

London Borough of Lambeth

Household Needs Survey
Final Report - Cressingham Gardens

Updated June 2015

Household Needs Survey 2015

Prepared for: London Borough of Lambeth

by: Acuity

Carried out during March/April 2015

updated in June 2015 to include late survey submissions

Produced by Acuity

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Summary

The London Borough of Lambeth (Lambeth) commissioned Acuity to carry out a face-to-face survey of residents on the six estates that have the potential for regeneration that both improves the conditions for existing residents and offers opportunities for the provision of new homes. In order to understand the issues and challenges on each of these estates a household survey was commissioned seeking to identify key information from residents about their household and property. This report covers one of those estates - Cressingham Gardens. The survey was carried out during February/ March 2015 and has been updated to include submissions of completed surveys received after the closing date.

Survey aims

Lambeth Council required updated information that could inform decisions about the Cressingham Gardens estate regeneration programme following the changes that have taken place since the previous housing survey carried out in 2009.

There are 306 properties on the Cressingham Gardens estate, either owned by Lambeth Borough Council or privately owned on a leasehold or freehold basis.

Out of these 306 properties, 286 were visited to carry out a face-to-face survey during February/March 2015. 59% of residents were interviewed (144) and 15% completed a survey and sent it in by post (25), making a total of 169 completed surveys.

Properties not included in the survey were either empty or full details of ownership were unknown.

Demographics

The majority of residents overall are between 35 years and 54 years of age (51%), around a third are aged 55 years or older (30%) and almost a fifth aged 34 years or under (20%).

There are more single adult households (45%) than family households (one-parent families 17% and two-parent families 15%). Households with two adults (15%) or with three or more adults aged 16 years or over (8%) make up the remaining population.

Of those interviewed, just under half (48%) are in employment (full or part-time) and 14% are retired. A fifth of residents have a long-term sickness/disability (22%) and smaller numbers are at home looking after family (4%) or in full-time education (3%).

Over three-quarters of residents follow a religious faith - Christian (67%), Muslim (8%) or Other (2%). One in seven residents do not follow a religion (15%) and 8% preferred not to say.

Around a third of residents are White British (33%) – with residents of Caribbean, African or other White background making up the largest groups in the minority-ethnic population.

89% of residents use English as the main spoken language in the household. The remaining households speak a variety of different European or African languages.

Health issues

A significant number of residents reported that they or a member of their household have a disability or medical condition that affects the size, location or design of the home they live in (48%).

This mostly affects residents by way of mobility problems and the most common aids and adaptations that have been carried out are bathroom fittings (shower/wet room facilities) and handrails.

Length of residency

Around a third of residents surveyed have been in their property for less than 5 years (29%) - this was more likely to be case for those in leasehold/freehold accommodation. Around a fifth of residents have in resident for over 20 years (22%) or 10 - 14 years (19%), with slightly fewer in residence for 5-9 years (17%).

Property characteristics

Properties of all types and bedroom sizes were included in the survey responses. More than two-thirds of residents felt that they had the right number of bedrooms for their needs (70%), with around a third of the opposite view (30%). A quarter of residents consider they are overcrowded (26%) and 9% that they are currently under-occupying.

Communication and information

Two-thirds of residents appear to prefer to be telephoned about things that affect them as a resident (66%), with over two-fifths happy to receive communications by letter (46%) and a fifth by email (22%).

31% of households interviewed read the South London Press (31%), with fewer reading the Brixton Bugle (15%) or Streatham Guardian (8%).

Regeneration

Over half of residents would like to see improved community facilities as part of the future plan at Cressingham Gardens (51%), with around a third also wanting improved play areas (34%), health services (32%), local shops (30%) and local transport (29%).

Open comments

125 residents provided comments on their future household needs and their views of the regeneration proposals. Two-fifths of the comments were around the type of property improvements/renovations that are required (39%) or the regeneration proposals (38%), with other comments covering individual housing needs (16%) or other issues (6%).

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Appendix 1 - Questionnaire script

1. Introduction

Acuity (an independent research agency specialising in the housing sector) was commissioned to undertake an independent survey of the London Borough of Lambeth’s (Lambeth) residents to refresh current data on household needs and help inform the development of the regeneration proposals for the future of six Lambeth borough estates. This is the final report covering the survey carried out at Cressingham Gardens in February/March 2015 which now includes postal surveys received in April and May.

1.1 About Cressingham Gardens

Cressingham Gardens, a housing estate in the London Borough of Lambeth is one of six estates in Lambeth’s estates regeneration programme.

Located next to Brockwell Park, the estate was built in the 1960s and contains 306 properties of mixed tenure – Lambeth owned tenanted properties, freehold properties and leasehold properties.

Cressingham Gardens has a diverse and dynamic community who are keen to remain in the area.

Most of the social housing in Lambeth Borough (1,980 homes) was developed after the Second World War and is now in the process of regeneration over a 15-20 year period. It is expected that around 4,600 new homes will be built.

1.2 Aim of the survey

The aim of the survey was to provide fresh data that can usefully inform decisions about the regeneration of the Cressingham Gardens estate as well as to update records on residents’ households needs and future requirements.

1.3 Sampling frame and fieldwork

Lambeth elected to carry out a face-to-face survey of all households currently living within Cressingham Gardens estate in order to achieve the highest

possible response rate.

Letters were sent out to all resident households advising that Acuity had been appointed to carry out a survey on behalf of Lambeth Council. As an incentive four prizes of £50 shopping vouchers were offered, to be drawn from those taking part.

Five interviewers were used for the project, who visited each property up to three times at different times of the day to speak to the resident. If there was no answer on the third occasion a questionnaire and reply paid envelope was left requesting that the survey be returned by post.

In all, it was possible to carry out 144 face-to-face interviews and 25 surveys were returned by post - a 59% response rate. A breakdown of the responses from different tenures is shown in Figure 1.

Figure 1: Property tenure breakdown

	Nbr visited	Nbr surveys completed
Lambeth tenanted stock	202	123
Homeowners: Leasehold/Freehold	84	28
Sub-lessee		14
No answer given		4
Total	286	169

Reasons for not taking part were:

- No answer at 131 properties (questionnaires were left with a reply paid envelope for return)
- 6 – empty
- 1 – no English spoken
- 2 – refused/other

1.4 Survey design

The script used by the interviewers comprised of 29 questions and took around 15 – 20 minutes to complete depending on household characteristics. A copy of the script can be found in Appendix 2.

1.5 Presenting the findings

This report presents the findings of the survey by:

- Household profile, ethnicity, car ownership
- Health issues
- Property details
- Housing needs
- Equalities
- Communication and information
- Residents' views on information and consultation

The household details will be made available to the Council in a separate confidential password protected spreadsheet and will not be published or available for general use.

1.6 Notes to figures

Throughout this report the figures show the results as percentages and base numbers are also shown where appropriate.

Rounding

The vast majority of figures show the results as percentages. The percentages are rounded up or down from one decimal place to the nearest whole number, and for this reason may not in all cases add up to 100%.

Rounding can also cause percentages described in the supporting text to differ from the percentages in the charts by 1% when two percentages are added together. In some parts of the report percentages may be expressed to one decimal place.

2. Resident demographics

The following analysis of results looks at the current demographics of Cressingham Gardens as indicated by the survey.

2.1 Age of residents

Almost a quarter of all council tenants who were willing to give their age are over 65 years old (23%), with over half (51%) aged between 35 years and 54 years. One in six tenants are 34 years or under (17%).

Fewer residents in leasehold or freehold properties are aged 65 years or over (14%), half aged between 35 years and 54 years (50%) and almost a third (28%) aged 34 years or under.

Figure 2.1: Age range of resident

	All residents (base 141)	Tenants (base 103)	Leaseholders/Sub-lessees (base 36)
18 years - 24 years	5%	5%	6%
25 years - 34 years	15%	12%	22%
35 years - 44 years	19%	17%	25%
45 years - 54 years	32%	34%	25%
55 years - 64 years	9%	9%	8%
65+years	21%	23%	14%

Gender

The balance between male and female respondents to the survey was quite evenly split, 52% female and 48% male.

Figure 2.2: Gender of residents

	All residents (base 167)	Tenants (base 121)	Leaseholders/Sub-lessees (base 46)
Male	46%	44%	50%
Female	54%	56%	50%

Household characteristics

The most common household type on

the estate is single adults (45%)

Other households groups interviewed for this survey are listed in figure 3.3, which shows that the smallest individual group are households with three or more adults aged 16 years or over (8%).

Figure 2.3: Household size

Household group	All residents (Base 165)
Single adult	45%
Two adults without children	15%
Three or more adults, 16 or over	8%
1 parent family with child/ren at least one under 16	17%
2 Adult family with child/ren at least one under 16	15%

15% of tenants interviewed had no children aged over 21 years of age, while 11% had one child over that age and 2% had two children over that age. 72% of tenants responding did not answer this question.

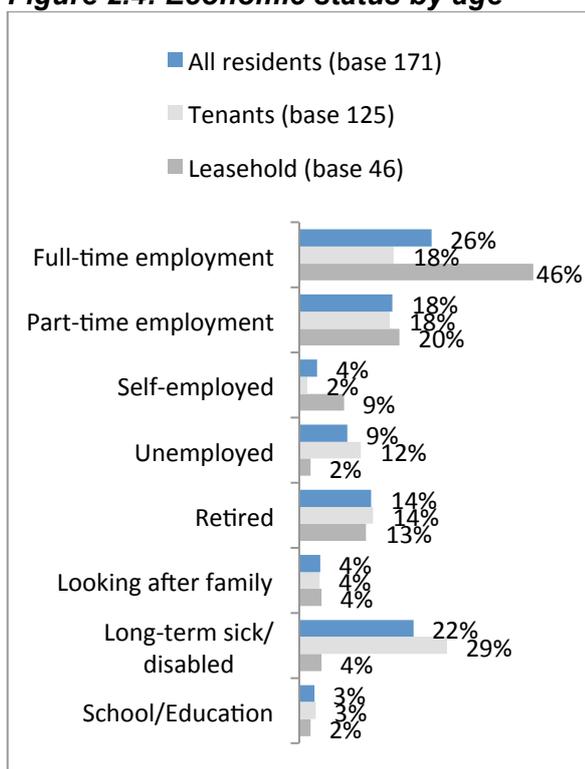
Economic status

171 of those surveyed were willing to provide details of their economic status. Of those, 48% are in employment (26% full-time, 18% part-time and 4% self-employed).

14% are retired and 22% are classed as long-term sick. 3% are in full time education and 4% are at home looking after family.

Economic status varies within different tenures as shown in the figure 2.4.

Figure 2.4: Economic status by age



Vehicle ownership

Tenants were asked how many vehicles their household owned. The majority of residents do not own a vehicle at all (77%). Around a fifth have one vehicle (21%) and 2% have two vehicles.

Residents in leasehold accommodation are more likely to own one or more vehicles (36%) than tenants (18%).

11% of residents are disabled “blue” badge holders.

Only 17 residents in total advise that they currently use the underground garage facilities.

Ethnic origin

Around a third of residents are White British residents (33%) – with a higher percentage of in leasehold accommodation (40%) than in Lambeth tenanted properties (30%). Of those of a different ethnicity or origin, Caribbean residents account for 24% of

residents, whilst those from any other African or Black background (12%) or any other White background (11%) are the next largest ethnic groupings.

Figure 2.5 Ethnicity or origin of resident

	Nbr residents
White British	54
Irish	4
Any Other White Background	21
African Somalian	5
White and Black African background	1
Caribbean	40
White and Black Caribbean	2
Any other African or Black background	19
Chinese	2
Indian	3
Any other Asian background	2
Arab	2
Any other Mixed/Multiple ethnicity	3
Any other ethnic group	6
Prefer not to say	4

(Base 165 residents)

Main spoken language

89% of residents use English as the main spoken language in the household. The remaining households speak a variety of different languages in the home, either European or African.

Figure 2.6 Main language spoken in household

All residents	Number
English	139
Caribbean language	1
French	4
Ghanain	1
Nigerian	3
Somalian	2
Spanish	4

Religion or belief

Almost three-fifths of respondents advised that they were of a Christian faith (58%), followed another faith (12%) or were Muslim (8%). 15% advised that they had no religious persuasion.

Figure 2.7 Religion or belief

<i>Religion/belief</i>	<i>Base 169</i>
Christian	67%
Muslim	8%
Any other religion	2%
No religion	15%
Prefer not to say	8%

3. Health Issues

In order to obtain a clearer picture of residents’ current and future needs, questions were asked about medical and disability issues within households.

3.1 Health problems (Lambeth tenants only)

A significant number of households reported one or more family members have a disability or medical condition that is affected by the size, location or design of the home they live in (48% - 57 households).

Six of these households have more than one member of the household with a disability.

When asked for brief details of the disability/medical condition and how this impacted on the household’s current home and future housing needs the responses covered a variety of medical ailments.

Figure 3.1: Description of health issue

Reason	Nbr
General mobility problems	6
Autism	5
Mental health issues/learning difficulties	3
Arthritis/Osteoarthritis	3
Joint problems	3
Kidney problems	2
Dementia	2
Asthma/Eczema	2
High blood pressure/diabetic	2
Bipola	1
Chronic Fatigue Syndrome	1
Sciatica/back problems	2
Lupus	1
Bowel disease	1
Multiple sclerosis	1
Heart problems	1
Blind	1
HIV	1

Cervical muscular disorder	1
Downs Syndrome	1
Panic attacks/severe anxiety	1
Prefer not to say	2
Unspecified	22

The aids and adaptations identified by respondents with medical needs were walk-in shower/wet room facilities (15 homes) and wheelchair access (2 homes).

For those in leasehold accommodation just 4 respondents reported having a disability. The conditions chiefly related to mobility issues due to heart disease or arthritis and the need for wheelchair accessible and level access housing.

Care and support

Three households advised that the disabled member receives an element of care - one on a paid full time basis and the others informally.

4. Property details

Details were obtained relating to the properties visited, the type and number of bedrooms, whether or not there is a private garden and the length of time residents have lived in their property.

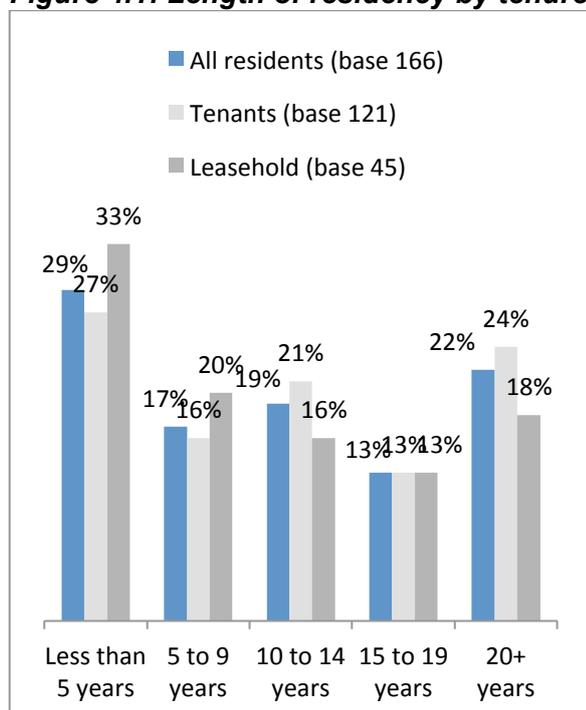
4.1 Tenancy length

Around a third of residents surveyed have been in their current property less than 5 years (29%) - this was more likely to be the case for those in leasehold/freehold accommodation (33%) than in Lambeth stock (27%).

Around a fifth of residents have been in residence for over 20 years (22%) or 10 to 14 years (19%), with slightly fewer in residence for 5 to 9 years (17%).

One in eight residents have lived on the estate for 15 to 19 years (13%).

Figure 4.1: Length of residency by tenure



Property details

The majority of completed interviews were from residents in Flats (54%), with a quarter from residents in houses

(26%) and a fifth from residents in maisonettes (20%).

Figure 4.2: Property details

	All residents (base 168)	Tenants (base 122)	Leaseholders/Sub-lessees (base 46)
Flat	55%	60%	41%
House	26%	27%	24%
Maisonette	19%	13%	35%

Number of bedrooms

There were properties of all bedroom sizes included in the survey as shown in the tables below. 70% of tenant respondents stated that they had the right number of bedrooms for their households, with 30% of the opposite view. 26% of tenants (31 in number) consider they are overcrowded and just 9% stated they were under-occupying (10 in number).

Figure 4.3: Property size (LA stock)

LA tenanted properties (118)	Flats	Maisonettes	Houses
One bed	81%	12%	6%
Two bed	7%	36%	13%
Three bed	7%	6%	56%
Four bed	4%	45%	25%

Almost four-fifths of residents in leasehold properties feel they have the right number of bedrooms (78%), with 25% (11 in number) advising they are overcrowded and 7% that they are under-occupying their property (3 in number).

Figure 4.4: Property size (leasehold/freehold)

Leasehold properties (44)	Flats	Maisonettes	Houses
One bed	59%	25%	9%
Two bed	35%	25%	55%
Three bed	6%	44%	9%
Four bed	0%	6%	27%

Aids and adaptations

Just 12 of the tenanted properties visited had been adapted in some way to assist with living requirements. For 10 of these properties this had taken the form of bathroom adaptations, usually incorporating a walk-in shower or wet room. The other two were a renovated kitchen and a stair banister rail.

Garden/balcony for private use

Around two-fifths of tenants and leaseholders have private use of a garden or balcony.

Figure 4.5: Use of garden/balcony

	All residents (base 165)	Tenants (base 120)	Leaseholders/Sub-lessees (base 45)
Yes	38%	38%	38%
No	62%	62%	62%

5. Communication and information

The Council endeavours to keep all residents living on their estates informed about activities that affect them as a resident. Residents were asked as part of this survey for their views on the way in which they prefer to be contacted and kept informed.

5.1 Best way to make contact

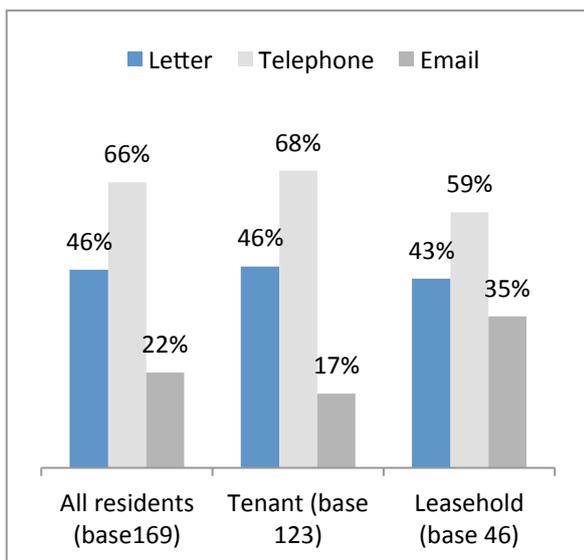
Two-thirds of residents appear to prefer telephone calls to keep them informed (66%), followed by letters (46%). Around a fifth of residents are happy to be contacted by email (22%).

Communication by email is a higher preference among those in leasehold accommodation (36%) than those in LA properties (17%).

79 tenants provided their telephone numbers and 16 gave email addresses.

25 residents in leasehold accommodation gave their telephone numbers and 12 gave email addresses.

Figure 5.1: Best ways for Lambeth to contact residents



5.2. Communication

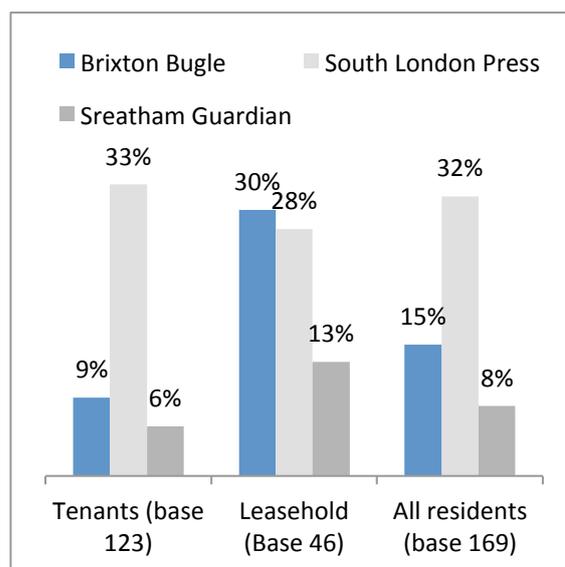
Local papers

In an effort to reach as wide an audience as possible to explain the regeneration programme the Borough wished to be aware of the level of readership of local and other papers among residents on its estates.

In respect of local papers, 31% of residents read the South London Press (31%), with many fewer regularly reading the Streatham Guardian (8%).

The Brixton Bugle has a wider readership among residents in leasehold properties (32%) than in LA properties (9%).

Figure 5.2: Readership of local papers



Of other papers read in the area the most popular is the Metro (10 readers).

6. Regeneration

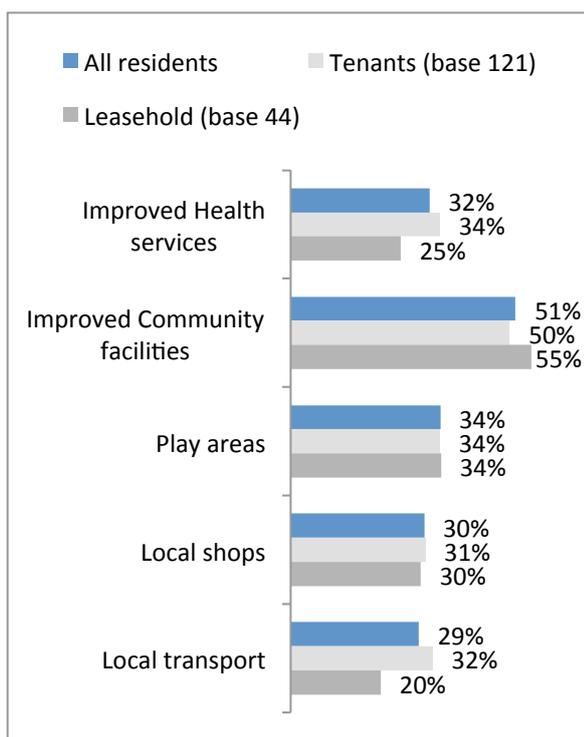
At end of the survey residents were asked if there was anything else they would like say about their household needs or the regeneration proposals for the future of the estate.

6.1 Local facilities and services

Thinking about the future of Cressingham Gardens, residents were asked what facilities and services would most benefit them.

Over half of residents would like to see improved community facilities as part of the future plan at Cressingham Gardens (51%), while around a third also felt that improved health facilities, play areas, local shops and local transport would be of benefit (29% to 34%).

Figure 6.1: Improved facilities/services



Other suggestions included:

- Community garden areas for growing flowers/vegetables
- A family therapy centre to support facilities
- A gym
- More facilities for children and youngsters
- More policing

A few residents felt that improved housing standards were the priority and a good council that actually considers residents' views and recommendations.

One resident felt that the regeneration plans would result in less play areas and poorer transport facilities.

7. Resident views

At end of the survey residents were asked if there was anything else they would like say about their household needs or the regeneration proposals for the future of the estate.

7.1 Views of residents

125 residents took the opportunity to express their views on their household needs and the regeneration proposals for Cressingham Gardens.

Two-fifths of the comments (39%) related to required/outstanding property improvements, upgrades, repairs & maintenance – especially in respect of dealing with damp/mould/water ingress .

A similar percentage (38%) commented on the regeneration proposals, either in favour (with provisos), or not in favour.

A number of tenants commented on their individual requirements (16%) (size and type of property) and 6% of tenants had other general comments.

A summary of tenant comments is given in the following table. The full comments have been made available to the Council.

Figure 7.1 Responses from 90 tenants (120 comments in total)

Improvements, repairs & maintenance	39%
Need new kitchen/bathroom/windows/heating	11
Need upgraded pavements, walkways/ramps/drainage and green areas	2
Deal with vermin/pest control	3
Deal with damp/mould/water ingress	9
Carry out proper repairs/more estate maintenance/renovation	14
Need more adaptations for disabled residents	5
Estate needs fencing	1
Provide shower facilities	1
Better security/cctv cameras	1

Individual requirements	16%
Wish to remain where they are, in same or same type of property	8
Would like/need a larger property	8
Need ground floor accommodation	2
Want Council to take heed of health issues/moves are distressing when in ill health	1
Regeneration proposals	38%
Want the properties to be renovated	10
Need to provide larger properties	2
Improve but do not demolish	5
Need more information	2
Generally concerned about proposals	3
Not in support of regeneration proposals	16
Generally support regeneration proposals with provisos	6
Would prefer option one	1
Dog park for local dogs	1
Other	6%
General positive comment, happy as is	3
Council should keep to their promises	4

Leasehold/freehold comments

Thirty-five respondents from leasehold/freehold properties commented on their future household needs or the regeneration proposals:

- Carry out repairs/upkeep and maintain estate (11)
- Property in good condition/no need for demolition (4)
- Lived here a long time/good community spirit/don't want to move (3)
- Better communication with Council/more information needed (2)
- Choose option 1 (2)
- Need easier access to upstairs (2)
- Will be homeless (2)

- Plans are outrageous/misguided (2)
- Only re-building completely will work (1)
- Consultation process poor/residents not listened to (1)
- Support options 4 or 5 (1)
- Need the renovation of the estate as soon as possible (1)
- Nothing to say (3)

APPENDIX 1 – Questionnaire

TENANTS’ HOUSING NEEDS SURVEY – LONDON BOROUGH OF LAMBETH

Your reference number: 1243/.....

Help for completing the survey

You do not have to provide or complete this survey, however it will help the Council to understand your needs if your home is affected by the regeneration option/s. All of the information that you give will be kept completely confidential. It will only be used by the Council to update their records on the community and to help inform the development of the regeneration proposals for the future of your estate.

If your home is affected by the regeneration, then it will help the Council determine the numbers and mix of replacement homes that will need to be provided.

The questionnaire asks for details of you housing needs and preferences, including the size of the property you would require and any special needs you or your family may have.

The survey should be completed by the tenant/joint tenants, the person/s that are named on the tenancy agreement, or a nominated carer if requested by the tenant/s. Please return the completed questionnaire in the free post envelope provided **13 March 2015**

If you would like this survey in another language please call 0800 849 4019.

Section 1. Tenancy details

Are you the Tenant/Joint Tenant of the property – are you the named tenant/joint tenant on the tenancy agreement? Yes No Don't Know Please provide details .

Name.....
.....

Address.....

When did your tenancy start?

.....

How long have you lived on your estate?

.....

Section 2. Household information

Q2(a) Please list everyone in your household

Last name	First name	Age or date of birth	Gender M/F	Relationship to main tenant

Please tell us how many family dependent children over the age of 21 years live with you?

Q2(b) Are all your family on the tenancy agreement? Yes No

Q2(c) Do you or anyone in your household have a disability or medical condition that affects the size, location or design of the home that you live in? Yes No

Q2(d) If 'yes', please provide details of your home: e.g. home is wheelchair accessible; has a walk-in shower; separate bedroom for carer etc:

Name of member of household	Details of the disability/medical condition and how this affects the household's current home and future housing needs

Q2(e) Are you or any household member's day-to-day activities limited because of a disability or long-term health problem? Yes No

Q2(f) Is there anyone living with you who provides full-time care who is not a member of your family? Yes No

Q2(g) If 'yes', please provide details on the care and support that is received

.....
.....

Q2(h) Is a member of your family a full-time carer? Yes No

Section 3 Property details

Q3(a) How many bedrooms do you have? Single bedrooms: Double bedrooms:

Q3(b) At the moment, do you consider your household:-

Has the right number of bedrooms? Yes No
Is overcrowded? Yes No
Is under-occupying? Yes No

Q3(c) Have you had any aids or adaptations made to your home? Yes No

Q3(d) If 'yes', please give details:

.....
....

Q3(e) Is your home a House Flat or Maisonette

Q3(f) Do you have a garden for private use? Yes No

Section 4 Household requirements

Q4(a) How many vehicles does your household own?
 None One Two Three

Q4(b) Is any member of the household a Blue Badge holder? Yes No

Q4(c) Do you currently rent/park in the underground garages? Yes No

Q4(d) What is your employment status:

- Full Time Part time Unemployed Self Employed
 Retired Long Term Sick School/Education Looking
 Other After Family
 (Please specify)
-

Section 5 Equalities information

Q5(a) What is your ethnic origin?

White or White British

- British (English, Scottish, Welsh, Northern Irish) Irish Gypsy or Irish Traveller
 Polish Portuguese
 Any other White background (please specify).....

Mixed or multiple ethnic groups

- White and Black Caribbean White and Black African White and Asian
 Any other Mixed / Multiple ethnic background (please specify).....

Asian or Asian British

- Indian Pakistani Bangladeshi Chinese
 Any other Asian background (please specify).....

Black / African / Caribbean / Black British

- Caribbean African Somalian Any other African or Black background

Other ethnic group

- Arab Prefer not to say
 Any other ethnic group (please specify)
-

Q5(b) Is English the main language spoken in your household? Yes No

Q5(c) If 'no' what is the main language spoken?

.....

Q5(d) What is your religion or belief?

- No religion Christian Buddhist Hindu
 Jewish Muslim Sikh Prefer not to say
 Any other religion
 (Please specify).....

Section 6 Communication with you

Q6(a) What is the best way to contact you?

- Letter
- Telephone
- Email

Email address/phone number:

Other (please state).....

Q6(b) Which local papers do you read?

- Brixton Bugle
- South London Press
- Streatham Guardian

Other (please state)

Section 7 Regeneration

Q7 Thinking about the future of your area, what facilities and services would benefit residents?

- Improved Health services
- Improved Community facilities
- Play areas
- Local shops
- Local transport

Other (please state)

Section 8 Have your say

Q8 Is there anything else you would like to say about your household needs or the regeneration proposals for the future of the estate.

.....

.....

.....

.....

**THANK YOU FOR TAKING PART IN THIS SURVEY
PLEASE RETURN YOUR COMPLETED FORM BY 13 MARCH 2015**