



Report for:
ACTION

Item Number:

Contains Confidential or Exempt Information	NO
Title	Ealing Residents Survey 2022
Responsible Officer(s)	Amanda Askham, Strategic Director of Strategy & Change, 0208 825 6395, askhama@ealing.gov.uk ;
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Portfolio(s)	Cllr Peter Mason, Leader of the Council
For Consideration By	Cabinet
Date to be Considered	14 June 2023
Implementation Date if Not Called In	N/A – Information only
Affected Ward	All
Keywords/Index	Residents Survey, customer satisfaction, Ealing Council Plan 2022-26
Purpose of Report: This report presents the top-line results of the 2022 Ealing Residents Survey, which was carried out between November and December 2022 on behalf of the Council by Lake Research.	

1. Recommendations

1.1 That Cabinet

- Notes the results of the Ealing Residents Survey 2022

2. Reason for Decision and Options Considered

- 2.1 This report summarises the headline results of the Ealing Residents Survey 2022. Full results for all the questions asked in the survey, including trends from previous years where applicable, are contained in Appendix 1. The findings will be used to inform service development and improvement and inform further consultation exercises with residents.

3. Background

- 3.1 The Council is committed to involving local people in shaping the area they live in and the services they receive. Consultation is one of the key ways the Council involves local residents so they can voice their views, know how they can get involved and have their say in Council decisions that affect them.
- 3.2 Resident surveys feed into the Council's overall plan and key strategies and enhance the Council's ability to deliver its commitment of involving residents in local decision making and service design. They:
- Involve and empower residents in local decision making not just through collecting their views but also by engaging them in any other relevant consultation activity.
 - Inform the Council's work by asking residents to identify key priorities and concerns for their local areas.

4. Residents Survey 2022 – findings

4.1 Survey methodology

- 4.1.1 The Residents Survey 2022 was carried out by Lake Research, an independent market research company, on behalf of Ealing Council. Fieldwork took place in November and December 2022. A total of 1,250 face-to-face interviews were carried out across the borough with residents aged 18+, at their doorstep. Sampling points for the survey were randomly selected using census output areas and covered a range of deprivation scores. The survey responses are representative of the borough's population by age, sex, and ethnicity, with a 95% confidence interval of +/- 3% at the borough level.
- 4.1.2 At a geographical level, results allow meaningful comparison between the seven towns of borough. It should also be noted that administrative ward boundaries do not reflect in all cases where residents access council services. Comparisons have been made with 2018 Ealing resident survey, the Survey of Londoners 2022, and LGA national polling where applicable.

4.2 Ealing Residents Survey 2022 Results – Key findings

4.2.1 Full details of the Residents Survey results are set out in Appendix 1. Results overall were positive, with satisfaction on most measures either holding on since 2018 or improved, in addition to being better than national benchmarks where comparator information is available. The key headlines are:

Local area perceptions

- The majority (84%) are satisfied with their local area as a place – much above London average of 65%.
- Transport links, the availability of public transport, affordable housing and safety were cited as the key factors that make their local area a good place to live.
- Safety, affordable housing, street/area cleaning and rubbish/refuse collection/facilities rank highest as areas that needed improving.
- The vast majority (94%) feel safe in their local area during the day and as expected, the proportion feeling safe after dark (67%) is lower.

Local area cohesion and engagement

- Over four in five (85%) agree their local area is a place where people from different backgrounds get on well together, higher than the London average of 80%.
- Over three quarters (79%) agree people in their local area pull together to improve it, much higher than the London average of only 46%.

Individual welfare and wellbeing

- Just under six in ten (58%) claim they are very or relatively comfortable financially. 36% are 'just about managing'.
- The dominant concern for households is the cost of living (55%) followed by physical health and wellbeing and healthcare/GP access.
- Just under three quarters (72%) claim their most common mode of transport for short, regular journeys is via walking, followed by public transport (15%).

Council perceptions

- Nearly three quarters (72%) are satisfied with the way the council runs things.
- Just over three quarters (76%) indicated they trust the council.
- Just over two thirds (67%) agree the council provides value for money.
- Overall satisfaction with the majority of 'universal services' is strong particularly in relation to rubbish collection, parks and open spaces, playgrounds, street lighting.
- Over three quarters are satisfied with specific local services including primary and nursery education, NHS services and libraries.
- Over two thirds (68%) believe Ealing Council keeps them informed about services and benefits.
- The majority agree Ealing Council is doing a good job, has staff who are friendly and polite and is efficient and well run.

Council communications

- Just under three quarters indicated they have used the council website to some degree
- Just under a third source current affairs information through a smartphone app to access a national media website (31%).
- Residents' main information preferences are news on what's happening in their local area, who to contact with different problems and what the council spends money on / what services cost.

4.3 How the survey findings will be used

4.3.1 The survey results will be shared with public sector partners and used by council officers to understand service satisfaction levels and identify areas for further service development and improvement and inform consultation exercises with residents. The survey results also serve as a baseline for future Residents Surveys and another survey is planned for November 2023.

5. Financial

There are no immediate financial implications arising from this report. The cost of carrying out the survey was £39,550.

6. Legal

None

7. Value for Money

The survey contract was awarded on the basis of a competitive quotations process, based on a combination of price and quality

8. Sustainability Impact Appraisal

None

9. Risk Management

None

10. Community Safety

10.1 There are no direct community safety implications as part of this report.

11. Links to the council's strategic priorities

11.1 The Residents Survey asked questions covering the Council's cross cutting priorities as set out in the Council Plan 2022-26:

1. Creating good jobs
2. Tackling the climate crisis
3. Fighting inequality

12. Equalities, Human Rights and Community Cohesion

12.1 There is a specific section of the survey that addresses community cohesion, in particular how residents from different ethnic backgrounds get on together.

13. Staffing/Workforce and Accommodation implications

None

14. Property and Assets

None

15. Any other implications

None

16. Consultation

None. This report is for information only.

18. Appendices

Appendix 1: Ealing Resident Survey 2022 – Results

19. Background Information

Consultation

Name of consultee	Post held	Date sent to consultee	Date response received	Comments appear in paragraph:
Internal				
Amanda Askham	Strategic Director of Strategy and Change			
Cllr Peter Mason	Leader of the Council			

Report History

Decision type: Key decision	Urgency item? No
For decision	
Report no.:	Report authors and contact for queries:
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