

# **Merton Council**

## **Cabinet**

**3 June 2019**

### **Supplementary agenda 2**

10      2019 Residents Survey Results

1 - 2

For readability, this supplementary agenda contains Paragraph 2.19 of the covering report, which did not display correctly in the first supplementary agenda for Item 10

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## Satisfaction with services

- 2.19 Residents were asked to rate each service from a given list on a scale from very good to very poor, even if they do not have direct experience of the service, as well as being asked whether they or their family used those services. The table below sets out the percentage giving a positive rating from all respondents.

\*Significant change

Service	% Very good/good 2019	% Very good/good 2017	Change since 2017
Parks, playgrounds, open spaces	77%	75%	+2%
Recycling facilities	56%	71%	-15%*
Street Lighting	78%	70%	+8%*
Refuse collection	48%	69%	-21%*
Libraries	68%	68%	0%
Leisure and sports	59%	63%	-4%
Street cleaning	44%	53%	-9%*
Primary education	49%	51%	-2%
Parking	45%	51%	-6%*
Repair of roads	43%	48%	-5%
Nursery education	40%	47%	-7%*
Secondary education	42%	42%	0%

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