



# BMG Research Report

Waltham Forest Residents' Survey & Panel Refreshment  
Prepared for the London Borough of Waltham Forest  
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Prepared for:  
Joanne McAreavey  
Performance Management

Prepared by:  
Ceri Matthias  
Account Manager



Because people matter.

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# 1 Background and Method

The project was carried out to meet two primary objectives:

- 1) To refresh the Waltham Forest Panel.
- 2) To consult with residents and panel members on Council issues.

Firstly, structured, quantitative questionnaires were distributed to 6500 Waltham Forest households, selected at random from the Electoral Register.

Respondents provided information relating to their household composition and other classification data of use when recruiting for Council consultations. They also gave their views on environmental services, leisure facilities and community safety/anti social behaviour.

By completing the questionnaire respondents agreed to join the panel, enabling retirement of over a third of existing members, eliminating 'survey fatigue' and expanding panel size to 1,100.

A total of 495 completed questionnaires were returned from these 6500 respondents (a response rate of 8%).

In addition, the 606 original members not retired from the Waltham Forest Residents' panel were sent the same questionnaire regarding environmental services, leisure facilities and community safety/anti social behaviour. Classification data questions were excluded, this information being held already on the panel database.

There were 606 of these, of whom 330 completed and returned a questionnaire (a response rate of 54%). This response rate is higher than average for this panel, since members who had proved themselves least responsive to surveys over the previous year had been retired from the panel immediately before this survey.

A detailed comparison of new panel demographics with Waltham Forest Census data is provided as appendix 2.

The fieldwork for the study took place in stages during February and May 2007.

Data from both surveys was merged and a cross-tabulated data report of survey responses produced.

Data is broken down by the following cross-breaks:

- Panel status (Existing Panel Member/ New Panel Member)
- Gender
- Age
- Ethnicity
- Working Status

- Disability
- Accommodation Type (rented/ owned)
- Children in household
- Marital status
- Responsible for car
- Sexuality
- Time in area
- Language spoken at home
- I.T Access
- Community Councils
- Sports Club usage

## 2 Executive Summary

New recruits to the panel show a good general spread and appear fairly representative of the borough:

- 55% are male, 45% female.
- 17% are up to 34 years of age, 26% 35 to 44; 32% 45 to 59 and 25% 60 or older.
- 27% have children living at home.
- 66% are white British, 10% white of other origin and 24% of BME origin.
- 81% describe themselves as heterosexual and 4% as gay, lesbian or bisexual, whilst 14% did not provide a response to this question
- 58% describe their faith as Christian, 7% Muslim and 6% other religions, whilst 24% say no religion and 5% do not answer this.
- 19% describe themselves as having a long term illness or disability that limits their daily activities.
- 60% are in full or part time employment or self-employed, 21% retired and 13% unemployed/not in employment. 1% are students and 5% gave another response or did not answer.
- 60% are personally responsible for a car.

- 67% have access to a PC at home, whilst slightly fewer can access email (58%) or the internet (53%) via a PC at home.
- 68% own their home (through a mortgage/outright); 20% rent from the Council/a housing association and 10% rent from a private landlord, whilst 1% said 'other' e.g. living with parents.
- Nearly half (47%) have lived in Waltham Forest for 20 years or more. Fifteen percent have lived in the borough for 10 to 20 years and 38% for less than 10 years.
- 86% of all respondents speak English at home.

A comprehensive breakdown of the full and refreshed panel is shown in appendix 2.

## Sport and Leisure

Respondents were asked how many times in the last seven days they had undertaken moderate or vigorous exercise for at least thirty minutes. Amongst total sample, 28% said once or twice, whilst 20% said no times at all and 20% said three times. Eight percent said four times and 9% five times. 12% said that they had exercised more than five times in the last seven days.

Respondents were also asked about their usage of sports clubs or leisure centres. 18% of respondents indicated that they were members or regular users of Council-owned clubs/leisure centres, 14% said that they were members or regular users of other sports clubs or leisure centres, whilst 64% indicated that they were not members or regular users of any sports clubs or leisure centres. A list of facilities owned by the Council was provided to help respondents answer this question (See questionnaire – appendix 1)

## Barriers and Motivators to Usage of Council Owned Leisure Centres

Respondents indicating that they do not use a Council owned leisure centre (including those who do not use any) were asked to provide the reasons for this. The most popular three options are 'I don't feel they are for me' (26%), 'I don't have the time to use one' (25%) and 'Too expensive' (23%).

13% of total sample said 'Poor facilities' whilst only 7% said 'too far away' and 6% said 'Poor customer service'.

Respondents were then prompted with a list of six potential features of sports clubs and leisure centres, and asked to rank these in order of most to least preferable to them. The highest number of respondents ranking a feature 1 or 2 (where 1 is most desirable and 6 least) is achieved by 'Improved changing facilities' (56%), followed by a 'Conventional lane pool' (38%).

30% of respondents ranked a licensed bar or catering and social facility as most/2<sup>nd</sup> most important of the features listed.

29% ranked 'Single sex sessions' as 1<sup>st</sup> or 2<sup>nd</sup> most desirable feature, and 27% ranked 'Recreational fun features to pools' as 1<sup>st</sup> or 2<sup>nd</sup> most desirable feature.

A slightly lower proportion of 22% of respondents ranked a soft play area for children as 1<sup>st</sup> or 2<sup>nd</sup> most desirable from their point of view.

Over a quarter of respondents (27%) mentioned verbatim other new facilities that would attract them to their local Council leisure centre, although none of these individually was mentioned by more than 3%. Aspects raised include: 'Better facilities for the disabled or elderly'; 'Cleaner facilities', 'Cheaper admission' and 'Childcare e.g. crèche'.

## The Environment

The third section of the survey covered environment enforcement issues. Prompted with a list of issues, respondents were asked to select the three issues that they would like to see dealt with as a priority in the borough. Littering was mentioned by the highest proportion of respondents (70%), followed by fly tipping (45%) and dog fouling (44%) and then excessive waste in front gardens or private land (37%).

43% indicate that they have never reported an environmental issue to the Council, whilst a further 47% had done so and were able to rate their satisfaction with how it had been dealt with.

Among those who had at some point reported an environmental issue to the Council and who were able to give a rating for this, 11% said that they are very satisfied with the way that it was handled, and 35% fairly satisfied (combining to a total of 46% satisfied). 14% are neither satisfied nor dissatisfied, whilst 20% are fairly dissatisfied and 20% are very dissatisfied (a total of 40% dissatisfied).

## Community Safety

### Fear of Crime

Respondents were asked how much a fear of crime in the area influences their quality of life. Answers were recorded on a scale of 1 to 5, where 1 indicated that fear of crime had a big influence and 5 no influence at all.

This question and others in this survey relating to community safety were also asked of the Waltham Forest Panel in 2005 (Panel Survey 2), and some comparisons are made throughout this report.

In 2005, a total sample mean score of 3.2 showed that on average, the quality of life of residents in the borough was not particularly affected by a fear of crime. There was little variation by age, but some variation by

ethnicity. The mean score of Asian respondents (3.6) was higher than the scores of black (3.2) and white (3.1) respondents, indicating that these residents in particular felt crime had a reasonably high impact on their quality of life in the area in 2005.

In 2007, a total sample mean score of 3.4 shows that fear of crime is fractionally higher than that of the 2005 survey, but still within the most neutral rating (i.e. 3 on the scale of 1 to 6).

In this year's findings, a variation by age appears notable, with older people more likely to consider fear of crime an influence on their quality of life than their younger counterparts: Respondents over 60 years of age generate a mean score of 3.5, compared to 3.4 among those aged 45 to 59, 3.3 among those aged 35 to 44 and 3.2 among those aged 18 to 34. As in 2005, the mean score of Asian respondents (3.8) was higher than the scores of Black (3.3) and White (3.3) respondents. This is also the case for 2007, where the mean score of Asian respondents (3.9) was higher than Black (3.3) and White (3.3) respondents. In 2007, respondents with a disability gave a mean of 3.7, compared to 3.3 among those without a disability.

### Safety Perceptions & Levels of Concern

In 2007, when asked how safe or unsafe they feel when outside in Waltham Forest after dark, 44% of respondents say that they feel unsafe (very / fairly), 21% feel neither safe nor unsafe, whilst 32% say that they do feel safe (very / fairly).

Respondents were given several different scenarios and asked how safe they felt in these situations both during the day and after dark.

As in the 2005 survey, in every scenario, amongst total sample, respondents felt safer during the day than they did after dark. A general feeling of safety fell markedly amongst total sample in some scenarios after dark.

The majority still felt safe in their own homes after dark, with 76% feeling safe to some extent (75% in 2005) compared with 88% during the day (89% in 2005).

Waiting for public transport at night appears to generate more worry over safety than travelling on public transport at night. 52% of respondents indicate that they feel unsafe waiting for public transport, after dark cf. 48% feeling unsafe travelling on public transport after dark.

The town centre at night is viewed as less safe than the general neighbourhood at night. 49% claim that they feel unsafe in the town centre after dark, cf. 44% when out in their neighbourhood after dark.

52% generally avoid answering the door after dark, 51% generally avoid using public transport alone after dark, and 66% generally avoid groups of local young people. Only 4% generally avoid going out alone during the day, whilst 28% generally avoid leaving their home unoccupied.

Respondents were asked to rate their level of concern regarding a number of issues in the borough, where 1 is not at all concerned, and 5 very concerned. The mean averages for each are listed below. Figures

are rounded to the nearest decimal place and issues are shown in order, from those raising most concern to those raising least concern:

- Street robbery (mugging) (4.2);
- Drug related crime (3.9);
- Having a car or other vehicle broken into or vandalised (3.8);
- Having your home burgled (3.7);
- Drunk people causing you a problem at night (3.6);
- Having a car or other vehicle stolen (3.6);
- Bogus callers (3.6);
- Other type of violent attack (3.6);
- Road rage (3.5);
- Vandalism or damage to your property (3.4);
- Theft from your garden, shed or garage (3.1);
- Drunk people causing you a problem during the day (3.0);
- Having bicycle stolen (2.9);
- Arson to our home, land or outbuildings (2.9);
- Being sexually assaulted (2.9);
- Being insulted or bothered by people who live close by (2.9);
- Being sexually harassed (2.6);
- Being assaulted because of your religion or sexual orientation (2.5);
- Being harassed because of your religion or sexual orientation (2.5);
- Being bullied in the school, college or workplace (2.5).

Grouped responses relating to the issues listed above are shown in graphs, with comparisons to 2005 data, in Main Report subsection 'Concern Regarding Specific Crimes'.

## Anti Social Behaviour

Several different types of anti social behaviour were suggested to respondents to gauge how much of a problem they are to residents of the borough. This same technique was applied in a survey of Waltham Forest Panel members in 2005, enabling a degree of comparison between the data sets.

As in 2005, total sample viewed 'rubbish and litter lying around' as the biggest problem in the borough, with 71% seeing it as a problem to some extent (2005: 69%), 29% as a very big problem and 42% as a fairly big problem. (This echoes concerns raised in the Environment section of the survey, outlined above).

Around 4 in 10 of the total sample also saw the following forms of anti social behaviour as a problem to some extent. There was some variation with 2005 responses, as shown:

- Teenagers hanging around on the streets (46% cf. 48% in 2005);
- People using or dealing drugs (45% cf. 48% in 2005);
- Vandalism (44% cf. 50% in 2005);
- Damage to property or vehicles (44% cf. 48% in 2005);
- Graffiti (41%, cf. 44% in 2005).

Opinion was reasonably polarised amongst total sample when asked if anti social behaviour in the area was a problem in general. 48% feel that it is a very or fairly big problem, compared to 41% who feel it is not a very big problem or not a problem at all. Within this, 14% of respondents feel that anti social behaviour in the area is a very big problem (the same proportion as 2005), whilst only 3% feel that it is not a problem at all (5% in 2005). Overall, the consensus is that a small majority believe it is an issue in Waltham Forest at present.

44% consider drug taking to be a very or fairly big problem in the local area, whilst 32% consider drug taking not to be a very or fairly big problem. A similar proportion (43%) consider drug dealing to be a problem in their local area, whilst 30% consider drug dealing not to be a problem. In both cases respondents show lower levels of awareness about this (23% and 26% responding 'don't know' respectively) that with regards anti social behaviour overall (only 3% responding 'don't know' to this question).

## Community Councils

Over 4 in 10 residents interviewed (45%) indicated that they were aware of the existence of Community Councils in the borough when prompted. 43% confirmed that they were not aware, whilst 11% were unable to confirm one way or the other.

Existing members of the residents' panel were more likely to be aware of the existence in the borough of community councils (56% aware) than those who are new to the panel (38% aware).

### 3 Main Findings

#### Introduction

The survey comprised five main sections and, following the first section on household composition, covered four core topics: Sport and leisure; Environment Enforcement; Community Safety and Community Councils. Significant differences by subgroups including gender, age and ethnicity are commented on where they occur.

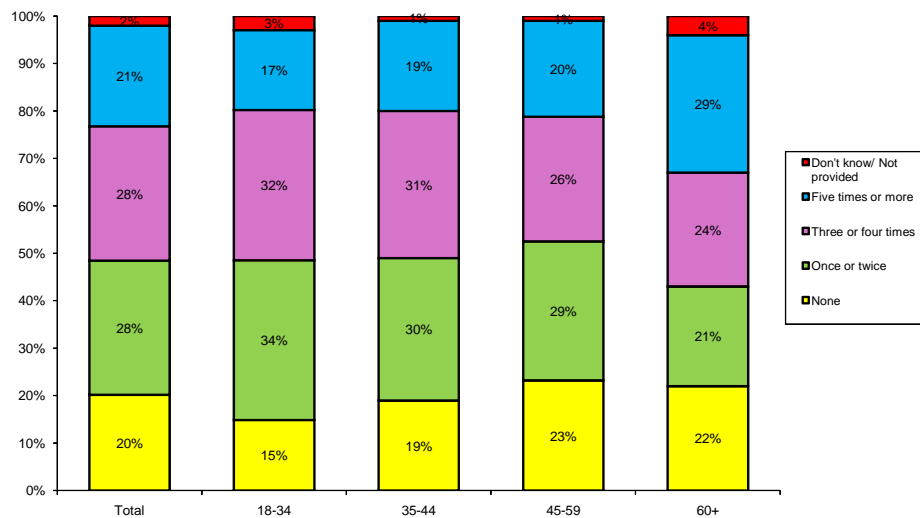
#### Sport and Leisure

The first question in the culture and leisure section asked respondents to indicate the number of times, in the last seven days, they had undertaken moderate or vigorous exercise for at least 30 minutes, e.g. walking, gardening or sporting activity.

Overall, 20% had not undertaken any vigorous or moderate exercise in the last 7 days, whilst 28% considered that they had done so on one or two occasions and on three or four occasions. 21% considered that they had undertaken exercise on five or more occasions and only 1% did not provide an answer here.

Figure 1

**Q15. Frequency moderate/vigorous exercise undertaken in last 7 days by Age (All respondents)**



Sample base: All respondents (825)

As shown in Figure 1, there is variation by age but, interestingly, those in the 18 to 34 age group are least likely to have carried out vigorous or moderate exercise five times or more in the past week (17%). Those in the over 60 age group are more likely to have exercised five times or more (29%) than those in the middle age groups. This may reflect their working status to some extent: 21% of those in employment say that

they have undertaken exercise on five or more occasions in the last week, increasing to 29% of those who are retired.

Almost a quarter (24%) of respondents with a disability or long standing illness had undertaken exercise once or twice in the last week, cf. 30% of those without a disability or longstanding illness. Just 3% more of those without a disability (22%) than those with a disability (19%) had undertaken exercise on five or more occasions.

### Sports Club Usage

Respondents were asked about their usage of sports clubs or leisure centres. 18% of respondents indicated that they were members or regular users of Council-owned clubs/leisure centres, whilst 14% said that they were members or regular users of other sports clubs or leisure centres but not any owned by the Council. 64% indicated that they were not members or regular users of any and 4% did not provide an answer here.

A list of facilities owned by the Council was provided:

- Larkwood Leisure Centre
- Cathall Leisure
- Kelmscott Leisure Centre
- Leyton Leisure Lagoon
- Waltham Forest Pool and Track

Men were less likely to be members or regular users of WFBC-owned facilities (15%) than women (21%).

As shown in Figure 2, sports club usage appears to decrease among respondents at around the age of 49. The proportion of those saying 'None in the borough' increases from 51-59% among those up to the age of 44 to 69-70% among those aged 45 or over.

Figure 2

ARE YOU A MEMBER OF, OR DO YOU REGULARLY USE, A SPORTS CLUB, LEISURE CENTRE OR HEALTH AND FITNESS CLUB... SINGLE RESPONSE (ALL RESPONDENTS)					
	Total	AGE			
		18-34	35-44	45-59	60+
		TOTAL %			
OWNED BY WALTHAM FOREST COUNCIL	18	27	21	14	16
NOT OWNED BY WALTHAM FOREST COUNCIL	14	18	19	13	7
NONE IN THE BOROUGH	64	51	59	70	69
NOT PROVIDED	4	4	1	3	8
<b>SAMPLE BASE = 825</b>					

In terms of ethnicity, black respondents were most likely to be members or regular users of sports clubs of any kind (38%), than white respondents (32%) or Asian respondents (26%). Usage of WFBC-owned centres was also higher among black (25%) than White (18%) or Asian (17%) respondents.

Families with children appear more likely than those without children to be members or regular users of sports clubs and leisure centres (40% and 29% respectively). This includes WFBC-owned centres: 27% of households with children use these, cf. 15% of those without children.

77% of disabled respondents state that they do not use any sports club or leisure centre, compared with 61% of those without a disability.

Length of time in the area does not appear to affect likelihood to use a WFBC-owned facility to a significant degree: 17% of those who have been in the area for up to 5 years are members or regular sports club users, cf. 21% of those who have spent up to 5 to 20 years in the borough and 17% of those who have spent more than 20 years in the borough.

### Reasons for Non- Usage

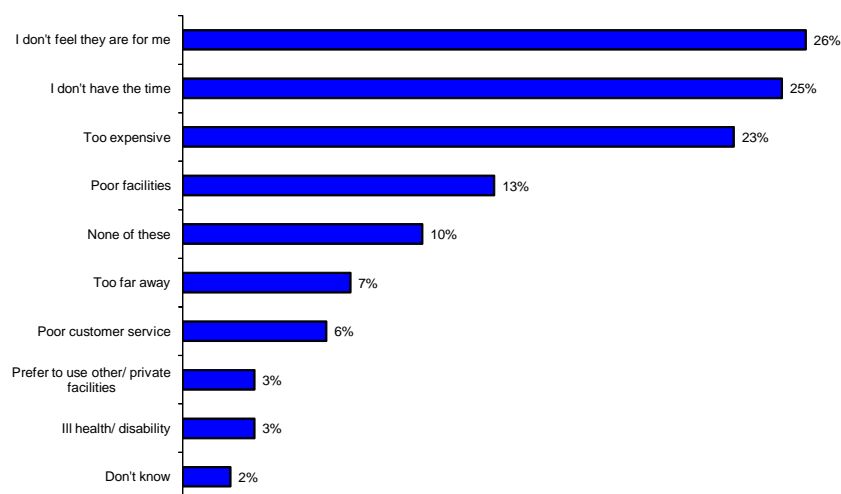
Respondents who were not members/regular users of WFBC owned sports facilities were asked what discouraged them from doing so.

As shown in Figure 3, the two most mentioned attitudes relate to lifestyle and perception of these activities, rather than criticism of facilities: 26% say 'I don't feel they are for me' and 25% say 'I don't have the time'.

But perceptions of facilities are also significant: 23% say 'Too expensive', and 13% say 'Poor facilities'. 6% name 'Poor customer service' as a reason and only 7% say that the facilities are 'Too far away'.

Figure 3

#### Q17. Which of the following most discourages you from joining, or regularly using, a Council owned leisure centre? (Non-regular-users)



Sample base: (673) Only responses mentioned by 2% or more of respondents are shown

36% of respondents with a disability say that they 'don't feel they are for me', compared with 23% of those without a disability.

There are some significant sub group breakdowns with regards perceptions of expense: 35% of those not in employment mention 'Too expensive' cf. 22% of those in employment and 11% of those who are retired. 40% of households with children mention 'Too expensive' cf. 17% of those without children. 46% of Asian respondents consider facilities 'too expensive' cf. 32% of black respondents and 18% of White respondents.

31% of those in employment say that they do not have the time to use a sports club or leisure centre, decreasing to 19% of those not in employment and 9% of those who are retired.

5% of those with a car mention 'too far away' cf. 11% of those without a car.

Those who are newer to the area are more likely to consider WFBC sports centres as 'poor facilities': 19% of those who have been in the area for up to 5 years say this, cf. 14% of those who have spent between 5 and 20 years in the borough and 10% of those who have spent more than 20 years in the borough.

Not shown in Figure 3, a small minority of the total sample mentioned the following reasons for non usage:

- o Age/Feel too old (1%)
- o Lack of information on facilities (1%)
- o Prefer to use facilities at or close to work (1%)
- o Considered unhygienic/ lack of cleanliness (1%)
- o Lack of motivation/ feel too lazy (1%)
- o Associated with antisocial behaviour (<0.5%)

## Motivations to Usage

Respondents were prompted with a list of 6 potential facilities for sports clubs and leisure centres, and asked to rank these in the order of which would be most to least preferable to them. 'Improved changing facilities' was most likely to be ranked 1 or 2 out of the 6 (56%), followed by 'Conventional lane pool' (38%).

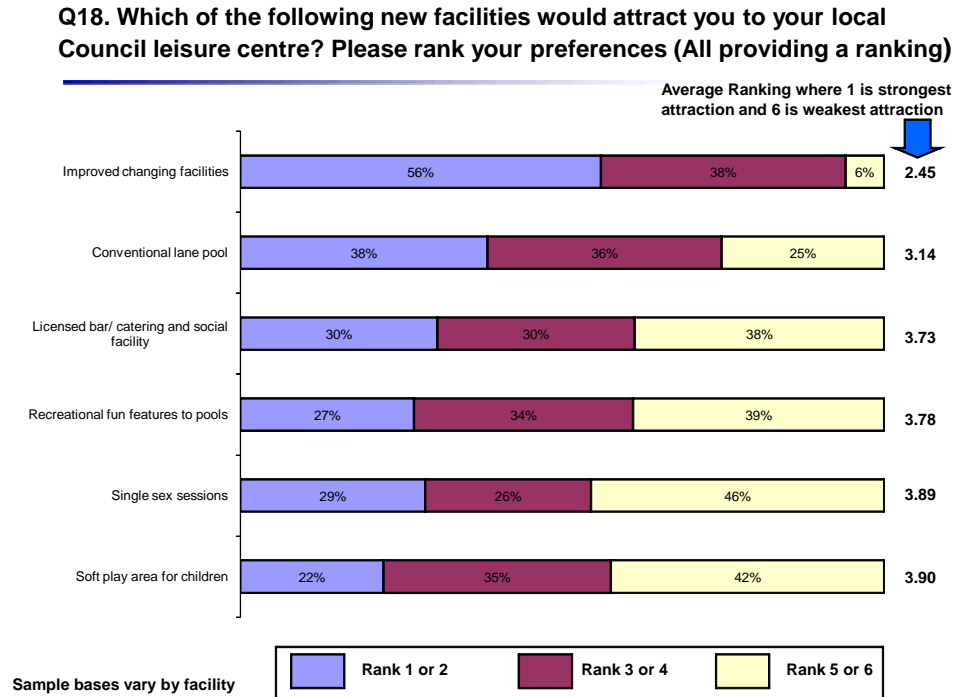
30% ranked a licensed bar or catering and social facility as most or 2<sup>nd</sup> most desirable of the facilities listed.

'Single sex sessions' and 'Recreational fun features to pools' were ranked as 1<sup>st</sup> or 2<sup>nd</sup> most desirable by similar proportions (29% and 27% respectively).

Only 22% of respondents ranked a soft play area for children as 1<sup>st</sup>/2<sup>nd</sup> most preferable feature, although 35% ranked this as their 3<sup>rd</sup> or 4<sup>th</sup> most preferable feature.

Figure 4 shows grouped rankings for each feature, together with the average ranking score for each (on a scale of 1<sup>st</sup> to 6<sup>th</sup> in order of preference).

Figure 4



Subgroup analysis shows some interesting comparisons. Numbers in brackets represent the mean ranking (from 1<sup>st</sup>-6<sup>th</sup>) in each case and therefore lower numbers reflect greater preference.

Men (3.21) are more likely than women (4.11) to consider a licensed bar/catering and social facility as an attractive feature, as well as recreational fun features (3.46, cf. 4.01 among women) and a conventional lane pool (2.97, cf. 3.25 among women).

Women are more likely than men to prefer single sex sessions (3.36, cf. 4.67 among men). Women are also more likely than men to value a soft play area for children (3.88 cf. 3.93 among men).

Men and women are similarly likely to prioritise improved changing facilities (2.57 and 2.36 respectively).

Age is a significant breakdown for many of these features. Average rankings (where 6 is lowest priority and 1 highest) are shown in Figure 5.

Licensed/catering and social facilities are clearly more important to older generations and are therefore more likely to attract older residents to WFBC owned leisure facilities. The reverse is true for recreational fun features, which are significantly more likely to attract younger residents.

A conventional lane pool appears most attractive to the middle age groups i.e. 35 to 44 year olds (3.22) and 45 to 59 year olds (2.89). Single sex sessions also appear somewhat more of an attraction for those in the middle age groups, whilst a soft play area for children appears less important for these middle age groups than for the under 35s and over 60s. There is no stable pattern with regards age and improved changing facilities.

Figure 5

AVERAGE RANKINGS WHERE 1 = MOST ATTRACTIVE AND 6 = LEAST ATTRACTIVE POTENTIAL FACILITIES IN A LOCAL COUNCIL LEISURE CENTRE (ALL NON REGULAR USERS WHO PROVIDE A RANKING)					
	Total	AGE			
		18-34	35-44	45-59	60+
		TOTAL %			
IMPROVED CHANGING FACILITIES	2.45	2.69	2.47	2.13	2.86
CONVENTIONAL LANE POOL	3.14	3.06	3.22	2.89	3.75
LICENSED BAR/ CATERING AND SOCIAL FACILITY	3.73	4.28	4.06	3.47	2.81
RECREATIONAL FUN FEATURES TO POOLS	3.78	3.08	3.84	4.11	3.92
SOFT PLAY AREA FOR CHILDREN	3.90	3.34	3.79	4.49	3.48
SINGLE SEX SESSIONS	3.89	4.51	3.60	3.88	3.90
<b>SAMPLE BASES VARY BY FEATURE</b>					

Respondents questioned were those not currently members or regular users of sports clubs or leisure centres owned by WFBC. Those who use other sports centres (not owned by WFBC) are more likely than those who use none, to value the following features:

- o Recreational fun features (3.74, cf 3.82 where no sports centres/leisure centres are regularly used)
- o A conventional lane pool (2.66 cf 3.30 where no sports centres/leisure centres are regularly used)
- o Improved changing room facilities (1.82 cf 2.66 where no sports centres/leisure centres are regularly used)

Those who are not members or regular users of any sports centres are more likely than those who use other facilities to value:

- o Soft play area for children (3.68, cf 4.51 where other sports centres/leisure centres are regularly used)
- o Single sex sessions (3.61, cf 4.57 where other sports centres/leisure centres are regularly used)

Over a quarter of respondents (27%) mentioned verbatim other new facilities that would attract them to their local Council leisure centre, including:

- More gym equipment (3%). This increases among younger residents, i.e. 5% of those aged 18 to 34 and 5% of those aged 35 to 44.
- Better facilities for the disabled or elderly (2%). 7% of those with a disability mentioned this.
- Cleaner facilities (2%)
- Swimming pool (2%)
- Sauna (2%)
- Cheaper admission (1%)
- Yoga classes (1%)
- Childcare e.g. crèche' (1%)
- Longer opening hours (1%)
- Better shower facilities (<0.5%)
- Single sex sessions (emphasised) (1%, increasing to 3% of those aged 18 to 34 years)

## The Environment

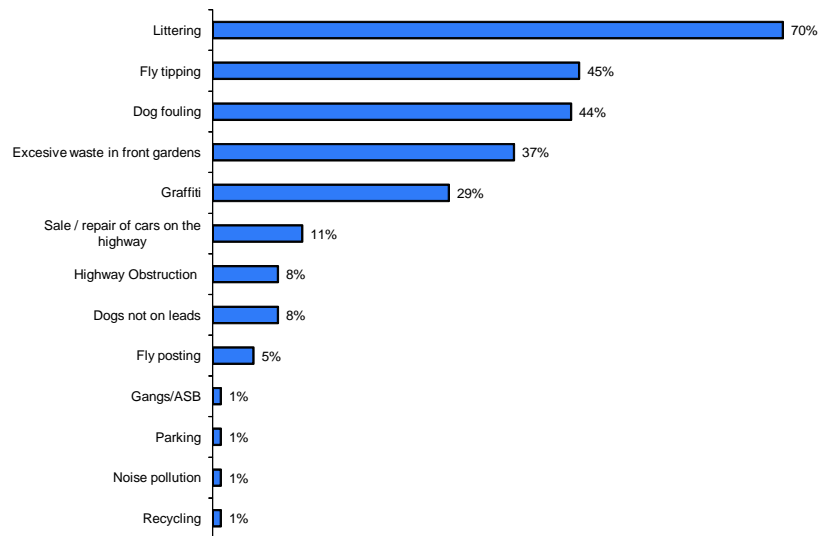
### Priority Issues

Prompted with a list of issues, respondents were asked to select the three key issues that they would like to see dealt with in the borough.

As shown in Figure 6, littering was mentioned by the highest proportion of respondents (70%), followed by fly tipping (45%) and dog fouling (44%) and then excessive waste in front gardens or private land (37%).

Figure 6

#### Q19. The 3 key issues that you would like dealt with in the borough (All respondents)



Sample base: 825

In ethnicity breakdowns, 31% of white respondents see graffiti as a top 3 priority, cf. 26% of Asian respondents and 20% of black respondents.

Those newer to the area appear more likely to view excessive waste in front gardens as an issue: 54% of those who have lived in the borough for under 5 years mention this as one of their three key issues, cf. 43% of those who have lived here for 5 to 20 years and 26% of those who have lived here for more than 20 years.

54% of residents with children see dog fouling as one of the three issues they would like dealt with, cf. 40% of those without children.

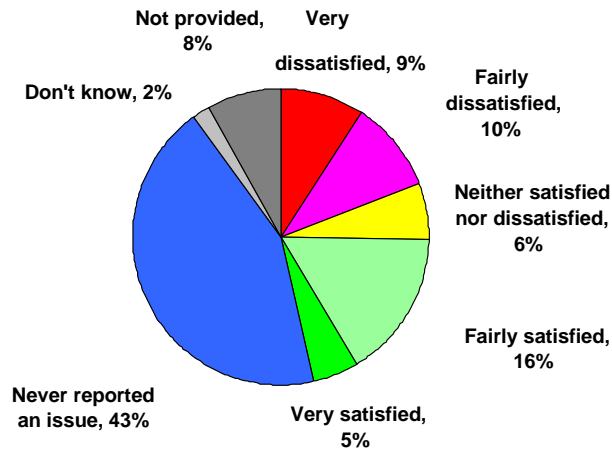
### Satisfaction with Reporting

Respondents were asked to indicate their level of satisfaction with the way any environmental issues reported to the council had been dealt with. Just under half (43%) of respondents had never reported an environmental issue to the Council, whilst 21% were satisfied with the way their report was dealt with and 19% dissatisfied.

Figure 7 shows a breakdown of answers for all respondents, whilst Figure 8 shows the breakdown of answers among those providing a rating only.

Figure 7

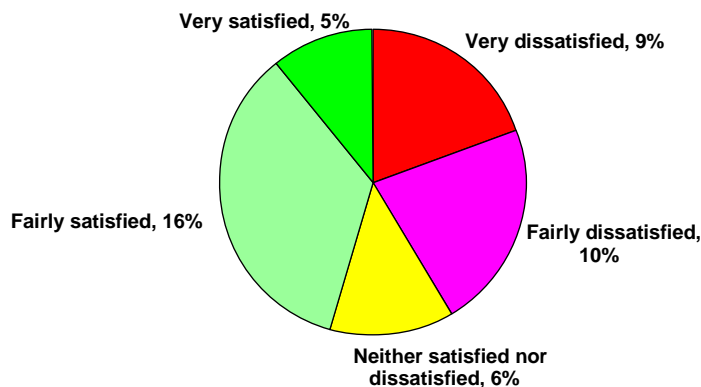
**Q20. Satisfaction with how the Council dealt with the reporting of an Environmental issue (All respondents)**



Sample base: (825)

Figure 8

**Q20. Satisfaction with how the Council dealt with the reporting of an Environmental issue (All providing a rating)**



Sample base: (386)

Similar proportions of men (42%) and women (44%) had never reported an environmental issue, whilst in terms of age, 18 to 34 year olds were less likely than others to have done so (52% say that they have not).

Those newer to the area are less likely to have reported an issue than those of other ethnic backgrounds: 54% of those who moved to the

borough within the last 5 years had never reported an issue, cf. 45% of those who have lived here for between 5 and 20 years, and 37% of those who have lived here for 20 or more years.

Slightly more men (16%) than women (12%) are 'neither satisfied nor dissatisfied, whilst more women (50%) than men (41%) are satisfied with the way the Council deals with the environmental issue.

## Community Safety

As part of the community safety section respondents were asked how safe they feel in the borough in a number of different situations, how much their quality of life is influenced by crime in the area and whether or not they avoid certain situations as a result.

Respondents were asked how safe they feel when outside in Waltham Forest after dark. A third (32%) said that they feel safe (4% very safe, 28% fairly safe), with 21% endorsing 'neither safe nor unsafe'.

This showed more variation by age and gender in 2007 than when the same question was asked of Waltham Forest residents in 2005. In 2007 men appear likely to feel more safe (2.84) than women (2.66). In terms of age, those over 60 appear less likely to feel safe (2.53) than younger age groups.

Figure 9 provides a comparison of this year's total responses to those from the 2005 survey, showing that 2007 respondents feel slightly more safe when outside after dark (2.74) than 2005 respondents (2.5). This is largely due to a significantly reduced proportion of those who feel 'very unsafe' in the 2007 survey.

Figure 9

RATING OF HOW SAFE THE RESPONDENT FEELS WHEN OUTSIDE IN WALTHAM FOREST AFTER DARK: 2005 AND 2007 SURVEYS (ALL RESPONDENTS)		
	Total 2005 %	Total 2007 %
VERY SAFE	4	4
FAIRLY SAFE	24	28
NEITHER SAFE NOR UNSAFE	17	21
FAIRLY UNSAFE	28	28
VERY UNSAFE	24	17
DON'T KNOW	2	2
NOT PROVIDED	1	1
MEAN RATING	2.5	2.7

**SAMPLE BASES = 612 (2005); 825 (2007)**

Those with a disability feel less safe when outside in Waltham forest after dark (2.29) than those without a disability (2.83).

### Fear of Crime

Respondents were asked how much fear of crime in the area influences their quality of life. Answers were recorded on a scale of 1 to 5, where 1 indicated that fear of crime had a big influence and 5 no influence at all. In total 42% consider fear of crime an influence on their quality of life, whilst 24% felt that it was not an influence.

This question was also asked of the Waltham Forest Panel in 2005 (Panel Survey 2).

In 2005, a total sample mean score of 3.2 showed that on average, the quality of life of residents in the borough was not particularly affected by a fear of crime. There was little variation by age, but some variation by ethnicity. The mean score of Asian respondents (3.6) was higher than the scores of black (3.2) and white (3.1) respondents, indicating that they felt crime had a reasonably high impact on their quality of life in the area in 2005.

In 2007, a total sample mean score of 3.4 shows that fear of crime is fractionally higher than that of the 2005 survey, but still within the most neutral rating (3).

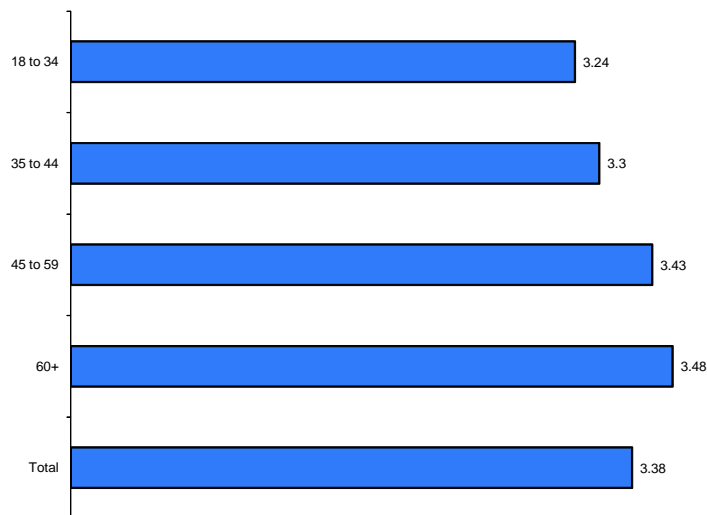
*Figure 10*

<b>RATING OF HOW MUCH OF AN INFLUENCE FEAR OF CRIME IS ON RESPONDENT'S QUALITY OF LIFE: 2005 AND 2007 SURVEYS (ALL RESPONDENTS)</b>		
	<b>Total 2005 %</b>	<b>Total 2007 %</b>
1 – NO INFLUENCE AT ALL	10	8
2	18	16
3	27	30
4	22	16
5 – A BIG INFLUENCE	18	26
DON'T KNOW	4	4
NOT PROVIDED	1	1
<b>MEAN RATING</b>	<b>3.19</b>	<b>3.38</b>
<b>SAMPLE BASES = 612 (2005); 825 (2007)</b>		

In the 2007 survey, variation by age appears significant, with older residents more likely to consider fear of crime an influence on their quality of life. Respondents over 60 years of age provide a mean score of 3.5, compared to 3.4 among those aged 45 to 59, 3.3 among those aged 35 to 44 and 3.2 among those aged 18 to 34.

Figure 11

**Q22. Influence of fear of crime on quality of life where 1= No influence, 5= Big influence (All respondents)**



Sample base: (825)

As in 2005, the mean score of Asian respondents (3.8) was higher than the scores of Black (3.3) and White (3.3) respondents. This is also the case for 2007, with the mean score of Asian respondents (3.9) being higher than the scores for Black (3.3) and White (3.3) respondents.

This year's findings show that respondents with a disability gave a mean score of 3.7, decreasing to 3.3 among those without a disability.

### Perceptions of Safety in Community Life Situations

Respondents were given several different scenarios and asked how safe they felt in these situations both during the day and after dark.

As in the 2005 survey, in every scenario, amongst total sample, respondents felt safer during the day than they did after dark.

A general feeling of safety fell markedly amongst total sample in some scenarios after dark. The majority still felt safe in their own homes after dark, with 76% feeling safe to some extent (75% in 2005) compared with 88% during the day (89% in 2005).

Situations where at least half of total sample felt unsafe after dark were:

- Waiting for public transport, with 52% feeling very or fairly unsafe (cf. 48% feeling unsafe travelling on public transport after dark)

- Going out in the town centre (49%, cf. 44% feeling unsafe when out in their neighbourhood after dark).

Figures, 12 13 and 14 show comparative responses across the 2005 and 2007 surveys in three types of situations: At home; Going out and Using public transport.

Figure 12

RATING OF HOW SAFE THE RESPONDENT FEELS IN THE SPECIFIED SITUATIONS 2005 AND 2007: AT HOME (ALL RESPONDENTS)							
	VERY UNSAFE	FAIRLY UNSAFE	NEITHER SAFE NOR UNSAFE	FAIRLY SAFE	VERY SAFE	DON'T KNOW	NOT PROVIDED
	TOTAL %						
AT HOME DURING THE DAY 2005	2	2	4	36	53	1	1
AT HOME DURING THE DAY 2007	2	3	4	42	47	*	3
AT HOME AFTER DARK 2005	3	8	11	44	30	1	2
AT HOME AFTER DARK 2007	4	7	10	48	29	*	3
SAMPLE BASES = 612 (2005); 825 (2007)							

Figure 13

RATING OF HOW SAFE THE RESPONDENT FEELS IN THE SPECIFIED SITUATIONS 2005 AND 2007: GOING OUT (ALL RESPONDENTS)							
	VERY UNSAFE	FAIRLY UNSAFE	NEITHER SAFE NOR UNSAFE	FAIRLY SAFE	VERY SAFE	DON'T KNOW	NOT PROVIDED
	TOTAL %						
GOING OUT IN YOUR NEIGHBOURHOOD DURING THE DAY 2005	2	7	10	48	30	1	2
GOING OUT IN YOUR NEIGHBOURHOOD DURING THE DAY 2007	2	7	8	48	31	*	3
GOING OUT IN YOUR NEIGHBOURHOOD AFTER DARK 2005	16	31	19	27	6	1	2

<b>GOING OUT IN YOUR NEIGHBOURHOOD AFTER DARK 2007</b>	15	29	21	28	5	1	2
GOING OUT IN YOUR LOCAL TOWN CENTRE DURING THE DAY 2005	2	10	11	48	26	1	2
<b>GOING OUT IN YOUR LOCAL TOWN CENTRE DURING THE DAY 2007</b>	3	8	14	46	27	*	2
GOING OUT IN YOUR LOCAL TOWN CENTRE AFTER DARK 2005	22	32	17	20	4	2	2
<b>GOING OUT IN YOUR LOCAL TOWN CENTRE AFTER DARK 2007</b>	19	31	20	22	3	2	3
<b>SAMPLE BASES = 612 (2005); 825 (2007)</b>							

Figure 14

<b>RATING OF HOW SAFE THE RESPONDENT FEELS IN THE SPECIFIED SITUATIONS 2005 AND 2007: USING PUBLIC TRANSPORT (ALL RESPONDENTS)</b>							
	VERY UNSAFE	FAIRLY UNSAFE	NEITHER SAFE NOR UNSAFE	FAIRLY SAFE	VERY SAFE	DON'T KNOW	NOT PROVIDED
	TOTAL %						
WAITING FOR PUBLIC TRANSPORT DURING THE DAY 2005	2	10	11	44	27	4	3
<b>WAITING FOR PUBLIC TRANSPORT DURING THE DAY 2007</b>	3	8	12	44	26	4	4
WAITING FOR PUBLIC TRANSPORT AFTER DARK 2005	26	31	14	18	3	5	2
<b>WAITING FOR PUBLIC TRANSPORT AFTER DARK 2007</b>	20	31	17	18	4	5	4
TRAVELLING ON PUBLIC TRANSPORT DURING THE DAY 2005	3	9	11	44	28	3	2
<b>TRAVELLING ON PUBLIC TRANSPORT DURING THE DAY 2007</b>	3	7	13	47	24	3	3
TRAVELLING ON PUBLIC TRANSPORT AFTER DARK 2005	24	29	16	19	5	5	2
<b>TRAVELLING ON PUBLIC TRANSPORT AFTER DARK 2007</b>	20	28	19	19	6	5	3
<b>SAMPLE BASES = 612 (2005) 825 (2007)</b>							

## Gender differences

There were some slight differences by gender; women tending to feel less safe than men in situations after dark. These include 'Going out in your neighbourhood after dark' (30% of women feel safe, cf. 36% of men); 'Going out in your local town centre after dark' (24% and 26%); and 'Waiting for public transport after dark' (21% and 24%).

However, women tended to feel more safe than men going out in their neighbourhood during the day (82% of women feel safe, cf. 76% of men); and also waiting for transport during the day (73% of women, cf. 68% of men).

## Age Differences

In some situations listed, the youngest and/or oldest respondents were likely to feel less safe, whilst those in the middle age groups tended to feel slightly more safe. Examples include:

- At home after dark (76% safe among 18-34s; 80% safe among 35 to 44s; 76% safe among 45 to 59s; 73% safe among those aged 60 or over)
- Going out in your neighbourhood after dark (33% safe among 18-34s; 39% safe among 35 to 44s; 34% safe among 45 to 59s; 23% safe among those aged 60+)
- Going out in your local town centre after dark (26% safe among 18-34s; 31% safe among 35 to 44s; 25% safe among 45 to 59s; 17% safe among those aged 60+)

## Ethnic Differences

The Asian community appear to feel less safe than those of other ethnic denominations in a number of situations (to a greater or lesser degree). These situations include:

- At home during the day (83%, cf. 90% of Black respondents and 89% of White respondents)
- At home after dark (62%, cf. 75% of Black respondents and 79% of White respondents)
- Going out in your local town centre during the day (66%, cf. 73% of Black respondents and 75% of White respondents)

In some situations black respondents were most likely to feel safe of the three main ethnic subgroups:

- Waiting for public transport during the day (60% of Asian respondents feel safe, 74% of Black respondents and 72% of White respondents)
- Going out in your neighbourhood after dark (28% of Asian respondents feel safe, 41% of Black respondents and 32% of White respondents)

- Going out in your local town centre after dark (18% of Asian respondents feel safe, 38% of Black respondents and 24% of White respondents)

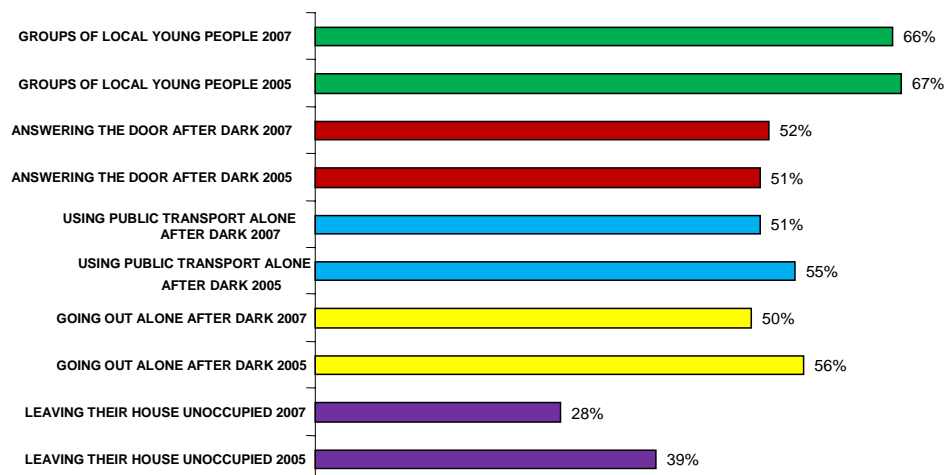
## Avoidance of Situations

Respondents were then asked if they actively avoided several different scenarios in the borough, including: Going out alone after dark; answering the door after dark; going near local groups of young people; using public transport alone after dark; going out alone; and leaving their home unoccupied.

Two thirds of total sample in 2007 (66%) claimed to avoid groups of young people in the area, making this 'most avoided' of the situations listed, as was previously the case in 2005. Just over half also claimed to avoid answering the door after dark (52%), whilst just under half avoided going out alone after dark (50%) or using public transport after dark (51%).

Figure 15

### Q24. Whether respondents generally avoid the following situations... (All respondents)



Sample base: (825)

28% of those surveyed in 2007 say that they generally avoid leaving their house unoccupied, which represents a decrease from 2005 (when 39% felt that they generally avoided this).

In 2005, respondents were asked about 'going out alone' in general and 34% of respondents said that they avoided this. In the 2007 survey, this situation was clarified with the appendage 'during the day'. It is likely to be a result of this clarification that a significant decrease was seen in those avoiding this: Only 4% of respondents indicated that they avoid going out alone during the day. (This comparison is not included in figure 15).

11% of those with a disability avoid going out alone during the day, compared with only 3% of those without a disability.

Women appear more likely than men to avoid going out alone after dark (59%, cf. 38% of men); answering the door after dark (61% cf. 42% of men); and using public transport after dark (59% cf. 40% of men).

Both men and women equally avoid groups of young people (66%). Going out alone during the day tends to be avoided by similar proportions of men (4%) and women (5%), whilst women appear less likely than men to generally avoid leaving the house unoccupied (24% cf. 33% of men).

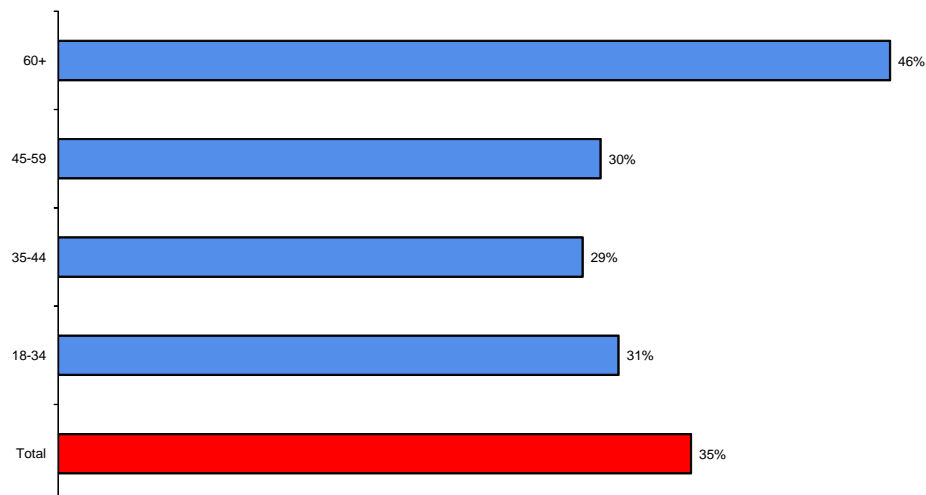
Those older than 60 tend to be more likely than other ages to avoid situations after dark such as going out alone, answering the door, and using public transport. However they are not more likely than other age groups to avoid groups of young people: 67% say that they avoid this, cf. 68% of those aged 18 to 34, 66% of those aged 35 to 44, and 65% of those aged 45 to 59.

Overall, 13% of men and 25% of women say that they avoid at least 4 of the 6 situations listed.

Those in the over 60 age group are particularly likely to avoid at least 4 of the 6 situations under consideration, as illustrated in Figure 16.

Figure 16

### Q24. Respondents who avoid 4 or more of 6 Community Life Situations, by Age (All respondents)



Sample base: (825)

## Concern Regarding Specific Crimes

Respondents were asked to indicate their level of concern regarding specific crimes in the area.

The top three prompted crimes of utmost concern to total sample were: street robbery (mugging), with 79% either very concerned or fairly concerned, having their home burgled (65%), and drug related crime (65%). Other sizeable proportions of concerned crime included having their car or other vehicle broken into or vandalised (60%), drunk people causing them a problem at night (58%) and other type of violent attack (54%).

Levels of concern are shown in full in Figure 17.

For those seeking a shorter summary, mean scores (where 1 is not at all concerned, and 5 very concerned) are provided in the Executive Summary, pages 7 to 8.

Figure 17

RESPONDENT'S LEVEL OF CONCERN REGARDING THE SPECIFIED CRIMES 2007 (ALL RESPONDENTS)							
	NOT AT ALL CONCERNED	NOT VERY CONCERNED	NEITHER CONCERNED NOR UNCONCERNED	FAIRLY CONCERNED	VERY CONCERNED	DON'T KNOW	NOT PROVIDED
	TOTAL %						
HAVING YOUR HOME BURGLED	2	14	15	41	24	1	3
HAVING A CAR OR OTHER VEHICLE BROKEN INTO OR VANDALISED	8	8	11	29	30	7	6
HAVING A CAR OR OTHER VEHICLE STOLEN	9	11	12	30	25	7	7
THEFT FROM YOUR GARDEN, SHED OR GARAGE	12	21	19	25	15	4	4
VANDALISM OR DAMAGE TO YOUR PROPERTY	6	20	18	31	21	1	4
BOGUS CALLERS	6	16	19	30	25	1	3
DRUG RELATED CRIME	4	10	16	26	39	2	3
STREET ROBBERY (MUGGING)	2	7	9	33	46	*	2
DRUNK PEOPLE CAUSING YOU A PROBLEM AT NIGHT	5	14	18	30	27	2	3
DRUNK PEOPLE CAUSING YOU A PROBLEM DURING THE DAY	11	24	25	20	15	2	4
ARSON TO YOUR HOME, LAND OR OUTBUILDINGS	17	22	23	16	17	1	4

OTHER TYPE OF VIOLENT ATTACK	5	14	19	30	24	2	5
HAVING A BICYCLE STOLEN	20	15	17	20	14	8	6
ROAD RAGE	9	12	20	26	23	5	5
BEING INSULTED OR BOTHERED BY PEOPLE WHO LIVE CLOSE BY	20	22	19	17	16	1	4
BEING SEXUALLY HARASSED	24	24	21	12	13	2	4
BEING SEXUALLY ASSAULTED	21	20	19	16	19	2	3
BEING BULLIED IN SCHOOL, COLLEGE OR THE WORKPLACE	31	15	16	10	13	9	6
BEING HARASSED BECAUSE OF YOUR COLOUR, RACE, RELIGION OR SEXUAL ORIENTATION	34	17	17	10	14	5	4
BEING ASSAULTED BECAUSE OF YOUR COLOUR, RACE, RELIGION OR SEXUAL ORIENTATION	32	17	17	11	14	4	4
<b>SAMPLE BASE = 825</b>							

In Figures 18 and 19, levels of concern described by respondents in 2007 are compared with those from the 2005 survey (across total sample). The proportion of the total sample indicating some degree of concern appears to have decreased slightly for all of the crimes listed, in particular road rage and problems caused by drunk people.

Figure 18

### Q25. Level of concern over specified crimes 1 2007 and 2005 comparison (All respondents)

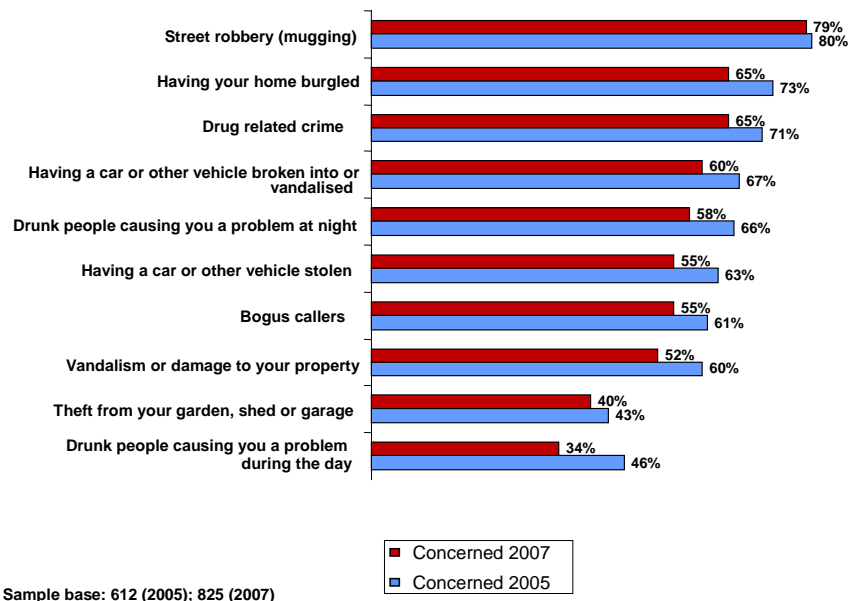
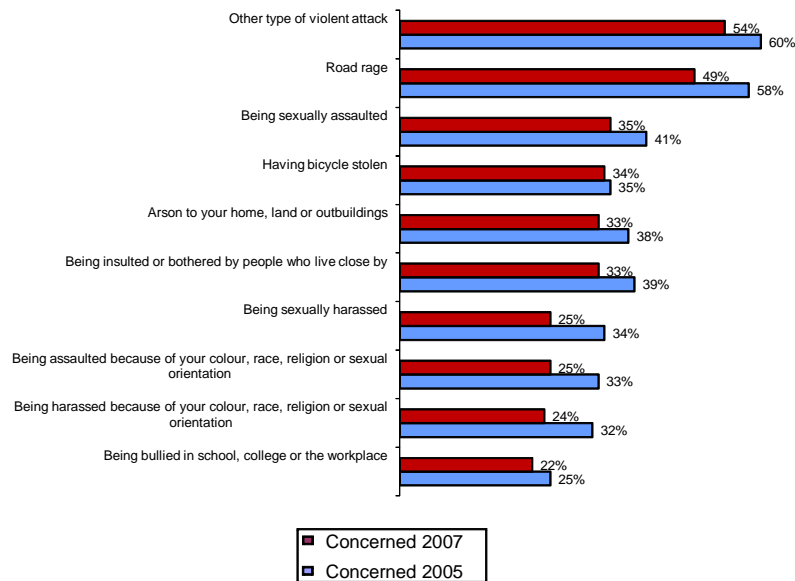


Figure 19

**Q25. Level of concern over specified crimes 2007 and 2005 comparison (All respondents)**



In both 2005 and 2007 surveys, women were much more concerned about being sexually assaulted than men. In 2007, 34% of women were concerned to some extent about sexual harassment (41% in 2005). This compares with only 15% of men who were concerned to some extent (24% in 2005).

As in 2005, 'being harassed or assaulted because of your colour, race, religion or sexual orientation' is of prime concern to Black and Asian respondents in 2007. 66% of Asian and 51% of Black respondents are concerned to some extent about being harassed on this basis, compared to only 16% of White respondents.

65% of Asians are also concerned to some extent about 'being assaulted due to your colour, race, religion or sexual orientation', compared to 50% of Black respondents and 17% of White respondents.

Sexuality also appears to have a significant bearing on levels of concern in this respect: 41% of those who state that they are homosexual or bi-sexual indicate some concern over 'being harassed because of your colour, race, religion or sexual orientation' cf 21% of heterosexual respondents (and 39% of those who do not provide an indication of their sexuality).

41% of those who state that they are homosexual or bi-sexual indicate some concern over 'being assaulted because of your colour, race, religion or sexual orientation' cf. 21% of heterosexual respondents (and 40% of those who do not provide an indication of their sexuality)

## Anti Social Behaviour

Several different types of anti social behaviour were suggested to respondents to gauge how much of a problem they are to residents of the borough. A full comparison between 2007 responses and 2005 responses is provided in Figure 20.

In both surveys, total sample viewed 'rubbish and litter lying around' as the biggest problem in the borough, with a total of 71% in 2007 and 69% in 2005 seeing it as a very or fairly big problem.

Teenagers hanging around the streets and vandalism were considered a problem by around half of total sample (46% and 44% respectively) whilst over 4 in 10 saw people using/dealing drugs (45%) or damage to property (44%) as a problem.

There were few significant differences by demographics on the whole. However, in terms of ethnicity, in both 2007 and 2005 surveys, Asian and Black respondents viewed 'people being attacked because of their colour, race, religion or sexual orientation' as more of a problem than White respondents. In 2007, 42% of Asian respondents see this as a problem to some extent in the borough, compared to 25% of Black respondents and 21% of white respondents.

Those who rent their property tend to see vandalism as more of a problem in the borough than those who own their properties: 49% of those living in rented accommodation see vandalism as a very/fairly big problem, cf. 43% living in accommodation which they own.

Figure 20

RATING OF HOW MUCH OF A PROBLEM THE SPECIFIED ASPECTS OF THE LOCAL AREA ARE 2005 and 2007 (ALL RESPONDENTS)							
	NOT A PROBLEM AT ALL	NOT A VERY BIG PROBLEM	NO OPINION	A FAIRLY BIG PROBLEM	A VERY BIG PROBLEM	DON'T KNOW	NOT PROVIDED
	TOTAL %						
NOISY NEIGHBOURS 2005	24	41	4	18	11	1	2
<b>NOISY NEIGHBOURS 2007</b>	<b>30</b>	<b>37</b>	<b>4</b>	<b>16</b>	<b>9</b>	<b>1</b>	<b>3</b>
TEENAGERS HANGING AROUND ON THE STREETS 2005	8	37	4	29	19	1	2
<b>TEENAGERS HANGING AROUND ON THE STREETS</b>	<b>11</b>	<b>35</b>	<b>5</b>	<b>33</b>	<b>13</b>	<b>1</b>	<b>3</b>

<b>2007</b>							
VANDALISM 2005	6	34	7	32	18	1	2
<b>VANDALISM 2007</b>	<b>8</b>	<b>36</b>	<b>8</b>	<b>32</b>	<b>12</b>	<b>1</b>	<b>3</b>
GRAFFITI 2005	8	37	8	26	18	2	3
<b>GRAFFITI 2007</b>	<b>9</b>	<b>38</b>	<b>8</b>	<b>28</b>	<b>13</b>	<b>1</b>	<b>3</b>
DAMAGE TO PROPERTY OR VEHICLES 2005	6	32	10	32	16	2	3
<b>DAMAGE TO PROPERTY OR VEHICLES 2007</b>	<b>7</b>	<b>32</b>	<b>11</b>	<b>31</b>	<b>13</b>	<b>3</b>	<b>3</b>
PEOPLE BEING ATTACKED BECAUSE OF THEIR COLOUR, RACE, RELIGION OR SEXUAL ORIENTATION 2005	12	37	15	15	12	8	2
<b>PEOPLE BEING ATTACKED BECAUSE OF THEIR COLOUR, RACE, RELIGION OR SEXUAL ORIENTATION 2007</b>	<b>13</b>	<b>33</b>	<b>18</b>	<b>15</b>	<b>9</b>	<b>9</b>	<b>3</b>
PEOPLE USING OR DEALING DRUGS 2005	7	23	12	28	20	8	2
<b>PEOPLE USING OR DEALING DRUGS 2007</b>	<b>8</b>	<b>24</b>	<b>11</b>	<b>26</b>	<b>19</b>	<b>9</b>	<b>3</b>
PEOPLE BEING DRUNK OR ROWDY IN PUBLIC PLACES 2005	7	34	10	30	14	3	2
<b>PEOPLE BEING DRUNK OR ROWDY IN PUBLIC PLACES 2007</b>	<b>8</b>	<b>37</b>	<b>10</b>	<b>26</b>	<b>11</b>	<b>5</b>	<b>3</b>
PEOPLE SLEEPING ROUGH ON THE STREETS OR IN OTHER PUBLIC PLACES 2005	18	38	12	16	10	4	2
<b>PEOPLE SLEEPING ROUGH ON THE STREETS OR IN OTHER PUBLIC PLACES 2007</b>	<b>21</b>	<b>35</b>	<b>13</b>	<b>14</b>	<b>9</b>	<b>6</b>	<b>3</b>
RUBBISH AND LITTER LYING AROUND 2005	4	22	4	37	32	*	1
<b>RUBBISH AND LITTER LYING AROUND 2007</b>	<b>3</b>	<b>20</b>	<b>4</b>	<b>42</b>	<b>29</b>	<b>1</b>	<b>2</b>
ABANDONED OR BURNT OUT CARS 2005	14	37	11	20	14	2	2
<b>ABANDONED OR BURNT OUT CARS 2007</b>	<b>17</b>	<b>38</b>	<b>12</b>	<b>19</b>	<b>6</b>	<b>5</b>	<b>3</b>
<b>SAMPLE BASES = 612 (2005); 825 (2007)</b>							

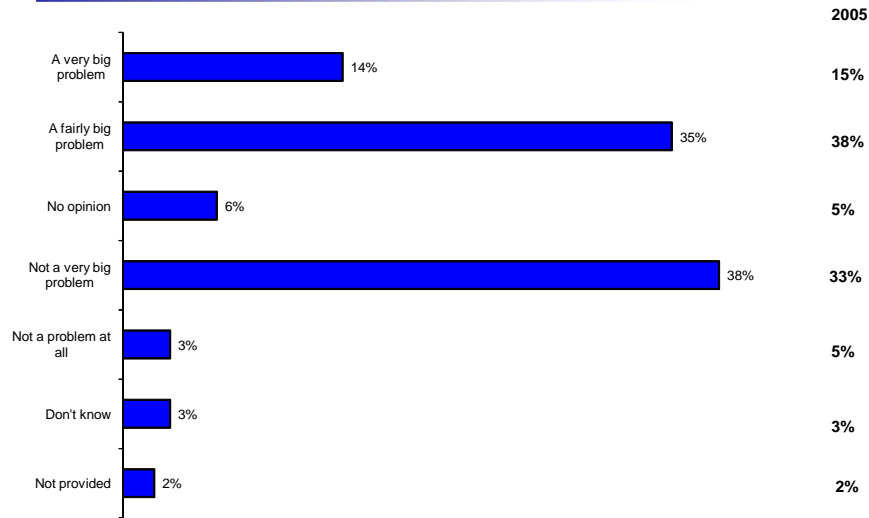
Opinion was reasonably polarised amongst total sample when asked if anti social behaviour in the area was a problem in general. 48% feel that it is a very or fairly big problem, compared to 41% who feel that it is not a very big problem or not a problem at all.

Within this, 14% of respondents feel that anti social behaviour in the area is a very big problem (the same proportion as 2005), whilst only 3% feel that it was not a problem at all (cf 5% in 2005). Overall, the consensus is that a small majority believe it is an issue in Waltham Forest at present.

The same pattern in perceptions was evidenced in 2005. Figure 21 includes 2005 responses on the side, highlighting how similar perceptions are across these two surveys.

Figure 21

**Q27. Overall rating of how big a problem anti social behaviour is in local area (All respondents)**



Sample base: (825)

**Drugs**

Respondents were asked specifically about how much of a problem they felt drug taking and drug dealing were in the area.

Attitudes amongst total sample were very similar on both counts.

44% consider drug taking to be a very or fairly big problem in the local area, whilst 32% consider it not to be a very or fairly big problem.

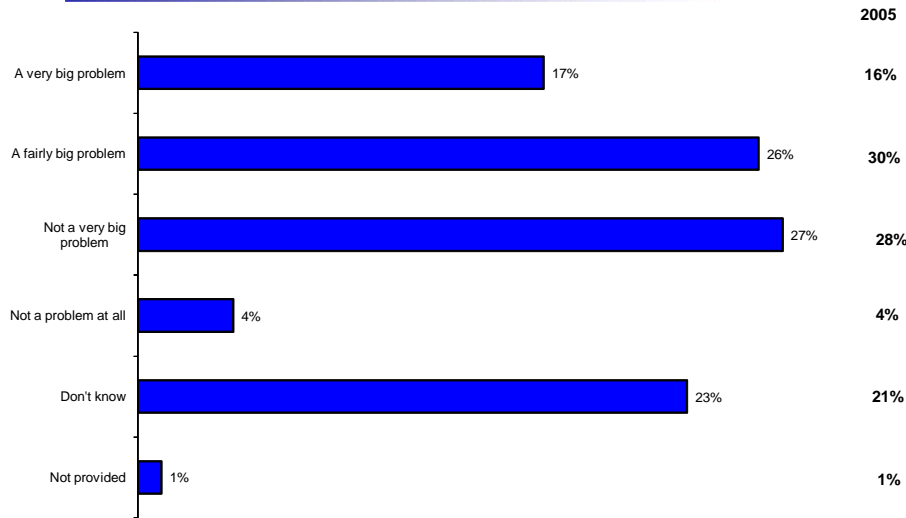
A similar proportion (43%) consider drug dealing to be a problem in their local area, whilst 30% consider drug dealing not to be a problem.

Respondents show lower levels of awareness about the drugs related questions (23% and 26% responding 'don't know' respectively) than with regards anti social behaviour overall (3% responding 'don't know').

In figures 22 and 23, comparative figures from 2005 are shown on the side. No vastly significant changes in perceptions of the drugs problem are noted, although in each case there is a slightly higher level of uncertainty.

Figure 22

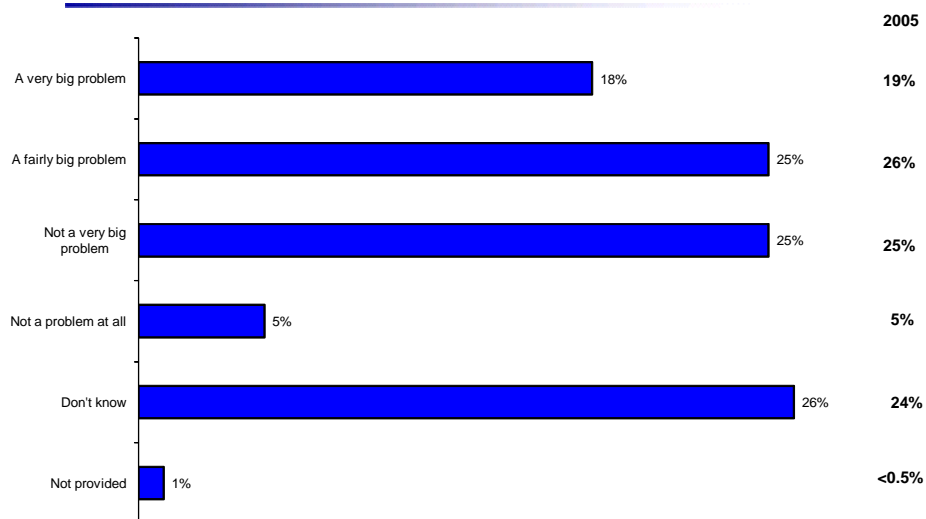
**Q28. Overall rating of how big a problem Drug Taking is in local area (All respondents)**



Sample base: (825)

Figure 23

**Q28. Overall rating of how big a problem Drug Dealing is in local area (All respondents)**



Sample base: (825)

Key demographic breakdowns (age; gender; ethnicity) do not show any significant trends in terms of perceptions around drug dealing and drug taking. However, those with children are more likely to consider drug dealing a problem (61%) than those without children (59%).

## Community Councils

Respondents were asked if they were aware of the existence in the borough of Community Councils, prior to the survey.

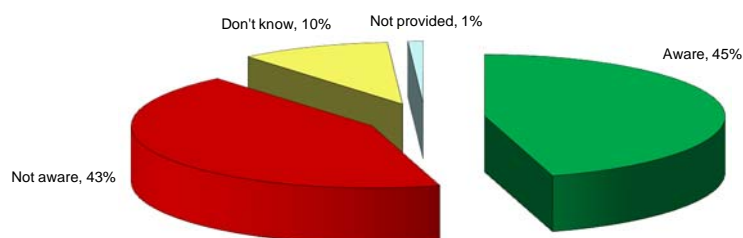
When the question was asked of the Waltham Forest Panel in 2005, 47% were aware of Community Councils, whilst 44% confirmed that they were not aware. 10% said 'don't know' or did not provide an answer here.

When the question was asked of respondents in 2007, 45% overall say that they are aware of Community Councils, 43% say that they are not, whilst 11% say 'don't know' or do not provide an answer.

Existing residents' panel members are more likely to be aware of the existence of community councils in the borough than others (whether by cause or effect of being panel members and therefore more engaged or informed). 56% of existing panel members say that they are aware of Community Councils, 33% say that they are not, and 11% respond 'don't know/not provided'. In contrast, a lower 38% of new panel members say that they are aware of Community Councils, whilst 50% of these say that they are not aware and 12% respond 'don't know/not provided'.

Figure 24

### Q30. Awareness of existence of Community Councils in the borough (All respondents)



Sample Base: 825

Similarly to 2005 results, 2007 awareness levels show some variation by age group, with respondents under 35 years of age less likely to confirm that they are aware of Community Councils (32%) than older respondents (the total sample average being 45%).

Those not in employment and those who are retired from employment show more awareness of Community Councils than residents who are in employment (47% and 49%, cf. 44% respectively).

There is also some significant variation by ethnicity, with White respondents and Asian respondents both more aware of Community Councils than their Black counterparts (46% and 48%, cf. 34%). In the 2005 survey, significantly more white respondents were aware of Community Councils (52%) than their black (38%) and Asian (33%) counterparts.

Men and women are similarly likely to be aware of Community Council (44% and 46% respectively).

## 4 Appendix 1

### Questionnaire

#### Section 1: About You

We would like to ask you a few questions about you and your household. This will help us to ensure that the people who join the Residents' Panel are representative of all residents of Waltham Forest.

Some of the data in this section may be passed on to the Council and it may only be used to carry out further consultation in accordance with the Data Protection Act and Market Research Society Guidance.

Q1. Please indicate your gender by ticking the appropriate box below:

**PLEASE TICK ONE BOX ONLY**

Male	<input type="checkbox"/> <sub>1</sub>	Female	<input type="checkbox"/> <sub>2</sub>
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Q2. Into which of the following age groups do you belong?

**PLEASE TICK ONE BOX ONLY**

18 - 24 years	<input type="checkbox"/> <sub>1</sub>	45- 59 years	<input type="checkbox"/> <sub>4</sub>
25 - 34 years	<input type="checkbox"/> <sub>2</sub>	60 – 69 years	<input type="checkbox"/> <sub>5</sub>
35 - 44 years	<input type="checkbox"/> <sub>3</sub>	70+years	<input type="checkbox"/> <sub>6</sub>

Q3. Do you have any long-term illness, health problem or disability that limits your daily activities or work you can do? **PLEASE TICK ONE BOX ONLY**

Yes	<input type="checkbox"/> <sub>1</sub>	No	<input type="checkbox"/> <sub>2</sub>
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Q4. Which of the following best describes your ethnicity?

**PLEASE TICK ONE BOX ONLY**

White		Black or Black British	
British	<input type="checkbox"/> <sub>1</sub>	Caribbean	<input type="checkbox"/> <sub>8</sub>
Irish	<input type="checkbox"/> <sub>2</sub>	African	<input type="checkbox"/> <sub>9</sub>
Any other White background	<input type="checkbox"/> <sub>3</sub>	Any other Black background	<input type="checkbox"/> <sub>10</sub>
Mixed		Asian	
White & Black Caribbean	<input type="checkbox"/> <sub>4</sub>	Indian	<input type="checkbox"/> <sub>11</sub>
White & Black African	<input type="checkbox"/> <sub>5</sub>	Pakistani	<input type="checkbox"/> <sub>12</sub>
White & Asian	<input type="checkbox"/> <sub>6</sub>	Bangladeshi	<input type="checkbox"/> <sub>13</sub>
Any other Mixed background	<input type="checkbox"/> <sub>7</sub>	Any other Asian background	<input type="checkbox"/> <sub>14</sub>
Chinese and Other ethnic groups			
Chinese	<input type="checkbox"/> <sub>15</sub>	Other ethnic group (✓ and write in below)	<input type="checkbox"/> <sub>95</sub>

Q5. Which of the following statements best describes your current working status?

**PLEASE TICK ONE BOX ONLY**

Full-time paid work (30+ hours per week)	<input type="checkbox"/> <sub>1</sub>	Self-employed with staff	<input type="checkbox"/> <sub>6</sub>
Part-time paid work (8-29 hours per week)	<input type="checkbox"/> <sub>2</sub>	Self-employed without staff	<input type="checkbox"/> <sub>7</sub>
Part-time paid work (under 8 hours per week)	<input type="checkbox"/> <sub>3</sub>	Unemployed (seeking work)	<input type="checkbox"/> <sub>8</sub>
Retired	<input type="checkbox"/> <sub>4</sub>	Not in paid employment (not seeking work)	<input type="checkbox"/> <sub>9</sub>
Student	<input type="checkbox"/> <sub>5</sub>	Other (✓ and write in below)	<input type="checkbox"/> <sub>95</sub>

Q6. Is your home . . .

**PLEASE TICK ONE BOX ONLY**

Owner occupier	<input type="checkbox"/> <sub>1</sub>	Rented from a private landlord	<input type="checkbox"/> <sub>4</sub>
Rented from a Housing Association	<input type="checkbox"/> <sub>2</sub>	Other (✓ and write in below)	<input type="checkbox"/> <sub>95</sub>
Rented from the Council	<input type="checkbox"/> <sub>3</sub>		

Q7. How long have you/your household been living in Waltham Forest?

**PLEASE TICK ONE BOX ONLY**

Under 1 year	<input type="checkbox"/> <sub>1</sub>	Between 10-20 years	<input type="checkbox"/> <sub>5</sub>
Between 1-2 years	<input type="checkbox"/> <sub>2</sub>	20 years or more	<input type="checkbox"/> <sub>6</sub>
Between 2-5 years	<input type="checkbox"/> <sub>3</sub>	Don't know / can't remember	<input type="checkbox"/> <sub>7</sub>
Between 5-10 years	<input type="checkbox"/> <sub>4</sub>		

Q8. Which of the following statements best describes your current marital status?

**PLEASE TICK ONE BOX ONLY**

Married / living with partner	<input type="checkbox"/> <sub>1</sub>	Single – Not living with parents	<input type="checkbox"/> <sub>4</sub>
Widowed	<input type="checkbox"/> <sub>2</sub>	Divorced / Separated	<input type="checkbox"/> <sub>5</sub>
Single – Living with parents	<input type="checkbox"/> <sub>3</sub>	Other (✓ and write in below)	<input type="checkbox"/> <sub>95</sub>

Q9. Do you have children under the age of 16 living with you at home?

**PLEASE TICK ONE BOX ONLY**

Yes	<input type="checkbox"/> <sub>1</sub>	No	<input type="checkbox"/> <sub>2</sub>
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Q10. Are you personally responsible for a car?

**PLEASE TICK ONE BOX ONLY**

Yes	<input type="checkbox"/> <sub>1</sub>	No	<input type="checkbox"/> <sub>2</sub>
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Q11. Which of the following languages is your first language, or the language you use at home?

**PLEASE TICK ONE BOX ONLY**

English	<input type="checkbox"/> <sub>1</sub>	Urdu	<input type="checkbox"/> <sub>6</sub>
Turkish	<input type="checkbox"/> <sub>2</sub>	Gujerati	<input type="checkbox"/> <sub>7</sub>
Bengali	<input type="checkbox"/> <sub>3</sub>	Punjabi	<input type="checkbox"/> <sub>8</sub>
Somali	<input type="checkbox"/> <sub>4</sub>	Albanian	<input type="checkbox"/> <sub>9</sub>
French	<input type="checkbox"/> <sub>5</sub>	Other (✓ and write in below)	<input type="checkbox"/> <sub>95</sub>

Q12. Which of these do you have access to at home?

**PLEASE TICK ALL THAT APPLY**

A Personal Computer (PC)	<input type="checkbox"/> <sub>1</sub>	The internet via Digital TV	<input type="checkbox"/> <sub>5</sub>
E-mail via a PC	<input type="checkbox"/> <sub>2</sub>	The internet via a PC	<input type="checkbox"/> <sub>6</sub>
E-mail via Digital TV	<input type="checkbox"/> <sub>3</sub>	The internet via phone	<input type="checkbox"/> <sub>7</sub>
E-mail via phone	<input type="checkbox"/> <sub>4</sub>	None of these	<input type="checkbox"/> <sub>8</sub>

Finally in this section, Waltham Forest Council would like to make the results of this survey as representative of the community as a whole as possible. This will help to ensure equality of opportunity in service provision. In order to make this possible we would like to ask you about your religion or belief and your sexual orientation.

**THESE QUESTIONS ARE NOT COMPULSORY AND IF YOU DO NOT WISH TO ANSWER, SIMPLY TICK THE 'PREFER NOT TO SAY' OPTION FOR EACH QUESTION.**

Q13. Which of the following best describes your sexuality?

**PLEASE TICK ONE BOX ONLY**

Heterosexual	<input type="checkbox"/> <sub>1</sub>	Bisexual	<input type="checkbox"/> <sub>4</sub>
Gay Male	<input type="checkbox"/> <sub>2</sub>	Prefer not to say	<input type="checkbox"/> <sub>5</sub>
Lesbian	<input type="checkbox"/> <sub>3</sub>		

Q14. Which of the following best describes your religion, faith or belief?

**PLEASE TICK ONE BOX ONLY**

Christian	<input type="checkbox"/> <sub>1</sub>	Hindu	<input type="checkbox"/> <sub>4</sub>
Muslim	<input type="checkbox"/> <sub>2</sub>	Jewish	<input type="checkbox"/> <sub>5</sub>
Buddhist	<input type="checkbox"/> <sub>3</sub>	Sikh	<input type="checkbox"/> <sub>6</sub>
No Religion	<input type="checkbox"/> <sub>96</sub>	Other (✓ and write in below)	<input type="checkbox"/> <sub>95</sub>
Prefer not to say	<input type="checkbox"/> <sub>98</sub>		

**Section 2: Sport and Leisure**

In this section we'd like to find out more about how often you exercise, the types of exercise you do and what would attract you to use local leisure facilities more often.

Q15. Which of the following best describes how many times **in the last seven days** you have undertaken moderate or vigorous exercise **for at least 30 minutes**, e.g. walking, gardening or sporting activity?

**PLEASE TICK ONE BOX ONLY**

None	<input type="checkbox"/> <sub>1</sub>	Four times	<input type="checkbox"/> <sub>4</sub>
Once or twice	<input type="checkbox"/> <sub>2</sub>	Five times	<input type="checkbox"/> <sub>5</sub>
Three times	<input type="checkbox"/> <sub>3</sub>	More than five times	<input type="checkbox"/> <sub>6</sub>
		Don't Know	<input type="checkbox"/> <sub>7</sub>

Q16. The following leisure centres are owned by Waltham Forest Borough Council:

- **Larkwood Leisure Centre**
- **Cathall Leisure**
- **Kelmscott Leisure Centre**
- **Leyton Leisure Lagoon**
- **Waltham Forest Pool and Track**

Are you are member of, or do you regularly use, a sports club, leisure centre, or health and fitness club... ?

**PLEASE TICK THE FIRST STATEMENT THAT APPLIES TO YOU**

Owned by Waltham Forest Council (i.e. in the above list)	<input type="checkbox"/> <sub>1</sub>	<b>GO TO QUESTION 19</b>
NOT Owned by Waltham Forest Council (i.e. NOT in the above list)	<input type="checkbox"/> <sub>2</sub>	<b>GO TO QUESTION 17</b>
I am not a member of, nor do I regularly use, any sports club, leisure centre, or health and fitness club in the borough	<input type="checkbox"/> <sub>3</sub>	<b>GO TO QUESTION 17</b>

Q17. Which of the following most discourages you from joining, or regularly using, a Council owned leisure centre?

**PLEASE TICK ANY THAT APPLY**

Too expensive	<input type="checkbox"/> 1
Too far away	<input type="checkbox"/> 2
Poor facilities	<input type="checkbox"/> 3
Poor customer service	<input type="checkbox"/> 4
I don't have the time to use one	<input type="checkbox"/> 5
I don't feel they are for me	<input type="checkbox"/> 6
None of these	<input type="checkbox"/> 96
Any other reasons (✓ and write in below)	<input type="checkbox"/> 95
Don't Know	<input type="checkbox"/> 97

Q18. Which of the following new facilities would attract you to your local Council leisure centre?

**Please rank your preferences by writing a number between 1 and 6 beside each of the options below, with 1 indicating most desirable, 6 indicating least desirable.**

Licensed bar/catering and social facility	
Recreational fun features to pools e.g. Wave machine, slides etc.	
Conventional lane pool	
Improved changing room facilities	
Soft play area for children	
Single sex sessions e.g. Women only swimming	
Don't Know (Tick)	<input type="checkbox"/> 97

Q18A. Please write in any **other** new facilities that would attract you to your local Council leisure centre:

**Section 3: The Environment**

The Council is currently carrying out a service review of its enforcement services. Below is a list of enforcement issues that face the Council

Q19. What do you see as the 3 key issues that you would like dealt with as a priority in the borough?

**PLEASE TICK THREE OPTIONS ONLY**

Littering	<input type="checkbox"/> <sub>1</sub>	Excessive waste in front gardens/private land	<input type="checkbox"/> <sub>6</sub>
Fly tipping	<input type="checkbox"/> <sub>2</sub>	Dog Fouling	<input type="checkbox"/> <sub>7</sub>
Fly posting	<input type="checkbox"/> <sub>3</sub>	Dogs not on leads	<input type="checkbox"/> <sub>8</sub>
Highway Obstruction e.g. bins on the highway	<input type="checkbox"/> <sub>4</sub>	Graffiti	<input type="checkbox"/> <sub>9</sub>
Sale/Repair of cars on the highway	<input type="checkbox"/> <sub>5</sub>	Other (✓ and write in below)	<input type="checkbox"/> <sub>95</sub>
Don't Know	<input type="checkbox"/> <sub>97</sub>		

Q20. If you have reported an environmental issue to the Council, such as those listed in the question 19 above, how satisfied were you with the way it was dealt with?

**PLEASE TICK ONE BOX ONLY**

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't Know	Never reported an environment issue
<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>6</sub>	<input type="checkbox"/> <sub>7</sub>

**Section 4: Community Safety**

Q21. How safe or unsafe do you feel when outside in Waltham Forest after dark?

**PLEASE TICK ONE BOX ONLY**

Very safe	Fairly safe	Neither safe nor unsafe	Fairly unsafe	Very unsafe	Don't Know
<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>6</sub>

Q22. How much of an influence on your quality of life is a fear of crime in your local area?

**PLEASE TICK ONE BOX ONLY, where 5 is no influence at all and 1 is a big influence.**

5- No influence at all	4	3	2	1- A big influence	Don't Know
<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>6</sub>

Q23. Please indicate how safe you feel in your local area in each of the following situations:

**PLEASE TICK ONE BOX ONLY FOR EACH OPTION**

	Very unsafe	Fairly unsafe	Neither safe nor unsafe	Fairly safe	Very safe	Don't know
At home during the DAY	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
At home after DARK	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Going out in your neighbourhood during the DAY	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Going out in your neighbourhood after DARK	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Going out in your local Town Centre during the DAY	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Going out in your local Town Centre after DARK	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
WAITING for public transport during the DAY	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
WAITING for public transport after DARK	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
TRAVELLING on public transport during the DAY	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
TRAVELLING on public transport after DARK	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>

Q24. Do you generally avoid.....?

**PLEASE TICK ONE BOX ONLY FOR EACH OPTION**

	Yes	No	Don't Know
Going out alone after dark	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>
Answering the door after dark	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>
Groups of local young people	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>
Using public transport alone after dark	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>
Going out alone during the day	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>
Leaving your house unoccupied	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>

Q25. Thinking about your local area, please indicate your level of concern regarding the following crimes:

**PLEASE TICK ONE BOX ONLY FOR EACH OPTION**

	Not at all concerned	Not very concerned	Neither concerned nor unconcerned	Fairly concerned	Very concerned	Don't know
Having your home burgled	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Having a car or other vehicle broken into or vandalised	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Having a car or other vehicle stolen	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Theft from your garden, shed or garage	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Vandalism or damage to your property	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Bogus callers	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Drug related crime	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Street robbery (mugging)	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Drunk people causing you a problem at night	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Drunk people causing you a problem during the day	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Arson to your home, land or outbuildings	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Other type of violent attack	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Having a bicycle stolen	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Road rage	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Being insulted or bothered by people who live close by	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Being sexually harassed	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Being sexually assaulted	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Being bullied in school, college or the workplace	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Being harassed because of your colour, race, religion or sexual orientation	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Being assaulted because of your colour, race, religion or sexual orientation	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>

**Anti-Social Behaviour**

Q26. Thinking about your local area, how much of a problem do you think are/is.....?

**PLEASE TICK ONE BOX ONLY FOR EACH OPTION**

	A very big problem	A fairly big problem	No opinion	Not a very big problem	Not a problem at all	Don't know
Noisy neighbours	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Teenagers hanging around on the streets	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Vandalism	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Graffiti	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Damage to property or vehicles	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
People being attacked because of their skin colour, ethnic origin, religion or sexual orientation	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
People using or dealing drugs	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
People being drunk or rowdy in public places	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
People sleeping rough on the streets or in other public places	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Rubbish and litter lying around	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Abandoned or burnt out cars	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>

Q27. Overall do you think that Anti-Social Behaviour in the area is....?

**PLEASE TICK ONE BOX ONLY**

A very big problem	<input type="checkbox"/> 1
A fairly big problem	<input type="checkbox"/> 2
No opinion	<input type="checkbox"/> 3
Not a very big problem	<input type="checkbox"/> 4
Not a problem at all	<input type="checkbox"/> 5
Don't know	<input type="checkbox"/> 6

Q28. Thinking about your local area, how much of a problem do you think drug **taking** is?

**PLEASE TICK ONE BOX ONLY**

A very big problem	<input type="checkbox"/> 1
A fairly big problem	<input type="checkbox"/> 2
Not a very big problem	<input type="checkbox"/> 3
Not a problem at all	<input type="checkbox"/> 4
Don't know	<input type="checkbox"/> 5

Q29. Thinking about this local area, how much of a problem do you think drug **dealing** is?

**PLEASE TICK ONE BOX ONLY**

A very big problem	<input type="checkbox"/> 1
A fairly big problem	<input type="checkbox"/> 2
Not a very big problem	<input type="checkbox"/> 3
Not a problem at all	<input type="checkbox"/> 4
Don't know	<input type="checkbox"/> 5

### **Community Councils**

Q30. Are you aware of the existence in the borough of Community Councils?

**PLEASE TICK ONE BOX ONLY**

Yes	<input type="checkbox"/> 1
No	<input type="checkbox"/> 2
Don't know	<input type="checkbox"/> 3

Before returning your questionnaire, please check your details on the letter, which accompanied this questionnaire. If there are any incorrect details or changed information, please specify below. **PLEASE ALSO WRITE IN YOUR NAME BELOW**

<b>TITLE:</b>	
<b>NAME:</b>	
<b>ADDRESS:</b>	

There may be times where we would invite you to participate in other consultation events e.g. focus groups or telephone surveys. In order for us to contact you to ask if you wish to take part, please provide the following details

**PLEASE INCLUDE THE DIALLING CODE**

<b>Daytime contact number</b>																	
<b>Evening contact number</b>																	

**E-mail address**


Thank you very much for taking part in this survey.

Please return it by **Monday 19<sup>th</sup> February 2007**, in the **pre-paid envelope provided** or send your completed questionnaire to:

BMG RESEARCH, FREEPOST RLRL-JAZJ-UCAC, Birmingham, B7 4AX  
**YOU DO NOT NEED A STAMP**

If you have any queries, please contact the **BMG Helpline on 0800 358 0337** or **Joanne McAreavey, Senior Policy Officer at Waltham Forest Council on 020 8496 4599.**

## 5 Appendix 2

### Panel Profile

There are now 1,101 members of the panel. The below table compares the (refreshed) Waltham Forest Residents' Panel to Waltham Forest Census data.

The composition of the Residents' Panel is very similar when compared to Census data and is a good representation of the Waltham Forest community. Residents under 25 years old are slightly under represented, but previous age mis-representations have generally been addressed and the panel represents the best fit to the Waltham Forest community to date.

White British appear over-represented by just over 9%, although around half of these indicated 'British' unspecified, and it can therefore be assumed that a small proportion of these belong to BME groups.

Figure 25

Category	Census%	Panel%	% above or below Census
<b>Gender</b>			
Male	51.4	43.5	-7.9
Female	48.6	56.4	7.8
<b>Age</b>			
18-24	10.9	4.4	-6.5
25-34	18.6	16.3	-2.3
35-44	19.3	26.2	6.9
45-59	24.4	30.2	5.8
60+	26.9	22.5	-4.4
<b>Ethnicity</b>			
White British	55.7	65.1	9.4
White Irish	2.3	2.5	0.2
White Other White	6.4	6.9	0.5
Mixed White and Black Caribbean	1.4	1.1	-0.3
Mixed White and Black African	0.5	0.4	-0.1
Mixed White and Asian	0.7	0.6	-0.1
Mixed Other Mixed	0.9	0.5	-0.4
Asian or Asian British Indian	3.5	2.6	-0.9
Asian or Asian British Pakistani	7.9	4.3	-3.6
Asian or Asian British Bangladeshi	1.0	0.7	-0.3
Asian or Asian British Other Asian	2.3	1.6	-0.7
Black or Black British Black Caribbean	8.2	5.2	-3.0
Black or Black British Black African	5.8	2.9	-2.9
Black or Black British Other Black	1.5	2.1	0.6
Chinese or other ethnic group Chinese	0.7	0.7	0.0
Other Ethnic Group	1.1	1.7	0.6

## Note on Council Use of Panel Data

Respondents were advised in the introductory letter, and the first paragraph of section one that a certain amount of limited demographic data would be shared with elected panel Managers within Waltham Forest Council. These are Joanne McAreavey, Senior Policy Officer and Mark Yeadon Consultation Manager.

These notifications were included because Waltham Forest Borough Council wish to contact panel members directly on occasions to invite them to relevant focus groups and workshops, needing age, gender, location and other basic details for their own selection purposes.

Answers to questions outside of section 1, i.e. views on community safety, leisure facilities etc, will not be used for further consultation purposes or linked with contact details at any stage.