



Lewisham

# Residents' survey 2021

Summary

The last few years have been challenging for Lewisham; for our residents, local businesses and the Council. Throughout the pandemic, our staff have worked hard to make sure we can continue to deliver the services our residents rely on. Now, as we look to the future, we want to understand the impact of the pandemic on Lewisham, as well as our residents' priorities and their views of the services we provide.

This survey was carried out in autumn 2021 by an independent company, MEL Research, who were commissioned by the Council to survey a representative sample of 1,100 residents about universal services provided by the Council.

The Council carries out dozens of consultations and assessments of its services throughout the year – often with smaller groups of service-users – and this independent residents' survey will be used alongside that information, as well as upcoming census data, to provide a rich picture of the borough.

At the time the survey was conducted we were 18 months into the COVID-19 pandemic and over a decade into local government austerity. In Lewisham we now have £450 less per person to spend on services. In these challenging financial circumstances, our priority must always be supporting those who need us most, including adult social care and looking after vulnerable children and young people. This means we have far less to spend on the services we all use – and as you will see, this has affected how people feel about some of our services.

However, I am proud that despite these pressures, residents told us they are happy living here. 79% of residents said they are satisfied with the local area as a place to live – this is 14 percentage points higher than the London average.

69% of residents told us they are satisfied with how the Council runs things – 19 percentage points above the London average.

We're proud to be the first Borough of Sanctuary – which acknowledges our unrelenting work to support and welcome refugees. It's heartening that over 80% of those surveyed described Lewisham as a welcoming place.

Despite these positives, we know we have a lot more to do, as the cost of living crisis and long-term impact of the pandemic pose ongoing challenges and inequalities in boroughs like ours. We are ambitious for Lewisham and focused on doing everything we can to support the borough and improve life for local people.

Later this year we will be publishing our new corporate strategy, which will set out our priorities and ways of working for the next four years. This information will be invaluable in helping to shape and steer this and give us a firm focus on the services that matter to our residents.

This document provides a summary of some of the key findings and is presented alongside the full report.

Damien Egan  
Mayor of Lewisham

## Satisfaction with how the Council runs things

- The survey showed that **69% of respondents are satisfied with the way that the Council runs things** (13 percentage points above the LGA benchmark of 56% and 19 percentage points above the London Councils average of 50%).



- 78% are satisfied with the way that Lewisham Council kept services running during the coronavirus pandemic. A further six in ten are satisfied with the support provided to them and their households by the Council during the pandemic.
- 61% of survey respondents agreed that the Council provides value for money. This is unchanged from 2015 and 18 percentage points above the LGA benchmark
- About 50% of residents trust the Council to make the best decisions (down from 60% on 2015) – across London this figure is 32%. However, more than a third of respondents indicated that they neither trust nor distrust the Council.

## Satisfaction with the local area as a place to live

Resident satisfaction with the local area as a place to live is 79% (in line with the LGA average and 14 percentage points above the London Councils average of 65%)



# 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

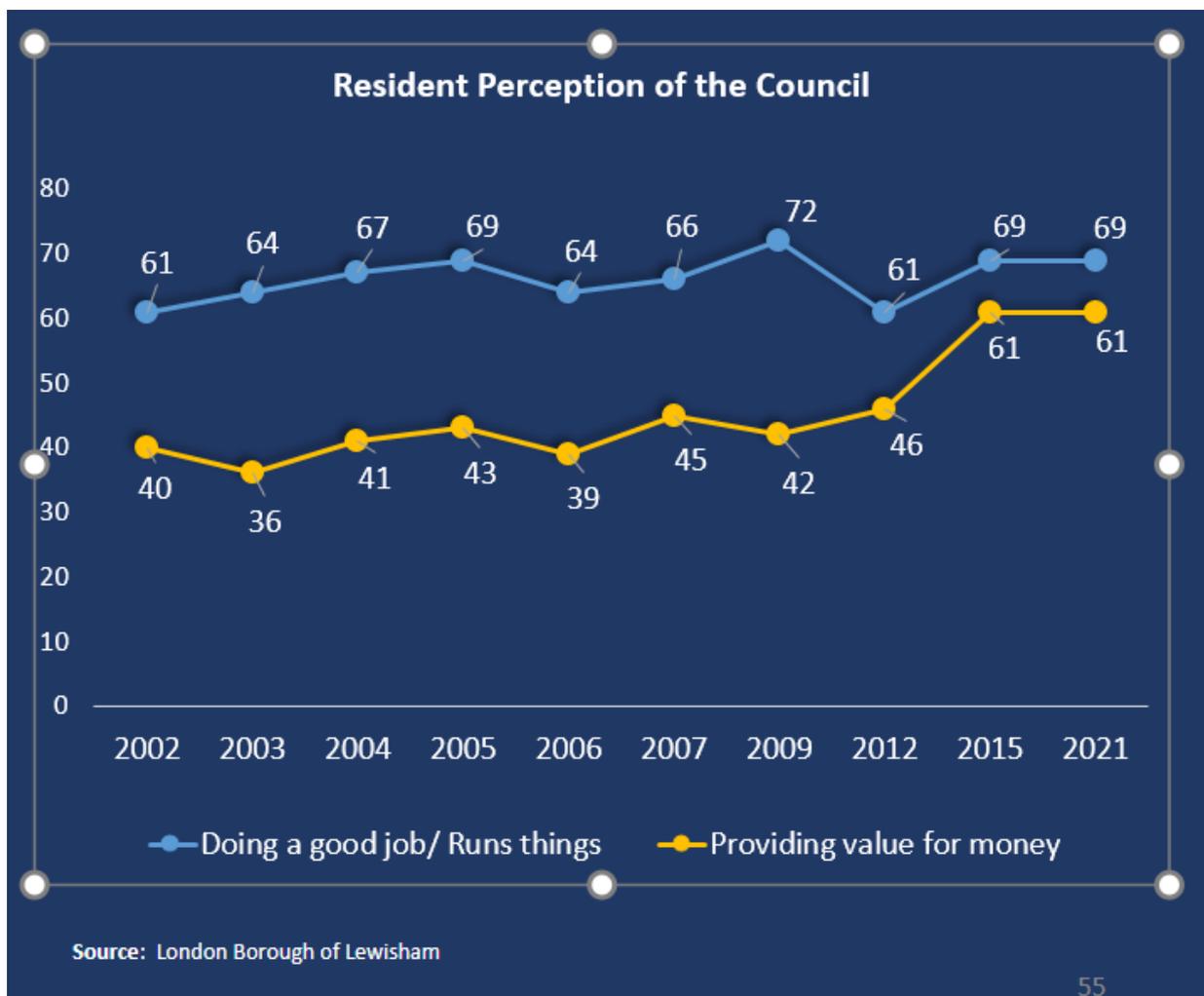


The chart below offers a high-level perspective of residents' views of the Council over a 20-year period from 2002 to 2021.

The chart shows views of the Council's performance in terms of 'doing a good job' and 'how the Council runs things'.

The most recent resident survey shows resident perception of 'doing a good job/runs things' at a near 20-year high of 69%.

Likewise the 'providing value for money' judgement was as low as 36% in 2003 and 39% in 2006. By 2015 this had reached 61% and remains at this level in 2021.



## Satisfaction with Council services

Participants were asked their views on the following universal services. Where figures do not add up to 100%, the remaining respondents responded 'neither satisfied nor dissatisfied'.

	Satisfied	Dissatisfied
Parks and open spaces	81%	8%
Refuse collection	75%	12%
Recycling	74%	14%
Street lighting	72%	15%
Council Tax	66%	12%
Street cleaning	62%	26%
Primary schools	61%	6%
Libraries	59%	12%
Leisure centres	58%	16%
Roads and pavements	57%	27%
Secondary schools	51%	10%