

# Lambeth Research and Consultation Briefing: Wave 7 resident survey

May 2011

- Positively, against a background of service reduction and negative media coverage, resident satisfaction with the council (55%) and perceptions that it provides value for money (37%) have remained stable over the last year.
- However, more residents say they do not know Lambeth Council's financial situation than last quarter (30% v 22%), despite 36% reporting they have seen or heard about Council budget cuts. Find out more about the council's budget cuts [here](#).
- Concerns over a lack of jobs have increased to 26% from 19% last year and concern is now much higher than the inner London average of 18%.
- Resident awareness of the Co-operative Council remains low, and is down from 8% to a 6% this quarter. Find out more about the Co-operative Council [here](#). However, two in five residents (43%) volunteer, or are a member of a group or organisations, with the greatest participation in sports and leisure.
- Positively, more residents feel safe when outside in the area they live after dark. The proportion who feels safe, 69% is up from only 54% in November 2009. The same can not be said for young people, though, as only 44% report feeling safe after dark and worryingly, 34% feel unsafe after dark.
- Levels of cohesion have remained relatively stabled since 2003 with 84% feeling their local area is a place where people from different backgrounds get on well together. However, reflecting national findings in the Home Office Citizenship survey, some of our poorest residents are more likely to disagree.
- Two thirds of adults feel they are able to go about their daily activities without fear of discrimination (67%), which is the same as a year ago; conversely, 14% feel they are hardly ever or never able to go throughout their day without fear of discrimination. Black Africans (26%) and Muslims (26%) are more likely to say they can hardly ever or never go through daily life without fear of discrimination. To find out more about discrimination at work and how to resolve a problem, please visit [DirectGov](#).

## **Introduction and methodology**

This report outlines the key issues for Lambeth residents based on wave seven of Lambeth Council's quarterly resident survey. The survey was conducted by the research agency Ipsos MORI for Lambeth Council.

Findings are based on a total of 779 interviews with adults (aged 18+) and 125 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 4th April and 9th May 2011. Data are weighted to gender, age, work status and ethnicity for adults and to age, ethnicity and gender for young people.

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

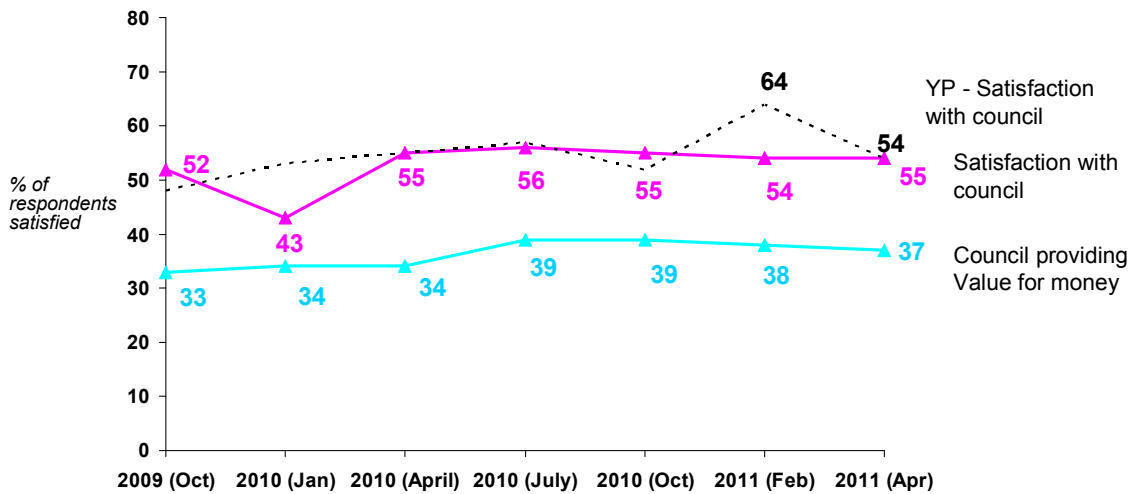
## SUMMARY OF FINDINGS

### Overall opinion

Positively, against a background of service reduction and negative media coverage, resident satisfaction with the council and perceptions that it provides value for money have remained stable over the last year. Over half of residents are satisfied with how the council runs things (54%), which has remained consistent over the history of the survey. Perception that the council provides value for money remains steady at two in five (37%), but an equal proportion disagree (34%). After a jump in youth satisfaction with the council last quarter, levels have stabilised at 54%.

## Residents are broadly happy and satisfaction rates are stable

'Q2. Taking everything into account, how satisfied or dissatisfied are you with the way Lambeth Council runs things?' and 'Q3. To what extent do you agree or disagree that Lambeth Council provides value for money?'



NB: Residents' survey wave 7 (April 11) - Base: All respondents excluding don't know and no response (approximately 750 for Adults and 125 for Young People).

  
Lambeth

More residents say they do not know Lambeth Council's financial situation than last quarter (30% v 22%), which suggests that despite efforts to communicate this message, more awareness raising needs to be done. Fewer residents are aware of the budget restrictions faced by the council (59% were aware the council had less money last quarter compared to only 51% being aware this quarter). Poorer residents and those whose main language is not English are more likely to think the council has more money to spend or to not to know the council's financial situation. Find out more about council budget cuts [here](#).

In April 2011, five per cent fewer residents say that the council is making the area a better place to live (62% v 67% in November 2010). Fewer feel listened to (45%) or involved in council decision making processes (44%) – down 6 and 5 points from February 2011. These reductions in satisfaction may be a one-off blip, or may indicate the start of more widespread dissatisfaction as the impact of council cuts start to be felt. For young people, only 34% felt the council involved them in decision-

making, and this was particularly low among 17-19 year olds. While this is 13% lower than in November 2010, it is in line with figures from a year ago.

Both youth and adult informed ratings are stable but remain below the London average<sup>1</sup>. However, we know it pays to keep young people and adults informed - there is a direct correlation between the amount residents know about Lambeth Council and their satisfaction with it. Those who feel informed are over 20 points more satisfied. Lambeth residents can keep up to date with council developments by signing up for Lambeth Talk, a newsletter sent out online every three months with news about what is happening in the borough. To sign up, visit [here](#). You can also [follow Lambeth Council on Twitter](#).

Only three in five adults think Lambeth council promotes equality and diversity within Lambeth (62%), which is a 6 point reduction over the past year. Not surprisingly, those residents who are most satisfied with and feel most informed about the council, and who feel the council provides value for money are more likely to agree with this statement (70%, 73% and 75% respectively). You can find out more about the council's commitment to equality and diversity [here](#).

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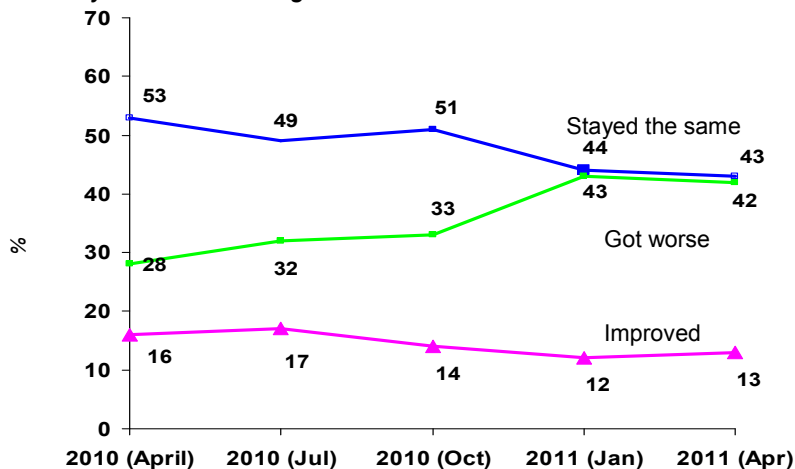
<sup>1</sup> Question wording changed in Jan 2009 for feeling informed about the benefits and services the council provides. Previous wording was "To what extent do you think these statements apply to your borough? My council..... keeps residents informed about what they are doing". This wording continues to be used for the Inner London comparison, therefore questions are not directly comparable. Residents survey results showed a nine point fall in satisfaction when the survey wording was changed. While there has been stability in the proportion of inner London residents who feel informed (75% in Oct 2010, compared with 74% in Oct 2009 and 73% in Oct 2008), over the same period there has been a fall in feeling informed in Lambeth (60% in Oct 09, 54% in Oct 2010 and 55% in April 2011).

## The current economic situation

The effect of the prevailing financial climate on Lambeth residents is monitored quarterly through the Residents' Survey. The state of the economy is more of a concern for residents than a year ago; more are concerned about lack of jobs (26% versus 19% a year ago) and rising prices (21% versus 13% a year ago) (which are both now in the top four concerns of residents, compared to being in the bottom three concerns in 2003).

## Four in ten residents say their financial position has worsened over the past year, compared to three in ten a year ago

Q15: Compared with last year, do you think your financial circumstances have improved, stayed the same or got worse?



Worsening personal finances are coupled with increasing concerns about jobs and rising prices

Residents' survey wave 7 (April 11) - Base: All respondents (779).

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Four in ten residents feel their financial circumstances are worse than they were this time last year (42%). Not surprisingly, those residents who are unemployed are most likely to say their situation has worsened in the last year (51%), but black Caribbean (50%) and households with children (44%) are also more likely to report worsening financial situations. Positively, one in eight feel their situation has improved (13%). Despite many residents reporting their financial circumstances are worse, very few have heard about how the council can support residents through the recession (5%), suggesting there is scope for the council to better signpost the support services it provides. Find out more about the advice and support services offered by the council [here](#).

## Home and the environment

Almost four in ten respondents are social housing tenants (38%), 30% of whom who rent from the council and 8% from housing associations. Following a drop in satisfaction in the last quarter, ratings for the overall service provided by social landlords has recovered with three in five social tenants saying they are satisfied (59%). Satisfaction with landlords among council tenants has returned to January

2010 levels (57%), which either signifies that January 2011 findings (46%) were an anomaly or reflect the changes made by Lambeth Living over the past year. However, council tenant satisfaction (57%) is still significantly less than housing association satisfaction (66%). Interestingly, men are more likely than women to be satisfied with the overall service provided by the council's ALMOs or their housing association (66% v 53%), despite the fact that women are more likely to live in social housing (59%). Older residents, 55 years and older are also more likely to be satisfied than average (76%).

Three in five are happy with the condition of their property and think that the rent they pay offers good value for money (55% and 57% respectively). Only half are satisfied with the repairs and maintenance service (49%) although this score represents a seven point increase on the scores last quarter, which is very positive and again could reflect the changes made by Lambeth Living. For all these questions, men and residents over 55 were significantly more likely to be satisfied on average.

While litter and dirt in the borough is only a top concern of one in five (18%) of Lambeth residents, when asked expressly about the issue, two in five feel it is a problem (38%). This is a ten point increase from February 2011 and is six points above the April 2010 ratings (32%). This score will continue to be monitored to measure the impact of the reduced street cleaning service which began to be implemented in April 2011.

In addition, resident perceptions of people being drunk or rowdy (33%), teenagers hanging around the streets (29%) and noisy neighbours or loud parties (19%) are all up from January 2011. Young people also perceive rubbish or litter to be the biggest ASB problem and are 20 points more worried about vandalism and graffiti than adults.

Positively, the proportion of residents who report seeing people using or dealing drugs is down from last quarter (37%), but it still higher than the low reported in October 2010 (33%).

## **Community**

Eight in ten say that the area they live in is a place where people from different backgrounds get on well together (84%), which is consistent with previous findings. Yet most of these tend to agree with this statement (59%), rather than strongly agreeing (25%). Residents from social class AB (88%) and those who are employed (86%) were more likely to agree, while those receiving Housing Benefit (19%) and the unemployed (18%) were more likely to disagree.

Two in five people are involved in their community through voluntary organisations, clubs or groups (43%), with sports clubs, religious groups and tenants associations being the most popular (over one in ten adults are involved in these – 14%, 12% and 10% respectively). There are big differences in who gets involved in their local area, which are important to understand as we move forward with the Co-operative Council. Find out how to get more involved with community organisations in Lambeth [here](#).

The people who are more likely to be involved with activities groups, clubs, organisations tend to be wealthier, e.g. social grade AB (58%), Lambeth business owners (55%), owner occupiers (52%) and those working full time (46%). Participation is also higher in Herne Hill (69%), Thurlow Park (62%), Bishops (52%) and Knights Hill (51%) wards.

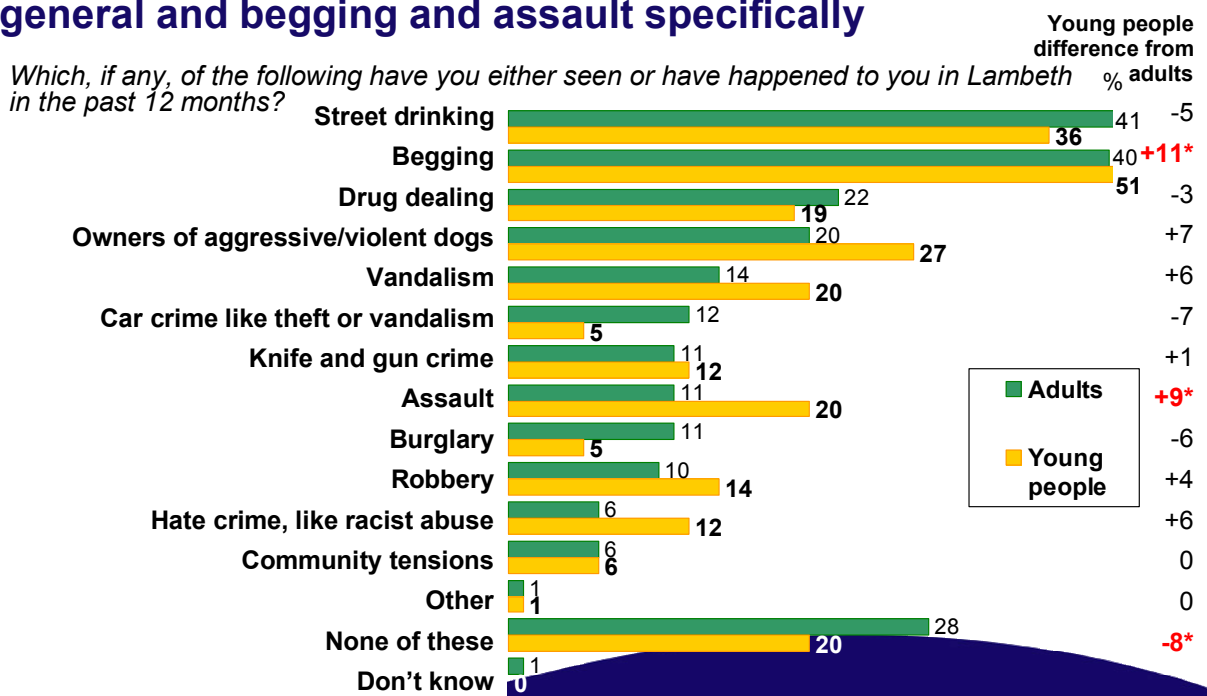
People less likely to be involved in community groups are those who speak English as a second language (29%) Polish people (24%) and Portuguese speakers (30%). Younger and less well off people are less likely to participate (18-24s 34% and C2DE social grade 33%), as are council tenants (29%), Muslims (27%), and Brixton Hill ward (24%) and Thornton ward (29%) residents.

### Community Safety

Positively, more residents feel safe when outside in the area they live after dark compared to eighteen months ago. The proportion of adults who feel safe (69%) is up from only 54% in November 2009. The same can not be said for young people, though, as only 46% report feeling safe after dark and one in three (32%) feel unsafe after dark<sup>2</sup>.

Crime remains a top concern of Lambeth residents, and in line with previous waves (44%). Two in five adults have experienced begging and street drinking, one in five have experienced drug dealing and owners of aggressive dogs and one in ten have experienced more serious knife and gun crimes, assault and robbery. Young people are more likely to have experienced crime compared to adults (80% versus 72% of adults) and are more likely to have experienced begging (51% versus adults 40%) and assault (20% v adults 11%).

## More young people have experienced crime than adults in general and begging and assault specifically



Residents' survey Wave 7 April 2011  
Base: All respondents (779 adults and 125 young people)



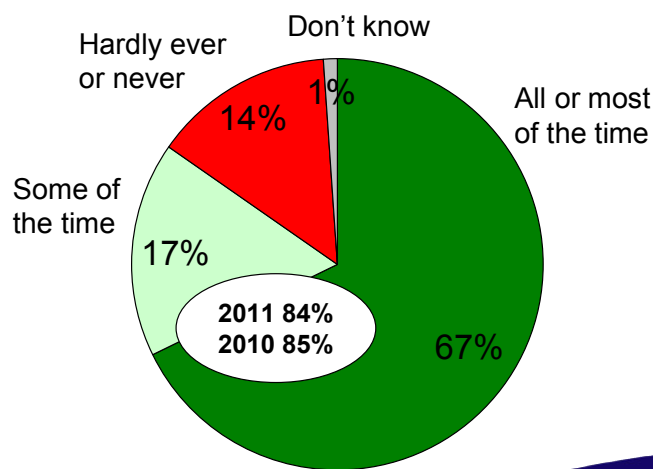
<sup>2</sup> Data for adults is taken from the July 2010 residents survey and for young people, January 2010.

## Discrimination and bullying

Two thirds of adults feel they are able to go about their daily activities without fear of discrimination (67%), which is the same as a year ago; conversely, 14% feel they are hardly ever or never able to go throughout their day without fear of discrimination. Black Africans (26%) and Muslims (26%) are more likely to say they can hardly ever or never go through daily life without fear of discrimination, and it is also significant that BME residents overall also report this highly (19%). A worrying one in sixteen adults (6%) and one in eight young people (12%) have experienced hate crime.

## Two thirds are unaffected by discrimination, with black Africans and Muslims most affected

Q.24 How often, if at all, are you able to go about your daily activities without fear of discrimination?



### More likely to say all or most of the time

<b>Overall</b>	<b>67%</b>
Self employed	81%
No religion	81%
Own/rents in prestige areas	81%
Young professional	81%
Social grade AB	81%
Clapham area	80%
White British	78%
Norwood area	77%

### More likely to say hardly ever or never

<b>Overall</b>	<b>14%</b>
Black African	26%
Muslim	26%
Social grade C2	26%
English second lang	25%
Business owner elsewhere	25%
Stockwell	24%
Employed part-time	23%
Social tenants/deprived	22%

Residents survey Wave 7 (April 2011), Wave 3 (April 2010)  
Base: All respondents, Wave 7 (779), Wave 3 (750)

Lambeth

Only three in five residents would know what to do if they experienced discrimination (60%), which has stayed the same over the past year. Slightly more, 65%, would know what to do if they experienced hate crime. Interestingly, men are far more likely to report knowing what to do in both instances (69% and 64% respectively) than women (61% and 55% respectively), and white British are more likely to report knowing what to do compared to BME residents (75% compared to 57% and 67% compared to 53% respectively). Although the sample sizes are too small to be significant, our LGBT residents are far more likely than the average resident to know how to report hate crime and discrimination, which is positive. However, there may also be a need for the police and partners to communicate what to do to report hate crime in other languages, as nearly half of those who have a first language other than English say they do not know how to report hate crime or discrimination. You can report hate crime online by using the council's hate crime e-form which can be found [here](#). The forms are available in several languages.

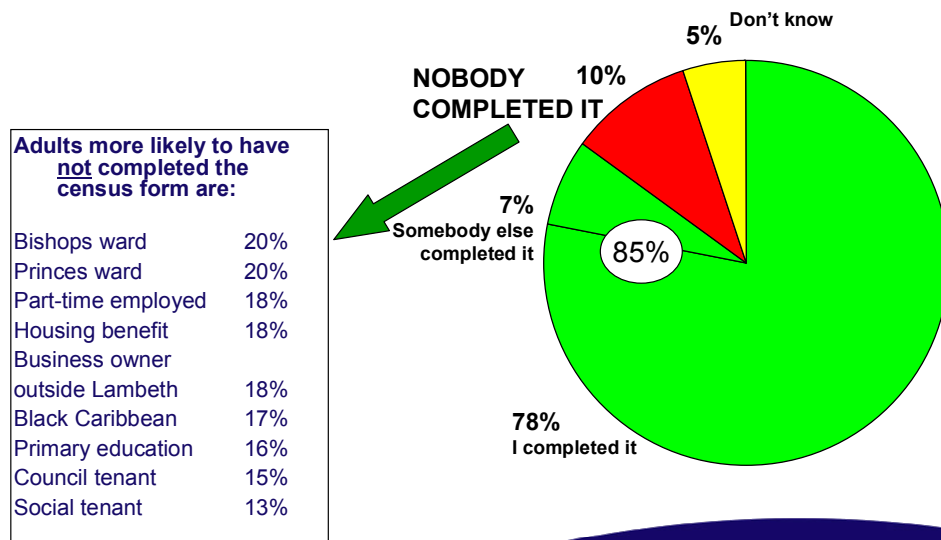
Young people differentiate bullying from discrimination, with 14% of over 14s identifying discrimination as an issue. Those who have experienced discrimination mention the police, staff in shops or leisure facilities, teachers and employers,

suggesting institutional discrimination, as well as other young people as sources of discrimination. Most young people would tell their parents or a friend if they felt they were being discriminated against (67% and 36% respectively).

More young people report bullying in April 2011 than last quarter, with over one in four (27%) 11-19 year olds having experienced bullying at school in the last year compared to 17% who experienced it in January 2011. For 2% of young people, bullying at school is a daily occurrence. Slightly less, 21% of young people experience bullying somewhere other than school, including their journey to and from school, but this is also higher than last quarter (9%).

## Census 2011

### Census 2011 – a majority of residents completed the census questionnaire (Q.26)



Nearly seven in ten households heard about the Census 2011, which is reflected by the high numbers of residents who said their household completed a Census form (85%). Only 5% reported they did not know if it had been completed. As in 2001, black Caribbean residents are more likely not to have completed the Census (17%). The part-time employed and users of housing benefit were also more likely to not have filled in a form (18%).

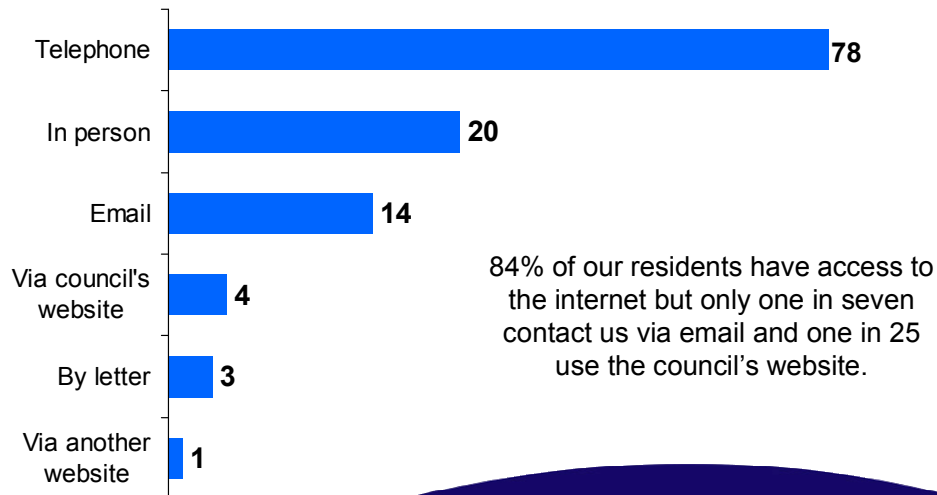
More residents North Lambeth said no-one had completed the census form (15% compared to 10% overall). Over half of those who did not complete the form reported not doing so because they didn't have the time (53%). Only 5% of those felt the form was too difficult to complete, which reflects positively on the ease of the form. It is likely therefore that the central government estimates of Lambeth's population will be inaccurate given these high levels of non-completion.

**Contacting the council – put this section and next section on info sources at the end of the report**

Residents' opinion of how well the council is run and whether it delivers value for money is influenced by their experience of contacting council staff. Views of staff as friendly and polite and resolving problems when asked are unchanged over the last quarter (71% and 54% respectively). However, more residents say we are difficult to contact by phone compared to six months ago (52% v 38%), and fewer think the council listens to their concerns (45% v 51%), which may be linked with the large increase in call volume and a corresponding increase in waiting times relating to the introduction of compulsory recycling which occurred around this time. Customer service ratings remain below the inner London average.

**Four in five of our customers contact us by telephone and one in five contact us in person.**

*Q10: How was your last contact made with the council?*

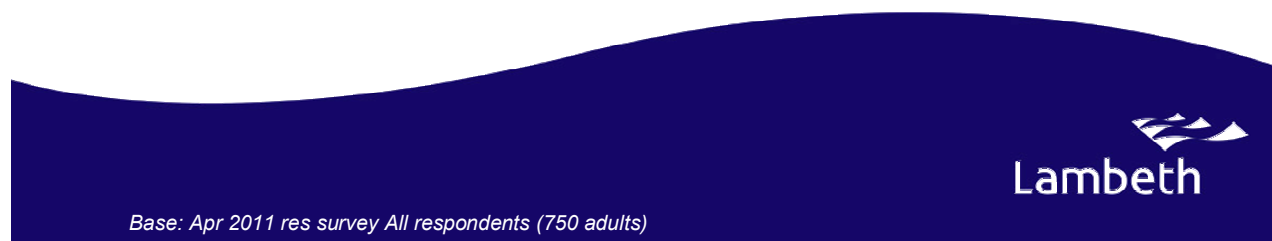
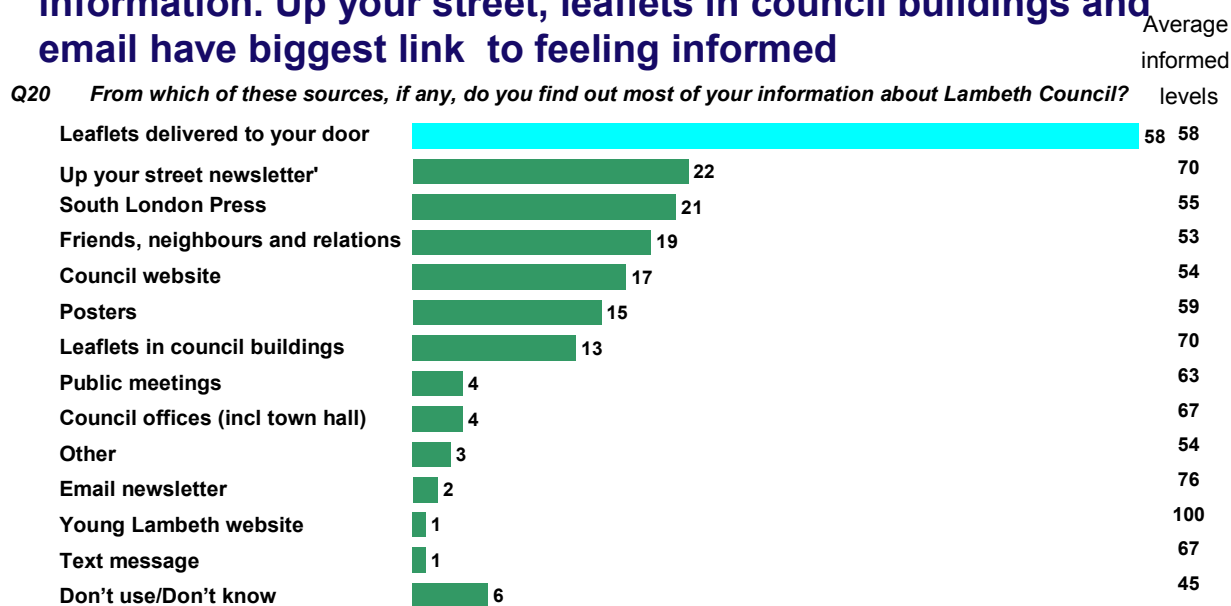


Residents' survey wave 7 (April 11) - Base: All respondents who answered 'yes' to the question: Have you contacted Lambeth Council in the last 12 months (525).

Residents who have contacted us in the last year are most likely to have done so by phone, four in five having done so in this way (78%). However, only three in five (64%) say the phone is their preferred method of contact. Similarly more people visited a council office than would prefer to do. One in five residents would like to contact the council via the Internet, but only 4% of contact was actually via the council's website and 14% via email. As 84% of our residents report having access to the internet, this suggests there is scope to shift more transactions online. Find out more about the different ways to contact the council, and how to carry out transactions online [here](#).

## Where residents get their information

### Leaflets replace Lambeth Life as residents' key source of information. Up your street, leaflets in council buildings and email have biggest link to feeling informed



Leaflets delivered through doors are now the most popular source of information for residents (taking over the top spot from Lambeth Life, the recently discontinued council fortnightly newspaper used to be) (58%). The new quarterly Up Your Street ward based newsletter is already residents' second rated source of finding out information about Lambeth Council (22%). Resident usage of Up Your Street newsletter is positive, although it is more popular with older residents (57%) and residents who live in the south of the borough (Thurlow Park ward at 68% and St Leonards ward at 64%). View the latest Up Your Street newsletters [here](#).

Only 17% of residents report getting information from the Lambeth website, and this is down from 23% three months ago. New residents to the borough (less than 2 years) are more likely to use Lambeth's website to find out about the council, as are private renters (both 28% compared to 21% overall), whilst council tenants are less likely to (10% vs 21% overall). Only 8% of young people have visited the Young Lambeth website in the last 12 months.

# Appendix One

## Topline results from Wave 7 Residents' Survey

### Adult survey – based on 779 interviews

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

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

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

Crime	44
Lack of jobs	26
Level of council tax	22
Rising prices/interest rates	21
Lack of affordable housing	20
Not enough being done for young people	20
Litter/dirt in streets	18
Standard of education	15
Not enough being done for elderly people	12
Traffic congestion	12
Lack of recreational facilities	11
Quality of health service	11
Pollution of the environment	10
Number of homeless people	7
Poor public transport	7
Other – please specify	3
None of these	3
Don't know	1

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

Very satisfied	7
Fairly satisfied	47
Neither satisfied nor dissatisfied	23
Fairly dissatisfied	13
Very dissatisfied	10
<b>Satisfied</b>	<b>54</b>
<b>Dissatisfied</b>	<b>23</b>

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

Strongly agree	4
Tend to agree	33
Neither agree nor disagree	29
Tend to disagree	20
Strongly disagree	14
<b>Agree</b>	<b>37</b>
<b>Disagree</b>	<b>34</b>

Q4. Looking at this showcard and 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? Please just read out the letters that apply.

<b>Services for children and young people</b>	
Playgrounds and play areas	19
Primary education (5-11s)	12
Secondary education (11-18s)	10
Nursery education (under 5s)	5
Youth services available for 13-19 year olds (e.g. youth clubs and centres, Connexions and summer activities)	3
<b>Leisure/education</b>	
Libraries	40
Leisure and sports facilities	27
<b>Employment</b>	
Employment support or guidance from the council	3
Business support service/Business desk	1
<b>Housing and environment</b>	
Parks and open spaces	57
Doorstep recycling facilities	47
Housing benefit service	16
Estate recycling facilities	24
<b>Health and social care</b>	
Local health services	65
Social services for adults	4
Services for disabled people	3
Social services for children and young people	3
Other services – please specify	*
Don't know	-

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

Lambeth Council ...

	A great deal	To some extent	Not very much	Not at all	A great deal/To some extent	Not very much/Not at all	Don't know
... involves residents when making decisions	6	38	28	15	<b>44</b>	<b>42</b>	13
... listens to the concerns of local residents	4	41	26	13	<b>45</b>	<b>39</b>	16
... is difficult to get through to on the phone	24	28	17	12	<b>52</b>	<b>29</b>	16
... responds quickly when asked for help	7	37	23	14	<b>44</b>	<b>37</b>	19
... has staff who are friendly and polite	19	52	11	5	<b>71</b>	<b>15</b>	13
... resolves problems when asked	9	45	18	12	<b>54</b>	<b>30</b>	16
... is efficient and well run	7	47	19	14	<b>54</b>	<b>33</b>	13
... doesn't do enough for people like me	13	29	33	14	<b>42</b>	<b>47</b>	11
... is doing a better job now than one year ago	5	32	24	15	<b>37</b>	<b>39</b>	24
... is making the local area a better place for people to live	10	52	20	9	<b>62</b>	<b>29</b>	9

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

I would speak highly of Lambeth Council without being asked	5
I would speak highly of Lambeth Council if asked	18
I would be neutral towards Lambeth Council	48
I would be critical of Lambeth Council if asked	17
I would be critical of Lambeth Council without being asked	11
Don't know	2

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

Definitely agree	25
Tend to agree	59
Tend to disagree	9
Definitely disagree	4
Don't know	3
<b>Agree</b>	<b>84</b>
<b>Disagree</b>	<b>13</b>

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

Definitely agree	5
Tend to agree	39
Tend to disagree	35
Definitely disagree	22
Don't know	3
<b>Agree</b>	<b>44</b>
<b>Disagree</b>	<b>56</b>

- Q9. Have you contacted Lambeth Council in the last 12 months?

Yes	67
No	33
Don't know	*

- Q10. How was your last contact with the Council made?

By telephone	78
In person	20
By email	14
Via the council's website	4
By letter	3
Via another website	1
Via a social networking website, e.g. Facebook, Twitter etc.	-
Other (please specify)	*
Don't know	*

- Q11. And which one, if any, is your preferred method of contacting the council?

Telephone	64
Internet (web and email)	19
Visit to the Town Hall	7
Visit to a one-stop shop close to my home (i.e. a place where you can get information and advice on any council services)	6
Post	2
Other	1
None of these	1
Don't know	1
Text message/ SMS	*

SOCIAL HOUSING

Q12. Which of the following best describes how you occupy your home? Please just read out the letter that applies.

Renting from Lambeth Council (Lambeth Living, United Resident's Housing or TMO)	30
Owner occupier - private	29
Rent from private landlord	24
Rented from Housing Association	8
Owner occupier – Lambeth leaseholder	4
Other	3
Shared ownership	*
A residential home	*
Refused	*

Q13. Taking everything into account, how satisfied or dissatisfied are you with ... ?

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	<b>Satisfied</b>	<b>Dis-satisfied</b>
<b>The overall service provided by your landlord?</b>	12	48	13	14	14	<b>59</b>	<b>28</b>
<b>The value for money for your rent?</b>	14	43	12	18	13	<b>57</b>	<b>31</b>
<b>The general condition of this property?</b>	14	42	13	18	14	<b>55</b>	<b>32</b>
<b>Repairs and maintenance</b>	12	37	11	20	20	<b>49</b>	<b>39</b>

ENGAGEMENT AND EMOTIONAL HEALTH

Q14. (NR) Are you currently a member of, or do you regularly join in the activities of, any of the following groups, clubs or organisations? Please just read out letters that apply.

Sports or recreation club	14
Religious group or church organisation	12
Tenants' / Residents' group / Neighbourhood Watch	10
Education, arts, drama, reading or music group/evening class	9
Other local community or voluntary group – (please specify)	7
Group set up to improve the local area	4
Parent-teachers' / school parents association / Board of Governors etc.	4
Environmental or conservation group	4
Political parties or trade unions (inc student unions)	4
Other national or international group (please specify)	3
Social club / working men's club	2
None of these	57

ECONOMY
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Q15. Compared with this time last year, do you think that your personal financial circumstances have improved, stayed the same, or got worse?

Improved	13
Stayed the same	43
Got worse	42
Don't know	2

Q16. Compared to last year, which of the following do you think best describes Lambeth Council's current financial situation? Please just read out the letter that applies.

The council has a lot more money available to spend	4
The council has a bit more money available to spend	4
The council has about the same amount of money available to spend	10
The council has a bit less money available to spend	27
The council has a lot less money available to spend	24
Don't know	30
<b>More money</b>	<b>8</b>
<b>Less money</b>	<b>51</b>

COMMUNITY SAFETY
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Q17. Thinking about this local area, how much of a problem do you think each of the following are ... ?

	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	A problem	Not a problem
<b>Noisy neighbours or loud parties</b>	6	13	39	42	<b>19</b>	<b>81</b>
<b>Teenagers hanging around on the streets</b>	10	20	42	29	<b>29</b>	<b>71</b>
<b>Rubbish or litter lying around</b>	11	27	39	23	<b>38</b>	<b>62</b>
<b>Vandalism, graffiti and other deliberate damage to property or vehicles</b>	5	15	45	34	<b>20</b>	<b>80</b>
<b>People using or dealing drugs</b>	15	22	36	28	<b>37</b>	<b>63</b>
<b>People being drunk or rowdy in public places</b>	10	23	42	25	<b>33</b>	<b>67</b>
<b>Abandoned or burnt out cars</b>	2	6	30	62	<b>8</b>	<b>92</b>

COMMUNICATIONS
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Q18. 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	29
Doesn't tell us much at all about what it does	11
Don't know	5
<b>Informed</b>	<b>55</b>
<b>Uninformed</b>	<b>39</b>

Q19. Have you recently seen or heard any of the following about Lambeth Council?

Census 2011	69
That recycling is compulsory	51
Budget cuts within the council	36
New leisure facilities planned for Clapham, Streatham and Norwood	19
How the council offers value for money	11
Lambeth primary schools expanding to help meet demand for places	11
Adopting a child in Lambeth	10
The 'Real Men Know the Difference' campaign, run jointly with police to tackle sexual violence	7
Plans to become the first 'co-operative' or 'John Lewis' council	6
How the council can help residents through the recession	5
None of these	10

Q20. From which of these sources, if any, do you find out most of your information about Lambeth Council? Please just read out the letters that apply.

Leaflets delivered to your door	58
'Up Your Street' newsletter	22
South London Press	21
Friends, neighbours and relations	19
Council website	17
Posters	15
Leaflets and notice boards in council buildings (including libraries)	13
Other – please specify	5
No answer	5
Council offices (including the town hall)	4
Public meetings	4
Email newsletter	2
Young Lambeth website	1
Text message	1
Don't know	1

WAVE SPECIFIC
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Q21. Which, if any, of the following have you either seen or have happened to you in Lambeth in the past 12 months? Please just read out the letters that apply.

Street drinking	41
Begging	40
None of these	28
Drug dealing	22
Owners of aggressive/violent dogs	20
Vandalism	14
Car crime like theft or vandalism	12
Assault	11
Burglary	11
Knife and gun crime	11
Robbery	10
Community tensions	6
Hate crime, like racist abuse	6
Other – please specify	1
Don't know	1

Q22. Generally speaking, how safe or unsafe do you feel when outside in the area where you live after dark?

Very safe	17
Fairly safe	52
Neither safe nor unsafe	12
Fairly unsafe	13
Very unsafe	7
<b>Safe</b>	<b>69</b>
<b>Unsafe</b>	<b>19</b>

Q23. Equality is about creating a society where people are treated fairly, where people's different needs are recognised and everyone has the chance to do well in life. To what extent do you agree or disagree that Lambeth Council promotes equality and diversity within Lambeth?

Strongly agree	16
Tend to agree	46
Neither agree not disagree	19
Tend to disagree	5
Strongly disagree	3
Don't know	10
<b>Agree</b>	<b>62</b>
<b>Disagree</b>	<b>8</b>

Q24. How often, if at all, are you able to go about your daily activities without fear of discrimination, e.g. where you are treated differently because of who you are? Please just read out the letter that applies.

A	All or most of the time	67
B	Some of the time	17
C	Hardly ever or never	14
	Don't know	1

Q25. Would you know what to do if you experienced any of the following in Lambeth:  
a. Hate crime, such as racist abuse, or being assaulted because of your sexual orientation?  
b. Discrimination, e.g. where you are treated differently because of who you are?

	Q25a	Q25b
Yes	65	60
No	31	35
Don't know	4	5

Q26. Every ten years, each household in the borough is required to fill in a survey called the 'census', giving information about their household. Has a 2011 census form been completed for your household?

Yes, I completed it	78
Yes, someone else has completed it	7
Nobody has completed it	10
Don't know	5

Q27. Can you tell me why you completed and returned your census form?

Because I was obeying the law/It's my duty	69
Because I did not want to be prosecuted/fined	23
Because I want my council to receive more money for services	14
Because it was easy to complete	4
Other – please specify	7
Don't know	2

Q28. Can you tell me why you have not completed and returned your census form?

Because I haven't had time to complete the form	53
Because I haven't received a census form	20
Other – please specify	10
Because the form is too long/too difficult to complete	5
Because I'm not interested in completing the form	4
Because I do not want the council to have my details	3
Because someone else in the household is responsible for completing the form	3
Because I'm moving out of Lambeth	1
Because it will affect my entitlement to benefits	-
Don't know	5

DEMOGRAPHICS
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Q29. Gender of respondent

Male	51
Female	49

Q30. Can I just double-check how old you are?

18-24	12
25-34	33
35-44	18
45-54	18
55-64	7
65-74	6
75-84	4
85+	2
Refused	-

Q31. Do you have any long-standing illness, disability or infirmity? By long-standing, I mean anything that has troubled you over a period of time or that is likely to affect you over a period of time.

Yes - disability	6
Yes – illness or infirmity	8
Yes – both (a disability and an infirmity)	3
No	82

Q32. Please could you tell me which group on this card you consider you belong to? Please just read out the letter that applies.

<b>White:</b>	<b>66</b>
British	46
Irish	2
Other White - Portuguese	2
Other White - Polish	3
Other White – please specify	13
<b>Mixed:</b>	<b>3</b>
White and Black Caribbean	1
White and Black African	*
White and Asian	1
Other Mixed	1
<b>Asian:</b>	<b>4</b>
Indian	1
Pakistani	1
Bangladeshi	1
Other Asian	1
<b>Black:</b>	<b>23</b>
Caribbean	11
African Somali	1
Other African	9
Other Black background	2
<b>Chinese or other ethnic group:</b>	<b>4</b>
Chinese	1

Other ethnic group – please specify	3
Refused	*

Q33. How many children aged 17 or under are living here?

None	67
One	15
Two	12
Three	4
Four	1
More than four	1

Q34. How many adults aged 18 or over are living here?

One	33
Two	45
Three	13
Four	7
More than four	3

Q35. Which of these activities best describes what you are doing at present?

Employee in full-time job (30 hours plus per week)	42
Employee in part-time job (under 30 hours per week)	8
Self employed full-time	8
Self employed part-time	2
On a government supported training programme (e.g. Modern Apprenticeship/ Training for Work)	*
Full-time education at school, college or university	5
Unemployed and available for work	10
Permanently sick/disabled	5
Wholly retired from work	12
Looking after the home	7
Doing something else – please specify	1
Refused	-

Q36. Are you personally the proprietor of a business? IF YES: And is that business in Lambeth?

Yes - in Lambeth	7
Yes - Elsewhere	6
No	67

Q37. How long have you lived in Lambeth?

Less than 6 months	4
6 months to one year	7
Over one and up to two years	8
Over two and up to 5 years	14
Over 5 and up to 10 years	16
More than 10 years	51
Don't know	*

Q38. What is your main language?

English	78
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Portuguese	3
Yoruba	*
Polish	3
Spanish	3
French	3
Italian	1
Somalian	1
Twi	1
Other – please specify	6

Q39. How well do you speak English?

Very well	41
Fairly well	42
Not very well	17
Not at all	-
Well	83
Not well	17

Q40. Do you look after, or give any regular help or support to family members, friends or neighbours because of long-term physical or mental ill-health, a disability or problems related to old age?

Yes	11
No	89
Don't know	*
Refused	*

Q41. Which of these best describes your religion? Please just read out the letter that applies.

Christian	53
Atheist	13
Muslim	6
Jewish	1
Hindu	1
Buddhist	1
Sikh	*
Other – please specify	1
No religion	21
Prefer not to say/don't know	3

Q42. Looking at this list, can you please read out the letter next to the line which best describes you?

I am heterosexual/straight	90
I am gay or lesbian (homosexual)	5
I am bisexual	1
Other	-
I do not wish to answer this question	4
Don't know	*

## Young Persons Survey – based on 125 interviews

YP1 Which one of these statements best describes your situation?

I go to school	64
I go to college	21
I am not in education, employment or training	5
I work	5
I go to university	4
I am an apprentice	-
None of these	*
Don't know	-

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

YP2 Which, if any, of the following things do you worry about the most? Just read out the letters which apply

Exams	59
My future	42
School work	24
Money	21
Crime	19
Friendships/fitting in	11
Being healthy	10
My parents or family	8
Being bullied	7
Getting into trouble	5
My body	5
None of these	5
Girlfriends/boyfriends/sex <span style="color: blue;">[RESPONDENTS AGED 14+ ONLY]</span>	*
Something else (specify)	-
Don't know	-

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

Very satisfied	5
Fairly satisfied	50
Neither satisfied nor dissatisfied	23
Fairly dissatisfied	6
Very dissatisfied	2
<b>Satisfied</b>	<b>54</b>
<b>Dissatisfied</b>	<b>8</b>

YP4 Which, if any, of these services provided by Lambeth Council have you used in the last twelve months? Please just read out the letters that apply

<b>EDUCATION AND LIBRARIES</b>		
Secondary education (11-18s)		42
Libraries		40
Primary education (5-11s)		12
Sixth form/Further education college		6
<b>LEISURE</b>		
Parks and open spaces		56
Playgrounds and play areas		36
Leisure and sports facilities		31
<b>SERVICES FOR CHILDREN AND YOUNG PEOPLE</b>		
Activities for young people		15
Connexions (information and advice centre)		12
<b>OTHER</b>		
Local health services		36
Recycling facilities		33
None of these		4
Social services to support children and families		2
Other – please specify		-
Don't know		-

**CORPORATE AND CUSTOMER SERVICE**

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

A lot	1
A little	72
Nothing at all	21
Can't say	6

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

	A great deal	To some extent	Not very much	Not at all	Don't know	A great deal/To some extent	Not very much/not at all
<b>Does enough to protect and look after young people</b>	9	56	19	5	10	<b>65</b>	<b>25</b>
<b>Provides services which young people need, like activities, advice and support</b>	15	46	24	2	14	<b>61</b>	<b>26</b>
<b>Involves young people when making decisions</b>	5	29	45	12	10	<b>34</b>	<b>56</b>
<b>Listens to the concerns of young people</b>	9	37	31	7	16	<b>46</b>	<b>38</b>
<b>Resolves problems when asked</b>	6	37	29	4	24	<b>43</b>	<b>33</b>

ENGAGEMENT AND EMOTIONAL HEALTH
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YP7 In the last four weeks, have you participated in any group activity led by an adult outside school lessons (such as a sports, arts or youth group)? SINGLE CODE ONLY

Yes	43
No	57
Don't know	-

YP8 Which of these, if any, have you visited in the last four weeks? IF RESPONDENT ATTENDS SCHOOL READ OUT: Please do not count anything that is part of school lessons.

**OUTDOOR AND SPORTS ACTIVITIES**

A local park or playground	69
A sports club or class (where I've done sport, not just watched it)	33

**CLUBS AND GROUPS**

A youth club or youth group with organised activities run by adults	30
A faith or community group (e.g. religious meeting or service)	21
A youth centre to meet friends (with few or no organised activities)	12
A charity or local voluntary group (e.g. to do some organised volunteering)	9

**ENTERTAINMENT AND THE ARTS**

Music group or lesson	18
An art, craft, dance, drama, film/video-making group or class	9
None of these	9
Other – please specify	-
Don't know	-

YP9 Which of the following activities have you ever done, would consider doing in the future, or would not consider doing?

	I am doing this/I have done this already	I might do this in the future	I don't think I would ever do this	Don't know
<b>Being a member of a school/college/university council</b>	27	47	24	2
<b>Writing to your local councillor about a local issue</b>	3	60	33	3
<b>Voting in an election</b>	13	76	9	3
<b>Doing voluntary work like helping a local charity or sponsored events</b>	21	65	11	2
<b>Campaigning – like going on a march, protest or signing a petition</b>	12	50	30	8

YP10 I am now going to read out a list of statements. For each one, please just read out the letter that applies.

	True	Neither true nor not true	False	Don't know
I have one or more good friends	91	6	2	-
When I'm worried about something I can talk to my mum or dad	81	13	6	*
When I'm worried about something I can talk to my friends	84	10	6	-
When I'm worried about something I can talk to an adult who isn't my mum or dad	65	12	23	1
ASK 16+ YEARS ONLY I have experienced using drugs	30	69	-	1
ASK 16+ YEARS ONLY I have experienced using alcohol	60	40	-	-
ASK 16+ YEARS ONLY I have smoked cigarettes	51	49	-	-

**THE ECONOMY**

YP11 Compared to this time last year, do you feel that you and your family are financially ...?

Better off	15
About the same	41
Worse off	22
Don't know	23

**COMMUNITY SAFETY**

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

	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	A problem	Not a problem
Noisy neighbours or loud parties	6	14	42	38	20	80
Teenagers hanging around on the streets	10	24	41	25	34	66
Rubbish or litter lying around	11	33	36	20	44	56
Vandalism, graffiti and other deliberate damage to property or vehicles	12	28	34	26	40	60
People using or dealing drugs	24	17	36	23	41	59
People being drunk or rowdy in public places	14	28	41	17	42	58
Abandoned or burnt out cars	6	8	25	60	15	85

YP13 **How often, if at all, have you been bullied in the last 12 months...? Please just read out the letter that applies.**  
 -  
 YP14

		Never	Once or more in the last year	Once or more in the last four weeks	About once a week	Most days	Don't know
YP13	<b>At school</b>	73	21	2	-	4	-
YP14	<b>Somewhere else (including your journey to and from school)</b>	79	16	2	-	2	-

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

Most days	-
About once a week	3
Once or more in the last four weeks	-
Once or more in the last year	4
Never	92
Don't know	-

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

Begging	51
Street drinking	36
Owners of aggressive/violent dogs	27
Assault	20
Vandalism	20
None of these	20
Drug dealing	19
Robbery	14
Hate crime, like racist abuse	12
Knife and gun crime	12
Community tensions	6
Burglary	5
Car crime like theft or vandalism	5
Other (please specify)	1
Don't know	-

#### COMMUNICATIONS

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

Keeps us very well informed	6
Keeps us fairly well informed	45
Gives us only a limited amount of information	24
Doesn't tell us much at all about what it does	8
Don't know	17
<b>Informed</b>	<b>51</b>
<b>Uninformed</b>	<b>32</b>

YP18 **Have you visited the Young Lambeth website in the last 12 months? This is what the website looks like.**

Yes	8
No	92
Don't know	1

YP19 **What kind of information, if any, would you like to see displayed on the Young Lambeth website? Please just read out the letters that apply.**

Things to do in the holidays	62
Which after-school activities and events are available	43
Summer university courses	42
Play facilities	38
How to contact the council	27
Contact details for local organisations or venue details	26
Information on the Youth Council/Youth Mayor	24
Information or advice on services	22
Don't know	6
None of these	4
I would not use it	3
Other – please specify	-

YP20 **Over the past three months (since Christmas), do you think you have experienced any discrimination? This is where you may have been treated worse because of your age, the colour of your skin or something else about you? Please just read out the letter that applies.**

Yes	14
No	86
Don't know	-

YP21 **can you tell me who treated you differently? Please just read out the letters that apply.**

	N
Staff in shops or leisure and sports facilities	5
Other young people	5
Teacher(s) at school	4
The police	4
A person/people at work/employers	2
Lecturer(s) at college/university	1
Family member(s)	1
Other – please specify	-
Don't know	-

YP22 **Which of the following people, if any, did you tell when you felt that you were being discriminated against? Please just read out the letters that apply.**

	N
A parent	6
A relative (e.g. older brother or sister)	6
A friend	4
A teacher	2
The police	0
A social worker	0
A youth worker	0
No-one	-
Other (Please specify)	-
Don't know	-

YP23 SHOWCARD Q AGAIN (NR) **Which of the following people, if any, would you tell if you felt you were being discriminated against? Please just read out the letters that apply.**  
MULTICODE OK (APART FROM 'NO-ONE' AND 'DON'T KNOW')

A parent	74
A relative (e.g. older brother or sister)	26
A teacher	29
The police	20
A social worker	1
A youth worker	2
A friend	47
No-one	5
Other (Please specify)	-
Don't know	2

**DEMOGRAPHICS**

YP24 **Gender**

Male	51
Female	49

YP25 **Can I just double check your age?**

11 to 13	32
14 to 16	36
17 to 19	33
18 to 19	22

YP26 **Which year are you currently in at school/college?**

Year 5	-
Year 6	8
Year 7	10
Year 8	15
Year 9	14
Year 10	10
Year 11	15
Year 12	13
Year 13	13
Other (PLEASE SPECIFY)	2

YP27 SHOWCARD R (NR) **What do you hope to do when you leave school/college?**  
SINGLE CODE ONLY

Study to go to university	62
Study then get a job at 18	16
Don't know yet	9
Get an apprenticeship	5
Work for myself/run a business	5
Get a job at 16	2
Something else	1

YP28 Do you receive free school meals?

Yes	34
No	65
Don't know	2

YP29 Do you receive extra help at school from someone who is not your teacher?

Yes	27
No	73
Don't know	-

YP30 Please could you tell me which group on this card you consider you belong to? Please just read out the letter that applies. SINGLE CODE ONLY

<b>White:</b>	<b>39</b>
British	25
Irish	*
Other White - Portuguese	7
Other White - Polish	1
Other White - please specify	6
<b>Mixed:</b>	<b>12</b>
White and Black Caribbean	7
White and Black African	1
White and Asian	1
Other Mixed	2
<b>Asian:</b>	<b>3</b>
Indian	1
Pakistani	-
Bangladeshi	2
Other Asian	1
<b>Black:</b>	<b>42</b>
Caribbean	15
African Somali	3
Other African	19
Other Black background	5
<b>Chinese or other ethnic group:</b>	<b>5</b>
Chinese	-
Other ethnic group – please specify	5
Refused	-

YP31 What is your main language?

English	83
Portuguese	7
Polish	1
Spanish	3
Other – please specify	6

YP32 Which of these best describes your religion? Please just read out the letter that applies.

Christian	67
Muslim	11
Atheist	7
Buddhist	2
Hindu	-
Jewish	-
Sikh	-
Other – please specify	-
No religion	13
Prefer not to say/don't know	2

YP33 Do you consider yourself to be disabled or have a long term illness?

Yes, disabled	2
Yes, illness	3
No	95
Don't know	0

YP34 Do you regularly care for a member of your family, a friend or neighbour?

Yes	16
No	84
Don't know	0

YP35 Do you have access to the internet?

Yes	92
No	8
Don't know	-

YP36 And from where do you access it?

At home	92
At another person's home	10
At work	2
At school/college/university	73
At a library	23
Via my mobile phone	32
At an internet café	18
Other – please specify	-