

LAMBETH ALG RESIDENTS
SURVEY 2005/2006

REPORT

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1 INTRODUCTION

Each year, the ALG commissions a survey of c.1000 Londoners, covering aspects such as residents' areas of concern, image of local councils and service delivery. This provides average scores for London-wide as well as inner and outer borough performance. However, the sample of this survey is too small to provide data for individual boroughs, and therefore a number of local authorities commission a separate survey to be carried out in their boroughs. In each cycle, c.14 boroughs participate.

TNS was commissioned by the London Borough of Lambeth to carry out this survey amongst a representative sample of Lambeth residents in 2003 and 2005. The intention is that these results are used corporately as well as by individual departments to input into service planning and delivery, particularly in relation to the requirements of Best Value and other aspects of the Government's modernising agenda.

This report covers the results of the 2005 Lambeth survey, providing comparisons with the London-wide and inner London averages from the London-wide survey, as well as highest and lowest scores from other participating boroughs for benchmarking purposes. It also compares the results of the 2005 Lambeth survey with those from the survey carried out in the borough in 2003.

2 OBJECTIVES

The aims of the survey were to assess Lambeth residents' opinions of:

- local issues of concern
- the image of the council
- quality of local service delivery

London-wide comparisons are provided for these areas.

In addition, the survey for Lambeth included the following issues, which were not covered in the London-wide survey:

- satisfaction with the council
- contact with council and complaint handling
- community cohesion
- feeling safe
- Lambeth Life & council website
- attitudes to consultation
- awareness and use of advice services

This year's survey was also expanded to include the views of younger residents of secondary school age (11 to 17) reflecting what was done with the London-wide survey. The questions asked were similar to those asked of adults in the survey and include:

- their areas of concern
- image of their local council
- perceptions of services provided by the council

3 METHOD

Fieldwork was conducted between 01 and 30 October 2005 (same time of year as the previous wave in 2003). 1,044 interviews were conducted in-home and in street using quota sampling at 88 sampling points within the London Borough of Lambeth, through CAPI (Computer Assisted Personal Interviewing). Those living in the borough for less than six months were excluded. Quotas were set on age, gender, ethnic origin, housing tenure and working status of women. All quotas were based on 2001 census figures.

A sample profile of respondents is provided below:

	Set (%)	Achieved (%)	Achieved (Nos)
Men*	49	45	470
Women*	51	55	574
18-34*	46	33	340
35-59*	38	50	522
60+*	16	17	182
White	62	63	654
Mixed			15
Black	38	36	285
Asian			59
Other			14
Women working fulltime	17	16	167
Council rent	28	28	287

* Final results were weighted to correct for discrepancies between set and achieved

These variables were used to analyse the results, together with other factors such as presence of children, social grade, town centre, working status, length of residency in Lambeth, disability, faith and usage of services. Full details can be found in the

accompanying computer tables. A copy of the questionnaire is provided in APPENDIX A. An explanation of Social Grade is provided in APPENDIX C.

This year, we also asked participants their sexual orientation. The results of this are included in the tables. However we were not able to analyse other findings by this demographic due to relatively small sample sizes in the gay/ lesbian/ bisexual categories.

The last survey of residents in Lambeth was carried out in 2003, using the same methodology (face to face using quota sampling). Many of the questions from the 2003 survey have been repeated this year, and where relevant, the 2005 results have been compared to this previous wave.

Where possible, results have also been benchmarked against the overall London and inner London averages collected via the London-wide ALG survey. The London survey was conducted in September 2005 and is a representative sample of 1063 Londoners across all 32 London boroughs.

Where any of the results are higher or lower than London, we have tested for statistical significance to ensure that they are *real* differences, and not differences that might be observed because we have only interviewed a sample, rather than the whole population. For the purposes of this report, we have commented on any differences that are found to be significant at the 95% confidence level (i.e. there is only a 5% likelihood that the difference could have occurred by chance). Where no textual reference is made to differences, this is because they are not statistically significant. This is particularly relevant when comparing small sub-groups within the sample, where a much bigger difference would need to be observed to make it statistically significant. For a more detailed explanation of statistical significance, please see APPENDIX B.

3.1 Quality

All divisions within Taylor Nelson Sofres plc are adherents to the ICC/ESOMAR International Code of Marketing and Social Research Practice. In addition, all researchers in the UK are bound by the Code of Conduct of the Market Research Society. We are registered under the Data Protection Act as a market research company with the relevant legal undertakings on confidentiality. In 1992 Taylor Nelson Surveys (which incorporates Taylor Nelson) was registered by the BSI as being able to produce goods or provide services in accordance with ISO 9001: 1987/EN 29001: 1987/BS5750: Part 1. We are also accredited under BS7911. Our field forces (telephone and face-to-face) are members of the IQCS (Interviewer Quality Control Scheme) which is the market research industry standard.

4 SUMMARY

4.1 Issues of concern

As in 2003, the top three issues of concern are crime (59%), council tax (36%) and education (25%).

Lambeth residents are more concerned about council tax (+6%), crime (+5%) and litter (+4%) and less concerned about health services (-9%), public transport (-8%), number of homeless people (-7%) and lack of affordable housing (-5) than they were in 2003.

There is greater concern about crime (+8%) in Lambeth than London as a whole, and less concern about the Health Service (-9%).

4.2 Image of the Council

Lambeth residents find council staff to be friendly and polite (70%). They also think that Lambeth council keeps residents informed (66%), and is making the area a better place to live (65%).

The image of Lambeth council has improved greatly among residents, with positive ratings on several image dimensions showing an increase this year.

65% agree the council is doing a good job (up from 54% in 2003) and 53% agree the council is efficient and well-run (up from 41%).

Ratings for Council image have seen an increase across London as a whole this year. Lambeth was behind London on a few of the image dimensions in 2003, but this year, there are no significant differences between Lambeth and the London-wide ratings.

4.3 Services

Lambeth has shown a significant improvement in the rating of most services this year. However, as these ratings have seen an improvement across London as a whole this year, the gap between Lambeth and London remains for some services. The ratings in the borough are still lower than the rest of London for education, libraries, leisure facilities, street lighting, social services and parks. All other services are in line with the London-wide average.

In general, users rate services more favourably than non-users. Lambeth users rate secondary education (-11%), leisure & sports (-10%), libraries (-9%) and parks/playgrounds (-6%) lower than London-wide users.

4.4 Contact and satisfaction with the Council

54% are satisfied with the way the council runs things, taking everything into account (up from 39% last year). Older residents, those from lower social grades and those living in North Lambeth are more likely to be satisfied. Those who have lived in Lambeth for over five years are less positive about the Council.

About a quarter (26%) have contacted the Council in the last year to make a formal complaint (a fifth have made contact for some other reason). Contact has been primarily by telephone and complaints were mainly regarding housing (for 24% of complainants) and parking (15%). 65% of complainants said they were very or fairly dissatisfied with the way in which their complaint was handled.

4.5 Lambeth Life & Council website

74% say they have had a copy of Lambeth Life delivered to their homes in the last three months, of whom 68% read some or most of it (that is about half of all residents). Of those who read it, two-thirds (66%) rate it good to excellent and 3% rate it poor to extremely poor.

56% of residents now have internet access at home. Of those who have internet access from anywhere (67%), 31% have accessed the Council's website (that is a fifth of all residents).

4.6 Attitudes to consultation

23% of residents do not want to be consulted about any of the issues presented to them. The most popular issue was parking, about which 40% of residents expressed an interest in being consulted. Most people wanted to be consulted via leaflets through the door (56%) or the newsletter (35%).

4.7 Other local issues

88% say they tend to or definitely agree that Lambeth is a place where people from different backgrounds get on well together (up from 81% in 2003).

83% say they feel safe in the area where they live during the day, 50% after dark.

4.8 Young Lambeth

Young people in Lambeth are most concerned about crime (61%), bad behaviour (41%) and bullying (33%). Concern about bullying and bad behaviour decreases with age (from 11 to 17 years), but concern about bad behaviour is significantly higher among young people in Lambeth than the rest of London.

However, the Council has a better image among its young residents compared with other parts of London. They receive higher ratings for keeping young people informed and listening to concerns of young people.

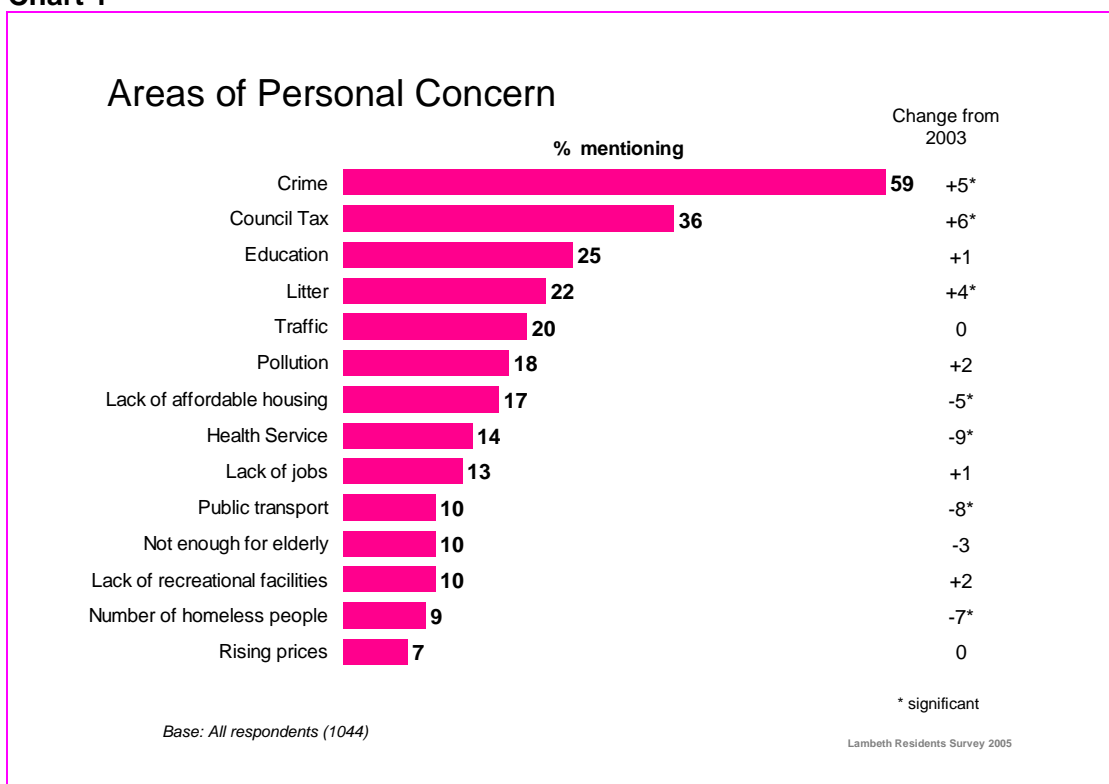
Most of the Council's services are rated in line with the Londonwide average by young Lambeth residents, with the exception of secondary education (-15%), libraries (-14%) and social services for children and families (-11%) where Lambeth receives a lower rating from its young residents.

5 ISSUES OF CONCERN

In this section we examine issues of concern to Lambeth residents, and comparisons with London.

Respondents were shown a list of social issues and asked to name the three that were of most concern to them. The top three issues of concern are crime (59%), council tax (36%) and education (25%), as shown in the chart below.

Chart 1



5.1 Changes from 2003

Lambeth residents are more concerned about council tax (+6%), crime (+5%) and litter (+4%) and less concerned about Health Service (-9%), Public transport (-8%), the number of homeless people (-7%) and lack of affordable housing (-5) than they were when the survey was conducted in 2003.

5.2 Differences from London

Comparisons with the London-wide survey show that there is greater concern about crime (+8%) among residents of Lambeth than residents of London as a whole, and less concern about the health service (-9%).

5.3 Differences by sub-group

When the key areas of concern are analysed by sub-group, some significant findings can be extracted from the data.

Concern about **crime** is highest among young residents, with 63% of those aged 18 to 34 mentioning this as an area of personal concern for them, compared with 51% of those aged 60 years and over.

Concern about crime also varies by social grade, with C1 and AB residents most concerned (64% and 61% respectively mention this). C2 residents are least concerned about crime (51%).

Council tax is of most concern to older residents. 44% of those over 60 mention this as an area of concern, compared with 32% of those aged 18 to 34.

Council tenants are more concerned about **lack of jobs** than owner occupiers (22% v. 5%). Concern about lack of jobs also varies by social grade, with C2 residents being most concerned (22%) and AB residents being least concerned (5%).

Among the different ethnic groups, in 2003 we found that Black Caribbean (23%) and mixed (22%) ethnicity residents were more concerned about lack of jobs than others. This year, Black African residents are the most concerned about lack of jobs (31%).

Residents of lower social grades are more concerned about lack of **provisions for the elderly** (15% of DE v. 6% of AB residents mention it).

Residents from higher social grades are more concerned about education (36% of AB v. 18% of DE residents mention this) and council tenants are less likely to be concerned about pollution than owner occupiers (10% v 22%).

5.4 Differences by Area

There is also some variation in issues of concern by area.

Standard of education and quality of the health service are of more concern to residents living in Norwood (32% and 20% respectively) compared with those living in Brixton (21% and 8%).

North Lambeth residents are more concerned about lack of jobs than other residents (22%).

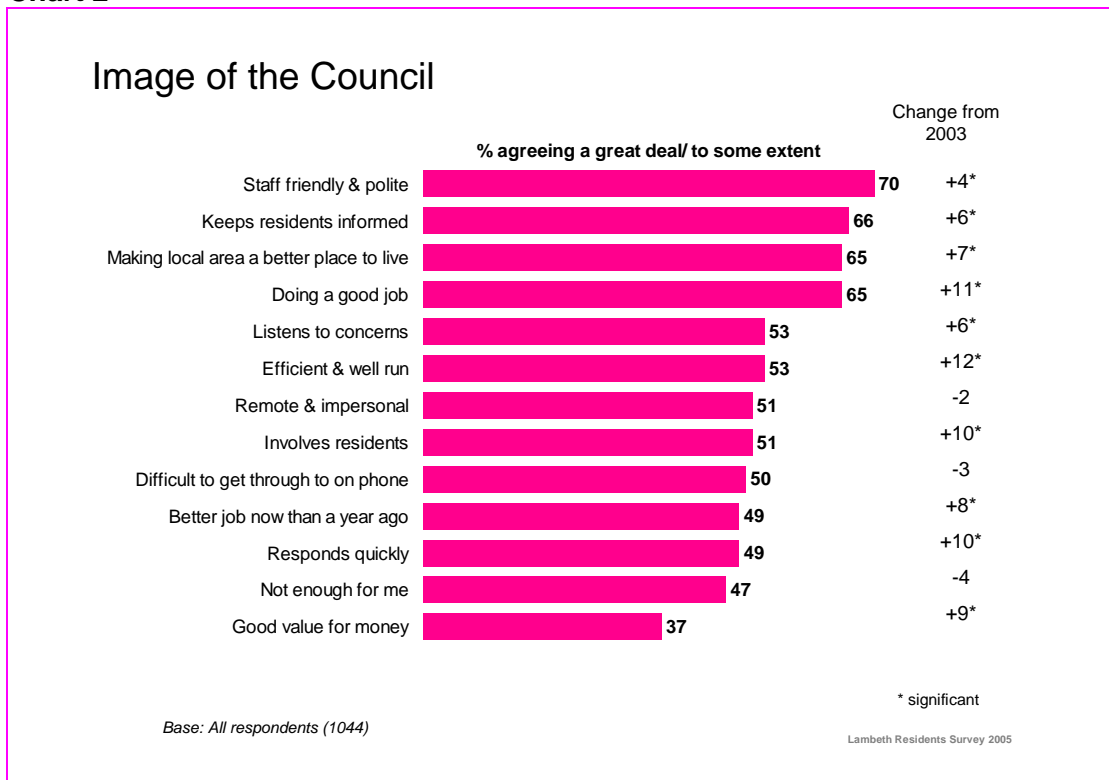
	% mentioning					
	Total	North Lambeth	Clapham/ Stockwell	Brixton	Streatham	Norwood
	(1044)	(212)	(243)	(235)	(221)	(132)
	%	%	%	%	%	%
Crime	59	55	62	55	62	60
Level of council tax	36	40	38	36	35	30
Standard of education	25	25	21	21	28	32
Litter/ dirt in streets	22	22	21	22	25	19
Traffic congestion	20	17	24	20	20	18
Pollution	18	13	19	17	22	19
Lack of affordable housing	17	17	17	21	14	14
Quality of health service	14	15	14	8	15	20
Lack of jobs	13	22	9	11	12	10
Not enough for elderly	10	10	10	10	8	13
Lack of rec facilities	10	11	10	7	12	7
Poor public transport	10	6	13	7	11	11
Number of homeless	9	5	9	14	7	11
Rising prices/ interest rate	7	10	8	7	6	4

6 IMAGE OF THE COUNCIL

Residents were shown a list of statements, and asked to say to what extent each applies to their council.

The majority of residents agree (a great deal or to some extent) that Lambeth Council has staff who are friendly and polite (70%), keeps residents informed about what they are doing (66%) and is doing a good job (65%), as shown in the chart below. However 51% say that the Council is remote and impersonal, and as in the previous wave, half (50%) say it is difficult to get through to the Council by phone.

Chart 2



6.1 Changes from 2003

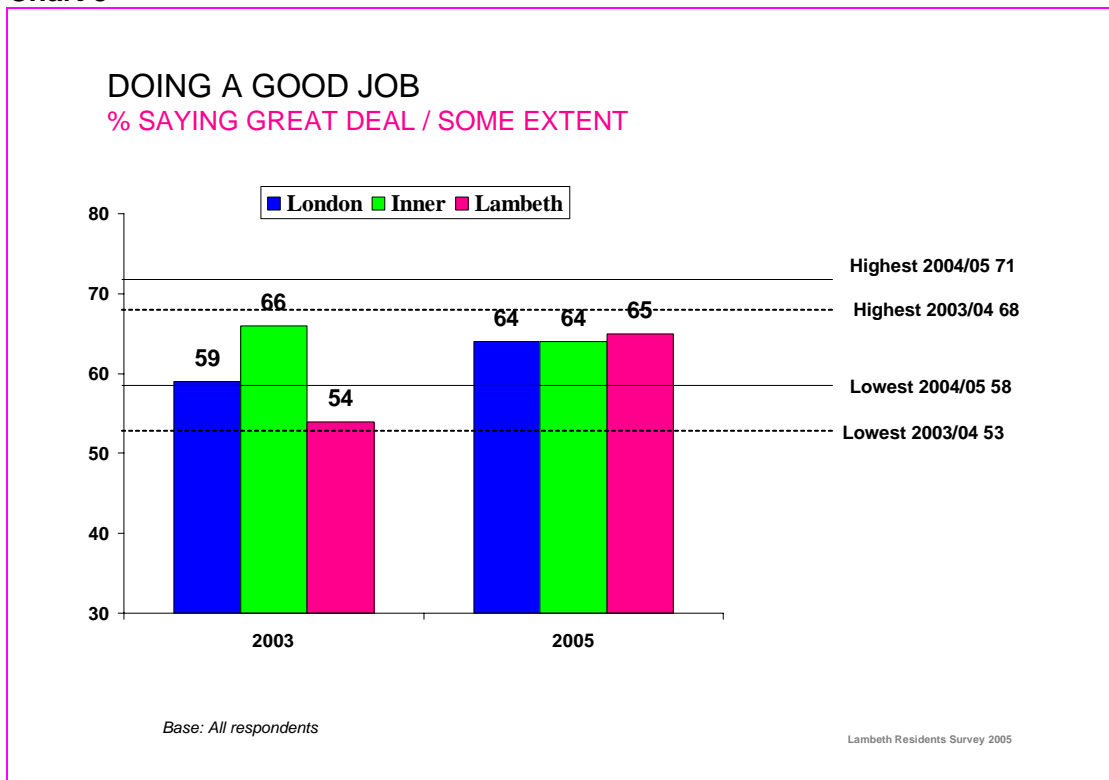
Lambeth has shown a significant improvement in the majority of image dimensions this year, with a higher percentage of people rating the council positively on these aspects, namely:

- being efficient and well run (+12%)
- doing a good job (+11%)
- involving residents in decisions (+10%)
- responding quickly (+10)
- providing good value for money (+9%)
- doing a better job now than a year ago (+8%)
- making the local area a better place to live (+7%)
- listening to concerns of residents (+6%)
- keeping residents informed (+6%)
- having staff who are friendly and polite (+4%)

6.2 Differences from London

A positive feature of this exercise, co-ordinated by the ALG is that it allows “benchmarking”. This is done in two ways: firstly, by showing average trends for inner and outer boroughs (taken from the London-wide survey); secondly, by showing the best and worst scores among boroughs who undertake their own individual survey (c10 – 24 each year). This frames the results providing a meaningful context for interpretation. For example, in the chart shown below, the dotted lines indicate the highest and lowest “good job” scores from 2003/2004, while the straight lines show the highest and lowest from 2004/2005.

Chart 3



In 2003, Lambeth was behind London on many of the image statements, such as “doing a good job” where 54% of Lambeth residents agreed with this, compared to 59% across London. This year, there are no significant differences between scores achieved in Lambeth and in London as a whole on any of the image statements.

Complete results for all statements are tabulated overleaf.

LAMBETH RESIDENTS' ATTITUDES TO THEIR COUNCIL 2005

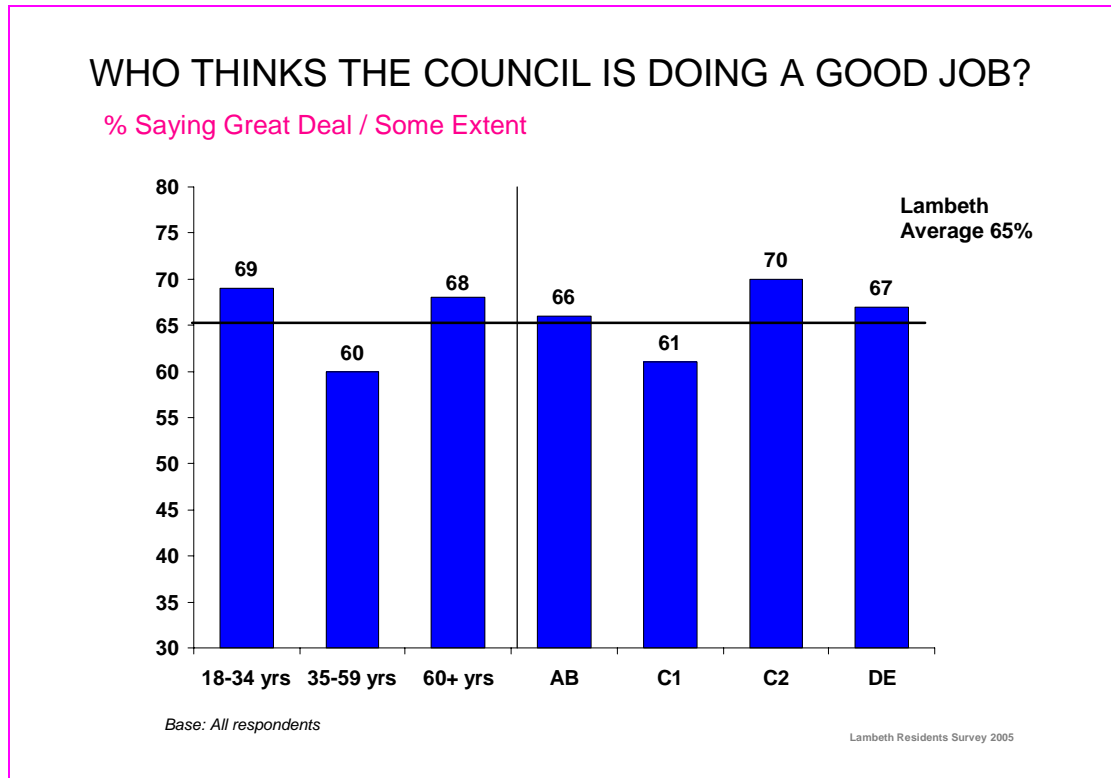
% saying they agree a great deal/ to some extent

	Lambeth	London	Inner	Highest 04/05	Lowest 04/05
% saying a great deal / to some extent	%	%	%	%	%
Staff friendly and polite	70	71	72	78	60
Keeps residents informed	66	69	71	73	47
Making local area a better place to live	65	64	66	68	52
Doing a good job	65	64	64	71	58
Efficient and well run	53	55	53	62	41
Listens to concerns of residents	53	52	52	54	39
Involves residents	51	49	56	48	36
Difficult to phone	50	47	54	48	35
Better than a year ago	49	46	48	51	38
Responsive	49	45	47	50	38
Does not do enough for me	47	48	45	51	36
Value for money	37	38	42	41	33

6.3 Differences by sub-group

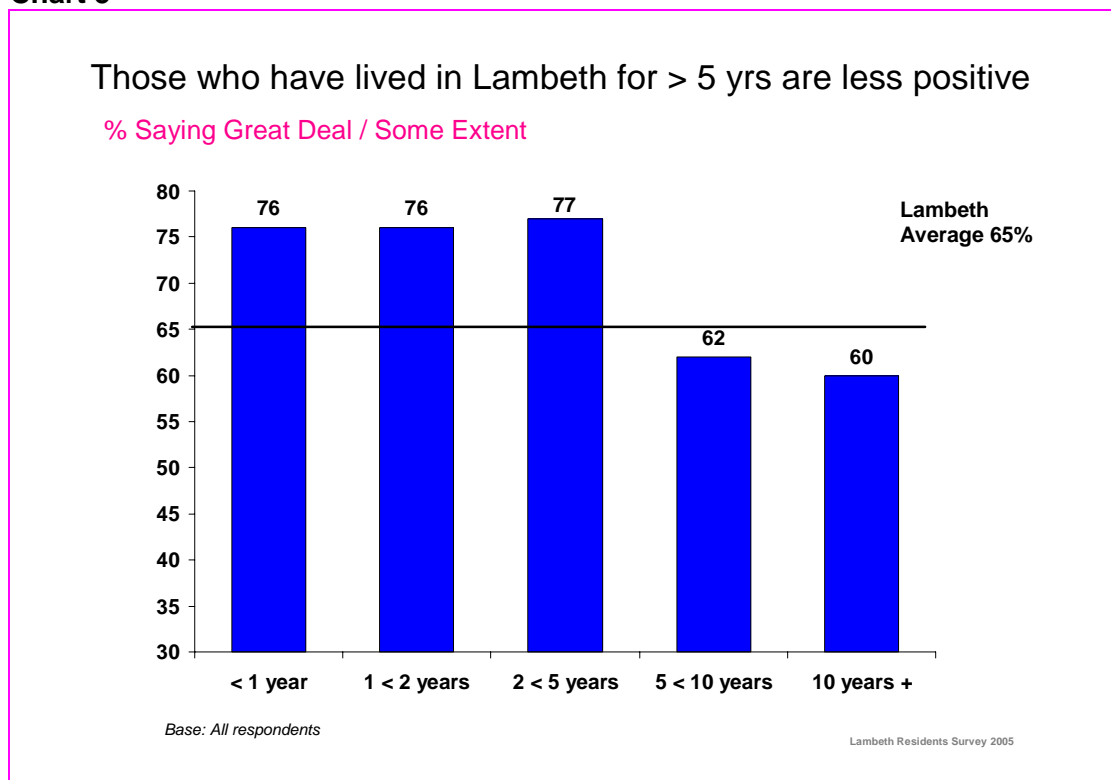
C1 residents and those aged between 35 and 59 years are least likely to agree that Lambeth council is doing a good job (61% and 60% agreeing, respectively).

Chart 4



Those who have lived in Lambeth for less than five years are more positive compared with those who have lived in Lambeth for longer, as shown in the chart below. 76% of residents who have lived in Lambeth for less than one year agree the Council is doing a good job, compared with 60% of those who have been in Lambeth for over ten years.

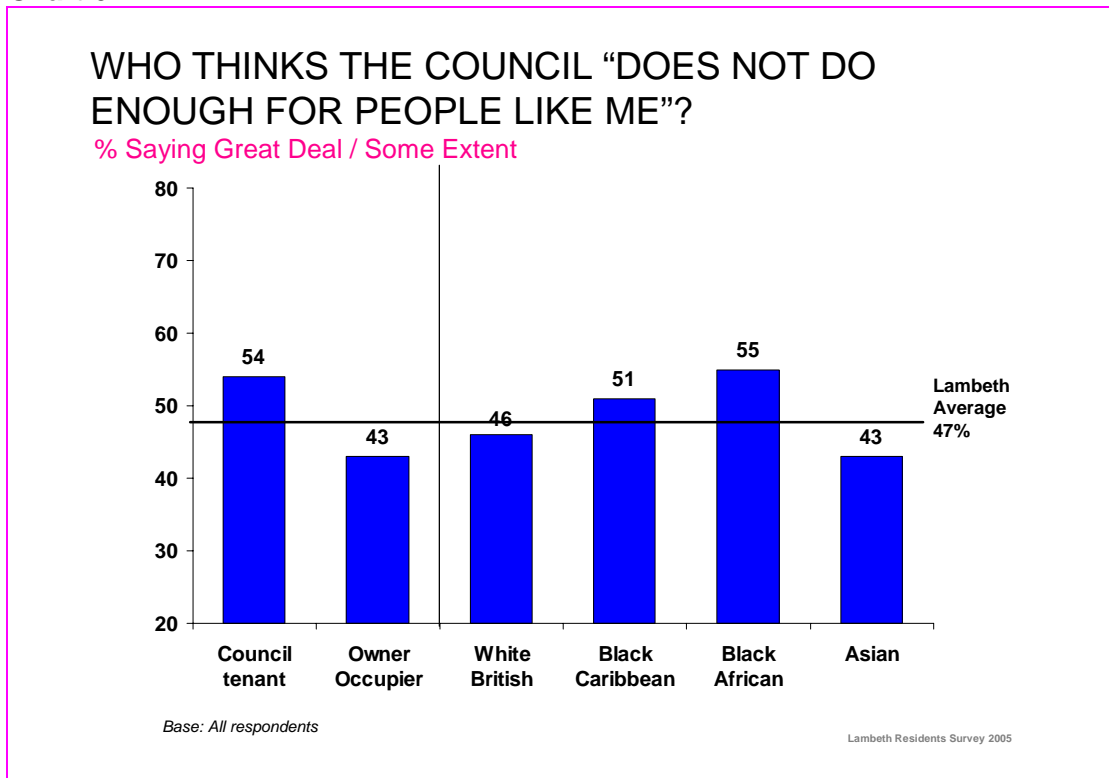
Chart 5



Overall, 47% agree a great deal/ to some extent that the council “does not do enough for people like me”. Residents who agree with this statement are more likely to be council tenants (54% v. 43% of others agreeing).

Agreement with this statement also varies by ethnicity, with Black African residents being most likely to agree (55%) and Asian residents being least likely (43%).

Chart 6



However, Black African residents are generally more positive about the Council than others. They are more likely to agree that the Council is efficient and well-run (63%), listens to concerns of residents (68%), responds quickly when asked for help (58%) and keeps residents informed (72%), as shown in the table below.

Chart 7

Image of the council varies by ethnicity

Black Africans generally more positive than Black Caribbeans

% saying a great deal/ to some extent

	White British (513)	Irish & Other White (140)	Black African (139)	Black Caribbean (131)	Asian (63)	Mixed & Other (43)
Good job	68	68	70	52	70	46
Efficient & well run	51	56	63	53	50	57
Involves residents	50	47	55	56	48	46
Listens to concerns	50	54	68	47	50	58
Difficult to phone	50	51	47	58	45	38
Responds quickly	47	48	58	43	53	48
Keeps residents informed	66	61	72	65	64	70
Staff friendly & polite	72	65	69	71	68	74
Not enough for me	46	45	55	51	43	43
Good VFM	34	40	39	34	43	56
Better than a year ago	48	47	48	55	52	46
Making local area better	63	67	74	64	57	75
Remote & impersonal	54	42	49	47	50	49

Base: All Respondents

Lambeth Residents Survey 2005

Residents who have a disability are less likely to feel that the Council keeps them informed (59% agree compared with 67% of others) but more likely to say the Council is doing a better job than a year ago (58% compared with 48% of others).

Non-Christian (but not Muslim) residents are less likely to say the Council listens to residents' concerns (44%) but they are also less likely to feel the Council doesn't do enough for them (41%).

6.4 Differences by Area

There is also some variation by area in perceptions of the council.

As seen in 2003, residents of North Lambeth are generally most positive, when compared with other areas and residents of Streatham are less positive. For instance, 62% of the residents of North Lambeth agree a great deal/ to some extent that Lambeth council is efficient and well-run, compared to 49% in Streatham, 50% in Clapham/ Stockwell, 52% in Brixton and 54% in Norwood. 60% of residents in North Lambeth agree that the Council listens to concerns of local residents, compared with 48% in Brixton and 49% in Streatham.

Complete results for all statements by area are tabulated below.

	% agreeing a great deal/ to some extent					
	Total	North Lambeth	Clapham/ Stockwell	Brixton	Streatham	Norwood
	(1044)	(212)	(243)	(235)	(221)	(132)
	%	%	%	%	%	%
Staff friendly and polite	70	71	68	68	74	73
Keeps residents informed	66	73	64	69	59	64
Making local area a better place to live	65	68	69	66	57	63
Doing a good job	65	71	65	63	62	68
Efficient and well run	53	62	50	52	49	54
Listens to concerns	53	60	52	48	49	59
Involves residents	51	56	54	45	48	51
Difficult to phone	50	55	49	43	52	53
Better than a year ago	49	54	52	49	42	46
Responsive	49	51	46	50	48	46
Does not do enough for me	47	48	50	43	50	44
Value for money	37	43	30	40	32	39
Remote/ impersonal	51	56	52	46	46	55

7 SERVICES

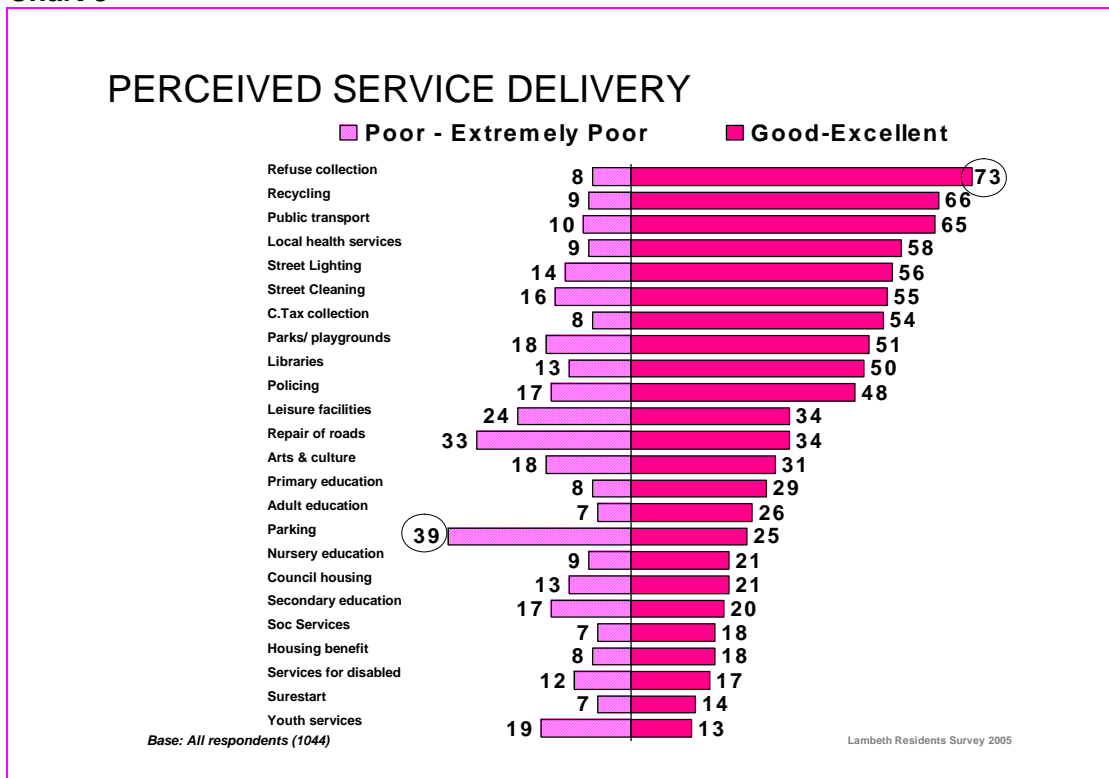
7.1 Overall perceptions of services

Residents were asked to give their opinions of a range of local services, regardless of whether they had used them or not. The list includes three services not provided by the council: health, policing and public transport. The full list of services is provided in the chart below.

Refuse collection is considered good, very good or excellent by 73% of respondents, compared with 8% rating it as poor, very poor or extremely poor. Recycling facilities and public transport are rated good to excellent by 66% and 65% respectively.

Parking and repair of roads receive the most negative responses with 39% and 33% rating these services poor to extremely poor respectively.

Chart 8



7.2 Changes from 2003

Many services have shown an improvement from 2003, namely:

- Public transport (+18%)
- Policing (+13%)
- Recycling (+12%)
- Roads/ pavements (+12%)
- Local health services (+11%)
- Street cleaning (+10%)
- Refuse collection (+8%)
- Secondary education (+8%)
- Parks/ playgrounds (+6%)
- Primary education (+6%)
- Arts and cultural activities (+5%)
- Council housing (+3%)

The only service where the rating this year is lower than it was in 2003 is evening classes (-5%).

7.3 Differences between Lambeth and London

Lambeth is below the London average for evening classes (-15%), secondary education (-13%), street lighting (-12%), nursery education (-11%), libraries (-11%), primary education (-10%), leisure facilities (-8%), social services (-8%) and parks/ playgrounds (-7%).

The remaining services are all on a par with London.

7.4 Differences by ethnicity

There is some variation in ratings given across the different ethnic groups in Lambeth, as shown in the table below.

As with the image statements, Black African residents are more positive about the services provided by the Council than others. For example, 31% of Black Africans rate housing benefit as good to excellent, compared with 12% of White British residents. Similarly, 21% of Black Africans rate youth services as good to excellent, compared with 9% of White British. Black African residents are also most positive about the educational services compared to others with 32%, 42% and 30% rating nursery, primary and secondary education as good to excellent, compared with Lambeth-wide averages of 21%, 29% and 20%.

Chart 9

Service ratings vary by ethnicity (% good-excellent) Black Africans generally more positive than White British

	White British (513)	Irish & Other White (140)	Black African (139)	Black Caribbean (131)	Asian (63)	Mixed & Other (43)
Refuse collection	74	73	77	74	66	66
Street cleaning	54	58	59	55	45	53
Street lighting	55	62	63	55	52	56
Repair of roads	24	52	51	35	40	44
Parks & playgrounds	52	54	51	51	50	47
Nursery education	18	23	32	23	27	18
Primary education	22	33	42	36	41	22
Secondary education	14	22	30	24	22	26
Adult education	24	29	29	30	23	21
Leisure & sports	30	37	39	38	31	41
Libraries	48	52	51	51	59	61
Social services	13	21	28	21	21	24
Council housing	18	25	32	23	17	19
Recycling	70	68	62	63	71	52
Local health services	55	57	70	61	65	47
Public transport	60	78	71	68	59	60
Policing	44	59	62	41	52	43
Housing benefit	12	18	31	27	20	17
Council tax collection	52	58	54	58	55	49
Youth services	9	12	21	16	19	17
Arts & culture	28	36	32	34	32	31
Services for disabled	14	19	25	20	18	19
Parking	21	32	33	19	37	36
Surestart	11	19	24	15	15	10

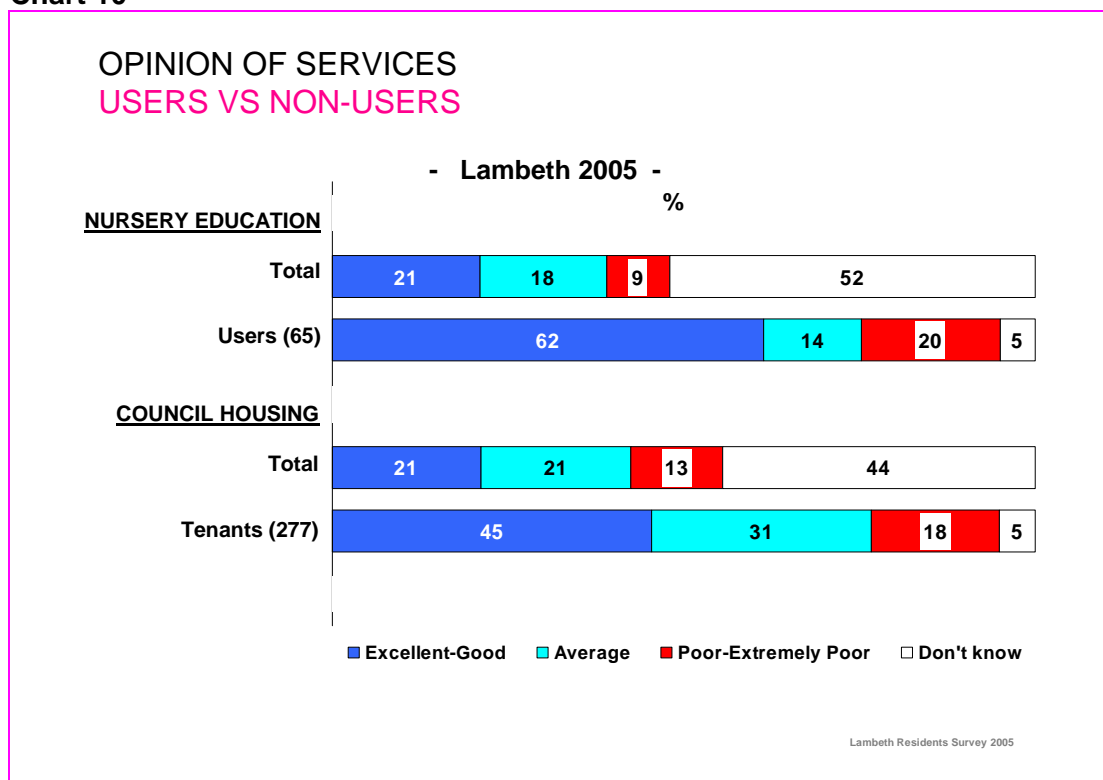
Base: All Respondents (1044)

Lambeth Residents Survey 2005

7.5 Service User Ratings

The results for some services can be analysed by users of the service. Where services such as nursery education are used by a small group of residents, a large proportion of residents will respond “don’t know”, as shown in the chart below. It is therefore useful to examine the data by users who have direct experience of the service.

Chart 10

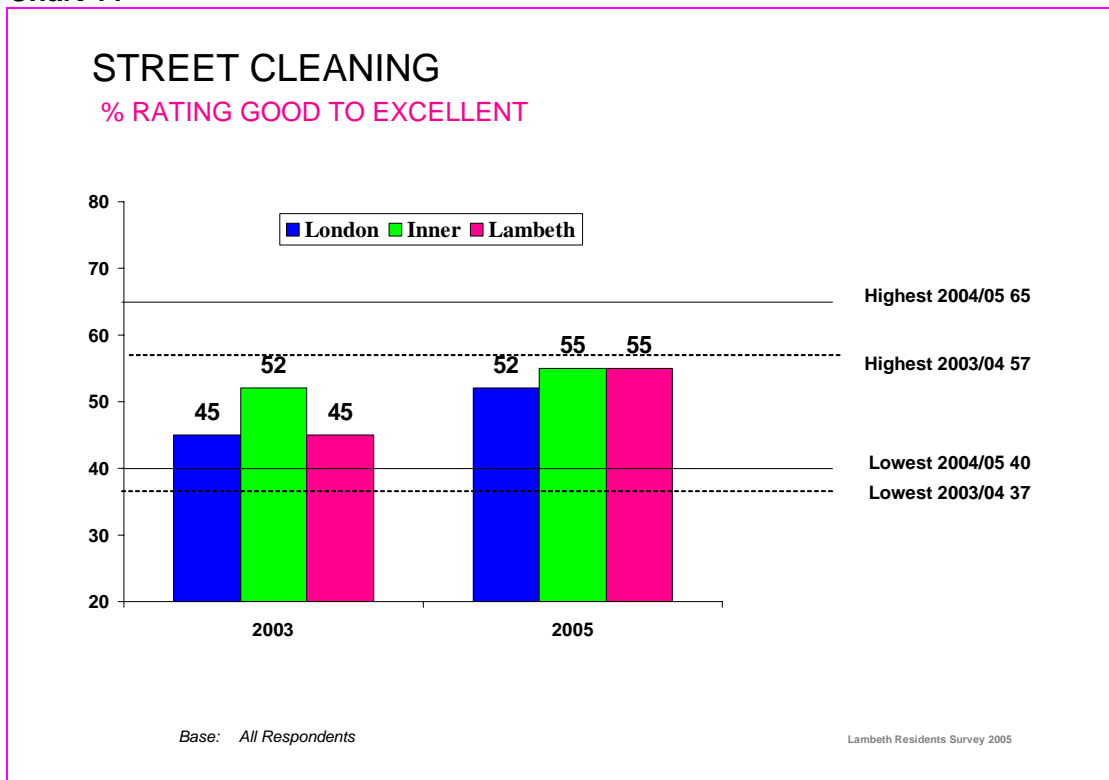


Typically users of a service have a better opinion of a service than non users. Where user ratings are relevant, they have been included in the below sections.

7.6 Street Services

55% of residents rate street cleaning in Lambeth as good, very good or excellent (16% rate it as poor, very poor or extremely poor). This is a significant improvement on the 2003 rating (45%), which has brought Lambeth on a par with the average for London (52%) and inner London (55%) this year.

Chart 11

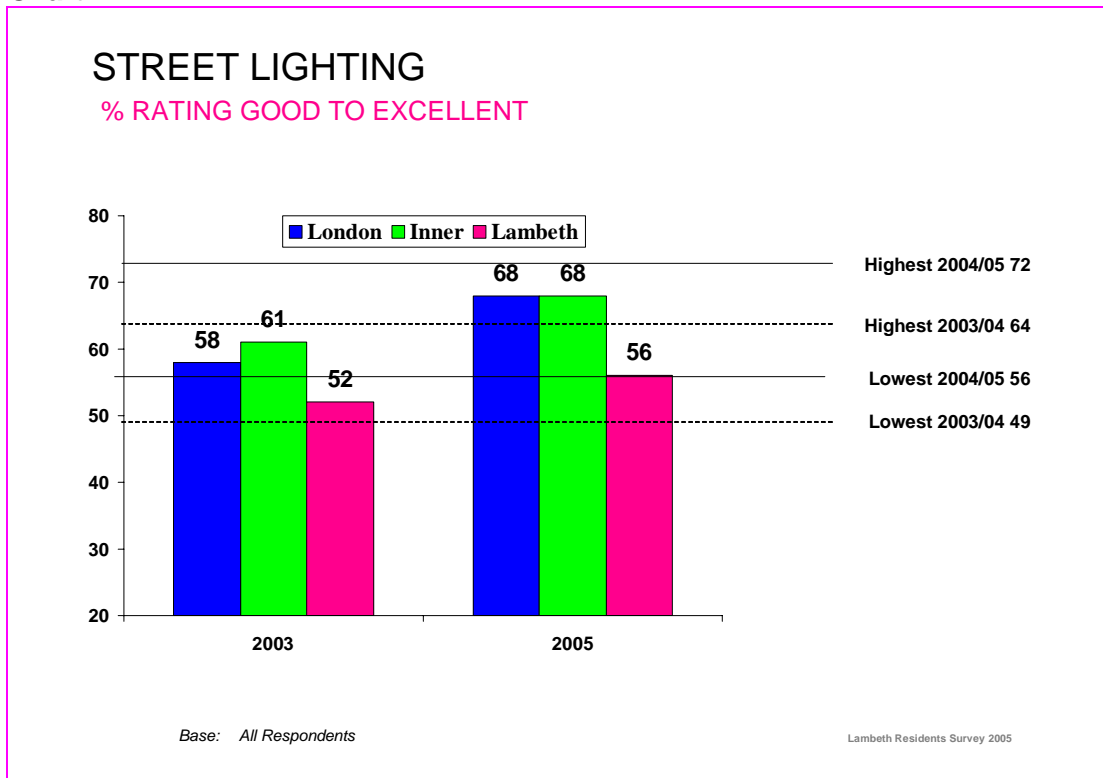


Street cleaning is rated highest in North Lambeth (61%) and lowest in Clapham/Stockwell (47%) this year.

	% saying good-excellent					
	Total	North Lambeth	Clapham/Stockwell	Brixton	Streatham	Norwood
	(1044)	(212)	(243)	(235)	(221)	(132)
	%	%	%	%	%	%
Street cleaning	55	61	47	56	56	52

56% rate street lighting as good to excellent, which is similar to 2003 (52%). Lambeth remains lower than London as a whole (68%).

Chart 12

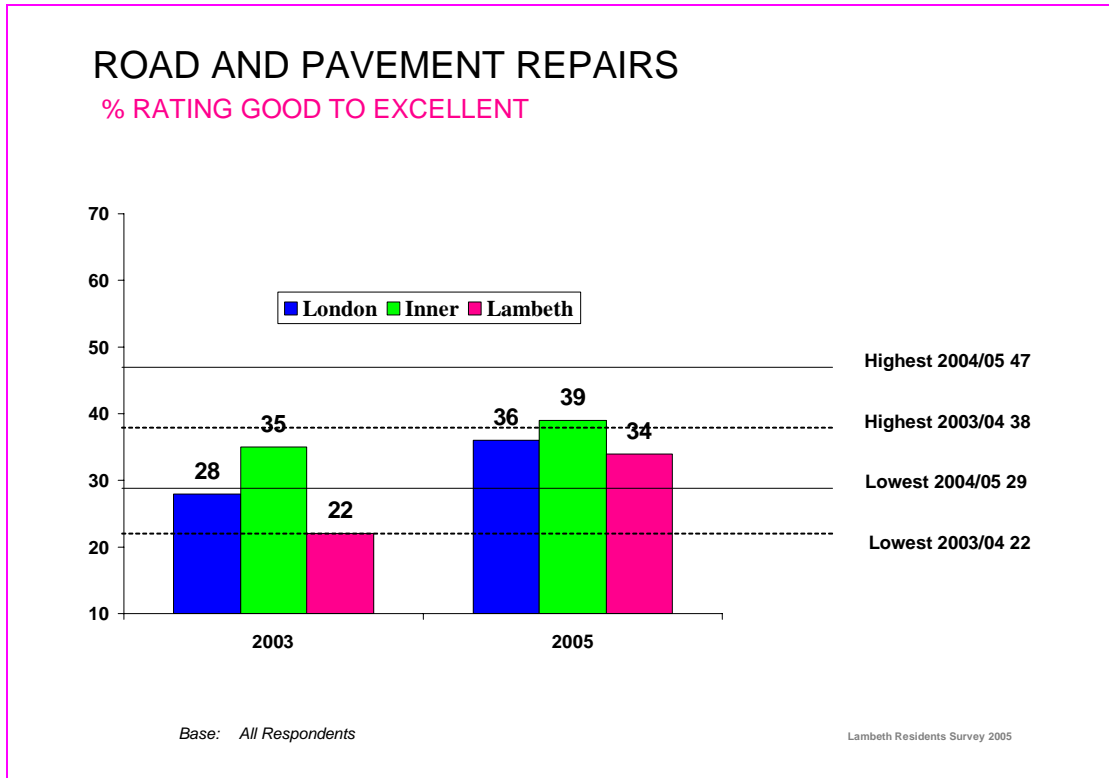


There is not much variation in the rating for street lighting across the different areas within Lambeth, but Norwood gets the highest score (59%) and Clapham/ Stockwell the lowest (53%).

	% saying good-excellent					
	Total	North Lambeth	Clapham/ Stockwell	Brixton	Streatham	Norwood
	(1044)	(212)	(243)	(235)	(221)	(132)
	%	%	%	%	%	%
Street lighting	56	56	53	57	57	59

Road and pavement repairs receive a rating of 34% saying good to excellent, which is a significant improvement on the 2003 score (22%), bringing Lambeth on a par with London as a whole (36%) this year.

Chart 13



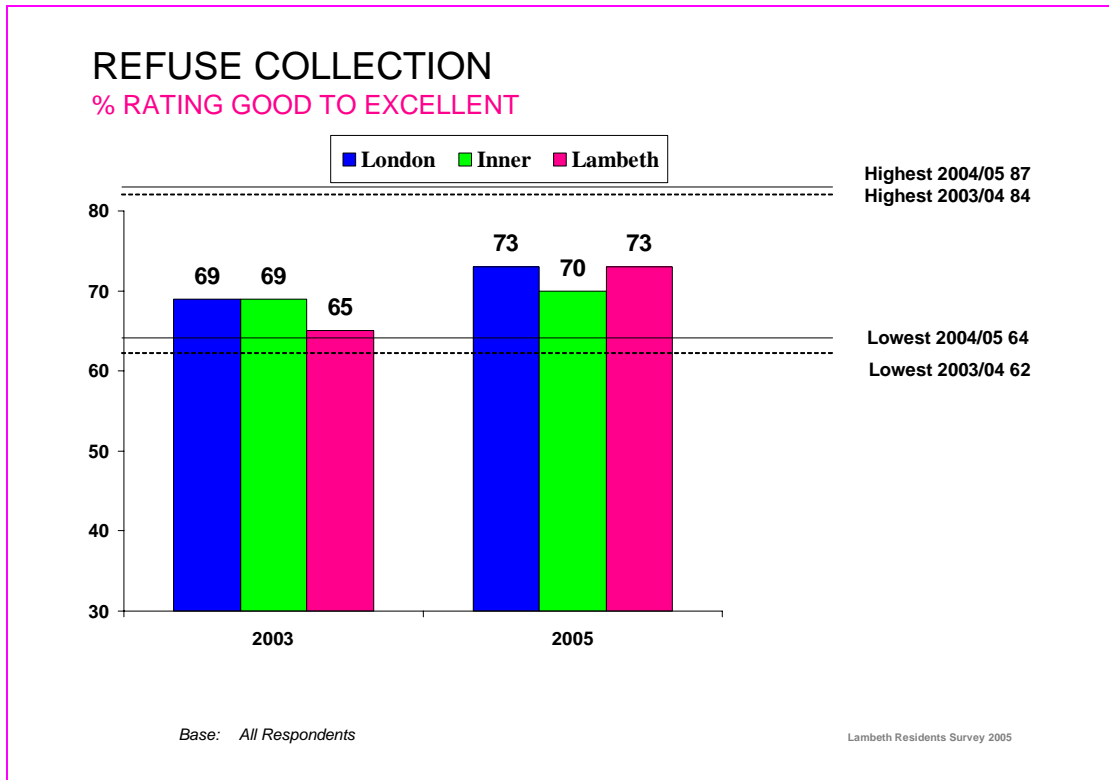
As last year, repair of roads and pavements is rated highest in North Lambeth (43%).

		% saying good-excellent					
		Total	North Lambeth	Clapham/ Stockwell	Brixton	Streatham	Norwood
		(1044)	(212)	(243)	(235)	(221)	(132)
		%	%	%	%	%	%
Road/ pavement repairs		34	43	31	37	29	30

7.7 Environmental Services

Refuse collection receives the highest rating of all services in Lambeth with 73% of residents saying it is good to excellent. This is an improvement on the 2003 rating (65%) and brings Lambeth on a par with London as a whole (also 73%) this year.

Chart 14

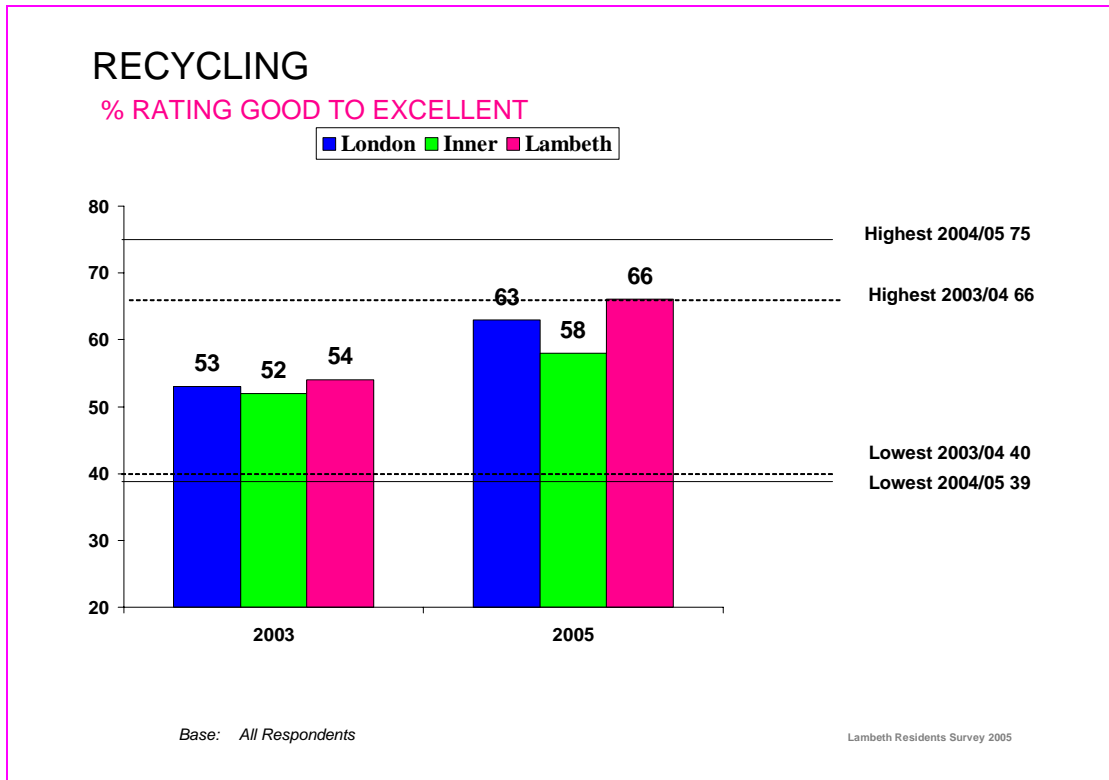


Refuse collection is rated highest in Streatham (80%), as it was in 2003, and lowest in Clapham/ Stockwell (69%).

	% saying good-excellent					
	Total	North Lambeth	Clapham/ Stockwell	Brixton	Streatham	Norwood
	(1044)	(212)	(243)	(235)	(221)	(132)
	%	%	%	%	%	%
Refuse collection	73	73	69	70	80	75

Recycling facilities receive the second highest rating amongst the services, with 66% of residents saying it is good to excellent. This is also an improvement on 2003's 54% and Lambeth remains on a par with London as a whole (63%).

Chart 15



Recycling facilities receive the highest rating in Streatham (72%), followed by Norwood (70%) and 64% everywhere else.

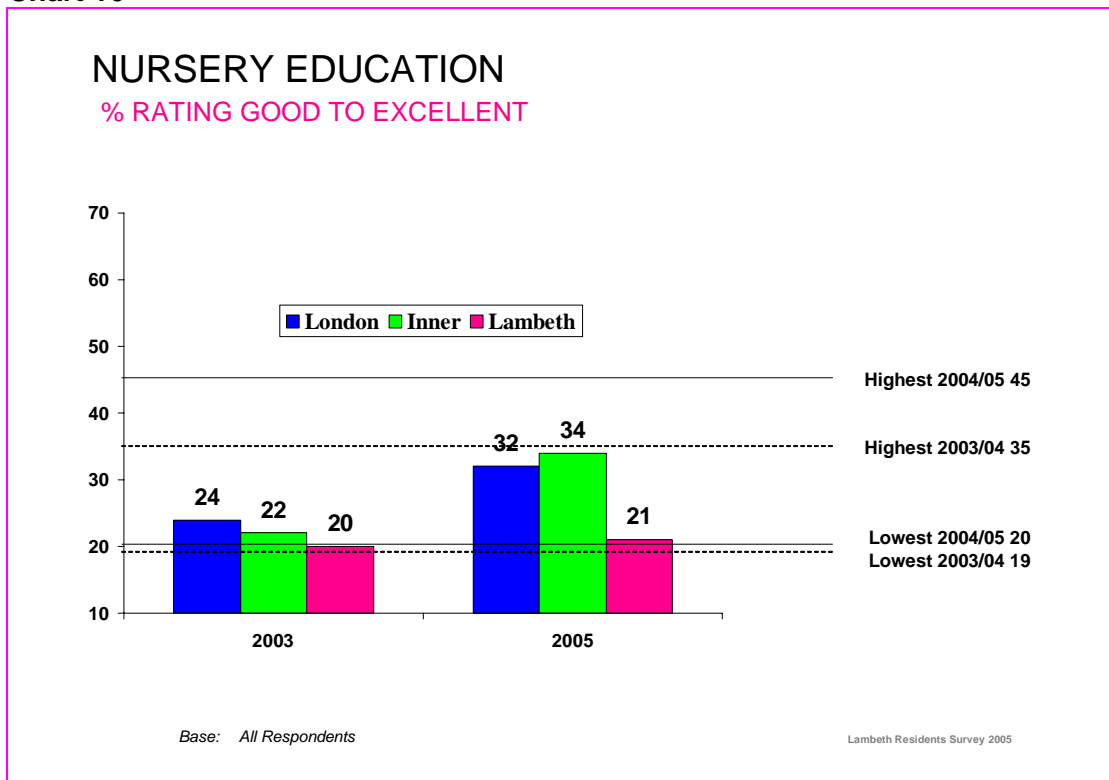
	% saying good-excellent					
	Total	North Lambeth	Clapham/ Stockwell	Brixton	Streatham	Norwood
	(1044)	(212)	(243)	(235)	(221)	(132)
	%	%	%	%	%	%
Recycling facilities	66	64	64	64	72	70

Users of recycling facilities give it a higher rating overall, with 73% saying it is good to excellent in Lambeth. Again, this is an improvement on the 2003 user rating (67%) but it similar to the rating given by users across London as a whole (72%) this year.

7.8 Education & Libraries

21% of all Lambeth residents rate nursery education as good to excellent. This is similar to the rating received in 2003 (20%), but as the rest of London has shown a significant improvement on this service in the last couple of years, Lambeth is now even further behind the London-wide average (32%).

Chart 16



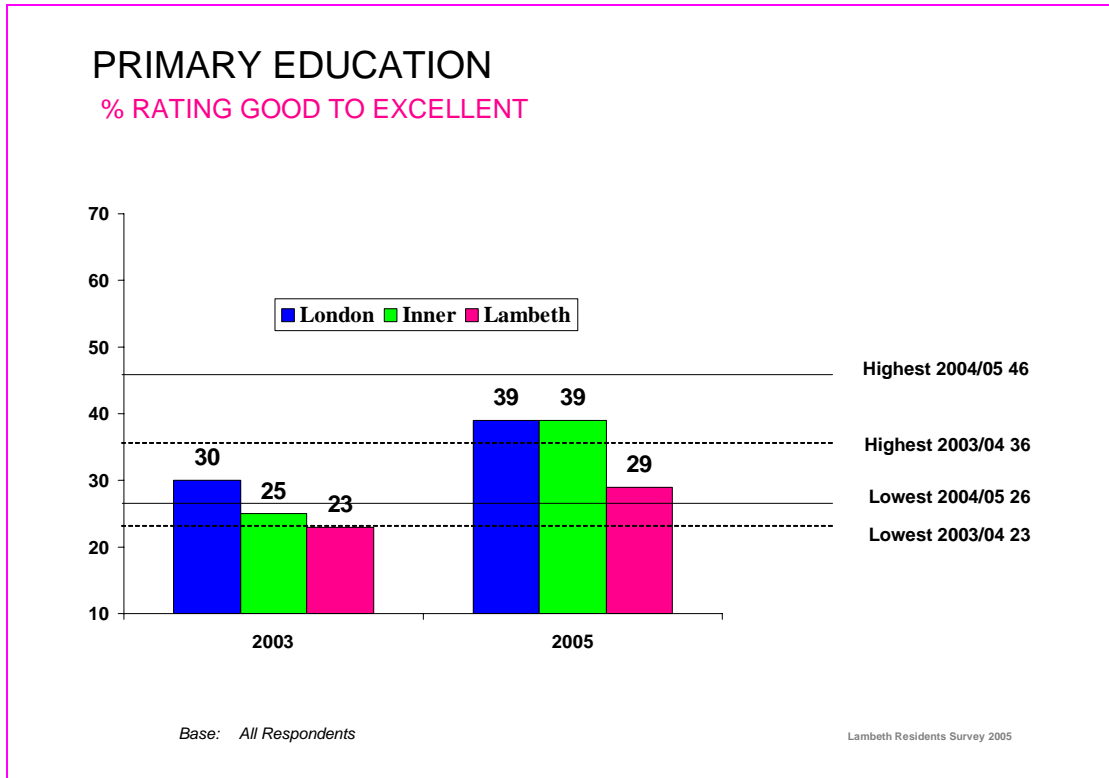
As in 2003, nursery education is rated highest in North Lambeth (31%) but all other areas receive a lower rating, similar to the Lambeth average, as shown in the table below.

	% saying good-excellent					
	Total	North Lambeth	Clapham/ Stockwell	Brixton	Streatham	Norwood
	(1044)	(212)	(243)	(235)	(221)	(132)
	%	%	%	%	%	%
Nursery education	21	31	19	18	20	19

Users of this service rate it more positively, with 62% saying it is good to excellent. This is similar to the London-wide average for users (60%) this year.

29% rate primary education as good to excellent. This is an improvement on the 2003 score of 23%, but London as a whole showed a big improvement on this service this year, and Lambeth remains behind the London-wide average (39%).

Chart 17



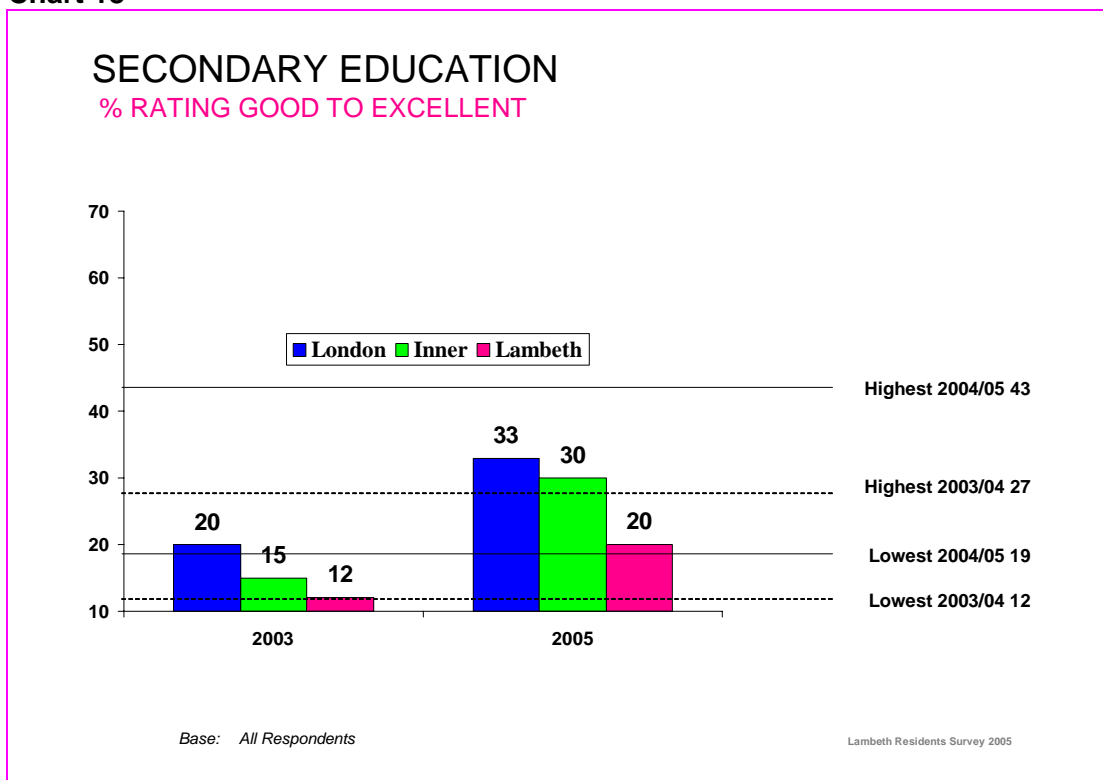
Primary education receives the highest rating in North Lambeth (39%) and the lowest rating in Streatham (22%).

% saying good-excellent						
	Total	North Lambeth	Clapham/ Stockwell	Brixton	Streatham	Norwood
	(1044)	(212)	(243)	(235)	(221)	(132)
	%	%	%	%	%	%
Primary education	29	39	27	29	22	27

Users of primary education rate it more favourably, with 61% saying good to excellent. This is a significant improvement from 49% in 2003, and Lambeth is now on a par with the London-wide average for primary education users (68%).

20% of residents rate secondary education in Lambeth as good to excellent, which is higher than in 2003 (12%), but as with Primary education, Lambeth remains lower than the rest of London (33%).

Chart 18



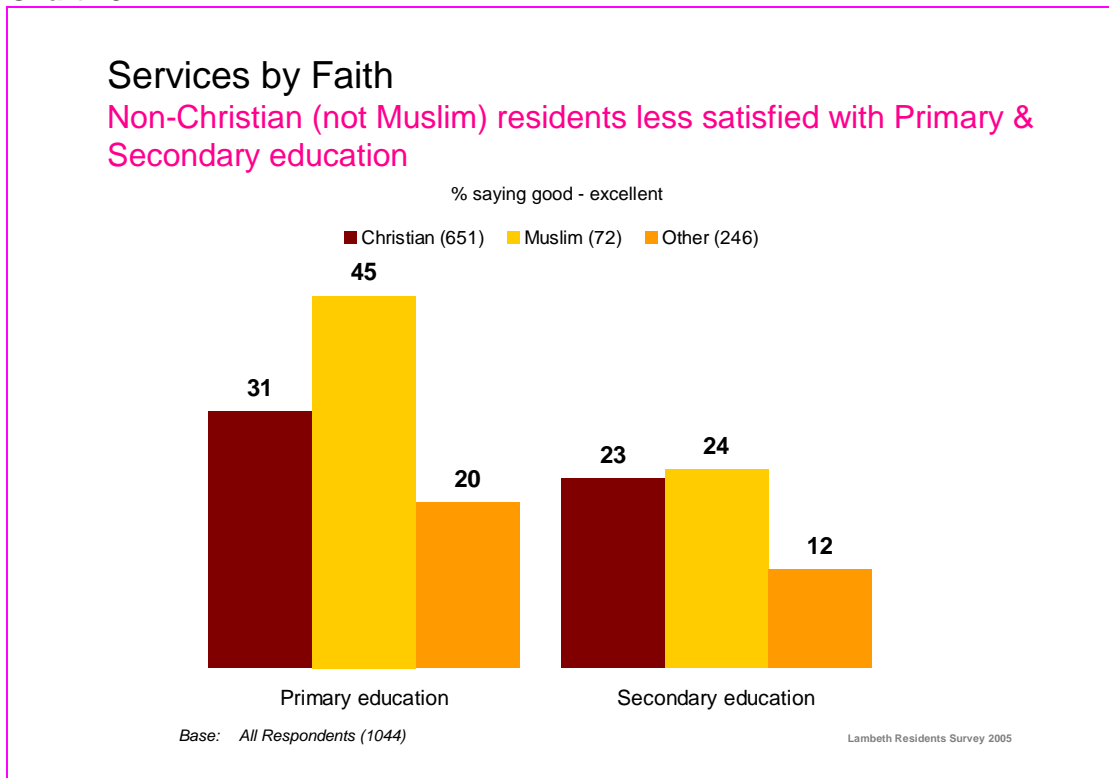
Secondary education is also rated most favourably in North Lambeth this year (24%).

% saying good-excellent						
	Total	North Lambeth	Clapham/ Stockwell	Brixton	Streatham	Norwood
	(1044)	(212)	(243)	(235)	(221)	(132)
	%	%	%	%	%	%
Secondary education	20	24	18	20	17	20

Users of secondary education rate it more highly, with 45% saying it is good to excellent. This has not changed since 2003, when it received a user rating of 43%. Lambeth is behind the London-wide average amongst users this year (56%).

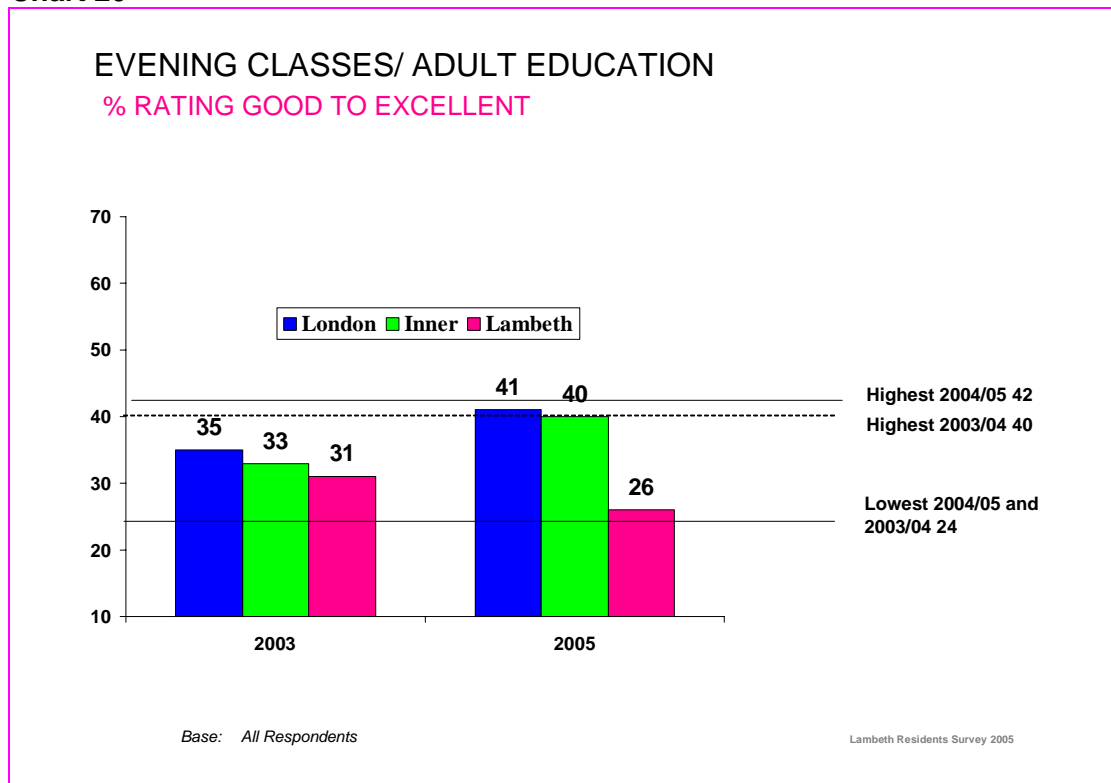
There is some variation in satisfaction with primary and secondary education by faith. Christian and Muslim residents rate both primary and secondary education more favourably than others. As shown in the chart below, among residents of the Christian faith, 31% rate primary education as good to excellent compared with 20% of those prescribing to a different faith (but not Muslim). Similarly, 23% rate secondary education as good to excellent, compared with 12% of others (not Muslims).

Chart 19



26% rate adult education/ evening classes in Lambeth as good to excellent. This is the only service that has seen a decline in rating since 2003, when 31% rated it as good to excellent. Lambeth is significantly lower than the London-wide average of 41%.

Chart 20



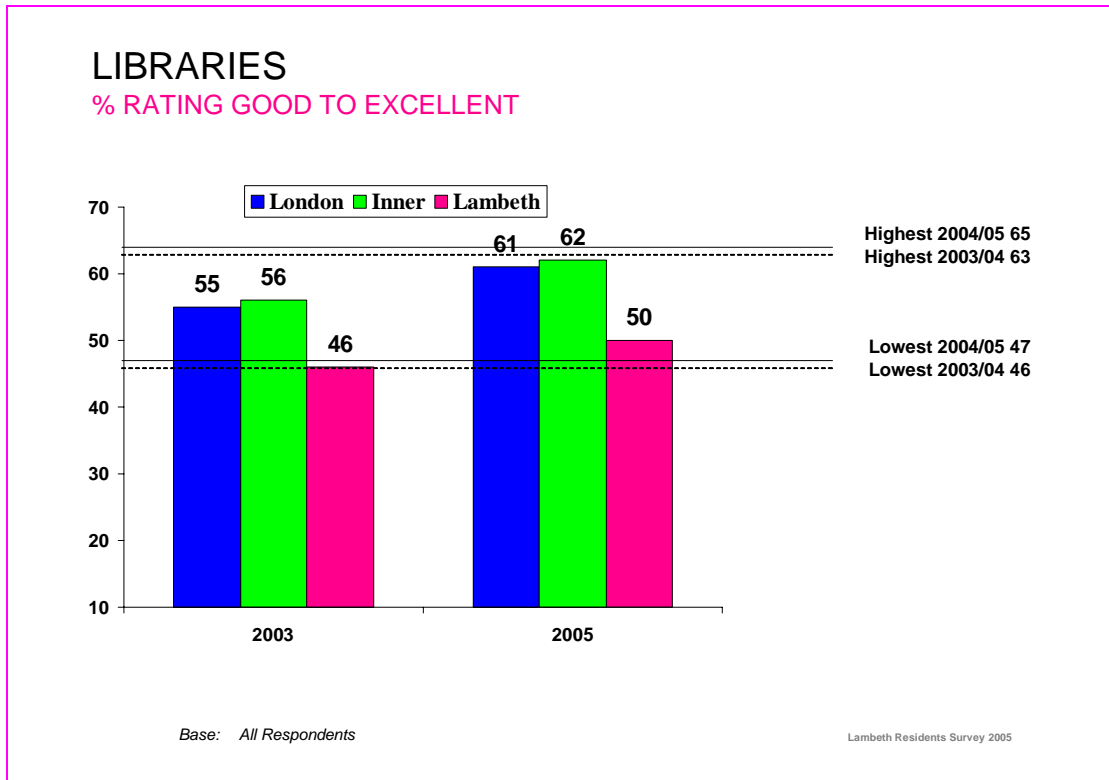
The rating for adult education does not vary much by area, but the lowest rating is seen in Streatham (21%).

	% saying good-excellent					
	Total	North Lambeth	Clapham/ Stockwell	Brixton	Streatham	Norwood
	(1044)	(212)	(243)	(235)	(221)	(132)
	%	%	%	%	%	%
Adult education/ eve classes	26	28	27	27	21	29

The drop in rating is reflected among users of adult education, where 62% say it is good to excellent, compared with 70% in 2003. The rating across London is higher (73%), but the difference between Lambeth and London as a whole is not significantly significant due to the small sample of adult education users in the borough.

Libraries in Lambeth are rated as good to excellent by 50% of residents, which is similar to the rating received in 2003 (46%), but lower than the average for London as a whole (61%).

Chart 21



As in 2003, libraries receive the highest rating in Norwood (64%). The lowest rating is seen in Clapham/ Stockwell (42%).

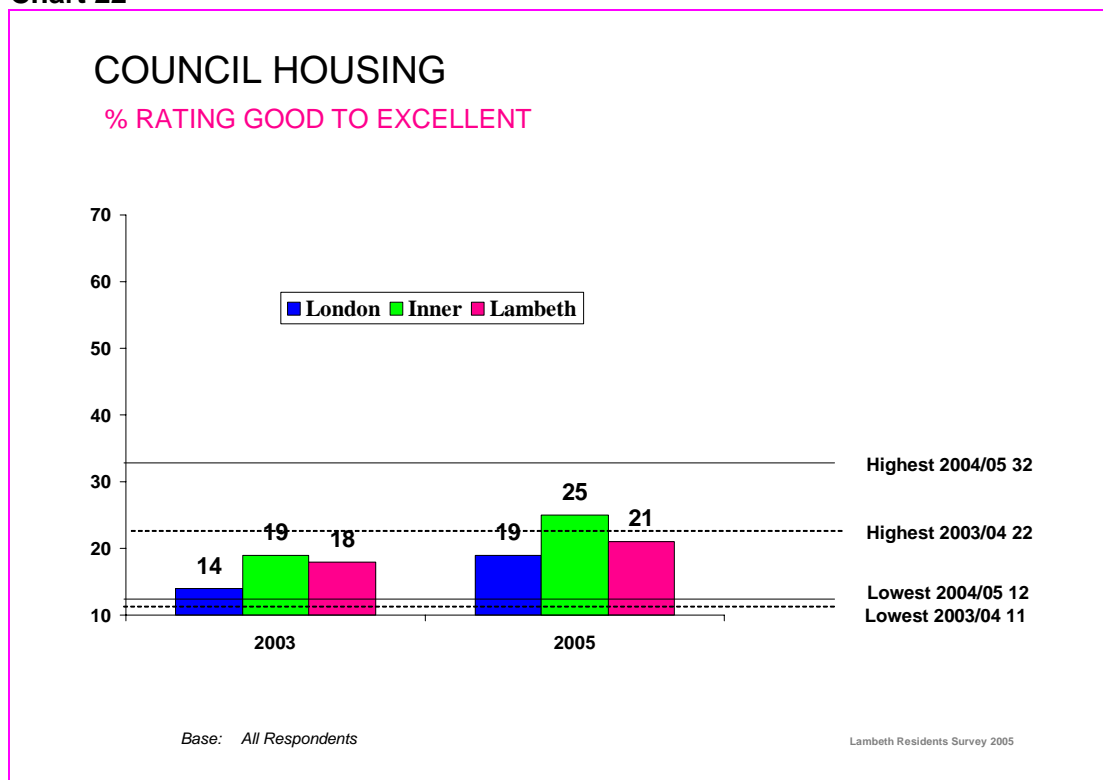
	% saying good-excellent					
	Total	North Lambeth	Clapham/ Stockwell	Brixton	Streatham	Norwood
	(1044)	(212)	(243)	(235)	(221)	(132)
	%	%	%	%	%	%
Libraries	50	49	42	51	53	64

Those who use libraries give it a higher rating, with 68% saying it is good to excellent, which is an improvement on 2003 (59%) but still lower than the London-wide average for library-users (77%).

7.9 Housing Services

Council housing is rated as good to excellent by 21% of all residents, which is higher than the 2003 rating of 18%, but on a par the London-wide average of 19% this year.

Chart 22



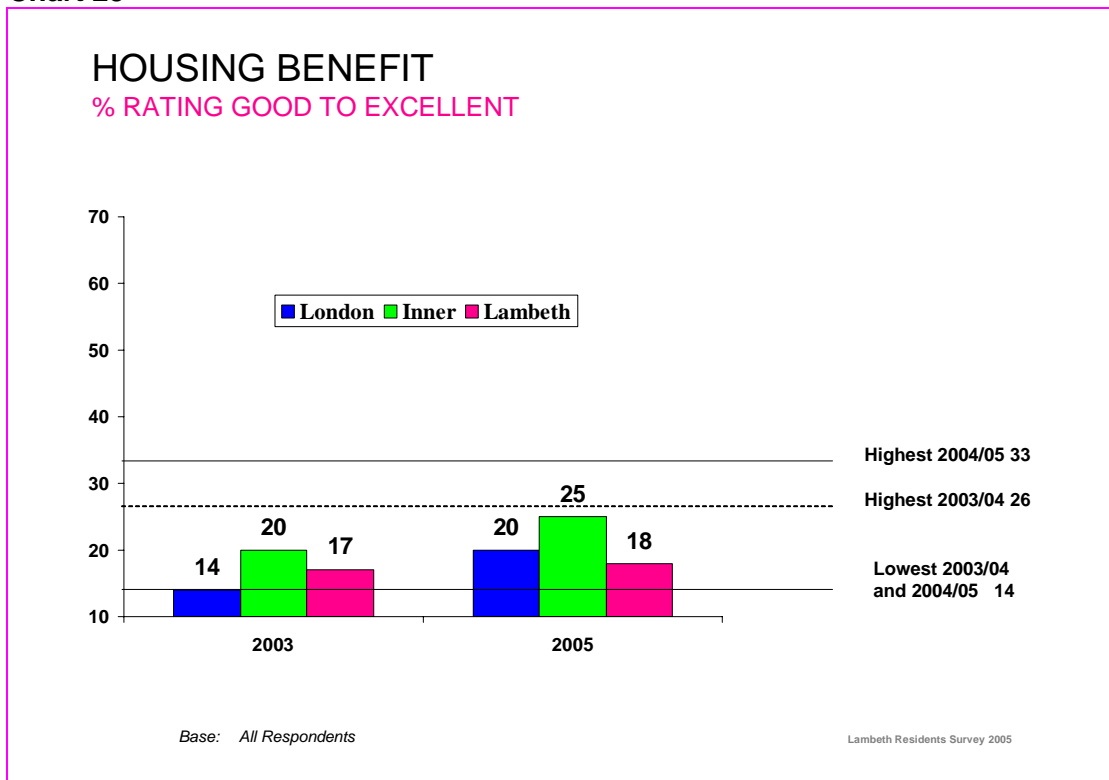
As last year, council housing is rated most favourably in North Lambeth (27%) and least favourably in Streatham (14%).

	% saying good-excellent					
	Total	North Lambeth	Clapham/ Stockwell	Brixton	Streatham	Norwood
	(1044)	(212)	(243)	(235)	(221)	(132)
	%	%	%	%	%	%
Council housing	21	27	21	23	14	22

Council tenants give a higher rating, with 45% saying good to excellent, an improvement on last year's rating of 35% among tenants, but on a par with the London-wide average of 43% among tenants.

18% of all residents rate the housing benefit service as good to excellent, which is similar to the 17% seen in 2003, as well as the London-wide average of 20% this year.

Chart 23



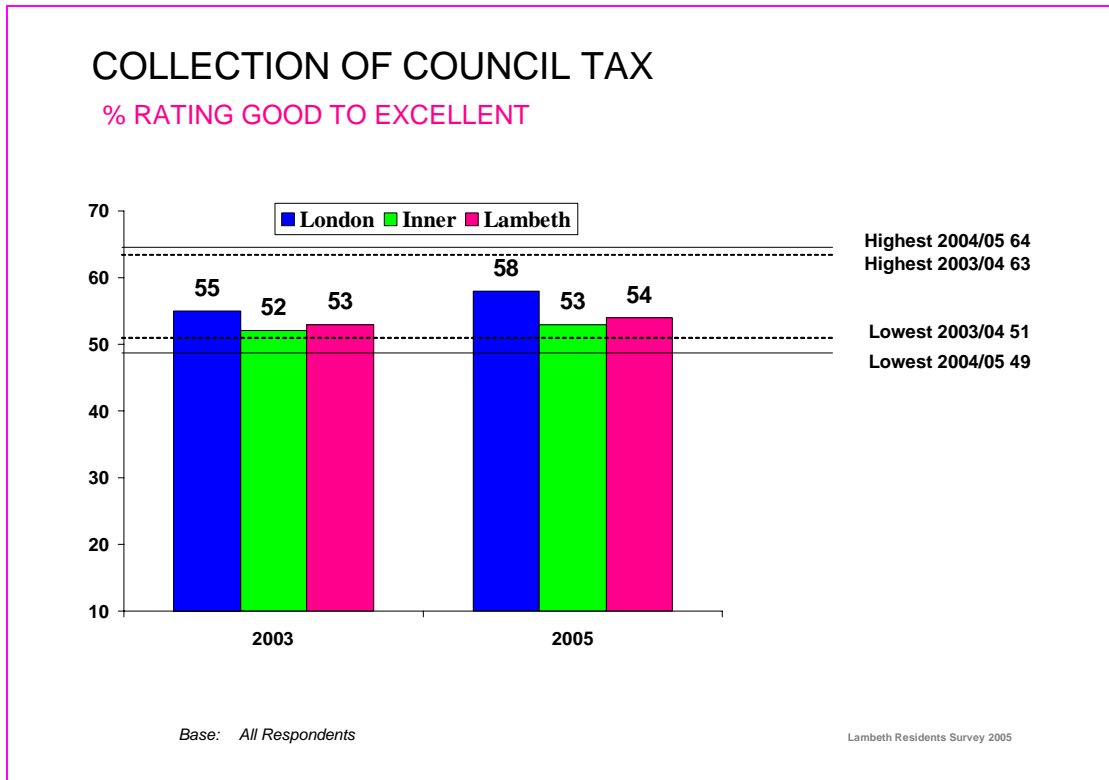
Housing benefit service is rated highest in North Lambeth (24%) and lowest in Streatham (11%).

	% saying good-excellent					
	Total	North Lambeth	Clapham/ Stockwell	Brixton	Streatham	Norwood
	(1044)	(212)	(243)	(235)	(221)	(132)
	%	%	%	%	%	%
Housing benefit	18	24	14	22	11	21

Among users, the service receives a rating of 52%, which is not significantly different from the 44% rating seen in 2003 or the London-wide average of 62% seen this year.

As last year, collection of council tax is rated as good to excellent by a little over half of all residents (54%), which is similar to the London average of 58%.

Chart 24



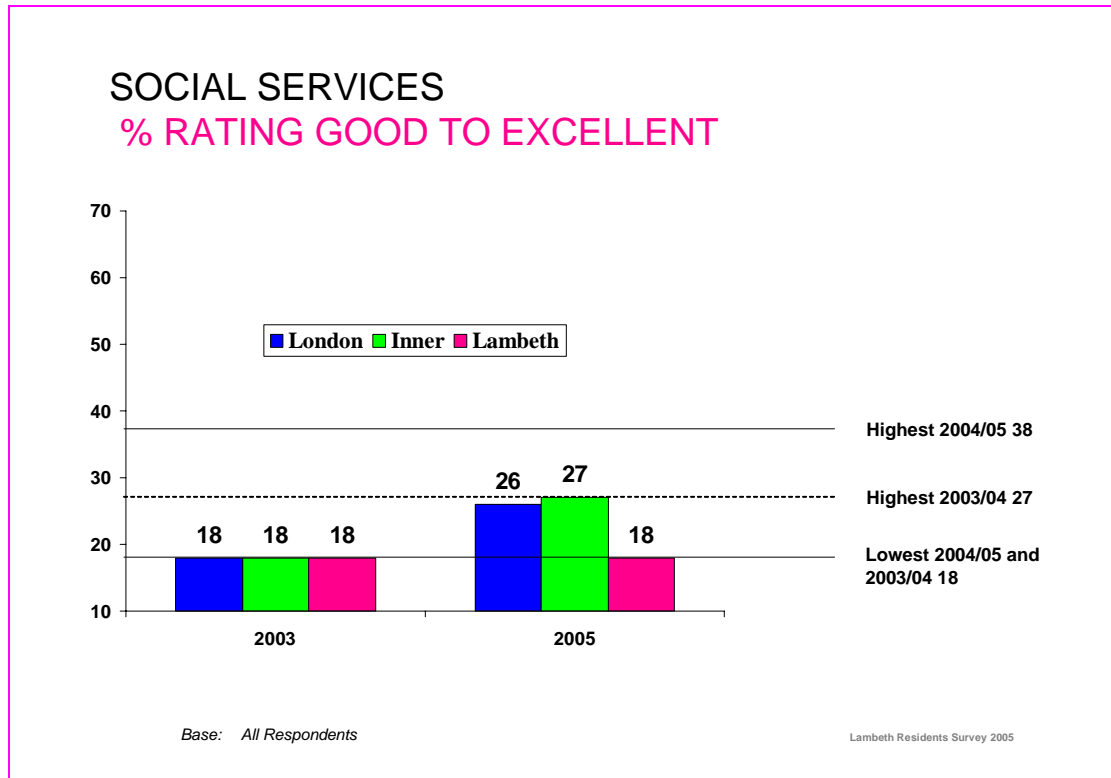
The rating of this service does not vary much across the areas, as shown in the table below. It ranges from 51% in North Lambeth to 56% in Norwood.

		% saying good-excellent					
		Total	North Lambeth	Clapham/ Stockwell	Brixton	Streatham	Norwood
		(1044)	(212)	(243)	(235)	(221)	(132)
		%	%	%	%	%	%
Council tax collection		54	51	55	55	53	56

7.10 Social services

18% of all residents in Lambeth rate social services as good to excellent, which is the same as in 2003. The rating for this service has improved across London, however, leaving Lambeth below the London-wide average of 26%.

Chart 25



There is not much variation in the rating for social services across the different areas within Lambeth, but as in 2003, the lowest score is seen in Streatham (14%). The highest rating this year is seen in North Lambeth (23%).

% saying good-excellent

	Total	North Lambeth	Clapham/ Stockwell	Brixton	Streatham	Norwood
	(1044)	(212)	(243)	(235)	(221)	(132)
	%	%	%	%	%	%
Social services	18	23	16	18	14	18

Among users, this service receives a rating of 42%, which is not significantly different from the 53% seen in 2003 or the London-wide average among users this year (53%) due to the small numbers of people using social services.

Services for disabled people are rated as good to excellent by 17% of residents (similar to 15% in 2003). As in 2003, this is highest in North Lambeth (29%) and this year, it is lowest in Clapham/ Stockwell (10%).

Residents who have a disability rate social services higher than others (34%), which is a reflection of greater use.

Youth services (for 13 to 19 year olds) receive a rating of 13% (similar to 11% in 2003). This ranges from 9% in Norwood and Streatham to 20% in North Lambeth.

This year, we also asked residents to rate the services offered by Surestart for younger children and their families. 14% say this is good to excellent. The highest rating for Surestart is received by residents of North Lambeth (25%), and it is consistent across all other areas.

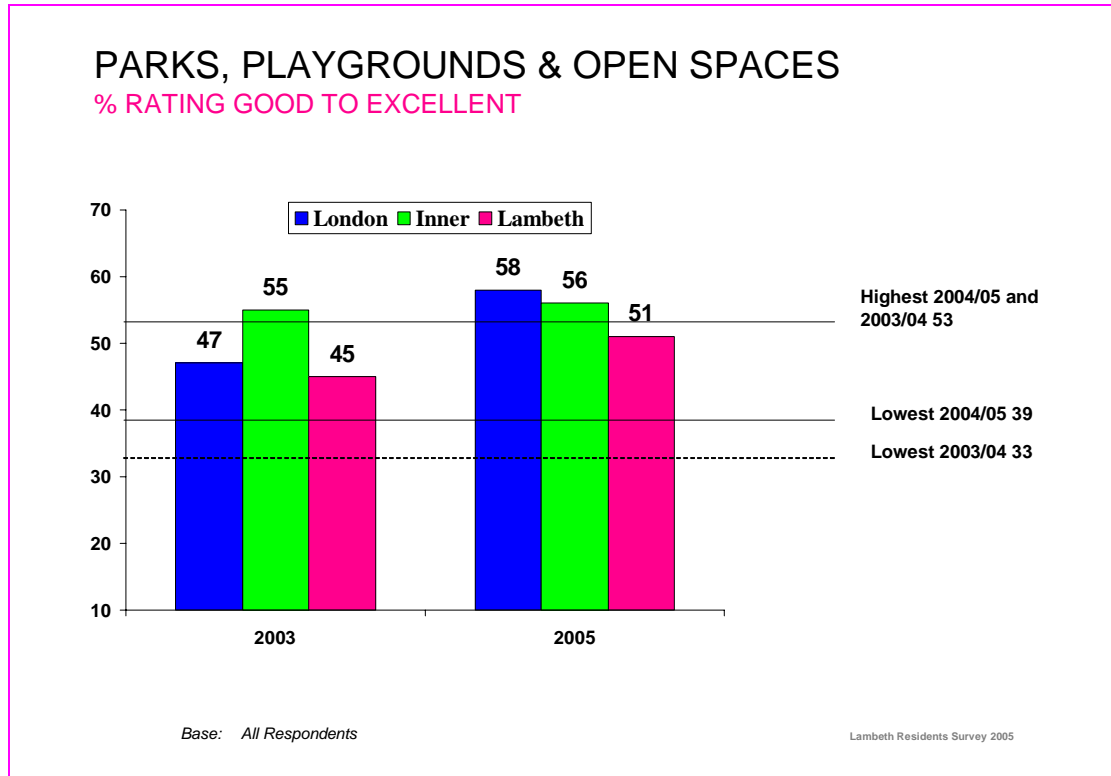
(These statements were not asked in the London-wide survey so comparisons are not possible).

% saying good-excellent						
	Total	North Lambeth	Clapham/ Stockwell	Brixton	Streatham	Norwood
	(1044)	(212)	(243)	(235)	(221)	(132)
	%	%	%	%	%	%
Services for disabled	17	29	10	16	16	14
Youth services	13	20	10	15	9	9
Surestart	14	25	13	10	10	15

7.11 Leisure, Recreation & Culture

51% of Lambeth residents rate their parks, playgrounds and open spaces as good to excellent, which is an improvement on the 2003 rating of 45%, but still lower than the London-wide average of 58%.

Chart 26



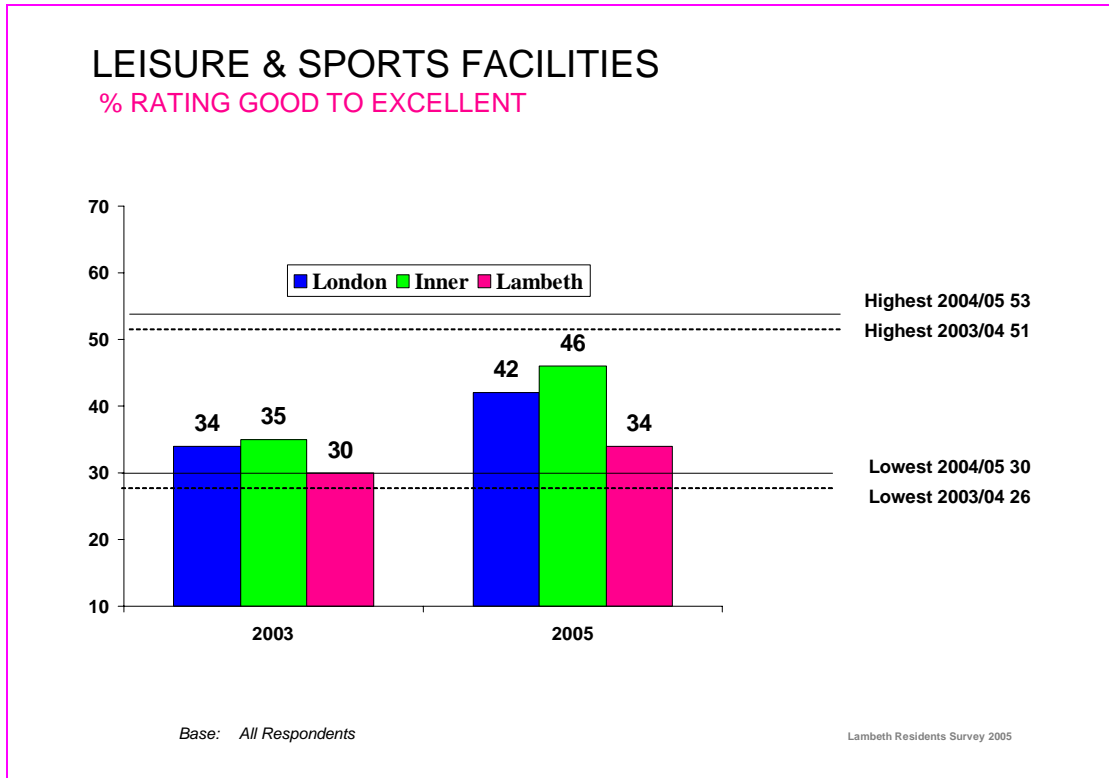
The rating for parks & playgrounds is relatively uniform across the areas, ranging from 48% in Streatham to 57% in Brixton.

	% saying good-excellent					
	Total	North Lambeth	Clapham/ Stockwell	Brixton	Streatham	Norwood
	(1044)	(212)	(243)	(235)	(221)	(132)
	%	%	%	%	%	%
Parks, playgrounds, open spaces	51	51	49	57	48	54

This improvement is reflected among users, where 58% of those who claim to use parks and playgrounds in Lambeth give it a rating of good to excellent (compared with 51% in 2003). However, this is still lower than the London-wide average of 64% among park users this year.

34% say leisure and sports facilities in Lambeth are good to excellent, which is similar to the 30% seen in 2003. Lambeth remains lower than the average for London (42%).

Chart 27



This year, leisure and sports facilities receive the highest rating in Brixton (40%). As in 2003, the lowest rating is seen in Norwood (26%).

% saying good-excellent						
	Total	North Lambeth	Clapham/ Stockwell	Brixton	Streatham	Norwood
	(1044)	(212)	(243)	(235)	(221)	(132)
	%	%	%	%	%	%
Leisure & sports facilities	34	38	30	40	31	26

Those who use these facilities give it a rating of 46% (similar to the 40% seen in 2003). Lambeth remains lower than the average for users of leisure and sports facilities across London this year (56%).

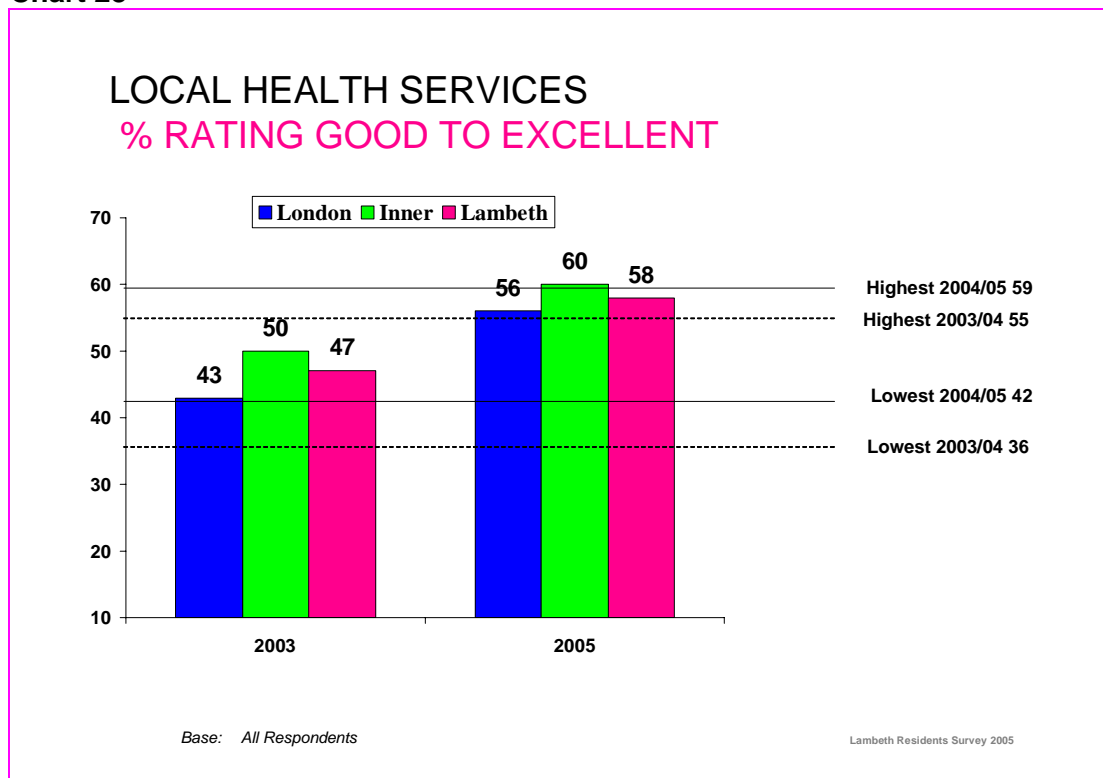
In the Lambeth survey, we also asked respondents to rate the arts and cultural activities in the borough. 31% say these are good to excellent, which is an improvement on 2003 (26%). This question was not asked in the London survey so no comparisons are possible. The rating varies from 19% in Streatham to 39% in Brixton.

% saying good-excellent						
	Total	North Lambeth	Clapham/ Stockwell	Brixton	Streatham	Norwood
	(1044)	(212)	(243)	(235)	(221)	(132)
	%	%	%	%	%	%
Arts & cultural activities	31	37	27	39	19	32

7.12 Local Health Services

Local health services receive a rating of good to excellent by 58% of all residents, which is an improvement on the rating received in 2003 (47%), bringing Lambeth on a par with London as a whole (56%).

Chart 28



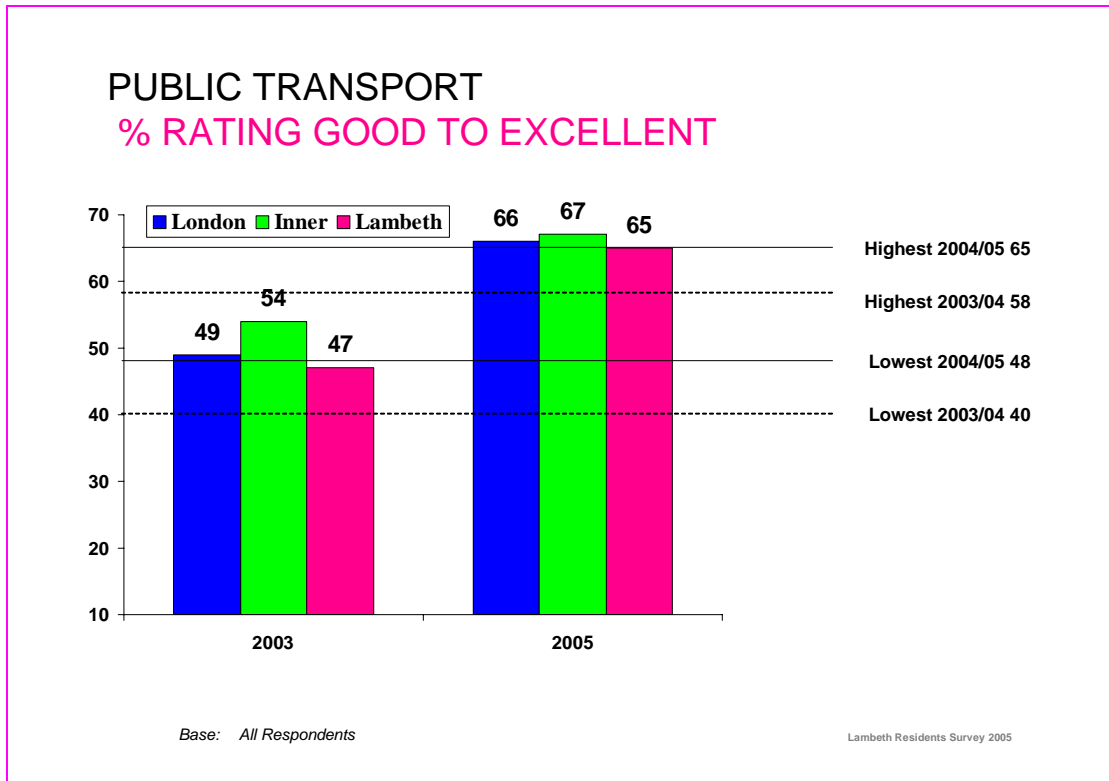
As in 2003, the rating for local health services is highest in North Lambeth (68%). It is consistent across all other areas, as shown in the table below.

		% saying good-excellent					
		Total	North Lambeth	Clapham/ Stockwell	Brixton	Streatham	Norwood
		(1044)	(212)	(243)	(235)	(221)	(132)
		%	%	%	%	%	%
Local health services		58	68	55	57	55	56

7.13 Public Transport

Public transport is rated as good to excellent by 65% of Lambeth residents, which is an improvement on the rating received in 2003 (47%). This follows an improvement seen across London as a whole, as shown in the chart below, and Lambeth remains on a par with the London-wide average (66%).

Chart 29



As in 2003, public transport receives the highest rating in North Lambeth (74%). The lowest rating is seen in Streatham (57%).

	% saying good-excellent					
	Total	North Lambeth	Clapham/ Stockwell	Brixton	Streatham	Norwood
	(1044)	(212)	(243)	(235)	(221)	(132)
	%	%	%	%	%	%
Public transport	65	74	61	70	57	58

7.14 Parking

In Lambeth, we also asked residents to rate parking services this year. 25% say this is good to excellent. This service receives the most negative responses, with 39% saying it is poor, very poor or extremely poor.

As this question was not asked in 2003 or in the London-wide survey, comparisons are not possible.

The rating ranges from 21% in Brixton to 30% in North Lambeth.

	% saying good-excellent					
	Total	North Lambeth	Clapham/ Stockwell	Brixton	Streatham	Norwood
	(1044)	(212)	(243)	(235)	(221)	(132)
	%	%	%	%	%	%
Parking	25	30	23	21	27	24

Parking is one of the key areas of concern for residents of Lambeth this year.

It is the second most common cause for complaint. 15% of those who claimed to make formal complaint to Lambeth Council in the last year said their complaint was regarding parking.

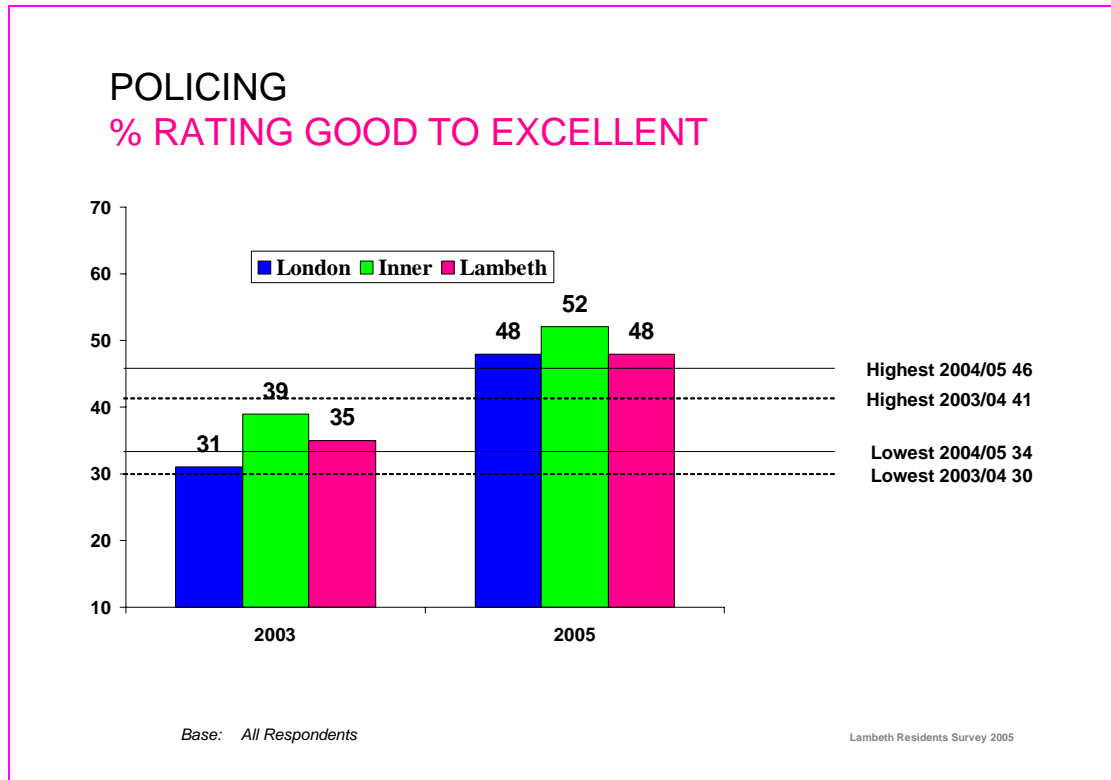
It is also the area that draws most interest among residents for consultation (40% of residents say they would want to be consulted about parking).

These findings have been discussed in more detail later in this report.

7.15 Policing

Policing in Lambeth is rated as good to excellent by 48% of residents, which is an improvement on the 2003 rating of 35%, bringing Lambeth on a par with the average across London this year.

Chart 30



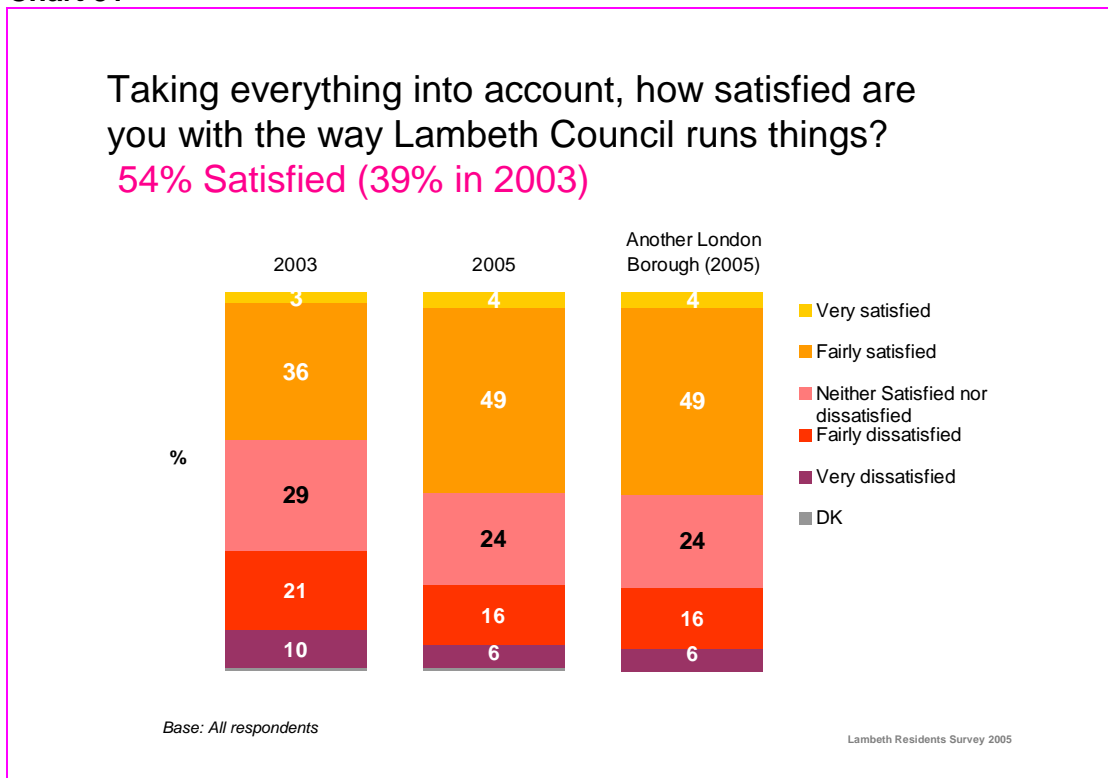
As in 2003, policing is rated most favourably in North Lambeth (59%) and least favourably in Norwood and Clapham/ Stockwell (43%).

% saying good-excellent						
	Total	North Lambeth	Clapham/ Stockwell	Brixton	Streatham	Norwood
	(1044)	(212)	(243)	(235)	(221)	(132)
	%	%	%	%	%	%
Policing	48	59	43	47	48	43

8 SATISFACTION WITH THE COUNCIL

Overall, 54% say they are satisfied with the council when “taking everything into account”. This is a significant improvement from 2003, when 39% were satisfied. 22% are dissatisfied and 24% say they are neither satisfied nor dissatisfied this year. These results are in line with another London borough who conducted the survey pre-Christmas this year, as shown in the chart below.

Chart 31



Older residents are more satisfied than the younger residents, with 68% of those over 60 saying they are very or fairly satisfied, compared with 54% and 47% for those 18-34 and 35-59 respectively.

Those from lower social grades are also more satisfied. 64% of DE and 60% of C2 residents are satisfied compared with 43% of AB and 46% of C1 residents.

Those who have lived in Lambeth for over five years are less satisfied. 73% of those who have lived in Lambeth for under a year say they are fairly or very satisfied with the council compared with 50% of those who have lived here for over five years.

As in 2003, residents of North Lambeth are most satisfied with the Council, when compared with other areas.

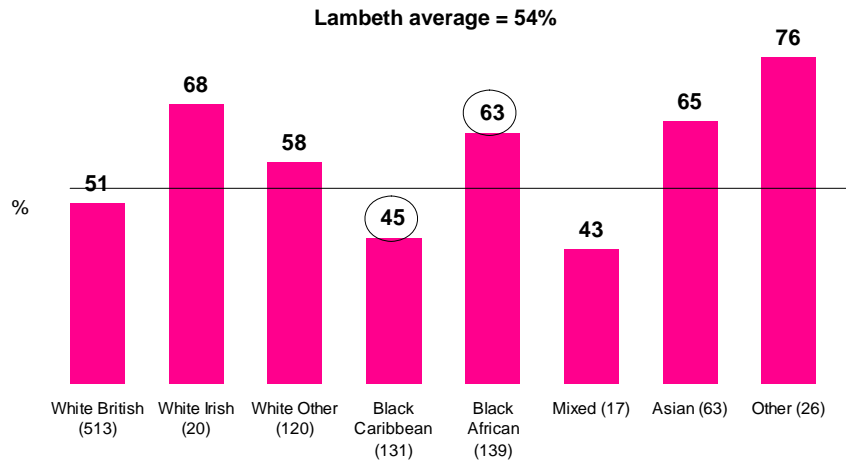
	% saying very or fairly satisfied					
	Total	North Lambeth	Clapham/ Stockwell	Brixton	Streatham	Norwood
	(1044)	(212)	(243)	(235)	(221)	(132)
	%	%	%	%	%	%
Satisfaction with Council	54	68	52	48	51	46

As shown in the chart below, there is also some variation in satisfaction by ethnicity. While sample sizes are too small to examine differences between all groups, some differences do emerge. Black African residents are more likely to say they are very or fairly satisfied with the Council when everything is taken into account (63%), compared to Black Caribbean residents (45%). This reflects the generally more positive attitude of Black African residents to the image of the Council and services provided, as discussed earlier in this report.

Chart 32

Satisfaction with Council varies by ethnicity

% Saying very/ fairly satisfied



Base: All respondents (1044)

Lambeth Residents Survey 2005

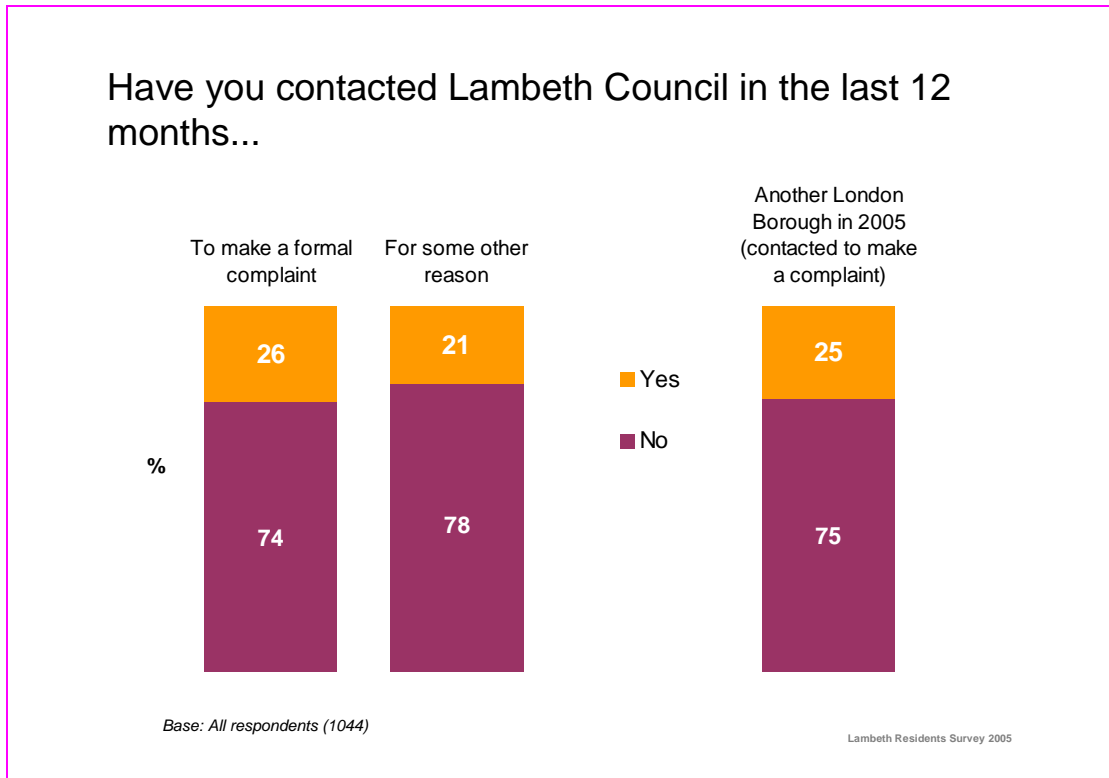
9 CONTACT WITH THE COUNCIL AND COMPLAINT HANDLING

Overall, 26% of residents say they have contacted Lambeth council in the past year in order to make a complaint and 21% say they contacted the council in the past year for some other reason.

This is similar to other London boroughs. This year we asked a similar question in another borough, where we found that 25% of residents had also contacted their council to make a complaint.

It is worth noting that this question is subject to residents' interpretation of what they see as a formal complaint. The actual number of formal complaints received by Lambeth Council may, in fact, be less than the number being claimed by residents in a survey like this due to a difference in definition. While residents may describe a phone call to request a service from the council as a "complaint", the council would not normally view this as such, which can cause a disparity in figures reported.

Chart 33



Residents who rent privately are least likely to say that they have contacted the Council to make a complaint (16%), compared with **owner occupiers** (26%), council tenants (30%) and others (30%). Owner occupiers are most likely to say they contacted the council for some other reason (28%), compared with others (16% council tenants, 16% private renters, 14% others).

Younger residents (under 35) are least likely to have contacted the council to make a complaint (21%), and those between the **ages of 35 and 59** are most likely (32%). Residents in this age group are also most likely to have contacted the council for some other reason (28%).

There is no variation in likelihood to complain by ethnicity, but White British residents are more likely to contact the council *for some other reason* (26%) compared with Other White (11%) and Black African (15%) residents.

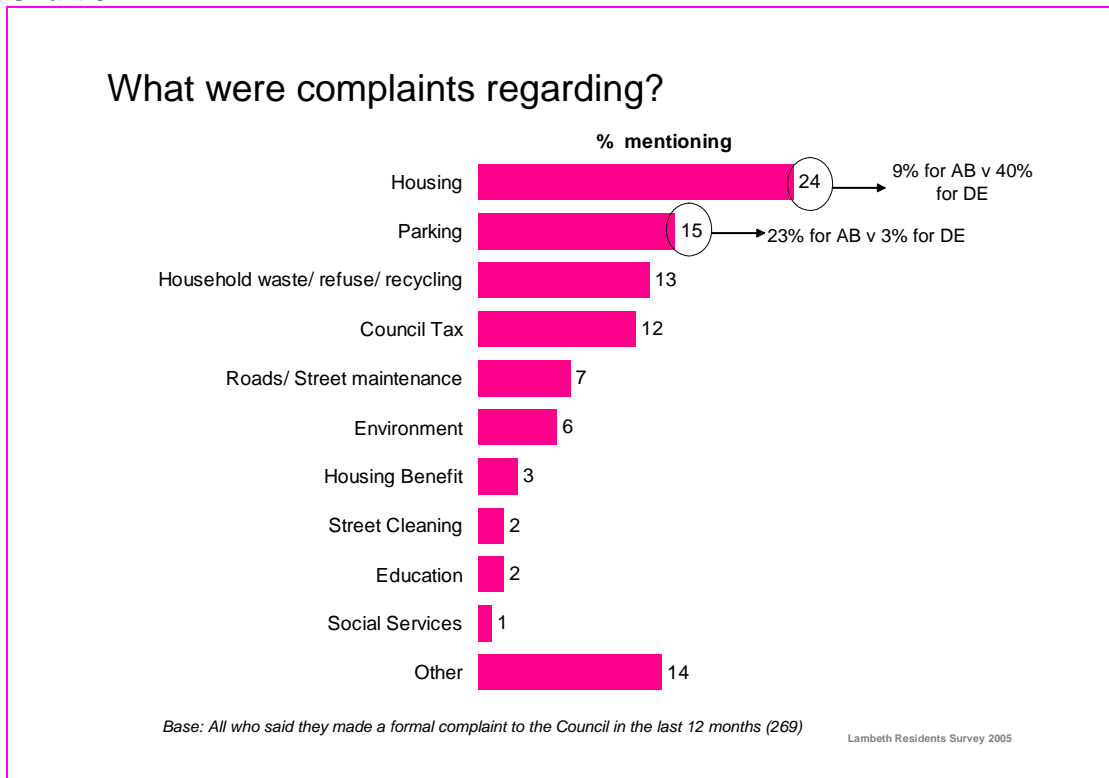
There is no variation in likelihood to complain across the different areas in Lambeth although residents of North Lambeth are less likely than others to say they contacted the council *for some other reason* (14% v 24% for Clapham/ Stockwell, 20% for Brixton, 26% for Streatham and 22% for Norwood).

AB residents are most likely to have contacted the Council for some other reason (not to make a complaint) – 30% compared with 25% of C1, 15% of C2 and 15% of DE residents.

Those who have lived in Lambeth for longer are more likely to have contacted the council to make a complaint. 30% of **those who have lived in the borough for ten years or more** say they contacted the council to make a formal complaint in the last year, compared with 18% of those who have lived here for one to two years and 4% of those who have lived here for less than a year. A similar pattern is seen for the proportions saying they contacted the council for some other reason (not to make a complaint). 25% of those who have lived in Lambeth for over ten years versus 5% of those who have lived here for less than a year say they contacted the council for some other reason.

When asked what the complaint was regarding, 24% of those who claimed to have made a complaint say that it was to do with housing, which was the most common answer. 15% say it was related to parking, 13% say household waste/ refuse/ recycling and 12% say council tax. AB residents are most likely to say parking (23% v 3% for DE) and least likely to say housing (9% v 40% for DE).

Chart 34

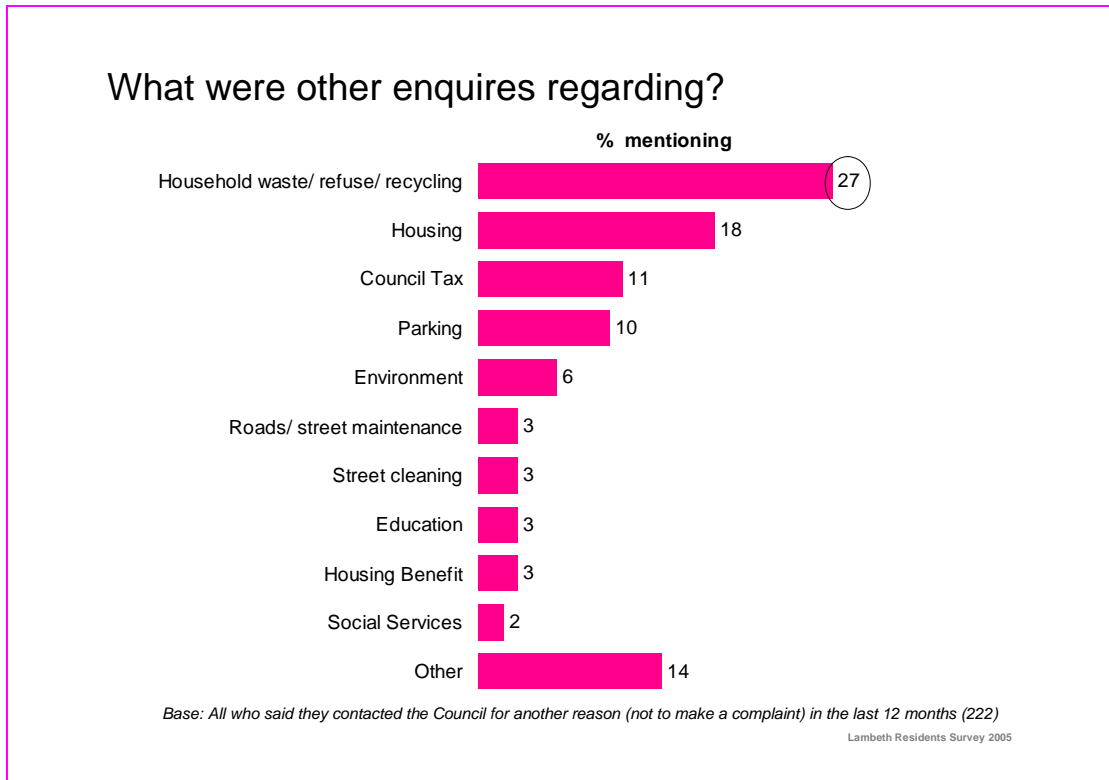


Of those who claimed to have made a formal complaint to the council in the last year, 26% are satisfied with the way in which the complaint was handled (7% very satisfied, 19% fairly satisfied) and 65% are dissatisfied (25% fairly and 40% very dissatisfied).

When this was asked in another London borough this year, more positive results were found, with 38% of complainants saying they were satisfied and 49% dissatisfied with the way in which their complaint was handled by their council.

Of those who said they contacted the council for some other reason within the last year, 27% said it was regarding household waste/ refuse/ recycling, which was the most common answer. 18% said it was about housing, 11% said council tax and 10% parking, as shown in the chart below.

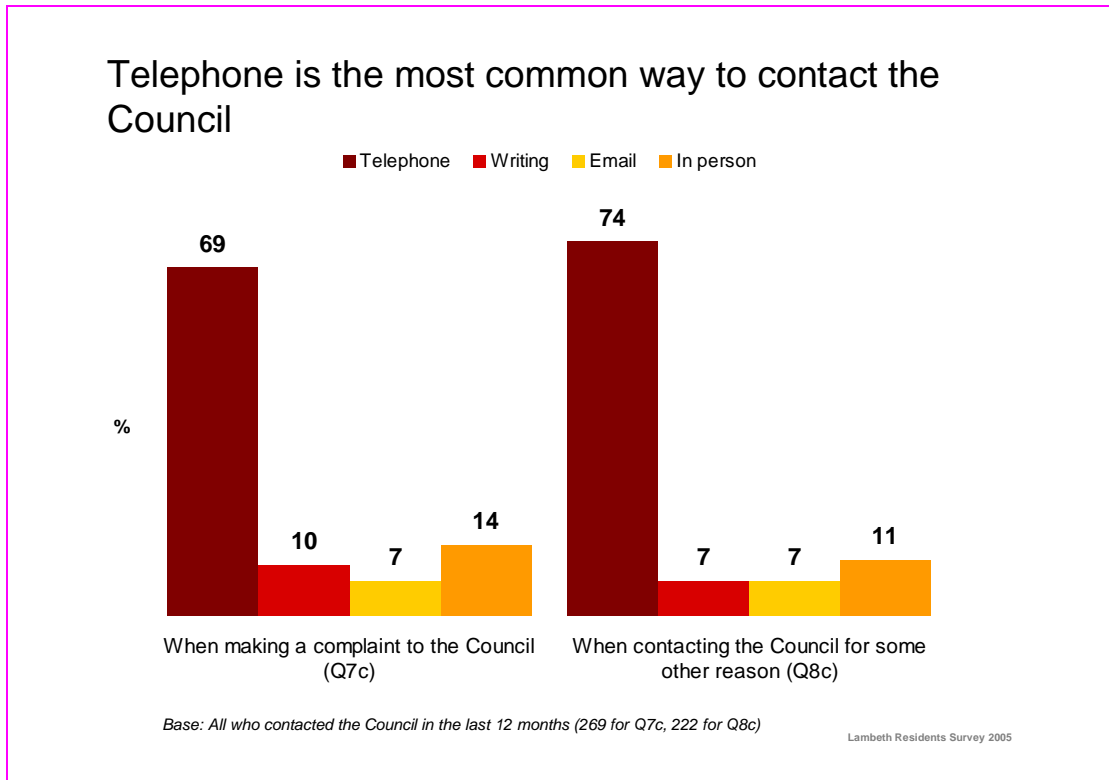
Chart 35



Of those who say they contacted the council for some other reason, half (52%) are satisfied with the final outcome of this contact (17% very and 35% fairly satisfied). 36% are dissatisfied and 12% are neither satisfied nor dissatisfied.

Telephone is, by far, the most common method of contacting the council, both to make a complaint (69%) and for some other reason (74%).

Chart 36



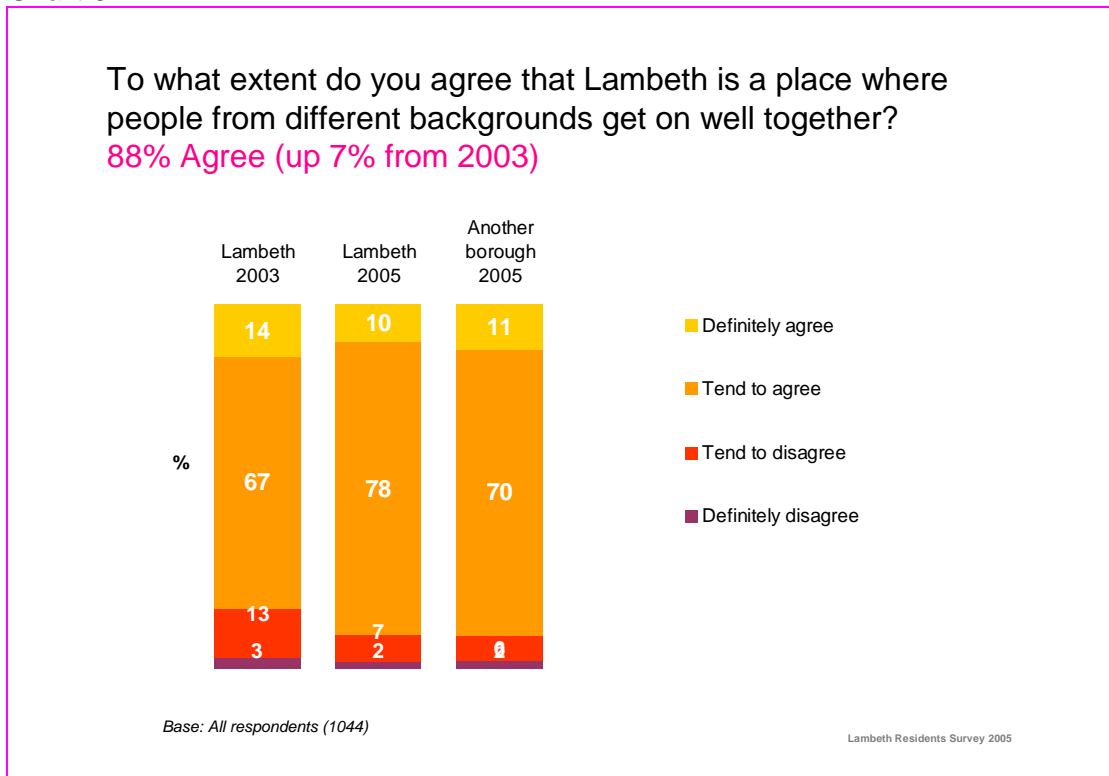
This reflects the finding from the 2003 survey, where telephone was stated as the most preferred means of contact by a vast majority (68%). Other mechanisms were much less popular (in 2003, 9% said the internet, 7% a visit to the Town Hall, 7% a one stop shop, and 5% post).

The pattern of contact method has not changed since 2003, when we saw that of the residents who said they had had contact with the Council, the majority (57%) said it was by telephone, followed by “in person at a council office” (19%), in writing (15%) and via email (8%).

10 COMMUNITY COHESION

Respondents were asked to what extent they agreed that Lambeth is a place where people from different backgrounds get on well together. 88% say they tend to or definitely agree. This is an improvement on 81% in 2003 and Lambeth is on a par with another London borough where this question was asked this year.

Chart 37

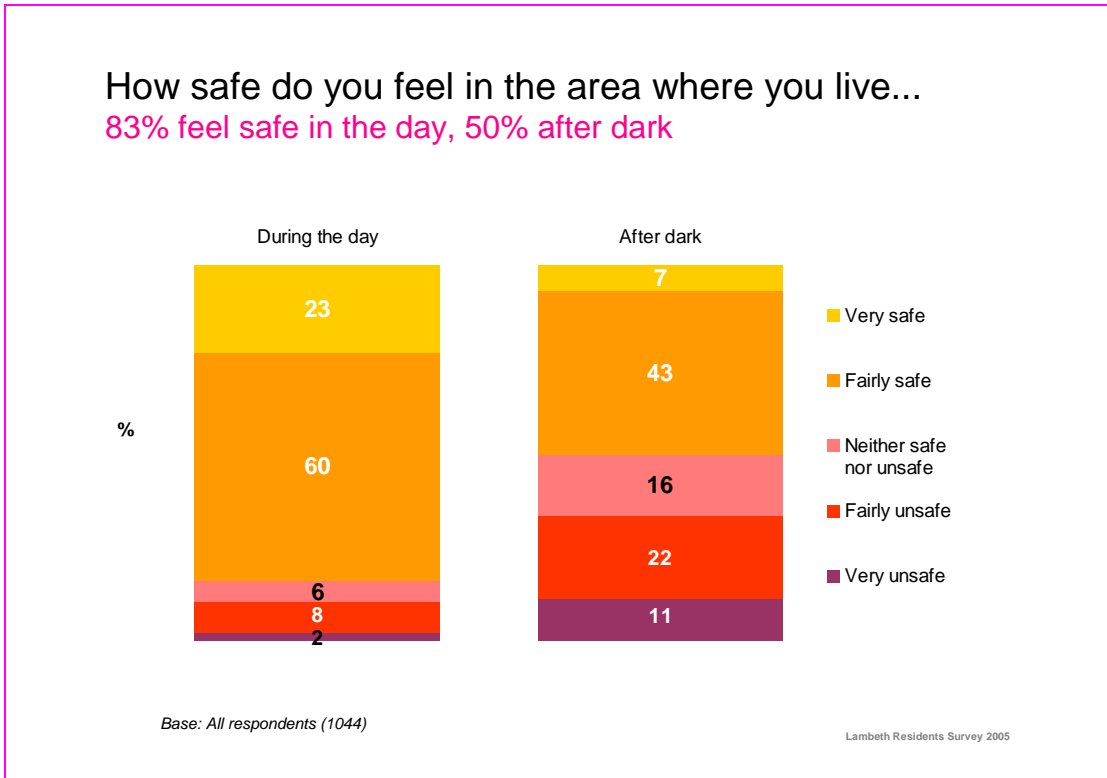


There is no variation in the response to this statement by ethnicity or faith of residents.

11 FEELING SAFE

83% of residents feel very or fairly safe in the area where they live during the day. At night, this drops to 50%.

Chart 38



There is some variation by area, with residents of North Lambeth feeling the most safe (88% day, 58% after dark) and those in Clapham/ Stockwell feeling least safe (80% day, 44% after dark).

		% saying they feel very or fairly safe				
		North Lambeth	Clapham/ Stockwell	Brixton	Streatham	Norwood
	Total					
	(1044)	(212)	(243)	(235)	(221)	(132)
	%	%	%	%	%	%
During the day	83	88	80	84	81	83
After dark	50	58	44	52	46	49

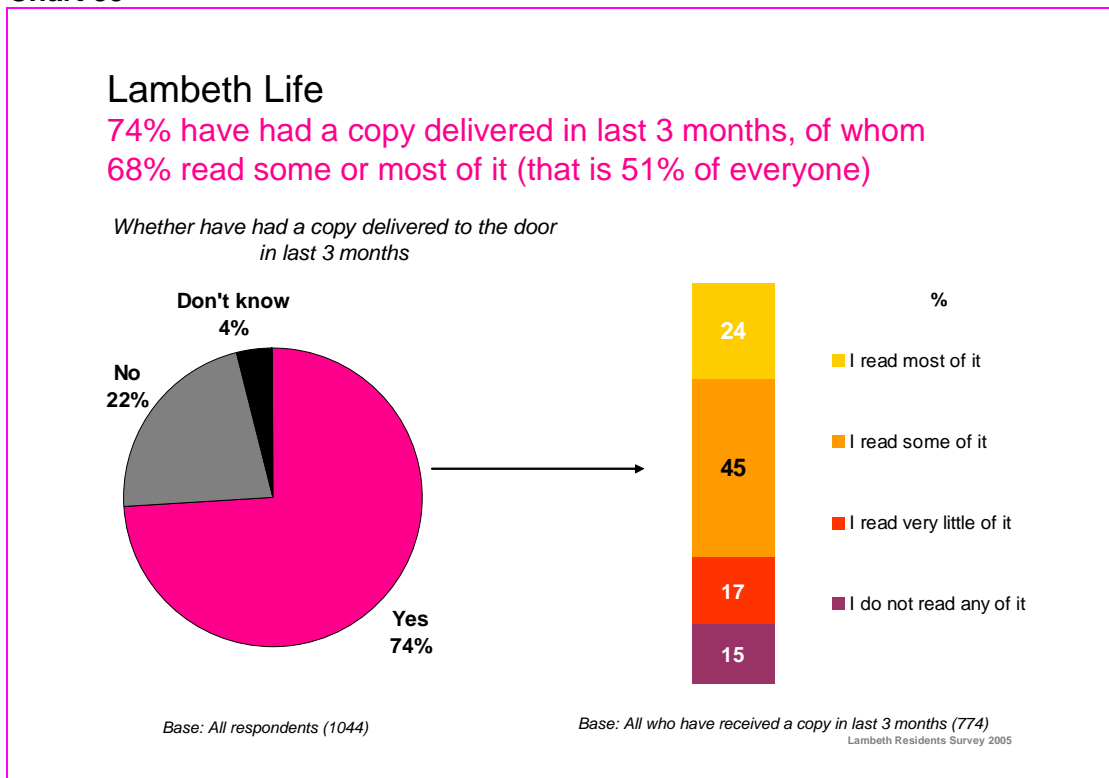
12 LAMBETH LIFE AND COUNCIL WEBSITE

74% of residents say they have had a copy of Lambeth Life delivered to their door in the last three months. This is a sizeable improvement since 2003, when 42% of residents said they had received a copy. In another inner London borough this year, we found similar results – 71% of residents there said they received a copy of their Council newsletter at least three or four times a year.

Of those who have received a copy, 68% say they read some or most of it, which equates to about half of residents overall.

This area was explored in greater depth in another inner London borough last year, where we found that, compared to Lambeth, fewer residents (64%) had received a copy of their Council newsletter in the last three months, but of those who had received a copy, a similar proportion (69%) had read some or most of it.

Chart 39

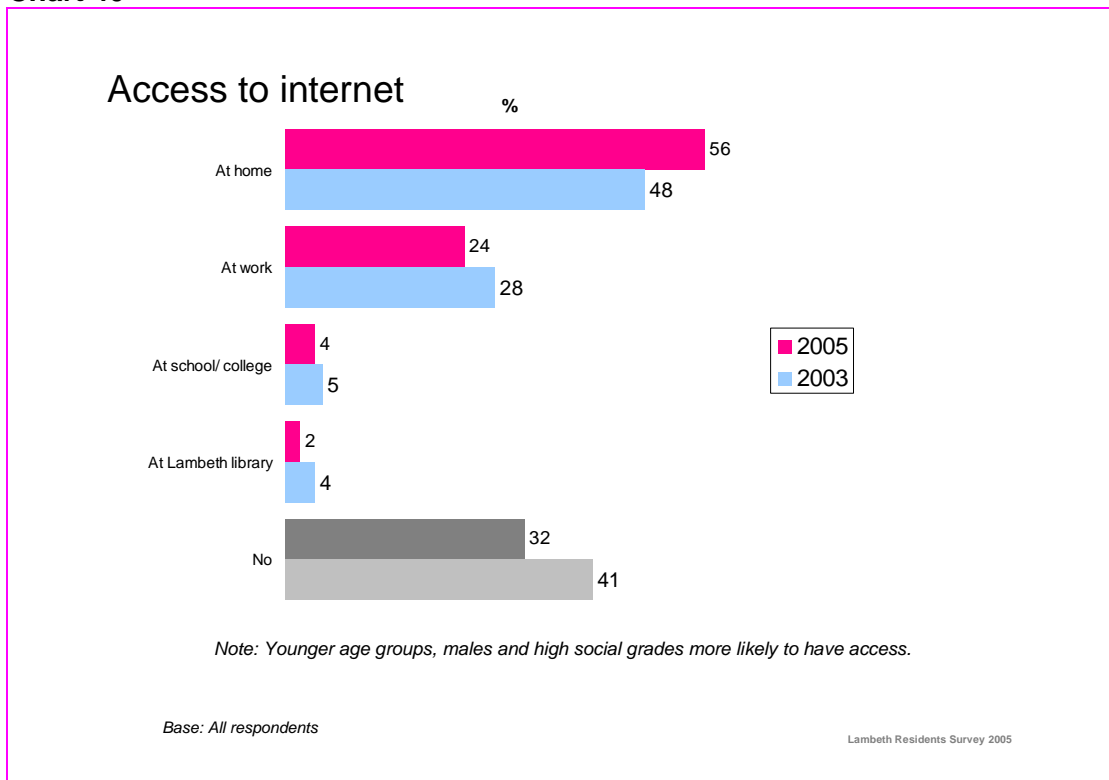


Of those who read some or all the newsletter (657 respondents), two thirds (66%) rate it as good to excellent (52% good, 12% very good, 1% excellent), 30% rate it as average and 2% say it is poor. Less than 1% say it is very or extremely poor.

Those who don't read it at all (115 respondents) state lack of time as the primary reason (46%), followed by a lack of interest (29%), lack of relevance to them (12%) and other reasons (8%).

A third (32%) of residents have no access to the internet, 56% have access at home and 24% at work.

Chart 40



Of those who have internet access anywhere (695 respondents), a third (31%) say they have accessed Lambeth Council's website. This equates to a fifth of all residents.

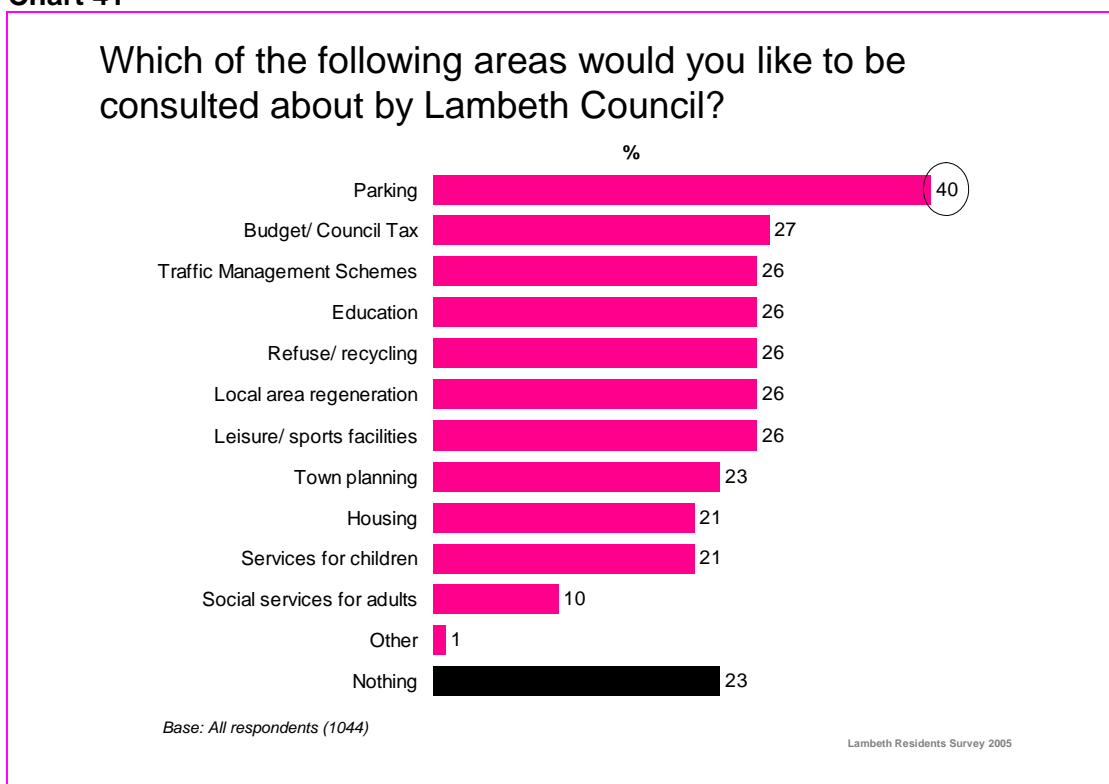
Lambeth council's website is more likely to be accessed by residents of higher social grades (42% of AB v 18% of DE residents with internet access have seen the website) and those aged between 35 and 59 years (37% v 27% of those aged 18 to 34 and 16% of those aged 60 or over).

13 ATTITUDES TO CONSULTATION

This year, we showed residents a list of local issues and asked them which they would like to be consulted about when Lambeth Council is making decisions or looking at ways to improve local services.

The issue that draws the most interest is parking (40%), followed by budget/ council tax (27%), traffic management schemes, education, refuse/ recycling, local area regeneration and leisure/ sports facilities (all 26%).

Chart 41



Issues of interest vary slightly by ethnic background of residents. White British residents are more interested than others in traffic, refuse and local area regeneration, while Black Caribbean residents are more interested than others in housing, as shown in the following table.

Chart 42

Which of the following areas would you like to be consulted about?

Areas of interest vary by ethnicity

% mentioning

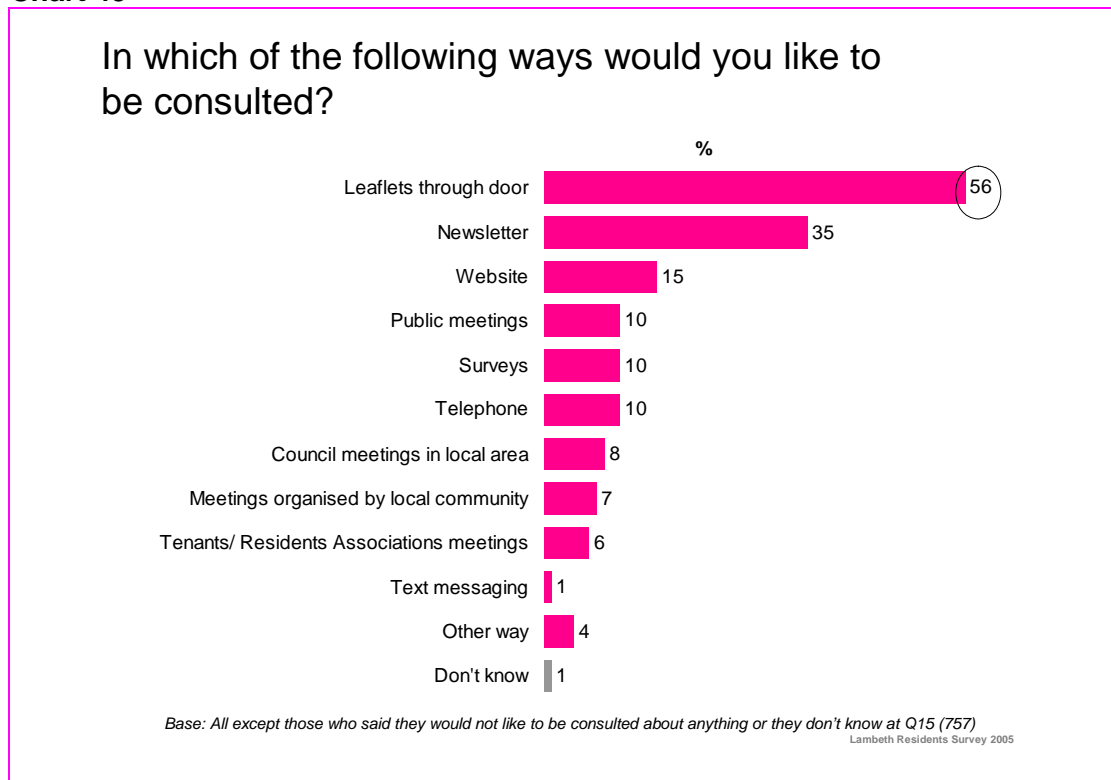
	White British (513)	Irish & Other White (140)	Black African (139)	Black Caribbean (131)	Asian (63)	Mixed & Other (43)
Traffic Management Schemes	36	21	13	18	18	17
Refuse and recycling services	36	21	13	16	14	12
Local area regeneration	34	21	16	19	19	17
Town planning	28	19	13	24	14	14
Housing	16	18	28	37	23	26

Base: All Respondents (Q15)

Lambeth Residents Survey 2005

The most popular choice for how to be consulted was via leaflets through their door. 56% of those who gave one or more area where they would like to be consulted said this was their preferred method, followed by the newsletter (35%) and the website (15%). Any type of meeting was less popular, as shown in the chart below.

Chart 43



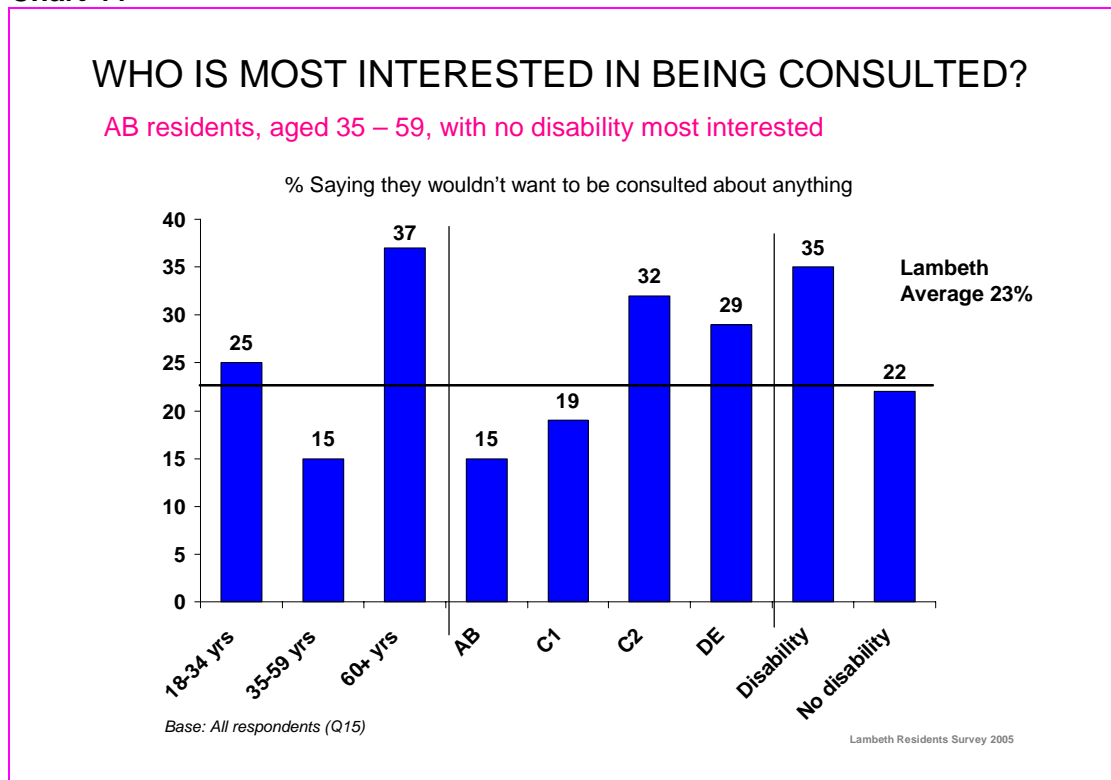
Older residents are less keen on being consulted via the website (2% of those 60 or over mention this) and younger residents are less keen on public meetings than others (7% of those aged under 35 mention this).

AB residents are most likely to say they would like be consulted through meetings. 17% mention public meetings and 15% mention council meetings in the area when the above question is asked (compared to the average 10% and 8% respectively).

23% say they would not want to be consulted about anything.

This is most likely to be those aged over 60, residents with a disability and residents from lower social grades, as shown in the chart below.

Chart 44



Overall, 16% of Lambeth residents have taken part in a consultation, survey or meeting about local issues in the last year.

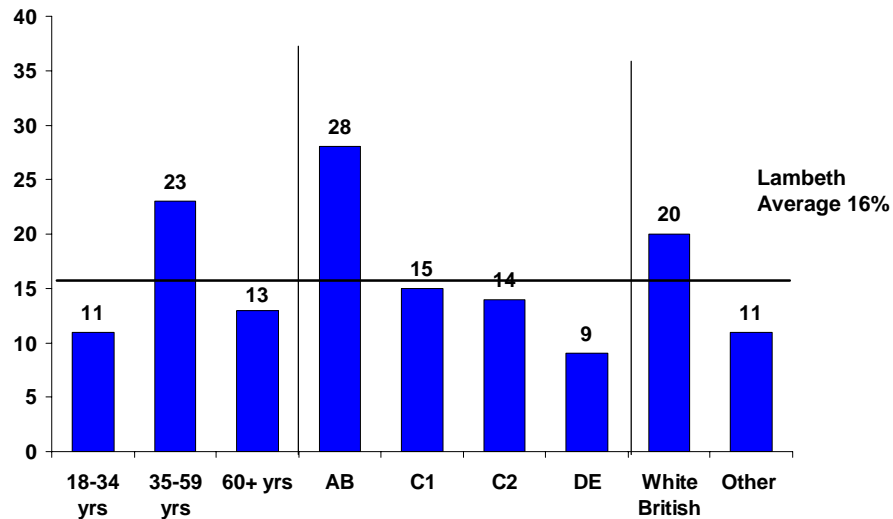
Reflecting the sub-groups who take a greater interest in consultation, these are more likely to be AB residents between the ages of 35 and 59. White British residents are also more likely to have taken part in consultation than others. There is no difference between residents who have and those who do not have a disability in terms of having taken part in consultation in the last year.

Chart 45

WHO TAKES PART IN CONSULTATION?

AB residents, aged 35 – 59, white British

% Saying they have taken part in any consultation, survey or meeting about local issues in the last 12 months



Base: All respondents (Q17)

Lambeth Residents Survey 2005

Those who have lived in Lambeth for longer are more likely to have taken part in a consultation, survey or meeting about local issues in the last year (18% of those who have lived in Lambeth for five or more years compared with 3% of those who have lived here for less than a year).

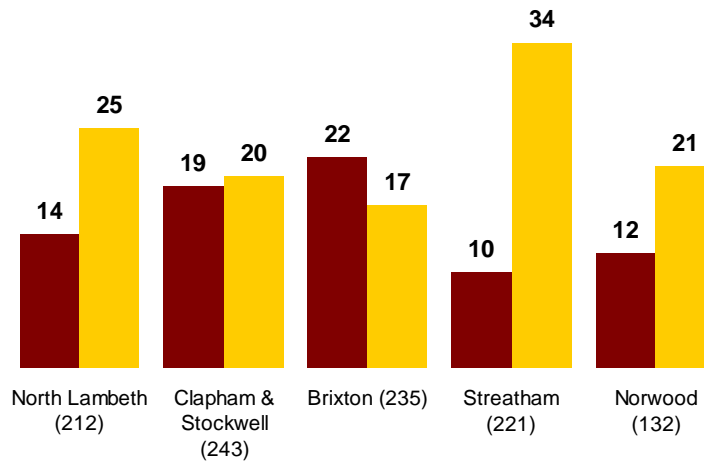
There is also some variation by area, with residents of Brixton most likely to have taken part (and also most likely to say they are interested in being consulted), and residents of Streatham least likely to have taken part (and also least likely to state an interest in being consulted), as shown in the chart below.

Chart 46

Variation by Town Centre

Streatham residents least involved, Brixton most involved

- % saying they have taken part in consultation, survey or meeting in the last year
- % saying they wouldn't want to be consulted about anything



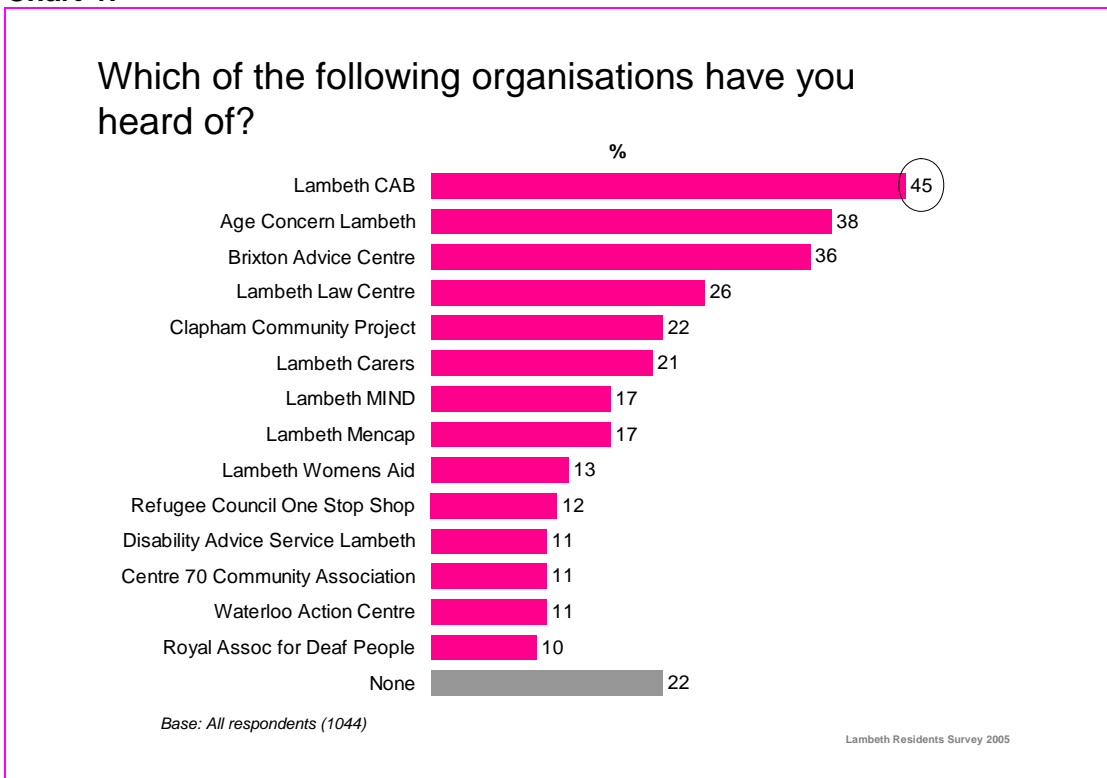
Base: All Respondents (Q15 and Q17)

Lambeth Residents Survey 2005

14 AWARENESS AND USE OF ADVICE SERVICES

Residents were shown a list of local advice services and asked which ones they had heard of. Lambeth Citizen's Advice Bureau received the most mentions (45%), followed by Age Concern Lambeth (38%), Brixton Advice Centre (36%) and Lambeth Law Centre (26%).

Chart 47



If residents had heard of a particular service, we also asked them if they had gone to that service in the last year for advice or to deal with a dispute.

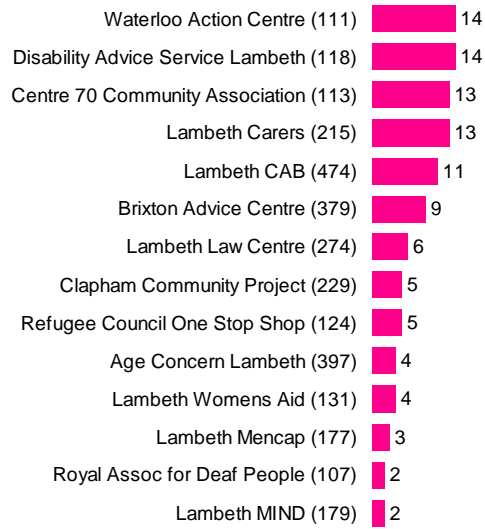
Usage of all services was quite low. 82% of residents have not used any of the listed services in the last year.

Although nearly half (45%) of residents have heard of Lambeth CAB, for example, only 11% of them (5% of everyone) have actually used this service in the last year.

For Age Concern Lambeth, the service is used by 4% of those who have heard of it, which is 2% of all residents.

Chart 48

Which of the following organisations have you gone to for advice in the last two years?



Base: Those who are aware of each of the organisations

Lambeth Residents Survey 2005

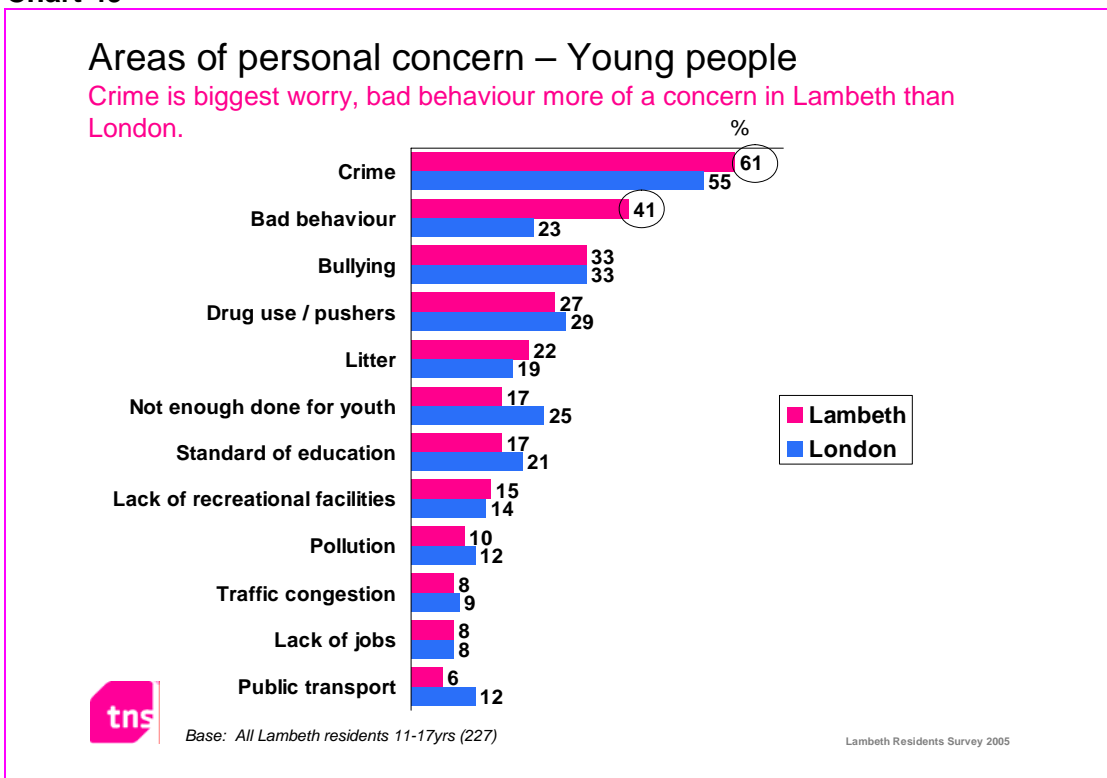
15 YOUNG PEOPLES SURVEY

This year's survey was expanded to include the views of younger residents of secondary school age (11 to 17). A total of 254 young people were interviewed. The questions asked were the same as those asked of adults in the survey and reveal the concerns of young Londoners, the image they hold of their local council and perceptions of the services it provides.

15.1 Areas of concern

Some of the issues facing adults are not so relevant to young people, for example they are not liable for council tax. Similarly, bullying at school is obviously an issue which only directly affects young people. The young Londoners survey was thus adjusted to take account of this. The results are shown in the following chart:

Chart 49



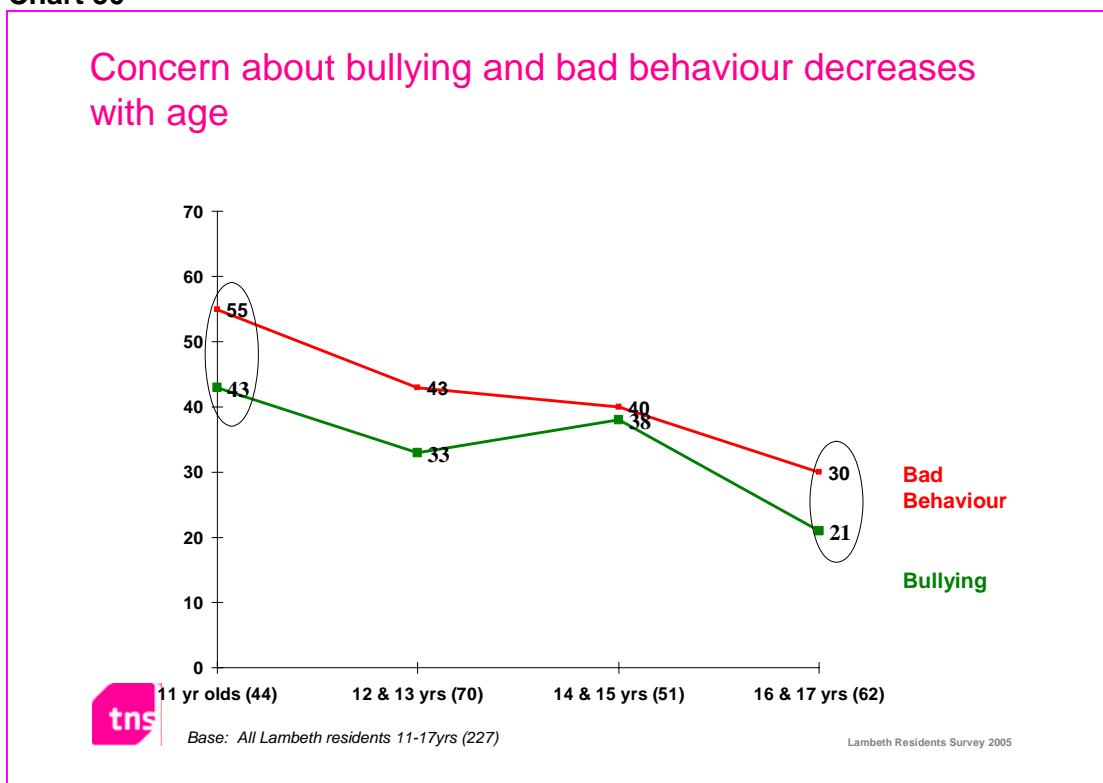
As with adults and London a whole, crime is the single biggest concern of young Lambeth residents (61%). This is in line with the average for young people living in London (55%), particularly inner London (63%).

Bad behaviour is the second greatest worry for young residents of Lambeth, and was mentioned by 41% of those interviewed. Concern about bad behaviour is of greater concern among young people in Lambeth than London as a whole (41% v 23% mentioning).

Bullying is the third greatest worry for young Lambeth residents, and was mentioned by one-third of those interviewed (same as London as a whole).

Concern about both bullying and bad behaviour decreases with age, with those aged 16 and 17 being less concerned about both these issues than those aged 11 years, as shown in the chart below.

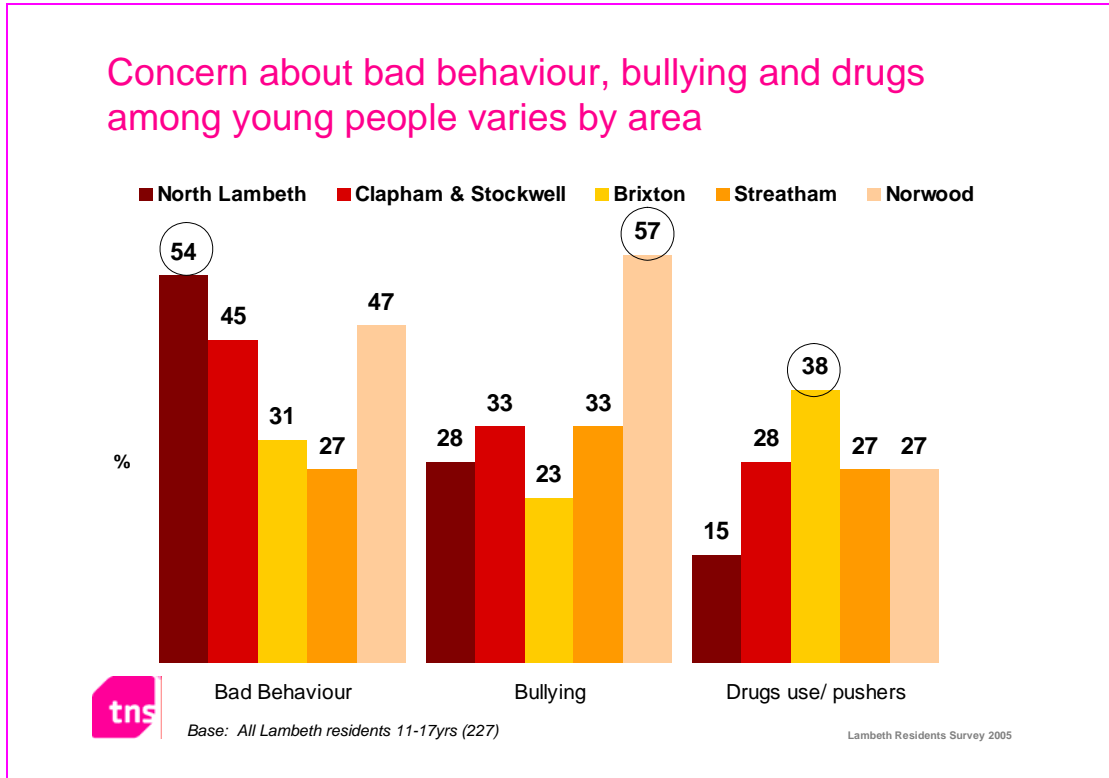
Chart 50



Girls were also more likely than boys to be concerned about bullying (42% v. 26%) and drug use/ pushers (38% v. 19%). Boys were more likely to worry about traffic congestion (12% v. 4%) and lack of jobs (11% v. 4%) than girls.

Young people in North Lambeth are more concerned about bad behaviour than those living in other parts of the borough (54% mention this). Bullying is of most concern in Norwood (57%) and drug use/ pushers in Brixton (38%).

Chart 51

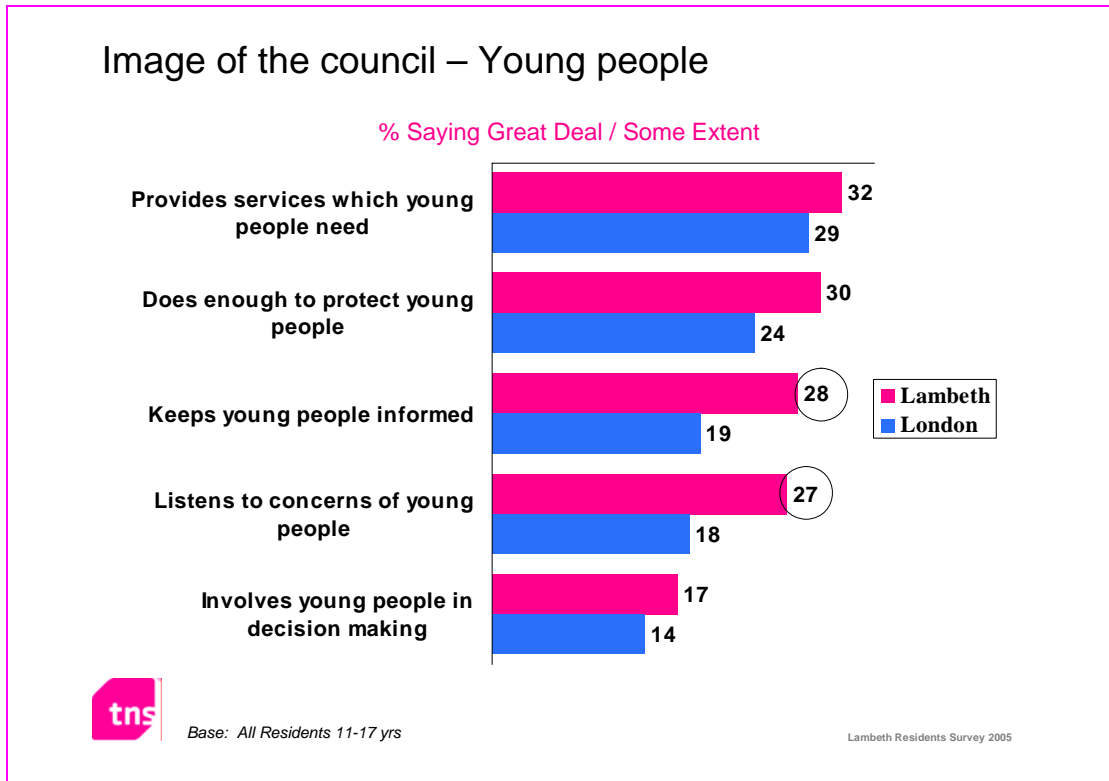


15.2 Image of the Council

38% of young people in Lambeth say they do not know anything about their local council. Over half (54%) claim to have a little knowledge on the subject, with only 4% knowing a lot.

While only respondents claiming to have some knowledge of their council were asked to rate it on image, the figures shown in the following chart are a percentage of the whole young adult sample.

Chart 52



As seen in the London-wide survey, the image statements which receive the most positive mentions are providing the services required by, and taking sufficient measures to protect, young people. 32% agree that Lambeth council is providing the services they need and 30% say the council is doing enough to protect young people.

This question was also used to ascertain how included and involved young people feel in local politics as it relates to them. 28% say they feel Lambeth council keeps them informed and 27% say their council listens to concerns of young people, both of which are higher than the average seen across London.

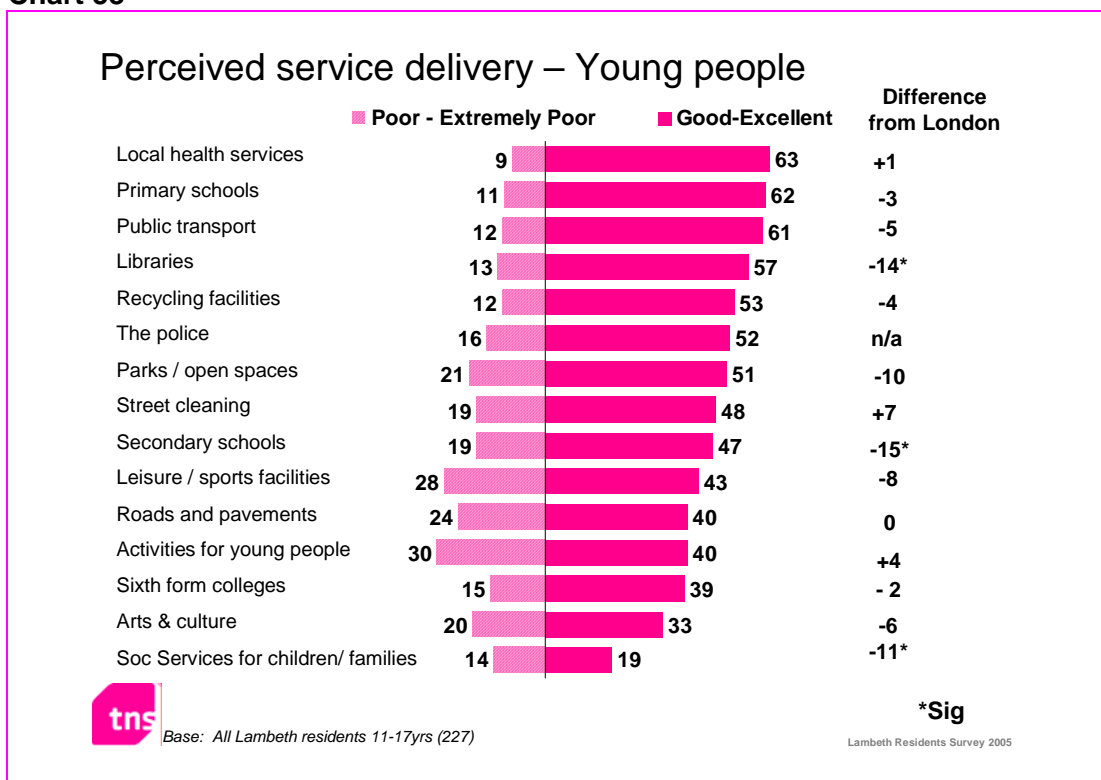
Finally, 17% say the council involves young people in decision making.

15.3 Service delivery

As seen in the London-wide survey, educational services (with which young people are more involved) receive higher ratings here than in the adult section of the survey. For example, 62% of young people rate primary schools as good to excellent, compared with 29% of adults.

Ratings for all services by young people are shown in the chart below.

Chart 53



Secondary schools also receive a higher rating by young people than adults in Lambeth (47% v. 20%), however this is still significantly below the average for young Londoners as a whole (62%).

Also below the London average for young people, are the ratings for libraries (57% v. 71%) and social services for children/ families (19% v. 30%) in Lambeth, reflecting the difference seen in the adult ratings for these services as well.

APPENDIX A

Questionnaire

Lambeth Residents Survey

Questionnaire (FINAL LIVE VERSION) – 28 Sept

Hello. My name is and I am conducting a survey on behalf of T N S, a leading market research company. The survey is about your local area. The interview length depends on the answers you provide but on average lasts 15 minutes. Here is a leaflet which tells you about market research and explains your rights under our industry code and the Data Protection Act.
INTERVIEWER: HAND OUT LEAFLET

Q.A We are conducting a survey in this area on local issues. Can I just check, have you lived in the London Borough of Lambeth for more than 6 months ?

- 1 Yes
- 2 No (close)

Sex of respondent ?

- 1 Male
- 2 Female

Working status ?

- 1 Full-Time Paid Work (30+ Hours Per Week)
- 2 Part-Time Paid Work (8-29 Hours Per Week)
- 3 Part-Time Paid Work (Under 8 Hours Per Week)
- 4 Retired
- 5 Still At School
- 6 In Full Time Higher Education
- 7 Unemployed (Seeking Work)
- 8 Not In Paid Employment (Not Seeking Work)

What is your ethnic group?

- 1 British
- 2 Irish
- 3 Any other white background
- 4 White & Black Caribbean
- 5 White & Black African
- 6 White & Asian
- 7 Any other mixed background
- 8 Indian or British Indian
- 9 Pakistani or British Pakistani
- 10 Bangladeshi or British Bangladeshi
- 11 Any other Asian background
- 12 Caribbean
- 13 African
- 14 Any other Black background
- 15 Chinese
- 16 Any other

Tenure

- 1 Owner Occupier
- 7 Housing Association
- 3 Rent From Council
- 4 Rent Privately
- 5 Other
- 6 Refused

ENTER YOUR RESPONSE USING THE PAD ON SCREEN
IF REFUSED TAP "N"

What was your age last birthday?

(if refused age)

INTERVIEWER - ESTIMATE AGE GROUP OF RESPONDENT

Age of respondent

- 18-24
- 25-34
- 35-44
- 45-54
- 55-59
- 60-64
- 65+

Do not show screen

Q.1 If there were a general election tomorrow which party would you vote for ?

IF DON'T KNOW UNDECIDED, PROMPT: Which party would you be most inclined to support ?

- 1 Conservative
- 2 Labour
- 3 Liberal Democrats
- 4 The Green Party
- 5 Other Party

DK

Refused

Will not vote

Core QT.2 Which three, of these, are you personally most concerned about?

- Lack of jobs
- Lack of recreational facilities
- Quality of health service
- Not enough being done for elderly people
- Rising prices/interest rates
- Level of council tax
- Crime
- Standard of education
- Pollution of the environment
- Traffic congestion
- Poor public transport
- Lack of affordable housing
- Litter/dirt in streets
- Number of homeless people
- OTHER
- None/DK

Core QT.3 These are some things which other people have said about their council. To what extent do you think these statements apply to your Borough? My council....

A Great Deal
To some extent
Not very much
Not at all
DK

- ...Is doing a good job
- ...Is efficient and well run
- ...Involves residents when making decisions
- ...Listens to concerns of local residents
- ...Is difficult to get through to on the phone
- ...Responds quickly when asked for help
- ...Keeps residents informed about what they are doing
- ...Staff are friendly and polite
- ...Doesn't do enough for people like me
- ...Provides good value for money for the council tax you pay
- ...Is doing a better job now than one year ago
- ...Is making the local area a better place for people to live
- ...Is remote and impersonal

Core QT.4 I would like to ask you about local services in this area. I would like your opinion of these services even if you yourself have not had direct experience of them. What is your opinion of.....

Excellent
Very good
Good
Average
Poor
Very poor
Extremely poor
DK

- ...Refuse collection
- ...Street cleaning
- ...Street lighting
- ...Repair of roads and pavements
- ...Parks, playgrounds and open spaces
- ...Nursery education (under 5's)
- ...Primary education (5- 11 yrs)
- ...Secondary education (11 - 18 yrs)
- ...Adult education/ evening classes
- ...Leisure and sports facilities
- ...Libraries
- ...Social services
- ...Council housing
- ...Recycling facilities
- ...Local health services
- ...Public transport
- ...Policing
- ...Housing benefit service
- ...Collection of council tax
- ...Youth services available for 13-19 year olds (this includes youth clubs and centres, Connexions, and summer activities)
- ...Arts and cultural activities
- ...Services for disabled people
- ... Parking services
- ... Surestart (services for young children and their families)

- Core QT.5 Which of these services provided by Lambeth Council do you or members of your household use nowadays?
- Leisure and sports facilities
 - Recycling facilities
 - Social services
 - Libraries
 - Parks, playgrounds and open spaces
 - Nursery education (under 5s) provided by Lambeth Council
 - Primary education (5-11s) provided by Lambeth Council
 - Secondary education (11-18s) provided by Lambeth Council
 - Evening classes/Adult education provided by Lambeth Council
 - Housing benefit service
 - Youth services available for 13-19 year olds (this includes youth clubs and centres, Connexions, and summer activities)
 - Arts and cultural activities
 - Services for disabled people
 - Surestart (services for young children and their families)
 - None of these
 - DK

Lambeth extra questions:

SHOW SCREEN. SINGLE CODE. INVERT SCALE ALTERNATELY.

Q6. Taking everything into account, how satisfied or dissatisfied are you with the way Lambeth Council runs things?

- Very Satisfied
- Fairly Satisfied
- Neither satisfied or dissatisfied
- Fairly dissatisfied
- Very dissatisfied

ASK ALL

15.4Q7a. Have you contacted Lambeth Council within the last 12 months in order to MAKE A FORMAL COMPLAINT about anything?

- YES
- NO
- DK

IF NO or DK, SKIP TO Q8.

IF YES at Q7a

SHOW SCREEN/ SINGLE CODE

Q7b. What was your complaint regarding? *(If you have made more than one complaint in the last 12 months, then please refer to the most recent one)*

- Street cleaning
- Roads / street maintenance
- Housing
- Housing Benefit
- Household Waste/ Refuse / Recycling
- Council Tax
- Parking
- Environment
- Education

Libraries
Social Services
Other (specify)

IF YES at Q7a
SHOW SCREEN, SINGLE CODE
Q7c. On this occasion, how did you contact the Council?
By Telephone
In Writing
By Email
In person at a Council office
Other way (specify)

IF YES at Q7a
SHOW SCREEN/ SINGLE CODE
Q7d How satisfied or dissatisfied are you with the way in which your complaint was handled by Lambeth Council?
01: Very satisfied
02: Fairly Satisfied
03: Neither Satisfied nor Dissatisfied
04: Fairly Dissatisfied
05: Very dissatisfied

ASK ALL
Q8a. Have you contacted Lambeth Council in the last 12 months for any OTHER reason (NOT to make a complaint)?
Yes
No
DK

IF NO OR DK, SKIP TO Q9

SHOW SCREEN/ SINGLE CODE
Q8b. What was it regarding? (*If you contacted the Council more than once in the last 12 months for something other than making a complaint, then please refer to the most recent occasion*)
Street cleaning
Roads / street maintenance
Housing
Housing Benefit
Household Waste/ Refuse / Recycling
Council Tax
Parking
Environment
Education
Libraries
Social Services
Other (specify)

IF YES at Q8a
SHOW SCREEN, SINGLE CODE
Q8c. On this occasion, how did you contact the Council?
By Telephone
In Writing
By Email
In person at a Council office
Other way (specify)

IF YES at Q8a

SHOW SCREEN/ SINGLE CODE

Q8d. How satisfied or dissatisfied are you with the final outcome of your contact with the Council?

01: Very satisfied

02: Fairly Satisfied

03: Neither Satisfied nor Dissatisfied

04: Fairly Dissatisfied

05: Very dissatisfied

SHOW SCREEN/ SINGLE CODE. INVERT SCALE ALTERNATELY.

Q9. To what extent do you agree or disagree that Lambeth is a place where people from different backgrounds get on well together?

Definitely agree

Tend to agree

Tend to disagree

Definitely disagree

DK

SHOW SCREEN/ SINGLE CODE

Q10. Generally speaking, how safe do you feel in the area where you live during the day?

VERY SAFE

FAIRLY SAFE

NEITHER SAFE NOR UNSAFE

FAIRLY UNSAFE

VERY UNSAFE

DK

SHOW SCREEN/ SINGLE CODE

Q11. Generally speaking, how safe do you feel in the area where you live after dark?

VERY SAFE

FAIRLY SAFE

NEITHER SAFE NOR UNSAFE

FAIRLY UNSAFE

VERY UNSAFE

DK

SHOW COPY OF "LAMBETH LIFE"

Q12a. Have you had a copy of the local council magazine "Lambeth Life" delivered to your door in the last 3 months?

Yes

No

DK

IF NO or DK, go to Q13

IF YES at Q12a, ASK:

SINGLE CODE

Q12b. Which of the following best applies to you?

I read most of it

I read some of it

I read very little of it

I do not read any of it

IF YES AT Q12a and READ MOST/ SOME/ LITTLE OF IT AT Q12b, ASK:

Q12c. How would you rate it?

Excellent

Very good

Good
Average
Poor
Very poor
Extremely poor
DK

IF YES AT Q12a and DO NOT READ ANY OF IT AT Q12b, ASK
Q12d. What is the main reason why you don't read it? (SINGLE CODE)

Don't have time
Not interested
Not relevant to me
Other reason (write in)

SHOW SCREEN/ MULTICODE

Q13. Do you have access to the Internet?

Yes at home
Yes at work
Yes at school/college
Yes at a Lambeth library
Yes at another place
No
DK

If No/ DK Skip to Q15

If YES (ANY) AT Q13, ASK:

Q14. In the last twelve months, have you accessed Lambeth Council's website?

Yes
No
DK

SHOW SCREEN/ MULTICODE, ROTATE

Q15. Which of the following areas, if any, would you like to be consulted about by Lambeth Council when they are making decisions or looking at ways to improve services?

Budget and council tax setting
Town Planning
Traffic Management Schemes
Parking
Refuse and recycling services
Local area regeneration
Leisure and sports facilities
Housing
Social services for adults
Services for children
Education
Other (specify)
I wouldn't want to be consulted about anything
DK

ASK ALL EXCEPT THOSE WHO SAID THEY WOULDN'T WANT TO BE
CONSULTED ABOUT ANYTHING:

SHOW SCREEN/ MULTICODE, ROTATE

Q16. In which of the following ways would you like to be consulted:

Via newsletter (Lambeth Life)
Via website
Via telephone
Council meetings in your local area

Public meetings
Meetings organised by the local community
Tenants/ Residents Associations meetings
Leaflets through your door
Surveys
Text messaging
Other ways (specify)
DK

Q17. In the past 12 months have you taken part in any consultation, responded to a survey or attended a meeting about local issues?

Yes
No
DK

SHOW SCREEN/ MULTICODE, ROTATE

Q18. Which of the following organisations have you heard of:

Lambeth Citizens' Advice Bureau
Age Concern Lambeth
Brixton Advice Centre
Lambeth Carers
Lambeth Law Centre
Clapham Community Project
Refugee Council One Stop Shop
Centre 70 Community Association
Waterloo Action Centre
Disability Advice Service Lambeth (DASL)
Lambeth MIND
Lambeth Mencap
Royal Association for Deaf People
Lambeth Women's Aid
None

SHOW SCREEN/ MULTICODE, ROTATE

Q19. In the last two years, have you gone to any of these organisations to get advice, or deal with a problem or dispute?
(SAME LIST AS ABOVE)

SHOW SCREEN/ SINGLE CODE

Q20. How long have you lived in the London Borough of Lambeth?

Less than 1 year
1 < 2 years
2 < 5 years
5 < 10 years
10 years and over
DK

CLASSIFICATION DETAILS (as Londonwide)

Do you have any long term illness, health problems or disability which limits your daily activities or the work you can do?

- 1 Yes
 - 2 No
-

Do you have any children aged 17 or under living in the household ?

- 1 YES
- 2 NO

SHOW SCREEN

Q. From the following list which one of these best describes your faith

- 1 Atheist
- 2 Buddhist
- 3 Christian
- 4 Hindu
- 5 Jewish
- 6 Muslim
- 7 Sikh
- 8 Other: Write in _____

Q. Looking at this list, can you please read out the number next to the line which best describes you:

- I am heterosexual/ straight (1)
 - I am gay or lesbian (homosexual) (2)
 - I am bi-sexual (3)
 - Other (write in) (4)
 - DK (5)
 - I do not wish to answer this question (6)
-

DO NOT USE PEN TO WRITE ANSWERS ENTER YOUR RESPONSE USING THE PAD ON SCREEN

INTERVIEWER INSTRUCTION: "TW16" is not a full post code: however "TW16 6HB" is a full post code.

DO NOT USE PEN TO WRITE ANSWERS ENTER YOUR RESPONSE USING THE PAD ON SCREEN

Please ensure that you insert a space (blank) between the house number and the street name.

DO NOT USE PEN TO WRITE ANSWERS ENTER YOUR RESPONSE USING THE PAD ON SCREEN

PLEASE INSERT TITLE E.G. MR\MRS\MISS USING KEYPAD

Please enter name of respondent:

Could I ask for your phone number ?

- 1 YES
- 2 NO

(if no) Why not ?

- 1 EX-DIRECTORY
- 2 NO PHONE
- 3 REFUSAL

What is your full telephone number including the area code ?

INTERVIEWER NOTE:

YOU SHOULD ENTER THE AREA CODE FIRST (E.G 01372, 020 8, 020 7 ETC)

FOLLOWED BY THE TELEPHONE NUMBER (E.G 801010, 7701234, ETC)

DO NOT LEAVE SPACES BETWEEN NUMBERS.

PHONE NUMBER (include area code):

Which member of your household is the Chief Income Earner, that is the person with the largest income, whether from employment, pensions, state benefits, investments or any other sources ?

- 1 Respondent
- 2 Respondent's Spouse\Partner
- 3 Other Adult

Working status of Chief Income Earner (CIE)

- 1 Employed
- 2 Self-Employed
- 3 Not Working, Dependent On State Benefit, Chief Wage Earner (CWE) In Household
- 4 Not Working, Dependent On State Benefit, No Chief Wage Earner In Household
- 5 Not Working, Other Income

COLLECT OCCUPATION OR PREVIOUS OCCUPATION DETAILS OF CIE OR IF CIE NOT WORKING AND THERE IS A CWE, COLLECT CWE DETAILS
What is the type of firm where the CIE\CWE works ?

What is the job actually done by the CIE\CWE ?

What is the title, rank, grade, etc of the CIE\CWE ?

Is the CIE\CWE self-employed ?

- 1 YES
- 2 NO

How many people work there altogether ?

How many is the CIE\CWE responsible for ?

DOES THE CIE OR CWE HAVE ANY QUALIFICATIONS (SUCH AS APPRENTICESHIPS, PROFESSIONAL QUALIFICATIONS, UNIVERSITY DEGREES, DIPLOMAS ETC.)

Does the CIE or CWE have any qualifications ?

- 1 YES
- 2 NO

Enter qualifications

ENTER ANY OTHER RELEVANT DETAILS TO ASSIST CLASSIFICATION OF OCCUPATION AND INDUSTRY. IF NO FURTHER DETAILS PRESS "OK"

Is this the correct address? (YES/ NO)

As I mentioned earlier, I am working on behalf of T NS , a market research company which carries out many kinds of market research. They may like to contact you in future about other research projects - is that all right ?

- 1 YES - OK
- 2 NO - RESPONDENT DOES NOT WANT TO BE CONTACTED AGAIN.

THANK YOU VERY MUCH FOR YOUR TIME

INTERVIEWER: Record where interview conducted

- 1 In Street
- 2 On doorstep
- 3 In Home

Social grade

- 1 . A .
- 2 . B .
- 3 . C1 .
- 4 . C2 .
- 5 . D .
- 6 . E .

DECLARATION:

I certify that this interview has been personally carried out by myself with the informant at his\her address and conducted within the MRS Code of Conduct. I further certify that the informant is not a friend or relative of mine, and I have not interviewed him\her on any survey in the last six months.

PLEASE PRINT YOUR NAME AND SIGN BELOW IF THIS INTERVIEW WAS CONDUCTED WITH AN ACCOMPANYING OFFICER, THE OFFICER SHOULD ALSO SIGN BELOW

Young Persons Survey

IF YES @ Classification question – children in household

You mentioned earlier that you have children/young people in your household. As part of this survey we would like to ask them a few questions about local issues.

Q. Are you willing for us to interview the child/young person in your household, with you in the room? They will need to be between 11 and 17 years of age. It will take 5 mins.

Yes - continue

No – thank and close

Q. How many children do you have of the following ages?

11

12

13

14

15

16

17

If more than one child,

Q. Who has a birthday closest to today?

Q. Is <child/young person with birthday closest to today> available for interview now?

If not available, thank and close

SHOW SCREEN – MULTICODE MAX 3

Q. Which three of these are you personally most concerned about?

01: Lack of jobs

02: Lack of recreational facilities

03: Not enough being done for young people

04: Crime

05: Standard of education

06: Pollution of the environment

07: Traffic congestion

08: Poor public transport

09: Litter\dirt in the streets

10: Drug use and pushers

11: Bad behaviour

12: Bullying

Q. How much do you know about your local council?

01: A lot

02: A little

03: Nothing at all

04: Can't say

If 1 OR 2 ASK:

Q. These are some things which other people have said about their council.

To what extent do you think these statements apply to your Borough?

My council.....

Involves young people when making decisions

Listens to concerns of young people

Keeps young people informed about what they are doing

Does enough to protect young people

Provides services which young people need

(Same scale as Q3)

ASK ALL

Q. I would like to ask you about local services in this area. What is your opinion of...

- ...street cleaning
- ...repair of roads, pavements and cycle lanes
- ...parks, playgrounds and open spaces
- ...primary schools
- ...secondary schools
- ...sixth form/ Further Education college
- ...leisure and sports facilities
- ...libraries
- ...recycling facilities
- ...local health services
- ...public transport
- ...activities for young people
- ...arts and culture
- ...social services for children and families
- ...the police

And finally just a few questions about yourself

Q. Firstly, can I ask your age:-

- 11
- 12
- 13
- 14
- 15
- 16
- 17

Refused

Q. And which of these best describes your ethnic origin?

LIST SAME AS IN MAIN QUESTIONNAIRE

Code sex of child

Male

Female

Thank and close.

APPENDIX B

Statistical Significance

STATISTICAL SIGNIFICANCE

When comparing the results of one survey (say the Lambeth survey) with another (say the London-wide survey), one wants to know if the difference between the findings are statistically significant. That is, are the differences 'real' (i.e. they would occur if we were able to interview all residents in the borough rather than just a sample) or have they occurred by chance in this sample?

Similarly, if one is comparing two sub-groups within one survey say the results for men compared with women, we need to know if the differences observed are real or whether they have occurred by chance.

Most surveys follow a convention where we accept a 5% or lower probability that the result we are looking at was obtained by chance, as indicating a significant difference.

Whenever a sample survey is conducted one can never categorically say that the result is a true result or the differences between two sample surveys are real because of sampling error. A number of factors affect sampling error. Some of these cannot be easily quantified but can be reduced by considering the design of the survey (e.g. how we select the respondents, wording in the questionnaire, etc). Other factors are quantifiable, the most important of which is the sample size. The bigger the sample size, the smaller the sampling error. Another factor is the observed level (e.g. 50% of residents agreed with a certain statement).

The table below shows the difference between observed percentages and the pooled average that is required for the difference to be considered significant at the 95% level of confidence.

For example, if a sample of 500 men showed that 15% of men agreed with a certain statement and a sample of 500 women showed that 25% of women also agreed with the statement, the pooled average will be 20%. The observed difference between men and women (10%) is greater than 5.0, which (as shown in bold in the table below), is the minimum difference required for statistical significance.

Therefore, we can conclude the difference is significant i.e. it is unlikely that there is no difference between the rating by men and women (although this does not mean that we can be confident that the real difference is at least 10%).

TESTING FOR SIGNIFICANT DIFFERENCES BETWEEN PERCENTAGES

Sample size	Pooled average				
	10%	20%	30%	40%	50%
25	16.6	22.2	25.4	27.2	27.7
50	11.8	15.7	18.0	19.2	19.6
100	8.3	11.1	12.7	13.6	13.9
200	5.9	7.8	9.0	9.6	9.8
300	4.8	6.4	7.3	7.8	8.0
400	4.2	5.5	6.3	6.8	6.9
500	3.7	5.0	5.7	6.1	6.2
600	3.4	4.5	5.2	5.5	5.7
700	3.1	4.2	4.8	5.1	5.2
800	2.9	3.9	4.5	4.8	4.9
900	2.8	3.7	4.2	4.5	4.6
1000	2.6	3.5	4.0	4.3	4.4
1200	2.4	3.2	3.7	3.9	4.0
1400	2.2	3.0	3.4	3.6	3.7
1600	2.1	2.8	3.2	3.4	3.5
1800	2.0	2.6	3.0	3.2	3.3
2000	1.9	2.5	2.8	3.0	3.1

APPENDIX C

Social Grade

SOCIAL GRADE

The social grade of a respondent is based on the Chief Income Earner in the household. The Chief Income Earner is the person with the largest income, whether from their employment, pension, state benefits, investments or any other source.

Where information about occupation is unobtainable, the assessment of social grade is based on environmental factors such as the type of dwelling, the amenities in the home, the presence of domestic help, and so on.

The social grade of boarders, lodgers and resident domestic servants in private households is based on the respondent's own occupation.

Social Grade	Chief Income Earner's Occupation
A	Higher managerial, administrative or professional
B	Intermediate managerial, administrative or professional
C1	Supervisory or clerical, and junior managerial, administrative or professional
C2	Skilled manual workers
D	Semi and un-skilled manual workers
E	State pensioners or widows (no other earner), casual or lowest grade workers