

Clapham Regeneration Survey

Use of Leisure and Library Services

**Research Study Conducted for
London Borough of Lambeth**



April 2005

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Introduction

This report contains the findings of a survey among users and potential users of leisure and library facilities in Clapham, conducted by MORI Social Research Institute on behalf of London Borough of Lambeth.

Background and Objectives

London Borough of Lambeth is looking at ways to redevelop the Clapham locality, and is seeking the views of those who live in Lambeth and/or work in Lambeth. This will include the provision of updated leisure and library facilities for the area and the development of a new Joint Service Centre. The Council wishes to test out users' and potential users' awareness and perceptions of the current services on offer, what the barriers to using them are, and current responses to the proposed offering.

The fieldwork element of this project consisted of two parts:

- In-street interviews with 400 potential users of services in Clapham.
- 408 interviews with users of services, conducted in Clapham Library and Clapham Leisure Centre.

Methodology

All fieldwork was carried out at different times of the day during a two week period in February and March 2005. Slightly different methodologies were adopted for the two groups described above. Both groups were asked the same set of questions, using routings to ask different questions of users and non-users. Interviews were only conducted with people resident or working in Lambeth (or both).

For **potential users** of Clapham services, an in-street 'line of sight' methodology was adopted. This involved the interviewer stopping every nth person passing one of nine points chosen to capture a good spread of residents across the Clapham area.

Users of Clapham services were captured by interviewing inside the library and leisure centre. This approach ensured the weather was not a factor, and demonstrated the Council's sanction of the project to respondents. An in-street 'line of sight' methodology was also adopted for this audience.

Presentation and Interpretation of the Data

It should be noted that a sample, not the entire population of residents or workers in the area, has been interviewed. This means that all the results are subject to sampling tolerances, and that not all differences are statistically significant. A guide to statistical reliability is appended. An asterisk (*) represents a value below 0.5%, but above zero. Where responses do not add up to 100%, this may be due to computer rounding or multiple responses. The term “net”, which is used in the tables, is the balance when a negative finding has been subtracted from the positive.

Respondents’ answers are based on their understanding of the issues as they are presented in the questionnaires (which are provided in the appendices). No extra stimulus materials were used in obtaining these answers. It should be noted that in these types of structured surveys only a limited amount of information can be given during the interview, and the results should be interpreted in this context.

It is also worth emphasising that the survey deals with respondents’ perceptions rather than facts; in particular, these perceptions may not accurately reflect the level of services actually being delivered.

Publication of the Data

As with all our studies, these findings are subject to MORI’s standard Terms & Conditions of Contract. Any press release or publication of the findings of this survey requires the advance approval of MORI. Such approval will only be refused on the grounds of inaccuracy or misrepresentation.

Further information

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Summary of Findings

Satisfaction with the Council and library/leisure facilities

- Over half of respondents are satisfied with the way the Council is running the Borough – though one in five say they are not. Respondents in Clapham & Stockwell are more likely to be dissatisfied than those living in other Lambeth areas.
- Dissatisfaction appears to be linked with problems relating to accessing Lambeth Council services, with those in Clapham & Stockwell saying they find it less easy than those in other Lambeth areas.
- The predominant reasons respondents find accessing services difficult are communication issues rather than difficulties with infrastructure.
- However, when looking at specific Council services, levels of dissatisfaction are reduced. Satisfaction with libraries and leisure facilities across Lambeth is quite high – over half say they are satisfied with public libraries and leisure centres.
- The vast majority of respondents – both users and non-users of the facilities - say it is important to have library and sports and leisure services in Clapham. **However**, less people are satisfied with Clapham Library and Clapham Leisure Centre in particular than Lambeth facilities as a whole.
- While users of more than one library in Lambeth and those using leisure centres across Lambeth generally find it easier to access Lambeth Council services, more Clapham Library only users than average say they find this difficult.

The views of current users...

- Users of libraries and leisure centres are two fairly distinct groups. Users of Lambeth libraries are more likely to not use Lambeth leisure centres, and vice versa. Also, more Clapham Leisure Centre users say nothing could be done to encourage them to use Clapham Library. These findings erode some of the synergy inherent in plans to locate the two together.
- The top factor suggested to improve Clapham Library amongst users, albeit with a sample of over 16 year olds, was a better selection of books for adults. Dissatisfied users are strikingly more likely to hold this view.
- Seven in ten users of Clapham Leisure Centre say general environment/standard of repair and cleanliness is the most important factor in the provision of leisure facilities, followed by entrance prices and changing facilities and lockers.

...and the views of current non-users

- The profile of non-users who do not know what services are on offer at the library and leisure centre is very similar for both facilities, although there is less awareness generally of the facilities on offer at Clapham Leisure Centre. For both, more not working, C2DE, Brixton resident, and Black, non-user respondents say they do not know.
- Half the library non-users say they do not use libraries at all, mostly because they have no time or are not interested in using them. Access problems, predominantly being too far from home, also feature.
- Over a third of these non-users say that nothing could be done to encourage them to use Clapham library. However, a further quarter say they would use the library if they could access other public services there, a sign that a Joint Service Centre would be an attractive option for some.
- As with libraries, the main reasons given for not using Clapham leisure centre are no time or not interested, followed by distance from home. Three in five say nothing could be done to encourage use. Reflecting what is seen as important in the provision of leisure facilities by users, four of the top seven ways given to encourage use relate to improving the facilities or environment. Access accounts for two of the seven reasons, and more classes and special sessions the other.

Joint Service Centres

- Joint Service Centres are a popular idea amongst respondents – around six in seven say they would use them and a quarter say they are certain to. Also, those who currently find accessing Lambeth Council services difficult say they are more likely to use them, suggesting this proposal would go some way to overcoming access issues which feature throughout the survey.
- Staff support and assistance with ‘formal’ information and problem solving are the main services respondents would like to see in such a centre.

Reactions to plans to redevelop Mary Seacole House were asked for in open ended format:

- Positive reactions focused on improvement to access to services and improvement to facilities, whilst almost a quarter simply said it was “a good idea/great/brilliant”.
- Negative reactions focused on concerns about losing current facilities – either altogether or some loss of quality. There was also a concern with why the council was doing this, what they could stand to gain, and whether it was the correct priority for the area.

Attitudes to Services

All respondents were asked about their satisfaction with council services, including their satisfaction with the way the council is running the area, with library and leisure services, and about ease of accessing services.

The findings are discussed in more detail within this chapter, but some of the key themes that are covered include:

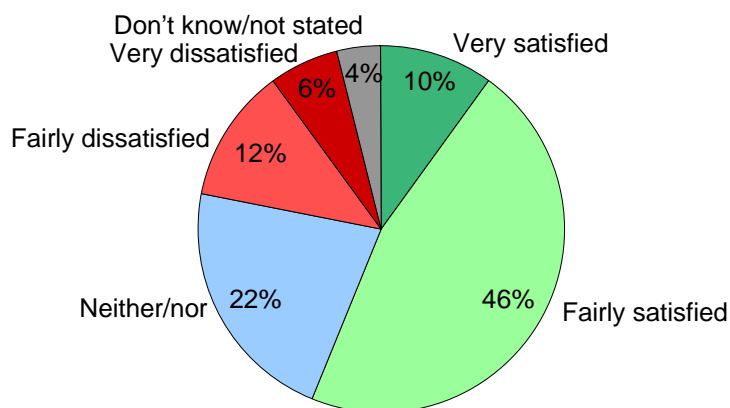
- Over half of respondents are satisfied with the way the Council is running the Borough – though one in five say they are not.
- Respondents in Clapham are more likely to be dissatisfied than those living in other Lambeth areas.
- Dissatisfaction appears to be linked with problems relating to accessing Lambeth Council services, with those in Clapham & Stockwell saying they find it less easy than those in other Lambeth areas.
- The predominant reasons respondents find accessing services difficult are issues of communication rather than difficulties with infrastructure.
- However, satisfaction with libraries and leisure facilities is quite high – over half say they are satisfied with public libraries and leisure centres in Lambeth.
- A similar pattern can be seen regarding Clapham facilities though – less people are satisfied with Clapham Library and Clapham Leisure Centre in particular than Lambeth facilities as a whole.
- Having said this, when looking at the views of users only, more are satisfied with both Clapham Library and Leisure Centre than other facilities.

Satisfaction with the Council

Respondents were asked how satisfied or dissatisfied they are with the way Lambeth Council is running the borough. Almost three in five respondents are satisfied (56%) against one in five who are not (18%).

Satisfaction with Lambeth Council

Q6 And overall, how satisfied or dissatisfied are you with the way Lambeth Council is running the borough?



Base: All respondents (808), interviewed face to face, 18th February and 6th March 2005

Source: MORI

Respondents who live in Clapham & Stockwell are more likely (20% dissatisfied) to be dissatisfied with the council than those who live in Brixton and other Lambeth areas (14% and 16% respectively).

Young people are more likely to be positive about the council, whereas older people are more dissatisfied with it. Further details of the different sub-groups are shown in the table over the page.

Respondents' satisfaction with Lambeth Council – Sub-groups			
	Satisfied	Dissatisfied	Net satisfaction
<i>Base: All respondents (808)</i>	<i>%</i>	<i>%</i>	<i>±%</i>
Total	56	18	+37
Gender			
Male	56	18	+38
Female	55	19	+36
Age			
16-24	63	10	+53
25-34	60	14	+45
35-44	55	20	+35
45-59	38	30	+8
60+*	58	28	+31
Social class			
ABC1	56	18	+38
C2DE	56	19	+37
Ethnicity			
White	56	18	+38
BME	57	18	+39
Black / Black British	56	17	+39
Other BME*	59	21	+38
Work status			
Working full / part time	57	16	+41
Not working	55	19	+36
Retired*	52	30	+22
Disability in household			
Yes*	48	29	+19
No	56	18	+39
Area live			
Brixton	56	14	+41
Clapham & Stockwell	57	20	+37
Other Lambeth*	49	16	+32

Source: MORI

*Note – small base

Libraries

Overall, around half the respondents are satisfied with public libraries in Lambeth (53%), and with Clapham library (46%).

Satisfaction with libraries

Q7 Overall, how satisfied or dissatisfied are you with...?

■ % Very satisfied
 ■ % Fairly satisfied
 ■ % Neither /nor
 ■ % Fairly dissatisfied
 ■ % Very dissatisfied
 ■ % Don't know



Base: All respondents (808), interviewed face to face, 18th February and 6th March 2005

Source: MORI

However, many respondents answered “don’t know” for this question – 26% for public libraries and 35% for Clapham Library, possibly reflecting their lack of familiarity with the service. It is thus more meaningful to look at satisfaction amongst library users.

Satisfaction with public libraries in Lambeth and with Clapham Library, unsurprisingly, is associated with the use of them. Three quarters of Clapham Library users (77%) say they are satisfied with it, compared with seven in ten users of Lambeth libraries *excluding* Clapham (68%) who say they are satisfied with public libraries in Lambeth. Satisfaction is even higher amongst regular users of Lambeth libraries – 85% of those who use them at least monthly are satisfied with Clapham Library.

Looking at users of Clapham Library only, there are very few differences between sub-groups. Compared to the average of 77% satisfied with Clapham Library, slightly more are satisfied with it who are also: satisfied with Lambeth Council (81%), and who don’t use Lambeth leisure centres (84%).

Leisure services

A similar trend emerges with leisure centres. Overall, around half the respondents are satisfied with public leisure centres in Lambeth (52%), and with Clapham Leisure Centre (48%). Again the main variation is in the “don’t know” responses, reflecting the lack of familiarity of some respondents with the service.

Satisfaction with Leisure Centres

Q19 Overall, how satisfied or dissatisfied are you with...?

■ % Very satisfied
 ■ % Fairly satisfied
 ■ % Neither /nor
 ■ % Fairly dissatisfied
 ■ % Very dissatisfied
 ■ % Don't know



Base: All respondents (808), interviewed face to face, 18th February and 6th March 2005

Source: MORI

Amongst users though, three-quarters (73%) of those who use Clapham Leisure Centre say they are satisfied with public leisure centres in Lambeth, and slightly more (77%) are satisfied with Clapham Leisure Centre itself.

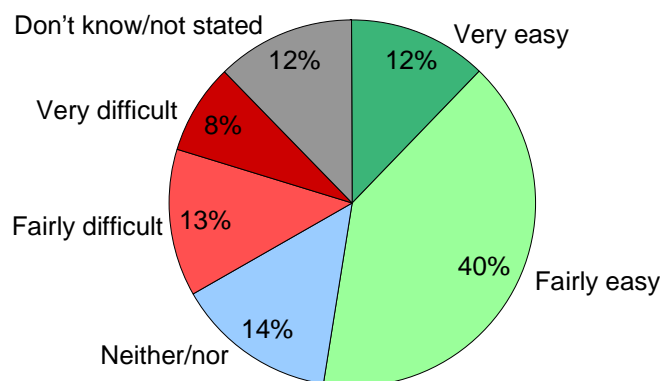
Proportionally more Brixton residents, who use Clapham Leisure Centre, are satisfied with Lambeth leisure centres (87%) and Clapham Leisure Centre (85%).

Access

Half the Lambeth residents surveyed say they find it easy to access Lambeth Council services (52%) whereas one in five finds it difficult (21%).

Accessing Council Services

Q32 Overall, how easy or difficult do you think it is to access Lambeth Council services?



Base: All who live in Lambeth (714)

Source: MORI

Respondents living in Clapham & Stockwell find it less easy (and more difficult – net easy of +27%) to access Lambeth Council Services, than residents of other areas of Lambeth (Brixton +39%; Other Lambeth¹ +51%).

Further details of the different sub-groups are shown in the table below. The groups least happy with access are those over 45 (45-59 net +16%; 60+ net +13%), retired respondents (net +8%), and those with a disability/disability in household (net +11%).

<i>Ease of access to Lambeth Council services – Sub-groups</i>			
	Easy	Difficult	Net easy
<i>Base: All who live in Lambeth (714)</i>	%	%	<u>±%</u>
Total	52	21	+31
Gender			
Male	53	19	+35
Female	51	24	+28
Age			
16-24	50	16	+34
25-34	56	18	+38
35-44	57	23	+34
45-59	44	28	+16
60+*	46	33	+13

¹ Small base

Social class			
ABC1	54	21	+33
C2DE	49	22	+27
Ethnicity			
White	52	22	+30
BME	52	19	+33
Black / Black British	49	22	+27
Other BME*	60	12	+48
Work status			
Working full / part time	54	20	+33
Not working	52	19	+33
Retired*	42	35	+8
Disability in household			
Yes*	43	32	+11
No	53	21	+32
Area live			
Brixton	59	19	+39
Clapham & Stockwell	50	23	+27
Other Lambeth*	60	9	+51

Source: MORI

*Note – small base

The predominant reasons residents find accessing services difficult are issues of communication, rather than difficulties with infrastructure. Two thirds of those who find access difficult struggle to get through to Lambeth services on the phone, and a quarter do not know who to contact for help. There are also concerns about problematic staff.

Q33 Why do you say that accessing Lambeth Council services is difficult?

Base: All Lambeth residents who find it difficult to access Council services (153)	%
Difficult to get through on the phone	66
Do not know who to contact for help	25
Do not know enough about the services	17
Staff not helpful/knowledgeable**	14
Opening hours are inconvenient	8
Council website is difficult to navigate	6
Physical access is a problem	4
Parking problems**	3
Difficult to speak to right person/passed around**	3
Listen/take note but don't act**	3
English is not my first language	1
Staff's command of English not good**	1
Take too long to reply to letters/return calls**	1

** Codes suggested by respondents

Source: MORI

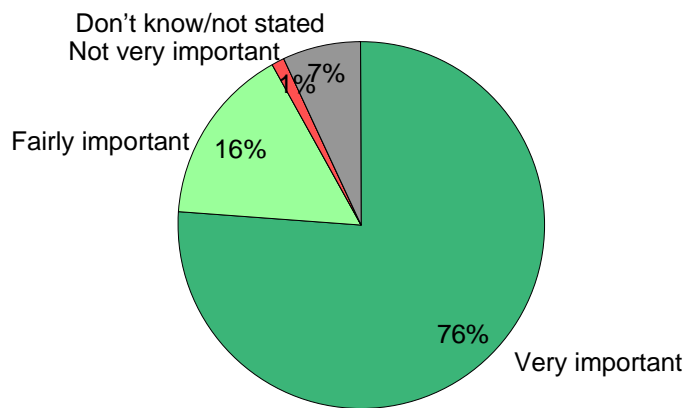
Libraries

Attitudes and use

Most respondents, regardless of whether they use the library service or not, think it is important to have library services in Clapham (92%).

Importance of Clapham Library

Q8 Now thinking about Clapham Library in particular, how important do you think it is that library services should be provided in the Clapham area?



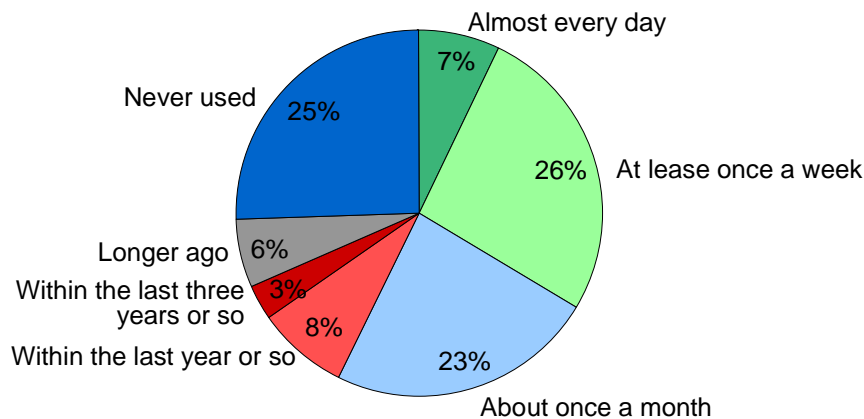
Base: All respondents (808), interviewed face to face, 18th February and 6th March 2005

Source: MORI

This view is held even more strongly by those not working (96%), by residents of Clapham and Stockwell (94%) and those who use Clapham Library (100%).

Use of Library Services

Q9 How often do you use the library services in Lambeth?



Base: All respondents (808), interviewed face to face, 18th February and 6th March 2005

Source: MORI

Over half of the achieved sample of respondents are regular users of Library services in Lambeth (see chart on the previous page), visiting at least as often as once a month (56%).

The profiles of regular users of Lambeth library services, the 56% of respondents who visit at least once a month; and of those who use Clapham Library only (at least within the last three years) – 34% of respondents, are shown in the table below. Figures in bold are considered significantly different to the averages.

Profile of library users		
	Regular Lambeth users	Clapham Library only users
<i>Bases: Regular Lambeth users (455)</i>	<i>(56%)</i>	<i>(34%)</i>
<i>Clapham Library only users (273)</i>	<i>%</i>	<i>%</i>
Female	61	37
Aged 35-44	58	41
Aged 45-59	67	37
Aged 60+	75	49
Not working	67	35
Retired	79	52
Children 0-8	66	39
Clapham & Stockwell residents	62	45
Those who find accessing Lambeth Council services easy	63	33*
Those who don't use leisure centres	61	44
Those who are satisfied with Clapham Library	85	61
<i>* This figure is less than the average</i>		
<i>Figures in bold are significantly different to the average</i>		
		<i>Source: MORI</i>

The profiles are similar for all but one of the measures: more Clapham Library users find accessing Lambeth council services difficult (39%) and less find it easy (33%) than the average (34%), although with the bases involved these differences are not considered significant.

A theme also emerges here which is repeated later in the report – that library and leisure centre users are fairly distinct groups.

Non-users of Lambeth libraries, who make up 33% of respondents, are more predominantly male (37%); younger (36% and 41% of 16-24 and 25-34 respondents respectively); working full or part time (39%); have no children under 18 (36%); and live in Brixton (39%)

Non-users

Non-users are defined as those respondents who have not used Clapham Library in the last three years. 383 respondents fit this description. They were asked a different set of questions on libraries to users. The first measured perceptions of the services offered by Clapham Library.

Q11 Which services do you think are offered by Clapham public library?	
<i>Base: All who have not used Clapham library in the last three years (383)</i>	<i>%</i>
Lending books for adults	38
Internet/Computer access	35
Lending books for children	24
Lending videos/DVDs	22
Lending sound recordings/CDs	19
Activities for children	12
Reading newspapers or magazines	12
Activities for adults	10
Reference/Local history	10
Information on community activities/events	9
Children's story time/activities	8
Information on other council services	8
Photocopying service	8
Books in community languages	6
Lending large print books	4
Lending talking books	4
Reading groups/visits by authors	4
Remote services (reserving, renewing books, e-books, reference services)	2
Other	3
Don't know	36

Source: MORI

There were some sizable differences across sub-groups on the response “don't know”. 36% overall said this, but more female respondents (42%); those aged 45-59 (46%), C2DE respondents (45%); those not working (48%); those living in Brixton (54%); Black/Black British respondents (50%); and those who use other Lambeth libraries besides Clapham (50%), said they did not know. These groups would appear to represent a core of hard-to-reach respondents for the Library.

Respondents' main reasons for not using Clapham Library's services are that they do not use libraries. However, 38% identify access problems, including inconvenient location, difficulties in travelling/parking, and a limited choice of books etc.

Q12 Why do you not currently use any of the services provided by Clapham Library?		
Q13 And which of these is the main (or only) reason?		
<i>Base: All who have not used Clapham library in the last three years (383)</i>	<i>Q12 %</i>	<i>Q13 %</i>
Do not use any libraries:	49	42
No time/too busy	21	17
Not interested in using libraries	17	12
Have Internet access through home/work	10	6
Prefer to buy books/sound recordings/ videos/DVDs	7	3
Only recently moved into the area	5	4
Children grown up/not used since used to take children	1	0
Access problems:	38	28
Not very close to my home	28	22
Use other libraries (college/out borough)	9	6
Better choice of books/sound recordings/videos/DVDs elsewhere	7	2
Not very close to my place of work	6	1
Don't feel safe travelling to library in evenings/at night	4	*
Bigger library elsewhere	4	1
Difficulty in parking at/near library	3	1
Difficulty in travelling to library	3	1
Better for research/specialist information elsewhere	3	2
Don't know where it is**	3	2
Better environment/atmosphere elsewhere	3	1
Inconvenient opening hours	2	*
Longer opening hours elsewhere	2	1
Other reasons	7	6
Have enough books/of own**	1	1
Read/prefer to read newspapers**	1	0
Other	5	5
Dissatisfied with facilities at Clapham Library:	5	1
Don't like the atmosphere/environment	3	1
Too few computers/difficult to get onto a computer	2	0
Slow Internet connection	1	0
Don't know / not stated	8	11

** Codes suggested by respondents

Bold codes are sub-headings

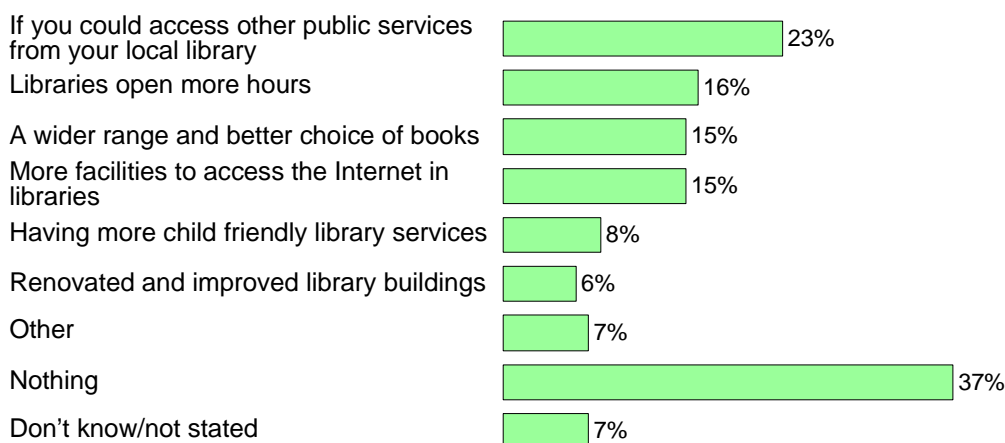
Source: MORI

The profile of the respondents fitting the “do not use any libraries” codes is quite similar to the overall non-user profile referred to earlier in this chapter, and on whom this section focuses; with one major difference: a greater proportion than the average of non-users who also say they do not use any libraries live in Clapham & Stockwell (58% versus 49% overall, 38% for Brixton and 37% for Other Lambeth).²

37% of non-users say nothing could be done to encourage them to use Clapham Library. For the rest, the council has a chance to attract them, and top of that list is something along the lines of the council’s idea to provide additional services at the same facility (23% chose “if you could access other public services from your local library” - see below).

Use Clapham Library

Q14 Which, if any, of the following would encourage you to use Clapham library?



Base: All who have not used Clapham library in the last three years (383)

Source: MORI

Being able to access other public services in the library is more popular with Brixton residents (44%), Black/Black British respondents (35%), those with young children (32%), and those who find accessing Lambeth Council services difficult (33%). This is an interesting finding given that Brixton residents find accessing Lambeth Council services easier than other Lambeth residents.

Respondents who say nothing could be done to secure their custom follow a fairly typical profile, in line with respondents who do not use libraries (see q12). However, more users of Clapham leisure centre say nothing could be done to attract them to the Library (42%). This could suggest that plans to locate both near each other may not achieve the desired synergies between users of the two services.

² Brixton and Other Lambeth non-users both have small bases

Users

Users are defined as those respondents who have used Clapham Library in the last three years. 425 respondents fit this description. They were asked a different set of questions on libraries to non-users, although similarities were maintained where possible so that comparisons can be drawn.

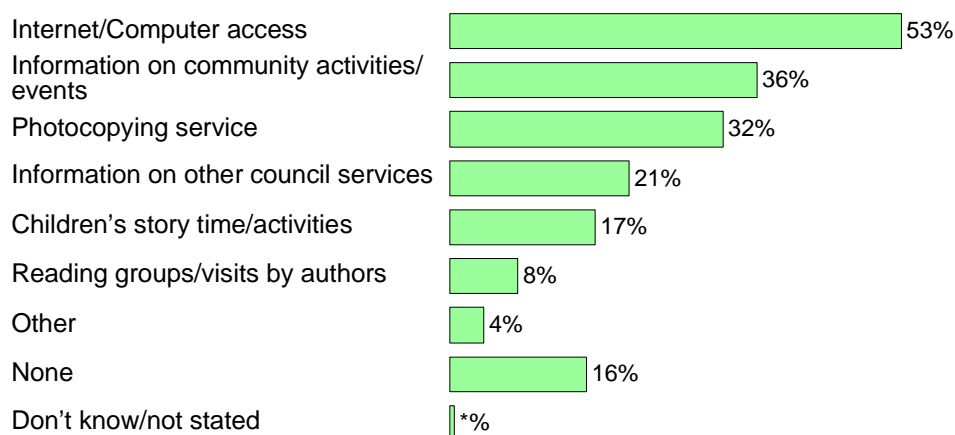
Q15 Thinking about Clapham Library, apart from lending books, CDs and DVDs, which services do you think are provided at this library?	
<i>Base: All who have used Clapham library in the last three years (425)</i>	<i>%</i>
Internet/Computer access	69
Activities for children	24
Reading newspapers or magazines	21
Information on community activities/events	20
Children's story time/activities	16
Reference/Local history	16
Information on other council services	13
Lending books for adults	13
Photocopying service	13
Activities for adults	12
Lending videos/DVDs	11
Lending books for children	10
Lending sound recordings/CDs	7
Reading groups/visits by authors	6
Books in community languages	4
Lending large print books	4
Lending talking books	4
Remote services (reserving, renewing books, e-books, reference services)	4
Other*	12
Don't know / not stated	8
<i>* See computer tables for further breakdown</i>	<i>Source: MORI</i>

Seven in ten users of Clapham Library say it provides internet access (69%), and half of them (53%) use it (see table above and chart below).

Non-users had similar perceptions to users – Internet/computer access was their second to top perceived service (35%), after “lending books for adults” (38%), which has been omitted here. Activities for children also featured prominently in non-users choices.

Use of Library Services

Q16 And which of these library services, if any, do you use?



Base: All who have used Clapham library in the last three years (425)

Source: MORI

Younger respondents are more prevalent users, on average, of Internet and computer services (69% of 16-24 year olds and 59% of 25-34), as are male respondents (61%), black and minority ethnic respondents (63%), those with older or no children (54% 9-17³ and 55% none under 18), and those who find access to Lambeth Council services easy (55%).

The table over the page shows ways Clapham Library users think the library could be improved. The suggestions focused on improving the facilities at the library, especially the selection of books and provision of computer and internet facilities.

³ small base

Q17 How, if at all, do you think the library service at Clapham Library could be improved?

<i>Base: All who have used Clapham library in the last three years (425)</i>	<i>%</i>
Improved facilities at Clapham Library:	64
Better selection of books for adults	34
More computer/Internet facilities	17
Improve buildings/make buildings more up to date	15
Better selection of books for children	10
More information about community events/activities	9
Better selection of sound recordings/CDs	8
Improve/introduce toilet facilities	7
Better selection of videos/DVDs	6
More seating areas/cushions	6
Free ordering system/able to borrow books from other libraries	5
More activities for adults (talks, lectures etc)	5
More photocopiers	5
More staff available to help library users	5
More child-friendly	4
Staff who are more helpful and friendly	4
More talking books	2
Improved access / opening hours:	21
Longer opening hours	16
More user friendly for the disabled/ elderly	5
More space/bigger*	2
Other reasons:	26
Happy with current library service – could not be improved	8
Have a OneStopShop offering wider range of services	4
Less noise	4
More publicity/advertising their services	3
Children running around	2
Other**	13

* Codes suggested by respondents

Source: MORI

** See computer tables for further breakdown

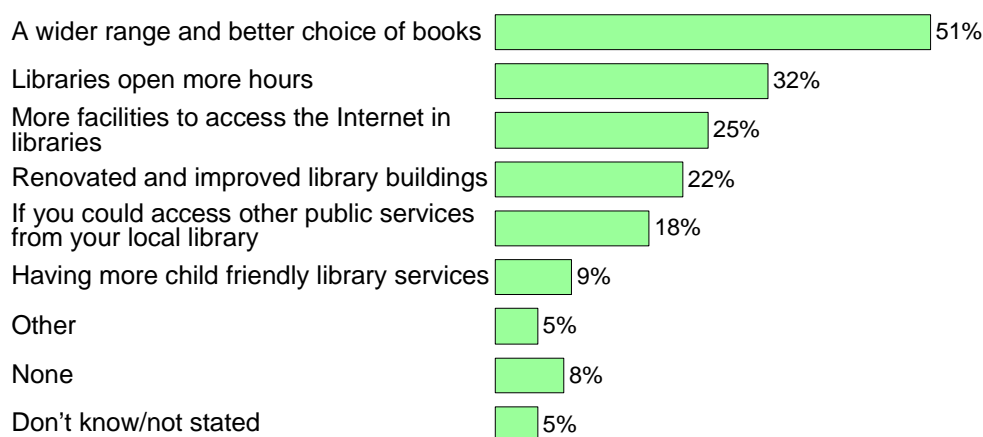
There were few prevalent differences between sub-groups on this question. One striking difference, albeit off a small base, was that 77% of users dissatisfied with Clapham Library would like a better selection of books for adults, double the average proportion of 34%.

Top of the list for encouraging users to use the library more often (see below), is a wider range and better choice of books (51%). In this case “if you could access other public services from your local library” was only fifth most popular, and at 18% was less attractive for users than non-users of Clapham Library (23% of non-users selected it).

Users appear more interested in more traditional library offerings. Even though users of Clapham Library find accessing Lambeth Council Services more difficult than the average (86% of Lambeth library users who use Clapham Library find access difficult, compared to an average of 78% of Lambeth library users who use Clapham Library), access to other public services from the local library is not a high priority.

Use Library more often

Q18 Which, if any, of the following would encourage you to use Clapham Library more often?



Base: All who have used Clapham library in the last three years (425)

Source: MORI

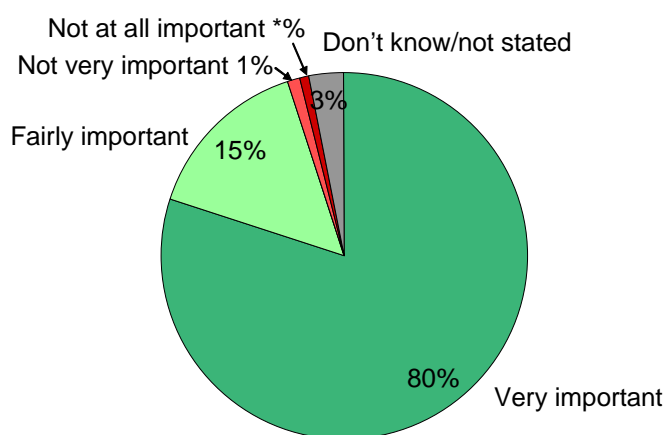
Leisure Centres

Attitudes and use

Most respondents, regardless of whether they use leisure services in Lambeth or not, think it is important that public sports and leisure facilities are provided in the Clapham area (95%).

Importance of Clapham leisure centres

Q20 Overall, how important do you think it is that public sports and leisure facilities should be provided in the Clapham area?



Base: All respondents (808), interviewed face to face, 18th February and 6th March 2005

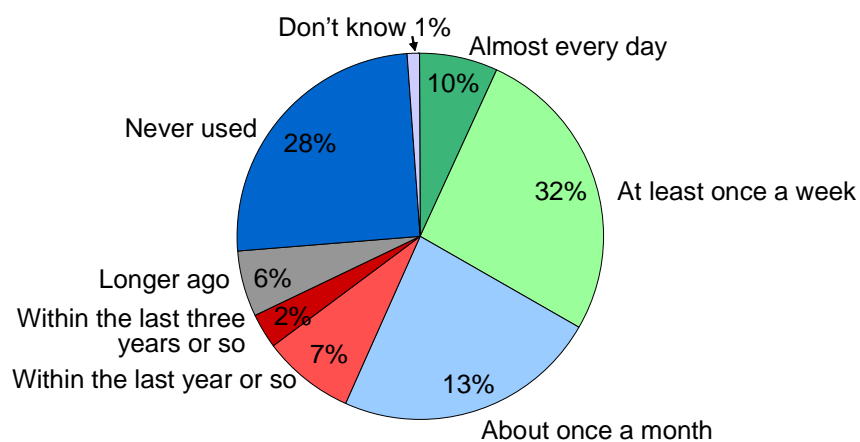
Source: MORI

This view is held more strongly by respondents aged 35-44 (99%), those living in Clapham & Stockwell (97%), those without any children under 18 (97%), those dissatisfied with Lambeth Council (99%) and those who use Clapham Leisure Centre or Lambeth private leisure centres (both 99%).

Over half the respondents are regular (at least monthly) users of Lambeth leisure centres (54%). The pie chart over the page gives the usage profile of those interviewed.

Use of Leisure Centres

Q21 How often do you visit a leisure centre in Lambeth?



Base: All respondents (808), interviewed face to face, 18th February and 6th March 2005

Source: MORI

Regular (use at least monthly) users of Lambeth leisure centres are more predominantly:

- Aged 16 to 44 (16-24: 63%; 25-34: 57%; 35-44: 63%)
- Live in Brixton (72%)
- Have children in their households (children aged 0-8: 66%; children aged 9-17: 63%)
- Find accessing Lambeth Council services easy (66%)

Non-users of Lambeth leisure centres, who make up 34% of respondents, are more likely to be:

- Over 60 and/or retired (both 49%)
- Living in Clapham & Stockwell (33%) as opposed to Brixton (17%) or other Lambeth areas (28%)
- With no children under 18 (40%)
- Satisfied with the way Lambeth council is running the Borough (35% compared to 26% of those dissatisfied)

Users (and non-users) of Clapham Leisure Centre follow the same patterns.

Non-users

Non-users are defined as those respondents who have not used Clapham Leisure Centre in the last three years. 377 respondents fit this description. They were asked a different set of questions on leisure centres to users. The first measured perceptions of the services offered by Clapham Leisure Centre.

Q23 Which services do you think are provided at Clapham Leisure Centre?

Base: All who have not used Clapham leisure centre in the last three years (377) %

Swimming (general and family)	36
Harpers Fitness suite	23
Aerobics and dance studio	15
Swimming lessons	12
Badminton	10
Activities for children (Basketball, gymnastics, trampolining, Adventure World, Football)	10
Martial Arts	7
Table tennis	5
AquaFit	4
Women only sessions	4
Sub-aqua club	3
Parties	3
Meeting and social rooms for hire	3
Bowls	2
School holiday club (Camp Energy)	2
Photography	2
Other*	10
None	3
Don't know	45

* See computer tables for further breakdown

Source: MORI

As with library awareness, there were differences in sub-groups on the “don't know” responses. Compared to the 45% who said this on average, more 16-24 year olds (58%), C2DE class respondents (60%), those not working (58%), Brixton residents (61%), and Black/Black British (57%), said they do not know about leisure centre services provided at Clapham.

The main reasons for not using Clapham Leisure Centre were to do with not using leisure centres (no time/too busy 21%; not interested in using leisure centres (18%), and problems with access (30%), such as distance from home/work and parking problems.

Q24 Why do you not currently use any of the services provided by Clapham Leisure Centre?

Q25 And which of these is the main (or only) reason?

<i>Base: All who have not used Clapham leisure centre in the last three years (377)</i>	<i>Q24</i> %	<i>Q25</i> %
Problems with access:	30	23
Not very close to my home	18	14
Difficulty in parking at/near leisure centre	5	2
Too old	5	3
Difficulty in travelling to leisure centre	4	2
Not very close to my place of work	4	1
Don't feel safe travelling to leisure centre in evenings/at night	2	1
Inconvenient opening hours	2	1
Illness/disability	2	1
Poor facilities:	12	4
Facilities need updating / modernising	6	2
Don't like the atmosphere/environment	3	1
Poor maintenance / cleaning	3	1
Poor changing facilities	2	0
Other (poor facilities)*	3	*
Better facilities at other leisure centres:	11	5
Better environment/atmosphere elsewhere	5	3
Larger swimming pool / less crowded elsewhere	3	1
Quality of services generally higher elsewhere	2	1
Other (better facilities elsewhere)*	5	1
Other reasons:	54	47
No time/too busy	21	15
Not interested in using leisure centres	18	15
Expensive prices	5	3
Only recently moved into the area	5	4
Didn't know it existed where it was**	2	0
Go to/am a member elsewhere**	2	1
Other*	12	9

* See computer tables for further breakdown

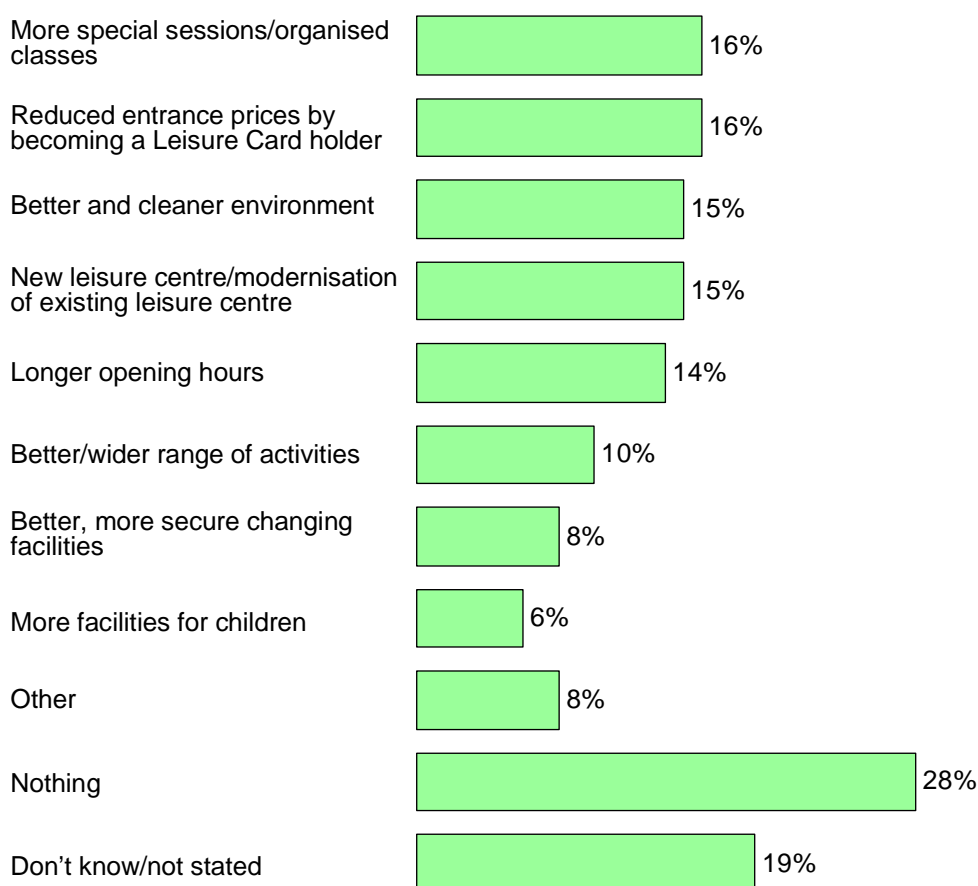
** Codes suggested by respondents

Source: MORI

Over a quarter (28%) of non-users said that nothing could make them use Clapham Leisure Centre. Other non-users, however, showed support for the suggestions on offer, as shown below.

Use Clapham Leisure Centre

Q26 Which if any of the following would encourage you to use Clapham Leisure Centre?



Base: All who have not used Clapham leisure centre in the last three years (377) Source: MORI

The “no way” respondents were more likely to be over 60 (60%) and retired (59%). They are also more predominantly those who don't use leisure centres (public or private) at all (32%).

There were some differences in perceptions of the benefit of more special lessons/organised classes: with the young (24% of non-users 16-24), female non-users (21%), not working (24%), Black/Black British (27%) and Brixton residents (45%), being most in favour. However, caution should be applied when interpreting this finding as many of these differences were off a small base.

Users

Users are defined as those respondents who have used Clapham Leisure Centre in the last three years. 431 respondents fit this description. They were asked a different set of questions on leisure centres to non-users.

Q27 Which services do you think are provided at Clapham Leisure Centre?

Q28 And which of these services, if any, do you use?

<i>Base All who have used Clapham leisure centre in the last three years (431)</i>	<i>Q27 %</i>	<i>Q28 %</i>
Swimming (general and family)	83	67
Fitness suite	73	42
Aerobics and dance studio	40	12
Swimming lessons	37	11
Activities for children (Basketball, gymnastics, trampolining, Adventure World, Football)	29	7
Martial Arts	20	5
Badminton	17	4
AquaFit	14	4
Sub-aqua club	11	1
Table tennis	10	5
Meeting and social rooms for hire	10	1
Women only sessions	7	2
School holiday club (Camp Energy)	7	2
Parties	7	2
Canoe club	5	0
Yoga**	4	1
Bowls**	3	1
Bowls**	3	1
Pottery**	3	0
Other*	15	10
Don't know / not stated	1	3

* See computer tables for further breakdown

Source: MORI

** Codes suggested by respondents

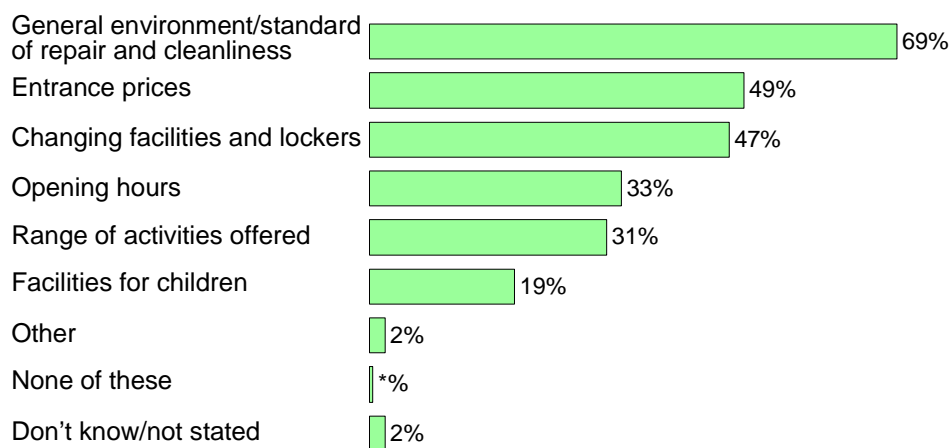
Users' top four perceptions of Clapham Leisure Centre services were in identical order to non-users'.

Swimming is proportionally used more amongst white respondents (75% compared to the average of 67%) and those without children under 18 (72%). The fitness suite is more popular amongst black and minority ethnic respondents (53% compared to 42%), C2DE respondents (50%) and those without children (46%).

The standard of the facilities comes up strongly in what users' see as important for leisure services, in terms of general standard and cleanliness, and in terms of changing facilities and lockers. Cost is also an important factor.

Important for Leisure Services

Q26 Which two or three of these are most important to you in leisure services?



Base: All who have used Clapham leisure centre in the last three years (431)

Source: MORI

Entrance prices are more important to younger respondents (63% 16-24 and 57% 25-34), but not, interestingly, to C2DE respondents (49%). General environment is more important to respondents aged 25-34 (77%) and ABC1 users (73%).

73% of users thought that Clapham Leisure Centre could be improved by in some way modernising/upgrading the facilities, with better maintenance/cleaning and better changing facilities topping the list of ways to improve the centre, followed by reduced prices.

Q30 How, if at all, do you think the Clapham Leisure Centre could be improved?

<i>Base: All who have used Clapham leisure centre in the last three years (431)</i>	<i>%</i>
Modernise / upgrade facilities:	73
Better maintenance / cleaning	37
Better changing facilities	32
Better environment / atmosphere	15
Improvement in the quality of the fitness suite equipment	14
More lockers/places to keep valuables	12
New pool / modernisation of existing pool	12
Larger pool / less crowding	8
More/better family changing facilities	7
Warmer water in swimming pool	4
Modernise/refurbish**	3
Showers/toilets etc need replacing/refurbishing**	2
Temperature control**	2
Change to prices/ opening hours:	29
Reduced prices	21
Longer opening hours	17
Wider range of activities:	19
Better/wider range of activities	8
More facilities for children	7
More special sessions / organised classes	6
Sauna**	2
Creche/childcare facilities**	1
Café/coffee bar**	1
Improved staff service:	8
Friendlier more helpful staff*	4
More staff/in gym**	4
Other reasons*	13

* See computer tables for further breakdown

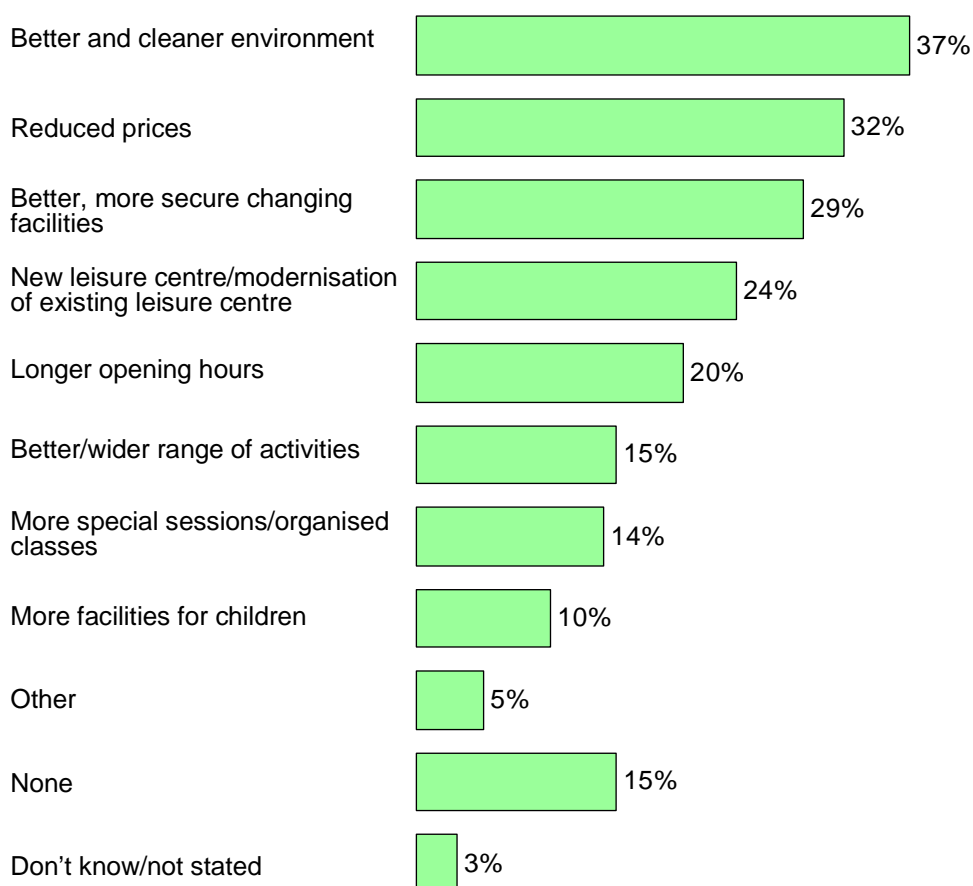
Source: MORI

** Codes suggested by respondents

Reflecting the findings about improving the Centre, a better and cleaner environment and reduced prices were the main factors that Clapham Leisure Centre users said would encourage them to use the Centre more often.

Use Clapham Leisure Centre more often

Q31 Which, if any, of the following would encourage you to use Clapham Leisure Centre more often?



Base: All who have used Clapham leisure centre in the last three years (431)

Source: MORI

Users of Clapham Library, who also use Clapham Leisure Centre, were more likely than average to say that they would use the Leisure Centre more often if it had a better and cleaner environment (42%); reduced prices (39%); better, more secure changing facilities (34%); new leisure centre/modernisation of existing leisure centre (28%); better/wider range of activities (19%); more special lessons/classes (19%); and more facilities for children (14%).

Reactions to Proposal

Joint Service Centres

Respondents were given the following information about possible developments to council services in the Clapham area:

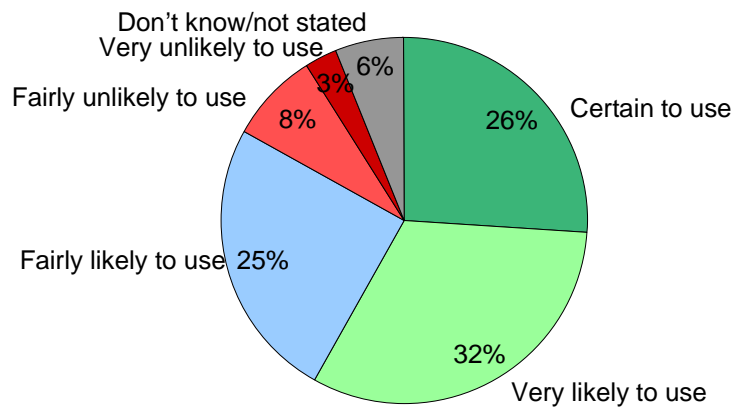
“Lambeth Council are looking at ways to make it easier for residents to access local services. Joint service centres that are located in town centres will bring council and non-council services closer to residents in one-stop-shops.

“When the Joint Service Centres are up and running, a range of council services will be on offer, plus health care and other community services, and residents will be able to access any of these in a single visit.”

On the basis of the information given, over four in five respondents say they are likely to use the new Joint Centres – 83%, with a quarter (26%) saying they are certain to use them.

Using the Joint Service Centre

Q34 *How likely is it that you would use a new local Centre that brings together services from many organisations all under one roof?*



Base: All who live in Lambeth (714)

Source: MORI

Black/Black British respondents say they are more likely than average to use Joint Centres (90%), as are those who say they find accessing Lambeth council services difficult (91%).

When asked what assistance or services should be provided in the Joint Service Centre, the main answers related to staff support and assistance with ‘formal’ information and problem solving.

Q35 If there was a Joint Service Centre in Clapham, what practical assistance or face-to-face services do you think should be provided in it?

<i>Base: All who live in Lambeth (714)</i>	<i>%</i>
Opportunity to discuss issues/problems with trained staff	28
Assistance in completing claims or official forms	22
Obtaining help on a range of matters at one time	20
Staff available to explain procedures / 'formal' information	20
Cashier to make payments (e.g. council tax)	18
Leaflets/information on different services	16
Drop off point for post or documents for the council	11
Providing the right environment, physical access	11
Council staff who speak languages other than English	9
Copying documents	8
Parking**	2
Creche/childcare**	2
Medical/healthcare**	2
Sports and leisure**	2
Other*	21

** See computer tables for further breakdown* *Source: MORI*

*** Codes suggested by respondents*

Redeveloping Mary Seacole

Respondents were also provided with information about the possible redevelopment of Mary Seacole House, namely:

“Lambeth Council will be selling Mary Seacole House, a run-down council building on Clapham High Street. The Council are thinking of redeveloping the area to provide new leisure and library facilities and a Joint Service Centre.”

Respondents were asked, in open-ended format, for positive and negative reactions to this proposal. Positive reactions focused on improvement to access to services (a recurrent concern through the questionnaire) and improvement to facilities, whilst almost a quarter simply said it was “a good idea/great/brilliant”.

Q36 What, if anything, do you think is positive about this proposal?

<i>Base: All respondents (808)</i>	<i>%</i>
Access to services	29
Convenient/central location	14
Better/easier to access facilities/good transport links	13
High visibility of site on the high road	5
Access to information about services	2
Easier for disabled/elderly/more services for pensioners	1
Facilities would be affordable/cheap	1
Improvement to facilities	25
Everything under one roof/a multi purpose facility	9
More service/facilities/more choice	6
Expanded library facilities	4
Improvement in quality of services & facilities	4
Everything will be new/modern	4
More leisure facilities	3
Beneficial to community	13
Good for the community/very useful for residents	4
Better for young people/families	3
Services would be available to more people	3
Job/Education opportunities	1
It's a good way for people to meet and communicate with each other	1
Beneficial to area	14
Regeneration always good	4
Redeveloping the building/site	4
Will raise the profile of the area/make it a more desirable place to live	3
Getting rid of derelict building/would be of an eyesore	3
Its an extra provision of facilities which are much needed in the area	2
Safer location/less crime	1
Council/Efficiency benefits	2
Saves time/money/manpower	1
Sale of the site would generate money for the council	*
The services will remain in council hands/will not be handed over to outsiders	*
Other reasons	27
Good idea/great/billiant	23
Other	5

Source: MORI

Negative reactions focussed on concerns about losing current facilities – either altogether or some loss of quality. There was also a concern with why the council

was doing this, what they could stand to gain, and whether it was the correct priority for the area.

Q37	What, if anything, concerns you about this proposal	
	<i>Base: All respondents (808)</i>	<i>%</i>
	Inferior to current facilities	16
	Loss of well used facilities	4
	Losing this centre and what will happen to it	4
	Loss to the library/the standard of its replacement	3
	Loss of swimming pool	2
	Services might be too upmarket/not aimed at the majority of users	2
	Already have good services/don't need a new centre	2
	Loss of other council buildings	1
	Closure of local facilities will make access difficult for those living at a distance	1
	The loss of the name Mary Seacole/should be kept as a historical connection	1
	Criticism of plan/council	12
	Council selling it off to property developers for profit eg private housing	5
	Housing is needed more than leisure facilities	2
	The council's inability to manage services efficiently may result in a fall in standards	2
	A waste of money/funds would be better spent on upgrading existing facilities	2
	Privatisation/private companies taking over	1
	Its unrealistic/doubt that it will ever happen	1
	Access and disruption	9
	Lack of space/will get too busy/overcrowded	3
	Disruption/congestion whilst work in progress	2
	Possible parking problems	2
	Lack of facilities for elderly/disabled/young people	1
	Take too long to build/develop	1
	There are not enough trained skilled staff available	1
	Waiting times to use facilities	1
	Cost and funding	7
	Cost of new facilities/source of funding	3
	Prices in general will increase to meet costs	2
	Rises in Council Tax	1
	Under-investment/needs full funding to ensure services are provided	1
	Information	3
	Lack of consultation with local people/should take their opinion into account	1
	Very confusing/poor idea	1
	Need to know more about proposal	1
	Other reason*	6
	<i>* See computer tables for further codes</i>	

Source: MORI

Appendices

Guide to Statistical Reliability

It should be remembered that a sample of users and potential users has been taken for this survey. This survey is not a representative sample of the populations of Lambeth or of Clapham.

The table below illustrates the predicted ranges for different sample sizes and percentage results are at the “95% confidence level”. These figures are based on random pre-selected methodology, not used in this survey as mentioned above, and thus are given as an indicative guide to sampling tolerances.

Sample size	Approximate sampling tolerances applicable to percentages at or near these levels		
	10% or 90%	30% or 70%	50%
	±	±	±
200 (e.g. users of either service)	4	6	7
400 (e.g. potential users)	3	5	5
808 (e.g. total sample)	2	3	3

For example, with a total sample size of 808 completed interviews, where 50% give a particular answer, the chances are 19 in 20 that the “true” value will fall within the range of ± 3 percentage points from the sample result.

Comparing sub-groups

When the results are compared between separate sub-groups within a sample, different results may be obtained. The difference may be “real”, or it may occur by chance (because not everyone in the population has been interviewed). To test if the difference is a real one – i.e. if it is “statistically significant” – it is again necessary to know the total population, the size of the samples, the percentage giving a certain answer, and the degree of confidence chosen. Assuming “95% confidence interval”, the differences between two sub-group sample results must be greater than the values given in the table below.

Sample sizes	Differences required for significance at or near these percentage levels		
	10% or 90% ±	30% or 70% ±	50% ±
386 and 421 (e.g. men vs. women)	4	6	7
533 and 267 (e.g. white vs. BME)	4	7	7
155 and 188 (e.g. 16-24 vs. 35-44)	6	10	11

* the survey is not based on random pre-selected methodology so the results will be indicative rather than statistically reliable.

Marked-up questionnaire

Use of Leisure and Library Services in Clapham Final Topline Results

- This document provides the interim topline findings for an in-street survey conducted among residents and employees in the London Borough of Lambeth
- These results are based on 808 interviews which were conducted face-to-face in-street or in Clapham library / leisure centre between 18th February and 6th March 2005
- Of these, 400 were conducted in-street, and 408 in the library / leisure centre.
- Where results do not sum to 100, this may be due to exclusion of no answers, multiple responses, computer rounding or the exclusion of don't knows/not stated
- Results are based on all respondents unless otherwise stated
- An asterisk (*) represents a value of less than one half or one percent, but not zero
- Where a base of under 50 people was achieved, counts are given instead of percentages

INTRODUCTION/CONFIDENTIALITY

Good morning/ afternoon/ evening. My name is ... from MORI, the research organisation, and we are carrying out a survey for the London Borough of Lambeth. The interview will take about 10 minutes.

I would like to assure you that all the information we collect will be kept in the strictest confidence, and used for research purposes only. It will not be possible to identify any particular individual or address in the results.

Q1. Can I just check, do you live in the London Borough of Lambeth?

	%
Yes	88
No	12
Not stated	*

Q2. Looking at this map, what part of Lambeth do you live in?

	%
Brixton	14
Clapham & Stockwell	74
North Lambeth	4
Norwood	2
Streatham	3
Other	2
Not stated	1

Base: All who live in Lambeth (714)

Q3. Do you work in Lambeth?

	%
Yes	34
No	64
Not stated	1

Q4. Looking at this map, what part of Lambeth do you work in?

	%
Brixton	17
Clapham & Stockwell	64
North Lambeth	5
Norwood	2
Streatham	4
Other area in Lambeth	7
Not stated	1

Base: All who work in Lambeth (276)

Q5. Looking at this map, how often do you come into the Clapham area?

	%
Almost every day	75
At least once a week	17
About once a month	4
About once every 3 to 6 months	2
Once every year or so	*
Once every three years or so	*
Less frequently	*
Never been to Clapham before	0
Don't know / not stated	8

Q6. And overall, how satisfied or dissatisfied are you with the way Lambeth Council is running the borough?

	%
Very satisfied	10
Fairly satisfied	46
Neither satisfied nor dissatisfied	22
Fairly dissatisfied	12
Very dissatisfied	6
No opinion / not stated	4

LIBRARIES

ALL RESPONDENTS

The next questions are about libraries in this area.

Q7. Overall, how satisfied or dissatisfied are you with...

	A Public Libraries in the Borough of Lambeth %	B Clapham Library %
Very satisfied	17	18
Fairly satisfied	36	28
Neither satisfied nor dissatisfied	13	12
Fairly dissatisfied	6	5
Very dissatisfied	1	1
Don't know	26	35

Q8. **Now thinking about Clapham Library in particular, how important do you think it is that library services should be provided in the Clapham area?**

	%
Very important	76
Fairly important	16
Not very important	1
Not at all important	0
Don't know / not stated	7

Q9. **How often do you use the library services in Lambeth?**

	%
Almost every day	7
At least once a week	26
About once a month	23
Within the last year or so	8
Within the last three years or so	3
Longer ago	6
Never used	25
Don't know / not stated	*

Q10. **SHOWCARD E (R) Which libraries do/have you use(d)? Just read out the letter or letters that apply. MULTICODE OK.**

	%
A Clapham Library, Clapham (Northside Clapham Common)	78
B Brixton Library, Brixton, (Brixton Oval)	34
C Streatham Library, Streatham (Streatham High Rd)	10
D South Lambeth Library, Stockwell, (South Lambeth Rd)	10
E Durning Library, Kennington (Kennington Lane)	4
F Minet Library, Loughborough (Loughborough Rd)	3
G Waterloo Library, Waterloo (Lower Marsh)	2
H Carnegie Library, Herne Hill (Herne Hill Rd)	1
I West Norwood Library, West Norwood (Norwood High Street)	4
J Upper Norwood Library, Crystal Palace (Westow Hill)	1
Other	2
None	1
Don't know / not stated	1

Base: All who have used library services in Lambeth in the last three years (546)

NON-USERS

Q11. Which services do you think are offered by Clapham public library? DO NOT PROMPT.
MULTICODE OK

	%
Activities for adults	10
Activities for children	12
Books in community languages	6
Children's story time/activities	8
Information on community activities/events	9
Information on other council services	8
Internet/Computer access	35
Lending books for adults	38
Lending books for children	24
Lending large print books	4
Lending sound recordings/CDs	19
Lending talking books	4
Lending videos/DVDs	22
Photocopying service	8
Reading groups/visits by authors	4
Reading newspapers or magazines	12
Reference/Local history	10
Remote services (reserving, renewing books, e-books, reference services)	2
Other	3
Don't know / not stated	44

Base: All who have not used Clapham library in the last three years (383)

Q12. **Why do you not currently use any of the services provided by Clapham Library?**

DO NOT PROMPT. MULTICODE OK.

Q13. **And which of these is the main reason?** SINGLE CODE

	Q12 %	Q13 %	Q12/Q13 ⁱ %
Access problems:	33	22	24
Not very close to my home	27	14	21
Not very close to my place of work	6	1	1
Difficulty in parking at/near library	3	3	1
Difficulty in travelling to library	3	2	1
Don't feel safe travelling to library in evenings/at night	4	1	*
Inconvenient opening hours	2	1	*
Dissatisfied with facilities at Clapham Library:	5	2	1
Don't like the atmosphere/environment	3	2	1
Slow Internet connection	1	0	0
Too few computers/difficult to get onto a computer	2	0	0
Better facilities elsewhere:	19	18	13
Better choice of books/sound recordings/videos/DVDs elsewhere	7	3	2
Better for research/specialist information elsewhere	3	3	2
Bigger library elsewhere	4	2	1
Longer opening hours elsewhere	2	3	1
Better environment/atmosphere elsewhere	3	1	1
Use other libraries (college/out borough)	9	7	6
Do not use any libraries:	46	43	40
Not interested in using libraries	15	8	11
Children grown up/not used since used to take children	1	0	0
Prefer to buy books/sound recordings/ videos/DVDs	7	6	3
Have Internet access through home/work	9	12	6
No time/too busy	21	17	16
Only recently moved into the area	4	0	3
Other	16	4	12
Don't know / not stated	8	11	11

Q12 Base: All who have not used Clapham library in the last three years (383)

Q13 Base: All who gave more than one reason for not using Clapham library in the last three years (118)

Q12 / Q13 Base: All who have not used Clapham library in the last three years (383)

ⁱ Figures for Q12/Q13 combine the results of those who only gave one response at Q12 with the results for Q13. Therefore this represents the only or most important reason given by respondents for not using Clapham library.

Q14. Which, if any, of the following would encourage you to use Clapham library? Just read out the letters that apply. MULTICODE OK.

	%	
A	Libraries open more hours	16
B	Having more child friendly library services	8
C	Renovated and improved library buildings	6
D	If you could access other public services from your local library – for example, local council services or paying bills	23
E	A wider range and better choice of books	15
F	More facilities to access the Internet in libraries	15
	Other	7
	Nothing	37
	Don't know / not stated	7

Base: All who have not used Clapham library in the last three years (383)

USERS

Q15. Thinking about Clapham Library, apart from lending books, CDs and DVDs, which services do you think are provided at this library? DO NOT PROMPT. MULTICODE OK.

	%
Activities for adults	12
Activities for children	24
Books in community languages	4
Children's story time/activities	16
Information on community activities/events	19
Information on other council services	13
Internet/Computer access	69
Lending books for adults	13
Lending books for children	10
Lending large print books	4
Lending sound recordings/CDs	7
Lending talking books	4
Lending videos/DVDs	11
Photocopying service	13
Reading groups/visits by authors	6
Reading newspapers or magazines	21
Reference/Local history	16
Remote services (reserving, renewing books, e-books, reference services)	4
Other	13
Don't know / not stated	8

Base: All who have used Clapham library in the last three years (425)

Q16. SHOWCARD G (R) **And which of these library services, if any, do you use? Just read out the letter or letters that apply.** MULTICODE OK.

	%
A Children's story time/activities	17
B Information on community activities/events	36
C Information on other council services	21
D Internet/Computer access	53
E Photocopying service	32
F Reading groups/visits by authors	8
Other	4
None	16
Don't know / not stated	*

Base: All who have used Clapham library in the last three years (425)

Q17. **How, if at all, do you think the library service at Clapham Library could be improved?**
DO NOT PROMPT. MULTICODE OK

	%
Improved access / opening hours:	17
Longer opening hours	15
More user friendly for the disabled/ elderly	5
Improved facilities at Clapham Library:	61
Better selection of books for adults	34
Better selection of books for children	10
Better selection of sound recordings/CDs	8
Better selection of videos/DVDs	5
Free ordering system/able to borrow books from other libraries	5
Improve/introduce toilet facilities	7
Improve buildings/make buildings more up to date	14
More activities for adults (talks, lectures etc)	5
More child-friendly	4
More computer/Internet facilities	16
More information about community events/activities	9
More photocopiers	5
More seating areas/cushions	6
More staff available to help library users	5
More talking books	2
Staff who are more helpful and friendly	3
Other:	36
Have a OneStopShop offering wider range of services	4
More publicity/advertising their services	3
Less noise	3
Children running around	2
Happy with current library service – could not be improved	8
Other	21
Don't know / not stated	15

Base: All who have used Clapham library in the last three years (425)

Q18. SHOWCARD H (R) Which, if any, of the following would encourage you to use Clapham Library more often? Just read out the letters that apply. MULTICODE OK.

	%	
A	Libraries open more hours	32
B	Having more child friendly library services	9
C	Renovated and improved library buildings	22
D	If you could access other public services from your local library – for example, local council services or paying bills	18
E	A wider range and better choice of books	51
F	More facilities to access the Internet in libraries	25
	Other	5
	None	8
	Don't know / not stated	5

Base: All who have used Clapham library in the last three years (425)

LEISURE CENTRES

The next questions are about local leisure centres.

ALL RESPONDENTS

Q19. SHOWCARD I (R) Overall, how satisfied or dissatisfied are you with...
READ OUT STATEMENTS A-B. SINGLE CODE FOR EACH

	A Public leisure centres in the Borough of Lambeth %	B Clapham Leisure Centre %
Very satisfied	13	15
Fairly satisfied	39	33
Neither satisfied nor dissatisfied	13	12
Fairly dissatisfied	7	6
Very dissatisfied	4	3
Don't know	25	32

Q20. SHOWCARD J (R) Overall, how important do you think it is that public sports and leisure facilities should be provided in the Clapham area? SINGLE CODE ONLY

	%
Very important	80
Fairly important	15
Not very important	1
Not at all important	*
Don't know	3

Q21. How often do you visit a leisure centre in Lambeth? SINGLE CODE.

	%
Almost every day	10
At least once a week	32
About once a month	13
Within the last year or so	7
Within the last three years or so	2
Longer ago	6
Never used	28
Don't know	1

Q22. Which of the following leisure centres in Lambeth do you use? MULTICODE OK.

	%
A Clapham Leisure Centre	82
B Brixton Recreation Centre	35
C Ferndale Community Sports Centre, Brixton	3
D Fitness First, Stockwell Road	3
E Flaxman Leisure Centre, Camberwell	2
F Holmes Place, Clapham	5
G Holmes Place, Streatham	1
H K4 Fitness	0
I Marriott Leisure Centre, Westminster Bridge Road	*
J Soho Gyms, Clapham Common	2
K South Bank Club	1
L Streatham Leisure Centre	8
M The Locker Room	*
N The Oval Health & Fitness Club	1
O Top Notch Health Club	*
Other	1
None	1
Don't know	*

Base: All who have used a leisure centre in Lambeth in the last three years (523)

NON-USERS

Q23. Which services do you think are provided at Clapham Leisure Centre?
DO NOT PROMPT. MULTICODE OK.

	%
Harpers Fitness suite	23
Aerobics and dance studio	15
Badminton	10
Bowls	2
Canoe club	1
Sub-aqua club	3
Martial Arts	7
Swimming (general and family)	36
Swimming lessons	12
AquaFit	4
Table tennis	5
Women only sessions	4
School holiday club (Camp Energy)	2
Activities for children (Basketball, gymnastics, trampolining, Adventure World, Football)	10
Parties	3
Photography	2
Pottery	1
Meeting and social rooms for hire	3
Other	8
None	3
Don't know / not stated	47

Base: All who have not used Clapham leisure centre in the last three years (377)

Q24. Why do you not currently use any of the services provided by Clapham Leisure Centre? DO NOT PROMPT. MULTICODE OK.

Q25. And which of these is the main reason? SINGLE CODE ONLY

	Q24 %	Q25 %	Q24/Q25 ⁱⁱ %
Problems with access:	28	23	22
Difficulty in parking at/near leisure centre	5	5	2
Difficulty in travelling to leisure centre	4	3	2
Don't feel safe travelling to leisure centre in evenings/at night	2	2	1
Inconvenient opening hours	2	2	1
Not very close to my home	16	9	13
Not very close to my place of work	4	0	1
Illness/disability	2	1	1
Too old	4	2	2
Poor facilities:	12	13	4
Don't like the atmosphere/environment	3	2	1
Insufficient facilities for children	1	0	0
Insufficient lockers/places to keep valuables	1	1	*
Insufficient/ poor quality family changing facilities	1	0	0
Facilities need updating / modernising	6	7	2
Poor changing facilities	2	0	0
Poor maintenance / cleaning	3	4	4
Better facilities at other leisure centres:	11	9	5
Better environment/atmosphere elsewhere	5	3	3
Larger swimming pool / less crowded elsewhere	3	2	1
Longer opening hours elsewhere	1	0	0
More special sessions / organised classes elsewhere	1	1	*
Quality of services generally higher elsewhere	2	2	1
Wider range of gym equipment elsewhere	1	1	*
Wider range of sports and activities available elsewhere	1	1	1
Other:	54	46	49
Expensive prices	4	7	3
Staff are not helpful/ friendly	*	0	0
No time/too busy	19	12	14
Not interested in using leisure centres	17	5	15
Only recently moved into the area	5	2	4
Other	15	20	12
Don't know / not stated	19	9	20

Q24 Base: All who have not used Clapham leisure centre in the last three years (377)

Q25 Base: All who gave more than one reason for not using Clapham leisure centre in the last three years (112)

Q24 Base: All who have not used Clapham leisure centre in the last three years (377)

ⁱⁱ Figures for Q24/Q25 combine the results of those who only gave one response at Q24 with the results for Q25. Therefore this represents the only or most important reason given by respondents for not using Clapham leisure centre.

Q26. SHOWCARD M (R) Which if any of the following would encourage you to use Clapham Leisure Centre? Just read out the letter or letters that apply. MULTICODE OK.

	%
A Better, more secure changing facilities	8
B Better and cleaner environment	15
C Longer opening hours	14
D More facilities for children	6
E More special sessions / organised classes	16
F New leisure centre / modernisation of existing leisure centre	15
G Reduced entrance prices by becoming a Leisure Card holder	16
H Better/wider range of activities	10
Other	8
Nothing	28
Don't know / not stated	19

Base: All who have not used Clapham leisure centre in the last three years (377)

USERS

Q27. Thinking about Clapham Leisure Centre, which services do you think are provided at this leisure centre? DO NOT PROMPT. MULTICODE OK.

Q28. And which of these services, if any, do you use? MULTICODE OK.

	Q27 %	Q28 %
A Fitness suite	73	42
B Aerobics and dance studio	40	12
C Badminton	17	4
D Bowls	3	1
E Canoe club	5	0
F Sub-aqua club	11	1
G Martial Arts	20	5
H Swimming (general and family)	83	67
I Swimming lessons	37	11
J AquaFit	14	4
K Table tennis	10	5
L Women only sessions	7	2
M School holiday club (Camp Energy)	7	2
N Activities for children (Basketball, gymnastics, trampolining, Adventure World, Football)	29	7
O Parties	7	2
P Meeting and social rooms for hire	10	1
Other	19	6
None	0	1
Don't know / not stated	1	3

Base: All who have used Clapham leisure centre in the last three years (431)

Q29. SHOWCARD O (R) **Which two or three of these are most important to you in leisure services? Just read out the letter or letters that apply.** MULTICODE UP TO THREE RESPONSES.

		%
A	Changing facilities and lockers	47
B	Entrance prices	49
C	Facilities for children	19
D	General environment / standard of repair and cleanliness	69
E	Opening hours	33
F	Range of activities offered	31
	Other	2
	None of these	*
	Don't know / not stated	2

Base: All who have used Clapham leisure centre in the last three years (431)

Q30. **How, if at all, do you think the Clapham Leisure Centre could be improved? Just read out the letters that apply.** DO NOT PROMPT. MULTICODE OK

	%
Change to prices/ opening hours:	29
Longer opening hours	17
Reduced prices	21
Modernise facilities:	70
Better changing facilities	32
Better environment / atmosphere	15
Better maintenance / cleaning	37
Improvement in the quality of the fitness suite equipment	14
More lockers/places to keep valuables	12
More/better family changing facilities	7
Larger pool / less crowding	8
New pool / modernisation of existing pool	12
Warmer water in swimming pool	4
Wider range of activities:	16
Better/wider range of activities	8
More facilities for children	7
More special sessions / organised classes	6
Improved staff service:	3
Friendlier more helpful staff	3
Other	28
Don't know / not stated	9

Base: All who have used Clapham leisure centre in the last three years (431)

Q31. SHOWCARD P (R) Which, if any, of the following would encourage you to use Clapham Leisure Centre more often? Just read out the letters that apply. MULTICODE OK.

		%
A	Better, more secure changing	29
B	Better and cleaner environment	37
C	Longer opening hours	20
D	More facilities for children	10
E	More special sessions / organised classes	14
F	New leisure centre / modernisation of existing leisure centre	24
G	Reduced prices	32
H	Better / wider range of activities	15
	Other	5
	None	15
	Don't know / not stated	3

Base: All who have used Clapham leisure centre in the last three years (431)

WAYS OF ACCESSING SERVICES

Q32. Overall, how easy or difficult do you think it is to access Lambeth Council services?

	%
Very easy	12
Fairly easy	40
Neither easy nor difficult	14
Fairly difficult	13
Very difficult	8
Don't know / not stated	12

Base: All who live in Lambeth (714)

Q33. Why do you say that?
DO NOT PROMPT. MULTICODE OK.

		%
A	Difficult to get through on the phone	65
B	Opening hours are inconvenient	8
C	Do not know enough about the services	17
D	Do not know who to contact for help	25
E	English is not my first language	1
F	Physical access is a problem	4
G	Council website is difficult to navigate	5
	Other	31
	Don't know / not stated	2

Base: All Lambeth residents who find it difficult to access Council services (153)

Lambeth Council are looking at ways to make it easier for residents to access local services. Joint service centres that are located in town centres will bring council and non-council services closer to residents in one-stop-shops.

When the Joint Service Centres are up and running, a range of council services will be on offer, plus health care and other community services, and you will be able to access any of these in a single visit.

Q34. SHOWCARD R (R) **How likely is it that you would use a new local Centre that brings together services from many organisations all under one roof?** SINGLE CODE ONLY

	%
Certain to use	26
Very likely to use	32
Fairly likely to use	25
Fairly unlikely to use	8
Very unlikely to use	3
Certain not to use	*
Don't know / not stated	6

Base: All who live in Lambeth (714)

Q35. **If there was a Joint Service Centre in Clapham, what practical assistance or face-to-face services do you think should be provided in it?** DO NOT PROMPT. MULTICODE OK.

	%
Assistance in completing claims or official forms	22
Cashier to make payments (e.g. council tax)	18
Copying documents	8
Council staff who speak languages other than English	9
Leaflets/information on different services	16
Opportunity to discuss issues/problems with trained staff	28
Drop off point for post or documents for the council	11
Obtaining help on a range of matters at one time	19
Providing the right environment, physical access	11
Staff available to explain procedures / 'formal' information	20
Other	23
Don't know	26

Base: All who live in Lambeth (714)

PROPOSALS FOR REGENERATION

ASK ALL RESPONDENTS

Lambeth Council will be selling Mary Seacole House, a run-down council building on Clapham High Street, about half way between Clapham Common and Clapham North tube stations. The Council are thinking of redeveloping the area to provide new leisure and library facilities and a Joint Service Centre.

Q36. What, if anything, do you think is positive about this proposal?

	%	
Any answer	81	CODE FRAME TO FOLLOW WITH FULL TABLES
None / no answer	9	
Don't know / not stated	9	

Q37. What, if anything, concerns you about this proposal?

	%	
Any answer	46	CODE FRAME TO FOLLOW WITH FULL TABLES
None / no answer	42	
Don't know / not stated	13	

PERMISSION TO RECONTACT

Q38. Lambeth Council may want to consult you further about your ideas and thoughts about the proposed changes to leisure and library services, or your views on other local issues. Would you be willing for me to pass your details on to them for the purpose of further research - we will make sure that it is not possible to identify you from the results.

	%
Yes	36
No	64

Demographics

QA Gender

	%
Male	48
Female	52

QB Age

	%
16-24	19
25-34	34
35-44	23
45-54	12
55-59	3
60-64	2
65+	6

QC Working Status of Respondent:

	%
Working - Full time (30+ hrs)	53
- Part-time (9-29 hrs)	14
Unemployed - seeking work	9
- not seeking work	2
Not working – retired	8
- looking after house/children	4
In full-time education/training	9
Other	1

QD Class

	%
A	2
B	24
C1	38
C2	10
D	10
E	14
Not stated	2

Respondent is:

	%
Chief Income Earner	73
Not Chief Income Earner	20
Not stated	6

QE Which statement on this card, do you consider you belong to?

	%
WHITE	66
A White British	46
B White Irish	3
C Any other white background	16
MIXED	4
D Mixed White and Black Caribbean	2
E Mixed White and Black African	1
F Mixed White and Asian	*
G Any other mixed background	*
ASIAN OR ASIAN BRITISH	5
H Indian	2
I Pakistani	1
J Bangladeshi	*
K Any other Asian background	1
BLACK OR BLACK BRITISH	23
L Caribbean	10
M African	12
N Any other black background	1
CHINESE OR OTHER ETHNIC GROUP	2
O Chinese	1
Any other background	1
Refused / not stated	1

QF Do you, or does anyone else in your household, have any long term illness, health problem, or disability, which limits your daily activities or the work you can do?

	%
Yes, myself	4
Yes, other household member	4
No	89
Refused / not stated	4

QG Children in household

	%
Aged 0-4	11
Aged 5-8	12
Aged 9-11	8
Aged 12-17	8
None under 18	62
Not stated	10