Q16   | 1086                       | <b>Which, if any, of the following learning, cultural and leisure provided by Hillingdon Council have you used in the last 12 months?</b>                                     | Parks and open spaces  | 69                       |  |                              |           |           |
|   |                            |   | Libraries  | 55                       |  |                              |           |           |
|   |                            |   | Sports/leisure facilities and events   | 34                       |  |                              |           |           |
|   |                            |   | Theatres (Beck and Compass)  | 30                       |  |                              |           |           |
|   |                            |   | Adult education facilities   | 10                       |  |                              |           |           |
|   |                            |   | None of these  | 12                       |  |                              |           |           |
| Q17   |                            | <b>Do you feel that each of the following learning, cultural and leisure services has got better, got worse or stayed about the same compared to 12 months ago?</b>           | Don't know /can't remember   | 3                        |  |                              |           |           |
|   |                            |   | Not stated   | 1                        |  |                              |           |           |
|   |                            |   | 590  | Sport/Leisure facilities | Better   | 15                           | 11        | 15        |
|   |                            |   |  |                          | Stayed the same  | 73                           | 74        | 69        |
|   |                            |   |  |                          | Worse  | 13                           | 16        | 16        |
|   |                            |   |  |                          | <b>Net better</b>  | <b>2</b>                     | <b>-5</b> | <b>-1</b> |
| 743   | Libraries                  | Better  |  |                          | 28   | 20                           | 22        |           |
|   |                            | Stayed the same   |  |                          | 66   | 73                           | 70        |           |
|   |                            | Worse   | 6  | 7                        | 8  |                              |           |           |
|   |                            | <b>Net better</b>   | <b>22</b>  | <b>13</b>                | <b>14</b>  |                              |           |           |
| 561   | Theatres/concert halls     | Better  | 12   | 6                        | 9  |                              |           |           |
|   |                            | Stayed the same   | 84   | 88                       | 86   |                              |           |           |
|   |                            | Worse   | 4  | 6                        | 5  |                              |           |           |
|   |                            | <b>Net better</b>   | <b>9</b>   | <b>0</b>                 | <b>4</b>   |                              |           |           |
| 790   | Parks and open spaces      | Better  | 24   | 20                       | 15   |                              |           |           |
|   |                            | Stayed the same   | 60   | 60                       | 62   |                              |           |           |
|   |                            | Worse   | 16   | 21                       | 23   |                              |           |           |
|   |                            | <b>Net better</b>   | <b>7</b>   | <b>-1</b>                | <b>-8</b>  |                              |           |           |
| 386   | Adult education facilities | Better  | 15   |                          |  |                              |           |           |
|   |                            | Stayed the same   | 77   |                          |  |                              |           |           |
|   |                            | Worse   | 8  |                          |  |                              |           |           |
|   |                            | <b>Net better</b>   | <b>6</b>   |                          |  |                              |           |           |
| <b>A BOROUGH WITH IMPROVING HEALTH, HOUSING AND SOCIAL CARE</b> |                            |   |  |                          |  |                              |           |           |
| Q18   | 1086                       | <b>Which, if any, of the following priorities do you feel are most important for Hillingdon Council to focus attention on in order to meet our objective as listed above?</b> | Protect local health services for our residents  | 78                       |  |                              |           |           |
|   |                            |   | Improve the quality of life, independence, choice and access to good quality health, housing and social care | 60                       |  |                              |           |           |
|   |                            |   | Work with the primary care trust to minimise the effect on local services caused by their budget deficit     | 49                       |  |                              |           |           |
|   |                            |   | Support first time homebuyers  | 46                       |  |                              |           |           |
|   |                            |   | Increase the provision of key worker and affordable homes in Hillingdon                                      | 40                       |  |                              |           |           |
|   |                            |   | Other  | 3                        |  |                              |           |           |
|   |                            |   | None of these  | 1                        |  |                              |           |           |
|   |                            |   | Don't know   | 3                        |  |                              |           |           |
|   |                            |   | Not stated   | 1                        |  |                              |           |           |
|   |                            |   | Q19  | 1086                     | <b>How satisfied or dissatisfied are you with the following health, housing and social care services that Hillingdon Council provides?</b> | (Council) Housing management |           |           |
| Very satisfied  | 5                          |   |  |                          |  |                              |           |           |
| Fairly satisfied  | 13                         |   |  |                          |  |                              |           |           |
| Neither satisfied nor dissatisfied                              | 17                         |   |  |                          |  |                              |           |           |
| Fairly dissatisfied   | 6                          |   |  |                          |  |                              |           |           |
| Very dissatisfied   | 5                          |   |  |                          |  |                              |           |           |
| No opinion  | 48                         |   |  |                          |  |                              |           |           |
| Not stated  | 6                          |   |  |                          |  |                              |           |           |
| <b>Satisfied</b>  | <b>17</b>                  |   |  |                          |  |                              |           |           |



|  |                                    |           |  |  |
|--|------------------------------------|-----------|--|--|
| Housing/homelessness advice                        | Very satisfied                     | 3         |  |  |
|  | Fairly satisfied                   | 7         |  |  |
|  | Neither satisfied nor dissatisfied | 19        |  |  |
|  | Fairly dissatisfied                | 6         |  |  |
|  | Very dissatisfied                  | 4         |  |  |
|  | No opinion                         | 54        |  |  |
|  | Not stated                         | 7         |  |  |
|  | <b>Satisfied</b>                   | <b>11</b> |  |  |
|  | <b>Dissatisfied</b>                | <b>9</b>  |  |  |
|  | <b>Net satisfied</b>               | <b>2</b>  |  |  |
| Care of older people                               | Very satisfied                     | 7         |  |  |
|  | Fairly satisfied                   | 18        |  |  |
|  | Neither satisfied nor dissatisfied | 18        |  |  |
|  | Fairly dissatisfied                | 9         |  |  |
|  | Very dissatisfied                  | 3         |  |  |
|  | No opinion                         | 40        |  |  |
|  | Not stated                         | 5         |  |  |
|  | <b>Satisfied</b>                   | <b>25</b> |  |  |
|  | <b>Dissatisfied</b>                | <b>12</b> |  |  |
| <b>Net satisfied</b>                               | <b>13</b>                          |           |  |  |
| Assisting people to stay in their own homes longer | Very satisfied                     | 5         |  |  |
|  | Fairly satisfied                   | 14        |  |  |
|  | Neither satisfied nor dissatisfied | 19        |  |  |
|  | Fairly dissatisfied                | 5         |  |  |
|  | Very dissatisfied                  | 2         |  |  |
|  | No opinion                         | 48        |  |  |
|  | Not stated                         | 7         |  |  |
|  | <b>Satisfied</b>                   | <b>19</b> |  |  |
|  | <b>Dissatisfied</b>                | <b>7</b>  |  |  |
| <b>Net satisfied</b>                               | <b>12</b>                          |           |  |  |

|  |      |   |   |           |  |  |
|--|------|---|---|-----------|--|--|
|  |      | Services for people with disabilities   | Very satisfied  | 6         |  |  |
|  |      |   | Fairly satisfied  | 19        |  |  |
|  |      |   | Neither satisfied nor dissatisfied  | 18        |  |  |
|  |      |   | Fairly dissatisfied   | 4         |  |  |
|  |      |   | Very dissatisfied   | 4         |  |  |
|  |      |   | No opinion  | 42        |  |  |
|  |      |   | Not stated  | 7         |  |  |
|  |      |   | <b>Satisfied</b>  | <b>25</b> |  |  |
|  |      |   | <b>Dissatisfied</b>   | <b>8</b>  |  |  |
|  |      |   | <b>Net satisfied</b>  | <b>17</b> |  |  |
|  |      | Housing benefit / council tax benefit   | Very satisfied  | 7         |  |  |
|  |      |   | Fairly satisfied  | 16        |  |  |
|  |      |   | Neither satisfied nor dissatisfied  | 19        |  |  |
|  |      |   | Fairly dissatisfied   | 5         |  |  |
|  |      |   | Very dissatisfied   | 6         |  |  |
|  |      |   | No opinion  | 41        |  |  |
|  |      |   | Not stated  | 7         |  |  |
|  |      |   | <b>Satisfied</b>  | <b>23</b> |  |  |
|  |      |   | <b>Dissatisfied</b>   | <b>11</b> |  |  |
|  |      |   | <b>Net satisfied</b>  | <b>12</b> |  |  |
|  |      | Supporting first time buyers  | Very satisfied  | 3         |  |  |
|  |      |   | Fairly satisfied  | 9         |  |  |
|  |      |   | Neither satisfied nor dissatisfied  | 18        |  |  |
|  |      |   | Fairly dissatisfied   | 7         |  |  |
|  |      |   | Very dissatisfied   | 6         |  |  |
|  |      |   | No opinion  | 49        |  |  |
|  |      |   | Not stated  | 8         |  |  |
|  |      |   | <b>Satisfied</b>  | <b>12</b> |  |  |
|  |      |   | <b>Dissatisfied</b>   | <b>13</b> |  |  |
|  |      |   | <b>Net satisfied</b>  | <b>-1</b> |  |  |
| <b>A PROSPEROUS BOROUGH</b>                          |      |   |   |           |  |  |
| Q20  | 1086 | <b>Which, if any, of the following priorities do you feel are most important for Hillingdon Council to focus attention on in order to meet our objective as listed above?</b> | Improve and enhance employment opportunities for local people   | 62        |  |  |
|  |      |   | Ensure large employers are retained within the borough  | 57        |  |  |
|  |      |   | Support small, local companies to provide services to the council where financially viable                          | 54        |  |  |
|  |      |   | Improve skills training for local people  | 54        |  |  |
|  |      |   | Work in partnership with a range of partners to secure investment in the local area                                 | 48        |  |  |
|  |      |   | Consult the business community and other organisations, recognising the role of business in delivering regeneration | 33        |  |  |
|  |      |   | Other   | 3         |  |  |
|  |      |   | None of these   | 1         |  |  |
|  |      |   | Don't know  | 7         |  |  |
|  |      |   | Not stated  | 1         |  |  |
| <b>A BOROUGH WHERE OPPORTUNITIES ARE OPEN TO ALL</b> |      |   |   |           |  |  |
| Q21  | 1086 | <b>Which, if any, of the following priorities do you feel are most important for Hillingdon Council to focus attention on in order to meet our objective as listed above?</b> | Support older and disabled people   | 67        |  |  |
|  |      |   | Employ people throughout the borough regardless of sex, age, race or sexual orientation                             | 55        |  |  |
|  |      |   | Improve access to services and employment for the elderly, disabled and minority groups                             | 45        |  |  |
|  |      |   | Encourage community engagement and cohesion by providing services fairly and based solely on need                   | 39        |  |  |
|  |      |   | Other   | 2         |  |  |
|  |      |   | None of these   | 2         |  |  |
|  |      |   | Don't know  | 7         |  |  |
|  |      |   | Not stated  | 1         |  |  |

|     |  |   |                                  |   |                      |           |  |  |
|-----|--|---|----------------------------------|---|----------------------|-----------|--|--|
| Q22 | 1086   | <b>In delivering our support for older people we have identified a number of possible actions. To what extent, if at all do you feel that each of the following is important?</b> |                                  |   |                      |           |  |  |
|     |  |   | Council Tax freeze for over 65's | Very important  | 60                   |           |  |  |
|     |  |   |                                  | Fairly important  | 24                   |           |  |  |
|     |  |   |                                  | Not very important  | 4                    |           |  |  |
|     |  |   |                                  | Not at all important                                      | 3                    |           |  |  |
|     |  |   |                                  | Don't know  | 6                    |           |  |  |
|     |  |   |                                  | Not stated  | 3                    |           |  |  |
|     |  |   |                                  | <b>Important</b>  | <b>84</b>            |           |  |  |
|     |  |   |                                  | <b>Unimportant</b>  | <b>7</b>             |           |  |  |
|     |  |   |                                  | <b>Net important</b>                                      | <b>77</b>            |           |  |  |
|     |  |   |                                  | Support for victims of burglaries; e.g free alarm fitting | Very important       | 51        |  |  |
|     |  |   |                                  |   | Fairly important     | 34        |  |  |
|     |  |   |                                  |   | Not very important   | 5         |  |  |
|     |  |   |                                  |   | Not at all important | 2         |  |  |
|     |  |   |                                  |   | Don't know           | 4         |  |  |
|     |  |   |                                  |   | Not stated           | 4         |  |  |
|     |  |   |                                  |   | <b>Important</b>     | <b>85</b> |  |  |
|     |  |   |                                  |   | <b>Unimportant</b>   | <b>7</b>  |  |  |
|     |  |   |                                  |   | <b>Net important</b> | <b>79</b> |  |  |
|     |  |   |                                  | Dedicated older people's initiative fund                  | Very important       | 27        |  |  |
|     |  |   |                                  |   | Fairly important     | 30        |  |  |
|     |  |   |                                  |   | Not very important   | 12        |  |  |
|     |  |   |                                  |   | Not at all important | 2         |  |  |
|     |  |   |                                  |   | Don't know           | 19        |  |  |
|     |  |   |                                  |   | Not stated           | 10        |  |  |
|     |  |   |                                  |   | <b>Important</b>     | <b>57</b> |  |  |
|     |  | <b>Unimportant</b>  | <b>14</b>                        |   |                      |           |  |  |
|     |  | <b>Net important</b>  | <b>43</b>                        |   |                      |           |  |  |
|     | Older peoples plan, to take forward views of older people's assembly | Very important  | 28                               |   |                      |           |  |  |
|     |  | Fairly important  | 33                               |   |                      |           |  |  |
|     |  | Not very important  | 13                               |   |                      |           |  |  |
|     |  | Not at all important  | 2                                |   |                      |           |  |  |
|     |  | Don't know  | 15                               |   |                      |           |  |  |
|     |  | Not stated  | 9                                |   |                      |           |  |  |
|     |  | <b>Important</b>  | <b>61</b>                        |   |                      |           |  |  |
|     |  | <b>Unimportant</b>  | <b>15</b>                        |   |                      |           |  |  |
|     |  | <b>Net important</b>  | <b>46</b>                        |   |                      |           |  |  |
|     | Dedicated parking bays for older people (brown badge scheme)         | Very important  | 35                               |   |                      |           |  |  |
|     |  | Fairly important  | 29                               |   |                      |           |  |  |
|     |  | Not very important  | 17                               |   |                      |           |  |  |
|     |  | Not at all important  | 7                                |   |                      |           |  |  |
|     |  | Don't know  | 8                                |   |                      |           |  |  |
|     |  | Not stated  | 5                                |   |                      |           |  |  |
|     |  | <b>Important</b>  | <b>64</b>                        |   |                      |           |  |  |
|     |  | <b>Not important</b>  | <b>24</b>                        |   |                      |           |  |  |
|     |  | <b>Net important</b>  | <b>40</b>                        |   |                      |           |  |  |
| Q23 | 848  | <b>To what extent do you agree or disagree that you can influence decisions affecting your local area?</b>  | Definitely agree                 | 11  | 8                    |           |  |  |
|     |  |   | Tend to agree                    | 34  | 26                   |           |  |  |
|     |  |   | Tend to disagree                 | 38  | 42                   |           |  |  |
|     |  |   | Definitely disagree              | 18  | 24                   |           |  |  |
|     |  |   | <b>Agree</b>                     | <b>44</b>   | <b>34</b>            |           |  |  |
|     |  |   | <b>Disagree</b>                  | <b>56</b>   | <b>66</b>            |           |  |  |
|     |  |   | <b>Net agree</b>                 | <b>-11</b>  | <b>-32</b>           |           |  |  |

|  |           |   |   |           |  |  |
|--|-----------|---|---|-----------|--|--|
| Q24  | 1086      | Have you taken part in voluntary work in the last 12 months? By voluntary work, we mean any activity which involves spending an average of two hours a week, unpaid, through groups, clubs or organisations to benefit other people or the environment. | Yes   | 14        |  |  |
|  |           |   | No  | 82        |  |  |
|  |           |   | Don't know/can't remember   | 3         |  |  |
|  |           |   | Not stated  | 1         |  |  |
|  |           |   |   |           |  |  |
| <b>A BOROUGH WHERE CHILDREN AND YOUNG PEOPLE ARE HEALTHY, SAFE AND SUPPORTED</b> |           |   |   |           |  |  |
| Q25  | 1086      | Within this aim we have listed a number of priorities, which are shown below. Which, if any of these, do you think are the most important for Hillingdon Council to focus on in order to meet our objectives?   | Increase the provision of youth activities  | 67        |  |  |
|  |           |   | Improve the performance of Hillingdon children at all stages of education                                   | 66        |  |  |
|  |           |   | Support children to be healthy  | 62        |  |  |
|  |           |   | Improve the quality of life for all of our children and young people, including those in the council's care | 61        |  |  |
|  |           |   | Improve the quality of early years and childcare provision  | 48        |  |  |
|  |           |   | Other   | 4         |  |  |
|  |           |   | None of these   | 1         |  |  |
|  |           |   | Don't know  | 6         |  |  |
|  |           |   | Not stated  | 2         |  |  |
|  |           |   |   |           |  |  |
| Q26  | 1086      | Are there any children aged 11 or under in your household?  | Yes   | 23        |  |  |
|  |           |   | No  | 74        |  |  |
|  |           |   | Not stated  | 3         |  |  |
| Q27  | 190       | Does your child or children attend any of the following childcare or play facilities in Hillingdon?   | Day nursery   | 19        |  |  |
|  |           |   | Play group  | 20        |  |  |
|  |           |   | Out of school club  | 13        |  |  |
|  |           |   | Child minder  | 6         |  |  |
|  |           |   | Other   | 6         |  |  |
|  |           |   | None of these   | 44        |  |  |
|  |           |   | Don't know  | 1         |  |  |
|  |           |   | Not stated  | 4         |  |  |
| Q28  | 95        | How satisfied or dissatisfied are you with the childcare or play facilities your child or children receive?   | Very satisfied  | 30        |  |  |
|  |           |   | Fairly satisfied  | 39        |  |  |
|  |           |   | Neither satisfied nor dissatisfied  | 15        |  |  |
|  |           |   | Fairly dissatisfied   | 6         |  |  |
|  |           |   | Very dissatisfied   | 4         |  |  |
|  |           |   | Don't know  | 1         |  |  |
|  |           |   | Not stated  | 5         |  |  |
|  |           |   | <b>Satisfied</b>  | <b>69</b> |  |  |
|  |           |   | <b>Dissatisfied</b>   | <b>10</b> |  |  |
| <b>Net satisfied</b>   | <b>60</b> |   |   |           |  |  |
| Q29  | 95        | Do you think the childcare or play facilities your child or children have received have improved, stayed the same, or got worse over the last 12 months?  | Improved  | 22        |  |  |
|  |           |   | Stayed the same   | 46        |  |  |
|  |           |   | Got worse   | 11        |  |  |
|  |           |   | Don't know/no opinion   | 17        |  |  |
|  |           |   | Not stated  | 4         |  |  |
|  |           |   | <b>Net improvement</b>  | <b>11</b> |  |  |
| Q30  | 79        | You said that you do not access the childcare and play facilities listed in question 27. What, in your opinion would you say are the barriers preventing your child or children from accessing these services?  | Not enough places   | 30        |  |  |
|  |           |   | Distance/location   | 12        |  |  |
|  |           |   | Cost  | 7         |  |  |
|  |           |   | Other   | 23        |  |  |
|  |           |   | None of these   | 20        |  |  |
|  |           |   | Don't know  | 9         |  |  |
|  |           |   | Not stated  | 15        |  |  |
|  |           |   |   |           |  |  |
| Q31  | 190       | Does your child/ren aged 11 or under attend primary schools in the borough of Hillingdon?   | Yes   | 50        |  |  |
|  |           |   | No  | 47        |  |  |
|  |           |   | Not stated  | 3         |  |  |
| Q32  | 108       | How satisfied or dissatisfied are you with the quality of primary school education your child or children receives in the borough?  | Very satisfied  | 41        |  |  |
|  |           |   | Fairly satisfied  | 45        |  |  |
|  |           |   | Neither satisfied nor dissatisfied  | 7         |  |  |
|  |           |   | Fairly dissatisfied   | 1         |  |  |
|  |           |   | Very dissatisfied   | 2         |  |  |
|  |           |   | Don't know  | 2         |  |  |
|  |           |   | Not stated  | 2         |  |  |
|  |           |   | <b>Satisfied</b>  | <b>85</b> |  |  |
|  |           |   | <b>Dissatisfied</b>   | <b>3</b>  |  |  |
| <b>Net satisfied</b>   | <b>82</b> |   |   |           |  |  |

|                      |           |   |                                    |           |  |  |
|----------------------|-----------|---|------------------------------------|-----------|--|--|
| Q33                  | 108       | And thinking about the quality of primary school education your child or children receive in the borough, would you say this has improved, stayed the same, or got worse within the past 12 months?   | Improved                           | 33        |  |  |
|                      |           |   | Stayed the same                    | 44        |  |  |
|                      |           |   | Got worse                          | 5         |  |  |
|                      |           |   | Don't know/no opinion              | 16        |  |  |
|                      |           |   | Not stated                         | 3         |  |  |
|                      |           |   | <b>Net improvement</b>             | <b>29</b> |  |  |
| Q34                  | 1086      | Are there any children aged 12-16 in your household?  | Yes                                | 10        |  |  |
|                      |           |   | No                                 | 86        |  |  |
|                      |           |   | Not stated                         | 4         |  |  |
| Q35                  | 116       | Does your child/ren aged 12-16 attend secondary schools in the borough of Hillingdon?   | Yes                                | 87        |  |  |
|                      |           |   | No                                 | 8         |  |  |
|                      |           |   | Not stated                         | 5         |  |  |
| Q36                  | 97        | How satisfied or dissatisfied are you with the quality of secondary school education you child or children receives in Hillingdon?  | Very satisfied                     | 28        |  |  |
|                      |           |   | Fairly satisfied                   | 49        |  |  |
|                      |           |   | Neither satisfied nor dissatisfied | 6         |  |  |
|                      |           |   | Fairly dissatisfied                | 8         |  |  |
|                      |           |   | Very dissatisfied                  | 7         |  |  |
|                      |           |   | Don't know                         | 1         |  |  |
|                      |           |   | Not stated                         | 1         |  |  |
|                      |           |   | <b>Satisfied</b>                   | <b>77</b> |  |  |
| <b>Dissatisfied</b>  | <b>15</b> |   |                                    |           |  |  |
| <b>Net satisfied</b> | <b>62</b> |   |                                    |           |  |  |
| Q37                  | 97        | And thinking about the quality of secondary school education your child or children receive in the borough, would you say this has improved, stayed the same, or got worse within the past 12 months? | Improved                           | 26        |  |  |
|                      |           |   | Stayed the same                    | 48        |  |  |
|                      |           |   | Got worse                          | 18        |  |  |
|                      |           |   | Don't know/no opinion              | 6         |  |  |
|                      |           |   | Not stated                         | 3         |  |  |
|                      |           |   | <b>Net improvement</b>             | <b>7</b>  |  |  |

|   |            |  |                                    |                |                                    |            |  |  |
|---|------------|--|------------------------------------|----------------|------------------------------------|------------|--|--|
| Q38   | 1086       | Are there any children or young people aged 16 or over in your household?  | Yes                                | 15             |                                    |            |  |  |
|   |            |  | No                                 | 80             |                                    |            |  |  |
|   |            |  | Not stated                         | 5              |                                    |            |  |  |
| Q39   | 147        | Does your child/ren aged 16 or over attend either secondary school or college in the borough of Hillingdon?  | Yes                                | 38             |                                    |            |  |  |
|   |            |  | No                                 | 60             |                                    |            |  |  |
|   |            |  | Not stated                         | 2              |                                    |            |  |  |
| Q40   | 51         | How satisfied or dissatisfied are you with the information on options for post-16 education or employment which your child or children aged 16 or over receive?  | Very satisfied                     | 16             |                                    |            |  |  |
|   |            |  | Fairly satisfied                   | 46             |                                    |            |  |  |
|   |            |  | Neither satisfied nor dissatisfied | 24             |                                    |            |  |  |
|   |            |  | Fairly dissatisfied                | 8              |                                    |            |  |  |
|   |            |  | Very dissatisfied                  | 2              |                                    |            |  |  |
|   |            |  | Don't know                         | 2              |                                    |            |  |  |
|   |            |  | Not stated                         | 2              |                                    |            |  |  |
|   |            |  | <b>Satisfied</b>                   | <b>62</b>      |                                    |            |  |  |
|   |            |  | <b>Dissatisfied</b>                | <b>11</b>      |                                    |            |  |  |
| <b>Net satisfied</b>                            | <b>51</b>  |  |                                    |                |                                    |            |  |  |
| Q41   | 51         | Do you think the information on options for post-16 education or employment they received has improved, stayed the same, or got worse within the past 12 months? | Improved                           | 17             |                                    |            |  |  |
|   |            |  | Stayed the same                    | 55             |                                    |            |  |  |
|   |            |  | Got worse                          | 5              |                                    |            |  |  |
|   |            |  | Don't know                         | 22             |                                    |            |  |  |
|   |            |  | Not stated                         | 1              |                                    |            |  |  |
|   |            |  | <b>Net improvement</b>             | <b>13</b>      |                                    |            |  |  |
| Q42   | 1086       | How satisfied or dissatisfied are you with youth clubs and other facilities for young people provided or supported by Hillingdon Council?                        | Very satisfied                     | 1              |                                    |            |  |  |
|   |            |  | Fairly satisfied                   | 9              |                                    |            |  |  |
|   |            |  | Neither satisfied nor dissatisfied | 14             |                                    |            |  |  |
|   |            |  | Fairly dissatisfied                | 12             |                                    |            |  |  |
|   |            |  | Very dissatisfied                  | 10             |                                    |            |  |  |
|   |            |  | Don't know                         | 48             |                                    |            |  |  |
|   |            |  | Not stated                         | 5              |                                    |            |  |  |
|   |            |  | <b>Satisfied</b>                   | <b>11</b>      |                                    |            |  |  |
|   |            |  | <b>Dissatisfied</b>                | <b>22</b>      |                                    |            |  |  |
| <b>Net satisfied</b>                            | <b>-11</b> |  |                                    |                |                                    |            |  |  |
| <b>CONTACT AND CUSTOMER SERVICE</b>             |            |  |                                    |                |                                    |            |  |  |
| Q43   | 1049       | Have you contacted Hillingdon Council with a complaint in the  | Yes                                | 25             | 26                                 | 24         |  |  |
|   |            |  | No                                 | 75             | 74                                 | 76         |  |  |
| Q44   | 276        | ...the way in which your complaint(s) was (were) handled   | Very satisfied                     | 20             | 11                                 | 8          |  |  |
|   |            |  | Fairly satisfied                   | 32             | 19                                 | 18         |  |  |
|   |            |  | Neither satisfied nor dissatisfied | 10             | 12                                 | 10         |  |  |
|   |            |  | Fairly dissatisfied                | 13             | 23                                 | 25         |  |  |
|   |            |  | Very dissatisfied                  | 24             | 36                                 | 39         |  |  |
|   |            |  | <b>Satisfied</b>                   | <b>52</b>      | <b>30</b>                          | <b>26</b>  |  |  |
|   |            |  | <b>Dissatisfied</b>                | <b>37</b>      | <b>59</b>                          | <b>64</b>  |  |  |
|   |            |  | <b>Net satisfied</b>               | <b>15</b>      | <b>-29</b>                         | <b>-38</b> |  |  |
|   |            |  | 243                                | ...the outcome | Very satisfied                     | 21         |  |  |
|   |            |  |                                    |                | Fairly satisfied                   | 25         |  |  |
|   |            |  |                                    |                | Neither satisfied nor dissatisfied | 6          |  |  |
|   |            |  |                                    |                | Fairly dissatisfied                | 12         |  |  |
| Very dissatisfied                               | 36         |  |                                    |                |                                    |            |  |  |
| <b>Satisfied</b>                                | <b>46</b>  |  |                                    |                |                                    |            |  |  |
| <b>Dissatisfied</b>                             | <b>48</b>  |  |                                    |                |                                    |            |  |  |
| <b>Net satisfied</b>                            | <b>-2</b>  |  |                                    |                |                                    |            |  |  |
| <b>CONTACTING THE COUNCIL FOR OTHER REASONS</b> |            |  |                                    |                |                                    |            |  |  |
| Q45   | 1086       | Have you contacted Hillingdon Council within the past two years for reasons other than to make a complaint?  | Yes                                | 62             |                                    |            |  |  |
|   |            |  | No                                 | 30             |                                    |            |  |  |
|   |            |  | Don't know/can't remember          | 6              |                                    |            |  |  |
|   |            |  | Not stated                         | 1              |                                    |            |  |  |
| Q46   | 644        | How did you contact Hillingdon Council on the last occasion that you contacted them?   | By telephone                       | 75             | 70                                 |            |  |  |
|   |            |  | In person                          | 11             | 21                                 |            |  |  |
|   |            |  | Via a website/ Internet            | 7              | 7                                  |            |  |  |
|   |            |  | By e-mail                          | 5              | 11                                 |            |  |  |
|   |            |  | By letter                          | 2              | 14                                 |            |  |  |
|   |            |  | SMS Text message                   | 0              | n/a                                |            |  |  |
|   |            |  | Other                              | *              | 2                                  |            |  |  |

|     |     |  |                                    |           |           |  |
|-----|-----|--|------------------------------------|-----------|-----------|--|
| Q47 | 652 | <b>How would you prefer to contact Hillingdon Council?</b>   | By telephone                       | 70        |           |  |
|     |     |  | By e-mail                          | 10        |           |  |
|     |     |  | Via a website/ Internet            | 10        |           |  |
|     |     |  | In person                          | 6         |           |  |
|     |     |  | By letter                          | 2         |           |  |
|     |     |  | SMS Text message                   | *         |           |  |
|     |     |  | Other                              | 1         |           |  |
|     |     |  | None of these                      | 0         |           |  |
|     |     |  | Not stated                         | 1         |           |  |
| Q49 | 617 | <b>How satisfied or dissatisfied were you in terms of being able to find the right person to deal with your enquiry when you most recently contacted Hillingdon Council?</b> | Very satisfied                     | 41        | 23        |  |
|     |     |  | Fairly satisfied                   | 35        | 48        |  |
|     |     |  | Neither satisfied nor dissatisfied | 8         | 12        |  |
|     |     |  | Fairly dissatisfied                | 6         | 11        |  |
|     |     |  | Very dissatisfied                  | 9         | 6         |  |
|     |     |  | <b>Satisfied</b>                   | <b>76</b> | <b>71</b> |  |
|     |     |  | <b>Dissatisfied</b>                | <b>15</b> | <b>17</b> |  |
|     |     |  | <b>Net satisfied</b>               | <b>61</b> | <b>54</b> |  |
|     |     |  |                                    |           |           |  |

|  |           |   |  |           |                            |                |    |  |
|--|-----------|---|--|-----------|----------------------------|----------------|----|--|
| Q50                                      | 616       | <b>And was the information you were given or told:</b><br><br>*2006/2007 question: Satisfaction with any information given (very satisfied-very dissatisfied) | Very good  | 39        | 22                         |                |    |  |
|  |           |   | Fairly good  | 30        | 45                         |                |    |  |
|  |           |   | Neither good nor poor  | 12        | 13                         |                |    |  |
|  |           |   | Fairly poor  | 8         | 10                         |                |    |  |
|  |           |   | Very poor  | 10        | 10                         |                |    |  |
|  |           |   | <b>Good</b>  | <b>70</b> | <b>67</b>                  |                |    |  |
|  |           |   | <b>Poor</b>  | <b>18</b> | <b>20</b>                  |                |    |  |
|  |           |   | <b>Net good</b>  | <b>52</b> | <b>47</b>                  |                |    |  |
|  |           |   | Q51  | 652       | <b>And were the staff:</b> | Very helpful   | 44 |  |
|  |           |   |  |           |                            | Fairly helpful | 33 |  |
| Not very helpful                         | 9         |   |  |           |                            |                |    |  |
| Not at all helpful                       | 6         |   |  |           |                            |                |    |  |
| Don't know/can't remember/not applicable | 5         |   |  |           |                            |                |    |  |
| Not stated                               | 3         |   |  |           |                            |                |    |  |
| <b>Helpful</b>                           | <b>77</b> |   |  |           |                            |                |    |  |
| <b>Unhelpful</b>                         | <b>15</b> |   |  |           |                            |                |    |  |
| <b>Net helpful</b>                       | <b>62</b> |   |  |           |                            |                |    |  |
| <b>ABOUT YOU</b>                         |           |   |  |           |                            |                |    |  |
| Q52                                      | 1086      | <b>Are you:</b>   | Male   | 47        |                            |                |    |  |
|  |           |   | Female   | 53        |                            |                |    |  |
| Q53                                      | 1086      | <b>How old are you?</b>   | 18-24  | 12        |                            |                |    |  |
|  |           |   | 25-34  | 21        |                            |                |    |  |
|  |           |   | 35-44  | 17        |                            |                |    |  |
|  |           |   | 45-54  | 20        |                            |                |    |  |
|  |           |   | 55-64  | 10        |                            |                |    |  |
|  |           |   | 65-74  | 11        |                            |                |    |  |
|  |           |   | 75+  | 9         |                            |                |    |  |
| Q54                                      | 1086      | <b>Which of these best describes what you are doing at the moment?</b>  | Working Full Time (30+ hours)  | 47        |                            |                |    |  |
|  |           |   | Part Time (8-29 hours)   | 12        |                            |                |    |  |
|  |           |   | On a government supported training programme (e.g. modern apprenticeship/ training for work) | *         |                            |                |    |  |
|  |           |   | Registered Unemployed (claiming JSA)   | 1         |                            |                |    |  |
|  |           |   | Unemployed, not registered – seeking work  | 2         |                            |                |    |  |
|  |           |   | Retired  | 21        |                            |                |    |  |
|  |           |   | At home/looking after family   | 7         |                            |                |    |  |
|  |           |   | Permanently sick or disabled   | 4         |                            |                |    |  |
|  |           |   | Full time student  | 3         |                            |                |    |  |
|  |           |   | Other  | 2         |                            |                |    |  |
| Q55                                      | 1086      | <b>Which, if any, of these council services have you or members of your household used in the previous 12 months?</b>   | Recycling facilities   | 64        |                            |                |    |  |
|  |           |   | Parks and open spaces  | 61        |                            |                |    |  |
|  |           |   | Civic amenity site   | 44        |                            |                |    |  |
|  |           |   | Housing or council tax benefit   | 18        |                            |                |    |  |
|  |           |   | Parking facilities for residents   | 15        |                            |                |    |  |
|  |           |   | Primary schools  | 13        |                            |                |    |  |
|  |           |   | Secondary schools  | 10        |                            |                |    |  |
|  |           |   | Children and play facilities   | 10        |                            |                |    |  |
|  |           |   | Planning   | 7         |                            |                |    |  |
|  |           |   | Nursery schools  | 6         |                            |                |    |  |
|  |           |   | Social services for older people   | 5         |                            |                |    |  |
|  |           |   | Housing - homelessness advice  | 4         |                            |                |    |  |
|  |           |   | Youth clubs and other facilities for young people  | 4         |                            |                |    |  |
|  |           |   | Social services for adults with disabilities   | 4         |                            |                |    |  |
|  |           |   | Social services for children and families  | 1         |                            |                |    |  |
|  |           |   | Other  | 4         |                            |                |    |  |
|  |           |   | None of these  | 9         |                            |                |    |  |
|  |           |   | Don't know   | 2         |                            |                |    |  |
| Not stated                               | 2         |   |  |           |                            |                |    |  |
| Q56                                      | 1086      | <b>Do you or anyone in your household have any disability which limits your (or their) daily activities or the work you (or they) can do?</b>                 | Yes - me   | 12        |                            |                |    |  |
|  |           |   | Yes - other household member   | 7         |                            |                |    |  |
|  |           |   | No   | 79        |                            |                |    |  |
|  |           |   | Not stated   | 3         |                            |                |    |  |
| Q57                                      | 1086      | <b>Which of these best describes your housing tenure?</b>   | Owned outright   | 29        |                            |                |    |  |
|  |           |   | Buying on a mortgage   | 39        |                            |                |    |  |
|  |           |   | Rented from the council  | 9         |                            |                |    |  |
|  |           |   | Rented from housing association  | 6         |                            |                |    |  |
|  |           |   | Rented from private landlord   | 11        |                            |                |    |  |
|  |           |   | Student accommodation  | 1         |                            |                |    |  |
|  |           |   | Living with parents  | 1         |                            |                |    |  |
|  |           |   | Other  | 1         |                            |                |    |  |
|  |           |   | Not stated   | 2         |                            |                |    |  |

|                           |      |  |  |    |  |  |
|---------------------------|------|--|--|----|--|--|
| Q58                       | 1086 | <b>Which if any, do you personally use?</b>                          | Mobile phone   | 87 |  |  |
|                           |      |  | E-mail   | 66 |  |  |
|                           |      |  | PC-Desktop or laptop or other computer at home                                       | 66 |  |  |
|                           |      |  | Internet at home   | 65 |  |  |
|                           |      |  | SMS text messaging on a mobile phone   | 58 |  |  |
|                           |      |  | Internet at work, place of study or elsewhere  | 36 |  |  |
|                           |      |  | PC-Desktop or laptop or other computer at work, place of study or elsewhere          | 34 |  |  |
|                           |      |  | Interactive services through your Digital TV, e.g. games, shopping, banking or email | 11 |  |  |
|                           |      |  | PC or internet available in libraries  | 9  |  |  |
|                           |      |  | None of these  | 8  |  |  |
|                           |      |  | Don't know   | *  |  |  |
|                           |      |  | Not stated   | 1  |  |  |
| Q59                       | 1086 | <b>To which one of the following ethnic groups do you belong to?</b> | White British  | 71 |  |  |
|                           |      |  | Asian British  | 7  |  |  |
|                           |      |  | Indian   | 5  |  |  |
|                           |      |  | White European (from pre-1991 EU member states)                                      | 3  |  |  |
|                           |      |  | White European (from post-1991 EU member states)                                     | 2  |  |  |
|                           |      |  | Black African  | 2  |  |  |
|                           |      |  | White other  | 2  |  |  |
|                           |      |  | Mixed race   | 1  |  |  |
|                           |      |  | Black British  | 1  |  |  |
|                           |      |  | White European other   | 1  |  |  |
|                           |      |  | Pakistani  | 1  |  |  |
|                           |      |  | Chinese  | 1  |  |  |
|                           |      |  | Bangladeshi  | 1  |  |  |
|                           |      |  | Black Caribbean  | *  |  |  |
|                           |      |  | Black other  | 0  |  |  |
| I would prefer not to say | 0    |  |  |    |  |  |
| Other                     | 0    |  |  |    |  |  |
| Q60                       | 1086 | <b>What is your religion or belief?</b>                              | Christian  | 63 |  |  |
|                           |      |  | Jewish   | 1  |  |  |
|                           |      |  | Muslim   | 5  |  |  |
|                           |      |  | Sikh   | 4  |  |  |
|                           |      |  | Hindu  | 4  |  |  |
|                           |      |  | Buddhist   | *  |  |  |
|                           |      |  | Any other religion   | 2  |  |  |
|                           |      |  | None/no religion   | 17 |  |  |
|                           |      |  | Don't know   | 1  |  |  |
|                           |      |  | Not stated   | 2  |  |  |