

# Lambeth Research and Consultation Briefing: Wave 5 resident survey

December 2010

**Report author:** Rebecca Eligon, Interim Head of Equalities and Consultation  
**Email:** [consultation@lambeth.gov.uk](mailto:consultation@lambeth.gov.uk)

## Summary

In the main perceptions of Lambeth Council's performance are stable; both youth and adult satisfaction ratings are in line with previously, community cohesion remains high and ratings of customer service, communications, housing, and community safety are stable or gradually improving (more detail about ratings of these individual services is available on pages 4-6). Awareness of the council's co-operative proposals are stable, but low and it is anticipated that this should increase in the first half of 2011 as the report from the Commission is published and recommendations begin to be implemented.

Although more residents understand the council has less money available, there is still a significant perceptions gap, and a third say they don't know about the council's financial situation and a quarter think the council has the same or more money than previously. It is important that the council communicate to residents the scale of cuts it is facing so they can have realistic expectations of services.

Once the financial context is explained over half of residents (53%) think that the key thing Lambeth should do to save money is to work with other councils like Southwark and Lewisham and other organisations like the NHS and police to deliver services together; a similar proportion (51%) think the council should use volunteers alongside trained staff, which demonstrates some support for the council's co-operative proposals.

In terms of specific services, residents clearly prioritise all social services, support services for disabled residents, weekly waste collection, youth and children's centres. Therefore the council needs to be mindful of making cuts or reducing the quality of these services. Conversely, residents are more likely to find reductions in service quality acceptable in food and garden waste collection, registrars services, business support and customer services.

Although reductions to customer service are seen to be more publicly palatable than reductions elsewhere the council needs to be mindful that customer service is one of the strongest drivers of overall opinion about Lambeth. Combined with the fact that over the last nine months, while generally stable, some specific areas of customer service have declined (listening to concerns and responding quickly when asked for help have both declined), it suggests that the council should think carefully about any significant reductions to the quality of customer service. Instead the data suggests there is an opportunity to move more areas of customer interaction online - for the first time since surveying all adult residents, regardless of age or social class, say they have access to the internet, and while 66% of residents say they have contact the council in the last year only 6% have done so via the website, and 14% via email.

Areas where residents would be most comfortable for the council to introduce or increase fees or fines are fly-tipping and graffiti removal, arts and cultural activities, evening classes/adult education, sports and leisure facilities, parking and bulky waste collection. It is worth noting that 21% of residents do not think that fees or fines should be introduced or increased for any services.

## **Introduction and methodology**

This report outlines the key issues for Lambeth residents based on the wave 5 residents' survey. The survey was conducted by the research agency Ipsos MORI on behalf of Lambeth Council. Findings are based on a total of 770 interviews with adults (aged 18+) and 130 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 11 October and 25th November 2010.

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 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.

## **Key findings**

In the rest of this report findings for departments are briefly summarised

### Corporate performance

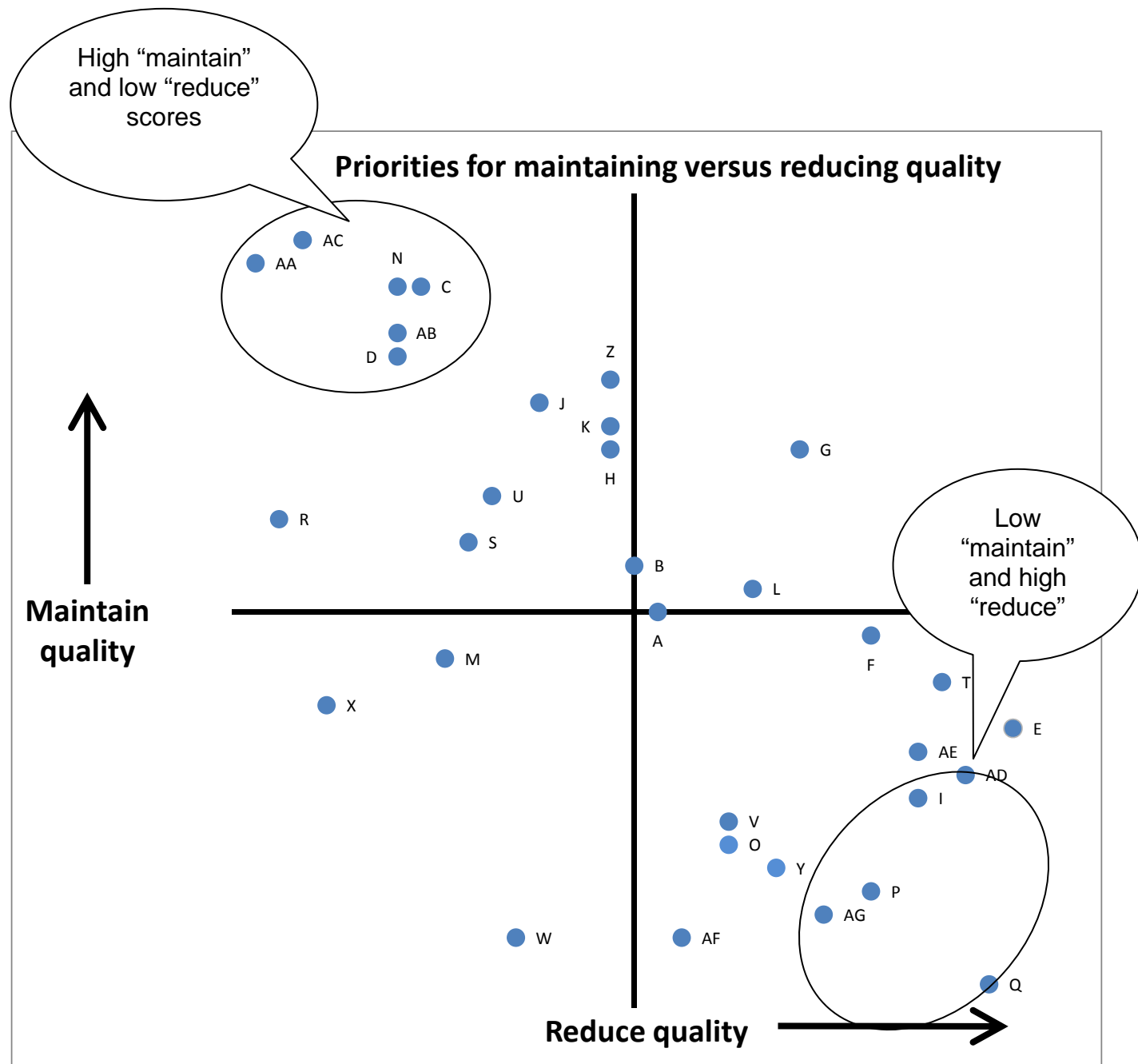
- Around half (55%) of adults and young people (52%) are satisfied with the way Lambeth Council runs things, in line with findings from previous waves. Perceptions of whether the council provides value for money have stayed up (39% in wave 4 and 5 compared with 35% in wave 3); and more residents realise that the council has less money available (although it is worth noting that there are still 32% of residents who don't know about the council's financial situation, and 24% who think the council has the same or more money than previously. Clearly if residents do not understand the council has less money this is likely to impact on their perceptions of the organisation as a whole.
- 86% of residents think that people from different backgrounds get on well together, in line with previous findings (85% in January 2009 and 83% in 2007).

### Enterprise, the economy and Lambeth council's budget

- Although the country is officially out of recession it appears as though between July and October that consumer confidence may have declined in the borough. Lambeth residents are more concerned about lack of jobs and the level of council tax than three months ago (both up from 19% in July to 24% in October) and are more concerned than the inner London average about council tax levels (24% v 18%). Although it is worth noting that residents' ratings of their personal financial circumstances are in line with previous waves (14% of adults and 20% of young people think things have got better in the last year, 51% of adults and 44% of young people think things have stayed the same and 33% of adults and 14% think things have got worse).
- Lambeth council, like all local authorities is facing significant funding cuts and is currently exploring ways to continue to deliver services with a reduced budget. To make savings over half of residents (53%) think that Lambeth council should work with other councils like Southwark and Lewisham and other organisations like the NHS and police to deliver services together; a similar proportion (51%) think the council should use volunteers alongside trained staff, which demonstrates some support for the council's co-operative proposals. Two in five (40%) think the council should get better at collecting debt, a quarter (26%) think the council should make savings by protecting priority services and cutting lower priority services and one in five (20%) think the council should relocate services that are too expensive to repair. Less popular ways of making savings include stopping the provision of free and subsidised services (like bulky waste collection) 13%, reducing opening hours to peak hours only (11%) and charging more for services (like community hall rental and planning applications) (10%).
- In terms of maintaining current services residents clearly prioritise social services for children and adults (25% and 22% respectively), services for people with physical or learning disabilities (24%), children's centres (22%), weekly waste collection (22%), youth clubs (20%), council housing (19%), having identified them as the areas where it is most important for the council to maintain quality. The chart overleaf highlights priority services which the public want to see maintained and not reduced in the top left quadrant and services where the public are more likely to approve of service reductions in the bottom right quadrant.

## Services to maintain and reduce

- A - Unsupervised playgrounds and play areas
- AA - Services for people with disabilities
- AB - Social services for adults and older people
- AC - Social services for children
- AD - Customer service centres
- AE - Telephone call centre
- AF - Cemeteries and crematoria
- AG - Registrars service
- B - Supervised playgrounds
- C - Children's centres
- D - Youth clubs/centres, and summer activities
- E - Arts and cultural activities
- F - Evening classes/adult education
- G - Leisure and sports facilities
- H - Libraries
- I - Business support service
- J - Employment support
- K - Parks and open spaces
- L - Doorstep recycling facilities
- M - Estate recycling facilities
- N - Weekly waste collection
- O - Bulky waste collection
- P - Food waste collection
- Q - Garden waste collection
- R - Street cleaning/sweeping
- S - Road and pavement repair
- T - Parking
- U - Street lighting
- V - Planning and building control
- W - Pest control/Noise control
- X - Environmental health
- Y - Fly tipping, graffiti removal
- Z - Council housing



- One way the council could save money would be to sell off or rent out some council buildings. Half of residents (52%) think the council should rent out buildings which are used less than others, a fifth (22%) think the council should sell off less well used properties. Only 9% think the council should maintain properties if they are not well used.
- Areas where residents would be most comfortable for the council to introduce or increase fees or fines are fly-tipping and graffiti removal (20%), arts and cultural activities (17%), evening classes/adult education (17%), sports and leisure facilities (15%), parking (13%) and bulky waste collection (13%). It is worth noting that 21% of residents do not think that fees or fines should be introduced or increased for any services.

### Co-operative council

- 11% of residents say they have heard of the council's plans to become a Co-operative Council (the same as in wave 4 where 12% were aware). It is anticipated that this awareness ratings should increase in the next few waves of research once the recommendations of the Co-operative Council commission are made public.
- Just over four in ten (43%) feel they can influence decisions affecting their area, which again is in line with previous findings. Given the council's ambitions around the Co-operative Council and the council's desire for residents to become more involved in the commissioning and delivery of services, Lambeth council needs to do more to increase the proportion of residents who feel they can influence decisions.
- Over four in ten (43%) adults say they are involved in local groups, clubs or organisations – the most popular being religious/church groups (12%), sports and recreation clubs (12%), tenants/residents' group (8%) and education, arts and evening classes and groups (7%). One in twenty (5%) are involved in groups set up to improve the local area, and a similar proportion are involved in schools via a board of governors or parent-teacher association (4%). This suggests there are opportunities to capitalise on existing levels of community interest and involvement around the Co-operative Council proposals.
- Of Lambeth's young people, 19% say they are currently or have previously been a member of a school, college or university council and a further 43% say they would consider this in the future. 15% of young people have volunteered or participated in sponsored events and three quarters (76%) say they would consider this in the future, suggesting there is much appetite among young people for further involvement.

### Customer service

- Two thirds (66%) of residents say they have contacted the council in the last year, mainly via phone (71%), but a quarter have visited council offices (25%), 14% via email, 6% via the council website and just 4% via letter. Compared with 2003, the last time we asked about mode of contact, many more residents now say they use the phone (71% v 57%), there is slightly higher use of council offices (25% v 19%) and email (14% v 8%) but less reliance on letters (4% v 15% in 2003).
- For the first time all residents surveyed say they have access to the internet (79% at home, 33% at work, 19% via their phone, 9% at a library and 6% at college or university), but only 18% say they would prefer to contact the council online, and as mentioned above only 6% actually contact the council via the website, and 14% via email. There is therefore clearly scope for the council to conduct more of its business with residents online.
- In terms of the council's customer service and the council's relationship with residents, satisfaction levels are broadly in line with previous waves and are in line with the inner London average with the exception of listening to the concerns of local residents (which has declined by 8 points over the last nine months to 51% and is below the inner London average of 62%), and responding quickly if asked for help (which has declined by 6 points over the last nine months to 48% and is below the inner London average of 59%). Given that ratings on these two measures have declined, the council needs to be mindful of the impact on perceptions of any reductions in customer service.
- Positively, nearly three quarters (72%) think council staff are friendly and polite (although this is below the inner London average of 82%), and two thirds (67%) think the council is making the area a better place to live (although again this is below the inner London

average of 77%). A quarter of residents say they would speak highly of the council (23%), the same as in wave 4.

### Communications

- 54% of adults and 44% of young people believe the council keeps them well informed about the services and benefits it provides, which is in line with previous findings and the proportion of adults who had heard of any of the stories and campaigns from the council stayed stable at 78% (compared with 81% in wave 4).
- In terms of specific campaigns over half say they have heard about how and what to recycle in Lambeth (55%), a third recall publicity about the Lambeth Country show (35%), a quarter have heard about new planned leisure facilities (25%) and 19% about the council's ASB reporting line.
- Residents find out most of their information from Lambeth Life, the council newspaper (63%). Other popular information sources include leaflets (48%), the council website (23% and word of mouth (21%). One in five (19%) use local newspapers like the South London Press to find out about the council. However, the council needs to note that these sources are not used universally:
  - As found previously, longer term (10+ years) residents, women, older residents and council tenants are more likely to use Lambeth Life, the fortnightly council newspaper;
  - Disabled residents are more likely to rely on the South London Press;
  - More younger people (18-24 years) and those in social class C1 say they use posters;
  - Those in education or training are more likely to find out about the council via leaflets;
  - Black African residents are more likely to come directly to the council's offices; and
  - Owner occupiers, private tenants, residents of less than 2 years and those in employment have a greater preference for the council website.

### Housing

- Ratings of housing are broadly the same as last quarter with 65% of private and social tenants satisfied with the overall service provided by their landlord, 59% satisfied with the general condition of their property, 57% satisfied with the value for money for their rent, and around half 51% satisfied with repairs and maintenance. As found previously private sector renters are more positive about their housing than social tenants; and within the social tenants group, housing association residents are more positive than council tenants. This is interesting given that HA tenants and council tenants are very similar demographically and so this difference appears to reflect difference in quality of the two types of social housing in the borough.

### Community safety

- Crime remains a top concern for adults, and concern is higher than inner London (44% compared with 37%) although the figure has dropped since the previous wave (44% compared with 51% in wave 4) and ratings of most elements of ASB have declined since we started recording this suite of questions in 2007. Similarly youth concern about crime continues to decline and is at its lowest ever levels, and youth perceptions of ASB have remained largely stable, although more young people think that teenagers hanging around are a problem (41% v 27%) than in April 2010. This may reflect seasonal variation and we will monitor this to see whether it is an ongoing trend.
- The proportion of young people who say they have witnessed or experienced some sort of crime (ranging from begging and street drinking to drug dealing and knife/gun crime) has returned to levels recorded in October 2009 (78% and 79% respectively) suggesting the decline seen in April 2010 was linked to seasonal variation (in April 71% had experienced or witnessed some sort of crime).
- Bullying among Lambeth school children has stayed the same over the last year (15% in Oct 2009 and Oct 2010 were bullied at school at least once in the last year and 15% and 10% were bullied outside of school- the reduction is not statistically significant due to the

small sample size). For the first time we asked young people who are not at school about bullying (these are mainly older young people 16-19 years) and found that bullying among this group is in line with that experienced by children and young people at school (15% among non-school attendants v 15% at school and 10% among school students outside of school).

### Children and young people

- Over three quarters of young people (78%) say they know a little or a lot about the council and only 19% say they know nothing at all. This is a significant improvement on previous waves and is much better than the inner London average (where 64% say they know something and 30% say they know nothing) and may reflect some of the recent targeted work the council is doing with young people in the borough.
- Positively, on nearly all measures young people in Lambeth rate the council above the average for young people across inner London, with the exception of listening to concerns where they are in line with the average (50% v 47%) and all measures show stable or improving performance.
- In terms of their emotional health, young people are as supported as in January 2010. Nearly all (94% v 95%) say they have one or more good friends, 85% say if they are worried they can talk to their friends (compared with 80%), 80% to their parents (compared with 77%), and 66% to another adult (compared with 43%).

# Appendix One

## Topline results from Wave 5 Residents' Survey

### Adult survey – based on 770 interviews unless otherwise stated

Throughout both surveys where figures do not sum to 100 this may be due to rounding, weighting or multiple responses. Where too few respondents have answered a question for us to have confidence in its reliability (under 30) this is noted and actual respondent numbers (rather than percentages are recorded).

#### TOP CONCERNS

Q1. Which three of these, if any, are you **personally** most concerned about? You can choose up to three. Please just read out the letters that apply.

Crime	44
Level of council tax	24
Lack of jobs	24
Lack of affordable housing	23
Litter/dirt in the streets	20
Not enough being done for young people	18
Rising prices/interest rates	15
Standard of education	13
Traffic congestion	12
Lack of recreational facilities	11
Number of homeless people	10
Not enough being done for elderly people	10
Quality of health service	9
Pollution of the environment	8
Poor public transport	7
None of these	5
Other	3
Don't know	*

#### CORPORATE PERFORMANCE

Q2. Taking everything into account, how satisfied or dissatisfied are you with the way Lambeth Council runs things?

	Base (759)*
Very satisfied	6
Fairly satisfied	49
Neither satisfied nor dissatisfied	24
Fairly dissatisfied	14
Very dissatisfied	8
<b>Satisfied</b>	<b>55</b>
<b>Dissatisfied</b>	<b>21</b>

\* Excludes don't know and no response

Q3. To what extent do you agree or disagree that Lambeth Council provides value for money?

	<i>Base (737)*</i>
Strongly agree	3
Tend to agree	36
Neither agree nor disagree	30
Tend to disagree	20
Strongly disagree	11
<b>Agree</b>	<b>39</b>
<b>Disagree</b>	<b>31</b>

\* Excludes don't know and no response

#### SERVICE USAGE AND SATISFACTION

Q4. 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? Just read out the letters that apply

<b>HOUSING &amp; ENVIRONMENT</b>	
Parks and open spaces	58
Doorstep recycling facilities	47
Estate recycling facilities	23
Housing benefit service	17
<b>HEALTH &amp; SOCIAL CARE</b>	
Local health services	67
Social services	7
Services for disabled people	4
<b>LEISURE/EDUCATION</b>	
Libraries	35
Leisure and sports facilities	28
Arts and cultural activities (e.g. theatres and concerts)	14
Evening classes/adult education	4
<b>SERVICES FOR CHILDREN &amp; YOUNG PEOPLE</b>	
Playgrounds and play areas	21
Primary education (5-11s)	17
Secondary education (11-18s)	10
Nursery education (under 5s)	7
Youth services available for 13-19 year olds (e.g. youth clubs and centres, Connexions and summer activities)	2
<b>EMPLOYMENT</b>	
Employment support or guidance from the Council	3
Business support service/Business desk	*
Other services	*
None of these	3
Don't know	0

Q5. SHOWCARD I am now going to read out some statements that people have said about their council. To what extent do you think that these statements apply to Lambeth Council?

Lambeth Council ... SINGLE CODE PER STATEMENT. ROTATE ORDER OF STATEMENTS

	A great deal	To some extent	Not very much	Not at all	Don't know	A great deal/to some extent	Not very much/not at all
... has staff who are friendly and polite	19	54	10	3	15	72	13
... is making the local area a better place for people to live	10	57	19	7	7	67	26
... is efficient and well run	8	48	19	10	15	55	29
... resolves problems when asked	9	43	20	10	18	52	30
... listens to the concerns of local residents	7	44	20	11	18	51	31
... involves residents when making decisions	8	41	23	15	13	49	38
... responds quickly when asked for help	10	38	20	12	20	48	32
... doesn't do enough for people like me	11	32	32	15	10	43	47
... is doing a better job now than one year ago	5	36	26	10	23	40	37
... is difficult to get through to on the phone	13	25	23	18	21	38	41

Q6. SHOWCARD Which of these phrases best describes the way you would speak about Lambeth Council as an organisation? SINGLE CODE ONLY

I would speak highly of Lambeth Council without being asked	3
I would speak highly of Lambeth Council if asked	20
I would be neutral towards Lambeth Council	51
I would be critical of Lambeth Council if asked	18
I would be critical of Lambeth Council without being asked	7
Don't know	1
<b>Advocate</b>	<b>23</b>
<b>Critic</b>	<b>25</b>

Q7. SHOWCARD To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together? Please consider your local area to be the area within 15-20 minutes walking distance from your home. SINGLE CODE ONLY

Definitely agree	25
Tend to agree	61
Tend to disagree	9
Definitely disagree	3
Don't know	3
<b>Agree</b>	<b>86</b>
<b>Disagree</b>	<b>12</b>

Q8. SHOWCARD Do you agree or disagree that you can influence decisions affecting your local area? Again, please consider your local area to be the area within 15-20 minutes walking distance from your home. SINGLE CODE ONLY

	Base (674)*
Definitely agree	5
Tend to agree	38
Tend to disagree	29
Definitely disagree	15
<b>Agree</b>	43
<b>Disagree</b>	44

\*excludes don't know and no response

Q9. Have you contacted Lambeth Council in the last 12 months? SINGLE CODE ONLY

Yes	66
No	34
Don't know	1

ASK Q10 IF RESPONDENT HAS CONTACTED THE COUNCIL IN THE LAST 12 MONTHS

Q10. SHOWCARD How was your last contact with the Council made? MULTICODE OK

By telephone	71
In person	25
By email	14
Via the council's website	6
By letter	4
Via another website	*
Via a social networking website, e.g. Facebook, Twitter etc.	0
Other	*
Don't know	0

ASK ALL

Q11. SHOWCARD And which one, if any, is your preferred method of contacting the council? SINGLE CODE ONLY

Telephone	61
Internet (web and email)	18
Visit to a one-stop shop close to my home (i.e. a place where you can get information and advice on any council services)	12
Visit to the Town Hall	7
Post	1
Text message/ SMS	*
Other	1
None of these	*
Don't know	0

**SOCIAL HOUSING**

ASK Q12 IF RESPONDENT IS A SOCIAL OR PRIVATE TENANT.

Q12. SHOWCARD **Taking everything into account, how satisfied or dissatisfied are you with ...?**  
SINGLE CODE PER STATEMENT

Base (523)	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know	Satisfied	Dissatisfied
<b>The overall service provided by your landlord?</b>	21	44	12	14	8	1	<b>65</b>	<b>22</b>
<b>The value for money for your rent?</b>	15	43	17	16	8	1	<b>57</b>	<b>24</b>
<b>The general condition of this property?</b>	16	44	13	18	9	-	<b>59</b>	<b>28</b>
<b>Repairs and maintenance</b>	16	35	14	22	13	1	<b>51</b>	<b>34</b>

**ENGAGEMENT AND EMOTIONAL HEALTH**

ASK ALL

Q13. SHOWCARD **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.** MULTICODE OK (APART FROM 'NONE OF THESE')

Religious group or church organisation	12
Sports or recreation club	12
Tenants' / Residents' group / Neighbourhood Watch	8
Education, arts, drama, reading or music group/evening class	7
Group set up to improve the local area	5
Parent-teachers' / school parents association / Board of Governors etc.	4
Social club / working men's club	3
Environmental or conservation group	3
Political parties or trade unions (inc student unions)	3
Local group which raise money for charity (e.g. The Rotary Club)	2
Pressure group or campaigning organisation	2
Group that has taken ownership of a community asset (e.g. a community run library)	1
Group for older people (e.g. lunch clubs)	1
Women's group / Women's Institute	1
Youth groups (e.g. scouts, guides, youth clubs)	1
Other local community or voluntary group	3
Other national or international group	2
None of these	57

**ECONOMY**

Q14. Compared with this time last year, do you think that your personal financial circumstances have improved, stayed the same, or got worse? SINGLE CODE ONLY

Improved	14
Stayed the same	51
Got worse	33
Don't know	2

Q15. SHOWCARD Compared to last year, which of the following do you think best describes Lambeth Council's current financial situation? SINGLE CODE ONLY

The council has a lot more money available to spend	3
The council has a bit more money available to spend	8
The council has about the same amount of money available to spend	13
The council has a bit less money available to spend	25
The council has a lot less money available to spend	18
Don't know	32
<b>More money</b>	<b>11</b>
<b>Less money</b>	<b>43</b>

**COMMUNITY SAFETY**

Q 16. SHOWCARD Thinking about this local area, how much of a problem do you think each of the following are ... ? SINGLE CODE

Base (excl dk)	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	A problem	Not a problem	
(767)	<b>Rubbish or litter lying around</b>	11	24	42	23	<b>35</b>	<b>65</b>
(692)	<b>People using or dealing drugs</b>	14	19	36	31	<b>33</b>	<b>67</b>
(765)	<b>Teenagers hanging around on the streets</b>	12	20	42	27	<b>31</b>	<b>69</b>
(758)	<b>People being drunk or rowdy in public places</b>	10	19	48	23	<b>30</b>	<b>70</b>
(762)	<b>Vandalism, graffiti and other deliberate damage to property or vehicles</b>	6	16	46	32	<b>22</b>	<b>78</b>
(766)	<b>Noisy neighbours or loud parties</b>	5	10	44	41	<b>15</b>	<b>85</b>
(743)	<b>Abandoned or burnt out cars</b>	2	5	33	60	<b>7</b>	<b>93</b>

**COMMUNICATIONS**

Q17. SHOWCARD How well do you think Lambeth Council keeps residents informed about the services and benefits it provides? SINGLE CODE ONLY

Keeps us very well informed	9
Keeps us fairly well informed	45
Gives us only a limited amount of information	29
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>

Q18. SHOWCARD **Have you recently seen or heard any of the following about Lambeth Council?** MULTICODE OK (APART FROM 'NONE OF THESE' AND 'DON'T KNOW')

How and what to recycle in Lambeth	55
Lambeth Country Show	35
New leisure facilities planned for Clapham, Streatham and Norwood	25
The ASB reporting line	19
The council's campaign to save energy, help the environment and reduce waste	18
Adopting a Lambeth Child/Adoption in Lambeth	15
Controlled drinking zones	15
How the council offers value for money	12
Lambeth primary schools expanding to help meet demand for places	12
The council's campaign about graffiti, dog fouling, litter and fly-tipping	11
Holiday activity and summer university programme	9
The business loan fund (to help support local businesses)	6
How the council can help residents through the recession	6
None of these	19
Don't know	3

Q19. SHOWCARD **From which of these sources, if any, do you find out most of your information about Lambeth Council? Please just read out the letters that apply.** MULTICODE OK (APART FROM 'NONE OF THESE' AND 'DON'T KNOW')

Council newspaper 'Lambeth Life'	63
Leaflets delivered to your door	48
Council website	23
Friends, neighbours and relations	21
Local newspapers like the South London Press	19
Posters	15
Leaflets and notice boards in council buildings (including libraries)	13
Public meetings	4
Council offices (including the town hall)	3
Email newsletter	2
Young Lambeth website	1
Text message	*
Other	*
No answer	3
Don't know	1

Q20. **Have you heard about Lambeth Council's plans to become the first 'co-operative' council, or the 'John Lewis' council?** SINGLE CODE ONLY

Yes	11
No	88
Don't know	1

BUDGET CONSULTATION

Q21. SHOWCARD To what extent do you agree or disagree with each of the following statements? SINGLE CODE PER STATEMENT

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know	Agree	Disagree
<b>Lambeth Council provides good value for money for the council tax residents pay</b>	3	29	26	23	10	8	<b>32</b>	<b>34</b>
<b>Lambeth Council has the right level of council tax, compared to other councils</b>	3	24	20	17	11	25	<b>27</b>	<b>27</b>
<b>Lambeth Council provides enough information to residents about its financial performance and management</b>	2	19	24	22	15	19	<b>21</b>	<b>36</b>
<b>Lambeth Council demonstrates good financial management</b>	2	18	28	13	10	29	<b>20</b>	<b>23</b>
<b>Lambeth Council provides better value for money now compared to a year ago</b>	3	14	39	17	7	20	<b>17</b>	<b>24</b>

INTERVIEWER: READ OUT

**The council spends over £1 billion a year providing more than 600 services. Council tax only covers about 10 per cent of this, with the rest coming from the Government or fees that residents pay, like for planning applications or meals on wheels.**

**You may have heard the Government is reducing the money it gives and so Lambeth Council may need to save up to 40% over the next 3 years. There are many ways that Lambeth could look to make savings and at this stage we are just looking at the options. No decisions have been taken. The council currently spends most on services for children, young people and vulnerable adults, with other substantial costs being rubbish collection and keeping Lambeth's streets clean.**

- Q22. SHOWCARD If Lambeth Council **had** to reduce the quality of some services, for which of the following, if any, is it most acceptable to reduce quality? You may choose up to four. MULTICODE UP TO FOUR OPTIONS (APART FROM 'NONE OF THESE' AND 'DON'T KNOW')
- Q23. SHOWCARD **And thinking about the borough as a whole, not just yourself and your family; for which services, if any, is it most important to maintain quality? You may choose up to four.** MULTICODE UP TO FOUR OPTIONS (APART FROM 'NONE OF THESE' AND 'DON'T KNOW')
- Q24. SHOWCARD **Finally, for which services, if any, could the council introduce (or increase) fees or fines to ensure it maintained quality? Again, you may choose up to four.** MULTICODE UP TO FOUR OPTIONS (APART FROM 'NONE OF THESE' AND 'DON'T KNOW')

	Q22	Q23	Q24*
<b>Housing and environment</b>			
Garden waste collection	11	1	8
Parking	10	5	13
Food waste collection	8	2	4
Fly tipping, graffiti removal	5	2	20
Doorstep recycling facilities	5	7	5
Bulky waste collection	5	3	13
Planning and building control	5	3	11
Parks and open spaces	4	11	NA
Council housing	4	19	NA
Pest control/Noise control	3	2	10
Street lighting	2	10	NA
Road and pavement repair	2	9	NA
Estate recycling facilities	2	5	2
Weekly waste collection	2	22	4
Environmental health, (ensuring restaurants and traders meet health standards)	2	4	11
Street cleaning/sweeping	1	10	NA
<b>Leisure/education</b>			
Arts and cultural activities (e.g. concerts and community events)	15	4	17
Evening classes/adult education	8	6	17
Leisure and sports facilities, including swimming pools	6	10	15
Libraries	4	10	6
<b>Customer service</b>			
Customer service centres, you can visit in person	10	3	NA
Telephone call centre	8	3	NA
<b>Services for children and young people</b>			
Unsupervised playgrounds and play areas	4	7	3
Supervised playgrounds	4	8	5
Children's centres	2	22	3
Youth clubs/centres, and summer activities	2	20	5
<b>Employment</b>			
Business support service	8	8	NA
Employment support or guidance from the council (helping people get jobs)	4	15	NA
<b>Births, deaths and marriage</b>			
Registrars service (provide birth and death	6	2	9

registration and conduct marriage and civil partnership ceremonies)			
Cemeteries and crematoria	4	2	4
<b>Health and social care</b>			
Social services for adults and older people	2	22	4
Social services for children	1	25	3
Services for people with physical or learning disabilities	*	24	3
None of these	32	6	21
Don't know	10	9	11

\* Code was not given as option for Q24 – fees/fines

Q25. SHOWCARD **Which of the following approaches, if any, should the council focus most attention on to make savings? You may choose up to two.** MULTI CODE UP TO TWO OPTIONS (APART FROM 'NONE OF THESE' AND 'DON'T KNOW')

Work with other councils, like Southwark and Lewisham, and organisations like the NHS, to deliver services together	53
Get better at collecting debt owed to the council	40
Protect high priority services (such as crime, youth services and housing) and cut lower priorities (like the arts)	26
Stop providing some free or subsidised services (such as bulky waste collection)	13
Charge more for services (like community halls, and out of hours school rentals)	10
Keep the standard of service but reduce the frequency	10
Keep all the services, but reduce the standard	6
None of these	4
Don't know	6

Q26. SHOWCARD **And which one of the following, if any, should the council use to reduce the cost of delivering services direct to the public?** SINGLE CODE ONLY

Use volunteers (where possible and appropriate) alongside trained staff	51
Relocate services that are too expensive to repair, and maintain and provide the service elsewhere	20
Reduce opening hours to peak hours only	11
None of these	8
Don't know	10

**One way the Council could save money would be to sell off or rent out some council buildings that are not used as much as they could be. The money raised from this sale could then be re-invested elsewhere.**

Q27. SHOWCARD **With this in mind, which approach should the council take to managing the properties it owns? Should it ...** SINGLE CODE ONLY

Rent out properties which are used less than others?	52
Sell off properties which are used less than others	22
Maintain all of its properties even if they are used less?	9
Consider selling well-used properties if they would generate the most income?	8
None of these	1
Don't know	7

# Young persons survey – based on 130 interviews unless otherwise stated

## COUNCIL SATISFACTION, CONCERNS, VALUE FOR MONEY, SERVICE USAGE AND INFLUENCE

YP2 SHOWCARD Which, if any, of the following things do you worry about the most? Just read out the letters which apply MULTICODE OK (APART FROM 'NONE OF THESE' AND 'DON'T KNOW')

Exams	43
My future	40
Money	31
School work	19
Crime	15
My parents or family	10
Friendships/fitting in	10
Getting into trouble	7
Being healthy	7
My body	5
Being bullied	3
Girlfriends/boyfriends/sex (14+ only)	3
Something else	2
None of these	13
Don't know	0

YP3 SHOWCARD Taking everything into account, how satisfied or dissatisfied are you with the way Lambeth Council runs things? SINGLE CODE ONLY

Very satisfied	12
Fairly satisfied	40
Neither satisfied nor dissatisfied	27
Fairly dissatisfied	3
Very dissatisfied	3
<b>Satisfied</b>	<b>52</b>
<b>Dissatisfied</b>	<b>6</b>

YP4 SHOWCARD Which, if any, of these services provided by Lambeth Council have you used in the last twelve months? Please just read out the letters that apply MULTICODE OK APART FROM 'NONE OF THESE' AND 'DON'T KNOW').

<b>EDUCATION AND LIBRARIES</b>	
Secondary education (11-18s)	47
Libraries	40
Sixth form/further education	13
Primary education (5-11s)	9
Nursery education (under 5s)	0
<b>LEISURE</b>	
Parks and open spaces	54
Leisure and sports facilities	31
Playgrounds and play areas	27
Arts and cultural activities (like museums and galleries)	10
<b>SERVICES FOR CHILDREN AND YOUNG PEOPLE</b>	
Youth clubs and centres	17
Connexions (information and advice centre)	13
Summer activities – such as sports clubs, music workshops	11
<b>OTHER</b>	
Local health services	52
Recycling facilities	39
Social Care	2
Services for disabled people	1
Other	0
None of these	3
Don't know	0

<b>CORPORATE AND CUSTOMER SERVICE</b>
---------------------------------------

YP5 SHOWCARD How much, if anything, do you know about Lambeth Council? SINGLE CODE

A lot	4
A little	74
Nothing at all	19
Can't say	4

ASK YP6 IF RESPONDENT KNOWS 'A LITTLE'/'A LOT' ABOUT THE COUNCIL

YP6 SHOWCARD **These are some things which other people have said about their council. To what extent do you think these statements apply to Lambeth? My council ...**  
SINGLE CODE PER STATEMENT

Base size (101)	A great deal	To some extent	Not very much	Not at all	Don't know	A great deal/fair amount	Not very much/not at all
<b>Does enough to protect and look after young people</b>	9	55	27	2	7	65	29
<b>Provides services which young people need, like activities, advice and support</b>	25	38	27	2	8	63	29
<b>Listens to the concerns of young people</b>	9	40	26	10	14	50	36
<b>Resolves problems when asked</b>	6	45	24	5	21	50	29
<b>Involves young people when making decisions</b>	6	41	32	15	6	47	47

**ENGAGEMENT AND EMOTIONAL HEALTH**

ASK ALL

YP8 **In the last four weeks, have you participated in any group activity led by an adult outside school lessons (such as a sports, arts or youth group)?** SINGLE CODE ONLY

Yes	33
No	65
Don't know	2

YP7 SHOWCARD **Which of these, if any, have you visited in the last four weeks? Please do not count anything that is part of school lessons.** MULTICODE OK (APART FROM 'NONE OF THESE' AND 'DON'T KNOW')

**OUTDOOR AND SPORTS ACTIVITIES**

A local park or playground	54
A sports club or class (where I've done sport, not just watched it)	26

**CLUBS AND GROUPS**

A faith or community group (e.g. religious meeting or service)	20
A youth club or youth group with organised activities run by adults	12
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)	5

**ENTERTAINMENT AND THE ARTS**

An art, craft, dance, drama, film/video-making group or class	11
Music group or lesson	10
Other	0
None of these	25
Don't know	0

YP9 SHOWCARD Which of the following activities have you ever done, would consider doing in the future, or would not consider doing? SINGLE CODE PER STATEMENT.

	I am doing this/I have done this already	I might do this in the future	I don't think I would ever do this	Don't know
<b>Being a member of a school/college/university council</b>	19	43	30	7
<b>Doing voluntary work like helping a local charity or sponsored events</b>	15	76	7	2
<b>Campaigning – like going on a march, protest or signing a petition</b>	11	40	41	9
<b>Voting in an election</b>	8	79	9	4
<b>Writing to your local councillor about a local issue</b>	2	66	24	7

YP10 SHOWCARD I am now going to read out a list of statements. For each one, please just read out the number that applies. SINGLE CODE PER STATEMENT.

	True	Neither true nor not true	False
<b>I have one or more good friends</b>	94	3	3
<b>When I'm worried about something I can talk to my mum or dad</b>	80	8	12
<b>When I'm worried about something I can talk to my friends</b>	85	9	6
<b>When I'm worried about something I can talk to an adult who isn't my mum or dad</b>	66	13	22
Base (50) ASK 16+ YEARS ONLY <b>I have experienced using drugs</b>	37		63
Base (50) ASK 16+ YEARS ONLY <b>I have experienced using alcohol</b>	70		30
Base (50) ASK 16+ YEARS ONLY <b>I have smoked cigarettes</b>	42		58

**THE ECONOMY**

ASK ALL

YP11 Compared to this time last year, do you feel that you and your family are financially ...? READ OUT. SINGLE CODE ONLY

Better off	20
About the same	44
Worse off	14
Don't know	22

COMMUNITY SAFETY

YP12 SHOWCARD Thinking about this local area, how much of a problem do you think each of the following are ... ? SINGLE CODE PER STATEMENT.

	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Don't know/No opinion	A problem	Not a problem
Noisy neighbours or loud parties	7	13	50	28	2	20	78
Teenagers hanging around on the streets	15	27	40	17	1	41	57
Rubbish or litter lying around	15	27	43	15	-	42	58
Vandalism, graffiti and other deliberate damage to property or vehicles	13	19	34	32	2	32	66
People using or dealing drugs	15	19	30	28	8	35	57
People being drunk or rowdy in public places	9	24	38	25	3	33	63
Abandoned or burnt out cars	2	6	31	53	9	8	83

ASK YP13-14 IF RESPONDENT GOES TO SCHOOL

YP13- SHOWCARD How often, if at all, have you been bullied in the last 12 months...? Just read out the number that applies. SINGLE CODE ONLY FOR EACH QUESTION

Base (86)		Never	Once or more in the last year	Once or more in the last four weeks	About once a week	Most days	Don't know
YP13	At school	84	10	2	2	0	1
YP14	Somewhere else (including your journey to and from school)	88	6	2	1	0	3

ASK YP15 IF RESPONDENT DOES NOT GO TO SCHOOL

YP15 SHOWCARD How often, if at all, have you been bullied in the last 12 months? Please just read out the letter that applies. SINGLE CODE ONLY

	(Base: 44)
Most days	0
About once a week	5
Once or more in the last four weeks	0
Once or more in the last year	10
Never	85
Don't know	0

ASK ALL

YP16 SHOWCARD Which, if any, of the following have you either seen or have happened to you in Lambeth in the past 12 months? Just read out the letters that apply  
MULTICODE OK

Begging	52
Street drinking	39
Owners of aggressive/violent dogs	29
Drug dealing	23
Vandalism	21
Assault	20
Hate crime, like racist abuse	11
Knife and gun crime	10
Robbery	9
Car crime like theft or vandalism	8
Burglary	8
Community tensions	8
Other	1
None of these	19
Don't know	2

COMMUNICATIONS

YP17 SHOWCARD How well do you think Lambeth Council keeps young people informed about the services and benefits it provides? SINGLE CODE ONLY

Keeps us very well informed	9
Keeps us fairly well informed	34
Gives us only a limited amount of information	24
Doesn't tell us much at all about what it does	13
Don't know	20
<b>Informed</b>	<b>44</b>
<b>Uninformed</b>	<b>37</b>