



# **Lambeth Budget Consultation 2009 - 2010**

## **On-Street Survey**

Report for Lambeth Council

**November 2008**

## Contents

1. Summary .....	1
2. Introduction .....	1
3. Financial matters .....	2
Net agreement .....	4
Communicating financial information.....	6
4. Residents Priorities .....	8
Crime and Disorder.....	8
Waste, Recycling and Sustainability.....	13
Garden waste collection service.....	17
Street-scene and public spaces .....	19
Health and Well-being.....	23
Customer Services.....	27
Invest to Save .....	29
Appendix One: Presentation of data .....	31
Appendix Two: Sample .....	32
Key demographics .....	32
Service use .....	34
Table 5: Detailed Sample Profile.....	36
Appendix three: Key subgroup differences.....	38
Appendix Four: On-street survey .....	55

To request a large-text version of this document, phone 020 7239 0877

OPM is a registered trademark of the Office for Public Management Ltd.

ILM accredited

## 1. Summary

- This research quantitatively supports perceptions gathered in the workshops and focus groups in phase one of the consultation, particularly regarding improved council performance and public realm issues, such as parks
- There has been significant improvement in net levels of agreement that “Lambeth Council demonstrates good financial management” and “Lambeth Council provides better value for money now compared to a year ago”
- 57 percent of residents interviewed reported that crime and disorder had not affected them at all in the last 12 months. Residents who had experienced knife and gun crime were more likely to say their life had been affected “to a great extent”
- 57 percent of resident say they recycle “everything that can be recycled” and over 60 percent would support an introduction of compulsory recycling. This marks a significant shift from findings last year which were largely in opposition to compulsory recycling
- Four in ten people reported that improvements in public realm areas had improved their lives.

## 2. Introduction

OPM<sup>®</sup> (Office for Public Management) was asked by the London Borough of Lambeth to consult residents about the council’s budget priorities and choices for the next financial year. OPM and Lambeth worked together to plan a programme of activity which would help residents to understand and comment on the issues behind the budget.

The quantitative research was intended to explore further those budget issues that had been discussed in-depth in the first qualitative stage of the research and to generate data from a representative sample of Lambeth residents.

In October- November 2008 **531 face-to-face survey interviews** were conducted on-street with people who live and work in Lambeth using the five main town centre areas as sampling points. Please see appendix 2 for a full breakdown of the sample achieved.

OPM worked with a partner organisation, Plus Four Market Research, who undertook the fieldwork. Interviews were conducted with a quota sample according to a defined population profile of Lambeth. These profiles were drawn up to match 2001 census data.

The interview used a 20 minute, structured questionnaire with mainly pre-coded questions, with opportunities for interviewees to explain some of their answers in their own words. The questionnaire was developed in conjunction with Lambeth Council. The final survey instrument is available in Appendix 3.

### 3. Financial matters

Respondents were asked to what extent they agreed with a set of statements regarding the current quality of Lambeth’s financial management, reporting and the value for money it provides. The statements used were:

- Lambeth Council provides good value for money for the council tax residents pay;
- Lambeth Council provides better value for money now compared to a year ago;
- Lambeth Council demonstrates good financial management;
- Lambeth Council provides enough information to residents about its financial performance and management; and
- Lambeth Council has the right level of council tax, relative to other councils.

**Figure 1: Current quality of Lambeth’s financial management and reporting**



Base: 531

Figure 1 shows that one in five (22%) agreed that **Lambeth Council demonstrates good financial management**. This compares favourably to the number of respondents who agreed with this statement last year (16%).

A quarter (25%) of the sample thought that **Lambeth Council has the right level of Council Tax relative to other councils**. This is an increase from the 08/09 consultation, where 19% agreed with this statement.

Three in ten (28%) respondents also agreed with the statement **Lambeth Council provides good value for money for the council tax residents pay**, again this broadly similar to 08/09, where 30% agreed with this statement.

Three in ten (29%) people also thought that **Lambeth Council provides enough information to residents about its financial performance and management**; this is broadly similar to the results in the 08/09 consultation, where 28% agreed with this statement.

Three in ten (30%) people agree that **Lambeth Council provides better value for money now compared to a year ago**. This is an increase from the 08/09 consultation, where two in ten (20%) people agreed with this statement.

It is important to note that for **all of the statements**, around a quarter of the sample (between 24% and 29%), neither agreed nor disagreed and significant proportions did not know whether they agreed or disagreed. This may indicate a lack of awareness in the sample of the Council and its performance in these areas.

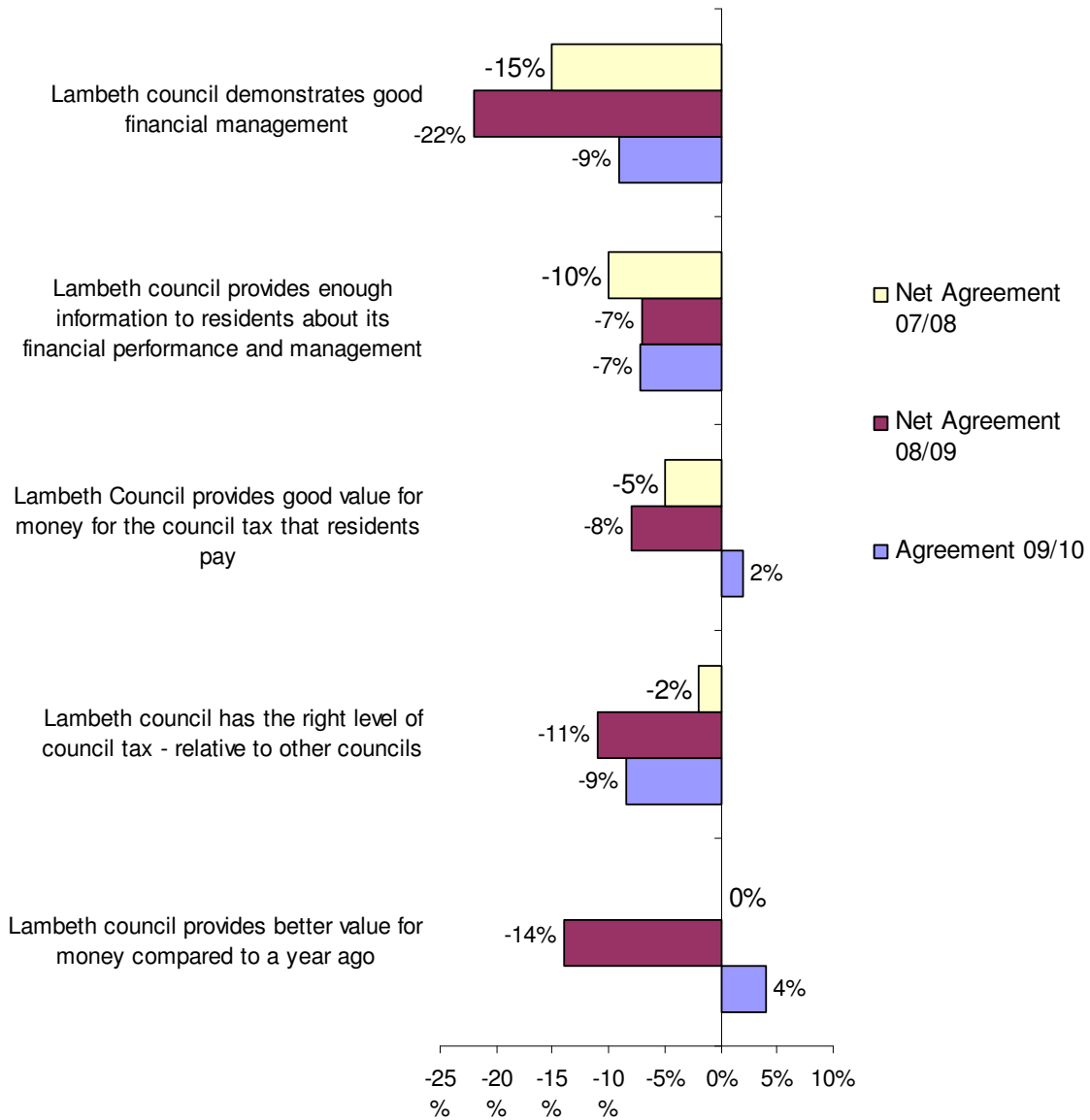
Sub-group analysis shows that council tax payers are more likely to agree with most of the statements than non-council tax payers. However council tax payers tend to disagree more with the statement that "Lambeth Council provides enough information about its financial performance and management".

Residents who both live and work in the borough are more likely to disagree with all the statements than people who work outside of the borough. On the whole findings are consistent across all ethnic groups; however Black or Black British Caribbeans are more likely to disagree that Lambeth Council provides good value for money and demonstrates good financial management.

## Net agreement

Figure 2 below outlines respondents 'net agreement' (% agreeing minus % disagreeing) with each of the statements for both 07/08, 08/09 and the current consultation.

**Figure 2: Comparison of net agreement scores over the last three years**



Base: 531

As can be seen, for four of the statements there **are increases in levels of agreement** and for one option, **Lambeth Council provides enough information to residents about its financial performance and management**, agreement levels have stayed the same.

Compared to last year there has been a statistically significant improvement in net levels of agreement that **Lambeth Council demonstrates good financial management** and **Lambeth Council provides better value for money now compared to a year ago**.

## Areas of desired increased spend

Respondents were then asked to name one area where they would like Lambeth Council to spend more money over the next 12 months. This was an open-ended question - responses have been grouped according to themes and are laid out below:

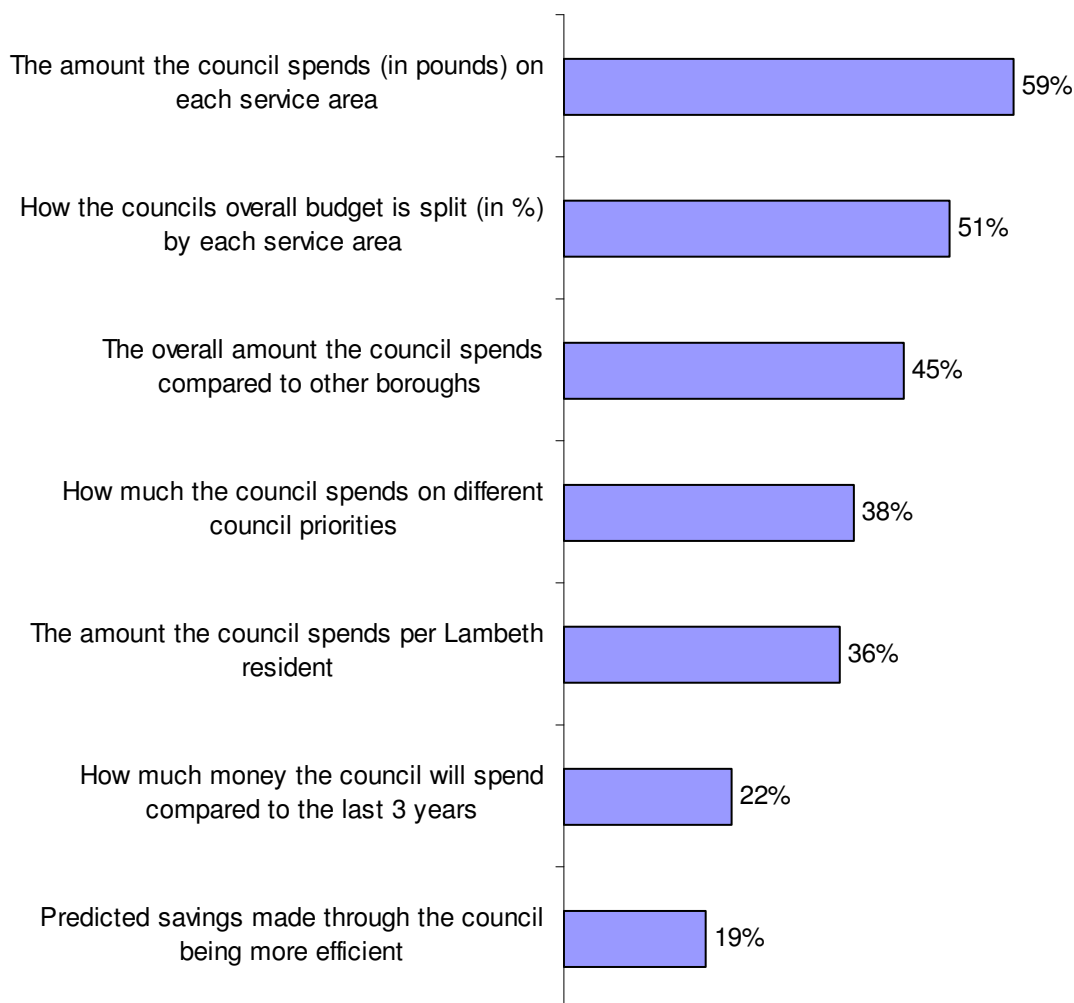
- **Public and Outdoor spaces**, (15%) street cleaning, more parks, maintenance of green areas, cycling facilities, paths, appearance of area, cleanliness
- **Specific areas**, (13%) such as Streatham, Stockwell, Vauxhall, Coldharbour Lane
- **Crime**, (12%) including gun crime, anti-social behaviour, knife crime, crime reduction, drug dealers, begging.
- **Activities and facilities** (12%), such as youth activities and facilities, children's play areas, lunch clubs for elderly, facilities for the disabled, sports and leisure facilities, better shops.
- **Housing**, (10%) lifts in flats, house maintenance, re-decorating.
- **Safety and security** (7%) including CCTV, and CCTV in specific areas, more visible policing, lighting in specific areas.
- **Roads**, (7%) maintenance, congestion, lighting, quicker completion of road maintenance, improved street signage for motorists, safer roads for pedestrians.
- **Education** (7%).
- **Environmental issues**, (3%) carbon emissions from traffic, sustainability.
- **Worklessness and benefits**, (3%) council tax subsidies, benefits for residents, pensioners on low incomes, job creation.

Base: 531

## Communicating financial information

Those surveyed were given a list of options relating to the level of information they would like to receive about the council's financial performance and management and a list of options as to where they would most like to hear about the Council's financial performance. Respondents were asked to specify which option they would prefer. Multiple responses were allowed hence the total sums to over 100%.

**Figure 3: Level of information respondents would like to receive about the council's financial performance and management**



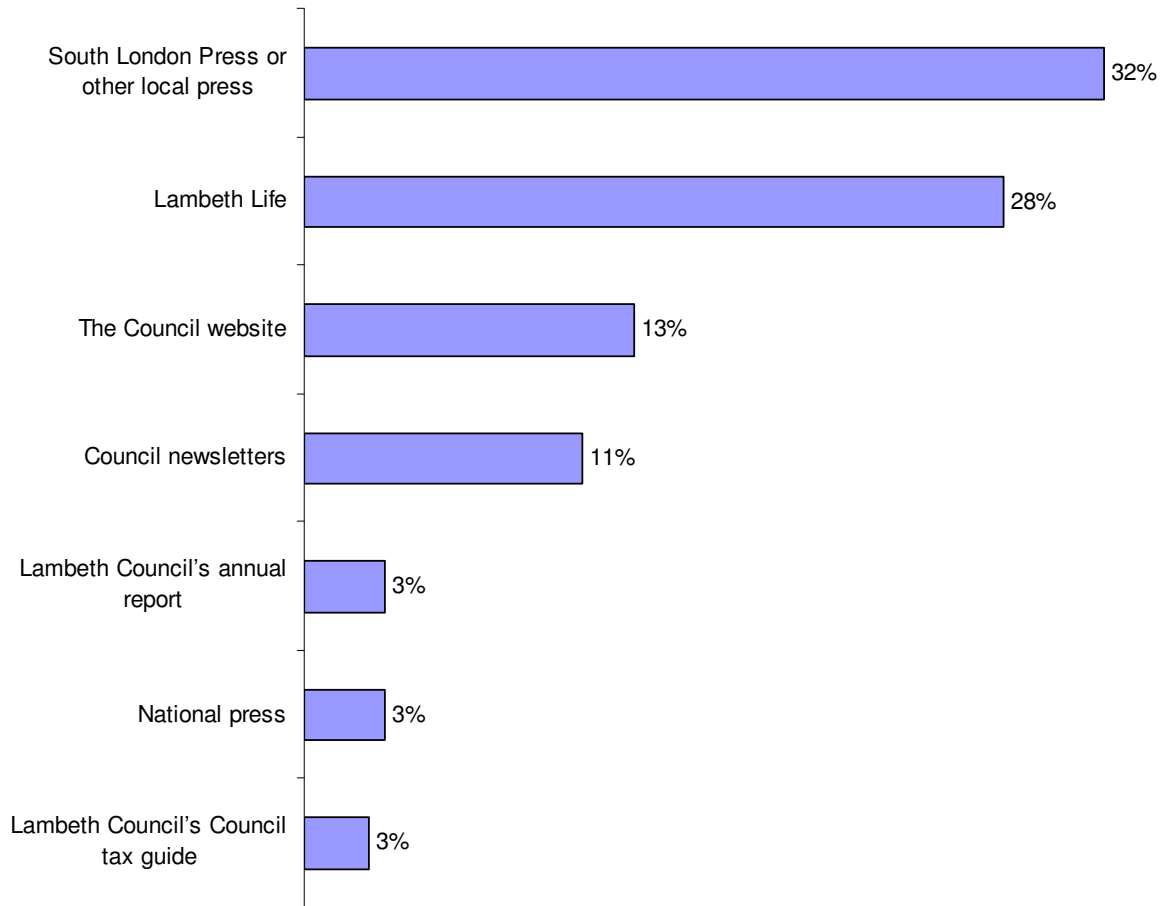
Base: 531

Figure 3 shows that over half of the sample would like to receive information about the amount the council spends (in pounds) on each service area (59%), and information about how the councils overall budget is split (in %) by each service area (51%). Fewer respondents were interested in receiving information about predicted savings made through the council being more efficient (19%) and how much money the council will spend compared to the last three years (22%).

Figure 4 indicates that respondents were most likely to want to hear about the Council's financial performance through the local media, with a third (32%) favouring the South

London Press or other local press. Receiving Information via different council sources was also popular including 'Lambeth Life' (28%); Council Website (13%) and council letters (11%).

**Figure 4: Where residents most like to hear about the Council's financial performance**



Base: 531

There is a greater preference for "South London Press..." amongst 65+ yr olds, people who rent from the council and residents in North Lambeth. People in Clapham are less likely to prefer local media channels. White British residents are more likely to prefer Lambeth Life, whilst Black or Black British Africans and Streatham residents are less likely to choose it as the preferred communications method.

Analysis of people preferred communications method's correlation with perceptions of the council's financial performance shows that those who prefer Lambeth Life are more likely to have a positive view of the council delivering value for money. However there are no differences in perceptions between those who prefer Lambeth Life and the South London press etc on the council's financial management and level of council tax.

## 4. Residents Priorities

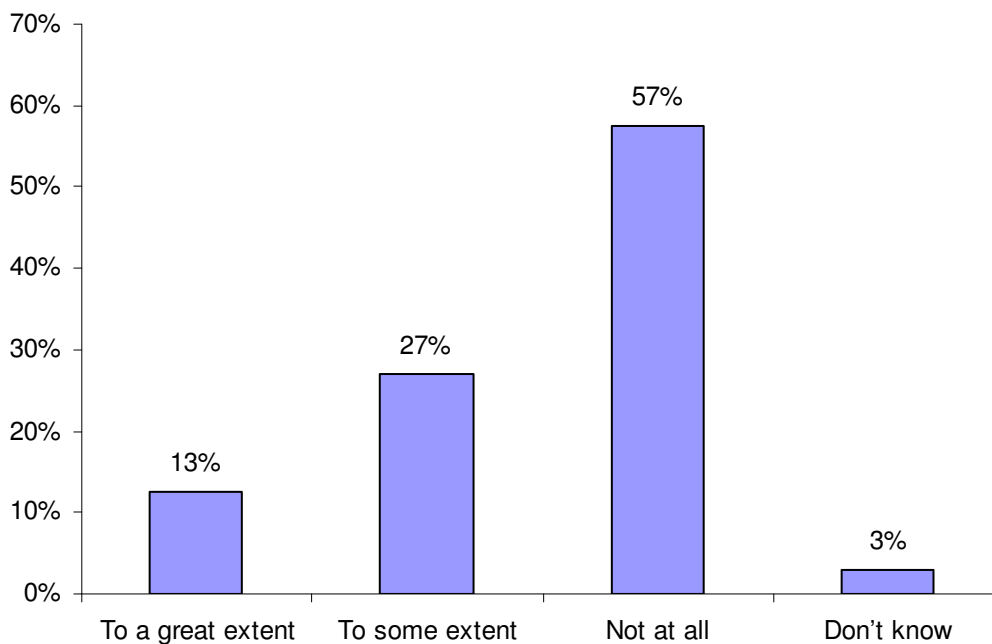
Previous consultations in Lambeth have found that crime, disorder and youth provision are key concerns for Lambeth residents, and the Council has already committed substantial spending to these areas. The survey acknowledged that these are top priorities for the Council and spending in these areas will continue to increase in future years, the remainder of the survey covered these areas and other core strategic issues facing the Council.

### Crime and Disorder

Respondents were asked to what extent their life had been affected by crime and disorder in Lambeth in the last 12 months.

Nearly six out of ten (57%) respondents stated their life had not been affected by crime and disorder in Lambeth, in the last 12 month. Nevertheless, four in ten (27%) agreed that their life had been affected to some extent and one in eight (13%) stated their life had been affected to a great extent.

**Figure 5: Extent to which respondent's life has been affected by crime and disorder in Lambeth**



Base: 531

45-54 year olds are more likely to say their lives had been affected a great extent by crime, whilst 18-34 year olds are less likely.

Town centre breakdowns show that North Lambeth residents are more affected by crime and Norwood residents are less affected. People who are buying their house with a mortgage are also less likely to be affected, whilst people who rent from the council are more likely to say they have been affected to a great extent.

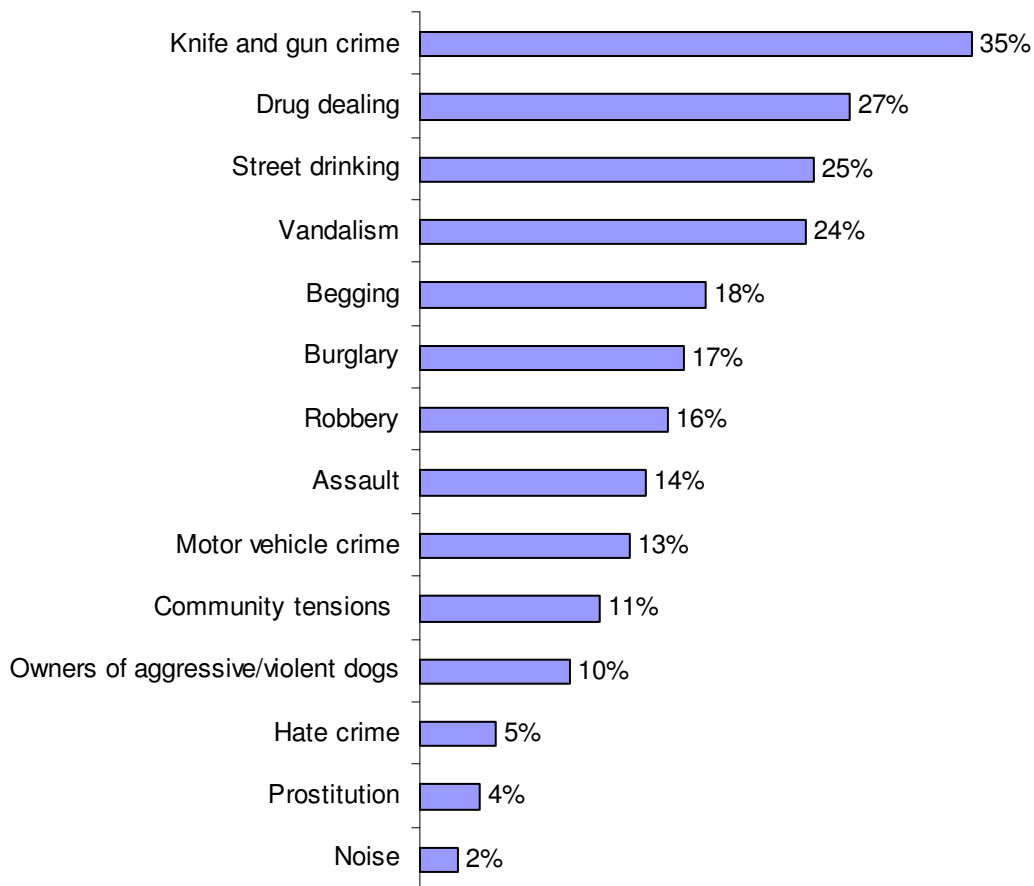
People who had been impacted by crime in last 12 months were less likely to agree that the council was performing well than the average on all measures.

Those whose lives had been affected at least to some extent by crime in Lambeth over the last 12 months were asked to identify what type of crime they had been most affected by. Respondents were allowed to select up to three responses.

Figure 6 shows that the most common crime people have been affected by is knife and gun crime (35%). This was followed by drug dealing (27%), street drinking (25%) and Vandalism (24%).

Fewer respondents had been affected by prostitution (4%) and hate crime (5%).

**Figure 6: The type of crime respondents have been affected by most**



Base: 210

The results show that men are more likely to be affected by assault, council tenants are more likely to be affected by knife and gun crime and that different crimes are more apparent in different town centres.

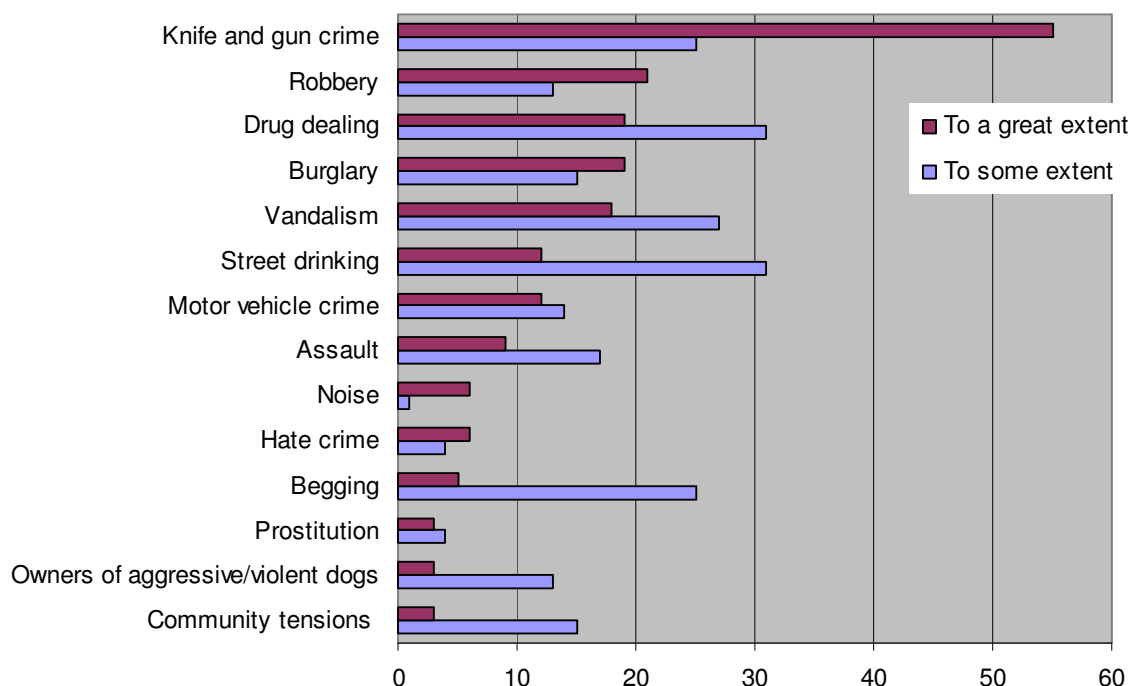
**Table 1: Crime and disorder concerns by Town Centre**

	<b>Clapham and Stockwell</b>	<b>North Lambeth</b>	<b>Norwood</b>	<b>Streatham</b>
<b>Above average concern</b>	Begging, Vandalism	Knife and gun Crime	Burglary, Owners of aggressive dogs	Vandalism

Brixton Town Centre concerns were in line with the average across the board.

As Figure 7 below shows, those who state their lives have been affected by crime in Lambeth in the last 12 months to **a great extent** are significantly more likely to have been most affected by knife and gun crime. People who have been affected by crime to **some extent** are significantly more likely to have been affected by street drinking, begging and community tensions.

**Figure 7: Respondents who have been affected by crime ‘to some extent’ and ‘to a great extent’ by the type of crime they have been affected by.**

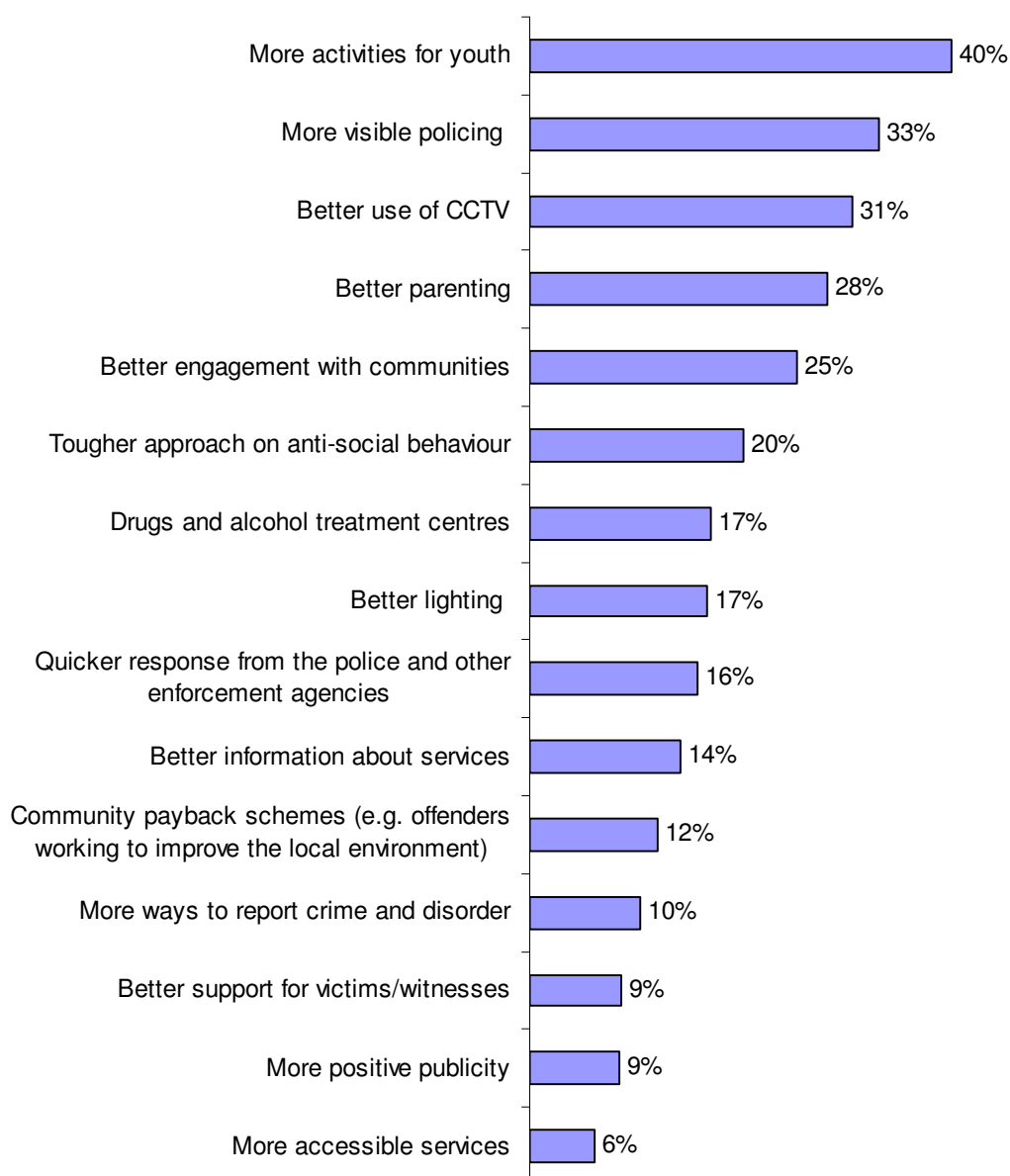


To a great extent base: 67  
 To some extent base: 143

All participants were given a list of possible actions the Council and its partners could take to reduce crime and disorder and were asked to prioritise up to three.

The most popular action for the Council and its partners to take to reduce crime and disorder were: more activities for youth (40%), more visible policing (33%), better use of CCTV (31%), better parenting (28%), and better engagement with communities (25%).

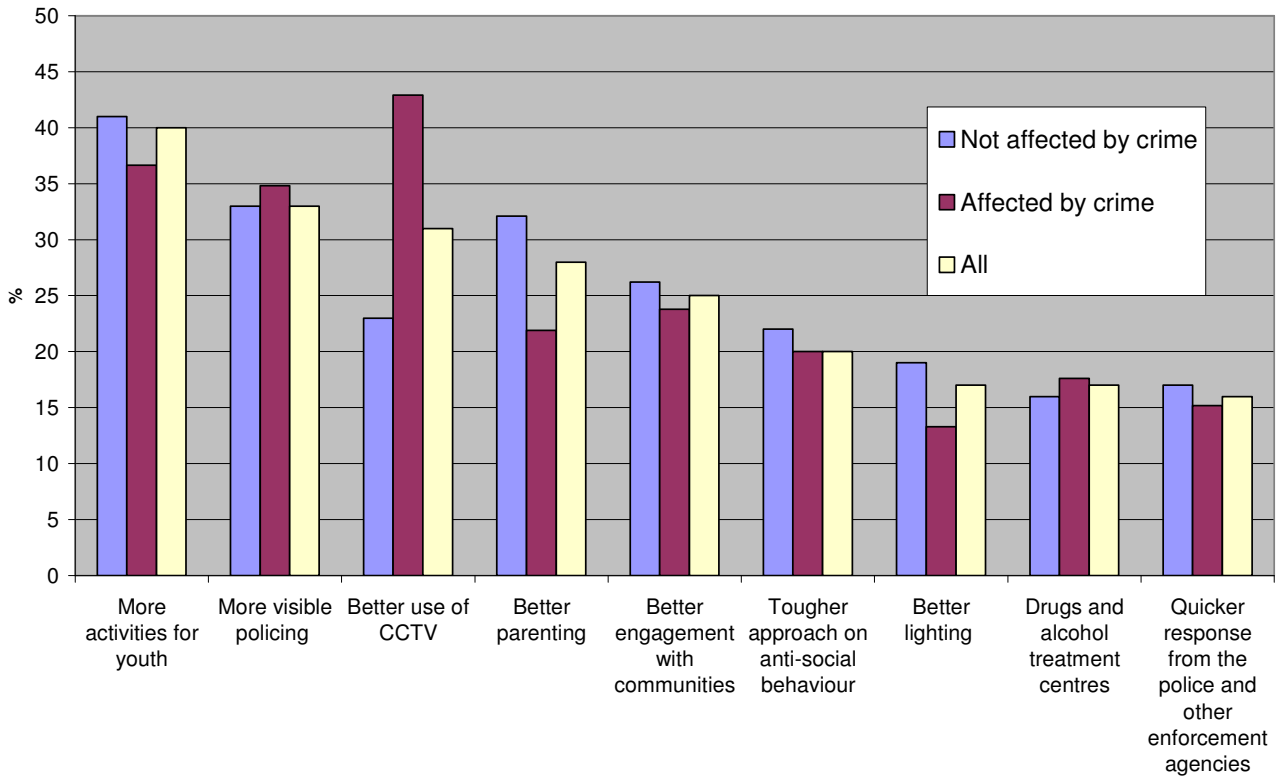
**Figure 8: Possible ways the Council and its partners could reduce crime and disorder**



Base: 531

As shown in Figure 9 below, those who report that their life has been affected by crime and disorder in Lambeth in the last 12 months **to a great extent**, were significantly more likely to say the council should **make better use of CCTV** which indicates they may be thinking specifically of the crime of which they were a victim rather than broader crime issues.

**Figure 9: the extent to which respondents life has been affected by crime and disorder in Lambeth in the last 12 months by the action they think Lambeth and its partners should take to reduce crime**



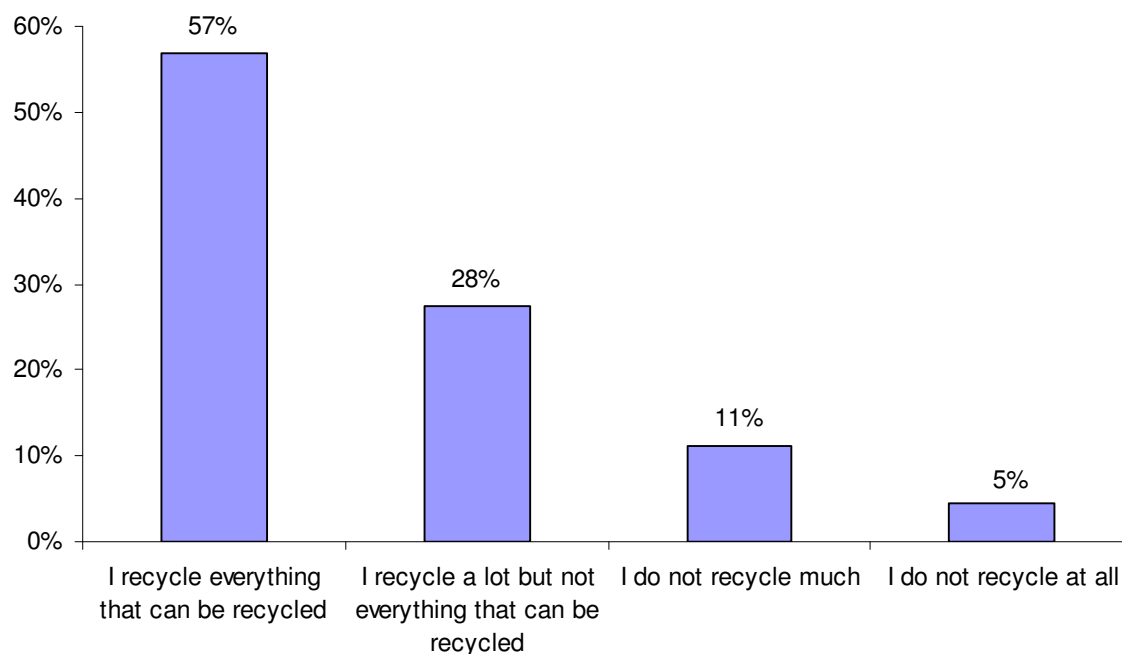
Of the most cited interventions, there is consistent support across all subgroups for increased activities for young people. More visible policing receives greater support from women, retired people, White British and people who own their property outright. Improved use of CCTV is more commonly cited by residents of North Lambeth and council tenants.

35-44 year olds are more likely to choose better parenting as an intervention however there is no difference in opinion between people with children in their household or not.

## Waste, Recycling and Sustainability

Respondents were asked a series of questions about waste, recycling and sustainability. When asked about their recycling habits, nearly three in five (57%) respondents stated that they recycle everything that can be recycled.

**Figure 10: Respondents recycling habits**



Base: 531

White British and people buying a house with a mortgage are more likely to say they recycle everything and the self employed, Black or Black British Caribbeans and non-council tax payers had higher than average responses to “I do not recycle at all”.

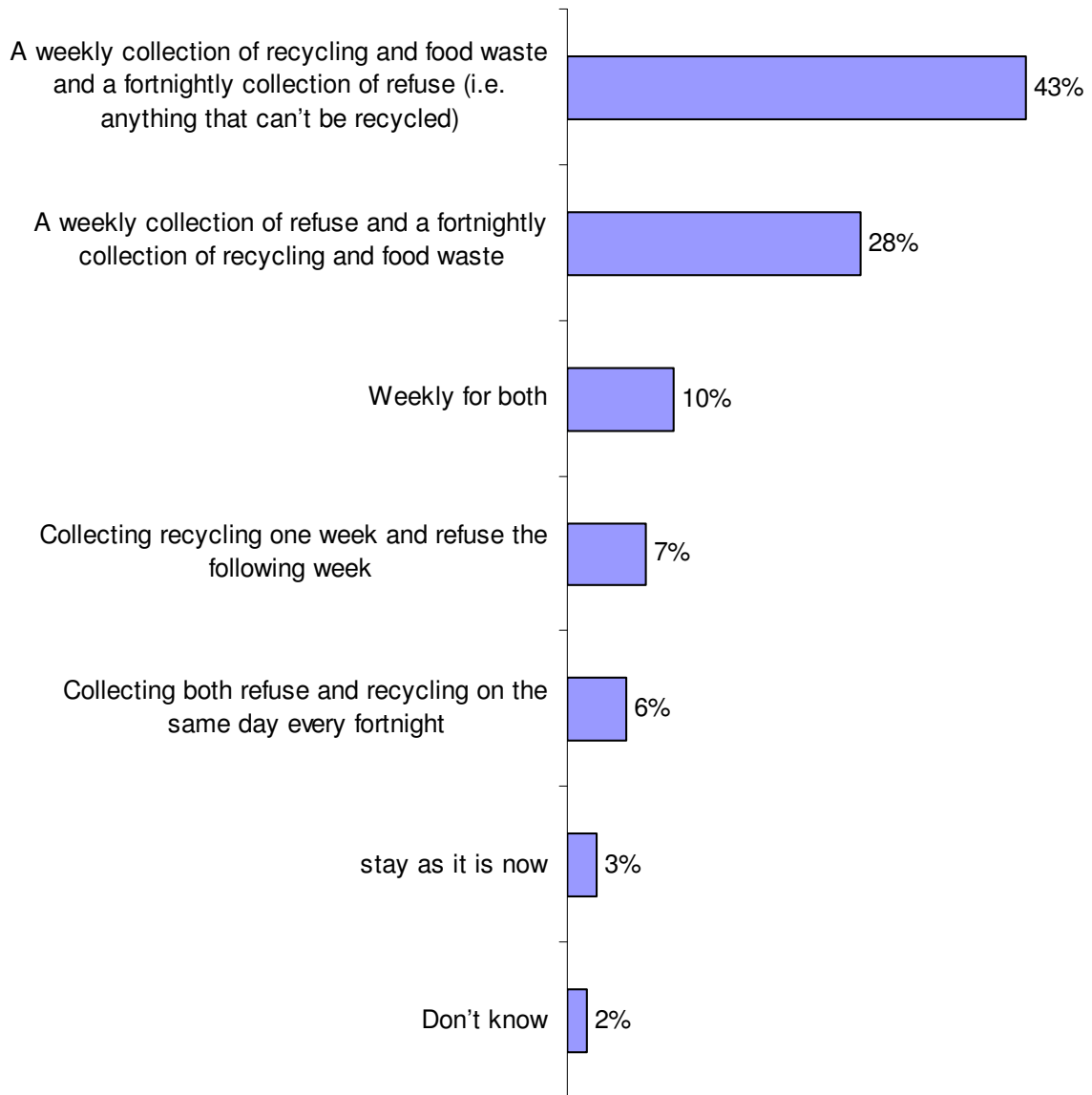
Respondents were asked about changing the regularity of the refuse or recycling collection. Respondents were given a list of alternative collection schedules and asked which they preferred (it should be noted that respondents were advised that the following options would only affect households with dedicated recycle bins, not estates where waste and recycling is shared.)

As shown in Figure 11 below, four out of ten respondents (43%) favoured a **weekly collection of recycling and food waste and a fortnightly collection of refuse (i.e. anything that can't be recycled)**.

Nearly three out of ten (28%) favoured a **weekly collection of refuse and a fortnightly collection of recycling and food waste**.

One in ten (13%) would prefer a weekly collection of both refuse and recycling or to continue as it does now. (Please note these options were not provided but were given as part of “other”)

**Figure 11: Preferred options for refuse and recycling collection**



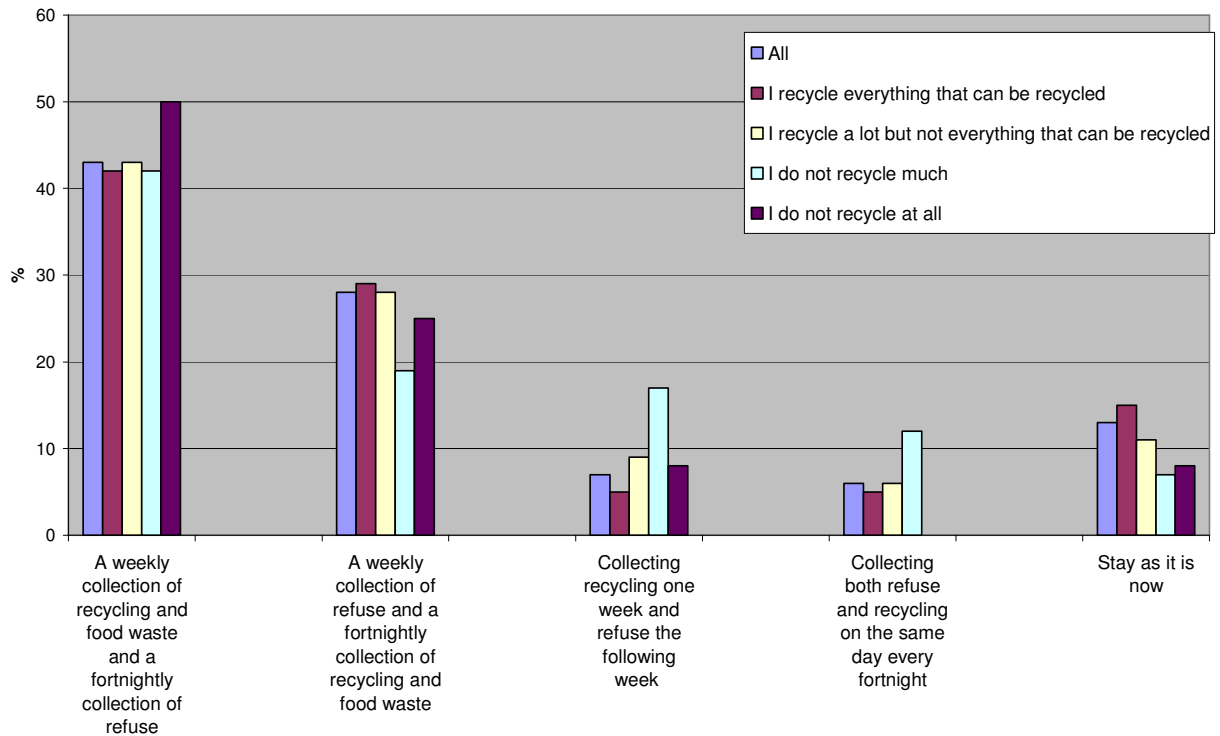
Base: 531.

Analysis of respondents preferences for refuse and recycling collections by their recycling habits (Figure 12 below) indicates that people's preferences for refuse and recycling collections are broadly similar irrespective of their recycling habits.

**Table 2: Town Centre nuances in varied collection preference**

	<b>Brixton</b>	<b>Clapham and Stockwell</b>	<b>North Lambeth</b>	<b>Norwood</b>	<b>Streatham</b>
<b>More likely to agree compared to average</b>	Keep it the same as it is now/weekly	Weekly collection of recycling and food waste and fortnightly collection of refuse	Weekly collection of recycling and food waste and fortnightly collection of refuse	Alternating fortnightly collections	Collect both on same day every fortnight.

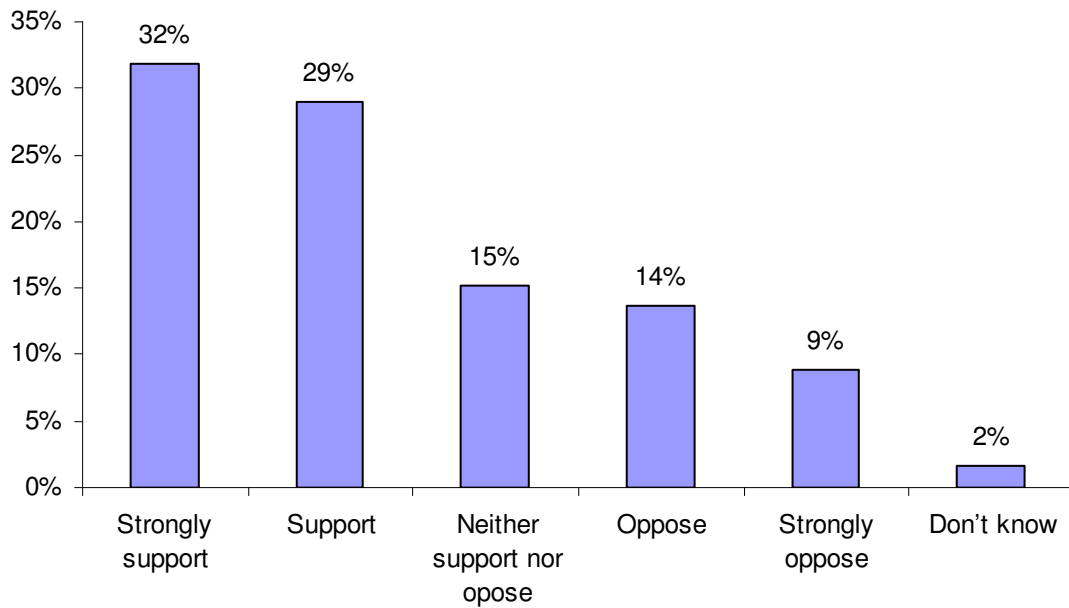
**Figure 12: Respondents preference for refuse and recycling collections by their recycling habits**



Another option presented to those surveyed was to make recycling compulsory and to fine people who persistently did not recycle after receiving a number of warnings. They were asked to what extent they supported this proposal.

As outlined in Figure 13, the majority (61%) of respondents supported making recycling compulsory and fining people who persistently did not recycle. Under a quarter (23%) of respondents opposed this option.

**Figure 13: Support for making recycling compulsory and to fine people who persistently do not recycle, after receiving a number of warnings**



Base: 531

Analysis of support for this proposal by people’s recycling habits found that people who recycle everything that can be recycled are **significantly more likely to strongly support a proposal to make recycling compulsory**, where people who persistently do not recycle would receive a number of warnings before being fined.

The table below shows who is more or less likely to support the introduction of compulsory recycling.

**Table 3: Compulsory recycling**

Above average support	Above average opposition
Live in Lambeth work outside the borough, 18-34 yr olds, Full time employees, North Lambeth residents	Live and work in Lambeth, 45 -54 yr olds, Own property outright, Brixton residents

**Changes since previous consultations**

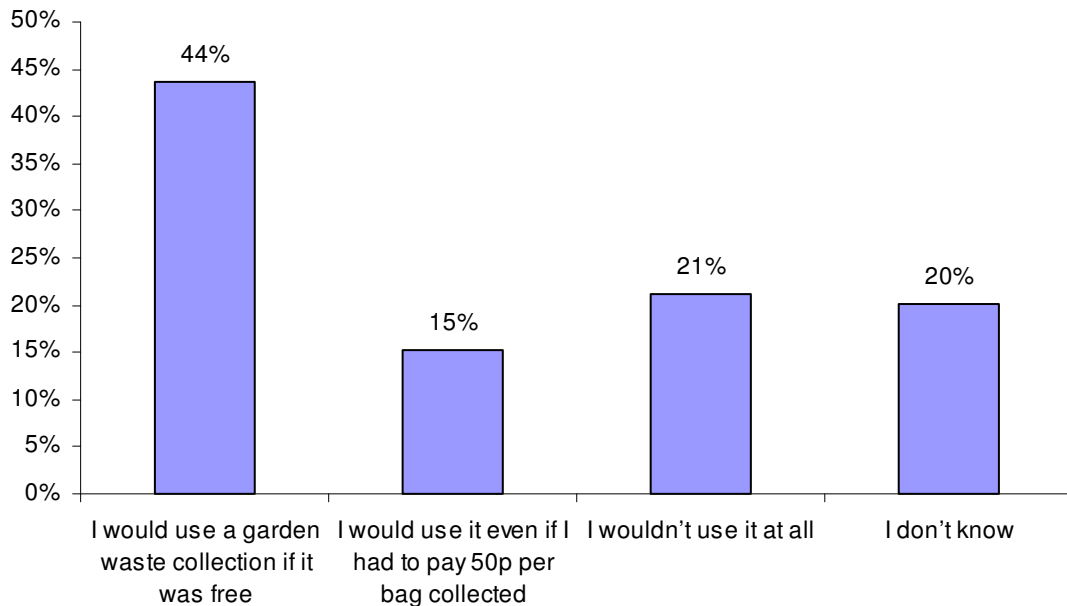
Waste collection and recycling is a theme that was discussed in both this and last year’s consultations. This year’s quantitative survey showed that residents are in favour of changing the current refuse and recycling collection pattern. In 2007 the qualitative consultation people highlighted recycling and waste as an important issue, but there was little support for collection changes. However, in the qualitative consultation this year people not only felt that this was an important issue but one where changes to collections should be actively considered. Their views as were in line with the findings in the quantitative survey with recycling weekly and general waste fortnightly being the most popular option.

**Garden waste collection service**

Lambeth currently operates an ‘on demand’ garden waste collection service, some other London boroughs operate a garden waste collection service which collects as regularly as the non-recyclable rubbish collection, and charge between 29p to £1 per bag collected for this service.

When asked about their preferred option for garden waste collection in Figure 14 below, under half of the sample (44%) said they would use a garden waste collection service if it was free. A much smaller proportion (15%) said they would use this service even if they had to pay 50p per bag collected. A significant proportion (41%) said that they either would not use this service at all (21%) or that they did not know if they would use this service (20%).

**Figure 14: Preferred option for garden waste collection service**

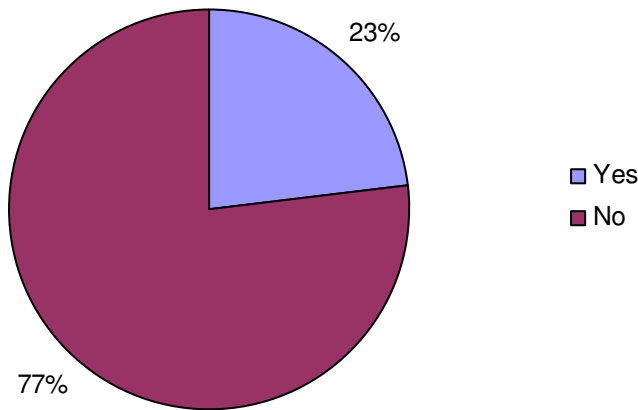


Base: 531

Clapham and Stockwell residents are more likely to use the garden waste collection service and one in five respondents from the area would be willing to pay for the service. Brixton residents and council tenants are more likely to say they wouldn't use the service at all.

The survey went on to ask respondents if they currently compost. Figure 15 indicates that the majority of respondents do not currently compost (77%).

**Figure 15: Respondents who currently compost**



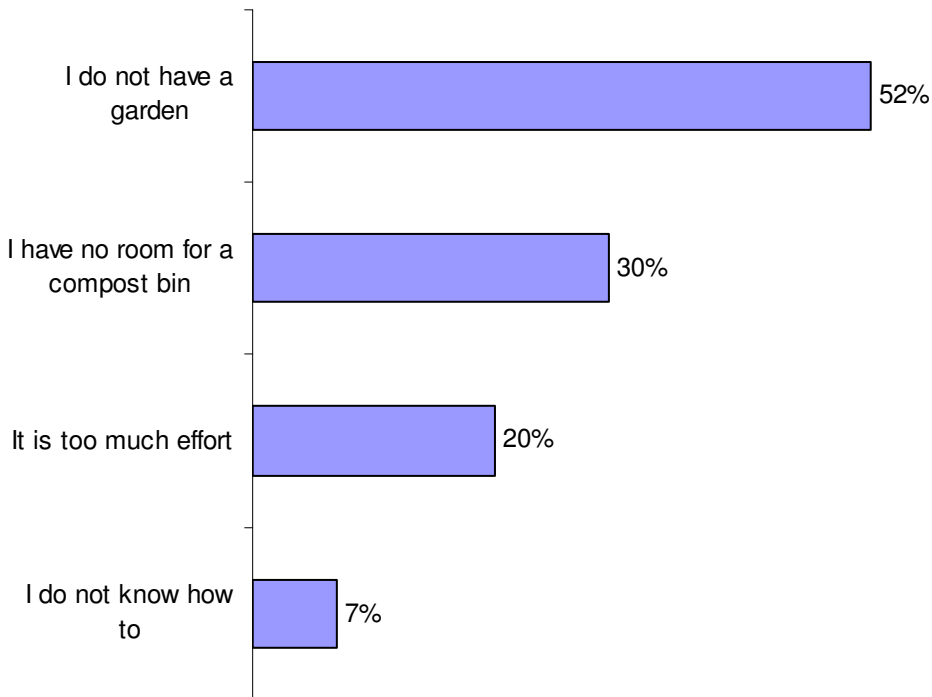
Base: 531

Clapham and Stockwell residents and people who are self-employed are more likely to compost.

Respondents who do not currently compost were asked why this was the case.

As illustrated in Figure 16, for the majority of respondents who do not compost, the reason is because they do not have a garden (52%). Three in ten (30%) respondents do not compost because they have no room for a compost bin and one in five (20%) because it is too much effort.

**Figure 16: Reasons why respondents do not compost**



Base: 409

Residents in North Lambeth, Brixton and council tenants are more likely to say they do not have a garden.

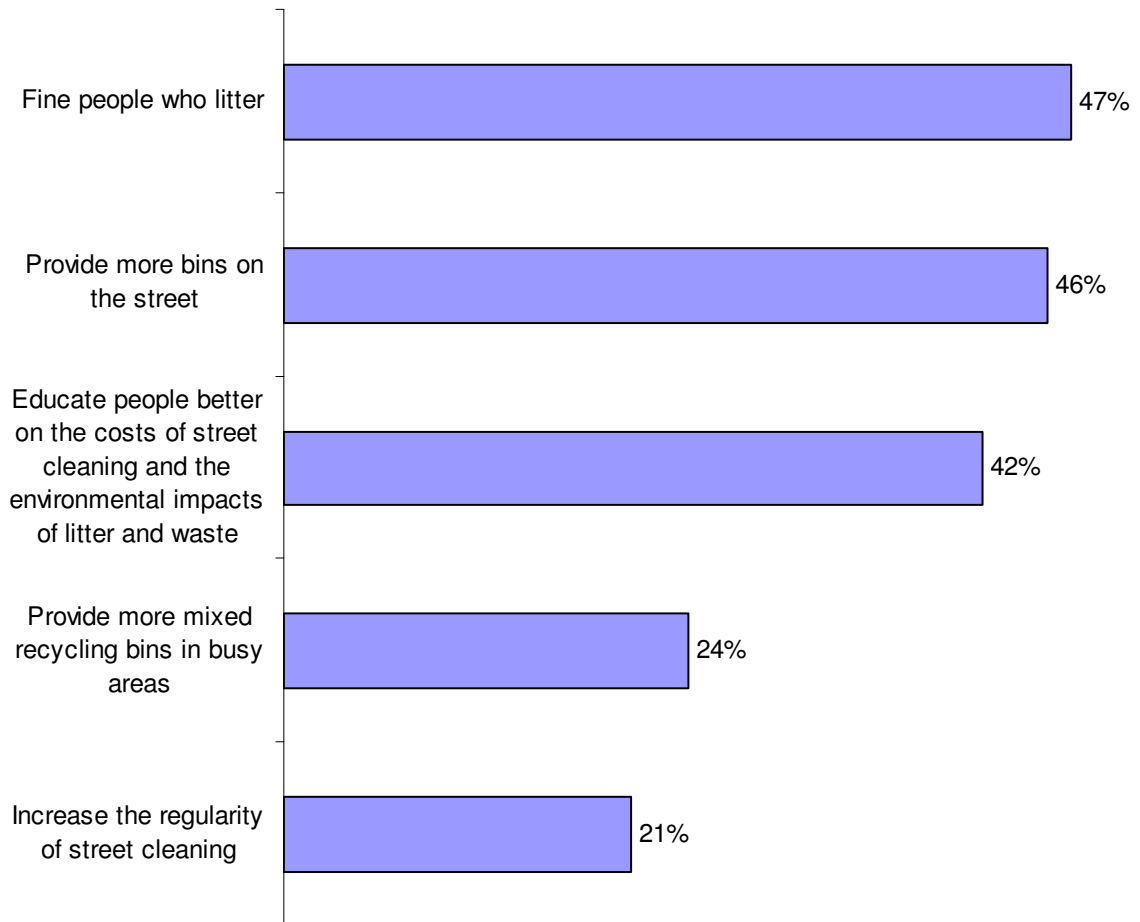
### Street-scene and public spaces

The survey asked participants how Lambeth Council could improve the cleanliness of its streets; they were given a list of options and asked to pick up to two.

The most popular options for how Lambeth could improve the cleanliness of its streets were to: fine people who litter (47%), provide more bins on the street (46%), and educate people better on the costs of street cleaning and the environmental impacts of litter and waste (42%).

Sub-group analysis shows that Norwood residents are more likely to want more bins on streets, which is less required in Streatham. Norwood residents are also more likely to want an increase in the regularity of street cleaning.

**Figure 17: How Lambeth Council could improve the cleanliness of its streets**



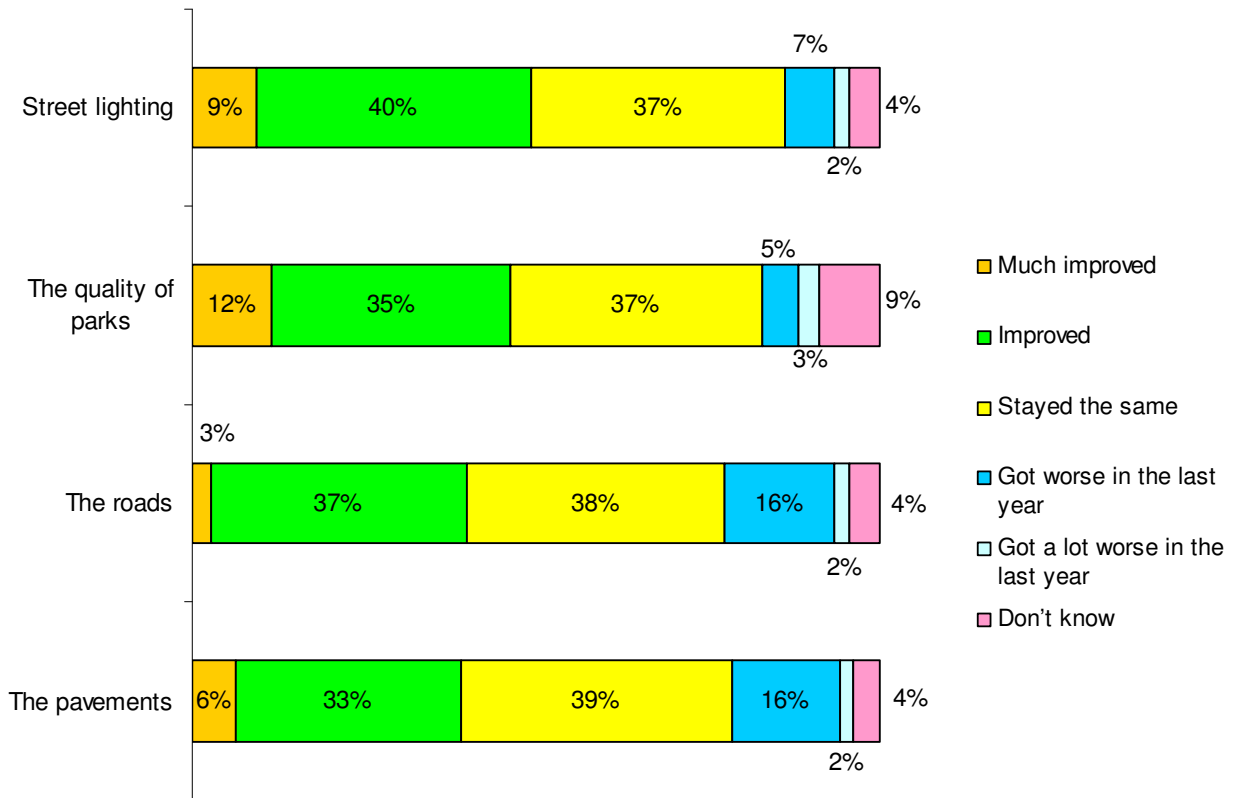
Base: 531

Respondents were asked to think about Lambeth and their local area and whether they had noticed any changes in the last year to the street lighting, the quality of the parks, the roads or the pavements.

Overall, for each aspect and as shown in Figure 18, more respondents agreed that conditions had improved than agreed that conditions had got worse. The areas most commonly felt to have improved was street lighting (49%) and the quality of parks (47%).

Nevertheless it should be noted that for each of these aspects high proportions felt that conditions had stayed the same (37% to 40%).

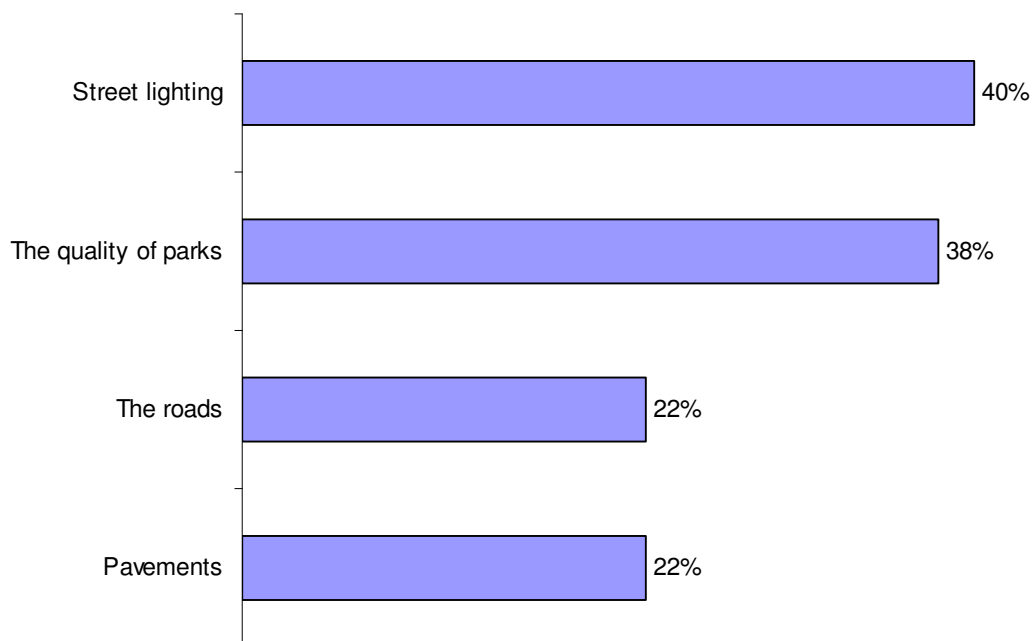
**Figure 18: Extent to which different aspects of the street scene and public spaces have improved in the last year**



Base: 530

Figure 19 below outlines 'net improvement' (% stating conditions have improved minus % stating that conditions have got worse) of roads, parks, street lighting and pavements.

For all of these aspects, more respondents felt that improvements had been made than agreed that conditions had got worse. This is most marked for street lighting (40% net improvement), followed by the quality of parks (38% net improvement).

**Figure 19: Net improvement**

Base: 531

From a sub-group analysis, we see that those aged 65 or older were more likely to believe that the condition of the pavements had got worse in the last year although no particular group had felt that pavements had got a lot worse. Across the subgroups, those who rent from the council were more likely to perceive that things have improved in most areas whereas those who are self-employed are more likely to perceive that things have got worse.

**Table 4: Sub-groups variances**

	<b>More like to note improvements</b>	<b>More likely to say got worse</b>
<b>Street lighting</b>	Rent from the council, North Lambeth residents	Self-employed, Brixton residents
<b>Quality of parks</b>	Rent from the council, Brixton residents	North Lambeth, 45 - 54 year olds
<b>The roads</b>	Rent from the council, people with children in the household	Brixton and Streatham residents
<b>The pavements</b>	Rent from the council, North Lambeth	Aged 65 or over

Respondents were then asked to indicate how these changes in their local area had impacted on their day to day life (Figure 20).

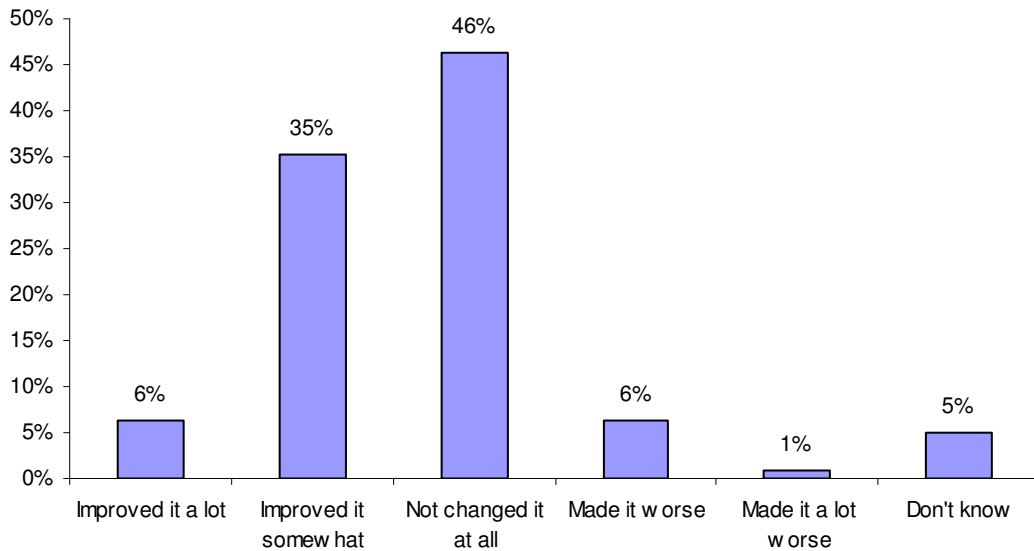
Nearly three in ten (35%) felt that these changes to their local area had improved their day to day life somewhat, with a further six percent (6%) of respondents saying these changes had improved their daily life a lot.

The net score for this question (the number of respondents who agreed changes to the street scene and public spaces had improved their daily life minus the number who felt these changes had made it worse) is thirty seven percent. This indicates that more respondents felt that these changes had made a positive impact on their daily life than had made it worse.

Sub-groups analysis shows that those who rent from the council, a HA/Trust or are from Clapham are more likely to have perceived a positive impact by change. Respondents from Brixton are more likely to say that changes have not had an impact whilst Streatham respondents are more likely to say that changes have made a negative impact.

Further analysis shows that respondents who reported improvements in pavements and roads were more likely to say the changes had improved their day to day life.

**Figure 20: Extent to which changes to the street scene and public spaces have impacted on respondent's day to day life**



Base: 531

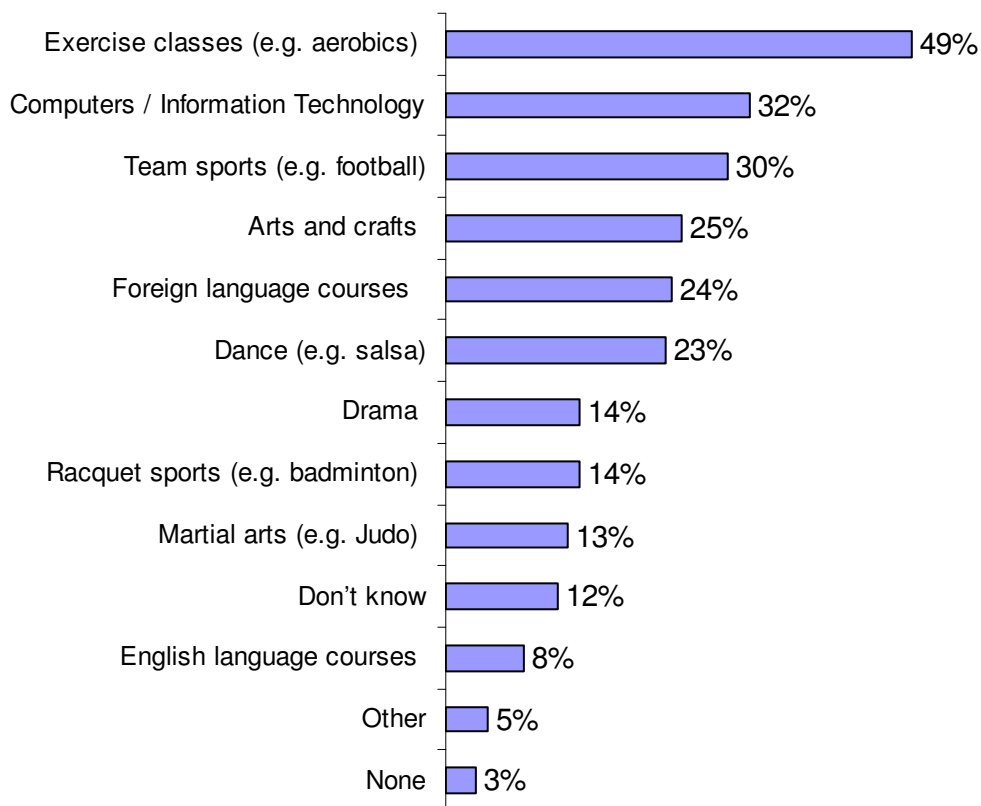
## Health and Well-being

Participants were asked a series of questions about their health and wellbeing and about potential motivations and barriers to improving them in the future.

Firstly, respondents were given a list of options of the kinds of activities they would like to attend in their nearby community hall or centre/ club, and asked to select as many of these that applied.

Figure 21 below, shows that the most popular activities would be exercise classes (49%), computing and information technology (32%) and team sports (30%).

**Figure 21: The kinds of activities respondents would like to attend in their nearby community hall or centre/club**



A sub-group analysis shows that Clapham respondents are more likely to support Computer/IT facilities, Arts and crafts, Drama and Racquet sports. North Lambeth would also support Computer / IT facilities.

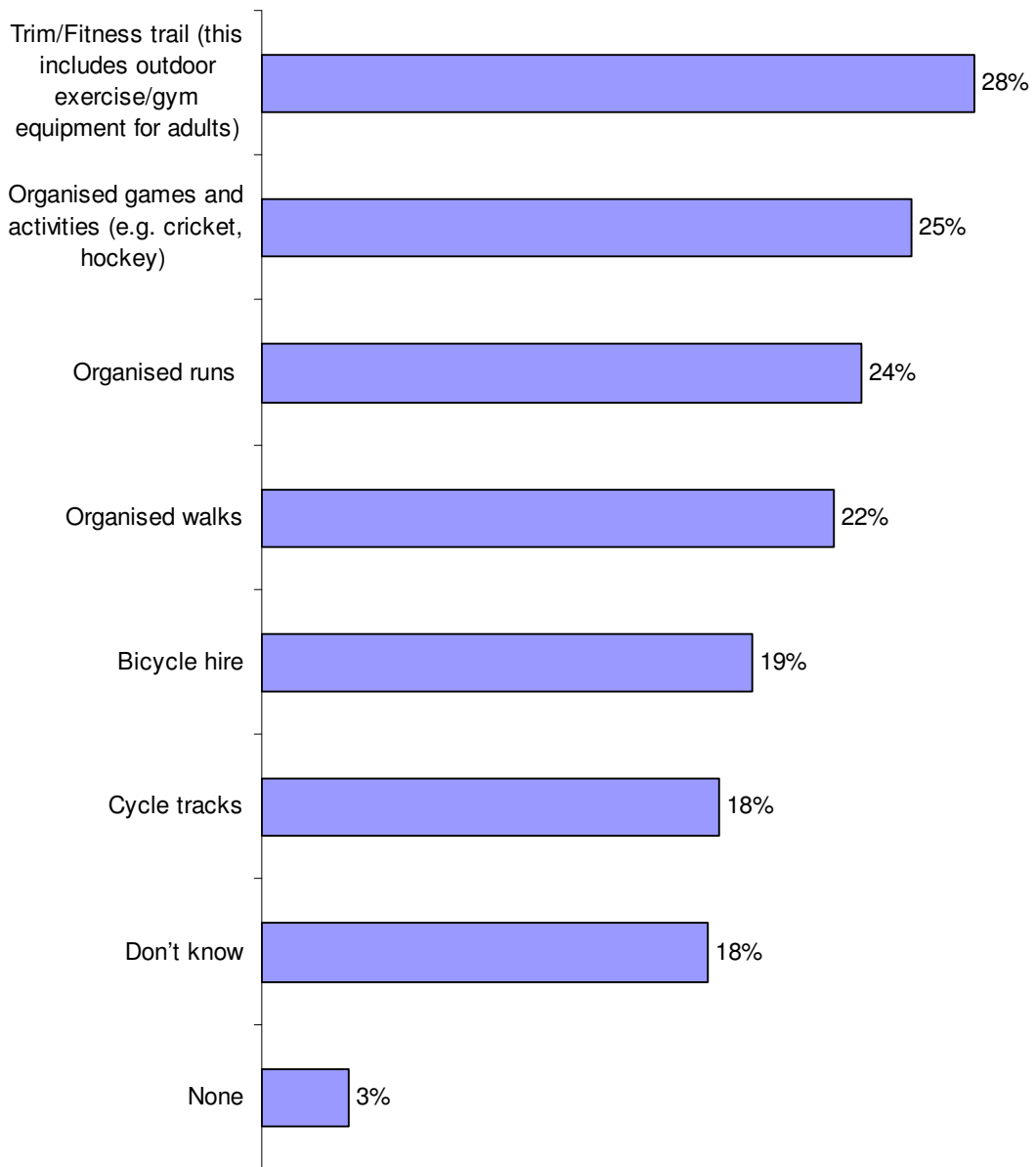
Men were more likely to support team sports and racquet sports. Women were more likely to support arts and crafts, dance and drama.

Respondents were also asked what kinds of activities might get them to use the park more often. As illustrated in Figure 22, the activities which tended to be favoured by respondents included: a fitness trail/ outdoor exercise/ gym equipment for adults (28%), organised games and activities (25%), organised runs (24%) and organised walks (22%).

A significant number of respondents (18%) stated they did not know what activities would get them to use the park more often.

Across the town centre areas, we see a significant variation of opinion. Clapham respondents were more likely to support organised runs, organised walks, bike hire and cycle tracks whilst North Lambeth respondents preferred a fitness trail. Brixton respondents were more likely than average to highlight a need for greater park safety.

**Figure 22: The types of activities that might get respondents to use parks more often**

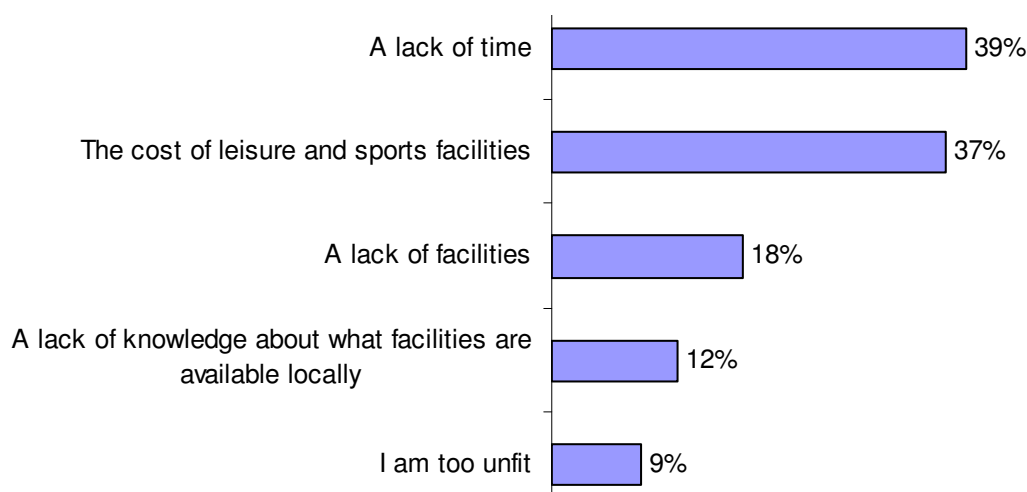


Respondents were asked to consider their own lifestyle, and to state, from a list of given options, what were their biggest barriers to taking more exercise. Respondents were asked to pick up to two options.

As Figure 23 shows, the most common barriers identified were a lack of time (39%) and the cost of leisure and sports facilities (37%). A number of respondents also felt that there is a lack of facilities (18%) or said they have a lack of knowledge about what facilities are available locally (12%).

As with the park activities, we see a significant variation of opinion from town centre areas. Respondents from Clapham highlighted a lack of time and knowledge of facilities while those from Brixton felt it was a lack of facilities. Streatham respondents focused on cost concerns and North Lambeth respondents were more likely to consider a lack of current fitness a barrier.

**Figure 23: The biggest barriers to respondents taking more exercise**



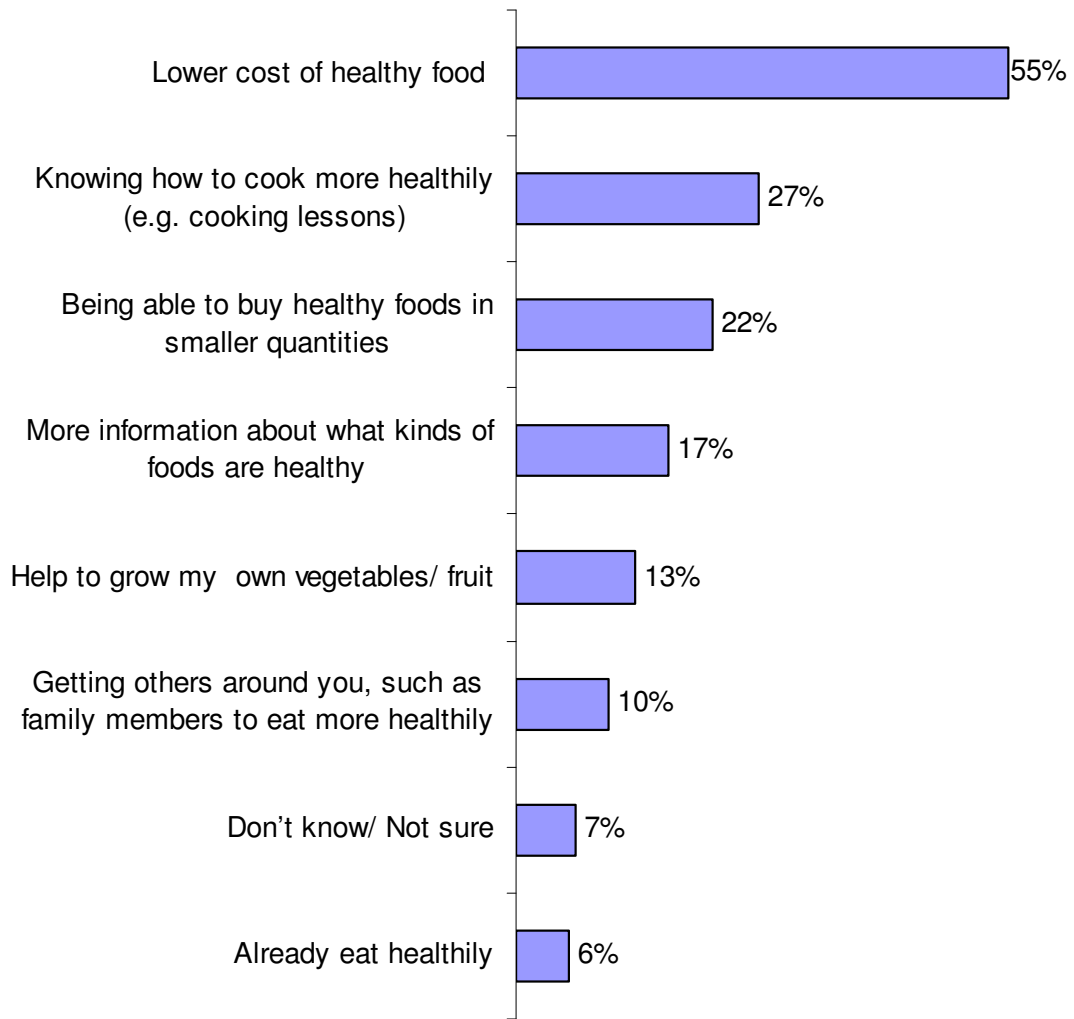
Base 531

Respondents were then asked to identify, from a list of given options, what would help them to eat more healthily.

By far the most common factor identified was lowering the cost of healthy food (55%) followed by knowing how to cook more healthily (27%).

With cost being by far the biggest single issue, we see those who rent from the council, have children aged 17 or under or are unemployed highlighting this issue with more frequency. Those who might have less money pressures such as those without any children aged 17 or under or are from the traditionally more affluent area of Clapham are less likely to be concerned about this. Men were more likely than women to want more information on eating healthily while, as might be expected, those over 65 or had no children aged 17 or under supported the ability to buy healthy foods in smaller quantities.

Figure 24: What would help respondents to eat more healthily?



Base: 531

## Customer Services

Respondents were then asked to consider a number of options for developing Lambeth's Customer Centres and were asked to select three top activities that would be useful for Lambeth's residents.

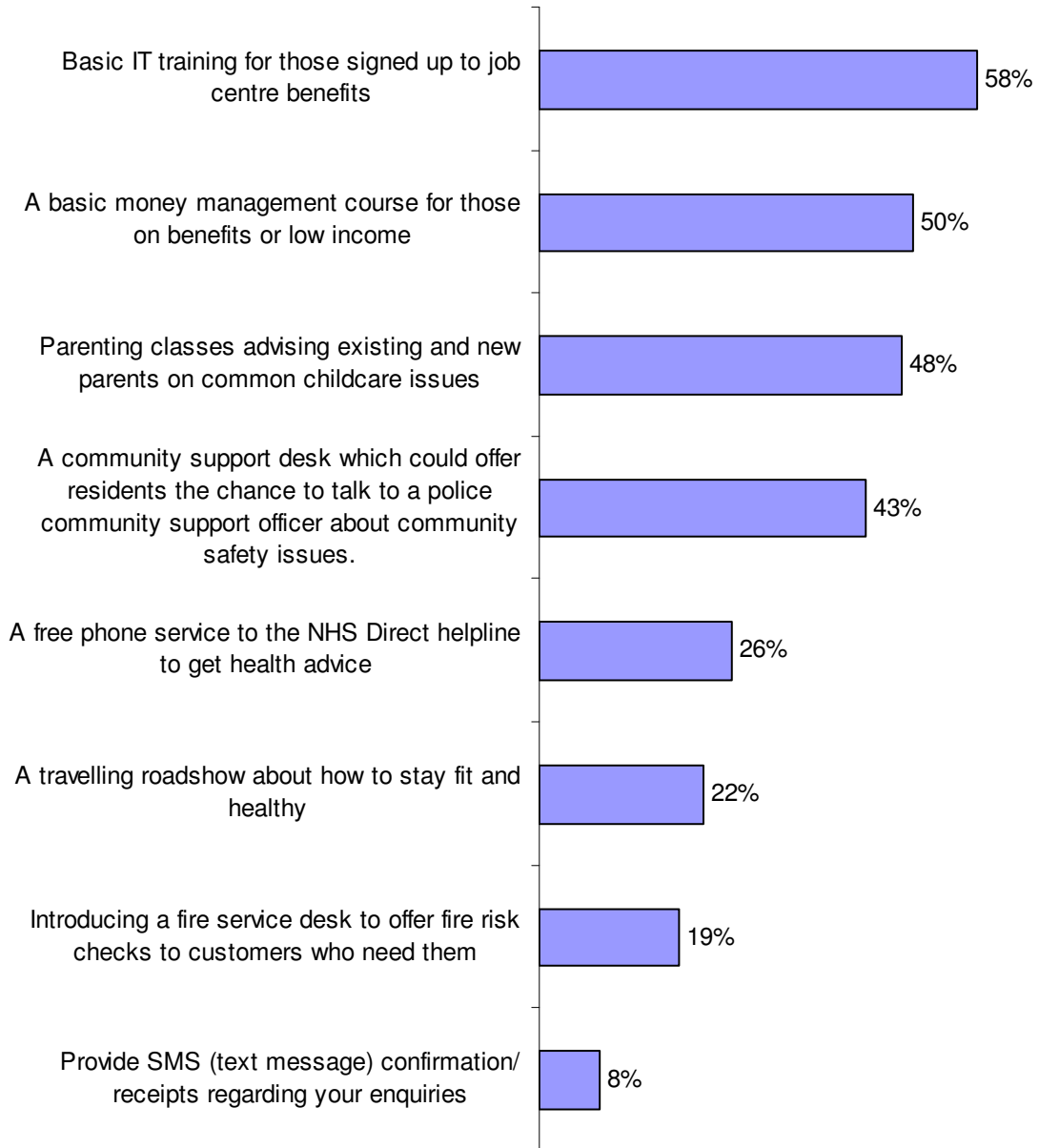
Those activities deemed to be most useful to Lambeth's residents and as illustrated in Figure 25 below, included:

- Basic IT training for those signed up to job centre benefits (58%).
- Basic money management course for those on low income or benefits (50%)
- Parenting classes to advise existing and new parents on common childcare issues (48%).
- A community support desk which could offer residents the chance to talk to a police community support officer about community safety issues (43%)

Looking at the sub-group responses we see a consistent trend of those who might be most affected or benefited by a measure not being an above average supporter of the measure. We don't see above average support for 'Basic IT training for those signed up for job centre benefits' from all those who might be most affected such as those unemployed but we do see a higher than average support from those renting from a HA/Trust. Equally, we do not see above average support for 'basic money management classes' from those who may fall into a lower income bracket. Also, with the fire risk checks measure we do not see those aged 65 or older (who we know are in a higher risk category for this) showing above average support.

In the case of the community support desk option, those renting from the council or who are respondents from the North Lambeth area are less likely to support this despite showing a higher perception of crime. This may be due to a lack of confidence in PCSO's or proximity to customer centres.

Figure 25: Developing Lambeth's customer service centres



Base: 531

## Invest to Save

Respondents were asked if they had any ideas about how Lambeth Council could potentially invest money in the short term to save money in the long term. This was an open-ended question and the responses have been grouped according to themes and are discussed below.

- **Invest in education and youth facilities**, (17%).
- **Invest in physical regeneration** (13%) – For example, build more affordable/ social housing, ensure property is maintained/ repaired efficiently, re-generate run-down areas, rent out empty properties.
- **Businesses and worklessness** (13%) – invest in local businesses, encourage people to into work/ job creation, training schemes/ workshops to improve skills, encourage unemployed/ retired to do voluntary work.
- **Increase council efficiency** (4%) – spend money on important issues/ do not waste money, reduce large salaries of directors/ managers, get rid of unnecessary staff

Base: 383

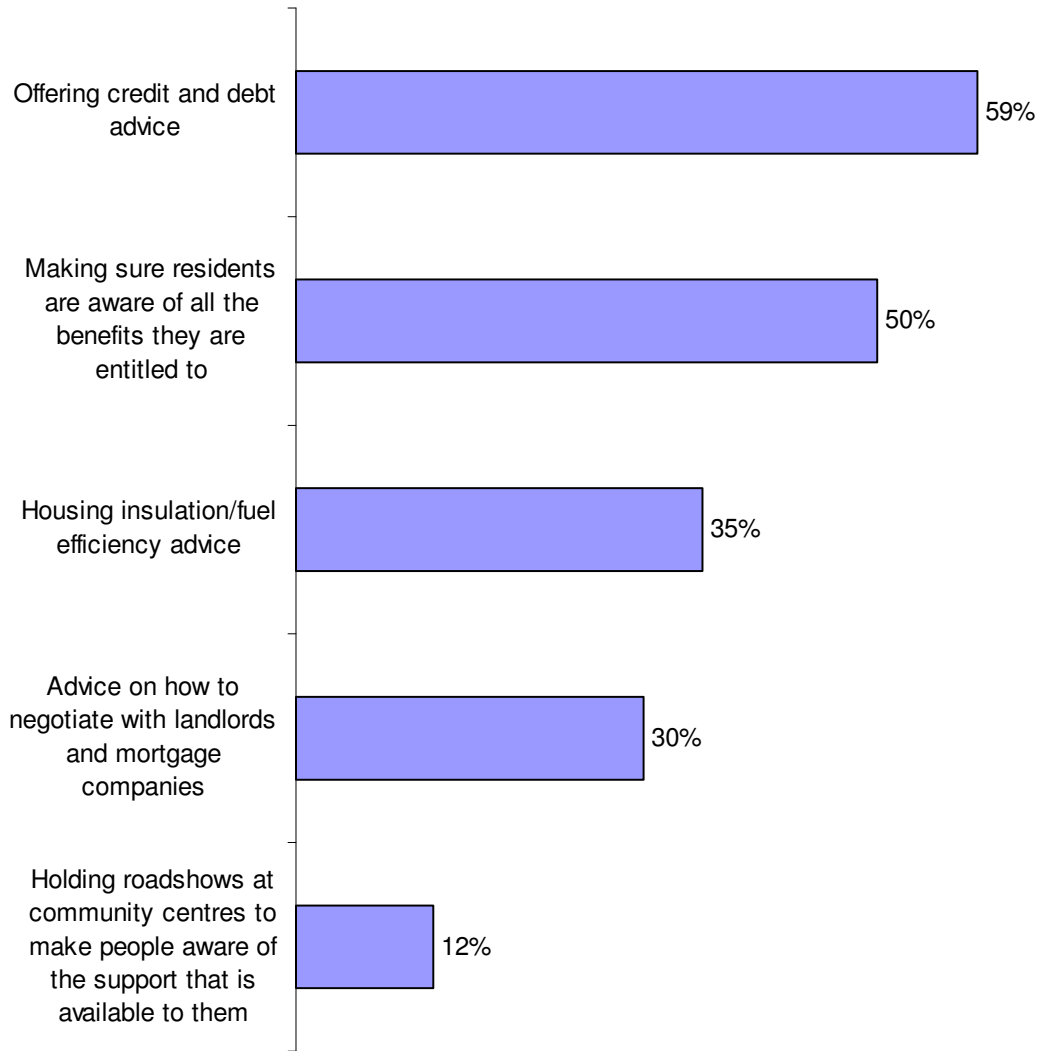
Finally respondents were told that the council was looking for ways to support residents in the credit crunch. Respondents were given a list of options and asked which two they thought would be most effective.

As outlined in Figure 26, the most popular options were:

- Offering credit and debt advice (59%)
- Making sure residents are aware of all the benefits they are entitled to (50%)
- Housing insulation/ fuel efficiency advice (35%).

At sub-group level, we see a significant variation across the town centre areas. North Lambeth supports 'Offering credit and debt advice' while Norwood supports 'Offering more credit and debt advice' and 'Housing insulation / fuel efficiency advice'. Clapham strongly supports 'Making sure residents are aware of benefit entitlement' whereas Brixton shows above average support for 'Holding roadshows at community centres'. On the option of 'Holding roadshows' we also see an above average support from those aged 65 or older.

Figure 26: Most effective ways to support residents in the credit crunch



## Appendix One: Presentation of data

The report details those people who live and work in Lambeth's perceptions, rather than facts about Lambeth Council.

Throughout the report, for each survey question, main findings are reported first for the whole sample and then, for any significant differences between sub-groups of the sample. Sub-group findings are only given where results are significantly different from the results overall (to 95% confidence). In the tables of survey results in this document, \* denotes a value of above 0 but below 0.5 per cent. Where figures do not sum to 100, this is due to multiple responses or rounding. A 531 person survey in Lambeth has a reliability of findings at a 95% confidence level of  $\pm 4.3$  percentage points<sup>1</sup>.

Where relevant, results have been compared to the results for the 2008/09 Budget Consultation (Also conducted by OPM) which used a small number of identical questions.

---

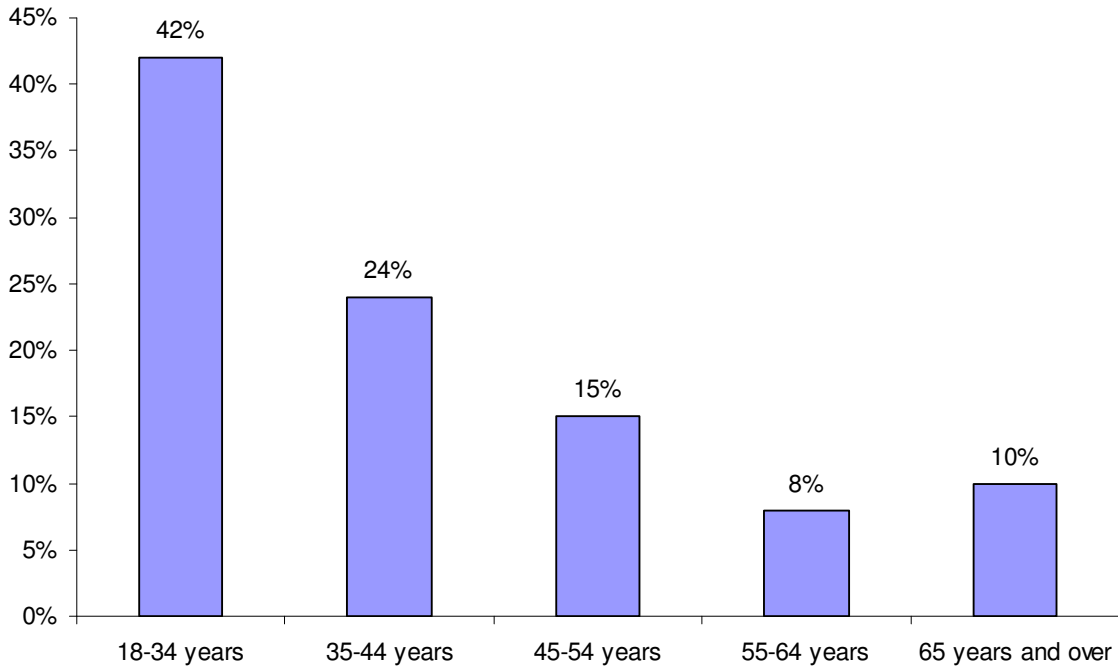
<sup>1</sup> Based on a Lambeth adult population of 214,800 (2003 mid-year estimate minus 20% for under 18s)  
<http://www.lambeth.gov.uk/Services/CouncilDemocracy/StatisticsCensusInformation/>

## Appendix Two: Sample

### Key demographics

As shown in Figure 27 below, a good range of different age groups was achieved and broadly reflects the population of Lambeth.

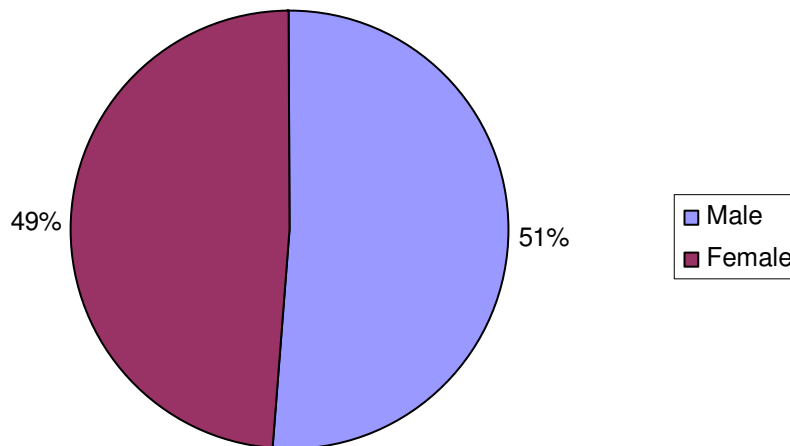
**Figure 27: Age**



Base: 531

**Figure 28: Gender**

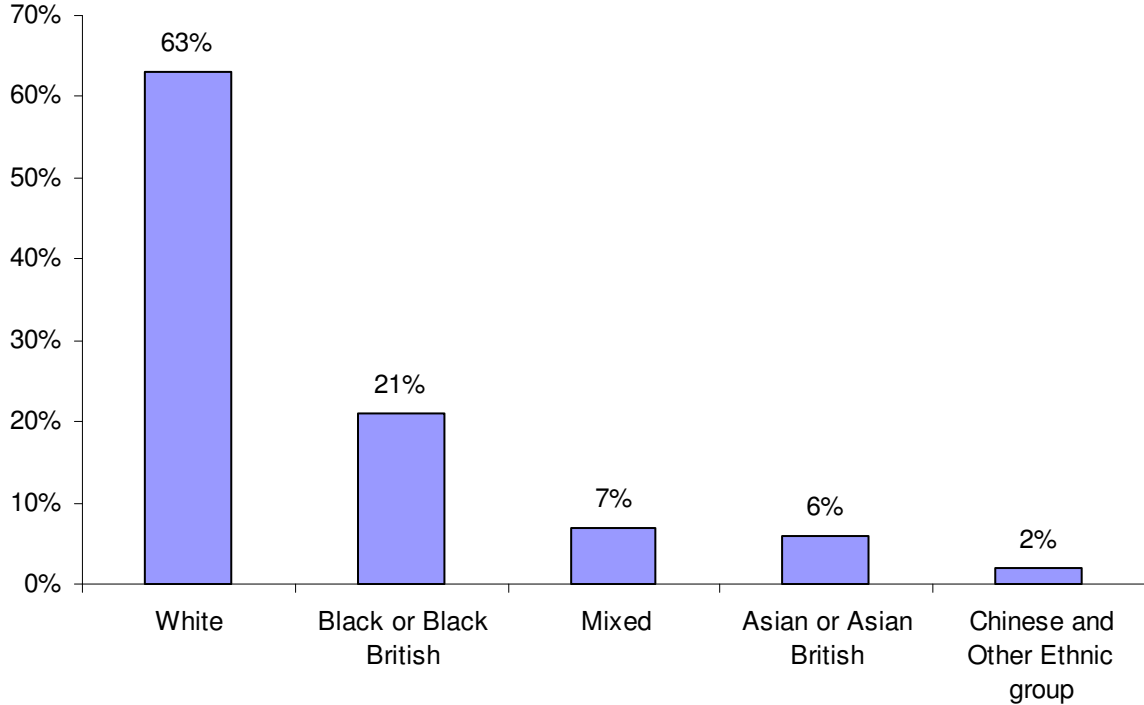
Forty nine percent (49%) of the sample was female and 51% was male.



Base: 531

Respondents to the survey were ethnically diverse. As illustrated in Figure 29, over six in ten (63%) respondents classify themselves as white<sup>2</sup>; a further one in five (21%) describe themselves as Black or Black British<sup>3</sup>; and the remainder describe themselves as Mixed<sup>4</sup>, (7%), Asian or Asian British<sup>5</sup> (6%) and Chinese and other (2%).

**Figure 29: Ethnicity**



Base: 531

<sup>2</sup> White British, White Irish or White Other (n=336)

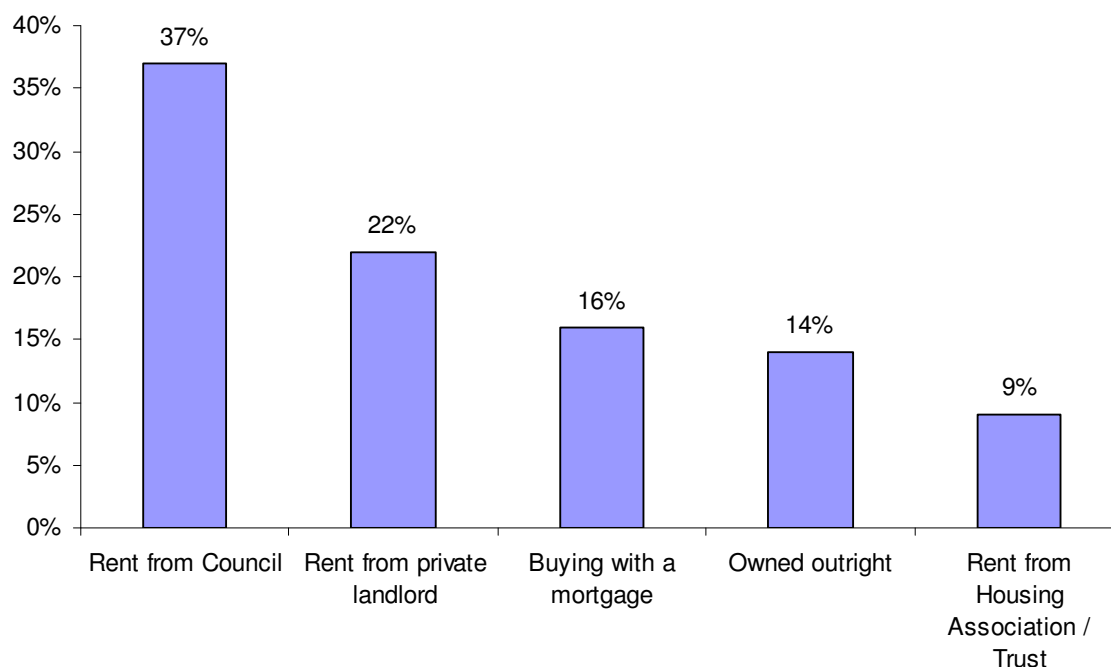
<sup>3</sup> Black or Black British, Caribbean, African, or any other Black background (n=113)

<sup>4</sup> Any mixed White or Black, Asian, or any other mixed background.

<sup>5</sup> Asian or Asian British, Indian, Pakistani and Bangladeshi

As shown in Figure 30 below, the greatest proportion of respondents rent their property from the Council (37%). A further fifth (22%) rent from a private landlord; 16% own their property with a mortgage; 14% own outright and 9% rent from a Housing Trust or Association.

**Figure 30: Housing tenure**



Base: 531

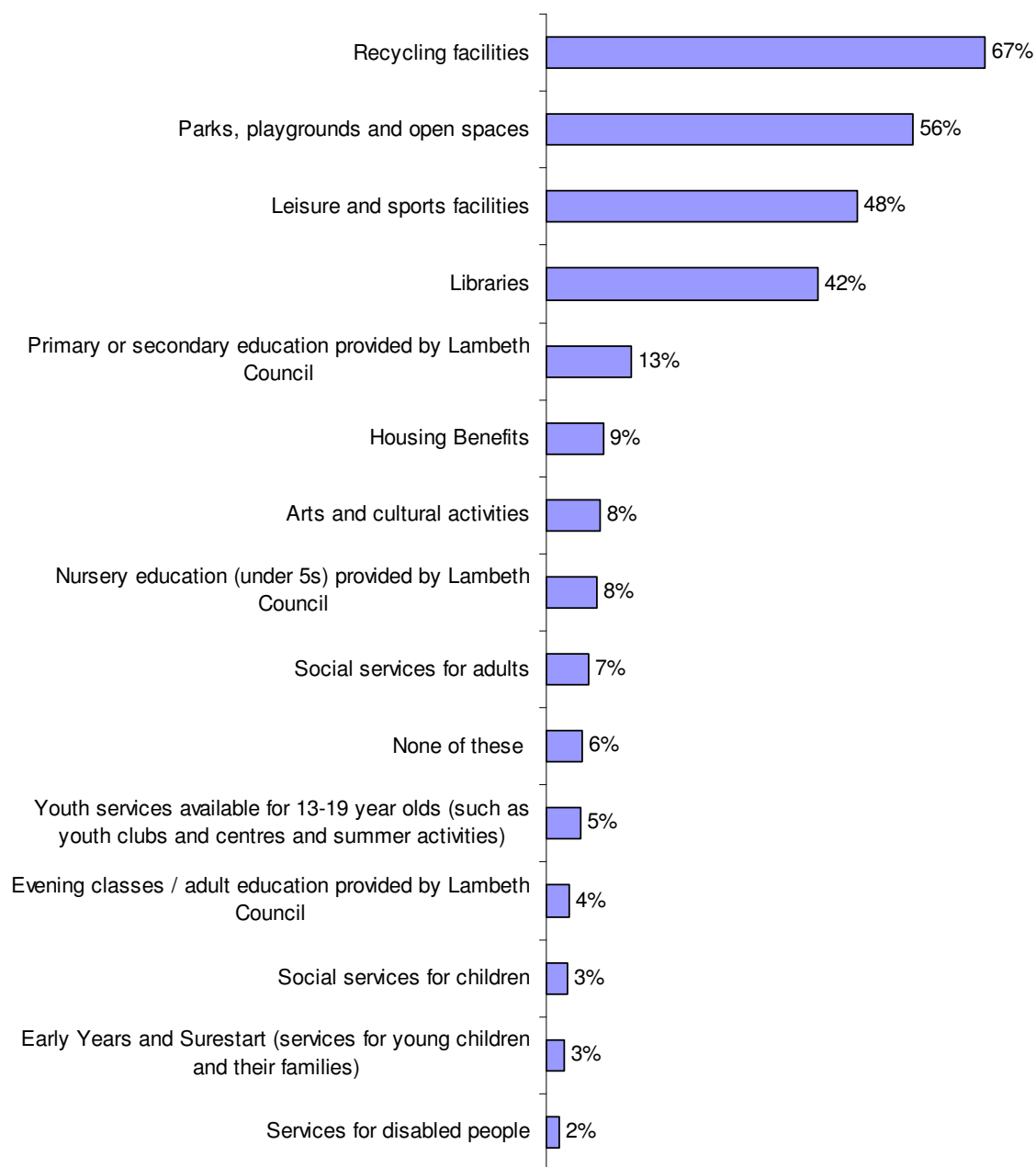
A full breakdown of the sample profile is in Table 5 (pages 28-29).

## Service use

Respondents were also asked which services they, or any member of their household, had used in the past twelve months. Multiple responses were allowed, therefore the total sums to over 100%.

As outlined in Figure 31, nearly seven out of ten respondents (67%) stated they, or a member of their household, had used Recycling facilities in the last 12 months. The second largest category of services used was parks, playgrounds and open spaces, which had been used by over half (56%) of the sample. Under half of respondents had used leisure and sports facilities (48%) and Libraries (42%). The least commonly used services were: Services for disabled people (2%) and Early years and Sure Start services (3%).

Figure 31: Service use



Base: 531

Table 5: Detailed Sample Profile

	Number of respondents	Sample profile %	Area profile % (where available)
<b>Gender</b>			
Male	272	51%	49%
Female	259	49%	51%
Not stated			-
<b>Age</b>			
Under 17	0	0%	21%
18-34 years	223	42%	46%
35-44 years	125	24%	-
45-54 years	81	15%	-
55-64 years	41	8%	-
65 years and over	55	10%	9%
Not stated	6	1%	-
<b>Ethnicity</b>			
White	336	63%	62%
White-British	260	49%	50%
White-Other background	62	12%	10%
White-Irish	14	3%	3%
Black or Black British	113	21%	26%
Caribbean	44	8%	12%
African	63	12%	12%
Any other black background	6	1%	2%
Mixed	37	7%	5%
White and Black Caribbean	15	3%	2%
White and Black African	18	3%	1%
White and Asian	3	1%	1%
Any other mixed background	1	0%	1%
Asian or Asian British	29	6%	5%
Indian	11	2%	2%
Pakistani	7	1%	1%
Bangladeshi	5	1%	1%
Any other Asian background	6	1%	1%
Chinese	5	1%	1%
Other ethnic group	7	1%	1%
Not stated	4	1%	-

**Table 5: Detailed Sample Profile (cont.)**

	Number of respondents	Sample profile %	Area profile % (where available)
<b>Sexuality</b>			
Heterosexual	494	93%	-
Gay or Lesbian	9	2%	-
Other	2	0%	-
Not stated	26	5%	-
<b>Employment</b>			
Full time paid work (30+ hours per week)	276	52%	46%
Part-time paid work (under 30 hours per week)	61	12%	7%
Retired	59	11%	7%
Self-employed	46	9%	9%
Student	26	5%	10%
Unemployed (available for work)	30	6%	8%
Looking after the home	18	3%	6%
Permanently sick or disabled	12	2%	5%
<b>Housing Tenure</b>			
Rent from Council	196	37%	28%
Buying with a mortgage	86	16%	24%
Rent from private landlord	119	22%	19%
Rent from Housing Association / Trust	49	9%	13%
Owned outright	75	14%	12%
Other	6	1%	3%
<b>Children</b>			
No children under 17 living in house	0	0%	-
Children under-17 living in house	531	100%	-
<b>Disability</b>			
Does not consider self to have disability	484	91%	-
Considers self to have disability	47	9%	-

## Appendix three: Key subgroup differences

The tables below detail all of the areas where there is significant differences between the overall average and that of a particular demographic or subgroup.

**Table 6: Presentation of Financial information**

	More likely to want	Less likely to want
<b>The amount the council spends (in pounds) on each service area (59.1%)</b>	North Lambeth (70.9%)	Rent from private landlord (50.4%), Self-employed (41.3%)
<b>How the councils overall budget is split (in %) by each service area (50.5%)</b>		Live in Lambeth (44.9%) Retired (35.6%)
<b>The amount the council spends per Lambeth resident (36.2%)</b>	Unemployed (66.7%)	Full time employed (31.5%), Clapham (26.7%)
<b>The overall amount the council spends compared to other boroughs (44.6%)</b>	Buying with a mortgage (54.7%), Full time employed (51.4%), Clapham (60%)	Part time employed (32.8%), Unemployed (20%), Retired (28.8%), Streatham (30.7%), Brixton (36.7%)
<b>How much the council spends on different council priorities (37.9%)</b>	45-54 yr olds (48.1%), North Lambeth (46.4%)	Norwood (29.8%)
<b>How much money the council will spend compared to the last 3 years (22.2%)</b>		Brixton (14.2%)
<b>Predicted savings made through the council being more efficient (18.2%)</b>	Live in Lambeth (23.8%), Own property outright (28%), Self employed (30.4%), Disabled (31.9%)	

Table 7: Communication channels

	More likely to prefer	Less likely to prefer
<b>The South London Press or other local press (32%)</b>	65 yr old + (45.5%), Rent from council (39.8%), North Lambeth (48.2%)	Clapham (21.9%)
<b>Lambeth Life (28.1%)</b>	Live and work in Lambeth (35.8%), White British (33.8%)	Black or Black British African (15.9%), Streatham (16%)
<b>The Council website (13.2%)</b>	18-34 yr olds (19.3%) Full time employed (17%), Rent from private landlord (23.5%) Full time employed (17%)	Rent from council (7.1%) Retired (0%)
<b>Council newsletters (11.1%)</b>	Part time employed (19.7%), Clapham (29.5%)	Full time employed (8.3%), Rent from private landlord (5%), Streatham (4%),
<b>Word of mouth (1.7%)</b>	Rent from private landlord (6.7%), Streatham (10.7%)	
<b>Lambeth Council's Council tax guide (2.6%)</b>	White other (6.5%)	
<b>Lambeth Council's annual report (3.2%)</b>	65 yr old + (10.9%), Own property outright (10.7%), Self-employed (8.7%), Wholly retired (10.2%), Disabled (10.6%), Black or Black British Caribbean (9.1%)	18-34 yr olds (0.9%)
<b>National press (3.2%)</b>	Black or Black British Caribbean (9.1%), Streatham (10.7%)	
<b>Trade press (.2%)</b>		
<b>Television programmes (1.3%)</b>	Streatham (5.3%)	
<b>Other</b>		

Table 8: Perceptions of the council's performance

	Tend to agree more	Tend to disagree more
<b>Lambeth Council provides good value for money for the council tax residents pay (agree = 31.6%, disagree = 33.5%)</b>	Live in Lambeth (36.6%). 65 yr + (43.6%), Retired (44.1%), Disabled (46.8%), Clapham (43.8%), Council tax payers (32.9%)	Live and work in Lambeth (40.9%), 45-54 yr olds (44.4%), Black or Black British Caribbean (47.7%)
<b>Lambeth Council provides better value for money now compared to a year ago (agree = 29.6%, disagree = 25.6%)</b>	Rent from Council (35.2%), Disabled (44.7%), Clapham (44.8%), Council tax payers (31.3%)	Live and work in Lambeth (35%), Rent from Council (32.1%), North Lambeth (33.6%), Council tax payers (27.3%)
<b>Lambeth Council demonstrates good financial management (agree = 22%, disagree = 31.1%)</b>	Rent from Council (27%),	Live and work in Lambeth (44.5%), Own property outright (44%), Rent from Council (36.2%), Black or Black British Caribbean (50%)
<b>Lambeth Council provides enough information to residents about its financial performance and management (agree = 28.6%, disagree = 35.8%)</b>	Rent from the Council (36.2%), Unemployed (46.7%), Brixton (52.5%)	Live and work in Lambeth (46%), Council tax payers (37.5%)
<b>Lambeth Council has the right level of council tax, relative to other councils (agree = 24.9%, disagree = 33.3%)</b>	Council tax payers (34.8%)	Live and work in Lambeth (41.6%),

**Table 9: Crime and Disorder**

	<b>More likely to say</b>	<b>Less likely to say</b>
<b>To a great extent (12.6%)</b>	Live and work in Lambeth (21.2%), 45-54 yr olds (21%), Rent from the Council (19.4%) North Lambeth (20.9%)	Live in Lambeth (8.8%), 18-34 yr olds (8.1%), Buying with mortgage (5.8%), Black or Black British African (4.8%)
<b>To some extent (26.9%)</b>	Streatham (37.3%)	
<b>Not at all (57.4%)</b>	Buying with mortgage (69.8%), Norwood (68.6%)	Live and work in Lambeth (49.6%), North Lambeth (44.5%)

**Table 10: Types of Crime**

	<b>More likely to say</b>
<b>Assault (14.2%)</b>	Males (20%)
<b>Begging (18.1%)</b>	Live in Lambeth (24.7%) Clapham (35.1%)
<b>Burglary (16.7%)</b>	Live in Lambeth work outside the borough (27.7%), 45-54 yr olds (28.9%), Norwood (32.4%)
<b>Community tensions (11.4%)</b>	
<b>Drug dealing (27.1%)</b>	Rent from private landlords (39.6%), People without children (32.6%)
<b>Hate crime (4.8%)</b>	
<b>Knife and gun crime (34.8%)</b>	Live and work in Lambeth (47.8%), Rent from Council (56.5%), North Lambeth (63%),
<b>Motor vehicle crime (13.3%)</b>	
<b>Owners of aggressive/violent dogs (9.5%)</b>	Norwood (29.4%)
<b>Prostitution (3.8%)</b>	
<b>Robbery (15.7%)</b>	
<b>Street drinking (24.8%)</b>	Live in Lambeth (32.9%), Streatham (41.9%)
<b>Vandalism (24.3%)</b>	Streatham (38.7%), Clapham (54.1%)

Table 11: Actions to reduce crime and disorder

	<b>More likely to say</b>
<b>Better engagement with communities (25.2%)</b>	Work in Lambeth live outside the borough (40.6%), Self employed (39.1%)
<b>Better information about services (14.3%)</b>	Live and work in Lambeth (19.7%), 18-34 yr olds (17.9%), Rent from the council (18.4%), Full time employed (17.4%), Clapham (23.8%)
<b>Better lighting (16.8%)</b>	Females (20.5%), 55-64 yr olds (31.7%) Part time employed (31.1%), North Lambeth (25.5%), Norwood (24%)
<b>Better parenting (28.1%)</b>	Live in Lambeth (33.5%), 35-44 yr olds (36%)
<b>Better support for victims/witnesses (8.7%)</b>	Black British or Black Caribbean (18.2%)
<b>Better use of CCTV (30.5%)</b>	Rent from the Council (40.8%), North Lambeth (38.2%)
<b>Community payback schemes (e.g. offenders working to improve the local environment) (12.1%)</b>	Buying with mortgage (25.6%)
<b>Drugs and alcohol treatment centres (17.1%)</b>	Rent from private landlord (26.1%), No children (20.4%), Unemployed (33.3%), Streatham (25.3%)
<b>More accessible services (6.2%)</b>	Disabled people (14.9%) White British (9.2%)
<b>More activities for youth (39.9%)</b>	
<b>More positive publicity (8.5%)</b>	Live in Lambeth work outside the borough (14.8%)
<b>More ways to report crime and disorder (10.4%)</b>	
<b>More visible policing (33.1%)</b>	Women (37.8%), Own property outright (53.3%), 65 and over (47.3%) Retired (45.8%), White British (38.8%)
<b>Quicker response from the police and other enforcement agencies (15.8%)</b>	Rent from HA/Trust (26.5%), Self employed (34.8%) Clapham (40%)
<b>Tougher approach on anti-social behaviour(20.3%)</b>	Live and work in Lambeth (27%), Buying with mortgage (31.4%), Clapham (37.1%)

**Table 12: Extent of recycling**

	<b>More likely to say</b>
<b>I recycle everything that can be recycled (56.9%)</b>	Buying with a mortgage (69.8%), White British (65%)
<b>I recycle a lot but not everything that can be recycled (27.5%)</b>	Rent from private landlord (40.3%), Unemployed (50%), Council tax payers (29%)
<b>I do not recycle much (11.1%)</b>	18 – 34 yr olds (14.3%), White British (15%)
<b>I do not recycle at all (4.5%)</b>	Self employed (10.9%), Black or Black British Caribbean (11.4%), Non-Council tax payers (14.6%)

**Table 13: Waste and recycling collection**

	<b>More likely to say</b>	<b>Less likely to say</b>
<b>A weekly collection of recycling and food waste and a fortnightly collection of refuse (i.e. anything that can't be recycled) (42.9%)</b>	Clapham (59%) North Lambeth (54.5%)	Streatham (24%), Brixton (24%)
<b>A weekly collection of refuse (i.e. anything that can't be recycled) and a fortnightly collection of recycling and food waste (27.5%)</b>	Rent from the council (36.7%)	Rent from private landlord (16.8%)
<b>Collecting recycling one week and refuse (anything that can't be recycled) the following week (alternating fortnightly collections) (7.3%)</b>	Norwood (13.2%)	
<b>Collecting both refuse and recycling on the same day every fortnight (5.6%)</b>	Streatham (16%)	Retired (11.9%)
<b>Weekly/Same as now (12.8%)</b>	Brixton (26.6%)	

**Table 14: Compulsory Recycling**

	<b>More likely to support</b>	<b>More likely to oppose</b>
<b>Compulsory recycling (Support = 60.8%, Oppose = 38.4%)</b>	Live in Lambeth work outside the borough (68.1%) 18-34 yr olds (66.8%), Full time employees (66.3%) North Lambeth (70%)	Live and work in Lambeth (29.2%), 45 -54 yr old (33.3%), Own property outright (32%), Brixton (34.2%)

**Table 15: Garden Waste**

	<b>More likely to say</b>
<b>I would use a garden waste collection service if it was free (43.7%)</b>	Clapham (55.2%)
<b>I would use it even if I had to pay 50p per bag collected (15.3%)</b>	Live in Lambeth, work outside the borough (22.2%), White British (18.5%), Clapham (21.9%)
<b>I wouldn't use it at all (21.1%)</b>	Rent from the council (27%), Brixton (32.5%)
<b>I don't know (20.2%)</b>	

**Table 16: Do you currently compost?**

	<b>More likely to compost</b>	<b>Less likely to compost</b>
<b>Do you currently compost? (Yes - 23%, No 77%)</b>	Self-employed (Yes - 34.8%), Those who say they recycle everything (Yes - 32.8%), Clapham (Yes - 30.5%)	Live in Lambeth (No - 82.8%), Rent from private landlord (No - 87.4%), Black or Black British - African (No - 90.5%)

**Table 17: Why do you not (compost)?**

	<b>More likely to say</b>	<b>Less likely to say</b>
<b>I do not have a garden (51.6%)</b>	Rent from council (61.2%), North Lambeth (64.8%), Brixton (62.1%),	Live in Lambeth but work outside the borough (41.2%), Own home outright (38%), White British (43.5%), Norwood (26%)
<b>I have no room for a compost bin (29.8%)</b>	Live in Lambeth but work outside the borough (41.2%), Norwood (52.1%)	Brixton (20%), Clapham (13.7%)
<b>It is too much effort (20.3%)</b>	North Lambeth (28.6%),	Aged 45-54 (6.3%), Rent from council (14.5%), Brixton (7.4%)
<b>I don't know how to (7.1%)</b>	Consider themselves disabled (18.4%)	

**Table 16: How could Lambeth improve the cleanliness of its streets?**

	<b>More likely to say</b>	<b>Less likely to say</b>
<b>Fine people who litter (47.3%)</b>	Employee in a full time job (53.6%), White British (53.5%), Streatham (65.3%), North Lambeth (59.1%)	Self-employed (29.3%), Brixton (35.8%)
<b>Provide more bins on the streets (45.8%)</b>	Live in Norwood (57.9%)	Black or Black British - Caribbean (25%) Streatham (25.3%)
<b>Educate people better on the costs of street cleaning and the environmental impacts (42%)</b>	Rent from HA/Trust (59.2%), No children under 17 in household (45.3%), Wholly retired (54.2%), Clapham (51.4%)	Live and work in Lambeth (33.6%), Norwood (28.9%)
<b>Provide more mixed recycling bins in busy areas (24.3%)</b>	Live in Lambeth and work outside the borough (34.1%), Aged 18-34 (30.9%), Buying with a mortgage (37.2%)	Live in Lambeth (18.1%), Wholly retired from work (10.2%)
<b>Increase the regularity of street cleaning (20.9%)</b>	Buying with a mortgage (34.9%), Consider themselves disabled (34%), Norwood (29.8%)	Do not consider themselves disabled (19.6%), White British (16.9%), Streatham (12%), North Lambeth (13.6%)

**Table 17: Have you notice any changes in the pavements?**

	<b>More likely to say</b>	<b>Less likely to say</b>
<b>Much improved (6.4%)</b>	Rent from council (10.2%) North Lambeth (11.8%)	Rent from private landlord (1.7%), Clapham (1.9%)
<b>Improved (32.8%)</b>		White British (28.1%)
<b>Stayed the same (39.4%)</b>	Live in Lambeth and work outside the borough (50.4%), Clapham (55.2%)	Live and work in Lambeth (32.1%), North Lambeth (30%), Brixton (30.8%)
<b>Got worse in the last year (15.6%)</b>	Aged 65 or older (25.5%), White British (18.8%)	White - Other White Background (6.5%)
<b>Got a lot worse in the last year (2.1%)</b>		

**Table 18: Have you notice any changes in the roads?**

	<b>More likely to say</b>	<b>Less likely to say</b>
<b>Much improved (2.8%)</b>	Norwood (5.8%)	
<b>Improved (37.1%)</b>	Work in Lambeth but live outside borough (56.3%), Rent from council (45.9%), Children under 17 in household (46.1%), Employee in full time job (42.4%), Employee in part time job (21.3%), Black or Black British - African (50.8%),	Buying with a mortgage (24.4%), No children under 17 in household (32.6%), White British (30.4%),
<b>Stayed the same (37.5%)</b>	Heterosexual (38.7%), Buying with a mortgage (47.7%)	Black or Black British - Caribbean (22.7%),
<b>Got worse in the last year (16.0%)</b>	Aged 45-54 (23.5%), Own home outright (26.7%), White British (20%), Streatham (29.3%), Brixton (22.5%)	Rent from council (11.7%), Clapham (8.6%)
<b>Got a lot worse in the last year (2.3%)</b>		Heterosexual (1.8%)

**Table 19: Have you notice any changes in the quality of the parks?**

	<b>More likely to say</b>	<b>Less likely to say</b>
<b>Much improved (11.5%)</b>	Rent from council (19.4%), Unemployed and available to work (23.3%), North Lambeth (22.7%)	Own home outright (1.3%), Rent from private landlord (5.9%), Brixton (1.7%)
<b>Improved (34.8%)</b>		
<b>Stayed the same (36.5%)</b>	Men (40.8%), Rent from private landlord (44.5%),	Women (32%), Rent from council (28.1%), North Lambeth (27.3%)
<b>Got worse in the last year (5.3%)</b>	Aged 45-54 (11.1%), Brixton (9.2%)	
<b>Got a lot worse in the last year (3.2%%)</b>		

**Table 20: Have you notice any changes in the street lighting?**

	<b>More likely to say</b>	<b>Less likely to say</b>
<b>Much improved (9.4%)</b>	Rent from council (12.8%), North Lambeth (15.5%)	
<b>Improved (39.9%)</b>	Rent from council (48.5%), Children under 17 in household (48.6%), Black or Black British - Caribbean (54.5%), Clapham (50.5%)	Rent from private landlord (29.4%), No children under 17 in household (36.5%), Brixton (26.7%)
<b>Stayed the same (36.9%)</b>	Streatham (48%), Brixton (45.8%)	Norwood (28.9%)
<b>Got worse in the last year (7.2%)</b>	Self-employed (15.2%), Brixton (11.7%)	North Lambeth (1.8%)
<b>Got a lot worse in the last year (2.3%)</b>		

**Table 21: Overall, how have these changes impacted on your local areas and your day to day life?**

	<b>More likely to say</b>	<b>Less likely to say</b>
<b>Improved it a lot (6.4%)</b>	Rent from council (10.2%), Black or Black British - Caribbean (18.2%)	
<b>Improved it somewhat (35.2%)</b>	Rent from HA/Trust (49%), Clapham (45.7%)	Aged 45-54 (23.5%), Brixton (27.5%)
<b>Not changed it at all (46.3%)</b>	Brixton (55%)	Self-employed (30.4%), Black or Black British - African (33.3%)
<b>Made it worse (6.2%)</b>	Self-employed (15.2%), Streatham (12%)	
<b>Made it a lot worse (0.8%)</b>	Aged 45-54 (3.7%)	

**Table 22: Thinking about your local facilities such as a nearby community hall or centre/club, what kinds of activities would you want to attend there?**

	<b>More likely to choose</b>	<b>Less likely to choose</b>
<b>Exercise classes (49.3%)</b>		Aged 65 or over (32.7%), Wholly retired from work (35.6%), Streatham (37.3%)
<b>Computers / IT (32.2%)</b>	Rent from HA/Trust (49%), Self-employed (45.7%), White - Other White Background (43.5%), Black or Black British - Caribbean (50%), Clapham (48.6%), North Lambeth (40%)	Buying with a mortgage (22.1%), Employee in a full- time job (27.9%), Wholly retired from work (18.6%), White British (25%), Brixton (15.8%), Norwood (24%)
<b>Team sports (29.8%)</b>	Men (35.3%), Aged 18-34 (41.7%), Employee in a full- time job (37.3%), Do not consider themselves disabled (31.4%)	Live in Lambeth (23.3%), Women (23.9%), Aged 55-64 (7.3%), Aged 65 or over (12.7%), Wholly retired (11.9%), Consider themselves disabled (12.8%), North Lambeth (21.8%)
<b>Arts and crafts (24.9%)</b>	Women (29.7%), Employee in a part-time job (36.1%), Clapham (37.1%)	Men (20.2%)

Table 22 (cont.)

<b>Foreign language courses (23.9%)</b>	Aged 18-34 (30%), Buying with a mortgage (32.6%), Rent from private landlord (31.9%)	Aged 65 or over (12.7%), Rent from council (15.8%),
<b>Dance (23.2%)</b>	Women (29.7%), Aged 18-34 (30%)	Men (16.9%), Aged 35-44 (16%)
<b>Racquet sports (14.1%)</b>	Live in Lambeth but work outside the building (20%), Men (17.3%), Employee in full-time (18.5%), Clapham (26.7%),	Women (10.8%), Aged 18-34 (19.3%), Rent from Council (10.2%), Brixton (5%)
<b>Drama (14.1%)</b>	Women (18.1%), Aged 18-34 (18.4%), Unemployed available for work (33.3%), Brixton 6.7%)	Men (10.3%), Clapham (31.4%)
<b>Martial arts (12.8%)</b>	Aged 18-34 (17.5%), Rent from private landlord (19.3%)	Aged 65 or over (3.6%), Wholly retired from work (1.7%)
<b>English language courses ((8.3%)</b>		White British (5.8%)

**Table 23: Thinking about your local park, what kinds of activities do you think might get you to use the park more often, or at all?**

	<b>More likely to choose</b>	<b>Less likely to choose</b>
<b>Trim/Fitness trail (27.9%)</b>	Rent from council (35.2%), Children under 17 in household (36%), Employee in full-time job (33.3%), North Lambeth (40%)	Live in Lambeth (21.1%), Aged 65 or over (12.7%), Owned outright (17.3%), Rent from private landlord (20.2%), No children under 17 in household (23.8%), Wholly retired from work (11.9%)
<b>Organised games or activities (25.4%)</b>	Employee in a full-time job (30.1%), Black or Black British Caribbean (47.7%)	Aged 65 or over (10.9%), White British (20.8%)
<b>Organised runs (23.5%)</b>	Live in Lambeth but work outside the borough (31.9%), Aged 18-34 (29.1%), Clapham (48.6%)	Live in Lambeth (17.6%), Aged 65 or over (7.3%), Norwood (14%)
<b>Organised walks (22.4%)</b>	Clapham (41.9%)	Buying with a mortgage (14%) Streatham (10.7%)
<b>Bicycle hire (19.2%)</b>	Aged 18-34 (23.8%), Employee in a full-time job (24.3%), Clapham (29.5%)	Aged 65 or over (5.5%), Wholly retired from work (5.1%), Heterosexual (18.2%), Norwood (10.7%)
<b>Cycle tracks (17.9%)</b>	Aged 18-34 (22%), Clapham (33.3%)	Aged 65 or over (3.6%), Wholly retired from work (5.1%), North Lambeth (10%), Norwood (10.7%)
<b>Make it safer (1.5%)</b>	Brixton (6.7%)	

**Table 24: Thinking about yourself, what do you think are the biggest barriers to taking more exercise?**

	<b>More likely to say</b>	<b>Less likely to say</b>
<b>A lack of time (39.2%)</b>	Aged 18-34 (47.1%), Rent from private landlord (49.6%), Employee in a full-time job (48.6%), Do not consider themselves to have a disability (41.5%), Clapham (51.4%)	Aged 65 or over (16.4%), Rent from the council (29.6%), Wholly retired from work (16.9%), Consider themselves to have a disability (14.9%), Streatham (24%), North Lambeth (29.1%)
<b>The cost of leisure and sports facilities (37.3%)</b>	Aged 18-34 (42.2%), Streatham (48%)	White - Other White Background (24.2%), North Lambeth (49.1%)
<b>A lack of facilities (18.2%)</b>	Live and work in Lambeth (25.5%), Rent from the council (25.5%), Brixton (25%)	Own home outright (9.3%), Streatham (9.3%)
<b>A lack of knowledge of what facilities are available locally (11.9%)</b>	Clapham (23.8%)	Norwood (5%)
<b>I am too unfit (8.5%)</b>	Aged 65 or over (20%), Rent from the council (12.8%), Wholly retired (18.6%), Consider themselves disabled (25.5%), White British (11.9%), North Lambeth (14.5%)	Aged 18-34 (4%), Rent from private landlord (2.5%), Employee in a full-time job (4%). Do not consider themselves disabled (6.8%), Brixton (1.7%)
<b>A lack of cycle lanes (6%)</b>	Aged 18-34 (9.9%)	
<b>A lack of transport to the facilities (5.6%)</b>	Rent from the council (9.2%)	White - Other White Background (0%)
<b>A lack of cleanliness at the facilities (5.3%)</b>	Self-employed (13%), White - Other White Background (11.3%)	
<b>Don't know/Not sure (5.1%)</b>	Aged 65 or over (16.4%), Wholly retired (13.6%), Streatham (10.2%)	Aged 18-34 (2.7%)
<b>Health or mobility problems (4.5%)</b>	Live in Lambeth (8.4%), Aged 65 or over (16.4%), Wholly retired from work (16.9%), Consider themselves to have a disability (19.1%)	Do not consider themselves to have a disability (3.1%)

**Table 25: Thinking about yourself, what do you think would help you to eat more healthily?**

	<b>More likely to say</b>	<b>Less likely to say</b>
<b>Lower cost of healthy food (55.4%)</b>	Rent from council (61.7%), Children under 17 in household (63.5%), Unemployed - available for work (73.3%), North Lambeth (65.5%)	Buying with a mortgage (38.4%), No children under 17 in household (51.3%), Self-employed (39.1%), Clapham (44.8%)
<b>Knowing how to cook more healthily (27.3%)</b>	Streatham (37.3%)	Black or Black British - Caribbean (13.6%), Brixton (13.3%)
<b>Being able to buy healthy food in smaller quantities (22%)</b>	Aged 65 or over (36.4%), No children under 17 in household (25.8%)	Children under 17 in household (14.6%)
<b>More information about what kinds of foods are healthy (17.1%)</b>	Men (21.3%), Rent from the council (25%), Clapham (23.8%)	Women (12.7%), Buying with a mortgage (8.1%), White British (13.8%), Brixton (7.5%)
<b>Help to grow my own vegetables/fruit (13.4%)</b>	White - Other White Background (22.6%)	Rent from the council (7.7%)
<b>Getting others around you, such as family members, to eat more healthily (10.4%)</b>	Clapham (21%)	
<b>Don't know/Not sure (6.6%)</b>	Live in Lambeth (10.1%), Own home outright (12%)	
<b>Already eat healthily (6%)</b>	Buying with a mortgage (11.6%), Self-employed (15.2%), Brixton (10%)	Rent from council (1.5%), Clapham (1%)

**Table 26: Customer centres - select the top 3 activities that would be most useful for Lambeth residents?**

	<b>More likely to say</b>	<b>Less likely to say</b>
<b>Basic IT training for those signed up to job centre benefits (58.2%)</b>	Rent from HA/Trust (75.5%), Employee in a full-time job (62.35), Do not consider themselves to have a disability (60.1%), Clapham (66.7%)	Own home outright (45.3%), Consider themselves to have a disability (38.3%), Norwood (47.9%)
<b>Basic money management class for those on benefits or low income (49.7%)</b>	Live and work in Lambeth (57.7%), Brixton (64.2%)	White - Other White Background (29%), Norwood (39.7%)
<b>Parenting classes advising existing and new parents on common childcare issues (48.2%)</b>	Brixton (60.8%)	Aged 35-44 (40%), Rent from council (41.8%), North Lambeth (39.1%)
<b>A community support desk to talk to a PCSO (43.3%)</b>	Own home outright (57.3%), Clapham (61%)	Rent from the council (35.2%), North Lambeth (30%)
<b>A free phone service to the NHS Direct helpline to get health advice (25.6%)</b>	White - Other White Background (38.7%)	Aged 45-54 (16%)
<b>A travelling roadshow about how to stay fit and healthy (21.8%)</b>	Live in Lambeth but work outside the borough (31.1%), Rent from the council (26.5%), North Lambeth (30.9%)	Brixton (15%)
<b>Introducing a fire service desk to offer fire risk checks to customers who need them (18.5%)</b>	Work in Lambeth but live outside the borough (37.5%), Rent from the council (23%), Clapham (26.7%)	White British (15%)
<b>Provide SMS text messages for confirmation or receipts regarding your enquiries (8.1%)</b>	Live and work in Lambeth (12.4%), Norwood (18.2%)	

Table 27: Supporting residents during the 'credit crunch'

	<b>More likely to say</b>	<b>Less likely to say</b>
<b>Offering credit and debt advice (58.9%)</b>	North Lambeth (69.1%), Norwood (66.9%)	Owned outright (45.3%), Self-employed (43.5%), Streatham (46.7%)
<b>Making sure residents are aware of all the benefits they are entitled to. (50.3%)</b>	Streatham (64%), Clapham (60%)	Norwood (33.1%)
<b>Housing insulation / fuel efficiency advice (35.2%)</b>	Live in Lambeth (40.5%), Norwood (44.6%)	Rent from HA/Trust (12.2%), North Lambeth (25.5%)
<b>Advice on how to negotiate with landlords and mortgage companies (30.1%)</b>	Men (34.6%), Rent from HA/Trust (42.9%)	Women (25.5%), Wholly retired (18.6%), Brixton (18.3%)
<b>Holding roadshows at community centres to make people aware of the support that is available to them (11.9%)</b>	Aged 65 or over (20%), Aged 45-54 (19.8%), No children under 17 in household (14.2%), Brixton (20.8%)	Children under 17 in the household (7.3%), Norwood (6.6%)

## Appendix Four: On-street survey

### Introduction

Good morning/ good afternoon – I am from Plus Four, a market research agency. I am working for Lambeth Council. The council wants to talk to people in Lambeth to find out your views on budget issues facing the council.

Would you be able to take part in a short survey? If you do, you may enter into a prize draw with the chance to win £50 in vouchers redeemable at many high street stores. Just make sure you give us your name, address and telephone number when asked at the end of the questionnaire.

### Section 1: Screening

**SAY:** First of all I need to make sure you are eligible to take part

**S1 ASK IF DEEMED NECESSARY** - Are you 18 or over?

Yes	+ CONTINUE	SINGLE CODE ONLY
No	+ <b>THANK AND CLOSE</b>	

**S2** Are you personally registered to pay council tax **or** on the electoral roll **or** working in Lambeth? (can we limit the quota for workers please)

Yes (to any of the 3)	+ CONTINUE	SINGLE CODE ONLY
No	+ <b>THANK AND CLOSE</b>	

**S3** Which of these statements best describes your situation? [**READ OUT OPTIONS**]

I live and work in Lambeth	( CONTINUE	SINGLE CODE ONLY
I live in Lambeth but work outside the borough	( CONTINUE	
I live in Lambeth	( CONTINUE	
I work in Lambeth but live outside the borough	( REFER TO QUOTA BEFORE CONTINUING	
I do not live or work in Lambeth –	+ <b>THANK AND CLOSE</b>	

Thank you, I would now like to go on to complete the rest of the questionnaire with you. It is important to note that your response will be treated confidentially and your views will be incorporated into the work in a way that does not identify you as an individual.

## **Introduction**

PLEASE READ OUT

**In previous consultations the council has found that crime, disorder and youth provision are key concerns for Lambeth residents and the council has already committed substantial spending to these areas. These are the top priorities for the Council and spending in these areas will continue to increase in future years. This survey will cover these and some other issues facing the Council.**

## **Section 2: Communicating financial information & resident's perception of finance**

**Q1** Lambeth Council would like to know what level of information residents would like about the councils financial performance and management.

### **HAND RESPONDENT SHOWCARD A**

How would you most like financial information to be presented? PLEASE PICK UP TO THREE

- The amount the council spends (in pounds) on each service area
- How the councils overall budget is split (in %) by each service area
- The amount the council spends per Lambeth resident
- The overall amount the council spends compared to other boroughs
- How much the council spends on different council priorities
- How much money the council will spend compared to the last 3 years
- Predicted savings made through the council being more efficient
- Other PLEASE SPECIFY

### **TAKE BACK SHOWCARD A**

### **HAND RESPONDENT SHOWCARD B**

**Q2** Where would you most like to hear about the Council's financial performance?

- The South London Press or other local press
- Lambeth Life
- The Council website
- Council newsletters
- Word of mouth
- Lambeth Council's Council tax guide
- Lambeth Council's annual report
- National press
- Trade press
- Television programmes

- Other

### TAKE BACK SHOWCARD B

**Q3** I would like to ask how much you agree or disagree with the following statements.  
Please use the scale on this card:

### HAND RESPONDENT SHOWCARD C AND READ THROUGH EACH STATEMENT IN TURN

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
<b>Q3A</b> Lambeth Council provides good value for money for the council tax residents pay [SINGLE CODE]	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
<b>Q3B</b> Lambeth Council provides better value for money now compared to a year ago [SINGLE CODE]	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
<b>Q3C</b> Lambeth Council demonstrates good financial management [SINGLE CODE]	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
<b>Q3D</b> Lambeth Council provides enough information to residents about its financial performance and management [SINGLE CODE]	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
<b>Q3E</b> Lambeth Council has the right level of council tax, relative to other councils [SINGLE CODE]	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

### TAKE BACK SHOWCARD C

**Q4** Name one area that you would like Lambeth Council to spend more money on in the next 12 months? OPEN ENDED

## Section 3: Crime and Disorder

**Q5:** To what extent has your life been affected by crime and disorder in Lambeth in the past 12 months?

- To a great extent           **GO TO Q6**
- To some extent           **GO TO Q6**
- Not at all                   **GO TO Q7**
- Don't know               **GO TO Q7**

**Q6** Which ones of the following have most affected you in Lambeth in the past 12 months? PLEASE TICK UP TO THREE

### HAND RESPONDENT SHOWCARD D

- Assault
- Begging
- Burglary
- Community tensions
- Drug dealing
- Hate crime
- Knife and gun crime
- Motor vehicle crime
- Owners of aggressive/violent dogs
- Prostitution
- Robbery
- Street drinking
- Vandalism
- Other PLEASE SPECIFY

### TAKE BACK SHOWCARD D

**Q7** Of the following, which three would you prioritise for the Council and its partners to take action on to reduce crime and disorder? PLEASE TICK UP TO THREE

### HAND RESPONDENT SHOWCARD E

- Better engagement with communities
- Better information about services
- Better lighting
- Better parenting
- Better support for victims/witnesses
- Better use of CCTV
- Community payback schemes (e.g. offenders working to improve the local environment)
- Drugs and alcohol treatment centres
- More accessible services
- More activities for youth
- More positive publicity
- More ways to report crime and disorder
- More visible policing
- Quicker response from the police and other enforcement agencies
- Tougher approach on anti-social behaviour

### TAKE BACK SHOWCARD E

## Section 4: Waste, recycling and sustainability

**Q8** Which of the following statements best describes you? PLEASE READ OUT

- I recycle everything that can be recycled
- I recycle a lot but not everything that can be recycled
- I do not recycle much
- I do not recycle at all

PLEASE READ OUT THE FOLLOWING

**Lambeth Council currently spends £10 million per year on disposing of waste. It is faced with increasing waste disposal costs and needs to reduce the amount of waste that is produced in the borough and encourage more people to recycle.**

**Please note that the two options we are about to discuss would only affect households with dedicated recycle bins, not estates where waste and recycling is shared.**

**Q9** One of the options available to councils is to change the regularity of its refuse or recycling collection. This would reduce the collection costs to the council and aims to make people think more about the waste they are creating.

If the Council were to introduce varied refuse and recycling collections – which of the following would be your preferred option? PLEASE TICK ONLY ONE

### HAND RESPONDENT SHOWCARD F AND READ THROUGH

- A weekly collection of recycling and food waste and a fortnightly collection of refuse (i.e. anything that can't be recycled)
- A weekly collection of refuse (i.e. anything that can't be recycled) and a fortnightly collection of recycling and food waste
- Collecting recycling one week and refuse (anything that can't be recycled) the following week (alternating fortnightly collections)
- Collecting both refuse and recycling on the same day every fortnight
- Other - please specify

### TAKE BACK SHOWCARD F

**Q10** Another option is to make recycling compulsory, where people who persistently do not recycle would receive a number of warnings before being fined.

To what extent do you support this proposal? PLEASE READ OUT

- Strongly support
- Support
- Neither support nor oppose
- Oppose
- Strongly oppose
- Don't know

PLEASE READ OUT THE FOLLOWING

**Lambeth currently has an 'on demand' garden waste collection service. Many London boroughs are now operating a garden waste collection service which regularly collects in the same way as the non-recyclable rubbish collection. Some councils charge between 29p and £1 per bag collected for the service.**

**Q11** Thinking about the waste that you produce which of the following applies to you?

- I would use a garden waste collection service if it was free
- I would use it even if I had to pay 50p per bag collected
- I wouldn't use it at all
- I don't know

**Q12** Do you currently compost?

- Yes PLEASE GO TO Q14
- No PLEASE GO TO Q13

**Q13** ONLY ASK IF NO TO Q12

Why not? (Tick as many as appropriate) PLEASE READ OUT

- I do not have a garden
- I have no room for a compost bin
- It is too much effort
- I don't know how to
- Other (PLEASE SPECIFY)

## Section 5: Street-scene and public spaces

**Q14** How could Lambeth Council improve the cleanliness of its streets? PLEASE PICK YOUR TOP 2 PRIORITIES FROM THE FOLLOWING LIST:

### HAND RESPONDENT SHOWCARD G AND READ THROUGH

- Fine people who litter
- Provide more bins on the street
- Provide more mixed recycling bins in busy areas
- Educate people better on the costs of street cleaning and the environmental impacts of litter and waste
- Increase the regularity of street cleaning
- Other PLEASE SPECIFY

### TAKE BACK SHOWCARD G

**Q15** Thinking specifically about Lambeth and your local area – in the past year - have you noticed any changes in the following:

### HAND RESPONDENT SHOWCARD H AND READ THROUGH

	Much improved	Improved	Stayed the same	Got worse in the last year	Got a lot worse in the last year	Don't know
<b>Q15A</b> The pavements [SINGLE CODE]	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
<b>Q15B</b> The Roads [SINGLE CODE]	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
<b>Q15C</b> The quality of parks [SINGLE CODE]	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
<b>Q15D</b> Street lighting [SINGLE CODE]	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

### TAKE BACK SHOWCARD H

**Q16** Overall, how have these changes impacted on your local area and your day to day life? PLEASE TICK ONLY ONE

- Improved it a lot
- Improved it somewhat

- Not changed it at all
- Made it a worse
- Made it a lot worse
- Don't know

## Section 6: Health and Well-Being

**Q17** Thinking about local facilities such as a nearby community hall or centre/club, what kinds of activities would you want to attend there? PLEASE SELECT AS MANY OPTIONS AS APPLY

### HAND RESPONDENT SHOWCARD I AND READ THROUGH

- Exercise classes (e.g. aerobics)
- Team sports (e.g. football)
- Dance (e.g. salsa)
- Martial arts (e.g. Judo)
- Racquet sports (e.g. badminton)
- Arts and crafts
- Foreign language courses
- English language courses
- Drama
- Computers / Information Technology
- Don't know
- Other, PLEASE SPECIFY

### TAKE BACK SHOWCARD I

**Q18** And what about your local park? What kinds of activities do you think might get you to use the park often, or at all? PLEASE SELECT AS MANY OPTIONS AS APPLY

### HAND RESPONDENT SHOWCARD J AND READ THROUGH

- Bicycle hire
- Cycle tracks
- Trim/Fitness trail (this includes outdoor exercise/gym equipment for adults)
- Organised walks
- Organised runs
- Organised games and activities (e.g. cricket, hockey)
- Don't know
- Other PLEASE SPECIFY

### TAKE BACK SHOWCARD J

**Q19** Thinking about yourself, what do you think are the biggest barriers to taking more exercise? PLEASE TICK NO MORE THAN TWO OPTIONS

### HAND RESPONDENT SHOWCARD K

- The cost of leisure and sports facilities
- A lack of facilities
- A lack of transport to the facilities
- A lack of knowledge about what facilities are available locally
- The lack of cleanliness in facilities
- A lack of cycle lanes
- A lack of time

- I am too unfit
- Health or mobility problems
- Not interested/ I don't enjoy it
- Don't know/ Not sure
- Other PLEASE SPECIFY

**TAKE BACK SHOWCARD K**

**Q20** Thinking about your own lifestyle, what do you think would help you to eat more healthily? PLEASE TICK NO MORE THAN TWO OPTIONS

**HAND RESPONDENT SHOWCARD L**

- Knowing how to cook more healthily (e.g. cooking lessons)
- Lower cost of healthy food
- More information about what kinds of foods are healthy
- Being able to buy healthy foods in smaller quantities
- Getting others around you, such as family members to eat more healthily
- Help to grow my own vegetables/ fruit
- Don't know/ Not sure
- Other PLEASE SPECIFY

**TAKE BACK SHOWCARD L**

## Section 7: Customer services

### HAND RESPONDENT SHOWCARD M

**Q21** The showcard outlines a number of options for developing Lambeth's customer service centres, such as, Olive Morris House (Brixton) and Gracefield Gardens Customer Centre (Streatham).

Please read through the options and select the top 3 activities that you think would be most useful for Lambeth residents.

- Basic IT training for those signed up to job centre benefits
- A basic money management course for those on benefits or low income
- Introducing a fire service desk to offer fire risk checks to customers who need them
- A community support desk which could offer residents the chance to talk to a police community support officer about community safety issues.
- Parenting classes advising existing and new parents on common childcare issues
- A travelling roadshow about how to stay fit and healthy
- A free phone service to the NHS Direct helpline to get health advice
- Provide SMS (text message) confirmation/ receipts regarding your enquiries

### TAKE BACK SHOWCARD M

## Section 8: Invest to save

**Q22** The council is always looking for ideas on how it can invest money in the short term to save money in the long term. Can you think of any examples of how the Council could do this? (OPEN QUESTION)

**Q23** The council is exploring ways in which it could support residents during the "credit crunch", which of the following options do you feel would be most effective?  
PLEASE PICK 2

### HAND RESPONDENT SHOWCARD N

- Making sure residents are aware of all the benefits they are entitled to
- Offering credit and debt advice
- Advice on how to negotiate with landlords and mortgage companies
- Housing insulation/fuel efficiency advice
- Holding roadshows at community centres to make people aware of the support that is available to them

### TAKE BACK SHOWCARD N

## Section 9: About you

### D1 INTERVIEWER CODE: Sex of respondent - **SINGLE CODE ONLY**

- Male
- Female

**SAY:** So we can make sure we are hearing from everyone who has an interest in how Lambeth sets its budget it is important that we ask you a few questions about yourself. All the information you give will be kept completely confidential.

**SAY:** If you don't wish to answer any of the questions, that's fine.

### D2 Are you or your spouse personally a council tax payer?

#### **SINGLE CODE ONLY**

- Yes
- No

### D3 Can I just check – do you receive any council tax benefit?

#### **SINGLE CODE ONLY**

- Yes
- No

**SAY:** Please use this card to help answer the next question

### **GIVE RESPONDENT SHOWCARD O**

### D4 Which of the services provided by Lambeth Council shown on this card have you or any other member of your household used any in the past 12 months? - **MULTIPLE CODES ALLOWED**

- Leisure and sports facilities
- Recycling facilities
- Social services for adults
- Social services for children
- Libraries
- Parks, playgrounds and open spaces
- Nursery education (under 5s) provided by Lambeth Council
- Primary or secondary education provided by Lambeth Council
- Housing Benefits
- Youth services available for 13-19 year olds (such as youth clubs and centres and summer activities)
- Evening classes / adult education provided by Lambeth Council
- Arts and cultural activities
- Services for disabled people

- Early Years and Surestart (services for young children and their families)
- None of these **[DO NOT READ OUT]**
- Don't know **[DO NOT READ OUT]**

**TAKE BACK SHOWCARD O**

**D5** How old are you? -- **READ OUT LIST - SINGLE CODE ONLY**

- 17 and Under - CLOSE
- 18 – 34
- 35 – 44
- 45 –54
- 55 – 64
- 65 or over

**D6** In which of these ways does your household occupy your current accommodation? -  
– **READ OUT LIST - SINGLE CODE ONLY**

- Owned outright
- Buying with a mortgage
- Rent from council
- Rent from Housing Association / Trust
- Rent from private landlord
- Other

**D7** Do you have any children aged 17 or under living in your household? - **SINGLE CODE ONLY**

- Yes
- No

**SAY:** Please use this card to help answer the next question

**GIVE RESPONDENT SHOWCARD P**

**D8** Which of these activities best describes what you are doing at present? - **SINGLE CODE ONLY**

- Employee in full-time job (30 or more hours per week)
- Employee in part-time job (under 30 hours per week)
- Self-employed full or part-time
- On a government supported training programme (e.g. modern apprenticeship / Training for work)
- Full-time education at school, college or university
- Unemployed and available for work
- Permanently sick / disabled
- Wholly retired from work
- Looking after the home

- Other (please tick box and write in below)

**TAKE BACK SHOWCARD P**

**D9** Do you consider yourself to have a disability? - **SINGLE CODE ONLY**

- Yes  
 No

**SAY:** Please use this card to help answer the next question

**GIVE RESPONDENT SHOWCARD Q**

**D10** How would you describe your ethnic group? - **SINGLE CODE ONLY**

- White – British  
 White – Irish  
 White - other White background  
 Black or Black British - Caribbean  
 Black or Black British - African  
 Black or Black British - other Black background  
 Mixed - White and Black Caribbean  
 Mixed - White and Black African  
 Mixed - White and Asian  
 Mixed - other mixed background  
 Asian or Asian British - Indian  
 Asian or Asian British - Pakistani  
 Asian or Asian British - Bangladeshi  
 Asian or Asian British - other Asian background  
 Chinese  
 Other ethnic group (please tick box and write in below)
- 

**TAKE BACK SHOWCARD Q**

**D11** How would you describe your sexuality? - **SINGLE CODE ONLY**

- Heterosexual / straight  
 Gay or lesbian

- Other
- Prefer not to say

<b>D12</b> Would you like to be kept informed of Lambeth Council's plans and of opportunities to be involved in shaping these plans for 2009/10?	YES	<input type="checkbox"/> 1
	NO	<input type="checkbox"/> 2
<b>D13</b> Would you like to be entered into the prize draw with an opportunity to win £50 in vouchers redeemable at many high street stores?	YES	<input type="checkbox"/> 1
	NO	<input type="checkbox"/> 2
<b>D14</b> Would you like to be automatically notified about budget consultations in the future?	YES	<input type="checkbox"/> 1
	NO	<input type="checkbox"/> 2

4.5 NB: Interviewer – Please PRINT the information below CLEARLY

**D15** Respondent Name: \_\_\_\_\_

**D16** Address: \_\_\_\_\_

**D17** Post Code: \_\_\_\_\_

Telephone: \_\_\_\_\_ **(ESSENTIAL – FOR REMINDER AND QUALITY CONTROL PURPOSES):**

**D18** E-mail: \_\_\_\_\_

**SAY:** The information you provide will only be used for the purpose of consulting you or keeping you informed about Lambeth Council's budget.

**D19** In future it may be possible to provide information in a number of ways. How would you prefer to be kept up to date? – **READ OUT LIST - MULTIPLE CODES ALLOWED**

- By attending meetings*
- By post*
- By email (SAY: if so, please ensure you have provided your email address)*

<b>INTERVIEWER DECLARATION:</b>
---------------------------------

This respondent was interviewed face-to-face according to the accompanying instructions and to the Market Research Society Code of Conduct and is unknown to me.

Name:..... Signature:.....

Date: ..... **Duration of interview:**.....