

# Assessing Lambeth's performance

Results of the Place Survey 2008/09 for Lambeth Council and partners

June 2009



**Please note** that the findings presented in this report are based on provisional data provided by the Audit Commission in February 2009. The final data published by the department for Communities and Local Government in June 2009 are based on a revised weighting scheme subsequently released.

Although these results are therefore preliminary, they do give a good indication of possible results and trends.



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# **Summary of key findings**

## A) Summary

The focus of the Place Survey is on multiple agencies shaping better places for local residents together. With this in mind, residents in Lambeth are now more satisfied with their local area as a place to live than they were in 2006/07. One of the emerging themes from the Place Survey is the relationship between satisfaction with area, anti-social behaviour and crime; and therefore it is no surprise that a rise in satisfaction coincides with a broad reduction in perception of specific aspects of anti-social behaviour being a problem in Lambeth, most notably the *use and dealing of drugs*, which features in Lambeth's LAA.

However, for the first time, the Place Survey also identifies the extent to which local people think local police teams and other local public sector agencies are successfully dealing with and consulting on these issues. On both these counts Lambeth falls behind other inner London Borough alongside other measures of *feeling safe when outside*. Consequently, it is perhaps predictable that *crime* remains the area most in need of improvement in the eyes of local people - despite a significant reduction in the proportion of residents who think this is the case.

Another important relationship within measuring satisfaction with local area is between engagement, knowledge and influence; residents who are more engaged in the community, who feel more informed about public services or who feel able to influence local decisions are all more likely to feel satisfied with their local area and with the Council. Positively within Lambeth, residents are more likely than elsewhere in the UK to feel able to influence decisions and be involved in civic participation; yet there remains room for improvement, with two-thirds of residents feeling uninformed and unable to influence local decisions overall.

## B) Key findings

This report presents the findings from the 2008 Place Survey conducted by Ipsos MORI on behalf of Lambeth First, the local strategic partnership in Lambeth.

The survey was conducted via a postal self-completion approach, as prescribed by the Audit Commission and the Department of Communities and Local Government. Fieldwork was carried out from 9<sup>th</sup> October to 19<sup>th</sup> December 2008. A total of 1,781 responses were achieved and data has been weighted to ensure results are reflective of the wider population in Lambeth and to account for non-response bias.

### About the local area

Residents in Lambeth are broadly satisfied with their local area as a place to live (**National Indicator 5**). More than seven in ten residents are satisfied, representing an increase from less than two in three satisfied residents in the 2006/07 BVPI survey (from 64% in 2006/07 to 73% in 2008/9). Despite the increase, residents are less satisfied than the average inner London resident and national resident according to the Ipsos MORI national average, where around four in five residents are satisfied (73% compared to 79% and 78% respectively).

Satisfaction with a resident's locality increases further when considering their home rather than local area. four in five Lambeth residents are satisfied with their home as a place to live. Although below the Ipsos MORI national average, it is broadly in line with other inner London Boroughs (80% compared to 87% and 82% respectively).

**NI 138** considers the level of satisfaction among those aged 65 or over with both their home and local area as a place to live. For this measure, more than seven in ten Lambeth residents aged 65+ are satisfied with both aspects of locality (73%); however in line with the above comparisons, this remains below both the inner London and national Ipsos MORI averages (79% and 82%).

When thinking about their local area, Lambeth residents consider *crime* to be the most important aspect in making somewhere a good place to live (64%) and as the area most in need of improvement locally (49%). Although it remains the most important area for improvement, there has been a significant fall in the proportion of residents who see it as such - from around three in five in 2006/07 to less than half in 2008/09

(from 58% to 49%) – this continues a trend from 2003/04 where two in three residents (67%) believed crime to be the most important area for improvement. Other areas perceived as the most in need of improvement are *traffic congestion* and *activities for teenagers* (both 35%).

## Community Safety

More than four in five Lambeth residents feel safe when outside during the day (84%), although this reduces by more than half to two in five who feel safe when outside after dark (41%). Compared to other inner London residents, those living in Lambeth are less likely to feel safe (41% to 49%); similarly at a national level, residents are more likely than Lambeth residents to feel safe after dark (41% Lambeth vs 49% Ipsos MORI national average).

This could in part be due to the finding that Lambeth residents are less likely than those elsewhere in inner London to feel that police and other local services are successfully dealing with crime and anti-social behaviour (25% agree vs 30%). As one of Lambeth's local area agreements, **NI 21** is broadly in line with the Ipsos MORI national average (27%). Similarly, residents in Lambeth are less likely to feel consulted on these issues (**NI 27**) than other inner London residents and the Ipsos MORI national average (23% agree in Lambeth compared to 28% and 26% respectively).

Through combining perceptions of all seven strands of anti-social behaviour, the Place Survey allows for an all-encompassing measurement of ASB (**NI 17**). In line with comparisons related to **NI 21** above, overall, residents in Lambeth are marginally more likely to have a high perception of ASB in their local area than others in inner London - three in ten Lambeth residents have a high perception of ASB compared to around one in four across inner London Boroughs (29% vs 26%). The difference is more distinct at a national level where on average around one in five have a high perception of ASB (29% to 22%).

However on a positive note, ASB is now considered to be considerably less of an issue for all ASB strands with the exception of *drunk and disorderly behaviour* (**NI 41**), where just under two in five continue to see it as a problem in their local area (from 38% in 2007/08 to 36% in 2008/09). Most notably, the proportion of residents who perceive *the use or dealing of drugs* as a problem – a Lambeth Local Area Agreement target – has experienced a significant decline from more than three in five residents in 2006/07

to less than half in 2008/09 (from 63% to 48%); as has *teenagers hanging around streets* (from 62% to 49%). For the most part, Lambeth residents' perceptions of ASB are in line with those in other London Boroughs; except for *the use or dealing of drugs* (48% see it as a problem compared to 37%) and *noisy neighbours* (34% to 20%).

## Community Cohesion

Within assessing perceptions of 'place', the Place Survey also provides an indication of the extent to which local communities are cohesive.

Residents in Lambeth generally feel that people from different backgrounds get on well together (**NI 1**); more than three in four residents feel this is the case, a small decline from the four in five residents who believed this was the case in 2006/07 (from 81% in 2006/07 to 77% 2008/09<sup>1</sup>); however, current findings are broadly in line with measures of community cohesion across other inner London Boroughs and the Ipsos MORI national average (77% to 78%).

Aside from measuring how well people get on with each other, the Place Survey also considers how strongly people feel they belong to their local neighbourhood (**NI 2**). Within Lambeth the extent to which residents feel they strongly belong is evenly split (49% strongly belong to 50% not strongly/not at all). However residents are more likely to feel that they *do not at all belong* to their local neighbourhood than to feel they *very strongly feel they belong* (18% to 11%). Although this is broadly in line with the sense of belonging among inner London Boroughs (51%), on average, residents nationally are more likely than those in Lambeth to feel they strongly belong to their immediate neighbourhood (Ipsos MORI national average 58%).

For **NI 23**, four in nine residents perceive there to be a problem with people not treating each other with respect and consideration. This represents a significant shift from 2006/07 where three in five residents perceived this to be a problem (from 61% 2006/07 down to 45%); however it remains higher than the proportion of inner London residents and Ipsos MORI national average who perceive this to be a problem in their local area (45% in Lambeth compared to 38% inner London and 34% Ipsos MORI

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<sup>1</sup> The 2006/07 figure has been adjusted to take into account the difference in response options. In the 2006/07 there were two extra responses available to respondents: 1) 'Too few people in local area' and 2) 'All the same background'. As neither of these options were given to respondents in 2008/09 Place survey, they have been removed from the valid base in the calculation of the 2006/07 "% who agree"

average). Residents are less positive about **NI 2** –less than one in four believe that parents take enough responsibility for the actions of their children (23%), which is notably lower than the inner London average (30%) and the Ipsos MORI national average (29%).

## Helping out and getting involved

Another Local Area Agreement target for Lambeth is civic participation (**NI 3**) which measures citizen involvement in making decisions. One in five Lambeth residents have taken part in an activity that has affected their local area in the last 12 months<sup>2</sup> (20.3%). Although this is in line with other inner London Boroughs (19.6%) residents in Lambeth are more likely to be involved in a form of civic participation than those living in outer London Boroughs and than the Ipsos MORI national average (15.5% and 14.7% respectively). Of the activities listed, residents are most likely to have been a member of a tenants group (nine per cent).

In contrast, Lambeth residents are less likely to have been involved in formal unpaid volunteering (**NI 6**). For this measure, Lambeth achieves a score of 18.3%, which compares unfavourably to the inner London and Ipsos MORI national averages (20.5% and 22.4%)<sup>3</sup>.

## Local decision making

The Place Survey considers the perception and willingness to be involved in local decision making. Lambeth residents generally feel unable to influence decisions affecting their local area, with two in three believing this to be the case and just one in three believing that they can influence decisions (65% to 35%). A score of 35 for **NI 4** shows a fall from 2006/07 where two in five residents felt they could influence local decisions (from 40% 2006/07 to 35%). However, this still remains broadly in line with the inner London average (35% to 37%) and is significantly higher than the Ipsos MORI national average where three in ten residents believe they have the ability to influence decisions (30%).

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<sup>2</sup> The range of activities included: being a local councillor, being a member of a tenants group decision making committee; being a member of a group a) making decisions on local health or education services; b) set up to regenerate the local area; c) set up to tackle local crime problems; d) making decisions on local services for young people; or being a member of another group making decisions on services in the local community

When asked if they would like to be more involved in local decision making, one third of Lambeth residents would like to be involved unconditionally, and a further three in five cited that it would depend on the issue (33% yes; 59% depends on issue). Again, although this is in line with the inner London average, residents in Lambeth are more likely to want to be involved than the Ipsos MORI national average (33% Lambeth and inner London, compared to 28%). Although residents are now less likely to want to be involved in decision making compared to 2006/07 (from 40% to 33%), this could perhaps be in part explained by a change in the wording of the question which removes the focus on Council decisions.<sup>4</sup>

## Information provision

In relation to perceptions of local decision making, Lambeth residents are also generally likely to feel uninformed. Although nine in ten residents feel informed about where to register and vote (89%), two in three residents feel not well informed overall – higher on average than across other inner London Boroughs where just three in five feel uninformed (65% vs 60%). Although residents now feel more informed about how their council tax is spent (from 39% 2006/07 to 44%); residents are less likely to feel informed about how to get involved in local decision making (from 40% 2006/07 to 29%).<sup>5</sup>

**NI 137** considers the extent to which residents feel informed about what to do in the event of a large-scale emergency. Close to three in four residents do not feel well informed (73%); however the proportion of residents who feel well informed - one in seven – is in line with other inner London Boroughs and the Ipsos MORI average (14% compared to 13% and 15% respectively).

## Health

Positively, four in five Lambeth residents report that they are in good health, half of whom cite that they are in very good health (81% and 41% respective). This self reported measure of health **NI 119** is in line with other inner London Boroughs and

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<sup>3</sup> The measure excludes unpaid help given by individuals that is not formally organised, in which Lambeth residents are more likely to be involved than across London (16% compared to 12%).

<sup>4</sup> From “Generally speaking, would you like to be more involved in decisions your Council makes that affect your local area? In 2006/07 BVPI To “....more involve in the decisions that affect your local area?” in 2008/09 Place Survey

higher than the Ipsos MORI national average (81% compared to 82% and 76% respectively).

## Local public services

Residents' perceptions of public services in Lambeth are mixed. More than seven in ten residents feel that local public service treat all types of people fairly (72% agree). In line with this, two-thirds of residents feel that people are treated with respect and consideration by public services *all or most of the time* (**NI 140**) although Lambeth residents are less likely to feel this is the case than residents in other inner London Borough and across the country (64% compared to 69% and 70% respectively).

Residents are less positive about the extent to which local public services promote, or act on the concerns of local residents (45% and 44% respectively).

In considering the main health, fire and police services, residents are most satisfied with their local GP, with seven in ten who are satisfied (72%); three in five are satisfied with their local hospital (61%); and residents are least satisfied with their local dentist (42%).

## Council services

Measures of both overall satisfaction with the Council and value for money are lower than other inner London Boroughs. Overall satisfaction with the Council has fallen from four in nine in 2006/07 to two in five in 2008/09 (from 45% to 40%), although this remains higher than the level of satisfaction in 2003/04 where just a third of residents were satisfied (33%). In comparison, on average more than half of residents in other London Borough as satisfied with their local council (56%). Just less than three in ten residents perceive the Council to provide good value for money, which similarly compares unfavourably to other inner London Boroughs where on average more than two in five agree that their Council is cost effective (27% compared to 44%).

**NI 139** considers the extent to which older people are perceived to be getting the services they need. Residents in Lambeth are almost half as likely as those nationally to believe that this is the case (16% compared to 30%), although the difference is less distinct when compared to other inner London Boroughs (21%).

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<sup>5</sup> Although again, it should be noted that the question wording has changed from "What the

Residents are mostly satisfied with the environmental, cultural and recreational and transport services provided by Lambeth Council and its partners, although trends are mixed when compared to previous research findings. Most notably when considering satisfaction with *theatres and concert halls* where both satisfaction and dissatisfaction have increased since 2006 (satisfied 31% 2006/07 to 35%; dissatisfied 23% in 2006/07 to 32%).

Trends and comparisons in the frequency in which residents use Council services are also mixed, although there is a general correlation between increase in use and satisfaction compared to other inner London Boroughs: those services such as *sport and leisure facilities* and *libraries* which have seen a decline in frequency in which they are used compare unfavourably to satisfaction across inner London Boroughs; and those where usage has remained broadly the same, such as *museums and galleries* remain in line with satisfaction across other inner London Boroughs.

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Council spends its money on” to “How your council tax is spent”

## C) Key subgroups

Throughout the Place Survey, comparisons can be drawn across different subgroups in Lambeth, most notably by age, ethnicity, social status, and local area. This summary attempts to bring the differences together and highlight the key issues for particular groups.

### Older residents (aged 55+)

Older residents are generally more satisfied with their surroundings. They are more satisfied with their local area and their home as places to live, and with the overall service (just 20% dissatisfied to 29% overall) and value for money offered by Lambeth Council (*agree* value for money 40% of over 55's compared to 24% of those under 55). They are also the most likely to agree that that older people are able to get the support they need to continue to live at home as long as they want to (34% over the over 65's compared to 10% of those aged 18-34); which compliments a more general positive perception of public services – for example they are more likely to be satisfied with their local hospital (89% 65+ to 61% all ages), and to feel that they are treated with respect and consideration *all/most of the time* by local public services (72% 65+ to 64% overall).

Older residents are also more likely to feel part of their local community. More than four in five aged 55+ feel that people from different background get on well together compared to three-quarters of those below 55 (85% to 75%); and older residents are less likely to feel there is a problem with treating each other with a lack of respect and consideration (33% of those over 55 compared to 48% of those under 55). In considering ASB, older residents appear more positive: they are more likely to agree that the police and others are dealing with crime and ASB successfully (31% of those aged 55+ compared to 24% of the under 55's) and believe that four of the seven strands of ASB are less of a problem than their younger counterparts.

Furthermore, older residents also have a stronger sense of belonging to their immediate area and are more involved in the community at both an active and passive level. Seven in ten residents aged 65+ feel they strongly belong to their local area compared to just half of residents overall (69% to 49%); more than one in four take part in some form of civic participation (27.1% compared to 18.3% overall) and they are twice as likely as 18-34 year olds to feel informed about public services overall (53%

65+ to 25% 18-34). Finally, perception of residents' ability to influence decisions affecting their local area increases with age, which in turn correlates with a lesser desire to be involved in decision making (22% 65+ don't want to be involved compared to seven per cent of all residents).

### **Young adult residents (aged 18-34)**

Age often polarises attitudes towards 'place', where younger and older residents appear at the opposite ends of the spectrum for many aspects of life in the local community - for example two-thirds of residents aged 18-34 do not feel they belong to their immediate neighbourhood compared to under half of those aged 35-44 and just over a third of those aged 45+ (66% compare to 48% and 36% aged 45+).

Younger residents are also less likely to feel less engaged in local decisions and public services. Close to three-quarters feel unable to influence decisions compared to just over half of those aged 65+ (73% to 54%), and only a quarter of 18-34 year olds feel informed about local public services – less than any other age group (25% vs 35% overall). This is emphasised further when considering what to do in the event of a large scale emergency where just one in ten feel informed compared to a quarter of those aged 65+ (11% to 26%).

### **More affluent residents (owner occupiers, full-time workers, professionals)**

Affluent residents are more likely than those from socially deprived backgrounds to be satisfied with their home as a place to live (90% living in owner occupied accommodation compared to 63% in socially rented housing are satisfied); however outside the home, sense of belonging to their immediate area is mixed. Residents who are in full-time employment are less likely to feel they strongly belong to their community (44% to 56% non-full-time), yet according to MOSAIC groups, professional residents are more likely than successful singles to feel a sense of belonging (61% young professionals with families; 64% wealthy senior professionals; compared to 33% successful singles).

Affluent residents are less likely to feel they have the ability to influence decisions that affect their local area than those from more deprived backgrounds (30% of those in owner occupied accommodation to 48% of social tenants), and are less likely to feel

informed about local public services (35% owner occupiers to 43% social tenants; successful singles 74% uninformed compared to 65% overall)

These residents are also less likely to feel that Lambeth Council offers good value for money with almost half of those living in owner occupied accommodation believing this not to be the case compared to three in ten of those in socially rented accommodation (48% to 29%).

### **More deprived residents (Social tenants, available for work but unemployed, social tenants in deprived areas)**

When considering their immediate locality, residents from more deprived backgrounds are less satisfied with both their local area and home as places to live. Just one in seven of those in social tenancies are satisfied with their local area compare to more than four in five of those in private rent (69% to 82; furthermore *social tenants in deprived areas* - 61% satisfied - are less satisfied than all MOSAIC groups apart from those from *multicultural second generation families*); and three in ten residents who are *available for work but unemployed* are dissatisfied with their home compared to one in eleven in full time work (31% to nine per cent). With this in mind, deprived residents appear to have different concerns about what issues are in most need of improvement; for example those defined as *social renters in deprived areas* are more concerned than other MOSAIC groups about job prospects (23% to 13% all) and affordable decent housing (36% to 26% all), and are less concerned about traffic congestion (16% to 25% all).

Although these residents are more concerned about most aspects of ASB being a problem in their local area, they appear more likely to think that the police and their partners are successfully dealing with crime and ASB (31% social tenants to 22% in owner occupied accommodation), and in addition, to feel that local residents are being consulted and listened to on these issues (32% to 22% owner occupiers).

In considering the community, residents from more deprived backgrounds are more likely to *definitely agree* that people from different backgrounds get on well together (22% social tenants to eight per cent of owner occupiers) and to agree that parents take enough responsibility for their children's actions (31% social tenants to 20% owner occupiers). Despite this, the extent to which deprived residents feel they belong to their immediate neighbourhood is mixed. Although those not in full time work have a

greater sense of belonging than those in full-time employment (56% to 44%), residents who are available but unemployed do not feel a strong sense of belonging to their immediate neighbourhood – significantly more so than all other non full-time residents (65%).

Like older residents, those from more deprived backgrounds are more likely to feel they have the ability to influence local decisions and yet also more likely not to want to be involved in local decisions (14% of social tenants compared to six per cent of owner occupiers). Furthermore, these residents are more likely to feel informed both generally (43% social tenants to 35% owner occupiers and 23% private rent) and regarding specific issues such as *what standards of service to expect* from public services (44% to 29% owner occupiers and 22% private renters).

With this in mind, more deprived residents appear to be more positive about public services. They are more positive about all but one of the public service outcome statements, with the exception that they are working to *treat all types of people fairly* (67% to 73% owner occupiers and 75% private renters); this is supported by the notion that they are also more likely to feel that they are poorly treated by public services in terms of being treated with respect and consideration (12% of social tenants compared to seven per cent of owner occupied and eight per cent who rent privately, and social tenants in deprived areas 16% compared to eight per cent overall). This group is also more likely to feel that old residents are able to get the services and support they need to remain at home (25% to 14%).

### **Ethnic minority residents**

Ethnic minority residents continue to have a different perception of their local area to those from White backgrounds. In general, they are more likely than White residents to be *very satisfied* with their local area yet more dissatisfied with their home as a place to live – this is especially the case for residents of Black rather than Asian backgrounds (25% Black, 10% Asian and 9% White residents dissatisfied with home). Ethnic minority residents are more likely to feel a sense of belonging to their local area (58% strongly belong to 45% of White residents); which is complimented by considering that ethnic minority residents are more likely to be involved in some form of civic participation, to feel able to influence decisions affecting their local area (53% Black to 30% White residents), and more likely to feel informed about local public services (42% ethnic minorities to 32% White residents).

Although they are less confident that they are treated with respect and consideration by local public services (51% *all/most of the time* compared to 71% of White residents), Ethnic minority residents are generally more positive than White residents about public services. They are more likely to be satisfied with all the services provided by the health, police and fire services – especially the local hospital where close to three-quarters are satisfied compared to just more than half of White residents (73% to 55%) – more likely to feel that local public services are working to make the area safer, and cleaner and greener, and more likely to agree that the needs of older people are met (23% to 13%). These more positive perceptions could help to explain why ethnic minority residents are also more likely than White residents to feel that the Council provides good value for money (38% to 23%).

Although general perceptions of crime and ASB are more positive among ethnic minority residents, they are more concerned about specific aspects of ASB. Less than three in ten ethnic minority residents feel unsafe when outside after dark compared to more than two in five residents from White backgrounds (27% to 42%), and furthermore they are more likely to feel that ASB and crime is being dealt successfully (39% ethnic minority to 23% White residents) and that their views are being sought on these issues (35% to 20%). However, when considering specific aspects of anti-social behaviour, ethnic minorities are less positive: they are more likely than residents from White backgrounds to perceive *teenagers hanging around the streets* (58% to 46%), *the dealing and use of drugs* (55% to 46%), *drunk and disorderly behaviour* (43% to 33%) and *abandoned and burnt out cars* (16% to seven per cent) as problems in their local area.

### **Black Caribbean vs Black African residents**

As experienced in other Lambeth research, there are also specific differences between Black Caribbean and Black African residents, namely regarding ASB and engagement with the community. Residents from Black African backgrounds are more likely than those from Black Caribbean backgrounds to feel that ASB and crime are being dealt with successfully (42% to 29%) and that they are being consulted on these issues (47% to 30%). Black African residents are also more likely to believe that Lambeth is a place where people from different backgrounds get on well together (90% Black African to 76% Black Caribbean).

Residents of Black African background are more likely to be involved in some form of civic participation – especially decision making groups on youth services (12% to five per cent of Black Caribbean and three per cent of White residents) – and less likely to not be regularly involved in any formal volunteering (38% to 59% of Black Caribbean's). However it should also be noted that this difference in volunteering is not clear in the calculation for **NI 6**, which does not include the proportion of residents volunteering on an individual basis – Black African residents are significantly more likely than Black Caribbean residents to be involved in volunteering in this way (32% to 17%).

Finally, in considering public services, Black African residents are more likely to feel informed about local public services (49% to 42% Black Caribbean) and to feel that Lambeth Council provides value for money (50% to 29%).

## Clapham

Clapham residents are among the least likely to feel unsafe when outside after dark, with just two-thirds feeling unsafe compared to an average of two in five (33% vs 40%). Similarly, they are less likely to feel there is a problem with residents treating each other with a lack of respect and consideration, especially compared to residents in Brixton and Streatham (40% compared to 45% average and 51% in Brixton, 50% Streatham).

In respect of public services and the Council, residents living in Clapham are less likely to feel informed about public services (29% compared to 35% average and 41% in Streatham), and more likely to feel that Lambeth Council does not provide value for money (49% disagree compared to 40% average).

## Brixton

Residents from Brixton are the most positive about public services. Just less than three-quarters of Brixton residents feel that local public services are working to make the area safer, and cleaner and greener compared to less than two in three across Lambeth (73% vs 63% for both). In line with this, they are also the least likely to feel that the Council does not provide value for money – just three in ten believe this to be the case compared to an average of two in five (29% disagree vs 40%).

## Streatham

Streatham residents are among the most dissatisfied with their local area (68% to 73% overall), yet are the most satisfied with their home as places to live (83% to 80% overall). When considering their local area, Streatham is the only area where crime is not identified as the most important area in need of improvement; in its place, Streatham residents are most concerned about traffic congestion (62% compared to 35% overall).

Almost half of residents in Streatham feel unsafe when outside after dark (47% compared to 40% overall); perhaps a reflection of the finding that Streatham residents are the least likely to feel that crime and ASB is being dealt with successfully by the police and others (34% disagree compared to average of 28% and 20% in North Lambeth).

Perceptions relating directly to public services are mixed. Although Streatham has the highest proportion of residents who feel informed about local public services (41% informed compared to 35% average and 29% in Clapham) and who feel that old residents are supported in living at home for as long as they like (23% agree compared to 12% in Clapham), they are the least positive about the outcomes of public services, and are among the least satisfied with the Council. Just over half of Streatham residents believe public services are working to make the area safer compared to two-thirds of residents across the Borough (55% compared to 66% average), and just one in three residents are satisfied with the Council overall compared to two in five across Lambeth (33% to 40%).

## Stockwell

Residents in Stockwell are also among the least satisfied with their local area (67% to 73% overall), yet unlike Streatham they are also less likely to be satisfied with their home as a place to live (74% to 80% overall). Despite this, residents living in Stockwell are the most satisfied with how the Council runs things overall with close to half being satisfied, compared to just two in five satisfied across the Borough and close to one in three in Norwood and Streatham (47% satisfied compared to 40% overall, and 35% in Norwood and Streatham).

Again, Stockwell residents are more likely than the average Lambeth resident to feel unsafe when outside after dark (46% to 40%); which in turn could be explained by the high level of concern with ASB in Stockwell. Residents are twice as likely as those from Streatham to feel there is a problem with *noisy neighbours* (31% to 16%); more concerned about *teenagers hanging around streets* than Clapham and Norwood (58% to 41% and 40% respectively); and more concerned about *rubbish and litter lying around* (53% to 40% overall). Furthermore, Stockwell residents are the least likely to agree that parents take enough responsibility for their children, which just one in seven believing this to be the case compared to almost one in four residents overall (15% compared to 23%).

## Norwood

Although Norwood residents are more likely to feel unsafe when outside after dark (46% to 40% Lambeth average), they are also more likely to be positive about ASB. Two-thirds of Norwood residents perceive there not to be a problem with the *use or dealing of drugs* compared to just half across Lambeth (66% to 52%), and three-quarters perceive there is not a problem with their local area with *drunk and disorderly behaviour* compared to almost two-thirds of residents across the Borough (75% to 64%).

Norwood residents are less likely to feel informed about local public services than other parts of the Borough excluding Streatham (29% informed to 30% Streatham and 35% overall), which could perhaps in part explain why they are also among the least likely to be satisfied with the Council overall (35% compared to 40% overall and 47% in Stockwell). When considering improvements to their local area, Norwood residents are most likely than the Borough average to feel that *shopping facilities* and *sport and leisure facilities* are areas most in need of improve (shopping: 36% to 24%; and sports: 33% to 24%).

## North Lambeth

North Lambeth residents are more likely to feel safe when outside after dark than other parts of the Borough (just 29% feel unsafe compared to 40% overall); which complements the finding that they are also more likely to believe that crime and ASB is being dealt with successfully by the police and others (32% agree compared to 25% overall and just 20% in Streatham). When considering areas for improvement,

residents in North Lambeth are more likely to feel that affordable decent housing is one of the most important areas in need of improvement than anywhere else in the Borough (35% compared to 26% overall).

# Overview

## Introduction

This report sets out findings from the 2008/09 Place Survey conducted for Lambeth Council and its partners by the independent research agency Ipsos MORI.

The Place Survey is the new biennial statutory survey which all lower and upper tier local authorities in England are required to carry out. Together with the tenant satisfaction (STATUS) survey, it replaces the series suite of Best Value Performance Indicator (BVPI) user satisfaction surveys, which have been carried out since 2000<sup>6</sup>.

The findings from the Place Survey are important because they help the Council and its local partners on the local strategic partnership (LSP)<sup>7</sup> (including the police, fire and health services, and the voluntary and community sector) understand how they are performing in relation to each of the new citizen perspective indicators<sup>8</sup> prioritised by the government, and how residents' views have changed over time in relation to key local public service and quality of life issues.

This report sets out a summary of the key findings from the Place Survey, along with more detailed analysis which looks at how satisfaction and perceptions with quality of life in the local area have changed over time, and how they differ between different demographic groups in the Borough. It also draws on comparator data, where available, to understand how well the Borough is performing relative to other local areas.

In addition, the report provides technical details relating to the conduct of the survey, a consideration of response rates and the respondent (sample) profile.

Topline findings are attached as a 'marked up questionnaire' in the appendices, setting out the overall findings against each survey question. Full data tables are provided under separate cover. These tables provide a detailed analysis of the findings by a range of socio-demographic, and other relevant variables.

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<sup>6</sup> The BVPI surveys were carried out in 2000/01, 2003/04 and 2006/07.

<sup>7</sup> The Local Strategic Partnership (LSP) is a statutory partnership body that brings together organisations from the public, private, community and voluntary sector within a local authority area, with the objective of improving people's quality of life.

<sup>8</sup> The Place Survey collects 18 of the 198 national indicators prioritised by government. These indicators are common to all areas. Government requires local authorities and their partners to monitor all indicators in order to measure progress made in meeting key quality of life priorities.

## Background and context

Since the publication of the 2006 Local Government White Paper, *Strong and Prosperous Communities*<sup>9</sup>, there has been a new focus in the way local public sector agencies work and report performance. Improving outcomes for local people and places is now at the heart of local service provision, with a move away from the previous emphasis on processes, institutions and inputs.

The Place Survey plays an important role in trying to measure these improved outcomes. It replaces the BVPI surveys<sup>10</sup>, which focused much more on Council-specific issues and services. The Place Survey captures local people's views, experiences and perceptions, about the local area, rather than the Council specifically, so solutions for the Borough can reflect local opinions and preferences. It is also vital to track people's changing perceptions over time (by comparing results to previous waves of the BVPI General User Satisfaction Survey, which asked a number of the same questions), as a way of determining whether interventions made in an area result in the right outcomes for local people, for example, whether people feel happier and safer.

Importantly, results from the Place Survey will be used to measure 18 of the 'citizen perspective' indicators, which the government has charged local government and its partners to monitor and deliver on. These indicators are drawn from the government's new National Indicator Set<sup>11</sup>, which will measure how well the government's priorities, as set out in the Comprehensive Spending Review 2007, are being delivered at the local level over the next three years. They form an important part of the new, streamlined local performance framework (the Comprehensive Area Assessment) which will come into effect in April 2009. It is intended that the survey will be carried out every two years.

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<sup>9</sup> Strong and Prosperous Communities - The Local Government White Paper, October 2006, CLG

<sup>10</sup> The Place Survey and tenant satisfaction 'STATUS' survey were conducted in 2008/09 and replace the suite of BVPI surveys undertaken in previous years.

<sup>11</sup> Further information about the 198 indicators which form the National Indicator Set can be found at: <http://www.communities.gov.uk/documents/localgovernment/pdf/543055.pdf>. Details of the 18 citizen perspective indicators collected via the Place Survey can be found in the 2008/ 09 Communities and Local Government (CLG) Manual

Importantly, the Place Survey was carried out using a prescribed postal self-completion methodology – as were the BVPI surveys - to allow for robust comparison of data between local areas in England, and against previous BVPI survey data where relevant. Details of the approach are summarised in the next chapter, and detailed in Appendix 1.

## Interpreting the data

It should be remembered that a sample of residents, and not all residents living in the Lambeth, participated in the survey. Therefore, all results are subject to sampling tolerances, which means that not all differences are statistically significant. Crudely speaking, overall results are accurate to +/- 3 to 4 percentage points at the 95% confidence level, but this assumes a perfect random sample has been achieved (in practice, margins of error may be slightly larger). Further information on this, and a full guide to statistical reliability, is provided in Appendix 2.

In accordance with the Communities and Local Government (CLG) Place Survey guidance, the base for each question is “valid responses” or all those providing an answer. Those stating “don’t know” or who do not complete the question are excluded from some – but not all – of the calculations. The base size does, therefore, vary from question to question, depending on the extent of non response, and whether there was a requirement to remove don’t know responses. Where don’t knows *are* included in the base size this is illustrated on the charts.

Where percentages do not sum to 100, this may be due to computer rounding, the exclusion of “don’t know” categories, or multiple answers. Throughout the report, an asterisk (\*) denotes any value less than half a per cent, but greater than zero.

Throughout the questionnaire, local residents were asked to think about their local area when responding to questions. The local area is defined as the area within 15 to 20 minutes walking distance from the respondents’ home.

In order for the Lambeth Council and partners to understand how levels of satisfaction and perceptions about quality of life have changed in the Borough over time, data from the previous two waves of the BVPI General Survey have been included for comparative purposes (only where it is valid to compare). A similar methodology was

followed for the Place Survey as for the BVPI General User Satisfaction Survey, making comparisons between them relatively robust<sup>12</sup>.

The latest available national benchmarking data<sup>13</sup> have also been included in this report to help to set the findings in context and – in the absence of a national dataset for all the Place Surveys conducted in 2008/09 - support the local authority and its partners in judging how well it compares to other areas/ nationally. Such comparative data is for illustrative purposes only, and must be treated with caution due to the different data collection methodologies used (all used a face-to-face methodology rather than postal self-completion approach), and the different question wording in some instances (where this is the case it is explicitly stated in the main body of the report).

Where appropriate, an Ipsos MORI Place Survey average has been included for comparative purposes. This is effectively an average score for all those areas where Ipsos MORI conducted a Place Survey. Ipsos MORI surveyed 124 areas out of the 136 in which the survey was undertaken. These included a broad mix of district, unitary and metropolitan boroughs, so the Ipsos MORI (IM) average should provide a reasonably reflective picture of what is happening nationally. However, it is important to note that it does not represent the 'official' national average.

In order to inform more local analysis, participants were put into one of nine local areas based on the ward in which they lived. A breakdown of the areas by ward can be found in Appendix 3.

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<sup>12</sup> A small cautionary note should be added when comparing data - due to the possible impact on people's responses to questions because of the change in questionnaire design and question ordering for the 2008/09 Place Survey, and the timing of fieldwork.

<sup>13</sup> National benchmarking data has been drawn from latest available figures from the following surveys:

- Survey of English Housing 2006/07. 17,506 face-to-face interviews with representative cross section of adult English population in the year to March 2007.
- Citizenship Survey 2007/08. Face-to-face survey of 8,804 adults in England, April 07 – March 08.
- British Crime Survey 2007/08. A continuous survey of adults in England and Wales. Findings based on 46,983 face-to-face interviews conducted between April 2007 and March 2008.
- Health Survey for England 2006. 14,157 face-to-face interviews in England conducted throughout the calendar year January to December 2006.

Using their postcodes, residents were also placed into one of seven MOSAIC subgroups that are most prevalent within Lambeth. A breakdown of the MOSAIC subgroups can also be found in Appendix 3.

Because Ipsos MORI carried out the Place Survey for all 33 London Boroughs, this report also provides an overall London 'score' for each question (i.e. an average score for all participating Boroughs, plus averages for inner and outer London Boroughs<sup>14</sup>). This allows Lambeth to see how well it is performing against its London neighbours.

Where net figures are discussed this is expressed in plus (+) or minus (-) and this either refers to the difference between opinions in the 2008 Place Survey and previous BVPI surveys, or the two most favourable ratings minus the two least favourable ratings.

## Acknowledgements

Ipsos MORI would like to thank the 1,761 residents in Lambeth who took part in the survey. We would also like to thank Mark Picksley from Lambeth Council for his help in getting the questionnaire into field and for his input throughout the survey process.

## Publication of data

As the London Borough of Lambeth has engaged Ipsos MORI to undertake an objective programme of research, it is important to protect the organisation's interests by ensuring that it is accurately reflected in any press release or publication of the findings. As part of our standard terms and conditions, the publication of the findings of this report is therefore subject to the advance approval of Ipsos MORI. Such approval will only be refused on the grounds of inaccuracy or misrepresentation.

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June 2009*

*Checked & Approved:*

*MAIN REPORT:*

*Gary Welch  
Steven Ginnis*

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<sup>14</sup> For a full list of councils used in comparisons, please see Appendix 4.

## Methodology for data collection

The methodology for the Place Survey was prescribed by CLG. In summary, the methodology was as follows:

- A postal self-completion methodology.
- The sampling frame used was the small-user Postcode Address File (PAF).
- Ipsos MORI selected a random sample off 7,100 addresses from the PAF file supplied by the Audit Commission in order to meet the 1,100 responses required.
- A prescribed questionnaire was used, comprising of a mix of questions previously asked on the BVPI General User Survey (to allow for performance tracking against previous waves of the BVPI surveys), new questions (to enable measurement of the 18 citizen perspective National indicators), plus a series of demographic questions.
- All questionnaires were distributed – and returned - through the UK Royal Mail postal system.
- Fieldwork for the survey took place between 9 October and 19 December 2008.

In order to promote a good response rate, a number of steps were taken:

- The questionnaire was branded with the logos of Lambeth First and Ipsos MORI, and contained a covering letter from Cllr Steve Reed, Chair of Lambeth First and Leader of the London Borough of Lambeth.
- Details of an Ipsos MORI helpdesk were provided.
- Participants were able to request a translated version of the questionnaire in an alternative language, or were given the opportunity to undertake the survey over the telephone with an Ipsos MORI translator. At the request of a resident, one successfully completed interview was conducted in Somali during fieldwork
- The covering letter also included information about a prize draw with a £1,000 London-wide first prize, and twenty runners up prizes of £20 High Street Vouchers each.
- In line with the guidance, two reminder mailings of the questionnaire were sent out to those residents who had yet to respond to the survey.

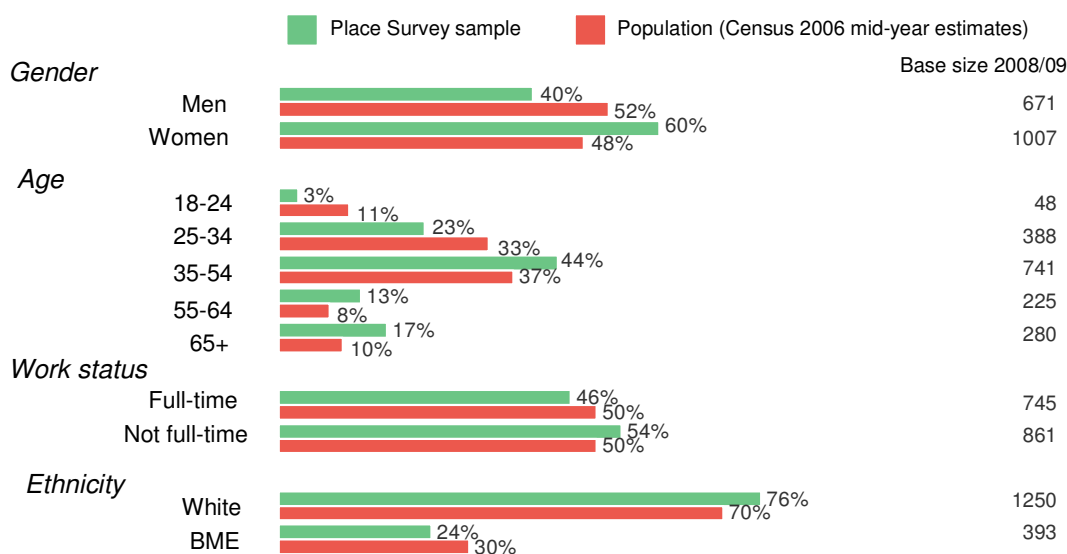
Comparing results of the Place Survey sample (unweighted) to updated Census estimates indicates that women, those aged 35 and over, those not in full-time work and White residents are more likely to respond to the survey, as the following chart illustrates<sup>15</sup>. This is typically found in a postal self-completion survey of this nature. The use of the Audit Commission Place Survey weighting procedure has adjusted for this non-response bias, so the overall sample profile is representative of the population of the local area.

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<sup>15</sup> Gender and age figures based on ONS 2006 Mid-Year Population Projections. More precisely, they are obtained by interpolating mid-way between the mid-2008 and mid-2009 Projections in order to derive estimates for the end of 2008. Ethnicity based on ONS 2006 Mid-Year Population Projections.

## Methodology: Sample Profile

### Sample Profile for Lambeth: Key demographics



Ipsos MORI Base: All valid responses. Source: Age, gender and ethnicity from 2006 Mid Year estimates. Work status from 2001 Census.



A maximum +/- 3 percentage points at the 95 per cent confidence level is required to calculate the national indicators collected in the Place Survey. With this in mind, CLG and the Audit Commission required each local area to achieve a minimum sample size of 1,100 completed Place Survey questionnaires.

The total number of returns collected for the survey was 1,761. This achieved sample size is based on the total number of respondents to the survey as a whole, and not the number of respondents to individual questions. This represents an adjusted response rate of 25%.

Response rates across London ranged from a high of 40% to a low of 23%. An unadjusted response rate of 25% in Lambeth is lower than the London Borough average and represents the joint third lowest response rate.

A full detailed approach to the methodology is attached in Appendix 1. Further guidance on statistical reliability is provided in Appendix 2.

# Methodology: Response Rate

1

## Response Rate across the London Councils Consortium (%)



## Key trends

### Progress against national indicators

Despite this being the first year of the Place Survey, a number of trends can be identified over time because a number of questions from the old BVPI surveys were incorporated into the Place Survey questionnaire. The following table identifies progress made against seven of the new national indicators collected through the Place Survey 2008/09 – drawing on comparator data from (up to) two previous waves of the BVPI General User Satisfaction Survey – three of which are in the Borough's Local Area Agreement (LAA) - NI4, NI5 and NI42.<sup>16</sup>

In comparison to 2006/07, residents in Lambeth are now more satisfied with their local area as a place to live (up from 64% to 73%). Residents are now less likely to feel they are able to influence decisions that affect their local area (from 40% to 35%); however in considering how residents interact with each other, views are mixed. Although the proportion of residents who feel people from different backgrounds get on well together has fallen (from 81% to 77%), residents now perceive treating each other with a lack of respect and consideration to be less of a problem (from 61% to 45%).

Furthermore in considering anti-social behaviour, residents are also less likely to perceive drunk or rowdy behaviour as a problem in their area compared to 2003/04 (from 58% in 2003/04 to 38% in 2006/07 and 36% in 2008/09); and the perception of the use or dealing of drugs as a problem has continued to fall to less than half (from 80% in 2003/04 to 63% 2006/07 and now 48% in 2008/09).

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<sup>16</sup> Please note that this comparator data should be treated with a small degree of caution, because of the possible impact the change in question ordering and structure of the Place Survey questionnaire.

National indicator	Definition	BVPI	BVPI	Place
		2003/04 (%)	2006/07 (%)	2008/09 (%)
NI1	% of people who believe people from different backgrounds get on well together in their local area		81	77
NI4	% of people who feel they can influence decisions in their locality		40	35
NI5	Overall/ general satisfaction with the local area		64	73
NI23	Perceptions of treating one another without respect and consideration as a problem		61	45
NI41	Perceptions of drunk or rowdy behaviour as a problem	58	38	36
NI42	Perceptions of drug use or drug dealing as a problem	80	63	48
<i>Source: Ipsos MORI</i>				

### Non national indicator trends

For many local authorities, the Place Survey remains an important tool through which to collect perceptions data and monitor performance around some of its key universal services, such as waste collection and recycling. The new place based approach to local area working means that the government no longer requires local authorities to formally measure or report its performance in these areas, but the collection of this data at the local level still remains a priority for many.

The following table illustrates Lambeth's performance over time in some of these key service areas – and against the old BVPIs from the previous performance assessment framework.

As we can see, although satisfaction with Lambeth Council has fallen slightly since 2006/07 (from 45% to 40%), it still remains higher than the level recorded in 2003/04 (40% compared with 33% in 2003/04). However, with specific reference to local public service, trends in satisfaction are mixed. Most notably, satisfaction among residents has risen from seven in ten in 2006/07 to more than three quarters of residents when considering local bus services (from 69% to 77%); in contrast, residents are less satisfied with cleanliness which has fallen from two-thirds to just three in five who are satisfied (from 67% to 60%) and with local tips, which has fallen from two-thirds to around three in five residents who are satisfied (from 67% to 62%)<sup>17</sup>. Satisfaction with public transport information, sports/leisure facilities, libraries, and museums and galleries has remained broadly the same over the last two years.

BVPI	Definition	BVPI	BVPI	Place
		2003/04 (%)	2006/07 (%)	2008/09 (%)
BV3	Overall satisfaction with council	33	45	40
BV89	Satisfaction with cleanliness	50	67	60
BV90A	Waste collection	68	81	78
BV90C	Waste disposal (local tips)	56	67	62
BV103	Satisfaction with public transport information	47	60	59
BV104	Satisfaction with local bus services	58	69	77
BV119A	Sports/leisure facilities	40	38	38
BV119B	Libraries	48	57	56
BV119C	Museums/galleries	25	32	34
BV119D	Theatres/concert halls	34	31	35
BV119E	Parks and open spaces	65	76	73
<i>Source: Ipsos MORI</i>				

Please note: some of the question wording differs between the Place Survey 2008/09 and previous waves of the BVPI survey/ BVPI definitions. This is commented upon further in the main body of the report.

<sup>17</sup> Please note that in the 2006/07 BVPI, the level of satisfaction with local tips only accounted for residents who had used the service in the last 12 months. Therefore to be able to provide a useful comparison, we have amended the 2008/09 figure accordingly to only include those residents who have used the service in the past 12 months.

## Comparing Lambeth to London

The following chart provides an overview of the Lambeth's performance against the 18 citizen perspective indicators, compared to all Inner London Boroughs. The NI score for the authority is listed in the orange circles down the middle. The deviation from the Inner London mean is displayed as a + or – figure, i.e. we can see that for NI 1, Lambeth's score is 76.7, which represents just less than a two percentage points difference from the Inner London average of 78.5, and illustrates that the authority is broadly performing in line with other Inner London Boroughs.

This deviation is placed to the right of the orange circles if the figure is above the Inner London average or to the left if below the Inner London average, and is also shaded green if the deviation represents a desired difference or in red if the deviation is not of benefit.

**Please note** that unlike the data contained elsewhere in the report, the data in this chart represents the newly weighted NI scores, as published by DCLG and the Audit Commission on 23<sup>rd</sup> June 2009.

# NIs: comparator scores

1

		NI Score	
NI1	% people who believe people from different backgrounds get on well together in local area	-1.8	76.7
NI2	% of people who feel they belong to their neighbourhood	-2.3	49.2
NI3	Civic participation in local area		20.5
			+0.4
NI4	% of people who feel they can influence decisions in locality	-2.4	34.7
NI5	Overall/ general satisfaction with local area	-6.8	72.7
NI6	Participation in regular volunteering	-2.2	18.5
NI17	Perceptions of anti-social behaviour		29.6
			+3.9
NI21	Dealing with local concerns about anti-social behaviour/crime issues by local council/police	-5.4	25.3
NI22	Perceptions of parents taking responsibility for behaviour of their children in area	-7.7	22.8
NI23	Perceptions that people in area do not treat one another with respect/ consideration is a problem		45.4
			+7.7
NI27	Understanding of local concerns about anti-social behaviour/crime issues by local council/police	-5.6	23.0
NI37	Awareness of civil protection arrangements in local area		14.3
			+1.2
NI41	Perceptions of drunk or rowdy behaviour as problem	-1.0	36.1
NI42	Perceptions of drug use or drug dealing as problem		48.1
			+10.5
NI119	Self-reported measure of people's overall health/ wellbeing	-0.9	80.9
NI138	Satisfaction with people over 65 with both home/ neighbourhood	-6.0	73.1
NI139	Extent to which older people receive support needed to live independently	-5.4	15.9
NI140	Fair treatment by local services	-5.2	64.4

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The NI score for the authority is listed in the orange circles. The deviation from the Inner London mean is displayed as a + or - figure. I.e. if you have -2.5 score in the left hand bar, this means your score is 2.5 percentage points below the Inner London average.



# 1. About the local area

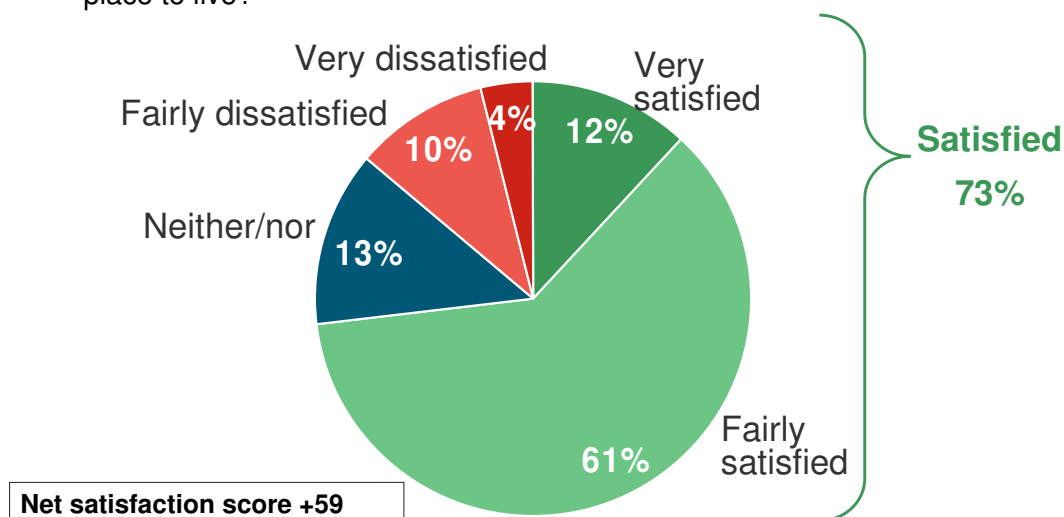
## General satisfaction with local area

With the new 'place based' focus on public service delivery, resident satisfaction with the local area is one of the key national indicators the government is seeking to measure (NI 5). It is also one of the national indicators in Lambeth's LAA. Residents were asked about their satisfaction with the local area – i.e. the area within a 15 to 20 minutes walk from their home.

More than seven in ten Lambeth residents are satisfied with their local area as a place to live (73%). Although residents are significantly more likely to be *fairly* than *very* satisfied (61% to 12%), just one in seven residents are dissatisfied (14%). For this measure, Lambeth achieves an NI score of 73, representing the percentage of residents who are *very* or *fairly* satisfied with their local area.

### General satisfaction with local area (NI 5)

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



Ipsos MORI Base: All valid responses (1732)



As outlined in the chart below, overall satisfaction with the local area has risen from just less than two-thirds of residents in 2006/07 to more than seven in ten residents in 2008/09 (64% to 73%). Although this is broadly in line with the proportion of residents satisfied with their local area across London as a whole, (73% compared with 75%), this compares unfavourably to the average of inner London boroughs and the overall Ipsos MORI national average where closer to four in five residents are satisfied (73% compared with 79% and 78% respectively).

## Satisfaction with local area (NI5): Contextual data

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



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Base: All valid responses 2008/09 (1732). \* National figures based on Survey of English Housing 2006/07. 17,506 face to face interviews with representative cross section of adult English population in the year to March 2007.

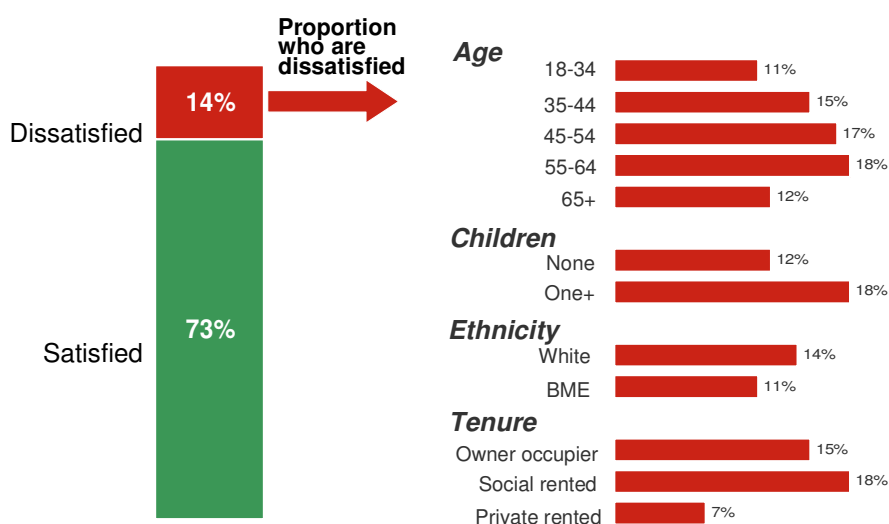


The extent to which residents are satisfied with their local area as a place to live differs by tenure and by living situation (as defined by MOSAIC subgroups). In line with the findings from 2006/07, residents living in privately rented accommodation are more satisfied with their local area; around just one in fourteen private tenants are dissatisfied with their local area compared to around one in seven of those living in owner occupied homes, and one in eight of social tenants (seven per cent compared with 15% and 18% respectively – in 2006/07 this was 12%, 19% and 24% dissatisfied respectively). Similarly, one in five residents defined as ‘social tenants in deprived areas’ are dissatisfied with their local area as a place to live (19%), significantly more than the proportion of ‘single house sharers;’ and wealthy senior professional (10% and nine per cent respectively).<sup>18</sup> Furthermore, residents who do not have any children in the household are more likely to be satisfied than those who live with children (76% compared with 67%).

Age and ethnicity are less significant, but nevertheless appear to influence satisfaction with the local area. Residents of Black origin are twice as likely as White residents to be *very satisfied* with their local area (20% compared with 10%); and those aged 65+ are also more likely to be *very satisfied* than their younger counterparts (17% compared to 11% of those aged below 44).

## Dissatisfaction with local area: Subgroup analysis

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



Ipsos MORI Base: All valid responses (1732); All valid responses who are dissatisfied with local area (257)



<sup>18</sup> Residents were added to one of seven categories drawing on MOSAIC data. Please see technical note for further details.

The level of satisfaction with the local area is also related to residents' perceptions of the Council, crime and safety, community cohesion and of public services.

Perceptions of Lambeth Council appears to have the closest relationship, with residents who are satisfied with the Council more than twice as likely to be satisfied with their local area as those who have negative perceptions of the Council (91% compared with 44%). Similarly, more than nine in ten of those who feel the Council provides value for money are satisfied with their local area compared to five in nine of those who disagree (92% compared with 55%).

In considering perceptions of community safety, residents are more likely to be satisfied with their area if they:

- Feel safe outside during the day (81% satisfied compared with 26% of those who feel unsafe);
- Feel safe outside after dark (89% satisfied compared with 56% of those who feel unsafe); or
- Feel that the police and other local services are successfully dealing with crime and ASB (86% satisfied compared with 58% of those who disagree).

Community cohesion is also important. Four in five residents who agree that people from different backgrounds get on well together or who have a strong sense of belonging to the neighbourhood are satisfied with their local area (80% for both), this compares to fewer than seven in ten residents who do not have a strong sense of belonging and fewer than five in ten of those who do not believe people from different backgrounds get on well (67% and 57% respectively).

Finally although less distinct, residents who feel uninformed about local services or believe they are unable to influence decisions are more likely to be dissatisfied with their local area as a place to live (17% compared to nine per cent; and 16% compared to 10% respectively).

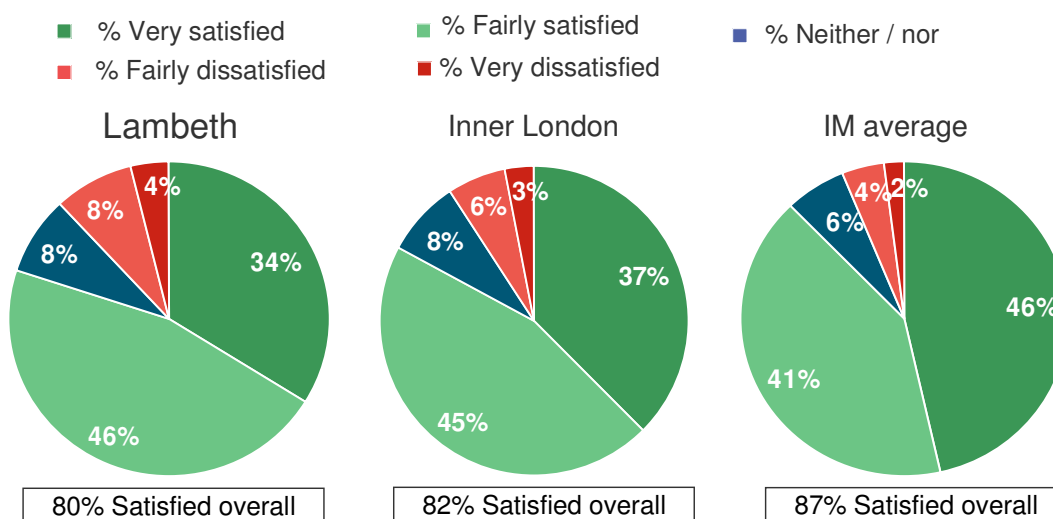
## Satisfaction with home

Residents were also asked about satisfaction with their home as a place to live.

Around a third of residents in Lambeth are *very satisfied* with their home as a place to live (34%), rising to four in five who are satisfied overall (80%); in contrast, around just one in eight residents are dissatisfied (12%). Although this represents a higher level of satisfaction than with residents' satisfaction with their local area, this remains broadly in line with the overall inner London average (80% compared with 82%), although, compares unfavourably to the overall Ipsos MORI national average - where approaching nine in ten residents are satisfied (80% compared with 87%).

### Satisfaction with home as place to live

Q How satisfied or dissatisfied are you with your home as a place to live?



Ipsos MORI

Base: All valid responses in Lambeth (1726)



However, not all demographic groups are as likely to be satisfied with their home as a place to live. In relation to age, residents over the age of 54 are more likely than their younger counterparts to be satisfied (85% satisfied compared with 80%).

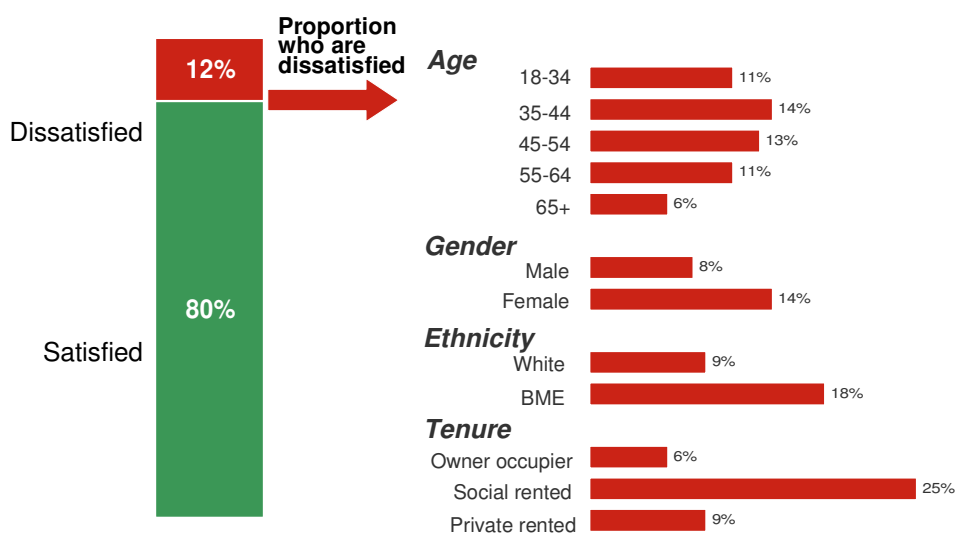
Furthermore, in considering demographic factors associated with dissatisfaction with their homes, ethnicity, gender, work status and MOSAIC group all appear to have an impact. Residents from ethnic minority backgrounds are twice more likely than those from White backgrounds to be dissatisfied with their home; this is particularly the case for Black residents of whom one in four are dissatisfied (25% compared with 10% of Asian residents; 18% ethnic minority compared with nine per cent of White residents).

Residents not in full-time employment are also more likely to be dissatisfied (14% compared with nine per cent of those in full time work), although this is particularly the case for sick/disabled residents or those who are available for work but currently unemployed (23% and 31% respectively).

Perhaps unsurprisingly, when considering tenure, one in four residents who live in socially rented accommodation are dissatisfied with their home, significantly more than those living in privately rented or owner occupied homes (25% compared with nine per cent and six per cent respectively). In contrast 'professional' residents are most likely to be satisfied, with more than nine in ten 'young professionals and families' and 'wealthy senior professionals' satisfied – significantly more so than all other groups (96% and 95% respectively compared with 80% overall).

## Dissatisfaction with home: Subgroup analysis

Q How satisfied or dissatisfied are you with your home as a place to live?



Ipsos MORI Base: All valid responses (1726); All valid responses who are dissatisfied with their home (200)

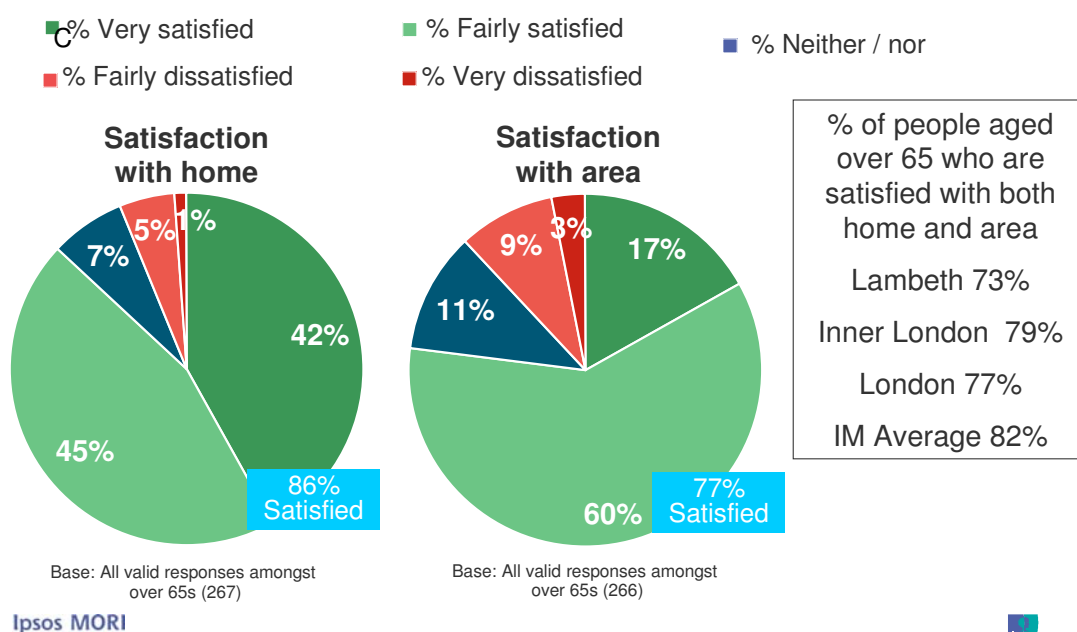


## Satisfaction of people aged over 65

An important priority for government is to understand the quality of life and the environment experienced by older people (aged over 65). NI 138 provides an overall assessment of this, by combining the satisfaction scores of residents aged over 65 with the local area and with their home. The following chart sets out how the over 65s in Lambeth view these issues, leading to an overall NI score of 73.

As identified above, older residents are generally more satisfied with their home *and* local area than younger residents; yet there is a clear distinction between the two aspects of residency. Residents aged 65+ are significantly more likely to be satisfied with their home and with their local area with two in five residents *very satisfied* with their home compared with just one in six who are *very satisfied* with their local area (42% compared with 17%). An NI score of 73 compares unfavourably to both inner London and Ipsos MORI national averages, where around four in five residents age 65+ are satisfied with both their home and local area (79% inner London; 82% IM average).

## Satisfaction of people over 65 with both home and neighbourhood (NI 138)



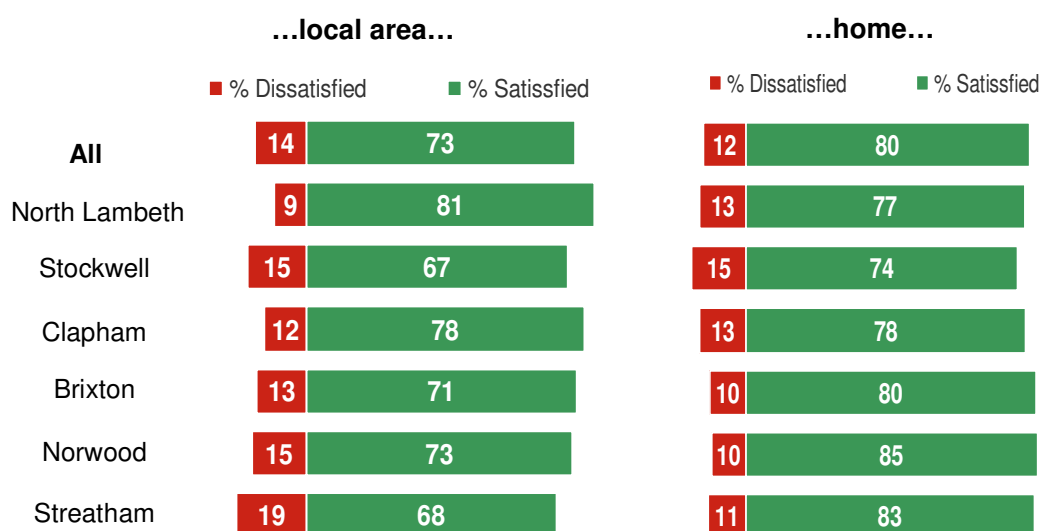
## Satisfaction with home and local area by local area

Satisfaction with residents' home and local area also differs by locality. One in five residents living in Streatham are dissatisfied with their local area as a place to live (19%); this is significantly higher than for North Lambeth residents, where less than one in ten are dissatisfied and around four in five are satisfied with their local area (nine per cent and 81% respectively). Furthermore North Lambeth also has the highest proportion of 65+ residents who are satisfied with both their local area and their home (88% compared to 73% overall).

Although variation between locations is not as great when considering satisfaction with residents' homes; there is not a direct correlation between the two aspects of residency. Although Streatham residents are among the most likely to be dissatisfied with their local area, more than four in five residents from Norwood and from Streatham are satisfied with their home – this is significantly more than those living in Stockwell where just three-quarters are satisfied with their homes (85% and 83% respectively compared with 74%).

## Satisfaction with local area/home: local area analysis

Q Overall, how satisfied or dissatisfied are you with your... as a place to live?



Ipsos MORI Base: All valid responses (1205)



### Priorities for the local area

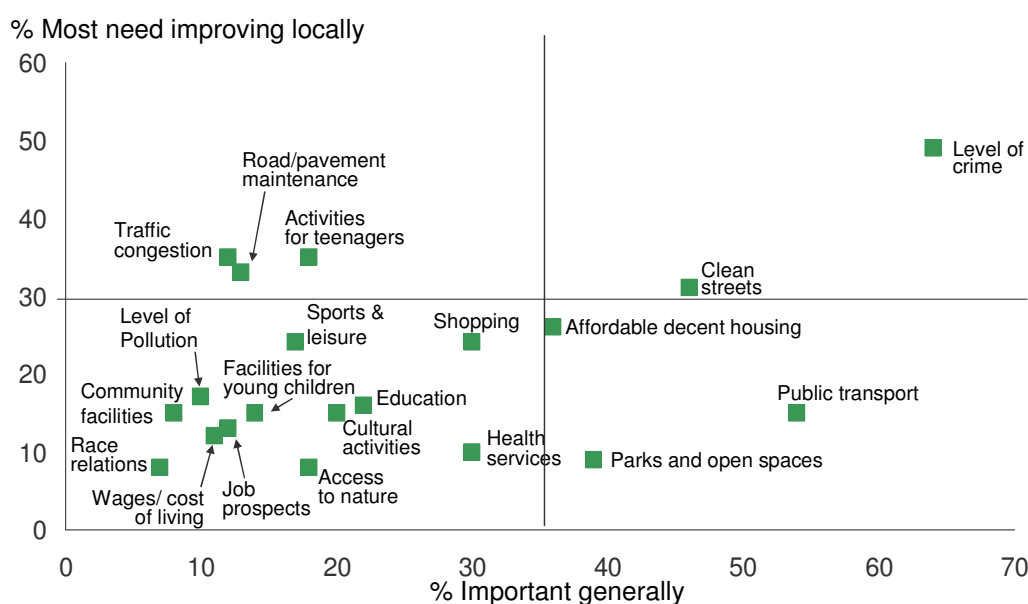
By looking at the following chart, we can compare what residents see as important in making somewhere a good place to live, and what they think needs improving most in their local area.

Any issues found the top right hand quadrant of the chart are viewed both as most important and most in need of improvement. As found often in many areas, clean streets and the level of crime reside in this quadrant, in which arguably any perceived improvements would have the greatest impact on residents' overall satisfaction with the area.

Those in the bottom right hand quadrant are among the most important issues but are less of a priority for improvement – public transport and parks and open spaces – indicating that, while seen as important, residents are more satisfied with the way in which these services are currently delivered.

Issues in the top left hand quadrant – activities for teenagers, road/pavement maintenance and traffic congestion – are of relatively lower importance to residents but are seen as in need of improvement. The number of issues in the bottom left hand quadrant are seen as less important generally and less in need of improvement. Although the majority of issues can be found in this quadrant, they should not be ignored as the chart only plots relative positions.

## Developing priorities for improving quality of life



Ipsos MORI Base: All valid responses

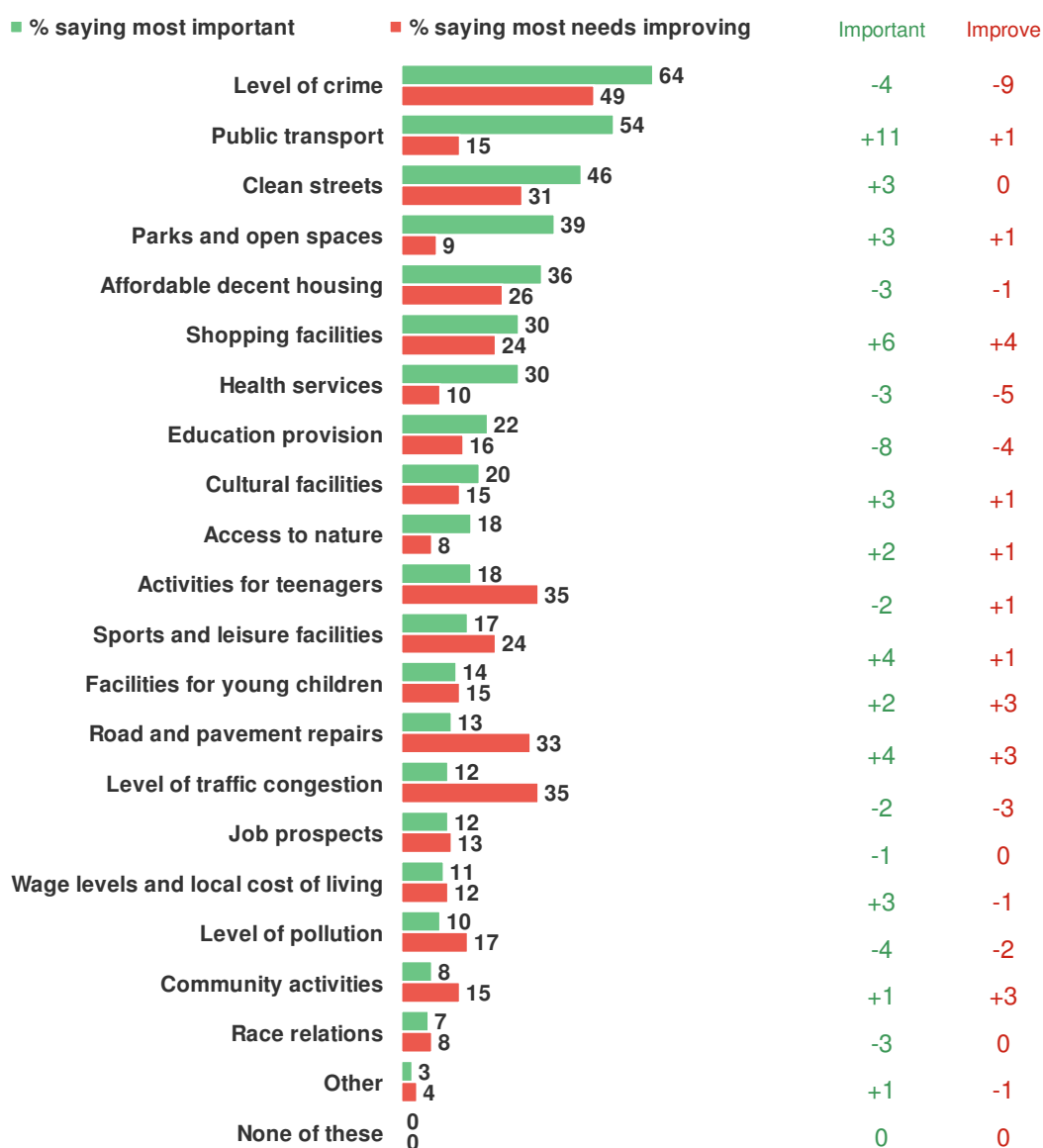


Consideration of the top five most *important generally* aspects of a local area suggests that Lambeth Council and its partners are generally succeeding in providing good services in the areas that residents feel are most important in making somewhere a good place to live. The second, third and fourth areas identified as the most in need of improvement (activities for teenagers, traffic congestion and road/pavement repairs) are outside the top ten services identified as the most important in making somewhere a good place to live. Furthermore, the level of crime (most important and most in need of improvement) has seen a significant reduction since 2006/07 in the proportion of

residents perceiving this as an area in need of improvement from three in five to under half (from 58% down to 49%).

## Things most important/ most need improving

Q Thinking generally, which of the following things would you say are most important in making somewhere a good place to live?  
...And which do you think most need improving? % Point Change from 2006/07



Ipsos MORI

Base Q1: All valid responses (1442)

Base Q2: All valid responses (1506)



For the most part, there appears to be little variation in the main areas of improvement required cited by Lambeth residents. However, in considering different local areas within Lambeth *the level of crime* appears at the top of residents' priority list in terms of needing improvement in all areas but Streatham, where more than three in five residents feel that traffic congestion is the most in need of improvement (62% compared to 35% overall). *Shopping facilities* and *sports and leisure facilities* are perceived by Norwood residents as in need of particular improvement (shopping: 36% compared to 24% across Lambeth; sports: 33% compared to 24% across Lambeth). Furthermore, residents living in North Lambeth are more likely to cite the provision of affordable decent housing as an area most in need of improvement than elsewhere in the borough (35% compared to 26% across Lambeth).

Residents identified as 'social tenants living in deprived areas' appear to have a slightly different perspective on what areas most need improving. They are more likely than any other MOSAIC group to be concerned with *job prospects* (23% compared to 13% overall) and with *affordable, decent housing* (36% compared to 26% overall), and appear less likely to consider *traffic congestion* as an area in need of improvement (16% to 35% overall). This likely reflects their personal circumstances.

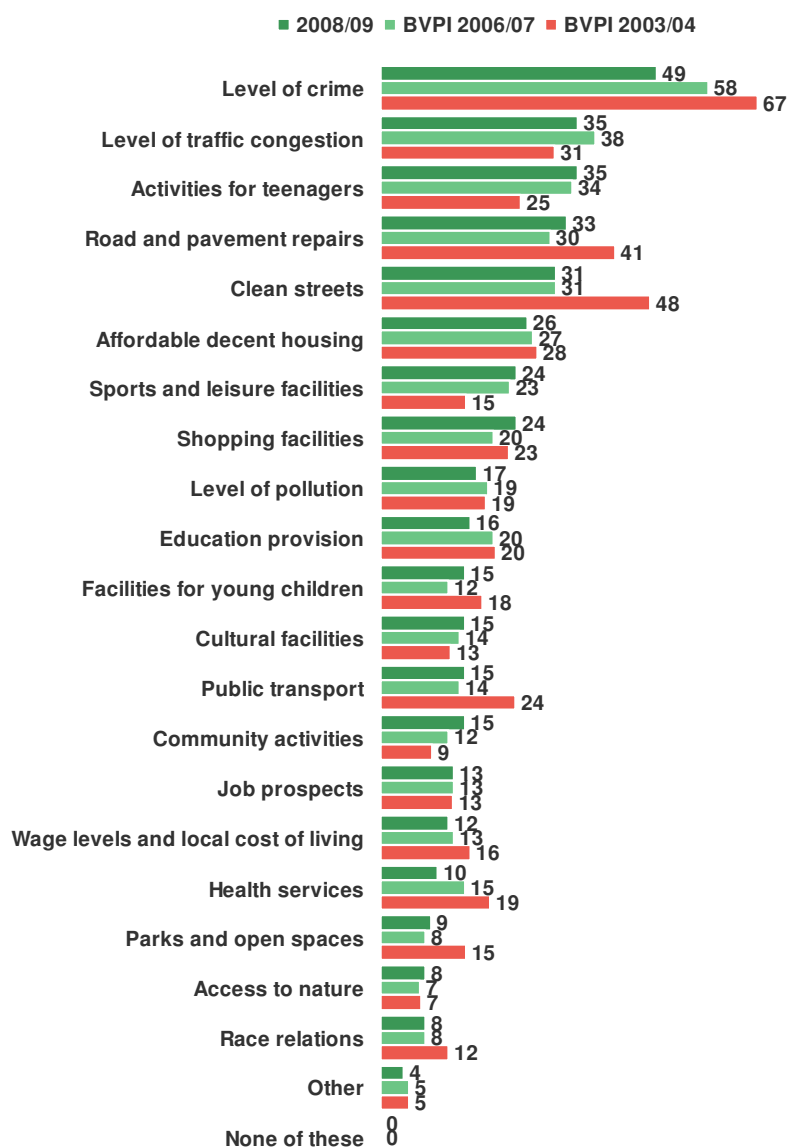
Looking at the following chart, we can see how Lambeth residents' priorities for improvement have changed since 2003/04.

As highlighted above, the most notable difference in perceived areas of improvement is in the level of crime. The number of residents who feel this is an area in need of improvement has continued to fall since 2003/04, at which point two-thirds of residents thought this to be the case (from 67% to 58% in 2006/07 and to 49% in 2008/09). Other key services have also witnessed a decline in the number of residents who believe they are most in need of improvement, namely health services (from 15% to 10%) and education provision (from 20% to 16%).

Perhaps against expectations in the current economic climate, concern regarding job prospects and wage levels/cost of living has remained stagnant since 2006/07 (Jobs 13% to 13%; wages 13% to 12%); furthermore it is shopping facilities which has received the most notable increase in the number of residents citing this as an area most in need of improvement over the last two years (from 20% in 2006/08 to 24% in 2008/09).

## Priorities for improvement and changes over time

Q Thinking about this local area, which of the things below, if any, do you think most need improving?



Ipsos MORI

Base: All valid responses 2008/09 (1506)



## 2. Community safety

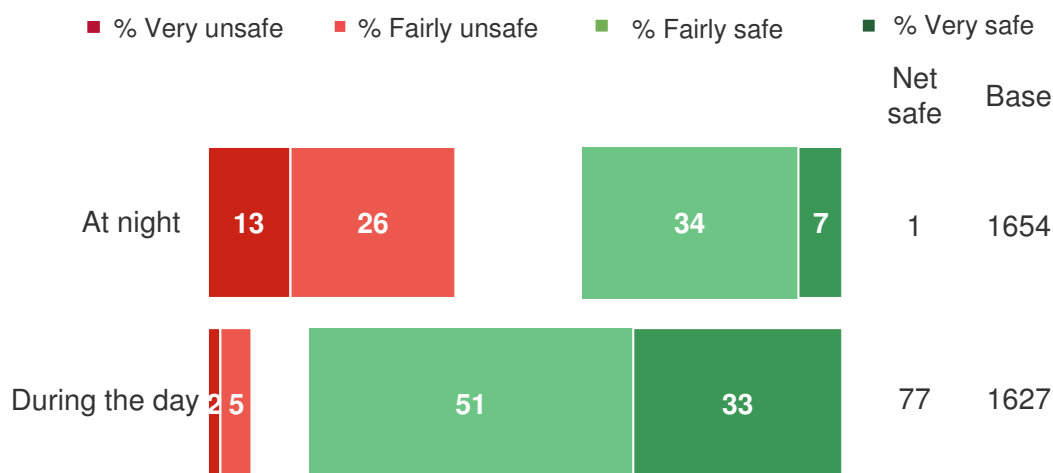
The new Place Survey seeks to build on the perceptions data collected through previous BVPI surveys, and asked a range of new questions which focus on the degree to which the police and other local public services work together to seek people's views about crime and anti-social behaviour, and the extent to which they are successfully dealing with the issues by working together.

### Safety in the local area

More than four in five residents feel safe outside during the day with just one in fourteen residents saying that this is not the case (84% safe compared to seven per cent unsafe). However the proportion of residents feeling safe reduces by more than half when asked to consider how safe they feel outside after dark. Residents are just as likely to feel safe as they are unsafe when outside after dark (41% safe compared with 40% unsafe), although residents are more likely to be *very unsafe* than *very safe*. (13% compared to seven per cent of those who are *very safe*).

### Safety in the local area

Q How safe or unsafe do you feel when outside in your local area...



Ipsos MORI Base: All valid responses



Comparisons with other authorities in regards to perceptions of safety are mixed. Although the extent to which residents feel safe during the day is in line with London Boroughs on average (84% compared with 85% safe during the day), Lambeth

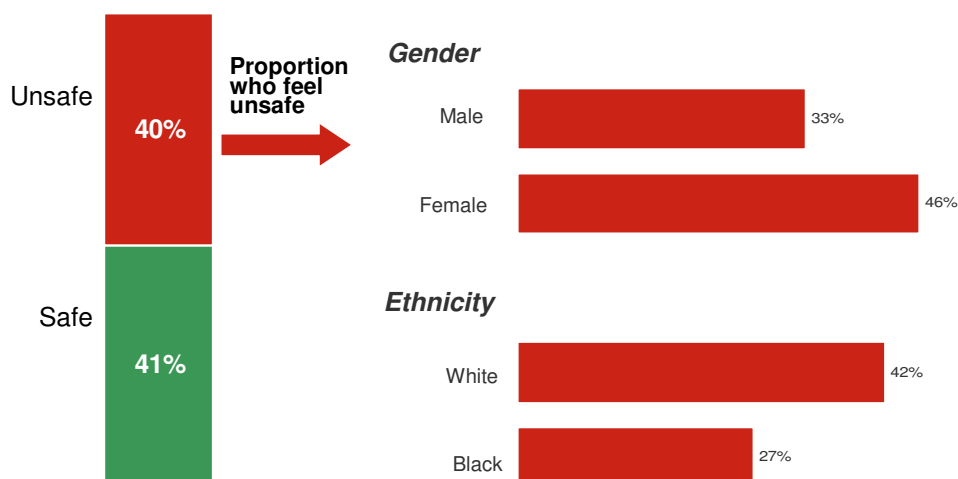
residents are marginally less likely to feel safe during the day than other inner London Boroughs (84% compared with 87%) and than the overall Ipsos MORI national average (84% compared with 87%). In considering safety at night, residents in Lambeth are more likely to feel unsafe than those in other inner London Boroughs and the overall Ipsos MORI national average where nearly a half of residents feel safe (41% compared with 49% for each).

As outlined in the chart below, tenure, gender and ethnicity are all related to perceptions of community safety. Female residents are more likely than male residents to feel unsafe when outside at night, with just under half feeling unsafe compared to a third of male residents (46% unsafe compared with 33%). Residents of White origin are also more likely to feel unsafe than those of Black origin (42% unsafe compared with 27%).

Locality is also important. Almost half of residents living in Streatham, Norwood and in Stockwell feel unsafe when outside after dark (47%, 44% and 46% respectively), significantly more so than North Lambeth and Clapham (29% and 34% unsafe).

## Safety in the local area: sub group analysis

Q How safe or unsafe do you feel when outside in your local area at night?



Ipsos MORI Base: All valid responses (1,654); All valid responses who feel unsafe in their local area at night (696)



Attitudinally, the extent to which residents feel safe when outside in their local area is also related to perceptions of crime and public services in general.

Most significantly, more than half of residents who believe that local services are dealing with anti-social behaviour and crime successfully feel safe in their area after dark - twice the proportion of those who disagree (55% to 27%). Similarly, those who feel informed about local public services are significantly more likely to feel safe (51% compared to 35% of those uninformed), as are those who believe that local public services in the borough act on the concern of residents (48% compared to 34% who disagree).

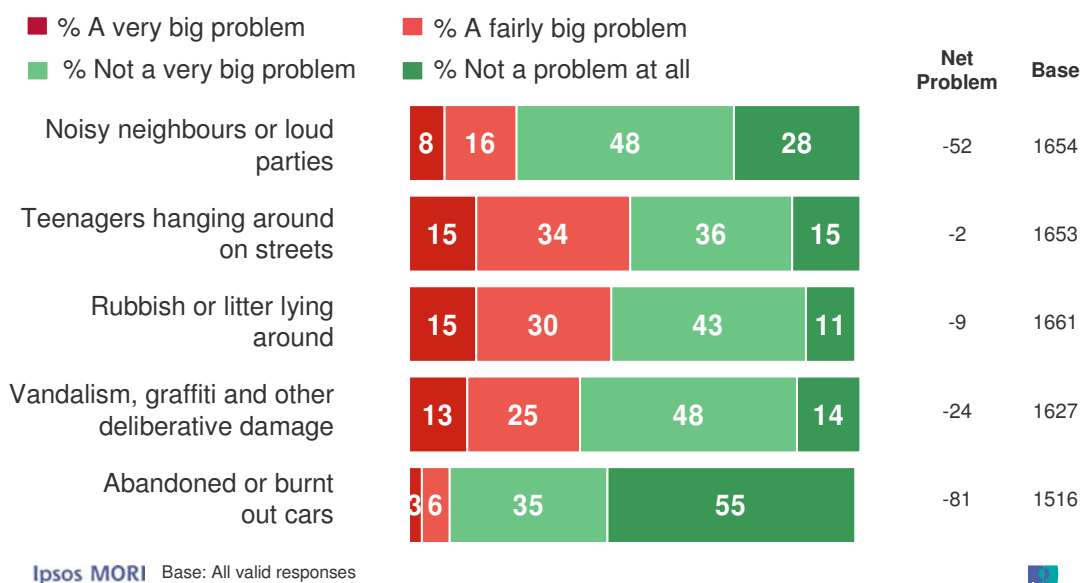
In considering community cohesion, residents who have a strong sense of belonging to their local area and believe that it is a place where people get on well together are significantly more likely to feel safe after dark (48% to 34%; and 48% to 24% respectively).

### Perceptions of anti-social behaviour

Perceptions of anti-social behaviour are mixed. Although residents in Lambeth believe *abandoned cars* are generally not a problem in the area (just 10% perceive this to be a problem); residents are more concerned about *teenagers hanging around on streets*, and *rubbish or litter lying around*, with closer to half of residents perceiving these to be very big problems (49% and 46% respectively). Around one in seven residents perceive these behaviours to be a *very big problem* in the area (both 15%).

## Perceptions of anti-social behaviour

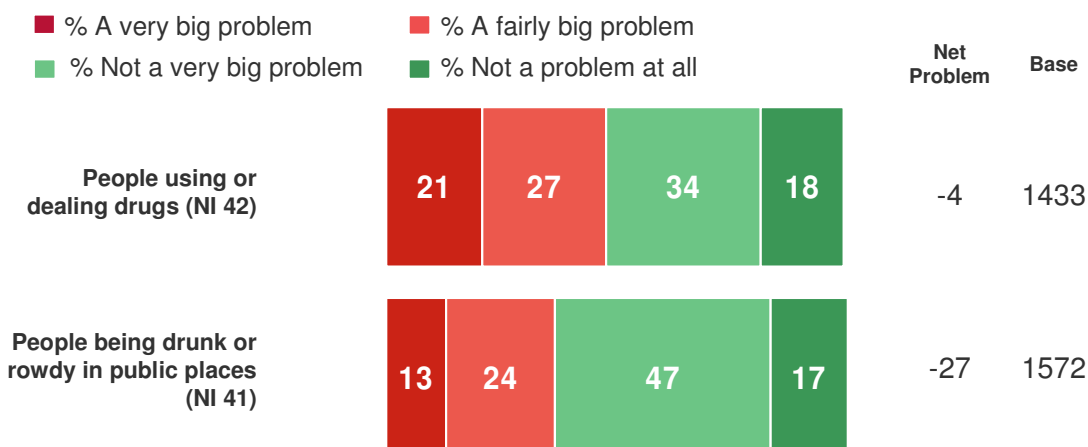
Q Thinking about this local area, how much of a problem do you think each of the following are...



More specifically within the various ASB strands considered, an important priority for government is the perceived prevalence of drunk and disorderly behaviour and the use or dealing of drugs. The latter is also one of the priorities within Lambeth's LAA. Of the two, residents are more concerned about the dealing and use of drugs, with residents are evenly split on the issue (48% say it is a big problem compared with 52% who say it is not a big problem). More than a third of residents perceive drunk and disorderly behaviour to be a problem in their local area (36%). A further one in six residents do not believe that there is a problem at all for either behaviour (drugs: 17%; drunk: 18%)

## Perceptions of anti-social behaviour: NI 41 and 42

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



Ipsos MORI Base: All valid responses

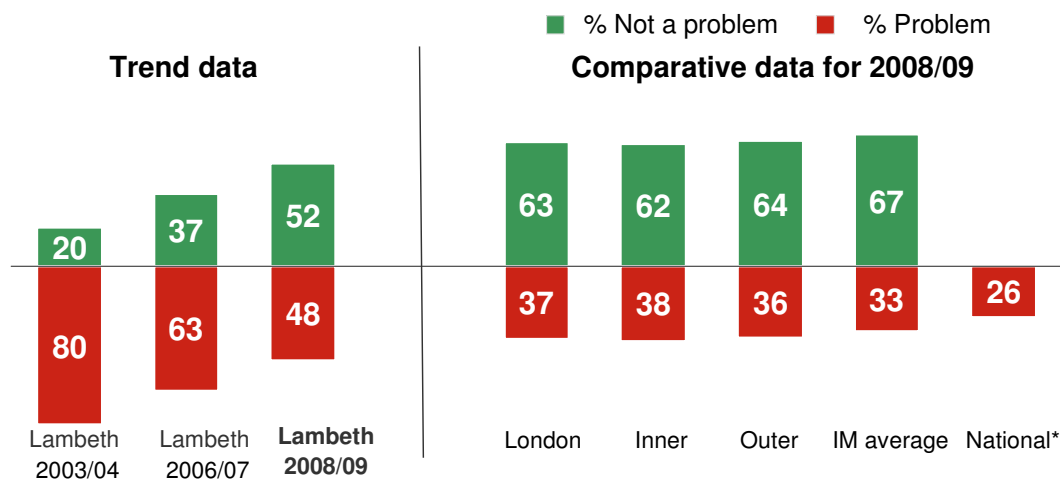


Although the proportion of Lambeth residents who perceive the dealing or use of drugs to be a big problem in their area compares unfavourably to London, inner London, and Ipsos MORI national averages, the 2008/09 findings mark a continued fall in the number citing this as an issue in their local area from four in five 2003/04, to three in five 2006/07 and less than five in ten in 2008/09 (from 80% to 63% to 43%). In contrast, there is a different trend in perceptions of drunk or rowdy behaviour as a problem, which is in line with London averages, yet has remained at broadly the same level as in 2006/07 (from 62% to 64% respectively).

## People using or dealing drugs (NI 42): Contextual data

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

### People using or dealing drugs



Ipsos MORI

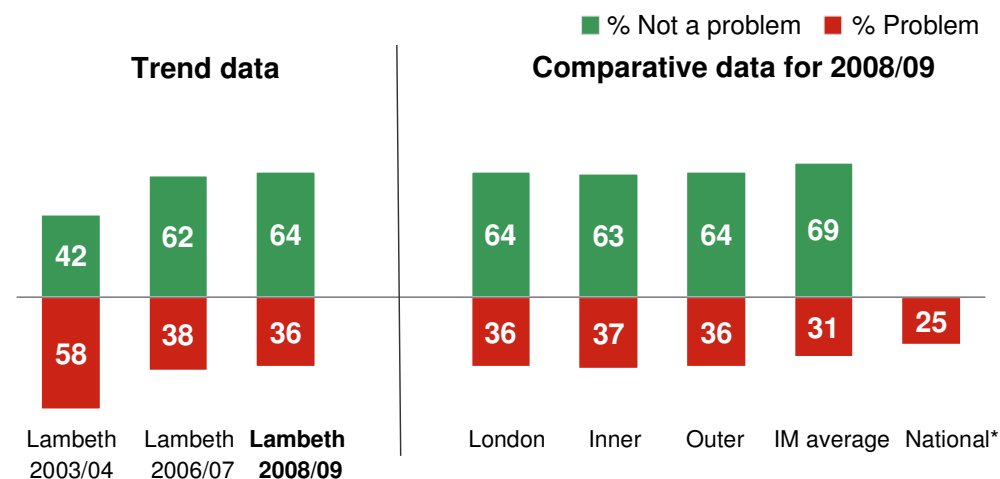
Base: All valid responses 2008/09 (1433). \* National figures based on British Crime Survey, a continuous survey of adults in England and Wales. Findings based on 46,983 face-to-face interviews conducted between April 2007 and March 2008. Figures only available for 'problem'.



## People being drunk or rowdy in public places (NI 41): Contextual data

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

### People being drunk or rowdy in public places



Ipsos MORI

Base: All valid responses 2008/09 (1572). \* National figures based on British Crime Survey, a continuous survey of adults in England and Wales. Findings based on 46,983 face-to-face interviews conducted between April 2007 and March 2008. Figures only available for 'problem'.



By combining perceptions across all seven strands of anti-social behaviour, the Place Survey allows for a measurement for assessing overall perceptions of ASB. The combined measure (NI 17) is calculated by allocating scores to the responses to the

question about the seven anti-social behaviours.<sup>19</sup> For this measure three in ten (29.7%) of residents in Lambeth have a high perception of anti-social behaviour. This is a marginally higher proportion when compared to the average across London Boroughs (26.6%) and inner London (26); however Lambeth residents are considerably more likely to have a high perception of ASB than the overall Ipsos MORI national average (22.1%).

## NI 17 Perceptions of anti-social behavior

NI 17 is the percentage of respondents who score a 'high perception' of ASB. I.e. those who score 11 or above when scores are allocated to their responses to each of the seven anti-social behaviours.\*

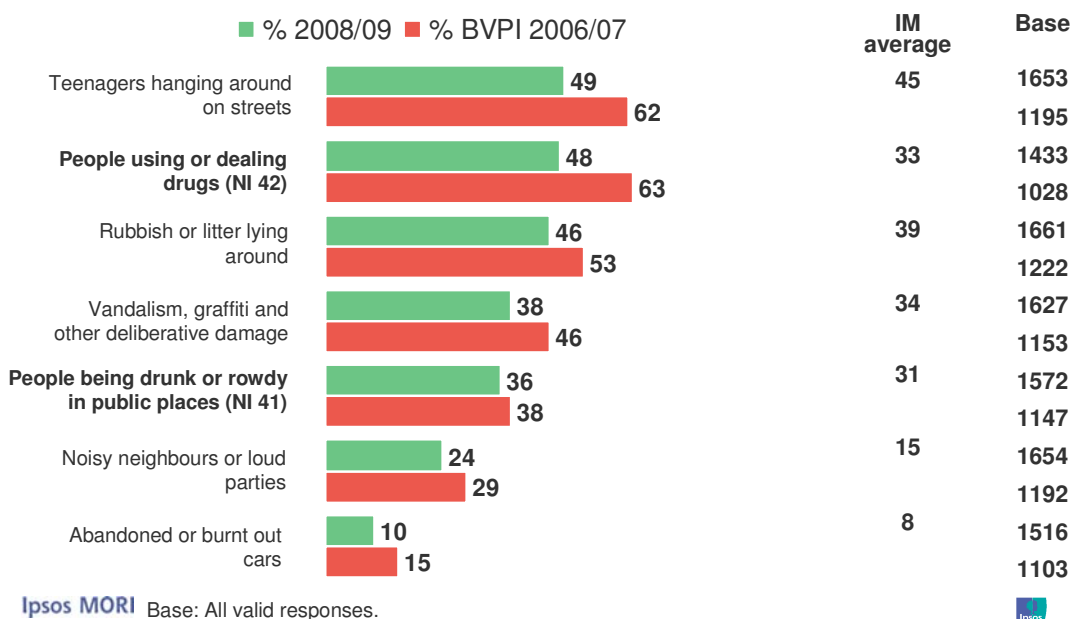


By comparing trend to specific aspects of ASB, residents now consider ASB to be less of an issue for all but *drunk and disorderly behaviour* - where the proportion has remained broadly the same. Perceptions of drug use and dealing as a big problem has declined the most since 2006/07. Second to the dealing and use of drugs, the proportion of residents who perceive *teenagers hanging around on streets* to be a big problem has also experienced a significant decline since 2006/07, from around three in five to half of residents (from 62% to 49% - a drop of 13 percentage points).

<sup>19</sup> The combined measure of ASB is calculated by allocating scores to the responses to the question about the seven anti-social behaviours, whereby: 0 = Not a problem at all, 1 = Not a very big problem, 2 = Fairly big problem, 3 = Very big problem. A total score for each respondent is calculated based on the responses to the seven questions. The maximum possible score is 21. High perception of ASB is a score of 11 or above. The indicator is the percentage of respondents whose score was 11 or above out of the total answering the question.

## Perceptions of anti-social behaviour: Comparative data

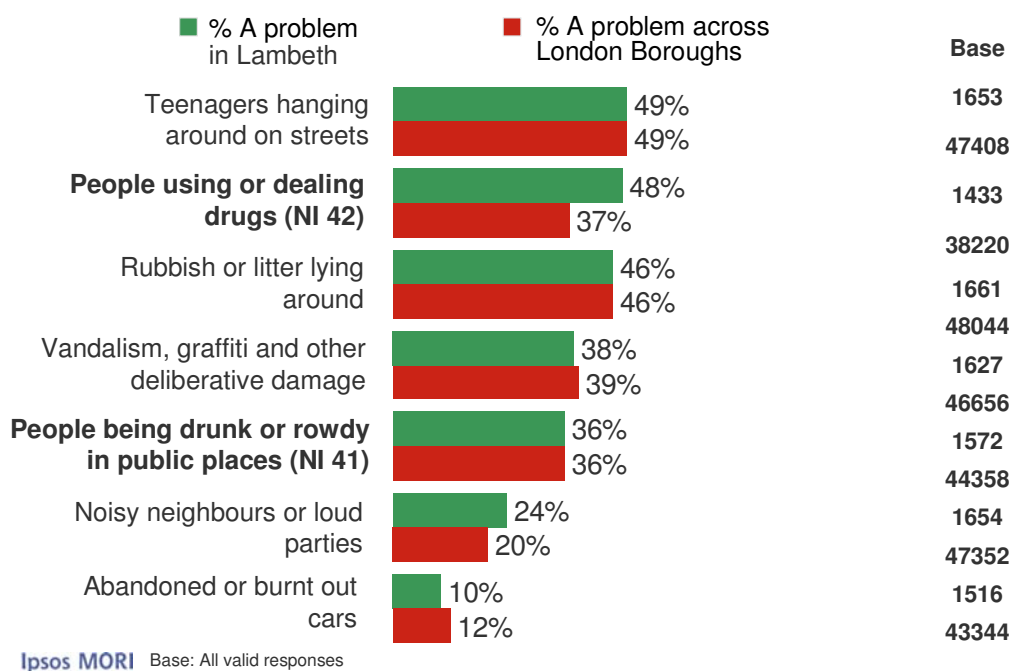
% who think the following are a very/ fairly big problem



As outlined in the chart below, residents' perceptions of ASB are, for the most part, broadly in line with those of residents across London. The two notable exceptions are in the *use or dealing of drugs* and in *noisy neighbours or loud parties*, for which Lambeth has a higher proportion of residents who perceive these activities to be a problem.

Further contextual information about each of the individual anti-social behaviours can be found in Appendix 6.

## A comparison between anti-social behaviour in Lambeth and London



### Perceptions of ASB – demographic analysis

Perceptions of ASB appear to be influenced by residents' age, ethnicity, tenure, and locality.

Older residents are, for the most part, more positive about ASB, with residents aged 65 and over perceiving four of the seven behaviours to be less of a problem than their younger counterparts. However this is not the case when considering *abandoned and burnt out cars* which one in seven residents aged 65 or over perceive this to be a big problem compared to just one in ten residents overall (14% compared with 10%).

Ethnicity is also important, with residents from ethnic minority backgrounds more likely than White residents to perceive the following four behaviours as big problems in their local area: *teenagers hanging around streets* (58% to 46%), *drug dealing and use* (55% to 46%), *drunk and disorderly behaviour* (43% to 33%) and *abandoned or burnt out cars* (16% to seven per cent).

Tenure also appears to have an impact, although the nature of the influence differs according to which behaviour is being considered. Those living in socially rented accommodation are more likely than those in owner occupied or privately rented accommodation to perceive 1) *noisy neighbours or loud parties*, 2) *teenagers hanging around streets*, 3) *drunken and disorderly behaviour* and 4) *abandoned and burnt out*

*cars* as big problems in their local area; however residents living in owner occupied accommodation are the most concerned about *vandalism* and *drug dealing/use*.

In considering locality, residents from Stockwell appear to be the least positive about ASB. Stockwell residents are more likely than those from Streatham to consider *noisy neighbours or loud parties* as a problem (31% compared with 16%), than those from Clapham or Norwood to consider *teenagers hanging around streets* as a problem (58% compared with 41% and 40%) and than those from Norwood to consider *rubbish or litter lying around* as a problem (53% to 40%).

In contrast residents from Norwood appear the most positive. Most notably two-thirds of residents in Norwood do not perceive *drug dealing or use* as a problem (66% compared to 52% overall), and three-quarters do not perceive *drunk or disorderly behaviour* to be a problem in their local area (75% compared to 64% overall).

### Perceptions of ASB – attitudinal analysis

Residents are likely to have more positive perceptions of ASB if they believe their local community is one where people from different backgrounds get on well together and if they have a strong sense of belonging to their community. Sense of belonging is not relevant to all seven anti-social behaviours but most notably, five in nine residents who have a strong sense of belonging perceive there not to be a problem with *teenagers hanging around streets* compared to two in five of those who do not have a strong sense of belonging (55% compared with 41%). Getting on well together is a more prominent influencer, appearing in each of the seven anti-social behaviour strands. Again, this appears most notably to be the case when considering *teenagers hanging around on streets*, where just two in five perceive it to be a problem compared to seven in ten among those who believe that people do not get on well together (40% to 71%).

Perceptions of the way local public services interact with people also appear to influence residents' outlook on ASB. Residents who believe that local public services act on the concerns of residents and treat all types of people fairly are less likely to perceive ASB as a problem, although perceptions of whether or not people are treated with respect by local public services appears to have the biggest impact.

Finally, the extent to which residents are engaged with public services seems to have a mixed influence on perceptions of *teenagers hanging around streets*, *vandalism*, and *drug use/dealing*. Although residents who feel informed about public services are less

likely to perceive these issues as big problems in their local area, those who are members of local decision-making groups are more likely to perceive them as big problems.

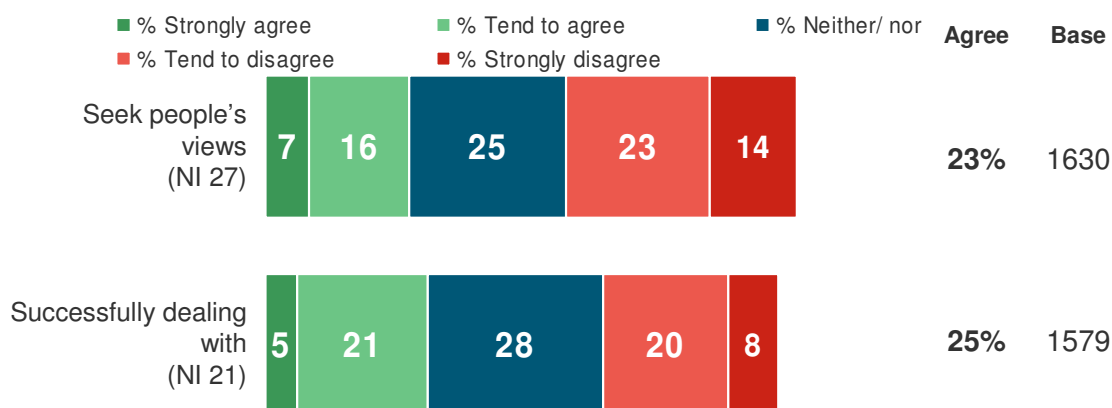
## Crime and the local community

In order to test how well local policing teams, and other local public sector agencies, are dealing with crime and anti-social behaviour in the eyes of local people, and how well they are engaging with the public about these matters, two new questions have been included in the Place Survey to help inform two national indicators (NI21 and NI27).

Lambeth residents are more likely to disagree than agree that the police and other public services are successfully dealing with crime and ASB and that they seek people's views about such issues. This is particularly the case when considering whether the police consult the public, with just over one in five agreeing compared to double the number who disagree that this is the case (23% compared with 37%). Perceptions are more evenly split in considering how well these issues are being dealt with, with just three percentage points difference between those who disagree and agree overall (28% disagree compared to 25% agree). In both cases, a significant proportion of residents are neutral about the way crime and ASB is being dealt with (25% seeking views; 28% dealing successfully) or simply 'don't know' (16% and 18% respectively).

## Understanding and dealing with local concerns about crime and ASB (NI 27 and 21)

- Q How much would you agree or disagree that the police and other local public services seek people's views about these issues in your local area?
- Q And how much do you agree or disagree that the police and other public services are successfully dealing with these issues in your local area?



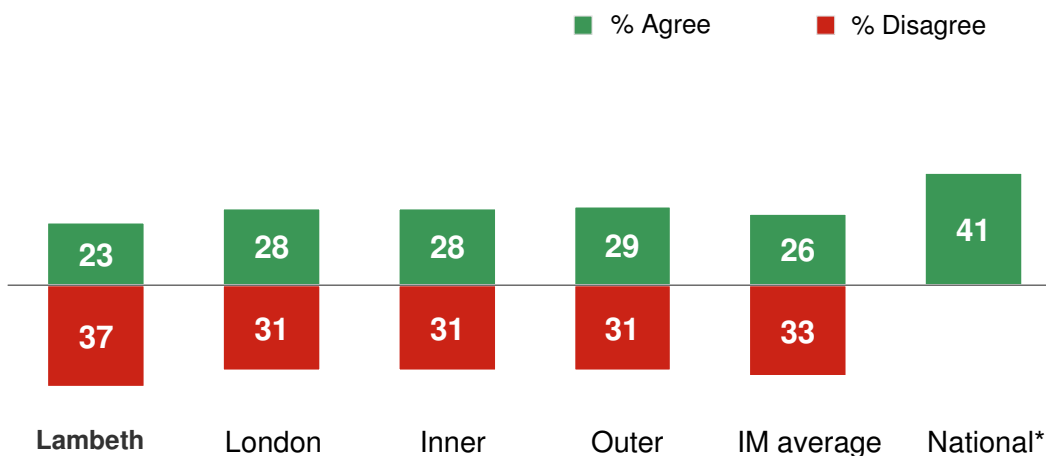
Ipsos MORI Base: All valid responses. Note: 'don't knows' are **included** in the base calculations.



NI 27 is the proportion of respondents who strongly or tend to agree that the police and other local public services are seeking people's views about crime and ASB in their local area; it should be noted that 'don't know' responses are included in this calculation. For this measure Lambeth achieves a score of 23, which compares unfavourably to London Borough averages with closer to three in ten residents across London in agreement that their views are consulted (23% compared with 28% London overall).

## Understanding local concerns about crime and ASB (NI 27): Contextual data

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



Ipsos MORI

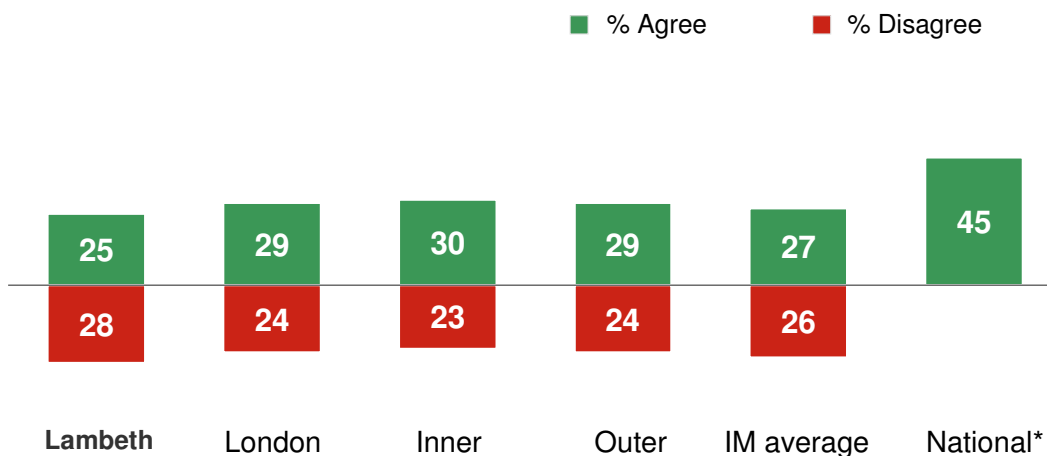
Base: All valid responses (1630). \* National figures based on British Crime Survey, a continuous survey of adults in England and Wales. Findings based on 46,983 face-to-face interviews conducted between April 2007 and March 2008. Please note: this question was introduced mid-way through the 2007/08 wave.



NI 21 also accounts for the proportion of residents who strongly or tend to agree that the police and other public services are successful dealing with ASB issues, and again includes 'don't know' responses in its calculation. Lambeth's score of 25 compares unfavourably to London overall and inner London averages (25% compared to 29% and 30% respectively), yet is broadly in line with national Ipsos MORI overall average (25% compared with 27%).

## Dealing with local concerns about crime and ASB (NI 21): Contextual data

Q And how much do you agree or disagree that the police and other public services are successfully dealing with these issues in your local area?



Base: All valid responses (1579). \* National figures based on British Crime Survey, a continuous survey of adults in England and Wales. Findings based on 46,983 face-to-face interviews conducted between April 2007 and March 2008. Please note: this question was introduced mid-way through the 2007/08 wave.

Ipsos MORI



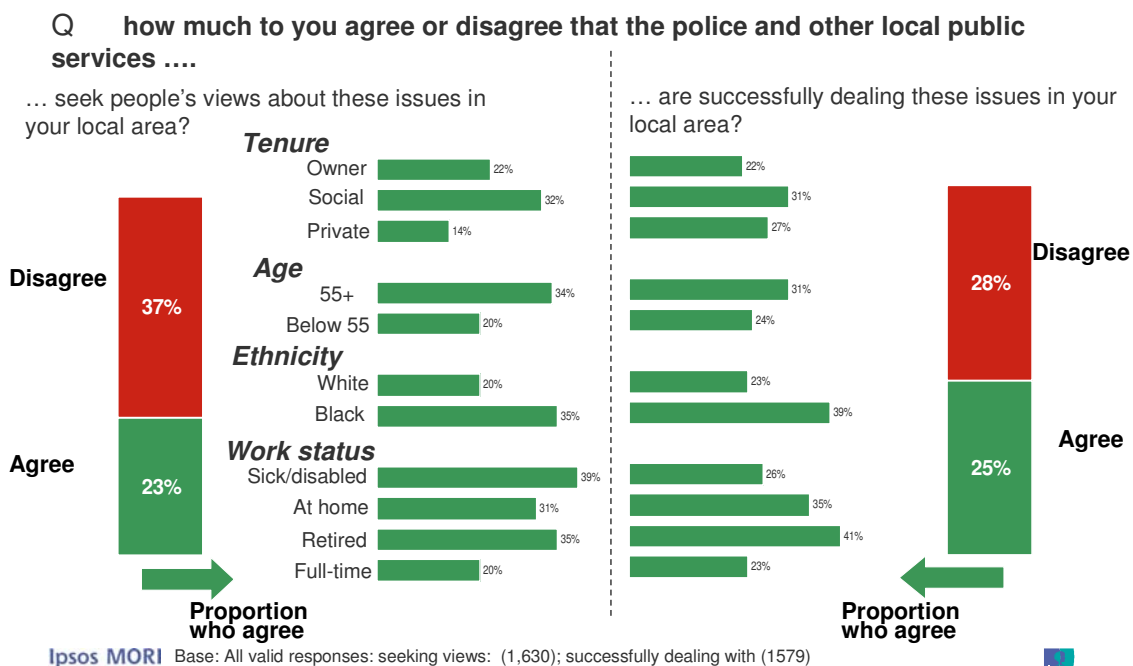
Perceptions of the way crime and ASB are dealt with differ by certain demographic characteristics. Residents who live in socially rented accommodation are more likely than those who live in owner occupied accommodation to feel crime and ASB is being dealt with successfully (31% compared with 22%), and more likely than both those living in owner occupied and privately rented homes to feel that people's views are being sought on these issues (32% compared with 22% and 14% respectively).

Older residents are also more likely to be positive about the way crime and ASB is handled: a third of residents aged 55+ agree that views are sought (34% compared to 20% aged below 55); and one in three agree that crime and ASB is being dealt with successfully (31% compared to 24% aged below 55).

Residents of Black origin are more positive than those of white descent (35% to 20% agree seek views; 39% to 23% agree dealing successfully), although this is particularly the case for Black African rather than Black Caribbean residents (42% to 29% agree seek views; 47% to 30% agree dealing successfully).

Finally, residents who are not employed on a full-time basis and are either sick/disabled, retired or looking after the home are more likely to agree that the police and other local public services seek people's views and deal with crime and ASB successfully.

## NI 21 and NI 27 subgroup analysis



Although there is little geographical difference in perceptions of consultation on these issues, perceptions relating to whether crime and ASB is being dealt with successfully varies across Lambeth. Around three in ten residents living in North Lambeth and Brixton believe consultation takes place, significantly more than Streatham where just one in five agree (32 %and 30% respectively compared with 20%).

Attitudinally, perceptions of the amount of consultation the police and others seek when it comes to crime and ASB are related to the extent to which residents feel involved in local decision making, informed about local services, and treated well by local services. Residents are significantly more likely to believe that people's views are sought on crime and ASB if they belong to a decision-making group (31% compared with 21%), or if they believe they have the ability to influence local decision making (36% compared to 14% who feel unable to influence local decisions). However, those who want to get more involved in local decision making are more likely than those who do not want to get involved to feel that people's views are not being sought on crime and ASB (48% to 23%); perhaps an indication of the fact that they want to be more involved.

Attitudinal differences appear to influence extent to which residents feel that ASB and crime is being dealt with successfully. The most significant factor appears to be perceptions of safety, where one in three residents who feel safe when outside at night believe that the police and other local services are dealing with these issues

successfully compared to around one in six who do not feel safe (34% to 16%), similarly those who feel safe during the day are more likely to agree than those who feel unsafe (27% to 6%).

Community cohesion is also important. Three in ten of those who feel people from different backgrounds get on well together perceive that these issues are being dealt with successfully compared to just one in ten who feel their community is less cohesive (31% to 16%); similarly three in ten residents who feel a strong sense of belonging to their immediate neighbourhood believe this is the case compared to one in five who do not have a strong sense of belonging (32% compared with 19%).

Finally, residents are more likely to perceive crime and ASB is being dealt with successfully if they 1) feel informed about public services (42% compared with 17% who are uninformed); 2) feel they have the ability to influence local decisions (37% compared with 19%); and 3) feel that local public services act on residents' concerns (40% compared with 17%).

### 3. Community cohesion

The Place Survey has been designed to include a range of questions which measure community cohesion, belonging, respect and consideration for others.

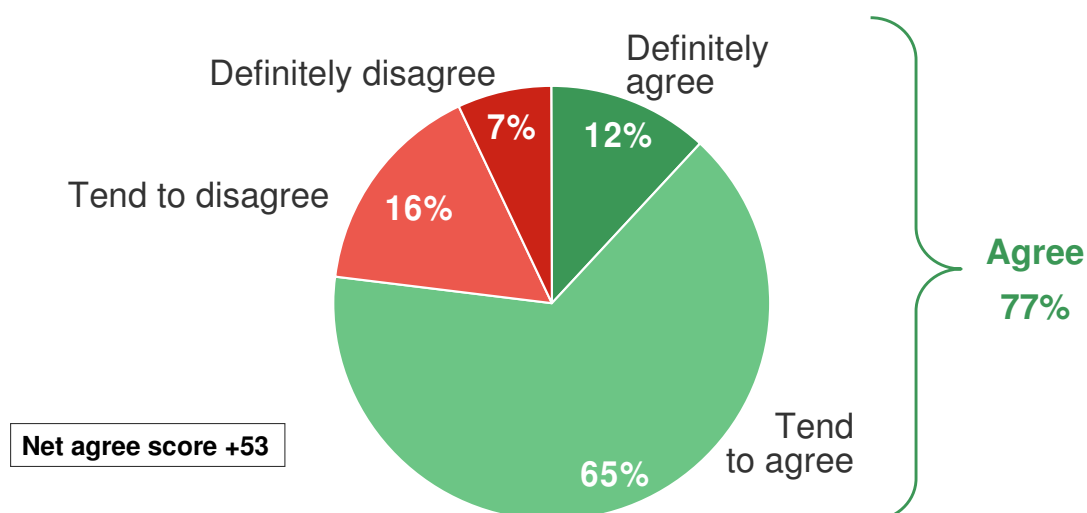
#### People from different backgrounds getting along

A recognised way of measuring community cohesion is by asking about the degree to which people agree that their local area is one where people from different backgrounds get on well together (NI 1). The Citizenship Survey, for one, has been tracking this issue at the national level for some time (although this uses a face-to-face methodology) on behalf of the Home Office and CLG, and the question has also been asked on a previous wave of the BVPI survey.

Residents in Lambeth generally feel that people from different backgrounds get on well together, although they are more likely to *tend to agree* than *definitely agree* that this is the case. Two in three residents *tend to agree* that they live in a cohesive community, rising to three in four who agree overall (65% rising to 77%). Just over one in five residents feel that people from different backgrounds do not get on well (23%), with seven per cent feeling this is *definitely* the case.

#### Whether people from different backgrounds get on well together (NI 1)

Q To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?



Ipsos MORI Base: All valid responses (1433)

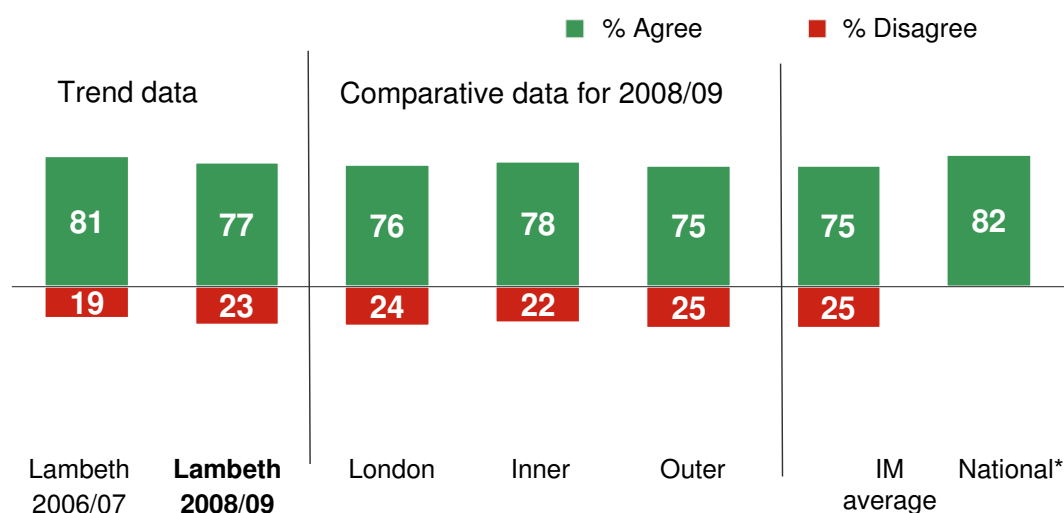


NI 1 is the percentage of people who tend to or definitely agree that their local community is a place where people from different backgrounds get on well together. For this measure, Lambeth achieves a score of 77, which is broadly in line with scores across inner London and all London Boroughs and the overall Ipsos MORI national average.

The proportion of residents who feel that people from different backgrounds get on well together has fallen since 2006/07, just over three-quarters of residents now believe this is the case compared to more than four in five in 2006/07 - near one in four residents now disagree (from 81% agree '06/07 to 77% '08/09; from 19% disagree '06/07 to 23% '08/09).<sup>20</sup> In the national context the Citizenship Survey data over time shows that there has been a small increase in the proportion of people who perceive their community as cohesive from 80% in 2005 to 82% in 2007/8. However direct comparisons with the Citizenship Survey should be seen as indicative only due to its alternative face-to-face methodology.

### Different backgrounds getting on well (NI 1): Comparative data

Q To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?



Ipsos MORI Base: All valid responses 2008/09 (1433). \*National figures based on Citizenship Survey 2007/08, face to face survey of 8,804 adults in England, April 07 – March 08



### Perceptions of community cohesion – demographic analysis

<sup>20</sup> The 2006/07 figure has been adjusted to take into account the difference in response options. In the 2006/07 there were two extra responses available to respondents: 1) 'Too few people in local area' and 2) 'All the same background'. As neither of these options were given to respondents in 2008/09 Place survey, they have been removed from the valid base in the calculation of the 2006/07 "% who agree"

The demographic analysis in Lambeth mirrors some of the latest national findings.<sup>21</sup> Like in Lambeth, the Citizenship survey shows us that there was no national difference between men and women in their perceptions of cohesion in 2007/08; yet age does appear to be an influence locally. Cohesion is highest nationally among those aged 75 or over (91%) and lowest among those aged 16-24 years (76%); in Lambeth, six in seven residents aged 55+ feel they live in a cohesive community compared to three in four of those under the age of 55 (85% to 75%). Similarly when considering work status, retired residents are the most satisfied, significantly more so than all but those with part-time jobs (85% and 83% part time).

Nationally, those from a ethnic minority background are more likely than White residents to feel that their local area is a place where people from different backgrounds get on well together (83% compared with 81%); although this is not the case in Lambeth. A closer inspection reveals that Black residents (especially those of African origin) are more likely to agree that people from different backgrounds get on well compared to White residents (84% compared to 76%) .

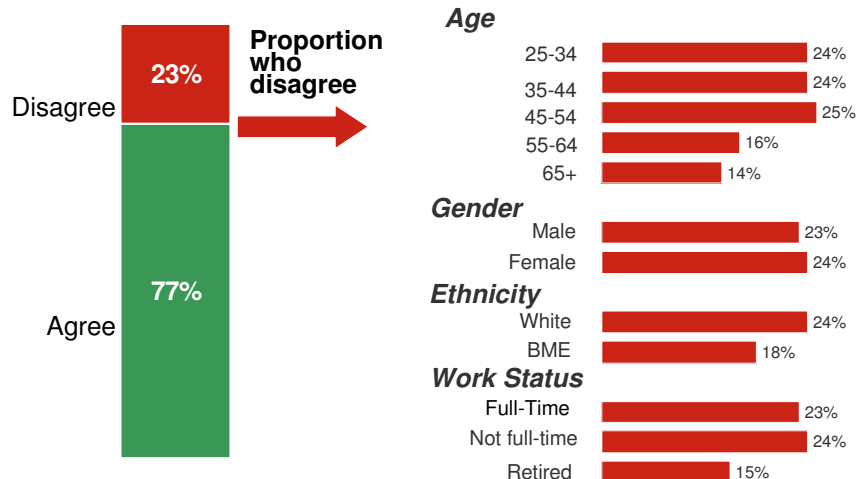
Although there is little difference when considering tenure and cohesion, residents living in socially rented accommodation are more likely than those living in owner occupied or privately rented accommodation to *definitely agree* that people from different backgrounds get on well (22% compared with seven and eight per cent respectively).

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<sup>21</sup> Citizenship Survey 2007/08

## Whether people from different backgrounds get on well together (NI 1): Subgroup Analysis

Q To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?



Ipsos MORI Base: All valid responses (1433); All valid responses who disagree that people get on well together (333)



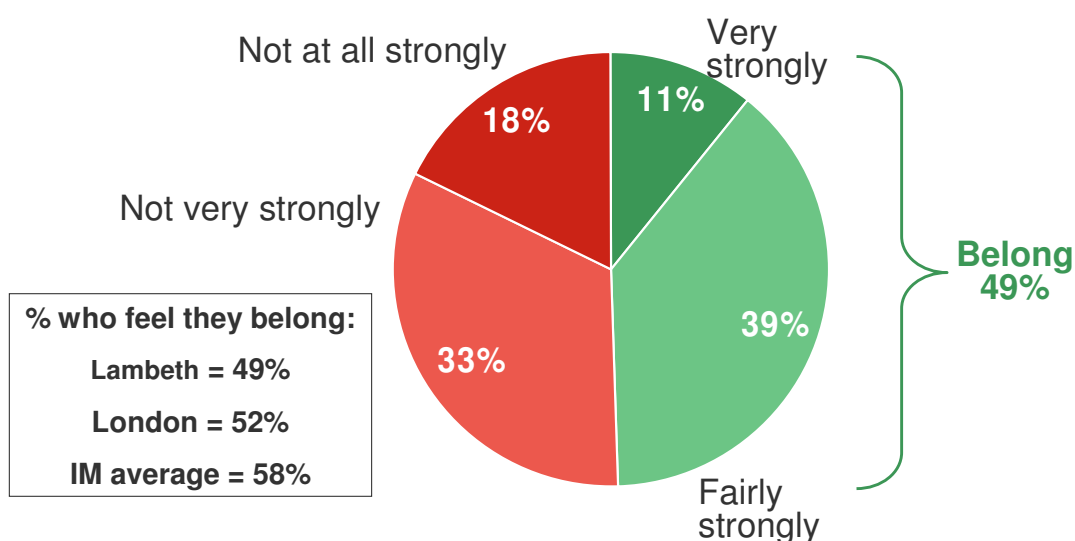
## Belonging to neighbourhood

As a way of measuring cohesiveness in the local area (NI 2), the Place Survey also asked residents about the degree to which they feel they belong to their neighbourhood (NI 2).

Within Lambeth, sense of belonging is mixed. Half of residents have a *strong sense of belonging* (49%), although they are significantly more likely to feel that they *fairly strongly* rather than *very strongly* belong to their local area (39% to 11%). From the half of residents who do not feel they have a strong sense of belonging overall, around one in six do not feel a sense of belonging at all strongly (51% and 18% respectively).

## Belonging to neighbourhood (NI 2)

Q How strongly do you feel you belong to your immediate neighbourhood?



Ipsos MORI Base: All valid responses (1637).



Although this question was not asked in the 2003/04 nor 2006/07 BVPI surveys, it was included in the national Citizenship Survey. According to the Citizenship Survey's latest figures, there has been an increase nationally in the proportion of people who feel they belong to their local area (from 70% in 2003 to 75% in 2007/08). Although this is significantly higher than the proportion achieved in Lambeth, it should be noted that the Citizenship Survey uses a face-to-face methodology and therefore the comparison should be treated as indicative only.

The proportion of Lambeth residents who feel a strong sense of belonging to their local area (NI 2) is in line with London wide averages, but compares unfavourably to the overall Ipsos MORI national average where closer to three in five feel a sense of belonging (49% compared to 58%).

### Sense of belonging – demographic analysis

Although there are no significant differences by the local areas within Lambeth on this measure, the extent to which residents feel a sense of belonging differs by age, work status, ethnicity, household and tenure.

Residents aged 65 or older are the most likely to feel this connection, with around seven in ten having a strong sense of belonging to their local area compared to half of those overall aged under 65 (69% compared with 49%). In contrast, two in three residents aged 18-34 do not feel a strong sense of belonging, a significantly higher proportion than those aged over 35 (66% to 59%).

Sense of belonging is also influenced by work status, with five in nine of residents who are not in full-time employment feeling a strong sense of belonging compared to four in nine who are in full-time work (56% to 44%). However, residents who are available for work but remain unemployed are particularly less likely to feel a sense of belonging (65%).

Residents from ethnic minority backgrounds are also more likely to feel a sense of belonging, with around three in five ethnic minority residents feeling they belong to their immediate neighbourhood compared to four in nine of White residents (58% compared to 45%). One in five White residents do not feel they belong at all (20% compared to 13% ethnic minority).

Tenure is also important. Residents living in owner occupied or socially rented accommodation are more likely than those living in private accommodation to have a strong sense of belonging (53% and 54% compared to 28%). In considering the composition of resident's households, around two in five residents without children have a strong sense of belonging compared to three in five of those who have children (43% compared with 60%). Furthermore, more established and older professional groups are more likely to feel connected to their area, with three in five 'young professionals and families' and slightly more wealthy senior professions' feeling a strong sense of belonging – significantly more so than 'successful singles' within Lambeth (61% and 64% compared with 33%).

In considering attitudinal influences, similar patterns appear to those identified in driving community cohesion, namely engagement, treatment of public services and perceptions of crime.

Residents are most likely to feel a connection to their local area if they also feel able to influence local decision making, with near two in three of those who feel the ability to influence having a strong sense of belonging to their immediate neighbourhood (64%

compared to 42% who do not feel ability to influence). Two-way communication also appears to have an influence; residents are more likely to feel a sense of belonging if they feel informed about local public services and if they believe that local public services act on the concerns of residents (sense of belonging: 64% informed to 40% uninformed; 60% acts on concerns to 45%).

Furthermore, three in five residents who belong to a decision-making group or who have given unpaid help within the last year have a strong sense of belonging to their immediate area compared to those who don't (46% not member of group and 45% not given unpaid help within year).

In considering perceptions of community cohesion, crime and anti-social behaviour, residents are more likely to feel they strongly belong to their immediate neighbourhood if they:

- Believe that people from different backgrounds get on well together (57% compared with 32% among those who disagree)
- Believe that crime and ASB is being dealt with successfully (61% compared with 40% 'unsuccessfully'); or
- Feel safe when outside at night (57% compared with 40% 'unsafe')

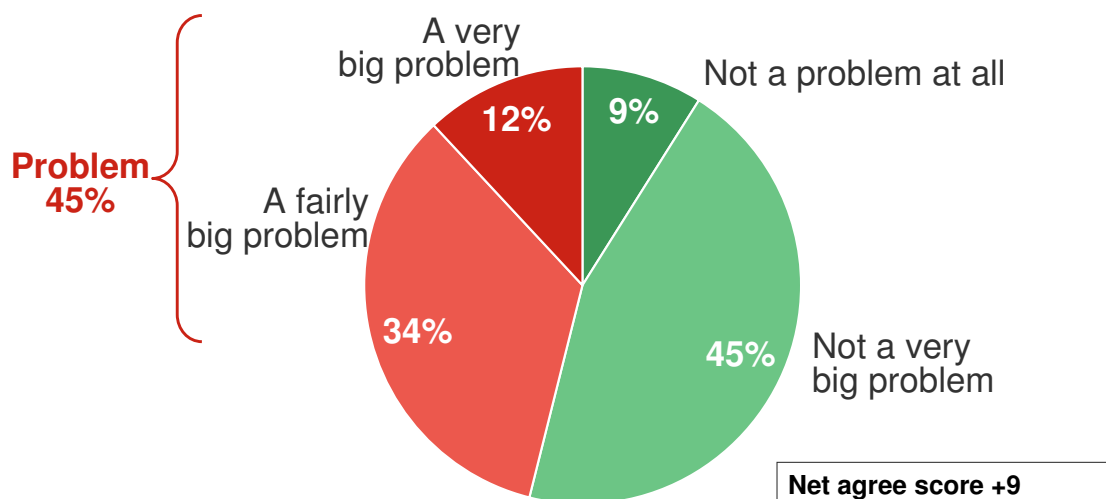
## Respect and consideration

Local authorities and their partners are encouraged to take action to promote strong communities with shared values where local people treat one another with respect and consideration (NI 23). Accordingly, residents were asked about how much of a problem they think there is with people not treating each other with respect and consideration. Similarly to measures of anti-social behaviour, NI.23 considers the percentage of residents who believe that a lack of respect and consideration is a problem

Within Lambeth, residents are marginally more likely feel that lack of a respect and consideration is not a problem, with five in nine feeling this is the case compared to four in nine who believe it is a problem (55% compared to 45%). Around one in eight residents believe it is a *very big* problem, with a slightly smaller proportion believing it is *not a problem at all* (12% compared with nine per cent).

## People being treated with respect and consideration (NI 23)

Q In your local area, how much of a problem do you think there is with people not treating each other with respect and consideration?



Ipsos MORI Base: All valid responses (1565)

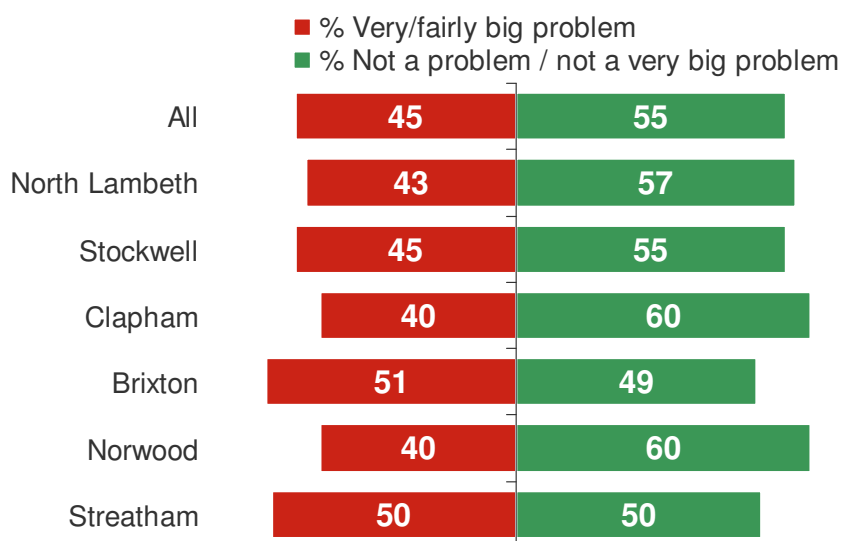


Perceptions of respect and consideration also differ by age and MOSAIC group. Residents aged 55 or over are least likely to perceive there to be a problem with people not treating each other with respect and consideration, with just one in three believing this to be the case compared to close to one in two among those aged below 55 (33% to 48%). Among MOSAIC groups, 'young professionals and families' are the most likely to think there is not a problem, significantly more than 'single house sharers' (61% compared with 49%).

In considering locality, residents living in Brixton are most likely to feel there is a problem, with half of residents perceiving there to be a *very/fairly* big problem with a lack of respect and consideration in Brixton, significantly more so than two in five of those in Clapham and Norwood (51% compared with both 40%).

## People being treated with respect and consideration (NI 23): Local area analysis

Q In your local area, how much of a problem do you think there is with people not treating each other with respect and consideration?



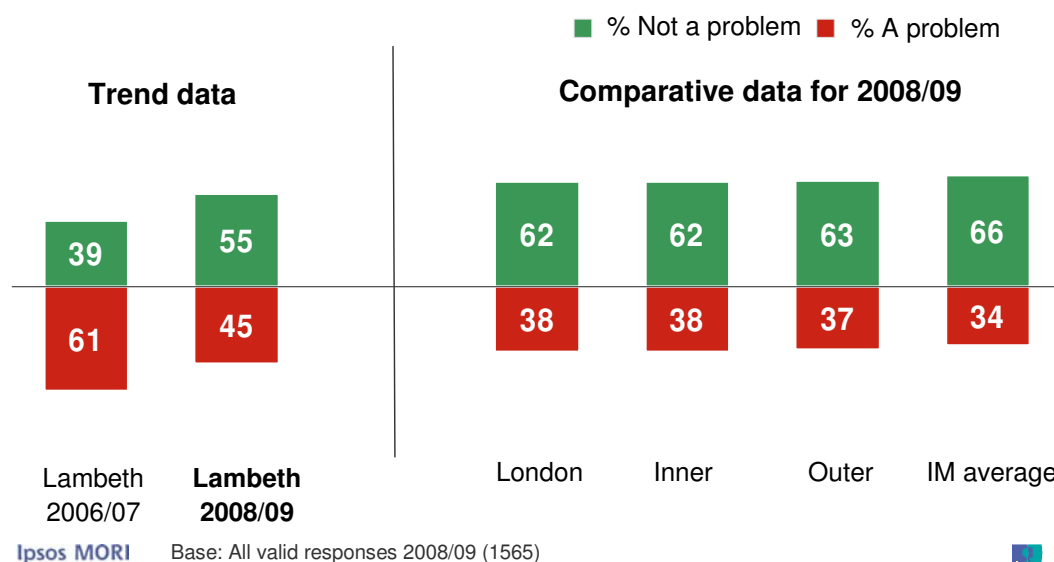
Ipsos MORI Base: All valid responses 2008/09 (1565)



NI 23 gives the percentage of residents who perceive there to be a fairly or very big problem with people not treating each other with respect and consideration. For this measure Lambeth achieves a score of 45, which although compares unfavourably to other London Boroughs (where less than two in five residents believe it is a problem) represents a significant fall from 2006/07 where three in five residents perceived this to be a problem in their local area (45% compared with 61%).

## People being treated with respect and consideration (NI 23): Comparative data

Q In your local area, how much of a problem do you think there is with people not treating each other with respect and consideration?



The extent to which residents feel that there is a problem with people not treating each other with respect and consideration relates to perceptions of local public services. Around three in five residents who feel that local public services do not treat all types of people fairly or do not treat people with respect and consideration believe there is a problem in their local area with a lack of respect and consideration (63% for both), compared to around two in five who are more positive about public services (problem: 41% 'treat all types fairly'; 39% 'with respect').

### Parents taking responsibility

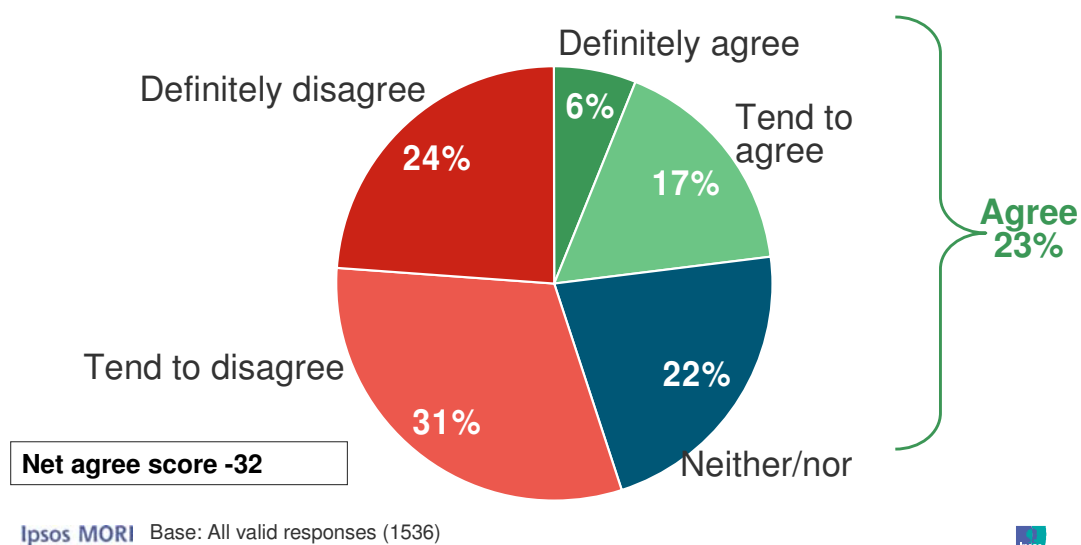
Local authorities and their partners are being encouraged to use a range of tools to encourage and support effective parenting and to take action to ensure that parents are held accountable where their children behave in an unacceptable manner (NI 22). As such, the Place Survey asks residents about the degree to which they agree or disagree that parents take enough responsibility for the behaviour of their children in the local area.

The majority of residents in Lambeth feel that parents do not take enough responsibility for the behaviour of their children (55%), with one in four residents definitely agreeing that this is the case (24%). Just below one in four residents feel that parents do take

enough responsibility (23%), although only six per cent believe this to definitely be the case.

## Parents taking responsibility (NI 22)

Q To what extent do you agree or disagree that in your local area, parents take enough responsibility for the behaviour of their children?



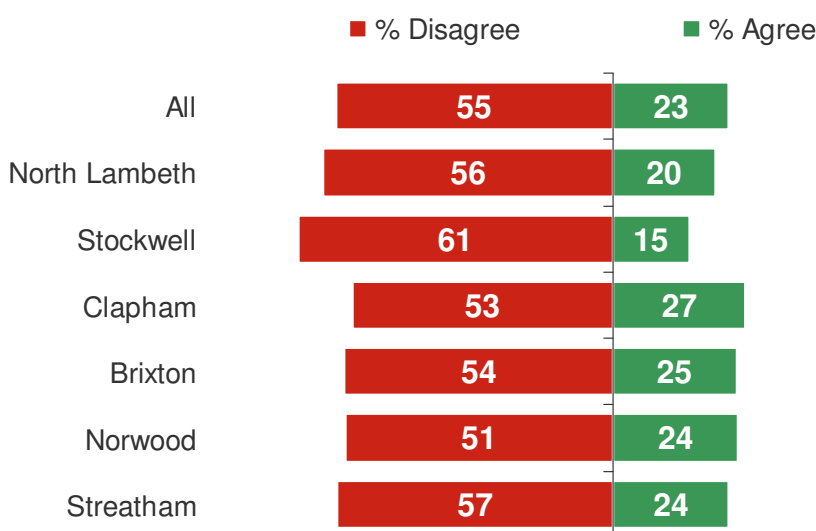
Perhaps unsurprisingly, residents who have one or more children in their household are more likely to agree that parents take enough responsibility than those who have no children (34% compared with 19%); similarly in considering MOSAIC groups, residents identified as 'young professionals and their families' are more likely to agree (35% compared with 23% agree overall).

Ethnicity and work status appear to have an impact on the extent to which residents agree that parents take enough responsibility. Around three in five White residents believe that parents do not take enough responsibility for the behaviour of their children compared to four in nine residents from ethnic minority backgrounds (59% to 46%). Similarly, residents working full-time are more likely to agree than those who are not in full time employment (60% to 49%) – this likely reflects the prevalence of parents within these groups.

Tenure is also important, with three in ten of those living in socially rented accommodation feeling that parents do take enough responsibility compared to one in five of those living in owner occupied or privately rented accommodation (31% compared with 20% of both private tenure groups). Locally, residents living in North Lambeth and Stockwell are the least likely to agree (20% and 15% agree compared with 23% overall).

## Parents taking responsibility (NI 22): Local area analysis

Q To what extent do you agree or disagree that in your local area, parents take enough responsibility for the behaviour of their children?



Ipsos MORI Base: All valid responses (1536)



NI 22 is the percentage of residents who definitely or tend to agree that parents take enough responsibility for the behaviour of their children, giving Lambeth a score of 23 for this measure. A score of 23 is notably lower than elsewhere in London and across the country (according to the Ipsos MORI national average) where around three in ten residents agree that this is the case (23% compared with 30% London and 29% IM average).

## Parents taking responsibility (NI 22): Comparative data

Q To what extent do you agree or disagree that in your local area, parents take enough responsibility for the behaviour of their children?



Ipsos MORI Base: All valid responses (1536)



## 4. Helping out and getting involved

Helping out in the local community through activities like volunteering, is one sign of a strong, active community. As such, civic participation and participation in regular volunteering form two of the new national indicators (NI 3 and NI 6), which are both measured through the Place Survey.

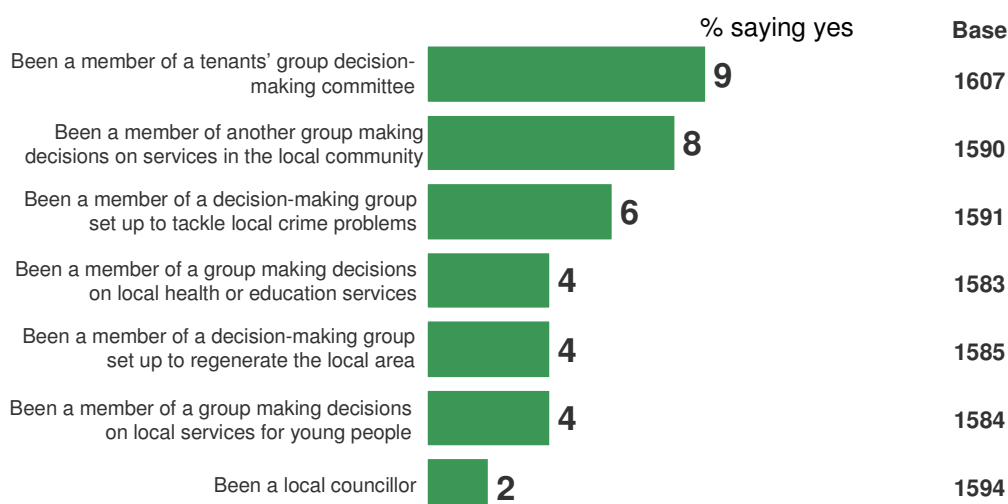
### Civic participation

Local authorities want to better involve those who traditionally do not engage in civic participation (such as women and those from ethnic or religious minority groups) in civic participation, as a means of encouraging a more empowered and inclusive society.

In considering different areas of civic participation, Lambeth residents are most likely to be a member of a tenants' group decision-making committee with almost one in ten taking part in a group of this kind (nine per cent). Around one in twelve residents are involved in 'another' group that is not related to health, education, crime, tenants or services to young people (eight per cent).

### Those who have participated in local area (NI 3)

Q In the past 12 months have you...



**Overall civic participation\* 20.3**

Ipsos MORI Base: All valid responses. \*Civic participation (NI3) is % of respondents who take part in at least one of any of the activities in last 12 months



NI 3 is the percentage of residents who take part in at least one of any of the activities listed above in the last 12 months. For this measure Lambeth achieves a score of 20.3, which is broadly in line with other inner London Boroughs and slightly higher than the overall London average (20.3% compared with 19.6% and 16.9% respectively). According to the Ipsos MORI overall national average, residents in Lambeth are more likely than those across the country to be involved in civic participation (20.3% compared with 14.7%).

## Civic participation (NI 3): Comparative data

% of residents who have taken part in at least one of any of the activities that affect the local area in last 12 months



Ipsos MORI Base: All valid responses.



## Participation in regular volunteering

Volunteering is seen by government to play a key part in promoting sustainable communities. There are clear links between increasing volunteering and a range of policies aimed at encouraging engagement of citizens in public services and policy, for example, as outlined in *Together We Can*<sup>22</sup>.

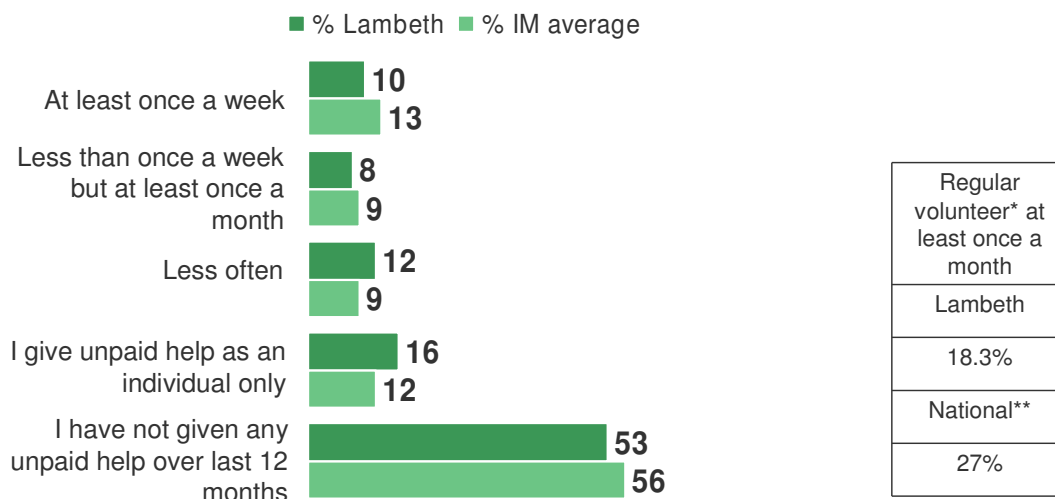
<sup>22</sup> *Together We Can* is the government campaign to bring government and people closer together, encouraging public bodies to do more to enable people to influence local decisions. It is led by CLG and is closely linked to the Local Government White Paper's aim of giving local people and local communities more influence and power to improve their lives.

Regular volunteering is defined as taking part in formal volunteering at least once a month in the 12 months before the survey. It involves giving unpaid help through groups, clubs or organisations which support social, environmental, cultural or sporting objectives.

Just over half of Lambeth residents have not given any unpaid help over the last 12 months (53%); and around one in six residents have given help as an individual only (16%). The frequency of volunteering is mixed among those who do volunteer through a group or organisation: although one in ten residents give help at least once a week, a broadly similar proportion give help less than once a month (10% compared with 12%)

## Participation in regular volunteering (NI 6)

Q Overall, about how often over the last 12 months have you given unpaid help to any group(s), club(s) or organisation(s)?



Ipsos MORI Base: All valid responses (1540). \*Regular volunteering is volunteering for group, club or organisation within last month. \*\* National figures based on Citizenship Survey 2007/08, face to face survey of 8,804 adults in England, April 07 – March 08

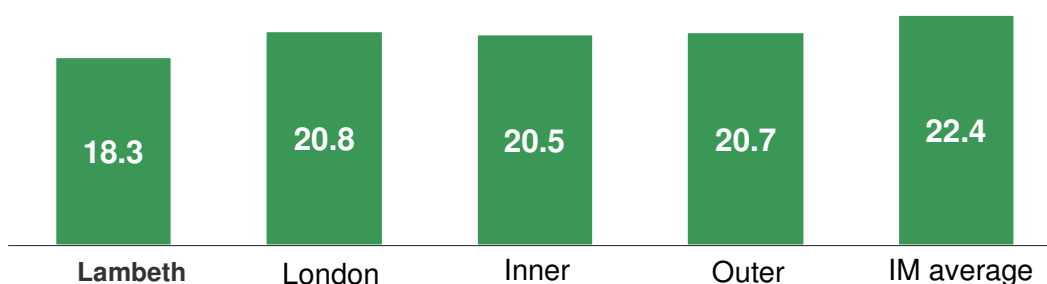


NI 6 refers to the percentage of residents who volunteer at least once a month; it does not include those who give unpaid help as an individual. Unlike civic participation, Lambeth residents are less likely to be 'regular volunteers' than across other London Boroughs (18.3% compared with 20.8%).

## Regular volunteering: Comparative data

Q Overall, about how often over the last 12 months have you given unpaid help to any group(s), club(s) or organisation(s)?

% Volunteered for groups, club or organisation within last month.



Ipsos MORI Base: All valid responses (1540).



## Civic participation and volunteering – demographic analysis

Although the proportion of residents taking part in local decision making groups or regular volunteering groups is relatively low, it is possible to identify some themes that appear to influence participation.

The level of volunteering and participation in decision making groups differs by age. Consistently across each of the decision-making groups, residents aged 45-54 are most likely to be members of such a group, most notably in the areas of health and education where they are three times as likely to be a member (12% compared with 4% overall). Similarly, residents aged 45-64 are the most likely to be regular volunteers (26.6% aged 45-54 and 27.1% aged 55-64 are regular volunteers compared with 18.3% across all ages).

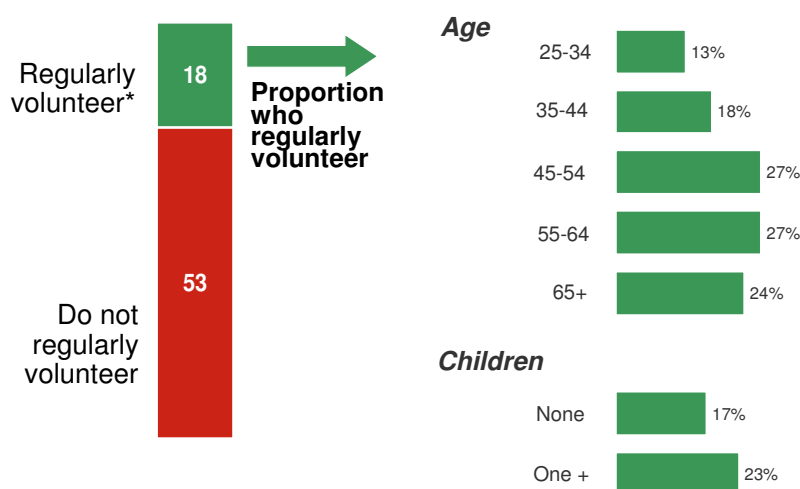
Ethnicity is also important. Residents from ethnic minority backgrounds are often more likely than those from White backgrounds to be members of decision making groups,

this is especially the case for Black African residents when considering ‘other’ and ‘young people’ services groups (14% Black African compared with 11% of Black Caribbean and six per cent of White residents; and 12% Black African compared to five per cent of Black Caribbean and three per cent of White residents respectively). In considering volunteering, Black African residents are the least likely not to give any help (38% compared to 59% of Black Caribbean and 55% of White residents); however a significant proportion – a third – of Black Africans give unpaid help as an individual and not through a group or organisation and it should be noted that this form of volunteering is not included in the NI 6 calculation of a ‘regular volunteer’ (32%).

Finally, it appears that residents with one or more children living in their household are more likely to be involved in a decision making group or regular volunteering than those who do not live with any children. Almost a quarter of those who live with at least one child are a regular volunteer compared to around one in six of those who do not (23.2% compared with 16.9%). Similarly those living with children are more likely to be a member of all the decision making groups except from being a local councillor; this is most notable in ‘other’ groups where around one in eight are a member compared to just one in twenty of those who do not live with children (13% compared with five per cent).

## Regular volunteering: Subgroup analysis

- Q Overall, about how often over the last 12 months have you given unpaid help to any group(s), club(s) or organisation(s)?



Ipsos MORI Base: All valid responses (1540). \*Regular volunteering is volunteering for group, club or organisation within last month. It does not include unpaid help as an individual.



## Civic participation and volunteering – key drivers of local participation

There is a strong correlation between those residents who volunteer on a regular basis and those who engage with decision making groups. Just under than half of those who belong to a decision making group participate in regular volunteering compared to around one in eight of those who are not part of any group (48% to 12%); suggesting that regular volunteering is carried out by people who are already active in the community. Furthermore, residents who want to be more involved in local decision making are more likely to already be regular volunteers (25% compared with 14% of those who do not want more involvement).

Civic participation and volunteering also appears to be related to community cohesion. Those who have a strong sense of belonging and those who feel that people from different backgrounds get on well together are more likely to be regular volunteers (regular volunteers: 24% 'belong' compared to 14% 'not belong'; and 28% 'agree' compared with nine per cent 'disagree'), though the direction of causation is not clear.

In addition, civic participation relates to empowerment. Especially when considering membership to a local decision-making group, residents are more likely to be members if they feel informed (24% who feel *informed* are regular volunteers compared with 16% of those who are *uninformed*) and if they feel they are able to influence local decision making (24% who *agree* are regular volunteer compared with 18% who disagree).

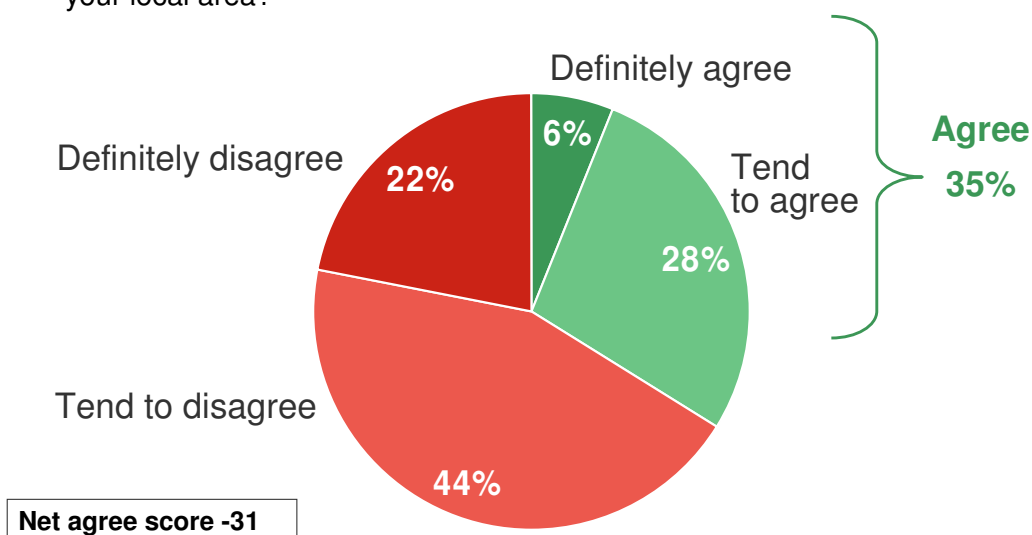
## 5. Local decision-making

The Place Survey measures how well local authorities and their partners engage with local residents in the community, and the degree to which local residents believe they are able to influence decisions (NI 4).

Residents in Lambeth generally feel unable to influence decisions in their local area. Around two-thirds of residents do not think that they are able to influence decisions overall, with more than one in five strongly believing that this is the case (65% and 22% respectively). Just over a third of residents believe they are able to influence decisions affecting their local area (35%).

### Influencing decisions (NI 4)

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



Ipsos MORI Base: All valid responses (1477)



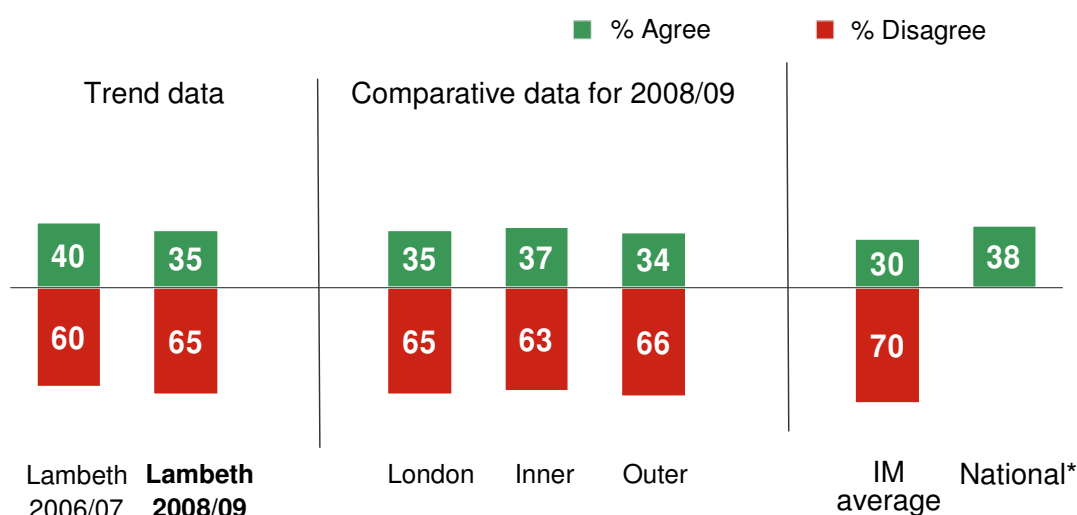
Perhaps unsurprisingly, those who are a member of a local decision-making group are more likely than those who are not part of a group to feel they are able to influence decisions affecting their local area (46% to 31%); however, in considering desire for more involvement in local decisions making, residents who want more involvement are more likely to feel that they are unable to influence decisions than those who do not want to be further involved (68% compared with 48%).

The extent to which residents feel they have the ability to influence decisions that affect their local area is also influenced by how informed they feel, whether they feel public services act on the concerns of residents and if they feel they have been treated well by local public services. Five in nine residents who feel informed about public services feel they can influence decisions compared to around one in four who feel uninformed (56% to 23%). Similarly residents who agree that local services are acting on the concerns of residents are more likely to feel able to influence decisions (57% compared to 18% who disagree).

NI 4 accounts for the percentage of people who definitely or tend to agree that they can influence decisions affecting their local area, for which Lambeth achieves a score of 35. This is broadly in line with the proportion of residents who feel able to influence decisions across other London Boroughs and compares favourably to the Ipsos MORI overall national average where just three in ten feel they have the ability to influence local decisions (35% compared with 30%). However, a score of 35 also represents a fall since 2006/07 when two in five residents felt able to influence decisions that affected their local area (40% 2006/07 down to 35% 08/09).

## Influencing decisions (NI 4): Contextual data

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



Ipsos MORI Base: All valid responses 2008/09 (1477). \*National figures based on Citizenship Survey 2007/08, face to face survey of 8,804 adults in England, April 07 – March 08



\*National disagree figures are not publicly available.

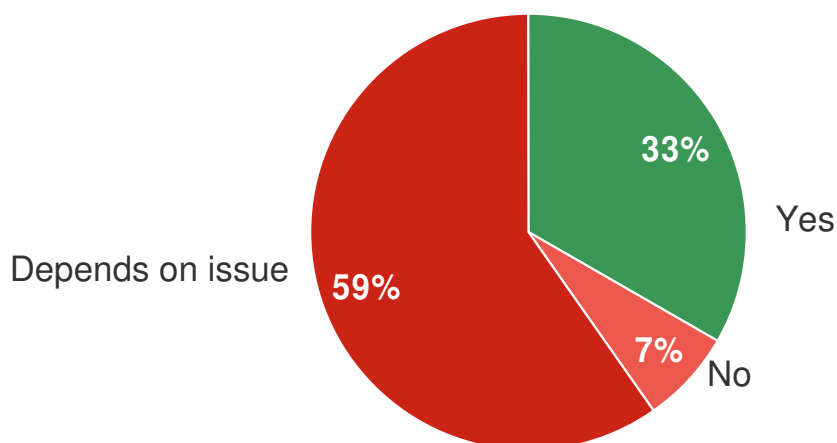
Previous Ipsos MORI BVPI analysis showed that in the wider national picture, there was little impact between the overall satisfaction and the degree to which residents felt they could influence decisions. However, analysis of 2008/09 data is mixed. In Lambeth, almost two in five residents who are satisfied with their local area as a place to live agree that they are able to influence decisions compared to just one in four who are dissatisfied with their area (38% to 25%). This is particularly the case when considering satisfaction with the Council, with half of residents who are satisfied with Lambeth Council feeling able to influence decisions compared to one in five who feel dissatisfied and able to influence decisions (51% compared with 20%).

### Getting more involved

A similar proportion to those who feel able to influence local decisions would also like to be more involved in decisions that affect their local area, with one in three residents citing this to be the case (33%); however, the significant majority of residents would only like to be more involved on certain issues (59% 'depends on issue'). Around seven per cent of residents do not want to be more involved regardless of the issue.

## Getting more involved

Q Generally speaking, would you like to be more involved in the decisions that affect your local area?



Ipsos MORI Base: All valid responses (1646)



The proportion of Lambeth residents who would like to be more involved in local decision making is in line with the average across other London Boroughs (33%) and marginally higher than the national picture, where just over a quarter of residents want to be more involved (28%). However, in a similar fashion to 'ability to influence' this year's findings represent a fall from 2006/07 where two in five residents wanted to be more involved in decisions that affect their local area (from 40% 2006/07 to 33% 2008/09). It should be noted that this shift could in part be explained by a slight change in question wording (from '...more involved in decisions *your Council makes* that affect your local area?').

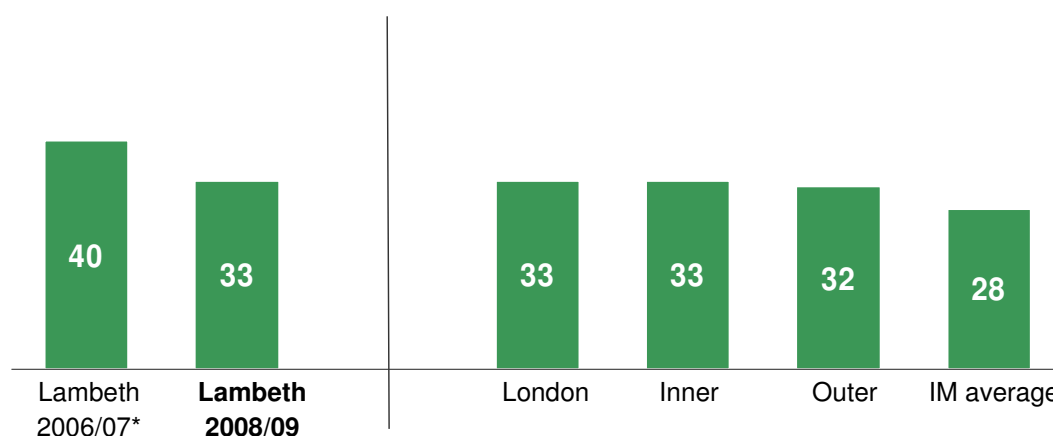
## Getting more involved: Contextual data

Q Generally speaking, would you like to be more involved in the decisions that affect your local area?

% saying they want to get more involved

Trend data

Comparative data for 2008/09



Ipsos MORI Base: All valid responses 2008/09 (1646). \*Note wording for 2006/07 BVPI question '... more involved in decisions **your Council makes** that affect your local area'



Those who are already engaged within the community appear more likely to want more involvement in local decisions. Four in nine of those who are already in a local decision making group would like to be more involved compared to three in ten who are not (46% to 31%). The same proportion (46%) of those who regularly volunteer would like to be more involved compared to one in three of those who have not given any unpaid help in the last year (30%).

## Local decision-making – demographic analysis

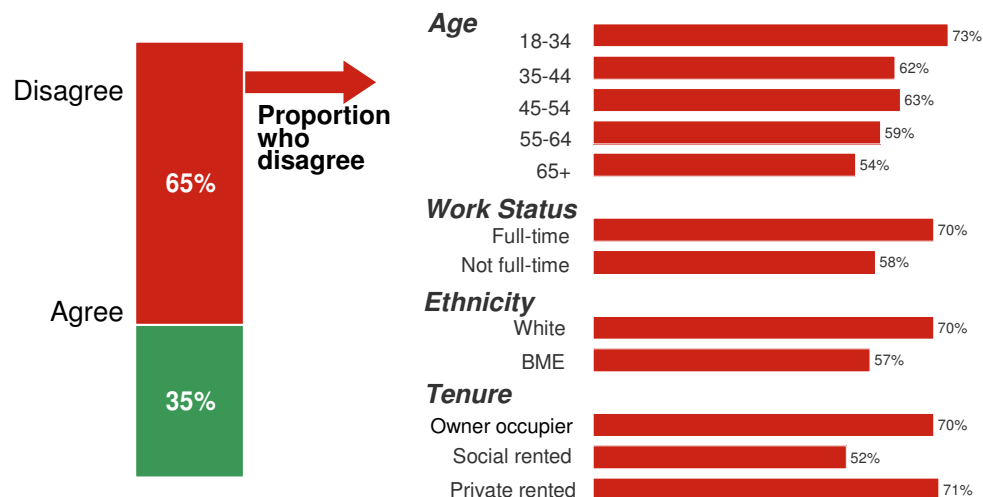
The groups identified previously as being more likely to be a member of a decision making group or a regular volunteer are also more likely to feel able to influence local decisions:

- Over half of residents of Black origin feel able to influence decisions compared to just three in ten of those from White backgrounds (53% compared to 30%);
- Older residents are also more likely to feel able to influence decisions, with the extent to which residents disagree they are able to influence decisions broadly decreasing with age (from 73% 18-34 to just 54% among 65+);
- Residents with one or more children living in their household are more likely to feel able to influence decisions (40% to 31%); and
- Almost half of those residents living in socially rented accommodation agree they are able to influence decisions compared to three in ten of those living in owner occupied or privately rented accommodation (48% compared with 30% and 29% respectively).

Furthermore, residents in full time employment are more likely than those who are not in full time employment to feel they can not influence decisions, (70% compared to 58%).

## Unable to influence decisions: Subgroup analysis

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



Ipsos MORI Base: All valid responses (943)



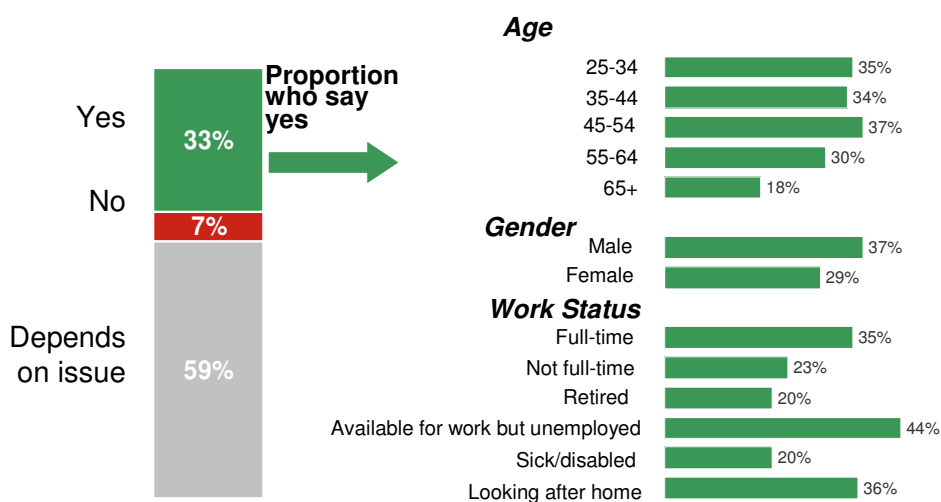
As identified above, those residents who do not feel they have the ability to influence decisions appear to be more likely to want more involvement in decisions that affect their local area, this can also be seen when examining the sub-groups. In contrast to those groups who feel most able to influence local decisions:

- Residents are less likely to want to be involved as they get older. Around one in fourteen residents do not want to be further involved (seven per cent), compared to around one in eight of those aged between 55-64 and just over one in five of those aged 65+ (seven per cent compared to 12% and 22% respectively);
- Those who are in full time employment would like to be more involved (35% compared to 28% not full time); and
- Residents in socially rented accommodation are more likely not to want more involvement compared with those in owner occupied or privately rented accommodation (14% compared to six per cent and three per cent respectively).

Finally, male residents are keener than female residents to be more involved in decisions that affect their local area (37% compared to 29%); and those defined as 'Wealthy senior professionals' are more enthusiastic, with almost half saying they would like to be more involved and just over two in five for whom it would depend on the issues (48% and 42% compared with 33% and 59% respectively)

## Which residents want to be involved?

Q Generally speaking, would you like to be more involved in the decisions that affect your local area?



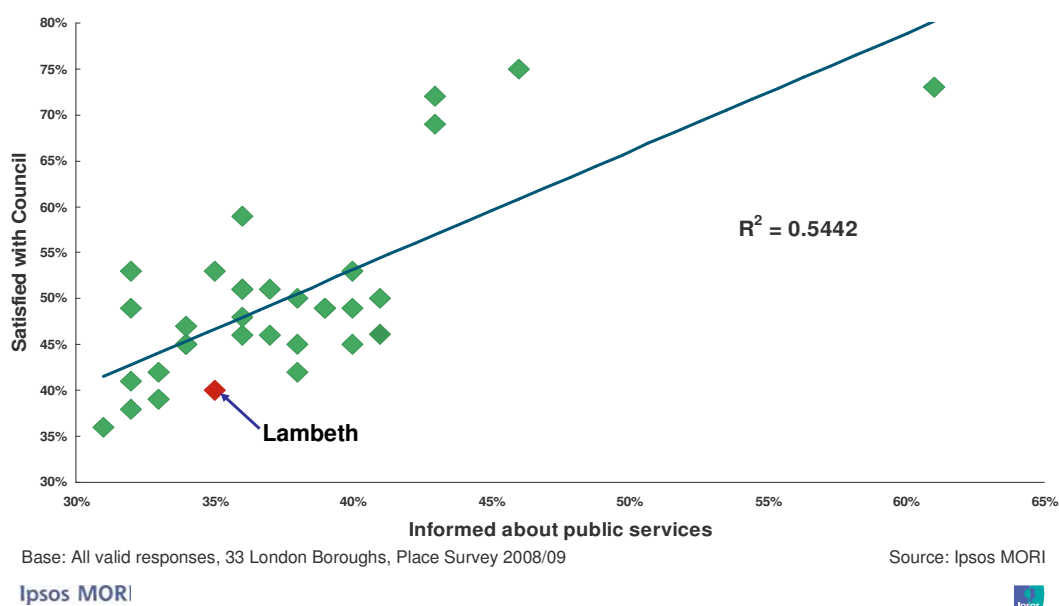
Ipsos MORI Base: All valid responses (1646); All valid response who would like to be involved (513)



## 6. Information provision

Good information provision and communications are key elements of service delivery. For decades, a key finding in all of Ipsos MORI's work has been that councils who do better at keeping people informed about services tend to be better regarded, as the following chart illustrates:

### Communication is key to driving levels of satisfaction with Council



The above chart shows the relationship between satisfaction with the council and the proportion of residents who feel informed about public services. As can be seen, both are lower than many other London Boroughs. Given the proportion of residents who feel informed about public services in Lambeth, satisfaction with Lambeth Council is five or six percentage points lower than would be expected.

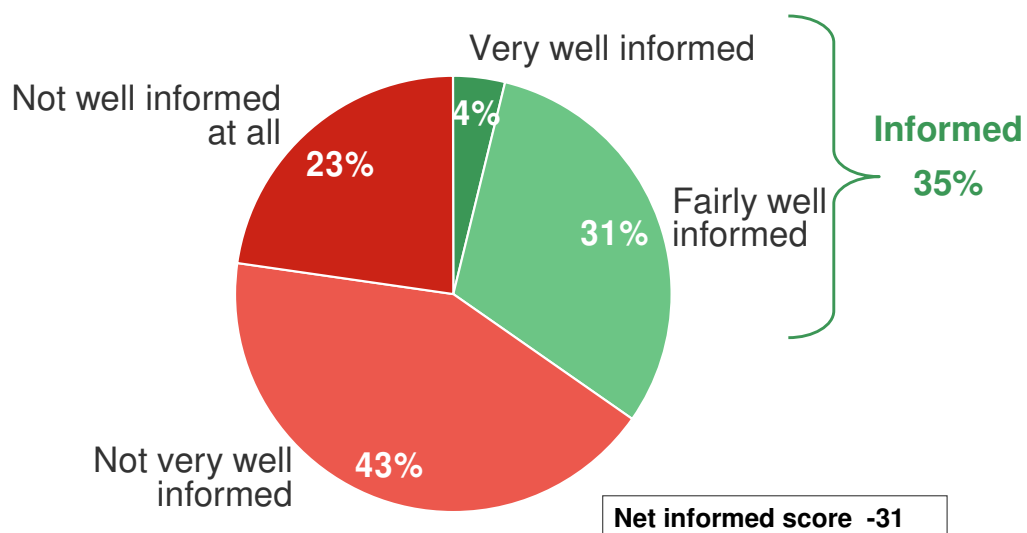
## Being kept informed

Residents were asked for their overall views about how well informed they feel about local public services.

Overall residents generally do not feel informed about public services in Lambeth. Two-thirds of residents feel uninformed, with around one in four feeling not well informed at all (65% and 23% respectively). Around third of residents feel informed about public services overall, although just one in twenty feel very well informed (35% and four per cent respectively).

### Being kept informed

Q Overall, how well informed do you feel about local public services?



Ipsos MORI Base: All valid responses (1623)



The proportion of residents who feel well informed about public services does not compare well with other inner London Boroughs where two in five residents feel well informed (35% compared to 40% respectively).

## Being kept informed: Comparative data

Q Overall, how well informed do you feel about local public services?



Ipsos MORI Base: All valid responses (1623)



The extent to which residents feel informed about public services increases with age. Residents aged 18-34 are the least likely to feel informed - significantly less than any other age group (25%). The proportion who feel informed rises to more than half of those aged 65+ (53%) and those who are retired (52%).

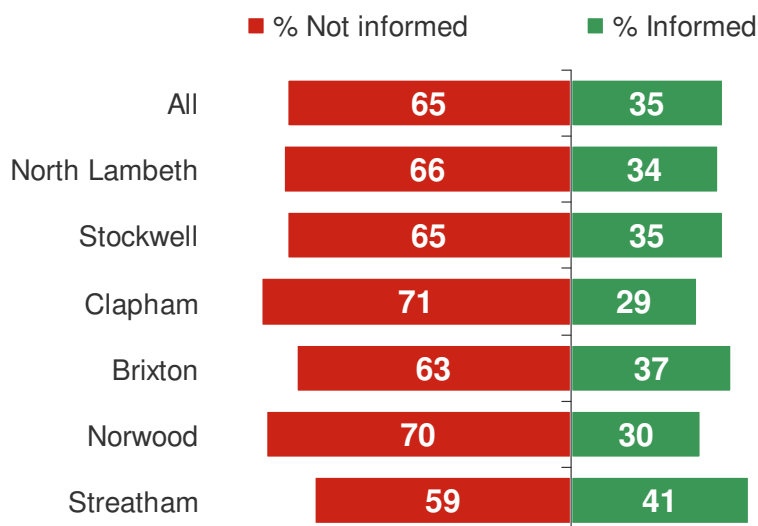
Residents from ethnic minority backgrounds are more likely to feel informed, with around two in five feeling informed compared to around three in ten White residents (42% compared with 32%). This is particularly the case for Black African residents, where half feel informed about local public services (49%).

Three-quarters of residents defined as 'successful singles' are likely to feel uninformed, significantly more than those defined as 'social tenants in deprived areas' and 'other' residents (74% compared with 61% and 60% respectively). Reflecting these findings, those residents not in full time employment are more likely to feel informed (44% compared with 29% in full time employment), as are those living in socially rented accommodation compared to those in owner occupied or privately rented accommodation (43% compared with 35% and 23% respectively).

In considering locality, residents from Streatham are the most likely to feel informed about local public services, significantly more so than those from Clapham and Norwood (41% compared with 29% and 30% respectively).

## Being kept informed: Local area analysis

Q Overall, how well informed do you feel about local public services?



Ipsos MORI Base: All valid responses (1623)



Attitudinally, perhaps unsurprisingly, residents who are members of a decision making group are more likely to feel informed about public services than those who are not members (46% compared with 32%).

There is also a relationship between feeling informed about local public services and having the ability to influence local decision making. Five in nine of those who feel they can influence decisions feel informed about local public services compared to almost one in four who feel unable to influence local decisions (56% to 23%). Furthermore, those residents who would like to be more involved in local decision making appear to be - currently at least - less informed about local public services than those who have no desire to be more involved in decision making (66% to 45% uninformed).

There also appears to be a relationship between feeling informed and overall satisfaction with both the Council and the local area:

- Residents who are dissatisfied with Lambeth Council are more likely to be uninformed than those who are satisfied (80% compared to 47%);

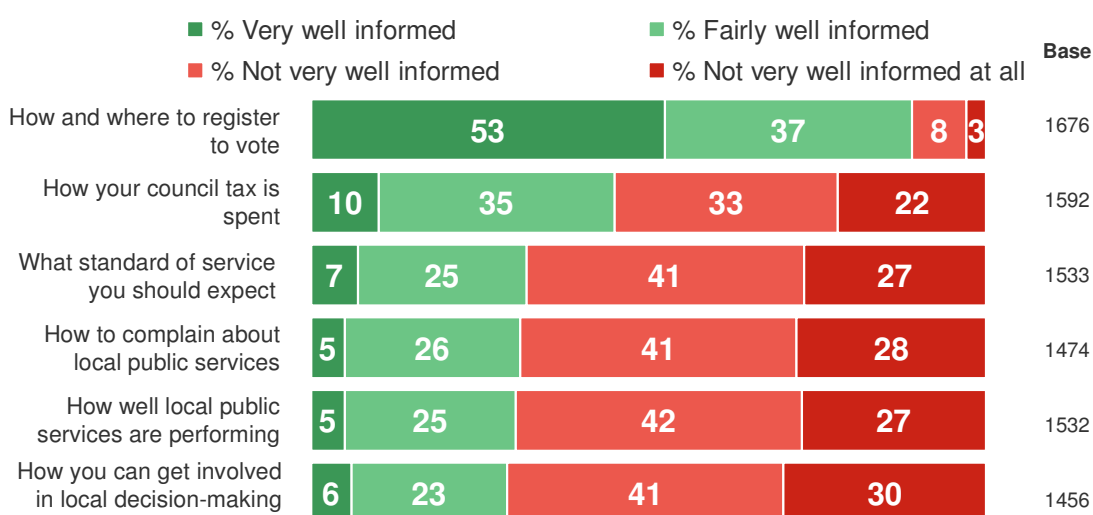
- Similarly, residents who do not think that Lambeth Council provides good value for money are more likely to feel uninformed, with four in five uninformed compared to just two in five of those who agree that the Council provides good value for money (81% compared with 39%); and
- Around four in five residents who are dissatisfied with their local area as a place to live feel uninformed in comparison to around three in five of those who are satisfied with their local area (78% to 61%).

As well as being asked about how informed they feel overall, residents were asked about how well informed they feel about some other specific issues.

Residents in Lambeth feel most informed about how and where to register to vote, with over half of residents being *very well* informed rising to nine in ten who are informed overall (53% and 89% respectively). Other than how their council tax is spent, there is little difference between the extent to which residents feel informed about the other aspects of public services with around three in ten feeling informed (29% involved in decision making; 32% standard of service; 30% how well performing, and 31% how to complain).

## Being informed about key issues/ services

Q How well informed do you feel about each of the following?



Ipsos MORI Base: All valid responses



As identified above, residents appear more informed as they get older; this continues to be the case when considering each of the key issues outlined above. Residents aged

55+ feel consistently more informed than their younger counterparts, most notably when considering how residents' *council tax is spent*, where two-thirds of those aged 55+ feel informed compared to just two in five of those under 55 (65% compared with 40%).

Ethnicity also appears to be important, with residents from White backgrounds feeling less informed across all areas apart from *how and where to register to vote*. Although as a group, residents from ethnic minority backgrounds are not significantly more informed than White residents when considering how residents' *council tax is spent*, Black residents are considerably more likely, with three in five feeling informed compared to around two in five White residents (60% compared with 43%).

Again, as highlighted above, work status continues to be a factor when considering views on individual services. Residents who are not in full time employment are more likely to feel informed about four of the six services. Although not as significant across all aspects of public services information, retired residents continued to feel more informed than other groups.

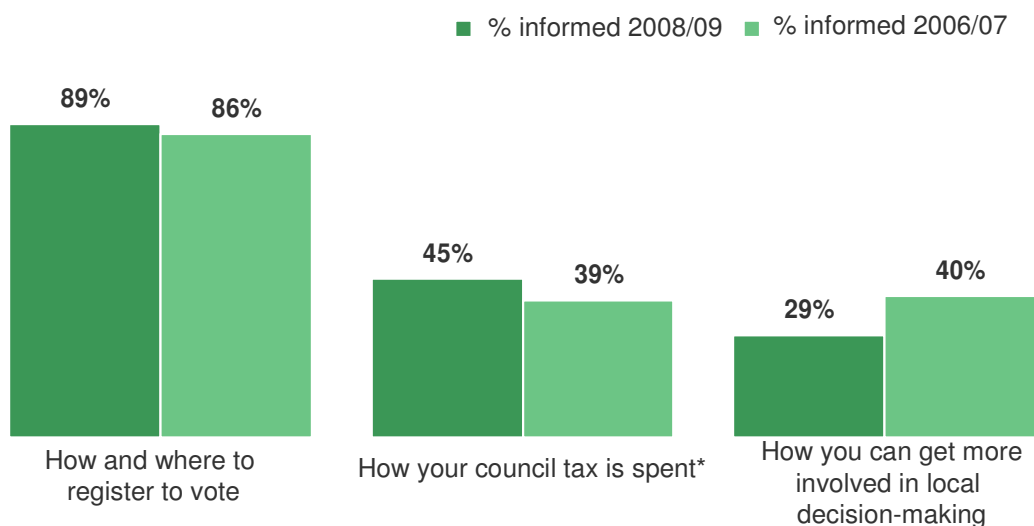
In considering tenure and MOSAIC group, residents in socially deprived settings appear to feel more informed:

- Apart from 'how to register to vote' - where although social tenants feel more informed than private tenants (90% compared with 77%), those in owner occupied homes feel more informed than social tenants (94% compared with 90%) – residents living in socially rented accommodation feel more informed than those in owner occupied and privately rented accommodation; most notably when considering 'what standard of service to expect' (44% compared with 29% and 22% respectively);
- For the most part, 'social tenants in deprived areas' are more likely than other groups to feel informed, especially more so than those identified as 'successful singles'.

As outlined in the chart below, there are mixed trends when comparing the extent to which residents feel informed about local public services with 2006/07. There has been a small increase in the number of residents who feel informed about how council tax is spent from 39% to 45%; although it should be noted that this could be explained in part by the different question wording. In contrast, the number of residents informed about how they can get involved in local decision-making has declined, from two in five residents in 2006/07 to three in ten in 2008/09 (40% compared with 29%).

## Being informed - Trend data

Q How well informed do you feel about each of the following?



\*Note: 06/07 question wording was 'What the Council spends its money on'

Ipsos MORI Base: All valid responses 2008/09



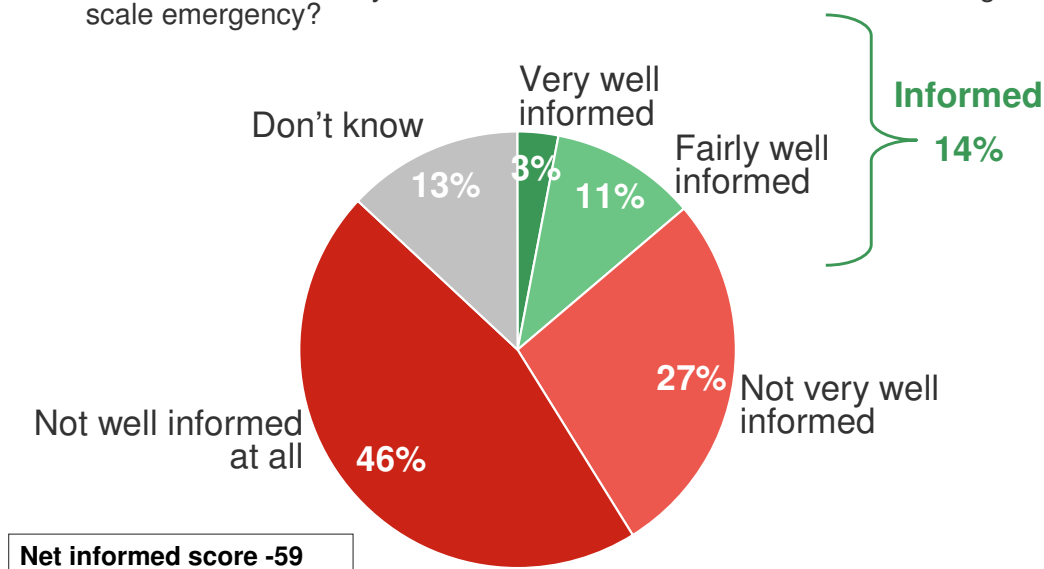
## Awareness of civil protection arrangements

The Place Survey is responsible for providing information on how well informed residents feel about civil protection arrangements and what they should do in the event of a large scale emergency in their local area (NI 37)

Almost three-quarters of residents in Lambeth do not feel well informed about what to do in the event of a large scale emergency (73%), with more than two in five residents feeling not well informed at all (46%). Around one in seven feel very/fairly well informed (14%).

### What to do in event of large-scale emergency (NI 37)

Q How well informed do you feel about... what to do in the event of a large-scale emergency?



Ipsos MORI Base: All valid responses (1689). Note: 'don't knows' are **included** in the base calculations.



In line with the extent to which residents feel informed about other aspects of public services, residents are more likely to feel informed about what to do in the event of a large-scale emergency as they get older. Those aged 18-34 feel the least informed (11%); this rises to one quarter of residents feeling informed among those aged 65+ (26%).

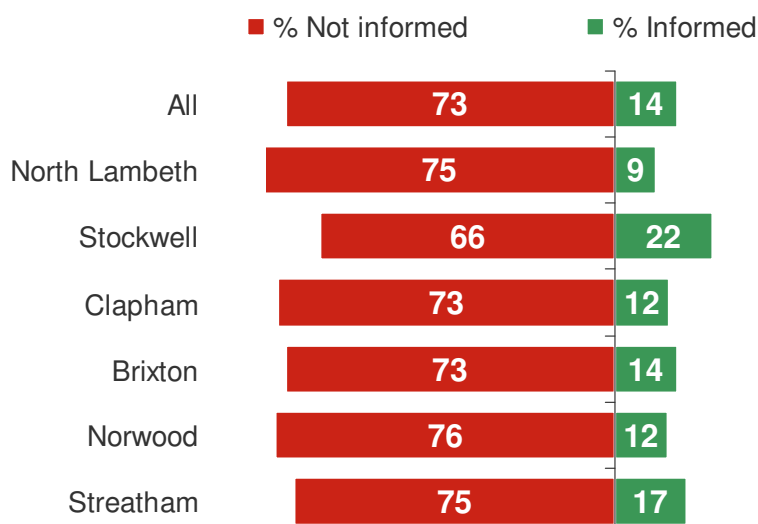
Residents from ethnic minority backgrounds - particularly those of Black origin – are twice as likely to feel informed as White residents (23% compared with 10%); as are those not in full time employment (22% compared to 10% among those in full time employment). Again, residents living in socially rented accommodation are more likely

than those in owner occupied or private rented to feel informed (25% compared with 10% and 11% respectively). Linked with this, 'social tenants in deprived areas' and 'multicultural second generation' groups are more likely to feel informed than other MOSAIC groups (20% and 21% compared to 14% overall).

Residents in Stockwell appear to feel most informed, with more than one in five feeling well informed about what to do in a large scale emergency compared to around one in ten of those from North Lambeth, Clapham and Norwood (22% compared with nine per cent, 12% and 12% respectively).

## What to do in event of large-scale emergency (NI 37): local area analysis

Q How well informed do you feel about... what to do in the event of a large-scale emergency?



Ipsos MORI Base: All valid responses (1689). Note: 'don't knows' are **included** in the base calculations.



As outlined in the chart below, the findings for Lambeth on NI 37 are in line with those for other London Boroughs and the other authorities for whom Ipsos MORI conducted the Place Survey.

## What to do in event of large-scale emergency (NI 37): Comparative data

Q How well informed do you feel about... what to do in the event of a large-scale emergency?



Ipsos MORI Base: All valid responses (1689)



## 7. Health

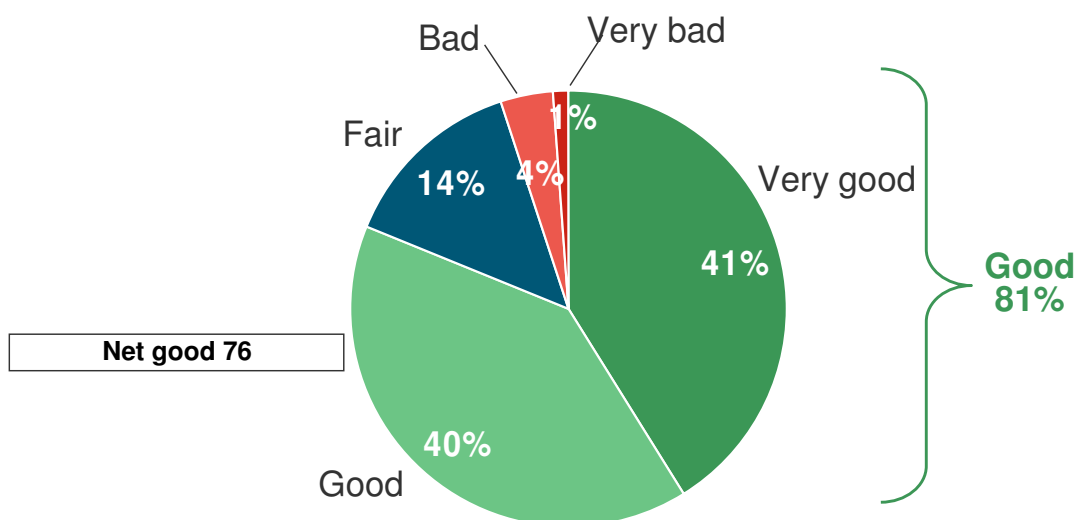
Local primary care trusts (PCTs) are jointly responsible for delivering on the health and well being for local communities with local councils and other agencies, through the Local Area Agreement and LSP. Subjective measures of health and well being are an important indicator of the general health of the population.

Accordingly, residents are asked to provide a self-reported measure of their general health.

The majority of residents in Lambeth feel their health is good. Four in five residents report that they are in good health with half of these stating that they are in very good health (81% and 41% respectively). One in seven residents say they are in fair health (14%), and only a small minority report that they are in bad health (four per cent).

### Self reported health and well being (NI 119)

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



Ipsos MORI Base: All valid responses (1690)



As is expected, not all social groups have the same perceived health levels. Residents aged 65 and over are more likely than their younger counterparts to feel their health is bad. (13% aged 65+ compared with five per cent of residents overall). A similar proportion – around one in eight - of residents who are not in full time employment also feel their health is bad compared to just one per cent of those in full time employment (13% compared with one per cent). Tenure is also related to health, with around one in eight of those living in socially rented accommodation feeling in poor health compared to one in twenty-five residents living in owner occupied and just one per cent of those living in privately rented accommodation (12% compared with four per cent and one per cent respectively).

NI 119 refers to the percentage of residents who state that their health is good/very good. For this measure Lambeth achieves a score of 81, which is broadly in line with the London Borough average (81% compared with 80% London and 82% inner London), and compares favourably to the Ipsos MORI overall average where around three-quarters of residents report being in good health (81% compared with 76%).

## Health and well being (NI 119): Contextual data

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



Ipsos MORI

Base: All valid responses (1690)

\* National figures based on Health Survey for England 2006 (14,157 adults in England)



## 8. Local public services

Over the last five to ten years there has been a successful push towards greater partnership working, through the creation of local strategic partnerships (LSPs) and issue-focused partnerships such as crime and disorder reduction partnerships and children's trusts. Local public sector agencies are now duty bound to ensure that they work together to deliver better outcomes for local people, with sustainable community strategies and Local Area Agreements at their heart.

As the Comprehensive Area Assessment comes into place in 2009, citizen perspectives about how well local public services – working together - are delivering on the ground will form an important element of how local public sector agency performance is measured.

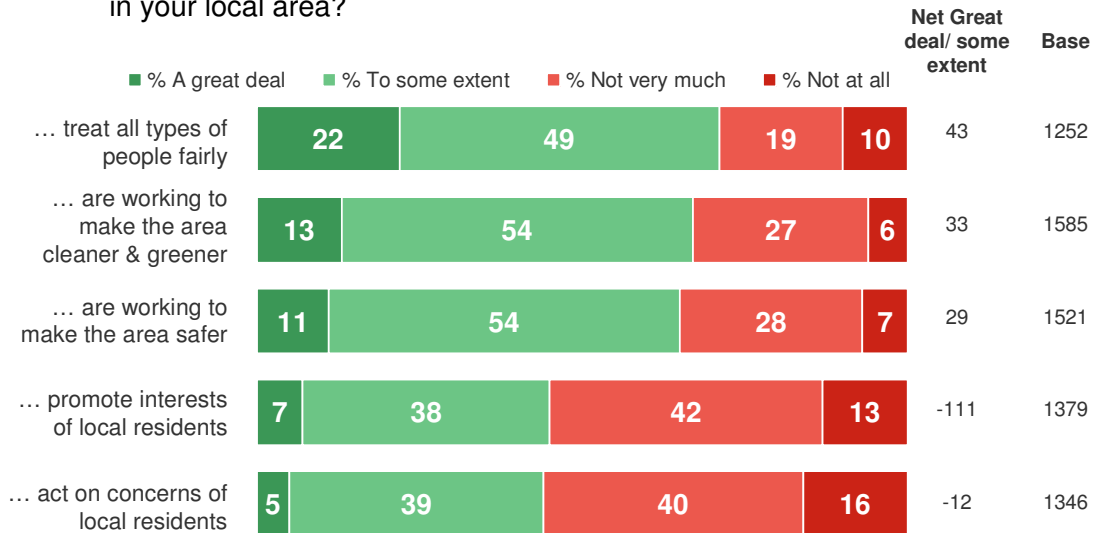
As such, one of the key shifts seen with the new Place Survey, is the much greater focus on residents' views about local public services as a whole; in contrast to the old BVPI Surveys, which focused primarily on the function of the council.

## Views about local public services

Residents' views about public services within Lambeth are mixed. Residents are most positive that public services in their local area treating all types of people fairly, with over seven in ten residents believe this to be the case (72%). However, residents are least positive about local services promoting the interests of local residents or acting on the interest of residents with a majority of residents stating that this is not the case (55% *not very much/not at all* compared to 45% *a great deal/to some extent*; and 56% to 44%).

## Views about local public services

Q To what extent do you think that these statements apply to public services in your local area?



Ipsos MORI Base: All valid responses



In considering demographic differences, age continues to be a factor in shaping the views of residents. For each of the statements considered above, residents aged 55+ are the most likely to agree that they apply to local services in Lambeth, most notably in considering *working to make the area safer* where almost three-quarters of residents aged 55 or over agreed that it applied to services in their local area (75% compared to 63% aged below 55).

Residents from ethnic minority backgrounds are also more likely to be positive. With specific reference to *making the area safer and cleaner and greener*, Black residents are more positive than both overall ethnic minority groups and White residents (safer: 75% Black compared to 68% from ethnic minority backgrounds and 62% White; cleaner and greener: 81% compared to 75% and 62%).

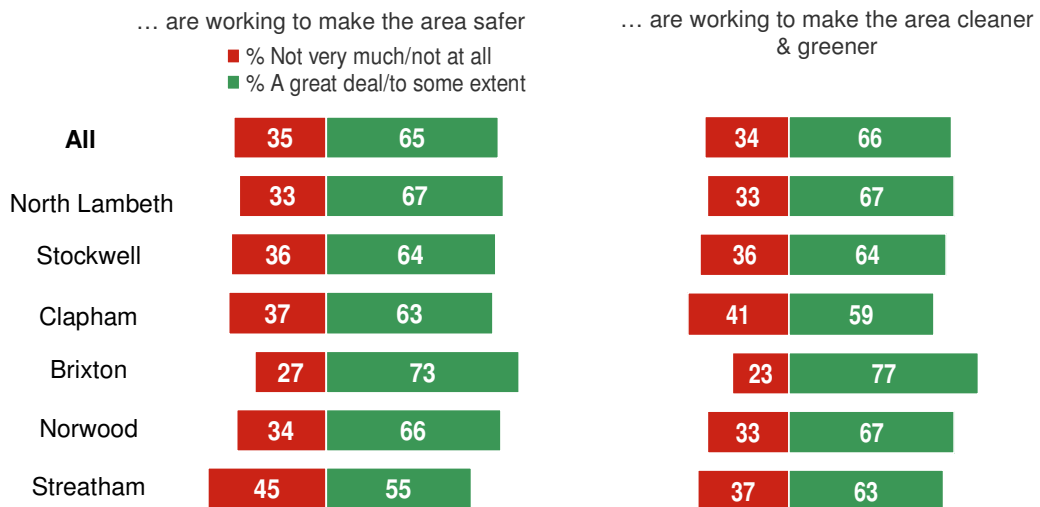
Work status is also important. Those without a full-time job are more likely than those in full-time employment to consider public services in Lambeth to be working to make the area safer (72% to 61%), cleaner and greener (72% to 63%), promoting interests of local residents (50% to 41%) and acting on the concerns of local residents (49% to 40%).

Residents living in socially rented accommodation are more likely to agree that all, with the exception of public services *treat all types of people fairly*; for which those in owner occupied and privately rented accommodation are more positive (67% compared to 73% and 75% respectively).

Residents in Brixton are the most positive; three-quarters of whom agree that public services in their area are working to make the area safer (73%) and cleaner and greener (73%). In contrast, residents in Streatham are the least positive (55% and 63% respectively).

## Views about local public services: by local area

Q To what extent do you think that these statements apply to public services in your local area?



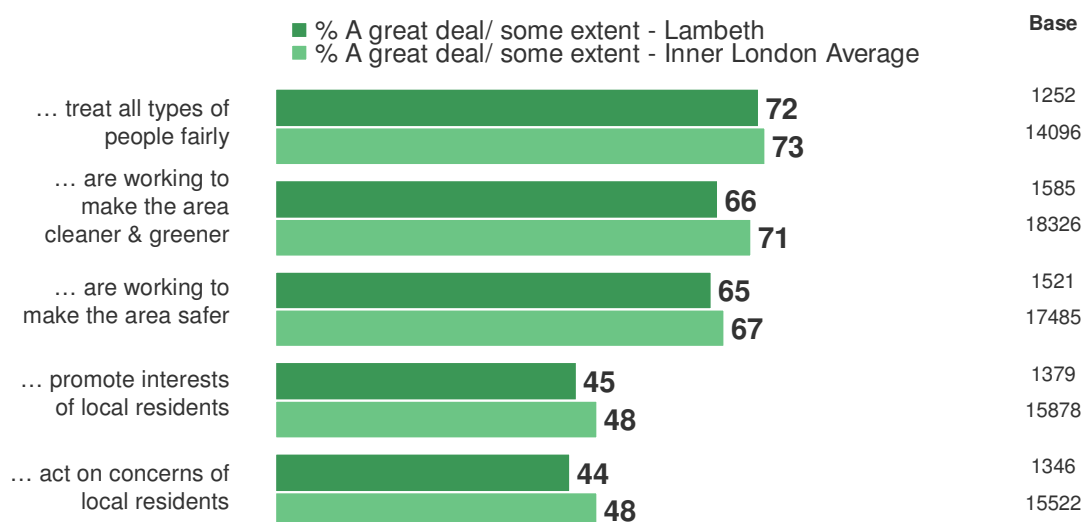
Ipsos MORI Base: All valid responses



When compared to findings from other London Boroughs, perceptions of public services in Lambeth are broadly in line with the average achieved across the consortium. However, Lambeth is slightly behind the other London Boroughs when considering whether public services are working to make the area cleaner and greener (66% to 71%) and that public services act on the concerns of residents (44% to 48%).

## Views about local public services: Comparator analysis

Q To what extent do you think that these statements apply to public services in your local area?



Ipsos MORI Base: All valid responses



## Satisfaction with local public services

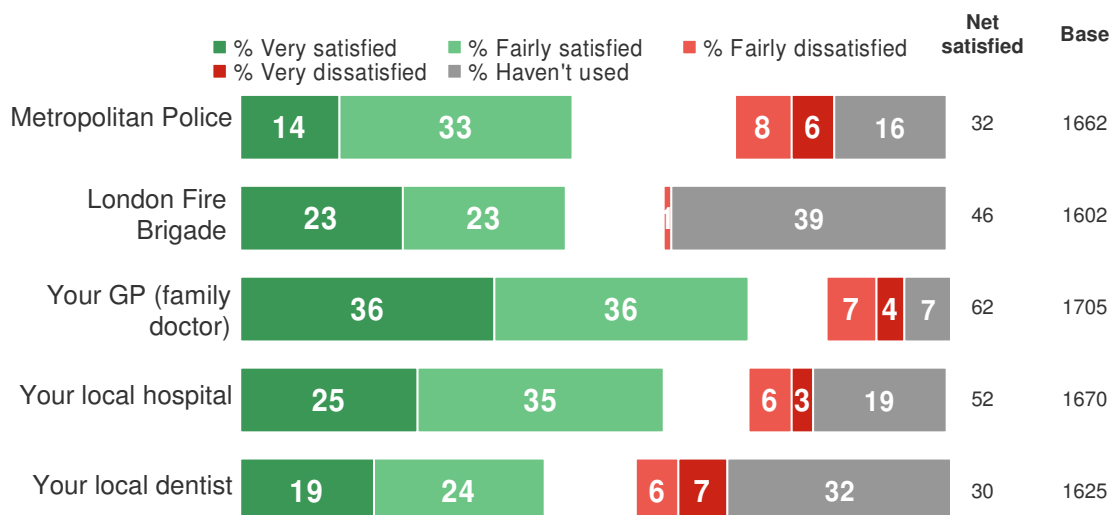
The Place Survey also asked about satisfaction with five of the main local public services. Overall, residents are positive about provision by the Police Force, fire service, and health services in Lambeth.

Residents are most positive about their local GP service, with seven in ten residents satisfied and just one in nine dissatisfied with the service they receive (72% and 11%). A quarter of residents are *very satisfied* with their local hospital services, rising to three in five who are satisfied overall (25% rising to 61%). Dissatisfaction with London Fire Brigade is extremely low, although it should be noted that almost two in five residents have never used the fire services (39%).

Residents are least satisfied with their local dentist. Just over two in five residents are satisfied with the dentist with one in eight dissatisfied with the service they receive (42% compared with 13%).

## Satisfaction with local public services

Q Please indicate how satisfied or dissatisfied you are with each of the following public services in your local area?



Ipsos MORI Base: All valid responses



In considering demographic differences, age continues to be an important factor, although the age bracket at which residents are more likely to be satisfied differs between services. Residents ages 65+ are more likely than their younger counterparts to be satisfied with their local hospital (89% satisfied compared to 61% across all ages) and their local dentist (63% satisfied compared to 42% across all ages). Satisfaction is also higher among those aged 55+ when considering the Metropolitan Police (59% to 44% satisfied aged below 55) and residents' local GP services (83% to 70% satisfied aged below 55). Similarly, residents aged 45+ are more satisfied than those aged 18-44 when considering London Fire Brigade.

Residents from ethnic minority backgrounds are also more likely to be satisfied across all five public services; most notably when considering their local hospital where more than seven in ten are satisfied compared to five in nine White residents (73% compared with 55%).

Work status and tenure are also important, with residents living in socially rented accommodation more likely to be satisfied with each service than those in owner occupied or privately rented accommodation; similarly those not in full time work are more likely that those in full time work to be satisfied.

Disabled residents are more likely to be satisfied with their local fire service, GP, hospital and dentist, than those who do not have a disability. Furthermore, whether residents live with – and therefore are likely to experience these services through – children also appears to have an impact; those who live with at least one child are more likely to be satisfied with their local fire service, GP, hospital and dentist.

Attitudinally, the extent to which residents are satisfied with these public services appears to be influenced by their perceptions of public services. Perhaps unsurprisingly, residents are more likely to be satisfied with the service if they feel local public services act on the concerns of residents, treat all types of people fairly, and treat people with respect and consideration. For example, in considering satisfaction with the Police:

- Three in five residents who believe public services act on the concern of residents are satisfied with the Police service compared to two in five who believe they do not act on residents' concerns (62% compared with 39%).

- Just under three in five residents who believe public services treat all types of people fairly are satisfied with the Police service compared to less than two in five who do not (57% compared with 37%).
- Five in nine residents who feel they are treated with respect and consideration by public services are satisfied with the Police, significantly more so than those who feel they are not treated with respect and consideration (55% to 35%).

A further key factor with the satisfaction of public services appears to be the extent to which residents are informed about public services. As outlined in the table below, residents who feel informed about local public services are more likely to be satisfied. Similarly residents who feel they have the ability to influence local decision making are also more likely to be satisfied with the local public services.

% Satisfied with...	Informed about local services		Ability to influence decision making	
	% Informed	% Not informed	% Agree	% Disagree
<b>The Metropolitan Police</b>	62	38	63	39
<b>The London Fire Brigade</b>	58	48	57	43
<b>Your local GP</b>	83	66	80	68
<b>Your local hospital</b>	74	54	72	55
<b>Your local dentist</b>	58	33	55	36

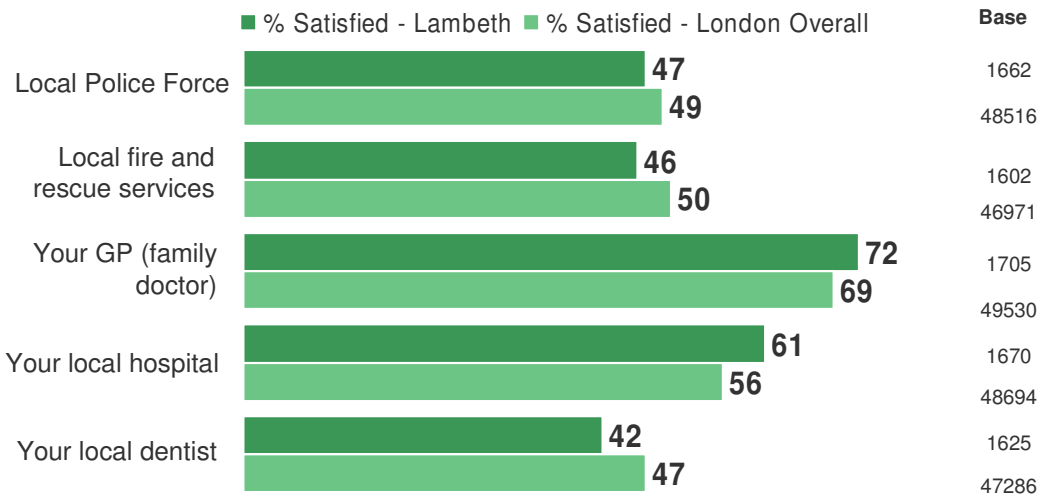
*Source: Ipsos MORI*

Specifically when considering satisfaction with the local police service, residents who feel safe when outside at night are more likely to be satisfied than those who feel unsafe (51% to 40%), as are those who feel safe when outside during the day (49% to 26%).

Lambeth is broadly in line with levels of satisfaction with public services in other London boroughs. However, two notable exceptions are local hospitals, where residents in Lambeth are more likely than those across London to be satisfied (61% compared with 56%); and local dentists, where Lambeth residents are less likely to be satisfied (42% compared with 47% across London.)

### Satisfaction with local services, including council: Comparator analysis

Q Please indicate how satisfied or dissatisfied you are with each of the following public services in your local area?



Ipsos MORI Base: All valid responses, including those who say "haven't used the service"



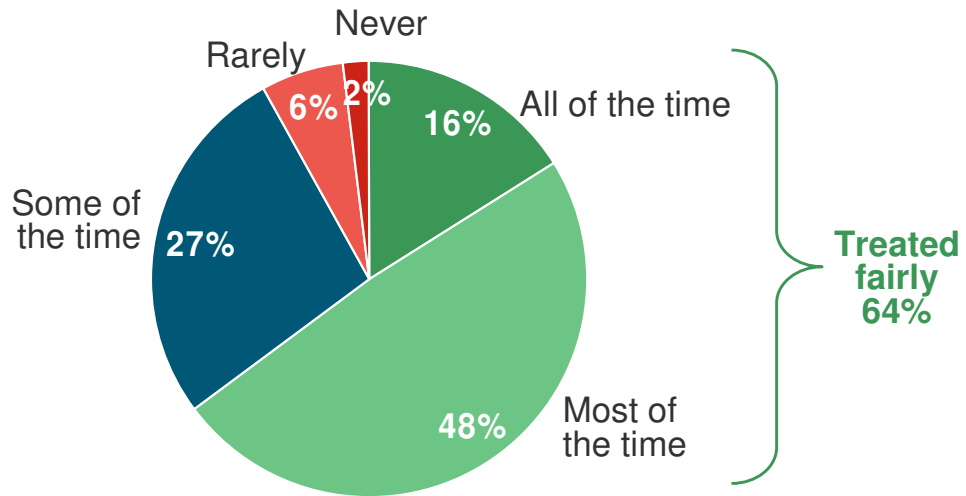
### Local public services – respect and consideration

The degree to which people say they have been treated with respect and consideration by local public services forms one of the new national indicators (NI 140). Local authorities and their partners want to narrow the gap between perceptions of different groups in the community.

Residents are positive about the treatment by public services in Lambeth. Around two-thirds of residents are satisfied overall (64%), although residents are more likely to feel they have been treated with respect and consideration *most* of the time rather than *all of the time* (48% to 16%). Less than one in ten feel that they have *rarely/never* been treated with respect and consideration although around three in ten feel this to be the case *some of the time* (eight per cent and 27% respectively).

## Treated with respect and consideration by local public services (NI 140)

Q In the last year would you say that you have been treated with respect and consideration by your local public services?



Ipsos MORI Base: All valid responses (1531)

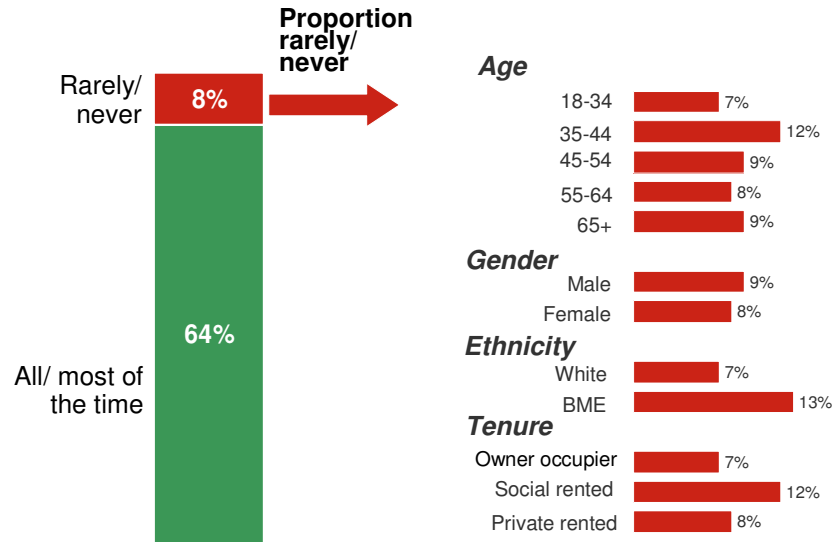


The extent to which residents feel they have been treated with respect and consideration differs by age, ethnicity, tenure and work status. Residents aged 65+ remain the most positive, with more than seven in ten feeling they are treated with respect and consideration compared to around two-thirds of all residents (72% compared to 64%). However, apart from age, those groups identified above as being the most likely to be satisfied with certain public services and are more likely to feel they are rarely/never treated with respect and consideration by local public services:

- Residents from ethnic minority backgrounds are more likely than White residents to feel they are not treated with respect and consideration (13% compared to seven per cent);
- Residents living in socially rented accommodation are more likely than those in owner occupied or private rented accommodation to feel poorly treated (12% compared to seven and eight per cent respectively). Furthermore those identified as 'social tenants in deprived areas' are more likely to feel mistreated than any other MOSAIC group (16% compared with eight per cent);
- Those who are not working full time are also more likely to have negative perceptions (11% compared to 7%).

## Treated with respect and consideration by local public services (NI 140): Subgroup Analysis

Q In the last year would you say that you have been treated with respect and consideration by your local public services?



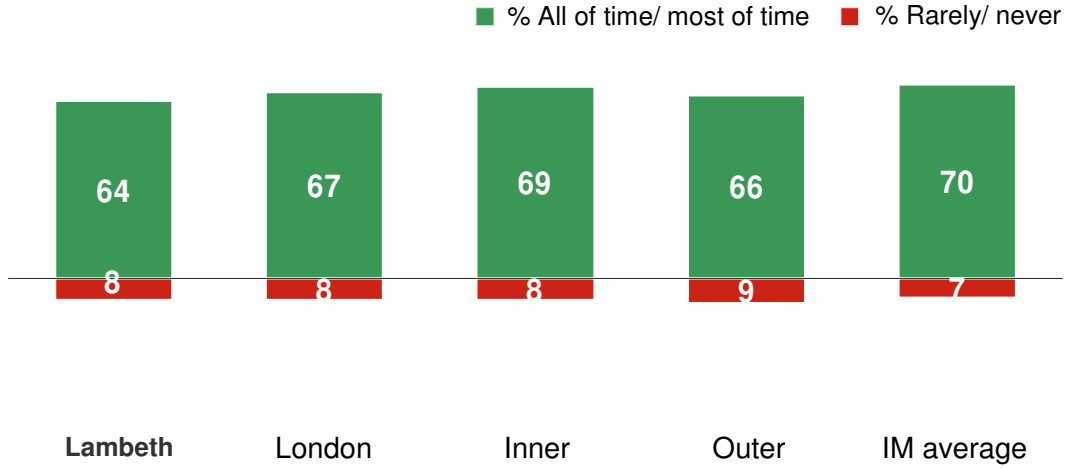
Ipsos MORI Base: All valid responses (1531); All valid responses who a rarely/never treated with respect and consideration (139)

Attitudinally, perceptions of community cohesion, ability to influence local decisions and whether residents feel informed all appear to influence whether a resident feels local services treat them with respect and consideration. Seven in ten of those who feel that people from different backgrounds get on well in their area feel well treated by public services compared to just half of those who believe their community is not cohesive (71% compared with 50%). Similarly, those who feel they have the ability to influence local decisions are more likely to feel they are treated with respect and consideration (74% compared with 58%). Furthermore, four in five of those who feel informed about local decisions feel well treated compared to almost three in five of those who feel uninformed (78% compared with 57%).

NI 140 represents the percentage of people who say they have been treated with respect and consideration by local public services all or most of the time, for which Lambeth achieves a score of 64. Findings for Lambeth compare less favourably to those of other inner London Borough and the Ipsos MORI national average where close to seven in ten residents feel they have been treated with respect and consideration (64% compared to 69% and 70% respectively).

## Treated with respect and consideration by local public services: Comparative data

Q In the last year would you say that you have been treated with respect and consideration by your local public services?



Ipsos MORI Base: All valid responses (1531)



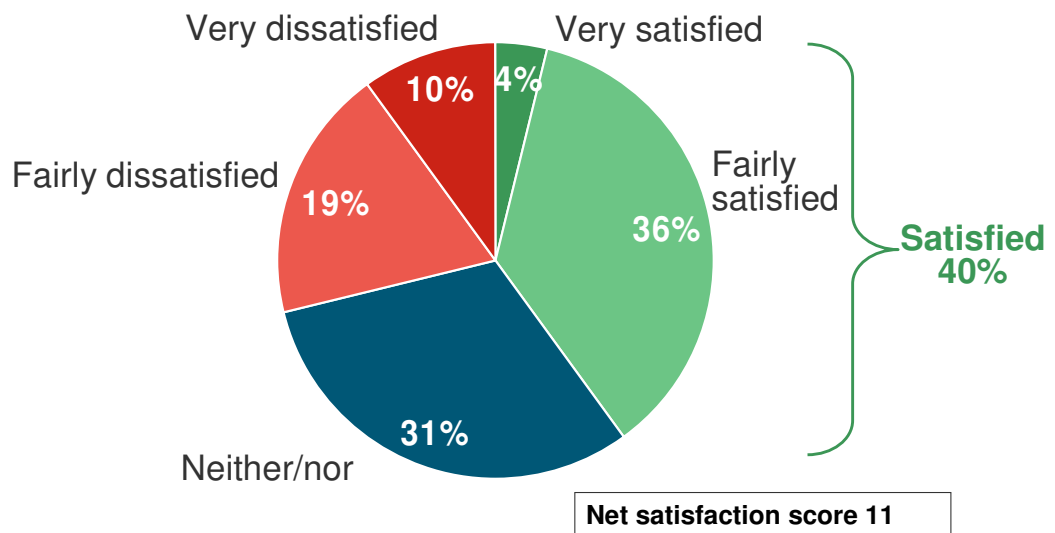
## 9. Council services

### Satisfaction with council

Residents' level of satisfaction with Lambeth Council is mixed. Although residents are more likely to be satisfied with the Council – with one in four are *very/fairly* satisfied overall – three in ten residents are dissatisfied with Lambeth Council and a similar proportion are indifferent (29% dissatisfied and 31% neither/nor). Residents are more likely to be *very dissatisfied* with the Council than *very satisfied* (10% compared with 4%).

### Satisfaction with Council

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



Ipsos MORI Base: All valid responses (1656)

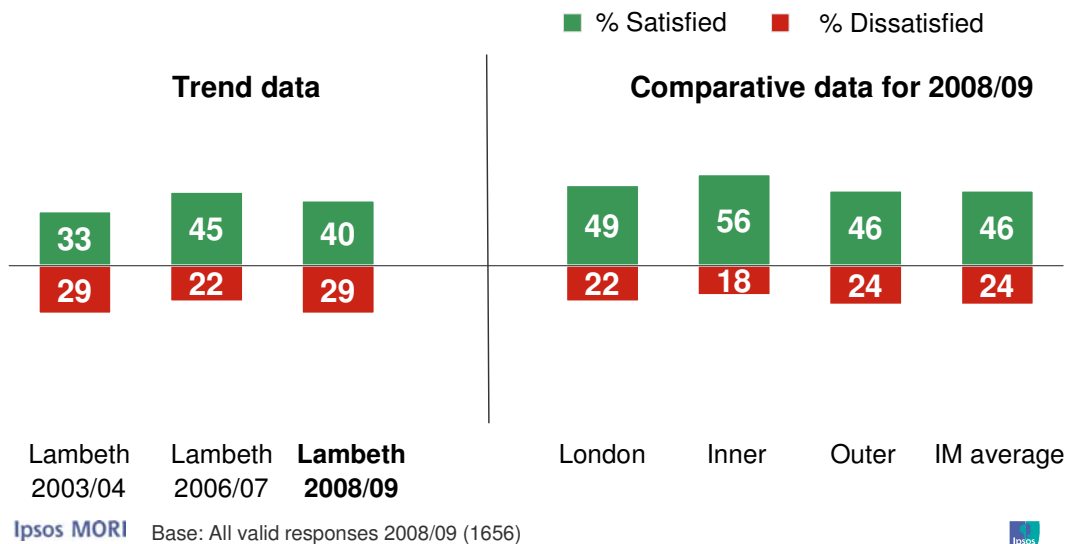


This compares unfavourably to other overall measures of satisfaction recorded in the Place Survey, namely the more than seven in ten residents who are satisfied with their local area as a place to live and four in five residents who are satisfied with their home as a place to live (73% and 80% respectively), but is a common trend seen nationally.

Satisfaction with Lambeth Council is however, lower than other London authorities as a whole and compares even more unfavourably to other inner London Boroughs where on average five in nine residents are satisfied with the way their local authority runs things (40% compared with 49% across London and 56% across inner London Boroughs). Considering the level of overall satisfaction over the last five years, the most recent findings signal a reduction in the proportion of residents who are satisfied with the way Lambeth Council runs things overall from 45% in 2006/07 to 40% in 2008/09. Although the proportion of residents who are satisfied is higher than that recorded in 2003/04 (40% compared with 33%) the proportion of residents who are dissatisfied has returned to the same level (29% for both).

## Satisfaction with council: Contextual data

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



The extent to which residents are satisfied with the way Lambeth Council runs things differs by age, work status, ethnicity, and tenure.

Residents aged 65+ are significantly more satisfied with Lambeth Council than all but those aged 45-54. Just one in five of those aged 65+ are dissatisfied with the Council compared to three in ten of those under 65 (20% compared with 29%).

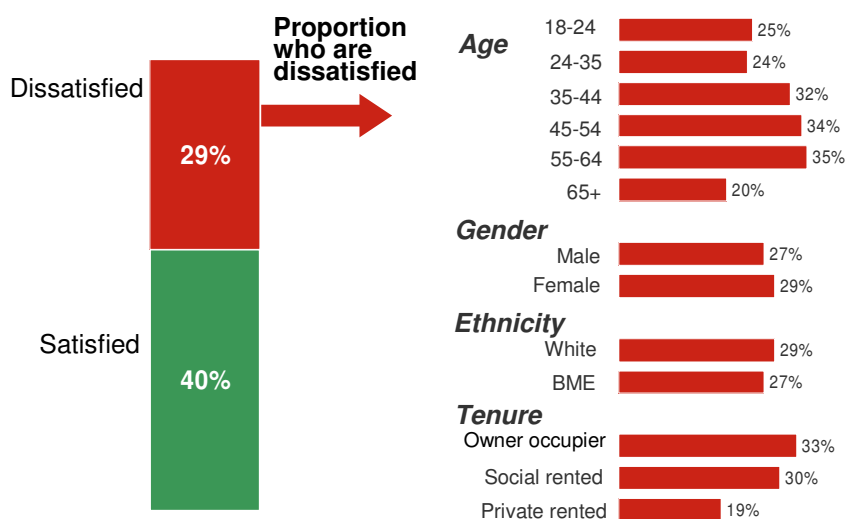
Ethnicity is also a factor. Almost half of residents from ethnic minority backgrounds are satisfied with the Council compared to less than two in five of those from White backgrounds (47% compared with 37%). Within ethnic minority groups there is particular difference between Black African and Black Caribbean groups; those of Black Caribbean origin being twice as likely as those of Black African origin to be dissatisfied with the Council (41% compared with 19%).

In considering tenure, residents in socially rented or privately rented accommodation are more likely to be satisfied than those living in owner occupied accommodation (47% and 48% respectively compared with 33%); however by MOSAIC group, residents identified as 'social tenants in deprived areas' appear the most dissatisfied with the Council (36% compared with 29% overall).

Finally, residents not in full time employment are more likely to be satisfied with the way Lambeth Council runs things (47% compared to 36% of those in full time work); as are disabled residents (46% compared with 39% of those without).

## Dissatisfaction with Council: Subgroup analysis

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



Ipsos MORI Base: All valid responses (1656)



Attitudinally, perceptions of whether the Council provides good value for money appear to be the biggest influence on overall satisfaction with Lambeth Council; nine in ten of those who feel that Lambeth Council provides good value for money are satisfied overall, compared to one in nine of those who are satisfied with the Council, but believe it does not provide value for money (90% compared with nine per cent).

As highlighted previously, and found commonly across Ipsos MORI research more broadly, the extent to which residents feel informed about local public services also influences overall satisfaction with Lambeth Council, with satisfaction rising from almost three in ten residents who feel uninformed about local public services to three in five residents who feel informed (28% rising to 59%). Similarly, residents who feel they have the ability to influence decisions that affect their local area appear more likely to be satisfied with Lambeth Council, with almost three in five residents who feel they have the ability satisfied compared to three in ten of those who don't (57% compared with 29%).

Finally, satisfaction with the local area is also important. Just one in five residents who are satisfied with their local area as a place to live are dissatisfied with the Council overall, compared to seven in ten who are dissatisfied with their local area (18% compared with 70%).

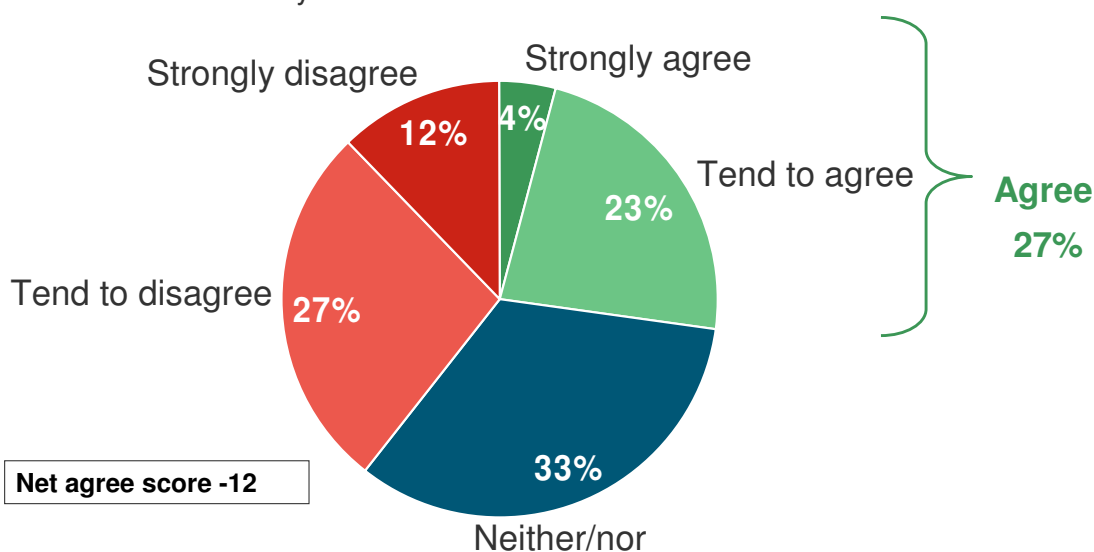
## Value for money

A key driver of the reputation of all councils is whether or not residents believe they get value for money. Ipsos MORI has found that this has a much stronger relationship with overall satisfaction than actual council tax levels – and is based in part on how well a council demonstrates (and communicates) to the community what it provides for tax payers' money.

Residents in Lambeth are more likely to feel that the Council does not provide value for money. Two in five residents disagree that Lambeth Council provides value for money, with one in eight residents strongly believing this to be the case (40% and 12% respectively). In contrast, less than a third of residents agree that the Council provides value for money; however a significant proportion of residents are likely to be neutral on the issue (27%), with one in three feeling that the Council provides neither good nor bad value for money (33%).

### Value for money

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



Ipsos MORI Base: All valid responses (1602)



Residents in Lambeth are less likely to feel that their Council provides value for money than the average residents in London (27% agree compared with 35% agree across all London Boroughs), this is particularly the case in comparison with inner London Boroughs where as many as four in nine residents believe their Council provides value for money (27% compared with 44% inner London average). As a proportion, this compares unfavourably to the national picture, where according to the Ipsos MORI national overall average, one in three residents agree that their Council provides value for money (27% compared with 34%).

## Delivering value for money: Comparative data

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



Ipsos MORI Base: All valid responses (1602)



As with satisfaction with the way in which Lambeth Council runs things, older residents are more likely to agree that Lambeth Council provides value for money. Two in five residents aged 55+ agree that this is the case compared to just one in four of those aged under 55 (40% compared with 24%).

Residents from ethnic minority backgrounds continue to be more positive (38% agree compared to 23% of White residents); although again, half of Black African residents are in agreement that Lambeth Council provides value for money compared with three in ten Black Caribbean residents (50% compared to 29%).

Again, consistent with overall satisfaction with the Council, residents who are not in full time employment or those who have a disability are more likely to feel the Council

provides value for money (33% compared with 24% in full time employment; and 35% compared with 25% without a disability).

However in contrast to overall satisfaction, those living in owner occupied accommodation are less likely to feel the Council provides value for money (48% disagree compared with 29% in social rent and 32% private rent - there appears to be no significant difference between those renting socially from the Council or from a housing authority/trust.). Furthermore, residents identified as 'wealthy senior professionals' are most likely to feel Lambeth Council does not provide value for money (55% compared with 40% overall).

### Perceptions of the Council by local area

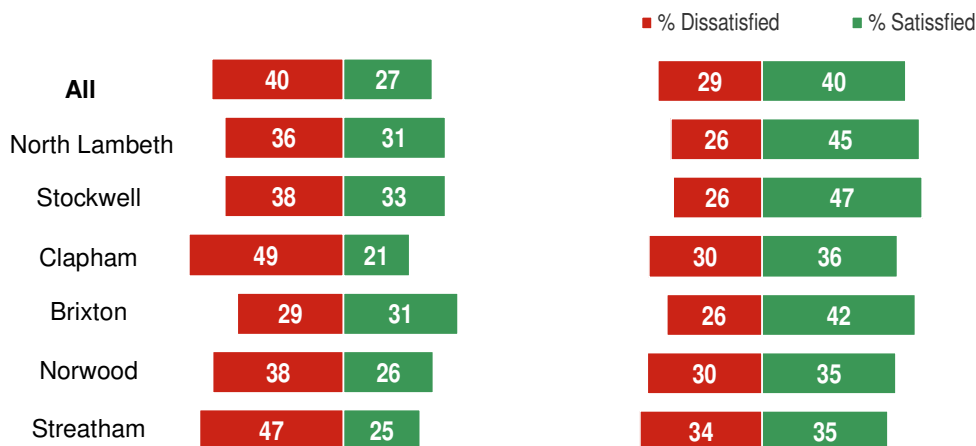
The extent to which residents are satisfied with Lambeth Council and feel that it provides value for money differs by local area.

Residents from Clapham are the most likely to disagree that Lambeth Council provides value for money (49%), significantly more so than all other areas apart from Streatham where just under half of residents also disagree (47%). Although there is less distinction by locality when considering overall satisfaction, residents from Stockwell are the most positive, with just under half of residents being satisfied with the way the Council runs things (47%), significantly more so than around the third of residents from Norwood or Streatham (both 35% satisfied).

## Satisfaction with local area/home: local area analysis

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

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



Ipsos MORI Base: All valid responses: ...value for money ... (1602); ...runs things...(1656)



### Support for older people

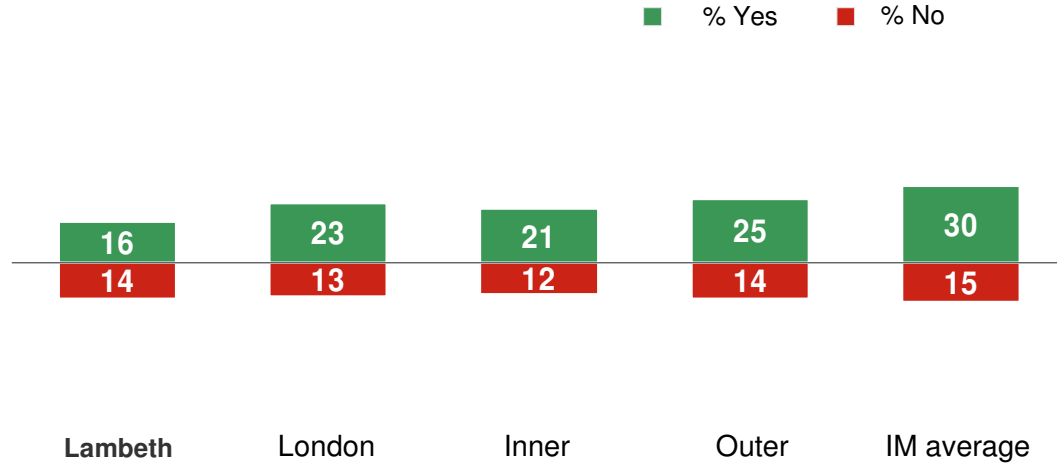
The Place Survey asked residents for their views on whether older people in the locality are getting the support and services they need to live independently, to inform a new national indicator (NI 139).

Residents in Lambeth are mostly unsure about the provision of support for older people with seven in ten citing that they do not know if older people in their area are able to get the services and support they need to continue to live at home for as long as they want to (70%). Of those who do have an opinion, residents are broadly just as likely to agree as disagree, with around one in seven residents believing this not to be the case compared to around one in six who believe older residents are able to get the services they need (14% compared with 16%).

For NI 139, Lambeth achieves a score of 16, which compares unfavourably to other London Boroughs and the national picture as taken from the Ipsos MORI national average where residents are almost twice as likely to feel older people get the services and support they need compared to those in Lambeth (16% compared to 23% London average and 30% national Ipsos MORI average). However, this may in part reflect the younger age profile of Lambeth residents.

## Support for older people (NI 139)

Q In your opinion, are older people in your local area able to get the services and support they need to continue to live at home for as long as they want to?



Ipsos MORI Base: All valid responses (1711). Note: 'don't knows' are included in the base calculations



The proportion of residents who feel that older people in their area are getting the support they need differs by sub-groups.

Residents are more likely to agree as they get older, with just one in ten residents aged 18-34 agreeing that service provision for older residents meets their needs compared to a third of those aged 65 or over (10% compared to 34%). Furthermore, those who are retired are in particular agreement, with a third agreeing that older residents get the services they need compared to around one in six residents overall (32% compared with 16%).

Ethnicity is also important, with those from ethnic minority backgrounds more likely to agree, with almost one in four believing that the needs of older residents in their local area are met compared to around one in eight of those from White backgrounds (23% compared with 13%). Furthermore, residents living in socially rented accommodation are more likely than those in owner occupied or privately rented homes to agree that this is the case (25% compared with 14% and nine per cent respectively).

In considering locality, residents living in Streatham are the most likely to agree that older people in their local area are able to access the services and support they need,

significantly more so than those living in Clapham or Norwood (23% compared with 12% and 14% respectively).

## Service satisfaction

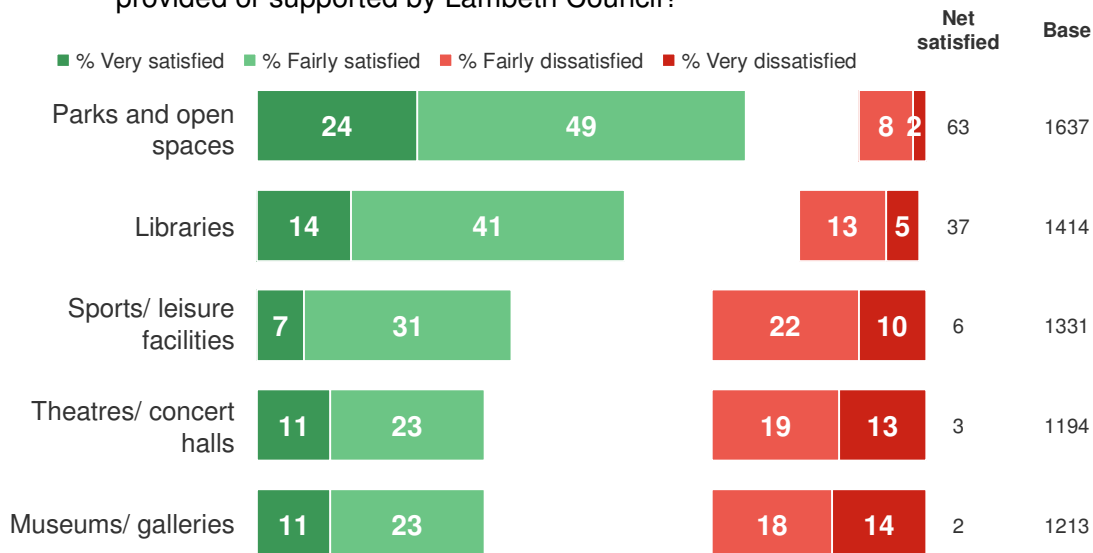
Residents are mostly satisfied with the provision of local services in Lambeth, although findings in comparison to other London Boroughs and national averages differ between individual services. The following section considers the level of satisfaction with services under three themes: culture and recreation; environment; and transport.

### Satisfaction with culture and recreation

Residents are more satisfied than dissatisfied with cultural and recreational services in Lambeth, although this is only marginally the case when considering sport and leisure facilities (38% satisfied to 33% dissatisfied), museums or galleries (35% to 33%) and theatres and concert halls (34% to 31%).

## Satisfaction with culture and recreation

Q How satisfied or dissatisfied are you with each of the following services provided or supported by Lambeth Council?



Ipsos MORI Base: All valid responses



In comparison to previous waves of research, satisfaction with cultural and recreational services in Lambeth has experienced mixed trends. Although the level of satisfaction with parks and open spaces, and libraries has remained broadly the same as 2006/07 (parks: 76% '06/07 to 73% '08/09; libraries 57% to 56%), in other services, the

proportion of residents who are satisfied has remained the same or even increased at the same time as the proportion of residents who are dissatisfied has also increased.

As mentioned above, residents are particularly satisfied with the provision of parks and open spaces with more than seven in ten satisfied with the service (73%). As outlined in the chart below, this is broadly in line with previous levels of satisfaction and matches the level of satisfaction across other London Boroughs and the Ipsos MORI national average. Satisfaction with parks and open spaces is notably high among residents in Brixton and in Clapham (satisfied: 80% and 77% respectively). Female residents and those defined as *young professionals and families* are also more likely to be satisfied with the service than male residents and *social tenants in deprived areas* or *multicultural second generation groups* (gender: 76% compared with 70%; MOSAIC groups: 83% compared with 64% for both).

## Parks and open spaces: Contextual data

Q How satisfied or dissatisfied are you with... parks and open spaces?



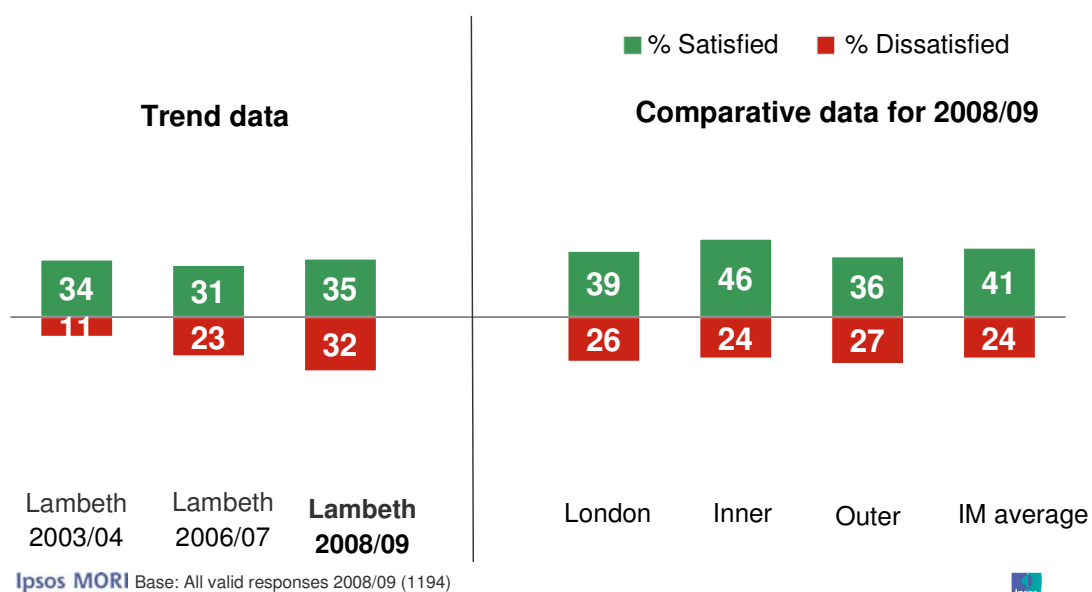
In contrast, residents are most dissatisfied with the provision of theatres and concert halls. Although the proportion of residents who are satisfied with the service has increased (from 31% to 35%), the proportion who are dissatisfied has also increased since 2006/07 from almost one in four to one in three residents (from 23% in '06/07 to 32% '08/09). This continues a rise in dissatisfaction which can be traced back to 2003/04 where just one in nine residents were dissatisfied with the service (11%).

The level of satisfaction in 2008/09 compares unfavourably to inner London Boroughs (35% to 46%) and the national average where around two in five residents are satisfied (41%).

When considering which groups are the most dissatisfied, male residents and those from White backgrounds are more likely to be dissatisfied than female residents (36% to 28%), as are residents from ethnic minority rather than White backgrounds (35% to 24%).

## Theatres/ concert halls: Contextual data

Q How satisfied or dissatisfied are you with... theatres/ concert halls?

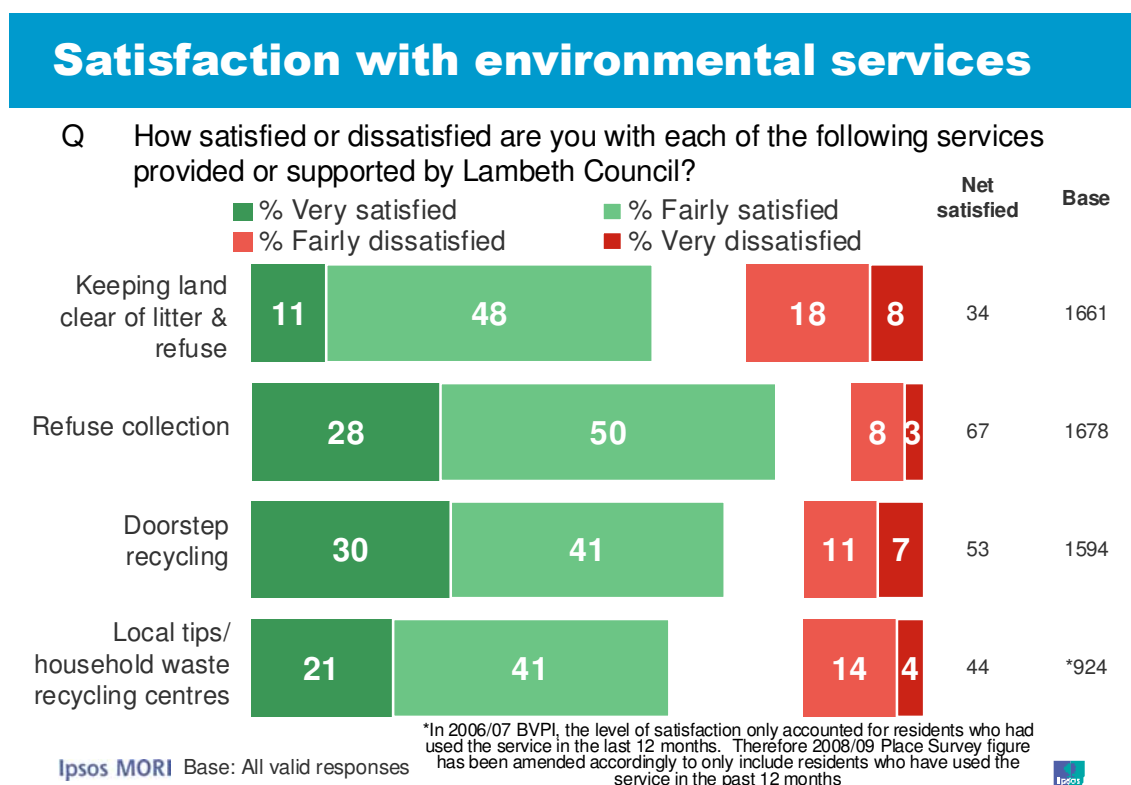


Further contextual information about the provision of other cultural and recreational services can be found in Appendix 5.

## Satisfaction with environmental services

Again, residents are also broadly satisfied with the environmental services provided by Lambeth Council and its partners - significantly more so than with cultural and recreational services. Residents are particularly satisfied with refuse collection, where nearly four in five residents are satisfied with the service compared to one in nine who are dissatisfied (78% compared with 11%). Residents are least satisfied with the provision of services to keep land clear of litter and refuse, with just three in five residents satisfied and one in four dissatisfied (60% and 26% respectively).

The level of satisfaction with environmental services has, for the most part, declined from the findings in the 2003/04 and 2006/07 BVPI surveys. When compared to other authorities, Lambeth residents are as satisfied with the environmental services they receive as outer Londoners. This is the case for all but the provision of local tips or household waste recycling centres.<sup>23</sup>



Further contextual information about the provision of other environmental services can be found in Appendix 5.

<sup>23</sup> <sup>23</sup> Please note that in the 2006/07 BVPI, the level of satisfaction with local tips only accounted for residents who had used the service in the last 12 months. Therefore to be able to provide a useful comparison, we have amended the 2008/09 figure accordingly to only include those residents who have used the service in the past 12 months.

## Satisfaction with local transport

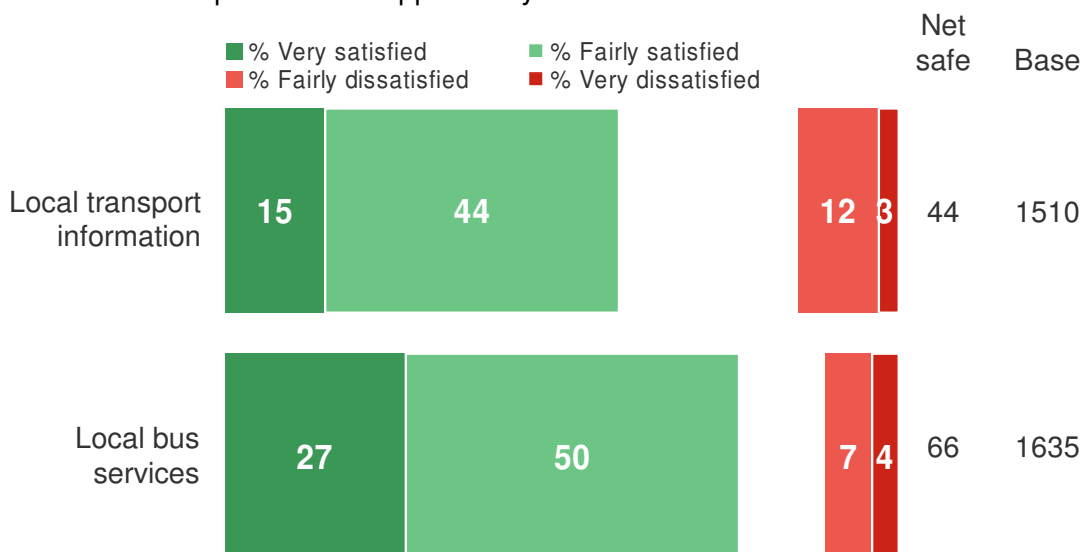
In line with the level of satisfaction with cultural and recreational, and environmental services, residents are broadly satisfied with local transport in Lambeth; although they are more likely to be satisfied with the local bus service than local transport information. Three in five residents are satisfied with local transport information, with around one in seven dissatisfied (59% and 14% respectively). Satisfaction rises to more than three-quarters of residents when considering the local bus service (77%).

Satisfaction with local transport information has remained broadly in line with 2006/07 findings and other London Boroughs (59% satisfied compared with 58%). Positively, residents are more satisfied in Lambeth than on average across the country (59% compared to 51% Ipsos MORI national average) and satisfaction with the local bus service has continued to increase from nearly three in five in 2003/04 to over three-quarters of residents in 2008/09 (from 58% to 77%). This is broadly in line with other inner London Boroughs (77% compared with 75% inner London Boroughs) and compares favourably to the Ipsos MORI national average where three in five residents are satisfied (77% compared to 58%).

Further contextual information about the provision of local transport services can be found in Appendix 5.

## Satisfaction with local transport

Q How satisfied or dissatisfied are you with each of the following services provided or supported by Lambeth Council?



Ipsos MORI Base: All valid responses



## Service usage

Residents were also asked about the frequency with which they use a number of council services.

As outlined in the chart below, residents are most likely to use local bus services, and parks and open spaces on a frequent basis (74% and 51% 'at least once a week' respectively). In contrast, around two in five residents have never used museums and galleries or theatres and concert halls (41% and 42% respectively).

The trends in frequency with which local public services have been used are mixed:

- Sport and leisure, and library services have seen a decline in the number of residents using them at least once a month (from 36% to 32%; and from 39% to 32% respectively);
- The proportion of residents using theatres and concert halls, and museums and galleries at least once a month has remained broadly the same; and
- The numbers using parks and open spaces at least once a month continues to rise, (from 70% '03/04, to 74% '06/07 and now to 78% in '08/09)

In comparing service usage outside the borough, findings are again mixed:

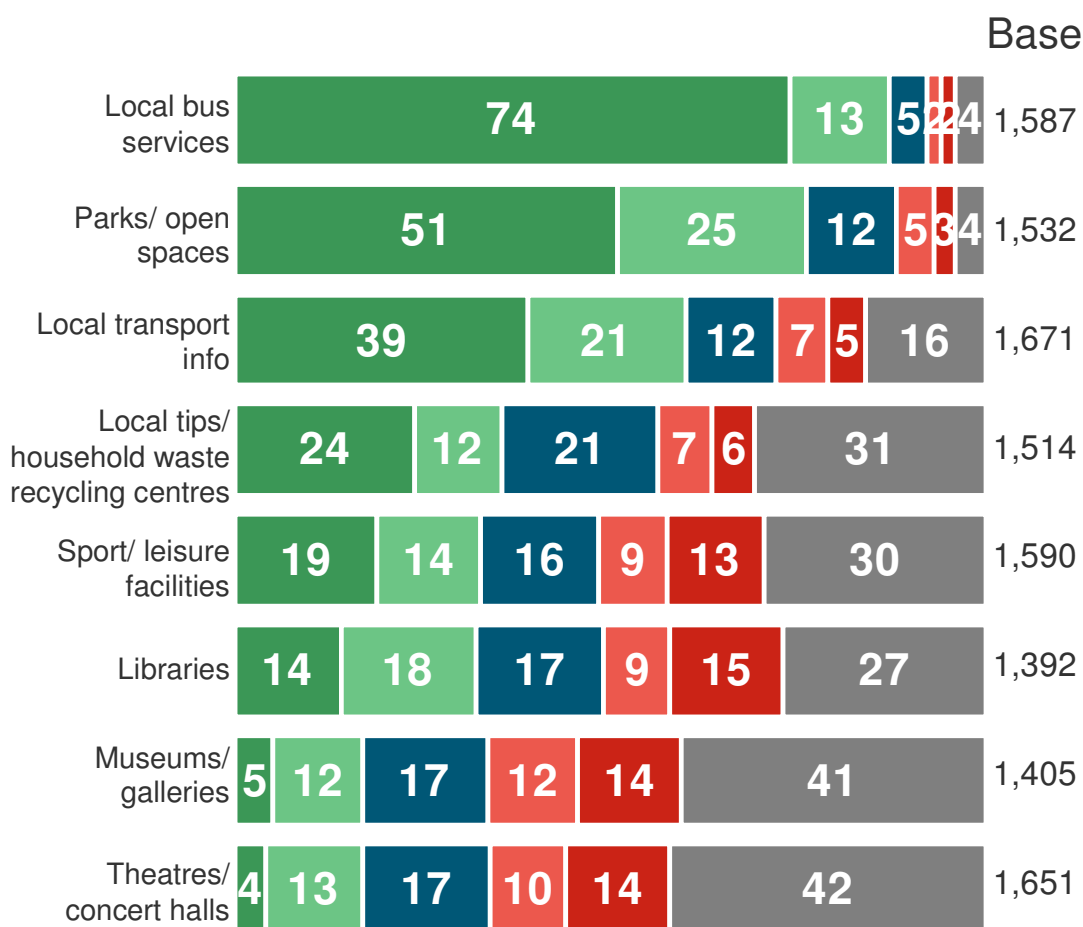
- The number of residents using museums and galleries, and parks and open spaces in Lambeth is broadly in line with other inner London Boroughs;
- However, residents in Lambeth are less likely than other London Boroughs to frequently make use of sport and leisure, theatre and concert halls, and library services.

Further contextual information about the frequency at which individual services are used can be found in Appendix 5.

## Service usage

Q Please indicate how frequently you have used the following public services provided or supported by Lambeth

- At least once a week
- About once a month
- Within the last 6 months
- Within the last year
- Longer ago
- Never used

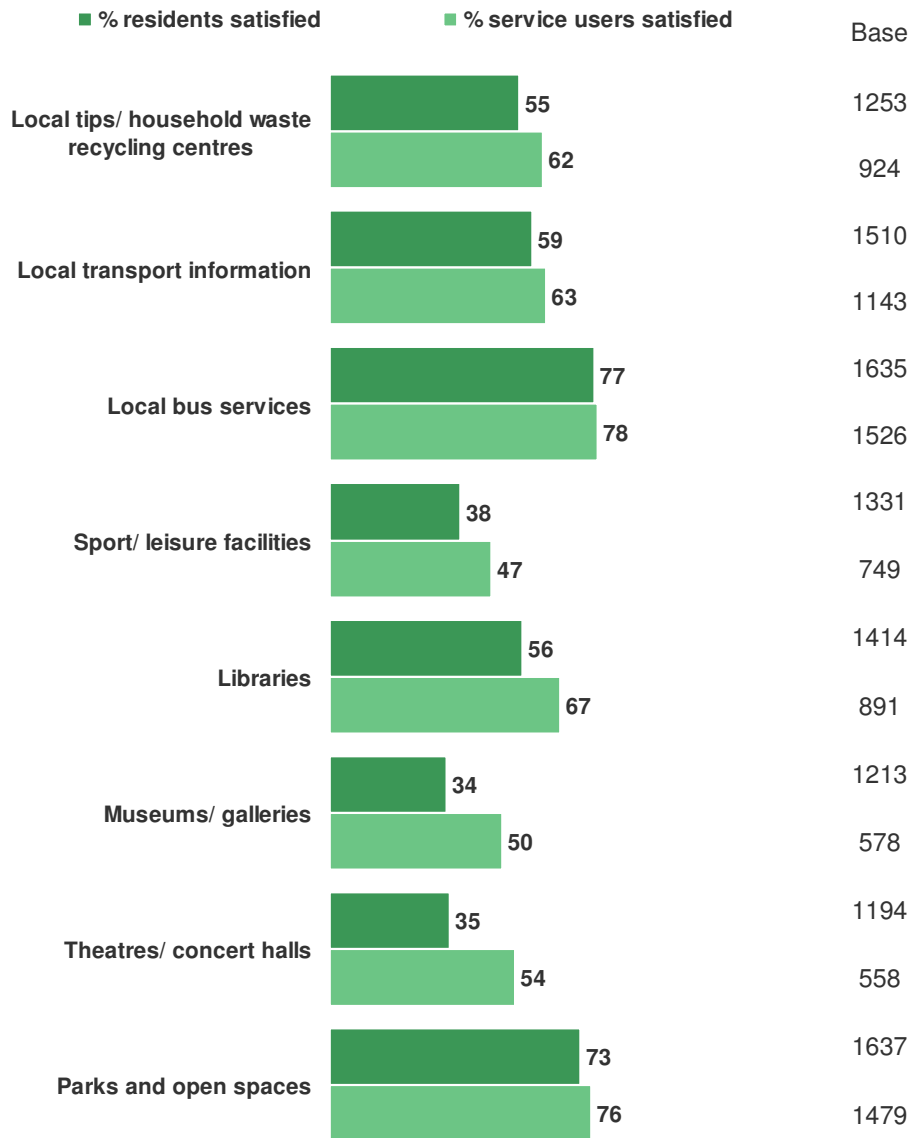


## Service usage vs. satisfaction

In Ipsos MORI's experience, service users are generally more satisfied with services, and with the Council itself, than non-service users. For the purpose of this research, a service user is defined as someone who has used the service within the last twelve months.

Looking at the chart below it is clear that for the most part, residents who have used the service within the last twelve months are more likely to be satisfied with the service than those who have not. This is particularly the case for service with a small proportion of actual users; for example museums and galleries, and theatres and concert halls where at least half of users are satisfied (50% and 54%) compared to around one in three of all residents in the Borough (34% and 35%).

# Satisfaction: residents overall vs. service users



Base: All valid responses  
 Service users defined as all who have used service in past 12 months at Q9



# Appendices

# Appendix 1 - Methodology

This appendix provides a detailed description of the methodology used for the Place Survey.

A postal self-completion methodology was prescribed by CLG for all 2008/09 Place Surveys.

## Sampling

The sampling frame set out by the Audit Commission and Communities and Local Government (CLG) is the small-user Postcode Address File (PAF). As the government wishes to be able to compare results across local areas, it specified that data on all of the indicators must be collected using the principle of random selection. This meant that each of the residents in the sampling frame should have an equal, calculable and non-zero probability of being selected to receive a questionnaire.

CLG and the Audit Commission required a minimum of 1,100 returns to the questionnaire. Based on previous research conducted in the Borough (and knowledge of response rates to the BVPI surveys), Ipsos MORI selected a random sample of 7,100 addresses from the PAF file supplied by the Audit Commission in order to meet the 1,100 responses required.

## The questionnaire

The new Place Survey questionnaire was designed and piloted by Ipsos MORI and CLG in early 2008. The resulting questionnaire 'template' comprised of a combination of questions which: i) would allow CLG and the Audit Commission to accurately measure the 18 citizen perspective national indicators collected through the survey, and ii) would measure levels of satisfaction and perceptions about other service and quality of life matters of interest to local authorities and their partners.

As a result, the questionnaire comprised a mix of questions previously asked on the BVPI General User Satisfaction Survey (to allow for performance tracking against previous waves of the BVPI surveys), and new questions (some of which were drawn from national surveys such as the Citizenship Survey). A series of standard 'demographic' questions was also asked to enable results to be analysed by key demographic groups (e.g. male versus female, age and ethnic group), to assess the

level of engagement with the survey from different members of the community, and to weight the data by demographic characteristics (see later section).

Altering the wording of questions or omitting questions was prohibited since it would reduce the ability to make comparisons with other local authorities using the same questionnaire.

To meet the requirements of the Data Protection Act, CLG and the Audit Commission specified that a covering letter stating the purpose for which the data was being collected must be sent with each questionnaire. The wording used in the covering letter was derived from CLG and Audit Commission guidance, although this was amended slightly to reflect the requirements of Lambeth Council. It was not possible to personally address letters to a named resident of the household as the PAF was the sampling frame used. Letters were therefore addressed to “Dear local resident”. As the target population specified is all adult local authority residents (aged 18 and over) the questionnaire asked that only someone aged 18 or over completed it.

A number of steps were taken in order to encourage a good response rate to the survey. The guidance stipulated that “authorities should take all reasonable steps to maximise their response rates”:

- The front page of each questionnaire was branded with the logos of ‘Lambeth First’ (the local LSP) and Ipsos MORI, and contained a covering letter from Cllr Steve Reed, Chair of Lambeth First and Leader of London Borough of Lambeth
- Details of the dedicated Ipsos MORI Place Survey Helpdesk were provided with the covering letter. Respondents were able to ask questions and request a large print questionnaire through the telephone and e-mail Helpdesk. In some instances questionnaires were conducted over the telephone in English where respondents were unable to complete a written questionnaire (in accordance with the Place Survey guidance).
- In order to encourage response from Black ethnic minority communities, information was provided with the questionnaire in local community languages, which set out how residents whose first language was not English could take part in the survey. These respondents were either invited to complete a translated version of the questionnaire or – where this was not available in their particular community language – a trained Ipsos MORI interviewer carried out the survey over the telephone in the relevant language.

- Again, to encourage response to the survey, the covering letter also included information about a prize draw of one £1,000 London-wide first prize, and twenty runners up prizes of £20 each.
- In line with the guidance, two reminder mailings of the questionnaire were also sent out to those residents who had yet to respond to the survey. The covering letter was adjusted to reflect the fact that it was a reminder, whilst still meeting data protection requirements.
- All questionnaires were distributed through the UK Royal Mail postal system. In addition, respondents were required to return their completed questionnaires using the pre-paid envelope provided with the questionnaire.

## Fieldwork

The guidance required that fieldwork for the surveys took place between 29 September and 19 December 2008. Local authorities were required to commence mailing out the initial questionnaire and covering letter from 25 September, and reminder mailings from 15 October 2008.

Fieldwork was finally closed on the 19 December, as per the guidance.

## Survey Management System (SMS)

Returned questionnaires were booked in on a daily basis. The number of valid and void returns – known as ‘deadwood’ (e.g. those not completed because they were sent to derelict, demolished, business or vacant addresses) - was recorded in the Ipsos MORI Survey Management System. This allowed for the daily calculation and monitoring of response rates, and to ensure that reminder mailings were not sent to deadwood addresses. The use of the SMS also helped to ensure that only households who had not returned a completed questionnaire would be sent a reminder.

## Data processing and upload

All questionnaires returned by respondents were processed through a scanning and manual verification procedure, enabling a more reliable and faster turnaround time than manual data entry.

Unweighted data was then provided in the data and metadata templates supplied by the Audit Commission. These were submitted to the Audit Commission for weighting. Weighted data was then returned from the Audit Commission for subsequent analysis.

## Response rates and sample profile

A maximum +/- 3 percentage points at the 95 per cent confidence level is required to calculate the national indicators collected in the Place Survey. With this in mind, CLG and the Audit Commission required each local area to achieve a minimum sample size of 1,100 completed Place Survey questionnaires. The achieved sample size is based on the total number of respondents to the survey as a whole, and not the number of respondents to individual questions. (The lowest number of responses to achieve this level of confidence for each question is 808.)

Further guidance on statistical reliability is provided in [Appendix 2](#).

The **overall unadjusted response rate**<sup>24</sup> achieved from the main sample was **25%** - representing 1,761 returned questionnaires from an original sample of 7,100 addresses.

The **overall adjusted response rate**, removing incomplete responses and all non-effective addresses, achieved from the main sample was also **25%** - representing 1,761 valid questionnaires from an effective sample of 6,967 addresses (133 non-effective addresses).

The methodology summary in the main body of this report sets out how the response rate for Lambeth compares to other councils.

## Weighting

As well as maximising the response rate overall it is also important, particularly when analysing survey responses, to consider how the responses received compare with the local population as a whole. As noted previously, if certain groups in the survey are under-represented, it may generate results which are not representative of the wider population.

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<sup>24</sup> The unadjusted response rate does not allow for invalid or business addresses, vacant properties, etc. which will be an element of any sample drawn from the Postal Address File, as well as incomplete responses. The adjusted response rate does take these into account however.

CLG and Audit Commission guidance outlines weighting as a way of tackling the issue of over- and under-representation of certain demographic groups in the sample. Therefore, to generate results which would be more representative, data was weighted by the Audit Commission using a standard weighting scheme.

Weighting was applied by CLG's data processing supplier, Cobalt Sky. The appropriate weight for each individual respondent contained in the dataset was applied after submission of the raw unweighted data to the Audit Commission.

The principles of the weighting scheme used are available on the Place Survey website. In the first instance, data was weighted by sex, age and ethnicity to the known profile of the Borough, as recorded in the 2006 Census mid-year population estimates<sup>25</sup>, and then by a further weight to adjust for household size.

### Ensuring quality

Ipsos MORI places great emphasis on quality assurance and associated policies, and on data protection. The quality of data is assured through checks embedded in the scanning process. The software used is set up to only accept valid responses. With all tick box information, the confidence or tolerance of the scanning software is set at a tested level and anything outside this confidence level is filtered through to a human verification process. In the verification process any questionable responses are highlighted and subsequently confirmed or corrected. All responses which contain text were also sent for verification.

In addition, all data outputs were given thorough checks by both the Ipsos MORI data analysts and research executive teams.

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<sup>25</sup> Gender, age and ethnicity figures based on ONS 2006 sub national population projections; the data is an interpolation between the projections for mid-2008 and mid-2009.

## Confidence intervals

The base size – i.e. the number of respondents providing a valid response – was different for each question answered in the Place Survey. On the basis of all respondents who answered each question (as specified by CLG and the Audit Commission), and assuming that the confidence interval is unaffected by the survey response rate, the overall margin of error for this survey therefore ranges from  $\pm 1.4\%$  to  $\pm 4.8\%$ . The specific margin of error for each national indicator measured through the survey is set out in the following table. Further explanation about confidence intervals is provided in Appendix 2.

National indicator	Indicator	Base size	Confidence Interval ( $\pm\%$ )
NI1	% of people who believe people from different backgrounds get on well together in their local area	1,433	2.2
NI2	% of people who feel that they belong to their neighbourhood	1,637	2.4
NI3	Civic participation in the local area	1,604	2.0
NI4	% of people who feel they can influence decisions in their locality	1,477	2.5
NI5	Overall/ general satisfaction with the local area	1,732	2.1
NI6	Participation in regular volunteering	1,540	2.0
NI17	Perceptions of anti-social behaviour	1,652	2.2
NI21	Dealing with local concerns about anti-social behaviour and crime issues by the local council and police	1,579	2.2
NI22	Perceptions of parents taking responsibility for the behaviour of their children in the area	1,536	2.1
NI23	Perceptions that people in the area treat one another with respect and consideration	1,565	2.5
NI27	Understanding of local concerns about anti-social behaviour and crime issues by the local council and police	1,630	2.2
NI37	Awareness of civil protection arrangements in the local area	1,689	1.7
NI41	Perceptions of drunk or rowdy behaviour as a problem	1,572	2.3
NI42	Perceptions of drug use or drug dealing as a problem	1,433	2.6
NI119	Self-reported measure of people's overall health and wellbeing	1,690	2.0
NI138	Satisfaction with people over 65 with both home and neighbourhood	260	5.4
NI139	The extent to which older people receive the support they need to live independently	1,711	1.8
NI140	Fair treatment by local services	1,531	2.4

It is important to note that the above confidence interval calculations relate only to samples that have been selected using strict random probability sampling methods. However, in practice it is reasonable to assume that these calculations provide a good indication of the confidence intervals relating to the Place Survey and the sampling approach used.

## Appendix 2 - Guide to statistical reliability

The residents who took part in the Place Survey are only a sample of the total "population" of residents in the Borough, so we cannot be certain that the figures obtained are exactly those that would have been reached were everyone had responded (the "true" values). We can, however, predict the variation between the sample results and the "true" values from knowledge of the size of the samples on which the results to each question is based, and the number of times a particular answer is given. The confidence with which we can make this prediction is usually chosen to be 95% - that is, the chances are 95 in 100 that the "true" value will fall within a specified range. The following illustrates the predicted ranges for different sample sizes and percentage results at the "95% confidence interval":

Size of sample on which survey result is based	Approximate sampling tolerances applicable to percentages at or near these levels		
	10% or 90%	30% or 70%	50%
	$\pm$	$\pm$	$\pm$
100 responses	6	9	10
200 responses	4	6	7
500 responses	3	4	4
1,000 responses	2	3	3
1,761 responses	1	2	2

For example, with a sample size of 1,000 where 30% give a particular answer, the chances are, 19 in 20 that the "true" value (i.e. the one which would have been obtained if the whole population had been interviewed) will fall within the range of  $\pm 3$  percentage points from the survey result (i.e. between 27% and 33%).

When results are compared between separate groups within a sample (e.g. males versus females), different results may be obtained. The difference may be "real," or it may occur by chance (because not everyone in the population has been interviewed). To test if the difference is a real one - i.e. if it is "statistically significant" - we again have to know the size of the samples, the percentage giving a certain answer and the degree of confidence chosen. If we once again assume a "95% confidence interval", the differences between the results of two separate groups must be greater than the values given in the following table:

Size of sample on which survey result is based	Differences required for significance at or near these percentage levels		
	10% or 90% ±	30% or 70% ±	50% ±
100 vs. 100	8	13	14
200 vs. 200	6	9	10
500 vs. 500	4	6	6
500 vs. 1,000	3	5	5

It is important to note that, strictly speaking, the above confidence interval calculations relate only to samples that have been selected using strict probability sampling methods. However, in practice it is reasonable to assume that these calculations provide a good indication of the confidence intervals relating to the Place Survey and the sampling approach used.

## Appendix 3 - Lambeth Local Area Analysis:

Local Area	Ward
North Lambeth	Bishop's Ward
	Oval Ward
	Prince's Ward
Stockwell	Larkhall Ward
	Stockwell Ward
	Vassall Ward
Clapham	Clapham Common Ward
	Clapham Town Ward
	Ferndale Ward
	Thornton Ward
Brixton	Brixton Hill Ward
	Coldharbour Ward
	Herne Hill Ward
	Tulse Hill Ward
	Gipsy Hill Ward
Norwood	Knight's Hill Ward
	Thurlow Park Ward
Streatham	St. Leonard's Ward
	Streatham Hill Ward
	Streatham South Ward
	Streatham Wells Ward

### MOSAIC sub-group categorisation:

Lambeth category	% of Lambeth households	MOSAIC Type	MOSAIC Group
Social tenants living in deprived areas	26%	36	F
Single house sharers	21%	28	E
Successful singles	16%	29	E
Young professionals and their families	11%	30	E
Multicultural second generation	10%	27	D
Wealthy senior professionals	6%	1, 2	A
Other	10%	All other types	

## Appendix 4 - London Borough categorisation

London Borough	Inner/ Outer
Barking and Dagenham	Outer
Barnet	Outer
Bexley	Outer
Brent	Outer
Bromley	Outer
Camden	Inner
City of London Corporation	Inner
Croydon	Outer
Ealing	Outer
Enfield	Outer
Greenwich	Inner
Hackney	Inner
Hammersmith & Fulham	Inner
Haringey	Outer
Harrow	Outer
Havering	Outer
Hillingdon	Outer
Hounslow	Outer
Islington	Inner
Kensington & Chelsea	Inner
Kingston upon Thames	Outer
Lambeth	Inner
Lewisham	Inner
Merton	Outer
Newham	Outer
Redbridge	Outer
Richmond upon Thames	Outer
Southwark	Inner
Sutton	Outer
Tower Hamlets	Inner
Waltham Forest	Outer
Wandsworth	Inner
Westminster	Inner

## **Appendix 5 - Council service satisfaction and usage – trend and comparator analysis**

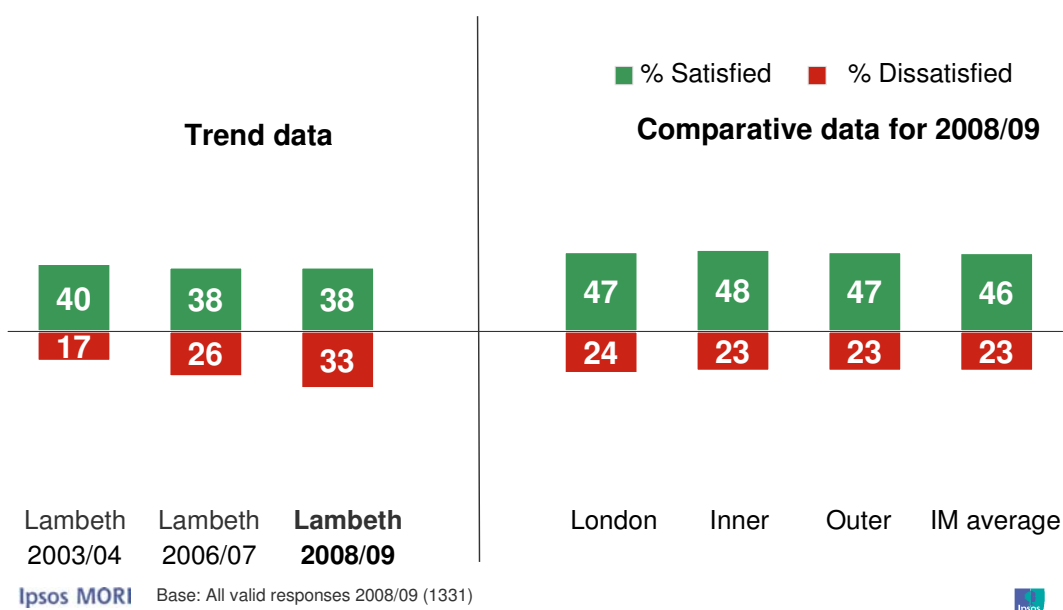
Additional charts have been produced to provide more details on service satisfaction and usage, including how the area compares to others, and how perceptions have changed over time.

## Culture and recreation

### Sports and leisure

#### Sports and leisure: Contextual data

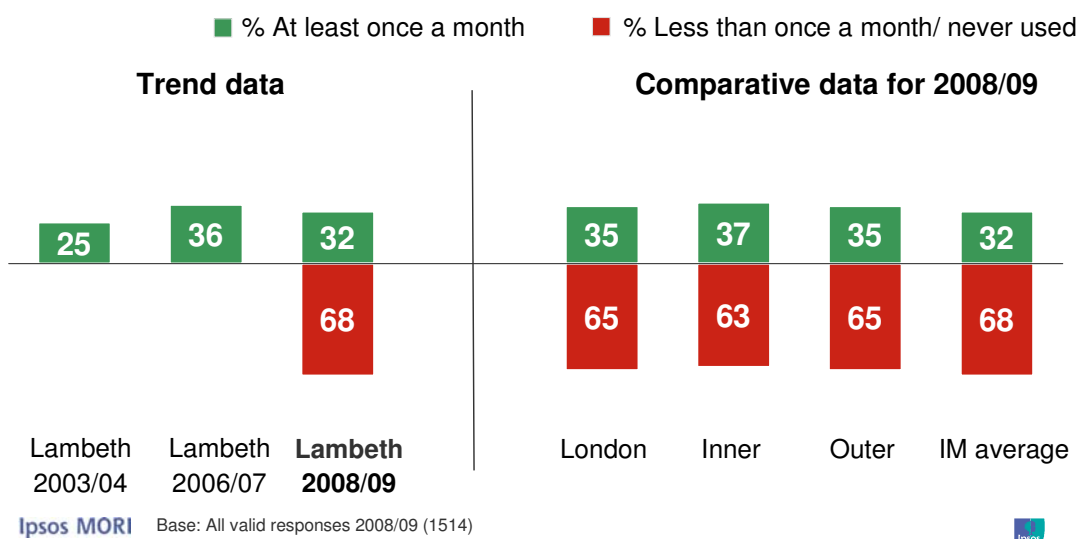
Q How satisfied or dissatisfied are you with... sport/ leisure facilities?



#### Sports/ leisure facilities usage: Contextual data

Q Please indicate how frequently you have used the following public services provided or supported by Lambeth Council

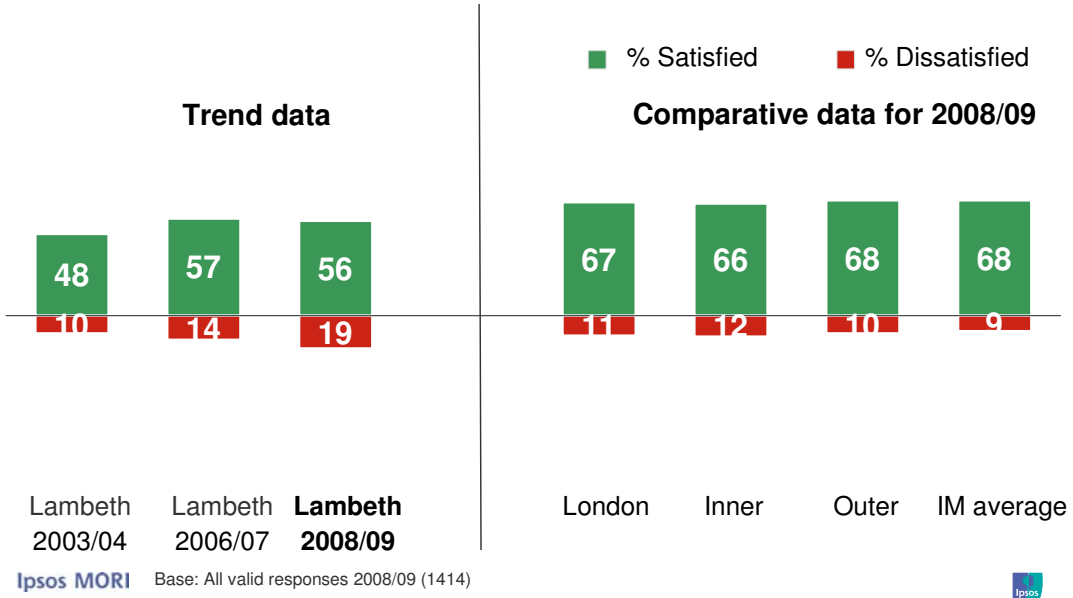
#### Sports/ leisure facilities



Libraries

## Libraries: Contextual data

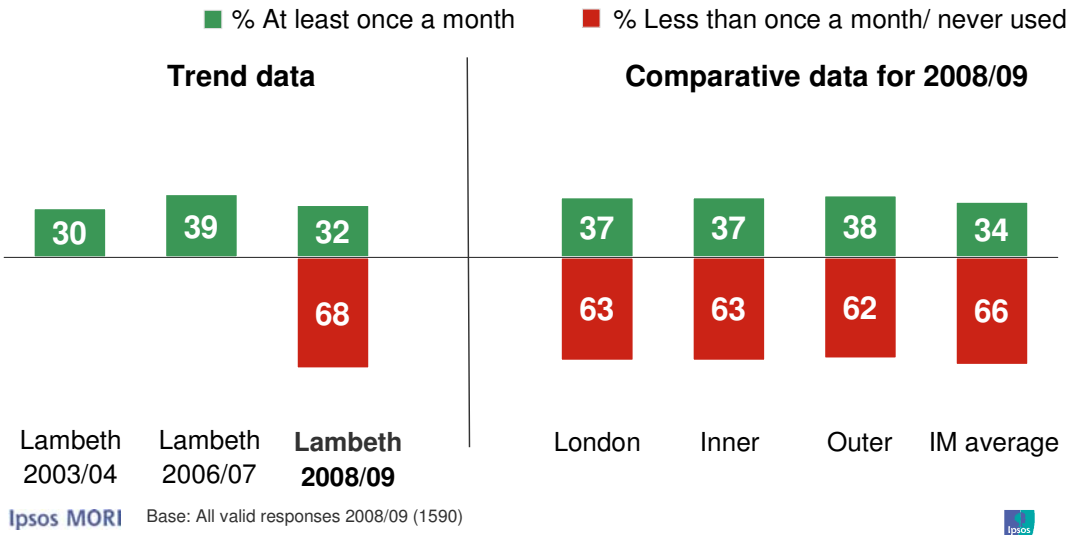
Q How satisfied or dissatisfied are you with... libraries?



## Libraries usage: Contextual data

Q Please indicate how frequently you have used the following public services provided or supported by Lambeth Council

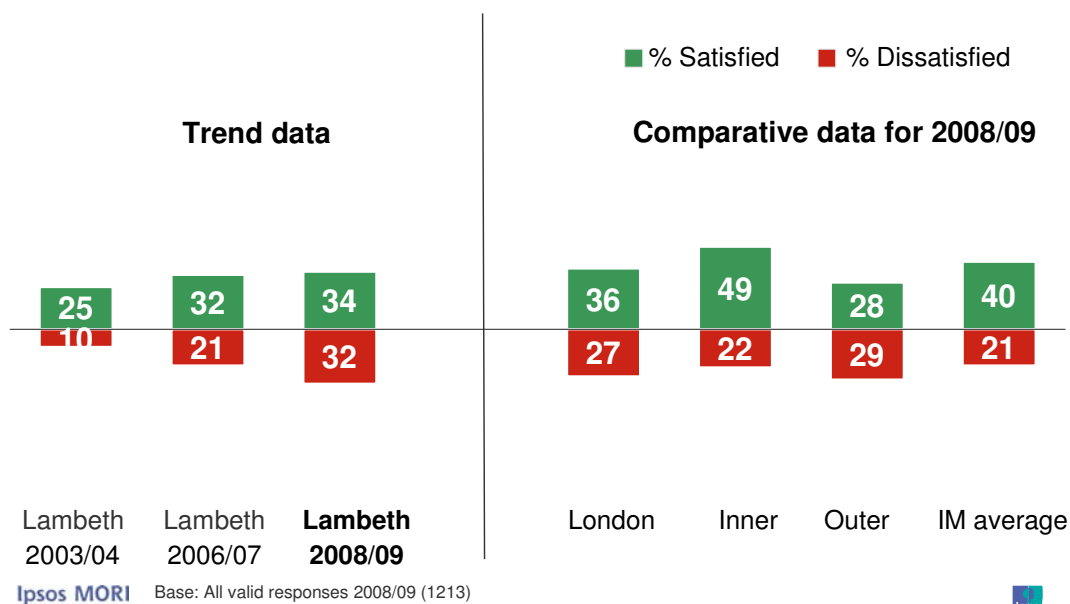
**Libraries**



## Museums/ galleries

## Museums/ galleries: Contextual data

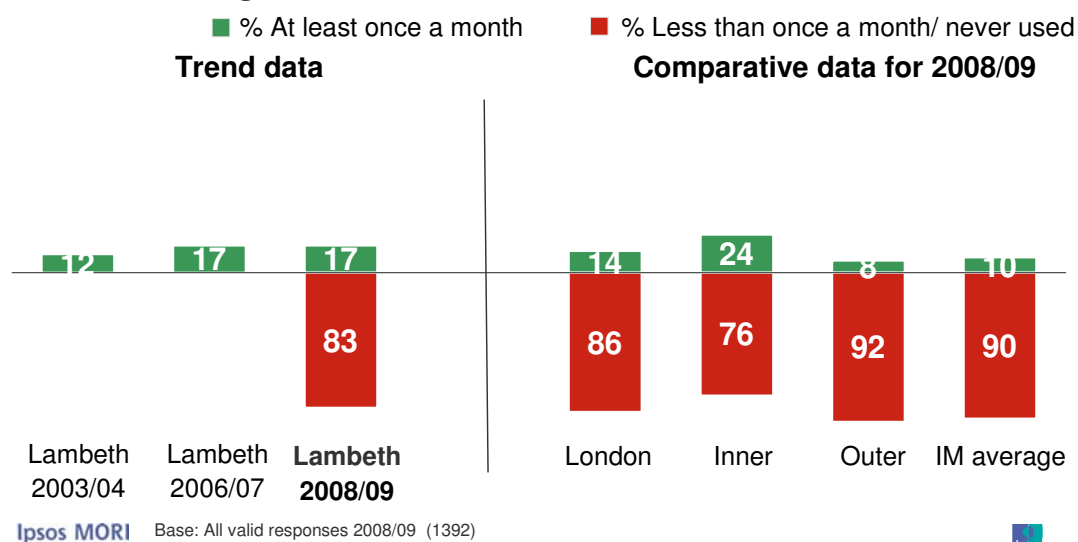
Q How satisfied or dissatisfied are you with... museums/ galleries?



## Museums/ galleries usage: Contextual data

Q Please indicate how frequently you have used the following public services provided or supported by Lambeth Council

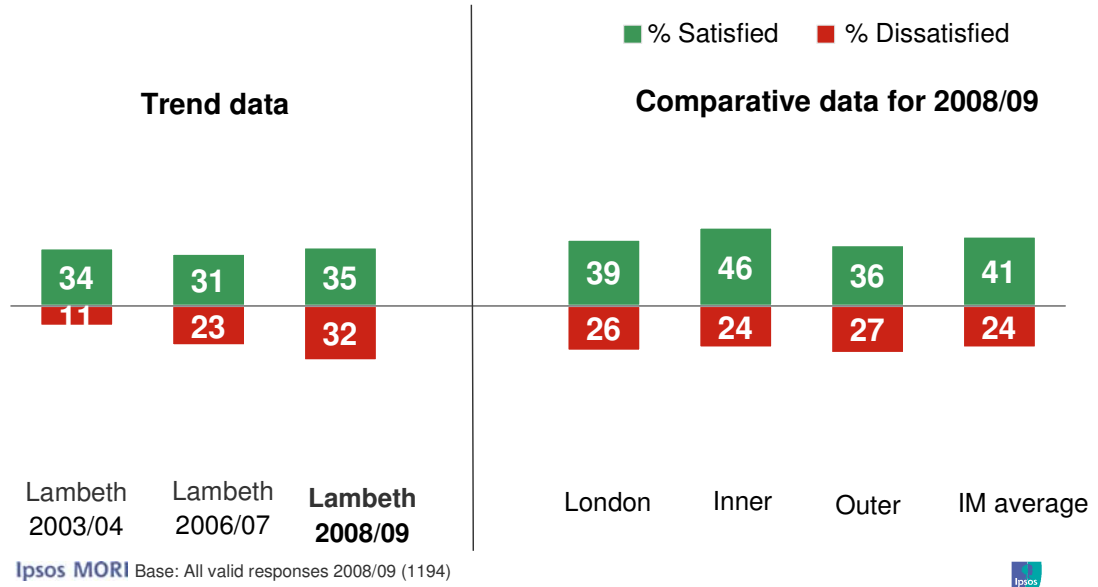
## Museums/ galleries



Theatres/ concert halls

## Theatres/ concert halls: Contextual data

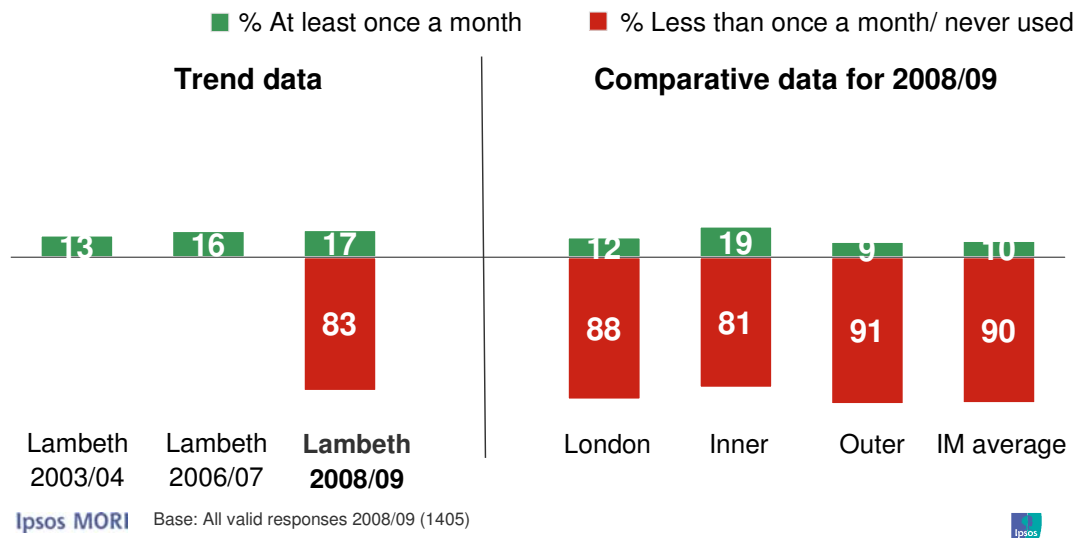
Q How satisfied or dissatisfied are you with... theatres/ concert halls?



## Theatres/ concert halls usage: Contextual data

Q Please indicate how frequently you have used the following public services provided or supported by Lambeth Council

Theatres/ concert halls



Parks and open spaces

## Parks and open spaces: Contextual data

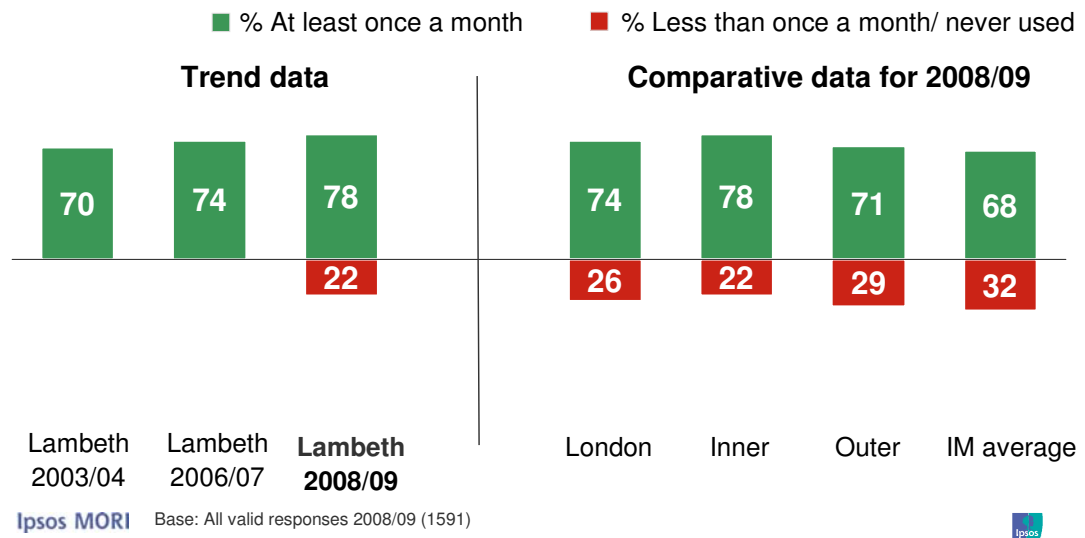
Q How satisfied or dissatisfied are you with... parks and open spaces?



## Parks and open spaces usage: Contextual data

Q Please indicate how frequently you have used the following public services provided or supported by Lambeth Council

**Parks and open spaces**



## Satisfaction with environmental services

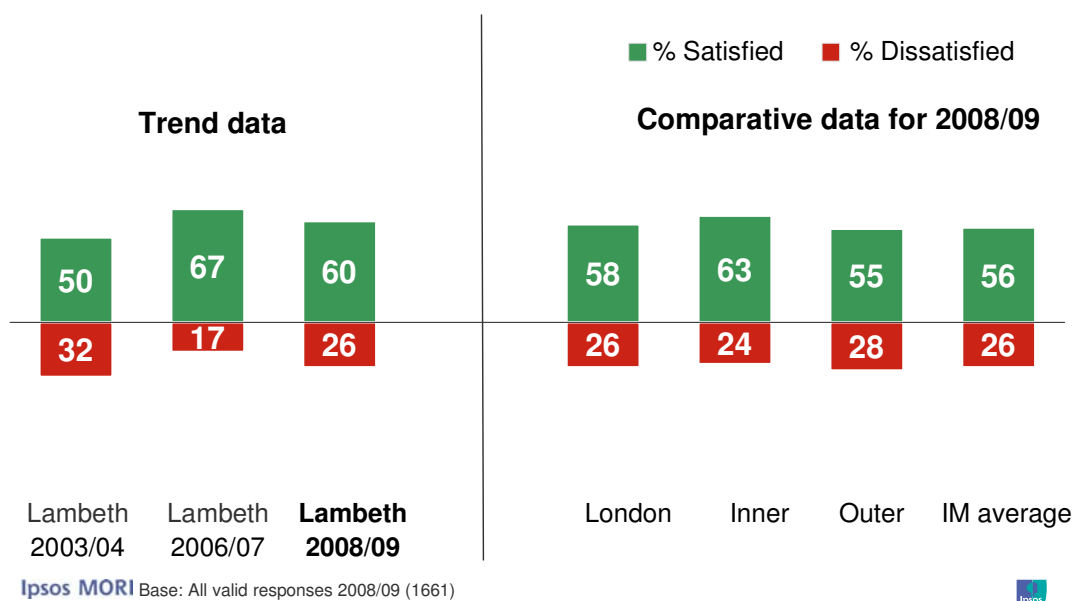
### Local tips/ recycling centres: Contextual data

Q How satisfied or dissatisfied are you with... local tips/ household waste recycling centres?



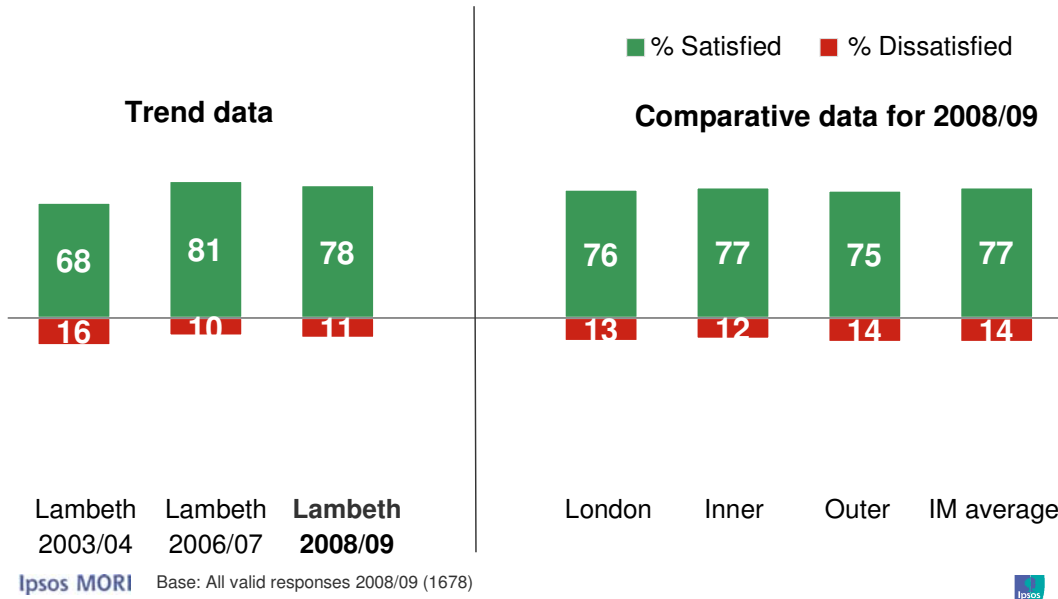
### Keeping land clear: Contextual data

Q How satisfied or dissatisfied are you with... keeping public land clear of litter and refuse?



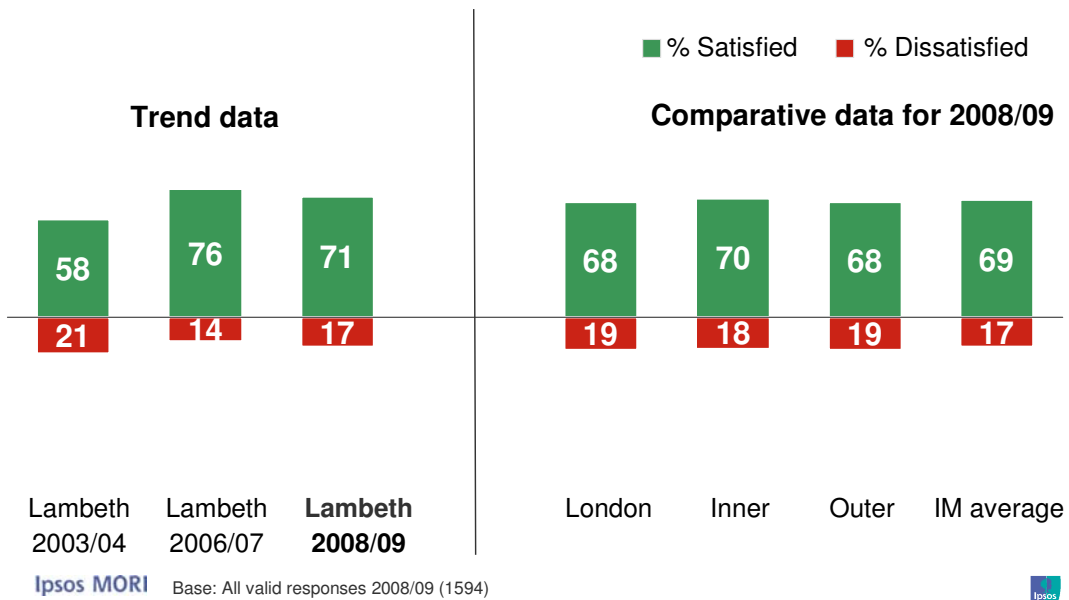
## Refuse collections: Contextual data

Q How satisfied or dissatisfied are you with... refuse collection?



## Doorstep recycling: Contextual data

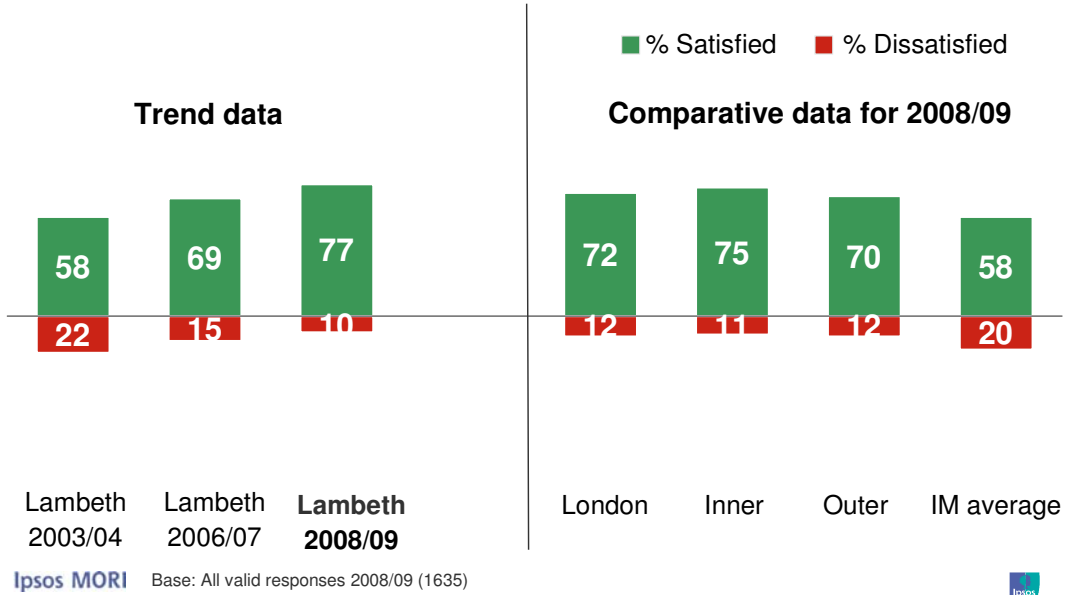
Q How satisfied or dissatisfied are you with... doorstep recycling?



## Local transport

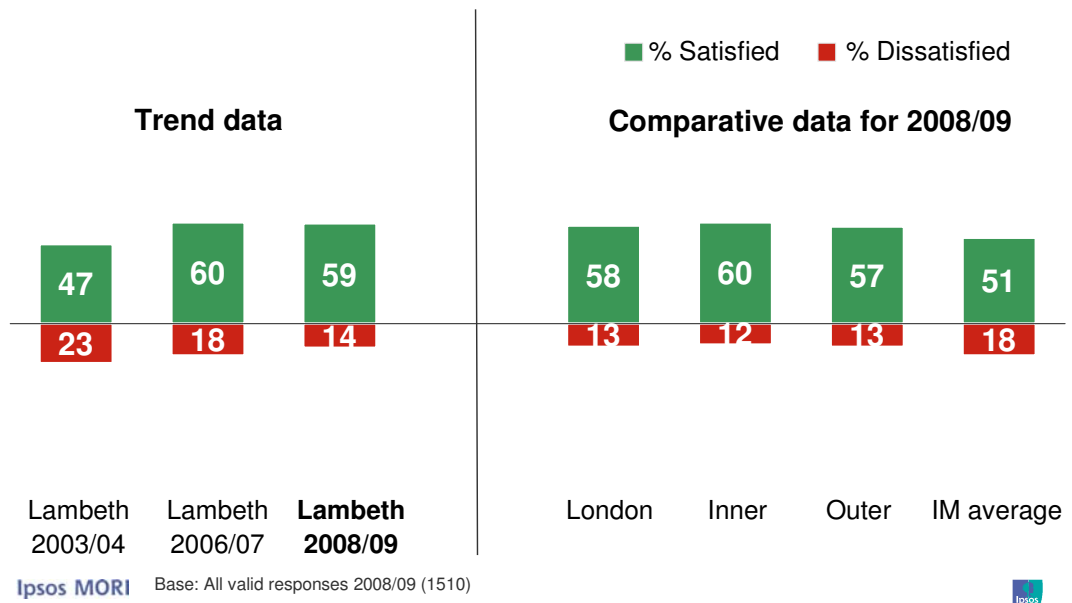
### Local bus services: Contextual data

Q How satisfied or dissatisfied are you with... local bus services?



### Local transport information: Contextual data

Q How satisfied or dissatisfied are you with... local transport information?



## Appendix 6

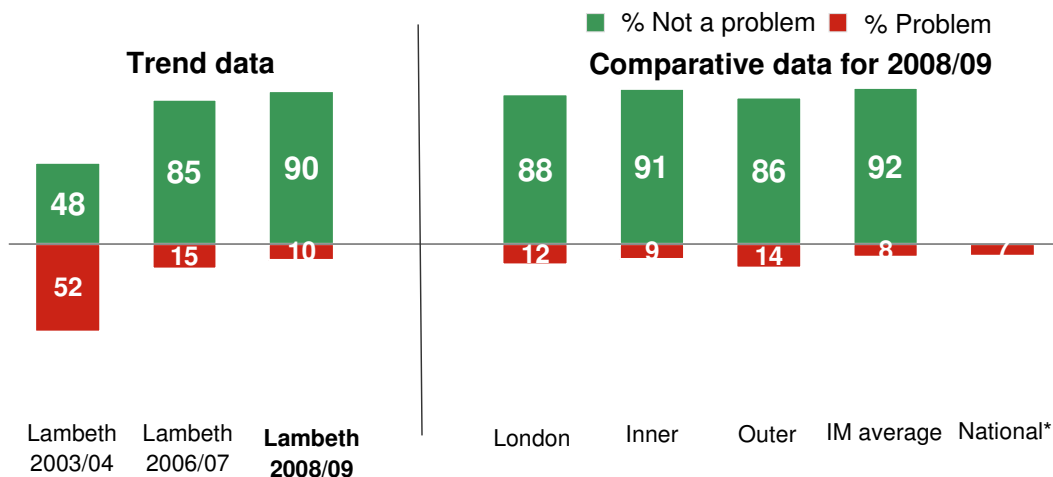
# Anti-social behaviour trend and comparator analysis

Additional charts have been produced to provide more details on anti-social behaviour, including how the area compares to others, and how perceptions have changed over time.

### Abandoned or burnt out cars: Contextual data

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

#### Abandoned or burnt out cars



Base: All valid responses 2008/09 (1516). \* National figures based on British Crime Survey, a continuous survey of adults in England and Wales. Findings based on 46,983 face-to-face interviews conducted between April 2007 and March 2008. Figures only available for 'problem'.

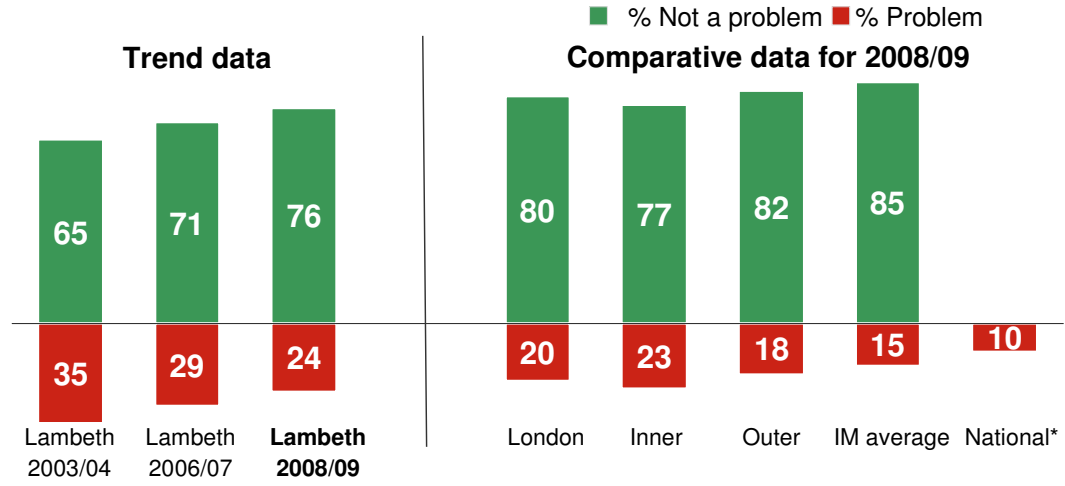
Ipsos MORI



## Noisy neighbours or loud parties: Contextual data

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

### Noisy neighbours or loud parties



Ipsos MORI

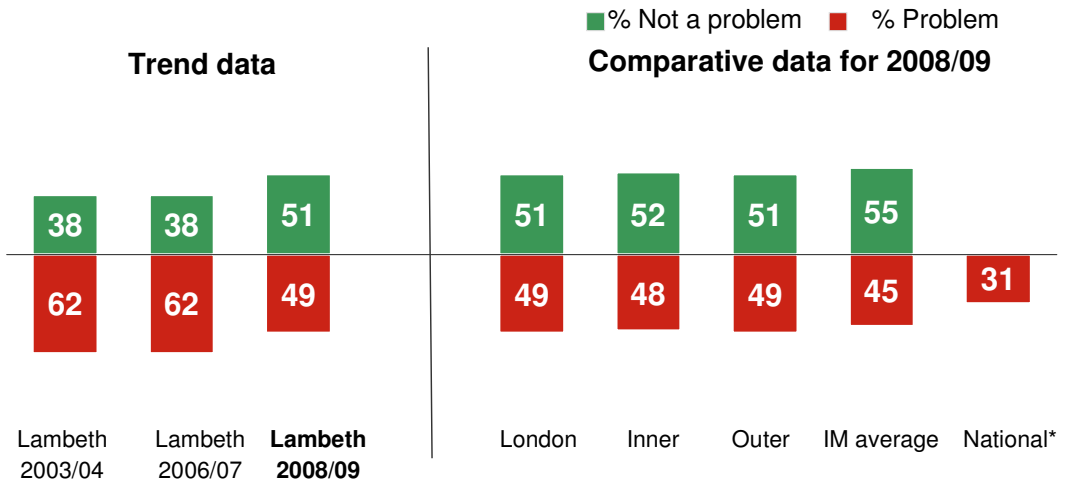
Base: All valid responses 2008/09 (1654). \* National figures based on British Crime Survey, a continuous survey of adults in England and Wales. Findings based on 46,983 face-to-face interviews conducted between April 2007 and March 2008. Figures only available for 'problem'.



## Teenagers hanging around: Contextual data

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

### Teenagers hanging around on the streets



Ipsos MORI

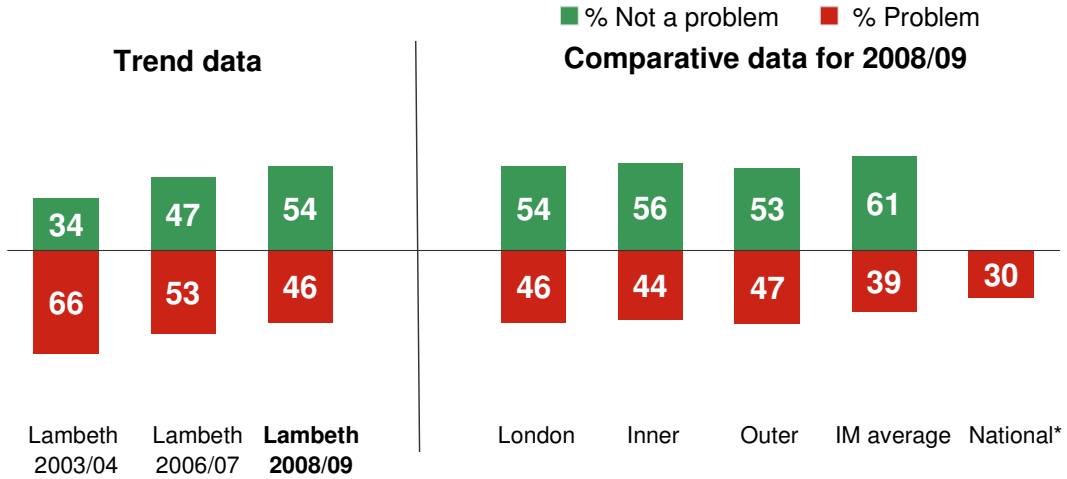
Base: All valid responses 2008/09 (1653). \* National figures based on British Crime Survey, a continuous survey of adults in England and Wales. Findings based on 46,983 face-to-face interviews conducted between April 2007 and March 2008. Figures only available for 'problem'.



## Rubbish or litter lying around: Contextual data

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

### Rubbish or litter lying around



Ipsos MORI

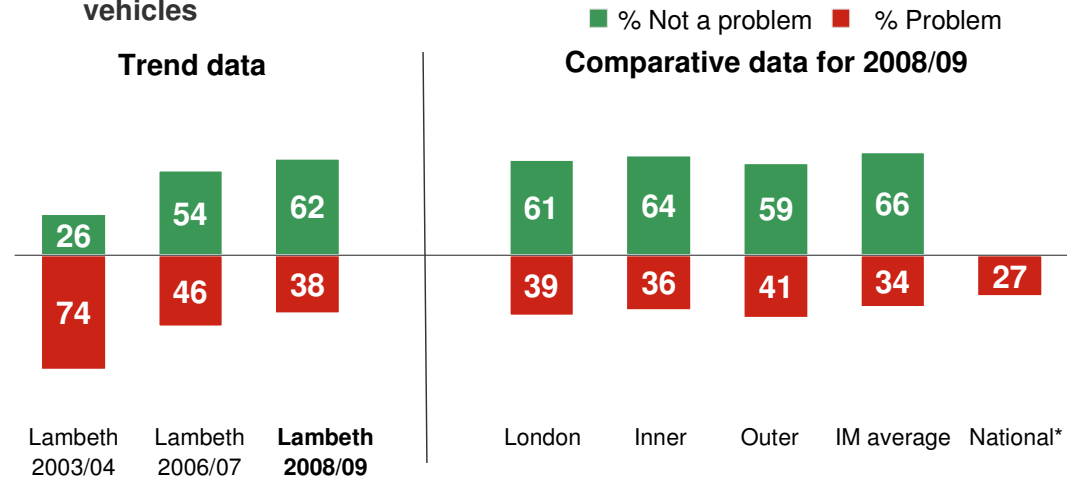
Base: All valid responses 2008/09 (1661). \* National figures based on British Crime Survey, a continuous survey of adults in England and Wales. Findings based on 46,983 face-to-face interviews conducted between April 2007 and March 2008. Figures only available for 'problem'.



## Vandalism, graffiti and other deliberate damage: Contextual data

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

### Vandalism, graffiti and other deliberate damage to property or vehicles



Ipsos MORI

Base: All valid responses 2008/09 (1627). \* National figures based on British Crime Survey, a continuous survey of adults in England and Wales. Findings based on 46,983 face-to-face interviews conducted between April 2007 and March 2008. Figures only available for 'problem'.

