

Lambeth Research and Consultation Briefing: Wave 3 resident survey

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SUMMARY

The good news

- Resident satisfaction with the local area, with overall council performance and with all aspects of customer service is stable and in wave 3, for the first time since we started recording, all of these measures are in line with inner London norms.
- Concern about crime is declining as it has done since we started recording in 2003 and in the last quarter fewer people say drug dealing and use, vandalism, and teenagers hanging around are a problem. Similarly, more young people than six months ago think people can be relied on to call the police if someone is acting suspiciously, treat each other with respect, and can be trusted which demonstrates our continuing improvement.
- Most feel that their financial situation has stayed the same or improved over the past year. Positively, fewer people think things have got worse than when we asked in wave one.
- Our residents continue to be less concerned about lack of jobs, litter and the health service than the inner London average.
- A third of residents feel their physical environment has improved over the last two years and 81% say that the historic buildings, parks and gardens in the borough contribute to the quality of life in their local area. The Windrush Square redevelopment also appears to have had a positive impact; 40% of residents overall are aware of the regeneration of the square, rising to three quarters in Brixton and residents feel the redevelopment has had a positive impact on safety, appearance and quality of the open space, with Brixton residents the most positive.

Potential areas for action

Crime and ASB

- Although the council has made great strides, crime remains residents' top concern and concern about drug use and dealing is the top anti-social behaviour issue for residents. This shows that continued action around community safety and communications which focus on reducing fear of crime are still needed.

Corporate performance

- More residents are beginning to understand that the council has less money at its disposal (25% in April think the council has less money compared with 11% in 2009); however, the vast majority, particularly poorer residents, still do not realise that the council will have less money to deliver public services in the future. Further communications are therefore vital if residents are to have realistic expectations.
- Lambeth residents are more concerned than other inner Londoners about council tax; this was also the case in wave 2. In wave 3, residents are also more concerned about recreational facilities than the inner London average. This has not been previously recorded, and may be linked with the proposed changes to leisure services in Clapham, Streatham and Norwood. It will therefore be important to reinforce messages about the council tax freeze and ensure that the new cultural services strategy clearly communicates the reasons underpinning any changes to recreational facilities maintaining and improving services where possible.
- As previously, equal proportions think we provide value for money as do not (33% think we do, 36% think we do not). Residents who are negative about value for money feel this way because of perceived high levels of council tax, poor housing repair and perceived inefficiency. Those who are positive about value for money say it is because of the good overall service provided by the council, cleanliness and a good rubbish and waste collection service. It will therefore be important to prioritise these services as the council considers how it copes with reduced central government funding.

Equalities groups

- Our black Caribbean residents, long term residents and council tenants remain consistently less satisfied with most aspects of council services. For black Caribbean residents this is because of perceived poor access to housing and a perception of poor services for young people. For council tenants it is because of a perceived poor housing repairs service. Further ethnographic research is planned to help explore these issues in more depth.
- Two thirds of residents think that the council promotes equality and diversity in the borough and say they are unaffected by discrimination. However, nearly four in ten say they would not know what to do if they experienced hate crime or discrimination and so more work is needed to ensure processes are clear and accessible to all.

Introduction and methodology

This report outlines the key issues for Lambeth residents based on the wave 3 residents' survey. The survey was conducted by the research agency Ipsos MORI on behalf of Lambeth Council. Findings are based on a total of 760 interviews with adults (aged 18+) and 122 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 14th April – 21st May 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

The overall message from the survey is broadly positive. Appendix one provides a detailed topline of all the findings from the wave 3 residents' survey.

Top concerns: Concern about crime among both adults and young people continues to decline which ties in with the budget consultation findings and figures from the Met Police about actual crime levels. For the last 18 months (since Jan 2010) concern about crime has been in line with the inner London average. Council tax and a lack of recreational facilities are the only areas where concerns are higher in Lambeth than the inner London average, which suggests that messages about the council tax freeze need to be reinforced and the cultural services strategy will need to ensure that provision of recreational facilities is sufficiently prioritised.

Concerns are broadly stable, crime remains top. Our residents are more concerned about rec. facilities and council tax than other inner Londoners



Residents' survey waves 1, 2 & 3 combined (Oct 09-April 10)- Base: All respondents (2,260).

Note the inner London comparison data is based on a question with a split code "Not enough being done for young people" (240) and "Rising prices/interest rates" (246)

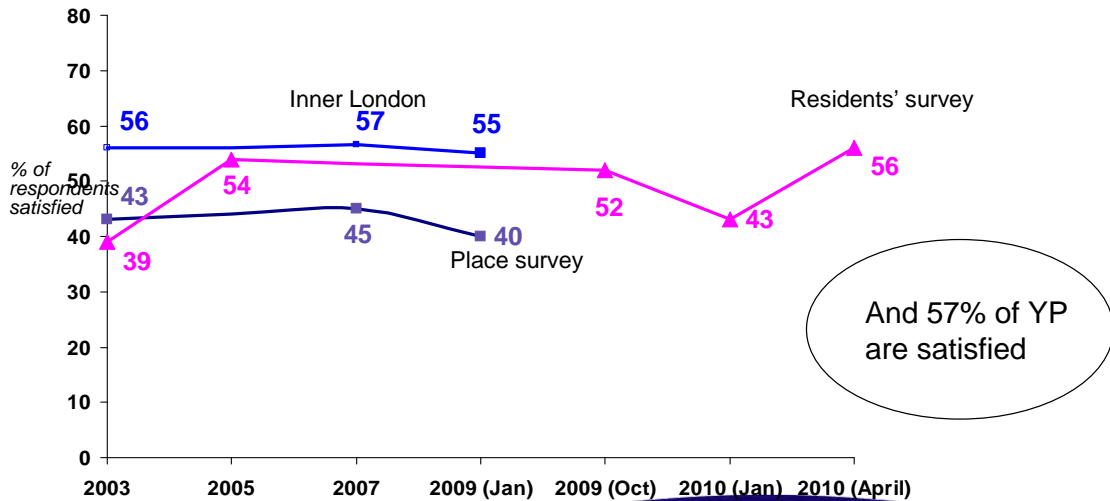


Corporate performance and customer satisfaction:

The dip in council satisfaction which was recorded in the wave 2 (Jan 2010) survey appears to have been a one off, and satisfaction levels are now back in line with inner London norms and previous ratings. We hypothesise that the decline in January 2010 was due to a change in question ordering on that wave.

Satisfaction with the council is back to October 2009 levels, blip likely due to change in question ordering

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



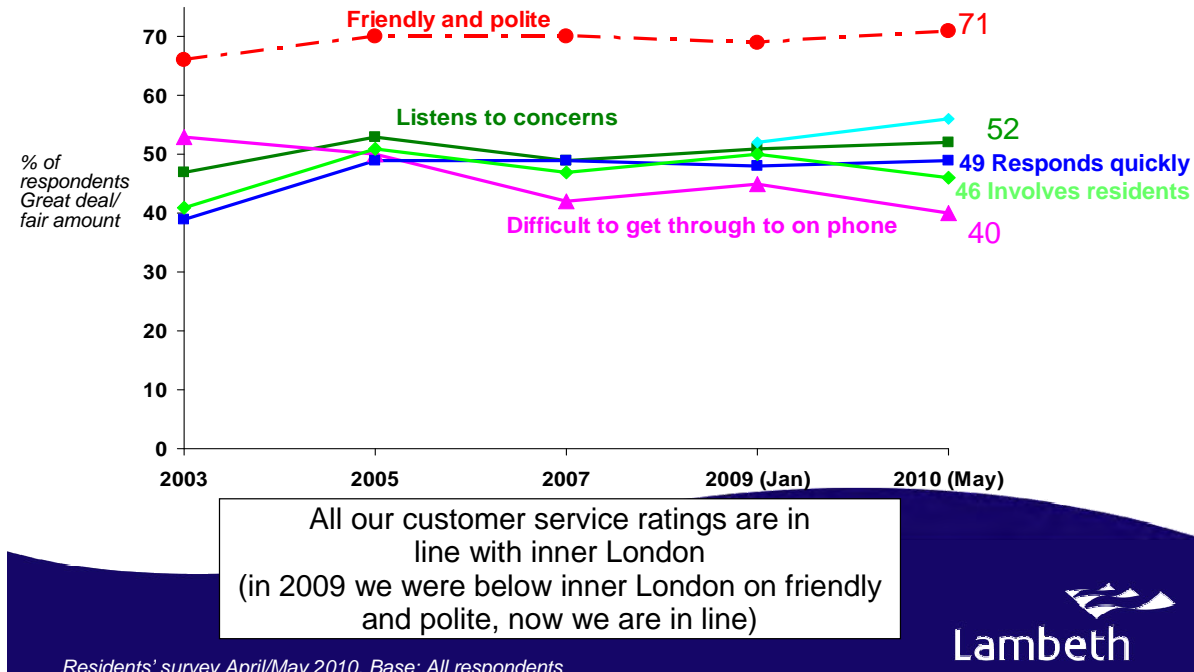
NB: Figures exclude don't know and no response
Residents' survey 2003 and 2007 Base: c.1000. 2009/10 Base: 2,260
Place Survey 2009, Base: All respondents (1,100 and 1,732)

Lambeth

Customer service ratings are also stable and in line with the inner London average as is satisfaction with the local area. Equal proportions of residents say they would speak highly as they would criticise the council to others, and most would be neutral.

Ratings of customer service are stable

Q6 *These are some things which other people have said about their council. To what extent do you think these statements apply to your Borough? My council....*



However, black Caribbean residents, council tenants, long term residents and households with children continue to be less satisfied with the council's overall performance, the value for money we offer and all aspects of customer service. These groups of residents are some of those most in need of our support and so ethnographic research is planned in 2010 to explore the reasons underlying their more negative perceptions.

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

Adults and Community Services

Community safety

- The wave 3 survey included extended questions on community safety and ASB.
- **Crime:** Despite sustained and ongoing improvement in perceptions, crime remains residents' top concern (44%). This shows that continued action around community safety and communications which focus on reducing the fear of crime are still needed.
- **Policing:** Adult ratings of the police continue to improve and are higher now than six months ago (59% v 55%), and positively, the drop recorded 3 months ago in relation to perceptions of police and partners successfully dealing with crime and ASB has been reversed (55% in wave 3 v 42% in wave 2)¹. Owner occupiers, long-term residents, and those with an illness or disability are less likely to rate the police well and more likely think that partners are not successfully dealing with ASB and crime.
- **Gangs:** Gangs are seen to be a problem by a sizeable number of young people (44%). Positively, fewer young people than six months ago are forming their views based on personal experience or the experiences of their friends which suggests that actual gang activity may be declining. Nevertheless perceptions of gangs as a problem remains at the October 2009 level, possibly because more base their views on what they have heard than on experience. This suggests communications aimed at young people are needed which focus on reducing fear of gangs and highlight the achievements of the partnership in tackling gang crime.
- **Bullying:** While bullying isn't high in the list of concerns of young people, one in six have experienced bullying at school and a similar number outside of school. This rises to a quarter among those aged 11-13 years and receiving free school meals.
- **Anti-social behaviour:** Concern about specific aspects of anti-social behaviour (ASB) have declined over the last three months with fewer people saying drug dealing and use, vandalism, and teenagers

¹ The decline was likely due to changes in question ordering rather than declining perceptions.

hanging around are a problem and more young people than six months ago thinking people can be relied on to call the police if someone is acting suspiciously, treat each other with respect, and can be trusted. However, only one in five who experience ASB have reported it, the key reason for non-reporting is that the incident wasn't considered to be serious enough.

- **Drug use and dealing:** Despite a continued improvement in perceptions of drug use and dealing since January 2010, it is the aspect of ASB adults perceive to be the biggest problem², suggesting it needs to remain a priority. However, many adults saying drug dealing is a problem do so without actually experiencing it.
- **Drunk and rowdy behaviour:** Despite the introduction of a 'Controlled Drinking Zone' (CDZ), perceptions of people being drunk and rowdy have not improved and it is now the second biggest problem for adults and third biggest for young people. Half of adults have experienced someone being drunk or rowdy in a public place in the last month, and it is more of an issue for younger adults, Clapham residents, and social tenants. This will need to be considered when evaluating the CDZ.
- **Residents who speak English as a second language:** Anti-social behaviour is more of an issue for households where English is not the main language, particularly for Portuguese speaking residents, social tenants, and Lambeth leaseholders. Brixton, middle-aged residents, and those with children in the household are also more likely to perceive ASB to be a problem, and this is a long-term trend, something that the ASB review will need to address. Brixton residents and social tenants experience ASB frequently and so their perceptions appear to be founded, whereas the other groups are no more likely to experience ASB and so it is unclear why they are more likely to be concerned.
- **ASB reporting line:** A third of adults and young people have seen the ASB reporting line campaign, and a quarter of those who have reported ASB used the ASB line to do so. Although it is worth noting that some of those who are most likely to experience ASB are less likely to know how to report it (ethnic minority residents, social tenants and those for whom English is not their main language). Positively, once shown information about the ASB line 60% say they would use it in the future, although it is worth noting that the actual proportion who do so is likely to be lower than this.

Cultural services

- Our parks and open spaces continue to be seen as one of Lambeth's best features and half of residents have been to a park in the borough in the last year. It is positive to note that although reported use of parks and open spaces, libraries, and leisure and sports facilities fell between January 2009 and October 2009, results from January and April 2010 appear to show a recovery.
- Young people are more likely than adults to use libraries and leisure services and so careful consideration will need to be given to the potential equalities impact on young people of changes or reductions to any of these services in the future.
- As found in all previous studies in Lambeth older, more deprived and disabled residents continue to be less likely to use a range of leisure and cultural services. While this differential use is also recorded across London, our older, more deprived and disabled residents are even less likely to use and rate services well as the same groups in London and so improving our culture offer for our most needy groups warrants particular attention in the new cultural strategy.

Health and wellbeing

- Four in five residents say they are in good health and many use local health services which are among the most positively rated of any partner services (three quarters rate them well).

Children and Young People's Services

- Young people are more satisfied than adults with the council and are more likely to feel they can influence decisions. Youth perceptions of and knowledge about the council have remained stable over the last 5 years. They are also more likely to think that the council provides the services that young people need than youth in inner London.
- Both young people and adults rate education services well and ratings are gradually improving and are in line with, and in the case of youth ratings of 6th form and further education, ahead of inner London norms. And seven in ten are aware of developments within their schools, testament to the impact of the BSF programme.
- Crime is no longer the top concern for young people although they are worried about exams and their future. And three in ten young people have not experienced any form of crime or ASB in the last year. Positively, more young people than six months ago think people treat each other with respect, can be trusted and can be relied upon to call the police.
- Although 72% of school students from ethnic minority backgrounds intend to go onto tertiary education this is significantly lower than the figure for White British students (83%). Targeted work to raise aspirations may therefore be useful.

² Rubbish and litter is the biggest ASB issue for young people.

Housing, Regeneration and Enterprise

Housing

- There were relatively few questions about housing on the wave 3 residents' survey, further detailed reporting is due in wave 4.
- Concern about lack of affordable housing has stayed the same and is in line with inner London and as has been found previously, some ethnic minority groups, social renters and young people more concerned than average.
- Concern about the number of people who are homeless has fallen steadily over the last six years.

The economy and personal finances

- Concern about jobs remains lower than the inner London average and most feel that their financial situation has stayed the same over the past year. Positively, consistently fewer people than in previous quarters think things have got worse (28% say things are worse this quarter compared with 36% in wave 1).
- In the last 12 months, in terms of their own financial situation, residents have been most affected by increased energy and food costs and so our work through the Making A Difference campaign to help residents reduce their energy consumption and food bills appears to be well placed.
- As mentioned earlier, council tax is more of a concern for Lambeth residents than elsewhere in inner London, with self employed and employed residents, Lambeth leaseholders and black Caribbean residents more likely to be affected.
- There is broad public support for the council to provide employment and skills support as well as to support the local economy to help residents through the current economic climate.

Regeneration and buildings

- A third of residents feel their physical environment has improved over the last two years and 81% say that the historic buildings, parks and gardens in the borough contribute to the quality of life in their local area.
- Approximately three quarters of Brixton residents are aware of the Windrush Square redevelopment, and 40% of residents overall. Residents feel that the Windrush Square redevelopment has had a positive impact on safety, appearance and quality of the open space.

Traffic, pollution, litter and dirt

- Concerns about traffic congestion, pollution, litter and dirt remain stable and are in line with the inner London average. But more middle class residents remain more concerned with pollution, litter and dirt. This ties in with other research findings that more affluent residents (like home owners, and the employed) are more interested in environmental issues than others and are more likely to recycle. This suggests that environmental and public realm issues could be a useful hook to engage this group on other topics.
- Youth ratings of recycling and pavement and road repair are both gradually increasing and are in line with inner London. Adult ratings of recycling, street cleaning, refuse collection and pavement and road repair are due to be reported in Wave 4.
- Concerns about public transport have declined, are below the inner London average and both young and adult residents say that public transport is the best thing about living in Lambeth.

Sustainability

- Nearly all residents (94%) have done something in the last year to reduce energy consumption in the home, but more deprived, older, disabled and residents who speak English as a second language are more likely to have done nothing. We need to take active steps to engage these residents on sustainability issues
- The council's 'Making a difference' campaign appears to be linked with positive environmental behaviours, with residents who have seen the campaign more likely to have unplugged unused appliances and turned off unused lights. Most who saw the campaign saw it at bus shelters (39%) and billboards around the borough (25%).

Finance and Resources

- As previously, equal proportions think we provide value for money as do not (33% think we do, 36% think we do not). Residents who are negative about value for money feel this way because of perceived high levels of council tax, poor housing repair and inefficiency. Those who are positive about value for money say it is because of the good overall service provided by the council, cleanliness and a good rubbish and waste collection service. It will therefore be important to prioritise these services as the council considers how it copes with reduced central government funding.
- Although more residents understand that the council has less money at its disposal (25% in April compared with 11% in 2009), the vast majority, particularly poorer residents, still do not realise that the council will have less money to deliver public services in the future. Further communications are therefore vital.
- Lambeth residents are still more concerned about council tax than the rest of inner London; which suggests that further messages to reiterate the council tax freeze and our charging relative to other boroughs would be useful.
- Satisfaction with the local area is stable and high with eight in ten satisfied, up from 2003 levels and perceptions of influence have remained stable since 2007.

Communications

- The proportion of adults and young people who feel informed about the council has remained stable over the last three quarters (59% in April, 56% in January and 60% in October 2009) and those who feel informed continue to be much more positive about all elements of corporate performance, particularly satisfaction and value for money. This bears out the earlier research finding that keeping residents' informed is by far the biggest driver of perceptions of value for money.
- The top five things residents want to know about are: what is happening in their local area (38%), how the council spends its money (33%), who to contact with problems (31%), details about who local councillors are and how to contact them (22%) and information about the services provided by the council (22%). The council therefore needs to consider the extent to which some of our 'niche' campaigns provide significant value for money. For example, although personal safety at Christmas, the council helping residents through the recession, and Lambeth working all have a positive relationship with perceptions, very few residents have actually seen them.

Equalities and Diversity

- Two thirds of residents think that the council promotes equality and diversity in the borough and say they are unaffected by discrimination. However, nearly four in ten say they would not know what to do if they experienced hate crime or discrimination and so more work is needed to ensure processes are clear and accessible to all.

Appendix One: Topline results from wave 3 residents' survey – Adults

Throughout both surveys where figures do not sum to 100 this may be due to rounding, weighting or multiple response. 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 affordable housing	21
Lack of jobs	19
Litter/dirt in the streets	19
Standard of education	17
Traffic congestion	16
Not enough being done for young people	15
Pollution of the environment	14
Rising prices/interest rates	13
Lack of recreational facilities	12
Quality of health service	10
Not enough being done for elderly people	9
Number of homeless people	9
Poor public transport	7
None of these	3
Other	1
Don't know	1

CORPORATE PERFORMANCE

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

	Base (744)*
Very satisfied	8
Fairly satisfied	48
Neither satisfied nor dissatisfied	20
Fairly dissatisfied	14
Very dissatisfied	10
Satisfied	55
Dissatisfied	24

* Excludes don't know and no response

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

	Base (729)*
Strongly agree	4
Tend to agree	30
Neither agree nor disagree	31
Tend to disagree	24
Strongly disagree	12
Agree	34
Disagree	36

* Excludes don't know and no response

ASK Q4 IF 'STRONGLY/TEND TO AGREE' AT Q3

Q4. **Why do you think that Lambeth Council provides value for money?**

(Base 245)

GENERAL COMMENTS	
Provides a good service overall	42
Clean/well kept/maintained	29
Low council tax/lower than other boroughs	14
Efficient/better run than other boroughs	14
Supports community	9
SPECIFIC SERVICES	
Good rubbish/waste collection	20
Good recycling facilities	11
Good benefits services	4
Good primary education	4
Good sport/leisure facilities	3
Good cultural facilities	3
Good secondary education	3
Good nursery education	2
Good social services	2
Good housing/planning services	2
Good employment services	1
Other	3
No reason/just do	5
Don't know	5

ASK Q5 IF 'STRONGLY/TEND TO DISAGREE' AT Q3

Q5. **Why do think that Lambeth Council does not provide value for money?**

(Base 260)

GENERAL COMMENTS	
Council tax is too high/higher than other boroughs	35
Lack of repairs/poor maintenance	34
Poor service overall	30
Inefficient/not as well run as other boroughs	23
Not clean/well kept/maintained	16
Doesn't do much for/support the community	16
Money is wasted/not spent efficiently	2
SPECIFIC SERVICES	
Poor/access to housing/planning services	11
Poor parking/parking charges	9
Poor rubbish/waste collections	8
Poor sport/leisure facilities	4
Poor recycling facilities	4
Poor/access to primary education	4
Poor for young people/children	3
Poor/access to secondary education	3
Poor cultural facilities	2
Poor/access to employment services	2
Poor/access to social services	2
Poor/access to nursery education	1
Poor/access to benefits service	*
No reason - just do	2
Other	4
Don't know	1

Q6. Compared to last year, which of the following do you think best describes Lambeth Council's current financial situation?

The council has a lot more money available to spend	7
The council has a bit more money available to spend	11
The council has about the same amount of money available to spend	23
The council has a bit less money available to spend	17
The council has a lot less money available to spend	8
Don't know	35
More money	18
Less money	25

Q7. 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?

	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
... involves residents when making decisions	7	39	26	14	14	46	40
... listens to the concerns of local residents	6	46	23	13	12	52	36
... is difficult to get through to on the phone	14	25	23	19	19	40	42
... responds quickly when asked for help	8	41	21	13	17	49	34
... has staff who are friendly and polite	19	52	12	6	12	71	18
... resolves problems when asked	9	45	22	10	15	54	32

Q8. Which of these phrases best describes the way you would speak about Lambeth Council as an organisation?

I would speak highly of Lambeth Council without being asked	5
I would speak highly of Lambeth Council if asked	18
I would be neutral towards Lambeth Council	50
I would be critical of Lambeth Council if asked	16
I would be critical of Lambeth Council without being asked	8
Don't know	3
Speak highly	23
Be critical	24

LOCAL AREA

Q9. Overall how satisfied or dissatisfied are you with your local area as a place to live?

Very satisfied	30
Fairly satisfied	52
Neither satisfied nor dissatisfied	7
Fairly dissatisfied	8
Very dissatisfied	3
Satisfied	81
Dissatisfied	12

Q10. Which of the following, if any, would you say are the good things about living in Lambeth?
You can choose up to five. Please just read out the letters that apply.

	Base (743)*
LOCAL SERVICES	
Public transport	60
Health services	31
Educational facilities (e.g. schools and colleges)	9
Facilities for young children	7
Affordable decent housing	6
Activities for teenagers	1
LEISURE AND COMMUNITY	
Shopping facilities	34
Community relations (i.e. the way people from different backgrounds get along with each other)	22
Sports and leisure facilities	14
Community activities, like festivals and religious celebrations	13
Cultural facilities (e.g. galleries, museums)	11
Level of crime	7
THE ENVIRONMENT	
Parks and open spaces	52
Clean streets	18
Playgrounds and play areas	15
Access to nature	15
Road and pavement repairs	7
Level of pollution	3
Level of traffic congestion	4
THE ECONOMY	
Job prospects	2
Wage levels and local cost of living	1
Other	1
None of these (I don't like living in Lambeth)	*
No answer	2

* Excludes don't know and no response

ENGAGEMENT HEALTH AND SOCIAL WELLBEING

Q11. Do you agree or disagree that you can influence decisions affecting your local area?

Definitely agree	7
Tend to agree	44
Tend to disagree	32
Definitely disagree	16
Agree	51
Disagree	49

Q12. How is your health in general? Would you say it is ...

Very good	36
Good	44
Fair	13
Bad	5
Very bad	1
Good	81
Bad	6

Q13. **Equality is about creating a society where people are treated fairly, where people's different needs are recognised and everyone has the chance to do well in life. To what extent do you agree or disagree that Lambeth Council promotes equality and diversity within Lambeth?**

Strongly agree	18
Tend to agree	50
Neither agree nor disagree	16
Tend to disagree	7
Strongly disagree	4
Don't know	5
Agree	68
Disagree	11

Q14. **How often, if at all, are you able to go about your daily activities without fear of discrimination, e.g. where you are treated differently because of who you are? Please just read out the letter that applies.**

All or most of the time	67
Some of the time	18
Hardly ever or never	13
Don't know	2

ASK ALL

Q15. **Would you know what to do if you experienced any of the following in Lambeth:**

- a. **Hate crime, such as racist abuse, or being assaulted because of your sexual orientation?**
- b. **Discrimination, e.g. where you are treated differently because of who you are?**

	Q15a	Q15b
Yes	66	62
No	31	34
Don't know	3	4

SERVICE USAGE AND SATISFACTION

Q16. 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

HOUSING & ENVIRONMENT	
Parks and open spaces	57
Doorstep recycling facilities	50
Estate recycling facilities	18
Housing benefit service	12
Pest control	6
Planning services	5
Noise control	5
LEISURE/EDUCATION	
Libraries	39
Leisure and sports facilities	27
Arts and cultural activities (e.g. theatres and concerts)	17
Evening classes/adult education	5
HEALTH & SOCIAL CARE	
Local health services	59
Social services	5
Services for disabled people	3
SERVICES FOR CHILDREN AND YOUNG PEOPLE	
Playgrounds and play areas	24
Primary education (5-11s)	13
Nursery education (under 5s)	10
Secondary education (11-18s)	8
Youth services available for 13-19 year olds (e.g. youth clubs and centres, Connexions and summer activities)	4
EMPLOYMENT	
Employment support or guidance from the GAIN project	3
Lambeth drop in IT/computing courses on Acre Lane	2
Business support service/Business desk	1
Lambeth Adult Guidance Service (Ivor House)	1
Other services	*
None of these	3
Don't know	*

Q17. 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 ...? Would you say it is/they are ...?

	Excel lent	Very good	Good	Aver age	Poor	Very poor	Extre mely poor	Don't know/ no opinio n	Good- Excell lent	Poor- extre mely poor
Activities for teenagers	1	4	15	18	15	6	4	38	19	25
Local health services	10	22	42	16	3	1	1	4	74	26
Nursery education (under 5s)	4	7	19	11	3	*	1	54	31	4
Out of school programmes, like breakfast clubs and drama or sports activities	2	6	18	11	3	1	1	57	26	5
Local Policing	4	14	41	24	8	1	1	7	59	10
Primary education (5-11 yrs)	4	10	23	12	3	1	1	47	37	4
Secondary education (11-18 yrs)	2	5	19	14	4	2	2	52	26	8

Q18. Are you aware of the redevelopment of Windrush Square?

Yes	40
No	56
Don't know	4

Q19. I am now going to read out a list of things which may have got better or worse following the redevelopment of Windrush Square. For each one I read out, could you please tell me if it has got better, worse, or stayed the same

Base (303) All who are aware at Q19	Got better	Stayed the same	Got worse	Don't know
Safety during the day	44	34	2	20
Safety after dark	33	34	4	29
Cleanliness of the area	69	17	2	12
Anti-social behaviour	36	29	4	31
Appearance of the area	79	12	3	6
Community spirit	36	33	3	29
Quality of open space	72	15	5	8

COMMUNITY SAFETY

Q20. 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?

Strongly agree	9
Tend to agree	46
Neither agree nor disagree	23
Tend to disagree	13
Strongly disagree	3
Don't know	6
Agree	55
Disagree	16

Q21. Thinking about accidents, like falling over, home safety and crime; how safe or unsafe do you feel when in your own home alone?

Very safe	45
Fairly safe	42
Neither safe nor unsafe	7
Fairly unsafe	5
Very unsafe	1
Don't know	-
Safe	88
Unsafe	5

EXPERIENCE OF ASB

Q22.* SHOWCARD Thinking about this local area, how much of a problem do you think each of the following are ... ? *

	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	A very/fairly big prob	Not a very big prob/ not a prob at all
Noisy neighbours or loud parties	6	10	40	44	16	84
Teenagers hanging around on the streets	9	20	40	30	30	70
Rubbish and litter lying around	9	23	44	24	32	68
Vandalism, graffiti and other deliberate damage to property or vehicles	6	17	48	29	22	78
People using or dealing drugs	15	24	35	26	39	61
People being drunk or rowdy in public places	9	25	42	24	34	66
Abandoned or burnt out cars	1	5	30	64	6	94

*NB to allow for comparison with Place survey data don't know/no opinion responses have been excluded in calculations. Bases 685-744

Q23. And how often in the last 12 months, if at all, have you experienced each of the following:?

	Most days	About once a week	Once or more in the last 4 weeks	Once or more in the last year	Never	Don't know	At least weekly
Noisy neighbours or loud parties	4	8	15	32	38	3	12
Teenagers hanging around on the streets	14	14	21	22	26	4	28
Rubbish or litter lying around	20	18	19	17	21	3	38
Vandalism, graffiti and other deliberate damage to property or vehicles	3	8	16	33	37	4	11
People using or dealing drugs	8	9	13	21	43	6	17
People being drunk or rowdy in public places	9	15	24	23	25	4	24
Abandoned or burnt out cars	1	1	4	22	67	4	2

ASK IF HAVE EXPERIENCED ANY FORM OF ASB AT Q23

Q24. **The issues that we have just talked about are known as anti-social behaviour. Have you reported any anti-social behaviour in the last 12 months?** (Base 666)

Yes	19
No	80
Don't know	1

ASK IF REPORTED ASB AT Q24

Q25. **And how/to whom did you report it? Please just read out the letter that applies.**

	Base (126)
To my safer neighbourhood police team	34
By calling 999	32
To the council's anti-social behaviour reporting line	24
To my local area housing office/landlord	22
Other – please specify	6
Don't know/can't remember	1

ASK IF DID NOT REPORT ASB AT Q24

Q26. **And can I ask why you didn't report it?**

	Base (535)
The incident wasn't serious	51
I believed that nothing would happen as a result	13
No need/nothing to report	7
Fear of reprisal/comeback	5
I didn't know how to	4
I didn't have the time	4
Other – please specify	1
Don't know/no answer	20

Q27. **The issues that we have just talked about are known as anti-social behaviour. If you did experience anti-social behaviour in the future, would you know how to report it?**

Yes	60
No	39
Don't know	1

ASB REPORTING LINE CAMPAIGN

Q28. **Have you seen this campaign?**

Yes	33
No	65
Don't know	2

ASK IF SEEN CAMPAIGN AT Q28

Q29. **Where did you see the campaign?**

	Base (248)
Poster at a bus stop	38
Poster in a tube station	31
On a bus	15
In Lambeth Life	13
On one of the 'Lambeth Living' tenants' notice boards	11
GP surgery/health clinic	2
Other – please specify	4

Q30. **Do you think that you would use the ASB reporting line if you experience anti-social behaviour in the future?**

Yes	60
No	33
Don't know	7

THE ECONOMY

Q31. Compared with this time last year, do you think that your personal financial circumstances have improved, stayed the same, or got worse?

Improved	16
Stayed the same	53
Got worse	28
Don't know	3

Q32. To help residents in the borough cope with the difficulties in the economic climate, here are some things that the council could do. Which of the things on this list, if any, would you say are the most important?

Provide employment and skills support and advice (either to stay in employment or return to work)	40
Support the local economy, (e.g. promoting local shops and businesses, supporting local people to start their own businesses and giving financial advice to local businesses etc.)	38
Provide advice on how to reduce the cost of living (e.g. reducing your energy bills) and manage your money effectively	36
Provide advice on services, assistance or benefits available to people in need	27
Provide advice on housing options and support available	16
Provide advice on childcare and support available	13
Other – please specify	1
None of these	6
Don't know	5

Q33. Thinking about the current economic climate, which of the following issues, if any, have you been affected by in the last 12 months? Please just read out the letters that apply.

Increased cost of fuel and energy bills	49
Increased cost of food	43
Reduced disposable income/less money for leisure activities	28
Job insecurity or increased risk of losing your job	23
Not being able to buy a home or move home	18
Difficulties paying council tax	16
Difficulties paying the rent or mortgage	15
Reduced value of your pension and/or other investments	13
Difficulties paying loans	9
Difficulties in paying for childcare	4
Other – please specify	*
None of these	1
Don't know	4

HOUSING AND BUILT ENVIRONMENT

Q34. How much would you say your physical environment has changed over the past two years? Would you say that it has got ...

A lot better	7
A little better	24
Stayed about the same	54
Got a little worse	8
Got a lot worse	3
Don't know	3
Better	32
Worse	11

Q35. How much, if at all, do you think the historic buildings and historic parks and gardens contribute to the quality of life in your local area?

A great deal	44
To some extent	37
Not very much	11
Not at all	3
Don't know	5

CAMPAIGNS AND COMMUNICATIONS

Q36. How well do you think Lambeth Council keeps residents informed about the services and benefits it provides?

Keeps us very well informed	11
Keeps us fairly well informed	48
Gives us only a limited amount of information	27
Doesn't tell us much at all about what it does	10
Don't know	4
Informed	59
Not informed	37

Q37. Which of the following items, if any, would you like more information on? Please just read out the letters that apply.

News on what's happening in your area	38
What the council spends its money on/how much services cost	33
Who to contact at the council with different problems	31
Who your councillors are and how to contact them	22
Information about services the council provides	22
How the council is performing	20
How to get involved and influence council decisions	20
How to complain to the council	18
What different council departments do	17
Details about the standard of service you can expect	17
Community meetings in your area	16
Expos (local community events)	10
Council meetings at the town hall	8
How and where to vote/register to vote	4
Other – please specify	1
None of these/no answer	11

Q38. **Have you recently seen or heard any of the following about Lambeth Council?**

The Brixton pound	45
Council tax has been frozen in Lambeth for the second year running	36
Streatham leisure centre closed down	34
Controlled drinking zones	17
How the council offers value for money	9
£9m extra funding for primary school places in Lambeth	9
The Lambeth environmental champions programme	8
Holiday activity programme	8
How the council can help residents through the recession	5
Business desk to help local businesses	3
None of these	17
Don't know	7

Q39. **'MAKING A DIFFERENCE' CAMPAIGN Have you seen this campaign?**

Yes	18
No	81
Don't know	2

Q40. **Where did you see the campaign?**

At a bus shelter	39
Billboards around Lambeth	25
Lambeth Life	13
Inside a bus	11
Lambeth website	4
On TV	3
BIG difference website	-
Other – please specify	8
No answer/don't know	10

Q41. **Which, if any, of the following things have you done in the past year to reduce energy consumption in your home?**

Turned off unused lights	74
Used energy efficient light bulbs	68
Unplugged unused appliances	50
Turned down the thermostat	44
Run the washing machine at a lower temperature	39
Run the dishwasher or washing machine only with a full load	27
Improved insulation	12
Installed an energy efficient boiler	11
Installed double glazing	10
Installed a renewable energy like solar panels or a wind turbine	3
Other – please specify	1
None of these	7
Don't know	3
At least one activity	90

Young people's survey

YP2 Which one of these statements best describes your situation?

I go to school	64
I go to college	28
I am not in education, employment or training	2
I work	2
I go to university	1
I am an apprentice	1
None of these	3

ASK IF AT SCHOOL OR COLLEGE AT YP2

YP3 And is your school/college/university in Lambeth? Base (112)

Yes	1
No	11

ASK IF AT SCHOOL OR COLLEGE AT YP2

YP4 What do you hope to do when you leave school/college?

	Base (112)
Study to go to university	80
Something else	5
Don't know yet	5
Study then get a job at 18	3
Get a job at 16	3
Work for myself/run a business	2
Get an apprenticeship	1

ASK IF AT SCHOOL AT YP2

YP5 Do you receive extra help at school with your learning or behaviour from someone other than your teacher?

	Base (79)
Yes	23
No	77
Don't know	

PRIORITIES

YP6 Which, if any, of the following things do you worry about the most?

Exams	49
My future	42
Crime	22
Money	19
School work	14
Being healthy	12
My parents or family	12
Getting into trouble	12
My body	6
Friendships/fitting in	4
Being bullied	3
Girlfriends/boyfriends/sex (14+ only)*	3
Something else	-
None of these	9
Don't know	3

YP7 Which of the following, if any, would you say are the good things about living in Lambeth? You can choose up to five.

LEISURE AND COMMUNITY	
Shopping facilities	30
Sports and leisure facilities	29
Community relations (i.e. the way people from different backgrounds get along with each other)	15
Community activities, like festivals and religious celebrations	15
Cultural facilities (e.g. galleries, museums)	7
Level of crime	1
LOCAL SERVICES	
Public transport	45
Health services	16
Activities for teenagers	12
Educational facilities (e.g. schools and colleges)	11
Facilities for young children	7
Affordable decent housing	6
THE ENVIRONMENT	
Parks and open spaces	32
Playgrounds and play areas	23
Clean streets	12
Road and pavement repairs	9
Access to nature	7
Level of traffic congestion	2
Level of pollution	1
THE ECONOMY	
Job prospects	3
Wage levels and local cost of living	3
Other	-
No answer/ Don't know	8

CORPORATE PERFORMANCE

YP8 How much, if anything, do you know about Lambeth Council?

A lot	5
A little	61
Nothing at all	33
Can't say	2

ASK IF KNOW A LOT/A LITTLE AT YP8

YP9 These are some things which other people have said about their council. To what extent do you think these statements apply to Lambeth?

	A great deal	To some extent	Not very much	Not at all	Don't know
... does enough to protect and look after young people	9	53	28	7	3
... provides services which young people need, like activities, advice and support	15	44	33	5	3

YP10 **Taking everything into account, how satisfied or dissatisfied are you with the way Lambeth Council runs things?**

Very satisfied	6
Fairly satisfied	55
Neither satisfied nor dissatisfied	25
Fairly dissatisfied	11
Very dissatisfied	3
Satisfied	60
Dissatisfied	14

LOCAL AREA

YP11 **Overall how satisfied or dissatisfied are you with your local area as a place to live?**

Very satisfied	29
Fairly satisfied	45
Neither satisfied nor dissatisfied	14
Fairly dissatisfied	10
Very dissatisfied	1
Satisfied	75
Dissatisfied	12

Thinking about your local area, to what extent do you agree or disagree with each of the following statements ...?

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know	Agree	Disagree
YP12 ... People in this local area can be trusted	8	40	26	16	6	5	48	22
YP13 ... People treat each other with respect in this local area	7	60	20	8	5	-	67	13
YP14 ... You can see from the local area that people take pride in their environment	9	42	20	22	5	2	51	27
YP15 ... The people who live in the local area can be relied upon to call the police if someone is acting suspiciously	20	48	15	11	2	5	67	13
YP16 ... If any of the children or young people around here are causing trouble, local people will tell them off	9	32	19	27	8	5	41	35

SECTION – ENGAGEMENT, HEALTH AND SOCIAL WELL-BEING

ASK IF GO TO SCHOOL

YP17 **In the last four weeks, have you participated in any group activity led by an adult outside school lessons (such as sports, arts or a youth group)?**

	(Base 79)
Yes	57
No	42
Don't know	1

SERVICE USAGE

YP18 Which, if any, of these services provided by Lambeth Council have you used in the last twelve months?

LEISURE	
Parks and open spaces	64
Leisure and sports facilities	31
Playgrounds and play areas	25
Arts and cultural activities (like museums and galleries)	18
EDUCATION AND LIBRARIES	
Libraries	40
Secondary education (11-18s)	29
Primary education (5-11s)	8
Nursery education (under 5s)	1
SERVICES FOR CHILDREN AND YOUNG PEOPLE	
Summer activities – such as sports clubs, music workshops	14
Youth clubs and centres	13
Connexions (information and advice centre)	10
OTHER	
Local health services	43
Recycling facilities	23
Social Care	6
Services for disabled people	2
Other	1
None of these	4
Don't know	-

YP19 Are you aware of any developments to your school or college that have taken place in the last 12 months, such as extensions or new buildings?

Yes	66
No	33
Don't know	1

SERVICE SATISFACTION

YP20

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...? Would you say it is/they are....

	Excellent	Very good	Good	Average	Poor	Very poor	Extremely poor	Don't know /no opinion	Excellent-Good	Poor-Extremely poor
Repair of roads, pavements and cycle routes	2	12	33	25	17	2	4	4	48	23
Parks and open spaces	10	28	37	16	5	1	1	2	75	7
Playgrounds and play areas	10	19	34	22	8	3	1	3	63	12
Primary schools	8	25	36	18	2	1	-	11	68	3
Secondary schools	7	24	35	16	5	2	-	11	66	7
Sixth form/ Further Education college	6	17	33	9	5	2	-	28	56	7
Leisure and sports facilities	8	21	37	14	10	2	2	7	66	13
Libraries	10	18	36	18	5	1	-	12	64	6
Recycling facilities	13	14	45	16	7	2	-	3	72	9
Local health services	9	20	48	14	5	1	-	3	78	6
Public transport	23	25	36	7	4	2	2	1	84	8
Activities for young people	10	13	23	24	8	6	5	12	46	18
Arts and culture	9	16	21	22	16	1	7	9	45	24
Social services to support children and families	9	6	30	13	5	1	1	30	44	7
Local policing	10	14	35	32	5	*	-	4	58	5

COMMUNITY SAFETY

YP21

Which, if any, of the following have you either seen or have happened to you in Lambeth in the past 12 months?

Begging	34
Street drinking	33
Vandalism	26
Assault	20
Owners of aggressive/violent dogs	18
Drug dealing	18
Robbery	18
Knife and gun crime	15
Hate crime, like racist abuse	15
Car crime like theft or vandalism	11
Burglary	10
Community tensions	7
Other	2
None of these	28
Don't know	1

How often, if at all, have you been bullied in the last 12 months...?

	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
YP22 At school	80	12	2	3	-	2
YP23 Somewhere else (including your journey to and from school)	84	9	2	2	-	2

YP24 **If you were worried about harmful adult behaviours, like an adult who had a drinking or drugs problem or who left young children unsupervised, who, if anyone, would you tell?**

Parent	57
Police	29
Other relative (e.g. older brother or sister)	20
A friend	12
Teacher	11
Social worker	8
No-one	5
Youth worker	5
Other	2
Don't know	2

YP25 **How much of a problem, if at all, are gangs in this local area?**

Very big problem	14
Fairly big problem	29
Not a very big problem	32
Not a problem at all	17
Don't know	7

ASK IF GANGS A PROBLEM AT YP25

YP26 **And what is your answer based on?**

	(Base 50)
Gangs you have seen in the local area	51
What you have seen or heard about in the news	47
The experience of someone you know	19
Your personal experience of gangs	10
Other	-
Don't know	7

EXPERIENCE OF ASB

YP27 **Thinking about this local area, how much of a problem do you think each of the following are**

	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	A problem	Not a problem
Noisy neighbours or loud parties	8	27	26	40	35	65
Teenagers hanging around on the streets	11	18	38	34	29	71
Rubbish and litter lying around	11	29	40	19	41	59
Vandalism, graffiti and other deliberate damage to property or vehicles	9	24	40	28	33	67
People using or dealing drugs	10	30	34	27	40	60
People being drunk or rowdy in public places	10	29	37	24	39	61
Abandoned or burnt out cars	6	7	32	55	12	88

YP28 **And how often in the last 12 months, if at all, have you experienced each of the following?**

	Most days	About once a week	Once or more in the last 4 weeks	Once or more in the last year	Never	Don't know
Noisy neighbours or loud parties	5	12	13	32	34	3
Teenagers hanging around on the streets	20	15	24	21	18	2
Rubbish and litter lying around	39	16	11	14	16	3
Vandalism, graffiti and other deliberate damage to property or vehicles	9	15	18	25	31	2
People using or dealing drugs	7	7	11	27	43	5
People being drunk or rowdy in public places	9	17	18	26	26	4
Abandoned or burnt out cars	2	6	4	20	66	2

ASK IF EXPERIENCED ASB AT YP28

YP29 **The issues that we have just talked about are known as anti-social behaviour. Have you reported any anti-social behaviour in the last 12 months?**

	(Base 114)
Yes	5
No	95
Don't know	1

ASK IF REPORTED ASB AT YP29

YP30 **And how/to whom did you report it? Please just read out the letter that applies. ***

To the council's anti-social behaviour reporting line	-
To my local area housing office/landlord	-
To my safer neighbourhood police team	1
By calling 999	3
Other – please specify	2
Don't know/can't remember	-

* NB Base extremely small – 6 respondents. Answers are provided in whole numbers rather than percentages

ASK IF REPORTED ASB AT YP29

YP31 **And can I ask why you didn't report it?**

	(Base 107)
The incident wasn't serious	46
I believed that nothing would happen as a result	10
I didn't have the time	7
I didn't know how to	6
Fear of reprisal/comeback	8
Other – please specify	1
Don't know/can't remember	20

ASB REPORTING LINE CAMPAIGN

YP32 **SHOW PICTURE OF ASB REPORTING LINE' CAMPAIGN. Have you seen this campaign?**

Yes	35
No	65
Don't know	-

ASKIF SEEN CAMPAIGN AT YP32

YP33 **Where did you see the campaign? Please just read out the letters that apply.**

	(Base 44)
Poster at a bus stop	53
On a bus	25
Poster in a tube station	16
In Lambeth Life	4
On one of the 'Lambeth Living' tenants' notice boards	2
Other – please specify	10
Don't know	4

YP34 **Do you think that you would use the ASB reporting line if you experience anti-social behaviour in the future?**

Yes	45
No	45
Don't know	10

THE ECONOMY

YP35 **Compared to this time last year, do you feel that you and your family are financially ...?**

Better off	13
About the same	61
Worse off	15
Don't know	11

YP36 **How, if at all, has the credit crunch affected you?**

Not at all	30
Less money to go out	30
Less able to afford things	28
Higher prices	20
Fewer jobs / harder to find work/fewer hours	11
Not able to go on holiday	7
Not sure what that means	1
Other	1
Don't know	10

CAMPAIGNS AND COMMUNICATIONS

YP37 **How well do you think Lambeth Council keeps residents informed about the services and benefits it provides?**

Keeps us very well informed	13
Keeps us fairly well informed	34
Gives us only a limited amount of information	22
Doesn't tell us much at all about what it does	14
Don't know	17

SUSTAINABILITY

YP38 **Which of the following statements on this list best describes you? Please just read out the letter that applies.**

I recycle everything that can be recycled	30
I recycle a lot, but not everything that can be recycled	41
I do not recycle much	21
I do not recycle at all	5
Don't know	3