
Lambeth Council Residents' Survey 2015

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1. Executive summary

1.1. Introduction

This report covers the results of the 2015 Lambeth residents' survey, which was undertaken by the research agency BMG 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

Overall satisfaction with the council and agreement that it provides value for money are up, and satisfaction with their local area is high and above the national average – which, given the broader context of the savings the council has had to make, is good news. However, ratings of community cohesion and neighbourliness have fallen. Key areas that residents continue to prioritise are street cleaning and affordable housing is now more of a priority for local people. It is also important to note that overall improvements in perceptions mask growing inequalities between different demographic groups.

Lambeth Council and community outcomes

- Overall satisfaction with how the council runs things has increased from 64% to 69% over the last year, and is in line with the latest LGA benchmark (67%).
- Residents are now more likely to agree that the council offers value for money (up from 48% in 2014 to 55%) and for the first time over a half of residents think this. However a large number are not aware of the council's financial situation (only 22% are aware the council's budget is decreasing).
- The community outcome which the most residents say has improved over the last year is people 'live, work and visit our vibrant town centres'.
- The community outcome which the most residents say has worsened over the last year is 'Lambeth residents have more opportunities for better quality homes'?
- Public transport (cited by 27%), clean streets (26%), the level of crime (19%) and affordable decent housing (16%) are the areas that people feel are most important in making Lambeth a good place to live.

Use of council services

- Use of Library services has increased (up from 33% in 2014 to 40%).
- The number of people using doorstep recycling (down from 46% to 33%), estate recycling (21% to 15%) and food waste recycling (31% to 24%) services have fallen from last year.
- Use of parks and open spaces continues to decrease (down from 59% in 2014 to 49%), although this is the most used service asked about.

Customer Service

- Most perceptions of customer service have remained constant over the last two years, however, more people now say Lambeth responds quickly when asked for help (up to 52% in 2015 from 43% in 2013) and also that the council resolves problems when asked (51%, up from 47%).
- Residents' preferred method of contacting us is by telephone and this is how most residents (71%) who have contacted us have done so. Just over one in ten (13%) have contacted us through the website, although only one in twenty prefer this method (5%).
- More people than in 2010 now contact the council by email (22% in 2015, up from 14%) and via the website (13% up from 6%), but in person contact remains at the level it was in 2010 with over two in ten residents (22%) having contacted us in person in the last year.
- Most residents visit the council's website once or twice a year and the top reasons for doing so are to request or apply for a service, to make a payment or to find out how to contact us.

Neighbourhood and neighbourliness

- Satisfaction with the local area as a place to live remains high with more residents in Lambeth (87%) than nationally (80%) being satisfied. However, although the number dissatisfied is low, it has increased over the last year (up from 5% to 7%).
- Lambeth is changing and most residents have seen change in their neighbourhood, only three in ten saying their neighbourhood hasn't changed. Positively, 45% see their area as a better place to live compared to two years ago, and four in ten say they have benefited from change. However more than one in ten (13%) say their area has changed for the worst, and almost one in ten (8%) say change has made things worse for them and their family, with disabled, Black Caribbean, self-employed, and low paid residents along with council tenants being more likely to say this is the case.
- Community cohesion is high but has fallen over the past year (from 93% saying their local area is a place where people from different backgrounds get on in 2014 to 87% in 2015), and there have been falls in residents' positivity in relation to a number of indicators of neighbourliness, with a reduction in people feeling like they belong to their neighbourhood, thinking that neighbours in their area help each other, and that they would be willing to work together with others on something to improve their neighbourhood. This could potentially negatively impact on our communities' resilience.

Crime and anti-social behaviour

- The borough is generally seen as a safe place, with 19 out of 20 residents feeling safe from crime in their local area during the day, and four in five feeling safe in the evening, and Lambeth residents now feel safer than ever.
- Reflecting that clean streets is the top issue that residents say most needs improving in the borough, rubbish or litter lying around is the aspect of ASB perceived to be a problem by the largest number of residents, with over four in ten (43%) saying it's a problem. Next biggest perceived problems are dog mess (30%) and drug use and dealing (27%). This reflects top concerns in previous years.
- More people than in 2014 say vandalism, graffiti and other deliberate damage to property or vehicles is a problem (up from 12% to 20%).

Participation and collaboration

- The decline in residents' participation in groups, clubs and organisations that was observed last year has been reversed, over a third of residents (37%) regularly participate compared to 26% in 2014.
- Three in five (59%) believe that they can influence decisions affecting their local area, up from last year (48%) and the highest ever level.
- Reflecting the fall in perceptions of neighbourliness, fewer residents agree that residents work with each other to make improvements (52%, down from 59% in 2014).
- Positively, two in five residents (43%) think that in the next year they are likely to get involved with others in their local area to deal with local issues that might arise, and this is up from last year (30%).
- At present two in five disagree that they know how to get involved with what the council is doing locally.

Health and wellbeing

- Four in five residents (79%) say their general health is good, and a similar proportion (82%) say their mental health is good.
- Positively, almost half of residents exercise at least several times a week, and three-quarters do so at least once a week.
- Positively, the proportion of residents whose financial situation has worsened in the last year (17%) is less than half that of two years ago (41%), nevertheless there are still almost a fifth of residents who feel worse off than a year ago.
- Low pay is an issue for residents, with a fifth of those in employment being paid less than the London Living Wage. This demonstrates that in work poverty is an issue in Lambeth.

2. Methodology

2.1. Sampling and fieldwork

This is the second year that the residents' survey has been conducted by BMG for Lambeth Council. Fieldwork for the survey was carried out between 15th May and 21st June 2015. Interviews were conducted face-to-face in-home through CAPI (Computer Assisted Personal Interviewing) by BMG's team of interviewers. A total of 122 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, 1,238 residents were interviewed. This is around 200 more than last year, with the sample being increased in size to enable better sub-group analysis.

Table 2.1: Profile of respondents

	Census 2011 – Lambeth aged 18 and over population (%)	Set quota (%)	Achieved interviews (%)	Achieved interviews (numbers)
Gender				
Men	49.6	50	48	600
Women	50.4	50	51	634
Age				
18-24	13.3	13	13	165
25-44	53.7	54	53	656
45-64	23.4	24	24	298
65+	9.6	10	9	112
Ethnicity				
White	62.4	57	59	726
Mixed	5.7	8	6	80
Asian	7.2	7	7	86
Black	22.4	26	23	285
Other	2.4	2	3	43
Working status				
Economically active	74.1	77	73	900
Economically inactive	25.9	23	25	306
Tenure				
Owned	32.2	33	37	454
Shared ownership	1.2	2	*	6
Social rented	34.7	35	37	456
Private rented	30.9	29	22	272
Other	0.3	1	2	20

*Less than 0.5

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

There are some differences between the borough profile of residents aged 18 and over and the quotas set. This is either because it was not possible to obtain from the Census 2011 outputs some of the information wanted to set quotas at the required level (i.e. quotas for ethnicity were set at ward level and as there was no Census data available combining age and ethnicity at ward level, all age group ward level data had to be used and the set quota figure shown in *table 2.1* is the combined ward quotas based on this all age group data), or because another measure was felt to be more appropriate (i.e. the quotas set for economic activity are based on residents aged 16 to 74 rather than all residents aged 16 and over).

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 in 2014 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 A*. However, it should be noted that the 2015 survey is significantly different in ordering and content to previous residents' surveys (especially those before 2014) and so 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.

Where possible, LGA benchmarking has been included from the latest (February 2015) Local Government Association telephone polling data. 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 on a scale of 1 to 5, with 1 being the least deprived and 5 being the most deprived. The IMD for each respondent's address was attached in the data preparation stage. 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. For the purposes of this report, we have commented on any differences

that are found to be significant at the 95% confidence level (i.e. there is only a 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. In addition, we have only reported on sub-groups where the sample size was fifty or more. For a more detailed explanation of statistical reliability, please see *Appendix D*.

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 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 27001:2005
- 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

Three in ten (69%) residents are satisfied with the way Lambeth Council runs things, and overall satisfaction with the council has increased from around two-thirds (64%) last year, making this is the second year in a row satisfaction has gone up. Lambeth residents' satisfaction with their council is in line with the latest LGA benchmark of 67%.

Compared to previous years, more residents agree that the council provides value for money. Again this is the second year in a row this has increased and for the first time over a half (55%) of residents think the council provides value for money. This is also in line with the LGA benchmark (53%). However, it should be noted that residents' awareness of the council's financial situation is low, with only one in five (22%) aware that the council is facing a fall in the amount of money it has to spend over the next year (*see section 3.2*).

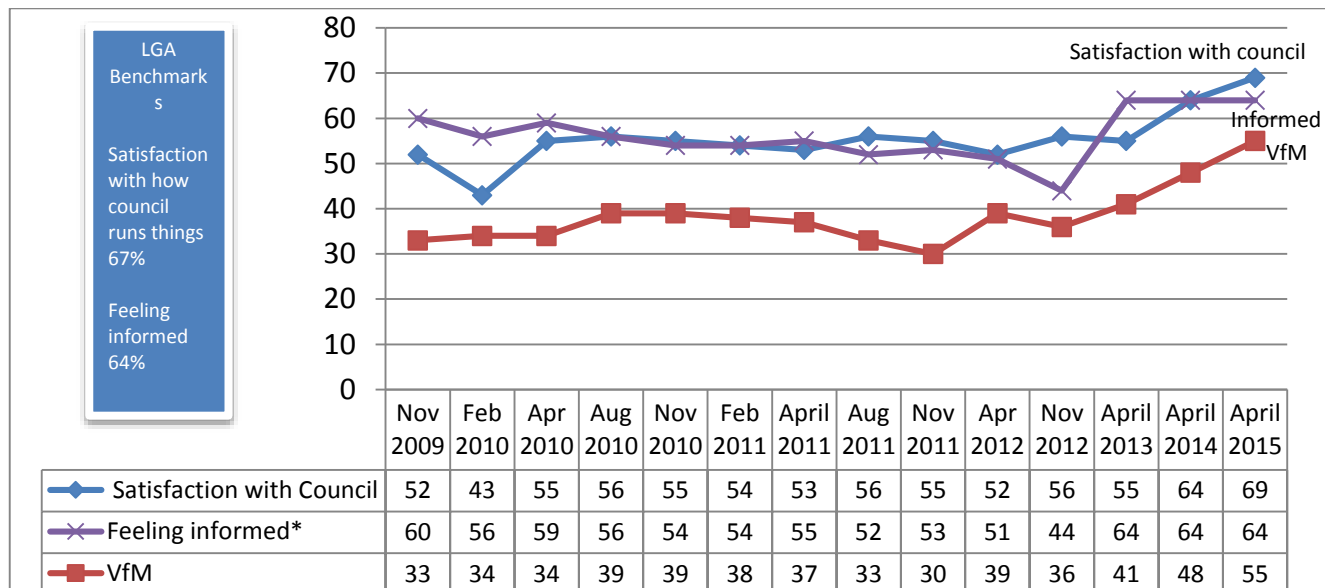
Around two thirds (64%) of residents think the council keeps residents informed about the services and benefits it provides, in line with the last two years, and this finding is in line with the latest LGA benchmark (64%). The improvement in how informed residents feel that was observed in 2012 continues to be maintained.

Chart 3.1: Perceptions of Lambeth Council

Q2. Taking everything into account, how satisfied or dissatisfied are you with the way Lambeth Council runs things? (valid responses 1,215)

Q3. To what extent do you agree or disagree that Lambeth Council provides value for money? (valid responses 1,215)

Q4. How well do you think Lambeth Council keeps residents informed about the services and benefits it provides? (all responses 1,238)



Base: Q2 and Q3 all valid responses, excluding 'don't know', Q4 all respondents (bases vary - figures in brackets)

3.1.1. Who is more or less satisfied with Lambeth Council

Disabled residents, council and housing association tenants, those living in more deprived areas and on estates, Black and Muslim residents and single parent households are all more likely than residents overall to be dissatisfied with the council, with around a quarter or more residents in these groups saying they are dissatisfied (*see table 3.1*). Clapham residents are also more likely to be dissatisfied with the council.

Throughout this report, disabled residents recur as a group who are more negative in their perceptions of their life in Lambeth.

Residents who are more likely to be satisfied with the way the council runs things include those have lived in the borough for less than two years, private renters, those living in multiple adult households with no children, along with those who live in the more affluent areas, and residents who are retired.

Table 3.1: Residents who are more satisfied or dissatisfied with the way the council runs things

More likely to be <u>satisfied</u> with the way Lambeth Council runs things		More likely to be <u>dissatisfied</u> with the way Lambeth Council runs things	
Overall	69%	Overall	17%
Lived in the borough less than two years	79%	Disabled	30%
Rent privately	78%	Rent from the council	30%
IMD 1 (least deprived)	77%	Social Rent	27%
Retired	77%	IMD 4 (Second most deprived)	25%
Multiple adults in household – no children	74%	Black	25%
Male	72%	Muslim	25%
Earn the London Living wage	72%	Single adult and child(ren) household	24%
		Do not use the internet	24%
		Rent from housing association	24%
		Aged 45 – 54	23%
		Clapham	22%
		Live on a housing estate	22%
		Contacted the council in the past 12 months	21%
		Not in a job or training	21%
		Lived in Lambeth over 10 years	20%

Residents who are positive against a range of other measures are more likely than residents overall to be satisfied with the way council runs things. Nine in ten (89%) residents who agree that the council provides value for money are satisfied with how the council runs things, as are three quarters (75%) of residents who are satisfied with their local area, and 72% of those who agree they can influence decisions that affect their area.

Similarly, residents who are negative about some other issues are more likely to be dissatisfied with the way the council runs things. Three in ten (72%) residents who are dissatisfied with their local area are dissatisfied with the way the council runs things (compared to 17% of residents overall). Half (50%) of those who disagree the council provides value for money are dissatisfied with the way the council runs things, as are three in ten (29%) of those who disagree their local area is a place where people from different backgrounds get on well together.

As is well established, there is a link between how informed residents feel about the council and how satisfied they are with it. Eight in ten (80%) residents who feel the council keeps them informed are satisfied with the way the council runs things, while three in ten (31%) of those who don't feel informed are dissatisfied with the council. This means that keeping residents well informed about the services the council provides and what it is doing in the local area is will be important in maintaining the improvement in overall satisfaction with the council achieved over the last two years.

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

Households with children are more likely to disagree the council offers value for money (VfM), in particular single parents. Also more likely to disagree are council tenants, long established residents and residents from Black and minority ethnic (BME) backgrounds, in particular those from Black backgrounds. Brixton and Clapham residents are also more likely to disagree the council offers VfM (see *Section 11* for the definition of these geographical areas).

Residents aged 55 to 64 are more likely to disagree the council provides value for money, but older (aged 65 and over) and retired residents are more likely to agree it does. Private renters and those who have been in the borough under two years are also more likely to agree the council provides VfM.

Table 3.2: Residents who are more likely to agree or disagree that the council provides value for money

More likely to <u>agree</u> the council provides value for money		More likely to <u>disagree</u> the council provides value for money	
Overall	55%	Overall	22%
Retired	69%	Single adult plus child(ren) household	34%
Aged 65 and over	69%	Black backgrounds	31%
Lived in the borough under two years	67%	Rent from the council	31%
Rent privately	64%	Aged 55 – 64	30%
		Social rent	29%
		Brixton	28%
		Clapham	27%
		Households with children	26%
		BME backgrounds	25%

A potential consequence of the low level of awareness of the council's financial position amongst residents is that they may have unrealistic expectations of the services the council can deliver which could lead to them feeling they are not getting value for money if services aren't provided. Interestingly, this doesn't seem to be happening as far as perceptions of value for money is concerned, indeed residents who think the council will have more money to spend next year are more likely to agree the council provides VfM, 62% doing so. While residents who are aware that the council will have less money to spend next year are more likely to disagree the council provides VfM, 26% doing so.

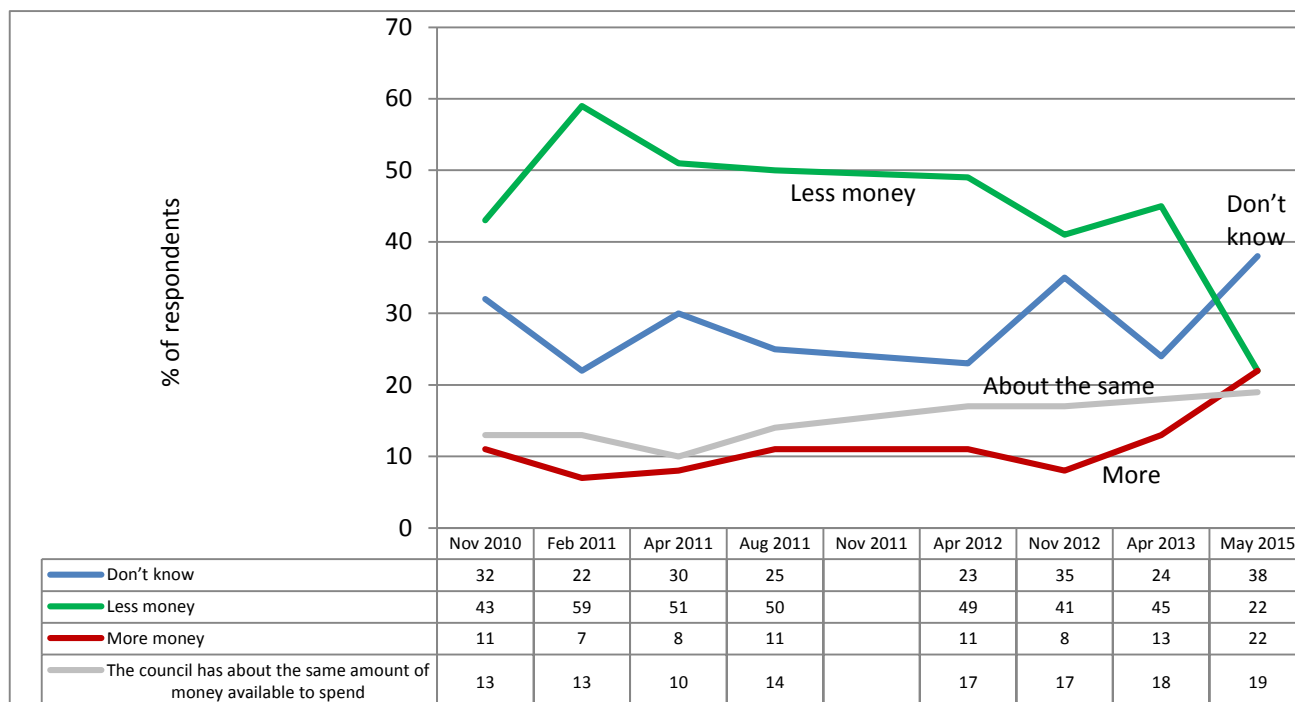
As with satisfaction with the council, those residents who are more negative about a number of other measures are more likely to disagree the council offers values for money. Two-thirds (66%) of residents who are dissatisfied with their local area disagree the council provides VfM, as do 63% of residents who are dissatisfied with the council, a third (32%) of those who disagree their neighbourhood is a place where people from different backgrounds groups get on well, and 29% of those who disagree they can influence decisions affecting their local area.

3.2. Perceptions of the Council's financial situation

Awareness of the council's financial situation is low. When asked to describe what the Council's financial situation this year is compared to last year, only around one in five (22%) is aware that the council has less money to spend (see *chart 3.2*). An equal proportion of residents (22%) think that compared to year ago Lambeth Council has more money to spend (22%), and a similar number (19%) that the council will have the same amount to spend. The largest proportion, two out of five (38%) said they didn't know.

Chart 3.2: Awareness of the council's financial situation

Q36. Compared to last year, which of the following do you think best describes Lambeth Council's current financial situation?



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

Awareness hasn't always been at this low level, indeed in 2011, over half of residents were aware the council was facing cuts in what it had to spend, and the number aware rose to three in five in February 2011. However, over the past two years there has been a halving in the number of people aware the council has less money to spend. This suggests that it is important that the council continues to reinforce the message about the cuts in its finances that it faces. It can't be assumed that people understand the impact of austerity. It could also be the case that people are unsure because they may think the council has more income through all the development taking place in the borough.

The danger of this low awareness is that residents could potentially have unrealistic expectations of the services the council can deliver, although as pointed out in *section 3.1*, there is not currently a link between thinking the council has more money to spend and perceiving the value for money provided by the council to be poor.

3.2.1. Who is more or less likely to be aware of the council's financial situation

Residents from groups that might be expected to be more likely to use council services, such as older residents, those with a long term illness, carers, benefit recipients and council tenants, are more likely than residents overall to think the council has more money to spend, as are Black Caribbean residents and those whose main language isn't English (*see table 3.4*). And this is a long-term trend for some of these groups, between April 2011 and April 2012, it was also the case that council tenants, Black Caribbean residents and those who have lived in the borough over 10 years were more likely to say the council has more money to spend over the next year.

Table 3.3: Residents who think the council has more money to spend

More likely to say the council has more money to spend (overall 22%)			
Long term illness	39%	Black Caribbean	29%
Aged 65+	35%	Member of a community group	29%
Asian / Asian British	34%	Main language not English	28%
Norwood	33%	North Lambeth	28%
IMD 3	32%	Uses services for children and young people	27%
Carer	32%	Social rent	27%
Benefit recipient	30%	Lived in the borough over 10 years	25%
Rent from the council	30%	BME	25%
Live on a council estate	29%		

Table 3.4: Residents who don't know the council's financial situation

More likely to say 'Don't know' if the council has more or less money to spend (overall 38%)			
Lived in the borough less than six months	62%	Clapham	44%
Muslim	51%	IMD 5 (most deprived)	44%
Non internet user	49%	Private renter	44%
Black African	48%	Main language not English	44%
Lived in the borough under two years	47%	Aged 35 – 44	43%
White other	46%	Not in a community group	43%
Aged 18 – 24	45%		

Those more likely to say they don't know about the council's financial situation include Muslim residents, Black African and 'White other' residents, and those who main language is not English, suggesting we need to improve our communications with these groups. Along with these groups, residents who do not use the internet and those who have not contacted us in the past 12 months are also unsure of the council financial situation. Unsurprisingly, newer residents, particularly those who have lived in the borough under six months are more likely to say they don't know about the council's financial situation.

Norwood and North Lambeth residents are more likely than residents overall to think the council has more money to spend while those in Brixton are more likely to understand the council has less money to spend.

4. Residents' priorities and community outcomes

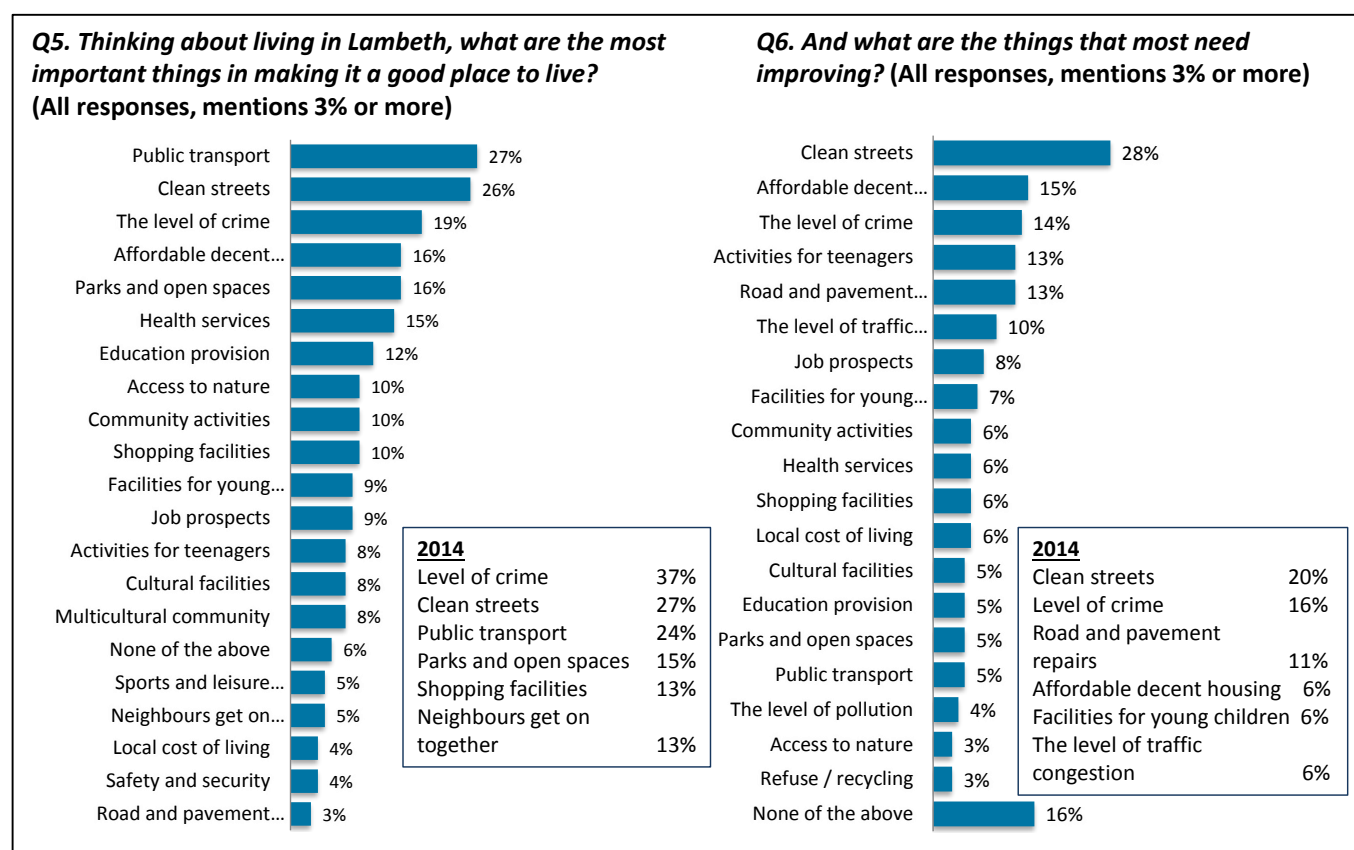
4.1. What makes Lambeth a good place to live and what most needs improving?

Public transport, clean streets, level of crime and affordable decent housing are all areas which people think are most important in making Lambeth a good place to live. Aside from transport these are also the top things people think need improving.

Clean streets are the thing that the most residents identify as needing to be improved. Although clean streets was also mentioned by the most residents last year, it has become of increasing importance this year with almost three in ten (28%) now saying its needs improving compared to two in ten last year (20%).

Affordable decent housing has become a bigger issue for residents since last year both in terms of increasing importance in making Lambeth a good place to live and as something that most needs improving, where it has risen from fourth in terms of the number of people mentioning it to the second top issue, being mentioned by around one in six people (15%).

Chart 4.1: Most important things in making Lambeth a good place to live and what most needs improving



Base: All respondents, May 2015 (1238), May 2014 (1013)

4.1.1. Clean Streets

Clean streets is particularly important in making the area a good place to live for residents who are lesbian, gay or bisexual, with over two in five (39%) thinking this, along with a third (35%) of Muslim residents and three in ten (30%) of those who are member of a community group (see table 4.1).

Two in five (42%) Lesbian, gay or bisexual residents are also more likely to think clean streets is one of the things that most needs improving, as are a third (33%) of members of a community group. Older residents

and those living in Clapham also think this as do residents who might be expected to live on a street, i.e. those not living on an estate and owner occupiers.

Over two in five (44%) residents who are dissatisfied with the way the council runs things, and two in five (39%) who disagree the council provides value for money (39%) say that street cleanliness needs to be improved. This perhaps gives an indication of what drives some of their dissatisfaction with the council. Interestingly, two in five (38%) of those who understand that the council has less money to spend say that street cleaning is a thing that most needs improving.

Table 4.1: Who says clean streets is one of the most important things in making Lambeth a good place to live and that it most needs improving

More likely to say street cleanliness is important in making Lambeth a good place to live		More likely to say street cleanliness most needs improving	
Overall	26%	Overall	28%
Lesbian, gay or bisexual	42%	Lesbian, gay or bisexual	42%
Muslim	35%	Aged 55 – 64	37%
Member of a community group	30%	Clapham	35%
Do not live on an estate	28%	Member of a community group	33%
		Earns the London Living wage	32%
		White British	32%
		Owner occupier	32%
		Do not live on an estate	30%

4.1.2. Affordable decent housing

Affordable decent housing is more likely to be seen as important in making the area a good place to live amongst those with a long-term illness, housing association tenants, young people and Black African residents. Norwood residents are also more likely than residents overall to say it is important, whilst Clapham residents are more likely to say it needs improving, as are those who have lived in the borough two to five years.

Table 4.2: Who says affordable decent housing is one of the most important things in making Lambeth a good place to live and that it most needs improving

More likely to say affordable decent housing is important in making Lambeth a good place to live		More likely to say affordable decent housing most needs improving	
Overall	16%	Overall	15%
Norwood	33%	Clapham	22%
Long term illness	30%	2 to 5 years residence	21%
Rent from housing association	24%		
Aged 18-24	23%		
Black African	23%		
Multi-adult household (no children)	22%		
Live on an estate	21%		
Other main language	21%		
Social housing tenant	20%		

4.1.3. The level of crime

Clapham residents, private renters and those living in the most deprived areas are more likely than residents overall to say crime levels is important in making Lambeth a good place to live, with around a quarter of each group thinking this (see table 4.3).

Homemakers, particularly those with children, Black African residents and those who are self-employed are more likely to say the level of crime most needs improving. As are some of the more deprived groups of residents, those in receipt of benefit and council tenants.

Three in ten (29%) of residents who are dissatisfied with their local area say that the level of crime is one of the things that most need improving.

Table 4.3: Who says the level of crime is one of the most important things in making Lambeth a good place to live and that it most needs improving

More likely to say the level of crime is important in making Lambeth a good place to live		More likely to say the level of crime most needs improving	
Overall	19%	Overall	14%
Clapham	25%	Home maker	26%
Private rent	25%	Black African	22%
IMD 5 (the most deprived)	24%	Self-employed	22%
Lived in the borough under two years	23%	Brixton	21%
Main language not English	23%	Black	20%
Aged 25 – 34	22%	Children in household	20%
		Use services for children and young people	20%
		Rent from the council	20%
		Benefit recipient	19%
		Social housing tenant	18%

4.1.4. Differences in priorities by where people live

Housing association tenants are more likely than residents overall to say that affordable decent housing is important in making Lambeth a good place to live, while those who rent from the council are more likely to think levels of crime need to be improved.

Table 4.4: Most important things in making Lambeth a good place to live and what most needs improving by whether residents live on an estate or not

	Live on an estate		Do not live on an estate	
What are the most important things in making Lambeth a good place to live?	21%	Affordable decent homes	28%	Clean streets
	17%	Activities for teenagers	20%	Parks and open spaces
	16%	Community activities	16%	Health services
	14%	Job prospects	6%	Sport and leisure facilities
	12%	Facilities for young children		
What are the things that most need improving?	21%	Activities for teenagers	30%	Clean streets
	13%	Job prospects		
	11%	Facilities for young children		
	10%	Community activities		
	8%	Cultural facilities		

Those who live on estates have fairly different priorities for what makes Lambeth a good place to live than those who do not (*see table 4.4*). Priorities for those on estates tend to be around affordable housing , services for children and young people, communities activities and job prospects, whereas those who do not live on estates are more focused on cleaner streets, parks, health services and sport and leisure facilities.

The things that the greatest number of residents who live on estates say are most important to them in making the area a good place are also the things that they say most need improving, whereas for those not living on an estate, clean streets is the only issue that they are more likely than residents overall to both say is important and to think is most in need of improvement.

It's not surprising to note that areas with tube stations tend to rate public transport highly. This is the case for those living in North Lambeth (29%), Clapham (33%) and Brixton (27%), where in each area it is the most frequently mentioned thing as being important in making Lambeth a good place to live, although only Clapham residents are more likely than residents overall to rate it as important. In every area clean streets is a top priority both for what is important and what needs improving, while Clapham, Brixton and Streatham say affordable housing needs improvement.

Table 4.5: Most important things in making Lambeth a good place to live and what most needs improving by area

Area	Top 4 most important	Top 4 most in need of improvement
North Lambeth (299)	Public transport (29%) Clean streets (27%) Activities for teenagers / Affordable decent housing/Community activities (17%)	Clean streets (23%) Activities for teenagers (20%) Cultural facilities / Job prospects (11%)
Clapham (292)	Public transport (33%) The level of crime (25%) Clean streets (23%) Parks and open spaces (22%)	Clean streets (35%) Affordable decent housing (22%) The level of crime (17%) Road and pavement repairs (16%)
Brixton (260)	Public transport (27%) Clean streets (26%) Parks and open spaces (19%) The level of crime (17%)	Clean streets (28%) The level of crime (21%) Affordable decent housing (16%) Activities for teenagers (14%)
Norwood (299)	Affordable decent housing (33%) Health services (26%) Clean streets (23%) The level of crime / Job prospects (22%)	Clean streets (23%) Activities for teenagers (19%) Road and pavement repairs/ Job prospects (17%)
Streatham (230)	Clean streets (31%) Public transport (29%) The level of crime (21%) Parks and open spaces (19%)	Clean streets (27%) Road and pavement repairs (18%) Level of traffic congestion (14%) The level of crime/ Affordable decent housing (12%)

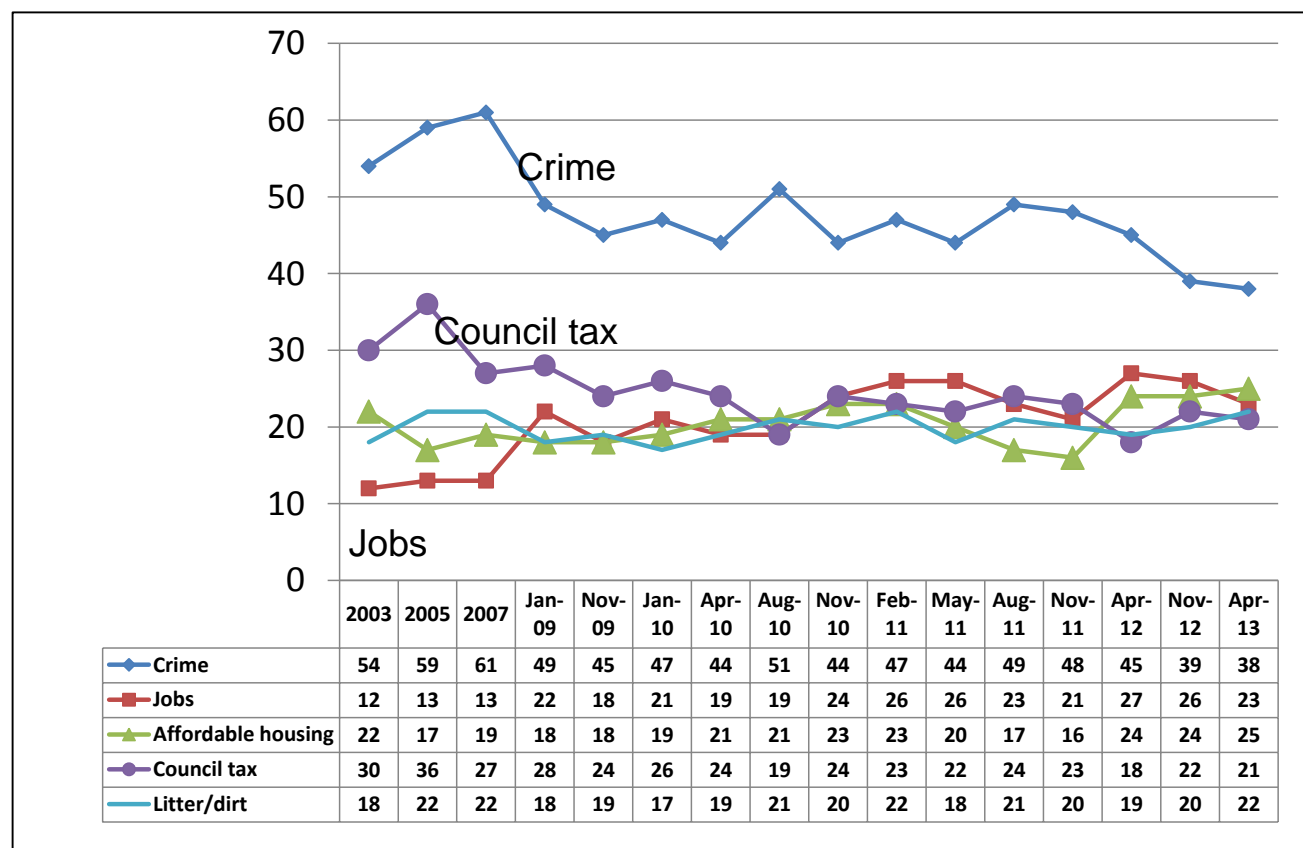
4.1.5. Trends in residents' priorities

Throughout the time that Lambeth Council has been undertaking a survey of residents there has been a question towards the start of the survey designed to capture what matters most to residents, although the wording and how the question is asked has changed¹.

¹ Between 2003 and 2013, residents were asked to identify the top issues of concern to them, and since 2014 the question has been changed to differentiate between what is most important to residents in making Lambeth a good place to live and in what they think most needs improving. The questions were also asked in a different way as between 2003 and 2013 respondents were asked to look at a list, while from 2014 onwards they have been asked to give an answer unprompted.

Chart 4.2: Trends from 2003 to 2013 in residents' top five concerns mentioned in 2013

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



Base: All respondents 2015 (1238), 2014 (1013) Nov. 2009 to 2013 (circa 750), 2003 to Jan. 2009 (circa 1000)

4.1.5.1. Clean Streets

Clean streets is the issue that the most residents identify as needing to be improved in the borough in 2015 and this was also the case in 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 (see chart 4.2). 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). It does appear though that clean streets is more of a priority for residents in 2015 than it has ever been.

4.1.5.2. Housing

Affordable decent housing has become a bigger issue for residents over the last year. 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.

4.1.5.3. Crime

Between 2014 and 2015 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 19% in 2015 from 37% in 2014) and while the number saying the level of crime is the thing that most needs improving is on a par with 2014, it is ranked

third in the list of residents' priorities compared with second in 2014. Crime being the thing that the most residents said needs improving in 2014 reflects that the issue residents were most concerned with throughout the period from 2003 and 2013 was crime. 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. At its highest point in 2007, over three in five residents (61%) mentioned crime as being a concern, but by 2013 this had fallen to less than two in five (38%).

4.1.5.4. 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 less than one in ten (9%) saying job prospects is one of the things that is most important in making the borough a good place to live and a similar number (8%) saying it is one of the things that most needs improving.

4.1.5.5. 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 fewer than one in twenty residents saying the local cost of living is most important in making the borough a good place to live and also that it is one of the things that most needs improving in 2015.

While the recession saw an increase in concern about prices, interestingly concern about the level of council tax fell between January 2009 and April 2010. The level of council tax was residents' second top concern from 2003 to 2010, and at its highest point in 2005, over a third (36%) of residents were worried about this. However, during the six year freeze on council tax in Lambeth, worries about its level were significantly lower than this high point.

4.1.5.6. Young people

Activities for teenagers is in the top four things that residents say most needs improving in Lambeth in 2015, with 13% mentioning it, and in addition 7% say facilities for young people most needs improving. 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.

Opportunities for young people has always been high in residents' priorities. Although not in *chart 4.2*, in the early days of the survey in 2003 and 2005, the third top concern of residents was the standard of education, which was cited as a concern by a quarter of residents in both these years. In 2007 concern about education fell by 9 percentage points and it has remained outside the top five concerns ever since, in 2013 being

mentioned by one in seven (14%) respondents. In 2015, while over one in ten (12%) residents thinks the standard of education is one of the most important things in making the borough a good place to live, only one in twenty (5%) say it's one of the things that most needs improving. This likely reflects the opening of new secondary schools in the borough and the improvement in the achievement of Lambeth pupils over this period.

4.1.5.7. 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 both in 2015, when mentioned by 13%, and in 2014, when it was third in residents' list of priorities, having been mentioned by 11%. This is not an issue that had been asked about as a concern prior to 2014 so no further trend data is available.

Table 4.6: Snapshot of residents' priorities at five year intervals - top five concerns / areas for improvement

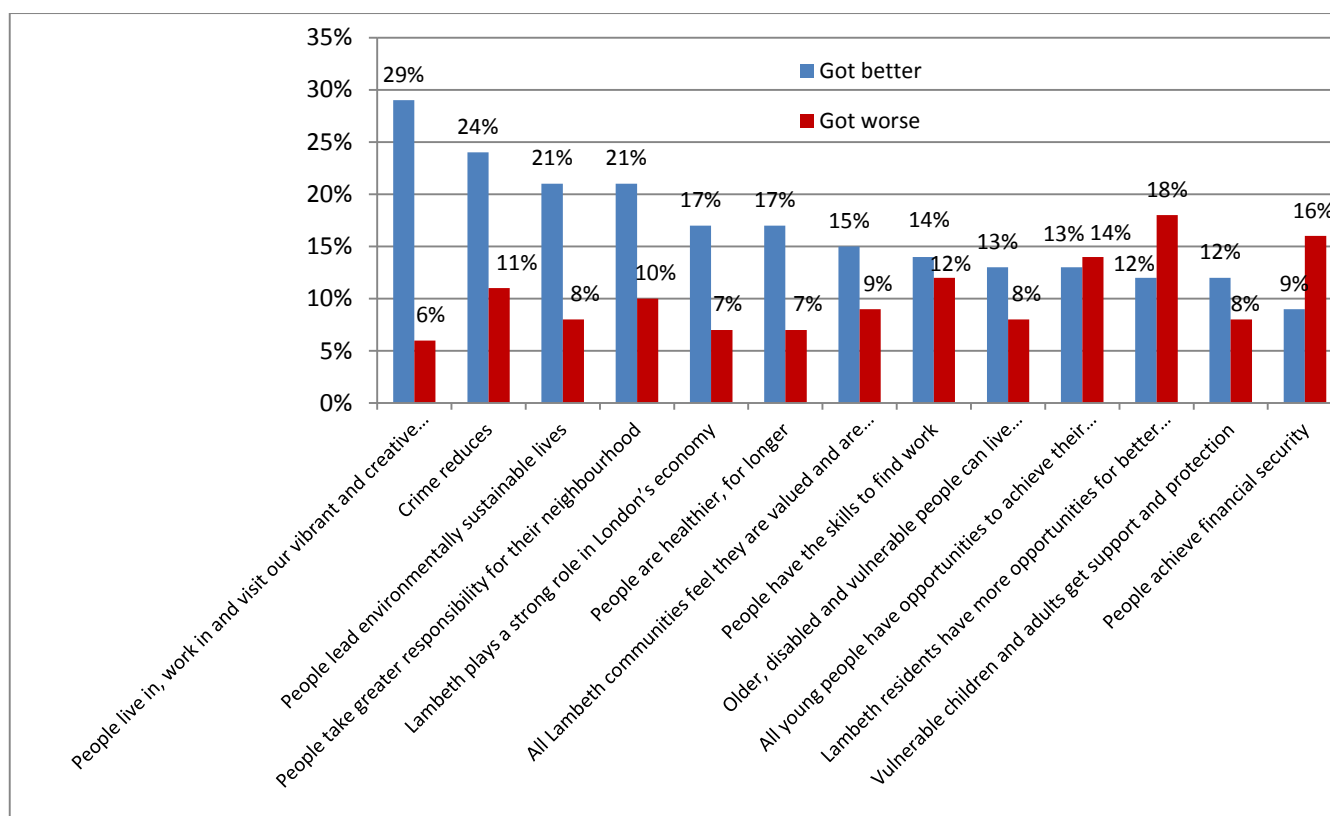
Year	Top five issues
2015 (May)	1) Clean streets 2) Affordable decent housing 3) Crime 4) Activities for teenagers 5) Road and pavement repairs
2010 (October)	1) Crime 2) Level of Council Tax 3) Lack of jobs 4) Lack of affordable housing 5) Litter and dirt on the streets
2005 (October)	1) Crime 2) Level of Council Tax 3) Standard of education 4) Litter and dirt on the streets 5) Traffic congestion

4.2. Lambeth Community Outcomes

Lambeth Council has developed a series of outcomes that it uses to prioritise its spending and drive its activities. Residents were asked to consider these outcomes and to say whether over the past year things has got better, worse or stayed the same.

Chart 4.3: Delivery of Community Outcomes

Q7. Lambeth Council has developed a series of outcomes that it uses to prioritise its spending and drive its activities. Thinking about each of these outcomes, would you say that over the past year, things have stayed the same? (base 1238)



Base: All respondents (1238)

The community outcome which the highest number of residents say has improved over the last year is people 'live, work and visit our vibrant town centres', with three in ten (29%) saying it has got better. Whereas the community outcome which the most residents say has worsened over the last year is 'Lambeth residents have more opportunities for better quality homes', with one in five (18%) saying this. This reflects the finding that there has been an increase in the last year in the proportion of residents saying affordable decent housing most needs improving.

Generally, residents who are negative about the council's community outcomes, saying that things have worsened over the past year, tend to also be dissatisfied with the local area and the way the council runs things, and also disagree the council offers value for money. They also often disagree that their local area is a place where people get on, that they can influence decisions affecting their local area or think that the council keeps them informed.

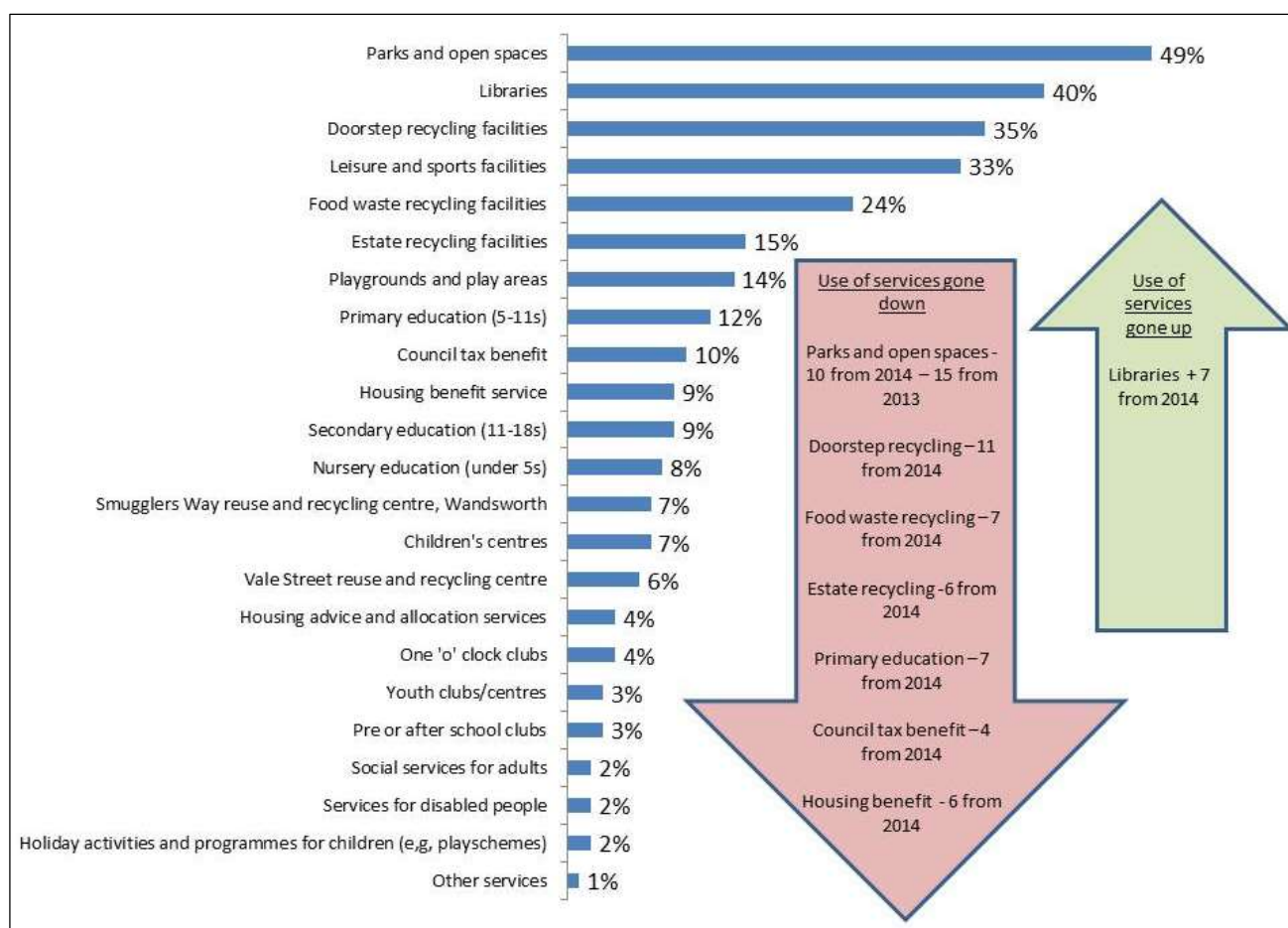
A full breakdown of which groups of residents are more likely to say each outcome has improved or has worsened over the past year is included in *Appendix B*.

5. Use of Council Services

Parks and open spaces are the most widely used service asked about in the survey, with around a half (49%) of residents having been to a park or open space in the past year. However, usage of parks and open spaces has fallen over the past year by 10 percentage points and by 15 percentage points from 2013 when they were used by around two-thirds of residents. The next most used service is libraries, with two in five residents having visited a library in the past year, an increase of seven percentage points from 2014. A third (33%) of residents have used leisure and sports facilities over the last twelve months.

Chart 5.1: Use of Lambeth Council services

Q37 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?



Base: All respondents, 2015 (1238), 2014 (1013), 2013 (768)

Along with parks and open spaces, there has also been a fall in the use of recycling services over the past year, with the number of residents saying they have used doorstep recycling down by 11 percentage points, those who say they have used food recycling down by 7 percentage points, and those saying they have used estate recycling down by 6 percentage points. In contrast, over the same period, the actual amount of household waste in the borough that has been recycled has increased, from 27.0% of all waste in the financial year to March 2014, up to 30.3% in the year to March 2015², with both the kerbside and estate

² Source: National Indicator NI 192

recycling figures increasing. However, it should be noted this is the proportion of all waste that is recycled that has increased, and not necessarily numbers of households recycling.

5.1. Who uses parks and open spaces?

Couples with children, and more affluent residents are more likely to use parks and open spaces, along with White British residents and those living in Clapham and North Lambeth.

Older, retired residents, those with a disability or long-term illness, along with some of the more deprived groups in the borough and Black residents are less likely to do so, and were also less likely to do so in the period 2011 to 2013, so this represents a long-term trend. Muslim and Norwood residents and single parents are now also less likely to use parks and open spaces in the borough.

Table 5.1: 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	49%	Overall	49%
User of housing services	68%	Non Internet user	18%
<u>Two adults with child(ren) household</u>	61%	IMD 5 (the most deprived)	29%
IMD 3	60%	<u>Aged 65 and over</u>	30%
<u>Self-employed</u>	60%	<u>Long term illness</u>	30%
IMD 2	59%	<u>Unemployed</u>	32%
<u>Clapham</u>	59%	<u>Disabled</u>	34%
Earns London Living wage	59%	<u>Retired</u>	34%
<u>White British</u>	58%	Benefit recipient	35%
<u>Owner Occupier</u>	58%	Social housing tenant	37%
Private renter	57%	<u>Mixed / multiple ethnic group</u>	37%
<u>Aged 35 – 44</u>	57%	Norwood	37%
<u>Works full time</u>	56%	Single adult plus child(ren) household	37%
Does not claim benefit	56%	<u>Sole occupier</u>	38%
Member of a community group	56%	Muslim	38%
Multi-adult household (no children)	55%	<u>Main language not English</u>	39%
User of services for children and young people	55%	<u>Black</u>	41%
North Lambeth	54%		
Any work	54%		

Underlined groups were also identified as being more or less likely to use the service previously³

5.2. Who uses libraries?

Usage of library services has increased over the past year and they are more likely to be used by residents with children, those in North Lambeth, members of community groups, Black African residents, those aged 35-44 and those living on housing estates (see table 5.2). Of the groups where analysis is possible, those living in North Lambeth are the only group of residents that are now more likely to use libraries when previously that wasn't the case.

Older residents, those in more deprived areas, newer residents and those without children are less likely to use libraries. These groups were also less likely to do so between 2011 and 2013 so this represents a long-

³ Previous usage of parks and open spaces, libraries and recycling services is based on combined data from residents' survey waves 9 (October 2011) to 12 (April 2013), base: all respondents (3,089). Data is not available from waves 9 to 12 for all groups identified in 2015.

term trend. Previously (2011 to 2013), Norwood residents were more likely to use libraries, but they are now less likely to do so.

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, less than one in five residents without access to the Internet has visited a library in the last year.

Table 5.2: Who is more or less likely to use libraries

More likely to use libraries		Less likely to use libraries	
Overall	40%	Overall	40%
Two adults with child(ren) household	60%	Does not access the internet	18%
<u>User of services for children and young people</u>	58%	Norwood	25%
Home maker	57%	<u>Aged 65 +</u>	25%
IMD 3	55%	<u>Live in the borough under 2 years</u>	27%
User of health and social care services	54%	IMD 5	29%
<u>Children in household</u>	54%	Sole Occupier	30%
Member of a community group	53%	Not a member of a community group	31%
<u>Aged 35 – 44</u>	53%	<u>No children in household</u>	34%
North Lambeth	51%		
<u>Black African</u>	49%		
Live on an estate	48%		
User of housing services	47%		

Underlined groups were also identified as being more or less likely to use the service previously

5.3. Who uses recycling services?

The number of people using doorstep, estate and food waste recycling services has fallen from last year.

Table 5.3: Who is more or less likely to use doorstep recycling

More likely to use doorstep recycling service		Less likely to use doorstep recycling service	
Overall	35%	Overall	35%
IMD 2 (with 1 being the least deprived)	55%	IMD 5 (Most deprived)	18%
Lesbian, gay or bisexual	52%	<u>Single adult with child(ren) household</u>	18%
<u>Self-employed</u>	48%	<u>Social housing tenant</u>	20%
<u>Owner occupier</u>	47%	IMD 4	21%
Two adults with child(ren) household	46%	<u>North Lambeth</u>	21%
Live in the borough 2 -5 years	46%	<u>Unemployed</u>	21%
Clapham	46%	<u>Main language not English</u>	23%
<u>White British</u>	45%	Muslim	24%
IMD 1	44%	<u>Benefit recipient</u>	26%
<u>Full time work</u>	42%	<u>BME</u>	27%
Aged 35 – 44	42%	Aged 18 – 24	27%
<u>Does not receive benefits</u>	40%		
<u>Main language English</u>	38%		

Underlined groups were also identified as being more or less likely to use the service previously

Those who use doorstep recycling services tend to be more affluent, home owners, White British, and either self-employed or working full time, and this is a long-term trend, with these groups also being more likely to do so previously. Lesbian, gay or bisexual residents, and couples with children are also more likely to use doorstep recycling services, as are Clapham residents.

Residents who are less likely to use doorstep recycling, not surprisingly reflect the demographics of residents who are less likely to live on street properties where doorstep collections are made - more deprived residents, social housing tenants, and the unemployed and again. Those living in North Lambeth and Muslim residents are also less likely to use doorstep recycling.

Table 5.4: Who is more or less likely to use food waste recycling

More likely to use food waste recycling service		Less likely to use food waste recycling service	
Overall	24%	Overall	24%
IMD 2 (with 5 being the most deprived)	46%	Live on a housing estate	10%
User of health and social care services	44%	North Lambeth	12%
Disabled	35%	Rent from the council	12%
Owner occupier	34%	IMD 5 (the most deprived)	13%
User of housing services	34%	Asian / Asian British	13%
Clapham	33%	Social housing tenant	16%
2 Adults with child(ren) household	33%	IMD 4	17%
Self-employed	32%	Aged 18 – 24	17%
Aged 35 – 44	32%	Main language not English	17%
Does not live on an estate	31%	Black	19%
User of children and young people's services	30%		
Lambeth Talk reader	30%		
User of leisure services	29%		
White British	29%		
Children in household	29%		
Member of a community group	28%		
Earns the London Living wage	28%		
Female	28%		

Residents who are more likely to use food waste recycling attend to be more affluent, disabled, owner occupiers and have children. Clapham residents are also more likely to use food waste services. Food waste recycling is available to the same residents as doorstep recycling so the profile of users of the service might be expected to be similar.

North Lambeth residents, those in more deprived residents areas, Asian, and Black residents are less likely to have used the food waste recycling service. Usage of the food waste service was asked about for the first time in 2014, so there is no trend data from 2013 or before.

Table 5.5: Who is more or less likely to use estate recycling

More likely to use estate recycling service		Less likely to use estate recycling service	
Overall	15%	Overall	15%
IMD 3 (with 5 being the most deprived)	29%	IMD 1 (with 5 being the most deprived)	4%
<u>Rent from the council</u>	25%	IMD 2	8%
<u>Black African</u>	25%	<u>Streatham</u>	9%
<u>Benefit recipient</u>	25%	Brixton	10%
<u>North Lambeth</u>	24%	Not in receipt of benefits	11%
Economically inactive	20%	<u>Private rent</u>	11%
User of leisure and education services	20%	Not in a community group	11%
User of housing services	20%	Earns the London Living wage	11%
Member of a community group	20%		
Does not earn the London living wage	21%		
<u>Black</u>	19%		

Underlined groups were also identified as being more or less likely to use the service previously

Residents who are more likely to use estate recycling are not surprisingly more likely to reflect the demographics of residents who live on estates – they are more likely to be from more deprived groups and rent from the council. They are also more likely to be Black, claim benefits and live in North Lambeth, and this is a long-term trend. Last year, Brixton residents were in-line with the borough-wide figure but are now less likely to use estate recycling services (see table 5.5).

The profile of groups more or less likely to use doorstep, estate and food waste recycling services will in part be a reflection of the profile of residents living in these sorts of properties. It would therefore be useful to do further analysis, looking at the profile of residents not on estates who are less likely to use doorstep recycling services and at the profile of residents on estates who are less likely to use estate recycling services.

5.4. Use of services by area

Residents in North Lambeth are more likely to use leisure and education services, whilst Brixton residents are more likely to use services for children and young people.

Table 5.6: Usage of services by area

	Used any	Housing and environment	Leisure/ education	Services for children and young people	Health and social care
North Lambeth (299)	87%	75%	60%*	24%	4%
Clapham (285)	85%	73%	53%	24%	3%
Brixton (260)	82%	68%	58%	37%*	5%
Norwood (164)	87%	70%	44%	27%	5%
Streatham (230)	87%	73%	50%	32%	4%
Overall (1,238)	85%	72%	54%	29%	4%

* Shading indicates statistically significant higher levels of usage compared to the borough overall

N.B. Throughout this report, where service groups are referred to they have been grouped in the following way:

Services for children and young people

- Nursery education (under 5s)
- Primary education (5-11s)
- Secondary education (11-18s)
- Pre or after school clubs
- Playgrounds and play areas
- Children's centres
- Youth clubs/centres
- One 'o' clock clubs
- Holiday activities and programmes for children

Leisure/Education

- Leisure and sports facilities
- Libraries

Housing and environment

- Housing advice and allocation services
- Housing benefit service
- Council tax benefit
- Parks and open spaces
- Doorstep recycling facilities
- Estate recycling facilities
- Food waste recycling facilities
- Vale Street reuse and recycling centre
- Smugglers Way reuse and recycling centre, Wandsworth

Health and social care

- Services for disabled people
- Social services for adults

6. Customer service and customer access

6.1. Perceptions of customer service

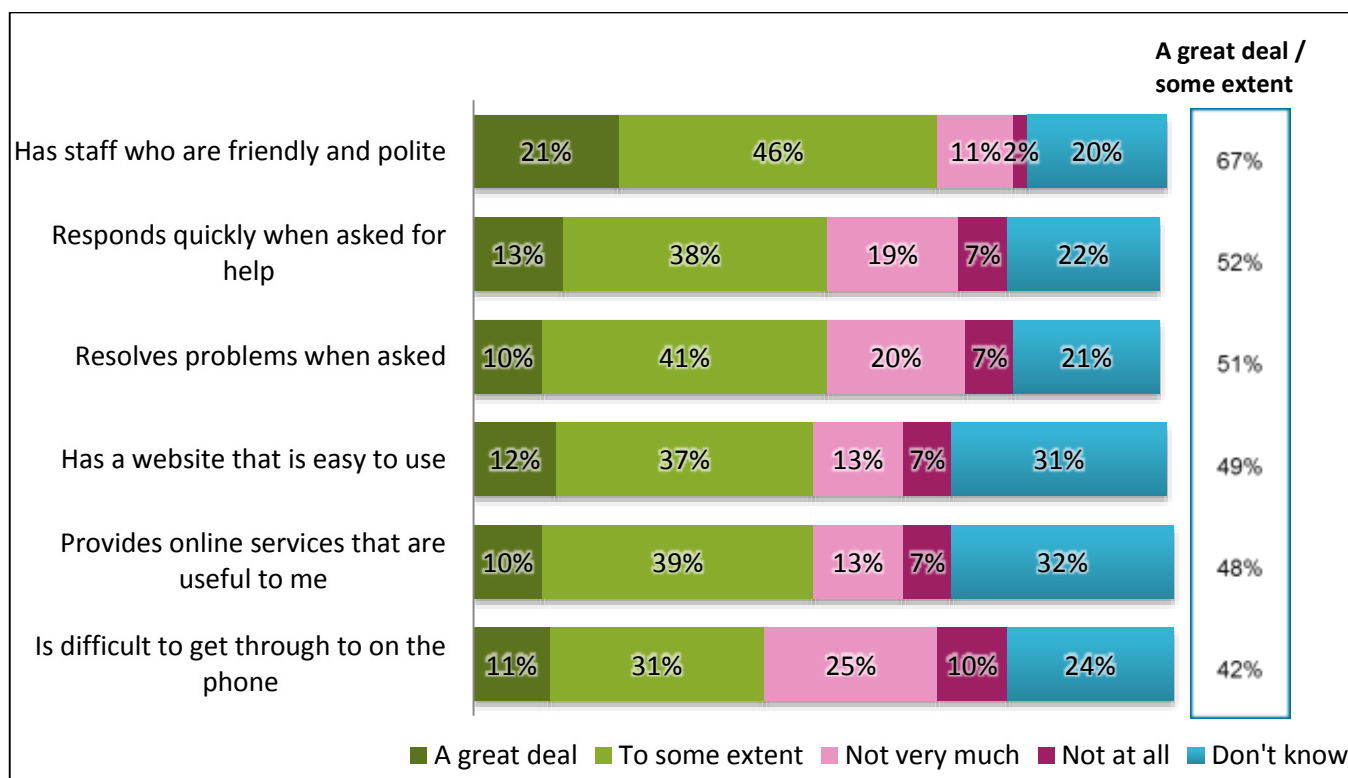
Encouragingly, two thirds (67%) of residents say staff at Lambeth Council are friendly and polite (*chart 6.1*), which is in line with last year's finding (67%), though this is down compared to four years ago when seven in ten said this was the case (71% in 2011) (*see chart 6.2*).

Around half of residents say the council responds quickly when asked for help (52% doing so), and resolves problems when asked (51%), with both these ratings being up compared to two years ago.

Two fifths (42%) feel it is difficult to get through on the phone which is a similar finding to the past three years, although it is down on the figure of four years ago (52% in 2011).

Chart 6.1: Perceptions of customer service

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

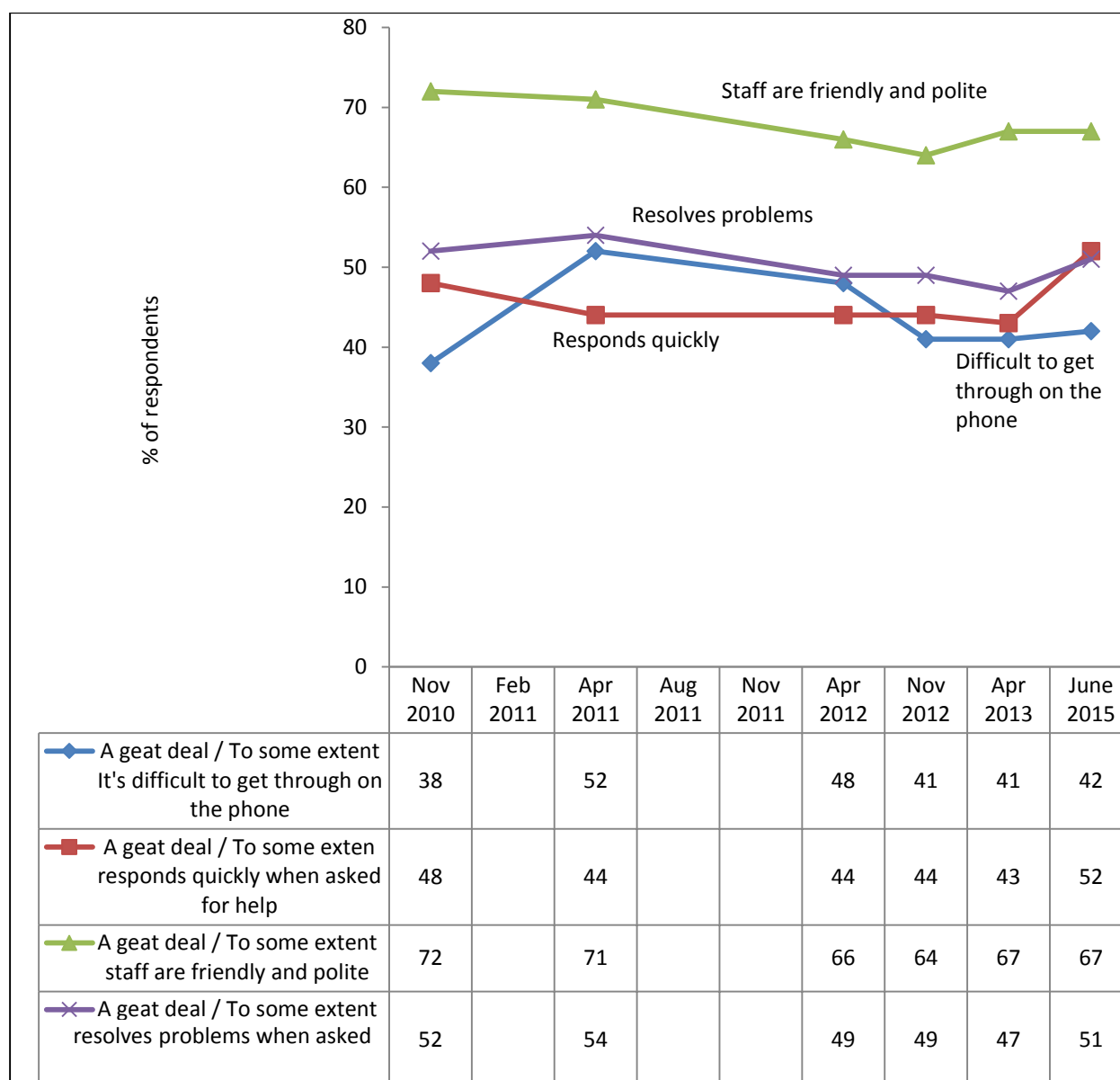


Base: All respondents (1238)

This year, for the first time, questions were added about how people perceive the council's online services. Around half of residents (49%) think our website is easy to use and a similar proportion (48%) say that we provide online services that are useful to them. However, one in five (20%), think this isn't the case in respect of both, and just under a third don't know. This suggests that if the number of residents who deal with the council online is to be increased, more online services need to be provided and the website needs to be easier to use.

Chart 6.2: Trends over time in perceptions of customer service

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



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

Residents who use services for children and young people are fairly negative about their contact with the council, being less likely to think the council resolves problems when asked (33%), responds quickly (32%) or that staff are friendly and polite (17%). They are also more likely to disagree that the website is easy to use (28%) or that it provides online services that are useful to them (26%).

Younger residents, aged 18 – 24, tend to be less positive about customer service provided by the council, being the age group with the lowest proportion of residents who are positive about all six aspects of customer service asked about (*see table 6.1*). Older residents tend to be more positive. Those ages 35 – 54 tend to be more positive about our online services.

Table 6.1: Perceptions of customer service by age

% A great deal/ Some	Total (1238)	18-24 (165)	25-34 (348)	35-44 (308)	45-54 (160)	55-64 (138)	65+ (112)
Has staff who are friendly and polite	67%	51%	64%	69%	76%	70%	78%
Responds quickly when asked for help	52%	42%	46%	52%	60%	60%	66%
Resolves problems when asked	51%	37%	49%	52%	54%	57%	68%
Has a website that is easy to use	49%	42%	50%	53%	51%	47%	43%
Provides online services that are useful to me	48%	38%	50%	52%	54%	45%	41%
Is difficult to get through to on the phone	42%	28%	35%	43%	51%	52%	61%

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

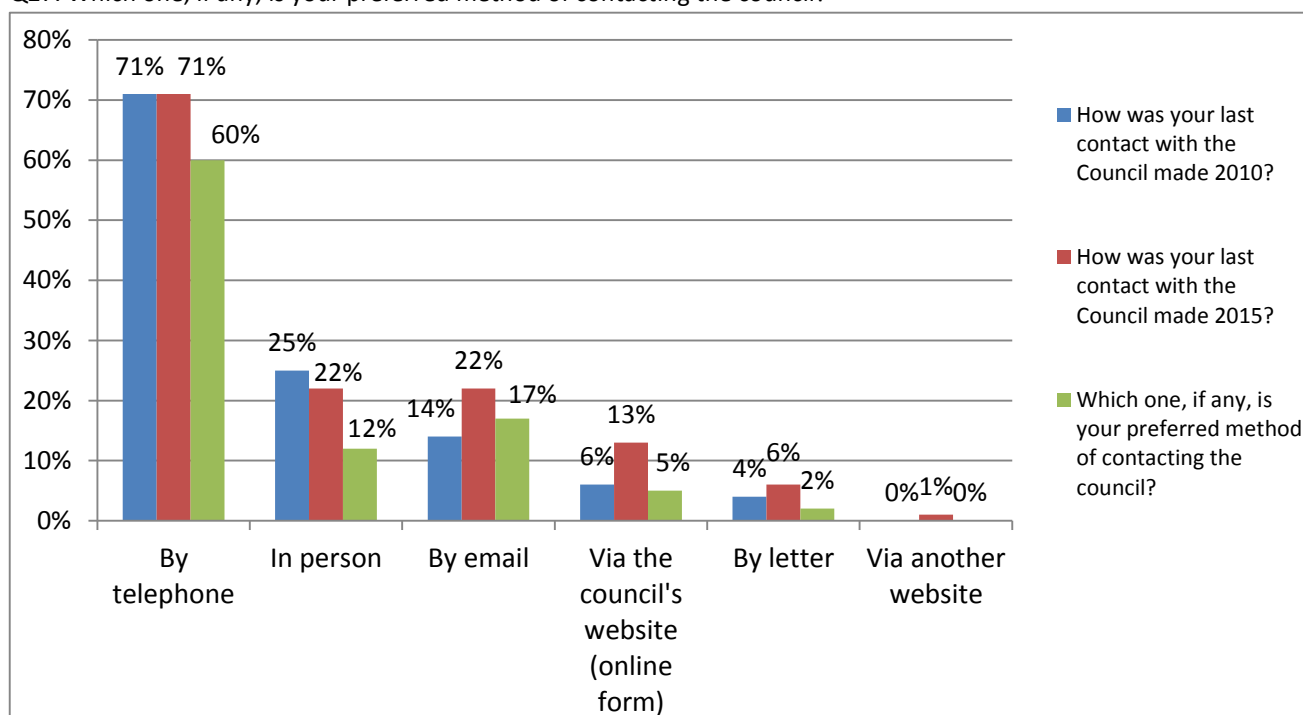
6.2. Contacting the council

6.2.1. How people contact the council

Just over a half (55%) of residents have contacted the council in the last twelve months. This is down from two-thirds (66%) of residents having contacted the council in the past year when the question was last asked in October 2010.

Chart 6.3: How people contact the council and how they prefer to do so

Q25. Have you contacted the council in the last 12 months?; Q26. How was your last contact with the Council made? Q27. Which one, if any, is your preferred method of contacting the council?



Base: Q25 and Q27, all respondents (1238); Q26, all who have contacted the council in the past 12 months (692)

The majority of residents have contacted the council by phone, seven in ten (71%) having done so in 2015 and this is the same number as in 2010 (also 71%). The telephone is also residents' preferred method for contacting the council, with three in five (60%) saying they prefer to get in touch in this way.

More people than in 2010 now contact the council by email and via the website, the proportion of residents whose last contact was via email having risen from 14% in 2010 to 22% in 2015, and contact via the website has doubled, increasing from 6% to 13%, reflecting the rise in online services offered via the council's website over this period.

Just under a quarter of residents (22%) made their last contact with the council in person, and this remains at the level it was in 2010 (25%).

The council is keen to reduce avoidable contact in person and on the phone and to support residents to move to self-service as far as possible. These findings suggest there is room for doing so. At the current time, 22% of contact is made in person when only around one in ten (12%) prefer dealing with us face-to-face.

6.2.2. Who is contacting the council

Disabled residents, those with children, users of council services, in particular health and social care services, council tenants and owner occupiers and benefit recipients are more likely than residents overall to have contacted the council in the past twelve months.

Younger residents (aged 18 to 24), students, multiple adult households, private renters and newer residents are more likely not to have contacted the council. Perhaps surprisingly, older (aged 65 and over) and retired residents are also more likely not to have contacted the council.

Table 6.2: Who is more likely to have contacted the council

More likely to have contacted the council		More likely <u>not</u> to have contacted the council	
Overall	55%	Overall	44%
Disabled	74%	Aged 65 and over	62%
Two adults with child(ren) household	69%	Non internet user	61%
User of health and social care services	69%	Aged 18 to 24	58%
Aged 45 to 54	68%	In any education or training	57%
Unemployed	67%	Lived in the borough less than 2 years	55%
Reads Lambeth Talk	65%	Multiple adult household	52%
Self-employed	64%	Retired	54%
Children in the household	64%	Private rent	54%
Rent from the council	64%	White other	52%
Member of a community group	64%	Economically inactive	50%
User of services for children and young people	63%		
Benefit recipient	63%		
User of leisure and education services	61%		
Aged 35 – 44	61%		
Owner occupier	61%		
Earns the London Living wage	59%		
User of housing and environment services	59%		
Social housing tenant	59%		
Economically active	58%		
Female	58%		
Lived in the borough 10+ years	58%		

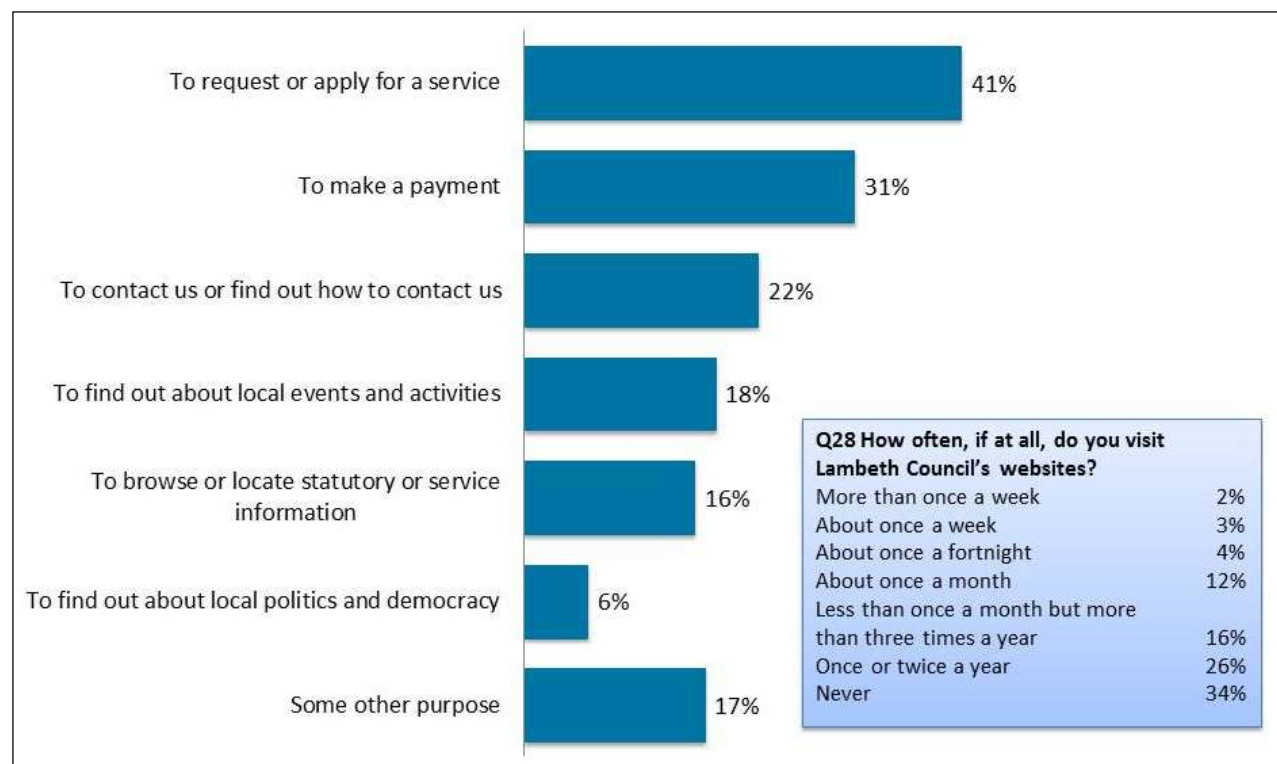
6.2.3. Use of the council's website

A third (34%) of residents have never used Lambeth Council's website. A quarter (26%) have visited the council website once or twice in the past year, and a further 16% have done so less than once a month but more than three times in the year. Although the majority of residents are not frequent users of the website, one in five does use it monthly or more frequently.

Chart 6.4: Frequency of contact with the council and reasons for doing so

Q28. How often, if at all, do you visit Lambeth Council's websites?

Q29. In the past year, for which of the following reasons have you visited Lambeth's website?



Base: Q28 All respondents (1238), Q29 All who have visited the council's website (766)

The top reason for using the council's website is to request or apply for a service; two in five (41%) people who have visited the council's website have used it for this. Three in ten (31%) have used the website to make a payment and over one in five (22%) to contact us or to find out how to contact us.

The website is used more by residents for dealing with the council than for information, with fewer than one in five (18%) having used it to find out about local activities or to find information about a service (16%).

Users of health and social care services are more likely to use the council website to request or apply for a service, three in five (61%) having done so in the past year.

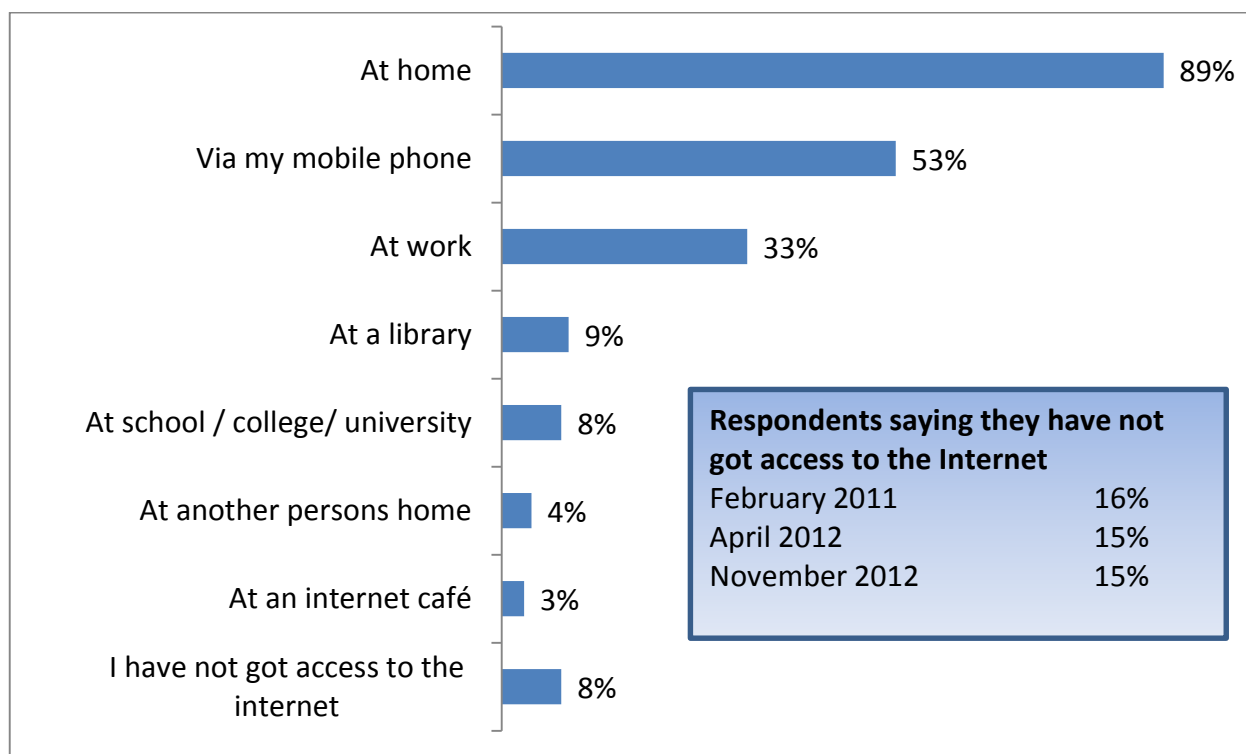
6.2.4. Who has access to the Internet and uses the council's website

Access to the Internet has grown considerably over the last four years, with less than one in ten (8%) of residents saying they do not access to the Internet, which is half the number without access in 2011 (16%) (see chart 6.5).

Around nine in ten (89%) residents access the Internet at home and a third (33%) do so at work. Just over a half (53%) do so on mobile devices, which demonstrates the importance of ensuring our websites and online tools are compatible for display on smartphones and tablets. Around one in ten (9%) residents access the Internet at a library and a similar proportion (8%) do so at a school or college.

Chart 6.5: Access to the Internet

Q45 Do you access the Internet at any of the following?



Base: All respondents, 2015 (1238), 2011 to 2013 (circa: 750)

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 two in five older (aged 65 and over) and retired residents (*see table 6.3*).

Over one in five (21%) disabled residents and a quarter of sole occupiers (24%) do not access the Internet, and there is a danger that this could add to social isolation amongst these groups.

Around one in six council tenants (15%) and benefit recipients (16%) do not access the Internet so it will be important that communications with these residents uses offline as well as online methods.

Table 6.3: Who does not access the Internet

More likely to say they do not access the Internet (overall 8%)			
Retired	60%	Rent from housing association	17%
Aged 65 and over	57%	Benefit recipient	16%
Not in job or training	29%	Social housing tenant	16%
Long-term illness	27%	Rent from council	15%
Sole occupier	24%	10 or more years residence	14%
Economically inactive	22%	IMD 5 (most deprived)	13%
Disability	21%	Carer	13%
Aged 55-64	18%	Not a member of a community group	11%
Norwood	17%	No children in household	11%

Table 6.4: Who is not contacting the council online

Less likely to have contacted the council via the website		Less likely to prefer to contact the council via the website	
Overall	13%	Overall	5%
Aged 65 + or retired	1%	Aged 65 + or retired	0%
Black African	1%	Black	1%
Retired	3%	Rent from the council	1%
Rent from the council	3%	North Lambeth	2%
Black Caribbean	4%	Social rent	2%
Social rent	5%	Lives on a council estate	2%
IMD 5 (The most deprived)	6%	Not in job or training	2%
Not in a job or training	6%	BME	3%
Lives on a housing estate	6%	Benefit recipient	3%
BME	7%		
Sole occupier	7%		
Benefit recipient	7%		
North Lambeth	8%		

Reflecting that they are less likely to access the Internet, retired residents and council tenants are less likely than residents overall to have contacted the council online (using an online form), and also to say that they prefer this method.

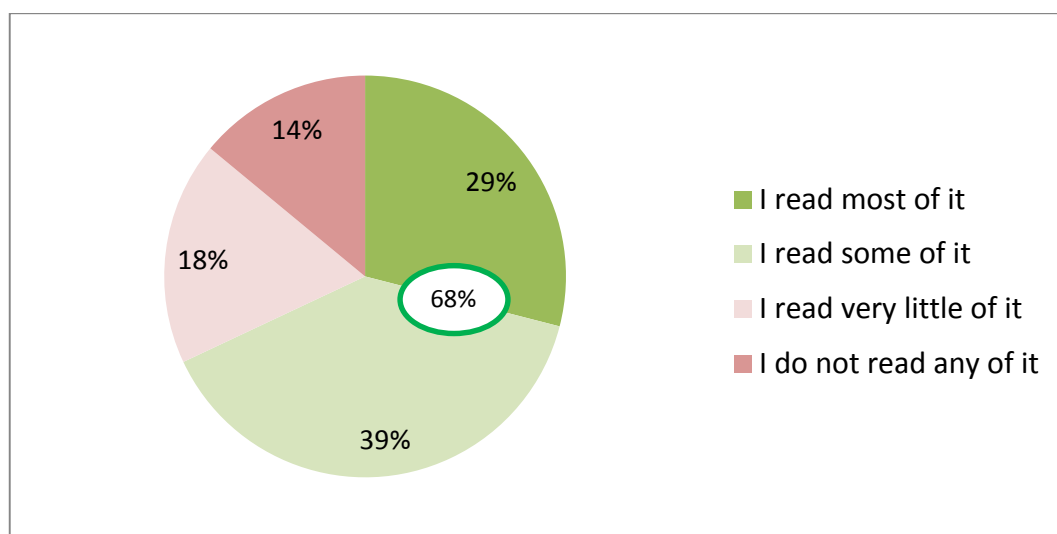
However, whilst Black African and Black Caribbean residents are less likely to have used the council's website to make contact with the council, and Black residents are less likely to prefer this method of contact, these groups of residents are not less likely to access the Internet, and this is the same for North Lambeth residents. This suggests it would be useful to carry out further work to understand the reticence of these groups to use the council's online services.

6.3. Lambeth Talk

'Lambeth Talk' is the monthly magazine produced by Lambeth Council that is delivered to every household and businesses in the borough. Three in five (59%) residents recall having received Lambeth Talk in the last three months and seven in ten (68%) of those say they have read some or most of it (*see chart 6.6*). This is more than those who read the council's publication in 2010, the fortnightly newspaper 'Lambeth Life', when 57% of residents who had received it said they read most or some of it. In all, two in five (40%) of all residents read Lambeth Talk.

Chart 6.6: Readership of Lambeth Talk

Q35. Which of the following best applies to you?



Base: Respondents who recall having received a copy of "Lambeth Talk" (740)

Table 6.5: Who is more likely to read Lambeth Talk

More likely to read Lambeth Talk	
Overall	68%
Non-Christian religion	85%
Aged 65+	80%
Streatham	77%
Sole occupier	76%
Employed part-time	76%
2 adults with child(ren) household	75%
Female	73%
Member of a community group	72%
Owner occupier	72%
Lived in the borough over 10 years	71%

More likely <u>not</u> to read Lambeth Talk	
Overall	32%
Lived in the borough under one year	57%
Aged 18 – 24	56%
Private renters	48%
Lived in the borough under two years	48%
Clapham	46%
Self-employed	44%
Aged 25 – 34	43%
Black African	43%
Male residents	38%

Although older residents and sole occupiers are less likely to access the Internet than residents overall, a high proportion read Lambeth Talk (80% of those aged 65 and over who receive it and 76% of sole occupiers), suggesting this is a good way for the council to reach these residents. It is also well read by residents of a non-Christian religion, parents, community group members and those living in Streatham suggesting that messages targeted at these audiences will reach a considerable number of intended recipients if they appear in Lambeth Talk.

Those who are less likely to read Lambeth Talk are younger and newer residents, private renters, those living in Clapham and Black African residents. As Black African residents are also less likely to use the council's website, consideration needs to be given to the alternative ways that the council can effectively communicate with this community.

7. Satisfaction with the local area, perceptions of change and neighbourliness

7.1. Residents' satisfaction with their local area

Lambeth is a borough where a high proportion of residents (87%) are satisfied with their local area. This high level of satisfaction exceeds the latest LGA national benchmark (80%). Satisfaction with the local area is consistently high across Lambeth's five neighbourhood areas, there being no statistically significant differences by area.

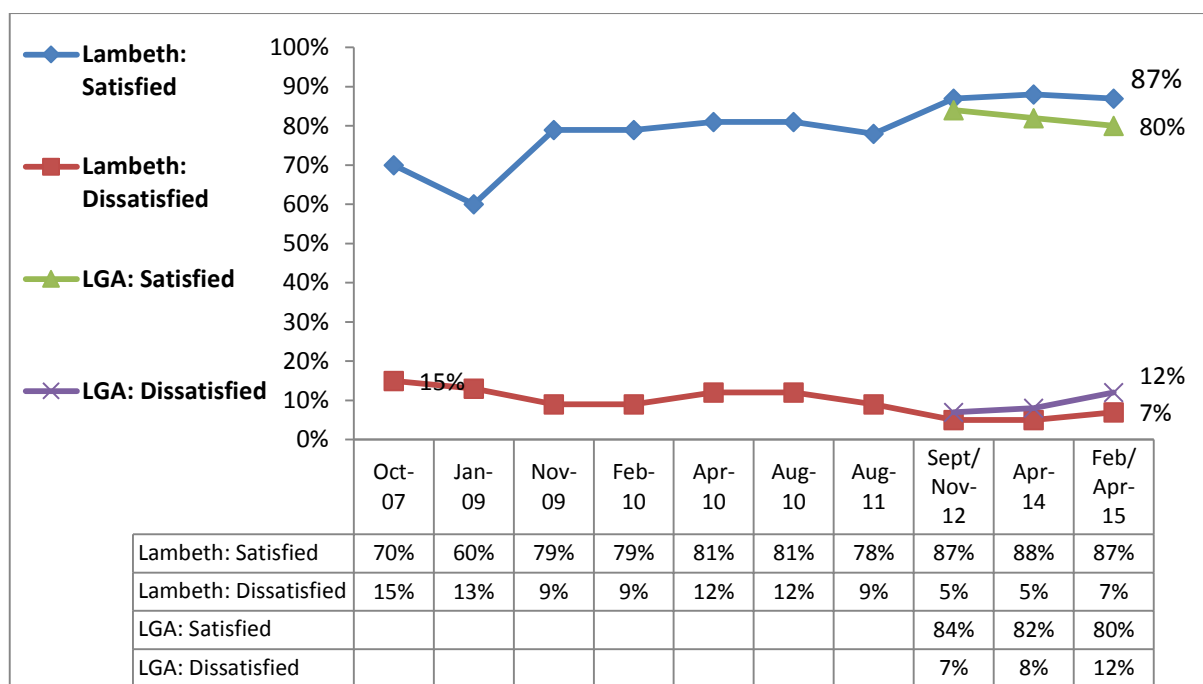
The rate of satisfaction with the local area has been on an upward trend, having increased significantly from 70% in 2007 and then again from 78% in 2011, to 87% in 2015. Whilst 88% of residents said they were satisfied with their local area in 2014 this is in line with the rate in 2015.

Dissatisfaction with the local area is low (7%) compared to the LGA national benchmark (12%). As satisfaction with the local area has been on an upward trend, residents' dissatisfaction with their local area has been on a downward trend, falling significantly from 15% in 2007, and then again from 12% in 2010 to 7% in 2015. However, dissatisfaction with the local area in 2015 has increased compared to 5% in 2014.

By area, Brixton is the only neighbourhood where residents are significantly more dissatisfied with their local area as a place to live (11%).

Chart 7.1: Overall satisfaction with the local area

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



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

7.1.1. Residents who are most satisfied and dissatisfied with their local area

Residents who are among the most satisfied with their local area as a place to live include those living in the most affluent areas, IMD1 (95%), older residents who are aged 65 and over (94%), those who are retired (94%), and White British residents (92%). These groups were also more likely to be satisfied with their local area previously (2011 to 2012). In addition, residents living in private rented accommodation (94%), multiple adult households (92%) and those who are newer residents to Lambeth, having lived in the borough for less than two years (91%), are also more likely to be satisfied with their local area.

In contrast, residents who are among the most dissatisfied with their local area as a place to live include those who have a disability (19%), Black Caribbean (16%) and Black African (12%) residents, those who are unemployed (13%), aged 45 to 54 (13%), living in single adult households with one of more children (13%), as well as council tenants (13%) and housing association tenants (12%). In the case of Black Caribbean residents and housing association tenants this is a long-term trend. Brixton residents were not previously more likely to be dissatisfied with their local area (either in 2011 to 2012, or in 2014) but they are now.

Table 7.1: 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 87% <ul style="list-style-type: none"> Living in the most affluent areas (95%) <u>Residents satisfied with the council</u> (95%) Living in private rented accommodation (94%) <u>Agree council provides value for money</u> (94%) <u>Aged 65 and over</u> (94%) <u>Retired</u> (94%) <u>White British</u> (92%) Living in multiple adult households (92%) <u>Thinks the council keeps residents informed</u> (91%) Have at least the London Living Wage (91%) <u>Participate in a local community group</u> (91%) Lived in Lambeth less than 2 years (91%) 	Overall 7% <ul style="list-style-type: none"> <u>Residents dissatisfied with the council</u> (29%) <u>Disagree the council provides value for money</u> (21%) Have a disability (19%) Disagree people from different backgrounds get on well together (18%) <u>Black Caribbean</u> (16%) Unemployed (13%) Living in single adult households with one or more children (13%) Renting from the council (13%) Aged 45-54 (13%) <u>Renting from a housing association</u> (12%) Black African (12%) <u>Do not think the council keeps residents informed</u> (12%) Brixton residents (11%)

Underlined groups were also identified as being more likely to be satisfied or dissatisfied previously⁴

Residents' dissatisfaction with their local area also appears to be associated with negative perceptions of how well people from different backgrounds get on well together and of the council. For example, residents who are dissatisfied with the council are four times more likely to say they are dissatisfied with the local area (29%), and those who disagree that people from different backgrounds get on well together are more than twice as likely to say they are dissatisfied with the local area (18%). In contrast, residents who are more likely

⁴ Based on combined data from the residents' survey waves 8 (July 2011) and 11 (October 2012), base: all respondents (1,524). Data is not available from waves 8 and 11 for all groups identified in 2015.

to be satisfied with their local area are also more likely to have positive perceptions of the council. For example, 95% of residents who are satisfied with the council also report being satisfied with their local area.

7.2. Change in Lambeth

7.2.1. 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.

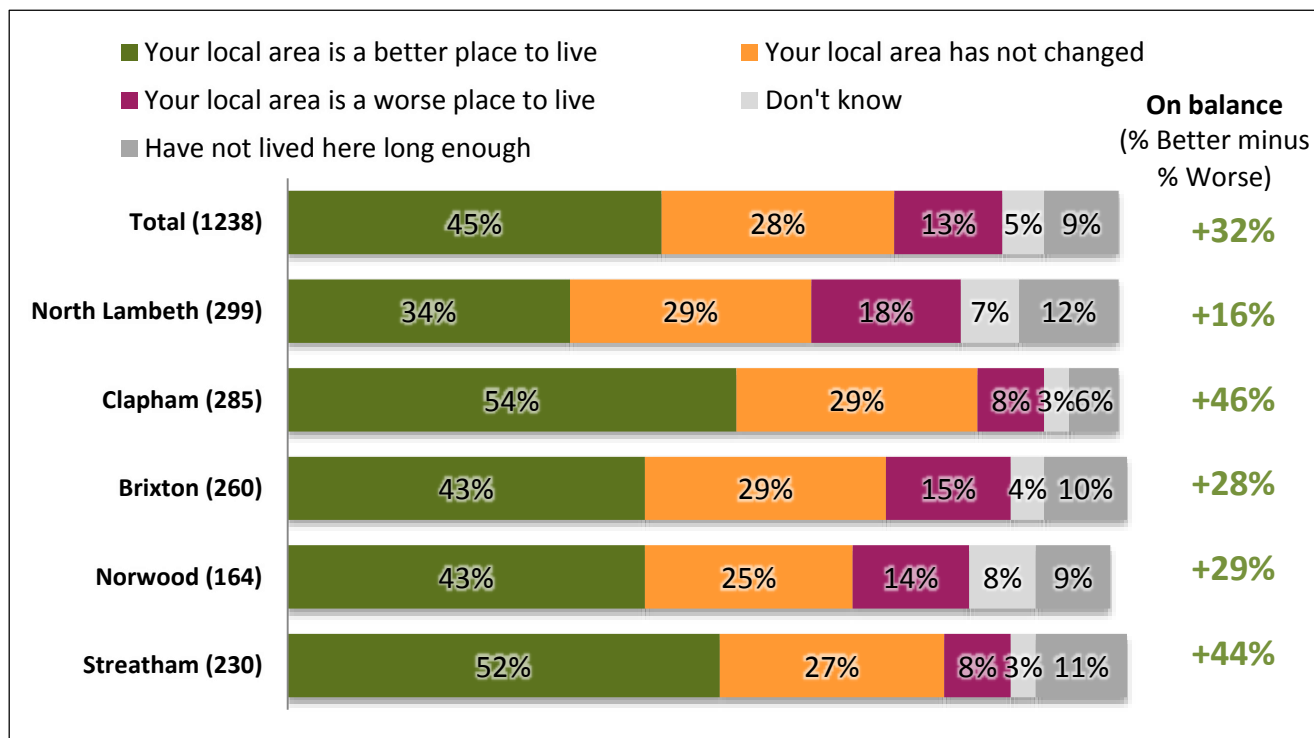
Positively, approaching half (45%) of residents think their local area is a better place to live compared to two years ago. Clapham and Streatham residents are significantly more likely to say their area is a better place to live compared to years ago (54% and 52% respectively) and are least likely to say the area has got worse (both at 8%).

However, more than one in ten (13%) residents think their local area has got worse compared to two years ago. North Lambeth residents are significantly more likely to say their local area has changed for the worst with nearly one in five residents thinking this (18%).

Three in ten (28%) residents say their neighbourhood has not changed, and this is a consistent finding across the five neighbourhood areas (percentage differences by area, as shown chart below are not statistically significantly different).

Chart 7.2: Satisfaction with the local area by area

Q.10 Would you say that compared to two years ago..?



Base: All respondents, overall (1,238), area bases shown in brackets

Higher proportions of single adult households with children (37%) and housing association tenants (34%) say their local area has not changed compared to two years ago.

Around one in ten (9%) of residents state that they have not lived in the area long enough to comment, with this rising to a quarter (24%) of those living in private rented accommodation. Overall 5% of residents could not comment saying they did not know.

7.2.1.1. Residents more likely to say the local area is better compared to two years ago

Lesbian, Gay, or Bisexual residents are the most likely to say their area has got better compared to two years ago (64% doing so compared to 45% overall).

Residents who are also more likely to say their local area has got better include those who are involved locally in their area and tend to have positive perceptions of the council. For example, residents who are a member of a community group (55%), or think they can influence decisions affecting their area (52%), or think the council keeps residents informed (50%), are satisfied with the council (50%) and think the council provides value for money (50%) are more likely to say their local area has got better.

Owner occupiers (52%) are significantly more likely than other tenure groups to say their area has got better, as are White British (48%) residents.

Readers of *Lambeth Talk* (50%) are also more likely to say their local area has got better compared to two years ago.

7.2.1.2. Residents more likely to say the local area is worse compared to two years ago

In contrast, residents who are more likely to say their local area has got worse tend to include older and longer term Lambeth residents. For example, residents aged 65 and over (20% doing so compared to 13% overall), 55-64 (19%) or who have lived in Lambeth for 10, or more years (18%) are more likely to say their local area has got worse. Carers (18%) and Black Caribbean residents (20%) are also significantly more likely to say their area has got worse.

Residents living in social rented accommodation are more likely to say either that their area has either got worse (16%) or not changed (32%).

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

Of the change that local residents see, two in five (38%) residents say the changes do benefit themselves and their family, however, nearly one in ten (8%) see the changes as making things more difficult for them and their families, and a quarter (27%) say the changes do not affect them (*see chart 7.3*).

Though more residents see the changes as beneficial compared those that see change as making things more difficult for themselves and their families there are some notable differences in the profile of these groups of residents which will be important for understanding how local change variously impacts on different groups of residents.

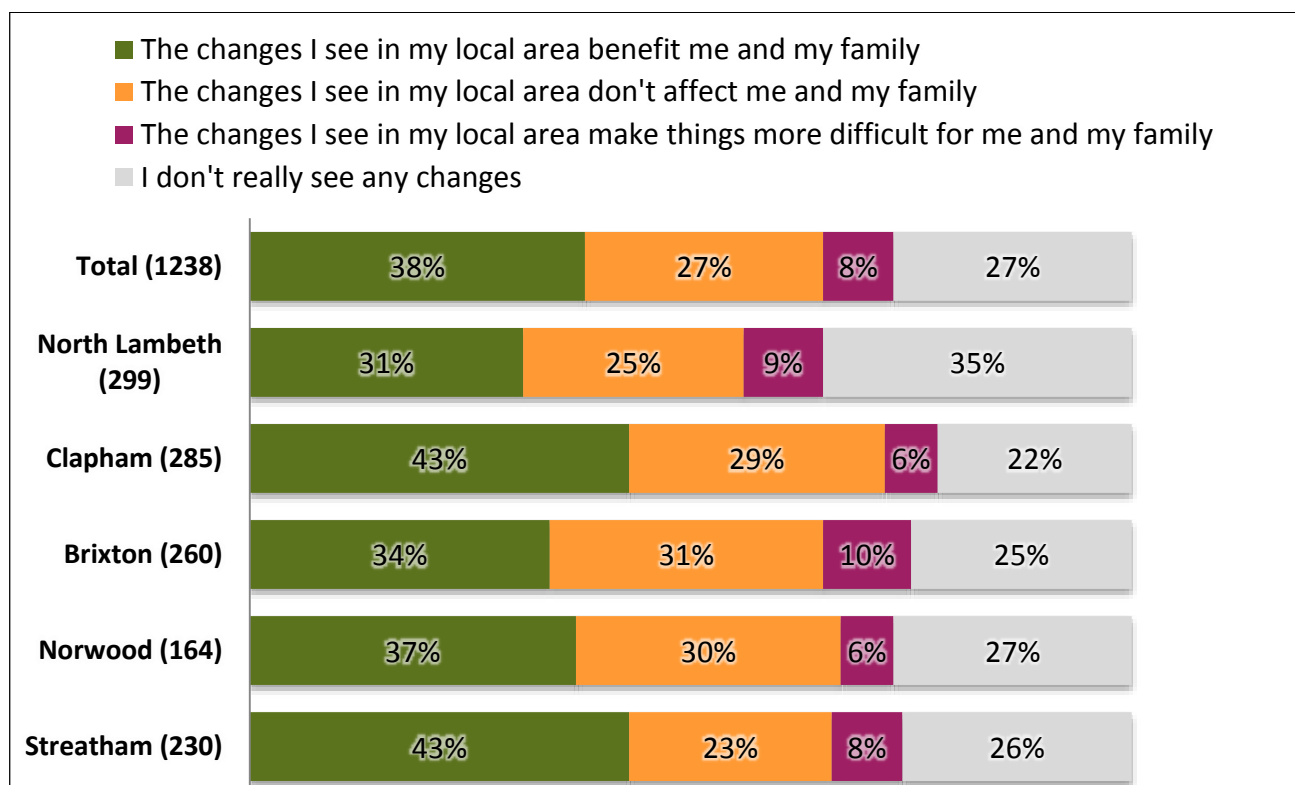
For example, North Lambeth residents are significantly less likely to say the changes they see are beneficial, 31% doing so compared to 38% overall.

Residents who are more likely to say the changes they see benefit themselves and their family include those are in education or training (51%), members of a community group (49%), owner occupiers (48%), residents who have lived in Lambeth for two to five years (46%), or who are in households with two adults and one or

more children (46%). Residents who say their sexuality is Lesbian, Gay, or Bisexual (60%) are the most likely to say the changes they see are benefitting them and their family.

Chart 7.3: Perceptions of the benefits of change by area

Q11: Which of these statements most applies to you...?



Base: All respondents, overall (1,238), area bases shown in brackets

7.2.2.1. Residents more likely to say changes make things more difficult for them

Residents who are the most likely to say the changes they see make things more difficult for them and their family include those who: have a disability (21%, compared to 8% overall); describe their ethnicity as Black Caribbean (13%); are self-employed (13%); aged 55-64 (13%); who earn below the London Living Wage (12%) and council tenants (12%).

Residents who are the most likely to say the changes they see make things more difficult for them and their family are those who say they are dissatisfied with their local area (32%), as discussed above.

Residents who are also more likely to say the changes they see make things difficult for themselves and their family include those who have negative perceptions of the council or how local residents get on well together. For example, including residents who are dissatisfied with the council (24%), who disagree the council provides value for money (17%), who do not feel the council keeps residents informed (13%), or who disagree that people from different backgrounds get on well together (24%).

As noted above, North Lambeth residents are significantly less likely to say the changes they see are beneficial (31%) compared to 38% overall. However North Lambeth residents are also among those residents who are more likely not to see any changes.

7.2.2.2. Residents more likely to say the changes do not affect them

Residents who are more likely to say that the changes they see do not affect them include: those renting from a housing association (38%), who are retired (35%), describe their ethnicity as African (35%) or Black (33%), aged 45-54 (34%) or living on an estate (33%).

7.2.2.3. Residents who do not see any changes

Residents more likely to say they do not see any changes include: those living in Lambeth for less than two years (43%), who describe their ethnicity as Asian (37%), living in North Lambeth (35%), non-Christians (34%) and who are not members of a community group (34%).

7.3. Community Cohesion

7.3.1. Perceptions of how people from different backgrounds get on

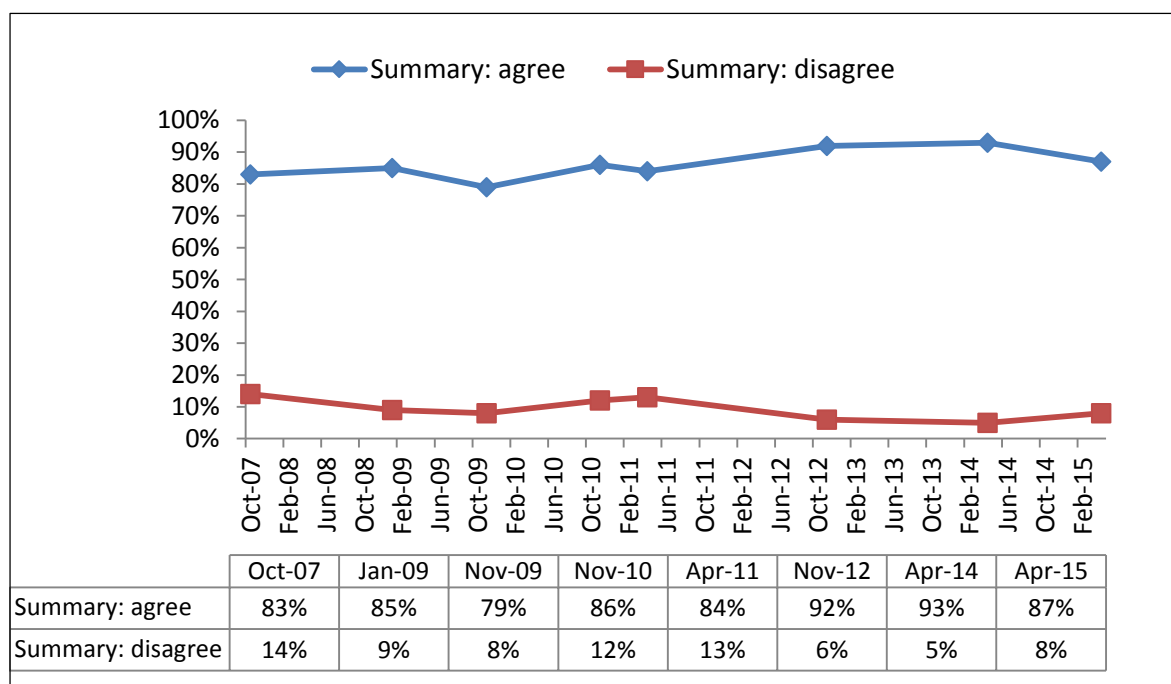
Community cohesion in terms of residents seeing their local area as a place where people from different backgrounds get on well together is high.

As many as nine out of ten (87%) residents see their local area as a place where people from different backgrounds get along well together, though the rate has fallen from as high as 93% in 2014 and is now comparable to the level of four years ago (86%).

Approaching one in ten (8%) disagree that residents from different backgrounds get on well together, up from 5% in 2014 though below the level of four years ago (13%)

Chart 7.4: Trends over time in community cohesion

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?



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

Residents who are more likely to say their local area is a place where people from different backgrounds get on well together include those living in Lambeth for 2 to 5 years (94%), living in private rented accommodation (91%) and Streatham residents (91%). There do not appear to be long-term trends in positive perceptions of community cohesion, none of these groups were more likely to agree the local area is a place where people from different backgrounds get on well together either in 2014 or October 2011. Readers of *Lambeth Talk* (91%) and those who think the council keeps residents informed (91%) are more likely to agree that they live in an area where people from different backgrounds get on well.

In contrast, residents who are more likely to disagree that their local area is a place where people from different backgrounds get on well together include those who have a disability (24%), the long-term sick (16%), home-makers (16%), those living in North Lambeth (13%) and benefit recipients (13%). Benefit recipients were also more likely to disagree the local area is a place where people from different backgrounds get on well together in 2014, but none of these groups were more likely to do so in 2011. There is a link between satisfaction with the local area and with the council and perceptions of community cohesion, with residents who are dissatisfied with their local area (23%) or who are dissatisfied with the council (14%) both being more likely to disagree that they live in an area where people from different backgrounds get on well.

Table 7.2: Who agrees or disagrees their local area is a place where people from different backgrounds get on well together?

<p>More likely to <u>agree</u> the local area is a place where people from different backgrounds get on well together?</p>	<p>More likely to <u>disagree</u> the local area is a place where people from different backgrounds get on well together?</p>
<p>Overall 87%</p> <ul style="list-style-type: none"> • Lived in Lambeth for 2 to 5 years (94%) • Living in private rented accommodation (91%) • Streatham residents (91%) • Thinks the council keeps residents informed (91%) • Who read <i>Lambeth Talk</i> (91%) • Agree council provides value for money (91%) • Agree they can influence decisions affecting their area (91%) • Satisfied with the council (90%) 	<p>Overall 8%</p> <ul style="list-style-type: none"> • Have a disability (24%) • Dissatisfied with their local area (23%) • Economic status “home-maker” (16%) • Have a long term illness (16%) • Report being dissatisfied with the council (14%) • Thinks council does not keep residents informed (14%) • North Lambeth residents (13%) • In receipt of benefit (13%)

Residents who agree their local area is a place where people from different backgrounds get on well together are more likely to be positive about a range of measures of neighbourliness, such as feeling like they belong to the neighbourhood, speaking highly of their neighbourhood and being willing to work with others to improve the neighbourhood (measures of neighbourliness are discussed in more detail in *section 7.4* below). Furthermore, residents who disagree their local area is a place where people from different backgrounds get on well together are more likely to disagree that they feel like they belong to the neighbourhood, disagree they would speak highly of their neighbourhood if asked, disagree that they would be willing to work with others to improve the neighbourhood, disagree neighbours help each other and also more likely to disagree that the friendships and associations they have with other people in their neighbourhood mean a lot to them.

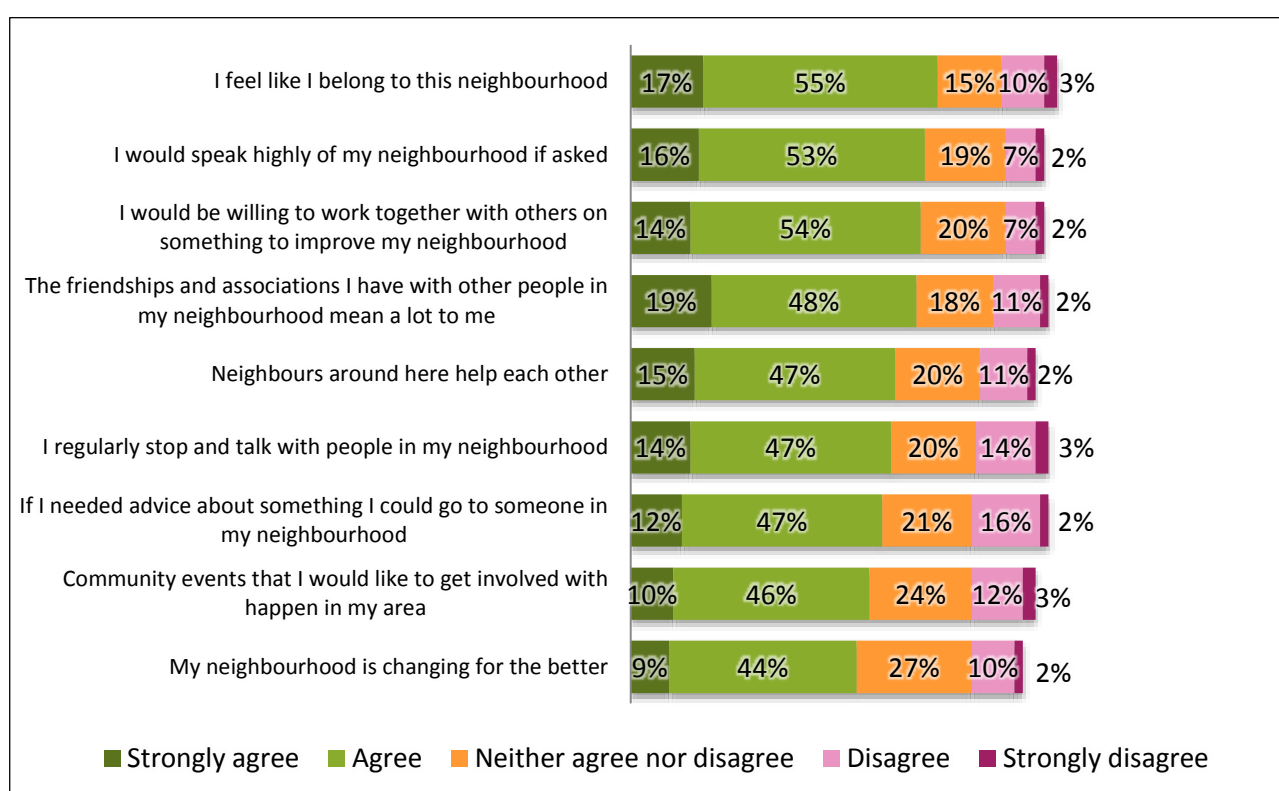
Whether people are personally connected with others in their area appears to impact on their perceptions of community cohesion. Nearly half (45%) of those who disagree that people from different backgrounds get on well together say they do not have someone in their neighbourhood who they could go to advice for if they needed something and two out of five (38%) say they do not regularly stop and talk with people in their neighbourhood.

7.4. 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 (72%) and would speak highly of it (70%), though both figures have fallen compared to 2014 (81% and 77% respectively) (see table 7.3 for changes between 2014 and 2015).

Chart 7.5: Perceptions of the neighbourhood and neighbourliness

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



Base: All respondents (1,238)

The majority of residents are also positive about being willing to work with others to improve their neighbourhood (68%), however this has fallen by 11% points compared to last year (79%). There also have been falls in other measures of neighbourliness over the past year, with a reduction in people saying the friendships and associations they have with others in their neighbourhood mean a lot to them (from 71% to 67%), that neighbours in their area help each other (from 74% to 63%), they regularly stop and talk with people in their area (from 69% to 61%) and if needing advice about something people could go to someone in their neighbourhood (from 68% to 58%).

When asked if their neighbourhood is changing for the better, more than half of residents agree (53%) though this measure is also lower compared to 2014 (60%). Together, these changes suggest there has been

a fall in residents' perception of neighbourliness and sense of belonging which may potentially negatively impact on the resilience within communities and local neighbourhood areas.

Table 7.3: Changes in perceptions of neighbourliness: 2014 to 2015

Residents who agree	2014	2015	Change
<i>I feel like I belong to this neighbourhood</i>	81%	72%	-9%
<i>I would speak highly of my neighbourhood if asked</i>	77%	70%	-7%
<i>I would be willing to work together with others on something to improve my neighbourhood</i>	79%	68%	-11%
<i>The friendships and associations I have with other people in my neighbourhood mean a lot to me</i>	71%	67%	-4%
<i>Neighbours around here help each other</i>	74%	63%	-11%
<i>I regularly stop and talk with people in my neighbourhood</i>	69%	61%	-8%
<i>If I needed advice about something I could go to someone in my neighbourhood</i>	68%	58%	-10%
<i>Community events that I would like to get involved with happen in my area</i>	57%	56%	-1%
<i>My neighbourhood is changing for the better</i>	60%	53%	-7%

7.4.1. How views of neighbourliness vary by area

Table 7.4: Measures of community cohesion and neighbourliness by area

Residents who agree	North Lambeth	Clapham	Brixton	Norwood	Streatham
<i>The local area is a place where people from different backgrounds get on well together</i>	86%	86%	88%	84%	91%
<i>I feel like I belong to this neighbourhood</i>	55%	77%	80%	72%	79%
<i>I would speak highly of my neighbourhood if asked</i>	53%	71%	76%	74%	76%
<i>I would be willing to work together with others on something to improve my neighbourhood</i>	57%	68%	73%	66%	76%
<i>The friendships and associations I have with other people in my neighbourhood mean a lot to</i>	66%	64%	64%	67%	72%
<i>Neighbours around here help each other</i>	56%	61%	61%	65%	73%
<i>I regularly stop and talk with people in my neighbourhood</i>	48%	61%	65%	61%	69%
<i>If I needed advice about something I could go to someone in my neighbourhood</i>	46%	56%	67%	56%	68%
<i>Community events that I would like to get involved with happen in my area</i>	52%	52%	56%	65%	58%
<i>My neighbourhood is changing for the better</i>	38%	56%	59%	55%	62%

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

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

Streatham residents are the most positive about their local area with high or the highest agreement ratings across most measures of neighbourliness (see table 7.4).

In contrast, North Lambeth residents are the least positive about their local area and have the lowest agreement ratings across most measures of neighbourliness.

7.4.2. How views of neighbourliness vary by demographic characteristics of residents

The characteristics of residents who are significantly more likely to agree or disagree with the various measures of community cohesion and neighbourliness are summarised below and also shown in detail at Appendix C.

7.4.2.1. Disability

- Residents with a disability are the most likely to disagree that people from different backgrounds get on well together (24%), are more likely to disagree that they would be willing to work together with others to improve their neighbourhood (20%) and are among those most likely to disagree that friendships and associations they have with others in their neighbourhood mean a lot to them (23%) and are also among the most dissatisfied with their local area (19%).

7.4.2.2. By Gender

- Women appear to have a stronger support network than men. For example, 71% of females are more likely to work with others to make improvements to their area compared to 65% of males. Female residents are also more likely to say they have someone in the neighbourhood they could go to for advice 62%, compared to 55% for males.

7.4.2.3. By Age

- Older residents seem to have strong community bonds than younger residents. For example, 84% of 55-64 and 78% of over 65 year olds think the friendships and associations that they have with other people in their neighbourhood mean a lot. These age groups are also more likely to say they know someone in their neighbourhood to go to for advice, 70% of 55-64 year olds and 68% of those aged 65 and over.
- 72% of 55-64 year olds think their neighbours help each other and say they regularly stop and talk to people in their neighbourhoods, with 70% of over 65s saying the same.
- In contrast, younger people in the borough seem to be less connected in the borough. Significantly, among 18-24 year olds almost one in five (19%) say they do not feel like they belong to their neighbourhood and 18% say that they do not have meaningful friendships and associations in their neighbourhood.
- 18 to 24 year olds are also the most likely to disagree that they regularly stop and talk with people in their neighbourhood (28%).
- Similarly, 16% of 25-34 year olds say that they do not have meaningful friendships and associations in their neighbourhood and more than one in five (22%) disagree that they regularly stop and talk with people in their neighbourhood.

7.4.2.4. By Ethnicity

- There are some significant differences of views by ethnicity. For example 76% of non BME residents agree that they feel like they belong to their neighbourhood compared to 69% of BME residents.
- White British and non-BME residents are more likely to speak highly of their neighbourhoods if asked (74%) compared to BME residents (66%). More than one in ten Black residents (13%) would not speak

highly of their area if asked, compared to 7% of White British. White British residents say they would be willing to work with others to improve their neighbourhood (71%) compared to Black residents (63%).

- A higher proportion of BME residents do not think that neighbours help each other (15%) compared to non BME residents (11%). This increases to over a quarter (27%) of residents whose ethnicity is described as “Other”, 25% of Portuguese and 19% for Black African residents.
- Over one in five residents (21%) who do not speak English say they feel like they do not belong in their neighbourhoods.

7.4.2.5. By Religion

- Muslim residents are the most likely to agree that they would be willing to work together with others to improve their neighbourhood (79%) and are among the most likely to agree that neighbours in the local area help each other (73%) and agreeing they have someone in the neighbourhood they could go to for advice (70%).

7.4.2.6. By Sexuality

- Residents who say their sexuality is Lesbian, Gay, Bisexual or Transgender are the most likely to say are the most likely to say their area has got better compared to two years ago (64%) and are the most likely to say the changes they see as benefitting themselves and their family (60%).

7.4.2.7. Living on a housing estate

- Residents living on a housing estate are more likely to disagree with various measures of neighbourliness including more than one in five (22%) disagreeing that their neighbourhood is changing for the better, 20% disagreeing that they would speak highly of their neighbourhood if asked and disagreeing that community events they would like to get involve with happen in their area.
- Residents living on an estate are also more likely to disagree they would be willing to work with others to improve the area (14%), and if needing advice more than a quarter (26%) disagree that they have someone in their neighbourhood that they can go to.
- A quarter (25%) of residents living on an estate disagree that they feel like they belong to the neighbourhood.
- Whereas residents not living on an estate are more likely say they do feel like they belong to their neighbourhood (78%) and to say their neighbourhood is changing for the better (57%).

7.4.2.8. Satisfaction with the council and feeling able to influence decisions in their local area

- Residents who are satisfied with the council, who thinks it provides value for money and think they can influence decisions affecting their local area are generally more likely to agree positively with the various measures of neighbourliness.
- For example, residents who are satisfied with the council are more likely to be satisfied with their local area (95%), to agree people from different backgrounds get on well together (90%), to agree that they feel like they belong to the neighbourhood (76%), and to speak highly of their neighbourhood if asked (74%) as well as being more likely to agree that the neighbourhood is changing for the better (57%).
- Whereas those who are dissatisfied with the council are the most dissatisfied with their local area, 29% compared to 7% overall, to disagree that people from different backgrounds get on well together (14%), that neighbours help each other (19%), to also disagree if needing advice they have someone locally to go to (25%) and to disagree that their area is changing for the better (26%).

- Residents who think the council does not provide value for money are more likely to disagree that they have someone locally they can go to for advice (27%) or to disagree that the area is changing for the better (26%).
- Residents who agree they can influence decisions affecting their area are also more likely to agree that the friendships and associations they have with other people in their neighbourhood mean a lot to them (73%), that neighbours in the local area help each other (67%), and that community events they would like to get involved with happen in their area (64%).

7.4.2.9. *Thinking the council keeps residents informed and readers of Lambeth Talk*

- Residents who think the council keeps people informed are more likely to be most satisfied with their area (91%), agree that people in their local area from different backgrounds get on well together (91%), agree feel like they belong to their neighbourhood (76%), to speak highly of the neighbourhood if asked (73%) and be willing to work together with others to improve their neighbourhood (72%).
- Residents who read *Lambeth Talk* are generally more likely to agree positively that people in their local area from different backgrounds get on well together (91%), to say the friendships and associations with others in their neighbourhood mean a lot to them (72%) and that community events they would like to get involved with happen in their area (61%).
- Whereas residents who do think the council keeps residents informed are more likely to be dissatisfied with their local area (12%) and to disagree with statements that people in their local area from different backgrounds get on well together (14%), of having someone in the neighbourhood they could go to for advice (26%), the friendships and associations with others in their neighbourhood mean a lot to them (19%) or stopping to talk with other locals in the area (23%) and disagreeing that their neighbourhood is changing for the better (21%).

7.4.2.10. *Non internet users*

- Residents who do not use the internet are the most likely to say that they feel like they belong to their neighbourhood (83%). Encouragingly, given their lack of online connections, non-internet users are also among those residents who are more likely to say that if needing advice about something they have someone to go to in their neighbourhood (68%).

8. Crime and ASB

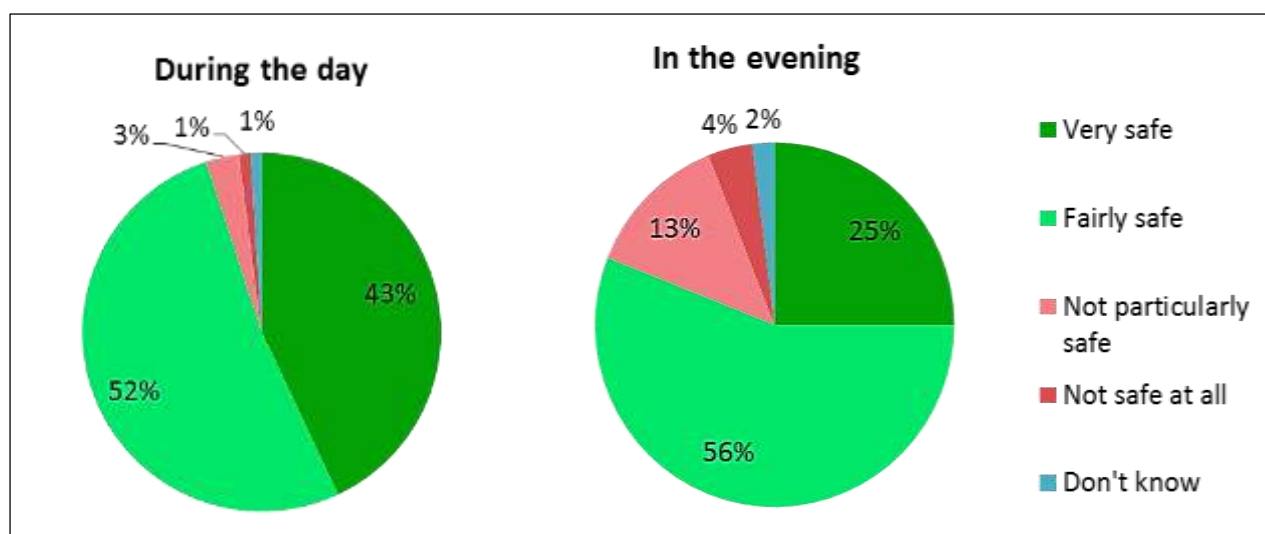
8.1. Perceptions of safety

The borough is generally seen as a safe place, with 19 out of 20 residents feeling safe from crime in their local area during the day and four in five (81%) say they feel safe in the evening.

Chart 8.1: Perceptions of safety in the local area during the day and in the evening

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

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



Base: All respondents (1,238)

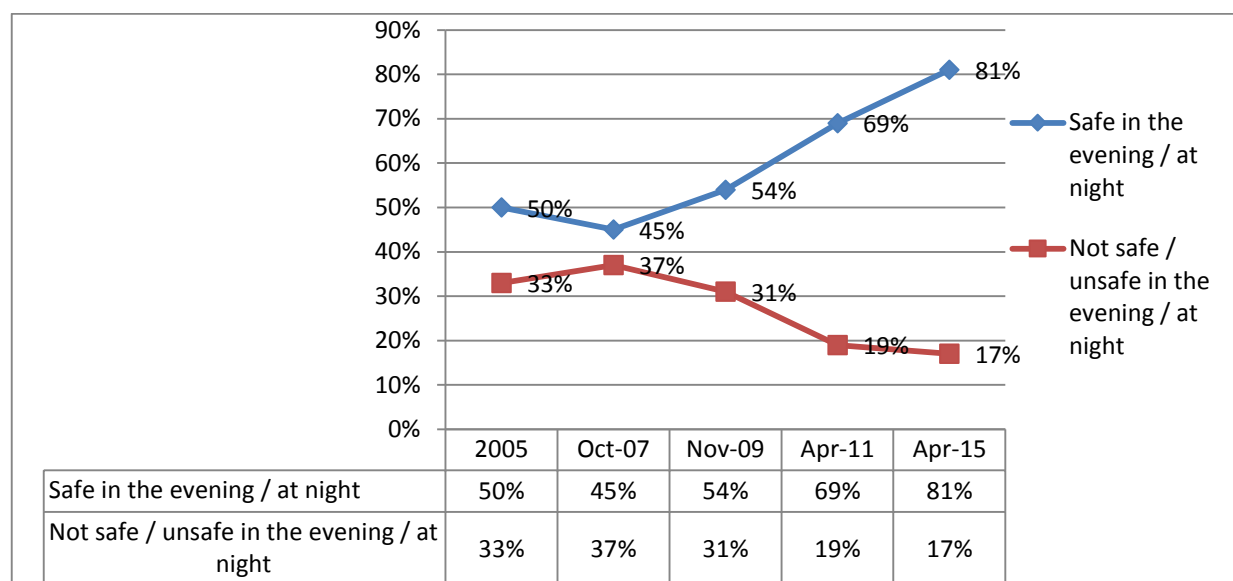
Although the question asked in 2015 differs in wording to that asked in previous years⁵, it does appear that over time, Lambeth residents have felt considerably safer in their local area in the evening or at night (see chart 8.2).

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. This reflects the findings that over twice as many residents say that the outcome 'crimes reduces' has improved (25%) over the past year than say things have got worse (11%), and that between 2014 and 2015 there was a fall in the number of residents who say that the level of crime is one of the most important things in making Lambeth a good place to live (down from 37% in 2014 to 19% in 2015).

⁵ 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?"

Chart 8.2: Trends in perceptions of safety over time

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



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

8.1.1. Who is more likely to feel unsafe

Not everyone feels so safe from crime. Single adult households with children, the low paid, council tenants, those whose main language isn't English and those living in an IMD4 area are more likely not to feel safe in their local area both during the day and after dark. Those residents from a non-Christian religion, Muslims, and Black African residents are also more likely to feel unsafe during the day, while other groups who are more likely not to feel safe after dark are women, Stockwell residents, and those with disability, amongst whom the number not feeling safe rises to three in ten.

Table 8.1: 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	4%	Overall	17%
Single adult with child(ren) household	9%	Disability	30%
Non-Christian religion	9%	Single adult with child(ren) household	26%
Earns below London Living Wage	9%	Unemployed	26%
Muslim	8%	Earns below London Living Wage	25%
Black African	8%	Rent from council	24%
Rent from council	7%	Stockwell	22%
IMD4	7%	Female	22%
Main language not English	7%	Main language not English	22%
Age 35-44	6%	Not in job or training	22%
Children in household	6%	IMD2	22%
Live on an estate	6%	IMD4	21%
		Children in household	21%

There are some long-term trends in who feels unsafe in the evening or after dark, with disabled residents, women, council tenants, residents whose main language is not English and those living in Stockwell also being more likely to say they felt unsafe outside in their local area after dark in November 2009.

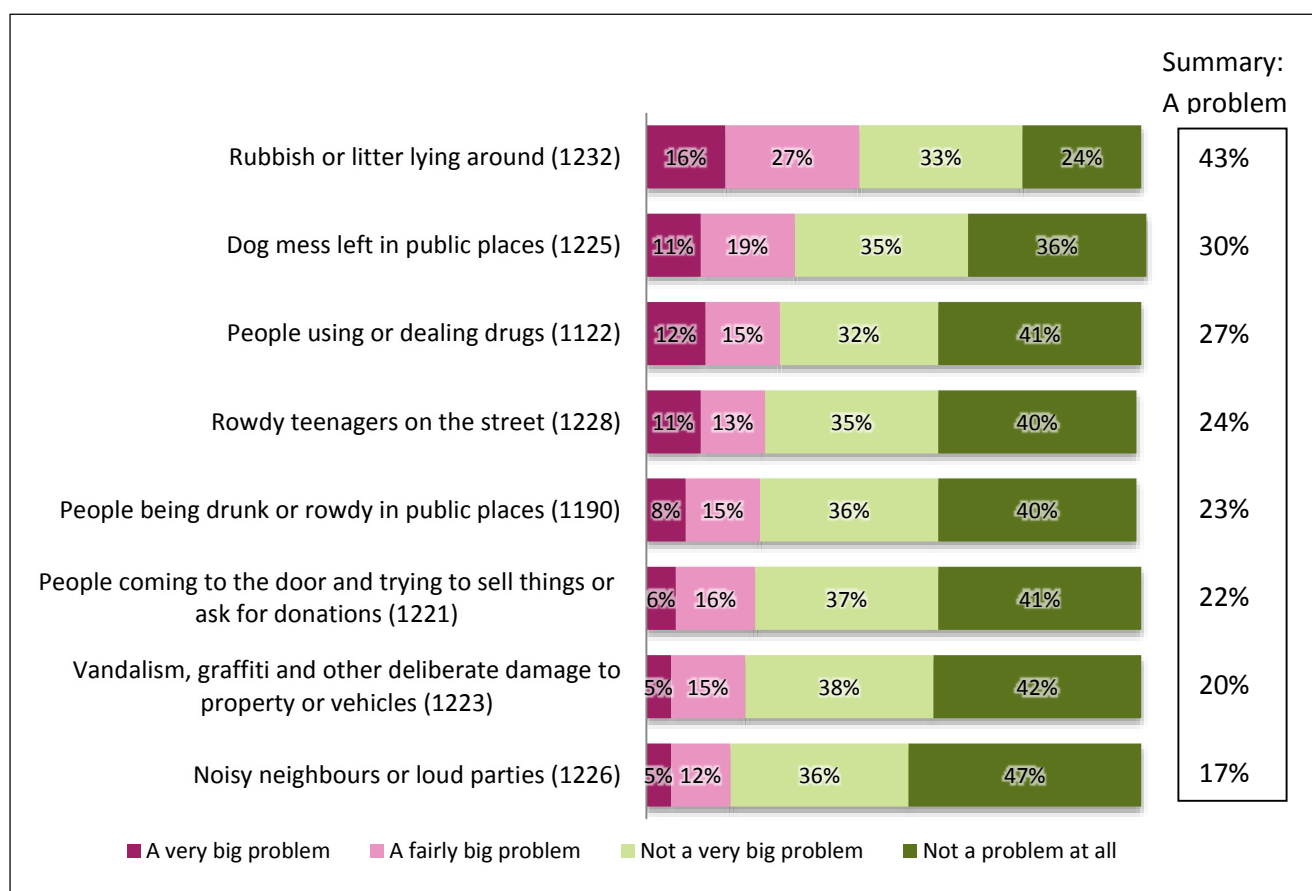
There is a correlation between how safe from crime people feel, and how they feel about other aspects of their local area. Residents who are dissatisfied with their local area as a place to live are more likely to say they do not feel safe both during the day (20% doing so compared to 4% of residents overall) and also in the evening (42% compared to 17%). Similarly, residents who do not agree the local area as a place where people get on well together are more likely to not feel safe during the day (12% vs 4%) and in the evening (32% vs 17%).

8.2. Perceptions of Anti-Social Behaviour (ASB)

Reflecting that clean streets is the top issue that residents say most needs improving in the borough, rubbish or litter lying around is the aspect of ASB perceived to be a problem by the greatest proportion of residents, with over four in ten (43%) saying it's a problem. The next biggest perceived problem is also related to the cleanliness of streets and open spaces, dog mess left in public places, which three in ten (30%) perceive to be a problem. Third comes drug use and dealing, with just over a quarter (27%) rating it as being a problem in their local area.

Chart 8.3: Perceptions of ASB problems in the local area

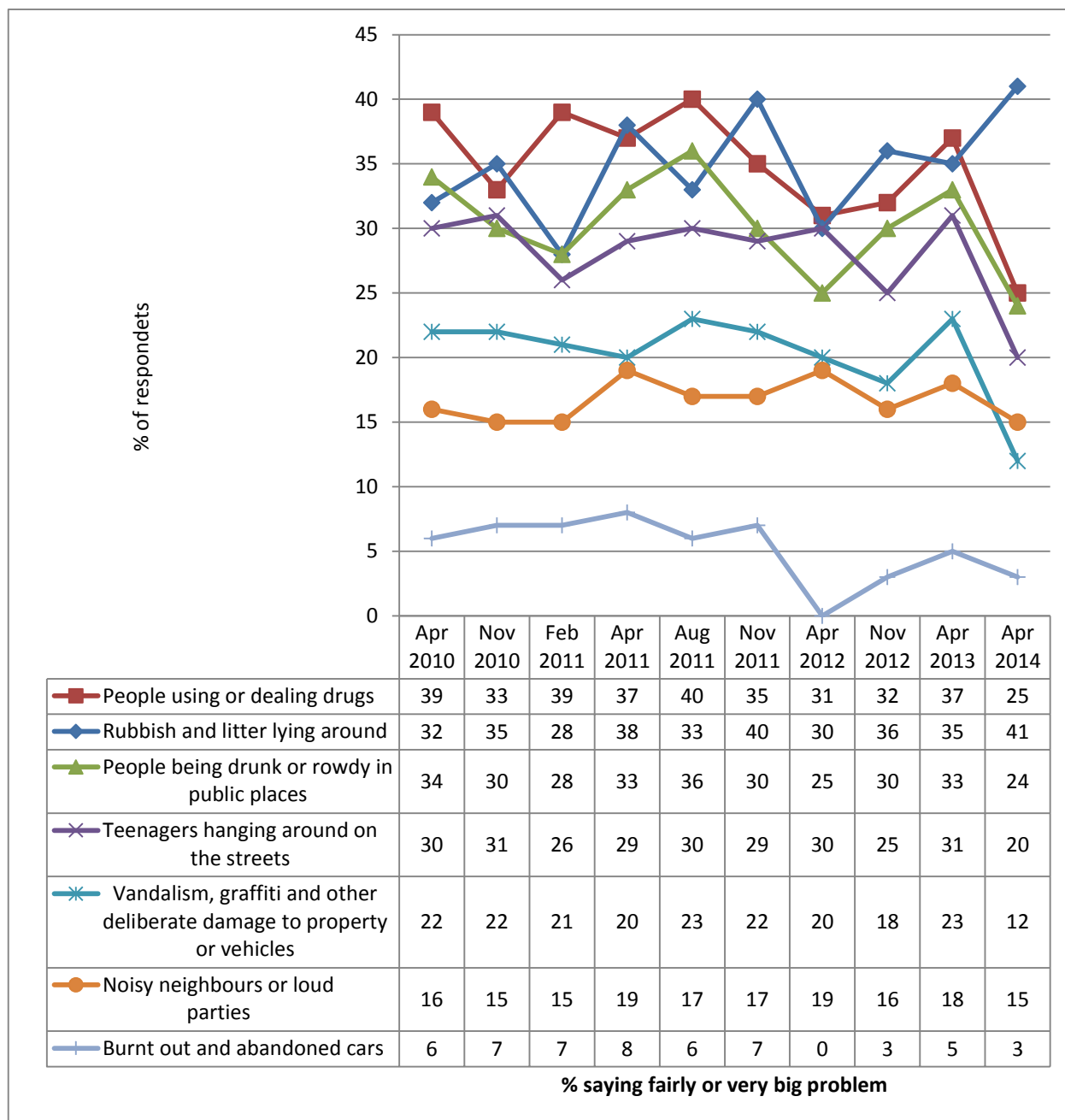
Q15. Thinking about this local area, how much of a problem do you think each of the following are?



Base: Valid Responses, excluding 'don't know' (bases vary – figure in brackets)

More people than in 2014 say vandalism, graffiti and other deliberate damage to property or vehicles is a problem, 20% now do so, up from 12% in 2014. There has also been an increase in the number of residents saying teenagers on the street are a problem, up four percentage points from 20% in 2014 to 24% in 2015, however it should be noted that the question wording has been changed with the addition of 'rowdy' into the question⁶.

Chart 8.3: Trends in perceptions of ASB problems in the local area over time (2010 to 2014)



Base: Valid Responses, excluding 'don't know' (bases vary)

Dog mess left in public places (seen as a problem by 30% in 2014) and people coming to the door and trying to sell things or ask for donations (21% in 2014), were asked about for the first time in 2014.

⁶ Previously people were asked about "Teenagers hanging around on the streets"

Over the past five years, people using or dealing drugs has on a number of occasions been the aspect of ASB mentioned by the most people as being a problem. The significant drop in the number of people saying drugs are a problem in their area seen in 2014 has been maintained in 2015. However, the number saying litter or rubbish lying around is a problem is at its highest ever level.

8.2.1. Perceptions of ASB by area

Brixton and Clapham are the areas where the highest proportion of residents identify anti-social behaviour as being a problem. In contrast, a number of aspects of ASB are seen as less of a problem in Streatham and Norwood.

This is a change from last year, when Stockwell residents generally had the highest perceptions of ASB and Clapham had the lowest. Compared to last year, getting on for twice as many Clapham residents describe rubbish and litter as being a problem (50% in 2015 up from 28% in 2014) and three times as many people say people using or dealing drugs is a problem (33% up from 11%), although it does need to be noted that the boundaries of the Clapham area have changed from last year as Ferndale ward is now included in the neighbourhood.

Table 8.2: Perceptions of ASB by area

% a very/fairly big problem	North Lambeth	Clapham	Brixton	Norwood	Streatham
Rubbish or litter lying around	40%	50%	52%	29%	39%
Dog mess left in public places	24%	37%	29%	30%	28%
People using or dealing drugs	29%	33%	38%	18%	11%
Rowdy teenagers on the street	35%	22%	30%	21%	10%
People being drunk or rowdy in public places	23%	33%	32%	6%	13%
People coming to the door and trying to sell things or ask for donations	14%	28%	26%	17%	21%
Vandalism, graffiti and other deliberate damage to property or vehicles	22%	20%	25%	14%	18%
Noisy neighbours or loud parties	11%	22%	22%	17%	10%

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

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

8.2.2. Who perceives ASB to be high?

The council has created a single composite measure for perceptions of ASB based on the eight aspects of ASB asked about in the residents survey⁷. Using this measure, 18% of respondents perceive ASB to be high.

⁷ The combined measure has been calculated along the lines of the old National Indicator, NI17, by allocating scores to responses as follows: 0=Not a problem at all; 1=Not a very big problem; 2=Fairly big problem; 3=Very big problem. No opinions have been included in the score as zero. A total score has been calculated for each respondent based on the responses to the eight questions. The maximum possible score is 24. A high perception of ASB is a score of 13 or above. The single composite measure is the percentage of respondents whose score is 13 or above out of the total answering the question.

Table 8.3: Who is more or less likely to perceive ASB to be high?

<u>Less</u> likely to perceive ASB to be high		<u>More</u> likely to perceive ASB to be high	
Overall	18%	Overall	18%
IMD1	8%	Homemaker	37%
Less than 1 year residence	9%	Carer	31%
Retired	9%	Single adult with child(ren) household	30%
Streatham	9%	Disability	29%
Norwood	12%	Unemployed	29%
Private rented	13%	Black Caribbean	28%
White British	15%	Clapham	26%
Earns London Living Wage or higher	15%	Benefit recipient	26%
		IMD2	26%
		<u>Rent from council</u>	25%
		Not in job or training	24%
		Earns less than London Living Wage	24%
		Rent from housing association	23%
		Brixton	23%
		<u>Main language not English</u>	23%
		Live on an estate	22%
		Member of a community group	22%
		User of services for children and young people	22%
		10 or more years residence	21%

Underlined groups were also identified as more likely to perceive ASB to be high previously⁸

Residents more likely to have a high perception of ASB are those at home or caring for someone else, the disabled, Black Caribbean residents and more deprived residents, including the unemployed and those in work on a low wage, and social housing tenants. Council tenants and residents whose main language isn't English were also more likely to perceive ASB to be high previously (in 2011 to 2013), so this is a long-term trend.

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

8.2.3.1. Rubbish and litter lying around

In all, over two in five (43%) residents think that rubbish and litter lying around is a problem in their local area. This rises to a half of Brixton residents (52% saying it's a problem) and Clapham residents (50%). Norwood residents are less likely than residents overall to say it's an issue, three in ten (29%) doing so. Those living in IMD2 areas (52%) are also more likely to say it's an issue in their area, however, those living in the most affluent areas (37% in IMD1) are less likely to do so, as are those in IMD4 (36%). Over a half (52%) of residents aged 35 to 44 perceive litter to be a problem, but only a quarter (23%) of those aged 65 and over do so, and reflecting this retired residents (28% doing so) are also less likely to say this is a problem. Litter lying around is a problem both for those in and out of work; with those in full-time work (47%) and the

⁸ Previous high perception of ASB is based on combined data from residents' survey waves 9 (October 2011) to 12 (April 2013), base: all valid response excluding 'don't know' (3,089). Data is not available from waves 9 to 12 for all groups identified in 2015.

unemployed (56%) being more likely to say it's an issue for them. Other groups more likely to say rubbish is a problem are participants in a community group (50%) and households with children (48% doing so). Those less likely to say it's a problem are newer residents, with only a third (33%) of those who have lived in the borough less than a year doing so, along with Muslim residents (30%) and those with a long-term illness (28%).

8.2.3.2. Dog mess left in public places

Three in ten (30%) residents think that dog mess left in public places is a problem. The groups of residents who are more or less likely to say dog mess is a problem are similar, but not the same, as those who say rubbish and litter lying around is an issue. Clapham residents are more likely to think dog mess is a problem (37% doing so), while North Lambeth residents (24%) are less likely to do so. Dog mess appears to be a particular worry for those with children or likely to be looking after children, with home-makers (48% doing so), households with children (37%), single parents (40%), two adults with children households (35%) and women (32%) all being more likely to say that dog mess in public places is a problem, and when doing so they are possibly seeing it as being a problem for children using those public places. Other groups more likely to say that dog mess is a problem are IMD2 (41%), those aged 35 to 44 (38%), carers (38%), owner occupiers (36%), and participants in a community group (35%). Groups less likely to say dog mess is a problem are newer residents who have lived in the borough less than a year (17%), 'White Other' residents (22%), private renters (22%), and men (27%).

8.2.3.3. People using or dealing drugs

Overall, a quarter (27%) of residents think that people using or dealing drugs in their area is a problem. Brixton (38% doing so) and Clapham residents (33%) are more likely to perceive this to be a problem and Norwood residents (18%) and Streatham residents (11%) are less likely than residents overall to do so. Residents of the most deprived areas are also more likely to say it's a problem in their local area, 37% of IMD5 doing so, as are residents in IMD3 areas (35%), whilst those living in the most affluent areas (IMD1) are less likely to do so (9%). Black residents, 34% doing so, and in particular Black African residents (35%) are more likely to say drug dealing is a problem, along with those whose main language isn't English (33%), whilst White British residents (24%) are less likely to do so. Other groups more likely to say drug dealing is a problem are residents with a disability (47%) and carers (37%), home-makers (41%), single parents (43%), benefit recipients (36%) and those earning less than the London Living wage (38%), council tenants (37%) and housing association tenants (35%), those who live on an estate (39%), and members of a community group (31%). In contrast, groups less likely to perceive drug dealing to be a problem are older residents, aged 65 and over (15%) and retired residents (17%), newer residents who have lived in the borough less than a year (18%), those with a long-term illness (15%), and owner occupiers (23%).

8.2.3.4. Rowdy teenagers on the street

A quarter (24%) of residents think that rowdy teenagers on the street are a problem. This rises to over a third (35%) of residents in North Lambeth, and Brixton residents (30% doing so) are also more likely to say it's a problem, while Streatham residents are less likely to think so, only one in ten (10%) doing so. Residents in the most affluent areas are also less likely to perceive rowdy teenagers to be a problem, 12% of IMD1 doing so. Almost a third (32%) of Black residents say this is a problem, with 31% of Black African residents saying this, as do a similar proportion of residents whose main language isn't English (33%). However White British residents are less likely to say it's a problem in their area, less than one in five (18%) doing so. Rowdy teenagers are also more likely to be perceived to be a problem by homemakers, 41% doing so, disabled residents (36%) and carers (36%), along with 36% of single adults with children, 36% of benefit recipients,

36% of council tenants, 31% of housing association tenants, 36% of residents living on estates and 28% of residents who have lived in the borough for ten or more years, along with three in ten (30%) participants in a community organisation. Other groups less likely to perceive rowdy teenagers to be a problem are owners occupiers (19% doing so), private renters (17%), and retired residents (16%).

8.2.3.5. *Vandalism, graffiti and other deliberate damage to property or vehicle*

Overall, two in five (20%) residents think that vandalism, graffiti and other deliberate damage to property or vehicles is a problem in their local area. Brixton residents (25% doing so) are more likely to see vandalism as a problem, and Norwood residents (14%) are less likely to do so. As with rubbish lying around, those living in IMD2 areas (27%) are more likely to say it's an issue in their area and those living in the most affluent areas (14% in IMD1) are less likely to do so. Three in ten (29%) older residents (aged 55-64) think vandalism and damage to property is a problem in their area, but only 15% of younger residents (aged 18 to 24) do so. Other groups more likely to say vandalism and damage to property is a problem are Black Caribbean residents (28% doing so), home-makers (37%), and both owner occupiers (24%) and social housing tenants (23%), along with estate residents (26%), residents who have lived in the borough for over 10 years (24%), carers (30%), participants in a community group (25%), and the low paid, with 26% of those who are in work but not paid the London Living Wage saying vandalism is a problem. Private tenants, only one in ten (11%) doing so, are less likely to say vandalism is an issue, as are newer residents, 9% of those living in the borough for less than two years doing so, and those with a long-term illness (11%).

8.2.3.6. *People being drunk or rowdy in public places*

Just under a quarter (23%) of residents perceive people being drunk or rowdy in public places as a problem in their local area. Brixton residents, 32% doing so, and Clapham residents (33%) are more likely to think this, which may be linked to the night-time economies in these areas. In contrast, Norwood residents, only 6% doing so, and Streatham residents (13%) are less likely than residents overall to say see this as a problem. Residents in the most affluent areas (IMD1) are less likely to say drunkenness is a problem, only 15% doing so but those in IMD3 (29%) are more likely to do so. Other groups more likely to say drunk and rowdy behaviour is a problem are disabled residents (39%), benefits recipients (28%), those living in the borough two to five years (30%), residents whose main language isn't English (28%) and participants in a community group (28%). Groups who are less likely to perceive people being drunk or rowdy as a problem are those aged 65 and over (13%), newer residents who have lived in the borough for less than one year (11%), and those with a long-term illness (10%).

8.2.3.7. *People coming to the door and trying to sell things*

Just over one in five (22%) residents think that people coming to the door and trying to sell things is a problem. Brixton residents, 26% doing so and Clapham residents (28%) are more likely to say this is a problem, whereas North Lambeth residents (14%) are less likely to do so. Other residents who are more likely to say people coming to the door is a problem are home-makers (34%) and those with children in the household (26%), disabled residents (32%) and carers (28%), more affluent (IMD2) residents (29%), and participants in a community group (28%). Interestingly, given that older residents are seen to potentially be more at risk from rogue traders and distraction burglary, residents aged 65 and over (10%) and retired residents (9%) are less likely to say cold calling is a problem, as are newer residents who have lived in the borough for less than one year (10%) and multiple-adult households (17%).

8.2.3.8. *Noisy neighbours and loud parties*

Less than one in five (17%) of residents say noisy neighbours or loud parties is a problem in their local area. Residents in Clapham and Brixton are the more likely than residents overall to think it is a problem (in both

cases 22% do so), while Streatham residents are less likely to do so (10%). Residents in deprived areas are also more likely to say this is a problem, 21% of IMD4 and 22% of IMD5 residents doing so, while in the most affluent areas residents are less likely to identify the issues as a problem, only 9% of IMD1 doing so. Reflecting it is more of an issue for residents living in deprived areas, groups who are more likely to live in these areas are more likely to say noise nuisance is a problem, 26% of unemployed residents and 23% of residents who claim benefits think this is an issue, as do 25% of council tenants and 23% of all social housing tenants. Muslim residents (24% doing so) and Black African residents (23%) are also more likely to say noisy neighbours or loud parties are a loud problem, while White 'Other' residents (11%) are less likely to do so. Single adults with children are also more likely to think noisy neighbours is a problem, a quarter (25%) doing so. Other residents less likely to say noisy neighbours or loud parties are a problem are older residents, aged 65 or over (8%), private tenants (11%) and those who don't live on an estate (15%).

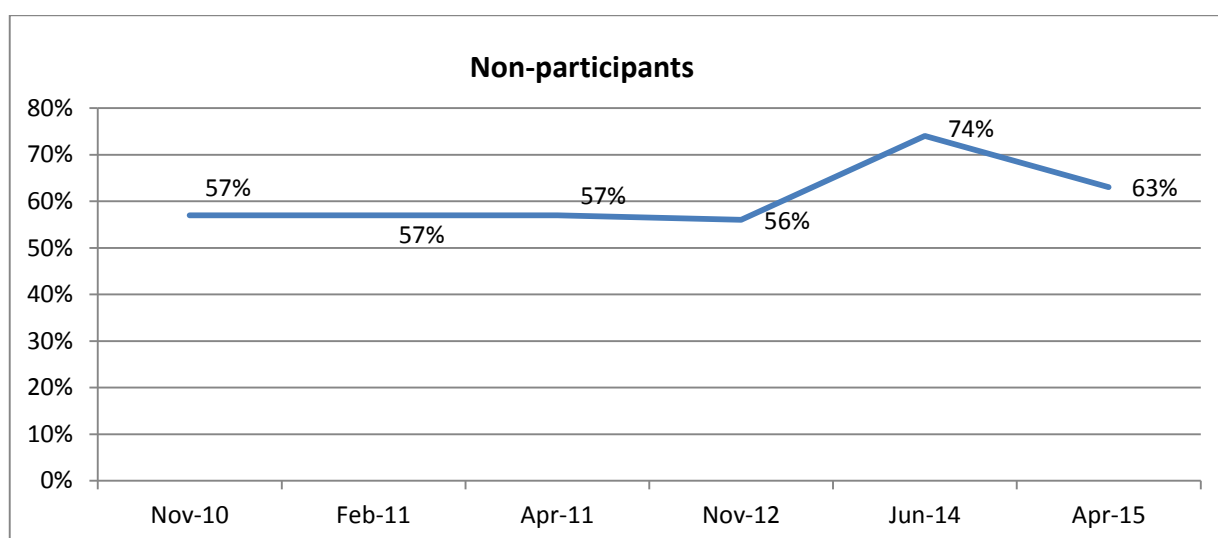
9. Participation and Collaboration

9.1. Current participation

Over a third of residents (37%) are a member of or participate regularly in a group, club or organisation. Positively, given the council's aspiration to grow residents' involvement in activities in their local area, the number who do not participate has fallen over the last year from three-quarters (74%) to less than two-thirds (63%), meaning the decline in residents' participation in groups, clubs and organisations that was observed between 2013 and 2014 has been reversed. Nevertheless, non-participation remains above the level it was in 2012.

Chart 9.1: Trends in non-participation over time

Q18: Are you currently a member of, or do you regularly join in the activities of, any of the following groups, clubs or organisations?



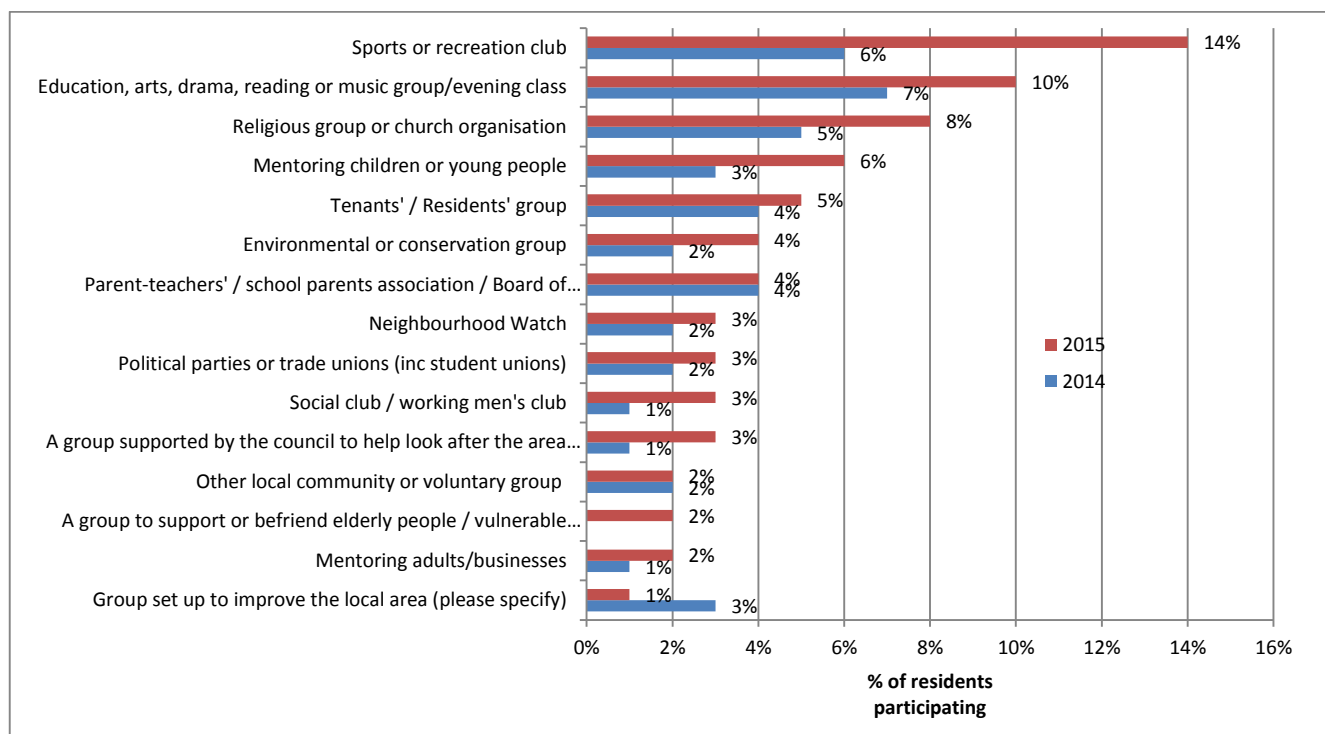
Base: All respondents (1,238)

Sports clubs, arts and educational groups and religious groups are the organisations that the most people participate in (*see chart 9.2*).

Participation in sports, educational groups, religious groups, mentoring of young people and in an environmental group have all increased over the last year. Positively, given the council's initiatives to get people involved in looking after their local area such as Snow Wardens and Street Champions, 3% now say they participate in a group supported by the council to look after the area, up from 1% last year.

Chart 9: Groups and organisations people participate in

Q18: Are you currently a member of, or do you regularly join in the activities of, any of the following groups, clubs or organisations?



Base: All respondents (1,238)

9.1.1. Who participates

Those in work, homemakers, owner occupiers, carers and Lesbian, Gay and Bisexual residents are more likely to be a member of or participate regularly in a group, club or organisation.

Table 9.1: Who is more or less likely to participate in a group, club or organisation

More likely to participate in a group, club or organisation		Less likely to participate in a group, club or organisation	
Overall	37%	Overall	37%
Lesbian, Gay, Bisexual, Other	56%	Non-Internet user	18%
Homemaker	56%	Less than 6 months residence	22%
Carer	50%	Portuguese	23%
Reader of Lambeth Talk	48%	Unemployed	25%
Owner Occupier	48%	Rent from council	26%
Self-employed	48%	IMD4	27%
IMD3	46%	Muslim	27%
Agree can influence decisions	45%	Single adult with child(ren) household	28%
2 to 5 years residence	45%	Main language not English	29%
Two adults plus child(ren) household	44%	Social housing tenant	29%
Main language English	40%	Don't agree can influence decisions	30%
Full-time employment	41%	Less than 2 years residence	31%
Not in receipt of benefits	41%	Not in job or training	32%
		Black	32%

Unemployed residents, council tenants, BME residents from the Black and Portuguese communities and Muslim residents are less likely to participate. Newer residents to the borough are less likely to participate but once they have been settled in the area for two years they become more likely to be involved in an activity. Less than one in five (18%) of those who are not online are part of a group, club or organisation.

See *table 9.2* for a breakdown of which demographic groups of residents are more likely to participate in which type of organisation.

Whether someone agrees that they can influence decisions in the local area is related to whether they participate in a local group or organisation, with those more likely to agree they can influence decisions being more likely to participate and those less likely to agree being less likely to get involved. Readers of Lambeth Talk are also more likely to be involved, suggesting that Lambeth Talk should continue to identify opportunities for people to participate in groups in the borough.

Reflecting that people who participate in a group, club or organisation are more likely to say the council will have a greater amount of money to spend over the next year (see *section 3.2.1*), a half of residents who think the council will have more money to spend participate in a group, club or organisation. This suggests that the council should target information about its financial situation at local community organisations.

Although the sample of respondents who are part of a group supported by the council to improve the local area (such as snow wardens) is small⁹, around three in five of them think the council will have more money to spend over the next year, suggesting that the message about the council's financial challenge is not reaching these individuals who are working closely with us.

⁹ 39 respondents

Table 9.2: Who is more likely to currently participate in which type of group

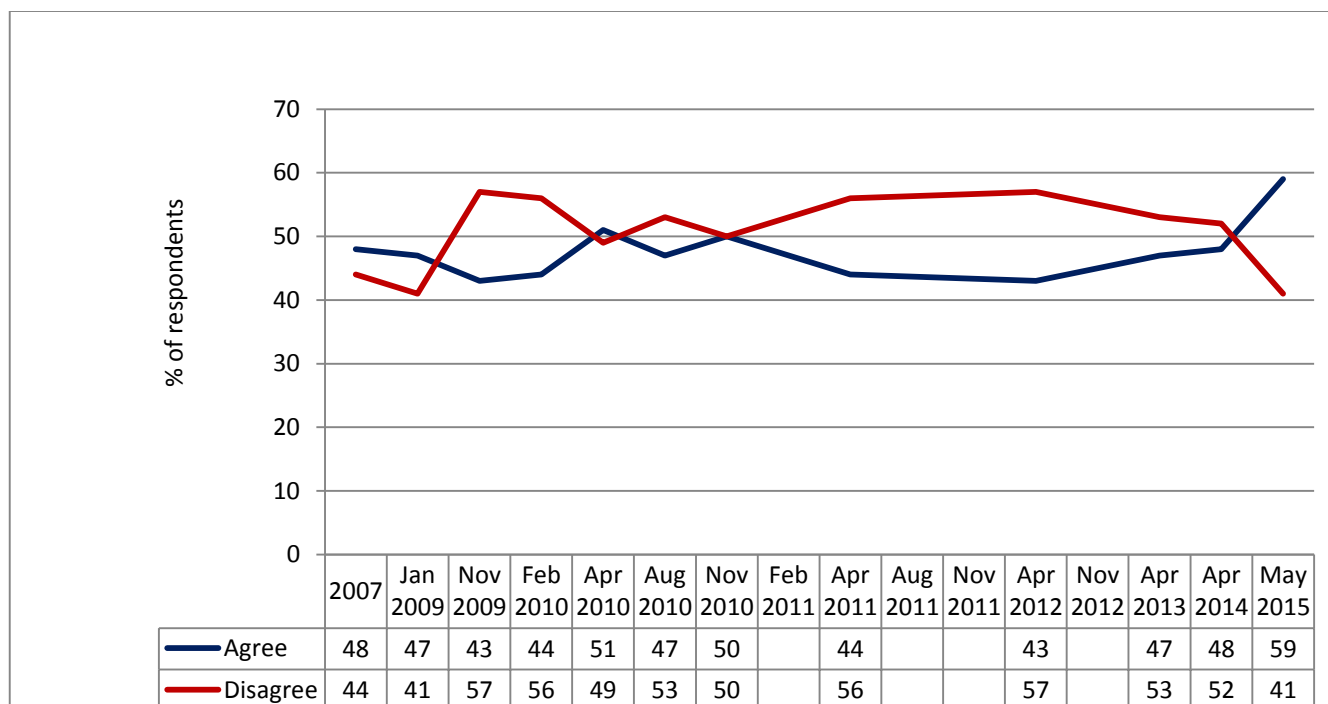
Type	Who is more likely to participate?		Type	Who is more likely to participate?	
Sports or recreation club (overall 14%)	Participate in community group	37%	Environ-mental or conser-vation group (overall 4%)	Lesbian, Gay, Bisexual	13%
	User of leisure and education services	20%		Homemaker	12%
	2 to 5 years residence	21%		Participate in community group	10%
	Self-employed	20%		IMD3	9%
	IMD3	19%		North Lambeth	8%
	Work full-time	18%		Live on an estate	6%
	Male	17%	Parent-teachers'/ school parents association/ Board of Governors etc. (overall 4%)	Participate in community group	11%
	White British	17%		Homemaker	10%
	Owner occupier	17%		2 adults & child(ren) h'hold	10%
				User of children and young people's services	9%
Education, arts, drama, reading or music group/ evening class (overall 10%)	Participate in community group	26%		Child(ren) in household	8%
	Homemaker	20%		Aged 35-44	8%
	User of health and social care services	19%		Self-employed	8%
	IMD3	16%		Owner occupier	7%
	User of children and young people's services	15%	Neighbour-hood Watch (overall 3%)	Participate in community group	8%
	North Lambeth area	15%		Aged 45 to 54	7%
	Main language not English	14%		Owner occupier	6%
	User of leisure and education services	14%	Political parties or TU (overall 3%)	Aged 55-64	6%
	Live on an estate	13%		Lesbian, Gay, Bisexual	12%
Religious group or organisation (overall 8%)	Participate in community group	21%		Participate in community group	8%
	Homemaker	15%		Owner occupier	5%
	Carer	15%	Social club/ working men's club (overall 3%)	Participate in community group	9%
	Christian	13%		IMD3	8%
	Aged 55-64	12%		Aged 65 and over	8%
	Black	11%		Work part-time	8%
	Owner occupier	11%		North Lambeth	7%
	User of children and young people's services	11%		Sole occupant household	6%
	10 plus years residence	10%	A group supported by the council to help look after the area (overall 3%)	North Lambeth area	10%
				IMD3	9%
				Participate in community group	8%
Mentoring children or young people (overall 6%)	Participate in community group	16%		Asian	8%
	North Lambeth area	14%		Homemaker	8%
	User of health and social care services	13%		Retired	6%
	User of children and young people's services	12%		Owner occupier	6%
	IMD3	12%		Live on an estate	6%
	Live on an estate	11%	Mentoring adults/ businesses (overall 2%)	Lesbian, Gay, Bisexual	10%
	Work part-time	10%		Carer	7%
	Self-employed	10%		Participate in community group	6%
	2 adults & child(ren) h'hold	10%	A group to support or befriend elderly / vulnerable adults (overall 2%)	Non-Christian religion	5%
	Child(ren) in household	9%		Black Caribbean	6%
Tenants'/ Residents' group (overall 5%)	Lesbian, Gay, Bisexual	20%		In education or training	6%
	User of health and social care services	15%		Lesbian, Gay, Bisexual	6%
	Participate in community group	14%		Participate in community group	5%
	Aged 55-64	14%		Carer	4%
	Self-employed	10%		Economically inactive	4%
	Work part-time	9%	Group to improve the local area (overall 1%)	Lesbian, Gay, Bisexual	12%
	Carer	9%		Participate in community group	3%
	2 adults only h'hold	8%		5 to 10years residence	3%
	Owner occupier	8%			

9.2. Collaboration with the council and ability to influence decisions

Three in five (59%) residents believe that they can influence decisions affecting their local area, up from last year (48%) and the highest ever level.

Chart 9.3: Perceptions of ability to influence decisions over time

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



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

9.2.1. Who agrees they can influence decisions affecting their local area?

Homemakers, older residents, those living in North Lambeth, carers and sole occupiers are more likely to agree that they can influence decisions affecting their local area (*see table 9.3*).

Muslim residents, those with a long-term illness, and younger residents are more likely to disagree they can shape local decision-making. There appears to be a link between how informed people feel about the council and whether they read Lambeth Life and whether they feel they can influence decisions, with those more informed being more likely to agree this is the case. Although, interestingly, residents who are misinformed about the council's financial position are more likely to agree they can influence decisions.

Participants in a local group are also more likely to agree they can influence local decision making. However, someone doesn't have to be more likely to participate to be more likely to agree they can shape decisions, as residents whose main language is not English are more likely to agree they have an influence while being less likely to participate in groups or organisations.

Table 9.3: Who is more likely agree or disagree they can influence decisions affecting the local area

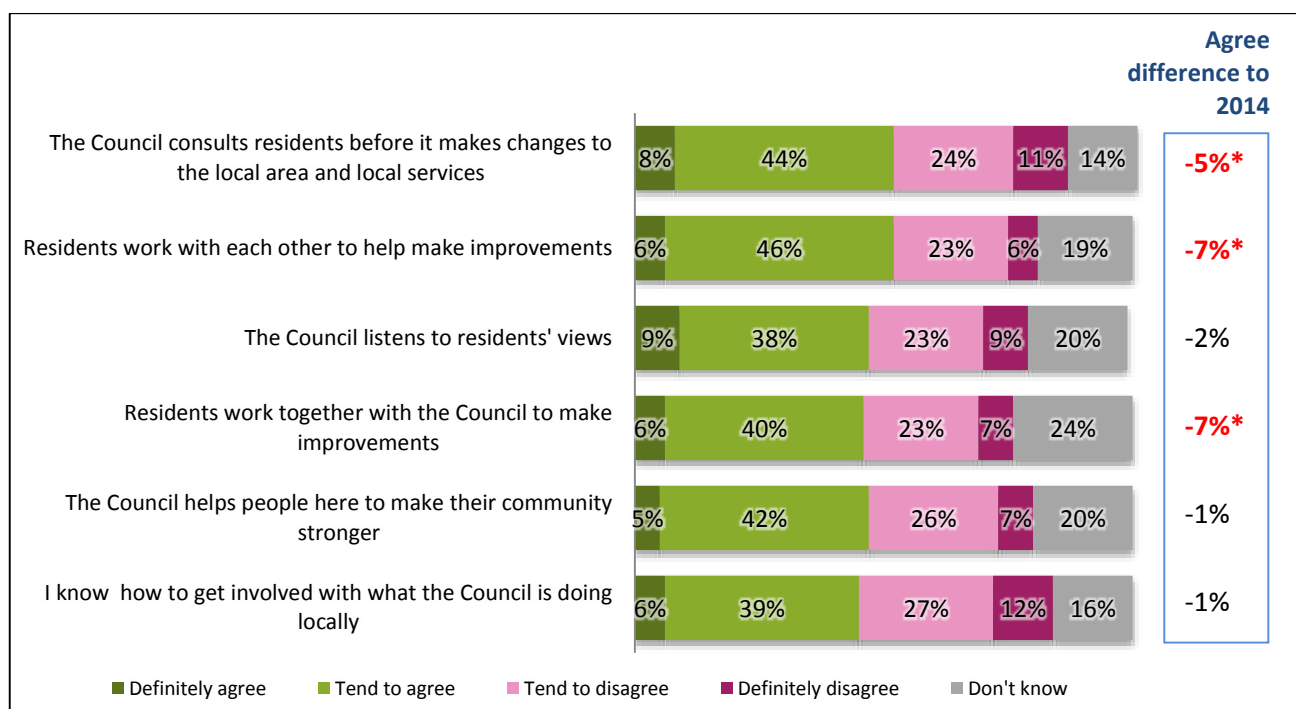
More likely to <u>agree</u> they can influence decisions affecting the local area		More likely to <u>disagree</u> they can influence decisions affecting the local area	
Overall	59%	Overall	41%
Homemaker	74%	Disagree council provides vfm	56%
Aged 55-64	69%	Muslim	55%
North Lambeth area	68%	Illness	54%
Agree council provides vfm	68%	Don't agree diff. backgrounds get	53%
Participate in a group or organisation	68%	Dissatisfied with the council	50%
Carer	68%	Aged 25-34	48%
Think the council has more to spend	68%	Don't participate in a group or org.	47%
Think the council has the same to spend	67%	Think the council has less to spend	47%
Work part-time	66%	No religion	46%
IMD4	66%	Don't read Lambeth Talk	45%
Reader of Lambeth Talk	65%		
Sole occupier	65%		
Main language not English	65%		
Feel informed about the council	64%		
Christian	63%		
Users of Children and Young People's services	63%		

9.3. Collaboration amongst residents and with the council

Just over half of residents (52%) agree that the council consults residents before it makes changes to the local area and local services, although fewer (47%) agree that the council listens to residents' views.

Chart 9.4: Collaboration in neighbourhoods

Q20. Thinking about the neighbourhood where you live, do you agree or disagree that...



*Statistically significant difference

Base: All respondents (1,238)

Even though more residents than ever feel they can influence decisions in their local area, there has been a 5% decrease in the number who say that the council consults residents before it makes changes, suggesting there are other factors in play that impact on whether people feel they can shape local decision-making and it's not just about what the council does.

More people think that residents work with each other to help make improvements (52%) than think that residents work with the council to do so (46%). In both these cases the figures are down by 7% from last year suggesting that, in line with the findings of a fall in perceptions of neighbourliness (see *section 7.4*), residents perceive there to be less collaboration all round in their area.

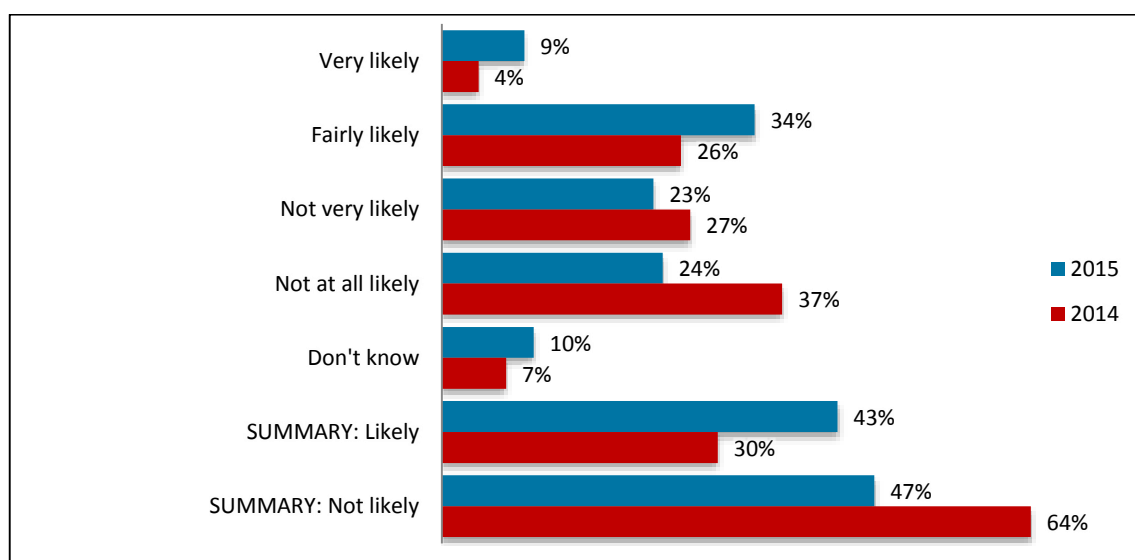
Less than a half (45%) of residents agree they know how to get involved with what the council is doing locally and two in five (39%) disagree. Those more likely to disagree are homemakers (56%), residents with a disability (51%), IMD3 (49%), residents aged 25 to 34 (44%), and participants in a group or organisation (43%).

9.4. Future participation

Positively, over two in five residents (43%) think that in the next year they are likely to get involved with others in their local area to deal with local issues that might arise, and this is up from last year.

Chart 9.5: Likelihood of getting involved with others to deal with local issues

Q21. In the future, there will be more opportunities for residents to take a more active role in their communities. Over the next 12 months how likely might you be to get involved with others in your local area to deal with any local issues that might arise (e.g. making decisions about local area or services you use/maintaining parks and open spaces)?



Base: All respondents (1,238)

9.4.1. Who says they are likely to get involved in the future

People who are already participating in a club, group or organisation, users of social care services and carers, users of services for children and young people and homemakers are more likely to say they are likely get involved (see *table 9.4*).

Table 9.4: Who is more or less likely to say they are likely to get involved

More likely to be likely to get involved		Less likely to be likely to get involved	
Overall	43%	Overall	43%
Participate in a community group	63%	Non-Internet user	23%
Users of social care services	58%	Do not participate in community group	31%
IMD3	57%	Aged 65 and over	32%
Homemaker	56%	IMD5	33%
Agree can influence decisions	54%	Do not agree can influence decisions	34%
Reader of Lambeth Talk	54%	Don't read Lambeth Talk	36%
Users of services for children / young people	54%	Rent from a Housing Association	37%
Carer	52%	Social housing tenant	39%
2 to 5 years residence	51%		
Owner Occupier	50%		
Users of leisure and education services	50%		

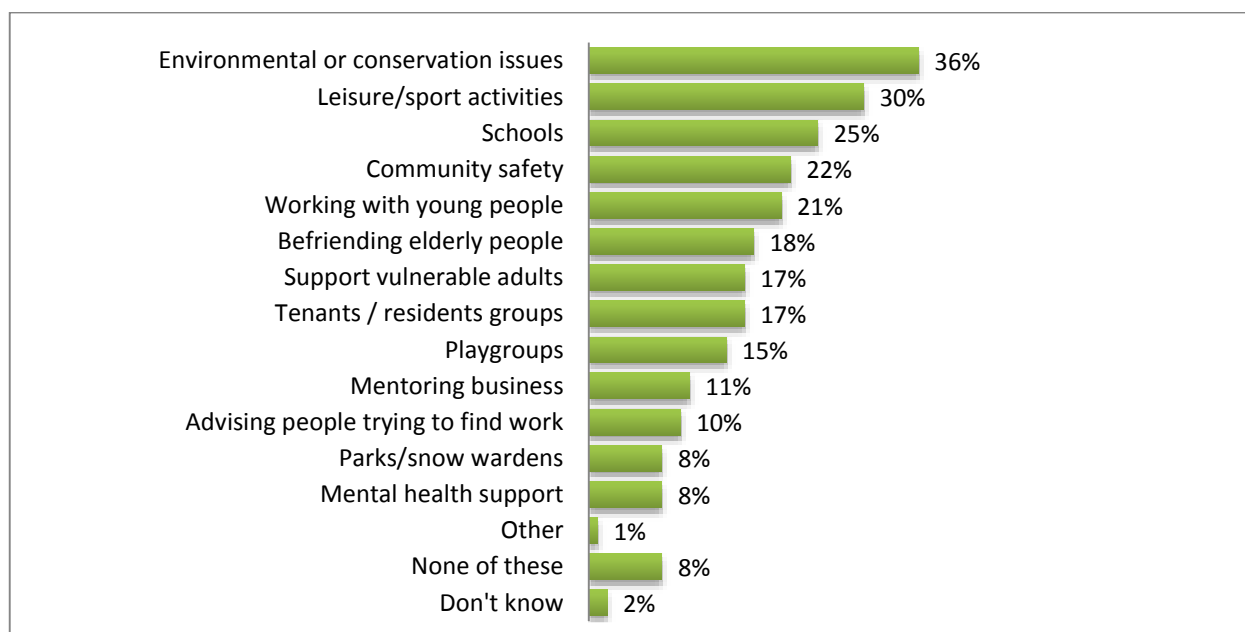
People who are already participating in a club, group or organisation and homemakers both say they are more likely to get involved, but these are also groups who are more likely to disagree they know how to get involved with what the council is doing locally. This suggests it would be fruitful for the council to target communications about how people can get involved with what the council is doing locally to existing clubs, groups and organisations.

Lambeth Talk may also be a productive way of communicating opportunities for involvement as its readers are more likely to say they are likely to get involved.

9.4.2. Issues people want to get involved in

Chart 9.6: What people want to get involved in

Q22. If you are likely to get involved, which areas might you get involved with?



Base: All respondents who said they are very or fairly likely to get involved (547)

Table 9.5: Who is more likely to say they might get involved in what activity?

Activity	More likely to say they might get involved with this area				
Environmental or conservation issues (overall 36%)	North Lambeth	58%	Continued – Supporting vulnerable adults	Aged 25 to 34	22%
	IMD3	48%		Work full time	21%
	Earns London Living wage	46%		Any work	20%
	White British	45%		No children in h'hold	20%
	Participate in group	45%	Tenants/ residents groups (overall 17%)	Participate in group	20%
	Multiple adults h'hold	45%		Self-employed	33%
	2 adults only h'hold	44%		Brixton	25%
	Not in receipt benefit	42%		2 adults only h'hold	24%
	Live on an estate	42%		User of leisure and education services	22%
	Work full time	41%		Owner occupier	21%
	Owner occupier	41%		Work full time	21%
	No children in h'hold	41%		Any work	21%
	Any work	40%	Playgroups (overall 15%)	Users of children's and young people's services	28%
Leisure/sport activities (overall 30%)	Multiple adult	42%		Single adult & child(ren)	27%
	Private renter	38%		Children in h'hold	26%
	Male	36%		2 adults & child(ren)	25%
	User of leisure and education services	34%		Aged 35 to 44	25%
	Not in receipt benefits	33%		Not in job or training	23%
Schools (overall 25%)	Single adult & child(ren)	48%		Rent from council	23%
	Users of children's and young people's services	47%		Benefit recipient	21%
	Children in h'hold	46%		Female	21%
	2 adults & child h'hold	44%		Social housing tenant	20%
	Aged 35 to 44	40%	Mentoring business (overall 11%)	North Lambeth	26%
	Homemaker	40%		Rent from Housing Assoc	21%
	Black African	40%		White other ethnicity	20%
	In receipt of benefits	35%		Black Caribbean	19%
	IMD4	32%		Live on an estate	17%
Community safety (overall 22%)	Female	30%		IMD3	16%
	Self-employed	37%	Advising people trying to find work (overall 10%)	Participate in group	13%
	Carer	32%		North Lambeth	20%
	User of leisure and education services	27%		IMD3	18%
	White British	26%		Live on an estate	16%
Working with young people (overall 21%)	Aged 18 to 24	32%		Multiple adults h'hold	15%
	Female	24%		Participate in group	15%
	Users of leisure and education services	24%		Work full time	13%
				Any work	12%
Befriending elderly people (overall 18%)	Black Caribbean	31%	Parks/snow wardens (overall 8%)	IMD1	13%
	Aged 55 to 64	29%		Work full time	13%
	Non-Christian religion	29%	Mental health support (overall 8%)	Self-employed	19%
	Sole occupier h'hold	29%		Norwood	15%
	IMD 1	27%		Aged 45 to 54	15%
	Carer	26%			
	5 to 10 years residence	25%			
	Black	24%			
	Aged 35 to 44	23%			
	Female	22%			
Support vulnerable adults (overall 17%)	Carer	29%			
	North Lambeth	27%			
	Self-employed	27%			
	IMD3	23%			

The top issues that people might get involved in are environmental or conservation issues, leisure and sports activities and being involved with schools (*see chart 9.6*).

The activities that different groups want to get involved in varies (*see table 9.5*). In some cases this is likely linked to their own circumstances, for example the only activities that households with children are more likely to want to get involved in are schools and playgroups, while carers are more likely to want to get involved with befriending and supporting vulnerable adults. But there are other groups where the association between the group and activity aren't so clear but where their interest suggests targeted communication of the participation opportunities would be useful, for example promoting opportunities for involvement in environmental and conservation issues, and supporting businesses and getting young people into work in North Lambeth, and befriending schemes amongst the Black Caribbean community.

9.4.3. How people want to be involved

Occasional volunteering is the most popular way of getting involved.

Chart 9.7: How people want to be involved

Q23. Please indicate which of these you would be most likely to do



Base: All respondents who said they are very or fairly likely to get involved (547)

9.4.3.1. Who is more likely to want to volunteer occasionally

A quarter (25%) of residents want to volunteer or get involved with local projects occasionally. These residents are more likely to be from Streatham (35%) and aged 35-44 (32%). 31% of non-BME residents want to get involved this way, compared to only 20% of BME residents. Residents in full time employment (31%), who do not receive benefits (28%) and privately rent (34%) and do not live on estates (31%) are also more likely to prefer this way of volunteering. Over a third of residents who have been in the borough for 2-10 years want to get involved this way.

9.4.3.2. *Who is more likely to want to get involved in local projects regularly?*

Almost one in five residents (19%) want to volunteer or get involved in local projects regularly. 27% of IMD5 residents prefer this way, as do 22% of women. 26% of multiple adult households and 28% of private renters want to get involved this way, and 25% of residents who have been in the borough for less than 2 years.

9.4.3.3. *Who is more likely to want to sit on a governing board*

In all, 18% of residents want to sit on a governing board to oversee the running of it. 39% of North Lambeth residents would like to do this, 32% of IMD3 and 22% of men. Almost a quarter (23%) of social renters would like to become, with 26% of housing association renters and 32% of residents living on estates wanting to be involved in governing, as well as 26% of residents who have been in the borough for over 10 years, and 26% of sole occupiers.

9.4.3.4. *Who is more likely to want to set up or be involved in running a group*

13% of residents want to set up or be involved in running a group or an organisation. 20% of North Lambeth residents would like to do this, as well as 29% of homemakers and 18% of children's and young people's service users. 7% of residents would like to help the council choose how to spend its funds, going up to 1 in 10 residents with children (10%).

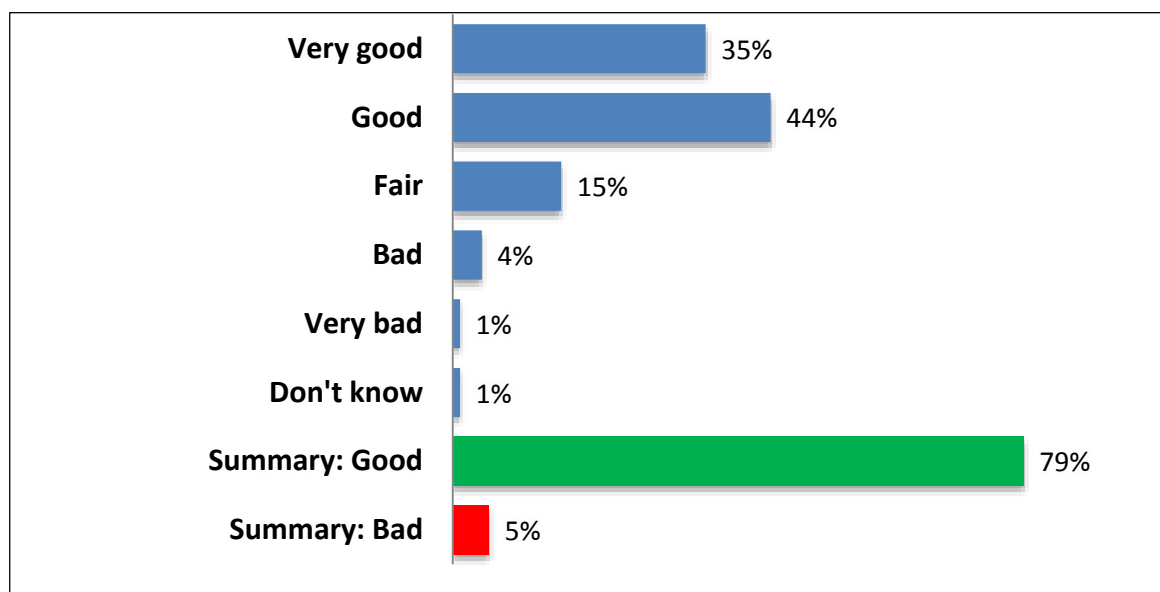
10. Health and Financial Wellbeing

10.1. Self-reported health

Four out of five (79%) residents say their general health is good or very good, with 5% of residents rating their general health as bad or very bad.

Chart 10.1: Self-reported general health

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



Base: All respondents (1,238)

The Office for National Statistics' Integrated Household Survey asks a similar question about general health, although data isn't provided at a local authority level. The 2013 survey provides the most recent comparator data and suggests that Lambeth residents' self-reported general health broadly compares to the overall picture for London, with 79% of London residents reported as being in good health¹⁰.

Nationally, ratings of general health are associated with age, with higher proportions of younger adults reporting their general health to be good. There are also regional differences with London and the South East having higher proportions of the resident population saying they are in good health.

10.1.1. Ratings of general health over time

Over the last four years the proportion of residents rating their health as good or very good (summary good) has increased significantly from 71% in 2011 to 79% in 2015 (see table 10.1). However the annual change

¹⁰ ONS 2013 Integrated Household Survey, a UK survey of c275,000; 79% of London residents reported as being in good health and 21% saying "not in good health" based on individuals saying "fair" or "bad" or "very bad" to the question "How is your health in general; would you say it was very good, good, fair, bad or very bad?"

over the last year from 78% in 2014, and the overall change from 77% in 2007 (when this question was first asked of residents) are not significant increases.

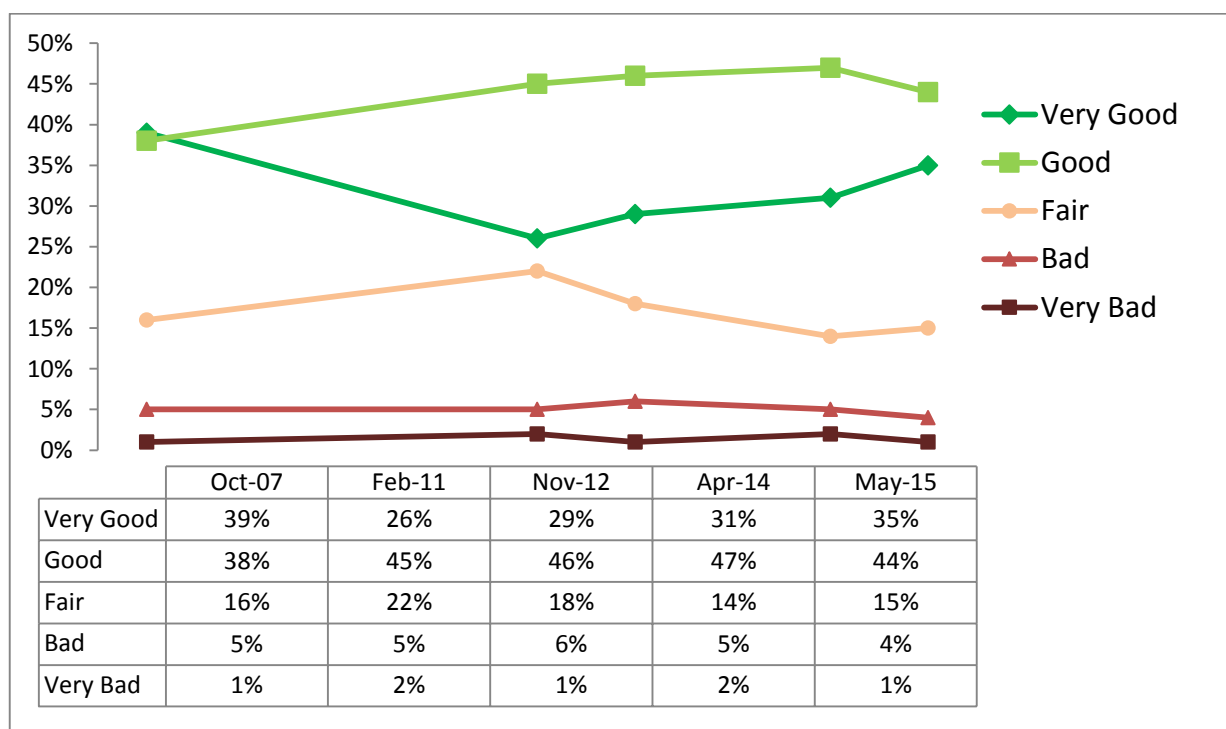
Table 10.1: Summary of ratings of general health over time

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

Of note, the increase in the proportion of residents rating their health as very good from 26% in 2011 to 35% in 2015 is a significant change, as is the fall in the proportion rating their health as fair from 22% to 15% over the four year period.

Chart 10.2: Trends in ratings of general health over time

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



Base: All respondents, 2015 (1,238), 2014 (1013), Nov 2011 and 2013 (circa 750), 2007 (c1,000)

The significant increase in residents reporting their health as very good may reflect changes in the Lambeth population with an increase in younger adults and in the proportion of residents who are in work. Both these demographic characteristics are associated with residents being more likely to report their health as very good (as noted in section 10.1.2).

10.1.2. 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 two years (90% doing so compared to 79% overall), living in private rented accommodation (89%), living in households with two adults plus children (89%), younger adults aged 18 to 24 (87%) or aged 25 to 34 (86%), in work and earning at least the London living wage (86%), in work (85%) or living in the more affluent areas IMD1 (85%).

In contrast, the proportion rating their general health as bad or very bad is notably highest among those who: have a disability, which is seven times higher (38%) than the overall rate for Lambeth adult residents (5%), have a longstanding illness or infirmity (25%), are not in a job or training (14%), older or elderly residents aged 65 or over (12%), carers (12%), home-makers (12%), retired (11%), living on their own (11%), in receipt of benefits (11%), aged 45 to 54 (10%)

Norwood residents are also more than twice as likely to rate their general health as bad or very bad (11%) and it's not obvious what the reasons for this are.

Both council tenants (9%) and housing association tenants (8%) are also more likely to say their general health is bad or very bad, as do those residents describing their ethnicity as White British (7%), noting that by ethnicity White British residents also among those more likely to say their health is very good, which suggests factors such as age, housing tenure and level of affluence or deprivation as well as other factors are also influential.

Table 10.1: 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 79% <ul style="list-style-type: none">• Lived in Lambeth for less than two years (90%)• Private renters (89%)• Aged 18 to 24 (87%)• Living in households with two adults plus children (89%)• Aged 25 to 34 (86%)• Aged 35 to 44 (85%)• Earning at least the London living wage (86%)• In work (85%)• Living in the more affluent areas IMD1 (85%)• Not on benefit (85%)	Overall 5% <ul style="list-style-type: none">• Residents with a disability (38%)• Longstanding illness or infirmity (25%)• Not in a job or training (14%)• Aged 65 or over (12%)• Carers (12%)• Home makers (12%)• Retired (11%)• Living on own (11%)• On benefits (11%)• Norwood resident (11%)• Aged 45 to 54 (10%)• Council tenant (9%)• Housing association tenant (8%)• White British (7%)

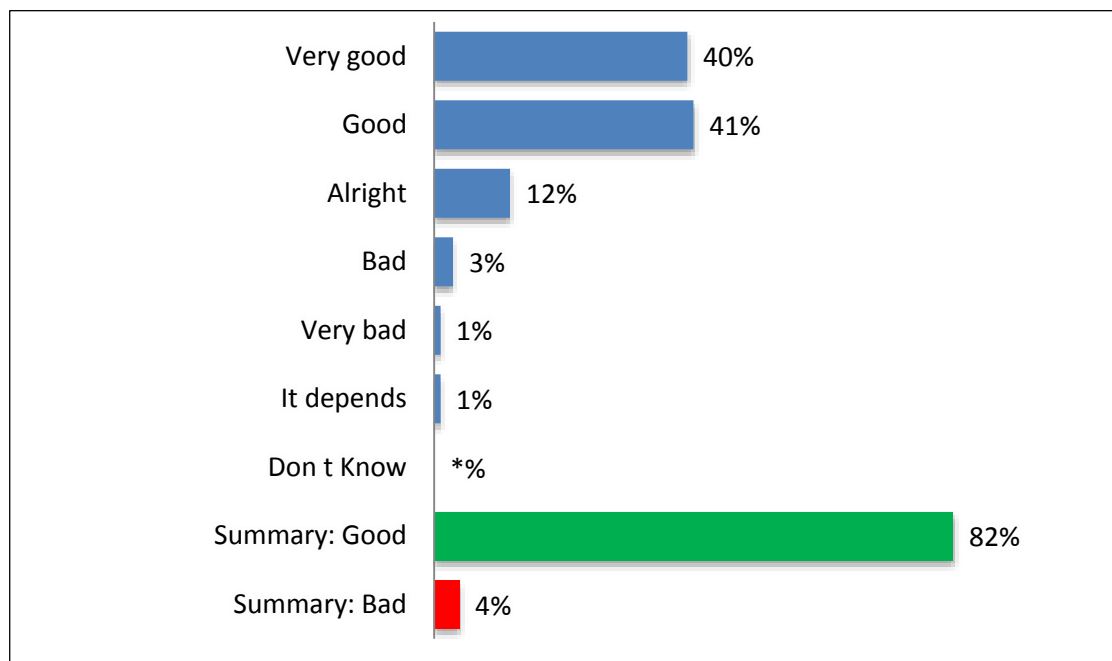
Residents who have a disability are significantly the most likely to report their general health as very bad (14% doing so compared to 1% overall). Residents who are also more likely to report their general health as very bad include those who are home-makers (9%) or who are not in a job nor training (5%), or those aged 65 and over (4%), those who are carers (4%) and residents living in Norwood (3%).

10.2. Self-reported mental wellbeing

To get a general picture of mental wellbeing, residents were asked to rate their mental wellbeing. In all, 82% of residents rate their mental wellbeing as either very good or good, 12% rating it as “alright” with 4% rating their mental health as either bad or very bad. A further 1% say “it depends”.

Chart 10.3: Self-reported ratings of mental well-being

Q31. How would you rate your mental wellbeing?



Base: All respondents (1,238)

10.2.1. Profile of residents rating their mental wellbeing as good or bad

The profile of residents rating their mental wellbeing as good or very good has some similarities to those who rate their general health as good or very good.

The proportion rating their mental wellbeing as good or very good is highest among those who have lived in Lambeth for less than two years (90%) or who are earning at least the London living wage (90%). Residents who are of mixed ethnicity also have a significantly higher proportion who rate their mental wellbeing as good or very good (93%).

Other residents who are also more likely to rate their mental wellbeing as good or very good include those living in Clapham (89%) or in households with two adults plus children (89%), who are not on benefits (88%), who are in work (87%), are private renters (87%) or not living on an estate (86%) as well as those residents living in two adult households (86%) and adults aged 25 to 34 (86%) or 35 to 44 (86%).

In contrast, the proportion rating their mental wellbeing as bad or very bad is highest among those who have a disability (13%) or a longstanding illness or infirmity (13%).

Residents who are also more likely to rate their mental wellbeing as bad or very bad include those who are renting from a housing association (10%) or are home makers (10%), living on benefits (9%) who are carers (8%), or aged 55 to 64 (8%), and those who are not in work or training (7%).

Residents who are significantly more likely to report their mental wellbeing as very bad are those who are home-makers (5% compared to 1% overall), aged 55 to 64 (4%), or are housing association tenants (3%) or living on a housing estate (3%). Residents who have lived in Lambeth for ten years or longer are also significantly more likely to report their mental wellbeing as very bad (2%).

By neighbourhood area, North Lambeth residents are the most likely to say their mental wellbeing is very bad (3%).

Table 10.1: Profile of Mental Wellbeing

More likely to say their mental wellbeing is "good or very good "	More likely to say their mental wellbeing is "bad or very bad"
<p>Overall 82%</p> <ul style="list-style-type: none"> • Who are of mixed ethnicity (93%) • Lived in Lambeth for less than two years (90%) • Earning at least the London living wage (90%) • Clapham residents (89%) • In households with two adults plus children (89%) • Not on benefits (88%) • In work (87%) • Private renters (87%) • Living in two adult households (86%) • Aged 25 to 34 (86%) • Aged 35 to 44 (86%) • Not living on an estate (86%) 	<p>Overall 4%</p> <ul style="list-style-type: none"> • A disability (13%) • A longstanding illness or infirmity (13%) • Renting from a housing association (10%) • Home makers (10%) • Living on benefits (9%) • North Lambeth residents (8%) • Carers (8%) • Aged 55 to 64 (8%) • Not in work or training (7%) • Living on an estate (6%)

10.3. Rating of Health Services in Lambeth

Lambeth residents rate health services amongst the top six things that are most important in making Lambeth a good place to live. Health services are the sixth top rated reason for making the borough a good place to live, being mentioned by 15% of residents (*see section 4.1*).

10.3.1. Profile of residents rating Health Services among the top reasons for making Lambeth a good place to live

Health services are especially valued by residents who also use health and social care services provided by Lambeth Council (26% mentioning them compared to 15% overall), residents who are older, those aged 65 and over (23%), or who are home-makers (24%) and those living in Norwood (26%).

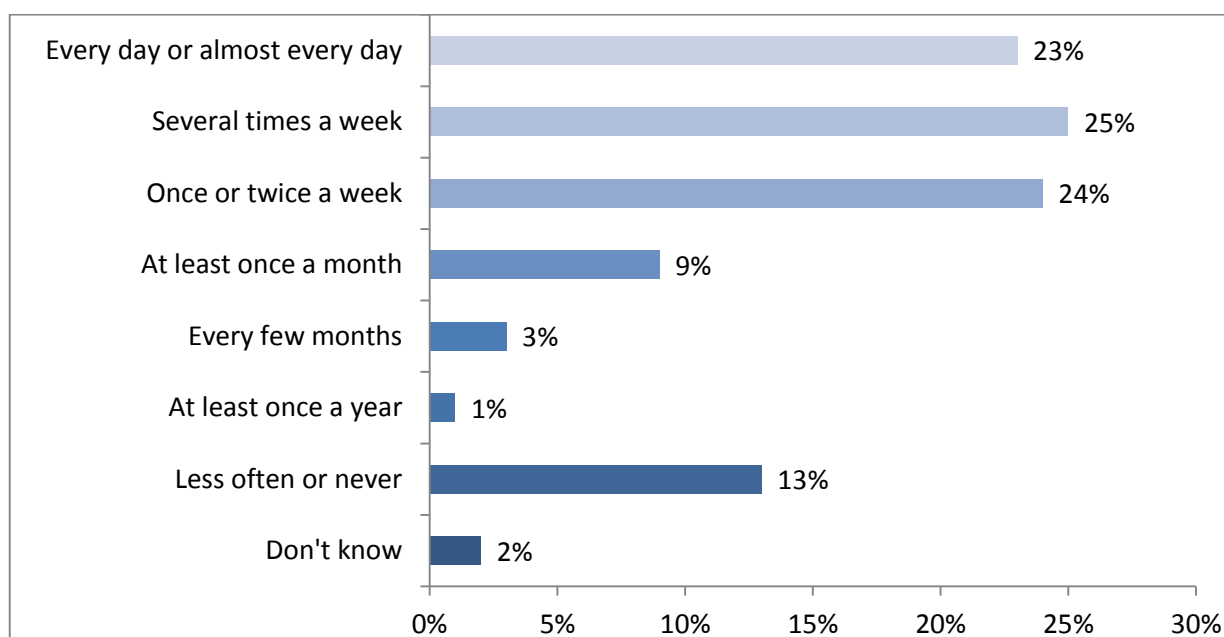
A quarter of Muslim residents (26%) also rate health services highly in making Lambeth a good place to live.

10.4. Participation in exercise, sports and physical activity

Positively, almost half (48%) of residents exercise at least several times a week, and seven out of ten (72%) do so at least once a week. Around one in ten (9%) say they exercise at least once a month. A further 13% of residents either never or hardly ever exercise.

Chart 10.4: Frequency of participation in physical activity

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.?



Base: All respondents (1,238)

Profiles of those residents who are significantly more likely to fall into the different exercise categories are summarised below. More affluent residents are likely to exercise most frequently, whilst in contrast, older and more deprived residents are more likely to exercise never or hardly ever.

10.4.1. Who exercises how often

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

(Overall 23%)

- Clapham residents 31%
- Living in most affluent areas IMD1 27%; IMD2 29%
- In full time work 28%
- Not on benefits 25%

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

(Overall 25%)

- Lived in the borough 2 to 5 years 33%
- Aged 25 to 34 31%
- Two adult only households 30%
- White British 28%

- Males 28%
- Not on benefits 28%

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

(Overall 24%)

- Living in private rented housing 32%
- Streatham residents 29%
- Males 26%
- Not on benefits 26%

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

(Overall 9%)

- Single parent households 22%
- Norwood residents 17%
- Carers 16%
- Mixed ethnicity 16%
- Non internet users 16%
- On benefits 13%
- Living in most deprived areas IMD 4 14%; IMD5 12%
- In part-time work 12%
- Social rented housing 12%
- Females 11%

10.4.1.5. Profile of residents who are more likely to never or hardly ever (once a year) exercise

(Overall 13%)

- Aged 65 and over 38%
- On benefits 25%
- Single person households 24%
- Unemployed 22%
- Living in social rented housing 21%
- Brixton residents 17%

10.5. Residents' Financial Wellbeing

10.5.1. Earning the London Living Wage

Lambeth Council supports the payment of the London Living Wage within the borough. The residents' survey has never included a question asking residents about their individual or household incomes. However, this year for the first time, residents in work were asked to say whether or not they are being paid the London Living Wage (LLW).

Whilst almost two-thirds (63%) of Lambeth residents who are in employment are paid the London Living Wage or a higher amount it is clear that low pay is an issue for residents with a fifth (21%) of those in employment being paid less than the London Living Wage and 7% being not sure of whether they are paid this or not.

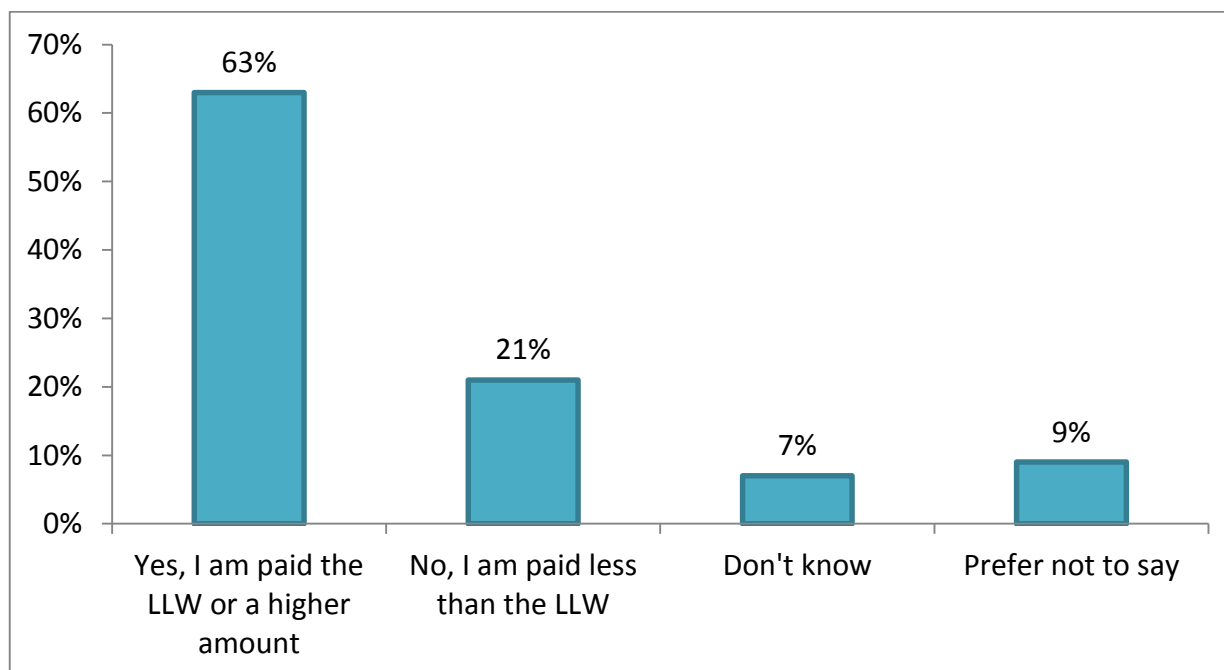
A further one in ten (9%) prefer not to say what they are earning and analysis of the profile of this group suggests that residents on lower incomes are more likely or may tend to fall into this category. For example, residents who prefer not to say what they earn, is characterised by higher proportions of those who live in

the most deprived areas, IMD5 (14%), or who live on a housing estate (14%) or are renting from the council (16%) or who are Black Caribbean residents (17%) and the self-employed (20%). So it may well be the case that the proportion of residents earning below the London Living wage is higher than the self-reported figure of 21%.

This emphasises the extent to which in work poverty is likely to be a problem in the borough and the need for the council to continue to focus on ensuring its contractors pay the London Living Wage.

Chart 10.5: Residents earning the London Living Wage

Q42. Are you paid the London Living Wage or a higher amount (the London Living Wage is £9.15 per hour)?



Base: All respondents in employment (793)

There are notable statistically significant differences in the profiles of residents who are earning below or at and above the London Living Wage.

10.5.1.1. Profile of residents being paid at least the London Living Wage

There are notable differences by whether residents are working full time or part time, with just over a third (34%) of residents working in jobs which are on a part-time basis saying they are paid at or above the LLW whereas three-quarters (74%) of those in full-time jobs report that they earn at least the LLW.

A quarter (24%) of benefit recipients who are in work say they are paid at or above the LLW whereas 73% of residents who are in work and not on benefit earn at least the LLW.

There are also differences by tenure with only a third (33%) of council tenants and 36% of housing association tenants who are in work report being paid the LLW or higher in contrast to 77% of owner occupiers and 71% of residents in private rented accommodation.

Male residents (67%) are significantly more likely to earn at least the LLW compared to female residents (59%).

There are also differences by ethnicity and by whether or not English is the resident's main language. Less than four out of ten (38%) of Black African residents say they are paid the LLW or higher as do 39% of Portuguese residents. Around half (51%) of Black Caribbean residents say they are paid the LLW or higher as do 53% of those who describe their ethnicity as White Other. In contrast, some three-quarters (76%) of residents who are White British are paid at or above the LLW.

When English is the residents' main language then 68% say they earn at least the LLW whereas for those where English is not the main language then less than half (46%) report earning at or above the LLW.

By age, just over half (51%) of younger residents (aged 18 to 24) say they are paid the LLW or higher.

By household type there are differences with less than four out of ten (38%) single person plus children household earning at least the LLW compared to 69% of two adults (and no children) households.

There are also differences by the area of residence. Only half (50%) of residents who living in the most deprived areas IMD5 and who are in work say they earn at least the LLW, as do 55% of those living in IMD4. In contrast, approaching three-quarters (72%) of residents living in the most affluent areas IMD1 say they earn at least the LLW.

By neighbourhood area, just over half (53%) of residents living in North Lambeth and who are in work are among those residents who are the least likely to say are paid the LLW or higher.

Similarly, longer term residents are less likely to be earning at least the LLW, whereas residents who are newer to Lambeth are far more likely to be earning at or above the LLW. Just over half (55%) of residents who have lived in Lambeth for ten years or more say they earn at least the LLW. In contrast three-quarters of those who have lived in Lambeth for 1 to 2 years (75%) and 76% of those living in Lambeth for 2 to 5 years report earning at or above the LLW.

Of note, residents who are readers of *Lambeth Talk* are more likely to be earn at or above the LLW (69%) compared to non-readers (59%).

10.5.1.2. *Profile of residents being paid less than the London Living Wage*

Over a third (35%) of North Lambeth residents who are in work say they are paid less than the LLW in contrast to just over one in ten of Norwood (12%) and Streatham (11%) residents.

More than half (51%) of Black African residents who are in work say they are paid below the LLW as do 45% of Portuguese residents in contrast to 10% of White British residents in work. Four out of ten (39%) residents whose main language is not English say they earn less than the LLW compared to 16% of those where English is the main language.

Benefit recipients are also more likely to say they are paid less than the LLW. More than half of residents who are on benefit and in work say they are paid below the LLW (55%) in contrast to 14% of those residents who are in work but not on benefit.

Three out of ten (29%) of residents living in IMD4 and who are in work say they are paid below the LLW in contrast to 9% of those living in the most affluent areas IMD1.

By tenure there are also notable differences, with 50% of housing association tenants and 43% of council tenants who are in work being paid below the LLW in contrast to 8% of owner occupiers and 16% of residents in private rented accommodation.

Females are more likely to say they are paid below the LLW (25%) compared to males (18%) as do younger residents (aged 18 to 24) who are in work (37%).

Residents working part-time are more likely to say they are paid below the LLW (38%) compared to 15% of those in full-time work.

Approaching half (45%) of single person plus children households earn less than the LLW compared to 13% of households with two adults (and no children).

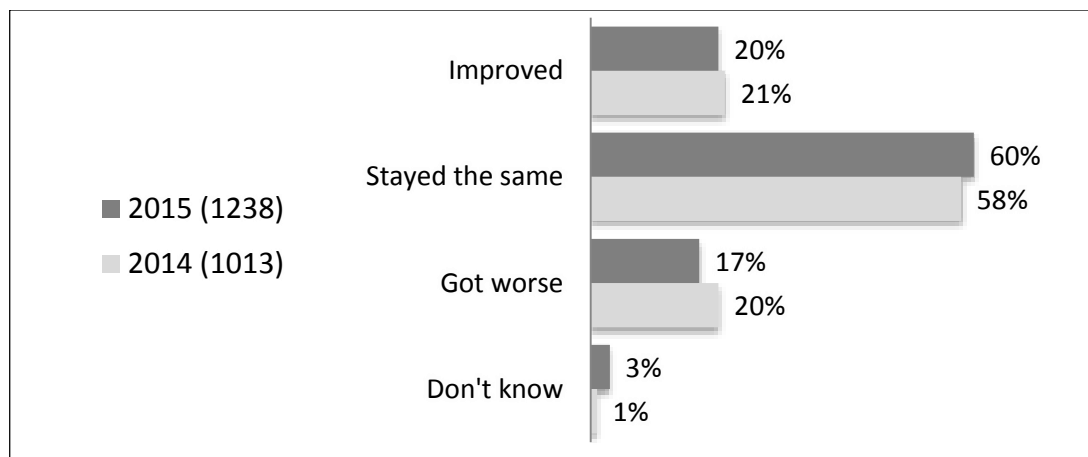
A quarter (25%) of residents who have lived in Lambeth for ten years or more say they are paid below the LLW, in contrast to 12% of those living in Lambeth for 2 to 5 years.

10.5.2. Residents' perception of their personal financial circumstances

Encouragingly, more residents say their personal finances have improved compared to a year ago (20%) than say they have worsened (17%), with the majority (60%) of residents reporting that their personal financial circumstances are about the same, compared to this time last year. The proportions reporting their financial circumstances have improved, stayed the same or worsened in 2015 are in line with those in 2014.

Chart 10.6: Change in personal financial circumstances over the past year

Q33. Compared with this time last year, do you think that your personal financial circumstances have improved, stayed the same, or got worse?

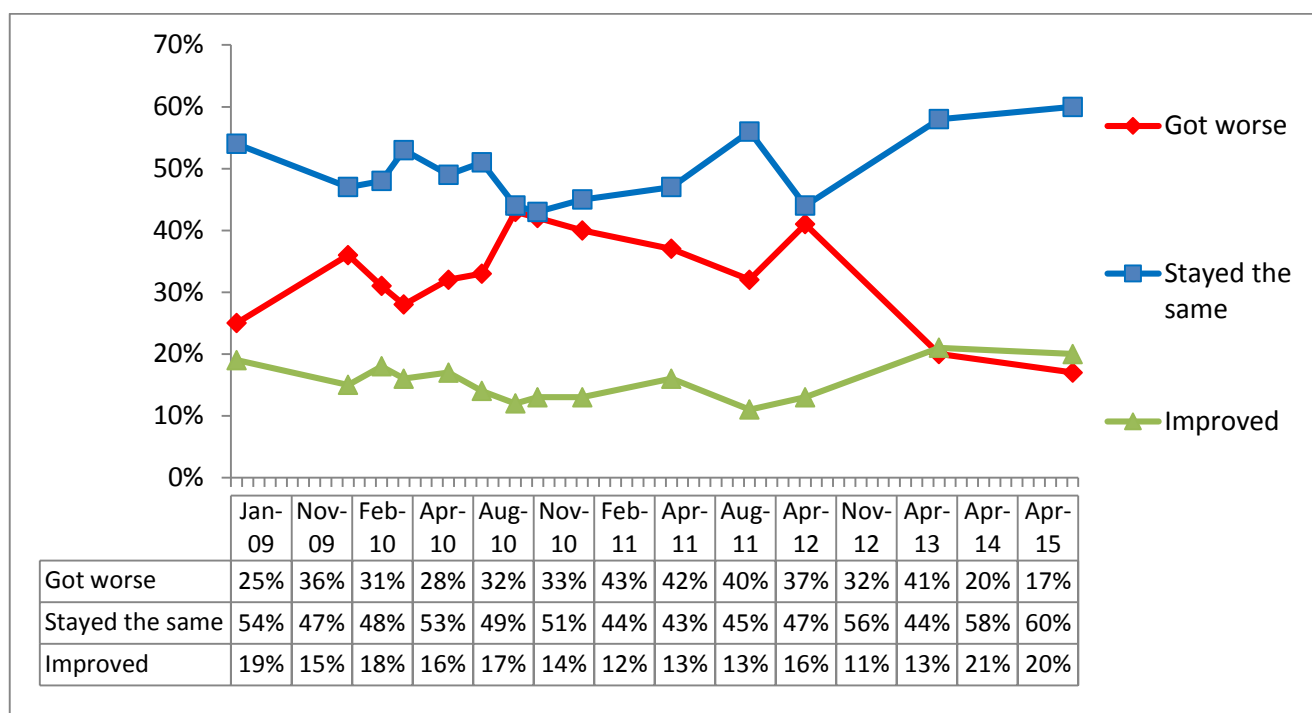


Base: All respondents (1,238)

When looking at the change over the last four years there are positive signs, with one in five (20%) residents in 2015 saying their personal finances have improved on the year compared to just over one in ten (13%) when residents were asked this question in 2011 (see chart 10.7). Also, in 2011 as many as 43% of residents said their financial situation had got worse, whereas now the proportion has fallen significantly to 17% in 2015.

Chart 10.7: Trends in personal financial circumstances over time

Q33. Compared with this time last year, do you think that your personal financial circumstances have improved, stayed the same, or got worse?



Base: All respondents, 2015 (1,238), 2014 (1,013) Nov. 2009 to 2013 (circa 750), Jan. 2009 (c1,000)

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.

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

Nearly a third of residents who are unemployed (32%), or who have a disability (32%) or who describe their ethnicity as "Other" (32%) are among those residents most likely to say their personal financial circumstances have got worse compared to a year ago (*see table 10.2*). As many as three in ten Housing Association tenants (30%) or residents who are benefit recipients (28%) also report, that compared to a year ago their personal financial circumstances have worsen. Furthermore, around a quarter of people living on their own (25%), or who have a long term illness (25%) or who are carers (24%) and those residents aged 45 to 54 (24%) are also significantly more likely to say that their financial circumstances have worsened.

A number of these groups have previously reported that they are worse off compared to a year ago, unemployed residents, those with a long-term illness or disability, carers and Black residents having done so, meaning that for many of these residents, their financial circumstances will have worsened year on year.

Table 10.2: Who is more likely to say their financial circumstances have worsened over the last year

<i>More likely to say that compared with this time last year their personal financial circumstances have "got worse" (overall 17%)</i>	
<ul style="list-style-type: none"> • Ethnicity "Other" (32%) • <u>Unemployed</u> (32%) • <u>Have a disability</u> (32%) • Renting from a Housing Association (30%) • Dissatisfied with their local area (30%) • Benefit recipient (28%) • Dissatisfied with the council (28%) • In a single person household (25%) • <u>Who have a long term illness</u> (25%) • Non internet users (25%) 	<ul style="list-style-type: none"> • Disagree the council provides value for money (25%) • Living in the most deprived areas IMD5 (24%) • <u>Aged 45 to 54</u> (24%) • <u>Carer</u> (24%) • <u>Not in a job or training</u> (23%) • Clapham residents (22%) • Lived in the borough 5 to 10 years (22%) • <u>Black</u> (21%)

Underlined groups were also previously more likely to say their financial situation has got worse¹¹

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

As many as a third (33%) of residents who have lived in the borough for less than two years report that their personal financial circumstances have improved compared to a year ago with the proportion being around three in ten for those residents who are earning at or above the London Living Wage (31%), are in full time work (29%) or living in private rented accommodation (29%).

Other groups of residents reporting that their financial circumstances have improved is also significantly higher for those who younger adults aged 25 to 34 (27%), living in fairly affluent areas IMD2 (27%), or who are living as a couple or in two adult only households (26%), or those whose ethnicity is White British (26%) and residents living in Clapham (25%).

Table 10.3: Who is more likely to say their financial circumstances have improved over the last year

<i>More likely to say that compared with this time last year their personal financial circumstances have "improved" (overall 20%)</i>	
<ul style="list-style-type: none"> • Living in the borough for less than 2 years (33%) • Earning at or above the London Living Wage (31%) • Full time work (29%) • In private rented accommodation (29%) • Aged 25 to 34 (27%) • Living in fairly affluent areas IMD 2 (27%) • Two adult (only) households (26%) 	<ul style="list-style-type: none"> • White British (26%) • Clapham residents (25%) • Members of a community group (24%) • Not in receipt of benefit (23%) • Living in owner occupied households (23%) • Having no religion (23%) • Not living on a housing estate (22%) • Households without children (22%)

¹¹ Based on combined data from residents' survey waves 10 (April 2012) to 12 (April 2013), base: all respondents (2311). Data is not available from waves 10 to 12 for all groups identified in 2015.

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

Residents who are more likely to say that things have stayed the same include those who are elderly or older adults (aged 55 to 64 or aged 65 and over), retired, economically inactive, Portuguese, Muslim, live in North Lambeth residents or longer established residents who have lived in Lambeth for 10 years or more.

Table 10.4: Who is more likely to say their financial circumstances have stayed the same over the last year

<i>More likely to say that compared with this time last year their personal financial circumstances have "stayed the same" (overall 60%)</i>	
<ul style="list-style-type: none"> Retired (75%) In Education or Training (73%) Aged 65 and over (73%) Aged 55 to 64 (71%) North Lambeth residents (70%) Economically inactive (70%) 	<ul style="list-style-type: none"> Muslim (70%) Council tenants (69%) Agree the council provides value for money (64%) Agree they can influence decisions affecting their area (63%) Lived in the borough for 10 years or more (63%)

10.5.2.4. Comparison of change in personal financial circumstances by area

Whilst Clapham residents are among those most likely to say their financial circumstances have improved (25%) nearly as many (22%) also report that their financial situation has worsen compared to a year ago, the highest rate among the five areas. The reasons for this are not immediately clear. It could suggest that perhaps different groups of Clapham residents are experiencing differing financial circumstances.

North Lambeth residents are the most likely to say that their personal financial circumstances have stayed the same (70%), the least likely to say that their financial circumstances have improved (16%) and the least likely to say they have got worse (11%).

Table 10.5: Changes in financial circumstances by area

	Lambeth Total	Brixton	Clapham	North Lambeth	Norwood	Streatham
Improved	20%	21%	25%*	16%*	17%	19%
Stayed the same	60%	59%	51%*	70%*	56%	64%
Got worse	17%	18%	22%*	11%*	21%	15%
Don't know	3%	2%	2%	3%	6%*	2%

**Figures in bold are statistically significantly different to residents overall*

11. Differences by neighbourhood area

11.1. 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 *table 11.1* along with the number of interviews conducted in each area.

Table 11.1: Neighbourhood area boundaries and sample size

Neighbourhood	Wards within Neighbourhood	Number of residents interviewed
Brixton	Coldharbour; Brixton Hill; Tulse Hill; Herne Hill	260
Clapham	Clapham Town; Clapham Common; Ferndale; Larkhall; Thornton	285
North Lambeth	Stockwell; Vassall; Oval; Princes; Bishops	299
Norwood	Gypsy Hill; Knights Hill; Thurlow Park	164
Streatham	Streatham South; Streatham Wells; St. Leonards; Streatham Hill	230

When comparing the results by neighbourhood with past years, it should be noted that there are notable differences in how the neighbourhood areas are made up. In recent surveys, including that in 2014, the results have been analysed by six neighbourhood areas¹². However, the wards that make up Norwood and Streatham areas have remained unchanged.

¹² North Lambeth: Bishop's, Prince's, Oval; Stockwell: Stockwell, Vassall, Larkhall; Clapham: Clapham Town, Clapham Common, Thornton; Brixton: Ferndale, Coldharbour, Herne Hill, Brixton Hill, Tulse Hill; Streatham: Streatham Hill, Streatham Wells, St.Leonard's, Streatham South; Norwood: Thurlow Park, Knight's Hill, Gipsy Hill

11.2. Brixton

11.2.1. 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, and what are the things that most need improving, Brixton residents cite public transport (mentioned by 27%), clean streets (26%), parks and open spaces (19%) and the level of crime (17%) as the things rated as being most important in making Lambeth a good place to live. The proportion of Brixton residents mentioning each of these is in line with the borough average.

Brixton residents are more likely than residents overall to say a multi-cultural community is important (12% compared to 8% overall). Brixton residents are less likely than residents overall to say that affordable decent housing (10% compared to 16%), health services (9% vs 15%) and job prospects (4% vs 9%) are important in making Lambeth a good place to live.

Street cleanliness is the thing residents say most needs improving, being highlighted by both 28% of Brixton and Lambeth residents. Addressing the level of crime is also a particular concern for Brixton residents, being mentioned by one in five (21%) residents, significantly higher than the overall rate for Lambeth (14%). Next most in need of improvement for Brixton residents are having affordable decent housing (cited by 16%) and activities for teenagers (14%), in both cases this in line with the borough average. However Brixton residents are more likely than residents overall to say facilities for young children need improving (10% compared to 7% overall).

11.2.2. Perceptions of whether community outcomes have got better or worse

Residents were asked to say whether a range of community outcomes have got better, worse or stayed the same over the past year. Brixton residents have a mixed view on how well the council is delivering its community outcomes.

Positively, Brixton residents are more likely than residents overall to say the following community outcomes have got better:

- People live in, work in and visit our vibrant and creative town centres (39% saying this has improved compared to 29% for Lambeth overall)
- People take greater responsibility for their neighbourhood (28% compared to 21%)
- Crime reduces (28% compared to 24%)
- All young people having opportunities to achieve their ambitions (20% compared to 13%).

However, Brixton residents are more likely to say the following community outcomes have worsened over the past year, and of the five neighbourhood areas, Brixton residents are the most likely to think each of these outcomes have got worse:

- Lambeth residents have more opportunities for better quality homes (24% saying this has got worse compared to 18% for Lambeth overall)
- People achieve financial security (20% compared to 16%)
- All Lambeth communities feel they are valued and are part of their neighbourhoods (13% compared to 9%)
- People are healthier for longer (10% compared to 7%).

11.2.3. Perceptions of Anti-Social Behaviour (ASB)

Though Brixton residents are more likely to say that the community outcome of ‘crime reduces’ has improved compared to the Lambeth residents as whole (28% vs 24%), it is also an aspect of living in Lambeth that Brixton residents highlight as most needing improvement, one in five (21%) thinking this. Furthermore, Brixton neighbourhood, along with Clapham, has the highest proportion of residents identifying anti-social behaviour (ASB) as a being a problem.

Of eight measures of ASB, rubbish or litter lying around is the problem highlighted by over half (52%) of Brixton residents, significantly higher than 43% for Lambeth as a whole. Three other ASB measures are also highlighted to be a problem by a significantly greater proportion of Brixton residents compared to Lambeth as a whole: people using or dealing in drugs (38% compared to 27%), vandalism, graffiti or other deliberate damage to property or vehicles (25% compared to 20%), and also noisy neighbours or loud parties (22% compared to 17%).

Around three in ten Brixton residents perceive four other measures of ASB to be a problem: people being drunk or rowdy in public places (32%), rowdy teenagers on the street (30%), dog mess left in public places (29%) and people coming to the door trying to sell things or asking for donations (26%), these perceptions being in line with findings for Lambeth as a whole.

The council has created a single composite measure for perceptions of ASB based on these eight aspects of ASB asked about in the residents’ survey (see *Section 8.2.2*). Using this measure, nearly a quarter of Brixton residents (23%) perceive ASB to be high, and they are more likely to do so than residents overall (18% for Lambeth as a whole). This is the second highest score of all five neighbourhoods, with Clapham neighbourhood having the highest score (see *Section 11.3.3*).

11.2.4. Community cohesion, neighbourliness and satisfaction with the area

Brixton residents appear to have a clear sense of identity with the area. Four in five (80%) Brixton residents feel that they belong to their area, higher than the borough average (72%), and the highest of all of the neighbourhood areas. Brixton residents, along with residents of Streatham, are the most likely to speak highly of their area if asked, three-quarters (76%) doing so, more than the borough average (70%).

Two-thirds (67%) of Brixton residents (second highest after Streatham) have someone in their area they could go to for advice and three in five (59%) of residents (again, second highest after Streatham) consider their neighbourhood is changing for the better. In both cases this is higher than the borough average of 58% and 53% respectively.

However, Brixton residents are the most dissatisfied of all neighbourhoods with their local area as a place to live, 11% being dissatisfied compared to 7% overall.

11.2.5. Participation and involvement

Two in five (59%) Brixton residents say they can influence decisions affecting their area, which is the same as the overall proportion for Lambeth (59%).

Brixton residents are more likely to feel that residents are already collaborating to make the area better, being more likely to agree that residents work with each other to make improvements, 59% doing so compared to 52% across Lambeth.

Just under a half (47%) of Brixton residents say that over the next 12 months they are likely to get involved with others in their local area to deal with any issues that might arise, such as making decisions about local services or maintaining parks and open spaces. This is on a par with the borough-wide average (43%).

When asking those residents who say they are likely to get involved what areas they might get involved with, Brixton residents are more likely to say they might get involved with tenants or residents groups, 25% doing so compared to 17% for Lambeth as whole.

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

Residents were asked to say how satisfied or dissatisfied they are with the way the council runs things and whether they agree or disagree that the council provides value for money. Brixton residents' views are generally in line with the findings for Lambeth overall, however Brixton residents are more likely to disagree the council provides value for money (28% compared to 22% overall).

Brixton residents are generally more positive than residents overall about their experience of contacting the council. Around three quarters (74%) of Brixton residents say council staff are friendly and polite compared to 67% for Lambeth overall, and 60% say the council resolves problems when asked, (compared to 51% overall) and 54% find online services useful to them (compared to 48%).

When asked about which services they or a member of their household have used in Lambeth in the last 12 months, Brixton residents are more likely than residents overall to use services for children and young people (37% compared 29% for Lambeth overall). In particular Brixton residents are more likely to say they use primary education for 5 to 11 year olds (17% compared to 10% overall) and Children's Centres (10% compared to 7% overall).

Across Lambeth, 59% of residents say they have received a copy of Lambeth Talk in the last 3 months whilst 35% say they haven't and 7% didn't know. Residents in Brixton are the more likely to say they have received Lambeth talk, two-thirds (65%) having done so, and of those who have received it, 72% say they read some or most of it, which is on a par with the readership rate across Lambeth (68%).

11.2.7. Health and Wellbeing

Brixton residents' self-reported ratings of their general health and mental wellbeing are generally on a par with findings for Lambeth as a whole.

Across Lambeth, just over one in ten (13%) residents never or hardly ever exercise, however this rate increases to 17% among Brixton residents, the highest level of the neighbourhood area.

11.3. Clapham

11.3.1. 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, and what are the things that most need improving, Clapham residents cite public transport (mentioned by 33%) as being most important in making Lambeth a good place to live, followed by levels of crime (25%), clean streets (23%) and parks and open spaces (22%). Clapham residents are more likely than residents overall to say that public transport (33% compared to 27%), levels of crime (25% vs 19%) and parks and open spaces (22% vs 16%) are important. They are also more likely than residents overall to say a multi-cultural community (11% compared to 8% overall) and sports and leisure facilities (8% vs 5%) are important in making Lambeth a good place to live.

Clapham residents are less likely than residents overall to say that affordable decent housing (11% compared to 16% borough-wide), education provision (8% vs 12%), community activities (6% vs 10%) and activities for teenagers (8% vs 4%) are important in making Lambeth a good place to live.

Top in terms of Clapham residents' perceptions of what most needs improving is street cleanliness, cited by over a third (35%) and this is higher than the borough average (28%). Next comes having affordable decent housing (22%), and this is also higher than the borough average (15%), although as already noted this issue is less important to Clapham residents in making the borough a good place to live. Third and fourth in Clapham residents' priorities for improvement are the level of crime (17%) and road and pavement repairs (16%). The proportion of Clapham residents mentioning each of these is in line with the borough average.

11.3.2. Perceptions of whether community outcomes have got better or worse

Across the 13 different community outcomes, Clapham residents are more positive than the Lambeth average in saying that the following have got better over the last 12 months:

- Crime reduces (28% compared to 24% overall)
- Lambeth residents have more opportunities for better quality homes (19% compared to 12%)
- People live environmentally sustainable lives (27% compared to 21%).

However, there are conflicting opinions in the neighbourhood on whether people are living in environmentally sustainable ways as Clapham residents are also more likely than residents overall to say that 'people living environmentally sustainable lives' has worsened (12% compared to 8% for the borough as a whole).

In addition, Clapham residents are more likely to say that the community outcome 'young people having the opportunities to achieve their ambitions' has worsened over the past year, with one in five (20%) saying this compared to 14% overall.

11.3.3. Perceptions of Anti-Social Behaviour (ASB)

Clapham is the neighbourhood area with the highest proportion of residents identifying anti-social behaviour (ASB) as a being a problem. The council has created a single composite measure for perceptions of ASB based on the eight aspects of ASB asked about in the residents' survey. Using this measure, more than one in four (26%) of Clapham residents perceive ASB to be high compared to 18% for Lambeth as a whole, and this is the highest proportion of all five neighbourhood areas. Brixton has the second highest score.

Of the eight measures of ASB, the problem highlighted by the greatest proportion of Clapham residents is rubbish or litter lying around, being seen as problem in their local area by half (50%) of Clapham residents, and this is higher than the borough average (43%).

Four other ASB measures are highlighted as being a problem by a greater proportion of Clapham residents compared to Lambeth residents as a whole: dog mess left in public places (37% compared to 30%), people being drunk or rowdy in public places (33% compared to 23%), people coming to the door trying to sell things or asking for donations (28% compared to 22%), and noisy neighbours or loud parties (22% compared to 17%).

Clapham residents' perceptions of three other ASB measures: people using or dealing in drugs (33%), rowdy teenagers on the street (22%) along with vandalism, graffiti or other deliberate damage to property or vehicles (20%) are in line with findings for Lambeth as a whole.

11.3.4. Community cohesion, neighbourliness and satisfaction with the area

Clapham residents' views across measures of neighbourliness are generally on a par with the borough average.

However, Clapham residents are more likely than residents overall to say their area is a better place to live compared to two years ago, 54% doing so compared to 45% across Lambeth, and along with Streatham residents, Clapham residents are the least likely to say the area has got worse, 8% doing so compared with a borough average of 13%. Positively, only one in twenty (5%) residents disagree that they would speak highly of their neighbourhood if asked, lower than the borough average of 9%.

11.3.5. Participation and involvement

Clapham residents are less likely to agree that residents work with each other to make improvements, 47% doing so compared to 52% across Lambeth, and that they know how to get involved with what the Council is doing locally (38% compared to 45%).

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

Clapham residents are less positive about Lambeth Council than residents overall, being less likely to be satisfied with the way the council runs things (60% compared to 69% borough-wide) and more likely to be dissatisfied (22% compared to 17%). They are also less likely to agree the council provides value for money (47% compared to 53% overall) and more likely to disagree (27% compared to 22%).

Residents living in Clapham also tend to be less positive about their experience in contacting the council, with nearly half (48%) saying it is difficult to get through on the phone (compared to 42% overall), only a third (35%) saying the council responds quickly (compared to 52% overall); and only a third (32%) saying the council resolves problems when asked (compared to 51% overall).

Clapham residents are also less likely than residents overall to agree that the council consults residents before it makes changes, 43% doing so compared to 52% across Lambeth. This, along with their perceptions of the council's customer service, may offer some explanation for the higher level of dissatisfaction with the council amongst Clapham residents.

Clapham residents are more likely to say they '*don't know*' if the council has more or less money to spend than last year, 44% doing so compared to 38% overall.

Residents in Clapham are more likely than residents overall to say they have not received Lambeth Talk (41% compared to 35% overall), and of those who have received it, approaching half (46%) say they read little or none of it, which is higher than the borough average (32%). The low readership of Lambeth Life in the neighbourhood may explain why Clapham residents are more likely to be unclear about the council's financial situation and less likely to be aware of how to get involved with what the Council is doing locally.

Reflecting that Clapham residents are more likely to say that parks and open spaces and sports and leisure facilities are most important in making Lambeth a good place to live, Clapham residents are more likely to have used parks and open spaces in the last year (59% compared to 49% overall) and are also to have used leisure and sports facilities (38% compared to 33%).

Clapham residents are also more likely to use the doorstep recycling service (46% compared to 35%) and the food waste recycling service (33% compared to 24% overall), and this doesn't appear to be because this service is more prevalent in the area as residents in Clapham are not less likely to live on an estate (30% doing so both in Clapham and borough-wide).

11.3.7. Health and Wellbeing

Clapham residents rating of their general health is generally on a par with findings for Lambeth as a whole. However, Clapham residents are more likely to rate their mental wellbeing as good or very good, nine in ten (89%) doing so, compared to 82% for Lambeth overall.

Of all the neighbourhood areas, Clapham residents are the most likely to exercise every day or almost every day, over three in ten (31%) doing so, compared to 23% overall, which may account for the higher use of leisure and sports facilities in the area.

A half of Clapham residents have seen their financial circumstances change in the past year, only 51% saying their financial situation has stayed the same as a year ago (compared to 60% borough wide). And while Clapham residents are the most likely of any neighbourhood to say their financial circumstances have improved over the past year, a quarter (25%) doing so, higher than the borough-wide average (20%), nearly as many Clapham residents (22%) report that their financial situation has worsened, also the highest rate amongst the five areas.

11.4. North Lambeth

11.4.1. 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, and what are the things that most need improving, North Lambeth residents are most likely to cite public transport (29%) and clean streets (27%) as being most important, followed by affordable decent housing (17%), activities for teenagers (17%) and community activities (17%). North Lambeth residents are more likely than residents overall to say that activities for teenagers (17% compared to 8% borough-wide) and community activities (17% compared to 10%) are most important in making Lambeth a good place to live.

Of less importance to North Lambeth residents than residents overall in making the borough a good place to live are the level of crime (9% compared to 19% borough-wide), health services (10% vs 15%), and parks and open spaces (7% vs 16%), although they are more likely than residents borough-wide to use parks (see *Section 11.4.6*).

Street cleanliness (cited by 23%) and activities for teenagers (20%) are highlighted by the most North Lambeth residents as needing improvement, followed by cultural facilities (such as libraries and museums) (11%) and job prospects (11%). North Lambeth residents are less likely than residents overall to say that street cleanliness needs improving (23% compared to 28% borough-wide), but they are more likely to say improvements are needed in activities for teenagers (20% vs 13%) and cultural facilities (11% vs 5%).

11.4.2. Perceptions of whether community outcomes have got better or worse

North Lambeth residents are generally less positive about the delivery of the council's community outcomes. There are no outcomes where they are more likely than residents overall to say things have improved in the past year, indeed they are less likely to say things have got better for 11 of the 13 outcomes. Over half (56%) of North Lambeth residents consider that none of the 13 community outcomes has got better compared to a borough average of 42%. Having said that, there are no outcomes where North Lambeth residents are more likely than residents overall to say things have worsened in the past year, rather for six of the 13 outcomes they are more likely to say things have stayed the same.

11.4.3. Perceptions of Anti-Social Behaviour (ASB)

Perceptions of ASB in North Lambeth are generally in line with residents across Lambeth. The council has created a single composite measure for perceptions of ASB based on the eight aspects of ASB asked about in the residents' survey. In all, 17% of North Lambeth residents perceive ASB to be high, which is on a par with the overall proportion for Lambeth as a whole (18%).

Of the eight measures of ASB, the problem highlighted by the greatest proportion of North Lambeth residents is rubbish or litter lying around, being a problem for 40% of residents, on par with the overall finding for Lambeth (43%). The next biggest issue for North Lambeth residents, teenagers being rowdy on the street, is highlighted as a problem by a greater proportion of those living in North Lambeth (35%) than across Lambeth overall (24%).

11.4.4. Community cohesion, neighbourliness and satisfaction with the area

Residents in North Lambeth overall are the least positive about their local area and have the lowest agreement ratings across most measures of neighbourliness. Only just over a half (53%) of North Lambeth residents agree they would speak highly about their local area if asked, lower than the borough-wide average of 70%, and a quarter (24%) disagree, compared to just one in ten (9%) who would do so borough-

wide. Furthermore, North Lambeth residents are the more likely than residents overall, and the most likely of the five neighbourhoods, to report that their area has got worse in the past two years, 18% doing so (compared to the borough average of 13%). They are also most likely to disagree that the neighbourhood is changing for the better (24% compared to 12%), and they are the least likely to report that the changes have benefitted them and their family (31% compared to 38%).

North Lambeth is the only neighbourhood where residents are more likely to disagree that people from different backgrounds get on well together in the local area, 13% disagreeing compared to a borough-wide average of 8%. Having said that, the proportion of North Lambeth residents agreeing that people from different backgrounds get on well together (86%) is on a par with the borough-wide figure (87%), North Lambeth residents are more likely to have a view on the issue, being less likely to say they 'don't' know'.

North Lambeth residents are less likely than residents overall, and the least likely of any of the five neighbourhoods, to say that they would be willing to work with others to improve their neighbourhood (57% compared to 68% borough-wide), that neighbours in the area help each other (56% compared to 63%), that they belong in their area (55% vs 72%), that they regularly stop and talk with people in their neighbourhood (48% vs 61%) or if they needed advice about something there is someone in their neighbourhood they could go to (46% vs 58%).

Social networks appear to be weaker in North Lambeth than elsewhere in the borough. More than a third (35%) of North Lambeth residents do not feel they belong to their neighbourhood, compared to just 13% for the borough as a whole. North Lambeth residents are also more likely to disagree that they have someone in the area that they could go for advice (26% compared to the borough average 18%), that they regularly stop and talk with people in their neighbourhood (26% compared to 17%), that neighbours in their area help each other (20% vs 13%), and that they have meaningful friendships or associations in their area (19% vs 13%). These are the highest proportions disagreeing across the five neighbourhoods.

The findings suggest that North Lambeth residents would be reluctant to get involved in community activities as they are more likely to disagree that community events they would like to get involved with happen in their area (21% doing so compared to the borough average of 15%), and to disagree that that they would be willing to work together with others on something to improve their neighbourhood (17% vs 9%). Again, these are the highest proportions disagreeing across the five neighbourhoods. Indeed, it does appear that North Lambeth residents are less likely to work with each other on making the area better, as they are also less likely to agree that residents work with each other to make improvements, 45% doing so compared to 52% across Lambeth. However, these findings are at odds with current levels of involvement and the appetite for future involvement.

11.4.5. Participation and involvement

Despite being the least positive about their local area and having the lowest agreement ratings across most measures of neighbourliness (as discussed above), there are a number of community support, club, and group activities which, out of the five neighbourhood areas, North Lambeth residents are the most likely to be involved in.

Two in five (41%) North Lambeth residents say they participate in a group, club or organisation which is line with the overall proportion for Lambeth 37%.

In terms of specific activities, North Lambeth residents are more likely to be part of an education, arts, drama, reading or music group or evening class (15%, compared to 10% for Lambeth overall). North Lambeth residents are more than twice as likely to be involved in mentoring children or young people (14% compared to 6%). They are also twice as likely to participate in an environmental or conservation group (8%, compared to 4%) and more than twice as likely to be part of a social or working men's club (7% vs 3%).

Furthermore, North Lambeth residents are more than three times as likely to be involved in a group supported by the council to help look after the area (such as snow wardens), 10% doing so compared to 3% overall. Given this is the case, it is surprising that North Lambeth residents are more likely to disagree that residents work together with the council to make improvements, two in five (38%) doing so compared to 29% overall, and that the council helps people here to make their community stronger (46% disagreeing compared to 33% borough-wide).

Positively, of the five neighbourhood areas, North Lambeth residents are the most likely to agree that they can influence decisions affecting their area, 68% doing so compared to 59% for the whole of Lambeth, and also that the council listens to residents' views (59% compared to 47%).

Furthermore, as well as current participation being high, there are opportunities for further collaboration with North Lambeth residents. In all, 45% of North Lambeth residents say that, over the next 12 months, they are likely to get involved with others in the local area to deal with any local issues that might arise and this in line with the borough average (43%). Positively though, in North Lambeth fewer North Lambeth residents say they would not be likely to get involved (42% compared to 47% borough-wide).

Of a range of activities that residents likely to get involved over the next 12 months were asked about, North Lambeth residents are more likely to say they would get involved with environmental or conservation issues (58% compared to 36% for Lambeth overall), supporting vulnerable adults (27% compared to 17%), mentoring businesses (26% vs 11%) and advising people trying to find work (20% vs 10%).

When thinking about how they might want to be involved, North Lambeth residents who are likely to be involved are more than twice as likely as residents overall to say they would like to sit on a governing board (39% compared to 18% borough-wide) and they are also more likely to say they want to be involved in running a group or organisation (20% compared to 13%).

Although there appears to be an appetite for involvement amongst North Lambeth residents, over a half (51%) disagree that they know how to get involved with what the council is doing locally, higher than the 39% borough average, suggesting that targeted communications on opportunities for involvement in the local area would be useful.

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

When considering how satisfied or dissatisfied they are with the way the council runs things and whether they agree or disagree that the council provides value for money, North Lambeth residents' views are in line with the findings for Lambeth overall.

North Lambeth residents are more likely to say their preferred method of contacting the council is 'in person', 17% saying this compared to a borough average of 12%. Reflecting this, a third (34%) of North Lambeth residents who have contacted the council have done so in person, compared to 22% borough-wide. North Lambeth residents are also more likely to have contacted the council by letter (16% compared to 6%).

However, they are less likely to have done so online, with only 14% having contacted the council via email (compared to 22% overall), and less than one in ten (8%) have done so via the council's website (compared to 13% overall).

North Lambeth is the only neighbourhood where residents who have contacted the council are less likely to have used an online method to do so. This may be because they have a more negative perception of the council's online services than residents overall, being more likely to say it is not the case that the council's website is easy to use (32% compared to 21% borough-wide), and also that it is not the case that online services are useful to them (36% compared to 20%).

North Lambeth residents have mixed perceptions of the customer service provided by the council. Positively, they are less likely to say the council is difficult to get through to on the phone (27% compared to 42% overall), and they are more likely to say the council responds quickly when asked for help (61% compared to 52%), However, they are less likely to say that council staff are friendly and polite (58% compared to 67% for Lambeth overall) and that the council resolves problems when asked (46% compared to 51%).

North Lambeth residents are more likely than residents across Lambeth to use libraries (51% compared to 40% overall). This may be why they are more likely to say cultural facilities (such as libraries and museums) are most in need of improvement. North Lambeth residents are also more likely to use parks and open spaces (54% compared to 49% overall).

Of the five neighbourhood areas, North Lambeth residents are the most likely to use the estate recycling service (24% compared to 15% overall) and they are the least likely to use the doorstep recycling service (21% compared to 35%) and the least likely to use the food waste recycling service (12% vs 24%). This reflects that North Lambeth residents are more likely to live on an estate, over a half (56%) doing so, compared to three in ten (30%) residents borough-wide.

Three in five (60%) North Lambeth residents say they have received Lambeth Talk, which is on a par with the overall rate for Lambeth of 59%, and of those who have received it, the same proportion to borough-wide (68%) read some or most of it, however fewer North Lambeth residents say they read most of it (20% compared to 29% for Lambeth overall).

11.4.7. Health and wellbeing

In terms of self-reported general health, findings by the five neighbourhood areas are similar, one of the exceptions being North Lambeth having a higher proportion of residents rating their health as fair (19%) compared to 15% overall.

Of the neighbourhood areas, North Lambeth residents are the most likely to say their mental wellbeing is bad or very bad (8%), which is twice the rate for Lambeth residents overall (4%). North Lambeth residents are also the most like to rate their mental wellbeing as very bad (3%) compared to 1% for the whole of Lambeth. The proportion of residents rating their mental wellbeing as "alright" is also significantly higher among North Lambeth residents (18% compared to 12% overall).

North Lambeth residents are the most likely to say that their personal financial circumstances have stayed the same (70% compared to 60% borough-wide), the least likely to say that their financial circumstances have improved (16% compared to 20%) and the least likely to say they have got worse (11% vs 17%).

Despite its proximity to the wealth of central London and the expensive new riverside developments, low pay is an issue in North Lambeth. Over a third (35%) of North Lambeth residents (who are in work) say they are paid less than the London Living Wage (LLW), this compares to one in five (21%) residents across Lambeth and is the highest figure any neighbourhood.

11.5. Norwood

11.5.1. 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, and what are the things that most need improving, Norwood residents place affordable decent housing top in being important in making Lambeth a good place to live, and they are more than twice as likely to mention this compared to residents overall (33% compared to 16% borough-wide).

Health Services are next in terms of the number of mentions by Norwood residents (26% compared to 15% overall), and this is the only neighbourhood where Health Services is one of the top four things mentioned (borough-wide, health services are rated sixth in terms of the things that are most important in making Lambeth a good place to live).

Street cleanliness (23%), the level of crime (22%) and job prospects (22%) are also rated as important in making Lambeth a good place. Norwood residents are more likely to say job prospects are important than residents overall (9%). Norwood residents are also more likely than residents across Lambeth to say that access to nature (19% compared to 10% overall) and education provision (19% compared to 12%) are the most important things in making Lambeth a good place to live.

Norwood residents highlight street cleanliness (23%) and activities for teenagers (19%) as most needing improvement, followed by road and pavement repairs (17%) and job prospects (17%). Norwood residents are more likely than residents overall to say that activities for teenagers (19% compared to a borough average of 13%) and job prospects (17% compared to 8%) need improving. They are also more likely than residents overall to say that shopping facilities (11% compared to 6%) and education provision (9% vs 5%) should be improved.

11.5.2. Perceptions of whether community outcomes have got better or worse

In thinking about whether the 13 community outcomes have got better or worse over the past 12 months, Norwood residents' views are generally on a par with findings across Lambeth.

However, there are two notable exceptions where Norwood residents are more likely to think things have got worse, these being 'older, disabled and vulnerable people can live independently and have control of their lives', where 14% of Norwood residents say this has got worse compared to 8% overall, and 'vulnerable children and adults get support and protection' (13% compared to 8% across Lambeth).

There may be a connection between this and Norwood residents highlighting the importance of health services, and as seen in *Section 11.5.3*, Norwood residents are more than twice as likely to rate their general health as bad or very bad compared to Lambeth residents overall.

11.5.3. Health and wellbeing

Norwood residents are more than twice as likely as residents across Lambeth to rate their general health as bad or very bad compared, 11% doing so compared to 5% for Lambeth overall.

The proportion of Norwood residents rating their mental wellbeing as "alright" is also significantly higher 18%, compared to 12% overall.

Across Lambeth, seven in ten (72%) residents exercise once or twice a week or more frequently. In Norwood this drops to less than two-thirds (64%). While the number of Norwood residents who exercise less than

once a month or never is on a par with the borough average, 17% of Norwood residents say they exercise 'once a month' compared to 9% borough-wide. Given that Norwood residents are the more likely to rate their health as bad or very bad, there may be some links between this and the lower rates of exercise and physical activity undertaken by residents.

Reflecting the priority given to health services within the area, Norwood residents are also significantly more likely to say they would get involved in issues or activities which provide mental health support for local people (see Section 11.5.4).

11.5.4. Participation and involvement

Two in five (40%) of Norwood residents say that over the next 12 months they are likely to get involved with others in the local area to deal with any local issues that might arise, such as making decisions about the local area or the services they use, and this is on a par with residents across Lambeth (43%).

Of a range of activities that they might get involved in that residents who say they are likely to get involved were asked about, Norwood residents are more likely to say they would get involved with issues or activities which provide mental health support, 15% doing so compared to 8% for Lambeth as whole.

11.5.5. Community cohesion, neighbourliness and satisfaction with the area

Positively, there appears to be a strong sense of community among Norwood residents. They are the most likely of any neighbourhood to say that community events they would like to get involved with happen in their area (65% doings so compared to 56% borough-wide) and Norwood residents have some of the lowest disagreement scores on various measures of neighbourliness. For example, as low as only 2% of Norwood residents disagree they feel like they belong to their neighbourhood (compared to 12% across Lambeth), only 3% disagree with the statement that they would speak highly of their neighbourhood if asked (compared to 9% across Lambeth) and only 7% disagree with the statement that the friends and associations in their area mean a lot to them (compared to 13%).

11.5.6. Perceptions of Anti-Social Behaviour (ASB)

The council has created a single composite measure for perceptions of ASB based on the eight aspects of ASB asked about in the residents' survey. Just over one in ten (12%) Norwood residents perceive ASB to be high, which is lower than the overall proportion for Lambeth as a whole (18%), and is the second lowest neighbourhood score (Streatham has the lowest score at 9%).

Of eight measures of ASB, the problem highlighted by the greatest proportion of Norwood residents is dog mess left in public places, cited as a problem by 30%, the same proportion as across Lambeth. Rubbish or litter lying around is also reported to be a problem by three out of ten (29%) residents, although this proportion is lower than the 43% of residents across Lambeth, where this is the most commonly mentioned ASB problem. The third most highlighted ASB problem in Norwood is teenagers being rowdy on the street, being mentioned by 21% of local residents, on a par with the overall finding across Lambeth (24%).

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

Norwood residents' views on how the council runs things and value for money are generally on a par with findings across Lambeth. However Norwood residents are more likely to think the council's financial situation is better than it is, being more likely to say that, compared to last year, the council has more money to spend, 33% doing so compared to 22% overall.

Positively, Norwood residents are more likely than residents overall to agree that the council consults residents before it makes changes, 60% doing so compared to 52% across Lambeth.

Norwood residents' contact with the council and perceptions of customer service are generally in line with residents' overall, although they are more likely to say the council is difficult to get through to on the phone, over a half (52%) doing so compared to four in ten (42%) of residents across Lambeth.

Norwood residents are the least likely to use parks and open spaces, 37% doing so compared to 49% overall, and they are also least likely to use libraries (25% compared to 40% overall).

11.6. Streatham

11.6.1. 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, and what are the things that most need improving, clean streets (cited by 31%) and public transport (29%) are rated as most important by Streatham residents in making Lambeth a good place to live, followed by the level of crime (21%) and having parks and open spaces (19%). The proportion of Streatham residents mentioning each of these is in line the proportion of residents doing so across Lambeth.

Street cleanliness (cited by 27%) and road and pavement repairs (18%) are rated top by Streatham residents as most needing improving, followed by the level of traffic congestion (14%), the level of crime (12%) and having affordable decent housing (12%). Streatham residents are more likely than residents overall to say that road and pavement repairs (18% compared to a 13% borough average) and traffic congestion (14% compared to 10%) most need improvement.

In addition, Streatham residents are more likely than residents across Lambeth to say improvements are needed to public transport (10% compared to 5% overall) and shopping facilities (9% compared to 6%).

11.6.2. Perceptions of whether community outcomes have got better or worse

Residents were asked to say whether a range of community outcomes had got better, worse or stayed the same over the past 12 months. Streatham residents' views are generally on a par with findings across Lambeth as a whole. However, Streatham residents are more likely, and the most likely of the five neighbourhoods, to think that the following community outcomes have got better:

- All Lambeth communities feel they are valued and part of their neighbourhood (21% compared to 15% overall)
- People have the skills to find work (19% compared to 14%)
- Older disabled and vulnerable people can live independently and have control of their lives (17% compared to 13%).

11.6.3. Perceptions of Anti-Social Behaviour (ASB)

Streatham is the neighbourhood area with the lowest proportion of residents identifying anti-social behaviour (ASB) as a being a problem.

The council has created a single composite measure for perceptions of ASB based on eight aspects of ASB asked about in the residents' survey. Using this measure, one in ten (9%) Streatham residents perceive ASB to be high, the lowest rating across the five neighbourhood areas and half the proportion for Lambeth as a whole (18%).

Of the eight measures of ASB, the problem highlighted by the greatest proportion of Streatham residents is rubbish or litter lying around, being a problem for 39% of residents, on par with the overall finding for Lambeth (43%). Dog mess left in public places is the second most common ASB problem being highlighted by 28% of Streatham residents, again on a par with Lambeth overall (30%).

Around one in ten Streatham residents say people using drugs (11%), rowdy teenagers on the street (10%) and noisy neighbours or loud parties (10%) are ASB problems and these proportions are all significantly

lower than the overall findings for Lambeth (27% people using drugs, 24% rowdy teenagers and 17% noisy neighbours).

11.6.4. Community cohesion, neighbourliness and satisfaction with the area

Streatham residents have a strong sense of community cohesion with nine in ten (91%) saying their local area is a place where people from different backgrounds get on well together, higher than across Lambeth (87%) and the highest proportion for any neighbourhood. Furthermore, four out of five (79%) Streatham residents agree they feel that they belong to their area (higher than the 72% overall).

Streatham residents, along with Brixton residents, are the most likely to say they would speak highly of their neighbourhood if asked, 76% doing so, which is above the borough average of 70%. Streatham residents are also more likely than residents overall to agree they would be willing to work with others to improve their neighbourhood (76% compared to 68% borough-wide), that neighbours in the area help each other (73% vs 63%), that they regularly stop and talk with people in their neighbourhood (69% vs 61%), and that they have someone in their neighbourhood they could go to for advice (68% vs 58%). In all these cases, Streatham is the neighbourhood which has the highest proportion of residents agreeing with the statement.

Furthermore, Streatham residents are more likely than residents overall, and again the most likely to agree that their neighbourhood is changing for the better (62% vs 53%).

However, less positively, Streatham residents are the most likely to rate the town centre as a place to visit as poor, 11% doing so, higher than the 7% borough average.

11.6.5. Participation and involvement

Streatham residents are more likely than residents overall to agree that the council consults residents before it makes changes, 58% doing so compared to 52% across Lambeth, and they are also more likely to agree that the council helps people here to make their community stronger (54% disagreeing compared to 46%).

Streatham residents are more likely to feel that residents are already collaborating to make the area better, being more likely to agree that residents work with each other to make improvements, 60% doing so compared to 52% across Lambeth

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

When considering how satisfied or dissatisfied they are with the way the council runs things and whether they agree or disagree that the council provides value for money, Streatham residents' views are in line with the findings for Lambeth overall.

Across a range of council services asked about, usage by Streatham residents is on a par with findings for Lambeth as a whole.

Streatham residents' perceptions of customer service and contact with the council are generally in line with residents' overall, although Streatham residents are less likely to say that their preferred method for contacting the council is 'in person' (7% doing so compared to 12% borough-wide), and reflecting this, those residents who have contacted the council in the last year are less likely to have done so in person (13% compared to a 22% borough average).

11.6.7. Health and wellbeing

Streatham resident's self-reported ratings of their general health and mental wellbeing are on a par with findings for Lambeth as a whole.

Across Lambeth, around a quarter (24%) of residents exercise once or twice a week, this increases to three in ten (29%) Streatham residents. However, when added to those who exercise more frequently, the proportion of Streatham residents exercising once or twice a week or more frequently is 74%, in line with the borough-wide figure of 72%.

Appendix A: 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 SHOWCARD 2 Overall, how satisfied or dissatisfied are you with your local area as a place to live? **CODE ONE ONLY**

	Total
Unweighted Bases	1238
Weighted Bases	1238
1 - Very satisfied	32%
2 - Fairly satisfied	55%
3 - Neither satisfied nor dissatisfied	6%
4 - Fairly dissatisfied	4%
5 - Very dissatisfied	3%
Don't know	*%
Summary: Satisfied	87%
Summary: Dissatisfied	7%

Q2 SHOWCARD 2 Overall, how satisfied or dissatisfied are you with the way Lambeth Council runs things? **CODE ONE ONLY**

	Total
Unweighted Bases	1216
Weighted Bases	1215
1 - Very satisfied	12%
2 - Fairly satisfied	56%
3 - Neither satisfied nor dissatisfied	15%
4 - Fairly dissatisfied	12%
5 - Very dissatisfied	5%
Summary: Satisfied	69%
Summary: Dissatisfied	17%

Base: valid responses excluding 'Don't know'

Q3 SHOWCARD 3 To what extent do you agree or disagree that Lambeth Council provides value for money? **CODE ONE ONLY**

	Total
Unweighted Bases	1185
Weighted Bases	1186
1 - Strongly agree	8%
2 - Tend to agree	47%
3 - Neither agree nor disagree	24%
4 - Tend to disagree	16%
5 - Strongly disagree	6%
Summary: Agree	55%
Summary: Disagree	22%

Base: valid responses excluding 'Don't know'

Q4 SHOWCARD 4 How well do you think Lambeth Council keeps residents informed about the services and benefits it provides? **CODE ONE ONLY**

	Total
Unweighted Bases	1238
Weighted Bases	1238
1 - Keeps us very well informed	13%
2 - Keeps us fairly well informed	51%
3 - Gives us only a limited amount of information	23%
4 - Doesn't tell us much at all about what it does	9%
Don't know	4%
Summary: Informed	64%
Summary: Limited amount of information/ Doesn't tell us much at all	32%

Q5 Thinking about living in Lambeth, what are the most important things in making it a good place to live? **(Do not read out, choose up to three, pre-coded or write in other suggestions)**

	Total
Unweighted Bases	1238
Weighted Bases	1238
Access to nature	10%
Activities for teenagers	8%
Affordable decent housing	16%
Clean streets	26%
Community activities	10%
Cultural facilities (e.g. libraries, museums)	8%
Education provision	12%
Facilities for young children	9%
Health services	15%
Job prospects	9%
The level of crime	19%
The level of pollution	2%
The level of traffic congestion	2%
Parks and open spaces	16%
Public transport	27%
Multicultural community	8%
Road and pavement repairs	3%
Shopping facilities	10%
Sports and leisure facilities	5%
Wage levels	1%
Local cost of living	4%
Neighbours get on together*	5%
Location / central	*%
Safety and security (inc. policing)	4%
Quiet	*%
Parking	*%
Nice neighbourhood / local environment	*%
Sense of community*	*%

Refuse collection / recycling	1%
Local amenities	*%
Lighting	*%
Close proximity to work place	*%
Other (Type in)	4%
None of the above	6%
Don't know	*%

* In 2014 'Neighbours get on together/ sense of community' were reported as a combined figure of 13%

Q6 And what are the things that most need improving? (Do not read out, choose up to three, pre-coded or write in other suggestions)

	Total
Unweighted Bases	1238
Weighted Bases	1238
Access to nature	3%
Activities for teenagers	13%
Affordable decent housing	15%
Clean streets	28%
Community activities	6%
Cultural facilities (e.g. libraries, museums)	5%
Education provision	5%
Facilities for young children	7%
Health services	6%
Job prospects	8%
The level of crime	14%
The level of pollution	4%
The level of traffic congestion	10%
Parks and open spaces	5%
Public transport	5%
Multicultural community	2%
Road and pavement repairs	13%
Shopping facilities	6%
Sports and leisure facilities	1%
Wage levels	2%
Local cost of living	6%
Neighbours get on together	2%
Better street lighting	*%
Reduce noise	1%
Parking	2%
Refuse collection / recycling / waste disposal	3%
Safety and security (inc. policing)	2%
Housing	1%
Provision for cyclists	*%
Reduce or increase CCTV	1%
Improve the look of the neighbourhood/buildings	*%
Level of Council Tax	*%

Dog fouling	*%
Road safety	*%
Pest control services	*%
Fly-tipping	1%
Other	6%
None of the above	16%
Don't know	1%

Section 2: Achieving the council's priorities

Q7. Lambeth Council has developed a series of outcomes that it uses to prioritise its spending and drive its activities. Thinking about each of these outcomes, would you say that over the past year, things have got better, stayed the same, or got worse? **READ OUT. RANDOMISE ORDER.**

	Got better	Stayed the same	Got worse	Don't know
Unweighted	1238	1238	1238	1238
Weighted	1238	1238	1238	1238
Lambeth residents have more opportunities for better quality homes	12%	43%	18%	27%
Older, disabled and vulnerable people can live independently and have control over their lives	13%	38%	8%	41%
Vulnerable children and adults get support and protection	12%	38%	8%	42%
People are healthier, for longer	17%	46%	7%	29%
Crime reduces	24%	45%	11%	20%
People achieve financial security	9%	43%	16%	32%
All young people have opportunities to achieve their ambitions	13%	43%	14%	29%
People have the skills to find work	14%	41%	12%	33%
Lambeth plays a strong role in London's economy	17%	46%	7%	30%
People live in, work in and visit our vibrant and creative town centres	29%	46%	6%	20%
People lead environmentally sustainable lives	21%	47%	8%	24%
People take greater responsibility for their neighbourhood	21%	50%	10%	18%
All Lambeth communities feel they are valued and are part of their neighbourhoods	15%	50%	9%	26%
None of these	42%	10%	56%	NA

IF CODED 1 FOR ANY PART OF Q7 ASK Q8

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? **TYPE IN**

	Total
Unweighted	709
Weighted	722
Generally got better/improved	6%
Better provision for young people	2%
More green areas/open spaces/parks	4%
More/better shopping facilities	5%
Town Centre	4%
Public transport services	3%
More business opportunities (inc. small businesses)	2%
Cleaner environment	11%

Safer/less crime/more police	14%
Refuse collection/recycling	4%
Repairs to roads/pavements	3%
Parking	1%
Community spirit	3%
Local economy	1%
Educational provisions	3%
General environment/neighbourhood/area/streets	4%
Peaceful/quiet	1%
Sports/leisure facilities	3%
It's good/great/okay	2%
Housing quality/repairs	2%
More employment opportunities	1%
New building developments/regeneration	4%
More places to eat/restaurants	1%
Better provision for the elderly/disabled	1%
Better communication with residents	2%
Planting more trees/plants/flower beds	1%
Improved library services	1%
More vibrant/lively area	1%
Good neighbours/friendly people	1%
Multicultural diversity	*%
People having healthier lives/living longer	1%
General services	1%
Tourism/visitors	*%
General facilities/amenities	1%
Not applicable	1%
Other	18%
Nothing/ no comment	7%

IF CODED 3 FOR ANY PART OF Q7 ASK Q9

Q9. At the last question you said that you had noticed some things that had got worse in Lambeth Can you describe what specifically you have noticed has got worse over the last year? **TYPE IN**

	Total
Unweighted	529
Weighted	548
Lack of cleanliness/litter	10%
Level of crime/ASB	15%
Lack affordable housing/high rent	8%
Parking	3%
Refuse collection/recycling	3%
Traffic congestion	3%
Lack of employment opportunities	3%
Lack of provision for young people	3%
Dog fouling	1%
Fly-tipping	3%
Disrepair roads/pavements	4%
Educational provision	1%
Lack of security/policing	4%
Lack of shopping/ facilities	2%
Poor transport services	1%
High cost of living	3%
Housing/housing availability	4%

Quality of housing/housing repairs	3%
High levels of noise	1%
Lack of provision for the elderly/disabled	2%
Generally got worse	4%
High levels of pollution (other than noise)	1%
Poor health services	1%
Pest control	*%
Everything	1%
Not applicable	3%
Other	31%
Nothing/no comment	9%
Don't know	6%

Section 3: Neighbourhoods, and town centres

ASK ALL

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 SHOWCARD 5. Would you say that compared to two years ago ... **SINGLE CODE.**

	Total
Unweighted	1238
Weighted	1238
Your local area is a better place to live	45%
Your local area is a worse place to live	13%
Your local area has not changed	28%
Don't know	5%
Have not lived here long enough.	9%

Q11 SHOWCARD 6. Which of these statements most applies to you? **SINGLE CODE.**

	Total
Unweighted	1238
Weighted	1238
The changes I see in my local area benefit me and my family	38%
The changes I see in my local area don't affect me and my family	27%
The changes I see in my local area make things more difficult for me and my family	8%
I don't really see any changes	27%

Q12 SHOWCARD 7 To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together? **READ OUT, CODE ONE ONLY**

	Total
Unweighted Bases	1238
Weighted Bases	1238
1 - Definitely agree	32%
2 - Tend to agree	56%
3 - Tend to disagree	7%
4 - Definitely disagree	1%
Don't know	4%
Summary: Agree	87%
Summary: Disagree	8%

Q13 SHOWCARD 3 Please say how strongly you agree or disagree with each statement. **FOR EACH STATEMENT CODE ONE ONLY**

I feel like I belong to this neighbourhood

	Total
Unweighted Bases	1173
Weighted Bases	1172
1 - Strongly agree	17%
2 - Agree	55%
3- Neither agree or disagree	15%
4 - Disagree	10%
5 - Strongly disagree	3%
Don't know	1%
Summary: Agree	72%
Summary: Disagree	12%

Base: where asked – question was added late to survey so not asked in first days of interviewing

The friendships and associations I have with other people in my neighbourhood mean a lot to me

	Total
Unweighted Bases	1173
Weighted Bases	1172
1 - Strongly agree	19%
2 - Agree	48%
3- Neither agree or disagree	18%
4 - Disagree	11%
5 - Strongly disagree	2%
Don't know	2%
Summary: Agree	67%
Summary: Disagree	13%

Base: where asked – question was added late to survey so not asked in first days of interviewing

If I needed advice about something I could go to someone in my neighbourhood

	Total
Unweighted Bases	1173
Weighted Bases	1172
1 - Strongly agree	12%
2 - Agree	47%
3- Neither agree or disagree	21%
4 - Disagree	16%
5 - Strongly disagree	2%
Don't know	2%
Summary: Agree	58%
Summary: Disagree	18%

Base: where asked – question was added late to survey so not asked in first days of interviewing

Neighbours around here help each other

	Total
Unweighted Bases	1173
Weighted Bases	1172
1 - Strongly agree	15%
2 - Agree	47%
3- Neither agree or disagree	20%
4 - Disagree	11%
5 - Strongly disagree	2%
Don't know	4%
Summary: Agree	63%
Summary: Disagree	13%

Base: where asked – question was added late to survey so not asked in first days of interviewing

I would be willing to work together with others on something to improve my neighbourhood

	Total
Unweighted Bases	1173
Weighted Bases	1172
1 - Strongly agree	14%
2 - Agree	54%
3- Neither agree or disagree	20%
4 - Disagree	7%
5 - Strongly disagree	2%
Don't know	4%
Summary: Agree	68%
Summary: Disagree	9%

Base: where asked – question was added late to survey so not asked in first days of interviewing

Community events that I would like to get involved with happen in my area

	Total
Unweighted Bases	1173
Weighted Bases	1172
1 - Strongly agree	10%
2 - Agree	46%
3- Neither agree or disagree	24%
4 - Disagree	12%
5 - Strongly disagree	3%
Don't know	5%
Summary: Agree	56%
Summary: Disagree	15%

Base: where asked – question was added late to survey so not asked in first days of interviewing

I regularly stop and talk with people in my neighbourhood

	Total
Unweighted Bases	1173
Weighted Bases	1172
1 - Strongly agree	14%

2 - Agree	47%
3- Neither agree or disagree	20%
4 - Disagree	14%
5 - Strongly disagree	3%
Don't know	2%
Summary: Agree	61%
Summary: Disagree	17%

Base: where asked – question was added late to survey so not asked in first days of interviewing

I would speak highly of my neighbourhood if asked

	Total
Unweighted Bases	1173
Weighted Bases	1172
1 - Strongly agree	16%
2 - Agree	53%
3- Neither agree or disagree	19%
4 - Disagree	7%
5 - Strongly disagree	2%
Don't know	3%
Summary: Agree	70%
Summary: Disagree	9%

Base: where asked – question was added late to survey so not asked in first days of interviewing

My neighbourhood is changing for the better

	Total
Unweighted Bases	1173
Weighted Bases	1172
1 - Strongly agree	9%
2 - Agree	44%
3- Neither agree or disagree	27%
4 - Disagree	10%
5 - Strongly disagree	2%
Don't know	8%
Summary: Agree	53%
Summary: Disagree	12%

Base: where asked – question was added late to survey so not asked in first days of interviewing

Q14 SHOWCARD 8. How would you rate your local town centre as a place to visit? READ OUT, CODE ONE ONLY

	Total
Unweighted	1238
Weighted	1238
Excellent	8%
Very good	35%
Good	27%
Average	18%
Poor	6%
Very poor	1%
Extremely poor	1%
No opinion/don't know/not stated	4%

Summary: Good	71%
Summary: Poor	7%

Section 4: Crime and anti-social behaviour

Q15 SHOWCARD 9 Thinking about this local area, how much of a problem do you think each of the following are ... ?
READ OUT, CODE ONE ONLY FOR EACH STATEMENT

Noisy neighbours or loud parties

	Total
Unweighted Bases	1226
Weighted Bases	1228
1 - A very big problem	5%
2 - A fairly big problem	12%
3 - Not a very big problem	36%
4 - Not a problem at all	47%
Summary: Problem	17%
Summary: Not a problem	83%

Base: Valid responses: excluding don't know/not stated

Rowdy teenagers on the street*

	Total
Unweighted Bases	1228
Weighted Bases	1229
1 - A very big problem	11%
2 - A fairly big problem	13%
3 - Not a very big problem	35%
4 - Not a problem at all	40%
Summary: Problem	24%
Summary: Not a problem	76%

*In 2014 the wording was "Teenagers hanging around on the streets"

Base: Valid responses: excluding don't know/not stated

Rubbish or litter lying around

	Total
Unweighted Bases	1232
Weighted Bases	1233
1 - A very big problem	16%
2 - A fairly big problem	27%
3 - Not a very big problem	33%
4 - Not a problem at all	24%
Summary: Problem	43%
Summary: Not a problem	57%

Base: Valid responses: excluding don't know/not stated

Vandalism, graffiti and other deliberate damage to property or vehicles

	Total
Unweighted Bases	1223
Weighted Bases	1226

1 - A very big problem	5%
2 - A fairly big problem	15%
3 - Not a very big problem	38%
4 - Not a problem at all	42%
Summary: Problem	20%
Summary: Not a problem	80%

Base: Valid responses: excluding don't know/not stated

People using or dealing drugs

	Total
Unweighted Bases	1122
Weighted Bases	1125
1 - A very big problem	12%
2 - A fairly big problem	15%
3 - Not a very big problem	32%
4 - Not a problem at all	41%
Summary: Problem	27%
Summary: Not a problem	73%

Base: Valid responses: excluding don't know/not stated

People being drunk or rowdy in public places

	Total
Unweighted Bases	1190
Weighted Bases	1195
1 - A very big problem	8%
2 - A fairly big problem	15%
3 - Not a very big problem	36%
4 - Not a problem at all	40%
Summary: Problem	23%
Summary: Not a problem	77%

Base: Valid responses: excluding don't know/not stated

Dog mess left in public places

	Total
Unweighted Bases	1225
Weighted Bases	1225
1 - A very big problem	11%
2 - A fairly big problem	19%
3 - Not a very big problem	35%
4 - Not a problem at all	36%
Summary: Problem	30%
Summary: Not a problem	70%

Base: Valid responses: excluding don't know/not stated

People coming to the door and trying to sell things or ask for donations

	Total
Unweighted Bases	1221
Weighted Bases	1225

1 - A very big problem	6%
2 - A fairly big problem	16%
3 - Not a very big problem	37%
4 - Not a problem at all	41%
Summary: Problem	22%
Summary: Not a problem	78%

Base: Valid responses: excluding don't know/not stated

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

	Total
Unweighted	1238
Weighted	1238
Very safe	43%
Fairly safe	52%
Not particularly safe	3%
Not safe at all	1%
Don't know	1%
Summary: Safe	96%
Summary: Not safe	4%

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

	Total
Unweighted	1238
Weighted	1238
Very safe	25%
Fairly safe	56%
Not particularly safe	13%
Not safe at all	4%
Don't know	2%
Summary: Safe	81%
Summary: Not safe	17%

Section 4: Volunteering and co-op

The next few questions are about how local people are involved with their local area.

Q18 SHOWCARD 12 Are you currently a member of, or do you regularly join in the activities of, any of the following groups, clubs or organisations? **READ OUT, CODE AS MANY AS APPLY**

	Total
Unweighted Bases	1238
Weighted Bases	1238
1. Education, arts, drama, reading or music group/evening class	10%
2. Mentoring children or young people	6%
3. Mentoring adults/businesses	2%
4. A group supported by the council to help look after the area e.g. snow wardens	3%
5. Group set up to improve the local area (please specify)	1%
6. Parent-teachers' / school parents association / Board of Governors etc.	4%
7. Religious group or church organisation	8%
8. Social club / working men's club	3%

9. Sports or recreation club	14%
10. Environmental or conservation group	4%
11. Political parties or trade unions (inc. student unions)	3%
12. Tenants' / Residents' group	5%
13. Neighbourhood Watch	3%
14. A group to support or befriend elderly people / vulnerable adults	2%
94. Other local community or voluntary group	2%
96. None of these	63%
Summary: Participate in any	37%

Q19 SHOWCARD 6 Do you agree or disagree that you can influence decisions affecting your local area? Again, please consider your local area to be the area within 15-20 minutes walking distance from your home. **READ OUT, CODE ONE ONLY**

	Total
Unweighted Bases	1099
Weighted Bases	1086
1 - Definitely agree	8%
2 - Tend to agree	50%
3 - Tend to disagree	28%
4 - Definitely disagree	13%
Summary: Agree	59%
Summary: Disagree	41%

Base: Valid responses: excluding don't know/not stated

Q20 SHOWCARD 6 Thinking about the neighbourhood where you live, do you agree or disagree that...? **READ OUT, CODE ONE ONLY FOR EACH STATEMENT**

The Council consults residents before it makes changes to the local area and local services

	Total
Unweighted Bases	1238
Weighted Bases	1238
1 - Definitely agree	8%
2 - Tend to agree	44%
3 - Tend to disagree	24%
4 - Definitely disagree	11%
Don't know	14%
Summary: Agree	52%
Summary: Disagree	35%

The Council listens to residents' views

	Total
Unweighted Bases	1238
Weighted Bases	1238
1 - Definitely agree	9%
2 - Tend to agree	38%
3 - Tend to disagree	23%
4 - Definitely disagree	9%
Don't know	20%

Summary: Agree	47%
Summary: Disagree	32%

Residents work with each other to help make improvements

	Total
Unweighted Bases	1238
Weighted Bases	1238
1 - Definitely agree	6%
2 - Tend to agree	46%
3 - Tend to disagree	23%
4 - Definitely disagree	6%
Don't know	19%
Summary: Agree	52%
Summary: Disagree	29%

Residents work together with the Council to make improvements

	Total
Unweighted Bases	1238
Weighted Bases	1238
1 - Definitely agree	6%
2 - Tend to agree	40%
3 - Tend to disagree	23%
4 - Definitely disagree	7%
Don't know	24%
Summary: Agree	46%
Summary: Disagree	29%

The Council helps people here to make their community stronger

	Total
Unweighted Bases	1238
Weighted Bases	1238
1 - Definitely agree	5%
2 - Tend to agree	42%
3 - Tend to disagree	26%
4 - Definitely disagree	7%
Don't know	20%
Summary: Agree	46%
Summary: Disagree	33%

I know how to get involved with what the Council is doing locally

	Total
Unweighted Bases	1238
Weighted Bases	1238
1 - Definitely agree	6%
2 - Tend to agree	39%
3 - Tend to disagree	27%
4 - Definitely disagree	12%

Don't know	16%
Summary: Agree	45%
Summary: Disagree	39%

Q21 In the future, there will be more opportunities for residents to take a more active role in their communities. Over the next 12 months how likely might you be to get involved with others in your local area to deal with any local issues that might arise (e.g. making decisions about local area or services you use/maintaining parks and open spaces)? **READ**

OUT, CODE ONE ONLY

	Total
Unweighted Bases	1238
Weighted Bases	1238
1 - Very likely	9%
2 - Fairly likely	34%
3 - Not very likely	23%
4 - Not at all likely	24%
Don't know	10%
Summary: Likely	43%
Summary: Not likely	47%

ASK IF CODED 1 OR 2 AT Q21

Q22 SHOWCARD 12 If you are likely to get involved which areas might you get involved with? **CODE UP TO FIVE OPTIONS**

	Total
Unweighted Bases	547
Weighted Bases	534
Community safety i.e., neighbourhood watch	22%
Environmental or conservation issues	36%
Schools	25%
Playgroups	15%
Support vulnerable adults	17%
Befriending elderly people*	18%
Leisure/sport activities	30%
Working with young people	21%
Advising people trying to find work**	10%
Mentoring business**	11%
Tenants / residents groups	17%
Parks/snow wardens	8%
Mental health support	8%
Other (please state)	1%
None of these	8%
Don't know	2%

* 2014 wording was "Befriending services"

** 2014 there was a combined code "Advising business and people trying to find work"

ASK IF CODED 1 OR 2 AT Q21

Q23 SHOWCARD 13 Please indicate which of these you would be most likely to do?

	Total
Unweighted Bases	547
Weighted Bases	534
Set up or be involved in running a group or organisation	13%
Sit on governing board to oversee running of it	18%
Volunteer or get involved with local projects regularly	19%
Volunteer or get involved with local projects occasionally	25%
Helping the council choose how to spend its funds	7%
Don't know	7%
None of these	12%

Section 6: Customer Service

Q24 SHOWCARD 14. I am now going to read out some statements that people have said about their council. To what extent do you think that these statements apply to Lambeth Council

Lambeth Council ... **SINGLE CODE PER STATEMENT. ROTATE ORDER OF STATEMENTS**

2015	A great deal	To some extent	Not very much	Not at all	Don't know	Summary: A great deal/ some	Summary: Not much/ at all
... is difficult to get through to on the phone	11%	31%	25%	10%	24%	42%	34%
... responds quickly when asked for help	13%	38%	19%	7%	22%	52%	26%
... has staff who are friendly and polite	21%	46%	11%	2%	20%	67%	13%
... resolves problems when asked	10%	41%	20%	7%	21%	51%	27%
... has a website that is easy to use	12%	37%	13%	7%	31%	49%	21%
... provides online services that are useful to me	10%	39%	13%	7%	32%	48%	20%

Q25 Have you contacted Lambeth Council in the last 12 months? **SINGLE CODE ONLY**

	Total
Unweighted	1238
Weighted	1238
Yes	55%
No	44%
Don't know	1%

ASK Q26 IF RESPONDENT HAS CONTACTED THE COUNCIL IN THE LAST 12 MONTHS

Q26 SHOWCARD 15. How was your last contact with the Council made? **MULTICODE OK (APART FROM 'DON'T KNOW')**

	Total
Unweighted	692
Weighted	680
In person	22%
By telephone	71%
By email	22%
By letter	6%
Via the council's website (online form)	13%
Via another website	1%
Via a social media (e.g. Facebook, Twitter etc.)	*%
Other	-
Don't know	*%

ASK ALL

Q27 SHOWCARD 16. Which one, if any, is your preferred method of contacting the council? **SINGLE CODE ONLY**

	Total
Unweighted	1238
Weighted	1238
In person	12%
By telephone	60%
By email	17%
By letter	2%
Via the council's website (online form)	5%
Via another website	*%
Via a social media (e.g. Facebook, Twitter etc.)	*%
Text message	-
Other	*%
None of these	3%
Don't know	1%

ASK ALL

Q28 How often, if at all, do you visit Lambeth Council's websites, lambeth.gov.uk, love.lambeth.gov.uk and my.lambeth.gov.uk **SINGLE CODE**

INTERVIEWER NOTE: If respondent says they have no internet access or do not know how to use internet then code 'Never'

	Total
Unweighted	1238
Weighted	1238
More than once a week	2%
About once a week	3%
About once a fortnight	4%
About once a month	12%
Less than once a month but more than three times a year	16%
Once or twice a year	26%
Never	34%
Don't know	3%

ASK Q29 TO ALL EXCEPT THOSE WHO HAVE NEVER USED THE COUNCIL'S WEBSITES OR CODED DON'T KNOW AT Q28.

Q29 SHOWARD 17. In the past year, for which of the following reasons have you visited Lambeth's website?

MULTICODE

	Total
Unweighted	766
Weighted	783
To find out about local events and activities	18%
To request or apply for a service	41%
To make a payment	31%
To contact us or find out how to contact us	22%
To browse or locate statutory or service information	16%
To find out about local politics and democracy	6%
Some other purpose	17%

Section 7: 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 ...? **READ OUT, CODE ONE ONLY**

	Total
Unweighted Bases	1238
Weighted Bases	1238
1 - Very good	35%
2 - Good	44%
3 - Fair	15%
4 - Bad	4%
5 - Very bad	1%
Don't know	1%
Summary: Good	79%
Summary: Bad	5%

Q31 How would you rate your mental wellbeing? **READ OUT, CODE ONE ONLY**

	Total
Unweighted	1238
Weighted	1238
Very good	40%
Good	41%
Alright	12%
Bad	3%
Very bad	1%
It depends	1%
Don't Know	*%
Refusal	*%
Summary: Good	82%
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.? **READ OUT, CODE ONE ONLY**

	Total
Unweighted	1238
Weighted	1238
Every day or almost every day (365)	23%
Several times a week (156)	25%

Once or twice a week (78)	24%
At least once a month (12)	9%
Every few months (4)	3%
At least once a year (1)	1%
Less often or never (1)	13%
Don't know	2%

Q33 Compared with this time last year, do you think that your personal financial circumstances have improved, stayed the same, or got worse? **READ OUT, CODE ONE ONLY**

	Total
Unweighted Bases	1238
Weighted Bases	1238
1 - Improved	20%
2 - Stayed the same	60%
3 - Got worse	17%
Don't know	3%

Section 8: Lambeth Talk and council's finances

ASK ALL

SHOWCARD 18 "LAMBETH TALK" IMAGE

Q34 Have you had a copy of the Lambeth Council magazine "Lambeth Talk" delivered to your door in the last 3 months?

	Total
Unweighted	1238
Weighted	1238
Yes	59%
No	35%
Don't know	7%

IF YES ASK

Q35. Which of the following best applies to you? **SINGLE CODE**

	Total
Unweighted	740
Weighted	726
I read most of it	29%
I read some of it	39%
I read very little of it	18%
I do not read any of it	14%
Summary: Read most / some of it	68%
Summary: read very little of it / none of it	32%

Q36 SHOWCARD 19 Compared to last year, which of the following do you think best describes Lambeth Council's current financial situation? **(SINGLE CODE ONLY)**

	Total
Unweighted	1238
Weighted	1238
The council has a lot more money available to spend	7%
The council has a bit more money available to spend	15%
The council has about the same amount of money available to spend	19%
The council has a bit less money available to spend	13%
The council has a lot less money available to spend	8%

Don't know	38%
Summary: More	22%
Summary: Less	22%

Section 9: Use of services

Q37 SHOWCARD 20 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.

MULTICODE

	Total
Unweighted Bases	1238
Weighted Bases	1238
1. Nursery education (under 5s)	8%
2. Primary education (5-11s)	12%
3. Secondary education (11-18s)	9%
4. Pre or after school clubs	3%
5. Playgrounds and play areas	14%
6. Children's centres	7%
7. Youth clubs/centres	3%
8. One 'o' clock clubs	4%
9. Holiday activities and programmes for children (e.g. playschemes)	2%
10. Leisure and sports facilities	33%
11. Libraries	40%
12. Housing advice and allocation services	4%
13. Housing benefit service	9%
14. Council tax benefit	10%
15. Parks and open spaces	49%
16. Doorstep recycling facilities	35%
17. Estate recycling facilities	15%
18. Food waste recycling facilities	24%
Vale Street reuse and recycling centre	6%
Smugglers Way reuse and recycling centre, Wandsworth	7%
19. Services for disabled people	2%
20. Social services for adults	2%
95. Other services	1%
96. None of these	12%
97. Don't know	2%
Summary: Use any	85%
Refused	N/A
Summary: Services for children and young people	29%
Summary: Leisure/education	54%
Summary: Housing and environment	72%
Summary: Health and social care	4%
Summary: Other	1%

Section 10: About you

Q38. 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	1238
Weighted Bases	1238
Yes - disability	5%
Yes - illness or infirmity	7%
Yes - both (a disability and an illness/infirmity)	*%
No	88%
Refused	-
Summary: Yes	12%

Q39. Which of the following categories best describes the people living in your home?

	Total
Unweighted Bases	1238
Weighted Bases	1238
One adult under 60	11%
One adult aged 60 or over	7%
Two adults both under 60	21%
Two adults, at least one 60 or over	5%
Three or more adults 16 or over	24%
1 parent family with child/ren at least one under 16	9%
2 parent family with child/ren at least one under 16	19%
3 or more adults with child(ren) at least one under 16	*%
Other please write in	-
Refused	3%

Q40. Could you please tell me which of the following, if any, your household receives?

	Total
Unweighted Bases	1238
Weighted Bases	1238
Pension from a former employer	4%
State pension	9%
Child benefit	20%
Income support or Job seekers allowance	5%
Housing benefit	18%
Council tax benefit	12%
Any other state benefits	3%
Tax credits	7%
Interest from savings	5%
Universal credit	*%
Personal Independence Payment	1%
Other kind of regular allowance from outside the household (e.g. rent)	*%
None of these	45%
Don't know	4%

Refused	6%
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Q41. Which of these activities best describes what you are doing at present?

	Total
Unweighted Bases	1238
Weighted Bases	1238
Employee in full-time job (30 hours plus per week)	40%
Employee in part-time job (under 30 hours per week)	15%
Self employed full-time	8%
Self-employed part-time	2%
On a government supported training programme (e.g. Modern Apprenticeship/ Training for Work)	-
Full-time education at school, college or university	10%
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	*%
Refused	3%

ASK Q42 IF 'EMPLOYED' (CODES 1-4 AT Q41)

Q42 Are you paid the London Living Wage or a higher amount (the London Living Wage is £9.15 per hour)?

	Total
Unweighted	793
Weighted	809
Yes - I am paid the London Living Wage or a higher amount	63%
No - I am paid less than the London Living Wage	21%
Don't know	7%
Prefer not to say	9%

Q43. How long have you lived in Lambeth?

	Total
Unweighted Bases	1238
Weighted Bases	1238
Less than 6 months	5%
6 months to one year	7%
Over one and up to two years	9%
Over two and up to 5 years	13%
Over 5 and up to 10 years	15%
More than 10 years	51%
Don't know	*%
Refused	N/A

Q44. What is your main language?

	Total
Unweighted Bases	1238
Weighted Bases	1238
English	79%

Portuguese	4%
Yoruba	1%
Polish	2%
Spanish	2%
French	2%
Italian	2%
Somalian	1%
Twi	1%
Albanian	0%
Arabic	1%
Bengali	*%
Chinese	1%
Hungarian	0%
German	1%
Greek	*%
Russian	*%
Turkish	*%
Urdu	*%
Amharic	*%
Bulgarian	*%
Gujarati	*%
Punjabi	*%
Romanian	*%
Tigrinya	*%
Other - please specify	2%

Q45. Do you access the Internet at any of the following?

	Total
Unweighted Bases	1238
Weighted Bases	1238
At home	89%
At another person's home	4%
At work	33%
At school/college/university	8%
At a library	9%
Via my mobile phone	53%
At an internet cafe	3%
At a council office	*%
Other - please specify	*%
I do not access the internet	8%
Don't know	*%

Q46. 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	1238
Weighted Bases	1238

Yes	11%
No	86%
Don't know	3%
Refused	1%

Q47. Which of these best describes your religion?

	Total
Unweighted Bases	1238
Weighted Bases	1238
1 - Atheist	10%
2 - Buddhist	1%
3 - Christian	50%
4 - Hindu	1%
5 - Jewish	*%
6 - Muslim	7%
7 - Sikh	*%
95 - Other " please specify	1%
96 - No religion	27%
97 - Prefer not to say/don't know	4%

Q48. Looking at this list, can you please read out the number next to the line which best describes you?

	Total
Unweighted Bases	1238
Weighted Bases	1238
1 - I am heterosexual/straight	92%
2 - I am gay or lesbian (homosexual)	4%
3 - I am bisexual	*%
4 - Other	*%
5 - I do not wish to answer this question	3%
Don't know	*%

Q49. Which of the following best describes how you occupy your home?

	Total
Unweighted Bases	1238
Weighted Bases	1238
Owner occupier - Lambeth leaseholder	6%
Owner occupier - private	30%
Rented from Housing Association	16%
Renting from Lambeth Council (Lambeth Living, or TMO)	20%
Rent from private landlord	23%
Shared ownership	1%
A residential home	1%
Other	2%
Refused	2%

Q50. Do you currently live on a housing estate?

	Total
Unweighted Bases	1238
Weighted Bases	1238
Yes	30%
No	69%
Don't know	1%

Q51. 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	1238
Weighted Bases	1238
Yes - I am happy for Lambeth Council to contact me about taking part in further research	44%
No - I do not wish to participate in further research	56%

Q52. 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	554
Weighted Bases	539
Yes - I am happy for Lambeth Council to look at my answers to this survey and contact me to find out more	93%
No - I do not want Lambeth Council to see my answers	7%

QGEN

	Total
Unweighted Bases	1238
Weighted Bases	1238
Male	50%
Female	50%

QAGE Can you tell me your age last birthday?

	Total
Unweighted Bases	1238
Weighted Bases	1238
18-24	13%
25-34	34%
35-44	21%
45-54	15%
55-64	8%
65-74	5%
75-84	3%
85+	1%
Refused	*%

QETH SHOWCARD 1 Please could you tell me which group on this card you consider you belong to? Please just read out the number that applies. **SINGLE CODE ONLY**

	Total
Unweighted Bases	1238
Weighted Bases	1238
Summary: White	57%
English / Welsh / Scottish / Northern Irish / British	43%
Irish	1%
Other White - Portuguese	3%
Other White - Polish	1%
Other White – please specify	8%
Summary: Mixed / multiple ethnic groups	8%
White and Black Caribbean	3%
White and Black African	2%
White and Asian	1%
Other Mixed/multiple ethnic background – please specify	1%
Summary: Asian /Asian British	7%
Indian	2%
Pakistani	1%
Bangladeshi	1%
Chinese	2%
Other Asian - please specify	1%
Summary: Black / African/ Caribbean / Black British	25%
Caribbean	12%
African Somali	3%
Other African	9%
Other African / Caribbean / Black British – please specify	1%
Summary: Other ethnic group	2%
Latin American	*%
Arab	1%
Other ethnic group – please specify	1%
Refused	1%

Guide to reading the results

Highlighted figures denote the % figure for 2015 is statistically significantly different to 2014 (at the 95% confidence interval). Green for a difference that is positive for the council, red for one that is negative, and blue where it is neutral or not so clear cut

*% denotes the figure is less than 0.5% but greater than zero

- denotes no respondents answered in this way

Appendix B: Sub-group differences in views on community outcomes

More likely to think people live in work in and visit our creative town centres has got <u>better</u>		More likely to think people live in work in and visit our creative town centres has got <u>worse</u>	
Overall	29%	Overall	6%
Involved in any education or training	42%	Dissatisfied with the local area	20%
Owner occupier	38%	Disagree people from different backgrounds get on	16%
Brixton	39%	Disagree the council offers vfm	15%
Carer	38%	Dissatisfied with the way the council runs things	13%
IMD 2 (With 5 being the most deprived)	37%	Self-employed	13%
Member of a community group	37%	Disagree influence decisions affecting local area	9%
Two adult with children	36%	Don't feel informed about the council	9%
Thinks the council has less money to spend	36%		
Earns London Living Wage	36%		
White British	34%		
Read Lambeth talk	34%		
Employed full time	34%		
No religion	33%		
Feels the council keeps them informed	32%		
Agree can influence decisions	32%		
Has contacted council in last 12 months	31%		
Main language English	31%		
Use leisure and education services	31%		
Use Housing and environmental services	31%		
Agree people from diff. backgrounds get on well	30%		
Satisfied with the local area	30%		

More likely to think crime reduces has got <u>better</u>		More likely to think crime reduces has got <u>worse</u>	
Overall	24%	Overall	11%
Lesbian, gay or bisexual	39%	Disagree people from different backgrounds get on	29%
In any education or training	37%	Dissatisfied with the local area	28%
Mixed / Multiple ethnic group	33%	Dissatisfied with the way council runs things	24%
IMD 5 (Most deprived)	32%	Single parent	22%
Economically active	30%	Disagree council offers Value for money	20%
Member of a community group	30%	Black Caribbean	19%
Brixton	28%	Non-Christian religion	19%
Clapham	28%	Muslim	17%
Owner occupier	27%	Black	17%
Thinks council keeps them informed	27%	Rent from the council	17%
Satisfied with how the council runs things	26%	Claim benefits	16%
Male	26%	Social rent	16%
		Carer	16%
		Children in household	15%
		Thinks the council has less to spend	15%
		Live on an estate	14%
		Lived in the borough over 10 years	14%
		Use services for children and young people	14%
		Does not think the council keeps then informed	14%

More likely to think people living environmentally sustainable lives has got <u>better</u>		More likely to think people living environmentally sustainable lives has got <u>worse</u>	
Overall	21%	Overall	8%
In any education / training	35%	Dissatisfied with how council runs things	18%
Black Caribbean	32%	Dissatisfied with the local area	17%
IMD 2 (5 being the most deprived)	29%	Disagree council offers value for money	17%
Self Employed	28%	Clapham	12%
Clapham	27%	Live on an estate	12%
Economically inactive	27%	Disagree the council keeps them informed	13%
Owner occupier	27%	Use leisure and education services	10%
This the council has more money to spend	26%		
Thinks the council keeps them informed	25%		
Satisfied with how council runs things	24%		
Can influence decision in local area	24%		
Member of a community group	24%		

More likely to think people taking greater responsibility for their neighbourhood has got <u>better</u>		More likely to think people taking greater responsibility for their neighbourhood has got <u>worse</u>	
Overall	21%	Overall	10%
In any education / training	33%	Dissatisfied with the local area	38%
Home maker	31%	Dissatisfied with how council runs things	29%
Mixed / Multiple ethnicity	30%	Disagree council offers value for money	24%
Brixton	28%	Disagree people from different backgrounds get on	20%
Economically inactive	28%	Thinks the council has less to spend	18%
Carer	28%	Black Caribbean	17%
Owner occupier	26%	Live in the borough 5 – 10years	15%
Thinks the council has more money to spend	26%	Disagrees they can influence decisions	15%
Agrees can influence decisions	25%	Does not think the council keeps them informed	15%
Lived in the borough over 10 years	24%	Claims benefits	14%
Member of a community group	24%	Has contacted council in last 12 months	13%
Satisfied with the council	23%	Main language English	12%
		Use Housing and environmental services	12%

More likely to think Lambeth plays a strong role in London's economy has got <u>better</u>		More likely to think Lambeth plays a strong role in London's economy has got <u>worse</u>	
Overall	17%	Overall	7 %
Aged 18 – 24	27%	Dissatisfied with the local area	20%
In any education / training	27%	Dissatisfied with how council runs things	20%
Owner occupier	22%	Disagree council offers value for money	18%
IMD 1 (Least deprived)	21%	Disagree people from different backgrounds get on	16%
Satisfied with the way the council runs things	21%	Has a long term illness	16%
Agrees can influence decisions	21%	Aged 65+	14%
Male	20%	Does not think the council keeps them informed	13%
Agrees the council offers value for money	20%	Carer	12%
Agrees the council keep them informed	20%	Does not use the internet	12%
Agree people from different backgrounds get on	19%	Single parent	11%
Satisfied with the local area	19%	Aged 45 – 54	10%
		IMD 4 (5 being the most deprived)	10%
		Rent form the council	10%
		Thinks the council has more to spend	10%
		Thinks the council has less to spend	10%

More likely to think People are healthier, for longer has got <u>better</u>		More likely to think People are healthier, for longer has got <u>worse</u>	
Overall	17%	Overall	7 %
In any education / training	30%	Disability	21%
Lesbian, gay or bisexual	27%	Disagree people from different backgrounds get on	20%
IMD 2 (5 being the most deprived)	26%	Dissatisfied with the local area	20%
Aged 18 – 24	25%	Dissatisfied with how council runs things	20%
Black Caribbean	24%	Long term illness	17%
Economically active	22%	Black Caribbean	16%
Multi adult household (no children)	22%	Carer	15%
Thinks the council has more money to spend	22%	Disagrees the council offers value for money	14%
Think the council keeps them informed	21%	Single parent	13%
Owner occupier	20%	Rent form the council	13%
Satisfied with how the council runs things	20%	Social rent	12%
Agrees the council offers value for money	20%	Aged 45 - 54	11%
Agrees can influence decisions	20%	IMD 5 (Most deprived)	11%
Member of a community group	20%	Thinks the council has less money to spend	11%
		Does not think the council keep them informed	11%
		Rent from a housing association	11%
		Brixton	10%
		Lives on an estate	10%
		Live in the borough over 10 years	10%
		Think they cannot influence decisions	10%
		Have contacted the council in last 12 months	10%

More likely to think all Lambeth communities feel they are valued and are part of their neighbourhoods has got <u>better</u>		More likely to think all Lambeth communities feel they are valued and are part of their neighbourhoods has got <u>worse</u>	
Overall	15%	Overall	9 %
Aged 65+	22%	Dissatisfied with the local area	26%
Streatham	21%	Disagree people from different backgrounds get on	24%
IMD 1 (least deprived)	19%	Dissatisfied with how council runs things	24%
Owner occupier	19%	Disabled	21%
Thinks the council has more to spend	19%	Carer	19%
Thinks the council keeps them informed	19%	Disagrees the council offers value for money	18%
Satisfied with how the council runs things	18%	Long term illness	16%
Member of a community group	18%	Thinks the council has less to spend	16%
Reads Lambeth Talk	18%	Think the council does not keep them informed	16%
BME	17%	Aged 65+	15%
Agree they can influence decisions	17%	IMD 2 (5 being the most deprived)	14%
Agree people from different backgrounds get on	16%	Aged 45 - 54	14%
Satisfied with the local area	16%	Brixton	13%
		2 Adults in household only	13%
		Rent from the council	13%
		Live in the borough over 10 years	13%
		Main language English	11%
		Contacted the council on the past 12 months	11%
		Main language English	11%

More likely to think people have the skills to find work has got <u>better</u>		More likely to think people have the skills to find work has got <u>worse</u>	
Overall	14%	Overall	12%
Disability	25%	Dissatisfied with how council runs things	25%
In any education / training	23%	Dissatisfied with the local area	23%
Mixed / Multiple ethnicity	21%	Use health and social care services	22%
Black Caribbean	20%	Black Caribbean	21%
Single parent	20%	Disagrees the council offers value for money	21%
Carer	20%	Disagree people from different backgrounds get on	21%
Streatham	19%	IMD2 (5 being the most deprived)	18%
Thinks the council has more to spend	19%	Aged 45 - 54	17%
IMD 5 (Most deprived)	18%	Lived in the borough over 10 years	17%
Claims benefits	18%	Don't feel informed about the council	17%
Rent from the council	18%	IMD 5	16%
Member of a community group	17%	Social rent	16%

More likely to think Older, disabled and vulnerable people can live independently and have control over their lives has got <u>better</u>		More likely to think Older, disabled and vulnerable people can live independently and have control over their lives has got <u>worse</u>	
Overall	13%	Overall	8%
Disabled	28%	Disagree people from different backgrounds get on	23%
Black Caribbean	24%	Dissatisfied with the local area	21%
Carer	23%	Use health and social care services	21%
In any education / training	22%	Dissatisfied with how council runs things	19%
Retired	20%	Aged 65+	16%
Aged 65+	20%	Carer	16%
Thinks the council has more to spend	19%	Disagrees the council offers value for money	15%
Economically inactive	18%	IMD 4 (5 being the most deprived)	14%
Rent from the council	17%	Aged 45 – 54	14%
Sole occupier	17%	Norwood	14%
Streatham	17%	Unemployed	14%
Benefit recipient	16%	Black Caribbean	13%
Male	16%	Lived in the borough over 10 years	13%
		IMD 2	12%
		Rents from the council	12%
		Does not think the council keeps them informed	12%
		Claims benefits	11%
		Social rent	11%
		Thinks the council has less money to spend	11%
		Female	10%

More likely to think All young people have opportunities to achieve their ambitions has got <u>better</u>		More likely to think All young people have opportunities to achieve their ambitions has got <u>worse</u>	
Overall	13%	Overall	14%
Use health and social care services	32%	Disagrees the council offers value for money	32%
In any education / training	28%	Dissatisfied with how council runs things	28%
Disabled	25%	Dissatisfied with the local area	25%
Mixed / Multiple ethnicity	22%	Disagree people from different backgrounds get on	24%
Aged 18 – 24	22%	Black Caribbean	24%
Carer	21%	Does not think the council keeps them informed	23%
Thinks the council has more money to spend	21%	Black	21%
Aged 65+	20%	IMD 2 (5 being the most deprived)	21%
Brixton	20%	Single parent	21%
Economically inactive	20%	Clapham	20%
Black Caribbean	19%	Lived in the borough 5 – 10years	20%
Rent from the council	18%	Thinks the council has less money to spend	20%
Agrees can influence decisions	17%	Aged 35 – 44	19%
Member of a community group	17%	Uses service for children and young people	19%
More than 10 years residence	16%	Disagree they can influence decisions	18%
Feel informed about the council	16%	Lived in the borough over 10 years	17%

More likely to think Lambeth residents have more opportunities for better quality homes has got <u>better</u>		More likely to think Lambeth residents have more opportunities for better quality homes has got <u>worse</u>	
Overall	12%	Overall	18%
Lesbian, gay or bisexual	26%	Dissatisfied with the local area	43%
Aged over 65	21%	Dissatisfied with how council runs things	35%
Thinks the council has more to spend	21%	Disagrees the council offers value for money	34%
Clapham	19%	Thinks the council has less money to spend	32%
Black Caribbean	19%	Disagree people from different backgrounds get on	26%
IMD 2 (5 being the most deprived)	18%	Carer	26%
Retired	18%	Does not think the council keeps them informed	25%
Sole occupier	17%	Brixton	24%
Owner occupier	15%	IMD 2 (5 being the most deprived)	23%
Christian	15%	Aged 35 – 44	22%
Member of a community group	15%	Use services for children and young people	22%
		Contact the council in the past 12 months	22%
		Live in the borough over 10 years	20%
		Use housing services	20%

More likely to think vulnerable children and adults get support and protection has got <u>better</u>		More likely to think vulnerable children and adults get support and protection has got <u>worse</u>	
Overall	12%	Overall	8%
Aged 65+	22%	Disagree people from different backgrounds get on	22%
Retired	21%	Uses health and social care services	22%
Black Caribbean	20%	Dissatisfied with the local area	19%
Thinks the council has more money to spend	20%	Disabled	19%
Single parent	18%	Dissatisfied with how council runs things	17%
Aged 18 – 24	17%	Disagrees the council offers value for money	15%
Economically inactive	17%	Carer	15%
Rent from the council	17%	Black Caribbean	15%
IMD 2 (5 being the most deprived)	16%	Single parent	14%
Not in work or training	16%	Norwood	13%
Agrees the council offers value for money	15%	Rent from the council	13%
Member of a community group	15%	Aged 45 -54	13%
Lived in the borough over 10 years	14%	Does not think the council keeps them informed	13%
Christian	14%	Claims benefits	11%
Satisfied with how the council runs things	14%	Lived in the borough over 10 years	11%
Agrees the council keeps them informed	14%		
Satisfied with the local area	13%		

More likely to think People achieve financial security has got <u>better</u>		More likely to think People achieve financial security has got <u>worse</u>	
Overall	9%	Overall	16%
Aged 65+	22%	Disagree people from different backgrounds get on	32%
Retired	19%	Carer	31%
Home maker	19%	Dissatisfied with the local area	30%
Think the council has more to spend	17%	Disagrees the council offers value for money	30%
Disabled	16%	Dissatisfied with how council runs things	28%
IMD 2 (5 being the most deprived)	14%	Single parent	27%
Black Caribbean	14%	Thinks the council has less money to spend	25%
Not in work or training	13%	Disabled	25%
Sole occupier	13%	Does not think the council keeps them informed	23%
Member of a community group	12%	Aged 45 - 54	21%
Agrees the council offers value for money	11%	Brixton	20%
Agree they can influence decisions	11%	Contacted the council in the past 12 months	20%
Agrees the council keeps them informed	11%	Disagree they can influence decisions	20%
Satisfied with how the council runs things	10%	Social rent	19%
		Lived in the borough over 10 years	19%

Appendix C: Sub-group differences in perceptions of the local area and neighbourliness

"I feel like I belong to this neighbourhood"

Most likely to agree (72%)	Most likely to disagree (13%)
<ul style="list-style-type: none"> • Not an internet user (83%) • Brixton residents (80%) • Streatham residents (79%) • Households with 2 adults and children (79%) • Most deprived areas (79%) • Most affluent areas (78%) • Not living on a housing estate (78%) • White British (77%) • Thinks the council keeps residents informed (76%) • Satisfied with the council (76%) • Agree residents from different backgrounds get on well together (76%) 	<ul style="list-style-type: none"> • Disagree people from different backgrounds get on well together (33%) • North Lambeth resident (35%) • Living on a housing estate (25%) • Dissatisfied with their local area (24%) • Believes the council has more to spend than within budget (24%) • Deprivation in line with borough average, IMD3 (23%) • Not on the London Living Wage (23%) • Unemployed (22%) • Home-maker (22%) • Main language not English (21%)

I would speak highly of my neighbourhood if asked

Most likely to agree (70%)	Most likely to disagree (9%)
<ul style="list-style-type: none"> • Most affluent areas IMD1, IMD2 (79%) • Brixton residents (76%) • Streatham residents (76%) • Lived in Lambeth 5 to 10 years (76%) • Agrees council provides value for money (75%) • Not living on a housing estate (74%) • White British (74%) • Owner occupier (74%) • Satisfied with the council (74%) • Satisfied with their local area (73%) • Thinks the council keeps residents informed (73%) • Agree residents from different backgrounds get on well together (73%) 	<ul style="list-style-type: none"> • Disagree people from different backgrounds get on well together (31%) • Dissatisfied with their local area (28%) • North Lambeth resident (24%) • Living on a housing estate (20%) • Portuguese (19%) • Believes the council has more to spend than within budget (18%) • Dissatisfied with the Council (18%) • Deprivation in line with borough average, IMD3 (17%) • Unemployed (17%) • Not feeling informed (16%)

“I would be willing to work together with others on something to improve my neighbourhood”

Most likely to agree (68%)

- Whose religion is Muslim (79%)
- Lived in Lambeth for 2 to 5 years (77%)
- Streatham (76%)
- Owner occupiers (76%)
- Believe the council has less money to spend compared to last year (76%)
- Households with 2 adults and children (75%)
- Leisure and Education service user (74%)
- Most affluent areas IMD 1 (73%)
- London Living Wage (73%)
- Not on benefit (72%)
- Thinks the council keeps residents informed (72%)
- Working full-time (71%)
- Female (71%)
- White British (71%)
- Agree residents from different backgrounds get on well together (71%)
- Agree they can influence decisions affecting their area (71%)
- Agree council provides value for money (71%)

Most likely to disagree (9%)

- Disagree people from different backgrounds get on well together (27%)
- Dissatisfied with their local area (21%)
- Have a disability (20%)
- North Lambeth (17%)
- Retired (17%)
- Not in job or training (16%)
- Black Caribbean (15%)
- Rent from the council (14%)
- Live on an estate (14%)

“The friendships and associations I have with other people in my neighbourhood mean a lot to me”

Most likely to agree (67%)

- Retired (85%)
- Aged 55-64 (84%)
- Aged 65 or over (78%)
- Owner occupiers (76%)
- Households with 2 adults and children (74%)
- Working part-time (73%)
- Not in work or training (73%)
- Lived in Lambeth for 10 years or more (73%)
- Agree council provides value for money (73%)
- Agree they can influence decisions affecting their area (73%)
- Users of leisure or education services (73%)
- Who read *Lambeth Talk* (72%)

Most likely to disagree (13%)

- Disagree people from different backgrounds get on well together (29%)
- Dissatisfied with their area (25%)
- Have a disability (23%)
- Living in Lambeth for less than 2 years (21%)
- Disagree they can influence decisions affecting their area (21%)
- Unemployed (20%)
- North Lambeth resident (19%)
- 2 adult only households (19%)
- Not informed (19%)
- Council does not provide value for money (18%)
- Aged 18 to 24 (18%)
- Aged 25-34 (16%)

“Neighbours around here help each other”

Most likely to agree (63%)	Most likely to disagree (13%)
<ul style="list-style-type: none"> • Streatham (73%) • Whose religion is Muslim (73%) • Aged 55 to 64 (72%) • Households with 2 adults and children (71%) • Owner occupiers (70%) • Working part-time (69%) • Most affluent areas IMD 1 (68%) • Agree council provides value for money (67%) • Agree they can influence decisions affecting their area (67%) • Participate in a local community group (67%) 	<ul style="list-style-type: none"> • Disagree people from different backgrounds get on well together (36%) • Ethnicity is “Other” (27%) • Portuguese (25%) • Health and Social Care service users (25%) • Dissatisfied with their local area (24%) • Council does not provide value for money (21%) • North Lambeth resident (20%) • Dissatisfied with the council (19%) • Disagree they can influence decisions affecting their area (19%) • Ethnicity is Black African (19%)

I regularly stop and talk with people in my neighbourhood

Most likely to agree (61%)	Most likely to disagree (17%)
<ul style="list-style-type: none"> • Ethnicity “Other” (76%) • Households with 2 adults and children (76%) • Aged 55-64 (72%) • Retired (72%) • Carer (70%) • Aged 65 or over (70%) • Living in the most affluent areas (69%) • Streatham resident (69%) • Owner occupier (69%) • Not in work or training (67%) • Who think the council has less money to spend than compared to a year ago (67%) • Who have lived in Lambeth 10 years or more (66%) • Aged 35-44 (66%) 	<ul style="list-style-type: none"> • Disagree people from different backgrounds get on well together (38%) • Aged 18 to 24 (28%) • Lived in Lambeth less than 2 years (28%) • Dissatisfied with their local area (27%) • North Lambeth resident (26%) • Deprivation in line with borough average, IMD3 (24%) • Disagree they can influence decisions affecting their area (24%) • Private rented accommodation (24%) • Households with 2 or more adults (23%) • Does not think the council keeps residents informed (23%) • Aged 25-34 (22%)

“If I needed advice about something I could go to someone in my neighbourhood”

Most likely to agree (58%)

- Retired (75%)
- Whose religion is Muslim (70%)
- Aged 55 to 64 (70%)
- Aged 65 or over (68%)
- Not an internet user (68%)
- Streatham (68%)
- Brixton residents (67%)
- Most deprived areas IMD 5 (66%)
- Not in work or in training (66%)
- Who believe the council has less money to spend compared to last year (66%)
- Economically inactive (65%)
- Council provides value for money (65%)

Most likely to disagree (18%)

- Disagree people from different backgrounds get on well together (45%)
- Dissatisfied with their local area (35%)
- Council does not provide value for money (27%)
- North Lambeth resident (26%)
- Living on a housing estate (26%)
- Disagree they can influence decisions affecting their area (26%)
- Who do not think the council keeps residents informed (26%)
- Living in Lambeth 2 to 5 years (25%)
- Dissatisfied with the Council (25%)
- Deprivation in line with borough average, IMD3 (23%)

Community events that I would like to get involved with happen in my area

Most likely to agree (56%)

- Households with 2 adults and children (67%)
- Norwood residents (65%)
- Lived in Lambeth for 5 to 10 years (65%)
- Agree they can influence decisions affecting their area (64%)
- Children's and Young person service user (62%)
- Not in work or in training (61%)
- Who read *Lambeth Talk* (61%)

Most likely to disagree (15%)

- Disagree people from different backgrounds get on well together (36%)
- Ethnicity “Other” (27%)
- North Lambeth resident (21%)
- Deprivation in line with borough average, IMD3 (20%)
- Living on a housing estate (20%)

My neighbourhood is changing for the better

Most likely to agree (53%)

- Retired (66%)
- Streatham residents (62%)
- Most affluent areas IMD1 (61%), IMD2 (60%)
- Not in work or training (61%)
- Economically inactive (61%)
- Have a realistic assessment of Council's budget (60%)
- Brixton residents (59%)
- Think the council keeps residents informed (59%)
- Believe the council provides value for money (59%)
- Not living on an estate (57%)
- Female residents (57%)
- Satisfied with the council (57%)

Most likely to disagree (12%)

- Disagree people from different backgrounds get on well together (38%)
- Dissatisfied with their local area (35%)
- Dissatisfied with the council (26%)
- Council does not provide value for money (26%)
- North Lambeth resident (24%)
- Deprivation in line with borough average, IMD3 (22%)
- Living on a housing estate (22%)
- Disagrees the council keeps residents informed (21%)
- Not on the London living wage (20%)
- Aged 55 to 64 (19%)
- Renting from the council (19%)
- Believes the council has more to spend compared to last year (19%)

Appendix D: Statistical Reliability

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:

Sample on which survey result is based	% of respondents answering question in a certain way		
	10% or 90%	30% or 70%	50%
All respondents (1238)	+/- 2%	+/- 3%	+/- 3%

For example, with a sample of 1238 (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%.

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. The table below sets out some examples of the size of differences required for them to be said to be statistically significant, assuming a 95% confidence interval.

Statistically significant differences when comparing the overall sample and sub-groups:

Overall Total (1238) compared with:	Sample Size	% of respondents answering question in a certain way		
		10% or 90%	30% or 70%	50%
Brixton neighbourhood respondents	260	4%	5%	6%
Black Caribbean respondents	137	5%	8%	8%

For example, if 50% of the overall total (base size: 1238) give a particular answer, and 54% of Brixton neighbourhood respondents (base size: 260) give the same answer, there is not a statistically significant difference between the responses of the two groups. However, if 56% of Brixton respondents give the same answer, then this is a statistically significant difference (since there is at least a six percentage point difference between the two).