

# Lewisham Residents' Survey 2015

## Key Findings

# Methodology

- Face to face interviewing in every ward in the borough (1,022 in total).
- Interviews completed at randomly selected sampling points (6 Census Output Areas per ward selected as sampling points).
- Interviews completed in January and February 2015.
- Data weighted at borough level by gender, age and ethnicity, working status to ensure final data set is representative.
- Based on Lewisham population aged 18+ as recorded by the 2011 census the data set of 1,022 interviews has a maximum sampling error of +/-3.1 Statistically robust data set.
- Bespoke questionnaire used containing questions that allow results to be compared to national benchmarks provided by the Local Government Association, plus new questions to cover issues such as awareness of Council budget position, social capital and impacts of changes within the borough.

# Notes on reporting

- Significance testing completed throughout the dataset using the t-test, to identify differences in opinion within groups (e.g. between age groups or between males and females). Bold figures in tables or graphs denote a statistically significant variation in opinion compared to one or more comparable groups.
- Summary codes have been applied to survey responses. For example the percentage who are satisfied combines those who are 'very satisfied' and those who are 'fairly satisfied'. Using these summary codes occasionally produces a rounding error of 1-percentage point. If the summary codes reported differ to the sum of the individual percentages within graphs and tables this is due to rounding.
- LGA figures quoted are based on telephone polling of a representative national sample of 1,000 residents.

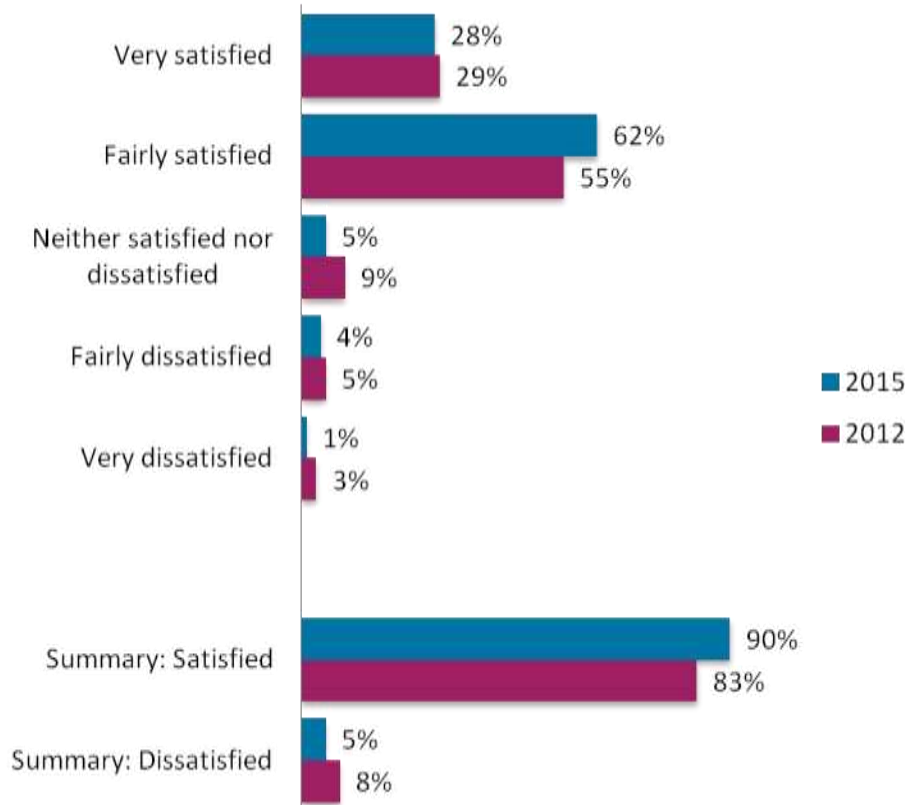
# Views on the local area



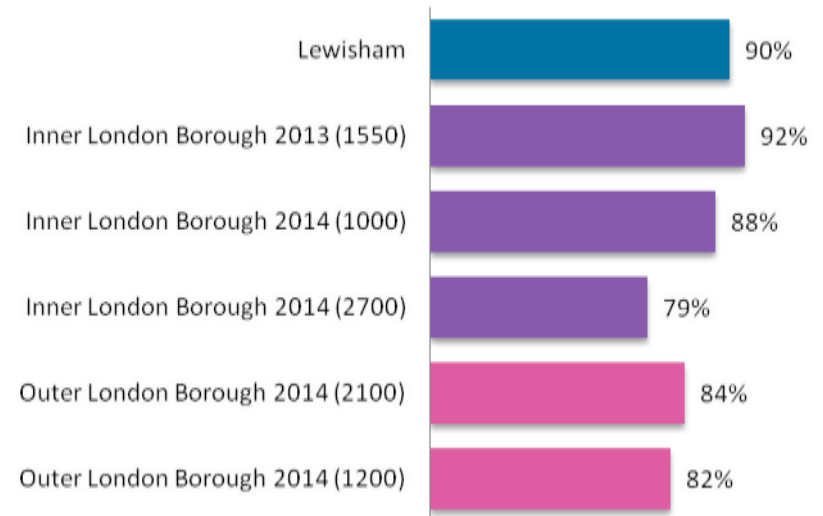
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# Nine in ten residents (90%) are satisfied with their local area as a place to live, up from 83% in 2012

Thinking about your LOCAL AREA, how satisfied or dissatisfied are you with this area as a place to live? Please consider your local area to be the area within 15-20 minutes walking distance from your home (All responses)



Latest national benchmark (LGA Oct 14): 82%

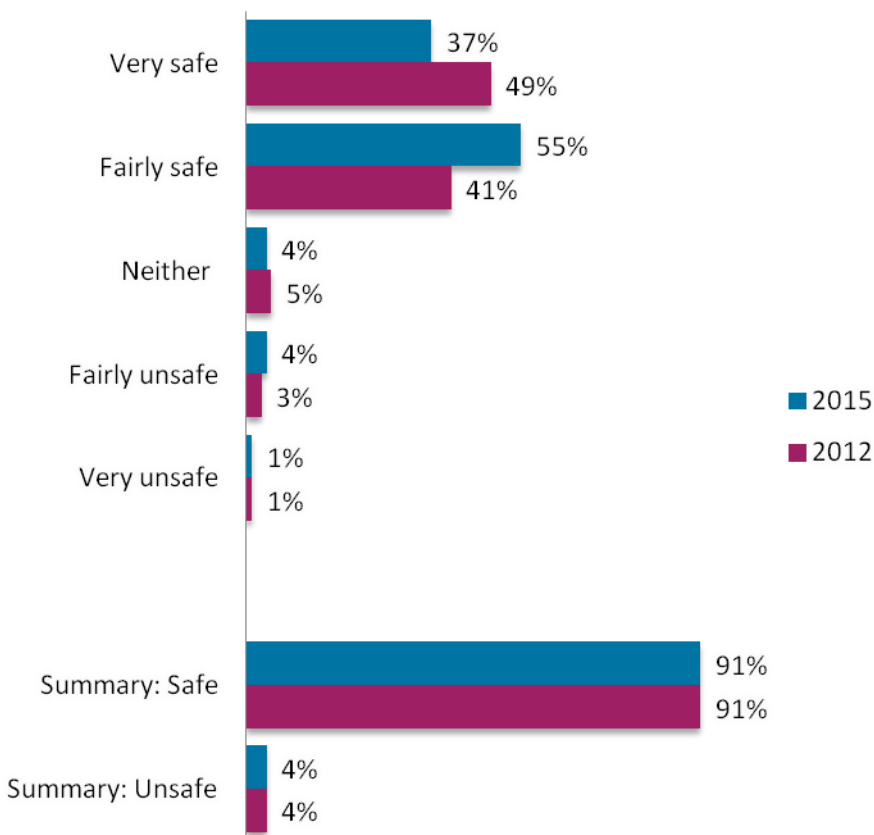


Unweighted sample base: 2015: 1022 2012: 1013

\*% denotes less than 0.5%

The proportion who state they feel safe in their local area during the day has remained stable at 91%, but within this there has been a fall in those giving the response of 'very safe'

### How safe or unsafe do you feel when outside in your local area during the day? (All responses)



Latest national benchmark (LGA Oct 14): 94%

Nine in ten residents in each area feel safe outside during the day but the proportion who feel very safe is higher in Lewisham East (37%) and Lewisham West and Penge (48%) than in Lewisham Deptford (30%).

Unweighted sample base: 2015: 1022 2012; 1013

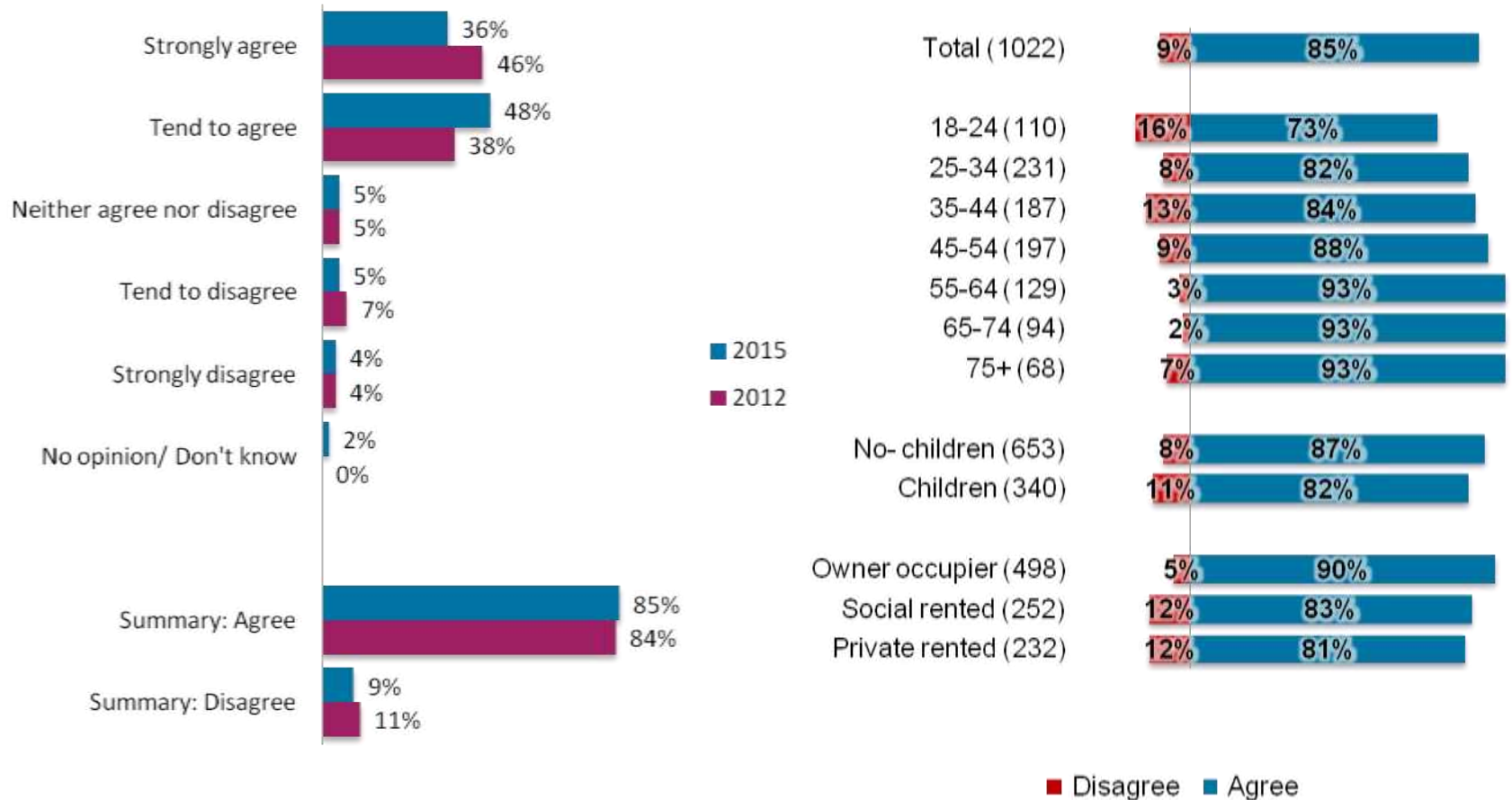
# Home and accommodation



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# While 85% of all residents feel that their home is suitable for their current needs disagreement rises among those aged 18-24 and those who currently rent

Thinking about your current home please tell me to what extent you agree or disagree that it is suitable for your current needs. (All responses)



Unweighted sample base: 2015: 1022 2012: 1013



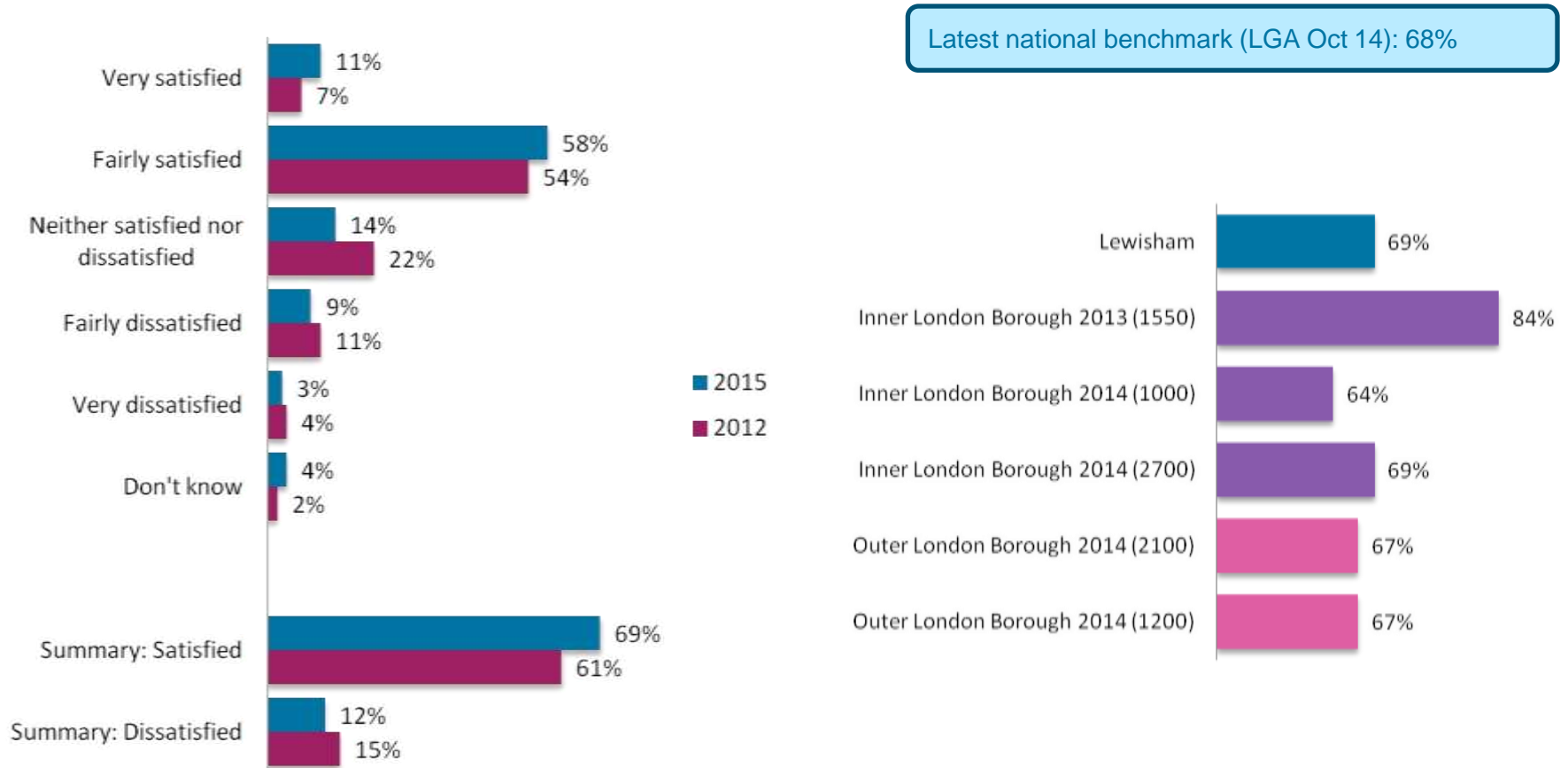
# Council and Services



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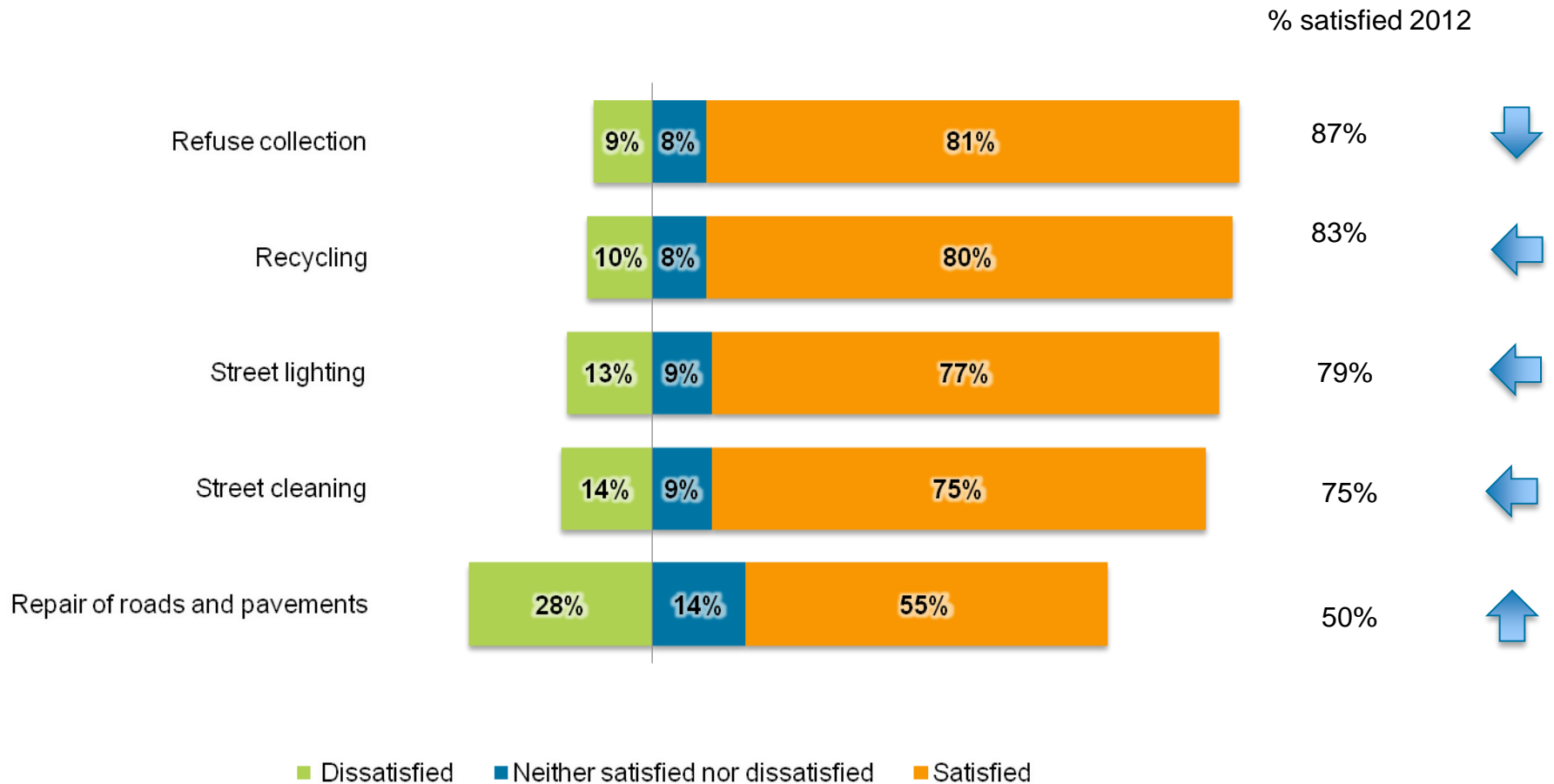
# Satisfaction with Lewisham Council has risen 8-percentage points since 2012 and is in line with the latest LGA benchmark

Taking everything into account, how satisfied or dissatisfied are you with the way Lewisham Council runs things? ( All responses)



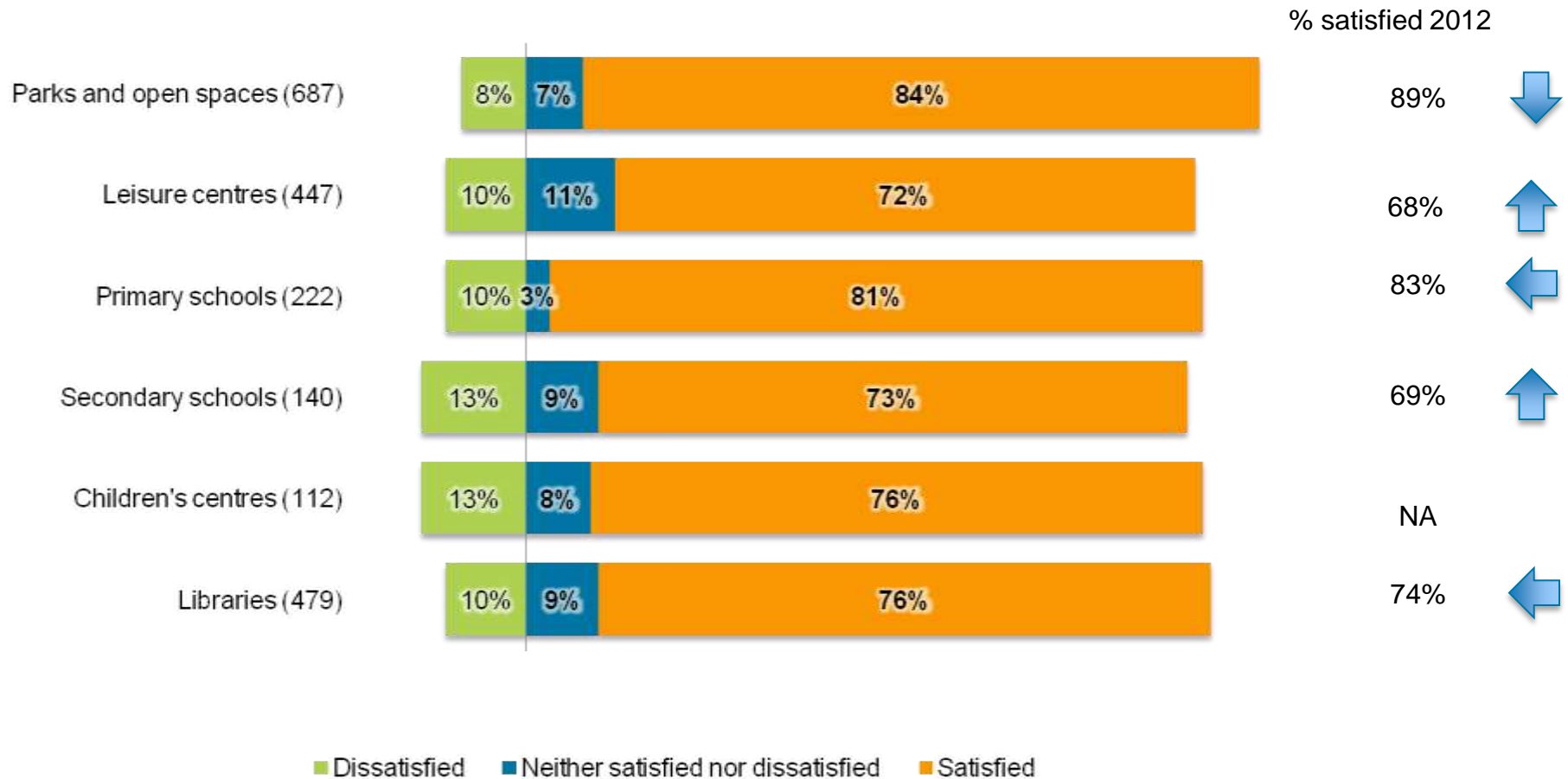
Unweighted sample base: 2015: 1022 2012: 1013

# Universal services - satisfaction among all residents. Most notable shift relates to refuse collection



Unweighted sample base: 1022

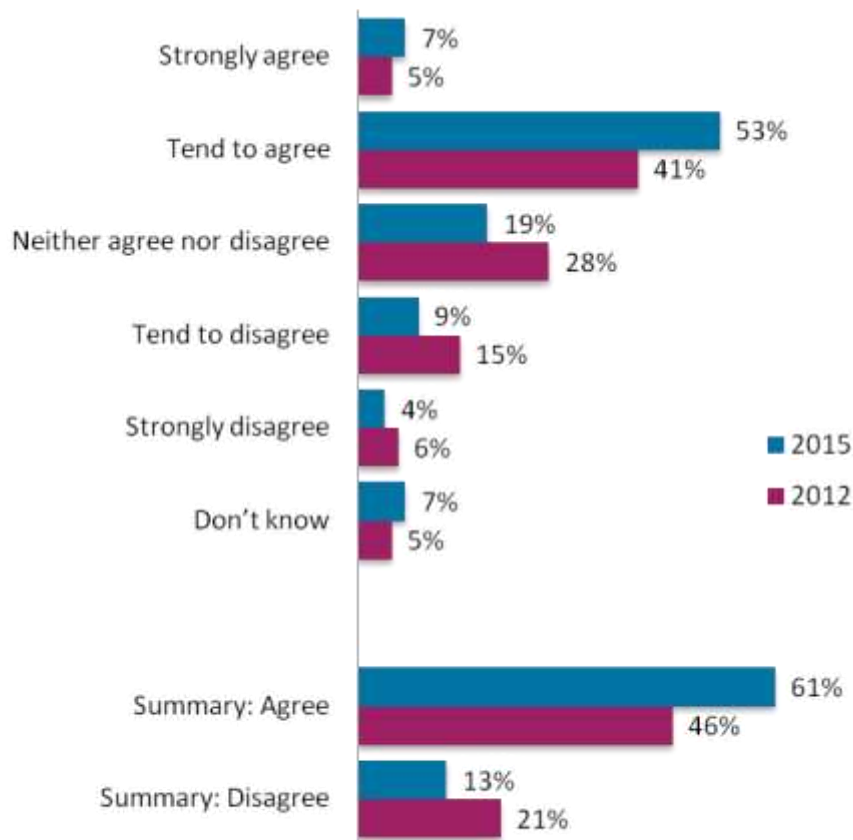
# User satisfaction for non-universal services



Unweighted sample bases in parentheses

# Agreement that the Council provides value for money has risen by 15- percentage points, driven by a shift from residents answering neutrally to tending to agree

To what extent do you agree or disagree that Lewisham Council provides value for money? ( All responses)



Latest national benchmark (LGA Oct 14): 51%

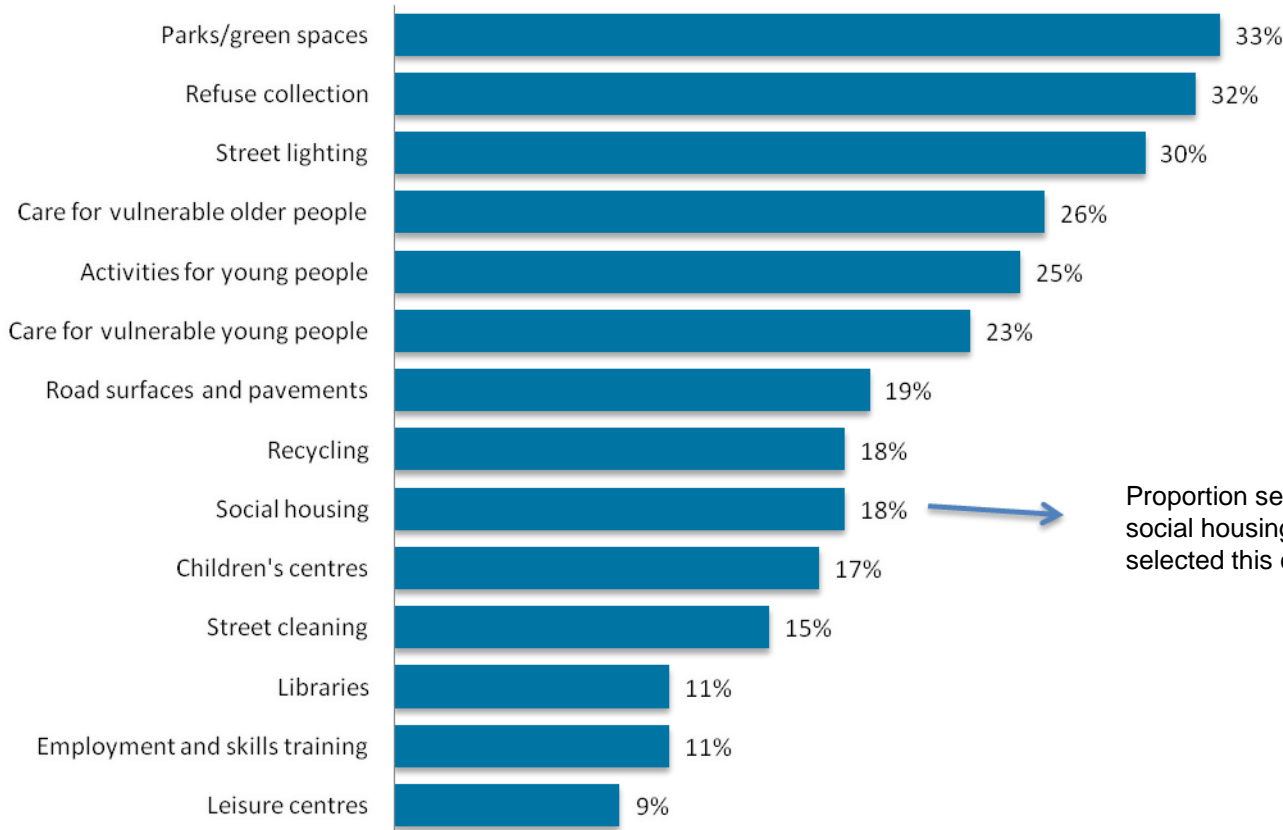


Unweighted sample base: 2015: 1022 2013: 1013

\*% denotes less than 0.5%

# Service priorities - discretionary service of parks and green spaces most commonly selected as a priority

Thinking about what you expect from Lewisham Council, which three services do you think it is MOST important for Lewisham Council to provide? (All responses)

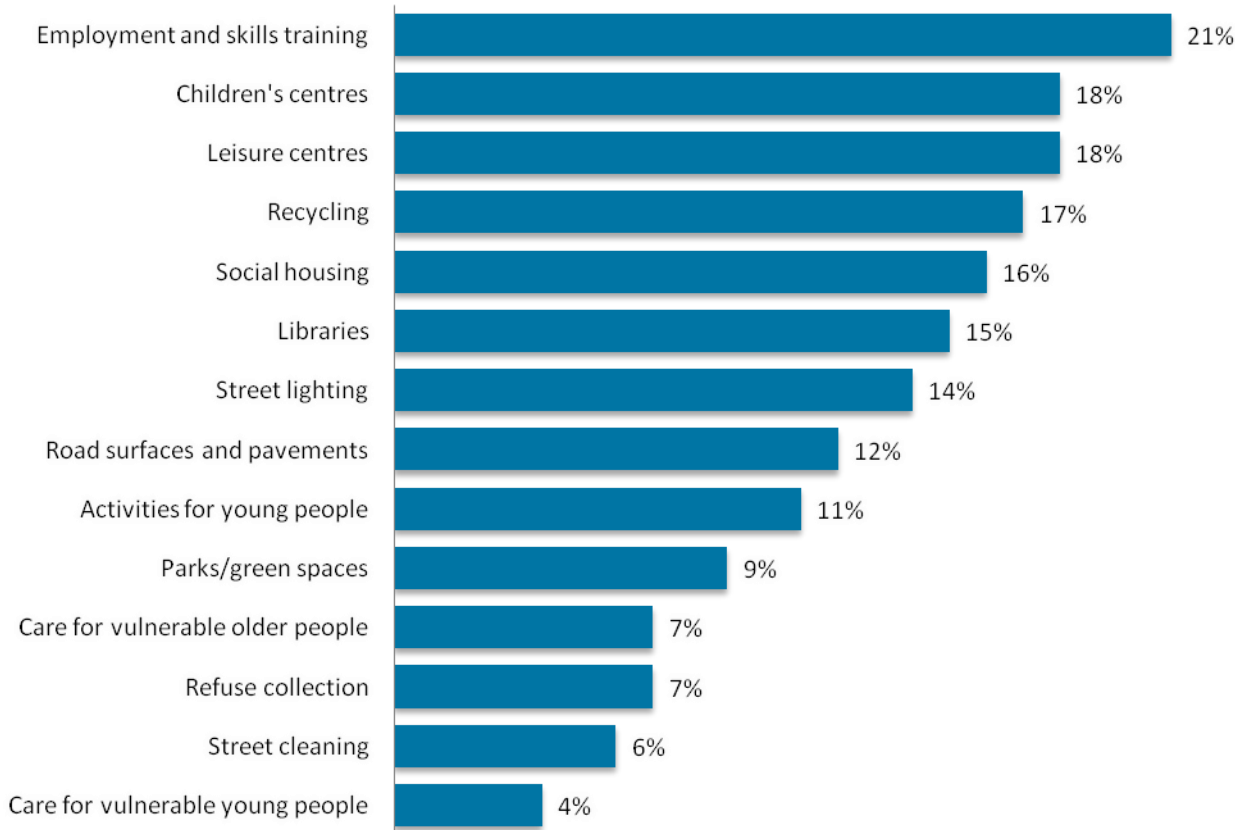


Proportion selecting this is highest among those in social housing (27%). Among those renting privately 19% selected this compared to 12% of owner occupiers

Unweighted sample base: 1022

# Employment and skills training, children's centres and leisure centres most commonly selected when residents asked to select three least important services

**Thinking about what you expect from Lewisham Council, which three services do you think it is LEAST important for Lewisham Council to provide? (All responses)**



Unweighted sample base: 1022

Just under a quarter of residents (23%) are aware that Lewisham Council will have to make large changes to how they provide services. Three in ten (31%) have no awareness on this issue.

Based on what you have seen or heard about cuts to the money that the Council spends on services do you think that in future Lewisham Council will...? (All responses)

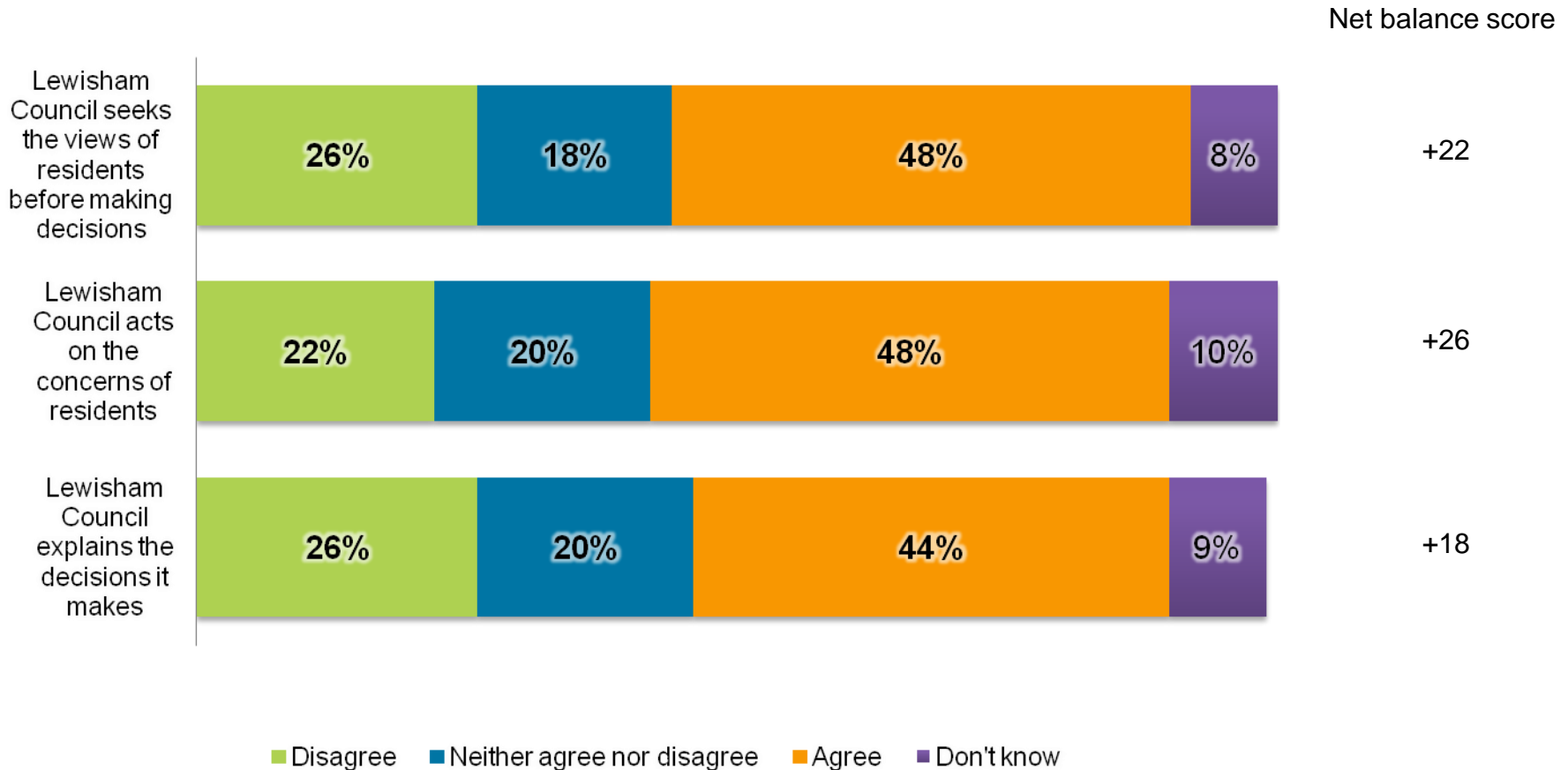


Unweighted sample base: 1022



# There is a positive balance in opinion about the Council's current consultation and decision making, but one in five give a neutral view.

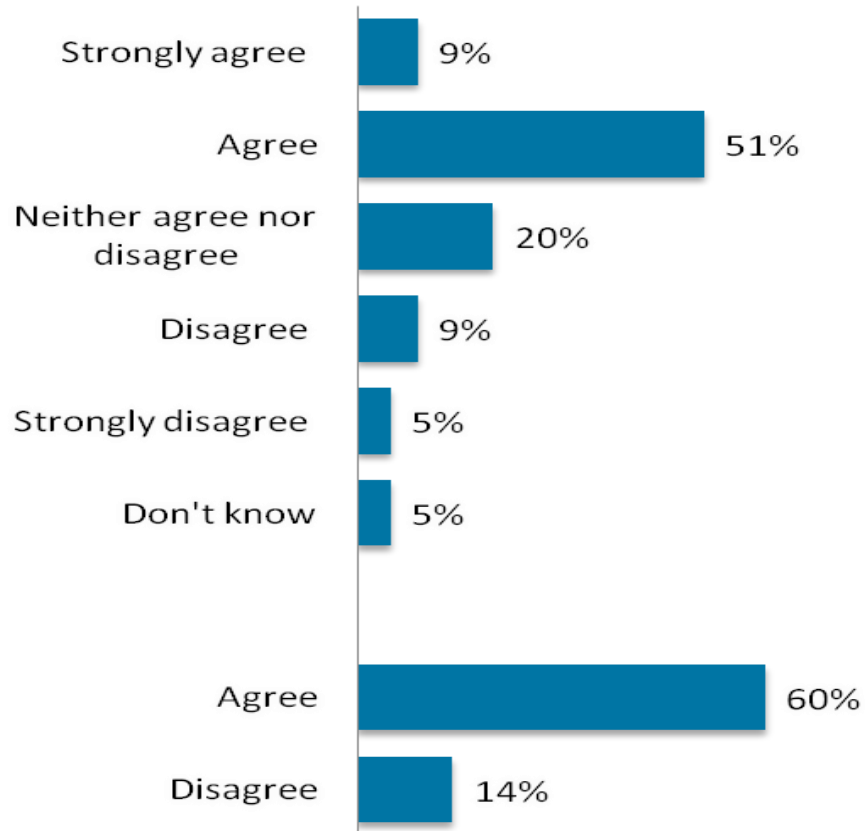
Lewisham Council's budget means that it will be faced with tough decisions in the future. In this context do you agree or disagree that? (All responses)



Unweighted sample base: 1022

# Six in ten (60%) trust the Council to make the best decisions for the borough despite their own personal opinion

**I trust Lewisham Council to make the best decisions for the borough as a whole even if I personally disagree with a decision (All responses)**



Unweighted sample base: 1022

# Roughly one half of those that don't trust the Council are also 'dissatisfied with Council services' and feel the Council doesn't provide 'value for money'

14 per cent say they don't trust the Council

5% strongly disagree that they can trust the Council; and 9% say they disagree

Roughly one-half of those that don't trust the Council are also "dissatisfied with Council services" and feel the Council doesn't provide "value for money" (this amounts to about 65 people out of a survey of over 1,000 - or 13,000 adults in Lewisham).

the scale of this response does not vary (to a statistically significant extent) by respondents gender, their ethnicity, their social class, their tenure or their age ...

it varies reasonably significantly (by 6% points) by the area in which people live:

Lewisham Deptford	13%
Lewisham East	18%
Lewisham West & Penge	12%

however, it varies very significantly by the length of time they have lived in Lewisham

resident >2yrs	2%
resident 2-10yrs	15%
resident >10 yrs	18%

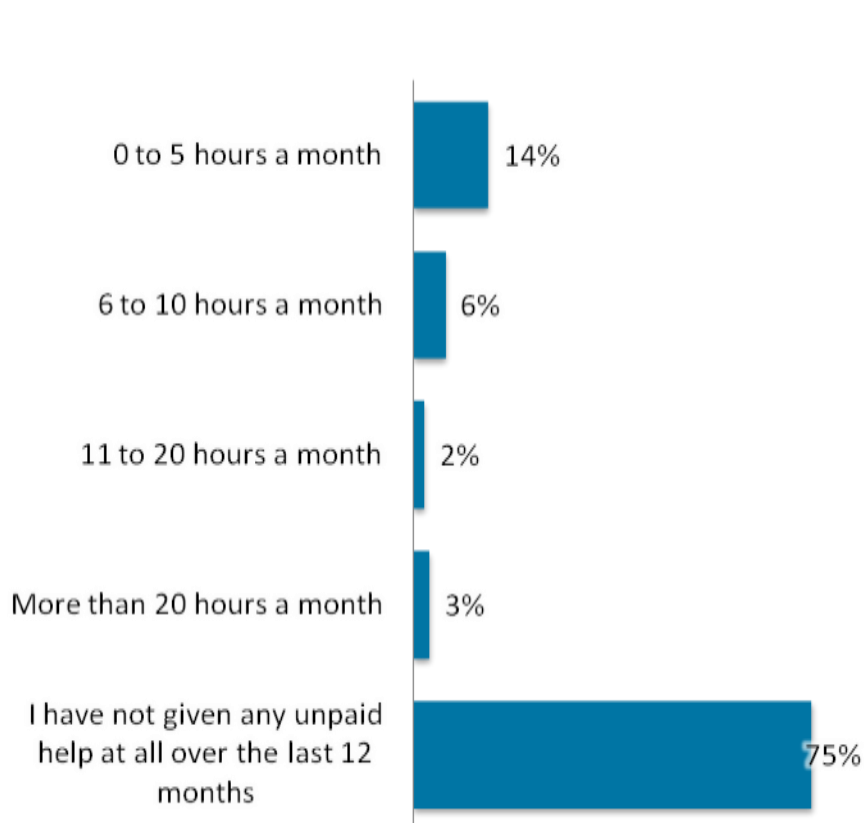
# Unpaid support and social capital



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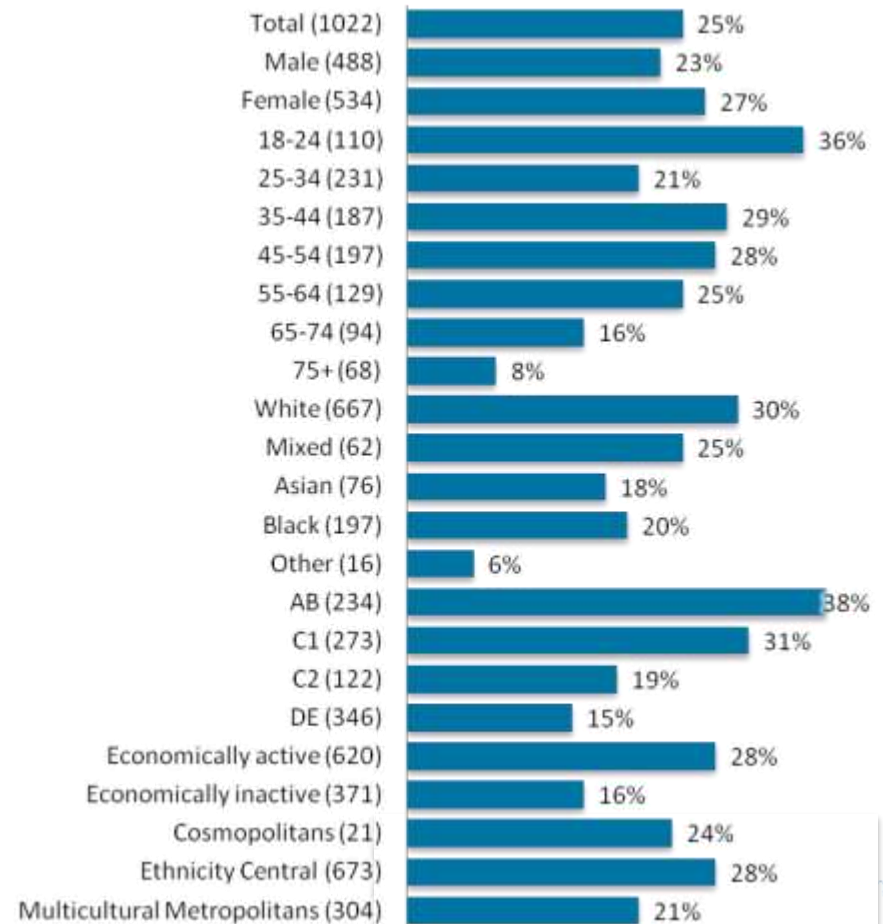
# Three quarters of residents (75%) have not given any unpaid help over the last 12 months to a group, club or organisation.

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)? All responses)



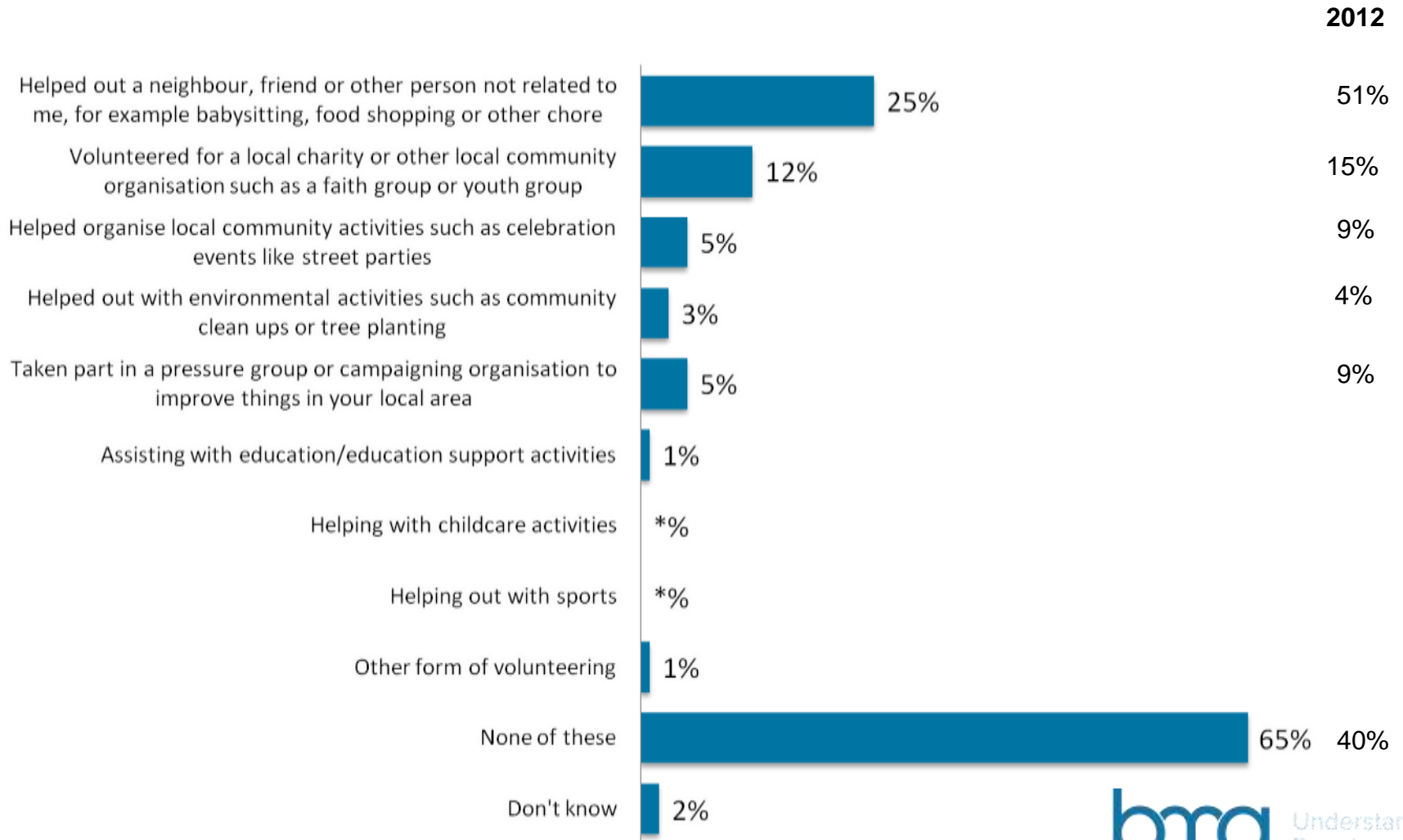
Unweighted sample base: 1022

% who have given some time a month



# Informal help provision – a third of residents (33%) have provided some form of informal help in the last 12 months. Helping neighbours or friends the most common activity

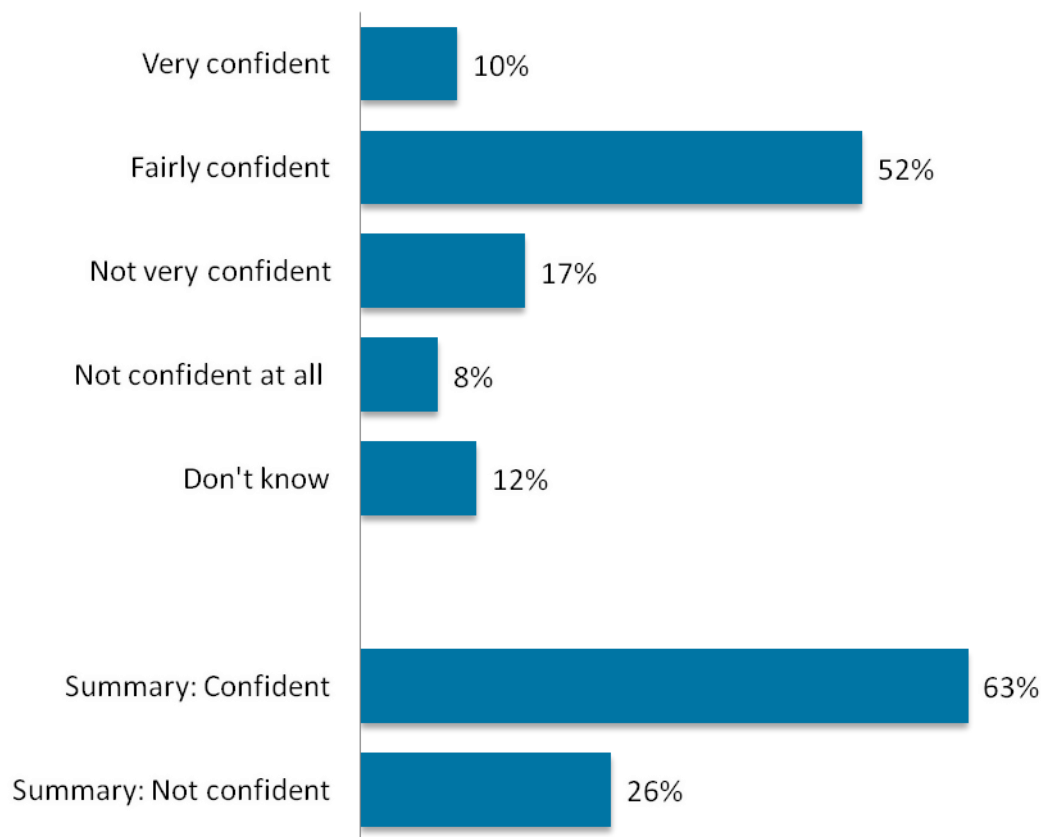
In the past 12 months have you done any of the things listed below? (All response)



Unweighted sample base: 1022

# Despite only a third being likely to help themselves, two thirds (63%) of residents are confident that their community would be able to help out to protect a service under threat

If a service in your local area was under threat, how confident are you that your local community would be able to help?  
(All responses)



Confidence significantly lower in Lewisham East (55%)

72% of Asian residents confident, which is significantly higher than among white residents (59%)

Unweighted sample base: 1022

# Future

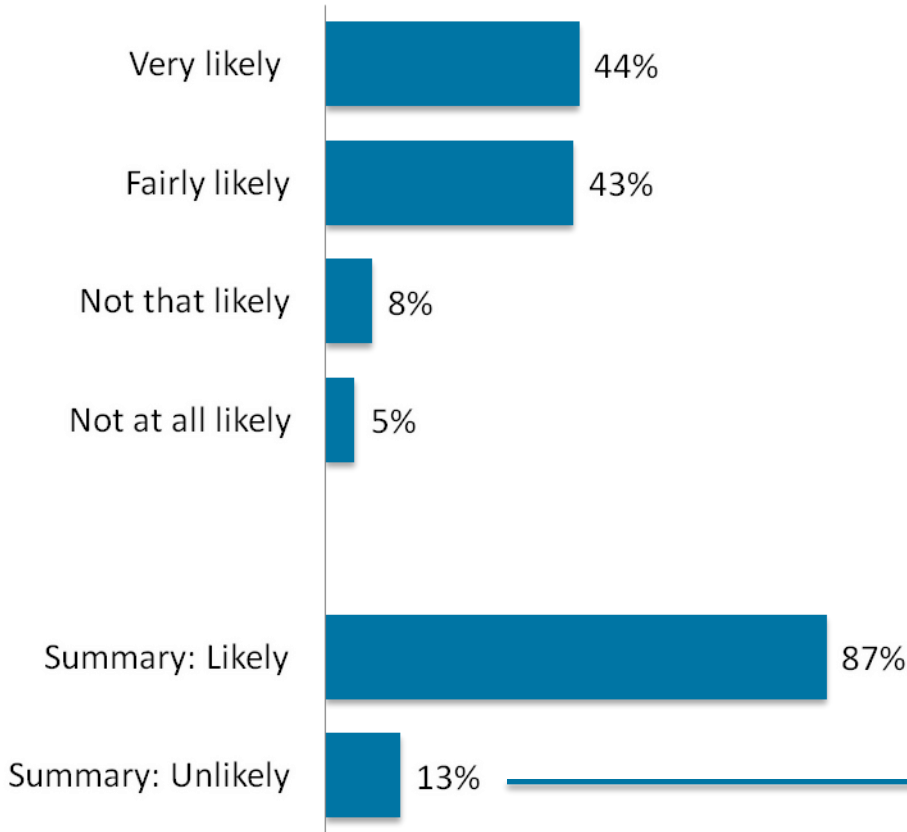


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# Approaching nine in ten residents (87%) think they will remain living in Lewisham in the next three years

In the next three years do you think you will be likely to remain living in Lewisham? (All responses)



Among those dissatisfied with the local area 70% likely to remain in Lewisham, and 30% are unlikely to do so.

Groups more likely to say they are unlikely to remain:

Those aged 18-24 (25%)

Those who rent privately (19%)

Unweighted sample base: 1022

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