MUNICIPAL YEAR 2012/2013 REPORT NO. 154

Agenda – Part: 1	**Item: 9**
Subject: 2012 Enfield Residents' Survey – Topline Results **Wards:** Borough-wide	
Cabinet Members consulted: Councillor Taylor and Councillor Georgiou	

MEETING TITLE AND DATE:
Cabinet, 13 February 2013.

REPORT OF:
Chief Executive's Unit
Communities, Communications, Policy and Performance Division (CCPP)

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1. EXECUTIVE SUMMARY

1.1 This report highlights the key findings from the 2012 Enfield Residents' Survey, conducted on behalf of the Council by ICM Research, between 1 October and 12 November 2012.

1.2 Overall, the findings are positive. Satisfaction with the Council has improved significantly, and more residents feel that the quality of Council services is good. In most instances, satisfaction with specific services – when considering the views of those whose family use or benefit from the service – has increased since 2011. Significant increases in satisfaction are evident in several service areas including refuse collection, doorstep recycling, parks, libraries, highways maintenance and schools.

1.3 Recommendations seek to utilise the data in order to improve future service planning and delivery.

2. RECOMMENDATIONS

2.1 Note the contents of the report.

2.2 Comment on any aspects of the findings as detailed in Section 4 of the report.

2.3 Note the intention to present relevant findings to Departmental Management Teams, and other forums for further consideration.

3. BACKGROUND AND SURVEY METHODOLOGY

3.1 Residents' surveys in Enfield are conducted on a regular basis. They are used to assess residents' perceptions towards the local area as a place to live, the Council and the services it provides. The 2012 Enfield Residents' Survey was conducted using a face-to-face/in-home methodology and included questions drawn from previous borough-wide surveys.

3.2 The survey therefore builds on previous research and affords the Council with opportunities to track changes over time, and where appropriate to make comparisons with the 2011, 2007, 2005, 2004 and 2002 Residents' Surveys. The annual surveys carried out between 2008 and 2010 used a postal methodology and the topline data is therefore not directly comparable to the findings from the 2012 Residents' Survey.

3.3 A total of 1,150 residents were interviewed by ICM Research. The face-to-face interviews were conducted in residents' homes. Quotas for this survey were set to ensure a representative sample of residents and reflected the demographic profile of Enfield residents by ward, gender, age, work status and ethnicity using the Census and mid-year population estimates.

3.4 It is important to note that we should treat the results with a certain amount of caution, especially when interpreting the results since we are dealing with a sample rather than the entire population of Enfield. All results are therefore subject to sampling tolerances, which means that not all differences are significant. With a sample base of 1,150, differences of more than 2% to 3% are required in order to conclude whether a significant change has taken place. We should also bear in mind that we are looking at residents' perceptions and not facts. Perceptions will, in part, be influenced by contextual factors. The impact of context cannot be measured but it should be considered when viewing the findings.

3.5 The ordering of some questions has changed since 2011. These minor alterations may have had a marginal affect on the way residents responded to some questions.

3.6 Where relevant, benchmarking data has been included in this report to help to set the findings in context to support the local authority and its partners in judging how well it compares with other areas. The Council has obtained residents survey data from another outer London authority. Both Enfield and the authority used the same methodology and the fieldwork took place at a similar time of year, thus meaningful comparisons can be made.

3.7 Due to the relatively small number of respondents in some postal districts, the findings can vary significantly from one year to the next. This year, the data is available by Area Forum. In general, the numbers of respondents in each Forum are higher than those in the postal districts. The numbers of residents in the various Area Forums are comparable. For these reasons, it is felt that comparisons by Area Forum provide a higher quality of analysis.

4. 2012 ENFIELD RESIDENTS' SURVEY - TOPLINE RESULTS

4.1 Overall satisfaction with the council

4.2 In 2012, **overall satisfaction with the Council** (71%) was higher than that recorded in the 2011 Enfield Residents' Survey (62%).

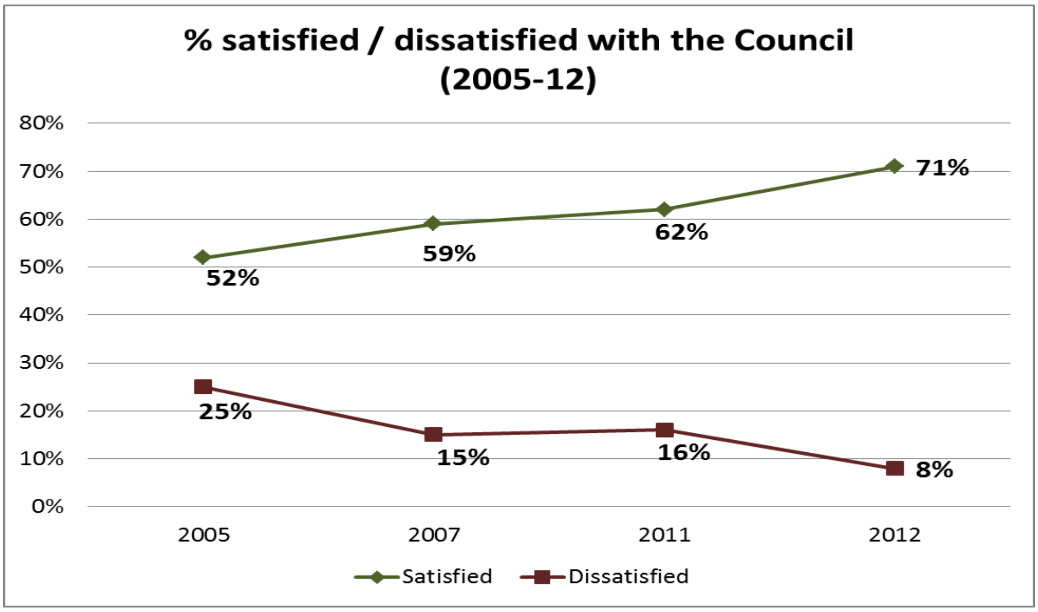
4.3 Just over a quarter of residents are *very satisfied* (26%). Previously, when using a face-to-face methodology, the highest proportion of residents who said they were *very satisfied* was 5% (2005 and 2011). The significant increase in the 'top box' score, in comparison to previous years, appears to be a common theme in the 2012 findings.

4.4 Table 1 shows the full breakdown of responses since 2005, while Chart 1 shows the trend of *satisfied* and *dissatisfied* during the same period.

Q. Taking everything into account, how satisfied or dissatisfied are you with the way Enfield Council is running the borough?

	2012 Enfield Residents' Survey	2011 Enfield Residents' Survey	2007 Enfield Residents' Survey	2005 Enfield Residents' Survey
Very satisfied	26%	5%	4%	5%
Fairly satisfied	45%	57%	55%	47%
Neither	17%	20%	25%	21%
Fairly dissatisfied	5%	13%	11%	18%
Very dissatisfied	3%	3%	4%	7%
No opinion/don't know	5%	2%	2%	2%
Satisfied (combined)	71%	62%	59%	52%
Dissatisfied (combined)	8%	16%	15%	25%
Net satisfaction	63%	46%	44%	27%

Base size: 1,150 (2012), +1,000 (2005, 2007, 2011)
Table 1



Base size: 1,150 (2012), +1,000 (2005, 2007, 2011)
Chart 1

4.5 Overall, the trend is positive with satisfaction having increased by 19% points since 2005.

4.6 The proportion of residents in Enfield that are *satisfied* with the Council (71%) compares favourably with that recorded in Council A (67%). In terms of national comparisons, the latest figure available was recorded by Ipsos MORI as part of its national Capibus face-to-face survey[1] in 2011. The research indicated that 55% of the population were *satisfied* with their local authority – sixteen percentage points lower than the proportion of Enfield residents *satisfied* with the Council in 2012.

4.7 Satisfaction among the different Area Forums varies, with satisfaction highest in 'Chase, Southbury and Town' (80%). No area forum has a level of satisfaction significantly lower than the borough average (71%).

4.8 Local area

4.9 There has been no significant change, over the last year in the proportion of those **satisfied with the local area** (83% in 2011, 81% in 2012).

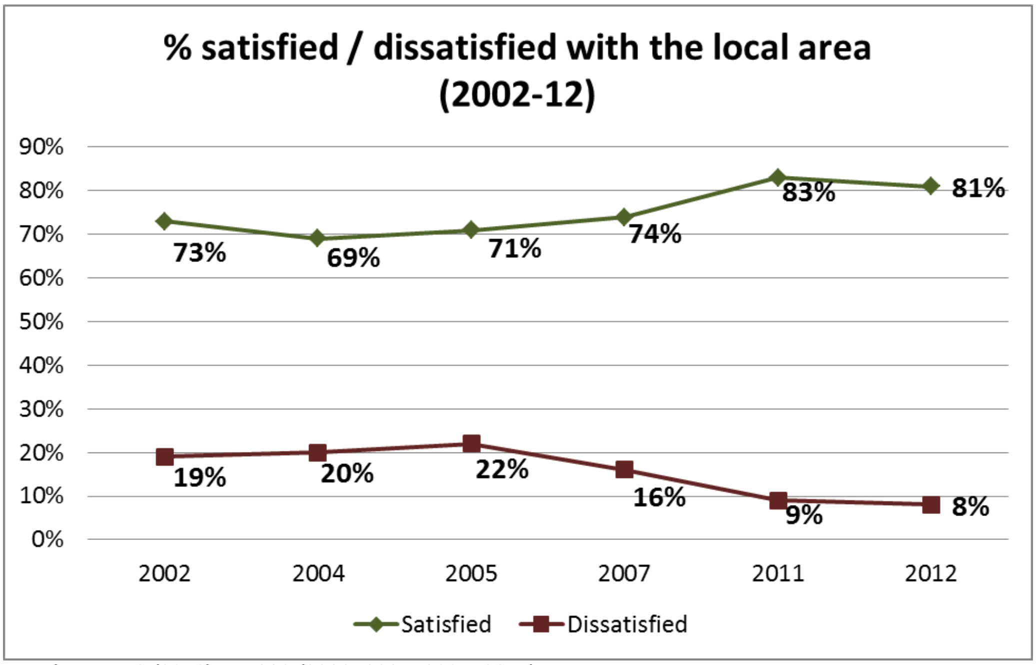
4.10 Table 2 shows the full breakdown of responses since 2005, while Chart 2 shows the trend of *satisfied* and *dissatisfied* since 2002.

Q. How satisfied or dissatisfied are you this local area as a place to live?
(N.B. Respondents were informed that 'local area' should be considered as within 15-20 walk from their home)

	2012 Enfield Residents' Survey	2011 Enfield Residents' Survey	2007 Enfield Residents' Survey	2005 Enfield Residents' Survey
Very satisfied	37%	26%	23%	24%
Fairly satisfied	45%	57%	51%	47%
Neither	10%	7%	10%	6%
Fairly dissatisfied	6%	6%	12%	15%
Very dissatisfied	3%	3%	4%	7%
Don't know	1%	>1%	1%	1%
Satisfied (combined)	81%*	83%	74%	71%
Dissatisfied (combined)	8%	9%	16%	22%
Net satisfaction	73%	74%	58%	49%

Base size: 1,150 (2012), +1,000 (2005, 2007, 2011)
* This figure is rounded. The figure of 81% is derived by adding together 'very satisfied' and 'fairly satisfied' before these figures are rounded
Table 2

[1] Ipsos MORI Capibus (Base: 874 face-to-face interviews in homes across the country 2011)



Base size: 1,150 (2012), +1,000 (2002, 2005, 2007, 2011)
Chart 2

4.11 The level of satisfaction with the local area in 2012 is comparable to that recorded in both Council A and across London by the GLA (both 79%).

4.12 Satisfaction among the different Area Forums varies, with satisfaction highest in 'Chase, Southbury and Town' and 'Bush Hill Park, Grange and Winchmore Hill' (both 88%). No Area Forum has a level of satisfaction significantly lower than the borough average (81%).

4.13 Generally, when residents were asked what they **most like about the local area**, the three issues residents like most are: the *local area is quiet* (19%), *access to public transport* (14%) and *feeling safe* (14%). *Note:* This was an open-ended question. Thus respondents were not given a list of options/suggestions like they had in previous years.

4.14 Using the same question format (i.e. open-ended), residents were asked what they **most dislike about the local area**. No single issue stood out. However, residents did highlight a number of street scene issues, including: *litter/rubbish* (8%), *dirty streets/pavements* (3%), *rubbish collections/streets not swept* (2%) and *poor maintenance of roads and pavements* (2%) Interestingly, 41% of residents said *nothing at all.*

4.15 There are a number of consistencies between this research and the feedback received as part of the On Your Doorstep (OYD) community engagement programme. As part of the OYD programme, residents were asked what concerns they have with the local area. In the 17 events held as part of OYD, no individual issues stood out, with many residents stating that they had no concerns.

4.16 Around four out of five residents (81%) **feel proud of the local area** - an increase of six percentage points since 2011 (75%). While almost nine out of ten (87%) local people have a **strong sense of belonging to the local area** – 18% points higher than last year (69%). A similar proportion of residents (85%) have a **strong sense of belonging to the Borough**. However, sense of belonging with **London** and **England** is higher (90% and 93% respectively).

4.17 In 2012, around four out of five *agree* that their local area is one in which **people from different backgrounds get on well together** (81%). This represents a ten percentage point increase since 2011 (71%).

4.18 In the 'Jubilee, Lower Edmonton and Ponders End' area (170 respondents), 92% *agree* that people from different backgrounds get on well together, with 2% stating they *tend to disagree.* Residents in this area, more than anywhere else in the borough, *agree* that residents from different backgrounds get on well together.

4.19 However, the proportion of residents in Enfield who *agree* that people from different backgrounds get on well together, is marginally lower than the other authorities from which the Council has obtained benchmarking data:

- Council A (90%)
- LB Merton (87%)
- RB Kensington and Chelsea (86%)

4.20 Satisfaction with Council Services

4.21 Table 3 shows levels of satisfaction and dissatisfaction between 2005 and 2012 with a selection of services provided or supported by Enfield Council.

Q. How satisfied or dissatisfied are you with each of the following services provided or supported by Enfield Council? Whose family use or benefit from the service (N.B. the base sizes are in brackets)

		2012 Enfield Residents' Survey	2011 Enfield Residents' Survey	2007 Enfield Residents' Survey	2005 Enfield Residents' Survey
Keeping public land clear of litter and refuse (2012 base: 1,150)	*Satisfied*	**80%**	**65%**	**-**	**-**
	Neither	8%	13%	-	-
	Dissatisfied	**10%**	**21%**	**-**	**-**
	Don't know	2%	1%	**-**	**-**
Refuse collection (1,150)	*Satisfied*	**88%**	**82%**	**78%**	**82%**
	Neither	6%	6%	10%	7%
	Dissatisfied	**5%**	**11%**	**11%**	**11%**
	Don't know	1%	1%	1%	>1%
Doorstep recycling (1,150)	*Satisfied*	**82%**	**74%**	**67%**	**76%**
	Neither	8%	9%	13%	8%
	Dissatisfied	**6%**	**12%**	**13%**	**12%**
	Don't know	4%	5%	6%	5%

		2012 Enfield Residents' Survey	2011 Enfield Residents' Survey	2007 Enfield Residents' Survey	2005 Enfield Residents' Survey
Recycling centres/tips (1,150)	*Satisfied*	**62%**	**56%**	**-**	**-**
	Neither	9%	15%	-	-
	Dissatisfied	**5%**	**15%**	**-**	**-**
	Don't know	23%	13%	-	-
Libraries* (571)	*Satisfied*	**89%**	**83%**	**80%**	**92%**
	Neither	5%	8%	3%	4%
	Dissatisfied	**3%**	**7%**	**1%**	**2%**
	Don't know	4%	2%	15%	1%
Museums / galleries* (118) *small base size*	*Satisfied*	80%	44%	-	-
	Neither	9%	16%	-	-
	Dissatisfied	0	38%		
	Don't know	12%	2%		
Theatres / concert halls* (127) *small base size*	*Satisfied*	80%	49%	-	-
	Neither	9%	16%	-	-
	Dissatisfied	1%	31%	-	-
	Don't know	11%	4%	-	-
Parks and open spaces* (860)	*Satisfied*	**91%**	**84%**	**76%**	**84%**
	Neither	5%	7%	5%	6%
	Dissatisfied	**3%**	**9%**	**6%**	**10%**
	Don't know	1%	>0.5%	14%	>0.5%
Public car parks* (543)	*Satisfied*	**70%**	**48%**	**55%**	**50%**
	Neither	12%	16%	22%	12%
	Dissatisfied	**15%**	**32%**	**18%**	**34%**
	Don't know	3%	4%	6%	4%
Street lighting (1,150)	*Satisfied*	**90%**	**85%**	**73%**	**74%**
	Neither	4%	7%	11%	10%
	Dissatisfied	**5%**	**8%**	**13%**	**15%**
	Don't know	1%	>0.5%	3%	1%
Council/social housing* (256)	*Satisfied*	**75%**	**52%**	**50%**	**67%**
	Neither	10%	17%	5%	6%
	Dissatisfied	**7%**	**26%**	**22%**	**26%**
	Don't know	8%	5%	23%	2%
Maintenance of street trees, shrubs and grass verges (1,150)	*Satisfied*	**79%**	**68%**	**57%**	**-**
	Neither	8%	16%	21%	-
	Dissatisfied	**8%**	**15%**	**15%**	**-**
	Don't know	5%	1%	8%	-
Pavement maintenance (1,150)	*Satisfied*	**65%**	**52%**	**47%**	**46%**
	Neither	13%	14%	21%	12%
	Dissatisfied	**17%**	**33%**	**27%**	**41%**
	Don't know	5%	1%	4%	1%
Road maintenance (1,150)	*Satisfied*	**64%**	**54%**	**48%**	**47%**
	Neither	13%	16%	21%	15%
	Dissatisfied	**14%**	**29%**	**26%**	**35%**
	Don't know	8%	1%	5%	2%
Special schools* (16) *Very small base size. Expressed as absolutes*	*Satisfied*	12	18	6	4
	Neither	1	8	0	1
	Dissatisfied	2	6	1	0
	Don't know	1	2	3	18
Primary schools* (291)	*Satisfied*	**88%**	**79%**	**70%**	**80%**
	Neither	3%	5%	7%	10%
	Dissatisfied	**5%**	**12%**	**5%**	**8%**
	Don't know	3%	3%	19%	2%

		2012 Enfield Residents' Survey	2011 Enfield Residents' Survey	2007 Enfield Residents' Survey	2005 Enfield Residents' Survey
Secondary schools* (196)	*Satisfied*	**85%**	**76%**	**69%**	**75%**
	Neither	4%	8%	9%	9%
	Dissatisfied	**7%**	**15%**	**10%**	**13%**
	Don't know	4%	1%	12%	2%
Social services – children and families* (35) *Small base size.*	*Satisfied*	60%	56%	71%	74%
	Neither	14%	18%	10%	12%
	Dissatisfied	14%	20%	3%	12 %
	Don't know	12%	7%	16%	3%
Social services – adults and older people* (51) *Small base size*	*Satisfied*	70%	62%	58%	70%
	Neither	11%	13%	10%	10%
	Dissatisfied	8%	18%	11%	17%
	Don't know	11%	7%	20%	3%
Facilities for young people* (158) *Small base size*	*Satisfied*	75%	39%	44%	59%
	Neither	10%	14%	21%	20%
	Dissatisfied	9%	33%	11%	22%
	Don't know	6%	9%	1%	5%
Leisure centres and swimming pools* (518)	*Satisfied*	**81%**	**81%**	**72%**	**85%**
	Neither	9%	7%	6%	9%
	Dissatisfied	**4%**	**10%**	**5%**	**6%**
	Don't know	5%	3%	17%	>0.5%
Sports courses and activities (134)* *Small base size*	*Satisfied*	78%	63%	67%	73%
	Neither	14%	13%	3%	15%
	Dissatisfied	4%	13%	8%	9%
	Don't know	4%	10%	22%	2%
Council Tax enquiries (1,150)	*Satisfied*	**49%**	**37%**	**28%**	**43%**
	Neither	13%	24%	28%	24%
	Dissatisfied	**5%**	**13%**	**6%**	**11%**
	Don't know	33%	27%	38%	22%
Academy schools* (26) *Small base size*. 2012 figures expressed as absolutes	*Satisfied*	20	64%	-	-
	Neither	1	8%	-	-
	Dissatisfied	3	12%	-	-
	Don't know	2	2%	-	-

Table 3

The number of respondents (base size) who responded in 2012 is in brackets.
Don't know = don't know / no opinion
Satisfaction scores may fluctuate significantly when the base size is low

** Service users only*

4.22 Chart 3 shows Council services that residents are most satisfied with.

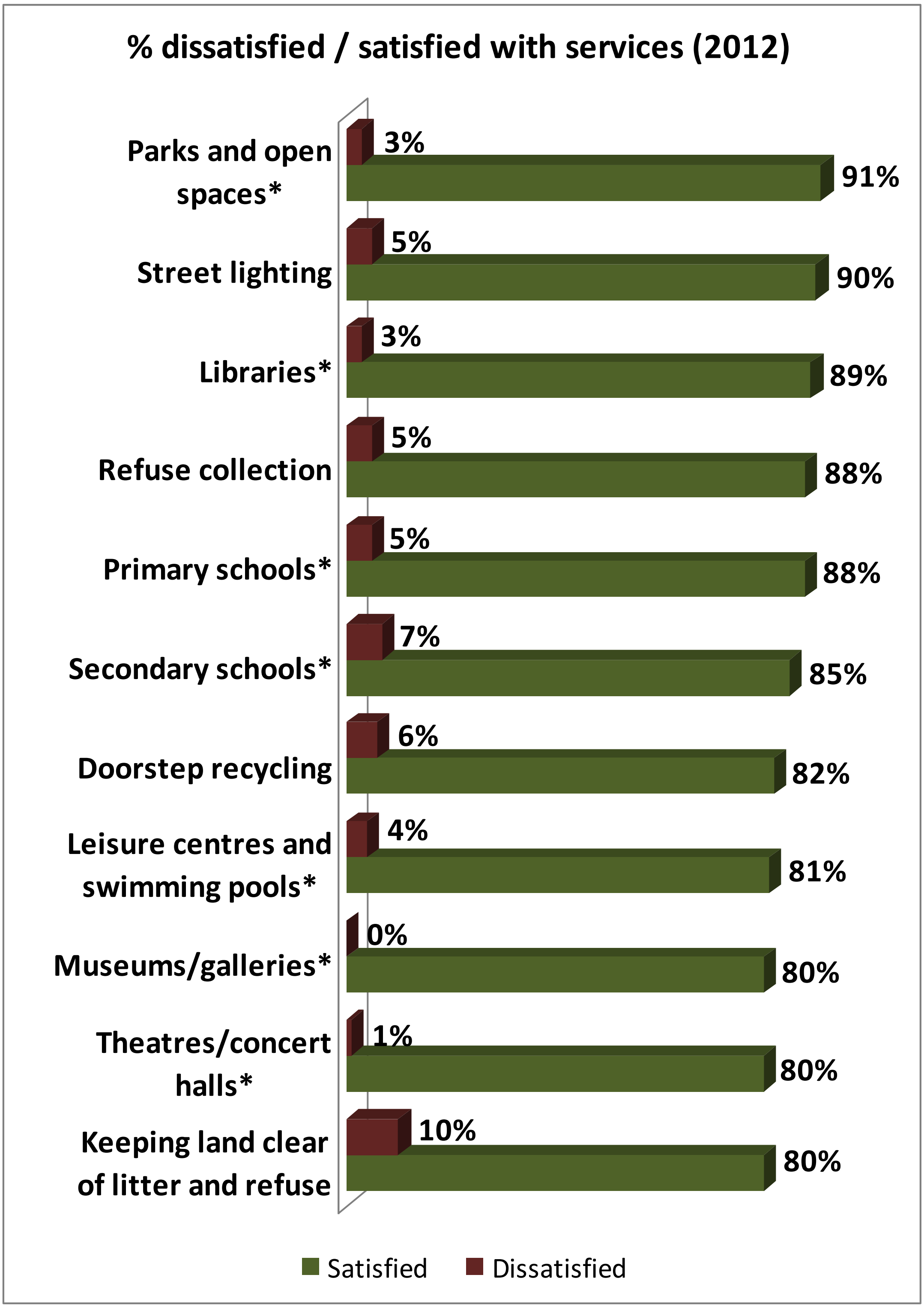


Chart 3
**Those whose family use or benefit from the service*
Base size varies. Refer to figures in brackets in Table 3

4.23 Key findings (services)

- For the first time, no service has experienced a decrease in the proportion of those *satisfied* over the previous 12 months.

- Almost nine out ten residents are now satisfied with their **refuse collection** (88%), an increase of six percentage points in the last 12 months. It is worth noting that in 2012, the majority of residents are *very satisfied* (59%). Previously, the highest proportion of those *very satisfied* was 35% (2005).

- Just over four out of five residents are satisfied with **doorstep recycling** (82%). Satisfaction with recycling has increased by eight percentage points since 2011. As with refuse collection, satisfaction with doorstep recycling has consistently improved since 2007.

- The services with the biggest increases in satisfaction levels between 2011 and 2012 are:
    - Facilities for young people (36% points increase)
    - Museums/galleries (36% points increase)
    - Theatres/concert halls (31% points increase)
    - Council/social housing[2] (23% points increase)
    - Public car parks (22% points increase)
    - Keeping public land clear of litter and refuse (15% points increase)

- It is worth noting that some services could not experience such a significant increase since 2011 as they already had satisfaction levels of around 80%.

- Levels of satisfaction with **museums/galleries** and **theatres/concert halls** have increased significantly in the last 12 months. The refurbished Forty Hall was opened to the public during 2012/13 and since October 2011 the theatre at the Dugdale Centre has implemented a new business model and increased promotional activities. Although the number of people who responded to these questions, as a user or beneficiary, is relatively small, it is noticeable that no respondent is dissatisfied with museums/galleries and only one individual is dissatisfied with theatres/concert halls.

- Around a half of residents are satisfied with **Council Tax enquiries** (49%). However, it is worth noting that 33% of respondents gave an answer of *don't know/no opinion*, and 13% said *neither*.

- Four out of five residents are satisfied with **leisure centres and swimming pools** (81%) **-** the same as last year. Major alterations have been made to a number of leisure centres, including Albany and Southgate. However, Southgate Leisure Centre re-opened after the Residents' Survey fieldwork had took place and the refurbishment of Albany had been completed only a short time before the fieldwork took place.

[2] This includes housing provided by Enfield Homes and Housing Associations

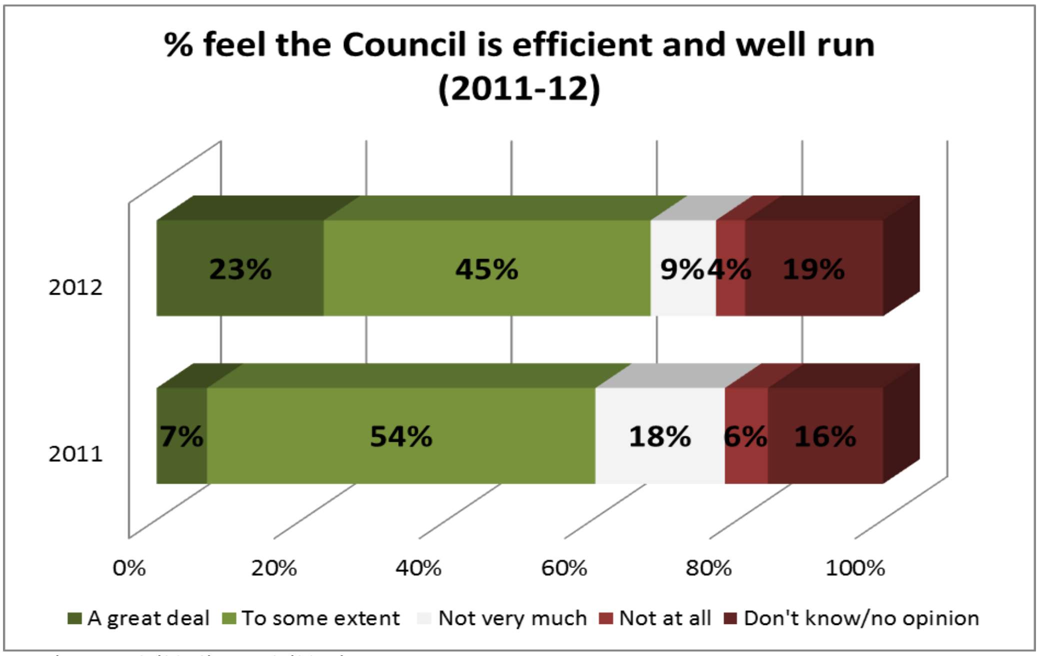
- Satisfaction with **road maintenance** has improved since 2011 (54% in 2011, 64% in 2012). Almost two thirds are *satisfied* with the condition of the roads (63%). However, significantly less are *satisfied* with the speed in which potholes are repaired (52%).

- As in previous years, satisfaction with road maintenance and **pavement maintenance** are identical. In 2012, 65% of residents said they are *satisfied* with pavement maintenance, an increase of thirteen percentage points since 2011. Similar to road maintenance, satisfaction with the condition of pavements is higher than satisfaction with the speed in which they are repaired (65% compared to 55%).

4.24 Perceptions of the Council being 'efficient and well run'

4.25 Just over two thirds of residents agree, *a great deal* or *to some extent*, the **Council is efficient and well run** (68%). Around a fifth of residents' state they have *no opinion* or *don't know* (19%). In the last three residents' surveys, the proportion of residents who agree, *a great deal* or *to some extent*, has increased.

4.26 Chart 4 shows how the findings from 2011 and 2012 compare.



Base size: 1,150 (2012), 1,112 (2011)
Chart 4

4.27 Other aspects of the Council's image

4.28 The survey asked residents a number of questions relating to the image of the Council. Some of the findings show improvements since 2011 and others indicate that there has been little or no change. Below are some of the key issues:

- The **quality of council services is good overall** - 72% (64% in 2011, 50% in 2007)
- The Council **provides value for money** – 60% (47% in 2011)
- The Council **listens to the concerns of local residents** – 55% (47% in 2011, 37% in 2007)
- The Council is **doing a better job than a year ago** – 48% (42% in 2011, 29% in 2007)
- The Council is **making the area a better place for local people to live** – 68% (69% in 2011, 44% in 2007)
- The Council is **working to make the area cleaner and greener** – 76% (77% in 2011)

4.29 Communications

4.30 In 2012, around seven out of ten residents **feel informed about the services the Council provides** (71%). This represents a five percentage point increase since 2011. This follows on from a substantial increase between 2007 and 2011 of 30% points (from 36% to 66%).

4.31 When respondents to the 2012 Enfield Residents' Survey were asked what sources they use to **obtain <u>most</u> of their information about the Council**, the most popular were:

- Our Enfield (43%)
- Local newspapers (41%)
- Council website (24%)

4.32 These three are also the **most preferred sources** of information about the Council:

- Local newspapers (50%)
- Our Enfield (49%)
- Council website (36%)

4.33 Over the last 12 months there has been a continuing focus on improving key communications channels:

- Our Enfield has introduced standard features
- Increased media coverage
- The Council's website has been improved and there are now almost 500 transactions that can be completed on-line
- Council services have been promoted to residents, face-to-face, at public events and through the On Your Doorstep initiative
- The Council has continued to expand the use of social media channels to meet the changing needs of our residents and reach new audiences.

4.34 Enfield Residents' Panel consultations in both 2011 and 2012 asked similar questions about information provision. The findings from both consultation exercises indicate the importance of *Our Enfield* as a source of information for local people to find out information about the Council.

4.35 Customer services

4.36 Out of the 1,150 people who took part in the survey, 523 (44% of respondents) stated they had contacted the Council in the last year or so. These residents were asked how **satisfied or dissatisfied they were with the outcome the last time they contacted the Council**. In 2012, 70% were *satisfied*. An improvement on 2011 in which 65% said they were *satisfied*. The proportion of those *dissatisfied* also fell from 26% in 2011 to 22% in 2012.

4.37 Those who were *dissatisfied* (113 respondents) were asked why. This was an open-ended question. The reasons provided included the following:

- My problem not solved/resolved (32%)
- Takes a long time/been waiting a long time (17%)
- No one has got back to me/heard nothing (10%)

4.38 All respondents (1,150) were asked to select <u>up to five</u> customer service priorities in order for the council to continue to deliver an excellent customer service. From a preset list, the following customer service priorities were identified:

- Answering the phone quickly (49%)
- Resolving more queries at the first time of asking (47%)
- Avoiding the use of answer phones during standard working hours (33%)
- Being seen quickly when you visit a council office (28%)
- Responding to emails within one working day and a full response within 10 working days (25%)

These priorities will help the Council to address the some of the reasons dissatisfaction identified in 4.37 above.

4.39 Community safety

4.40 Encouragingly, residents feel **safer when outside in their local area** than they did in 2011:

- During the day (92% in 2011, 95% in 2012)
- After dark (61% in 2011, 67% in 2012

4.41 The increase in the proportion of residents who feel safe when outside after dark, is encouraging. This is comparable to the findings recorded by Council A. However, according to the GLA London Survey (2011), residents across London are more likely to feel safe outside after dark (78%).

4.42 Linked to the issue of feelings of safety, an increasing number of residents now acknowledge that the **police and other public services are successfully dealing with anti-social behaviour and crime in their local area** (54% in 2011, 63% in 2012).

5. CONCLUSION

5.1 Overall, the findings are positive. There have been significant increases in levels of satisfaction with the Council and the various services it provides, and perceptions of the management and efficiency of the authority. Residents are increasingly well informed about the services the Council provides, with Our Enfield and the Council website being two of the three most used, and most preferred, sources of information for residents.

5.2 Satisfaction with the local area has not changed since 2011. The reason for this cannot be established from the 2012 Enfield Residents' Survey data alone.

5.3 The issues where the Council made less progress related to 'image'. A number of indicators in this area suggested that improvements have been made but a number of these had not changed since 2011 (for example, 'The Council making the area a better place for local people to live' and 'The Council is working to make the area cleaner and greener').

5.4 When comparing the authority with the performance of Council A (identified by Ipsos MORI as a good benchmark), Enfield performs strongly. Particularly in terms of satisfaction with the Council. An increasing number of Enfield residents feel safe outside in their local area after dark. However, it is recognised that this can be improved.

6. NEXT STEPS

6.1 Officers will be delivering a programme of presentations or written briefings for all departmental management teams, and other forums, through January, February and March 2013, highlighting specific service information for further consideration.

7. ALTERNATIVE OPTIONS CONSIDERED

None

8. REASONS FOR RECOMMENDATIONS

8.1 For the findings to be considered and discussed, so that the Council better understands residents' perceptions on the services provided, thus aiding service prioritisation, planning improvements and the development of a Council-wide action plan.

9. COMMENTS OF THE DIRECTOR OF FINANCE, RESOURCES AND CUSTOMER SERVICES AND OTHER DEPARTMENTS

a. Financial Implications

None

b. Legal Implications

Pursuant to s3 of the Local Government Act 1999 “a best value authority must make arrangements to secure continuous improvement in the way in which its functions are exercised, having regard to a combination of economy, efficiency and effectiveness.” Authorities are required to consult with stakeholders on a regular basis to ascertain views on services provided, and make public their proposals to comply with their duties concerning best value through review and performance plans.

With the abolition of national indicators the council may still wish to seek a rounded view of Enfield Council’s performance delivery. The tracking of residents’ perceptions enables the Council to monitor progress over a period of time, and to allow it to compare its performance with that of their peers.

Pursuant to the general power of competence set out in s.1.1 of the Localism Act 2011, “a local authority has power to do anything that individuals generally may do”, unless limited by other statutes. The general power of competence provides the power to undertake surveys.

c. Property Implications

None

10. KEY RISKS

10.1 No significant risks have been identified. Results from the Residents' Survey will enable the Council to direct resources to the areas of greatest perceived need

11. IMPACT ON COUNCIL PRIORITIES

a. Fairness for All

The Council’s commitment to serve and support all Enfield’s communities relies upon a clear understanding of resident perceptions and attitudes towards the local area and the Council. The Residents’ Survey is an important source of information in aiding our understanding of what different sections of Enfield’s community perceive with regard to their local quality of life and future aspirations.

Equalities: Positive impacts

- Results from the residents’ survey are weighted by ward, age, gender, work status and ethnicity to the known population profile of

Enfield. Analysis includes identification of any significant differences in the responses to questions by these demographic features, for example, in terms of overall satisfaction issues or in attitudes towards the local area as a place to live. Any such issues will be picked up during further analysis of the data tables in due course.

Equalities: Negative impacts:

- Any adverse results will be addressed within the Council's equalities framework (EQIA), the normal departmental planning process, or by CMB, as appropriate

b. Growth and Sustainability

The Residents' Survey provides important information on attitudes towards the local area. This information can help the Council to develop its regeneration policies and services to promote growth and sustainability objectives.

c. Strong Communities

Key indicators covered within the residents' survey relate to aspect of community cohesion and equalities. Results are analysed by key demographic data including age, ethnicity social class and geographical area. Any significant differences identified by these demographic features will enable the council to investigate and address issues of concern.

12. EQUALITIES IMPACT IMPLICATIONS

12.1 On the advice of the Council's Equalities Officer, there is not a need to conduct a full Equality Impact Assessment for the Enfield Residents Survey. Implications for disadvantaged groups are highlighted in the ICM Research report.

12.2 The qualitative research programme will be used to engage with those groups with protected characteristics not covered by the Residents' Survey. Significant findings will be reported.

13. PERFORMANCE MANAGEMENT IMPLICATIONS

13.1 Managing improved performance requires gathering intelligence from a variety of sources. Understanding the needs and attitudes of local people is an important source of information with which to develop Council services and to monitor residents' satisfaction with those services. It helps to improve the Council's performance and demonstrating an understanding of the local community is a key component of inspections by outside agencies.

13.2 The intelligence gathered from surveys assists the Council in understanding attitudes and thereby achieving improved performance, relevant services and increased resident satisfaction.

14. PUBLIC HEALTH IMPLICATIONS

None.

Background Papers

None