

**Lambeth Residents' Survey  
2008/09**

**TNS Report**

**JN: 191609**

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# 1. Introduction

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In October 2008 TNS conducted a survey of 1,000 Londoners covering issues such as residents' concerns, the image of local councils and service delivery, to continue the trend data provided by the annual London Councils survey that was commissioned up to 2007. The survey provides average scores for London as well as inner and outer London boroughs, but the sample is too small to provide data for individual boroughs. Therefore a number of local authorities commission a separate survey to be carried out in their boroughs. In each cycle, around 11 boroughs participate.

TNS was commissioned by the London Borough of Lambeth to carry out this survey among a representative sample of Lambeth residents in 2003, 2005, 2007 and 2009. These results are intended for use by the council and its partners to input into service planning and delivery, and to be used in relation to the Government's agenda to involve local people in decision making.

This report covers the results of the 2009 Lambeth survey, providing comparisons 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 2009 Lambeth survey with those from the surveys carried out in previous years, to highlight both areas of improving and weakening performance.

## 2. Objectives

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The aims of the survey are to assess Lambeth residents':

- areas of concern;
- perceptions of the council's image; and
- perceptions and usage of services provided by the council.

London-wide comparisons are provided for these areas.

In addition, the Lambeth survey includes the following issues, which are not covered in the London-wide survey:

- community cohesion;
- satisfaction with the local area;
- perceptions of crime;
- Lambeth Life;
- the economic downturn; and
- health and happiness.

The 2005, 2007 and 2009 surveys also include the views of younger residents of secondary school age (11 to 17); this element of the study is conducted London-wide. The questions asked are similar to those asked of adults and include:

- areas of concern;
- perceptions of the council's image;
- perceptions of services provided by the council; and
- social and political involvement.

In addition, the young people's survey for Lambeth includes:

- quality of information and advice; and
- involvement in activities.

### 3. Method

Fieldwork took place between 19 January and 15 February 2009 and 1,076 interviews were conducted in-home using quota sampling at 88 sampling points within the London Borough of Lambeth through CAPI (Computer Assisted Personal Interviewing). As in previous surveys, those living in the borough for less than six months were excluded. Quotas were set on age, gender, ethnicity, 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.)	Weighted (%)
Men*	49	43	463	49
Women*	51	57	613	51
18-34*	46	32	347	46
35-59*	38	50	538	37
60+*	16	18	191	16
White	62	60	643	61
Mixed			41	4
Black	38	40	287	24
Asian			68	7
Other			26	3
Council rent	28	36	391	28
Owner occupier/other	72	63	677	71

\* Final results were weighted by age and gender (interlocking) and housing tenure to correct for discrepancies between set and achieved responses.

These demographic variables were used to analyse the results, together with other factors such as presence of children within the household, social grade, area, work status, length of residency in Lambeth, disability, faith and usage of services. Sexual orientation was also included in the tables but we were not able to report on the survey findings by this demographic due to small sample sizes in the gay, lesbian and bisexual categories. 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.

Previous residents' surveys in Lambeth were carried out in 2003, 2005 and 2007, using the same methodology (face-to-face quota sampling). Many of the questions from the earlier surveys have been repeated this year and, where relevant, results

have been compared to this wave. It should be borne in mind that these surveys took place at a different time of year, the fieldwork for all being undertaken in October.

Where possible, results have also been benchmarked against the overall London findings. The London survey was conducted in October 2008 and is a representative sample of 1,069 Londoners across all 33 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 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. 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

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### 4.1 Overall picture

**Consolidated Performance:** As in 2007 the overall message from survey is broadly positive, with many improvements already recorded in 2005 being maintained. There are some areas where perceptions have improved (most notably ratings of policing and the proportion of residents who are concerned about crime) and as in 2007 residents remain happy and rate their health well.

**The Economy:** The ongoing economic situation appears to be having a significant impact on Lambeth's residents – more so than in other boroughs across the capital. Residents are more concerned about lack of jobs than the inner London average (up from 10<sup>th</sup> most important concern in 2007 to 3<sup>rd</sup> most important in 2009). Compared to a year ago, one in five Lambeth residents say they feel better off (19%), a quarter feel worse off (25%) and over half feel about the same (54%). Black Caribbean residents (32%), unemployed people (34%), residents of over ten years (29%) and Stockwell residents (36%) are more likely to say they are worse off.

The main things that residents say the council could do to help them cope with difficulties in the current economic climate are to support the local economy (44%), provide advice on how to reduce the cost of living and manage money effectively (33%), and provide employment and skills support and advice (33%).

**Corporate Performance:** While four of the six measures of corporate performance have improved since the survey began; none have improved in the last two years and there has been a decline in number of residents that think the council is efficient and well run (-6) and provides good value for money (-6) since 2007. This may be linked to increased concerns about the economy. All but one of the corporate performance measures are below the inner London average with Black Caribbean, long term residents and council tenants particularly negative. On the positive side young people in Lambeth are more likely to say they know about their council (66%) than across the rest of inner London (48%).

**Crime and ASB:** While crime remains the top concern for both Lambeth adults and young people; residents are less concerned about crime than ever before and for the first time ever Lambeth residents are less concerned about crime than others in inner

London – a real testament to the improvements being made in this area. People say they base their opinions about crime on what they see locally and their personal experience. There are a number of positive stories about how young people in Lambeth feel about ASB and safety issues. Lambeth's young people are significantly more likely than the rest of inner London to think their council protects them. This reverses the trend from 2007 where Lambeth's young people were less positive than the inner London average. Lambeth young people are also less concerned about bullying than in 2007 and bullying is less of a concern than across inner London.

**Communications and Customer Service:** Most aspects of communication and customer service are rated well. However, Lambeth is no longer outperforming its peers in relation to residents feeling informed about what the council is doing and ratings of friendliness and politeness of staff are below the inner London average. Black Caribbean residents are more negative on four of the eight communications and customer service measures – this was not the case in 2007 and further research may be useful to help understand the reason for this decline in perceptions. Positively Lambeth Life, the fortnightly council newspaper, is well distributed and read; and residents rate it highly. Young people in Lambeth are significantly more likely to think the council listens to their concerns than they were in 2007 and compared with inner London

**Service Delivery:** Given the deprived nature of many parts of Lambeth it is not surprising that ratings of many services continue to be below London and inner London norms. Positively, this year's residents' survey shows some improvements in perceptions of street cleaning and policing. For the first time ever street cleaning ratings are above the inner London average and police ratings are in line with the inner London average. This is particularly encouraging as ratings of the police declined between 2005 and 2007, so it is positive to see this decline reversed. Testament to the improvements being delivered - young people in Lambeth are much more positive about primary schools (76% v 64%), sixth form colleges (49% v 34%) and sports and leisure facilities (56% vs. 44%) than in 2007 and are more positive about primary schools than the London average. Further research may be required around council tax collection - the only area where overall perceptions have fallen this year (-7) and for nursery provision – the only area where user perceptions have declined.

**Specific groups:** As in 2007, more affluent residents are more positive on a range of measures, while Black Caribbean residents and Streatham residents tend to be more negative. These groups may therefore benefit from targeted action planning; the next chapter details the specific issues for these and other community groups in Lambeth.

## 5. Key issues for particular groups

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### 5.1.1 Young people (11-17 years)

Young people in Lambeth, as with adults, are most concerned about crime (50%). Bad behaviour is the second greatest worry for Lambeth's young residents (27%), followed by drug users and pushers (22%), not enough being done for young people (21%) and bullying (21%). Encouragingly, Lambeth young people have significantly lower levels of concern for bullying (-12) and bad behaviour (-11) than across London, and there have also been some falls in the level of concern for specific issues since the 2007 survey: bullying (-10), crime (-9), drug users and pushers (-8) and pollution of the environment (-8).

More young people in Lambeth than London-wide feel that the council does enough to protect them (+16) and listens to their concerns (+13), with the latter also improving since 2007 (+13).

Most of the council's services are rated in line with the London-wide average by young Lambeth residents, with the exception of libraries (-15), which received lower ratings, and a higher rating for primary schools (+12).

### 5.1.2 Young adult residents (18-34 years)

In the main, younger residents (18-34 years) tend to respond in line with the Lambeth average on most measures, although they are more concerned about lack of jobs, they are less likely to say the council provides good value for money and that the council has staff who are friendly and polite.

As would be expected the survey results also showed them to be harder to reach, with significantly fewer saying they participate in consultations and surveys and fewer saying they read Lambeth Life. New media could help in targeting the young, especially as internet usage is so high among this group.

Looking at the council services measured, young residents are more positive about leisure and sports facilities, but less so about refuse collection and local health services. All other services are on a par with the Lambeth average.

### **5.1.3 Mid-age residents (35-59 years)**

Reflecting their life stage and higher likelihood of having young families, residents in the mid-age groups are more concerned that not enough is being done for young people and the standard of education. They are more involved with the community than younger residents, with more having participated in consultations and surveys and more stating they can influence decisions affecting their local area.

These residents are quite positive about council services, with higher than average ratings being given for street lighting, refuse collection, nursery education, primary education, secondary education, libraries and council tax collection (seven of the twenty-six service measures).

### **5.1.4 Older residents (60+ years, retirees)**

Older residents in Lambeth tend to be more positive on a range of measures. They are more satisfied with their local area, less concerned about crime than average and have a fairly positive image of the council, giving higher than average ratings for the council providing good value for money, having staff who are friendly and polite and keeping them informed. But, naturally, they are more concerned that not enough is being done for elderly people.

Older residents do have mixed views towards local services, being more positive about street cleaning, street lighting, refuse collection, recycling, pest control and local health services, but less positive than average about leisure and sports facilities, nursery education, primary education, secondary education, adult education and libraries. However the services they are more negative about are the services they are less likely to use.

### **5.1.5 More affluent residents (AB social class, owner occupiers, full-time workers)**

As would be expected, residents from higher social backgrounds are happier and more likely to say their health is good. It appears they are more likely to be involved with their community, with more saying they have participated in consultations and surveys and can influence decisions affecting their local area. They are also quite positive about the council, with more saying the council provides good value for

money. Their concerns tend to be about pollution of the environment, the standard of education, traffic congestion and litter and dirt in the streets.

Turning to local services, they are more positive than average about refuse collection, recycling and council tax collection, but are less positive on twelve of the twenty-six service measures. These include street cleaning, road and pavement repairs, parking services, nursery education, primary education, secondary education, adult education, leisure and sports facilities, activities for teenagers, local health services, public transport and policing; with education, street services and public transport reflecting their main concerns.

#### **5.1.6 More deprived residents (DE residents, council tenants, unemployed)**

The opinions of residents who are more deprived oppose those of the more affluent. They are less happy, less likely to participate in community consultation and are more negative about the council doing a good job, providing good value for money, providing for the elderly and doing enough for them. However these residents tend to be more positive than average about a range of local services, sixteen of the twenty-six measures, including street lighting, road and pavement repairs, parking services, noise control, pest control, nursery education, primary education, secondary education, adult education, libraries, council housing, the housing benefit service, adult social services, family social services, activities for teenagers and local health services. They are less positive about recycling and parks and open spaces.

Their opinion towards the different dimensions of contact and engagement is mixed, with more saying the council responds quickly and has staff who are friendly and polite, but fewer saying the council keeps residents informed and listens to concerns of local residents.

These residents are less concerned about crime than average, but more concerned about lack of jobs.

### **5.1.7 Private renters**

Private renters are on the whole happier and are quite positive towards the council, with more saying the council is doing a good job and fewer agreeing the council doesn't do enough for people like me.

They are harder to reach however, with fewer participating in consultations and surveys and fewer reading Lambeth Life; it may therefore be useful for the council to consider how it might better engage with this group.

Private renters are more positive about a number of local services, including street lighting, road and pavement repairs, parks and open spaces, leisure and sports facilities and public transport. But they are less positive about education: nursery, primary and secondary education.

### **5.1.8 White British**

On the whole, residents from White British backgrounds tend to be satisfied with the council, with more saying the council provides good value for money, that the council makes the local area a better place for people to live, keeps residents informed and has staff who are friendly and polite.

They are also more satisfied with their local area and are happier generally. Their concerns are about pollution of the environment, standard of education and lack of provision for elderly people.

Their views towards local services are mixed, being more positive about recycling, parks and open spaces, local health services and public transport; but less positive than average about road and pavement repairs, nursery education, primary education, secondary education, council housing and activities for teenagers.

### **5.1.9 Black Caribbean residents**

Mirroring the 2007 survey results, there is still an underlying theme of negativity among the Black Caribbean community. They are less positive about Lambeth Council's overall corporate performance, with fewer saying the council provides good value for money, makes the local area a better place for people to live, is efficient

and well run and is doing a better job than a year ago, and more agreeing that the council doesn't do enough for people like me.

Their opinion of the council's contact and engagement is also less positive, with Black Caribbean residents giving the council lower ratings for four of the eight dimensions: the council listens to concerns of residents, the council responds quickly when asked for help, the council resolves problems when asked and the council keeps residents informed about what they are doing. This was not the case in the 2007 survey and additional research may be useful to help understand why Black Caribbean residents now feel this way.

Their overall viewpoint is also bleaker, they are less happy, less satisfied with their local area, less likely to feel their health is good and more likely to feel worse off than this time last year. Concerns of Black Caribbean residents are about lack of jobs and not enough being done for young people.

Black Caribbean residents did not give higher ratings on any of the local service measures, but did provide lower than average ratings for street lighting, road and pavement repairs, parking services, refuse collection, recycling, primary education, libraries, parks and open spaces, leisure and sports facilities, arts and cultural facilities, activities for teenagers and public transport.

The council may find it valuable to further explore the current perceptions of this community to understand whether these more negative perceptions are being driven by actual lower levels of service delivery or higher expectations among this group.

#### **5.1.10 Black African residents**

In contrast, Black African residents are more positive towards a number of local services, including street cleaning, road and pavement repairs, nursery education, primary education, secondary education, libraries, council housing, housing benefit service, adult social services, family social services and policing. They did not give lower than average ratings on any of the service measures.

### **5.1.11 Asian residents**

Asian residents are fairly positive about the council, providing higher than average scores for the council being efficient and well run, resolving problems when asked and listening to the concerns of local residents.

They also gave higher than average scores for the following council services: parking services, nursery education, primary education and activities for teenagers.

### **5.1.12 Muslim residents**

Muslim residents rate the council more positively on it being efficient and well run and listening to the concerns of local residents. They are also more positive about nursery education, primary education, secondary education and activities for teenagers.

### **5.1.13 New residents (less than two years)**

Those who have lived in the borough for less than two years are more likely to feel the council is doing a good job, less likely to say the council doesn't do enough for people like me and are more positive about street lighting. These residents are less positive about nursery education and primary education.

### **5.1.14 Established residents (lived in Lambeth for ten years or more)**

Established residents are less positive about the council than new residents, with fewer than average saying the council is doing a good job and is efficient and well run, and fewer rating street lighting positively. Those who have lived in Lambeth for ten years or more are also more likely to agree that the council doesn't do enough for people like me.

Established residents are more involved with their community, with more reporting they read Lambeth Life and more saying they can influence decisions affecting their local area. But a higher number also think there is a lot more crime since two years ago and feel worse off than this time last year

### **5.1.15 North Lambeth residents**

North Lambeth residents were not as positive this year as in the previous survey in 2007. They are more likely to perceive the council as remote and impersonal, are more likely to think not enough is being done for elderly people, fewer feel they can influence decisions affecting their local area, they are less happy and less likely to participate in consultations and surveys.

North Lambeth residents are also more negative than average on five of the service measures, these are parks and open spaces, leisure and sports facilities, policing, council tax collection and family social services.

### **5.1.16 Stockwell residents**

Stockwell residents are also more negative this year, giving ten of the twenty-six service measure ratings that are less than the average. These include street lighting, parking services, libraries, council housing, parks and open spaces, arts and cultural facilities, adult social services, family social services, planning services and activities for teenagers. This is a new trend from 2007 and further investigations may prove useful in helping to explain this relative decline.

Stockwell residents are more concerned about council tax, lack of jobs, lack of affordable housing and the quality of the Health Service than average and are the least positive about the responsiveness of the council. Fewer also feel they can influence decisions affecting their local area and they are more negative about community cohesion.

### **5.1.17 Clapham residents**

Clapham residents tend to be more positive – they are more likely to think the council is doing a good job, is making the local area a better place for people to live, keeps them informed and is doing a better job now than one year ago. They are also more positive than average about the following local services: street lighting, council tax collection, parks and open spaces and policing.

The concerns of Clapham residents are the lack of affordable housing, environmental pollution and the number of homeless people.

### **5.1.18 Brixton residents**

Residents in Brixton are generally positive. They give higher ratings for the council providing good value for money and are more likely to disagree that the council doesn't do enough for people like me. They feel the council is responsive and are more likely to disagree the council is remote and impersonal. They are also happier and a particularly high proportion of Brixton residents feel they can influence decision affecting their local area.

Residents in Brixton rate the following services more highly (ten of the twenty-six service measures): public transport, policing, libraries, leisure and sports facilities, repair of roads and pavements, arts and cultural activities, nursery education, secondary education, social services for children and families and activities for teenagers.

### **5.1.19 Norwood residents**

In the main, Norwood residents tend to respond in line with the Lambeth average on most measures, although they are more positive about refuse collection, recycling and libraries, and less positive about road and pavement repairs. Concern is higher than average for traffic congestion and the standard of education, and Norwood residents are generally happier.

### **5.1.20 Streatham residents**

Reflecting the 2007 survey, Streatham residents are still less positive across a number of measures. They are less likely to say that the council is making the local area a better place for people to live and less likely to disagree the council doesn't do enough for people like me. Residents living in Streatham gave the least positive ratings of the friendliness and politeness of staff and are more likely to perceive the council as remote and impersonal.

Streatham residents are more likely to think there is a lot more crime, are concerned about traffic congestion and rate five local services less positively than the Lambeth average: street cleaning, local health services, public transport, policing and pest control.

## 6. Key concerns

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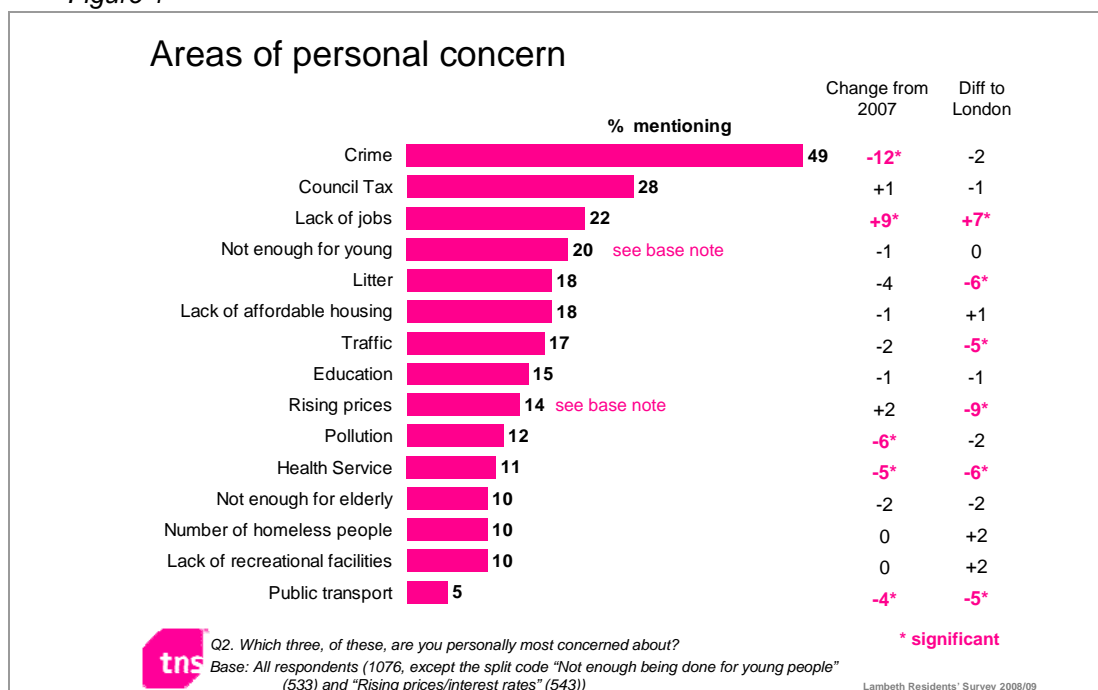
Historically, crime has been more of a concern for Lambeth residents than other Londoners. However, this year although crime remains the biggest concern (mentioned by 49%), it has fallen considerably since 2007 (-12) and is now in line with the London average (51%). Indeed, it is positive to note that crime is seen to be less of an issue in Lambeth than the inner London borough average (56%).

The second most important concern for Lambeth residents is the level of council tax (28%), reflecting a similar pattern to both 2005 and 2007 when crime and council tax were identified as the top two concerns.

Contrasting the 2005 and 2007 results, the third top concern is lack of jobs (22%), which has risen from tenth position in 2007 (+9). Lack of jobs is also more of a concern in Lambeth than across London (+7) and the inner London boroughs (+7). Indeed it is the only area where Lambeth residents are more concerned than Londoners as a whole and is therefore a key area which may benefit from targeted action.

Other significant changes this year include a reduction in concerns about environmental pollution (-6), the quality of the health service (-5) and public transport (-4), with concern about the latter two issues also being lower in Lambeth than across London (-6 and -5 respectively). There is also less concern in Lambeth about rising prices and interest rates (-9), litter and dirt in the streets (-6) and traffic congestion (-5) than London as a whole.

Figure 1



Concerns are not held uniformly and some groups of residents are particularly worried about specific issues. It will be important when considering these results that the council and its partners think about how to address the concerns which matter most to particular groups of residents.

As in 2007, concern about **crime** is greater among younger residents, with 53% of those aged 18 to 34 years mentioning this as an area of personal concern, compared with 38% of those aged over 60. Positively, those from less well off backgrounds (DE social class) and disabled residents are also less likely to be concerned about crime (40% and 44% respectively).

Perhaps reflecting their work status younger residents (29% aged 18 to 34 years), Black Caribbean residents (32%), council tenants (28%) and residents from social class DE (29%) are most concerned about **lack of jobs**.

As might be expected older residents are more concerned that **not enough is being done for elderly people** (50% of those aged over 60 compared with 12% of those aged 18 to 59). Lack of provision for elderly people is also more of a concern for council tenants (34%), DE residents (26%), White British residents (26%) and those with a disability (46%), likely reflecting the age profile of these groups.

Residents in the mid-age groups are more concerned that **not enough is being done for young people** (24% aged 35-59 years), as are Black Caribbean residents (37%). The **standard of education** is also more of a concern for mid-age groups (19% aged 35-59 years).

The more affluent tend to be most concerned about **pollution of the environment** (17% of owner occupiers and 19% of AB residents); 16% of White British residents are also concerned about this issue. Other middle class concerns include the **standard of education** (20% among owner occupiers and 23% among AB residents) and 21% of White British residents, **traffic congestion** (24% of owner occupiers and 23% of ABC1 residents) and **litter and dirt in the streets** (23% owner occupiers).

It is interesting to note, that the concerns among residents from particular areas of the borough do not follow the same pattern as 2007. This year:

- Concern that not enough is being done for elderly people (15%) is significantly higher in **North Lambeth**, than Lambeth as a whole
- **Stockwell** residents are more concerned about council tax (36%), lack of jobs (30%), lack of affordable housing (26%) and the quality of the Health Service (17%)
- **Clapham** residents are more concerned about the lack of affordable housing (23%), environmental pollution (17%) and the number of homeless people (16%)
- Concern about traffic congestion (25%) and the standard of education (27%) is higher in **Norwood**
- And **Streatham** residents are most concerned about traffic congestion (26%).

Table 1: Key concerns by area (% mentioning)

	Total	North Lambeth	Stockwell	Clapham	Brixton	Norwood	Streatham
% mentioning	(1076)	(150)	(178)	(205)	(218)	(116)	(209)
	%	%	%	%	%	%	%
Council tax	28	30	<b>36</b>	28	20	28	26
Lack of jobs	22	19	<b>30</b>	18	24	20	18
Lack of affordable housing	18	17	<b>26</b>	<b>23</b>	14	17	12
Traffic congestion	17	7	11	15	16	<b>25</b>	<b>26</b>
Standard of education	15	10	15	14	15	<b>27</b>	11
Pollution	12	6	12	<b>17</b>	10	14	12
Health Service	11	9	<b>17</b>	10	10	8	8
Not enough for elderly	10	<b>15</b>	15	10	9	9	5
Number of homeless	10	9	11	<b>16</b>	9	10	6
Lack of rec. facilities	10	14	7	12	8	<b>17</b>	5

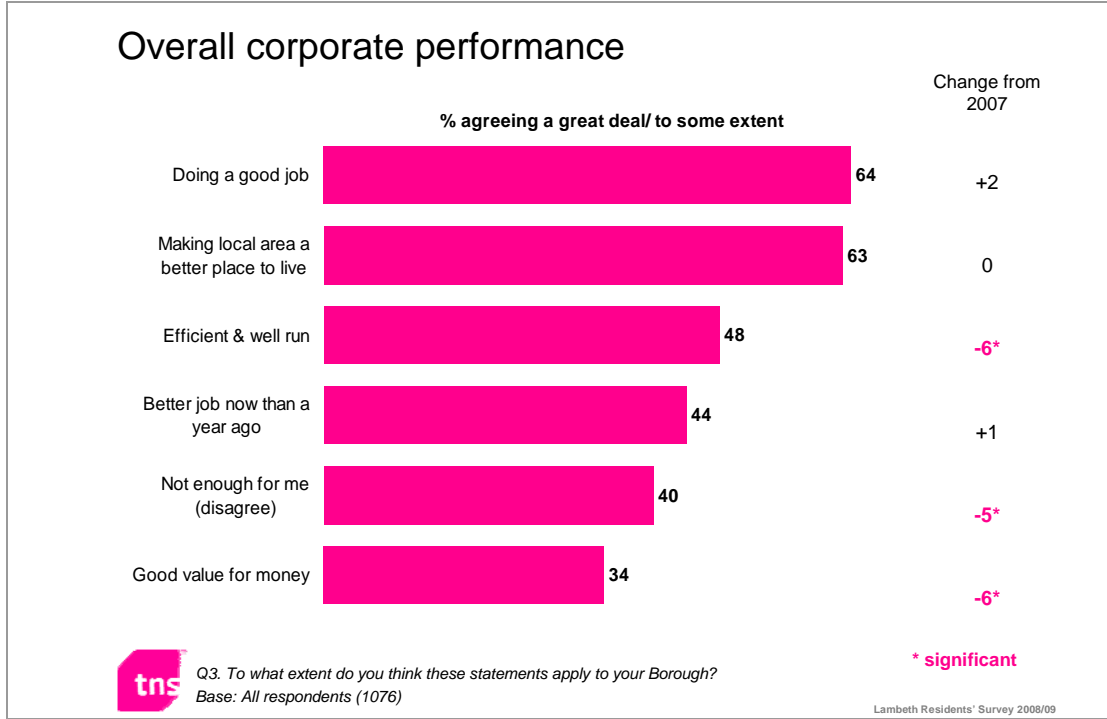
## 7. Overall corporate performance

There have been no improvements in the six dimensions of overall council performance since 2007. Indeed, there has been a decline in residents' perceptions that the council is efficient and well run (-6) and provides good value for money for council tax paid (-6). Although there have been no improvements this year, four of the six measures are significantly higher than when the survey began in 2003.

Three in five residents think that Lambeth Council is doing a good job (64%) and a similar proportion feel the council is making the local area a better place for people to live (63%). A half think the council is efficient and well run (48%), while around two in five think the council is doing a better job now than a year ago (44%) and a third think the council provides good value for money for council tax paid (34%).

Residents are also given one negative statement, "My council doesn't do enough for people like me", to which 40% disagree. This is significantly lower than in 2007 (45%).

Figure 2



	2003	2005	2007	2009	Change since 2003	Change since 2007
<b>% a great deal / to some extent</b>						
Is doing a good job	54	65	62	64	+10*	+2
Is making the local area a better place for people to live	58	65	63	63	+5*	0
Is efficient and well run	41	53	54	48	+7*	-6*
Is doing a better job now than one year ago	41	49	43	44	+3	+1
Doesn't do enough for people like me (% disagree)	40	43	45	40	0	-5*
Provides good value for money for the council tax I pay	28	37	40	34	+6*	-6*

NOTE: \* highlights significant differences

Half of the performance measures are in line with the London average (see table 3), but there are a few areas where Lambeth underperforms. These include perceptions that the “council is efficient and well run” (-9), the “council doesn’t do enough for people like me” (-5 disagreeing) and that the “council provides good value for money for the council tax I pay” (-9).

	Lambeth	London	Inner	Highest 07/08	Lowest 07/08
<b>% a great deal / to some extent</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
Is doing a good job	64	68	72	81	62
Is making the local area a better place for people to live	63	66	72	78	55
Is efficient and well run	<b>48</b>	<b>57</b>	60	73	54
Is doing a better job now than one year ago	44	42	46	50	39
Doesn't do enough for people like me (% disagree)	<b>40</b>	<b>45</b>	50	53	42
Provides good value for money for the council tax I pay	<b>34</b>	<b>43</b>	50	56	35

Broadly reflecting the pattern in 2007, residents who have lived in Lambeth for less than two years (74%) and private renters (74%) are the most likely to think the council **is doing a good job** (64% overall), whereas council tenants (57%) and those who have lived in Lambeth for ten years or more (59%) are the least positive.

Those from White British backgrounds (66%) are more likely to think the council **is making the local area a better place for people to live** (63% overall), while Black Caribbean (51%) residents are least likely to say so.

More Asian (65%) and Muslim (60%) residents say Lambeth Council **is efficient and well run** (48% overall), falling to 31% of Black Caribbean residents and 43% of those who have lived in Lambeth for ten years or more.

Skilled manual workers (52% C2) believe the council **is doing a better job now than one year ago** (44% overall), while those from social grade C1 (37%) and Black Caribbean residents (34%) are least likely to think this.

On the other hand, more council tenants (51%), Black Caribbean residents (60%) and those who have lived in Lambeth for ten years or more (51%) are likely to agree that the council **doesn't do enough for people like me** (46% overall), while private renters (35%) and those who have lived in Lambeth for less than a year (21%) are less likely to do so.

Owner occupiers (40%), White British residents (39%), those aged 60 and over (43%), the retired (44%) and those from higher social backgrounds (43% AB) are more likely to say Lambeth Council **provides good value for money for council tax paid** (34% overall), whereas council tenants (29%), Black Caribbean residents (21%) and younger residents (18-34 years) (30%) are not.

Turning to significant differences by area, Clapham residents tend to be more positive – they are more likely to think the council is doing a good job (70%), is making the local area a better place for people to live (72%) and is doing a better job now than one year ago (53%). Brixton residents are more positive about the council providing good value for money (41%) and more likely to disagree that the council doesn't do enough for people like me (35%). But reflecting the pattern from 2007, Streatham residents are less likely to say that the council is making the local area a better place for people to live (54%) and less likely to disagree the council doesn't do enough for people like me (30%).

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**Table 4: Overall council performance by town centre area**

	Total	North Lambeth	Stockwell	Clapham	Brixton	Norwood	Streatham
<b>% a great deal / to some extent</b>	(1076)	(150)	(178)	(205)	(218)	(116)	(209)
	%	%	%	%	%	%	%
Is doing a good job	64	62	59	<b>70</b>	69	61	59
Is making the local area a better place for people to live	63	64	57	<b>72</b>	66	63	<b>54</b>
Is efficient and well run	48	48	43	53	53	41	45
Is doing a better job now than one year ago	44	<b>39</b>	40	<b>53</b>	48	38	40
Doesn't do enough for people like me (% disagree)	40	41	41	40	<b>47</b>	41	<b>30</b>
Provides good value for money for the council tax I pay	34	28	31	38	<b>41</b>	36	29

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## 8. Contact and engagement with residents

Mirroring the findings relating to overall corporate performance, discussed in the previous chapter, there have been significant improvements on the majority of statements relating to customer contact and engagement since the survey began in 2003 (four of the eight measures saw a significant improvement during this period, see table 5). However, since the initial improvements between 2003 and 2005 there has been little change. Indeed, in 2009 there were no significant changes from the previous survey undertaken in 2007 on any of the seven dimensions measured.

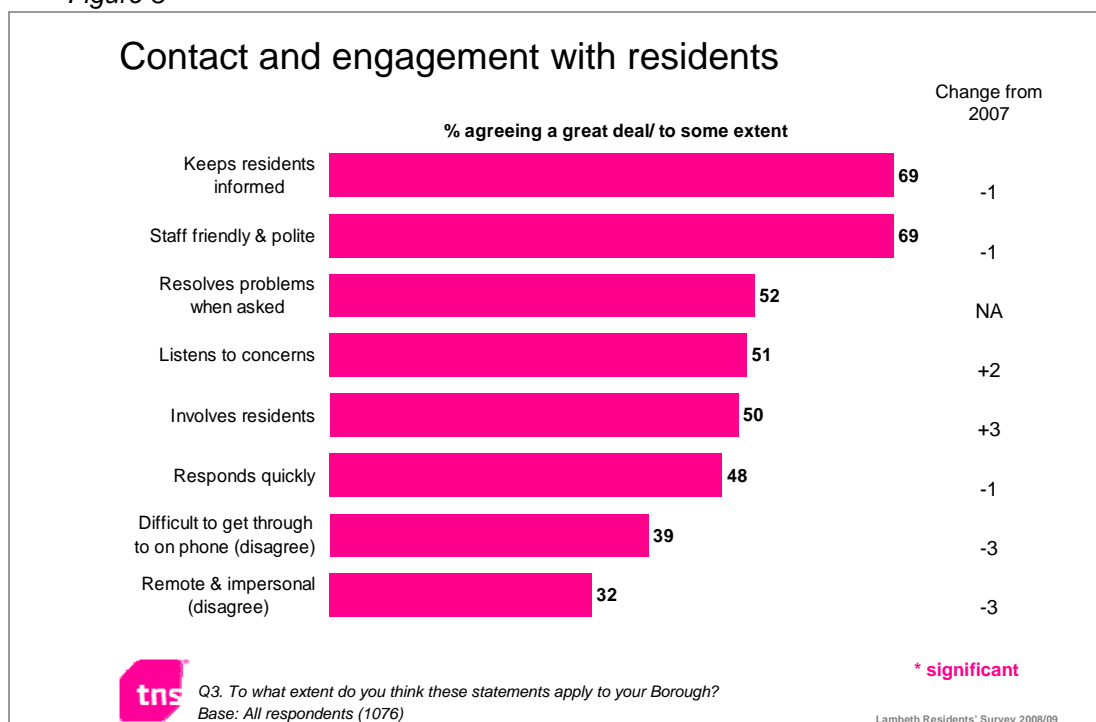
	2003	2005	2007	2009	Change since 2003	Change since 2007
<b>% a great deal / to some extent</b>						
Keeps residents informed about what they are doing	60	66	70	69	+9*	-1
Has staff who are friendly and polite	66	70	70	69	+3	-1
Resolves problems when asked	NA	NA	NA	52	NA	NA
Listens to concerns of local residents	47	53	49	51	+4	+2
Involves residents when making decisions	41	51	47	50	+9*	+3
Responds quickly when asked for help	39	49	49	48	+9*	-1
Is difficult to get through to on the phone (% disagree)	33	34	42	39	+6*	-3
Is remote and impersonal (% disagree)	34	35	35	32	-2	-3

NOTE: \* highlights significant differences

Residents remain positive about their experiences of dealing with the council (figure 3 overleaf). Seven in ten feel that the council keeps residents informed about what they are doing (69%) and that Lambeth staff are friendly and polite (69%). Half think the council resolves problems when asked (52%), listens to concerns of residents (51%), involves residents when making decisions (50%) and responds quickly when asked for help (48%).

Residents were also asked to rate two negative statements: "My council is difficult to get through to on the phone" and "My council is remote and impersonal"; 45% agree with the former and 50% agree with the latter.

Figure 3



As with overall corporate performance (discussed in the previous chapter) Lambeth is in line with London on most measures of contact and engagement with the exception of the “council has staff who are friendly and polite”. Although ratings of friendliness and politeness in Lambeth remain unchanged since 2007, other London boroughs have improved which means that Lambeth now underperforms the London and inner London averages (-5 and -9 respectively) (see table 6).

**Table 6: Residents' perceptions of contact and engagement compared with London norms**

% agree a great deal/ to some extent	Lambeth	London	Inner	Highest 06/07	Lowest 06/07
	%	%	%	%	%
Keeps residents informed about what they are doing	69	67	73	74	64
Has staff who are friendly and polite	69	74	78	78	69
Listens to concerns of local residents	51	54	58	59	47
Involves residents when making decisions	50	49	56	53	41
Responds quickly when asked for help	48	50	55	57	46
Is difficult to get through to on the phone (% disagree)	39	37	37	49	31

Opinion of Lambeth Council's contact and engagement with residents differs quite considerably depending on the demographic group they are from.

### **Ethnicity:**

- Black Caribbean residents are less positive, giving Lambeth Council lower ratings for four of the dimensions. This was not the case in the last survey and additional research may be useful to help understand why Black Caribbean residents now feel this way: "The council listens to concerns of residents" (42% compared to 51% overall), "the council responds quickly when asked for help" (39% cf. 48% overall), "the council resolves problems when asked" (40% cf. 52% overall) and "the council keeps residents informed about what they are doing" (55% cf. 69% overall);
- White British residents are more positive about the contact they have had with the council, with a greater proportion stating "the council keeps residents informed about what they are doing" (73% cf. 69% overall) and "the council has staff who are friendly and polite" (73% cf. 69% overall);
- Asian residents are also more positive, with significantly more saying "the council resolves problems when asked" (65% cf. 52% overall) and "the council listens to the concerns of local residents" (73% cf. 51% overall), also reflecting the higher number of Muslim residents saying they agree with this measure (69% cf. 51% overall).

**Housing tenure:** Opinion of council tenants towards the different dimensions of contact and engagement is mixed, with more stating "the council responds quickly when asked for help" (52% cf. 48% overall) and "the council has staff who are friendly and polite" (73% cf. 69% overall). However fewer council tenants think "the council keeps residents informed about what they are doing" (63% cf. 69% overall) and "the council listens to concerns of local residents" (45% cf. 51%).

**Age and working status:** Older (60 and over) and retired residents are most likely to say "the council keeps residents informed about what they are doing" (77% and 76% respectively cf. 69% overall) and "the council has staff who are friendly and polite" (78% for both cf. 69% overall), while younger residents aged 18-34 years (63%) and full-time workers (64%) are significantly more likely to disagree with this latter statement.

**Area variation:** Residents living in Streatham gave the least positive ratings of the friendliness and politeness of staff (62%). Like North Lambeth (24%), Streatham residents are also more likely to perceive the council as remote and impersonal (25%). Stockwell residents are the least positive about the responsiveness of the council (36%) (see table 7). Although Streatham residents are still more negative than average about contact and engagement on two measures this represents a significant improvement on previous years. Indeed, in 2003, 2005 and 2007 Streatham residents were more negative on six of the seven measures.

Contrasting with this, more residents in Brixton feel the council is responsive (54%) and disagree the council is remote and impersonal (42%) and 75% of Clapham residents say the council keeps residents informed (cf. 69% overall).

**Table 7: Residents' perceptions of contact and engagement by area**

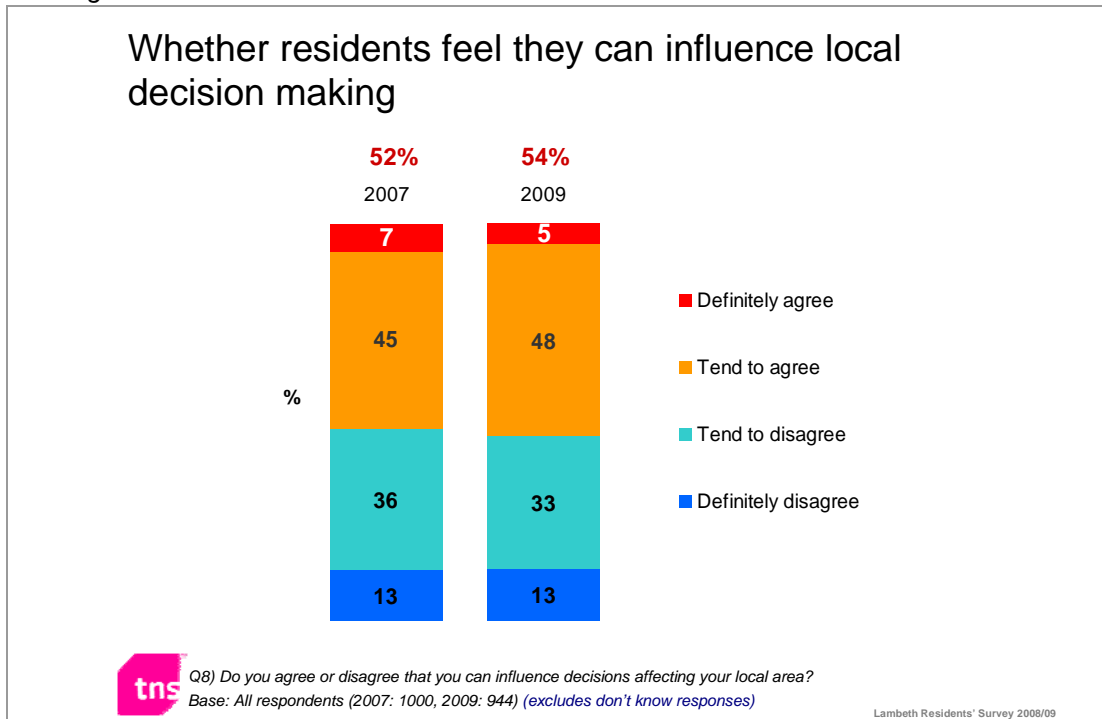
	Total	North Lambeth	Stockwell	Clapham	Brixton	Norwood	Streatham
% agreeing a great deal / to some extent	(1088)	(129)	(159)	(228)	(204)	(165)	(203)
	%	%	%	%	%	%	%
Keeps residents informed	69	69	68	75*	70	61	65
Staff friendly and polite	69	67	68	74	69	74	62*
Resolves problems when asked	52	52	46	57	52	49	55
Listens to concerns	51	49	45	55	56	45	51
Involves residents	50	48	45	53	55	54	45
Responsive	48	49	36*	54	54*	45	45
Difficult to phone (% disagree)	39	43	41	36	43	41	34
Remote and impersonal (% disagree)	32	24*	33	30	42*	36	25*

NOTE: \* highlights significant differences

## 8.1 Involvement in local decision making

Around half feel they can influence decisions affecting their local area (54%), the same proportion as in 2007 (52%). Also mirroring 2007, this rating is particularly high in Brixton, where 70% of residents feel they can influence decisions. Perceptions of opportunities to influence local decision making falls among North Lambeth (43%) and Stockwell (35%) residents.

Figure 4

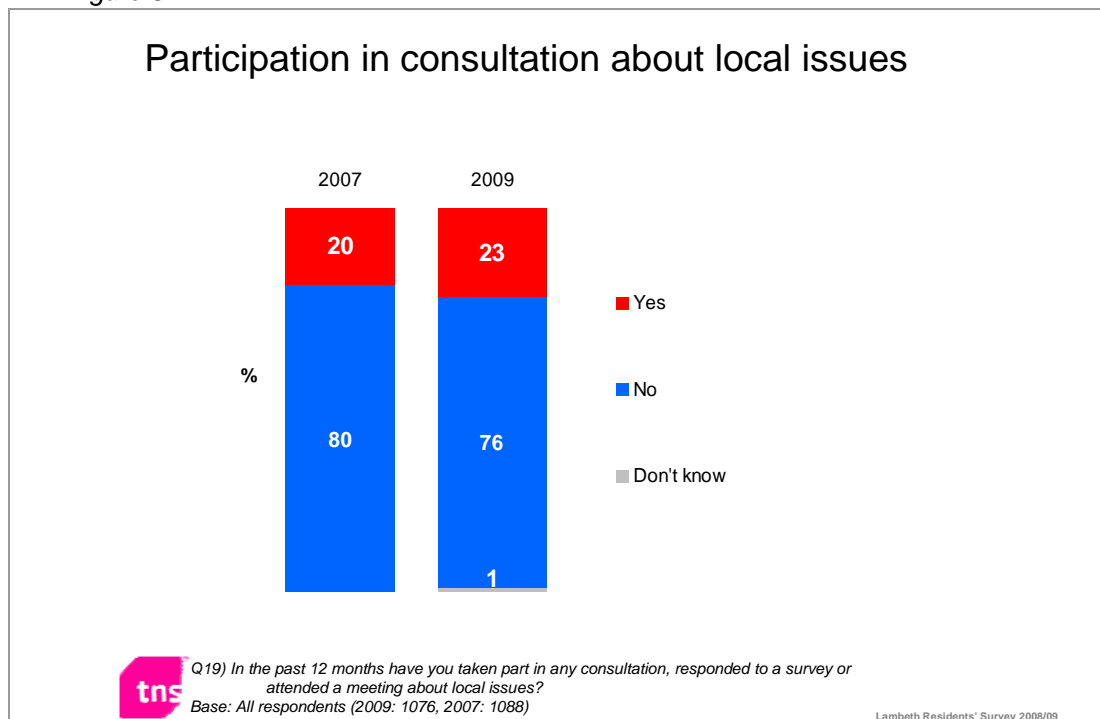


One in five residents say they have taken part in a consultation, responded to a survey or attended a meeting about local issues over the last twelve months (23%), the same proportion as in 2007 (20%), but significantly higher than in 2005 (16%) when this question was first asked.

As in 2007, more affluent and established groups are more likely to have participated (owner occupiers (37%), residents aged 35 and over (30%), AB social class (40%) and those who have lived in the borough for over ten years (27%)), as well as White British residents (34%) and Norwood residents (49%).

Again, in line with 2007, those from lower social grades C2 and DE (16%) and younger residents (15% 18-34 year olds) are less likely to have participated. This year, North Lambeth residents (15%), Black African residents (15%), those from other White backgrounds (15%), council tenants (15%), private renters (11%) and Asian residents (5%) are less likely to have taken part in formal consultations. It may be useful for the council to consider how it might better engage with these under-represented groups.

Figure 5

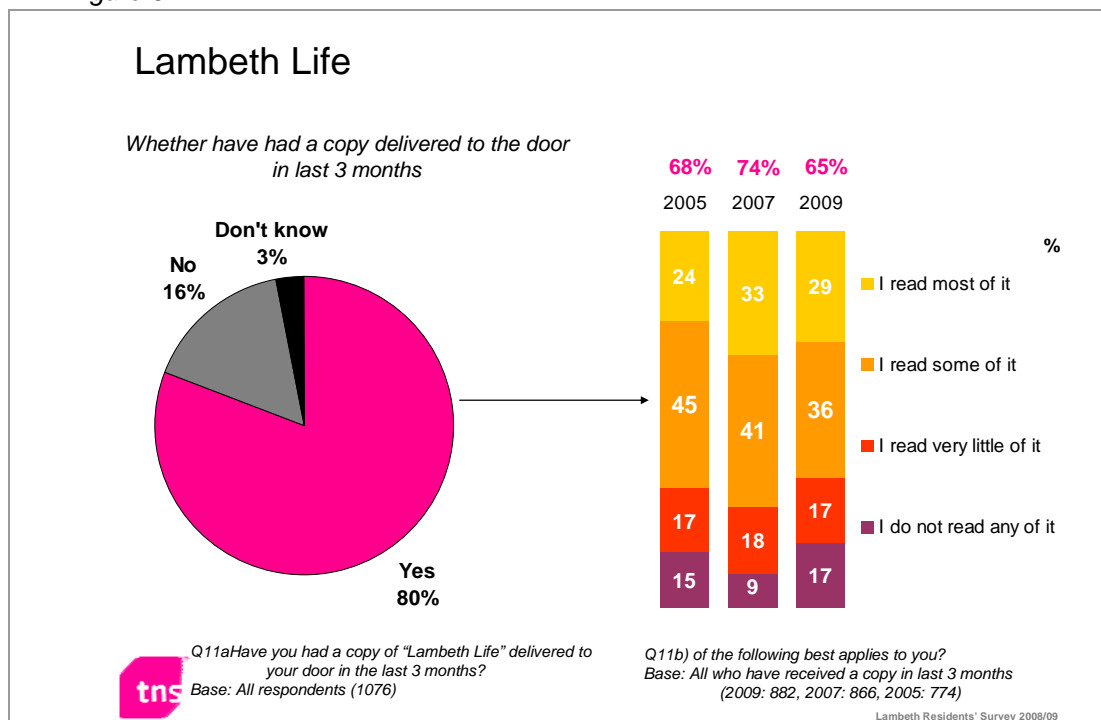


## 8.2 Lambeth Life

In 2009 four in five residents say they have had Lambeth Life delivered to their door in the last quarter (80%), this is the same proportion as in 2007 (77%), maintaining the improvement from 2003 when only 42% said they had it delivered.

Of those who receive a copy, 65% say they read some or most of it, equating to half of Lambeth residents overall (52%) - a significant fall of nine percentage points from 74% in 2007 and back to 2005 levels (68%).

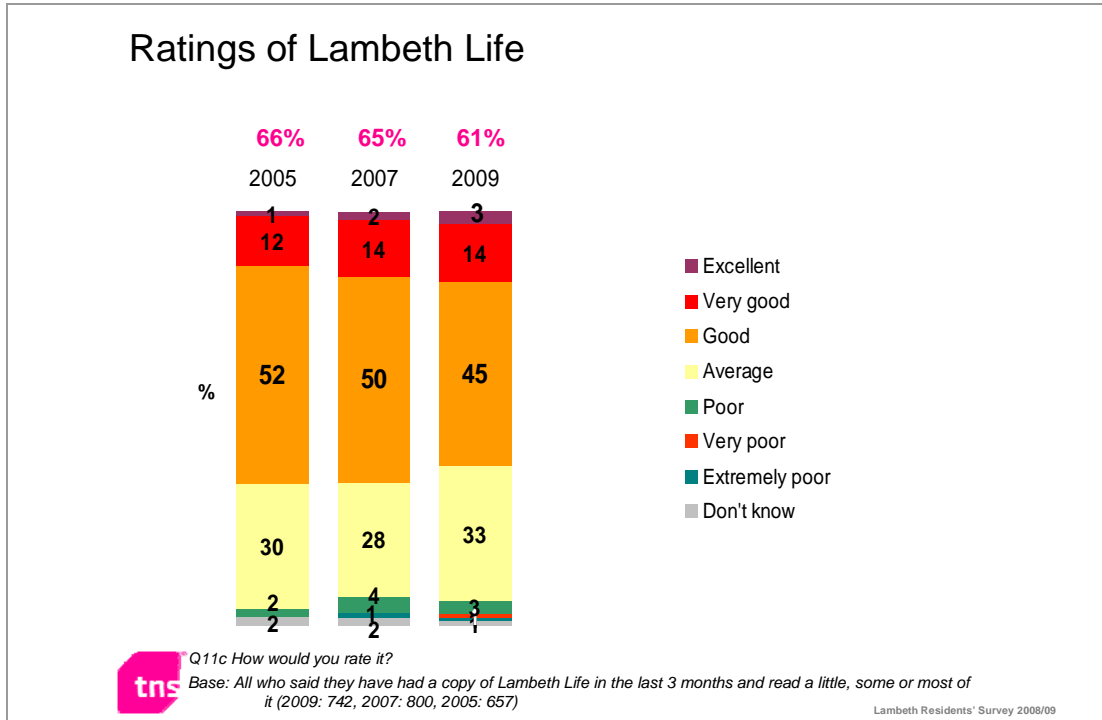
Figure 6



As in 2007, retired people (85% read some or most of Lambeth Life) and those aged over 35 years (76%) are more likely to read Lambeth Life. Norwood residents (78%) and those who have lived in the Borough for over ten years (73%) are also more likely to read it. Young people (18-34 years) (52%) and private renters (45%) are less likely to read the newspaper and so further research may be useful to explore what could make Lambeth Life more attractive to these groups.

Those who had read any of Lambeth Life were asked to rate it. Reflecting the 2007 findings, three in five residents feel it is good to excellent (61%), 33% say it is average and 4% say it is poor. These results are fairly uniform across most groups, with the exception of Black African (72%) and DE (66%) residents who are more positive.

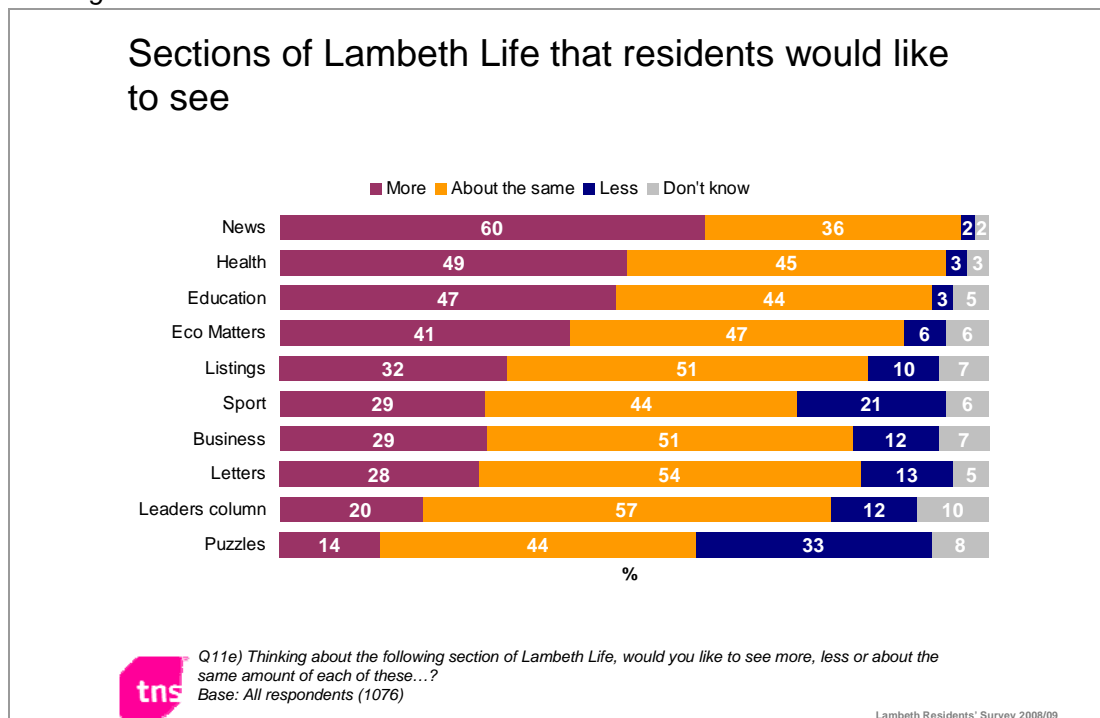
Figure 7



This year residents who read Lambeth Life were asked for the first time about their priorities for the content of the council newspaper. Of the ten sections asked about, News is the most popular, with three in five residents saying they would like to see more of this section (60%). Just under a half of residents would also like to see more Health (49%), Education (47%) and Eco Matters (41%) sections.

None of the ten sections appear to be unpopular, with most Lambeth Life readers saying they would like to see at least the same amount of the ten sections rated (58% for Puzzles to 96% for News). However a third of readers would like to see less of the Puzzles section (33%) and Sport section (21%).

Figure 8



Taking each of the sections in turn:

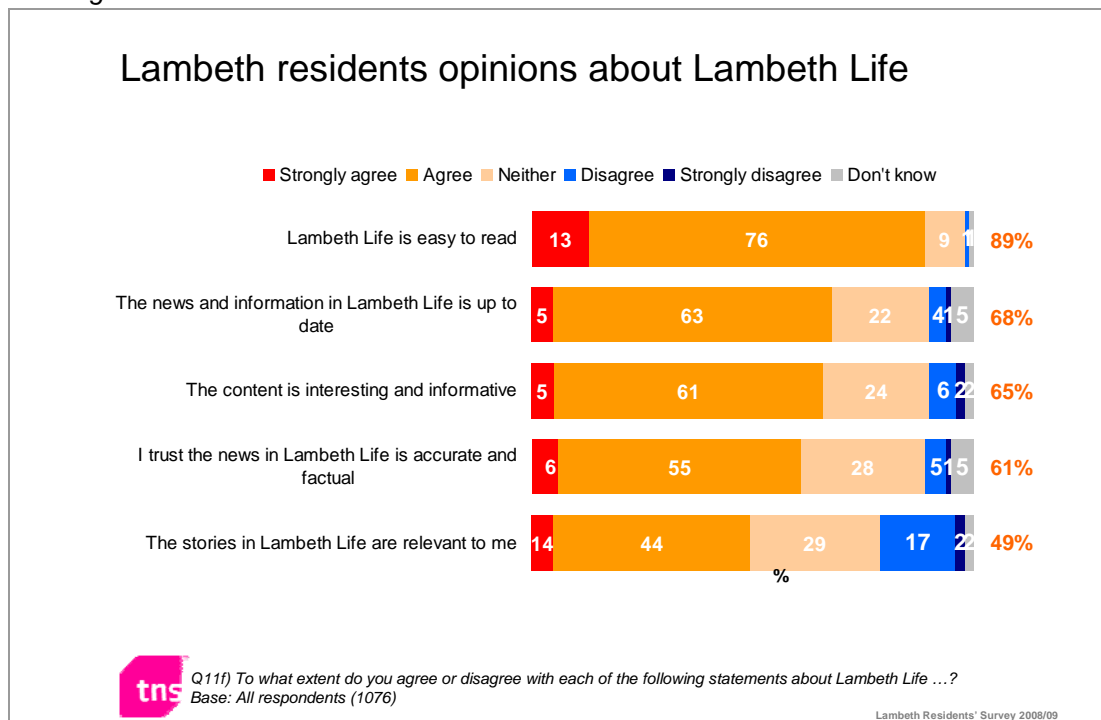
- **News:** Stockwell residents are most likely to say they want to see more news (71% cf. 60% overall).
- **Health:** Stockwell residents (69%), Black African residents (60%), residents from social grade C2 (60%), council tenants (59%), Black Caribbean residents (59%), those from households with children (54%), those who have lived in Lambeth for over ten years (53%) and unemployed people (45%) would like to see more of the Health section (49% overall). Retired people would like to see less of it (19% cf. 3% overall).

- **Education:** This section is more popular among Black African residents (65%), Black Caribbean residents (61%), Norwood residents (61%), part-time workers (60%), 35-59 year olds (55%) and council tenants (52%) (compared with 47% overall), while it is less popular among retired people (7% c.f. 3%).
- **Eco Matters:** Stockwell residents (57%) and those from higher social grades (AB) (49%) are more likely to say they want to see more Eco Matters (compared with 41% overall), whereas council tenants (10%) and 35-59 year olds (8%) are more likely to want less (6% overall).
- **Listings:** A greater proportion of unemployed people (43%) and Stockwell residents (43%) are interested in the Listings section (32% overall), while part-time workers (21%) and men (13%) want to see less of it (10% overall).
- **Sport:** Black African residents (41%), C2 residents (38%), Clapham residents (38%), men (37%), 18-34 year olds (35%), council tenants (34%) and full-time workers (34%) are more likely to say they want to see more of the Sport section (29% overall); while more Norwood residents (31%), Stockwell residents (31%), women (27%) and White British residents (25%) say they would like to see less of it.
- **Business:** Lambeth Life readers who want to see more of the Business section are most likely to be from social grade C2 (45%), unemployed (45%), Black African (41%), Streatham residents (36%), aged 18-34 years (36%) and owner occupiers (34%) (29% overall). Those who want to see less of it are aged 60 and over (19%), retired (19%) and from Clapham (19%) (12% overall).
- **Letters:** Stockwell residents (43%), Black Caribbean residents (38%), council tenants (33%) and those who have lived in Lambeth for over ten years (32%) want to see more of the Letters section (28% overall), whereas owner occupiers (16%) and those aged 35-59 years (16%) are more likely to say they want to see less of it (13% overall).
- **Leaders Column:** A greater proportion of Black African (29%), Black Caribbean (28%), C2 (28%) and DE (24%) residents want to see more of the Leaders Column (20% overall), while Norwood (21%) and AB (17%) residents would like to see less (12% overall).
- **Puzzles:** The Puzzles section is more popular among Black Caribbean residents (28%), council tenants (19%), those with a disability (19%), people not working or working less than eight hours a week (19%) and residents who have lived in the Borough for over ten years (16%) (14% overall say they

want to see more Puzzles). It is less popular among AB residents (51%), full-time workers (44%), Stockwell residents (43%), owner occupiers (43%), White British residents (41%), men (37%) and those aged 35-59 years (36%) (33% overall want to see less of it).

This year for the first time Lambeth Life readers were also given a series of statements about the magazine and were asked the extent to which they agreed with each. Encouragingly, nine in ten residents say Lambeth Life is easy to read (89%) and around two-thirds think that the news and information in Lambeth Life is up to date (68%) and interesting and informative (65%). Three in five trust that the news in the magazine is accurate and factual (61%). However fewer think that the stories in Lambeth Life are relevant to them and their lifestyle (49%); there is 20% disagreement on this statement.

Figure 9



Looking at demographic and area differences on these statements:

- White British residents (93%) and owner occupiers (92%) are more likely to think that Lambeth Life **is easy to read** (89% overall) while council tenants are more likely to disagree (4% cf. 2% overall).
- Black African residents (78%), Brixton residents (77%), DE residents (71%) and those aged 35-59 years (69%), and are more likely to think that Lambeth

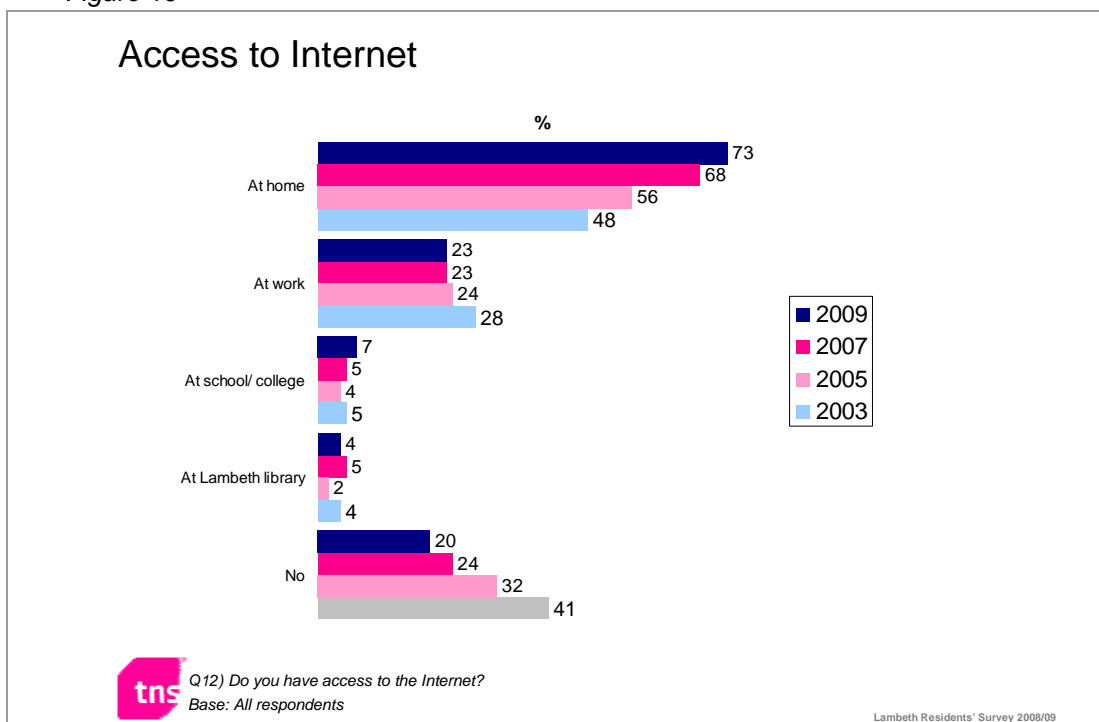
Life is **interesting and informative** (65% overall), whereas those from other White backgrounds (15%) are more likely to disagree (8% overall).

- Black African residents (65%), Brixton residents (65%), those who work less than eight hours a week or not at all (59%), those from lower social grades C2DE (58%) and council tenants (56%) are more likely to find Lambeth Life **relevant** (49% overall). Those more likely to disagree are from Stockwell (30% cf. 20% overall).

### 8.3 Internet access

Four in five Lambeth residents (79%) have access to the Internet. The vast majority access the internet at home (73%), significantly higher than in 2007 (up 5 percentage points). A further quarter access the Internet at work (23%), the same proportion as 2007 (23%). A further quarter access the Internet at work (23%), the same proportion as 2007 (23%).

Figure 10



Internet access increases among more affluent groups: AB residents (95%), full-time workers (93%), C1 residents (91%) private renters (91%), those from other White backgrounds (87%), those aged under 60 years (87%), owner occupiers (84%), households with children (84%) and men (83%) (79% overall).

Retired people (61%), those aged 60 and over (58%), disabled residents (46%), DE residents (35%), North Lambeth residents (32%), council tenants (31%), Black Caribbean residents (31%), those who have lived in the Borough for over ten years (28%), women (24%), households without children (24%), those from social grades C2 (20%) are the most likely to say they have no Internet access (20% overall).

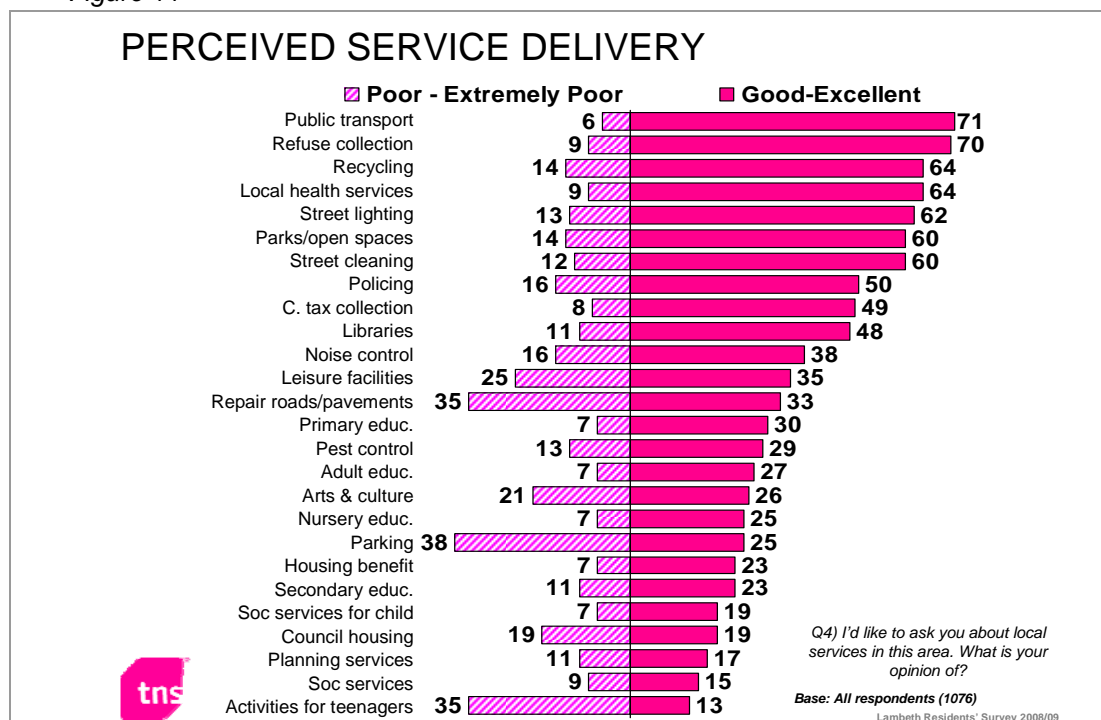
## 9. Overall service perceptions

As is the case with perceptions of corporate council performance (chapter 6) and ratings of contact and engagement (chapter 7), ratings of service delivery are relatively static with the gains recorded in 2005 largely being maintained (see table 8 overleaf). Residents are asked to rate the quality of a range of local services, regardless of whether they have used them or not. The list includes three services not provided by the council: health, policing and public transport.

Mirroring 2007, public transport (71% say good, very good or excellent) and refuse collection (70%) are rated most positively, followed by recycling (64%), local health services (64%) and street lighting (62%). Two services have improved this year: street cleaning (+9) and policing (+7), but residents' perceptions of the council tax collection service have fallen (-7).

As in 2007, parking (38% poor to extremely poor), activities for teenagers (35%), repair of roads and pavements (35%) and leisure facilities (25%) receive the most negative ratings.

Figure 11



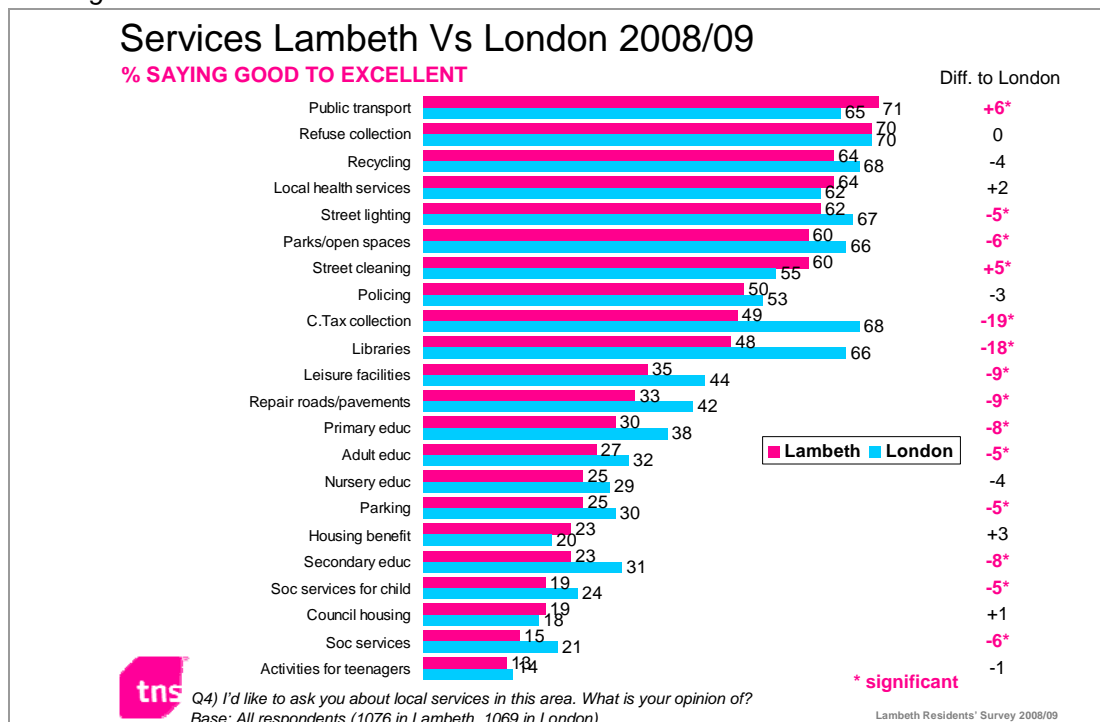
	2003	2005	2007	2009	Change since 2003	Change since 2007
<b>% a great deal / to some extent</b>						
Public transport	47	65	69	71	+24*	+2
Refuse collection	65	73	67	70	+5*	+3
Recycling	54	66	63	64	+10*	+1
Local health services	47	58	61	64	+17*	+3
Street lighting	52	56	64	62	+10*	-2
Parks and open spaces	45	51	64	60	+15*	-4
Street cleaning	45	55	51	60	+15*	+9*
Policing	35	48	43	50	+15*	+7*
Council tax collection	53	54	56	49	-4	-7*
Libraries	46	50	50	48	+2	-2
Noise control	na	na	na	38	na	na
Leisure and sports facilities	30	34	32	35	+5*	+3
Repair of roads and pavements	22	34	35	33	+11*	-2
Primary education	23	29	31	30	+7*	-1
Pest control	na	na	na	29	na	na
Adult education	31	26	28	27	-4*	-1
Arts and cultural activities	26	31	28	26	0	-2
Nursery education	20	21	24	25	+5*	+1
Parking services	25	24	24	25	0	+1
Housing benefit	17	18	23	23	+6*	0
Secondary education	12	20	22	23	+11*	+1
Social services for child/families	na	na	19	19	na	0
Council housing	18	21	18	19	+1	+1
Planning services	na	na	na	17	na	na
Social services	18	18	16	15	-3	-1
Activities for teenagers	na	na	10	13	na	na

NOTE: \* highlights significant differences

Perhaps not surprising given Lambeth’s deprived demographic profile, the borough receives lower ratings than the London average for twelve out of the twenty-two services polled<sup>1</sup>. This was also the case in 2007. These include council tax collection (-19), libraries (-18), leisure/sports facilities (-9), repair of roads and pavements (-9), primary education (-8), secondary education (-8), parks and open spaces (-6), social services (-6), adult education (-5), parking (-5), street lighting (-5) and social services for children and family (-5).

As in 2007 Lambeth scores more highly on public transport (+6) and street cleaning (+5) is now also rated more positively than across the capital.

Figure 12



<sup>1</sup> Only 22 of the 26 services were recorded in the London-wide survey and so London comparisons can only be made for these

Residents in Brixton are generally the most positive, with significantly higher ratings on ten of the twenty-six service measures. These include public transport, policing, libraries, leisure and sports facilities, repair of roads and pavements, arts and cultural activities, nursery education, secondary education, social services for children and families and activities for teenagers.

Stockwell residents are the least positive, with significantly lower ratings on ten of the measures – this is a new trend from 2007 and further investigations may prove useful in helping to explain this relative decline, Streatham and North Lambeth residents also more negative on five of the measures (table 9).

Table 9: Ratings of local services by area

	Total	North Lambeth	Stockwell	Clapham	Brixton	Norwood	Streatham
% good to excellent	(1076)	(150)	(178)	(205)	(218)	(116)	(209)
	%	%	%	%	%	%	%
Public transport	71	67	75	77	<b>78</b>	65	<b>63</b>
Refuse collection	70	64	71	73	72	<b>79</b>	65
Recycling	64	57	58	69	65	<b>73</b>	64
Local health services	64	59	66	68	70	61	<b>56</b>
Street lighting	62	57	<b>53</b>	<b>72</b>	63	69	59
Parks and open spaces	60	<b>51</b>	<b>52</b>	<b>68</b>	64	59	61
Street cleaning	60	57	65	61	61	62	<b>53</b>
Policing	50	<b>42</b>	49	<b>58</b>	<b>58</b>	50	<b>42</b>
Council tax collection	49	<b>39</b>	45	<b>58</b>	55	55	43
Libraries	48	41	<b>37</b>	50	<b>59</b>	<b>59</b>	45
Noise control	38	34	35	39	44	35	38
Leisure /sports facilities	35	<b>23</b>	32	34	<b>52</b>	31	30
Repair roads/pavements	33	32	32	36	<b>39</b>	<b>24</b>	28
Primary education	30	25	27	33	35	36	28
Pest control	29	29	<b>37</b>	30	31	25	<b>20</b>
Adult education	27	22	23	33	32	28	23
Arts/cultural activities	26	26	<b>20</b>	30	<b>32</b>	25	22
Nursery education	25	19	22	27	<b>35</b>	25	20
Parking services	25	26	<b>19</b>	29	24	27	27
Housing benefit	23	19	23	28	28	19	18
Secondary education	23	21	20	22	<b>29</b>	21	21
Social services for child.	19	<b>12</b>	<b>11</b>	21	<b>27</b>	20	21
Council housing	19	21	<b>11</b>	22	24	18	16
Planning services	17	14	<b>4</b>	21	21	15	20
Social services	15	10	<b>10</b>	13	<b>26</b>	12	16
Activities for teenagers	13	10	<b>8</b>	16	16	9	16

## 10. Street-scene services

### 10.1 Street cleaning

Three in five residents (60%) rate **street cleaning** as good, very good or excellent, a significant improvement on 2007 (51%) and five percentage points higher than the London average (55%). Black African residents (74%), retired people (70%) and those aged 60 and over (66%) rate street cleaning most highly, while owner occupiers (53%) and Streatham residents (53%) are less positive.

Figure 13

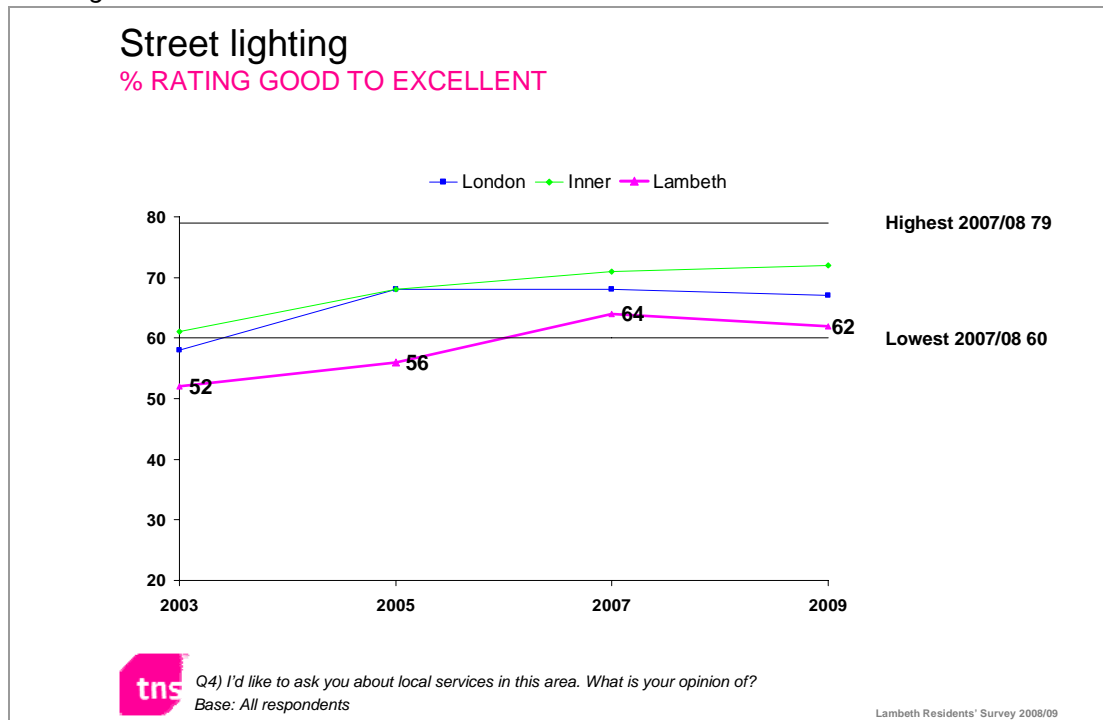


## 10.2 Street lighting

Three in five residents (62%) rate **street lighting** positively, maintaining the improvement made in 2007 (64%) but still significantly lower than London (67%).

New residents (76% less than a year), Clapham residents (72%), retired people (71%), private renters (70%), those from other White backgrounds (70%), older residents (70% aged 60 and over) and those from social grade DE (67%) are more like to rate street lighting as good to excellent, while residents who have lived in the borough for over ten years (59%), C1 residents (53%), Stockwell residents (53%) and Black Caribbean residents (48%) rate street lighting less positively.

Figure 14

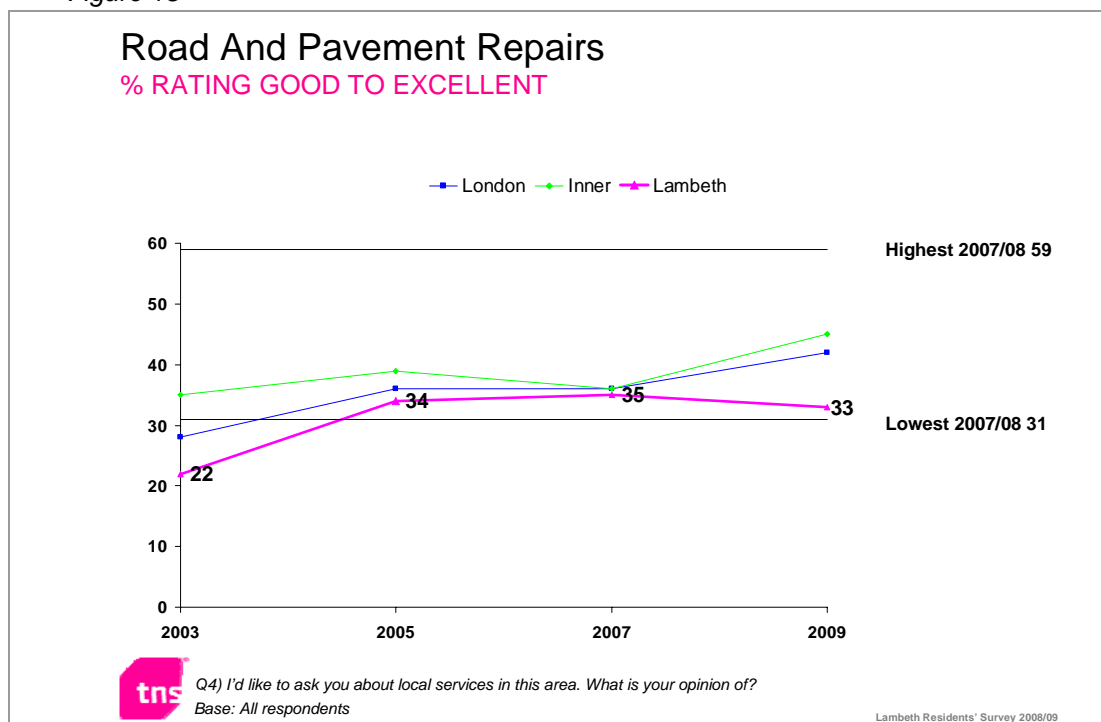


### 10.3 Road and pavement repairs

There has been no change in ratings of **road and pavement repairs** (33%), although ratings are better than in 2003 (22%). As in 2007, ratings of this service are among the most negative (35% rate it poor to extremely poor) and significantly fewer residents in Lambeth rate road and pavement repairs positively than across London (42%) and the inner London boroughs (45%).

There are some significant differences by sub-group, with more Black African residents (53%), those from other White backgrounds (47%), private renters (41%), DE residents (40%) and Brixton residents (39%) rating the service positively. Fewer C1 residents (27%), Norwood residents (24%), owner occupiers (24%), Black Caribbean residents (24%), White British residents (23%) and those from social grades AB (23%) rate this service as good, very good or excellent.

Figure 15



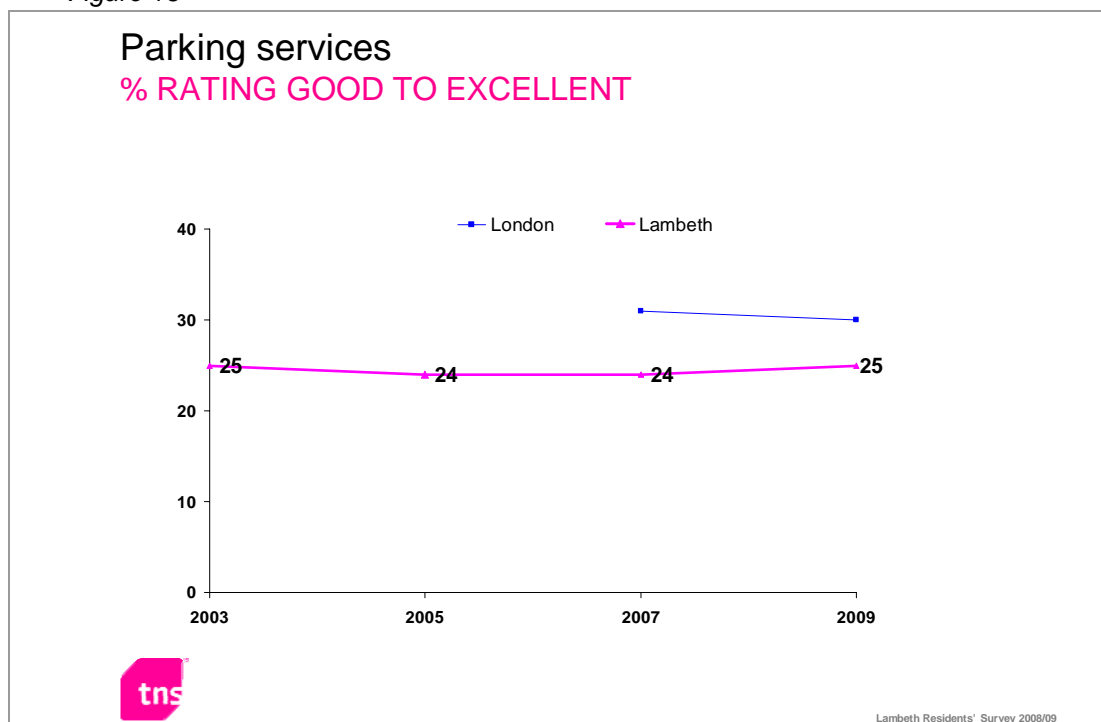
## 10.4 Parking services

A quarter of Lambeth residents rate **parking services** as good to excellent (25%), no change from the last three surveys. Parking services was only introduced into the London-wide surveys in 2007 and this year 30% of residents across London rate it as good to excellent, a significant 5 percentage points ahead of Lambeth.

Asian residents (38%), C2 residents (34%), DE residents (30%), council tenants (29%) are more positive about parking, whereas owner occupiers (21%), residents with a disability (19%), C1 residents (19%), Stockwell residents (19%), AB residents (18%) and Black Caribbean residents (17%) are less so.

**User ratings:** Two in five residents (37%) report using parking services in Lambeth. Of these three in ten (27%) rate it well – significantly below the London norm (37%).

Figure 16



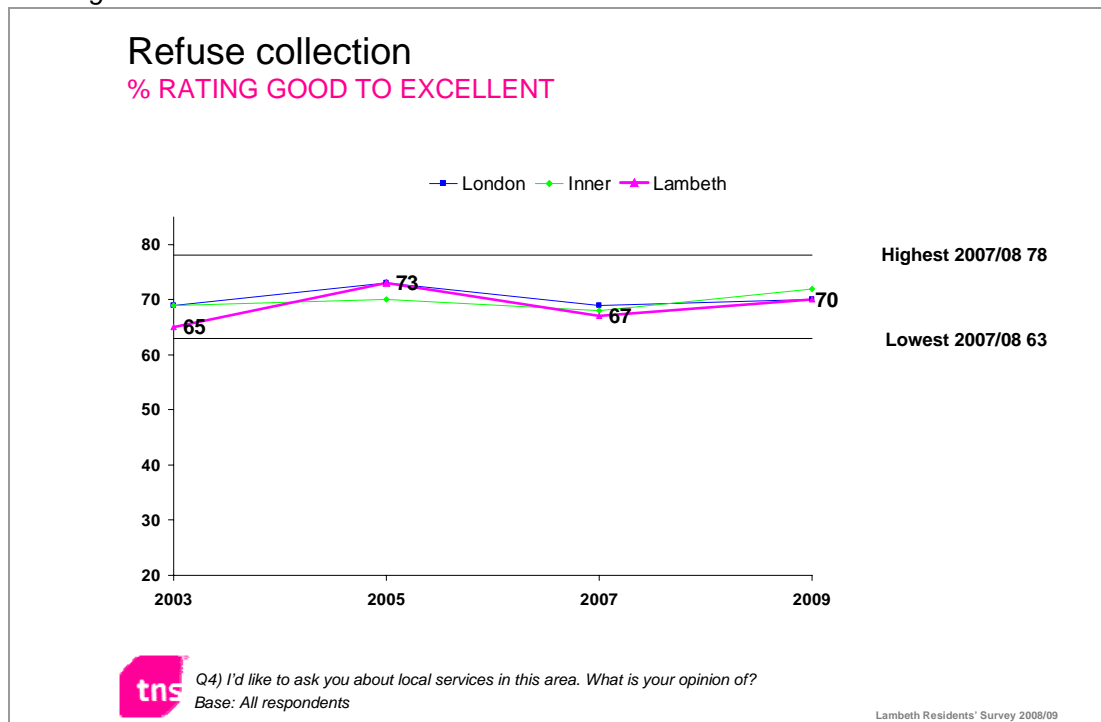
# 11. Environmental services

## 11.1 Refuse collection

**Refuse collection** receives the second highest positive rating of all services. It has seen no change from 2007 (67%) and is on a par with London (70%) and inner London boroughs (72%).

Retired residents (84%), Norwood residents (79%), AB residents (77%) and those aged 35 and over (76%) are the most positive about refuse collection, while younger residents (64% 18-34 years), Black Caribbean residents (59%) and those from mixed ethnic backgrounds (55%) are less likely to rate the service as good to excellent.

Figure 17



## 11.2 Recycling

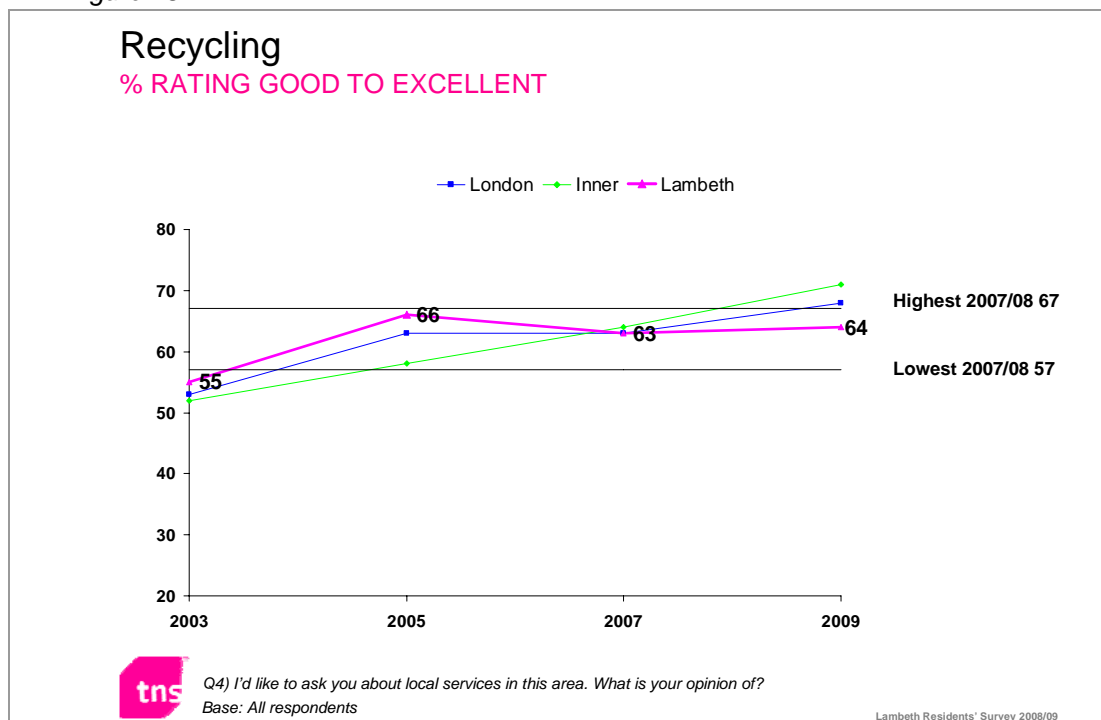
Three in five (64%) residents rate Lambeth Council's **recycling facilities** as good to excellent, in line with the London average (68%), and showing no change from 2007 (63%). This service has seen a significant improvement since 2003 (54%).

Retired residents (75%), older residents (60+ years 75%), Norwood residents (73%), those from social grade AB (71%) and White British residents (68%) are significantly more positive, while council tenants (58%) and Black Caribbean residents (51%) are less so.

### User ratings:

Three quarters (74%) report using recycling services, with usage levels higher among Norwood (85%), Stockwell (81%) and Clapham (80%) residents, those from social class AB (80%), White British residents (79%) and owner occupiers (78%), and lower among DE residents (71%), private renters (69%) and Streatham residents (66%). Among users, positive ratings rise to 71%, in line with the figure recorded in 2007 (69%) and London (75%).

Figure 18



### 11.3 Other environmental services - planning, noise control, pest control

Planning services, noise control and pest control were included in the 2009 survey for the first time. These services are not included in the London-wide survey.

Just one in five Lambeth residents (17%) rate **planning services** as good to excellent. Reflecting the low usage of this service (5%) half of residents say they do not know (50%). Positive ratings increase among users to around a third (34%).

**Noise control** has also only been used by a small proportion of residents (6%). Two in five rate it positively (38%), significantly rising among council tenants (44%), C2 (50%) and DE (43%) residents. Two in five users of this service rate it well (40%).

**Pest control** is used by one in ten residents (10%). Three in ten residents rate this service as good to excellent (29%), however this rises considerably among users (53%).

Council tenants (42%), older people (36% aged 60 and over) and DE residents (37%) are more likely to rate this service favourably.

## 12. Education and library services

### 12.1 Nursery education

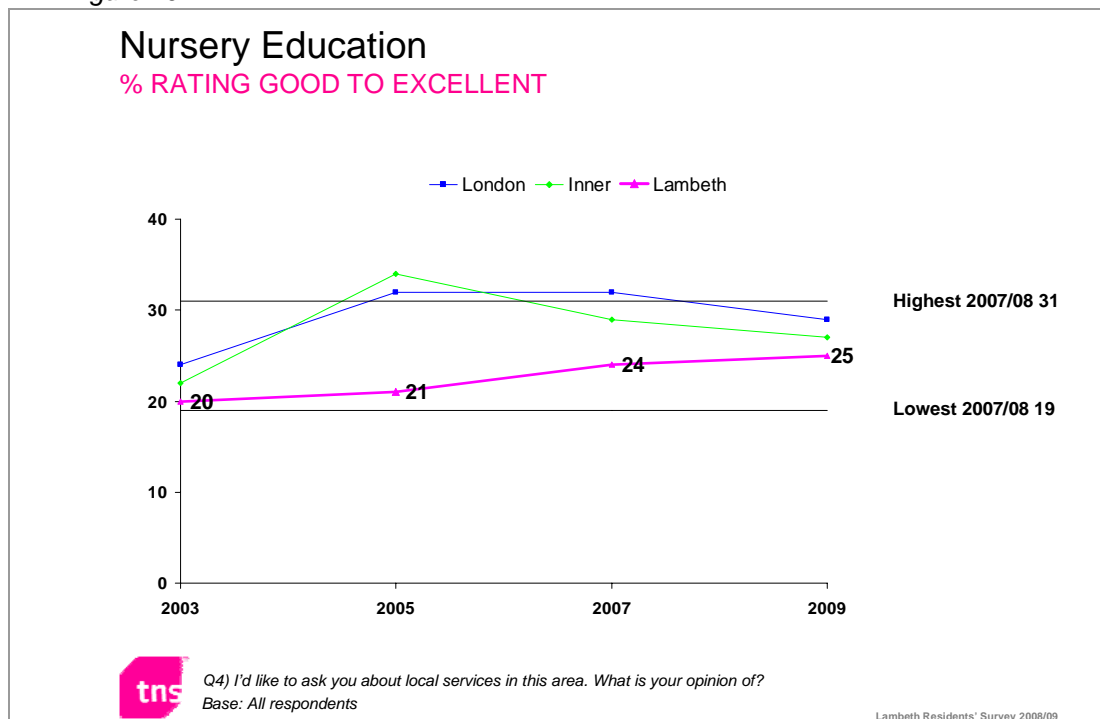
A quarter (25%) of Lambeth residents rate **nursery education** as good to excellent, showing no change from 2007 (24%), although a significant improvement from 2003 (20%). Ratings of nursery education are on a par with London (29%) and inner London borough (27%) averages.

Black African (45%), those of Muslim faith (45%), Asian residents (41%), Brixton residents (36%), council tenants (34%), residents (31%), residents of over five years (29%), DE women (29%) and 35 to 59 olds (29%) are more likely to rate the service as good to excellent, while men (22%), owner occupiers (21%), private renters (18%), White British residents (18%), AB residents (18%), residents aged over 60 (15%), retirees (13%) and new residents of less than a year (9%) are least likely to rate nursery education positively, likely reflecting their lack of experience of the service.

#### User ratings:

Nine per cent of residents use nursery education. Of these, six in ten (60%) rate it well, in line with the London average (69%) but significantly lower than 2007 (70%).

Figure 19



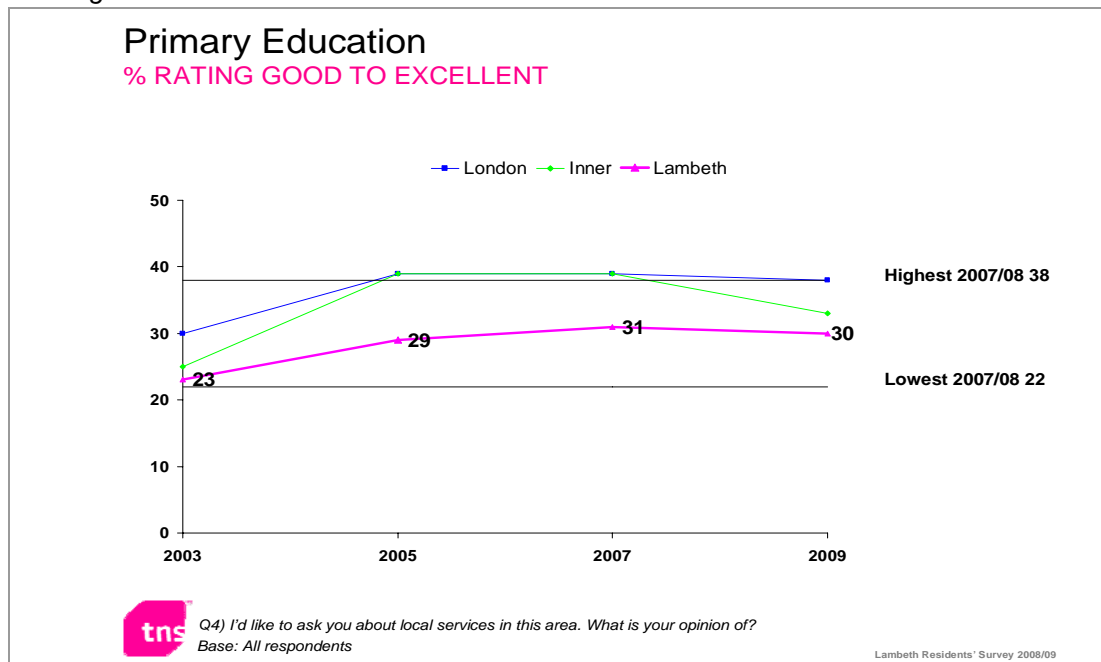
## 12.2 Primary education

Three in ten (30%) Lambeth residents rate **primary education** as good to excellent. Although this is the same proportion as 2007 (31%), it is a significant improvement on 2003 (23%), indicating that service level improvements have been maintained. Residents' ratings of primary education are still below the London average (38%).

Opinion of primary education is higher among the same residents who rate nursery education well and likely reflects greater experience among these groups. Muslim residents (54%), Black African residents (51%), Asian residents (43%), council tenants (40%), unemployed people (40%), 35 to 59 olds (36%), DE residents (35%), residents of over five years (34%) and women (33%) are all more positive. Those less likely to rate primary education well are men (27%), owner occupiers (26%), White British residents (24%), full-time workers (24%), C1 residents (23%), Black Caribbean residents (23%), residents aged over 60 (19%), private renters (18%), retirees (18%) and new residents of less than two years (18%).

**User ratings:** Just under one in five (18%) say they use Lambeth's primary education provision. Of these seven in ten (63%) rate it well, which is in line with the figures from 2007 (68%) but less than the London average (75%). Current ratings do however represent an improvement from 2003 (49%).

Figure 20



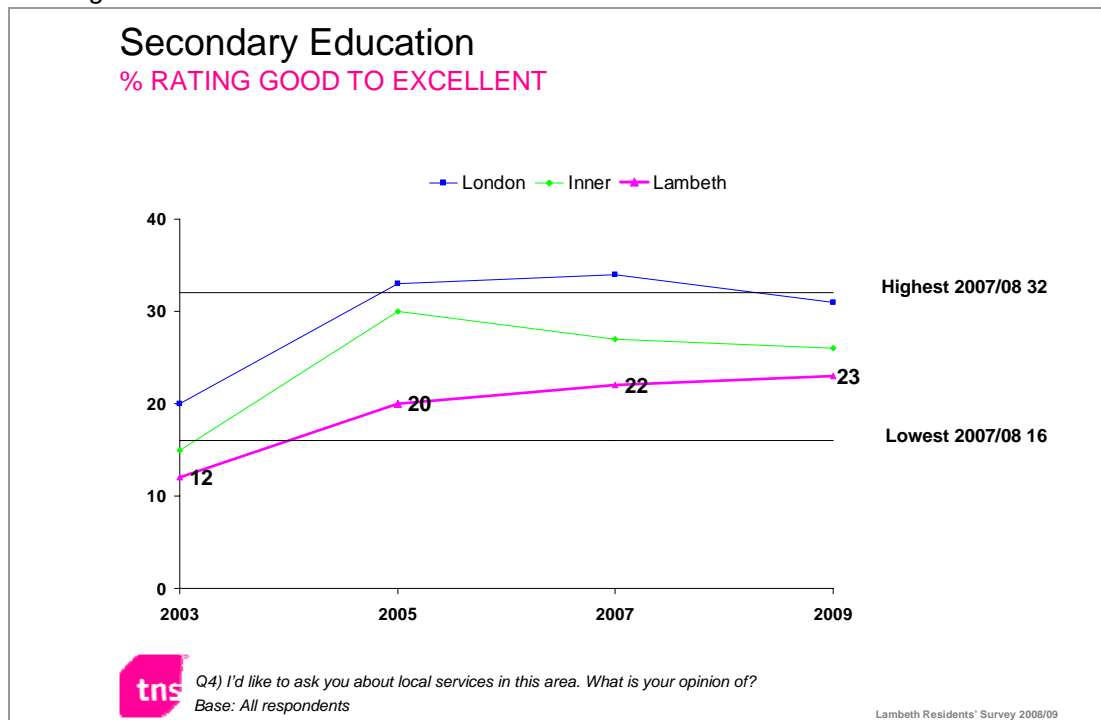
### 12.3 Secondary education

One in five (23%) Lambeth residents rate **secondary education** as good to excellent, the same as 2007 (22%) but maintaining improvements from 12% in 2003. Like all the education measures, Lambeth is behind London (31%).

Again the same groups tend to be more positive and negative about secondary education, likely reflecting usage. Muslims (43%), council tenants (34%), Black Africans (33%), those from social class C2 (32%), DE residents (29%), the mid-age groups of 35 to 59 (27%), women (26%) and Brixton residents (29%) are more likely to rate secondary education as good to excellent, while men (19%), White British residents (17%), C1 residents (16%), owner occupiers (16%), private renters (14%), those aged 60 and over (12%) and AB residents (10%) are less likely to rate it well.

**User ratings:** Seventeen per cent of residents report using secondary education provided by the Borough. Three in five (60%) of these rate it well, in line with both 2007 (51%) and the London average (60%). Encouragingly, this year's rating is significantly better than those achieved in 2003 and 2005 (43% and 45% respectively).

Figure 21



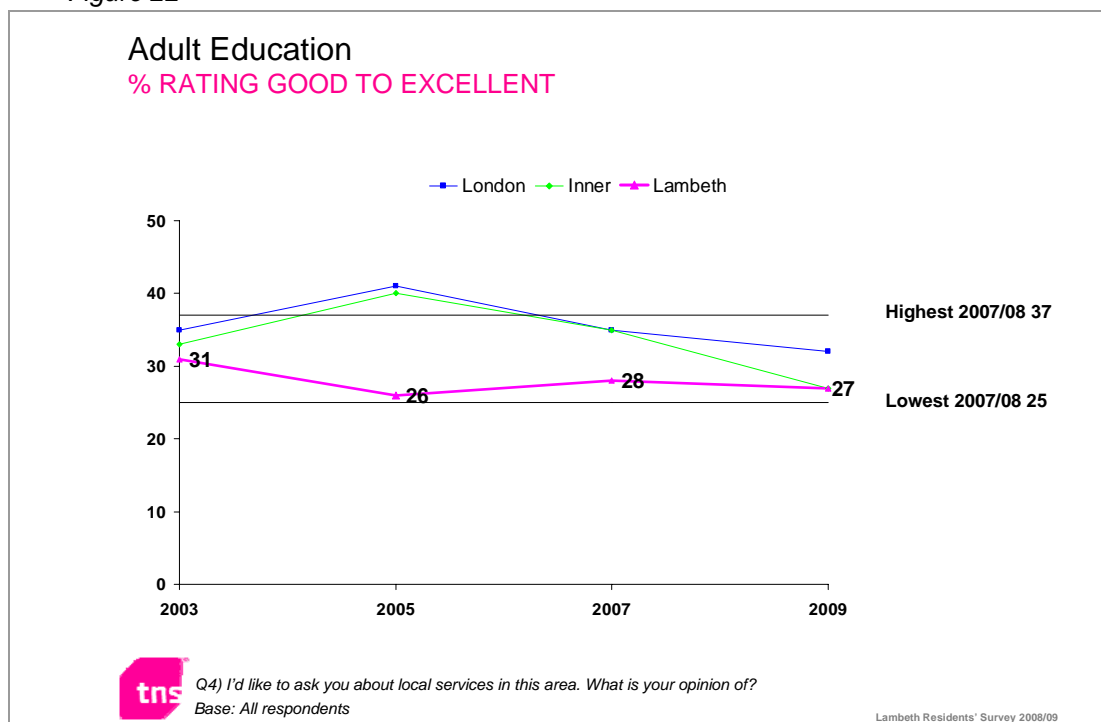
## 12.4 Adult education

Nearly three in ten (27%) residents rate **adult education** as good to excellent, no change from 2007 (28%) but behind London (32%). This is the only education measure which has not recorded significant improvements since 2003.

Opinions are more positive among council tenants (33%) and those from social class DE (31%), while fewer owner occupiers (22%) and residents aged 60 and over (21%) rate adult education in Lambeth as good to excellent.

**User ratings:** Five per cent of residents report using adult education provided by the borough. Just over half (56%) of these rate it well, which due to the small base size is actually in line with the London average (67%). There also has been no movement from 2007 (55%).

Figure 22



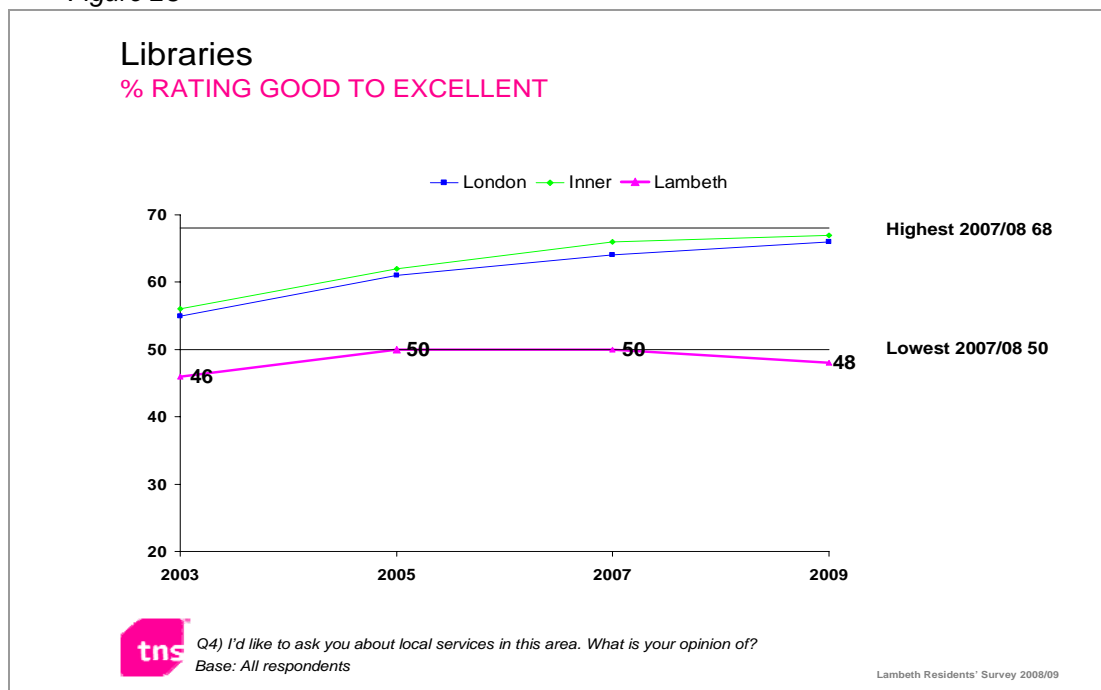
## 12.5 Libraries

Half of Lambeth residents think **libraries** are good to excellent (48%), no change from 2007 (50%) and significantly lower than across London (66%) and inner London boroughs (67%). This remains a key area for improvement.

Black African residents (62%), Brixton (59%) and Norwood residents (59%), mid-age groups (53% 35-59 years), women (52%) and DE residents (52%) are most positive about library provision. On the other hand, men (45%), full-time workers (43%), those aged 60 and over (40%), retired people (40%), Black Caribbean residents (38%) and Stockwell residents (37%) are less positive.

**User ratings:** Half of residents (48%) report using Lambeth's libraries, rising among Norwood residents (59%) and mid-aged residents (53% 35-59). Of these seven in ten (70%) rate them well, which is in line with 2007 ratings (69%) but significantly below the London average (80%). However, this does represent an improvement from 2003 (59%). Council tenants (41%), North Lambeth residents (36%), those aged 60 and over (27%) and retired people (27%) are less likely to use libraries, so targeted campaigns and further research may be useful to understand the reasons for this and could help encourage future use.

Figure 23



## 13. Housing services

### 13.1 Council housing

One in five residents (19%) rate **council housing** as good, very good or excellent, a similar proportion to 2007 (18%) and on a par with London (18%) and inner London boroughs (22%). Significantly fewer owner occupiers (8%) and residents from social class AB (6%) rate this service well, however this is because the majority are unable to rate the service (59% and 70% respectively), rather than them having a poor opinion. There are also differences by ethnicity, with 15% of White British residents rating the service as good to excellent, compared with 31% of Black Africans. DE residents are also more positive about council housing (29%), whereas those living in Stockwell are less so (11%).

**User ratings:** Three in ten (28%) say they rent from the council. Of these a third (34%) rate council housing as good to excellent, a third (33%) think it is average and a similar proportion (28%) rate it as poor to extremely poor. The proportion of users rating the service well is in line with the London norm (42%), and with 2007 (33%), but is significantly below the peak recorded in 2005 (45%).

Figure 24



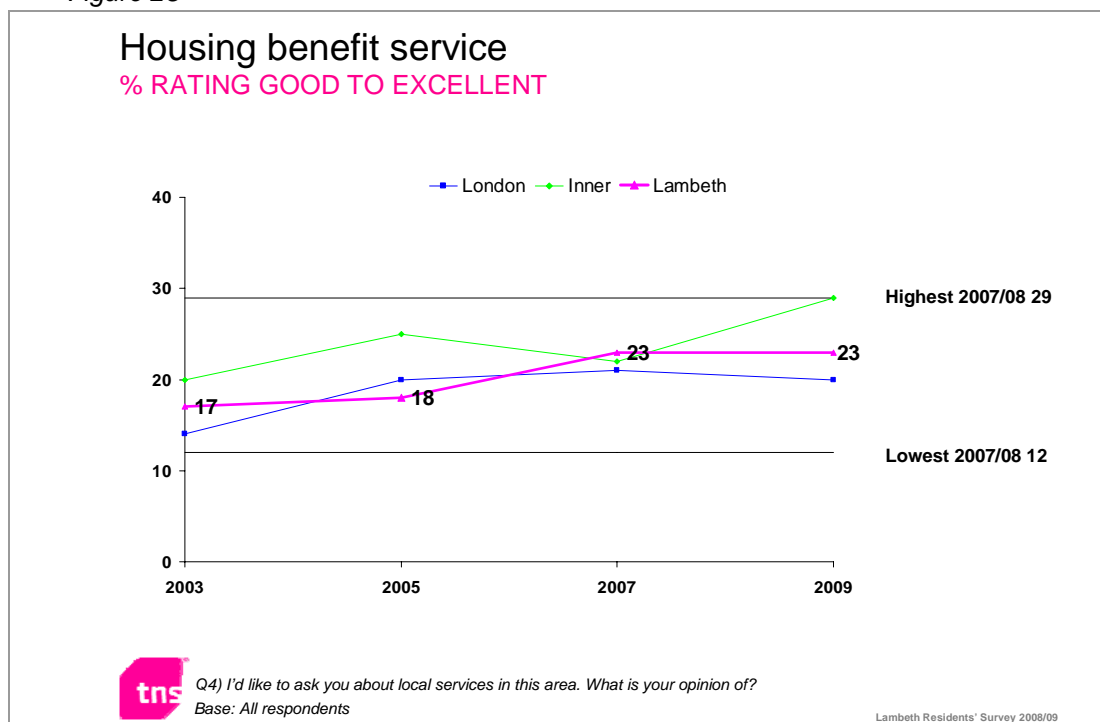
## 13.2 Housing benefit

One in five residents (23%) rate the **housing benefit** service positively, maintaining the improvement in resident opinion from 18% in 2005 to 23% in 2007. This service is on a par with London (20%) but significantly lower than the inner London borough average of 29%.

As would be expected, 73% of owner occupiers cannot rate this service and therefore just 9% say it is good to excellent. Positive opinion rises among those who Black African residents (45%), DE residents (41%) and council tenants (40%).

**User ratings:** One in five (21%) report using housing benefit services in Lambeth. Of these three in five (57%) rate it well, in line with the London norm (63%) and the 2007 findings (55%). Positively, there has been an improvement since 2003 (44%).

Figure 25

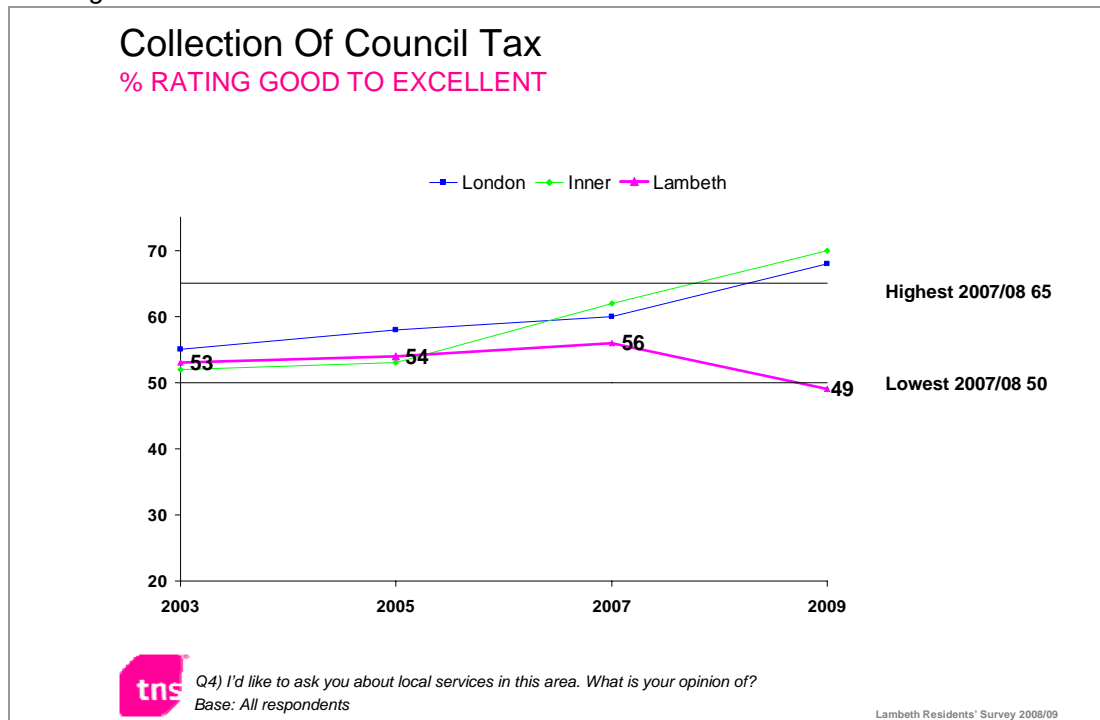


### 13.3 Council tax collection

Following a static trend since 2003, opinion of the council's **collection of council tax** has fallen this year, from 56% rating it as good to excellent in 2007 to 49% in 2009. Lambeth is significantly behind London (68%) and inner London boroughs (70%) on this measure.

Clapham residents (58%), owner occupiers (56%) and 35- 59 years (55%) are more likely to rate the service as good to excellent; this falls to 44% among 18-34 year olds, 42% among council tenants and 39% among North Lambeth residents.

Figure 26



## 14. Social services

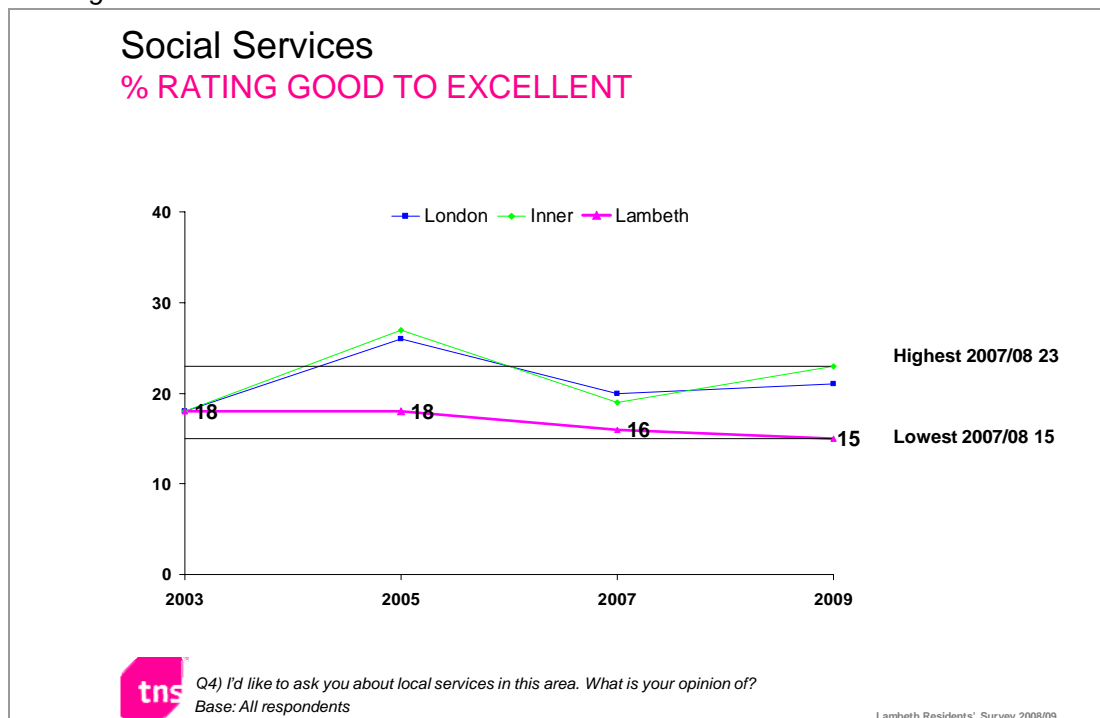
### 14.1 Adult and children's social services

Reflecting fewer users of social services, just 15% of residents rate **social services for adults** as good to excellent, no change from the previous three surveys. This measure is significantly behind London (21%).

Social services for children and families is a new addition to the residents' survey in 2007. One in five rate this service well (19%), no change from 2007 (19%) but also significantly behind London (24%). More council tenants, Black African residents and Brixton residents rate both social services as good to excellent.

**User ratings:** A minority of residents (3%) report using either adult or children/family social services. Of these just over half (53%) rate family social services well, this is in line with the London norm (53%), and two in five (43%) rate adult social services well, which again is in line with the London average (54%). User ratings for adult social services are in line with 2007 (48%), 2005 (42%) and 2003 (53%).

Figure 27



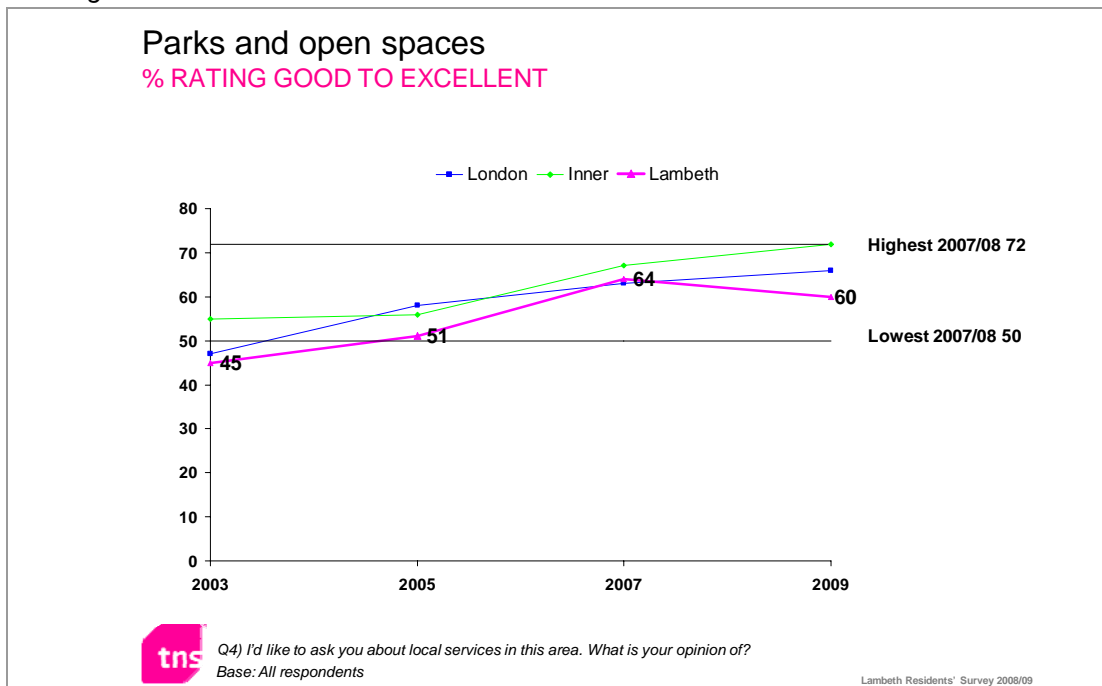
## 15. Leisure, recreation and cultural services

### 15.1 Parks and open spaces

Three in five residents (60%) rate **parks and open spaces** well, maintaining the improvement made from 45% in 2003 and 51% in 2005 to 64% in 2007. This equates to a 15 percentage point increase across the survey period, but Lambeth is behind London (66%) and inner boroughs (72%) this year. Those from other White backgrounds (72%), private renters (68%), Clapham residents (68%) and White British residents (65%) are particularly positive, while council tenants (55%), Stockwell residents (52%), North Lambeth residents (51%) and Black Caribbean residents (44%) are less so.

**User ratings:** Three in five residents (60%) report using Lambeth's parks and open spaces, rising among private renters (70%), Clapham residents (70%), AB residents (66%), White British residents (65%) and 35-59 year olds (63%). Of these seven in ten (70%) rate them well, in line with the London norm (74%). User ratings have shown continuous improvement, from 51% in 2003 to 70% in 2009, a rise of 19 percentage points over the survey period. Streatham residents (52%), older people (52%), council tenants (52%), Black Caribbean residents (51%), DE residents (51%), disabled people (50%) and retirees (50%) tend to have lower usage of parks.

Figure 28



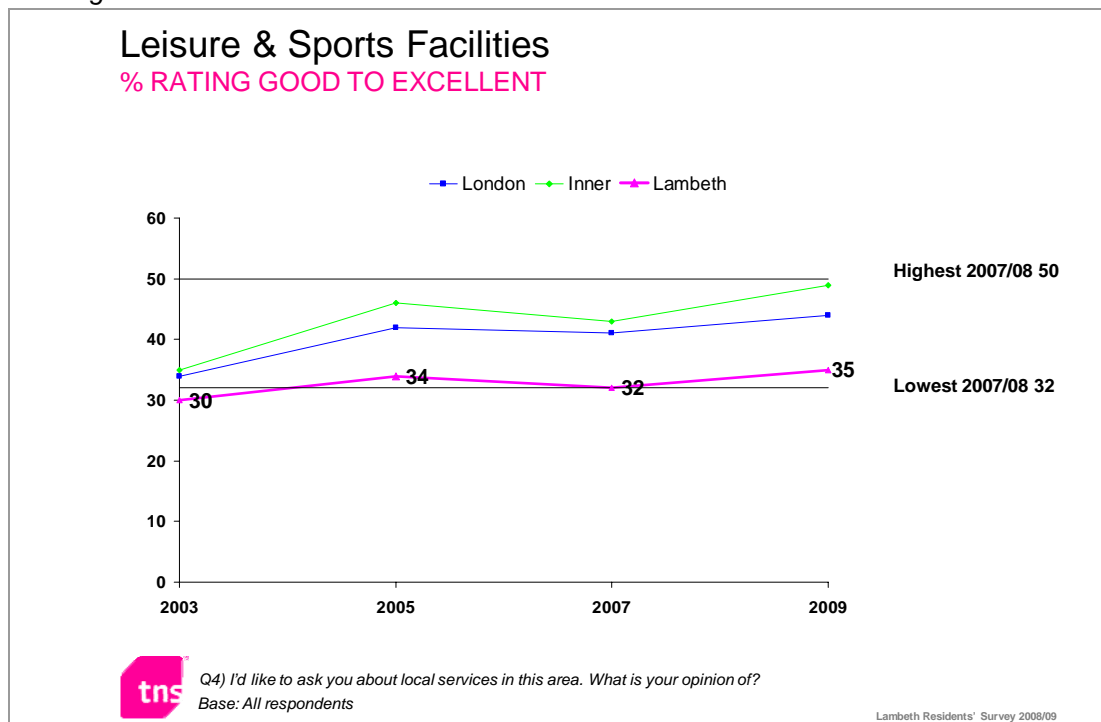
## 15.2 Leisure and sports facilities

Just over a third of residents (35%) rate **leisure and sports facilities** as good to excellent, no change from 32% in 2007. Lambeth continues to remain significantly behind London (44%) and inner London boroughs (49%) on this measure.

Brixton residents (52%), private renters (45%) and 18-34 year olds (40%) are more likely to rate leisure and sports facilities as good to excellent (39%), whereas owner occupiers (30%), older people (24% aged over 60), Black Caribbean (24%) and North Lambeth (23%) residents are not.

**User ratings:** A third (32%) report using Lambeth's leisure and sports facilities. Of these a half (51%) rate facilities well, significantly more than in 2007 (42%) and now for the first time on a par with London (58%).

Figure 29



### 15.3 Arts and cultural activities

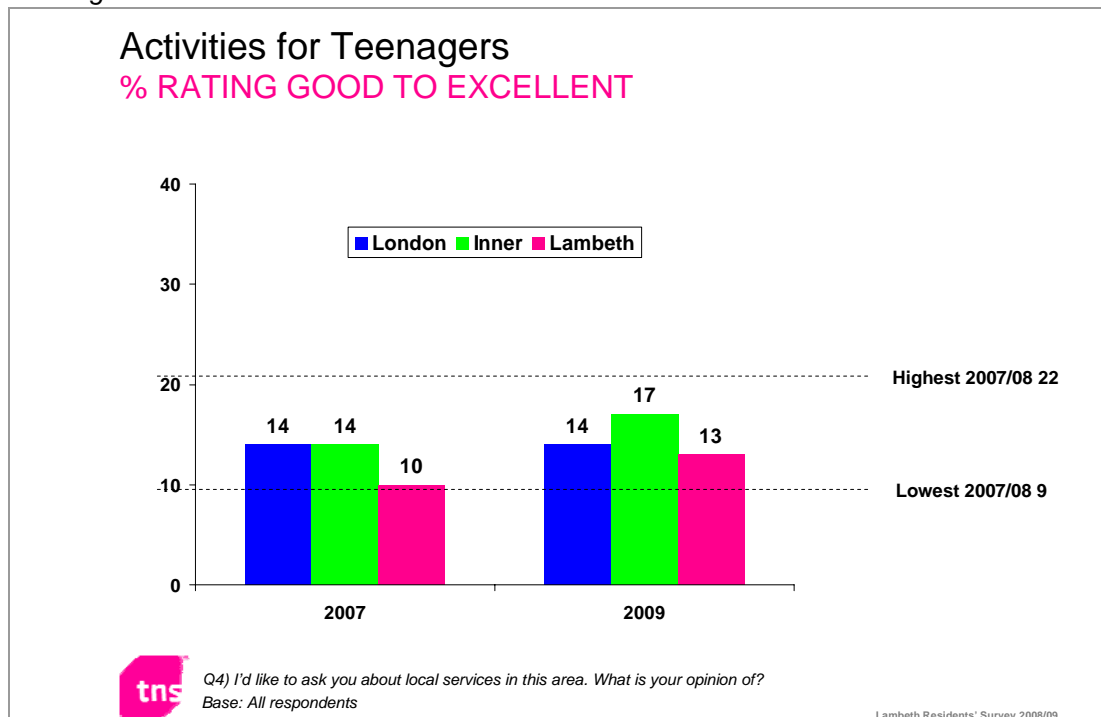
Lambeth includes **arts and cultural activities** as a service measure in its residents survey, however it is not included in the London-wide survey and therefore no comparisons with London or inner boroughs are available.

A quarter (26%) of Lambeth residents rate arts and cultural activities as good to excellent this year, no change from 28% in 2007. This rises to 32% of Brixton residents, but falls among Stockwell (20%) and Black Caribbean (16%) residents.

### 15.4 Activities for teenagers

**Activities for teenagers** was a new service measure in both the Lambeth and London-wide surveys in 2007. One in ten (13%) Lambeth residents rate activities for teenagers as good, very good or excellent, no change from 2007 (10%) and on a par with London (14%). More Asian residents (30%), Muslims (28%), council tenants (17%) and DE residents (17%) give positive ratings on this, while fewer White British (9%), Black Caribbean (7%) and AB residents (6%) do so.

Figure 30



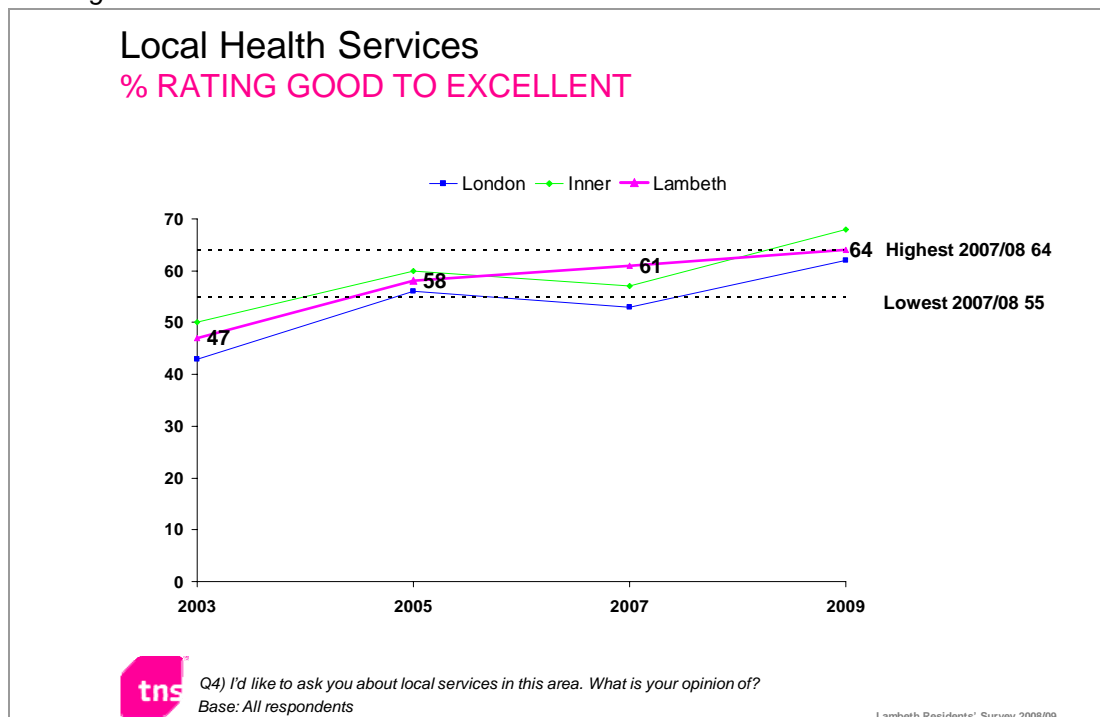
## 16. Non-council services

### 16.1 Local health services

Following a significant improvement in 2005, there has been no change in the proportion of residents rating **local health services** as good to excellent this year (64%), although there has been a seventeen percentage point improvement throughout the survey period. Lambeth is in line with the average London score of 62%.

Retired people (75%), those aged over 60 (74%), DE residents (70%) and White British residents (67%) are more likely to rate local health services well, while 18-34 year olds (60%), full time workers (60%), owner occupiers (57%) and Streatham residents (56%) are less likely.

Figure 31

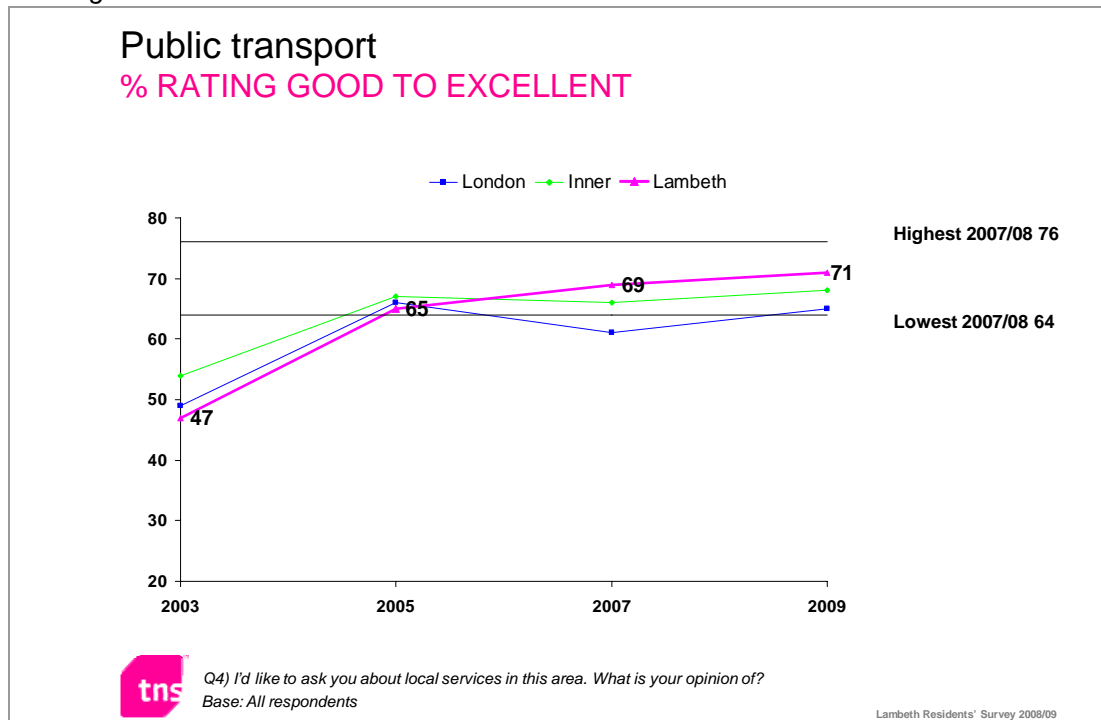


## 16.2 Public transport

**Public transport** has the highest rating of all services (71%). Although there has been no significant improvement since 2007, there has been an increase of twenty-four percentage points throughout the survey period (from 47% in 2003). Lambeth is also ahead of London (65%) on this measure.

Private renters (80%), Brixton residents (78%) and White British residents (75%) are most likely to rate the service as good to excellent, while owner occupiers (67%), Streatham residents (63%) and Black Caribbean residents (57%) are less likely to.

Figure 32

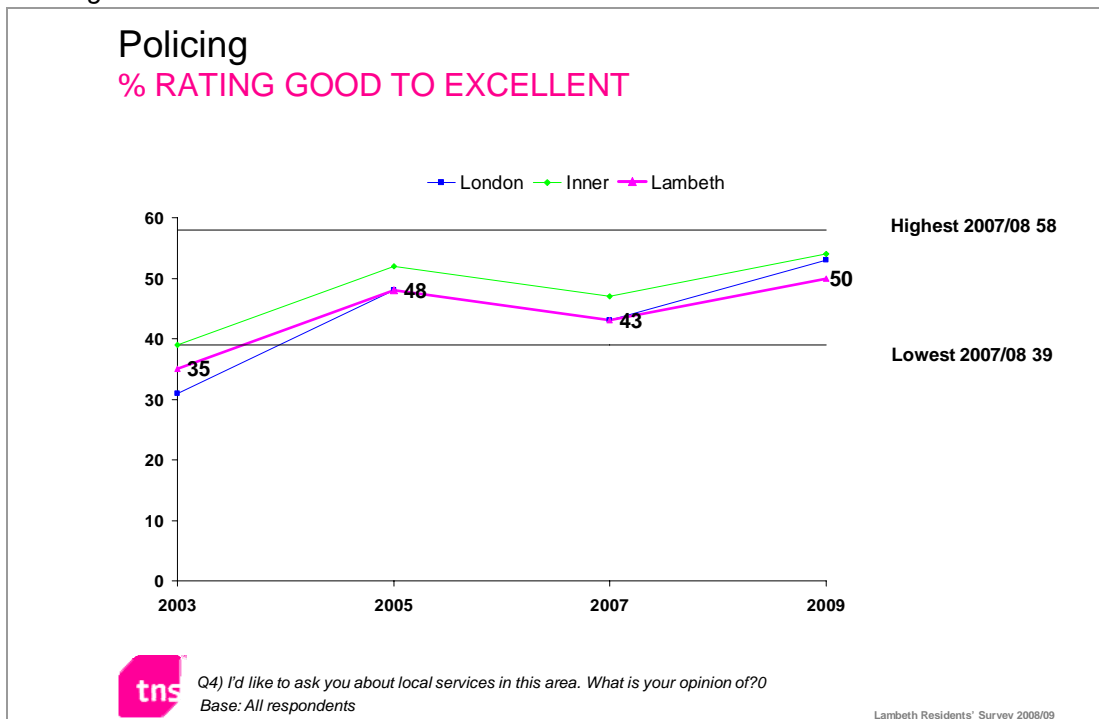


### 16.3 Policing

The proportion of residents rating **policing** as good to excellent has significantly increased this year, from 43% in 2007 to 50% in 2009, reversing the fall in the proportion rating the service well between 2005 and 2007. Ratings are now on a par with 2005 (48%) and there has been an overall improvement across the survey period of fifteen percentage points. Policing in Lambeth is on a par with the London average (53%) and follows the same trend pattern in its rating.

Black African (63%), Clapham (58%) and Brixton (58%) residents are more likely to rate the service as good to excellent, while owner occupiers (45%), North Lambeth (42%) and Streatham (42%) residents are less positive.

Figure 33

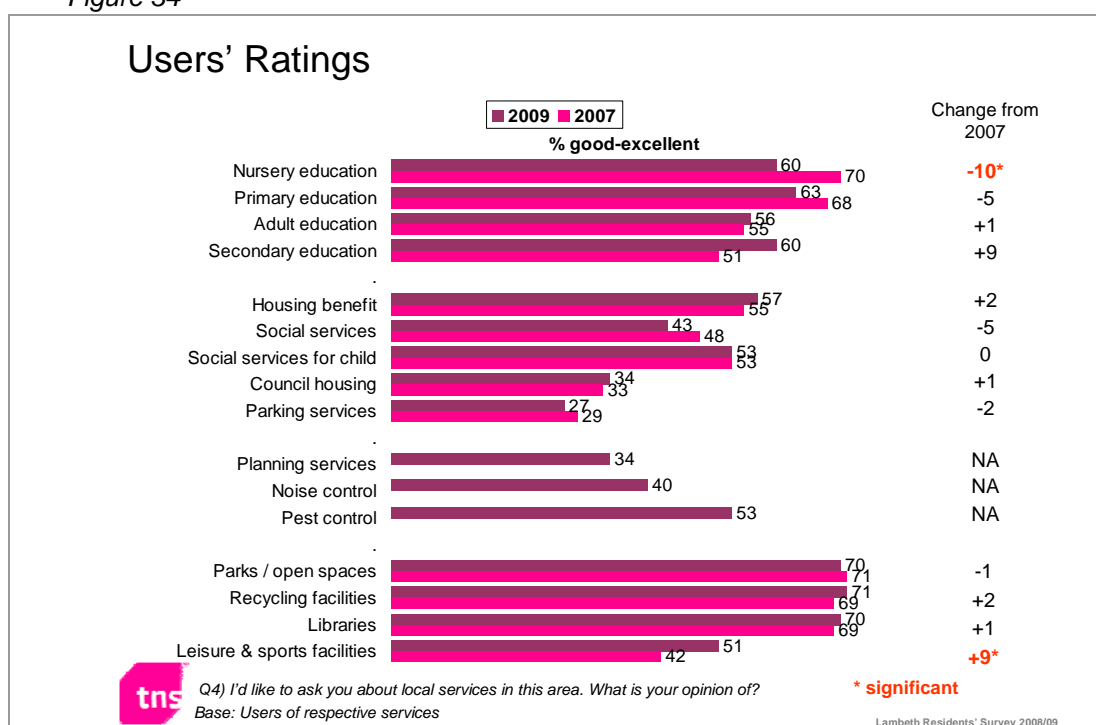


## 17. Service user ratings

This chapter summarises users' ratings of service where this is possible (fifteen services in total). User ratings are important to consider as they provide opinions of those who have had direct experience of the service. In addition, where services, such as nursery education, are used by a small group of residents, a large proportion of residents will respond "don't know", in this case 54%. Consequently, while 25% of Lambeth residents overall rate nursery education as good to excellent in 2009, this rises to 60% among users. Typically users of a service are more likely to express an opinion and are more likely to hold positive opinions of a service than non-users.

There has been an upward trend in user opinion for the majority of services since the start of the survey period in 2003. In 2009 the user rating for leisure and sports facilities has increased (+9), but ratings have fallen for nursery education (-10).

Figure 34



Reflecting the 2007 results, this year Lambeth is still behind London for libraries (-10). In 2009 Lambeth is also underperforming London on primary education (-12) and parking services (-10). All other services, as rated by users, are on a par with London.

Figure 35

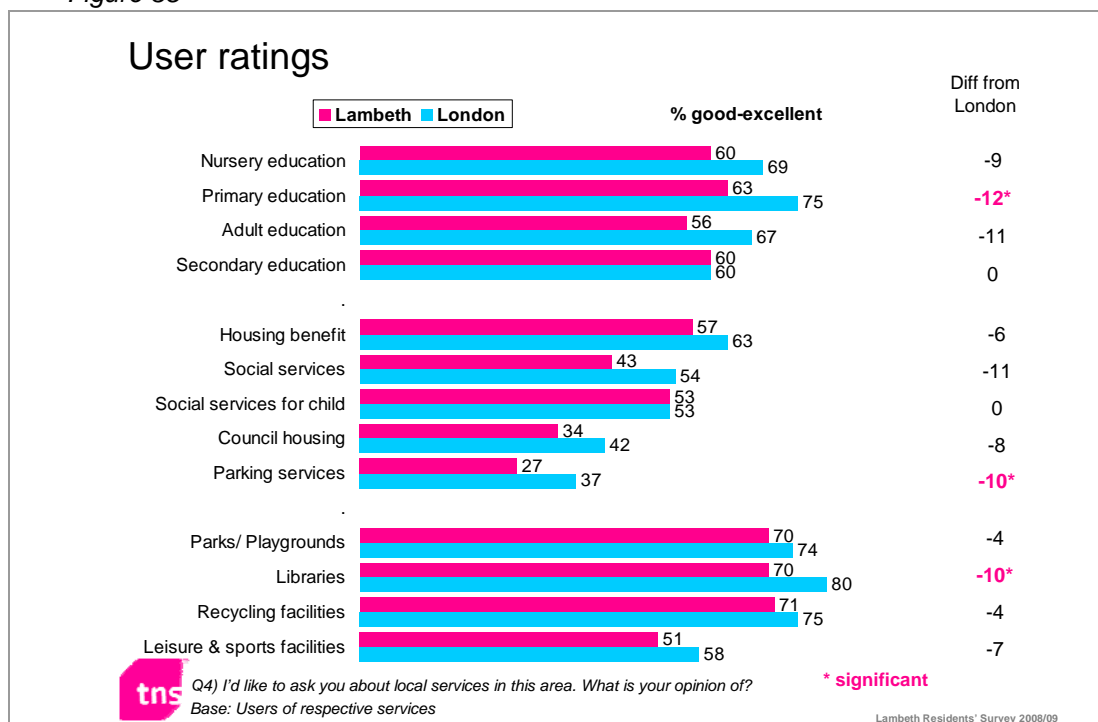
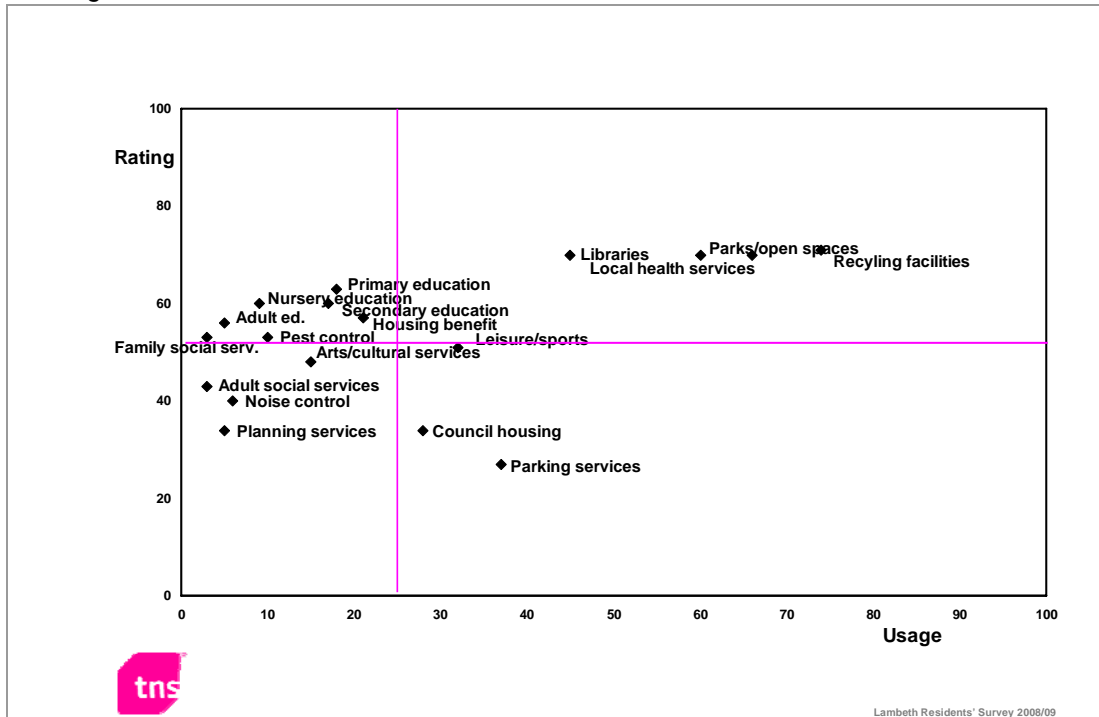


Figure 35 illustrates the fifteen services by level of usage and user ratings of good to excellent, with the lines within the chart showing average usage and ratings. It can be seen that Lambeth's key strengths - the most used and highly rated services - are parks and open spaces, libraries, recycling facilities and local health services. Council housing, leisure and parking services are key areas for future improvement as they are highly used but receive the lowest ratings by users.

Looking at education, the chart shows that although there are few users, high ratings are achieved – these services represent Lambeth's secondary strengths. Arts and cultural activities, adult social services, noise control and planning services are secondary areas for improvement as although they receive scores that are below the overall average, they are used by fewer residents.

Figure 36



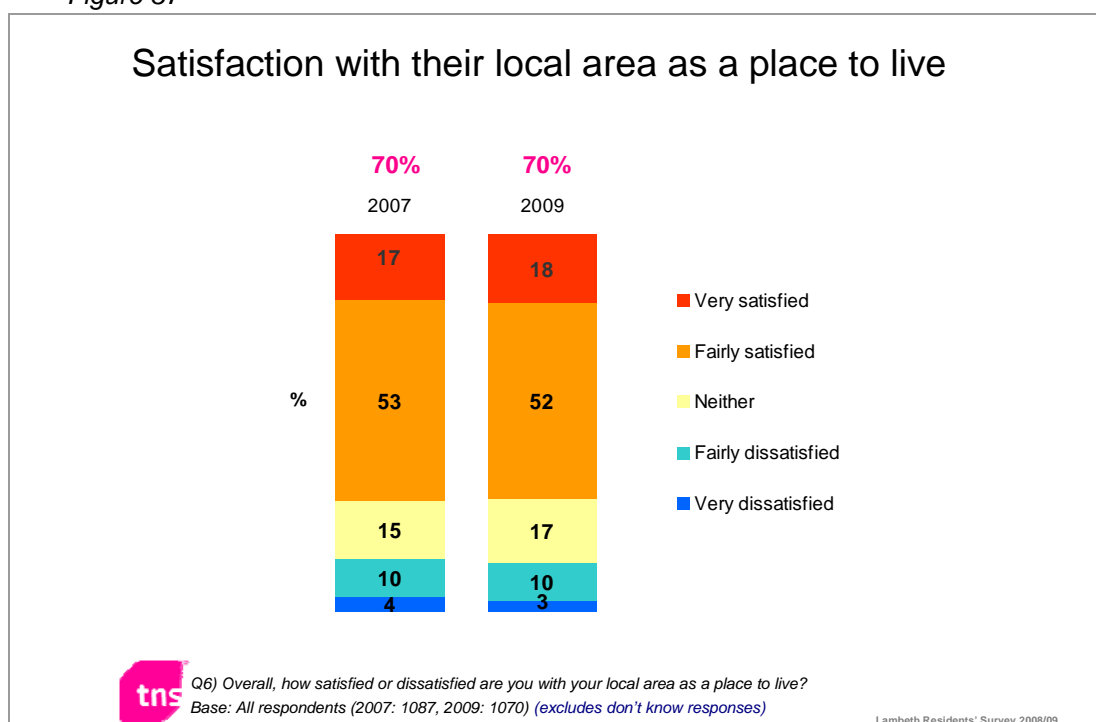
## 18. Quality of life

Since 2007, three key measures of quality of life have been gathered – satisfaction with the local area, happiness and self-rated health. These are not asked on the London-wide survey so no comparative data is available.

### 18.1 Satisfaction with local area

Seven in ten Lambeth residents say they are either very satisfied or fairly satisfied with their local area (70%) as a place to live, no change from 2007. Satisfaction rises among those aged 60 and over (79%), retired people (79%) and White British residents (73%), but falls among Black Caribbean residents (62%), unemployed people (60%) and those of mixed ethnic background (47%).

Figure 37



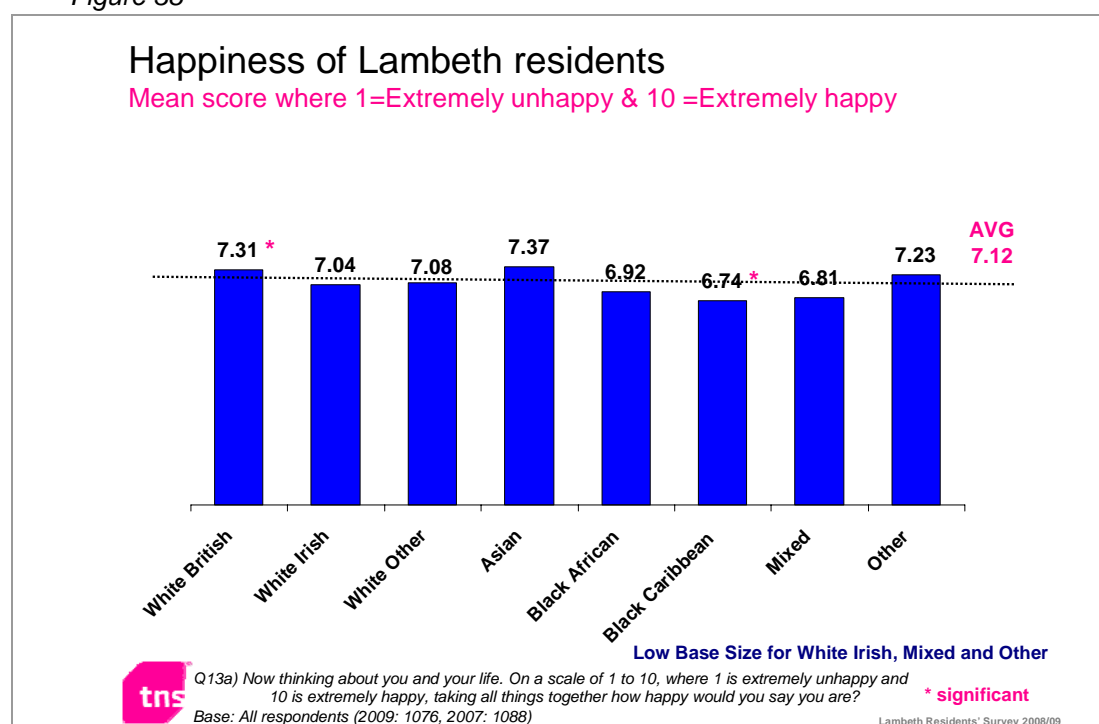
## 18.2 Happiness

When asked to rate their happiness on a scale of 1 to 10, where 1 is extremely unhappy and 10 is extremely happy, Lambeth residents score a mean of 7.12 and are therefore on the higher end of the happiness scale.

Those in the higher social group AB are the happiest (7.75), as are Brixton (7.47) and Norwood (7.45) residents, owner occupiers (7.40) and private renters (7.40). Council tenants (6.79), DE residents (6.76) and North Lambeth residents (6.33) are less happy than average.

There are also some ethnic variations, with Black Caribbean residents (6.74) scoring slightly under the Lambeth average, compared with White British residents who are above (7.31).

Figure 38



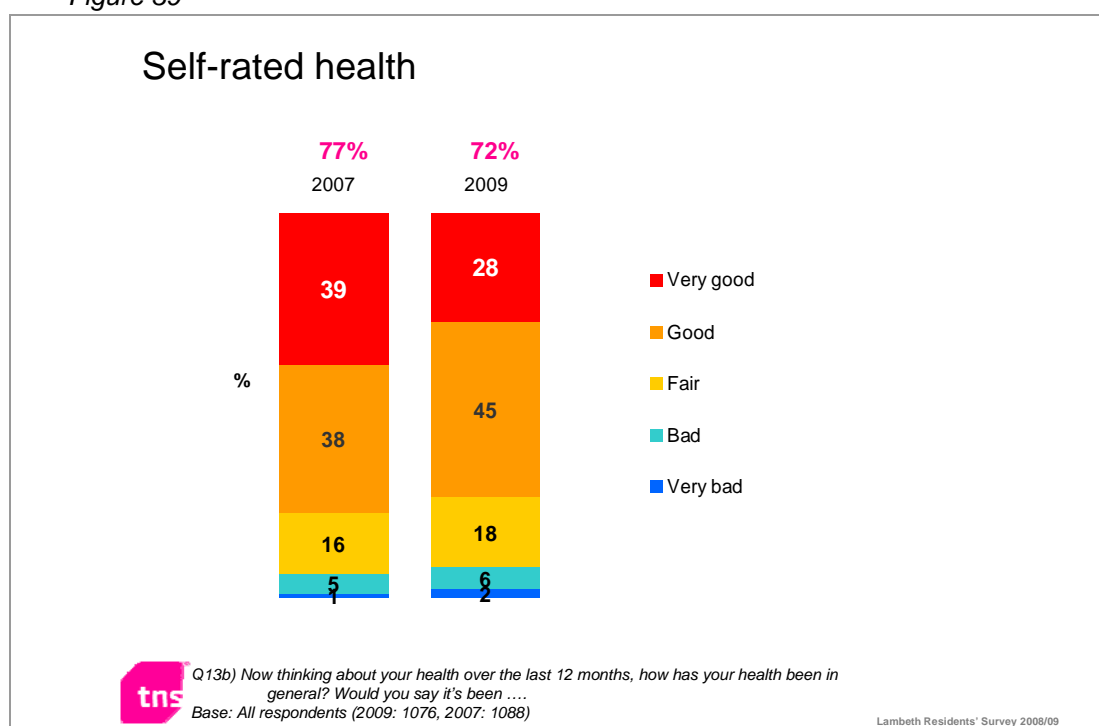
### 18.3 Self-rated health

When asked about their health over the last twelve months, seven in ten residents rate it as good (72%), a significant fall from 77% in 2007.

As might be expected, perceptions of health vary by age and social grade. The younger and the more affluent residents are, the better their perceived health: 84% of residents aged under 35 say their health is good, compared with 48% aged 60 and over, 87% of private renters perceive their health to be good, compared with 68% of council tenants, and 82% of AB residents say their health is good.

There are also some difference by ethnicity, with significantly more residents from other White backgrounds saying their health is good (86%) but a lower proportion of Black Caribbean residents (63%).

Figure 39

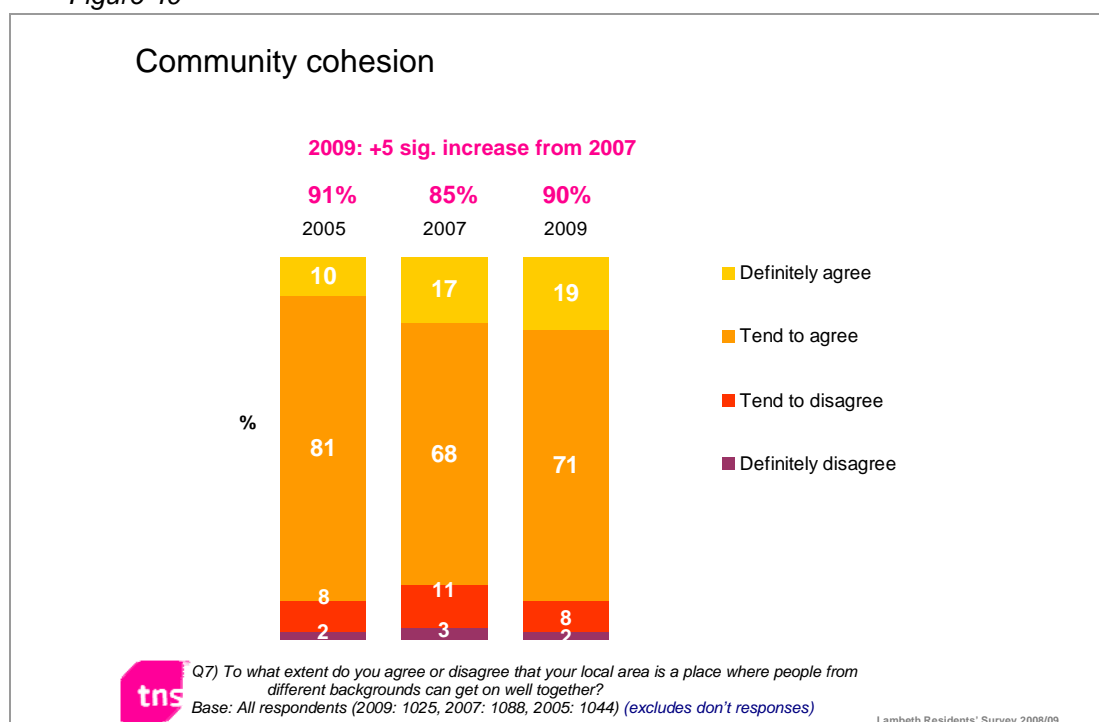


## 18.4 Community cohesion

The central government measure of community cohesion asks residents the extent to which they agree that their local area is a place where people from different backgrounds get on well together. Encouragingly, nine in ten residents (90%) rate this measure positively this year, a five percentage point improvement from 2007 and returning to 2005 levels (91%).

Stockwell residents (84%) are less likely to rate cohesion positively.

Figure 40

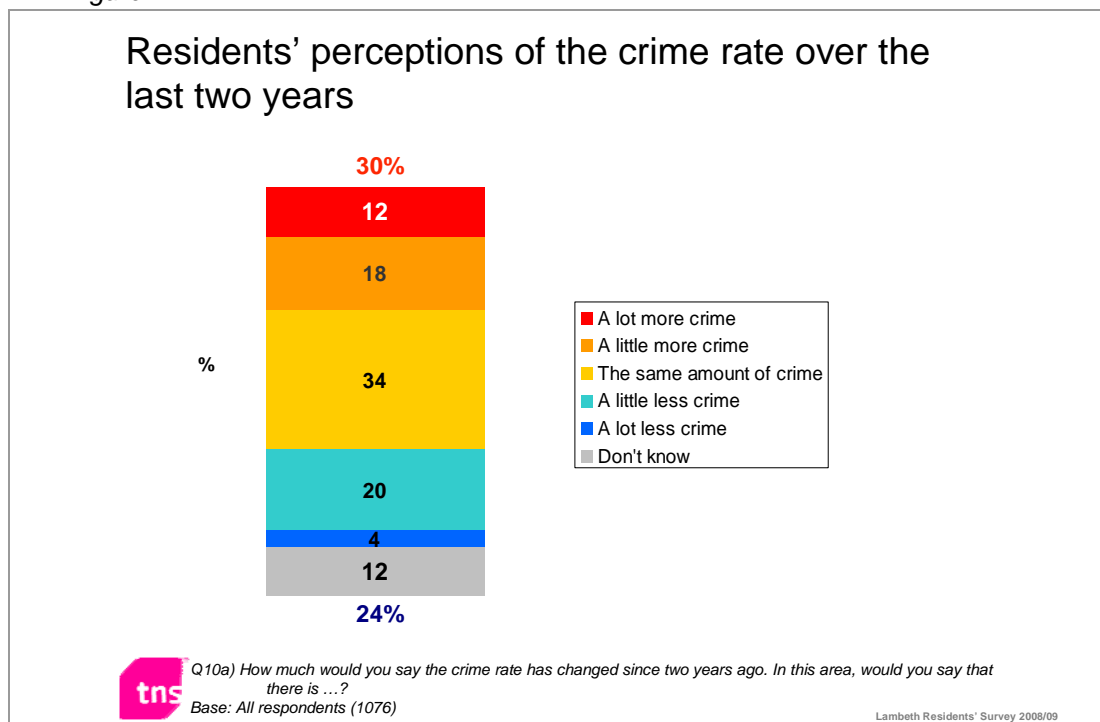


## 19. Perception of crime

As was discussed in chapter four, crime is the biggest concern for Lambeth residents. For the first time this year residents were asked about the crime rate in Lambeth and how it has changed over the last two years. Just under a third feel that there has been more crime (30%), while a further third say there has been the same amount (34%) and a quarter think there has been less crime (24%).

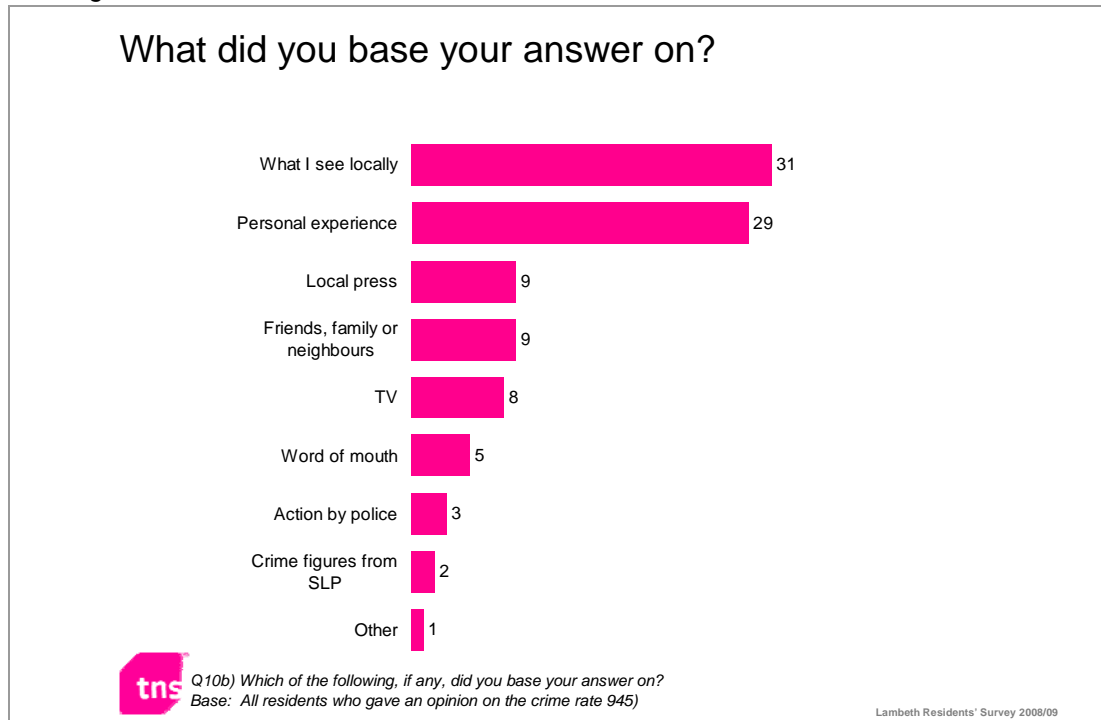
One in ten residents think there has been a lot more crime (12%), significantly increasing among Asian residents (22%), those from social class C2 (21%), Streatham residents (18%), households with children (16%) and residents of over ten years (14%).

Figure 41



Residents' perceptions of crime are based mainly on what they see locally (31%) and their personal experience (29%), with the former rising in Stockwell (39%) and the latter in Clapham (35%) and Brixton (36%).

Figure 42

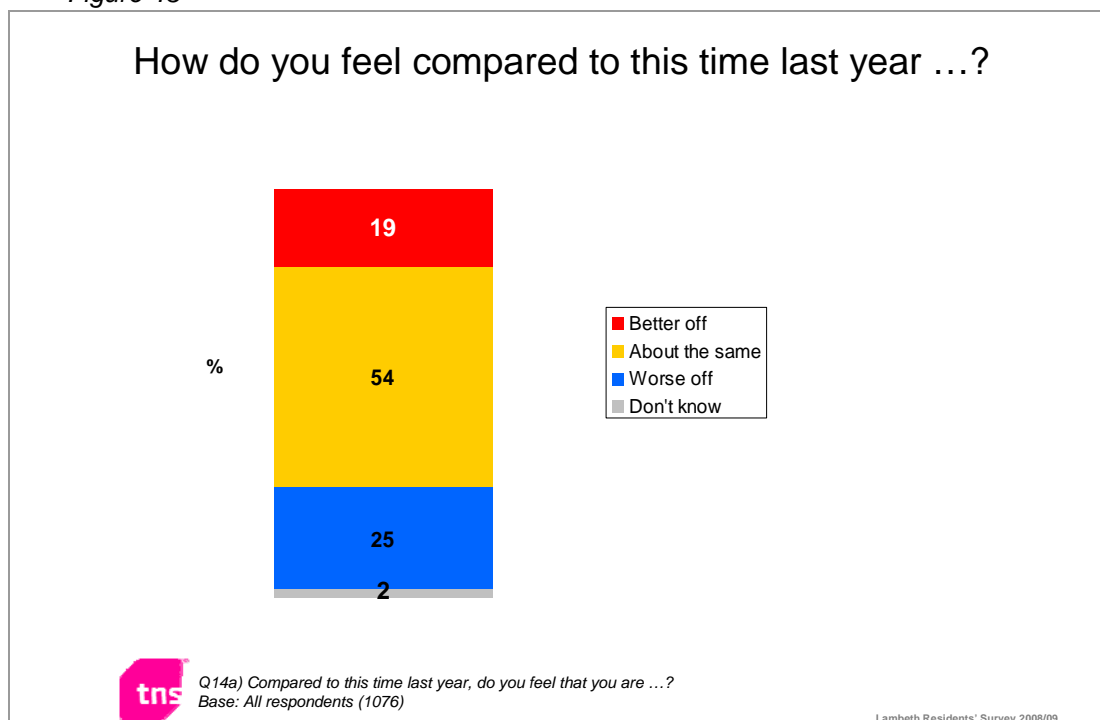


## 20. The current economic climate

Some questions were added to the 2009 survey to determine how the recent downturn in the economy has affected residents. Compared with a year ago, one in five Lambeth residents say they feel better off (19%), a quarter feel worse off (25%) and over half feel about the same (54%).

Residents who feel better off are more likely to be Black African (31%), aged 18-34 years (24%) and full-time workers (24%), while more Black Caribbean residents (32%), unemployment people (34%), residents of over ten years (29%) and Stockwell residents (36%) are more likely to say they are worse off.

Figure 43



Residents were shown a list of issues which could affect people during a recession and were asked which had affected them in the last six months and which they think will affect them in the next twelve months.

The two main issues are increased food costs and increased energy costs. Three in five residents have already been affected by such cost increases (59% and 57% respectively) and half believe they will be affected in the next twelve months (53% and 52%).

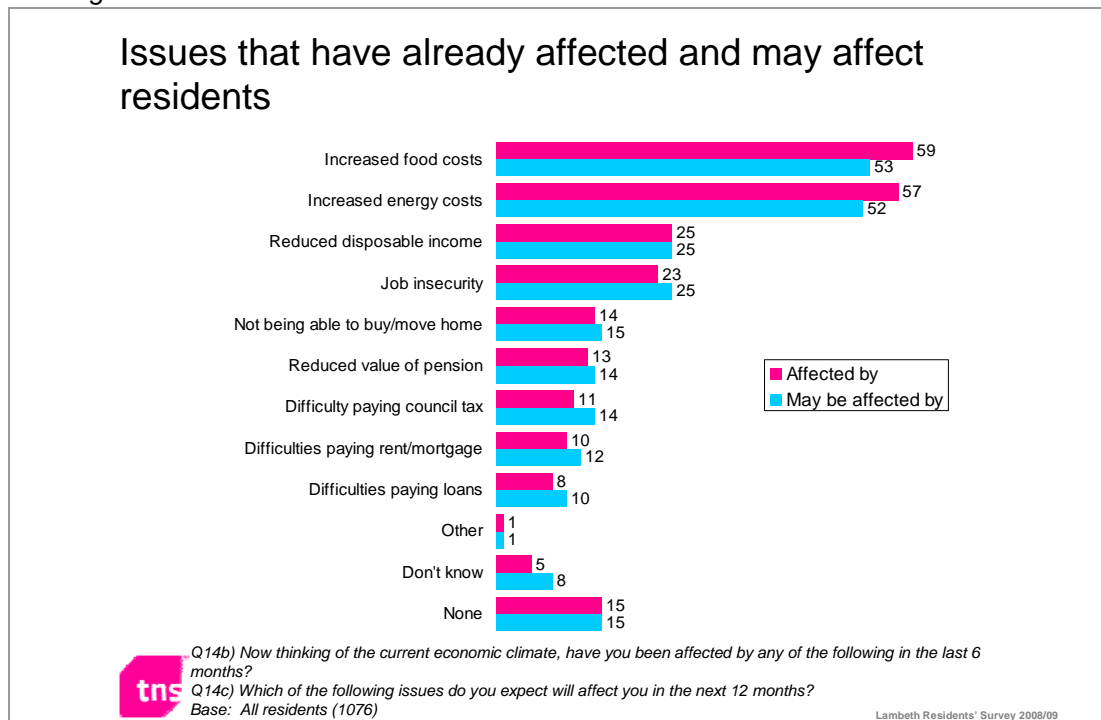
Other key issues for a quarter of residents include reduced disposable income (25% have both been affected and expect to be affected) and job insecurity (23% have been affected and 25% expect to be affected).

These issues of concern are not held uniformly and some groups of residents are more worried about some than others. Taking each issue in turn:

- Residents who feel more affected by **increased food costs** are more likely to live in Stockwell and Norwood, and are in the mid-age groups of thirty-five to fifty-nine.
- More White British residents, thirty-five to fifty-nine year olds, Stockwell and Norwood residents say they are affected by **increased energy costs**.
- **Reduced disposable income** is more of an issue for owner occupiers, White British residents, thirty-five to fifty-nine year olds, residents from social grades AB and C1, full-time workers, Stockwell and Norwood residents.
- **Job insecurity** is a key issue for private renters, eighteen to thirty-four year olds, AB residents, full-time workers and the unemployed.
- Black Caribbean residents and Stockwell residents are more concerned about not being able to **buy or move home**.
- Reduced value of pensions and investments is more of an issue for owner occupiers, White British residents, those aged thirty-five or more, full-time workers, retired people, Clapham and Norwood residents.

- The more deprived are more likely to say they have **difficulties paying council tax**: council tenants, DE residents, part-time workers and Stockwell residents.
- Mid-age groups and DE residents are more likely to have **difficulties paying loans**.

Figure 44



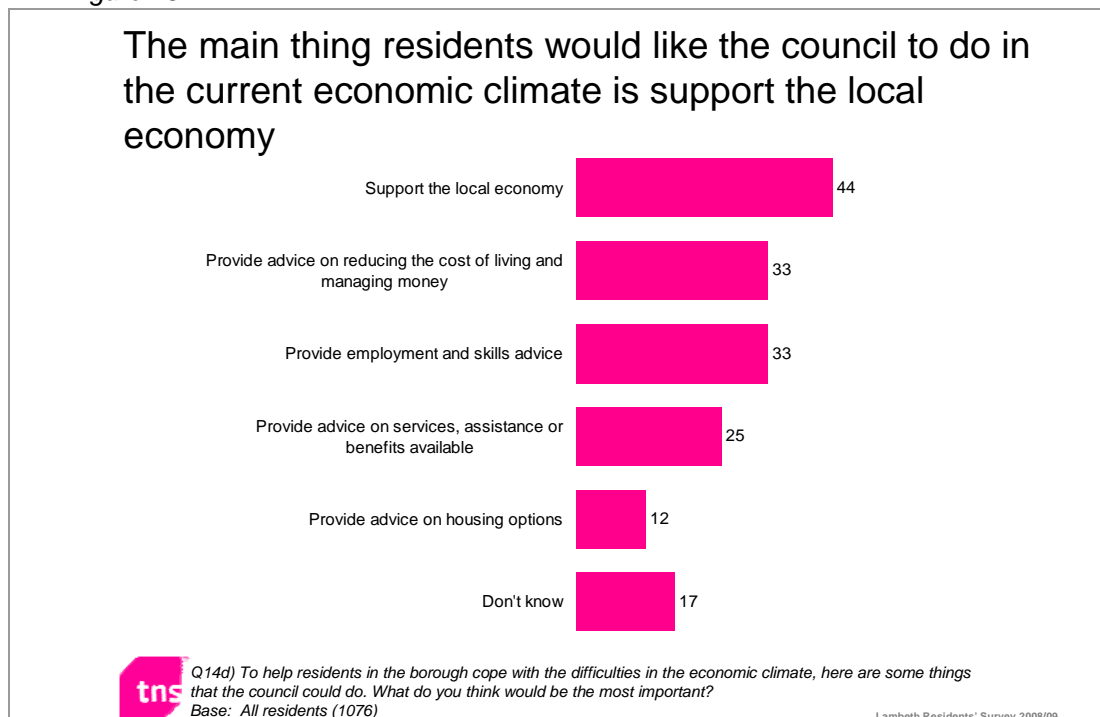
When asked the two main things that the council could do to help residents in the Borough cope with the difficulties in the economic climate, the top answer was to support the local economy (44%), followed by a third of residents saying the council could provide advice on how to reduce the cost of living and manage money effectively (33%) and provide employment and skills support and advice (33%).

Supporting the local economy is particularly popular among owner occupiers (54%), Brixton residents (53%), AB residents (51%), full-time workers (50%), men (49%), thirty-five to fifty-nine year olds (48%) and White British residents (48%).

More Stockwell residents say the council could provide advice on how to reduce the cost of living and manage money effectively (45%), while providing employment and skills support and advice is a preference among full-time workers (38%).

Providing advice on services, assistance and benefits is a preference for Norwood (36%) and Stockwell (32%) residents, and more Black Caribbean (18%) and council tenants (17%) say provide advice on housing options and support.

Figure 45



## 21. Survey of children and young people

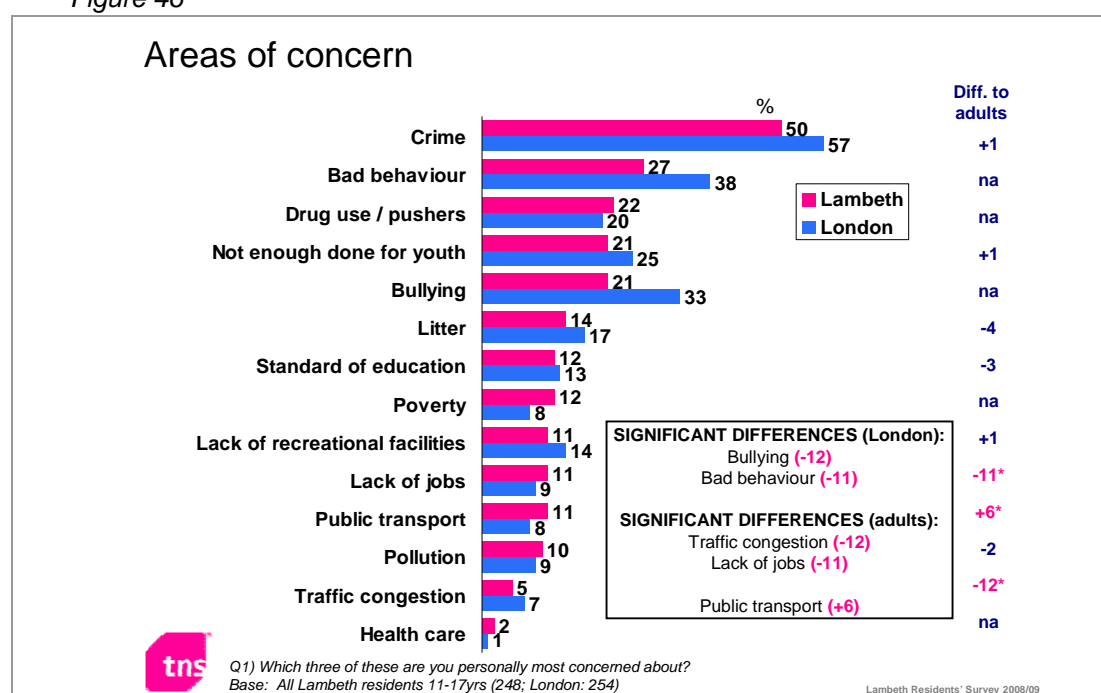
In 2005, the residents' survey was expanded to include the views of younger residents of secondary school age (11 to 17 years). This survey was repeated in 2007 and 2009; 248 young people were interviewed this year.

### 21.1 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 that directly affects young people. The young people's survey was thus adjusted to take account of these variations.

As with adults, crime is the single biggest concern for young Lambeth residents (50%); this is in line with the average for young people living in London (57%). Bad behaviour is the second greatest worry for Lambeth's young residents, mentioned by 27%, however significantly lower than London as a whole (38%). This is closely followed by drug use and pushers (22%) and not enough being done for young people (21%), which are both on a par with London (20% and 25% respectively). The only other difference to London is a lower concern for bullying (21% cf. 33%).

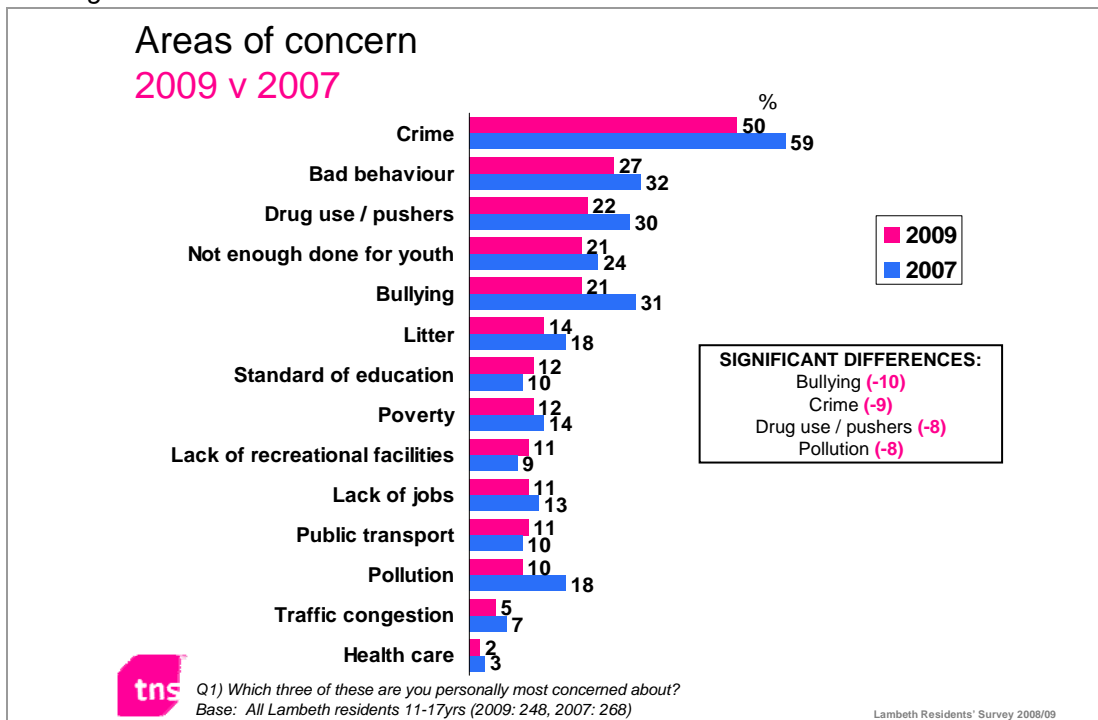
Figure 46



Encouragingly, there have been some significant falls in young people’s level of concern since the survey undertaken in 2007, these are for bullying (-10), crime (-9), drug use and pushers (-8) and pollution of the environment (-8).

Concern about both bad behaviour and drug use and pushers is significantly higher in Stockwell (43% and 49% respectively).

Figure 47



## 21.2 Image of the council

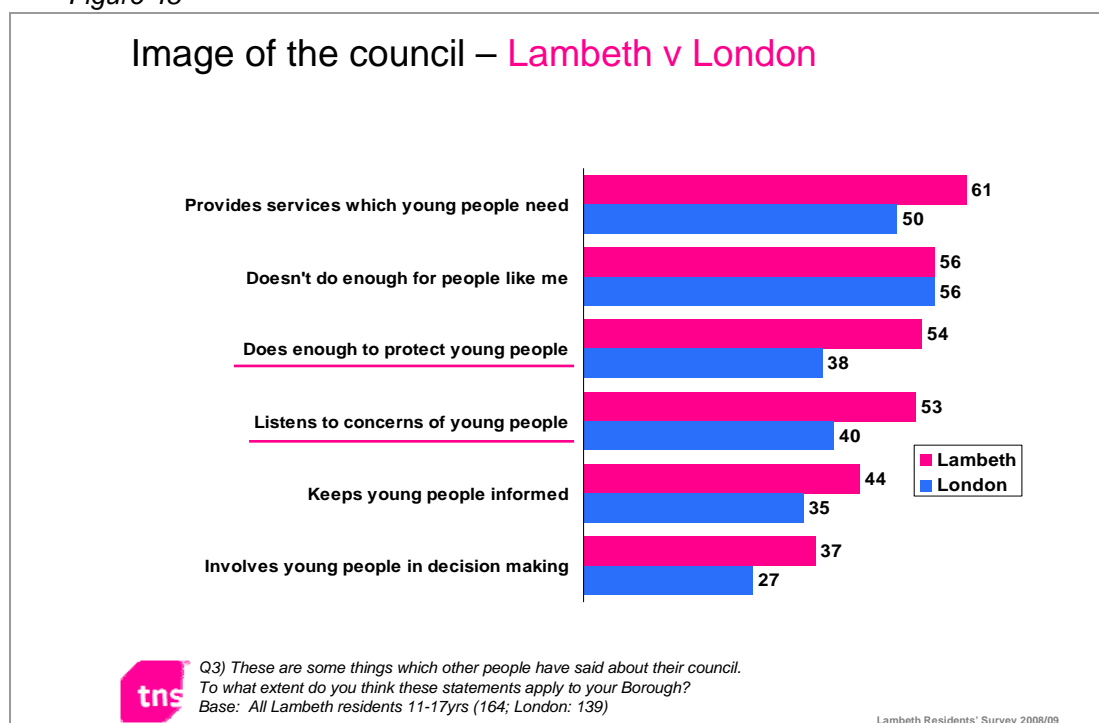
Three in ten (28%) young people in Lambeth say they do not know anything about their local council, this is in line with the London average (34%). Three in five (62%) claim to have a little knowledge on the subject, with only 4% knowing a lot.

Young people who say they know at least something about the council are asked to rate it on a range of image statements. Young people are most positive about the council's provision of services which young people need (61%), but the next most common mention is that council doesn't do enough for people like them (56%).

In 2009, over half (53%) think the council listens to concerns of young people, a significant improvement from 2007 (40%) and better than London (40%). Two in five (37%) agree that the council involves young people in decision-making, which is reflective of young people's views in London generally.

Positively this year, more young people say the council does enough to protect them compared with London generally (+16).

Figure 48



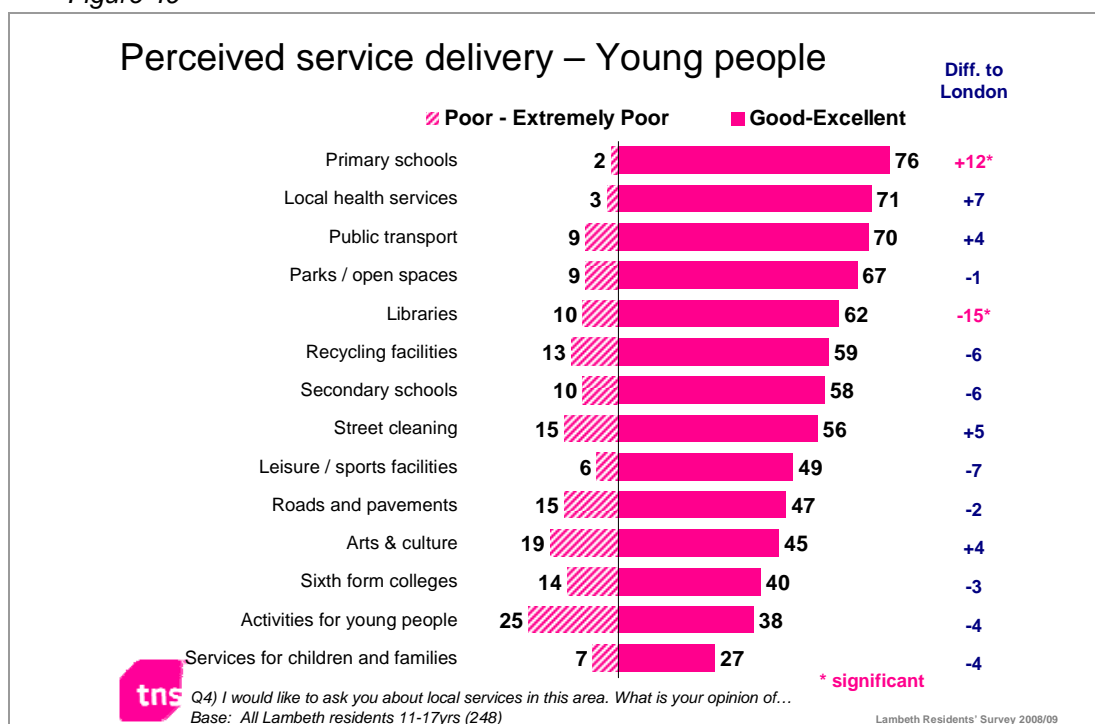
### 21.3 Service delivery

As seen in the London-wide survey, educational services receive higher ratings than in the adult section of the survey – this likely reflects greater levels of usage and familiarity. For example, 76% of young people rate primary schools as good to excellent compared with 30% of adults. Secondary schools also receive a higher rating by young people than adults in Lambeth (58% compared with 23%).

Services that do not do so well are those to do with the use of leisure time, including activities for young people (25% poor to extremely poor) and arts and culture (19%). 15% of young people are also negative about street cleaning and the repair of roads and pavements.

When comparing results against those of the London-wide survey, young people in Lambeth give a higher rating for primary schools (+12), but lower ratings for libraries (-15).

Figure 49



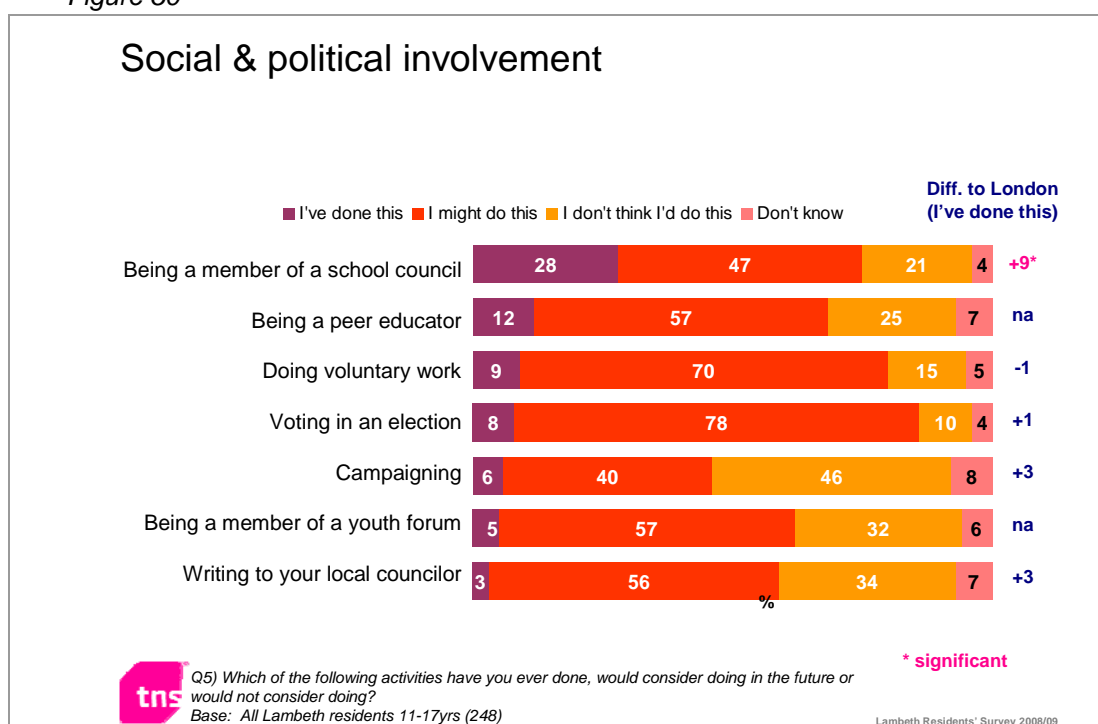
## 21.4 Social and political involvement

Levels of youth social and political involvement are mainly in line with the London average, although more young people in Lambeth say they are a member of a school council (+9).

In terms of the involvement they are likely to have had, young people are most likely to report being a member of a school council, with 28% saying they have done this. One in ten say they have been a peer educator (12%), volunteered (9%) and voted in an election (8%). Young people are less likely to get involved in campaigning (46% don't think they would do this).

Social and political involvement is at a similar level to 2007, with the exception of volunteering, which has significantly fallen from 21% to 9%.

Figure 50

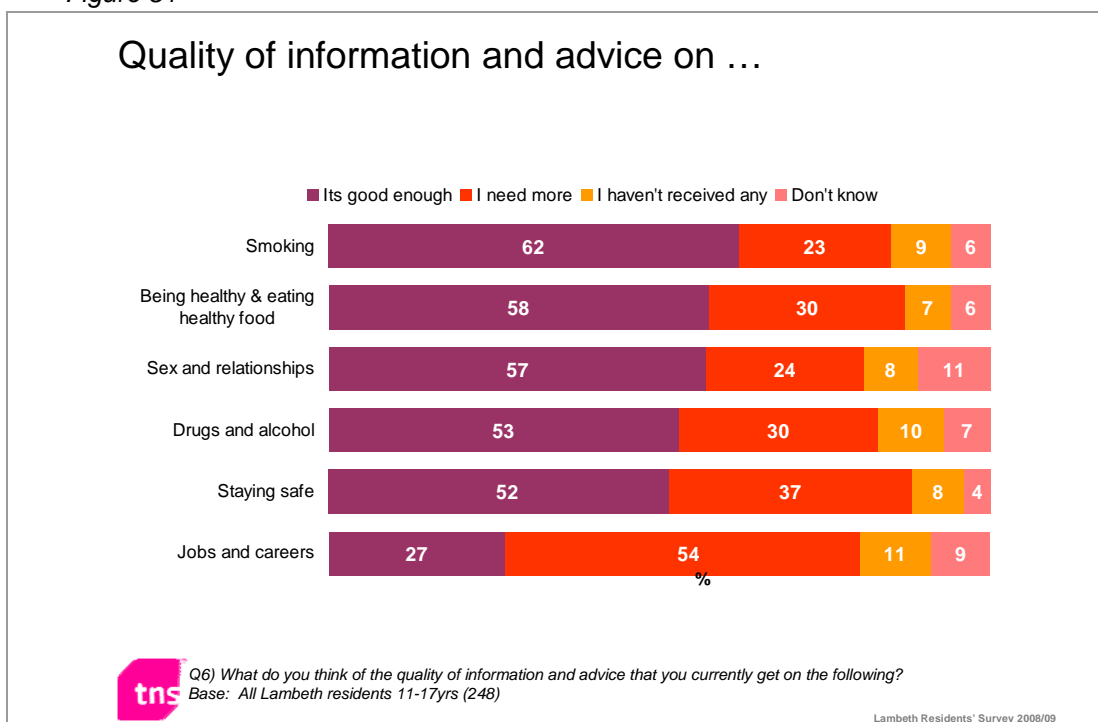


## 21.5 Quality of information and advice

In 2009 young people were asked about the quality of information and advice on a range of issues relevant to their health and well being.

Of the six topics shown, most feel the quality of information and advice is good enough (see figure 49), although over half of young people feel they need more information and advice on jobs and careers (54%). Two in five would also like more information and advice on staying safe.

Figure 51

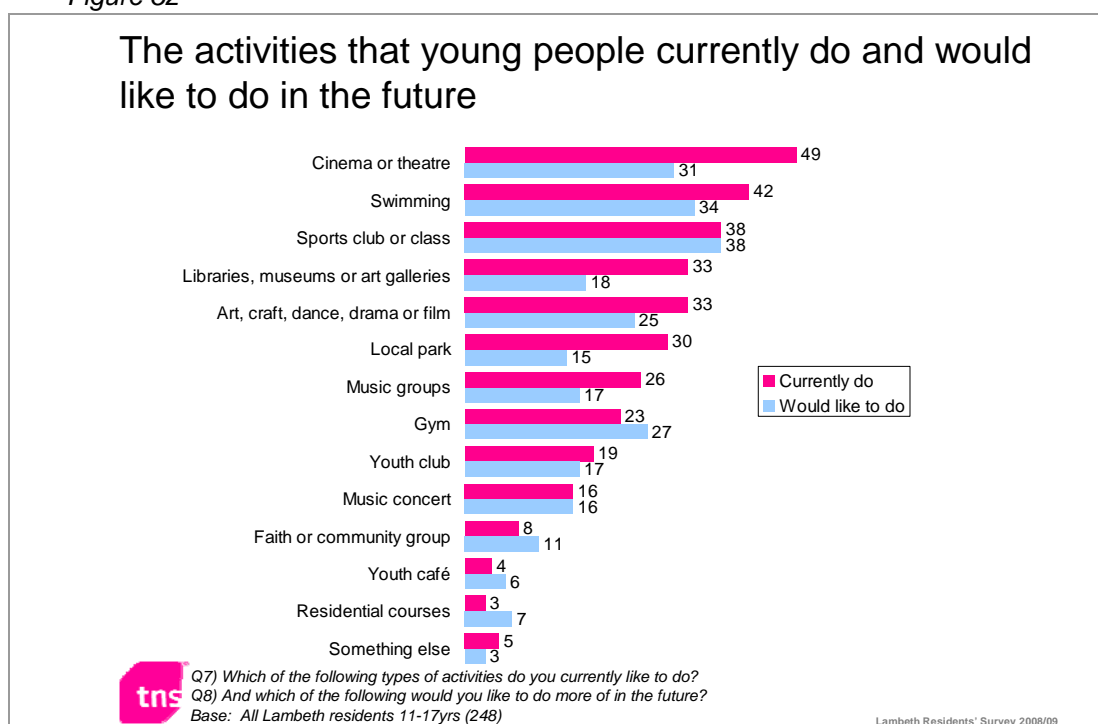


## 21.6 Activities undertaken

Looking at the activities that young Lambeth people currently undertake, the most common are the cinema or theatre (49%), swimming (42%) and sports club or class (38%).

When looking at what young people would like to do more of, the three most popular are the same activities, except in reverse order: sports club or class (38%), swimming (34%) and cinema or theatre (31%). Sports club or class is most prevalent among boys (48%).

Figure 52



## Appendix A Questionnaire

### Lambeth Questionnaire 2009 ADULT SURVEY

Q.2 Which three, of these, are you PERSONALLY most concerned about ?

- 1 Lack of jobs
- 2 Lack of recreational facilities
- 3 Quality of Health Service
- 4 Not enough being done for elderly people
- 5 Not enough being done for young people (split A)  
OR Rising prices\interest rates (split B)
- 6 Level of council tax
- 7 Crime
- 8 Standard of education
- 9 Pollution of the environment
- 10 Traffic congestion
- 11 Poor public transport
- 12 Lack of affordable housing
- 13 Litter\dirt in streets
- 14 Number of homeless people
- 15 Other
- 29 DK
- 30 N

Q.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.....

is doing a good job

- 1 A great deal
- 2 To some extent
- 3 Not very much
- 4 Not at all
- 7
- 5 DK

- ...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
- ...resolves problems when asked
- ...keeps residents informed about what they are doing
- ...has staff who are friendly and polite
- ...doesn't do enough for people like me
- ...provides good value for money for the council tax I 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

Q.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....

...refuse collection ?

Excellent  
Very good  
Good  
Average  
Poor  
Very poor  
Extremely poor  
DK

...street cleaning ?  
...street lighting ?  
...repair of roads and pavements ?  
...parks and open spaces ? ('playgrounds' deleted)  
...nursery education (under 5's) ?  
...primary education (5 - 11 yrs) ?  
...secondary education (11 - 18 yrs) ?  
...adult education ?  
...leisure and sports facilities ?  
...libraries ?  
...social services for adults ?  
...social services for children and families?  
...council housing ?  
...recycling facilities ?  
...public transport?  
...policing ?  
...housing benefit service ?  
...collection of council tax ?  
...parking services ?  
...activities for teenagers ?  
...local health services ?  
...arts and cultural activities ?  
...planning services ?  
...noise control ?  
...pest control ?

Q.5 Which of these services provided in Lambeth do you or members of your household use nowadays or have used within the last 12 months?

- 1 Leisure and sports facilities
- 2 Recycling facilities
- 3 Social services for adults
- 4 Libraries
- 5 Parks and open spaces
- 6 Nursery education (under 5's)
- 11 Primary education (5-11's)
- 12 Secondary education (11-18's)
- 7 Evening classes \ Adult education
- 8 Housing benefit service
- 13 Parking services
- 14 Social services for children and families
- 15 Arts and cultural activities
- 16 Local health services
- 17 Planning services
- 18 Noise control
- 19 Pest control

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

- 01 Very satisfied
- 02 Fairly satisfied
- 03 Neither satisfied nor dissatisfied
- 04 Fairly dissatisfied
- 05 Very dissatisfied
- 06 DK

Q7 To what extent do you agree or disagree that your local area is a place where people from different backgrounds can get on well together?

- 01: Definitely agree
- 02: Tend to agree
- 03: Tend to Disagree
- 04: Definitely disagree
- 05: Don't Know
- 06: Too few people in local area
- 07: All same backgrounds

Q8 Do you agree or disagree that you can influence decisions affecting your local area?

- 01: Definitely agree
- 02: Tend to agree
- 03: Tend to disagree
- 04: Definitely disagree
- 05: Don't know

Q9 In the past 12 months have you taken part in any consultation, responded to a survey or attended a meeting about local issues?

- 01: Yes
- 02: No
- 03: DK

Q10a How much would you say the crime rate has changed since two years ago. In this area, would you say that there is ...?

- 01: A lot more crime
- 02: A little more crime
- 03: The same amount of crime
- 04: A little less crime
- 05: A lot less crime
- 06: DK

IF CODED 01, 02, 03, 04 OR 05 AT Q10A

Q10b Which of the following, if any, did you base your answer on ...?

- 01: Personal experience
- 02: What I see locally
- 03: Word of mouth
- 04: Friends, family, or neighbour's experience
- 05: Local press
- 06: National or local TV
- 07: Action by police
- 08: Punishments by courts
- 09: Crime figures from Safer Lambeth Partnership
- 10: Other (write in)
- 11: DK

SHOW COPY OF "LAMBETH LIFE"

Q11a Have you had a copy of the local council magazine "Lambeth Life" delivered to your door in the last 3 months?

- 01: Yes
- 02: No
- 03: DK

IF NO or DK, go to Q17

SHOW SCREEN

IF YES at Q11a, ASK:

SINGLE CODE

Q11b Which of the following best applies to you?

- 01: I read most of it
- 02: I read some of it
- 03: I read very little of it
- 04: I do not read any of it

IF 04 AT Q11B ASK:

MULTI CODE

Q11c Why not?

- 01: No time
- 02: Not interested
- 03: Not relevant
- 04: Other (please write in)
- 05: DK

IF READ MOST/ SOME/ LITTLE OF IT at Q11b, ASK:

Q11d How would you rate it?

- 01: Excellent
- 02: Very good
- 03: Good
- 04: Average
- 05: Poor
- 06: Very poor
- 07: Extremely poor
- 08: DK

IF READ MOST/ SOME/ LITTLE OF IT at Q16b, ASK:

Q11e Thinking about the following sections of Lambeth Life, would you like to see more, less or about the same amount of each of these...?

More  
About the same amount  
Less  
DK

...News  
...Leaders column  
...Eco Matters  
...Business  
...Health  
...Sport  
...Education  
...Letters  
...Puzzles  
...Listings

IF READ MOST/ SOME/ LITTLE OF IT at Q16b, ASK:

Q11f To what extent do you agree or disagree with each of the following statements about Lambeth Life...?

Strongly agree  
Agree  
Neither agree nor disagree  
Disagree  
Strongly disagree  
DK

... The stories in Lambeth Life are relevant to me and my lifestyle  
... I trust that the news in Lambeth Life is accurate and factual  
... The news and information in Lambeth Life is up to date  
... Lambeth Life is easy to read  
... The content of Lambeth Life is interesting and informative

SHOW SCREEN/ MULTICODE

Q12 Do you have access to the Internet?

01: Yes at home  
02: Yes at work  
03: Yes at school/college  
04: Yes at a Lambeth library  
05: Yes at another place  
06: No  
07: DK

**Now thinking about you and your life.**

SHOW SCREEN

Q13a On a scale of 1 to 10, where 1 is extremely unhappy and 10 is extremely happy, taking all things together how happy would you say you are?

- 01 – Extremely unhappy
- 02
- 03
- 04
- 05
- 06
- 07
- 08
- 09
- 10 – Extremely happy
- 11 DK

SHOW SCREEN

Q13b Now thinking about your health over the last 12 months, how has your health been in general? Would you say it's been ....

- 01: ... very good
- 02: ... good
- 03: ... fair
- 04: ... bad
- 05: ... very bad
- 06: DK

READ OUT

Q14a Compared to this time last year, do you feel that you are ...?

- 01: ...better off
- 02: ...about the same
- 03: ...worse off
- 04: DK

Q14b Now thinking of the current economic climate, have you been affected by any of the following in the last 6 months?

MULTICHOICE

- 01: Difficulties paying the rent or mortgage
- 02: Not being able to buy a home or move home
- 03: Increased cost of food
- 04: Increased cost of fuel and energy bills
- 05: Difficulties paying council tax
- 06: Difficulties paying loans
- 07: Job insecurity or increased risk of losing your job
- 08: Reduced disposable income – less money for leisure activities
- 09: Reduced value of your pension and/or other investments
- 10: Other (WRITE IN)
- 11: None
- 12: DK

Q14c Which if any of the following issues do you think will affect you in the next 12 months?

MULTICHOICE

- 01: Difficulties paying the rent or mortgage
- 02: Not being able to buy a home or move home
- 03: Increased cost of food
- 04: Increased cost of fuel and energy bills
- 05: Difficulties paying council tax
- 06: Difficulties paying loans
- 07: Job insecurity or increased risk of losing your job
- 08: Reduced disposable income – less money for leisure activities
- 09: Reduced value of your pension and/or other investments
- 10: Other (WRITE IN)
- 11: None
- 12: DK

Q14e To help residents in the borough cope with the difficulties in the economic climate, here are some things that the council could do. What do you think would be the most important? You may pick up to two.

- 01: Provide advice on how to reduce the cost of living (e.g. reducing your energy bills) and manage your money effectively
- 02: Provide advice on services, assistance or benefits available to people in need
- 03: Support the local economy (e.g. promoting local shops and businesses, supporting local people to start their own businesses, giving financial advice to local business, etc.)
- 04: Provide advice on housing options and support available
- 05: Provide employment and skills support and advice (either to stay in employment or return to work)
- 06: DK

#### CLASSIFICATION QUESTIONS

Q15 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

Q16 How long have you lived in the London Borough of Lambeth?

- 01: Less than 1 year
- 02: 1 < 2 years
- 03: 2 < 5 years
- 04: 5 < 10 years
- 05: 10 years and over
- DK

Q17 Do you have any children aged 17 or under living in the household?

- 1 YES
- 2 NO

IF CODES 01, 02 OR 03 AT Q9112



Q18 Earlier you said that you are currently working, can I just check are you employed, self-employed or a business owner?

- 01: Employed
- 02: Self employed
- 03: A business owner
- 04: Other (please specify)

Q19 From the following list which one of these best describes your faith?

- 1 No religion
- 2 Buddhist
- 3 Christian
- 4 Hindu
- 5 Jewish
- 6 Muslim
- 7 Sikh
- 8 Other

Q20 Which of the options on this card best describes how you think of yourself?  
Please read out the number next to the description:

- 01: Heterosexual/ straight (1)
- 02: Gay or lesbian (2)
- 03: Bi-sexual (3)
- 04: Other (write in) (4)
- 05: DK
- 06: I do not wish to answer this question

Question 9237

Please enter name of respondent:

Question 9239

Could I ask for your phone number ?

- 1 YES
- 2 NO

Question 9240

Why not ?

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

What is your full telephone number including the area code?

Questions to establish social class



## Lambeth Young Persons Survey 2009

Q.1 Which three of these are you personally most concerned about?

Lack of jobs  
Lack of recreational facilities  
Not enough being done for young people  
Crime  
Standard of education  
Pollution of the environment  
Traffic congestion  
Poor public transport  
Litter\dirt in the streets  
Drug use and pushers  
Bad behaviour  
Bullying  
Access and/or quality of health care  
Poverty

Q.2 How much do you know about your local council?

01: A lot  
02: A little  
03: Nothing at all  
04: Can't say

**If codes Q.2 = 1 & 2 ask Q.3, If Q.2 = 03 & 04 Skip to Q.4**

Q.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.....

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  
Doesn't do enough for people like me

ASK ALL

Q.4 I would like to ask you about local services in this area.

What is your opinion of...

- ...street cleaning
- ...repair of roads and pavements
- ...parks and open spaces
- ...primary schools
- ...secondary schools
- ...sixth form colleges
- ...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

Q.5 Which of the following activities have you ever done, would consider doing in the future or would not consider doing?

- ...being a member of a school council
- ...writing to your local councillor about a local issue
- ...voting in an election
- ...doing voluntary work like helping a local charity or sponsored events
- ...campaigning – like going on a march, protest or signing a petition
- ... being a member of a youth forum in my local area or the Lambeth Youth Council
- ...being a peer educator (young people trained to work with other young people)

01: I am doing/have done this already

02: I might do this in the future

03: I don't think I would ever do this

04: Don't know

### **Advice and information on issues that concern you**

Q6. What do you think of the quality of information and advice that you currently get on the following?

- ...Being healthy and eating healthy food
- ...Drugs and alcohol
- ...Smoking
- ...Sex and relationships
- ...Jobs and careers
- ...Staying safe (for example, from bullying or gangs both in and out of school)

01: The information is good enough

02: I need more information and advice

03: I haven't received any information about this

04: DK

## Activities

Q7. Which of the following type of activities do you currently like to do?

- 01: Local park or playground
- 02: Cinema or theatre
- 03: Music concert or gig
- 04: Swimming
- 05: Sports club or class
- 06: Gym
- 07: Youth club or youth group with organised activities run by adults
- 08: Faith or community group
- 09: Youth café (with few or no organised activities)
- 10: Art, craft, dance, drama or film/video-making groups or classes
- 11: Music groups or lessons
- 12: Libraries, museums or art galleries
- 13: Residential courses (for example, outward bound)
- 14: Something else (please specify)
- 15. None
- 16. Don't know

Q8. And which of the following would you like to do more of in the future?

- 01: Local park or playground
- 02: Cinema or theatre
- 03: Music concert or gig
- 04: Swimming
- 05: Sports club or class
- 06: Gym
- 07: Youth club or youth group with organised activities run by adults
- 08: Faith or community group
- 09: Youth café (with few or no organised activities)
- 10: Art, craft, dance, drama or film/video-making groups or classes
- 11: Music groups or lessons
- 12: Libraries, museums or art galleries
- 13: Residential courses (for example, outward bound)
- 14: Something else (please specify)
- 15. None
- 16. Don't know

And finally just a few questions about yourself

Q.9 Firstly, can I ask your age:-

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

Q.10 And which of these best describes your ethnic origin?

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
9. Pakistani
10. Bangladeshi
11. Any other Asian background
12. Caribbean
13. African
14. Any other Black background
15. Chinese
16. Other background
17. Don't know/refused

Code sex of child

Male

Female

## Appendix B 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 overleaf 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%).

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**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	<b>5.0</b>	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 Classification

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