

Residents' Survey 2021

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Contents

1. [Background and methodology](#)
 2. [Key findings](#)
 3. [Key performance indicators](#)
 4. [Lambeth Council performance](#)
 5. [Residents' satisfaction with local area](#)
 6. [Neighbourhoods and town centres](#)
 7. [Crime and anti-social behaviour](#)
 8. [Sexual harassment](#)
 9. [Use of leisure & cultural facilities](#)
 10. [Climate change](#)
 11. [Access to council services](#)
 12. [Wellbeing in Lambeth](#)
 13. [Landlord perceptions](#)
- [Appendix 1: Detailed methodology](#)
- [Appendix 2: Profile of the sample](#)

1. Background & methodology



Background & methodology

The London Borough of Lambeth ('Lambeth Council') commissioned DJS Research in October 2020 to deliver the 2021 Residents' Survey.

This survey follows on from the 2020 survey which DJS Research also conducted. A total of 1,605 interviews were completed using a blended online (computer assisted web interview – CAWI) and telephone (computer assisted telephone interview – CATI) methodology between 18 May 2021 and 24 June 2021.

The results are representative at a borough level by age, gender, ethnicity, economic status and disability.

A detailed description of the methodology can be found in Appendix 1.



2. Key findings




3. Key performance indicators




Key performance indicators

The table below presents the scores for the key performance indicators, with an indication of how the scores have changed since 2020.

Key performance indicator	2021	2020	% point change since 2020
Local area: How satisfied are you with your local area as a place to live? (% very/fairly satisfied)	76%	89%	-13
Council satisfaction: How satisfied are you with the way Lambeth Council runs things? (% very/fairly satisfied)	54%	71%	-17
Value for money: To what extent do you agree that Lambeth Council provides value for money? (% strongly/tend to agree)	37%	59%	-22
Feeling informed: How well informed do you think Lambeth Council keeps residents about the services and benefits it provides? (% very/fairly well informed)	50%	59%	-9


 Significantly poorer than comparator


 Significantly better than comparator

Additional key performance indicators

Feelings of community cohesion and safety during the evening have declined in Lambeth. 83% agree that the local area is a place where people from different backgrounds get on well together, down from 94% in 2020. Meanwhile the percentage of residents who feel safe in their local area during the evening has declined from seven in ten (70%) in 2020 to six in ten (62%).

Key performance indicator	2021	2020	% point change since 2020
Community cohesion: To what extent do you agree that your local area is a place where people from different backgrounds get on well together? (% definitely/tend to agree)	83%	94%	-11
Safety during the day: To what extent would you say you are, or would be, safe from crime when walking in your local area during the day? (% very/fairly safe)	92%	97%	-5
Safety during the evening: To what extent would you say you are, or would be, safe from crime when walking in your local area in the evening? (% very/fairly safe)	62%	70%	-8

 Significantly poorer than comparator

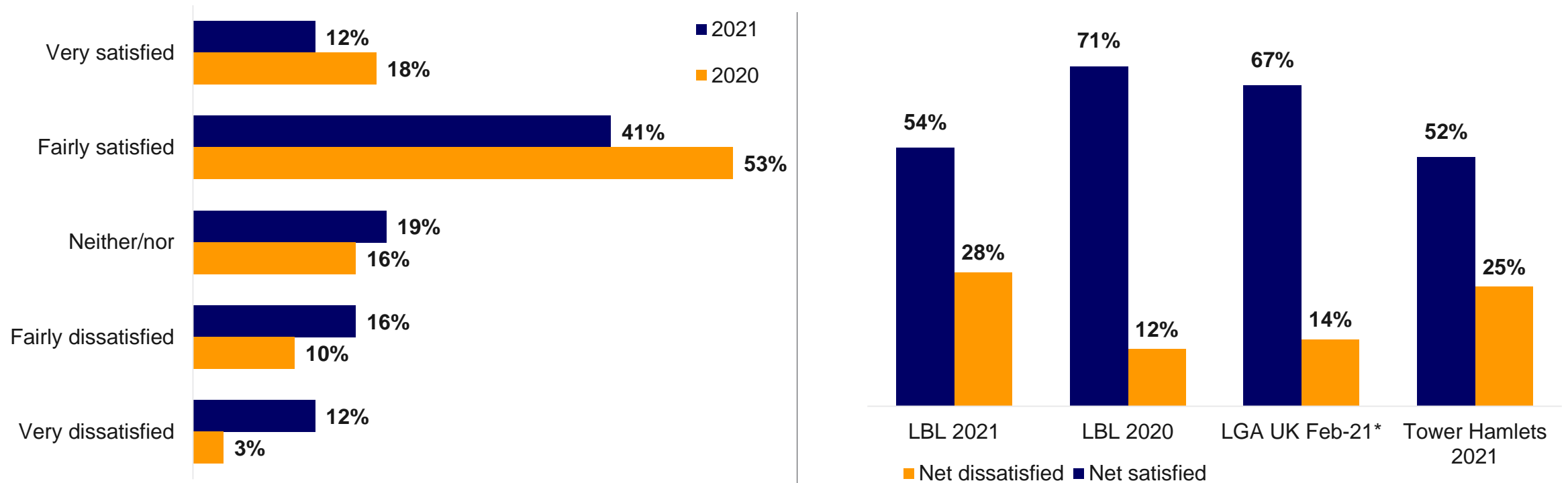
 Significantly better than comparator

4. Lambeth Council performance



Satisfaction with the way Lambeth Council runs things

Just over half of Lambeth residents say that they are satisfied with the way the council runs things. This represents a 17% point decline in satisfaction compared to 2020, while the percentage of those who are dissatisfied has more than doubled.



Q02. Overall, how satisfied or dissatisfied are you with the way Lambeth Council runs things? **Base:** all respondents, excluding don't know (1586).

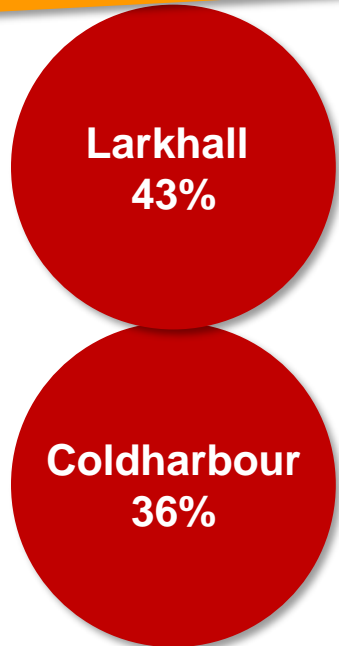
*Figures are taken from the Local Government Association 'Polling on residents satisfaction with councils: Round 28' (February 2021) report. This is the most recent version of the report that was subsequently paused.

Satisfaction with the way Lambeth Council runs things: variations by sub-groups

Satisfaction in Waterloo, the most satisfied area in 2020, has decreased by 23% points, bringing it more in line with the 2021 borough average.

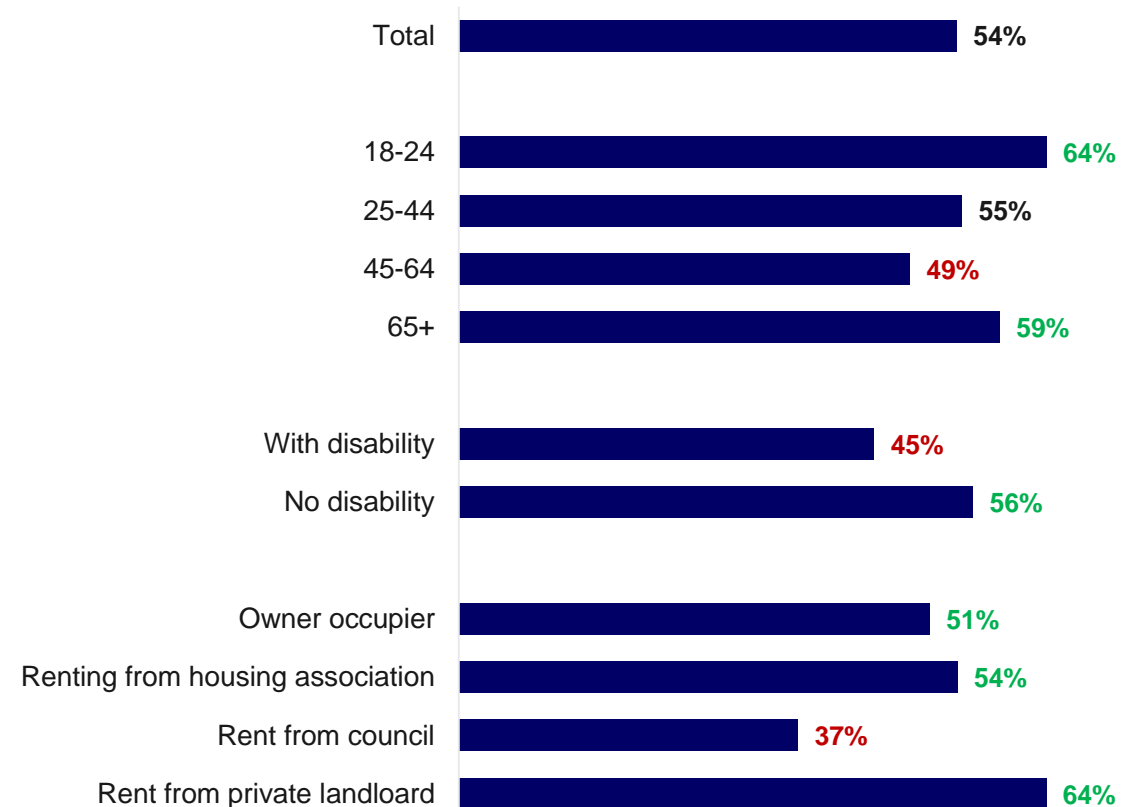
Town centre	% satisfied 2021	% satisfied 2020
Total	54%	71%
Waterloo	59%	82%
North Lambeth	61%	75%
Stockwell	48%	74%
Clapham	54%	74%
Brixton	49%	62%
Streatham	54%	70%
Norwood	58%	75%

Significantly lower than the borough average



● Significantly higher than comparator ● Significantly lower than comparator

Residents who rent from the council are less satisfied than those in all other tenure types.



Q02. Overall, how satisfied or dissatisfied are you with the way Lambeth Council runs things? Base: all respondents, excluding don't know (1586).
 Note: Differences between figures for NET satisfied by sexual orientation, gender or ethnicity are not statistically significant.

Most influential variables

The most influential factor is “To what extent do you agree or disagree that Lambeth Council provides value for money”. People who agree with this statement tend to have high satisfaction, and those who tend to disagree have low satisfaction.

- The second most influential factor is “Overall, how satisfied or dissatisfied are you with your local area as a place to live?”. People who are more satisfied with their local area have a higher opinion of Lambeth Council
- The third driver is whether or not the resident feels they can influence decisions, with those who feel they cannot make a difference having a lower overall satisfaction rating
- Growth & development is also a key influence on overall satisfaction with the council. Residents who see the development as a positive are more satisfied with the council overall, whilst those who see the development as a negative are dissatisfied
- Another variable is feelings towards the Low Traffic Neighborhoods, which is a divisive topic and is the 8th most influential factor

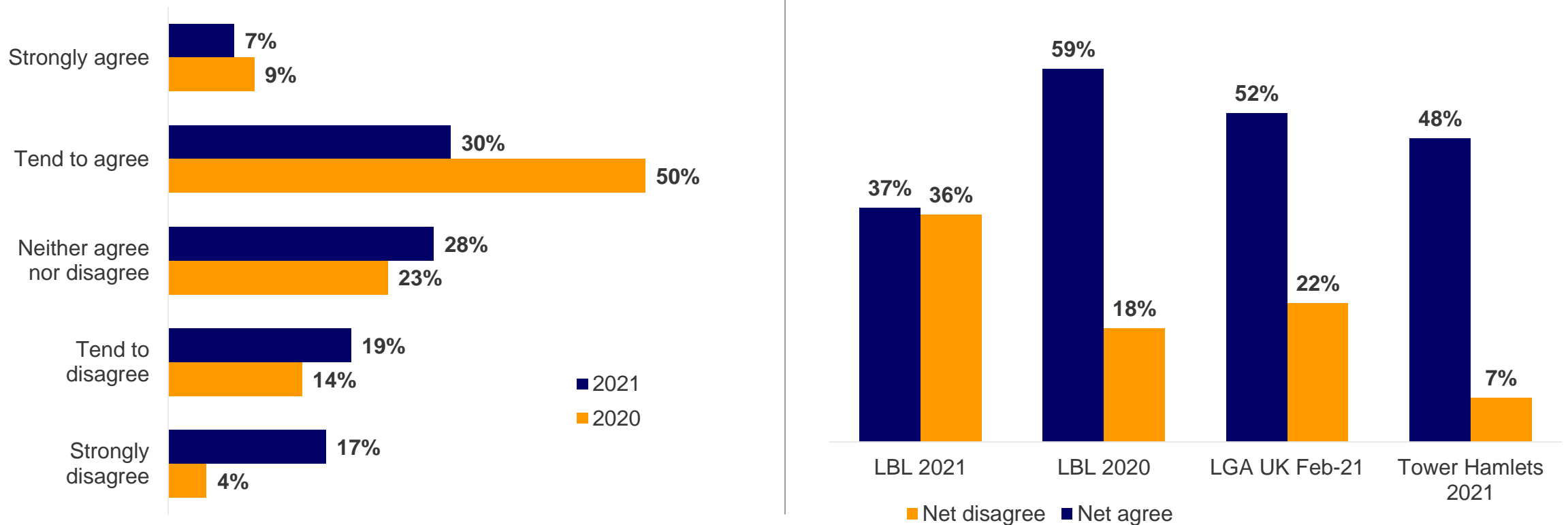


Individual impact

Rank	Driver	How it influences Overall Satisfaction
1	Agreement that Lambeth Council provides value for money	People who agree the Council provides value for money are more likely to be satisfied with Lambeth Council
2	Overall satisfaction with local area as a place to live	People who are satisfied with the area they live in are more likely to be satisfied with Lambeth Council
3	Agreement that they can influence decisions affecting their local area	People who feel they can influence decisions affecting the local area are more likely to be satisfied with Lambeth Council
4	Length of time living in Lambeth	People who have lived in Lambeth the longest are less satisfied with the Council
5	Views on rubbish and litter	People who think rubbish or litter is a problem in their area are less likely to be satisfied with Lambeth Council
6	Views on growth and development	People who believe that the growth & development has a negative impact are least satisfied with the Council
7	Walked and/or cycled more over the last 12 months	People who have cycled or walked more are more likely to be satisfied
8	Views on the introduction of Low Traffic Neighbourhoods	People who are opposed to the introduction of Low Traffic Neighbourhoods are less likely to be satisfied with Lambeth Council
9	Contacted Lambeth Council in the last 12 months	People who have contacted Lambeth Council are less likely to be satisfied
10	Views on personal financial circumstances	People who said their financial circumstances have improved are more likely to be satisfied with Lambeth Council

Perceptions of value for money

Perceptions of value for money have fallen markedly compared to 2020. Now 36% disagree that the council provides value for money which is double the 2020 figure. Indeed, Lambeth Council outperformed the LGA benchmark in 2020, but the 2021 results are comfortably below the benchmark.

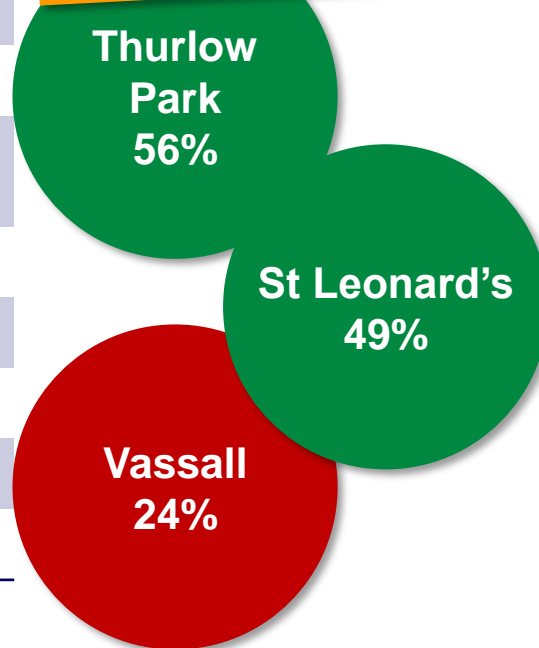


Perceptions of value for money: variations in agreement by sub-groups

Agreement has fallen significantly in all areas of Lambeth compared to 2020. Clapham, one of the most positive areas in 2021 is now among the most negative.

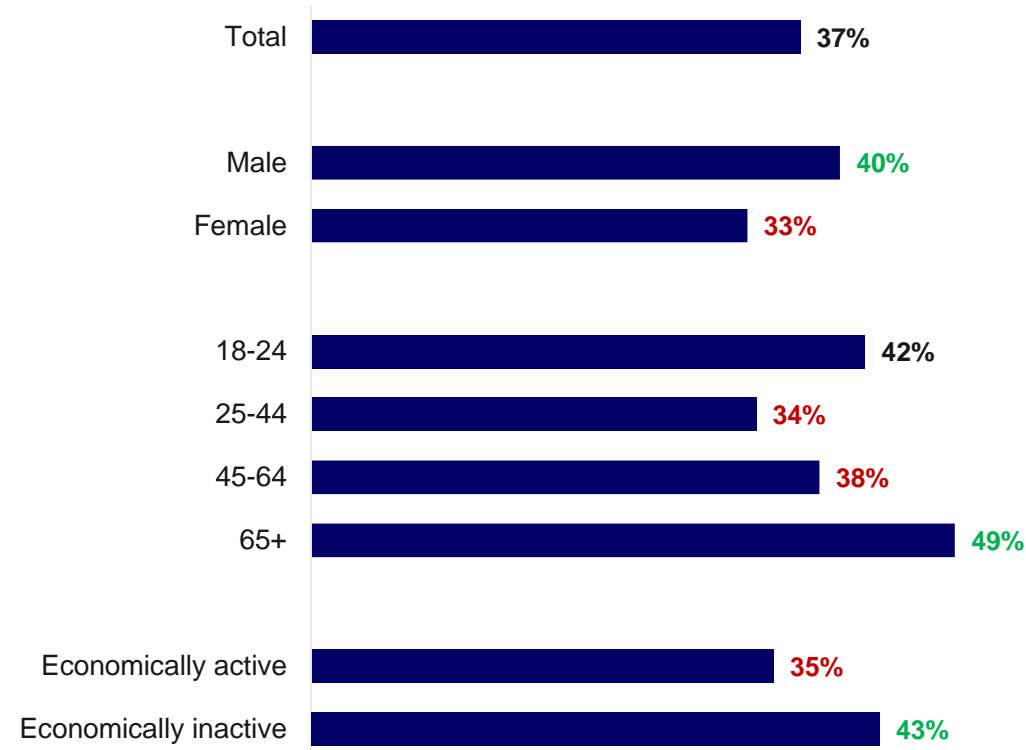
Town centre	% agree 2021	% agree 2020
Total	37%	59%
Waterloo	33%	61%
North Lambeth	43%	67%
Stockwell	30%	53%
Clapham	32%	67%
Brixton	34%	50%
Streatham	40%	57%
Norwood	45%	64%

Significantly higher/ lower than the borough average



● Significantly higher than comparator ● Significantly lower than comparator

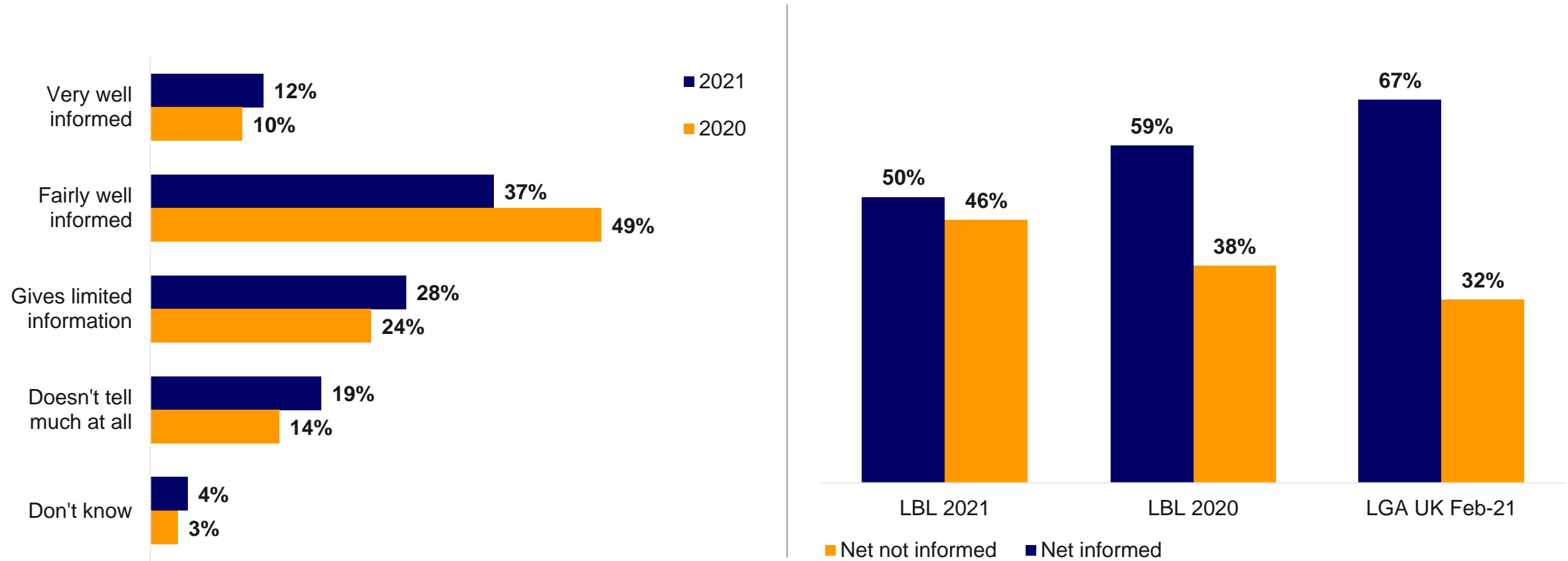
Older residents, along with those who are male or economically inactive, tend to be more positive about the council providing value for money.



Q03. To what extent do you agree or disagree that Lambeth Council provides value for money? **Base:** all respondents excluding don't know (1,540). **Note:** Differences between figures for NET agree by sexual orientation or ethnicity are not statistically significant.

Keeping residents informed

There has also been a decline in Lambeth's performance for this indicator, although it is less marked than those previously shown. In 2020 the council's score was broadly in line with the LGA average, but in 2021 the scores have diverged with Lambeth's performance declining (-9% points) while the LGA benchmark has improved (+8% points).



Keeping residents informed: variations in between resident sub-groups

North Lambeth, one of the best performing areas for this metric in 2020, has seen a large 24% point decline in those who feel informed, making it the second lowest scoring area in 2021.

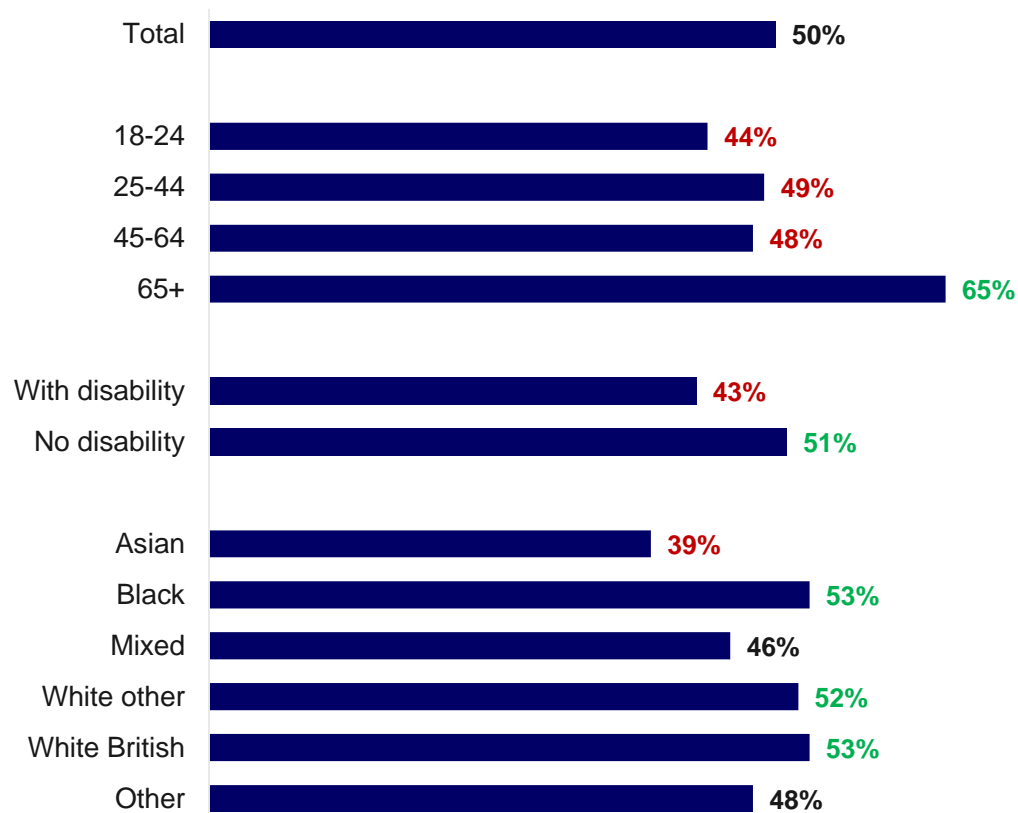
Town centre	% informed 2021	% informed 2020
Total	50%	59%
Waterloo	51%	42%
North Lambeth	47%	71%
Stockwell	50%	58%
Clapham	51%	61%
Brixton	44%	56%
Streatham	50%	50%
Norwood	58%	72%

Significantly higher than the borough average



● Significantly higher than comparator ● Significantly lower than comparator

Asian residents are less likely to feel informed while older residents are more likely to feel this way.



Q04. How well do you think Lambeth Council keeps residents informed about the services and benefits it provides? Base: all respondents (1605). Note: Differences between figures for NET informed by sexual orientation or gender are not statistically significant.

5. Residents' satisfaction with the local area

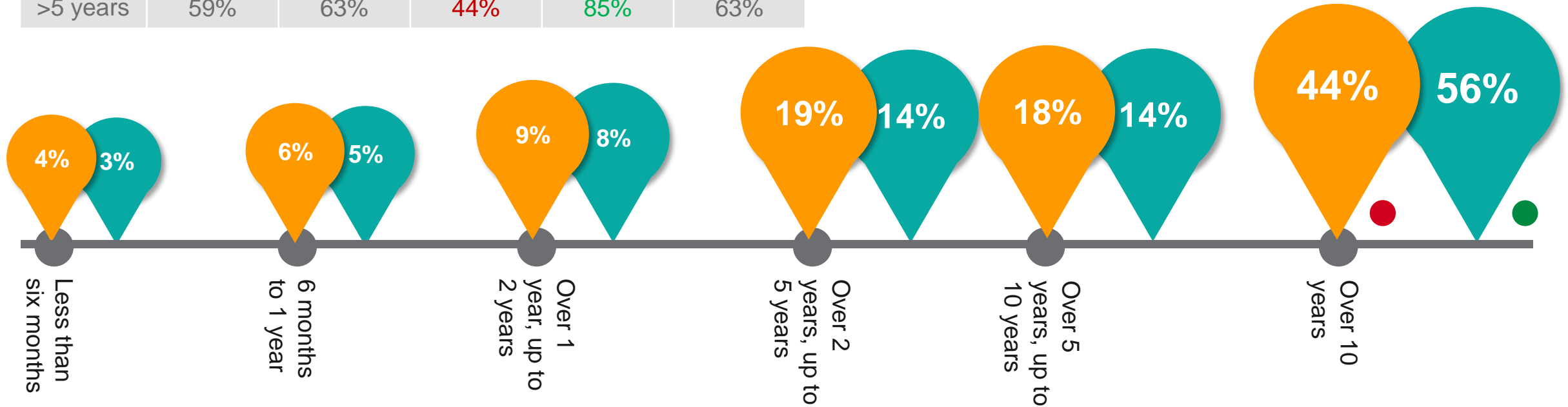


Length of time living in Lambeth

The majority of respondents in the survey have lived in the area for at least five years, however the overall figure for those living in Lambeth for ten years or more has fallen significantly between 2020 and 2021. Older and Black residents are more likely to have lived in the area for longer.

	Non-BAME	BAME	Asian	Black	Mixed
<5 years	41%	36%	55%	14%	36%
>5 years	59%	63%	44%	85%	63%

	18-24	25-44	45-64	65+
<5 years	88%	50%	12%	7%
>5 years	12%	50%	87%	92%

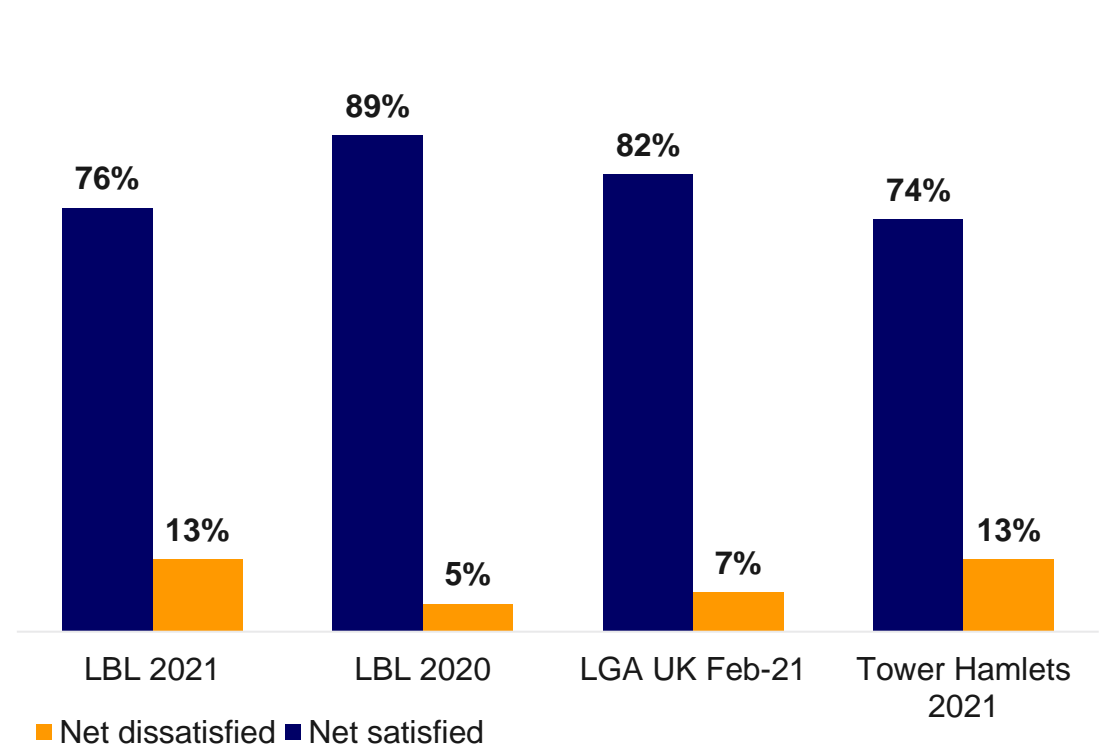
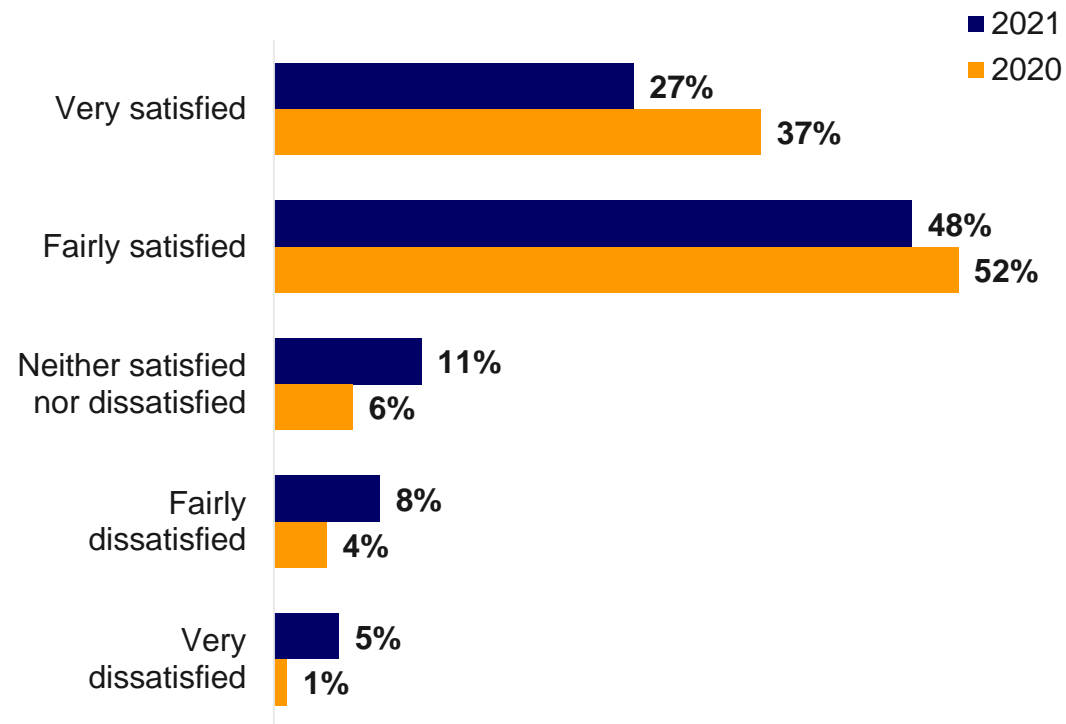


Q035. How long have you lived in Lambeth? Base: all respondents (1605).

Satisfaction with local area as a place to live

The lower levels of satisfaction with other measures seen in 2021 extend into residents' feelings about their local area. Respondents were asked how satisfied with their local area as a place to live, with their local area being defined as the area within a 15 to 20 minute walk from their home.

Just three in four (76%) are satisfied compared to nine in ten (89%) in 2020. This puts Lambeth 6% points below the LGA benchmark.



Satisfaction with area: variations in satisfaction between resident sub-groups

Local area satisfaction has substantially declined across all areas of Lambeth compared to 2020. Waterloo remains the most positive area, but even here a 13% point decline has occurred.

Town centre	% satisfied 2021	% satisfied 2020
Total	76%	89%
Waterloo	84%	97%
North Lambeth	78%	95%
Stockwell	70%	91%
Clapham	82%	90%
Brixton	72%	81%
Streatham	71%	86%
Norwood	83%	94%

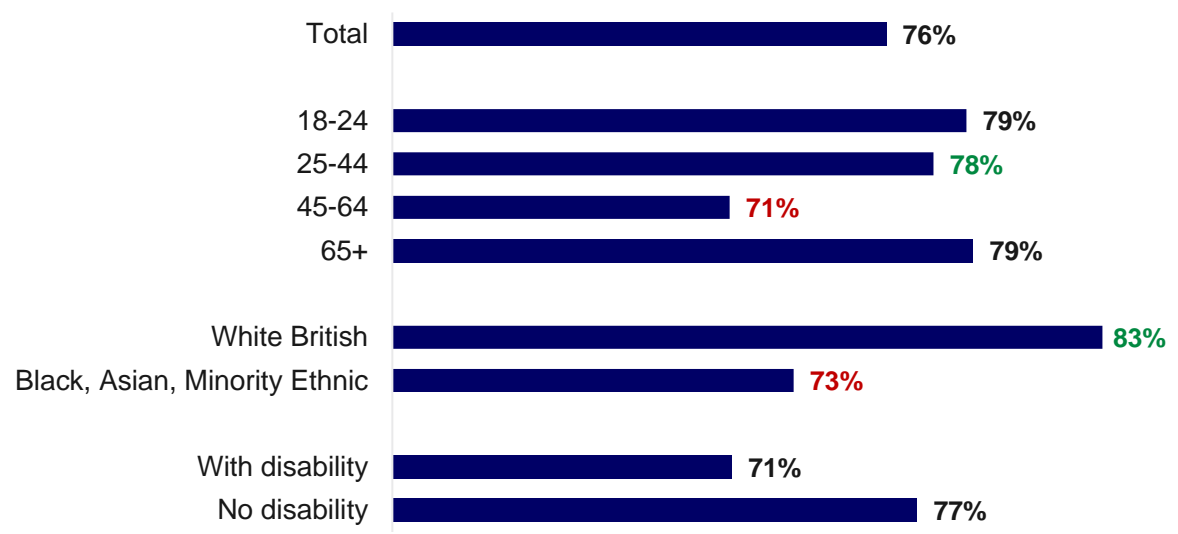
Significantly higher/lower than the borough average

Clapham Town 89%
Clapham Common 87%

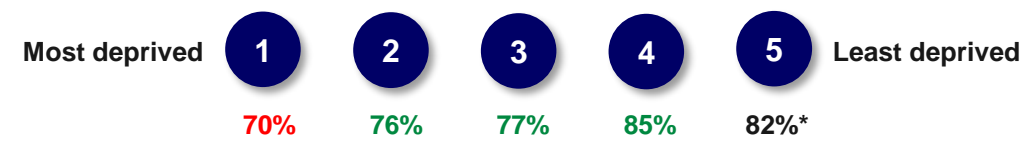
Streatham South 57%
Coldharbour 64%

● Significantly higher than comparator ● Significantly lower than comparator

Black, Asian and minority ethnic residents are 10% points less satisfied than those who are White British.



Deprivation (IMD)*

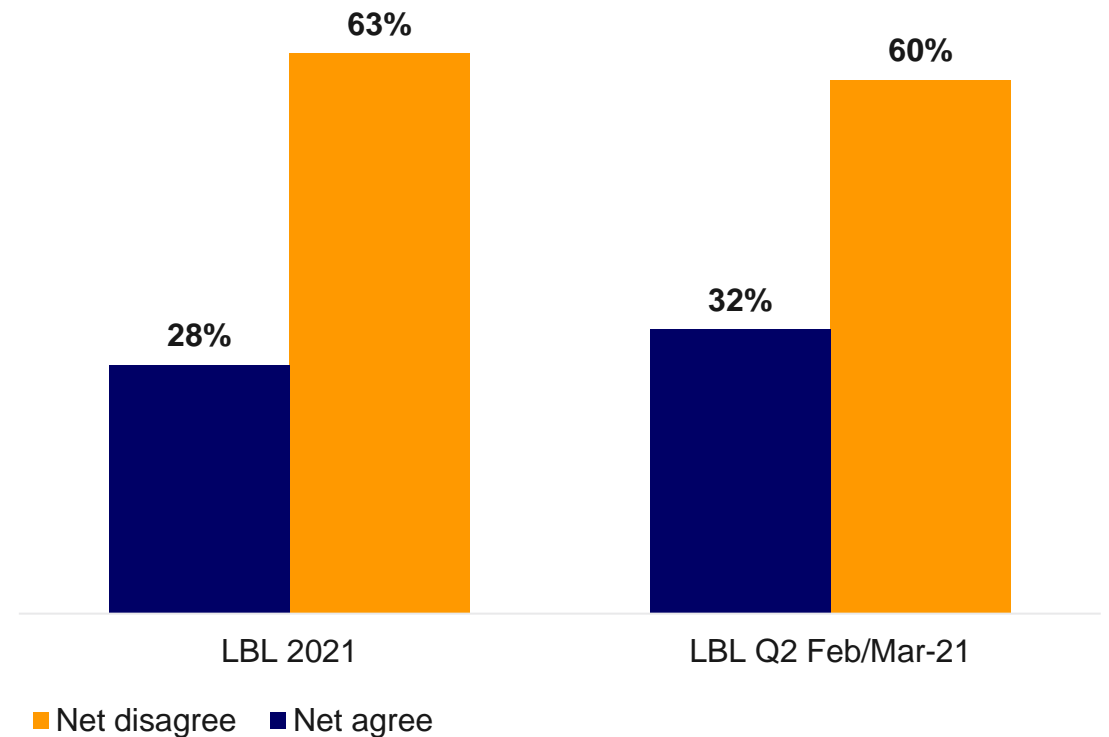
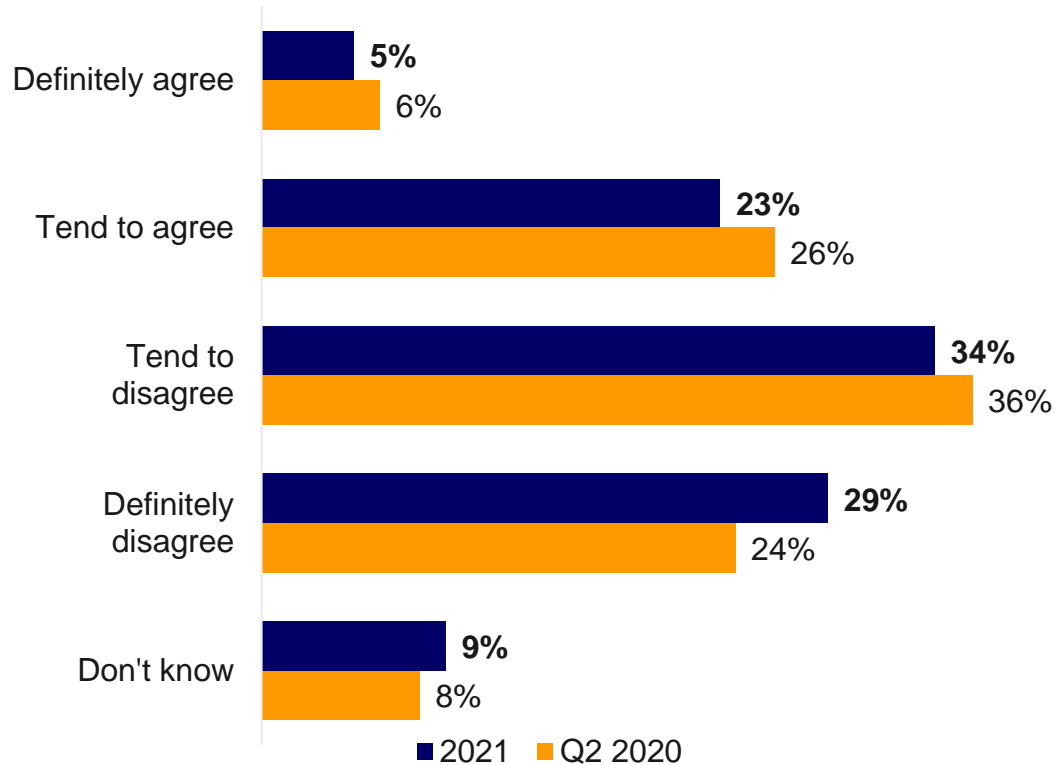


*The Indices of Deprivation (IMD) is a measure of relative deprivation at a small local area level across England. The IMD is based on seven different facets of deprivation: Income; Employment; Education, Skills and Training; Health and Disability; Crime; Barriers to Housing and Services and Living Environment. Levels of IMD are split into quintiles (1 to 5), with 1 being most deprived and 5 being least deprived.

Q01. Overall, how satisfied or dissatisfied are you with your local area as a place to live? Base: all respondents excluding don't know (1602). *Caution low base size <30
Note: Differences between figures for NET satisfied by sexual orientation or gender are not statistically significant.

Influence decisions affecting local area

Just under three in ten residents feel that they can influence decisions affecting their local area, but more than double this amount feel that they are unable to. These results are broadly in line with those from the second quarter (Q2) of the quarterly residents' survey conducted in February/March 2021.*



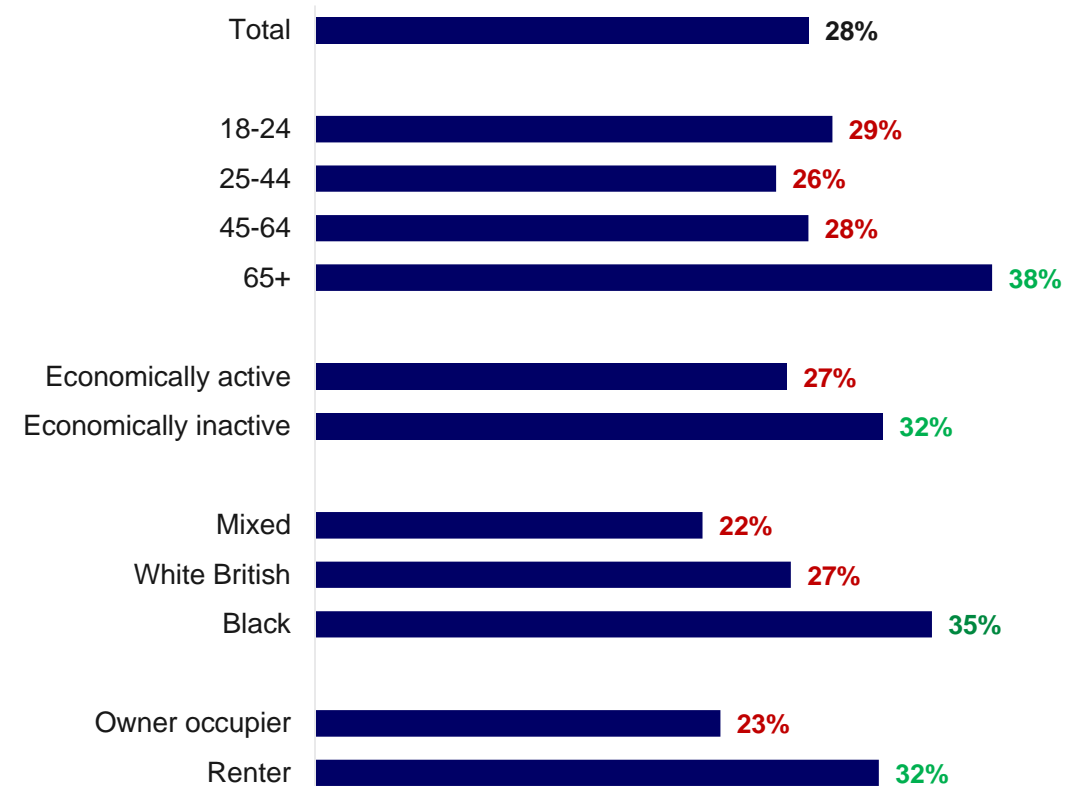
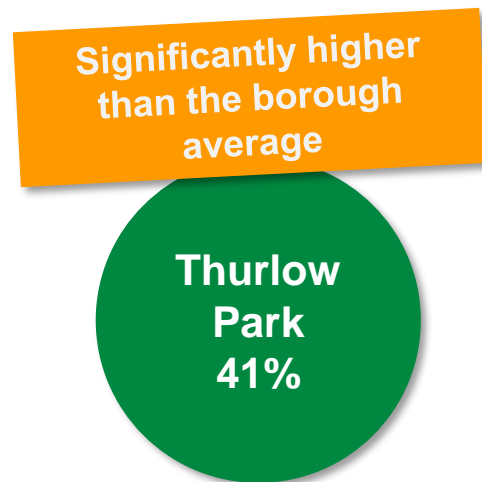
* Subsequent to delivering the 2020 Residents' Survey, DJS was appointed to complete a series of quarterly residents' surveys, the first of which (Q1) was conducted in November 2020 with 850 residents. The Q2 survey took place in February and March 2021, again with a sample of 850 residents. This report includes figures from both Q1 and Q2. Note that some questions were asked during both quarters whilst others were only asked during Q1 or Q2.
Q05. To what extent do you agree or disagree that you influence decisions affecting your local area? **Base:** all respondents (1605).

Influence decisions affecting local area: sub group variations

● Significantly higher than total ● Significantly lower than total

Results are broadly consistent across town centres, although there are some small variations present between demographic groups. Interestingly, those who have not contacted the council are 7% points more likely to feel they can influence decisions compared to those who have.

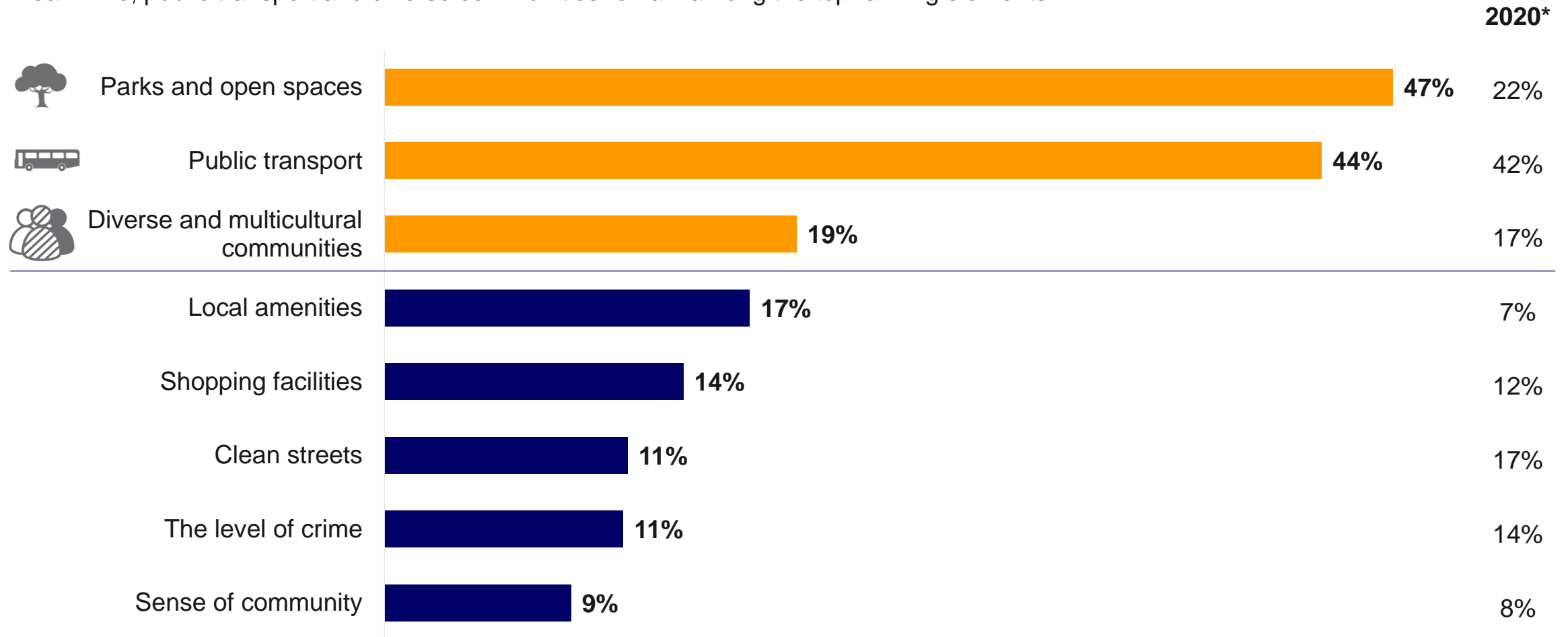
Town centre	% agree 2021
Total	28%
Waterloo	23%
North Lambeth	28%
Stockwell	27%
Clapham	25%
Brixton	25%
Streatham	32%
Norwood	33%



Q05. To what extent do you agree or disagree that you influence decisions affecting your local area? **Base:** all respondents (1605). **Note:** Differences between figures for NET agree by sexual orientation or gender are not statistically significant.

What makes Lambeth a good place to live?

The importance of parks and open spaces has more than doubled since 2020, likely due to the impact of coronavirus restrictions. Meanwhile, public transport and diverse communities remain among the top ranking elements.

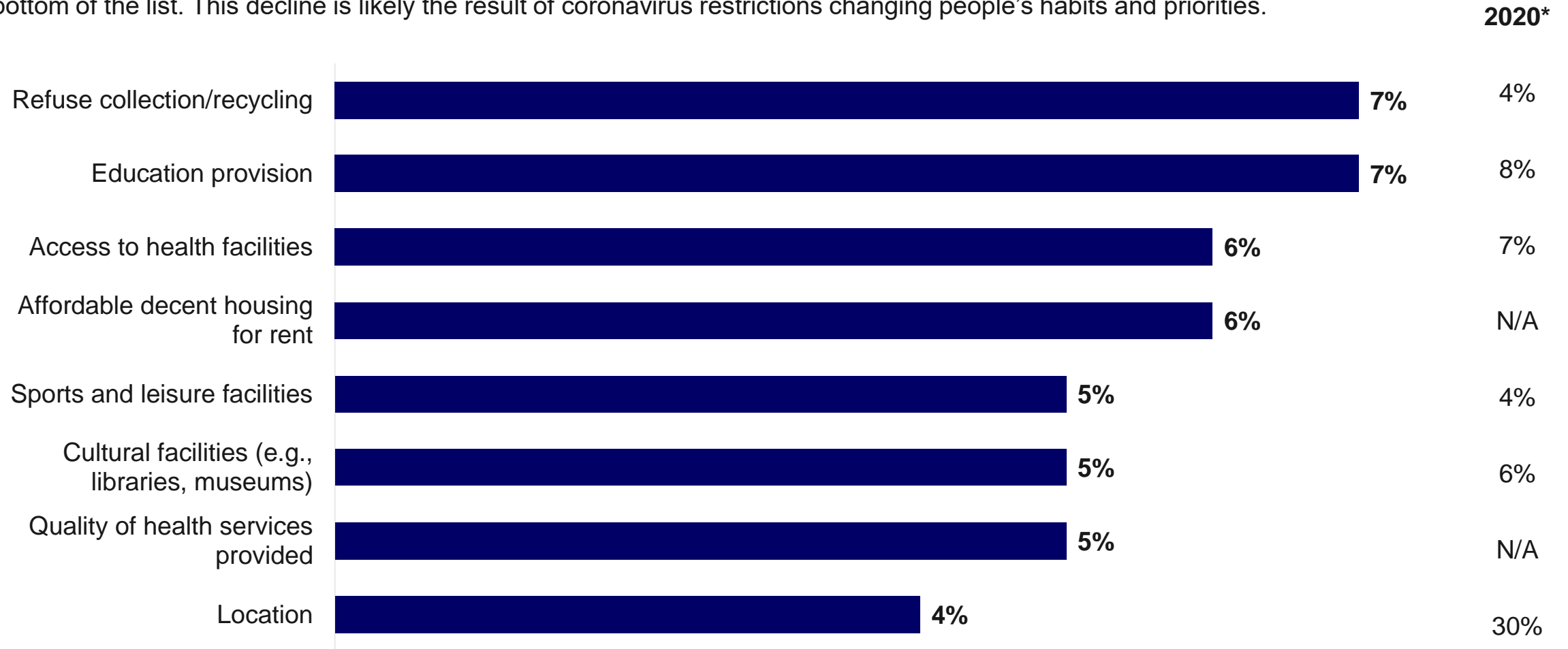


Q06. Thinking about living in Lambeth, what are the most important things that make Lambeth a good place to live? **Base:** those who identified a preference (1498)

*Comparisons against 2020 are indicative only due to the change in methodology - CATI (telephone) respondents were not prompted with a list in 2021.

What makes Lambeth a good place to live? (...cont)

In 2020 location was one of the top three factors identified as making Lambeth a good place to live, but now it ranks near the bottom of the list. This decline is likely the result of coronavirus restrictions changing people's habits and priorities.

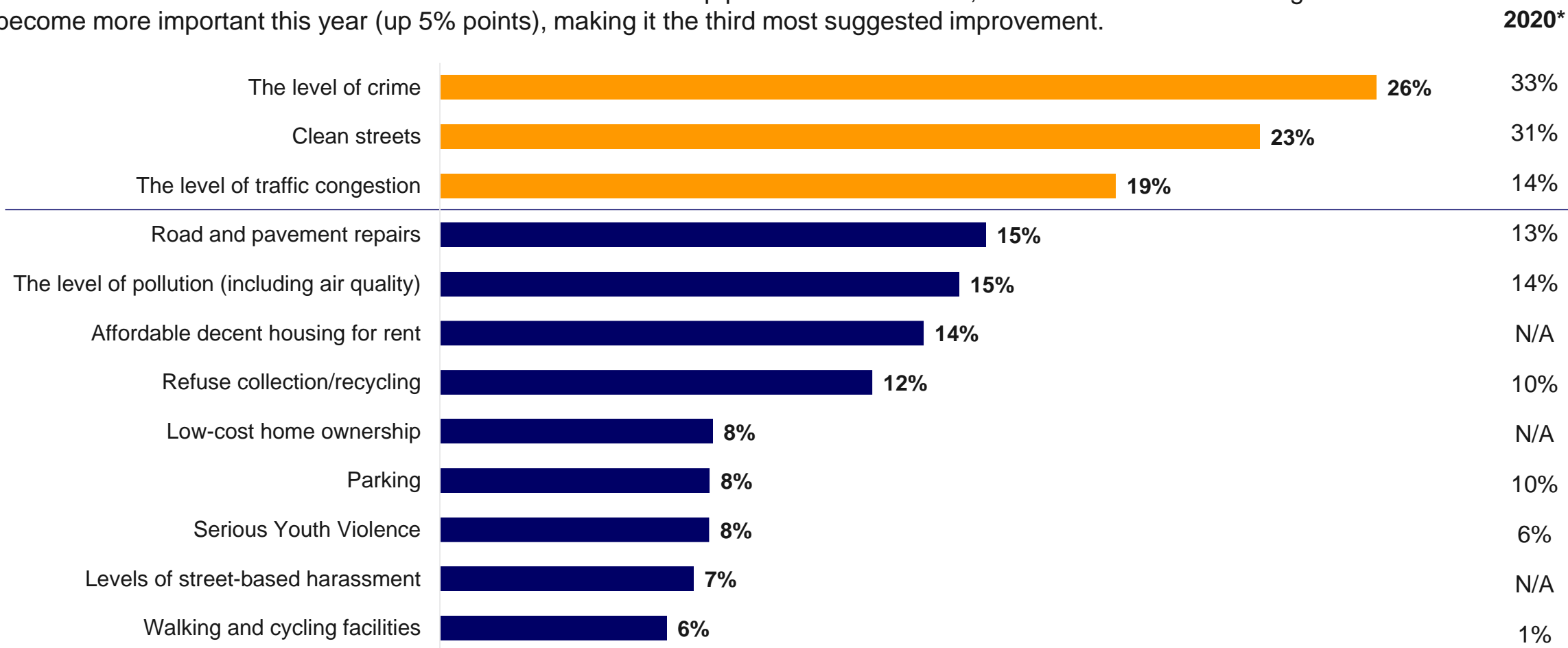


Q06. Thinking about living in Lambeth, what are the most important things that make Lambeth a good place to live? **Base:** those who identified a preference (1498)

*Comparisons against 2020 are indicative only due to the change in methodology - CATI (telephone) respondents were not prompted with a list in 2021.

What needs to improve in Lambeth?

Lambeth has one of the highest crime rates among London boroughs and reducing the level of crime remains one of the top priorities for residents. Clean streets also remains one of the top priorities for residents, while the level of traffic congestion has become more important this year (up 5% points), making it the third most suggested improvement.

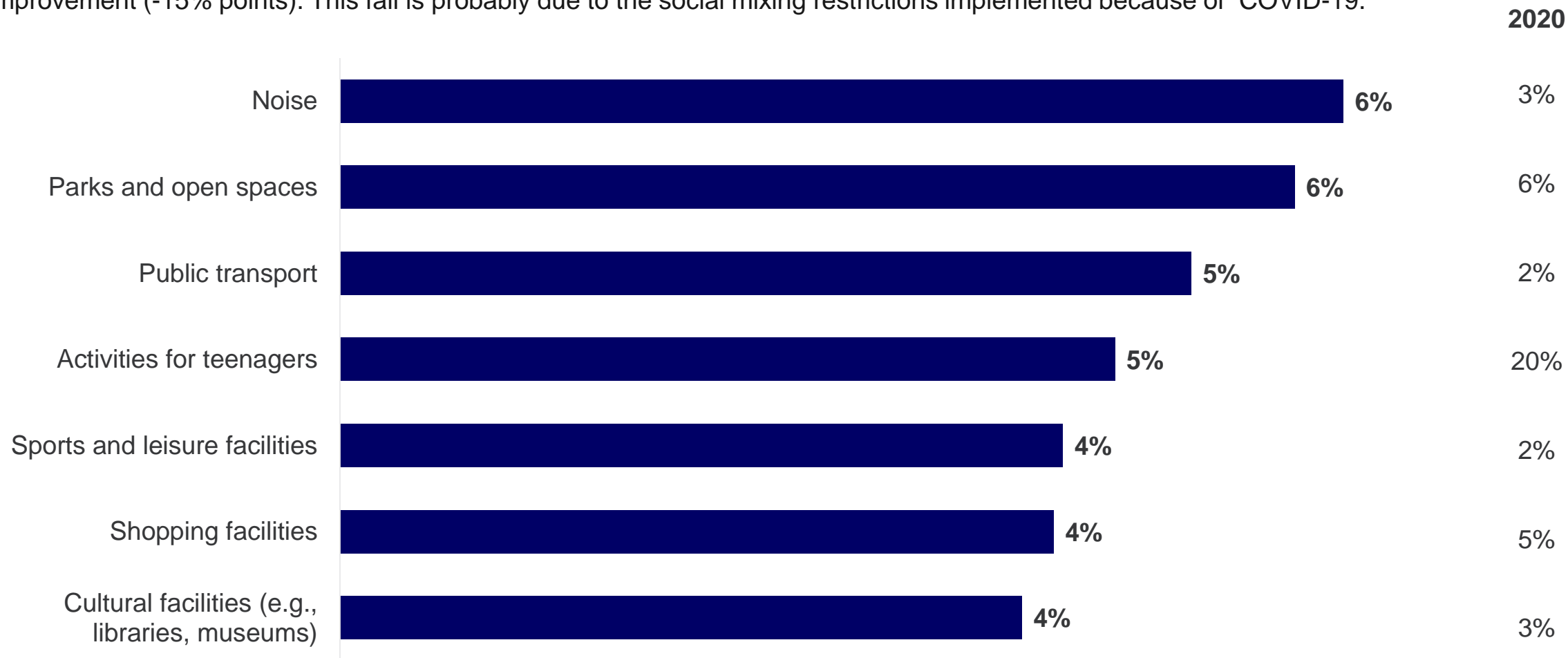


Q07. what are the three things that most need improving? Please choose up to three things **Base:** those who identified an improvement (1500)

*Comparisons against 2020 are indicative only due to the change in methodology - CATI (telephone) respondents were not prompted with a list in 2021.

What needs to improve in Lambeth? (...cont)

The importance of activities for teenagers has declined substantially from 2020 when it was the fourth most popular suggested improvement (-15% points). This fall is probably due to the social mixing restrictions implemented because of COVID-19.



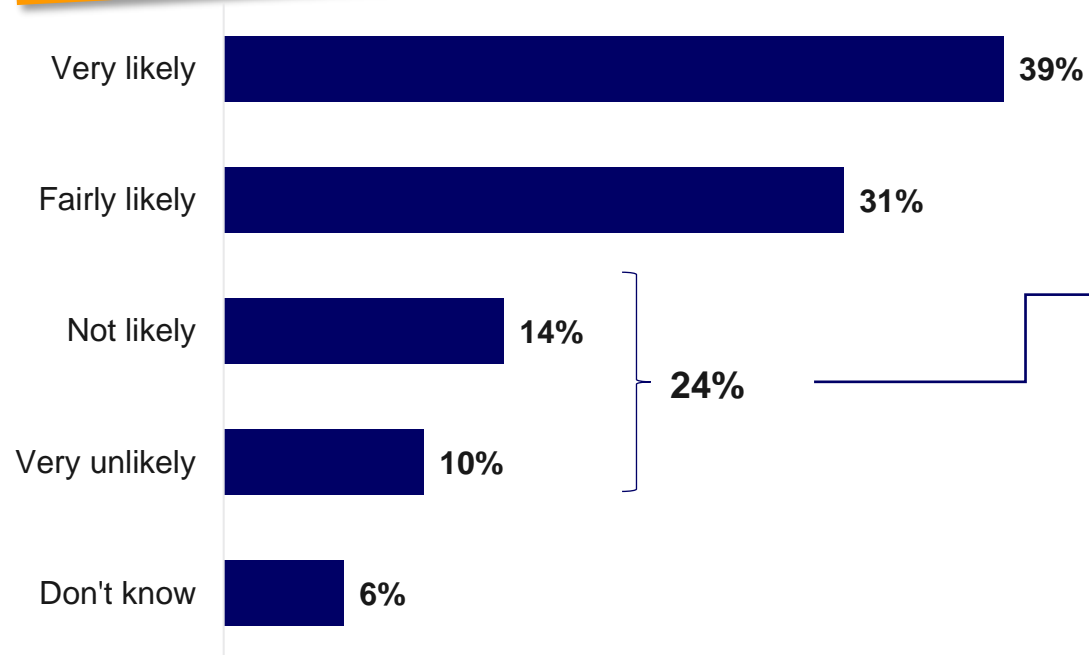
Q07. what are the three things that most need improving? Please choose up to three things **Base:** those who identified an improvement (1500)

*Comparisons against 2020 are indicative only due to the change in methodology - CATI (telephone) respondents were not prompted with a list in 2021.

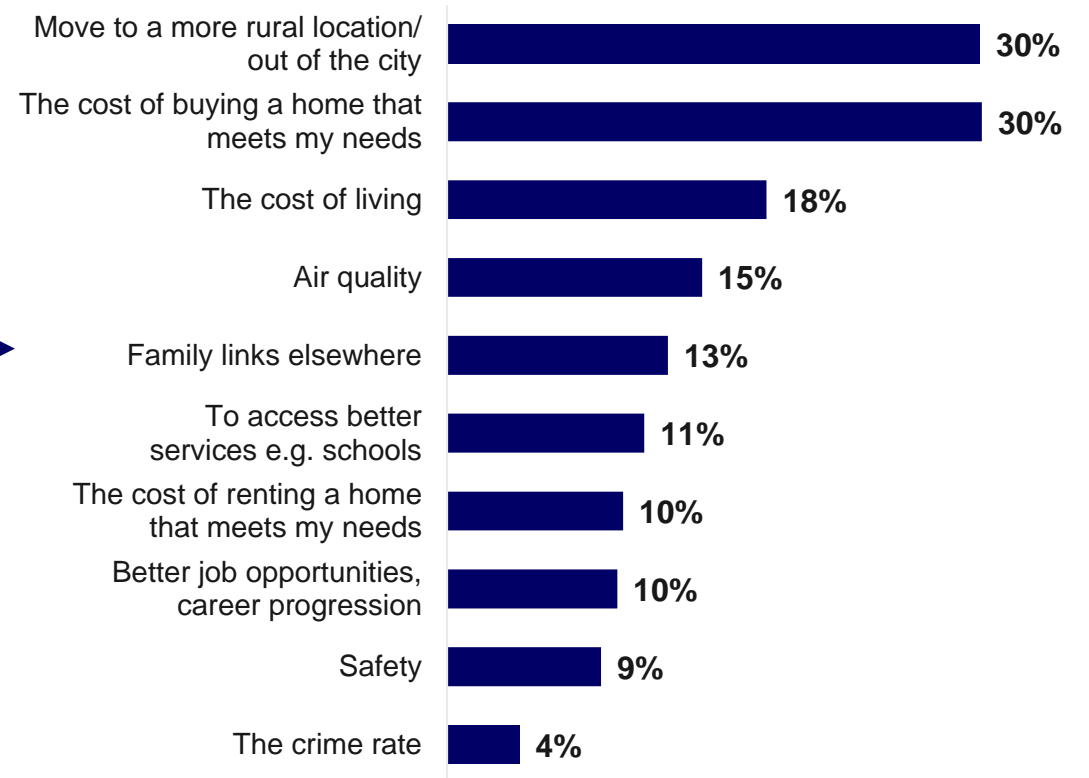
Likelihood of living in Lambeth in the future

Seven in ten residents say that they are likely to be living in Lambeth in four years' time, but around a quarter say that this is unlikely. The top reasons for being unlikely to remain in Lambeth concern the desire to move out of the city and the cost associated with living in the area.

Likelihood of living in Lambeth in 4 years' time



Top 10 Reasons for leaving



Q12. How likely are you to be living in Lambeth in four years' time? **Base:** all respondents (1605). Q13. Why do you think you will move elsewhere? **Base:** Those unlikely to be living in Lambeth in 4 years' time (401).

Likelihood of living in Lambeth in the future: sub group variations

● Significantly higher than total ● Significantly lower than total

The motivations for wanting to leave Lambeth in the future are fairly consistent between groups and mainly focus on the cost of buying a home that meets their needs. This is not overly surprising given Lambeth’s median house price is the 12th highest in England & Wales when ranked by local authority.*

Groups more unlikely to continue living in Lambeth



18-24** 25-44
40% 30%



White British
29%



Economically active
27%



Private renters
36%

For 18-24** year olds, the most popular reason for leaving Lambeth is for career progression (38%). Meanwhile, for 25-44 year olds the cost of buying a home that meets their needs is the biggest motivator (35%). This is also the main motivator for those from a Black, Asian & Minority Ethnic background (24%), the economically active (35%) and private renters (39%), and it is the second biggest reason for White British residents (36%).

The most commonly cited reason for White British residents is a desire to move to a more rural location (40%). This reason is the second most common amongst Black, Asian & Minority Ethnic respondents (22%).

Q12. How likely are you to be living in Lambeth in four years' time? **Base:** all respondents (1205). Q13. Why do you think you will move elsewhere? **Base:** Those unlikely to be living in Lambeth in 4 years' time (401).

* <https://www.ons.gov.uk/peoplepopulationandcommunity/housing/datasets/medianhousepriceforationalandsbnationalgeographiesquarterlyrollingyearhpssadataset09>

**Caution: low base size >30

Note: Differences between figures for NET unlikely by sexual orientation or gender are not statistically significant.

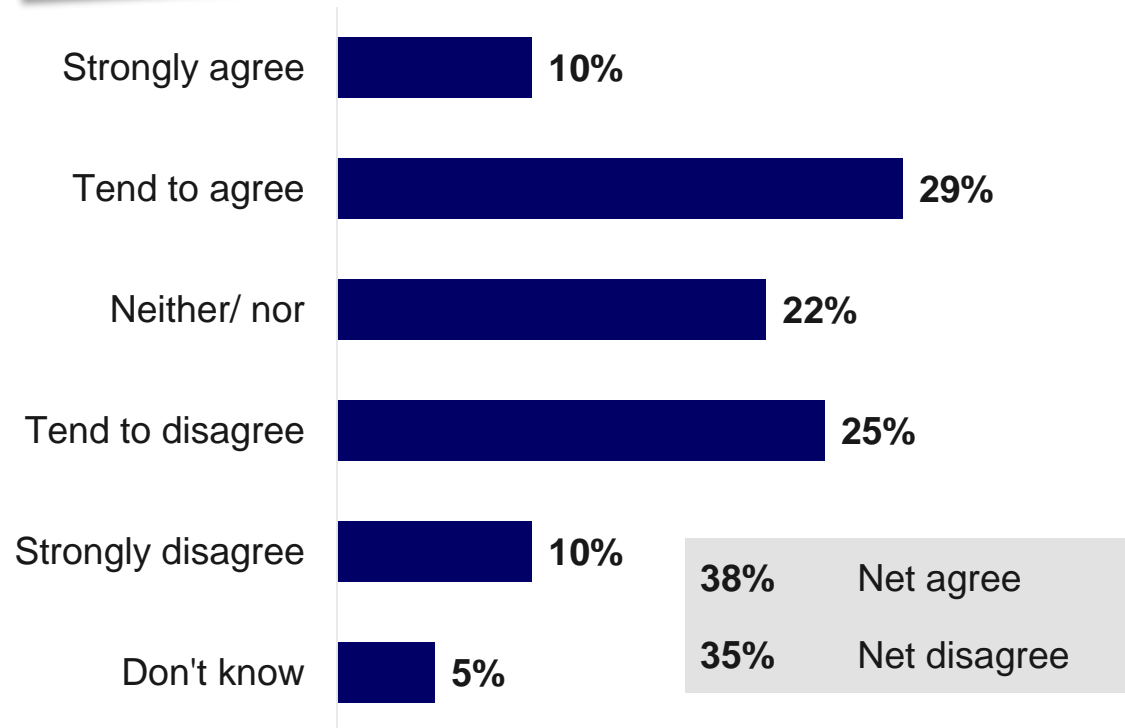
6. Neighbourhoods & town centres



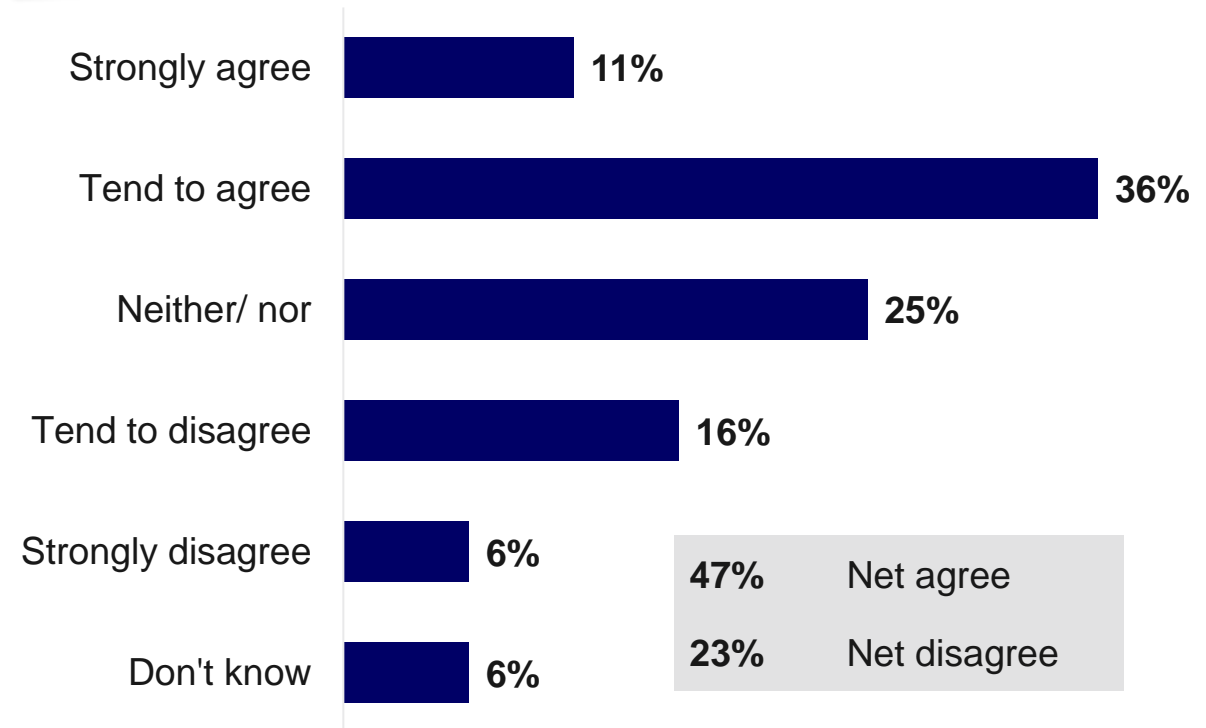
Local town centre as a place to visit

Residents find their local town centre to be more welcoming than attractive with over one third believing that their local town centre is unappealing.

My town centre is attractive

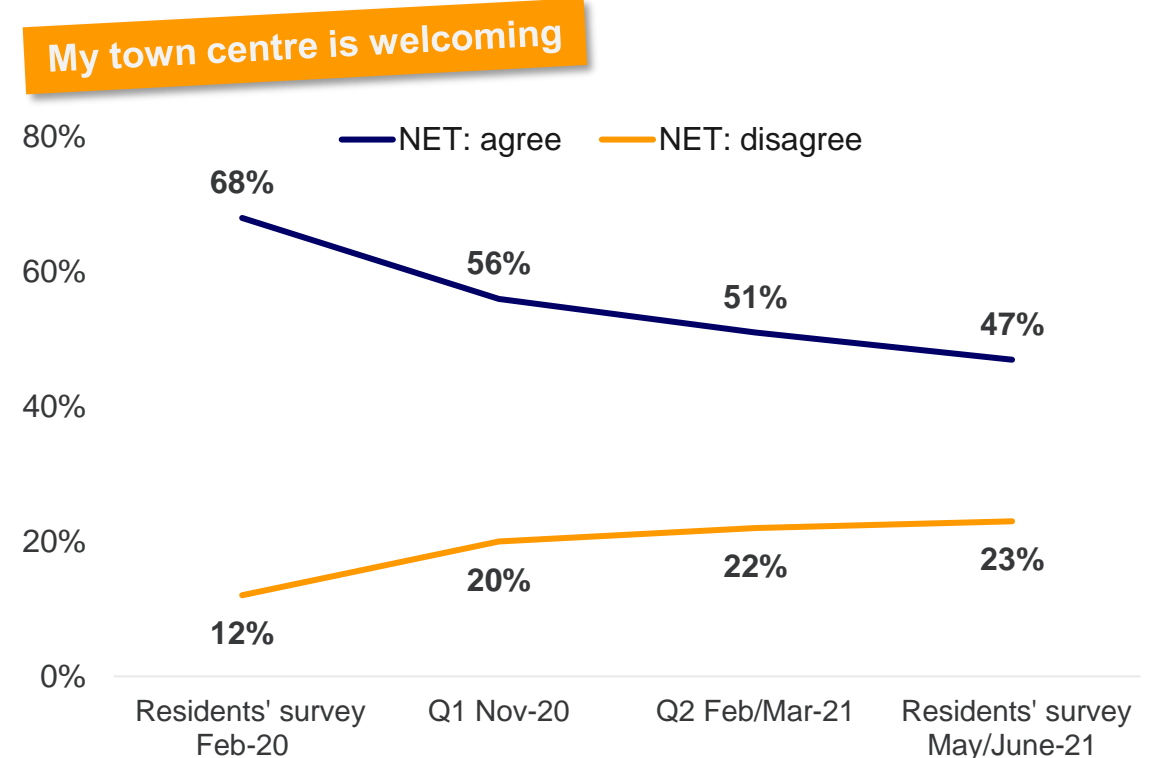
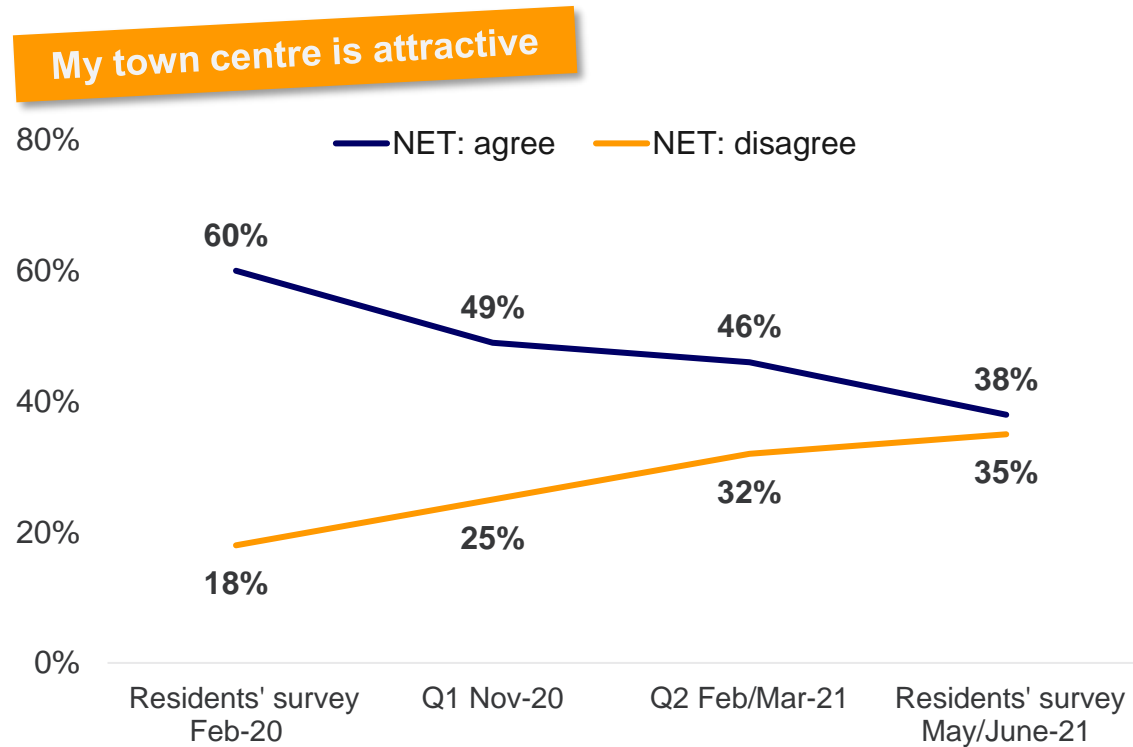


My town centre is welcoming



Local town centre as a place to visit, changes over time

Agreement has fallen in regards to the local town centre being either attractive or welcoming, and it is likely that attitudes towards both have been affected by the Covid-19 pandemic. Local people are perhaps concerned over sharing public spaces, which may make them feel that the centre is less welcoming, and shop closures and increased homelessness may be affecting perceptions of how attractive the town centre is. The impact of the pandemic will last long after all restrictions are lifted and make it harder for the council to meet the Borough Plan objective of managing Lambeth's neighbourhoods and town centres so that they feel safe and welcoming.

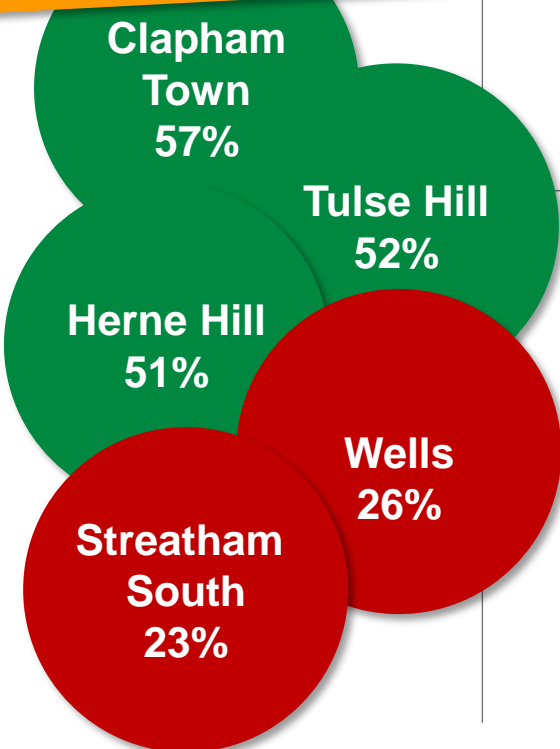


Town centre is attractive by sub-group

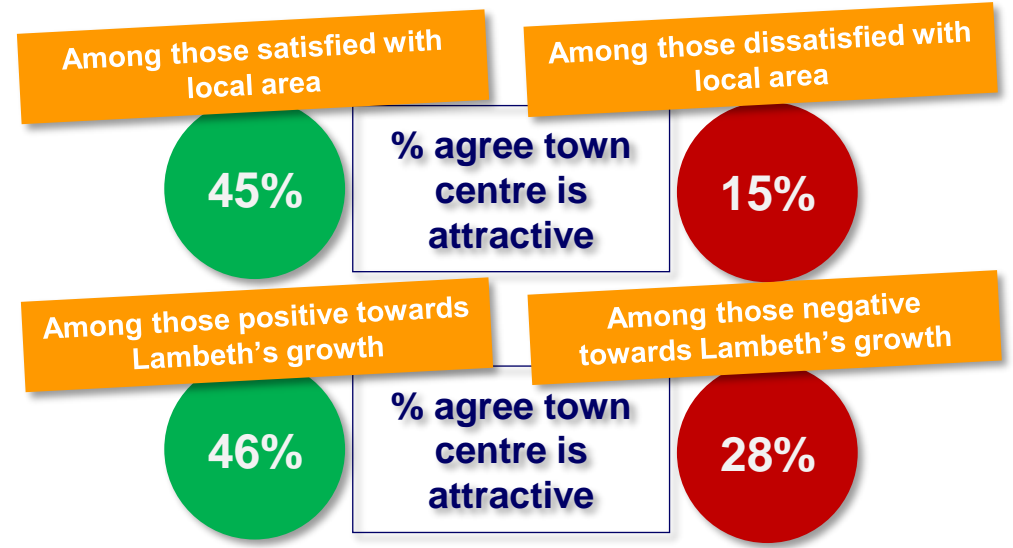
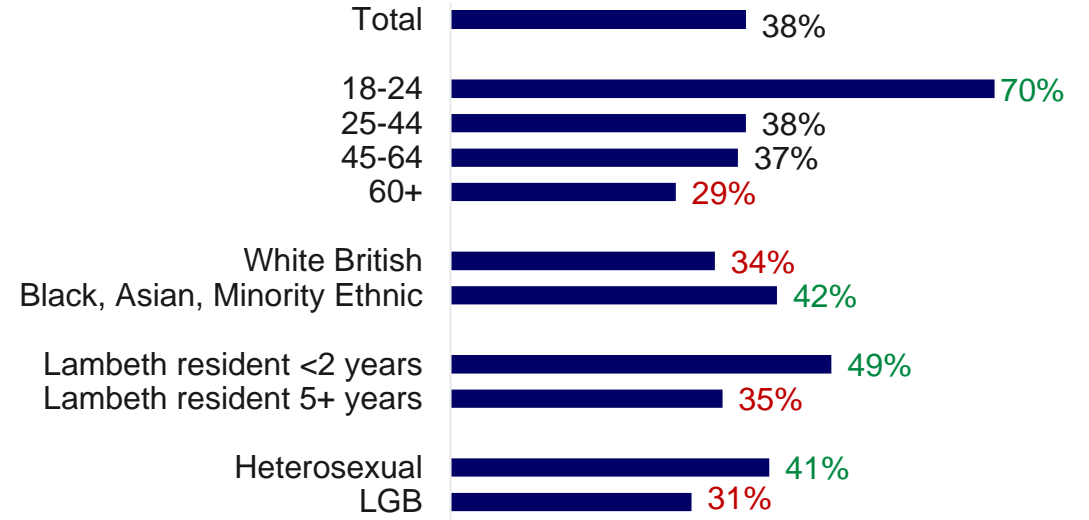
Residents of Clapham continue to be amongst the happiest with the appearance of their local town centre (along with those living in Waterloo), however agreement has fallen by 29% points.

Town centre	% agree 2021	% agree 2020
Total	38%	60%
Waterloo	47%	60%
North Lambeth	33%	41%
Stockwell	32%	47%
Clapham	47%	76%
Brixton	44%	64%
Streatham	28%	58%
Norwood	40%	64%

Significantly higher/lower than the borough average



● Significantly higher than comparator ● Significantly lower than comparator



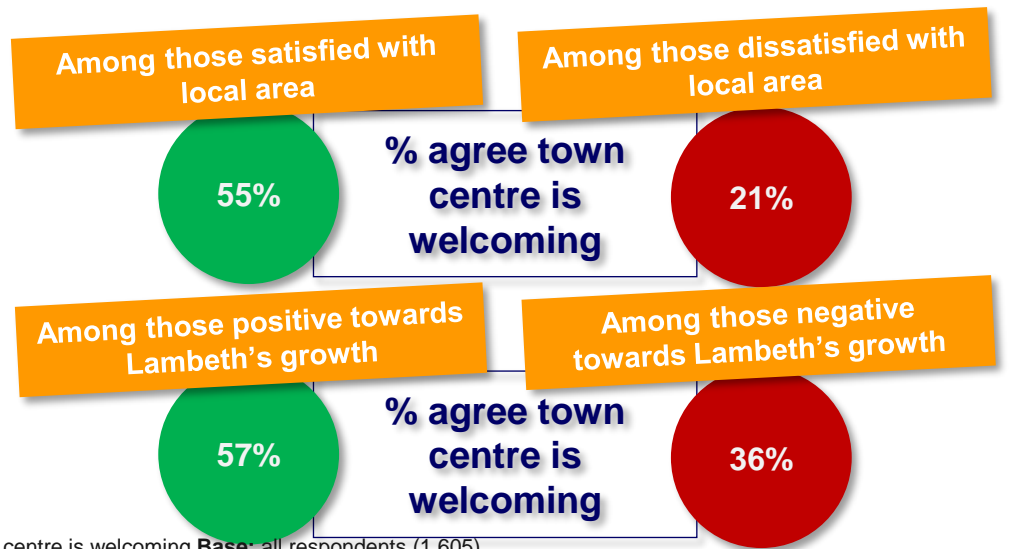
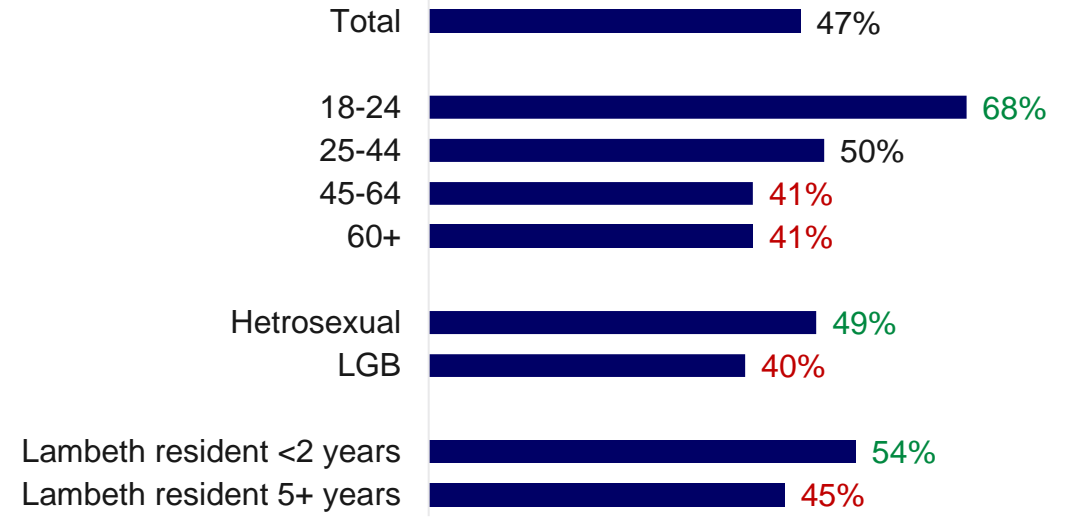
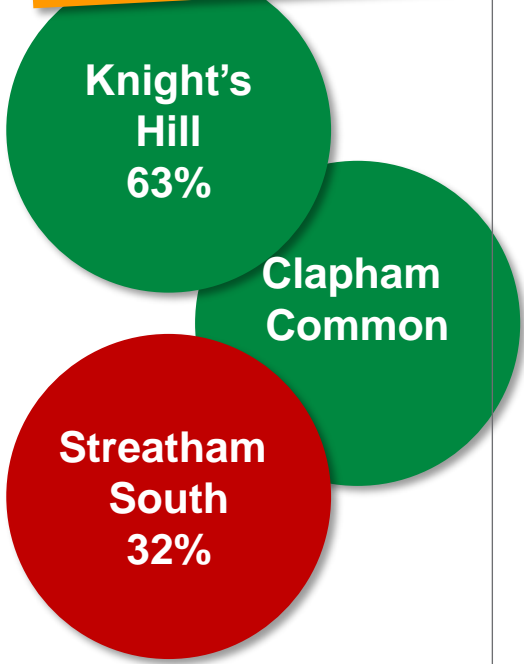
Q010: To what extent do you agree or disagree with the following statements about your local town centre as a place to visit? My town centre is attractive **Base:** all respondents (1,605).
Note: Differences between figures for NET agree by gender are not statistically significant.

Town centre is welcoming by sub-group

Residents of Clapham are not only amongst the happiest with the appearance of their local town centre, but also the most likely to find their town centre to be welcoming.

Town centre	% agree 2021	% agree 2020
Total	47%	68%
Waterloo	46%	58%
North Lambeth	41%	51%
Stockwell	43%	56%
Clapham	56%	75%
Brixton	50%	73%
Streatham	39%	71%
Norwood	53%	73%

Significantly higher/ lower than the borough average

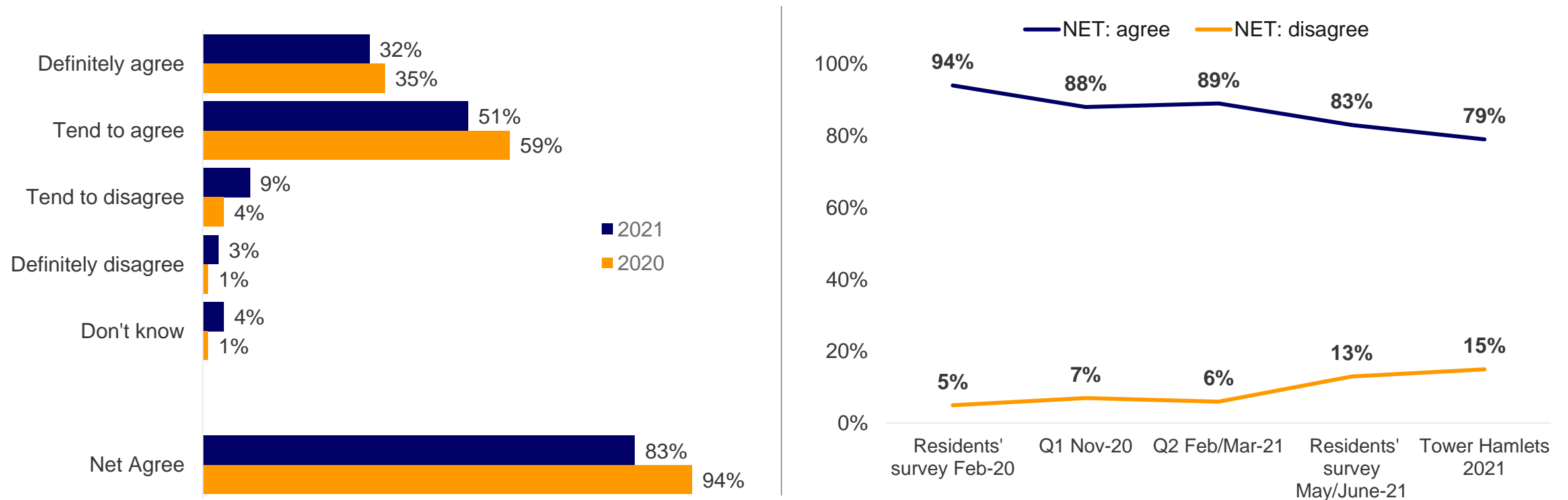


Q010: To what extent do you agree or disagree with the following statements about your local town centre as a place to visit? My town centre is welcoming **Base:** all respondents (1,605).
Note: Differences between figures for NET agree by gender or ethnicity are not statistically significant.

Agreement that people from different backgrounds get on well together



Whilst the majority of residents (83%) agree that people of different backgrounds in their area get on well together, this has fallen by 11% points since 2020.



Views on community cohesion by sub-group

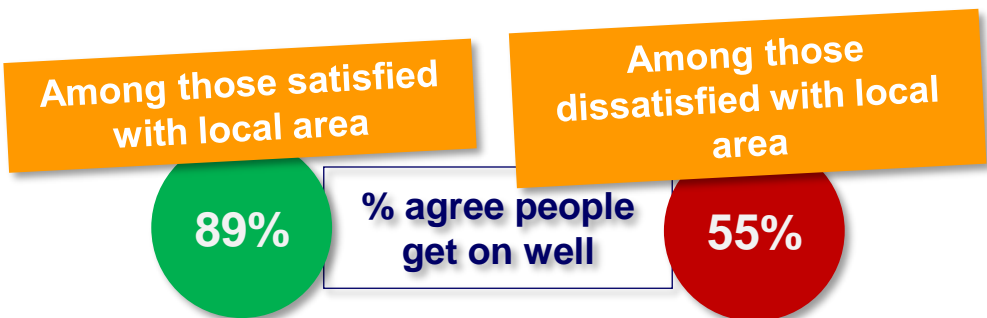
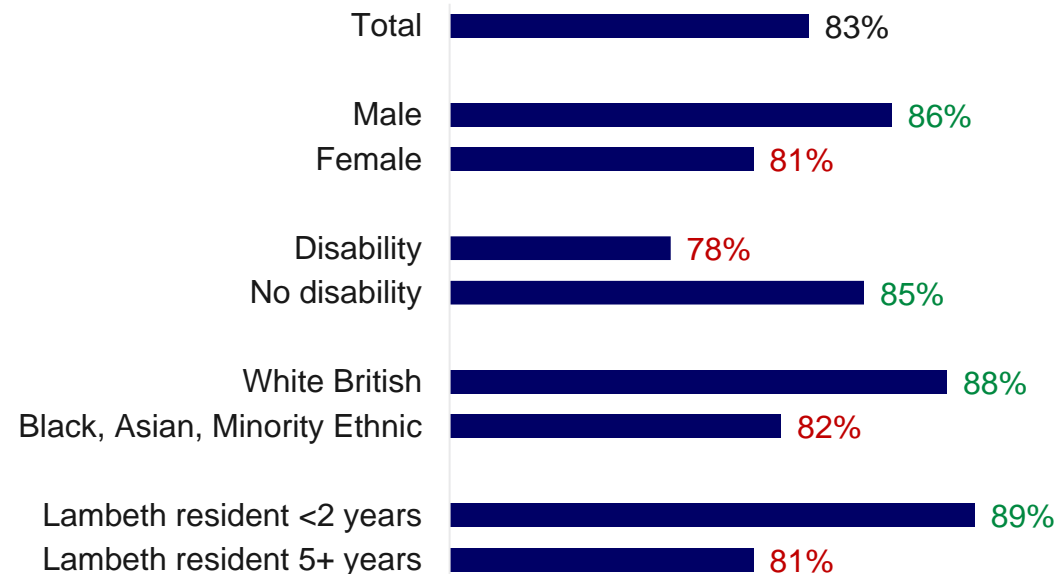
The belief that people from different backgrounds get on well is more prevalent amongst those of White British ethnicity.

Town centre	% agree 2021	% agree 2020
Total	83%	94%
Waterloo	88%	96%
North Lambeth	86%	99%
Stockwell	81%	92%
Clapham	82%	95%
Brixton	83%	94%
Streatham	83%	91%
Norwood	82%	95%

Significantly lower than the borough average



● Significantly higher than comparator ● Significantly lower than comparator

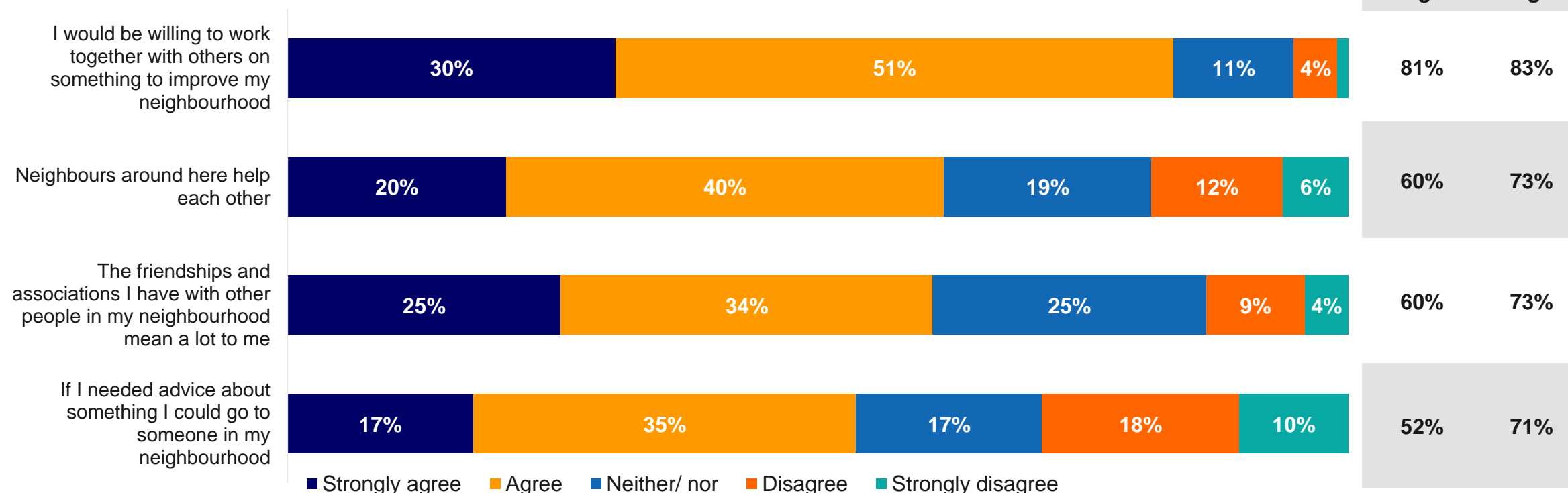


Q08: To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together? **Base:** all respondents (1,605).
Note: Differences between figures for NET satisfied by sexual orientation are not statistically significant.

Living in the neighbourhood



Residents of Lambeth are keen to work together to improve their neighbourhoods, which is in line with 2020. However, agreement with the remaining measures has fallen since 2020 with 60% saying either that their neighbours help each other or that they value the friendships and associations they have with those who live nearby, both falling by 13% points. The biggest decline has been in the proportion who feel that they could turn to a neighbour for advice (from 71% in 2020 to 52% in 2021).



Q09: Please say how strongly you agree or disagree with each of the following statements. **Base:** all respondents (1,605). Chart does not show figures of 2% or less.

Willingness to work together to benefit the neighbourhood by sub-group

Residents of Clapham and Brixton are more likely to want to work with others to improve their neighbourhoods, as are those who feel that they live in a cohesive community.

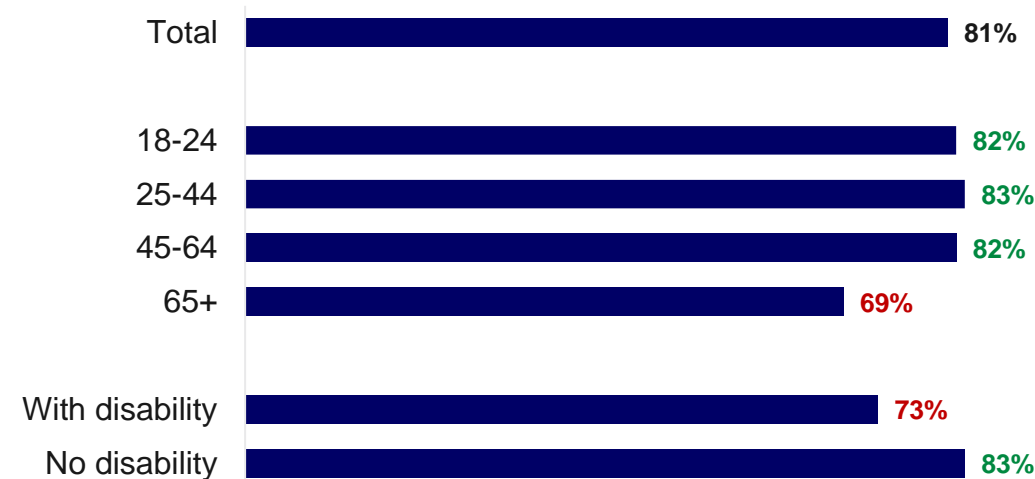
Town centre	% agree 2021	% agree 2020
Total	81%	83%
Waterloo	65%	88%
North Lambeth	79%	90%
Stockwell	78%	67%
Clapham	85%	84%
Brixton	85%	86%
Streatham	81%	84%
Norwood	82%	87%

Significantly lower than the borough average

Bishop's
65%

Stockwell
69%

Streatham
South
71%



Among those who agree that people from different backgrounds get on well

84%

% willing to work with others

72%

Among those who disagree that people from different backgrounds get on well

● Significantly higher than comparator ● Significantly lower than comparator

Q09: Please say how strongly you agree or disagree with each of the following statements. I would be willing to work together with others on something to improve my neighbourhood

Base: all respondents (1,605).

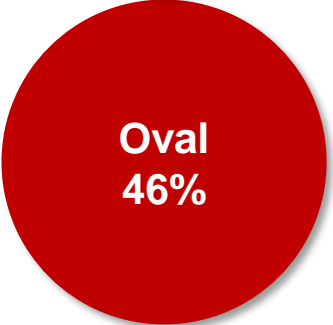
Note: Differences between figures for NET agree by sexual orientation, gender or ethnicity are not statistically significant.

Neighbours help each other by sub-group

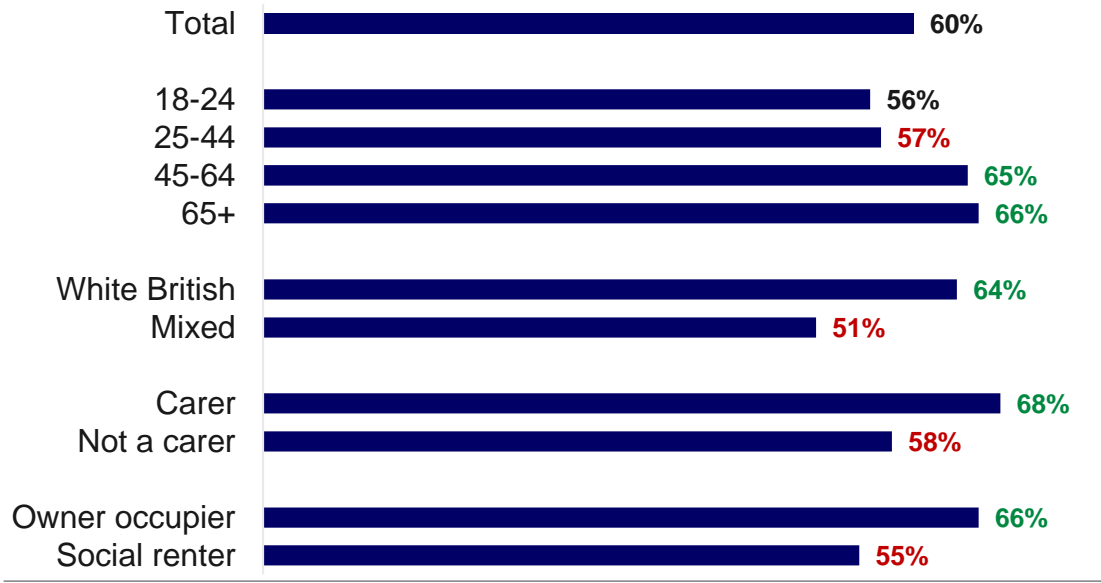
Residents of Norwood are the most likely to believe that their neighbours will help each other, as are older residents who perhaps have longer term relationships with their neighbours.

Town centre	% agree 2021	% agree 2020
Total	60%	73%
Waterloo	57%	76%
North Lambeth	51%	69%
Stockwell	58%	65%
Clapham	55%	73%
Brixton	62%	76%
Streatham	63%	75%
Norwood	69%	75%

Significantly higher/lower than the borough average

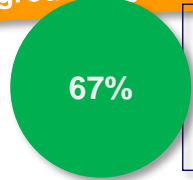


● Significantly higher than comparator ● Significantly lower than comparator

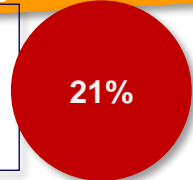


Among those who agree that people from different backgrounds get on well

Among those who disagree that people from different backgrounds get on well



% agree neighbours help each other



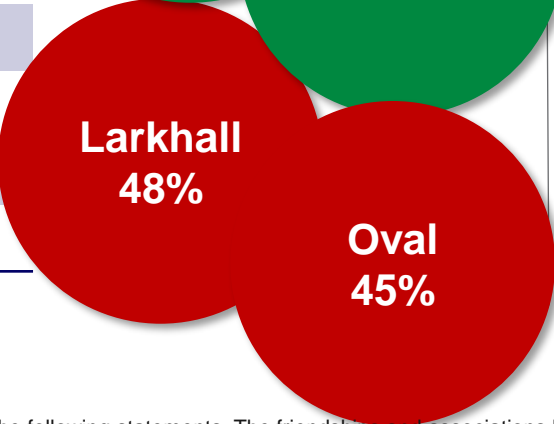
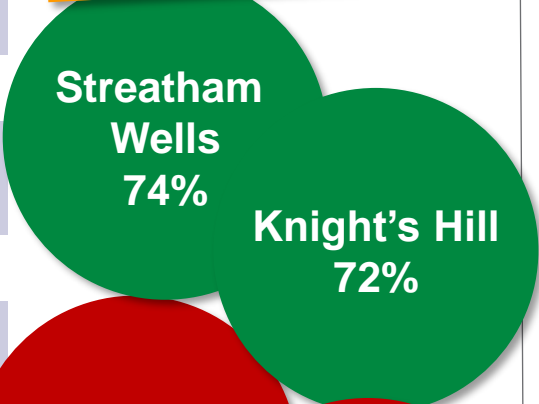
Q09: Please say how strongly you agree or disagree with each of the following statements. Neighbours around here help each other **Base:** all respondents (1,605).
Note: Differences between figures for NET agree by sexual orientation or gender are not statistically significant.

Friendships and associations mean a lot by sub-group

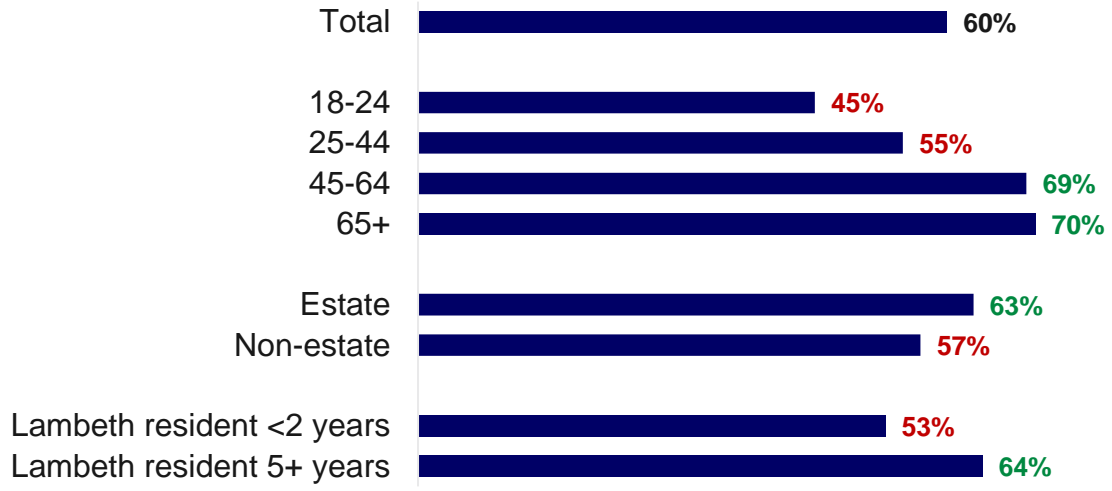
Again, older (and longer-term) residents feel a stronger bond with those they live close to than the younger cohort or those newer to the area.

Town centre	% agree 2021	% agree 2020
Total	60%	73%
Waterloo	50%	76%
North Lambeth	53%	69%
Stockwell	57%	65%
Clapham	56%	73%
Brixton	65%	76%
Streatham	62%	75%
Norwood	64%	75%

Significantly higher/lower than the borough average



● Significantly higher than comparator ● Significantly lower than comparator



Among those who agree that people from different backgrounds get on well

Among those who disagree that people from different backgrounds get on well



Q09: Please say how strongly you agree or disagree with each of the following statements. The friendships and associations I have with other people in my neighbourhood mean a lot to me **Base:** all respondents (1,605).

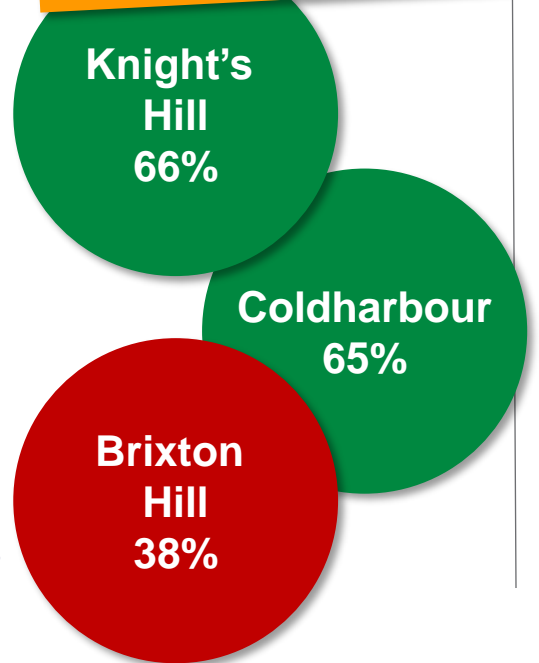
Note: Differences between figures for NET agree by sexual orientation, gender or ethnicity are not statistically significant.

Going to someone in the neighbourhood for advice by sub-group

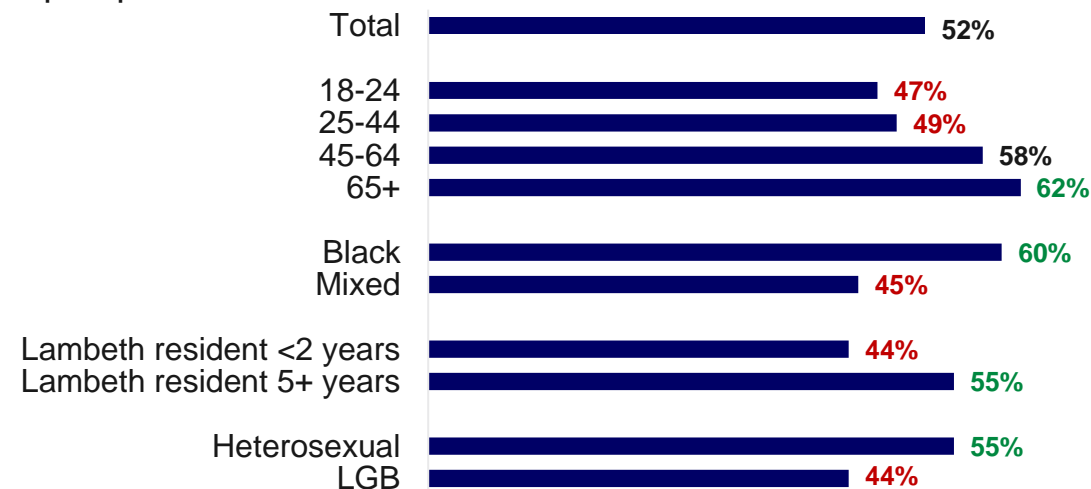
Residents of Norwood again appear to be a closer community, being the most likely to feel that they could approach a neighbour if they needed advice. For each of the four measures discussed, a relevant factor is the resident's perception of cohesion, with those agreeing that people from different backgrounds get on well more likely to display a positive perspective towards each measure.

Town centre	% agree 2021	% agree 2020
Total	52%	71%
Waterloo	47%	65%
North Lambeth	46%	73%
Stockwell	51%	62%
Clapham	50%	75%
Brixton	54%	71%
Streatham	54%	72%
Norwood	57%	77%

Significantly higher/ lower than the borough average



● Significantly higher than comparator ● Significantly lower than comparator



Among those who agree that people from different backgrounds get on well

Among those who disagree that people from different backgrounds get on well

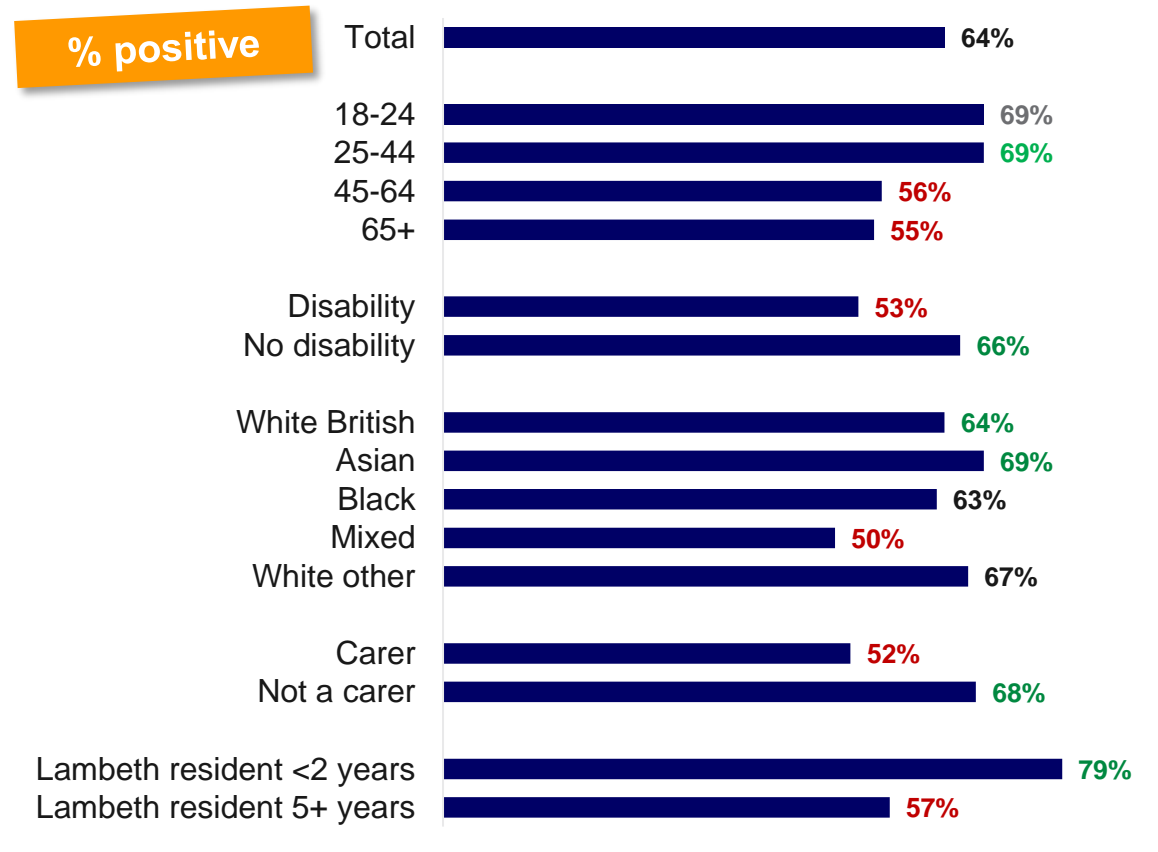
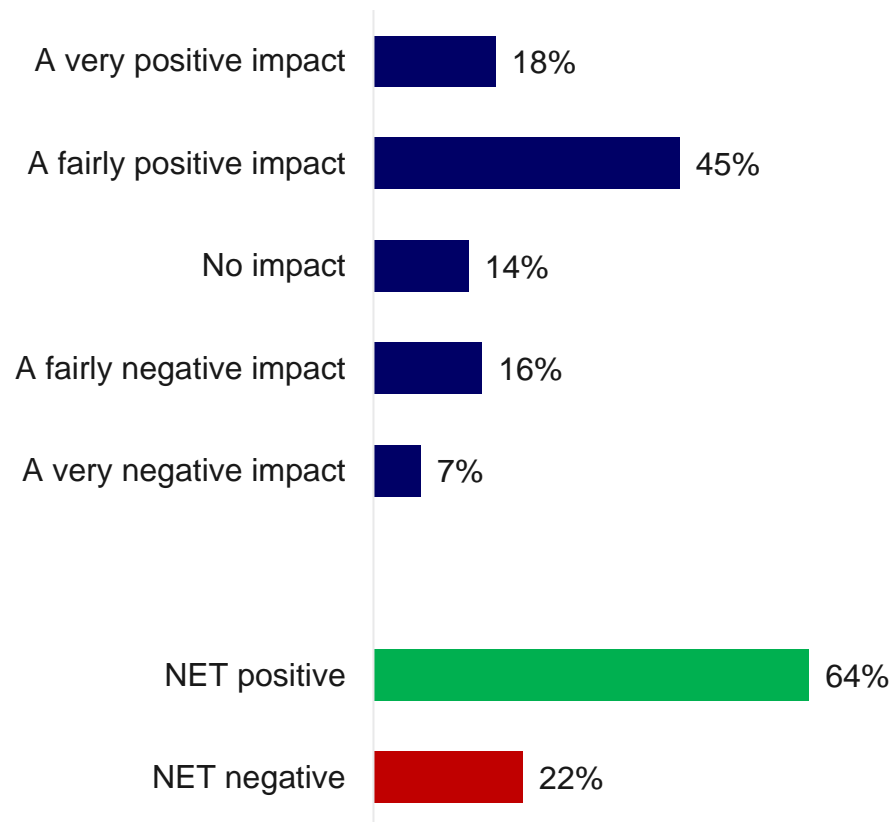


% could go to someone in the neighbourhood

Q09: Please say how strongly you agree or disagree with each of the following statements. If I needed advice about something I could go to someone in my neighbourhood
 Base: all respondents (1,605). Note: Differences between figures for NET agree by gender are not statistically significant.

Growth and development in Lambeth

Lambeth is a diverse and rapidly changing borough facing a number of emerging challenges, and so a new question was introduced in 2021 to gauge resident attitudes towards recent changes. Almost two thirds (64%) welcome the changes that have taken place, especially the younger and newer residents.

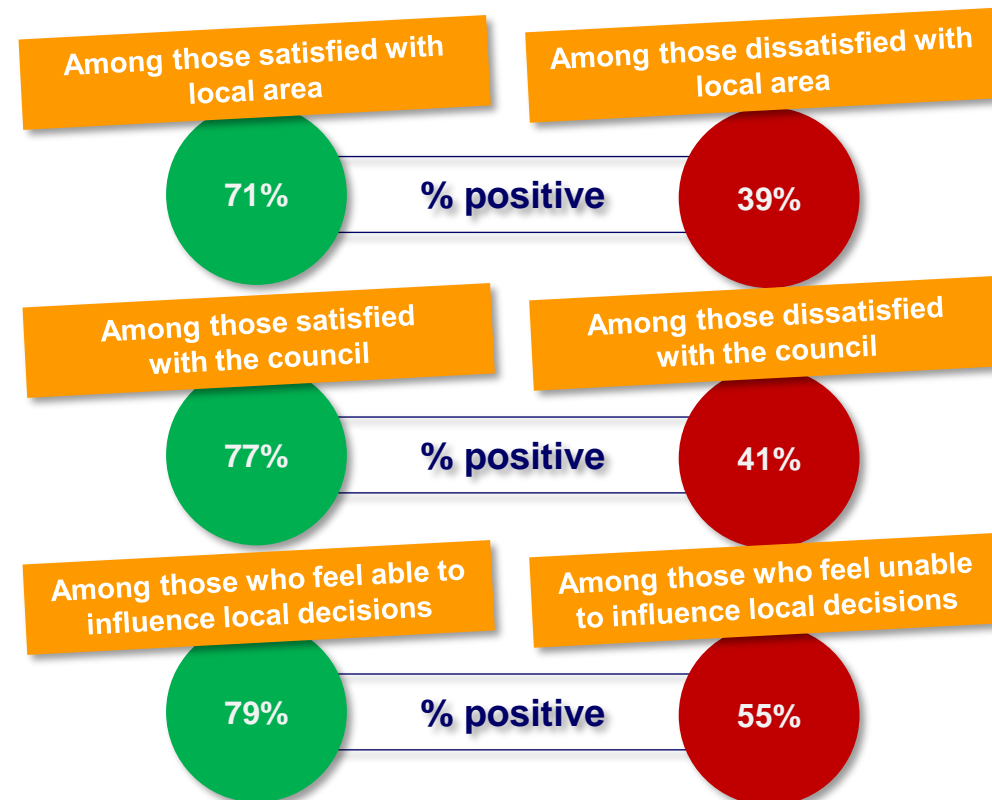
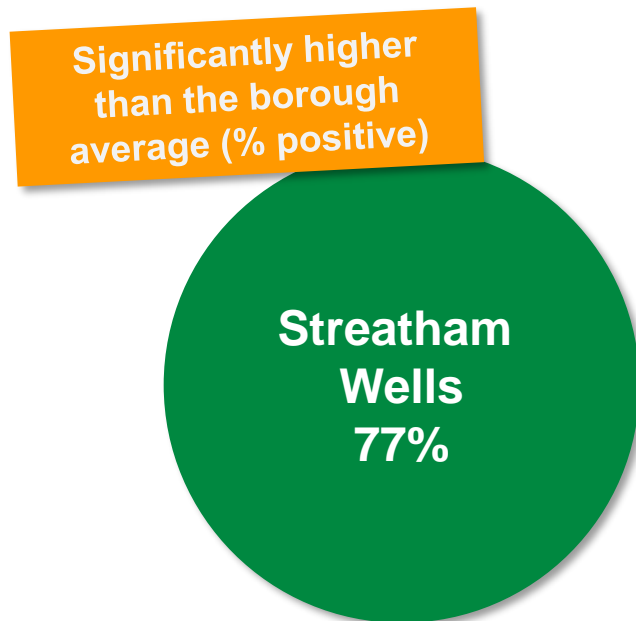


Q024: Do you think the growth and development that Lambeth has experienced over the last five years has had a positive or negative impact on the borough?
Base: all respondents excluding don't know (1,314). **Note:** Differences between figures for NET positive by sexual orientation or gender are not statistically significant.

Growth, development and views on the area and on the council

Those living in Streatham Wells display the most enthusiasm towards the changes.

Residents are arguably more likely to adapt happily to the changes if they are already satisfied with aspects of their lives – for example, those who feel that they can influence local decisions and are satisfied with the council in general are more likely to react positively toward the changes.

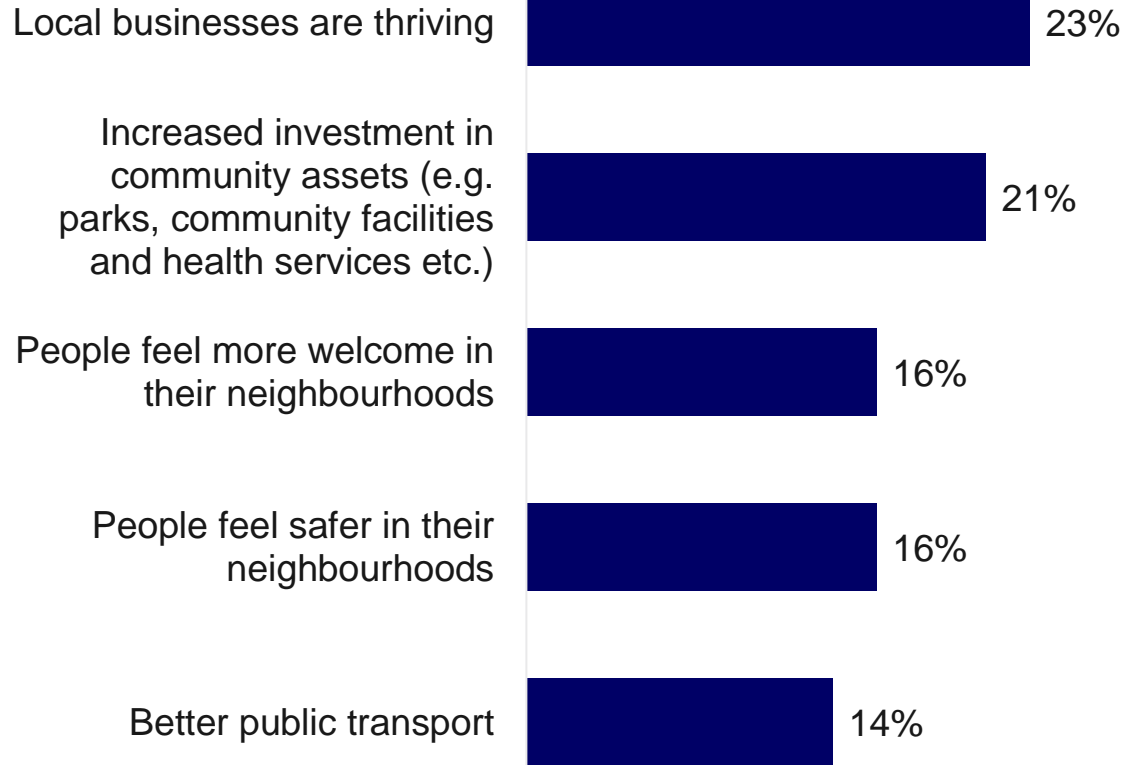


Q024: Do you think the growth and development that Lambeth has experienced over the last five years has had a positive or negative impact on the borough? **Base:** all respondents excluding don't know (1,311).

Reasons for being positive

The main reasons for supporting the changes centre around the financial gains made by local businesses and residents (via greater investment in community assets). Both of these positives are highest amongst those of Mixed ethnicity.

Top 5 positive



	White British	Asian	Black	Mixed
Local businesses thriving	26%	24%	10%	24%
Increased investment	25%	19%	14%	40%
People feel more welcome	15%	16%	14%	17%
People feel safer	14%	18%	15%	8%
Better public transport	14%	12%	9%	12%



Significantly higher than comparator



Significantly lower than comparator

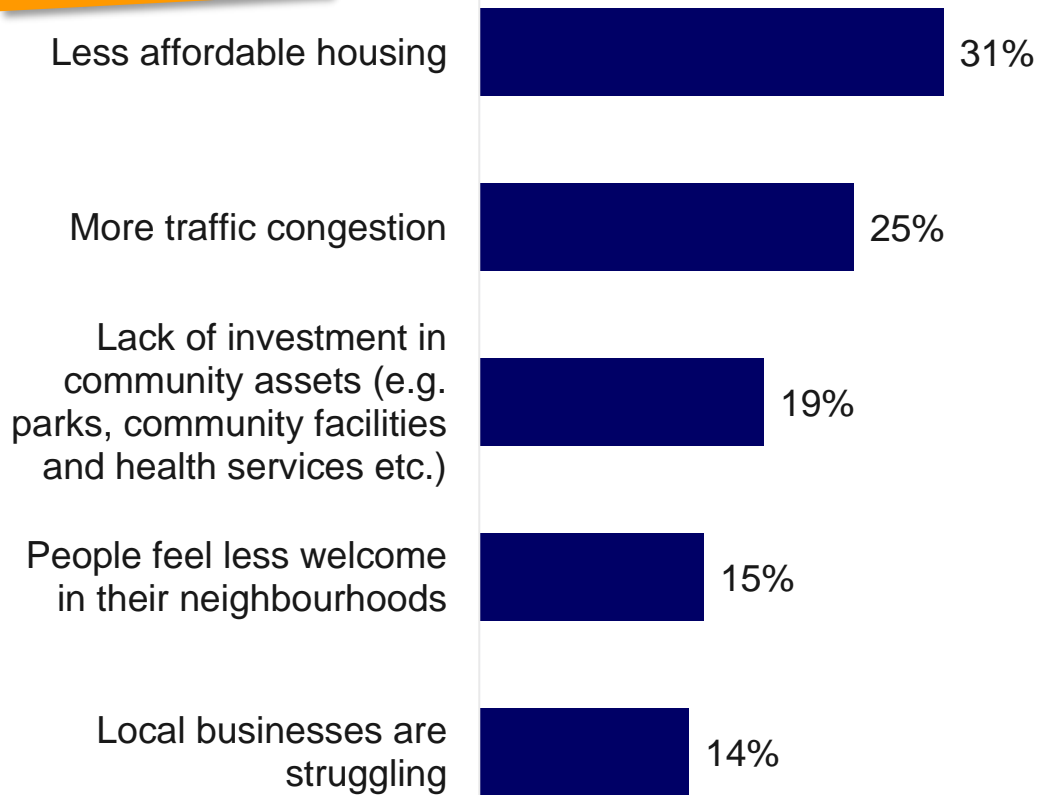
Q024a/Q24b. Can you explain why you feel that there has been a positive/negative impact on the borough?

Base: all respondents who believe there has been a positive or negative impact excluding don't know (828 and 293 respectively).

Reasons for being negative

There are concerns about the changes which centre around the growing population which impacts on both the availability of affordable housing and leads to greater traffic congestion.

Top 5 negative



	White British	Asian	Black	Mixed
Less affordable housing	26%	15%	27%	9%
Traffic congestion	30%	17%	20%	20%
Lack of investment	23%	19%	7%	29%
People feel less welcome	14%	7%	26%	21%
Local businesses struggling	14%	17%	4%	49%



Significantly higher than comparator



Significantly lower than comparator

Q024a/Q24b. Can you explain why you feel that there has been a positive/negative impact on the borough?

Base: all respondents who believe there has been a positive or negative impact excluding don't know (828 and 293 respectively).

Making Lambeth a better place for children & young people

In order to make the borough a better place for children and young people, residents feel that the emphasis should be placed on increasing the number and/ or quality of places where they can socialise. This may, in turn, offer them more to do and reduce the level of street based harassment, another suggestion made by residents to improve the borough for this cohort.



40% - Increase the number and/ or quality of places to socialise



20% - Reduce serious youth violence and/ or street-based harassment



17% - Improve access to green spaces



12% - Improve air quality



12% - Improve standard and/ or inclusivity of education



11% - Increase jobs and/ or access to training



10% - Improve quality of and/ or access to mental health



10% - Improve quality of and/ or affordability of housing

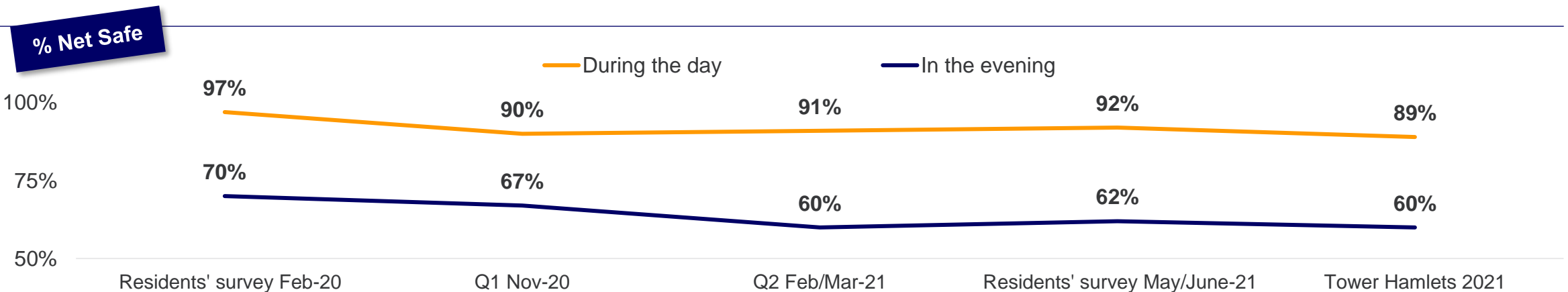
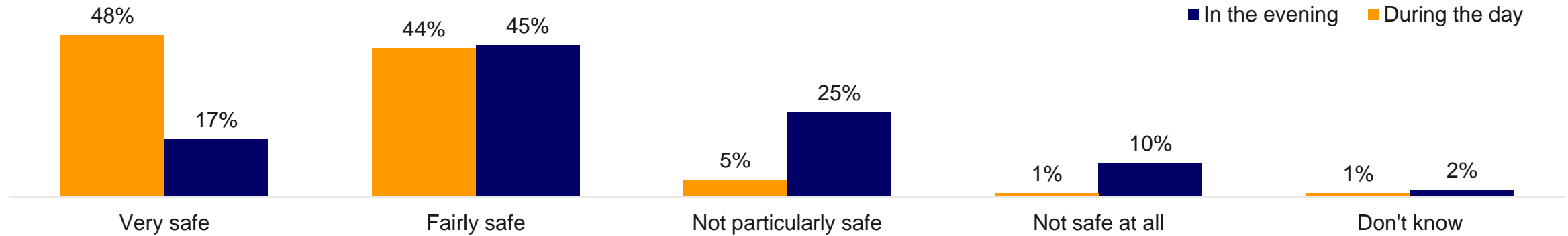
7. Crime & anti-social behaviour



Feelings of safety

The geographic centre of London, Lambeth is a popular destination for residents and tourists. Unfortunately the borough also has a relatively high rate of violent crimes and theft, and with the murder of Sarah Everard just two short months prior to the survey, there is a heightened sense of nervousness across the borough.

Feelings of safety in both the evening and during the day have fallen since 2020 (by 8% points and 5% points respectively).



Q015: To what extent would you say you are, or would be, safe from crime when walking in your local area...? Base: all respondents (1,605).

Residents more likely to feel unsafe in the evening

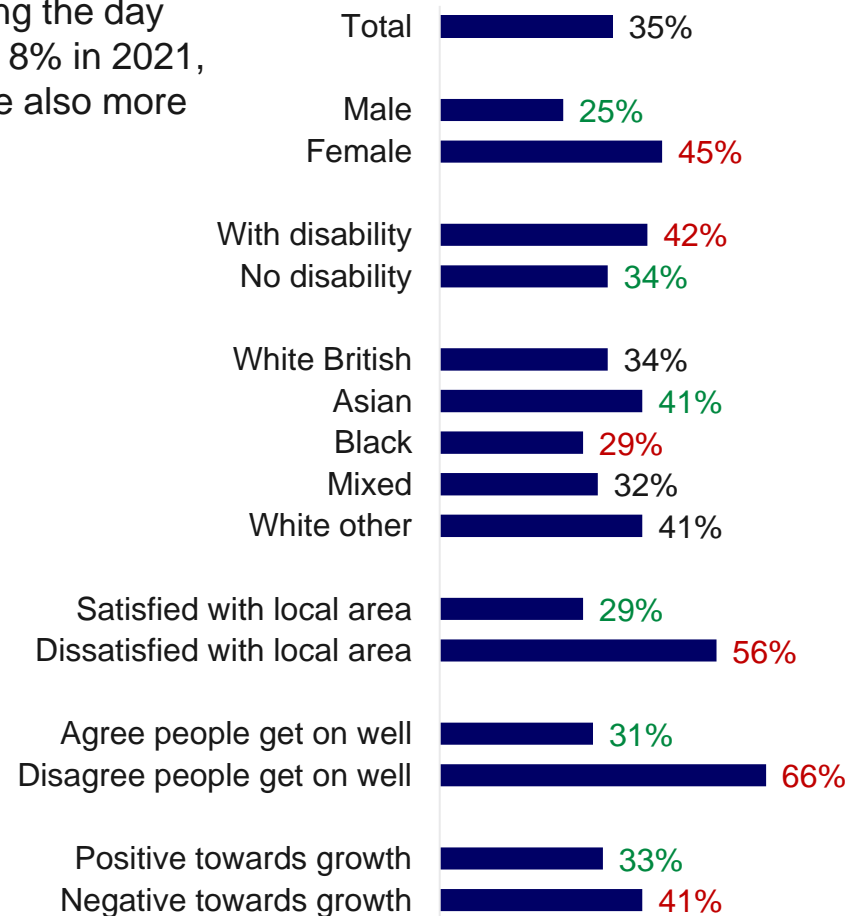
There is a notable variation in how safe from crime residents in different town centres feel during the evening, with those living in Clapham, Brixton or Streatham feeling significantly more cautious when compared to those in North Lambeth. The proportion of women feeling unsafe both during the day and in the evening has increased since 2020. (4% felt unsafe during the day in 2020 vs. 8% in 2021, and 39% felt unsafe during the evening in 2020 vs. 45% in 2021). Disabled residents are also more likely to feel vulnerable.

Town centre	% unsafe 2021	% unsafe 2020
Total	35%	29%
Waterloo	36%	11%
North Lambeth	27%	41%
Stockwell	33%	18%
Clapham	38%	33%
Brixton	38%	30%
Streatham	39%	29%
Norwood	33%	33%

Significantly better performing than the borough average



● Significantly lower than comparator ● Significantly higher than comparator



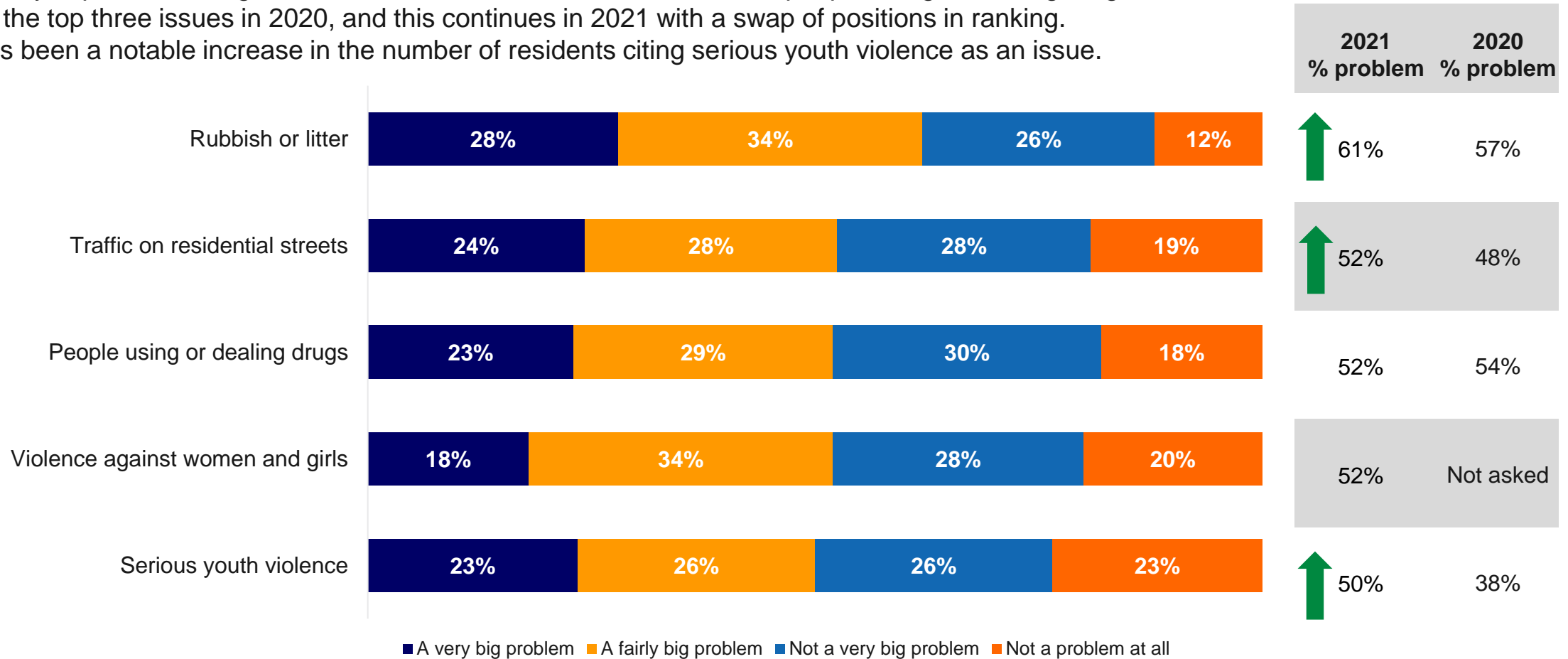
Q015: To what extent would you say you are, or would be, safe from crime when walking in your local area...? Base: all respondents (1,605).

Note: Differences between figures for NET unsafe by sexual orientation or gender are not statistically significant.

Perceptions of anti-social behaviours (I)

As it was in 2020, the amount of rubbish or litter seen across the borough by residents is, in their opinion, the biggest problem they experience living in Lambeth. Traffic on residential streets and people using or dealing drugs were amongst the top three issues in 2020, and this continues in 2021 with a swap of positions in ranking.

There has been a notable increase in the number of residents citing serious youth violence as an issue.

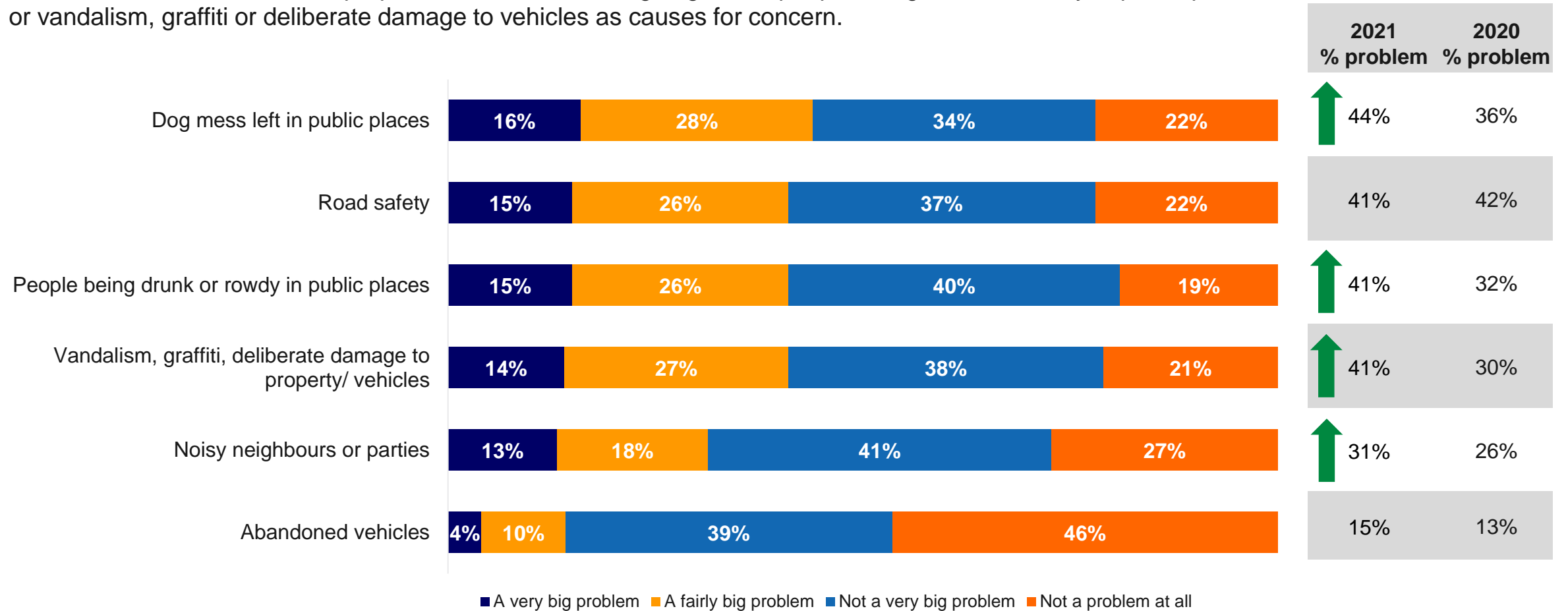


Q014: Thinking about this local area, how much of a problem do you think each of the following are...? **Base:** all respondents excluding don't know (bases vary).

↑ Significant increase since 2020

Perceptions of anti-social behaviours (II)

The issues below are seen as problematic by less than half of residents, however it should be noted that there has been a notable increase in the proportion of residents citing dog mess, people being drunk or rowdy in public places or vandalism, graffiti or deliberate damage to vehicles as causes for concern.



Q014: Thinking about this local area, how much of a problem do you think each of the following are...? **Base:** all respondents excluding don't know (bases vary).

Significant increase since 2020

Profile of those who see rubbish or litter/ traffic on residential streets as a very big problem

The two main problems across the borough are the amount of rubbish and traffic congestion.

Rubbish or litter



Significantly lower
(better performing) than
the borough average

Knight's Hill 13%
Thurlow Park 16%

Significantly higher
(poorer performing)
than the borough
average

Streatham Wells 38%

Town centre	% very big problem 2021	% very big problem 2020
Total	28%	20%
Waterloo	19%	7%
North Lambeth	22%	18%
Stockwell	29%	14%
Clapham	30%	20%
Brixton	28%	29%
Streatham	35%	20%
Norwood	18%	15%



Significantly lower than comparator



Significantly higher than comparator

Traffic on residential streets



Significantly lower
(better performing) than
the borough average

Stockwell 11%
Prince's 12%
Oval 13%
Clapham Town 14%

Significantly higher
(poorer performing)
than the borough
average

Streatham Wells 43%
Thurlow Park 39%
Gipsy Hill 35%

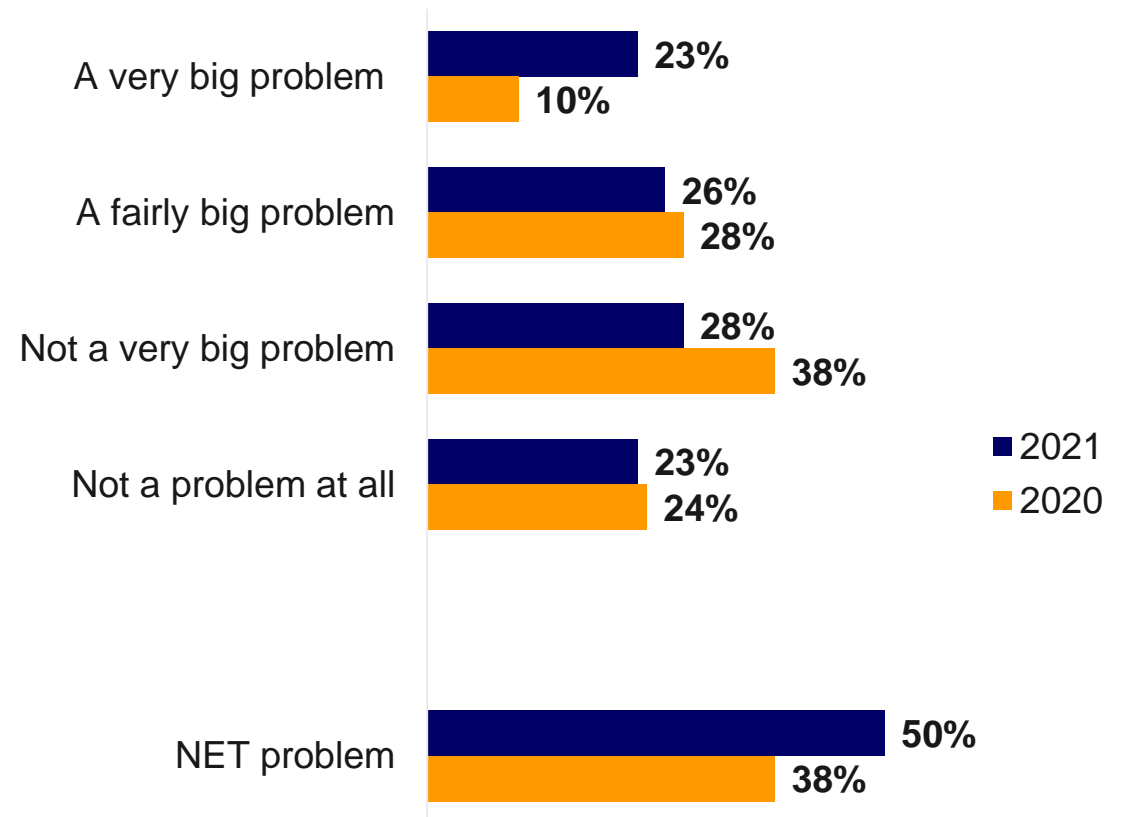
Town centre	% very big problem 2021	% very big problem 2020
Total	24%	48%
Waterloo	14%	21%
North Lambeth	13%	62%
Stockwell	19%	39%
Clapham	21%	63%
Brixton	23%	40%
Streatham	33%	44%
Norwood	36%	54%

Views on serious youth violence

Perceptions of the level of serious youth violence have worsened noticeably between 2020 and 2021 with an increase of 12% points in the number who see this as an issue in Lambeth.



Views on serious youth violence in the area



Profile of those who see serious youth violence as a very big problem

Serious youth violence is particularly perceived as a very big problem in both Tulse Hill and Streatham Wells, and also causes greater concern for Black, Asian and Minority Ethnic residents.

Town centre	% very big problem 2021	% very big problem 2020
Total	23%	10%
Waterloo	10%	2%
North Lambeth	22%	6%
Stockwell	24%	9%
Clapham	15%	8%
Brixton	28%	19%
Streatham	31%	8%
Norwood	20%	10%

Significantly lower (better performing) than the borough average

Thornton	8%
Bishop's Clapham Town	10%
Clapham Town	13%

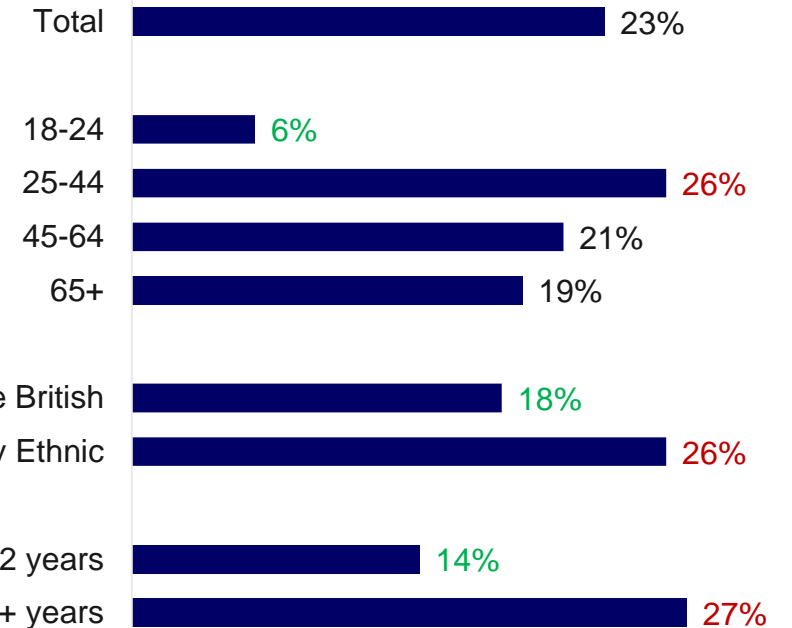
Significantly higher (poorer performing) than the borough average

Tulse Hill	38%
Streatham Wells	38%
Streatham Hill	34%

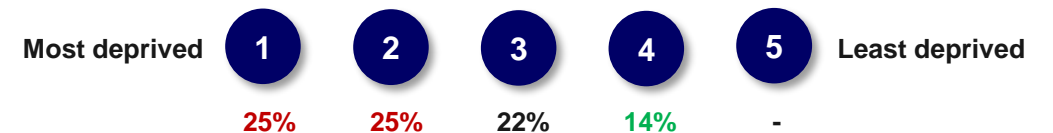
● Significantly lower than comparator

● Significantly higher than comparator

% very big problem



Deprivation (IMD)



Q014: Thinking about this local area, how much of a problem do you think each of the following are – serious youth violence? **Base:** all respondents excluding don't know (1,370).

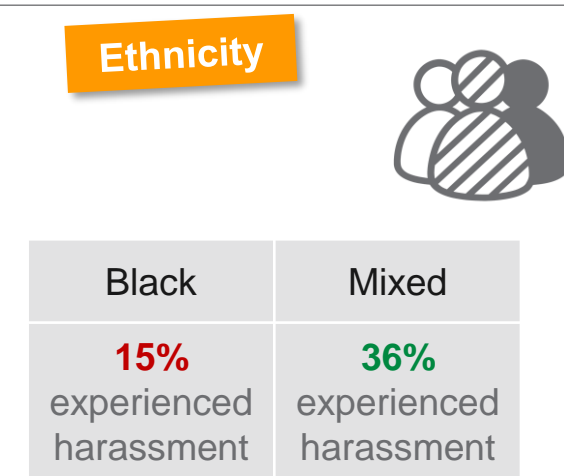
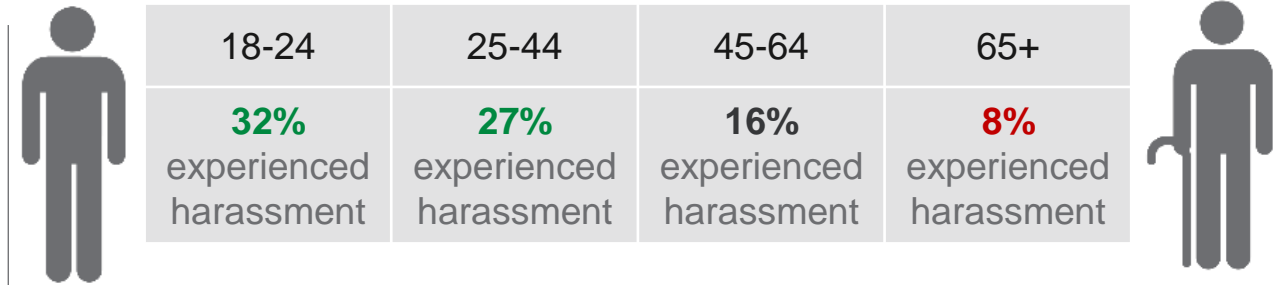
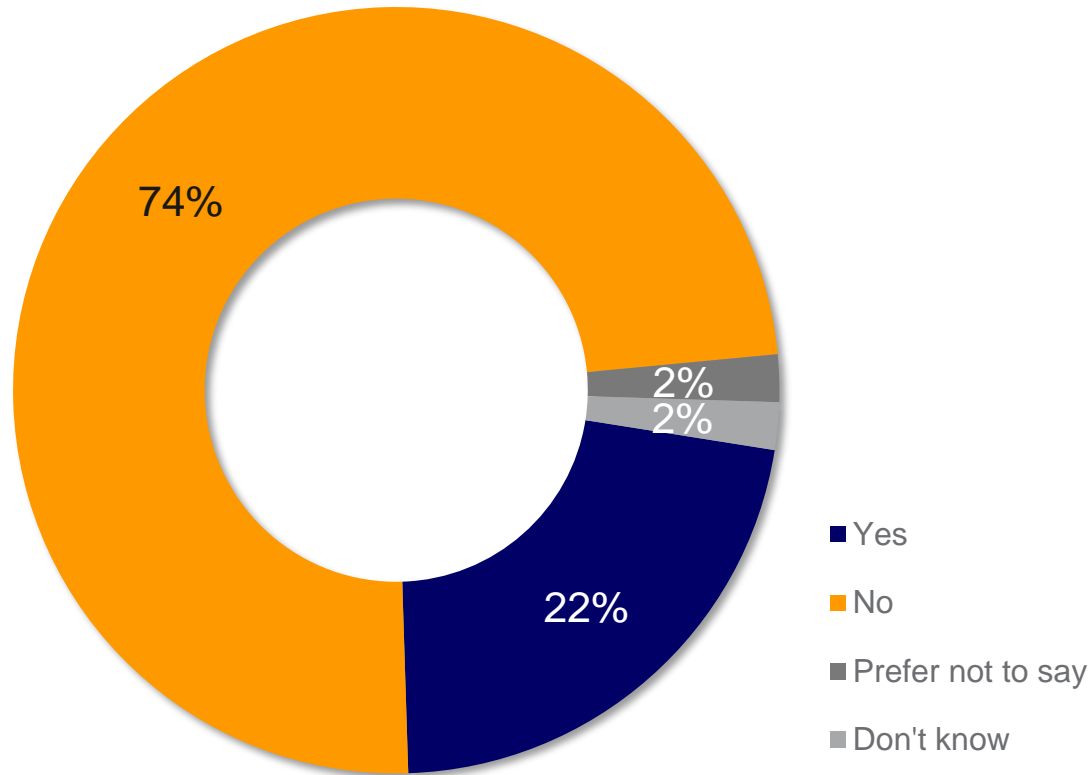
Note: Differences between figures for a serious problem by sexual orientation or gender are not statistically significant.

8. Sexual harassment



Sexual harassment

According to a YouGov poll conducted in June 2021*, 75% of adults across London have not been unfortunate enough to experience an incidence of sexual harassment, and this figure is in line with Lambeth (74%). However, when looking at the figures for those who have, this is much higher amongst women (39%) than men (5%).



Q016: Have you experienced sexual harassment in a public space in Lambeth? This could be unwanted comments, gestures, and/or actions of a sexual nature forced on you by a stranger in a public place without your consent. **Base:** all respondents (1,605).

Note: Differences between figures for yes by sexual orientation are not statistically significant.

*<https://yougov.co.uk/topics/politics/trackers/how-often-brits-experience-sexual-harassment>

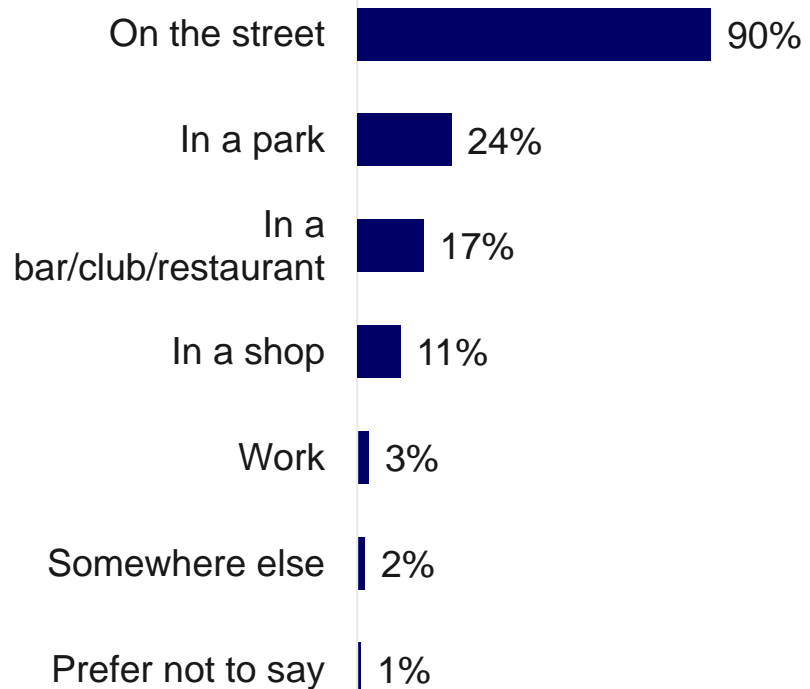
● Significantly lower than comparator

● Significantly higher than comparator

Reporting sexual harassment

Most sexual harassment incidents take place on the street, including unwanted comments, gestures or actions of a sexual nature such as catcalling, being touched without giving consent, being the subject of unwanted sexual advances or being followed. Just 6% of those experiencing harassment reported the incident to the police and this is perhaps because they did not feel that the incident was serious enough to report, or that they did not think that any action would ensue.

Location



40%

Of those experiencing sexual harassment reported the incident to someone

**A friend/
relative**

37%



The police

6%



**Another
organisation**

1%

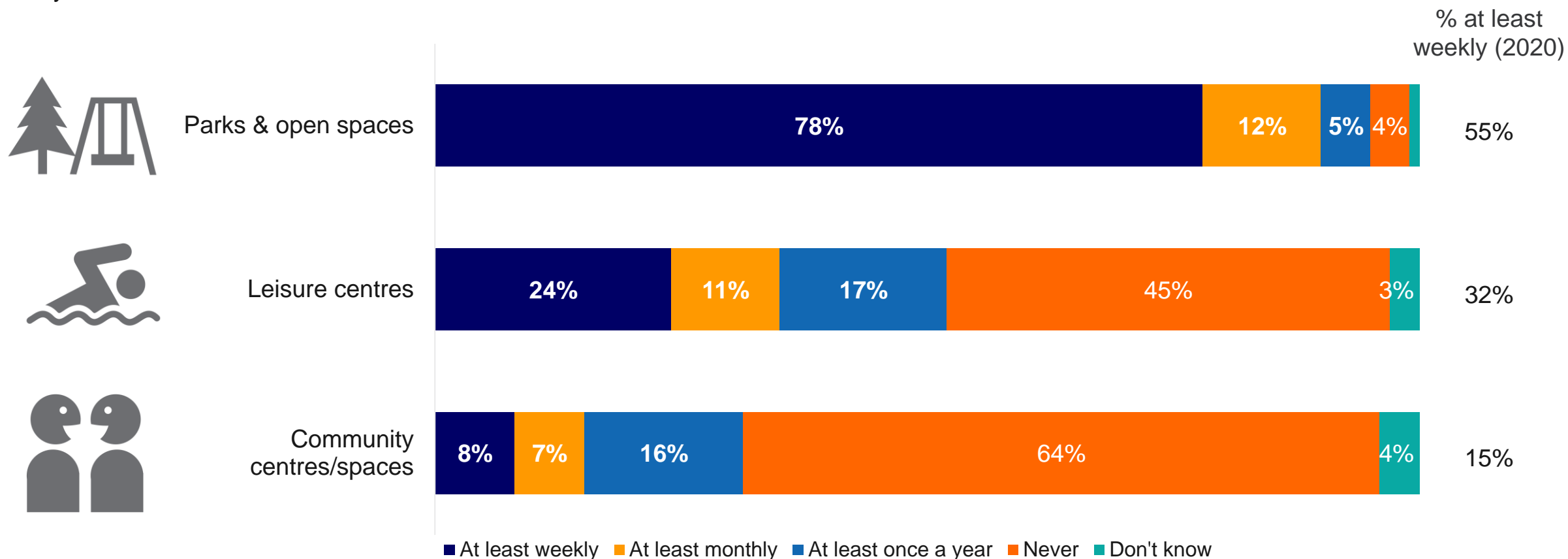


9. Use of leisure & cultural facilities



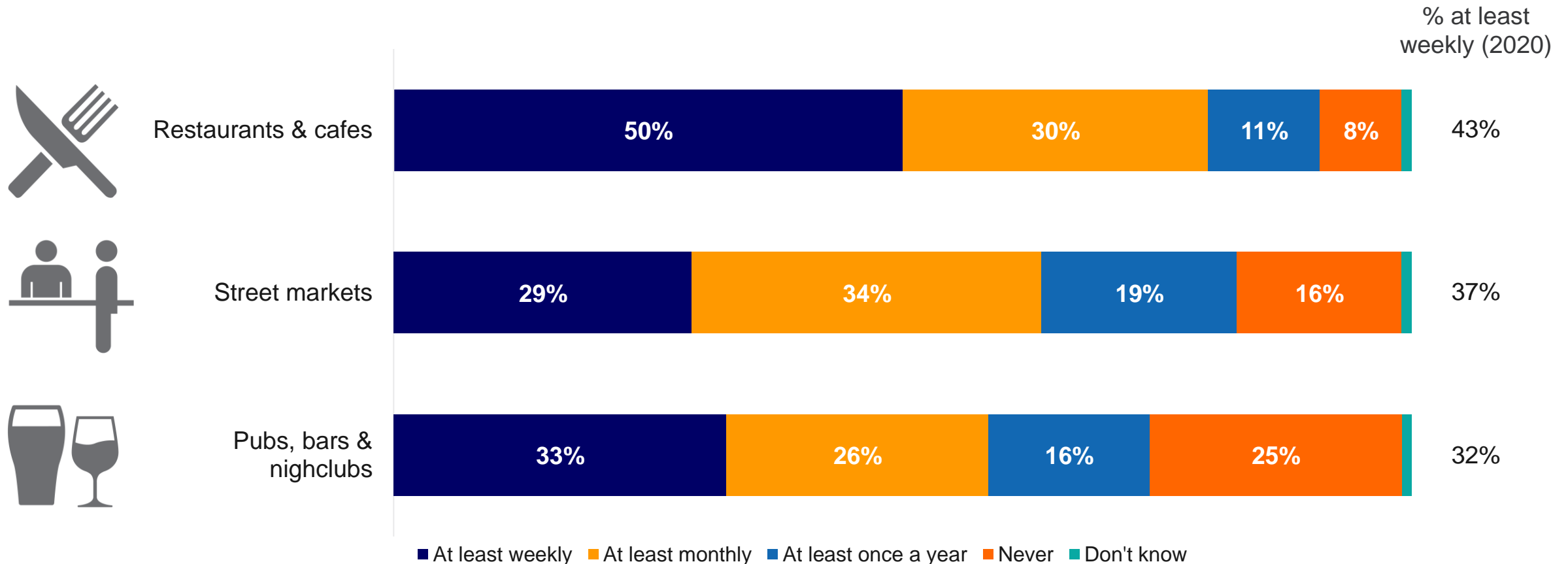
Using community assets: leisure & cultural

Perhaps unsurprisingly, the number of residents using parks and open spaces has increased noticeably during the period of time affected by Covid-19, which places even more credibility on Lambeth Council's Borough plan which includes 20 ambitious and focused goals, including the intention to maintain attractive neighbourhoods with high quality leisure and cultural facilities that support and encourage healthier lifestyles.



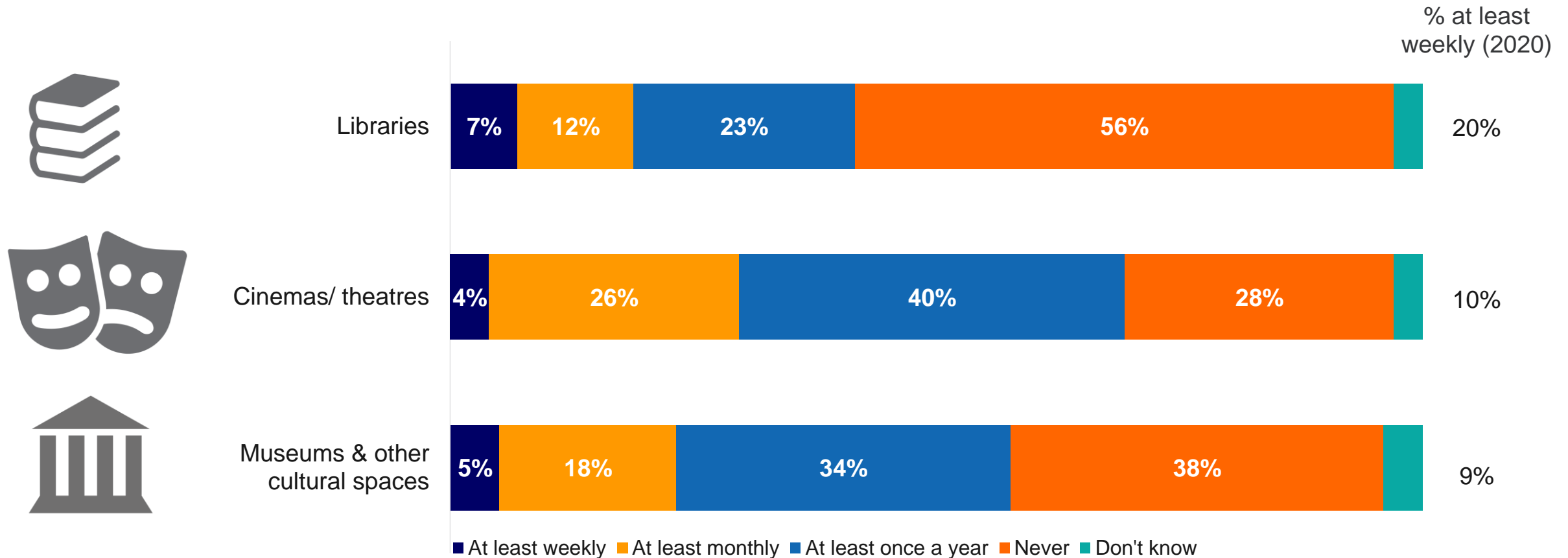
Using community assets: cultural (I)

Around one third of residents visit a street market or go to a pub, bar or nightclub on a weekly basis and this figure increases to 43% for restaurants and cafes.



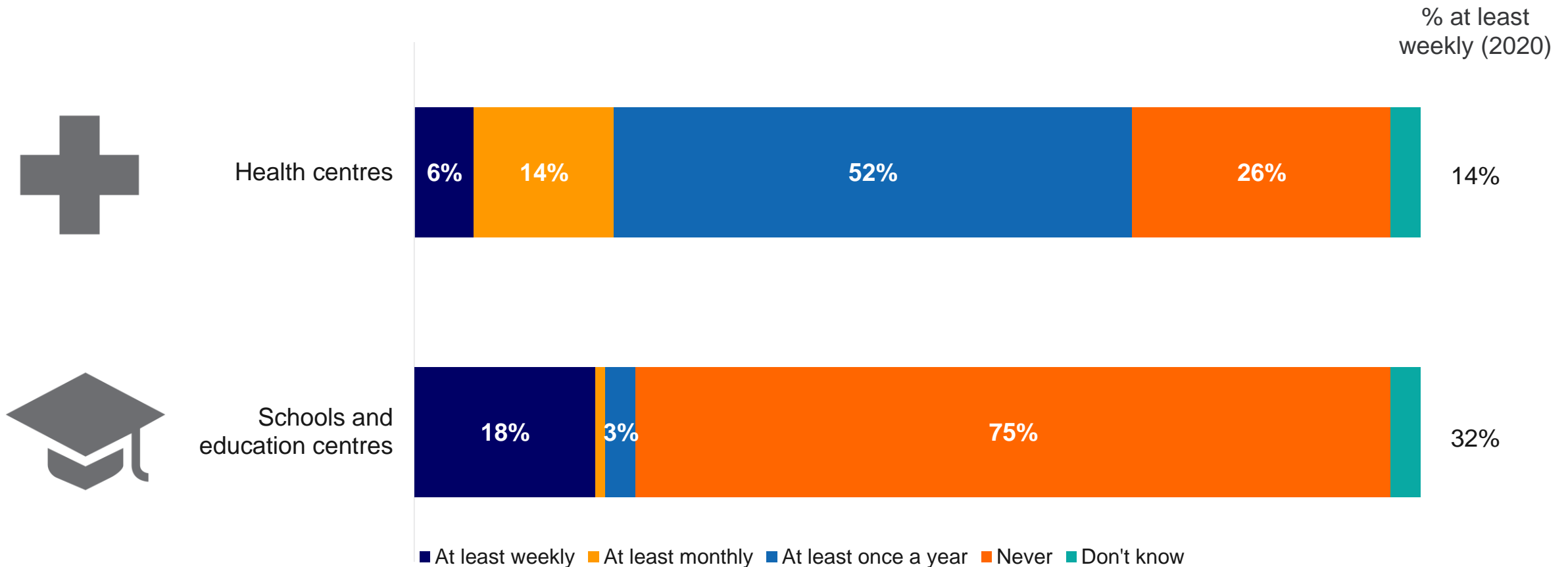
Using community assets: cultural (II)

Over half of residents (56%) never visit a library and this has increased from 31% in 2020.



Using community assets: health & education

Due to the broad age range of participants, less than one in five (18%) access schools and education centres.



10. Climate change

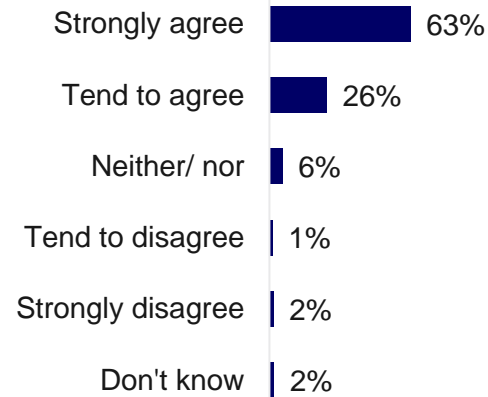


Environmental priorities

Ecological issues are important to residents, with the majority (89%) saying that it is important to them personally to be environmentally friendly.

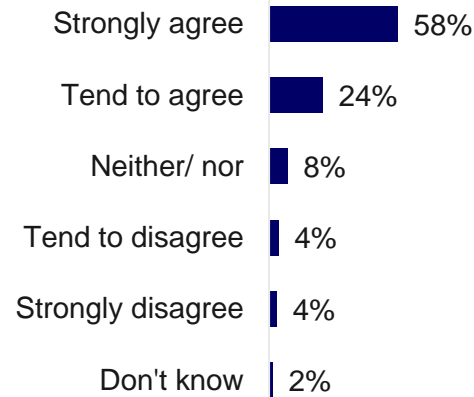


It's important to me to be environmentally friendly to help combat climate change



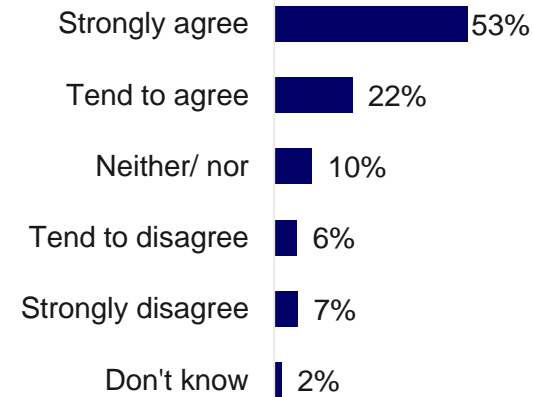
Net agree	
89%	2021

I am worried about the future of the environment



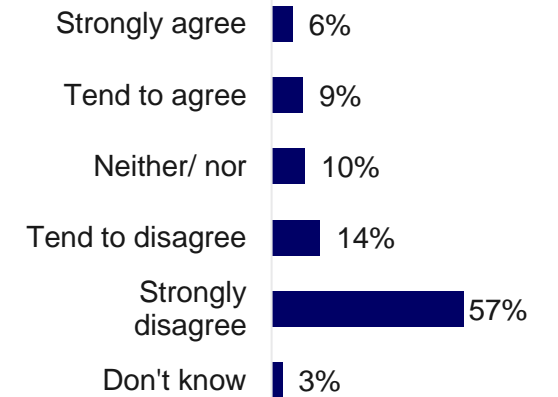
Net agree	
82%	2021
77%	2020

I have walked and/ or cycled more over the last 12 months



Net agree	
75%	2021
Not asked	2020

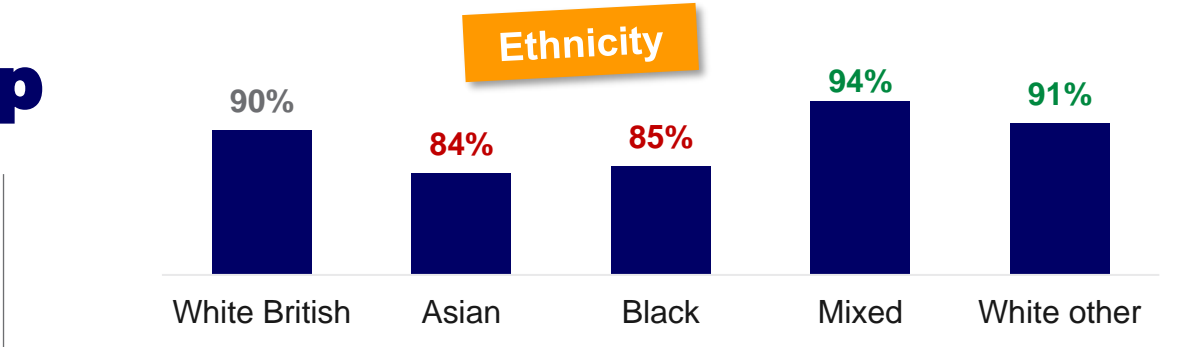
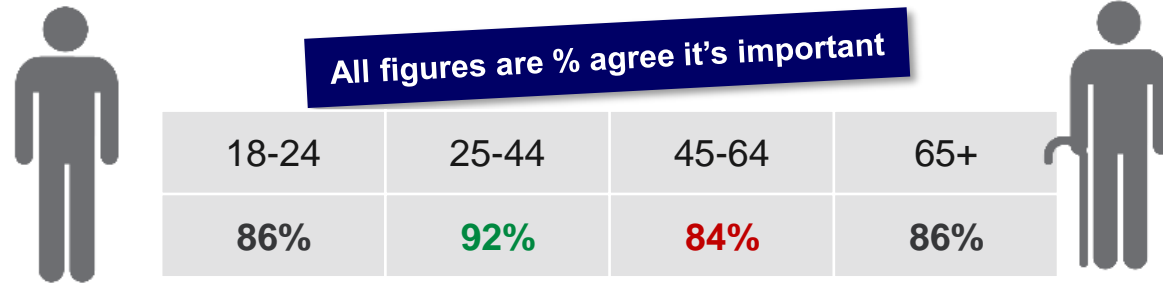
The seriousness of climate change is exaggerated



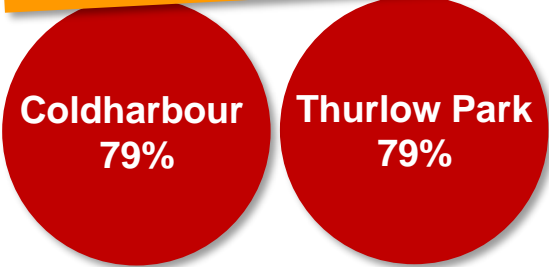
Net agree	
16%	2021
17%	2020

Importance of looking after the environment by sub-group

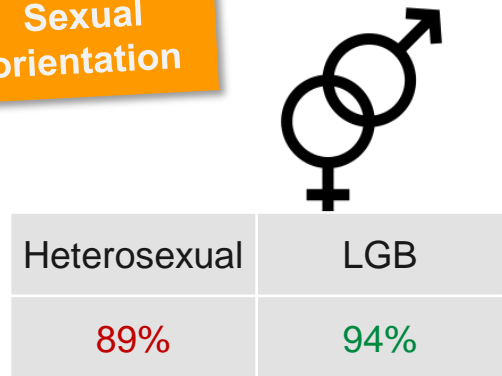
Looking after the environment is more important to particular groups of residents including those aged 25 to 44, members of the LGB community, and those of Mixed ethnicity.



Significantly lower than the borough average



Sexual orientation

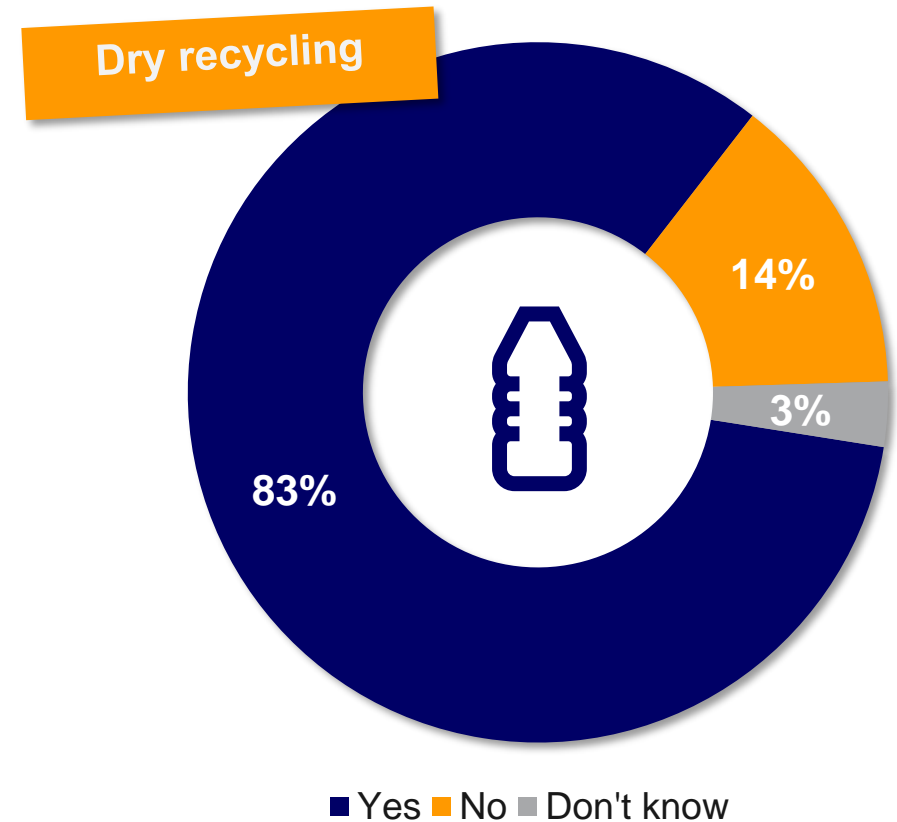
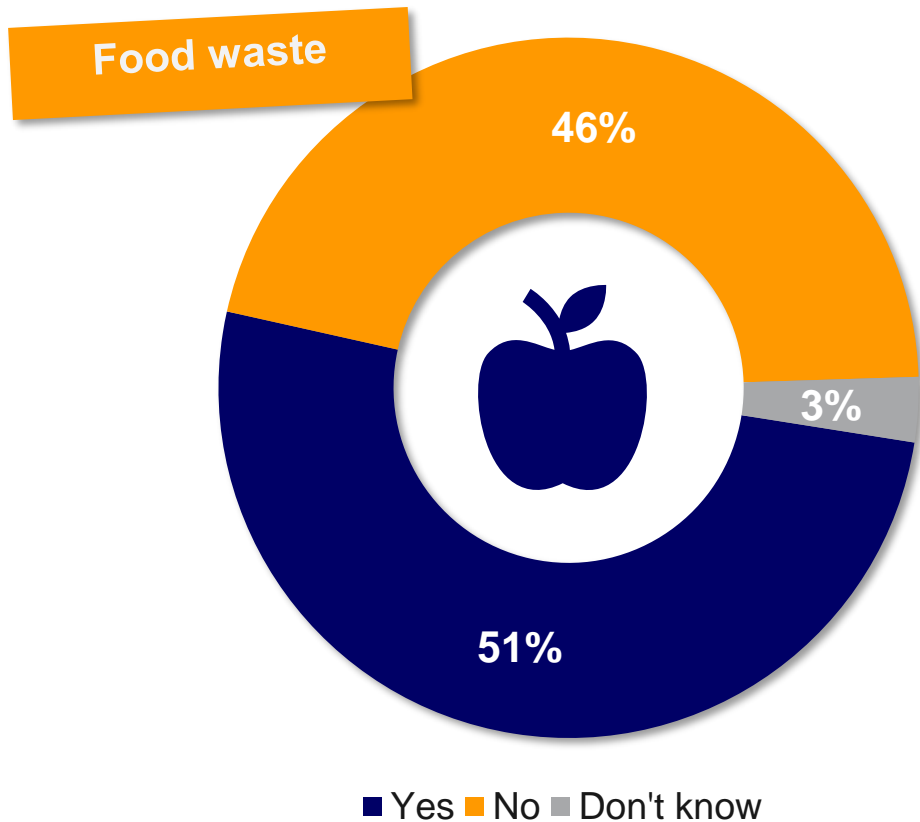


● Significantly higher than comparator ● Significantly lower than comparator

Q026. To what extent do you agree or disagree with the following statements? It's important to me to be environmentally friendly to help combat climate change. **Base:** all respondents (1,605). **Note:** Differences between figures for NET agree by gender are not statistically significant

Use of council recycling facilities

Over the previous year, residents have used the council's dry recycling facilities to a far greater extent than the food waste recycling facilities. This could, however, be due to the fact that there is a greater need for the service.



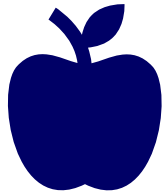
Use of council recycling facilities by sub group

Residents living on estates and older people tend to recycle both food waste and dry goods more than those not living on an estate and younger populaces.

● Significantly higher than comparator

● Significantly lower than comparator

Food waste



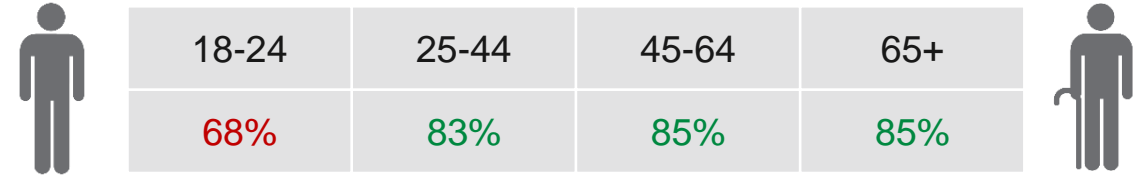
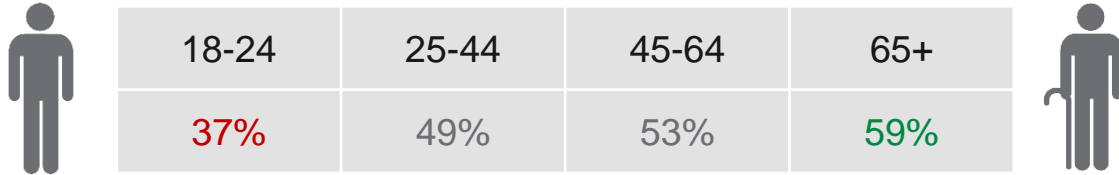
Estate 59%
Non-estate 44%



Dry recycling



Estate 86%
Non-estate 81%



Deprivation (IMD)

Most deprived

1

35%

2

53%

3

55%

4

55%

5

-

Least deprived

Deprivation (IMD)

Most deprived

1

76%

2

82%

3

87%

4

88%

5

-

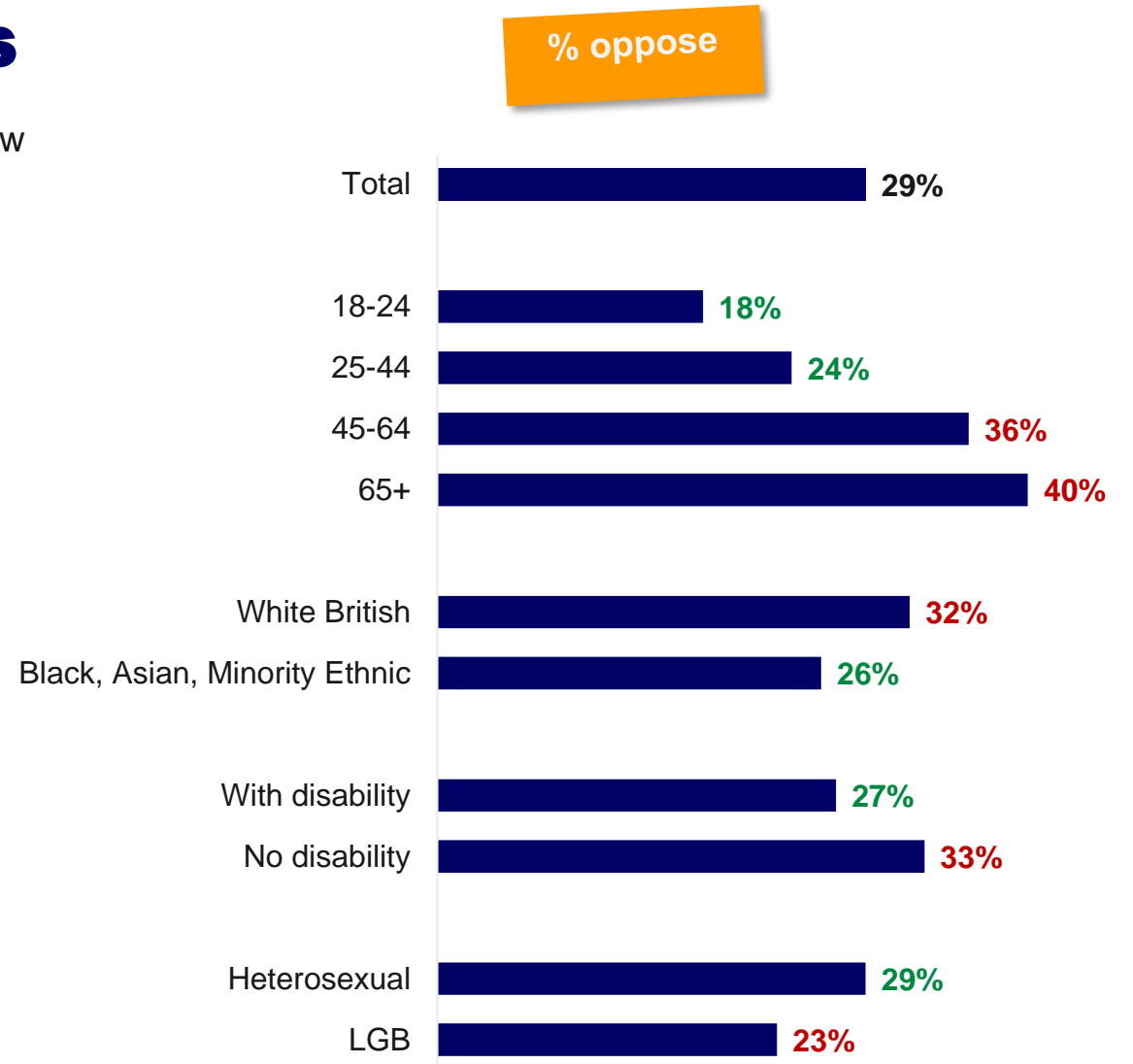
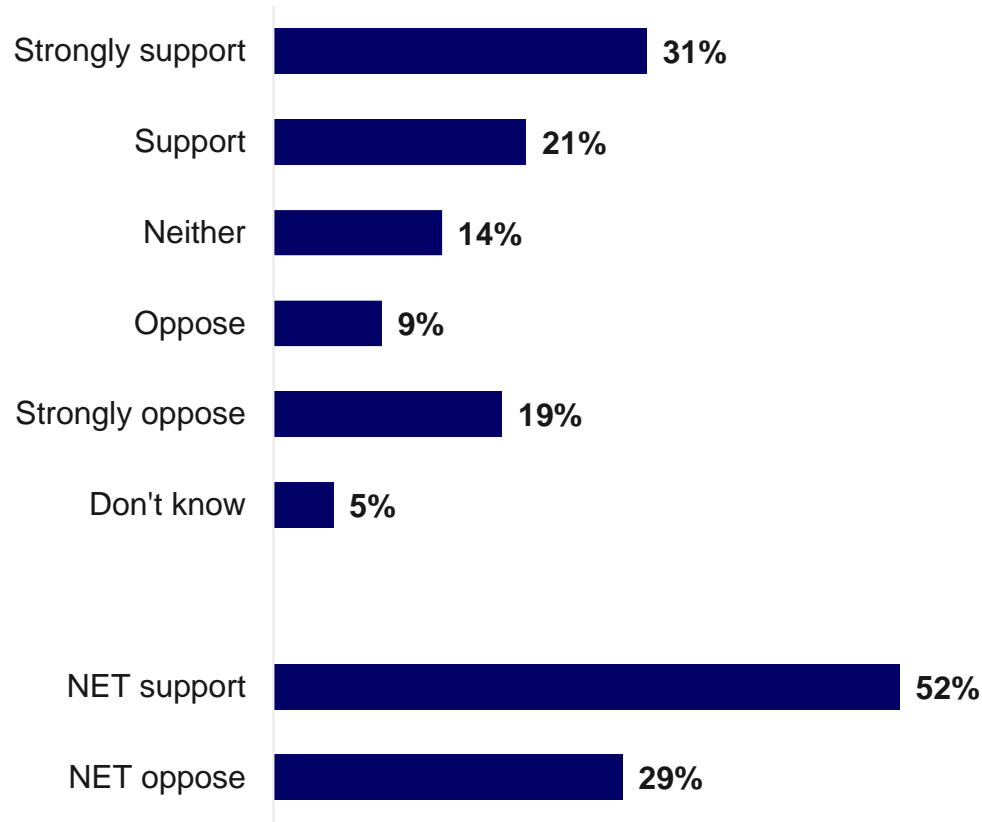
Least deprived

Q027: Have you, or a member of your household used the following services provided by Lambeth in the last 12 months? Base: all respondents (1,605).

* Figure not shown due to the low base size (n=16) Note: Differences between figures for use by sexual orientation, gender or ethnicity are not statistically significant

Low Traffic Neighbourhoods

Whilst just over half of residents (52%) support the introduction of Low Traffic Neighbourhoods, there is strong opposition emanating from three in ten, increasing to 40% amongst residents aged 65+.



Q28. To what extent, if at all, do you support or oppose the introduction of Low Traffic Neighbourhoods in Lambeth? **Base:** all respondents (1,605)

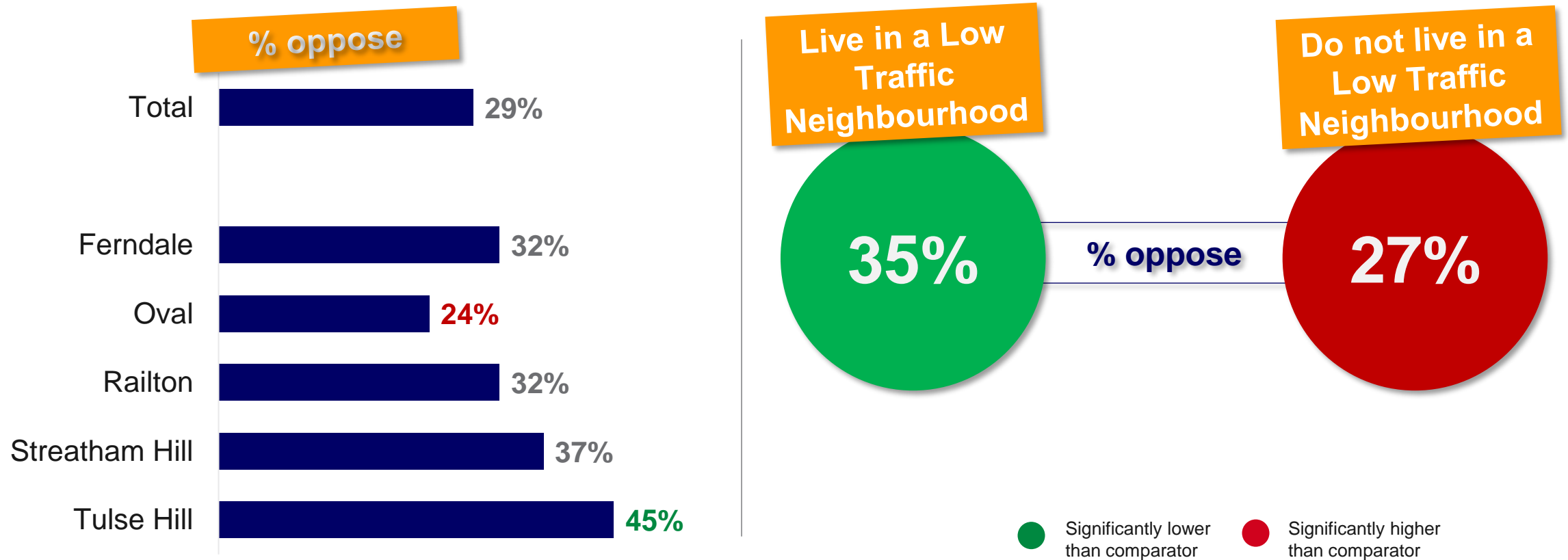
Note: Differences between figures for NET oppose by gender are not statistically significant

● Significantly lower than comparator ● Significantly higher than comparator

Differences between the views of those living in different Low Traffic Neighbourhoods

People living in the Tulse Hill LTN hold the lowest opinion of the introduction of measures in the area, especially when compared to those living in the Oval LTN.

Living in, and therefore more affected by, an LTN appears to have a negative impact on how people feel about the initiative.



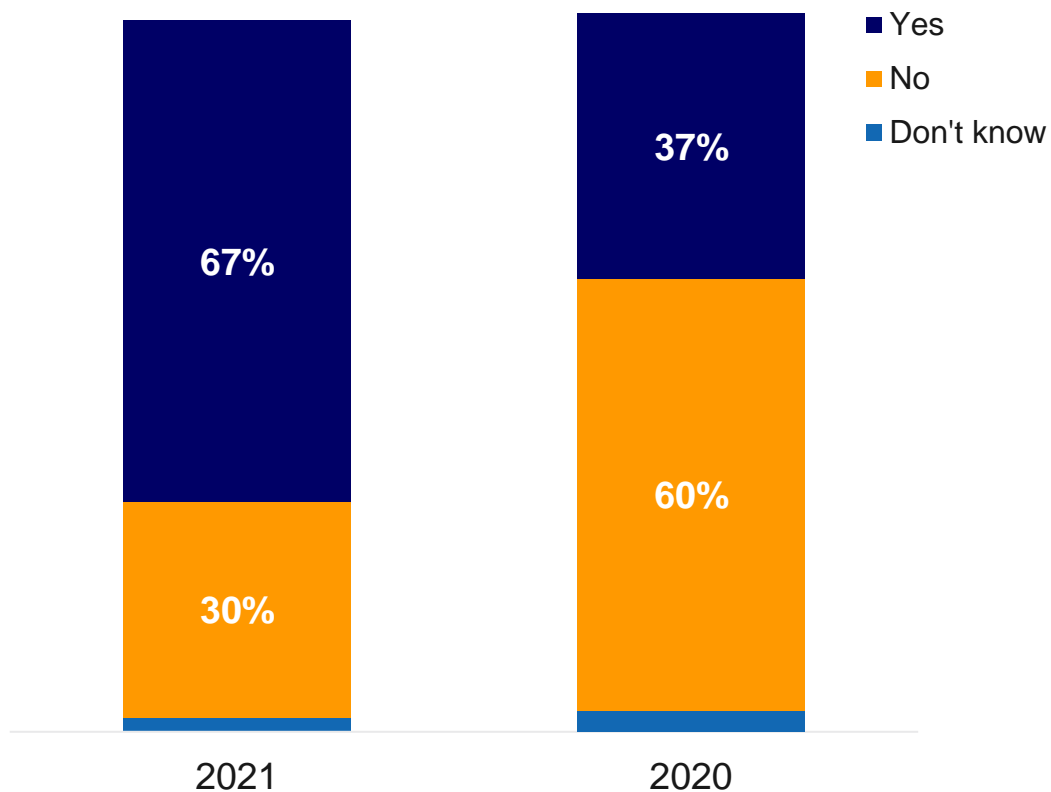
Q28. To what extent, if at all, do you support or oppose the introduction of Low Traffic Neighbourhoods in Lambeth? **Base:** all respondents (1,605)

11. Access to council services



Contact with Lambeth Council in last 12 months

The number of residents contacting the council has significantly increased between 2020 and 2021 from 37% to 67% with increased use of the council's website.

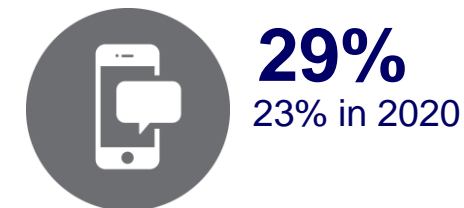


Method used to make contact...

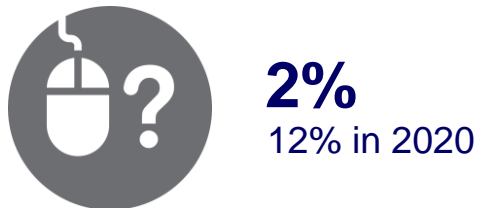
By telephone



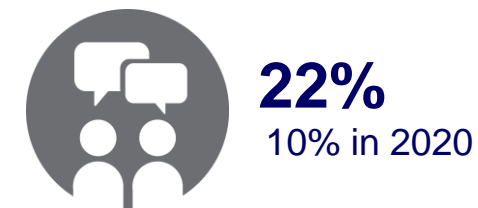
By email



In person



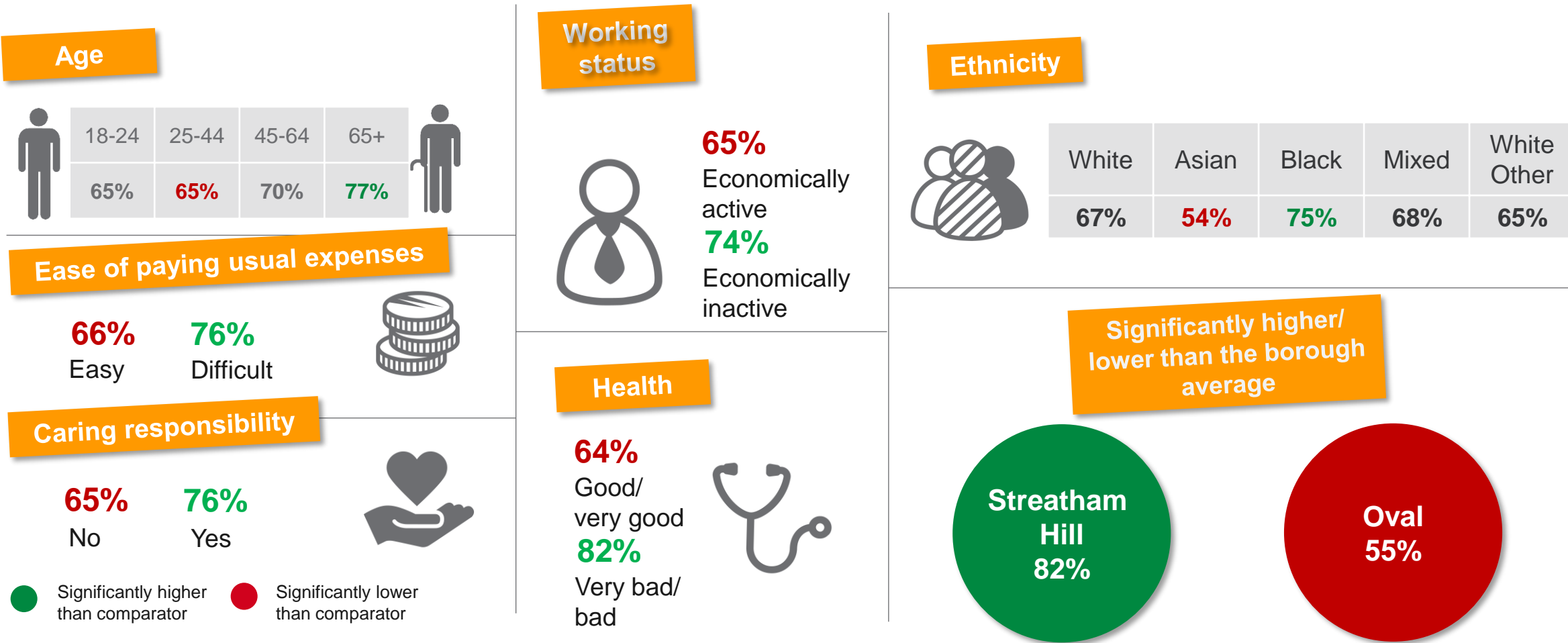
Via the council's website



1% via another website, 0% by letter; 0% via social media.

Profile of those more likely to contact the council

Contact with the council is more likely to be made by those in financial difficulty, carers, the economically inactive, people in poor health, Black ethnicities and residents of Streatham Hill.

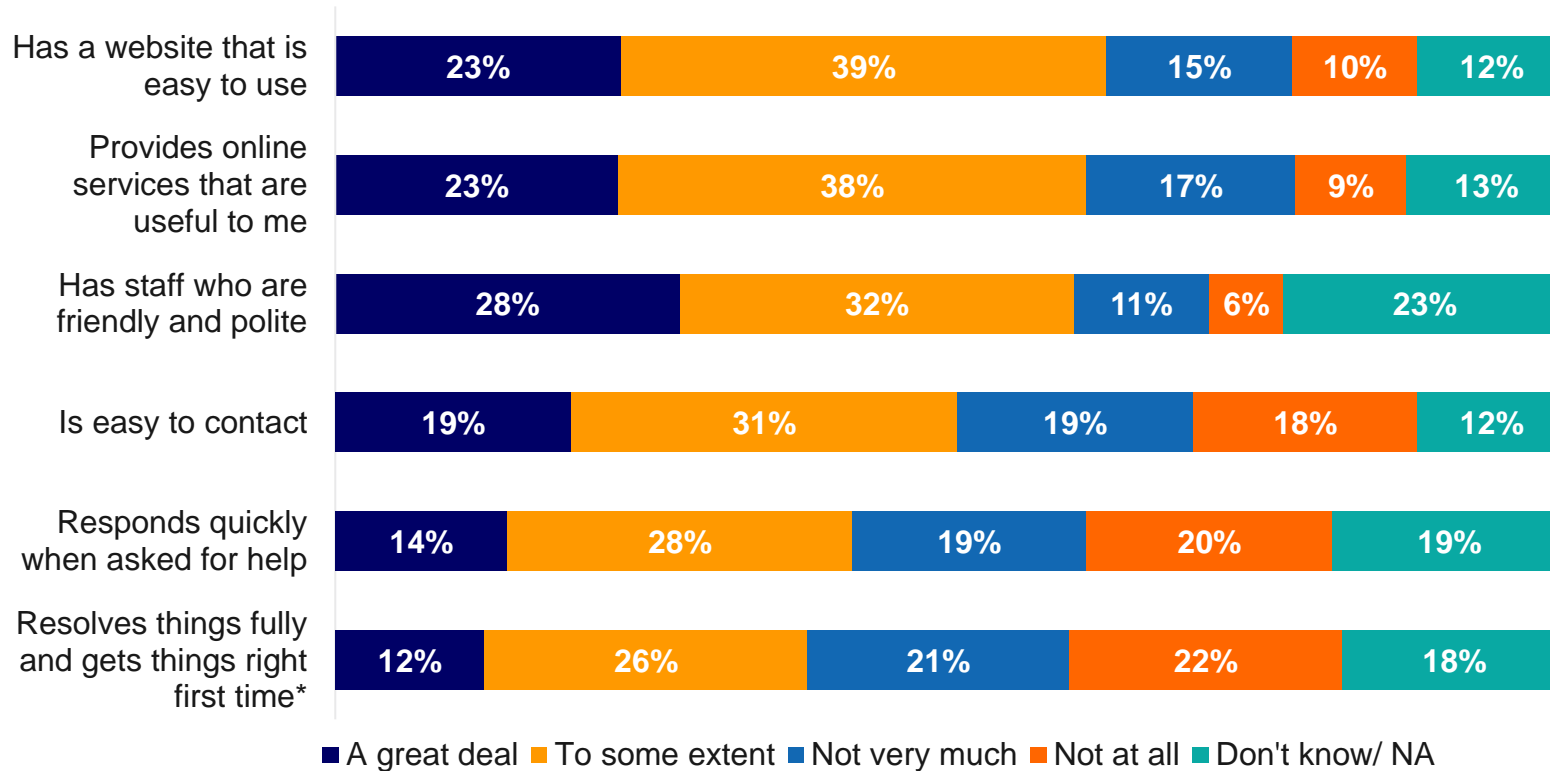


Q019. Have you contacted Lambeth Council in the last 12 months? **Base:** all respondents (1606).
Note: Differences between figures for contact by sexual orientation or gender are not statistically significant.

Views on aspects of council services

As noted previously, contact with the council has increased significantly between 2020 and 2021 which will have increased the amount of pressure placed on council staff. This may, in part, explain why the rating for friendly and polite staff has fallen by 10% points.

[Note: these figures are based on all residents, including those that have not contacted the council in the last 12 months.]



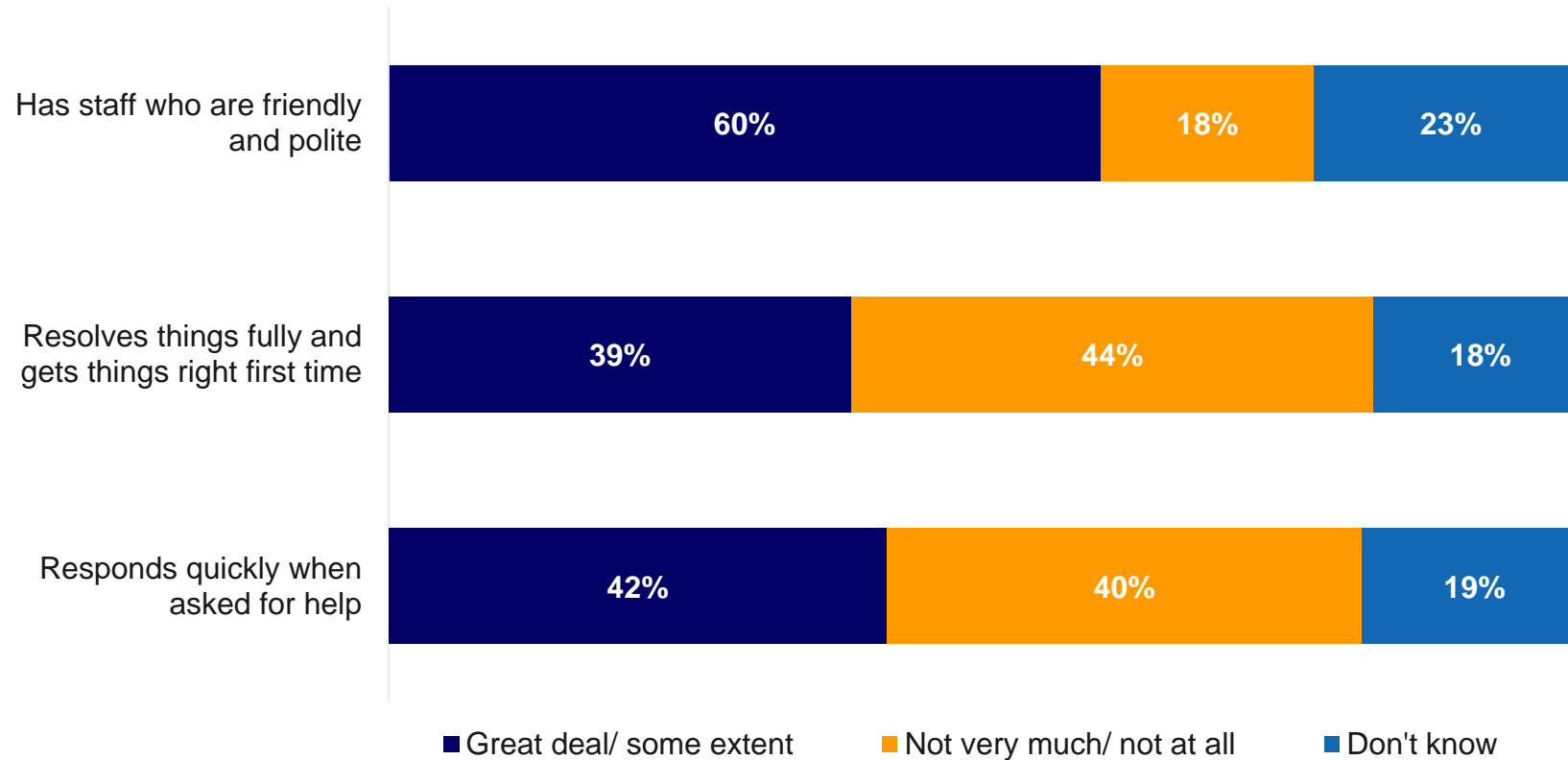
2021 % great deal/ some extent	2020 % great deal/ some extent	Tower Hamlets 2021 % great deal/ some extent
62%	61%	
61%	60%	
60%	70%	73%
51%	NA	
42%	48%	44%
39%	NA	

↓ Significant decrease since 2020

Q023. To what extent do you think that these statements apply to Lambeth Council? Base: all respondents (1,605). *Wording has changed since 2020.

Views on aspects of council services

Experience seems to improve perception of services with scores increasing amongst those who have contacted the council.



**Contacted the council
% great deal/ some extent**

Yes	No
67%	47%

Yes	No
41%	34%

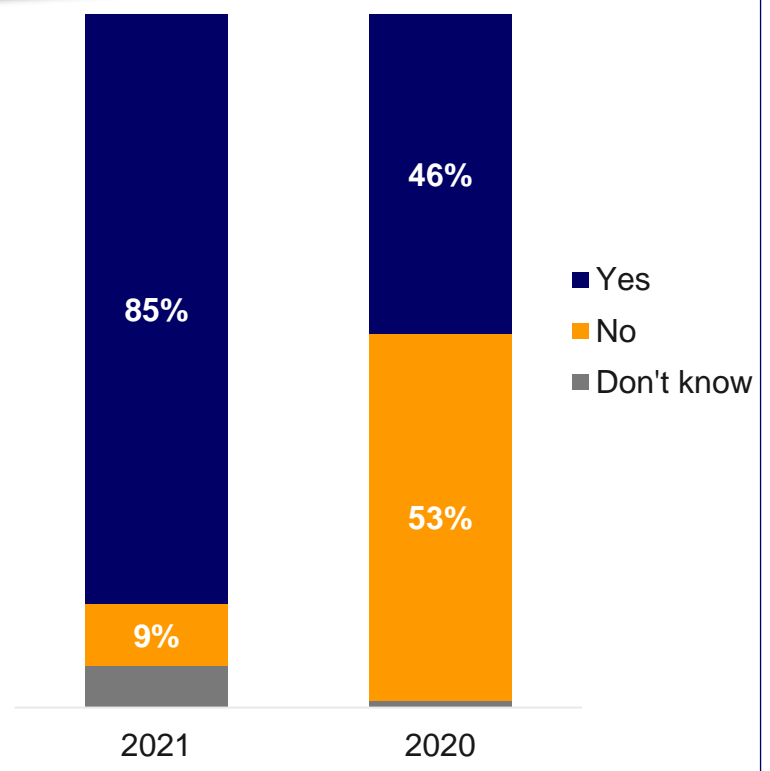
Yes	No
44%	38%



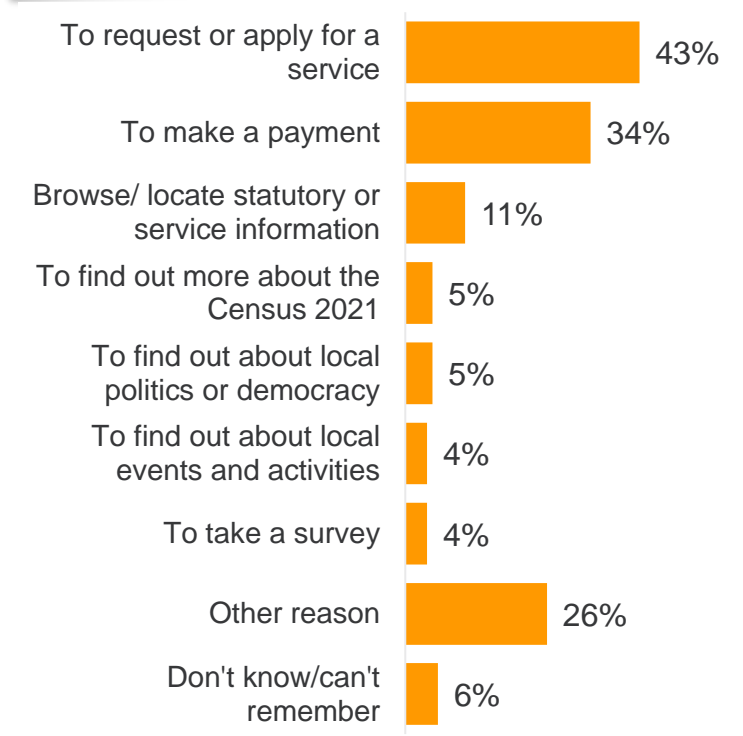
Using Lambeth Council's Websites

Contact with the council has increased significantly between 2020 and 2021 which caused a corresponding increase in use of the website (from 46% to 85%). The most common reason to use the website is to request or apply for a service.

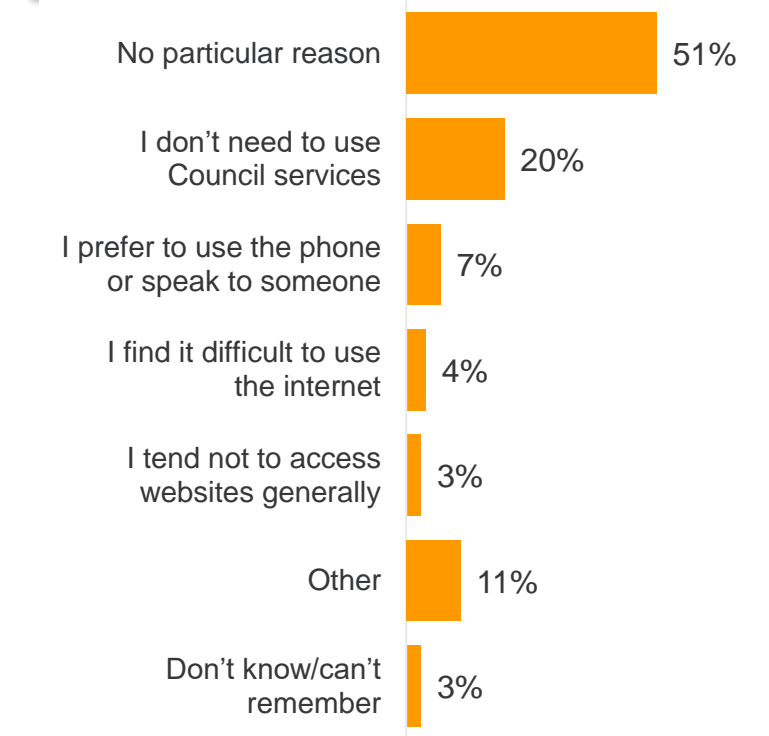
Visited Lambeth Council's websites?



Main reasons to use the websites



Main reasons for not using the websites



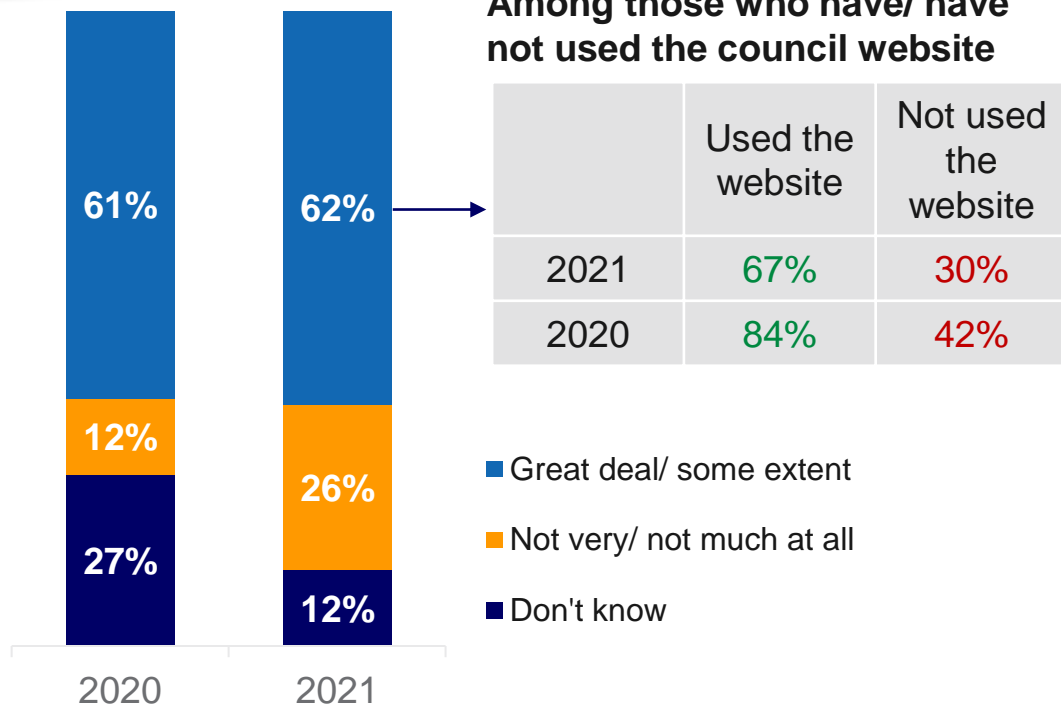
Q021. In the past 12 months, for which, if any, of the following reasons have you visited Lambeth Council's websites, Lambeth.gov.uk or love.lambeth.gov.uk?
Base: all respondents (1,6056)
Q022. Why haven't you visited Lambeth Council's websites? **Base:** all respondents who have contacted the council but have not used the council website (158)

Views on the website

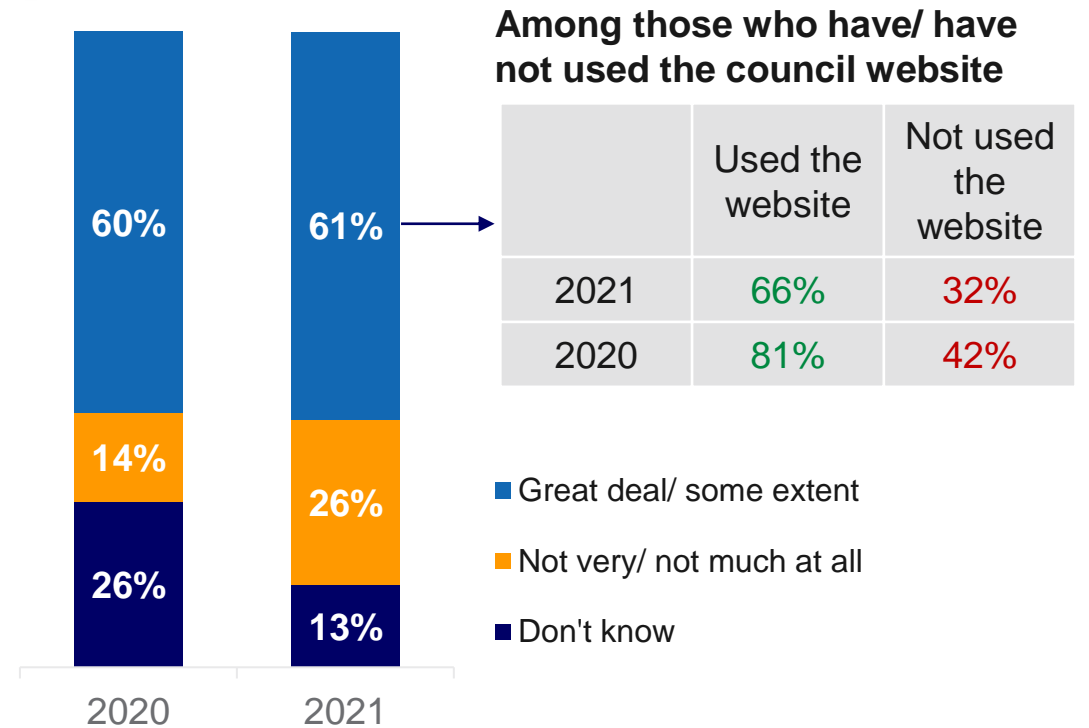
Amongst the overall population, 62% feel that the council's website is easy to use and 61% agree that the council provides useful online services. Whilst views on the council website and its online services are far more positive among residents who have used these services, with both figures being higher amongst those who have used the website (67% and 66% respectively) than amid those who have not (30% and 32%), these figures have fallen between 2020 and 2021.



The council has a website that is easy to use



The council provides useful online services



● Significantly higher than comparator ● Significantly lower than comparator

Q023. To what extent do you think that these statements apply to Lambeth Council? Base: all respondents (1,605).

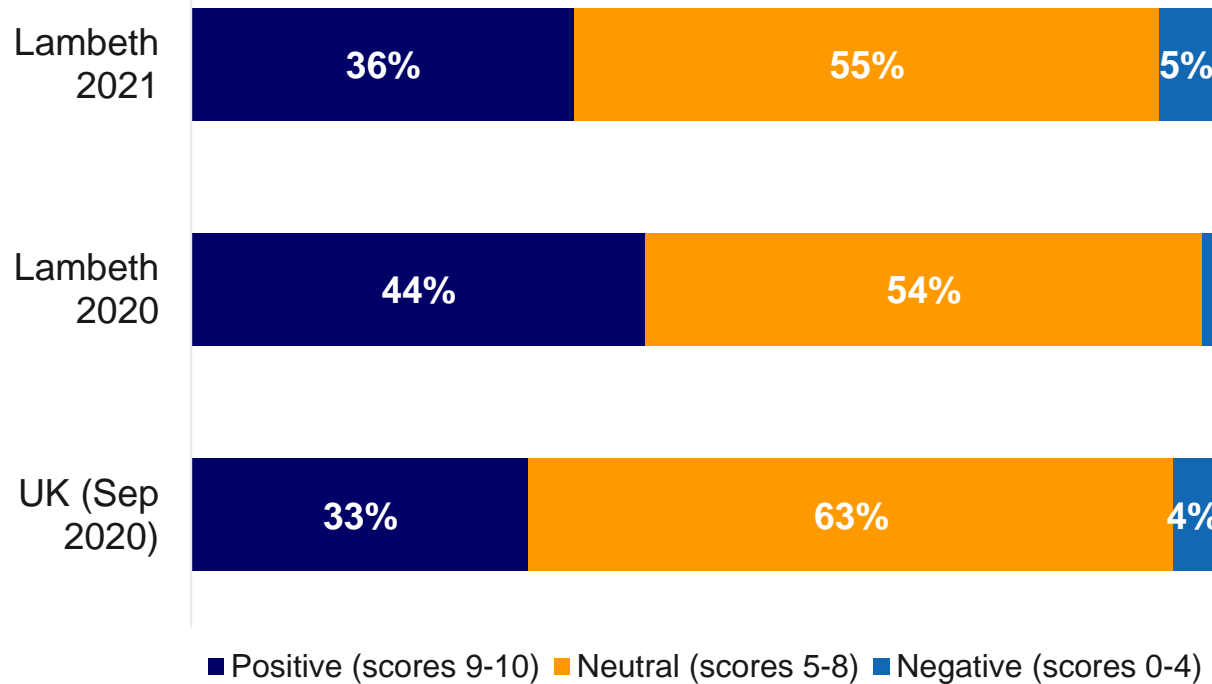
12. Wellbeing in Lambeth



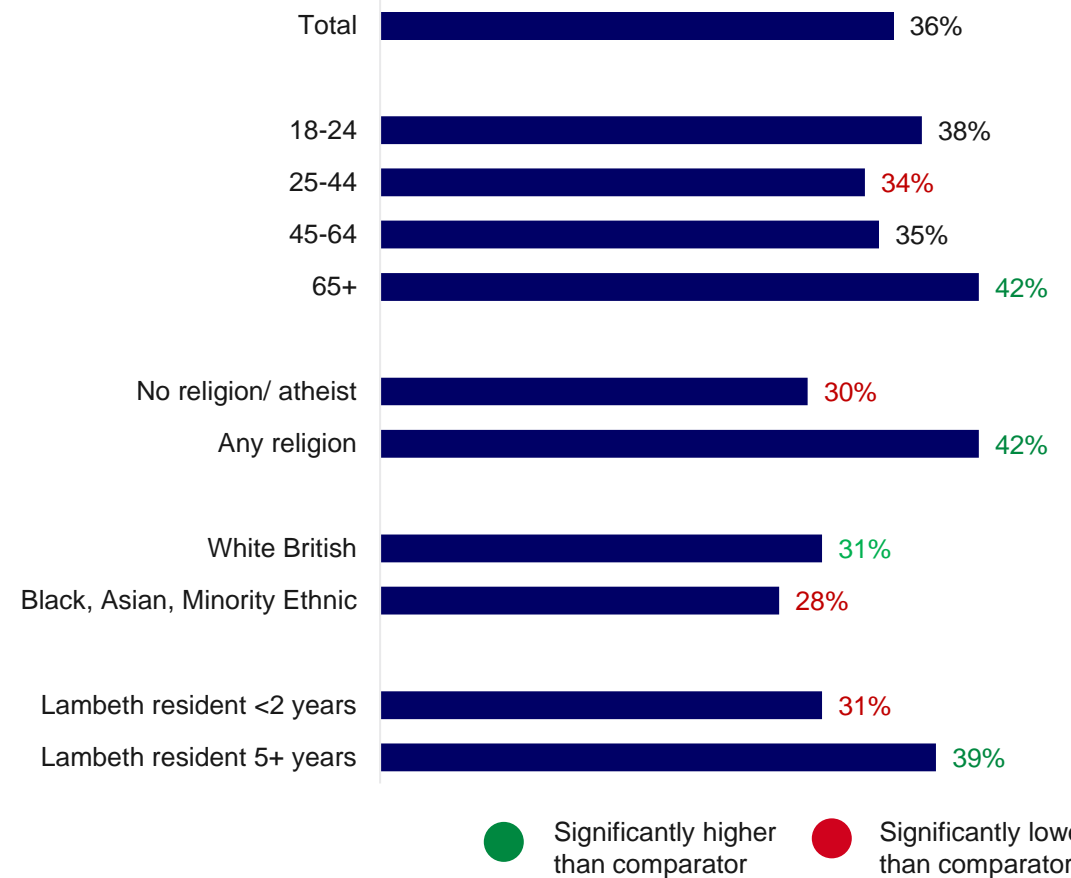
Life worth

The belief that the things they do in their lives are worthwhile has fallen from 44% in 2020 to 36% in 2021 and is significantly lower amongst Black, Asian and Minority ethnicities.

Overall, to what extent do you feel the things you do in your life are worthwhile?



% positive (9-10)

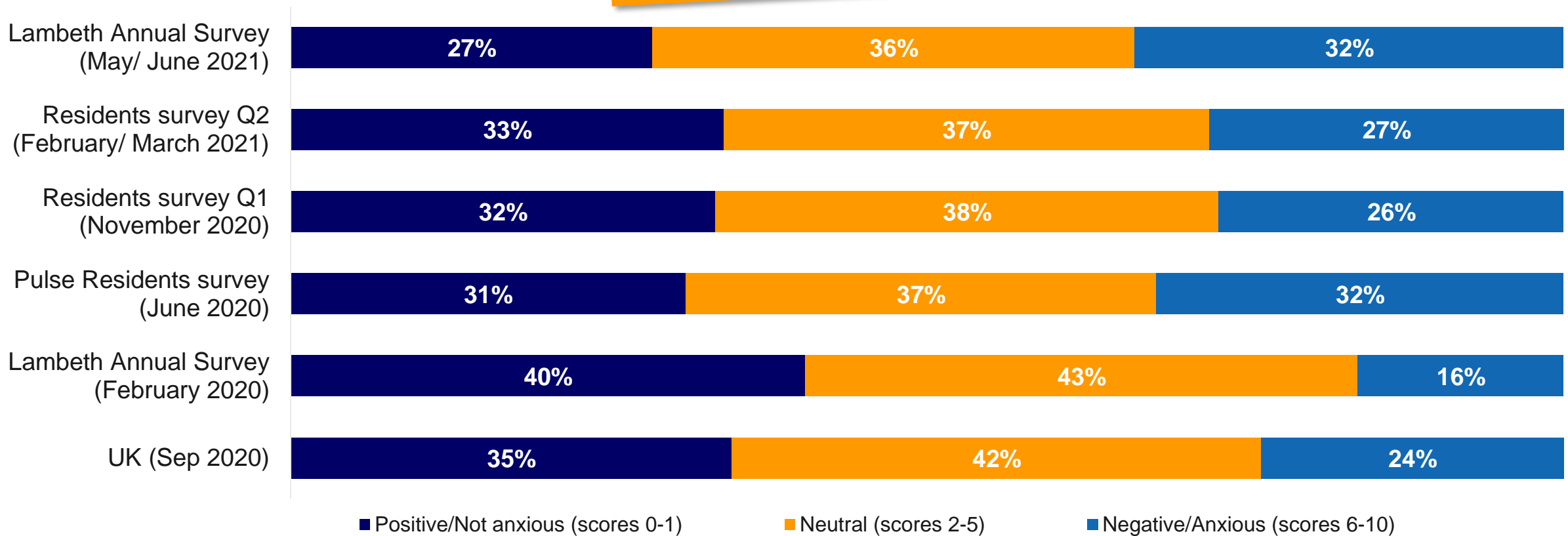


Q029. Overall, to what extent do you feel the things you do in your life are worthwhile? **Base:** all respondents (1,605).
NB. Some data labels have been removed to make chart easier to read. **Note:** Differences between figures for positive by sexual orientation or gender are not statistically significant.

Feelings of anxiety

Arguably due to the Covid pandemic, levels of anxiety have doubled amongst residents of Lambeth from 16% in February 2020 to 32% in May/ June 2021. Negative anxiety levels are also higher than the UK average of 24% (taken from the 2020 ONS Personal well-being in the UK quarterly survey*).

How anxious did you feel yesterday?



Q030. Overall, how anxious did you feel yesterday? Base: all respondents (1,605).

*<https://www.ons.gov.uk/peoplepopulationandcommunity/wellbeing/bulletins/personalwellbeingintheukquarterly/april2011toseptember2020>

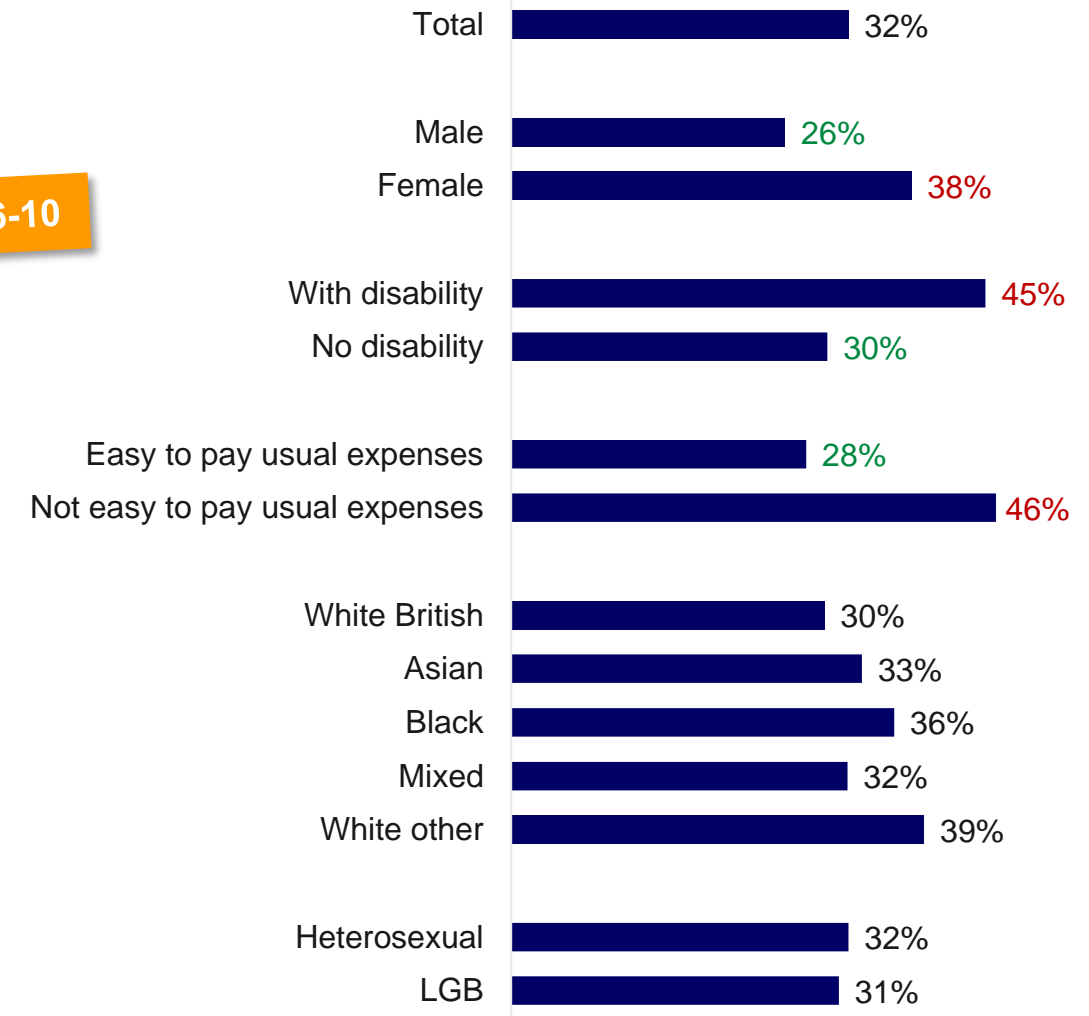
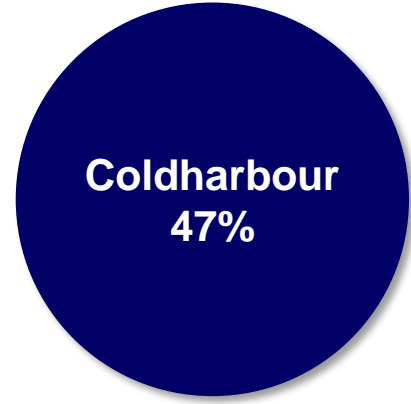
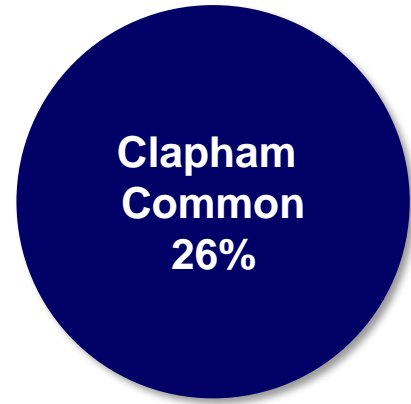
Profile of those more likely to feel anxious

Anxiety is more prolific amongst: male residents; those with a disability, residents who are finding it difficult to pay their household bills and people living in Coldharbour.

% score of 6-10

Significantly lower (better performing) than the borough average

Significantly higher (poorer performing) than the borough average

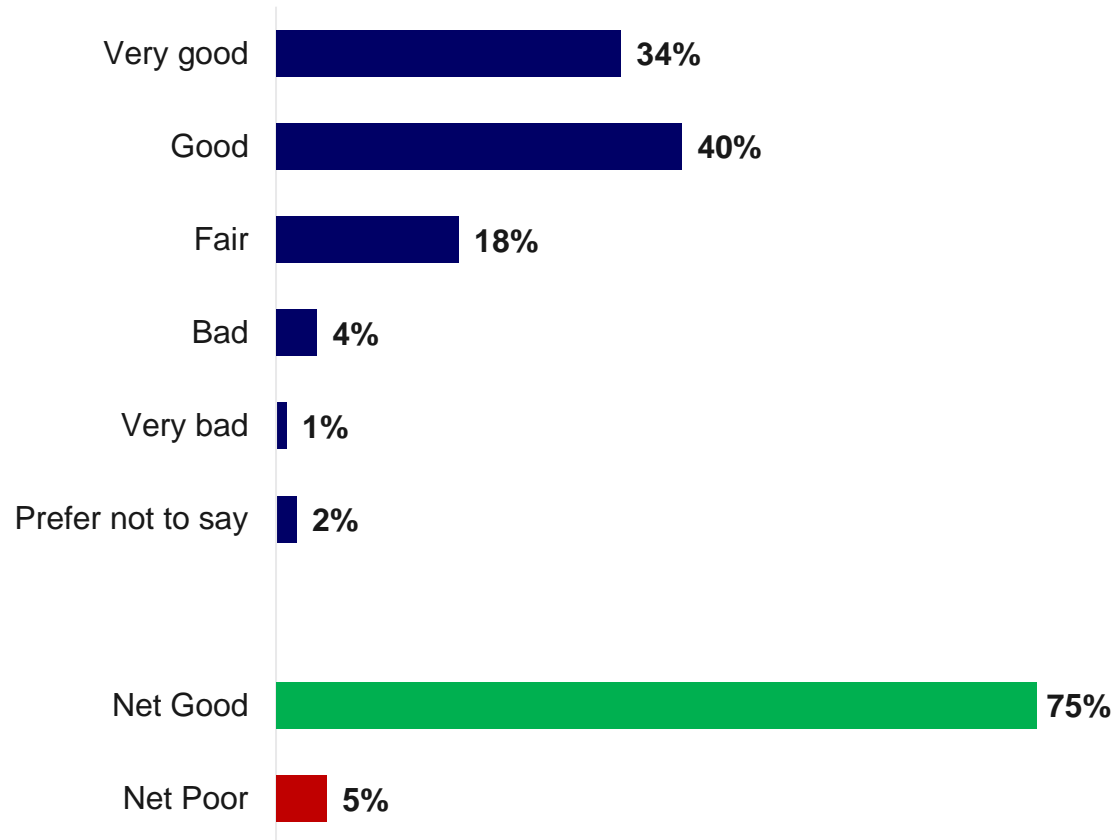


● Significantly lower than comparator ● Significantly higher than comparator

Q030. Overall, how anxious did you feel yesterday? **Base:** all respondents (1,605).
Note: Differences between figures for NET anxious by sexual orientation or ethnicity are not statistically significant.

Resident health

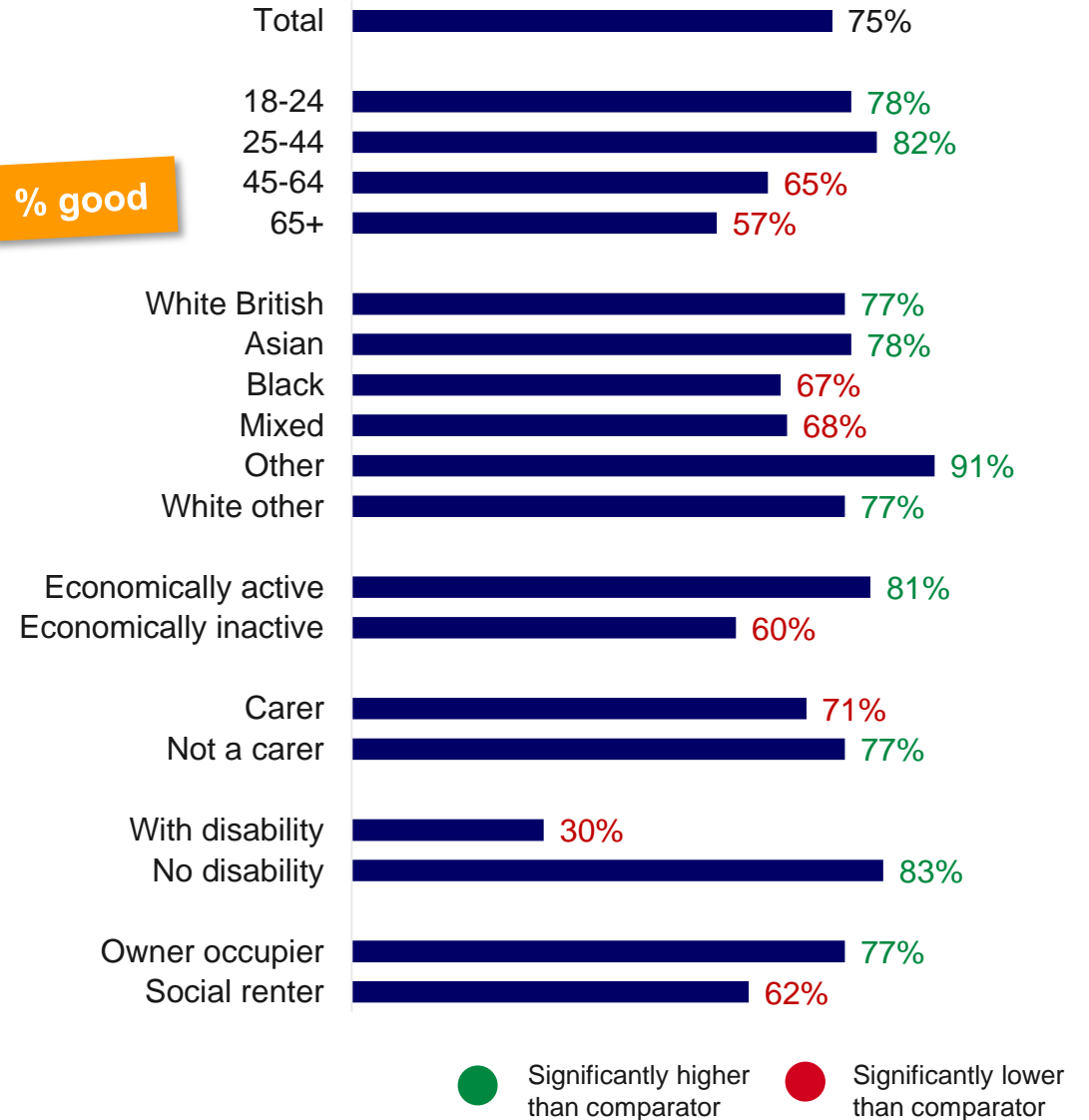
Three quarters of residents believe that they are in good health.



Q031. How is your health in general? **Base:** all respondents (1,605).

Note: Differences between figures for NET good by sexual orientation or gender are not statistically significant.

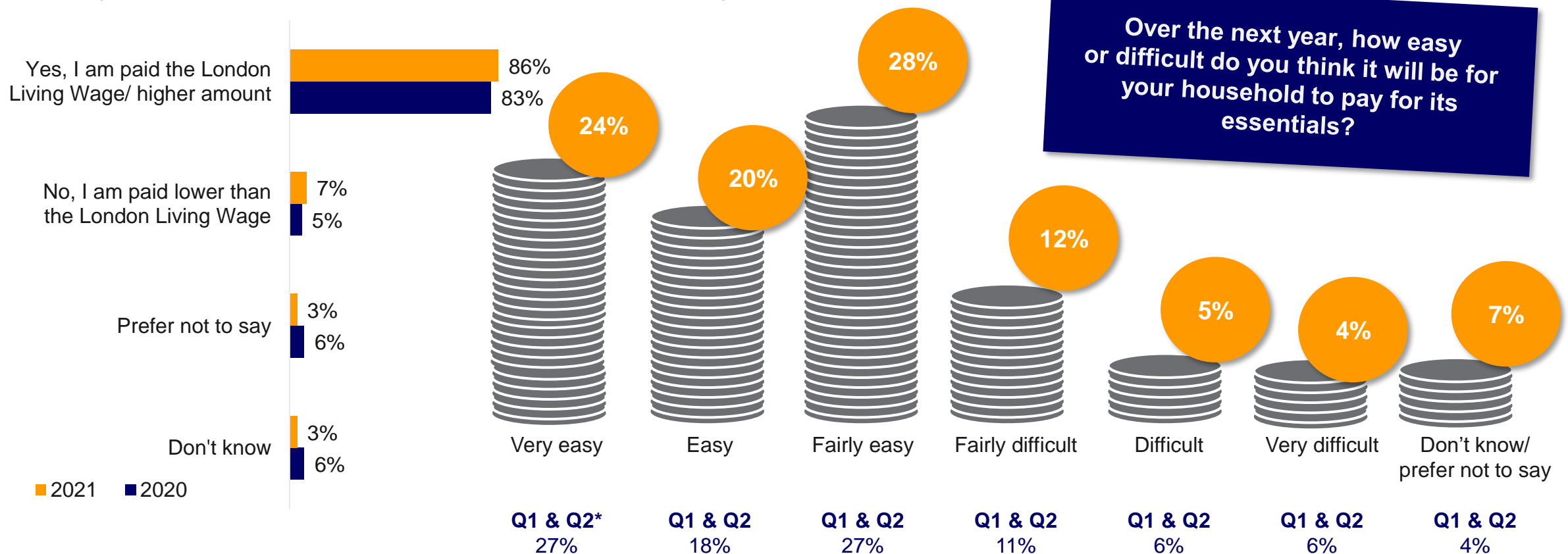
% good



Ability to meet household expenses

The majority of working residents (86%) are paid at least the London Living Wage, yet over one in five (21%) expect to find it difficult to meet their household bills in the forthcoming year.

Q2 saw an increase in optimism (when compared with Q1), with the proportion stating they will find it easy to pay for their essentials increasing from 66% in Q1 to 78% in Q2, however this has fallen again to 72% in 2021.



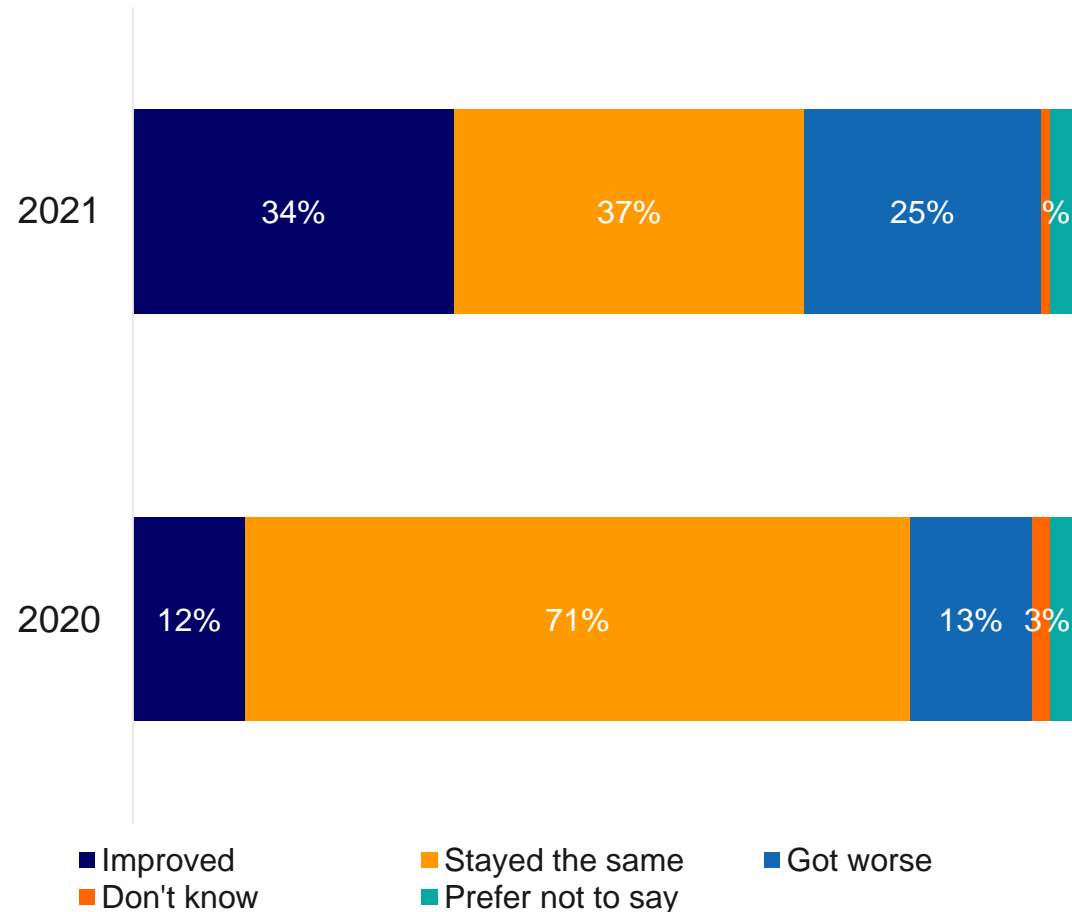
S11. Paid London Living Wage. **Base:** all respondents in employment (1,251)

Q033. Over the next year, how easy or difficult do you think it will be for your household to pay for its essentials (e.g. food, electricity, gas and rent)? **Base:** all respondents (1,605)

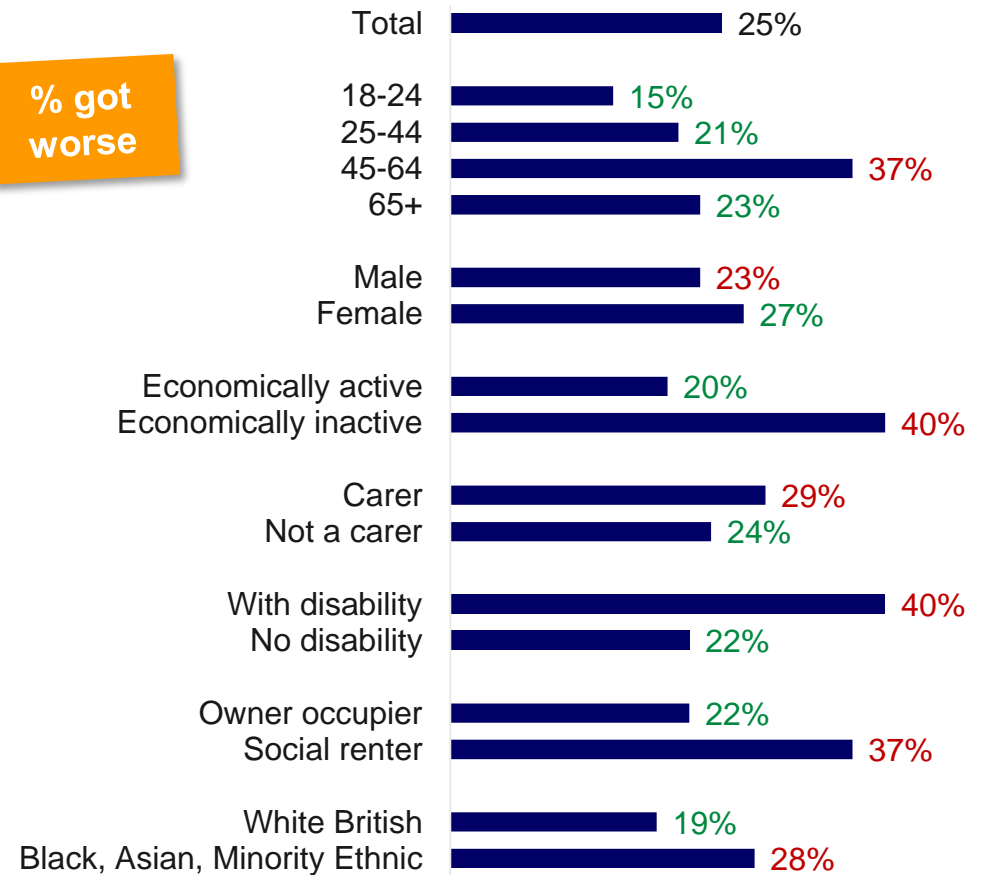
*Shows the combined figure for Q1 and Q2

Financial stability

The number of residents whose financial circumstances improved in the previous year almost tripled between 2020 and 2021 (from 12% to 34%). However, there has also been an increase of 12 percentage points in the proportion for whom the situation has worsened.



% got worse



● Significantly lower than comparator ● Significantly higher than comparator

Q032. Compared with this time last year, do you think that your personal financial circumstances have improved, stayed the same or got worse? **Base:** all respondents (1,605). **NB.** Some data labels have been removed to make chart easier to read. **Note:** Differences between figures for worse by sexual orientation are not statistically significant.

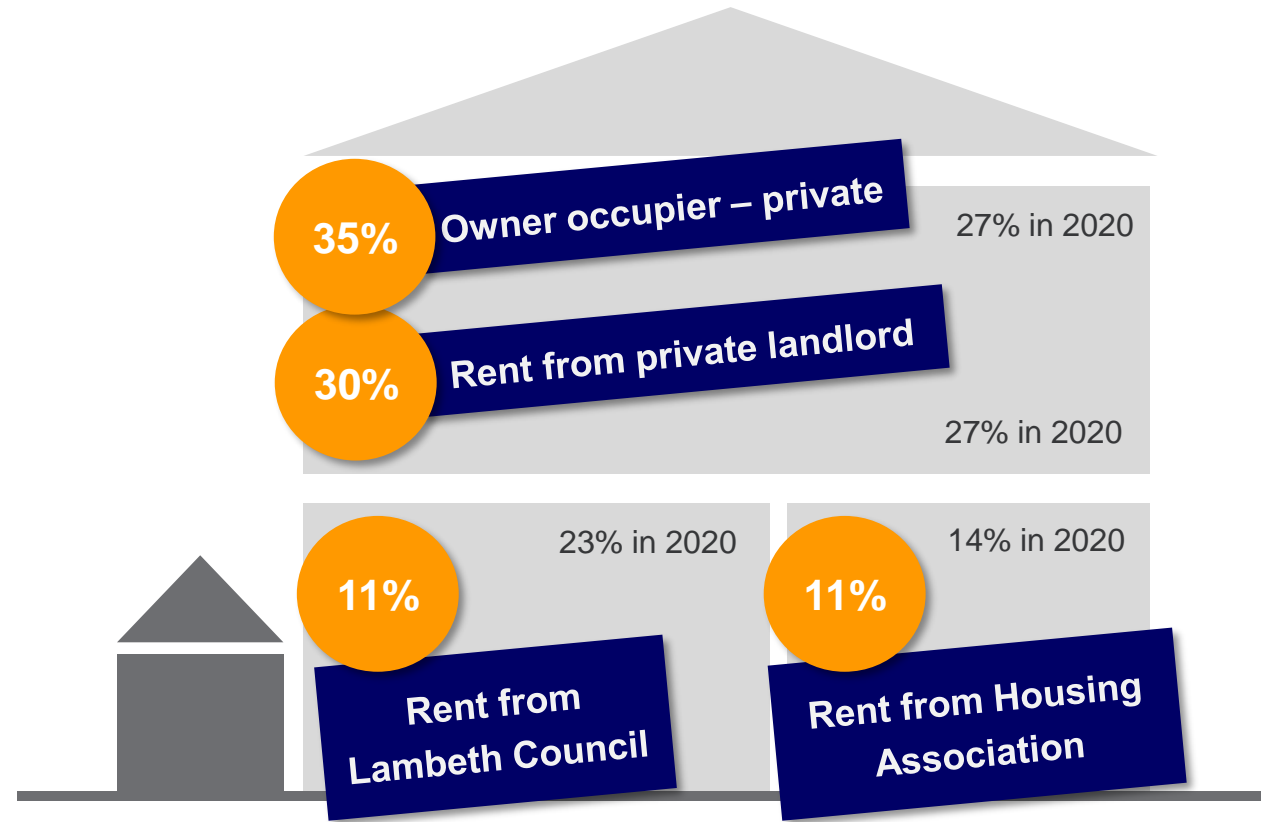
13. Landlord perceptions



Housing tenure

Largely residential, Lambeth is one of the most densely populated places in the country with a large proportion of flats and a correspondingly small proportion of houses. There are three main housing tenures within the borough: owner occupier (private), privately rented and rented from the council.

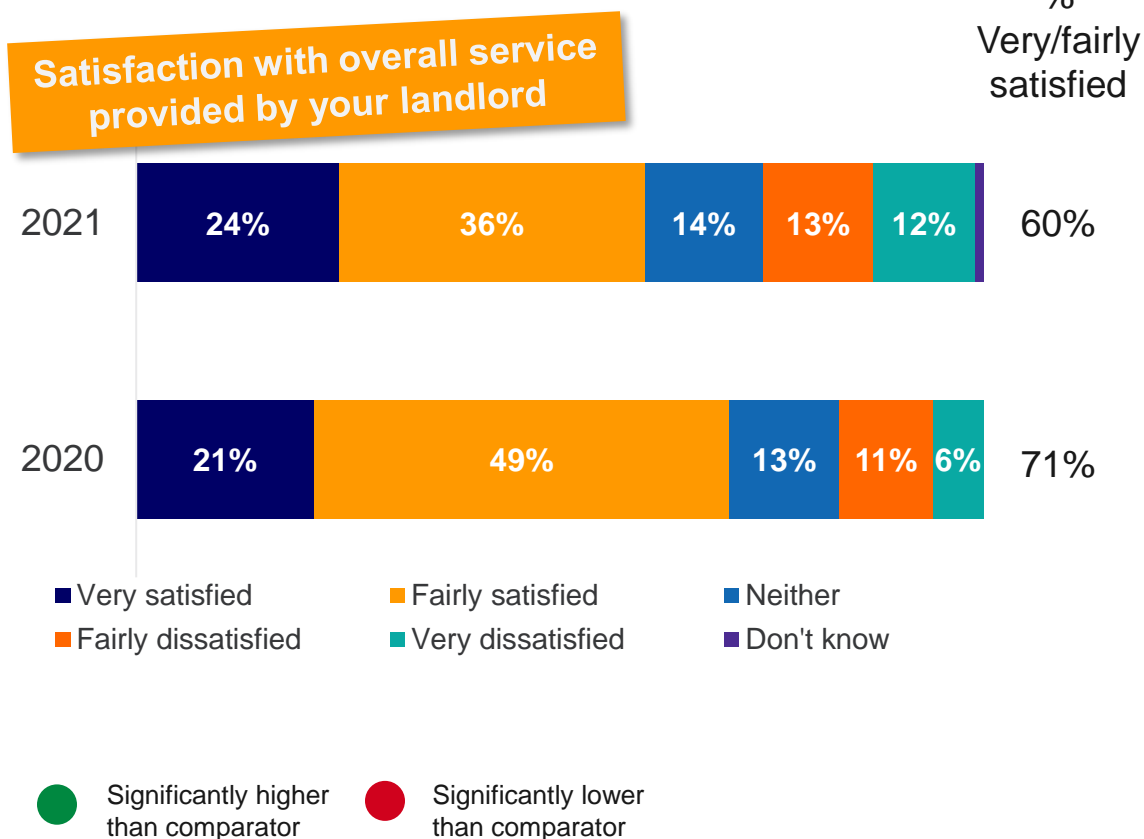
- **Private rents** have grown since 2020 and, based on past trends, is likely to expand even further
- The number of **privately owned** properties has increased since 2020
- In 2020, almost one quarter of residents **rented their homes from the council** however, this has fallen notably to 11% in 2021
- The number **renting from a Housing Association** has also fallen since 2020, but not as dramatically



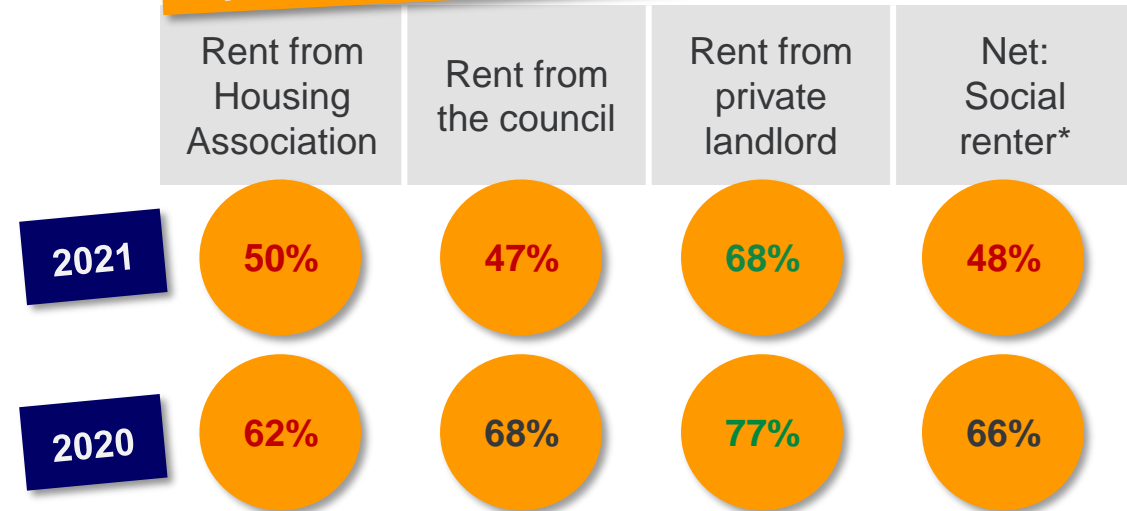
Satisfaction with overall service provided



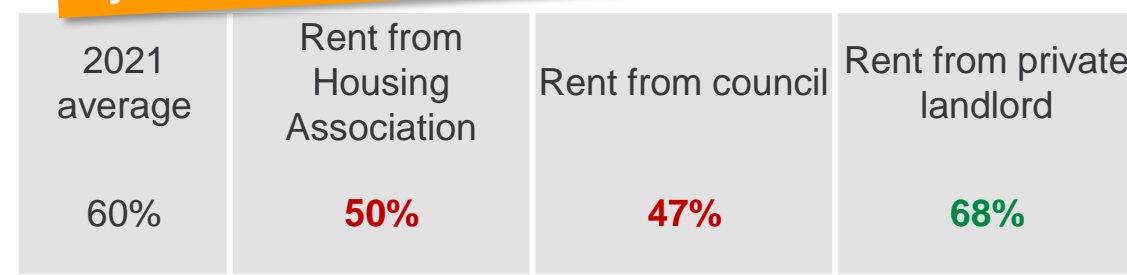
Overall satisfaction with the services received from their landlord is lower in 2021 than it was in 2020, especially amongst those renting from the council (fallen from 68% to 47%).



By tenure compared to 2020



By tenure compared to the borough average

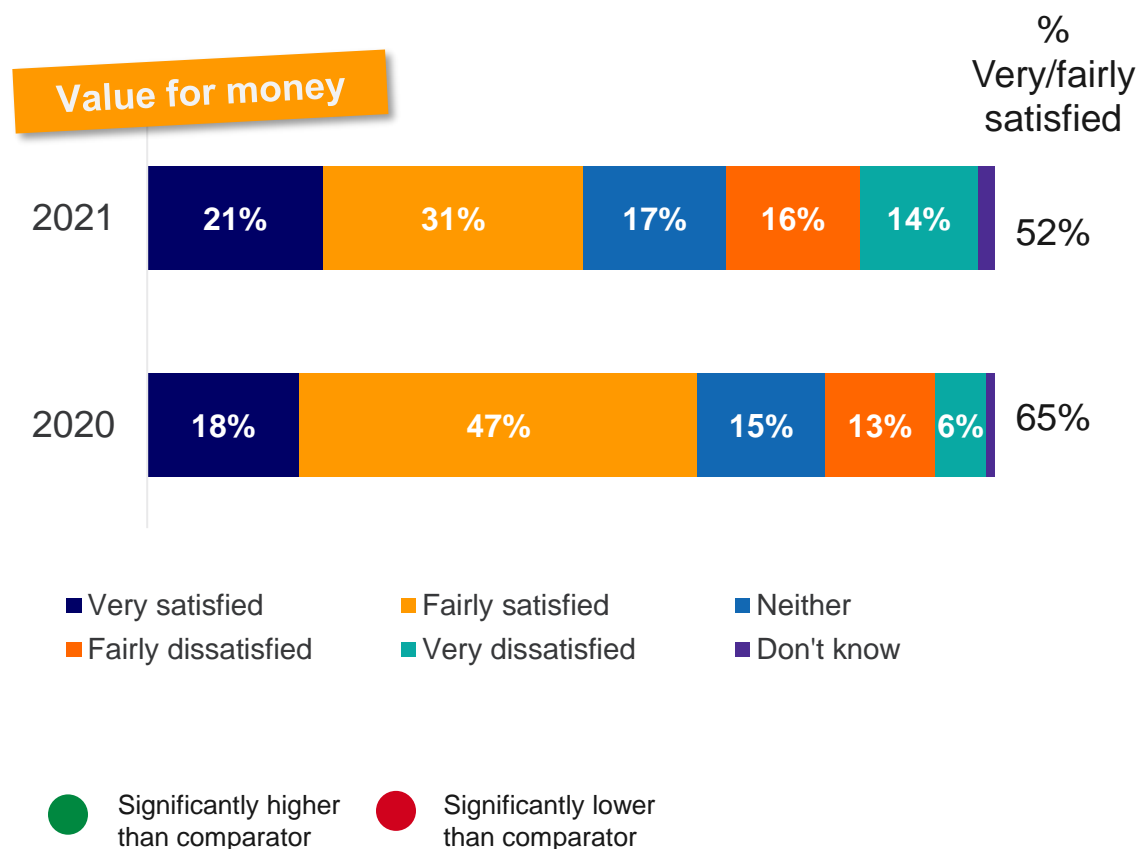


Q037. Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by your landlord? **Base:** all respondents living in rented accommodation (765).

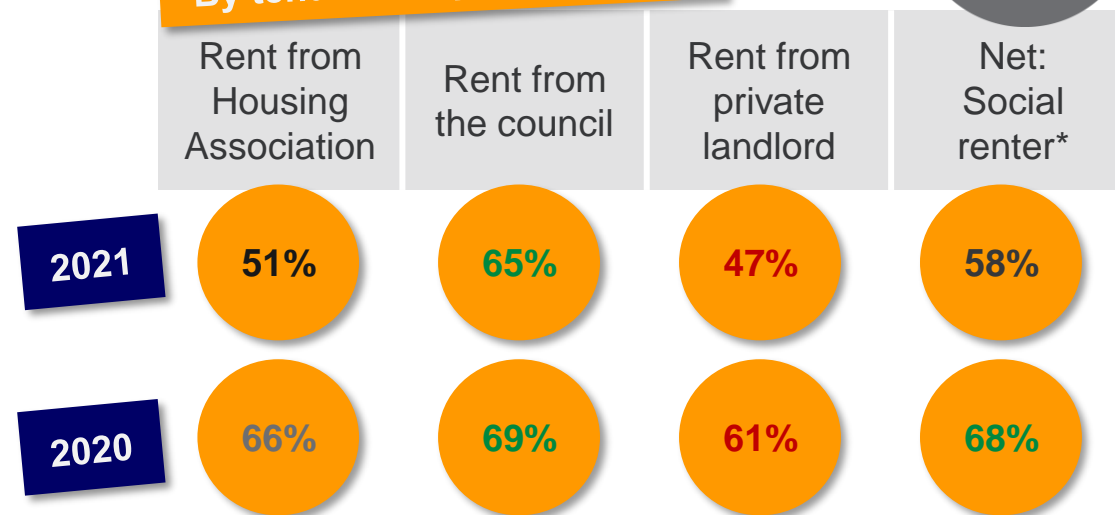
*Social renter refers to those who rent from either a Housing Association or from Lambeth Council NB. Some data labels have been removed to make chart easier to read.

Satisfaction with rent levels

Overall perceptions of the value for money provided by the rent they pay has fallen from 65% to 52% and this drop has been led by private renters.



By tenure compared to 2020



By tenure compared to the borough average



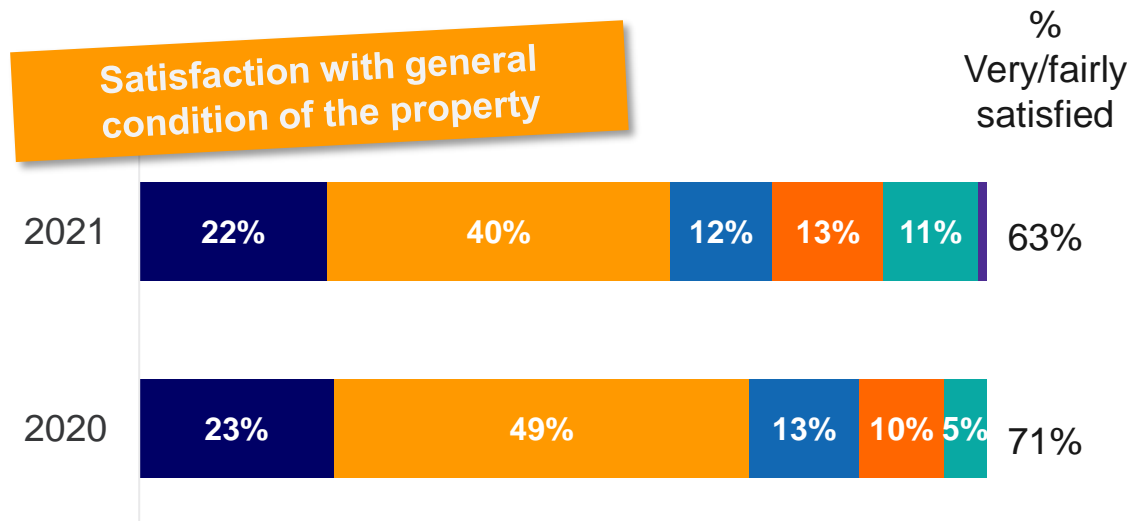
Q037. Taking everything into account, how satisfied or dissatisfied are you with the value for money of your rent? **Base:** all respondents living in rented accommodation (1,034).

*Social renter refers to those who rent from either a Housing Association or from Lambeth Council NB. Some data labels have been removed to make chart easier to read.

Satisfaction with general condition of the property



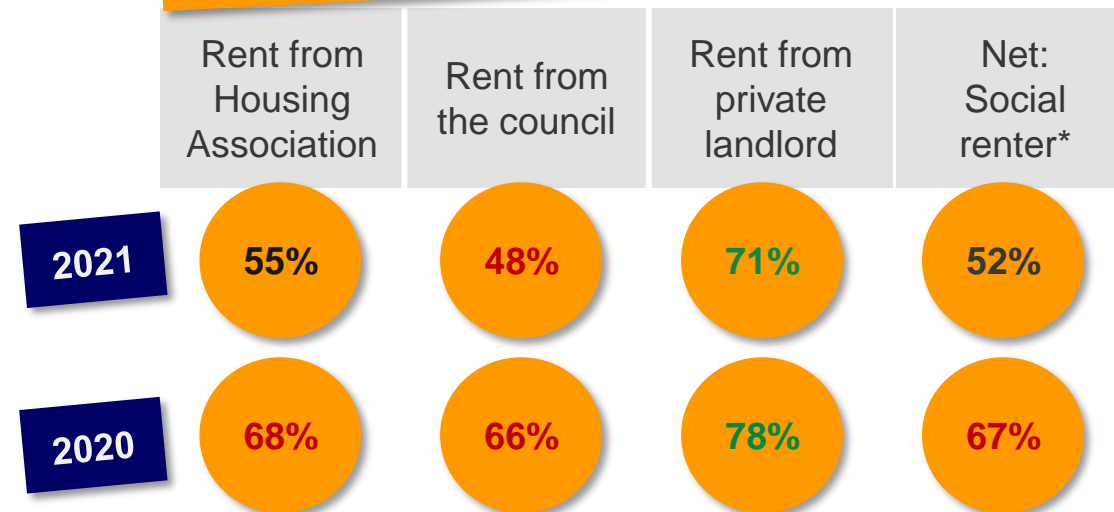
Tenants are less satisfied with the condition of their homes than they were in 2020, and it is those living in properties rented from the council who are the least satisfied.



- Very satisfied
- Fairly satisfied
- Neither
- Fairly dissatisfied
- Very dissatisfied
- Don't know

- Significantly higher than comparator
- Significantly lower than comparator

By tenure compared to 2020



By tenure compared to the borough average



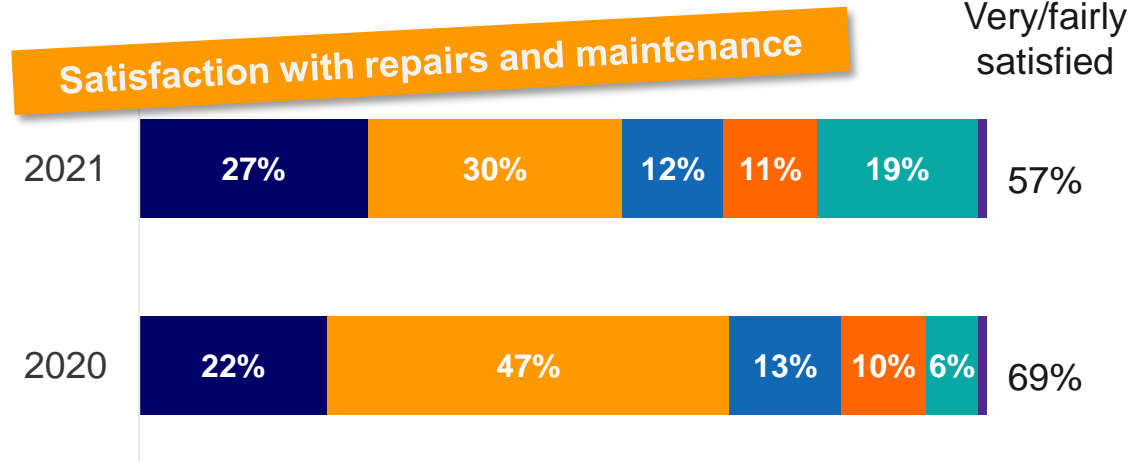
Q037. Taking everything into account, how satisfied or dissatisfied are you with the general condition of your property? **Base:** all respondents living in rented accommodation (765).

*Social renter refers to those who rent from either a Housing Association or from Lambeth Council NB. Some data labels have been removed to make chart easier to read.

Satisfaction with the way the landlord deals with repairs & maintenance



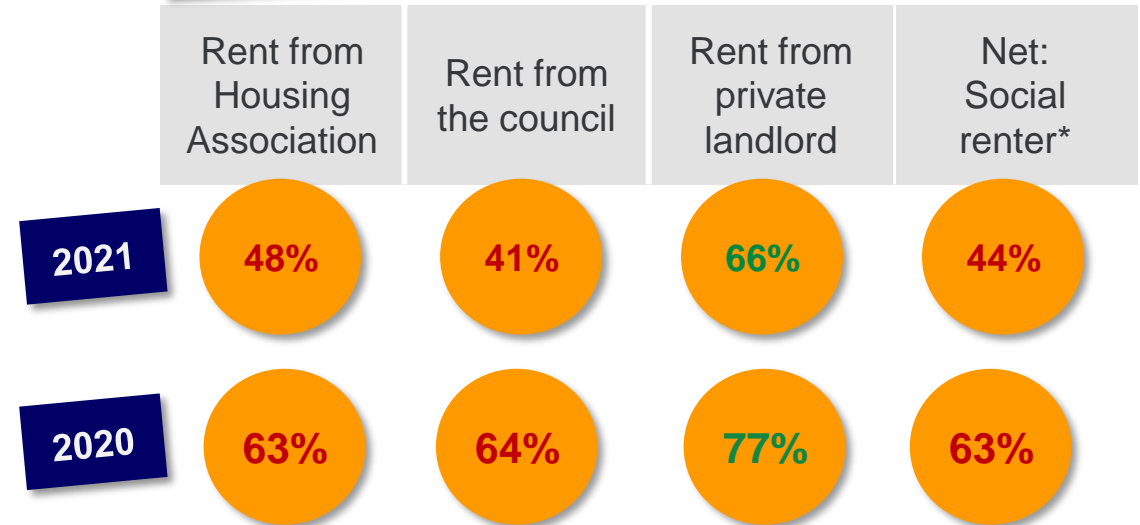
Perceptions of repairs and maintenance services have fallen between 2020 and 2021, with the council seen to be the least effective landlord in this service aspect.



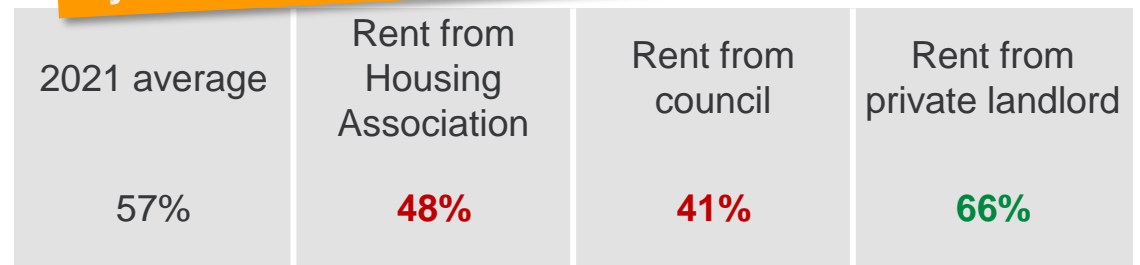
■ Very satisfied ■ Fairly satisfied ■ Neither
■ Fairly dissatisfied ■ Very dissatisfied ■ Don't know

● Significantly higher than comparator ● Significantly lower than comparator

By tenure compared to 2020



By tenure compared to the borough average



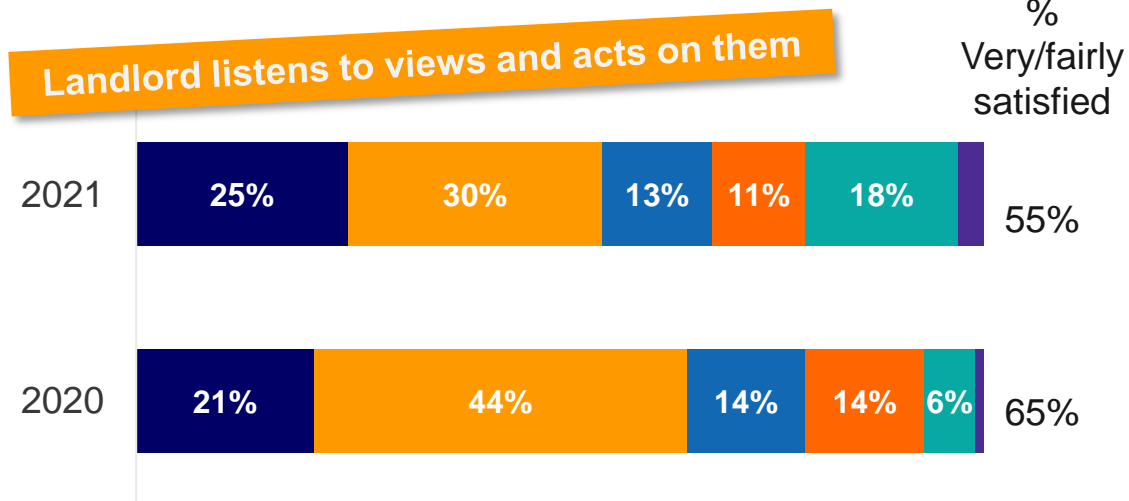
Q037. Taking everything into account, how satisfied or dissatisfied are you with the way your landlord deals with repairs and maintenance? **Base:** all respondents living in rented accommodation (765).

*Social renter refers to those who rent from either a Housing Association or from Lambeth Council NB. Some data labels have been removed to make chart easier to read.

Landlord listens to your views & acts on them



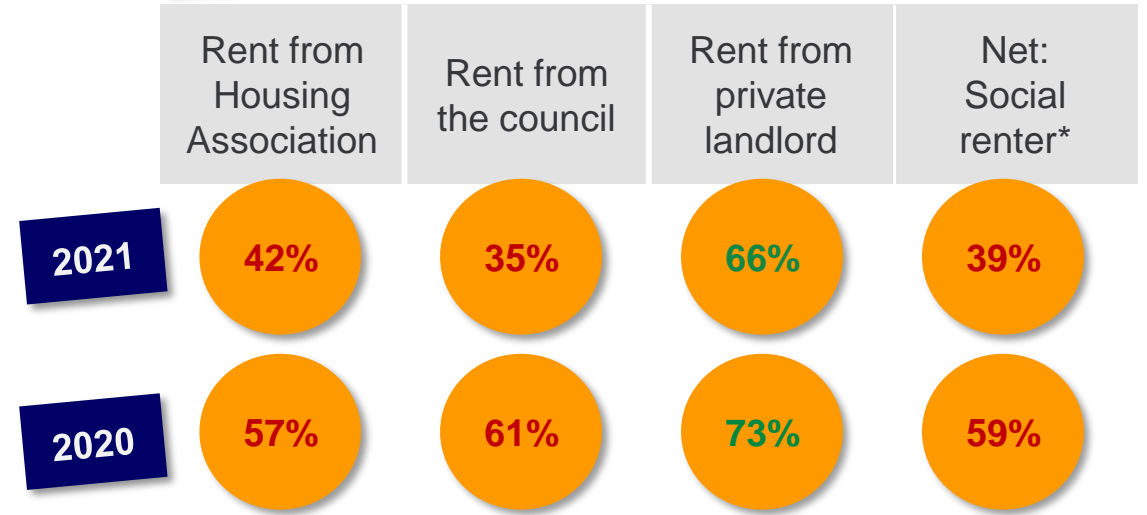
Tenants feel less listened to in 2021 than they did in 2020, with private landlords offering the best service in this area.



- Very satisfied
- Fairly satisfied
- Neither
- Fairly dissatisfied
- Very dissatisfied
- Don't know

- Significantly higher than comparator
- Significantly lower than comparator

By tenure compared to 2020



By tenure compared to the borough average



Q037. Taking everything into account, how satisfied or dissatisfied are you that your landlord listens to your views and acts upon them? **Base:** all respondents living in rented accommodation (765).

*Social renter refers to those who rent from either a Housing Association or from Lambeth Council NB. Some data labels have been removed to make chart easier to read.

Appendix 1: Detailed methodology



Detailed methodology

The London Borough of Lambeth ('Lambeth Council') commissioned DJS Research in October 2019 to deliver the 2020 and 2021 Residents' Surveys. In 2021, a total of 1,605 interviews were completed using a combination of telephone (CATI) and online (CAWI) interviews between 18 May 2021 and 24 June 2021. The results are representative at a borough level by age, gender, ethnicity, economic status and disability.

Sampling

A stratified random quota sampling approach was adopted whereby a random sample of households were extracted from the Council Tax register provided by Lambeth Council, ensuring a proportionate spread of contacts within each of the borough's wards.

To give a representative sample of the borough, target quotas were then set during fieldwork based on age, gender, ethnicity and economic status, using the latest population statistics available.

Statistical reliability

A sample size of 1,605 gives a sampling error of +/-2.4% based on a statistic of 50% at a 95% confidence interval. This means that if we found a satisfaction level of 50%, we can be 95% confident that this figure lies between 47.6% and 52.4% had we interviewed every resident of Lambeth.

1,605 interviews
gives a
sampling error of

+/-2.4%

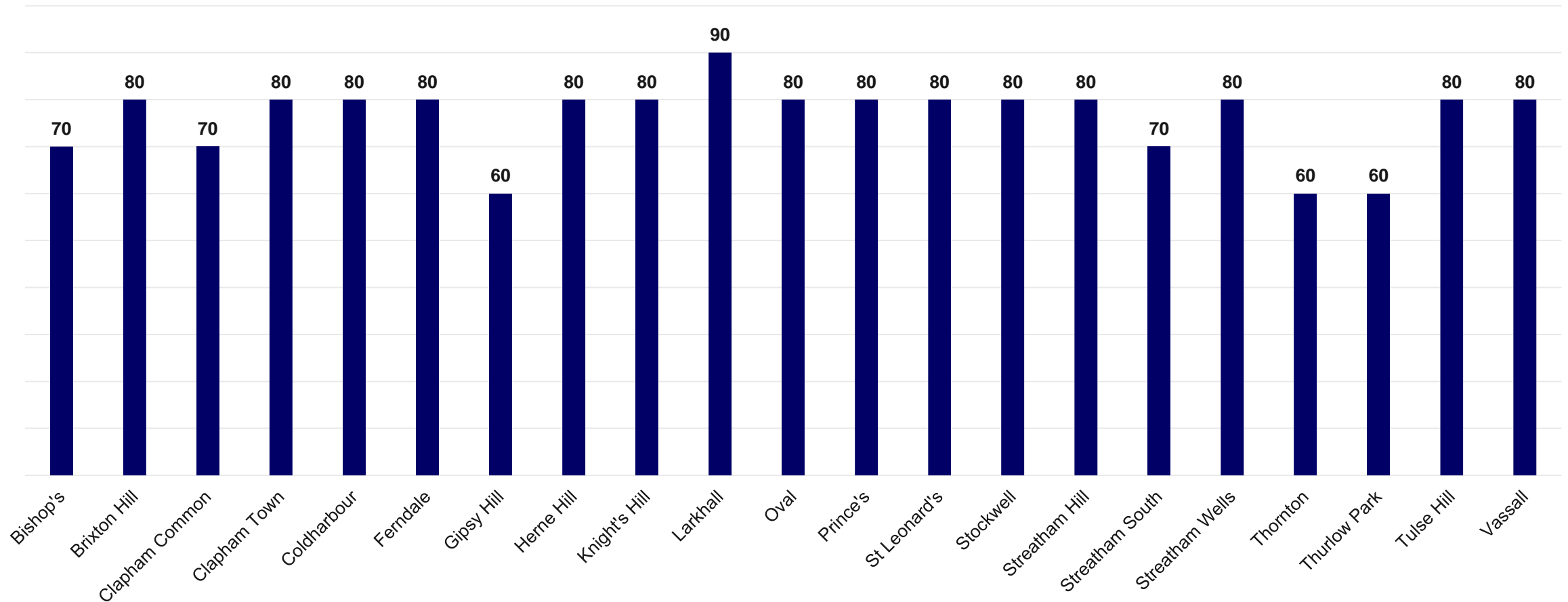


Appendix 2: Profile of the sample



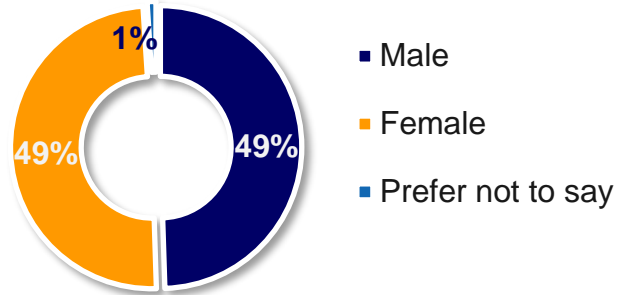
Number of responses by ward

The number of responses by ward ranges between 60 and 80.

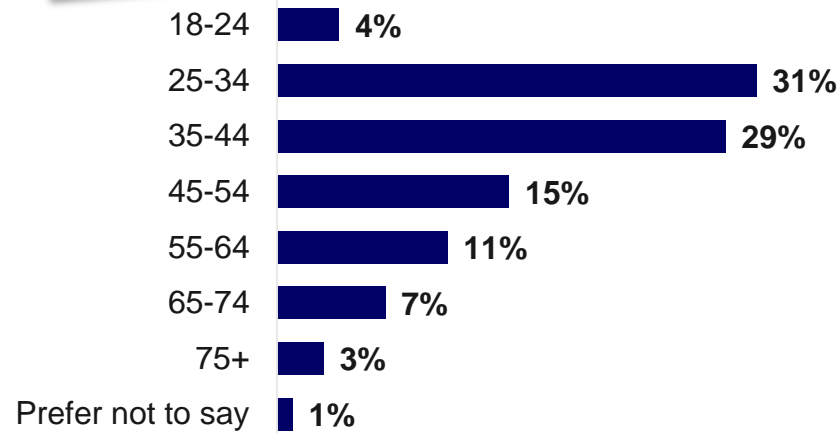


Profile

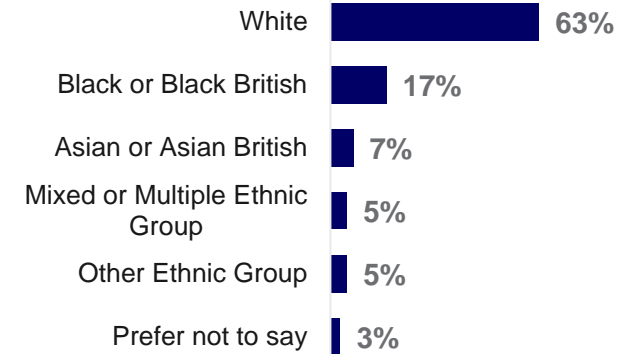
Gender



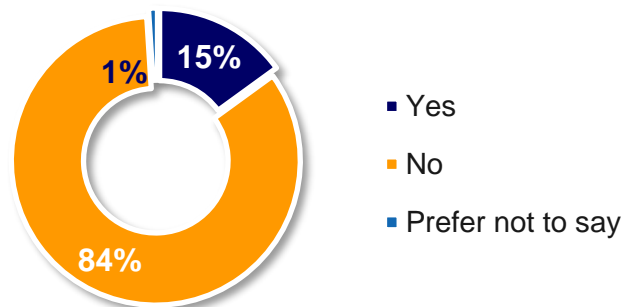
Age group



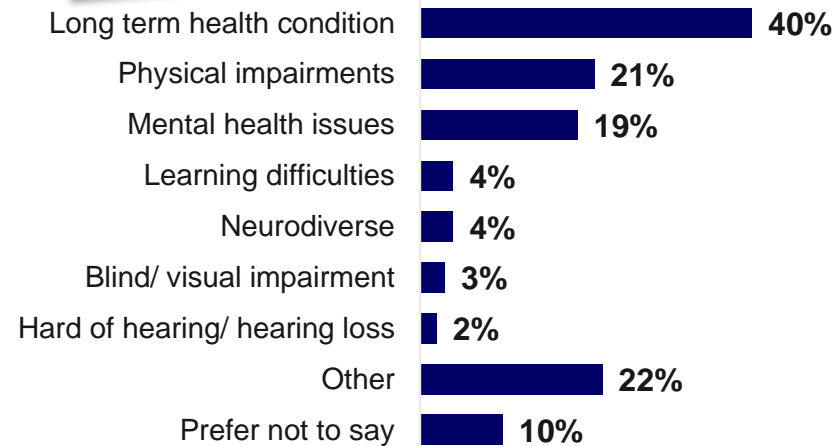
Ethnicity



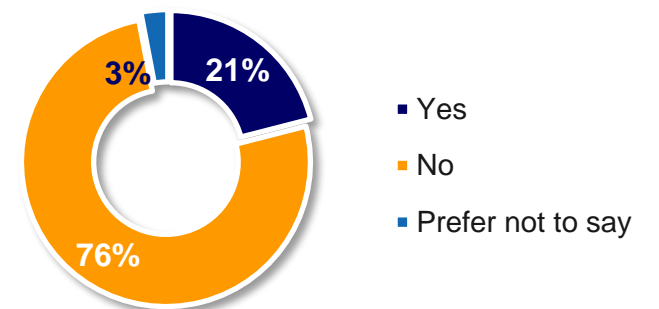
Disability



Type of condition

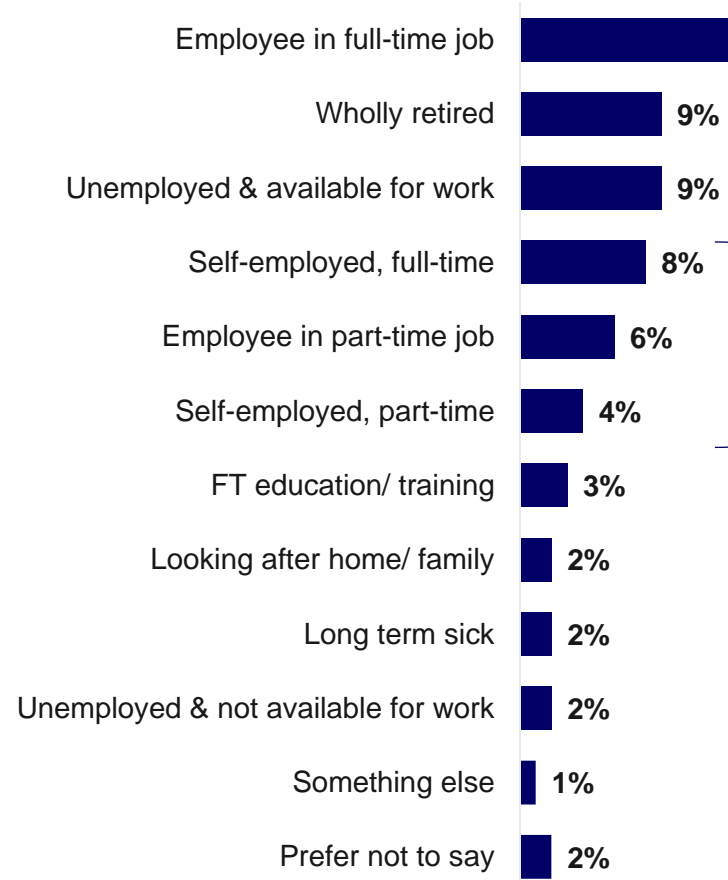


Caring responsibilities

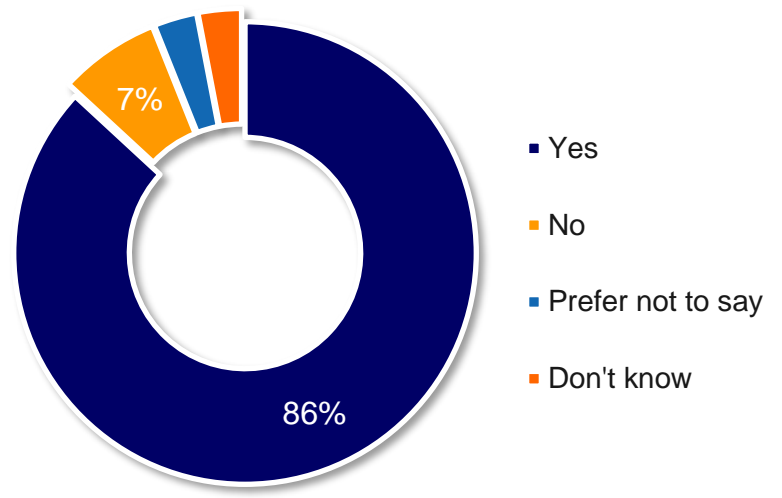


Profile

Working status

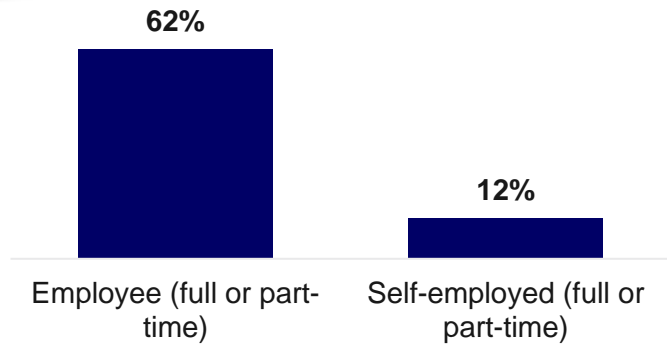


Paid London Living Wage

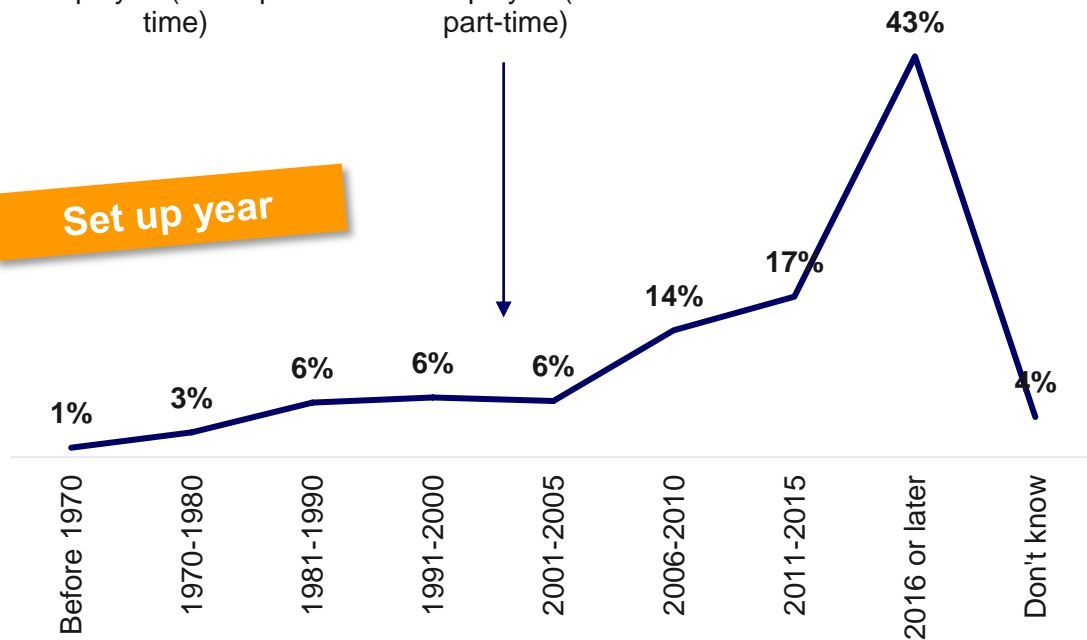


Profile

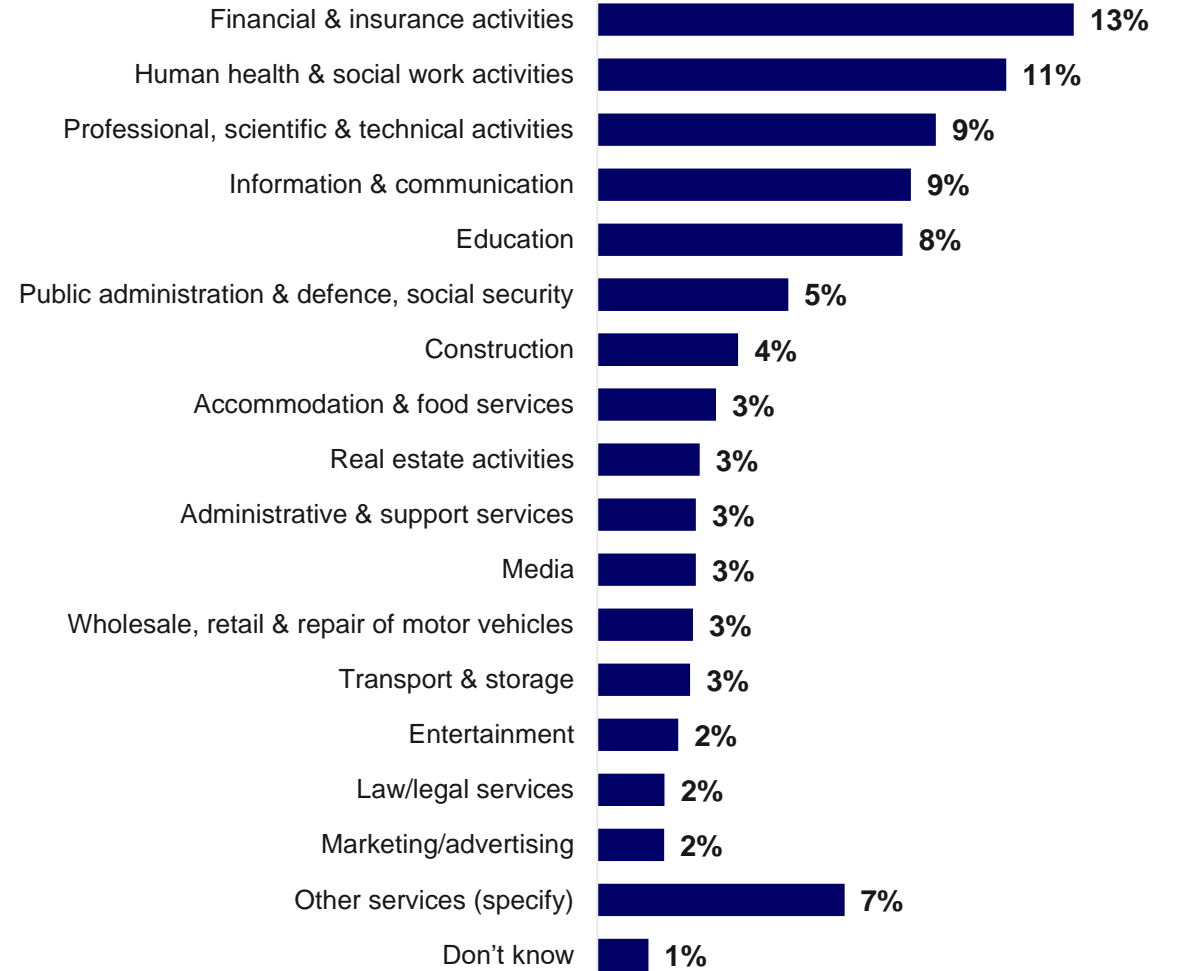
Working status



Set up year

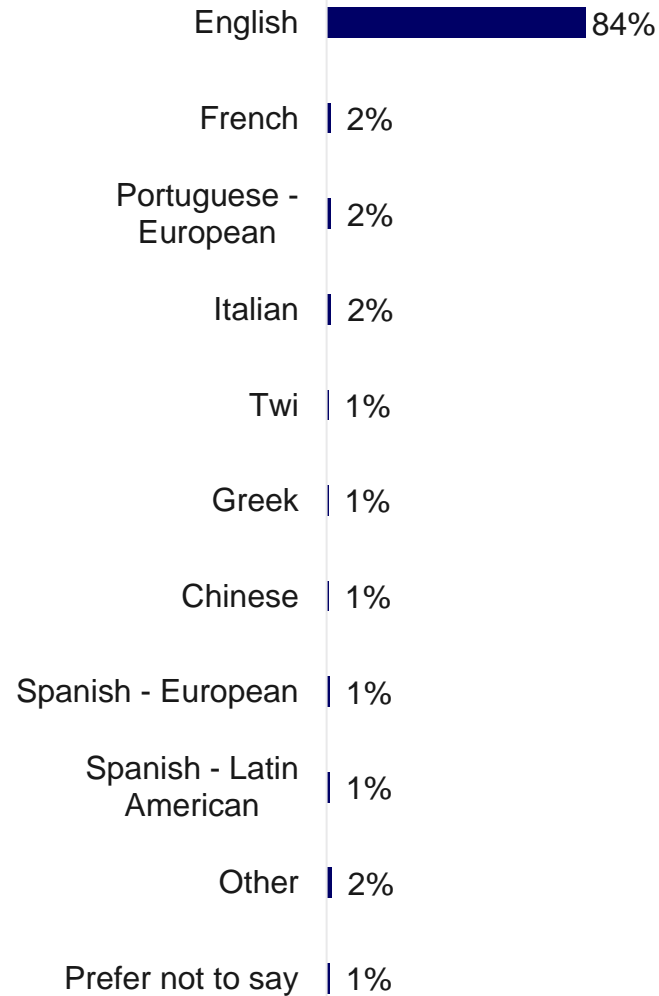


Industry

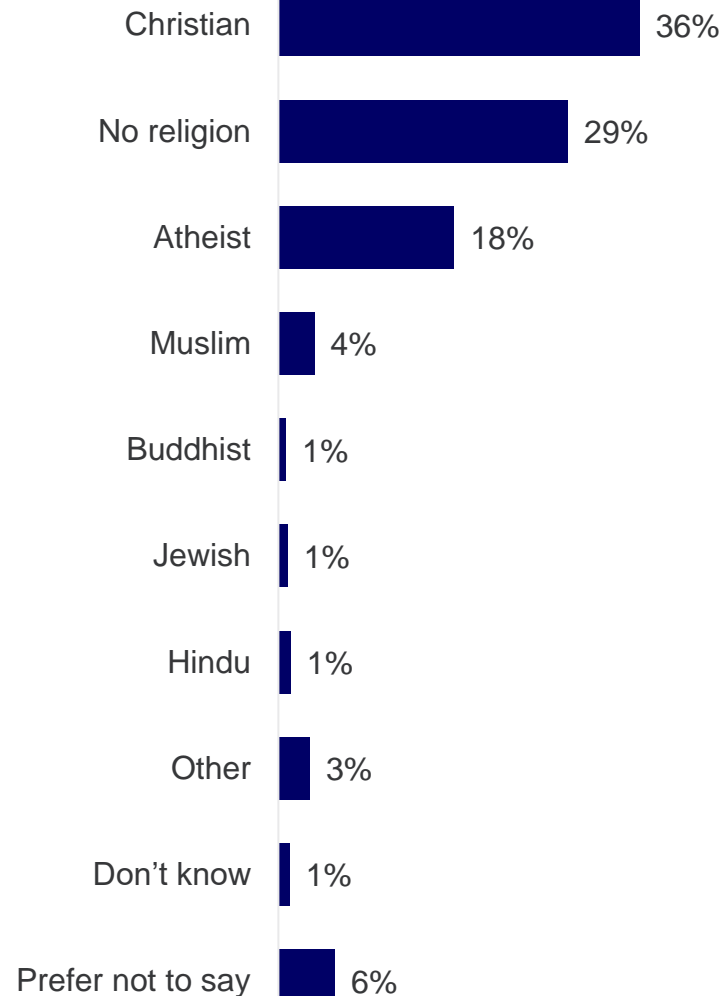


Profile

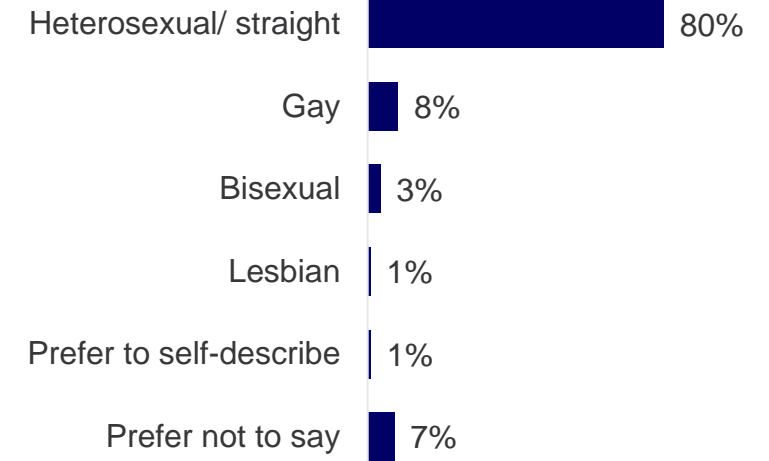
Language spoken



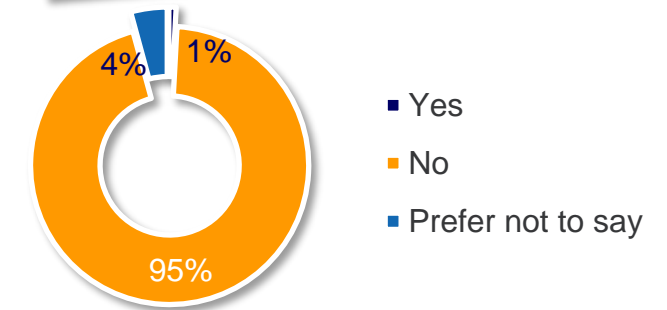
Religion



Sexual orientation



Identify as Trans



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