Research Report

Residents' Survey 2016

Prepared for: Lambeth Council

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Table of Contents

1 Executive summary

1.1. Introduction

This report covers the results of the 2016 Lambeth residents' survey, which was undertaken by the research agency BMG Research on behalf of Lambeth Council. The overarching aim of the survey is to gauge the opinions of Lambeth residents on a wide range of aspects of living in the borough and public services. The results are intended for use by the council and its partners to input into decisions on how money is spent within Lambeth, reflecting the council's commitment to give citizens a voice in shaping the future of the borough.

1.2. Key findings

Lambeth Council and priority issues

Over seven in ten (72%) residents in 2016 are satisfied with the way Lambeth Council runs things, an increase of 3-percentage points from the 69% recorded in 2015. The 2015 satisfaction level was itself an increase on the 64% recorded in 2014, suggesting an ongoing positive trajectory in council perceptions and a new high in the dataset. Alongside this, perceptions of the value for money the council offers are stable. The 57% of residents in 2016 who agree that the council provides value for money is in line with the 55% recorded in 2015.

The stable perceptions of the value for money Lambeth Council offers is found alongside growing recognition of the Council's financial challenges. Residents on balance now think that the Council has less money to spend compared to last year (33%) rather than more (13%). In 2015 views were more balanced, although a level of uncertainty remains prevalent (39%). While there has been a year on year improvement in those identifying that the council has less money to spend, this proportion remains below the proportions recorded throughout the 2010-2013 period. On this basis, messages about austerity may be having less cut through than earlier in the decade.

Considerable detail is provided throughout the report on both spatial and demographic variations. Generally, it appears that younger, residents who rent privately and have been in the borough for a relatively short period of time tend to have more positive perceptions relative to other residents. These groups may not have the same level of interaction with the Council as others, keeping their overall perception of it high. Responses to a new question inserted into the question set in 2016 illustrate the extent to which population turnover is a consideration for Lambeth Council. Looking to the next two years, while 81% of residents feel that they are either very likely (52%) or fairly likely (29%) to remain in Lambeth, 13% of residents indicate that they are not. Those likely to move elsewhere are most commonly found in the 18-24 (19%) and 25-34 (16%) age groups.

Public transport, clean streets and parks open spaces are the aspects which people think are most important in making Lambeth a good place to live. From these top three, only clean streets features most prominently among the things that residents feel need to be improved. One in five (19%) residents suggest that street cleanliness needs further improvement. This was also the most common choice in 2015, although the proportion mentioning it has dropped 9-percentage points from 28%. In 2016 the next most common priorities for improvement are road and pavement repairs (10%), (5th choice in 2015), affordable decent housing (7%), the level of crime (7%) and traffic congestion (also 7%).

Council services

Parks and open spaces are the most widely used council service asked about in the survey, with more than six in ten (64%) residents having used these spaces in the last year. This represents a 15-percentage point increase since 2015, returning park and open space usage to levels seen in previous Lambeth surveys. Two in five (40%) residents have used leisure or sports facilities in the last year, up from 33% a year ago. A similar proportion (38%) have used libraries, in line with the 40% observed in 2015.

Recycling was a service that was expanded upon in the 2016 survey. Only 7% of residents indicate that they do not have a good understanding of what they can put in their recycling bags or containers, with 90% disagreeing this is the case. Even fewer residents (5%) within the total sample suggest that they do not believe there is a significant benefit to recycling, with 91% stating the opposite. The more influential barriers to increasing recycling volumes appear to practical issues such the supply of recycling bags to those using the kerbside collection and the quality of shared recycling facilities for those in purpose built flats.

Customer service

Just over a half (56%) of residents have contacted the council in the last twelve months. This is directly in line with 2015 (55%). The fact that more than half of residents have council contact emphasises the ongoing need for strong levels of customer service. On this basis, is should be recognised that contacting the council by phone continues to remain the most popular method. Approaching eight in ten (78%) made their last contact by phone, an increase of 7-percentage points compared to 2015 (71%).

One in seven residents (14%) made their last contact with the council in person, down from 22% a year ago. Given that the council is keen to reduce avoidable contact in person and to support residents to move to self-service as far as possible, this is a positive finding. However, the fact that fewer residents than in 2015 made their last council contact by email (-7 percentage points) and via the website (-4 percentage points), suggests that channel shift patterns are not straightforward.

Irrespective of the extent of their contact with the Council, approaching six in ten residents feel staff at Lambeth Council are friendly and polite (59%). However, this has decreased by 8% points since 2015. Further comparisons to 2015, highlight a drop in the proportion of residents that feel the Council responds quickly when asked for help (-10% points). Crucially, the proportions answering don't know to these statements in 2016 are consistently higher than those seen a year ago, resulting in lower proportions giving positive responses.

Encouragingly the proportion of residents that feel it is difficult to get through on the phone has decreased by 11-percentage points since 2015. Now only a third state this to a great deal/ to some extent (33%), which is the lowest seen historically.

One in four residents have registered for a mylambeth online account (25%), with approaching half of residents unaware of mylambeth (46%). This lack of awareness remains evident when drilling down to internet users only, with only 27% of such individuals having registered and 45% unaware of this service.

Neighbourhood and neighbourliness

Lambeth is a borough where nine in ten residents (92%) are satisfied with their local area as a place to live. This level is the highest yet recorded and is 5-percentage points higher than the 87% seen in 2015. This high level of satisfaction exceeds the latest LGA national benchmark (81% - Feb 2016).

The proportion of residents think their local area is a better place to live compared to two years ago at 37% exceeds the proportion who feel it has got worse as a place to live over the same period (10%). A further third (32%) feel that their area has not changed. Among the remainder, 4% answered don't know and 18% said that they had not lived in the area long enough to comment. While this latter proportion is twice that seen in 2015 (9%), the data collected elsewhere in the survey shows a consistent proportion of residents having lived in the borough for less than two years (20% in 2016 compared to 21% in 2015).

Community cohesion in terms of residents seeing their local area as a place where people from different backgrounds get on well together is both high and improving. In 2016 nine in ten (94%) residents see their local area as a place where people from different backgrounds get along well together, up from 87% in 2015. This agreement in relation to cohesion issues is in line with the 93% recorded previously in 2014. Just 3% of residents disagree that residents from different backgrounds get on well together.

Among Lambeth residents there is a strong sense of belonging to neighbourhood. Most people feel like they belong to their neighbourhood (87%) and would speak highly of it (83%). Alongside this, around four in five would be willing to work together with others on something to improve their neighbourhood (83%), say that the friendships and associations they have with other people in the neighbourhood mean a lot to them (81%), and that neighbours help each other (79%). The proportion of residents giving positive responses about their neighbourhood and neighbourliness generally dropped between 2014 and 2015. However, in the last year there has been a sharp upswing which has taken agreement beyond the levels seen in 2014.

When asked about their level of awareness of street champions a total of 6% were either a street champion themselves (2%) or knew that a neighbour or someone on their street is a street champion (4%). Among the remainder, 57% said that they neither know a street champion nor are one themselves, with a further 37% answering don't know. This minority awareness is found in all areas and among all age groups.

Crime and anti-social behaviour

The borough is generally seen as a safe place to live. More than nine in ten residents (97%) agree that they feel safe walking in their local area during the day. This is in line with the 96% observed in 2015. As is common in surveys of this type, the proportion who feel safe walking in their local area in the evening is lower. However, the 86% of residents who feel safe in this context, represents a 4-percentage point increase since 2015.

When considering the seriousness of anti-social behaviour issues in their local area, rubbish and litter remains the most commonly mentioned anti-social behaviour problem. In total, 39% describe this as a problem to some extent, including 11% who feel it is a very big problem. As already noted clean streets is the issue that residents most commonly feel should be improved in the borough (19%). In 2016 the proportion who feel that rubbish and litter is a problem is lower than the 43% seen a year ago, although this is not a significant fall. Overall, the proportion of residents describing the listed ASB issues as a problem has fallen significantly for six of the eight issues residents were asked about. Most notably there has been a 12-percentage point fall in the proportion of residents who feel that dog mess being left in public places is a problem.

Health and wellbeing

Most residents (84%) feel that their health has been good in the past 12 months, up from 79% 2015. This is mainly attributed to an increase in residents saying their health is 'good' (+6 percentage points), while the proportion saying it is 'very good' has remained in line with 2015.

Almost half (51%) of residents exercise at least several times a week, and three quarters (76%) do so at least once a week. The proportion that exercise several times a week has increased by 6-percentage points since 2015 to 31%. However, at the other end of the scale more residents now state they do exercise less often than yearly or never compared to 2015 (18% 2016 cf. 13% 2015).

Encouragingly, more residents say their personal finances have improved compared to a year ago (23%) than say they have worsened (14%), with the majority (58%) of residents reporting that their personal financial circumstances are about the same, compared to this time last year. The proportions reporting that their financial circumstances have improved, stayed the same or worsened in 2016 are in line with those recorded in 2015.

In 2015 almost two-thirds (63%) of Lambeth residents who were in employment said they were paid the London Living Wage. This proportion has risen to 81% in 2016. One in eight (12%) state that they are not paid the London Living Wage, suggesting that work poverty is likely to remain a problem for some residents. The remainder were either unsure (4%) or preferred not to say (3%).

Landlord issues

Eight in ten (79%) of those who rent their home in Lambeth are satisfied with the condition of their home and the overall service provided by their landlord (81%). Alongside this 78% are satisfied with the value for money their rent provides. When considering the way their landlord deals with repairs and maintenance satisfaction falls slightly to 73%. Research among social housing tenants consistently shows that how home repairs are delivered is a key driver of overall landlord satisfaction. A similar proportion of tenants (72%) suggest that their landlord listens to their views and acts upon them.

Analysis by tenant type shows that those who rent privately consistently give more positive responses than social housing tenants. This difference is greatest in relation to listening to views and acting upon them (+21 percentage points) and how their landlord deals with repairs and maintenance (+17%). Although there remains scope for improvement of private renter perceptions this snapshot does not provide any immediate evidence of the need for licensing of private landlords as is done in some other London boroughs.

2 Methodology

2.1 Sampling and fieldwork

This is the third year that the residents' survey has been conducted by BMG Research for Lambeth Council. Fieldwork for the survey was carried out between 17th May and 22nd June 2016. Interviews were conducted face-to-face in-home through CAPI (Computer Assisted Personal Interviewing) by BMG's team of interviewers. A total of 105 sampling points were randomly selected from across the borough, ensuring that the number of interviews taking place in each ward was proportional to the number of residents in that ward.

Quota sampling was used, with quotas set on gender, age, and ethnicity at ward level, and on tenure and working status at the borough-wide level. All quotas were based on 2011 census figures. In total, 1,042 residents were interviewed.

Table 1: Profile of respondents

	Census 2011 – Lambeth aged 18 and over population (%)	Set quota (%)	Achieved interviews (%)	Achieved interviews (numbers)
Gender				
Men	49.6	50	49.4	515
Women	50.4	50	50.4	525
Age				
18-24	13.3	13	13.1	136
25-44	53.7	54	47.9	500
45-64	23.4	24	24.4	254
65+	9.6	10	9.8	102
Ethnicity				
White	62.4	57	63.9	666
Mixed	5.7	8	3.6	37
Asian	7.2	7	5.7	59
Black	22.4	26	20.9	218
Other	2.4	2	4.2	44
Working status				
Economically active	74.1	77	66.9	698
Economically inactive	25.9	23	29.8	310

Tenure				
Owned	32.2	33	39.8	415
Shared ownership	1.2	2	<0.5	1
Social rented	34.7	35	35.7	372
Private rented	30.9	29	20.0	208
Other	0.3	1	2.8	35

N.B. Figures may not add up to 100% due to rounding and respondents preferring not to say.

Final results were weighted by gender, age, work status and ethnicity to correct for discrepancies between the set and achieved number of responses.

2.2 Analysis and interpretation of results

The council's residents' survey is now undertaken annually. Previous residents' surveys in Lambeth were initially carried every two years, with surveys undertaken in 2003, 2005, 2007 and January 2009 by the research agency TNS. From October 2009 to April 2013 surveys were carried out by the research agency Ipsos MORI, initially being undertaken quarterly until October 2011 after which time they took place every 6 months. These previous surveys and the survey undertaken by BMG from 2014 onwards were carried out using the same methodology (face-to-face quota sampling) to enable comparison over time.

There have been a number of key core questions that we have asked in several waves of the survey to enable trends in opinions to be measured over time. A copy of the questionnaire is provided in *Appendix 1.* However, it should be noted that the 2016 survey was designed to meet the latest information needs of Lambeth Council, resulting is some changes in ordering and content relative to previous residents' surveys. On this basis, comparisons need to be made with caution. It should also be borne in mind that a number of the past surveys took place at a different time of year and the responses to some questions may be subject to seasonal variation.

As well as the regularity of surveys varying, so has the sample size. Between 2003 and January 2009, the sample was around 1,000 people, and between October 2009 and April 2013 it was circa 750 people.

For some indicators, reference is made to Local Government Association telephone polling data to benchmark the views of Lambeth residents. However, benchmarking should be taken as a guide only this survey uses a different methodology.

The demographic variables used to set quotas have also been used to analyse the results, together with other factors such as neighbourhood, the presence of children within the household, length of residency in Lambeth, disability, faith, sexual identity, usage of services and an Index of Multiple deprivation score. The Index of Multiple Deprivation by the Office for National Statistics is a geographical measure of deprivation. The IMD score for each respondent's address was attached in the data preparation with respondents allocated across the deprivation quintiles for the borough. Findings regarding IMD should be interpreted with caution as people from different socio-economic backgrounds can live within the same super output area in Lambeth.

When interpreting the findings, it is important to remember that the results are based on a sample of residents and not the entire population of Lambeth. Consequently, results are subject to sampling tolerances. Where any of the results are higher or lower than last year, or where the responses of sub-groups differ from residents as a whole, 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. The analysis in this report focuses on differences that are found to be significant at the 95% confidence level (i.e. there is only a one in twenty 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 reliability, please see *Appendix 2*.

When considering the findings, it should be borne in mind that this is self-reported data and perceptions data, and what people say and their perceptions may not reflect the reality of the situation they face, the situation facing the borough, the services provided by the council or the performance of public services. Nevertheless, perceptions do matter, and the council has made a commitment to draw on the residents' survey to understand the views and priorities of our residents to help drive local services.

2.3 Quality

BMG Research adheres to the following quality standards:

- Market Research Society Company Partner – all researchers are bound by the Code of Conduct of the Market Research Society
- The provision of Market Research Services in accordance with ISO 20252:2012
- The provision of Market Research Services in accordance with ISO 9001:2008
- The International Standard for Information Security Management ISO 27001:2013
- British Quality Foundation Member
- Investors in People Standard - Certificate No. WMQC 0614
- Interviewer Quality Control Scheme (IQCS) Member Company
- Registered under the Data Protection Act - Registration No. Z5081943

Researchers within Lambeth Council are also bound by the Code of Conduct of the Market Research Society.

3 Lambeth Council

3.1 Perceptions of Lambeth Council

Over seven in ten (72%) residents in 2016 are satisfied with the way Lambeth Council runs things, an increase of 3-percentage points from the 69% recorded in 2015. The 2015 satisfaction level was itself an increase on the 64% recorded in 2014, suggesting an ongoing positive trajectory in council perceptions and a new high in the dataset. Lambeth residents' satisfaction with their council is in line with the latest LGA benchmark of 66% (Feb 2016) although it must be noted that this benchmark is derived from telephone rather than face to face research.

While satisfaction with the way Lambeth Council runs things has improved year on year resident perceptions in relation to value for money are stable. The 57% of residents in 2016 who agree that the council provides value for money is in line with the 55% recorded in 2015. The proportion who disagree that the council provides value for money (21%) is equal to the proportion who hold a neutral view on this issue (22%). LGA polling over 2015 and 2016 places national satisfaction with the value for money council's provide at between 50% and 56% (Feb 2016 = 50%).

The stable perceptions of the value for money Lambeth Council offers is found alongside growing recognition of the council's financial challenges. Residents on balance now think that the council has less money to spend compared to last year (33%) rather than more (13%), In 2015 views were more balanced, although a level of uncertainty remains prevent (39%). The full data on this issue can be found in section 3.2 below.

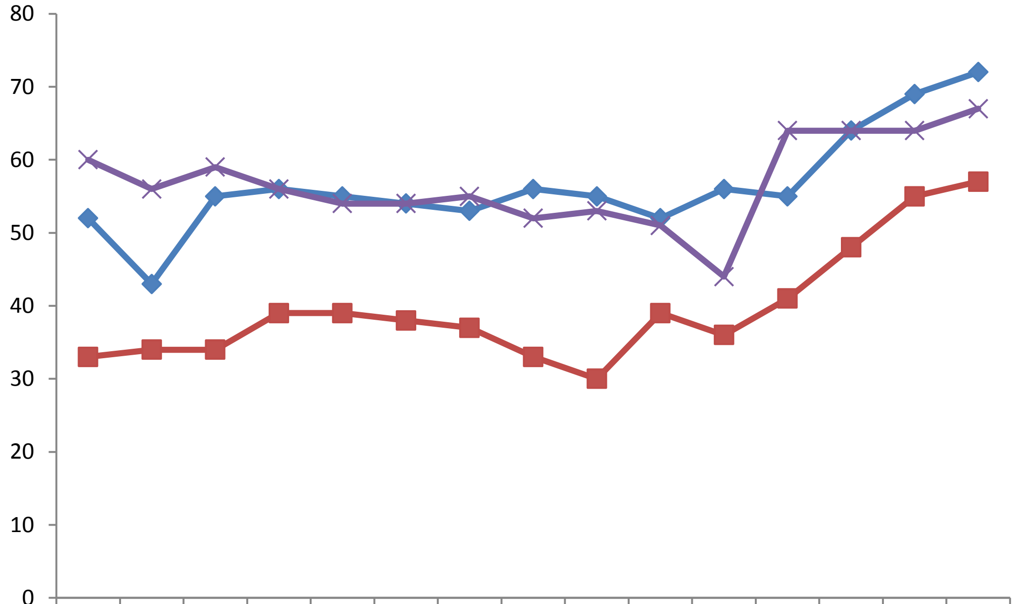
Just over two thirds (67%) of residents think the council keeps residents informed about the services and benefits it provides, a proportion that is 3-percentage points higher than the 64% recorded in 2015. Within this it is notable that the proportion of residents who indicate that they feel the council keeps them very well informed (the most positive response on the question scale) has risen from 13% a year ago to 20% in 2016. To put this result into context LGA data over 2015 and 2016 has shown between 61% and 64% of residents feeling informed about council services and benefits.

Figure 1: Perceptions of Lambeth Council

Q2 .Taking everything into account, how satisfied or dissatisfied are you with the way Lambeth Council runs things? (valid responses)

Q3.To what extent do you agree or disagree that Lambeth Council provides value for money? (valid responses)

Q4. How well do you think Lambeth Council keeps residents informed about the services and benefits it provides? (all responses)



	Nov 2009	Feb 2010	Apr 2010	Aug 2010	Nov 2010	Feb 2011	April 2011	Aug 2011	Nov 2011	Apr 2012	Nov 2012	April 2013	April 2014	April 2015	May 2016
Satisfaction with Council	52	43	55	56	55	54	53	56	55	52	56	55	64	69	72
Feeling informed*	60	56	59	56	54	54	55	52	53	51	44	64	64	64	67
VfM	33	34	34	39	39	38	37	33	30	39	36	41	48	55	57

Base: Q2 and Q3 all valid responses, excluding ‘don’t know,’ Q4 all respondents (bases vary)

Who is more or less satisfied with Lambeth Council

Residents in the second least deprived quintile of the borough (IMD2) are most likely to be satisfied with the way Lambeth Council runs things (79%), but dissatisfaction does not vary significantly by deprivation. Council satisfaction is generally consistent by area, but those who rent their home from a social landlord or are owner occupiers are significantly more likely to be dissatisfied with the way the council runs things (20% of both groups). High satisfaction with the council appears to be associated with the younger (i.e. under 34), more transient segments of the population, i.e. those more likely to be private renters (82%) and to have been in the borough a relatively short period of time. It is notable that among those who have lived in the borough for 10 years or more satisfaction with the council drops to 66%.

Table 2: Residents who are more satisfied or dissatisfied with the way the council runs things

More likely to be satisfied with the way Lambeth Council runs things	More likely to be dissatisfied with the way Lambeth Council runs things
Overall (72%)	**Overall (17%)**
Those aged 18-24 (83%) and 25-34 (76%)	Women (20%)
Asian (82%) , Other (85%) and White Other (79%) ethnic groups	Those aged 45-54 (24%) and those 65+ (24%)
Those who rent privately (82%)	Black residents (24%)
	Owner occupiers and (20%) and social renters (20%)
	Those who have lived in the borough 10 years or more (21%)

There are clear interrelations between the views residents express in relation to the council. Over eight in ten (86%) residents who agree that the council provides value for money are satisfied with how the council runs things. Among those dissatisfied on this value for money issue the proportion satisfied with the council overall drops significantly to 37%. Value for money can mean different things to different people, and subsequently can be something that can be difficult to communicate. However, it is instructive to see that views on overall council satisfaction also interact with resident perceptions of the council's budget. Residents who feel that the council either has the same amount of money to spend or less money to spend are significantly more likely to be satisfied with the council compared to those who feel it has more money to spend than previously (76% and 72% respectively compared to 60%). On this basis, continuing to make clear the council's challenging budget position and the choices associated with this would seem advisable.

Indeed, as is well established, there is a link between how informed residents feel about the council and how satisfied they are with it. Approaching eight in ten (78%) residents who feel the council keeps them informed are satisfied with the way the council runs things, while a third (34%) of those who don't feel informed are dissatisfied with the council. Although the causation in this relationship cannot be proved, this finding does continue to suggest that keeping residents well informed about the services the council provides and what it is doing in the local area will be important in sustaining positive perceptions of the council.

Who is more or less likely to say the council provides value for money

Agreement that Lambeth Council provides value for money ranges from 53% among Clapham residents to 68% among those in Norwood. North Lambeth residents are most likely to disagree this is the case (26%). As was seen in 2015 residents aged 55 to 64 are more likely to disagree the council provides value for money (31%), but in 2016 the highest agreement is seen among those aged 18-24 (66%) rather than those aged 65+. Private renters and those who have been in the borough under two years are also more likely to agree that the council provides value for money.

Table 3: Residents who are more likely to agree or disagree that the council provides value for money

More likely to agree the council provides value for money	More likely to disagree the council provides value for money
Overall (57%)	**Overall (21%)**
Norwood (68%)	North Lambeth (26%)
18-24 (66%)	45-54 (27%), 55-64 (31%)
Private renters (64%)	Those living in the borough for ten years or more (24%)
Those in the borough for less than two year (64%)	

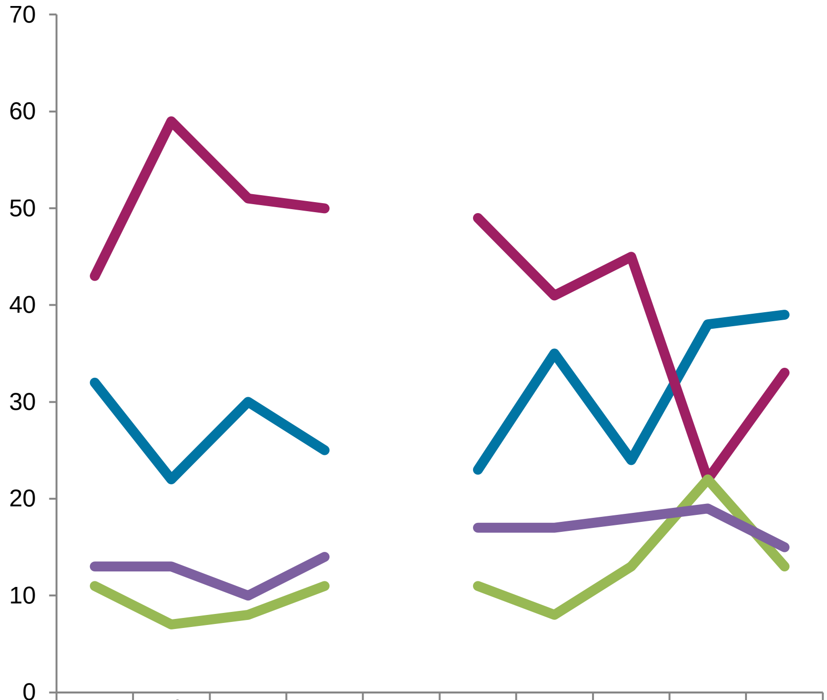
Irrespective of their precise understanding of the council's budget position more residents agree than disagree that the council provides value for money. Residents who think that the council has more money than a year ago are least likely to agree that the council provides value for money (52%). Among those who think the council has more money to spend this proportion rises to 56% and it rises further still to 66% among those who think the council will have the same amount to spend.

Among residents who feel informed about the services and benefits Lambeth Council provides the proportion who agree the council provides value for money is significantly above the survey average at 65%. Among those who do not feel informed in this way there is a negative balance of opinion in relation to council value for money, with the 41% disagreeing this is the case being above the 36% who agree.

3.2 Perceptions of the council's financial situation

Two in five (39%) residents continue to answer don't know when asked to describe what the council's financial situation is this year is compared to last year (38% in 2015). In 2015 only around one in five (22%) were aware that the council has less money to spend, but one year on this proportion has increased to a third (33%). This proportion is more than twice as large as the proportion who feel the council has more money to spend (13%). A total of 15% feel that the council's financial situation is about the same as last year.

Figure 2: Compared to last year, which of the following do you think best describes Lambeth Council's current financial situation?



	Nov-10	Feb-11	Apr-11	Aug-11	Nov-11	Apr-12	Nov-12	Apr-13	May-15	May-16
Don't know	32	22	30	25		23	35	24	38	39
Less money	43	59	51	50		49	41	45	22	33
More money	11	7	8	11		11	8	13	22	13
The council has about the same amount of money available to spend	13	13	10	14		17	17	18	19	15

Unweighted sample base: 2016 (1,042), 2015 (1,238), 2010-2013 (circa 750)

The graph above puts these results into historical context. While there has been a year on year improvement in those identifying that the council has less money to spend, this proportion remains below the proportions recorded throughout the 2010-2013 period. On this basis messages about austerity may be having less cut through than earlier in the decade. The level of uncertainty on this issue is clearly the critical finding, suggesting that clear communications about ongoing financial challenges may be needed in order to avoid unrealistic expectations of the scope and scale of the services the council can deliver. The response of don't know at this issue is more commonly given by younger residents, i.e. those aged 18-24 (53%) and 25-44 (44%), those who rent privately (54%) and those who have been in the borough for less than two year (56%). Despite this uncertainty on the council's budget position, as has already been demonstrated it is these groups that tend to have more positive perceptions of the council and the value it offer.

In terms of strengthening the messages the council provides, the variation observed in 2015 where those who do not speak English as a first language are more likely to answer don't know than those whose primary language is English (46% cf. 37%) remains in 2016.

Table 4: Groups who uncertain about the council's budget

More likely to say 'Don't know' if the council has more or less money to spend (overall 39%)
18-24 (53%)
25-34 (44%)
Mixed ethnicity (56%), White other residents (47%) and generally BME residents (43%) relative to non-BME (34%)
Economically active residents (45%)
Private renters (54%)
Those who have lived in the borough for less than two years (56%)

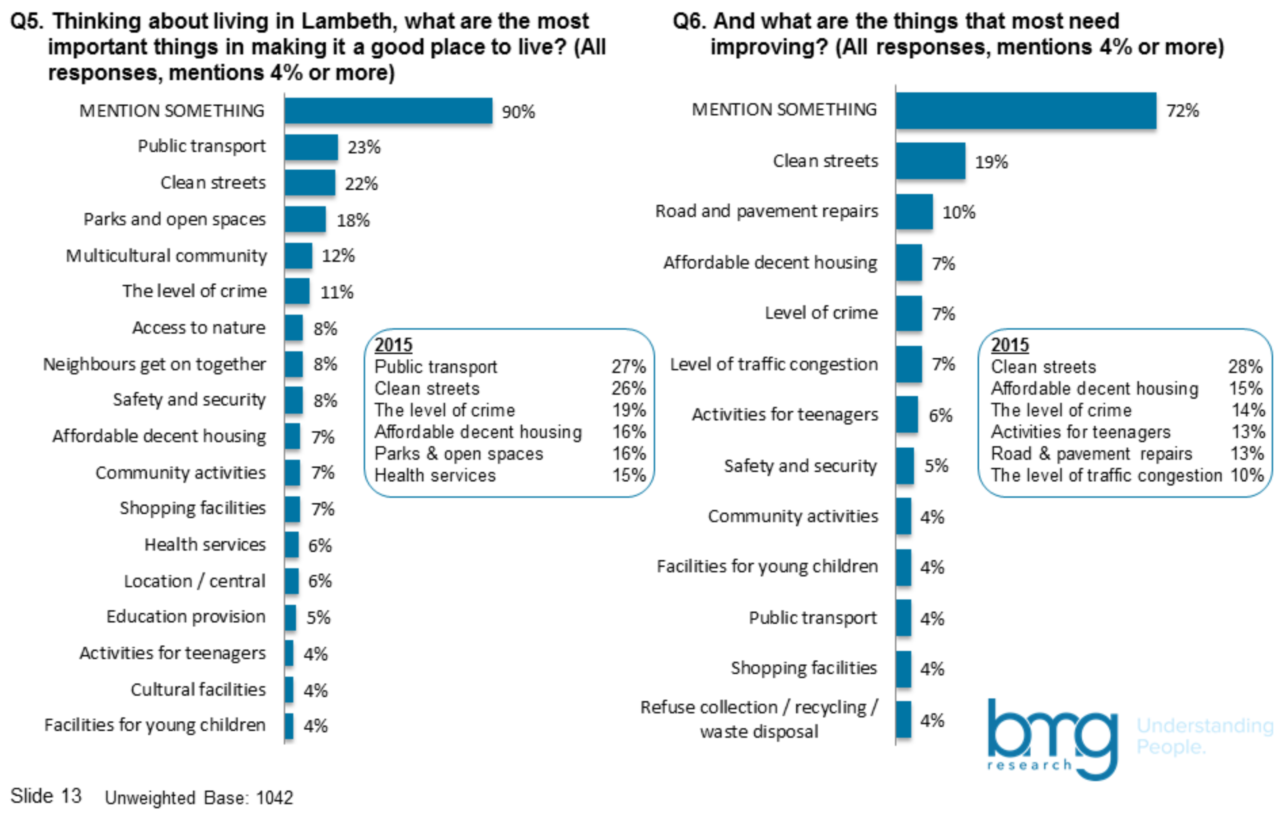
Interestingly, there is no significant variation in perceptions of the council's current financial situation between users and non-users of the Lambeth Council website.

4 Residents' priorities

4.1 What makes Lambeth a good place to live and what most needs improving?

Public transport, clean streets and parks open spaces are all the aspects which people think are most important in making Lambeth a good place to live. From these top three only clean streets features most prominently among the things that residents feel need to be improved. One in five (19%) residents suggest that street cleanliness needs further improvement. This was also the most common choice in 2015, although the proportion mentioning it has dropped 9-percentage points from 28%. In 2016 the next most common priorities for improvement are road and pavement repairs (10%), (5th choice in 2015), affordable decent housing (7%), the level of crime (7%) and traffic congestion (also 7%).

Figure 3: Most important things in making Lambeth a good place to live and what most needs improving



Base: All respondents, May 2016 (1,042), May 2015 (1,238)

Public transport remains a key consideration of residents in all areas of the borough as it features in the top two things that residents deem important in all locations. Spatial analysis also shows that clean streets are mentioned as the top priority for improvement in all areas. This further emphasises how this is a critical area for strong delivery for Lambeth Council. Further exploration may be needed into the cleanliness of Streatham given that the 26% of residents living here who feel that street cleanliness is in need of improvement is significantly higher than the survey average.

Table 5: Spatial variations in most important things in making Lambeth a good place to live and required improvements

Area	Top 4 most important	Top 4 most in need of improvement
North Lambeth (236)	Public transport (21%) Parks and open spaces (17%) Location/central (13%) Multicultural community (10%) / **Clean streets (10%)**	**Clean streets (16%)** Affordable decent housing (9%) Activities for teenagers (8%) Safety and security (8%)
Clapham (251)	**Clean streets (28%)** Public transport (19%) Parks and open spaces / **The level of crime (16%)**	**Clean streets (20%)** Road and pavement repairs (14%) **The level of crime (10%)** Affordable decent housing (8%)
Brixton (215)	Public transport (23%) Parks and open spaces (22%) **Clean streets (20%)** Multicultural community (16%)	**Clean streets (17%)** Affordable decent housing (10%) The level of crime (9%) Facilities for young children (7%) / Safety & security (7%) / Traffic congestion (7%)
Norwood (144)	Public transport (32%) Parks and open spaces / **Clean streets (21%)** Neighbours get on together (20%)	**Clean streets (18%)** The level of traffic congestion (10%) The level of crime (9%) Safety & security (8%)
Streatham (196)	**Clean streets (30%)** **Public transport (24%)** Safety and security (16%) Parks and open spaces (14%)	**Clean streets (26%)** Road and pavement repairs (14%) **Public transport (10%)** The level of traffic congestion (9%)

Bold = Top 4 most important AND top 4 in need of improvement

It should also be recognised that there are two areas in which improvements to road and pavement repairs are more commonly sought than elsewhere. These areas are Clapham (14%) and Streatham (also 14%). It should be investigated whether these spikes reflect poorer roads and pavement conditions in these areas.

While among the total sample only 7% feel that affordable decent housing is something that most needs improving, it might be expected that views on this issue would be interrelated with personal circumstances. However, within the dataset there is no significant variation in the proportion suggesting that this should be improved between those in different tenures (owner occupiers, social tenants, private renters), nor between those who do not earn the London Living Wage and those who do.

Because this question largely focuses on issue relating to urban fabric and the built environment it is also important to drill down to the views of those who live on housing estates. While residents on estates most commonly feel that clean streets need improving, the proportion selecting this option is lower than among those who do not live on estates (12% cf. 22%). Beneath this, housing estate residents do not prioritise road and pavement repairs as seen among those elsewhere (11% cf. 6%). Although this produces a different rank order for desired improvements, the actual proportion suggesting issues such as activities for teenagers and affordable decent housing require attention are consistent.

Table 6: Factors needing improvement among housing estate residents relative to those living elsewhere

Live on an estate (332)	%	Do not live on an estate (696)	%
Clean streets	12%	Clean streets	22%
The level of crime	8%	Road and pavement repairs	11%
Activities for teenagers	7%	The level of traffic congestion	8%
Affordable decent housing	7%	Affordable decent housing	7%
Facilities for young children	7%	The level of crime	7%
Improve the look of the neighbourhood / buildings	7%	Activities for teenagers	6%

Clean Streets

Clean streets is the issue that the most residents identify as needing to be improved in the borough in 2016 and this was also the case in 2015 and 2014. Litter and dirt on the streets has been a priority for a sizeable proportion of residents since 2003, with around one in five residents citing it as one of their top three concerns from 2003 to 2013. However, its relative importance has grown over this period, in 2003 it was the eighth top concern of residents, rising to a top four concern in 2005 and staying in the top five concerns in every wave but two (February 2010 and April 2011).

Housing

Affordable decent housing peaked as a concern in 2015 with 15% suggesting that it needed improving. In 2016 the 7% citing this as needing improvement is half that seen a year ago despite the ongoing housing pressure and inflated housing market across London. During the period 2003 to 2010, affordable housing was a concern for between 17% and 21% of residents, making it between fifth and seventh in terms of residents' worries. In November 2010 it became a top four concern for the first time and in April 2012 it became a top three concern and then the second top concern of residents in April 2013.

Crime

Between 2015 and 2016 there has been a fall in the number of residents citing the level of crime as being important in making the borough a good place to live (down to 11% in 2016 from 19% in 2015). The number saying the level of crime is the thing that most needs improving has also fallen (7% cf. 14% a year ago). Crime was the issue residents were most concerned with throughout the period from 2003 and 2013. However, the number of residents citing crime as one of their top three concerns fell considerably over this period, reflecting falls in figures for recorded crime in the borough. The decreasing prevalence of crime as a resident concern appears to be ongoing.

Lack of jobs

In 2003, lack of jobs was only a concern for just over one in ten (12%) residents, putting it in the bottom three concerns. The start of the recession in 2008 had a big impact on residents' concern about lack of jobs, with the number citing it as a worry rising from 13% in 2007 to 22% in the next survey in January 2009, making it one of the top three concerns. In 2011 it became residents' second top concern and this remained the case in 2012 when in both surveys over a quarter of residents said lack of jobs was a worry. Jobs appear to be lower in residents' priorities now, with just 3% saying job prospects is one of the things that is most important in making the borough a good place to live and 2% saying it is one of the things that most needs improving.

Cost of living

The recession also brought about a growth in the number of residents saying rising prices was a concern. In 2003 this was the bottom concern of residents with only 7% saying it was a worry. However, by January 2009 this had doubled to 14% and during the period 2010 to 2013 between 15% and 21% mentioned rising prices as a concern, making it a top five concern in April 2011 when a high of 21% cited this as a worry. Prices appear to be less of an issue now, with just 2% of residents saying the local cost of living is most important in making the borough a good place to live and 3% suggesting that it is one of the things that most needs improving in 2016.

Young people

Activities for teenagers in 2016 is the sixth most commonly chosen thing that residents say most needs improving, with 6% mentioning it. This is also an issue not reflected in chart 2 that has in the past been a top five concern for residents. Not enough being done for young people was first included in the list of concerns in the 2007 survey and was the fourth top worry mentioned by residents, being cited by one in five (21%). It was also the fourth top concern in January 2009 (cited by 20%), but these were the two high points in residents' worries about this issue. Between October 2009 and 2013, between 17% and 21% said they were concerned about not enough being done for young people (with the exception of April 2010 when it was 15%). This meant in terms of ranking it was between fifth and seventh in terms of residents' concerns over this period.

Road and pavement repairs

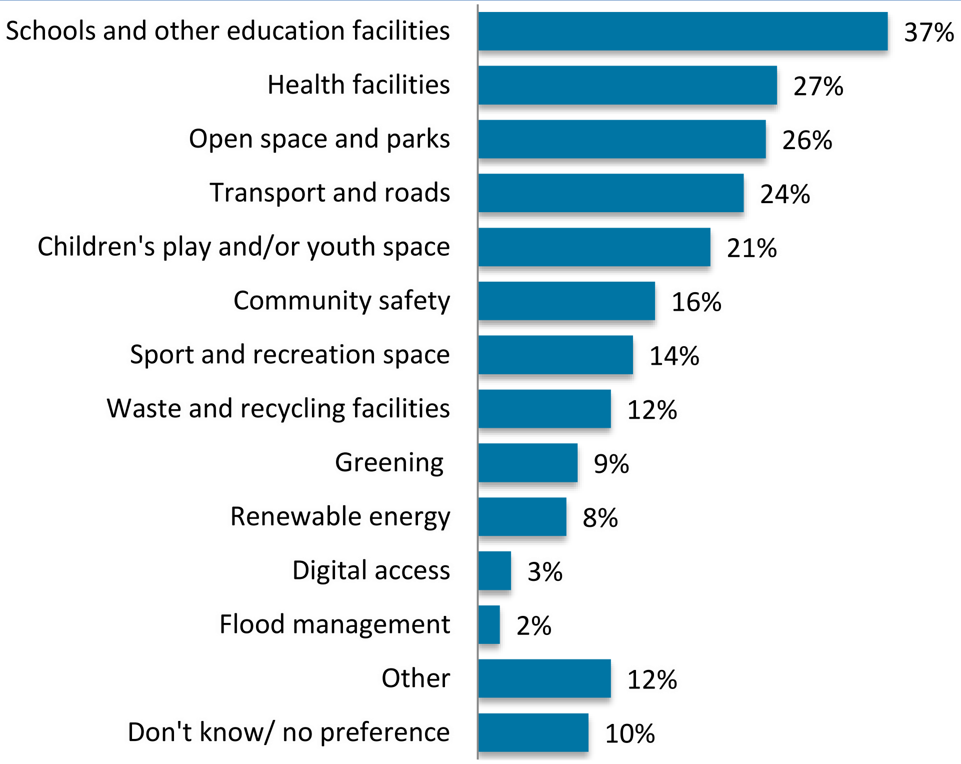
Road and pavement repairs has been a top five issue in terms of what residents say most needs improving in Lambeth in 2016, 2015 and in 2014 since it was added to the list of options. No further trend data is available prior to 2014.

5 CLIP Priorities

In a new question placed within the 2016 survey, residents were informed that when Lambeth Council gives planning permission for new developments, developers provide the council with payments to fund local improvements. In this context, Lambeth Council sought to find out what people's priorities are for investing these funds. This data will inform Cooperative Local Investment Plans (CLIPs).

When presented with a showcard listing twelve possible destinations for this additional funding that the council might receive, schools and other education facilities was the most common choice, this being selected by 37% of residents. Beneath this, 27% suggest that such funding should be spent on health facilities, with a further quarter selecting open space and parks (26%) and transport and roads (24%). Residents could select up to three responses at this question with the full range of responses shown in the figure below.

Figure 4: Thinking about your local area, which three of these things would you most like Lambeth Council to spend any additional funds on? (All responses)



Unweighted sample base: 1,042

Given that schools and education facilities are the primary choice for any additional funding the council receives, it is informative to identify among whom this preference is particularly strong. In terms of age those aged 45-54 most commonly favour this destination for additional funding (48%). Furthermore, as might be expected, households with children in the household, either single parents or two adults with children more commonly favour educational investment (47% and 49% respectively).

Importantly schools / other educational facilities are the most-named priority in six out of seven CLIP areas as shown by the table below. More specifically, the 54% of North Lambeth residents who chose this option is significantly higher than in all other CLIP areas with the exception of Waterloo. Health facilities feature in the top four priorities in five of the seven CLIP areas, the exceptions being Waterloo and Norwood.

Table 7: Top 4 priorities per CLIP area for additional funding

Area	Top 4 priorities
Brixton (215)	Schools and other education facilities (e.g. improvements to schools or nurseries) (39%) Health facilities (e.g. improvements to doctors surgeries) (27%) Open space and parks (e.g. parkland maintenance) (25%) Transport and roads (e.g. cycle stands) (23%)
Clapham (195)	Schools and other education facilities (e.g. improvements to schools or nurseries) (29%) Health facilities (e.g. improvements to doctors surgeries) (27%) Children's play and/or youth space (e.g. new play space) (23%) Transport and roads (e.g. cycle stands) (22%)
North Lambeth (108)	Schools and other education facilities (e.g. improvements to schools or nurseries) (54%) Health facilities (e.g. improvements to doctors surgeries) (31%) Children's play and/or youth space (e.g. new play space) (22%) Open space and parks (e.g. parkland maintenance) (21%)
Norwood (144)	Schools and other education facilities (e.g. improvements to schools or nurseries) (32%) Open space and parks (e.g. parkland maintenance) (29%) Children's play and/or youth space (e.g. new play space) (23%) Transport and roads (e.g. cycle stands) (22%)
Stockwell (151)	Schools and other education facilities (e.g. improvements to schools or nurseries) (39%) Health facilities (e.g. improvements to doctors surgeries) (32%) Open space and parks (e.g. parkland maintenance) (26%) Transport and roads (e.g. cycle stands) (23%)
Streatham (196)	Schools and other education facilities (e.g. improvements to schools or nurseries) (34%) Transport and roads (e.g. cycle stands) (31%) Health facilities (e.g. improvements to doctors surgeries) (28%) Open space and parks (e.g. parkland maintenance) (26%)
Waterloo (33)	Open space and parks (e.g. parkland maintenance) (51%) Schools and other education facilities (e.g. improvements to schools or nurseries) (42%) Children's play and/or youth space (e.g. new play space) (33%) Renewable energy (e.g. solar panels) (26%)

6 Use of Council Services

Parks and open spaces are the most widely used service asked about in the survey, with more than six in ten (64%) residents having used these spaces in the last year. This represents a 15-percentage point increase since 2015, returning levels of park/open space usage to levels seen in previous Lambeth surveys. Two in five (40%) residents have used leisure or sports facilities in the last year up from 33% a year ago. A similar proportion (38%) have used libraries, in line with the 40% observed in 2015.

Table 8: Service usage in the last year

	2016 (1,042)	2015 (1,238)	% point change
Housing and environment			
Doorstep recycling facilities	28%	35%	-7
Food waste recycling facilities	19%	24%	-5
Estate recycling facilities	10%	15%	-5
Council tax benefit	8%	10%	-2
Housing benefit service	8%	9%	-1
Smugglers Way reuse and recycling centre	7%	7%	0
Vale Street reuse and recycling centre	7%	6%	1
Housing advice and allocation services	3%	4%	-1
Cultural services			
Parks and open spaces	64%	49%	+15
Leisure and sports facilities	40%	33%	+7
Libraries	38%	40%	-2
Services for children and young people			
Primary education (5-11s)	13%	12%	1
Playgrounds and play areas	12%	14%	-2
Secondary education (11-18s)	9%	9%	0
Nursery education (under 5s)	7%	8%	-1
Children's centres	5%	7%	-2
Pre or after school clubs	4%	3%	1
One 'o' clock clubs	3%	4%	-1
Youth clubs/centres	3%	3%	0
Holiday activities and programmes for children	2%	2%	0
Health and social care			
Services for disabled people	2%	2%	0
Social services for adults	2%	2%	0

In total, 89% of residents indicate that they have used at least one of the listed council services in the last year. The proportion of residents who state that they used at least one of the listed services in each of four main areas of service delivery are listed below.

- Cultural services: 76%;
- Housing and environment: 51%;
- Services for children and young people: 28%;
- Health and social care: 3%.

However, it should be noted that these proportions are derived from service list of differing lengths (eight housing and environment services versus three cultural services for example). It should also be noted that some services listed would only, by definition, be applicable to subsets of the population. Therefore, these summary proportions should be treated with caution. With these caveats in mind, it can be seen that levels of service use overall are stable geographically. However as shown by the table below, services for children and young pole are more commonly used by Norwood (33%) and Streatham residents (also 33%). Significant variations are also found in use of cultural services, with those in North Lambeth (65%) and Clapham (73%) least likely to use these within Lambeth.

Table 9: Summary of service use by area

	Total	Brixton	Clapham	North Lambeth	Norwood	Streatham
User of 1 or more service	89%	90%	89%	89%	91%	88%
Cultural services user	76%	**81%**	73%	65%	**85%**	**80%**
Housing and environment user	51%	55%	50%	49%	57%	48%
Services for children and young people user	28%	28%	24%	27%	**33%**	**33%**
Health and social care user	3%	5%	4%	3%	1%	3%

6.1 Who uses parks and open spaces?

Park and open space use within the borough is significantly higher among Norwood residents in 2016 (76%) and in the least deprived quintile (IMD 1: 76%) of the borough. Those aged under 44 most commonly have used these spaces in the last year, with usage most common among those aged 35-44 (72%). Those aged 65+ are the age group that least commonly state that they use parks and open spaces (47%). Interestingly, the presence or absence of children in the household does not have a significant influence on park and open space usage. However, this variation does come through clearly on the more specific code of playgrounds and play parks (32% of those with children use these compared to 3% among those who do not).

Table 10: Who is more or less likely to use parks and open spaces

More likely to use parks and open spaces	Less likely to use parks and open spaces
Overall (64%)	**Overall (64%)**
Norwood residents (76%)	45-54 (59%), 55-64 (52%), 65+ (47%)
IMD quintile 1 (76%)	Social renters (47%)
18-24 (65%), 35-34 (65%), 35-44 (72%)	Those living on an estate (72%)
Private renters (74%), owner occupiers (74%)	
Those not living on an estate (72%)	

6.2 Who uses libraries?

Library services are more likely to be used by women, residents with children, those aged 35-44 and owner occupiers as shown by the table below. Men and those without children are less likely to use libraries. Geographically library use is relatively low among Clapham (30%) and North Lambeth residents (32%). Although the provision of access to the Internet in libraries is seen as important in enabling all residents to have an opportunity to get online, only around one in five residents without access to the Internet (23%) have visited a library in the last year.

Table 11: Who is more or less likely to use libraries

More likely to use libraries	Less likely to use libraries
Overall (38%)	**Overall (38%)**
Norwood (46%), Brixton (46%), Streatham (42%) residents	Clapham (30%) and North Lambeth residents (32%)
Women (41%)	Men (35%)
Those aged 35-44 (48%)	Those not in a job or training (28%)
White British (41%)	Those without children in the household (34%)
Those in work (38%) or education /training (54%)	Those with no internet access (23%)
Those with children in the household (44%)	
Owner occupiers (42%)	
Those with internet access (39%)	

7 Recycling

In order to inform efforts to boost recycling rates in the borough a bank of statements were included in the 2016 survey to examine potential barriers to household recycling. While some statements were asked to all residents, irrespective of the type of home that they live in, many were tailored to more directly address the particular barriers that may be more relevant in certain types of homes.

The filtering of the questions was based on:

- Those who have a kerbside recycling service; i.e. those living in a house, bungalow or a flat as part of a converted/shared house;
- Those who live in a purpose built block of flats or tenement;
- Those who live in a commercial property i.e. a flat above a shop.

Before examining the views of the residents in each type of home in isolation, the over-arching issues of recycling understanding, support for recycling as a concept and universal practicalities of recycling are considered below.

Understanding of and support for recycling

Only 7% of residents indicate that they do not have a good understanding of what they can put in their recycling bags or containers, with 90% disagreeing this is the case. A clear majority of all age groups have a good understanding of what can be recycled. Only among those aged 45-54 (12%) does this uncertainty rise above average. Even fewer residents (5%) within the total sample suggest that they do not believe there is a significant benefit to recycling, with 91% stating the opposite.

When considering the issue of sorting through waste so it can be recycled only 4% suggest that they don't feel it is their responsibility to do so. Therefore it does appear that the vast majority of residents do accept ownership for recycling behaviours.

Universal practicalities of recycling at home

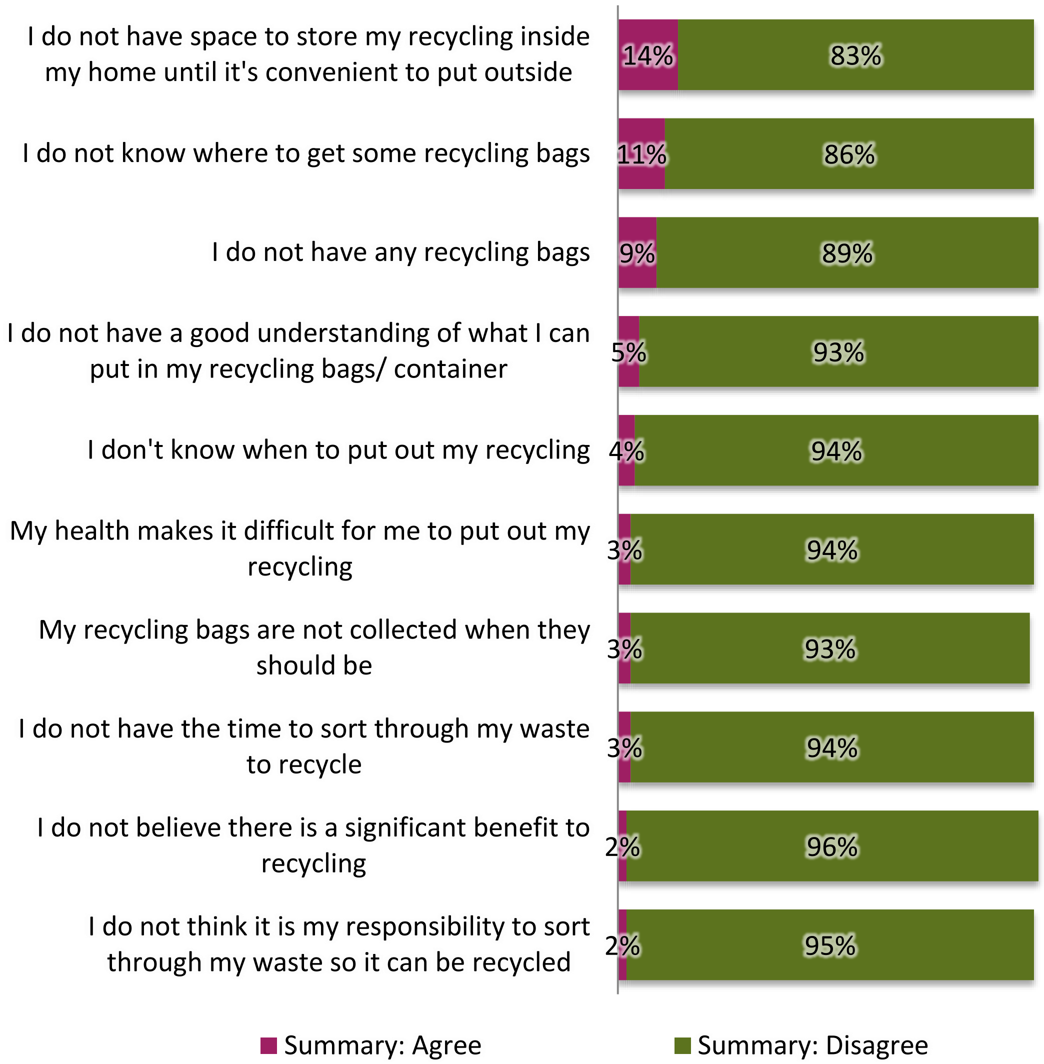
One in five residents (20%) state that they do not have space to store recycling in their home until it is convenient to put outside, although it was not discussed whether this causes items that could be otherwise be recycled to be put in the bin. Space issues are more common among those in purpose built flats (29%) and those in social housing (30%), plus among those with children in the household (28%).

Just 6% of residents state that they do not have time to sort through their waste to recycle, with health factors also an issue for 6% of residents. In particular, health issues are more commonly mentioned as a barrier to recycling for those aged 45-54 (10%), 55-64 (10%) and 65 and over (15%).

7.1 Potential recycling barriers by property type

The figure below shows a summary of response given by all those who receive a kerbside recycling collection at their property. Ensuring a good supply of recycling bags would seem the most likely way of enhancing recycling volumes for this group.

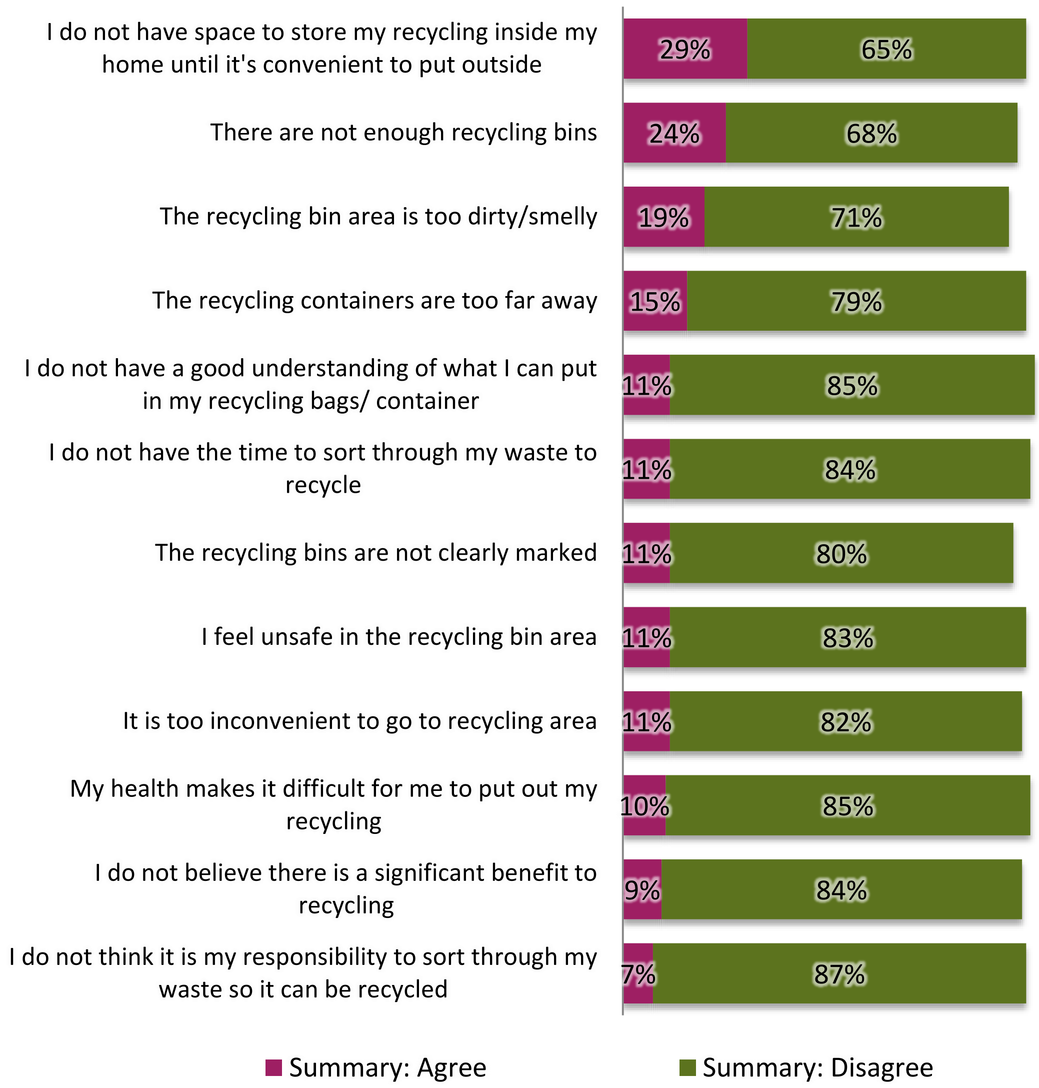
Figure 5: Do you agree or disagree that [issue] stops you recycling items using your household recycling service? (Valid responses, KERBSIDE recycling properties)



Unweighted base: 584

Among those who live in purpose built flats there are more obvious barriers to recycling. A quarter (24%) of this cohort indicate that there are not enough recycling bins, one in five (19%) state that there are recycling bin areas are too dirty and smelly, and 15% suggest that these are too far away. Furthermore, 11% feel unsafe in their recycling bin area. It should also be note that those in purpose built flats have a marginally higher tendency not to support recycling, with 9% not believing that it makes a significant difference compared to 5% among all residents.

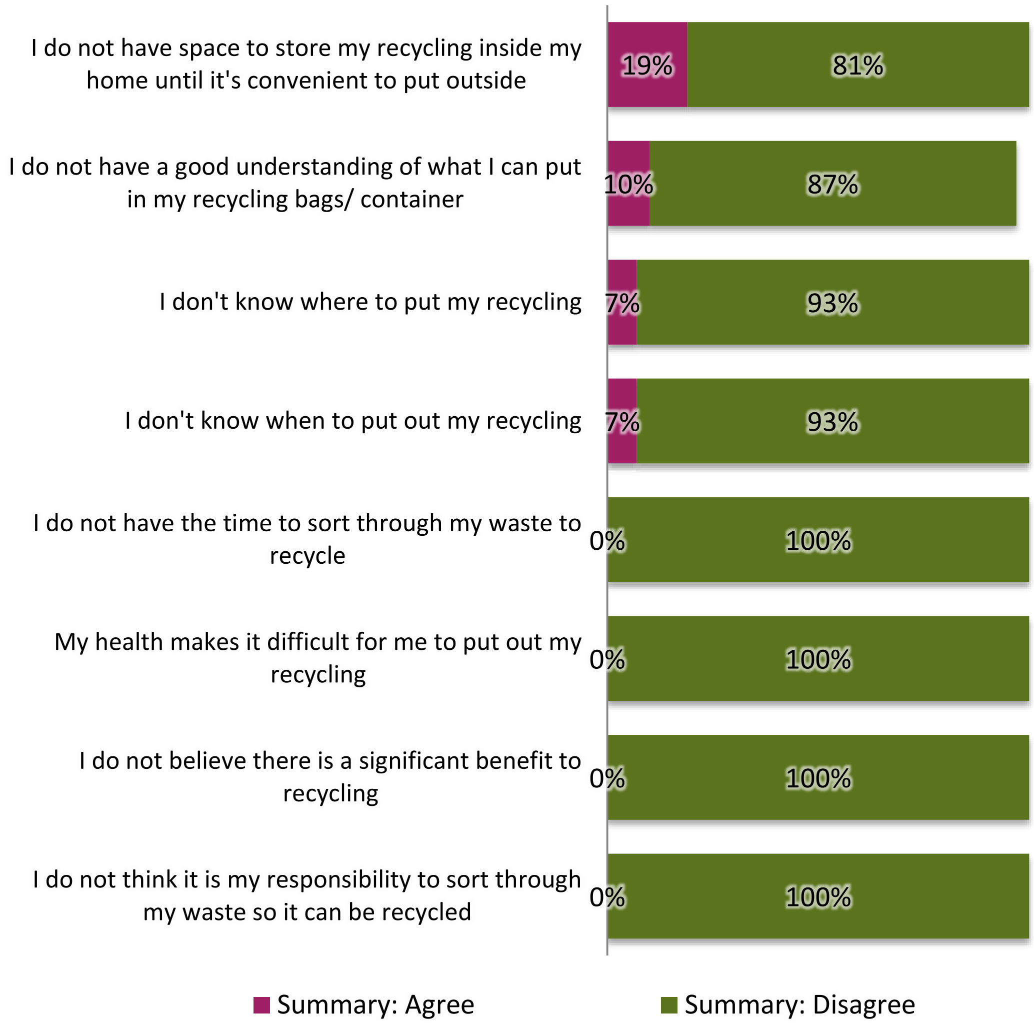
Figure 6: Do you agree or disagree that [issue] stops you recycling items using your household recycling service? (Valid responses, those living in PURPOSE BUILT FLATS)



Unweighted base: 432

The sample base of those in commercial properties (i.e. flats above shops) is just 26 so drawing conclusions from this small base should be done cautiously. This cohort were asked specifically if they know where to put their recycling and when to put it out and 93% in each instance responded positively.

Figure 7: Do you agree or disagree that [issue] stops you recycling items using your household recycling service? (Valid responses, those living in COMMERCIAL PROPERTIES)



Unweighted base: 26

To ensure coverage of the recycling issue was comprehensive, the survey included an open question where resident could mention anything that stops them from using their household recycling service more than they do now. While 91% did not make any further comment here, among the responses that were given, the two key themes related to:

- Issues with recycling bags (no bags, problems with bag delivery) - 3%;
- Recycling bins (size problems, no bins) - 3%.

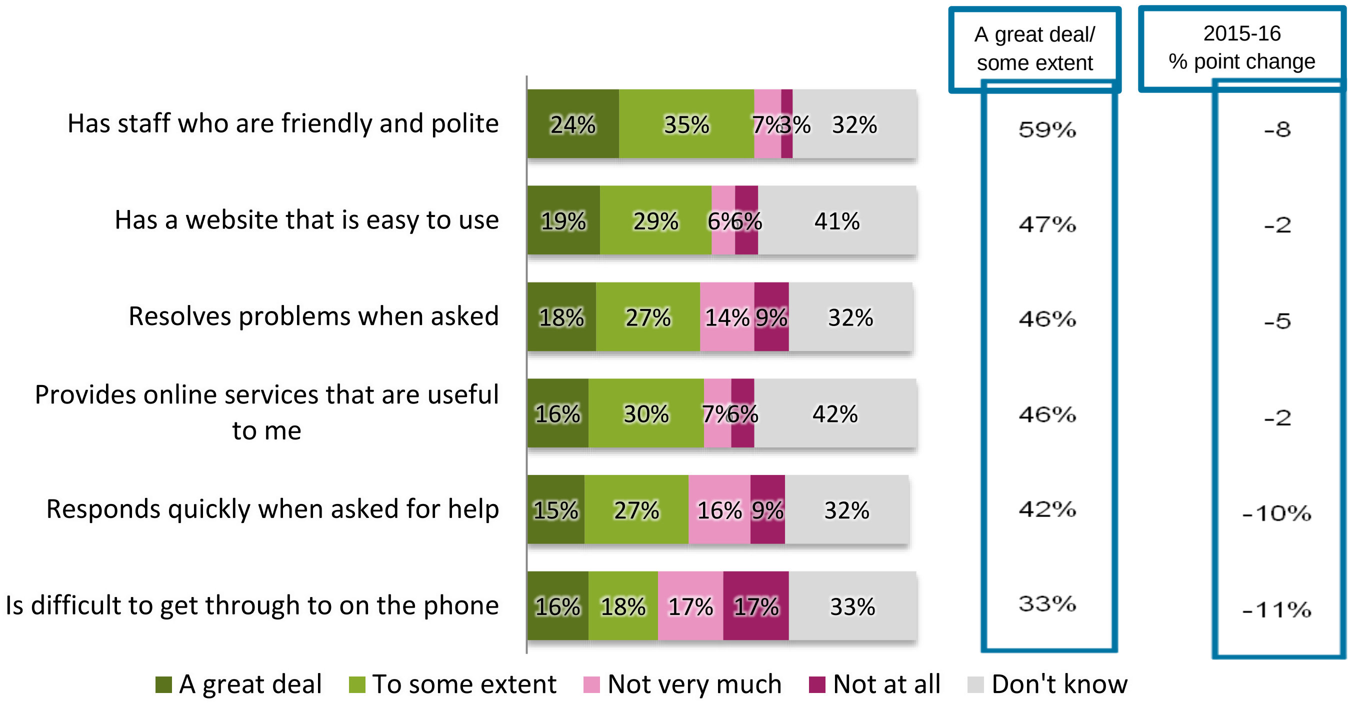
8 Customer service and customer access

8.1 Perceptions of customer service

In response to the survey statements about the customer service provided by Lambeth Council, the proportions answering don't know in 2016 are consistently higher than those seen a year ago, resulting in lower proportions giving positive responses. In 2016 approaching six in ten residents feel staff at Lambeth Council are friendly and polite (59%) a drop of 8-percentage points since 2015. There has also been a drop in the proportion of residents that feel the Council respond quickly when asked for help (-10% points) although this measure has returned back to historic levels of 42% prior to the rise in 2015 (52%).

The proportion of residents that feel Lambeth Council is difficult to get through to on the phone has decreased by 11% points since 2015. Now only a third state this to a great deal/to some extent (33%), which is the lowest seen historically.

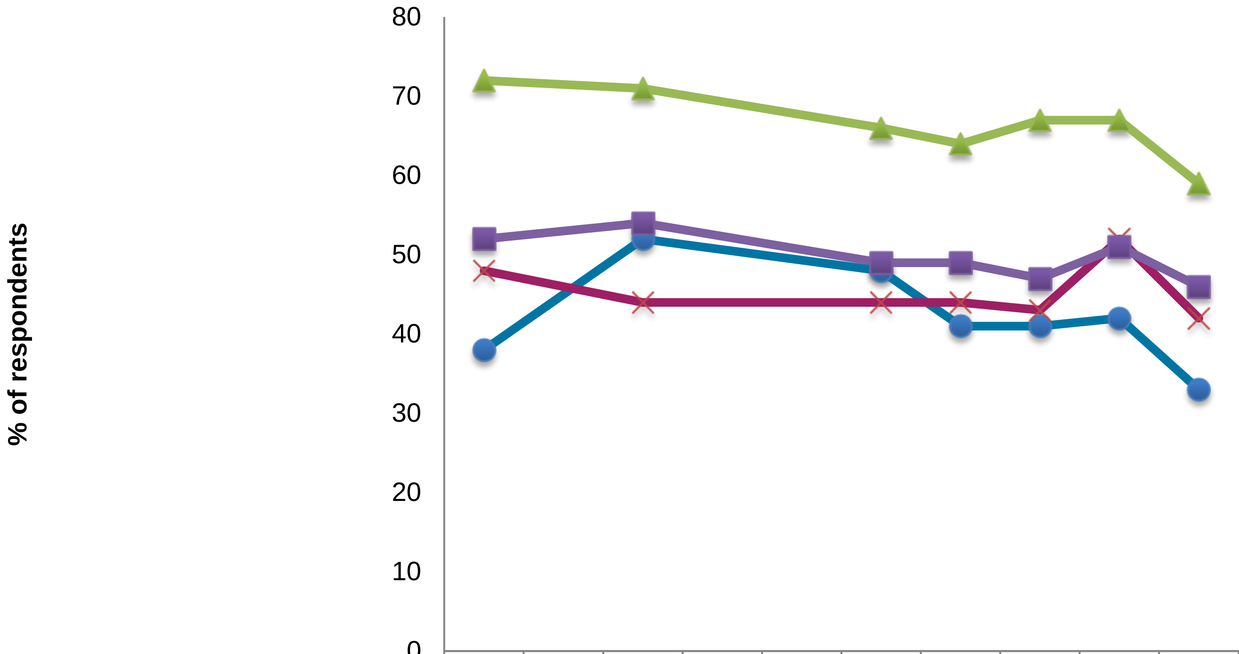
Figure 8: **To what extent do you think that these statements apply to Lambeth Council?**



Unweighted base: 1042

Figure 9 below shows how the 2016 responses compare to those recorded since 2010.

Figure 9: Trends over time in perceptions of customer service



	Nov 2010	Feb 2011	Apr 2011	Aug 2011	Nov 2011	Apr 2012	Nov 2012	Apr 2013	June 2015	May 2016
Is difficult to get through to on the phone	38		52			48	41	41	42	33
Responds quickly when asked for help	48		44			44	44	43	52	42
Has staff who are friendly and polite	72		71			66	64	67	67	59
Resolves problems when asked	52		54			49	49	47	51	46

Base: All respondents, 2016 (1,042), 2015 (1,238), 2010 to 2013 (circa 750)

As is shown by the table below residents, aged 18 – 24, and older residents, aged 65+ tend to be less positive about customer service provided by the council. This may reflect lower levels of council interaction among these age groups. For example, just 13% of older residents give positive responses in relation to the ease of using the council website, but this low rating is driven by uncertainty, rather than negative ratings of the website.

Table 12: Perceptions of customer service by age

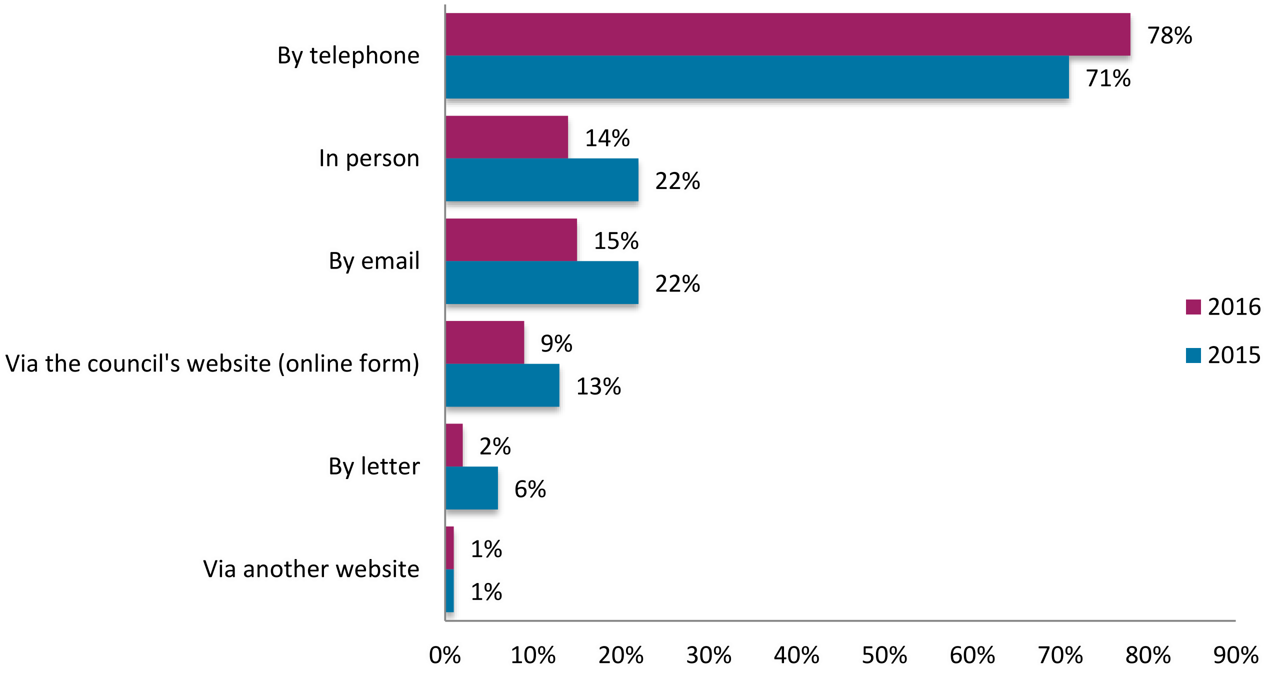
% A great deal/ Some	Total (1042)	18-24 (136)	25-34 (253)	35-44 (247)	45-54 (154)	55-64 (100)	65+ (102)
Has staff who are friendly and polite	59%	36%	54%	64%	73%	68%	67%
Has a website that is easy to use	47%	36%	58%	54%	53%	36%	13%
Resolves problems when asked	46%	25%	42%	50%	56%	60%	55%
Provides online services that are useful to me	46%	32%	58%	53%	51%	35%	14%
Responds quickly when asked for help	42%	24%	38%	45%	58%	51%	47%
Is difficult to get through to on the phone	33%	23%	26%	34%	49%	42%	41%

Green shading indicates area with highest proportion agreeing, red shading indicates area with lowest proportion agreeing

8.2 Contacting the council

Just over a half (56%) of residents have contacted the council in the last twelve months. This is directly in line with 2015 (55%), emphasising the ongoing need for strong levels of customer service. On this basis, is should be recognised that contacting the council by phone continues to remain the most popular method. Approaching eight in ten (78%) made their last contact by phone, an increase of 7% points compared to both 2015 (71%). Please note that more than one response was possible at this question.

Figure 10: How was your last contact with the council made?



Base: all who have contacted the council in the past 12 months 2016: 569, 2015: 692

One in seven residents (14%) made their last contact with the council in person down from 22% a year ago. Given the council is keen to reduce avoidable contact in person and to support residents to move to self-service as far as possible, this is a positive finding. However, the fact that fewer residents than in 2015 made their last council contact by email (-7 percentage points) and via the website (-4 percentage points), suggests that channel shift patterns are not straightforward.

Who is contacting the council

Users of council services for health and social care, benefit recipients, residents aged 45-54 and carers are among those more likely to have contacted the council in the past twelve months. Younger residents (aged 18-24), private renters and those in multiple adult households are more likely not to have contacted the council during this period.

Table 13: Who is more likely to have contacted the council

More likely to have contacted the council	
Overall	**56%**
User of services for health and social care	78%
Use of council website	72%
Aged 45-54	71%
Self-employed	71%
Disability or Illness	70%
Dissatisfied with the council	69%
Benefit recipient	66%
Carer	66%
Rent from council	66%
Sole occupier	63%
Black Caribbean	63%
Brixton	62%
User of services for children and young people	62%
Social rented	61%
Owner occupier	59%
Lived in the borough 10+ years	59%
Any work	58%
Economically active	58%

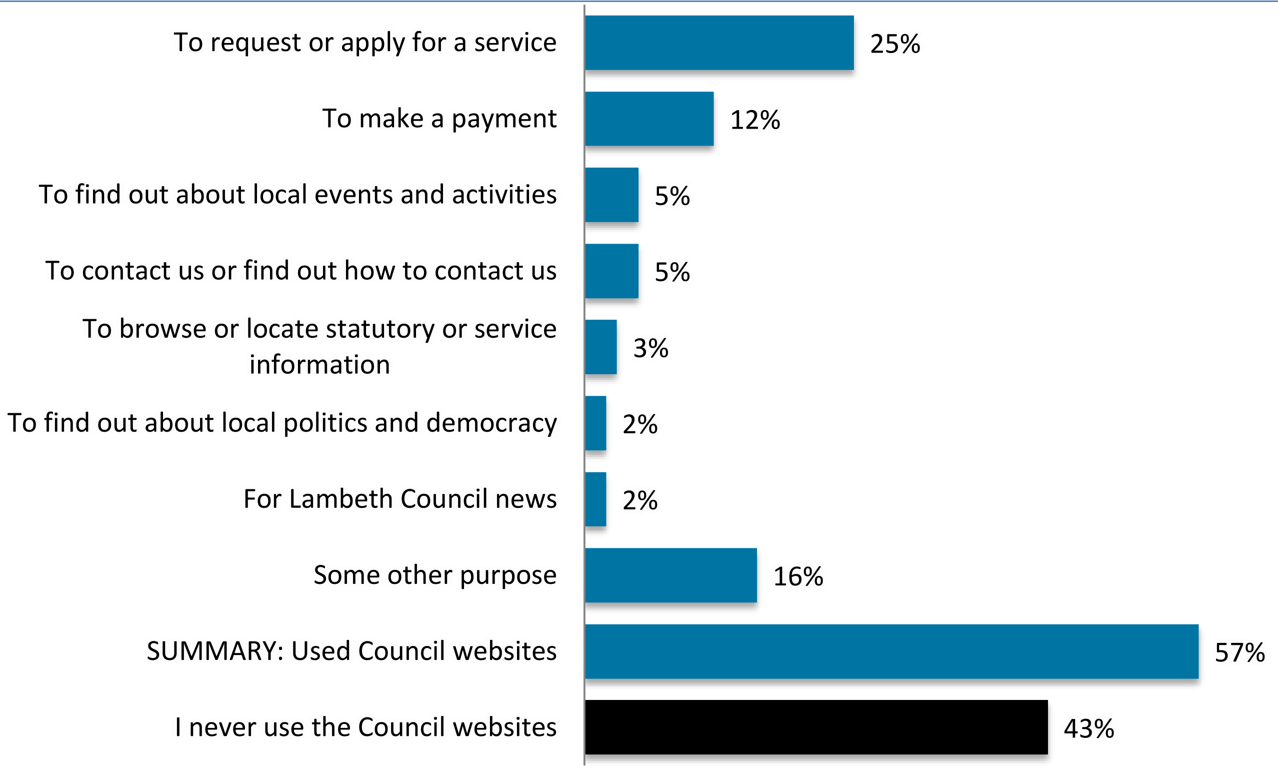
More likely <u>not</u> to have contacted the council	
Overall	**43%**
Aged 18-24	70%
Never used council website	65%
Any education/ training	62%
Multiple adult household	56%
Economically inactive	53%
Private rent	53%
Lived in the borough 2-5 years	53%
Most deprived (IMD Quintile 5)	51%
No religion	47%
Not a carer	44%

8.3 Use of the council's website

Almost six in ten residents have visited Lambeth Council websites in the past year (57%). Interestingly, the youngest age group is less likely to have used the council's website (18-24: 40%), along with the oldest age group (65+: 37%), with usage higher among residents aged 25-34 (63%), 35-44 (63%) and 45-54 (67%).

Looking at the total responses, 25% of all residents have visited the council's websites to request or apply for a service, with 12% having done so in order to make a payment. Residents in Brixton are more likely to have used the website to request or apply for a service (33%), especially compared to Norwood residents (18%). On this basis, it appears that website visits are more commonly made for transactional reasons rather than for information searches.

Figure 11: In the past year, for which of the following reasons have you visited Lambeth Council's websites, lambeth.gov.uk, love.lambeth.gov.uk?



Unweighted sample base: 1,042

The table below re-works the percentages from this question based on website visitors only to allow direct comparison to the data collected in 2015. Transactional metrics from the website should be used to determine whether there is further evidence of the suggested drop in online payments.

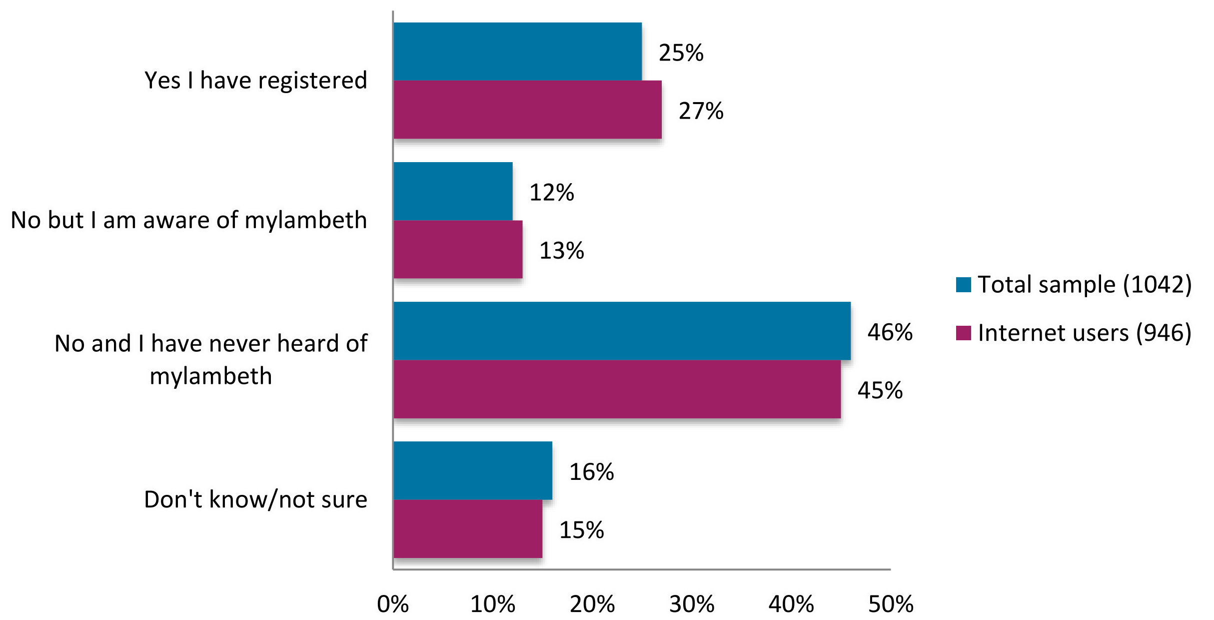
Table 14: Reasons for website use 2015-16 (All who are website users)

	2015	2016
To request or apply for a service	41%	44%
To make a payment	31%	21%
To contact us or find out how to contact us	22%	9%
To find out about local events and activities	18%	8%
To browse or locate statutory or service information	16%	6%
To find out about local politics and democracy	6%	3%
For Lambeth Council news	Not asked	4%
Some other purpose	17%	28%

8.4 Registering for mylambeth online account

One in four residents have registered for a mylambeth online account (25%), with a further 12% aware of it but unregistered. However, the largest number of respondents (46%) suggest they are unaware of mylambeth. This lack of awareness remains evident when drilling down to internet users only, with only 27% having registered and 45% that have never heard of mylambeth. Registration for a mylambeth online account is higher amongst residents that are aged 25-34 (33%).

Figure 12: Have you registered for a mylambeth online account?



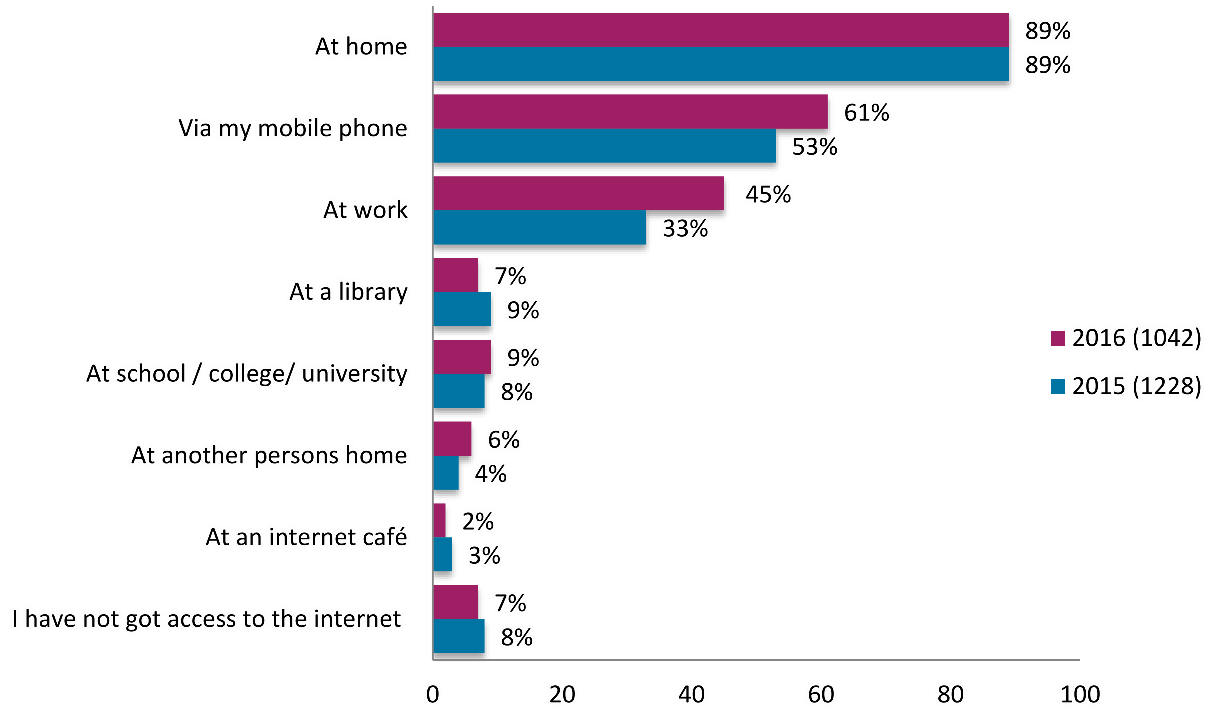
Unweighted sample bases in parentheses

Who has access to the Internet and uses the council's website

Access to the Internet has grown considerably over the last four years, with less than one in ten (7%) of residents saying they do not access to the Internet, which is half the number without access that was seen 2011 (16%).

Around nine in ten (89%) residents access the Internet at home, which remains in line with 2015. More residents than in 2015 now access the internet via their mobile phone (61% cf. 53%) and at work (45% cf. 33%). This continues to demonstrate the importance of ensuring council websites and online tools are compatible for display on smartphones and tablets.

Figure 13: Do you access the Internet at any of the following?



Unweighted sample bases in parentheses

Although fewer than one in ten residents say they do not access the Internet, there are some groups of residents where the numbers who are not online is considerably higher, rising to over half of retired (53%) and older (aged 65 and over) residents (52%). Nearly three in ten residents that are not in a job or training (29%) do not have access to the internet, as well as one quarter (26%) disabled residents. There continues to be a danger that this could add to social isolation amongst these groups. In addition, these proportions suggest that digital by default approaches to service delivery would be challenging for some resident groups.

Table 15: Who does not access the Internet

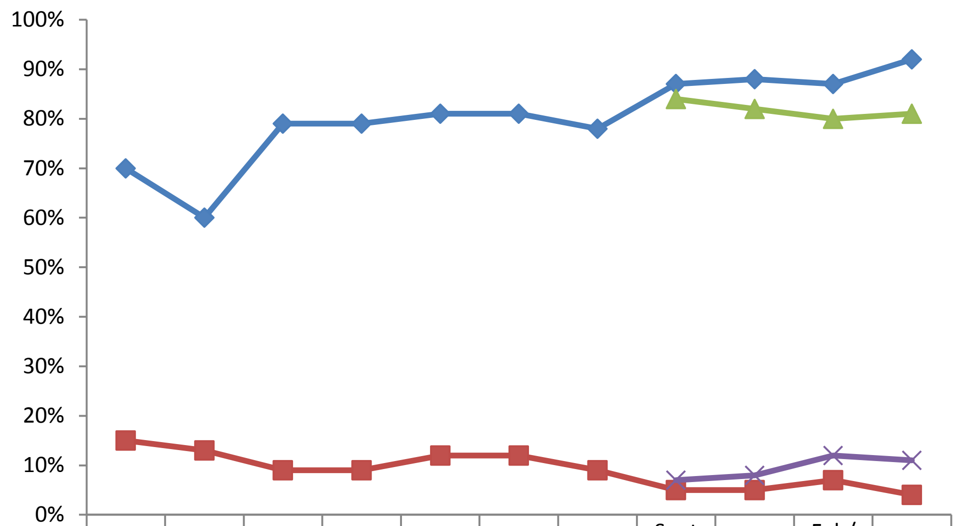
More likely to say they do not access the Internet (overall 7%)			
Retired	53%	Rent from housing association	16%
Aged 65 and over	52%	Carer	15%
Not in job or training	29%	Black Caribbean	14%
Disability	26%	Benefit recipient	13%
Sole occupier	23%	Live on a housing estate	13%
Long-term illness	19%	10 or more years residence	12%
Economically inactive	19%	IMD 4 (nearly most deprived)	11%
Aged 55-64	15%		
Rent from council	18%		

9 Satisfaction with the local area, perceptions of change and neighbourliness

9.1 Residents' satisfaction with their local area

Lambeth is a borough where nine in ten residents (92%) are satisfied with their local area as a place to live. This level is the highest yet recorded and is 5-percentage points higher than the 87% seen in 2015. This high level of satisfaction exceeds the latest LGA national benchmark (81%, Feb-16). While satisfaction with the local area is high across Lambeth's five neighbourhood areas, in 2016, 9% of those living in North Lambeth indicate dissatisfaction with their local area as a place to live, a proportion that is both significantly higher than the borough average of 4% and the other four neighbourhood areas. The 4% who express dissatisfaction with the neighbourhood at a borough level is notably below the latest LGA national benchmark (11%).

Figure 14: Overall satisfaction with the local area



	Oct-07	Jan-09	Nov-09	Feb-10	Apr-10	Aug-10	Aug-11	Sept/Nov-12	Apr-14	Feb/Apr-15	May-16
Lambeth: Satisfied	70%	60%	79%	79%	81%	81%	78%	87%	88%	87%	92%
Lambeth: Dissatisfied	15%	13%	9%	9%	12%	12%	9%	5%	5%	7%	4%
LGA: Satisfied								84%	82%	80%	81%
LGA: Dissatisfied								7%	8%	12%	11%

Base: 2016 (1042), 2015 (1,238), 2014 (1013), Nov 2009 to 2013 (circa 750), 2007 to Jan 2009 (c1,000)

Residents who are most satisfied and dissatisfied with their local area

A clear majority of residents within each deprivation quintile across the borough express satisfaction with their local area as a place to live, but this satisfaction is highest at 96% among residents of IMD quintile 1, i.e. the most affluent areas of the borough. Among those who live on a housing estate, neighbourhood satisfaction drops to 88% compared to 94% among those who do not, a statistically significant difference. Individuals who rent privately are the tenure group most likely to be satisfied with their local area as a place to live (95%), and those who rent from the council are the tenure group least likely to give this response (88%).

Among those satisfied with their local area as a place to live 98% feel safe walking in their local area during the day and 88% feel safe walking in their local area in the evening. Furthermore, among those satisfied with their local area as a place to live, 95% agree that their local area is a place where people from different backgrounds get on well together.

Significant differences in neighbourhood satisfaction cannot be identified between those with awareness of their local street champions and those who do not. However, this may be related to the relatively small number of residents who indicate they are aware of street champions. This will be discussed below in section 9.3.

Table 16: Who is more satisfied or dissatisfied with their local area

More likely to be <u>satisfied</u> with their local area	More likely to be <u>dissatisfied</u> with their local area
Overall (92%) The least deprived quintile of the borough (96%) 18-24 years olds (97%) Those who rent privately (95%)	**Overall (4%)** 45-54 year olds (10%) Those living on housing estate (8%) Those living in the borough for 10 years or more (6%) Council tenants (8%)

Notably there is no significant variation in neighbourhood satisfaction between those who are likely to leave Lambeth in the next two years (93%) and those unlikely to (90%).

Examining the interaction between views of the council and the local area shows that 19% of residents who are dissatisfied with the council are dissatisfied with their local area as a place to live compared to just 1% among those satisfied with the way Lambeth Council run things. However, it is not possible from the data to determine the direction of causation in this relationship (if any).

9.2 Change in Lambeth

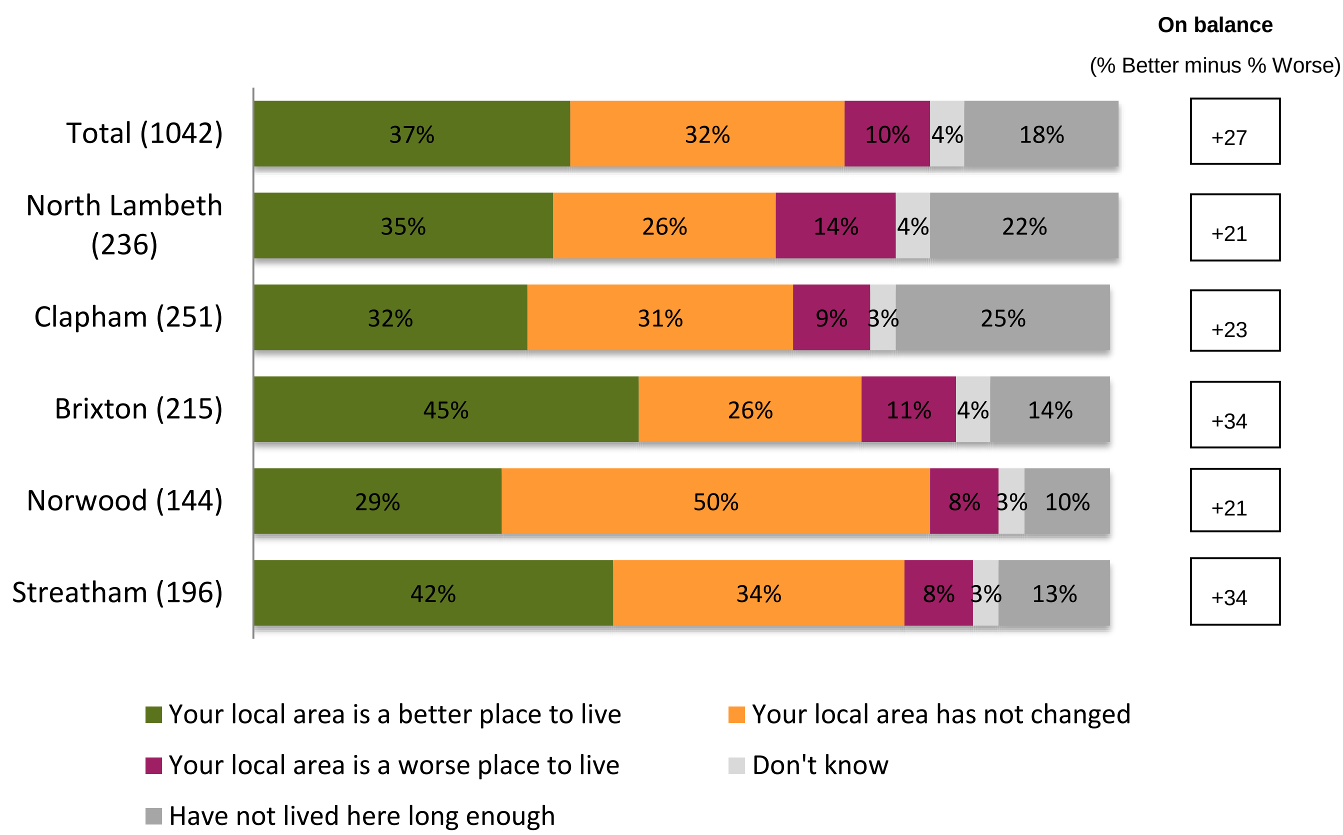
How do residents rate their local area compared to two years ago?

In the context of changes in the local economy and new development taking place in Lambeth, a new question was introduced to the survey in 2015 asking residents to say whether their local area was a better or worse place to live or had not changed compared to two years ago. This question was retained in the 2016 survey.

The proportion of residents think their local area is a better place to live compared to two years ago at 37% exceeds the proportion who feel it has got worse as a place to live over the same period (10%). A further third (32%) feel that their area has not changed. Among the remainder 4% answered don't know and 18% said that they had not lived in the area long enough to comment. Notably this latter proportion is twice that seen in 2015 (9%), emphasising the ongoing churn within the residential population of the borough.

In all neighbourhoods a positive net balance core can be seen (i.e. that those identifying improvements exceed those who suggest that the local area has got worse). This net balance is most positive among Brixton residents (+34) and Streatham residents (+34). As shown by the figure below, Clapham residents are those most likely to suggest that they have lived in the area for less than two years (25%), while Norwood residents most commonly suggest that their local area has not changed over this period (50%).

Figure 15: Perceived local change. Would you say that compared to two years ago..?



Unweighted sample base in parentheses

Further analysis shows that those who have not lived in the local area for 2 years are most commonly found in the 18-24 (21%0 and 25-34 (33%) age groups.

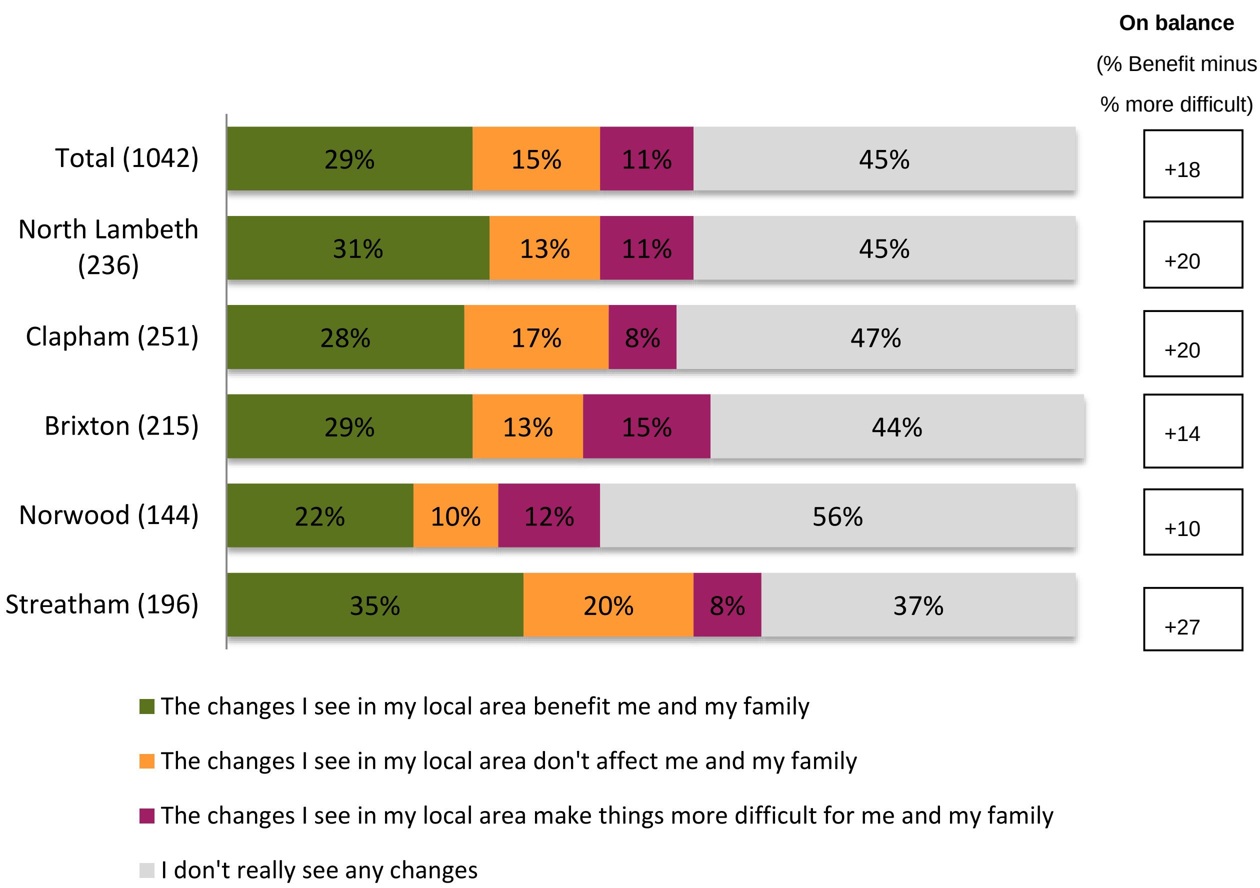
Among those dissatisfied with their local area overall it should be noted that there is a equal balance between those who feel their local area has improved in the last 2 years (31%) and those who feel it has got worse (30%). In contrast, among those satisfied with their local area as a place to live 37% feel it has improved and just 9% feel it has got worse during the last two years.

It is also notable that analysis by tenure shows that residents who rent from the council are most likely to feel that their local area has got worse in the last two years (15%). Alongside this 12% of private renters feel this is the case, significantly above the 10% of owner occupiers who give this response.

Do residents see changes in their local area as benefitting themselves and their family?

At the question intended to determine if local changes are having an impact on residents and their families 45% of the total sample indicate that they don't really see any changes. This proportion is notably higher than the 27% who gave the same response in 2015. Among the remainder more residents indicate that they and their family benefit from local changes (29%), rather than these changes producing difficulties for them (11%). The resulting positive net balance score of +18 compares to +30 a year ago. As illustrated by the figure below, a positive net balance score on the impact of local changes can be found in all neighbourhoods, but in all areas a perceived lack of change is most prevalent.

Figure 16: **Perceptions of the benefits of change by area**



Unweighted sample base in parentheses

The proportion of residents within Brixton who state that the changes they see in the local area makes things more difficult for them and their family at 15% is significantly higher than seen in Clapham (8%). Responses by age suggest that those aged 45-54 (17%) and 55-64 (20%) most commonly identify negative impacts from local changes. In comparison, among those aged 18-24 just 9% give this same response. Indeed, those aged 18-24 most commonly do not really see any local changes (54%).

Those who have lived in the borough 10 years or more are least likely to say that they do not see any changes (38%). Among this group, i.e. those with the most long term perspective on the borough there is a positive balance between those who feel changes benefit them and their family (29%) and those who feel that they make life more difficult (14%).

In terms of ethnicity the only significant variation evident is among Black Caribbean residents where the 17% who say that local changes make things more difficult for them and their family is significantly higher than the survey average of 11%.

Other groups that suggest that changes make things more difficult for them and their family include those with an illness or disability (20% cf. 9% of those who do not) and those who are carers (23%).

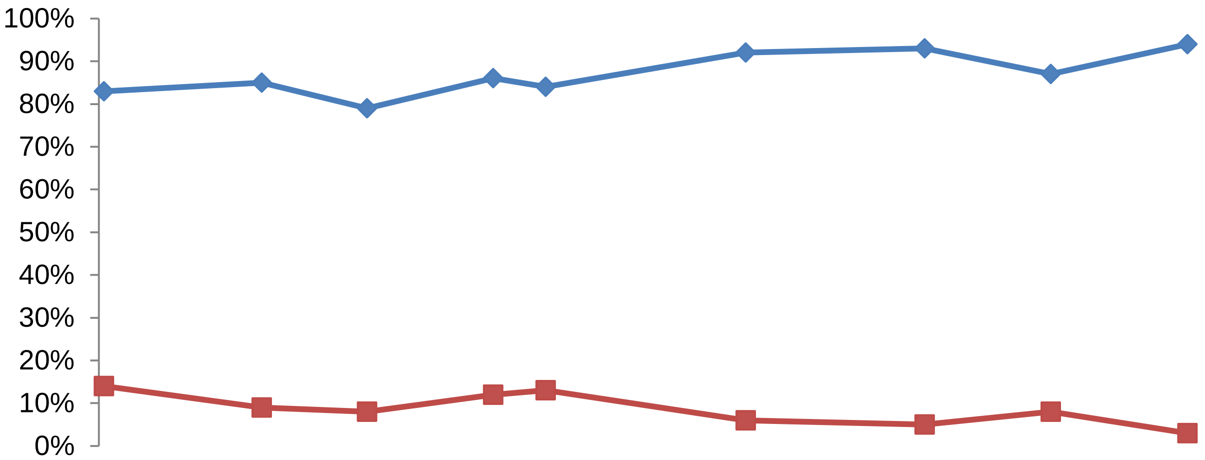
Linking the responses to this question back to wider satisfaction with the local area there is a clear reversal of views between those satisfied with their area overall and those dissatisfied. Among those satisfied there is net balance of +21-percentage points between those who feel changes benefit them rather than making things more difficult. Among those dissatisfied with the local area this balance is a negative one, with more residents identifying difficulties than benefits (-18 percentage points).

9.3 Community Cohesion

Perceptions of how people from different backgrounds get on

Community cohesion in terms of residents seeing their local area as a place where people from different backgrounds get on well together is both high and improving. In 2016 nine in ten (94%) residents see their local area as a place where people from different backgrounds get along well together, up from 87% in 2015. This agreement in relation to cohesion issues is in line with the 93% recorded previously in 2014. Just 3% of residents disagree that residents from different backgrounds get on well together.

Figure 17: Trends over time in community cohesion. To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?



	Oct-07	Jan-09	Nov-09	Nov-10	Apr-11	Nov-12	Apr-14	Apr-15	May-16
Summary: agree	83%	85%	79%	86%	84%	92%	93%	87%	94%
Summary: disagree	14%	9%	8%	12%	13%	6%	5%	8%	3%

Base: all responses 2016 (1,042) 2015 (1,238), 2014 (1,013), Nov 2009 to 2013 (circa 750), 2007 to Jan 2009 (c1,000)

Importantly, this perceived high level of community cohesion is evident throughout the borough with between 92% and 95% of all residents per neighbourhood area agreeing that their local area is place where people of different backgrounds get on well together. It should be noted that data collection in this research was completed shortly before the EU referendum and the post-Brexit spike in hate crime that has been reported nationally.

The wording of this question, which replicates the wording used nationally, does not define what these 'different backgrounds' might be (ethnicity, religion, sexuality etc), but it is important to analyse perceptions by these equality strands. Disagreement that the local area is a place where people of different backgrounds get on well together does not vary significantly between ethnic groups. There is also no significant variation between those who state English is their first language and those who state it is not. While this is also the case when responses are viewed by disability, those without a long term illness or disability are significantly more likely than those who do to agree at this community cohesion question (89% and 98% respectively). Sexuality is the equalities strand where views on how well people of different backgrounds get on vary most obviously, with agreement dropping significantly to 81% among

Lesbian/Gay/Bisexual residents compared to 95% of those who are heterosexual. Furthermore, 12% of Lesbian/Gay/Bisexual residents disagree that this is the case.

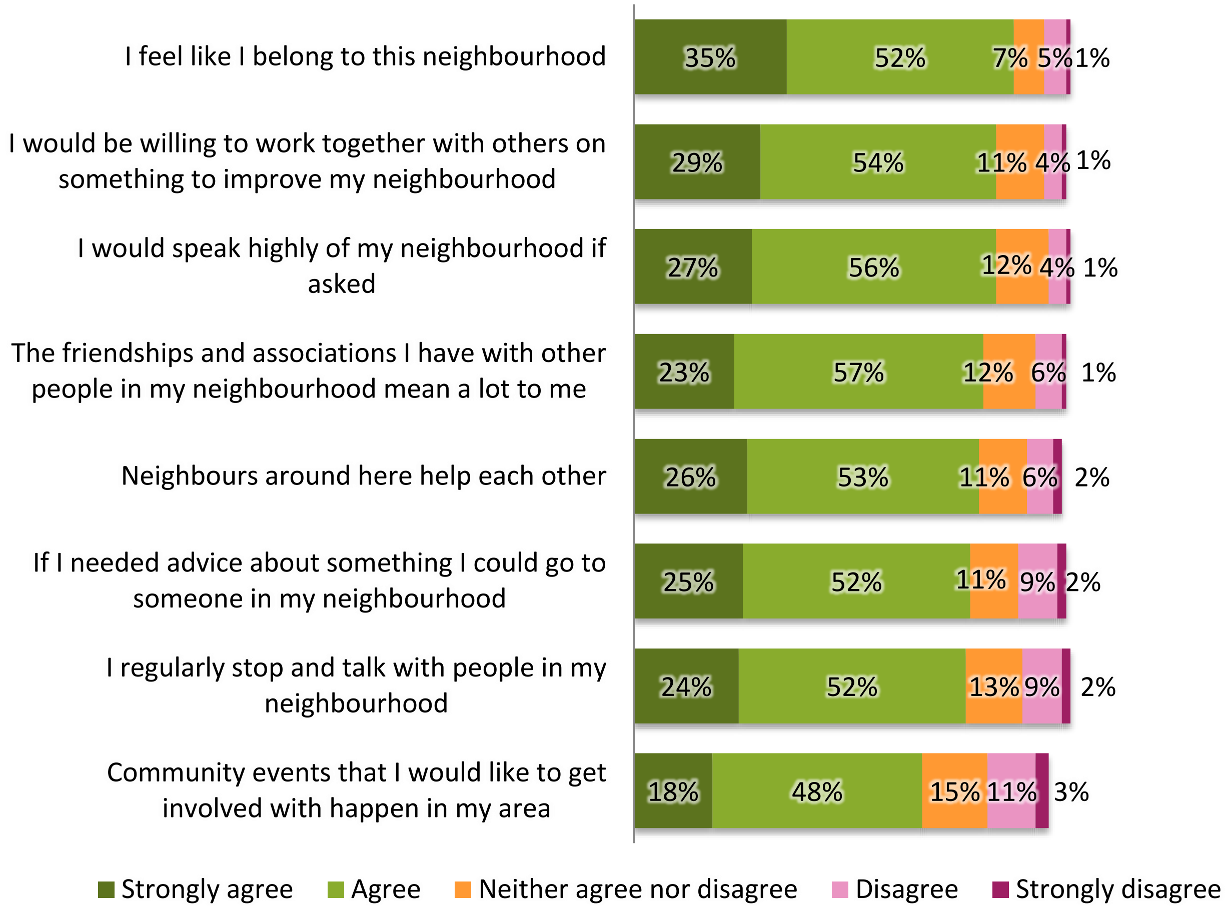
It is also notable that irrespective of how long residents have lived in the borough, (eight durations ranging from less than 6 months up to 10 years or more), at least nine in ten of each group believe that their local area is a place where people from different backgrounds get on well together.

While the number of residents who express dissatisfaction with their local area is low. It can be observed that among those with this viewpoint the proportion who feel that people of different backgrounds get on well together rises to 18%, a proportion that is significantly higher than the survey average of 3%. On this basis, cohesion issues may be an influence on wider neighbourhood perceptions in a small number of cases.

9.4 Perceptions of the neighbourhood and neighbourliness

Among Lambeth residents there is a strong sense of belonging to neighbourhood. Most people feel like they belong to their neighbourhood (87%) and would speak highly of it (83%). Alongside this around four in five would be willing to work together with others on something to improve their neighbourhood (83%), say that the friendships and associations they have with other people in the neighbourhood mean a lot to them (81%), and that neighbours help each other (79%).

Figure 18: Perceptions of the neighbourhood and neighbourliness (All responses)



Unweighted sample base: 1042

These high levels of agreement are particularly notable given that the boroughs population is subject to a degree of churn, with people newly and entering the borough and others moving elsewhere. One in eight (12%) of the survey sample have lived in the borough for less than two years.

As is shown in the table below the proportions of residents giving positive responses about their neighbourhood and neighbourliness generally dropped between 2014 and 2015. However, in the last year there has been a sharp upswing which has taken agreement beyond the levels seen in 2014. As described elsewhere in this report overall satisfaction with the local area during the last year has risen by 5-percentage points and agreement that people of different backgrounds get on well together has risen by 7-percentage points.

Table 17: Changes in perceptions of neighbourliness 2014 to 2016

	2014	2015	2016	% point change 2015-16
I feel like I belong to this neighbourhood	81%	72%	87%	+15
I would speak highly of my neighbourhood if asked	77%	70%	83%	+13
I would be willing to work together with others on something to improve my neighbourhood	79%	68%	83%	+15
The friendships and associations I have with other people in my neighbourhood mean a lot to me	71%	67%	81%	+14
Neighbours around here help each other	74%	63%	79%	+16
I regularly stop and talk with people in my neighbourhood	69%	61%	77%	+16
If I needed advice about something I could go to someone in my neighbourhood	68%	58%	77%	+19
Community events that I would like to get involved with happen in my area	57%	56%	66%	+10

Given these notable shifts it is important to note that over the last three years of data the distribution of the time residents have lived in the borough is consistent. This is demonstrated by the table below. Therefore the above improvements do not appear to be related to any greater incidence of more established residents.

Table 18: Length of residence in the borough (2014-2016)

Time in Lambeth	2014	2015	2016
Less than 6 months	5%	5%	5%
6 months to one year	7%	7%	7%
Over one and up to two years	8%	9%	8%
Over two and up to 5 years	15%	13%	14%
Over 5 and up to 10 years	13%	15%	13%
More than 10 years	52%	51%	52%
Don't know	*%	*%	0%

In addition, within each year of weighted data the proportion of private renters; i.e. the tenure group who may be supposed to have weaker community connections is stable at 23%.

Breaking responses down geographically shows that positive responses in relation to neighbourhoods and neighbourliness are found in all locations. However, residents of Streatham and to a lesser extent Norwood most commonly agree to the statements on this subject. In contrast, Clapham residents are generally less likely to agree. In 2015 Streatham residents were also the most positive about their local area with high or the highest agreement ratings across most measures of neighbourliness.

For reference, the proportion of residents in each area who have lived there for a year or less can be found in the table below. The proportion of these 'new arrivals' is lowest in Streatham where views on neighbourliness are highest.

Table 19: Measures of community cohesion and neighbourliness by area

% agree	North Lambeth (236)	Clapham (251)	Brixton (215)	Norwood (144)	Streatham (196)
I feel like I belong to this neighbourhood	86%	84%	84%	88%	94%
I would speak highly of my neighbourhood if asked	82%	83%	81%	81%	89%
I would be willing to work together with others on something to improve my neighbourhood	80%	82%	84%	83%	88%
The friendships and associations I have with other people in my neighbourhood mean a lot to me	83%	76%	79%	85%	81%
Neighbours around here help each other	78%	75%	82%	78%	83%
I regularly stop and talk with people in my neighbourhood	77%	73%	77%	79%	78%
If I needed advice about something I could go to someone in my neighbourhood	79%	68%	79%	78%	80%
Community events that I would like to get involved with happen in my area	65%	63%	63%	75%	69%
% of residents who have lived in the area for a year or less	**14%**	**12%**	**17%**	**10%**	**8%**

Green shading indicates areas which are significantly higher than the borough average

Red shading indicates areas which are significantly lower than the borough average

Local support networks

Particular groups who appear to have a relative lack of local support networks as identified by disagreement the statement: ‘if I needed advice about something I could go to someone in my neighbourhood’ include:

- Those living in Brixton (18%);
- The unemployed (19%);
- Those receiving benefits (15%);
- Those who rent from the council (17%) or a housing association (18%).

This last variation by tenure emphasises the important advisory role social landlords potentially have.

Potential for community collaboration

As a collaborative council Lambeth seeks opportunities to work with its residents and to enable them to deliver community improvements. When considering their willingness to work together with others on something to improve their neighbourhood those most likely to agree they would do this include:

- Streatham residents (88%);
- Those aged 55-64 (87%) and 35-44 (84%);
- Those who have lived in the borough 5-10 years (84%) or 10 years or more (84%).

Community bonds

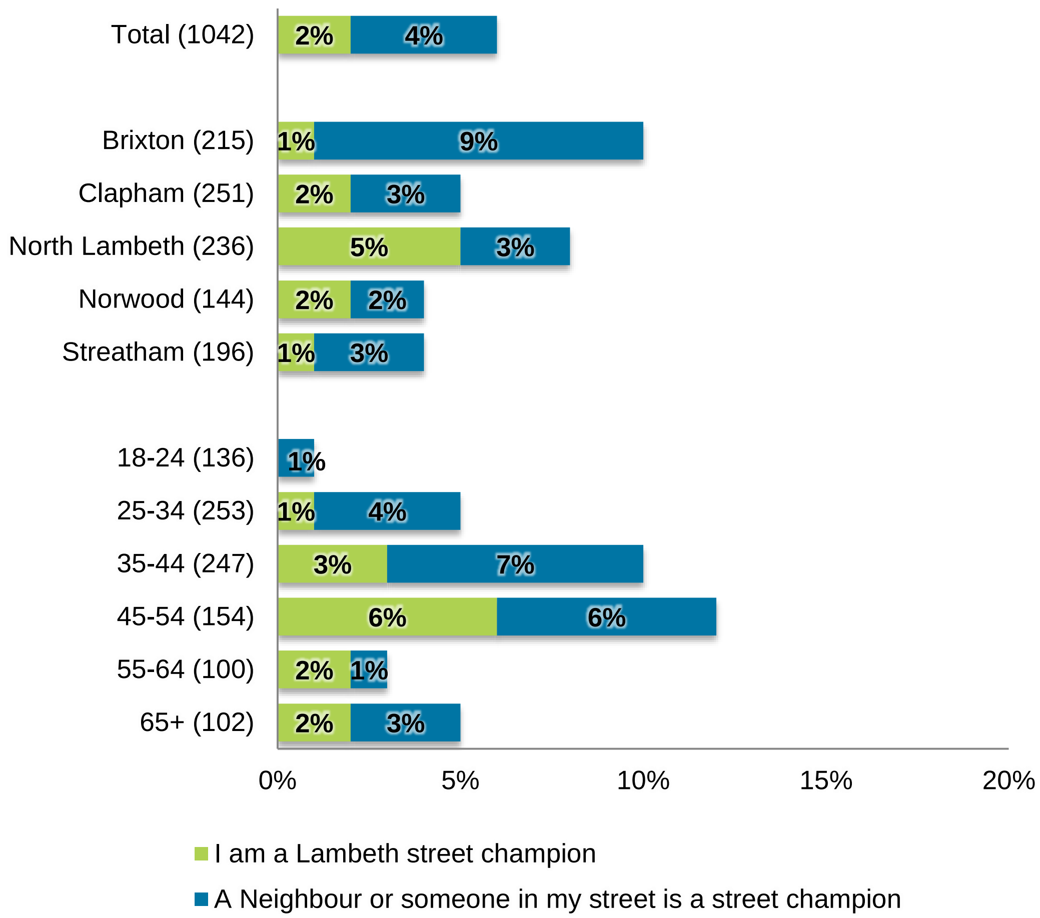
The groups most likely to disagree that they feel that they belong to their neighbourhood include:

- Black Caribbean (12%);
- Homemakers (14%) – interesting given they are likely to spend more time locally;
- The unemployed (12%);
- Those who rent from the council (12%).

9.5 Awareness of street champions

Street Champions is a key initiative supported by Lambeth Council to assist residents in making improvements to their environment and community. When asked about their level of awareness of Street Champions a total of 6% are either a Street Champion themselves (2%) or know that a neighbour or someone on their street is a Street Champion (4%). Among the remainder 57% said that they neither know a Street Champion nor are one themselves, with a further 37% answering don't know. This minority awareness is found in all areas and among all age groups, although as shown by the figure below, peaks in awareness can be identified in Brixton (10%) and North Lambeth (8%) and among those aged 45-54 (12%).

Figure 19: Awareness of street champions

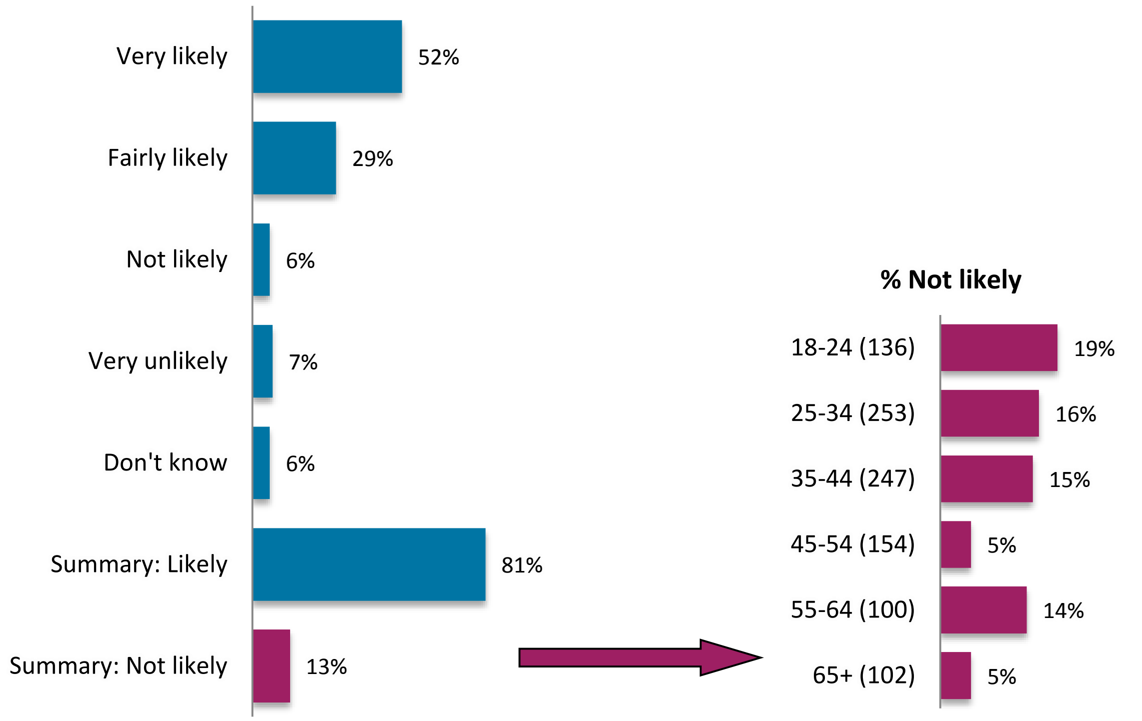


Unweighted sample bases in parentheses

9.6 Potential population turnover

Commentary earlier in this report highlighted the proportion of residents unable to comment on changes in their area. Two new questions were inserted into the 2016 survey to more directly quantify the issue of potential population churn in the borough. Looking to the next two years, while 81% of residents feel that they are either very likely (52%) or fairly likely (29%) to remain in Lambeth, 13% of residents indicate that they are not. Those likely to move elsewhere are most commonly found in the 18-24 (19%) and 25-34 (16%) age groups. However, no particular areas of the borough have a significantly higher proportion of likely movers.

Figure 20: How likely are you to be living in Lambeth in two years time? (All responses)

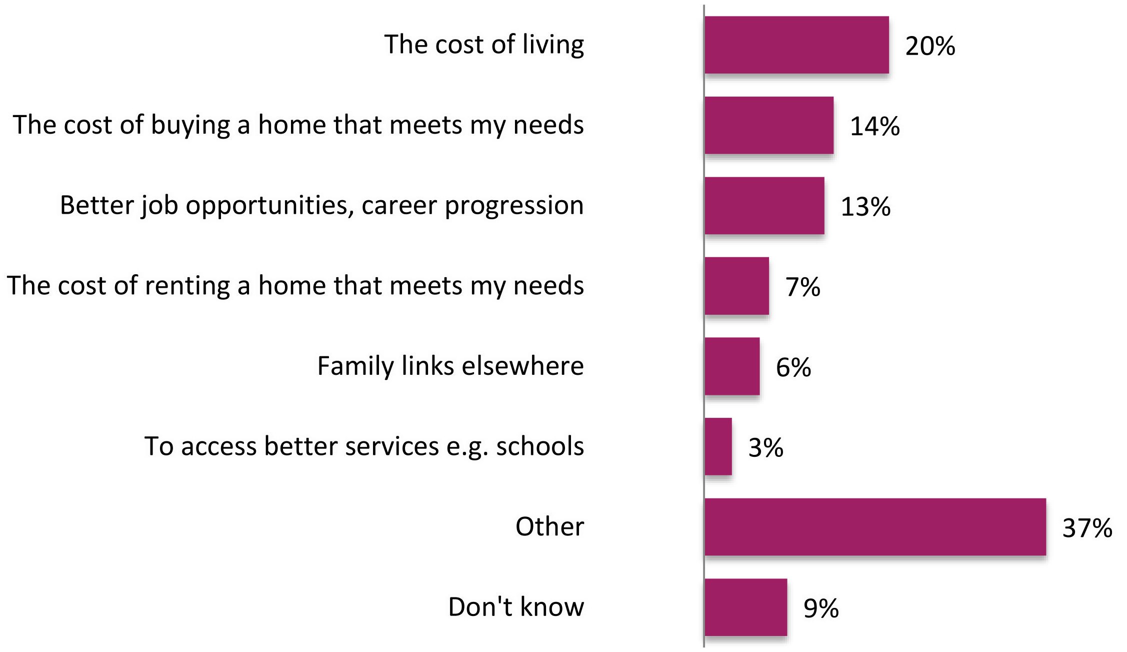


Unweighted base: 1042

Residents who have lived in Lambeth for between six months and one year are most likely to expect to move elsewhere in the next two years illustrating that a section of the boroughs population is transient. Further analysis also shows that that likely movers are more commonly private renters (19%) and live in multiple adult households (18%).

In order to identify the most common push and pull factors for leaving Lambeth, those residents who said that are not likely to live in the borough in two years time were asked to select an explanation from a list of possible reasons. While 37% gave an unspecified reason from the options presented to them, 20% mentioned the cost of living, 14% mentioned the cost of buying a home that meets their needs and 13% mentioned better job opportunities and career progression. The small sample size at this question prevents and further sub-group analysis.

Figure 21: Why do you think you will move elsewhere? (All unlikely to be living in Lambeth in two years time)



Unweighted sample base: 116

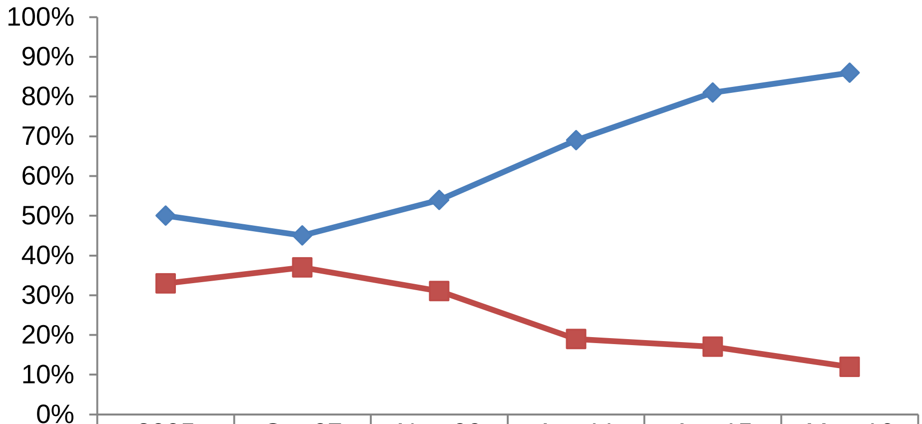
10 Crime and ASB

10.1 Perceptions of safety

The borough is generally seen as a safe place to live. More than nine in ten residents (97%) agree that they feel safe walking in their local area during the day. This is in line with the 96% observed in 2015. As is common in surveys of this type, the proportion who feel safe walking in their local area in the evening is lower. However, the 86% of residents who feel safe in this context, represents a 5-percentage point increase since 2015.

Although the question wording on these indicators was changed in 2015[1], it does appear that over time, Lambeth residents have felt considerably safer in their local area in the evening or at night *(see Figure 22)*. Between 2005 and 2009, only around a half of residents said they felt safe outside in their local area after dark. This rose to two-thirds in 2011 and the upward trend appears to have continued into 2016. Alongside this finding it should be noted that while the level of crime was the third most common selection in 2015 when residents were asked to select what most needs improving in their local area (chosen by 14%), in 2016 the level of crime is now the fourth most common selection, with the proportion selecting this having halved to 7%.

Figure 22: Trends in perceptions of safety over time



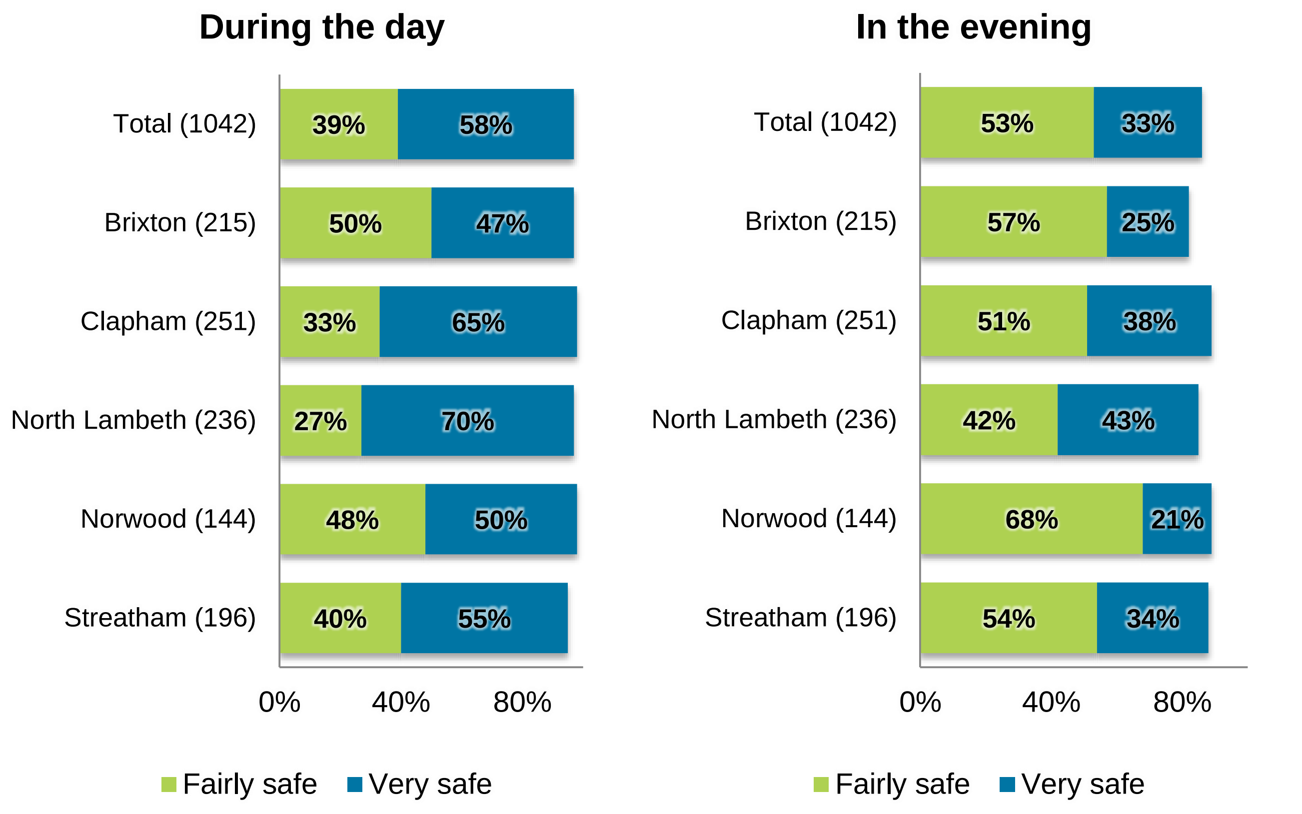
	2005	Oct-07	Nov-09	Apr-11	Apr-15	May-16
Safe in the evening / at night	50%	45%	54%	69%	81%	86%
Not safe / unsafe in the evening / at night	33%	37%	31%	19%	17%	12%

Base: *All respondents, 2016 (1042) 2015 (1,238), Nov 2009 to 2011(circa 750), 2005 to 2007 (c1,000)*

[1] Between 2005 and 2011, the question asked was "*Generally speaking, how safe or unsafe do you feel when outside in the area where you live after dark?"*

Within the overall proportion of residents who feel safe in their local area during the day the response of very safe is most commonly given (58%). Breaking responses down further by the five areas that make up the borough, feeling 'very safe' is the most common response in four of these areas. Only in Brixton is the proportion who feel fairly safe (50%) greater than the proportion who feel very safe (47%). In the evening more residents in the borough state that they feel fairly safe (53%) rather than very safe (33%). Only in North Lambeth are the proportions selecting each response in relation to evening safety balanced as shown by the figure below.

Figure 23: Perceptions of safety in the local area during the day and in the evening across the borough (All responses)



Unweighted bases in parentheses

In the evening 16% of Brixton residents feel unsafe. This proportion is significantly higher than the survey average of 12%.

Who is more likely to feel unsafe

Although perceptions of safety are high in the general population it is important to explore whether there are significant variations in the proportions who feel unsafe. Experiences of public spaces can differ in terms of age, gender and ethnicity so it is necessary to view the results in this way. When considering their safety during the day there are only minor variations in the proportion who feel unsafe walking in their local area with no differences evident by ethnicity and gender.

In the evening, a greater number of significant variations are evident. Females are more likely to feel unsafe than males (14% cf. 10%), with the proportion feeling unsafe higher among council tenants (17%), those who live on housing estates (17%) and the most deprived parts of the borough (19%). This is shown in the table below.

Table 20: Who is more likely not to feel safe during the day and in the evening

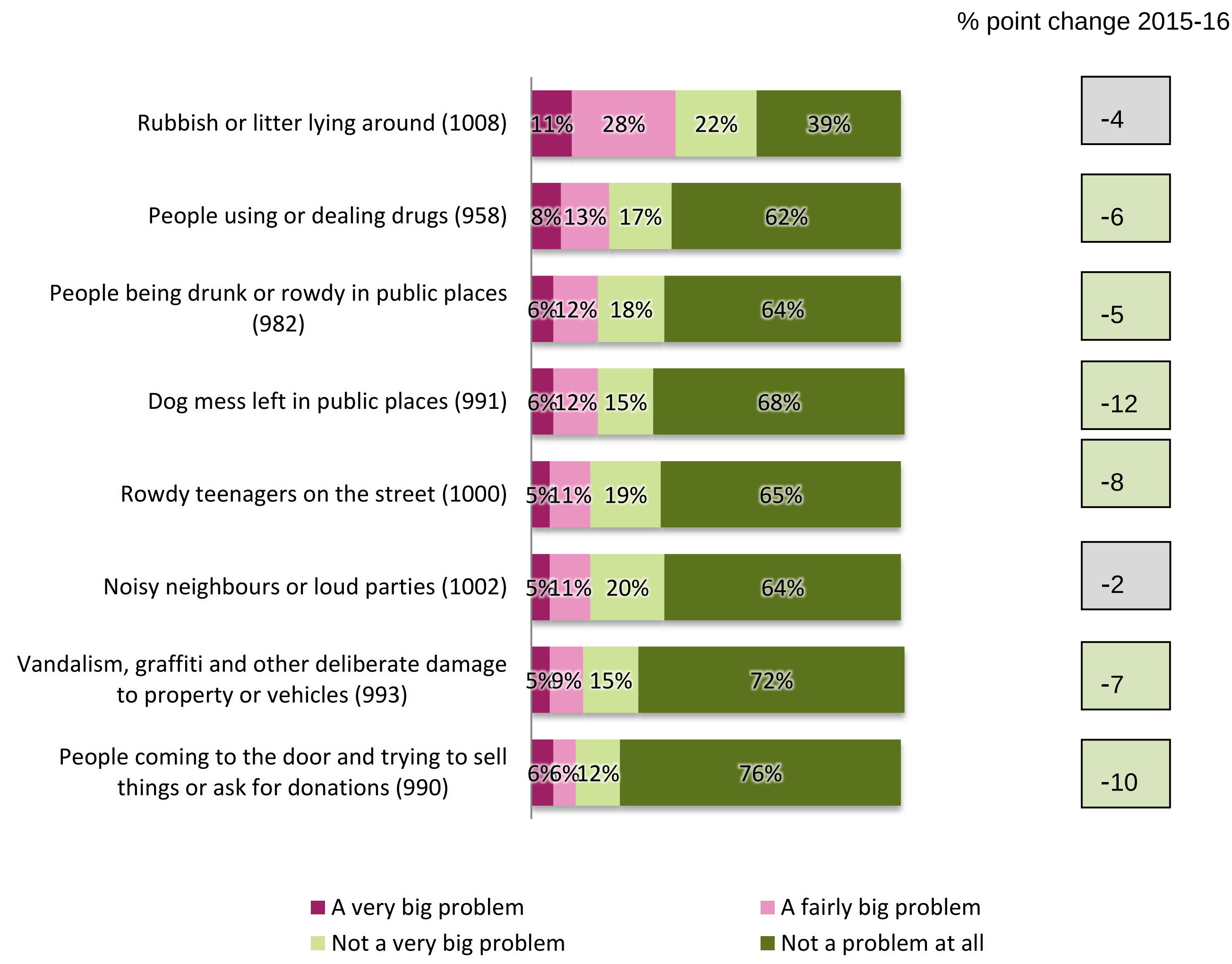
More likely not to feel safe during the day	More likely not to feel safe during the evening
Overall (2%)	**Overall (12%)**
IMD quintile 5 (4%)	Those aged 55-64 (22%)
Those aged 45-54 (4%)	IMD quintile 5 (19%)
Those renting from the council (4%)	Black Africans (17%)
	Those who rent from the council (17%)
	Those who live on a housing estate (17%)
	Brixton (16%)
	Those whose first language is not English (16%)
	Those of a non-Christian religion (16%)
	Females (14%)

There is a correlation between how safe from crime people feel, and how they feel about other aspects of their local area. Residents who are dissatisfied with their local area as a place to live are more likely to say they do not feel safe both during the day (10% doing so compared to 2% of residents overall) and also in the evening (37% compared to 12%). Similarly, residents who do not agree the local area is a place where people get on well together are more likely to not feel safe than those who are positive about community cohesion both during the day (15% cf. 2%) and in the evening (30% cf. 11%). These inter-relationships were also evident in 2015.

10.2 Perceptions of Anti-Social Behaviour (ASB)

When considering the seriousness of anti-social behaviour issues in their local area, rubbish and litter remains the most commonly mentioned anti-social behaviour problem. In total, 39% of residents describe this as a problem to some extent, including 11% who feel it is a very big problem. As already noted, street cleanliness is the issue that residents most commonly feel should be improved in the borough (19%). In 2016 the proportion who feel that rubbish and litter is a problem is lower than the 43% seen a year ago, although this is not a significant fall. Overall, the proportion of residents describing the listed ASB issues as a problem has fallen significantly for six of the eight issues residents were asked about. Most notably, there has been a 12-percentage point fall in the proportion of residents who feel that dog mess being left in public places is a problem. Dog mess was the issue most commonly identified as a problem after rubbish and litter in 2015 (30% said it was a problem).

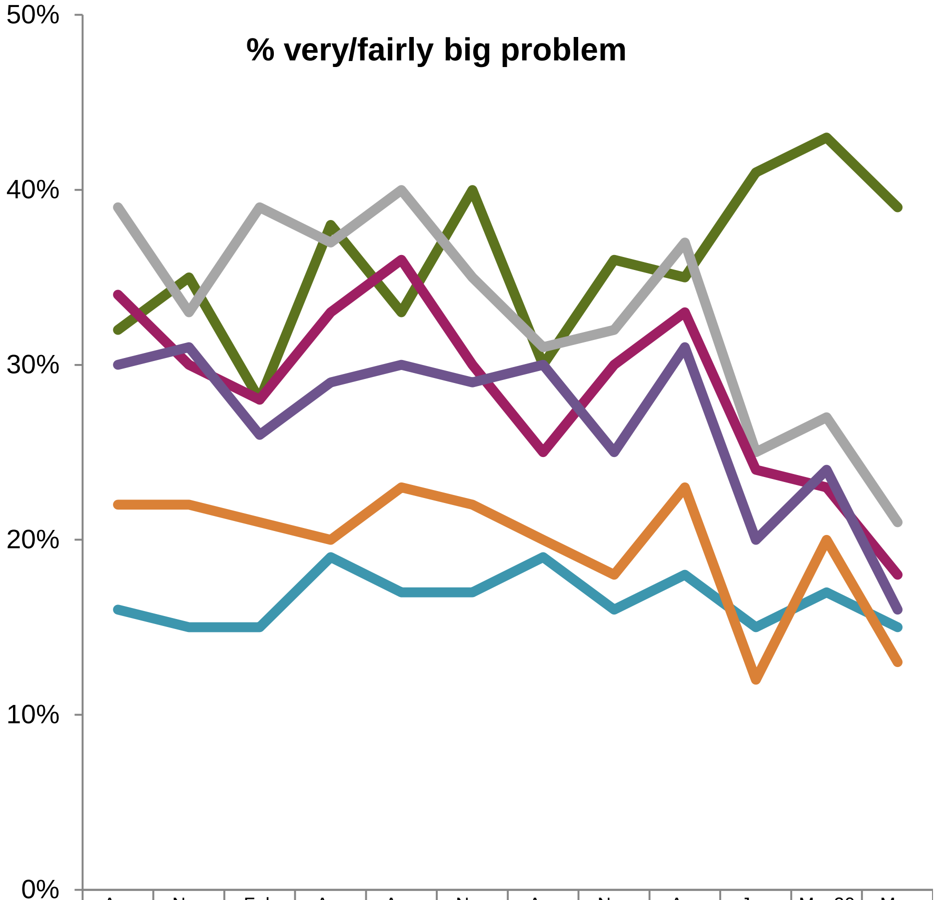
Figure 24: Perceptions of ASB problems in the local area (Valid Responses, excluding 'don't know')



Unweighted bases in parentheses

Data on resident perceptions of anti-social behaviour problems is available from 2010 onwards and this is summarised in the figure below. This suggests that rubbish and litter and to a lesser extent noisy neighbours are the only featured issues for which a downward trend in perceived seriousness is not evident.

Figure 25: Trends in perceptions of ASB problems in the local area over time (2010 to 2016)



	Apr 2010	Nov 2010	Feb 2011	Apr 2011	Aug 2011	Nov 2011	Apr 2012	Nov 2012	Apr 2013	Jun 2014	May2015	May 2016
Rubbish or litter lying around	32%	35%	28%	38%	33%	40%	30%	36%	35%	41%	43%	39%
People using or dealing drugs	39%	33%	39%	37%	40%	35%	31%	32%	37%	25%	27%	21%
People being drunk or rowdy in public places	34%	30%	28%	33%	36%	30%	25%	30%	33%	24%	23%	18%
Rowdy teenagers on the street *	30%	31%	26%	29%	30%	29%	30%	25%	31%	20%	24%	16%
Noisy neighbours or loud parties	16%	15%	15%	19%	17%	17%	19%	16%	18%	15%	17%	15%
Vandalism, graffiti and other deliberate damage to property or vehicles	22%	22%	21%	20%	23%	22%	20%	18%	23%	12%	20%	13%

* Previously people were asked about *"Teenagers hanging around on the streets"* *Base: valid responses, excluding 'don't know' (bases vary)*

Perceptions of ASB by area

All of the individual ASB aspects that residents were asked about are seen as less of a problem in Streatham and Norwood. The 2015 data provided a similar message. In 2016, efforts to tackle ASB may need a particular focus on North Lambeth given that residents here most commonly describe six out of the eight listed issues as a problem in their local area.

Table 21: Perceptions of ASB as a problem by area

% a very/fairly big problem	North Lambeth	Clapham	Brixton	Norwood	Streatham
Rubbish or litter lying around	38%	39%	42%	38%	37%
Dog mess left in public places	23%	16%	20%	12%	16%
People using or dealing drugs	27%	20%	31%	13%	10%
Rowdy teenagers on the street	27%	12%	18%	12%	7%
People being drunk or rowdy in public places	24%	17%	24%	7%	10%
People coming to the door and trying to sell things or ask for donations	18%	14%	13%	6%	6%
Vandalism, graffiti and other deliberate damage to property or vehicles	18%	14%	12%	5%	13%
Noisy neighbours or loud parties	22%	17%	20%	4%	9%

Green shading indicates area with the lowest proportion regarding as a problem

Red shading indicates area with the highest proportion regarding as a problem

Who is more or less likely to say identify each aspect of ASB as being a problem

Rubbish and litter lying around

In all, two in five (39%) residents think that rubbish and litter lying around is a problem in their local area. This rises to 42% among Brixton residents with Streatham residents least likely to say it's an issue (37%). However, these variations are not statistically significant. There is also no real difference in cleanliness perceptions by deprivation quintile, tenure or between those who live on a housing estate (39%) and those who do not (38%). On this basis, rubbish and litter on the streets is consistently seen as needing improvement across the borough.

People using or dealing drugs

One in five (21%) of residents think that people using or dealing drugs in their area is a problem. This proportion rises significantly in Brixton (31%) and North Lambeth (27%) relative to the other areas of the borough. In the most deprived quintile of the borough 30% of residents believe drugs are a problem to some extent. In comparison, in the least deprived quintile this proportion drops to 11%. The perception that drug use or dealing is a problem is most commonly held by those aged 45-54 (29%) and those aged 55-64 (27%) and by women (25%) more than men (17%). As is seen for many of these ASB issues, those who rent from a social landlord (30%) and in particular those who rent from the council (32%) are more likely to suggest that drugs are a problem where they live relative to those holding other tenures. Associated with this there is a higher negativity on this issue among benefit recipients (31%) and those living on housing estates (33%).

People being drunk or rowdy in public places

The 18% of residents who perceive people being drunk or rowdy in public places as a problem in their local area rises to 24% in both Brixton and North Lambeth. In Norwood and Streatham at least 90% of residents suggest that this issue is not a problem. As described above in relation to drugs it is those in the most deprived quintile of the borough (24%) and 45-54 (25%) and 55-64 year olds (21%) who more commonly suggest drunkenness is an issue. A gender difference is also apparent, with women more commonly describing this as a problem (21%) than men (14%). This may reflect a heightened sense of threat from such behaviour among women, but this cannot be proven by this dataset.

Rowdy teenagers on the street

One in six (16%) residents think that rowdy teenagers on the street are a problem. This rises significantly to 27% among residents in North Lambeth, while Streatham residents are less likely to think this is an issue (7%). Residents in the most affluent areas are also less likely to perceive rowdy teenagers to be a problem with 5% of those in IMD 1 doing so. Rowdy teenagers are most commonly described as a problem by those aged 45-54 (22%) and 55-64 (30%). However, among those aged 65 and over concern drops to 11%.

One in five (21%) Black residents say this is a problem, with 26% of Black African residents saying this. White British residents are significantly less likely to say it’s a problem in their area, with 13% of this group doing so. Approaching a quarter (23%) of those who live in social housing state that rowdy teenagers are a problem, including 25% of those who rent from the council.

Noisy neighbours and loud parties

In total 15% of residents say noisy neighbours or loud parties are a problem in their local area. Residents in North Lambeth, (22%), Brixton (20%) and Clapham (17%) are significantly more likely to suggest this is a problem than those elsewhere in the borough. There is also a variation by deprivation. In the least deprived quintile 10% suggest noise is a problem, but this rises to 22% in IMD quintile 4 and to 19% in IMD quintile 5. Groups who are more likely to live in deprived areas are more likely to say noise nuisance is a problem (23% of unemployed residents, 25% of council tenants and 20% of all social housing tenants).

Vandalism, graffiti and other deliberate damage to property or vehicle

In total 13% of residents think that vandalism, graffiti and other deliberate damage to property or vehicles is a problem in their local area. The 5% of Norwood residents who feel this is the case is significantly lower than in the other four areas. Just 5% of those in the least deprived quintile of the borough believe that vandalism is a problem, whereas in all other quintiles the proportions saying this is the case are in double figures. Those identifying vandalism and graffiti as a problem are more commonly those who live in social housing (16%) and specifically those who rent from the council (18%). Just 8% of private renters believe such issues are a problem.

Among those who live on a housing estate the proportion citing such issues as a problem is 7-percentage points higher than among those who don't live on estates (18% cf.11%).

People coming to the door and trying to sell things

The proportion of residents who feel that people coming to the door to sell things or ask for donations is significantly higher in Brixton (13%), Clapham (14%) and North Lambeth (18%), than in Norwood (6%) and Streatham (6%). Interestingly, those aged 65 and over are among those least likely to cite this as a problem (10%), with the peaks in this issue being described as problem being among those aged 45-54 (21%) and 55-64 (17%).

Dog mess left in public places

Dog mess in public places is described as problem by 18% residents. North Lambeth is the one area where concern about this issue is notably higher (23%). The 26% residents aged 45-54 who describe this as a problem is significantly higher than seen in all but one other age group.

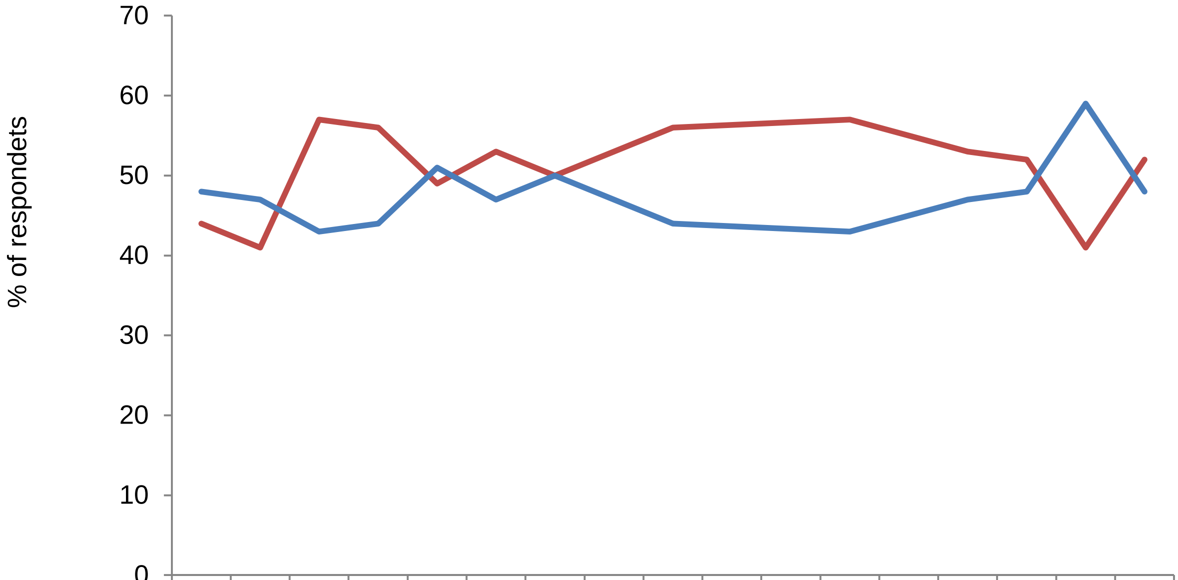
11 Participation and Collaboration

11.1 Collaboration with the council and ability to influence decisions

Just under half (48%) of residents believe that they can influence decisions affecting their local area, down from the 2015 peak of 59%. The 2016 results replicate those seen in 2013 and 2014. It should be noted that the 2015 consultation followed shortly after the UK General Election and local elections. Among those who agree that they can have a local influence in 2016, only 8% go as far as to say they definitely agree, with 40% tending to agree

Figure 26: Perceptions of ability to influence decisions over time

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



	2007	Jan 2009	Nov 2009	Feb 2010	Apr 2010	Aug 2010	Nov 2010	Feb 2011	Apr 2011	Aug 2011	Nov 2011	Apr 2012	Nov 2012	Apr 2013	Apr 2014	May 2015	May 2016
Disagree	44	41	57	56	49	53	50		56			57		53	52	41	52
Agree	48	47	43	44	51	47	50		44			43		47	48	59	48

Base: valid responses excluding 'don't know' 2016 (878), 2015 (1099), 2007 to 2014 bases vary

Who agrees they can influence decisions affecting their local area?

The extent to which residents believe that they can influence decisions affecting their local area does not vary spatially by area, nor by age or gender. In terms of ethnicity, Asian British residents are most likely to agree that they can influence local decisions (68%). Generally, BME residents more commonly agree than non-BME residents that they can influence local decisions (53% cf. 44%). It is also notable that owner occupiers are the tenure group least likely to feel that they can influence local decisions at 43%, significantly lower than the 55% of private renters who believe they can do this.

Those who are satisfied with their local area as a place to live are more than twice as likely as those who are not to agree that they can influence the decisions affecting their local areas (50% cf. 19%).

Table 22: Who is more likely agree or disagree they can influence decisions affecting the local area

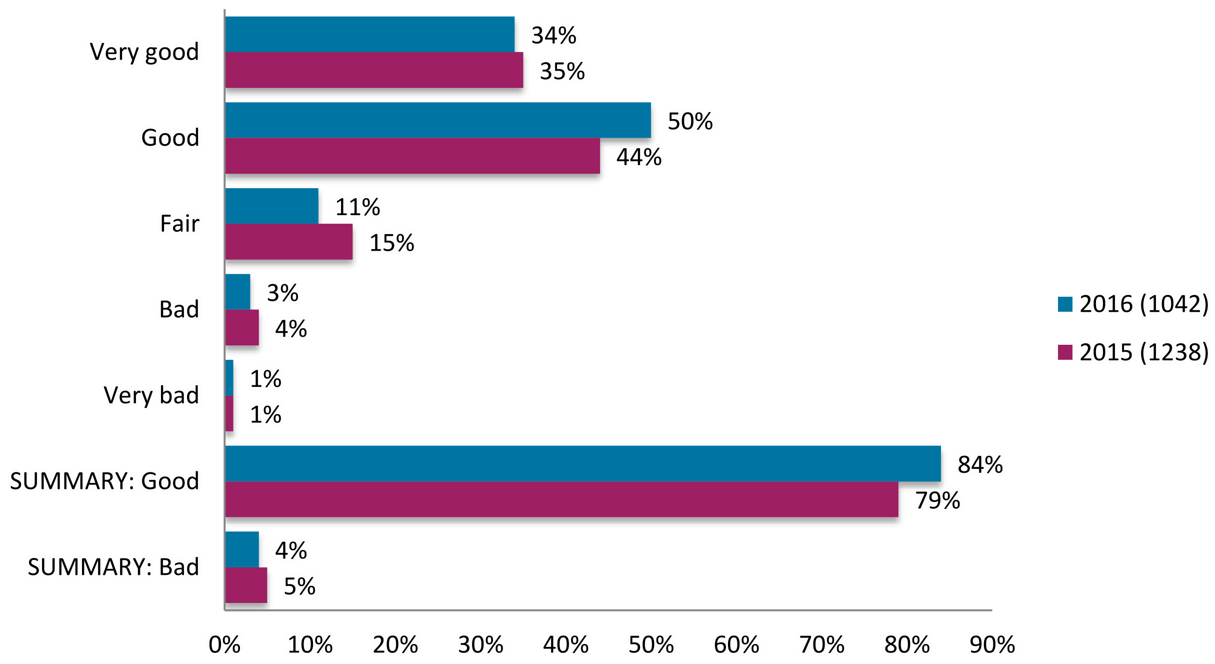
More likely to agree they can influence decisions affecting the local area	More likely to disagree they can influence decisions affecting the local area
Overall (48%)	**Overall (52%)**
Those who have lived in the borough less than 6 months (69%)	Homemakers (69%)
Asian British residents (68%)	'Other' minority ethnic groups (57%)
Unemployed (65%)	Owner occupiers (57%)
Those in education or training (62%)	Those who have lived in the borough 10 years or more (56%)
Those with a long term illness or disability (58%)	Non BME (56%)
Retired (57%)	White British residents (56%)
Private renters (55%)	Those in work (55%)
BME (53%)	Black African residents (54%)
	Those with no longer term illness or disability (54%)

12 Health and Financial Wellbeing

12.1 Self-reported health

Most residents (84%) feel that their health has been good in the past 12 months up from 79% 2015. This is mainly attributed to an increase in residents saying their health is ‘good’ (+6 percentage points), while the proportion saying it is ‘very good’ has remained stable. Residents in Streatham (93%) are more likely to say their health has been good in the last 12 months, with the proportion giving this response dropping to 78% among Brixton residents. Not surprisingly, younger residents are more likely to say their health has been good (18-24; 93% and 25-34; 90%) compared to older residents (65+; 71%).

Figure 27: Now thinking about your health over the last 12 months, how has your health been in general? Would you say it's been...?



Unweighted sample base in parentheses

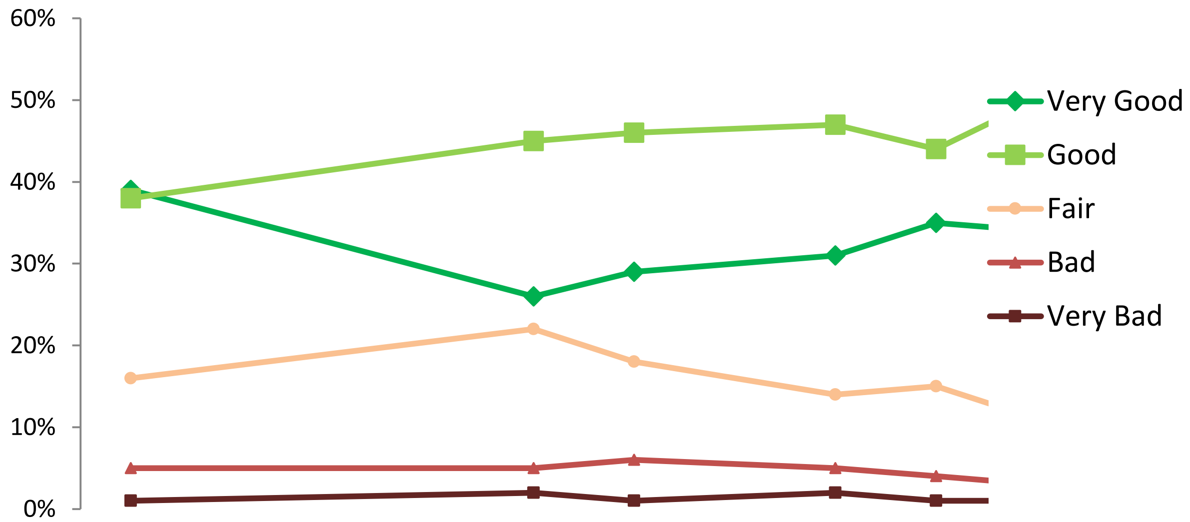
Ratings of general health over time

The 84% of residents rating their health as good or very good (summary good) study high Additionally, the proportion of residents who now state that their health is bad (4%) is the lowest yet recorded.

Table 23: Summary of ratings of general health over time

Year	Oct 07	Feb-11	Nov-12	Apr-14	May-15	May-16
% good	77%	71%	75%	78%	79%	84%
% bad	6%	7%	7%	7%	5%	4%

Figure 28: Trends in ratings of general health over time



	Oct-07	Feb-11	Nov-12	Apr-14	May-15	May-16
Very Good	39%	26%	29%	31%	35%	34%
Good	38%	45%	46%	47%	44%	50%
Fair	16%	22%	18%	14%	15%	11%
Bad	5%	5%	6%	5%	4%	3%
Very Bad	1%	2%	1%	2%	1%	1%

Base: All respondents, 2016 (1,042), 2015 (1,238), 2014 (1,013), Nov 2011 and 2013 (circa 750), 2007 (c.1,000)

Profile of residents rating their general health as good or bad

Residents who are significantly the most likely to say their general health is very good or good include those who have lived in Lambeth for less than 6 months (96% doing so compared to 84% overall), Streatham residents (93%), residents aged 18-24 (93%) and the self-employed (93%).

In contrast, the proportion who rate their general health as bad or very bad is notably higher among those who have a disability (31%) or a longstanding illness or infirmity (22%), are retired (20%) and are aged 65 or over (15%).

Table 24: Profile of general health

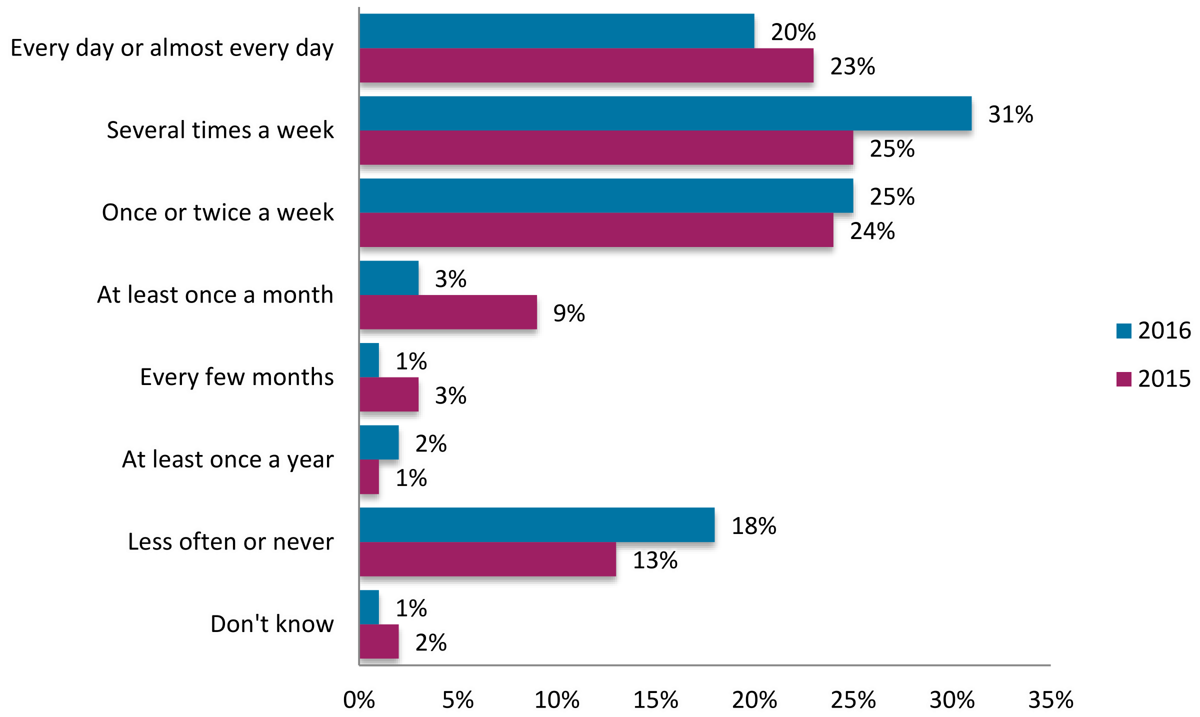
More likely to say their general health is "*good or very good* "	More likely to say their general health is "*bad or very bad*"
Overall 84%	**Overall 4%**
• Lived in Lambeth for less than 6 months (96%)	• Residents with a disability (31%)
• Streatham residents (93%)	• Longstanding illness or infirmity (22%)
• White Other (93%)	• Retired (20%)
• Aged 18 to 24 (93%)	• Not an internet user (16%)
• Self-employed (93%)	• Aged 65 or over (15%)
• Lived in Lambeth for less than 1 year (93%)	• Not in a job or training (15%)
• Lived in Lambeth for less than 2 years (92%)	• Lesbian/Gay/Bisexual (13%)
• Working full-time (91%)	• Economically inactive (11%)
• Private renters (91%)	• Sole house occupier (10%)
• Aged 25 to 34 (90%)	• On benefits (10%)
• Lived in Lambeth for 2-5 years (90%)	• Aged 55-4 (10%)
• No disability in household (90%)	• Aged 45 to 54 (9%)
• Earning at least the London living wage (90%)	• North Lambeth residents (8%)
• No religion (89%)	• Black Caribbean residents (8%)
• Economically active (89%)	• Black residents (7%)
• Owner occupier (88%)	• Councils tenant (7%)
• Not on benefit (87%)	• Social renters (7%)
• Not living on housing estate (87%)	• Lived in Lambeth for 10 or more years (7%)
• Heterosexual (85%)	

Residents who have a disability are significantly the most likely to report their general health as very bad (10% doing so compared to 1% overall).

12.2 Participation in exercise, sports and physical activity

Almost half (51%) of residents exercise at least several times a week, and three quarters (76%) do so at least once a week. The proportion that exercise several times a week has increased by 6-percentage points since 2015 to 31%. However, at the other end of the scale more residents now state they do exercise less often than yearly or never (18% 2016 cf. 13% 2015).

Figure 29: Frequency of participation in physical activity



Unweighted base: 2016: 1,042 2015: 1,238

Profiles of those residents who are significantly more likely to fall into the different exercise categories are summarised below. Older and non-working residents are more likely to exercise never or hardly ever.

Profile of residents who are more likely to exercise every day or almost every day

(Overall 20%)

- Mixed/ multiple ethnic groups (34%)
- Lived in the borough 6 months to 1 year (31%)
- Lived in the borough less than 1 year (29%)
- Lived in the borough less than 2 years (29%)
- North Lambeth residents (28%)
- Private rented (28%)
- Brixton residents (27%)
- IMD 3 (26%)
- Multiple adult households (26%)
- Benefit recipient (26%)
- Aged 25-34 (25%)
- Two adult only households (25%)
- No children in household (24%)

Profile of residents who are more likely to exercise several times a week

(Overall 31%)

- Norwood residents (43%)
- Aged 25 to 34 (39%)
- Private rented (39%)
- Lived in the borough 2 to 5 years (39%)
- Lived in the borough less than 2 years (38%)
- IMD 1 (38%)
- Full-time worker (38%)
- Multiple adult household (38%)
- White British (37%)
- Non-BME (37%)
- Owner occupier (37%)
- Any work (36%)
- Live on housing estate (36%)
- Not on benefits (35%)
- Economically active (34%)
- No children in household (33%)

Profile of residents who are more likely to exercise once or twice a week

(Overall 25%)

- Norwood residents (38%)
- Two adults plus children household (34%)
- Children in household (32%)
- Social rented housing (29%)
- BME residents (28%)

Profile of residents who are more likely to exercise at least once a month

(Overall 3%)

- Unemployed (7%)

Profile of residents who are more likely to never or less often exercise

(Overall 18%)

- Retired (33%)
- Not in job or training (33%)
- Asian/ Asian British (29%)
- Rent from council (29%)
- Economically inactive (28%)
- Aged 45-54 (26%)
- Aged 55-64 (26%)
- Social rented (25%)
- Live on housing estate (25%)
- Black (24%)
- North Lambeth residents (23%)
- IMD 4 (23%)
- On benefits (23%)
- Lived in the borough 10 or more years (21%)

12.3 Feelings on different aspects of life

Standard questions used by the Office of National Statistics to measure wellbeing were added to the 2016 survey. These questions were added to the survey to allow an initial exploration of wellbeing in the borough. The 2014-15 ONS wellbeing dataset generally shows wellbeing levels for London as a whole are lower than those seen for the UK. The results from this survey will be placed in this context, although we note that the ONS data set is both considerably larger in scale, covers a different timeframe and is derived from a mix of telephone and face to face interviews.

These questions sought responses on a 0-10 scale on issues such as happiness and anxiety, with numeric responses grouped together to determine whether the respondent has a low, medium or high feeling of wellbeing (see note within graph overleaf for groupings).

In general Lambeth wellbeing measures compare favourably to national and London benchmarks. The proportion of Lambeth residents rating their overall life satisfaction as high, is above the London benchmark (32% cf. 25%) and the national one (29%). Within this overall finding, resident groups giving a particularly high rating to their life satisfaction include females (36%), BME residents (36%), sole occupiers (42%) privately renting residents (38%). Relatively high satisfaction with life nowadays can also be seen among those who are unemployed (48%)[2], those who rent from a housing association (40%), and those who receive benefits (41%). This may be a reflection of the levels of aspiration of these individuals hold relative to other residents, although this hypothesis cannot be explored further within this particular dataset. This finding is of particular note given that national analysis tends to show that unemployment has a strong and negative association with personal well-being.

When considering how anxious Lambeth residents feel, there are notably fewer residents that are neutral compared to both London and the UK (29% cf. 45% and 40%). Encouragingly this is because there are a greater proportion of residents that feel positive in relation to their anxiousness (i.e. more residents feel their anxiousness is low). Over half of Lambeth residents rate their anxiousness as low (55%), compared to 36% in London and 41% across the UK.

Furthermore, residents in Streatham are less likely to feel anxious, with 65% rating their anxiousness as low, compared to only 39% that rate their anxiousness as low in Norwood. Residents that rate their anxiousness as high are most likely to be Clapham residents (21% compared to 15% overall).

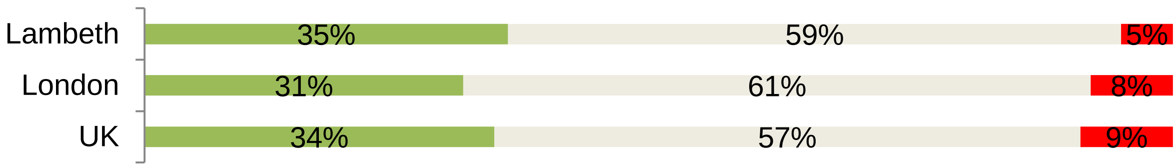
[2] It should be noted that the views of the unemployed are derived from 67 residents

Figure 30: Wellbeing measures

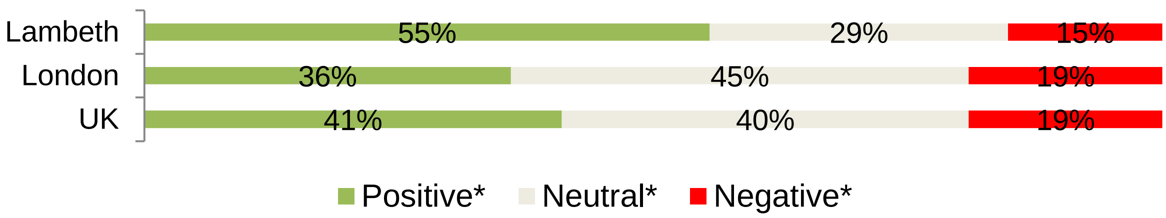
Q33a. Overall, how SATISFIED are you with your life nowadays?

Q33b. Overall, to what extent do you feel the things you do in your life are WORTHWHILE?

Q33c. Overall, how HAPPY did you feel yesterday?



Q33d. Overall, how ANXIOUS did you feel yesterday?



** For Q33a-c, Positive = 9-10, Neutral = 5-8, Negative = 0-4*
For Q33d, Positive = 0-1, Neutral = 2-5, Negative = 6-10
Base: All respondents (1042)
UK / London benchmarks taken from ONS 2014-15 Wellbeing dataset

When looking at these ratings split by age there are few significant differences. In terms of satisfaction with their life, residents that are aged 45-54 are more likely to say it is low (6%) as are those aged 65+ (although this is not significant due to the base size). It is also the case that residents aged 45-54 are most likely to give a low rating (6% compared to total) to their life being worthwhile. Furthermore, residents aged 35-44 are significantly less likely to rate their happiness as high (30% compared to 35% total). However, this is not due to a large proportion that rate it as low, but rather more residents rating their happiness as medium (5,6,7 or 8 out of 10).

Table 25: Feelings of different aspects of life by age

Age break down	Total	18-24	25-34	35-44	45-54	55-64	65+
Satisfaction with your life nowadays?							
Summary: Low (0-4)	3%	2%	1%	3%	6%	2%	6%
Summary: Medium (5-8)	64%	68%	66%	65%	64%	58%	55%
Summary: High (9-10)	32%	29%	33%	32%	29%	39%	39%
Feel the things you do in your life are WORTHWHILE?							
Summary: Low (0-4)	3%	4%	1%	2%	6%	1%	4%
Summary: Medium (5-8)	66%	64%	69%	64%	61%	69%	62%
Summary: High (9-10)	30%	32%	30%	33%	29%	29%	34%
How HAPPY did you feel yesterday?							
Summary: Low (0-4)	5%	4%	3%	5%	7%	6%	5%
Summary: Medium (5-8)	59%	58%	60%	65%	56%	50%	58%
Summary: High (9-10)	35%	38%	37%	30%	34%	43%	36%
How ANXIOUS did you feel yesterday?							
Summary: Low (0-4)	55%	50%	57%	55%	51%	54%	53%
Summary: Medium (5-8)	29%	34%	27%	30%	30%	35%	31%
Summary: High (9-10)	15%	16%	16%	15%	16%	10%	16%

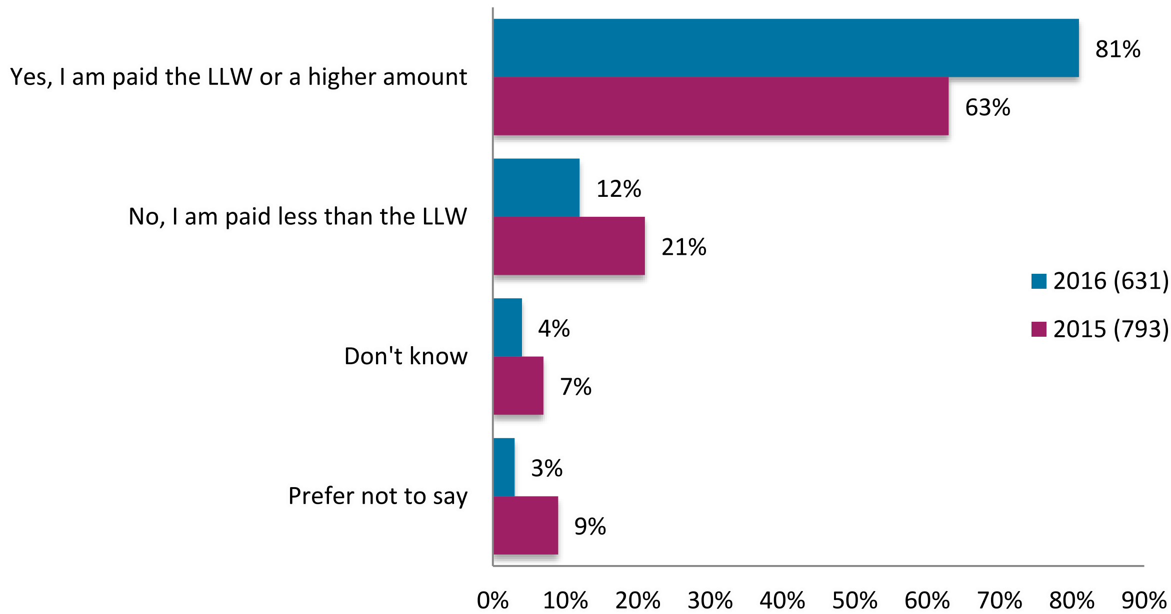
Colours signify difference to the total sample. Red colour is when a figure is significantly more negative, green when the figure is significantly more positive.

13 Residents' Financial Wellbeing

13.1 Earning the London Living Wage

Lambeth Council supports the payment of the London Living Wage within the borough. In 2015 a question was added to ask residents in work whether or not they are being paid the London Living Wage (LLW). This is now £9.40 per hour up from £9.15 in 2015. In 2015 almost two-thirds (63%) of Lambeth residents who were in employment said they were paid the London Living Wage. This proportion has risen to 81% in 2016. One in eight (12%) state that they are not paid the living wage suggesting that work poverty is likely to remain a problem for some residents. The remainder were either unsure (4%) or preferred not to say (3%).

Figure 31: Are you paid the London Living Wage or a higher amount (the London Living Wage is £9.40 per hour? (Those in employment)



Unweighted sample size in parentheses

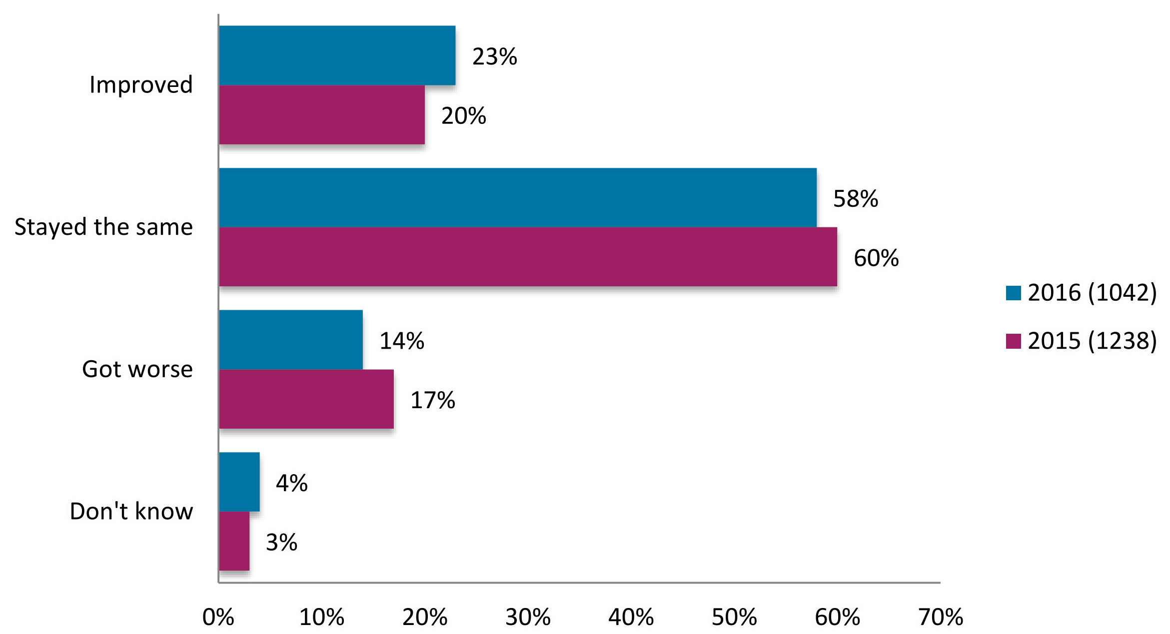
Those who are not paid the London Living Wage are most commonly in the 18-24 year age group. The 29% of this age group who say that they are not paid above this threshold is significantly higher than in every other age group. In the most deprived quintile of the borough (IMD quintile 5) 19% state that they are not paid the London Living Wage. This compares to 10% among IMD quintile 1. Spatially this low paid group is most prevalent in Brixton with 17% of working residents here not paid the London Living Wage. It should also noted that there is an ethnicity dimension to variations in pay with non-receipt of the London Living Wage significantly higher among BME residents relative to non-BMEs (18% cf. 6%). More specifically, among Black residents this proportion rises to 27%. One in five (21%) of those who state that English is not their first language state they are not paid the London Living Wage. All of these findings have implications around social mobility and access to the housing ladder for these resident groups.

The role of Lambeth Council and of other social landlords in providing support services to those with low incomes is illustrated by the fact that 28% of those who rent from the council and 21% of those who rent from a housing association do not earn the London Living Wage.

13.2 Residents' perception of their personal financial circumstances

Encouragingly, more residents say their personal finances have improved compared to a year ago (23%) than say they have worsened (14%), with the majority (58%) of residents reporting that their personal financial circumstances are about the same, when compared to this time last year. The proportions reporting their financial circumstances have improved, stayed the same or worsened in 2016 are in line with those in 2015.

Figure 32: Compared with this time last year, do you think that your personal financial circumstances have improved, stayed the same, or got worse?



Unweighted sample size in parenthesis

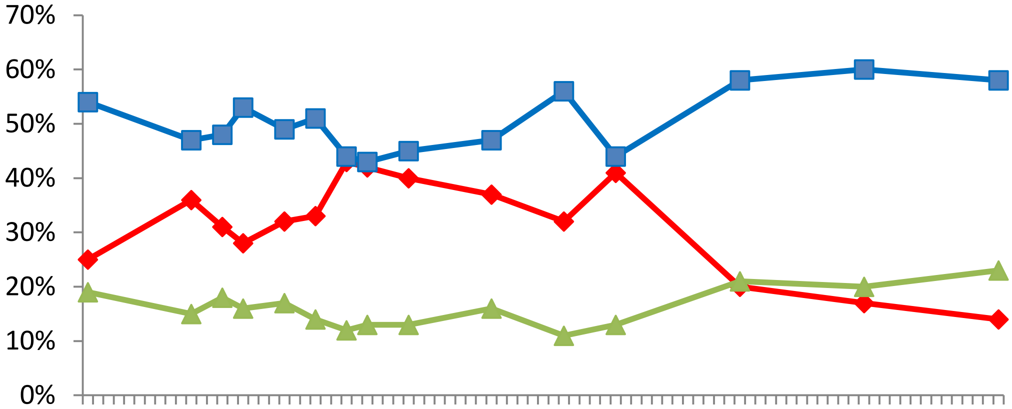
As shown by the table overleaf Clapham (27%) and Brixton (26%) residents most commonly indicate that their personal financial circumstances have improved in the last year. In all parts of the borough there is a positive balance between those who feel their finances have improved and those who feel that they have got worse. However, this net balance narrows to +4-percentage points in North Lambeth and +6 in Norwood. Indeed, Norwood residents are significantly more likely to state that their personal financial circumstances have stayed the same (72%).

Table 26: Views on personal financial circumstances in the last year by area

	North Lambeth (236)	Clapham (251)	Brixton (215)	Norwood (144)	Streatham (196)
Improved	21%	27%	26%	16%	23%
Stayed the same	56%	59%	53%	72%	57%
Got worse	17%	13%	17%	10%	13%

When looking how views in 2016 compare to the entire dataset available for this question it is evident that the 23% who now state that their personal financial circumstances have improved is the highest proportion yet recorded in the 2009-2016 period. Likewise the proportion who feel that their finances have got worse is at the lowest level recorded.

Figure 33: Compared with this time last year, do you think that your personal financial circumstances have improved, stayed the same, or got worse? (All responses)



	Jan-09	Nov-09	Feb-10	Apr-10	Aug-10	Nov-10	Feb-11	Apr-11	Aug-11	Apr-12	Nov-12	Apr-13	Apr-14	Apr-15	May-16
Got worse	25%	36%	31%	28%	32%	33%	43%	42%	40%	37%	32%	41%	20%	17%	14%
Stayed the same	54%	47%	48%	53%	49%	51%	44%	43%	45%	47%	56%	44%	58%	60%	58%
Improved	19%	15%	18%	16%	17%	14%	12%	13%	13%	16%	11%	13%	21%	20%	23%

Base: All respondents, 2016 (1,042), 2015 (1,238), 2014 (1,013), Nov. 2009 to 2013 (circa 750), Jan. 2009 (c 1000)

It is important to note that we do not ask residents about their actual level or the nature of their financial situation, instead we ask residents to reflect on their circumstances in relation to how things were a year ago. When saying if things have got better or worse or stayed the same we do not know whether people are in a comparatively well off, manageable or financially precarious position when reporting how things are compared to a year ago.

There are notable differences in the profile of residents who say their financial circumstances have either got worse, improved or stayed the same. These differing profiles are discussed below.

Residents who say their personal financial circumstances have worsened compared to one year ago

There is no significant variation by area or IMD quintile in those who state that their personal financial circumstances have got worse. Females are significantly more likely than males to say (17% cf. 11%) their financial circumstances have got worse as are those aged 45-54 (23%). In terms of economic activity, homemakers (29%) and those who are unemployed (23%) are significantly more likely to state that their financial circumstances have got worse. Those who live in social housing either renting from the council (17%) or from a housing association (18%) more commonly state that their financial situation has got worse. It will be interesting to monitor in future years whether the annual 1% rent decreases that social tenants will receive will have an impact on the financial circumstances of social renters.

Table 27: Who is more likely to say their financial circumstances have worsened over the last year

Groups significantly likely to say that compared with this time last year their personal financial circumstances have "got worse" (overall 14%)
• Women (17%) • Aged 45-54 (23%) • Homemakers (29%) • The unemployed (23%) • Those renting from the council (17%) • Those renting from a housing association (18%)

Residents who say their personal financial circumstances have improved compared to one year ago

Males are more likely than females to state that their personal financial circumstances have got better in the last year (27% cf. 19%). In terms of age it is younger age groups i.e. those aged 18-24 (26%) and 25-34 (31%) who have most commonly felt such improvements. As might be anticipated, those who are in any kind of work are more likely than those who are not to feel better off than a year ago (27%). Those who feel better off most commonly live in multi-adult households (34%), and to rent privately (31%), findings that are likely to be interrelated with age.

Table 28: Who is more likely to say their financial circumstances have improved over the last year

Significantly more likely to say that compared with this time last year their personal financial circumstances have "improved" (overall 23%)
Males (27%)
Those aged 18-24 (26%) and 25-34 (31%)
Those in work (27%)
Those living in multi-adult households (34%) and renting privately (31%)

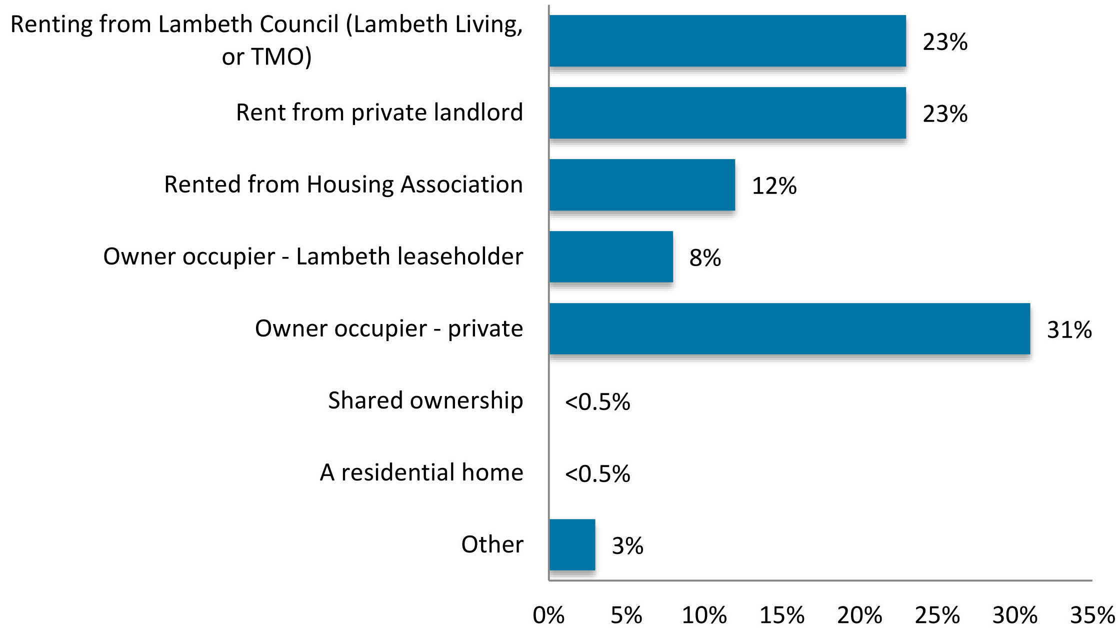
Residents who say their personal financial circumstances have stayed the same compared to one year ago

Residents aged 65 and over (78%) are significantly more likely to state that their personal financial circumstances are unchanged in the last year. Likewise those who state that their economic activity is 'retired' are most likely to state that this is the case (79%).

14 Landlord perceptions

Those who rent their home make up almost six in ten (58%) of the survey sample after the application of weighting. This is comprised of 23% who rent from Lambeth Council, a further 23% who rent from a private landlord and 12% who rent from a housing association.

Figure 34: Which of the following best describes how you occupy your home? (All responses)



Unweighted sample base: 1,042

A new bank of questions were added to the 2016 to provide some insight into how tenants of all types perceive their tenancy experiences. Social landlords commonly undertake satisfaction research among their customers, but the views of private tenants are generally under-researched so these questions provided an opportunity to capture their views on their homes and landlords. The responses given by all Lambeth tenants overall are generally positive. Eight in ten (79%) are satisfied with the condition of their home and the overall service provided by their landlord (81%). Alongside this 78% are satisfied with the value for money their rent provides.

When considering the way their landlord deals with repairs and maintenance satisfaction falls slightly to 73%. Research among social housing tenants consistently shows that how home repairs are delivered is a key driver of overall landlord satisfaction, so this is a key aspect of the tenant experience to get right. A similar proportion of tenants (72%) suggest that their landlord listens to their views and acts upon them.

The table below breaks these satisfaction levels down by tenant type. This analysis shows that those who rent privately consistently give more positive responses than social housing tenants. This difference is greatest in relation to listening to views and acting upon them (+21 percentage points) and how their landlord deals with repairs and maintenance (+17%). Although there remains scope for improvement of private renter perceptions, this snapshot does not provide any immediate evidence of the need for licensing of private landlords as is done in some other London boroughs.

Within the social housing cohort those who rent from the council give less positive views than those who rent from a housing association. While this is not an unusual finding, the difference of 10-percentage points in terms of property condition and rent value for money should be noted.

Table 29: Home and landlord perceptions by tenure

% satisfied	Total (580)	Summary: Social renters (372)	Rent from Council (238)	Rent from HA (134)	Rent privately (208)
With the overall service provided by your landlord	81%	77%	71%	86%	88%
With the value for money of your rent	78%	74%	70%	80%	84%
With the general condition of this property	79%	73%	70%	80%	88%
With the way your landlord deals with repairs and maintenance	73%	66%	61%	76%	83%
That your landlord listens to your views and acts upon them	72%	66%	61%	75%	82%

15 Appendix 1: Difference by neighbourhood areas

The findings set out in this report are based on the views of all residents, but where there are notable sub-group differences, for example by ethnicity, age, working status or geographical area, these have been highlighted and commented on where appropriate. This section disaggregates the findings by neighbourhood area, drawing out where the views of residents of each neighbourhood differ from the borough overall. Therefore, unless otherwise stated, only views which are of a statistically significant difference are highlighted. Where findings have not been reported for particular areas it is because they are in line with the overall borough average.

Lambeth Council has a number of Neighbourhood Leads. These are councillors who help highlight issues within their neighbourhoods. The neighbourhood areas used for geographical analysis in this report follow the areas covered by these Neighbourhood Leads. The clusters of wards that make up these neighbourhoods are set out in the table below along with the number of interviews conducted in each area.

Table 30: Neighbourhood area boundaries and sample size

Neighbourhood	Wards within Neighbourhood	Number of residents interviewed
Brixton	Coldharbour; Brixton Hill; Tulse Hill; Herne Hill	215
Clapham	Clapham Town; Clapham Common; Ferndale; Larkhall; Thornton	251
North Lambeth	Stockwell; Vassall; Oval; Princes; Bishops	236
Norwood	Gypsy Hill; Knights Hill; Thurlow Park	144
Streatham	Streatham South; Streatham Wells; St. Leonards; Streatham Hill	196

15.1 Brixton

What makes Lambeth a good place to live and what most needs improving

When thinking about what are the most important things in making Lambeth a **good place to live**, Brixton residents cite:

- Public transport (23%);
- Parks & open spaces (22%);
- Clean streets (20%);
- Multi-cultural community (16%).

The proportion of Brixton residents mentioning each of these aspects is in line with the borough average, except for multicultural community, which is mentioned by 16% of Brixton residents compared to 12% overall.

Brixton residents are also significantly more likely than residents overall to mention neighbours getting on together (12% Brixton cf. 8% overall) and activities for teenagers (6% cf. 4%).

In terms of **things that need improving**, Brixton residents mention:

- Clean streets (17%);
- Affordable decent housing (10%);
- The level of crime (9%);
- Facilities for young children; safety and security; and traffic congestion (all 7%).

Brixton residents are significantly more likely compared to Lambeth residents overall to mention facilities for young children as needing improvement (7% cf. 4%).

Perceptions of Anti-Social Behaviour (ASB)

The top three ASB issues described by Brixton residents as a problem in their local area are: rubbish or litter lying around (42%); people using or dealing drugs (31%); and people being drunk or rowdy in public places (24%). Brixton residents are also the most likely compared to other areas to mention each of these as a problem, although 24% of North Lambeth residents also describe people being drunk or rowdy as a problem.

Community cohesion, neighbourliness and satisfaction with the area

Brixton residents' perceptions of their area overall and in terms of community cohesion and neighbourliness are broadly in line with the Borough average. However, Brixton residents are significantly more likely than the average to say that their local area is a better place to live than two years ago (45% cf. 37%) – by contrast just 11% of Brixton residents feel their local area is a worse place to live.

Participation and involvement

Together with North Lambeth and Clapham residents, Brixton residents are on balance more likely to disagree than agree that they can influence decisions affecting their local area (56% disagree, 44% agree). However, on a second measure of involvement, Brixton residents are the most likely to state that they or someone on their street is a street champion (10%).

Perceptions of Lambeth Council, contact with the council and use of council services

Brixton residents give similar scores to the average in terms of the way the council runs things and the council providing value for money. However, perceptions amongst this group in terms of the council keeping residents informed about the services and benefits it provides are less positive than elsewhere (60% believe the council keeps them well informed on this compared to 67% for Lambeth as a whole; 16% give the most negative response, 'doesn't tell us much at all about what it does').

Usage of council services amongst Brixton residents is broadly in line with the Council average; however, Brixton residents are the most likely to have contacted the council in the last 12 months (62%, compared to 56% for Lambeth overall). As with other neighbourhoods, the majority of those making contact do so by telephone (70%).

Health and Wellbeing

Brixton residents are the least likely to describe their health in the last 12 months as 'good' (78%, compared to 84% for the Borough as a whole). On core wellbeing measures and stated levels of physical activity, Brixton residents' responses are broadly in line with the Borough as a whole.

15.2 Clapham

What makes Lambeth a good place to live and what most needs improving

When thinking about what are the most important things in making Lambeth a **good place to live**, Clapham residents cite:

- Clean streets (28% - compared to 22% of Lambeth residents overall);
- Public transport (19%);
- Parks and open spaces (16%);
- Level of crime (16%) - compared to 11% of Lambeth residents overall.

Clapham residents are also more likely than residents overall to say that access to nature (11% compared to 8% overall) is important in making Lambeth a good place to live.

In terms of **things that need improving**, Clapham residents mention:

- Clean streets (20%);
- Road and pavement repairs (14% - compared to 10% of Lambeth residents overall);
- The level of crime (10%);
- Affordable decent housing (8%).

Perceptions of Anti-Social Behaviour (ASB)

Of the eight listed ASB issues, Clapham residents are most likely to describe rubbish or litter lying around as a problem in their local area. The 39% describing this as a problem is in line with the Borough average of 39%. Rubbish or litter is much the most likely issue to be mentioned as a problem, with between 12% and 20% describing the other issues as problems.

Community cohesion, neighbourliness and satisfaction with the area

Clapham residents' perceptions of their area overall are broadly in line with the Borough average. However, Clapham residents are significantly less likely, compared to the average, to agree that 'the friendships and associations I have with other people in my neighbourhood mean a lot to me' (76% cf. 81%). On another related measure ('if I needed advice about something I could go to someone in my neighbourhood'), Clapham residents are also significantly less likely than the average to agree (68% cf. 77%).

Participation and involvement

Together with North Lambeth and Brixton residents, Clapham residents are on balance more likely to disagree than agree that they can influence decisions affecting their local area (54% disagree, 46% agree).

Perceptions of Lambeth Council, contact with the council and use of council services

Clapham residents give similar scores to the average in terms of how the council runs things, the council providing value for money, and the council keeping residents informed. Levels of contacting the council are also similar to the average, as is service usage.

Health and Wellbeing

Clapham residents rating of their general health, exercise levels, and wellbeing are broadly in line with the Borough as a whole, although they are significantly more likely to record high levels of anxiety (21% compared to 15% for Lambeth overall).

15.3 North Lambeth

What makes Lambeth a good place to live and what most needs improving

When thinking about what are the most important things in making Lambeth a **good place to live**, North Lambeth residents cite:

- Public transport (21%);
- Parks and open spaces (17%);
- Location / central (13% - compared to 6% of Lambeth residents overall);
- Multicultural community (10%);
- Clean streets (10%).

Whilst clean streets is one of the main priorities cited by North Lambeth residents, the proportion mentioning this is less than half the proportion of Lambeth residents as a whole (10% North Lambeth cf. 22% for Lambeth overall). The level of crime also receives fewer mentions (6% North Lambeth, 11% Lambeth overall).

In terms of **things that need improving**, North Lambeth residents mention:

- Clean streets (16%);
- Affordable decent housing (9%);
- Activities for teenagers (8%);
- Safety and security (8%).

Compared to Lambeth residents overall, North Lambeth residents are significantly more likely to mention improving the look of the neighbourhood / buildings (6% cf. 3%), and less likely to mention the level of crime (3% cf. 7%).

Perceptions of Anti-Social Behaviour (ASB)

North Lambeth residents are most likely to describe rubbish or litter lying around as a problem in their local area. Approaching four in ten give this response (38%), in line with the Borough average of 39%. However, the following other issues are more likely to be described as problems by North Lambeth residents than residents of any other neighbourhood: dog mess (23%); rowdy teenagers on the street (27%); people being drunk or rowdy in public places (24%)[3]; people coming to the door and trying to sell things / asking for donations (18%); vandalism, graffiti, and other deliberate damage to property or vehicles (18%); and noisy neighbours / loud parties (22%).

North Lambeth residents are also significantly more likely compared to the Borough average to describe people using or dealing drugs as a problem (27% cf. 21%).

Community cohesion, neighbourliness and satisfaction with the area

North Lambeth residents are the least likely to agree that they are satisfied with their local area as a place to live (88%) and the most likely to be dissatisfied (9%). In keeping with this they are also the most likely to state that their local area is a worse place to live compared to two years ago (14%, compared to 10% for all Lambeth

[3] 24% of Brixton residents also describe people being drunk or rowdy as a problem.

residents), although residents are still more likely to believe that the area is a better place to live (35%).

North Lambeth residents are also the most likely to disagree that their local area is a place where people from different backgrounds get on well together, although most agree that this is the case (6% disagree, 92% agree).

Participation and involvement

Together with Brixton and Clapham residents, North Lambeth residents are on balance more likely to disagree than agree that they can influence decisions affecting their local area (52% disagree, 48% agree).

Perceptions of Lambeth Council, contact with the council and use of council services

North Lambeth residents give similar scores to the average in terms of how the council runs things and the council keeping residents informed; however, over a quarter disagree that the council provides value for money (26%), compared to 21% of Lambeth residents overall. The proportion of North Lambeth residents contacting the council in the last 12 months is similar to the average (53% cf. 56% for Lambeth overall), as is the proportion using at least one council service in the last 12 months (89% both overall and for North Lambeth).

Health and wellbeing

North Lambeth residents are the most likely to rate their health over the last 12 months as bad (8%), although most (80%) nonetheless rate their health as good. North Lambeth residents are also significantly less likely than other residents to state that they undertake sport / physical activity once a week or more (69% cf. 76% for the Borough as a whole). This cohort are, however, the most likely to record a positive score (9-10) for feeling that the things they do are worthwhile (38% cf. 30% for the Borough as a whole).

15.4 Norwood

What makes Lambeth a good place to live and what most needs improving

When thinking about what are the most important things in making Lambeth a **good place to live**, Norwood residents cite:

- Public transport (32%), compared to 23% of Lambeth residents overall;
- Parks and open spaces (21%);
- Clean streets (21%);
- Neighbours getting on well together (20%), compared to 8% of Lambeth residents overall.

Norwood residents are also more likely to mention multicultural community (19%, compared to 12% of all Lambeth residents) and quiet (6% cf. 3%). They are less likely on this comparison to mention shopping facilities (3% cf. 7%); location / central (1% cf. 6%); and safety / security (1% cf. 8%).

In terms of **things that need improving**, Norwood residents mention:

- Clean streets (18%);
- The level of traffic congestion (10%);
- The level of crime (9%);
- Safety and security (8%).

Norwood residents are significantly less likely than Lambeth residents as a whole to mention road and pavement repairs as needing improvement (4% cf. 10%).

Perceptions of Anti-Social Behaviour (ASB)

Norwood residents are most likely to describe rubbish or litter lying around as a problem in their local area. Approaching four in ten give this response (38%), in line with the Borough average of 39%. Norwood residents are the least likely, compared to other neighbourhoods, to mention the following as problems: dog mess (12%); people being drunk or rowdy in public places (7%); people coming to the door and trying to sell things / ask for donations (6%)[4]; vandalism, graffiti and other deliberate damage to property or vehicles (5%); and noisy neighbours or loud parties (4%).

Norwood residents are significantly less likely compared to the Borough average to mention people using or dealing drugs as a problem (13% cf. 21%).

Community cohesion, neighbourliness and satisfaction with the area

Norwood residents are the least likely of all the neighbourhoods to agree that their local area is a better place to live compared to two years ago (29%, compared to 37% for Lambeth residents overall). However, in terms of cohesion and neighbourliness, Norwood residents are the most likely to agree that 'the friendships and associations I have with other people in my neighbourhood mean a lot to me' (85%, significantly higher compared to Clapham - 76%); and are significantly more likely compared to

[4] 6% of Streatham residents also mention people coming to the door and trying to sell things / ask for donations as a problem.

the Lambeth average to agree that 'community events that I would like to get involved with happen in my area' (75% cf. 66%).

Participation and involvement

Like Streatham residents, Norwood residents are on balance more likely to agree than disagree that they can influence decisions affecting their local area (53% agree, 47% disagree). This more positive attitude towards involvement reflects the relatively high levels of interest in involvement in community events amongst Norwood residents, noted above.

Health and wellbeing

Whilst Norwood residents' general assessment of their health is broadly in line with the Borough average, exercise levels are highest in this neighbourhood with 92% stating that they undertake sport / physical activity at least once a week. Norwood residents are the least likely to give a positive score on the following wellbeing measures: feeling that the things they do are worthwhile, happiness, and anxiety. However, in all these cases this is driven by a relatively high proportion giving intermediate scores; Norwood residents are, for example, the least likely to give a score of 0-4 for feeling happy.

Perceptions of Lambeth Council, contact with the council and use of council services

Norwood residents perceptions of the council are relatively positive, with this cohort the most likely to agree that the council provides value for money (68% cf. 57% for Lambeth overall), and keeps residents well informed (78% cf. 67% for Lambeth as a whole). Whilst the proportion of Norwood residents contacting the council is in line with the average (57% Norwood, cf. 56% for Lambeth overall), Norwood residents are the most likely to have used council services for children and young people, cultural services, and housing / environmental services in the last 12 months. In the case of cultural services the difference between Norwood residents and Lambeth residents as a whole is statistically significant (85% cf. 76% for Lambeth as a whole).

15.5 Streatham

What makes Lambeth a good place to live and what most needs improving

When thinking about what are the most important things in making Lambeth a good place to live, Streatham residents cite:

- Clean streets (30% - compared to 22% of Lambeth residents overall);
- Public transport (24%);
- Safety and security (16% - compared to 8% of Lambeth residents overall);
- Parks and open spaces (14%).

Streatham residents are also more likely than Lambeth residents overall to prioritise affordable decent housing (13% compared to 7% of Lambeth residents overall); pollution (6% cf. 3%); and road and pavement repairs (9% cf. 3%). They are less likely on this comparison to mention multicultural community (6% cf. 12%); neighbours getting on well together (3% cf. 8%); and location / central (1% cf. 6%).

In terms of **things that need improving**, Streatham residents mention:

- Clean streets (26% - compared to 19% of all Lambeth residents);
- Road and pavement repairs (14% - compared to 10% of all Lambeth residents);
- Public transport (10% - compared to 4% of all Lambeth residents);
- The level of traffic congestion (9%).

Compared to Lambeth residents overall, North Lambeth residents are also significantly more likely to mention community activities as needing improvement (7% cf. 4%), and refuse collection / recycling / waste disposal (7% cf. 4%).

Perceptions of Anti-Social Behaviour (ASB)

Streatham residents are most likely to describe rubbish or litter lying around as a problem in their local area. Approaching four in ten give this response (37%), broadly in line with the Borough average of 39%. Streatham residents are the least likely, compared to other neighbourhoods, to mention the following as problems: people using or dealing drugs (10%); rowdy teenagers on the street (7%); and people coming to the door and trying to sell things or ask for donations (6%)[5].

Streatham residents are also significantly less likely compared to the Borough average to mention people being drunk or rowdy in public places as a problem (10% cf. 18%), and noisy neighbours / loud parties (9% cf. 15%).

Community cohesion, neighbourliness and satisfaction with the area

Streatham residents are significantly more likely compared to the Lambeth average to feel they belong to their neighbourhood (94% cf. 87%); and to say that they would speak highly of their neighbourhood if asked (89% cf. 83%). None of those

[5] 6% of Norwood residents also mention people coming to the door and trying to sell things / ask for donations as a problem.

interviewed in Streatham disagree that people from different backgrounds get on well together in their local area, whilst 95% agree.

Participation and involvement

Like Norwood residents, Streatham residents are on balance more likely to agree than disagree that they can influence decisions affecting their local area (51% agree, 49% disagree).

Perceptions of Lambeth Council, contact with the council and use of council services

Streatham residents are significantly more likely than Lambeth residents as a whole to agree that the council keeps residents well informed (74% cf. 67% for Lambeth as a whole), although perceptions of how the council runs things and the council providing value for money are broadly in line with the average. Whilst Streatham residents' use of council services is similar to the average, the proportion contacting the council in the last 12 months is lower (48% compared to 56% for Lambeth as a whole).

Health and wellbeing

Streatham residents are the most likely out of the five neighbourhoods to state that their health is good (93%, compared to 84% for Lambeth as a whole). Whilst exercise levels are broadly in line with the average for Lambeth, Streatham residents also record the most positive scores for anxiety - 65% state that they experienced low levels of anxiety yesterday (score of 0-1), compared to 55% for Lambeth as a whole.

16 Appendix 2: Statistical Reliability

16.1 Sampling tolerances

The survey findings are based on results of a survey of a sample of Lambeth residents and not the entire resident population of Lambeth. Therefore, results are subject to sampling tolerances.

The variation between the sample results and the “true” values (the findings that would have been obtained if every resident had been interviewed) can be predicted from knowledge of the sample sizes on which the results are based and the number of times that a particular answer is given. The confidence with which we can make this prediction has been chosen to be 95%, that is, the chances are 95 in 100 that the “true” values will fall within a specified range. The table below illustrates the predicted ranges for different percentage results at the 95% confidence interval based on the total adult population of Lambeth.

Approximate sampling tolerances applicable to percentages at or near these levels:

	% of respondents answering question in a certain way		
Sample on which survey result is based	10% or 90%	30% or 70%	50%
All respondents (1,042)	+/- 2%	+/- 3%	+/- 3%

For example, with a sample of 1042 (all survey respondents), where 50% give a particular answer, the chances are 19 in 20 that the “true” value (which would have been obtained if the whole population had been interviewed) will fall within the range of plus or minus 3 percentage points (+/-3) from the sample result, i.e. between 47% and 53%.

16.2 Statistically significant differences

When results are compared between sub groups and the overall total, the difference may be “real”, or it may occur by chance (again because not every resident was interviewed). Tests have therefore been carried out check if the differences observed are a real one - i.e. they are “statistically significant. This testing has used the t-test. The results have been tested between comparable groups (e.g. male vs. female) and between the sub population and the total (e.g. males vs. the total sample).

17 Appendix 3: Questionnaire marked up with topline results

Section 1: Local area and council satisfaction

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

Q1. Overall, how satisfied or dissatisfied are you with your local area as a place to live?

	Total
Unweighted Bases	1042
Weighted Bases	1042
Very satisfied	37%
Fairly satisfied	55%
Neither satisfied nor dissatisfied	4%
Fairly dissatisfied	3%
Very dissatisfied	1%
Don't know	*%
Summary: Satisfied	92%
Summary: Dissatisfied	4%

Q2. Overall, how satisfied or dissatisfied are you with the way Lambeth Council runs things?

	Total
Unweighted Bases	1015
Weighted Bases	1013
Very satisfied	14%
Fairly satisfied	58%
Neither satisfied nor dissatisfied	12%
Fairly dissatisfied	11%
Very dissatisfied	6%
Don't know	0%
Summary: Satisfied	72%
Summary: Dissatisfied	17%

In considering the next question, please think about the range of services Lambeth Council provides to the community as a whole, as well as the services your household uses. It does not matter if you do not know all of the services Lambeth Council provides to the community. We would like your general opinion.

Q3. To what extent do you agree or disagree that Lambeth Council provides value for money?

	Total
Unweighted Bases	979
Weighted Bases	979
Strongly agree	9%
Tend to agree	49%
Neither agree nor disagree	22%
Tend to disagree	15%
Strongly disagree	6%
Don't know	0%
Summary: Agree	57%
Summary: Disagree	21%

Q4. How well do you think Lambeth Council keeps residents informed about the services and benefits it provides?

	Total
Unweighted Bases	1042
Weighted Bases	1042
Keeps us very well informed	20%
Keeps us fairly well informed	47%
Gives us only a limited amount of information	16%
Doesn't tell us much at all about what it does	10%
Don't know	7%
Summary: Well informed	67%
Summary: Not well informed	27%

Q5. Thinking about living in Lambeth, what are the most important things in making it a good place to live?

	Total
Unweighted Bases	1042
Weighted Bases	1042
Access to nature	8%
Activities for teenagers	4%
Affordable decent housing	7%
Clean streets	22%
Community activities	7%
Cultural facilities (e.g. libraries, museums)	4%
Education provision	5%
Facilities for young children	4%
Health services	6%
Job prospects	3%
The level of crime	11%
The level of pollution	3%
The level of traffic congestion	1%
Parks and open spaces	18%
Public transport	23%
Multicultural community	12%
Road and pavement repairs	3%
Shopping facilities	7%
Sports and leisure facilities	3%
Wage levels	1%
Local cost of living	2%
Neighbours get on together	8%
Location / central	6%
Safety and security (inc. policing)	8%
Quiet	3%
Parking	1%
Nice neighbourhood / local environment	1%
Sense of community	2%
Refuse collection / recycling	*%
Good services (unspecified)	1%
Local amenities	*%
Lighting	*%
Close proximity to work place	*%
Close proximity to London	*%
Other	6%
None of the above	10%

Q6. And what are the things that most need improving?

	Total
Unweighted Bases	1042
Weighted Bases	1042
Access to nature	3%
Activities for teenagers	6%
Affordable decent housing	7%
Clean streets	19%
Community activities	4%
Cultural facilities (e.g. libraries, museums)	3%
Education provision	3%
Facilities for young children	4%
Health services	2%
Job prospects	2%
The level of crime	7%
The level of pollution	3%
The level of traffic congestion	7%
Parks and open spaces	3%
Public transport	4%
Multicultural community	1%
Road and pavement repairs	10%
Shopping facilities	4%
Sports and leisure facilities	3%
Wage levels	1%
Local cost of living	3%
Neighbours get on together	1%
Better street lighting	1%
Reduce noise	1%
Parking	3%
Refuse collection / recycling / waste disposal	4%
Safety and security (inc. policing)	5%
Provision for cyclists	1%
Reduce or increase CCTV	1%
Improve the look of the neighbourhood / buildings	3%
Level of Council Tax	*%
Dog fouling	*%
Upkeep of greenery	1%
Road safety	1%
Drainage/flood defence systems	*%
Pest control services	*%
Fly-tipping	*%
Other	11%
None of the above	28%

Q8. At the last question you said that you had noticed some things that had got better in Lambeth. Can you describe what specifically you have noticed has got better over the last year?

	Total
Unweighted Bases	743
Weighted Bases	754
Other	100%

Section 2: Neighbourhoods, and town centres

As the economy in Lambeth has grown this has had an impact on many things from the people who live here, to the cost of housing, and the types of shops and restaurants available. While Lambeth Council measures many of these changes, they would like your views on what it is like to live in your local area now. Q10. Would you say that compared to two years ago ...?

	Total
Unweighted Bases	1042
Weighted Bases	1042
Your local area is a better place to live	37%
Your local area is a worse place to live	10%
Your local area has not changed	32%
Don't know	4%
Have not lived here long enough.	18%

Q11. Which of these statements most applies to you?

	Total
Unweighted Bases	1042
Weighted Bases	1042
The changes I see in my local area benefit me and my family	29%
The changes I see in my local area don't affect me and my family	15%
The changes I see in my local area make things more difficult for me and my family	11%
I don't really see any changes	45%

Q12. To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?

	Total
Unweighted Bases	1042
Weighted Bases	1042
Definitely agree	42%
Tend to agree	52%
Tend to disagree	3%
Definitely disagree	*%
Don't know	3%
Summary: Agree	94%
Summary: Disagree	3%

Q13. Please say how strongly you agree or disagree with each statement

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Summary: Agree	Summary: Disagree
I feel like I belong to this neighbourhood	35%	52%	7%	5%	1%	1%	87%	5%
The friendships and associations I have with other people in my neighbourhood mean a lot to me	23%	57%	12%	6%	1%	1%	81%	7%
If I needed advice about something I could go to someone in my neighbourhood	25%	52%	11%	9%	2%	1%	77%	11%
Neighbours around here help each other	26%	53%	11%	6%	2%	1%	79%	8%
I would be willing to work together with others on something to improve my neighbourhood	29%	54%	11%	4%	1%	1%	83%	5%
Community events that I would like to get involved with happen in my area	18%	48%	15%	11%	3%	5%	66%	14%
I regularly stop and talk with people in my neighbourhood	24%	52%	13%	9%	2%	*%	77%	10%
I would speak highly of my neighbourhood if asked	27%	56%	12%	4%	1%	*%	83%	5%

Q14. How would you rate your local town centre as a place to visit?

	Total
Unweighted Bases	1042
Weighted Bases	1042
Excellent	8%
Very good	33%
Good	33%
Average	12%
Poor	4%
Very poor	1%
Extremely poor	1%
No opinion/don't know/not stated	8%
Summary: Good	74%
Summary: Poor	6%

Q14a. How likely are you to be living in Lambeth in two years time?

	Total
Unweighted Bases	1042
Weighted Bases	1042
Very likely	52%
Fairly likely	29%
Not likely	6%
Very unlikely	7%
Don't know	6%
Summary: Likely	81%
Summary: Not likely	13%

Q14c. Why do you think you will move elsewhere?

	Total
Unweighted Bases	116
Weighted Bases	133
The cost of buying a home that meets my needs	14%
The cost of renting a home that meets my needs	7%
The cost of living	20%
To access better services e.g. schools	3%
Better job opportunities, career progression	13%
Family links elsewhere	6%
Other	37%
Don't know	9%

Section 3: Crime and anti-social behaviour

Q15. Thinking about this local area, how much of a problem do you think each of the following are...?:

Total	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Don't know/No opinion	Summary: A problem	Summary: Not a problem
Noisy neighbours or loud parties	5%	11%	20%	64%	0%	15%	85%
Rowdy teenagers on the street	5%	11%	19%	65%	0%	16%	84%
Rubbish or litter lying around	11%	28%	22%	39%	0%	39%	61%
Vandalism, graffiti and other deliberate damage to property or vehicles	5%	9%	15%	72%	0%	13%	87%
People using or dealing drugs	8%	13%	17%	62%	0%	21%	79%
People being drunk or rowdy in public places	6%	12%	18%	64%	0%	18%	82%

Dog mess left in public places	6%	12%	15%	68%	0%	18%	82%
People coming to the door and trying to sell things or ask for donations	6%	6%	12%	76%	0%	12%	88%

Q16. To what extent would you say you are, or would be, safe from crime when walking in your local area during the day?

	Total
Unweighted Bases	1042
Weighted Bases	1042
Very safe	58%
Fairly safe	39%
Not particularly safe	2%
Not safe at all	*%
Don't know	1%
Summary: Safe	97%
Summary: Not safe	2%

Q17. To what extent would you say you are, or would be, safe from crime when walking in your local area in the evening?

	Total
Unweighted Bases	1042
Weighted Bases	1042
Very safe	33%
Fairly safe	53%
Not particularly safe	8%
Not safe at all	4%
Don't know	2%
Summary: Safe	86%
Summary: Not safe	12%

Section 4: Local influence

Q19. Do you agree or disagree that you can influence decisions affecting your local area?

	Total
Unweighted Bases	878
Weighted Bases	871
Definitely agree	8%
Tend to agree	40%
Tend to disagree	25%
Definitely disagree	27%
Don't know	0%
Summary: Agree	48%
Summary: Disagree	52%

Q21 Which one of the following applies to you?

	Total
Unweighted Bases	1042
Weighted Bases	1042
I am a Lambeth street champion	2%
A Neighbour or someone in my street is a street champion	4%
Neither of these apply	57%
Don't know	37%

Section 5: Customer Service

Q24 To what extent do you think that these statements apply to Lambeth Council? :

Total	A great deal	To some extent	Not very much	Not at all	Don't know	Summary: Some/ a great deal	Summary: Not much/ at all
... is difficult to get through to on the phone	16%	18%	17%	17%	33%	33%	34%
... responds quickly when asked for help	15%	27%	16%	9%	32%	42%	26%
... has staff who are friendly and polite	24%	35%	7%	3%	32%	59%	10%
... resolves problems when asked	18%	27%	14%	9%	32%	46%	23%
... has a website that is easy to use	19%	29%	6%	6%	41%	47%	12%
... provides online services that are useful to me	16%	30%	7%	6%	42%	46%	12%

Q25 Have you contacted Lambeth Council in the last 12 months?

	Total
Unweighted Bases	1042
Weighted Bases	1042
Yes	56%
No	43%
Don't know	2%

Q26. How was your last contact with the Council made?

	Total
Unweighted Bases	569
Weighted Bases	580
In person	14%
By telephone	78%
By email	15%
By letter	2%
Via the council's website (online form)	9%
Via another website	1%
Via a social media (e.g. Facebook, Twitter etc.)	0%
Other	0%
Don't know	1%

Q29 In the past year, for which of the following reasons have you visited Lambeth Council's websites, lambeth.gov.uk, love.lambeth.gov.uk?

	Total
Unweighted Bases	1042
Weighted Bases	1042
To find out about local events and activities	5%
To request or apply for a service	25%
To make a payment	12%
To contact us or find out how to contact us	5%
To browse or locate statutory or service information	3%
To find out about local politics and democracy	2%
For Lambeth Council news	2%
Some other purpose	16%
I never use the Council websites	43%

Appendix 3: Questionnaire marked up with topline results

A mylambeth account provides you with secure and flexible 24/7 access to your Council accounts and personalised information.

Q29b Have you registered for a mylambeth online account?

	Total
Unweighted Bases	1042
Weighted Bases	1042
Yes I have registered	25%
No but I am aware of mylambeth	12%
No and I have never heard of mylambeth	46%
Don't know/not sure	16%

Section 6: Health and Wellbeing

Q30 Now thinking about your health over the last 12 months, how has your health been in general? Would you say it's been...?

	Total
Unweighted Bases	1042
Weighted Bases	1042
Very good	34%
Good	50%
Fair	11%
Bad	3%
Very bad	1%
Don't know	1%
Summary: Good	84%
Summary: Bad	4%

Q32 How often do you play sport or do any physical activity like swimming, running, football, dancing, exercise classes, going to the gym, going for a walk etc?

	Total
Unweighted Bases	1042
Weighted Bases	1042
Every day or almost every day	20%
Several times a week	31%
Once or twice a week	25%
At least once a month	3%
Every few months	1%
At least once a year	2%
Less often or never	18%
Don't know	1%

Q33. Next I would like to ask you four questions about your feelings on aspects of your life. Overall...?:

Total	0 - Not at all satisfied	1	2	3	4	5	6	7	8	9	10 - Completely satisfied
a) How satisfied are you with your life nowadays	*%	*%	*%	1%	1%	5%	13%	19%	28%	16%	17%
b) To what extent do you feel the things you do in your life are worthwhile	*%	*%	*%	*%	1%	5%	12%	19%	31%	15%	15%
c) How happy did you feel yesterday	1%	*%	1%	1%	1%	7%	10%	18%	24%	15%	20%
d) How anxious did you feel yesterday	49%	6%	12%	7%	6%	5%	4%	5%	3%	1%	3%

Q34 Compared with this time last year, do you think that your personal financial circumstances have improved, stayed the same, or got worse?

	Total
Unweighted Bases	1042
Weighted Bases	1042
Improved	23%
Stayed the same	58%
Got worse	14%
Don't know	4%

Q35. Which of the following best describes how you occupy your home?

	Total
Unweighted Bases	1042
Weighted Bases	1042
Owner occupier - Lambeth leaseholder	8%
Owner occupier - private	31%
Rented from Housing Association	12%
Renting from Lambeth Council (Lambeth Living, or TMO)	23%
Rent from private landlord	23%
Shared ownership	*%
A residential home	*%
Other	3%
Refused	1%
Summary: Owner occupier	38%
Summary: Social rented	35%

Q36. Taking everything into account, how satisfied or dissatisfied are you ...? :

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know	Summary: Satisfied	Summary: Dissatisfied
With the overall service provided by your landlord	38%	43%	7%	7%	5%	1%	81%	11%
With the value for money of your rent	34%	44%	6%	9%	6%	1%	78%	15%
With the general condition of this property	33%	46%	7%	7%	5%	1%	79%	13%
With the way your landlord deals with repairs and maintenance	32%	41%	7%	9%	10%	1%	73%	19%
That your landlord listens to your views and acts upon them	31%	42%	9%	11%	7%	2%	72%	17%

Section 7: Council's finances

Q37 Compared to last year, which of the following do you think best describes Lambeth Council's current financial situation?

	Total
Unweighted Bases	1042
Weighted Bases	1042
The council has a lot more money available to spend	6%
The council has a bit more money available to spend	7%
The council has about the same amount of money available to spend	15%
The council has a bit less money available to spend	19%
The council has a lot less money available to spend	14%
Don't know	39%
Summary: More	13%
Summary: Less	33%

Section 8: CLIP priorities

Q38 When Lambeth Council gives planning permission for new developments, developers provide the Council with payments to fund local improvements. The Council would like to find out what people's priorities are for investing these funds.

Thinking about your local area, which three of these things would you most like Lambeth Council to spend any additional funds on?

	Total
Unweighted Bases	1042
Weighted Bases	1042
Schools and other education facilities (e.g. improvements to schools or nurseries)	37%
Health facilities (e.g. improvements to doctors surgeries)	27%
Open space and parks (e.g. parkland maintenance)	26%
Children's play and/or youth space (e.g. new play space)	21%
Sport and recreation space (e.g. sports equipment in parks)	14%
Greening (e.g. plant pots along streets)	9%
Transport and roads (e.g. cycle stands)	24%
Digital access (e.g. better access to computers and public wifi)	3%
Waste and recycling facilities (e.g. new recycling facilities)	12%
Renewable energy (e.g. solar panels)	8%
Flood management (e.g. better drainage system)	2%
Community safety (e.g. street lighting)	16%
Other	12%
Don't know/ no preference	10%

Section 9: Use of services

Q39 Looking at this showcard, which, if any, of these services provided by Lambeth Council have you, or a member of your household used in Lambeth in the last twelve months? Please just read out the numbers that apply.

	Total
Unweighted Bases	1042
Weighted Bases	1042
Nursery education (under 5s)	7%
Primary education (5-11s)	13%
Secondary education (11-18s)	9%
Pre or after school clubs	4%
Playgrounds and play areas	12%
Children's centres	5%
Youth clubs/centres	3%
One 'o' clock clubs	3%

Holiday activities and programmes for children (e,g, playschemes)	2%
Leisure and sports facilities	40%
Libraries	38%
Parks and open spaces	64%
Housing advice and allocation services	3%
Housing benefit service	8%
Council tax benefit	8%
Doorstep recycling facilities	28%
Estate recycling facilities	10%
Food waste recycling facilities	19%
Vale Street reuse and recycling centre	7%
Smugglers Way reuse and recycling centre, Wandsworth	7%
Services for disabled people	2%
Social services for adults	2%
Other services	1%
None of these	9%
Don't know	2%
Summary: Services for children and young people	28%
Summary: Cultural services	76%
Summary: Housing and environment	51%
Summary: Health and social care	3%
Summary: Other	1%
Summary: Any	89%

The next questions are about recycling and how easy this is in different types of property.

Q40. Which one of these describes your home?

	Total
Unweighted Bases	1042
Weighted Bases	1042
Whole house or bungalow: Detached	2%
Whole house or bungalow: Semi-detached	16%
Whole house or bungalow: Terraced (including end-terrace)	29%
Flat, maisonette or apartment: Purpose-built block of flats or tenement	40%
Flat, maisonette or apartment: Part of a converted or shared house (including bed-sits)	11%
Flat, maisonette or apartment: In a commercial building. i.e flat above shop	3%
Summary: Whole house or bungalow	46%
Summary: Purpose built flat	51%

Q41. Do you agree or disagree that ... stops you recycling items using your household recycling service? :

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know / Not applicable	Summary: Agree	Summary: Disagree
I do not have space to store my recycling inside my home until its convenient to put outside	8%	12%	2%	30%	46%	2%	20%	76%
I do not have a good understanding of what I can put in my recycling bags/ container	3%	4%	2%	31%	59%	1%	7%	90%
I don't know when to put out my recycling	1%	2%	1%	30%	64%	1%	4%	94%
My health makes it difficult for me to put out my recycling	3%	3%	2%	27%	63%	2%	6%	90%
My recycling bags are not collected when they should be	2%	2%	1%	29%	64%	2%	3%	93%
I do not believe there is a significant benefit to recycling	3%	2%	2%	28%	63%	2%	5%	91%
I do not have the time to sort through my waste to recycle	3%	3%	2%	30%	60%	2%	6%	90%
I do not have any recycling bags	4%	6%	1%	26%	63%	1%	9%	89%
I do not know where to get some recycling bags	2%	8%	2%	26%	60%	1%	11%	86%
I do not think it is my responsibility to sort through my waste so it can be recycled	3%	1%	2%	28%	63%	2%	4%	92%
The recycling containers are too far away	9%	6%	2%	30%	50%	4%	15%	79%
The recycling bin area is too dirty/smelly	8%	11%	5%	28%	43%	5%	19%	71%
There are not enough recycling bins	12%	12%	4%	27%	41%	4%	24%	68%
The recycling bins are not clearly marked	7%	4%	4%	31%	49%	5%	11%	80%
I feel unsafe in the recycling bin area	6%	5%	2%	30%	54%	4%	11%	83%
It is too inconvenient to go to recycling area	7%	5%	3%	30%	52%	4%	11%	82%
I don't know where to put my recycling	0%	7%	0%	18%	75%	0%	7%	93%
I don't know when to put out my recycling	0%	7%	0%	18%	75%	0%	7%	93%

Q42. Is there anything else that stops you from using your household recycling service more than you do?

	Total
Unweighted Bases	1042
Weighted Bases	1042
Issues with recycling bags (no bags, problems with bag delivery)	3%
Recycling bins (size problems, no bins)	3%
Limited storage space	1%
Food waste recycling issues	1%
Other	4%
No other barriers mentioned	91%
Don't know	0%
Refused	0%

Section 10: About you

I'd now like to ask you a few final questions to help us to put your answers into context. We want to understand the views of different types of people across Lambeth. All your answers are strictly confidential and you can refuse to answer any of the following questions.

Q43 Do you have any long-standing illness, disability or infirmity? By long-standing, I mean anything that has troubled you over a period of time or that is likely to affect you over a period of time.

	Total
Unweighted Bases	1042
Weighted Bases	1042
Yes - disability	5%
Yes - illness or infirmity	6%
Yes - both (a disability and an illness/infirmity)	2%
No	88%
Summary: Yes	12%

Q44. Which of the following categories best describes the people living in your home?

	Total
Unweighted Bases	1042
Weighted Bases	1042
One adult under 60	12%
One adult aged 60 or over	6%
Two adults both under 60	19%
Two adults, at least one 60 or over	6%
Three or more adults 16 or over	19%
1 parent family with child/ren at least one under 16	8%
2 parent family with child/ren at least one under 16	17%
Other	11%
Refused	2%

Q45. Could you please tell me which of the following, if any, your household receives?

	Total
Unweighted Bases	1042
Weighted Bases	1042
Pension from a former employer	4%
State pension	9%
Child benefit	15%
Income support or Job seekers allowance	5%
Housing benefit	12%
Council tax benefit	11%
Any other state benefits	1%
Tax credits	6%
Interest from savings	4%
Universal credit	*%
Personal Independence Payment	1%
Other kind of regular allowance from outside the household (e.g. rent)	1%
None of these	54%
Don't know	4%
Refused	2%
Summary: Any	39%

Q46 Which of these activities best describes what you are doing at present?

	Total
Unweighted Bases	1042
Weighted Bases	1042
Employee in full-time job (31 hours plus per week)	45%
Employee in part-time job (under 31 hours per week)	12%
Self employed full-time	8%
Self employed part-time	2%
On a government supported training programme (e.g. Modern Apprenticeship/ Training for Work)	0%
Full-time education at school, college or university	11%
Unemployed and available for work	6%
Permanently sick/disabled	4%
Wholly retired from work	6%
Looking after the home	3%
Doing something else	3%
Don't know	0%
Refused	0%
Summary: Economically Active	73%
Summary: Economically Inactive	27%

Q47. Are you paid the London Living Wage or a higher amount (the London Living Wage is Â£9.40 per hour)?

	Total
Unweighted Bases	631
Weighted Bases	700
Yes - I am paid the London Living Wage or a higher amount	81%
No - I am paid less than the London Living Wage	12%
Don't know	4%
Prefer not to say	3%

Q48 How long have you lived in Lambeth?

	Total
Unweighted Bases	1042
Weighted Bases	1042
Less than 6 months	5%
6 months to 1 year	7%
Over 1 and up to 2 years	8%
Over 2 and up to 5 years	14%
Over 5 and up to 10 years	13%
More than 10 years	52%
Don't know	0%

Q49 What is your main language?

	Total
Unweighted Bases	1042
Weighted Bases	1042
English	82%
Portuguese	3%
Yoruba	*%
Polish	1%
Spanish	2%
French	1%
Italian	1%
Somalian	1%
Twi	*%
Albanian	0%
Arabic	0%
Bengali	0%
Chinese	0%
Hungarian	0%
German	0%
Greek	0%
Russian	0%
Turkish	0%
Urdu	0%
Amharic	0%
Bulgarian	0%
Gujarati	0%
Punjabi	0%
Romanian	0%
Tigrinya	0%
Other	9%

Q50. Do you access the Internet at any of the following?

	Total
Unweighted Bases	1042
Weighted Bases	1042
At home	89%
At another person's home	6%
At work	45%
At school/college/university	9%
At a library	7%
Via my mobile phone	61%
At an internet cafe	2%
At a council office	*%
Other	*%
I do not access the internet	7%
Don't know	1%

Q51 Do you look after, or give any regular help or support to family members, friends or neighbours because of long-term physical or mental ill-health, a disability or problems related to old age?

	Total
Unweighted Bases	1042
Weighted Bases	1042
Yes	10%
No	89%
Don't know	1%
Refused	*%

Q52 SHOWCARD 31 Which of these best describes your religion? Please just read out the number that applies.

	Total
Unweighted Bases	1042
Weighted Bases	1042
Atheist	10%
Buddhist	1%
Christian	41%
Hindu	1%
Jewish	0%
Muslim	6%
Sikh	0%
Other	4%
No religion	34%
Prefer not to say/don't know	2%

Q53. SHOWCARD 32 Looking at this list, can you please read out the number next to the line which best describes you?

	Total
Unweighted Bases	1042
Weighted Bases	1042
I am heterosexual/straight	94%
I am gay or lesbian (homosexual)	3%
I am bisexual	1%
Other	*%
I do not wish to answer this question	2%
Don't know	*%

Q54 Do you currently live on a housing estate?

	Total
Unweighted Bases	1042
Weighted Bases	1042
Yes	31%
No	67%
Don't know	1%

Q55. And finally, Lambeth Council may wish to contact you to ask you to take part in similar research in future. Would you be happy for Lambeth Council to keep a record of your name, address and telephone number to let you know about future research of this kind?

	Total
Unweighted Bases	1042
Weighted Bases	1042
Yes - I am happy for Lambeth Council to contact me about taking part in further research	49%
No - I do not wish to participate in further research	51%

Q56. Lambeth Council would also like to contact you about the answers you have given in this survey, to find out more about your thoughts and opinions. Would you be happy for Lambeth Council to look at the answers you have just given and contact you to find out more?

	Total
Unweighted Bases	508
Weighted Bases	515
Yes - I am happy for Lambeth Council to look at my answers to this survey and contact me to find out more	91%
No - I do not want Lambeth Council to see my answers	9%

QGen. Interviewer to code gender

	Total
Unweighted Bases	1042
Weighted Bases	1042
Man (Including Trans man)	50%
Woman (Including Trans Woman)	50%
Other gender identity	*%
Prefer not to say	*%

QAge. Would you mind telling me which of the following age groups you are in? (BANDED)

	Total
Unweighted Bases	1042
Weighted Bases	1042
18-24	13%
25-34	33%
35-44	21%
45-54	14%
55-64	8%
65-74	5%
75-84	3%
85+	1%
Refused	3%
Base for stats	950

QEth. Please could you tell me which group on this card you consider you belong to?

	Total
Unweighted Bases	1042
Weighted Bases	1042
White: English / Welsh / Scottish / Northern Irish / British	47%
White: Irish	2%
White: Portuguese	3%
White: Polish	1%
White: Gypsy or Irish Traveller	0%
White: Other White	9%
Mixed / multiple ethnic groups:White and Black Caribbean	3%
Mixed / multiple ethnic groups:White and Black African	1%
Mixed / multiple ethnic groups:White and Asian	*%
Mixed / multiple ethnic groups:Other Mixed /multiple ethnic background	1%
Asian /Asian British: Indian	1%
Asian /Asian British: Pakistani	1%
Asian /Asian British: Bangladeshi	1%
Asian /Asian British: Chinese	1%
Asian /Asian British: Other Asian	3%
Black / Black British:Caribbean	10%
Black / Black British:African Somali	2%
Black / Black British:Other African	9%
Black / Black British:Other Black background	1%
Other ethnic group:Latin American	1%
Other ethnic group:Arab	*%

18 Appendix 4: Statement of Terms

Compliance with International Standards

BMG complies with the International Standard for Quality Management Systems requirements (ISO 9001:2008) and the International Standard for Market, opinion and social research service requirements (ISO 20252:2012) and The International Standard for Information Security Management ISO 27001:2013.

Interpretation and publication of results

The interpretation of the results as reported in this document pertain to the research problem and are supported by the empirical findings of this research project and, where applicable, by other data. These interpretations and recommendations are based on empirical findings and are distinguishable from personal views and opinions.

BMG will not be publish any part of these results without the written and informed consent of the client.

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BMG promotes ethical practice in research: We conduct our work responsibly and in light of the legal and moral codes of society.

We have a responsibility to maintain high scientific standards in the methods employed in the collection and dissemination of data, in the impartial assessment and dissemination of findings and in the maintenance of standards commensurate with professional integrity.

We recognise we have a duty of care to all those undertaking and participating in research and strive to protect subjects from undue harm arising as a consequence of their participation in research. This requires that subjects' participation should be as fully informed as possible and no group should be disadvantaged by routinely being excluded from consideration. All adequate steps shall be taken by both agency and client to ensure that the identity of each respondent participating in the research is protected.

With more than 25 years' experience, BMG Research has established a strong reputation for delivering high quality research and consultancy.

BMG serves both the public and the private sector, providing market and customer insight which is vital in the development of plans, the support of campaigns and the evaluation of performance.

Innovation and development is very much at the heart of our business, and considerable attention is paid to the utilisation of the most up to date technologies and information systems to ensure that market and customer intelligence is widely shared.