

# Lambeth Research and Consultation Briefing: Wave 6 resident survey

February 2011

## Key findings

- Two in five Lambeth residents feel their financial circumstances are *worse* than they were at this time last year (now 43% – a 10% increase since the last quarter). [Find out more about what the council can do to help you.](#)
- Three in five (59%) understand that the council now has less money available to spend due to government spending cuts. Find out more information about the council's budget [here](#).
- Less than one in six (16%) young people are concerned about crime, and over the last six months youth concern about crime has been at an all time low. However, crime remains the number one concern of adult residents, being cited by almost half (47%), and Lambeth's adult residents are more worried than other inner London residents. [Find out what police and the council are doing in your area to make it safer.](#)
- Satisfaction with libraries, and leisure facilities in Lambeth remains stable and below the London average. The future of libraries in Lambeth will be considered through the work of the libraries commission over the summer of 2011. Find out more about the libraries commission [here](#).

## Introduction and methodology

This report outlines the key issues for Lambeth residents based on wave 6 of Lambeth Council's quarterly residents' survey. The survey was conducted by the research agency Ipsos MORI on behalf of Lambeth Council. Findings are based on a total of 774 interviews with adults (aged 18+) and 125 interviews with young people aged 11-19 years. The fieldwork for this survey was carried out in residents' homes using computer assisted personal interviewing (CAPI) between 10th January 2011 and 12th February 2011.

It is important to note that changes to the methodology mean that comparisons with previous years need to be made with caution. The survey is significantly different in ordering and content to previous residents' surveys that took place before October 2009 where the profile was based on the 2001 census profile. For the new quarterly survey much more up to date population sources were used to set quotas and weight the data. This means we are much more confident that the findings are truly representative of the current Lambeth population.

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# Summary of findings

## The current economic situation

The effect of the prevailing financial climate on the prosperity of Lambeth residents is monitored quarterly through the Residents' Survey. Two in five Lambeth residents feel their financial circumstances are *worse* than they were at this time last year (now 43% – a 10% increase since the last quarter) and fewer feel their financial situation has stayed the same (44% compared to 51% in wave 5). Positively, one in eight feel their circumstances have improved (12%). Discussed in more detail in the [health and wellbeing](#) section of this report, it can be seen that those who are unemployed and in poorer financial circumstances tend to be less happy with their life as a whole. Yet, despite this deterioration in circumstances, few have heard about how the council can support residents through the recession (8%), suggesting there is scope for the council to better signpost the support services it provides.

Three in five (59%) understand that the council has less money available to spend; a 16% point increase over the last quarter. This suggests that national and council communications about cuts to local government budgets appear to have had an impact. However, this message has not reached two in five residents; 13% believe the council's budget to be 'about the same', 22% say they don't know and seven per cent believe there is *more* money than previously. The latter group are more likely to be black Caribbean (14% believing the council has more money compared with 7% overall), unemployed (13%), social renters (11%), and to feel uninformed about the council (11%). Targeting communications in job centres and housing offices may be a cost effective approach to reach these residents.

Although more are aware the council has less money available there has been little knock on effect on overall satisfaction and perceptions of value for money. Consistent with previous findings, half are happy with how the council runs things (54%) and opinion remains split on value for money, with around a third saying that the council *does* provides value for money and a similar proportion who disagree (36% v 30% respectively). As the effects of budget cuts are felt by service users in coming months, it becomes even more important that all groups hear messages about constraints on council budgets, to limit deterioration in satisfaction and perceptions of value for money.

## Issues of crime and anti-social behaviour

Concern about crime in the borough remains a key issue for residents, being mentioned by nearly half (47%). This remains 10% points above the inner London average and has remained consistent over the last two years (since January 2009). Half believe the police and other local public services are successfully dealing with issues of crime and anti-social behaviour in their area (52%). As seen [later in this report](#), opinion about police and partners success in dealing with crime and anti-social behaviour tends to influence overall satisfaction which suggests there is scope for louder communication of success within the borough of tackling crime and community safety issues.

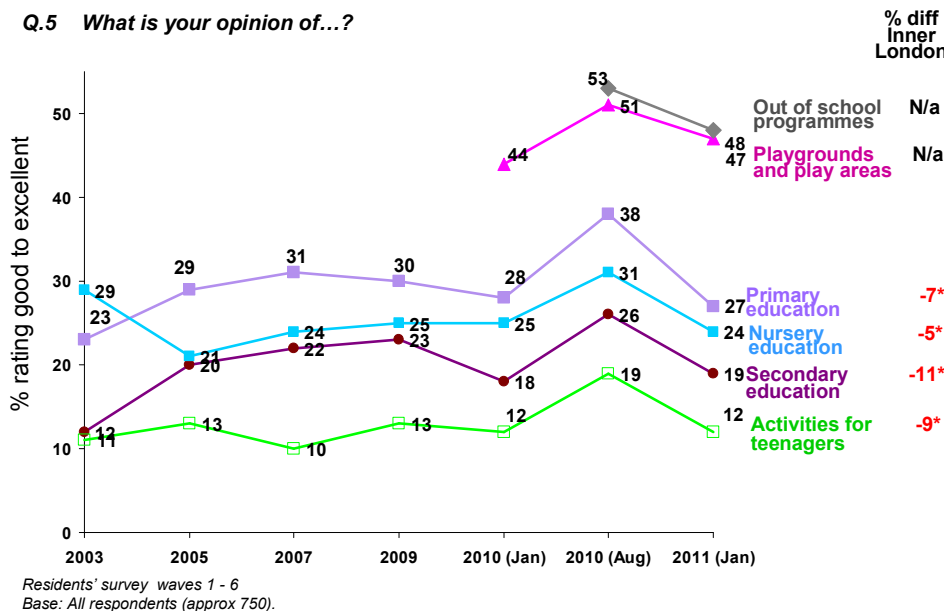
People using or dealing drugs in their local area is a problem for two in five (39%), a six point increase on findings in October 2010. More local residents of Brixton and Stockwell say drugs are a problem (51% and 56% respectively). People being drunk or rowdy is a problem for three in ten people (28%), especially in North Lambeth (38%). Vandalism, graffiti and other deliberate damage to property or vehicles remains a problem for one in five (21%), and this is more of an issue in Stockwell (26%). However, compared with October 2010, fewer have a problem with teenagers hanging around on the street (26% compared with 31%), or with rubbish and litter lying around (28% compared with 35%).

Unlike adults, crime is a top concern for only one in six young people (16%) but *more* consider anti-social behaviour an issue than adults, across all measures. For instance, nearly half say drug use and dealing is a problem, and a similar proportion think drunk or rowdy behaviour in public places is a problem (45% and 43% respectively compared to 39% and 28% for adults). Further understanding of the impact of perceived drug and alcohol misuse on young people would be useful.

## Services for young people

Across the range of services for children and young people, improvements in satisfaction observed in August 2010 have not been maintained and ratings are in line with where they were a year ago. As a result, satisfaction with secondary education and activities for teenagers remains around 10% points below the inner London average and nursery and primary education are more than five points below the inner London average.

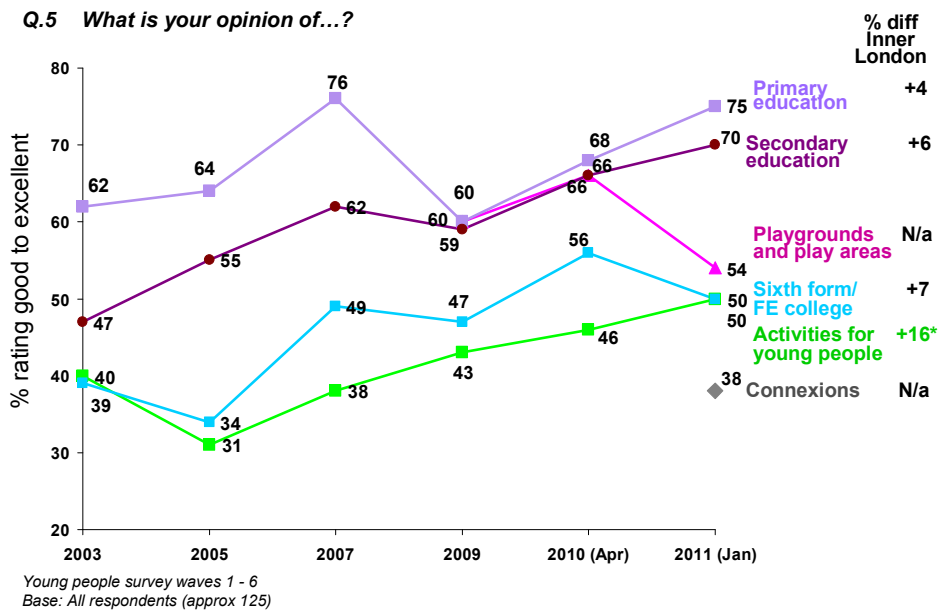
### Satisfaction with services for young people fall below inner London average



It is reassuring that *users* of nursery, primary and secondary education are all significantly more likely to rate the services they use as good. However, parents of young children are especially concerned about education provision in the borough, with those using Lambeth nursery schools more likely to rate *primary* and *secondary* provision as poor (10% compared to 4% on average who think primary schools are 'poor' and 14% versus 9% for secondary schools). Additional information on Lambeth's schools provided through nurseries may improve perceptions.

Among young people themselves, satisfaction has also fallen between April 2010 and January 2011 for secondary education (reduced by 7 points to 37%), sixth form colleges (down 6 points to 50%) and playgrounds and play areas (reduced by 9 points to 54%), although more are happy with primary education (up 7 points to 75%). Positively, there has been a long-term trend of improvement in ratings of activities for young people and half (50%) now rate them well, 16% points above the inner London average. For all other services the ratings of young people in Lambeth are in line with those across inner London.

## Young people's rating of services for them are better than or in line with inner London



Ratings for sixth form or further education college are more positive in the 15-19 age group (60% say it is good) but less so among 11-13 year olds (40%), which is not surprising given these younger age groups are unlikely to have had experience of the service. Boys also have a poorer perception of sixth form colleges (46% say it is good compared to 60% of girls), whereas young people in Clapham are much more positive (68% rating it well).

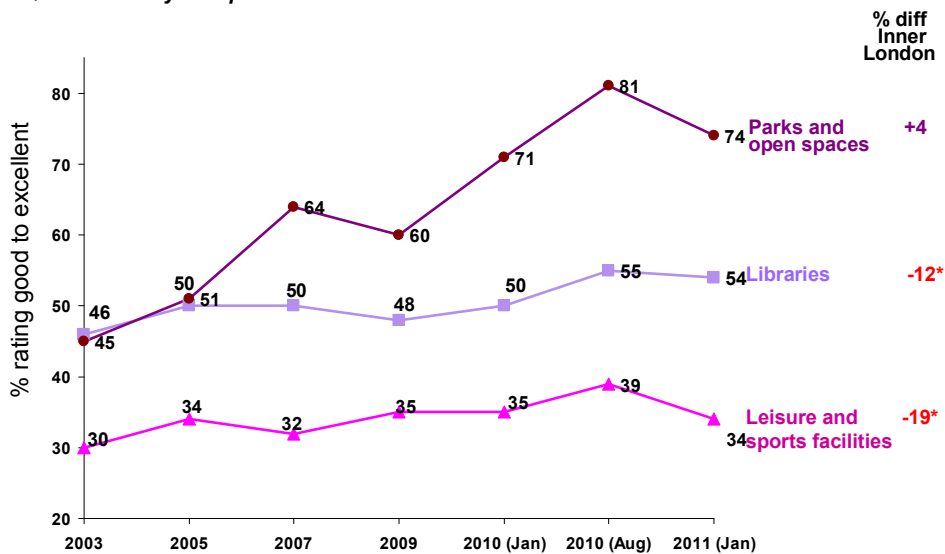
## Leisure and libraries

In general, use of leisure services has remained consistent over the past 6 months, although less people say they have visited a Lambeth parks or open space in the past year than in October 2010 (53% compared with 58%). This may be a seasonal decrease.

There has been no change in satisfaction with leisure services and libraries in Lambeth over the last quarter, satisfaction with these services remain significantly below the inner London average.

### Satisfaction with leisure and libraries is below the inner London average

Q.5 What is your opinion of...?



Residents' survey waves 1 - 6  
Base: All respondents (approx 750).

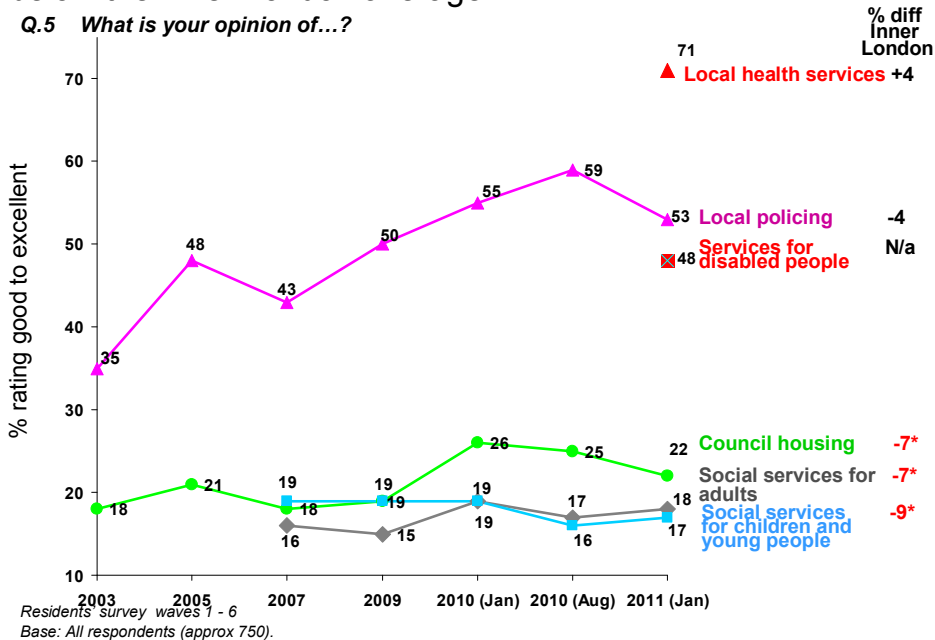
Users of leisure facilities are more likely to give positive feedback on leisure services provided (51% are satisfied compared to 34% on average). However, as has been recorded previously there are several demographic groups who are less likely to use leisure services (libraries, sports, parks); these are ethnic minority residents (22% use services compared to 28% overall), the unemployed (21%), retired people (9%), those on lower incomes (social grade C2 21% and DE 17%), and residents of North Lambeth and Stockwell (both 21%).

Streatham residents, Asian and black Caribbean residents are also more likely to rate leisure and sports facilities poorly (47%, 39% and 34% respectively, compared with 26% overall who say they are poor).

As is the case across all services, users of libraries are less likely to rate libraries as poor (5% v 7% overall). However, retired people (27% compared to 38% overall), non-British white residents (34%), black Caribbean residents (32%), those on low incomes (C2DEs 32%), and residents of North Lambeth and Stockwell (33%) are less likely to use library services. The council's Libraries Commission is currently considering the future of the libraries service in Lambeth.

## Satisfaction with support services and housing

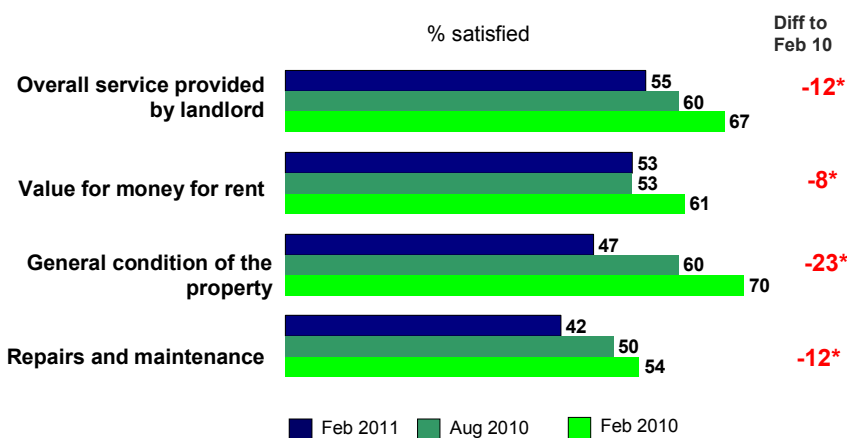
Satisfaction with social services and council housing remain below the inner London average



Satisfaction with social services has remained consistent, but below the inner London average, since we started recording in 2007 with around one in five satisfied.

General opinion on council housing has also remained consistent at one in five residents rating the service well, and this remains seven points below the inner London average. However, views among social housing tenants have shown a marked decline over the past quarter. Just over half think that the rent they pay represents good value for money (53%) and satisfaction with the overall service provided by their landlord has fallen 12 points since February 2010. Fewer than half are satisfied with the condition of their property (a 23 point reduction over the past year) and only two in five are happy with the repairs and maintenance that is carried out to their home (a 12 point reduction over the last year).

## Social tenants' perceptions are declining rapidly



Base: Social tenants: wave 6 Feb 2011, wave 4 Aug 2010, wave 2 Feb 2010.  
Bases vary c. 300 residents

Across this range of measures, tenants of the council's ALMOs (URH and Lambeth Living) are less satisfied than those renting from housing associations (HA). HA tenants are twice as likely to be satisfied with their landlord compared to those that rent from the council's ALMOs (70% v 49%), with the greatest disparity between levels of satisfaction with condition of the property (62% of HA tenants satisfied versus 43% of council tenants – 19 points difference) and repairs and maintenance (55% HA tenants satisfied compared to 37% of council tenants – 18 points difference). To a lesser extent, this is also the case with perceived value for money for the rent they pay (61% of HA tenants are satisfied compared to 50% of council tenants). Younger tenants, single parents and black Caribbean residents are less likely to be satisfied overall (50%, 48% and 39% respectively compared to 57% on average) as are those living in Norwood (49%). The council's [Housing Commission](#) is currently considering ways to improve the quality of council housing in the borough.

## Engagement

Currently only one in twelve (8%) have heard of council plans to become a 'co-operative council' (in line with previous waves 11% in October 2010, and 12% in July 2010). Encouragingly two in five (43%) are currently involved in clubs or organisations in the local community; the most popular being sports clubs (14%), religious groups (12%) and tenants associations (10%). A similar proportion of young people take part in group activities (45%) with one in four doing voluntary work, like helping a charity or taking part in sponsored events (23%).

## Health and well being

Positively, seven in ten people are satisfied with local health service provision and a similar proportion say their general health has been good over the last year (71%) with only 7% saying it is bad.

Nearly half are happy with their life as a whole (45%) with fewer than one in twenty unhappy (4%). Differences in life satisfaction can be seen between population groups:

- Women are more likely than men to be happy (49% v 41%)
- Households that are made up of couples with no children are more satisfied than those living alone (49% vs 38%) while those new to the borough are more satisfied than average (63% of those who have moved here in the last 6 months say they are happy)
- Wealthier and home-owning residents are happier (60% of AB social grade and 53% who own their homes versus 29% of social grade DE and 35% of social tenants)
- Those in education or training are twice as likely to be happy than those unemployed (66% vs 31%)
- Those with a disability or illness are less happy than those without (34% compared to 47%)

There is no difference in life satisfaction according to ethnicity, but speakers of English as a main language are happier than those who speak it as a second language (47% compared to 35%). Native Portuguese speakers give lower life satisfaction scores than others (29% satisfied).

Three in five (58%) would use their local GP surgery if they wanted to take an HIV test and a similar proportion (60%) would accept an HIV test if it was offered to all new patients registering at a GP surgery. Three in ten would refuse: they are more likely to be white British, over 55 and wealthier (38% and 44% respectively and 40% of social grade AB) compared to one in five from ethnic minorities, 18-34 year olds and lower social grades (17%, 20% and 21%). Muslim residents would be less likely to refuse the test (12% v 29%) as would those new to the borough (20% of those who have lived in Lambeth for a year or less would refuse), while Norwood residents are *more* likely to refuse (36% compared to 29%).

Less than one in ten (8%) of those who would not accept the test when registering at a GP surgery cite concerns about privacy and confidentiality of the data; most others would refuse on grounds of it being unnecessary. One in five (20%) would prefer to visit a sexual health clinic if they wanted to take an HIV test.

## Understanding Lambeth residents better

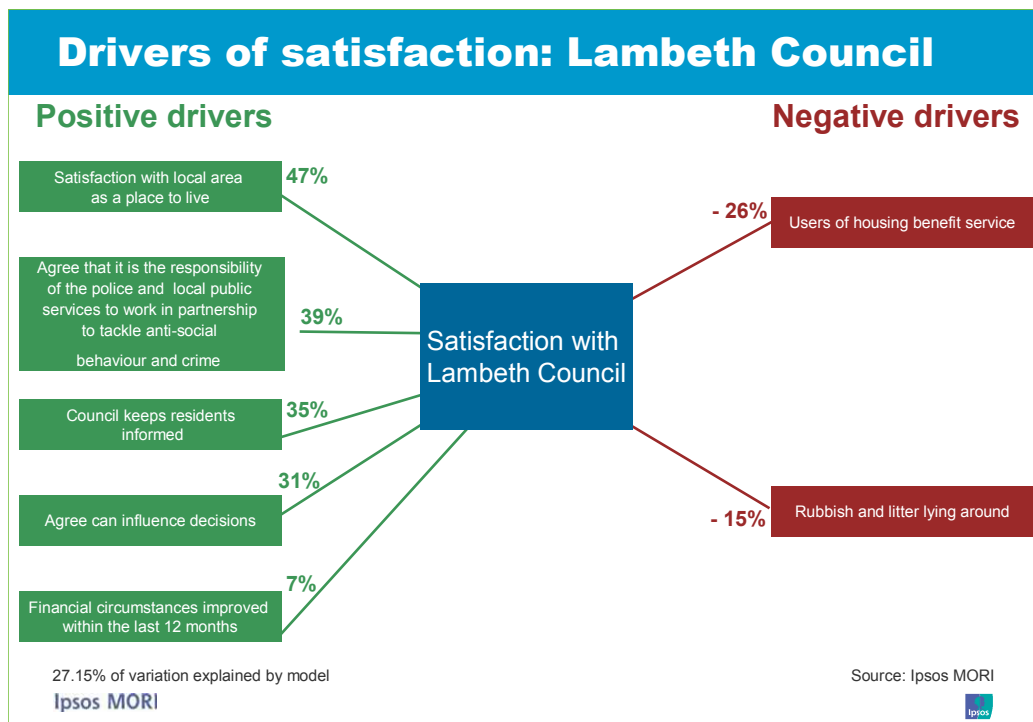
In order to better understand the factors which have the greatest impact on residents' satisfaction with the council, additional analysis was carried out on the data gathered from the first five waves of the quarterly residents survey (October 2009-October 2010), drawing on feedback from 3,815 respondents.

The chart below shows the key positive drivers of satisfaction with the council are:

- being happy with your area as a place to live;
- belief that the police and other partners are successfully dealing with crime and anti-social behaviour;
- feeling informed and able to influence decisions; and
- an individual's financial circumstances.

The factors that have a negative influence on satisfaction with the Council are:

- using the housing benefit service within the past year
- rubbish and litter lying around



## Lambeth Residents' Survey Adult Topline Wave 6 (February 2011)

Question	Response	%
<b>TOP CONCERNS</b>		
<b>Which three of these, if any, are you <u>personally</u> most concerned about?</b>	Crime	47
	Lack of jobs	26
	Level of council tax	23
	Lack of affordable housing	23
	Litter/dirt in the streets	22
	Rising prices/interest rates	21
	Not enough being done for young people	20
	Standard of education	15
	Traffic congestion	14
	Not enough being done for elderly people	10
	Quality of health service	10
	Pollution of the environment	10
	Lack of recreational facilities	9
	Number of homeless people	8
	Poor public transport	7
	None of these	3
Other	2	
Don't know	1	

<b>CORPORATE PERFORMANCE</b>		
Question	Response	%
<b>Taking everything into account, how satisfied or dissatisfied are you with the way Lambeth Council runs things?</b>	Very satisfied	8
	Fairly satisfied	47
	Neither satisfied nor dissatisfied	24
	Fairly dissatisfied	14
	Very dissatisfied	8
	<b>Satisfied</b>	<b>54</b>
	<b>Dissatisfied</b>	<b>22</b>
<b>To what extent do you agree or disagree that Lambeth Council provides value for money?</b>	Strongly agree	3
	Tend to agree	35
	Neither agree nor disagree	32
	Tend to disagree	20
	Strongly disagree	10
	<b>Agree</b>	<b>38</b>
	<b>Disagree</b>	<b>31</b>

SERVICE USAGE AND SATISFACTION SERVICE USAGE AND SATISFACTION		
Looking at this map, which, if any, of these services provided by Lambeth Council have you, or a member of your household used in Lambeth in the last twelve months? (previous years wording was "Which of these services provided in Lambeth do you or members of your household use nowadays?")	<b>HOUSING &amp; ENVIRONMENT</b>	<b>81</b>
	Parks and open spaces	53
	Doorstep recycling facilities	49
	Estate recycling facilities	22
	Housing benefit service	16
	<b>HEALTH &amp; SOCIAL CARE</b>	<b>69</b>
	Local health services	65
	Social services for adults	5
	Social services for children	3
	Services for disabled people	4
	<b>LEISURE/EDUCATION</b>	<b>51</b>
	Libraries	39
	Leisure and sports facilities	28
	Arts and cultural activities (e.g. theatres and concerts)	-
	Evening classes/adult education	-
	<b>SERVICES FOR CHILDREN AND YOUNG PEOPLE</b>	<b>35</b>
	Playgrounds and play areas	23
	Primary education (5-11s)	12
	Secondary education (11-18s)	9
	Nursery education (under 5s)	11
	Youth services available for 13-19 year olds (e.g. youth clubs and centres, Connexions and summer activities)	3
	<b>EMPLOYMENT</b>	<b>6</b>
	Employment support or guidance from the Council	4
	Business support service/Business desk	2
	Other services	*
Don't know	-	

I would now like to ask for your opinion of some services in your local area. By local area, I mean within a 15-20 minute walk from your home. Please try to answer, even if you haven't had direct experience of these services. What is your opinion of ...?

<b>Play areas and playgrounds</b>	Excellent	3
	Very good	10
	Good	34
	Average	20
	Poor	9
	Very poor	3
	Extremely poor	1
	Don't know/no opinion	20
	<b>Good</b>	<b>47</b>
	<b>Poor</b>	<b>13</b>
	<b>Nursery education (under 5s)</b>	Excellent
Very good		6
Good		16
Average		11
Poor		2
Very poor		1
Extremely poor		*
Don't know/no opinion		61
<b>Good</b>		<b>24</b>
<b>Poor</b>		<b>3</b>
<b>Primary education (5 - 11 yrs)</b>		Excellent
	Very good	7
	Good	17
	Average	11
	Poor	4
	Very poor	1
	Extremely poor	-
	Don't know/no opinion	58
	<b>Good</b>	<b>27</b>
	<b>Poor</b>	<b>4</b>

... What is your opinion of ...?		
<b>Secondary education (11 - 18 yrs)</b>	Excellent	2
	Very good	4
	Good	14
	Average	11
	Poor	6
	Very poor	1
	Extremely poor	1
	Don't know/no opinion	61
	<b>Good</b>	<b>19</b>
	<b>Poor</b>	<b>9</b>
<b>Activities for teenagers</b>	Excellent	*
	Very good	2
	Good	10
	Average	16
	Poor	19
	Very poor	7
	Extremely poor	4
	Don't know/no opinion	42
	<b>Good</b>	<b>12</b>
	<b>Poor</b>	<b>30</b>
<b>Out of school programmes, like breakfast clubs and drama or sports activities. (Note: Nov 2009/April 2010 figures are based upon all adults. Wave 6 figures are based upon all primary/secondary education users)</b>	Excellent	2
	Very good	11
	Good	35
	Average	15
	Poor	10
	Very poor	3
	Extremely poor	4
	Don't know/no opinion	21
	<b>Good</b>	<b>48</b>
	<b>Poor</b>	<b>17</b>
<b>Leisure and sports facilities</b>	Excellent	1
	Very good	7
	Good	26
	Average	22
	Poor	16
	Very poor	5
	Extremely poor	5
	Don't know/no opinion	17
	<b>Good</b>	<b>34</b>
	<b>Poor</b>	<b>27</b>

... What is your opinion of ...?		
<b>Libraries</b>	Excellent	2
	Very good	11
	Good	41
	Average	18
	Poor	6
	Very poor	1
	Extremely poor	*
	Don't know/no opinion	19
	<b>Good</b>	<b>54</b>
	<b>Poor</b>	<b>8</b>
<b>Employment support or guidance from the council</b>	Excellent	-
	Very good	7
	Good	20
	Average	30
	Poor	17
	Very poor	13
	Extremely poor	4
	Don't know/no opinion	10
	<b>Good</b>	<b>26</b>
	<b>Poor</b>	<b>34</b>
<b>Housing benefit service</b>	Excellent	2
	Very good	17
	Good	36
	Average	23
	Poor	11
	Very poor	3
	Extremely poor	2
	Don't know/no opinion	5
	<b>Good</b>	<b>55</b>
	<b>Poor</b>	<b>17</b>
<b>Council Housing</b>	Excellent	1
	Very good	3
	Good	18
	Average	22
	Poor	11
	Very poor	4
	Extremely poor	3
	Don't know/no opinion	38
	<b>Good</b>	<b>22</b>
	<b>Poor</b>	<b>18</b>

... What is your opinion of ...?		
<b>Parks and open spaces (2005 and 2003 wording was "parks, playgrounds and open spaces")</b>	Excellent	6
	Very good	23
	Good	45
	Average	16
	Poor	6
	Very poor	1
	Extremely poor	*
	Don't know/no opinion	3
	<b>Good</b>	<b>74</b>
	<b>Poor</b>	<b>7</b>
	<b>Doorstep recycling facilities</b>	Excellent
Very good		24
Good		49
Average		13
Poor		3
Very poor		1
Extremely poor		*
Don't know/no opinion		1
<b>Good</b>		<b>81</b>
<b>Poor</b>		<b>4</b>
<b>Estate recycling facilities</b>		Excellent
	Very good	19
	Good	41
	Average	21
	Poor	4
	Very poor	2
	Extremely poor	2
	Don't know/no opinion	5
	<b>Good</b>	<b>67</b>
	<b>Poor</b>	<b>7</b>
	<b>Parking services</b>	Excellent
Very good		4
Good		21
Average		25
Poor		19
Very poor		9
Extremely poor		6
Don't know/no opinion		14
<b>Good</b>		<b>27</b>
<b>Poor</b>		<b>34</b>

... What is your opinion of ...?		
<b>Street lighting</b>	Excellent	3
	Very good	14
	Good	48
	Average	23
	Poor	10
	Very poor	2
	Extremely poor	1
	Don't know/no opinion	*
	<b>Good</b>	<b>64</b>
	<b>Poor</b>	<b>13</b>
<b>Road and pavement repairs</b>	Excellent	1
	Very good	7
	Good	24
	Average	24
	Poor	27
	Very poor	10
	Extremely poor	6
	Don't know/no opinion	1
	<b>Good</b>	<b>32</b>
	<b>Poor</b>	<b>43</b>
<b>Refuse collection</b>	Excellent	4
	Very good	22
	Good	50
	Average	16
	Poor	4
	Very poor	1
	Extremely poor	1
	Don't know/no opinion	1
	<b>Good</b>	<b>76</b>
	<b>Poor</b>	<b>6</b>
<b>Street cleaning</b>	Excellent	3
	Very good	17
	Good	48
	Average	22
	Poor	6
	Very poor	2
	Extremely poor	2
	Don't know/no opinion	*
	<b>Good</b>	<b>67</b>
	<b>Poor</b>	<b>10</b>

... What is your opinion of ...?		
<b>Local health services</b>	Excellent	4
	Very good	20
	Good	47
	Average	18
	Poor	3
	Very poor	1
	Extremely poor	1
	Don't know/no opinion	6
	<b>Good</b>	<b>71</b>
	<b>Poor</b>	<b>5</b>
	<b>Social services for adults</b>	Excellent
Very good		3
Good		14
Average		12
Poor		3
Very poor		1
Extremely poor		1
Don't know/no opinion		66
<b>Good</b>		<b>18</b>
<b>Poor</b>		<b>5</b>
<b>Social services for children and young people (<i>please note prev wording was children and families</i>)</b>		Excellent
	Very good	3
	Good	14
	Average	10
	Poor	3
	Very poor	1
	Extremely poor	1
	Don't know/no opinion	67
	<b>Good</b>	<b>17</b>
	<b>Poor</b>	<b>5</b>
	<b>Services for disabled people</b>	Excellent
Very good		12
Good		34
Average		18
Poor		15
Very poor		9
Extremely poor		3
Don't know/no opinion		7
<b>Good</b>		<b>48</b>
<b>Poor</b>		<b>27</b>

... What is your opinion of ...?		
<b>Local policing</b>	Excellent	2
	Very good	12
	Good	40
	Average	25
	Poor	10
	Very poor	3
	Extremely poor	1
	Don't know/no opinion	9
	<b>Good</b>	<b>53</b>
	<b>Poor</b>	<b>13</b>
<b>Which of the following best describes how you occupy your home?</b>	Owner occupier – Lambeth leaseholder	5
	Owner occupier - private	32
	Rented from Housing Association	12
	Renting from Lambeth Council (Lambeth Living, United Resident's Housing or TMO)	26
	Rent from private landlord	22
	Shared ownership	*
	A residential home	1
	Other	1
	Refused	-
<b>Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by your landlord?</b>	Very satisfied	10
	Fairly satisfied	45
	Neither satisfied	15
	Fairly dissatisfied	16
	Very dissatisfied	14
	<b>Satisfied</b>	<b>55</b>
	<b>Dissatisfied</b>	<b>30</b>
<b>Taking everything into account, how satisfied or dissatisfied are you with the value for money for your rent?</b>	Very satisfied	8
	Fairly satisfied	45
	Neither satisfied	18
	Fairly dissatisfied	17
	Very dissatisfied	11
	<b>Satisfied</b>	<b>53</b>
	<b>Dissatisfied</b>	<b>28</b>
<b>Taking everything into account, how satisfied or dissatisfied are you with the general condition of this property?</b>	Very satisfied	10
	Fairly satisfied	36
	Neither satisfied	14
	Fairly dissatisfied	22
	Very dissatisfied	17
	<b>Satisfied</b>	<b>47</b>
	<b>Dissatisfied</b>	<b>39</b>

<b>Taking everything into account, how satisfied or dissatisfied are you with repairs and maintenance</b>	Very satisfied	7
	Fairly satisfied	34
	Neither satisfied	14
	Fairly dissatisfied	19
	Very dissatisfied	25
	<b>Satisfied</b>	<b>42</b>
	<b>Dissatisfied</b>	<b>44</b>

### ENGAGEMENT, HEALTH AND SOCIAL WELLBEING

<b>Are you currently a member of, or do you regularly join in the activities of, any of the following groups, clubs or organisations? Please just read out letters that apply.</b>	Religious group or church organisation	12
	Sports or recreation club	14
	Tenants' / Residents' group / Neighbourhood Watch	10
	Education, arts, drama, reading or music group/evening class	9
	Group set up to improve the local area	4
	Parent-teachers' / school parents association / Board of Governors etc.	5
	Social club / working men's club	3
	Environmental or conservation group	4
	Political parties or trade unions (inc student unions)	5
	Local group which raise money for charity (e.g. The Rotary Club)	-
	Pressure group or campaigning organisation	-
	Group that has taken ownership of a community asset (e.g. a community run library)	-
	Group for older people (e.g. lunch clubs)	-
	Women's group / Women's Institute	-
	Youth groups (e.g. scouts, guides, youth clubs)	-
	Other local community or voluntary group	5
	Other national or international group	4
None of these	57	

### ECONOMY

<b>Compared with this time last year, do you think that your personal financial circumstances have improved, stayed the same, or got worse?</b> (previous years codes differ slightly i.e. <i>better off, about the same and worse off</i> )	Improved	12
	Stayed the same	44
	Got worse	43
	Don't know	1

<b>Compared to last year, which of the following do you think best describes Lambeth Council's current financial situation?</b>	The council has a lot more money available to spend	2
	The council has a bit more money available to spend	5
	The council has about the same amount of money available to spend	13
	The council has a bit less money available to spend	27
	The council has a lot less money available to spend	32
	Don't know	22
	<b>More money</b>	<b>7</b>
	<b>Less money</b>	<b>59</b>
<b>Thinking about this local area, how much of a problem do you think each of the following are ... ?</b>		
Noisy neighbours or loud parties	A very big problem	5
	A fairly big problem	10
	Not a very big problem	37
	Not a problem at all	48
	<b>A problem</b>	<b>15</b>
	<b>Not a problem</b>	<b>85</b>
Teenagers hanging around on the streets	A very big problem	9
	A fairly big problem	17
	Not a very big problem	40
	Not a problem at all	33
	<b>A problem</b>	<b>26</b>
	<b>Not a problem</b>	<b>74</b>
Rubbish and litter lying around	A very big problem	7
	A fairly big problem	20
	Not a very big problem	47
	Not a problem at all	26
	<b>A problem</b>	<b>28</b>
	<b>Not a problem</b>	<b>72</b>
Vandalism, graffiti and other deliberate damage to property or vehicles	A very big problem	5
	A fairly big problem	16
	Not a very big problem	44
	Not a problem at all	36
	<b>A problem</b>	<b>21</b>
	<b>Not a problem</b>	<b>79</b>

<b>Thinking about this local area, how much of a problem do you think each of the following are ... ?</b>		
People using or dealing drugs	A very big problem	15
	A fairly big problem	25
	Not a very big problem	30
	Not a problem at all	31
	<b>A problem</b>	<b>39</b>
	<b>Not a problem</b>	<b>61</b>
People being drunk or rowdy in public places	A very big problem	8
	A fairly big problem	19
	Not a very big problem	46
	Not a problem at all	27
	<b>A problem</b>	<b>28</b>
	<b>Not a problem</b>	<b>72</b>
Abandoned or burnt out cars	A very big problem	2
	A fairly big problem	5
	Not a very big problem	29
	Not a problem at all	65
	<b>A problem</b>	<b>7</b>
	<b>Not a problem</b>	<b>93</b>
<b>NI17</b>	<b>% with a high perception of ASB</b>	<b>16</b>

#### **CAMPAIGNS AND COMMUNICATIONS**

<b>How well do you think Lambeth Council keeps residents informed about the services and benefits it provides?</b>	Keeps us very well informed	9
	Keeps us fairly well informed	45
	Gives us only a limited amount of information	30
	Doesn't tell us much at all about what it does	13
	Don't know	4
	<b>Informed</b>	<b>54</b>
	<b>Uninformed</b>	<b>42</b>

<b>Have you recently seen or heard any of the following about Lambeth Council?</b>	How and what to recycle in Lambeth	52	
	New leisure facilities planned for Clapham, Streatham and Norwood	26	
	Adopting a Lambeth Child/Adoption in Lambeth	17	
	Lambeth's Business Awards	12	
	Lambeth primary schools expanding to help meet demand for places	12	
	How the council offers value for money	10	
	The 'Real Men Know the Difference' campaign, run jointly with the police to tackle sexual violence	9	
	Plans to become the first 'co-operative' or 'John Lewis' council	8	
	How the council can help residents through the recession	8	
	The Big Difference campaign to keep safe and travel safely	7	
	None of these	26	
	Don't know	2	
	<b>From which of these sources, if any, do you find out most of your information about Lambeth Council ?</b>	Council newspaper 'Lambeth Life'	62
		Leaflets delivered to your door	41
Council website		23	
Friends, neighbours and relations		22	
Local newspapers like the South London Press		18	
Posters		18	
Leaflets and notice boards in council buildings (including libraries)		17	
Public meetings		4	
Council offices (including the town hall)		5	
Email newsletter		2	
Young Lambeth website		1	
Text message		1	
Other		1	
No answer		3	
Don't know		1	

<b>COMMUNITY SAFETY</b>		
<b>It is the responsibility of the police and other local public services to work in partnership to deal with anti-social behaviour and crime in your local area. How much would you agree or disagree that the police and other local public services are successfully dealing with these issues in your local area?</b>	Strongly agree	8
	Tend to agree	44
	Neither agree nor disagree	26
	Tend to disagree	12
	Strongly disagree	4
	Don't know	6
	<b>Agree</b>	<b>52</b>
	<b>Disagree</b>	<b>16</b>

<b>SEXUAL HEALTH</b>		
<b>If you wanted to take an HIV test, which one of the following options would you choose, if any?</b>	In a sexual health clinic (sometimes called a GUM clinic). This service would be free of charge.	20
	At your local GP surgery. This service would be free of charge.	58
	At a community clinic (e.g. Terrence Higgins Trust "fast test" clinic). This service would be free of charge.	4
	In a private clinic. This service would cost approximately £100-150.	3
	With a home self-testing kit. This service would cost approximately £35.	2
	Other – (please specify)	*
	I would not want to take an HIV test	6
	I do not wish to answer this question	6
<b>Some GP practices in Lambeth are currently offering an HIV test for all new patients registering. If you were offered a routine HIV test when you registered with a new GP, would you accept it?</b>	Yes	60
	No	29
	I do not wish to answer this question	2
	Don't know	3
	Not stated	6
<b>And can I ask why you would not accept the test?</b>	Concerns about legal, employment or insurance issues	7
	Concerns about confidentiality	8
	Concerns about my GP not being an HIV specialist	3
	I already know my HIV status	48
	I do not wish to know my HIV status	11
	Other – (please specify)	9
	I do not wish to answer this question	13
	Don't know	4

<b>We would like an idea of how you've been feeling in general recently. I am about to read you some statements about feelings and thoughts. Please tell me which response best describes your experience of each over the last 2 weeks</b>		
<b>I've been feeling optimistic about the future</b>	All of the time	21
	Often	26
	Some of the time	26
	Rarely	12
	None of the time	2
	Prefer not to answer	2
	Not stated	10
<b>I've been feeling useful</b>	All of the time	23
	Often	31
	Some of the time	25
	Rarely	7
	None of the time	2
	Prefer not to answer	2
	Not stated	10
<b>I've been feeling relaxed</b>	All of the time	12
	Often	26
	Some of the time	33
	Rarely	15
	None of the time	3
	Prefer not to answer	2
	Not stated	10
<b>I've been dealing with problems well</b>	All of the time	20
	Often	35
	Some of the time	26
	Rarely	5
	None of the time	2
	Prefer not to answer	2
	Not stated	10
<b>I've been thinking clearly</b>	All of the time	33
	Often	31
	Some of the time	19
	Rarely	4
	None of the time	1
	Prefer not to answer	2
	Not stated	10
<b>I've been feeling close to other people</b>	All of the time	24
	Often	32
	Some of the time	22
	Rarely	6
	None of the time	2
	Prefer not to answer	3
	Not stated	10

<b>We would like an idea of how you've been feeling in general recently. I am about to read you some statements about feelings and thoughts. Please tell me which response best describes your experience of each over the last 2 weeks</b>		
<b>I've been able to make up my own mind about things</b>	All of the time	46
	Often	25
	Some of the time	14
	Rarely	2
	None of the time	1
	Prefer not to answer	3
	Not stated	10
<b>Now thinking about your health over the last 12 months, how has your health been in general? Would you say it's been ...</b>	Very good	26
	Good	45
	Fair	22
	Bad	5
	Very bad	2
	Don't know	*
<b>All things considered, how satisfied are you with your life as a whole nowadays?</b>	1 - Extremely dissatisfied	1
	2	1
	3	2
	4	4
	5	10
	6	13
	7	24
	8	25
	9	11
	10 - Extremely satisfied	8
	Satisfied	45
	Dissatisfied	4
	Don't know	1

<b>DEMOGRAPHICS</b>		
<b>Gender of respondent</b>	Male	51
	Female	49
<b>How old are you?</b>	18-24	12
	25-34	33
	35-44	20
	45-54	16
	55-64	8
	65-74	6
	75-84	4
	85+	1
	Refused/ Not stated	*

<b>Do you have any long-standing illness, disability or infirmity?</b>	Yes - disability	5
	Yes – illness or infirmity	10
	Yes – both	2
	No	82
<b>Please can you tell me which group on this card you consider you belong to. Please just read out the letter that applies.</b>	<b>White:</b>	<b>66</b>
	British	48
	Irish	2
	Other White - Portuguese	2
	Other White - Polish	3
	Other White - Other	12
	<b>Mixed:</b>	<b>3</b>
	White and Black Caribbean	2
	White and Black African	*
	White and Asian	1
	Other Mixed	1
	<b>Asian:</b>	<b>4</b>
	Indian	1
	Pakistani	1
	Bangladeshi	*
	Other Asian	1
	<b>Black:</b>	<b>25</b>
	Caribbean	12
	African Somali	2
	Other African	9
	Other Black background	3
	<b>Chinese or other ethnic group:</b>	<b>2</b>
	Chinese	1
	Other ethnic group	1
Refused	*	
<b>How many children aged 17 or under are living here?</b>	None	68
	One	17
	Two	11
	Three	3
	Four	1
	More than four	1
<b>How many adults aged 18 or over are living here?</b>	One	28
	Two	50
	Three	14
	Four	5
	More than four	3

<b>Which of these activities best describes what you are doing at present?</b>	Employee in full-time job (30 hours plus per week)	43
	Employee in part-time job (under 30 hours per week)	9
	Self employed full-time	6
	Self employed part-time	2
	On a government supported training programme (e.g. Modern Apprenticeship/ Training for Work)	*
	Full-time education at school, college or university	5
	Unemployed and available for work	11
	Permanently sick/disabled	3
	Wholly retired from work	12
	Looking after the home	7
	Doing something else	1
	Refused	*
	<b>Are you personally the proprietor of a business?</b> <i>(Note that the Nov 09 questionnaire allowed a single code only)</i>	Yes – in Lambeth
Yes – elsewhere		7
No		87
<b>How long have you lived in Lambeth?</b>	Less than 6 months	6
	6 months to one year	5
	Over 1 and up to two years	8
	Over two and up to 5 years	13
	Over 5 and up to 10 years	16
	More than 10 years	52
	Don't know	*
<b>What is your main language?</b>	English	83
	Portuguese	3
	Yoruba	1
	Polish	2
	Spanish	2
	Italian	1
	Somalian	1
	Twi	1
	Other	5
	<b>How well do you speak English?</b>	Very well
Fairly well		44
Not very well		8
Not at all		-
Well		92
Not well		8

<b>Do you have access to the internet?</b>	Yes	84
	No	16
	Don't know	*
<b>IF 'YES': From where do you access it?</b>	At home	94
	At work	41
	Via my mobile phone	31
	At a library	10
	At school/college/university	9
	At an internet café	7
	At another person's home	9
	Other	*
	Don't know	*
	<b>Do you look after, or give any regular help or support to family members, friends or neighbours because of long-term physical or mental ill-health, a disability or problems related to old age?</b>	Yes
No		86
Don't know		-
Refused		-
Not stated		*
<b>Which of these best describes your religion?</b>	Christian	56
	Atheist	15
	Muslim	6
	Buddhist	1
	Hindu	1
	Jewish	1
	Sikh	-
	Other	2
	No religion	16
	Prefer not to say/don't know	4
<b>Looking at this list, can you please read out the letter next to the line which best describes you?</b>	I am heterosexual/straight	91
	I am gay or lesbian (homosexual)	4
	I am bisexual	1
	Other	1
	I do not wish to answer this question	3
	Don't know	*

## Lambeth Residents' Survey Young Person's Topline Wave 6 (February 2011)

Question	Response	%
Which one of these statements best describes your situation?	I go to school	64
	I go to college	25
	I am not in education, employment or training	6
	I work	3
	I go to university	1
	I am an apprentice	-
	None of these	1
	Don't know	-
Which, if any, of the following things do you worry about the most?	My future	51
	Exams	41
	School work	21
	Money	20
	Crime	16
	Getting into trouble	16
	My parents or family	11
	Friendships/fitting in	7
	Being healthy	7
	My body	6
	Being bullied	4
	Girlfriends/boyfriends/sex (14+ only)*	1
	Something else	3
	None of these	7
	Don't know	1
Taking everything into account, how satisfied or dissatisfied are you with the way Lambeth Council runs things?	Very satisfied	12
	Fairly satisfied	52
	Neither satisfied nor dissatisfied	17
	Fairly dissatisfied	4
	Very dissatisfied	8
	Satisfied	64
	Dissatisfied	12

Which, if any, of these services provided by Lambeth Council have you used in the last twelve months?	EDUCATION AND LIBRARIES	84
	Secondary education (11-18s)	53
	Libraries	53
	Sixth form/further education	17
	Primary education (5-11s)	17
	LEISURE	75
	Parks and open spaces	51
	Leisure and sports facilities	43
	Playgrounds and play areas	31
	SERVICES FOR CHILDREN AND YOUNG PEOPLE	42
	Activities for young people	28
	Connexions (information and advice centre)	17
	OTHER	61
	Local health services	44
	Recycling facilities	42
	Social services to support children and families	1
	Other	-
	None of these	3
	Don't know	-
I would like to ask you about local services in this local area provided by Lambeth Council. I would like your opinion of these services even if you have not had direct experience. What is your opinion of ... ?		
Primary schools	Excellent	8
	Very good	25
	Good	42
	Average	9
	Poor	1
	Very poor	-
	Extremely poor	1
	Don't know/no opinion	14
	Good	75
Poor	1	
Secondary schools	Excellent	10
	Very good	23
	Good	37
	Average	18
	Poor	4
	Very poor	1
	Extremely poor	1
	Don't know/no opinion	7
	Good	70
Poor	5	

<b>... What is your opinion of ...?</b>		
Sixth form/ Further Education college	Excellent	4
	Very good	15
	Good	31
	Average	15
	Poor	1
	Very poor	1
	Extremely poor	-
	Don't know/no opinion	34
	Good	50
	Poor	2
Libraries	Excellent	11
	Very good	23
	Good	39
	Average	17
	Poor	3
	Very poor	-
	Extremely poor	-
	Don't know/no opinion	7
	Good	73
	Poor	3
Parks and open spaces (2005 and 2003 wording was "parks, playgrounds and open spaces")	Excellent	7
	Very good	29
	Good	31
	Average	20
	Poor	10
	Very poor	-
	Extremely poor	1
	Don't know/no opinion	1
	Good	68
	Poor	10
Leisure and sports facilities	Excellent	10
	Very good	17
	Good	32
	Average	20
	Poor	9
	Very poor	2
	Extremely poor	3
	Don't know/no opinion	5
	Good	59
	Poor	15

... What is your opinion of ...?		
Playgrounds and play areas	Excellent	4
	Very good	19
	Good	31
	Average	26
	Poor	10
	Very poor	2
	Extremely poor	-
	Don't know/no opinion	7
	Good	54
	Poor	12
Connexions (Information and advice centre)	Excellent	2
	Very good	15
	Good	21
	Average	16
	Poor	3
	Very poor	1
	Extremely poor	1
	Don't know/no opinion	42
	Good	38
	Poor	4
Activities for young people	Excellent	5
	Very good	18
	Good	27
	Average	21
	Poor	13
	Very poor	6
	Extremely poor	3
	Don't know/no opinion	7
	Good	50
	Poor	22
Recycling facilities	Excellent	6
	Very good	22
	Good	46
	Average	13
	Poor	4
	Very poor	2
	Extremely poor	-
	Don't know/no opinion	7
	Good	74
	Poor	6

... What is your opinion of ...?		
Local health services	Excellent	10
	Very good	33
	Good	44
	Average	6
	Poor	*
	Very poor	-
	Extremely poor	-
	Don't know/no opinion	7
	Good	87
	Poor	*
Social services to support children and families	Excellent	4
	Very good	11
	Good	21
	Average	8
	Poor	4
	Very poor	-
	Extremely poor	-
	Don't know/no opinion	52
	Good	37
	Poor	4
Local Policing	Excellent	6
	Very good	18
	Good	36
	Average	21
	Poor	8
	Very poor	2
	Extremely poor	1
	Don't know/no opinion	7
	Good	60
	Poor	12
Public transport	Excellent	5
	Very good	29
	Good	39
	Average	19
	Poor	6
	Very poor	2
	Extremely poor	1
	Don't know/no opinion	-
	Good	73
	Poor	9

... What is your opinion of ...?		
Street cleaning	Excellent	3
	Very good	17
	Good	43
	Average	22
	Poor	12
	Very poor	1
	Extremely poor	2
	Don't know/no opinion	2
	Good	62
	Poor	14
Repair of roads, pavements and cycle routes	Excellent	-
	Very good	12
	Good	34
	Average	24
	Poor	15
	Very poor	6
	Extremely poor	6
	Don't know/no opinion	3
	Good	46
	Poor	27
In the last four weeks, have you participated in any group activity led by an adult outside school lessons	Yes	45
	No	55
	Don't know	-
Which of these, if any, have you visited in the last four weeks?	OUTDOOR AND SPORTS ACTIVITIES	58
	A local park or playground	42
	A sports club or class (where I've done sport, not just watched it)	33
	CLUBS AND GROUPS	36
	A faith or community group (e.g. religious meeting or service )	16
	A youth club or youth group with organised activities run by adults	18
	A youth centre to meet friends (with few or no organised activities)	5
	A charity or local voluntary group (e.g. to do some organised volunteering)	4
	ENTERTAINMENT AND THE ARTS	28
	An art, craft, dance, drama, film/video-making group or class	22
	Music group or lesson	17
	Other	-
	None of these	20
	Don't know	-

Which of the following activities have you ever done, would consider doing in the future, or would not consider doing?		
Being a member of a school/college/university council	I am doing this/I have done this already	25
	I might do this in the future	49
	I don't think I would ever do this	21
	Don't know	4
Writing to your local councillor about a local issue	I am doing this/I have done this already	7
	I might do this in the future	61
	I don't think I would ever do this	27
	Don't know	5
Voting in an election	I am doing this/I have done this already	9
	I might do this in the future	80
	I don't think I would ever do this	10
	Don't know	1
Doing voluntary work like helping a local charity or sponsored events	I am doing this/I have done this already	23
	I might do this in the future	68
	I don't think I would ever do this	7
	Don't know	3
Campaigning – like going on a march, protest or signing a petition	I am doing this/I have done this already	18
	I might do this in the future	45
	I don't think I would ever do this	33
	Don't know	4
I am now going to read out a list of statements. For each one can you please tell me whether the statement is true, neither true nor not true, or false?		
I have one or more good friends	True	94
	Neither true nor untrue	5
	False	1
	Don't know	-
When I'm worried about something I can talk to my mum or dad	True	86
	Neither true nor untrue	9
	False	5
	Don't know	-
When I'm worried about something I can talk to my friends	True	84
	Neither true nor untrue	11
	False	5
	Don't know	1
When I'm worried about something I can talk to an adult who isn't my mum or dad	True	66
	Neither true nor untrue	15
	False	18
	Don't know	2
I have experienced using drugs	True	17
	Neither true nor untrue	82
	False	-
	Don't know	1

Which of the following activities have you ever done, would consider doing in the future, or would not consider doing?		
I have experienced using alcohol	True	77
	Neither true nor untrue	23
	False	-
	Don't know	-
I have smoked cigarettes	True	41
	Neither true nor untrue	59
	False	-
	Don't know	-
Thinking about this local area, how much of a problem do you think each of the following are ... ?		
Noisy neighbours or loud parties	A very big problem	11
	A fairly big problem	16
	Not a very big problem	35
	Not a problem at all	37
	A problem	28
	Not a problem	72
Teenagers hanging around on the streets	A very big problem	14
	A fairly big problem	23
	Not a very big problem	32
	Not a problem at all	31
	A problem	37
	Not a problem	63
Rubbish and litter lying around	A very big problem	14
	A fairly big problem	28
	Not a very big problem	36
	Not a problem at all	21
	A problem	43
	Not a problem	57
Vandalism, graffiti and other deliberate damage to property or vehicles	A very big problem	11
	A fairly big problem	19
	Not a very big problem	43
	Not a problem at all	27
	A problem	30
	Not a problem	70
People using or dealing drugs	A very big problem	22
	A fairly big problem	23
	Not a very big problem	27
	Not a problem at all	28
	A problem	45
	Not a problem	55

Which of the following activities have you ever done, would consider doing in the future, or would not consider doing?		
People being drunk or rowdy in public places	A very big problem	21
	A fairly big problem	24
	Not a very big problem	33
	Not a problem at all	22
	A problem	45
	Not a problem	55
Abandoned or burnt out cars	A very big problem	4
	A fairly big problem	10
	Not a very big problem	27
	Not a problem at all	58
	A problem	15
	Not a problem	85
How often, if at all, have you been bullied in the last 12 months...?		
At school?	Never	83
	Once or more in the last year	14
	Once or more in the last four weeks	-
	About once a week	-
	Most days	3
	Don't know	-
Somewhere else (including your journey to and from school)	Never	91
	Once or more in the last year	9
	Once or more in the last four weeks	-
	About once a week	-
	Most days	-
	Don't know	1
How often, if at all, have you been bullied in the last 12 months? Please just read out the letter that applies.	Most days	3
	About once a week	-
	Once or more in the last four weeks	-
	Once or more in the last year	7
	Never	90
	Don't know	-

Which, if any, of the following have you either seen or have happened to you in Lambeth in the past 12 months?	Begging	42
	Street drinking	37
	Owners of aggressive/violent dogs	19
	Drug dealing	18
	Vandalism	14
	Assault	22
	Hate crime, like racist abuse	11
	Knife and gun crime	11
	Robbery	12
	Car crime like theft or vandalism	6
	Burglary	8
	Community tensions	11
	Other	-
	None of these	22
Don't know	-	

#### CAMPAIGNS AND COMMUNICATIONS

How well do you think Lambeth Council keeps residents informed about the services and benefits it provides?	Keeps us very well informed	9
	Keeps us fairly well informed	39
	Gives us only a limited amount of information	27
	Doesn't tell us much at all about what it does	12
	Don't know	13
	Informed	48
	Uninformed	39

#### DEMOGRAPHICS

Gender	Male	51
	Female	49
Can I just double check your age?	11 to 13	35
	13 to 16	34
	17 to 19	30
	18 to 19	22
Which year are you currently in at school/college?	Year 5	1
	Year 6	8
	Year 7	11
	Year 8	16
	Year 9	11
	Year 10	11
	Year 11	8
	Year 12	15
	Year 13	10
Other	8	

What do you hope to do when you leave school/college?	Study to go to university	75	
	Study then get a job at 18	12	
	Work for myself/run a business	4	
	Get a job at 16	3	
	Get an apprenticeship	1	
	Something else	-	
	Don't know yet	5	
Do you receive free school meals?	Yes	33	
	No	67	
	Don't know		
Do you receive extra help at school with your learning or behaviour from someone other than your teacher?	Yes	27	
	No	73	
	Don't know	-	
Please could you tell me which group you consider you belong to?	White:	39	
	British	23	
	Irish	1	
	Other White - Portuguese	3	
	Other White - Polish	-	
	Other White - Other	12	
	Mixed:	5	
	White and Black Caribbean	4	
	White and Black African	1	
	White and Asian	-	
	Other Mixed	1	
	Asian:	4	
	Indian	1	
	Pakistani	2	
	Bangladeshi	1	
	Other Asian	1	
	Black:	48	
	Caribbean	21	
	African Somali	3	
	Other African	20	
	Other Black background	4	
	Chinese or other ethnic group:	3	
	Chinese	-	
	Other ethnic group	3	
	Refused	-	
	What is your main language?	English	86
		Portuguese	2
Yoruba		1	
Polish		1	
Other		10	

Which of these best describes your religion?	Christian	65
	Atheist	7
	Muslim	13
	Hindu	-
	Buddhist	2
	Sikh	-
	Jewish	-
	Other	-
	No religion	12
	Prefer not to say/don't know	1
Do you consider yourself to be disabled or have a long term illness?	Yes - disability	2
	Yes – illness or infirmity	3
	No	95
Do you regularly care for a member of your family, a friend or neighbour?	Yes	17
	No	82
	Don't know	*
Do you have access to the internet?	YES	97
	NO	3
	Don't know	-
If yes, where do you access it?	At home	93
	At school/college/university	86
	Via my mobile phone	44
	At a library	36
	At an internet café	7
	At another person's home	16
	At work	2
	Other – please specify	-