

Lambeth Research and Consultation Briefing: Wave 2 resident survey

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SUMMARY

The good news

- Resident satisfaction with the local area has stayed up maintaining the improvement recorded in October 2009, with eight in ten adults and young people satisfied.
- Ratings of parks and adult social care are both at their highest ever levels.
- Concern about crime is declining as it has done since we started recording in 2003. Young people feel as safe as adults demonstrating that our 'young and safe' programme is having an impact. Residents feel safer than two years ago both during the day and after dark, and concerns about all aspects of anti-social behaviour (ASB) including drug taking and drug dealing are at the lowest levels since we started recording.
- Most feel that their financial situation has stayed the same or improved over the past year. Positively, fewer people think things have got worse in the last year and young people are more optimistic than adults about their family's financial situation.
- Our residents are less concerned about lack of jobs, litter, the health service and a lack of recreational facilities than the inner London average.
- Satisfaction with council housing is up and tenant satisfaction is closing the gap on London norms; we need to monitor this and ensure it continues as an ongoing trend.
- Communications are clearly having an impact. Residents who feel informed are more positive about all elements of corporate performance, particularly satisfaction with the council and value for money. This demonstrates the importance of developing a relationship with our residents and keeping them up to date about the services we are delivering and how we are responding to their concerns. The numbers of young people who feel informed have increased and youth knowledge about the council has remained stable over time (bucking the London trend which has gone up and down).

Potential areas for action

Crime and ASB

- Although we've made great strides, crime remains residents' top concern and more people think crime has increased than think it has gone down. Three in ten adults and young people feel unsafe outside after dark, with women, vulnerable, deprived and Stockwell residents, and young people living on estates being more likely to feel unsafe. This shows that continued action around community safety and communications which focus on reducing the fear of crime among these groups are still needed.
- Fewer think the police and partners are successfully dealing with ASB and crime. This has fallen from 51% to 42% since October 2009 and satisfaction with the council has also decreased. This needs to be monitored to identify whether this is a one off blip, represents a long-term trend, or is a result of changes in the question ordering.

Corporate performance

- Although our long term trends on corporate performance measures remain stable, residents consistently rate us lower than the inner London average on being efficient and well run (-17). Positively, those who have seen the 'value for money' (VfM) communications campaign are more positive about council efficiency suggesting that campaigns about this may be beneficial in the future.
- Unlike in January 2009 where residents were more concerned than other inner Londoners about jobs, now they are more concerned than average about council tax, which would suggest messages which focus on VfM and the council tax freeze need to be reinforced and part of all our communications.
- As is seen across the country, the proportion of residents who feel they can influence local decisions is very gradually declining and fewer people have taken part in consultation than a year ago. There is an opportunity to use the new Duty to Involve legislation and our proposed co-operative approach to engage more people in decision making.

Equalities groups

- Our black Caribbean 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.

Introduction and methodology

This report outlines the key issues for Lambeth residents based on the wave 2 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 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 13th January – 8th February 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 2 residents' survey.

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. As in January 2009 concern about crime continues to be in line with the inner London average.

Council tax is the only area where concerns are higher than the inner London average, which suggests that messages about the council tax freeze need to be reinforced.

Concerns stable since January, crime still number one,

Q2	Which three of these are you personally most concerned about?		Change from Jan 2009	Diff to inner London
	Crime	46	-3	+2
	Level of council tax	25	-3	+6*
	Lack of jobs	19	-3	-6*
	Litter/dirt on streets	18	0	-5*
	Traffic congestion	18	+1	-1
	Lack of affordable housing	18	0	-1
	Not enough being done for young people	18	-2	-1
	Standard of education	17	+2	+1
	Pollution	12	0	0
	Rising prices	11	-3	+3
	Lack of recreational facilities	11	+1	+4*
	Health Service	10	-1	-5*
	Not enough being done for elderly	9	-1	-1
	Public transport	8	+3	-3
	Number of homeless people	7	-3	-3

Residents' survey wave 1 & wave 2 combined

Base: All respondents (1,540). 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)


Lambeth

Satisfaction and rating of services has improved for the following areas:

Description	Res survey wave 2 Jan 2010	Res survey Jan 2009	Difference
ADULTS			
Parks and open spaces. (% rating good to excellent)	71	60	+11*
Council housing (% rating good to excellent)	26	19	+7*
Social services for adults (% rating good to excellent)	15	19	+4*
Description	Res survey wave 2 Jan 2010	Res survey October 2007 ¹	Difference
People using or dealing drugs a problem	44	57	-13*
Teenagers hanging around on the streets a problem	36	51	-15*
Rubbish and litter lying around a problem	32	47	-15*
People being drunk or rowdy in public places a problem	32	39	-7*
Vandalism, graffiti and other deliberate damage to property or vehicles a problem	28	47	-19*
Noisy neighbours or loud parties a problem	17	22	-7*
Abandoned or burnt out cars a problem	8	13	-7*

However, performance has declined in relation to the following:

Description	Res survey wave 2 Jan 2010	Res survey Wave 1 Oct 2009	Difference
ADULTS			
Satisfaction with the way the council runs things	43	52	-9*
Police and public services are successfully dealing with crime and ASB	42	51	-9*
Description	Res survey wave 2 Jan 2010	Res survey January 2009	Difference
Participation in consultation in last 12 months	19	23	-4*

¹The last time ASB questions were included on a face to face survey was in October 2007.

Corporate performance

Resident satisfaction with overall council performance has dipped this quarter (from 52% to 43%). It is unclear why this is as the other key elements of corporate performance have maintained satisfaction levels (see chart below) and satisfaction with the local area is at its highest ever level (79%). We hypothesise, based on an experiment Ipsos MORI conducted with Harrow², that this might be due to question ordering rather than changes in actual levels of council satisfaction. We will monitor findings in quarter three to ascertain whether satisfaction has maintained this downward trend.

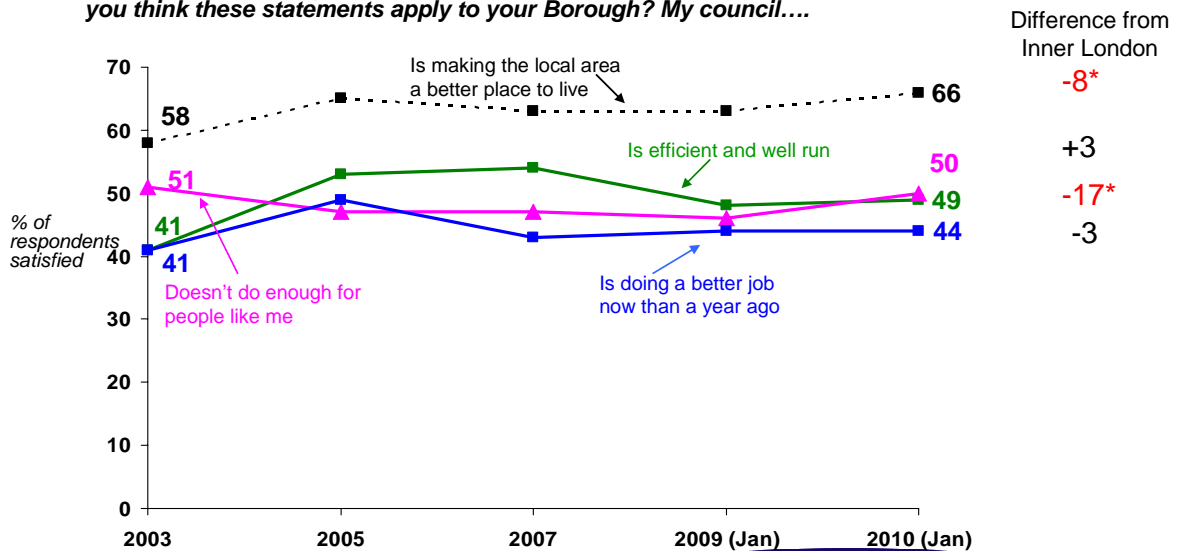
As can be seen in the chart below residents consistently rate us lower than the inner London average on being efficient and well run (-17). Positively, those who have seen the 'value for money' communications campaign are more positive about council efficiency suggesting that similar campaigns about this may be beneficial in the future

Residents who are satisfied with council performance feel this way because of the good overall service provided (40%) as well as the cleanliness of the borough (22%) and good recycling (13%) and waste collections (12%). People are dissatisfied because they feel the general service we provide is poor (39%), and there is a lack of repairs and maintenance (31%).

One in five residents (19%) think that the services provided by the council in the last year have improved, and three in five think things have stayed the same (62%). Only 10% think services have got worse; however, some of our more deprived residents are least positive and are more likely to think things have got worse (19% of unemployed residents think service have got worse nearly double the borough average; 17% of those aged 65+ years; 16% of council tenants; 16% of disabled residents; 15% of those in DE social class; 14% of those who have lived in the borough for more than 10 years; and 14% of those living on housing estates).

Satisfaction measures are stable, but we fall behind Inner London on efficiency and making the area better

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...*



Residents' survey Jan 2010, Base: All respondents (760)

² See 2010 LARIA conference presentation. <http://www.ipsos-mori.com/Assets/Docs/News/kirstin-mclarty-the-question-order-effect.pdf>

LAA perception indicators

The residents' survey monitors our LAA perception indicators each quarter. The quarter 2 figures are provided in the table below and show that our more reliable face to face survey of residents paints a much more positive picture than official national indicators (which are based on postal or self completion surveys that are not particularly successful in engaging residents in more deprived and ethnically diverse areas like Lambeth). Indeed our figures suggest that in most cases we have already hit targets.

Findings are much more positive than the official national indicators from the Place and TellUs surveys

National Indicator	Description	Target	Place Survey	Res Survey wave 1 & 2	Difference
4	Feelings of influence	37.9	34.7	43	+8*
5	Satisfaction with local area	75.9	72.7	79	+6*
17	Perceptions of ASB		29.7	21	-9*
21	Police & public services successfully deal with crime & ASB locally	31.9	25.3	42	+26*
42	Perceptions of drugs or drug dealing as a problem	44.7 (2010/11)	48.1	44	-4
50	Emotional health of children	67.9	50 (Tellus4)	71	+21*
110	Young people's participation in activities	69.1	70 (Tellus4)	71**	-1

* Significant difference

**Small base size (28)

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

Adults and Community Services

Community safety

- Despite reductions, crime remains residents' top concern and more people think crime has increased than think it has gone down. Although fewer feel unsafe outside after dark (around three in ten for both adults and young people), women, vulnerable, deprived and Stockwell residents, and young people living on estates are more likely to feel unsafe. This shows that continued action around community safety and communications which focus on reducing the fear of crime among these groups are still needed.
- Fewer think the police and partners are successfully dealing with anti-social behaviour (ASB) and crime – this has fallen from 51% to 42% since wave 1 in October 2009. This needs to be monitored to identify whether this is a one off blip, represents a long-term trend, or is a result of changes in the question ordering. A similar proportion (39%) thinks that the police and partners seek people's views about ASB and crime.
- Although concern about ASB has declined it is more of an issue for our ethnic minority residents and in households where English is not the main language. Social tenants 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.

Social services

- Perceptions of adult social care have improved since last year (Jan 09), and, although Lambeth's ratings are still below the inner London average, the gap is closing.

Cultural services

- Our parks and open spaces are seen to be one of the best features about the borough and 60% of our residents have been to a park in the borough in the last six months. Park ratings are increasing and for the first time are in line with the inner London average; making parks one of our best performing services and a real testament to the improvements being delivered.
- Young people are more positive than adults about nearly all cultural services (with the exception of parks where they are in line with adult ratings) and they are more likely to use libraries, sports and leisure facilities.
- Around three quarters (73%) say they can spend their leisure time doing the things they enjoy most.
- However, reported use of parks and open spaces, libraries, and leisure and sports facilities have all fallen since January 2009. People may have cut back on their use of leisure and sports facilities as a result of the wider economic situation, but it would be useful to understand these findings further and to monitor the extent to which this is an ongoing trend.
- Streatham residents are more negative about sports and leisure facilities, as are those who have seen the press about the closure of Streatham leisure centre, suggesting that the closure has had an impact on perceptions. There is an opportunity to engage residents in the development of the new hub to ensure the new facilities meet their needs
- In common with the rest of London more affluent residents are more positive about cultural services and are more likely to use them. As found in all previous studies in Lambeth older, more deprived, and disabled residents are less likely to use a range of leisure and cultural services. These groups are also less likely to say they can spend their leisure time doing things they enjoy. While this trend 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 cultural facilities for our most needy groups warrants particular attention in the new cultural strategy.
- Detailed qualitative research was conducted in 2009 with older and disabled residents to understand their lower usage and ratings of cultural services. This found that perceived high cost of sports and leisure and lack of awareness about freedom pass discounts were a significant barrier. Other issues that were raised include perceptions that parks are not safe; that there may not be sufficient support available; that the services are not for 'people like them' and a lack of confidence to access cultural services on their own. These are issues that will need to be addressed in the new cultural strategy.
- Not all residents have the same priorities for cultural services. Households with children and estate residents are more likely to want to see improvements in play, parks and activities for teens whereas more affluent residents prioritise sports and leisure, shopping, cultural facilities and activities for teens. The differing priorities of different groups will need to be taken into consideration in developing the new cultural strategy.

- Black Caribbean residents are less likely to use nearly all cultural services and it would be helpful to understand why. Indeed, the gap between Black Caribbean and White British residents is much bigger than across the rest of the capital and so likely reflects Lambeth-specific issues. This will be covered in new qualitative research with Black Caribbean residents planned as part of our single equality scheme this year.

Children and Young People's Services

- Young people are more satisfied with the way the council runs things than adults (+9) and are also more likely to believe that they can influence decisions (+11). More young people than across inner London think the council provides services young people need and perceptions are stable which bucks the inner London decline in youth perceptions of council services.
- Three quarters of young people at school or college hope to go on to university, the same proportion as the Tellus4 survey and six in ten participate in activities outside of school with those that feel more informed about council services more likely to do so.
- Four in five young people believe that they are in good health and the majority of young people have one or more friends and can talk to an adult if they are worried. The residents' survey score is more positive than the Tellus4 survey on this measure (71% v 50%).
- However, three quarters of young people would like more information about local activities. They would like to receive this information through their schools and colleges or through new media including texting, email and online.
- The credit crunch has had an impact on a number of young people and two thirds want more information to help with planning their future.
- Only a quarter of young people usually eat the recommended five portions of fruit and vegetables per day. Although this is in line with the national average communications could be targeted to increase the proportion that do so.

Housing, Regeneration and Enterprise

Housing

- Overall satisfaction with council housing is up (26% compared with 19% in 2009) and 38% of users rate the council housing service positively (in line with the London average of 42%).
- Council tenant satisfaction on a range of measures (including VfM provided by housing, overall landlord services, how enquiries are dealt with and repairs and maintenance) has maintained levels from the STATUS survey³, and is in line with Housing Association tenant satisfaction. This is particularly encouraging as the STATUS survey is postal (and we would expect therefore to record more negative results).
- The key areas that our residents want us to focus on in relation to housing are to improve the quality of our council homes and to help vulnerable residents into appropriate homes. We will need to ensure that our housing service plans reflect these public priorities.
- It is important to note however, that these priorities are not shared equally across all community groups. For example, women and housing association tenants are more likely than average to want us to focus on housing advice and assistance; whereas more affluent residents are more likely to prioritise housing for vulnerable residents. This information can help to shape housing Equality Impact Assessments and assist us in targeting our approach.

Public realm

- Concerns about traffic congestion, pollution, litter and dirt remain stable and are in line with the inner London average and user ratings of pest control, noise control and planning are stable
- Satisfaction with door step recycling is particularly high and provides strong evidence of a successful service. Street cleaning ratings are in line with inner London. However, satisfaction with recycling facilities provided on estates is much lower than door-step recycling, and disabled residents are less satisfied with doorstep recycling. We need to consider the extent to which it is possible improve the service to allow estate residents to experience the same opportunities to recycle as others. It will be important to consider the equalities impact of the differential services currently provided.

³ The STATUS survey was last conducted in 2008. It is a postal survey of council housing tenants and is used to measure performance on national indicators relating to housing.

- Disabled and more affluent residents are less satisfied with parking services and road and pavement repair, these groups could be prioritised in analytics work being conducted by these services.
- More middle class residents are 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. There is certainly merit in focusing on these residents on the enviro-crime 'big difference' campaign or maybe they could be a target audience to become environmental champions.

Sustainability

- Nearly all residents (94%) have done something in the last year to reduce energy consumption in their homes, 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

Finance and Resources

- A third (34%) of our residents think that we provide value for money; this is in line with quarter 1, but below the 40% recorded in the budget consultation. 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 improving with eight in ten now satisfied, up from 2003 levels and much higher than our official national indicator.
- As is seen across the country, the proportion of residents who feel they can influence local decisions is gradually declining and fewer people have taken part in consultation than a year ago. There is an opportunity to use the new Duty to Involve legislation and our proposed co-operative approach to engage more people in decision making across the council using the mechanisms people most prefer (email, council meetings held in local communities and leaflets). It is encouraging to note that 72% of residents would like the council to run more exercises where people can vote on how money should be spent.

Appendix One: Topline results from wave 2 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).

Q1. SHOWCARD Which three of these, if any, are you **personally** most concerned about?

Crime	47
Level of council tax	26
Lack of jobs	21
Lack of affordable housing	19
Traffic congestion	18
Litter/dirt in the streets	17
Not enough being done for young people	17
Standard of education	17
Rising prices/interest rates	14
Lack of recreational facilities	13
Not enough being done for elderly people	11
Pollution of the environment	11
Quality of health service	10
Poor public transport	10
Number of homeless people	9
Other	1
None of these	2
Don't know	*

Q2. SHOWCARD Thinking about this local area, which recreational activities, if any, do you think most need improving?

Activities for teenagers	45
Sports and leisure facilities	33
Shopping facilities	28
Play grounds and play areas	22
Evening classes/adult education	19
Cultural facilities (e.g. galleries, museums)	18
Parks and open spaces	18
Libraries	15
Local cinema	15
Community activities, like festivals and religious celebrations	11
Concert venues	9
Other - please specify	1
None of these	3
Don't know	3

LOCAL AREA

Throughout the questionnaire we ask you to think about 'your local area'. When answering, please consider your local area to be the area within 15-20 minutes walking distance from your home.

Q3. SHOWCARD Overall how satisfied or dissatisfied are you with your local area as a place to live?

Very satisfied	16
Fairly satisfied	62
Neither satisfied nor dissatisfied	12
Fairly dissatisfied	6
Very dissatisfied	3
Satisfied	79
Dissatisfied	9

Q4. SHOWCARD Do you agree or disagree that you can influence decisions affecting your local area?

Definitely agree	5
Tend to agree	39
Tend to disagree	38
Definitely disagree	19
Agree	44
Disagree	56

Q5. SHOWCARD When you have spare time, how often are you able to spend it doing the things that you enjoy most?

All or most of the time	25
Some of the time	48
Not as often as I would like	20
Hardly ever or never	6
Don't know	1
At least some of the time	73
Not often/ hardly ever	26

SERVICE USAGE AND SATISFACTION

Q6. SHOWCARD 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?

HOUSING & ENVIRONMENT	
Parks and open spaces	52
Doorstep recycling facilities	43
Estate recycling facilities	19
Housing benefit service	14
Pest control	5
Planning services	4
Noise control	4
LEISURE/EDUCATION	
Libraries	33
Leisure and sports facilities	27
Arts and cultural activities (e.g. theatres and concerts)	15
Evening classes/adult education	5
HEALTH & SOCIAL CARE	
Local health services	50
Social services	5
Services for disabled people	2
SERVICES FOR CHILDREN AND YOUNG PEOPLE	
Playgrounds and play areas	24
Primary education (5-11s)	13
Nursery education (under 5s)	9
Secondary education (11-18s)	7
Youth services available for 13-19 year olds (e.g. youth clubs and centres, Connexions and summer activities)	2
EMPLOYMENT	
Employment support or guidance from the GAIN project	2
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	1
None of these	4
Don't know	*

Q7. SHOWCARD 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?

Visited a park or open space	60
Been to see a film at the cinema	42
Visited a library	37
Visited a leisure or sports centre	28
Been to a play area or playground	24
Been to a nightclub	17
Visited an art gallery or museum	16
Been to a live music event	13
Been a participant in a sporting activity	12
Visited a historic building or place	11
Been to a festival/event (e.g. St. Patrick's Day)	11
Visited a sporting event (as a spectator)	8
Visited the theatre to see a play	8
Been to a live dance performance	4
Been to the opera or other classical music event	4
Other services	0
None of these	16
Don't know	*

Q8. SHOWCARD 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 opini on	Excell ent- Good	Poor- Extre mely poor
Council housing	1	5	20	26	12	4	5	27	26	21
Doorstep recycling facilities (320)	5	28	48	13	4	1	1	*	81	6
Estate recycling facilities	3	7	49	25	6	2	0	7	59	8
Leisure and sports facilities	1	6	28	25	17	6	3	15	35	26
Leisure facilities for young people	*	3	20	22	18	7	4	26	23	29
Libraries	2	8	40	22	10	2	2	14	50	14
Museums and galleries	2	5	18	16	15	5	5	35	24	24
Noise control (31)	3	4	22	19	16	17	13	5	30	46
Parking services	1	4	21	22	18	10	11	14	26	38
Parks and open spaces	4	20	47	18	6	1	1	3	71	8
Pest control (41)	6	19	39	17	10	2	6	0	64	18
Planning services (34)	0	3	24	34	23	5	3	9	27	30
Play areas and playgrounds	2	9	33	24	9	3	2	18	44	15
Road and pavement repairs	1	5	26	26	20	12	7	2	32	40
Social services for adults	*	3	15	16	6	1	4	54	19	11
Social services for children and young people	*	4	14	15	6	2	4	54	19	12
Street cleaning	2	13	45	26	10	3	2	*	60	14
Street furniture e.g. public bins, seating and street signs	1	5	38	35	15	4	1	1	44	20
Theatre and concert halls	1	5	17	21	13	4	5	34	23	22

CORPORATE PERFORMANCE

Q9. **And generally, thinking about the services you use, over the past 12 months do you feel that services provided by Lambeth Council have improved, stayed the same or got worse?**

Improved	19
Stayed the same	62
Got worse	10
Don't know	8

Q10. SHOWCARD To what extent do you agree or disagree that Lambeth Council provides value for money?

Strongly agree	2
Tend to agree	32
Neither agree nor disagree	30
Tend to disagree	26
Strongly disagree	11
Agree	34
Disagree	37

Q11. SHOWCARD Taking everything into account, how satisfied or dissatisfied are you with the way Lambeth Council runs things?

Very satisfied	2
Fairly satisfied	41
Neither satisfied nor dissatisfied	32
Fairly dissatisfied	18
Very dissatisfied	8
Satisfied	43
Dissatisfied	26

ASK Q12 IF 'STRONGLY/TEND TO AGREE' AT Q10

Q12. **Why are you satisfied with the way Lambeth Council runs things? DO NOT PROMPT.**

Base (202)

GENERAL COMMENTS

Provides a good service overall	40
Clean/well kept/maintained	22
Supports community	11
Efficient/better run than other boroughs	9
Low council tax/lower than other boroughs	2

SPECIFIC SERVICES

Good recycling facilities	13
Good rubbish/waste collection	12
Good sport/leisure facilities	5
Good primary education	4
Good benefits services	4
Good housing/planning services	4
Good cultural facilities	4
Good social services	3
Good nursery education	2
Good secondary education	2
Good employment services	1
Other	7
No reason/just do	9
Don't know	5

ASK Q13 IF 'STRONGLY/TEND TO DISAGREE' AT Q10 OTHERS GO TO Q14

Q13. Why are you dissatisfied with the way Lambeth council runs things? DO NOT PROMPT.

Base (192)

GENERAL COMMENTS	76
Poor service overall	39
Lack of repairs/poor maintenance	31
Inefficient/not as well run as other boroughs	23
Doesn't do much for/support the community	20
Council tax is too high/higher than other boroughs	19
Not clean/well kept/maintained	15
SPECIFIC SERVICES	45
Poor parking/parking charges	16
Poor/access to housing/planning services	16
Poor sport/leisure facilities	10
Poor rubbish/waste collections	5
Poor recycling facilities	5
Poor for young people/children	5
Poor/access to primary education	3
Poor cultural facilities	3
Poor/access to social services	3
Poor/access to secondary education	2
Poor/access to nursery education	2
Poor/access to employment services	1
Poor/access to benefits service	1
No reason - just do	1
Other	14
Don't know	2

Q14. SHOWCARD These are some things which other people have said about their council. To what extent do you think these statements apply to your Borough?

	A great deal	A fair amount	Not very much	Not at all	Don't know/no opinion	A great deal/fair amount	Not very much/not at all
... is efficient and well run	3	46	26	14	12	49	40
... doesn't do enough for people like me	12	38	30	11	8	50	42
... is doing a better job now than one year ago	4	40	25	15	16	44	40
... is making the local area a better place for people to live	6	61	21	7	6	66	28

COMMUNITY SAFETY

Q15.* 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	11	43	40	17	83
Teenagers hanging around on the streets	13	23	41	24	36	64
Rubbish and litter lying around	7	26	47	21	32	68
Vandalism, graffiti and other deliberate damage to property or vehicles	6	22	46	26	28	72
People using or dealing drugs	18	26	33	23	44	56
People being drunk or rowdy in public places	10	21	45	23	32	68
Abandoned or burnt out cars	3	5	39	53	8	92
Rough sleeping	4	13	44	39	17	83
Street drinking	9	23	43	25	32	68

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

Q16. SHOWCARD 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.

So, how much would you agree or disagree that the police and other local public services seek people's views about these issues in your local area?

Q17. SHOWCARD And 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? SINGLE CODE ONLY

	Q16	Q17
Strongly agree	7	5
Tend to agree	32	37
Neither agree nor disagree	22	30
Tend to disagree	23	16
Strongly disagree	10	5
Don't know	6	8
Agree	39	42
Disagree	33	21

THE ECONOMY

Q18. 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	18
Stayed the same	48
Got worse	31
Don't know	2

CLIMATE CHANGE/SUSTAINABILITY

Q19. SHOWCARD Which of the following things, if any, have you done in the past year to reduce energy consumption in your home? Please just read out the letters that apply.

Turned off unused lights	76
Used energy efficient light bulbs	71
Unplugged unused appliances	47
Turned down the thermostat	39
Run the washing machine at a lower temperature	38
Run the dishwasher or washing machine only with a full load	35
Improved insulation	15
Installed double glazing	13
Installed an energy efficient boiler	13
Installed a renewable energy like solar panels or a wind turbine	1
Other – please specify	*
None of these	6
Don't know	1

HOUSING/BUILT ENVIRONMENT

Q20.* SHOWCARD Taking everything into account, how satisfied or dissatisfied are you with ... ?
SINGLE CODE PER STATEMENT

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Satisfied	Dissatisfied
The overall service provided by your landlord? (ASK PRIVATE/SOCIAL TENANTS ONLY (Base: 472)	19	48	12	15	7	67	22
The value for money for your rent? (ASK PRIVATE/SOCIAL TENANTS ONLY (Base: 472)	18	44	18	14	7	61	21
The general condition of this property? (ASK ALL)	20	50	11	12	7	70	19

ASK Q21 IF RESPONDENT IS A COUNCIL/SOCIAL TENANT. ALL OTHERS GO TO Q22

Q21.* SHOWCARD How satisfied or dissatisfied are you with the following services provided by your landlord? SINGLE CODE PER STATEMENT

	Very satisfied	Fairly satisfied	Neither /nor	Fairly dissatisfied	Very dissatisfied	Satisfied	Dissatisfied
How enquiries are dealt with generally (Base: 317)	11	43	16	19	11	54	30
Repairs and maintenance (Base 323)	11	43	13	15	18	54	33

*NB to allow for comparison with STATUS survey data don't know/no opinion responses have been excluded in calculations.

ASK ALL

Q22. SHOWCARD In thinking about improving housing services, which, if any, of the following actions should the Council focus on? Please choose up to three from the list. MULTICODE UP TO THREE

Improving the quality of council homes	56
Helping more vulnerable members of society access the housing they need	47
Improving the quantity of council homes	43
Improving housing advice and assistance	36
Improving the quantity of private rented homes	14
Improving the quality of private rented homes	13
Other – please specify	1
None of these	1
Don't know	7

CAMPAIGNS AND COMMUNICATIONS

Q23. SHOWCARD How well do you think Lambeth Council keeps residents informed about the services and benefits it provides?

Keeps us very well informed	12
Keeps us fairly well informed	44
Gives us only a limited amount of information	27
Doesn't tell us much at all about what it does	13
Don't know	4
Informed	56
Uninformed	40

Q24. SHOW RESPONDENT PICTURE OF 'MAKING A DIFFERENCE' CAMPAIGN Have you seen this campaign?

Yes	23
No	75
Don't know	2

Q25. SHOWCARD Have you recently seen or heard any of the following about Lambeth Council?

The Brixton pound	49
Streatham leisure centre closed down	30
Council tax has been frozen in Lambeth for the second year running	26
Controlled drinking zones	17
Holiday activity programme	10
£9m extra funding for primary school places in Lambeth	9
Personal safety over Christmas	7
How the council offers value for money	6
How the council can help residents through the recession	6
The Lambeth environmental champions programme	6
Business desk to help local businesses	4
None of these	24
Don't know	5

CONSULTATION

Q26. In the past 12 months have you taken part in any consultation, responded to a survey or attended a meeting about local issues?

Yes	19
No	81
Don't know	1

Q27. SHOWCARD In which of the following ways, if any, would you like to be consulted by the council in the future?

Council meetings in your local area	43
Via email	43
Leaflets through your door	29
Meetings organised by the local community	24
Via newsletter (Lambeth Life)	18
Public meetings	16
Surveys like this one	13
Via telephone	12
Tenants/Residents Association meetings	11
Via text message	10
Via website	4
Other – please specify	1
None of these - I would not like to be consulted	3
Don't know	2

Q28. SHOWCARD Lambeth Council recently ran a project where residents could vote on how £250,000 should be spent. Residents could choose 3 out of 12 local projects. To what extent would you agree or disagree with the council running this sort of project again in the future? SINGLE CODE ONLY

Strongly agree	30
Tend to agree	42
Neither agree nor disagree	12
Tend to disagree	5
Strongly disagree	4
Don't know	8
Agree	72
Disagree	8

Young people's survey

YP2 SHOWCARD Which of these statements best describes your situation?

I go to school	62
I go to college	24
I work	5
I go to university	4
I am not in education, employment or training	3
I am an apprentice	1
None of these	2
Don't know	0

ASK IF GO TO SCHOOL/COLLEGE/UNIVERSITY AT YP2

YP3 **And is your school/college/university in Lambeth?** SHOW MAP OF SCHOOLS IN LAMBETH TO PROMPT IF NECESSARY

	<i>Base (116)</i>
Yes	53
No	47
Don't know	0

ASK IF AT SCHOOL OR COLLEGE AT YP2

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

	<i>Base (112)</i>
Study to go to university	76
Study then get a job at 18	6
Get a job at 16	4
Work for myself/run a business	4
Get an apprenticeship	3
Something else	2
Don't know yet	6

ASK ALL WHO ATTEND SCHOOL AT YP2

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

	<i>Base (82)</i>
Yes	19
No	81
Don't know	0

QUALITY OF LIFE

Throughout this survey we ask you to think about 'your local area'. When answering, please consider your local area to be the area within 15-20 minutes walking distance from your home. INTERVIEWER NOTE: PLEASE READ THIS STATEMENT AS MANY TIMES AS IS NECESSARY THROUGHOUT THE SURVEY

YP6 SHOWCARD Overall how satisfied or dissatisfied are you with your local area as a place to live? SINGLE CODE ONLY

Very satisfied	23
Fairly satisfied	54
Neither satisfied nor dissatisfied	14
Fairly dissatisfied	4
Very dissatisfied	4
Satisfied	77
Dissatisfied	8

YP7 SHOWCARD Which, if any, of the following things do you worry about the most?

Exams	39
My future	36
Crime	29
Money	21
School work	19
Being healthy	13
My parents or family	10
Being bullied	10
Friendships/fitting in	9
Getting into trouble	8
My body	5
Girlfriends/boyfriends/sex (14+ only)	4
Something else	1
Don't know	6
None of these	0

CORPORATE PERFORMANCE

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

A lot	7
A little	64
Nothing at all	29
Can't say	1

YP9 SHOWCARD Taking everything into account, how satisfied or dissatisfied are you with the way Lambeth Council runs things? SINGLE CODE ONLY

Very satisfied	6
Fairly satisfied	53
Neither satisfied nor dissatisfied	23
Fairly dissatisfied	11
Very dissatisfied	6
Satisfied	59
Dissatisfied	18

ASK YP10 IF RESPONDENT KNOWS 'A LITTLE'/'A LOT' ABOUT THE COUNCIL OTHERS
GO TO YP11

YP10 SHOWCARD **These are some things which other people have said about their council. How much do you agree or disagree with the following things? My council ...**
SINGLE CODE PER STATEMENT

	A great deal	To some extent	Not very much	Not at all	Don't know	Great deal/fair amount	Not very much/not at all
Base (89) Involves young people when making decisions	5	30	34	16	14	36	51
Base (89) Listens to the concerns of young people	5	41	30	9	15	45	39

YP11 SHOWCARD **Do you agree or disagree that you can influence decisions affecting your local area?** SINGLE CODE ONLY

Definitely agree	9
Tend to agree	44
Tend to disagree	33
Definitely disagree	13
Agree	54
Disagree	46

YP12 **Would you like to be more involved in making decisions about services for young people?** SINGLE CODE ONLY

Yes	59
No	36
Don't know	6

ASK YP13 IF RESPONDENT WOULD LIKE TO BE MORE INVOLVED IN MAKING DECISIONS ABOUT SERVICES FOR YOUNG PEOPLE

YP13 SHOWCARD **How do you want to be involved in making decisions about services for young people?** MULTICODE OK

	Base (76)
Through my sixth form/school/college	38
Through email, text or online	28
Voting	27
Youth council meetings	22
Through my youth centre	20
Volunteering	19
Local meetings	18
Other – please specify	0
None of these	2
Don't know	2

ASK YP14 IF RESPONDENT IS AGED 14 OR OVER

YP14 **In the last year, have you given any of your time to help a charity, voluntary group, a neighbour or someone else in the local area?** SINGLE CODE ONLY

	Base (88)
Yes	44
No	56
Don't know	0

ASK YP15 IF RESPONDENT GOES TO SCHOOL

YP15 **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)?** SINGLE CODE ONLY

	(82)
Yes	62
No	38
Don't know	0

SERVICE USAGE

YP16 SHOWCARD Which, if any, of these services provided by Lambeth Council have you used in the last twelve months? Just read out the letters that apply SHOW MAP OF LAMBETH

LEISURE	
Parks and open spaces	56
Leisure and sports facilities	41
Playgrounds and play areas	20
Arts and cultural activities (like museums and galleries)	7
EDUCATION AND LIBRARIES	
Libraries	40
Secondary education (11-18s)	39
Primary education (5-11s)	8
Nursery education (under 5s)	2
SERVICES FOR CHILDREN AND YOUNG PEOPLE	
Connexions (information and advice centre)	16
Youth clubs and centres	15
Summer activities – such as sports clubs, music workshops	12
OTHER	
Recycling facilities	29
Local health services	24
Social Care	1
Services for disabled people	1
None of these	6
Other	0
Don't know	0

SECTION – COMMUNITY SAFETY

YP17 SHOWCARD I am now going to read out some statements about crime. For each one, could you please tell me to what extent you agree or disagree with each? SINGLE CODE

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know/ NA	Agree	Dis-agree
If I was a victim of crime I am confident that the police would take it seriously	33	31	19	10	6	1	64	16
If I was suspected of a crime I would trust the police to deal with me fairly	31	34	17	13	4	1	65	17

YP18 SHOWCARD Generally speaking, how safe or unsafe do you feel when outside in the area where you live during the day? SINGLE CODE ONLY

YP19 SHOWCARD Generally speaking, how safe or unsafe do you feel when outside in the area where you live after dark? SINGLE CODE ONLY

	YP18	YP19
Very safe	33	13
Fairly safe	53	36
Neither safe nor unsafe	9	21
Fairly unsafe	5	16
Very unsafe	1	14
Safe	86	48
Unsafe	6	30

SECTION – THE ECONOMY

YP20 Compared to this time last year, do you feel that you and your family are financially ...?
READ OUT. SINGLE CODE ONLY

Better off	13
About the same	60
Worse off	16
Don't know	11

SECTION – ENGAGEMENT, HEALTH AND SOCIAL WELL-BEING

YP21 SHOWCARD How many portions of fruit and vegetables do you usually eat each day?
SINGLE CODE ONLY

None	5
One – two	41
Three – four	28
5 or more	25
Don't know	1

YP22 How is your health in general? Would you say it is SINGLE CODE ONLY

Very good	26
Good	55
Fair	18
Bad	1
Very bad	0
Good	81
Bad	1

ASK YP23 IF 16 OR UNDER.

YP23 SHOWCARD I am now going to read out a list of statements. For each one can you please tell me whether the statement is true, neither true nor not true, or false. SINGLE CODE. ROTATE ORDER OF STATEMENTS

(Base: 90)	True	Neither true nor not true	False	Don't know
I have one or more good friends	95	2	2	0
When I'm worried about something I can talk to my mum or dad	77	15	8	0
When I'm worried about something I can talk to my friends	80	13	5	1
When I'm worried about something I can talk to an adult who isn't my mum or dad	43	28	28	1

SECTION – CAMPAIGNS AND COMMUNICATIONS

ASK ALL

YP24 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	11
Keeps us fairly well informed	53
Gives us only a limited amount of information	20
Doesn't tell us much at all about what it does	6
Don't know	10
Informed	64
Uninformed	26

ASK ALL

YP25 SHOW RESPONDENT PICTURE OF 'CHECK THE LABEL' CAMPAIGN **Have you seen this campaign?** SINGLE CODE ONLY

Yes	41
No	59
Don't know	0

YP26 SHOWCARD **Do you know enough about what activities there are for you to do in this local area, or do you need more information?** SINGLE CODE ONLY

Know enough	26
Need a little more information	48
Need a lot more information	26

YP27 SHOWCARD **Where do you usually find out about activities and organisations in your local area, such as sports or youth clubs?** MULTICODE OK

Friends	42
School/college/university	40
Websites	24
Family	20
Posters or leaflets in libraries	19
Lambeth Life (Council newspaper)	14
Other local paper	11
Youth groups or clubs	11
Magazines	9
Other – please specify	2
Don't know	5

ASK YP28 IF RESPONDENT IS AGED 14 OR OVER

YP28 **Do you receive any information to help you plan your future, for example, help from a teacher to plan your GCSE/A-level choices or help from a careers advisor about jobs or careers?** SINGLE CODE ONLY

	(Base 88)
Yes	76
No	21
Don't know	3

ASK YP29 IF RESPONDENT IS AGED 14 OR OVER

YP29 SHOWCARD **Would you like some/more information to help you plan your future?** SINGLE CODE ONLY

	(Base 88)
Yes – I would like a lot more information	29
Yes – I would like a little more information	35
No – I receive enough	22
No – I do not want/need any	13
Don't know	2
Would like a lot/little more	64