

Lambeth Research and Consultation briefing: October 2009 residents' survey

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SUMMARY

The good news

- Satisfaction with the local area is up, as is satisfaction with the police and health services which demonstrates the improvement being delivered across Lambeth First (Lambeth's Local Strategic Partnership).
- Both young people and adults appreciate Lambeth for its public transport links and parks and open spaces, and youth satisfaction with parks has gone up which ties in with the fact that more Lambeth parks than ever before have been awarded Green Flag status.
- Concern about jobs and homelessness are both below the inner London average.
- It is particularly encouraging to see that young people are more positive than adults about education and youth/child facilities – services particularly targeted at them.
- Residents who feel informed are more positive about a range of measures. This demonstrates the importance of developing a relationship with our residents and keeping them up to date about the services we are delivering and how we are responding to their concerns.
- Residents survey findings are much more positive than the Place survey national indicators – which is as predicted given that it is a more representative survey of residents and shows that it is important for us to engage with all our residents (not just those likely to respond to postal surveys).

Potential areas for action

- Crime remains residents' top concern, although levels of concern are declining as they have done since we started recording concern in 2003. This shows that although the council and its partners have made significant improvement in relation to reducing crime and fear of crime continued action around community safety and communications which focus on reducing the fear of crime and talk about our achievements in reducing crime are still needed.
- Satisfaction with secondary schools and perceptions of influence have both declined since January 2009 as has youth satisfaction with primary schools. This is disappointing given our continued improvements in service delivery around these areas and suggest that perhaps the message of improved school results, BSF developments, £9 million primary school investment and opportunities to get involved are not getting through to our residents.
- Unlike in January 2009 where residents were more concerned than others in inner London about jobs, now they are more concerned than average about council tax. This suggests we need to more clearly demonstrate to our residents the value for money we deliver and in particular reinforce the fact that council tax is frozen.
- There appears to be an opportunity to engage new residents more fully. They are less likely to use main communications channels, feel less informed and have lower perceptions of influence - and so targeted communications when they move to the borough may be beneficial.
- Black Caribbean residents continue to be more negative about the council's performance and value for money. This is an ongoing trend and an issue being picked up within the council's new Single Equality Scheme.
- Similarly our council tenants are more negative about council performance and value for money. The residents' survey echoes the findings of other analysis we have conducted and shows that the key reason council tenants feel this way is because of what they perceive to be poor maintenance and repairs. The council therefore needs to consider mechanisms which may improve perceptions of the repair service either through actual changes to the service provided, or communications to clarify the level of service tenants should expect. Tenants also feel less safe and are more concerned about community safety issues, which suggest that targeted programmes which address estate safety may be useful.

Introduction and methodology

This report outlines the key issues for Lambeth residents based on the October 2009 residents' survey. The survey was conducted by the research agency Ipsos MORI on behalf of Lambeth Council. Findings are based on a total of 752 interviews with adults (aged 18+) and 130 interviews with young people aged 11-19 years. The fieldwork for this survey was carried out in residents' homes using computer assisted personal interviewing (CAPI) between 19th October – 19th November 2009.

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

Key findings

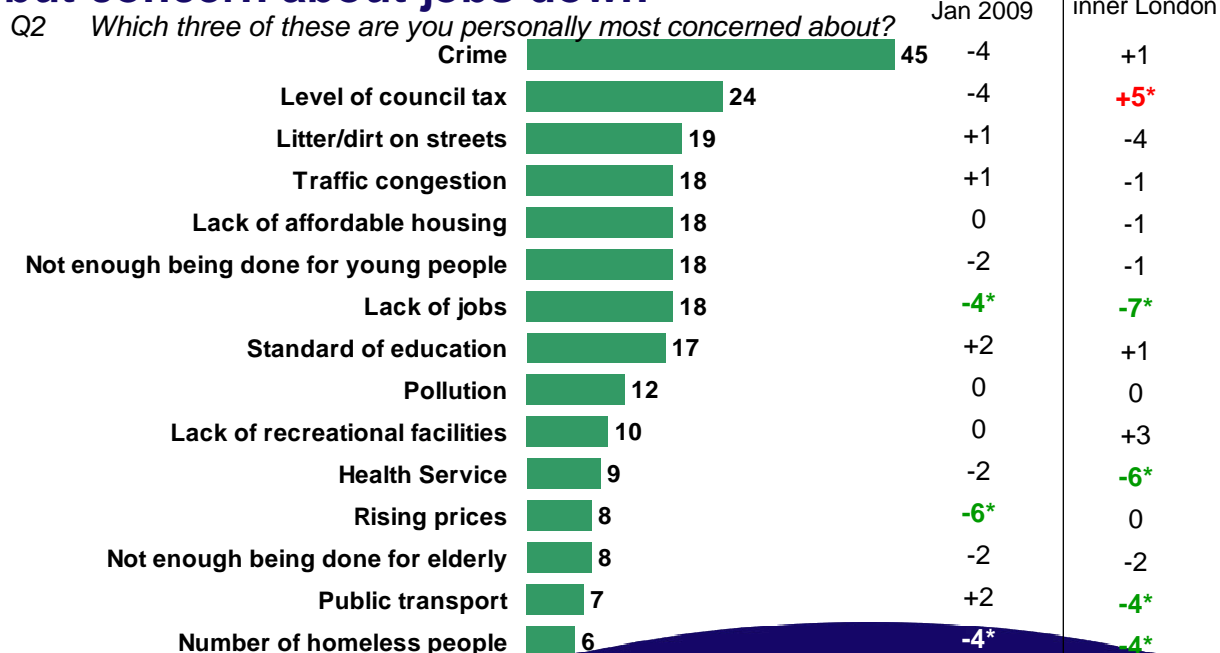
The overall message from the survey is broadly positive. Appendix one provides a detailed topline of all the findings from the October residents' survey.

Concern about crime among both adults and young people continues to decline which ties in with the budget consultation findings and figures from the Met Police about actual crime levels. As in January 2009 concern about crime continues to be in line with the inner London average.

The increase in concern about jobs recorded in January 2009 seems to have been a blip and this has now returned to previous levels, although more say their personal financial circumstances have got worse in the last year than in January (36% compared with 25%) and 44% of young people say they are worried about finding work when they finish school or college.

Council tax is the only area where concerns are higher than the inner London average, which suggests that messages about the council tax freeze need to be reinforced.

Concerns stable since January, crime still number one, but concern about jobs down

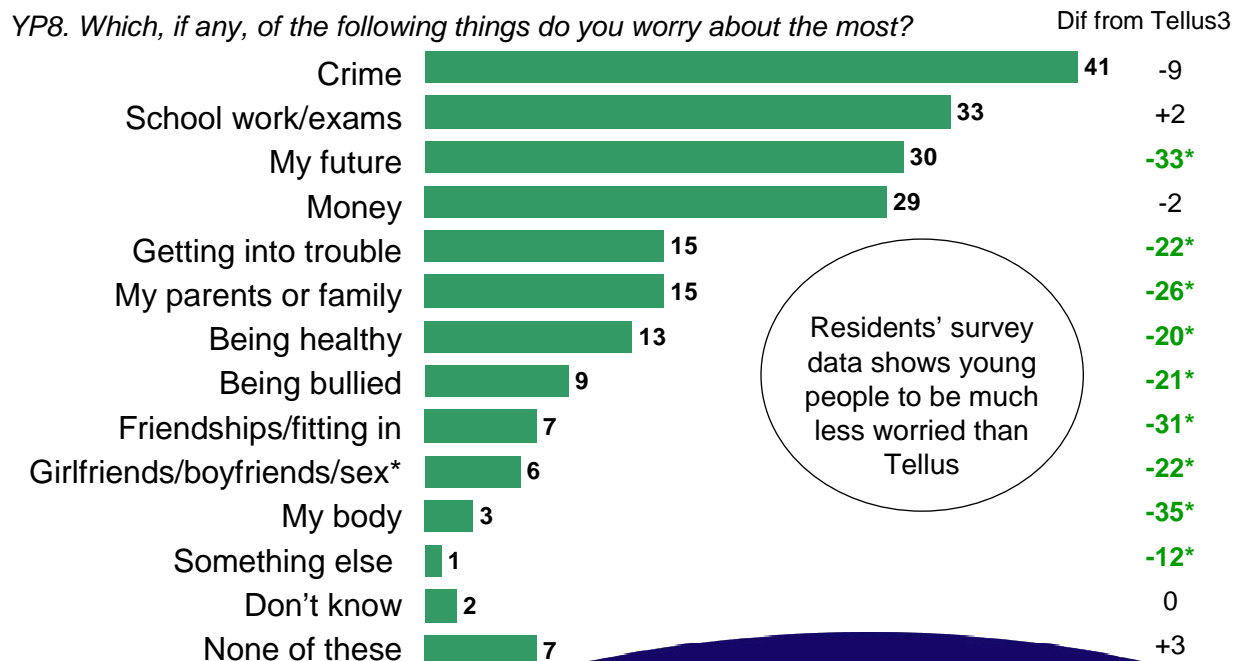


Residents' survey Oct 2009

Base: All respondents (752). Note the inner London comparison data is based on a question with a split code "Not enough being done for young people" (240) and "Rising prices/interest rates" (246)



Young people are also most concerned about crime



Residents' survey Oct 2009, Tellus 3 Sept 2008

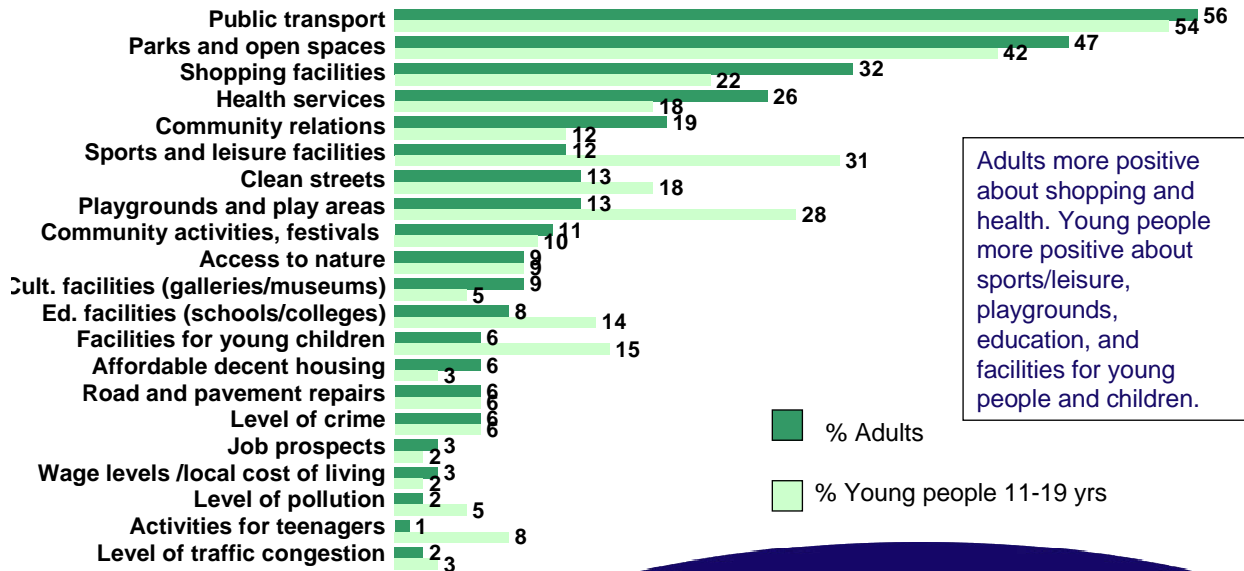
Base: All respondents aged 11-19 years (130). Please note Tellus 3 data is based on year 6, 8, and 10 Lambeth pupils and so answers are not directly comparable



Residents are particularly positive about public transport and parks and it is encouraging to note that young people are more positive than adults about some of the services which are targeted at them (like playgrounds and play areas, education facilities and activities for teens and young children).

Residents think public transport and parks are the best things about Lambeth

Q3/YP7 Which of the following, if any, would you say are the good things about living in Lambeth?



Residents' survey Oct 2009

Base: All respondents (752 adults, 130 young people).



Satisfaction and rating of services has increased for the following areas:

| Description | Res survey Oct 2009 | Res survey Jan 2009 | Difference |
|---|---------------------|---------------------|------------|
| ADULTS | | | |
| Satisfaction with the local area | 79 | 70 | +9* |
| Local health services (% rating good to excellent) | 73 | 64 | +9* |
| Local policing (% rating good to excellent) | 55 | 50 | +5* |
| YOUNG PEOPLE (11-19 years) | | | |
| Parks and open spaces (% rating good to excellent) | 75 | 59 | +16 |

However, performance has declined in relation to the following:

| Description | Res survey Oct 2009 | Res survey Jan 2009 | Difference |
|---|------------------------|------------------------|------------|
| ADULTS | | | |
| Agree able to influence local decisions | 43 | 47 | -4* |
| Secondary education (% rating good to excellent) | 18 | 23 | -5* |
| YOUNG PEOPLE (11-19 years) | | | |
| Primary schools (% rating good to excellent) | 60 | 76 | -16* |

Corporate performance

The budget consultation finds that residents are increasingly positive about our corporate performance. The residents' survey will monitor five key measures of corporate performance each quarter. Baseline figures are provided in table 2 below and show that our more reliable face to face survey of residents paints a much more positive picture of corporate performance than official national indicators (which are based on postal surveys that are not particularly successful in engaging residents in more deprived and ethnically diverse areas like Lambeth).

Table 2: Baseline figures: five key corporate performance measures

| National indicator | Description | Res survey Oct 2009 | Place survey /Tellus3 survey | Difference |
|--------------------|----------------------------------|------------------------|------------------------------------|------------|
| 4 | Feelings of influence | 43 | 34.7 | +8* |
| 5 | Satisfaction with the local area | 79 | 72.7 | +6* |
| Not NI | Perceptions of value for money | 33 | 27.2 | +6* |
| Not NI | Satisfaction with the council | 52 (48 for YP) | 39.6 | +12* |
| Not NI | Feeling informed | 60 (40 for YP) | NA | NA |

In terms of customer groups, new residents are less positive about influence (34%) and feel less informed (45%), but are more satisfied with the area as a place to live (79%). As found previously Black African residents are more positive about the way the council runs things (65%) as are private tenants (62%). Those aged 65 and over are also more positive about value for money (46%). Since Lambeth council started conducting face to face residents' surveys our Black Caribbean residents have been less positive about council performance and value for money. Similar with previous years Black Caribbean residents are less likely to use local arts and cultural facilities and parks.

Our council tenants are more negative than other Lambeth residents including housing association tenants about a range of issues. They are less satisfied with their local area and less positive about community cohesion. They are also more negative about the council, being more dissatisfied with the way Lambeth Council runs things and more likely to think that the council provides poor value for money. They feel this way because of what they perceive to be poor maintenance and repairs. This echoes one of the key findings of other analysis which showed that perceptions of council housing, rather than any other aspect of council services, are the key driver of perceptions of value for money for our tenants.

For the first time residents were asked why they felt we did or did not provide value for money. Of the 33% who think we provide value for money the top three reasons are the good service overall (43%), a clean and well kept borough (27%) and good recycling facilities (17%). Of the 35% who think we do not provide value for money the key reasons are council tax being too high/higher than other boroughs (41%), poor service overall (33%) and lack of repairs/poor maintenance (27%)

Demographics

We asked a number of demographic questions for the first time and found that:

- 20% of residents report they have a long term limiting illness, disability or infirmity
- 13% of residents own their own business, (5% in Lambeth and 8% outside the borough).
- 84% are on the electoral register, 3% say they are not eligible, 4% don't know and 9% are eligible but are not registered. Non-registration rises from 9% to 15% for 18-34 year olds, 17% for mixed/Asian or other ethnicities, 19% for unemployed, 23% for those in education or training and 21% for private tenants.
- 12% of adults and 27% of young people undertake some sort of regular caring for a friend, neighbour or relative

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

Adults and Community Services

- Four in five (81%) say they would report it if they suspected a neighbour, friend or relative was being abused or neglected, but 11% said it would depend on the situation, and 5% say it is unlikely they would report it. Those in education/training (24%) are more likely to say it would depend on the situation, and Black African (12%) and Brixton residents (9%) are less likely to report a safeguarding issue.
- Of those who said they would report suspected abuse or neglect, 79% say they know how to report it and would do so to the police (73%), social services (26%), the council (11%) or their GP (4%). Those who wouldn't know how to report it (16%) are more likely to be Clapham residents (24%) and single housesharers (22%) and so targeted communications may be useful to explain how to report abuse or neglect.
- 59% of residents feel that drugs or drug dealing is a problem in their local area, 90% feel safe in their local area in the day and 54% feel safe in the dark. Six in ten (59%) feel that the police and partnership are working together to deal with crime and ASB. Four in ten (41%) young people think gangs are a problem in their local area; they say their opinions are based on the experiences of people they know (38%), what they have seen in the news (38%) and gangs they have seen (32%).

Children and Young People's Services

- In terms of activities the things that young people would like to do more include going to the cinema or theatre (53%), gym (39%), swimming (39%), music gigs (27%) and sports clubs (26%).
- 25% of adults rate nursery education for under 5s well. This is in line with the inner London average (29%) and the same as previously (25% in Jan 2009, 24% in 2007)
- 28% of adults rate primary education (5-11 yrs) well. This is below the inner London average (34%) and the same as previously (30% in Jan 2009, 31% in 2007). However 60% of young people are positive about primary schools, which is in line with inner London, but lower than in Jan 2009 (76%).
- 18% of adults rate secondary education well. This is below the inner London average (30%) and lower than previously (23% in Jan 2009, 22% in 2007). However, 59% of young people are positive about secondary schools which is in line with inner London and previous waves.
- 21% rate out of school programmes, like breakfast clubs, sports and drama activities well.
- 12% rate activities for teenagers well. This is below the inner London average (21%) and the same as previously (13% in Jan 2009, 10% in 2007).
- Of parents nearly three quarters (72%) say they know how to get information and advice about childcare that is available, and three in ten (58%) say they know how to get information and advice about help paying for childcare.

Housing, Regeneration and Enterprise

- This wave of the survey has very few questions relating to council housing. More detailed questions are planned for the January wave of the survey. 18% are concerned about a lack of affordable housing, the same as previously and in line with the inner London average; and half of young people (49%) say they are worried about finding a good quality home when they are older
- 36% of adults and 22% of young people feel their personal financial circumstances have got worse in the last year, compared with 25% who felt this way in January 2009. But people are optimistic about the future with 72% of adults and 71% of young people thinking that things will stay the same or get better in the next year. A third of young people (34%) say the credit crunch has not affected them at all, but 27% say it has meant they have less money to go out and 27% they are less able to afford things.
- Two thirds of people feel they can afford some or all of the things they need (68%), but a third feel they can afford only a few or cannot afford a lot of the things they need (31%). People who are less likely to say they can afford things are unemployed (62%), black residents (51%), social tenants (51%), disabled (48%), those with English as a second language (47%), and residents of more than 10 years (39%).
- One in five (20%) say they sought advice about work or training in the last three months, but of these only three in ten think the council provides enough information to help residents find employment or training opportunities. Ethnic minority residents and benefit recipients are more negative about council support relating to employment and training (47% and 44% compared with 36% overall).

Finance and Resources

- Residents who think the council provides value for money do so because of the good overall service we provide (43%) as well as they cleanliness of the borough (27%) and our good recycling (17%) and waste collections (12%).
- However, Lambeth residents are now more concerned about council tax than the rest of inner London and those who think the council doesn't offer value for money feel this way because of a perception of high council tax (41%); which suggests that further messages to reiterate the 0% council tax increase and our charging relative to other boroughs would be useful. For tenants, perceived poor maintenance and repairs is the key reason for low perceptions of value for money.
- Satisfaction with the local area is improving with eight in ten now satisfied, up from 2003 levels and much higher than our official national indicator
- Electoral registration is lower among new residents, those for whom English is a second language, private tenants and lower social grades, which suggests targeted campaigns/canvassing for these groups may be useful.
- More detailed findings about perceptions of customer service and benefits services will be available in March.

Appendix One: Topline results from October 2009 residents' survey – Adults

Throughout both surveys where figures do not sum to 100 this may be due to rounding, weighting or multiple response.

Where too few respondents have answered a question for us to have confidence in its reliability (under 30) this is noted and actual respondent numbers (rather than percentages are recorded).

Q1. SHOWCARD Which three of these, if any, are you **personally** most concerned about?

| | |
|--|----|
| Crime | 45 |
| Level of council tax | 24 |
| Litter/dirt in the streets | 19 |
| Traffic congestion | 18 |
| Lack of affordable housing | 18 |
| Not enough being done for young people | 18 |
| Lack of jobs | 18 |
| Standard of education | 17 |
| Pollution of the environment | 12 |
| Lack of recreational facilities | 10 |
| Quality of health service | 9 |
| Rising prices/interest rates | 8 |
| Not enough being done for elderly people | 8 |
| Poor public transport | 7 |
| Number of homeless people | 6 |
| Other | 3 |
| No answer | 6 |
| Don't know | 2 |

LOCAL AREA

Throughout the questionnaire we ask you to think about 'your local area'. When answering, please consider your local area to be the area within 15-20 minutes walking distance from your home.

Q2. SHOWCARD Overall how satisfied or dissatisfied are you with your local area as a place to live?

| | |
|------------------------------------|-----------|
| Very satisfied | 20 |
| Fairly satisfied | 59 |
| Neither satisfied nor dissatisfied | 12 |
| Fairly dissatisfied | 7 |
| Very dissatisfied | 2 |
| Satisfied | 79 |
| Dissatisfied | 9 |

Q3. SHOWCARD Which of the following, if any, would you say are the good things about living in Lambeth? You can choose up to five.

| | |
|--|-----------|
| LOCAL SERVICES | 73 |
| Public transport | 56 |
| Health services | 26 |
| Educational facilities (e.g. schools and colleges) | 8 |
| Facilities for young children | 6 |
| Affordable decent housing | 6 |
| Activities for teenagers | 1 |
| LEISURE AND COMMUNITY | 62 |
| Shopping facilities | 32 |
| Community relations (i.e. the way people from different backgrounds get along with each other) | 19 |
| Sports and leisure facilities | 12 |
| Community activities, like festivals and religious celebrations | 11 |
| Cultural facilities (e.g. galleries, museums) | 9 |
| Level of crime | 6 |
| THE ENVIRONMENT | 62 |
| Parks and open spaces | 47 |
| Clean streets | 13 |
| Playgrounds and play areas | 13 |
| Access to nature | 9 |
| Road and pavement repairs | 6 |
| Level of pollution | 2 |
| Level of traffic congestion | 2 |
| THE ECONOMY | 5 |
| Job prospects | 3 |
| Wage levels and local cost of living | 3 |
| Other | 3 |
| None of these (I don't like living in Lambeth) | 5 |
| Don't know | 1 |

| |
|-------------------------|
| SOCIAL WELLBEING |
|-------------------------|

Q4. SHOWCARD To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?

| | |
|----------------------------|-----------|
| Strongly agree | 19 |
| Tend to agree | 60 |
| Neither agree nor disagree | 14 |
| Tend to disagree | 6 |
| Strongly disagree | 2 |
| Agree | 79 |
| Disagree | 8 |

Q5. SHOWCARD Do you agree or disagree that you can influence decisions affecting your local area?

| | |
|---------------------|-----------|
| Definitely agree | 5 |
| Tend to agree | 38 |
| Tend to disagree | 35 |
| Definitely disagree | 22 |
| Agree | 43 |
| Disagree | 57 |

| |
|---------------------------------------|
| SERVICE USAGE AND SATISFACTION |
|---------------------------------------|

Q6. SHOWCARD Looking at this map, which, if any, of these services provided by Lambeth Council have you, or a member of your household used in Lambeth in the last twelve months?

| | |
|---|-----------|
| HOUSING & ENVIRONMENT | 78 |
| Recycling facilities | 57 |
| Parks and open spaces | 50 |
| Housing benefit service | 13 |
| Noise control | 5 |
| Pest control | 4 |
| Planning services | 4 |
| HEALTH & SOCIAL CARE | 61 |
| Local health services | 59 |
| Social services | 7 |
| Services for disabled people | 4 |
| LEISURE/EDUCATION | 56 |
| Libraries | 35 |
| Leisure and sports facilities | 26 |
| Arts and cultural activities (e.g. theatres and concerts) | 13 |
| Evening classes/adult education | 5 |
| SERVICES FOR CHILDREN AND YOUNG PEOPLE | 32 |
| Playgrounds and play areas | 22 |
| Primary education (5-11s) | 12 |
| Secondary education (11-18s) | 9 |
| Nursery education (under 5s) | 6 |
| Youth services available for 13-19 year olds (e.g. youth clubs and centres, Connexions and summer activities) | 2 |
| EMPLOYMENT | 3 |
| Business support service/Business desk | 1 |
| Employment support or guidance from the GAIN project | 1 |
| Lambeth Adult Guidance Service (Ivor House) | 1 |
| Lambeth drop in IT/computing courses on Acre Lane | 1 |
| Other services | * |
| No answer | 4 |
| Don't know | 1 |

- Q7. SHOWCARD I would now like to ask for your opinion of some services in your local area. By local area, I mean within a 15-20 minute walk from your home. Please try to answer, even if you haven't had direct experience of these services. What is your opinion of ...? Would you say it is/they are ...?

| | Excellent | Very good | Good | Average | Poor | Very poor | Extremely poor | Don't know/ no opinion | Excellent-Good | Poor-Extremely poor |
|---|-----------|-----------|------|---------|------|-----------|----------------|---------------------------|----------------|---------------------|
| Activities for teenagers | 1 | 2 | 10 | 14 | 17 | 9 | 7 | 41 | 12 | 32 |
| Local health services | 6 | 25 | 42 | 17 | 3 | 1 | 1 | 6 | 73 | 4 |
| Nursery education (under 5s) | 1 | 8 | 16 | 11 | 2 | 1 | * | 61 | 25 | 3 |
| Out of school programmes, like breakfast clubs and drama or sports activities | 1 | 6 | 14 | 11 | 3 | 2 | 1 | 62 | 21 | 6 |
| Local Policing | 3 | 12 | 40 | 26 | 9 | 3 | 1 | 6 | 55 | 13 |
| Primary education (5-11 yrs) | 3 | 8 | 17 | 11 | 4 | 1 | 1 | 55 | 28 | 6 |
| Secondary education (11-18 yrs) | 1 | 5 | 12 | 12 | 9 | 1 | 2 | 58 | 18 | 12 |

| |
|-----------------------|
| CORPORATE PERFORMANCE |
|-----------------------|

- Q8. SHOWCARD Taking everything into account, how satisfied or dissatisfied are you with the way Lambeth Council runs things?

| | |
|------------------------------------|-----------|
| Very satisfied | 5 |
| Fairly satisfied | 47 |
| Neither satisfied nor dissatisfied | 24 |
| Fairly dissatisfied | 17 |
| Very dissatisfied | 8 |
| Satisfied | 52 |
| Dissatisfied | 24 |

- Q9. SHOWCARD To what extent do you agree or disagree that Lambeth Council provides value for money?

| | |
|----------------------------|-----------|
| Strongly agree | 3 |
| Tend to agree | 30 |
| Neither agree nor disagree | 31 |
| Tend to disagree | 23 |
| Strongly disagree | 13 |
| Agree | 33 |
| Disagree | 35 |

ASK Q10 IF 'STRONGLY/TEND TO AGREE' AT Q9 OTHERS GO TO INSTRUCTION BEFORE Q11
 Q10. **Why do you think that Lambeth Council provides value for money?** DO NOT PROMPT.

Base (238)

| GENERAL COMMENTS | |
|---|----|
| Provides a good service overall | 43 |
| Clean/well kept/maintained | 27 |
| Supports community | 12 |
| Low council tax/lower than other boroughs | 11 |
| Efficient/better run than other boroughs | 10 |
| SPECIFIC SERVICES | |
| Good recycling facilities | 17 |
| Good rubbish/waste collection | 12 |
| Good benefits services | 6 |
| Good primary education | 5 |
| Good sport/leisure facilities | 4 |
| Good nursery education | 4 |
| Good social services | 3 |
| Good housing/planning services | 3 |
| Good cultural facilities | 3 |
| Good secondary education | 3 |
| Good employment services | 1 |
| Other | 3 |
| No reason/just do | 5 |
| Don't know | 2 |

ASK Q11 IF 'STRONGLY/TEND TO DISAGREE' AT Q9 OTHERS GO TO Q12
 Q11. **Why do think that Lambeth Council does not provide value for money?** DO NOT PROMPT.

Base (257)

| GENERAL COMMENTS | |
|--|----|
| Council tax is too high/higher than other boroughs | 41 |
| Poor service overall | 33 |
| Lack of repairs/poor maintenance | 24 |
| Inefficient/not as well run as other boroughs | 21 |
| Not clean/well kept/maintained | 13 |
| Doesn't do much for/support the community | 10 |
| SPECIFIC SERVICES | |
| Poor for young people/children | 7 |
| Poor parking/parking charges | 5 |
| Poor/access to primary education | 4 |
| Poor/access to housing/planning services | 4 |
| Poor/access to secondary education | 3 |
| Poor rubbish/waste collections | 2 |
| Poor sport/leisure facilities | 1 |
| Poor/access to nursery education | 1 |
| Poor recycling facilities | 1 |
| Poor cultural facilities | * |
| Poor/access to employment services | * |
| Poor/access to social services | * |
| Poor/access to benefits service | 0 |
| No reason - just do | 3 |
| Other | 12 |
| Don't know | 2 |

CAMPAIGNS AND COMMUNICATIONS

Q12. SHOWCARD Overall, how well informed do you feel about the services and benefits provided by Lambeth Council?

Q13. SHOWCARD Overall, how well informed do you feel about local public services generally?

| | Q12 | Q13 |
|--------------------------|-----------|-----------|
| Very well informed | 9 | 7 |
| Fairly well informed | 51 | 55 |
| Not very well informed | 27 | 27 |
| Not well informed at all | 11 | 11 |
| Don't know | 2 | NA |
| Informed | 60 | 62 |
| Uninformed | 38 | 38 |

Q14. SHOWCARD From which of these sources, if any, do you find out most of your information about Lambeth Council?

| | |
|--|----|
| Council newspaper 'Lambeth Life' | 51 |
| Leaflets delivered to your door | 41 |
| Council website | 27 |
| Local newspapers like the South London Press | 26 |
| Friends, neighbours and relations | 21 |
| Leaflets and notice boards in council buildings (incl libraries) | 12 |
| Posters | 9 |
| Doctor's surgery | 8 |
| Local shops | 7 |
| Council offices (including the town hall) | 6 |
| Regional TV | 3 |
| Public meetings | 3 |
| Local radio | 3 |
| Email newsletter | 1 |
| Citizens' Advice Bureau | 1 |
| Text message | 1 |
| Other | 1 |
| No answer | 3 |
| Don't know | * |

Q15. SHOW RESPONDENT A COPY OF THE 'A-Z/REALLY USEFUL GUIDE TO SERVICES IN LAMBETH' Can you recall having one of these delivered to you at home in the last month or so?

| | |
|------------|----|
| Yes | 52 |
| No | 46 |
| Don't know | 2 |

ASK IF 'YES' AT Q15. OTHERS GO TO Q17

Q16. SHOWCARD L (R) And how useful, if at all, did you find it? SINGLE CODE ONLY

| | Base (398) |
|-------------------|------------|
| Very useful | 18 |
| Fairly useful | 40 |
| Not very useful | 6 |
| Not at all useful | 5 |
| Did not read it | 26 |
| Don't know | 5 |
| Useful | 58 |
| Not useful | 11 |

Q17. SHOW RESPONDENT PICTURE OF 'LAMBETH WORKING' CAMPAIGN **Have you seen this campaign?** SINGLE CODE ONLY

| | |
|------------|----|
| Yes | 9 |
| No | 90 |
| Don't know | 1 |

ASK Q18 IF 'YES' AT Q17. OTHERS GO TO Q19

Q18. SHOWCARD **Where did you see the campaign?**

| | <i>Base (67)</i> |
|---|------------------|
| On posters/billboards on the street and at bus stops | 52 |
| On leaflets or posters at organisations offering employment and training support in Lambeth | 14 |
| In Lambeth Life | 11 |
| On posters/billboards in Ivor House in Brixton | 6 |
| At the Lambeth Country Show | 3 |
| On the Lambeth website | 3 |
| Other | 8 |
| Don't know | 12 |

Q19. SHOWCARD. SHOW RESPONDENT LONDON FIRE BRIGADE CAMPAIGN **Where, if anywhere, have you seen this London Fire Brigade campaign?**

| | |
|---|----|
| I have not seen this campaign | 87 |
| On an outdoor poster (phone box, fire station or other building) | 3 |
| Unsure – but I have definitely seen this campaign | 3 |
| On a flyer | 2 |
| In a magazine or newspaper (including Lambeth Life) | 1 |
| At an event | 1 |
| On a television/plasma screen (e.g. in surgeries, one-stop shops) | 1 |
| On a vehicle (e.g. bus, bike) | 1 |
| On the internet | * |
| Other | * |
| Don't know | 2 |

Q20. SHOWCARD **Which, if any, of the following fire-related activities have you undertaken in the last 12 months?** MULTICODE OK

| | |
|---|----|
| Tested your smoke alarm | 49 |
| Installed a smoke alarm | 15 |
| Told someone else about fire safety | 4 |
| Enquired about fire safety advice | 4 |
| Attended a fire station open day | 2 |
| Visited the London Fire Brigade website | 1 |
| Other | 1 |
| None of these | 40 |
| Don't know | 2 |

| |
|-------------|
| THE ECONOMY |
|-------------|

ASK ALL

- Q21. Compared with this time last year, do you think that your personal financial circumstances have improved, stayed the same, or got worse?
- Q22. And do you think that your personal financial circumstances will improve, stay the same or get worse over the next 12 months?

| | Q21 | Q22 |
|-------------------------------|-----|-----|
| Improved/Improve | 15 | 30 |
| Stayed the same/Stay the same | 47 | 42 |
| Got worse/Get worse | 36 | 16 |
| Don't know | 2 | 12 |

- Q23. SHOWCARD Thinking about money matters, to what extent would you say that you are able to afford the things you need? Please just read out the letter that applies.

| | | |
|---|---|----|
| A | I feel I am able to <u>afford all or most</u> of the things that I need | 31 |
| B | I feel I am able to <u>afford some</u> of the things that I need | 37 |
| C | I feel able to <u>afford only a few</u> of the things I need | 24 |
| D | I feel that I am <u>unable to afford a lot</u> of things that I need/ | 7 |
| | Don't know | 1 |
| | Refused | * |

- Q24. Have you sought advice about finding work or training in the last three months?

| | | |
|--|------------|----|
| | Yes | 20 |
| | No | 79 |
| | Don't know | * |

ASK Q25 IF 'YES' AT Q24

- Q25. SHOWCARD Q (R) To what extent do you agree or disagree with the following statement: "The council provides enough information to help Lambeth residents find employment or training opportunities"?

| | Base (151) |
|----------------------------|------------|
| Strongly agree | 4 |
| Tend to agree | 27 |
| Neither agree nor disagree | 22 |
| Tend to disagree | 19 |
| Strongly disagree | 18 |
| Don't know | 11 |
| Agree | 31 |
| Disagree | 36 |

- Q26. Are you the parent or guardian of a child aged 16 or under? SINGLE CODE ONLY

| | | |
|--|------------|----|
| | Yes | 33 |
| | No | 67 |
| | Don't know | 0 |

ASK Q27 IF 'YES' AT Q26. OTHERS GO TO Q28

Q27. SHOWCARD To what extent do you agree or disagree with the following statements?

| <i>Base (256)</i> | Strongly agree | Tend to agree | Neither agree nor disagree | Tend to disagree | Strongly disagree | Don't know/NA | Agree | Disagree |
|--|----------------|---------------|----------------------------|------------------|-------------------|---------------|-----------|-----------|
| I know how to get information and advice about childcare that is available in Lambeth | 27 | 45 | 6 | 8 | 8 | 6 | 72 | 16 |
| I know how to get information and advice about help with paying for childcare in Lambeth | 18 | 40 | 10 | 11 | 10 | 10 | 59 | 21 |

Q28. SHOWCARD If you suspected that a neighbour, friend or relative was being abused or neglected, how likely would you be to report it?

| | |
|-------------------------------|-----------|
| Very likely | 52 |
| Fairly likely | 29 |
| Not very likely | 3 |
| Not at all likely | 2 |
| Would depend on the situation | 11 |
| Don't know | 3 |
| Likely | 81 |
| Unlikely | 5 |

Q29. Would you know how to report it?

| | |
|------------|----|
| Yes | 79 |
| No | 16 |
| Don't know | 5 |

ASK Q30 IF RESPONDENT WOULD KNOW HOW TO REPORT ABUSE/NEGLECT AT Q29. OTHERS GO TO Q31

Q30. And who would you report the abuse to? DO NOT READ OUT

| | <i>Base (601)</i> |
|-----------------|-------------------|
| The Police | 73 |
| Social Services | 26 |
| Lambeth Council | 11 |
| GP | 4 |
| Other | 4 |
| Don't know | 2 |

| |
|--------------------------|
| COMMUNITY SAFETY AND ASB |
|--------------------------|

Q31. SHOWCARD It is the responsibility of the police and other local public services to work in partnership to deal with anti-social behaviour and crime in your local area. How much would you agree or disagree that the police and other local public services are successfully dealing with these issues in your local area?

| | |
|----------------------------|-----------|
| Strongly agree | 9 |
| Tend to agree | 42 |
| Neither agree nor disagree | 23 |
| Tend to disagree | 16 |
| Strongly disagree | 5 |
| Don't know | 6 |
| Agree | 51 |
| Disagree | 21 |

Q32. SHOWCARD Thinking about this local area, how much of a problem do you think that people using or dealing drugs are?

| | |
|--|-----------|
| A very big problem | 23 |
| A fairly big problem | 35 |
| Not a very big problem | 32 |
| Not a problem at all | 10 |
| A very/fairly big problem | 59 |
| Not a very big problem/not a problem at all | 41 |

Q33. SHOWCARD Generally speaking, how safe or unsafe do you feel when outside in the area where you live during the day?

Q34. SHOWCARD Generally speaking, how safe or unsafe do you feel when outside in the area where you live after dark?

| | Q33 | Q34 |
|-------------------------|-----------|-----------|
| Very safe | 41 | 15 |
| Fairly safe | 49 | 39 |
| Neither safe nor unsafe | 5 | 15 |
| Fairly unsafe | 4 | 20 |
| Very unsafe | 1 | 11 |
| Safe | 90 | 54 |
| Unsafe | 5 | 31 |

Young people's survey

YP2 SHOWCARD **Which of these statements best describes your situation?**

| | |
|---|----|
| I go to school | 62 |
| I go to college | 27 |
| I work | 4 |
| I go to university | 3 |
| I am not in education, employment or training | 2 |
| I am an apprentice | 1 |
| None of these | 2 |
| Don't know | 0 |

ASK IF GO TO SCHOOL/COLLEGE/UNIVERSITY AT YP2

YP3 **And is your school/college/university in Lambeth?** SHOW MAP OF SCHOOLS IN LAMBETH TO PROMPT IF NECESSARY

| | |
|-------------------------------|-------------------|
| | <i>Base (115)</i> |
| Yes | 44 |
| No | 56 |
| Don't know (code school name) | 1 |

ASK IF AT SCHOOL OR COLLEGE AT YP2

YP4 SHOWCARD **What do you hope to do when you leave school/college?**

| | |
|--------------------------------|-------------------|
| | <i>Base (111)</i> |
| Study to go to university | 71 |
| Study then get a job at 18 | 9 |
| Get a job at 16 | 4 |
| Something else | 2 |
| Get an apprenticeship | 2 |
| Work for myself/run a business | 2 |
| Don't know yet | 11 |

ASK ALL WHO ARE LOOKING TO DO AN APPRENTICESHIP AT YP4

YP5 SHOWCARD **If you are looking to do an apprenticeship, have you...**

| | |
|--------------------------|-------------------|
| | <i>Base (2)**</i> |
| I have enrolled on one | 0 |
| I have not found one yet | 2 |
| Don't know | 0 |

****Extremely low base size, answers to YP5 can not be considered to be representative**

**2 represent number of people instead of percentage

ASK ALL WHO ATTEND SCHOOL AT YP2

YP6 **Do you receive extra help at school with your learning or behaviour from someone other than your teacher?**

| | |
|------------|------------------|
| | <i>Base (76)</i> |
| Yes | 25 |
| No | 75 |
| Don't know | 0 |

| |
|-----------------|
| QUALITY OF LIFE |
|-----------------|

YP7 SHOWCARD Which of the following, if any, would you say are the good things about living in Lambeth? You can choose up to five.

THE ENVIRONMENT

| | |
|-----------------------------|----|
| Parks and open spaces | 42 |
| Playgrounds and play areas | 28 |
| Clean streets | 16 |
| Access to nature | 9 |
| Road and pavement repairs | 6 |
| Level of pollution | 5 |
| Level of traffic congestion | 3 |

LOCAL SERVICES

| | |
|--|----|
| Public transport | 54 |
| Health services | 18 |
| Facilities for young children | 15 |
| Educational facilities (e.g. schools and colleges) | 14 |
| Activities for teenagers | 8 |
| Affordable decent housing | 3 |

LEISURE AND COMMUNITY

| | |
|--|----|
| Sports and leisure facilities | 31 |
| Shopping facilities | 22 |
| Community relations (i.e. the way people from different backgrounds get along with each other) | 12 |
| Community activities, like festivals and religious celebrations | 10 |
| Level of crime | 6 |
| Cultural facilities (e.g. galleries, museums) | 5 |

THE ECONOMY

| | |
|--|---|
| Job prospects | 2 |
| Wage levels and local cost of living | 2 |
| Other | 2 |
| None of these (I don't like living in Lambeth) | 1 |
| Don't know | 2 |

YP8 SHOWCARD Which, if any, of the following things do you worry about the most?

| | |
|---------------------------------------|----|
| Crime | 41 |
| School work/exams | 33 |
| My future | 30 |
| Money | 29 |
| Getting into trouble | 15 |
| My parents or family | 15 |
| Being healthy | 13 |
| Being bullied | 9 |
| Friendships/fitting in | 7 |
| Girlfriends/boyfriends/sex (14+ only) | 6 |
| My body | 3 |
| Something else | 1 |
| Don't know | 2 |
| None of these | 7 |

SHOWCARD **How worried, if at all, are you about...**

YP9 –
YP10

ASK YP9 IF AT SCHOOL, COLLEGE OR UNI AT YP2 **Finding work when you finish school or college?**

ASK ALL **Finding a good quality home when you are older?**

| | YP9 <i>Base (115)</i> | YP10 |
|--------------------|--------------------------|-----------|
| Very worried | 13 | 15 |
| Fairly worried | 31 | 35 |
| Not very worried | 42 | 33 |
| Not at all worried | 11 | 14 |
| Don't know | 4 | 4 |
| Worried | 44 | 49 |
| Not worried | 53 | 47 |

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

| | |
|-----------------------|----|
| Better off | 22 |
| About the same | 49 |
| Worse off | 22 |
| Don't know | 7 |

YP12 SHOWCARD **How, if at all, has the credit crunch affected you?**

| | |
|--|----|
| Not at all | 34 |
| Less money to go out | 27 |
| Less able to afford things | 27 |
| Higher prices | 20 |
| Fewer jobs / harder to find work/fewer hours | 14 |
| Not able to go on holiday | 7 |
| Not sure what that means | 2 |
| Other | 0 |
| Don't know | 2 |

Throughout this survey we ask you to think about 'your local area'. When answering, please consider your local area to be the area within 15-20 minutes walking distance from your home.
 INTERVIEWER NOTE: PLEASE READ THIS STATEMENT AS MANY TIMES AS IS NECESSARY THROUGHOUT THE SURVEY

YP13 – SHOWCARD Thinking about your local area to what extent do you agree or disagree with each of the following statements ...?
 YP17

| | | Strongly agree | Tend to agree | Neither agree nor disagree | Tend to disagree | Strongly disagree | Don't know/ no opinion | Agree | Disagree |
|------|--|----------------|---------------|----------------------------|------------------|-------------------|------------------------|-------|----------|
| YP13 | ... People in this local area can be trusted | 9 | 24 | 36 | 17 | 8 | 5 | 33 | 25 |
| YP14 | ...People treat each other with respect in this local area | 10 | 44 | 24 | 15 | 5 | 2 | 54 | 20 |
| YP15 | ...You can see from the local area that people take pride in their environment | 10 | 36 | 24 | 23 | 4 | 3 | 46 | 27 |
| YP16 | ...The people who live in the local area can be relied upon to call the police if someone is acting suspiciously | 19 | 36 | 21 | 10 | 6 | 8 | 54 | 16 |
| YP17 | ...If any of the children or young people around here are causing trouble, local people will tell them off | 17 | 27 | 12 | 25 | 10 | 9 | 44 | 35 |

| |
|---------------|
| SERVICE USAGE |
|---------------|

YP18 SHOWCARD Which, if any, of these services provided by Lambeth Council have you used in the last twelve months? Just read out the letters that apply SHOW MAP OF LAMBETH

LEISURE

| | |
|---|----|
| Parks and open spaces | 57 |
| Playgrounds and play areas | 35 |
| Leisure and sports facilities | 35 |
| Arts and cultural activities (like museums and galleries) | 15 |

EDUCATION AND LIBRARIES

| | |
|------------------------------|----|
| Libraries | 45 |
| Secondary education (11-18s) | 40 |
| Primary education (5-11s) | 9 |
| Nursery education (under 5s) | 2 |

SERVICES FOR CHILDREN AND YOUNG PEOPLE

| | |
|---|----|
| Youth clubs and centres | 18 |
| Summer activities – such as sports clubs, music workshops | 16 |
| Connexions (information and advice centre) | 14 |

OTHER

| | |
|------------------------------|----|
| Local health services | 35 |
| Recycling facilities | 25 |
| Social Care | 3 |
| Services for disabled people | 1 |
| None of these | 2 |
| Other | 0 |
| Don't know | 1 |

ASK IF GO TO SCHOOL AT YP2

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

| | |
|------------|-----------|
| | Base (76) |
| Yes | 60 |
| No | 40 |
| Don't know | 0 |

YP20 SHOWCARD Which of these, if any, would you like to use, or use more often?

| ENTERTAINMENT AND THE ARTS | |
|--|----|
| Cinema or theatre | 53 |
| A music concert or gig | 27 |
| Art, craft, dance, drama, film/video-making group or class (not in school lessons) | 22 |
| Library | 20 |
| Music group or lesson (not in school lessons) | 14 |
| Museum | 14 |
| OUTDOOR AND SPORTS ACTIVITIES | |
| Gym | 39 |
| Swimming pool (not in school lessons) | 39 |
| Sports club or class | 26 |
| Parks and open spaces | 14 |
| Playgrounds and play areas | 5 |
| Residential course (e.g. Outward Bound) | 4 |
| CLUBS AND GROUPS | |
| A youth centre to meet friends (with few or no organised activities) | 16 |
| A youth club or youth group with organised activities run by adults | 14 |
| Faith or community group (e.g. religious meeting or service) | 2 |
| Nothing (I don't want to go to anything else) | 2 |
| Other | 1 |
| Don't know | 1 |

| |
|----------------------|
| SERVICE SATISFACTION |
|----------------------|

SHOWCARD I would like to ask you about local services in this local area provided by Lambeth Council. I would like your opinion of these services even if you have not had direct experience. What is your opinion of...? Would you say it is/they are....

| | | Excellent | Very good | Fairly good | Average | Fairly poor | Very poor | Extremely poor | DK | Good /excellent | Fairly/ extremely poor |
|------|--|-----------|-----------|-------------|---------|-------------|-----------|----------------|----|-----------------|------------------------|
| YP21 | Repair of roads, pavements and cycle routes | 5 | 19 | 27 | 26 | 9 | 9 | 0 | 5 | 51 | 18 |
| YP22 | Parks and open spaces | 14 | 31 | 30 | 18 | 5 | 1 | 1 | 1 | 75 | 6 |
| YP23 | Playgrounds and play areas | 7 | 25 | 27 | 23 | 7 | 2 | 1 | 7 | 60 | 10 |
| YP24 | Primary schools | 11 | 22 | 28 | 13 | 1 | 1 | 2 | 23 | 60 | 4 |
| YP25 | Secondary schools | 9 | 19 | 31 | 16 | 8 | 1 | 1 | 14 | 59 | 11 |
| YP26 | Sixth form/ Further Education college | 4 | 19 | 23 | 17 | 2 | 3 | 3 | 28 | 47 | 7 |
| YP27 | Leisure and sports facilities | 8 | 22 | 29 | 20 | 9 | 4 | 0 | 8 | 59 | 13 |
| YP28 | Libraries | 9 | 20 | 31 | 17 | 7 | 1 | 2 | 14 | 61 | 9 |
| YP29 | Recycling facilities | 5 | 30 | 30 | 17 | 5 | 4 | 1 | 9 | 64 | 10 |
| YP30 | Local health services | 9 | 34 | 33 | 12 | 3 | 0 | 0 | 9 | 76 | 3 |
| YP31 | Public transport | 18 | 32 | 35 | 11 | 4 | 0 | 0 | 0 | 85 | 4 |
| YP32 | Activities for young people | 6 | 15 | 22 | 26 | 15 | 7 | 1 | 8 | 43 | 24 |
| YP33 | Arts and culture; like museums and concerts | 6 | 14 | 13 | 28 | 13 | 12 | 2 | 12 | 33 | 28 |
| YP34 | Social services to support children and families | 6 | 12 | 14 | 24 | 4 | 2 | 1 | 38 | 31 | 8 |
| YP35 | Local Policing | 7 | 20 | 30 | 23 | 6 | 4 | 1 | 10 | 57 | 11 |

YP36 Do you currently live on a housing estate?

| | |
|--|----|
| Yes | 31 |
| No | 68 |
| Don't know INTERVIEWER: PLEASE USE ESTATE MAP TO CHECK | 1 |

ASK IF LIVE IN HOUSING ESTATE at YP36

YP37 SHOWCARD How would you describe the services and facilities available for young people on Lambeth estates?

| | Base (40)* |
|----------------------------|------------|
| Excellent | 0 |
| Very good | 17 |
| Fairly Good | 17 |
| Average | 20 |
| Fairly poor | 18 |
| Very poor | 10 |
| Extremely poor | 12 |
| Don't know | 7 |
| Excellent-Good | 33 |
| Poor-Extremely poor | 39 |

* Small base size, caution must be taken when using data

ASK ALL WHO ANSWERED 'FAIRLY POOR- EXTREMELY POOR' AT YP37

YP38 **What kind of services and facilities would you like see provided?**

| | Base (15)** |
|---|-------------|
| More activities/facilities for young people | 5 |
| Youth clubs | 4 |
| Sports facilities | 2 |
| Music/dance classes | 1 |
| More help and advice | 1 |
| Cleaner environment | 1 |
| Recycling facilities | 1 |
| Education facilities | 1 |
| Play areas | 1 |
| Shops | 1 |
| Cinemas | 1 |

**Extremely low base size, answers to YP38 can not be considered to be representative, figures are based on number of people instead of percentages

CORPORATE PERFORMANCE

YP39 **How much, if anything, do you know about Lambeth Council?**

| | |
|----------------|----|
| A lot | 4 |
| A little | 65 |
| Nothing at all | 28 |
| Can't say | 3 |

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

| | A great deal | To some extent | Not very much | Not at all | Don't know | A great deal/ some extent | Not very much/ not at all |
|--|--------------|----------------|---------------|------------|------------|---------------------------|---------------------------|
| YP40 ...Does enough to protect and look after young people | 10 | 47 | 31 | 4 | 9 | 57 | 34 |
| YP41 ...Provides services which young people need, like activities, advice and support | 20 | 44 | 26 | 7 | 2 | 64 | 34 |

YP42 SHOWCARD Taking everything into account, how satisfied or dissatisfied are you with the way Lambeth Council runs things?

| | |
|------------------------------------|-----------|
| Very satisfied | 7 |
| Fairly satisfied | 42 |
| Neither satisfied nor dissatisfied | 32 |
| Fairly dissatisfied | 7 |
| Very dissatisfied | 6 |
| Don't know | 7 |
| Satisfied | 48 |
| Dissatisfied | 12 |

YP43 SHOWCARD Overall, how well informed do you feel about the services and benefits provided by Lambeth Council?

| | |
|--|-----------|
| Very well informed | 10 |
| Fairly well informed | 30 |
| Not very well informed | 42 |
| Not well informed at all | 14 |
| Don't know | 4 |
| Very/fairly well informed | 40 |
| Not very/not well informed at all | 56 |

SHOWCARD ONLY ASK YP44 and YP45 IF RESPONDENT IS AGED 14+, **What do you think of the information and advice you get on the following things THAT I READ OUT?....**

| | | The information is good enough | I would like more information and advice | I haven't received any information about this | I don't know |
|------|--|--------------------------------|--|---|--------------|
| YP44 | Safe sex and contraception (ASK 14 YEARS+) <i>Base (79)</i> | 59 | 18 | 16 | 7 |
| YP45 | Drugs and alcohol (ASK 14 YEARS+) <i>Base (79)</i> | 62 | 18 | 17 | 4 |
| YP46 | Being healthy and eating healthy food | 61 | 22 | 16 | 1 |
| YP47 | Smoking | 55 | 23 | 20 | 3 |
| YP48 | Relationships | 39 | 22 | 34 | 5 |
| YP49 | Jobs and careers | 29 | 41 | 23 | 7 |
| YP50 | Staying safe from crime | 47 | 31 | 19 | 4 |
| YP51 | Road safety | 50 | 25 | 23 | 1 |

YP52 ASK 16+ YEARS ONLY. SHOWCARD R **Have you ever had alcohol?**

| | <i>Base (60)</i> |
|--|------------------|
| I have never had an alcoholic drink | 27 |
| I have tried alcohol, but I have never been drunk | 22 |
| I have been drunk but only once or twice and not recently | 18 |
| I have been drunk once within the last four weeks | 12 |
| I have been drunk twice within the last four weeks | 4 |
| have been drunk three or more times in the last four weeks | 10 |
| Prefer not to say | 7 |

YP53 ASK 16+ YEARS ONLY. SHOWCARD **Have you ever smoked?**

| | <i>Base (60)</i> |
|--|------------------|
| I have never smoked a cigarette | 46 |
| I have smoked cigarettes only once or twice | 25 |
| I used to smoke cigarettes regularly but I don't now | 5 |
| I sometimes smoke cigarettes, but I don't smoke every week | 5 |
| I smoke cigarettes regularly, once a week or more | 3 |
| I smoke cigarettes everyday | 9 |
| Prefer not to say | 7 |

YP54 ASK 16+ YEARS ONLY. SHOWCARD **Have you ever taken drugs? Just read out the number that applies**

| | <i>Base (60)</i> |
|-------------------|------------------|
| Yes | 1 |
| No | 2 |
| Prefer not to say | 3 |

| |
|---------------|
| YOUNG LAMBETH |
|---------------|

YP55 **Have you visited the Young Lambeth website in the last 12 months?
This is what it looks like – SHOW PICTURE**

| | |
|------------|----|
| Yes | 4 |
| No | 96 |
| Don't know | 0 |

YP55-A ASK ALL ANSWERING YES AT YP55. **And how often have you visited it?**

| | |
|---------------------|-----------------|
| | <i>Base (5)</i> |
| Once | 2 |
| Twice | 1 |
| Three or more times | 2 |
| Don't know | 0 |

****Extremely low base size, answers to YP55A can not be considered to be representative. actual numbers are noted rather than percentages**

YP55-B ASK ALL ANSWERING YES AT YP55. **And how often have you visited it?**

| | |
|-----------------------|-----------------|
| | <i>Base (5)</i> |
| In the past week | 1 |
| In the past fortnight | 0 |
| In the past month | 1 |
| Longer ago | 3 |

****Extremely low base size, answers to YP55B can not be considered to be representative. actual numbers are noted rather than percentages**

YP56 ASK ALL ANSWERING YES AT YP55. SHOWCARD **What did you access the website to do?**

| | |
|---|-----------------|
| | <i>Base (5)</i> |
| To look for after-school activities and events | 2 |
| To look for organisation or venue details | 1 |
| To get information on play facilities | 1 |
| Look for things to do in the holidays | 1 |
| To contact the council | 1 |
| To get information on the Youth Council/Youth Mayor | 1 |
| To get information on the check the label campaign | 0 |
| Look for summer university courses | 0 |
| To get information or advice on services | 0 |
| Other | 0 |
| None of these/don't know/can't remember | 0 |

****Extremely low base size, answers to YP56 can not be considered to be representative. actual numbers are noted rather than percentages**

YP57 SHOWCARD **How useful did you find the website?**

| | |
|-------------------|-----------------|
| | <i>Base (5)</i> |
| Very useful | 3 |
| Fairly useful | 1 |
| Not very useful | 0 |
| Not at all useful | 0 |
| Don't know | 1 |
| Useful | 4 |
| Not useful | 0 |

****Extremely low base size, answers to YP57 can not be considered to be representative. actual numbers are noted rather than percentages**

YP58 ASK IF GO TO SCHOOL OR COLLEGE AT YP2 **Are you aware of any developments to your school or college that have taken place in the last 12 months, like extensions or new buildings?**

| | <i>Base (111)</i> |
|------------|-------------------|
| Yes | 69 |
| No | 28 |
| Don't know | 3 |

YP59 SHOWCARD **Which, if any, of the following have you either seen or have happened to you in Lambeth in the past 12 months?**

| | |
|-----------------------------------|----|
| Begging | 48 |
| Street drinking | 44 |
| Owners of aggressive/violent dogs | 30 |
| Vandalism | 29 |
| Drug dealing | 27 |
| Assault | 22 |
| Robbery | 18 |
| Hate crime, like racist abuse | 13 |
| Knife and gun crime | 13 |
| Burglary | 12 |
| Car crime like theft or vandalism | 9 |
| Community tensions | 7 |
| Other | 2 |
| None of these | 21 |
| Don't know | 1 |

ASK IF GO TO SCHOOL OR COLLEGE AT YP2. SHOWCARD **How often, if at all, have you been bullied in the last 12 months...?**

| | | Never | Once or more in the last year | Once or more in the last four weeks | About once a week | Most days | Don't know |
|------|--|-------|-------------------------------|-------------------------------------|-------------------|-----------|------------|
| YP60 | ... at school? <i>Base (76)</i> | 82 | 12 | 0 | 3 | 0 | 3 |
| YP61 | ... somewhere else (including your journey to and from school) <i>Base (76)</i> | 85 | 10 | 3 | 2 | 0 | 0 |

YP62 SHOWCARD **If you were worried about harmful adult behaviours, like an adult who had a drinking or drugs problem or who left young children unsupervised, who, if anyone, would you tell?**

| | |
|---|----|
| Parent | 56 |
| Police | 29 |
| Social worker | 10 |
| Other relative (e.g. older brother or sister) | 9 |
| Teacher | 9 |
| A friend | 7 |
| No-one | 4 |
| Youth worker | 3 |
| Other | 0 |
| Don't know | 5 |

YP63 SHOWCARD **How much of a problem if at all, are gangs in this local area?**

| | |
|--|-----------|
| Very big problem | 12 |
| Fairly big problem | 29 |
| Not a very big problem | 41 |
| Not a problem at all | 10 |
| Don't know | 7 |
| A very/fairly big problem | 41 |
| Not a very big problem/not a problem at all | 52 |

YP64 ASK IF THINK GANGS ARE A VERY OR FAIRLY BIG PROBLEM AT YP63. SHOWCARD
And what is your answer based on?

| | <i>Base (56)</i> |
|---|------------------|
| The experience of someone you know | 38 |
| What you have seen or heard about in the news | 38 |
| Gangs you have seen in the local area | 32 |
| Your personal experience of gangs | 25 |
| Other | 0 |
| Don't know | 4 |