

YOUNG PEOPLE SURVEY

December 2016

HEADLINE SUMMARY

Findings delivered by:

westco



Contents

- Introduction
- Key indicators
- Satisfaction with local area
- Resident concerns
- Safety
- Barnet a family friendly borough
- Image of the council
- Universal services
- Council services
- Improving the lives of children and young people
- Community cohesion and anti-social behaviour
- Volunteering
- Summary of key findings

Introduction

Introduction

This presentation summarises the findings from the December/January 2016/2017 wave of the Barnet Young People Survey (YPS).

Methodology

- Barnet Young People Survey is a face to face quota survey of Barnet residents aged 11-18
- It measures reputation, service and local area perceptions, as well as a range of demographic and usage indicators
- 545 Barnet residents were interviewed between 27th November 2016 and 10th January 2017
- Of the 545 respondents, 216 respondents answered Question 9. This is flagged where findings from this question are presented in the slides.
- Confidence intervals for a sample of 500 is +/-4.4% at the 95% confidence interval.

Benchmarking

- It is ten years since the council have conducted a YPS but there have been no previous waves of this survey. The intention is to bring out the voice of young people – what may be important to the adult resident population may not be true for young people.
- Where possible, findings from the Barnet Resident Perception Survey (RPS) 2016 have been used. The RPS surveyed a representative random sample of c.500 Barnet residents (aged 18 or over) between 7th and 25th November 2016. All interviews were conducted via telephone
- The LGA's national polling on resident satisfaction with councils, which surveyed a representative random sample of 1,002 British adults (aged 18 or over) between 13th and 16th October 2016. All interviews were conducted via telephone.
- The TNS Survey of Londoners 2014/15. This survey was based on interviews with 1,074 Londoners. Fieldwork was carried out between October and December 2014.

Key indicators

Young people's key indicators

85%

Happy with Barnet as a place to live

In line with Adult RPS Autumn 2016



81%

Barnet is a family friendly place

In line with Adult RPS Autumn 2016



46%

Involves young people when making decisions

In line with Adult RPS Autumn 2016*



54%

Agree Barnet does enough to protect young people from harm



63%

Agree that Barnet is doing a good job

↓ 15 points compared to Adult RPS Autumn 2016



*NOTE: RPS Autumn 2016 question wording: 'Involves residents when making decisions.'

Full breakdown of young people key indicators

- Don't know
- Very unhappy/Strongly disagree - Fairly unhappy/Tend to disagree
- Neither happy nor unhappy/Neither agree nor disagree
- Fairly happy/Tend to agree - Very happy/Strongly agree

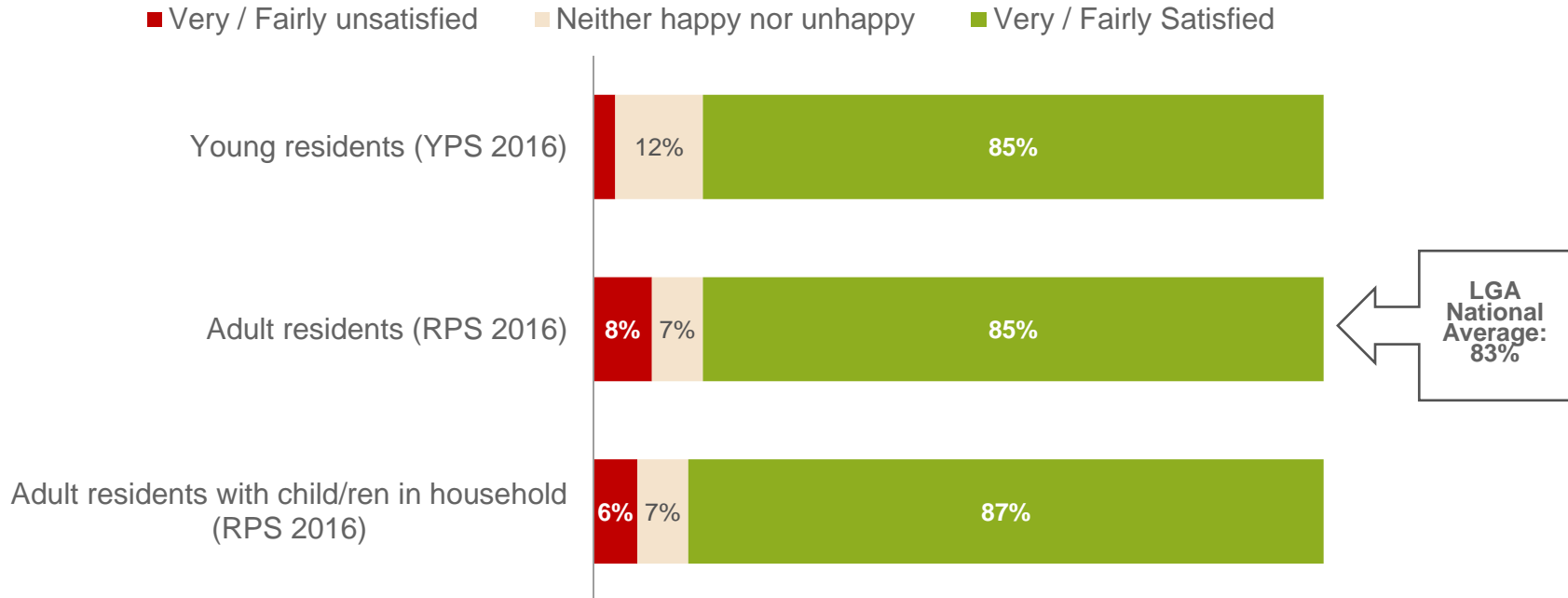
NOTE: Answer options for each question vary.



Satisfaction with local area

Satisfaction with the local area

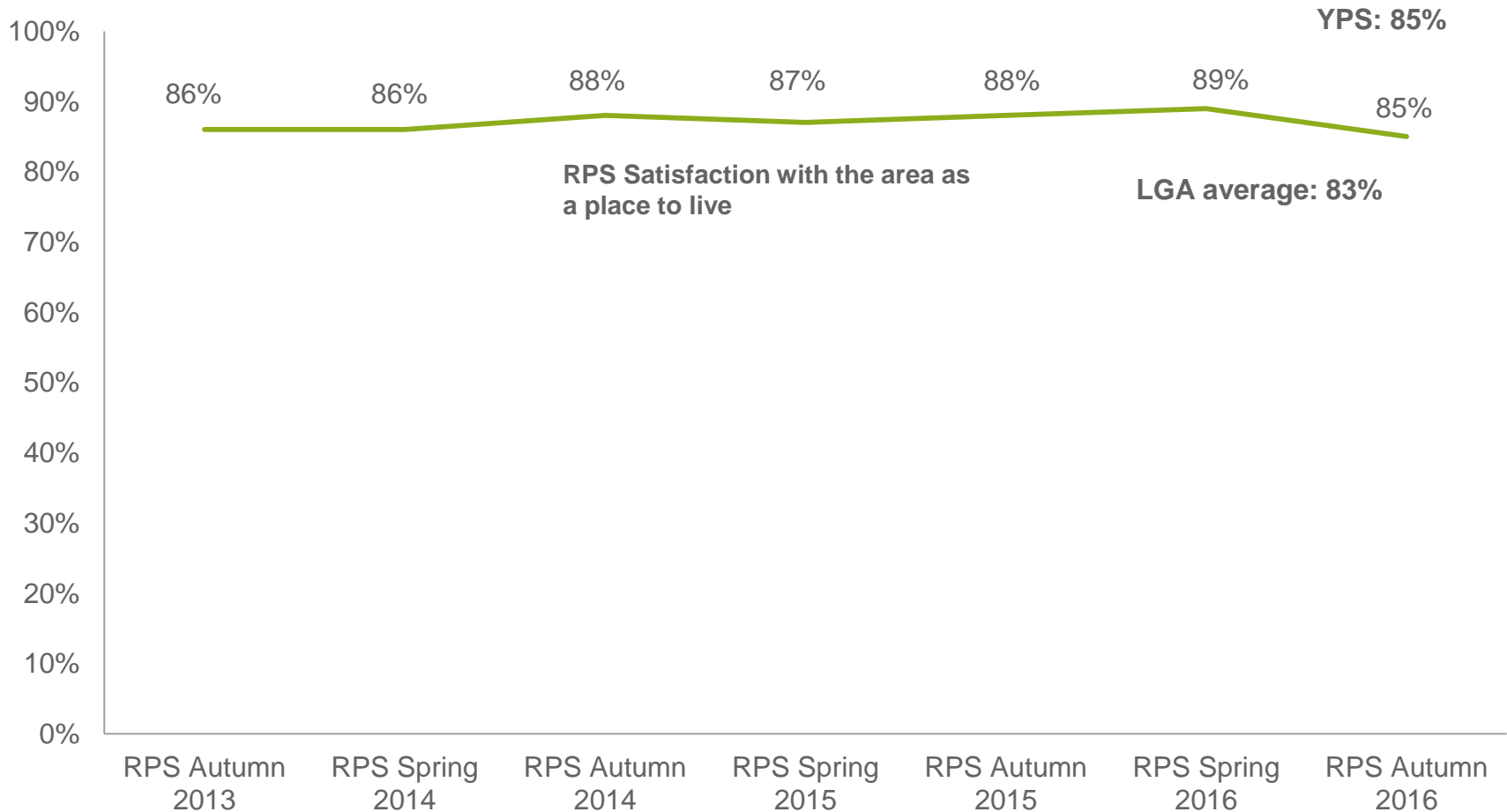
Satisfaction with the local area is high among young people (85%) – in line with findings from the RPS in which the same percentage of adults (85%) were satisfied with the local area.



***NOTE:** YPS survey uses very happy to very unhappy rating, RPS survey uses very satisfied to very unsatisfied rating.

Adult - Satisfaction with the local area (long term trends)

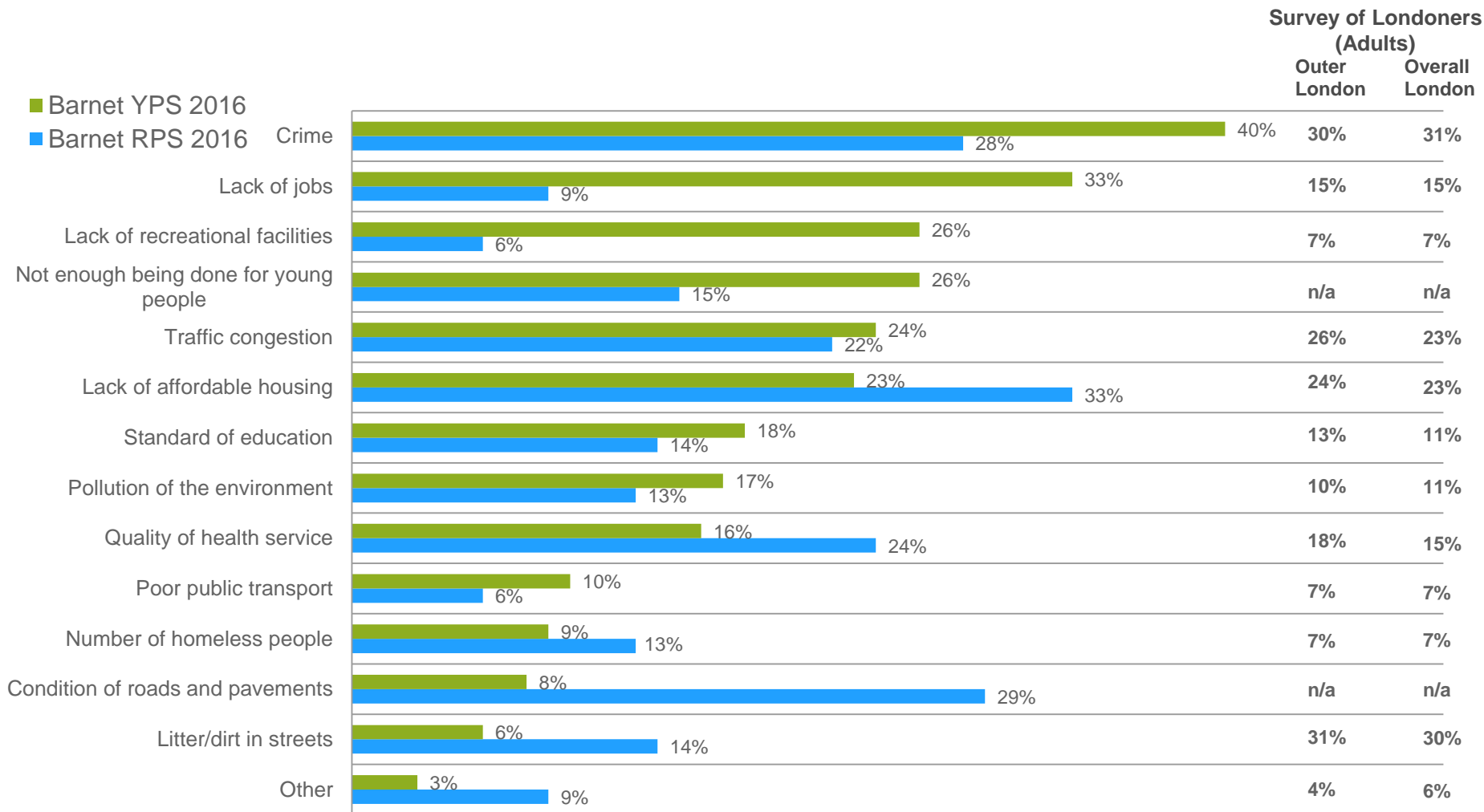
Satisfaction with the local area remains in line with previous waves and is above the LGA average.



Resident concerns

Young peoples' top three concerns compared to adults

Crime is of foremost concern among young people (and a prominent concern for adult residents). The two other top concerns for young people - a lack of jobs and recreational facilities - contrast with findings in the RPS in which it was the lack of affordable housing and conditions of roads and pavements.

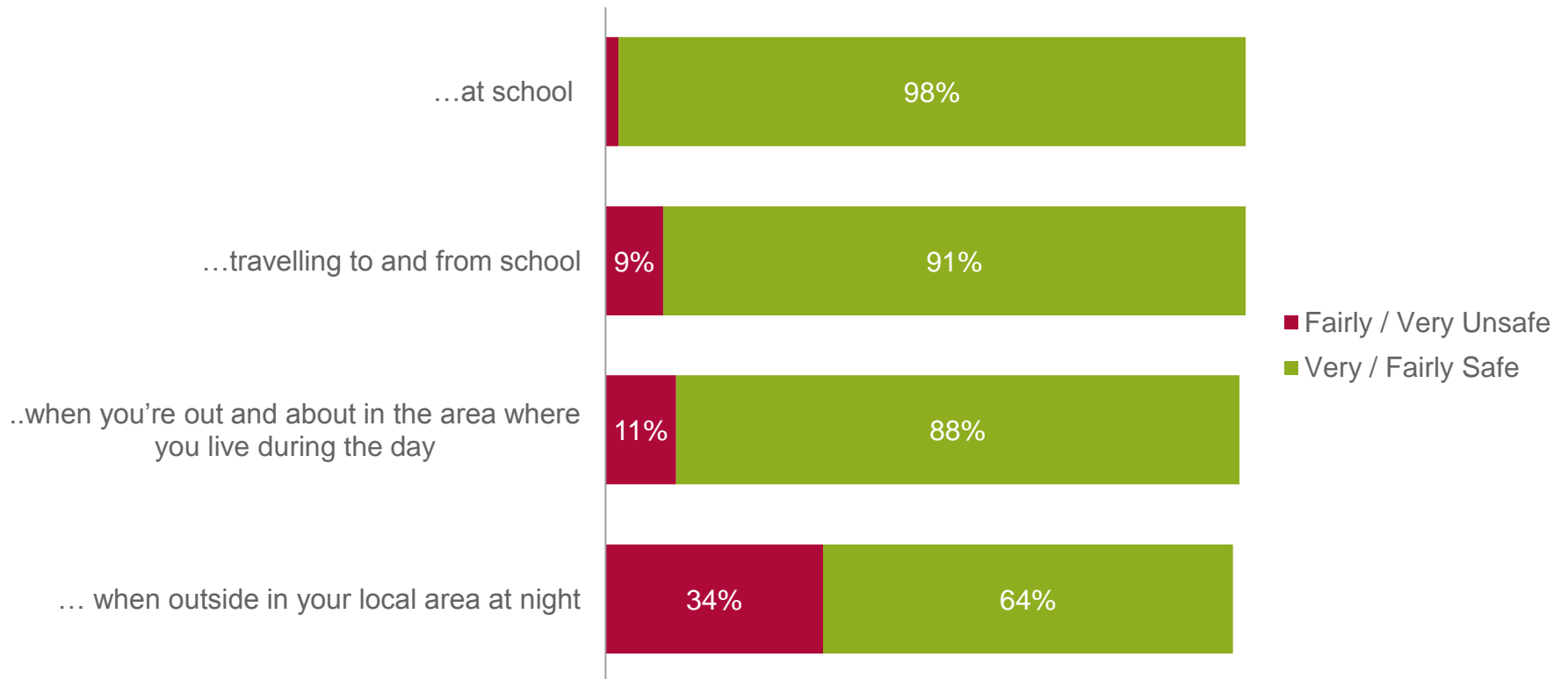


Question: Which, if any, of the following are you worried about? (YPS) / Of these, which three things are you PERSONALLY most concerned about? (RPS) **Source:** Barnet Council Young People Survey (2016) of 545 residents aged 11-18, carried out by face-to-face/Barnet Council resident perception survey of c.500 residents 18+, carried out by telephone

Safety

Where do young people feel most safe?

The safest place for young people is inside schools (98%). Around a third of Barnet's young people feel unsafe while outside at night (34%.)

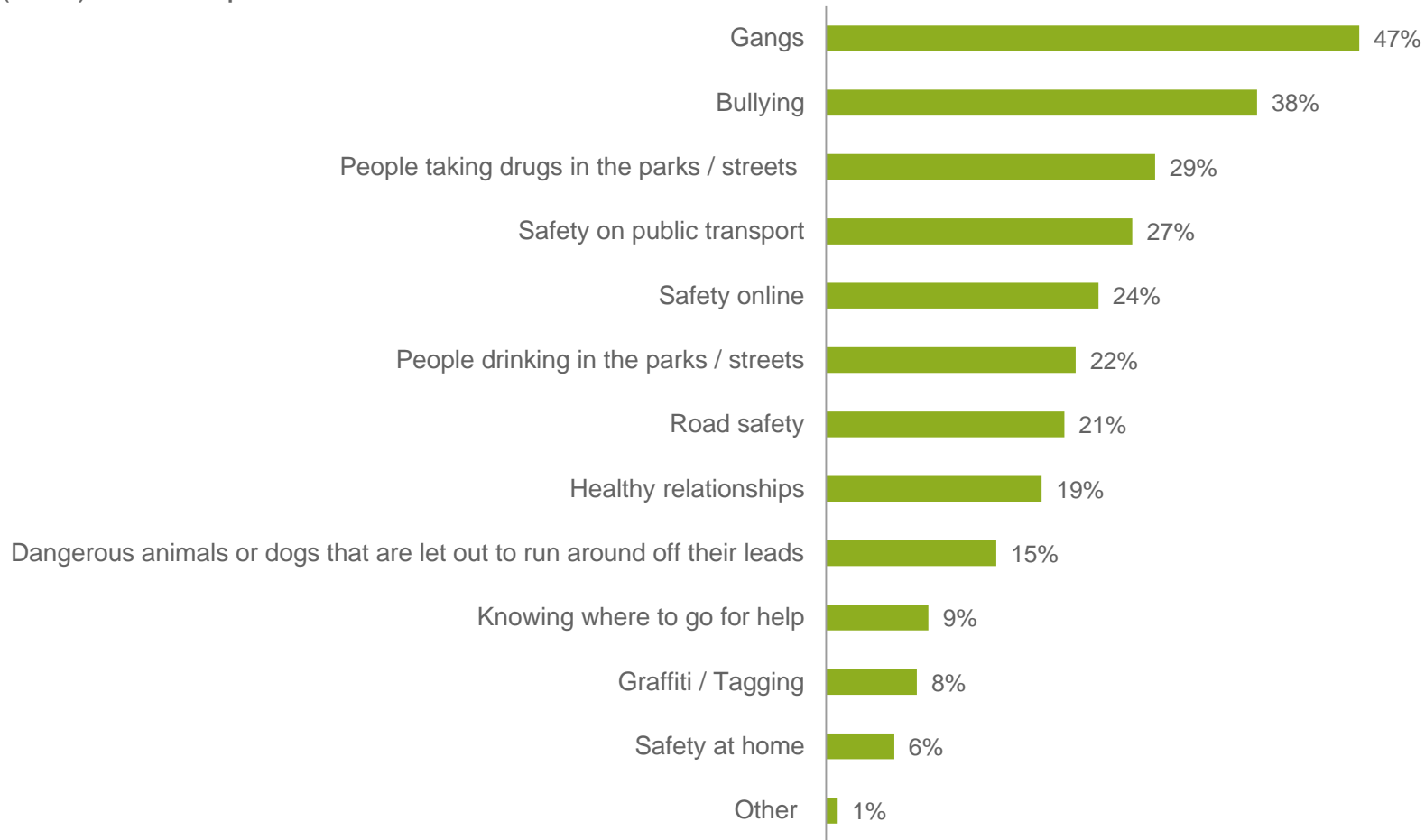


Question: Thinking about your local area, how safe/unsafe do you feel...

Source: Barnet Council Young People Survey (2016) of 210 residents aged 11-18, carried out by face-to-face (YPS 2016 base: all those who answered Question 9).

Young people's safety concerns

Young people were asked to cite the three most significant safety concerns. Gangs constitute the most significant, with almost half citing this concern (47%). Bullying (38%) and people taking drugs in public spaces (29%) are also prominent concerns.



Question: Thinking about your own safety, what issues are you most concerned about? Respondents chose up to three most significant concerns.

Source: Barnet Council Young People Survey of 545 residents 11-18, carried out by face-to-face

Barnet a family-friendly borough

Barnet a family-friendly place to live

Agreement that Barnet is a family-friendly place to live is similar amongst young people (81%) and adults (78%).

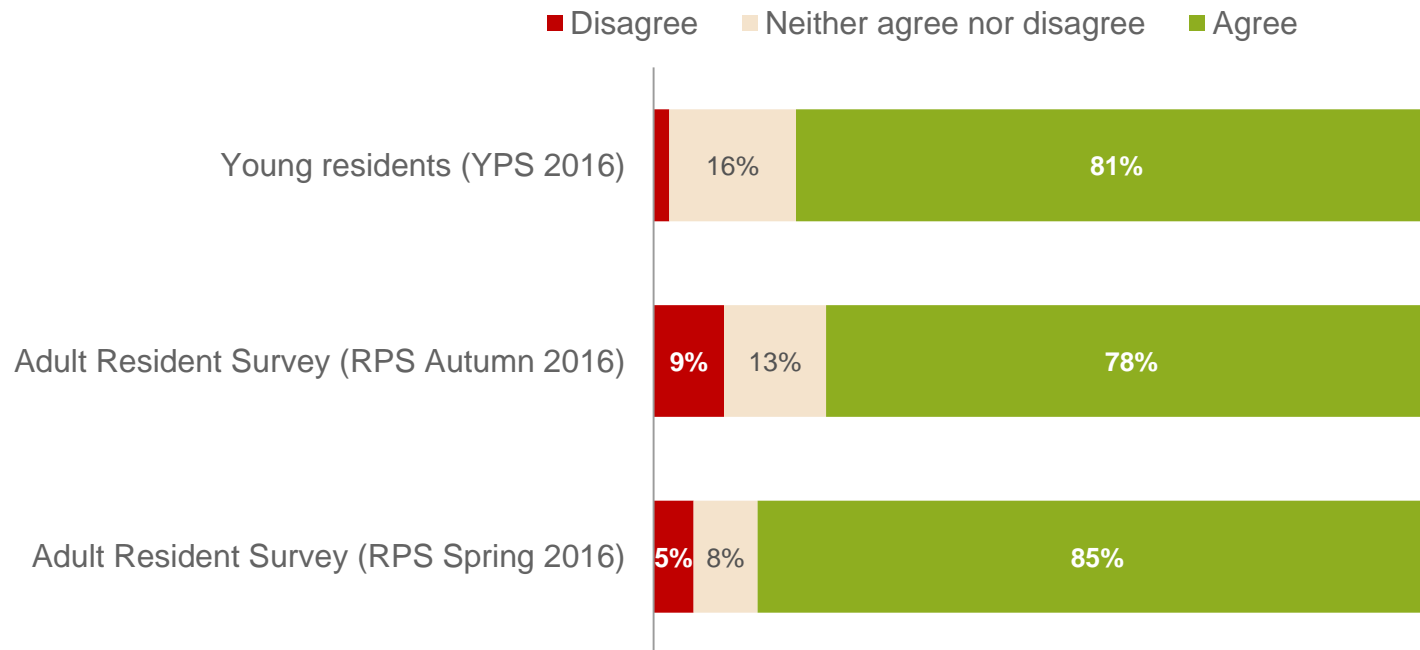
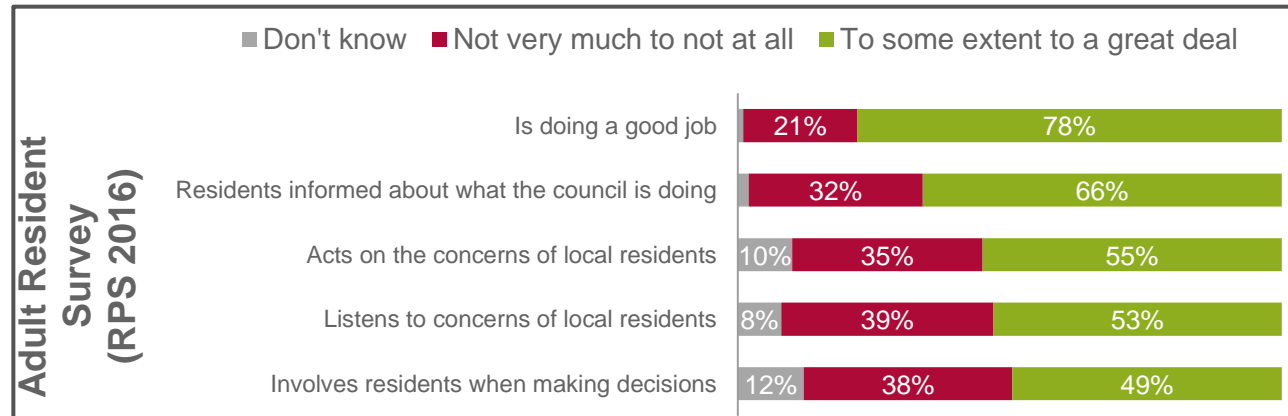
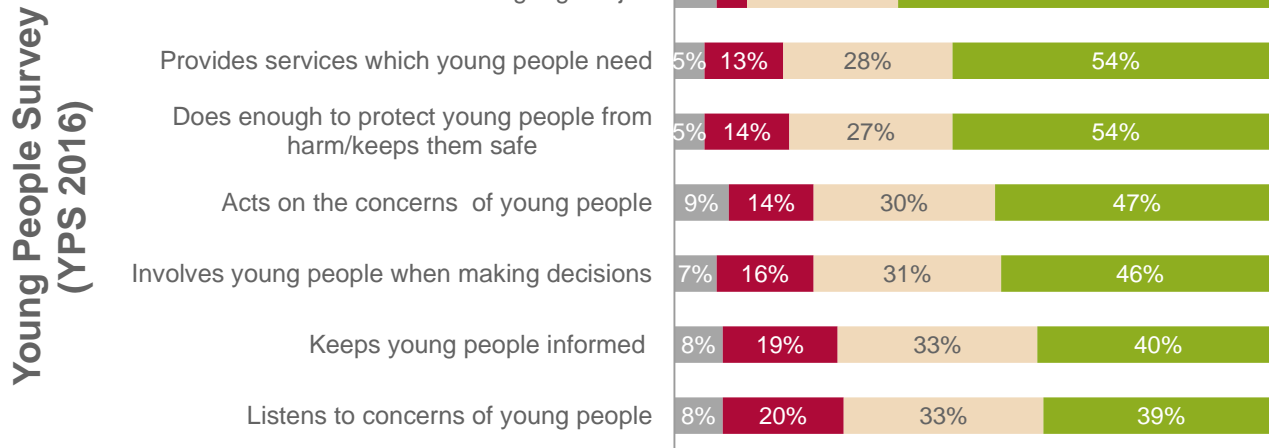


Image of the council

Image of the council

Almost two-thirds of Barnet's young people think the council is doing a good job. While significant, it is 15 points lower than findings from the RPS (78%).

■ Don't know ■ Disagree ■ Neither agree nor disagree ■ Agree



Survey of Londoners 14/15.

Statement	Outer London average (agree)	Overall London average (agree)
Is doing a good job	75%	76%
Residents informed about what the council is doing	68%	71%
Acts on the concerns of local residents	55%	58%
Listens to concerns of local residents	50%	53%

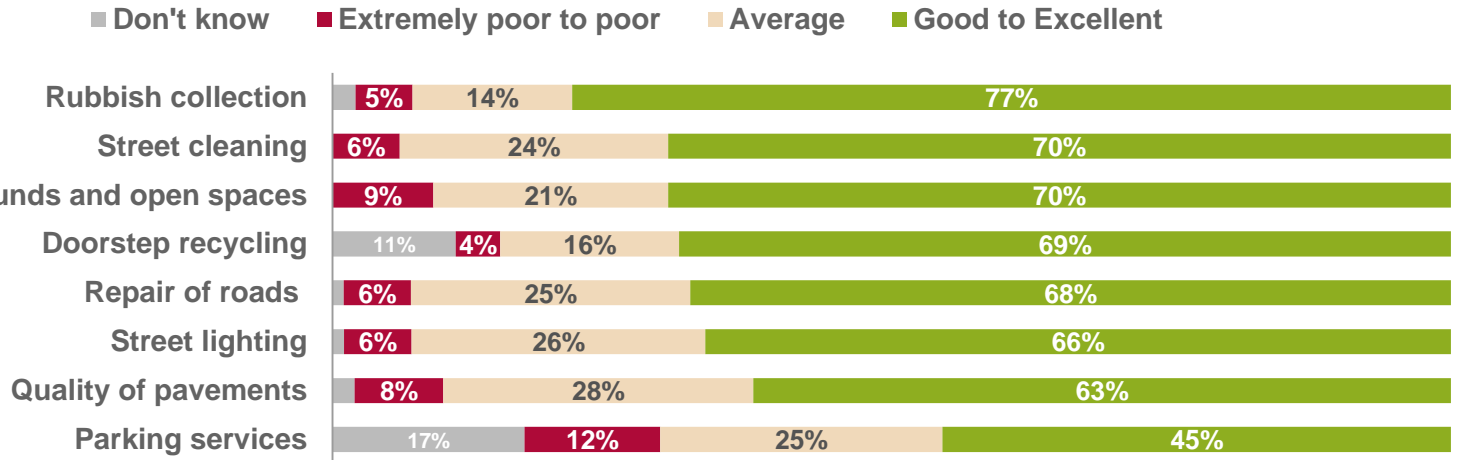
Question: Here are some things that other people have said about their council. To what extent do each of these statements apply to Barnet Council? The options scale for this question was different for those in RPS. While only 'is doing a good job' can be directly compared with RPS, the rest presented here are for reference - they are not for direct comparison. **Source:** Barnet Council Young People Survey (2016) of 545 residents 11-18, carried out by face-to-face; Barnet Council Resident Perception Survey (2016) of c.500 residents 18+, carried out by telephone

Universal Services

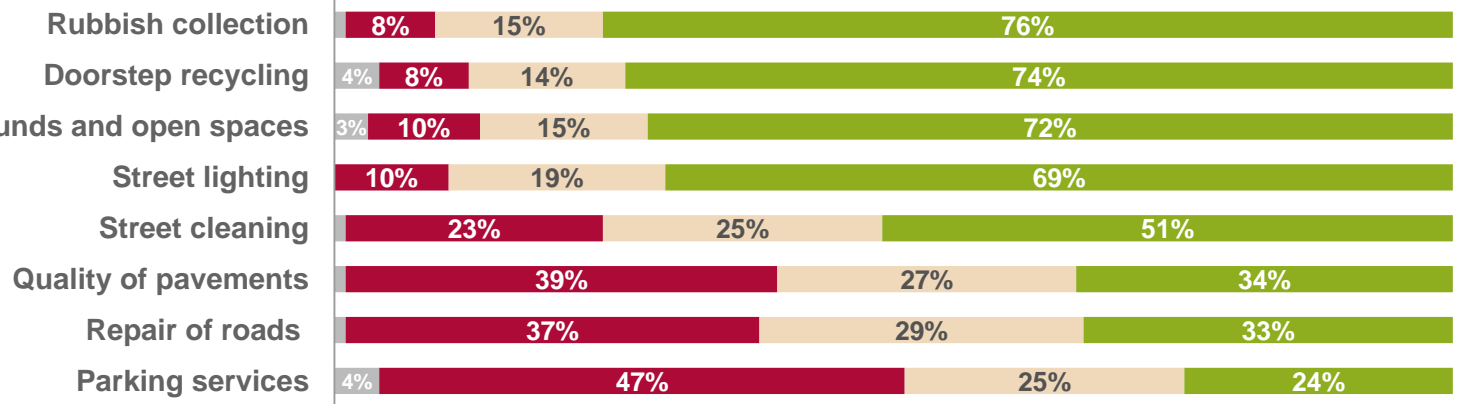
Universal Service Satisfaction Autumn 2016

Satisfaction across all universal services is generally high amongst young people. No single service elicited significantly poor ratings. This contrasts with findings from the RPS - adult residents feel certain services including the quality of pavements (37%), repair of roads (39%) and parking services (47%) are poor/extremely poor.

Young People Survey
(YPS 2016)



Adult Resident
Survey (RPS 2016)



Question: We would now like to know what you think about different services in this area. Please say what you think about these services even if you have not used them yourself (YPS/RPS) **Source:** Barnet Council young People survey of 545 residents 18+, carried out face to face / Barnet Council resident perception survey of c.500 residents 18+, carried out by telephone

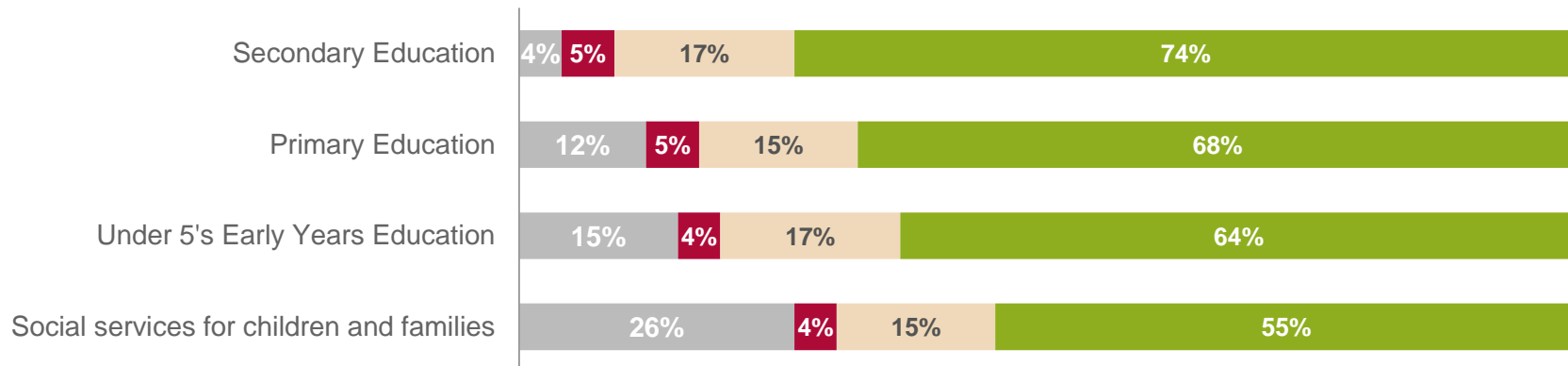
Council Services

Children and Family Services Autumn 2016

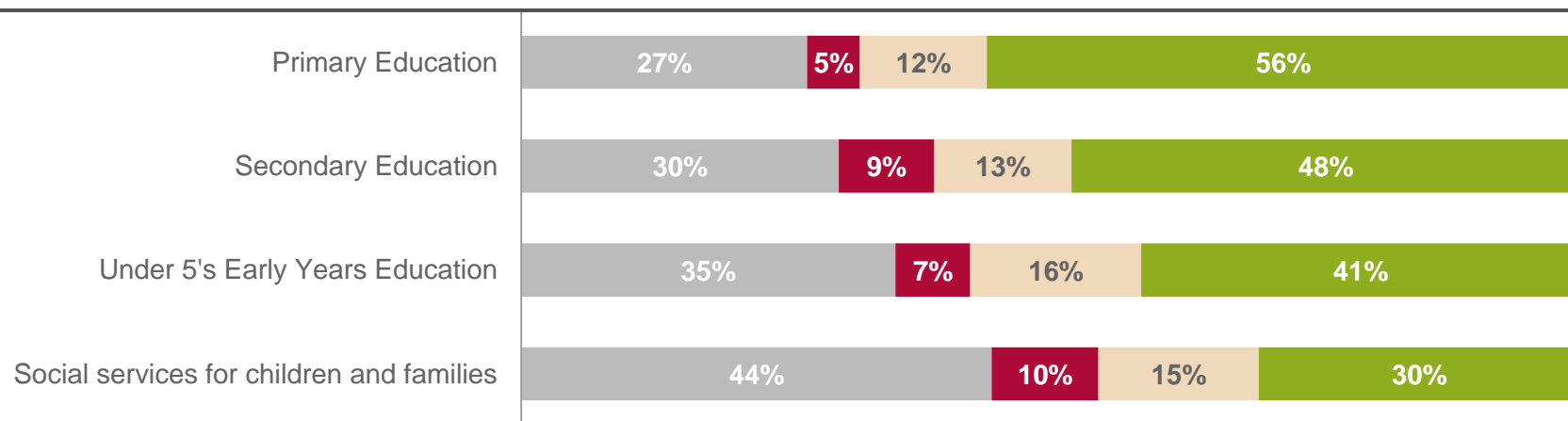
Across all children and family services, young people rate these services markedly higher than adult residents. Particularly striking is the proportion of young people who feel that secondary education (74%) is good/excellent – this is 26 points higher.

Young People Survey
(YPS 2016)

■ Don't know ■ Extremely poor to poor ■ Average ■ Good to Excellent



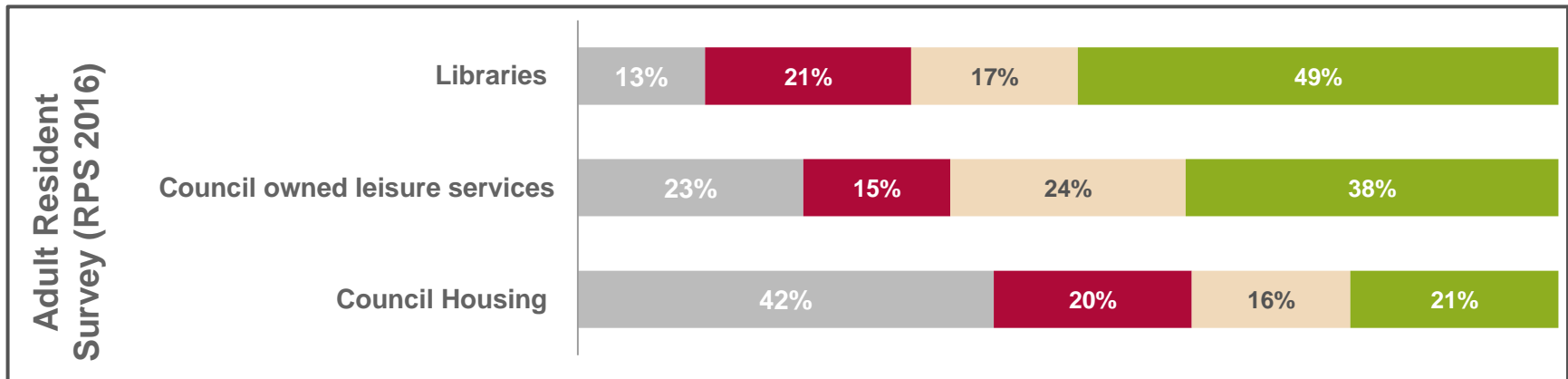
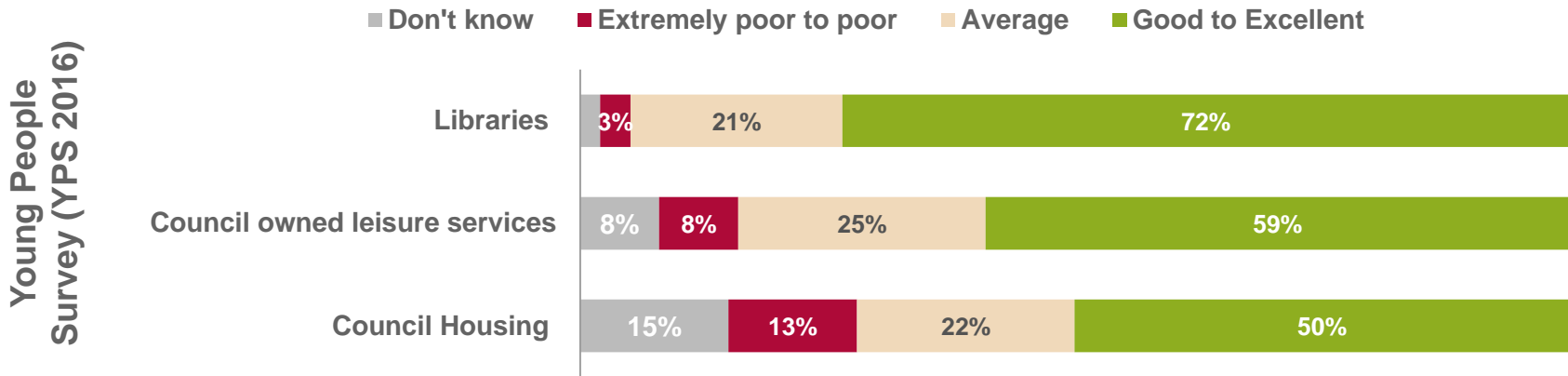
Adult Resident Survey
(RPS 2016)



Question: We would now like to know what you think about different services in this area. Please say what you think about these services even if you have not used them yourself (YPS/RPS) **Source:** Barnet Council Young People Survey (2016) of 545 residents 11-18, carried out by face-to-face; Barnet Council Resident Perception Survey (2016) of c.500 residents 18+, carried out by telephone

Other Services Satisfaction Autumn 2016

Across all other council services, there are higher satisfaction levels among young people compared with adult residents surveyed in the RPS Autumn 2016. 72% of young people rated the Library services as good/excellent – 23 points more than adults. On Council Housing, while half of young people rate it as good/excellent, 42% of adults cited ‘don’t know’.

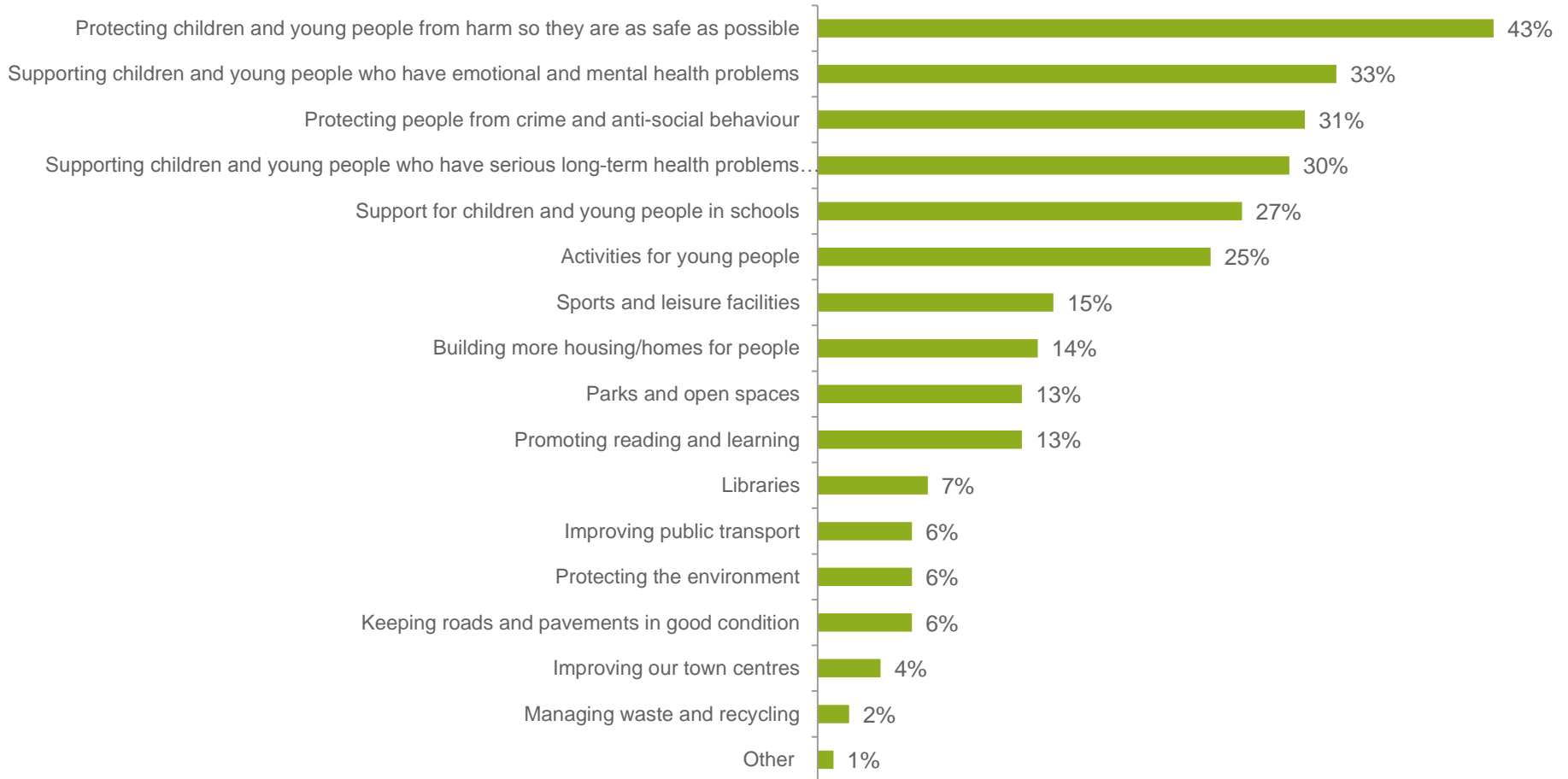


Question: We would now like to know what you think about different services in this area. Please say what you think about these services even if you have not used them yourself (YPS/RPS) **Source:** Barnet Council Young People Survey (2016) of 545 residents 11-18, carried out by face-to-face; Barnet Council Resident Perception Survey (2016) of c.500 residents 18+, carried out by telephone

Improving the lives of children and young people

Improving young lives

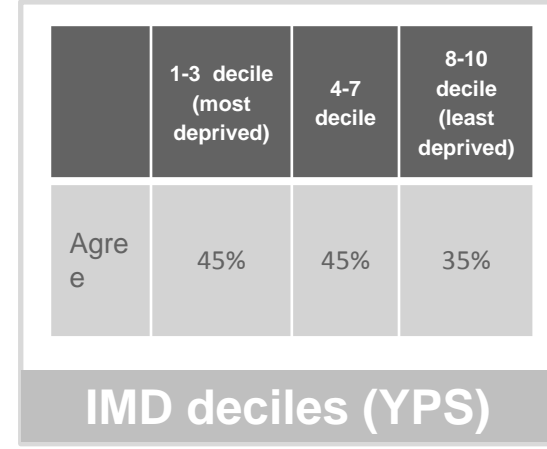
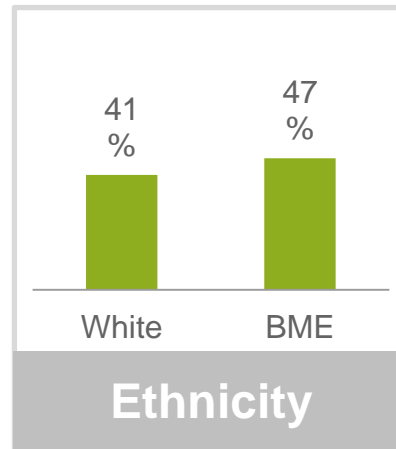
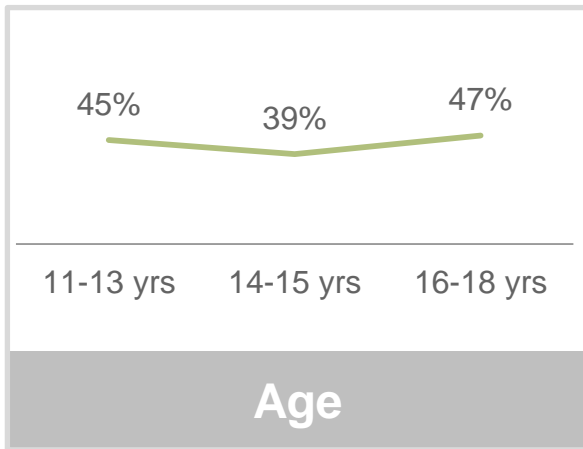
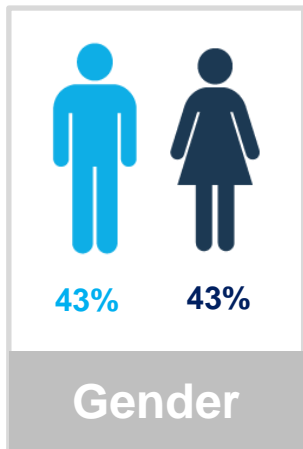
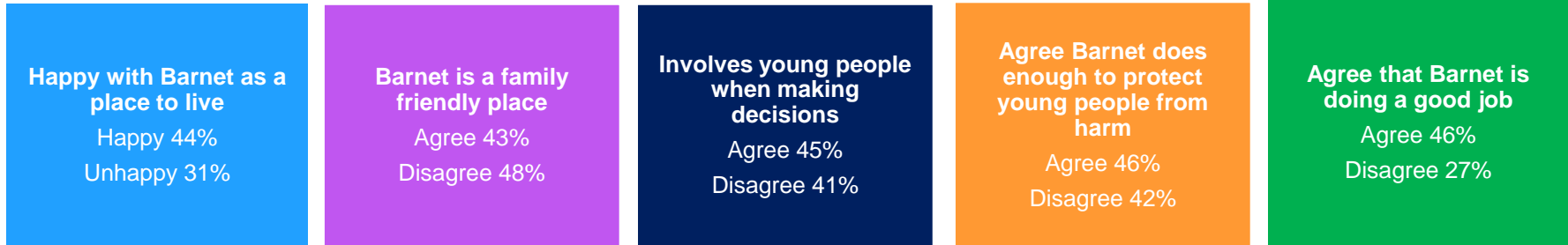
For young people, the three most important issues for the Council and its partners to address are protecting them from harm (43%), supporting those with mental and emotional health issues (33%) and protecting people from crime and anti-social behaviour in the Borough (31%).



Question: Where do you think Barnet council and the people we work closely with like Doctors, the Police, Schools and voluntary organisations need to most focus the most time and money to make things better for children and young people? **Source:** Barnet Council Young People Survey (2016) of 545 residents aged 11-18, carried out by face-to-face

Those who feel the Council should focus most of their time on protecting children and young people from harm...

Are significantly more likely to agree that the Council is doing a good job (46%) and are happy with Barnet as a place to live (44%).



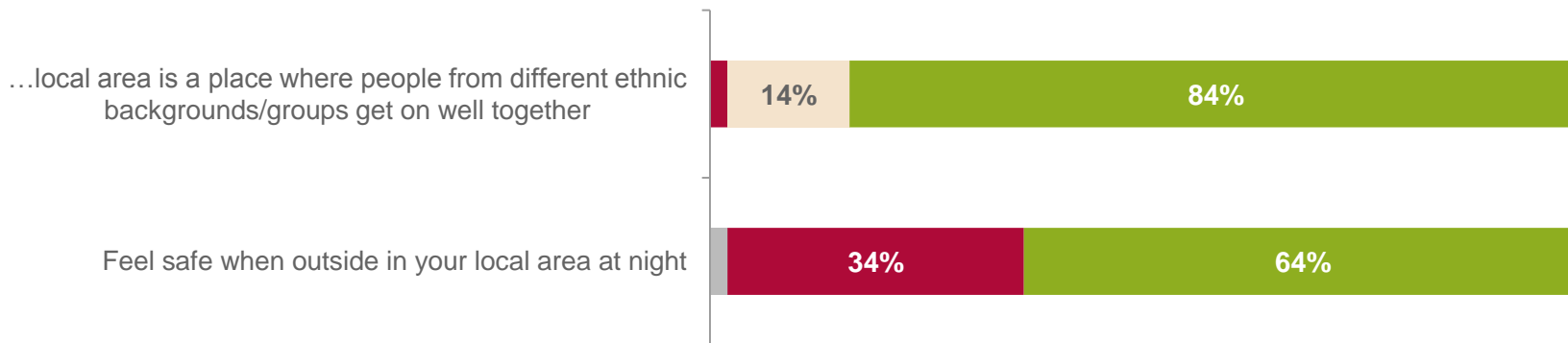
Community, cohesion and anti-social behaviour

Community and Cohesion

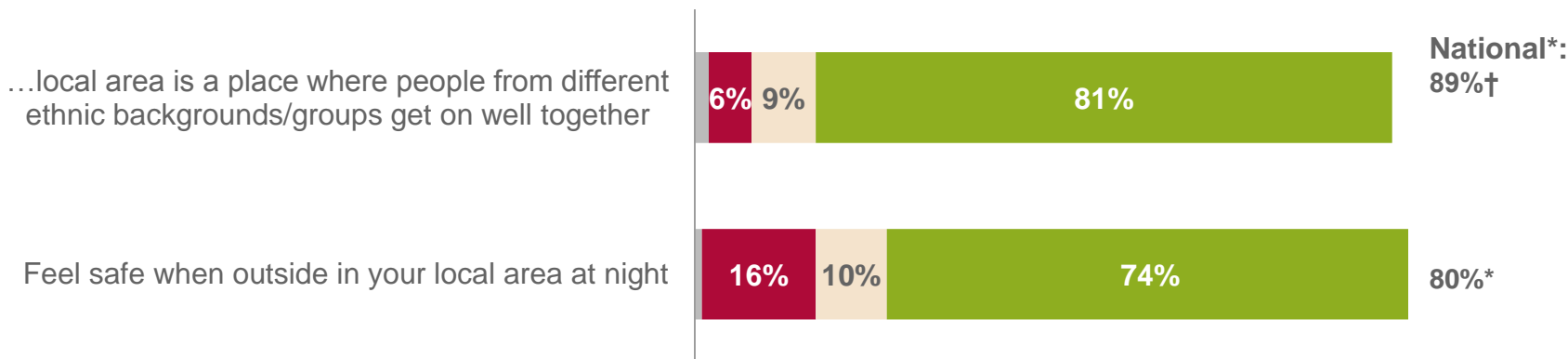
Only two measures are directly comparable with the RPS Autumn 2016. More adults feel safe outside at night (74%) compared with young people, with three-in-five feeling this way (64%).

Young Peoples Survey
(YPS 2016)

■ Don't know ■ Disagree ■ Neither agree/disagree ■ Agree



Adult Resident Survey
(RPS 2016)



Source: *LGA † Community Life Survey

Volunteering

Volunteering Barnet YPS Autumn 2016

This question was not asked in RPS Autumn 2016; the below chart compares findings from the RPS Spring 2016 wave.

Volunteering		YPS Autumn 2016	RPS Spring 2016
Volunteer	At least once a month	8%	23%
How often in the last year have you given unpaid help to any groups, clubs or organisations <i>(RPS question wording: 'Overall, how often over the last 12 months have you given unpaid help to any group(s), club(s) or organisation(s)?')</i>	At least once a week	4%	12%
	Less than once a week but at least once a month	4%	11%
	Less often	6%	12%
	Never	86%	64%
Have you volunteered to help any groups, clubs or organisations in the last year? <i>(RPS question wording: 'Have you given any unpaid help to any group(s), club(s), or organisation(s) in the last 12 months?')</i>	Yes	14%	36%
	No	85%	64%
Where do you do or did you do this? <i>(Please note this question was not asked for RPS Spring 2016 and is amongst those who volunteered)</i>	At school/ college	71%	n/a
	Through a club outside of school	18%	n/a
	Through a faith organisation	14%	n/a
	Other	1%	n/a
	Not stated	2%	n/a

Summary of key findings

Summary of key findings about the council

Most young people are happy to live in Barnet

- The majority of young people are 'happy' (85%) in Barnet. While this question was phrased differently in the RPS, the findings are in line with the general sentiment expressed by the adults surveyed (85% of whom were satisfied with Barnet as a place to live.)

Perceptions of feeling informed is 40% amongst young people

- While under half of young people feel informed about the council's activities, this was less than adults in the RPS – 66% of whom thought they were kept informed.

Two-thirds of Barnet's young people feel the council is doing a 'good job'

- Almost two-thirds of Barnet's young people think the council is doing a good job (63%). While high, as a proportion of young people surveyed, it is 15 points less than findings from the RPS - 78% of adults feel the council is doing a good job.
- Only 5% of young people disagree that the council is doing a good job.

Young peoples' satisfaction with universal services is high

- Most young people were satisfied with the council's universal service provision. They were particularly satisfied with Rubbish Collection, Street Cleaning and Parks, playgrounds and open spaces. Of the eight universal services, only Parking Services elicited a score less than 50% - with 45% of respondents satisfied with this provision.
- While the findings from the RPS illustrated notable concerns around the conditions of roads and pavements, these concerns were not shared by young people.

Young peoples' satisfaction with the council's other services is also high

- Most young people were satisfied with the council's family and other services. Compared with the findings from RPS, young people were very positive about the provision of secondary education in the Borough, with 74% rating it as good/excellent against 48% of adults in the RPS. Of the other services, Library Services elicited the highest satisfaction response with 72% rating it as good/excellent.

Summary of key findings about Barnet as a place to live

Young people's top concerns are crime, lack of jobs and a lack of recreational facilities

- Crime is the biggest concern for young people (40%); this sentiment is also shared by adult residents (28%). However, the two other top concerns for young people - a lack of jobs (33%) and recreational facilities (26%) - contrast with other top concerns for adult residents, which were lack of affordable housing (33%) and conditions of roads and pavements (29%).
- At 81%, the majority of young people agree that Barnet is a family friendly place to live and is marginally higher than findings from the RPS (78%).

Young people's top safety concerns are gangs, bullying and drug taking in public spaces

- When asked to cite the three most significant concerns, gangs in the area constituted the most significant, with almost half citing this concern (47%). Bullying (38%) and people taking drugs in public spaces (29%) were also prominent concerns.
- The perceived safest place for young people is inside schools (98%). Around a third of Barnet's young people feel unsafe at night while outside their local area (34%). Compared with findings from the RPS, more adults felt safer while outside in their local area at night (74%).

Measures on community and cohesion remain consistent with findings from RPS

- The majority of young (84%) and adult (81%) residents feel people from different backgrounds/groups get on well with each other.
- Just over half of young people feel the council does enough to protect young people from harm (54%). While not a direct comparison, 67% of adults surveyed in the RPS felt satisfied with how Barnet Council & Police dealt with anti-social behaviour.