



# Residents Survey 2023

London Borough of Wandsworth

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# Methodology

- During October and November 2023 BMG carried out face-to-face surveys with residents aged 16+ in the London Borough of Wandsworth.
- The main aim of this research was to measure resident satisfaction with the Council and their services so improvements could be identified and build upon the previous residents survey undertaken in 2019 by BMG Research.
- The survey took 15 minutes to complete on average.
- In total, 1,503 residents were interviewed. This is subject to a maximum standard error of  $\pm 2.5$  at the 95% confidence level on an observed statistic of 50%.
- With the exception of Nine Elms where c. 45 interviews were undertaken, c. 70 interviews were undertaken in each of the other wards with 7 sample points randomly selected within each ward and c. 10 interviews achieved per point. Ward level targets were set for gender and age to ensure the interviews achieved were broadly representative of the population.
- The final data was weighted by ward, gender, age and ethnicity (as per the 2019 survey) to ensure it was representative of the borough population, using the most up to date population statistics available (Census 2021).

## Borough context

- The London Borough of Wandsworth, with a population of 327,506 (ONS, Census 2021), is the eighth largest borough in London.
- With 50% of residents aged between 20-44 years old, Wandsworth holds the third highest concentration of this age group in London. The median age (33) is notably lower than both London (35) and England as a whole (40).
- Wandsworth is the 10<sup>th</sup> most densely populated borough in London.
- The percentage of households defined as deprived is 10% points lower in Wandsworth than London and England.

## Analysis and Context

- Results have been compared against the Wandsworth residents survey conducted in 2019 and the LGA national telephone survey\*, where possible. Given the latter is a national survey, results in London may vary from this, so comparisons have also been made to the 2021-2022 online and telephone survey of Londoners, the Tower Hamlets 2023 face-to-face residents survey and the Ealing 2022 face-to-face residents survey, where possible.
- The results have been rounded to the nearest decimal point. This means the data may on occasion add up to 99% or 101% and account for any minor discrepancies between any individual results and summarised results.
- However, the results should be used as a reflection of what the borough looks like now and when comparing to 2019 remember what has happened since the last Wandsworth residents survey.
- There has been a global pandemic which has had a profound impact on residents and businesses. There has been a particularly acute economic impact, reflected in the sharp increase in the number of people claiming unemployment-related benefits and Universal Credit, alongside the intensification of existing health, social, education and economic inequalities as well as the recent cost of living crisis.
- In addition to this the UK is no longer part of the European Union.
- Statistically significant differences are shown throughout the report and highlight where a group is more likely to have mentioned this response than the borough average. These are shown with red or green arrows or font.

# Driver Analysis

- Possible drivers for overall satisfaction with local area and overall satisfaction with the Council were identified using regression analysis.
- Questions used in each model are detailed overleaf.
- Before performing regression analysis, questions were simplified.
- Likert grids were reduced using a PCA technique, and categorical questions were recoded to only two categories (where possible).
- Each regression has an R-square value, which is the amount of variability within the question of interest, explained by the regression model.
- Relative importance has also been calculated for each predictor in the final model. These can be seen as unique contributions each question makes to the model's predictive power (R-square).

## Driver Analysis – Questions used

Overall satisfaction with local area model
People from different backgrounds get on well together (A03)
Time spent doing something to help improve community/neighbourhood (A02)
I feel isolated living in my local area (A06)
I feel like I belong in my neighbourhood (A06)
Problem in area (E01)
Worried about being a victim (E02)
How safe or unsafe do you feel outside in the local area after dark (E03)
How well household is managing financially (F01)
Worry that young people/key workers won't be able to afford to live/buy house in area/whether there is suitable accommodation for older people (F05)
Air quality in local neighbourhood and Wandsworth as a whole (G03)
Overall satisfaction with Wandsworth Council (H01)

Overall satisfaction with Council model
Satisfaction with local area as a place to live (A01)
How good or poor services are (B01)
Contacted the Council in the last 12 months (C01)
Feel informed about the services and benefits Council provides (D11)
Trust Wandsworth Council (H02)
Wandsworth Council provides good value for money (H03)
Wandsworth Council acts on the concerns of local residents (H04)

# Executive Summary

## Perceptions of local area

- Most residents, 92%, are *satisfied with their local area as a place to live*, while only 3% express dissatisfaction, which has remained steady over time. Notably, this is higher than the 73% recorded in the LGA national survey, which has declined since 2019. Local area satisfaction is also significantly above the London Boroughs of Tower Hamlets (2023, 78%) and Ealing (2022, 84%).
- The main drivers of overall satisfaction with local area are *satisfaction with Wandsworth Council* and the fact that *drunken and rowdy behaviour or violence are not a problem* in the local area. Wandsworth is performing well with regards to these drivers and should focus on maintaining these to retain overall satisfaction levels with the local area.
- Just over half of residents *rate their local neighbourhood air quality* as good (55%) while a comparatively lower proportion (45%) perceive the *air quality in the entire borough* as good. Perceptions of neighbourhood air quality vary greatly by ward with those in Nine Elms and Shaftsbury & Queenstown showing the lowest levels of good air quality. However, lower levels of good air quality rating was primarily due to higher levels of no strong opinion suggesting more needs to be done to promote what is being done to tackle air quality in these neighbourhoods.

## Perceptions of Community

- The majority of Wandsworth residents agree that *their area is a place where people from different backgrounds get on well together* (85%). There is little variation by ward, with only two wards (Roehampton and Shaftesbury & Queenstown) showing significantly lower than average levels of agreement.
- A third of residents (34%) report that they spend a fair amount or a great deal of time *helping to improve their community or neighbourhood*, which varies significantly across demographic groups.
- The majority of residents express positivity about their community, with 80% *feeling a sense of belonging in their neighbourhood* and 85% disagreeing that they *experience isolation in their local area*.



# Executive Summary

## Perceptions of the Council

- Three quarters (74%) of residents are *satisfied with the way Wandsworth Council runs things*, significantly higher than the LGA national survey (60%), the 2023 Tower Hamlets residents survey (63%) and the 21/22 Londoners survey (48%).
- The main driver of satisfaction with the Council is trust and providing value for money which both show relatively high levels of satisfaction and compare favourably to the benchmark surveys.
- Trust in Wandsworth Council is high, as eight in ten residents (80%) *trust the Council a great deal or a fair amount* compared to just 56% for the LGA national survey. Residents' trust in the Council is also significantly higher than that seen in both the Tower Hamlets 2023 residents survey (65%) and the Ealing 2022 residents survey (76%).
- Seven in ten residents (70%) agree that *Wandsworth Council provides good value for money* and just 8% disagree. While perceptions of good value for money remain above the LGA national survey and the other London resident survey benchmarks, agreement has fallen among Wandsworth residents by 9% points since 2019. This may be connected with the current financial constraints on residents as this appeared to influence opinion, with those not managing well financially less likely to agree with this (58%).
- Three quarters (73%) of residents feel that *Wandsworth Council acts on the concerns of local residents* (a great deal or a fair amount) which has seen a decline from 78% in 2019. However, this remains above the LGA national survey (52%). For those who don't feel the Council acts on their concerns, *listening to residents and taking action/responding* could help improve this opinion.
- Around half of residents say they would *speak highly of Wandsworth Council* (47%), with a similar proportion having no strong views either way (45%).

# Executive Summary

## Local Services

- ‘Parks, open spaces and play areas’ is the service rated most highly in Wandsworth (87% rate this as good), while ‘library services’ have seen the biggest improvement since 2019 (+12% points from 65% to 77% very good/good).
- Library services are rated particularly highly in Northcote (97%), Tooting Broadway (94%) and Falconbrook (88%).

## Crime and Community Safety

- 70% of residents *feel safe when outside in their local area after dark*, sitting in line with the LGA national survey. Feelings of safety after dark are significantly higher in Wandsworth than reported in the Tower Hamlets 2023 residents survey (66%). However, residents in Nine Elms and Tooting Broadway showed low levels of feeling safe after dark (46% and 44% respectively).
- A fifth of residents who feel unsafe feel particularly so passing through the common or parks after dark. Increasing police patrols/ visible policing would make residents who feel unsafe after dark feel safer the most.
- Residents are generally not *concerned about the issues in their area*, with at least 58% of residents believing each issue is not a problem. Fly-tipping is perceived as the biggest issue in Wandsworth (38%), particularly among those who are a carer (54%) or have a disability in their household (47%) or are parents of children (46%).
- Most residents are not worried about being a victim of crime. While robbery in the street is the crime most worried about, two-thirds are not worried about this (65%).

# Executive Summary

## Resident Contact

- Over a half of residents (54%) have *not interacted with the Council* in the last 12 months. The most common reason for not interacting with them in the last 12 months was because residents haven't felt they've needed to (56%).
- For those who had, the most common form of interaction was using the Council website to apply for or pay for a service online or to report a fault (37%).
- A third of residents (31%) *have contacted the Council* in the last 12 months, mostly about 'parking' (28%).

## Digital and Communications

- Just over half (55%) of residents feel well *informed (very or fairly) about the services and benefits provided by Wandsworth Council* which has seen a decline from 66% in 2019, but is still in line with the LGA national survey. Those who follow the Council on social media are significantly more likely to feel informed (71%), although 93% of residents do not follow the Council on social media, suggesting it would be worthwhile the Council trying to promote their social media and increase the number of residents who follow them via this channel.
- Nearly all Wandsworth residents have access to the internet (96%) and 89% would be *likely to apply for a Council service online*. The biggest barrier for the 6% who are unlikely to apply online is preference of speaking to a person (75%).
- For those who don't use the internet the main reason is no computer/smartphone/means of access (48%).
- Residents mostly get their information about Wandsworth Council from sources produced by the council (79%), with the most common sources being the Council website (44%) and Brightside magazine (30%). Of those who use external sources, residents mostly find out about the Council from friends and family (27%).

# Executive Summary

## Economy

- Half of residents in Wandsworth (51%) feel their household is just about managing financially. Positively, despite pressure from the cost of living crisis, 40% of Wandsworth residents still feel that they are managing well.
- Perceptions of financial situations differ greatly across wards and demographic groups, for example residents with a disability in their household, carers and those renting from the Council or Housing Association are significantly more likely to say they are not managing well compared to the Wandsworth total.
- 59% of residents say their financial circumstances have stayed the same over the last year, although over a quarter (28%) state they have got worse, due to the cost of living (92%) and unexpected or high bills (62%)
- 62% of residents would not know where to go for *information and support about financial circumstances* indicating a need for this to be advertised more.
- Residents are particularly concerned about young people and key workers being able to afford to live in Wandsworth.

## Climate

- Most residents are *concerned about climate change* (84% very/fairly concerned).
- Two thirds (67%) of residents *would consider buying an electric vehicle* with half (51%) citing cost as the top barrier of purchasing amongst those not likely.

## How does Wandsworth compare?

Wandsworth is performing well, surpassing the LGA national survey, the survey of Londoners and Tower Hamlets across various metrics. Although satisfaction with the local area and Council trust in Wandsworth exceed levels observed in the Ealing 2022 residents survey, agreement that Wandsworth Council keeps residents informed about services and benefits falls below the levels seen in the Ealing residents survey.

Question	Wandsworth residents survey 2023 (1,503 face-to-face interviews)	LGA national survey June 2023 (1,001 telephone interviews)	Survey of Londoners 2021-2022 (8,630 online and paper interviews)	Tower Hamlets residents survey May 2023 (1,117 face-to-face interviews)	Ealing residents survey Nov/Dec 2022 (1,250 face-to-face interviews)
A01. Satisfaction with local area	92%	73%	65%	78%	84%
A03. Area is a place where people get on well together	85%	-	80%	87%	85%
H01. Satisfaction with the way the Council runs things	74%	60%	48%	63%	72%
H02. Council Trust	80%	56%	-	65%	76%
H03. Value for money	70%	42%	-	45%*	67%
E03. Safety after dark	70%	71%	-	66%	67%
H04. Acting on concerns of residents	73%	52%	-	-	-
D11. Keeping residents informed about services and benefits	55%	55%	-	57%*	68%

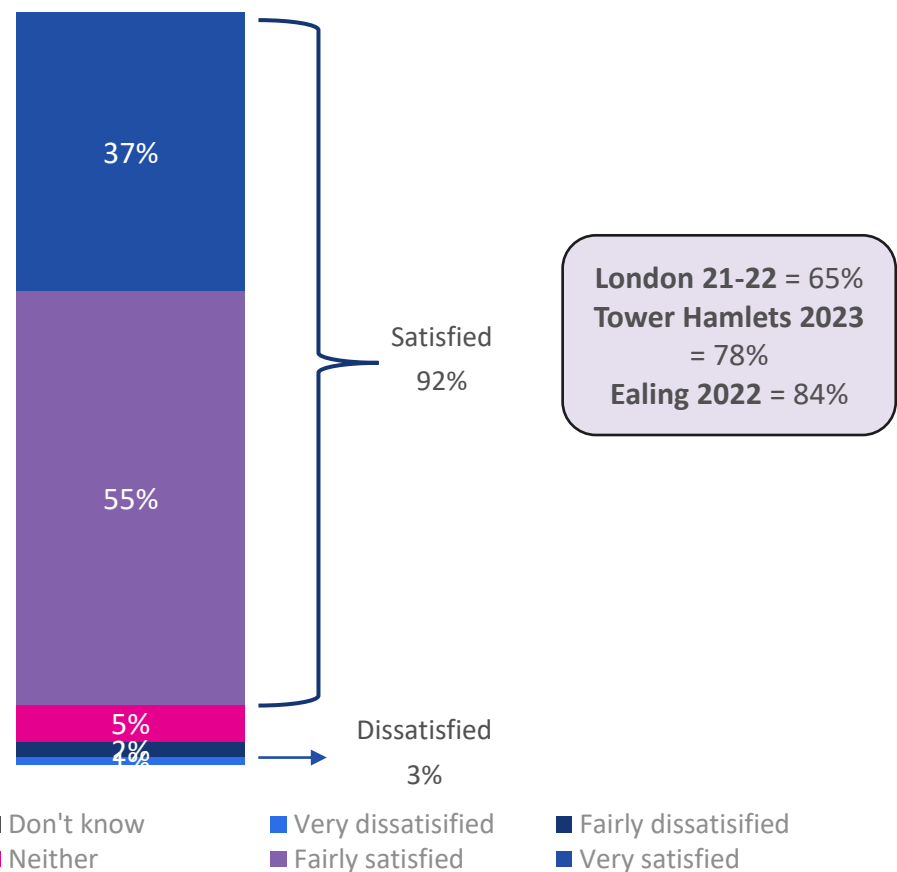


# Perceptions of the local area

# Satisfaction with local area

Positively, 92% of residents are satisfied with their local area as a place to live with just 3% dissatisfied. Satisfaction is significantly higher among Wandsworth residents compared to the survey of Londoners 2021-2022, the Tower Hamlets 2023 residents survey and the Ealing 2022 residents surveys.

Satisfaction with local area



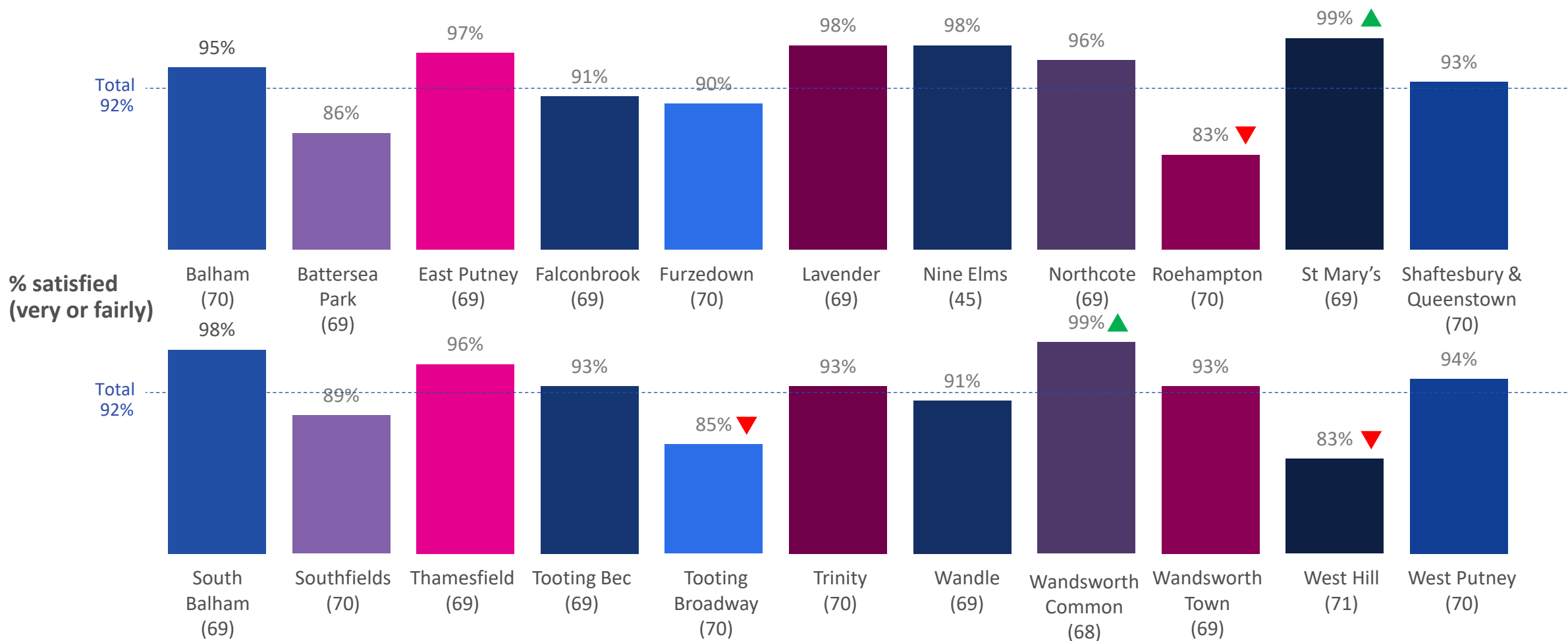
Satisfaction with local area is also significantly higher amongst residents who are:

- Satisfied with how the council runs things (96% vs 64% dissatisfied)
- Agree the council provides value for money (96% vs 74% disagree)
- Feel Council acts on their concerns (95% vs 79% who do not)
- Trust the council (95% vs 77% who do not)
- Feel safe after dark (95% vs 81% who feel unsafe)

Also those who are managing well financially generally feel more positive overall and about their local area (95% vs 86% satisfied amongst those not managing well).

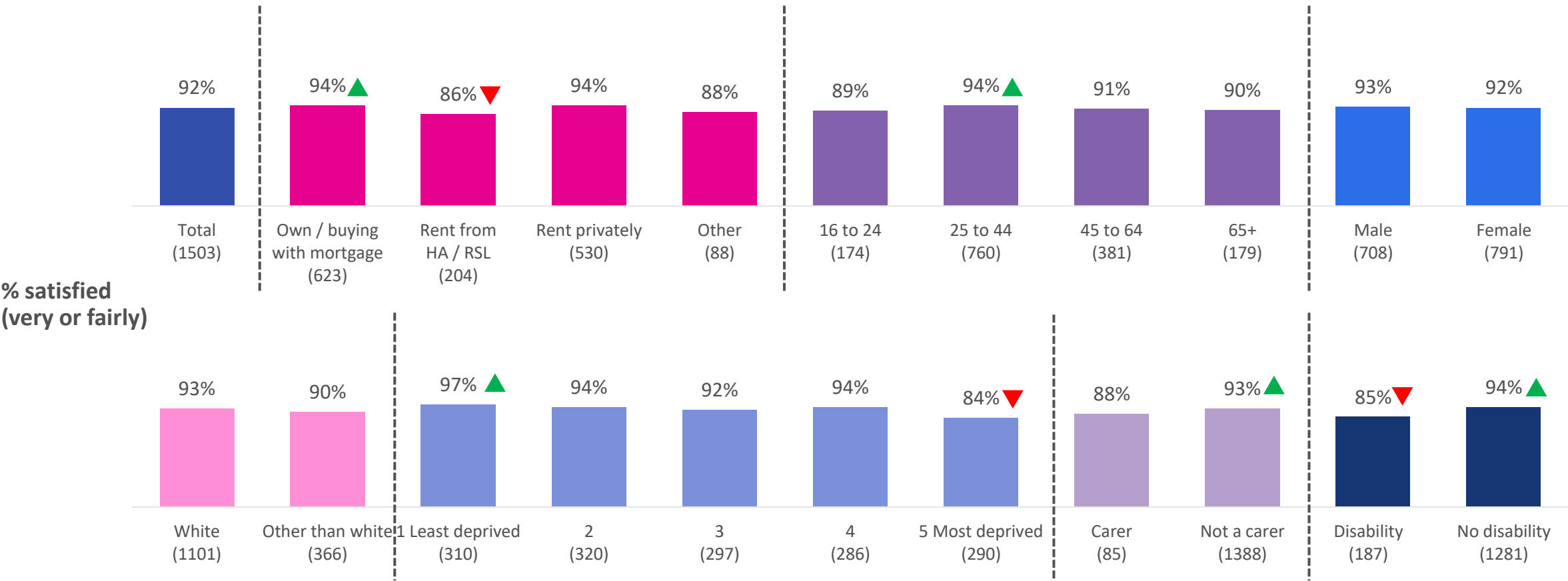
# Satisfaction with local area - by ward

Satisfaction with the local area is high with most residents of Wandsworth being very or fairly satisfied. Almost all residents interviewed in St Mary's and Wandsworth Common are satisfied (99% for both). Residents in Tooting Broadway (85%) and Roehampton and West Hill (both 83%) are significantly less satisfied with their local area than the average overall, although this still remains high.



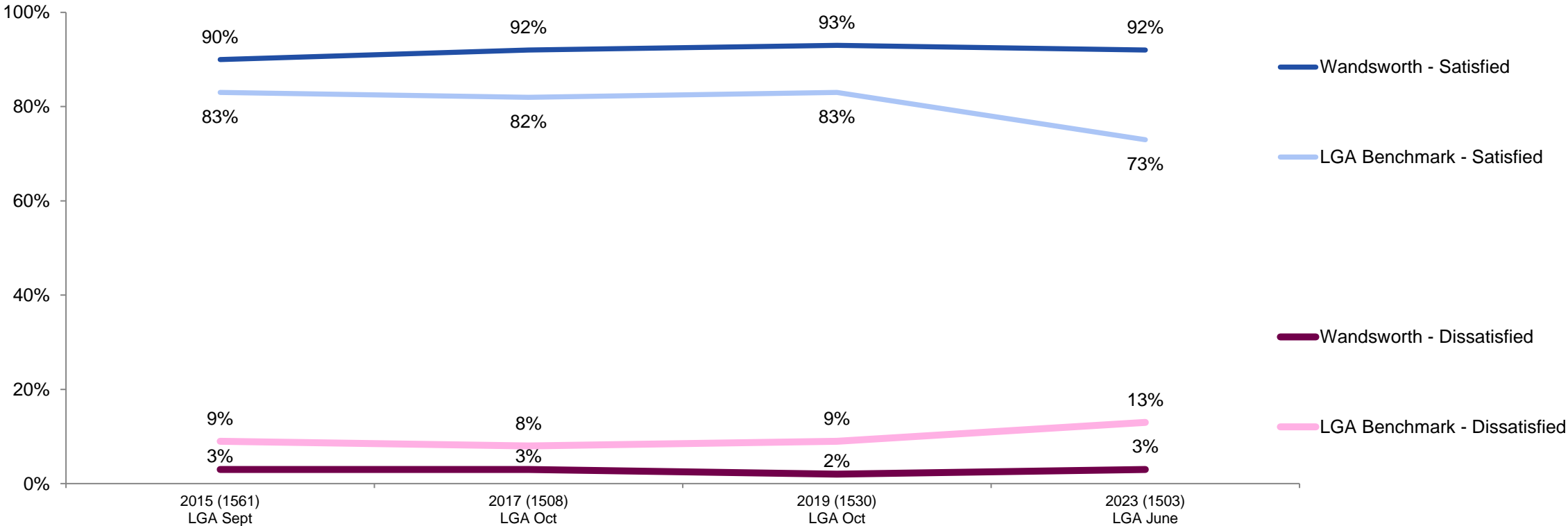
# Satisfaction with local area – by demographics

Satisfaction with the local area varies across demographic groups with those who socially rent their property, those living in the most deprived areas or those with a disability being significantly less satisfied than average.



# Satisfaction with local area – compared to LGA

Wandsworth resident satisfaction with the local area has remained consistent over time and has not followed the LGA national survey drop in satisfaction since 2019. Dissatisfaction remains below the LGA national survey.





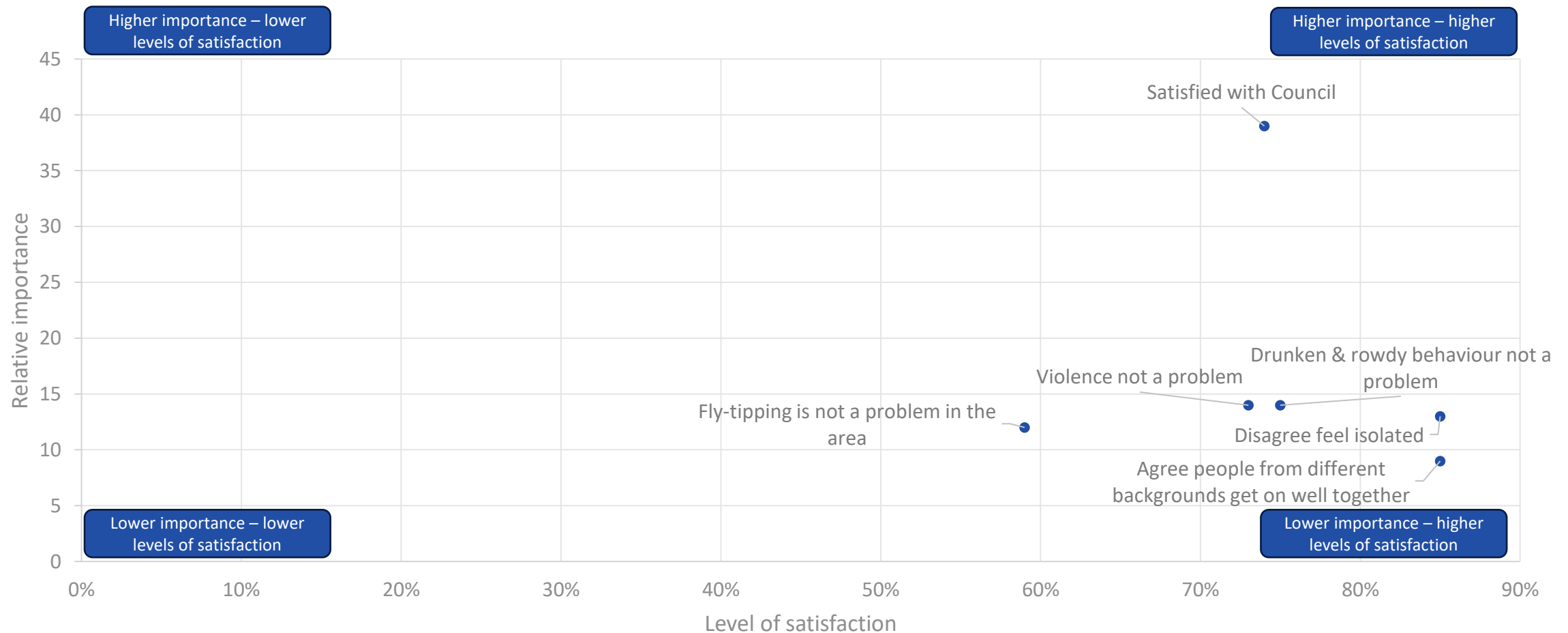
## Key Driver Analysis – Overall satisfaction with local area

The main driver of satisfaction with local area is satisfaction with Wandsworth Council followed by drunken and rowdy behaviour and violence not being a problem in their local area.



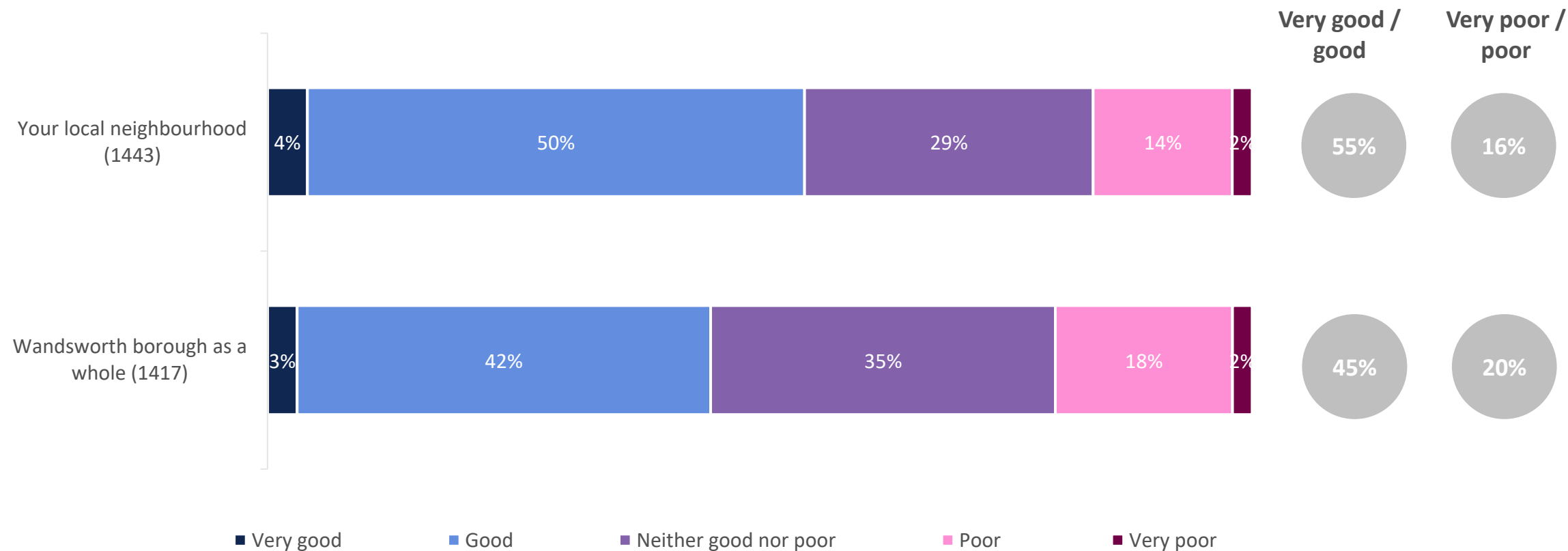
# Key driver analysis – overall satisfaction with local area

By plotting the drivers of overall satisfaction with the local area against how they are performing, the Council can see which areas to focus on or which they need to focus on maintaining in order to retain overall satisfaction levels. All drivers of overall satisfaction with local area appear to be performing well and the Council should focus on maintaining these to retain overall satisfaction levels.



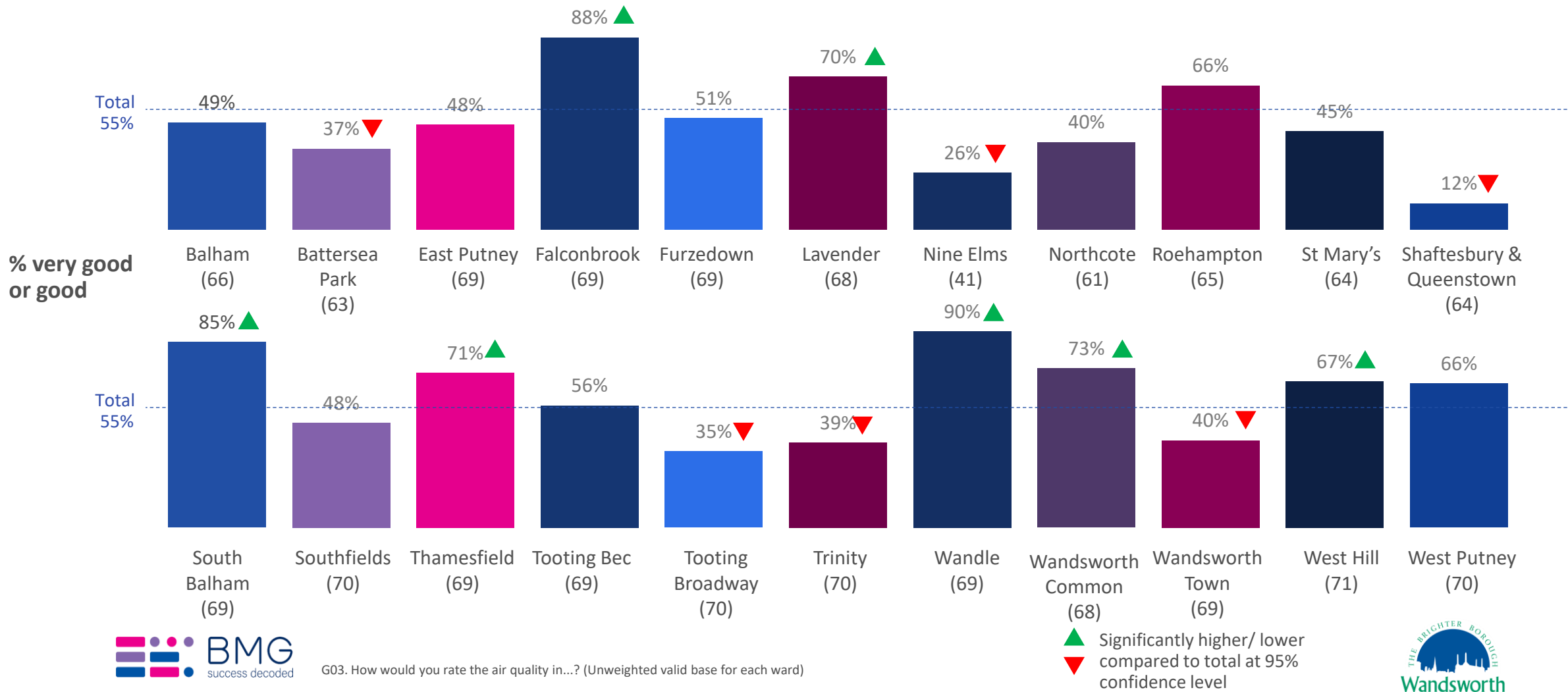
# Air quality

While over half of residents (55%) rate the air quality in their local neighbourhood as very good/good, just under half (45%) rate the air quality as very good/good in Wandsworth borough as a whole. While ratings of ‘good’ air quality remain stable since 2019 (53% local neighbourhood and 48% Wandsworth borough as a whole), ratings of ‘poor’ air quality are lower (2019 - 26% local neighbourhood and 25% Wandsworth borough as a whole), with residents increasingly having no strong opinion either way about the air quality in their neighbourhood or borough.



# Air quality in local neighbourhoods - by ward

Residents rating of the air quality in their local neighbourhood varies greatly by ward with those in Wandle and Falconbrook showing the highest levels of good air quality and those in Nine Elms and Shaftesbury & Queenstown showing the lowest levels of good air quality. However, it is worth noting for the majority of wards that showed lower levels of good air quality this is due to residents having no strong opinion either way about the air quality.

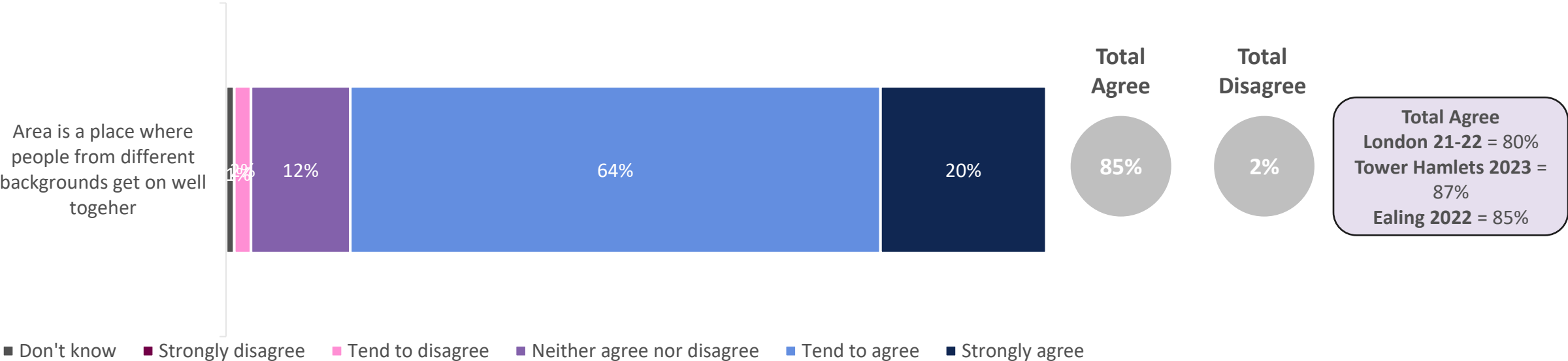


# Perceptions of community



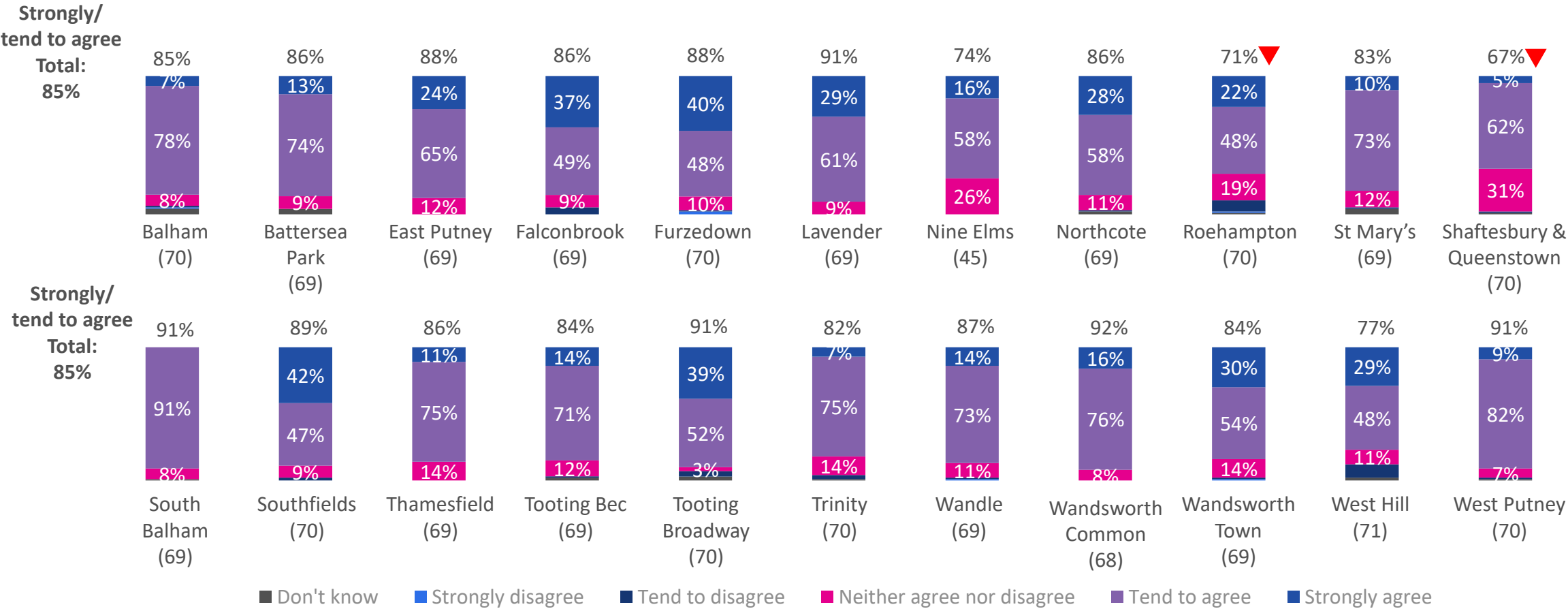
# Community

Positively, the majority of residents (85%) agree that their area is a place where people from different backgrounds get on well together, driven by just under two thirds saying they tend to agree. Only 2% disagree, all of whom said that they would tend to disagree with this statement rather than strongly disagree. Agreement is in line with both the Tower Hamlets 2023 and the Ealing 2022 residents survey and is significantly higher than the levels seen in Londoners 21-22 survey.



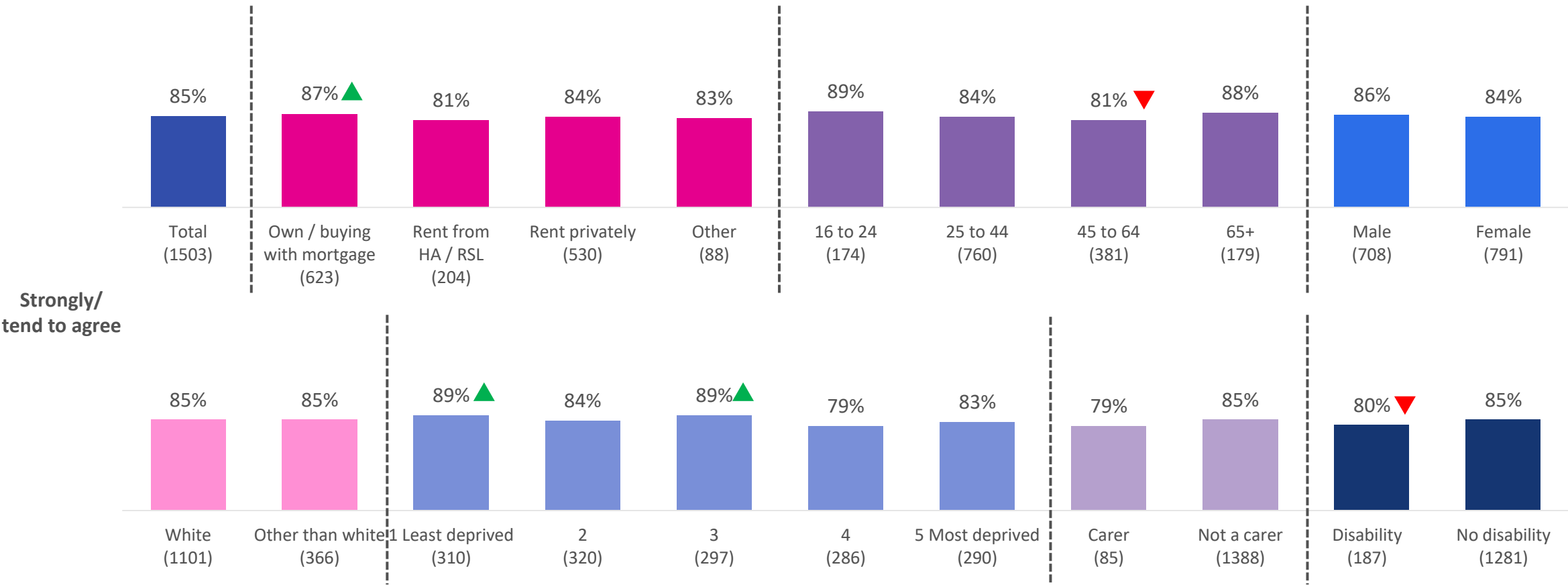
# Community beliefs – by ward

There is little variation in agreement across wards, with most sitting in line with the average (85%). Agreement amongst residents in only two wards – Roehampton and Shaftesbury & Queenstown - falls significantly below the Wandsworth total. For Shaftesbury & Queenstown this is due to higher than average levels of residents stating they neither agree nor disagree rather than higher than average levels of disagreement.



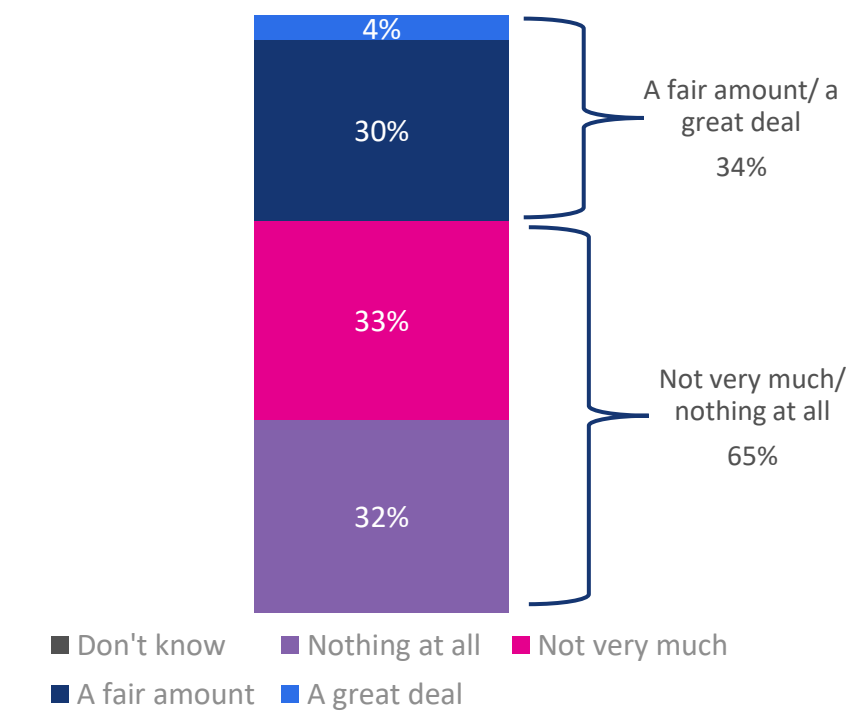
# Community beliefs – by demographics

Agreement that their area is a place where people from different backgrounds is significantly higher among those who own/have bought their property (87%) and residents from least deprived areas (89%). Parents of a child aged 12 to 18 are also more likely to agree (90%).



# Community improvements

The majority of residents report spending little time personally doing something to help improve their community or neighbourhood, with not very much (33%) and nothing at all (32%) balanced. A third of residents (34%) say they do a fair amount/a great deal to help improve their community or neighbourhood. This varies by demographic groups including deprivation, time in borough, parenthood, tenure and age.

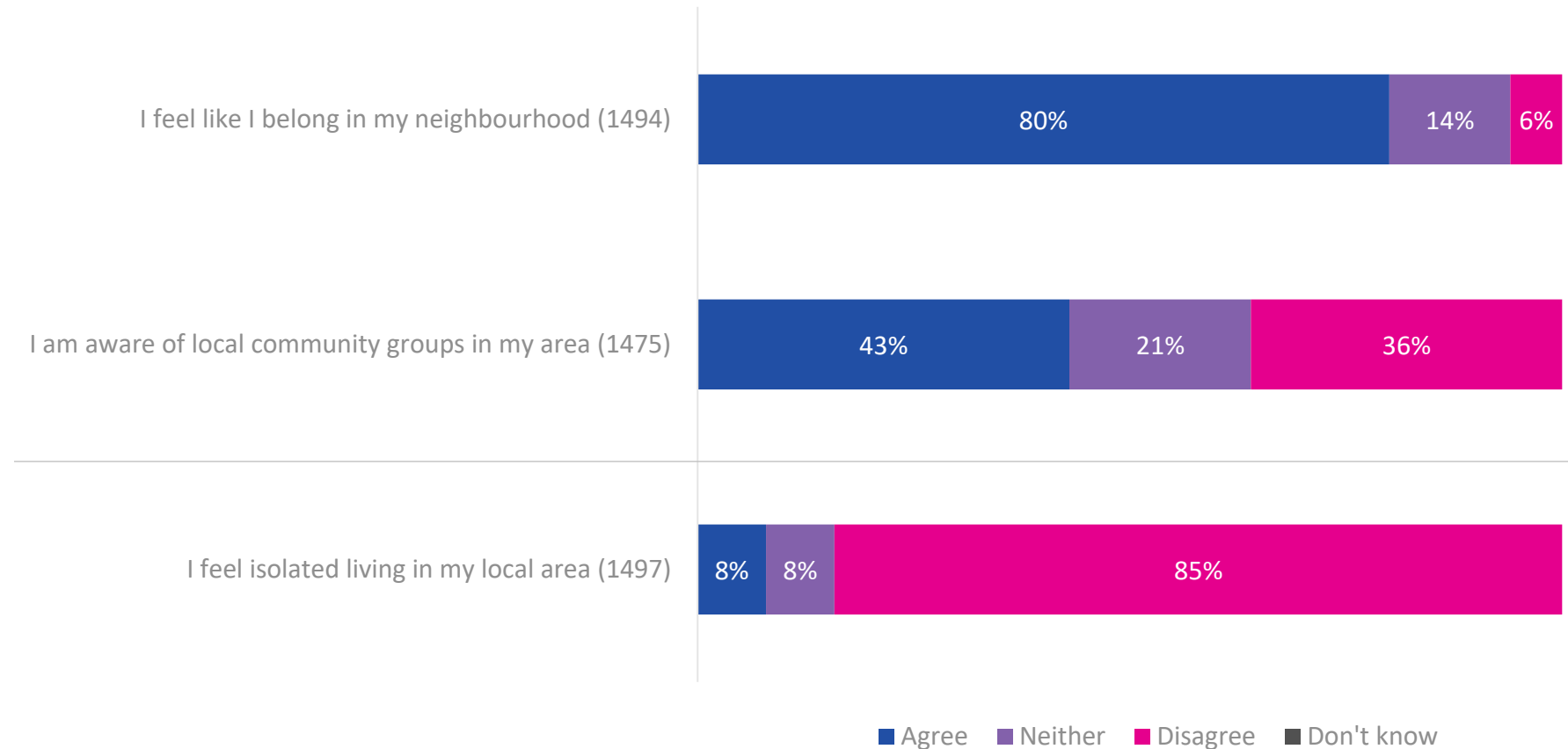


Demographic groups with differences (a fair amount/a great deal)		
Deprivation	1 – Least deprived 46% ▲	5 – Most deprived 27% ▼
Time in Borough	6 or more years 40% ▲	Less than 12 months 23% ▼
		1-2 years 26% ▼
Parent	Yes 40% ▲	No 32% ▼
Tenure	Own/buy with mortgage 39% ▲	Rent privately 26% ▼
Age	45 to 64 39% ▲	25 to 44 32% ▼

## Community belonging

Most residents feel positive about their community, with eight in ten (80%) agreeing that they feel like they belong in their neighbourhood and 85% disagreeing that they feel isolated. Feelings of isolation are higher among those with a disability in their household (16%) and carers (16%).

Awareness of local community groups in their area is relatively low with around two-fifths (43%) agreeing they are aware of local community groups in their area, though this increases to above half among parents and residents who have been in the borough for 6 years or more.

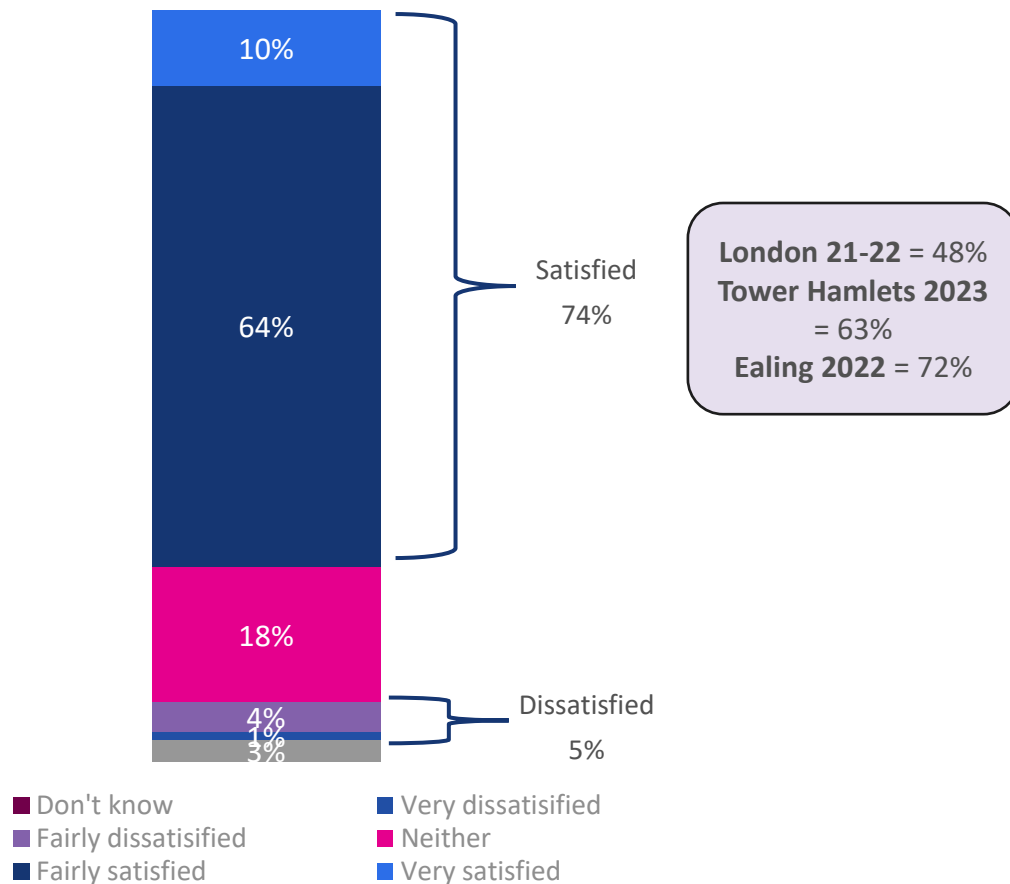




# The council

## Council satisfaction

The majority of residents (74%) are satisfied with the way Wandsworth Council runs things with just 5% stating they are dissatisfied. Satisfaction with the Council is significantly higher than the Londoners survey and the Tower Hamlets residents survey, sitting broadly in line with Ealing residents survey.

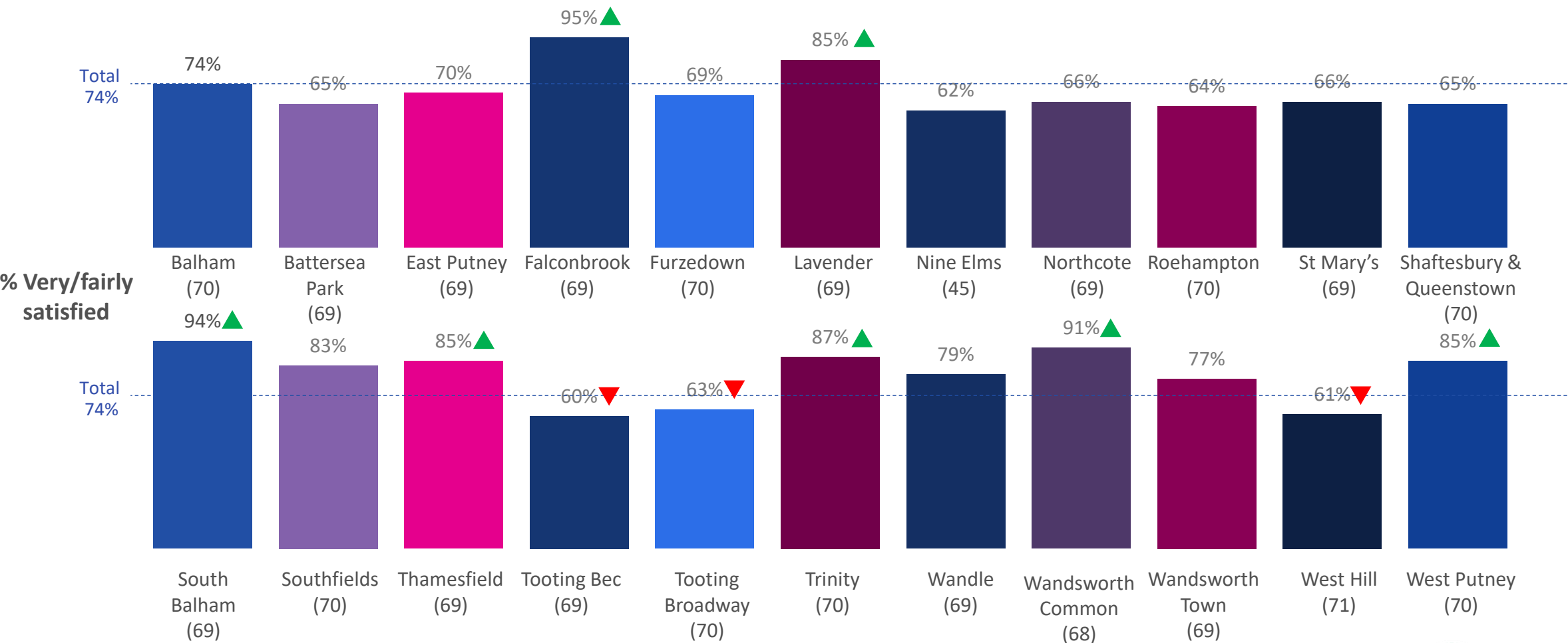


As to be expected those who are generally more positive about the Council showed higher levels of satisfaction, with satisfaction higher amongst the following:

- Agree the Council provides value for money (88% vs 36% disagree)
- Feel informed about services and benefits (86% vs 62% not well informed)
- Trust the Council (85% vs 33% who do not)
- Feel Council acts on residents' concerns (85% vs 38% who do not)

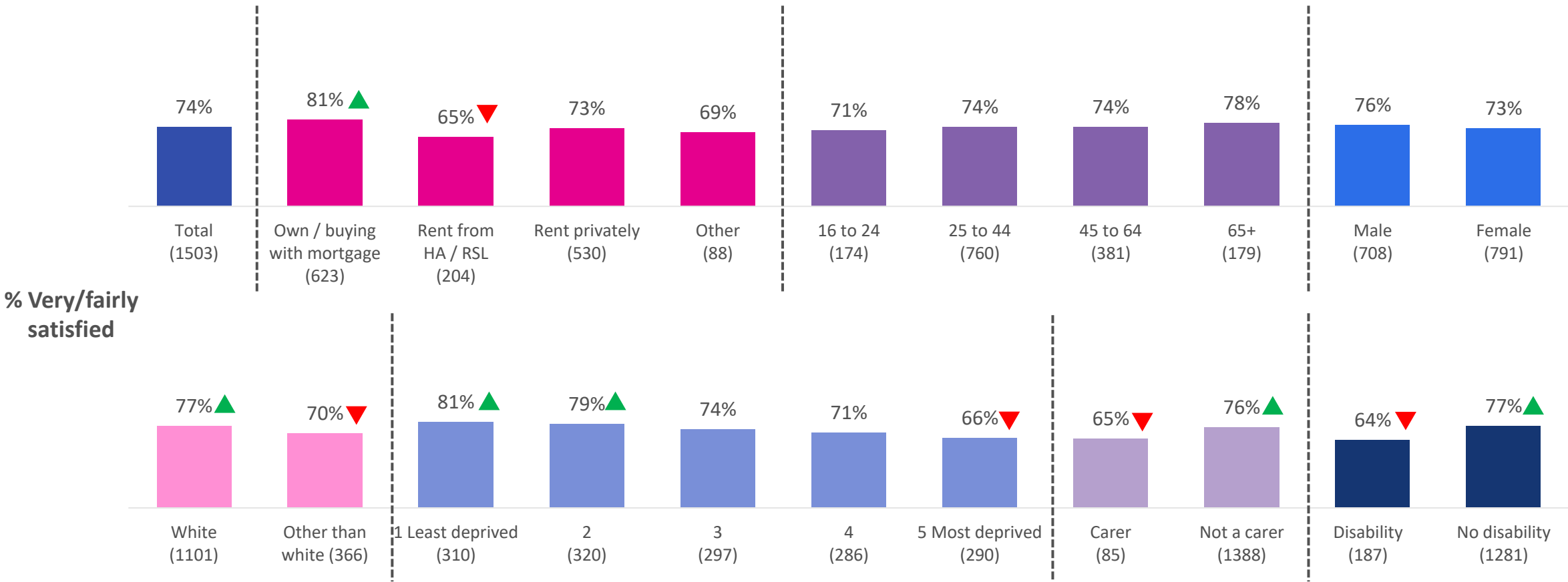
# Council satisfaction - by ward

There is some variation by ward in satisfaction with how Wandsworth Council runs things, with residents of Falconbrook (95%) and South Balham (94%) showing the highest levels of satisfaction and residents in Tooting Bec (60%) and West Hill (61%) showing the lowest levels of satisfaction.



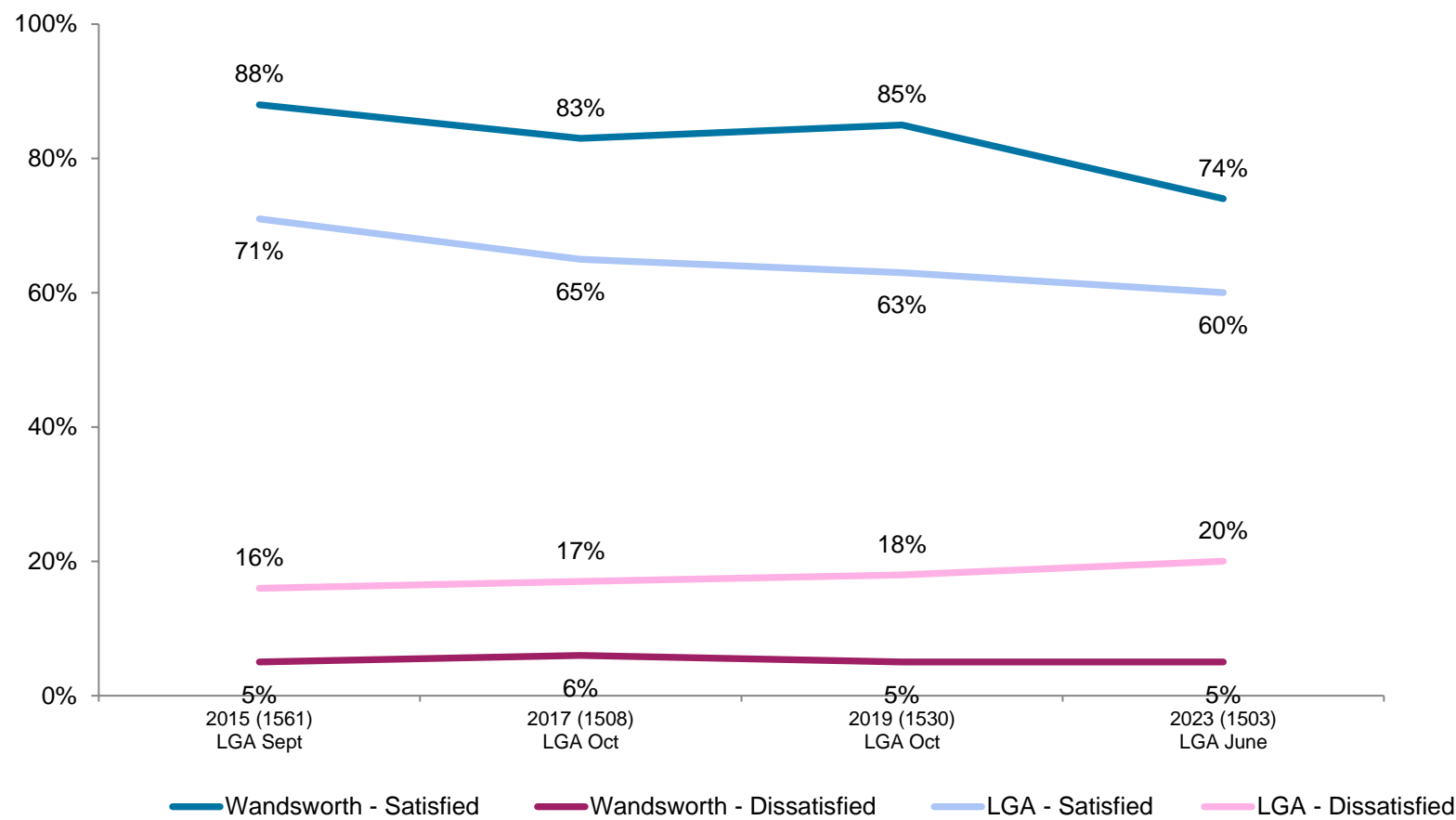
# Council satisfaction– by demographics

While satisfaction is in line with the total across age and gender groups, there is variation in satisfaction across other demographics groups. Residents who own/have bought their property (81%), white residents (77%), those from least deprived areas (1 81% and 2 79%), non-carers (76%) and households without a disability (77%) are significantly more likely to be satisfied with the way Wandsworth Council runs things.



# Council satisfaction – compared to LGA national survey

While a majority (74%) of residents express satisfaction with the way Wandsworth Council runs things, this has seen a decrease from 85% in 2019. Notably, although the current satisfaction level has fallen, it still remains significantly higher than the LGA national survey levels, which have also seen a decrease. Although it is worth noting the decrease in satisfaction for both Wandsworth residents and the LGA national survey is primarily due to an increase in the level saying neither satisfied nor dissatisfied than specifically an increase in dissatisfaction.



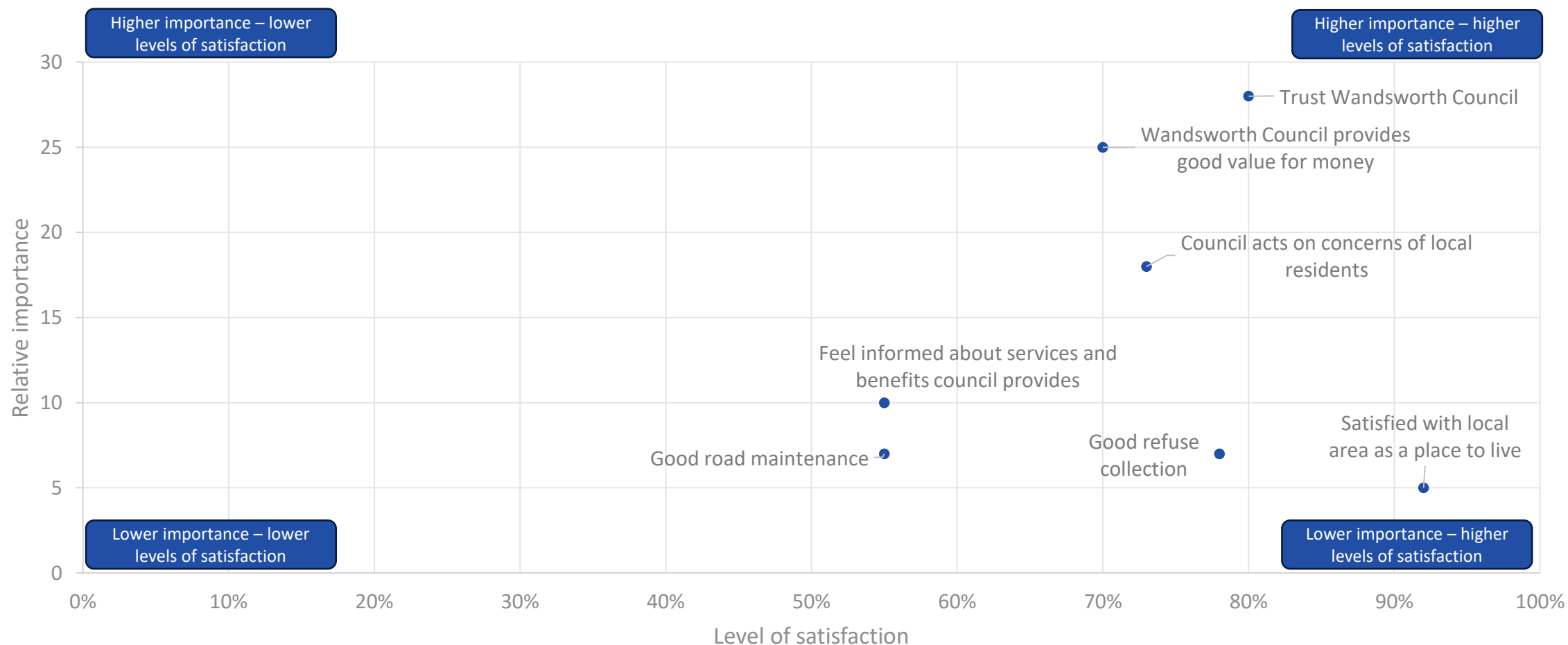
# Key Driver Analysis – Overall satisfaction with the Council

The main driver of satisfaction with the Council is trust and value for money.



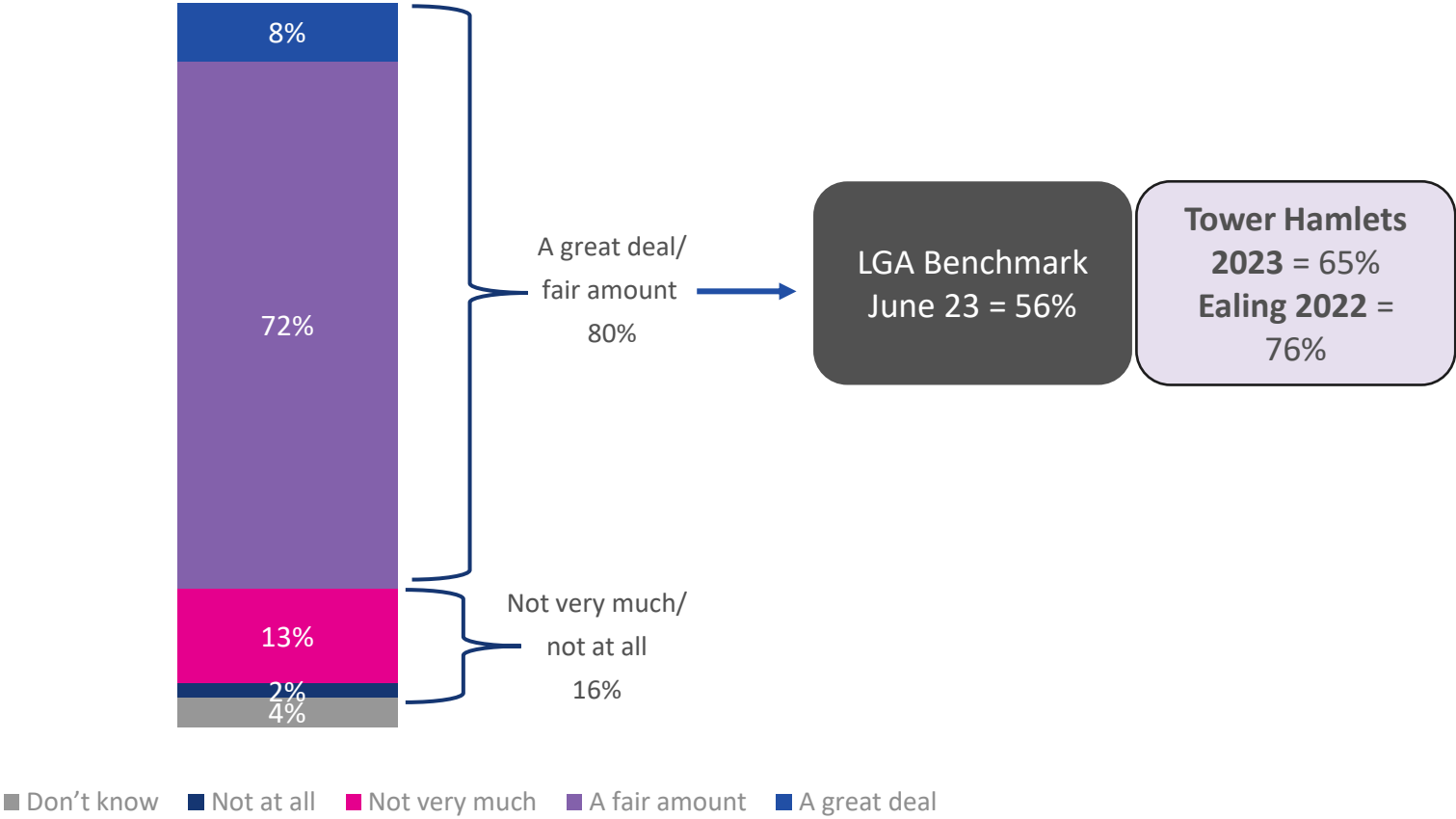
# Key driver analysis – overall satisfaction with Council

Again Wandsworth appears to be performing well on the drivers of overall satisfaction with Council. In particular, trust which is the highest driver of satisfaction and providing good value for money which is the second highest driver of satisfaction, both show relatively high levels of satisfaction and compare favourably against benchmark surveys.



# Trust

Eight in ten residents (80%) trust Wandsworth Council with 72% stating a fair amount and 8% stating a great deal. This is above the levels seen in the LGA national survey and the Tower Hamlets 2023 residents survey. This is positive, given this is one of the main drivers of overall satisfaction with the Council. Under one in five residents (16%) said they do not trust the Council very much or not at all.



Trust in the Council varies across wards, with Falconbrook residents reporting the highest trust (95%) and Roehampton and St Mary's reporting the lowest trust (both 68%).

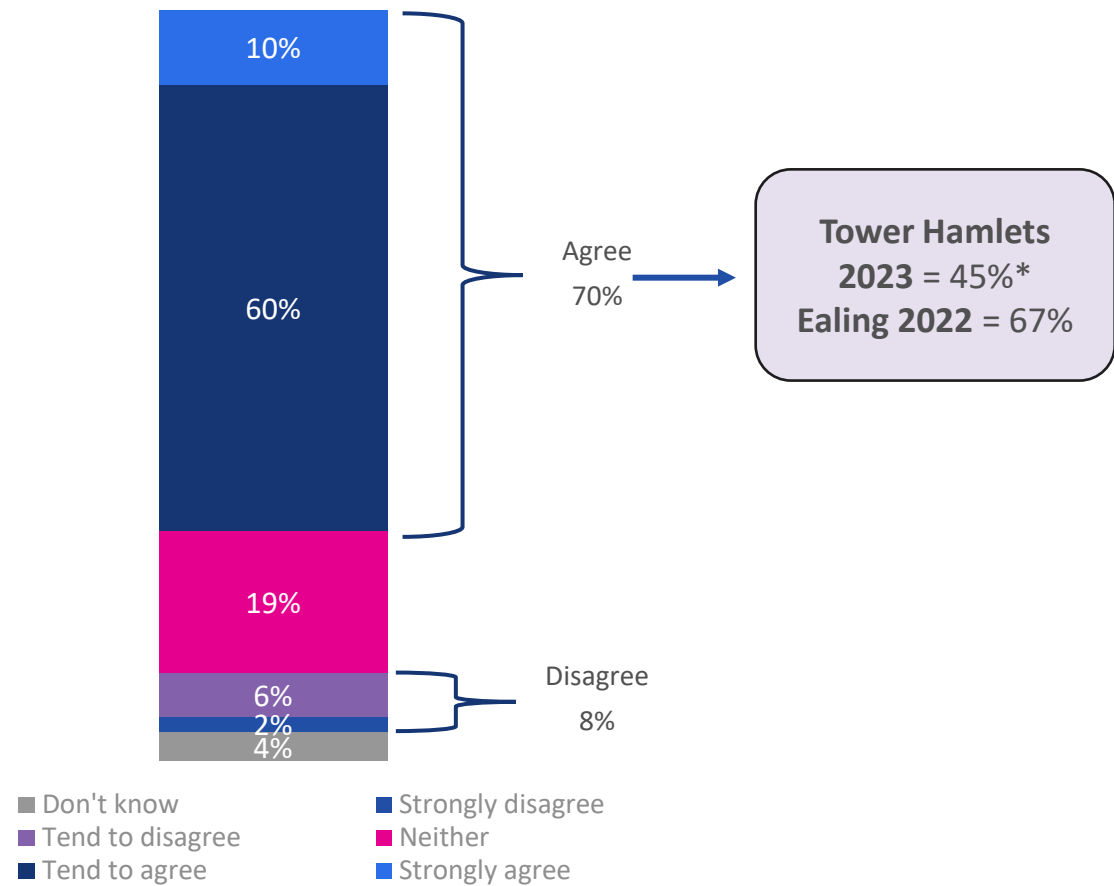
Residents who feel that the Council acts on local resident concerns are significantly more likely to trust Wandsworth Council (92% vs 38% who do not).

Residents who feel well informed about the services and benefits the Council provides are also significantly more likely to trust the Council than those who feel less well informed (89% vs 71%).



# Value for money

Belief that Wandsworth Council provides good value for money is high at 70%, with just 8% disagreeing.



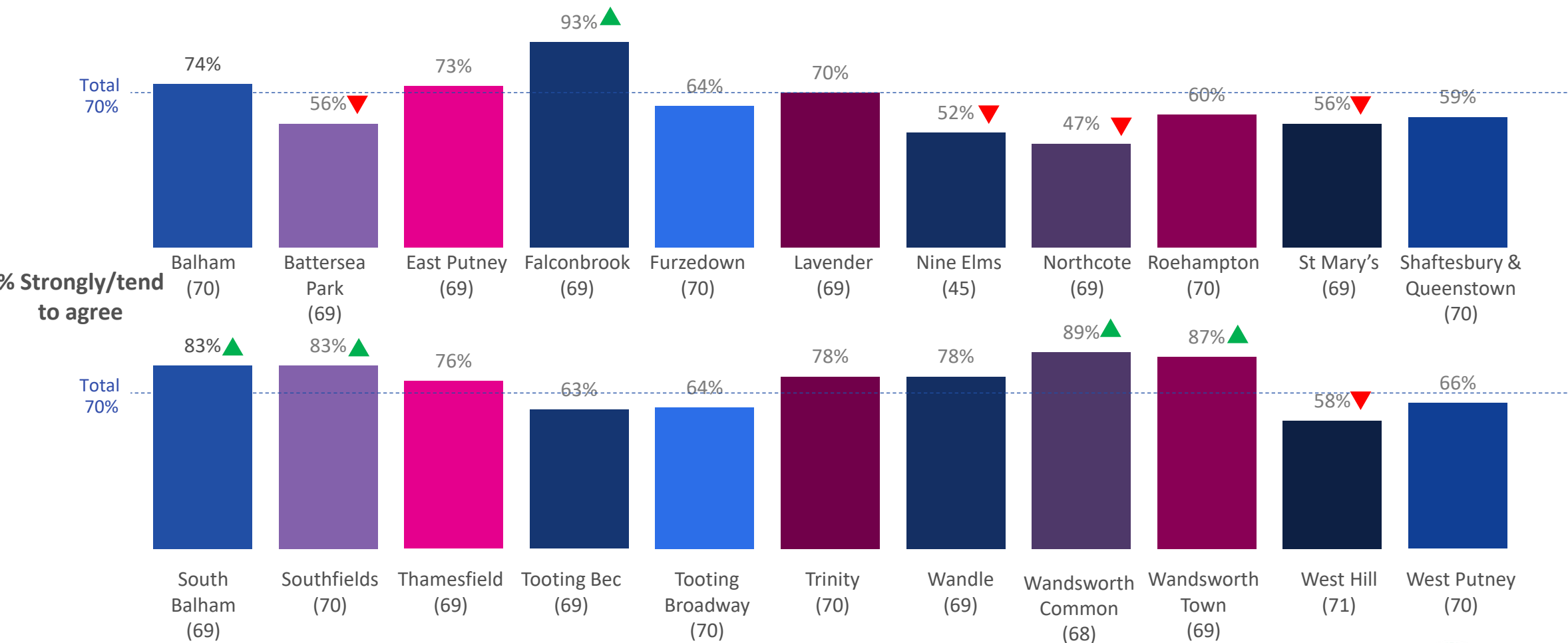
Residents who believe Wandsworth Council acts on their concerns report a significantly higher belief that the Council provides good value for money (83% vs 29% who don't think the council acts on residents' concerns).

Likewise, being well-informed about the Council's services is influential on perceptions about Wandsworth Council providing good value for money (81% well-informed vs 58% who don't feel well informed).

Residents' own financial wellbeing is also a key factor in influencing belief about the Council's value for money, as 75% who are managing well financially agree that the Council provides good value for money (vs 58% not managing well).

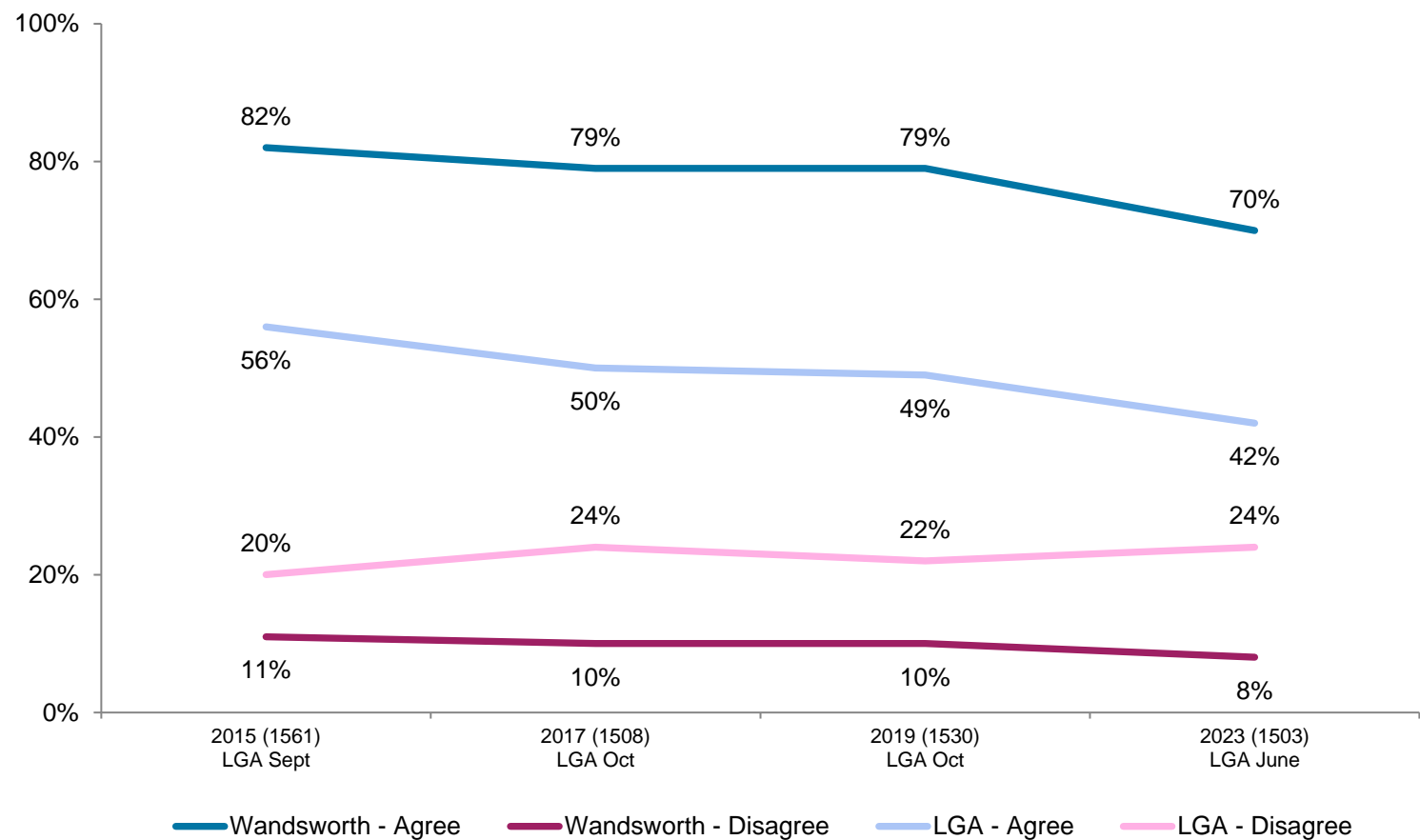
# Value for money - by ward

Agreement levels vary significantly across different wards. While almost all residents in Falconbrook agree that the Council provides good value for money, under half of residents in Northcote agree (47%).



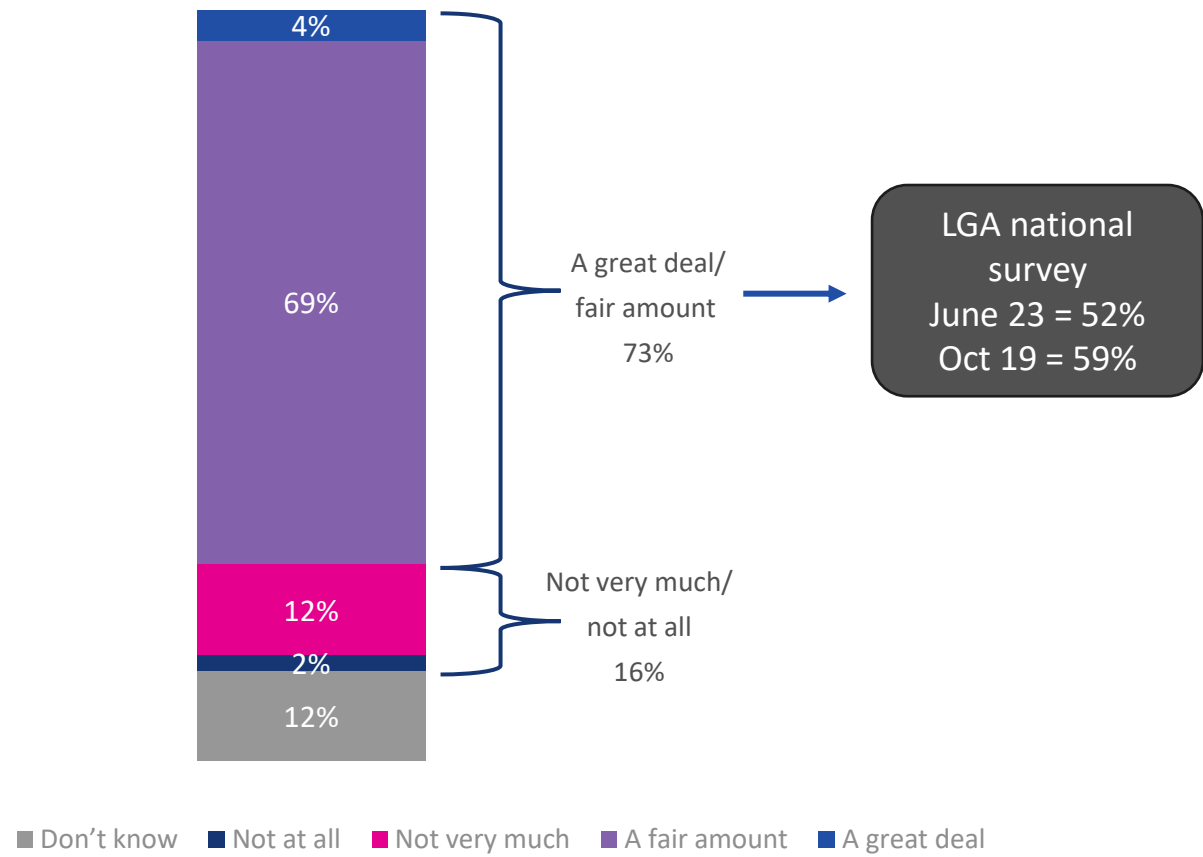
# Value for money – compared to LGA national survey

The perception that Wandsworth Council provides good value for money has fallen by 9% points from 79% in 2019. Despite this drop, agreement still remains significantly higher than the LGA national survey (42%) which has fallen steadily since 2015.



# Acting on the concerns of residents

Just under three quarters (73%) believe that the council does act on the concerns of local residents. Although this has declined from 78% in 2019, this still remains significantly above the levels seen in the LGA national survey.



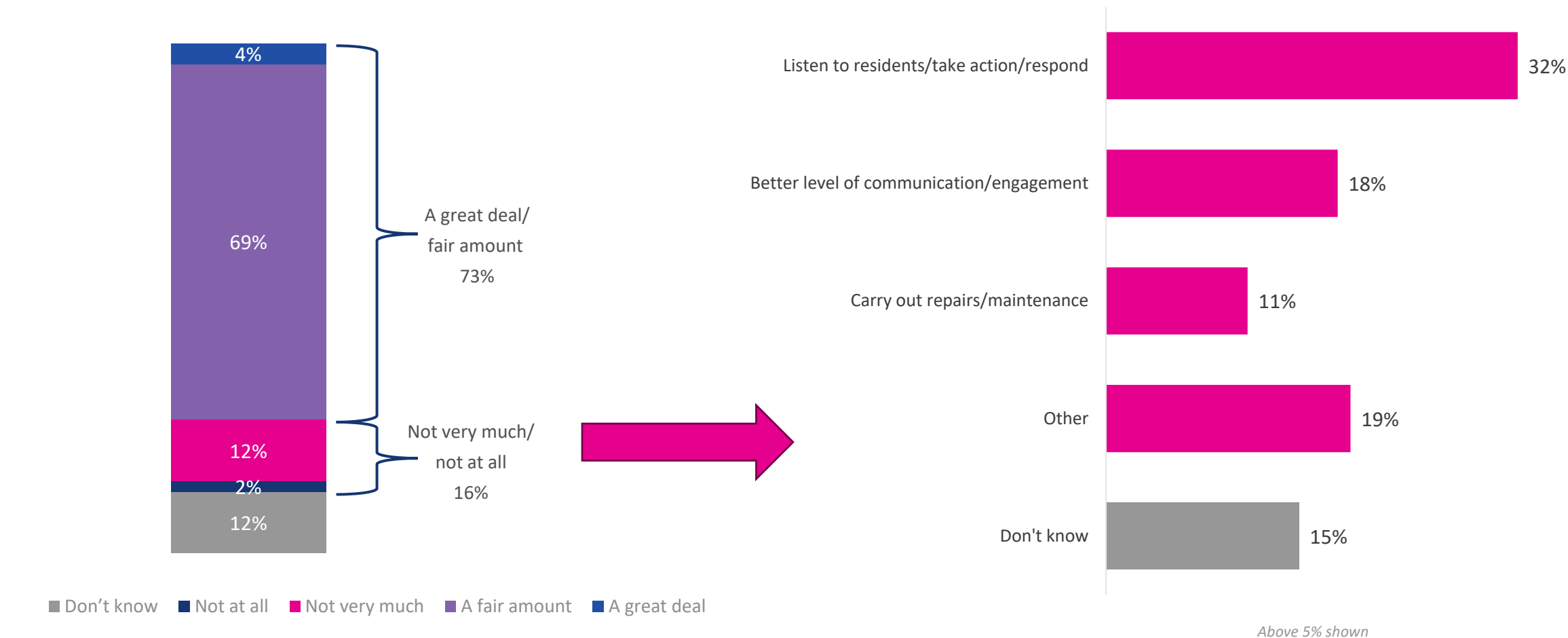
Residents with a disability in their household are significantly less likely to feel that the council acts on the concerns of local residents (64% vs 76% no disability).

Those who feel well informed about the services and benefits the Council provides are also more likely to believe that the council acts on concerns (84% vs not well informed 63%)

Interestingly, council contact has no influence on feeling positively about the Council acting on concerns (72% contacted in last 12 months vs 74% who have not).

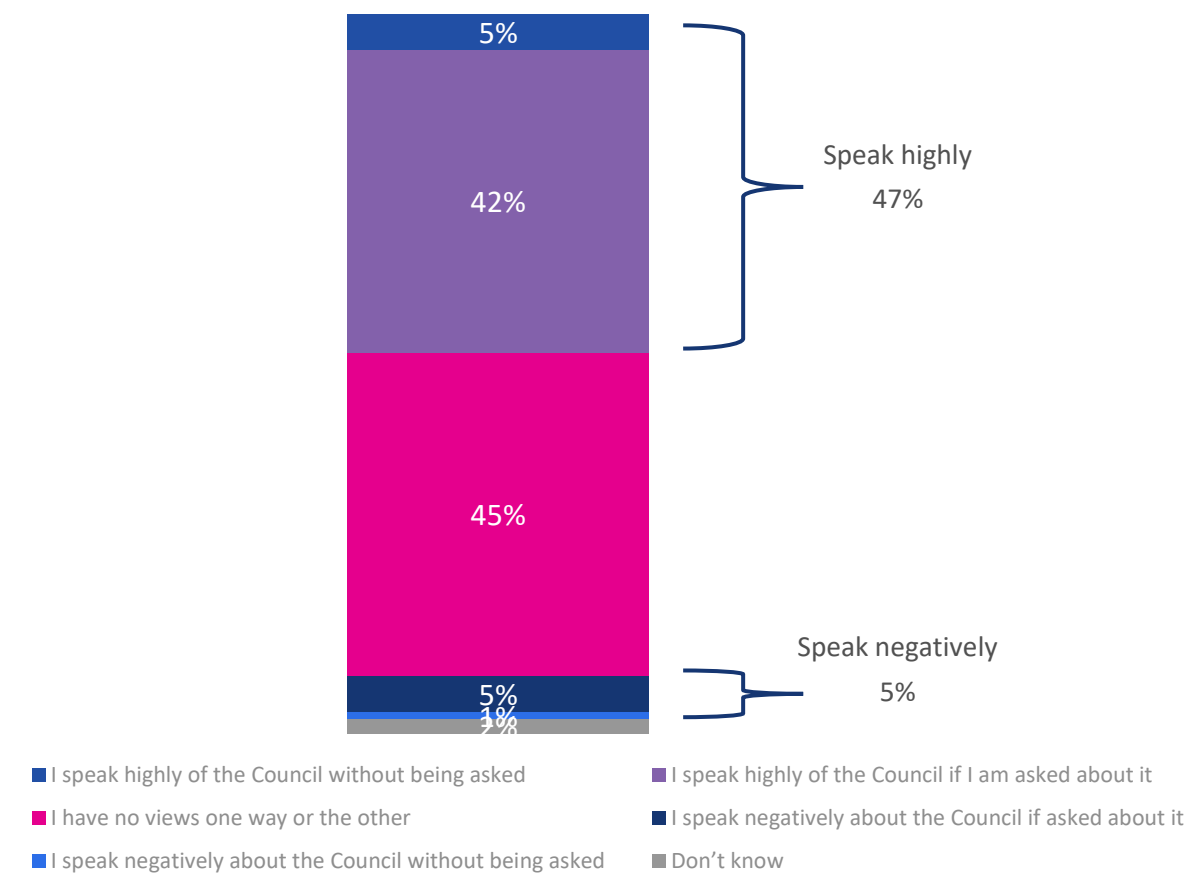
# How could this be improved

Among those who don't feel that the Council acts on concerns of local residents, a third stated listening to residents, taking action and responding as a way the Council could improve on this.



# The council as a whole

Just under half of residents say they would speak highly of Wandsworth council (47%), with only 5% saying they would speak negatively. Satisfaction with the way the council runs things, providing value for money, trust and feeling that it acts on residents’ concerns are key factors in driving Council advocacy.

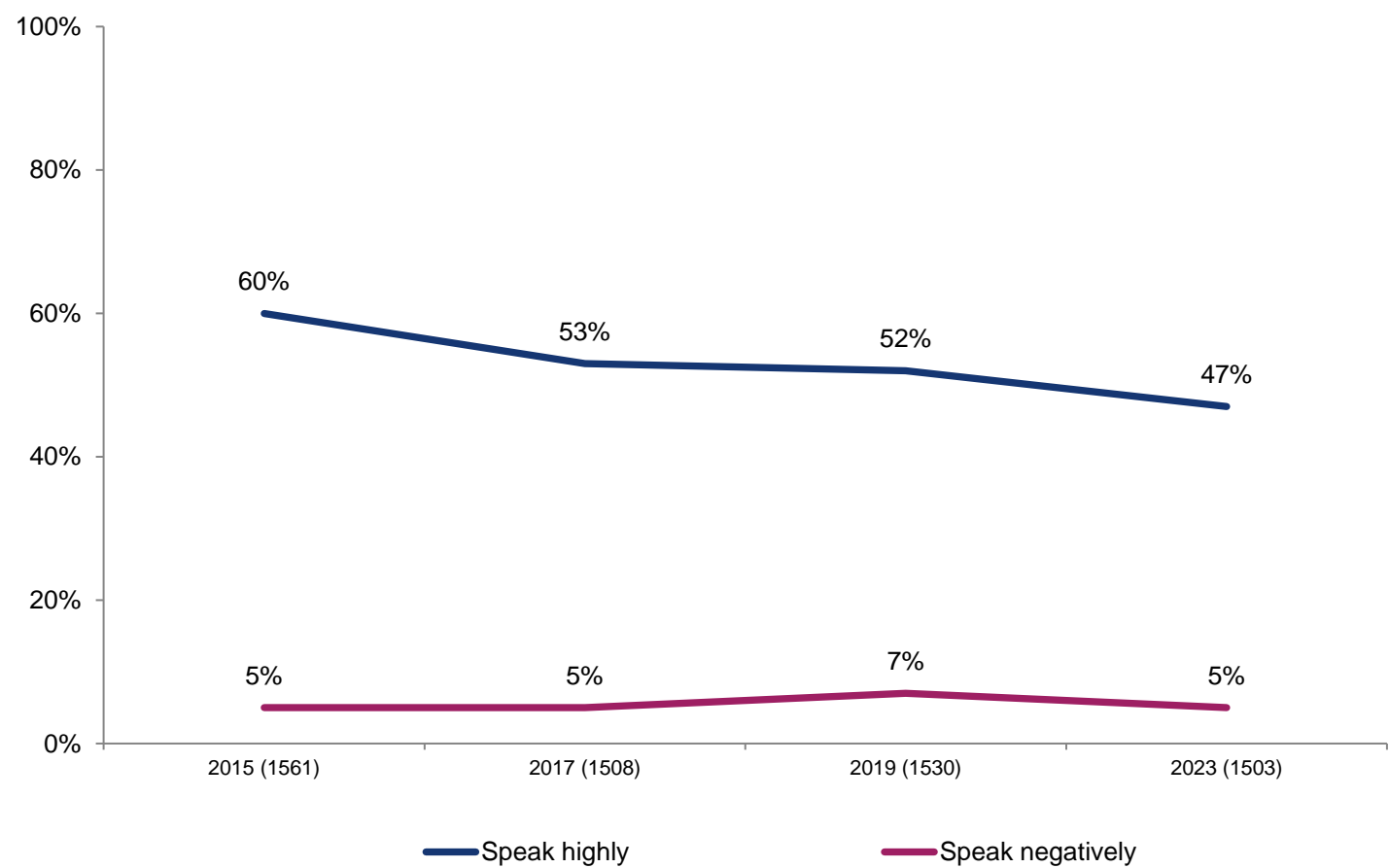


## Groups with significant differences in Council advocacy:

- Residents satisfied with how the council runs things : 58%  
Residents dissatisfied with how the council runs things : 5%
- Residents who agree council provides vfm : 60%  
Residents who disagree council provides vfm: 10%
- Residents who feel the council acts on concerns: 59%  
Residents who don't feel the council acts on concerns: 10%
- Residents who trust the Council: 56%  
Residents who don't trust the Council: 15%
- Residents who feel well informed: 59%  
Residents who don't feel well informed: 34%

# Views on the council as a whole

While speaking highly of the council has continued its downward trend since 2015 (-13% points), this is as a result of residents moving from speaking highly to having no strong views either way (+5% points since 2019 to 45%) rather than an increase in speaking negatively.



# Local Services



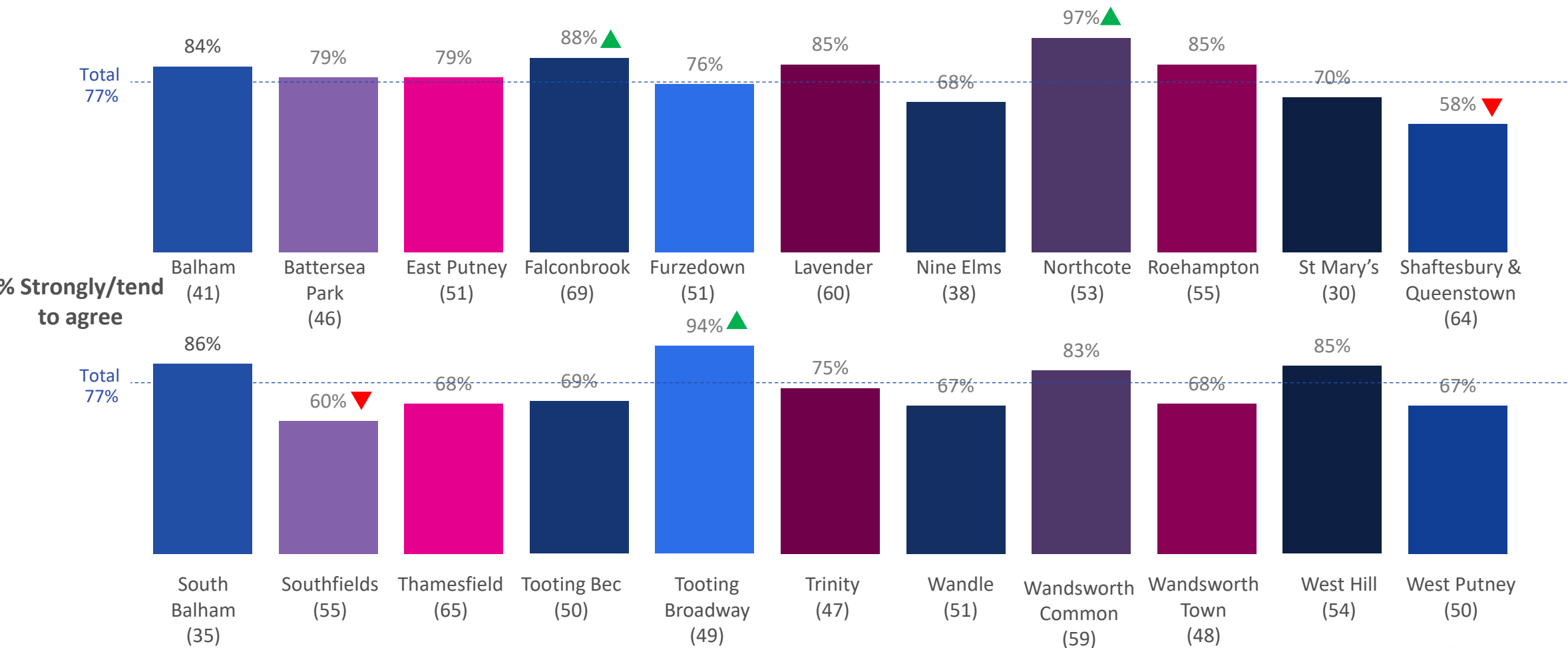
## Local Services

Parks, open spaces and play areas remain the most highly rated of all services with 87% rating this as very good or good which is consistent with 2019. The rating of services remains broadly similar to that seen in 2019 with the exception of library services which has seen a 12% point increase in very good/good ratings since 2019.

	Very Good/good			Very Poor/poor		
	2023	2019	Difference	2023	2019	Difference
Parks, open spaces and play areas	87%	88%	-1%	4%	2%	2%
Refuse collection	78%	81%	-3%	11%	9%	2%
Library services	77%	65%	12%	5%	6%	-1%
Recycling services	73%	73%	0%	13%	13%	0%
Primary schools/Secondary schools/Sixth forms	72%	-	-	2%	-	-
Street cleaning	66%	61%	5%	18%	20%	-2%
Road maintenance	55%	55%	0%	18%	19%	-1%
Pavement maintenance	55%	47%	8%	23%	26%	-3%
Council-run sport and fitness services	52%	57%	-5%	11%	7%	4%
Parking services	49%	47%	2%	26%	24%	2%
Services, facilities and support for young children (up to age 12 years)	49%	46%	3%	12%	14%	-2%
Services and support for older people	45%	-	-	9%	-	-
Planning services	44%	46%	-2%	11%	13%	-2%
Services, facilities and support for teenagers	40%	38%	2%	20%	18%	2%
Social services for vulnerable adults and those with disabilities	38%	-	-	15%	-	-

# Library services - by ward

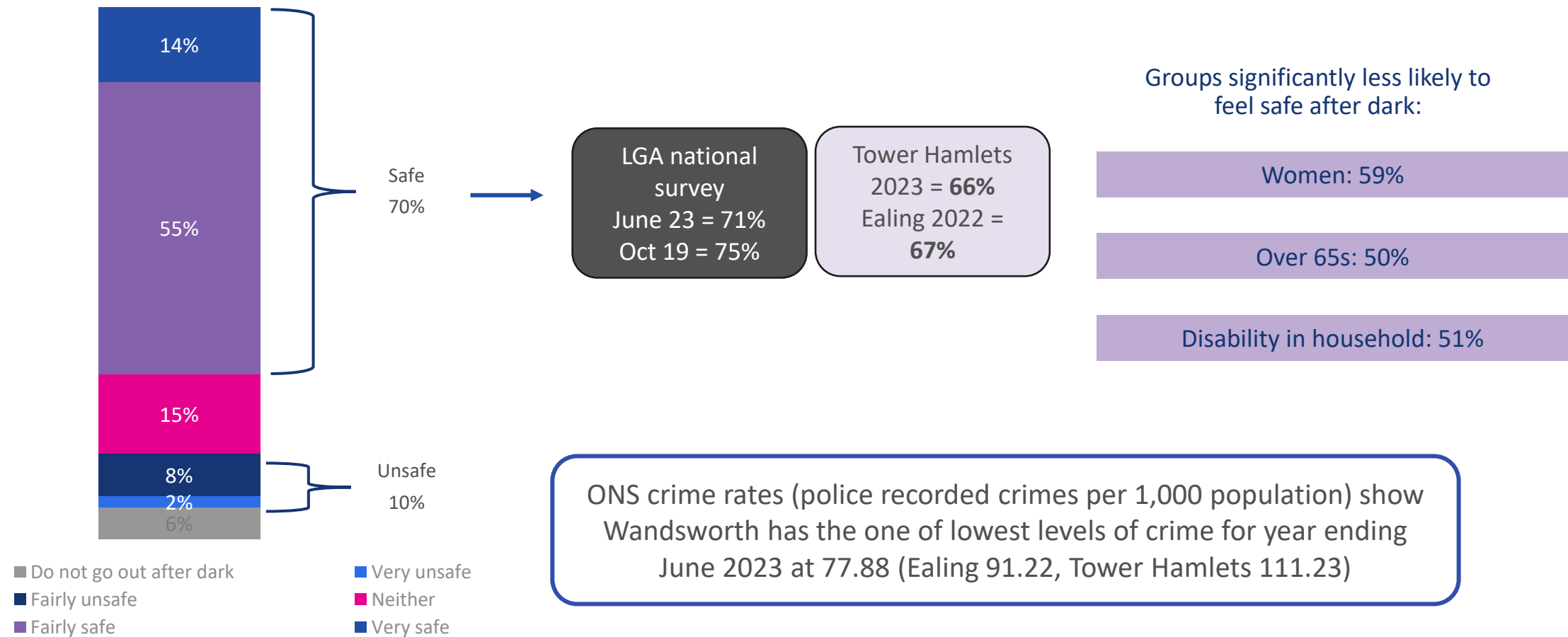
Library services are rated particularly highly in Northcote, driven by a significantly higher than total ‘very good’ rating.



# Crime and community safety

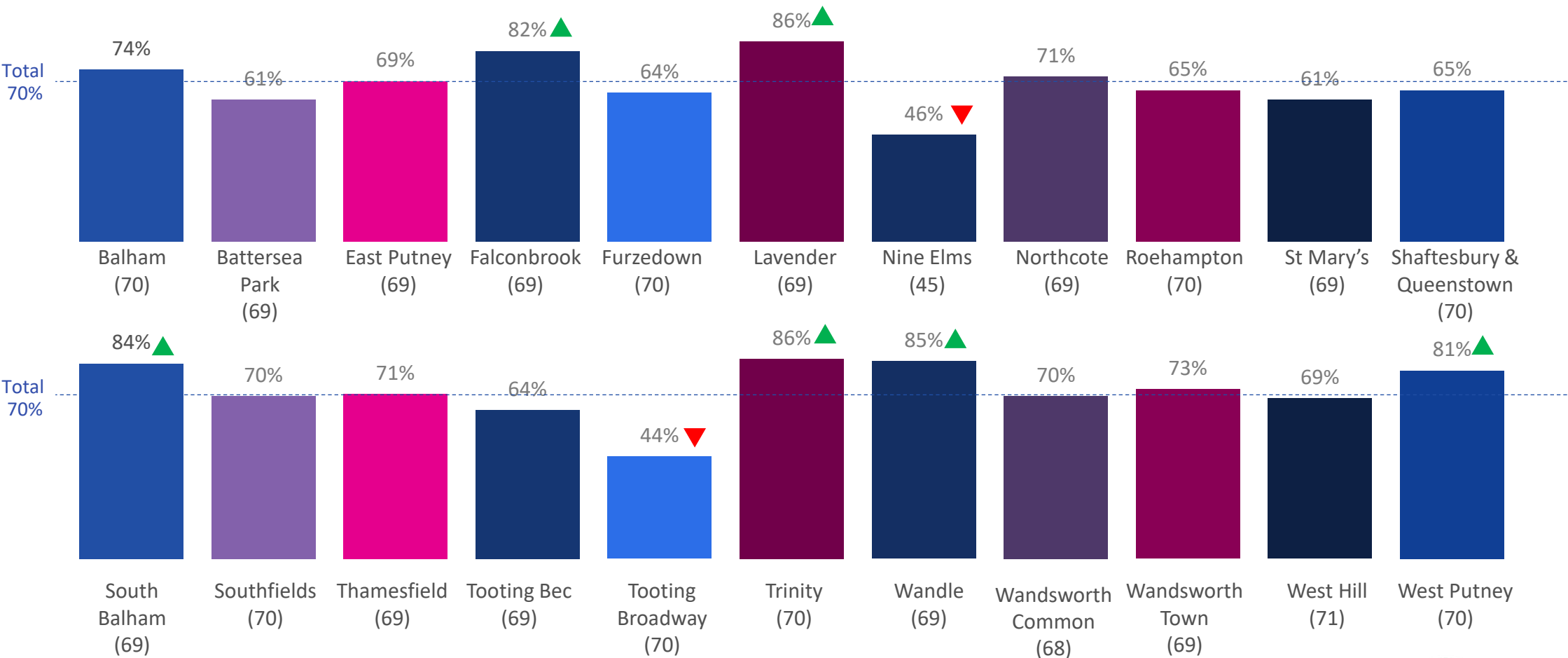
# Safety after dark

The majority of Wandsworth residents feel safe after dark in their local area (70%), however this does vary across demographic groups (age, gender, disability in household). Feelings of safety have increased from 67% in 2019 and are significantly higher than the levels seen in the Tower Hamlets 2023 resident survey.



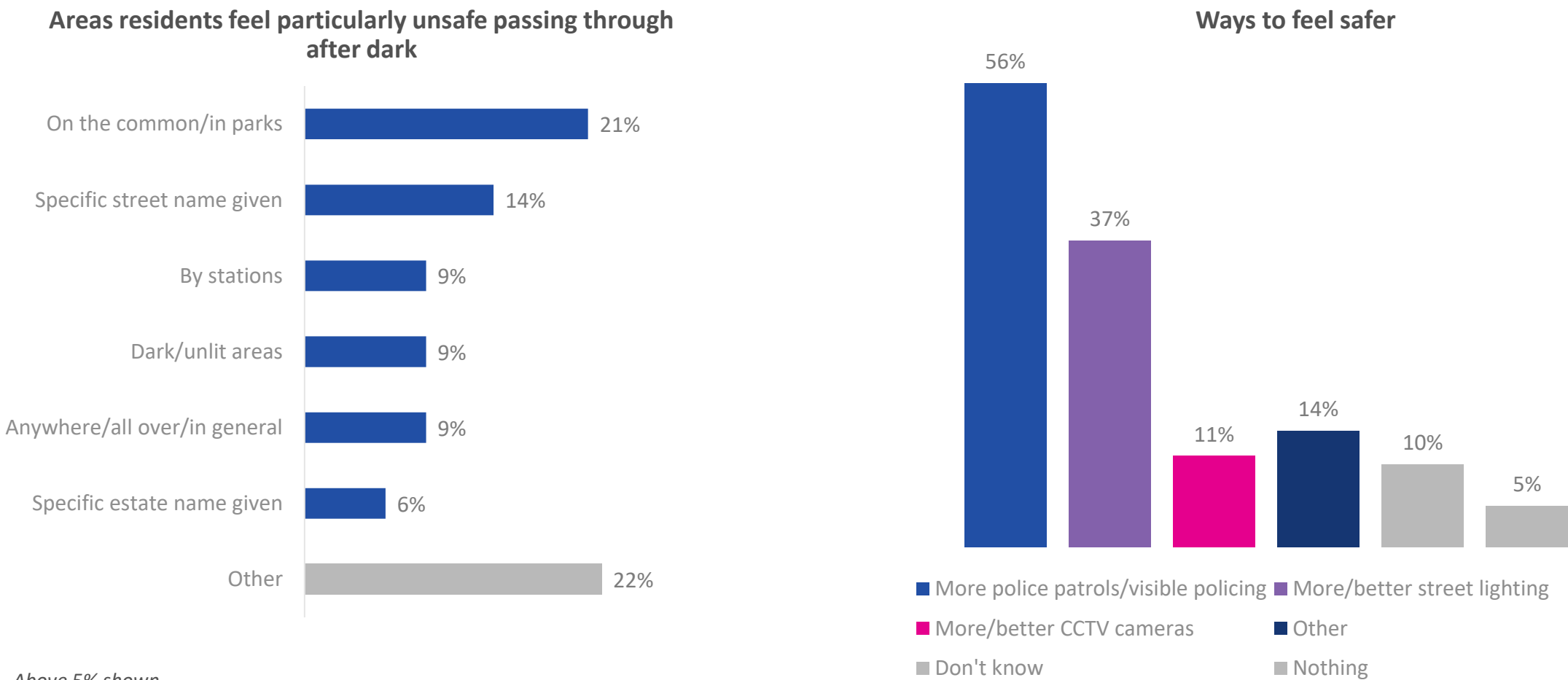
# Safety after dark - by ward

Feelings of safety varied by ward with residents in Lavender and Trinity showing the highest level of feelings of safety (both 86%). Residents in Nine Elms and Tooting Broadway showed the lowest levels (46% and 44% respectively).



# Areas where feel unsafe

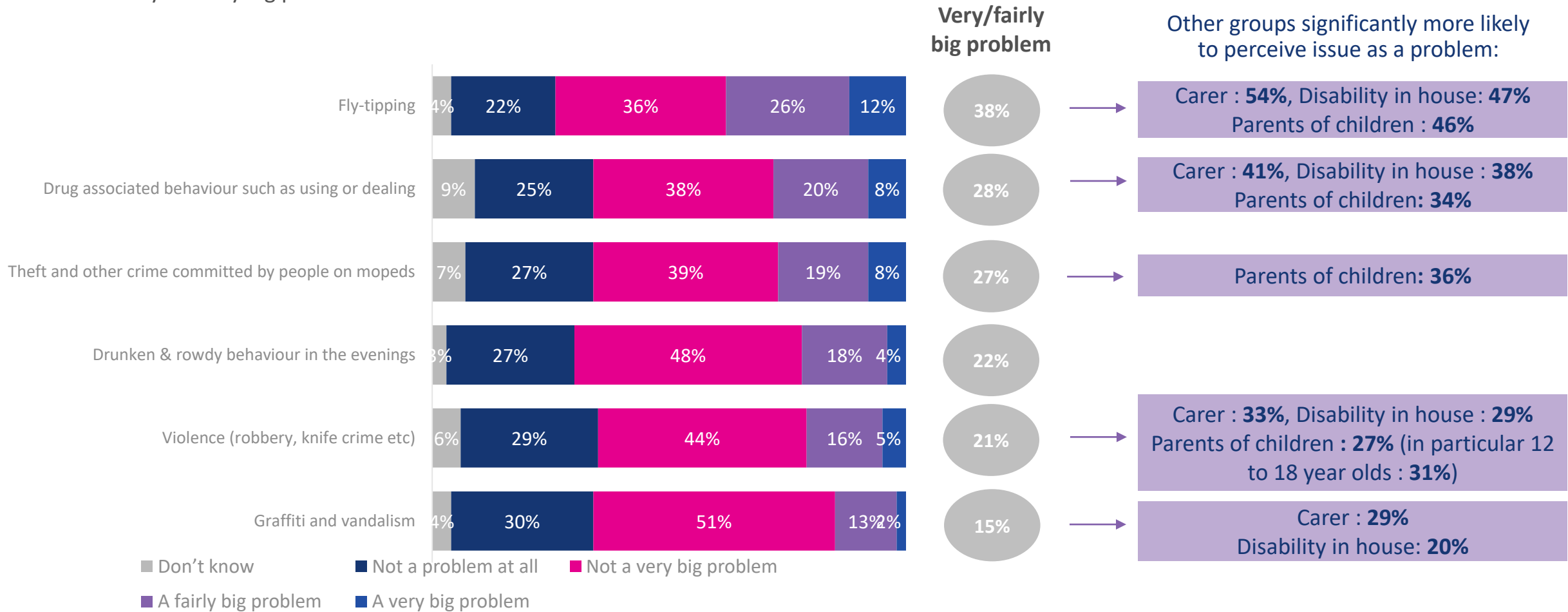
A fifth of residents (21%) who don't feel safe after dark say that they feel particularly unsafe passing through parks or on the common after dark. Most residents who don't feel safe after dark would feel safer with more police patrols/visible policing (56%).



Above 5% shown

## Perceptions of problems/issues

The majority of residents do not think any of the issues are a problem in their area, with all issues rated a very/fairly big problem under 40%. Fly-tipping is the biggest perceived problem with 38% of residents stating this is a very or fairly big problem in their area. Females are more likely to state the issues are a very or fairly big problem.



# Perceptions of problems/issues – by Ward

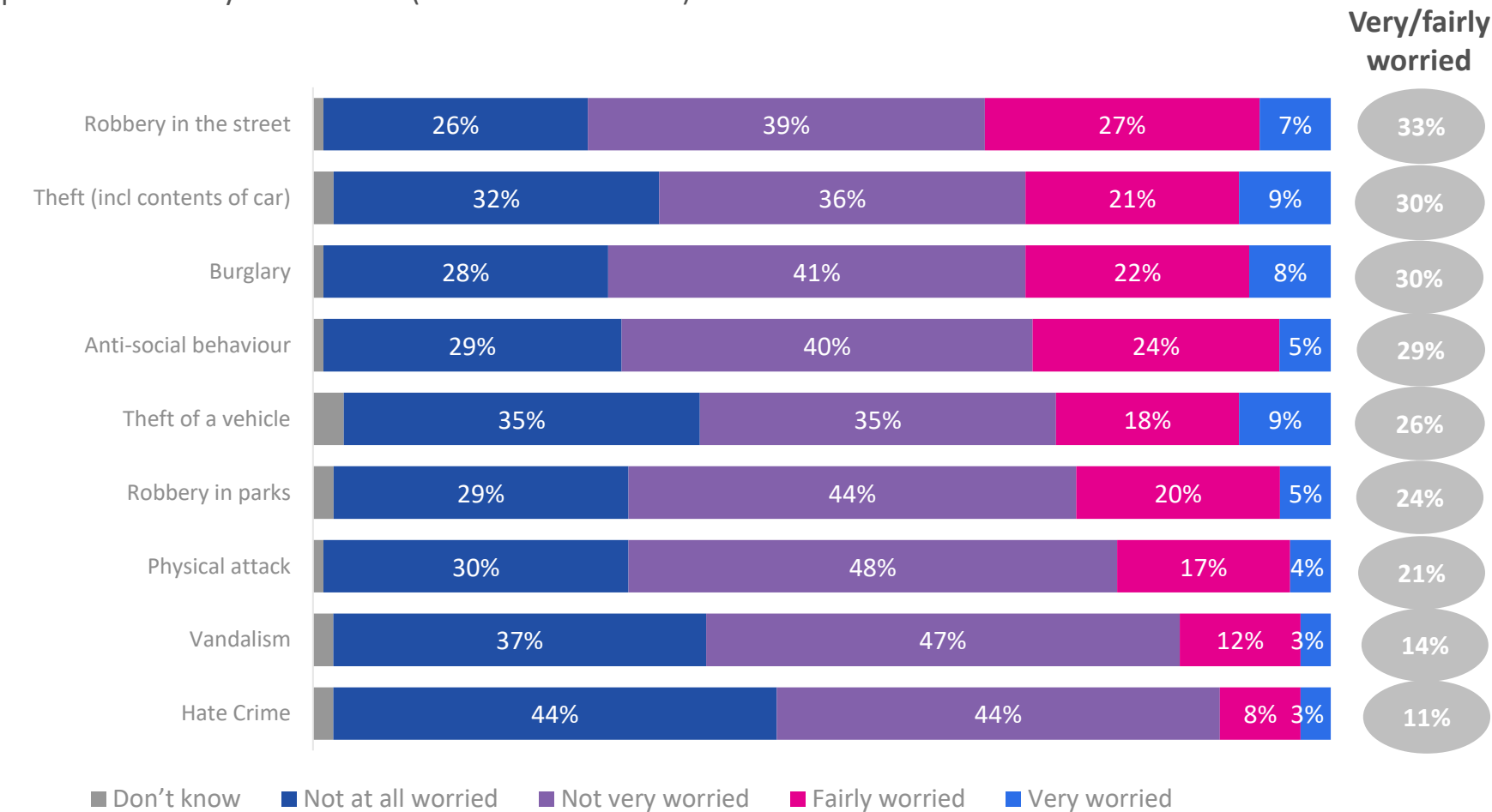
Perceptions varied by ward with residents in Thamesfield more likely to think all issues sated are a very or fairly big problem compared to the total overall.

% very/fairly big problem	Drunken & rowdy behaviour in the evenings	Drug associated behaviour such as using or dealing	Theft and other crime committed by people on mopeds	Violence (robbery, knife crime etc)	Graffiti and vandalism	Fly-tipping
<b>Total</b>	<b>22%</b>	<b>28%</b>	<b>27%</b>	<b>21%</b>	<b>15%</b>	<b>38%</b>
Balham	26%	13%	27%	11%	9%	30%
Battersea Park	48%	28%	33%	31%	15%	52%
East Putney	8%	17%	29%	16%	9%	22%
Falconbrook	40%	48%	9%	7%	6%	26%
Furzedown	19%	40%	50%	42%	20%	68%
Lavender	19%	25%	15%	10%	11%	36%
Nine Elms	12%	12%	4%	0%	0%	4%
Northcote	14%	11%	36%	17%	1%	55%
Roehampton	14%	39%	17%	21%	17%	47%
St Mary's	32%	33%	28%	36%	26%	33%
Shaftesbury & Queenstown	13%	25%	9%	7%	0%	29%
South Balham	7%	12%	27%	4%	10%	7%
Southfields	27%	24%	36%	27%	19%	41%
Thamesfield	47%	49%	52%	45%	41%	70%
Tooting Bec	29%	27%	25%	15%	15%	39%
Tooting Broadway	34%	48%	32%	34%	25%	61%
Trinity	7%	16%	7%	8%	10%	31%
Wandle	12%	40%	16%	19%	20%	38%
Wandsworth Common	12%	21%	28%	22%	13%	20%
Wandsworth Town	22%	26%	41%	21%	12%	22%



# Fear of Crime

The majority of residents are not worried about being a victim of these crimes in their area, with the crime most worried about being robbery in the street (33% stating very or fairly worried). Similar to perceptions of problems or issues, women are more worried about all listed crimes than men, in particular robbery in the street (41% vs 25% for men).



# Fear of Crime – by Ward

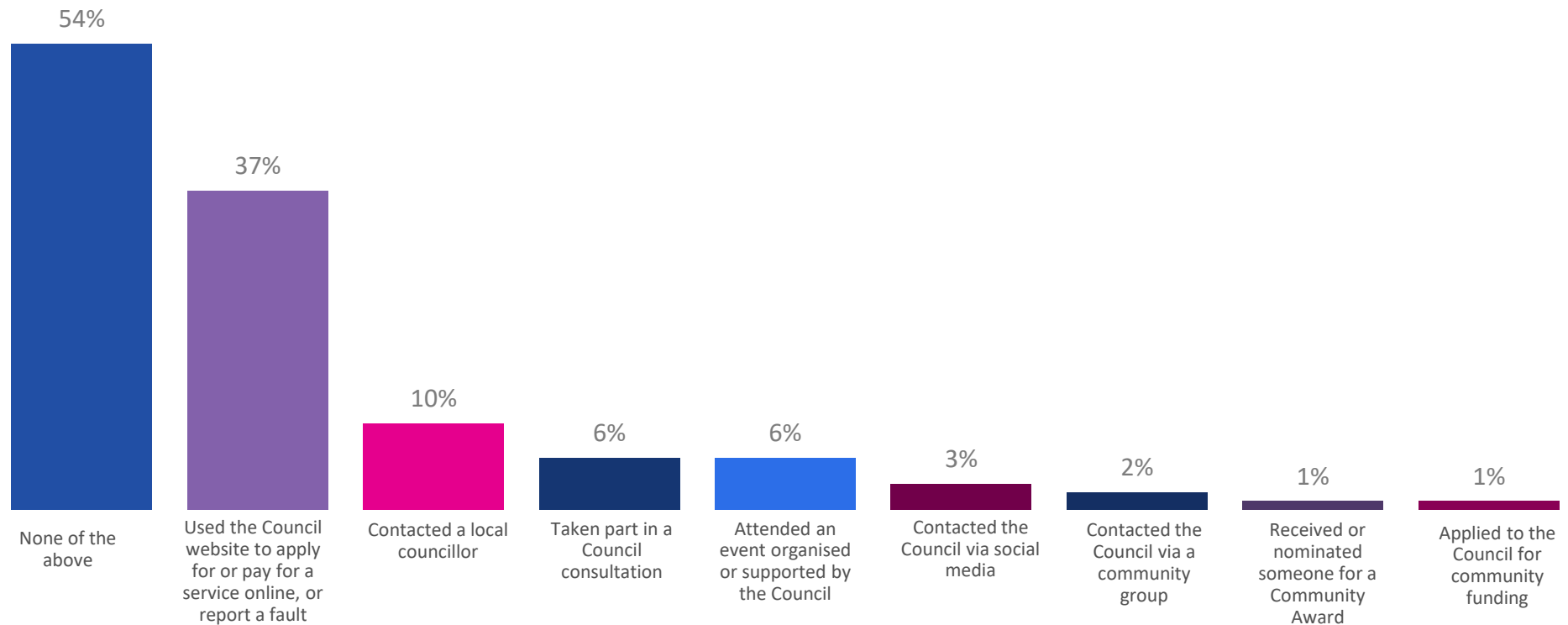
Fear of crime also vary by Ward and closely followed the variations seen for perceptions of problems/issues.

% Worried (very/fairly)	Anti-social behaviour	Burglary	Vandalism	Robbery in the street	Robbery in parks	Theft of a vehicle	Theft (incl contents of car)	Physical attack	Hate Crime
<b>Total</b>	<b>29%</b>	<b>30%</b>	<b>14%</b>	<b>33%</b>	<b>24%</b>	<b>26%</b>	<b>30%</b>	<b>21%</b>	<b>11%</b>
Balham	23%	23%	4%	25%	24%	30%	33%	15%	8%
Battersea Park	27%	33%	17%	33%	27%	25%	33%	24%	15%
East Putney	22%	43%	16%	23%	22%	48%	47%	12%	7%
Falconbrook	34%	26%	6%	16%	10%	14%	9%	7%	7%
Furzedown	37%	52%	24%	47%	44%	43%	55%	37%	25%
Lavender	23%	37%	6%	11%	9%	25%	20%	6%	6%
Nine Elms	24%	0%	0%	73%	33%	0%	2%	14%	0%
Northcote	15%	32%	8%	25%	19%	43%	43%	11%	3%
Roehampton	19%	12%	4%	9%	14%	5%	6%	9%	9%
St Mary's	40%	33%	26%	36%	32%	20%	28%	31%	18%
Shaftesbury & Queenstown	39%	4%	0%	53%	15%	4%	0%	4%	0%
South Balham	9%	10%	3%	19%	8%	25%	30%	6%	0%
Southfields	28%	45%	23%	35%	30%	51%	51%	25%	16%
Thamesfield	61%	26%	39%	67%	45%	33%	34%	42%	21%
Tooting Bec	35%	25%	13%	36%	18%	23%	27%	12%	5%
Tooting Broadway	44%	39%	27%	43%	24%	22%	38%	29%	20%
Trinity	13%	18%	10%	26%	19%	21%	28%	22%	6%
Wandle	25%	36%	13%	39%	23%	30%	34%	43%	7%
Wandsworth Common	18%	36%	11%	37%	31%	32%	27%	36%	7%
Wandsworth Town	35%	44%	14%	36%	29%	35%	46%	21%	14%

# Resident contact

# Interactions

Over half of residents (54%) have not interacted with the council in the last 12 months. The most common interaction with the council in the last 12 months is using the Council website to apply for or pay for a service online or report a fault (37%).



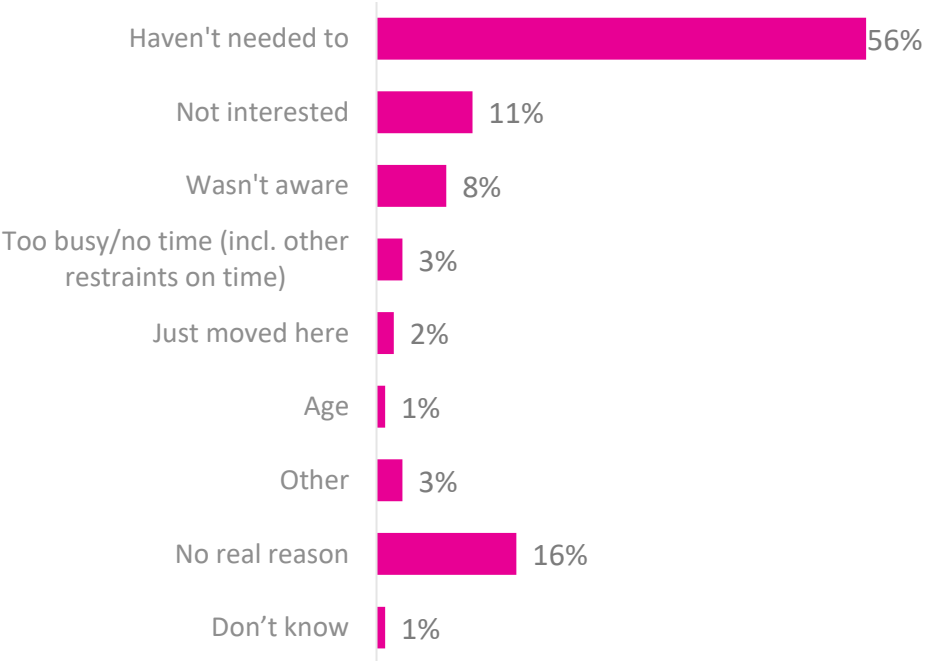
# Reasons for not interacting

The most stated reason for not interacting with the Council in the last 12 months is because residents haven't felt they've needed to (56%).

## Council and community contact

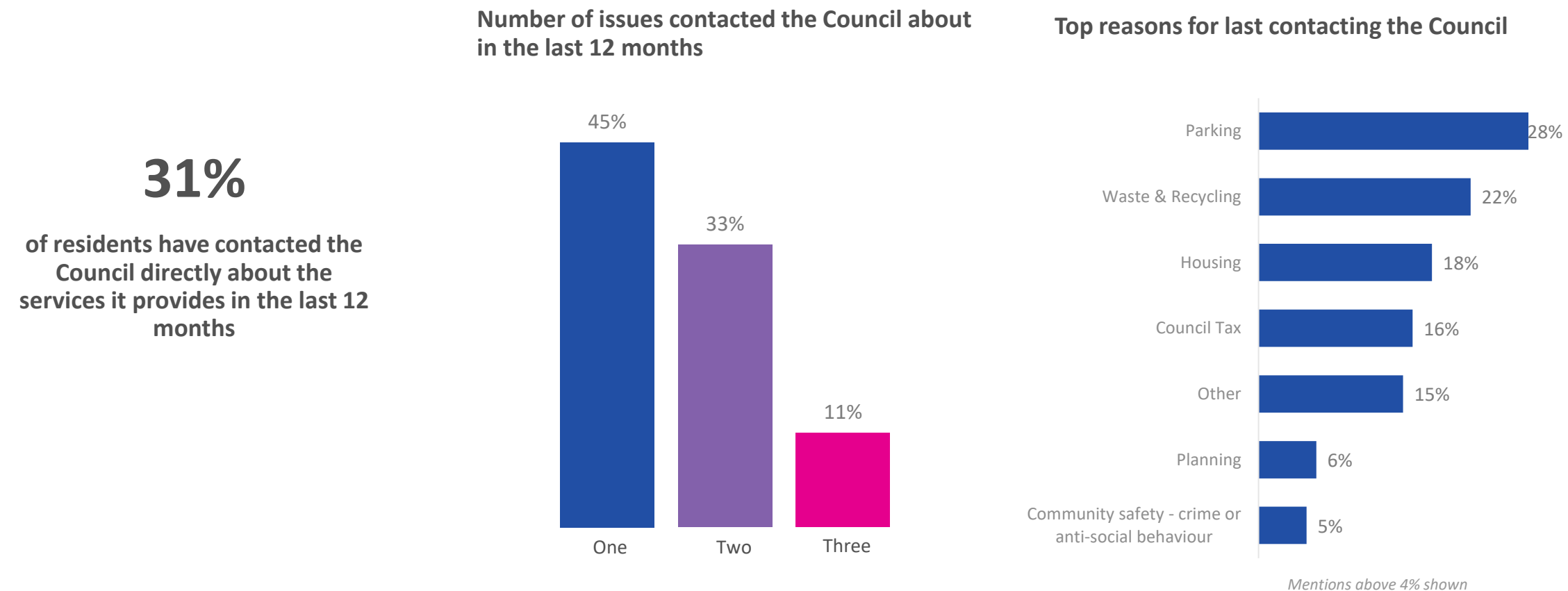


## Top barriers



# Contacting the Council

A third of residents (31%) contacted the Council in the past 12 months with most (45%) only contacting about one issue. The main reason for contacting the Council was to do with parking (28%) or waste and recycling (22%).



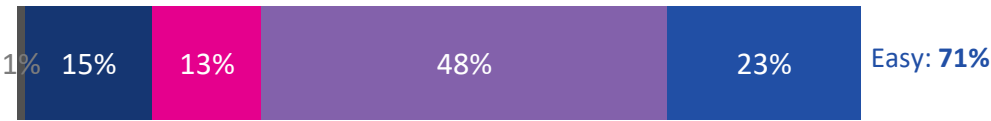
# Method of resident contact

Online methods are used most to contact the Council (email 34%; using online forms on the website 34%). Those who didn't use online methods did so out of preference, speed or convenience. Positively, most who used the website found it easy to find the information they needed (93%).

## Method of first contacting the Council

Method	%
Emailed	34%
Applied for, paid for or reported something using the online forms on the website (e.g. parking, council tax)	34%
Phoned	27%
Went to the Town Hall/Customer Service Centre	2%
Other (e.g. via Councillor)	2%

## Ease of finding an appropriate member of staff to help



## Ease of finding information on the website



**64%**  
of residents are satisfied with the way their query was dealt with

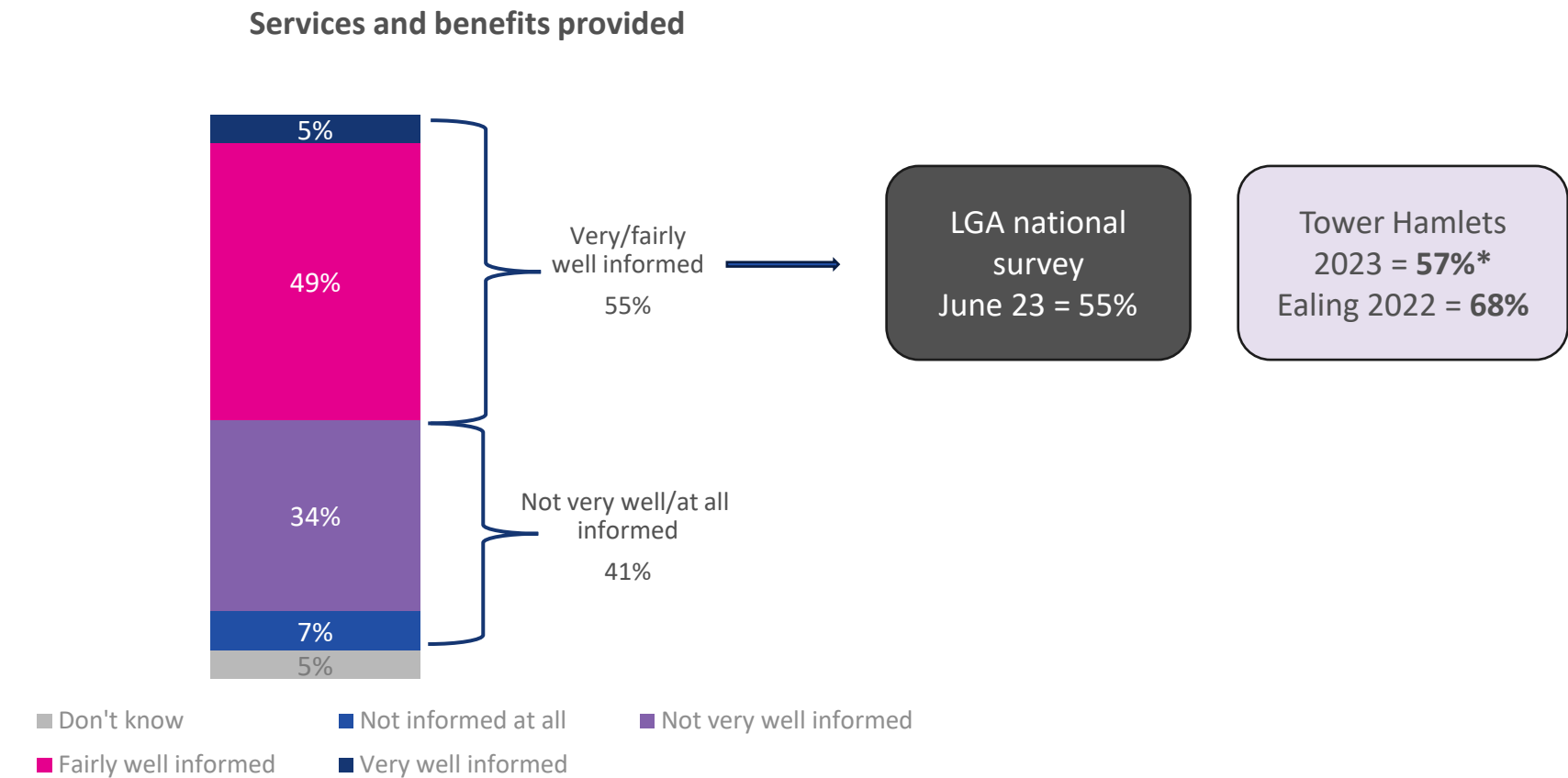
■ Don't know      ■ Very difficult      ■ Fairly difficult  
■ Fairly easy      ■ Very easy

# Digital and communications



# Feeling informed

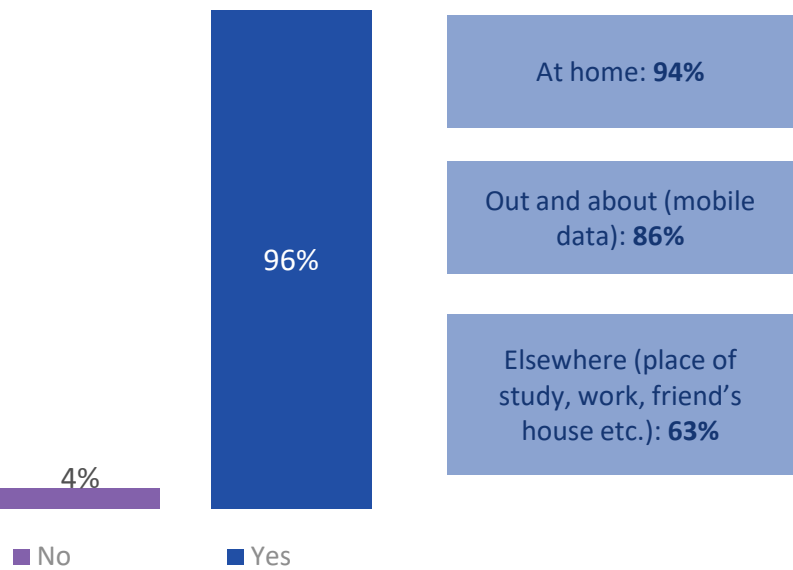
Over a half of residents (55%) feel well informed (very or fairly) by Wandsworth Council about the services and benefits provided. Although this has seen a decline from 66% in 2019, this remains in line with the LGA national survey. This increases significantly among those who follow the Council on social media to 71%. Residents newer to the borough are less likely to feel well informed (41% for those who have been in the borough for less than 12 months). Those who have always lived in the borough also showed lower levels of feeling well informed (45%).



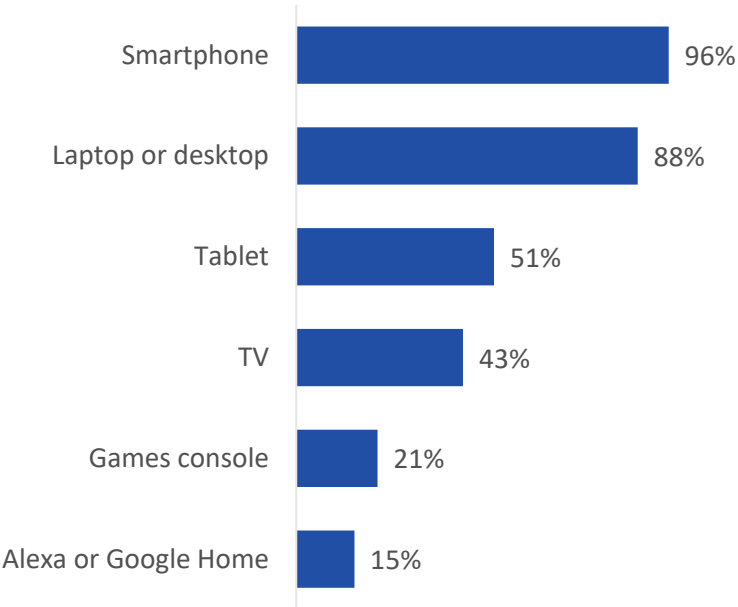
# Internet access

Almost all residents in Wandsworth have access to the internet (96%) with the majority using it at home (94%). Nearly all users access the internet using a smartphone (96%), the most used device across all demographic groups. Three quarters (74%) are satisfied with the broadband speed in the borough.

Internet usage



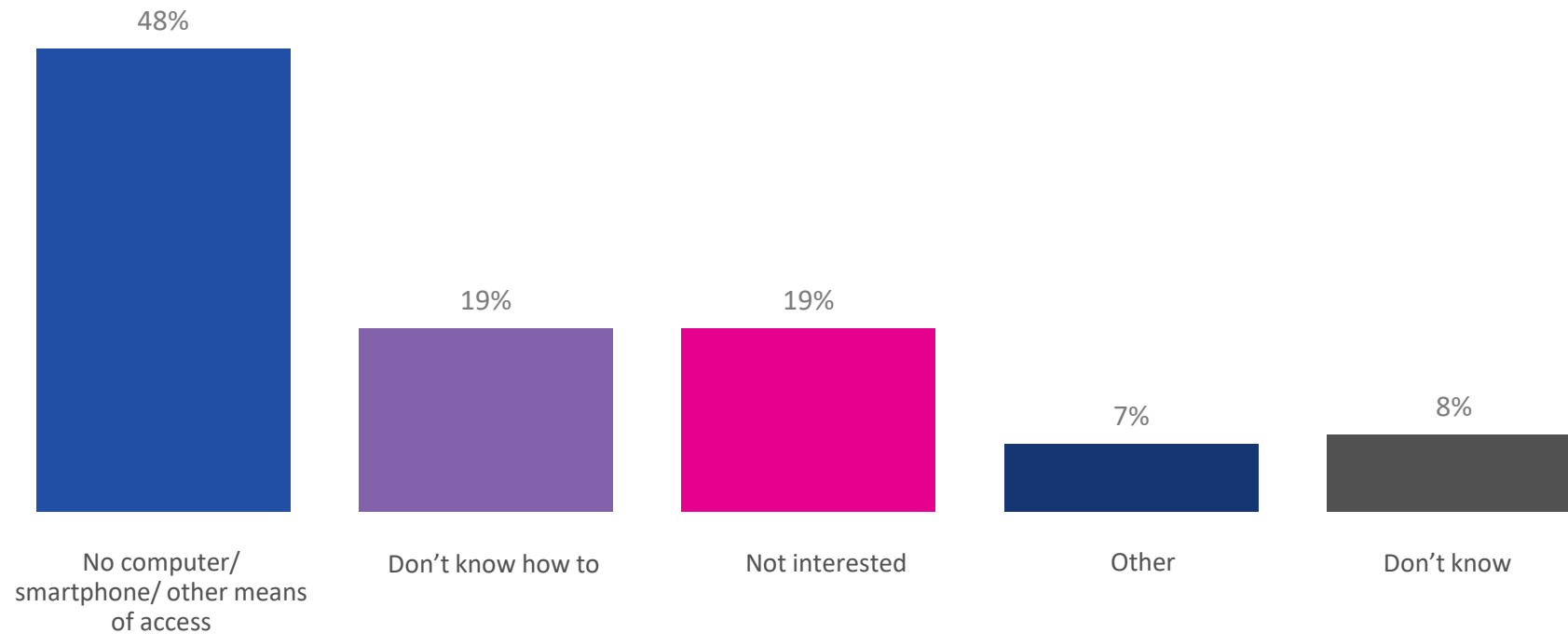
Devices used to access the internet



**74%**  
Of residents are satisfied with the broadband speed in Wandsworth borough

## Internet access

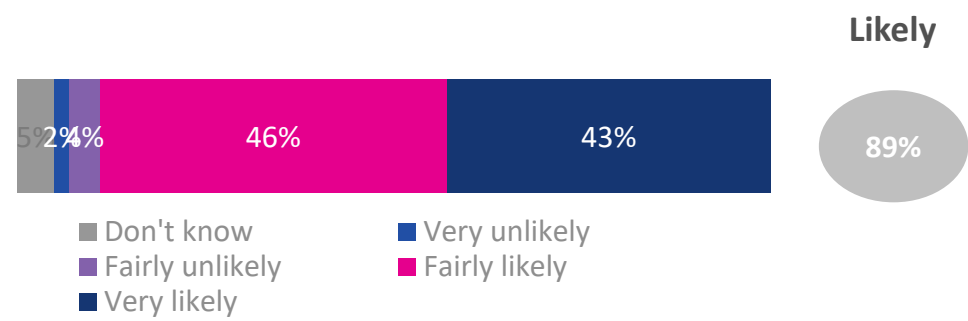
Half of internet non-users cite having no means of access as their main reason for not using the internet with a further fifth (19%) stating they don't know how to or that they are not interested.



# Online services

For residents who have access to the internet, 89% would be likely to apply for a Council service online. This is lower among those aged 65 or over, though three quarters (76%) of this age group still remain likely to apply online. The biggest barrier to making an online application is the preference to speak to a person (75%).

Likelihood of applying online

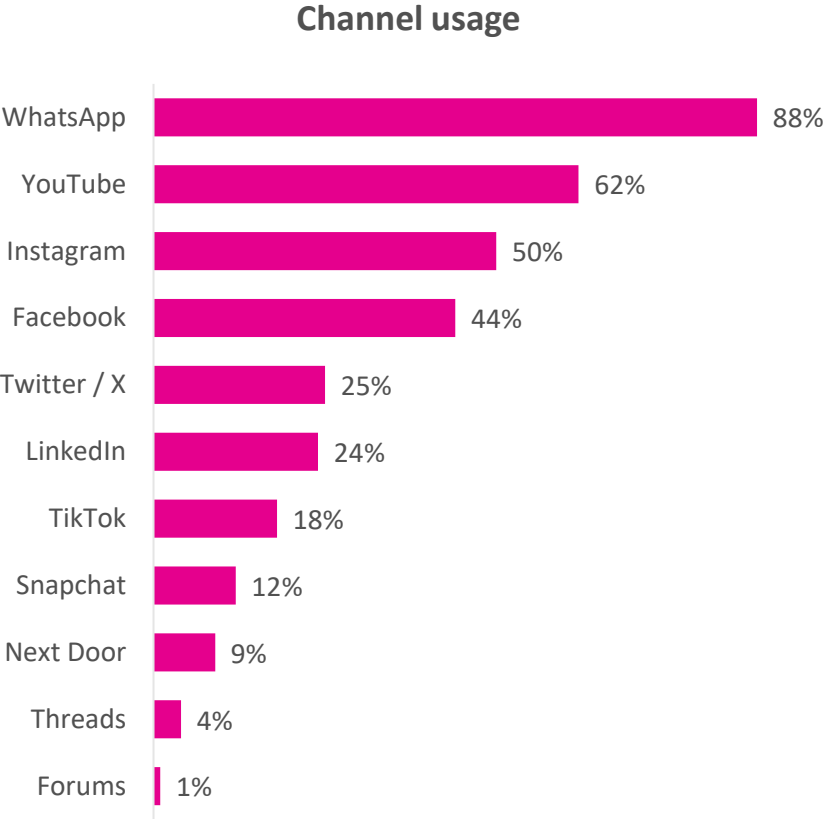


Barriers to applying online

Barrier	%
Prefer to speak to a person	75%
Not interested	9%
Don't know how to	2%
Don't trust it	1%
Other	7%
No real reason	5%

# Channel usage

WhatsApp is the most used social media channel (88%). However, most residents don't follow the Council on social media (93%), especially the youngest age group (97% for those aged 16 to 24).



**Council social media following**

93%

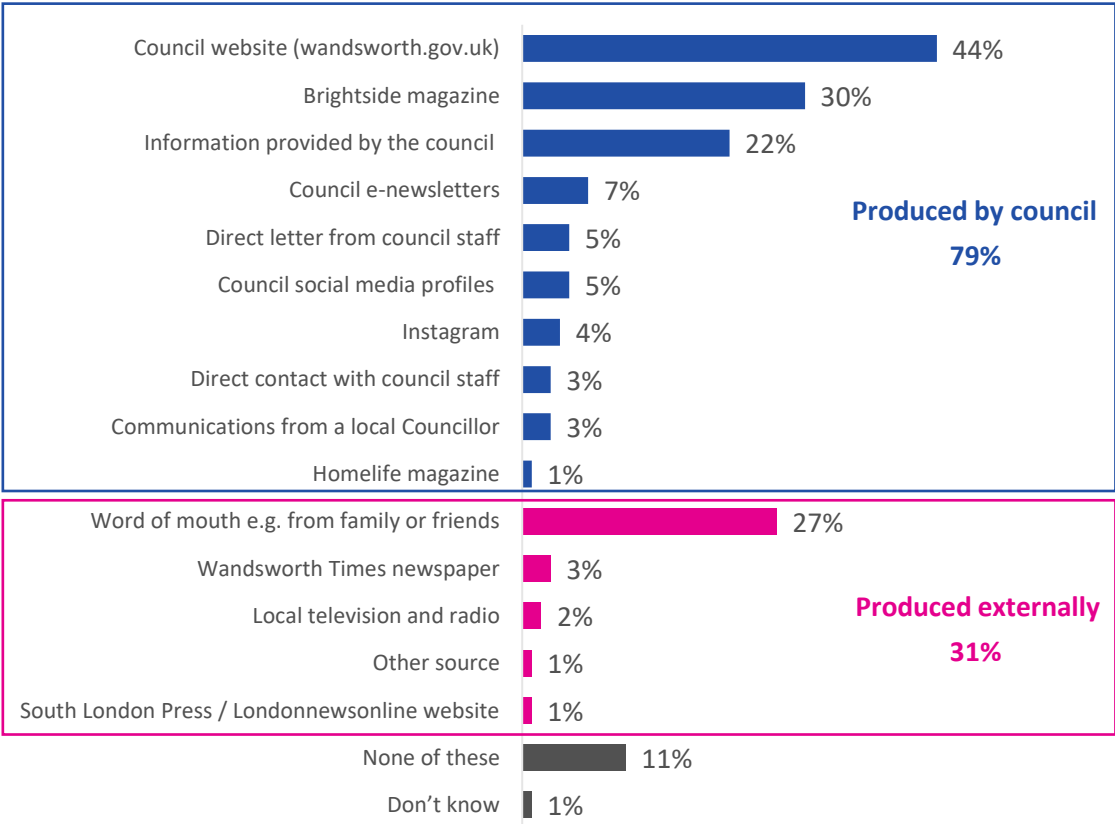
Of residents do not follow the Council on social media



**Residents who do follow on:**  
3% Twitter/X    2% Facebook    2% Instagram

# Council information sources

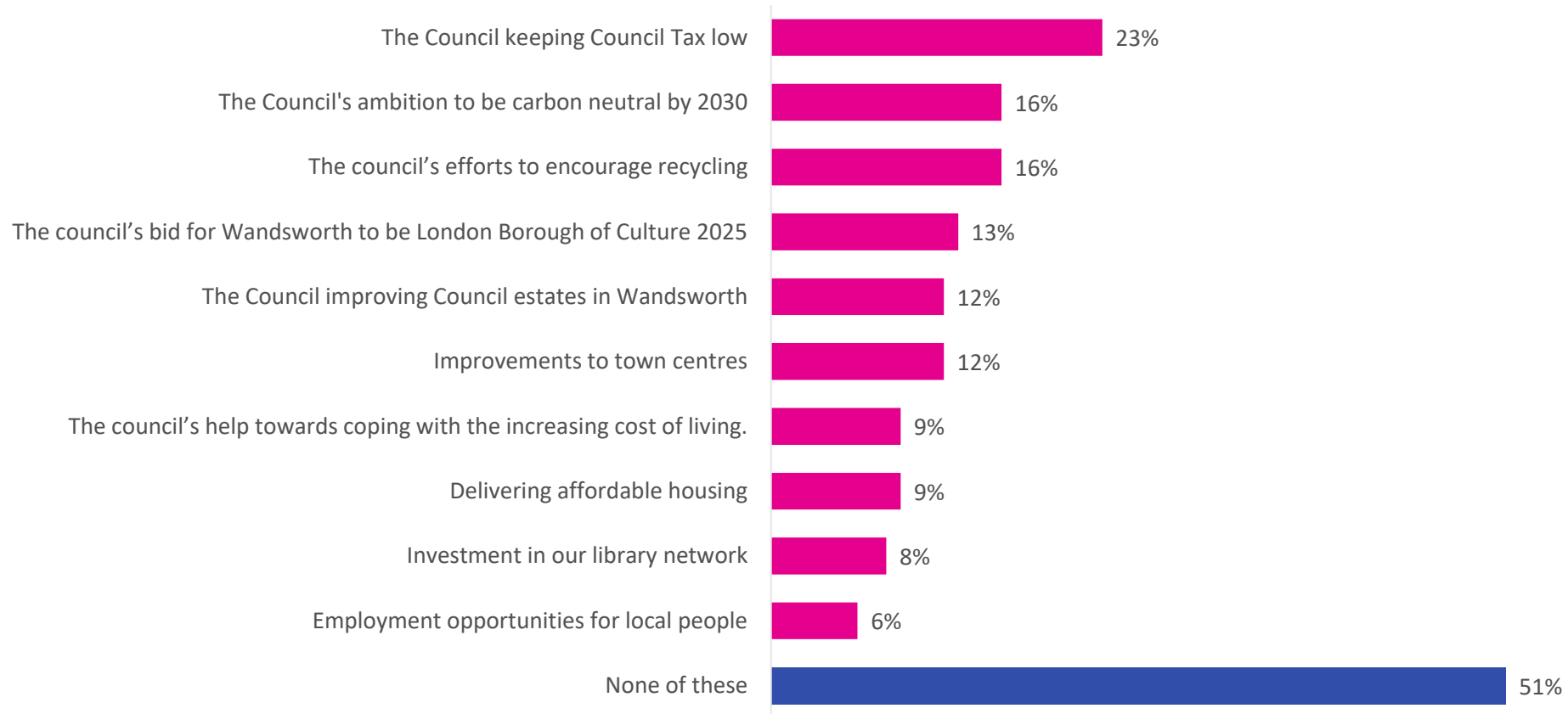
Most residents say they find out about the Council through sources produced by the Council (79%). Differences in age, time in borough, tenure and caring responsibilities impacts how much residents use Council sources to find out information.



Demographic groups with differences in use of Council produced sources		
Time in Borough	6 or more years 85% ▲	Less than 12 months or 1-2 years 70% ▼
Carer	Yes 87% ▲	No 78% ▼
Tenure	Own/buying with mortgage 85% ▲	Rent privately 75% ▼
Age	45 to 64 86% ▲	16 to 24 54% ▼
	65+ 86% ▲	

## News and campaigns from Wandsworth

Half of residents (49%) have seen or heard of at least one of the listed news or campaigns from the Council. Around a quarter are aware that the Council is keeping Council Tax low.

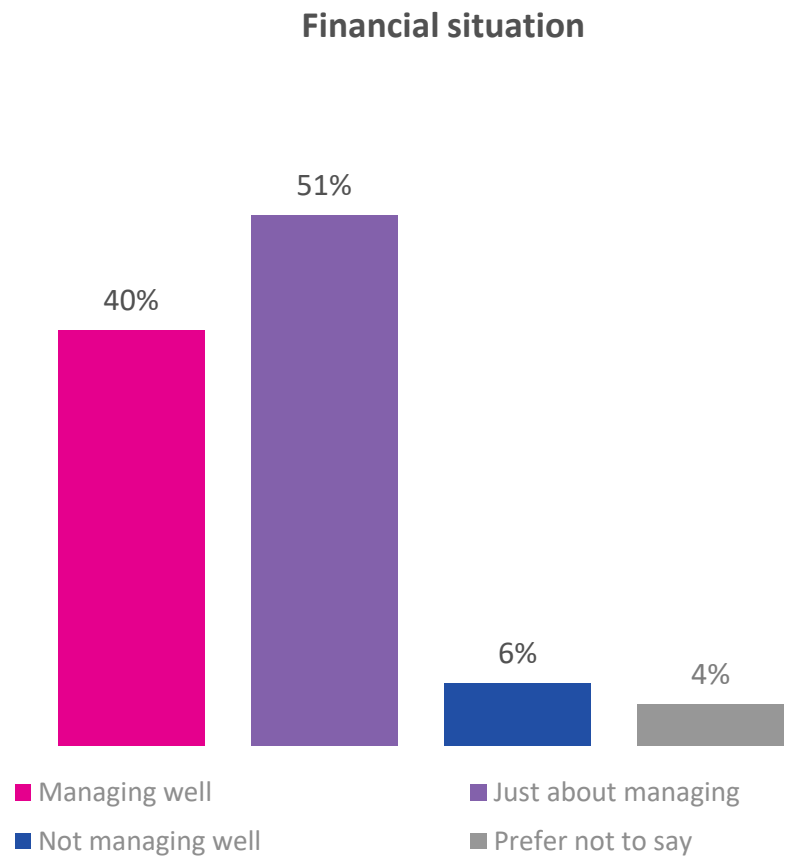


# Economy



# Managing financially

Two-fifths of residents (40%) feel they are managing well despite the cost of living crisis. However, half of Wandsworth residents (51%) feel their household is just about managing financially, which varies significantly based on demographic factors (tenure, ethnicity, household disability and caring responsibilities).

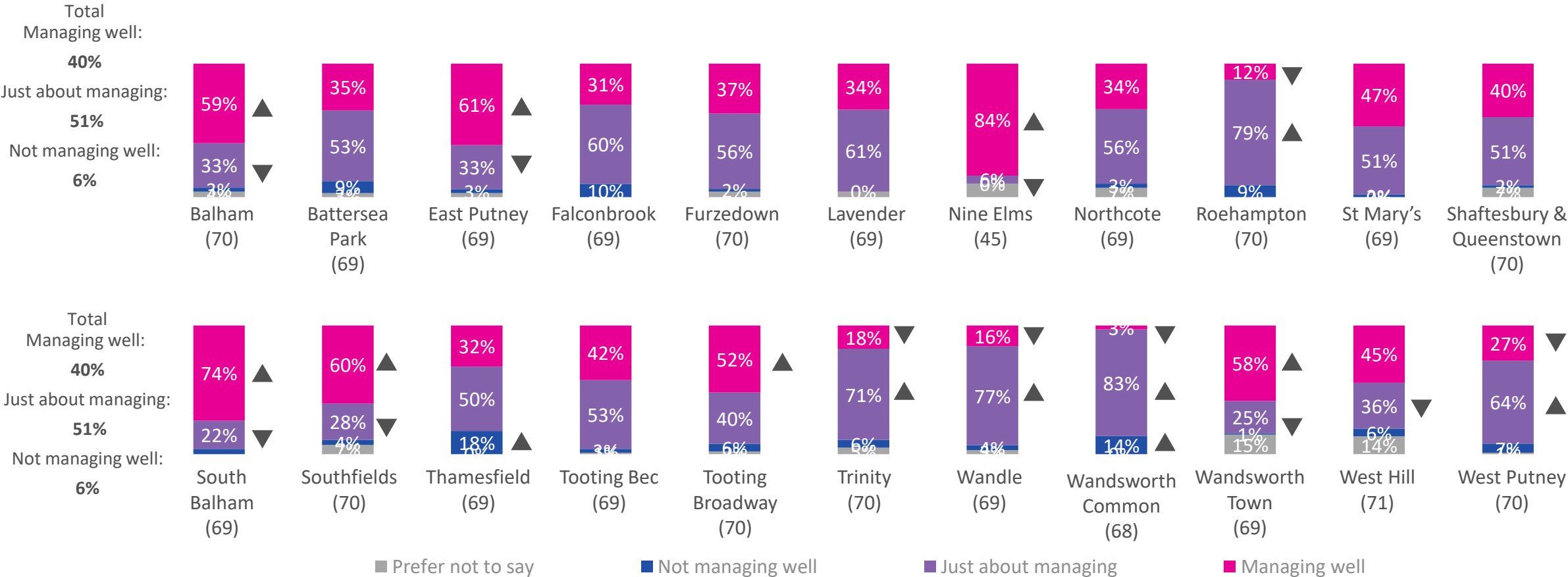


Demographic groups with differences			
	Managing well	Just about managing	Not managing well
Disability in house	27% ▼	58% ▲	15% ▲
Carer	22% ▼	56%	19% ▲
Own/buy with mortgage	52% ▲	43% ▼	3% ▼
Rent from Council/HA	14% ▼	65% ▲	18% ▲
White	44% ▲	48% ▼	4% ▼
Other than White	31% ▼	56% ▲	8% ▲

# Financial situation – by ward

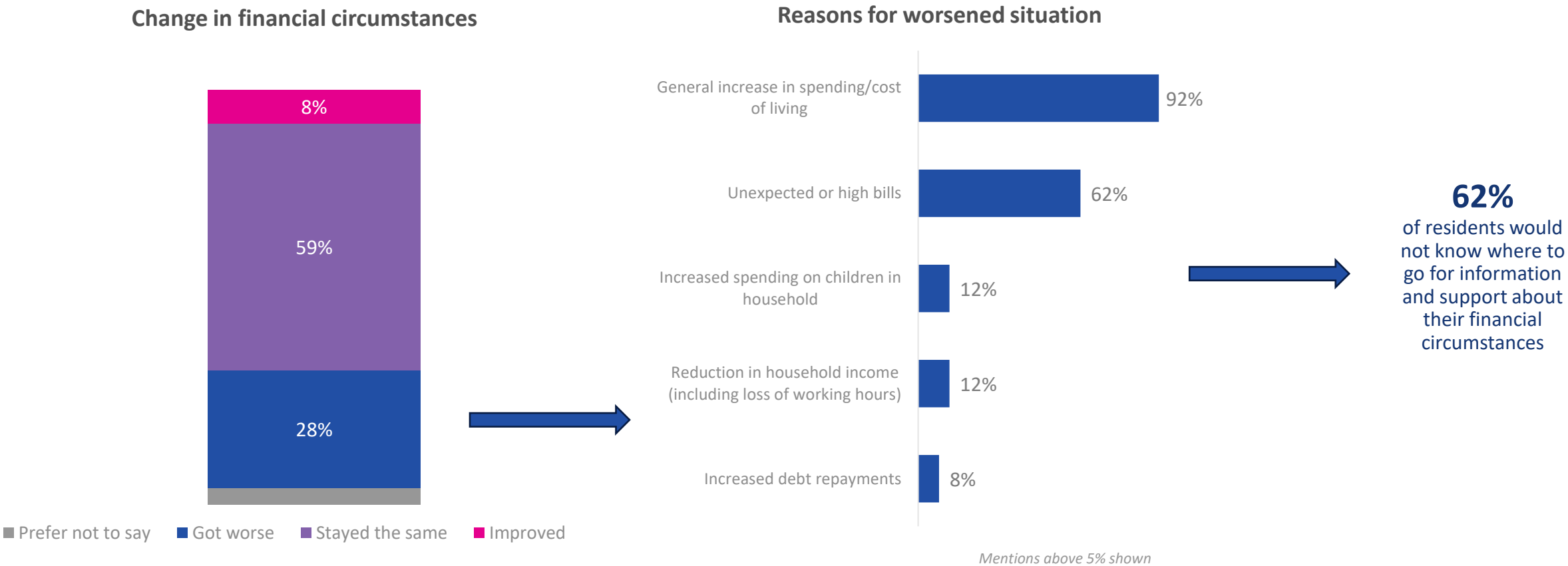
Perceptions of own financial situations vary greatly by ward. Residents in Nine Elms and South Balham are the most likely to say they are managing well, while those in Thamesfield and Wandsworth Common are most likely to say they are not managing well.

Financial situation



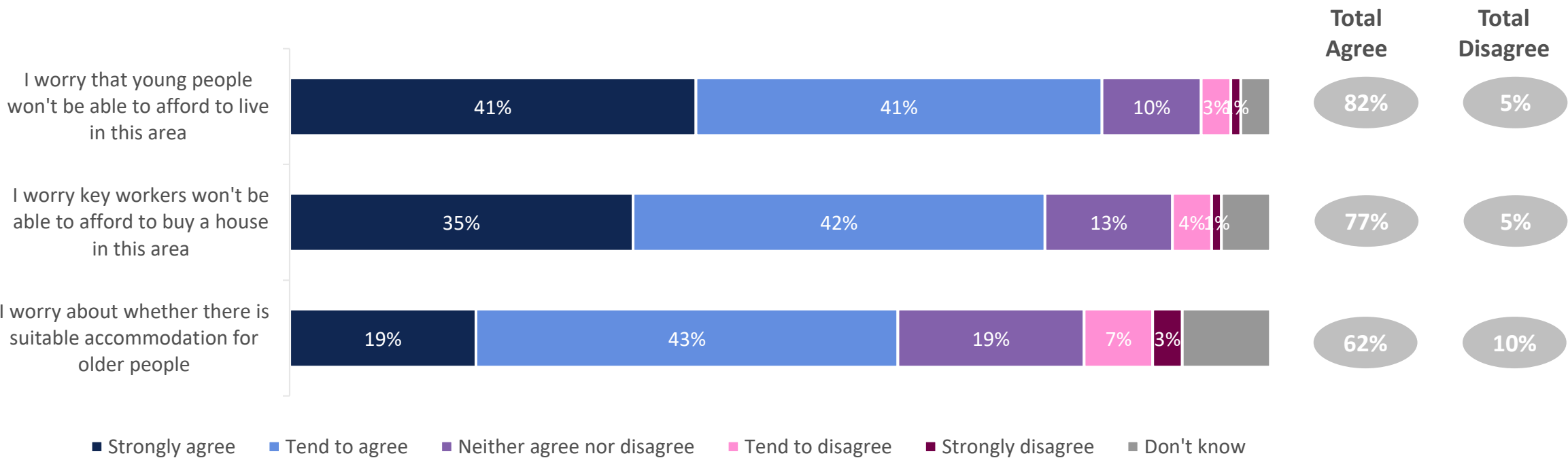
# Change in financial circumstances

The financial situations of most residents have remained the same (59%). For those who feel that their circumstances have worsened, the cost of living (92%) and unexpected or high bills (62%) are the most commonly reported reasons. A significant proportion of residents are uncertain about where to go for information and support regarding their financial circumstances with just 6% stating they would go the Wandsworth Borough Council.



# Community

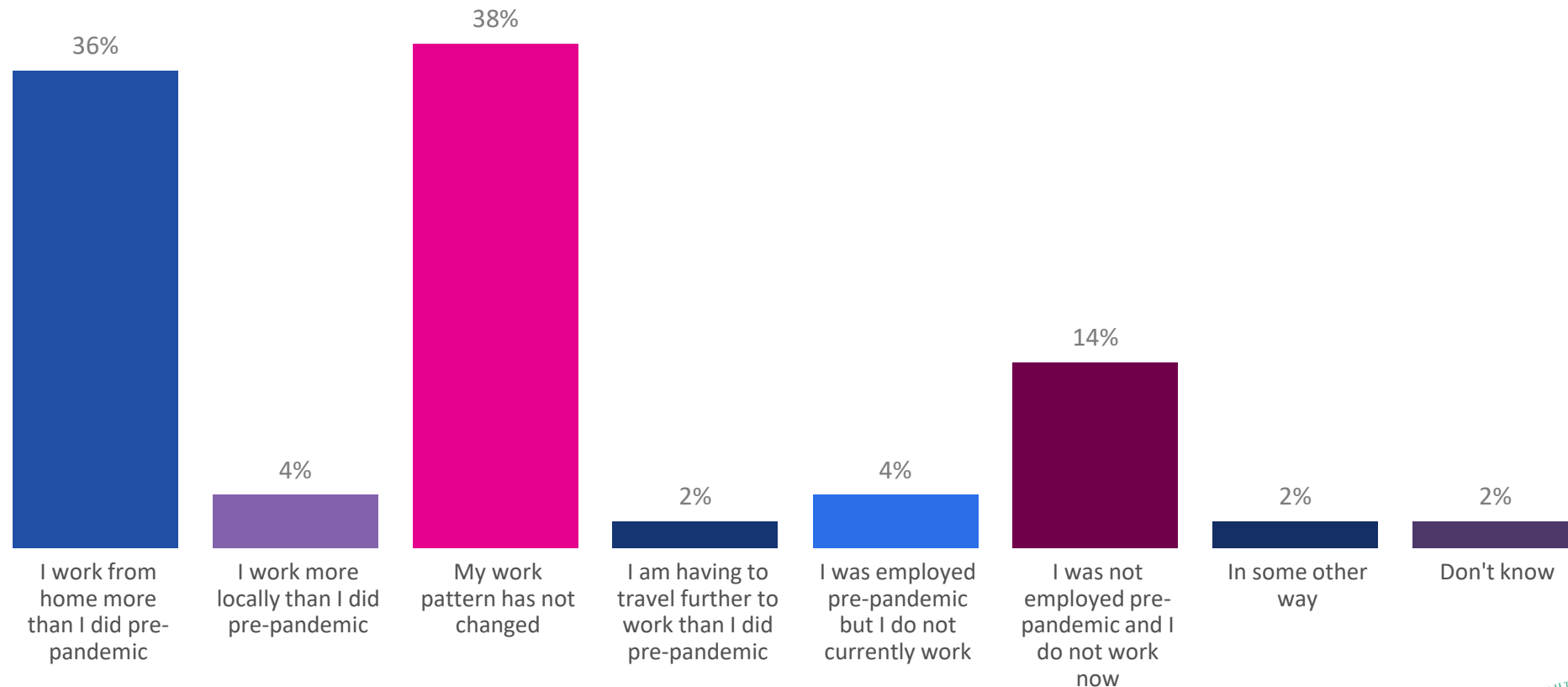
Residents express concern about the affordability of living in Wandsworth for young people (82%). This apprehension extends to keyworkers, with 77% worrying that they may face challenges in purchasing a house in the area. Residents in Falconbrook, Lavender, Northcote and Wandle are particularly worried about the affordability of housing for both young people and key workers.



# Working since the COVID-19 pandemic

For 38% of residents, work patterns have not changed since the COVID-19 pandemic, while just under two-fifths (36%) work from home more now than they did pre-pandemic. Around half of 25 to 44 year olds (47%) work from home more than they did pre pandemic.

## Changes in ways of working since the COVID-19 pandemic

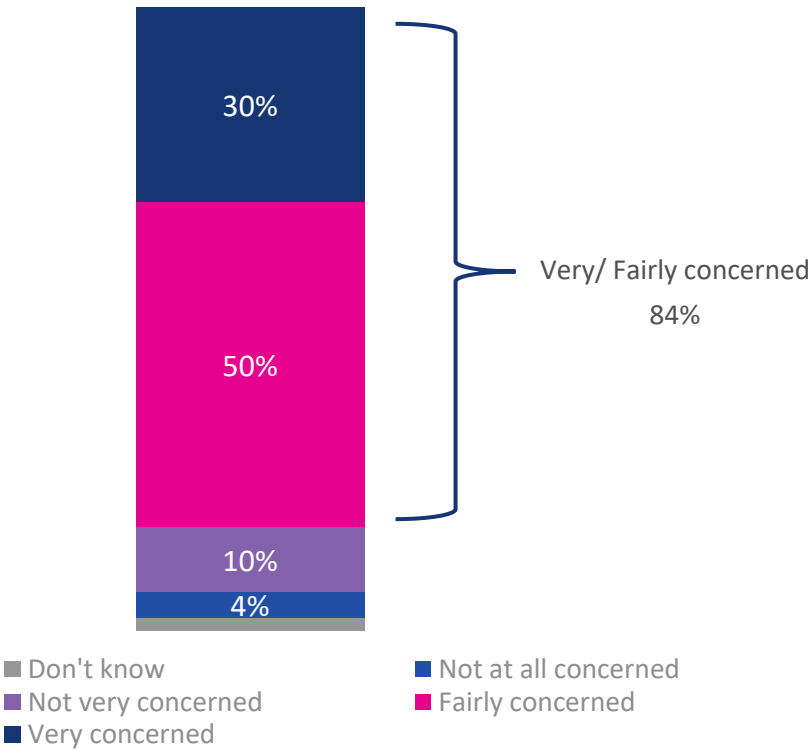


# Climate

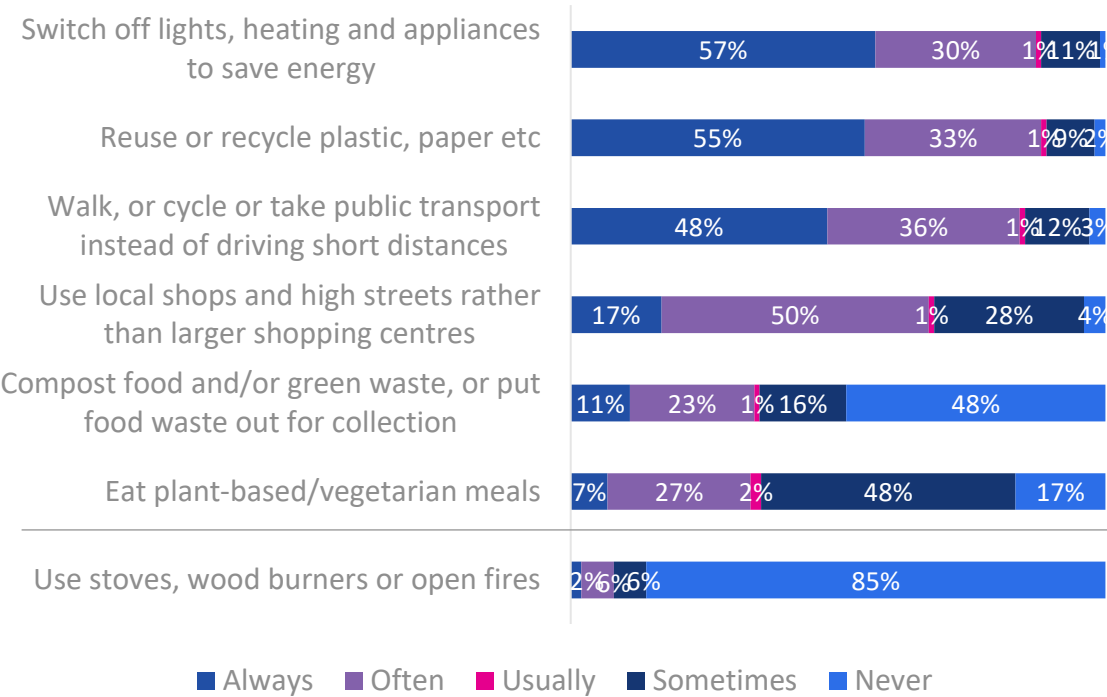
# Climate change concern

Most residents are very or fairly concerned about climate change (84%). Switching off lights, heating and appliances to save energy (57%) and reusing or recycling (55%) are the most reported energy behaviours.

Concern about climate change

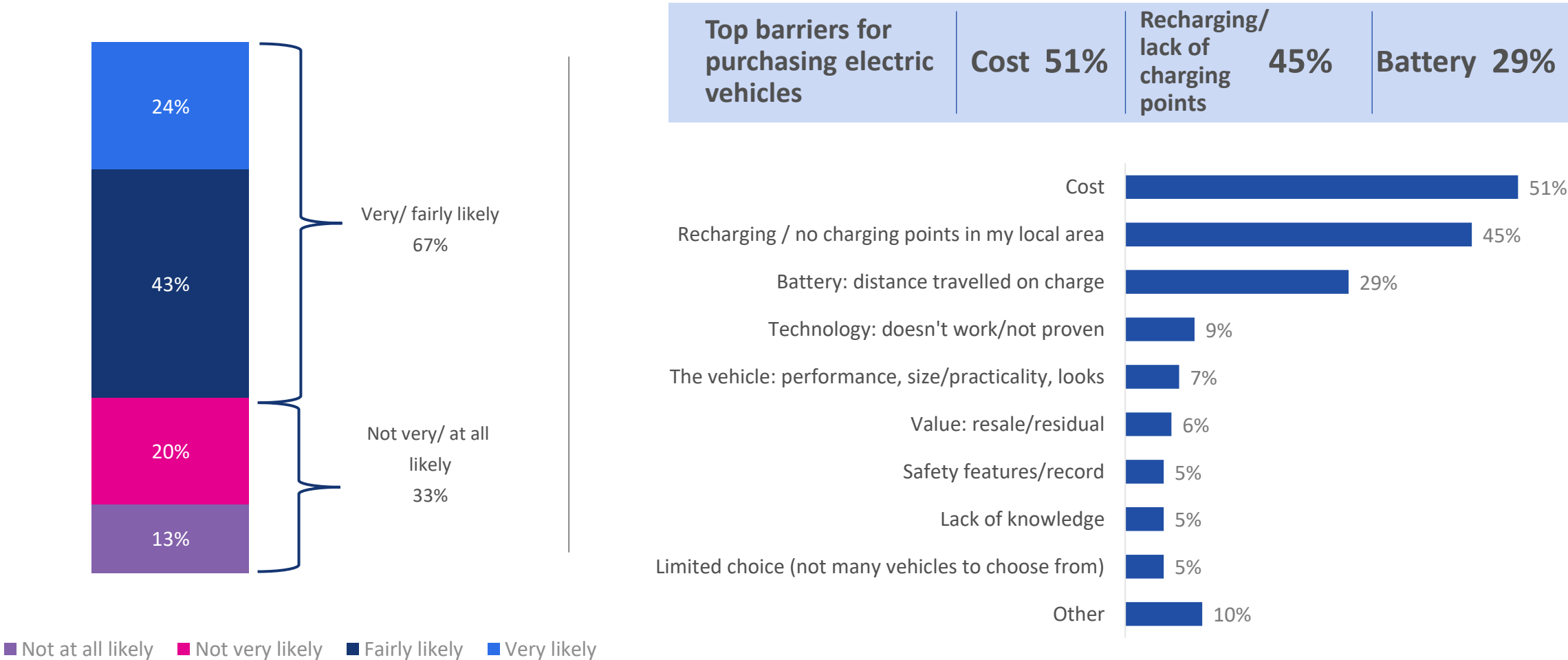


How frequently do you do the following?



# Electric vehicles

Two thirds of residents would consider buying an electric vehicle (67%). This is highest amongst those aged 16 to 64 (69% vs 43% for those aged 65 or above) and unsurprisingly residents concerned about climate change (69% vs 48% not concerned). Cost and concern about recharging/no charging points in local area are the top barriers for electric vehicle consideration.

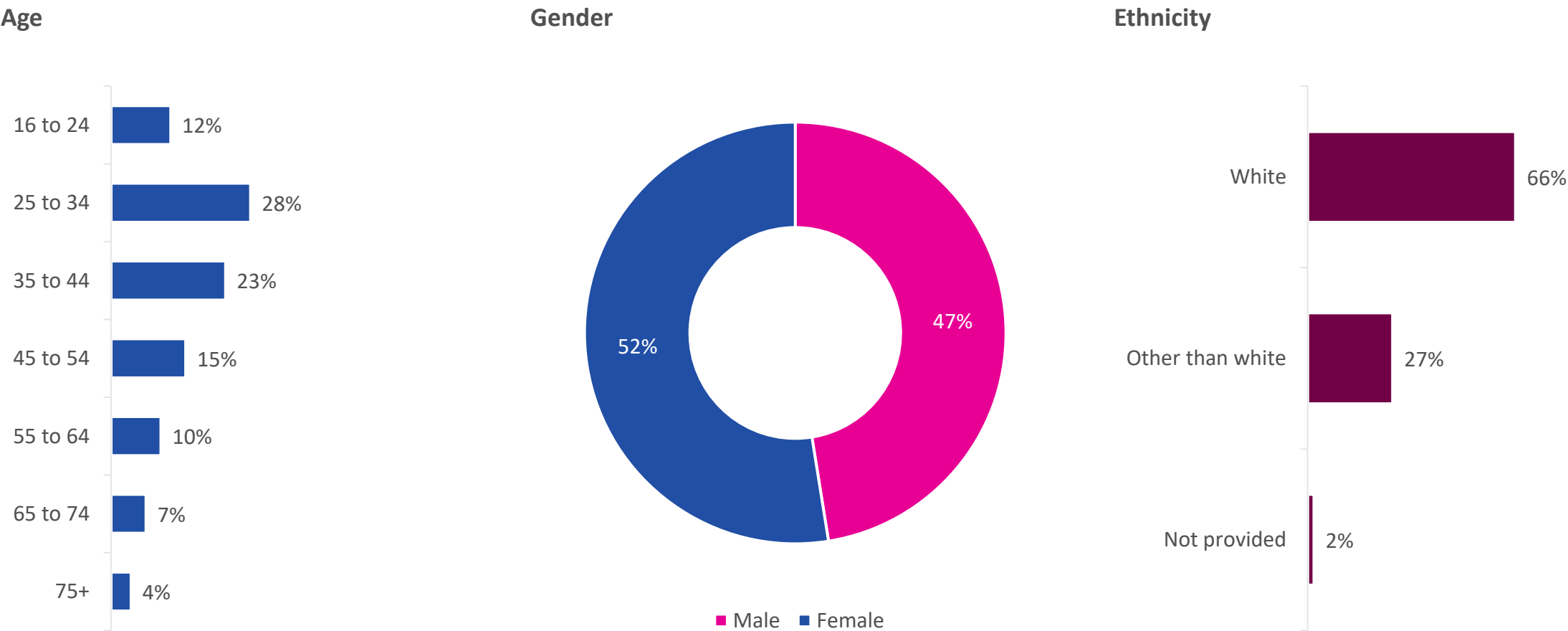




# Demographic Profile

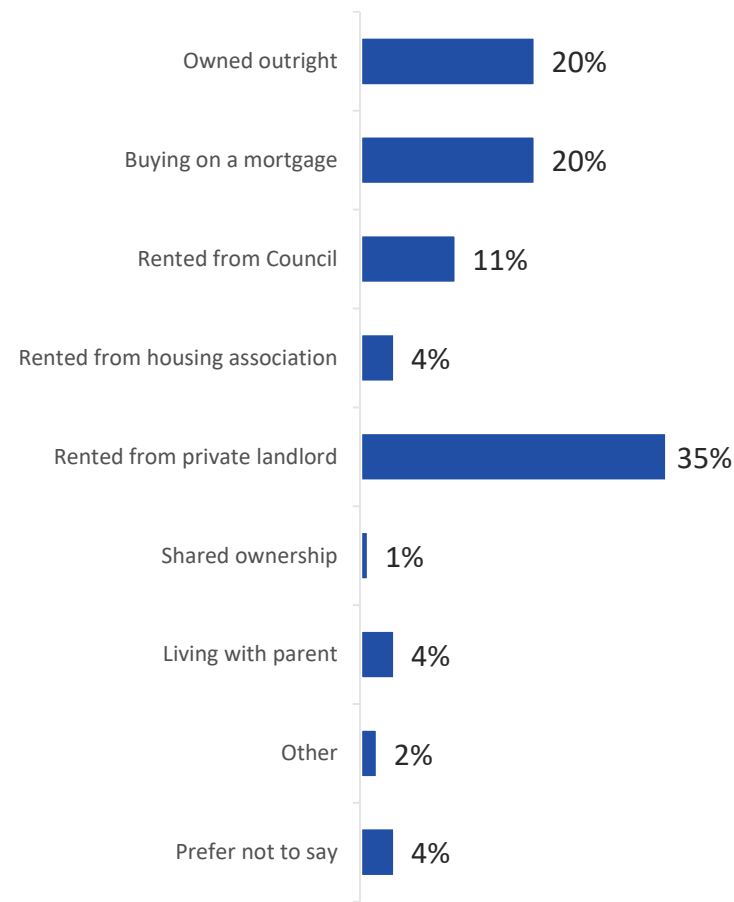
# Respondent Profile

Residents interviewed were broadly representative of the total Wandsworth population and weighted by ward, gender, age and ethnicity to correct for any over or under representation of any groups. The demographic profile of the residents once weighted is shown below and over subsequent slides.

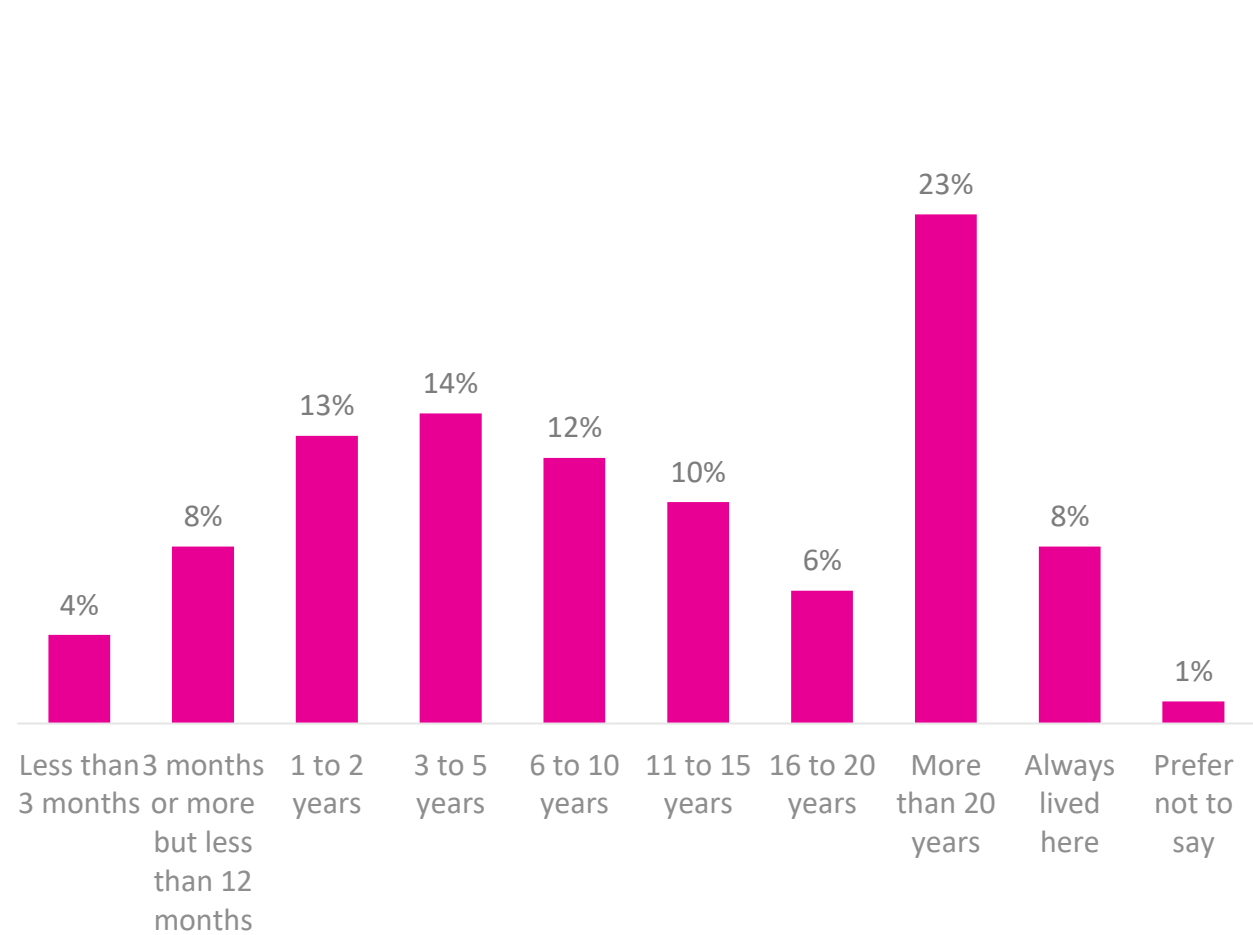


# Respondent Profile

Tenure

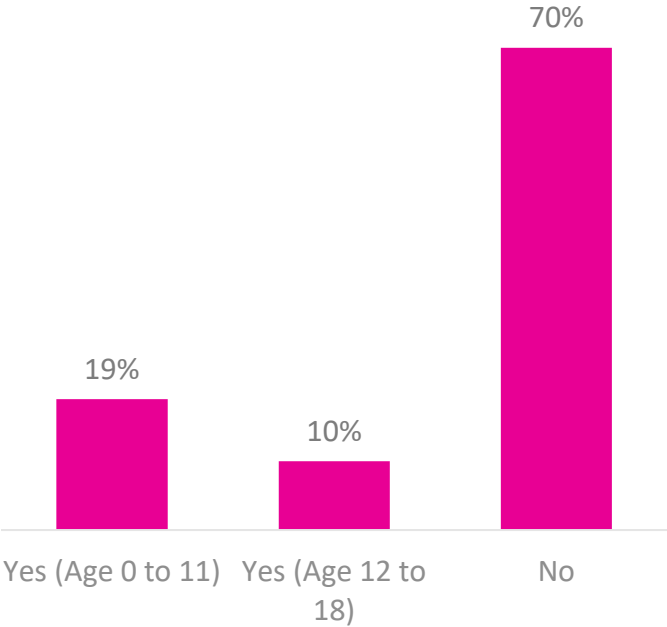


Time in borough

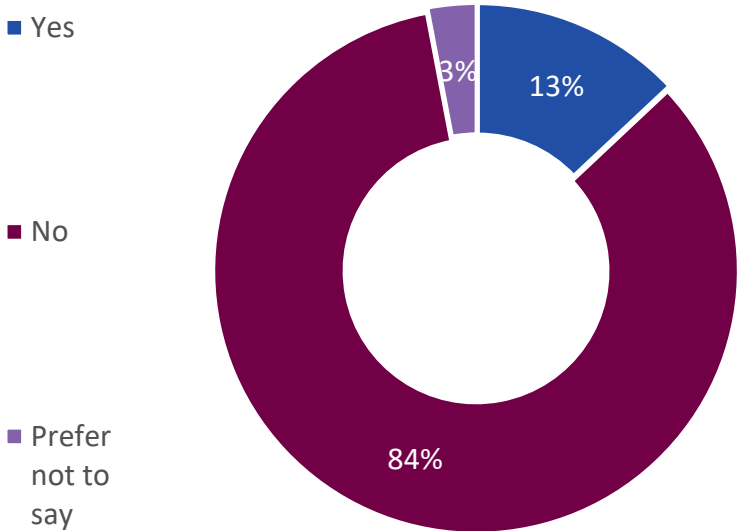


# Respondent Profile

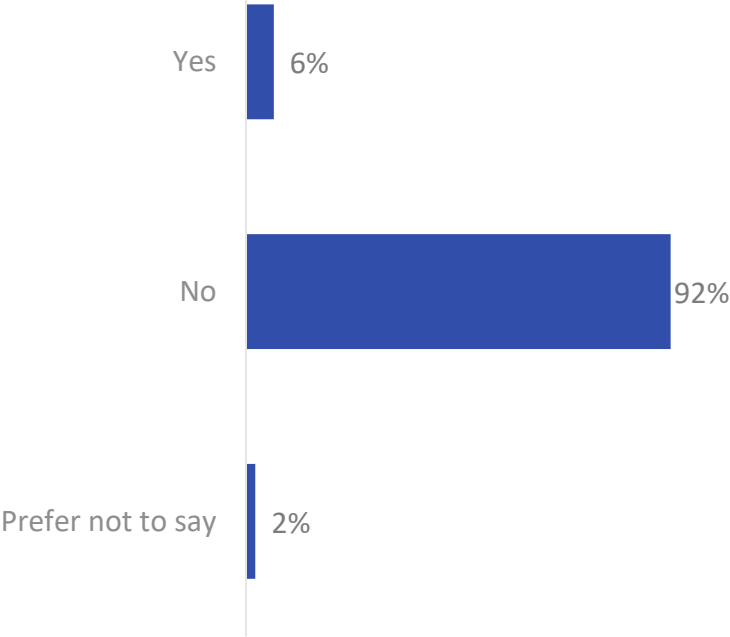
Parent

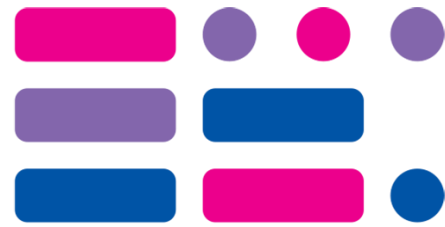


Disability



Carer





BMG

success decoded