



2014 Residents Survey findings

Corporate performance and the Cooperative Council

Summary of key findings

The Good News

- Satisfaction with the way the Council runs things and perceived value for money have increased significantly since last year.
- Residents continue to feel more informed about the Council's services and benefits than they did two years ago.

Resident's priorities

- Residents rate crime reduction, clean streets and public transport as the top three most important things that make their local area a good place to live.
- Clean streets, crime reduction and road and pavement repairs are thought by residents to be most in need of improvement.
- Residents think that the Council should prioritise spending on ensuring Lambeth is a safe and friendly place to live and ensuring that Lambeth is a clean and environmentally sustainable.

Summary of key findings

Area specific findings

- Residents in Clapham are no longer less likely to feel they can influence decisions in their local area, however they are less likely to feel that they are informed about the services and benefits the Council provides.
- Clapham residents along with residents in North Lambeth are more likely to say that the Council should prioritise spending on supporting vulnerable people in the community.
- Residents in Streatham are more likely to think that the Council should prioritise spending on helping young people to achieve their ambitions.
- Residents in Brixton and Clapham are also less likely to feel informed about the Council's services and benefits.
- Stockwell residents are more positive about a number of measures of cooperative working. They are also more likely to rate levels of crime as important in making Lambeth a good place to live

Summary of key findings

Cooperative working

- Residents are positive about cooperative working, more than half say that residents work with each other to help make improvements and more than half say that the Council consults residents before they make changes to the local area and services. Nearly a third of residents say they are likely to get involved with others on decision making or making improvements to the area in the future. Lambeth based business owners are the most likely to say they will get involved.
- Retired and disabled residents along with people who rent from the Council and people from White – Other backgrounds are more likely not to participate in a group, club or organisation.
- People are now more likely not to participate in any group, club or organisation (74%), compared with November 2012 (56%).

Summary of key findings

Equality issues

- Black residents are more likely to be dissatisfied with the local area as a place to live.
- Black Caribbean residents are more likely to be dissatisfied with the value for money provided by the council and more likely to be dissatisfied with the way the Council runs things. Black Caribbean residents are less likely to use the internet and so this should be taken into consideration when communicating with Black Caribbean residents. Black Caribbean residents are more likely to say that the Council should prioritise spending on better quality homes and on the Lambeth economy and employment.
- Residents with caring responsibilities continue to be dissatisfied with the way the Council runs things and dissatisfied with the local area as a place to live. They are now also more likely to say that the Council does not provide value for money and to feel that the Council does not keep them informed about the services and benefits it provides. Carers are more likely to say that the Council should prioritise spending on supporting vulnerable people in the community and helping young people to achieve their ambitions.

Summary of key findings

Equality issues

- Disabled people continue to be more likely to have no access to the internet. They are also more likely to say that they will not get involved in decision making and improving the local area and so care should be taken to ensure that this group are not further marginalised and that they are encouraged to have their say in how things are done in the borough.
- People with a long term illness are also more likely to have no access to the internet. They are more likely to feel that they cannot influence decisions in the local area and they are more likely to say that the Council should prioritise spending on supporting vulnerable people in the community.

Corporate Performance



Lambeth

Satisfaction with the council and VfM ratings have both increased since last year.

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

Q2: Taking everything into account, how satisfied or dissatisfied are you with the way Lambeth Council runs things?

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



◆ Satisfaction with Council	54	52	43	55	56	55	54	53	56	55	52	56	55	64
■ VfM		33	34	34	39	39	38	37	33	30	39	36	41	48
▲ Satisfaction with area		79	79	81	81			78				86		88

Residents survey 2014 Base: All Q1: all respondents (1013) Q2: 1002, Q3 988 (respondents excluding don't knows / not stated) 2003 – Apr 2013 Adult base (circa: 750)

Residents who think that the area is not one where people from different backgrounds get on well together are more likely to be dissatisfied with the local area as a place to live. Black residents and those with caring responsibilities continue to be dissatisfied with the local area as a place to live.

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

Satisfied with your local area as a place to live	
Overall satisfied	88%
<u>Agrees council provides vfm</u>	95%
<u>Satisfied with council</u>	94%
IMD 1	93%
<u>White British</u>	93%
Full time work	91%
Not a carer	91%
Any work	90%
Agrees people from different backgrounds get on well	90%
Economically active	89%

Dissatisfied with your local area as a place to live	
Overall dissatisfied	5%
<u>Dissatisfied with council</u>	22%
Disagrees people from different backgrounds get on well	21%
<u>Disagrees council provides vfm</u>	18%
Self employed	11%
<u>Carer</u>	11%
<u>Black</u>	9%
Employed part time	9%
Benefit recipient	9%
Uses benefits service	9%
Lives on a housing estate	8%

Underlined groups were also more likely to feel this way in wave 11 (Nov 2012)



There is a strong link between perceptions of value for money and satisfaction with the Council. Black Caribbean residents, people who rent from the council, carers, people aged 45 – 54, those not in a job or training and longer term residents continue to be dissatisfied with the way the Council runs things.

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

<u>Satisfied</u> with the way the Council runs things	
Overall satisfied	64%
<u>Agrees council provides value for money</u>	85%
<u>Resident 6 months – 1 Year</u>	77%
<u>Retired</u>	74%
<u>English not main language</u>	74%
<u>Resident 2 – 5 years</u>	74%
<u>White Other</u>	71%
<u>Private renter</u>	71%
Resident less than 2 years	70%
Satisfied with area as place to live	68%
Agrees can influence decisions	68%
Not a benefit recipient	66%
No disability	65%
Uses recycling services	66%
Agrees people from different backgrounds get on	65%

<u>Dissatisfied</u> with the way the Council runs things	
Overall dissatisfied	14%
Disagrees council provides vfm	54%
Disagree people from different backgrounds get on	31%
<u>Black Caribbean</u>	28%
Muslim	25%
Home maker	24%
Single person + children household	23%
<u>Rent from council</u>	23%
Non-Christian religion	23%
<u>Carer</u>	21%
<u>Aged 45 - 54</u>	20%
<u>Social renter</u>	20%
<u>Not in job / training</u>	19%
Live on a housing estate	19%
<u>Resident 10 years or more</u>	19%
<u>English main language</u>	16%

Underlined groups have also felt this way over the previous two years.

*Residents survey 2014 Base: All respondents excluding don't know / not stated (1003)
Waves 9 – 12 combined Base: All respondents excluding don't know / not stated (3048)*



Residents aged 55 – 64, Black Caribbean residents, people who rent from the council and longer term residents continue to be more likely to disagree that the council provides value for money. There is a strong link between disagreeing that the council provides value for money and dissatisfaction with the local area and the way the council runs things.

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

<u>Agree</u> council provides value for money	
Overall agree	48%
<u>Age 65 +</u>	74%
<u>Retired</u>	64%
<u>Satisfied with Council</u>	64%
<u>English not main language</u>	63%
<u>Resident 1 – 2 years</u>	61%
Resident 2 – 5 years	59%
<u>Private renter</u>	55%
White British	54%
Non BME	54%
Satisfied with local area	53%
No children household	51%
Not a carer	50%
<u>Heterosexual</u>	50%

<u>Disagree</u> council provides value for money	
Overall disagree	19%
Dissatisfied with way council runs things	74%
Dissatisfied with local area	63%
<u>Age 55 – 64</u>	33%
<u>Black Caribbean</u>	33%
Home Maker	31%
Carer	31%
Disabled	31%
Mixed / multiple ethnicities	30%
<u>Rent from council</u>	25%
<u>Resident 10 years or more</u>	25%
<u>Aged 45 – 54</u>	25%
Live on housing estate	24%
<u>Benefit recipient</u>	23%
<u>English main language</u>	22%

Underlined groups have also felt this way over the previous two years.

*Residents survey 2014 Base: All respondents excluding don't know / not stated (988)
Waves 9 – 12 combined Base: All respondents excluding don't know / not stated (2977)*



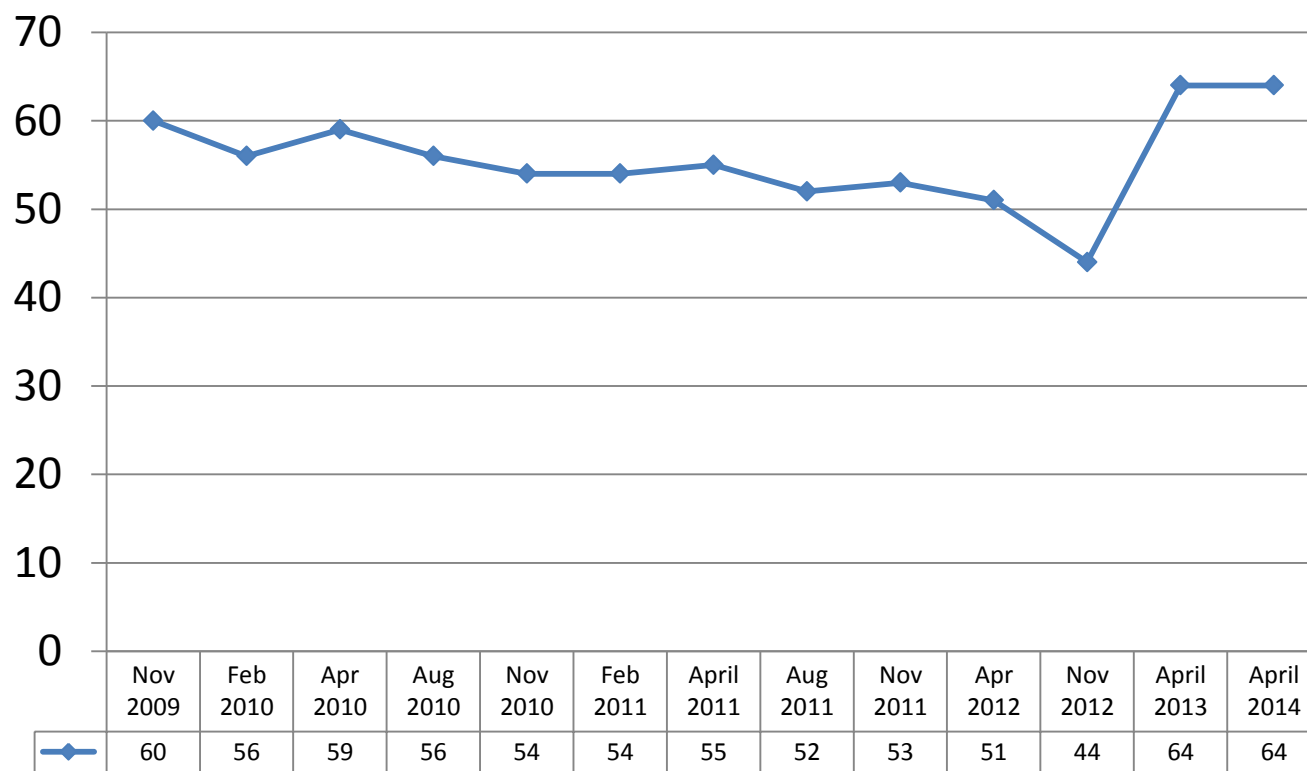
Feeling Informed



Lambeth

The improvement in the proportion of residents who feel informed that occurred between 2012 and 2013 has been maintained over the last year.

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



*Residents survey 2014 Base: All respondents (1013)
2003 – Apr 2013 Adult base (circa: 750)*



Residents in Clapham and Brixton are more likely to feel that the council does not keep them informed as are carers and residents aged 55 – 64.

Who is more likely to feel informed?	
Overall	64%
<u>Agree value for money</u>	80%
Benefit recipient	73%
<u>Satisfied with council</u>	72%
IMD 4	71%
Housing estate	71%
User of benefit services	71%
English not main language	71%
Streatham	70%
Social renter	68%
Satisfied with local area	67%
Heterosexual	65%
Agree people from different backgrounds get on	65%

Who is more likely not to feel informed?	
Overall	34%
<u>Dissatisfied with Council</u>	65%
Disagree people from different background get on	59%
<u>Disagree vfm</u>	57%
Dissatisfied Local area	56%
Age 55 – 64	48%
Carer	45%
Clapham	44%
Brixton	42%
Doesn't live on estate	39%
Resident 10 yrs or more	38%
Not benefit recipient	37%
English main language	37%

Young people aged 18 – 34 are no longer more likely to feel uninformed

Underlined groups have also felt this way since Nov 2011

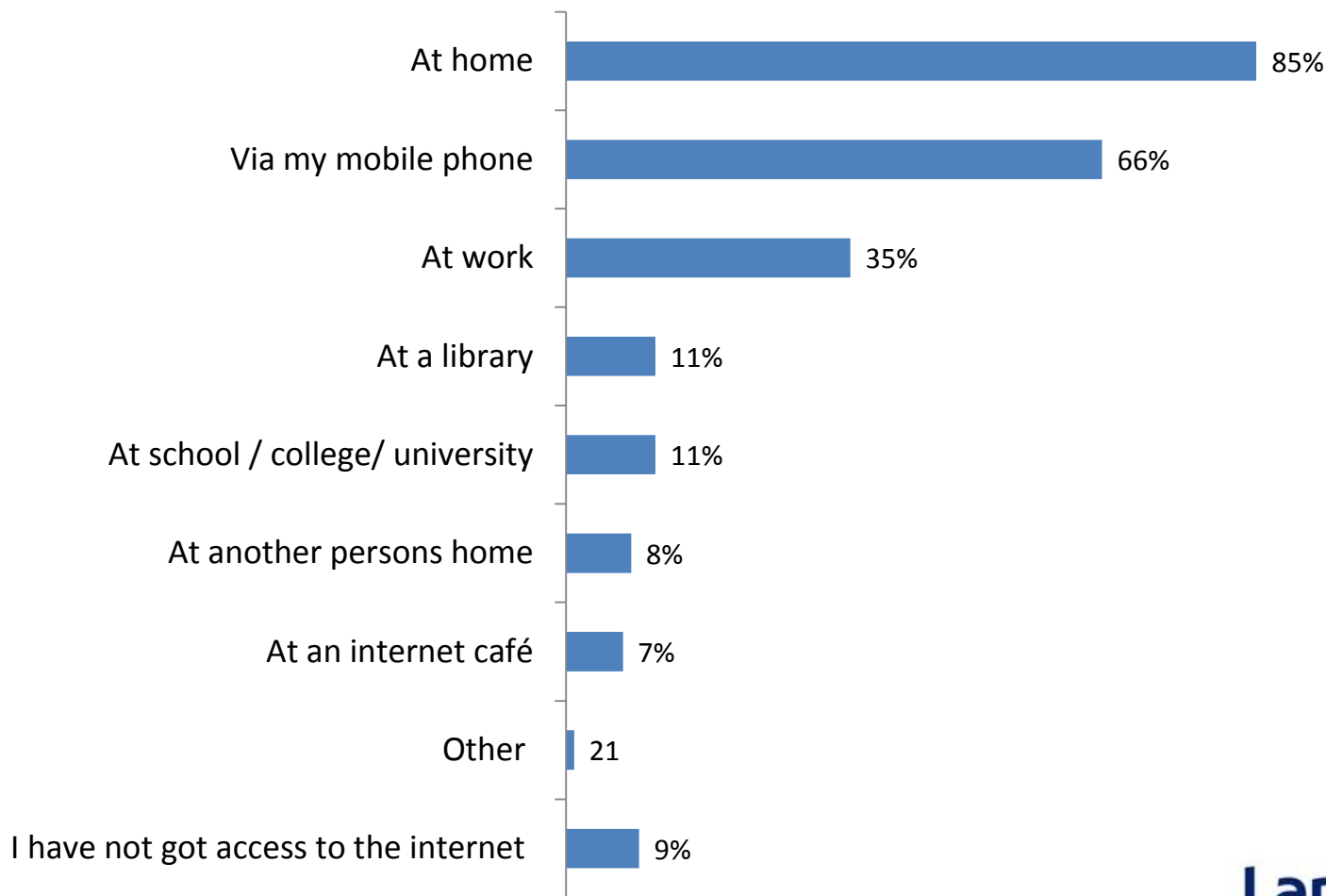
Internet Access



Lambeth

More than 8 out of 10 residents access the internet at home and two thirds of residents access the internet by mobile phone, however nearly one of ten residents do not have access the internet. Internet users are also more likely to feel that they can influence decisions in the local area.

Q35: Do you access the Internet at any of the following? (multi code)



Residents survey 2014 Base: All respondents (1013)

Despite such a large proportion of residents having access to the internet, older and retired people, Black Caribbean disabled people and residents who are not in a job or training continue to be more likely to not to have access to the internet. People who do not use the internet are also more likely to feel they cannot influence decisions.

Who is **more likely not** to access the internet?

Overall	9%		
<u>Retired</u>	69%	Unemployed	16%
<u>Age 65+</u>	47%	Stockwell	16%
<u>Disabled</u>	42%	Social renter	16%
<u>Not in a job / training</u>	35%	<u>Rent from Council</u>	16%
<u>Sole occupier</u>	27%	<u>Rent from housing association</u>	16%
Economically inactive	25%	<u>Resident 10 years or more</u>	14%
<u>Age 55 – 64</u>	21%	<u>Christian</u>	13%
<u>Black Caribbean</u>	21%	Children in household	12%
Suffers from long term illness	20%	BME	11%
User of benefits services	20%	Disagree can influence decisions	11%
Black	16%	Not member of community group	11%

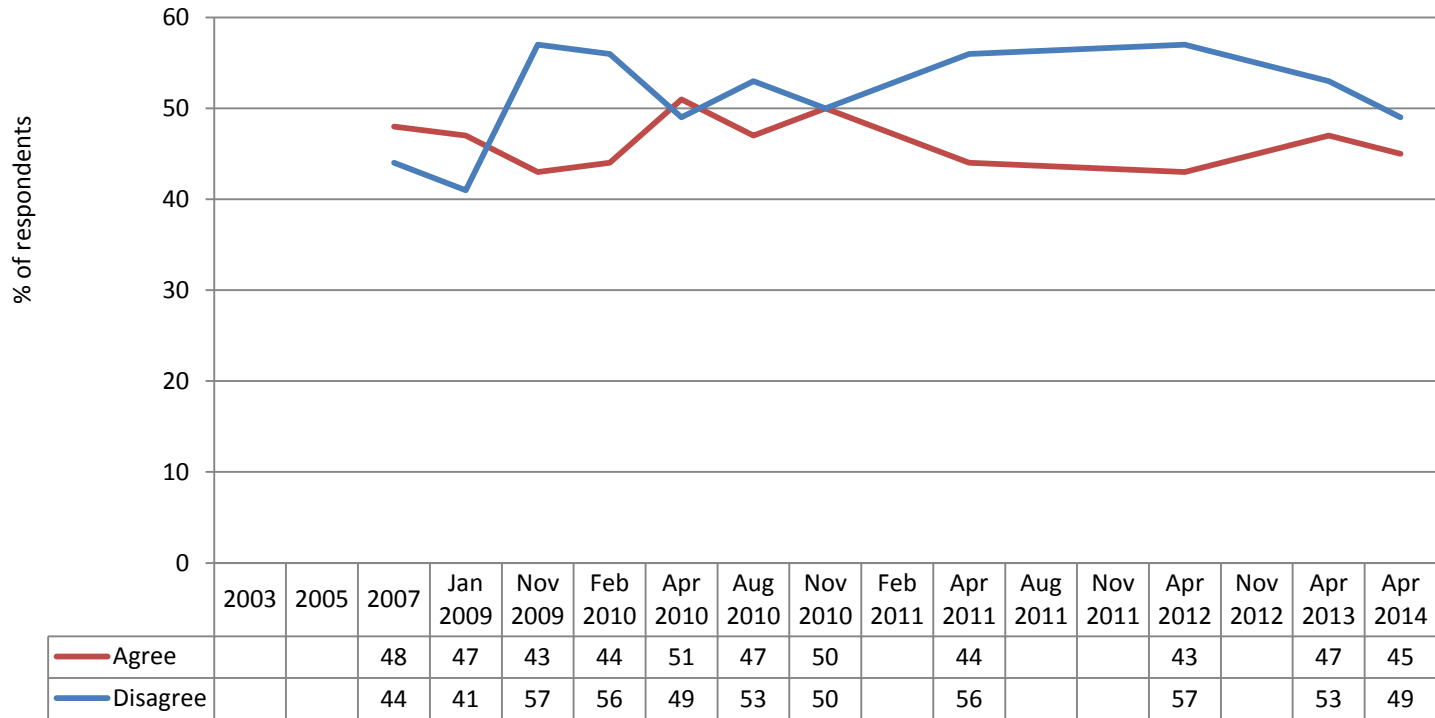
Influencing Decisions



Lambeth

The proportion of residents agreeing they can influence local decisions is in line with previous years

Q17. Do you agree or disagree that you can influence decisions affecting your local area?



Older people and younger people are less likely to feel they can influence decisions in the local area, as well as people with a long term illness, people whose main language is not English and people who do not use the internet. Positively users of some specific services such as libraries, leisure and sport and recycling continue to be more likely to feel they can influence decisions.

Who is more likely to agree they can influence decisions affecting the local area

Overall	48%
Member of community group	70%
<u>Uses libraries</u>	58%
IMD 1	57%
Age 35 – 44	54%
Owner occupier	54%
<u>Uses leisure and sports facilities</u>	54%
White British	52%
English main language	51%
<u>Uses recycling services</u>	50%
Internet user	49%
Satisfied with local council	51%

Who is more likely to disagree they can influence decisions affecting the local area

Overall	52%
Long term illness	69%
Does not use internet	66%
<u>Retired</u>	64%
Age 18 – 24	62%
English not main language	62%
<u>Disagree council gives vfm</u>	62%
Private renter	61%
IMD3	60%
Not member of community group	60%
<u>Not in job / training</u>	60%
Sole occupier	60%
Resident less than 2 years	60%
Rent from council	58%

Long term residents (more than 10 years and residents in Clapham are no longer less likely to feel they can influence decisions. Younger residents (18 – 34) have previously been more likely to feel they can influence decisions, now young people (18 – 24) are less likely to feel this way.

Underlined groups have also felt this way since Nov 2011



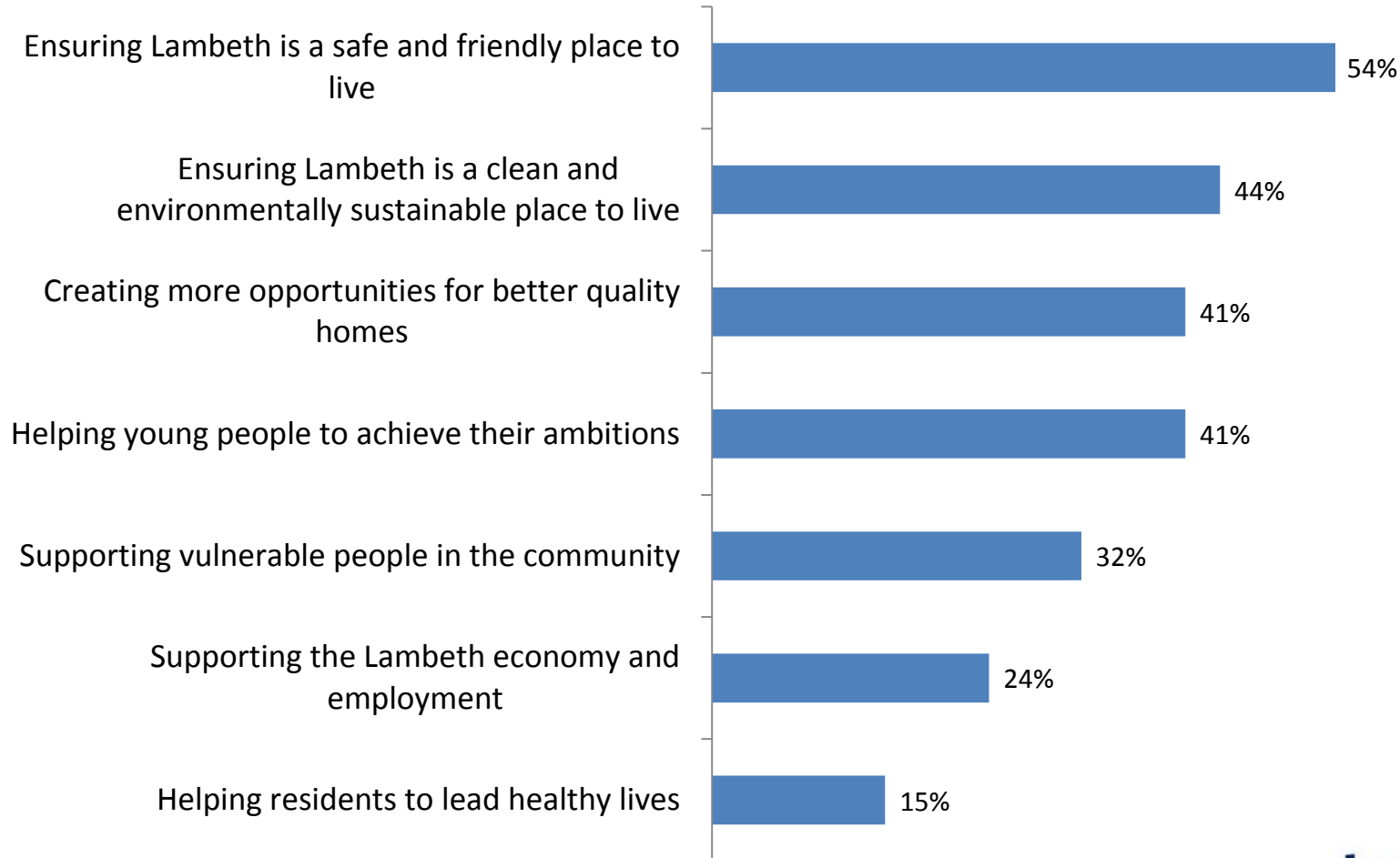
Priorities



Lambeth

More than half of residents think that the council should prioritise spending on ensuring that Lambeth is a safe and friendly place to live.

Q26: Looking at the following list, thinking about Lambeth as a whole, which three are the most important for the council to put the money it receives into?



Owners of a business outside of Lambeth are the most likely to think the council should prioritise spending on making Lambeth a safe and friendly place to live. It is also a very high priority for household with two adults and children and for residents who have lived in the area for 5 – 10 years.

Who is more likely to think the council should prioritise spending on ensuring Lambeth is a safe and friendly place to live

Overall	54%
Owner of business outside Lambeth	70%
Two adults with children	63%
5 – 10 years resident	63%
Owner occupier	61%
User of sports and leisure	61%
Aged 35 – 44	60%
White British	59%
Not a benefit recipient	58%
Satisfied with local council	56%

Qualitative research shows that there is a strong feeling that crime reduction will not be achieved without attention to wider social and economic issues. There is a perceived correlation between greater employment, more support for teenagers, better quality housing, less disparity between schools and even drug decriminalisation.

(Community outcomes research 2014)



Newer residents in particular are more likely to think that the council should prioritise spending on ensuring Lambeth is a clean and environmentally sustainable place to live.

Qualitative research shows that residents see the council as an enforcer of policies but ultimately the individual has to make an informed choice about pursuing a more environmentally sustainable lifestyle.

(Community outcomes research 2014)

Who is more likely to think the council should prioritise spending on ensuring Lambeth is a clean and environmentally sustainable place to live

Overall	44%
Resident less than 6 months	63%
Owner occupier	56%
Member of community group	52%
White British	51%
User of parks and open spaces	48%
Benefit recipient	46%

Black Caribbean residents, social tenants and residents who use the housing advice and allocation service think the council should prioritise spending on opportunities for better quality homes. This is also a key priority for residents in the Stockwell area.

Who is more likely to think the council should prioritise spending on opportunities for better quality homes

Overall	41%
Dissatisfied local area	62%
Black Caribbean	59%
Social tenant	57%
User housing advice & allocation	57%
Stockwell	56%
Single with children in household	54%
Unemployed	54%
User of benefit services	54%
IMD 4	52%
Benefits recipient	52%
Sole Occupier	51%
Disagree VFM	49%

Qualitative research found this to be one of the most emotive topics and most people have had direct or indirect experience of housing issues. Residents think that housing stock is in poor condition and new social housing is in very short supply. The Council is perceived to be responsible for this because it holds the housing stock.

(Community outcomes research 2014)



Young people are more likely to think the council should prioritise spending on helping them to achieve their ambitions, though this was not their top priority. Young people's top priority for spending is on ensuring Lambeth is a safe and friendly place to live. Residents in Streatham are more likely to prioritise spending on young people.

Qualitative research found that residents see a significant overlap between this and the job skills outcome, as well as self-worth having a tangible effect on crime reduction. But residents say that society in general plays a part in young people's self-esteem/self-belief and people say that a sense of someone believing in you also come from the family, or school, or youth centres, etc.
(Community outcomes research 2014)

Who is more likely to think the council should prioritise spending on helping young people to achieve their ambitions

Overall	41%
Children in household	53%
Age 18 – 24	52%
5 – 10 years resident	52%
Member of community group	50%
Carer	50%
User leisure and sports	50%
User health and social care services	48%
Streatham	48%
White Other	48%
Female	46%
User of libraries	46%

White British, older, retired residents are more likely to think the council should prioritise spending on supporting vulnerable people in the community. This is a particular priority for residents in North Lambeth and Clapham.

Who is <u>more</u> likely to think the council should prioritise spending on supporting vulnerable people in the community	
Overall	32%
6 months to 1 year resident	50%
Long term illness	50%
Age 65+	46%
White British	44%
Retired	43%
Carer	41%
North Lambeth	40%
Clapham	40%
IMD 2	38%
Two adult household	38%
Private renter	37%
Children in household	36%

Despite this not ranking highly in the residents survey, support for vulnerable adults and children was ranked second (crime reduction was ranked first) by residents in qualitative research. Residents think this is a core function for the Council and identify links between this and crime prevention. There is also a strong sense that the community has to be responsible for helping people who are troubled, where possible e.g. relevant community organisations who understand what's going on at a grassroots level.
(Community outcomes research 2014)



Black Caribbean residents and people aged 25 – 34 are more likely to say the council should prioritise spending on supporting the Lambeth economy and employment

In qualitative research residents rated people having the skills to find work as the number 3 priority (after crime reduction and supporting vulnerable children and adults). There is great consistency in the suggestions about how we should encourage this e.g. apprenticeships. It is perceived as having a very strong link into positive outcomes around crime reduction.

(Community outcomes research 2014)

Who is more likely to think the council should prioritise spending on supporting the Lambeth economy and employment

Overall	24%
Black Caribbean	31%
Age25 – 34	28%
Internet users	25%

Older residents are more likely to think the council should prioritise spending on helping residents to lead healthy lives

In qualitative research, residents said that the council can promote attitudes or events, information about healthy food and subsidised leisure and exercise. But there's also an equally significant role for individuals to make personal commitments and for the government/NHS to instigate/promote policies.

(Community outcomes research 2014)

Who is more likely to think the council should prioritise spending on helping residents to lead healthy lives

Overall	15%
Age 65+	25%
Member of community group	23%
English not main language	21%
Benefit recipient	20%
Male	18%
Social renter	18%
BME	17%

When prioritising areas for spending in further detail, more residents rate protecting children and young people, supporting affordable new homes being built and quality parks and open spaces as very important compared with other priorities.

Supporting vulnerable people in the community % who say this is very important

- Protect vulnerable children and young people from harm 90%

Creating opportunities for better quality homes

- Support affordable new homes being built in the borough 90%

Helping residents lead healthy lives

- Provide quality parks and open spaces 90%

Ensuring Lambeth is a safe and friendly place to live

- Tackle gangs and violent crime 88%

Helping young people achieve their ambitions

- Support training programmes for young people not in work 85%

Ensuring Lambeth is a clean and environmentally sustainable place to live

- Keep the streets clean 84%

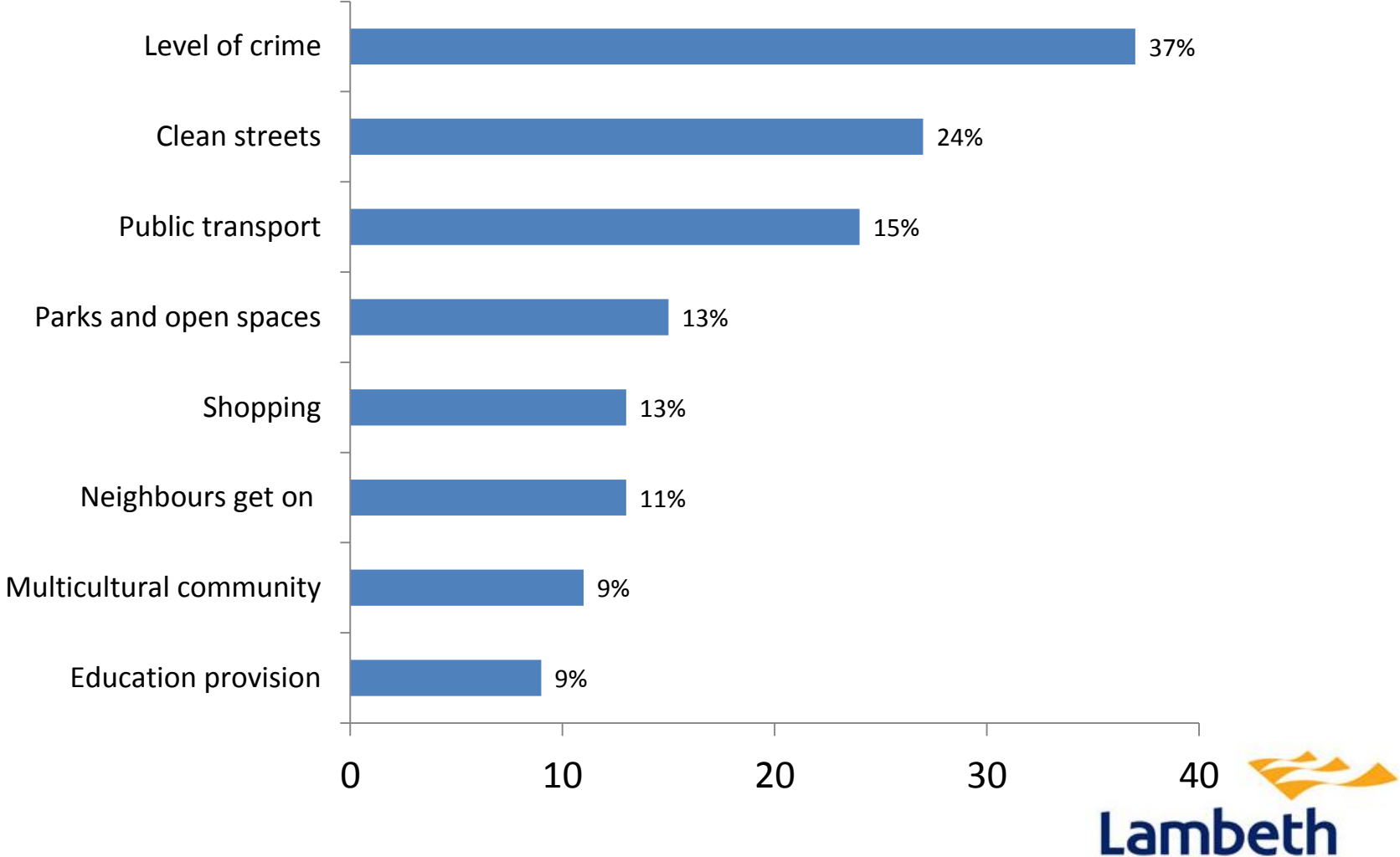
Support the Lambeth economy and employment

- Encourage businesses to bring jobs to the borough 82%



Residents rate level of crime, clean streets and public transport as the top three most important things that make the local area a good place to live.

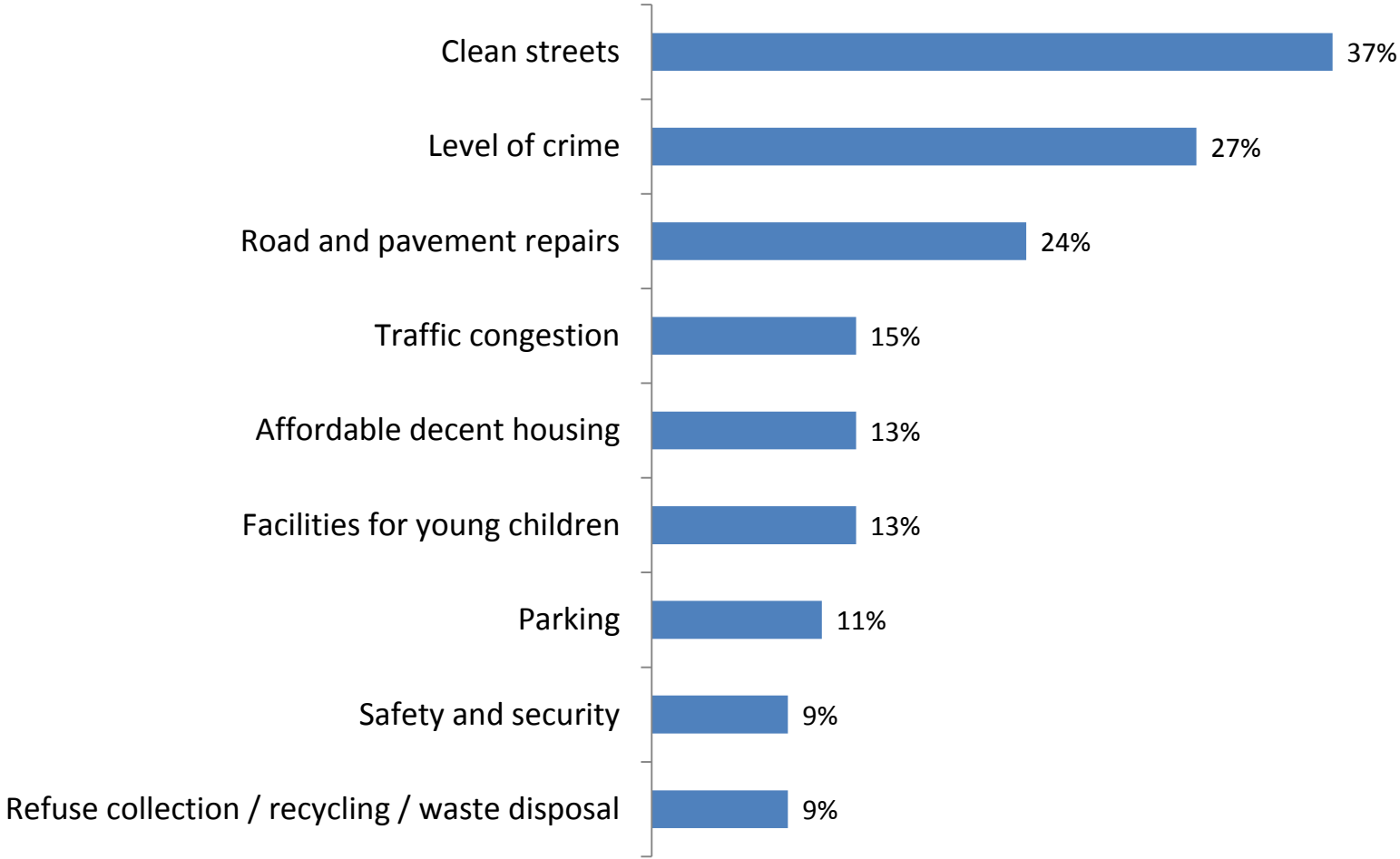
Q5 Thinking about living in Lambeth, what are the most important things in making it a good place to live?



Residents survey 2014 Base: All respondents (1013)

Residents say that the cleanliness of streets, level of crime and road and pavement repairs are most in need of improvement in the local area.

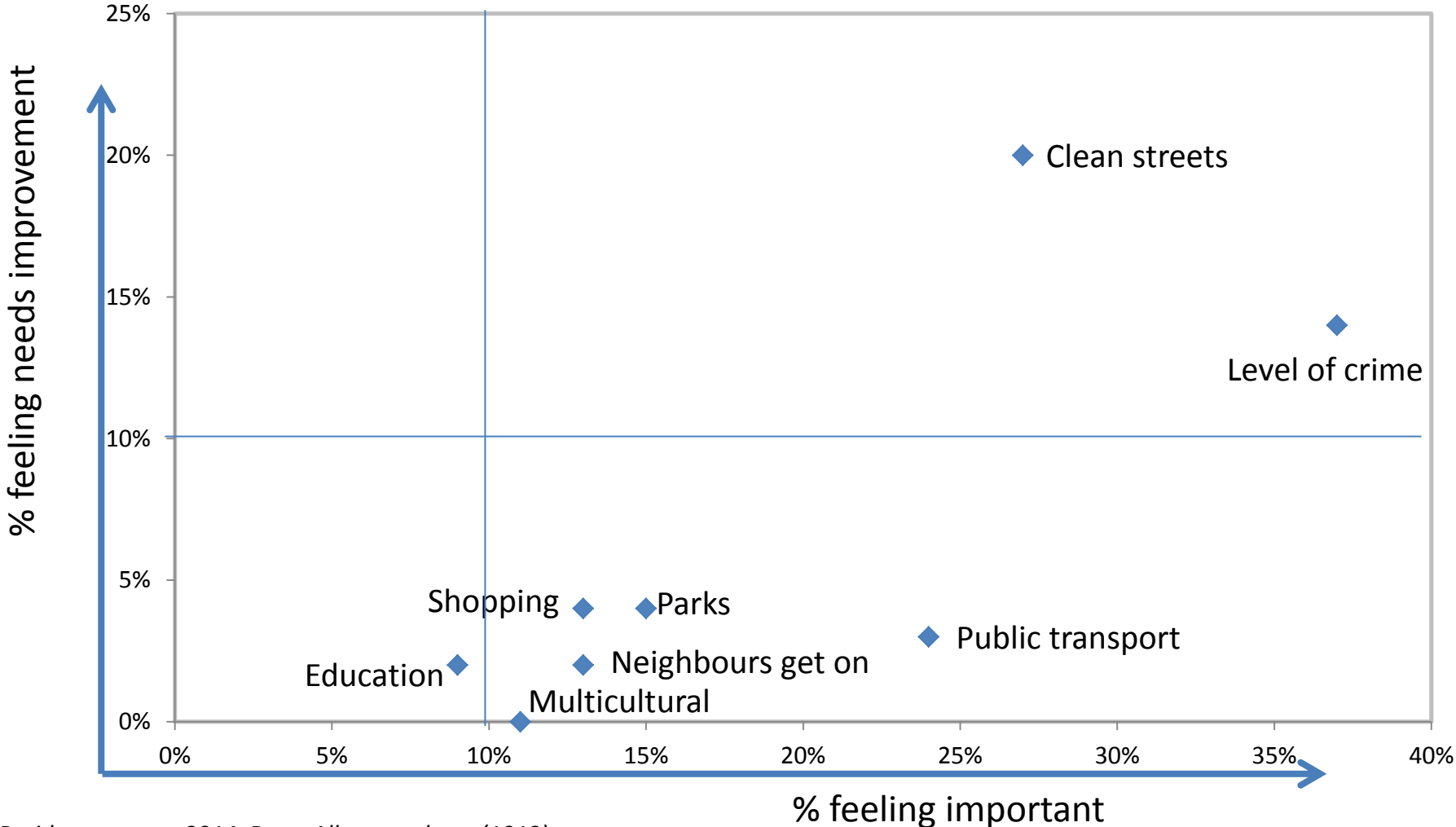
Q6: And what are the things that most need improving?



Residents rate levels of crime and clean streets as both important and as in need of improvement. Public transport is felt to be very important but not in such need of improvement and aspects such as a multicultural society and neighbours getting on together are quite important but not in much need of improving.

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

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



Residents survey 2014 Base: All respondents (1013)

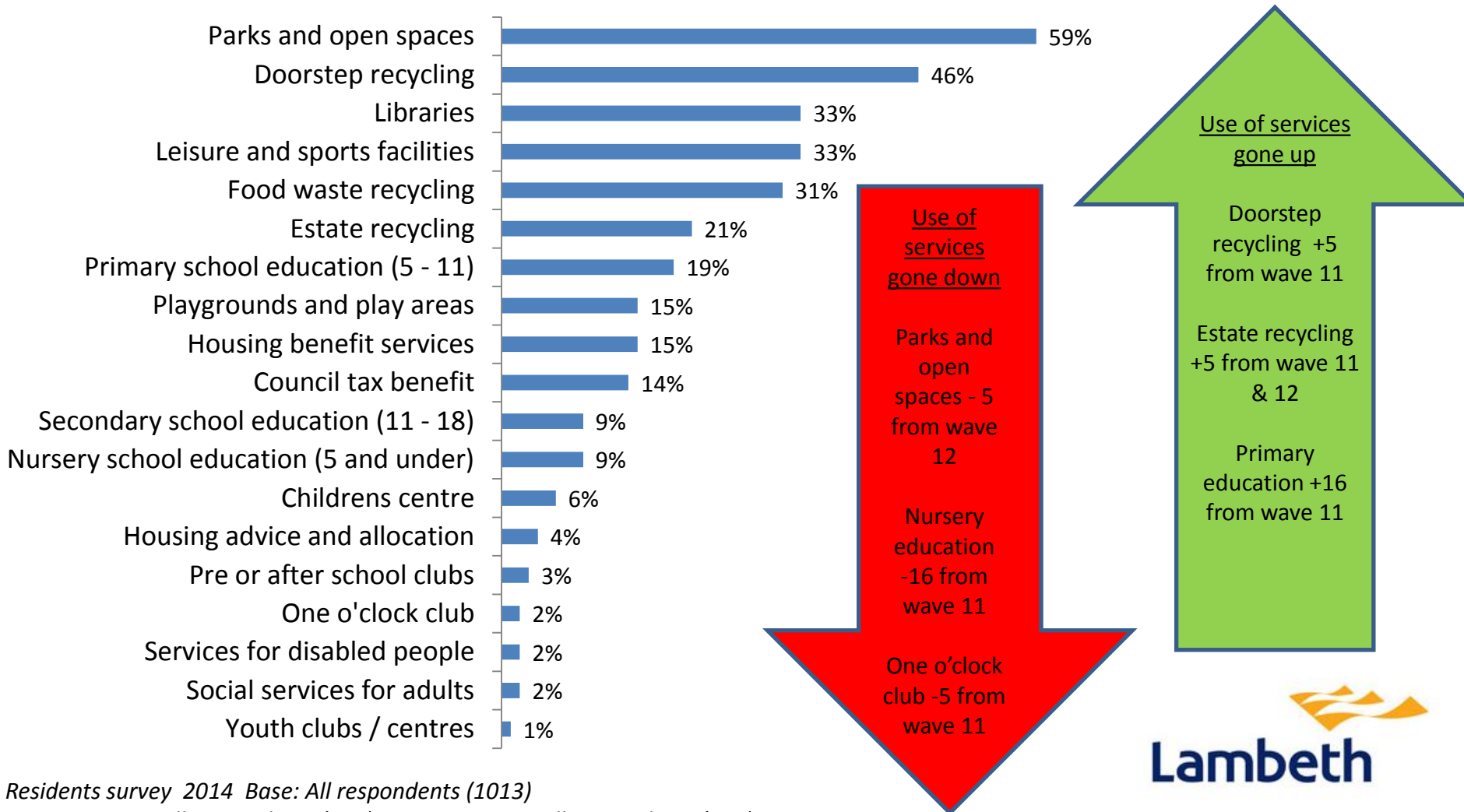
Use of Services



Lambeth

More than half of Lambeth households make use of it's parks and open spaces, nearly half use the doorstep recycling facilities and a third of all Lambeth households use Lambeth libraries and leisure and sports facilities.

Q7: 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?



Residents survey 2014 Base: All respondents (1013)

Wave 12 Base: All respondents (768); Wave 11 Base: All respondents (769)

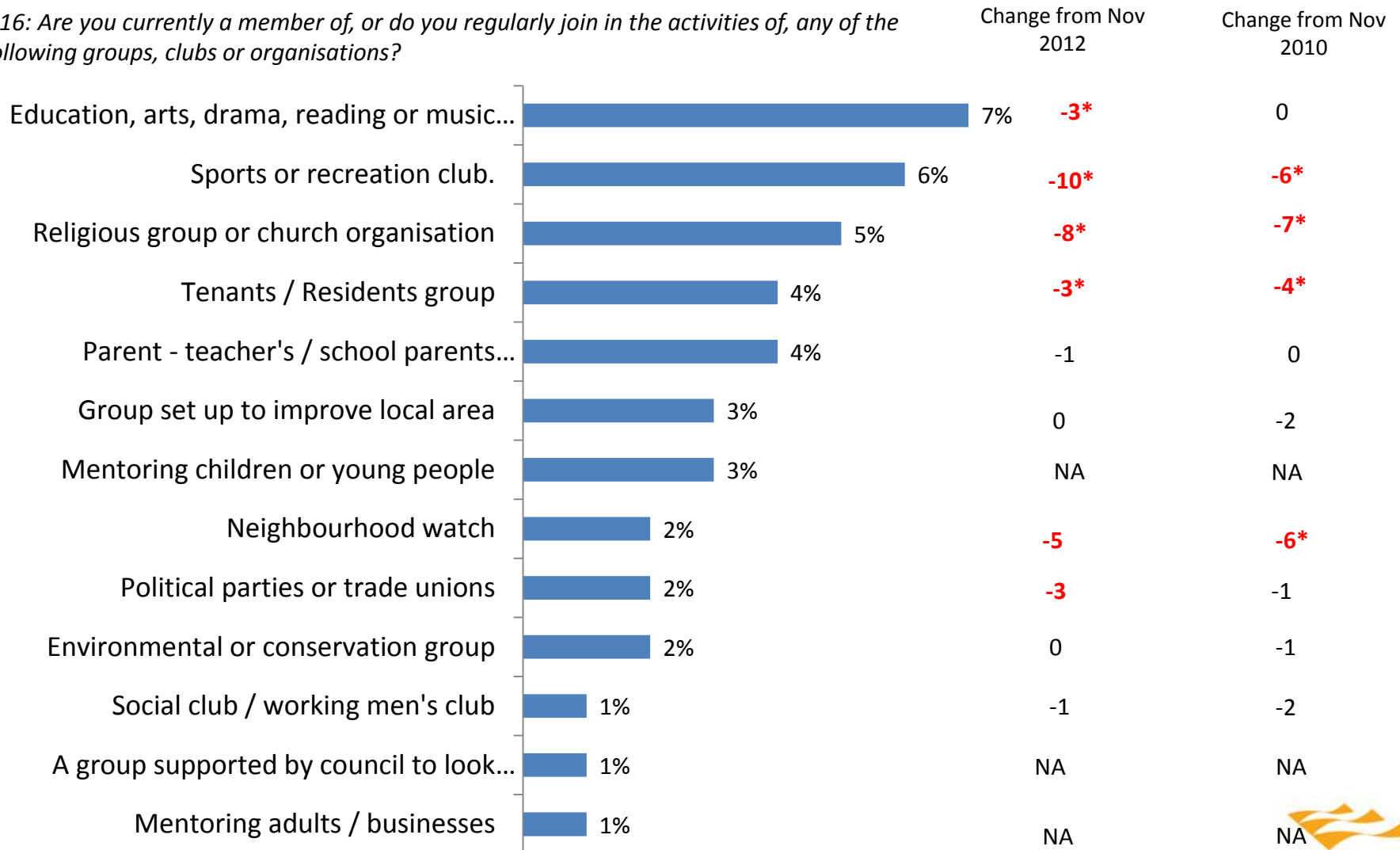
Participation



Lambeth

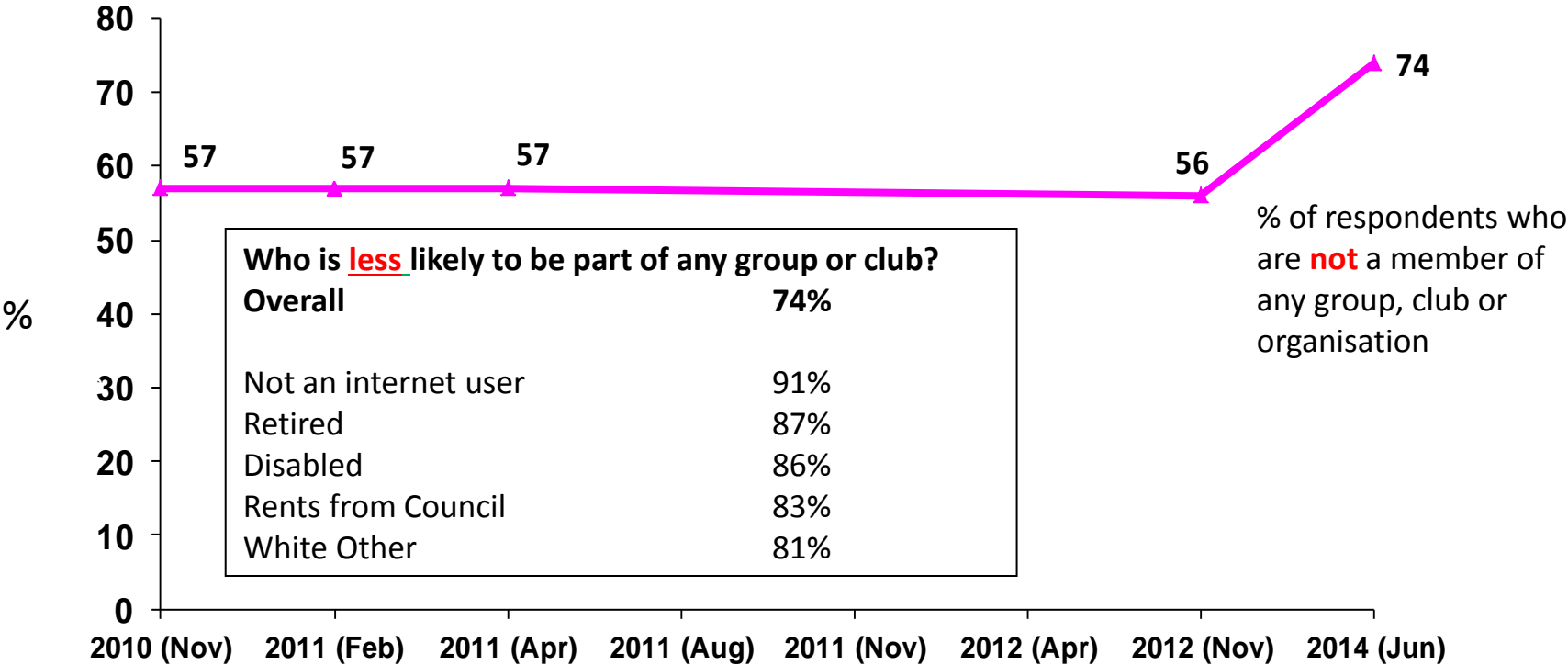
Membership of clubs, groups and organisations has gone down since Nov 2012.

Q16: Are you currently a member of, or do you regularly join in the activities of, any of the following groups, clubs or organisations?



Three-quarters of residents do not participate in any groups, clubs or organisations, and the percentage not participating has risen since Nov 2012. Retired and disabled people are less likely to participate in this way along with people who rent from the Council and residents from White Other backgrounds.

Q16: Are you currently a member of, or do you regularly join in the activities of, any of the following groups, clubs or organisations?



Owner occupiers are more likely to be part of an education group and a sports or recreation group.

Who is **more** likely to be part of an education arts, drama, reading or music group or evening classes?

Overall	7%
Lambeth business owner	19%
User libraries	15%
Owner occupier	14%
Two adults + children	12%
No religion	12%
Doesn't live on housing estate	10%
User sports and leisure	10%
User parks and open spaces	10%
User recycling services	10%
Internet user	8%
English main language	8%

Who is **more** likely be a member of a member of a group supported by the council to look after the area (e.g. snow Wardens)

Overall	1%
Self-employed	5%
Carer	4%
No religion	2%

Who is **more** likely be part of a sports or recreation club?

Overall	6%
User of sports, leisure facilities	12%
Owner occupier	10%
Doesn't live on housing estate	8%
Any work	7%
Not a business owner	7%

Who is **more** likely be a member of a Religious group or church organisation

Overall	5%
Business owner outside Lambeth	14%
User housing advice and allocation	13%
Christian	10%
Rent from HA	9%
Two adults + children	8%
User benefit services	8%
User recycling services	7%

Lambeth business owners are more likely to get involved in a number of local groups and activities.

Who is **more** likely be a member of a tenants / residents group?

Overall	4%
Self employed	8%
Owner occupier	6%
User sport and leisure facilities	6%
Any work	5%
Resident 10 years or more	5%
English main language	5%

Who is **more** likely be a member of a group to improve the local area?

Overall	3%
Lambeth business owner	16%
2 – 5 years resident	10%
Two adults + children	7%
Self-employed	7%
User libraries	7%
User sports and leisure	6%
Owner occupier	6%
Carer	6%
Doesn't live on housing estate	4%
User parks	4%

Who is **more** likely be a member of a parent / teacher or school governors group?

Overall	4%
Lambeth business owner	22%
Two adults + children	11%
2 – 5 yrs resident	11%
Owner occupier	8%
User sports and leisure facilities	7%
User libraries	7%
No religion	6%
Doesn't live on housing estate	5%
User parks	5%

Who is **more** likely be a mentor of children or young people?

Overall	1%
Single person + children	7%
Carer	7%
10 years or more resident	5%
User parks and open spaces	5%
Unemployed	3%



Lambeth

Sole occupiers are more likely to get involved in a number of local groups and activities.

Who is **more** likely be a member of an environmental or conservation group?

Overall	2%
Sole occupier	7%
Owner occupier	5%
User libraries	5%
No religion	4%
Not a business owner	3%
Doesn't live on housing estate	3%
User parks	3%
English main language	3%

Who is **more** likely be a member of a member of neighbourhood watch.

Overall	2%
Not a business owner	3%
Sole occupier	7%
Owner occupier	6%
User libraries	5%
10 or more years resident	4%

Who is **more** likely be a member of a political party or trade union?

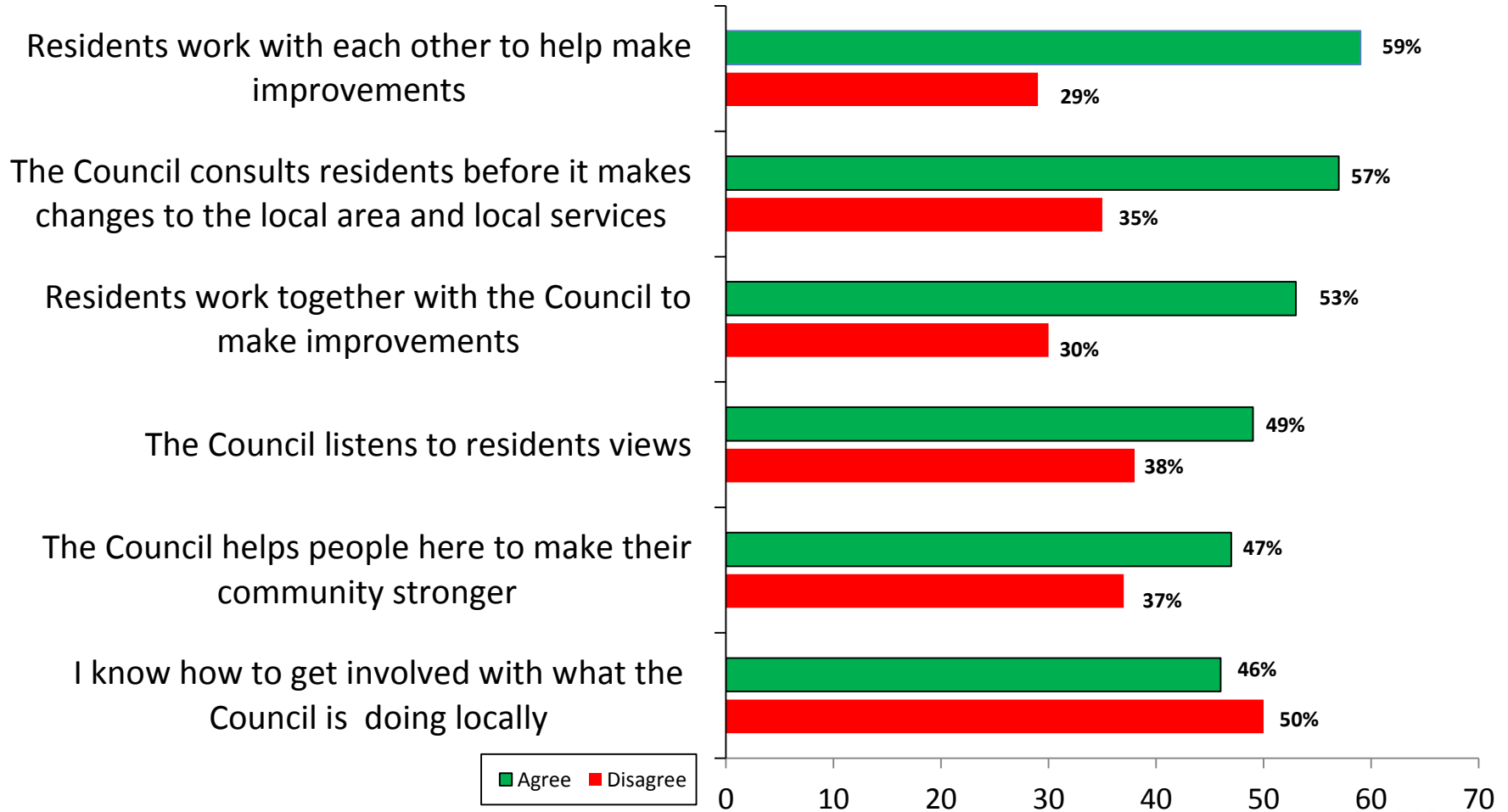
Overall	2%
Sole occupier	8%
Owner occupier	6%
10 or more years resident	3%
Not on benefits	3%
Doesn't live on housing estate	3%

Who is **more** likely be a member of a member of a social club or working men's club

Overall	1%
Business owner	4%
1 – 2 yrs resident	4%
Rents from HA	3%
No children in household	2%

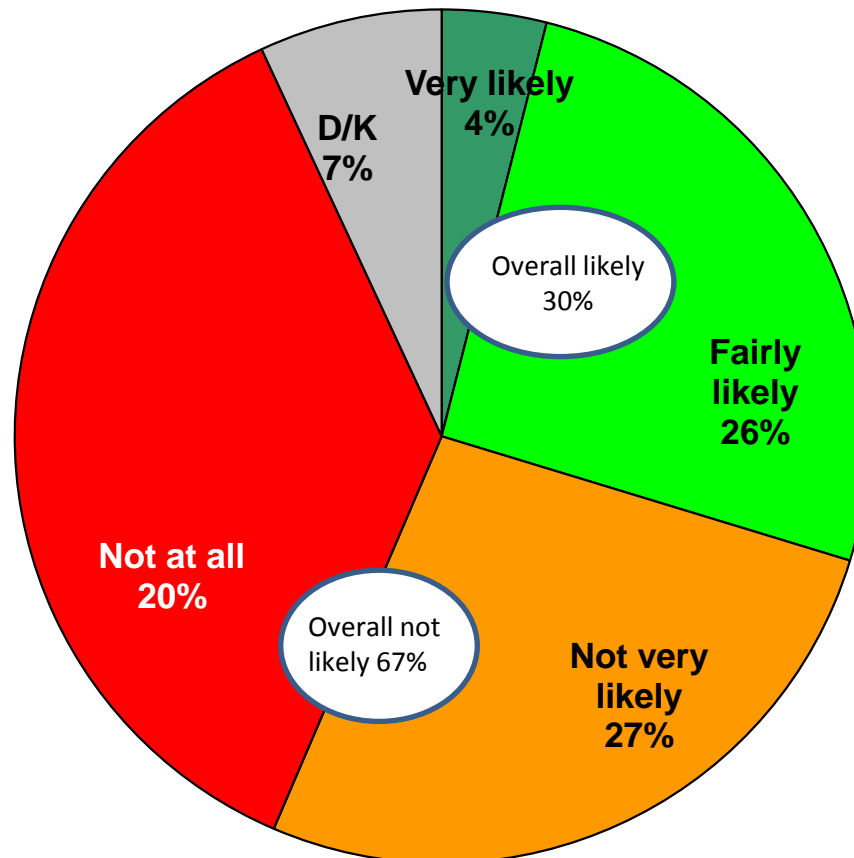
Residents are positive about co-operative working in Lambeth, though more could be done to inform people about how to get involved with what the Council is doing locally and to encourage future participation.

Q18: Thinking about the neighbourhood where you live, do you agree or disagree that...?



Nearly a third of Lambeth residents say that they are likely to get involved with others in the local area to deal with any local issues that might arise over the next 12 months.

Q19: 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)?



Lambeth based business owners are the most likely to say they will get involved and disabled and older residents are the most likely to say they will not.

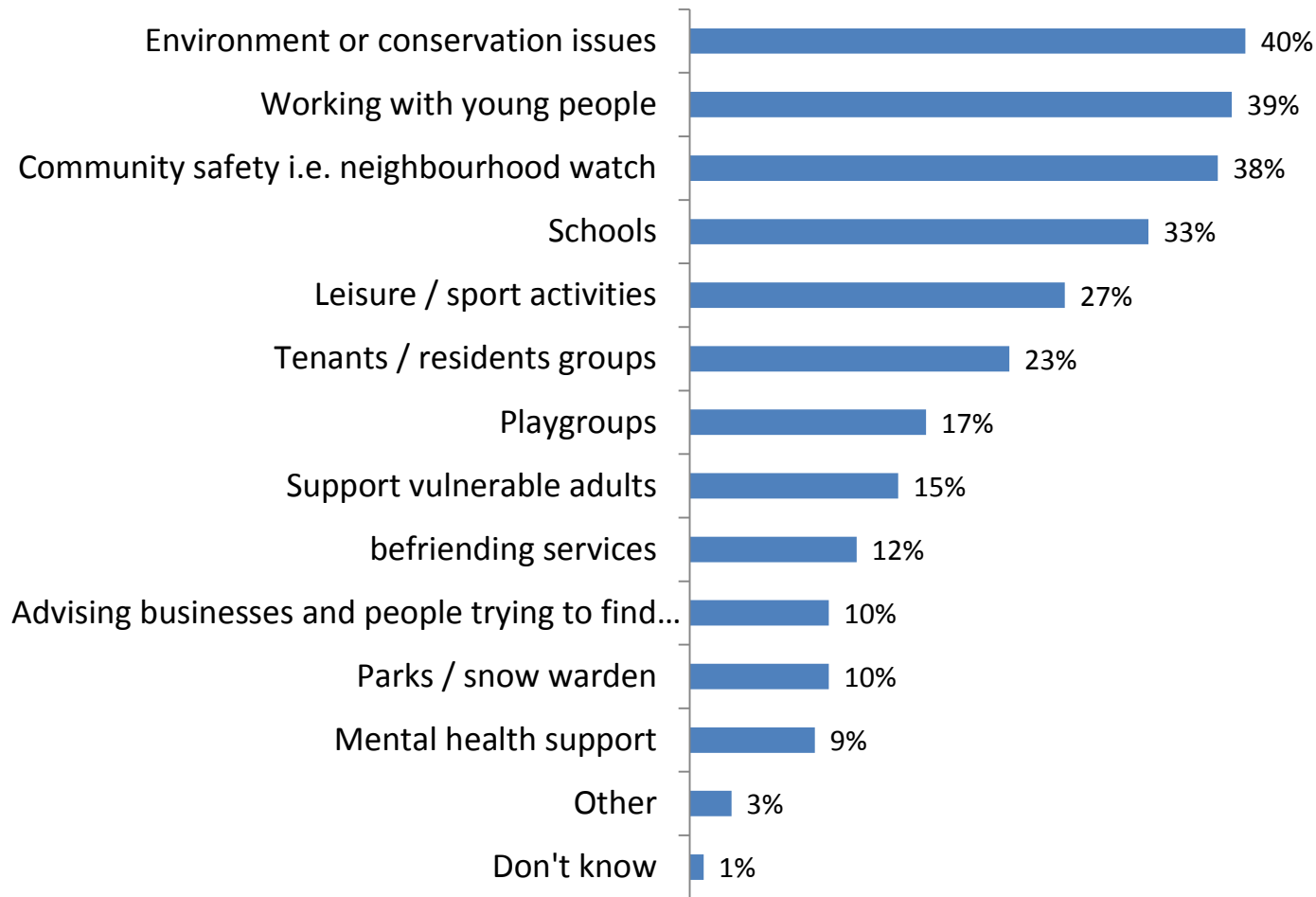
Who is <u>more</u> likely to get involved	
Overall	30%
Lambeth business owner	57%
Community group member	44%
Library user	42%
Two adults + children	42%
Norwood	41%
Owner occupier	41%
Age 35 – 44	40%
2 – 5 years resident	40%
User leisure and sports	40%
5 – 10 years resident	39%
IMD 3	37%
Age 25 – 34	36%
Female	35%
Full time employed	35%
Two adult household	35%
White British	34%
English main language	34%
Does not live on housing estate	33%
User parks and open spaces	32%
Internet user	32%

Who is <u>more</u> likely to say they would not be likely to get involved	
Overall	64%
Disabled	86%
Age 65+	85%
Multiple adult household	73%
Sole occupier	71%
English not main language	70%
IMD 5	70%
Children in household	69%
Not member of community group	69%
Male	68%
10 or more years resident	68%



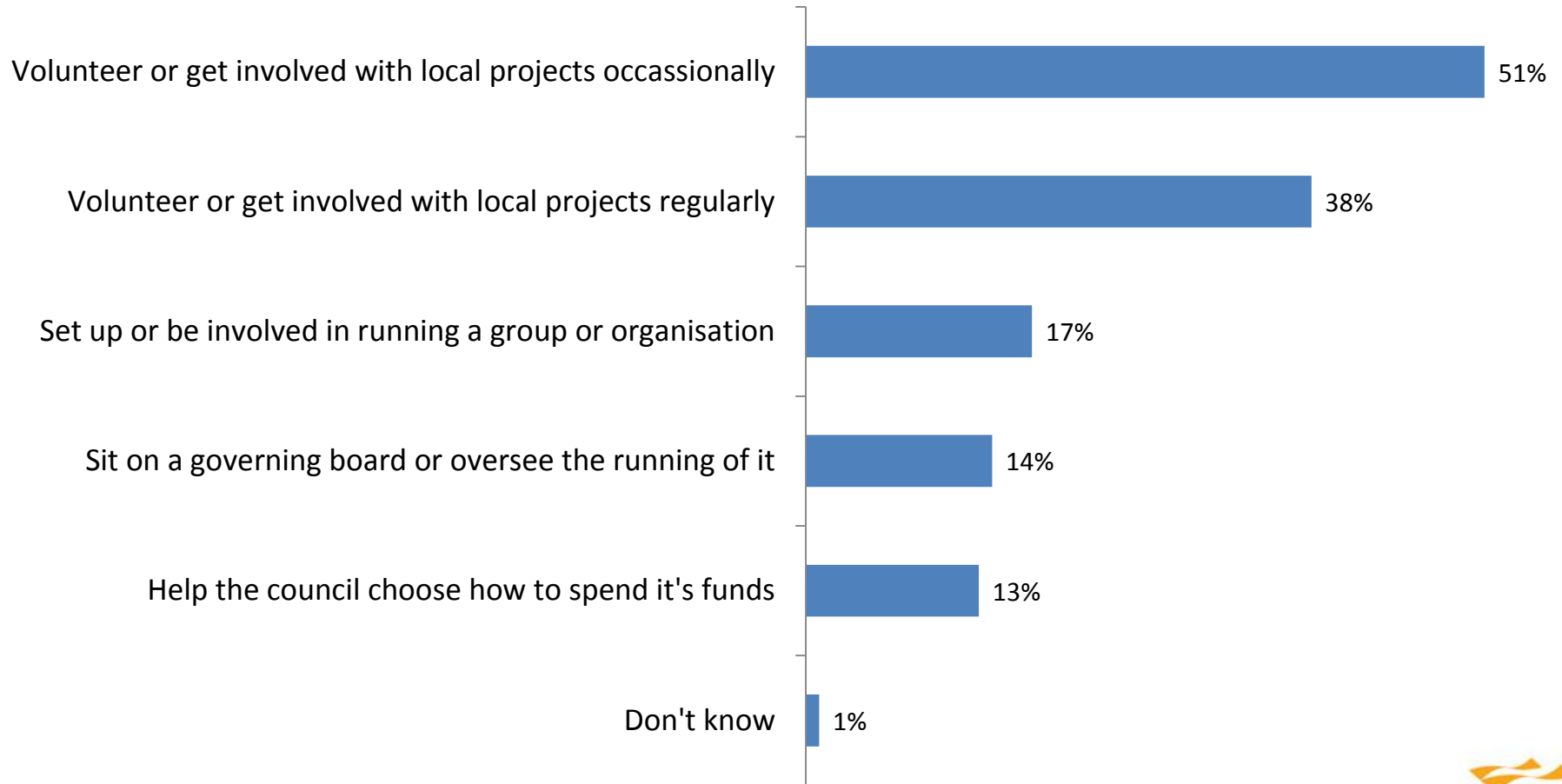
Residents are most likely to want to get involved in environmental or conservation issues, working with young people and community safety issues.

Q20: If you are likely to get involved which areas might you get involved with?



Residents are most likely to want to get involved by volunteering occasionally or regularly with local projects.

Q21: Please indicate which of these you would be most likely to do?



Methodology – residents' survey

- This is the first year of a new annual residents survey conducted by BMG for Lambeth Council. Previous Lambeth residents' survey were carried out every six months from November 2011 and April 2014, and quarterly between October 2009 and October 2001.
- In this survey, 1013 interviews were completed with adults (aged 18+). The fieldwork for this survey was carried out in residents' homes using computer assisted personal interviewing (CAPI) between 14th May and 15th June 2014. Data are weighted to gender, age, work status and ethnicity. Data was sampled at 105 sampling points compared with 42 sampling points in the previous residents' survey. Quotas were set on gender, age, and ethnicity.
- The survey is significantly different in ordering and content to previous residents' surveys with the addition of some new questions and so comparisons need to be made with caution.
- IMD: The Index of Multiple Deprivation by the Office for National Statistics is measured at super output area. It is a geographical measure of deprivation on a scale of 1 to 5, with 1 being the most deprived and 5 being the least 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.