



**Barking &  
Dagenham**

**Residents Survey  
2021**

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## Context

- The Residents Survey 2021 is the final survey year conducted by ORS (completion of a three-year contract).
- Due to the constraints of the contract, we were unable to ask questions outside of the contract agreement and therefore they remain the same as the 2019 survey.
- For the majority of questions, the Residents Survey 2019 is the latest comparator year due to the Residents Survey 2020 asking questions relating to the coronavirus pandemic.

# Methodology

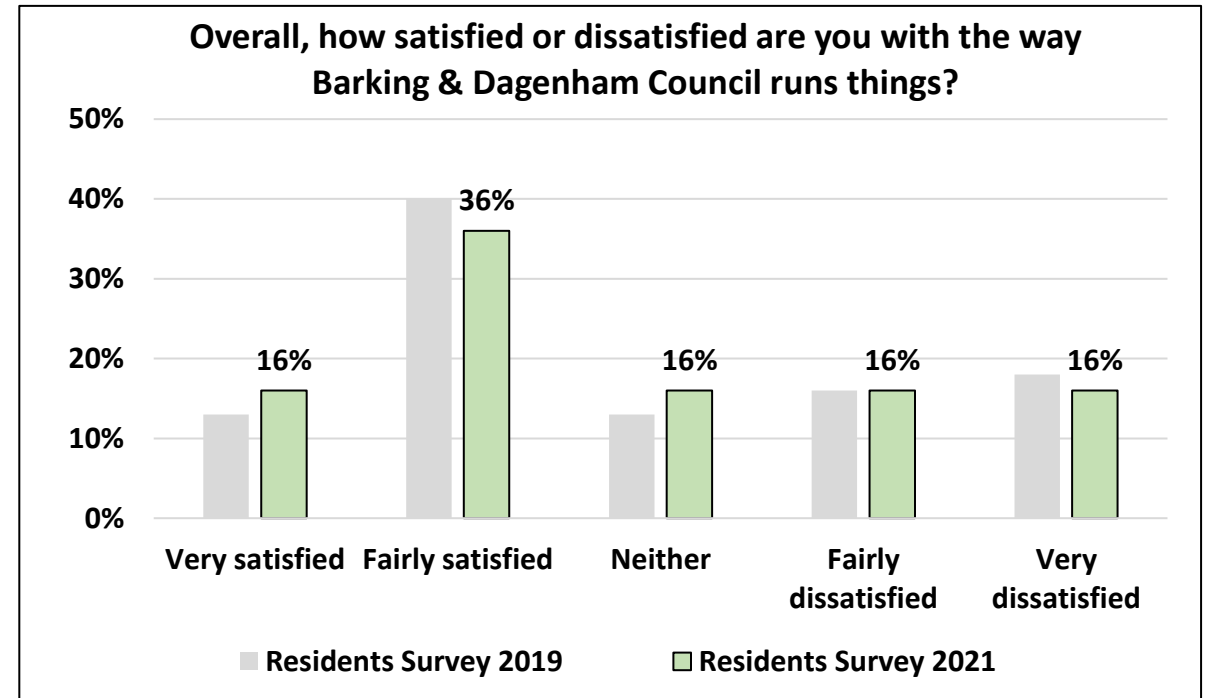
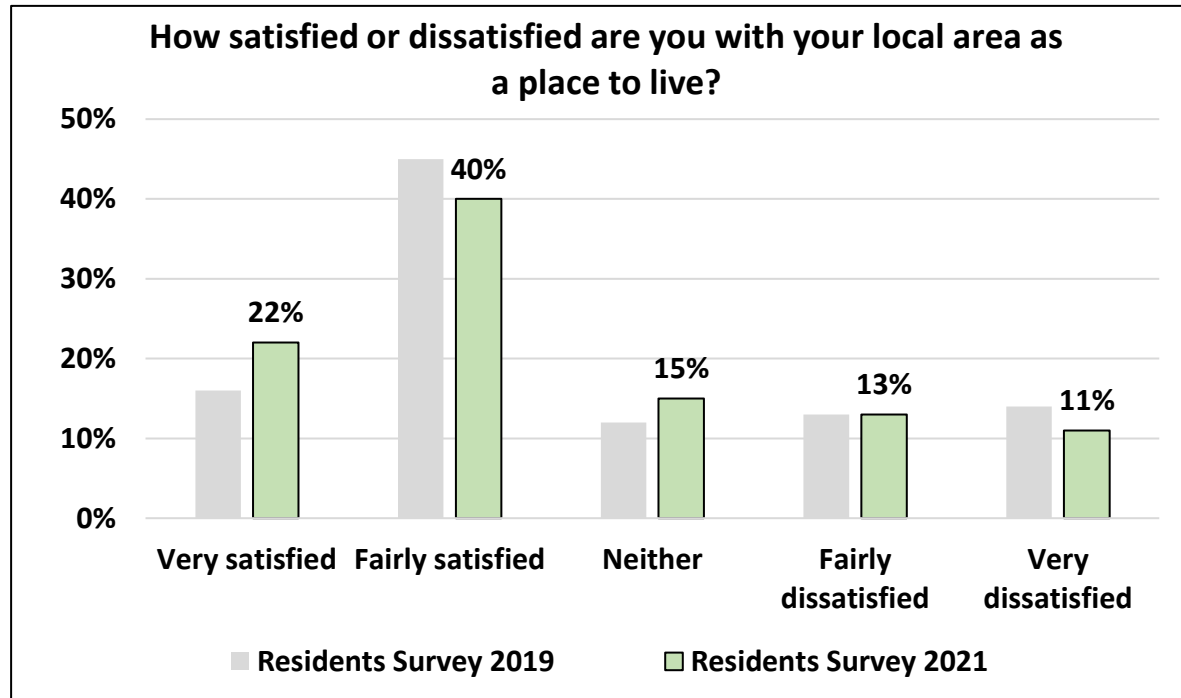
- 1,056 telephone interviews with local residents
  - All adults (18+)
  - Representative cross-section of local population
  - Approx. 20 minutes long
- Quotas set on age, gender, ethnicity and working status
- Fieldwork was conducted between 27th November 2021 and 27th March 2022
  - Fieldwork took much longer than previous years
  - Need to consider impact (changing national picture)

# The Local Council

Question		2016	2017	2018	2019	2021	2019 to 2021
<b>To what extent does the statement...</b>							
<b>'Is doing a good job' apply to your local Council?</b>	A great deal / To some extent	64%	64%	60%	57%	63%	+6%
	Not very much / Not at all	36%	36%	40%	43%	37%	-6%
<b>'Listens to concerns of local residents' apply to your local Council?</b>	A great deal / To some extent	54%	53%	47%	49%	49%	no change
	Not very much / Not at all	46%	47%	53%	51%	51%	no change
<b>'Acts on the concerns of local residents' apply to your local Council?</b>	A great deal / To some extent	52%	53%	44%	47%	48.5%	+1.5%
	Not very much / Not at all	48%	47%	56%	53%	51.5%	-1.5%
<b>'It is easy to access Council services' apply to your local Council?</b>	A great deal / To some extent	61%	61%	54%	56%	55%	-1%
	Not very much / Not at all	39%	39%	46%	44%	45%	+1%
<b>'Provides good value for money for the Council tax I pay' apply to your local Council?</b>	A great deal / To some extent	55%	53%	48%	45%	47%	+2%
	Not very much / Not at all	45%	47%	52%	55%	53%	-2%
<b>'Is making the local area a better place for people to live' apply to your local Council?</b>	A great deal / To some extent	61%	59%	52%	57%	61.5%	+4.5%
	Not very much / Not at all	39%	41%	48%	43%	38.5%	-4.5%

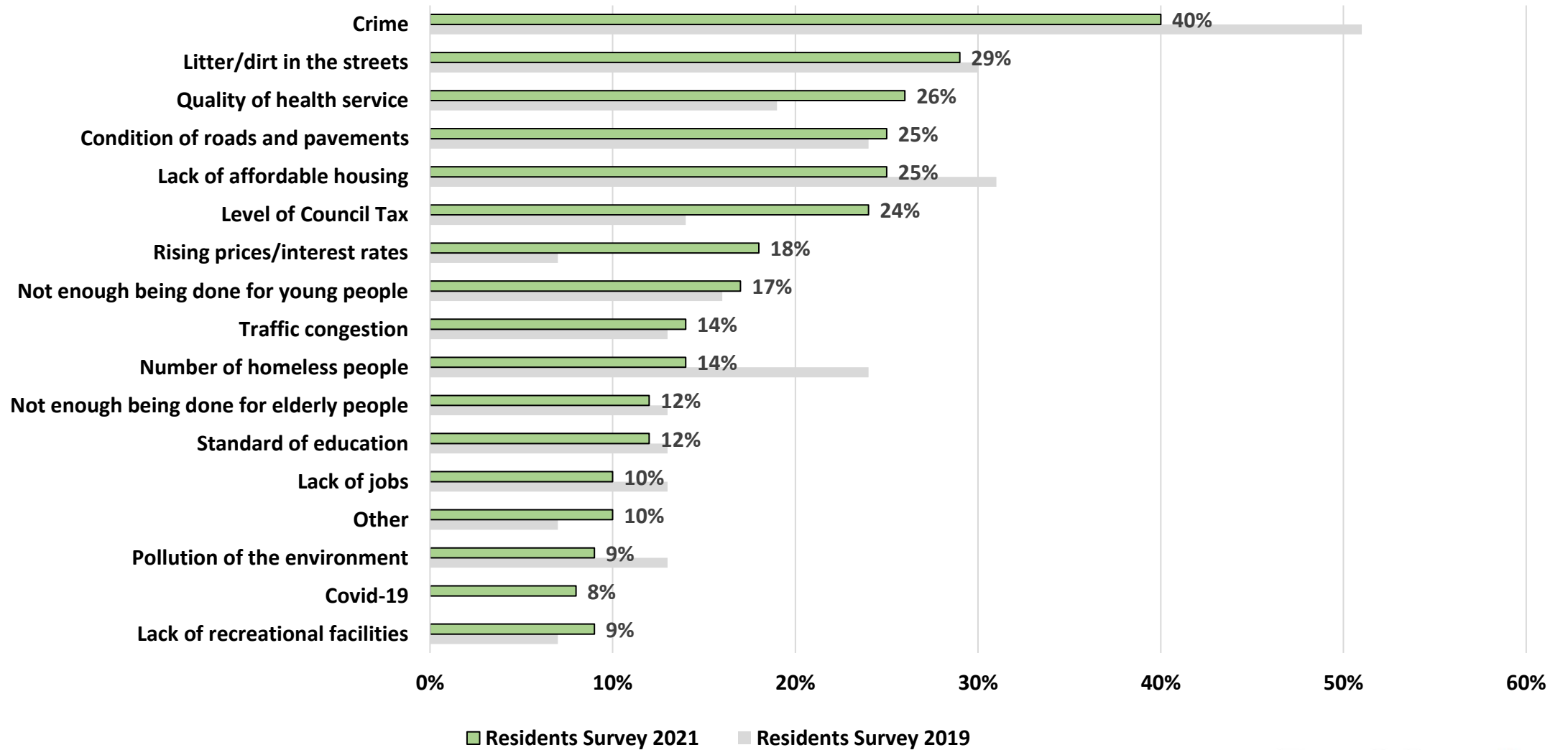
# Overall satisfaction

Question		2016	2017	2018	2019	2021	2019 to 2021
Overall, how satisfied or dissatisfied are you with your local area as a place to live?	Satisfied	64%	61%	60%	62%	62%	No change
	Dissatisfied	24%	25%	28%	26%	23%	-3%
Overall, how satisfied or dissatisfied are you with the way Barking & Dagenham Council runs things?	Satisfied	57%	58%	52%	53%	52%	-1%
	Dissatisfied	30%	31%	36%	35%	32%	-3%



# Personal Concerns

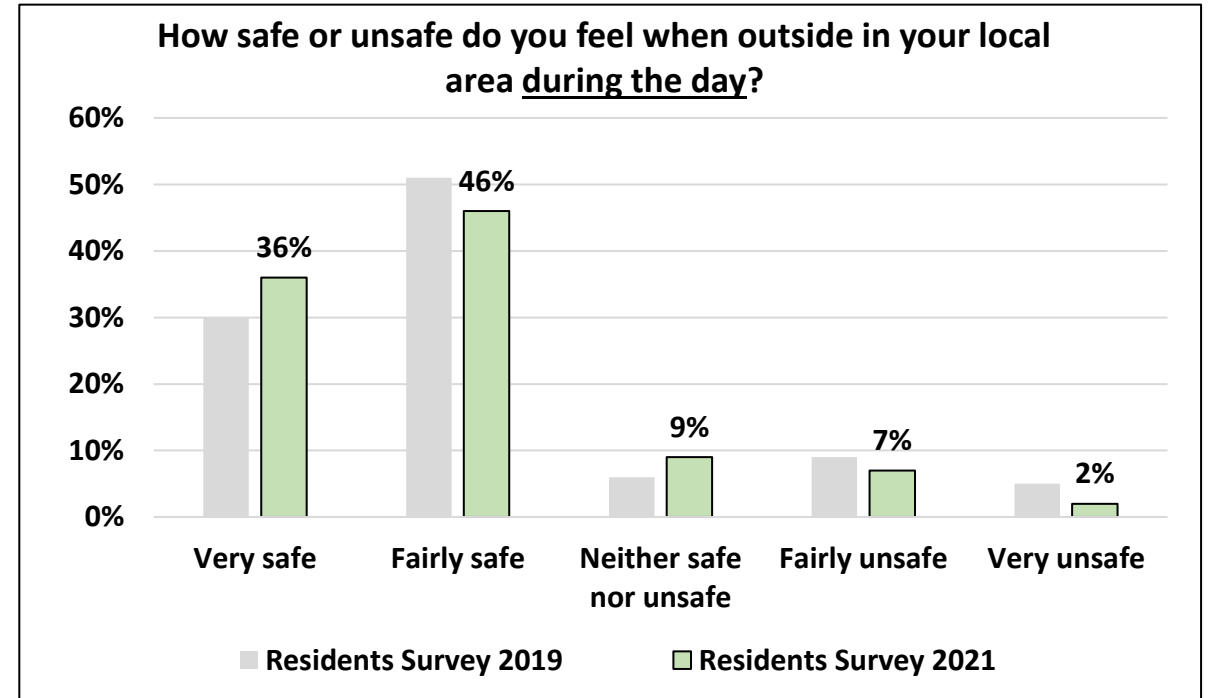
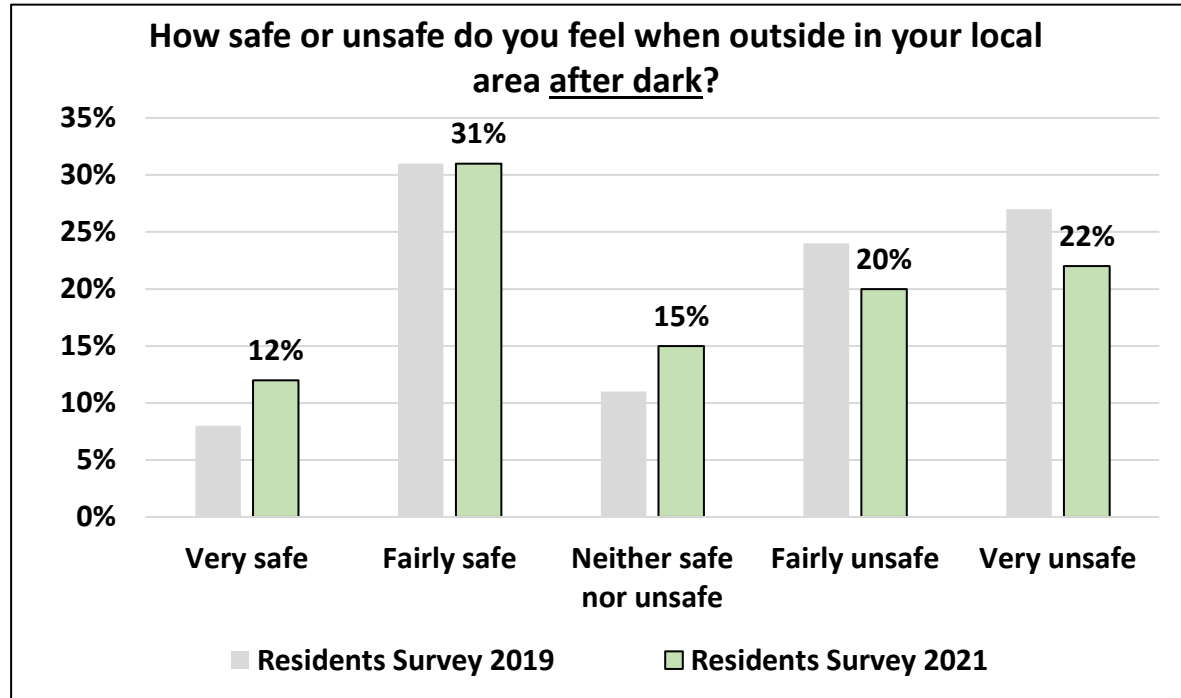
Which three things are you PERSONALLY most concerned about?



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# Community Safety

Question		2016	2017	2018	2019	2021	2019 to 2021
How safe or unsafe do you feel when outside in your local area <u>after dark</u> ?	Safe	49%	42%	35%	38%	43%	+5%
	Unsafe	47%	47%	56%	51%	42%	-9%
How safe or unsafe do you feel when outside in your local area <u>during the day</u> ?	Safe	85%	82%	79%	81%	82%	+1%
	Unsafe	13%	12%	15%	14%	9%	-5%



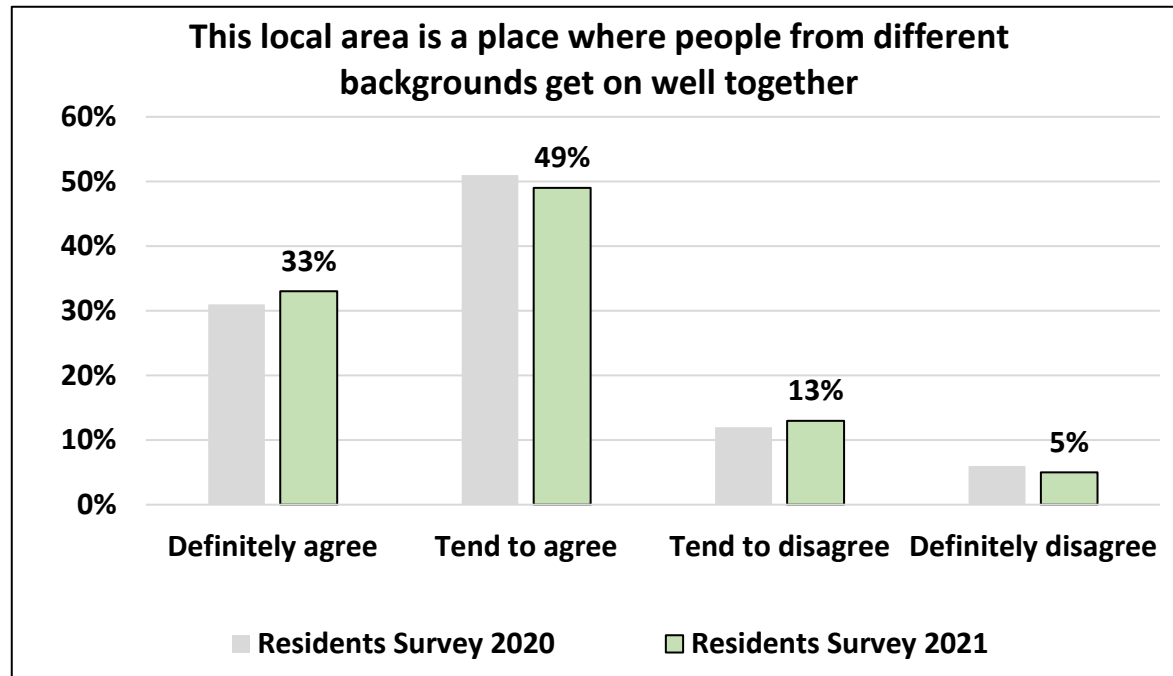
# How much of a problem are / is...

Question		2016	2017	2018	2019	2021	2019 to 2021
Rubbish or litter lying around?	Very / Fairly big problem	60%	58%	64%	66%	65%	-1%
	Not a very big / Not a problem at all	40%	42%	36%	34%	35%	+1%
Fly tipping?	Very / Fairly big problem	55%	53%	58%	57%	55%	-2%
	Not a very big / Not a problem at all	45%	47%	42%	43%	45%	+2%
Vandalism, graffiti and other deliberate damage to property or vehicles?	Very / Fairly big problem	39%	44%	41%	38%	32%	-6%
	Not a very big / Not a problem at all	60%	56%	58%	62%	68%	+6%
People using or dealing drugs?	Very / Fairly big problem	56%	57%	65%	62%	53%	-9%
	Not a very big / Not a problem at all	40%	39%	32%	38%	47%	+9%
People being drunk or rowdy in public places?	Very / Fairly big problem	42%	46%	49%	43%	36%	-7%
	Not a very big / Not a problem at all	56%	52%	50%	57%	64%	+7%
Noisy neighbours or loud parties?	Very / Fairly big problem	19%	24%	23%	17%	18%	+1%
	Not a very big / Not a problem at all	81%	76%	77%	83%	82%	-1%
Abandoned or burnt out cars?	Very / Fairly big problem	22%	23%	18%	18%	14%	-4%
	Not a very big / Not a problem at all	78%	75%	82%	82%	86%	+4%
Dog fouling?	Very / Fairly big problem	47%	41%	44%	41%	40%	-1%
	Not a very big / Not a problem at all	53%	58%	56%	59%	60%	+1%



# Your Community

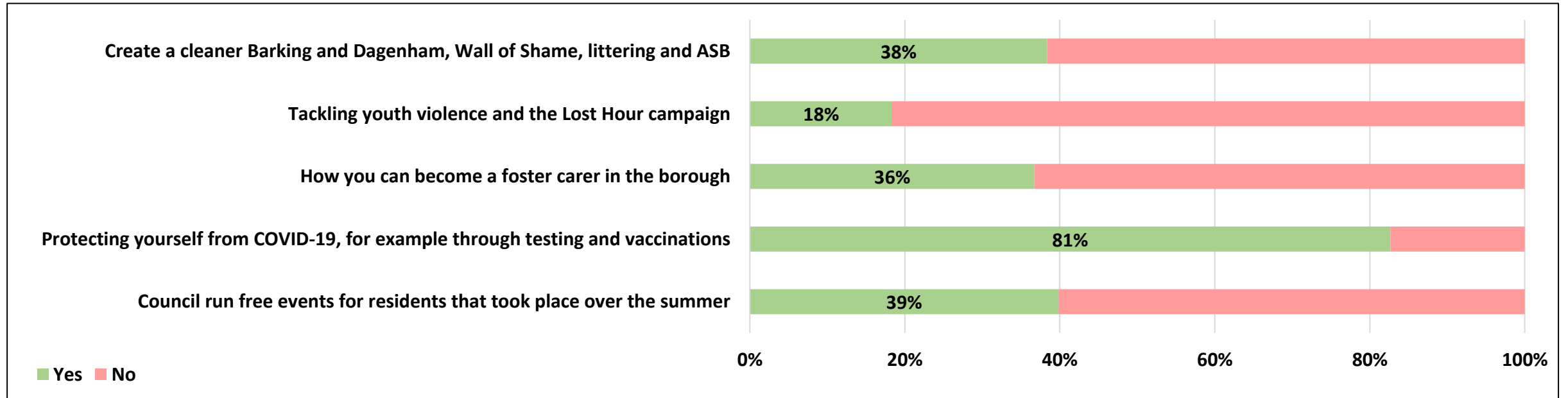
Question		2016	2017	2018	2019	2020	2021	2020 to 2021
Have you given any unpaid help to any group(s), club(s) or organisation(s) in the last 12 months	Yes	22%	23%	21%	22%	17%	19%	+2%
	No	78%	77%	78%	77%	82%	78%	-4%
I give unpaid help as an individual only and not through group(s), club(s) or organisation		0%	1%	1%	0%	1%	4%	+3%
To what extent do you agree that this local area is a place where people from different backgrounds get on well together?	Agree	73%	72%	73%	77%	82%	82%	No change
	Disagree	28%	27%	27%	23%	18%	18%	No change



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# Campaigns

The percentage of people who have seen or heard information about the following...	2020	2021	2019 to 2021
The work the Council is doing to create a cleaner Barking and Dagenham, including the Wall of Shame CCTV appeal to tackle fly-tipping, littering and anti-social behaviour	44%	38%	-6%
How the Council is tackling youth violence and the Lost Hour campaign, which asks parents to take more responsibility for their children and check in on them	25%	18%	-7%
Information about how you can become a foster carer in the borough	---	36%	---
Information from the Council about protecting yourself from COVID-19, for example through testing and vaccinations	---	81%	---
Information on Council run free events for residents that took place over the summer	54% (2019)	39%	-15%



## ORS Residents Survey 2021 - In summary

- Perception of the Council has improved across most areas. Satisfaction with access to Council services saw a minimal decline of 1%.
- The percentage of residents who are mostly concerned about crime has reduced by 11% (51% to 40%) over the past two years.
- The percentage of residents with concerns about rising prices and interest rates has increased the most from 7% to 18%, alongside the level of council tax from 14% to 24%.
- Feelings of safety have improved, with the percentage of residents stating they feel unsafe now at the lowest levels since first asked in the Residents Survey in 2016.
- Other than noisy neighbours, problems associated with community safety and ASB have become less of a concern for residents.
- Awareness of the Council's COVID-19 campaigns are exceptionally high amongst residents.