



Residents' Survey Autumn 2021

London Borough of Lewisham



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Methodology and Analysis



Research objectives and method

Across October and November 2021 M·E·L Research interviewed a stratified random sample of Lewisham residents.

The aim of this research was to gather fresh insight into residents' perceptions of their local area, community interactions and resident behaviours. It also sought views on the Council's performance.

This residents' survey is the first one in the borough since 2015 and represented the first opportunity to collect robust resident insight since the start of the Covid-19 pandemic, with face-to-face interviewing only having become possible again since late summer 2021.

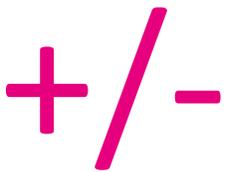
The content used in this survey was bespoke, reflecting the information needs of the Council in 2021. While a tracking approach necessitated continuity in a number of places, the content of many other questions was revised in order to explore the impact of the pandemic on residents and how this might shape priorities going forward.

A stratified random locational approach was used for sampling, with all Census Output Areas (COAs) per ward ranked by deprivation. COAs were then selected at random per ward. Interviewing targets per ward were proportional to the population of each ward. Around 10 interviews were completed face to face per sampled COA to ensure coverage of all levels of deprivation.

Data weighting and confidence level



To eliminate the effect of differential response rates by geography and demographic groups, the final data has been weighted by ward, age and gender. The now out of date 2011 Census data provides the most granular data for ethnicity. The age of this data means it is now not suitable for use in weighting. But checks were made to ensure that the ethnicity profile of the weighted data broadly aligned to that recorded in 2011.



The sample size of 1,100 means that this dataset has a maximum confidence level of ± 2.95 at the borough level. Sub-group analysis i.e., comparing responses from particular resident groups or from specific locations within the borough will have higher confidence intervals.

Analysis

Spatial analysis

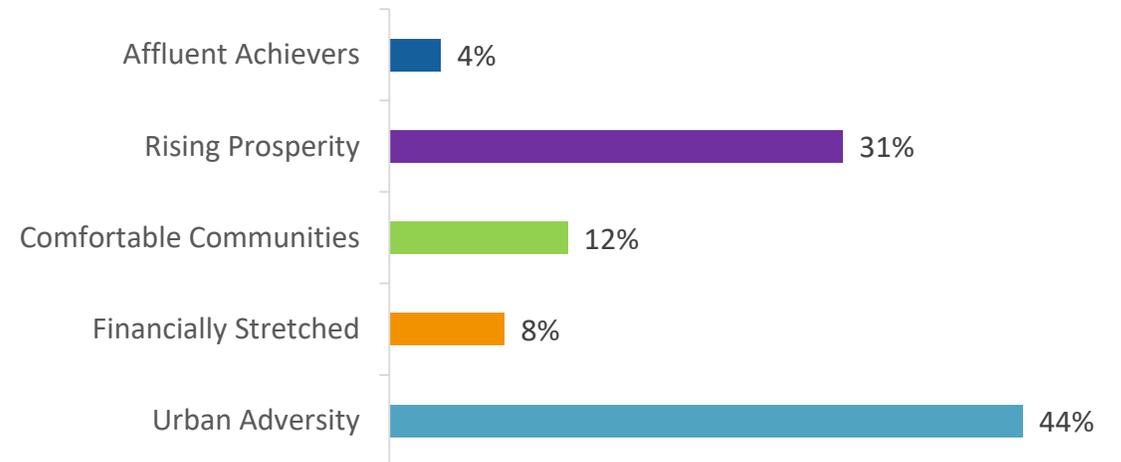
In order to analyse the data at a more statistically robust geographies, wards have been grouped into four neighbourhoods:

Neighbourhood 1:	Wards: Brockley, Evelyn, New Cross, Telegraph Hill
Neighbourhood 2:	Wards 2: Blackheath, Ladywell, Lee Green, Lewisham Central
Neighbourhood 3:	Wards: Catford South, Downham, Grove Park, Whitefoot, Rushey Green
Neighbourhood 4:	Wards: Bellingham, Crofton Park, Forest Hill, Perry Vale, Sydenham

Segmentation of residents

ACORN Data has been appended to the survey data to help segment responses. ACORN is a consumer classification that segments the UK population. By analysing demographic data, social factors, population and consumer behaviour, it provides precise information and an understanding of different types of people.

Sample sizes are sufficient within the residents' survey data to review responses among the following ACORN categories:



ACORN category key characteristics

ACORN CATEGORY KEY CHARACTERISTICS					
	 Category 1 Affluent Achievers	 Category 2 Rising Prosperity	 Category 3 Comfortable Communities	 Category 4 Financially Stretched	 Category 5 Urban Adversity
<i>% of UK population</i>	22.5%	9.3%	27.0%	23.2%	17.0%
<i>Age range</i>	55+	25-44	35-64	All ages	16-34
<i>House type</i>	Detached house	Flat or maisonette	Semi-detached or detached	Semi-detached or terraced	Flat or terraced
<i>Children at home</i>	0	0	0-2	Mixed	3+
<i>House tenure</i>	Owned outright	Privately renting	Owned outright or mortgaged	Social renting	Social renting

Benchmarking

The responses from Lewisham residents have also been compared to the LGA benchmarks produced by it's ongoing polling activity. Comparisons are made to the most recent dataset from October 2021.

These benchmarks are derived from a telephone polling methodology rather than the face-to-face interviewing method used among Lewisham residents.



The local area



Satisfaction with local area

- The majority of residents (79%) are satisfied with their local area as a place to live including 23% who are 'very' satisfied. Satisfaction with the local area is in line with the most recent LGA benchmark (78%).
- There is some spatial variation in local area satisfaction, with those living in Neighbourhood 2 significantly less likely to be satisfied (71%).

Neighbourhood 1 84%
Neighbourhood 2 71%
Neighbourhood 3 80%
Neighbourhood 4 81%

- Those in the ACORJN category Affluent Achievers are most commonly satisfied with their local area (92%), with this satisfaction consistent among other ACORN categories (78%-79%).

23%
Very Satisfied

56%
Fairly Satisfied

12%
Neither

6%
Fairly Dissatisfied

2%
Very Dissatisfied

79%
Satisfied

LGA Polling
Oct 21
78%

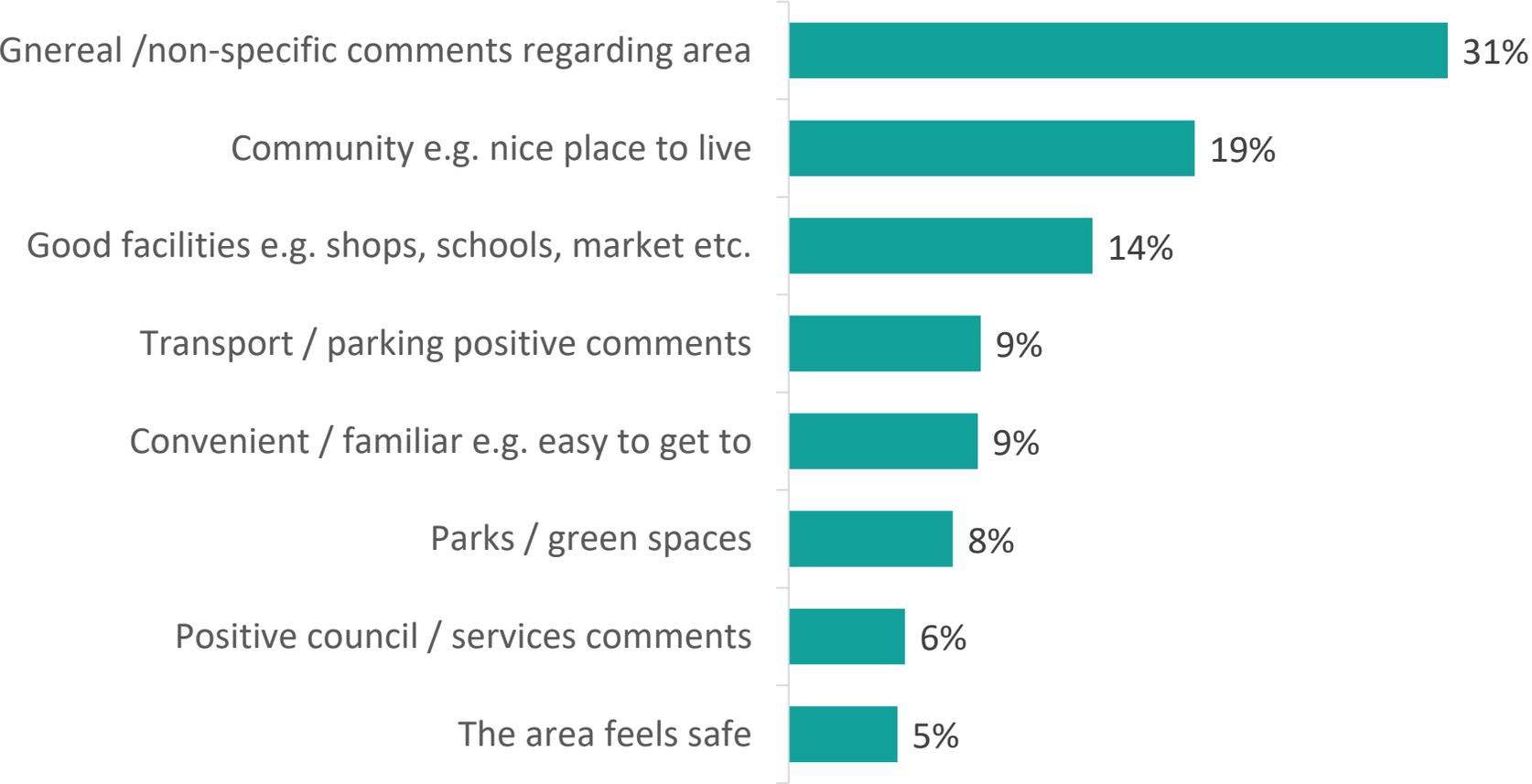
8%
Dissatisfied

<1% Don't know

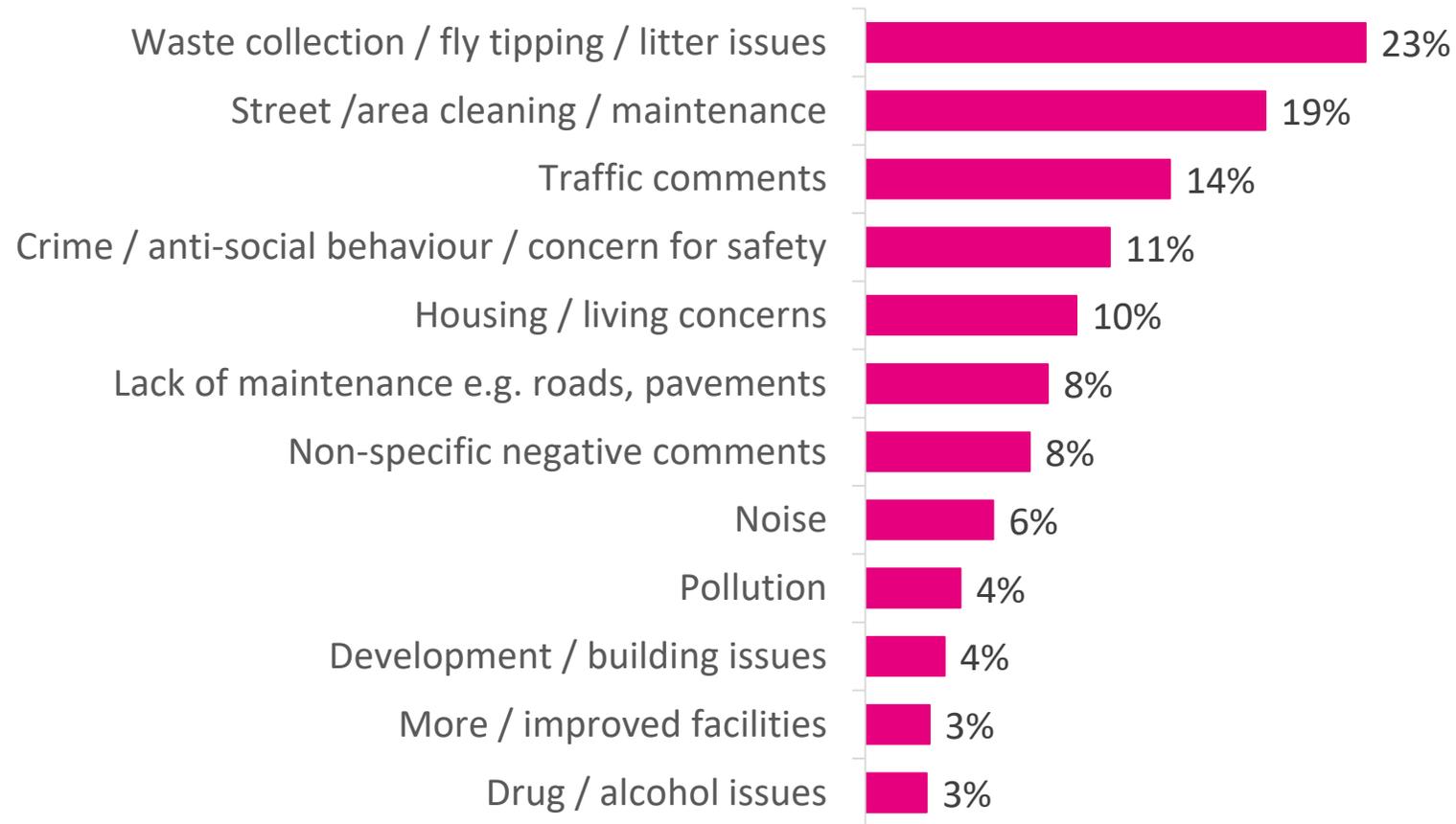


Q1. Overall, how satisfied or dissatisfied are you with your local area as a place to live?
Unweighted sample base: 1100

Reasons for satisfaction with local area - responses given by at least 5% of those answering this question



Reasons for dissatisfaction with local area - responses given by at least 4% of those answering this question



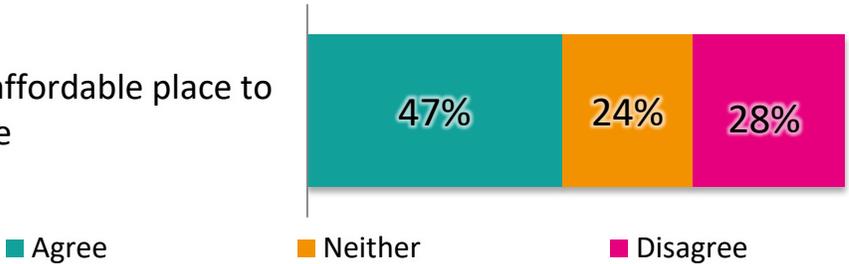
Affordability and economic inequality

Less than half of residents (47%) agree that their local area is an affordable place to live. More than a quarter (28%) disagree this is the case. Perceptions of affordability are significantly lower in neighbourhoods 2, 3 and 4 relative to neighbourhood 1.

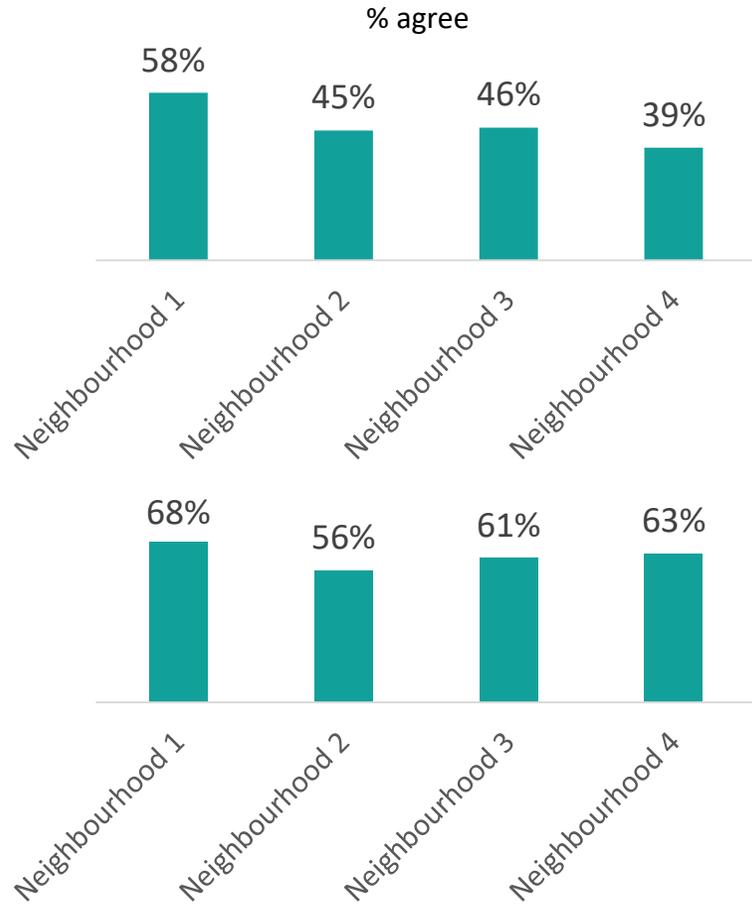
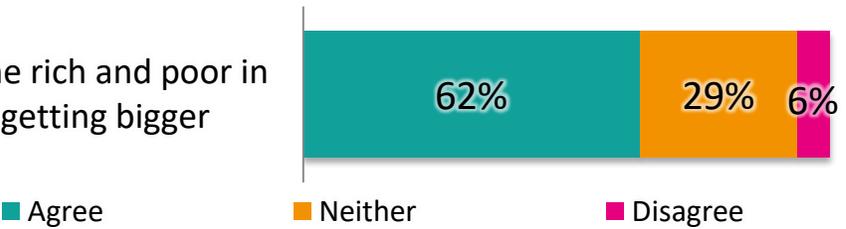
A majority of 62% agree that the gap between the rich and the poor in their local area is getting bigger. Just 6% disagree this is the case. A majority in all four neighbourhood agree this is the case. Analysis by ACORN shows that this view is most strongly held by those at the extreme ends of the affluence spectrum, i.e. Affluent Achievers (73%) and Urban Adversity (66%).



My local area is an affordable place to live

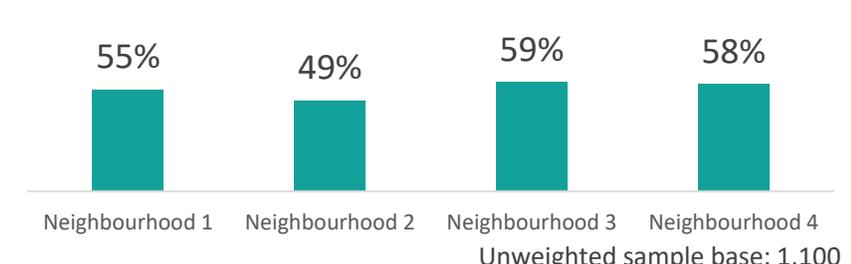
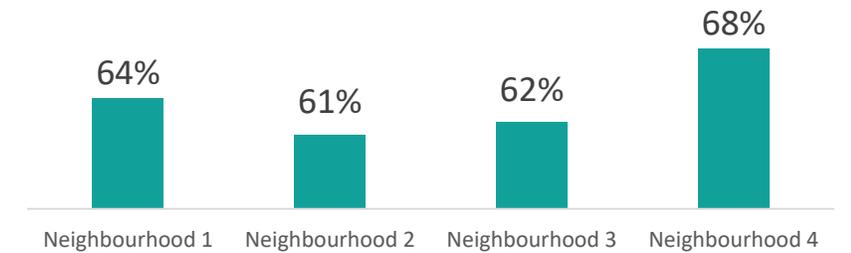
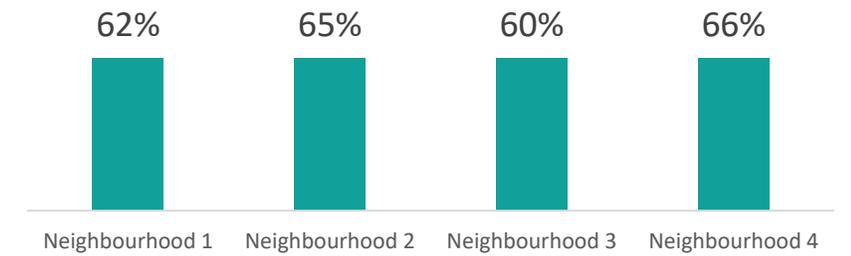
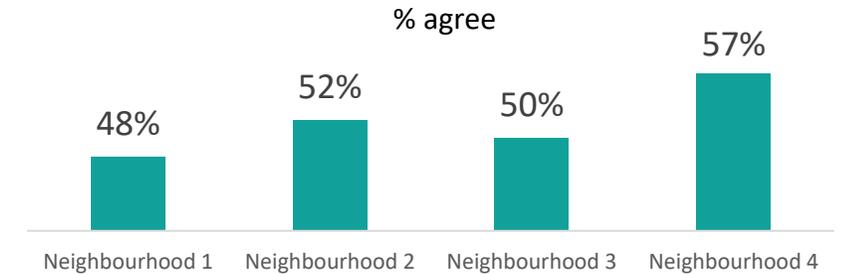
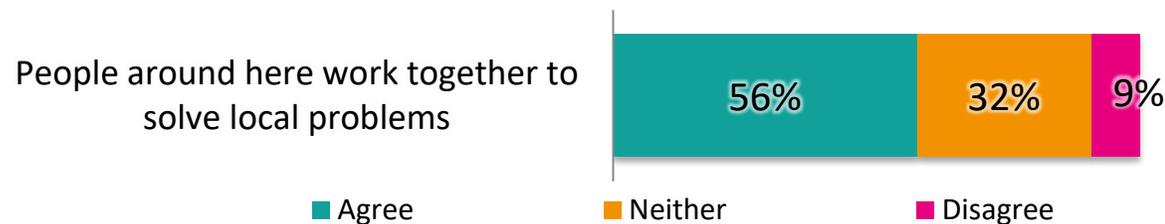
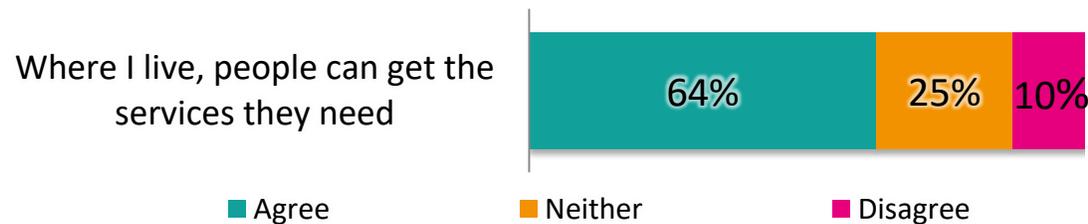
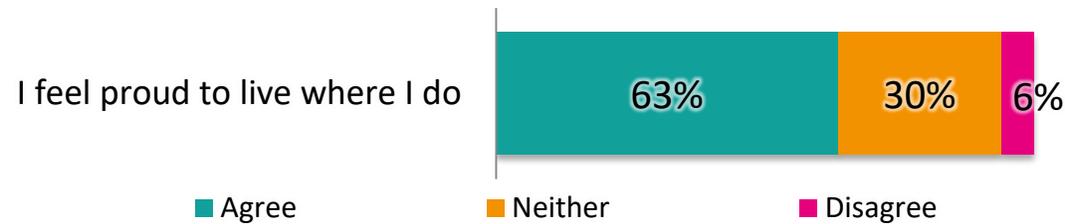
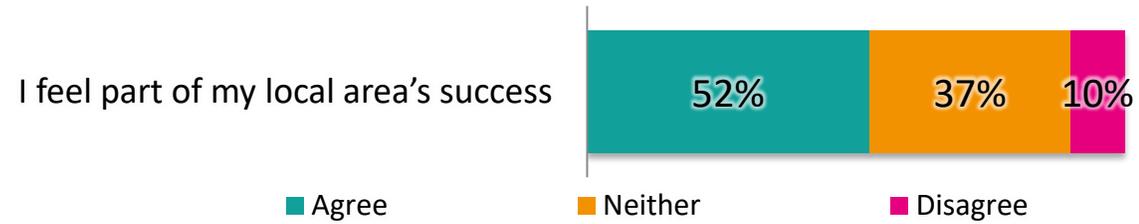


The gap between the rich and poor in my local area is getting bigger



Community connection and co-operation

While a majority agree with four statements about their community connections and local co-operation, notable proportions answered neutrally. Only half of residents (52%) agree that they feel part of their local area's success, with less than half of those in Neighbourhood 1 (48%) agreeing this is the case.



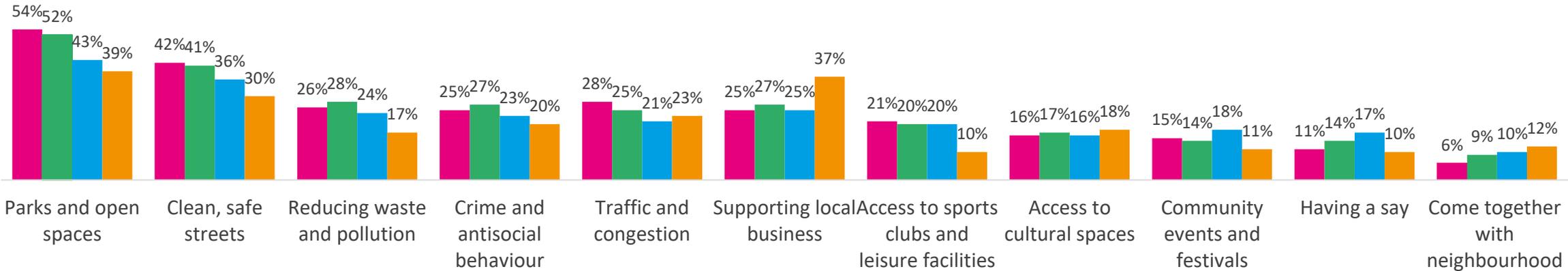
Local priorities following COVID-19 pandemic

The pandemic period has increased the importance of a number of local issues. In particular, parks and open spaces and safe streets have become more important to residents, along with shopping locally and reducing pollution, congestion and crime.



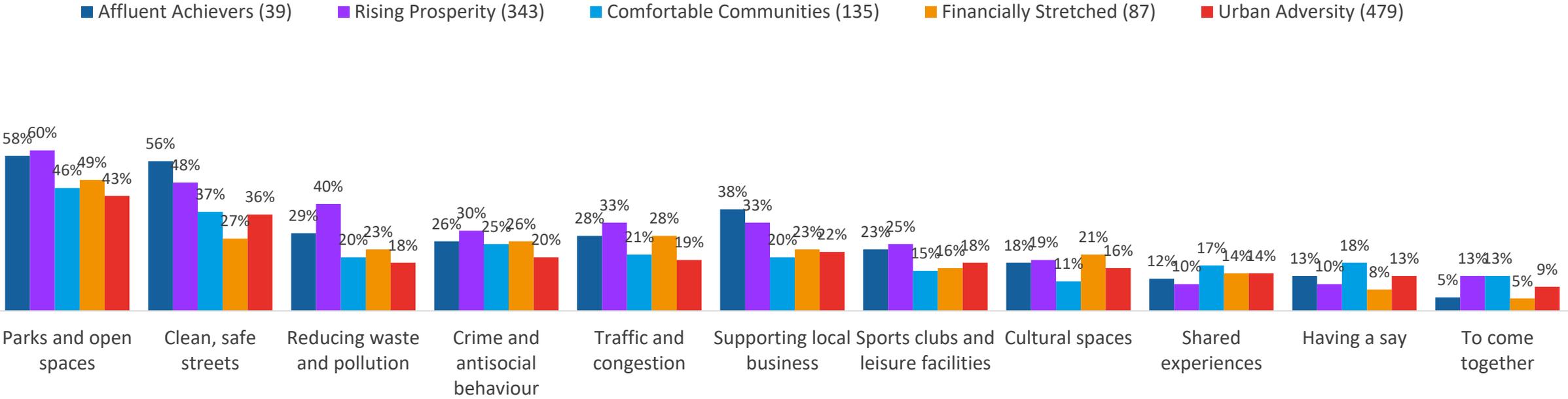
Local priorities following COVID-19 pandemic by age

■ 18 to 34 (337) ■ 35 to 54(436) ■ 55 to 74 (258) ■ 75+ (69)



Q7. Have any of these things become more important to you now, because of the events of the last year?
Unweighted sample bases in parenthesis.

Local priorities following COVID-19 pandemic by ACORN category



Q3. Have any of these things become more important to you now, because of the events of the last year? Chart excludes None and Other. Unweighted sample bases in parenthesis

The Council and its services



Satisfaction with how Lewisham Council runs things

- Over two thirds (69%) of residents are satisfied with the way Lewisham Council runs things, most of which are fairly satisfied (60%). This overall satisfaction measure is unchanged from 2015 (also 69%). Dissatisfaction levels are also stable (11% in 2021, compared of 12% in 2015).
- Overall satisfaction is +13ppts above the October 2021 LGA benchmark (56%). This current benchmark data point has dropped sharply in the most recent LGA polling.
- By area, satisfaction with the way Lewisham Council runs things is highest among those in Neighbourhood 1 (74%) and lowest in Neighbourhood 2 (66%).

Neighbourhood 1 74%
 Neighbourhood 2 66%
 Neighbourhood 3 68%
 Neighbourhood 4 70%

10%
Very Satisfied

60%
Fairly Satisfied

18%
Neither

9%
Fairly Dissatisfied

2%
Very Dissatisfied

69%
Satisfied

LGA Polling
 Oct 21
 56%

11%
Dissatisfied

1% **Don't know**

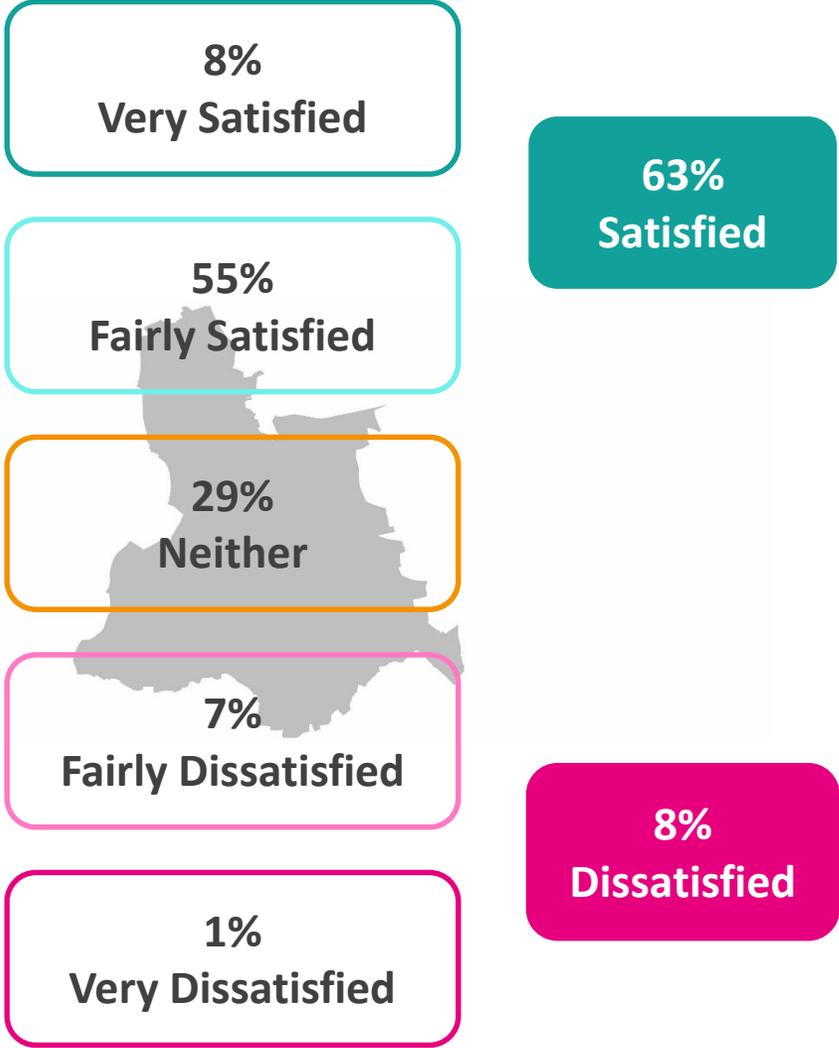
Q8. Overall, how satisfied or dissatisfied are you with the way Lewisham Council runs things?
 Unweighted sample base: 1100



Satisfaction with pandemic support

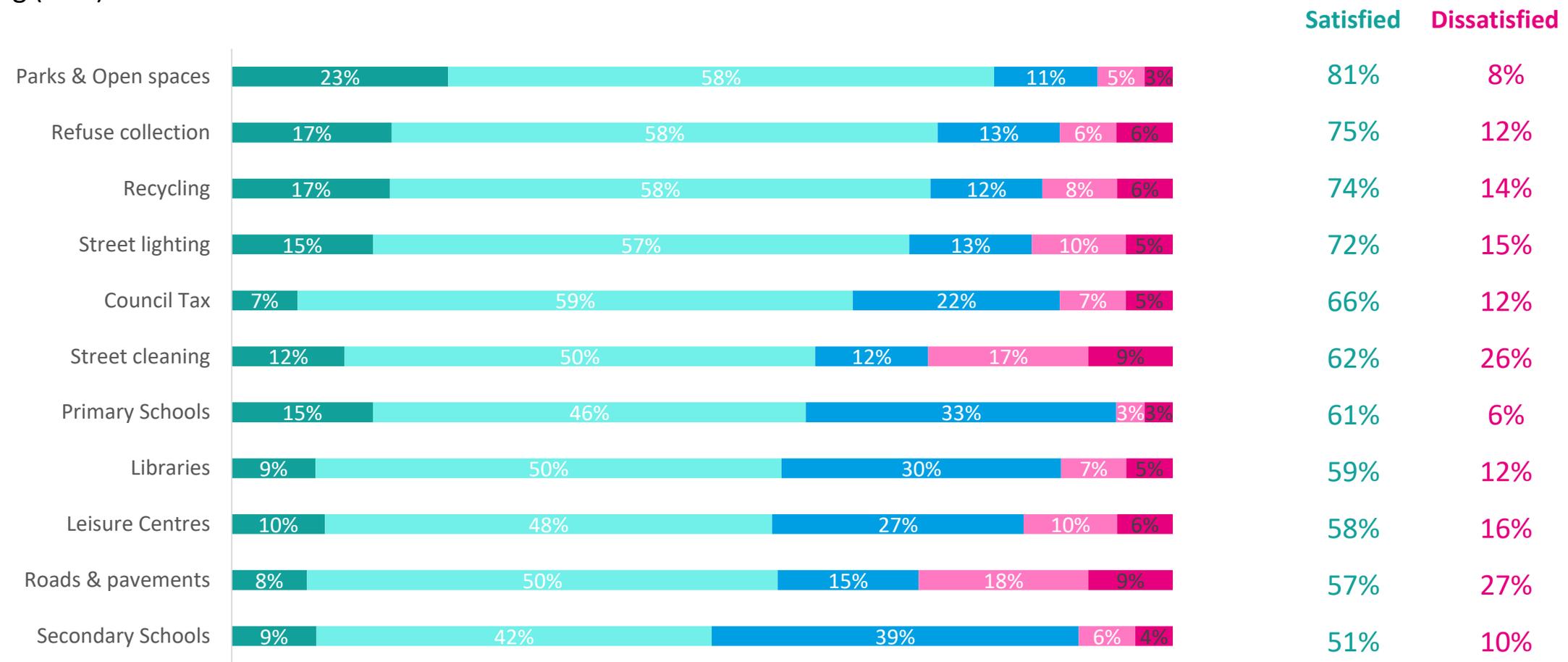
- Six in ten (63%) residents are satisfied with the way Lewisham Council is supporting them and their household during the coronavirus pandemic. Dissatisfaction is low, although three in ten 29% answered neutrally, suggesting that some residents may not have a strong sense that they have been directly supported at a local authority level.
- Satisfaction on this measure is significantly higher among those in Neighbourhood 4 (68%) and those whose ACORN category is Urban Adversity (67%).

Neighbourhood 1 65%
Neighbourhood 2 57%
Neighbourhood 3 60%
Neighbourhood 4 68%



Satisfaction with Council Services

When considering Lewisham Council services there is strong satisfaction with local parks and opens spaces (81%), as well as refuse collection (75%) and recycling services (74%). Peaks in dissatisfaction are evident in relation to road and pavement maintenance (27%) and street cleaning (26%).



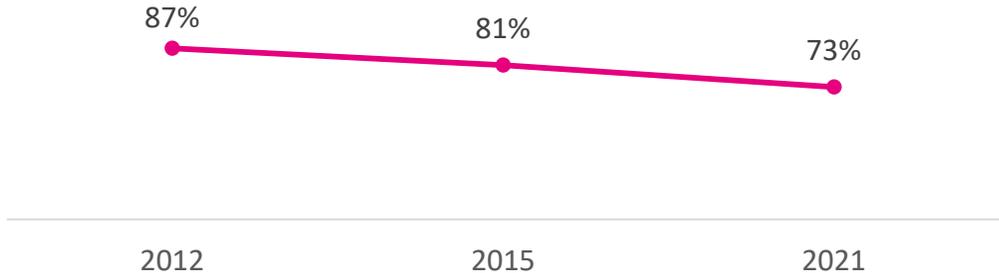
Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied



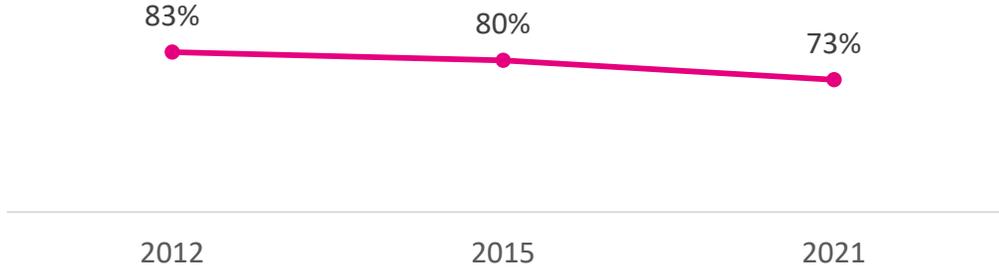
How satisfied or dissatisfied are you with the following Council services?
Valid data reporting meaning don't know responses have ben removed from the sample base. Sample sizes therefore vary

Trends in satisfaction with universal services satisfaction 2012-2021

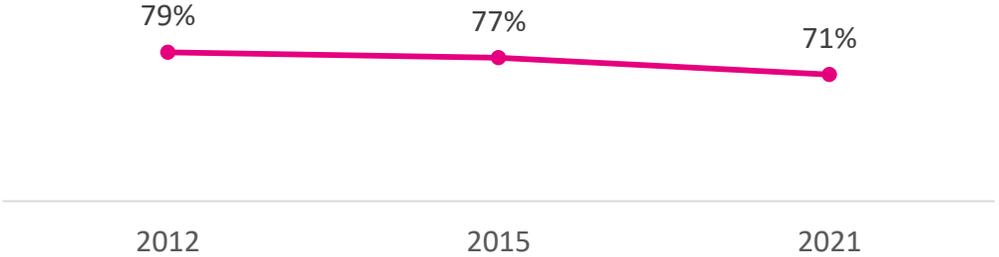
Refuse collection



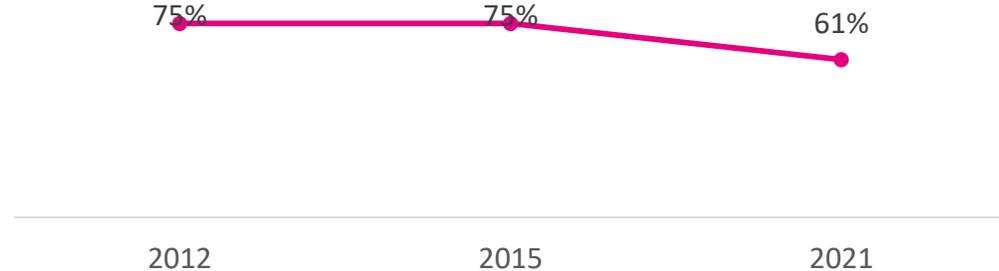
Recycling



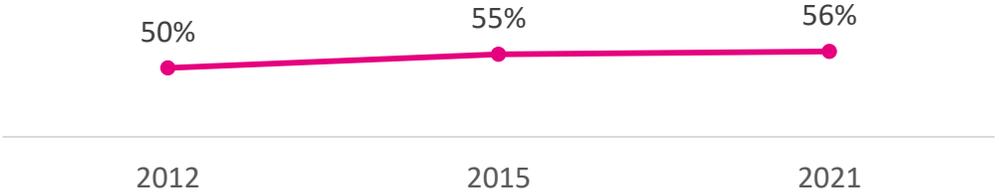
Street lighting



Street cleaning



Repair of roads and pavements

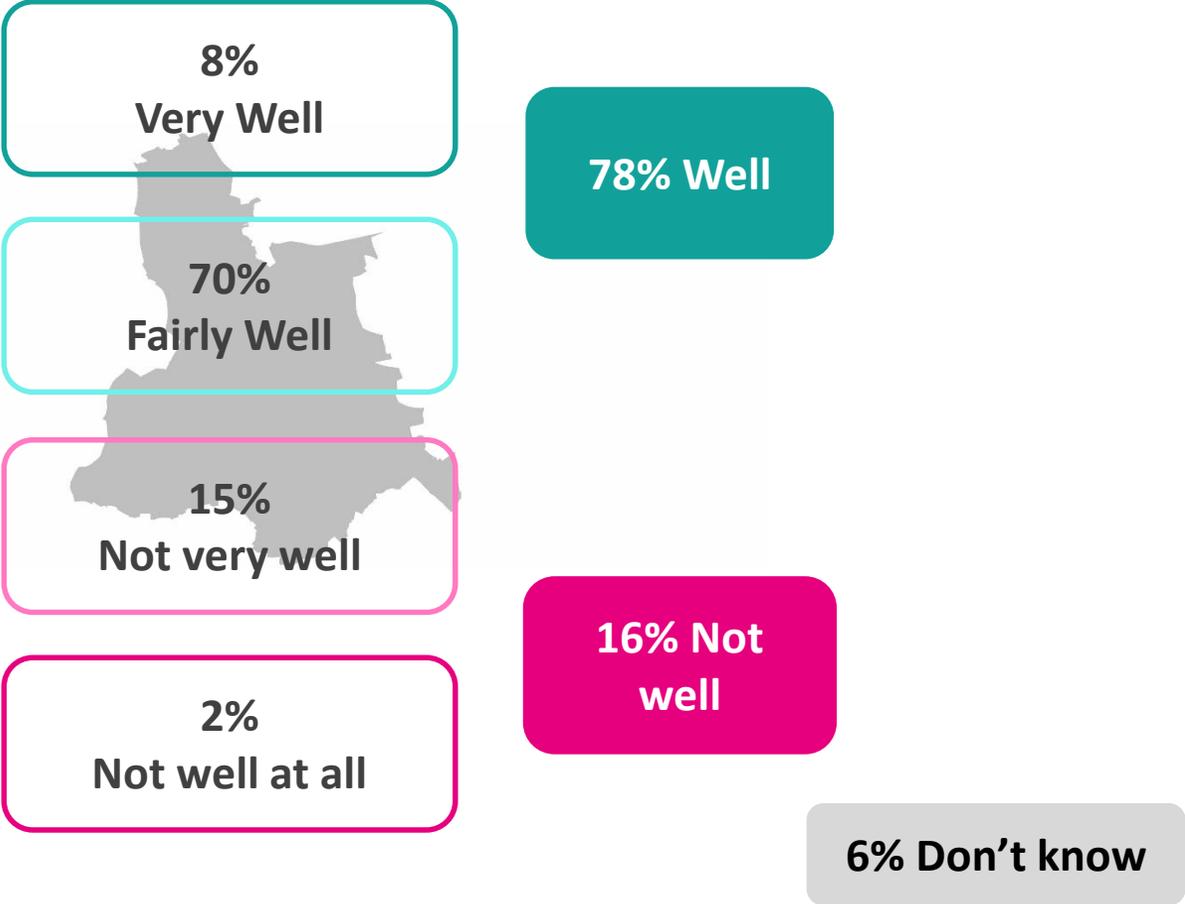


Please note that for comparison with the available historical data don't know responses have been included in the sample bases, creating slight differences to the figures reported on the previous page.

Perceptions of how well services have been kept running during the pandemic

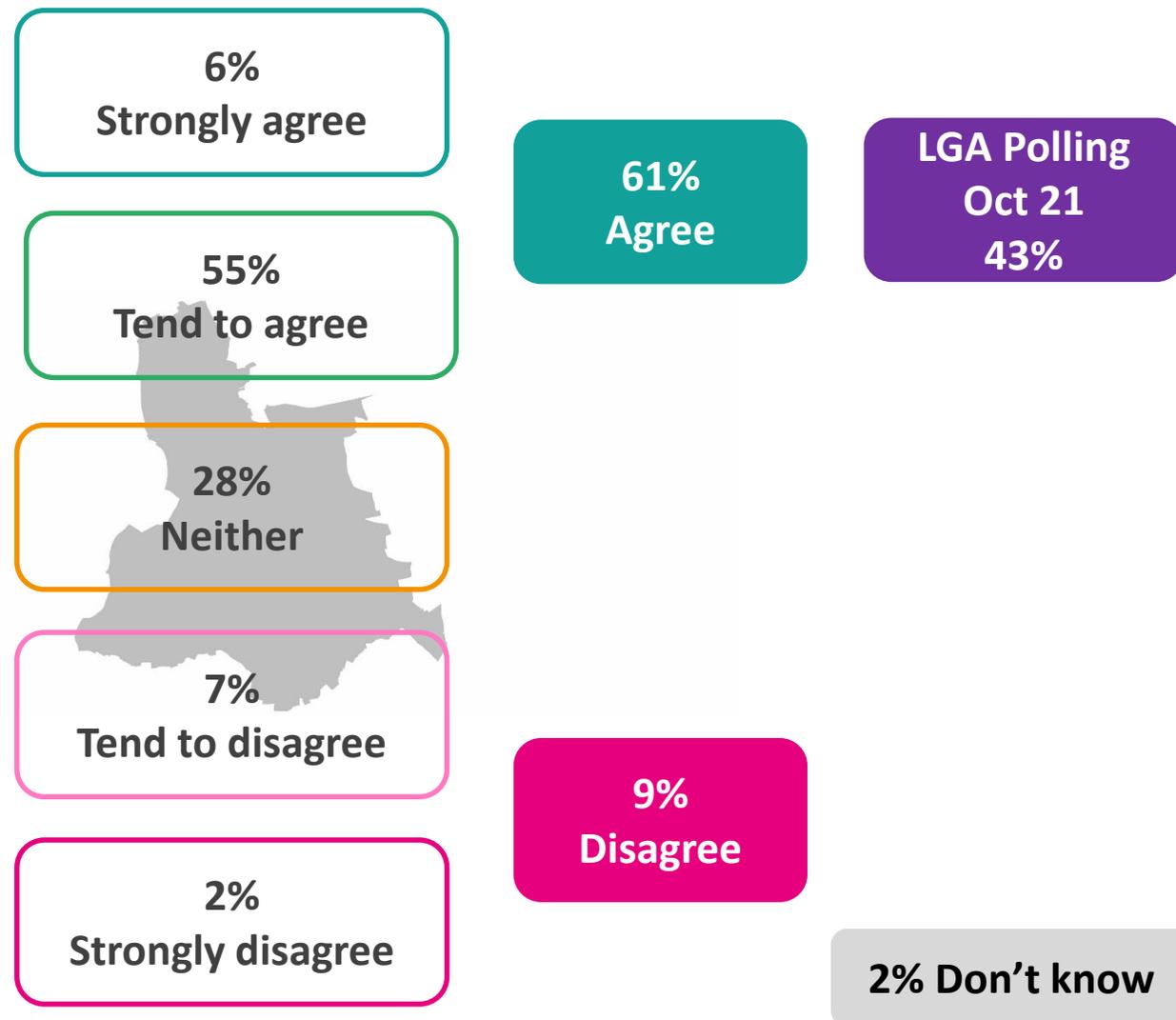
- Approaching four in five (78%) of residents are satisfied with the way that Lewisham Council has been managing to keep its services running as normal during the coronavirus pandemic.
- This high level of positivity is seen consistently across all four neighbourhood areas.
- The fact that this continuity of delivery is being recognised by residents is a positive message to be shared with Council employees.

Neighbourhood 1 79%
Neighbourhood 2 80%
Neighbourhood 3 76%
Neighbourhood 4 77%



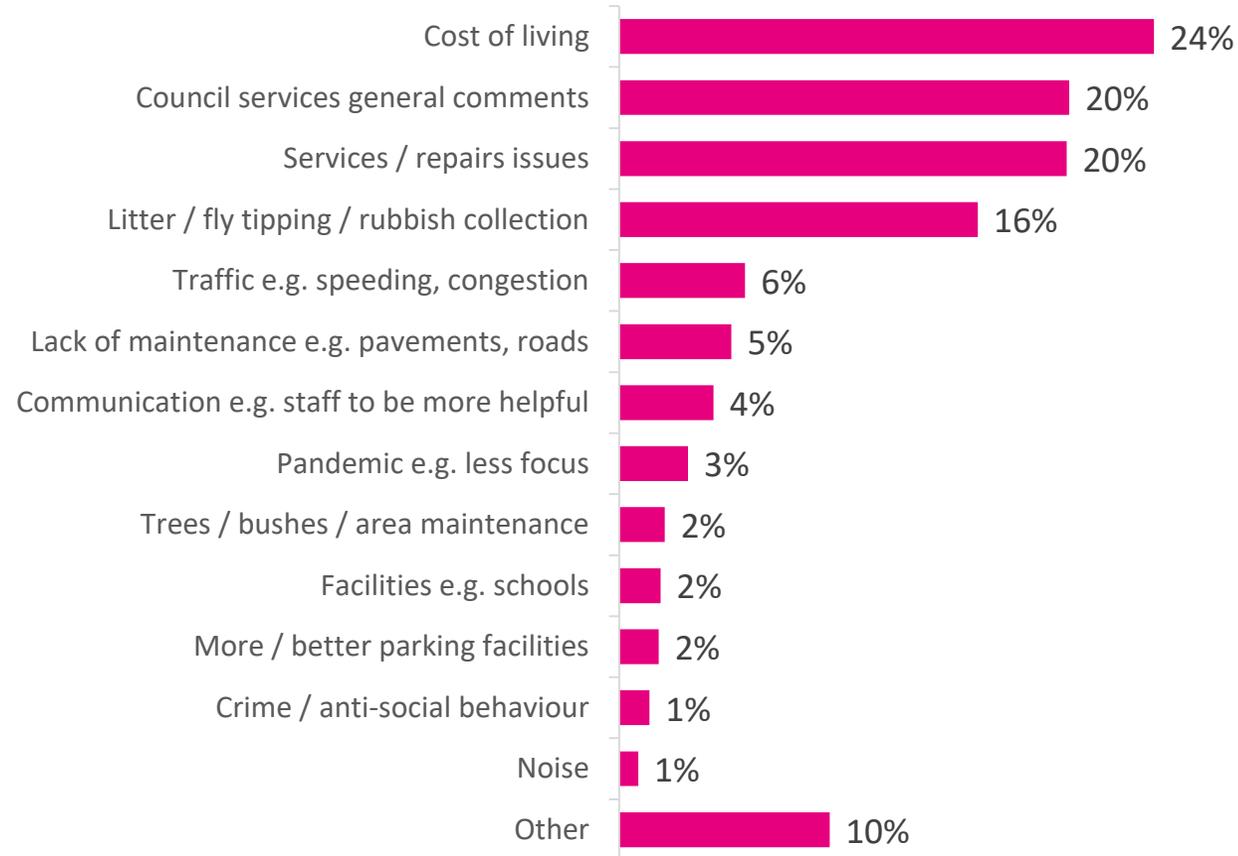
Agreement that Lewisham Council provides value for money

- Six in ten (61%) residents agree that Lewisham Council offers value for money. Only 9% disagree that the Council provides value for money, with 28% holding a neutral view.
- Comparing to the last Lewisham residents survey in 2015 views on value for money provision are essentially stable (61% agreed, 13% disagreed in 2015).
- Agreement regarding value for money is higher than the latest LGA benchmark (43%). In this national dataset perceptions of Council value for money have been falling since 2020.
- Those least likely to agree that Council offers value for money include those classed as Rising Prosperity (52%) and those who are economically active (59%) compared to those who are not (72%).
- Even among those satisfied with the Council, agreement that it provides value for money is only found among 78%. The gap between these two metrics is common in research of this type.



Explanatory factors behind disagreement that the Council provides value for money

While service delivery aspects are important in shaping value for money perceptions, it is notable that general cost of living pressures also appear to influence views on the value the Council delivers.



Relative performance against LGA benchmarks over time

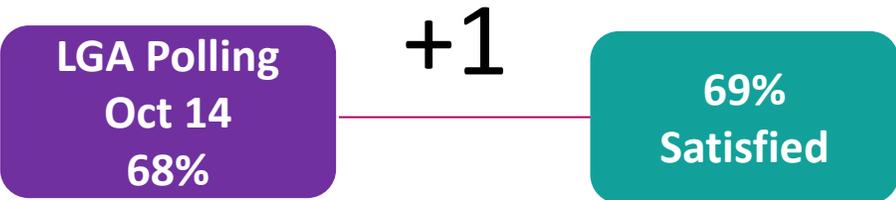
2015

2021

Satisfaction with the local area



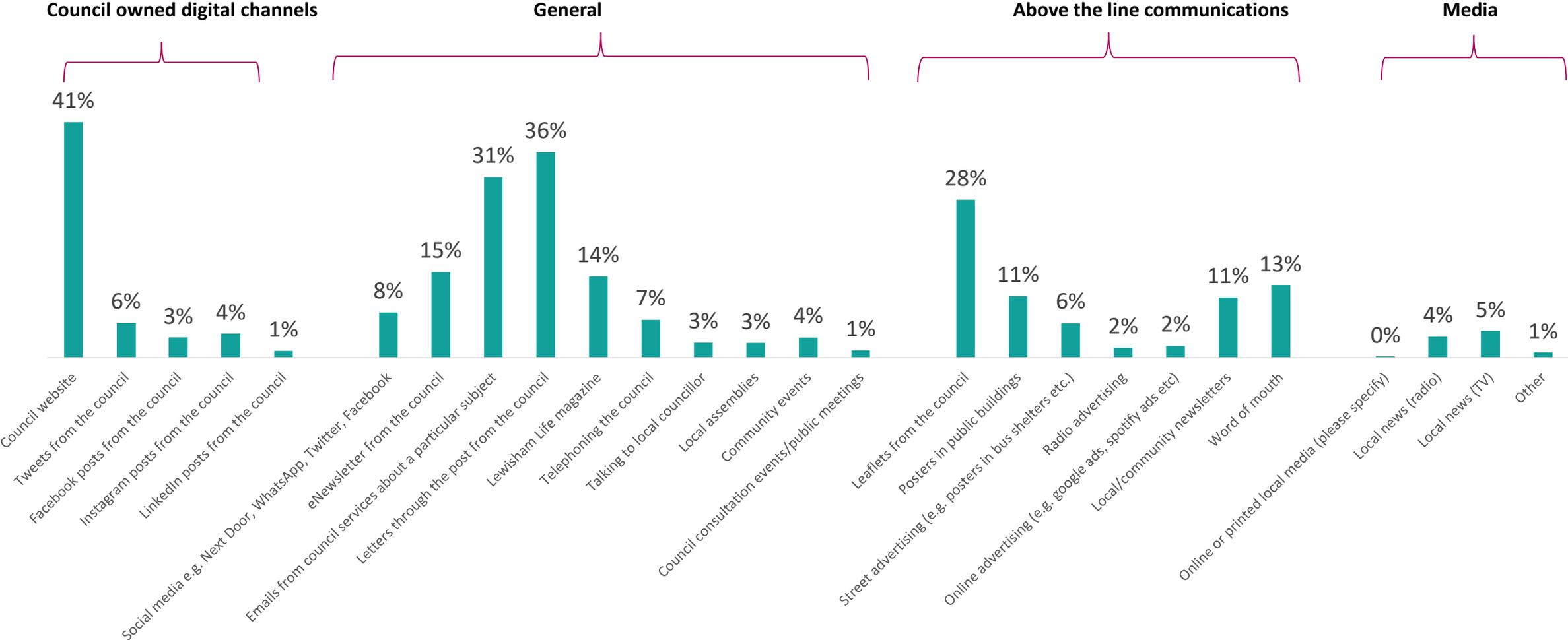
Satisfaction with the way the Council runs things



Satisfaction with Council value for money



Communication preferences for information about the Council



Q13 What is your preferred way to receive information about Council services and your local area? Note more than one response was possible.
Unweighted sample base: 1,100

Access to Lewisham Council services



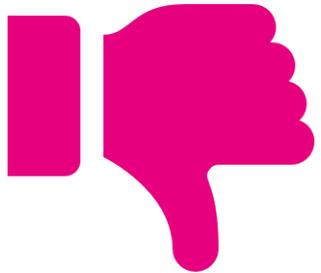
Ease of accessing Council Services

While 64% of residents indicate it is either very or fairly easy to access Lewisham Council services, 26% find this difficult to some extent. The proportion who find service access difficult rises among less affluent groups and among older residents.



64%

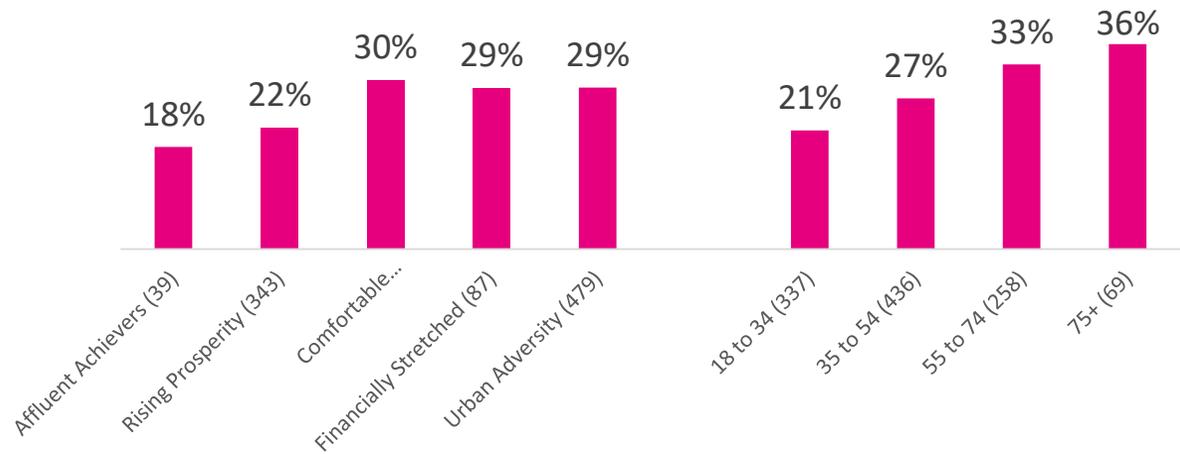
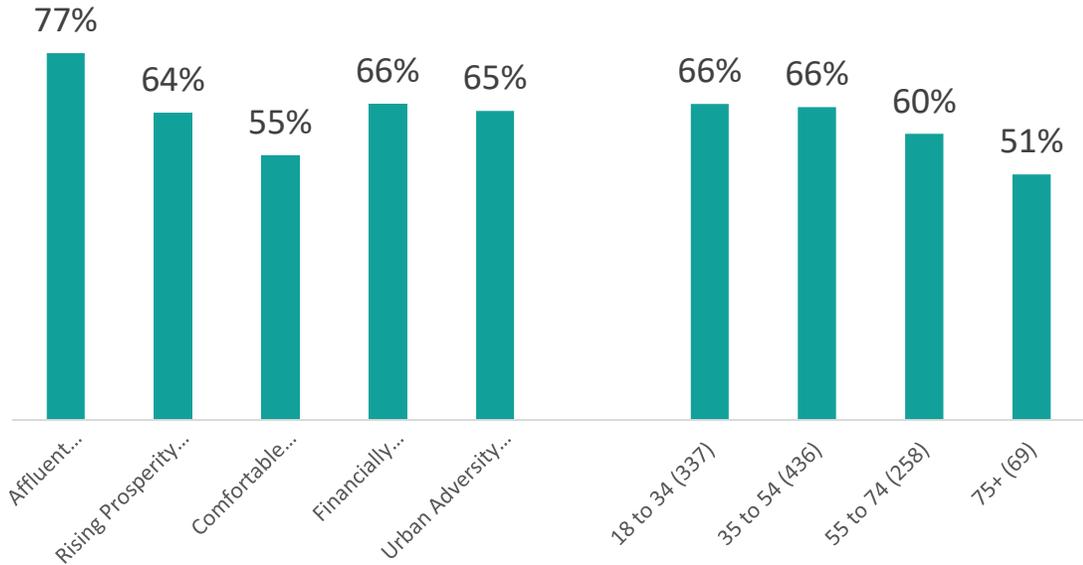
very or fairly easy



26%

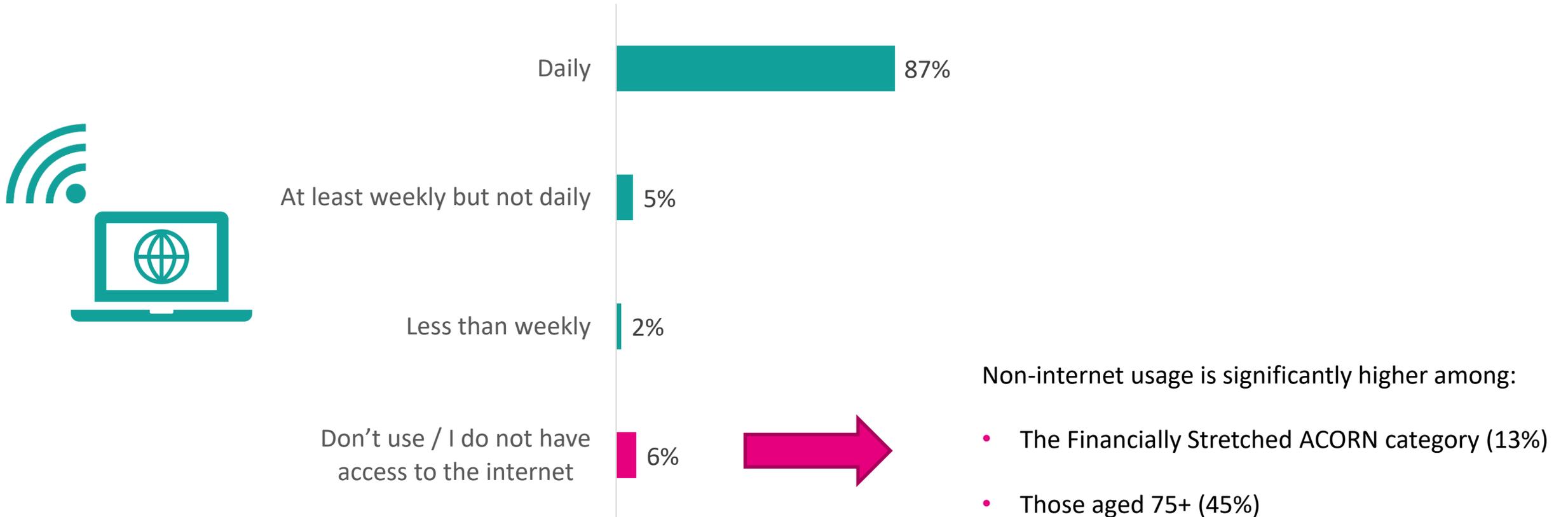
very or fairly difficult

10% Don't know / do not use



Internet usage

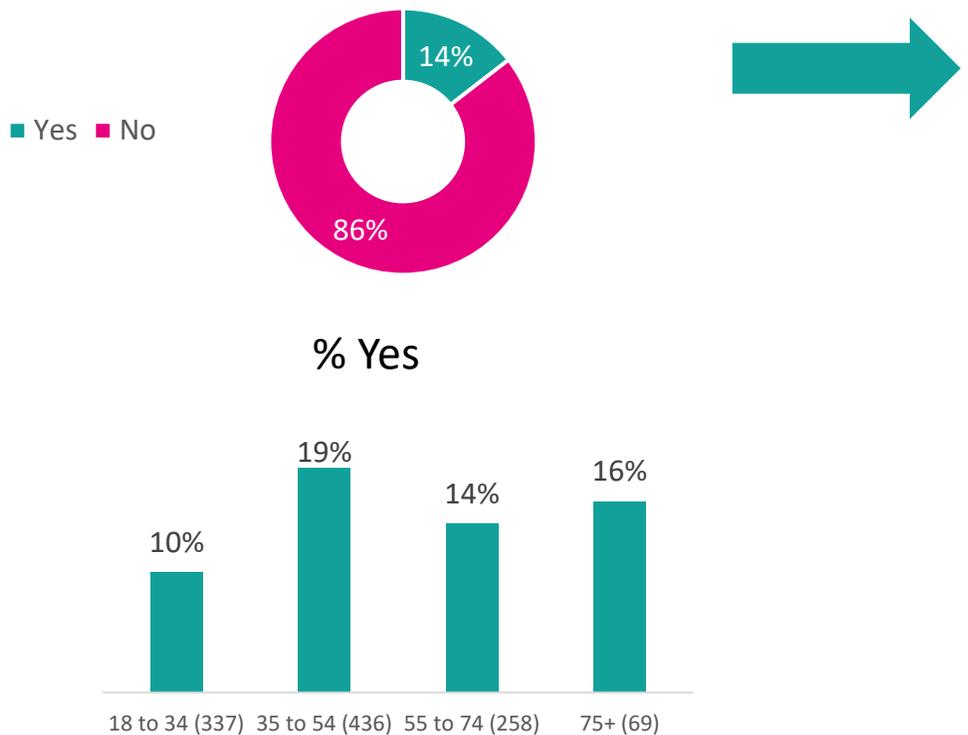
94% of Lewisham residents are internet users. Nationally in 2020, the overall share of households in the United Kingdom (UK) that had access to the internet was 97%.*



The impact of the pandemic on online service access

Pandemic restrictions meant 14% of residents used Council services online that they otherwise would have accessed face to face. This proportion peaked at 19% among those aged 35-to 54. Applications, payments and fault reporting were the most common tasks newly undertaken online.

During the pandemic did you have to use any Council services online that you would have normally have used in person face to face?



Which of these best describes what you had to do online?

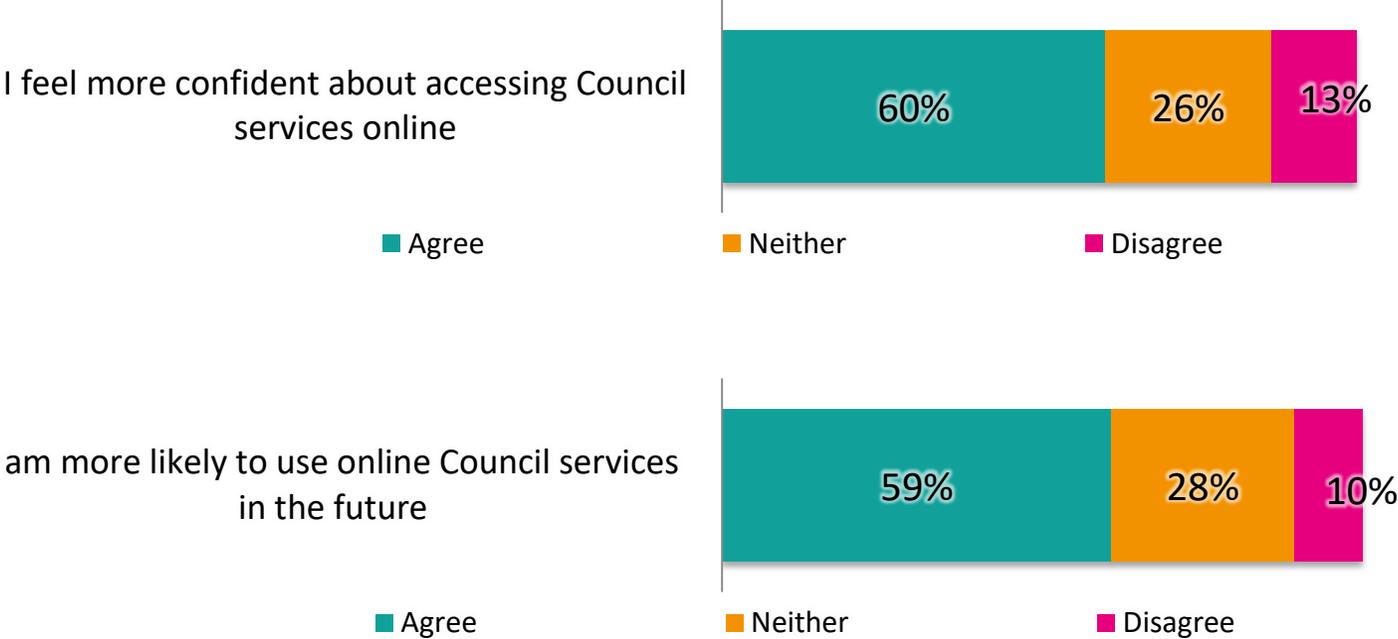


Sample base: 1,100

Sample base: 162

Legacy/impact on digital service use

Six in ten residents that used online services rather than face to face channels during the pandemic now feel more confident about accessing Council services online and are more likely to do so in the future. This equates to 8-9% percent of the total Lewisham population having this new digital confidence.



Digital exclusion

While internet usage is prevalent among residents, a quarter (26%) indicated that their lack of skills with the internet or technology made it difficult for them to access services or support during the pandemic. This proportion increases further amongst the Financially Stretched and those over 75 years of age.

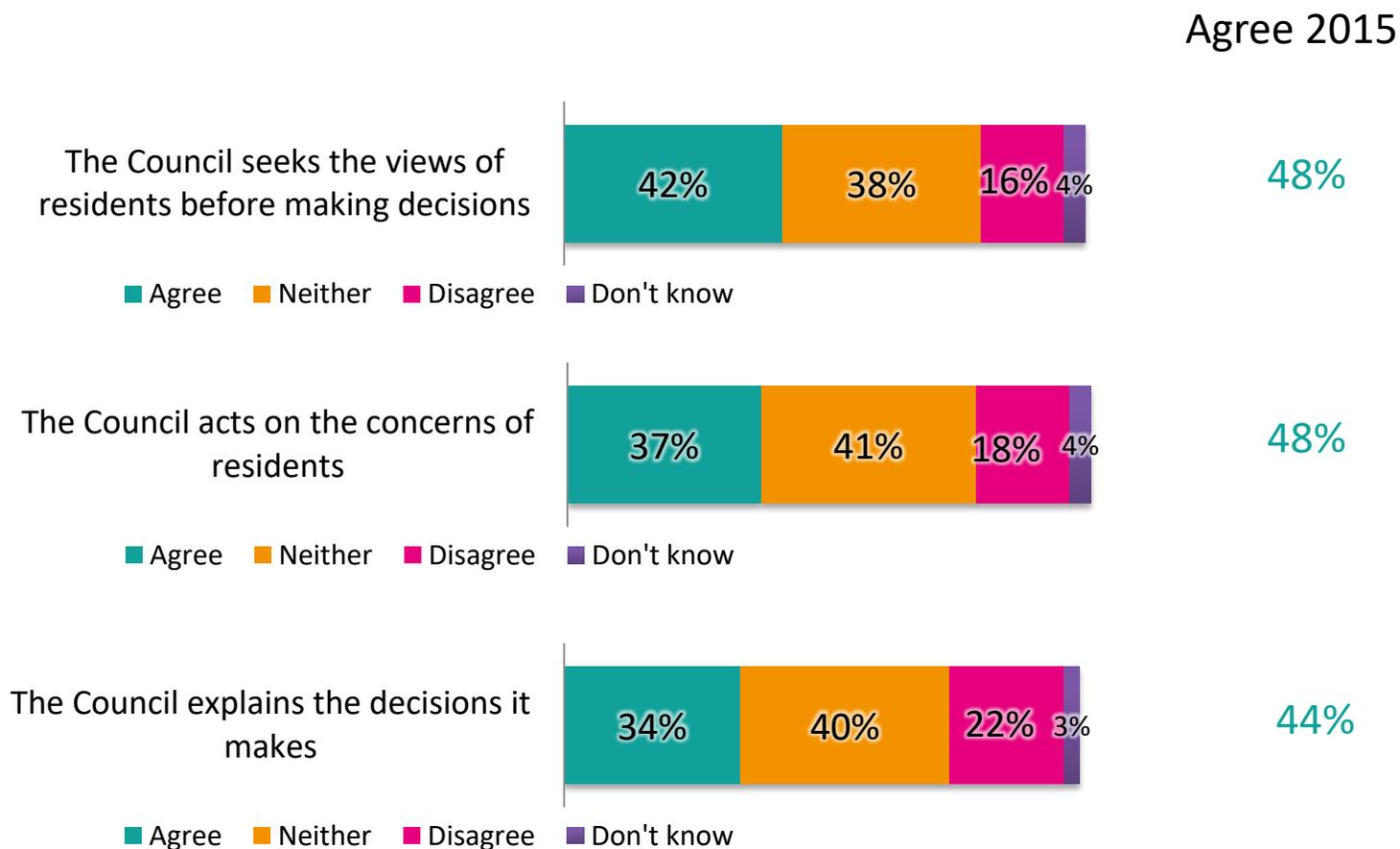


Council budgets and decision-making



Resident involvement in decision making

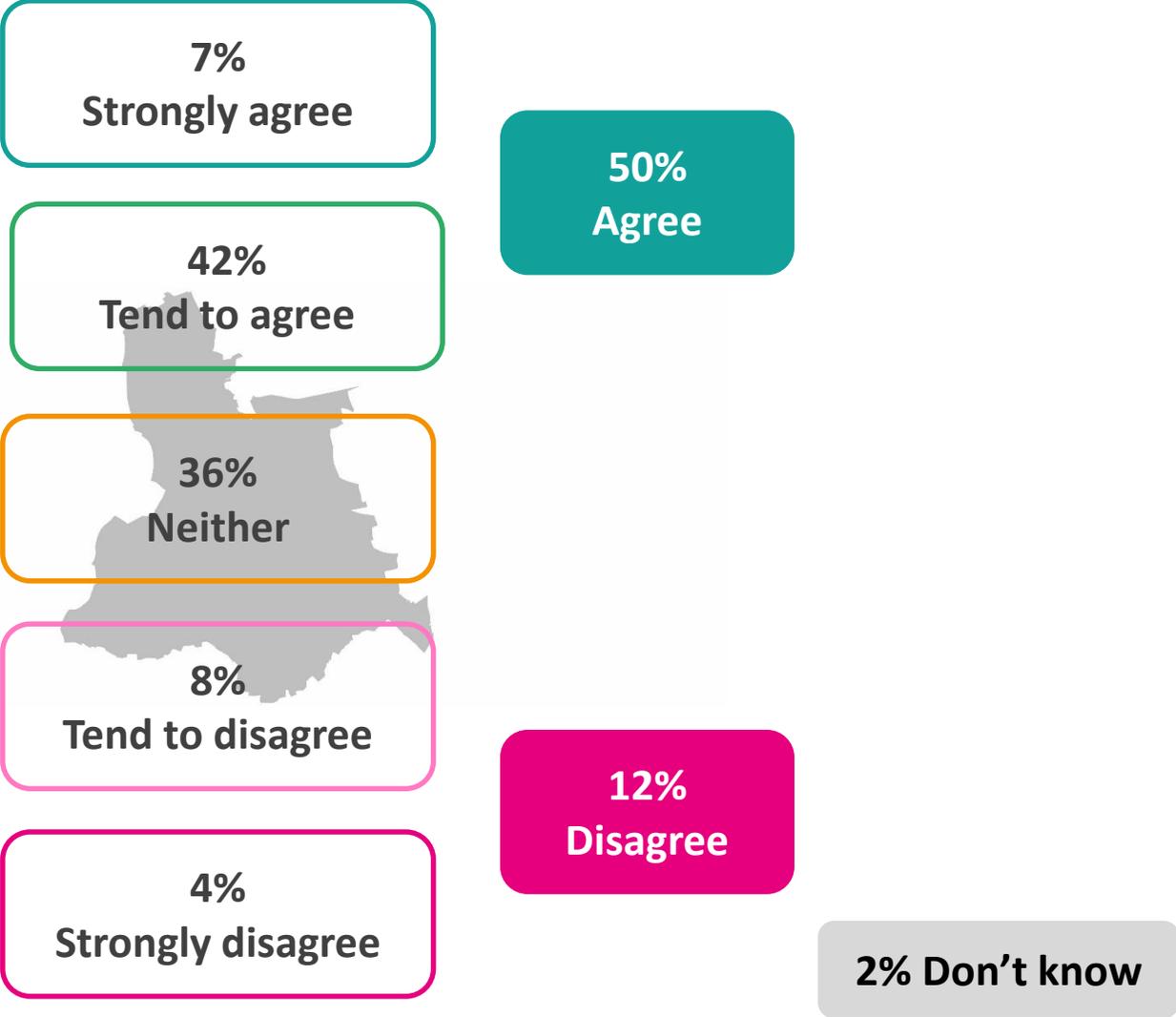
Compared to 2015 fewer residents now agree that the Council consults on decisions, acts on concerns of residents or explains the decisions it makes. Those that agree this is the case are a minority, with two in five having a neutral view. Those living in Neighbourhood 3 and Neighbourhood 4 consistently give less positive responses on these measures than residents elsewhere in the borough.



Trust in Lewisham Council making the best decisions for the borough

- Half of residents (50%) agree that they trust Lewisham Council to make the best decisions for the borough even if they personally disagree with a decision. This level of agreement is down 10ppts from 60% in 2015.
- One in eight (12%) disagree this is the case, with more than a third (36%) answering neutrally.
- By area, agreement on this measure is significantly higher among those in Neighbourhood 1 (56%) than those in Neighbourhood 4 (43%).

Neighbourhood 1 56%
Neighbourhood 2 49%
Neighbourhood 3 43%
Neighbourhood 4 50%



Volunteering and community

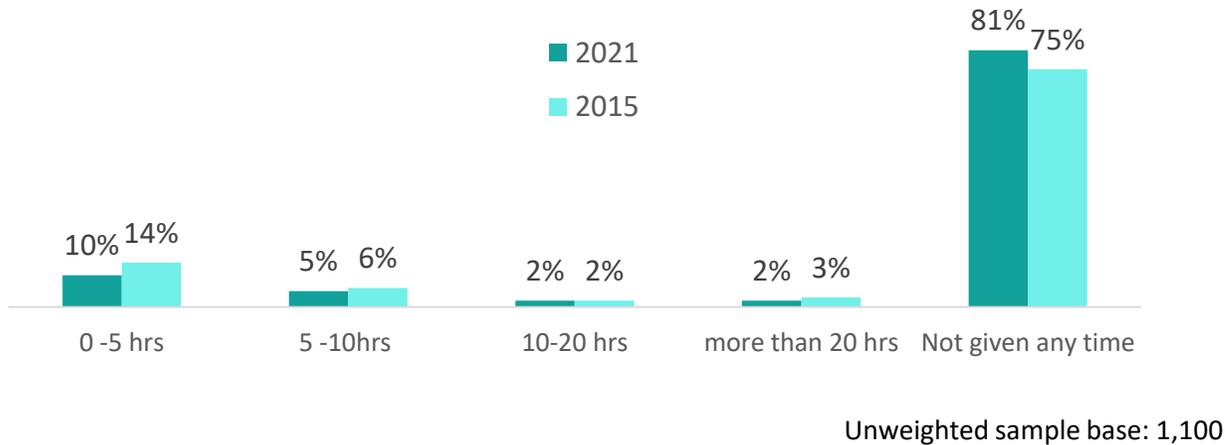


Participation in voluntary activity

The proportion of residents who say that they give some hours per month for formal voluntary activity has decreased since 2015. However, alongside this more residents (36%) now report having helped friends and neighbours during the last 12 months.

Formal activity

Over the last year on average how many hours a month have you given unpaid help to any group(s), club(s) or organisation(s)? Please only include work that is unpaid and not for your family

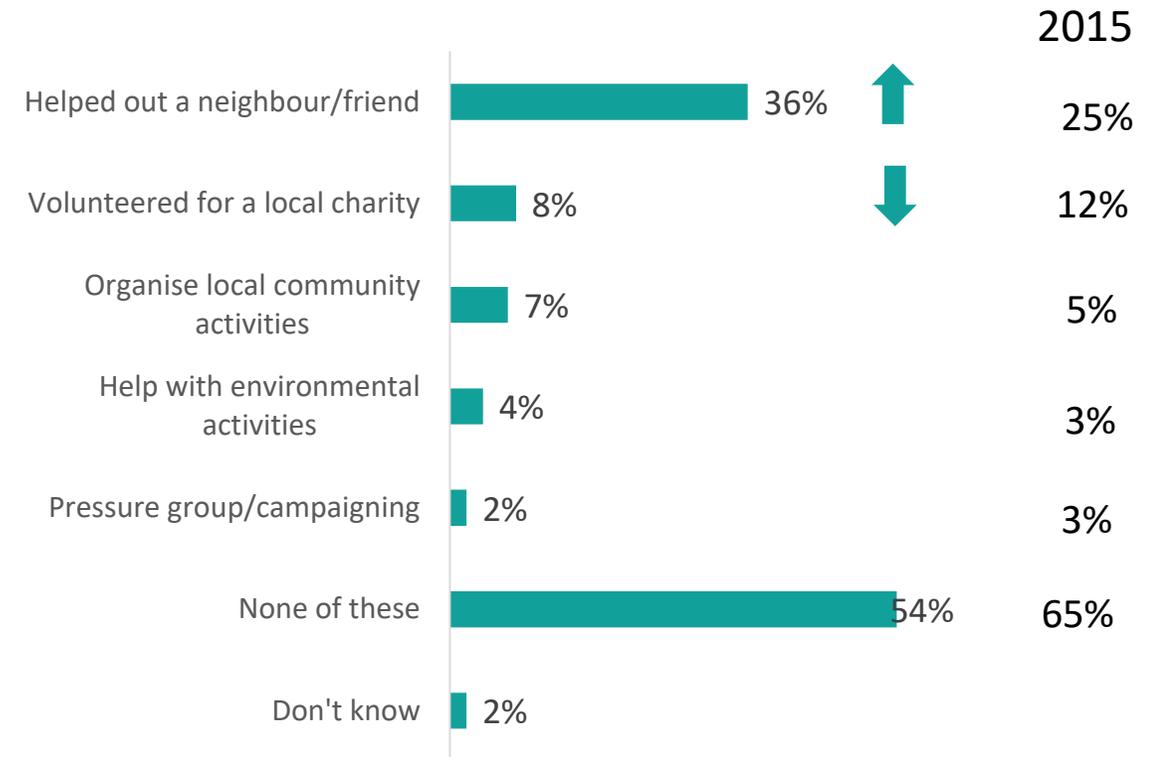


Volunteers significantly more likely to be:

- Affluent Achievers (31%) or Rising Prosperity (27%)
- Aged 18-34 (21%) or 35-54 (21%)

Formal and informal activity

In the past 12 months have you done any of the things listed below?



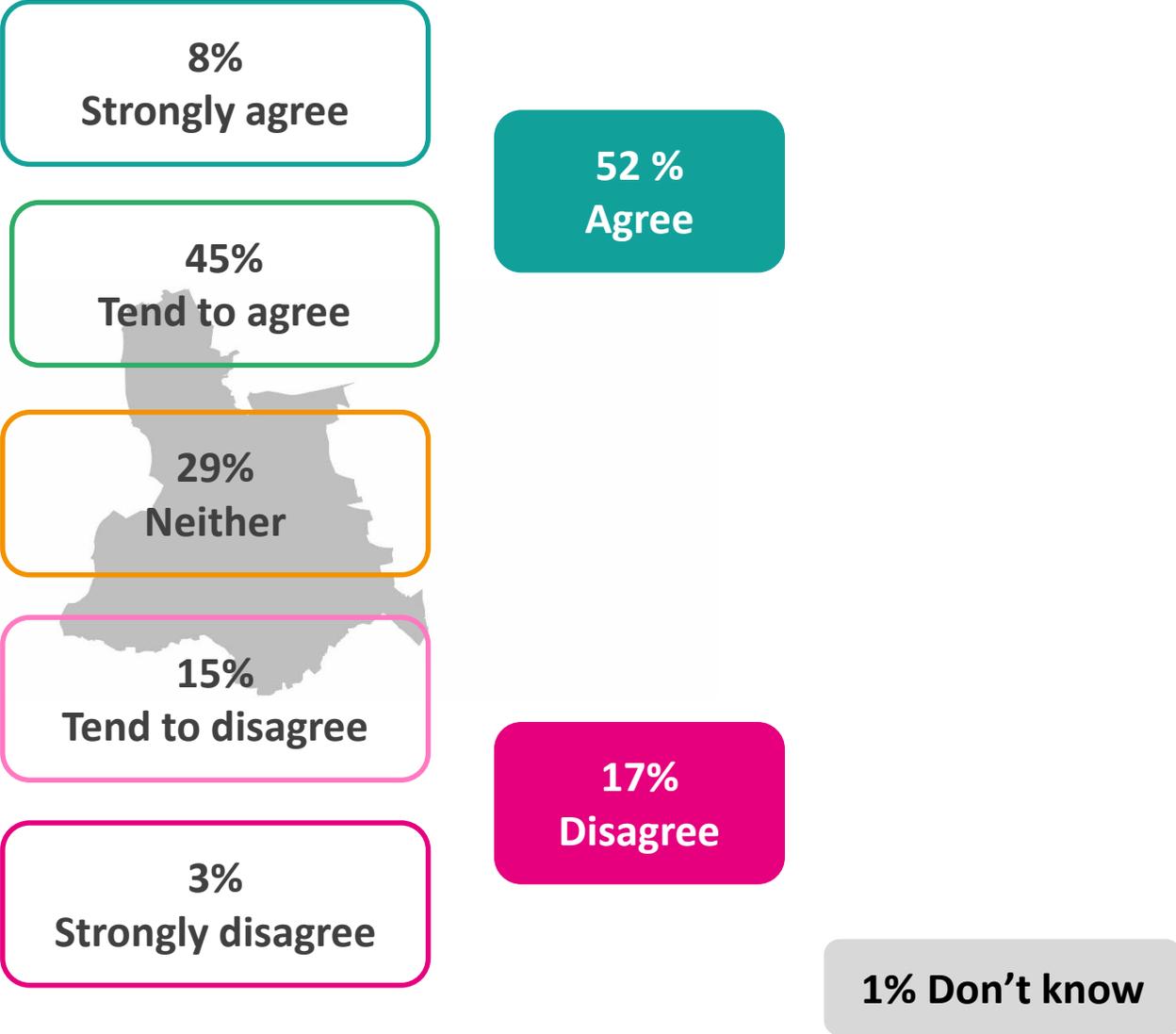
Unweighted sample base: 1,088

Connectivity to neighbourhoods

- Over half (52%) of residents agree because of the pandemic, they feel more connected to their neighbourhood. A total of 17% disagree with 29% holding a neutral view.
- Those in Neighbourhood 4, are most likely to agree that they now feel more connected to the neighbourhood (61%).

Neighbourhood 1 52%
Neighbourhood 2 48%
Neighbourhood 3 47%
Neighbourhood 4 61%

- This improved sense of connection is more prevalent among those who are Affluent Achievers (65%) and white (53%).
- Among those who have been in the borough 0 to 2 years the proportion who feel more connected (43%) is lower than among more established residents.



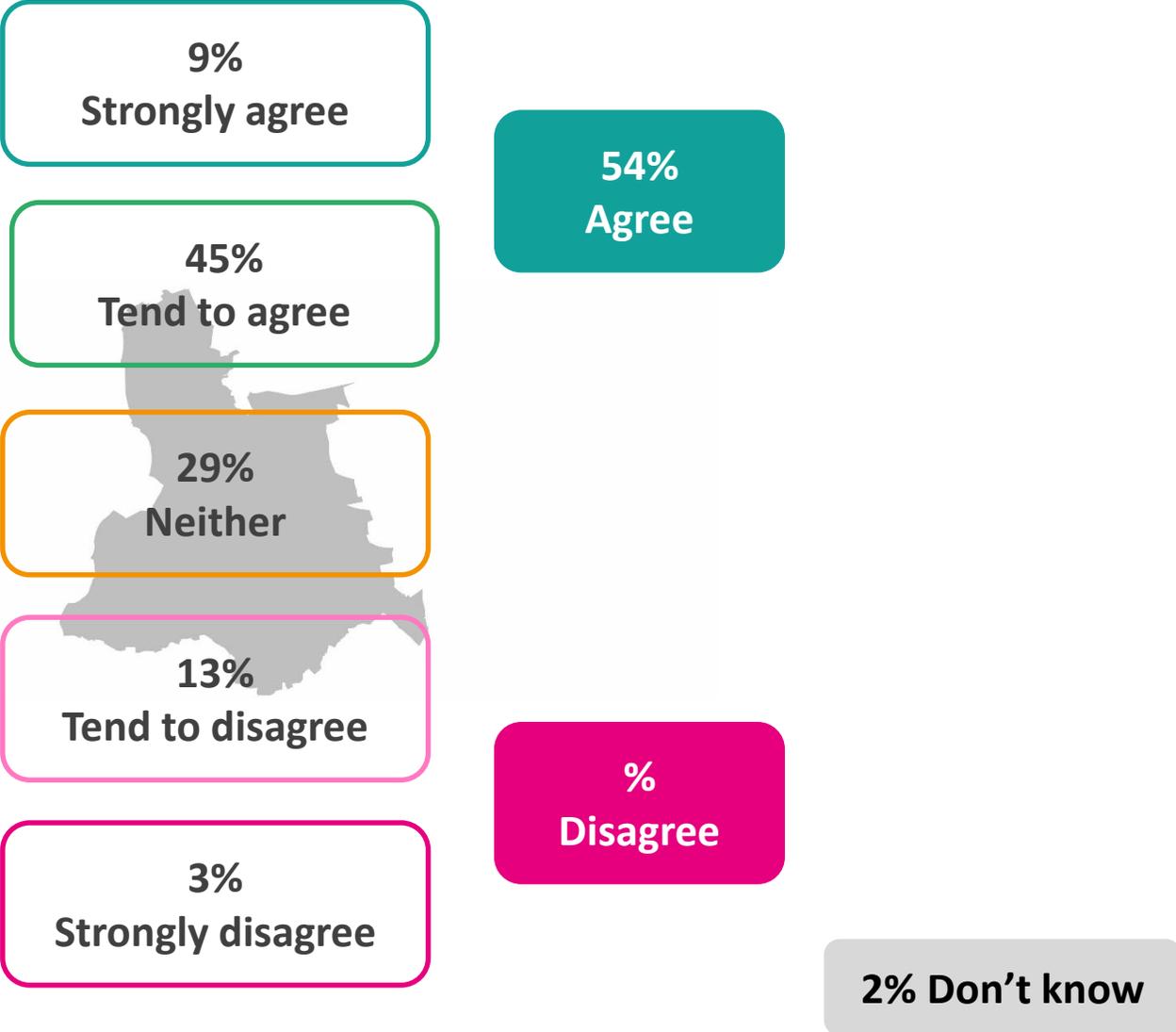
Q28a. Because of the pandemic I feel more connected to my neighbourhood / local community ?
Unweighted sample base: 1,100

Interest in making a difference

- Over half of (54%) residents agree that as a result of the pandemic they are now more interested in doing something that makes a difference to their neighbourhood / local community.
- Approaching six in ten (58%) of those in Neighbourhood 2, agree that this is the case, compared to 37% of those living in Neighbourhood 4.

Neighbourhood 1 55%
Neighbourhood 2 58%
Neighbourhood 3 47%
Neighbourhood 4 37%

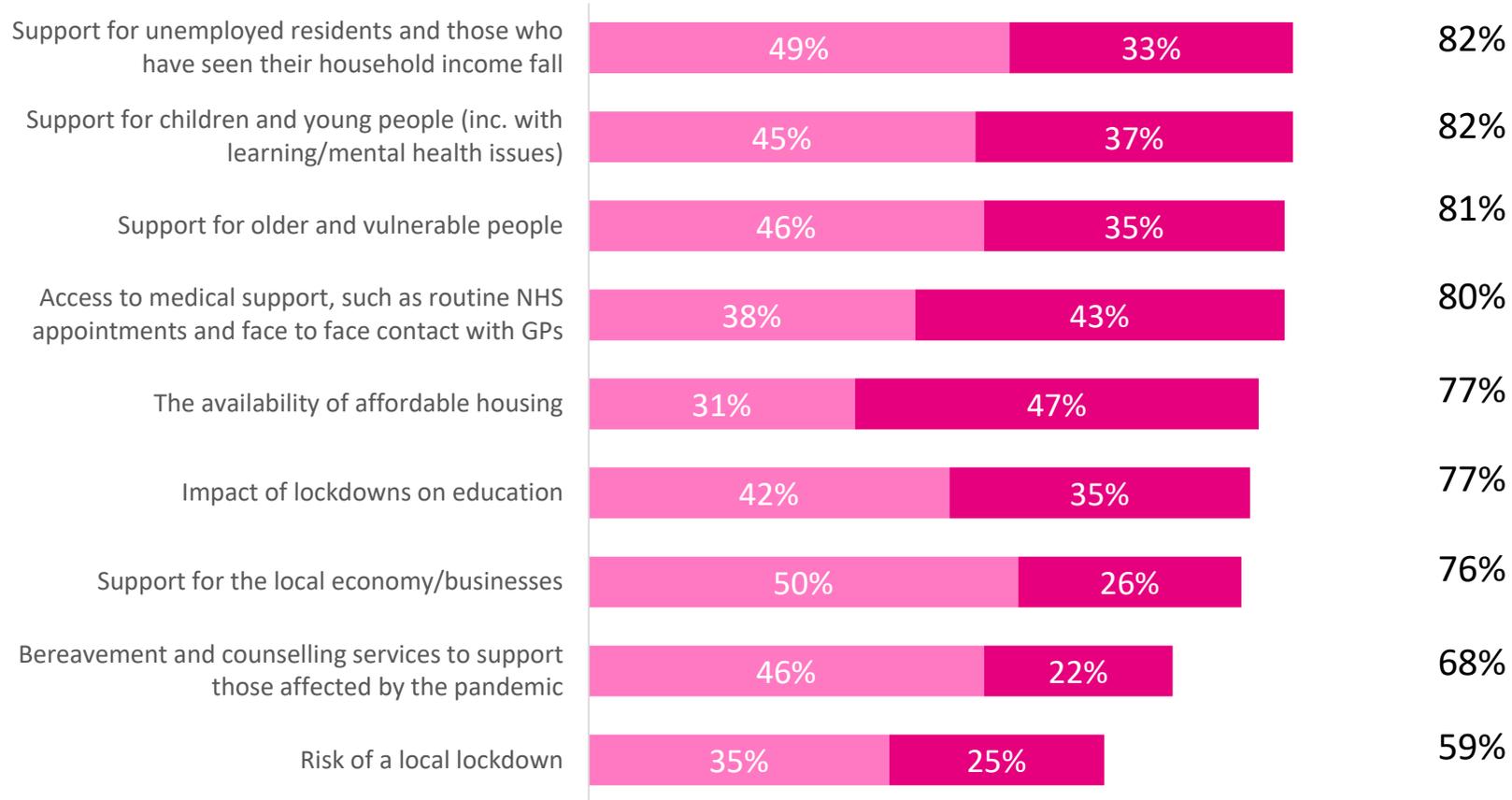
- This sentiment is not reflected in the prevalence of formal voluntary activity as reported earlier, although there has been an increase in the proportion of residents informally helping friends and neighbours.



Q28b. As a result of the pandemic I am now more interested in doing something that makes a difference to my neighbourhood / local community?
Unweighted sample base:1,100

Ongoing local concerns following COVID-19 pandemic

More than half of residents are concerned to some extent about all of the listed post pandemic issues. Four in five are concerned about issues relating to unemployment, children and young people, the elderly and vulnerable and access to medical support. The latter issue, plus the affordability of housing locally produces the highest level of acute concern (very concerned).



Note that the data was collected prior to the emergence of the Omicron variant

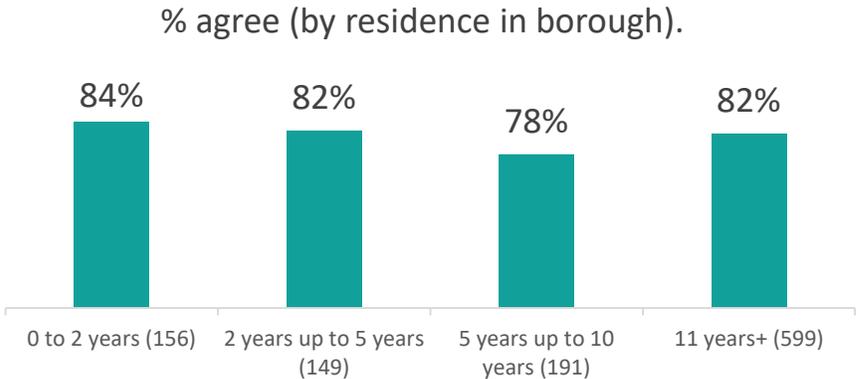


Fairly concerned Very concerned

Q30. Thinking about Lewisham borough's recovery from the pandemic, to what extent are you concerned about any of the following, if at all. ?
Unweighted sample base: 1,100

Lewisham as a welcoming place

- There is a clear sense among residents that Lewisham is a welcoming place. 81% agree that this is the case, including 27% who strongly agree. Only 2% of residents answered negatively at this question.
- This strong sentiment is evident even among those who are relatively new to the borough as 84% of those who have lived here less than two years agree.



27%
Strongly agree

55%
Tend to agree

14%
Neither

2%
Tend to disagree

<0.5%
Strongly disagree

81%
Agree

2%
Disagree

3% Don't know



Responsibility for solving climate change

More than three quarters (77%) of Lewisham residents identify the main responsibility for tackling climate change to sit with everybody. The next most common selection was central government. Note that the data collection period overlapped with the Glasgow COP26 summit.



Everybody	77%	
Central government	16%	— This was selected by significantly more of the Urban Adversity ACORN group (17%)
London Mayor	1%	
Local Government	2%	
Private Sector	2%	
Individuals	2%	

Key messages



Key messages – local priorities

- The majority of residents (79%) are satisfied with their local area, including 23% who are 'very' satisfied. Satisfaction with the local area is in line with the most recent LGA benchmark, (78%). Satisfaction with the local area was higher back in 2015 (90%) and at that point in time performance on this indicator was 8ppts above the LGA national benchmark.
- Waste, fly-tipping and litter issues along with street maintenance are the most common reasons for dissatisfaction with the local area.
- There is a clear sense among residents that Lewisham is a welcoming place. 81% agree that this is the case, including 27% who strongly agree. However, less than half of residents (47%) agree that their local area is an affordable place to live. Furthermore, a majority of 62% agree that the gap between the rich and the poor in their local area is getting bigger.
- The pandemic period has increased the importance of a number of local issues. In particular, parks and open spaces and safe streets have become more important to residents, along with shopping locally and reducing pollution, congestion and crime. With parks and open spaces become more important for half (50%) of residents, the quality and upkeep of these spaces may have a growing influence of how the Council is perceived. In this context it is encouraging to see that parks and open spaces elicit the highest levels of satisfaction in the questions included to measure perceptions of Council service delivery.
- More than half of residents are concerned to some extent about all of the post pandemic issues listed in the survey. Four in five are concerned about issues relating to unemployment, children and young people, the elderly and vulnerable and access to medical support. The latter issue plus the affordability of housing locally produces the highest level of acute concern (very concerned). Concern about housing affordability echoes the sentiment about local affordability elsewhere in the data set.

Key messages – service delivery

- Over two thirds (69%) of residents are satisfied with the way Lewisham Council runs things, most of which are fairly satisfied (60%). This overall satisfaction measure is unchanged from 2015 (also 69%). Overall satisfaction is +13ppts above the October 2021 LGA benchmark (56%) although this current benchmark data point has dropped sharply in the most recent LGA polling.
- While overall satisfaction with Council is stable, the long-term trend (2012-2021) on satisfaction with specific aspects of the Council's service delivery is predominantly downwards.
- Six in ten (61%) residents agree that Lewisham Council offers value for money. Among those who disagree this is the case the most common explanation related to cost of living rather than the specifics of service delivery. Beyond this service quality and litter rubbish issues were among the more frequent mentions.
- Half of residents (50%) agree that they trust Lewisham Council to make the best decisions for the borough even if they personally disagree with a decision. This level of agreement is down 10ppts from 60% in 2015.
- While 64% of residents indicate it is either very or fairly easy to access Lewisham Council services, 26% find this difficult to some extent. The proportion who find service access difficult rises among less affluent groups and among older residents.
- However, there does seem to be some evidence of improved digital confidence/competence in relation to accessing Council services as a result of the pandemic. Pandemic restrictions meant 14% of residents used Council services online that they otherwise would have accessed face to face. Six in ten residents that used online services rather than face to face channels during the pandemic now feel more confident about accessing Council services online and are more likely to do so in the future. This equates to 8-9% percent of the total Lewisham population having this new digital confidence.

Key messages - community

- Over half of (52%) residents agree because of the pandemic, they feel more connected to their neighbourhood. A total of 17% disagree this is the case, with 29% holding a neutral view.
- Around half of residents (56%) also agree people in the area work together to solve local problems. Among the remainder uncertainty is more prevalent (32% neither agree nor disagree) rather than active disagreement (9%).
- While over half (54%) of residents agree that as a result of the pandemic they are now more interested in doing something that makes a difference to their neighbourhood / local community, this sentiment is not reflected in the prevalence of formal voluntary activity. The proportion of residents who say that they give some hours per month for formal voluntary activity has decreased since 2015. However, alongside this more residents (36%) now report having helped friends and neighbours during the last 12 months.