

HARLOW RESIDENTS SURVEY REPORT

September 2023

INTRODUCTION

This report outlines the 1st set of results for the Harlow Residents Survey, providing information on resident satisfaction, perceptions of the local area, perceptions of Harlow Council and its communications and current issues/ future improvements for Harlow.

The survey includes standard wording Local Government Association (LGA) polling questions which were chosen to allow Harlow Council to benchmark its performance, providing context to findings and identifying areas of strength and improvement. Bespoke questions specific to Harlow Council were also incorporated alongside these to explore additional areas of interest and local issues.

Not all questions from the LGA polling questions can be benchmarked. It is only the questions which measure resident satisfaction that are mandatory for councils to ask if they wish to compare their findings with the national figures. The latest national poll conducted by Yonder took place in June 2023 and can be read at <https://www.local.gov.uk/publications/polling-resident-satisfaction-councils-round-35>

METHODOLOGY

A representative random sample of 751 Harlow residents was surveyed by telephone by Yonder Data Solutions between 26th June and 27th July 2023, with an average interview length of 23 minutes. A Random Digit Dialling (RDD) approach was taken, ensuring that there was no bias in which household or ward was called and that all households had a random one in 'n' chance of being selected. This is the method of data collection advocated by the LGA when conducting local resident polling and allows for benchmarking against their national figures.

Participants were made aware that the polling was for Harlow Council at the outset of the interview and were provided with the below explanation to avoid any misattribution to Essex Council:

“Harlow Council provides a wide range of services such as processing benefits, bin collections, community safety, street cleaning, grass cutting, council housing, leisure and cultural facilities such as the Playhouse and Pets’ Corner, playgrounds, paddling pools and supported housing.”

It is not responsible for repairing potholes, pavements, street lighting, social services, libraries, the household recycling centre at Riverway or schools as these are services provided directly by Essex County Council.”

The final data was weighted to be representative of the local area in terms of age and gender in line with the latest Census data. This corrected for any skews in the data when adopting an RDD approach caused by varying response rates, including down-weighting those aged 55-64 and women who had been more likely to respond to the invitation to participate, and up-weighting those aged 18-34 and men who had been less likely to respond. The unweighted and weighted profile of respondents is included at Figure 1.

Figure 1: Target and achieved demographic profile

	Achieved %	Weighted %
Age		
18-34	12%	30%
35-44	23%	20%
45-54	19%	16%
55-64	26%	15%
65+	21%	19%
Gender		
Male	37%	52%
Female	63%	48%

The final weighted demographic profile of the final Harlow sample is provided at Figure 2.

Where relevant, comparisons are made to the latest LGA national polling of June 2023¹, which surveyed a representative sample of 1,001 British adults nationally.

Figure 2: Demographic profile of participants

	% of sample
Gender	
Male	52%
Female	48%

¹ Further information on the LGA can be found here:

<https://www.local.gov.uk/sites/default/files/documents/Polling-on-resident-satisfaction-with-councils-Round-35-Research-Report-June-2023-AA.pdf>

Age	
16-34	30%
35-54	36%
55+	34%
Working status	
Working	60%
Not working	12%
Retired	19%
House person	3%
Prefer not to say	5%
Longstanding physical or mental condition or disability	
Yes	20%
No	76%
Prefer not to say	5%
Residential status	
Owned outright/ with a mortgage	59%
Rented/ lease from the council	23%
Rented from housing association/ someone else/ rent free	9%
Prefer not to say	9%
Ward	
Bush Fair	7%
Church Langley	8%
Great Parndon	8%
Harlow Common	10%
Little Parndon and Hare Street	10%
Mark Hall	9%
Netteswell	9%
Old Harlow	7%

Staple Tye	9%
Sumners and Kingsmoor	10%
Toddbrook	8%

KEY FINDINGS

- 77% of Harlow residents are 'very' or 'fairly' satisfied with their local area as a place to live. Close to three-in-five are satisfied with the way that the local council runs things (58%).
- Sense of belonging to the local area is high, at 72%, with community cohesion also relatively strong (67%).
- Residents typically get information from or about Harlow Council and the services it provides through leaflets (61%), Harlow Times (61%), the council's website (60%) and word of mouth (58%).
- While just under a quarter hear about the Council through emails and e-newsletters (23%), close to half say that this would be a preferred channel (47%). Similarly, while 15% hear about the Council directly from councillors, more than a quarter would like to receive information in this way (26%).
- Communication preferences differ by age and gender – with printed information favoured by older residents and digital channels favoured by younger residents. Harlow Times has greater cut-through and more positive perceptions among women when compared to men.
- The most important local issues are improving council services (96% feel this is important), securing investment into Harlow (94%) and restoring pride in Harlow (91%).
- Tackling crime and anti-social behaviour is viewed as the main priority for Harlow Council (49%), followed by providing a range of housing (41%). Providing activities and support for younger people (35%) and a regenerated town centre (33%) are also relatively important priorities.
- Harlow performance is generally comparable to the national average in terms of satisfaction, value for money, council responsiveness and trust. The main differences are seen in terms of resident safety, with Harlow residents significantly less likely to feel safe at night than the population nationally.
- Older Harlow residents are typically more positive towards the local area and the Council than younger inhabitants.

Conducting future resident surveys will allow Harlow Council to further contextualise results, tracking performance and measuring the impact of proposed initiatives and campaigns as these are implemented.

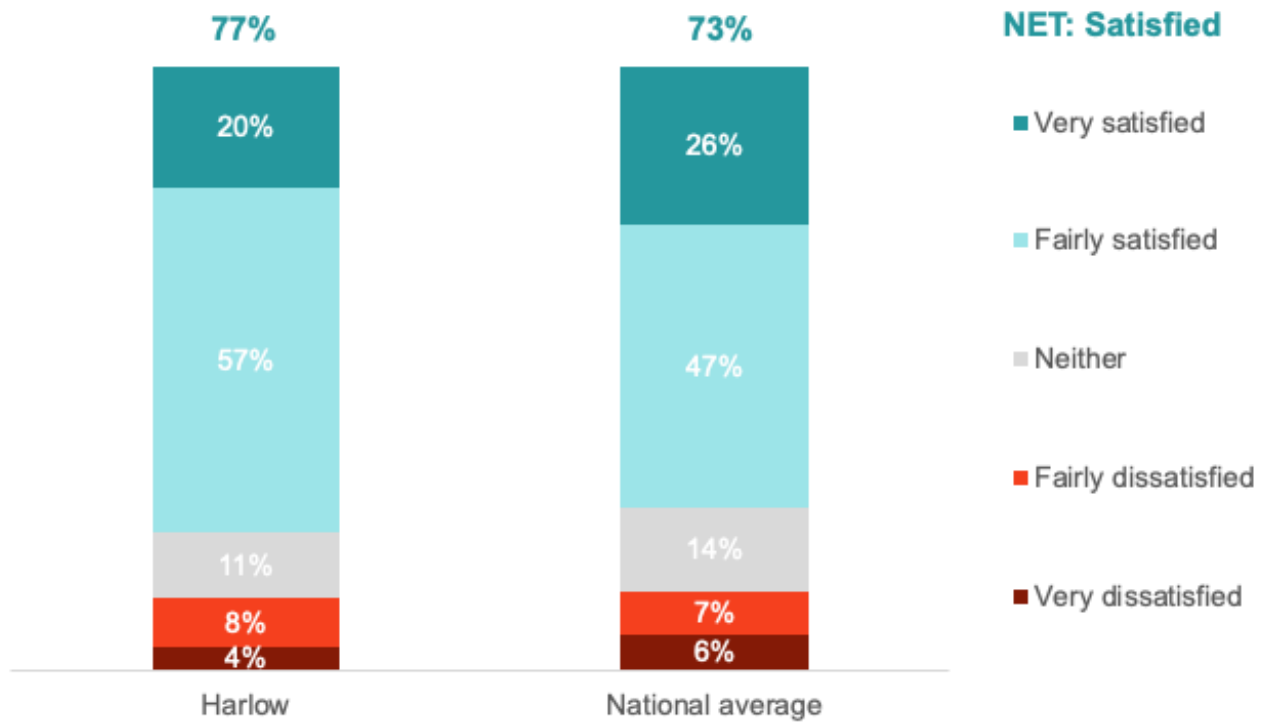
SURVEY RESULTS

Overall Satisfaction

Figure 3: Satisfaction with the local area as a place to live

Overall, how satisfied or dissatisfied are you with your local area as a place to live? Please consider your local area to be the area within 15-20 minutes walking distance from your home.

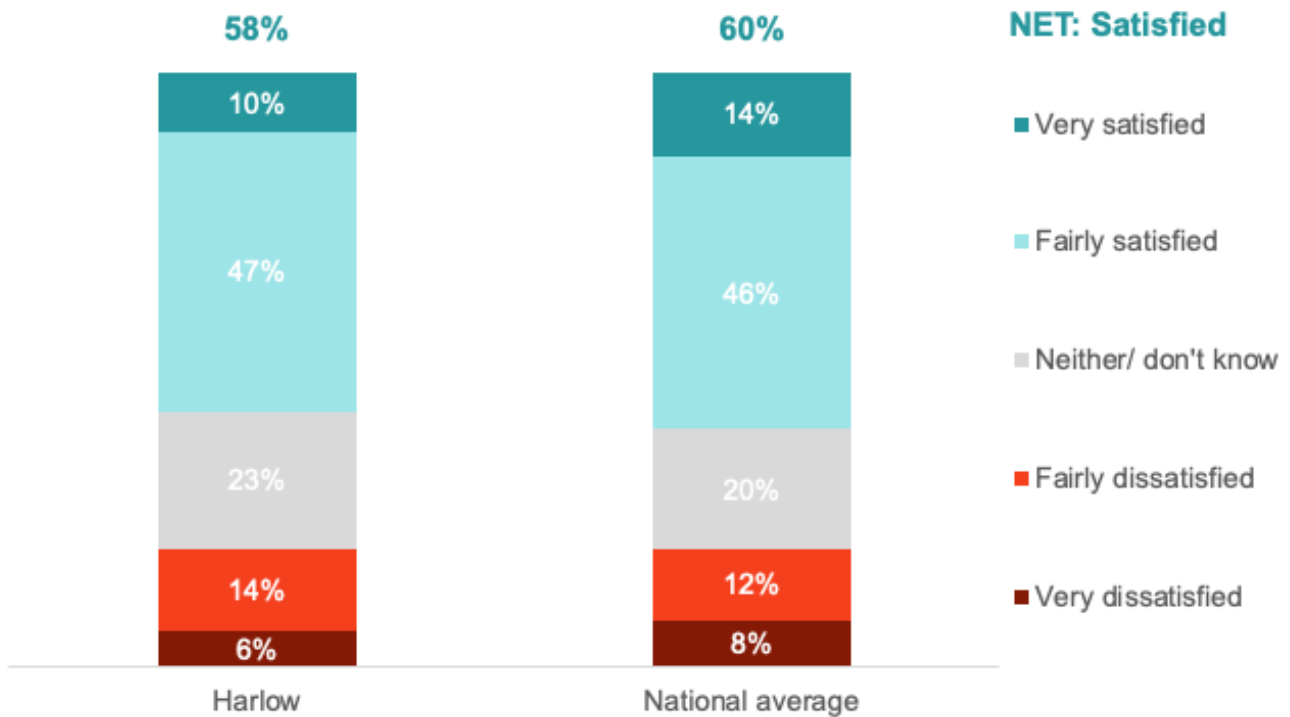
Base: Harlow (751), National (1001)



Overall, close to four-in-five Harlow residents are satisfied with the local area as a place to live (77%), just one-in-ten are dissatisfied (12%). This is comparable to the national picture, with 73% satisfied overall and 13% dissatisfied. There are no significant differences in satisfaction among Harlow residents by gender, age, or disability.

Figure 4: Satisfaction with Harlow Council

Overall, how satisfied or dissatisfied are you with the way Harlow Council runs things?
Base: Harlow (751), National (1001)



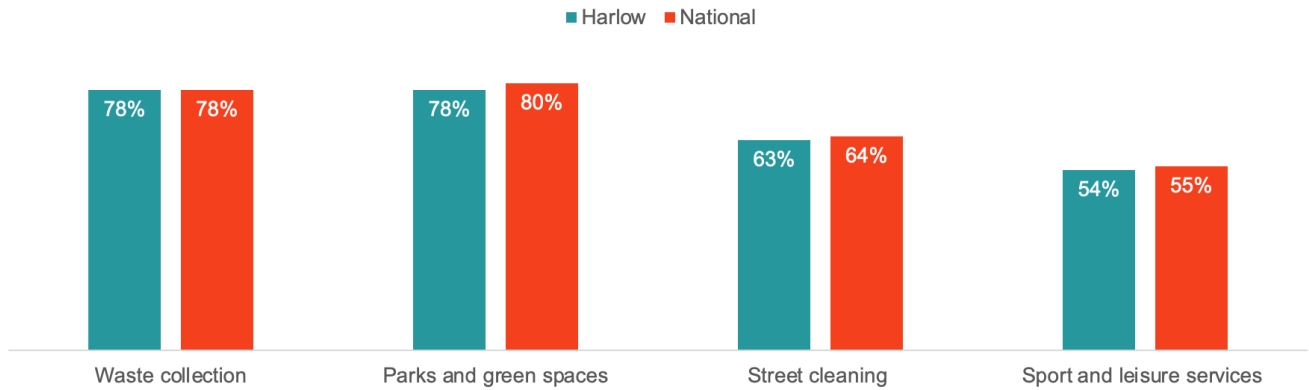
Three-in-five residents are satisfied with the way that Harlow Council runs things (58%), while one-in-five are dissatisfied (20%). Satisfaction is significantly higher among residents aged 65+, but relatively stable across other demographic groups. Again, local satisfaction is comparable to the national average, with 60% satisfied overall.

Figure 5: Satisfaction with specific services

I am going to read out a number of different types of services that are provided by Harlow Council. I would like you to tell me how satisfied or dissatisfied you are overall with the council's ...

Base: Harlow (751), National (1001)

% very or fairly satisfied



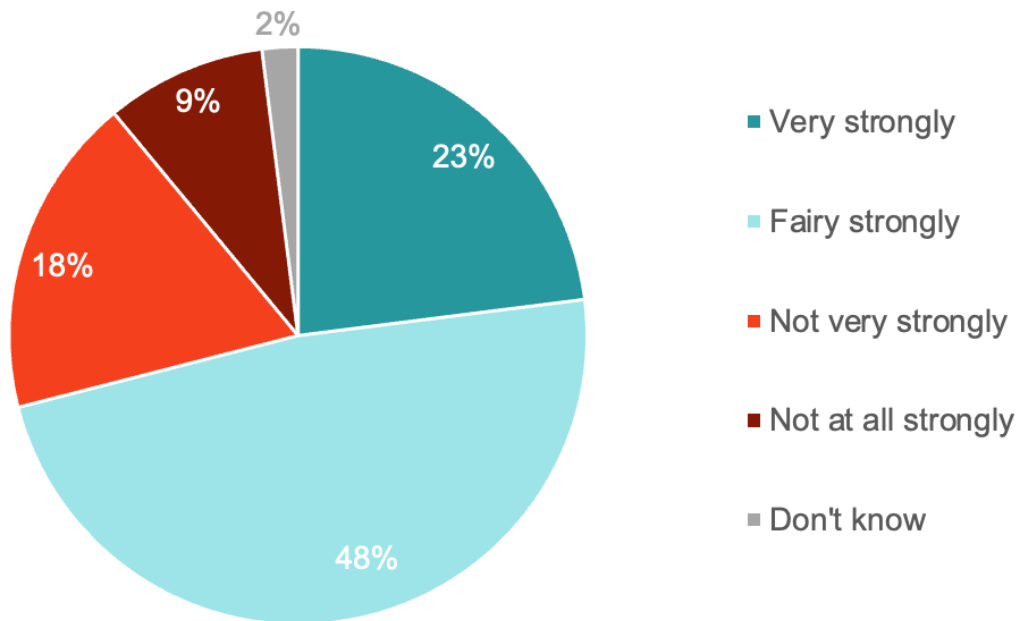
The majority of residents are satisfied with the specific services that Harlow council provides. Satisfaction is highest for waste collection (78%) and parks and green spaces (78%), while fewer are satisfied with street cleaning (63%) and sport and leisure services (54%). Performance on specific council services is in line with the national average.

Those aged 65+ are significantly more satisfied than average about waste collection (87%) and street cleaning (71%), while satisfaction with other services is generally consistent by demographic.

Perceptions of the local area

Figure 6: Sense of belonging

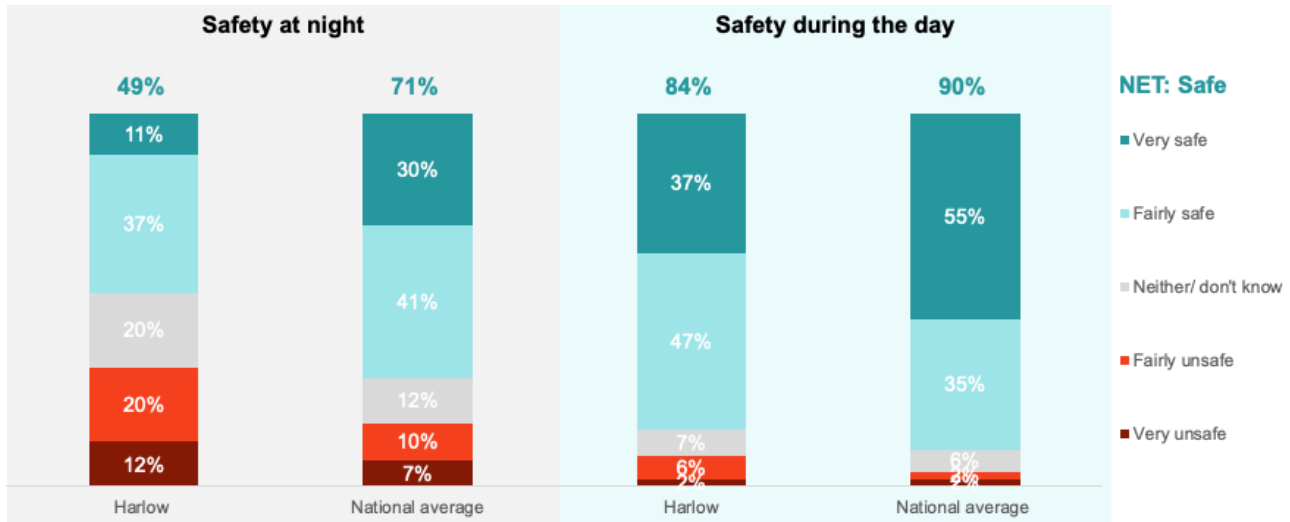
How strongly do you feel you belong to your local area?
Base: Harlow (751)



Overall, close to three-quarters of Harlow residents feel that they very or fairly strongly belong to their local area (72%). Just one-in-ten don't feel that they belong at all (9%). Sense of belonging is highest among those aged 65+ (82%) and consistent across gender and disability.

Figure 7: Sense of safety

How safe or unsafe do you feel when outside in your local area after dark/ during the day?
Base: Harlow (751), National (1001)



Overall half of Harlow residents feel safe in their local area at night (49%), while a third feel unsafe (32%). The vast majority feel safe during the day (84%), with just 8% feeling unsafe.

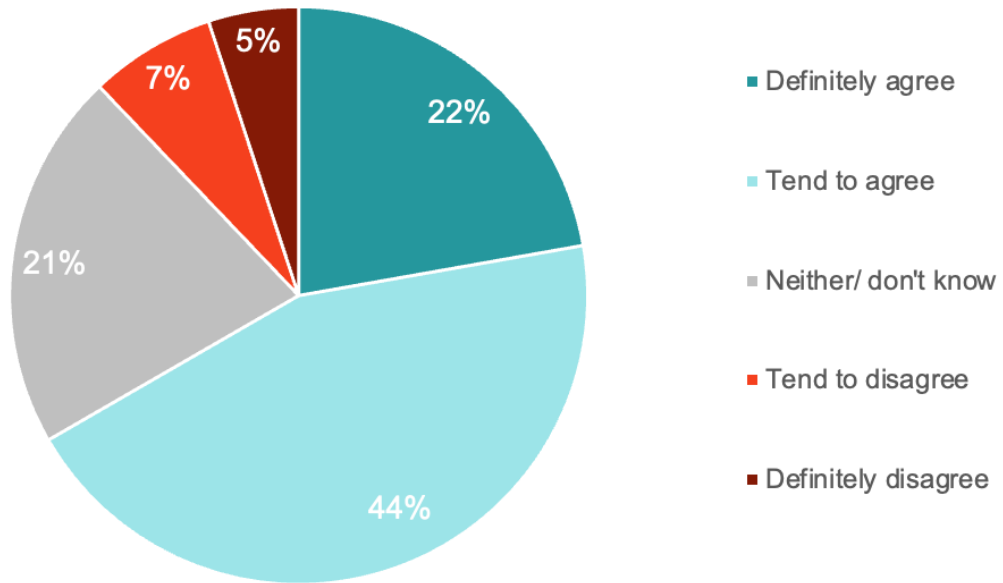
Harlow residents are significantly less likely than the general population to feel safe in their local area after dark (49% compared to 71%) and are significantly more likely to feel unsafe (32% compared to 17%). They also have lower levels of safety during the day (84% compared to 90% nationally).

Men are significantly more likely than women to feel safe both at night (59% compared to 37%) and during the day (87% compared to 81%), while women are more likely to feel unsafe at night (44% compared to 21%) and during the day (11% compared to 6%). Those with a disability are also more likely to feel unsafe after dark (43%).

Figure 8: Community cohesion

To what extent do you agree or disagree that your local area is a place where people from different ethnic backgrounds get on well together? By getting on well together, we mean treating each other with respect.

Base: Harlow (751)

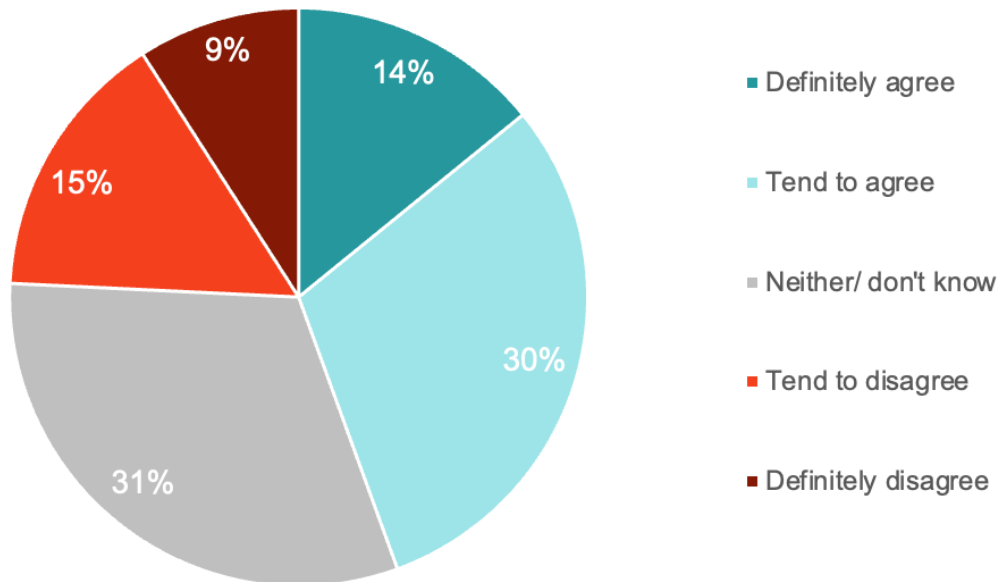


Two-thirds of residents agree that Harlow is a place where people from different ethnic backgrounds get on well together (67%), just one-in-ten disagree with this sentiment (12%). Those aged 65+ are significantly more likely to feel a sense of community cohesion than other age groups (75%).

Figure 9: People pull together to improve the area

To what extent would you agree or disagree that people in your local area pull together to improve the local area?

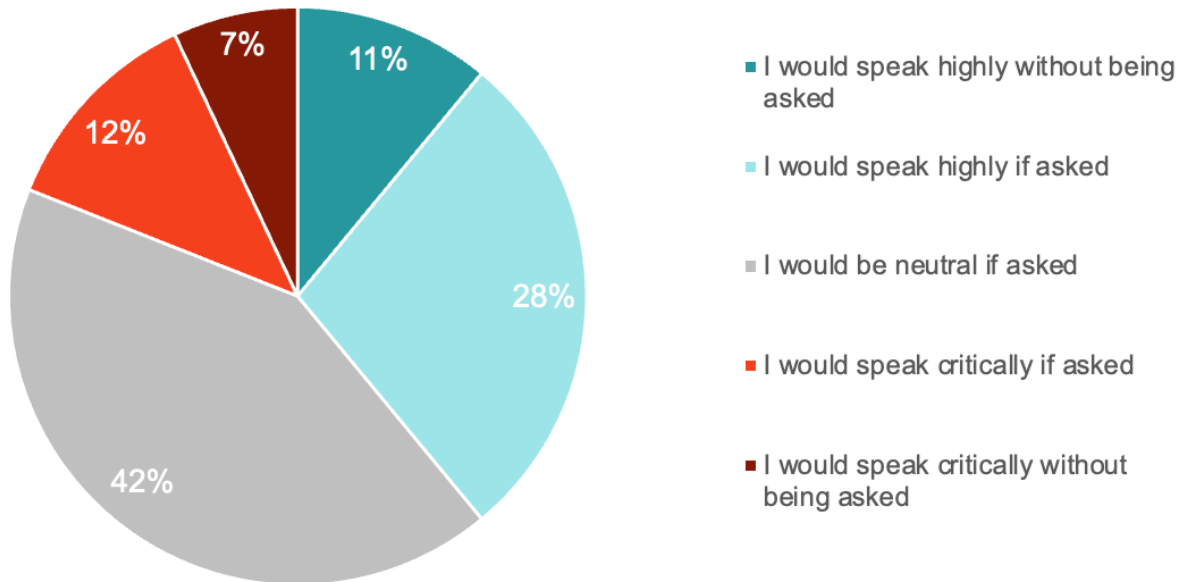
Base: Harlow (751)



Close to half agree that people in Harlow pull together to improve the local area (45%), while a quarter disagree (24%). Agreement is stable across demographic groups.

Figure 10: Recommend Harlow as a place to live

Which of these phrases best describe the way you would speak about Harlow as a place to live? Base: Harlow (751)



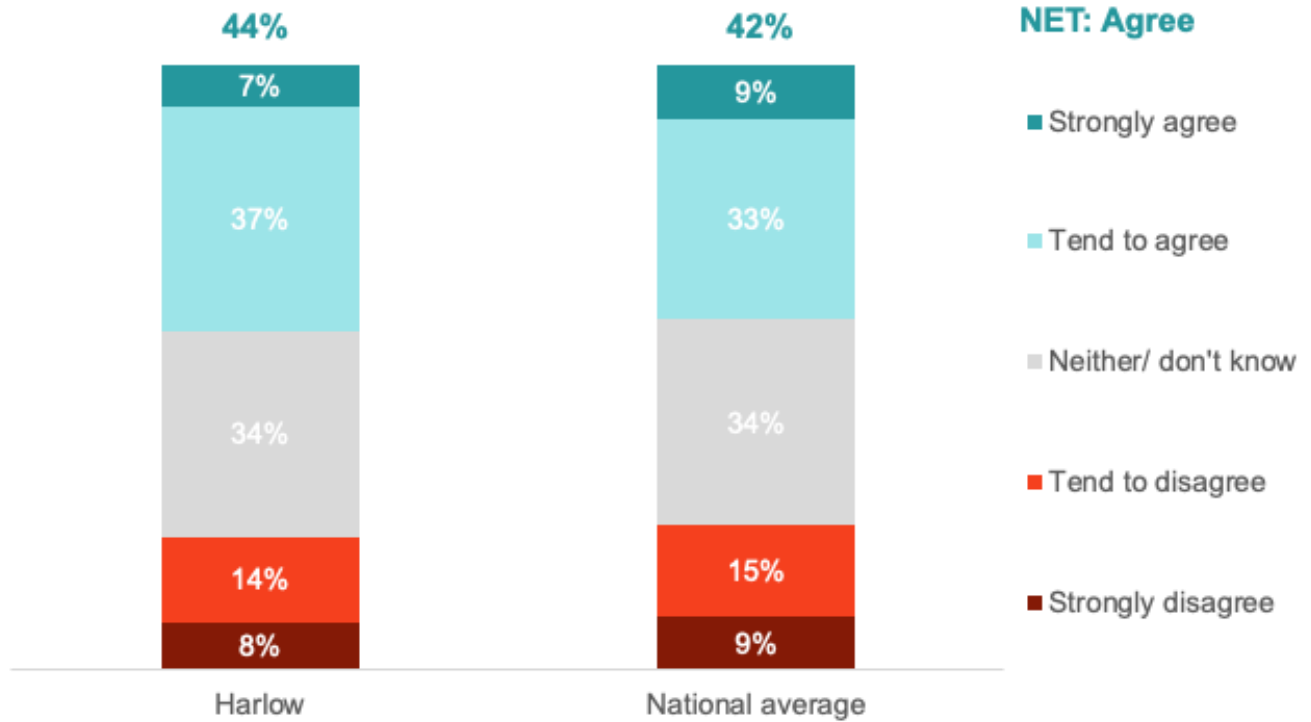
Two-in-five Harlow residents would speak highly about Harlow as a place to live (39%). 11% would promote the local area without being asked, while 28% would speak highly only when asked. A similar proportion (42%) would be neutral about the local area as a place to live, while just under one-in-five would be critical (19%).

Those aged 65+ are significantly more likely to speak highly about Harlow as a place to live (51%), with a fifth saying that they would do this without being asked (19%).

Perceptions of Harlow Council

Figure 11: Council Value for money

*To what extent do you agree or disagree that Harlow Council provides value for money?
Base: Harlow (751), National (1001)*

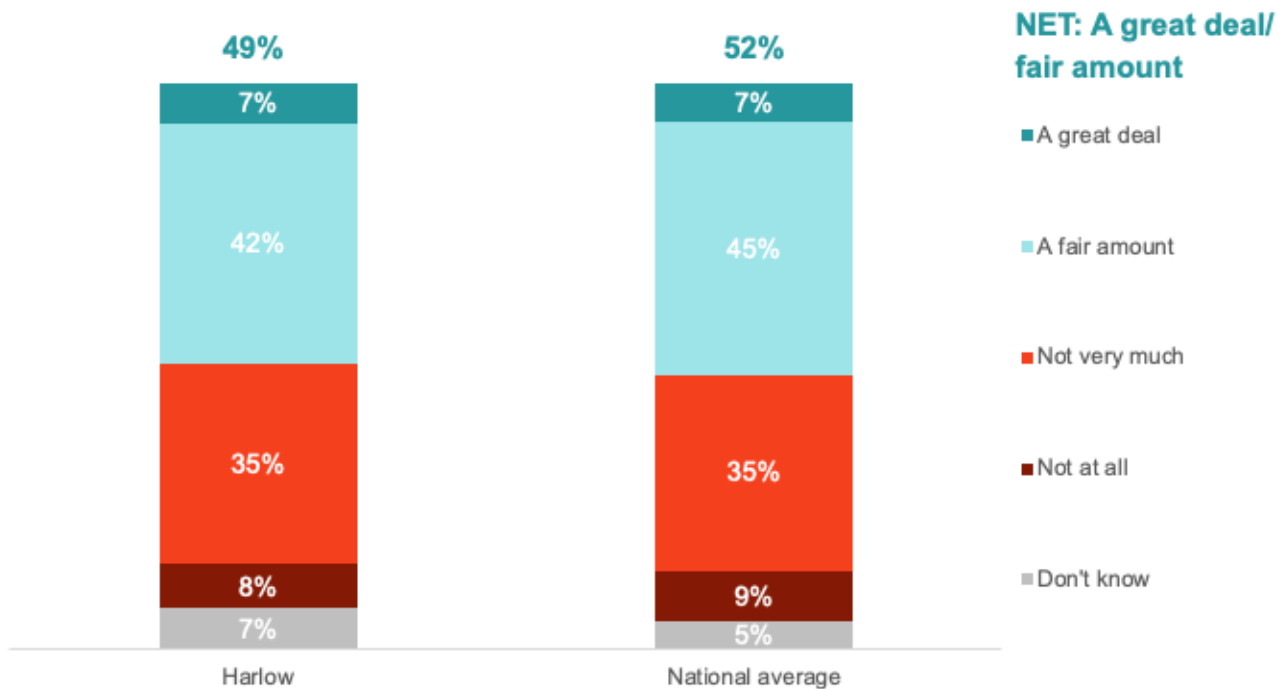


Over two-thirds of local residents agree that Harlow Council provides value for money (44%), similar to national perceptions (42%). Perceptions of value for money are relatively consistent among Council tenants (47%), other renters (45%) and owner occupiers (44%).

Those aged 65+ are significantly more likely to agree that the Council provides value (57%) than other age groups. Perceptions across other demographic groups are generally consistent.

Figure 12: Council Responsiveness

*To what extent do you think Harlow Council acts on the concerns of local residents?
Base: Harlow (751), National (1001)*

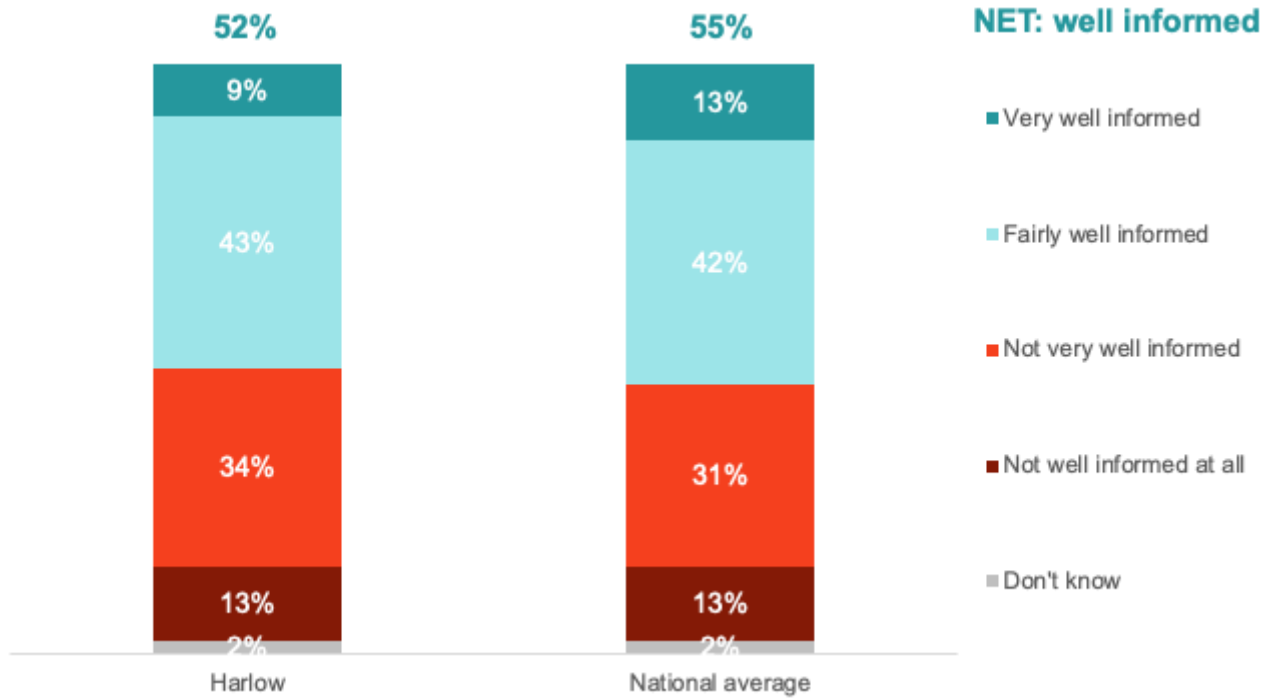


Half of Harlow residents agree that Harlow Council is responsive (49%), acting on resident concerns either a great deal or a fair amount. A third feel it doesn't act on concerns very much (35%), while 8% think it doesn't act on concerns at all. Perceptions of council responsiveness are in line with the national average. Those aged 55-64 are significantly less likely to agree that Harlow Council is responsive (39%) and more likely to feel it doesn't act very much or at all (52%).

Figure 13: Keeping residents informed

Overall, how well informed do you think Harlow Council keeps residents about the services and benefits it provides?

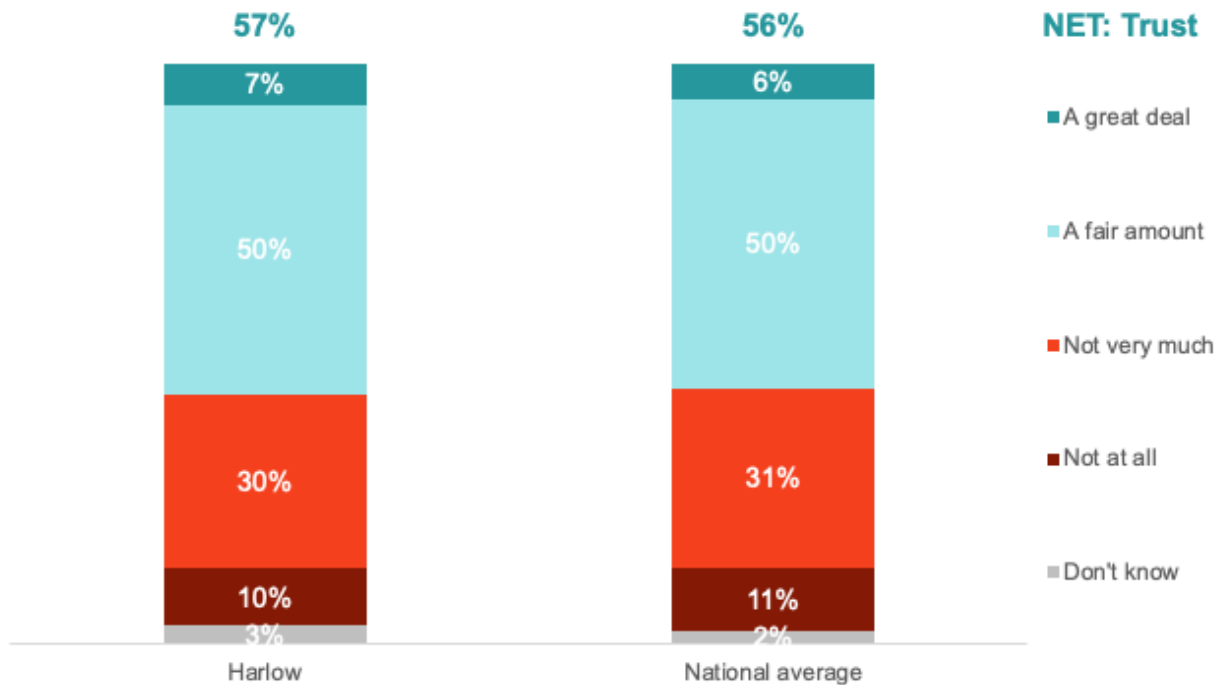
Base: Harlow (751), National (1001)



52% of local residents agree that Harlow Council keeps residents informed about the services and benefits it provides, which is in line with national perceptions (55%). A third feel not very well informed (34%), while a further 13% feel that residents are not well informed at all. Perceptions are consistent across gender, age, internet access and disability.

Figure 14: Trust in Council

How much do you trust Harlow Council?
Base: Harlow (751), National (1001)

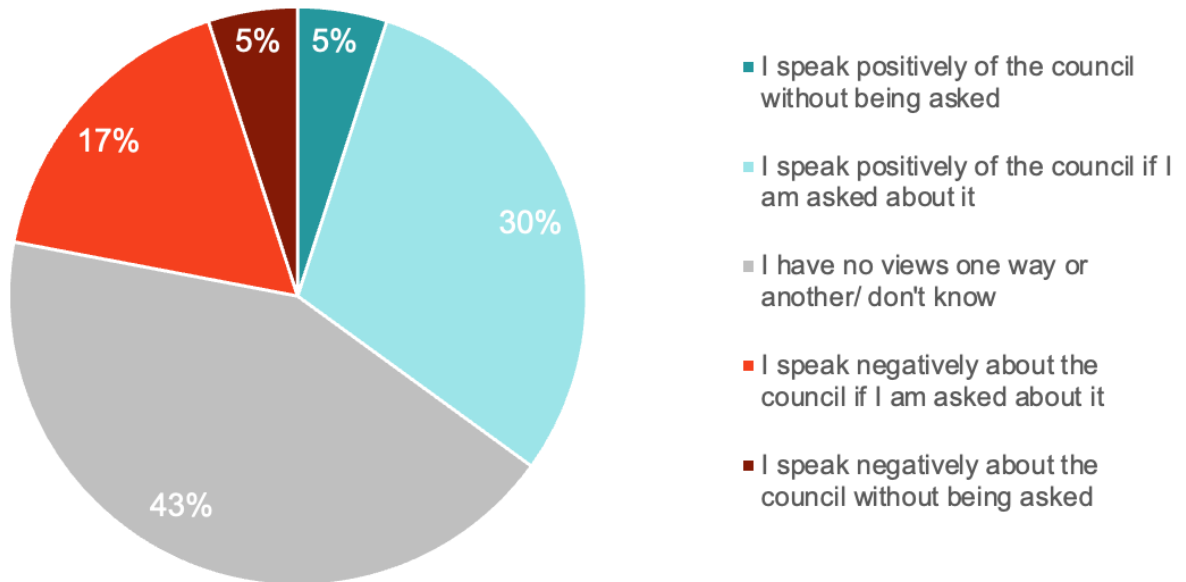


More than half of residents say that they trust Harlow Council (57%), with 7% trusting a great deal and 50% trusting a fair amount. A third do not trust Harlow Council very much (30%) and a further 10% do not trust the Council at all. Levels of trust are in line with the national average (56%).

Those aged 55-64 are significantly less likely to trust Harlow Council (43%), with half saying that they do not trust the Council very much or at all (52%).

Figure 15: Likelihood to recommend Harlow Council

On balance, which of the following statements comes closest to how you feel about Harlow Council? Base: Harlow (751)



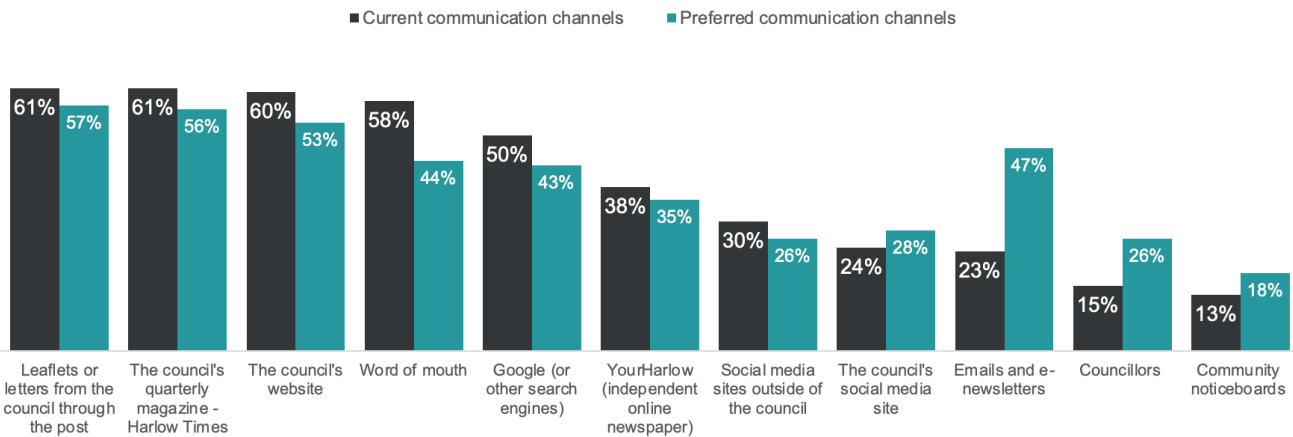
Around a third of residents speak positively about Harlow Council (35%), while significantly fewer speak negatively (22%). Residents generally speak positively or negatively about the Council after being asked about their views, rather than sharing their views to others unprompted. Likelihood to recommend is stable across gender, age and disability.

Harlow Council communications

Figure 16a: Current and preferred communication channels

Where do you currently get your information from or about Harlow Council and the services it provides? What are your preferred communication channels to get information from or about Harlow Council and the services it provides?

Base: Harlow (751)



Residents typically get information from or about Harlow Council and the services it provides through leaflets (61%), Harlow Times (61%), the council's website (60%) and word of mouth (58%). These common communication methods are also those that are most preferred by residents. Less common channels include the council's social media site (24%), emails (23%), councillors (15%) and community noticeboards (18%).

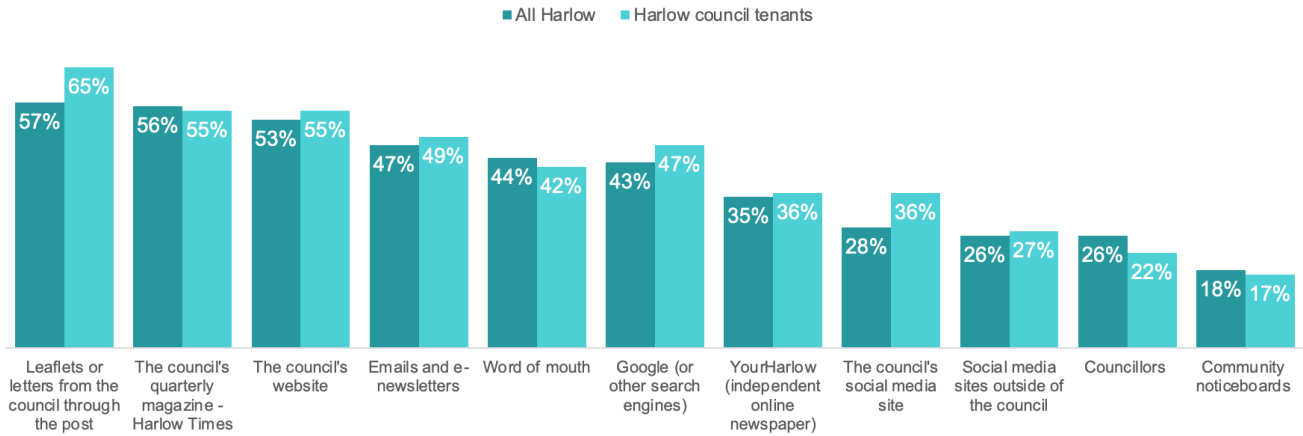
While just under a quarter hear about the Council through emails and e-newsletters (23%), close to half say that this would be a preferred channel (47%). Similarly, while 15% hear about the Council directly from councillors, more than a quarter would like to receive information in this way (26%).

Women are more likely than men to prefer receiving information about the Council through Harlow Times (60% compared to 52%), YourHarlow (41% compared to 29%) and the council's social media sites (33% compared to 23%). Men are more likely to prefer communication directly from councillors (31% compared to 20% of women).

Preference for leaflets and Harlow Times increases with age (70% and 73% of those aged 65+ respectively), while younger residents aged 16-34 prefer Google (60%), the council's social media sites (43%) and social media sites outside of the council (41%). Preference for Harlow Times is particularly strong for those without access to the internet (75%).

Figure 16b: Preferred communication channels overall and among Harlow Council tenants

Base: Harlow (751), Council tenants (168)

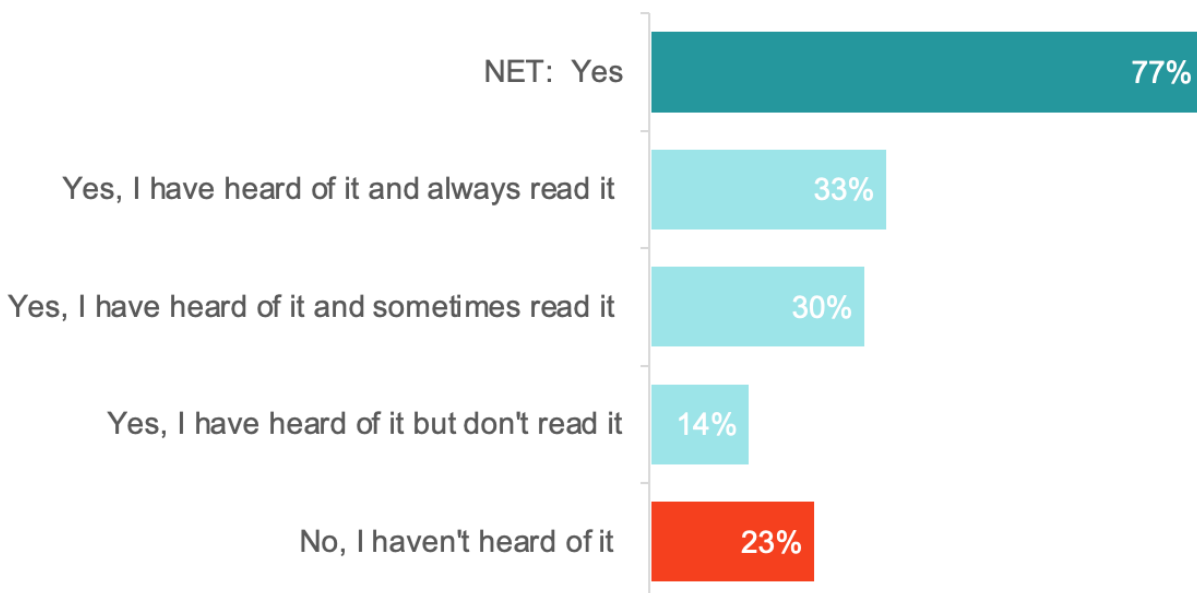


Communication preferences are relatively consistent between all Harlow residents and Harlow council tenants. The only statistically significant difference is that council tenants are more likely to prefer to use the council's social media site (36%), compared to overall residents in the area (28%).

Figure 17: Awareness and familiarity with Harlow Times

Have you heard of Harlow Times, the council's magazine delivered to homes by the council 4 times a year?

Base: Harlow (751)



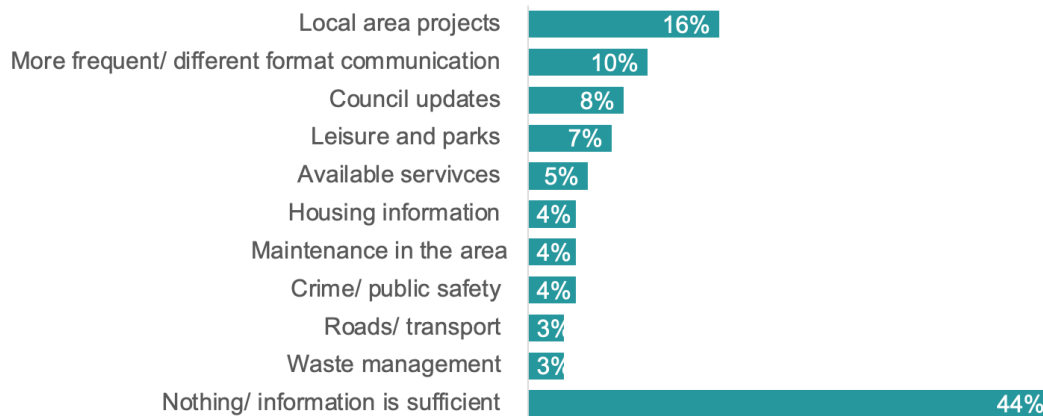
The vast majority of residents have heard of Harlow Times (77%). A third always read it (33%), while a similar proportion sometimes read it (30%). Just 14% are aware of Harlow Times but don't read it.

Women are significantly more likely to have heard of Harlow Times than men (83% compared to 72%), while those aged 16-34 are significantly less likely to always read the magazine (11%) than those aged 55-64 (49%) and 65+ (63%).

Figure 18: Additional information required

What additional information would you like to receive from Harlow Council? [OPEN-ENDED QUESTION]

Base: Harlow (751)



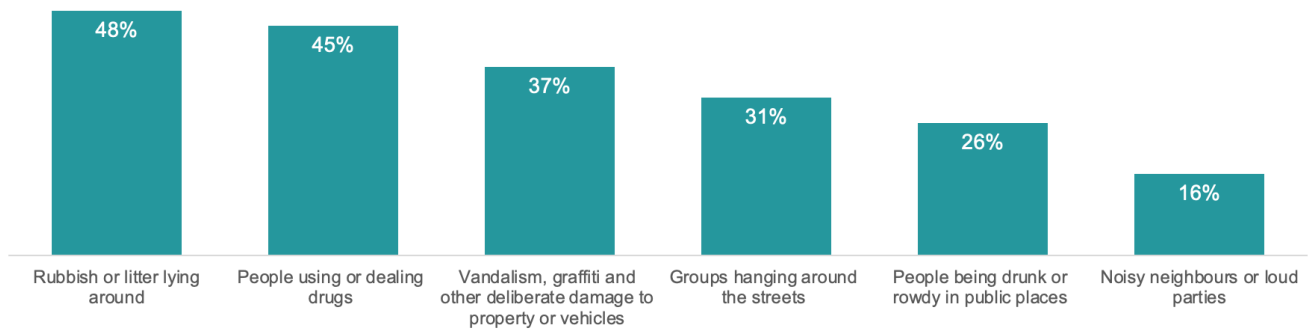
Close to half said that there was no additional information that they would like to receive from Harlow Council and felt that the information that they received was already sufficient (44%). Information on projects happening in the local area was the most frequently mentioned desired information (16%), followed by more frequent / different format communication (10%), Council updates (8%) and information on leisure activities and parks (7%).

Issues in the local area

Figure 19: Current issues

Thinking about your local area, how much of a problem do you think each of the following are...? Base: Harlow (751)

% think each is a very or fairly big problem



Rubbish or litter is deemed to be the biggest problem in the local area, with half viewing this as either a very big or fairly big problem (48%). Drug use is also problematic (45%), with 22% seeing this as a very big problem and 24% seeing it as fairly big.

Fewer believe that vandalism (37%), groups on the streets (31%), people being drunk in public (26%), or noisy neighbours (16%) are problematic.

Women are more likely than men to view noisy neighbours as a problem (20% compared to 12%), as well as groups hanging around on the streets (36% compared to 27%).

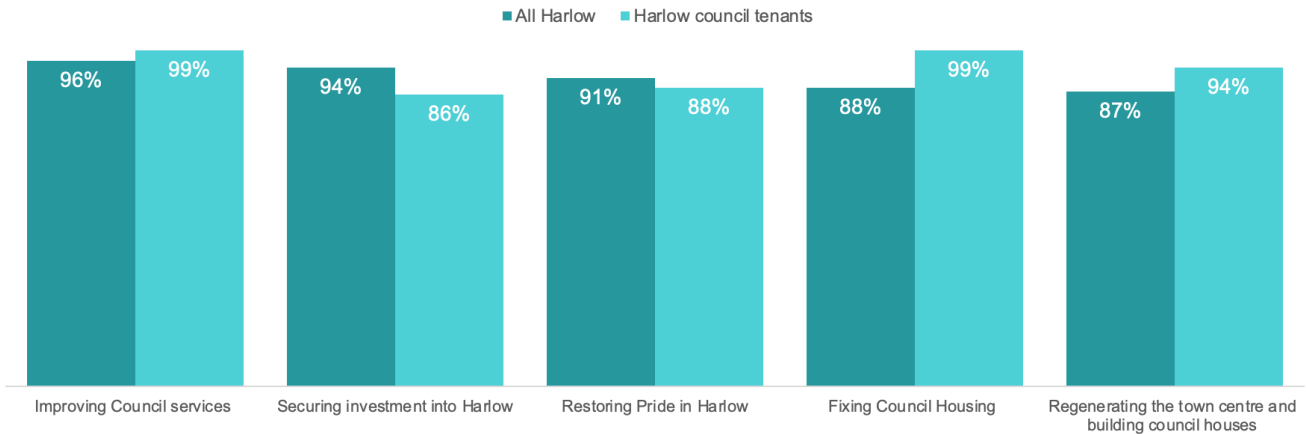
Vandalism, drugs, groups hanging around the streets and public drunkenness are seen as less serious problems among those aged 65+ (23%, 32%, 17% and 10% respectively).

Figure 20: Importance of council priorities

How important is the following to you?

Base: Harlow (751), Council tenants (168)

% very/ fairly important



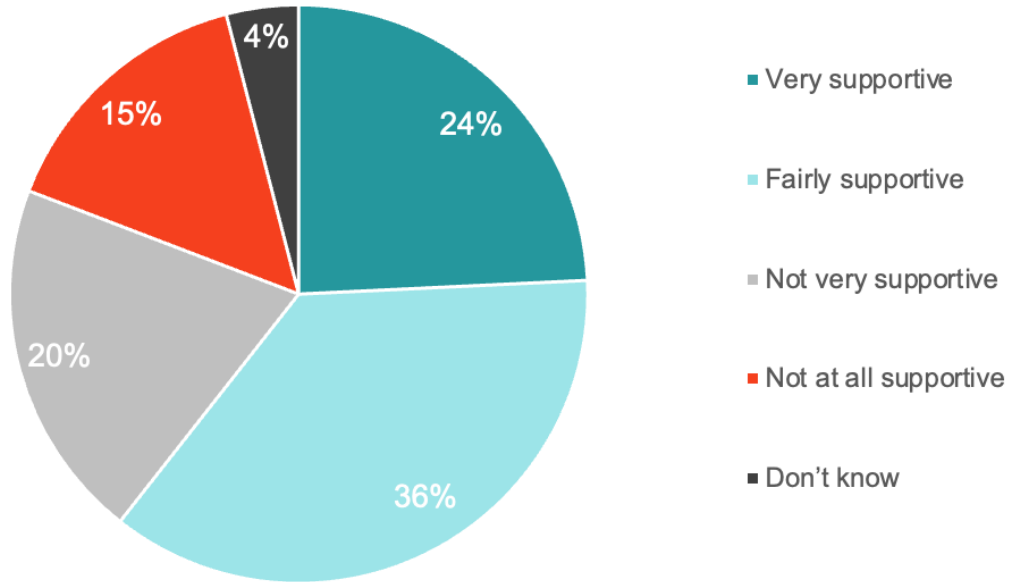
The most important local issues are improving council services (96% feel is important), securing investment into Harlow (94%) and restoring pride in Harlow (91%). Fewer deem regenerating the town centre and fixing council housing important (87% and 88% respectively).

Council tenants place more importance on fixing council housing (99%) and regenerating the town centre (94%) than residents overall. They are significantly less likely to prioritise securing investment into Harlow (86%).

Women are significantly more likely than men to feel improving council services is important (98% compared to 93%), as well as fixing council housing (91% compared to 86%) and restoring pride in Harlow (94% compared to 87%).

Figure 21: Support for additional housing

*How supportive are you towards additional housing in and around Harlow?
Base: Harlow (751)*

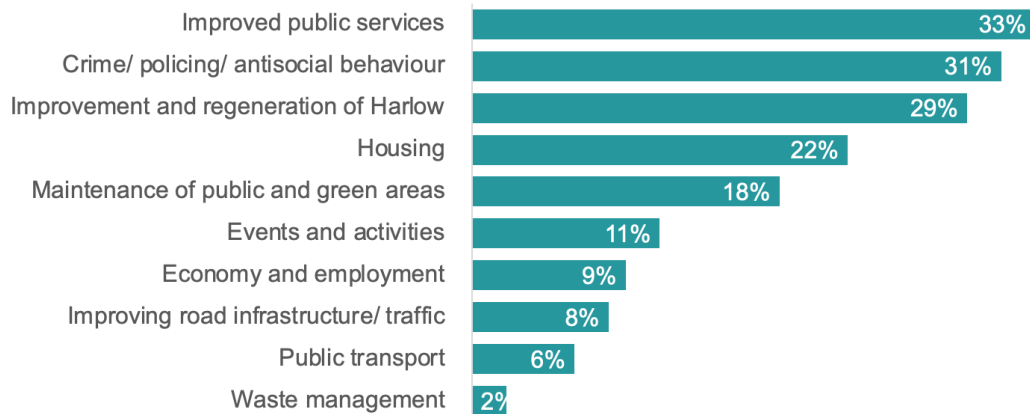


Overall, three-in-five are supportive of creating additional housing in and around Harlow (60%), a third are not very supportive or not supportive at all (35%). Support is relatively consistent across demographics.

Future improvements

Figure 22: Making Harlow a better place to live

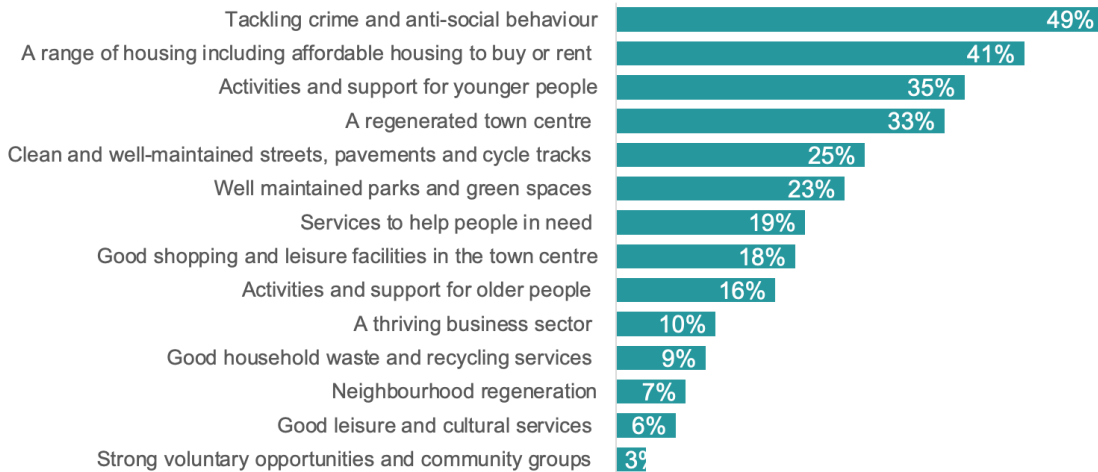
*In your view, what could make Harlow a better place to live? [OPEN-ENDED QUESTION]
Base: Harlow (751)*



Overall, a third of residents feel that Harlow would benefit from improved public services (33%). Specific mentions include better youth facilities (14%) and healthcare (4%). Improvements to crime and policing are mentioned by a similar proportion (31%), specifically increased police presence (17%) and reducing anti-social behaviour (15%). Slightly fewer mention regeneration of Harlow (29%) and more affordable/ improved housing (22%).

Figure 23: Priorities for Harlow Council

*Which of the following do you feel should be the top 3 main priorities for Harlow Council?
Base: Harlow (751)*



Tackling crime and anti-social behaviour is viewed as the main priority for Harlow Council (49%), followed by providing a range of housing (41%). Providing activities and support for younger people (35%) and a regenerated town centre (33%) are also relatively important priorities.

The least important areas are deemed to be creating a thriving business sector (10%), household waste and recycling (9%), neighbourhood regeneration (7%), leisure services (6%) and voluntary opportunities (3%).

Women are more likely than men to prioritise housing (48% compared to 34%) and activities for younger people (40% compared to 30%), while men prioritise a regenerated town centre (38% compared to 27%) and a thriving business sector (13% compared to 7%).

The likelihood to prioritise tackling crime, well-maintained parks and activities for younger people decreases with age, while the likelihood to prioritise a regenerated town centre and activities for older people increases with age.

Appendix A: Results by Ward

NOTE: All results at a ward level should be treated with caution and deemed as indicative only due to low base sizes.

The unweighted base sizes for each ward are outlined below.

	Base size
Bush Fair	63
Church Langley	66
Great Parndon	66
Harlow Common	84
Little Parndon and Hare Street	73
Mark Hall	75
Netteswell	62
Old Harlow	54
Staple Tye	71
Sumners and Kingsmoor	63
Toddbrook	62

Overall, how satisfied or dissatisfied are you with your local area as a place to live? Please consider your local area to be the area within 15-20 minutes walking distance from your home.

	NET: Satisfied
Bush Fair	73%
Church Langley	71%
Great Parndon	79%
Harlow Common	77%
Little Parndon and Hare Street	74%
Mark Hall	80%
Netteswell	78%
Old Harlow	77%
Staple Tye	80%
Sumners and Kingsmoor	80%
Toddbrook	86%

Overall, how satisfied or dissatisfied are you with the way Harlow Council runs things?

	NET: Satisfied
Bush Fair	58%
Church Langley	54%
Great Parndon	57%
Harlow Common	58%
Little Parndon and Hare Street	55%
Mark Hall	59%
Netteswell	67%
Old Harlow	48%
Staple Tye	62%
Sumners and Kingsmoor	50%
Toddbrook	65%

I am going to read out a number of different types of services that are provided by Harlow Council. I would like you to tell me how satisfied or dissatisfied you are overall with the council's ...

	NET: Satisfied			
	Waste collection	Street cleaning	Sport and leisure services	Parks and green spaces
Bush Fair	85%	63%	41%	79%
Church Langley	74%	56%	52%	79%
Great Parndon	81%	70%	50%	80%
Harlow Common	81%	55%	50%	81%
Little Parndon and Hare Street	74%	62%	45%	79%
Mark Hall	73%	67%	64%	86%
Netteswell	88%	77%	68%	89%
Old Harlow	79%	60%	64%	87%
Staple Tye	81%	73%	55%	76%
Sumners and Kingsmoor	71%	59%	54%	59%
Toddbrook	73%	57%	54%	75%

How strongly do you feel you belong to your local area?

	NET: very/ fairly strongly
Bush Fair	68%
Church Langley	65%
Great Parndon	77%
Harlow Common	63%
Little Parndon and Hare Street	68%
Mark Hall	71%
Netteswell	78%
Old Harlow	77%
Staple Tye	69%
Sumners and Kingsmoor	78%
Toddbrook	77%

How safe or unsafe do you feel when outside in your local area after dark/ during the day?

	NET: safe after dark	NET: safe during the day
Bush Fair	49%	80%
Church Langley	53%	91%
Great Parndon	53%	86%
Harlow Common	49%	90%
Little Parndon and Hare Street	51%	76%
Mark Hall	38%	81%
Netteswell	44%	84%
Old Harlow	57%	90%
Staple Tye	56%	83%
Sumners and Kingsmoor	47%	81%
Toddbrook	52%	90%

To what extent do you agree or disagree that your local area is a place where people from different ethnic backgrounds get on well together? By getting on well together, we mean treating each other with respect.

	NET: agree
Bush Fair	72%
Church Langley	65%
Great Parndon	73%
Harlow Common	63%
Little Parndon and Hare Street	57%
Mark Hall	65%
Netteswell	74%
Old Harlow	68%
Staple Tye	67%
Sumners and Kingsmoor	76%
Toddbrook	61%

To what extent would you agree or disagree that people in your local area pull together to improve the local area?

	NET: agree
Bush Fair	37%
Church Langley	53%
Great Parndon	47%
Harlow Common	42%
Little Parndon and Hare Street	38%
Mark Hall	36%
Netteswell	39%
Old Harlow	67%
Staple Tye	50%
Sumners and Kingsmoor	44%
Toddbrook	42%

Which of these phrases best describe the way you would speak about Harlow as a place to live?

	NET: speak highly
Bush Fair	42%
Church Langley	38%
Great Parndon	44%
Harlow Common	31%
Little Parndon and Hare Street	40%
Mark Hall	42%
Netteswell	49%
Old Harlow	38%
Staple Tye	44%
Sumners and Kingsmoor	25%
Toddbrook	45%

To what extent do you agree or disagree that Harlow Council provides value for money?

	NET: agree
Bush Fair	40%
Church Langley	43%
Great Parndon	56%
Harlow Common	37%
Little Parndon and Hare Street	32%
Mark Hall	44%
Netteswell	44%
Old Harlow	37%
Staple Tye	60%
Sumners and Kingsmoor	46%
Toddbrook	55%

To what extent do you think Harlow Council acts on the concerns of local residents?

	NET: great deal/ fair amount
Bush Fair	48%
Church Langley	48%
Great Parndon	49%
Harlow Common	55%
Little Parndon and Hare Street	34%
Mark Hall	52%
Netteswell	56%
Old Harlow	44%
Staple Tye	53%
Sumners and Kingsmoor	49%
Toddbrook	59%

Overall, how well informed do you think Harlow Council keeps residents about the services and benefits it provides?

	NET: well informed
Bush Fair	52%
Church Langley	41%
Great Parndon	50%
Harlow Common	60%
Little Parndon and Hare Street	49%
Mark Hall	46%
Netteswell	54%
Old Harlow	59%
Staple Tye	59%
Sumners and Kingsmoor	45%
Toddbrook	57%

How much do you trust Harlow Council?

	NET: great deal/ fair amount
Bush Fair	55%
Church Langley	47%
Great Parndon	59%
Harlow Common	56%
Little Parndon and Hare Street	50%
Mark Hall	58%
Netteswell	65%
Old Harlow	51%
Staple Tye	65%
Sumners and Kingsmoor	55%
Toddbrook	71%

On balance, which of the following statements comes closest to how you feel about Harlow Council?

	NET: speak positively
Bush Fair	24%
Church Langley	30%
Great Parndon	34%
Harlow Common	21%
Little Parndon and Hare Street	30%
Mark Hall	52%
Netteswell	43%
Old Harlow	33%
Staple Tye	43%
Sumners and Kingsmoor	32%
Toddbrook	39%

Where do you currently get your information from or about Harlow Council and the services it provides? Top 5 mentions overall

	Leaflets or letters through post	Harlow Times	Council's website	Word of mouth	Google
Bush Fair	51%	72%	63%	59%	43%
Church Langley	65%	52%	57%	58%	40%
Great Parndon	66%	64%	61%	45%	51%
Harlow Common	78%	70%	60%	69%	50%
Little Parndon and Hare Street	56%	69%	70%	61%	72%
Mark Hall	55%	57%	63%	47%	48%
Netteswell	63%	61%	64%	50%	59%
Old Harlow	43%	60%	64%	63%	46%
Staple Tye	62%	64%	47%	47%	39%
Sumners and Kingsmoor	55%	45%	42%	64%	47%
Toddbrook	74%	55%	62%	78%	52%

What are your preferred communication channels to get information from or about Harlow Council and the services it provides? Top 5 mentions overall

	Leaflets or letters through post	Harlow Times	Council website	Emails and e-newsletters	Word of mouth
Bush Fair	57%	49%	60%	48%	40%
Church Langley	52%	51%	51%	41%	42%
Great Parndon	61%	60%	56%	55%	46%
Harlow Common	55%	61%	56%	31%	43%
Little Parndon and Hare Street	57%	65%	55%	41%	52%
Mark Hall	55%	50%	59%	63%	37%
Netteswell	59%	58%	61%	47%	35%
Old Harlow	50%	52%	48%	49%	42%
Staple Tye	53%	56%	38%	42%	44%
Sumners and Kingsmoor	53%	52%	46%	42%	47%
Toddbrook	66%	50%	43%	59%	45%

Have you heard of Harlow Times, the council's magazine delivered to homes by the council 4 times a year?

	NET: Yes	Heard of it and always read	Heard of it and sometimes read	Heard of it but don't read	Not heard of it
Bush Fair	89%	30%	38%	21%	11%
Church Langley	63%	32%	21%	9%	37%
Great Parndon	74%	34%	32%	8%	26%
Harlow Common	83%	35%	36%	13%	17%
Little Parndon and Hare Street	80%	35%	39%	6%	20%
Mark Hall	74%	33%	25%	16%	26%
Netteswell	83%	31%	33%	20%	17%
Old Harlow	70%	41%	9%	19%	30%
Staple Tye	78%	34%	32%	13%	22%
Sumners and Kingsmoor	73%	31%	23%	19%	27%
Toddbrook	72%	37%	23%	11%	28%

Thinking about your local area, how much of a problem do you think each of the following are...?

	% think each is a very or fairly big problem					
	Noisy neighbours or loud parties	Rubbish or litter lying around	Vandalism, graffiti, other deliberate damage	People using or dealing drugs	People being drunk or rowdy in public places	Groups hanging around the streets
Bush Fair	19%	45%	35%	40%	30%	26%
Church Langley	13%	42%	33%	36%	16%	32%
Great Parndon	20%	46%	26%	32%	11%	28%
Harlow Common	15%	56%	35%	54%	25%	39%
Little Parndon and Hare Street	24%	56%	48%	60%	41%	49%
Mark Hall	12%	38%	43%	51%	22%	23%
Netteswell	13%	49%	30%	47%	27%	25%
Old Harlow	11%	38%	26%	37%	13%	11%
Staple Tye	21%	40%	40%	49%	24%	35%
Summers and Kingsmoor	15%	58%	47%	52%	46%	34%
Toddbrook	10%	60%	30%	33%	25%	35%

How important is the following to you?

	% important				
	Fixing Council Housing	Restoring Pride in Harlow	Regenerating the town centre and building council houses	Securing investment into Harlow	Improving Council services
Bush Fair	89%	95%	87%	96%	96%
Church Langley	73%	85%	87%	95%	96%
Great Parndon	85%	91%	86%	97%	89%
Harlow Common	92%	93%	88%	95%	100%
Little Parndon and Hare Street	91%	99%	86%	91%	98%
Mark Hall	92%	86%	95%	91%	93%
Netteswell	93%	82%	83%	91%	92%
Old Harlow	83%	91%	81%	96%	98%
Staple Tye	91%	94%	87%	93%	99%
Sumners and Kingsmoor	96%	88%	88%	93%	91%
Toddbrook	83%	92%	91%	92%	99%

How supportive are you towards additional housing in and around Harlow?

	NET: supportive
Bush Fair	59%
Church Langley	45%
Great Parndon	61%
Harlow Common	60%
Little Parndon and Hare Street	48%
Mark Hall	58%
Netteswell	67%
Old Harlow	65%
Staple Tye	57%
Sumners and Kingsmoor	64%
Toddbrook	76%

Which of the following do you feel should be the top 3 main priorities for Harlow Council? Top 5 overall

	% top 3 priorities				
	Tackling crime and anti-social behaviour	A range of housing including affordable housing to buy or rent	Activities and support for younger people	A regenerated Town centre	Clean and well maintained streets, pavements and cycle tracks
Bush Fair	38%	38%	38%	33%	30%
Church Langley	52%	29%	27%	35%	24%
Great Parndon	57%	48%	35%	30%	25%
Harlow Common	47%	42%	30%	30%	31%
Little Parndon and Hare Street	57%	46%	47%	34%	14%
Mark Hall	51%	33%	33%	44%	29%
Netteswell	54%	34%	31%	41%	25%
Old Harlow	48%	43%	32%	21%	24%
Staple Tye	47%	36%	37%	46%	24%
Sumners and Kingsmoor	50%	49%	34%	26%	21%
Toddbrook	37%	44%	25%	24%	36%