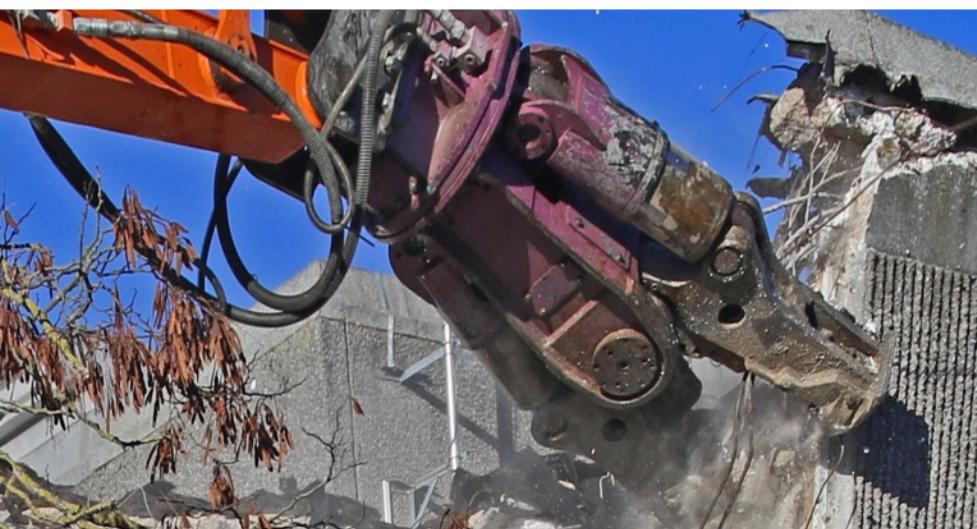


# EALING RESIDENTS' ASSOCIATIONS

# THE STATE OF EALING

A SURVEY OF  
RESIDENTS'  
VIEWS 2021



APRIL 2022

 **EALING  
MATTERS**

 **STOP THE TOWERS**

**SAVE  
GURNELL**

 **DCA**  
Draytons Community Association

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## 1.1 INTRODUCTION

### 1.1 Background

The last residents survey<sup>1</sup> conducted by Ealing Council took place over three years ago, at the end of 2018. With local elections due in May, a number of residents' associations (Ealing Matters, Stop the Towers, Save Gurnell and Draytons Community Association) came together as Ealing Residents' Associations (ERA) to conduct their own survey of Ealing's adult residents and their perceptions of living in Ealing at the end of 2021.

The launch of ERA's survey coincided with that of Ealing Council's *Shaping Ealing* survey, which will provide input to the draft Local Plan. This is timely as it will allow the findings of the two surveys to be compared, and differences highlighted and discussed.

### 1.2 Objectives

The main objectives of the survey were:

- To measure adult resident attitudes towards living in Ealing in order to identify issues of concern to residents with respect to Ealing Council;
- To prioritise those concerns at town/ward level.

### 1.3 Method and sample

#### **Method**

The survey used SurveyMonkey, an online survey tool, as the most cost-effective way of conducting a resident-led survey.

Recruitment was either by email invitation from the individual ERA groups to their mailing lists or by posts placed on identified community Facebook pages across the borough. Via its members ERA also made personal contact with groups working with harder-to-reach residents, e.g. council and social housing tenants, asking them to publicise the survey on ERA's behalf.

The first recruitment drive took place w/commencing November 15 2021. This was followed by a second recruitment drive w/commencing November 29 2021. The survey closed on January 1 2022.

#### **Sample**

It should be borne in mind that SurveyMonkey samples are to a great extent self-selecting, i.e. there is a limit to how much the sample can be controlled in terms of its representativity. *Section 3: Profile of Sample* compares ERA's achieved sample profile with

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<sup>1</sup> Ealing Council's Residents Survey 2018 was conducted by BMG Research, an independent market research agency. The survey was conducted between November and December 2018 and comprised a representative sample of 1,253 Ealing residents aged 18 and over. Interviews were carried out face-to-face at the doorstep across the borough at randomly selected locations. Quotas were set by age, gender and ethnicity within each ward, and the data were then weighted to ensure the results were representative of the borough's adult population. The only findings available on the Council's website are described as top line, and these do not include any analysis of sample or town/ward level data.

representative profiles of the borough taken from external sources. A more detailed sample profile is contained in Appendix A.

Respondents were required to indicate the ward where they live<sup>2</sup>, and a link to the relevant page on the Council's website was provided for those who were unsure. Only those who provided this information were able to complete the main (attitudinal) part of the survey.

## **1.4 Questionnaire**

A print version of the questionnaire including how filters were applied is contained in Appendix B. The filters were not visible in the online version.

Points to note regarding the questionnaire and interview management are as follows:

- The survey consisted predominantly of closed questions to facilitate analysis, given the size of the anticipated sample. Two open-ended questions (Q6 and Q20) allowed respondents to give answers in their own words.
- The survey required an answer to each closed question before respondents could progress to the next question. This was not the case for the two open-ended questions.
- Given the large number of statements to be assessed at Q5 (the central question of the survey), and in order to eliminate order bias in respondent answers, the statements at this question were shuffled, so that each respondent saw them in a different order.

The survey was set to accept only one response from any given device. The average time taken to complete the survey by all who started it was 6 minutes and 9 seconds.

## **1.5 Analysis**

The report comprises the following sections:

1. Introduction
2. Summary
3. Profile of sample
4. Resident experience of living in Ealing
5. Ealing Council engagement with residents
6. Satisfaction with Ealing Council

Questions are analysed in total and, where relevant, by town, age and housing tenure of respondents, membership of resident/tenant association or community group and level of satisfaction with Ealing Council. Summary tables are included in Appendix C.

All those answering each question are included in the analysis of that question, even if they did not complete the full survey. For this reason, the base number of respondents attached to each question varies.

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<sup>2</sup> Ward data are based on the boundaries and population figures applicable in the 2018 elections. These are changing for the 2022 local elections. As well as the existing boundaries the changes will include the creation of a completely new ward and an additional councillor seat in Southall, taking the total number of councillors in the borough from 69 to 70.

Answers to the open-ended questions (from 648 respondents at Q6 and from 609 at Q20) were included to illustrate the quantitative findings of Sections 4, 5 and 6 as appropriate. Given that what a respondent wrote might range over a number of different topics, their comments may appear under a number of different themes. As there was considerable overlap between individual respondents' answers at Q6 and Q20, these questions have been analysed as one rather than separately.

## **2. SUMMARY OF FINDINGS**

### **2.1 Who took part in the ERA survey?**

- 1,292 Ealing residents aged 18+ completed the ERA survey in full.
- Based on a comparison of those who completed the survey with external sources, the sample was not representative of Ealing's adult population as a whole.
- Residents of Ealing (58% of respondents compared with 27% of the borough's adult population as a whole) and Hanwell (36% vs 9%), people aged 45+ (85% of the sample vs 50%) and owner occupiers (88% vs. 42% of housing stock) were over-represented. Conversely the sample severely under-represented residents of Southall (3% vs 23%), the 18-24 and 25-34 age groups (4% vs. 29%) and residents in social rented (7% vs. 20%) and private rented accommodation (5% vs. 38%).
- Even if not representative of residents of the London Borough of Ealing as a whole, this survey reports the opinions of significant sections of the community, and it would be a mistake to discount what they say.

### **2.2 The experience of living in Ealing**

- Respondents were asked how happy they were with 19 different aspects of living in Ealing. These primarily covered the range of activities and services over which Ealing Council has some or all of the decision-making power.
- Only three of the items achieved a positive balance of opinion, compared with the remaining 16, which were judged negatively by the majority of respondents.

#### ***Development and planning***

- Virtually all respondents had an opinion on 'the overall amount of development going on' (97%) and the 'height and scale of development on individual sites' (96%). Not only were nine out of ten of them unhappy with these aspects of living in Ealing, but the vast majority were 'not happy at all' (71% and 79% respectively).
- 87% of respondents had an opinion on 'respect for and enforcement of the planning rules', and they were similarly negative with 68% 'not happy at all'.
- There were more than 400 spontaneous comments on development and planning, only six of which were positive. In addition to concerns about the amount and scale of development, respondents felt that these large-scale new builds were aimed at foreign investors rather than catering for local need. The Council (including the planning department and the planning committee) was heavily criticised for ignoring local objections and for being in bed with developers or worse, as well as for lacking a longer-term vision or strategy for the development of the borough.
- These developments were perceived as having a negative effect on the fabric of Ealing. They were felt to be out of keeping in terms of scale and design with neighbouring buildings and often entailed the demolition of familiar landmarks, destroying the appearance of the borough, erasing its reputation as the Queen of (the) Suburbs and marking an unwanted shift from a suburban to an urban landscape.

- They were also considered to be detrimental to the quality of life of existing residents. There were complaints about the stress of never-ending building work, overcrowding caused by the influx of new residents, a lack of additional services and social infrastructure to cater for population growth and the gradual loss of community spirit due to the increasingly transient population. Such was the impact of these pressures that a number of long-term residents could see no other option but to move out of the borough.

### ***Preservation of Ealing's character and heritage assets***

- Of the 94% of respondents who had an opinion, four out of five (80%) were unhappy with this aspect of living in Ealing, with 55% 'not happy at all'.
- There were around 100 spontaneous comments on this subject. These observed the negative effects of the development frenzy of recent years, describing the borough as 'blighted', 'ravaged', 'changing dramatically' and more. There was a strong sense of loss in terms of what had made Ealing unique and a good place to live, and of the soullessness left behind. Many perceived the Council to be actively responsible for this.

### ***Traffic management***

- More than nine out of ten (91%) respondents expressed an opinion about traffic management. Among these, 85% were unhappy, with 61% 'not happy at all'.
- There were more than 150 spontaneous comments on this topic. The majority of these related to Low Traffic Neighbourhoods (LTNs)<sup>3</sup>, and were a mix of those who favoured the schemes and those against. Both groups criticised the Council for the way in which the LTNs had been implemented. Specific complaints were the lack of consultation and poor communication with residents before they were installed, and poor administration afterwards.
- There were also complaints about excessive traffic volumes (perceived to be increasing), the borough-wide 20mph speed limit, in terms of poor enforcement and the additional traffic and pollution when applied to major roads, the lack of segregated cycle lanes, neglect of pedestrian needs and the proliferation of fast moving, rule breaking delivery motorbikes and scooters and the dangers they pose .

### ***Highways management***

- Virtually all respondents (98%) had an opinion on highways management, which included street lighting, street cleaning, pavements and roadworks. While almost three-quarters of those with an opinion were unhappy with this aspect of living in Ealing, far fewer respondents were 'not happy at all' (36%) than with traffic management
- There were around 90 spontaneous comments on this topic, most of them critical. Respondents complained primarily about dirty, unswept streets full of litter, rubbish, and, as this survey took place in the autumn, fallen leaves.

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<sup>3</sup> This was no doubt partly due to the fact that they were given as an example of traffic management measures in the questionnaire, and partly as the experimental LTNs installed in 2020 had been so controversial.

- Pavements were criticised for being uneven, poorly maintained, broken and a trip hazard, with wheelchair users particularly badly affected. Apart from the surface quality of pavements, there were also complaints about the obstructions faced by pedestrians in navigating them (e.g. sandwich boards, traders' stalls, e-scooter parking etc.).
- Roads were criticised for potholes and seemingly constant roadworks, combined with the poor quality of repair and a lack of resurfacing, poor signage, poor street lighting and a lack of on-street vehicle charging facilities.

### ***Environmental quality***

- 94% of respondents had an opinion on this aspect of living in Ealing, which included air quality, noise and pollution. Two-thirds of these were unhappy with the environmental quality of Ealing, with a quarter of respondents 'not happy at all'.
- This topic attracted around 40 spontaneous comments, the largest number being about the air and noise pollution arising from building work in Acton, and, notably, the Horn Lane cement works. There were also concerns about air pollution from traffic, which was thought to be on the increase due to the rate of new housing development.
- Noise pollution, whether from helicopters, fireworks or loud music was also felt to be increasing. Other issues were pollution of the River Brent, deteriorating rain water drainage, the failure to re-plant street trees and the general grubbiness of many parts of the borough.

### ***Community facilities***

- Community facilities are wide ranging in scope. The questionnaire included examples such as libraries, parks, sports and leisure and youth centres. 96% of all respondents had an opinion on community facilities in the borough, and two-thirds were unhappy overall, with one-third 'not happy at all'.
- There were 175 spontaneous comments about community facilities, the greatest number for any single aspect of living in Ealing. There was a widespread perception that, as a whole, they are inadequate and that availability has deteriorated over time, while the influx of new residents was felt to be intensifying the demand on already over-stretched and under-resourced resources.
- Gurnell Leisure Centre alone attracted 60 comments. There was real anger at its closure from people who had used it and who saw it as a huge loss to the community that would negatively affect people's health and wellbeing from young to old. The blame was laid squarely at the door of the Council with many respondents demanding that the facility be refurbished and re-opened to the public.
- There were more than 50 spontaneous comments about the borough's parks and open spaces. Among all of Ealing's community facilities, respondents from many different parts of the borough singled out parks (and the team that manages them) as one that merited praise. That said, there were both positive and negative views about park maintenance, and problems with overcrowding, partly due to Covid-19, but also to the number of residents moving into new developments with scant on-site amenity space. There was criticism of the loss of open space to development, with respondents concerned not to lose it and keen to see it protected by the Council.



- The loss of libraries was variously described as ‘heartbreaking’ and ‘depressing’ for the detrimental effect it had on the community as a whole, and the different groups within it. While respondents from the central Ealing wards were happy about the prospect of a new cinema in the town centre, they were deeply unimpressed by the time taken to deliver it, and some questioned whether it would actually materialise. Other facilities mentioned were the lack of space or Council support for arts and culture, the disposal of assets such as the Victoria Hall and the need for venues and activities for young people.
- The survey recorded almost 60 spontaneous comments about the borough’s town centres. Most criticised them as being dirty and shabby compared with how they had been in the past. The Metropolitan Town Centre came in for particular criticism from Ealing and Hanwell residents regarding the deteriorating choice and quality of shopping facilities, notably in West Ealing. Respondents held the Council in part responsible for the deterioration, believing that it should do more to encourage and help local businesses to set up in the town centres.

### ***Parking management***

- 88% of respondents expressed an opinion on parking management. Two-thirds of them were unhappy with the service, with more than a third of respondents ‘not happy at all’.
- There were around 40 spontaneous comments on this topic. The most common related to insufficient parking provision, linked in part to the displacement of local resident vehicles by the occupants of new developments where parking is heavily restricted. In addition, there were criticisms of parking restrictions, parking rules and enforcement, parking services and costs and the need for special consideration for those who needed to be transported by car.

### ***Local action on climate change***

- 70% of respondents gave their opinion on local action on climate change. Among those who did, almost three-quarters (72%) were unhappy, with 29% ‘not happy at all’.
- There were around 30 comments on this topic. While the Council’s climate emergency strategy was welcomed, there were concerns about its robustness in terms of what it can achieve, whether it is sufficiently well funded and how future proofed it is, as well as a certain degree of cynicism as to the Council’s intentions.
- There were also perceived inconsistencies within the strategy itself, such as the failure to consider embodied carbon in buildings or to incorporate climate-friendly technologies into new builds, the continued reliance on cars for transport and the contradiction between cutting down mature trees in some places and planting in others.

### ***Maintenance of social housing and surrounding areas***

- Just over half (52%) of all respondents had a view about the maintenance of social housing and surrounding areas in Ealing. This figure rose to 92% of the social housing tenants in our sample. Of those with an opinion, more than four out of five (81%) were unhappy with it, and just under half of these (39%) were ‘not happy at all’. No doubt due to the small number of social housing tenants in our sample, spontaneous comments associated with this aspect of living in Ealing were minimal.

### ***Ease of finding housing I can afford***

- This statement was deliberately phrased to be relevant to those directly affected by the availability of affordable housing. Just under 49% of respondents expressed an opinion, and among these two-thirds (67%) were unhappy, with 38% 'not happy at all'.
- There were just over 60 comments on this topic. Expectations were that council/social housing should serve local residents on low to average incomes, especially those on the Council's housing waiting list, but there was a perceived mismatch between what is being built and what local people actually need. Some respondents commented about being priced out of the borough, and there were accusations of social cleansing.

### ***Social care and family support***

- Only just over a quarter of the total sample offered an opinion on residential and in-home social care or family support – 26% each for residential and in-home care, and 27% for family support. Those who had an opinion were consistently more likely to be unhappy than happy with these services (75%, 73% and 69% respectively). Respondents were more likely to be 'not happy at all' with in-home and residential care (40% and 37% respectively) than with family support services (29%). There were very few spontaneous comments on any of these topics.

### ***Waste management and recycling***

- 97% of respondents gave an opinion on waste management and recycling in the borough. 67% of these were happy with the service, with more than half (53%) 'quite happy'.
- Among the 40 or so spontaneous comments, around a third were critical of the closure of the Stirling Road recycling centre in Acton. Comments about street collections were more likely to be positive than negative, although there were one or two complaints about the inability of flat dwellers to recycle (particularly food waste) and the failure to collect bulk items on time. Charges, both generally and specifically those at recycling centres were unpopular and thought to lead to fly tipping. The need for more bins and recycling points in the public realm was also mentioned.

### ***Ease of access to a family doctor/GP***

- 96% of respondents had an opinion on ease of access to a GP. 57% of them were happy with this service, with 43% 'quite happy'.
- Only one or two of the small number of spontaneous comments about this aspect of living in Ealing were about being unable to get a GP appointment. The rest related to health services more broadly, e.g. hospitals stretched and under threat of closure, a lack of smaller healthcare centres, inadequate mental health and addiction services, a lack of dentists and specialist counselling services for abused women.

### ***Schools***

- Just over half of respondents (53%) had an opinion about schools in Ealing. Those who did were predominantly happy (75% overall), with 58% 'quite happy'.
- Although small in number, the spontaneous comments about schools suggested the quality of education provided across the borough varies.

### ***Crime and anti-social behaviour***

- This aspect of living in Ealing was not quantified in the survey, but nevertheless attracted around 150 spontaneous comments.
- Crime was widely perceived to have increased across the borough, and included fly tipping, car/bicycle/catalytic converter theft, street theft, burglary, muggings, knife crime, drug dealing and abuse, e-scooters and dog stealing. There were also multiple mentions of anti-social behaviour, such as street drinking, begging, littering, fireworks and dog fouling. Concern was expressed that Ealing's streets are unsafe, in part due to poor street lighting at night.
- Respondents also complained of the lack of a visible police presence on the streets and the lack of follow-up when crime is reported.

## **2.3 Ealing Council engagement with residents**

- The survey asked a series of questions about Ealing Council's engagement with its residents. These looked separately at engagement with residents by the Council and resident-initiated contact with the Council and councillors.

### ***Engagement by Ealing Council with residents***

- Respondents were asked how happy they were with Ealing Council's engagement with residents. 93% of these voiced an opinion on this topic, and 86% of these were unhappy with this aspect of living in the borough, with more than half (60%) 'not happy at all'.
- There were almost 70 spontaneous comments on this topic. One or two were sympathetic towards the Council in terms of the lack of resources available to it and the demands placed upon it by the pandemic. However, most were negative.
- The Council was criticised for its perceived failure to communicate and engage with residents about its policies, notably in relation to the huge amount of development going on. The change in leadership was generally not felt to have changed this situation. There was cynicism about the Council's consultations. The outcomes of these were felt to be a foregone conclusion, with residents' contributions ignored and the Council pursuing its own agenda. There were also negative comments about the Council's other communication tools such as the *Around Ealing* magazine and its website.
- Roughly two-thirds (64%) knew who at least one of their ward councillors was, but only half of these (31%) knew all of them.
- Respondent comments reflected general dissatisfaction with the lack of engagement between ward councillors and their residents. With one or two exceptions councillors were criticised for being remote (apart from at election time), out of touch with their

electorate, complacent and unhelpful. This was not helped by a reduction in the opportunities to engage. The suspension of ward forums and councillor surgeries, and the absence of councillor telephone numbers on the Council's website were all mentioned as contributing to the sense of remoteness.

### ***Resident initiated contact with Ealing Council***

- Around two-thirds (68%) of respondents had contacted the Council during the preceding 12 months. Among these the most common reasons for their most recent contact were 'to report a problem' (30%), 'to comment on a planning application' (22%) or 'to find out about, arrange or pay for a service' (21%). Only 37% were satisfied with their most recent contact while 61% were not.
- There were 85 comments about contacting the Council. Many of these were about the difficulty of getting in contact, in particular the difficulty of reaching the appropriate department by telephone, despite this being by far the preferred method of contact among respondents in Ealing's 2018 residents' survey. There were specific complaints about long response times (and the attendant cost of calls), getting cut off, poor service from call handlers and unanswered messages. Respondents were also deeply critical of the Council's website for being user unfriendly, difficult to navigate and failing to deal with accessibility issues, the failure to respond to emails and letters, and the impossibility of speaking to council staff face to face.
- Other criticisms about contacting the Council focused on poor customer service, which meant either a failure to respond at all, to resolve the issue raised or to deal with complaints in a timely manner.
- A much smaller number of respondents had contacted any of their ward councillors during the preceding 12 months (32%), 80% of these doing so by email.
- Almost two-thirds (62%) of those making contact had received a prompt response, but a further 14% had had to make contact more than once to get a reply, and a quarter (24%) had not received any response at all. Among all who had received a response, most were satisfied (72%) whether or not they had achieved what they had wanted to do.
- Many who commented spontaneously on this topic criticised the failure of councillors to respond to residents. With one or two notable exceptions, the situation was perceived to have worsened over time. Where councillors did respond, their answers were sometimes felt to be incomplete, too generic or failed to resolve the issue.

## **2.4 Satisfaction with Ealing Council**

- More than four of five respondents in our survey (84%) were dissatisfied with Ealing Council, with almost half of the total (49%) claiming to be 'not at all satisfied'.
- Asked to compare their level of satisfaction with Ealing Council now with five years previously, three-quarters (74%) of those who had lived in the borough over the period were less satisfied by the end of 2021 than before.
- Among the more than 200 spontaneous comments expressing general views of the Council, a small number made allowances for their performance in the context of budget cuts imposed by central Government.

- However, most were very critical. By far the most common complaint was the Council's perceived failure to listen to its residents and the lack of respect and concern for residents' needs that this implied. It was also criticised for being incompetent and inefficient, and lacking the skills needed to provide services effectively. The Council was also considered by some to be divisive in its dealings with the community, focused on revenue generation to the detriment of residents, self-interested, if not corrupt, and lacking any sense of vision for the borough.
- A considerable number of complaints were targeted specifically at the ruling party and how it uses its power. Some questioned whether Ealing's elected representatives have the best interests of the borough at heart, and there was uncertainty as to whether the recent change in leadership heralds a real change in culture.

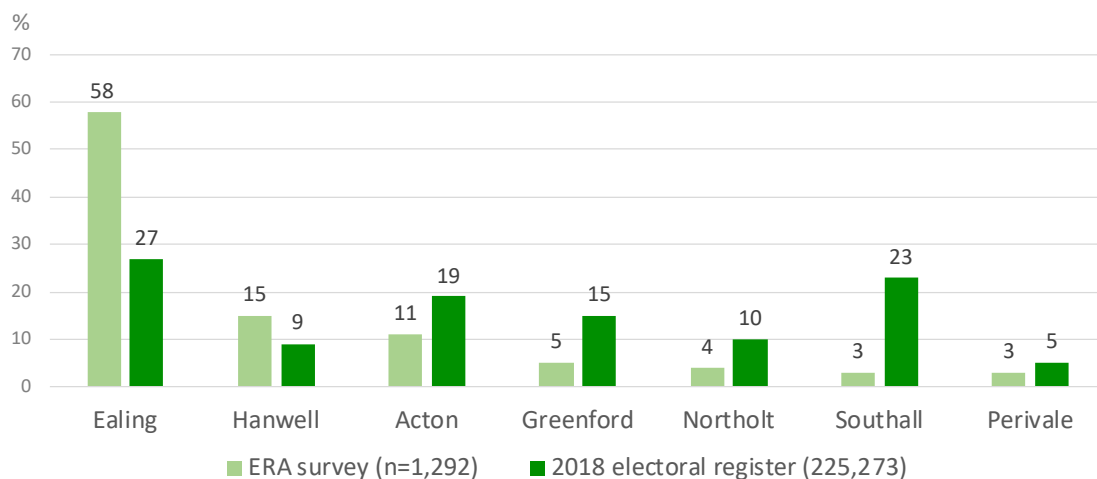
### 3. WHO TOOK PART IN THE ERA SURVEY?

1,645 people started the survey, but not all reached the end. There were 1,292 complete responses, and the sample profile discussed here is based on those.

#### 3.1 Town and ward

The survey generated responses from each of the 23 wards in the borough. However, some areas were considerably over-represented, and others under-represented when compared with the numbers on the 2018 electoral register, as shown in the chart below.

#### Sample profile by town



Q4 Which ward do you live in?  
(If you don't know your ward, go to [www.ealing.gov.uk/councillors/search](http://www.ealing.gov.uk/councillors/search) and enter your postcode.)

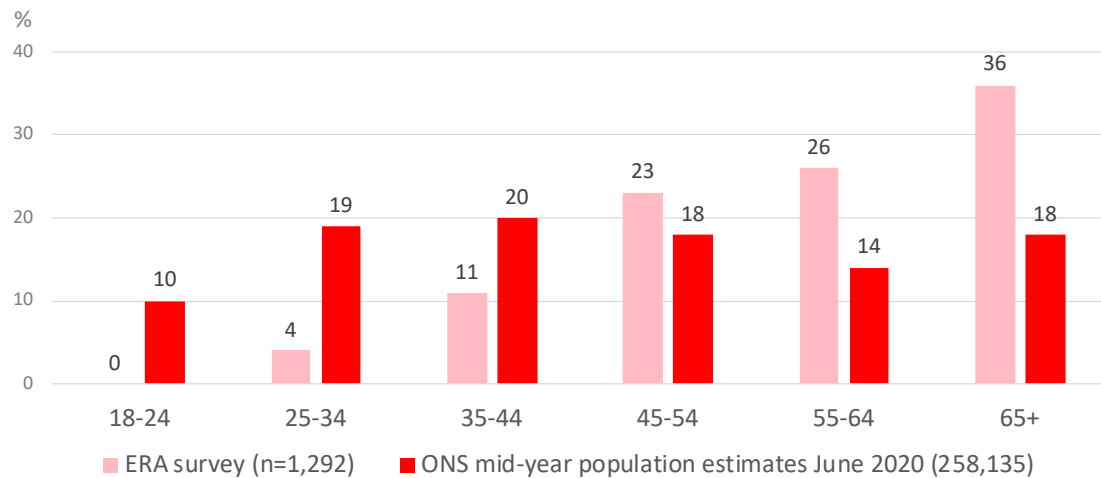
Ealing and Hanwell residents made up a disproportionately high share of the sample. This was especially true of the Cleveland, Ealing Broadway and Northfield wards, all of which accounted for two or three times more interviews than might have been expected from their share of voters on the electoral register.

All five of the other towns, but particularly Southall, were under-represented in our sample. Despite repeated efforts to encourage Southall residents to fill in the survey, only 3% of the sample (or 44 respondents at this question) were from any of the five wards that make up the town, more than seven times fewer than their share of the 2018 electorate. Greenford (three times fewer than needed to be representative) and Northolt (two and a half times fewer) were also substantially under-represented, while the difference was less marked in Acton and Perivale.

#### 3.2 Age

The age profile of the sample was also skewed, in this case towards older rather than younger people as the chart overleaf demonstrates.

## Sample profile by age



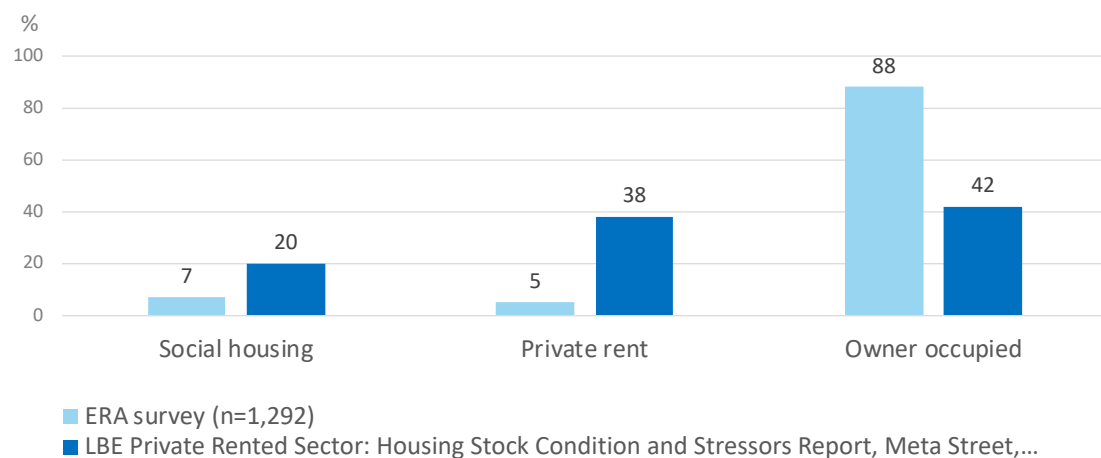
Q4 Firstly, how old are you?

18-44-year-olds were under-represented in the ERA sample, while the 45+ age group, and in particular the 55-64s and the 65+ were over-represented when compared with ONS mid-year population estimates for Ealing in June 2020.

### 3.3 Housing tenure

Housing tenure is where the ERA sample diverges most from the borough as a whole, as demonstrated by the chart below.

## Sample profile by housing tenure



Q4 Which of the following best describes your living arrangements?

Almost nine out of ten respondents in our sample owned their own homes, with or without a mortgage. This was disproportionately high compared with the 42% of Ealing’s housing stock recorded by Ealing Council as being in owner occupation. Conversely social and, particularly private renters were disproportionately few in number – only around a third of the level in the real world for social housing tenants, and only around an eighth of the level in the real world for private renters.

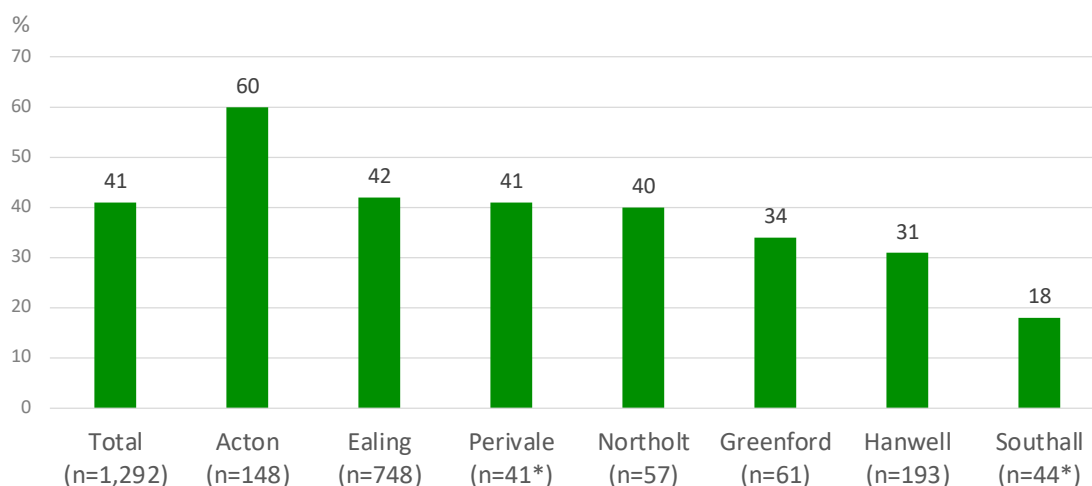
### 3.4 Membership of a residents’/tenants’ association or other community group

ERA was keen that the survey should extend beyond residents’ or tenants’ associations and other community groups and into the broader population of the borough. For this reason, Q1 of the survey asked whether respondents were members of such a group or groups.

There are no external sources that measure the incidence of such membership. However, the figures do confirm that the survey had a much wider reach than organised groups.

Only 41% of all respondents who completed the whole questionnaire belonged to a resident or community group. This figure varied across the seven towns. It was highest in Acton (60%) and lowest in Greenford (34%), Hanwell (31%) and particularly Southall (18%).

## Membership of a residents’/tenants’ association or other community group



Q1 Do you belong to a residents’ or tenants’ association or other type of community group in Ealing?

\* Small base

### 3.5 Implications

The analyses above highlight the limitations of the ERA sample with its concentration in the centre of the borough, and among older residents and owner occupiers. However, as the external data demonstrate, these groups respectively account for a large share of the population of Ealing as a whole, and therefore should not be discounted.



## 4. THE EXPERIENCE OF LIVING IN EALING

Almost all of this section is based on answers to the following question:

*Q5 This question is about your experience of living in Ealing. Please indicate how you feel about each of the aspects of living in Ealing listed below.*

The question included 19 statements about living in Ealing. These were designed to cover the range of activities and services over which Ealing Council has some or all of the decision-making power. Respondents were asked how they felt about each aspect of living in Ealing, and a mean score was calculated for each<sup>4</sup>.

### 4.1 Overview

The chart overleaf maps responses to the question by all in the sample who answered Q5 (n=1,350).

The position of the statements from top to bottom on the map reflects the percentage of respondents who had an opinion about each of them. The pattern of responses (e.g. waste management at the top of the chart and social care at the bottom) suggests that the closer to the top of the map a statement is, the broader its relevance in terms of the numbers of people affected and therefore willing to express an opinion.

12 of the 19 aspects of living in Ealing measured were broadly relevant (each being rated by more than 85% of respondents). Four had middling relevance (i.e. rated by between half and 70% of respondents) and a further three were narrowly relevant (i.e. rated by fewer than 30%).

The position of the statements from left to right represents the mean score for each aspect of living in Ealing among those who expressed an opinion. The further to the left a statement appears, the more positive the mean score, the further to the right, the more negative. All but three aspects of living in Ealing rated negatively in these terms.

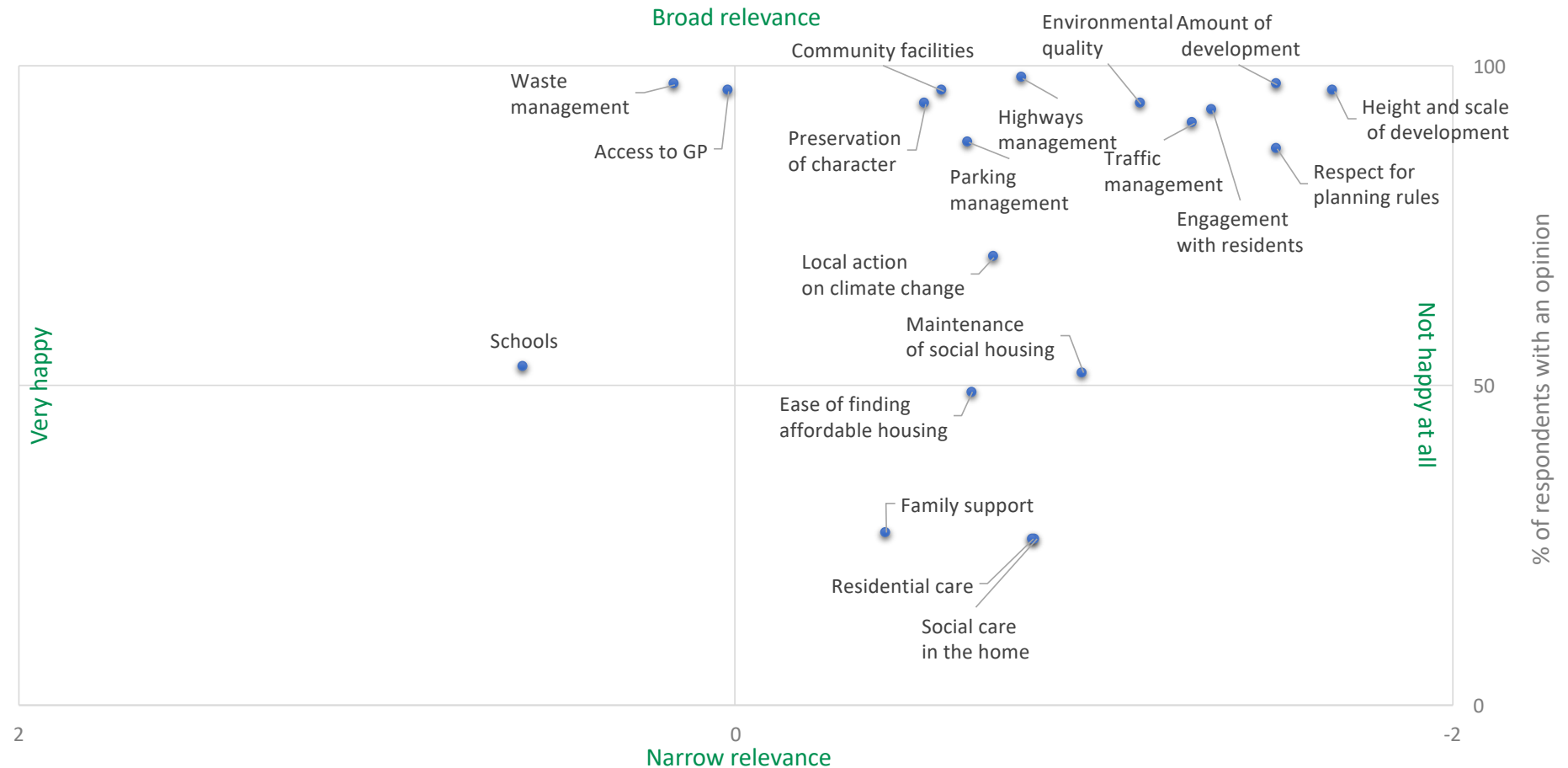
The following sub-sections look in more detail at respondents' evaluation of each of 18 of the 19 statements, ordered according to the breadth and strength of the reaction. They exclude 'Engagement by Ealing Council with residents' as this is dealt with in *Section 5: Ealing Council Engagement with Residents*.

Conversely, crime and anti-social behaviour was not evaluated quantitatively at Q5, but generated so many unprompted comments that it has been included as a separate sub-section at the end of this section.

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<sup>4</sup> Q5 used the following verbal scale: Very happy (2); Quite happy (1); Not very happy (-1); Not happy at all (-2). A mean score was calculated using the scores shown in brackets after each scale item. For each statement respondents were able to choose 'no opinion', and these responses were excluded from the mean score calculation.

# Aspects of living in Ealing



Q5 Please indicate how you feel about each of the aspects of living in Ealing listed below?

## 4.2 Development and planning

The questionnaire included three statements regarding development and planning. Two of these ('The overall amount of development going on' and 'The height and scale of development on individual sites') dealt with the outcomes of planning decisions made by the Council, while the third, 'Respect for and enforcement of the planning rules', dealt with the planning process. These are charted below.

### Development and planning



Virtually all respondents had a view regarding 'the overall amount of development going on' (97%) and 'the height and scale of development on individual sites' (96%), and the overwhelming majority of these were 'not happy at all' with either (71% and 79% respectively).

Very few respondents in any part of the borough were happy with these aspects of living in Ealing. Across the different areas, Perivale respondents were more likely than average to be 'not happy at all' with each (respectively 80% and 90%). Conversely, displeasure was still evident but somewhat less intense in Northolt, with 43% 'not happy at all' at each of the two statements, followed by Greenford (67% and 69% respectively).

A slightly smaller share of respondents gave their opinion on respect for and enforcement of the planning rules (87%), but most who did (68%) were also 'not happy at all' about it.

Again, respondents in Perivale were more likely to be 'not happy at all' with adherence to planning rules (85%), while those in Northolt and Greenford were less intensely critical (40% and 53% respectively 'not happy at all').

The number of respondents unhappy with development and planning increased with age for all three statements, as did the intensity of their unhappiness. Owner occupiers were also consistently more unhappy compared with respondents in other types of tenure, as were, to a lesser extent, members of residents' groups.

Development and planning and their effects on residents attracted well over 400 spontaneous comments – more than any other aspect of living in Ealing. Among these only six were positive. The handful of positive comments acknowledged the need for new housing, the benefits of change and the improved quality of Council-owned housing estates that have been re-developed.

The predominantly negative comments about development and planning were wide-ranging in their content, and so are dealt with under themed headings below.

### ***Amount and scale of development***

Having expressed their deep unhappiness with statements about the amount and scale of development going on in Ealing, it is not surprising that a large proportion of the written comments on development and planning continued on these themes.

*The development of the towers around North Acton are a monstrosity.*

East Acton

*The mass and scope of development in West Ealing and its relentless nature is absolutely staggering.*

Elthorne

*Far too many tower blocks, nothing learned from the 1960s when communities were destroyed by them.*

Northolt Mandeville

*A few developments if well done are OK, however approving excessive new developments despite overwhelming objections from residents is not acceptable. At the moment, it seems that every spare scrap of land is having flats built on it.*

Norwood Green

Despite the amount of housing being built, there was a pervasive feeling that this is not designed to cater for local needs.

*There are too many high-rise buildings which have a majority of non-family suitable flats because the Council seems not to object to the developers basing their development plans on a financial model and not on what people want.*

Cleveland

*Ealing is now the land of buy to let or bed sit land....*

Greenford Green

*This is a family borough, and more weight should be given to providing homes for real families, decent sized apartments and low-rise development that has proven to offer the same density opportunities for developers but in a more appealing and resident-focussed arrangement.*

Ealing Broadway

Rather it is aimed at foreign investors.

*The development of high-rise, very expensive “apartments” – of FLATS – is inappropriate.... They appear to be intended more as overseas investments to be left empty. Money laundering perhaps? They are NOT places ordinary people need to live in. Just look at their publicity photos: more like luxury hotels with their impractical bathrooms, weird living spaces.*

Elthorne

*I can't understand why the current leadership is so hellbent on turning Ealing into Docklands/Canary Wharf with this incessant rubber stamping of giant blocks of flats which are quite clearly aimed at foreign investors rather than the domestic market....*

Hanger Hill

Apart from large-scale developments, there was also considerable unprompted criticism of development on smaller sites. Of particular concern was the number of houses being converted into houses in multiple occupation (HMOs), thus reducing the available number of family homes.

*Overdevelopment of small properties into HMOs and the increasing lack of family homes is gradually ruining the area. We need more protection from developers and the way they seek to manipulate planning rules.*

Acton Central

*The other area that should have been included on here is around HMOs. These overcrowded homes have further accelerated the decline of communities such as ours and have allowed low income renters to live in squalor at the hands of deadbeat landlords and managing agents.*

East Acton

Other complaints about small sites related to beds in sheds, excessive extensions including basements, the lack of checks on permitted residential development, the conversion of shops into flats and inconsiderate building practices.

### ***Ealing Council's behaviour with regard to development***

The Council's role in facilitating these developments came in for particular criticism.

Of broad concern across many wards was the Council's perceived lack of respect for residents' opinions regarding individual developments that affect them.

*The views and wishes of Ealing residents concerning over-development of the borough we love are simply being ignored by this council. We know this is the view of 1000's of residents, not just a few cranks, and I am continually astounded that appeals are constantly overturned and council tax payers are ignored.*

Ealing Broadway

*We have no say about anything. The council agree we will have certain planning in place but the developers do what they like and the council say 'so what'.*

South Acton

*Southall has become ground zero for a scorched earth development policy, with councillors giving the green light to monstrous, out-of-character, sky high builds (by outside companies who don't have any connection to Southall, and are only building to make a profit), while disregarding what this level of development brings with it....*

Southall Green

The Council was perceived by some to be in bed with the property developers.

*The Council has been in thrall to greedy developers and needs a radical reform.*

Acton Central

*Ealing is being over-developed and over-populated with the full consent and encouragement of Ealing Council.*

Lady Margaret

*.... Too cosy with Developers....*

Greenford Broadway

There were also those who suspected more deep-seated problems.

*The Manor Road appeal suggests either gross incompetence or deliberate corruption. Shame on you Ealing Council....*

Ealing Broadway

*Ealing Council operates above the law. It is like living in a dictatorship with the same level of corruption. Residents have no influence on this borough and the council could care less about regulations or operating standards.*

Cleveland

*Feel very despondent about the ethics of the Council, particularly in respect of building developments.*

Hobayne

Specific mentions of the Local Plan were limited in number, but the Council was criticised more broadly for its failure to provide longer-term vision and strategy for the development of the borough.

*This is a beautiful area with lovely people and historical character, but the council's attitude on planning (including their lack of a Local Plan) is jeopardizing that.*

Hanger Hill

*I work in residential development and what I am appalled by is the lack of a coherent plan as to how the council see the borough developing with any long-term plan. They don't appear to have a clue about what a good outcome looks like and what they need to do in order to get there.*

Ealing Broadway

*Also not happy to find out they did not have a comprehensive development plan for the borough of Ealing which led to the Twin Towers being approved by the Secretary of State. Surely this is basic and why hasn't Ealing had a plan for 10 years? How can you plan for the future of Ealing if you do not have a basic plan that outlines where the Council stands on development?*

Elthorne

### ***Ealing Council's planning functions***

The numerous respondents who commented specifically on *Ealing's planning department* were critical.

The department was variously described as 'weak', 'poor', 'a law unto itself' or 'a disgrace'. High staff turnover, together with the failure to fill key vacancies were noted, while officers were variously criticised for being 'incompetent', 'inefficient' or 'negligent', with 'no regard for the local area'.

*Incompetent planning authority with high turnover of staff*

Ealing Broadway

*Inefficient planning department not looking after interests of established residents.*

Hanger Hill

*I think the planning department needs a major overhaul – it seems to have no regard for the local area and its heritage when allowing development and seems to want to turn it into Manhattan.*

Ealing Common

Some respondents went further, accusing the planning department of colluding with developers and treating local residents with contempt.

*Ealing planning is a joke full of brown envelopes.*

Northolt Mandeville

*The planning department is in collusion with developers, trampling over the needs of local residents.*

Cleveland

*The (pre-planning advice) often seems to cast local residents in the role of intransigent “nimbies”, a problem to be overcome, rather than a constituency with legitimate concerns.*

Acton Central

While there were fewer comments about the *planning committee*, they too were negative. The mildest criticisms concerned the failure to take into account resident objections to development, while, as with the planning department, there were also issues with the ethics of the committee’s planning decisions.

*The planning committee simply don’t care about people’s views – I have witnessed this first hand when I turned up at a site inspection – treating the residents who did with contempt.*

Northfield

*I despair at the way the Planning Committee, almost without fail, ignore objections by the public, who they are there to represent. It is now at a stage where objections seem to be irrelevant.*

Cleveland

*And I most heartily disagree with the height of many of the Tower Blocks now being agreed by the Planning Committee of the Council where many Planning Committee members are removed when they don’t agree to increased height of a building and others appointed who will go along with Ealing Council’s demands.*

Acton Central

### ***Effects on the character of Ealing***

Respondents also commented on the effect of (particularly) high-rise development on the character of the borough. This was felt to be out of keeping with existing buildings, blighting the skyline and dwarfing surrounding areas, and respondents wanted a limit on the height of new developments.

*It is time to reconsider how building permission is being given to developers, the height of these buildings and the enclosed feeling that is produced by too many tall buildings wherever one looks.*

Acton Central

*Currently Acton is being ringed by these monstrosities which can be seen for miles. To place such developments in low rise areas can't be said to be in keeping with the area can it?*

Hanger Hill

*I support new developments being built higher to maximise the number of new homes but feel there should be a limit on how much higher they should be than neighbouring buildings.*

Northfield

Apart from the sheer height of development, the style of architecture was also considered to be out of step with its surroundings.

*The buildings that are okayed to be built are obscene, terrible in design and are out of place with the Victorian/Edwardian residential streets.*

Cleveland

*I'm not anti-development when opportunities present but it needs to be appropriate. Why must so much of it, not least that proposed by the Council and other public bodies, be so ugly? The aesthetic environment is important. Isn't one Croydon enough for London?*

Elthorne

These new developments invariably also entailed the demolition of familiar and often not very old buildings.

*The council development laws are a joke. Too many high-rise proposals and the demolition of beautiful Victorian and Edwardian buildings. They allow them to go into bad condition and then get them pulled down.*

Ealing Broadway

*Do not like the Council's apparent encouragement of high-rise buildings nor of its plans to scrap perfectly good buildings such as Gurnell Leisure Centre and Perceval House*

Ealing Broadway

Overall, these large-scale developments were felt to be destroying the character and appearance of the borough and erasing its reputation as the Queen of (the) Suburbs.

*Ealing used to be nice, but now feel all they care about is money.... I feel the borough is an utter shambles, .....*

Greenford Green

*I feel the over development is ruining the Borough. Not only the high-rise flats which are an eyesore but individual developments which ruin the ambience and even views from parks are ruined.*

Hanger Hill

*Ealing is a total disaster. From Queen of the Suburbs it is being turned into Gotham City....*

Ealing Broadway

For some respondents these changes represented a wholesale shift from a suburban to an urban landscape, and was something that they rejected.

*Used to be a leafy suburb – now more inner city, crowded, polluted, urban landscape.*

Ealing Broadway



*Massive amount of change in the area of East Acton and Park Royal.... The landscape is becoming urban setting and that is without the issue of Old Oak redevelopment!*

East Acton

*Ealing is a suburb not an inner-city development opportunity. There is little thought to the residents who have chosen Ealing as a home.*

Cleveland

*I hate that my area is being changed from a leafy quiet residential area to a concrete jungle where no one will know your name.*

Acton Central

*I feel that the Borough of Ealing is becoming an inner-city concreted towers sprawl.*

Hobayne

*Ealing is a lovely place and a beautiful borough with trees lining the street.... Furthermore, the height of the new tower blocks is a concern. Ealing is a suburb, not central London.*

Norwood Green

### **Effects on residents**

Apart from its effects on the character of the borough, respondents commented spontaneously and negatively on the detrimental effects that development was having on existing residents and their quality of life.

There were complaints about the stress induced by seemingly never-ending building works.

*Ealing Council seem to do what they like with their back hands. As long as they fill their housing quota, sod the carnage, dust, noise, pollution....*

Northolt West End

*West Ealing is a low-rise residential area but permission has been given to put up skyscrapers that will do absolutely nothing for the people living here and cause years of misery except for the so-called developers.*

Cleveland

*Perhaps not just in Ealing but London more broadly feels like an increasingly hostile place to live. Hard to get around, expensive, little care for those in need and the relentless building projects.*

Acton Central

Respondents across many areas were also concerned about overcrowding due to the influx of new residents.

*The amount of overdevelopment in this borough has ruined the area in terms of how the Borough looks and the increased population – too many people are crammed into a small area.*

Hobayne

*I feel like we are now being packed in like sardines in a sardine can.... Too much development over a very little time would see Ealing once known as Queen of the Suburbs to become King of the Ghettos.*

Walpole

*Ealing is being over-developed and over-populated with the full consent and encouragement of Ealing Council*

Lady Margaret

Council services and social infrastructure were perceived as not keeping pace with the additional need created by the new developments. This was in the context of already reduced provision.

*Ealing Council needs to invest in the borough. It needs to stop with the overdevelopment and start to maintain and improve the current infrastructure and services.*

Dormers Wells

*There is an immense amount of new builds being built, most of which are huge developments, but there are not facilities in place to accommodate the influx of new people or any regard to the local community as is. There is no extra provision being put in place for schools, parking, youth or community facilities, or any other things that would support this huge rise in people.*

Perivale

*Worried about the lack of infrastructure, GPs, schools, Ealing hospital to cope with the mass incoming of new residents in the tower blocks. Hard to answer some of these questions because if it's bad now, how much worse is it going to get?*

Elthorne

Respondents were also concerned that excessive and inappropriate development was eroding the community spirit that they had found and valued in Ealing.

*Social cohesion is being destroyed – Ealing is becoming a dormitory town full of transient residents living in cramped overpriced rentals.*

Ealing Broadway

*I fear this (too many high-rise buildings) will totally destroy what little community spirit there is left in Ealing.*

Northolt Mandeville

*I like living in Ealing – it's provincial and neighbourly. I don't want tower blocks and over development in the area.*

Acton Central

All of these pressures were taking their toll on existing residents' quality of life.

*The chaos, constant disruptions, noise, pollution, traffic, road closures and number of high-rise buildings blocking views/sunlight and creating wind-tunnel effects has completely destroyed the peaceful living I used to enjoy at my property. It has been, and will continue to be awful for local residents for years to come – with no benefits or compensation.*

East Acton

*The needs of people already living in neighbourhoods do not seem to be considered in planning decisions however large or small. I'm not sure if this is Ealing Council or government policy but it results in developers, including housing associations, profiting at the expense of residents' quality of life.*

Walpole

*I don't think the council realises how depressing it is for people who already live in busy towns to feel that their skyline and pockets of green space are being closed in upon. Soon there won't be a park left in Ealing with an open skyline – there will be high-rise blocks on the outskirts everywhere you look even when trying to have a bit of sanctuary.*

Cleveland

Such was the impact of these pressures, that many long-term residents could see no other option but to move out of the borough.

*I have never been particularly political but this Labour led council has ruined this once lovely borough, have lived here for over 20 years but am leaving next year before we are overshadowed by new multi-storey development which are not in the slightest bit any good for the environment.*

Walpole

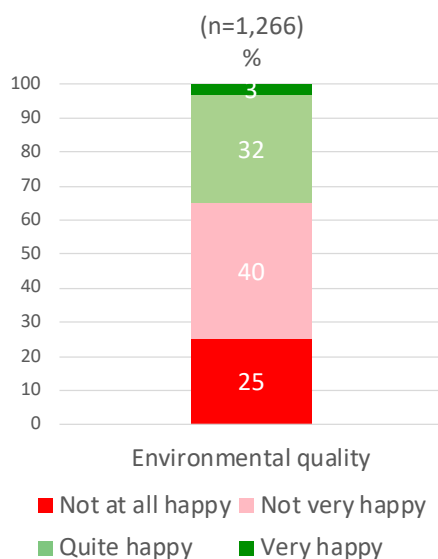
*Having live in Acton 45 years I am saddened by the high-rise towers that oppress us now in Acton. I feel I am being forced out of my community....*

Acton Central

*My biggest concern is overdevelopment of the borough. We're planning to move out of Ealing as we don't want to be part of an overcrowded soulless area.*

Norwood Green

### 4.3 Environmental quality



94% of respondents gave an opinion on environmental quality in Ealing, which included air quality, noise and pollution. Two-thirds of those with an opinion were unhappy with it, with a quarter of respondents 'not happy at all'.

Southall respondents were substantially more likely than the average to be 'not happy at all' (57%), as, to a lesser extent, were those in Acton and Perivale (34% each).

Respondents in private rented accommodation, although still predominantly unhappy, were somewhat less likely than those in other housing tenures to be unhappy about environmental quality (54%).

There were around 40 comments on environmental quality, the largest number being about the air and noise pollution arising from building work in Acton and, notably, the Horn Lane cement works:

*Air quality is APPALLING because of all the demolition and building work.*

South Acton

*Pollution too high – extremely dirty around here partly from dust from building sites – very worrying.*

East Acton

*The aggregates site on Horn Lane is filthy.*

Acton Central

Concerns were also expressed across the borough about air pollution from traffic, which was perceived to be on the increase due to the rate of housing development.

*More needs to be done with the busier roads/high streets, which is where a lot of new housing is going, in order to make them more pleasant places to live, work, shop and in*

*other ways spend time. They must not be allowed to become soulless, shady wind tunnels into which traffic is deliberately settled. Noise pollution and vibration pollution should be minimised.*

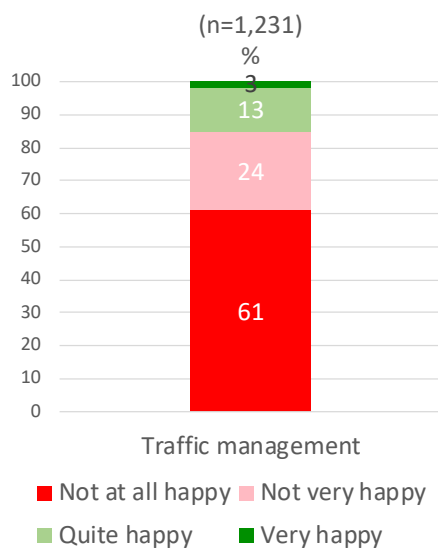
Elthorne

Noise pollution, whether from helicopters, fireworks or loud music was also felt to be increasing. Other issues were pollution of the River Brent, mentioned by respondents from three local wards, deteriorating rainwater drainage, the failure to re-plant street trees and the general grubbiness of many parts of the borough, which was more often than not blamed on the Council.

*The borough is dirtier and more poorly maintained with each passing year.*

Cleveland

#### 4.4 Traffic management



91% of respondents expressed an opinion about traffic management. Among those who did, 85% were unhappy, and 61% not happy at all.

This view was especially strong in Southall where 85% of respondents were not happy at all and less strong in Northolt (49%), Acton (51%) and Greenford (54%). It was also less strong among 18-34s and those in private rented accommodation (51% not happy at all for each sub-group).

There were more than 150 spontaneous comments about traffic management in total. Respondents from across the borough complained about excessive traffic volumes, which they felt were on the increase.

While some supported in principle the Council's efforts to get people out of their cars, negative comments about the schemes that had been implemented were more common. Greenford Road came in for particular criticism.

*Traffic and parking measures need to be more joined up. Current arrangements are difficult for drivers, pedestrians and cyclists.*

Greenford Broadway

#### Low Traffic Neighbourhoods (LTNs)

Although the survey was aiming to assess respondent attitudes to traffic management in the round, the example given to help explain the scope of the service was Low Traffic Neighbourhoods. In view of the deep controversy associated with LTNs<sup>5</sup>, they accounted for the majority of all the spontaneous comments made, and probably coloured the evaluation of traffic management as a whole. There were around 50 unprompted comments on LTNs, those against outweighing those in favour by a ratio of 3:2.

<sup>5</sup> The most controversial (LTN21) was suspended shortly after the Council leadership changed in May 2021. Part of LTN 21 was retained and consulted on with the remaining eight LTNs. The decision to remove seven of them was taken by Ealing Council's Cabinet in September 2021.

Critics complained that LTNs were ‘a mess’, ‘ill thought out’ or ‘a disaster’, and had caused residents a considerable amount of stress and upset. They were perceived to have created congestion, thus adding to pollution on boundary roads, together with longer journey times and difficulties of getting about for the elderly and disabled people with walking difficulties.

*Shocking implementation of unnecessary LTNs in a huge swathe around Northfields causing chaos on surrounding roads. There wasn't a problem with rat running before.*

Northfield

Those who favoured LTNs were disappointed at their removal and thought that there should have been a longer trial. It was felt that there needed to be restrictions on through traffic, as traffic and pollution were perceived to have increased in the meantime. The removal of LTNs by this group was viewed as a missed opportunity and was felt to have undermined the Council's climate and ecological emergency strategy.

*I think it was a shame that LTNs weren't allowed a longer trial because I know that similar schemes in other areas needed nearly about a year and a half for them to show an overall decrease in traffic. It takes time for satnavs and habits to change.*

Elthorne

There was criticism of the way in which the Council implemented LTNs both from those who commented against and those who commented in favour. The lack of consultation and poor communication with residents before they were installed, and poor administration afterwards had seriously undermined some respondents' confidence in the Council.

*The LTNs that Ealing introduced were a complete waste of time and money. The people in office that thought they could push this through should be held accountable.*

Dormers Wells

### **Traffic speed**

Traffic speeds attracted around 30 comments. A third of these complained about poor enforcement of the borough-wide 20 mph speed limit<sup>6</sup>. Another one in three respondents were unhappy that the scheme also applied to major roads, leading to claims of increased pollution due to the slow movement of traffic and more potentially dangerous risk taking by drivers.

*20mph limits on major roads like the Argyle Road and Ruislip Road East are ridiculous. While I can understand it in residential estates, those are major Ealing thoroughfares.*

Hobayne

*Imposition of 20 mph zones all over the borough. Together with LTNs they have significantly increased bus, car and lorry journey times and emissions.*

Hanger Hill

*Having 20mph on Uxbridge Road and Windmill Lane is unreasonable. On Windmill Lane especially where there are no speed cameras – produces frightening tailgating and dangerous overtaking which have already resulted in two accidents I am aware of. I am all for 20mph in residential areas.*

Norwood Green

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<sup>6</sup> The speed limit is currently enforced by the police. Ealing Council applied to the Transport Secretary in December 2021 to assume responsibility for enforcement.

## **Cycling**

There were around 20 comments on cycling, most commonly to criticise the lack of safe cycling routes in the borough and to ask for more safe cycling infrastructure, e.g. segregated cycle lanes.

*Lack of safe (segregated) cycle lanes which could also be used by e-scooters instead of them threatening pedestrians on the pavement, or taking life in their hands on the roads!!! NO SENSIBLE CYCLE LANES!!!*

North Greenford

*I would like less cars on the road and better cycling routes – but they need to be well planned and enforced – and introduced gradually.*

Acton Central

Cycling also attracted a few negative comments: the failure of cyclists to use provided cycle lanes and dangerous behaviour (e.g. riding on pavements and too fast through parks, jumping red traffic lights). There was a call for roads to be available to all, and not just one group.

*I think there should be segregated cycle lanes on the main roads instead of banning cars through the LTNs. Everyone should be able to use the road, not at the expense of one road user.*

Ealing Broadway

## **Pedestrians and public transport**

Comments under this heading revolved around the feeling among pedestrians of being subservient to cars and bicycles in traffic management policy despite accounting for high numbers of journeys on public transport.

*Cars and bikes are given too much attention and funding, and pedestrians are being neglected.*

Elthorne

*Also the plan to put a floating bus stop outside Ealing Hospital is ludicrous...., forcing the elderly and infirm to cross a cycle lane to get to the bus stop. Who is this benefiting?*

Norwood Green

There was also mention of the risks to pedestrians even on the pavement.

*It is also a very difficult time to be a pedestrian as pavements and footpaths are now dominated by cyclists and scooter riders.*

Ealing Broadway

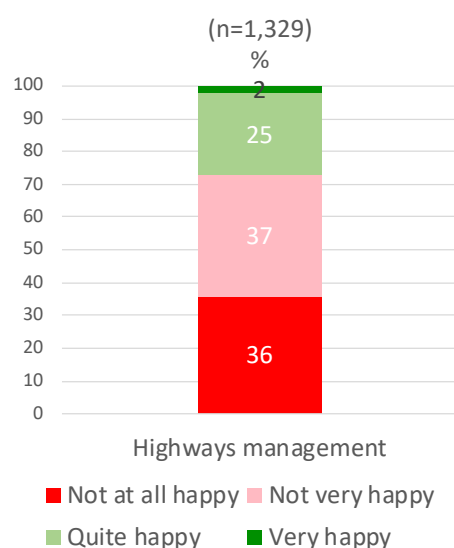
## **Delivery bikes and scooters**

Concern was expressed about the proliferation of fast moving, rule breaking motorbikes and scooters and the dangers they pose.

*I don't like the profusion of moped delivery drivers who think they are invincible and drive badly. They need more road and Highway Code training. They are a menace as they think they can do anything and get away with it.*

Northolt Mandeville

## 4.5 Highways management



As indicated in the questionnaire, highways management covers a range of activities including street lighting, street cleaning, pavements and roadworks. 98% of respondents expressed an opinion, and most who did were not happy with the service, roughly equal numbers being 'not very happy' (37%) and 'not happy at all' (36%).

Respondents in Southall (54%), Acton and Northolt (45% each) were more likely to be 'not happy at all' with highways management. Differences within the other sub-groups were marginal.

There were around 90 comments, most of them critical. Respondents from across the borough complained primarily about dirty, unswept streets

full of litter, rubbish and, as this survey took place in the autumn, fallen leaves, as well as a lack of litter bins.

*The lack of street cleansing and lack of gardening not taking place in Ealing this year was disgusting. Volunteers have taken to the streets to sweep leaves and make safe walking areas for residents especially the elderly.*

Perivale

Pavements also came in for criticism for being uneven, poorly maintained, broken and a trip hazard, with wheelchair users particularly badly affected.

*.... And the state of the pavements appalling. I have fallen and dislocated my shoulder and broken a cheek bone due to uneven pavements (am registered disabled).*

Hobayne

*I'm a wheelchair user and the amount of places I can get into is very limited. Pavements are shocking, drop curbs unpredictable even at crossings. Painful to go anywhere as get shaken so much.*

Elthorne

Apart from the surface quality of pavements themselves, there were multiple comments about the obstructions faced by pedestrians in navigating them.

*As an elderly person I regret that LBE seems to have abandoned any enforcement of rules relating to overhanging greenery from private gardens etc. The siting of obstacles on pavements such as traders' stalls, sandwich boards, commercial scooters etc. is detrimental to those with walking or visual difficulties.*

Ealing Broadway

Potholes and seemingly constant roadworks, combined with the poor quality or repair and a lack of resurfacing) were identified as problems for cyclists as well as for other road users.

*The general state of the roads in the area is appalling, and a hazard for cyclists.*

South Acton

Other issues were markings that are faded and road signage that is difficult to see in poor light conditions.

Poor street lighting was also an issue in many parts of the borough.

*Beautiful Church Green is not safe after dark because of inadequate and insufficient street lights.*

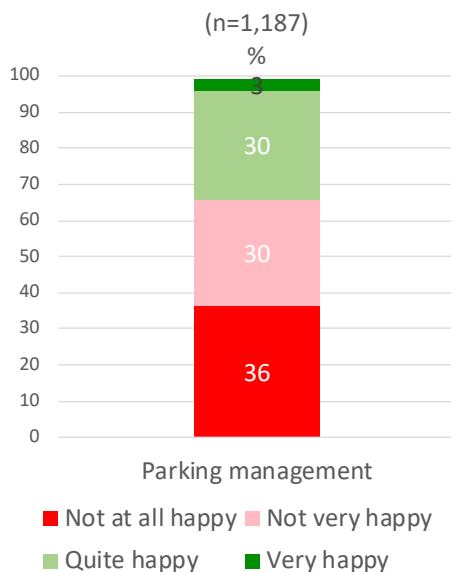
Northolt Mandeville

*Low level street lighting making walking alone at night less safe....*

Northfield

There was also some concern about the lack of on-street vehicle charging facilities.

## 4.6 Parking management



Like highways management, parking management covers a range of activities. Included as examples in the statement were Controlled Parking Zones (CPZ), Blue Badges and parking fines. 88% of respondents had an opinion about parking management. Around a third of respondents were happy with the service, and the remaining two-thirds were unhappy.

Southall respondents were more likely than average to be unhappy with parking management (88% either 'not very happy' or 'not happy at all'), as were Northolt and Greenford (79% each). This was also true of our small sample of social housing tenants (79% unhappy).

By contrast, Acton residents were less likely than average to be unhappy with parking management

(with 51% unhappy), as were 18-34-year-olds (with 49%).

There were around 40 comments about parking management. The most frequent related to insufficient parking provision, and this was linked in part to the displacement of local resident vehicles by the occupants of new developments where parking is heavily restricted.

*People in the Kellogg tower who didn't get parking near their flats are now using up parking on surrounding roads....*

North Greenford

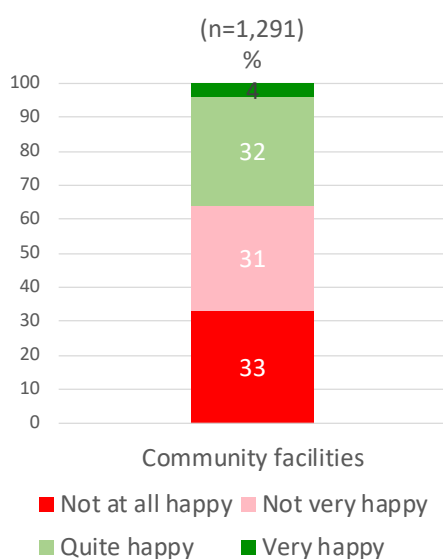
*They've built these towers with no additional parking allowing developers to maximise their return on the same footprint, but not giving a damn about the local residents.*

Dormers Wells

In addition, there were criticisms of parking restrictions, parking rules and enforcement, parking services and costs, and one or two respondents who felt that those who needed transport by car needed special consideration. Conversely there were also one or two respondents who believed that demand for cars should be managed by charging for off- as well as on-street parking.



## 4.7 Community facilities



Community facilities are wide ranging in scope. The examples given in the questionnaire were libraries, parks, sports and leisure and youth centres. 96% of respondents had an opinion on this aspect of living in Ealing, with two-thirds of them negative to one-third positive.

More likely than average to be unhappy were respondents in Greenford and Perivale (with 75% in each town either 'not very happy' or 'not happy at all') and Hanwell (73%). By contrast, half the respondents in Acton (50%) were happy with community facilities in the borough.

Among the other sub-groups social housing tenants were noticeably more likely than the average to be

unhappy about community facilities (73%).

Among the individual aspects of living in Ealing evaluated in the survey, community facilities attracted the greatest number spontaneous comments from our sample, 175 in total.

There was a widespread perception that community facilities as a whole are lacking in Ealing and that availability has deteriorated over time. Respondents highlighted the lack of facilities for many different groups: young people, families, older people and those who are disabled. The situation was felt to have been exacerbated in recent years by development bringing in large numbers of new residents without adding to the available facilities.

*Services have really deteriorated since I moved here in 2009. E.g. libraries, leisure centres, GPs.*

North Greenford

*There should be schemes in place for local areas with affordable activities.*

Perivale

*Housing is springing up everywhere but with no extra facilities for the new residents. Indeed we appear to be losing them, the cinema, Gurnell, the libraries.... These things provide a community. Surely you want these new residents to spend money in the borough.*

Northfield

As mentioned previously, community facilities are wide ranging, and respondents were conscious of this, frequently distinguishing between what they perceived to be good and bad in their comments. Gurnell Leisure Centre and Ealing's parks and green spaces received the highest number of comments and are dealt with separately below.

### **Gurnell Leisure Centre**

The closure of Gurnell Leisure Centre (GLC) raised more than 60 comments across 12 wards in the borough.

There was real anger at the closure of GLC from people who had previously used it. Respondents complained that it was a huge loss to the community that would negatively affect people's health and wellbeing from young to old.

*Absolutely despicable there is no swimming pool in the area now Gurnell is closed. I have found it impossible to find swimming lessons for my 5-year-old as there are no places available due to lack of sufficient provision.*

Northfield

*I am a pensioner and used to swim daily at Gurnell pool. Now that it is closed I don't swim at all. I am unable to access the other pools.*

Greenford Broadway

Respondents were dismissive of the other publicly owned pools in the borough as too small.

*Also with the closure of Gurnell swimming pool, nowhere local to go swimming. Acton does not compare as it is tiny, and to think that it can support what used to be provided at Gurnell is just ridiculous.*

Northfield

The closure was variously characterised as 'negligence', 'a frontline scandal', 'shameful' and the blame laid squarely at the door of the Council, with many respondents demanding that the facility be refurbished and re-opened to the public. The following quotation sums up people's feelings.

*It was a place that was so inspiring and one we took great pride in. Olympic swimmers came and swam with our children after the 2012 Olympics. It was literally amazing that we had that 50 m pool and what that centre did for so many. It is shameful and misguided that it was left to get so run down and, given how many people from all sections of our community benefited from it, it should be seen as a priority to not only refurbish it but quite frankly improve it even further, given all the benefits and opportunities it gives to those who live in the borough.*

Ealing Broadway

### **Parks and open spaces**

There were more than 50 spontaneous comments about the borough's parks and open spaces.

Among all of Ealing's community facilities, respondents from many different parts of the borough singled out parks (and the team that manages them) as one that merited praise, even as they criticised other facilities. Many people were grateful for the number and extent of parks as well as the way in which they are maintained, and there was some approval of Ealing Council's efforts to involve the community in this.

*Excellent maintenance of the parks and tree planting across the borough.*

Northfield

*Ealing has done well to seek and support community involvement, e.g. in Parks.*

Cleveland

Conversely, there were also many who thought that parks and playgrounds had deteriorated due to inadequate maintenance, and become overcrowded partly due to Covid-19, but also due to the number of residents moving into new developments with

scant on-site amenity space. There was also criticism of the loss of open space to development.

*During Covid, Walpole Park was like Oxford Street, distancing impossible; and still more flats are being built with nowhere else to go.*

Ealing Broadway

*Unhappy about the council's care for the green environment – open green space, trees, wildlife. This is good for both mental health and to combat climate change – more is needed, not building over it.*

North Greenford

Whether positive or negative about park maintenance, respondents were concerned not to lose green space and were keen to see it protected by the Council.

*In Hanger Lane we have the threat of any green belt being obliterated instead of being protected and used for recreational use for residents of the borough.*

Hanger Hill

*The council ought to take a more proactive approach to protecting green space. No-one should be building on Common Land or Metropolitan Open Land or fencing off Public Open Space*

Elthorne

### **Other community facilities**

The *loss of libraries* also attracted a number of comments from across the borough, all of them critical. Respondents were variously 'very unhappy', 'devastated', 'disgusted' with the closures, describing them as 'heart breaking' and 'depressing' for their detrimental effect on the community as a whole, and different groups within it.

*The libraries should be getting more attention. Pitshanger's has been closed for ages now and that's wasteful. These places need to be revitalised as community centres and information/study hubs.*

Ealing Broadway

*My child can no longer access a local library as Woodend Library closed. It was a great space – now the children of Woodend and Greenwood schools have no library in walking distance. When I take my child to Northolt Leisure Centre on a Saturday morning, the library is always closed. Where is the investment in our youth?*

North Greenford

*The removal of professionally manned libraries is shamefully restricting poor people's access to knowledge.*

Ealing Broadway

While the comments of respondents from the central Ealing boroughs showed them to be happy about the prospect of a *new cinema* in the centre of Ealing, they were unimpressed by the time taken to deliver it, and some questioned whether it would actually materialise.

*Scandal of the cinema taking nearly 10!!! years or possibly longer.*

Walpole

*I also find it astounding that a borough that produced Ealing comedies has no decent cinema.*

Cleveland

*The cinema saga has been a disgrace and no end in sight (no work going on now).*

Ealing Common

There was a smaller number of negative comments about other community facilities. These included the lack of space and Council support for arts and culture, the disposal of assets such as the Victoria Hall and the need for venues and activities for young people.

### **Town centres**

In addition to the comments on community facilities, the survey recorded almost 60 spontaneous mentions of the borough's town centres. While a few respondents felt that they were improving overall, a greater number were critical, describing them as 'dirty' and 'shabby' compared with how they had been in the past.

Apart from isolated comments about Acton, Hanwell and Greenford, most of the comments were from Ealing and Hanwell residents about *shopping facilities* in the Metropolitan Town Centre. These were perceived to have deteriorated, particularly in West Ealing.

There was felt to be limited choice and a lack of quality shops, even those catering for everyday needs, with too many chain stores and coffee shops and not enough independent retailers. The development of residential blocks had led to good shops being displaced, and the accompanying high rents for retail space in these developments often meant that they were not replaced. Some residents were voting with their feet and going elsewhere to shop.

*The town centre is increasingly coming to resemble a Manhattan skyline but at the ground floor level an array of desolate, empty shops.*

Ealing Common

*The shopping experience is very poor. Too many tat shops etc. Not attractive to walk around. I now shop elsewhere....*

Ealing Broadway

*I feel that West Ealing Broadway as a retail centre has declined beyond national trends due to all the development applications.*

Elthorne

Dickens yard was mentioned specifically as failing commercially and, therefore, as an addition to the town centre.

*Dickens Yard shopping area has added very little value, given that the quality of retail facilities on the much larger high street is on a steep decline.*

Northfield

Respondents believed that the Council was in part responsible and should be doing more to encourage and help local businesses to set up in the town centres.

*There will be a PhD thesis on this such as the demise of West Ealing shopping area following Ealing Council deciding to combine Ealing Broadway and West Ealing into one shopping area.*

Walpole

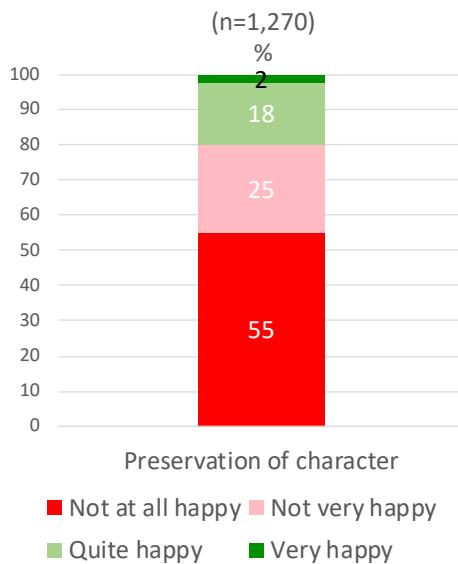
*Lack of council strategy, investment and planning to encourage independent retail and hospitality businesses into the area. Lack of planning and strategy around empty commercial property.*

Ealing Broadway

*Business rates far too high and lack of support for small independent businesses on the high street.*

Northfield

#### 4.8 Preservation of Ealing's character and heritage assets



94% of respondents expressed a view on preservation of character. Four out of five of those with an opinion were not happy with this aspect of living in Ealing, with 55% declaring themselves 'not happy at all'.

Differences between the sub-groups were slight and did not change the essentially negative view of this aspect of living in Ealing.

Perivale respondents were more likely than average (88%) to be unhappy about preservation of character, while those in Greenford (68%) and Northolt (66%) were somewhat less likely to be unhappy.

Among the other sub-groups, members of residents'/tenants' associations or other community groups were more likely than average to be unhappy, as were those

aged 65+ (both with 84% unhappy). Conversely, social housing tenants and those in private rented accommodation were less likely than average to be unhappy (70% and 68% respectively).

There were around 100 open-ended comments about the preservation of Ealing's character and heritage assets. Respondents talked about the massive changes taking place due to the development frenzy of recent years. The words they used to describe it were pointedly negative: 'changing dramatically', 'blighted', 'ravaged', 'eyesore', 'ruining character', 'destruction', 'taken over', 'irreversible changes.... occurring at an alarming rate'.

They described what is being lost in terms of those things that are treasured and had made Ealing a good place to live.

*Architecture and parks and history have been the most attractive things about Ealing.*

Ealing Broadway

*"Jewel" which was a pleasant and self-contained place to live.*

Ealing Common

*There is no respect for the history or heritage of the area that made it a place where people wanted to live.*

Hobayne

To many, what is emerging feels alien and is driving some to consider leaving the borough.

*Soulless high-rises built not to last have changed the character of the borough completely.*

Ealing Broadway

*Ealing is becoming another nondescript area and is in danger of losing its unique character due to these ugly high-rise flats.*

Hobayne

*It seems to be unidentifiable from any other suburb and quite characterless now.*

Elthorne

*I feel the character of Ealing is being destroyed. Have lived in Ealing over 30 years and am looking to move out in the next year.*

Cleveland

Rather than preserving Ealing's character, many perceive the Council to be actively responsible for its loss.

*Appalling erosion of historic character of Ealing through lax and corrosive Planning Department and Committee.*

Ealing Common

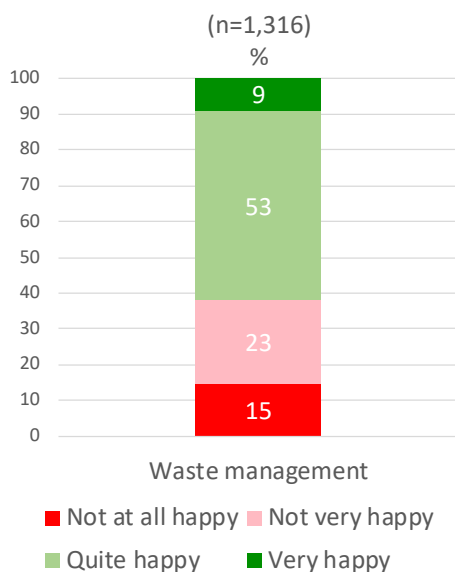
*Ealing has always had its own charm but this Council seem hell bent on putting a wrecking ball through it. Their lack of vision baffles me. Sadly, I'm giving serious thought to leaving Ealing.*

Ealing Broadway

*I love Ealing and its heritage and I feel the council has lost sight of that and what makes Ealing special.*

Northfield

## 4.9 Waste management and recycling



Virtually all respondents (97%) gave an opinion on waste management in the borough. Most who did were positive (62%).

Ealing respondents were more likely than the average to be positive about waste management (67% 'very happy' or 'quite happy'), while Acton and Southall residents (57% and 56% 'not very happy' or 'not happy at all') were more likely to be negative. Although few in number, social housing tenants were also more likely to be negative (56% unhappy) than residents in other tenures.

There were around 40 comments about waste management, and these came from all seven towns in the borough. Around a third of these were critical of the closure of the Stirling Road recycling centre in

Acton, and came from Ealing Common, Walpole and Northolt in addition to Acton.

*.... I am very unhappy about the closure of Stirling Rd waste and recycling centre in South Acton, particularly as this area is undergoing extensive development and an increase in population.*

Acton

In Perivale, Hanger Hill and Hobbayne there were requests for more recycling facilities.

Comments about street collections were more often positive than negative, although there were one or two complaints about the inability of flat dwellers to recycle (particularly food waste) and the failure to collect bulk items on time. Charges, both generally and specifically

those levied at recycling centres, were unpopular and thought to lead to increased fly tipping.

*The waste and recycling collections are bad. Ealing should have the same system as Hillingdon Council – everything every week and no charge for garden waste, we pay enough council tax to cover it.*

Northfield

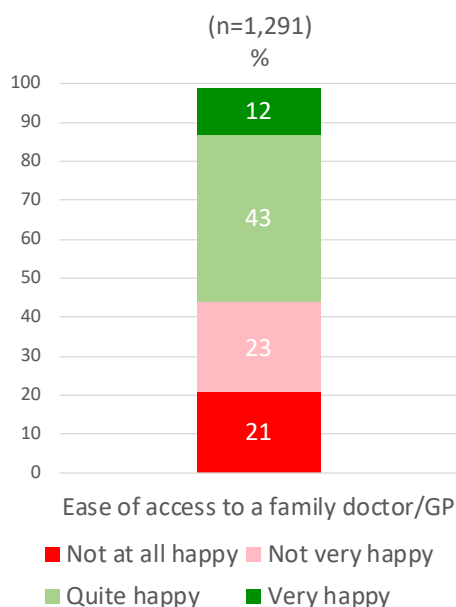
*The charges at the tip aren't doing the borough any favours because in the end they are having to pay to clean up all the fly tipped mess everywhere.*

Dormers Wells

The need for more bins and recycling points in the public realm were also mentioned.

#### 4.10 Ease of access to a family doctor/GP

Although not responsible for all aspects of health, councils have been responsible for public health since 2012.<sup>7</sup> Ealing Council has also been gathering contributions to health services via its S106 agreements with developers in recent years.



Virtually all respondents (96%) had an opinion on ease of access to a GP in the borough, although it was more finely balanced than for waste management (55% happy vs. 45% unhappy).

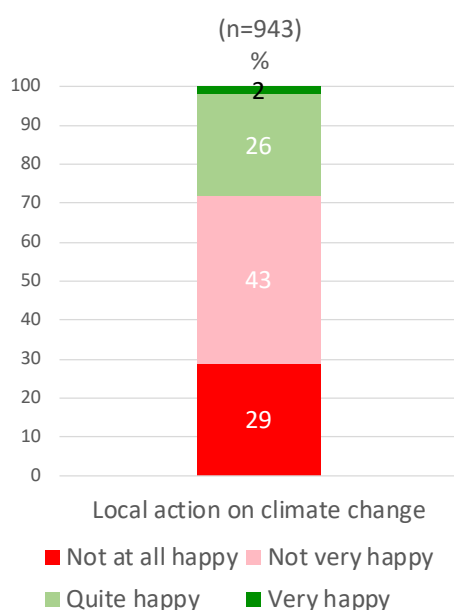
Respondents in Acton were slightly more likely to be happy than the average (61%), as were those in the 35-44 age group (64%), while respondents in Hanwell (50%) and Southall (55%) were more likely than average to be unhappy, as was the small number of social housing tenants covered (65%). It should be borne in mind that this survey was conducted during the Omicron stage of the Covid-19 pandemic.

Among the small number of comments made about health, only one or two were about being unable to get a GP appointment. The others related more

broadly to health services, e.g. hospitals stretched and under threat of closure, lack of smaller healthcare centres, inadequate mental health and addiction services, lack of dentists and a lack of specialist counselling services for abused women.

<sup>7</sup> The Health and Social Care Act 2012 made local authorities responsible for public health in their area. While health protection remains the duty of the Secretary of State for Health, the Act 'sees local authorities having a critical role at the local level in ensuring that all relevant organisations locally are putting plans in place to protect the population against the range of threats and hazards.'

## 4.11 Local action on climate change



70% of respondents gave an opinion on local action on climate change, a somewhat lower percentage than for the preceding items. The importance of this issue (as measured by the number with an opinion on it) was greater than average among respondents in Perivale (82%) and Hanwell (78%), the 35-44s (90%), the 18-34s (82%), and those in private rented accommodation (96%) and social housing (85%).

Among those with an opinion, consistently more respondents across the board were unhappy rather than happy with local action on climate change. Respondents in Southall (82%) and from the 18-34 age group (72%) were particularly negative compared with other sub-groups.

There were around 30 comments on climate change, two-thirds of which came from Ealing wards, but

there were also views from Acton, Hanwell and Greenford. While the Council's climate emergency strategy was welcomed, there were concerns about its robustness in terms of what it can achieve, whether it is sufficiently well funded and how future proofed it is, as well as a certain degree of cynicism as to the Council's intentions.

*(What is needed is) investment in long term sustainable projects that will last generations. Stop the sticking plaster quick fixes that will need more money spent in ten years. Invest in well-designed Passivhaus buildings that are kind to the environment and low cost in use.*

Cleveland

*They claim to have a green agenda, yet often implement things wrongly or completely abandon the climate friendly pretence when money is involved.*

Elthorne

There were also perceived to be inconsistencies within the strategy itself. One of these was its failure to consider embodied carbon in buildings or to incorporate climate-friendly technologies in new builds:

*The declaration for Ealing to be carbon neutral by 2030 and the setting up of a department is a joke in that the carbon used in cement, steel and other building materials and embedded carbon in the demolition of any buildings is not being taken into account.*

North Greenford

*They (new housing developments) should incorporate appropriate technology to combat global warming, e.g. solar panels.*

Acton

Another inconsistency was the continued reliance on cars for transport and their negative environmental effects:



*Ealing is sailing to oblivion pretending that we can keep relying on cars for transport. We can't – our air quality is getting worse and the roads are more and more congested. We need to change to using sustainable transport.*

Cleveland

*Stop allowing driveways to be built (they encourage driving and remove green spaces) ....*

North Greenford

In addition, there seemed to be a contradiction between cutting down mature trees in some places and planting in others:

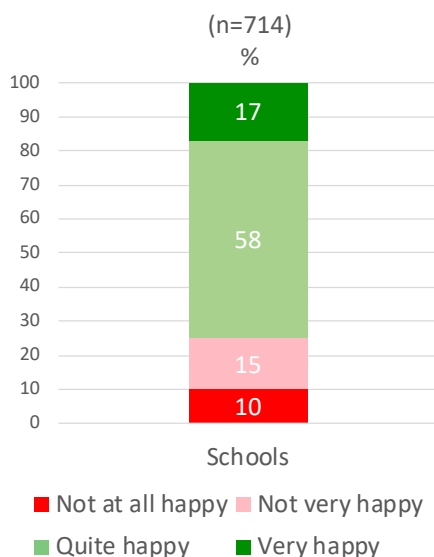
*Ealing Council cuts mature trees down, and allows mature trees on private property to be removed. It takes many, many years for saplings to grow enough to replace the biomass of mature trees.*

Elthorne

*On a positive note, a lot of tree and wild flower planting has taken place in parks over the last few years.*

Cleveland

## 4.12 Schools



Just over half of respondents (53%) gave an opinion about schools in Ealing, and those who did were predominantly happy with the service (75%), with 17% 'very happy'.

Respondents in the 35-54 age group were much more likely than average to give an opinion (69%) as might be expected for a life stage related service, and those who did were more positive than average about Ealing's schools (63% quite happy and 24% very happy).

However, our small sample of Southall respondents, while more likely than average to have an opinion about schools (72%) were less positive about them (47% quite happy and 12% very happy) than respondents across the borough as a whole.

Schools attracted only nine spontaneous comments in total, but even so perceptions differed sharply. Dormers Wells generated four of the comments, the following sentiment being typical:

*Schools are already full and failing.... Unless you live in a rich part of the borough and go to one of the posh schools like Cardinal Wiseman or St Benedict's or William Perkins you have no chance because Ealing Council simply don't care....*

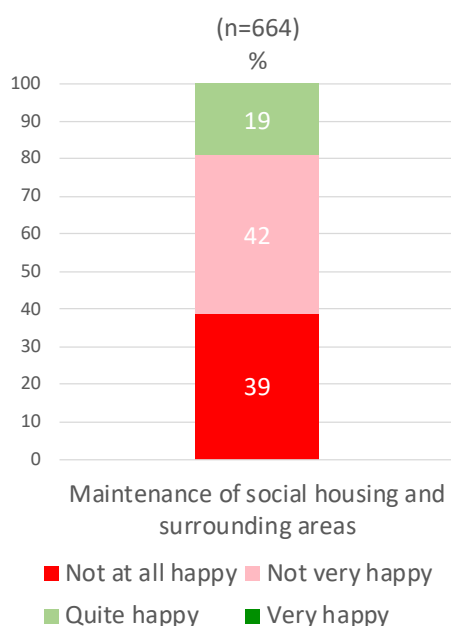
Dormers Wells

This contrasts with another comment from Greenford Broadway:

*.... I do believe the schools in the area are some of the best.... I would leave Ealing due to the buildings and parking but the schools are why I am staying put for now.... The schools are fantastic.*

Greenford Broadway

## 4.13 Maintenance of social housing and surrounding areas



Just over half (52%) of all respondents had a view about the maintenance of social housing and surrounding areas in the borough. Not surprisingly this figure rose to 92% among social housing tenants.

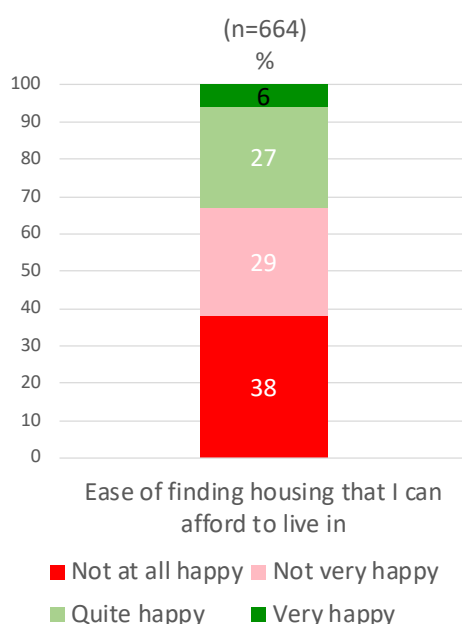
Those with a view were universally more negative than positive, and social housing tenants were no more or less unhappy with the maintenance of social housing than the sample as a whole.

More unhappy than average were respondents in Southall, 18-34s and those in private rented accommodation (50% 50% and 54% respectively claiming to be 'not happy at all').

There were only two comments about the maintenance of social housing, probably due to the few social housing tenants in our sample. These came from Greenford and Northolt, and both were

critical of the quality and maintenance of their accommodation, in particular ill-fitting windows and the lack of double glazing.

## 4.14 Ease of finding housing I can afford



This aspect of living in Ealing was deliberately phrased to be relevant to those directly affected by the availability of affordable housing. No doubt for this reason only 49% of the total sample expressed a view. Respondents aged 18-34 (80%) and 35-44 (69%), social housing (82%) and private renters (79%) and those in Southall (64%) were most likely to give an opinion, which no doubt reflects the relevance of this item to them.

Respondents were negative as a whole and across all sub-groups. Worth noting is the fact that mostly the same sub-groups who were most likely to give an opinion, were also those who were most likely to be 'not happy at all' with their ability to find housing they can afford – Southall (60%), social housing (59%) and private renters (54%) and 18-34s (44%).

There were just over 60 comments on affordable housing. Those who commented had a clear idea of what they expected it to deliver, namely council/social housing that serves local residents on low to average incomes, especially those on the Council's housing waiting list.

*Not enough social housing is being provided which is where the need is greatest.*

Northolt Mandeville

*I've not yet met a councillor who can tell me that any current or recent past building developments have reduced the number of people on LBE's housing waiting list.*

Hobbyayne

There was a perceived mismatch between what is being built and what local people actually need.

*We need more truly affordable housing for families combined with the infrastructure needed. This doesn't mean more high-rise buildings with tiny flats that people on our housing lists can't afford.*

Cleveland

*Many (high-rise flats) remain empty due to not caring what people can afford or the style of living they need.*

Ealing Broadway

*.... There is also no creation of homes of the type families want to live in, i.e. affordable 3 bed+ houses with gardens and it is this part of the market in which there is currently a shortage and also the type of accommodation that would fit into this suburban area.*

Acton Central

Some respondents commented about being priced out of Ealing, and there were accusations of social cleansing.

*It is becoming horribly expensive. We will need to move out soon.*

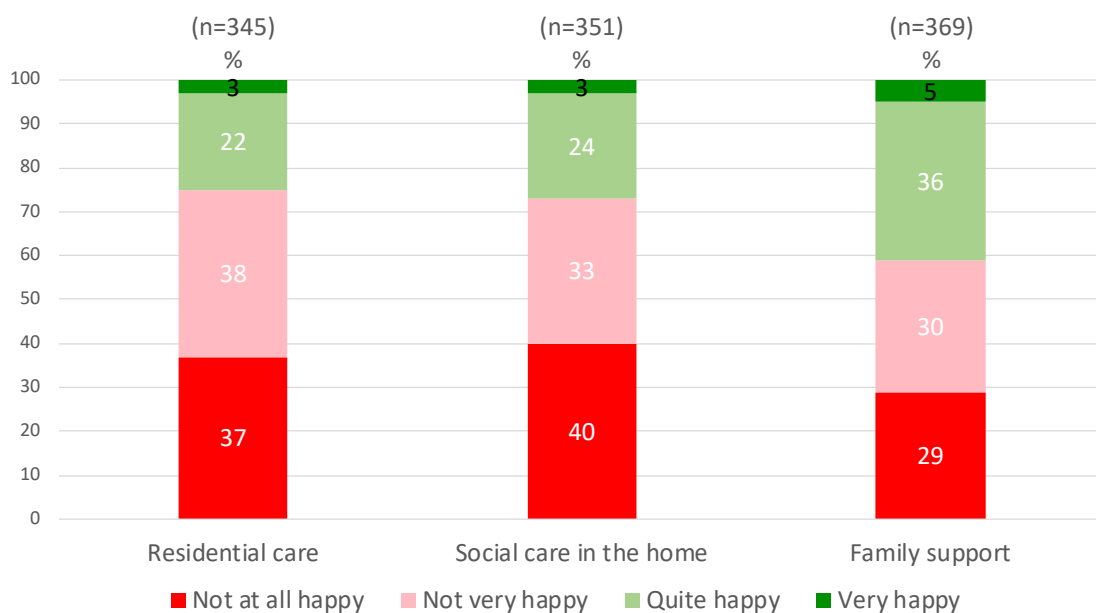
Cleveland

*There seems to be a total disregard of people who need social housing. It's almost like social cleansing.*

Hanger Hill

#### 4.15 Social care and family support

### Social care and family support



Only just over a quarter of the total sample offered an opinion on residential and in-home social care or family support.

Residential social care and in-home care were more likely to attract an opinion from certain sub-groups, notably respondents in Southall (38% and 49% respectively) and those in social housing (36% and 47%) or private rented accommodation (34% each).

Respondents who had an opinion were predominantly unhappy with both these services. Large numbers of respondents in Southall (56% for residential and 57% for in-home care) and Hanwell (53% and 58% respectively) were 'not happy at all'. Conversely, attitudes in Perivale to residential care were more finely balanced, with 50% of respondents 'quite happy' with residential care. Similarly, 18-34s (57% and 50%) and respondents in social housing (54% and 48%) were respectively more likely to be 'not happy at all' with residential or in-home social care.

As with social care, respondents in Southall (43%), those aged 18-54 (40%) or in social housing (55%) or private rented accommodation (39%) were more likely than average to have an opinion on family support. While still predominantly negative, opinion for the sample as a whole was slightly less negative than for social care. However, the share of respondents who were 'not happy at all' was greatest among the sub-groups most likely to have voiced an opinion – respondents in Southall (50%), 18-34s (50%) and those in social housing (42%).

Social care and family support did not arouse much comment in the open-ended questions, most probably as so few respondents gave an opinion about them. The seven comments that were made were critical of in-home social care, social care for the mentally ill (specifically in sheltered accommodation) and child protection.

#### **4.16 Crime and anti-social behaviour**

There were around 150 unprompted comments about crime and anti-social behaviour in the survey. Almost half of these related to a widely perceived increase in crime across the borough, including fly tipping, car/bicycle/catalytic converter theft, street theft, burglary, muggings, knife crime, drug dealing and abuse, e-scooters and dog stealing.

*West Ealing in particular has deteriorated beyond recognition. It's referred to as West Stealing. Dean Gardens known locally as Stabby Park.*

Northfield

*Crime has massively increased and only the lockdowns have eased this. But we have seen thefts of bikes, muggings, unwanted advances towards vulnerable, stabbings and car thefts all massively increasing.*

Ealing Common

There were also multiple mentions of anti-social behaviour, such as street drinking, begging, littering, fireworks and dog fouling.

*Anti-social behaviour and littering has increased in Ealing, which has made it much less pleasant to live in than when I moved here.*

East Acton

There were also concerns that Ealing's streets are unsafe, in part due to poor street lighting at night.

*I'm worried about safety in Ealing and antisocial behaviour. The other day, the glass in Sowa and Bread St were both smashed in! A boy in my son's school was mugged for this phone on his way home last week. I don't feel safe even walking down the road after 6 pm.*

Ealing Broadway

*Reduced street lighting at night is extremely dangerous for women out alone. Save lives, not money.*

Hobayne

Respondents complained of the lack of a visible police presence on the streets and the lack of follow-up when crime is reported.

*More crime is reported on Nextdoor.co.uk than ever before, and residents seem to have given up on reporting to Police due to inaction.*

Ealing Broadway

*SAFETY. Need Police on the streets. Not just whizzing round in cars....*

Acton Central

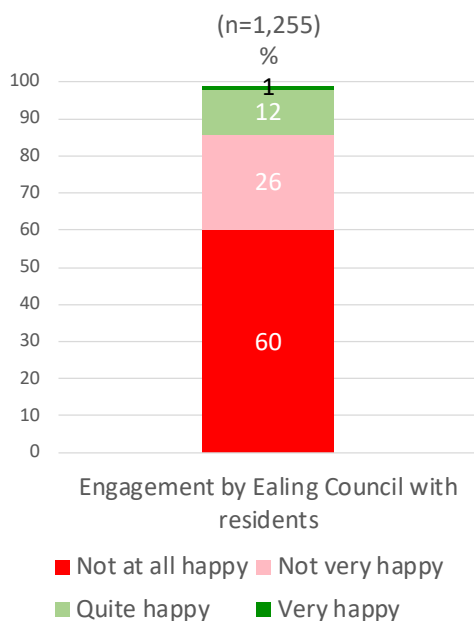
## 5. EALING COUNCIL ENGAGEMENT WITH RESIDENTS

The survey asked a series of questions about Ealing Council's engagement with its residents. These looked at engagement from two points of view, namely:

Engagement by the Council with residents

Resident-initiated contact with the Council and their elected representatives

### 5.1 Engagement by Ealing Council with residents



Apart from asking respondents to evaluate the range of activities and services over which Ealing Council has some or all of the decision-making power, Q5 of the survey asked them to say how happy they were with the engagement by Ealing Council with its residents. 93% of respondents voiced an opinion, and almost nine out of ten of those who did were unhappy with this aspect of living in Ealing, with more than half (60%) 'not happy at all'. There was no difference between the sub-groups on this item.

This topic raised almost 70 comments on a range of topics from across the borough. While one or two comments were sympathetic towards the Council in terms of the lack of resources available to it and the demands placed upon it by the pandemic, most were negative.

They included criticism of the Council's perceived failure to communicate and engage with residents about its policies, notably in relation to the huge amount of development going on. Respondents also felt excluded from having real input into policy.

*The borough needs to consult residents fully to ascertain what their priorities and vision are and build an action plan to reflect their wishes and values going forward.*

Northfield

*The lack of community interaction is really poor, decisions that will affect the borough hugely are being made often rashly without the effects of these decisions. I feel an awful lot of funds are wasted, the council needs to consult more with residents and involve them in making this borough good....*

Elthorne

With the notable exception of East Acton, the change in leadership at Ealing Council was not felt to have changed this situation.

*Ealing New Council have failed to engage with the community contrary to their fanfare entrance.*

Northfield

*I will say that although I note that Ealing has in the past not engaged with residents and has left Old Oak Common residents out on a limb with HS2 and OPDC, since Peter Mason*

*took over, we now have a level of engagement and support. So the jury is out on whether or not they follow through on what they have promised.*

East Acton

The consultations conducted by the Council were greeted with cynicism. The sense was that outcomes were a foregone conclusion, with residents' contributions ignored and the Council pursuing its own agenda.

*Increasingly I don't bother engaging with Council activity. They may 'consult' but clearly have no desire to listen, or communicate honestly why they are making decisions.*

Hobayne

*When there are consultations the stats are interpreted so they can still do what they want e.g. recent LTN where boundary road strong opposition was ignored.*

Ealing Broadway

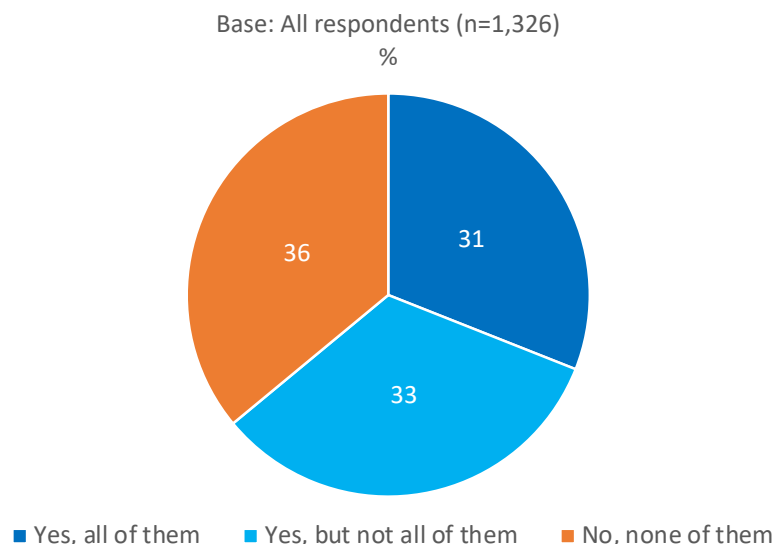
There were also negative comments about the Council's other communication tools such as the 'Around Ealing' magazine and its website.

*I feel the Council could communicate better with residents – and not just on social media. The Council website is not particularly good but could be used much more to improve communication.*

Ealing Common

At the point in time when the survey was conducted, each of the 23 wards in Ealing was represented by three ward councillors. Respondents were asked whether they knew who their ward councillors were before being invited to take part in the survey.

## Awareness of ward councillors



Q10 The ward you live in has three councilors. Did you know who they were before you were invited to take part in this survey?

Roughly two-thirds overall (64%) knew who at least one of their ward councillors was, but only half of these (31%) knew all of them. Respondents from Acton (71%), members of resident groups (74%) and those aged 65+ (74%) were more likely than average to know

their councillors, whereas respondents in Northolt and Greenford (40% and 52% respectively), non-members of resident groups (56%) and those aged 18-34 (43%) and 35-44 (51%) were less likely to know them.

The comments also reflected general dissatisfaction with the lack of engagement between ward councillors and their residents. With one or two exceptions councillors were criticised for being remote (apart from at election time), out of touch with their electorate, complacent and unhelpful.

*Councillors are only visible at election time and, again, we hear platitudes and empty promises.*

Cleveland

*Too many councillors are complacent and have lost touch with those they represent. The community spirit is not what it was and I meet many residents who feel let down.*

Elthorne

This was not helped by a reduction in the opportunities to engage. The suspension of ward forums and councillor surgeries, and the absence of councillor telephone numbers on the Council's website all contributed to the sense of remoteness.

*Only one of my ward councillors are apparent. Never see anyone from the council around. Feel there is no interest from most of them.*

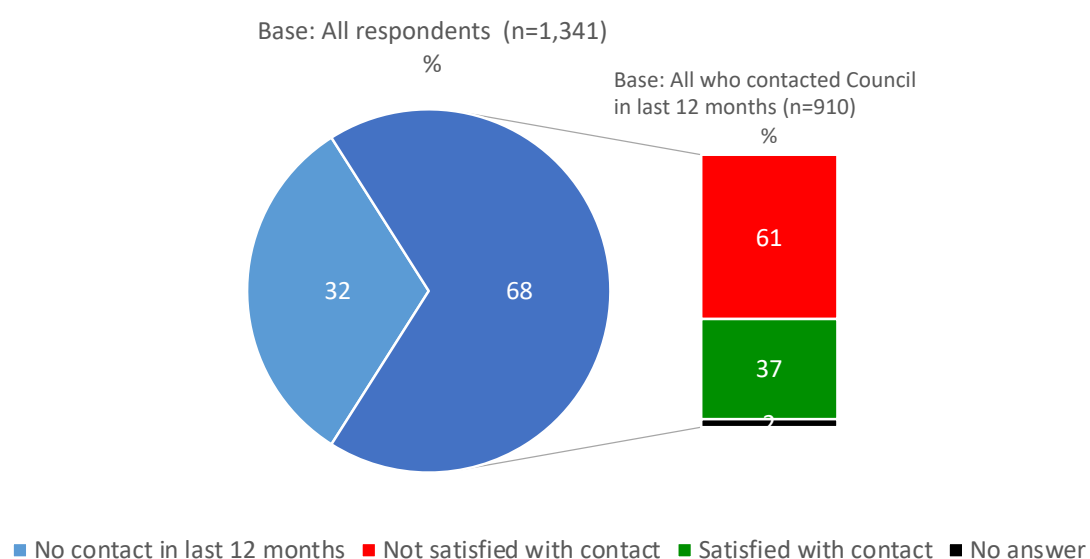
Walpole

## 5.2 Resident initiated contact with Ealing Council

The survey measured separately residents' contact with the Council and with their ward councillors over the preceding 12-month period.

### Contacting the Council

## Contacting the Council



Q7 Have you contacted the Council by any means (e.g. face to face, in writing, via their website, by phone) during the last 12 months?

Q8 Were you satisfied with your contact on that occasion (most recent)?



Around two-thirds (68%) of respondents had contacted the Council during the preceding 12 months. Respondents in Greenford and Perivale were slightly less likely than average to have done so (52% of respondents in each of the two towns).

Those who had been in contact with the Council were asked to give the reason for their most recent contact. The most common reason overall was 'to report a problem' (30% overall, but higher in Northolt (62%) and Southall (50%), and among social housing tenants (44%)<sup>8</sup>. This was followed by 'to comment on a planning application' (22% overall, lower than average among respondents aged 18-44 (12%) and social housing and private tenants (5% and 0% respectively); higher than average among residents' group members (28%). A roughly equal number had contacted the Council 'to find out about, arrange or pay for a service' (21% overall, higher than average among 18-44s (27%) and private renters (44%).

Among the respondents who had contacted the Council at all during the preceding 12-month period, 37% were satisfied with that contact while 61% were not. Respondents in Acton (45%) and Hanwell (48%) were more likely than average to be satisfied, as were respondents aged 65 or more (55%).

There were 85 spontaneous comments about contacting the Council. General criticisms were the difficulty of getting in contact, poor customer service, which either meant a failure to respond at all, to resolve the issue raised or to deal with complaints in a timely manner.

Many comments were about methods of contacting the Council, predominantly the difficulty of reaching the appropriate department in the Council by telephone. This was perceived to have grown worse over time despite this being the most popular means of contacting the Council in its last residents' survey<sup>9</sup>.

*Trying to get hold of a human for a basic query seems to feel like an impossible task. Most elderly are not Internet savvy so rely on phones, for example.*

Perivale

*Current arrangements for contacting council unsatisfactory. Too reliant on online, not user friendly for people with low IT skills, cognitive disability, no access to IT....*

Greenford Green

*Being able to speak to a council officer makes a huge difference in making residents feel supported and heard. The current system continuously keeps residents at arm's length.*

South Acton

With regard to telephone contact, there were specific complaints about long response times (and the attendant cost of calls), getting cut off, poor service from call handlers and unanswered messages.

The Council's website was also criticised for being user unfriendly, difficult to navigate and failing to deal with accessibility issues.

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<sup>8</sup> These differences are indicative only due to small base sizes.

<sup>9</sup> The top line report of Ealing's Residents' Survey 2018 among a representative sample of residents found that the one method that respondents would prefer the most in order to contact Ealing Council was by telephone (53%). This far outweighed other forms of communicating such as by post (17%), online through the Council's website (13%), by email (12%) or in person (4%).

*.... And their absolutely unfit for purpose website. If it was a commercial ecommerce business, it would be gone by now. You shouldn't frustrate residents by telling them to do everything online and then make them use a website that barely carries out these functions. It's a mess and needs to be redesigned from the bottom up.*

Ealing Broadway

*The website is dreadful. Often takes you round in a circle with no way to speak to someone when the transaction cannot be completed. End up contacting a councillor when all they need is a decent website and digital service. Should be able to take payment by credit card for basic services even by staff WFH. Other councils have had this ability for years.*

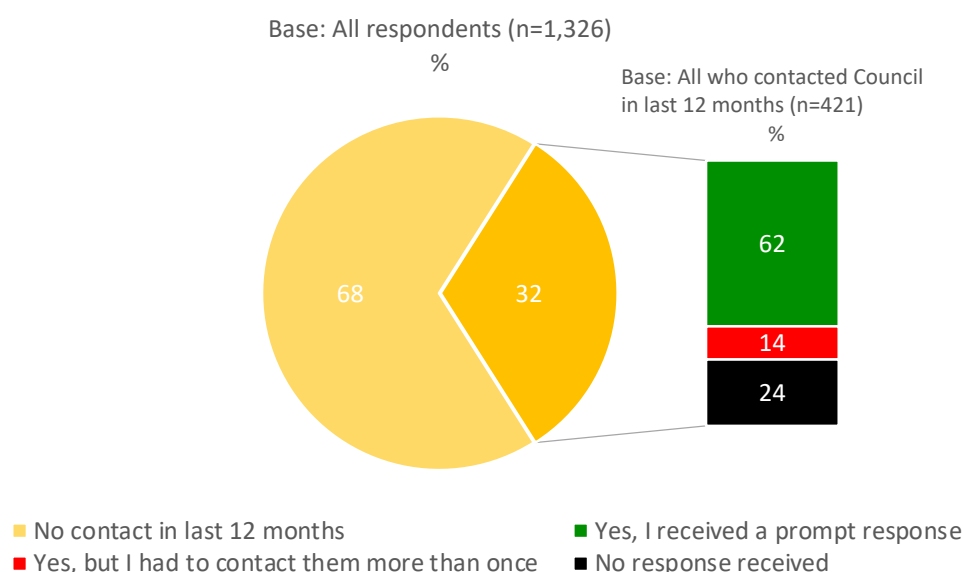
Walpole

The failure to respond to emails and letters and the inability to speak to council staff face to face were also mentioned.

### **Contacting ward councillors**

About a third of respondents (32%) had contacted any of their ward councillors during the preceding 12-month period, the vast majority (80%) by email.

## **Contacting ward councillors**



Q11 Have you contacted any of your ward councillors during the last 12 months?

Q13 Did you receive a response?

Respondents in Greenford (22%) and Northolt (24%), younger respondents (22% of 18-34s; 26% of 34-44s) and those in social (17%) and private (13%) rented accommodation were less likely than average to have made contact with their elected representatives over the period.

Among those who had contacted any ward councillor within the preceding 12 months, almost two-thirds (62%) had received a prompt response and a further 14% had had to contact them more than once to get a response. A quarter (24%) had not received any response at all. The sub-group bases were too small to be confident in any differences compared with the overall figures.

Most respondents (n=315) were satisfied with the response they had received (72%), whether or not they had achieved what they had wanted to.

Among the spontaneous comments about contacting councillors, many criticised their failure to respond or the fact that only one of the three councillors representing a ward might respond. Despite one or two notable exceptions, the situation was perceived to have worsened over time. Where councillors did respond, their answers were sometimes incomplete, too generic or failed to resolve the issue.

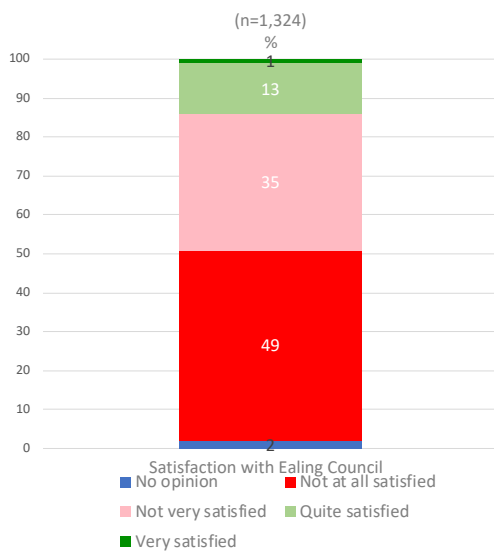
*Only one of my three ward councillors ever responds. The other two may as well not exist.*

Elthorne

*I've written to councillors during lockdown and only a few replied to my email. Mostly with a generic response and nothing personal. Feel very 'unrepresented'. It's sad.*

Ealing Broadway

## 6. SATISFACTION WITH EALING COUNCIL



Overall more than four out of five respondents in our survey were dissatisfied with Ealing Council, with almost half (49%) of the total claiming to be 'not at all satisfied'.

Respondents from Northolt (74%), Greenford (75%) and Acton (79%) and those in private rented accommodation (70%) were slightly less likely than average to be dissatisfied.

Satisfaction with the Council has been on a downward trajectory in recent years among our sample. Asked to compare their satisfaction with Ealing Council now with five years previously, 74% of those who had lived in the borough over the period (n=1,227) were less satisfied at the

end of 2021 than before.

Respondents were especially effusive in their spontaneous comments about Ealing Council as a whole. Among the more than 200 comments recorded, a small number made allowances for the Council's performance in the context of budget cuts imposed by central Government.

*Ealing Council does a splendid job considering the reduced funding from Government over successive years....*

Greenford Broadway

*All aspects of public services are poor and run down in the UK due to central Government cuts to funding. I consider Ealing Council to be in a difficult position over improving services and see some departments, e.g. parks, being innovative in spite of this.*

Perivale

However, most comments were very critical. Words used to describe the administration included 'a disgrace', 'a disaster', 'a dictatorship', 'an absolute shower' and 'full of hot air'. Several respondents reported 'no confidence in Ealing Council', 'lost trust in the Council', 'no respect for this council' and as 'the worst I've come across', 'one of the most disappointing councils in London' and 'the worst council in England'.

By far the most common specific criticism (70 mentions) was the Council's perceived failure to listen to its residents and the lack of respect and concern for residents' needs that this implied.

*The blatant disregard for the existing community is apparent within this borough. Consultation results, views, planning objections and opinions ignored. Local councillors do little or nothing for community, they pay lip service. They don't even respond to requests. The lack of transparency is ridiculous, everything takes months to gain what should be for the public to view. Generally the LBE are letting the local community down on every aspect when they should be looking after our best interests not those of others.*

Ealing Broadway

*The current council does not listen to residents. I have been living in the area for 25 years and I am noticing such a change in the last few years. Basically a negative and anti-democratic attitude towards the local residents. Decisions forced towards residents very seldom are in the residents' best interest. It is unacceptable!*

North Greenford

*The complete indifference of Ealing Council to the real concerns of residents.*

South Acton

The Council was also criticised as being incompetent and inefficient, and lacking the skills needed to provide services effectively.

*Shockingly bad service considering how much we pay in council tax*

Acton Central

*I run a small business as a gardener. The recent Greenford weighbridge failure and the inability of the Council to issue skip licences made my job impossible. Inefficient Council on all fronts.*

Cleveland

The Council was perceived to be divisive in its dealings with the community. It was variously felt to favour young mothers, wealthy residents, older residents, non-car drivers, the able bodied, those living in particular parts of the borough e.g. Ealing Broadway, Pitshanger and W5 and minority groups with the loudest voice. As one Walpole resident wrote:

*It has become indicative of the dividing of local society caused by policies without sensibility and equality.*

Walpole

Some respondents believed the Council to be focused on revenue generation to the detriment of its residents.

*Everything the Council does seems to disadvantage or extort money from residents. Why don't they just gently increase council tax year by year, instead of BOASTING it hasn't gone up and then charging for all sorts of other things instead? Such as CPZ charging rises and green waste collection.*

Ealing Broadway

*Changing for the worse, the council seems determined to reduce services and accumulate money.*

Northolt Mandeville

There were also accusations of self-interest, if not corruption.

*I think that the financial considerations of individuals have too much effect on decisions.*

Cleveland

*This is a corrupt council led by money grabbers.*

Southall Green

What was not detected was any sense of a vision for the borough from the Council.

*Changes in Ealing seem to be driven by developers bringing planning applications that don't add anything but high-rise floor space to the borough. I would love to see a council that has ambition and imagination to bring quality of life to its residents with good leisure facilities, great libraries, reduction in traffic, and thriving shopping centres with local businesses.*

Ealing Broadway

A considerable number of complaints were targeted specifically at the ruling party and how it uses its power. As examples:

*Residents are grasping on to retaining community in their specific areas, but the Town Hall has lost civic pride which has become subservient to party political domination by the ruling group. We the people have become mere fodder to feed their aims, which do not necessarily align with ours as communities.*

Northfield

*Ealing needs a more varied political make-up in the local Council – too much power and corruption have become embedded because of the over-representation of one political party.*

Ealing Broadway

In this context, some questioned the motives of Ealing's elected representatives.

*Outside of London if a candidate is Labour they are likely to live Labour values. In London candidates apply for the party that will most likely be elected as they plan their first steps into national politics.*

Northfield

*I now am completely mistrustful of local party politics and do not think the councillors have the best interest of Ealing at heart.*

Walpole

*It seems that our local councillors are more interested in themselves and their careers/self-promotion than in listening to, representing or acting in residents' interests... What exactly are they there for? Perhaps removing automatic allowances would help weed out those genuinely interested in public service from those looking to supplement their incomes.*

Hobayne

The jury is out as to whether the recent change in leadership heralds a real change in culture.

*I am delighted we have seen the back of Julian Bell and I am hoping that once his imprint has been erased from the council, that Peter Mason will manage to change the culture and efficiency and transparency of the council. He no doubt has to see off the Bell-supporters before he can enact major change....*

East Acton

*I would like them to actually follow up and carry out the commitment the current leader made regarding openness and transparency!*

Hanger Hill

## APPENDIX A: PROFILE OF SAMPLE

	ERA sample			External sources	
	Total Abs	Complete responses		Abs	%
		Abs	%		
<b>Distribution by ward (Q3)</b>				<b>Electoral Register 2018</b>	
Base:	<b>1,477</b>	<b>1,292</b>	<b>100</b>	<b>225,273</b>	<b>100</b>
<b>Acton</b>	<b>174</b>	<b>148</b>	<b>11</b>	<b>43,710</b>	<b>19</b>
Acton Central	70	58	4	9,939	4
East Acton	38	30	2	13,047	6
South Acton	43	41	3	10,496	5
Southfield	23	19	1	10,228	5
<b>Ealing</b>	<b>843</b>	<b>748</b>	<b>58</b>	<b>61,442</b>	<b>27</b>
Cleveland	238	215	17	10,623	5
Ealing Broadway	208	182	14	10,641	5
Ealing Common	81	74	6	10,390	5
Hanger Hill	58	55	4	10,397	5
Northfield	155	132	10	9,808	4
Walpole	103	90	7	9,583	4
<b>Hanwell</b>	<b>214</b>	<b>193</b>	<b>15</b>	<b>21,164</b>	<b>9</b>
Elthorne	122	110	9	10,810	5
Hobayne	92	83	6	10,354	5
<b>Perivale</b>	<b>52</b>	<b>41</b>	<b>3</b>	<b>11,360</b>	<b>5</b>
<b>Northolt</b>	<b>68</b>	<b>57</b>	<b>4</b>	<b>21,632</b>	<b>10</b>
Northolt Mandeville	48	40	3	11,030	5
Northolt West End	20	17	1	10,602	5
<b>Greenford</b>	<b>76</b>	<b>61</b>	<b>5</b>	<b>34,037</b>	<b>15</b>
Greenford Broadway	32	24	2	12,639	6
Greenford Green	16	14	1	10,684	5
North Greenford	28	23	2	10,714	5
<b>Southall</b>	<b>50</b>	<b>44</b>	<b>3</b>	<b>52,066</b>	<b>23</b>
Dormers Wells	8	8	1	10,078	4
Norwood Green	11	10	1	10,133	4
Lady Margaret	10	9	1	10,278	5
Southall Broadway	7	4	0	10,555	5
Southall Green	14	13	1	11,022	5

	ERA sample			External sources	
	Total	Complete responses			
	Abs	Abs	%	Abs	%
<b>Age (Q17: adults aged 18+)</b>					
				<b>Mid-year Population Estimates, UK, ONS, June 2020</b>	
Base:	<b>1,309</b>	<b>1,292</b>	<b>100</b>	<b>258,135</b>	<b>100</b>
18-24	5	4	0	25,383	10
25-34	55	55	4	49,808	19
35-44	142	141	11	52,584	20
45-54	299	294	23	47,698	18
55-64	342	338	26	37,001	14
65+	466	460	36	45,661	18
<b>Housing tenure (Q18)</b>					
				<b>LBE Private Rented Sector: Housing Stock Condition and Stressors Report, Meta Street, January 2021</b>	
Base:	<b>1,309</b>	<b>1,292</b>	<b>100</b>	<b>143,863</b>	<b>100</b>
		1,273	excluding		
<b>Social housing</b>		<b>87</b>	<b>7</b>	<b>28,425</b>	<b>20</b>
Council tenant	31	31	2	n/a	n/a
Broadway Living tenant	4	4	0	n/a	n/a
Other housing association tenant	31	31	2	n/a	n/a
Shared ownership	21	21	2	n/a	n/a
<b>Private renter</b>	<b>71</b>	<b>70</b>	<b>5</b>	<b>54,776</b>	<b>38</b>
<b>Owner/occupier (with or without</b>	<b>1,131</b>	<b>1,116</b>	<b>88</b>	<b>60,635</b>	<b>42</b>
Other	20	19	excluded		



## APPENDIX B: SURVEY QUESTIONNAIRE

Thank you for participating in our survey. It should take no more than a few minutes of your time.

The survey is anonymous. That means that we do not collect any information or publish the results in a form that would make you personally identifiable.

Q1. Do you belong to a residents' or tenants' association or other type of community group in Ealing? (SINGLE CODE)

Yes

No

Q2. ALL WHO ANSWER 'Yes' AT Q1

Which Ealing residents'/tenants' association or community group do you belong to? (If you belong to more than one group, please list them all.)

Q3. ASK ALL

The next two questions are to help us make sure that we get as broad a range of views as we can from people across the borough.

Which ward do you live in?

(If you don't know your ward go to [www.ealing.gov.uk/councillors/search](http://www.ealing.gov.uk/councillors/search) and enter your postcode.) (SINGLE CODE)

- |                      |                       |
|----------------------|-----------------------|
| • Acton Central      | • North Greenford     |
| • Cleveland          | • Northfield          |
| • Dormers Wells      | • Northolt Mandeville |
| • Ealing Broadway    | • Northolt West End   |
| • Ealing Common      | • Norwood Green       |
| • East Acton         | • Perivale            |
| • Elthorne           | • South Acton         |
| • Greenford Broadway | • Southall Broadway   |
| • Greenford Green    | • Southall Green      |
| • Hanger Hill        | • Southfield          |
| • Hobbayne           | • Walpole             |
| • Lady Margaret      |                       |

Q4. And what is your full postcode? (Please write in)

Q5. This question is about your experience of living in Ealing. Please indicate how you feel about each of the aspects of living in Ealing listed below. (SINGLE CODE FOR EACH ITEM)

Very happy

Quite happy

Not very happy

Not happy at all

No opinion

- The overall amount of development going on
- The height and scale of development on individual sites
- Ease of finding housing that I can afford to live in
- Maintenance of social housing and surrounding areas
- Respect for and enforcement of the planning rules
- Preservation of Ealing's character and heritage assets
- Waste management and recycling
- Traffic management (e.g. Low Traffic Neighbourhoods (LTNs))
- Parking management (e.g. Controlled Parking Zones, Blue Badges, parking fines)
- Highways management (e.g. street cleaning, street lighting, pavements, roadworks)
- Community facilities (e.g. libraries, parks, sports and leisure, youth centres)
- Schools
- Social care in the home
- Residential care
- Family support (e.g. childcare, children's centres, child safeguarding, fostering and adoption)
- Environmental quality (e.g. air quality, noise, pollution)
- Ease of access to a family doctor/GP
- Engagement by Ealing Council with residents
- Local action on climate change

Q6 Are there any other aspects of your experience of Ealing that were not covered in the last question, but are important to you? Please tell us what they are and how you feel about them in the box below.

Q7. The next few questions are about your personal contact with Ealing Council and your councillors (but not your MP).

Have you contacted the Council by any means (e.g. face to face, in writing, via their website, by phone) during the last 12 months? (SINGLE CODE)

Yes

No

Q8. ALL WHO ANSWER 'YES' AT Q7

Thinking of the most recent occasion you contacted the Council, why was that?

What were you trying to do? (MULTICODE)

To find out about/arrange/pay for a service

To comment about a service

To report a problem

To register to speak/speak at a Council meeting

To respond to a consultation

To comment on a planning application

Other (please specify)

Q9. Were you satisfied with your contact on that occasion? (SINGLE CODE)

Yes

No

Q10. ASK ALL

The ward you live in has three councillors. Did you know who they were before you were invited to take part in this survey? (SINGLE CODE)

Yes, all of them

Yes, but not all of them

No, none of them

Q11. Have you contacted any of your ward councillors during the last 12 months? (SINGLE CODE)

Yes

No

Q12. ALL WHO ANSWER 'Yes' AT Q11

Thinking of the most recent occasion you contacted them, how did you do it? (SINGLE CODE)

Face to face

By letter

By email

By phone

By social media

- Q13. Did you receive a response? (SINGLE CODE)
- Yes, I received a prompt response
  - Yes, but I had to contact them more than once to get a response
  - No
- Q14. ASK ALL WHO ANSWERED 'Yes' AT Q13
- Were you satisfied with the response you received? (SINGLE CODE)
- Yes, I was satisfied with the response and achieved what I wanted to
  - Yes, I was satisfied with the response even though I didn't achieve what I wanted to
  - No, I wasn't satisfied with the response
- Q15. ASK ALL
- Overall, how satisfied are you with Ealing Council? (SINGLE CODE)
- Very satisfied
  - Quite satisfied
  - Not very satisfied
  - Not at all satisfied
  - No opinion
- Q16. And how does your satisfaction with Ealing Council now compare with how you felt five years ago? (SINGLE CODE)
- More satisfied than five years ago
  - Less satisfied than five years ago
  - The same as five years ago
  - I was not living in Ealing five years ago
- Q17. Finally, just a few questions to help us interpret your comments. Firstly, how old are you? (SINGLE CODE)
- 18 – 24
  - 25 – 34
  - 35 – 44
  - 45 – 54
  - 55 – 64
  - 65+
- Q18. Which of the following best describes your living arrangements? (SINGLE CODE)
- Council tenant
  - Broadway Living tenant
  - Other housing association tenant
  - Private renter
  - Shared ownership
  - Owner occupier (with or without mortgage)
  - Other (please specify)

Q19. How did you hear about this survey? (SINGLE CODE)

Email from the organisers

Facebook post by the organisers

Word of mouth

Other (please specify)

Q20. Please feel free to add any other comments you would like to make about Ealing and how it is changing below.

Thank you for participating in this survey. Please click 'Done' to submit your response.

## **APPENDIX C: SUMMARY TABLES**

Q1 Do you belong to a residents' or tenants' association or other community group in Ealing?																				
	Total sample	Town							Resident/tenant		Satisfaction with Ealing		Age					Housing tenure		
		Acton	Ealing	Greenford	Hanwell	Northolt	Perivale	Southall	Yes	No	Satisfied	Not satisfied	18-34	35-44	45-54	55-64	65+	Social housing	Private rent	Owner occupier
Base: All	(n=1,645)	(n=174)	(n=843)	(n=76)	(n=214)	(n=68)	(n=52)	(n=50)	(n=658)	(n=0)	(n=186)	(n=1,110)	(n=60)	(n=142)	(n=299)	(n=342)	(n=466)	(n=66)	(n=71)	(n=1,131)
	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs
Yes	658	99	342	26	66	28	21	10	658	–	61	480	16	38	97	137	256	18	20	492
No	987	75	501	50	148	40	31	40	–	–	125	630	44	104	202	205	210	48	51	639
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Yes	40	57	41	34	31	41	40	20	100	0	33	43	27	27	32	40	55	27	28	44
No	60	43	59	66	69	59	60	80	0	0	67	57	73	73	68	60	45	73	72	56

Q.5 Please indicate how you feel about: The overall amount of development going on																				
Total sample		Town							Resident/tenant association/community group membership		Satisfaction with Ealing Council		Age					Housing tenure		
		Acton	Ealing	Greenford	Hanwell	Northolt	Perivale	Southall	Yes	No	Satisfied	Not satisfied	18-34	35-44	45-54	55-64	65+	Social housing	Private rent	Owner occupier
Base: All	(n=1,350)	(n=158)	(n=771)	(n=66)	(n=201)	(n=62)	(n=45)	(n=47)	(n=556)	(n=794)	(n=186)	(n=1,110)	(n=60)	(n=142)	(n=299)	(n=342)	(n=466)	(n=66)	(n=71)	(n=1,131)
	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs
Very happy (2)	11	0	6	2	1	1	0	1	5	6	4	6	0	1	5	1	4	1	1	9
Quite happy (1)	115	18	59	7	16	6	2	7	37	78	49	60	16	20	24	20	29	10	16	82
Not very happy (-1)	253	28	137	11	40	25	6	6	93	160	58	181	8	28	71	58	82	14	16	211
Not at all happy (-2)	927	105	550	41	140	24	36	31	410	517	60	840	31	81	193	255	343	36	31	806
No opinion	44	7	19	5	4	6	1	2	11	33	15	23	5	12	6	8	8	5	7	23
% with an opinion	97	96	98	92	98	90	98	96	98	96	92	98	92	92	98	98	98	92	90	98
Base: All with an opinion	1,306	151	752	61	197	56	44	45	545	761	171	1087	55	130	293	334	458	61	64	1,107
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Very happy	1	0	1	3	1	2	0	2	1	1	2	1	0	1	2	0	1	2	2	1
Quite happy	9	12	8	11	8	11	5	16	7	10	29	6	29	15	8	6	6	16	25	7
Not very happy	19	19	18	18	20	45	14	13	17	21	34	17	15	22	24	17	18	23	25	19
Not at all happy	71	70	73	67	71	43	82	69	75	68	35	77	56	62	66	76	75	59	48	73
Total score	-1970	-220	-1166	-82	-302	-65	-76	-59	-866	-1104	-121	-1789	-54	-168	-423	-546	-731	-74	-60	-1723
Mean score (excluding no opinion)	-1.51	-1.46	-1.55	-1.34	-1.53	-1.16	-1.73	-1.31	-1.59	-1.45	-0.71	-1.65	-0.98	-1.29	-1.44	-1.63	-1.60	-1.21	-0.94	-1.56
Q.5 Please indicate how you feel about: The height and scale of development on individual sites																				
Total sample		Town							Resident/tenant association/community group membership		Satisfaction with Ealing Council		Age					Housing tenure		
		Acton	Ealing	Greenford	Hanwell	Northolt	Perivale	Southall	Yes	No	Satisfied	Not satisfied	18-34	35-44	45-54	55-64	65+	Social housing	Private rent	Owner occupier
Base: All	(n=1,350)	(n=158)	(n=771)	(n=66)	(n=201)	(n=62)	(n=45)	(n=47)	(n=556)	(n=794)	(n=186)	(n=1,110)	(n=60)	(n=142)	(n=299)	(n=342)	(n=466)	(n=66)	(n=71)	(n=1,131)
	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs
Very happy (2)	10	1	5	1	2	0	0	1	3	7	5	5	1	1	2	3	3	1	0	9
Quite happy (1)	68	10	31	2	11	9	1	4	24	44	31	30	9	11	16	10	16	4	9	47
Not very happy (-1)	189	24	96	15	25	20	3	6	62	127	57	124	9	34	53	33	56	19	18	143
Not at all happy (-2)	1027	118	616	41	160	22	38	32	448	579	77	916	37	86	216	287	375	34	36	899
No opinion	56	5	23	7	3	11	3	4	19	37	16	35	4	10	12	9	16	8	8	33
% with an opinion	96	97	97	89	99	82	93	91	97	95	91	97	93	93	96	97	97	88	89	97
Base: All with an opinion	1,294	153	748	59	198	51	42	43	537	757	170	1075	56	132	287	333	450	58	63	1,098
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Very happy	1	1	1	2	1	0	0	2	1	1	3	0	2	1	1	1	1	2	0	1
Quite happy	5	7	4	3	6	16	2	9	4	6	18	3	16	8	5	3	3	7	14	4
Not very happy	14	16	13	25	13	36	7	13	11	17	33	11	16	26	18	10	12	31	28	13
Not at all happy	79	78	82	67	81	39	86	71	82	76	45	84	67	66	74	86	82	56	56	81
Total score	-2155	-248	-1287	-93	-330	-55	-78	-64	-928	-1227	-170	-1916	-72	-193	-465	-591	-784	-81	-81	-1876
Mean score (excluding no opinion)	-1.67	-1.62	-1.72	-1.58	-1.67	-1.08	-1.86	-1.49	-1.73	-1.62	-1.00	-1.78	-1.29	-1.46	-1.62	-1.77	-1.74	-1.40	-1.29	-1.71



Q.5 Please indicate how you feel about: Respect for and enforcement of the planning rules																				
Total sample		Town							Resident/tenant association/community group membership		Satisfaction with Ealing Council		Age					Housing tenure		
		Acton	Ealing	Greenford	Hanwell	Northolt	Perivale	Southall	Yes	No	Satisfied	Not satisfied	18-34	35-44	45-54	55-64	65+	Social housing	Private rent	Owner occupier
Base: All	(n=1,350)	(n=158)	(n=771)	(n=66)	(n=201)	(n=62)	(n=45)	(n=47)	(n=556)	(n=794)	(n=186)	(n=1,110)	(n=60)	(n=142)	(n=299)	(n=342)	(n=466)	(n=66)	(n=71)	(n=1,131)
	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs
Very happy (2)	15	3	6	2	3	0	0	1	7	8	7	7	1	3	3	4	4	2	2	11
Quite happy (1)	79	11	40	7	12	8	0	1	30	49	41	33	5	12	17	17	24	4	5	66
Not very happy (-1)	278	34	151	17	42	17	6	11	119	159	51	214	13	31	67	70	88	16	17	228
Not at all happy (-2)	803	86	492	29	120	17	33	26	350	453	43	740	28	72	168	216	299	29	31	698
No opinion	175	24	82	11	24	20	6	8	50	125	44	116	13	24	44	35	51	15	16	128
% with an opinion	87	85	89	83	88	68	87	83	91	84	76	90	78	83	85	90	89	77	77	89
Base: All with an opinion	1,175	134	689	55	177	42	39	39	506	669	142	994	47	118	255	307	415	51	55	1,003
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Very happy	1	2	1	4	2	0	0	3	1	1	5	1	2	3	1	1	1	4	4	1
Quite happy	7	8	6	13	7	19	0	3	6	7	29	3	11	10	7	6	6	8	9	7
Not very happy	24	25	22	31	24	40	15	28	24	24	36	22	28	26	26	23	21	31	31	23
Not at all happy	68	64	71	53	68	40	85	67	69	68	30	74	60	61	66	70	72	57	56	70
Total score	-1775	-189	-1083	-64	-264	-43	-72	-60	-775	-1000	-82	-1647	-62	-157	-380	-477	-654	-66	-70	-1536
Mean score (excluding no opinion)	-1.51	-1.41	-1.57	-1.16	-1.49	-1.02	-1.85	-1.54	-1.53	-1.49	-0.58	-1.66	-1.32	-1.33	-1.49	-1.55	-1.58	-1.29	-1.27	-1.53
Q.5 Please indicate how you feel about: Environmental quality (e.g. air quality, noise, pollution)																				
Total sample		Town							Resident/tenant association/community group membership		Satisfaction with Ealing Council		Age					Housing tenure		
		Acton	Ealing	Greenford	Hanwell	Northolt	Perivale	Southall	Yes	No	Satisfied	Not satisfied	18-34	35-44	45-54	55-64	65+	Social housing	Private rent	Owner occupier
Base: All	(n=1,350)	(n=158)	(n=771)	(n=66)	(n=201)	(n=62)	(n=45)	(n=47)	(n=556)	(n=794)	(n=186)	(n=1,110)	(n=60)	(n=142)	(n=299)	(n=342)	(n=466)	(n=66)	(n=71)	(n=1,131)
	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs
Very happy (2)	34	5	22	0	3	3	0	1	15	19	7	25	3	5	7	12	7	4	4	26
Quite happy (1)	408	35	255	20	57	18	12	11	159	249	92	297	19	34	100	112	131	16	27	344
Not very happy (-1)	502	58	289	25	85	24	15	6	209	293	63	423	17	49	101	128	195	21	24	432
Not at all happy (-2)	322	50	160	13	49	12	14	24	147	175	14	296	19	40	74	70	107	15	13	269
No opinion	84	10	45	8	7	5	4	5	26	58	10	69	2	14	17	20	26	10	3	60
% with an opinion	94	94	94	88	97	92	91	89	95	93	95	94	97	90	94	94	94	85	96	95
Base: All with an opinion	1,266	148	726	58	194	57	41	42	530	736	176	1041	58	128	282	322	440	56	68	1,071
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Very happy	3	4	3	0	2	7	0	3	3	3	5	3	6	4	3	4	2	8	7	3
Quite happy	35	26	37	36	32	43	31	28	31	37	65	30	40	29	39	36	32	31	49	34
Not very happy	43	43	42	45	48	57	38	15	41	44	44	43	36	42	40	42	47	41	44	43
Not at all happy	27	37	23	24	28	29	36	62	29	26	10	30	40	34	29	23	26	29	24	27
Total score	-670	-113	-310	-31	-120	-24	-31	-41	-314	-356	15	-668	-30	-85	-135	-132	-264	-27	-15	-574
Mean score (excluding no opinion)	-0.53	-0.76	-0.43	-0.53	-0.62	-0.42	-0.76	-0.98	-0.59	-0.48	0.09	-0.64	-0.52	-0.66	-0.48	-0.41	-0.60	-0.48	-0.22	-0.54

Q.5 Please indicate how you feel about: Traffic management (e.g. Low Traffic Neighbourhoods (LTNs))																				
Total sample		Town							Resident/tenant association/community group membership		Satisfaction with Ealing Council		Age					Housing tenure		
		Acton	Ealing	Greenford	Hanwell	Northolt	Perivale	Southall	Yes	No	Satisfied	Not satisfied	18-34	35-44	45-54	55-64	65+	Social housing	Private rent	Owner occupier
Base: All	(n=1,350)	(n=158)	(n=771)	(n=66)	(n=201)	(n=62)	(n=45)	(n=47)	(n=556)	(n=794)	(n=186)	(n=1,110)	(n=60)	(n=142)	(n=299)	(n=342)	(n=466)	(n=66)	(n=71)	(n=1,131)
	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs
Very happy (2)	33	3	23	1	3	1	1	1	13	20	14	18	0	1	8	10	13	1	2	29
Quite happy (1)	154	21	92	7	23	6	4	1	56	98	54	92	13	19	24	37	53	7	10	125
Not very happy (-1)	293	43	146	18	48	22	12	4	121	172	48	232	13	29	71	78	97	15	17	247
Not at all happy (-2)	751	71	447	30	117	28	24	34	312	439	46	684	27	75	166	192	268	36	30	638
No opinion	119	20	63	10	10	5	4	7	54	65	24	84	7	18	30	25	35	7	12	92
% with an opinion	91	87	92	85	95	92	91	85	90	92	87	92	88	87	90	93	92	89	83	92
Base: All with an opinion	1,231	138	708	56	191	57	41	40	502	729	162	1026	53	124	269	317	431	59	59	1,039
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Very happy	3	2	3	2	2	2	2	3	3	3	9	2	0	1	3	3	3	2	3	3
Quite happy	13	15	13	13	12	11	10	3	11	13	33	9	25	15	9	12	12	12	17	12
Not very happy	24	31	21	32	25	39	29	10	24	24	30	23	25	23	26	25	23	25	29	24
Not at all happy	61	51	63	54	61	49	59	85	62	60	28	67	51	60	62	61	62	61	51	61
Score	-1575	-158	-902	-69	-253	-70	-54	-69	-663	-912	-58	-1472	-54	-158	-363	-405	-554	-78	-63	-1340
Mean score (excluding no opinion)	-1.28	-1.14	-1.27	-1.23	-1.32	-1.23	-1.32	-1.73	-1.32	-1.25	-0.36	-1.43	-1.02	-1.27	-1.35	-1.28	-1.29	-1.32	-1.07	-1.29
Q.5 Please indicate how you feel about: Highways management (e.g. street cleaning, street lighting, pavements, roadworks)																				
Total sample		Town							Resident/tenant association/community group membership		Satisfaction with Ealing Council		Age					Housing tenure		
		Acton	Ealing	Greenford	Hanwell	Northolt	Perivale	Southall	Yes	No	Satisfied	Not satisfied	18-34	35-44	45-54	55-64	65+	Social housing	Private rent	Owner occupier
Base: All	(n=1,350)	(n=158)	(n=771)	(n=66)	(n=201)	(n=62)	(n=45)	(n=47)	(n=556)	(n=794)	(n=186)	(n=1,110)	(n=60)	(n=142)	(n=299)	(n=342)	(n=466)	(n=66)	(n=71)	(n=1,131)
	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs
Very happy (2)	26	3	16	0	3	1	0	3	10	16	14	11	3	3	10	5	5	1	4	20
Quite happy (1)	329	27	207	16	45	16	9	9	141	188	88	220	14	37	69	82	116	16	17	279
Not very happy (-1)	498	55	291	21	86	17	19	9	201	297	55	426	18	56	113	134	165	22	28	422
Not at all happy (-2)	476	69	245	27	65	28	17	25	201	275	27	438	21	44	104	118	174	25	21	395
No opinion	21	4	12	2	2	0	0	1	3	18	2	15	4	2	3	3	6	2	1	15
% with an opinion	98	97	98	97	99	100	100	98	99	98	99	99	93	99	99	99	99	97	99	99
Base: All with an opinion	1,329	154	759	64	199	62	45	46	553	776	184	1095	56	140	296	339	460	64	70	1,116
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Very happy	2	2	2	0	2	2	0	8	2	2	9	1	6	2	4	2	1	2	7	2
Quite happy	27	20	29	29	24	28	22	23	28	26	54	21	26	30	26	26	27	27	29	27
Not very happy	40	40	41	38	45	30	46	23	40	41	34	42	34	45	42	42	38	37	47	41
Not at all happy	39	50	35	48	34	49	41	63	40	38	17	43	40	35	39	37	40	42	36	38
Total score	-1069	-160	-542	-59	-165	-55	-44	-44	-442	-627	7	-1060	-40	-101	-232	-278	-387	-54	-45	-893
Mean score (excluding no opinion)	-0.80	-1.04	-0.71	-0.92	-0.83	-0.89	-0.98	-0.96	-0.80	-0.81	0.04	-0.97	-0.71	-0.72	-0.78	-0.82	-0.84	-0.84	-0.64	-0.80

Q.5 Please indicate how you feel about: Parking management (e.g. Controlled Parking Zones (CPZ), Blue Badges, parking fines)																				
Total sample		Town							Resident/tenant association/community group membership		Satisfaction with Ealing Council		Age					Housing tenure		
		Acton	Ealing	Greenford	Hanwell	Northolt	Perivale	Southall	Yes	No	Satisfied	Not satisfied	18-34	35-44	45-54	55-64	65+	Social housing	Private rent	Owner occupier
Base: All	(n=1,350)	(n=158)	(n=771)	(n=66)	(n=201)	(n=62)	(n=45)	(n=47)	(n=556)	(n=794)	(n=186)	(n=1,110)	(n=60)	(n=142)	(n=299)	(n=342)	(n=466)	(n=66)	(n=71)	(n=1,131)
	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs
Very happy (2)	40	2	22	4	8	2	1	1	14	26	22	16	2	4	12	8	13	3	0	36
Quite happy (1)	361	65	214	7	52	9	10	4	150	211	79	276	23	44	77	86	127	9	18	322
Not very happy (-1)	354	29	211	20	53	19	8	14	162	192	41	297	8	30	84	92	128	21	15	298
Not at all happy (-2)	432	41	234	21	74	22	18	22	174	258	17	397	16	39	92	121	148	25	19	356
No opinion	163	21	90	14	14	10	8	6	56	107	27	124	11	25	34	35	50	8	19	119
% with an opinion	88	87	88	79	93	84	82	87	90	87	85	89	82	82	89	90	89	88	73	89
	1,187	137	681	52	187	52	37	41	500	687	159	986	49	117	265	307	416	58	52	1,012
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Very happy	3	1	3	8	4	4	3	2	3	4	14	2	4	3	5	3	3	5	0	4
Quite happy	30	47	31	13	28	17	27	10	30	31	50	28	47	38	29	28	31	16	35	32
Not very happy	30	21	31	38	28	37	22	34	32	28	26	30	16	26	32	30	31	36	29	29
Not at all happy	36	30	34	40	40	42	49	54	35	38	11	40	33	33	35	39	36	43	37	35
Total score	-777	-42	-421	-47	-133	-50	-32	-52	-332	-445	48	-783	-13	-56	-167	-232	-271	-56	-35	-616
Mean score (excluding no opinion)	-0.65	-0.31	-0.62	-0.90	-0.71	-0.96	-0.86	-1.27	-0.66	-0.65	0.30	-0.79	-0.27	-0.48	-0.63	-0.76	-0.65	-0.97	-0.67	-0.61
Q.5 Please indicate how you feel about: Community facilities (e.g. libraries, parks, sports and leisure, youth centres)																				
Total sample		Town							Resident/tenant association/community group membership		Satisfaction with Ealing Council		Age					Housing tenure		
		Acton	Ealing	Greenford	Hanwell	Northolt	Perivale	Southall	Yes	No	Satisfied	Not satisfied	18-34	35-44	45-54	55-64	65+	Social housing	Private rent	Owner occupier
Base: All	(n=1,350)	(n=158)	(n=771)	(n=66)	(n=201)	(n=62)	(n=45)	(n=47)	(n=556)	(n=794)	(n=186)	(n=1,110)	(n=60)	(n=142)	(n=299)	(n=342)	(n=466)	(n=66)	(n=71)	(n=1,131)
	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs
Very happy (2)	47	4	31	1	4	2	2	3	18	29	20	25	4	11	10	8	13	3	7	36
Quite happy (1)	412	67	236	15	49	21	9	15	182	230	105	285	18	35	90	108	145	14	16	353
Not very happy (-1)	403	40	221	24	73	21	19	5	164	239	42	349	14	40	95	101	145	20	25	338
Not at all happy (-2)	429	32	249	23	72	17	14	22	171	258	12	407	17	51	99	108	144	26	18	360
No opinion	59	15	34	3	3	1	1	2	21	38	7	44	7	5	5	17	19	3	5	44
% with an opinion	96	91	96	95	99	98	98	96	96	95	96	96	88	96	98	95	96	95	93	96
	1,291	143	737	63	198	61	44	45	535	756	179	1066	53	137	294	325	447	63	66	1,087
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Very happy	4	3	5	2	2	4	5	7	4	4	13	3	8	9	4	3	3	5	13	4
Quite happy	35	49	35	29	26	40	24	37	36	33	66	29	37	30	34	35	35	24	31	35
Not very happy	34	29	32	46	39	40	51	12	33	35	26	35	29	34	36	33	35	34	48	33
Not at all happy	36	23	37	44	39	33	38	54	34	38	8	41	35	44	37	35	35	45	35	36
Total score	-755	-29	-421	-53	-160	-30	-34	-28	-288	-467	79	-828	-22	-85	-183	-193	-262	-52	-31	-633
Mean score (excluding no opinion)	-0.58	-0.20	-0.57	-0.84	-0.81	-0.49	-0.77	-0.62	-0.54	-0.62	0.44	-0.78	-0.42	-0.62	-0.62	-0.59	-0.59	-0.83	-0.47	-0.58

Q.5 Please indicate how you feel about: Preservation of Ealing's character and heritage assets																				
Total sample		Town							Resident/tenant association/community group membership		Satisfaction with Ealing Council		Age					Housing tenure		
		Acton	Ealing	Greenford	Hanwell	Northolt	Perivale	Southall	Yes	No	Satisfied	Not satisfied	18-34	35-44	45-54	55-64	65+	Social housing	Private rent	Owner occupier
Base: All	(n=1,350)	(n=158)	(n=771)	(n=66)	(n=201)	(n=62)	(n=45)	(n=47)	(n=556)	(n=794)	(n=186)	(n=1,110)	(n=60)	(n=142)	(n=299)	(n=342)	(n=466)	(n=66)	(n=71)	(n=1,131)
	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs
Very happy (2)	28	2	15	2	5	2	1	1	8	20	14	11	1	4	8	10	8	4	2	20
Quite happy (1)	223	22	126	16	30	16	4	9	74	149	75	136	12	35	60	69	62	13	19	178
Not very happy (-1)	320	46	167	15	46	19	15	12	139	181	60	242	17	30	65	113	112	17	17	271
Not at all happy (-2)	699	69	432	24	115	15	23	21	311	388	19	665	21	58	148	104	267	23	26	610
No opinion	80	19	31	9	5	10	2	4	24	56	18	56	9	15	18	3	17	9	7	52
% with an opinion	94	88	96	86	98	84	96	91	96	93	90	95	85	89	94	99	96	86	90	95
Base: All with an opinion	1,270	139	740	57	196	52	43	43	532	738	168	1054	51	127	281	339	449	57	64	1,079
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Very happy	2	1	2	4	3	4	2	2	2	3	8	1	2	3	3	3	2	7	3	2
Quite happy	18	16	17	28	15	31	9	21	14	20	45	13	24	28	21	20	14	23	30	16
Not very happy	25	33	23	26	23	37	35	28	26	25	36	23	33	24	23	33	25	30	27	25
Not at all happy	55	50	58	42	59	29	53	49	58	53	11	63	41	46	53	31	59	40	41	57
Total score	-1439	-158	-875	-43	-236	-29	-55	-43	-671	-768	5	-1414	-45	-103	-285	-232	-568	-42	-46	-1273
Mean score (excluding no opinion)	-1.13	-1.14	-1.18	-0.75	-1.20	-0.56	-1.28	-1.00	-1.26	-1.04	0.03	-1.34	-0.88	-0.81	-1.01	-0.68	-1.27	-0.74	-0.72	-1.18
Q.5 Please indicate how you feel about: Waste management and recycling																				
Total sample		Town							Resident/tenant association/community group membership		Satisfaction with Ealing Council		Age					Housing tenure		
		Acton	Ealing	Greenford	Hanwell	Northolt	Perivale	Southall	Yes	No	Satisfied	Not satisfied	18-34	35-44	45-54	55-64	65+	Social housing	Private rent	Owner occupier
Base: All	(n=1,350)	(n=158)	(n=771)	(n=66)	(n=201)	(n=62)	(n=45)	(n=47)	(n=556)	(n=794)	(n=186)	(n=1,110)	(n=60)	(n=142)	(n=299)	(n=342)	(n=466)	(n=66)	(n=71)	(n=1,131)
	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs
Very happy (2)	116	10	69	6	19	6	5	1	47	69	38	73	10	13	26	29	35	4	12	95
Quite happy (1)	697	56	435	34	107	26	21	18	282	415	121	546	21	69	157	176	254	24	33	603
Not very happy (-1)	301	49	170	11	42	11	11	7	133	168	17	275	10	29	65	83	107	18	15	251
Not at all happy (-2)	202	38	79	14	30	16	8	17	88	114	4	193	11	26	45	48	63	17	10	157
No opinion	34	5	18	1	3	3	0	4	6	28	6	23	8	5	6	6	7	3	1	25
% with an opinion	97	97	98	98	99	95	100	91	99	96	97	98	87	96	98	98	98	95	99	98
Base: All with an opinion	1,316	153	753	65	198	59	45	43	550	766	180	1087	52	137	293	336	459	63	70	1,106
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Very happy	9	7	9	11	10	12	12	2	9	9	23	7	20	10	9	9	8	7	19	9
Quite happy	55	40	59	60	55	50	49	42	53	56	72	52	41	54	56	52	57	42	52	56
Not very happy	24	35	23	19	21	21	26	16	25	23	10	26	20	23	23	24	24	32	23	23
Not at all happy	16	27	11	25	15	31	19	40	17	15	2	18	22	20	16	14	14	30	16	15
Total score	224	-49	245	7	43	-5	4	-21	67	157	172	31	9	14	54	55	91	-20	22	228
Mean score (excluding no opinion)	0.17	-0.32	0.33	0.11	0.22	-0.08	0.09	-0.49	0.12	0.20	0.96	0.03	0.17	0.10	0.18	0.16	0.20	-0.32	0.31	0.21

Q.5 Please indicate how you feel about: Ease of access to a GP																				
Total sample		Town							Resident/tenant association/community group membership		Satisfaction with Ealing Council		Age					Housing tenure		
		Acton	Ealing	Greenford	Hanwell	Northolt	Perivale	Southall	Yes	No	Satisfied	Not satisfied	18-34	35-44	45-54	55-64	65+	Social housing	Private rent	Owner occupier
Base: All	(n=1,350)	(n=158)	(n=771)	(n=66)	(n=201)	(n=62)	(n=45)	(n=47)	(n=556)	(n=794)	(n=186)	(n=1,110)	(n=60)	(n=142)	(n=299)	(n=342)	(n=466)	(n=66)	(n=71)	(n=1,131)
	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs
Very happy (2)	157	23	89	9	17	7	4	8	71	86	7	111	3	17	36	41	58	4	8	134
Quite happy (1)	560	64	332	25	81	27	19	12	229	331	92	447	25	72	131	134	179	16	30	471
Not very happy (-1)	304	31	176	12	53	17	9	6	117	187	63	258	14	20	58	83	119	21	14	256
Not at all happy (-2)	270	24	143	18	45	10	11	19	118	152	14	246	13	30	59	71	89	15	12	225
No opinion	59	16	31	2	5	1	2	2	21	38	10	48	5	3	15	13	21	10	7	45
% with an opinion	96	90	96	97	98	98	96	96	96	95	95	96	92	98	95	96	95	85	90	96
Base: All with an opinion	1,291	142	740	64	196	61	43	45	535	756	176	1062	55	139	284	329	445	56	64	1,086
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Very happy	12	16	12	14	9	11	9	18	13	11	4	10	5	12	13	12	13	7	13	12
Quite happy	43	45	45	39	41	44	44	27	43	44	52	42	45	52	46	41	40	29	47	43
Not very happy	24	22	24	19	27	28	21	13	22	25	36	24	25	14	20	25	27	38	22	24
Not at all happy	21	17	19	28	23	16	26	42	22	20	8	23	24	22	21	22	20	27	19	21
Total score	30	31	48	-5	-28	4	-4	-16	18	12	15	-81	-9	26	27	-9	-2	-27	8	33
Mean score (excluding no opinion)	0.02	0.22	0.06	-0.08	-0.14	0.07	-0.09	-0.36	0.03	0.02	0.09	-0.08	-0.16	0.19	0.10	-0.03	0.00	-0.48	0.13	0.03
Q.5 Please indicate how you feel about: Local action on climate change																				
Total sample		Town							Resident/tenant association/community group membership		Satisfaction with Ealing Council		Age					Housing tenure		
		Acton	Ealing	Greenford	Hanwell	Northolt	Perivale	Southall	Yes	No	Satisfied	Not satisfied	18-34	35-44	45-54	55-64	65+	Social housing	Private rent	Owner occupier
Base: All	(n=1,350)	(n=158)	(n=771)	(n=66)	(n=201)	(n=62)	(n=45)	(n=47)	(n=556)	(n=794)	(n=186)	(n=1,110)	(n=60)	(n=142)	(n=299)	(n=342)	(n=466)	(n=66)	(n=71)	(n=1,131)
	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs
Very happy (2)	18	1	11	1	1	1	1	2	4	14	5	13	2	5	4	3	6	4	4	13
Quite happy (1)	244	22	147	15	38	8	10	4	101	143	60	177	12	34	53	71	76	16	27	208
Not very happy (-1)	405	45	219	19	75	18	18	11	168	237	57	338	14	49	90	106	138	21	24	339
Not at all happy (-2)	276	32	158	10	43	8	8	17	118	158	13	253	21	40	67	69	83	15	13	233
No opinion	407	58	236	21	44	27	8	13	165	242	51	329	11	14	85	93	163	10	3	338
% with no opinion	70	63	69	68	78	56	82	72	70	70	73	70	82	90	72	73	65	85	96	70
Base: all with an opinion	943	100	535	45	157	35	37	34	391	552	135	781	49	128	214	249	303	56	68	793
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Very happy	1	1	1	2	1	2	2	4	1	2	3	1	4	4	1	1	1	7	6	1
Quite happy	19	15	20	23	19	13	23	9	19	19	34	17	22	24	19	22	17	29	42	19
Not very happy	31	32	30	30	38	30	42	24	31	31	32	32	25	35	32	32	31	38	38	31
Not at all happy	21	23	21	16	22	13	19	38	22	21	7	24	38	29	24	21	19	27	20	21
Total score	-677	-85	-366	-22	-121	-24	-22	-37	-295	-382	-13	-641	-40	-85	-163	-167	-216	-27	-15	-571
Mean score (excluding no opinion)	-0.72	-0.85	-0.68	-0.49	-0.77	-0.69	-0.59	-1.09	-0.75	-0.69	-0.10	-0.82	-0.82	-0.66	-0.76	-0.67	-0.71	-0.48	-0.22	-0.72

Q.5 Please indicate how you feel about: Schools																				
Total sample		Town							Resident/tenant association/community group membership		Satisfaction with Ealing Council		Age					Housing tenure		
		Acton	Ealing	Greenford	Hanwell	Northolt	Perivale	Southall	Yes	No	Satisfied	Not satisfied	18-34	35-44	45-54	55-64	65+	Social housing	Private rent	Owner occupier
Base: All	(n=1,350)	(n=158)	(n=771)	(n=66)	(n=201)	(n=62)	(n=45)	(n=47)	(n=556)	(n=794)	(n=186)	(n=1,110)	(n=60)	(n=142)	(n=299)	(n=342)	(n=466)	(n=66)	(n=71)	(n=1,131)
	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs
Very happy (2)	123	7	77	6	22	1	6	4	44	79	31	88	4	23	42	24	24	5	9	102
Quite happy (1)	416	43	226	28	67	22	14	16	179	237	66	331	16	47	126	106	108	23	22	344
Not very happy (-1)	108	17	57	5	15	4	3	7	43	65	6	101	8	13	22	31	32	7	5	92
Not at all happy (-2)	67	11	22	4	14	6	3	7	29	38	2	62	6	9	21	10	17	6	7	48
No opinion	636	80	389	23	83	29	19	13	261	375	81	528	26	50	88	171	285	25	28	545
% with an opinion	53	51	50	65	59	53	58	72	53	53	56	52	57	65	71	50	39	62	61	52
Base: All with an opinion	714	78	382	43	118	33	26	34	295	419	105	582	34	92	211	171	181	41	43	586
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Very happy	17	9	20	14	19	3	23	12	15	19	30	15	12	25	20	14	13	12	21	17
Quite happy	58	55	59	65	57	67	54	47	61	57	63	57	47	51	60	62	60	56	51	59
Not very happy	15	22	15	12	13	12	12	21	15	16	6	17	24	14	10	18	18	17	12	16
Not at all happy	9	14	6	9	12	18	12	21	10	9	2	11	18	10	10	6	9	15	16	8
Total score	420	18	279	27	68	8	17	3	166	254	118	282	4	62	146	103	90	14	21	360
Mean score (excluding no opinion)	0.59	0.23	0.73	0.63	0.58	0.24	0.65	0.09	0.56	0.61	1.12	0.48	0.12	0.67	0.69	0.60	0.50	0.34	0.49	0.61
Q.5 Please indicate how you feel about: Maintenance of social housing and surrounding areas																				
Total sample		Town							Resident/tenant association/community group membership		Satisfaction with Ealing Council		Age					Housing tenure		
		Acton	Ealing	Greenford	Hanwell	Northolt	Perivale	Southall	Yes	No	Satisfied	Not satisfied	18-34	35-44	45-54	55-64	65+	Social housing	Private rent	Owner occupier
Base: All	(n=1,350)	(n=158)	(n=771)	(n=66)	(n=201)	(n=62)	(n=45)	(n=47)	(n=556)	(n=794)	(n=186)	(n=1,110)	(n=60)	(n=142)	(n=299)	(n=342)	(n=466)	(n=66)	(n=71)	(n=1,131)
	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs
Very happy (2)	10	2	2	1	3	1	0	1	3	7	3	6	1	0	4	3	1	3	1	5
Quite happy (1)	130	16	76	8	14	5	4	7	50	80	41	88	4	15	42	29	37	8	4	112
Not very happy (-1)	291	40	151	16	45	16	14	9	132	159	36	243	12	22	59	85	103	21	13	241
Not at all happy (-2)	270	36	130	11	51	17	8	17	121	149	11	251	17	26	64	73	82	29	21	200
No opinion	649	64	412	30	88	23	19	13	250	399	95	522	26	79	130	152	243	5	32	573
% with an opinion	52	59	47	55	56	63	58	72	55	50	49	53	57	44	57	56	48	92	55	49
Base: All with an opinion	701	94	359	36	113	39	26	34	306	395	91	588	34	63	169	190	223	61	39	558
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Very happy	1	3	1	2	3	3	0	3	1	2	3	1	3	0	2	2	1	7	2	1
Quite happy	18	21	20	19	12	15	15	21	17	19	39	15	12	16	20	17	20	20	9	19
Not very happy	41	51	40	37	38	48	54	26	45	38	34	42	35	24	28	50	57	51	30	41
Not at all happy	38	46	34	26	43	52	31	50	41	36	10	43	50	28	30	43	45	71	49	34
Total score	-681	-92	-331	-28	-127	-43	-26	-34	-318	-363	-11	-645	-40	-59	-137	-196	-228	-65	-49	-519
Mean score (excluding no opinion)	-0.97	-0.98	-0.92	-0.78	-1.12	-1.10	-1.00	-1.00	-1.04	-0.92	-0.12	-1.10	-1.18	-0.94	-0.81	-1.03	-1.02	-1.07	-1.26	-0.93

Q.5 Please indicate how you feel about: Ease of finding housing that I can afford to live in																				
Total sample		Town							Resident/tenant association/community group membership		Satisfaction with Ealing Council		Age					Housing tenure		
		Acton	Ealing	Greenford	Hanwell	Northolt	Perivale	Southall	Yes	No	Satisfied	Not satisfied	18-34	35-44	45-54	55-64	65+	Social housing	Private rent	Owner occupier
Base: All	(n=1,350)	(n=158)	(n=771)	(n=66)	(n=201)	(n=62)	(n=45)	(n=47)	(n=556)	(n=794)	(n=186)	(n=1,110)	(n=60)	(n=142)	(n=299)	(n=342)	(n=466)	(n=66)	(n=71)	(n=1,131)
	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs
Very happy (2)	41	5	25	1	6	2	0	2	21	20	10	31	1	4	12	10	13	2	0	37
Quite happy (1)	178	19	115	3	26	7	3	5	82	96	28	142	11	23	52	44	43	8	5	156
Not very happy (-1)	194	17	113	11	33	8	7	5	63	131	33	147	15	33	46	43	48	12	21	147
Not at all happy (-2)	251	25	122	15	48	15	8	18	91	160	19	221	21	38	70	60	54	32	30	162
No opinion	686	92	396	36	88	30	27	17	299	387	96	569	12	44	119	185	308	12	15	629
% with an opinion	49	42	49	45	56	52	40	64	46	51	48	49	80	69	60	46	34	82	79	44
Base: All with an opinion	664	66	375	30	113	32	18	30	257	407	90	541	48	98	180	157	158	54	56	502
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Very happy	6	8	7	3	5	6	0	7	8	5	11	6	2	4	7	6	8	4	0	7
Quite happy	27	29	31	10	23	22	17	17	32	24	31	26	23	23	29	28	27	15	9	31
Not very happy	29	26	30	37	29	25	39	17	25	32	37	27	31	34	26	27	30	22	38	29
Not at all happy	38	38	33	50	42	47	44	60	35	39	21	41	44	39	39	38	34	59	54	32
Total score	-436	-38	-192	-36	-91	-27	-20	-32	-121	-315	-23	-385	-44	-78	-110	-99	-87	-64	-76	-241
Mean score (excluding no opinion)	-0.66	-0.58	-0.51	-1.20	-0.81	-0.84	-1.11	-1.07	-0.47	-0.77	-0.26	-0.71	-0.92	-0.80	-0.61	-0.63	-0.55	-1.19	-1.36	-0.48
Q.5 Please indicate how you feel about: Residential care																				
Total sample		Town							Resident/tenant association/community group membership		Satisfaction with Ealing Council		Age					Housing tenure		
		Acton	Ealing	Greenford	Hanwell	Northolt	Perivale	Southall	Yes	No	Satisfied	Not satisfied	18-34	35-44	45-54	55-64	65+	Social housing	Private rent	Owner occupier
Base: All	(n=1,350)	(n=158)	(n=771)	(n=66)	(n=201)	(n=62)	(n=45)	(n=47)	(n=556)	(n=794)	(n=186)	(n=1,110)	(n=60)	(n=142)	(n=299)	(n=342)	(n=466)	(n=66)	(n=71)	(n=1,131)
	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs
Very happy (2)	11	2	7	0	1	0	0	1	5	6	5	5	0	3	5	2	1	1	3	7
Quite happy (1)	76	7	39	6	10	6	6	2	35	41	21	51	3	10	18	18	21	5	4	59
Not very happy (-1)	132	12	81	10	17	5	2	5	65	67	12	116	3	5	34	38	46	5	7	110
Not at all happy (-2)	126	9	61	4	31	7	4	10	58	68	4	119	8	8	22	31	53	13	10	95
No opinion	1005	128	583	46	142	44	33	29	393	612	144	819	46	116	220	253	345	42	47	860
% with an opinion	26	19	24	30	29	29	27	38	29	23	23	26	23	18	26	26	26	36	34	24
Base: All with an opinion	345	30	188	20	59	18	12	18	163	182	42	291	14	26	79	89	121	24	24	271
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Very happy	2	3	2	0	1	0	0	3	2	1	6	1	0	3	3	1	1	2	5	1
Quite happy	11	11	10	20	9	19	33	7	14	10	23	9	6	10	10	11	13	9	7	12
Not very happy	20	18	22	33	15	16	11	17	25	16	13	21	6	5	19	24	29	9	13	22
Not at all happy	19	14	16	13	27	22	22	33	23	17	4	22	17	8	12	20	34	24	18	19
Total score	-286	-19	-150	-12	-67	-13	-4	-21	-136	-150	11	-293	-16	-5	-50	-78	-129	-24	-17	-227
Mean score (excluding no opinion)	-0.83	-0.63	-0.80	-0.60	-1.14	-0.72	-0.33	-1.17	-0.83	-0.82	0.26	-1.01	-1.14	-0.19	-0.63	-0.88	-1.07	-1.00	-0.71	-0.84

Q.5 Please indicate how you feel about: Social care in the home																				
Total sample		Town							Resident/tenant association/community group membership		Satisfaction with Ealing Council		Age					Housing tenure		
		Acton	Ealing	Greenford	Hanwell	Northolt	Perivale	Southall	Yes	No	Satisfied	Not satisfied	18-34	35-44	45-54	55-64	65+	Social housing	Private rent	Owner occupier
Base: All	(n=1,350)	(n=158)	(n=771)	(n=66)	(n=201)	(n=62)	(n=45)	(n=47)	(n=556)	(n=794)	(n=186)	(n=1,110)	(n=60)	(n=142)	(n=299)	(n=342)	(n=466)	(n=66)	(n=71)	(n=1,131)
	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs
Very happy (2)	10	1	7	0	0	0	1	1	3	7	4	6	0	2	2	2	4	1	1	8
Quite happy (1)	84	7	51	5	7	5	4	5	36	48	26	56	3	10	20	19	29	6	2	70
Not very happy (-1)	115	15	60	10	18	6	2	4	62	53	9	103	6	8	19	34	44	9	10	89
Not at all happy (-2)	142	14	61	6	34	10	4	13	66	76	6	130	9	8	36	37	45	15	11	104
No opinion	999	121	592	45	142	41	34	24	389	610	141	815	42	114	222	250	344	35	47	860
% with an opinion	26	23	23	32	29	34	24	49	30	23	24	27	30	20	26	27	26	47	34	24
Base: All with an opinion	351	37	179	21	59	21	11	23	167	184	45	295	18	28	77	92	122	31	24	271
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Very happy	3	3	4	0	0	0	9	4	2	4	9	2	0	7	3	2	3	3	4	3
Quite happy	24	19	28	24	12	24	36	22	22	26	58	19	17	36	26	21	24	19	8	26
Not very happy	33	41	34	48	31	29	18	17	37	29	20	35	33	29	25	37	36	29	42	33
Not at all happy	40	38	34	29	58	48	36	57	40	41	13	44	50	29	47	40	37	48	46	38
Total score	-295	-34	-117	-17	-79	-21	-4	-23	-152	-143	13	-295	-21	-10	-67	-85	-97	-31	-28	-211
Mean score (excluding no opinion)	-0.84	-0.92	-0.65	-0.81	-1.34	-1.00	-0.36	-1.00	-0.91	-0.78	0.29	-1.00	-1.17	-0.36	-0.87	-0.92	-0.80	-1.00	-1.17	-0.78
Q.5 Please indicate how you feel about: Family support (e.g. childcare, children's centres, child safeguarding, fostering and adoption)																				
Total sample		Town							Resident/tenant association/community group membership		Satisfaction with Ealing Council		Age					Housing tenure		
		Acton	Ealing	Greenford	Hanwell	Northolt	Perivale	Southall	Yes	No	Satisfied	Not satisfied	18-34	35-44	45-54	55-64	65+	Social housing	Private rent	Owner occupier
Base: All	(n=1,350)	(n=158)	(n=771)	(n=66)	(n=201)	(n=62)	(n=45)	(n=47)	(n=556)	(n=794)	(n=186)	(n=1,110)	(n=60)	(n=142)	(n=299)	(n=342)	(n=466)	(n=66)	(n=71)	(n=1,131)
	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs
Very happy (2)	18	2	12	0	3	0	0	1	6	12	8	8	0	4	7	4	1	1	4	11
Quite happy (1)	133	15	63	12	23	7	9	4	52	81	28	100	5	29	46	31	16	13	7	102
Not very happy (-1)	112	11	61	4	20	9	2	5	53	59	11	97	6	13	35	29	24	7	8	90
Not at all happy (-2)	106	11	45	10	17	8	5	10	34	72	4	95	11	15	27	22	24	15	9	72
No opinion	981	119	590	40	138	38	29	27	411	570	135	810	38	81	184	256	401	30	43	856
% with an opinion	27	25	23	39	31	39	36	43	26	28	27	27	37	43	38	25	14	55	39	24
Base: All with an opinion	369	39	181	26	63	24	16	20	145	224	51	300	22	61	115	86	65	36	28	275
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Very happy	5	5	7	0	5	0	0	4	4	7	18	3	0	14	9	4	1	3	17	4
Quite happy	38	41	35	57	39	33	82	17	31	44	62	34	28	104	60	34	13	42	29	38
Not very happy	32	30	34	19	34	43	18	22	32	32	24	33	33	46	45	32	20	23	33	33
Not at all happy	30	30	25	48	29	38	45	43	20	39	9	32	61	54	35	24	20	48	38	27
Total score	-155	-14	-64	-12	-25	-18	-3	-19	-57	-98	25	-171	-23	-6	-29	-34	-54	-22	-11	-110
Mean score (excluding no opinion)	-0.42	-0.36	-0.35	-0.46	-0.40	-0.75	-0.19	-0.95	-0.39	-0.44	0.49	-0.57	-1.05	-0.10	-0.25	-0.40	-0.83	-0.61	-0.39	-0.40



Q.5 Please indicate how you feel about: Engagement by Ealing Council with residents																				
Total sample		Town							Resident/tenant association/community group membership		Satisfaction with Ealing Council		Age					Housing tenure		
		Acton	Ealing	Greenford	Hanwell	Northolt	Perivale	Southall	Yes	No	Satisfied	Not satisfied	18-34	35-44	45-54	55-64	65+	Social housing	Private rent	Owner occupier
Base: All	(n=1,350)	(n=158)	(n=771)	(n=66)	(n=201)	(n=62)	(n=45)	(n=47)	(n=556)	(n=794)	(n=186)	(n=1,110)	(n=60)	(n=142)	(n=299)	(n=342)	(n=466)	(n=66)	(n=71)	(n=1,131)
	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs
Very happy (2)	14	2	5	2	3	0	0	2	3	11	12	2	0	5	3	3	3	1	2	10
Quite happy (1)	150	24	74	12	23	8	6	3	72	78	76	70	5	11	29	39	62	10	11	123
Not very happy (-1)	332	36	189	11	52	18	11	15	131	201	60	258	20	41	68	74	120	15	18	272
Not at all happy (-2)	759	75	463	33	114	24	24	26	318	441	14	726	28	73	178	209	250	38	31	650
No opinion	95	21	40	8	9	12	4	1	32	63	24	54	7	12	21	17	31	2	9	76
% with an opinion	93	87	95	88	96	81	91	98	94	92	87	95	88	92	93	95	93	97	87	93
Base: All with an opinion	1,255	137	731	58	192	50	41	46	524	731	162	1056	53	130	278	325	435	64	62	1,055
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Very happy	1	1	1	3	2	0	0	4	1	2	7	0	0	4	1	1	1	2	3	1
Quite happy	12	18	10	21	12	16	15	7	14	11	47	7	9	8	10	12	14	16	18	12
Not very happy	26	26	26	19	27	36	27	33	25	27	37	24	38	32	24	23	28	23	29	26
Not at all happy	60	55	63	57	59	48	59	57	61	60	9	69	53	56	64	64	57	59	50	62
Total score	-1672	-158	-1031	-61	-251	-58	-53	-60	-689	-983	12	-1636	-71	-166	-389	-447	-552	-79	-65	-1429
Mean score (excluding no opinion)	-1.33	-1.15	-1.41	-1.05	-1.31	-1.16	-1.29	-1.30	-1.31	-1.34	0.07	-1.55	-1.34	-1.28	-1.40	-1.38	-1.27	-1.23	-1.05	-1.35
Q10 The ward you live in has three councillors. Did you know who they were before you were invited to take part in this survey?																				
Total sample		Town							Resident/tenant		Satisfaction with Ealing		Age					Housing tenure		
		Acton	Ealing	Greenford	Hanwell	Northolt	Perivale	Southall	Yes	No	Satisfied	Not satisfied	18-34	35-44	45-54	55-64	65+	Social housing	Private rent	Owner occupier
Base: All	(n=1,326)	(n=154)	(n=761)	(n=64)	(n=199)	(n=58)	(n=43)	(n=47)	(n=550)	(n=776)	(n=186)	(n=1,110)	(n=60)	(n=142)	(n=299)	(n=342)	(n=466)	(n=66)	(n=71)	(n=1,131)
	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs
Yes, all of them	415	48	257	17	58	8	12	15	231	184	55	357	13	26	82	91	197	10	13	373
Yes, but not all of them	429	62	240	16	69	15	14	13	176	253	59	360	13	47	102	114	148	17	20	374
Yes, any	844	110	497	33	127	23	26	28	407	437	114	717	26	73	184	205	345	27	33	747
No, none of them	482	44	264	31	72	35	17	19	143	339	72	393	34	69	115	137	121	39	38	384
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Yes, all of them	31	31	34	27	29	14	28	32	42	24	30	32	22	18	27	27	42	15	18	33
Yes, but not all of them	32	40	32	25	35	26	33	28	32	33	32	32	22	33	34	33	32	26	28	33
Yes, any	64	71	65	52	64	40	60	60	74	56	61	65	43	51	62	60	74	41	46	66
No, none of them	36	29	35	48	36	60	40	40	26	44	39	35	57	49	38	40	26	59	54	34

Q7 Have you contacted the Council by any means (e.g. face to face, in writing, via their website, by phone) during the last 12 months?																					
Total sample		Town							Resident/tenant association/community group membership		Satisfaction with Ealing Council		Age					Housing tenure			
		Acton	Ealing	Greenford	Hanwell	Northolt	Perivale	Southall	Yes	No	Satisfied	Not satisfied	18-34	35-44	45-54	55-64	65+	Social housing	Private rent	Owner occupier	
Base: All	(n=1,341)	(n=155)	(n=767)	(n=65)	(n=201)	(n=62)	(n=44)	(n=47)	(n=554)	(n=787)	(n=186)	(n=1,110)	(n=60)	(n=142)	(n=299)	(n=342)	(n=466)	(n=66)	(n=71)	(n=1,131)	
	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	
Yes	910	111	537	34	135	38	23	32	395	515	114	771	41	89	192	243	326	43	44	780	
No	431	44	230	31	66	24	21	15	159	272	72	339	19	53	107	99	140	23	27	351	
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	
Yes	68	72	70	52	67	61	52	68	71	65	61	69	68	63	64	71	70	65	62	69	
No	32	28	30	48	33	39	48	32	29	35	39	31	32	37	36	29	30	35	38	31	
Q8 Thinking of the most recent occasion you contacted the Council, why was that? What were you trying to do?																					
Total sample		Town							Resident/tenant association/community group membership		Satisfaction with Ealing Council		Age					Housing tenure			
	Total sample	Acton	Ealing	Greenford	Hanwell	Northolt	Perivale	Southall	Yes	No	Satisfied	Not satisfied	18-34	35-44	45-54	55-64	65+	Social housing	Private rent	Owner occupier	
Base: All who contacted Ealing Council in the last 12 months	(n=901)	(n=111)	(n=532)	(n=34)	(n=133)	(n=37)	(n=22)	(n=32)	(n=393)	(n=508)	(n=114)	(n=771)	(n=41)	(n=89)	(n=192)	(n=243)	(n=326)	(n=43)	(n=44)	(n=780)	
	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	
To report a problem	272	32	145	10	40	23	6	16	103	169	41	225	14	33	57	74	90	19	12	228	
To comment on a planning application	195	31	121	4	27	0	9	3	109	86	10	185	6	9	35	60	83	2	0	189	
To find out about/arrange/pay for a service	193	20	131	6	23	6	2	5	79	114	35	155	11	24	41	45	70	8	18	161	
To respond to a consultation	63	4	40	3	11	0	1	4	20	43	8	52	5	7	18	16	17	0	5	56	
To comment about a service	58	5	30	4	11	3	2	3	19	39	7	51	4	6	15	13	20	10	5	42	
To register to speak/speak at a Council meeting	5	0	3	0	2	0	0	0	3	2	1	4	0	0	2	0	3	0	0	5	
Other	115	19	62	7	19	5	2	1	60	55	12	99	1	10	24	35	43	4	4	99	
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	
To report a problem	30	29	27	29	30	62	27	50	26	33	36	29	34	37	30	30	28	44	27	29	
To comment on a planning application	22	28	23	12	20	0	41	9	28	17	9	24	15	10	18	25	25	5	0	24	
To find out about/arrange/pay for a service	21	18	25	18	17	16	9	16	20	22	31	20	27	27	21	19	21	19	41	21	
To respond to a consultation	7	4	8	9	8	0	5	13	5	8	7	7	12	8	9	7	5	0	11	7	
To comment about a service	6	5	6	12	8	8	9	9	5	8	6	7	10	7	8	5	6	23	11	5	
To register to speak/speak at a Council meeting	1	0	1	0	2	0	0	0	1	0	1	1	0	0	1	0	1	0	0	1	
Other	13	17	12	21	14	14	9	3	15	11	11	13	2	11	13	14	13	9	9	13	
Q9 Were you satisfied with your contact on that occasion?																					
Total sample		Town							Resident/tenant association/community group membership		Satisfaction with Ealing Council		Age					Housing tenure			
	Total sample	Acton	Ealing	Greenford	Hanwell	Northolt	Perivale	Southall	Yes	No	Satisfied	Not satisfied	18-34	35-44	45-54	55-64	65+	Social housing	Private rent	Owner occupier	
Base: All who contacted Ealing Council in the last 12 months	(n=890)	(n=109)	(n=528)	(n=33)	(n=130)	(n=37)	(n=22)	(n=31)	(n=386)	(n=504)	(n=114)	(n=760)	(n=41)	(n=88)	(n=189)	(n=242)	(n=466)	(n=42)	(n=44)	(n=771)	
	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	
Yes	339	49	194	8	62	11	8	7	157	182	84	248	9	34	60	92	256	14	14	302	
No	551	60	334	25	68	26	14	24	229	322	30	512	32	54	129	150	210	28	30	469	
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	
Yes	38	45	37	24	48	30	36	23	41	36	74	33	22	39	32	38	55	33	32	39	
No	62	55	63	76	52	70	64	77	59	64	26	67	78	61	68	62	45	67	68	61	

Q11 Have you contacted any of your ward councillors during the last 12 months?																				
Total sample		Town							Resident/tenant association/community group membership		Satisfaction with Ealing Council		Age					Housing tenure		
		Acton	Ealing	Greenford	Hanwell	Northolt	Perivale	Southall	Yes	No	Satisfied	Not satisfied	18-34	35-44	45-54	55-64	65+	Social housing	Private rent	Owner occupier
Base: All	(n=1,326)	(n=154)	(n=761)	(n=64)	(n=199)	(n=58)	(n=43)	(n=47)	(n=550)	(n=776)	(n=186)	(n=1,110)	(n=60)	(n=142)	(n=299)	(n=342)	(n=466)	(n=66)	(n=71)	(n=1,131)
	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs
Yes	421	51	257	14	63	14	10	12	217	204	51	367	13	37	93	108	164	11	9	381
No	905	103	504	50	136	44	33	35	333	572	135	743	47	105	206	234	302	55	62	750
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Yes	32	33	34	22	32	24	23	26	39	26	27	33	22	26	31	32	35	17	13	34
No	68	67	66	78	68	76	77	74	61	74	73	67	78	74	69	68	65	83	87	66
Q12 Thinking of the most recent occasion you contacted them, how did you do it?																				
Total sample		Town							Resident/tenant association/community group membership		Satisfaction with Ealing Council		Age					Housing tenure		
		Acton	Ealing	Greenford	Hanwell	Northolt	Perivale	Southall	Yes	No	Satisfied	Not satisfied	18-34	35-44	45-54	55-64	65+	Social housing	Private rent	Owner occupier
Base: All who contacted any ward councillor in the last 12 months	(n=421)	(n=51)	(n=257)	(n=14)	(n=63)	(n=14)	(n=10)	(n=12)	(n=217)	(n=204)	(n=51)	(n=368)	(n=13)	(n=38)	(n=93)	(n=108)	(n=164)	(n=11)	(n=9)	(n=382)
	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs
By email	337	37	212	7	54	11	8	8	170	167	41	295	11	31	76	95	120	7	6	308
Face to face	37	6	22	1	4	3	0	1	22	15	7	30	1	3	3	6	23	2	1	33
By phone	24	7	11	2	1	0	2	1	15	9	1	23	0	1	5	6	12	0	1	22
By social media	21	1	11	4	3	0	0	2	9	12	2	18	1	3	9	1	7	2	1	17
By letter	2	0	1	0	1	0	0	0	1	1	0	2	0	0	0	0	2	0	0	2
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
By email	80	73	82	50	86	79	80	67	78	82	80	80	85	82	82	88	73	64	67	81
Face to face	9	12	9	7	6	21	0	8	10	7	14	8	8	8	3	6	14	18	11	9
By phone	6	14	4	14	2	0	20	8	7	4	2	6	0	3	5	6	7	0	11	6
By social media	5	2	4	29	5	0	0	17	4	6	4	5	8	8	10	1	4	18	11	4
By letter	0	0	0	0	2	0	0	0	0	0	0	1	0	0	0	0	1	0	0	1

Q15 Overall how satisfied are you with Ealing Council?																				
Total sample		Town							Resident/tenant association/community group membership		Satisfaction with Ealing Council		Age					Housing tenure		
		Acton	Ealing	Greenford	Hanwell	Northolt	Perivale	Southall	Yes	No	Satisfied	Not satisfied	18-34	35-44	45-54	55-64	65+	Social housing	Private rent	Owner occupier
Base: All	(n=1,324)	(n=154)	(n=760)	(n=64)	(n=198)	(n=58)	(n=43)	(n=47)	(n=549)	(n=775)	(n=186)	(n=1,110)	(n=60)	(n=142)	(n=299)	(n=342)	(n=466)	(n=66)	(n=71)	(n=1,131)
	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs
Total satisfied	186	29	84	13	36	13	4	7	61	125	186	0	11	25	34	51	62	12	17	151
Very satisfied	13	4	6	1	1	0	0	1	5	8	13	0	1	5	4	1	2	1	3	9
Quite satisfied	173	25	78	12	35	13	4	6	56	117	173	0	10	20	30	50	60	11	14	142
Total dissatisfied	1110	121	662	48	159	43	37	40	480	630	0	1110	48	113	259	282	398	52	50	961
Not very satisfied	462	59	257	28	63	24	16	15	206	256	0	462	22	47	117	98	174	19	29	390
Not at all satisfied	648	62	405	20	96	19	21	25	274	374	0	648	26	66	142	184	224	33	21	571
No opinion	28	4	14	3	3	2	2	0	8	20	0	0	1	4	6	9	6	2	4	19
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Total satisfied	14	19	11	20	18	22	9	15	11	16	100	0	18	18	11	15	13	18	24	13
Very satisfied	1	3	1	2	1	0	0	2	1	1	7	0	2	4	1	0	0	2	4	1
Quite satisfied	13	16	10	19	18	22	9	13	10	15	93	0	17	14	10	15	13	17	20	13
Total dissatisfied	84	79	87	75	80	74	86	85	87	81	0	100	80	80	87	82	85	79	70	85
Not very satisfied	35	38	34	44	32	41	37	32	38	33	0	42	37	33	39	29	37	29	41	34
Not at all satisfied	49	40	53	31	48	33	49	53	50	48	0	58	43	46	47	54	48	50	30	50
No opinion	2	3	2	5	2	3	5	0	1	3	0	0	2	3	2	3	1	3	6	2

Q16 And how does your satisfaction with Ealing Council now compare with how you felt five years ago?																				
Total sample		Town							Resident/tenant association/community group membership		Satisfaction with Ealing Council		Age					Housing tenure		
		Acton	Ealing	Greenford	Hanwell	Northolt	Perivale	Southall	Yes	No	Satisfied	Not satisfied	18-34	35-44	45-54	55-64	65+	Social housing	Private rent	Owner occupier
Base: All	(n=1,287)	(n=149)	(n=741)	(n=60)	(n=198)	(n=55)	(n=41)	(n=46)	(n=537)	(n=750)	(n=185)	(n=1,102)	(n=59)	(n=138)	(n=292)	(n=332)	(n=456)	(n=64)	(n=67)	(n=1,106)
	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs
More satisfied than 5 years ago	36	7	21	1	4	1	0	2	11	25	22	14	5	10	3	9	9	1	7	27
Less satisfied than 5 years ago	914	101	533	41	145	27	35	32	388	526	60	854	30	81	216	241	338	43	29	802
The same as five years ago	277	33	149	15	38	26	5	11	118	159	90	187	7	30	63	71	104	19	14	239
I was not living in Ealing 5 years ago	60	8	38	3	8	1	1	1	20	40	13	47	17	17	10	11	5	1	17	38
% living in Ealing 5 years ago	95	95	95	95	94	98	98	98	96	95	93	96	71	88	97	97	99	98	75	97
Base: All living in Ealing in last 5 years	1227	141	703	57	187	54	40	45	517	710	172	1055	42	121	282	321	451	63	50	1068
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
More satisfied than 5 years ago	3	5	3	2	2	2	0	4	2	4	13	1	12	8	1	3	2	2	14	2
Less satisfied than 5 years ago	74	72	76	72	78	50	88	71	75	74	35	81	71	67	77	75	75	68	58	65
The same as five years ago	23	23	21	26	20	48	13	24	23	22	52	18	17	25	22	22	23	30	28	19

Q13 Did you receive a response?																				
Total sample		Town							Resident/tenant association/community group membership		Satisfaction with Ealing Council		Age					Housing tenure		
		Acton	Ealing	Greenford	Hanwell	Northolt	Perivale	Southall	Yes	No	Satisfied	Not satisfied	18-34	35-44	45-54	55-64	65+	Social housing	Private rent	Owner occupier
Base: All who contacted any ward councillor in the last 12 months	(n=421)	(n=51)	(n=257)	(n=14)	(n=63)	(n=14)	(n=10)	(n=12)	(n=217)	(n=204)	(n=51)	(n=368)	(n=13)	(n=38)	(n=93)	(n=108)	(n=164)	(n=11)	(n=9)	(n=382)
	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs
Yes, I received a prompt response	262	38	166	7	41	5	3	2	137	125	44	217	7	19	54	73	107	6	5	241
Yes, but I had to contact them more than once to get a response	57	4	34	5	5	5	3	1	30	27	2	55	1	4	15	16	21	2	1	54
Yes, any response	319	42	200	12	46	10	6	3	167	152	46	272	8	23	69	89	128	8	6	295
No	102	9	57	2	17	4	4	9	50	52	5	96	5	15	24	19	36	3	3	87
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Yes, I received a prompt response	62	75	65	50	65	36	30	17	63	61	86	59	54	50	58	68	65	55	56	63
Yes, but I had to contact them more than once to get a response	14	8	13	36	8	36	30	8	14	13	4	15	8	11	16	15	13	18	11	14
Yes, any response	76	82	78	86	73	71	60	25	77	75	90	74	62	61	74	82	78	73	67	77
No	24	18	22	14	27	29	40	75	23	25	10	26	38	39	26	18	22	27	33	23
Q14 Were you satisfied with the response you received?																				
Total sample		Town							Resident/tenant association/community group membership		Satisfaction with Ealing Council		Age					Housing tenure		
		Acton	Ealing	Greenford	Hanwell	Northolt	Perivale	Southall	Yes	No	Satisfied	Not satisfied	18-34	35-44	45-54	55-64	65+	Social housing	Private rent	Owner occupier
Base: All who contacted any ward councillor in the last 12 months	(n=315)	(n=42)	(n=197)	(n=12)	(n=45)	(n=10)	(n=6)	(n=3)	(n=165)	(n=150)	(n=46)	(n=268)	(n=13)	(n=21)	(n=69)	(n=89)	(n=126)	(n=8)	(n=6)	(n=291)
	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs
Yes (total)	224	33	148	5	27	5	4	2	119	105	42	182	6	17	44	63	92	5	5	205
Yes, I was satisfied with the response and achieved what I wanted to	115	20	73	1	18	1	1	1	64	51	29	86	2	9	28	31	44	2	3	107
Yes, I was satisfied with the response even though I didn't achieve what I wanted to	109	13	75	4	9	4	3	1	55	54	13	96	4	8	16	32	48	3	2	98
No, I wasn't satisfied with the response	91	9	49	7	18	5	2	1	46	45	4	86	2	4	25	26	34	3	1	86
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Yes (total)	71	79	75	42	60	50	67	67	72	70	91	68	46	81	64	71	73	63	83	70
Yes, I was satisfied with the response and achieved what I wanted to	37	48	37	8	40	10	17	33	39	34	63	32	15	43	41	35	35	25	50	37
Yes, I was satisfied with the response even though I didn't achieve what I wanted to	35	31	38	33	20	40	50	33	33	36	28	36	31	38	23	36	38	38	33	34
No, I wasn't satisfied with the response	29	21	25	58	40	50	33	33	28	30	9	32	15	19	36	29	27	38	17	30

**Q17 Finally, just a few questions to help us interpret your comments. Firstly, how old are you?**

Total sample		Town							Resident/tenant association/community group membership		Satisfaction with Ealing Council		Age					Housing tenure		
		Acton	Ealing	Greenford	Hanwell	Northolt	Perivale	Southall	Yes	No	Satisfied	Not satisfied	18-34	35-44	45-54	55-64	65+	Social housing	Private rent	Owner occupier
Base: All	(n=1,309)	(n=152)	(n=754)	(n=64)	(n=197)	(n=57)	(n=41)	(n=44)	(n=544)	(n=765)	(n=183)	(n=1,100)	(n=60)	(n=142)	(n=299)	(n=342)	(n=466)	(n=66)	(n=71)	(n=1,131)
	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs
18-24	5	2	2	0	0	1	0	0	3	2	1	4	5	0	0	0	0	2	3	0
25-34	55	7	28	3	8	3	2	4	13	42	10	44	55	0	0	0	0	5	15	31
35-44	142	17	65	11	21	11	8	9	38	104	25	113	0	142	0	0	0	14	19	99
45-54	299	37	153	13	54	15	12	15	97	202	34	259	0	0	299	0	0	16	18	251
55-64	342	40	214	12	50	8	7	11	137	205	51	282	0	0	0	342	0	16	10	307
65+	466	49	292	25	64	19	12	5	256	210	62	398	0	0	0	0	466	13	6	443
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
18-24	0	1	0	0	0	2	0	0	1	0	1	0	8	0	0	0	0	3	4	0
25-34	4	5	4	5	4	5	5	0	1	5	5	4	92	0	0	0	0	8	21	3
35-44	11	11	9	17	11	19	20	0	1	14	14	10	0	100	0	0	0	21	27	9
45-54	23	24	21	20	27	26	29	0	1	26	19	24	0	0	100	0	0	24	25	22
55-64	26	26	29	19	25	14	17	0	1	27	28	26	0	0	0	100	0	24	14	27
65+	36	32	39	39	32	33	29	0	1	27	34	36	0	0	0	0	100	20	8	39

**Q18 Which of the following best describes your living arrangements?**

Total sample		Town							Resident/tenant association/community group membership		Satisfaction with Ealing Council		Age					Housing tenure		
		Acton	Ealing	Greenford	Hanwell	Northolt	Perivale	Southall	Yes	No	Satisfied	Not satisfied	18-34	35-44	45-54	55-64	65+	Social housing	Private rent	Owner occupier
Base: All	(n=1,309)	(n=152)	(n=754)	(n=64)	(n=197)	(n=57)	(n=41)	(n=44)	(n=544)	(n=765)	(n=183)	(n=1,100)	(n=60)	(n=142)	(n=299)	(n=342)	(n=466)	(n=66)	(n=71)	(n=1,131)
	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs	Abs
Council tenant	31	4	8	3	6	7	0	3	7	24	3	28	5	6	7	8	5	31	0	0
Broadway Living tenant	4	0	1	1	1	0	0	1	0	4	1	3	0	3	1	0	0	4	0	0
Other housing association tenant	31	5	6	2	6	7	3	2	11	20	8	21	2	5	8	8	8	31	0	0
Private renter	71	11	39	3	12	2	1	3	20	51	17	50	18	19	18	10	6	0	71	0
Shared ownership	21	5	9	1	3	0	0	3	9	12	2	19	2	4	8	4	3	0	0	0
Owner occupier (with or without mortgage)	1131	125	681	53	166	41	35	30	492	639	151	961	31	99	251	307	443	0	0	1131
Other	20	2	10	1	3	0	2	2	5	15	1	18	2	6	6	5	1	0	0	0
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Council tenant	2	3	1	5	3	12	0	7	1	3	2	3	8	4	2	2	1	47	0	0
Broadway Living tenant	0	0	0	2	1	0	0	2	0	1	1	0	0	2	0	0	0	6	0	0
Other housing association tenant	2	3	1	3	3	12	7	5	2	3	4	2	3	4	3	2	2	47	0	0
Private renter	5	7	5	5	6	4	2	7	4	7	9	5	30	13	6	3	1	0	100	0
Shared ownership	2	3	1	2	2	0	0	7	2	2	1	2	3	3	3	1	1	0	0	0
Owner occupier (with or without mortgage)	86	82	90	83	84	72	85	68	90	84	83	87	52	70	84	90	95	0	0	100
Other	2	1	1	2	2	0	5	5	1	2	1	2	3	4	2	1	0	0	0	0