

Lambeth Research and Consultation Briefing: Wave 4 resident survey

October 2010

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SUMMARY AND IMPLICATIONS

- Maintenance of council housing, cleanliness of the borough and rubbish collection are important drivers of satisfaction, but more respondents cite poor repairs and maintenance as a reason for dissatisfaction in wave 4 than 6 months ago. Opinion about council housing overall has stayed the same (and below the London average) over the past 6 months, with council tenants found to be less satisfied across the board with their housing and the landlord services provided compared with housing association tenants (who are demographically quite similar). As well as improving quality of council homes and amount of affordable housing available, two in five also suggest that council housing should be more prioritised towards the most vulnerable. Although there are significant financial constraints, we will need to ensure that as far as possible these concerns are addressed in the housing strategy review, due in 2011.
- It is great news that satisfaction with street cleansing has increased to above the inner London average for the first time. There is support for further improving cleanliness in Lambeth through issuing fines to people dropping litter, providing more litter bins and educating residents on the cost of street cleansing. As cleanliness of the local area has been found to be a driver of satisfaction for the area (more information can be found in 'Drivers of Value for Money in Lambeth' August 2009), care should be taken to ensure that the standard of delivery of this service is protected when considering areas of savings.
- Lambeth's Co-operative Council proposals are poorly understood by Lambeth residents, with those who speak English as a second language, council tenants and poorer residents less likely to have heard of them. Two per cent already actively help local public services and a further 9% would like to, representing over 25,000 adults willing to get involved. Around half of those who say they have some skills to offer would be willing to donate them to a not for profit organisation, but a nuanced and targeted approach will be needed to get people involved as different incentives appeal to different community groups.
- Readership of the Lambeth Life is reasonable at 53% and the core readership of the paper remains similar to when measured in October 2009. A third of those that don't read the paper say this is because it is not interesting or relevant to them. As those that are well informed about the council, feel able to influence our decisions and are involved in their community read Lambeth Life more thoroughly, increasing the readership of the paper will likely improve overall satisfaction with the council.
- Use of libraries and leisure centres remains below the inner London average, and these services continue to be more popular with young people than adults. Continuing the long term trend, these facilities are less well used by older (65+ years), more deprived and disabled residents and those in Stockwell (libraries and leisure) and Brixton Hill and Larkhall (libraries).

Introduction and methodology

This report outlines the key issues for Lambeth residents based on the wave 4 residents' survey. The survey was conducted by the research agency Ipsos MORI on behalf of Lambeth Council. Findings are based on a total of 785 interviews with adults (aged 18+) and 126 interviews with young people aged 11-19 years. The fieldwork for this survey was carried out in residents' homes using computer assisted personal interviewing (CAPI) between 12 July and 14th August 2010.

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

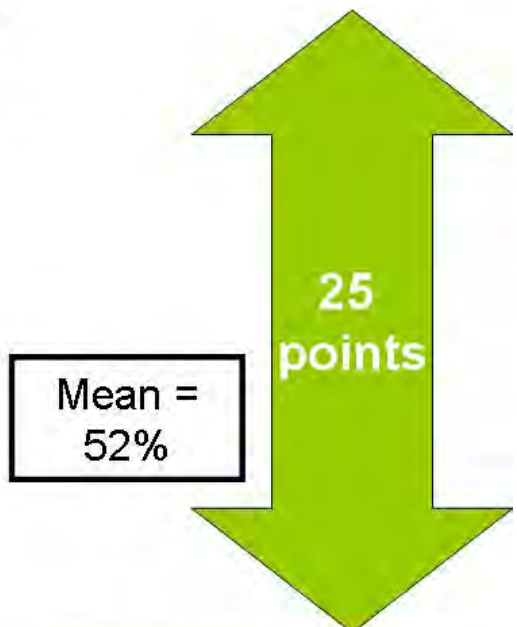
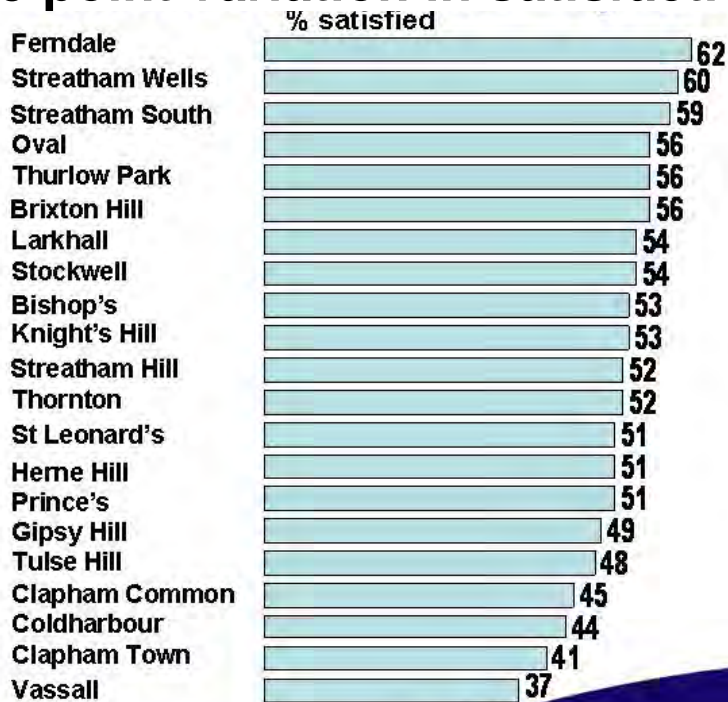
Key findings

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

Corporate performance

- Over half (56%) are satisfied with the way Lambeth Council runs things, in line with findings in wave 3. Longer term, this score has increased 4% since wave one of the survey and 17% since 2003 where only two in five (39%) were satisfied overall. Those dissatisfied cite poor maintenance and repair services as a major cause, indicating that perception of the council remains closely linked with perception of its ALMOs, (Lambeth Living and United Residents Housing), and their performance is a key driver of overall satisfaction. In addition, general cleanliness and maintenance is a bigger cause of dissatisfaction than 6 months ago (19% cite it as a reason compared to 15% in wave 2).
- Satisfaction with the council varies considerably throughout the borough, with three in five satisfied in Streatham South, Streatham Wells and Ferndale, but only two in five satisfied in Vassal, Clapham Town and Cold Harbour.

25 point variation in satisfaction with the council

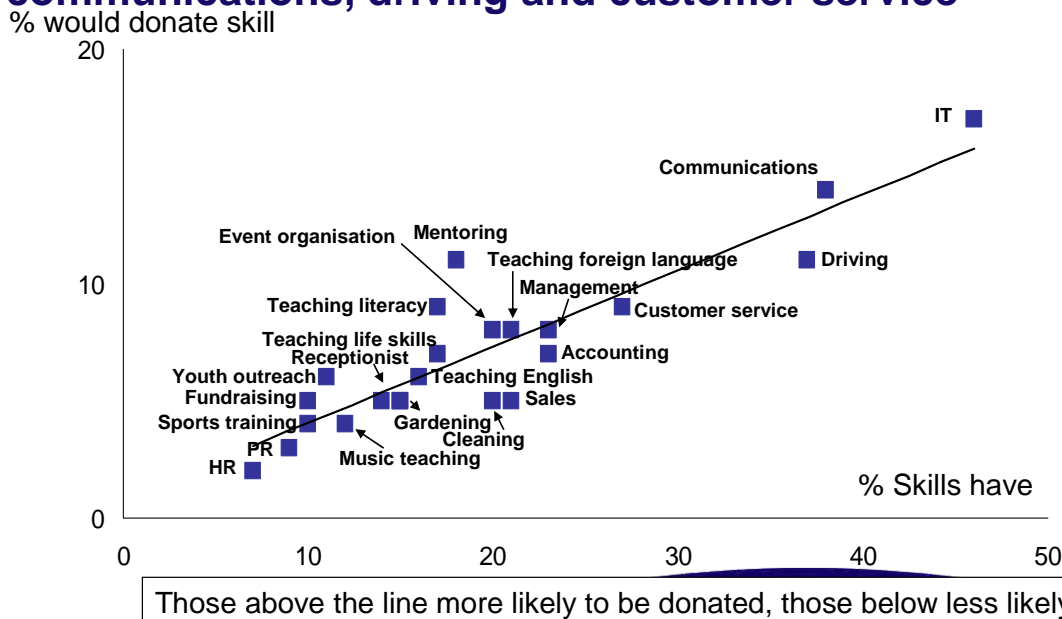


- Two in five (39%) think the council provides value for money, an increase of five points since wave 3. While perceptions of how Lambeth Council manages resources is slowly improving, residents remain concerned about how they will fare in the current economic climate; concern about rising prices and interest rates remain higher than the rest of inner London (13% v 8%) and a third (32%) say their financial situation is worse now than a year previously.
- Satisfaction with the area has remained at four in five people satisfied since the start of the survey (wave 4 81%), and comparison with findings in 2007 shows a 10% increase over time. Three in five (62%) feel a strong sense of belonging to their immediate neighbourhood, with long term residents (over 10 years in the borough 72%), black Caribbean residents (72%), social renters (70%) and people who own businesses in Lambeth (83%) more likely to have a sense of belonging to their immediate neighbourhood.

Co-operative council

- In line with previous findings, half (47%) feel they can influence decisions affecting their local area. Positively, one in seven (14%) say they are actively involved in decision making in their area, with many involved in more than one decision making body, the most popular being tenants associations and groups aiming to regenerate an area. Fewer (2%) are active in helping local public services improve the local area, and a further 9% would like to be more involved. This equates to 4,700 people already involved and 21,000 more who want to get involved. Those already involved are more likely to be 45-54 years old, employed part time or live in Norwood. Of the 9% who would like to be more involved, they are more likely to be unemployed, speak English as a second language and have lived in the borough 5-10 years.
- Three quarters of respondents have business skills; half have skills relevant to children and young people and a third in music and sports or organising events. Around half of these would consider donating their skills to help a not-for-profit organisation to deliver local services, with some skills more likely to be donated than others; these are shown above the line on the chart below.

Most common skills among Lambeth residents are IT, communications, driving and customer service



Base: Q15. All 785 Lambeth residents ,Q16, those who say they have skills (685) Wave 4 residents survey, July 2010

Q15. Which, if any, of the following skills do you have?

Q.16 And which, if any, of your skills would you be willing to donate to a not-for-profit organisation delivering local services, like education, libraries, or housing?



- The most popular motivating factor that encourages people to donate their time and skills is a sense of contributing to the development of the local community (36%). However, financial incentives such as a reduction in council tax (27%), discounted leisure centre use (20%), a charitable donation (19%) or funding to improve the local area (18%) would motivate many others. Only 13% say they would not be willing to donate any of their skills; they are more likely to be white British, 65+ years old, single person household, have a disability or illness, DE social class and don't feel they can influence things.
- The concept of the Co-operative council is not well understood: 12% have heard of the Co-operative council and, of these, only 38% feel they understand what it means. This equates to only 5% of the population overall who say they have both heard of and understand what the Co-operative Council stands for. People who say they understand believe the Co-operative Council proposals to be about helping the council with planning and decision making (33%). A further 19% believe the proposals involve residents actively helping deliver services, either for the council to save money or for a reduction in council tax. Residents who speak English as a second language, those who have lived in Lambeth less than 2 years, council tenants and the less well off (social class DE) are less likely to have heard of proposals. Possibly due to poor understanding of the term only 11% strongly support the concept, with a further 46% tending to support proposals, and 23% undecided. Only 16% oppose the proposals.
- Rather than wanting any active involvement, 42% say that receiving information is the extent of their desired involvement in public services. A further 21% do not want even want this information, as long as services are delivered.

Communications

- 56% of adults believe the council keeps them well informed about the services and benefits it provides, which is in line with previous findings.
- Just under half (46%) say they have recently heard stories or campaigns about the Lambeth Country Show and 15% about the recent campaign on adopting a child in Lambeth. While awareness of longer running news items and campaigns, such as the environmental champions programme, remain consistent with wave 2, those who had heard of any story increased to 81% (compared with 76% in wave 2). Thirteen per cent say they have seen the ASB reporting line campaign and 19% have seen the enviro-crime campaign, with sightings most commonly on billboards (36%), Lambeth Life (22%) or at bus shelters (18%). As one would expect, those who read the paper thoroughly are better informed about council campaigns; in particular the country show, ASB reporting line, and £9m extra funding for primary school places.
- Over three in five (63%) recall receiving the Lambeth Life. 83% had read at least a little of it and 64% of these would rate it as good overall (39% say 'good', 25% say 'very good' or 'excellent'). The remaining 42% who read very little or none of it cite lack of time (39%) or lack of interest or relevance (37%) as the reason.
- In October 2009, half of residents (52%) told us that they got most of their information about the council through the Lambeth Life. The profile of those who read the Lambeth Life thoroughly remains similar: White British, long term Lambeth residents (10+ years); those living in housing associations, on benefits or low incomes and with disabilities are more likely to read most of the paper. In addition, the content of the paper currently appeals to women, black residents and mid-low income people (C2 socio-economic groups), who are more likely to say the paper is good.
- Readers of Lambeth Life are more likely to feel well informed about the council, that they can influence decisions and are involved in their community. Increasing the readership of the paper is therefore an important tool in improving overall satisfaction with the council.

Housing, Regeneration and Enterprise

Housing

- Overall 25% of Lambeth residents are satisfied with council housing, in line with findings in wave 2 (26%). Although perceptions have improved over the longer term (from 18% saying council housing was good in 2003), satisfaction remains four points below the inner London average.
- When asked opinions on their own homes, responses are markedly different depending on tenure:
 - Owner occupiers: 89% say they are satisfied with the overall quality of their property and 83% are satisfied with the general condition of the property.
 - Private sector renters: 77% are satisfied with the overall service provided by their landlord, 77% satisfied with the general condition of the property, 79% quality of the home and 63% that the rent provides good value for money.
 - Housing association tenants: 71% are satisfied with the overall quality of their property and 75% with the general condition. 62% think their rent represents good value for money and 70% are satisfied with the overall service provided by the landlord. This includes carrying out repairs and maintenance (65% satisfied), providing advice on moving home and rent payments (57% and 71% satisfied respectively), supporting new and vulnerable tenants (62% and 57% satisfied respectively), and dealing with enquiries (69%).
 - Comparatively, council tenants are much less satisfied; only 54% are satisfied with the overall quality of their property and 51% with the general condition of the property. 48% are satisfied that the rent they pay represents good value for money and 53% are satisfied with the overall service provided by the landlord. This includes carrying out repairs and maintenance (40% satisfied), providing advice on moving home and rent payments (40% and 55% satisfied respectively), supporting new and vulnerable tenants (45% and 42% satisfied respectively), and dealing with enquiries (51%).
- As previously, residents suggest that improving the quality of council homes should be the council's first housing priority, currently being addressed by the Decent Homes Programme. Improving the quantity of council homes is the second priority, a finding underlined by the fact that lack of affordable housing is residents' second highest area of concern (after crime). This is in line with inner London and, as found previously, some ethnic minority groups and young, working people are more concerned than average about affordable housing. In addition, 44% say the council should focus on supporting more vulnerable members of society into housing, reflected by an increase in concern about the number of homeless people in the borough (12% compared to 6% in wave 1), bringing this in line with the London average.

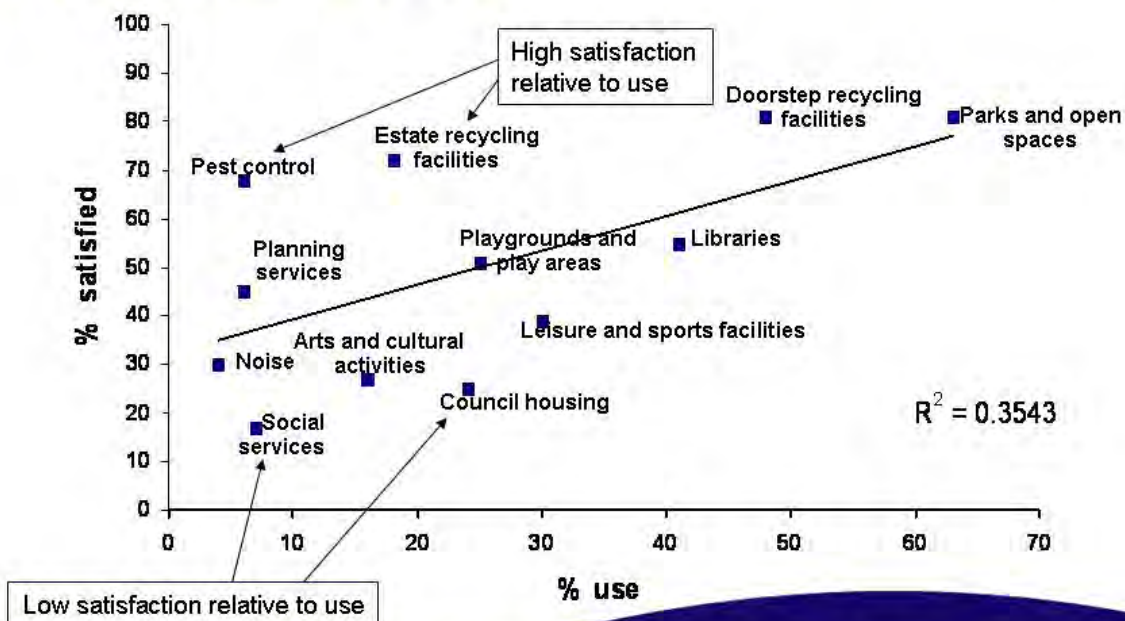
Service provision

- Satisfaction with street cleaning has improved over the last 6 months to 66% (compared to 60% in February 2010), bringing Lambeth's streets 6 points above the inner London average for the first time. However, this improvement may be a seasonal variation and further monitoring is required. Around a third suggest the council can further improve the cleanliness of Lambeth's streets by fining litterers (37%), providing more litter bins (36%) and educating residents on the cost of street cleaning (33%).
- Further improvements in satisfaction have been seen in ratings of street furniture, e.g. public bins, seating and street signs (up from 44% in wave 2 to 52%), road and pavement repairs (a likely seasonal increase from 32% in February 2010 to 40% – now in line with the London average) and parking (31% satisfied, up from 26%). 78% are satisfied with refuse collection, which is above the inner London average (71%). This appears to be an important driver of satisfaction (one in five of those satisfied with the way the council runs things cite good waste collection as the reason). The negative impact of reducing levels of service for these areas should be considered carefully in the current climate of reduced public spending.
- Most (86%) say they recycle most or everything that can be recycled, with more affluent residents more likely to say this is the case. Although reported use of recycling facilities on estates has not increased, satisfaction with the facilities provided has climbed to 72% (from 59% in wave 2). Although improvements have been made to recycling facilities on estates,

these improvements have largely concentrated in the Brixton area and would not account for such a large increase in satisfaction. Further monitoring is required to establish whether this improvement in perception will be sustained. Satisfaction with doorstep recycling facilities remains consistently high at 81%.

- The chart below shows that services above the trend line are perceived positively, despite few residents actually using them, e.g. pest control and recycling facilities. Social services, council housing and leisure facilities all suffer from a poor 'image' as perception of the service provided is lower than would be expected given usage levels.

Opinion on social services and council housing are negative relative to use



Low satisfaction relative to use

Those above the line more likely to be satisfied, those below less likely

Q.11 Which, if any, of these services have you or a member of your household used in the last 12 months? Q.12 What is your opinion of...?



Base: Q.11 and Q.12 All 785 Lambeth residents, Wave 4 residents survey, July 2010

Adults and Community Services

Cultural services

- As may be expected in the summer months, use of parks and open spaces increased in wave 4 to 63% (from 57%), in line with the inner London average, and four in five (81%) are now satisfied. Despite no increase in reported use of playgrounds and play areas, satisfaction has increased to 51% (from 44%).
- Use of libraries, leisure centres and arts and cultural activities remained similar to findings in wave 3, which remain below the London average, and further work is needed to encourage greater use of these facilities. Young people are more likely than adults to use libraries (43% v 37%) and leisure services (38% v 28%) and so careful consideration will need to be given to the potential equalities impact on young people of changes or reductions to any of these services in the future.
- As found in all previous studies in Lambeth older, more deprived and disabled residents continue to be less likely to use a range of leisure and cultural services. While this differential use is also recorded across London, our older, more deprived and disabled residents are even less likely to use and rate services well as the same groups in London and so improving our culture offer for our most needy groups warrants particular attention in the new cultural strategy.

Social services

- Ratings for adult and child social services have been maintained with 17% saying adult social services are good and 16% saying child social services are good. These remain, however, below the London average of 25% and 26% respectively.

Community safety

- Few questions were asked about community safety in this wave of the Residents Survey. However, crime remains a top concern for residents. Following a dip in concern in April 2010, half (51%) say it is a worry, seven points above the wave 3 findings and the inner London average (both 44%).
- Three in five (60%) think police and other local public services are successful in tackling crime and antisocial behaviour, an increase from wave 3 findings of 55%.

Children and young people

Engagement, health and well being

- Only four in five (80%) young people believe their health is good in general, although the most of those remaining (19%) consider their health to be fair and 2% say it is bad. One in seven (14%) eat the recommended 5 portions of fruit and vegetables daily, with 44% eating 3-4 portions and 34% 1-2 portions; one in 25 young people (4%) don't eat any. Although overall perception of health has remained the same since the last wave, healthy eating has reduced, with fewer saying they eat 5 or more pieces of fruit or vegetables than in February 2010 (25%).
- Almost all have at least one good friend (94%) but not all of these feel they can confide in a friend if they are worried about something (84%). Nine in ten (86%) would approach a parent with their worries; but one in fourteen (7%) feel they could not although half (53%) say they can confide in an adult other than their parent.
- Only half (49%) believe the council listens to the concerns of young people. A similar proportion (52%) feel they can influence decisions affecting the local area, and three in five (62%) young people would like to be more involved in decision making about services for their age group. Young people would prefer to get involved through their schools or colleges (48%), via email, text message or online (37%) or by collecting their votes (36%). Local meetings are least popular (only nine percent would get involved in this way).
- Half of 14-19 year olds have volunteered in the last year to help a local charity, voluntary group, neighbour or someone else in the area (51%), and three in five (60%) of those in school have taken part in a group activity led by an adult outside school lessons.

Campaigns and communications

- Young people would welcome further information from the council; 31% feel uninformed about the services and benefits provided by the council and 75% would like more information about what activities are available in the local area. The most popular source of information about activities and organisations in their local area is word of mouth, from friends (61%) and family (32%). Schools and libraries are also a good source of information (44% and 31%), as is the internet (31%).
- Although seven in ten (69%) of 14-19 year olds currently receive advice to help them plan their future, 54% would like more information. Their top concern is their future and upcoming exams (46% and 39% respectively), although crime and money worries also feature (27% and 24% respectively).

Appendix One

Topline results from Wave 4 Residents' Survey

Adult survey – based on 785 interviews unless otherwise stated

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

TOP CONCERNS

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

Crime	51
Lack of affordable housing	21
Litter/dirt in the streets	21
Not enough being done for young people	21
Level of council tax	19
Lack of jobs	19
Traffic congestion	14
Standard of education	13
Pollution of the environment	13
Rising prices/interest rates	13
Lack of recreational facilities	12
Number of homeless people	12
Not enough being done for elderly people	9
Quality of health service	8
Poor public transport	7
None of these	4
Other	3
Don't know	1

CORPORATE PERFORMANCE

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

	Base (773)*
Very satisfied	8
Fairly satisfied	48
Neither satisfied nor dissatisfied	23
Fairly dissatisfied	13
Very dissatisfied	8
Satisfied	56
Dissatisfied	21

* Excludes don't know and no response

Q3. Why are you satisfied with the way Lambeth council runs things?

(Base 432)

GENERAL COMMENTS	
Provides a good service overall	38
Clean/well kept/maintained	30
Efficient/better run than other boroughs	13
Supports community	10
Low council tax/lower than other boroughs	4
SPECIFIC SERVICES	
Good rubbish/waste collection	20
Good recycling facilities	12
Other	6
Good sport/leisure facilities	3
Good benefits services	3
Good housing/planning services	3
Good cultural facilities	3
Good social services	3
Good nursery education	3
Good primary education	2
Good secondary education	2
Good employment services	0
No reason/just do	14
Don't know	4

Q4. Why are you dissatisfied with the way Lambeth council runs things?

(Base 165)

GENERAL COMMENTS	
Poor service overall	43
Lack of repairs/poor maintenance	40
Council tax is too high/higher than other boroughs	21
Doesn't do much for/support the community	20
Not clean/well kept/maintained	19
Inefficient/not as well run as other boroughs	18
SPECIFIC SERVICES	
Poor/access to housing/planning services	12
Poor parking/parking charges	10
Poor sport/leisure facilities	9
Poor rubbish/waste collections	9
Poor for young people/children	8
Poor/access to primary education	5
Poor cultural facilities	4
Poor/access to secondary education	4
Poor recycling facilities	3
Poor/access to employment services	3
Poor/access to nursery education	2
Poor/access to benefits service	2
Poor/access to social services	1
No reason - just do	2
Other	14
Don't know	1

Q5. To what extent do you agree or disagree that Lambeth Council provides value for money?

	Base (739)*
Strongly agree	5
Tend to agree	34
Neither agree nor disagree	28
Tend to disagree	21
Strongly disagree	11
Agree	39
Disagree	33

* Excludes don't know and no response

LOCAL AREA

Q6. Overall how satisfied or dissatisfied are you with your local area as a place to live?

Very satisfied	29
Fairly satisfied	51
Neither satisfied nor dissatisfied	7
Fairly dissatisfied	8
Very dissatisfied	4
Satisfied	81
Dissatisfied	12

ENGAGEMENT HEALTH AND SOCIAL WELLBEING

Q7. Do you agree or disagree that you can influence decisions affecting your local area?

	Base (679)
Definitely agree	7
Tend to agree	40
Tend to disagree	31
Definitely disagree	21
Agree	47
Disagree	53

Q8. Please think about any group(s) to which you belong, which makes decisions that affect your local area. Please exclude anything that is a requirement of your job. In the past 12 months have you ...

Been a member of a tenants' group decision making committee -	7
Been a member of a group making decisions on services in the local community	6
Been a member of a decision-making group set up to regenerate the local area	5
Been a member of a decision-making group set up to tackle local crime problems	4
Been a member of a group making decisions on	3
Been a member of a group making decisions on local services for young people	3
Been a local councillor (for a local authority)	1

Q9. How strongly do you feel you belong to your immediate neighbourhood?

	Base (773)*
Very strongly	19
Fairly strongly	43
Not very strongly	30
Not at all strongly	7
Don't know	0

SERVICE USAGE AND SATISFACTION

Q10. Looking at this map, which, if any, of these services provided by Lambeth Council have you, or a member of your household used in Lambeth in the last twelve months? Just read out the letters that apply

HOUSING & ENVIRONMENT	
Parks and open spaces	63
Doorstep recycling facilities	48
Estate recycling facilities	18
Housing benefit service	13
Pest control	6
Planning services	4
Noise control	4
LEISURE/EDUCATION	
Libraries	41
Leisure and sports facilities	30
Arts and cultural activities (e.g. theatres and concerts)	16
Evening classes/adult education	6
HEALTH & SOCIAL CARE	
Local health services	62
Social services	7
Services for disabled people	4
SERVICES FOR CHILDREN AND YOUNG PEOPLE	
Playgrounds and play areas	25
Primary education (5-11s)	15
Nursery education (under 5s)	9
Secondary education (11-18s)	8
Youth services available for 13-19 year olds (e.g. youth clubs and centres, Connexions and summer activities)	3
EMPLOYMENT	
Employment support or guidance from the GAIN project	2
Lambeth drop in IT/computing courses on Acre Lane	1
Business support service/Business desk	1
Lambeth Adult Guidance Service (Ivor House)	1
Other services	
None of these	4
Don't know	*

Q11. I would now like to ask for your opinion of some services in your local area. By local area, I mean within a 15-20 minute walk from your home. Please try to answer, even if you haven't had direct experience of these services. What is your opinion of ...?

	Excel lent	Very good	Good	Aver age	Poor	Very poor	Extre mely poor	Don't know/ no opinio n	Good- Excell lent	Poor- extre mely poor
Council housing	1	5	19	19	11	5	4	35	25	20
Doorstep recycling facilities (Base 374)	7	32	42	10	5	1	1	2	81	7
Estate recycling facilities (Base 142)	5	16	51	15	3	2	2	6	72	7
Leisure and sports facilities	1	9	29	19	17	5	4	17	39	25
Leisure facilities for young people	1	5	19	14	16	7	6	32	25	29
Libraries	3	13	39	18	4	1	1	21	55	6
Museums and galleries	3	7	15	10	14	6	10	36	25	30
Noise control (Base 30)			30	27	23	9	6	4	30	39
Parking services	2	5	23	20	17	7	9	16	31	32
Parks and open spaces	9	27	44	10	5	1	1	2	81	7
Pest control (Base 46)	6	11	50	11	9	4	4	4	68	17
Planning services (Base 29)		10	35	14	10	7	11	13	45	28
Play areas and playgrounds	4	13	34	17	8	2	2	19	51	12
Refuse collection	8	23	47	14	5	2	1	1	78	8
Road and pavement repairs	1	8	30	26	16	7	7	4	40	30
Social services for adults	*	3	14	11	5	1	2	66	17	7
Social services for children and young people	1	3	12	12	4	1	2	64	16	8
Street cleaning	5	14	47	22	8	3	1	1	66	11
Street furniture, e.g. public bins, seating and street signs	2	10	40	30	12	3	1	2	52	16
Theatre and concert halls	2	6	19	11	13	6	8	35	27	27

CO-OPERATIVE COUNCIL

Q12. Which of these statements comes closest to your own attitude towards how local public services (such as the council, the police and local health services) work to improve this area? Please just read out the letter that applies.

I'm not interested in knowing what local public services are doing to improve the area, as long as they do their job	21
I would like to know what local public services are doing to improve the area, but I don't want to be involved beyond that	42
I would like to have more of a say in what local public services are doing to improve the area	22
I would like to become actively involved in helping local public services in what they are doing to improve the area	9
I am already actively involved in helping local public services to improve the local area	2
Don't know	4

Q13. **And how are you involved in helping local public services?**

	<i>Base (17)</i>	N
I am on a local committee, board or group who make decisions that affect the local area		10
Member of a tenants' group		7
Volunteer		6
School governor		2
Member of a service user group		1
Magistrate		-
Trustee of a hospital		-
Other (please specify)		1
Don't know		1

Q14. **Which, if any, of the following skills do you have? Please just read out the letters that apply.**

Q15. **And which, if any, of your skills would you be willing to donate to a not-for-profit organisation delivering local services, like education, libraries, or housing?**

	Q15	Q16
Business Skills		<i>Base (683)</i>
Computer/IT skills	46	17
Written communication skills	38	14
Customer service	27	9
Accounting/numeracy skills	23	7
Management skills - I can run a business	23	8
Tidying/cleaning	21	5
Sales skills	20	5
Data and information management	15	5
Receptionist (typing, meet and greet)	14	5
Fundraising	10	4
Publicity/PR	9	3
HR/training	7	2
Children and young people		
Foreign language skills	21	9
Teaching reading and writing	17	8
Teaching life skills (like budgeting for a family, parenting, cooking)	17	7
English language skills, i.e. teaching English as a second language	16	6
Youth activities/youth outreach	11	6
Environment		
Food growing or gardening	15	5
Culture		
Event organisation	20	8
Playing a musical instrument	12	4
Sports training (swimming lessons, fitness classes)	10	4
Other		
Driving skills	37	11
Mentoring or befriending	18	11
Other (please specify)	4	4
None of these	10	29
Don't know	3	8

Q16. **What, if anything, would encourage you to use your skills in a local organisation delivering public services? Please just read out the letters that apply.**

Base (683)

Supporting my local community	36
A reduction in my council tax bill	27
Free or discounted leisure centre use	20
Opportunity to make new friends	20
Charity donation	19
Funding to improve your local area (i.e. ward purse)	18
Reward points which I could use to buy products or local services	11
A reduction in my rent or leasehold costs	4
Nothing would encourage me – I would not do it without being paid	13
Other – please specify	5
Don't know	9

Q17. **Have you heard about Lambeth Council's plans to become the first 'co-operative' council, or the 'John Lewis' council?**

Yes	12
No	87
Don't know	1

Q18. **How much do you understand about what being a co-operative council might mean for Lambeth residents?**

Base (97)

A great deal	8
A fair amount	30
Not very much	52
Nothing at all	8
Don't know	2

Q19. **And what do you think it might mean?**

Base (87)

Involving local people/ residents in council planning/decision making	33
Local people ownership of services/services run by the community	13
Council are trying to get services done for free/saving money	11
Reduction in council tax/if people help, the council can reduce tax	4
Better facilities/ services will be available	3
It's to do with cost cutting measures/ government cutbacks	3
Privatisation/services will be privatised	3
Don't understand it/ jargon based/too vague	2
Supporting/helping (unspecific)	2
Using outside bodies/ agencies/charities to provide services	2
Value for money/services will be cheaper	2
Won't make any difference	1
Other	15
Not stated	15

Q20. Based on your current knowledge, to what extent do you support or oppose Lambeth council's plans to become a co-operative council?

	<i>Base (97)</i>
Strongly support	11
Tend to support	46
Neither support nor oppose	23
Tend to oppose	5
Strongly oppose	11
Don't know	4

COMMUNITY SAFETY

Q21. It is the responsibility of the police and other local public services to work in partnership to deal with anti-social behaviour and crime in your local area. How much would you agree or disagree that the police and other local public services are successfully dealing with these issues in your local area?

	<i>Base (742)*</i>
Strongly agree	10
Tend to agree	49
Neither agree nor disagree	18
Tend to disagree	15
Strongly disagree	8
Don't know	-
Agree	60
Disagree	23

THE ECONOMY

Q22. Compared with this time last year, do you think that your personal financial circumstances have improved, stayed the same, or got worse?

Improved	17
Stayed the same	49
Got worse	32
Don't know	2

HOUSING AND BUILT ENVIRONMENT

Q23. In which, if any, of the following ways could Lambeth Council improve the cleanliness of its streets? You can choose up to two. Please just read out the letters that apply.

Fine people who drop litter	37
Provide more bins on the street	36
Educate people on the costs of street cleaning and the impact of litter and waste	33
Provide more mixed recycling bins in busy areas	25
More regular street cleaning	24
Provide more cigarette bins and chewing gum posts	19
Other – please specify	1
None of these	0
Don't know	3

Q24. Taking everything into account, how satisfied or dissatisfied are you with ... ?

	Base	Very satisfied	Fairly satisfied	Neither satisfied or dissatisfied	Fairly dissatisfied	Very dissatisfied	Satisfied	Dissatisfied
The overall service provided by your landlord?	(190)	18	48	15	10	9	66	19
The value for money for your rent?	(495)	13	44	17	15	11	57	26
The overall quality of your home		24	52	8	8	7	77	15
The general condition of this property?		22	51	10	9	8	73	17

Q25. How satisfied or dissatisfied are you with the following services provided by your landlord?

	Base	Very satisfied	Fairly satisfied	Neither satisfied or dissatisfied	Fairly dissatisfied	Very dissatisfied	Satisfied	Dissatisfied
Advice on rent payments	(257)	10	51	19	8	12	61	20
Advice on moving home	(213)	10	37	23	13	16	47	30
Support provided to new tenants	(200)	11	42	22	9	17	52	26
Support provided to vulnerable tenants	(200)	9	40	24	13	14	49	27
How enquiries are dealt with generally	(297)	13	45	12	16	15	58	30
Repairs and maintenance	(307)	12	38	7	18	25	50	43

Q26. In thinking about improving housing services, which, if any, of the following actions should the Council focus on?

Improving the quality of council homes	54
Improving the quantity of council homes	45
Helping more vulnerable members of society access the housing they need	44
Improving housing advice and assistance	30
Improving the quality of private rented homes	18
Improving the quantity of private rented homes	16
Other – please specify	1
None of these	2
Don't know	6

CLIMATE CHANGE AND SUSTAINABILITY

Q27. Which of the following statements on this list best describes you? Please just read out the letter that applies.

I recycle everything that can be recycled	51
I recycle a lot, but not everything that can be recycled	35
I do not recycle much	10
I do not recycle at all	4
Don't know	*

CAMPAIGNS AND COMMUNICATIONS

Q28. How well do you think Lambeth Council keeps residents informed about the services and benefits it provides?

Keeps us very well informed	12
Keeps us fairly well informed	44
Gives us only a limited amount of information	28
Doesn't tell us much at all about what it does	12
Don't know	4
Informed	56
Not informed	40

Q29. Have you recently seen or heard any of the following about Lambeth Council?

Lambeth Country Show	49
The Brixton pound	46
Streatham leisure centre closed down	32
Controlled drinking zones	18
Adopting a Lambeth child/Adoption in Lambeth	15
The ASB reporting line	13
£9m extra funding for primary school places in Lambeth	10
Holiday activity and summer university programme	10
How the council offers value for money	9
The Lambeth environmental champions programme	6
Business desk to help local businesses	6
How the council can help residents through the recession	5
None of these	19
Don't know	4

Q30. 'ENVIRO-CRIME' CAMPAIGN Have you seen this campaign?

Yes	19
No	80
Don't know	1

Q31. Where did you see the campaign?

	<i>Base (147)</i>
Billboards around Lambeth	36
In Lambeth Life	22
At a bus shelter	18
A letter/leaflet through my door	15
Inside a bus	8
Lambeth website	4
Lambeth's twitter account	0
BIG Difference website	0
Other	14
Don't know	6

Q32. Have you received a copy of the local council newspaper "Lambeth Life" in the last three months?

Yes	63
No	32
Don't know	4

Q33. Thinking about the most recent issue of “Lambeth Life” that you received, would you say that you ...?

	<i>Base (499)</i>
... read most of it	23
... read some of it	34
... read very little of it	25
... did not read any of it	17
Don't know	*

Q34. Overall, how would you rate “Lambeth Life”?

	<i>Base (413)</i>
Excellent	4
Very good	21
Fairly Good	39
Average	24
Fairly Poor	7
Very poor	1
Extremely poor	1
Don't know	2

Q35. Why did you not read it?

	<i>Base (84)</i>
No time	39
Not interested	23
Not relevant	14
Other – please specify	7
Don't know	17

Young people's survey – based on 126 interviews unless otherwise stated

YP1. Which one of these statements best describes your situation?

I go to school	64
I go to college	23
I am not in education, employment or training	7
I work	4
I go to university	2
I am an apprentice	-
None of these	-

ASK IF AT SCHOOL OR COLLEGE

YP2. And is your school/college/university in Lambeth? *Base (118)*

Yes	45
No	55

ASK IF AT SCHOOL OR COLLEGE

YP3. What do you hope to do when you leave school/college?

	<i>Base (110)</i>
Study to go to university	72
Study then get a job at 18	8
Get a job at 16	8
Don't know yet	4
Work for myself/run a business	3
Something else	2
Get an apprenticeship	2

ASK IF AT SCHOOL AT YP2

YP4. Do you receive extra help at school with your learning or behaviour from someone other

than your teacher?

	<i>Base (82)</i>
Yes	22
No	76
Don't know	1

PRIORITIES

YP5. Which, if any, of the following things do you worry about the most? *Base (118)*

My future	46
Exams	39
Crime	27
Money	24
School work	14
My parents or family	8
Getting into trouble	8
Being bullied	8
Friendships/fitting in	7
Being healthy	6
My body	3
Girlfriends/boyfriends/sex (14+ only)*	2
Something else	-
None of these	7
Don't know	1

CORPORATE PERFORMANCE

YP6. How much, if anything, do you know about Lambeth Council?

A lot	2
A little	66
Nothing at all	29
Can't say	3

YP7. Taking everything into account, how satisfied or dissatisfied are you with the way Lambeth Council runs things?

Very satisfied	5
Fairly satisfied	52
Neither satisfied nor dissatisfied	22
Fairly dissatisfied	6
Very dissatisfied	4
Satisfied	57
Dissatisfied	10

LOCAL AREA

YP8. Overall how satisfied or dissatisfied are you with your local area as a place to live?

Very satisfied	21
Fairly satisfied	53
Neither satisfied nor dissatisfied	15
Fairly dissatisfied	7
Very dissatisfied	4
Satisfied	74
Dissatisfied	11

ENGAGEMENT, HEALTH AND SOCIAL WELL-BEING

YP9. **How many portions of fruit and vegetables do you usually eat each day?**

None	4
One-two	34
Three-four	44
5 or more	14
Don't know	3

YP10. **How is your health in general?**

Very good	29
Good	51
Fair	19
Bad	2
Very bad	-
Very good/ good	80
Very bad/bad	2

YP11. **I am now going to read out a list of statements. For each one can you please tell me whether the statement is true, neither true nor not true, or false?**

<i>Base (87)</i>	True	Neither true nor untrue	False	Don't know
I have one or more good friends	94	4	2	-
When I'm worried about something I can talk to my mum or dad	86	7	7	-
When I'm worried about something I can talk to my friends	84	9	6	1
When I'm worried about something I can talk to an adult who isn't my mum or dad	53	14	31	2

YP12. SHOWCARD **These are some things which other people have said about their council. How much do you agree or disagree with the following things? My council ...**
SINGLE CODE PER STATEMENT

<i>Base (84)</i>	A great deal	To some extent	Not very much	Not at all	Don't know	A great deal/to some extent	Not very much/not at all
Involves young people when making decisions	8	41	30	13	9	49	42
Listens to the concerns of young people	7	42	30	8	13	49	38

YP13. SHOWCARD **Do you agree or disagree that you can influence decisions affecting your local area?** SINGLE CODE ONLY

	<i>Base (107)</i>
Definitely agree	4
Tend to agree	48
Tend to disagree	35
Definitely disagree	13
Agree	52
Disagree	48

YP14. **Would you like to be more involved in making decisions about services for young people?** SINGLE CODE ONLY

Yes	62
No	31
Don't know	7

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

YP15. SHOWCARD **How do you want to be involved in making decisions about services for young people?** MULTICODE OK

	<i>Base (76)</i>
Through my sixth form/school/college	48
Through email, text or online	37
Voting	36
Volunteering	19
Through my youth centre	16
Youth council meetings	11
Local meetings	9
Other - please specify	-
None of these	-
Don't know	3

ASK IF RESPONDENT IS AGED 14 OR OVER

YP16. **In the last year, have you given any of your time to help a charity, voluntary group, a neighbour or someone else in the local area?** SINGLE CODE ONLY

	<i>Base (77)</i>
Yes	51
No	49
Don't know	-

YP17 **Which of the following things, if any, would do the most to make your area a better place to live? Please just read out the letters that apply**

Safer areas (less crime)	50
Better sports clubs or centres	43
Better activities for children and young people	43
Better parks and play areas	38
Cleaner streets with less litter	28
Safer roads	27
Better shops	20
Better public transport (such as buses, trains and underground)	18
Fewer young people hanging around	15
Other – please specify	2
Nothing (the area is fine as it is)	1
Don't know	1

YP18. **In the last three months have you given your views about the local area in any of the following ways ... ?**

Given your views to a school/college/university council	18
Filled in a questionnaire	8
Given your views to a youth council or youth parliament	4
Been to a meeting outside school/college/university about making things better in your local area	1
Other – please specify	-
None of these	69
Don't know	5

ASK IF RESPONDENT GOES TO SCHOOL

YP19. **In the last four weeks, have you participated in any group activity led by an adult outside school lessons (such as sports, arts or a youth group)?** SINGLE CODE ONLY

	<i>Base (82)</i>
Yes	60
No	40
Don't know	0

SERVICE USAGE

YP20. Which, if any, of these services provided by Lambeth Council have you used in the last twelve months?

LEISURE	86
Parks and open spaces	61
Leisure and sports facilities	43
Playgrounds and play areas	43
Arts and cultural activities (like museums and galleries)	18
EDUCATION AND LIBRARIES	68
Libraries	47
Secondary education (11-18s)	36
Primary education (5-11s)	11
Nursery education (under 5s)	1
OTHER	53
Recycling facilities	35
Local health services	32
Social Care	2
Services for disabled people	
SERVICES FOR CHILDREN AND YOUNG PEOPLE	35
Summer activities – such as sports clubs, music workshops	15
Youth clubs and centres	19
Connexions (information and advice centre)	12
Other	-
None of these	-
Don't know	-

COMMUNITY SAFETY

YP21. SHOWCARD I am now going to read out some statements about crime. For each one, could you please tell me to what extent you agree or disagree with each? SINGLE CODE

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know/NA	Agree	Dis-agree
If I was a victim of crime I am confident that the police would take it seriously	27	40	12	12	3	6	67	15
If I was suspected of a crime I would trust the police to deal with me fairly	21	43	14	14	5	3	64	19

YP 22-23 SHOWCARD Generally speaking, how safe or unsafe do you feel when outside in the area where you live..? SINGLE CODE ONLY

	Very safe	Fairly safe	Neither safe nor unsafe	Fairly unsafe	Very unsafe	Safe	Unsafe
YP22. during the day	28	52	10	7	3	80	10
YP23. after dark	9	35	23	18	15	44	34

THE ECONOMY

YP24. Compared to this time last year, do you feel that you and your family are financially ...?
READ OUT. SINGLE CODE ONLY

Better off	15
About the same	54
Worse off	15
Don't know	-

CAMPAIGNS AND COMMUNICATION

YP25. SHOWCARD How well do you think Lambeth Council keeps residents informed about the services and benefits it provides? SINGLE CODE ONLY

Keeps us very well informed	9
Keeps us fairly well informed	45
Gives us only a limited amount of information	20
Doesn't tell us much at all about what it does	11
Don't know	15
Informed	54
Uninformed	31

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

Know enough	26
Need a little more information	50
Need a lot more information	25

ASK IF RESPONDENT IS AGED 14 OR OVER

YP27. Do you receive any information to help you plan your future, for example, help from a teacher to plan your GCSE/A-level choices or help from a careers advisor about jobs or careers? SINGLE CODE ONLY

	<i>Base (76)</i>
Yes	69
No	27
Don't know	4

YP28. SHOWCARD Would you like some/more information to help you plan your future?
SINGLE CODE ONLY

	<i>Base (76)</i>
Yes – I would like a lot more information	29
Yes – I would like a little more information	25
No – I receive enough	31
No – I do not want/need any	9
Don't know	-
Would like a lot/little more	54

YP29. SHOWCARD Where do you usually find out about activities and organisations in your local area, such as sports or youth clubs? MULTICODE OK

Friends	61
School/college/university	44
Family	32
Websites	31
Posters or leaflets in libraries	31
Lambeth Life (Council newspaper)	18
Youth groups or clubs	15
Magazines	12
Other local paper	10
Other – please specify	1
Don't know	2

