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City of Westminster

Westminster City Council
Report It Survey Report

Updated January 2023

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Update: Jan 2023

An initial report of the survey was conducted using data from 12th Dec 2022 when 145 participants had completed it. A further review of the survey has now been conducted using data from 18th Jan 2023 as participant numbers rose to 404, with an increase across the younger age groups.

As such, the survey responses have also been grouped into 3 age groups for further analysis:
- 16-24 yr olds
- 35-59 yr olds
- 60+ yr olds

These groups each represent approximately a third of the total participants.
(NB. Those participants who did not disclose an age have been excluded from this part of the review).

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Executive Summary

An online survey was conducted about Report it, to understand from residents and businesses:

- What is being reported
- Their awareness of Report It
- Their experience of Report It
- Expectations for the Report It service

Key takeouts

- Out of 404 participants, there was a broad demographic mix, with the largest groups being White British, under 45 years of age and those in work
- The majority of participants had experienced a problem within the last month, with the top three problems being:
  - Street cleanliness
  - Antisocial behaviour
  - Road related problems
- Housing Issues were also high amongst the 16-34 yr old participants.
  - A high proportion of the participants had heard of, were familiar with or had used Report It
    - Almost two thirds of 35-59 yr olds, were very familiar and had used the Report it before
    - Nearly half of 16-34 yr olds knew where to find it, but had not used it
  - Most participants contacted the Council about the problem with the single biggest group having used Report It
    - Highest within the 35-59 yr olds where almost 60% used Report It.
  - Overall of those participants who reported the problem, nearly a third did not receive a reply or did not know the outcome
    - However over 85% of 16-34 yr olds received a reply, with almost half of these resulting in a resolution

Key takeouts (continued)

- Only 30% of participants agreed that they were satisfied with the outcome
  - This dropped to 14% for 60+ yr olds
- The vast majority of participants experienced problems using Report It, with the most common issues across all age groups being:
  - Not receiving an update or reply
  - The map was hard to use
  - They could not find their issue
- Problems uploading photos and using Report It on a mobile device were also highlighted
- Most participants expressed a preference for reporting problems via the website/app or email
  - Participants in the 35-59 yr old group had the highest response for reporting via the Westminster Council website and also reporting via an app
- Receiving a case number for a reported problem was important to three quarters of participants and very important to 42% of the participants
  - This was more important to 60+ yr olds with 63% rating it as very important
- Most felt that receiving an email recording their report was important and for 44% of participants it was very important
  - This was more important to 60+ yr olds with 70% rating it as very important
- Being able to track the progress of the problem they reported was very important to over half of all participants
- Over half of the participants in each age group feel it is very important to be given a timeframe within which their problem will be responded to
- Easily providing location information and photo evidence was very important to the majority of participants, particularly in the 35-59 and 60+ age groups
- Being able to track the progress of an issue and being given a timeframe within which my issue will be responded was an important issue for all age groups
- Most participants would like the option to report problems anonymously
  - This was a more important issue to the 16-34 yr olds and 35 - 59 yr olds with 85% and 81% of participants responding Yes respectively
- The majority of participants expect a response (but not resolution) to problems they report within a day

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Recommendations

These recommendations are based solely on the survey findings. They will be used in Discovery to plan the next phases of user research, as well as supporting the final recommendations.

- **Focus on the services that can resolve the top issues for residents. These include:**
  - Waste for dumped rubbish and street cleaning
  - Highways for road maintenance and pot holes
  - ASB for noise
  - Licensing for illegal activity, e.g. street traders
- **Review the communication after an issue is reported** - especially in the first 24 hours of submitting a report
  - Residents most need a reference number and an initial email
  - An ability to track progress or have updates is also important
- **Explore anonymous reporting with services**
  - Residents have expressed a big interest in this, but how will this impact services that may need personal details for communication?
- **Review the current systems for any bugs or issues that impact reporting, e.g. problems logging in or uploading photos**
- Review the qualitative findings to understand why issues could not be resolved, as nearly a third of participants reported issues that were not resolved

Overall, the Report It service should…

- be mobile first - either as a mobile native application or fully mobile responsive web application
- Enable users to:
  - clearly categorise their report without restricting them to options that exclude them
  - report the problem in their own words
  - add the location of the problem
  - upload multiple photographs
  - report issues anonymously, if they choose
- Provide users with:
  - an immediate email record of the report
  - a report ID/ reference number that enables them to track the status and progress of the problem they reported
  - an estimated timescale for the problem to be reviewed and resolved
- Enable users to track the status and progress of the problem they have reported
  - Using the report ID/ reference number so they can return to Report It to easily find information about what they reported
- Email updates to users quoting the report ID/ reference number and summarising the status and progress

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Methodology

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Survey approach

The survey was set up and run by the WCC communications team. It was shared across social media, across council newsletters and on the website, specifically on the Report It page.

Report It Survey Questions:

1. Have you experienced or witnessed any problems on the streets in the last month? If you haven't experienced any issues, please click the next page button below.
2. Thinking about the most serious issue you experienced, what, if anything, did you do?
3. What was the outcome?
4. Which of the following best describes your knowledge and experience of Westminster Council's Report It service?
5. How satisfied are you with your experience(s) of the Report It service?
6. Have you ever experienced any of the following issues when using Report It? Please select all that apply.
7. In the future, if you experienced an issue on the streets of Westminster and wanted to let the council know about it, what would you prefer to do?
8. Thinking about a new way of reporting street-related issues to the Council, how important are each of the following features?
    1. Receiving a case number when submitting an issue
    2. Receiving an email with a record of my report after submitting an issue to the council
    3. Being able to track the progress of my issue
    4. Being given a timeframe within which my issue will be responded to
    5. Having an easy way of providing location information about my issue
    6. Being able to easily submit photographic evidence of the issue
9. Would you like the option of being able to report issues anonymously?
10. After reporting your issue, how long do you expect it would take to be reviewed and for you to get a response back? (Please note this does not mean that a solution has been found, but only that we are working on solving it)
11. What one thing should Westminster Council focus on to improve the experience of reporting issues?
12. Do you have any final comments?

Respondents

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Demographics

Can you please tell us your age on your last birthday?

Most were under 45 years old, making up 51% of respondents.

- **19-24**   **10%**
- **25-34**   **26%**
- **35-44**   **16%**
- 45-49   6%
- 50-54   5%
- 55-59   9%
- 60-64   6%
- 65-74   8%
- 75+   8%
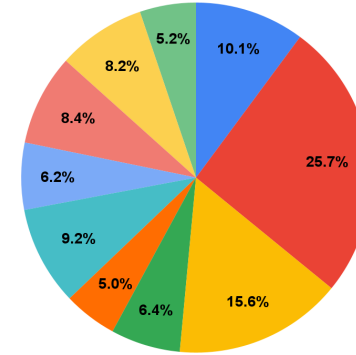- Prefer not to say   5%

What gender do you identify with?

There were more female than male participants, differing from Westminster's demographics (slightly more males than females, 53/47).

- **Female**   **56%**
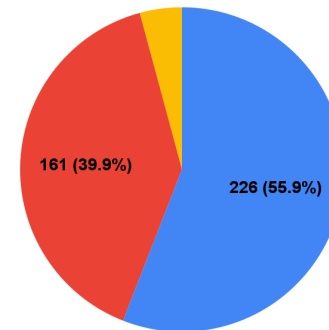- Male   40%
- Prefer not say   4%

Can you please tell us your age on your last birthday?

16-24   25-34   35-44   45-49   50-54   55-59   60-64   65-74   75+   Prefer not to say

10.1%
25.7%
15.6%
6.4%
5.0%
9.2%
6.2%
8.4%
8.2%
5.2%

What gender do you identify with?

Female   Male   Prefer not to say

226 (55.9%)
161 (39.9%)

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Ethnicity

This was more skewed to White British than the Westminster population, where 31% is from the Global Majority.

- **White British**   **49%**
- White Other   24%
- Asian   7%
- Black   5%
- Other ethnic group   8%
- I'd prefer not to disclose this   7%

To which of the following groups do you consider you belong?

Legend: White British · White other · Asian · Black · Other ethnic group · Prefer not to say

- 48.8%
- 24.3%
- 6.7%
- 4.7%
- 8.4%
- 7.2%

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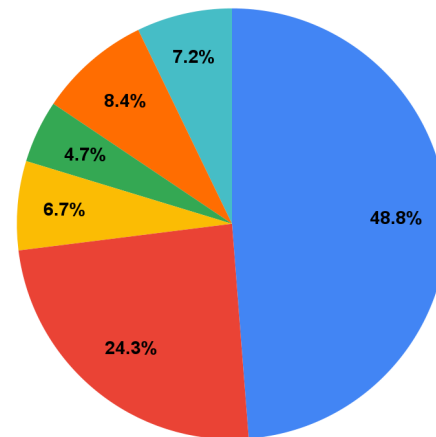
Employment & Disability

Work Status

While the majority work full time, just over 15% are retired.

- **Working   - full time (30+ hrs)**   **45%**
- Retired/ semi retired   16%
- Irregular work   8%
- Freelance/ self employed   8%
- Working - part time (17-29 hrs)   7%
- Not currently working   6%
- Full time mum/ carer   2%
- Student/ work programme / apprenticeship   3%
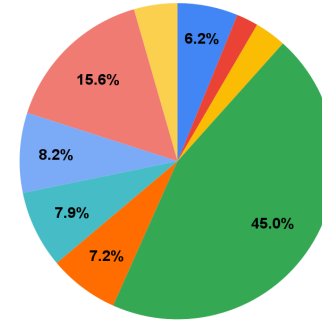- Prefer not to say   4%

Are your day -to day activities impacted by a health problem or disability?

Most respondents' are not impacted by health or disability, but around 35% are. It was not clear how, so the impact could be physical or affect how they browse online.

- **No**   **60%**
- Yes, limited a little   22%
- Yes, limited a lot   13%
- Prefer not to say   5%

Please tell us which of the following best describes you. Are you...?

- Not currently working
- Full time mum/ carer
- Student/ work programme / apprenticeship
- Working - full time (30+ hrs)
- Working - part time (17-29 hrs)
- Irregular work
- Freelance/ self employed
- Retired/ semi retired
- Prefer not to say

Are your day-to-day activities impacted by a health problem or disability?

- No
- Yes, limited a little
- Yes, limited a lot
- Prefer not to say
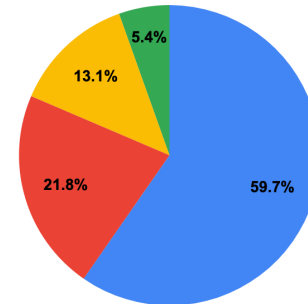
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What is being reported?

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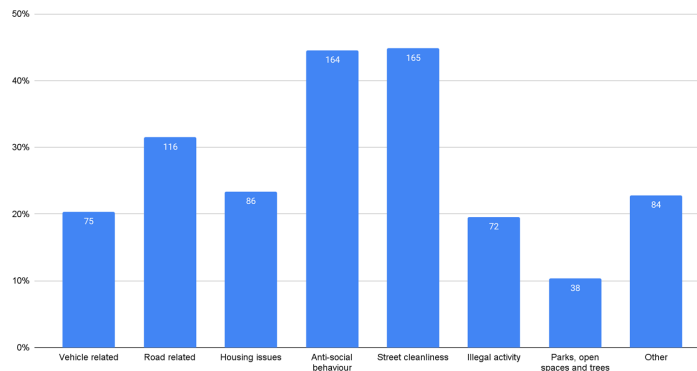# Q1. Have you experienced or witnessed any problems on the streets in the last month?

91% of participants had experienced at least one of the problem types in the last month, with street cleanliness and ASB being the top issues for residents.

- **Street cleanliness e.g. fly tipping/missed refuse collection**   **45%**
- **Anti-social behaviour e.g. dog fouling/smells/noise**   **45%**
- Road related e.g. potholes   32%
- Illegal activity e.g. planning breaches, illegal street trading, entertainment or advertising   20%
- Vehicle related e.g. abandoned vehicles   20%
- Parks, open spaces and trees   10%
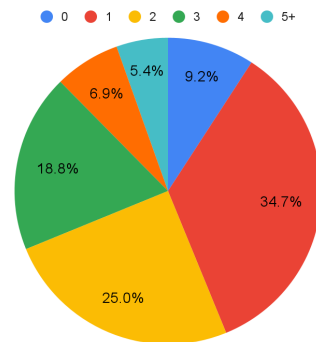- Housing issues e.g. faulty lift   23%
- Other   23%

Over half (**56%**) of participants had experienced more then one problem type in the last month. This does not take into account how often this issue occurs, e.g. persistent noise.

- No problems in the last month   9%
- **1 problem type**   **35%**
- 2 problem types   25%
- 3 problem types   19%
- 4 problem types   7%
- 5 or more problem types   5%

Q1. Have you experienced or witnessed any problems on the streets in the last month?

Number of problems witnessed in the last month

Legend: 0, 1, 2, 3, 4, 5+

Pie chart values: 9.2%, 34.7%, 25.0%, 18.8%, 6.9%, 5.4%

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Q1. Have you experienced or witnessed any problems on the streets in the last month?

In each age group, over **88%** of participants had experienced at least one of the problem types in the last month. ASB and Street Cleanliness/ Road Related issues were high amongst all age groups, however 16-34 yr olds also reported Housing Issues as a top issue.

For **16-34 yr olds** , the top 3 issues were:
- Housing issues e.g. faulty lift   39%
- Anti -social behaviour e.g. dog fouling/smells/noise   39%
- Road related e.g. potholes   33%

For **35-59 yr olds** , the top 3 issues were:
- Street cleanliness e.g. fly tipping/missed refuse collection   53%
- Anti-social behaviour e.g. dog fouling/smells/noise   49%
- Road related e.g. potholes   33%

For **60+ yr olds** , the top 3 issues were:
- Street cleanliness e.g. fly tipping/missed refuse collection   56%
- Anti-social behaviour e.g. dog fouling/smells/noise   44%
- Other   42%
  Including
  - "Over-numerous abandoned hire bikes and scooters everywhere"
  - "Pavement related. I.e. no gritting, no salting."
  - "Street light out for several months"

Q1. Have you experienced or witnessed any problems on the streets in the last month?
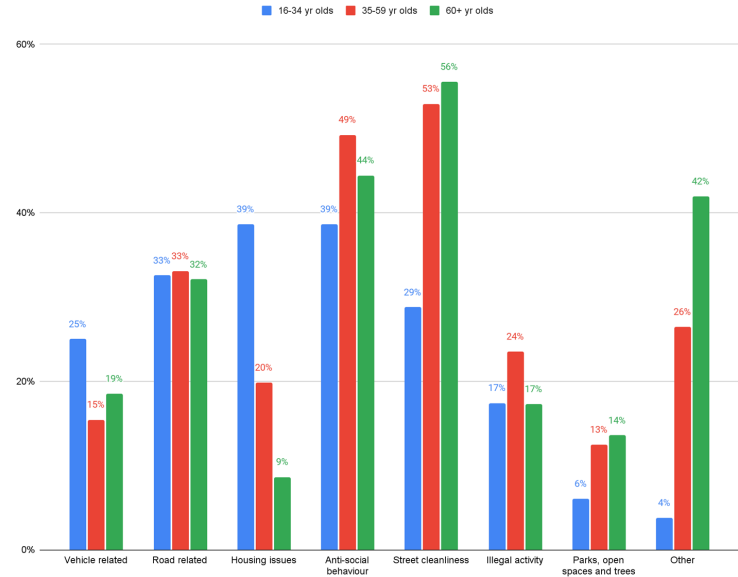
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Q1. Have you experienced or witnessed any problems on the streets in the last month?

In each age group, over **88%** of participants had experienced at least one of the problem types in the last month, with those in the **35-59** and **60+ yr old** groups experiencing **multiple problems** :

For **16-34 yr olds** :
- No problems in the last month   9%
- 1 problem type   **43%**
- 2 problem types   23%
- 3 or more problem types   25%
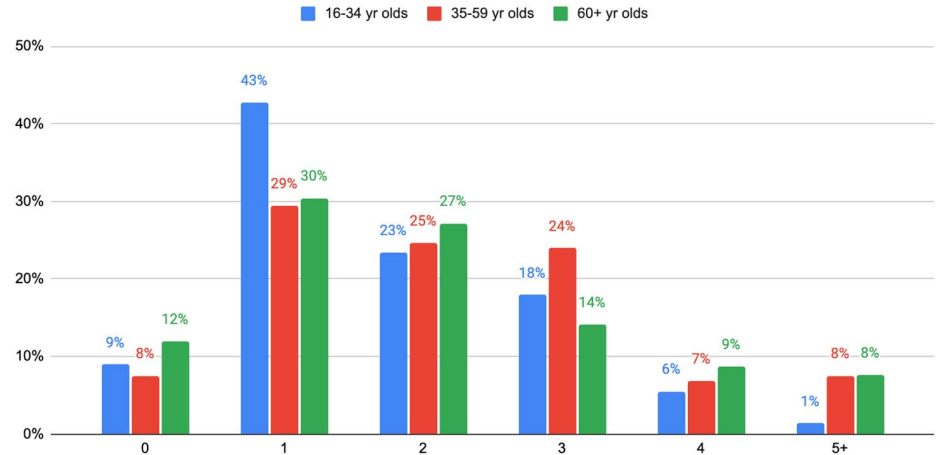
For **35-59 yr olds** :
- No problems in the last month   8%
- 1 problem type   29%
- 2 problem types   25%
- 3 or more problem types   **38%**

For **60+ yr olds** :
- No problems in the last month   12%
- 1 problem type   **30%**
- 2 problem types   27%
- 3 or more problem types   **30%**

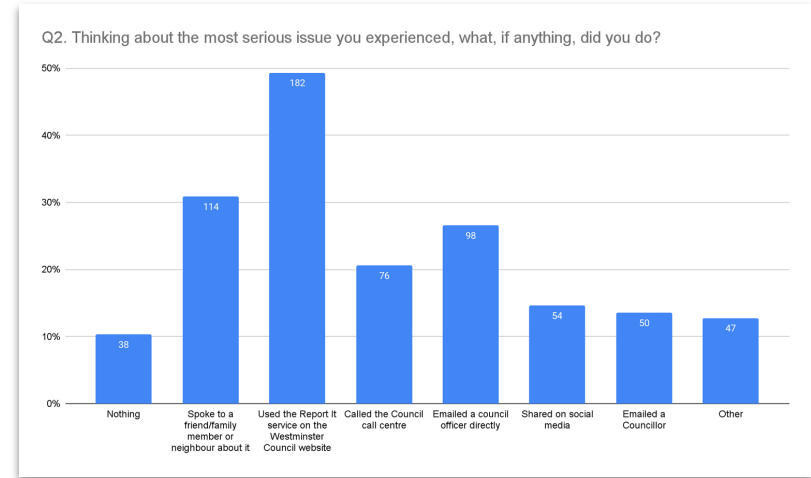Number of problems witnessed in the last month

Q2. Thinking about the most serious issue you experienced, what, if anything, did you do?

As expected from this survey, most would use Report It (50%), however there were still around 10% that would do nothing.

- **Used the Report it service on the WCC website**   **50%**
  - Though 2.7% mentioned issues using it, such as no appropriate problem type and no option to report as a business
- Speak to a friend, family member or neighbour   31%
- Email a council officer directly   27%
- Email a councillor   14%
- Call the Contact Centre   21%
- Nothing   10%
- Share on social media   15%
- Other   13%

Just under half (**43%**) of participants reported the issue in more that one way:

- No response   9%
- **1 reporting type**   **48%**
- 2 reporting types   24%
- 3 reporting types   15%
- 4+ reporting types   5%

Q2. Thinking about the most serious issue you experienced, what, if anything, did you do?

Responses from 13% of the participants also described other ways they had tried to report the problems they experienced.

- Most mentioned contacting other sources
  - "Discussed it with our Chairman of our Board for the next Board meeting"
  - "Notified local residents association who reported it to the Council."
  - "Informed the Police / Called 999"
- Contacting source of the issue directly
  - "Phoned the licensed premises to complain directly"

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Q2. Thinking about the most serious issue you experienced, what, if anything, did you do?

In each age group the majority would **use Report It**, however this was significantly higher in the **35-59 yr olds** where almost **60%** chose this option.

Speaking to a friend, family member or neighbour was also in the top 3 of each group.

For **16-34 yr olds**, the top 3 actions were:
- Used the Report it service on the WCC website   47%
- Speak to a friend, family member or neighbour   39%
- Email a council officer directly   35%

For **35-59 yr olds**, the top 3 actions were:
- Used the Report it service on the WCC website   59%
- Speak to a friend, family member or neighbour   27%
- Email a council officer directly   25%

For **60+ yr olds**, the top 3 actions were:
- Used the Report it service on the WCC website   35%
- Other   29%
- Speak to a friend, family member or neighbour   24%

Q2. Thinking about the most serious issue you experienced, what, if anything, did you do?

Legend: 16-34 yr olds, 35-59 yr olds, 60+ yr olds
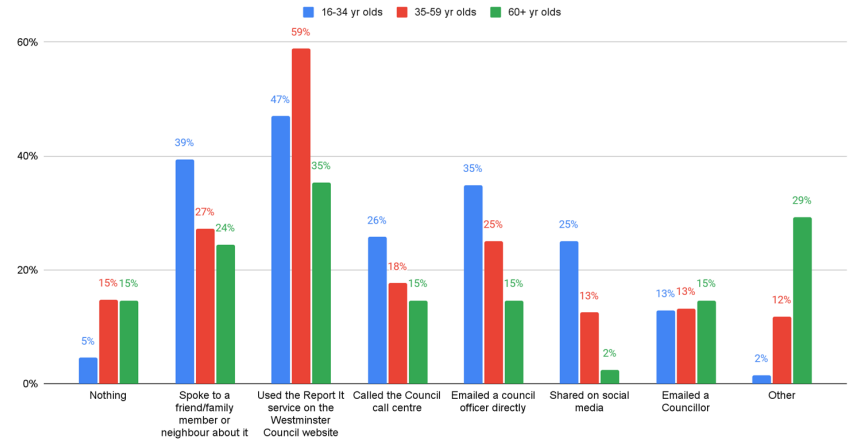
Just over half (**52%**) of 16-34 yr old participants reported the issue in more that one way compared to 43% for 35-59 yr olds and 34% for 60+ yr olds.

Over a quarter of 60+ yr old participants listed other ways in which they would report a problem with the majority contacting another source directly:

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Q3. What was the outcome?

Of the people who responded to this question, almost a third (**30%**) either did not receive a reply or did not know the outcome.

- **Received a reply but the problem was** _not_ **solved**   **43%**
- Received a reply and the problem was solved   27%
- Did not receive a reply   19%
- Don't know   11%

However, **46% of participants DID NOT respond to this question** .

Q3. What was the outcome?

- Did not receive a reply
- Don't know
- Received a reply and the problem was solved
- Received a reply but the problem was not solved

41 (18.8%)

24 (11.0%)

93 (42.7%)

60 (27.5%)
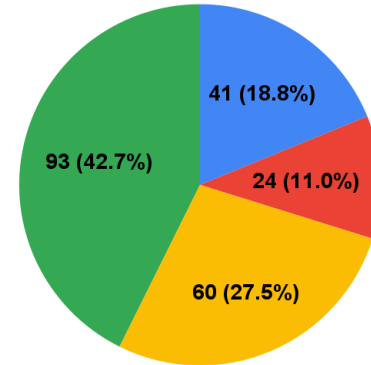
Q3. What was the outcome?

Of the people who responded to this question, over **85%** of **16-34 yr olds** received a reply, with almost half of these resulting in a resolution.

However this was lower in the other age groups, where 35% of 35-59 yr olds and 45% of 60+ yr olds either did not receive a reply or did not know the outcome.

Across all age groups **45-49% of participants DID NOT respond to this question** .

For **16-34 yr olds** , the outcomes were:
- Received a reply but the problem was <u>not</u> solved — 46%
- Received a reply and the problem was solved — 41%
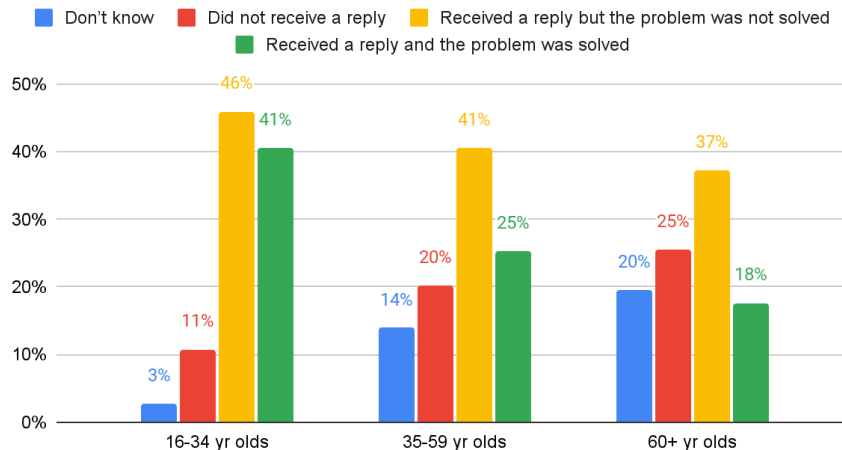- Did not receive a reply — 11%
- Don't know — 3%

For **35-59 yr olds** , the outcomes were:
- Received a reply but the problem was <u>not</u> solved — 41%
- Received a reply and the problem was solved — 25%
- Did not receive a reply — 20%
- Received a reply and the problem was solved — 14%

For **60+ yr olds** , the outcomes were:
- Received a reply but the problem was <u>not</u> solved — 37%
- Did not receive a reply — 18%
- Don't know — 25%
- Received a reply and the problem was solved — 20%

Q3. What was the outcome?

Legend: ■ Don't know ■ Did not receive a reply ■ Received a reply but the problem was not solved ■ Received a reply and the problem was solved

16-34 yr olds: Don't know 3%, Did not receive a reply 11%, Received a reply but the problem was not solved 46%, Received a reply and the problem was solved 41%

35-59 yr olds: Don't know 14%, Did not receive a reply 20%, Received a reply but the problem was not solved 41%, Received a reply and the problem was solved 25%

60+ yr olds: Don't know 20%, Did not receive a reply 25%, Received a reply but the problem was not solved 37%, Received a reply and the problem was solved 18%

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Awareness of Report It

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Q4. Which of the following best describes your knowledge and experience of Westminster Council's Report It service?
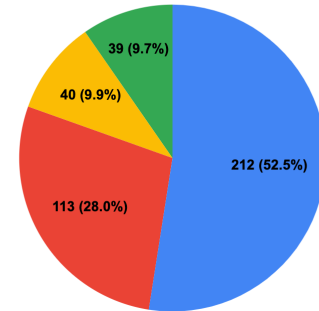
Awareness in the survey is high - the majority of participants (**90%**) had at least heard of the Report It services.

- Over half of participants (**53%**) were very familiar and had used the Report it service before
- **28%** knew where to find it, but had not used it
- **10%** had heard of it, but did not know how to find it

This shows a gap in the survey and research overall- what about residents and businesses that are not aware of Report It? Would they know what to do if they have an issue? If not, what would they do?

Q4. Which of the following best describes your knowledge and experience of Westminster Council's Report It service?

- I am very familiar with the service and have used it before
- I know what it is and where to find it but have not used it
- I have heard of it but don't know how to find it
- I have not heard about the service

39 (9.7%)
40 (9.9%)
212 (52.5%)
113 (28.0%)

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Q4. Which of the following best describes your knowledge and experience of Westminster Council's Report It service?

Awareness in the survey is high, with **99%** of **16-34 yr olds** and **90%** of **35-59 yr olds** having at least heard of the Report It services. This is lower for the 60+ yr olds at 70%.

For participants in the 35-59 yr olds, almost two thirds of participants (**64%**) were very familiar and had used the Report it before. This is significantly higher than the other two age groups. Whereas nearly half (**49%**) of 16-34 yr olds knew where to find it, but had not used it.

For **16-34 yr olds**, the outcomes were:
- I am very familiar with the service and have used it before   41%
- I know what it is and where to find it but have not used it   49%
- I have heard of it but don't know how to find it   8%
- I have not heard about the service   1%

For **35-59 yr olds**, the outcomes were:
- I am very familiar with the service and have used it before   64%
- I know what it is and where to find it but have not used it   15%
- I have heard of it but don't know how to find it   11%
- I have not heard about the service   10%

For **60+ yr olds**, the outcomes were:
- I am very familiar with the service and have used it before   45%
- I know what it is and where to find it but have not used it   20%
- I have heard of it but don't know how to find it   13%
- I have not heard about the service   23%

Q4. Which of the following best describes your knowledge and experience of Westminster Council's Report It service?

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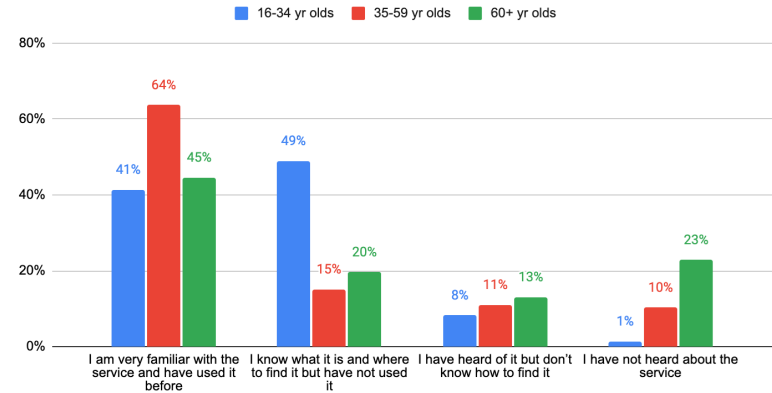
Experience with Report It

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Q5. How satisfied are you with your experience(s) of the Report It service?

The largest proportion of participants (**48%**) declined to answer the question.

There was a larger number of people satisfied (**30%**) than not satisfied (16%).

- **No answer**   **48%**
- Satisfied   30%
- Unsatisfied   16%
- Neither   6%

Q5. How satisfied are you with your experience(s) of the Report It service?

● Satisfied ● Unsatisfied ● Neither/ No Answer
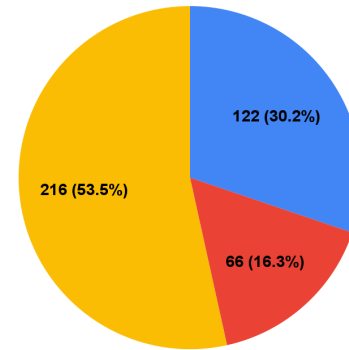
122 (30.2%)
66 (16.3%)
216 (53.5%)

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Q5. How satisfied are you with your experience(s) of the Report It service?

The largest proportion of participants either expressed no opinion or declined to answer the question in each of the age groups.

In the **16-34 yr old** and **35-59 yr old** groups there was a larger number of people satisfied (**30%** and **38%** respectively) than not satisfied. However the reverse was true for those in the 60+ yr old group.

For **16-34 yr olds**, the outcomes were:
- Satisfied — 34%
- Unsatisfied — 6%
- Neither — 2%
- No Answer — 59%

For **35-59 yr olds**, the outcomes were:
- Satisfied — 38%
- Unsatisfied — 19%
- Neither — 4%
- No Answer — 38%

For **60+ yr olds**, the outcomes were:
- Satisfied — 14%
- Unsatisfied — 21%
- Neither — 10%
- No Answer — 55%

Q5. How satisfied are you with your experience(s) of the Report It service?
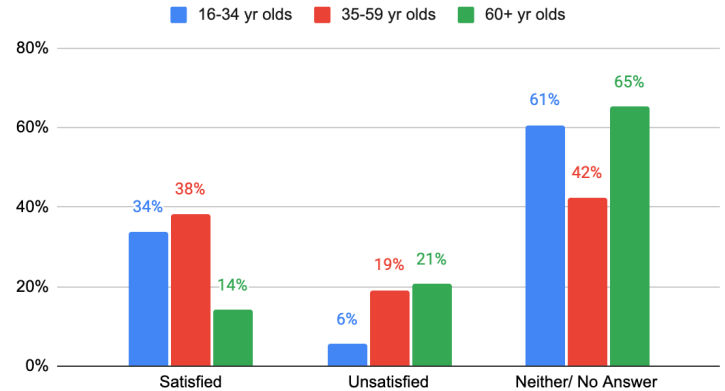
Legend: 16-34 yr olds, 35-59 yr olds, 60+ yr olds

	Satisfied	Unsatisfied	Neither/ No Answer
16-34 yr olds	34%	6%	61%
35-59 yr olds	38%	19%	42%
60+ yr olds	14%	21%	65%

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Q6. Have you ever experienced any of the following issues when using Report It?

The majority of participants **(85%)** that responded to this question had experienced an issue when using the Report It services.

- **The map was hard to use**   **40%**
- **I did not get an update**   **39%**
- **I did not get a reply**   **34%**
- I could not find my issue   23%
- It was hard to upload a photo   16%
- Other (see next page)   25%
- No issues experienced   15%

Q6. Have you ever experienced any of the following issues when using Report It?

ZOOCHA

FAIRER WESTMINSTER | City of Westminster
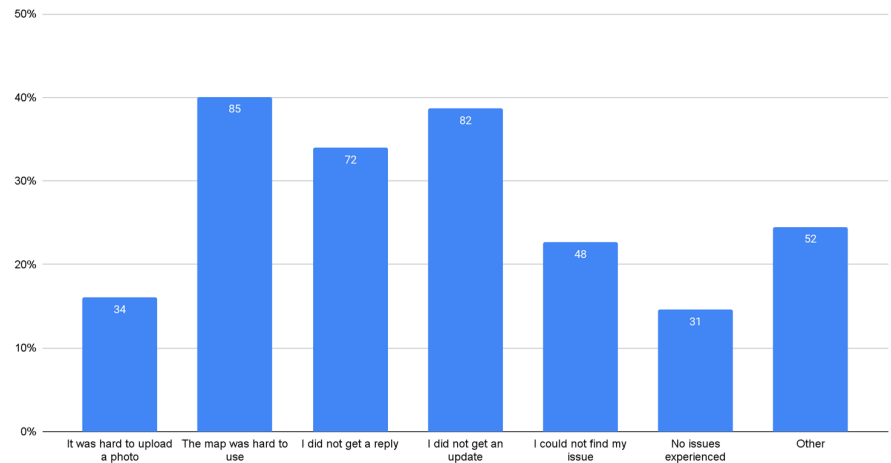
Q6. Other comments about using Report It

Map view should be on report it home page, not three clicks through. Officers should be able to respond and add notes that issues are in progress. Users should get a response and then an update when the job is completed.

There was no separation between tenants / lessees / common parts.

No update reply given to matters reported.

Incorrect reply and no way of challenging this: (reply did not accurately record my submission).

Very clunky.

Difficult to find updates / resolutions on issues

It's hard to use, especially on mobile.

Renders poorly on mobile phone which is best reporting tool.

It's a palaver logging in etc.

It was very user friendly and item was removed quickly.

It would be good to see incidents at sub ward level.

The issue should be what is reported first, so that people can get that off their chests. It should be possible to set this out in free text. All other refinements the Council needs can then follow in questionnaire format.

Generally when I report issues (mostly street washing needed) I am impressed at how quickly the street cleaning vans come around and fix the problem.

Anonymity is important.

Map jumps about.

Tough to drop a pin using an iPhone.

Always get an acknowledgement email but haven't always got an update or email to say resolved.

I believe I could only enter 3 photos.

Item I reported was deleted.

I did not receive a copy of my report despite providing my email address.

ZOOCHA

# Q6. Have you ever experienced any of the following issues when using Report It?

The majority of participants in all age groups **(over 82%)** that responded to this question had experienced an issue when using the Report It services.

For all age groups, issues using the **map** and **not receiving an update** were in the top two responses.

For **16-34 yr olds**, the top issues were:
- The map was hard to use — **38%**
- I did not get an update — **32%**
- I did not get a reply — 32%
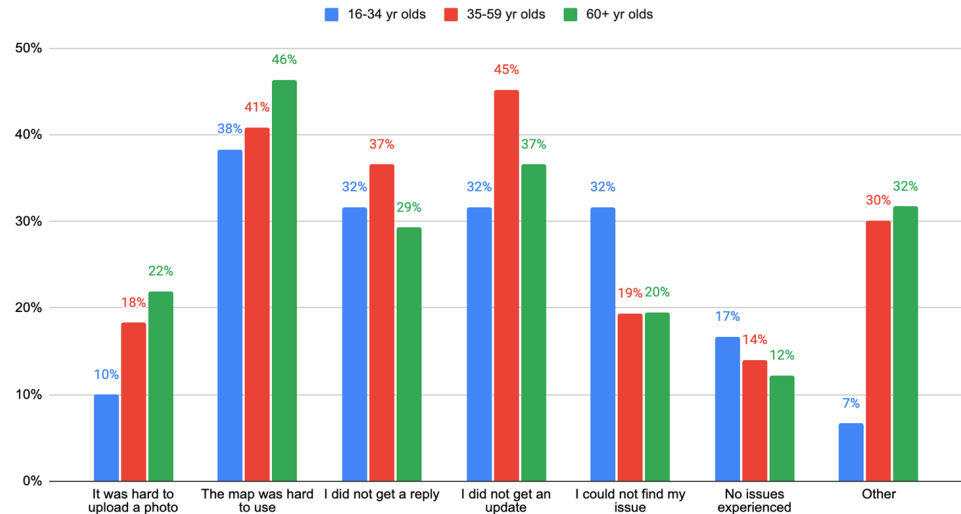- I could not find my issue — 32%

For **35-59 yr olds**, the top issues were:
- I did not get an update — **45%**
- The map was hard to use — **41%**
- I did not get a reply — 37%

For **60+ yr olds**, the top issues were:
- The map was hard to use — **46%**
- I did not get an update — **37%**
- Other — 32%

Q6. Have you ever experienced any of the following issues when using Report It?

Q7. In the future, if you experienced an issue on the streets of Westminster and wanted to let the council know about it, what would you prefer to do?

64% of participants responded that they would prefer to report an issue online - via the website, an app or email.

- **Report the issue via the Westminster Council website**   **26%**
- Report the issue on an app   15%
- Email someone in the Council   11%
- Email the council on a general email address   11%
- Call the Council   10%
- Speak to someone face to face at a Council or housing office   9%
- Raise the issue with your local councillor   6%
- Share the issue on social media   2%
- Other (see next page)   17%
  - Most answers were around improving Report it or an app

This is slightly skewed, as people most likely to respond to an online survey are more likely to be digitally confident. This survey does exclude those less likely to go online.

Q7. In the future, if you experienced an issue on the streets of Westminster and wanted to let the council know about it, what would you prefer to do?

Category	Value
Report the issue via the Westminster Council w…	107
Report the issue on an app	60
Email the council on a general email address	46
Email someone in the Council	45
Call the Council	41
Speak to someone face to face at a Council or…	35
Raise the issue with your local councillor	25
Share the issue on social media	9
Other	36

ZOOCHA
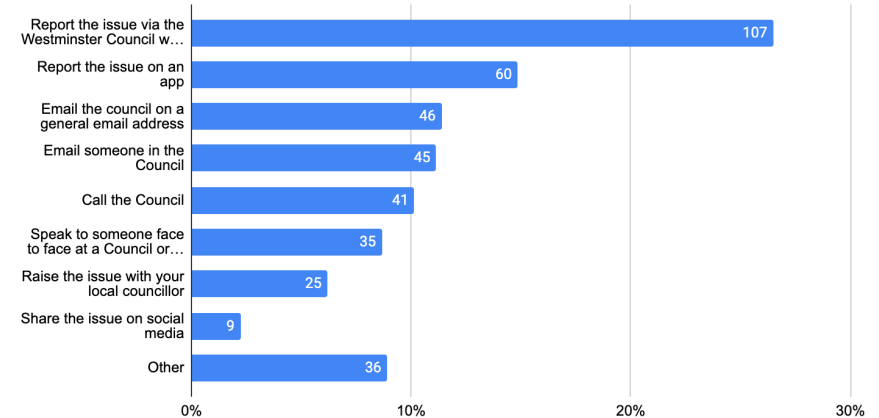
Q7. Other responses

Website / App / Report It
- Via the council website IF it is simple to use and one feels it will be responded to! Also it is easy to find on the site on which to report!
- Use the current report a problem page but it needs more categories. in particular economic migrant rough sleepers so border force (not shelter) can attend
- The most important thing is hearing what is being done to combat the issues! An app would be good to easily report issues and track where others have been reported for personal safety
- the app needs to be simplified, you register once, then just send the recording, photo or video
- Still use Report it
- App or website works for me
- or just improve Report it
- If Report It was better we wouldn't have to cc councillors all the time. I am sure it's not a great use of their time following up fly   -tipping.
- I'd use Report It for issues covered by report it, otherwise nothing
- I would like to report on a web app, the current set up is good in that you don't need to install an app and it works on old phones
- Anonymous report
- Deal with a human or report it on an app & receive an update until solved
- I would use REPORT IT in the first instance, but if the issue was not resolved, I would then contact our excellent local councillors in Hyde Park Ward

Social Media
- Social Media. All area MPs
- Send text via SMS or WhatsApp or Signal

In Person / Call
- I tell sometimes our area coordinator who is very helpful & she passes on to the relevant officer.
- I don't exactly need to speak to someone face to face, but it would be good to be able to speak directly to someone dedicated to solving the issues. I contrast this with the Noise Reporting line, which is staffed by people who are not involved in resolving the issues, and generally quite hostile to being asked to take down complaints.
- By speaking to someone you can have a Ref.No., contact etc.

Other
- All of those in which i can record accurately in writing for WCC record, and which can be referred back to, so action can be taken
- noise should be monitored electronically not just relying on residents to be woken up and report it

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Q7. In the future, if you experienced an issue on the streets of Westminster and wanted to let the council know about it, what would you prefer to do?

In all age groups, at least **64%** of participants responded that they would prefer to report an issue online- via the website, an app or email.

Participants from the **35-59 yr old group** had the highest response for reporting via the **Westminster Council website** (**33%** vs 22-26%), and also reporting via an **app** (**21%** vs 10-12%).

The other two groups were keen to report an issue via an email (either generic or to someone in the Council).

For **16-34 yr olds**, the top 3 channels were:
- Report the issue via the Westminster Council website   26%
- Email the council on a general email address   20%
- Speak to someone face to face at a Council or housing office   15%

For **35-59 yr olds**, the top 3 channels were:
- Report the issue via the Westminster Council website   33%
- Report the issue on an app   21%
- Call the Council   10%

For **60+ yr olds**, the top 3 channels were:
- Email someone in the Council   29%
- Report the issue via the Westminster Council website   22%
- Other   15%

Q7. In the future, if you experienced an issue on the streets of Westminster and wanted to let the council know about it, what would you prefer to do?

ZOOCHA
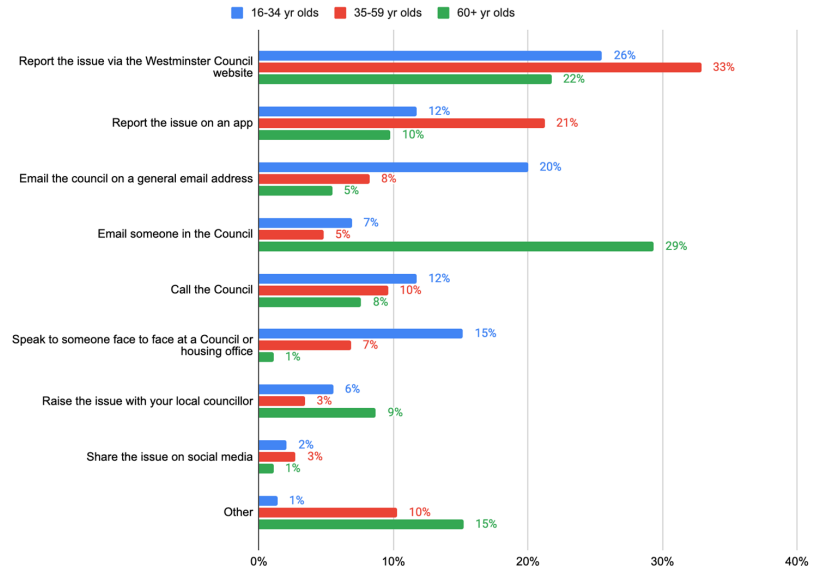
Q8. Thinking about a new way of reporting street-related issues to the Council, how important are each of the following features?

The survey asked participants to rate 6 features in this question:

1. Receiving a case number when submitting an issue
2. Receiving an email with a record of my report after submitting an issue to the council
3. Being able to track the progress of my issue
4. Being given a timeframe within which my issue will be responded to
5. Having an easy way of providing location information about my issue
6. Being able to easily submit photographic evidence of the issue

With responses recorded on a scale of:

- Not important at all
- Somewhat unimportant
- Neither important nor unimportant
- Somewhat important
- Very important

ZOOCHA

Q8. Thinking about a new way of reporting street-related issues to the Council, how important are each of the following features?

Overall, the participants rated all the features as important, with at least **78%** rating each feature either as Somewhat Important or Very Important.

The features that received the highest **Very Important ratings** were:

1. Being given a timeframe within which my issue will be responded to: **57%**
2. Being able to track the progress of my issue: **57%**
3. Having an easy way of providing location information about my issue: **56%**
4. Being able to easily submit photographic evidence of the issue: **51%**

Q8. Thinking about a new way of reporting street-related issues to the Council, how important are each of the following features? Responses of Very Important

| Feature	Value
Q8.1. Receiving a case number when submitting an issue	170
Q8.2. Receiving an email with a record of my report after submitting an issue to the council	177
Q8.3. Being able to track the progress of my issue	229
Q8.4. Being given a timeframe within which my issue will be responded to	232
Q8.5. Having an easy way of providing location information about my issue	228
Q8.6. Being able to easily submit photographic evidence of the issue	206

ZOOCHA
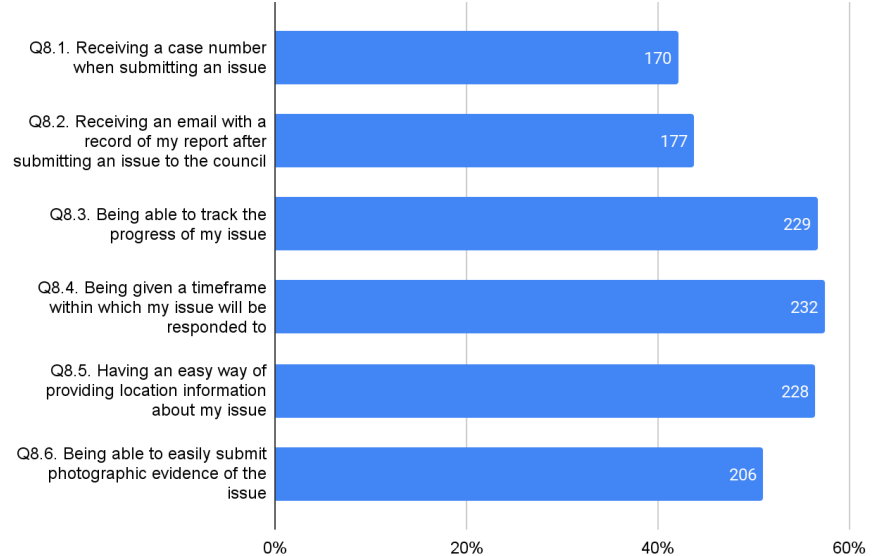
Q8. Thinking about a new way of reporting street-related issues to the Council, how important are each of the following features?

Overall, the participants in all age groups rated all the features as important. The **ability to track the progress of an issue** was in the top two Very Important features across each age group.

For **16-34 yr olds**, the features with the most **Very Important** responses:
- **Being given a timeframe** **51%**
- **Being able to track the progress** **43%**

These two features had significantly higher Very Important responses than the other features within this age group.

For **35-59 yr olds**, the features with the most **Very Important** responses:
- **Providing location information** **68%**
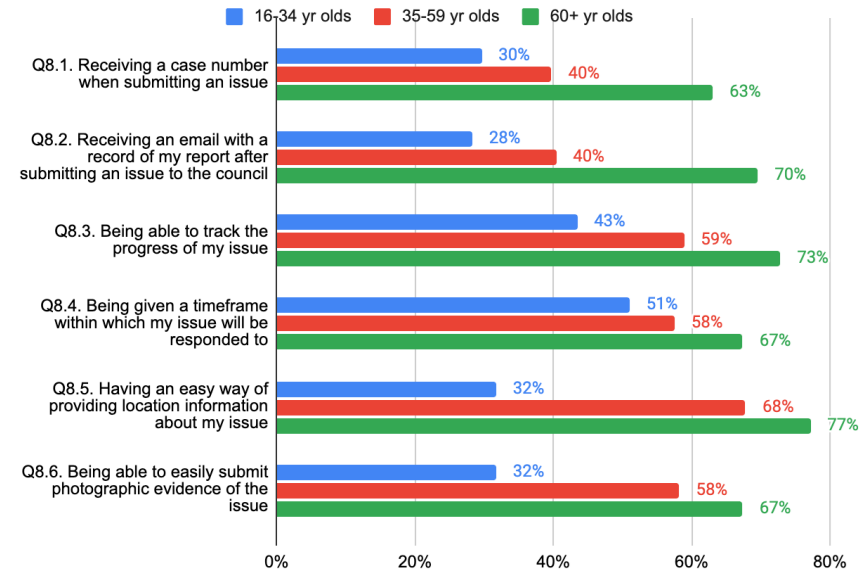- **Being able to track the progress** **59%**

Features on timeframes and submitting photographic evidence also received high Very Important responses within this age group.

For **60+ yr olds**, the features with the most **Very Important** responses:
- **Providing location information** **77%**
- **Being able to track the progress** **73%**

Within this age group, all features received at least 63% of responses as Very Important.

Q8. Thinking about a new way of reporting street-related issues to the Council, how important are each of the following features? Responses of Very Important

■ 16-34 yr olds ■ 35-59 yr olds ■ 60+ yr olds

Feature	16-34 yr olds	35-59 yr olds	60+ yr olds
Q8.1. Receiving a case number when submitting an issue	30%	40%	63%
Q8.2. Receiving an email with a record of my report after submitting an issue to the council	28%	40%	70%
Q8.3. Being able to track the progress of my issue	43%	59%	73%
Q8.4. Being given a timeframe within which my issue will be responded to	51%	58%	67%
Q8.5. Having an easy way of providing location information about my issue	32%	68%	77%
Q8.6. Being able to easily submit photographic evidence of the issue	32%	58%	67%

ZOOCHA

Q8.1. Receiving a case number when submitting an issue

In total, **78%** of all participants responded that receiving a case number when submitting an issue was important with **42%** rating this as very important.

- No Response   1%
- Not important at all   3%
- Somewhat unimportant   6%
- Neither important nor unimportant   11%
- Somewhat important   36%
- **Very important**   **42%**

This feature was more important to the **60+ yr old group** with **63%** rating it as **very important** compared to 30-40% for the other two groups.

For **16-34 yr olds**, the top 2 responses were:
- Very Important   30%
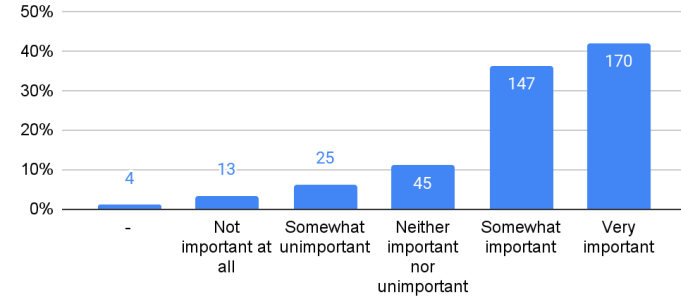- **Somewhat important**   **53%**

For **35-59 yr olds**, the top 2 responses were:
- **Very Important**   **40%**
- Somewhat important   34%
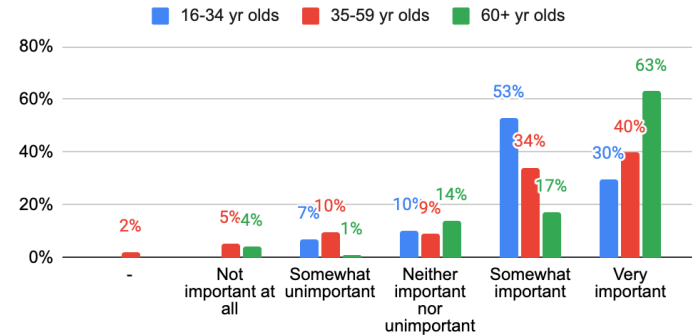
For **60+ yr olds**, the top 2 responses were:
- **Very important**   **63%**
- Somewhat Important   17%

Q8.1. Receiving a case number when submitting an issue

Q8.1. Receiving a case number when submitting an issue

ZOOCHA

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Q8.2. Receiving an email with a record of my report after submitting an issue to the council

In total, **81%** of all participants responded that receiving an email with a record of their report after submitting an issue to the council was important, with **44%** rating this as very important.

- No Response   1%
- Not important at all   1%
- Somewhat unimportant   5%
- Neither important nor unimportant   12%
- Somewhat important   37%
- **Very important**   **44%**

This feature was more important to the **60+ yr old group** with **70%** rating it as **very important** compared to 28-40% for the other two groups.

For **16-34 yr olds**, the top 2 responses were:
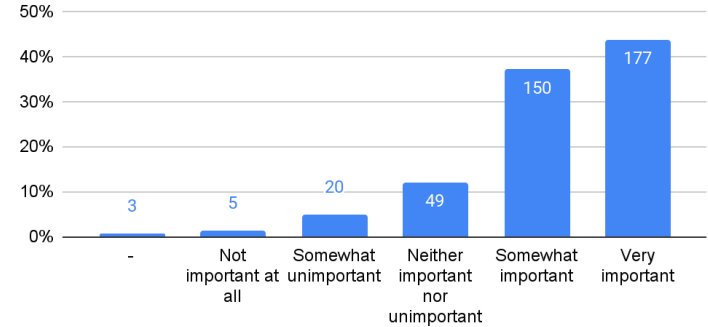- Very Important   28%
- **Somewhat important**   **50%**

For **35-59 yr olds**, the top 2 responses were:
- Very Important   40%
- Somewhat important   38%
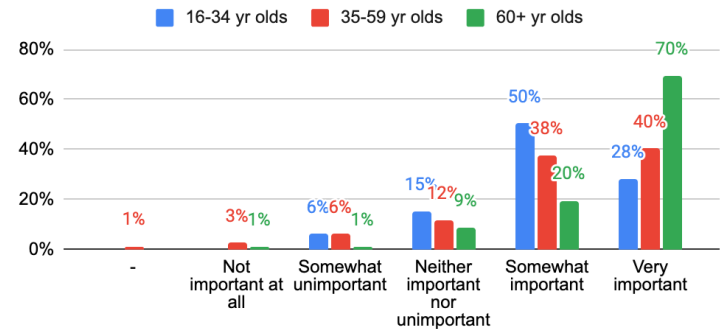
For **60+ yr olds**, the top 2 responses were:
- Very important   70%
- Somewhat Important   20%

Q8.2. Receiving an email with a record of my report after submitting an issue to the council

Q8.2. Receiving an email with a record of my report after submitting an issue to the council

ZOOCHA

Q8.3. Being able to track the progress of my issue

In total, **82%** of all participants responded that being able to track the progress of their issue was important, with **57%** rating this as very important.

- No Response — 2%
- Not important at all — 1%
- Somewhat unimportant — 4%
- Neither important nor unimportant — 11%
- Somewhat important — 25%
- **Very important** — **57%**

This feature was more important to the **60+ yr old group** with **73%** rating it as **very important** compared to 40-59% for the other two groups.

For **16-34 yr olds**, the top 2 responses were:
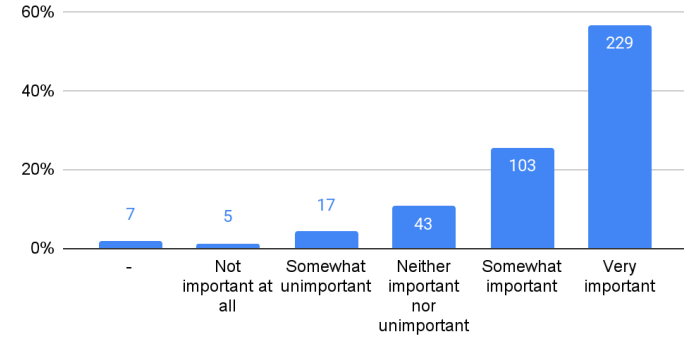- **Very Important** — **43%**
- Somewhat important — 32%

For **35-59 yr olds**, the top 2 responses were:
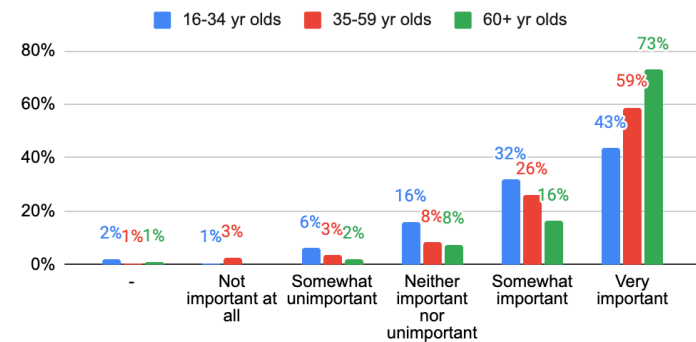- **Very Important** — **59%**
- Somewhat important — 26%

For **60+ yr olds**, the top 2 responses were:
- **Very important** — **73%**
- Somewhat Important — 16%

Q8.3. Being able to track the progress of my issue

Q8.3. Being able to track the progress of my issue

ZOOCHA

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Q8.4. Being given a timeframe within which my issue will be responded to

In total, **83%** of all participants responded that being given a timeframe within which their issue will be responded to was important, with **57%** rating this as very important.

- No Response   1%
- Not important at all   0%
- Somewhat unimportant   5%
- Neither important nor unimportant   9%
- Somewhat important   26%
- **Very important**   **57%**

This feature was more evenly important to all age groups, with **51-67%** of each group rating it as **very important** .

For **16-34 yr olds** , the top 2 responses were:
- **Very Important**   **51%**
- Somewhat important   28%
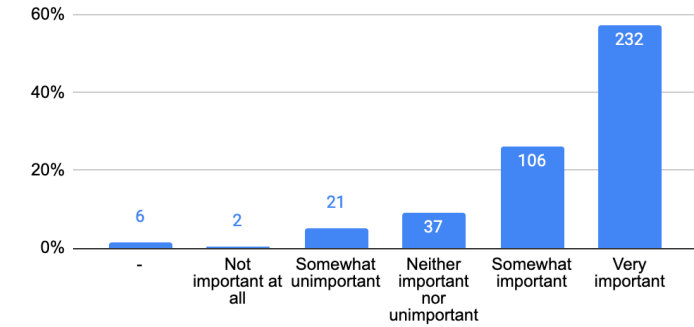
For **35-59 yr olds** , the top 2 responses were:
- **Very Important**   **58%**
- Somewhat important   27%
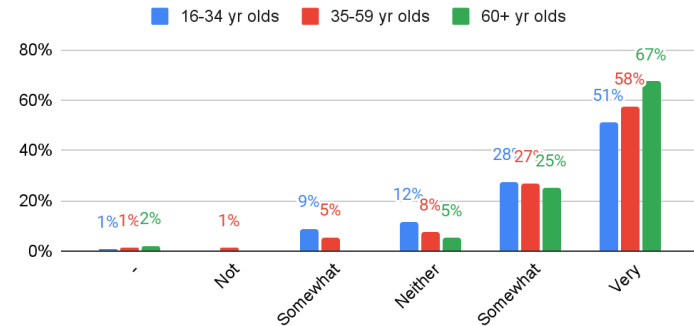
For **60+ yr olds** , the top 2 responses were:
- **Very important**   **67%**
- Somewhat Important   25%

Q8.4. Being given a timeframe within which my issue will be responded to

Q8.4. Being given a timeframe within which my issue will be responded to

Q8.5. Having an easy way of providing location information about my issue

In total, **86%** of all participants responded that having an easy way of providing location information about their issue was important, with **56%** rating this as very important.

- No Response   1%
- Not important at all   0%
- Somewhat unimportant   3%
- Neither important nor unimportant   8%
- Somewhat important   30%
- **Very important**   **56%**

This feature was more important to the **35-59 yr old** and **60+ yr old group** with **68%** and **73%** rating it as **very important** respectively, compared to only 32% for the 16-34 yr old group.

For **16-34 yr olds**, the top 2 responses were:
- Very Important   32%
- **Somewhat important**   **45%**

For **35-59 yr olds**, the top 2 responses were:
- **Very Important**   **68%**
- Somewhat important   23%

For **60+ yr olds**, the top 2 responses were:
- **Very important**   **77%**
- Somewhat Important   18%

Q8.5. Having an easy way of providing location information about my issue
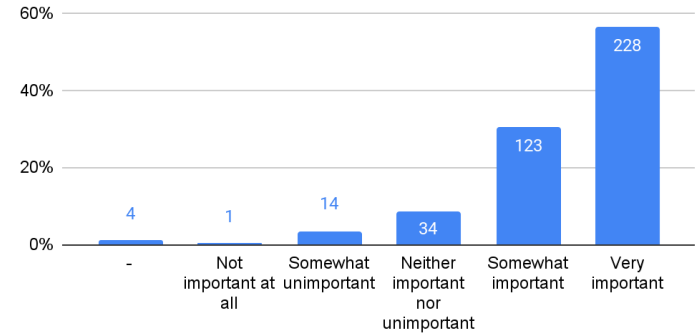
Q8.5. Having an easy way of providing location information about my issue

Q8.6. Being able to easily submit photographic evidence of the issue

In total, **83%** of all participants responded that being able to easily submit photographic evidence of the issue was important, with **51%** rating this as very important.

- No Response   1%
- Not important at all   1%
- Somewhat unimportant   4%
- Neither important nor unimportant   10%
- Somewhat important   32%
- Very important   51%

This feature was more important to the **35-59 yr old** and **60+ yr old group**   with **58%** and **67%** rating it as **very important**   respectively, compared to only 32% for the 16-34 yr old group.

For **16-34 yr olds**, the top 2 responses were:
- Very Important   32%
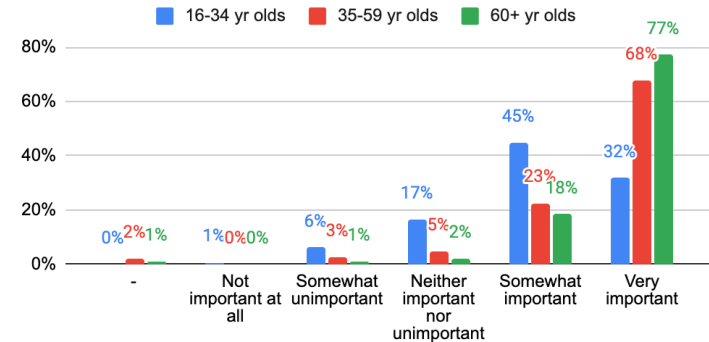- Somewhat important   46%

For **35-59 yr olds**, the top 2 responses were:
- Very Important   58%
- Somewhat important   28%

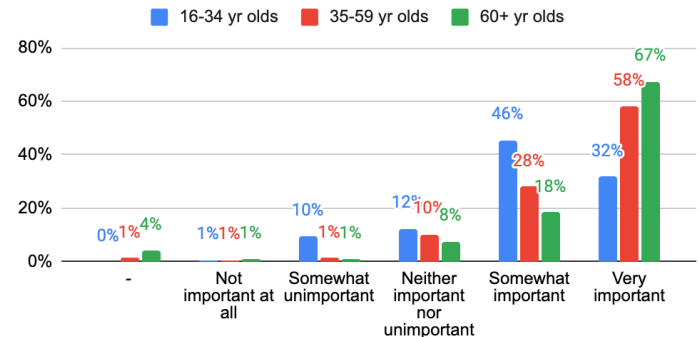For **60+ yr olds**, the top 2 responses were:
- Very important   67%
- Somewhat Important   18%

Q8.6. Being able to easily submit photographic evidence of the issue
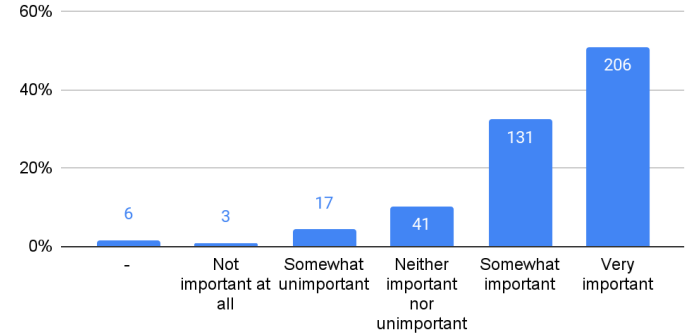
Q8.6. Being able to easily submit photographic evidence of the issue
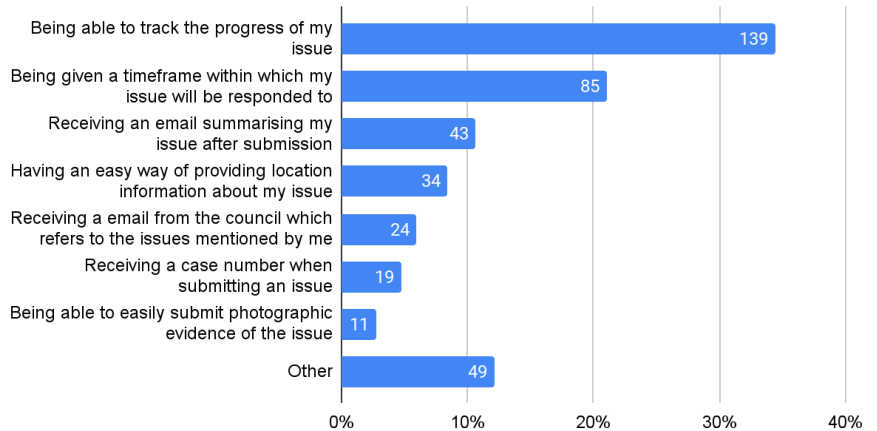

ZOOCHA

Q11. What one thing should Westminster Council focus on to improve the experience of reporting issues?

The participants responses match those highlighted as the Very Important in Q8, **Being able to track the progress of my issue** and **Being given a timeframe within which my issue will be responded to:**

- **Being able to track the progress of my issue** — **34%**
- **Being given a timeframe within which my issue will be responded to** — **21%**
- Receiving an email summarising my issue after submission — 11%
- Having an easy way of providing location information about my issue — 8%
- Receiving a email from the council which refers to the issues mentioned by me — 6%
- Receiving a case number when submitting an issue — 5%
- Being able to easily submit photographic evidence of the issue — 3%
- Other (see next page) — 12%

Q11. What one thing should Westminster Council focus on to improve the experience of reporting issues?

Being able to track the progress of my issue — 139
Being given a timeframe within which my issue will be responded to — 85
Receiving an email summarising my issue after submission — 43
Having an easy way of providing location information about my issue — 34
Receiving a email from the council which refers to the issues mentioned by me — 24
Receiving a case number when submitting an issue — 19
Being able to easily submit photographic evidence of the issue — 11
Other — 49

ZOOCHA

Q11. Other responses

The app option, must not be as it is now, which is just a link to the bad website. It must be an app that allows a photo to be taken on app, which has the location within the photo and the option for a few words in a free text box, to do when you are out and about.

Ability to report accurately in my own words by email to central address, with acknowledgement it has been received.

Having appropriate tick boxes for the issues businesses in the Borough

Receiving a response telling me what has been done & when its likely to be solved, by a human not automated.

A person to speak to

Council pushes updates of issue to me via method of my choosing. Default

More choices of what I can report

Function for reporting low-level but cumulatively problematic ASB

The design of the mobile Report It platform makes it sometimes confusing or impossible to report.

Getting an information the file was 'successfully' closed

Giving a name and job title and email, at least of a specific department, of who will be dealing with it.

Having a way of reporting issues that are not happening right now

Provide a way to report building works problems

Report resulting action from my complaint; a case officer and a case number to be included

Making it possible to start by expressing the problem in free text.

Immediate response

Proper follow up

Having an easy way of providing location information about my issue

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Q11. What one thing should Westminster Council focus on to improve the experience of reporting issues?

The participants responses match those highlighted as the Very Important in Q8, Being able to track the progress of my issue and Being given a timeframe within which my issue will be responded to:

For **16-34 yr olds** , the top 2 responses were:
- Being able to track the progress of my issue 37%
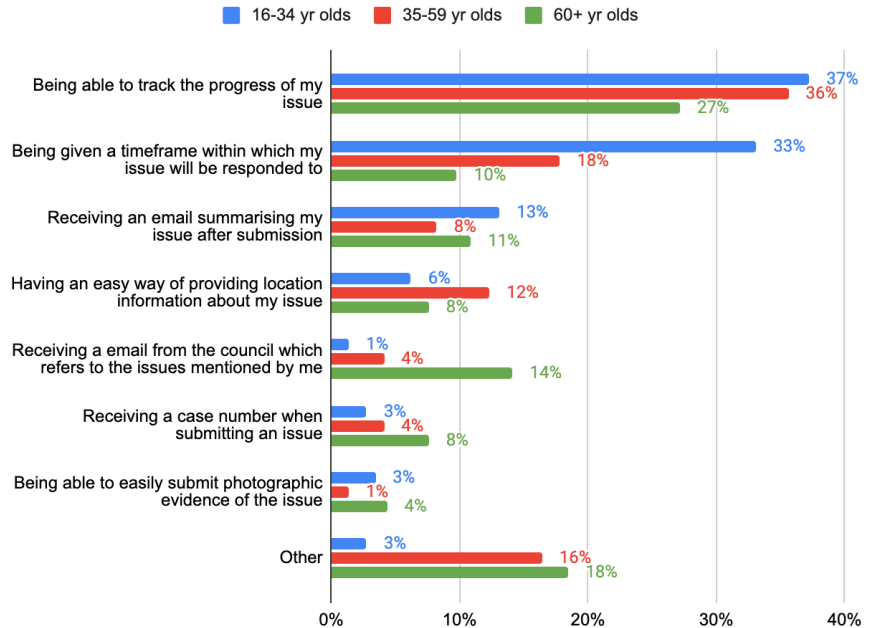- Being given a timeframe within which my issue will be responded to 33%

For **35-59 yr olds** , the top 2 responses were:
- Being able to track the progress of my issue 36%
- Being given a timeframe within which my issue will be responded to 18%

For **60+ yr olds** , the top 2 responses were:
- Being able to track the progress of my issue 34%
- Other (see next page) 18%

Q11. What one thing should Westminster Council focus on to improve the experience of reporting issues?

■ 16-34 yr olds   ■ 35-59 yr olds   ■ 60+ yr olds

Being able to track the progress of my issue — 37% / 36% / 27%

Being given a timeframe within which my issue will be responded to — 33% / 18% / 10%

Receiving an email summarising my issue after submission — 13% / 8% / 11%

Having an easy way of providing location information about my issue — 6% / 12% / 8%

Receiving a email from the council which refers to the issues mentioned by me — 1% / 4% / 14%

Receiving a case number when submitting an issue — 3% / 4% / 8%

Being able to easily submit photographic evidence of the issue — 3% / 1% / 4%

Other — 3% / 16% / 18%

0% 10% 20% 30% 40%

ZOOCHA

Expectations

ZOOCHA

Q9. Would you like the option of being able to report issues anonymously?

In total, **78.5%** of all participants responded that being able to report issues anonymously is a desirable option.

This was a more important issue to the **16-34 yr olds** and **35 - 59 yr olds** with **85%** and **81%** of participants responding **Yes** respectively, compared to only 61% of 60+ yr olds.

For **16-34 yr olds** :
- Yes   85%
- No   15%
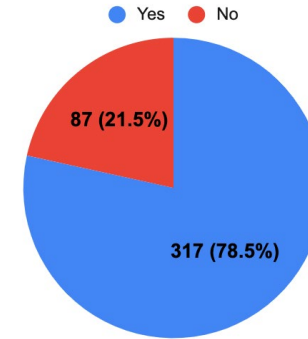
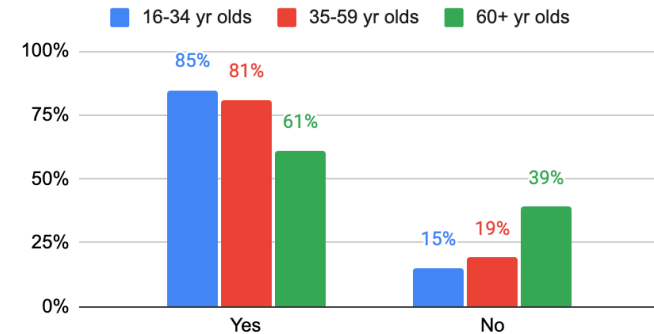For **35 - 59 yr olds** :
- Yes   81%
- No   19%

For **60+ yr olds** :
- Yes   61%
- No   39%

Q9. Would you like the option of being able to report issues anonymously?

● Yes   ● No

87 (21.5%)

317 (78.5%)

Q9. Would you like the option of being able to report issues anonymously?

■ 16-34 yr olds   ■ 35-59 yr olds   ■ 60+ yr olds

	Yes	No
16-34 yr olds	85%	15%
35-59 yr olds	81%	19%
60+ yr olds	61%	39%

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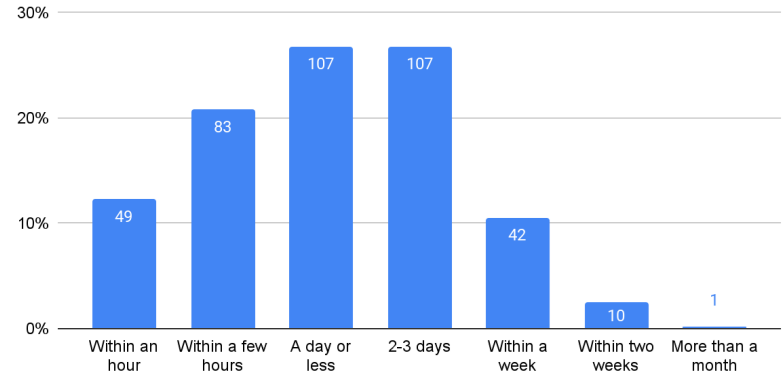FAIRER WESTMINSTER | City of Westminster

Q10. After reporting your issue, how long do you expect it would take to be reviewed and for you to get a response back?

In total, **60%** of all participants responded that they expect to get a response back within an day of reporting the problem. However, it is unclear from this survey what their expected response is - within a few hours may seem fast, but that could be their expectation of an acknowledgement email, even if nothing has yet happened to their report.

- Within an hour   12%
- **Within a few hours   21%**
- **Within a day or less   27%**
- **2-3 days   27%**
- Within a week   11%
- Within 2 weeks   3%
- More than a month   0%

Q10. After reporting your issue, how long do you expect it would take to be reviewed and for you to get a response back?

Category	Value
Within an hour	49
Within a few hours	83
A day or less	107
2-3 days	107
Within a week	42
Within two weeks	10
More than a month	1

Q10. After reporting your issue, how long do you expect it would take to be reviewed and for you to get a response back?

For **35-59 yr olds (62%) and 60+ yr olds (70%**   ) there was a higher response amongst participants for receiving a response back **within an day**   of reporting the problem. For 16-24 yr olds this was lower at 48%, with 32% expecting a response with 2-3 days.

For **16-34 yr olds** :
- Within an hour / few hours   21%
- A day or less   27%
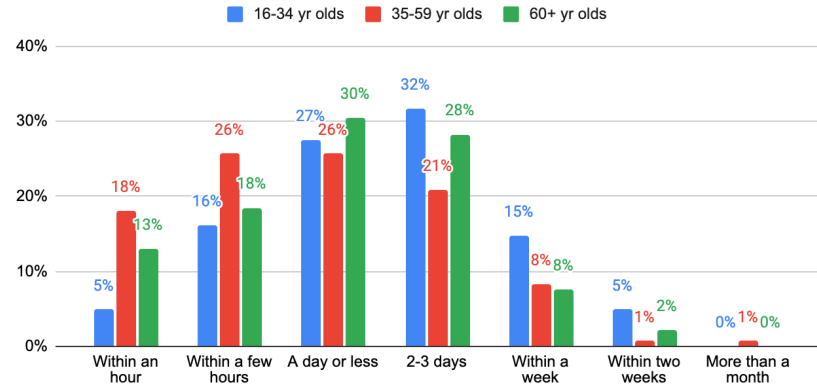- 2-3 days   32%
- 4 days +   20%

For **35-59 yr olds** :
- Within an hour / few hours   44%
- A day or less   26%
- 2-3 days   21%
- 4 days +   10%

For **60+ yr olds** :
- Within an hour / few hours   32%
- A day or less   30%
- 2-3 days   28%
- 4 days +   10%

Q10. After reporting your issue, how long do you expect it would take to be reviewed and for you to get a response back?

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Appendix – Full Ethnic Breakdown of Participants

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To which of the following groups do you consider you belong?

This question allowed participants to self identify using their own words. Whilst we grouped the responses for the purpose of the report, the following chart shows the full breakdown of responses.

To which of the following groups do you consider you belong?