

**Lambeth Residents' Survey
2007/08**

TNS Report

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1. Introduction

Each year, London Councils commission a survey of c.1,000 Londoners covering issues such as residents' concerns, the image of local councils and service delivery. This provides average scores for London as well as inner and outer London boroughs. However, the sample of this survey is too small to provide data for individual boroughs, and therefore a number of local authorities commission a separate survey to be carried out in their boroughs. In each cycle, 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 and 2007. These results are intended for corporate use as well as by individual departments 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 2007 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 2007 Lambeth survey with those from the surveys carried out in 2005 and 2003 to highlight both areas of improving and weakening performance.

2. Objectives

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

- areas of concern;
- perceptions of the council’s image;
- perceptions of services provided by the council;
- feelings of safety and perceptions of anti-social behaviour;
- ratings of community cohesion; and
- participation in local decision making.

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:

- satisfaction with the local area;
- Lambeth Life and the council website;
- volunteering in Lambeth; and
- health and happiness.

The 2005 and 2007 surveys also include the views of younger residents of secondary school age (11 to 17); this element of the study is also 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:

- feelings of safety; and
- use of local facilities.

3. Method

Fieldwork was conducted between 1 and 28 October 2007 (the same time of year as the previous waves in 2003 and 2005) and 1,088 interviews were obtained in-home using quota sampling at 131 sampling points within the London Borough of Lambeth through CAPI (Computer Assisted Personal Interviewing). Those living in the borough for less than six months were excluded. Quotas were set on age, gender, 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	42	452	49
Women*	51	58	636	51
18-34*	46	28	305	46
35-59*	38	53	579	38
60+*	16	19	204	16
White	62	62	675	62
Mixed			43	4
Black	38	38	278	25
Asian			57	6
Other			21	3
Women working fulltime	17	19	202	16
Council rent	28	31	303	30

* Final results were weighted by age and gender (interlocking) 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, town centre area, work status, length of residency in Lambeth, disability, faith and usage of services. Full details can be found in the accompanying computer tables. A copy of the questionnaire is provided in APPENDIX A. An explanation of social grade is provided in APPENDIX C.

This year respondents were also asked about their sexual orientation for the first time. The results of this are 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.

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

Where possible, results have also been benchmarked against the overall London findings collected via the London-wide survey. The London survey was conducted in September 2007 and is a representative sample of 1002 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

4.1 Overall picture

Key messages

- The overall message from the survey is positive, with resident opinion generally improving or improvements already recorded in 2005 being maintained.
- Most aspects of communication and customer service are rated well. There is an issue about getting through on the phone, although this is improving, and residents feel more informed, feel the council responds quickly and feel more able to influence local decisions than London generally. They are more positive about these measures than ever before which is good news and a key area of strength for the council.
- Positively, most residents are satisfied with their area; they feel happy and are healthy.
- As is the case across London, and in common with previous surveys, crime remains the top issue of concern for Lambeth's residents. Although concern about crime is higher than London generally, it is in line with inner London figures. Concern about crime is higher among the working age population (62% of 18-59 years compared with 55% among those aged 60+), and among mixed, Asian and other ethnic groups (71% compared to 61% overall).
- More residents in Lambeth than London also say drugs are a problem with Brixton residents particularly concerned about this issue.
- People feel less safe after dark than in 2005, although figures are in line with London norms.
- Council tax is also a key concern; however, this is falling, reflecting the general trend across London since 2000.
- For some key measures of overall corporate performance Lambeth has maintained performance while other London boroughs have improved. This means that Lambeth Council is now rated behind London generally for the job it is doing and how efficiently it is run when this was not the case previously. There has also been a fall in the number of people who perceive the council to be improving.
- Given the deprived nature of many parts of Lambeth it is not surprising that ratings of many services continue to be below London norms. Positively, this year's survey shows some improvements, most notably in parks and open spaces, street

lighting, housing benefit services and public transport. Areas requiring further improvements include parking, pavement and road repairs and activities for teenagers (which have the highest negative ratings). The survey also shows that the gains made in ratings of the police and refuse collection in 2005 have been reversed, both have declined over the last two years.

- Black Caribbean and Streatham residents tend to be more negative on a range of measures and action planning should take into account the needs of these particular communities.

4.2 Key issues in focus

4.2.1 Issues of concern

Lambeth residents are most concerned about crime (61%), council tax (27%) and litter/dirt in the streets (22%) and concern about crime (+7) and the number of homeless people (+3) is higher here than across the rest of London. Although concern about council tax remains high, it has decreased since 2005 (-9). Concerns relating to the standard of education have also declined (-9) perhaps indicating improvements in service delivery in this area.

4.2.2 Image of the Council

Seven in ten Lambeth residents find council staff to be friendly and polite (70%) and think the council keeps them informed (70%). Indeed, Lambeth outperforms the London average by six points (70% compared with 64% across London) when it comes to keeping residents informed about what they are doing – a key area of strength.

The 2005 survey saw the image of Lambeth Council improve greatly, with ratings on several dimensions showing an increase. Most of these improvements have been maintained in 2007, but fewer agree the Council is doing a good job (down 6 points to 62%) and Lambeth is in fact behind the London average on this measure (-5). Fewer Lambeth residents think the council is efficient and well run (-5) than across London. Further research would be useful to unpick the reasons for these declines.

While two in five (42%) still think the Council is difficult to get through to on the phone, this does represent a considerable improvement from 53% in 2003 and 50% in 2005.

4.2.3 Services

Again following a significant improvement in the rating of most services in 2005, there are fewer improvements this year. Four services show an improvement: parks and open spaces (+13), street lighting (+8), housing benefit (+5) and public transport (+4). But refuse collection (-6) and policing (-5) are rated lower this year than in 2005.

Given Lambeth's more deprived composition it is not surprising that many services in Lambeth tend to be rated lower than the London-wide average. The ratings in the borough are lower for libraries (-14), secondary education (-12), leisure/sports facilities (-9), primary education (-8), nursery education (-8), adult education (-7), parking (-7), street lighting (-4), council tax collection (-4), social services (-4), social services for children and family (-4) and activities for teenagers (-4). Lambeth has higher scores for public transport (+8) and local health services (+8).

4.2.4 Feeling safe and anti-social behaviour

The majority of residents in Lambeth feel safe during the day (80%), but this drops to 45% after dark. These results are reflective of London generally, but there has been a fall in how safe residents feel after dark since 2005 (-5).

Perceptions of anti-social behaviour in Lambeth are at a similar level to London (34% perceived high level of anti-social behaviour compared with 35% in London), but more residents in Lambeth say drugs are a problem (+12).

4.2.5 Lambeth Life and access to the Internet

Three-quarters of residents (77%) say they have had a copy of Lambeth Life delivered to their homes in the last three months, of whom 74% read some or most of it (that is over half of all residents). Of those who read it, two-thirds (65%) rate it good to excellent and just 5% rate it poor to extremely poor.

Significantly more residents in Lambeth now have access to the Internet. Two thirds of residents (68%) have access at home and 24% have no access at all, a fall from 32% in 2005.

4.2.6 Participation in local decision making

Only a third of residents are satisfied with the opportunities to participate in local decision making provided by the Council (35%), however half agree they can influence decisions affecting their local area (48%, significantly higher than London 43%). One in five residents have taken part in consultation over the last twelve months (20%), higher than in 2005 when 16% reported participating.

4.2.7 Volunteering

Questions about volunteering were asked for the first time in 2007. A quarter of residents give their time, without pay, to a group, club or organisation (24%), far lower than the national average (44%). Three in five volunteers give two hours or more a week (59%), which equates to 14% of Lambeth residents. Most volunteer at charities (26%), educational (21%) or religious establishments (17%), and the most common work undertaken is fundraising (20%).

4.2.8 Wellbeing

Seven in ten Lambeth residents are satisfied with their local area as a place to live (70%) and four in five agree their local area is a place where people from different backgrounds get on well together (83%). Residents feel happy with their lives (recording a mean of 7.18 where 1 is extremely unhappy and 10 is extremely happy) and three-quarters of residents feel their health is good (77%).

5. Key issues for particular groups

5.1.1 Young people (11-17 years)

Young people in Lambeth are most concerned about crime (59%), bad behaviour (32%) and bullying (31%), although concern about bullying and bad behaviour decreases with age (from 11 to 17 years). More Lambeth young residents are concerned about a lack of jobs (+6) and less are concerned about a lack of recreational facilities (-6) than is recorded across the rest of the capital.

Young people's image of the Council is on a par with London norms, although significantly fewer feel the Council does enough to protect them (-10).

Most of the Council's services are rated in line with the London-wide average by young Lambeth residents, with the exception of leisure and sports facilities (-13) and libraries (-6) which received lower ratings. Lambeth achieved a higher rating for local health services (+9) among young people.

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. Younger residents are however more concerned than average about jobs, and satisfaction with opportunities for involvement in local decision making is lower than average. Indeed, younger residents are less likely to have participated in consultations and surveys, and fewer report reading Lambeth Life. New media could help in targeting the young, especially as internet usage is so high among this group.

5.1.3 Older residents (60+ years, retirees)

Reflecting TNS findings in other resident survey research older residents in Lambeth tend to be more positive on a range of measures. They are more satisfied with their local area, are happier, are less concerned about crime than average and are more likely to think the council is doing a good job. Despite the fact they are more concerned about council tax they rate council tax collection more positively than average. They also rate a number of other services more positively including street

lighting, refuse collection, recycling and public transport. Older residents feel informed about what is being done to tackle anti-social behaviour, are more satisfied with opportunities for involvement, are more likely to rate Lambeth staff as friendly and polite and are more likely to read Lambeth Life. The only measure where older people score below the average is in relation to usage of parks and leisure facilities. Targeted campaigns may therefore prove useful in encouraging use.

5.1.4 More affluent residents (AB social class, owner occupiers, full-time workers)

On the whole, residents from higher social backgrounds tend to be more satisfied with the council, with more saying that the Council is doing a good job and rating contact and engagement positively. In particular, they are more likely to feel the council delivers value for money, more likely to feel informed, listened to and involved in decision-making; and, they are more likely to have volunteered and to have been involved in formal consultations and surveys. They are also happier and tend to rate cohesion more positively.

In terms of specific services those from social class AB are more positive about council tax collection and parks, and they are more likely to recycle than others. However, this group are less likely to rate education services positively and are more likely to identify education as a key concern. They are also more likely to feel rising price, interest rates and pollution are top issues and are more likely to rate parking, road and pavement repairs, activities for children and teenagers and leisure facilities poorly (despite the fact that they actually use leisure services more). Further research may be useful to explore the reasons underlying these lower levels of satisfaction.

More affluent residents, who read Lambeth Life, tend to be less positive about it, and again further research may be useful to investigate the reasons. It may be that online communications may be more appropriate for this group as their levels of internet access are higher than average.

5.1.5 More deprived residents (DE residents, council tenants, unemployed)

Although council tenants are less likely to feel the council is doing a good job they

tend to be more positive than average about a range of local services including nursery, primary, secondary and adult education, street cleaning and parking. They are also more positive about non-council services like health and policing. The unemployed are more likely than average to feel that the council listens to them and council tenants are more likely to feel council staff are friendly and polite. Council tenants are more satisfied with opportunities for involvement, are positive about Lambeth Life and are more likely to feel informed about what is being done to tackle anti-social behaviour.

However, there are a number of issues which need to be addressed with Lambeth's more deprived residents. They are more negative about refuse collection and council tax collection and are less likely to recycle and use the borough's parks. Concern about lack of jobs is more prevalent among the unemployed, council tenants, residents from social grades DE and concern about provision for the elderly is also higher than average. Targeted initiatives to increase usage and satisfaction in these areas may be useful.

5.1.6 Black Caribbean residents

There is an underlying theme of negativity among the black Caribbean community. Not only do fewer think the council is doing a good job, but black Caribbean residents are also significantly less satisfied with their local area as a place to live, are more negative about community cohesion and are less happy. The black Caribbean community are more concerned than average about jobs and rate parks less positively, although they are more positive about adult education provision in the borough. The council may therefore 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.

5.1.7 Black African residents

Like black Caribbean residents, black Africans are more concerned than average about jobs. However, on a number of other measures the black African community is more positive than the Lambeth norm and tend to rate services well. In particular street cleaning, nursery, primary and secondary education, libraries and parking all

received higher than average ratings. This group is also more likely to use Lambeth's libraries.

5.1.8 Muslim residents

Like the black community, Muslim residents express a higher than average concern about jobs. They are also more positive about education (nursery, primary and secondary) which likely reflects higher levels of usage among this group. Policing and health services are also rated more highly by the Muslim community. However, council tax collection is rated less positively and further research may be useful in understanding the reasons for this perception.

5.1.9 Disabled people

Disabled residents are less likely to say they feel safe in their local area after dark. They are also more negative about parking, parks, leisure and arts and cultural facilities in the borough. Further research would be useful to help understand whether these more negative perceptions are due to lack of usage and awareness of these services, poor accessibility or other factors.

5.1.10 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, they are also more positive about street cleaning, street lighting and refuse collection. However, there are some specific communications and engagement issues which need to be addressed with this group. New residents are less likely to feel involved in decision making, are less likely to feel Lambeth council listens to its residents and feel less informed about what is being done to tackle anti-social behaviour. They are also less likely to read Lambeth Life.

5.1.11 North Lambeth residents

North Lambeth residents are more positive about their local area and rate a range of local services more positively than average, including nursery, primary and secondary education, council housing, parking, road and pavement repairs, street

cleaning and health services. They are also more satisfied with opportunities for involvement.

However, concerns about crime, pollution, lack of recreational facilities, things for young people to do and rising prices are all higher than average. Refuse collection and public transport are rated less positively in North Lambeth and use of recycling and parks is below average. Further research would be useful to help understand and reverse these more negative aspects.

5.1.12 Stockwell residents

Stockwell residents record scores in line with the Lambeth average on most measures; however, there are a few areas where they under perform and further research and targeted initiatives may assist in improving these. Stockwell residents are less satisfied with their local area, and they feel less safe walking around in both the day and the night. Litter and dirt in the streets is more of a concern here than elsewhere and both parks and libraries are rated more negatively than average.

5.1.13 Clapham residents

Clapham residents tend to either perform in line with the borough average or to outperform and record scores which are more positive. Clapham residents are more satisfied with their local area and are more likely to think the council is doing a good job. They are more positive about parks and cohesion and have lower concerns about anti-social behaviour and they are more likely to recycle and use leisure services.

5.1.14 Brixton residents

Brixton residents are positive about engagement; they are more likely to feel the council involves residents in decision-making, are more likely to feel they can influence local decisions and are more positive about opportunities to get involved. They also rate community cohesion more highly than average.

Residents in Brixton rate the following services more highly: libraries, nursery and primary education, arts and cultural activities, social services, council tax collection

and public transport. However, they are more likely to feel anti-social behaviour is a problem and are more likely to be concerned about affordable housing.

5.1.15 Norwood residents

Norwood residents are more likely to think the council is doing a good job and are particularly positive about libraries. However, they are less satisfied with their area and have low ratings of safety in the dark and they rate public transport, policing and roads below average.

5.1.16 Streatham residents

Streatham residents are the least satisfied, with their views being less positive across the majority of results. They are least likely to think the council is doing a better job than a year ago. There seem to be specific issues relating to contact and engagement with residents with fewer Streatham residents feeling informed, fewer feeling the council is responsive, fewer feeling council staff are friendly and polite, fewer feeling the council listens to the concerns of and involves local residents and fewer feeling they can influence decisions affecting the local area. Streatham residents rate health, council tax collection and primary education more negatively than average and have relatively poor perceptions of community cohesion.

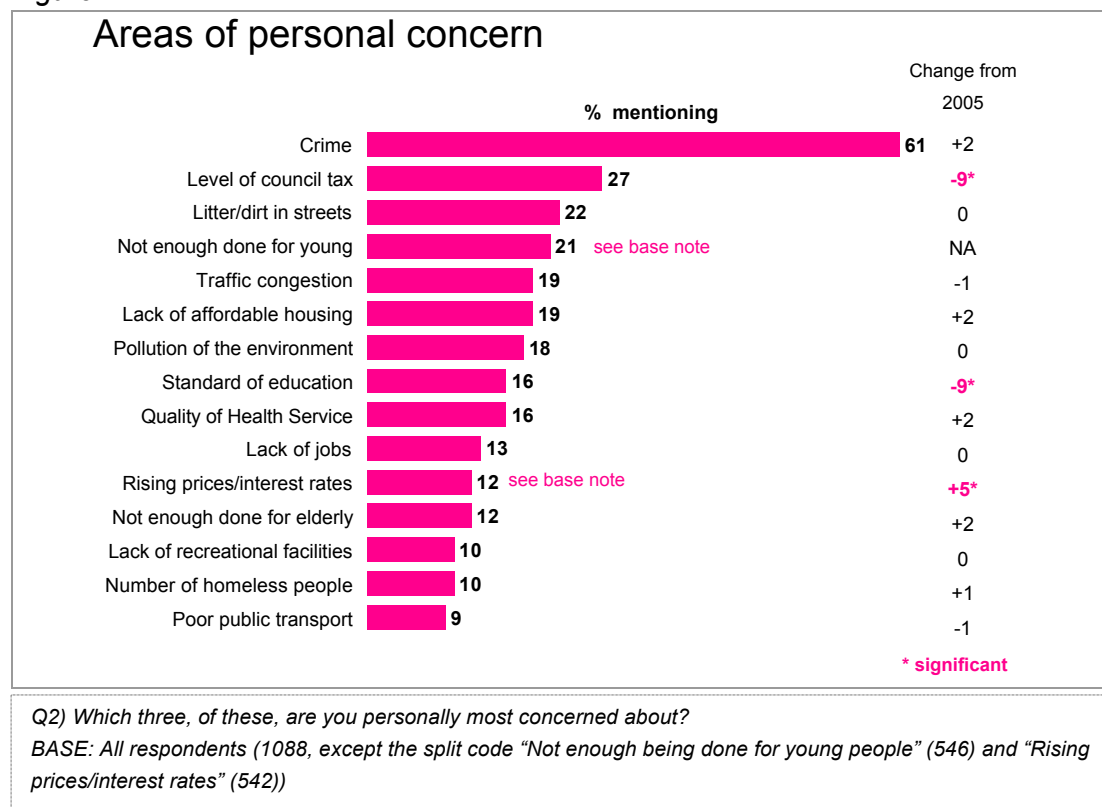
6. Key concerns

When presented with a list of social issues, by far Lambeth residents' biggest concern relates to crime (61%); indeed crime is seen to be more of an issue in Lambeth than across London (+7), although this level of concern is in line with the inner London average (62%).

Other top issues include the level of council tax (27%) and litter and dirt in the streets (22%). This reflects a similar pattern to 2005 when crime and council tax were identified as the top two. Positively, concern relating to council tax has declined over the last two years (-9), as has concern about standards of education. Indeed, standards of education, which was the third top issue in 2005, is now only seen to be of middling concern.

Encouragingly there is also less concern about traffic congestion (-4) and the quality of health service (-4) in Lambeth than across London; however concerns relating to homelessness are higher than across the capital (+3).

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 thinks about how to address the concerns which matter most to particular groups of residents.

While concern about **crime** is lower among older residents (with 55% among those aged 60 plus mentioning this as an area of personal concern, compared with 62% of those aged 18 to 59 years), the **level of council tax** is more of an issue (37% among those aged 60 plus mention this as an area of concern, compared with 22% among those aged 18 to 34).

The unemployed (34%), council tenants (21%), residents from social grades DE (19%) and younger residents (19% aged 18 to 34 years) are most concerned about **lack of jobs** as are black Caribbean (24%), black African (25%) and Muslim (22%) residents. Residents from lower social grades are also more likely to identify **provision for elderly people** as a concern (16% of DE v. 6% other social grades).

The more affluent tend to be most concerned about **rising prices/interest rates**, with concern rising to 16% among owner occupiers and 16% of ABC1 residents, compared with 12% overall. Those from higher social grades are also more concerned about the **standard of education** (25% AB and 23% owner occupiers) and **pollution** (25% AB).

As detailed on the following chart, there are also significant variations on issues of concern by area with fewer North Lambeth residents concerned about crime (49%), but greater levels of concern about pollution (25%), rising prices and interest rates (17%), lack of recreational facilities (17%) and not enough being done for young people (17%).

Brixton residents are more concerned about a lack of affordable housing (26%), standard of education (23%) and lack of jobs (20%), whereas Stockwell residents are more concerned about litter/dirt in the street (31%) than any other area.

Table 1: Key concerns by town centre (% mentioning)

	Total	North Lambeth	Stockwell	Clapham	Brixton	Norwood	Streatham
% mentioning	(1088)	(129)	(159)	(228)	(204)	(165)	(203)
	%	%	%	%	%	%	%
Crime	61	49	64	66	61	66	57
Litter/ dirt in streets	22	21	31	23	16	20	22
Not enough for young	21	25	25	16	22	24	17
Lack of affordable housing	19	14	17	20	26	16	16
Pollution of environment	18	25	14	18	19	15	15
Standard of education	16	13	15	13	23	18	14
Quality of health service	16	9	14	16	19	20	14
Lack of jobs	13	12	13	7	20	10	15
Not enough for elderly	12	17	10	10	9	12	14
Rising prices/interest rates	12	17	5	14	11	11	11
Lack of rec. facilities	10	17	11	8	9	7	11
Number of homeless	10	14	8	11	6	10	10
Poor public transport	9	13	5	11	7	12	8

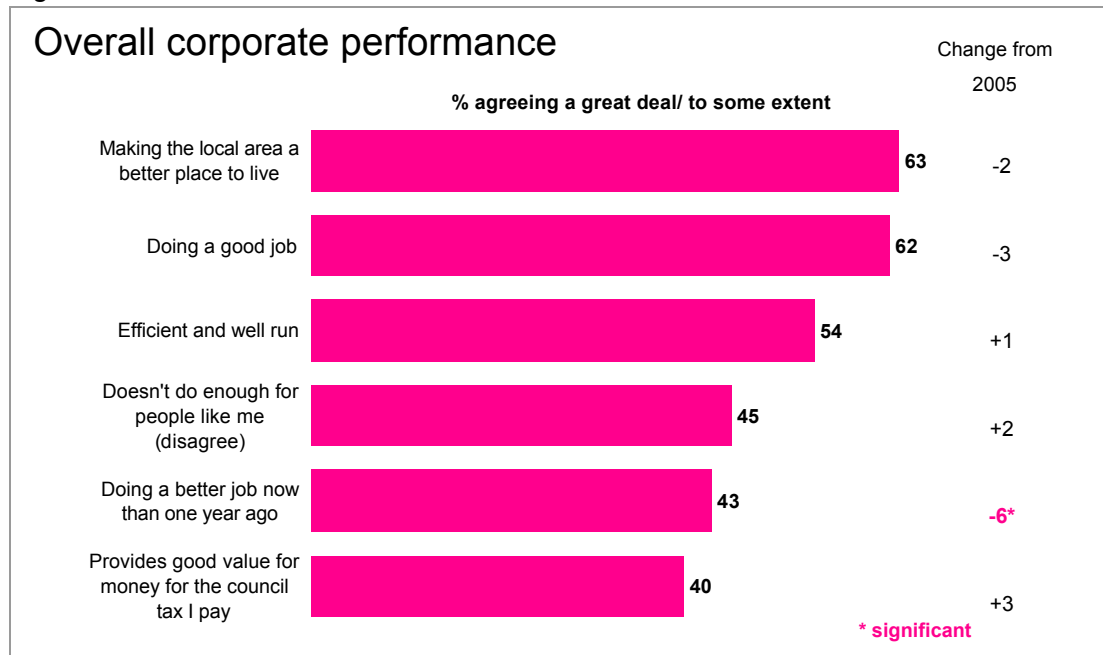
7. Overall corporate performance

Following significant improvements in five of the six dimensions of overall council performance from 2003 to 2005, there has been no further improvement in 2007 (see table 2). Indeed, perceptions that the Council is doing a better job now than one year ago have declined over the last two years (-6 percentage point decline).

Three in five residents think that Lambeth Council is making the local area a better place for people to live (63%) and a similar proportion feel the council is doing a good job (62%). Just over half think the Council is efficient and well run (54%) while around two in five think the Council is doing a better job now than a year ago (43%) and think the Council provides good value for money for council tax paid (40%).

Residents are also given one negative statement, “My council doesn’t do enough for people like me”, to which 45% disagree.

Figure 2



Q3) These are some things which other people have said about their council. To what extent do you think these statements apply to your Borough?

BASE: All respondents (1088)

	2003	2005	2007	Change since 2003	Change since 2005
% a great deal / to some extent	%	%	%		
Is making the local area a better place for people to live	58	65	63	+5*	-2
Is doing a good job	54	65	62	+8*	-3
Is efficient and well run	41	53	54	+13*	+1
Doesn't do enough for people like me (% disagree)	40	43	45	+5*	+2
Is doing a better job now than one year ago	41	49	43	+2	-6*
Provides good value for money for the council tax I pay	28	37	40	+12*	+3

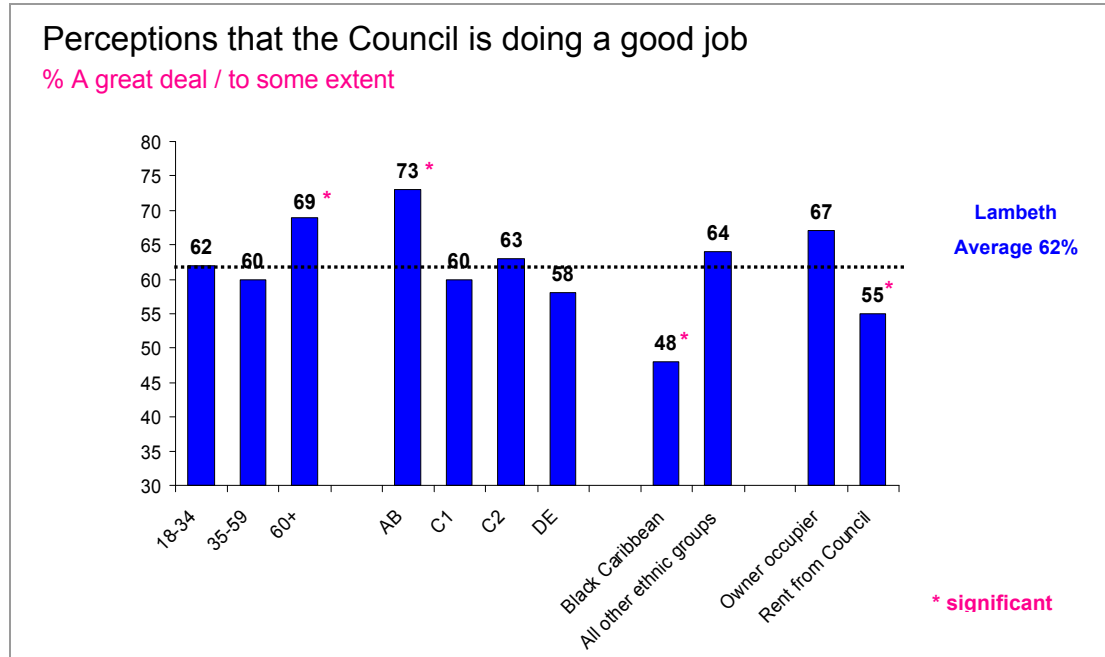
NOTE: * highlights significant differences

Most of the performance measures are in line with the London average (see table 3), but there are a couple of areas where Lambeth underperforms. These include perceptions that the “Council is doing a good job” (-5) and that the “Council is efficient and well run” (-5).

	Lambeth	London	Inner	Highest 06/07	Lowest 06/07
% a great deal / to some extent	%	%	%	%	%
Is making the local area a better place for people to live	63	64	69	79	61
Is doing a good job	62	67	70	80	64
Is efficient and well run	54	59	60	70	48
Doesn't do enough for people like me (% disagree)	45	45	46	39	46
Is doing a better job now than one year ago	43	44	48	52	38
Provides good value for money for the council tax I pay	40	42	48	56	32

Residents aged over 60 (69%), those from higher social backgrounds (AB social class - 73%) and those who have lived in Lambeth for less than two years (70%) are the most likely to think the Council is doing a good job, whereas Council tenants (55%) and those from black Caribbean backgrounds (48%) are the least positive.

Figure 3



Q3) 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.

BASE: All respondents (1088)

There are few other significant differences by sub-group for the overall performance measures. Private renters (62%) and those from White Other backgrounds (65%) are more likely to say Lambeth Council is efficient and well run, compared to 54% overall, and those from higher social backgrounds are more likely to feel the Council provides good value for money (50% of AB residents agree, compared with 40% overall).

Those who have lived in Lambeth between five and ten years are more likely to think the Council is doing a better job than one year ago (51% compared with 43% overall).

Turning to significant differences by area, fewer residents living in Streatham think that the Council is doing a better job now than one year ago (35%), while over half of Brixton residents disagree the council doesn't do enough for people like me (54%) and Clapham (72%) and Norwood (70%) residents are more likely to feel the council is doing a good job.

Table 4: Overall council performance by town centre area

	Total	North Lambeth	Stockwell	Clapham	Brixton	Norwood	Streatham
% a great deal / to some extent	(1088)	(129)	(159)	(228)	(204)	(165)	(203)
	%	%	%	%	%	%	%
Is making the local area a better place for people to live	63	67	57	68	64	63	58
Is doing a good job	62	57	56	72	60	70	55
Is efficient and well run	54	50	51	61	55	58	47
Doesn't do enough for people like me (% disagree)	45	44	39	45	54	45	43
Is doing a better job now than one year ago	43	49	44	44	45	46	35
Provides good value for money for the council tax I pay	40	35	33	47	35	48	38

8. Contact and engagement with residents

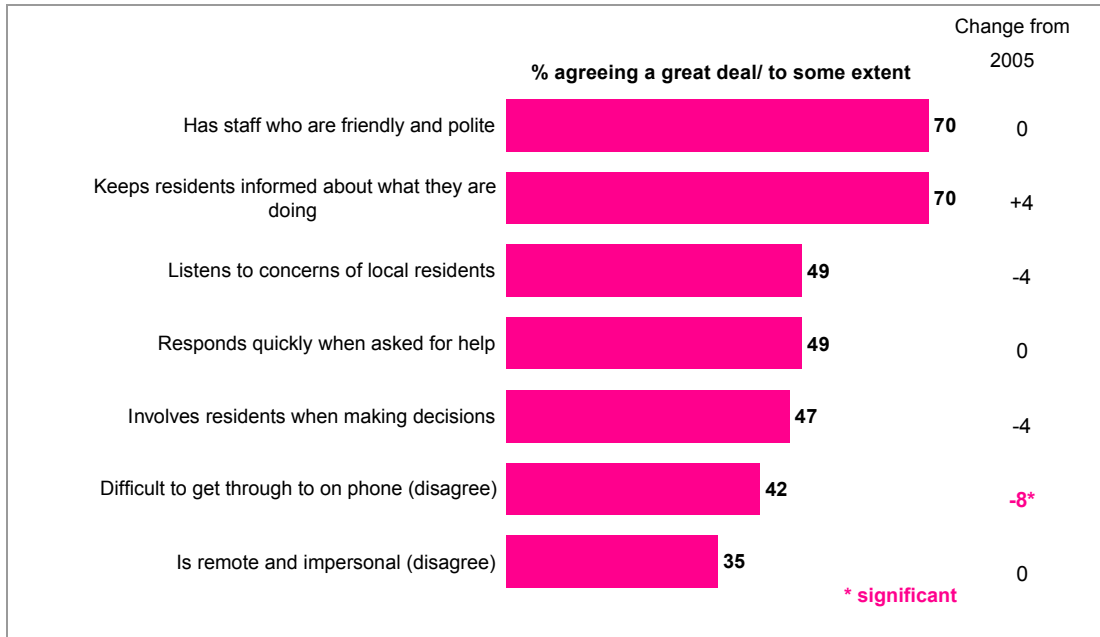
Mirroring the findings relating to overall corporate performance, discussed in the previous chapter, there were significant improvements on the majority of statements relating to customer contact and engagement between 2003 and 2005 (five of the seven measures saw a significant improvement during this period, see table 5). However 2007 has seen little change, with the exception of perceptions of how easy it is to get through to the Council on the phone, which has improved (by +8 percentage points).

	2003	2005	2007	Change since 2003	Change since 2005
% a great deal / to some extent	%	%	%		
Has staff who are friendly and polite	66	70	70	+4	0
Keeps residents informed about what they are doing	60	66	70	+10	+4
Listens to concerns of local residents	47	53	49	+2	-4
Responds quickly when asked for help	39	49	49	+10	-2
Involves residents when making decisions	41	51	47	+6	-4
Is difficult to get through to on the phone (% disagree)	33	34	42	+9	+8
Is remote and impersonal (% disagree)	34	35	35	+1	0

Residents remain positive about their experiences of dealing with the council (figure 4). Seven in ten feel that Lambeth staff are friendly and polite (70%) and think that the Council keeps local residents informed about what they are doing (70%). Half think the Council listens to concerns of residents (49%), responds quickly when asked for help (49%) and involves residents when making decisions (47%).

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"; 42% agree with the former and 49% agree with the latter.

Figure 4



Q3) These are some things which other people have said about their council. To what extent do you think these statements apply to your Borough?
 BASE: All respondents (1088)

As with overall corporate performance (discussed in the previous chapter) Lambeth is in line with London on most measures of contact and engagement. Positively, the council has achieved significantly better results than London relating to keeping residents informed about what they are doing (+6) and responding quickly when asked for help (+5) (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 %
Has staff who are friendly and polite	70	71	74	76	68
Keeps residents informed about what they are doing	70	64	66	71	62
Listens to concerns of local residents	49	50	53	57	50
Responds quickly when asked for help	49	44	46	54	45
Involves residents when making decisions	47	45	46	52	44
Is difficult to get through to on the phone (% disagree)	42	40	42	34	45

Middle class residents: from AB social classes are generally more positive about the contact they have had with the council and tend to rate engagement well:

- 78% think the council keeps residents informed, compared with 70% overall;
- 59% think the council listens to the concerns of local residents compared with 49% overall;
- 56% think the council involves residents when making decisions compared with 47% overall.

New residents: who have lived in the borough for more than 6 months, but less than a year are less likely to think the council involves residents when making decisions (33% compared with 47%) and less likely to think the council listens to the concerns of local residents (34% compared with 49%). This suggests that engagement with new residents is an area which may benefit from targeted policy intervention.

Other demographic variations: Among those who are more positive about contact and engagement are:

- those of Christian faith (73%), who are more likely to think that the council keeps residents informed about what they are doing;
- unemployed residents (61%), who are more likely to think the Council listens to concerns of local residents; and
- older residents (aged 60+ years) (77%), council tenants (76%) and women (76%) who are more likely to feel council staff are friendly and polite

On the flipside perceptions of contact and engagement are more negative among:

- private renters, who are less likely to think the council involves residents when making decisions (40% compared with 47% overall);
- men, who are less likely to rate council staff as friendly and polite (64% compared with 70% overall); and
- middle-aged residents (aged 35-59 years), who are more likely to think that the council is difficult to get through to on the phone (48% compared with 42% overall).

Area variation: As seen in 2003 and 2005, residents living in Streatham are generally the least positive and record significantly lower than average ratings for six out of the seven measures of contact and engagement (see table 7).

Contrasting with this, more residents in Brixton (56%) feel involved in decisions than other areas.

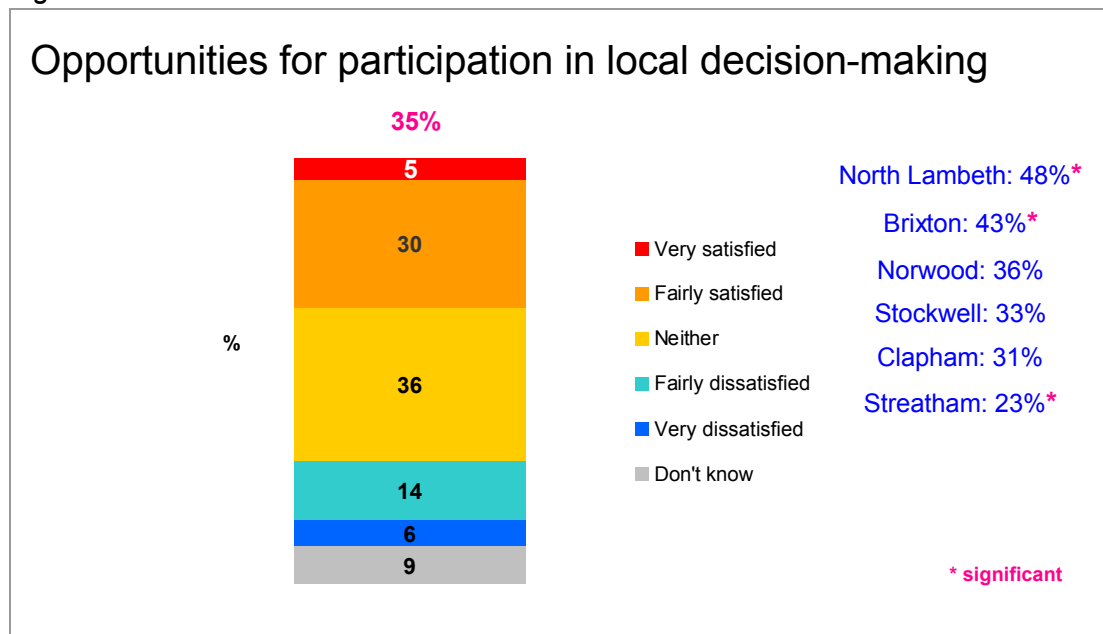
Table 7: Residents' perceptions of contact and engagement by area

	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	70	66	68	75	74	75	61
Staff friendly and polite	70	72	73	70	75	71	62
Listens to concerns	49	49	43	53	54	56	40
Responsive	49	48	45	49	51	56	44
Involves residents	47	39	47	52	56	55	33
Difficult to phone (% disagree)	42	43	39	40	44	46	39
Remote and impersonal (% disagree)	35	31	27	41	40	38	27

8.1 Involvement in local decision making

This year residents were asked for the first time about their perceptions of opportunities to participate in local decision making. Only a third of residents say they are satisfied with the opportunities provided by the council (35%). This rises to 48% in North Lambeth and 43% in Brixton, but following the trend of increased dissatisfaction in Streatham, less than a quarter are satisfied there (23%). Older residents (48% 60+ years) and those renting from the Council (43%) are also more satisfied with opportunities to participate.

Figure 5

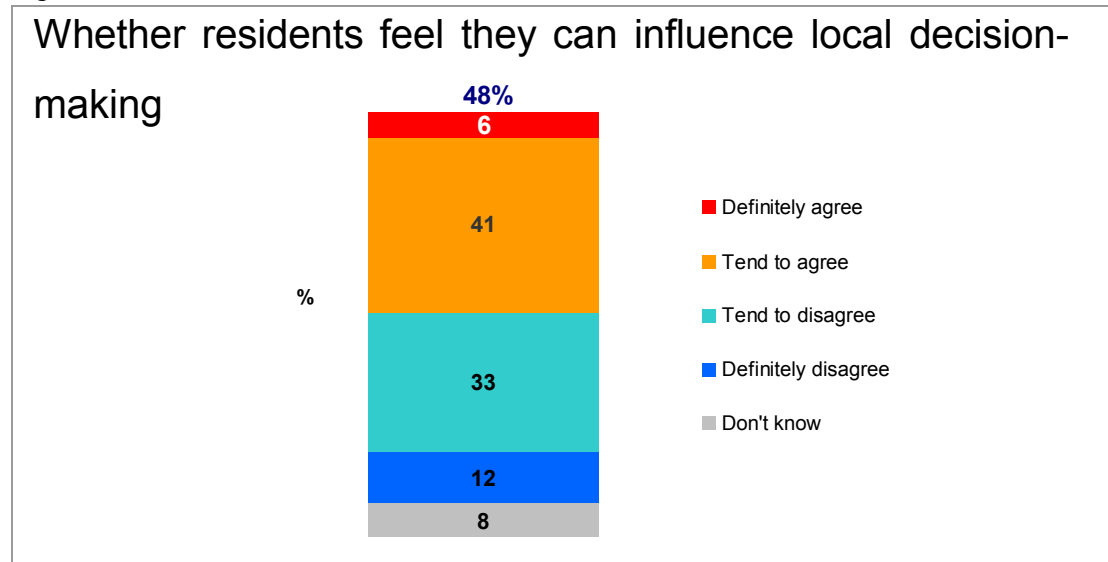


Q13) Overall, how satisfied or dissatisfied are you with the opportunities for participation in local decision-making provided by your Council?

BASE: All respondents (1088)

Half of Lambeth residents agree they can influence decisions affecting their local area (48%), which is significantly higher than the London average (43%) and is particularly high in Brixton where 59% of residents feel they can influence decisions. Reflecting the pattern of negative perceptions observed on other measures, Streatham residents are more negative (38%).

Figure 6

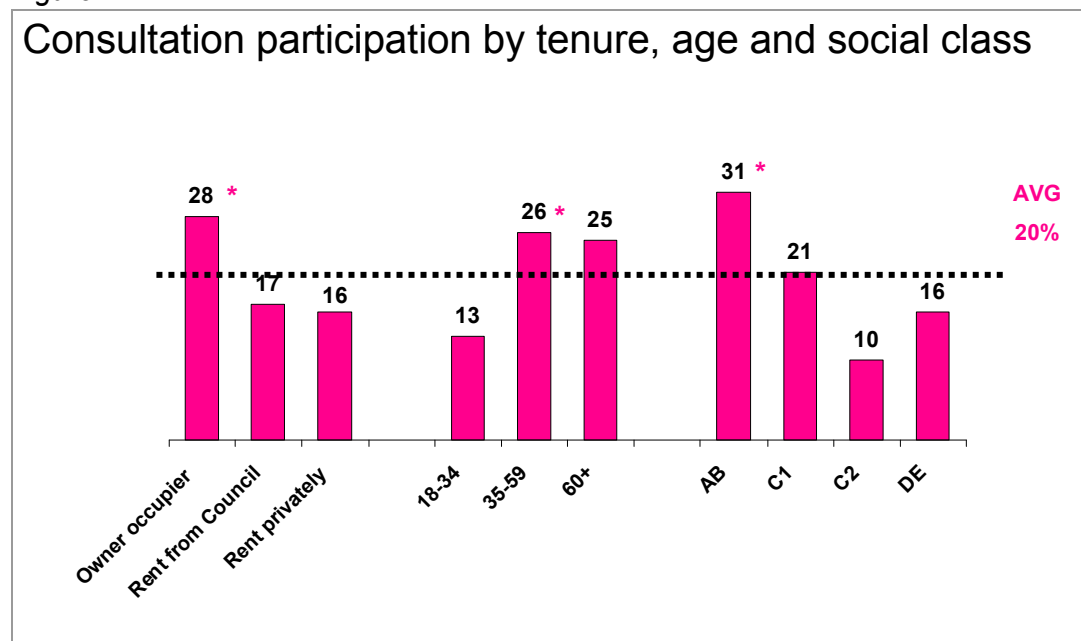


Q14) Do you agree or disagree that you can influence decisions affecting your local area?
 BASE: All respondents (1088)

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 (20%), a significant improvement from 16% in 2005. More affluent and established groups are more likely to have participated (owner occupiers (28%), 35-59 year olds (26%) and AB social class (31%)), while younger residents (13% of 18-34 year olds) and those from social class C2 (10%) 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 7



Q15) In the past 12 months have you taken part in any consultation, responded to a survey or attended a meeting about local issues?
 BASE: All respondents (1088)

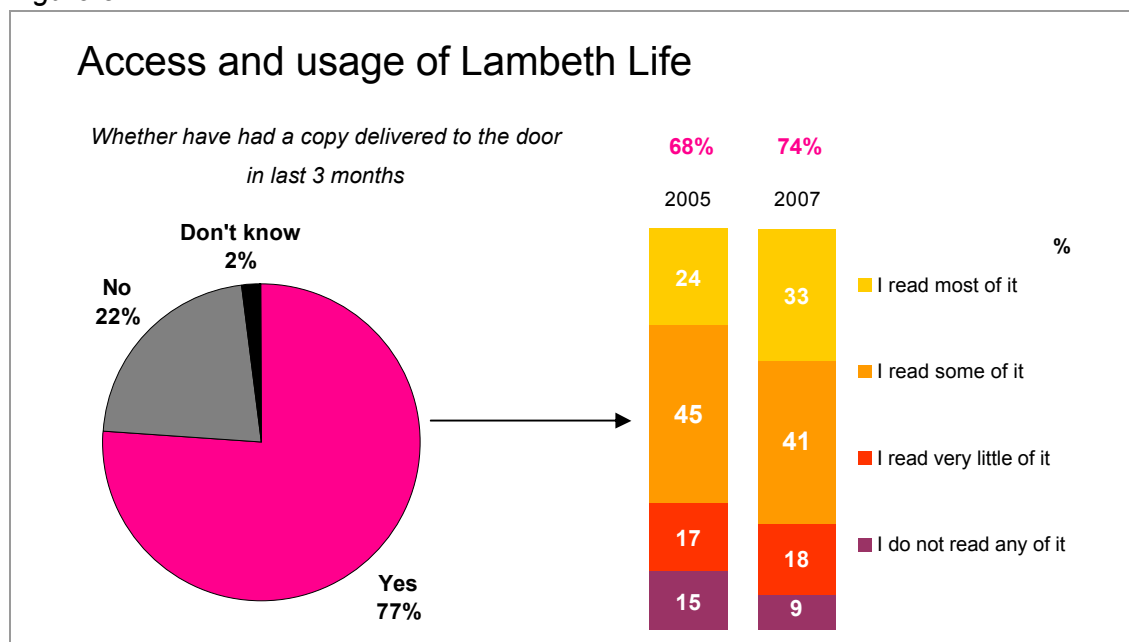
8.2 Lambeth Life

It is important to note that since the October 2007 fieldwork for this project that Lambeth Life has become a fortnightly newspaper publication (as opposed to a monthly magazine); therefore these figures are unlikely to represent current usage of the publication.

In October 2007, three-quarters of residents said they had Lambeth Life delivered in the last quarter (77%), this is the same as in 2005 (74%), maintaining the improvement from 2003 when only 42% said they had it delivered. Distribution is relatively uniform across the borough with the exception of Streatham where only 67% report receiving the publication.

Of those who receive a copy, 74% say they read some or most of it, equating to nearly three in five residents overall (56%) - a significant improvement of six percentage points from 68% in 2005.

Figure 8



Q16a) Have you had a copy of "Lambeth Life" delivered to your door in the last three months?

BASE: All respondents (1088)

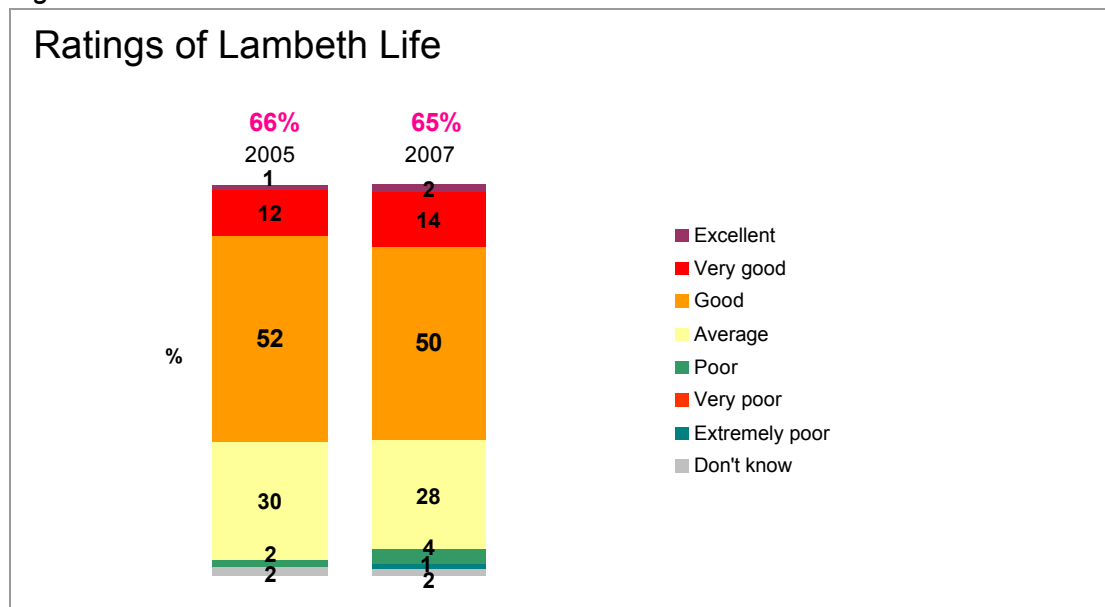
Q16b) Which of the following best applies to you?

BASE: All respondents who have received a copy in the last three months (2007: 866, 2005: 774)

Retired people and those aged over 35 years are more likely to read Lambeth Life (82%, compared to 62% among 18-34 year olds and retired people 87%) and so the magazine in its previous format could be considered a useful mechanism for targeting these groups. New residents (48% of those residents 6-12 months, and 59% of those living in the borough for 1-2 years) and young people (62% of 18-34 year olds) are less likely to read the magazine 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 the magazine were asked to rate it. Reflecting the 2005 findings, two-thirds feel it is good to excellent (65%), 28% say it is average and 5% say it is poor. Positive ratings are more prevalent among those from social class C2 (80%), private renters (75%) and Council tenants (73%). Owner occupiers (56%) and C1s are less positive (56%), again further research may be useful to unpick the reasons for these lower levels of satisfaction.

Figure 9

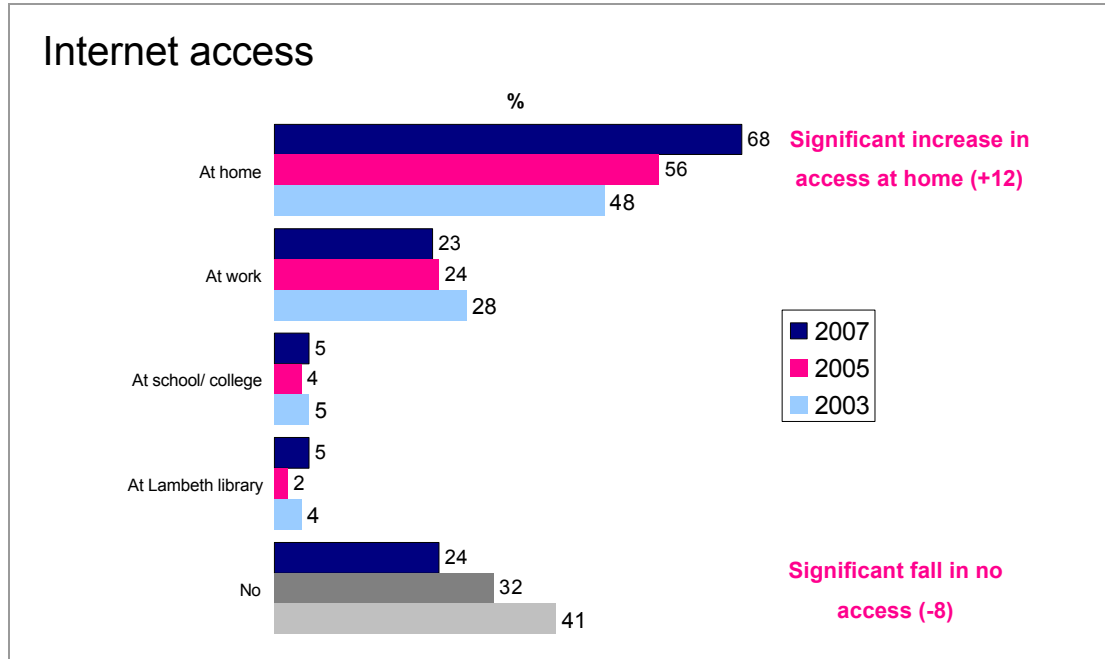


Q16c) How would you rate it?
 BASE: All respondents who said they have had a copy of Lambeth Life in the last 3 months and read a little, some or most of it. (2007: 800, 2005: 657)

8.3 Internet access

Three-quarters of residents (76%) have access to the Internet. The vast majority access the internet at home (68%), significantly higher than in 2005 (up 12 percentage points). A further quarter access the Internet at work (23%), the same proportion as 2005 (24%).

Figure 10

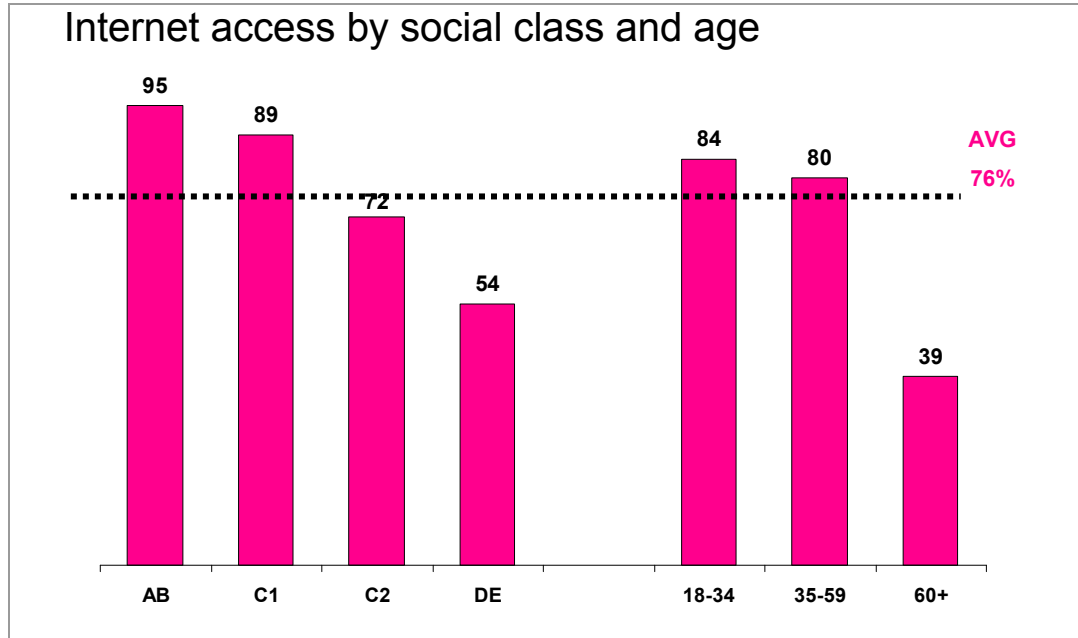


Q17) Do you have access to the Internet?

BASE: All respondents (1088)

Access to the internet is considerably higher among the higher social grades and younger residents, which reflects national trends.

Figure 11



Q17) Do you have access to the Internet?

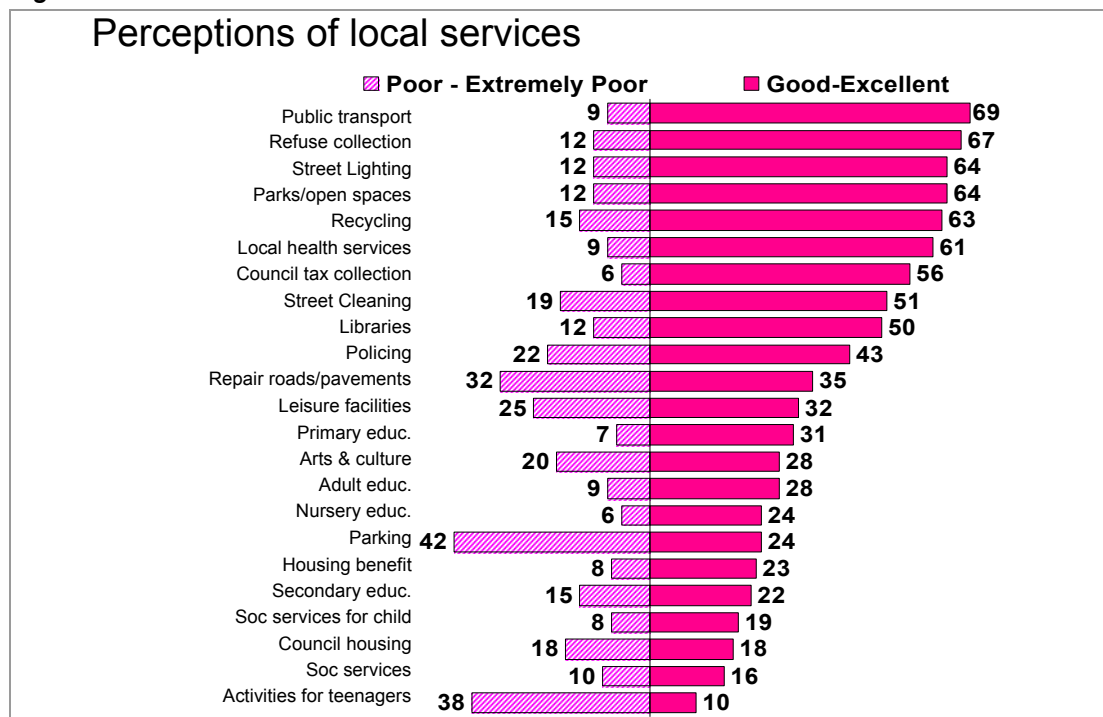
BASE: All respondents (1088)

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. 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.

Public transport (69% say good, very good or excellent), refuse collection (67%), street lighting (64%) and parks and open spaces (64%) are rated most positively; with three of these - public transport, street lighting and parks and open spaces, recording significant improvements over the last two years. Although it receives relatively low ratings perceptions of housing benefit services have also improved since 2005 (see table 8). Parking, activities for teenagers and repair of roads and pavements receive the most negative ratings, with 42%, 38% and 32% rating these services poor to extremely poor and positive ratings of refuse collection and policing have both fallen since 2005 (see table 8).

Figure 12



Q4) I would like to ask you about local services in this area. What is your opinion of ...?

BASE: All respondents (1088)

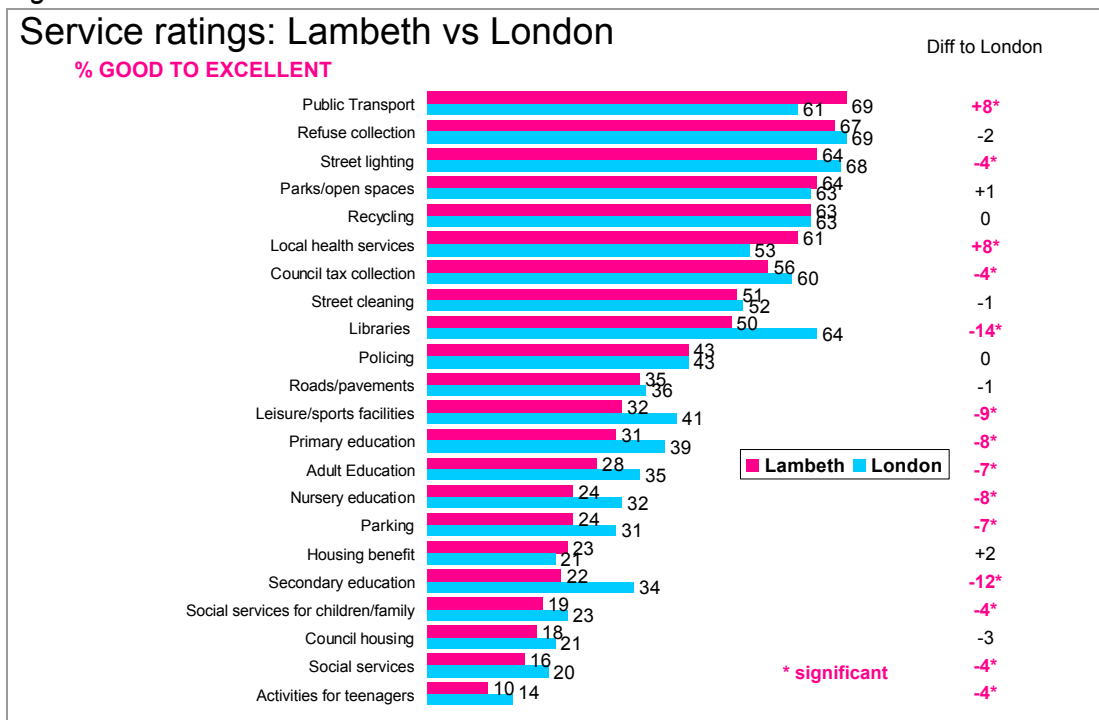
	2003	2005	2007	Change since 2003	Change since 2005
% good / to excellent	%	%	%		
Public transport	47	65	69	+22*	+4*
Refuse collection	65	73	67	+2	-6*
Street lighting	52	56	64	+12*	+8*
Parks and open spaces	45	51	64	+19*	+13*
Recycling	54	66	63	+9*	-3
Local health services	47	58	61	+14*	+3
Council tax collection	53	54	56	+3	+2
Street cleaning	45	55	51	+6*	-4
Libraries	46	50	50	+4	0
Policing	35	48	43	+8*	-5*
Repair of roads and pavements	22	34	35	+13*	+1
Leisure and sports facilities	30	34	32	+2	-2
Primary education	23	29	31	+8*	+2
Arts and cultural activities	26	31	28	+2	-3
Adult education	31	26	28	-3	+2
Nursery education	20	21	24	+4*	+3
Parking services	25	24	24	-1	+1
Housing benefit	17	18	23	+6*	+5*
Secondary education	12	20	22	+8*	+2
Social services for child/families			19		
Council housing	18	21	18	0	-3
Social services	18	18	16	-2	-2
Activities for teenagers			10		

NOTE: * highlights significant differences

It is not surprising given Lambeth’s deprived demographic profile that the borough receives lower ratings than the London average for twelve out of the twenty-two services polled. These include libraries (-14), secondary education (-12), leisure/sports facilities (-9), primary education (-8), nursery education (-8), adult education (-7), parking (-7), street lighting (-4), council tax collection (-4), social services (-4), social services for children and family (-4) and activities for teenagers (-4).

Lambeth does however score more highly on public transport (+8) and local health services (+8) than across the capital.

Figure 13



Q4) I would like to ask you about local services in this area. What is your opinion of ...?

BASE: All respondents (1088)

Residents in North Lambeth and Brixton are generally the most positive, with North Lambeth residents particularly positive about education, while Streatham, Norwood and Stockwell are more negative on some measures including health, council tax and primary schools in Streatham, public transport, policing and road repairs in Norwood and libraries and parks in Stockwell (table 9).

Table 9: Ratings of local services by area

	Total	North Lambeth	Stockwell	Clapham	Brixton	Norwood	Streatham
% good to excellent	(1088)	(129)	(159)	(228)	(204)	(165)	(203)
	%	%	%	%	%	%	%
Public transport	69	71	67	72	76	61	67
Refuse collection	67	58	64	70	67	70	67
Parks and open spaces	64	58	53	75	64	63	62
Local health services	61	72	61	63	67	56	52
Collection of council tax	56	57	51	59	65	58	43
Street cleaning	51	63	45	57	52	46	48
Libraries	50	54	38	45	58	59	46
Policing	43	47	43	42	49	34	45
Repair of roads/pavements	35	47	37	34	32	25	37
Primary education	31	47	33	23	38	31	22
Arts/cultural activities	28	31	25	26	36	29	23
Nursery education	24	39	21	17	31	26	18
Parking services	24	33	21	24	29	22	18
Housing benefit	23	31	22	18	29	20	19
Secondary education	22	33	22	15	26	20	19
Social services	16	19	15	16	23	15	10

10. Street-scene services

10.1 Street cleaning

Half of residents (51%) rate **street cleaning** as good, very good or excellent, a similar proportion to 2005 (55%) and on a par with the London average (52%). Although there has been no improvement this year, street cleaning is rated better now than in 2003 (+6). New residents (between 6 months and 1 year) (64%), North Lambeth residents (63%), the unemployed (62%), black African residents (59%) and residents from social class C2 (59%) rate street cleaning most highly.

Figure 14



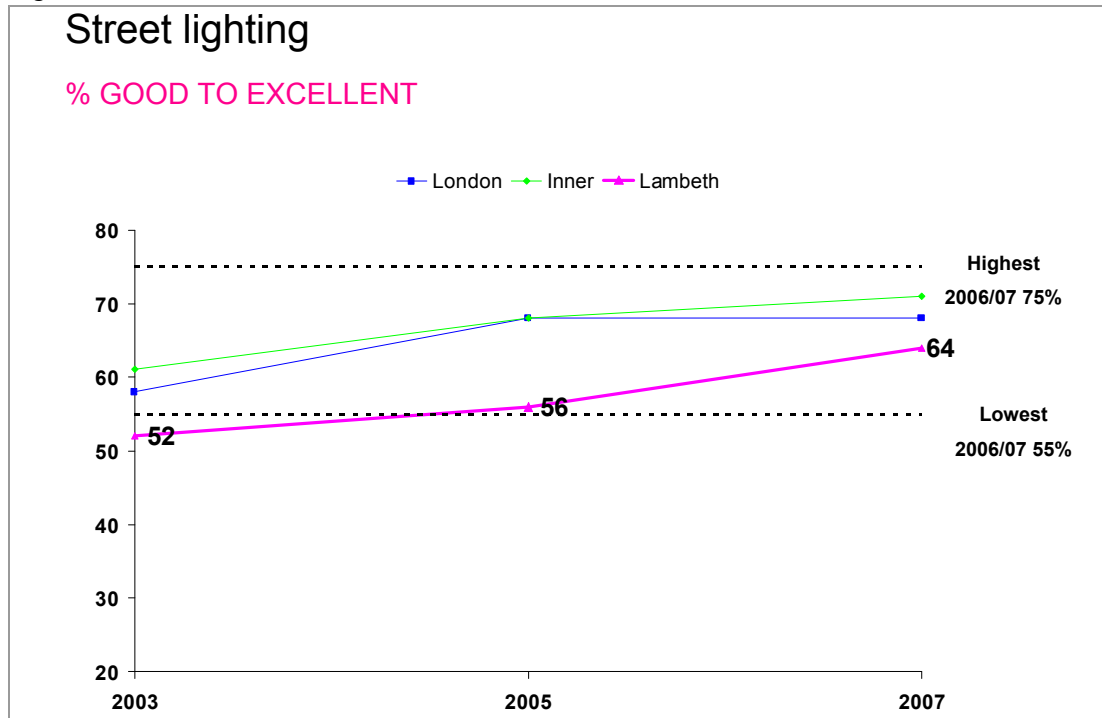
Q4) I would like to ask you about local services in this area. What is your opinion of street cleaning?
BASE: All respondents (1088)

10.2 Street lighting

Just under two-thirds (64%) rate **street lighting** positively, a significant improvement on 2005 (56%) and 2003 (52%) but still significantly lower than London (68%).

New (79%) and older residents in Lambeth rate street lighting as good to excellent (72% of those aged over 60 and 73% of retirees).

Figure 15



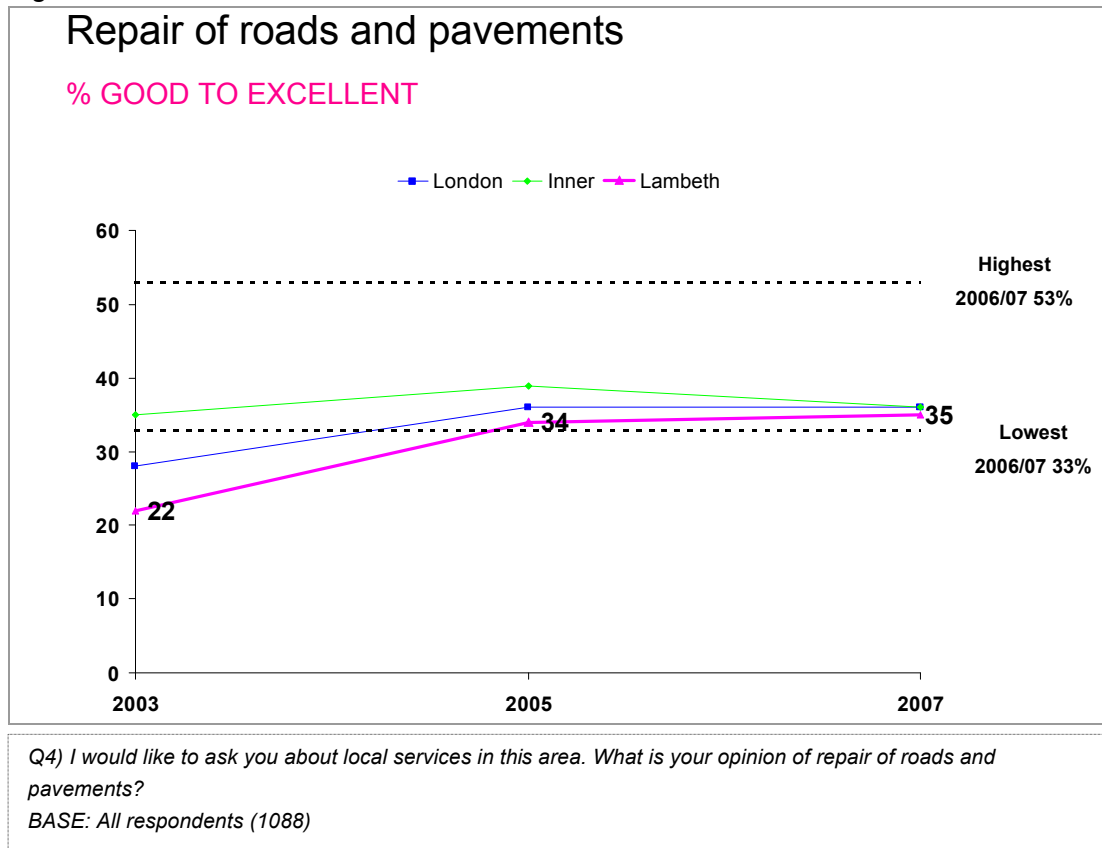
Q4) I would like to ask you about local services in this area. What is your opinion of street lighting?
 BASE: All respondents (1088)

10.3 Road and pavement repairs

There has been no change in ratings of **road and pavement** repairs, although ratings are far better than in 2003 (22%) but ratings on this service are among the most negative (32% rate it poor to extremely poor). However, perceptions are on a par with London (36%) and inner London boroughs (36%) (see figures 12 and 13).

There are some significant differences by sub-group, with fewer owner occupiers (26%), thirty-five to fifty-nine year olds (29%) and AB residents (27%) rating this service as good, very good or excellent.

Figure 16



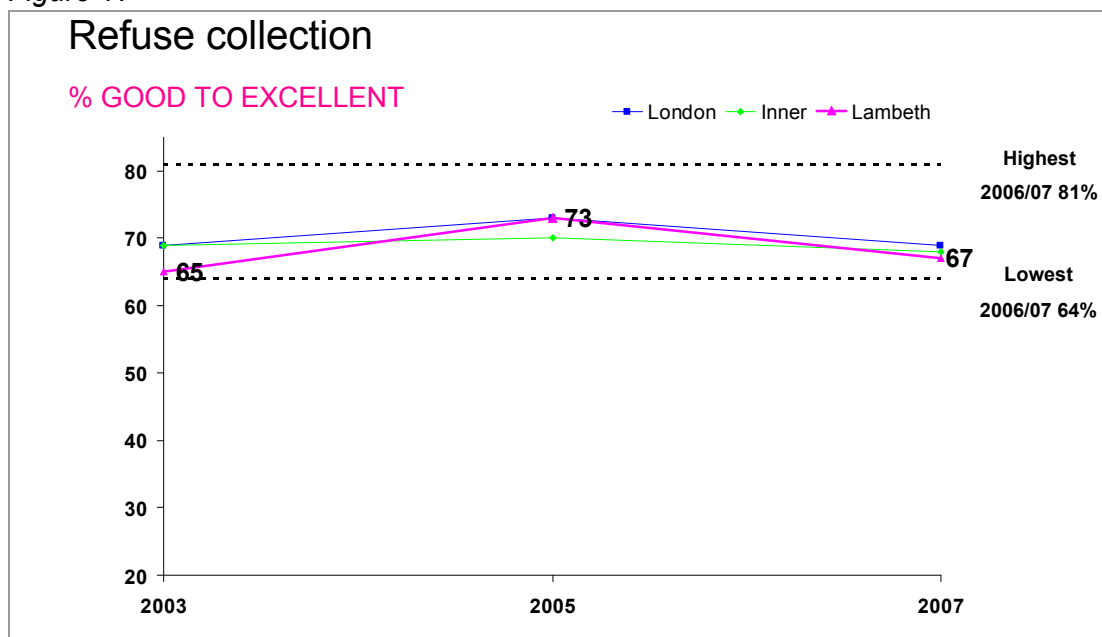
11. Environmental services

11.1 Refuse collection

In 2005 **refuse collection** received the highest positive rating of all services but perceptions have declined by six percentage points this year to 67%. The service is still considered positively by the majority of residents however, and is on a par with London (69%) and inner London boroughs (68%).

Retirees (80%), those over 60 years (79%) and residents who have lived in Lambeth for less than two years (76%) are the most positive about refuse collection, while council tenants (60%), the unemployed/not working (59%) and North Lambeth residents (58%) are less likely to rate the service as good to excellent (60%).

Figure 17



Q4) I would like to ask you about local services in this area. What is your opinion of refuse collection?
 BASE: All respondents (1088)

11.2 Recycling

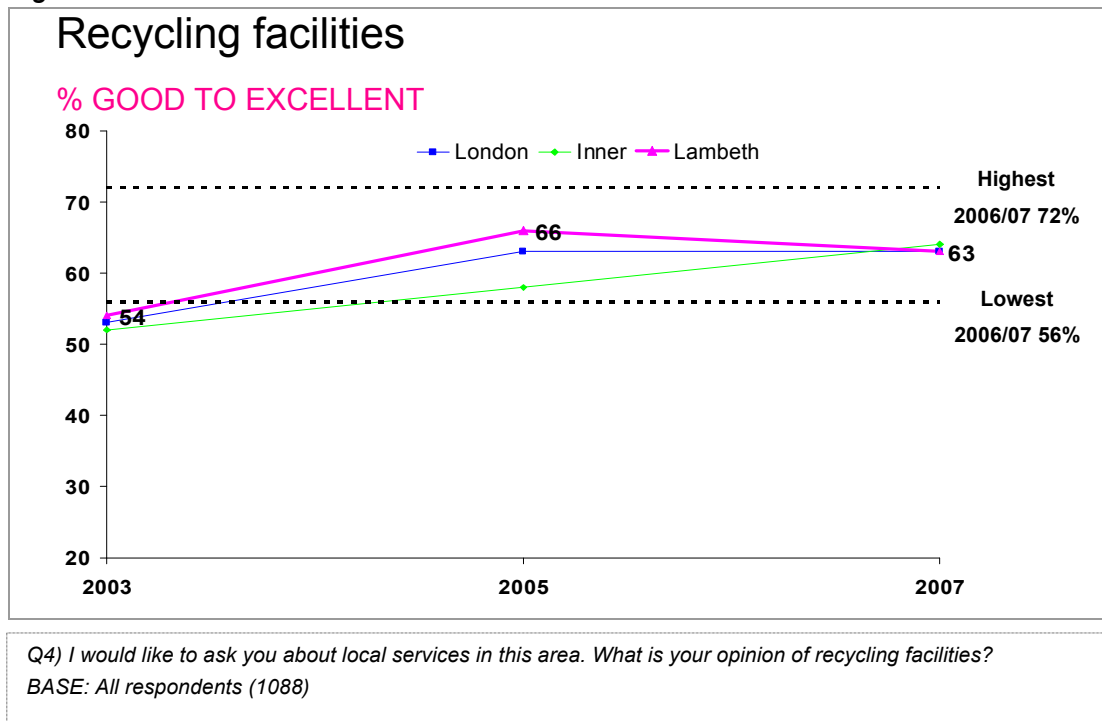
Three in five (63%) residents rate Lambeth Council's **recycling facilities** as good to excellent, showing no change from 2005 (66%) and no difference with London (63%). This service has seen a significant improvement since 2003 (54%).

Retirees (79%) and older residents (60+ years 77%) are significantly more positive, while only 54% of those who rent privately say the service is good to excellent.

User ratings:

Three quarters (73%) report using recycling services, with usage levels higher among those from social class AB (87%), owner occupiers (84%), older residents (84% of those aged 60+ years) and Clapham residents (82%). Among users positive ratings rise to 69%, this is slightly below the figure recorded in 2005 (73%), but is in line with London norms (67%). North Lambeth residents (55%), the unemployed (58%) and council tenants (65%) are less likely to recycle and so targeted campaigns or policies to make it easier for these groups to recycle may be useful.

Figure 18



12. Education and library services

12.1 Nursery education

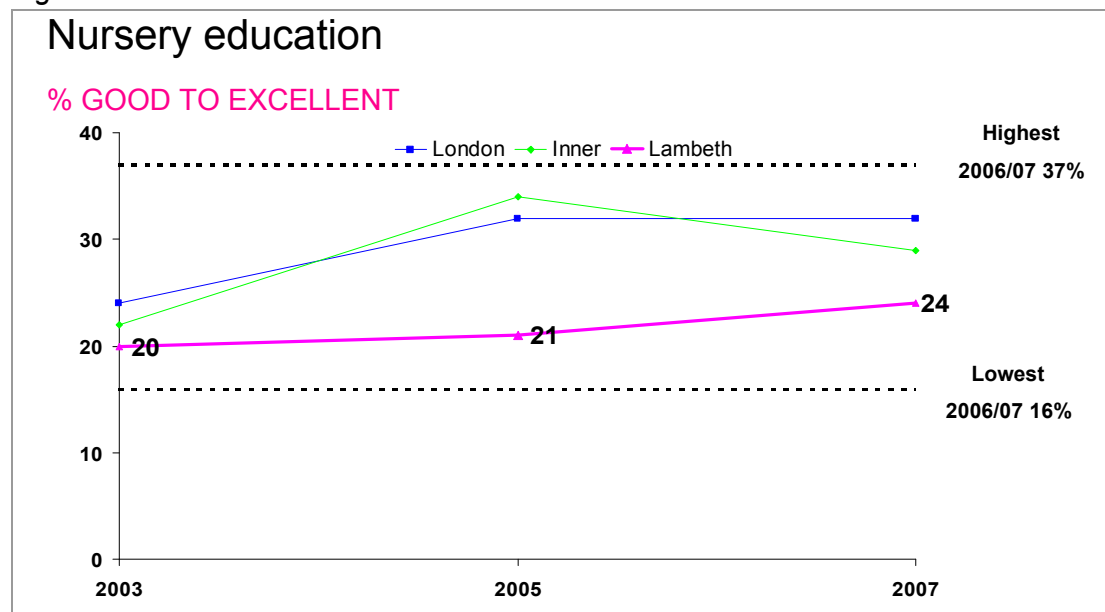
A quarter (24%) of Lambeth residents rate **nursery education** as good to excellent, showing no change from 2005 (21%), although a significant improvement from 2003 (20%). Ratings of nursery education remain significantly lower than the London (32%) and inner London borough (29%) averages.

Black African residents (45%), those of Muslim faith (41%), council tenants (39%), North Lambeth (39%), residents of 5-10 years (34%), those from social class DE (33%) and women (31%) are more likely to rate the service as good to excellent, while AB residents (12%), residents aged over 60 (15%), owner occupiers (16%), retirees (16%), Clapham residents (17%), men (17%) and those renting privately (18%) are least likely.

User ratings:

Eight per cent of residents use nursery education. Of these, seven in ten (70%) rate it well which is in line with the London average (65%) and 2005 (62%). It does represent an improvement from 2003 (55%).

Figure 19



Q4) I would like to ask you about local services in this area. What is your opinion of nursery education?
BASE: All respondents (1088)

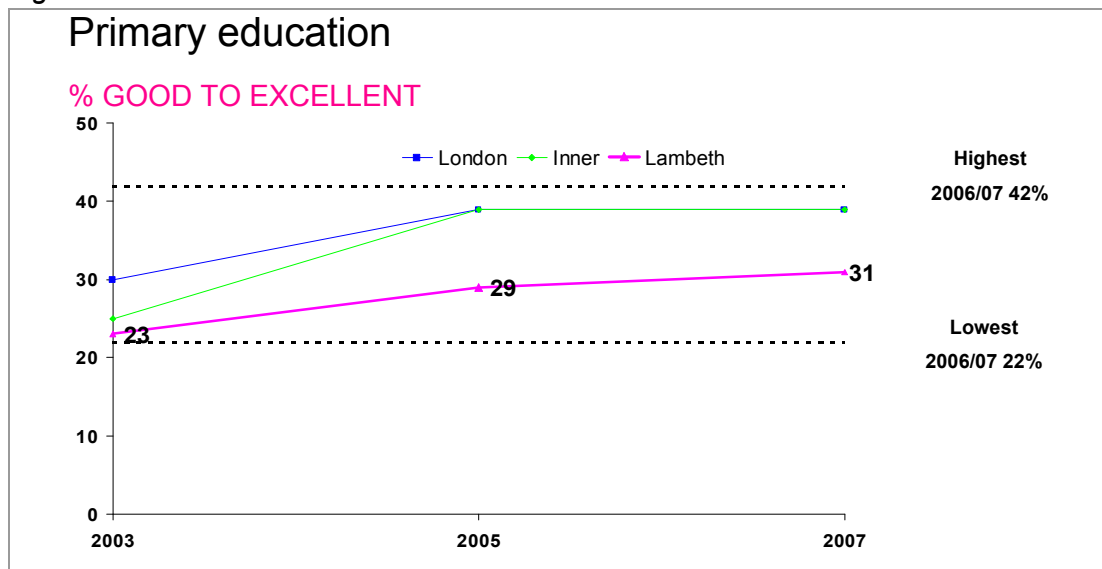
12.2 Primary education

Following a similar pattern to nursery education, 31% of Lambeth residents rate **primary education** as good to excellent. This is the same as 2005 (29%) but represents a significant improvement from 2003 (23%), indicating that service level improvements have been maintained. Primary education is still significantly below London (39%) and inner London borough averages (39%).

Opinion of primary education is higher among the same sorts of residents who rate nursery education well and likely reflects greater experience among these groups. Black African (52%), Muslims (50%), North Lambeth (47%), council tenants (44%), those from mixed or other ethnic backgrounds (43%), those from social grades DE (41%) and women (38%) are all more positive about primary schools. Those less likely to rate primary education well are residents who rent privately (20%), those from social grades AB (20%), owner occupiers (22%), Streatham residents (22%), Clapham residents (23%), men (24%) and white residents (25%).

User ratings: Just under one in five (18%) say they use Lambeth’s primary education provision. Of these seven in ten (68%) rate it well, which is in line with the London average (62%) and figures from 2005 (61%). Current ratings do however represent an improvement from 2003 (49%).

Figure 20



Q4) I would like to ask you about local services in this area. What is your opinion of primary education?
 BASE: All respondents (1088)

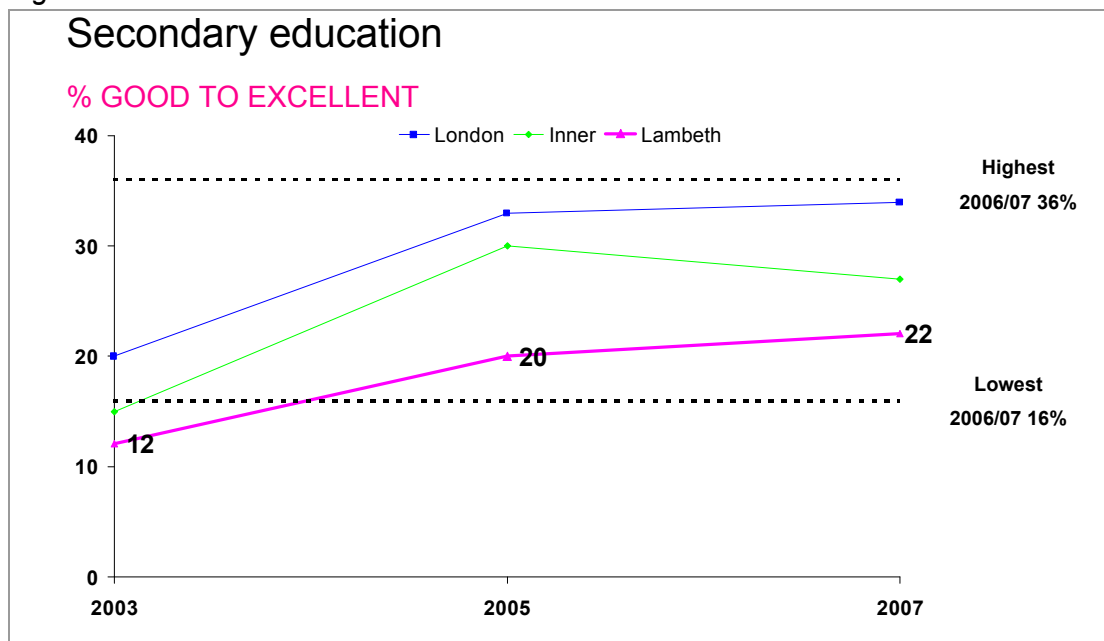
12.3 Secondary education

One in five (22%) Lambeth residents rate **secondary education** as good to excellent, the same as 2005 (20%) but maintaining improvements from 12% in 2003. Like all the education measures, Lambeth is behind London (34%).

Again the same groups tend to be more positive and negative about secondary education in the borough, likely reflecting usage. Muslims (50%), black Africans (40%), those who rent from the Council (36%), North Lambeth residents (33%), those from social class DE (32%) and women (26%) are more likely to rate secondary education as good to excellent, while AB residents (9%), owner occupiers (12%), White British (13%), private renters (15%), those living in Clapham (15%) and men (17%) are less likely to rate it well.

User ratings: Sixteen per cent of residents report using secondary education provided by the Borough. Half (51%) of these rate it well which is significantly below the London average (62%), but is in line with ratings in 2003 and 2005 (43% and 45% respectively) indicating a consolidation of performance in this area.

Figure 21



Q4) I would like to ask you about local services in this area. What is your opinion of secondary education?
 BASE: All respondents (1088)

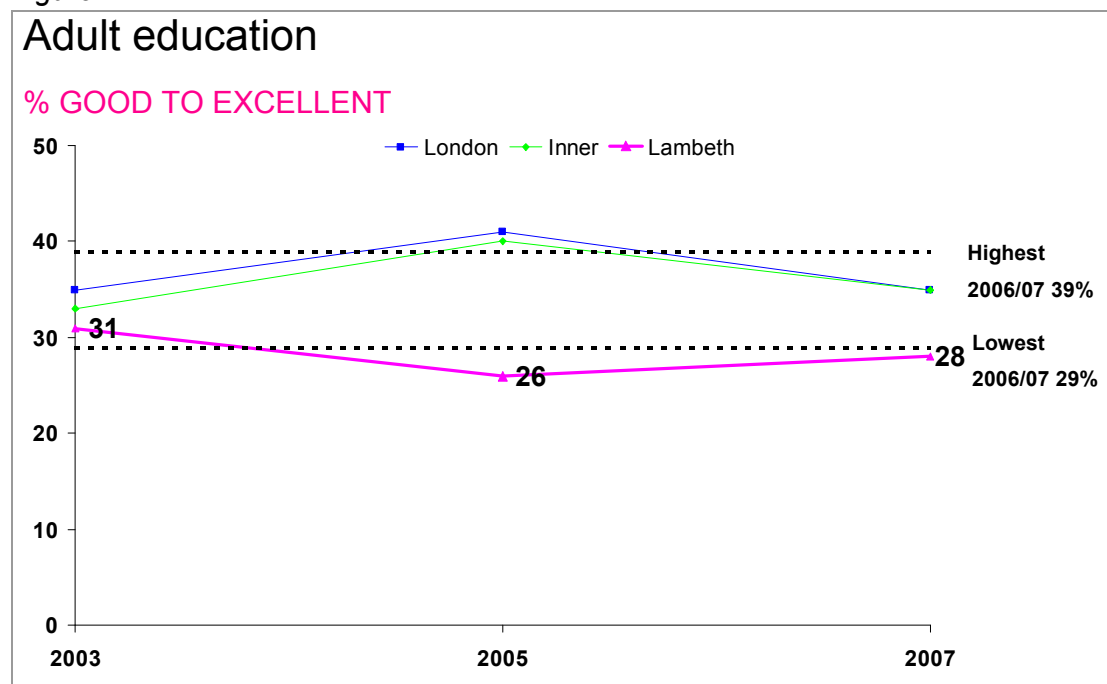
12.4 Adult education

Nearly three in ten (28%) residents rate **adult education** as good to excellent, no change from 2005 or 2003 but behind London (35%) and inner boroughs (35%). This is the only education measure which has not recorded significant improvements since 2003.

Opinions are more positive among Council tenants (40%), black Caribbean residents (40%), DEs (36%) and women (33%), while fewer ABs (17%), owner occupiers (18%), men (22%) and White British residents (22%) rate adult education in Lambeth as good to excellent.

User ratings: Eight per cent of residents report using adult education provided by the Borough. Just over half (55%) of these rate it well which due to the small base size is actually in line with the London average (66%). This is the only education measure where users' ratings have actually declined from 2003 (70%).

Figure 22



Q4) I would like to ask you about local services in this area. What is your opinion of adult education?
 BASE: All respondents (1088)

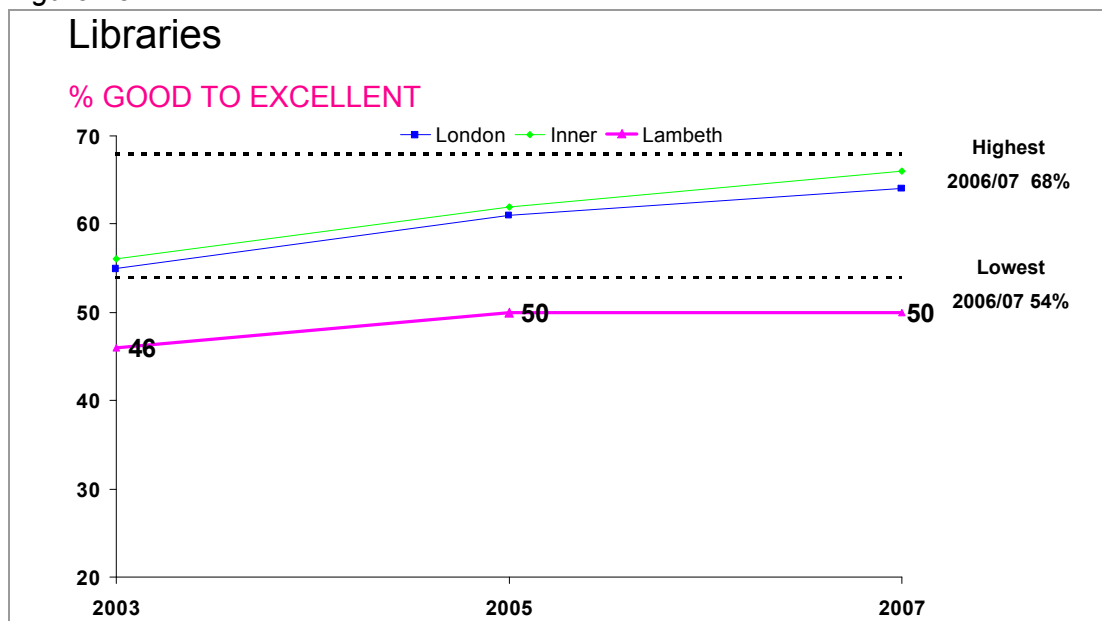
12.5 Libraries

Half of Lambeth residents think **libraries** are good to excellent (50%), no change from 2005 (50%) or 2003 (46%), however considerably fewer rate libraries well in Lambeth than across London (64%) and inner London boroughs (66%). This remains a key area for improvement.

Black African (59%), Norwood (59%) and Brixton residents (58%) are most positive about library provision. On the other hand, Stockwell residents (38%) and men (44%) are more negative.

User ratings: Just over half of residents (54%) report using Lambeth's libraries. Black African (68%), households with children (67%), middle aged residents (35-59 years 60%) and Brixton residents (60%) are more likely to use libraries. Of these seven in ten (69%) rate them well which is significantly below the London average (76%), but is in line with ratings in 2005 (68%) and represents an improvement from 2003 (59%). Those from white other backgrounds (45%) and full-time workers (47%) are less likely to use libraries and so targeted campaigns and further research may be useful to understand the reasons for this and could help to encourage these groups to start using the council's libraries.

Figure 23



Q4) I would like to ask you about local services in this area. What is your opinion of libraries?

BASE: All respondents (1088)

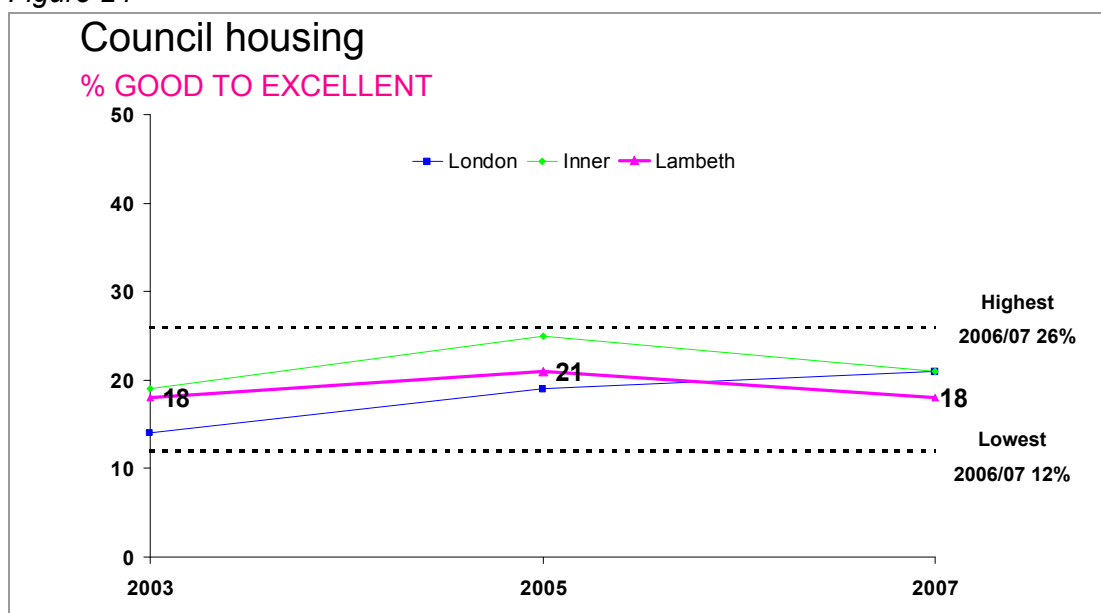
13. Housing services

13.1 Council housing

One in five residents (18%) rate **council housing** as good, very good or excellent, a similar proportion to 2005 (21%) and 2003 (18%), and on a par with London (21%) and inner London boroughs (21%). Significantly fewer owner occupiers and residents from social class AB rate this service well (both 7%), however this is because the majority do not know (68% and 64% respectively), rather than them having a poor opinion. There are also differences by ethnicity, with just 10% of White British residents rating the service as good to excellent, compared to 32% of black Africans. North Lambeth residents are more positive about council housing (29%), whereas those living in Clapham and Streatham are less so (14% and 13% respectively). Again, these variations likely reflect lower usage among these groups.

User ratings: Three in ten (30%) say they rent from the council. Of these a third (33%) rate council housing well, 31% think it is average and 29% rate it as poor to extremely poor – this is in line with the London norm (39%). User ratings are in line with those recorded in 2003 (35%), but are significantly below the peak recorded two years ago when 45% of users rated housing well.

Figure 24



Q4) I would like to ask you about local services in this area. What is your opinion of council housing?

BASE: All respondents (1088)

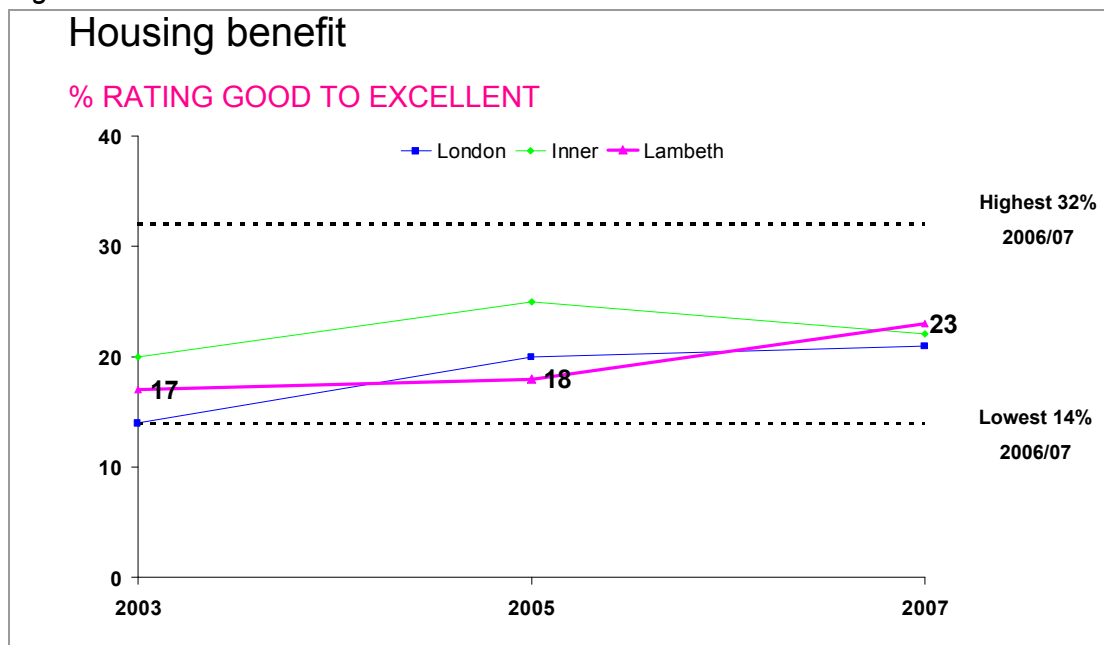
13.2 Housing benefit

Positively, there has been a significant improvement in resident opinion of the **housing benefit** service, from 18% in 2005 to 23% in 2007. This service is on a par with London (21%) and inner London boroughs (22%).

As would be expected, 85% of owner occupiers cannot rate this service, and therefore just 5% say it is good to excellent. Positive opinion rises among those who rent from the Council (43%) and DE residents (39%).

User ratings: One in five (20%) report using housing benefit services in Lambeth. Of these just over half (55%) rate it well – this is in line with the London norm (62%). User ratings are in line with those recorded in 2005 (52%) although this does represent an improvement from 2003 (44%).

Figure 25



Q4) I would like to ask you about local services in this area. What is your opinion of housing benefit?

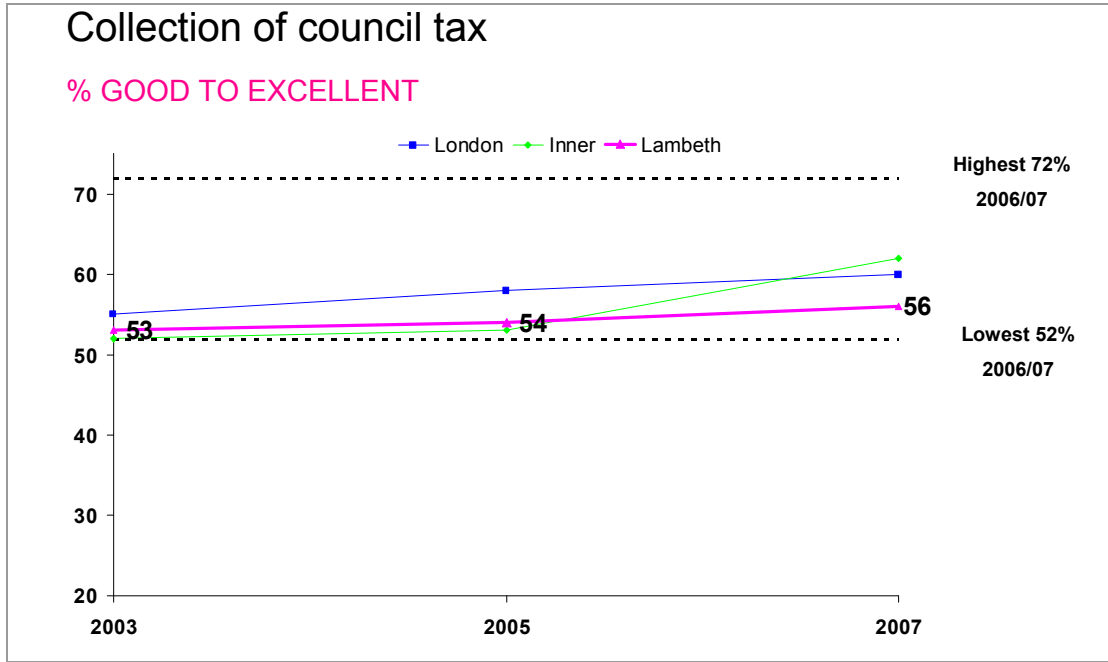
BASE: All respondents (1088)

13.3 Council tax collection

Opinion of the Council's **collection of council tax** has not changed since 2003, with 56% rating it as good to excellent in 2007 compared with 54% in 2005 and 53% in 2003. Lambeth is significantly behind London (60%) and inner London boroughs (62%) on this measure.

Brixton residents (65%), those from the highest social classes (65% of ABs) and those aged over 60 years (64%) are more likely to rate the service as good to excellent; this falls to 47% among DEs, 36% among the unemployed and 36% among those of Muslim faith.

Figure 26



Q4) I would like to ask you about local services in this area. What is your opinion of collection of council tax?
BASE: All respondents (1088)

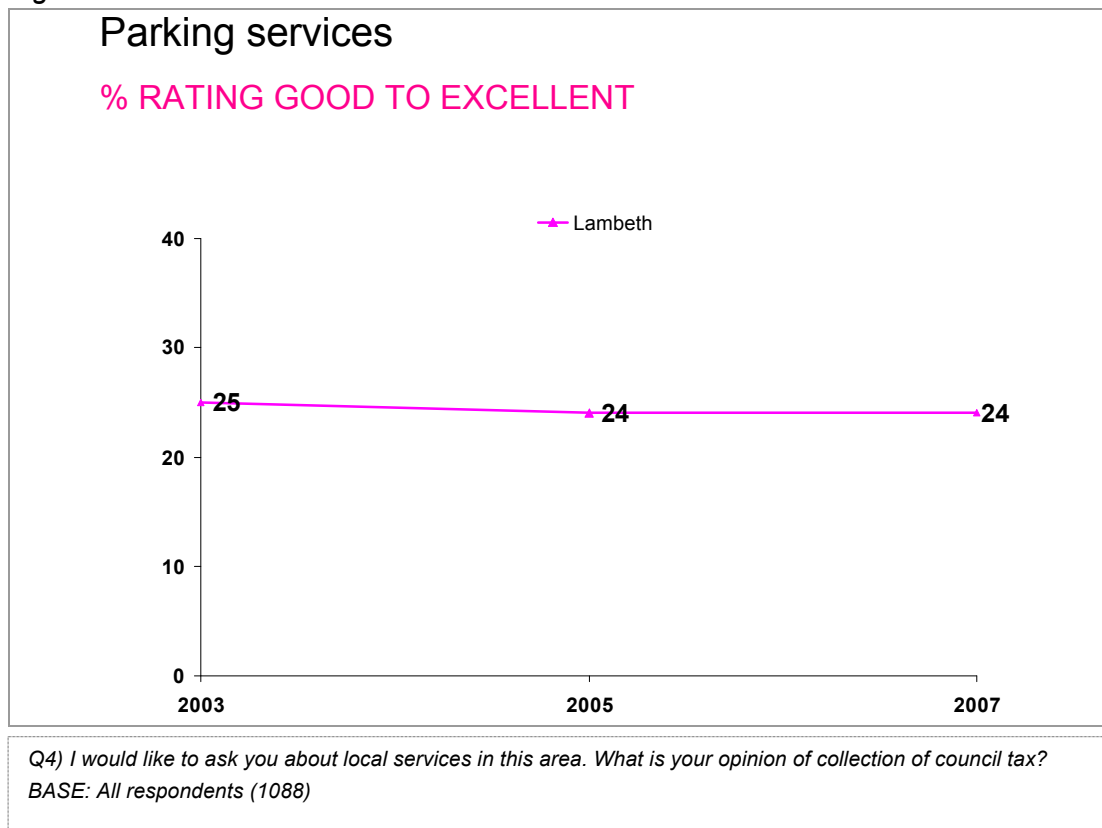
13.4 Parking services

A quarter of Lambeth residents rate **parking services** as good to excellent (24%), no change from 2003 (25%) or 2005 (24%). Parking services was not included in previous London-wide surveys, however in 2007 31% of residents across London rate it as good to excellent, a significant 7 percentage points ahead of Lambeth.

Black African residents (38%) and council tenants (34%) are more positive about parking, whereas owner occupiers (18%) and residents with a disability (15%) are less so.

User ratings: Just under half (44%) report using parking services in Lambeth. Of these three in ten (29%) rate it well – this is in line with the London norm (33%).

Figure 27



14. Social services

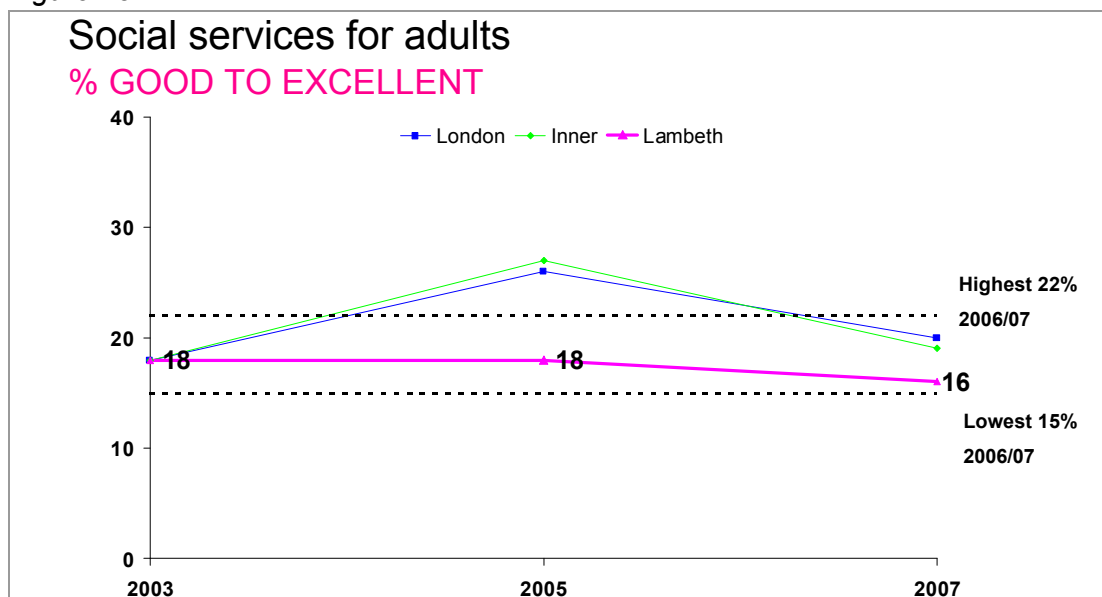
14.1 Adult and children's social services

Reflecting fewer users of social services, just 16% of residents rate **social services for adults** as good to excellent, no change from 18% in 2005 and 2003. This measure is significantly behind London (20%).

Social services for children and families is a new addition to the residents' survey in 2007 and comparisons with previous years cannot therefore be made. One in five rate this service well (19%), also significantly behind the London rating of 23%. Fewer owner occupiers and AB residents rate both social services as good to excellent, although this is most likely because their usage is lower, with "don't know" responses being higher among these groups.

User ratings: One in twenty (5%) report using both adult and children/family social services. Of these just over half (53%) rate family social services well – this is in line with the London norm (47%) and a similar proportion rate adult social services well (48%) – which again is in line with the London average (47%). User ratings for adult social services are in line with 2005 (42%) and 2003 (53%).

Figure 28



Q4) I would like to ask you about local services in this area. What is your opinion of collection of council tax?
BASE: All respondents (1088)

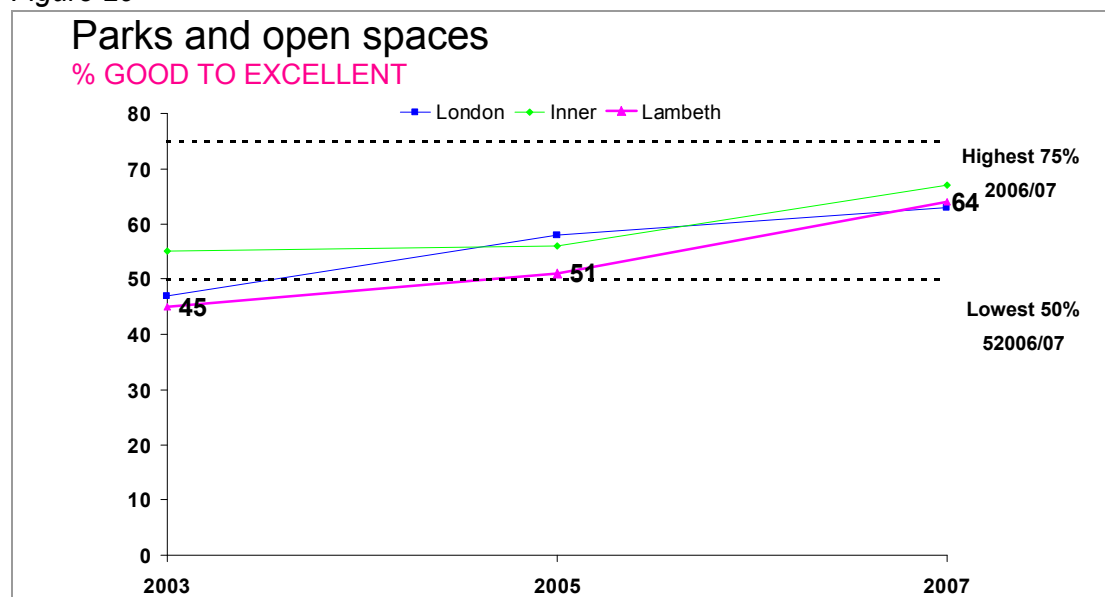
15. Leisure, recreation and cultural services

15.1 Parks and open spaces

Positively, there has been a significant improvement in resident opinion of **parks and open spaces**, with two-thirds (64%) rating them as good to excellent in 2007, up from 45% in 2003 and 51% in 2005. This equates to a 19 percentage point increase across the survey period and puts Lambeth on a par with London (63%) and inner boroughs (67%). Clapham residents (75%), AB residents (74%) white British (70%), and private renters (70%) are particularly positive, while Stockwell residents (53%), black Caribbean residents (54%) and disabled people (55%) are less so.

User ratings: Two thirds (67%) report using Lambeth's parks and open spaces. More affluent groups (those from social class AB (84%)), owner occupiers (77%) and white British residents (73%) tend to use parks more. Of these seven in ten (71%) rate them well – this is in line with the London norm (69%). User ratings have shown continuous improvement from 51% in 2003, to 58% in 2005 and 71% in 2007 – a rise of 20 percentage points over the survey period. Disabled people (54%), older people (56%), retirees (57%), those from lower social backgrounds (C2DE 58%) and North Lambeth residents tend to have lower usage of parks, as such, targeted campaigns or further research may be useful to unpick the reasons for this.

Figure 29



Q4) I would like to ask you about local services in this area. What is your opinion of parks and open spaces?
 BASE: All respondents (1088)

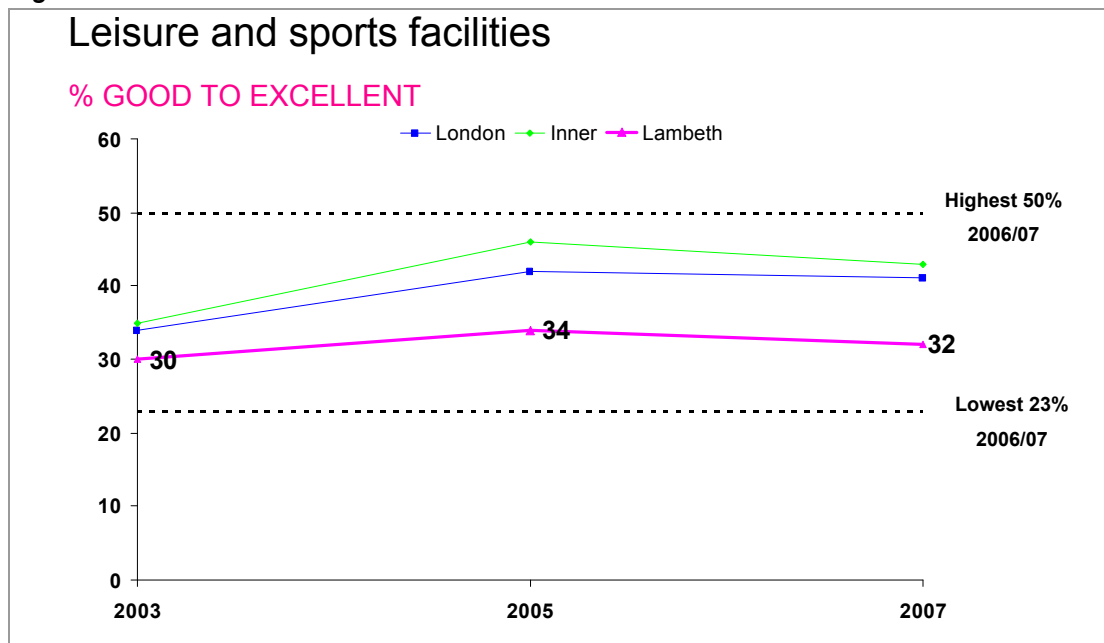
15.2 Leisure and sports facilities

Only a third of Lambeth residents (32%) rate **leisure and sports facilities** as good to excellent, no change from 34% in 2005 and 30% in 2003. Lambeth continues to remain significantly behind London (41%) and inner London boroughs (43%) on this measure.

Private renters (39%) are more likely to rate leisure and sports facilities as good to excellent (39%), whereas owner occupiers are not (26%).

User ratings: A third (34%) report using Lambeth’s leisure and sports facilities, rising among private renters (46%), young residents (18-34 years 41%), Clapham residents (40%) and those from social class ABC1 (40%). Of these two in five (42%) rate facilities well – significantly behind the London norm (52%). User ratings have maintained levels throughout the survey period (46% in 2005 and 40% in 2003). Disabled people (20%), older people (13%) and retirees (13%) tend to have lower usage of leisure facilities, as such, targeted campaigns or further research may be useful to unpick the reasons for this

Figure 30



Q4) I would like to ask you about local services in this area. What is your opinion of collection of leisure and sports facilities?

BASE: All respondents (1088)

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.

Just over a quarter (28%) of Lambeth residents rate arts and cultural activities as good to excellent this year, no change from 31% in 2005 and 26% in 2003. This rises to 38% among those who rent privately, however just 21% of residents with a disability rate arts and cultural activities as good to excellent.

15.4 Activities for teenagers

Activities for teenagers is a new service measure in both the Lambeth and London-wide surveys and results are therefore only available for this year. One in ten (10%) Lambeth residents rate activities for teenagers as good, very good or excellent, significantly fewer than across London (14%). Fewer owner occupiers (6%) and AB residents (6%) give positive ratings on this.

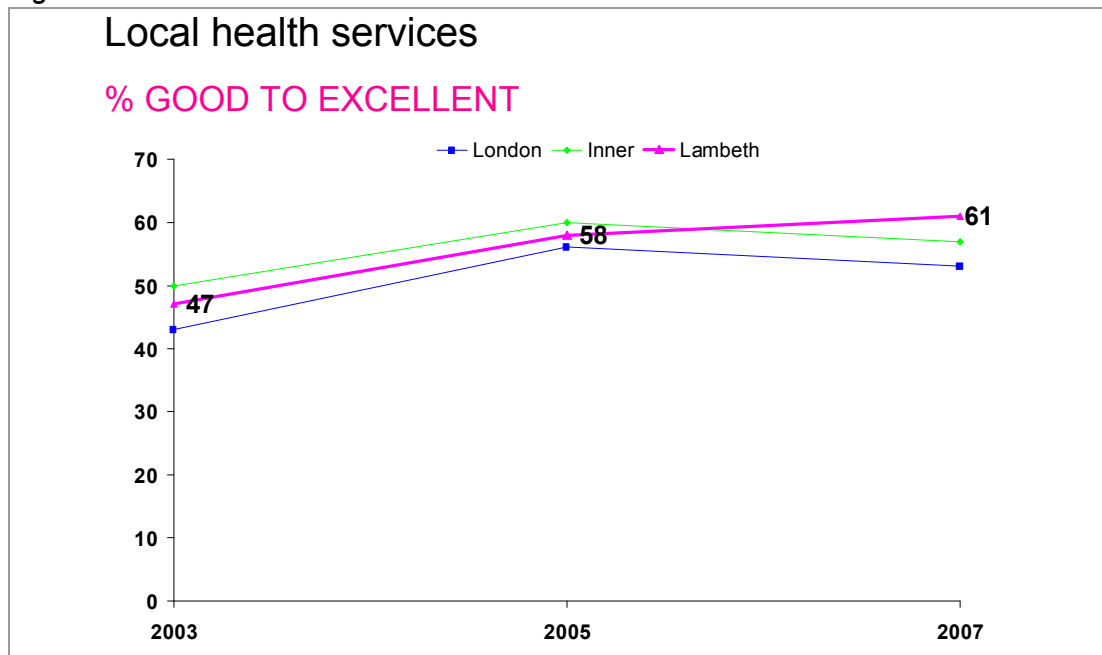
16. Non-council services

16.1 Local health services

Following a significant improvement from 47% in 2003, there has been no change in the proportion of residents rating **local health services** as good to excellent from 2005 (58%) to 2007 (61%). Positively, Lambeth is significantly ahead of London (53%) on this measure.

Probably reflecting usage patterns, those aged over 60 (70%), C2 (71%) and DE (67%) residents, retired people (73%) and those of Muslim faith (73%) are more likely to rate local health services well, while owner occupiers (55%), C1 residents (54%) and full time workers (56%) are less likely.

Figure 31



Q4) I would like to ask you about local services in this area. What is your opinion of local health services?
 BASE: All respondents (1088)

16.2 Public transport

Public transport has the highest rating of all services and has significantly improved from 2005 (65%) and 2003 (47%). It also has a significantly higher rating than London generally (61%). Those aged over 60 are most likely to rate the service as good to excellent (78%), while C1 residents are less likely to (64%).

Figure 32



Q4) I would like to ask you about local services in this area. What is your opinion of public transport?

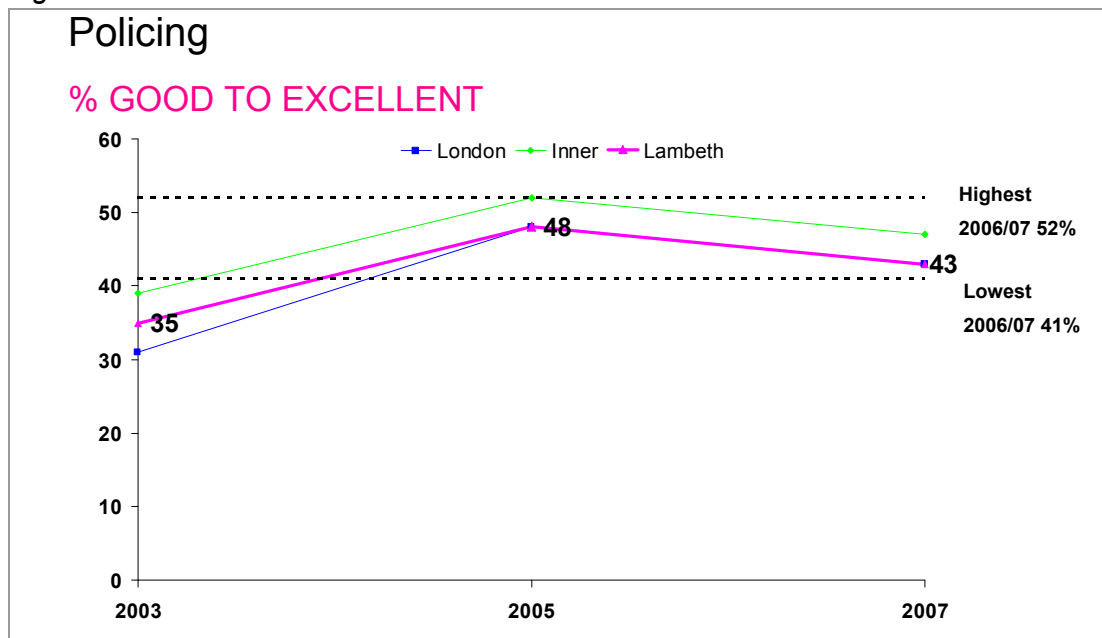
BASE: All respondents (1088)

16.3 Policing

The proportion of residents rating **policing** as good to excellent has significantly fallen this year, from 48% in 2005 to 43% in 2007. This follows a significant improvement from 2003 (35%) and the decline follows the London-wide trend (43%).

Council tenants (50%), those from lower social grade (DE 50%) and those of Muslim faith (69%) are more likely to rate the service as good to excellent, while owner occupiers (37%), those aged 35-59 years (36%), C1s (37%) and residents who have lived in the borough for ten years plus (35%) are less positive.

Figure 33



Q4) I would like to ask you about local services in this area. What is your opinion of policing?
 BASE: All respondents (1088)

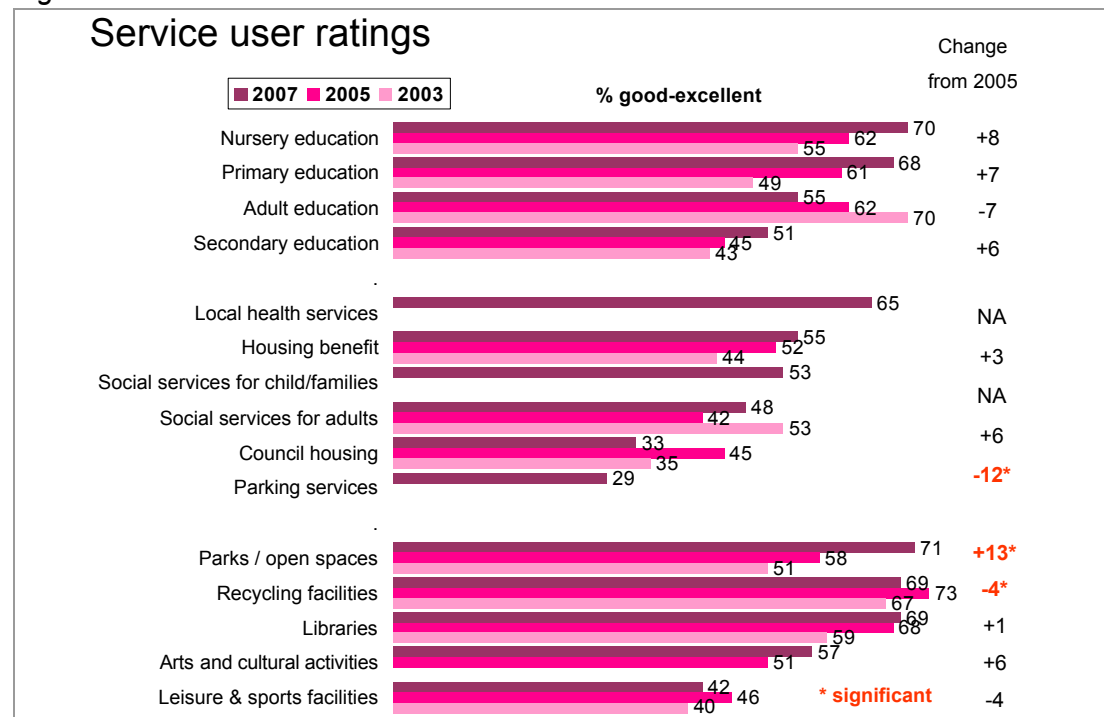
17. Service user ratings

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 57%. Consequently, while just 24% of Lambeth residents rate nursery education as good to excellent in 2007, this rises to 70% among users. Typically users of a service are more likely to express an opinion and are more likely to hold positive opinions of 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. However this year user ratings have fallen for council housing (-12) and recycling facilities (-4). These are now back to their 2003 levels following a peak in 2005.

Parks and open spaces continue to improve, with a significant increase of 13 percentage points this year.

Figure 34



Q4) I would like to ask you about local services in this area. What is your opinion of ...?

BASE: All users (53 - 833)

Reflecting the 2005 results, this year Lambeth is still behind London for secondary education (-11), leisure and sports facilities (-10) and libraries (-7). All other services, as rated by users, are on a par with London.

Figure 35

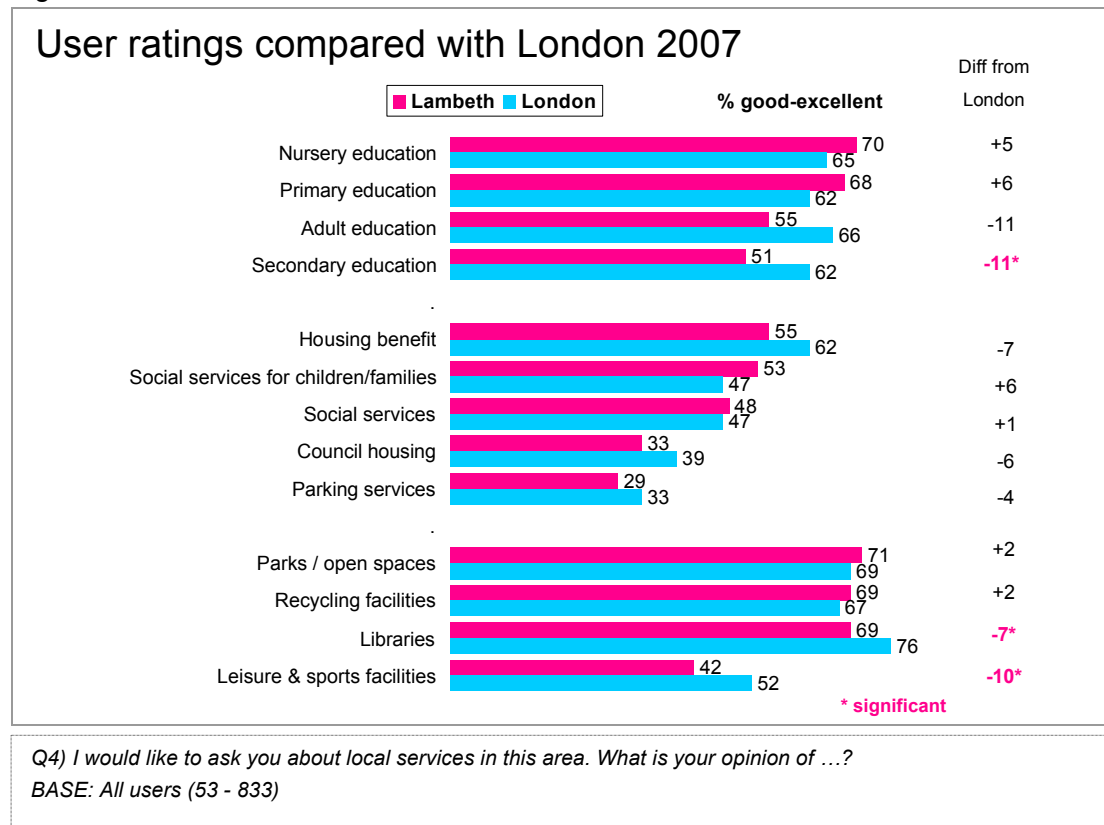
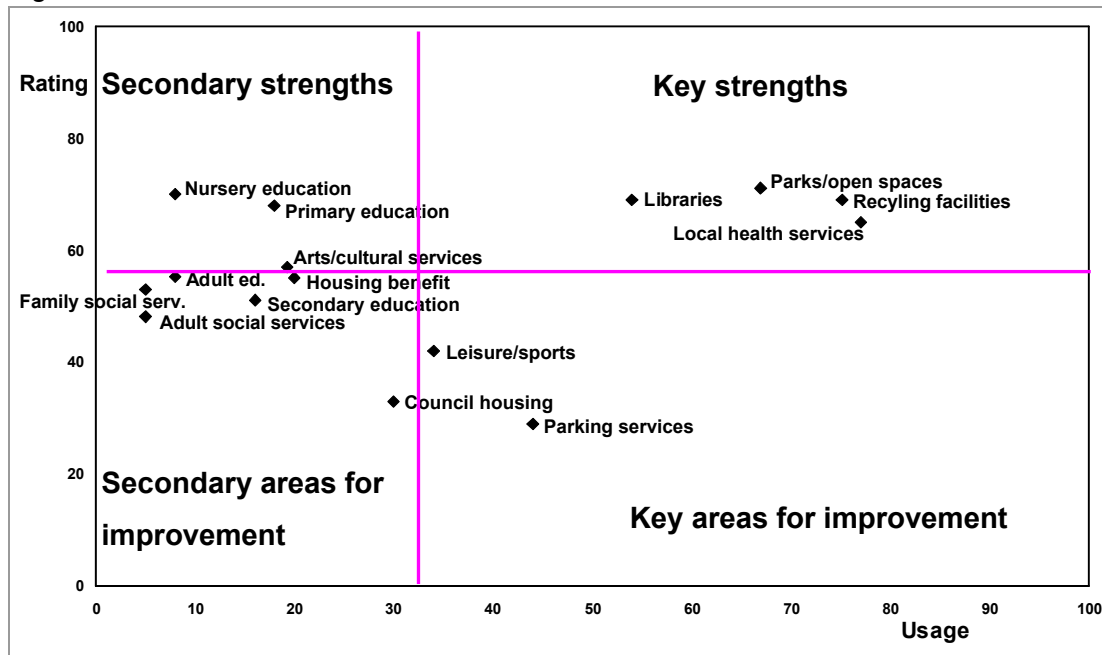


Figure 36 illustrates the fifteen services by level of usage and user ratings of good to excellent, with the lines within the chart showing average usage and ratings. It can be seen that Lambeth's key strengths - the most used and highly rated services - are parks and open spaces, recycling facilities, libraries 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 of nursery and primary education, high ratings are achieved – these services represent Lambeth's secondary strengths. Adult and secondary education, housing benefit and social 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



Q4) I would like to ask you about local services in this area. What is your opinion of ...?
 BASE: All users (53 - 833)

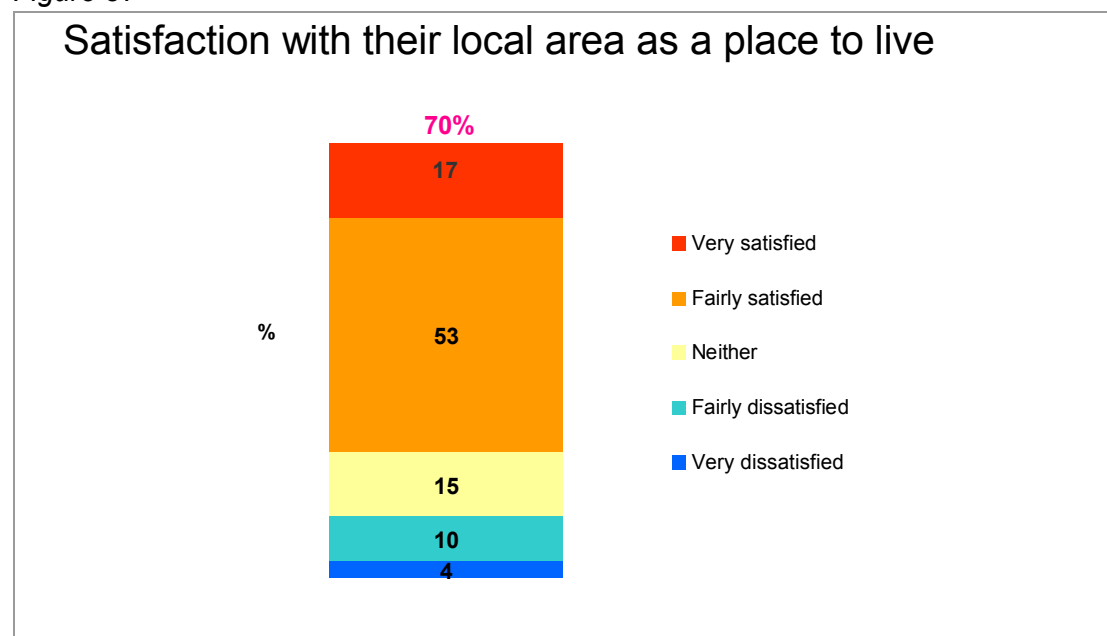
18. Quality of life

In 2007, three new key measures of quality of life were gathered – satisfaction with the local area, happiness and self-rated health. These are not asked on the London-wide survey and 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 and 14% say they are dissatisfied.

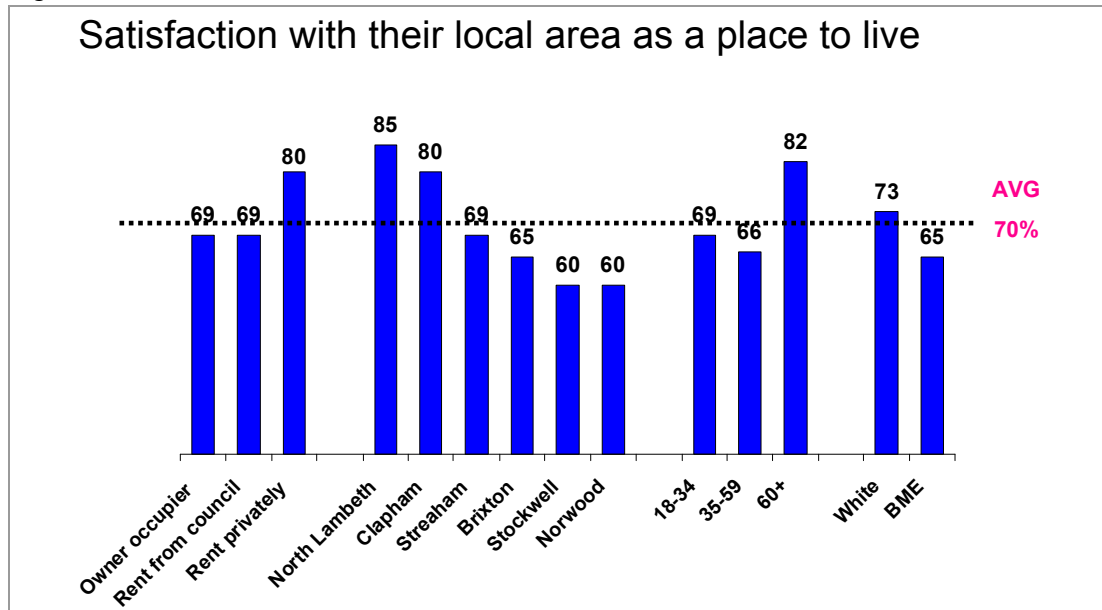
Figure 37



Q6) Overall, how satisfied are you with your local area as a place to live?
 BASE: All respondents (1088)

Satisfaction with the area rises to 85% among those living in North Lambeth, 84% among those who have lived in the borough for 1-2 years, 80% in Clapham, 80% among those renting privately, 82% among those aged over 60 and 81% of retirees. Stockwell (60%), Norwood (60%) and ethnic minority residents (65%) are the least satisfied, with satisfaction dropping to 59% among residents of black Caribbean ethnicity.

Figure 38



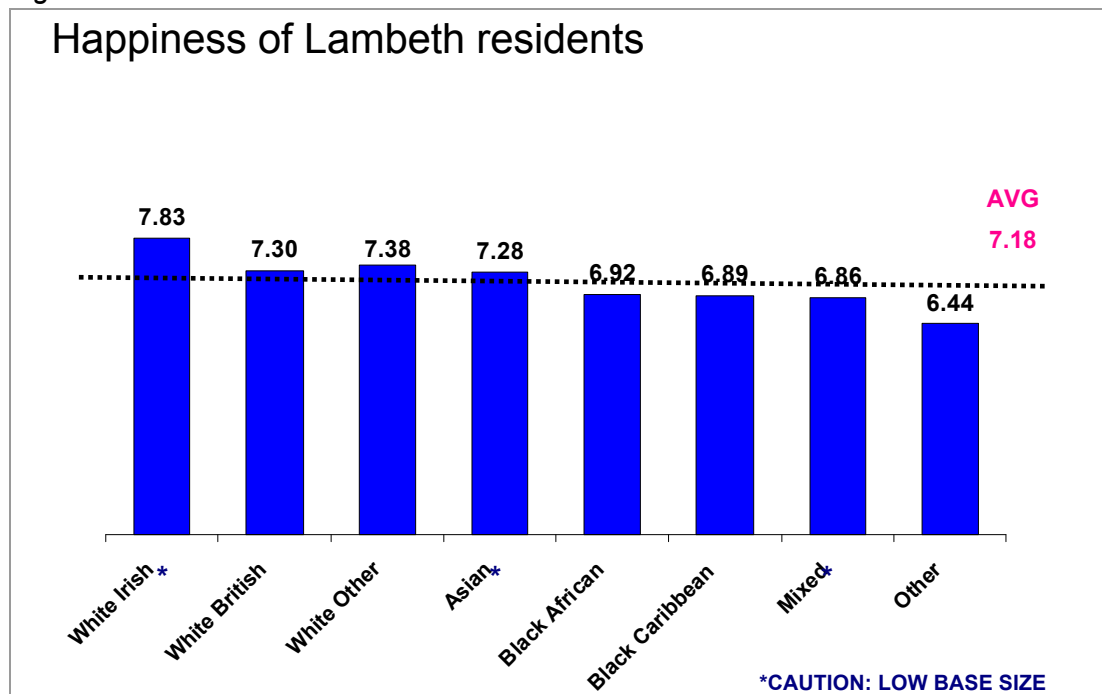
Q6) Overall, how satisfied are you with your local area as a place to live?
 BASE: All respondents (1088)

18.2 Happiness

This year, for the first time residents rated their happiness on a scale of 1 to 10, where 1 is extremely unhappy and 10 is extremely happy.

On average, Lambeth residents score a mean of 7.18 and therefore are on the higher end of the happiness scale. However those in the higher social group AB are the happiest (7.74), as are older residents aged 60 plus (7.45). There are also some ethnic variations, with black groups scoring slightly under the Lambeth average, compared with white and Asian residents who are above.

Figure 39



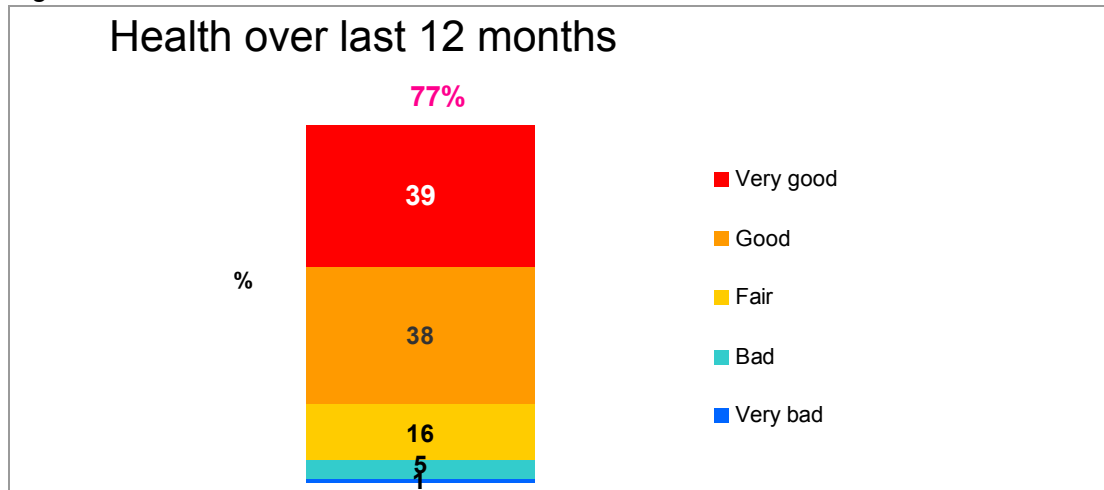
Q20) On a scale of 1 to 10, where 1 is extremely unhappy and 10 is extremely happy, taking all things together how happy would you say you are?

BASE: All respondents (1088)

18.3 Self-rated health

When asked about their health over the last twelve months, three-quarters of Lambeth residents rate it as good (77%), while 16% say fair and 6% poor.

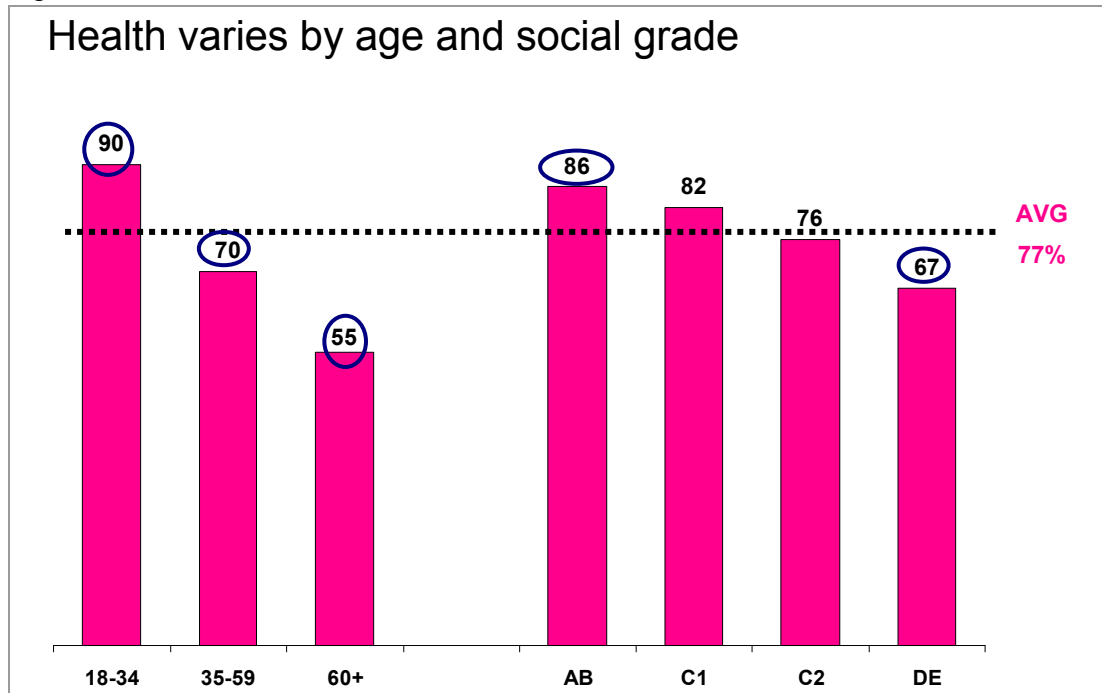
Figure 40



Q21) Now thinking about your health over the last 12 months, how has your health been in general?
 BASE: All respondents (1088)

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. Nine in ten residents aged under 35 say their health is good, compared with 55% of those aged 60 plus.

Figure 41



Q21) Now thinking about your health over the last 12 months, how has your health been in general?
 BASE: All respondents (1088)

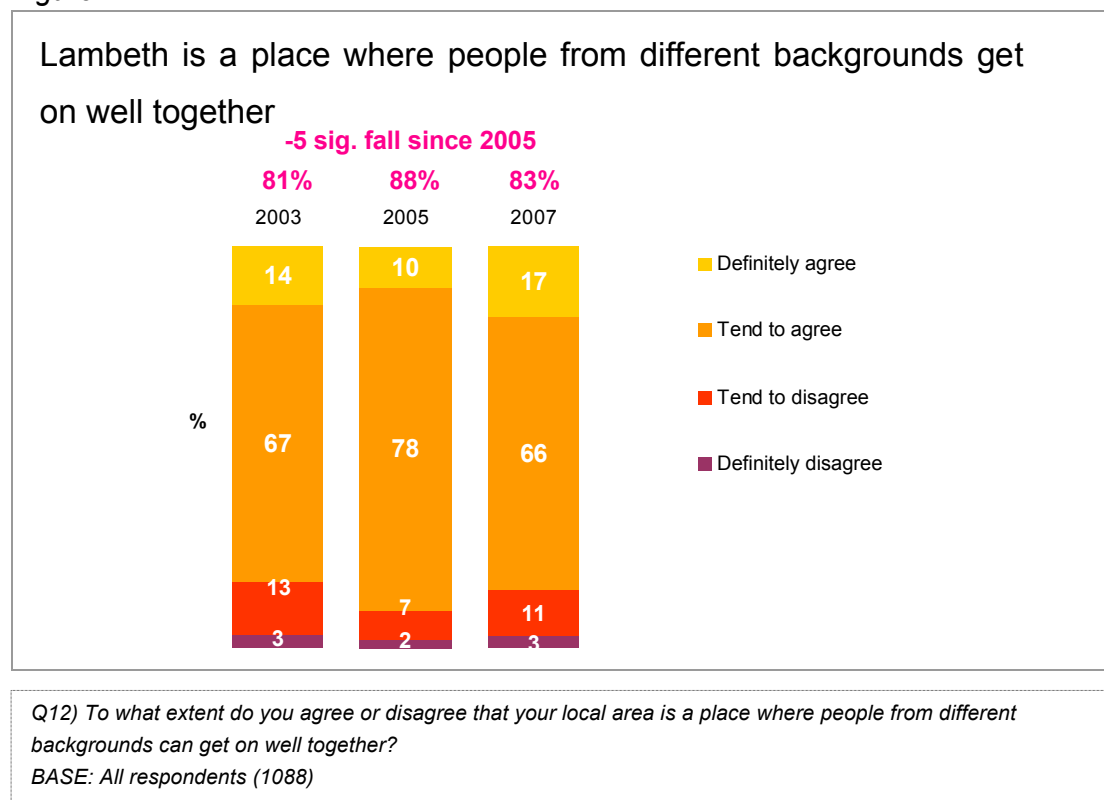
18.4 Community cohesion

The central government measure of community cohesion asks residents the extent they agree that their local area is a place where people from different backgrounds get on well together. Lambeth (83%) receives a similar rating to London (85%). However, there has been a fall on this measure of five percentage points from 2005, returning to a similar level to that recorded in 2003 (81%).

Brixton residents (89%), those from higher social classes (AB 88%), residents of between two to five years (88%), Clapham residents (87%), owner occupiers (87%) and women (86%) all rate cohesion more positively. On the other hand black Caribbean residents (22%) and those living in Streatham (19%) are more likely to be negative about cohesion (compared with 14% overall).

Additional research may be useful to explore what is driving the decline in cohesion, and in particular if there are any issues which the council can seek to address among the more negative black Caribbean and Streatham communities.

Figure 42



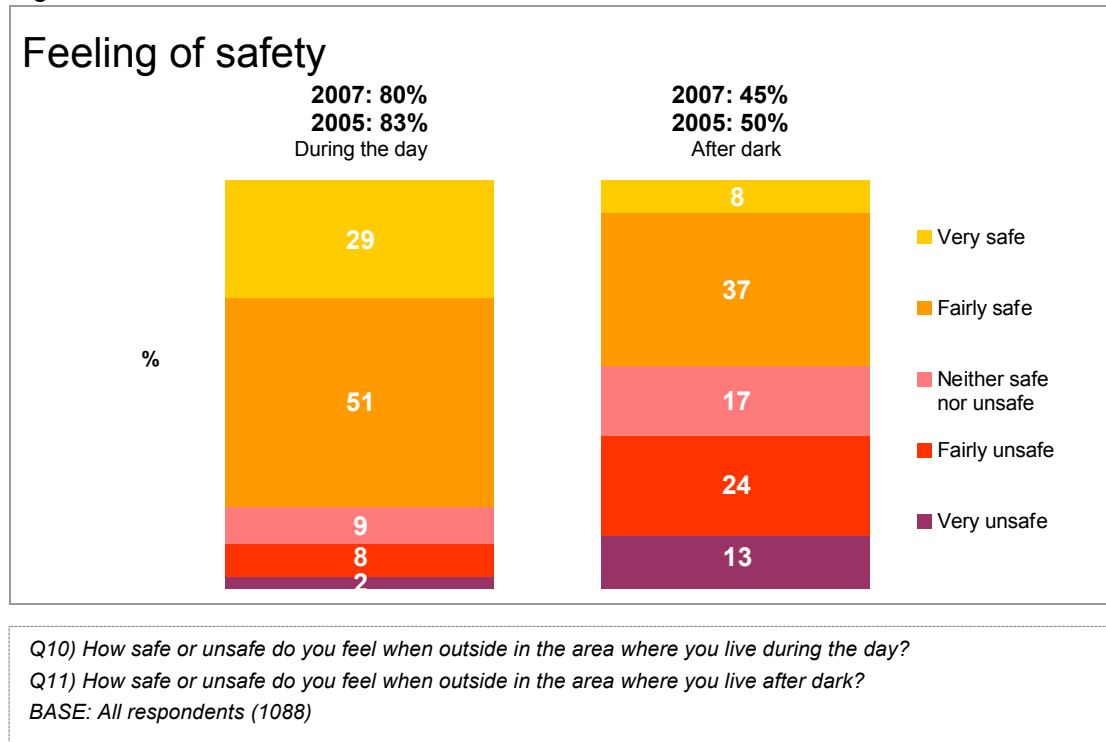
19. Feeling safe and anti-social behaviour

As was discussed in chapter five, crime is by far the biggest concern for Lambeth residents. This chapter explores perceptions of community safety in more detail.

19.1 Feeling safe

The majority of residents say they feel safe in their local area during the day (80%), however, less than half feel safe after dark (45%). These results mirror that of London (79% and 46% respectively) and inner London (78% 46% respectively), but fewer Lambeth residents feel safe after dark than in 2005 (a significant drop of -5).

Figure 43



Residents from mixed, other or Asian backgrounds (32%), disabled people (34%), those living in Norwood (36%), Stockwell (37%) and women (38%) are least likely to feel safe after dark. Stockwell residents (71%) are also least likely to feel safe during the day. Additional research may be useful to explore the reasons underlying these perceptions.

Table 10: Perceived safety by area

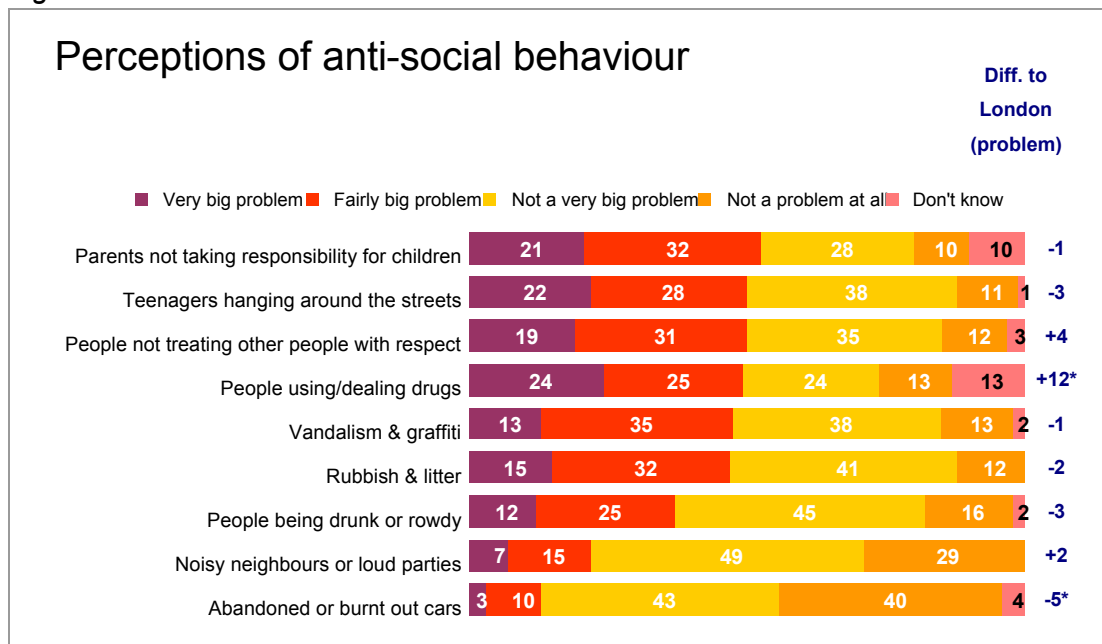
% feel very or fairly safe	Total	North	Stockwell	Clapham	Brixton	Norwood	Streatham
		Lambeth					
	(1088)	(129)	(159)	(228)	(204)	(165)	(203)
	%	%	%	%	%	%	%
During the day	80	84	71	84	78	77	84
After dark	45	53	37	49	48	36	45

19.2 Perceptions of anti-social behaviour

To determine perceptions of anti-social behaviour, residents are asked the extent to which they think nine issues are a problem in their local area. Around half think that parents not taking responsibility for their children (52%), teenagers hanging around on the streets (50%), people not treating other people with respect (50%) and people using or dealing drugs (50%) is a problem.

Most of these views reflect perceptions of anti-social behaviour across London, but significantly more residents in Lambeth say drugs are a problem (+12) while fewer think abandoned or burnt out cars are a problem in Lambeth (-5). When compared against inner London drugs (+9) and treating other people with respect (+6) are seen to be more of a problem here.

Figure 44

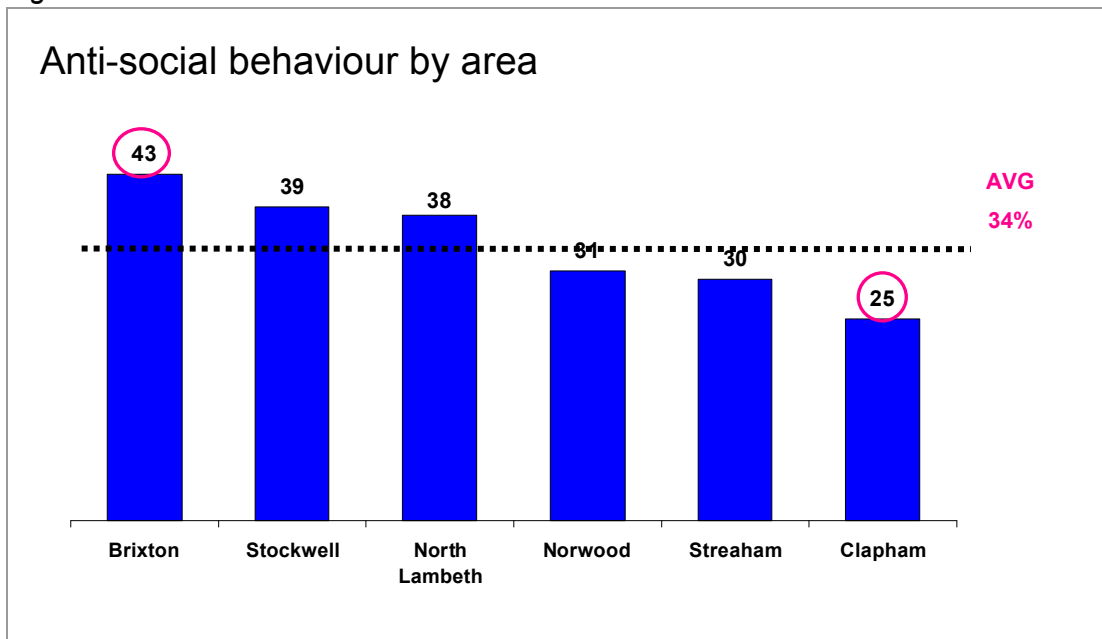


Q7) Thinking about this local area, how much of a problem do you think are ...?
 BASE: All respondents (1088)

The British Crime Survey calculates a composite score for high levels of perceived anti-social behaviour from seven of the above nine statements (see Appendix D for method). Using this calculation, 34% of Lambeth residents perceive levels of anti-social behaviour to be high, which is on a par with London (35%).

Perceptions of anti-social behaviour are significantly higher in Brixton (43%) and lower in Clapham (25%). Other groups which are particularly concerned about anti-social behaviour include those who have lived in the borough for 5-10 years (43%), households with children (40%) and those aged 35-59 years (39%).

Figure 45

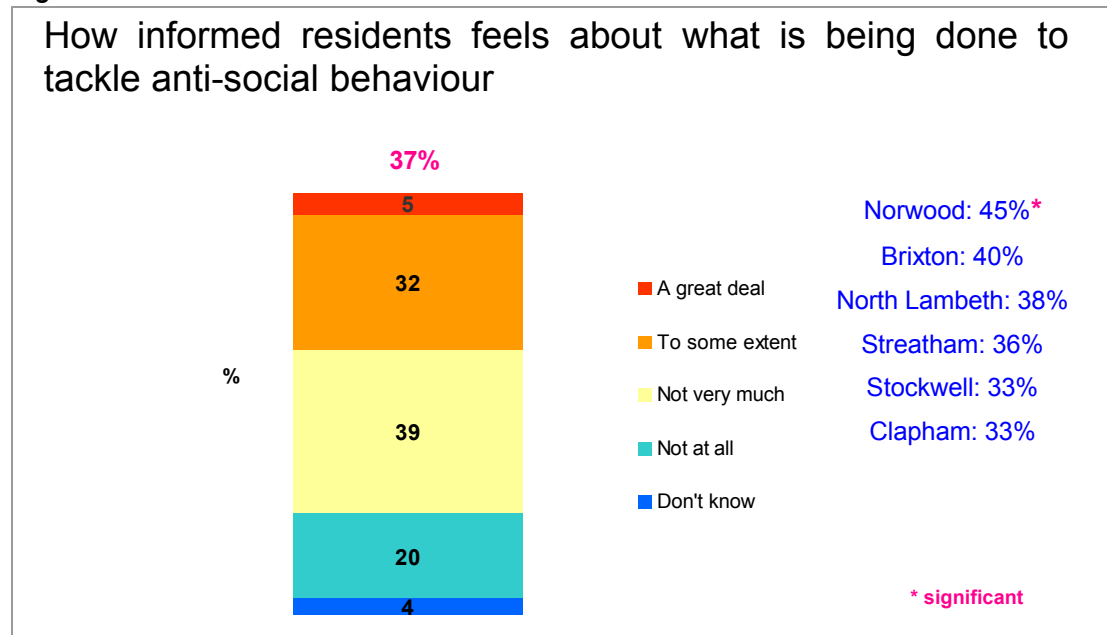


Q7) Thinking about this local area, how much of a problem do you think are ...?
 Calculated using a method from the British Crime Survey (see Appendix D)
 BASE: All respondents (1088)

This year residents were asked for the first time how informed they feel about what is being done in their area to tackle anti-social behaviour. Perceptions in Lambeth are the same as London wide, with just over a third (37%) saying they feel informed both in Lambeth and London. This is about half the level as feel informed about what is going on more generally (70%), and so could form a target area for communications in the future.

Residents in Norwood (45%), those renting from the Council (44%) and residents aged over 60 (47%) feel more informed about what is being done to tackle anti-social behaviour, while those renting privately (28%) and those who have lived in Lambeth between 6-12 months (26%) feel less informed.

Figure 46



Q8) How much would you say you feel informed about what is being done to tackle anti-social behaviour in your local area?

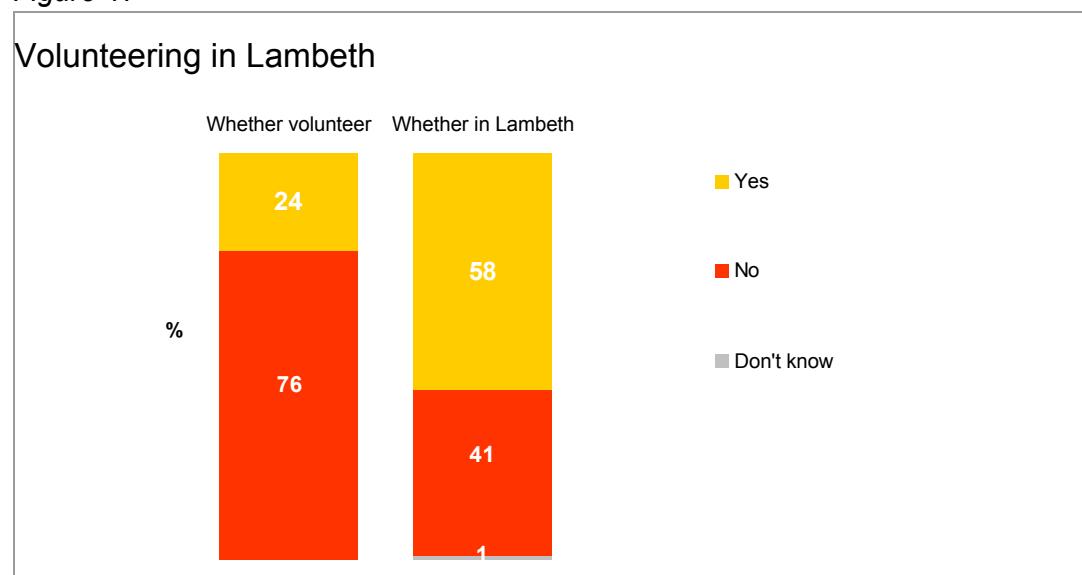
BASE: All respondents (1088)

20. Volunteering

A quarter of residents have given their time, without pay, to a group, club or organisation in the last twelve months (24%) and of these over half have done so in the Lambeth area (58%). This is much lower than the national average of 44% across England and Wales (taken from the Citizenship Survey, April - June 2007 - percentage of adults who have volunteered formally at least once in the last 12 months).

In Lambeth, more affluent residents are more likely to volunteer (ABC1 residents 34%, compared with 14% of C2DE residents and 33% of owner occupiers); policies designed to encourage a broader range of participation may be useful.

Figure 47



Q18a) In the last 12 months have you given your time, without pay, to any groups, clubs or organisations?

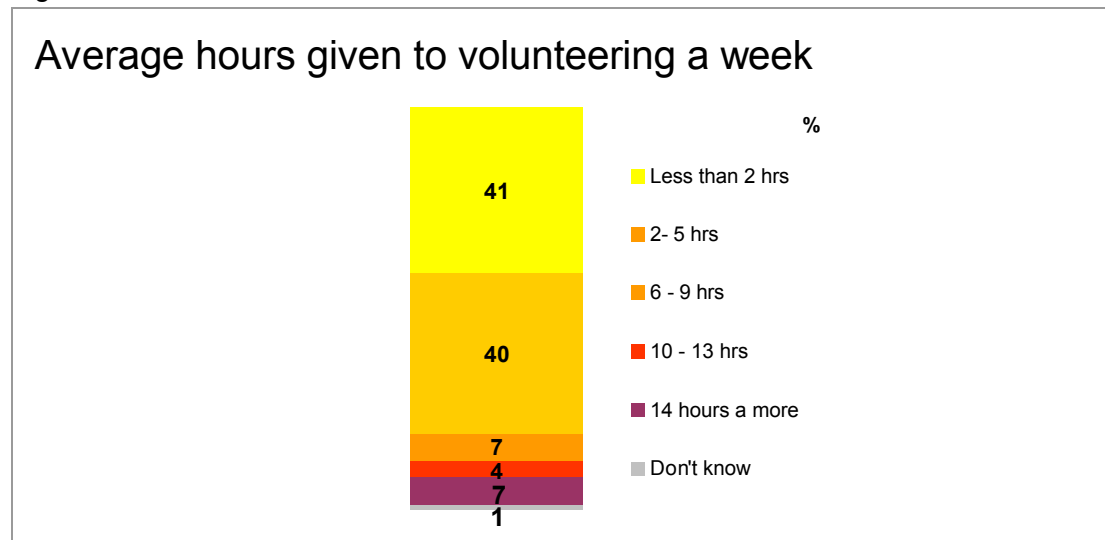
BASE: All respondents (1088)

Q18b) Was this volunteering with a group, club or organisation in the Lambeth area?

BASE: All respondents who have volunteered (279)

Three in five volunteers provide two hours or more help each week (59%), equating to 14% of Lambeth residents, and a third of volunteers had received training for their work (32%).

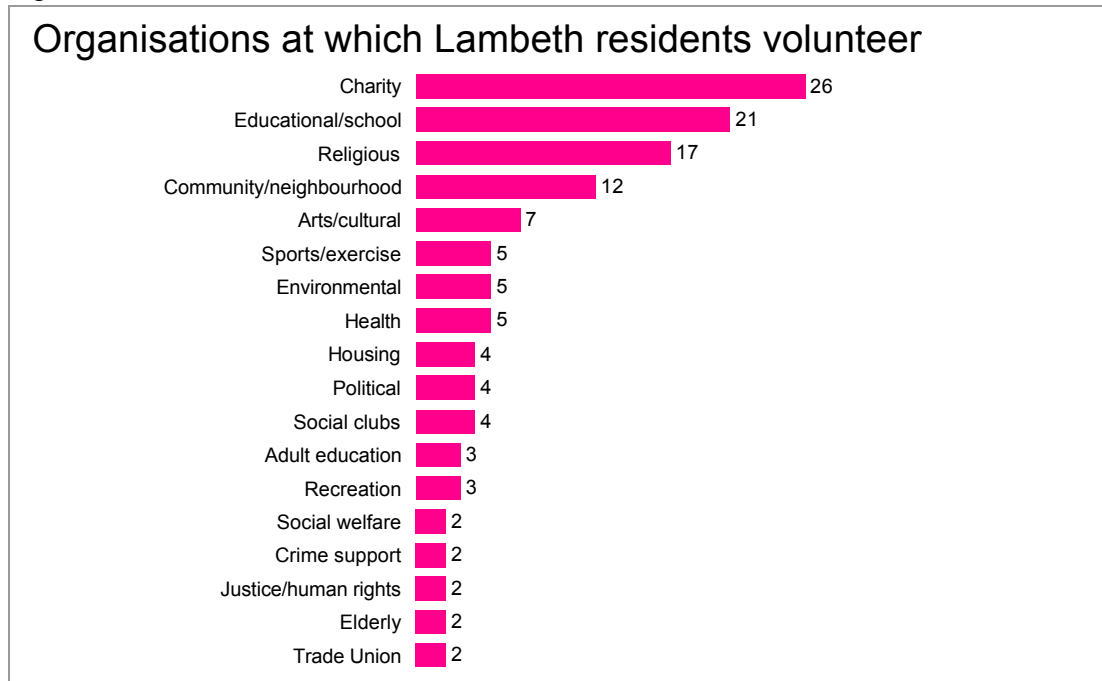
Figure 48



Q18e) Approximately how many hours have you volunteered on average per week over the last 12 months?
 BASE: All respondents who have volunteered (279)

People most commonly volunteer at charities (26%), educational establishments/schools (21%) and religious establishments (17%).

Figure 49



Q18c) At what type of group, club or organisation did you volunteer?

BASE: All respondents who have volunteered (279)

Among those who are involved in volunteering, a diverse range of skills are provided. The most common work undertaken includes fundraising (20%), event organisation/running (13%) and training/education (12%).

Figure 50



Q18d) What type of work did you carry out while volunteering?

BASE: All respondents who have volunteered (279)

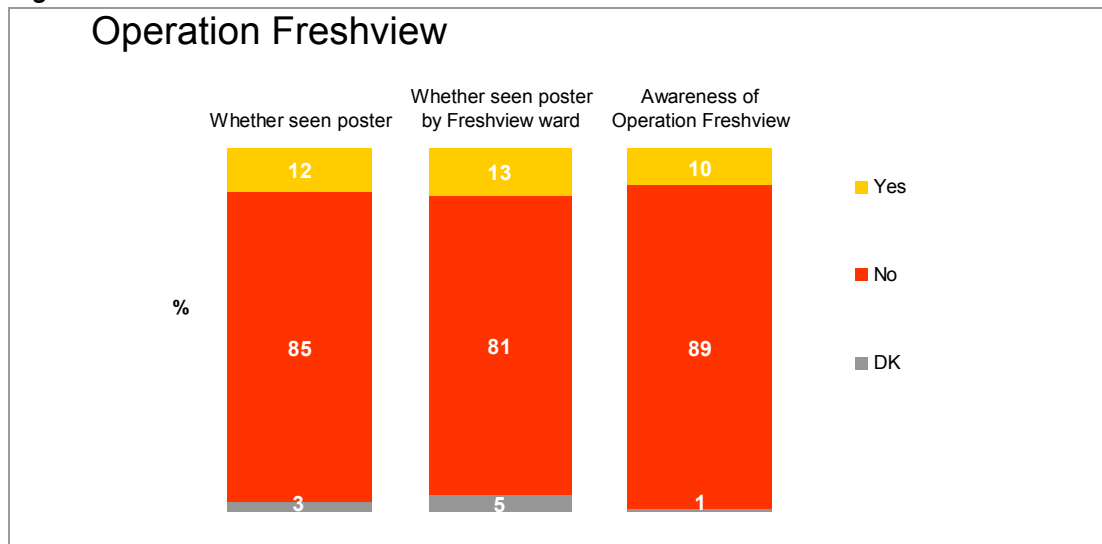
21. Operation Freshview

Operation Freshview is an initiative where Lambeth Council, its cleaning contractors, the Police, the Fire Brigade and Transport for London tackle a range of problems in selected areas by combining and focusing their resources for one day each month. Respondents living in the wards around the Operation Freshview area (Bishops, Brixton Hill, Coldharbour, Ferndale, Herne Hill, Oval, Princes, Tulse Hill and Vassall) were asked a series of questions about the scheme. Not all of these residents had the scheme introduced in their area at the time of the survey.

Firstly they were shown a poster about Operation Freshview and were asked if they had seen it in their area – 12% report an awareness of the poster campaign. However, awareness was not any higher in the wards where Operation Freshview had actually taken place indicating a potential lack of impact of the scheme’s publicity (13%).

Interviewers then explained the purpose of Operation Freshview and asked residents if they had heard about it. Only one in ten residents reported an awareness (10%) and again this was no higher among the wards where Operation Freshview had taken place (12%).

Figure 51



Q9a) Have you seen this poster in your area?

Q9b) Were you aware of Operation Freshview before today?

BASE: All respondents who live in Bishops, Brixton Hill, Coldharbour, Ferndale, Herne Hill, Oval, Princes, Tulse Hill and Vassall wards (457)

22. 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 268 young people were interviewed.

22.1 Areas of concern

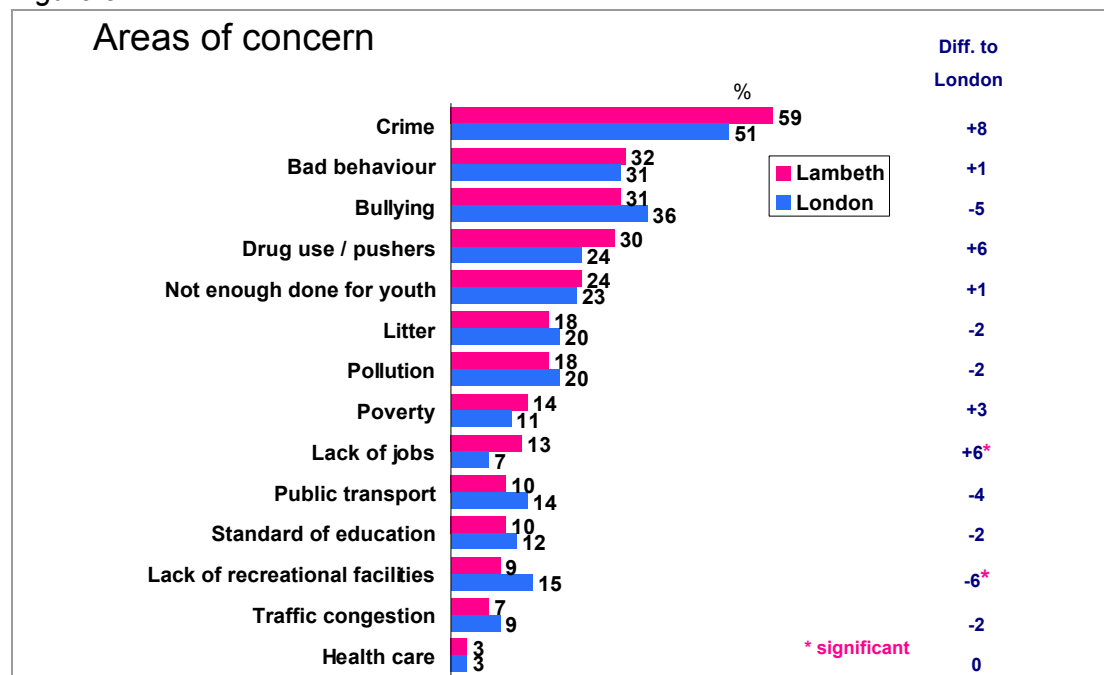
Some of the issues facing adults are not so relevant to young people, for example they are not liable for council tax. Similarly, bullying at school is obviously an issue that directly affects young people. The young people's survey was thus adjusted to take account of these variations.

As with adults, crime is the single biggest concern for young Lambeth residents (59%). This is in line with the average for young people living in London (51%).

Bad behaviour is the second greatest worry for Lambeth’s young residents, mentioned by 32% and again reflecting London as a whole (31%). This is closely followed by bullying (31%) and drug use and pushers (30%).

On the whole, opinions of young people in Lambeth are very similar to those held across London, although there are a couple of significant differences. Young Lambeth residents are more concerned about a lack of jobs (+6) and are less concerned about a lack of recreational facilities (-6).

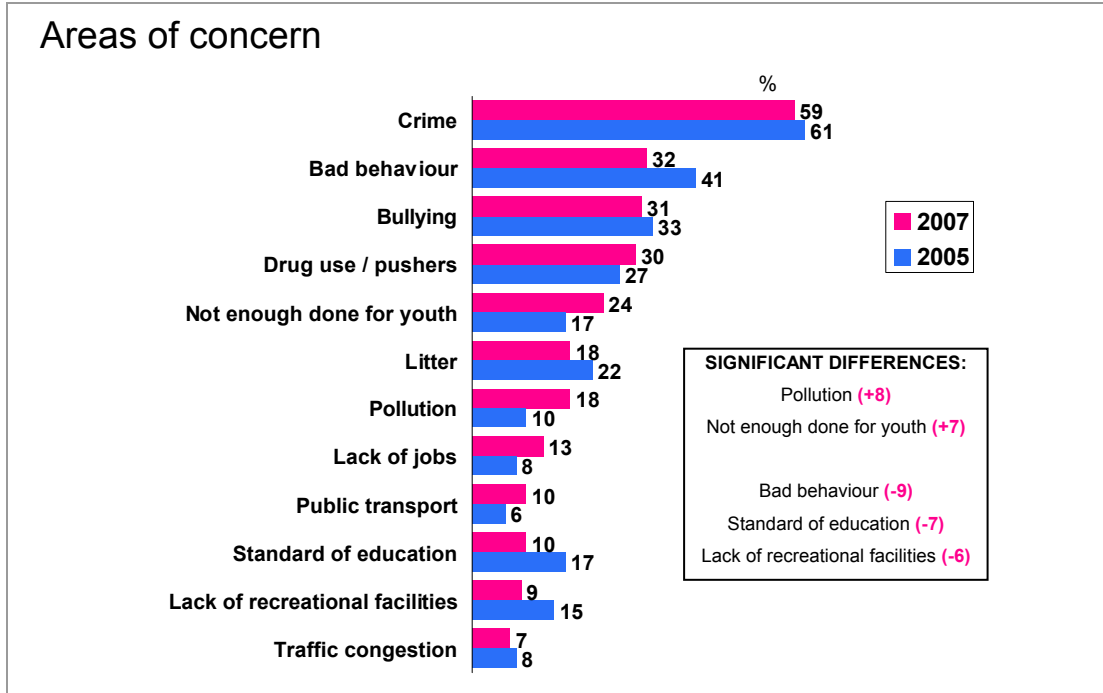
Figure 52



QY1) Which three of these are you personally most concerned about?
 BASE: All Lambeth respondents aged 11-17 years (268; London: 251)

Since 2005, concern about pollution (+8) and not enough being done for the young (+7) have increased. Young people are now less concerned about bad behaviour (-9), the standard of education (-7) and lack of recreational facilities (-6).

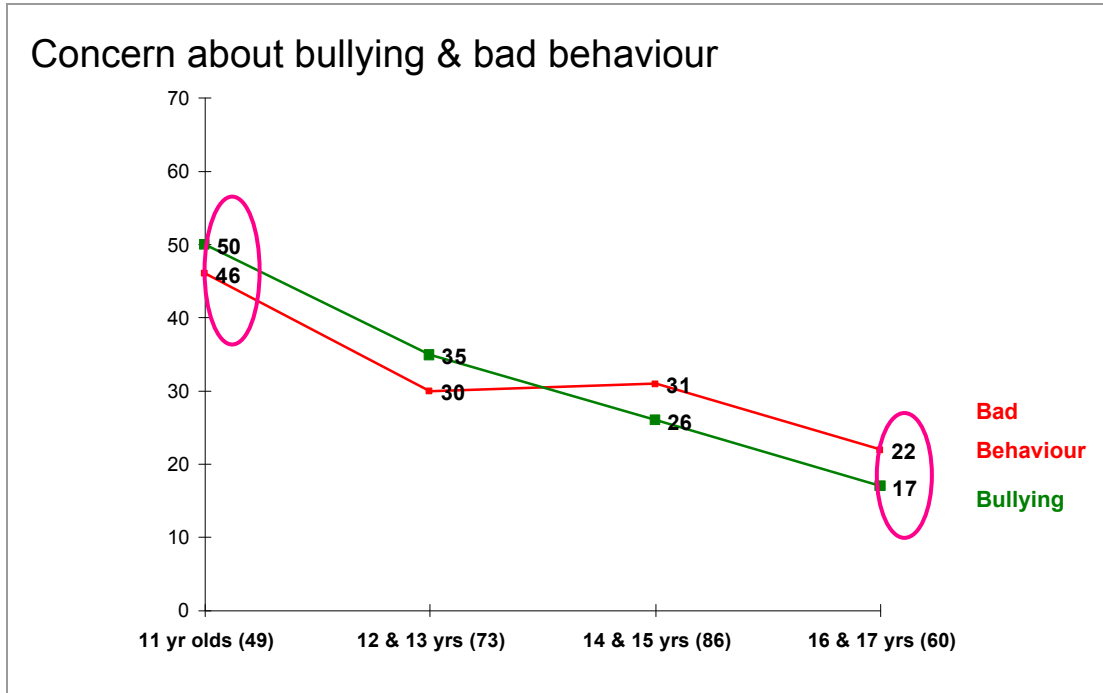
Figure 53



QY1) Which three of these are you personally most concerned about?
 BASE: All Lambeth respondents aged 11-17 years (2007: 268; 2005: 254)

As seen in the previous charts, concern about bullying and bad behaviour is quite high among young people. It is important to note that these are particular issues for the youngest age groups, with those aged 16 and 17 being less concerned about both these issues than those aged 11 years.

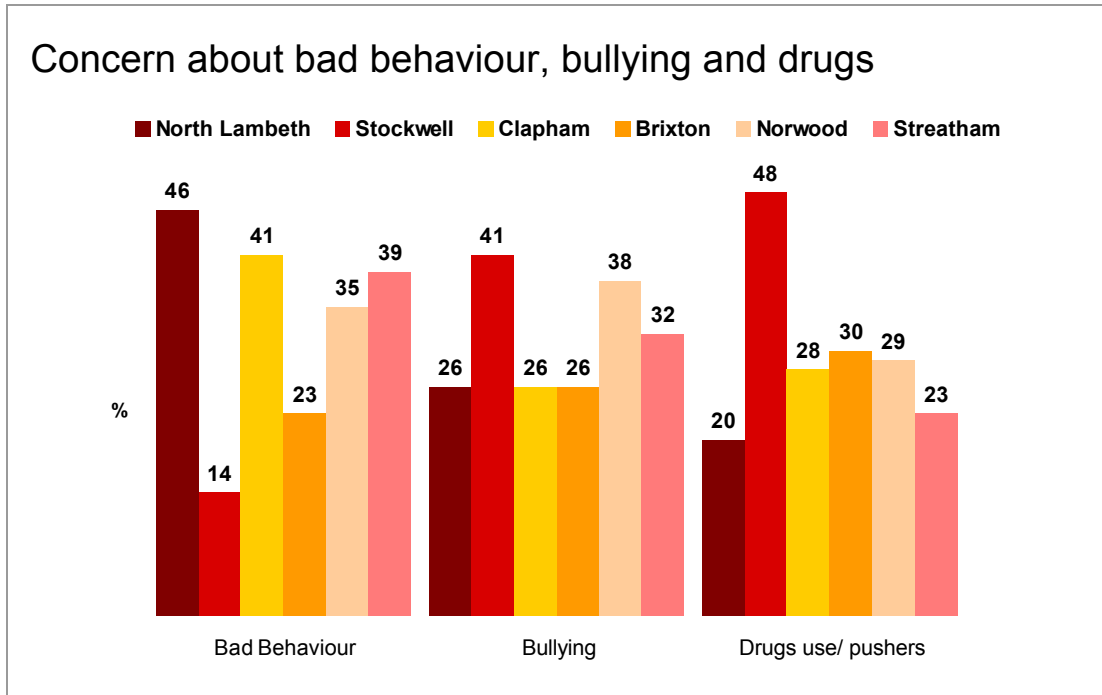
Figure 54



QY1) Which three of these are you personally most concerned about?
 BASE: All Lambeth respondents aged 11-17 years (268)

Concern about bad behaviour, bullying and drugs also vary quite considerably by area. Bad behaviour appears to be perceived as more of a problem in North Lambeth whereas bullying and drugs are seen to be more of an issue in Stockwell.

Figure 55



QY1) Which three of these are you personally most concerned about?
 BASE: All Lambeth respondents aged 11-17 years (268)

22.2 Image of the council

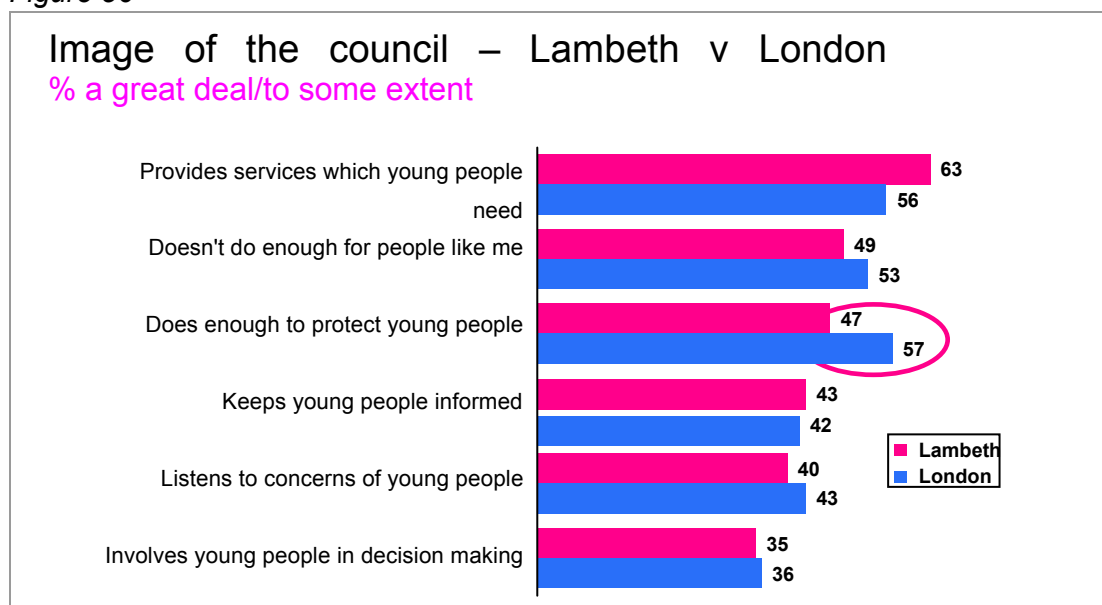
Three in ten (29%) young people in Lambeth say they do not know anything about their local council, this is in line with the London average (26%) and represents a significant improvement since 2005 (when 38% said they did not know anything). Two-thirds (64%) claim to have a little knowledge on the subject, with only 2% 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 (63%), but the next most common mention is that council doesn’t do enough for people like them (49%).

A third (35%) agree that the council involves young people in decision-making and 40% think the council listens to concerns of young people, which is reflective of young people’s views in London generally, as well as adults in Lambeth.

Fewer young people in Lambeth say the council does enough to protect them compared with London generally (-10). There are no significant differences with the 2005 findings on the image statements for young people.

Figure 56



QY3) To what extent do you think these statements apply to your Borough?
 BASE: All Lambeth respondents aged 11-17 years who know a little or a lot about the Council (179; London: 165)

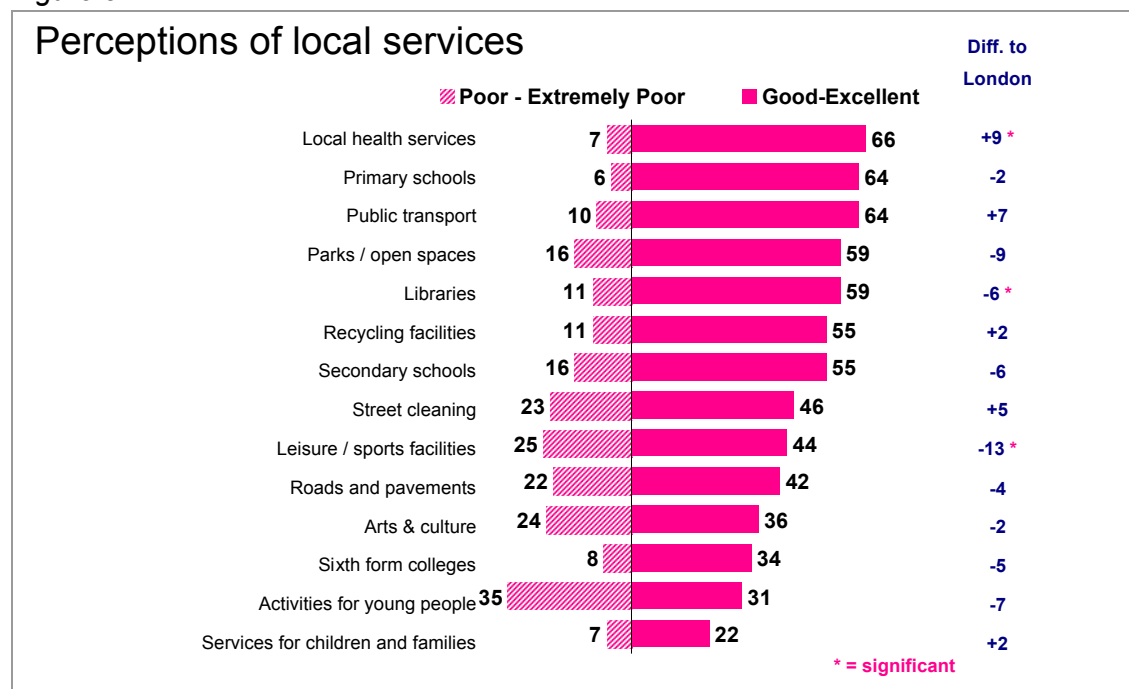
22.3 Service delivery

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, 64% of young people rate primary schools as good to excellent compared with 31% of adults. Secondary schools also receive a higher rating by young people than adults in Lambeth (55% compared with 22%).

Services that do not do so well are those to do with the use of leisure time, including activities for young people (35% poor to extremely poor), leisure and sports facilities (25%) and arts and culture (24%). A quarter of young people are also negative about street cleaning (23%) and the repair of roads and pavements (22%).

When comparing results against those of the London-wide survey, young people in Lambeth give a higher rating for local health services (+9), but lower ratings for leisure and sports facilities (-13) and libraries (-6).

Figure 57



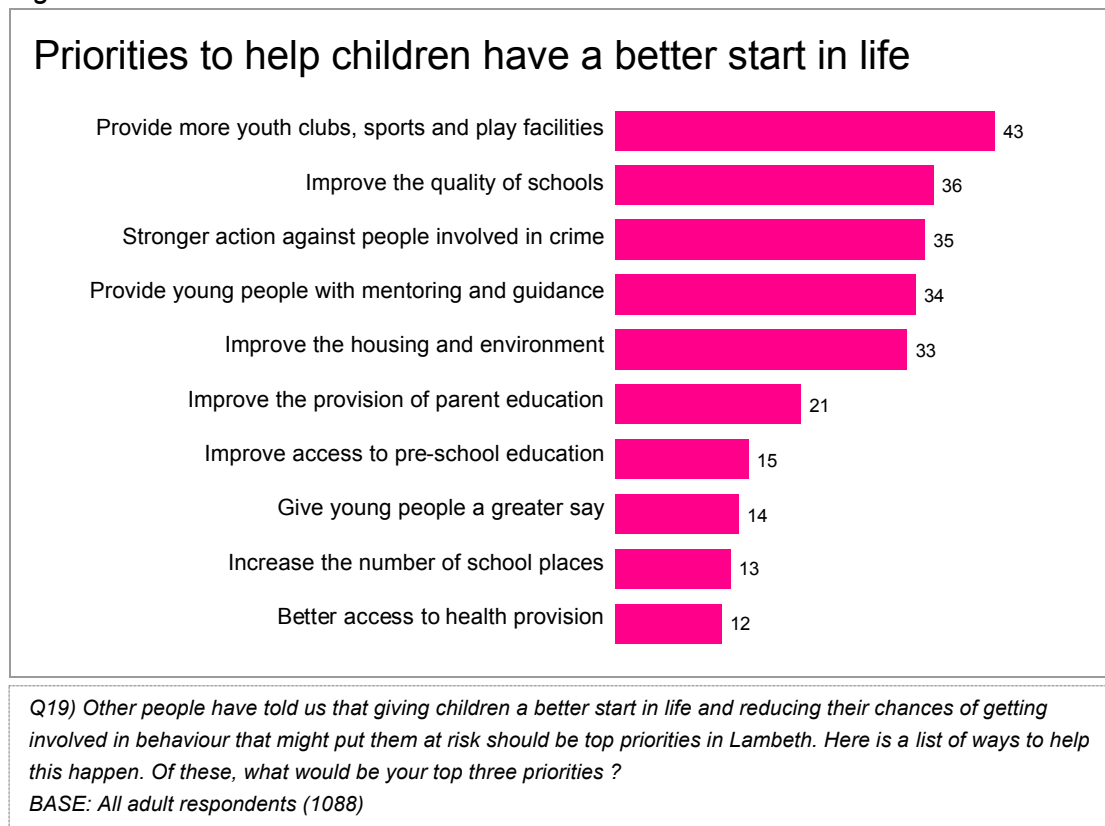
QY4) What is your opinion of?

BASE: All Lambeth respondents aged 11-17 years (268)

22.4 A better start in life

In the adults' section of the survey, residents are given a list of ten possible policies the Council could put in place to give children a better start in life. Residents are most keen about the provision of more youth clubs, sports and play facilities for children and young people (43%) and this rises to 49% in Streatham. A third feel the quality of schools should be improved (36%) and stronger action should be taken against people involved in crime and anti-social behaviour (35%). Improvements in housing are felt to be a particular requirement by North Lambeth residents (40%).

Figure 58

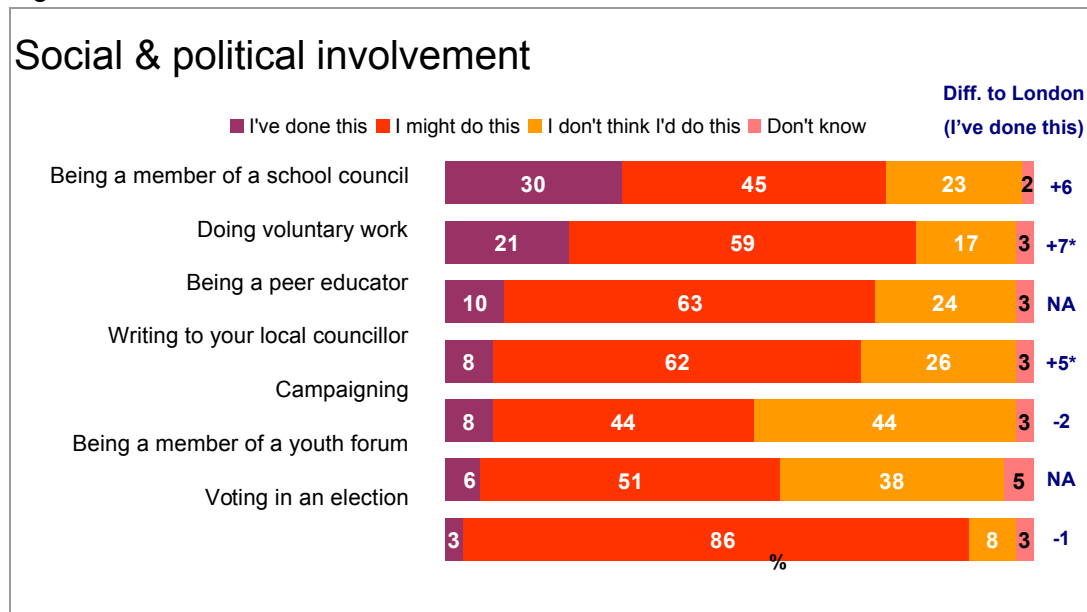


22.5 Social and political involvement

Levels of youth social and political involvement are either in line with or ahead of the London average (Lambeth youth are more likely to volunteer and to have written to their local councillor than average). 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 30% saying they have done this. One in five (21%) say they have volunteered – the same proportion as Lambeth adults (24%). However, young people are less likely to get involved in campaigning (44% don't think they would do this) and youth forums (38%); although, there is interest in being a peer educator and writing to local councillors (63% and 62% say they might do this).

As would be expected considering the age of the young people surveyed, just 3% say they have voted in an election, however 86% intend to.

Figure 59



QY5) Which of the following activities have you ever done, would consider doing in the future or would not consider doing?

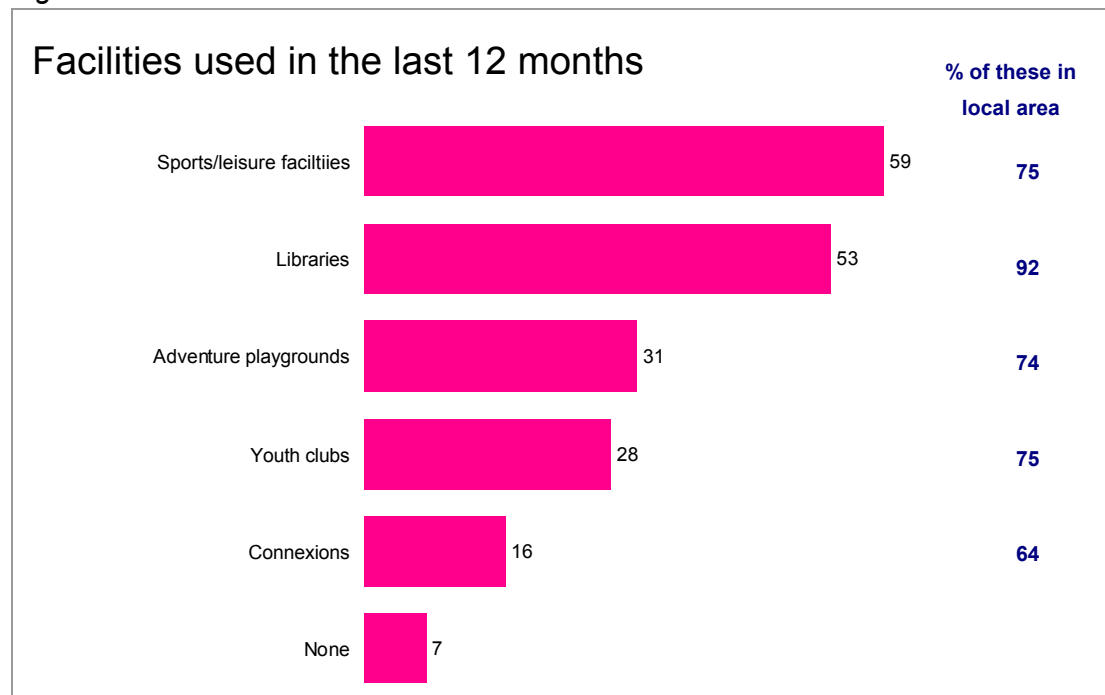
BASE: All Lambeth respondents aged 11-17 years (268)

22.6 Service usage

Sports and leisure facilities (59%) and libraries (53%) are the most used local services with sports and leisure usage particularly high in Brixton (74%) and library usage high in North Lambeth (63%).

If young people said they used a particular service, they were then asked if they used it in their local area. Young people who go to the library tend to visit one which is local to them (92%), they tend to travel further to use Connexions services (64% use local connexions). The main reasons for not using facilities in their local area (28% of young people) are the lack of facilities in the area (43%), better facilities elsewhere (25%) and being busy with other things (16%).

Figure 60

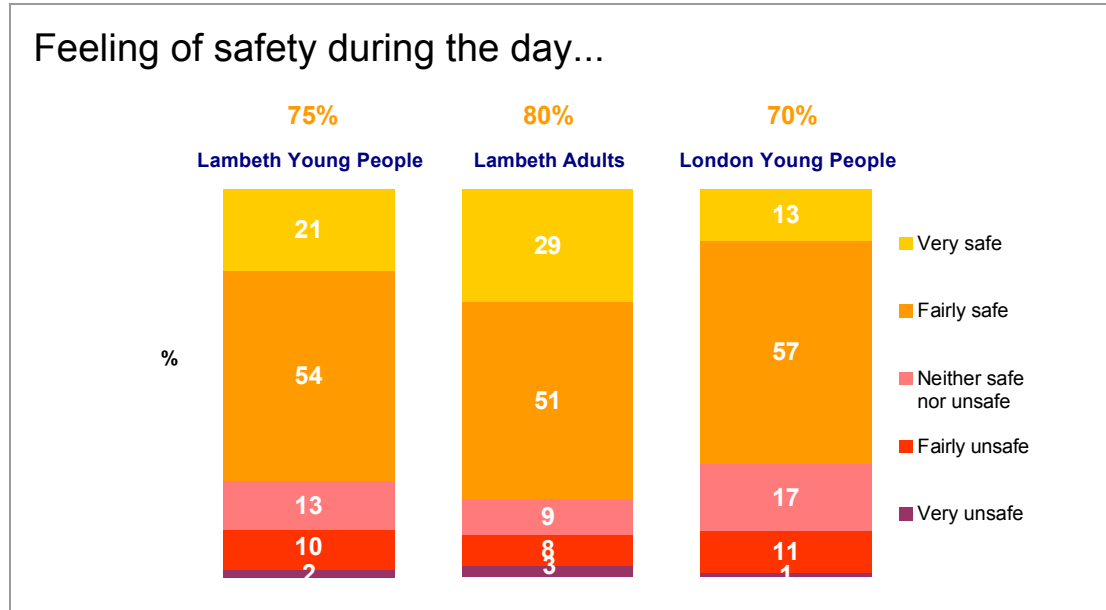


QY6) Which of the following facilities have you used during the last twelve months?
 BASE: All Lambeth respondents aged 11-17 years (268)

22.7 Feeling of safety

Young people feel just as safe as adults during the day (75% and 80% respectively) (figure 61), but they feel less safe than adults after dark (31% and 45%) (figure 62), this reflects London-wide trends. Perceptions of safety in the day are lower among young people in North Lambeth (63%).

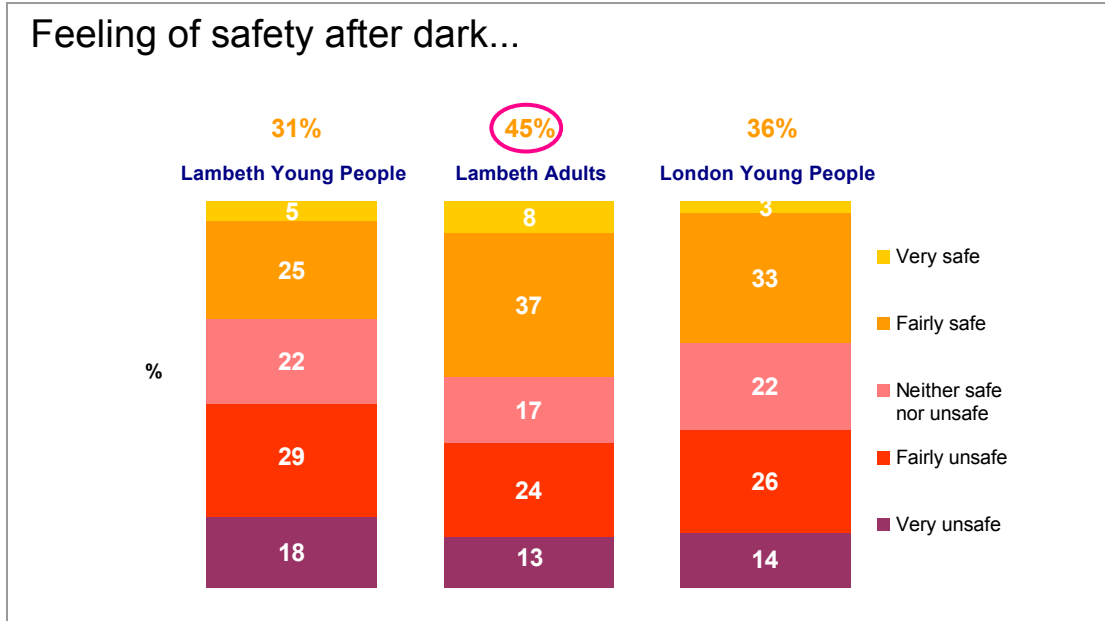
Figure 61



QY7) How safe or unsafe do you feel when outside in the area where you live during the day?

BASE: All Lambeth respondents aged 11-17 years (Lambeth: 268; Lambeth adults: 1088; London young people: 251)

Figure 62



QY8) How safe or unsafe do you feel when outside in the area where you live after dark?
 BASE: All Lambeth respondents aged 11-17 years (Lambeth: 268; Lambeth adults: 1088; London young people: 251)

Appendix A Questionnaire

Lambeth Questionnaire 2007/08 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
- ...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 ?

Q.5 Which of these services provided in Lambeth do you or members of your household use nowadays ?

- 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

IF "Libraries" mentioned at Q5 go to Q6

SHOW SCREEN/ MULTI CODE

Q5a Can you tell me why you don't use libraries in Lambeth?

- 01 Inconvenient opening hours
- 02 Too few computers/ difficult to get onto a computer
- 03 Slow Internet connection
- 04 I have Internet access at home
- 05 Not enough study space
- 06 I can't get the books for my University/college course
- 07 Nowhere to park
- 08 Poor access for people with disabilities
- 09 Fines and charges are too high
- 10 Not enough books/ choice of books
- 11 Prefer to buy books/ sound recordings/ DVDs (or download)
- 12 Not interested in using libraries/ Nothing for me in libraries
- 13 Old, shabby buildings
- 14 No time/ too busy
- 15 No reason to visit now children grown up
- 16 Don't feel safe travelling to library in evenings/ at night
- 17 No libraries close to my home
- 18 No libraries close to my place of work
- 19 Lack of new books
- 20 Limited range of newspapers provided
- 21 Use libraries in another borough
- 22 Other (PLEASE WRITE IN)
- 23 DK

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

...teenagers hanging around on the streets

- 01: A very big problem
- 02: A fairly big problem
- 03: Not a very big problem
- 04: Not a problem at all
- 05: Don't know

...vandalism, graffiti and other deliberate damage to property or vehicles
...people using or dealing drugs
...people being drunk or rowdy in public places
...rubbish and litter lying around
...abandoned or burnt out cars
...parents not being made to take responsibility for the behaviour of their children
...people not treating other people with respect and consideration
...noisy neighbours or loud parties

Q8 How much would you say you feel informed about what is being done to tackle anti-social behaviour in your local area?

- 01: A great deal
- 02: To some extent
- 03: Not very much
- 04: Not at all
- 05: Don't know

Q9a and Q9b ONLY to be asked in the following Wards: Bishop's, Brixton Hill, Coldharbour, Ferndale, Herne Hill, Oval, Prince's, Tulse Hill and Vassall

INTERVIEWER TO SHOW SCREEN OF OPERATION FRESHVIEW

Q9a Have you seen this poster in your area?

- 01 Yes
- 02 No
- 03 DK

Q9b The poster is about "Operation Freshiew". This is a new scheme that has been introduced into the borough by Lambeth Council, working with the Police, Transport for London and the Fire Brigade. Operation Freshview includes a day when a local area is cleaned up.

Were you aware of Operation Freshview before today?

- 01 Yes
- 02 No
- 03 DK

Q10 Generally speaking, how safe or unsafe do you feel when outside in the area where you live during the day?

- 01: Very safe
- 02: Fairly safe
- 03: Neither safe nor unsafe
- 04: Fairly unsafe
- 05: Very unsafe

Q11 Generally speaking, how safe or unsafe do you feel when outside in the area where you live after dark?

- 01: Very safe
- 02: Fairly safe
- 03: Neither safe nor unsafe
- 04: Fairly unsafe
- 05: Very unsafe

Q12 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

Q13 Overall, how satisfied or dissatisfied are you with the opportunities for participation in local decision-making provided by your Council?

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

Q14 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

Q15 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



SHOW COPY OF "LAMBETH LIFE"

Q16a 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 Q16a, ASK:

SINGLE CODE

Q16b 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 YES at Q16a and READ MOST/ SOME/ LITTLE OF IT at Q16b, ASK:

Q16c How would you rate it?

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

SHOW SCREEN/ MULTICODE

Q17 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

Q18a Now I'd like you to think about any groups, clubs or organisations that you have been involved with during the last 12 months. That's anything you have taken part in, supported or helped in any way, excluding giving money or anything that was a requirement of your job. These could include:

INTERVIEWER TO SHOW SCREEN AND EXPLAIN THESE ARE EXAMPLES RATHER THAN A COMPREHENSIVE LIST

Charities

Community groups, for example Neighbourhood Watch

Voluntary organisations

Religious organisations or your place of worship

Educational groups, such as a school PTA

Health & disability groups

Local sports clubs

Residents associations

Services for the elderly

Social welfare

Arts or cultural groups

Union or political activity

Youth services

Thinking about these, in the last 12 months have you given your time, without pay, to any groups, clubs or organisations?

01: Yes

02: No

03: DK

If NO go to Q19

Q18b Was this volunteering with a group, club or organisation in the Lambeth area?

01: Yes

02: No

03: DK

SHOW SCREEN/ MULTICODE

Q18c At what type of group, club or organisation did you volunteer?

- 01: Adult education
- 02: Animal welfare
- 03: Arts or cultural
- 04: Charity
- 05: Community or neighbourhood
- 06: Crime support
- 07: Educational/school
- 08: Elderly
- 09: Environmental
- 10: Health
- 11: Housing
- 12: Justice or human rights
- 13: Political
- 14: Social clubs
- 15: Social welfare
- 16: Sports/ exercise
- 17: Recreation
- 18: Religious
- 19: Trade Union
- 20: Other (PLEASE WRITE IN)
- 21: DK

SHOW SCREEN/ MULTICODE

Q18d What type of work did you carry out while volunteering?

- 01: Administration
- 02: Befriending or mentoring people
- 03: Campaigning
- 04: Finance
- 05: Fundraising
- 06: Giving advice/counselling/information
- 07: HR
- 08: IT
- 09: Organising/running an event
- 10: Publicity/PR/marketing
- 11: Representing
- 12: Research/planning
- 13: Training/education
- 14: Transport provision/driving
- 15: Trustee/Management Committee
- 16: Visiting people
- 17: Other practical help
- 18: Other (PLEASE WRITE IN)
- 19: DK

SHOW SCREEN

Q18e Approximately how many hours have you volunteered on average per week over the last 12 months?

- 01: Less than 2 hours a week
- 02: 2 – 5 hours
- 03: 6 – 9 hours
- 04: 10 – 13 hours
- 05: 14 hours or more
- 06: DK

Q18f Have you received any training for the volunteer work you undertake?

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

SHOW SCREEN/ MULTICODE/ ROTATE

Q19 Other people have told us that giving children a better start in life and reducing their chances of getting involved in behaviour that might put them at risk should be top priorities in Lambeth. Here is a list of ways to help this happen. Of these, which would be your top three priorities?

CODE UP TO THREE

- 01: Improve the provision of parent education
- 02: Improve access to early / pre-school education
- 03: Improve the housing and environment in which children and young people grow up
- 04: Provide young people with mentoring, guidance and techniques to take control of their lives
- 05: Give young people a greater say in decision making
- 06: Increase the number of school places in Lambeth
- 07: Improve the quality of schools in Lambeth
- 08: Stronger action against people involved in crime and anti-social behaviour
- 09: Provide more youth clubs, sports and play facilities for children and young people
- 10: Better access to health provision and early intervention for health issues
- 11: Other (PLEASE WRITE IN)
- 12: DK

SHOW SCREEN

Q20 Now thinking about you and your life. 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

Q21 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

CLASSIFICATION QUESTIONS

Q22 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

Q23 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

Q26 Do you have any children aged 17 or under living in the household?

- 1 YES
- 2 NO

Q27 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

Q28 Looking at this list, can you please read out the number next to the line which best describes you:

- 01: I am heterosexual/ straight (1)
- 02: I am gay or lesbian (homosexual) (2)
- 03: I am bi-sexual (3)
- 04: Other (write in) (4)
- 05: DK
- 06: I do not wish to answer this question

Lambeth Young Persons Survey 2007

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\ndirt 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

SHOW SCREEN/ MULTICODE/ ROTATE

Q.6a Which of the following facilities have you used during the last twelve months?

01: Adventure playgrounds

02: Connexions

03: Libraries

04: Sports and leisure facilities

05: Youth clubs / centres

06: None of the above

Other (PLEASE WRITE IN)

DK

If NONE go to Q6c.

ASK Q6b FOR EACH OF THE FACILITIES USED AT Q6a

Q.6b During the last 12 months, have you used (CODE FROM Q6A) in your local area? By local area, I mean within a 20 minute walking distance from your home?

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

If coded YES or DK for all Go to Q7. If coded No for any, go to Q.6c

MULTICODE

Q.6c Why haven't you used them?

- 01: There aren't any in my local area
- 02: There are better facilities elsewhere
- 03: My friends live elsewhere
- 04: The opening times do not suit me
- 05: I am too busy with other things, such as schoolwork and hobbies
- 06: I don't feel very safe going out in my local area
- 07: My parent(s) / carer don't allow me to
- Other (PLEASE WRITE IN)
- DK

Q.7 Generally speaking, how safe or unsafe do you feel when outside in the area where you live during the day?

- 01: Very safe
- 02: Fairly safe
- 03: Neither safe nor unsafe
- 04: Fairly unsafe
- 05: Very unsafe

Q.8 Generally speaking, how safe or unsafe do you feel when outside in the area where you live after dark?

- 01: Very safe
- 02: Fairly safe
- 03: Neither safe nor unsafe
- 04: Fairly unsafe
- 05: Very unsafe

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%).

TESTING FOR SIGNIFICANT DIFFERENCES BETWEEN PERCENTAGES

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

Appendix C Social Grade 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

Appendix D Calculating the High level of perceived anti-social behaviours

This is calculated based on a methodology used by the British Crime Survey, using a scale constructed of the seven individual strands of problems with:

- Noisy neighbours or loud parties;
- teenagers hanging around on the streets;
- rubbish and litter lying around;
- people being drunk or rowdy in public spaces;
- abandoned or burnt out cars;
- vandalism, graffiti and other deliberate damage to property or vehicles; and
- people using or dealing drugs.

The scale scores answers to the questions as follows: 'very big problem' . 3, 'fairly big problem' . 2, 'not a very big problem' . 1 and 'not a problem at all' . 0. All other responses including 'don't know' and 'not stated' also score 0. The maximum score for the seven questions is 21 and the percentage reported (those with 'high' levels of perceive anti-social behaviour) is based on those who score 11 or more on this scale.

E.g. 35% of respondents perceive a high level of anti-social behaviour (i.e. score 11 or more on the scale).