## About The London Borough of Lambeth

Lambeth is an inner London borough with a northern boundary on the Thames and situated mainly between the boroughs of Wandsworth and Southwark. The London Borough of Lambeth is the largest inner London Borough with a population of around 325,000.

Lambeth has an even more ethnically diverse population than the rest of the capital. During the early post World War II period the borough became known as an important location for the Black Caribbean population. It also has a growing African population and is the district with the highest proportion of Portuguese-born people in the country. New job-seeking immigrants continue to settle in Lambeth. The largest group between 2002 and 2011 was from Poland, followed by African countries and Australia and New Zealand. More recently, Lambeth has seen significant levels of international migration from EU countries affected by the Eurozone crisis, especially from Spain, Italy and Portugal.

Lambeth covers an area of approximately ten and a half square miles, including Waterloo and the South Bank, Vauxhall, the Oval, Kennington, Stockwell, Clapham, Brixton, Loughborough Junction, Herne Hill, Streatham, Tulse Hill, West Norwood, Gipsy Hill and Upper Norwood/Crystal Palace. The north of the borough has a mix of central London activities, while the south of the borough is predominantly suburban in character.

Waterloo, Westminster, Lambeth and Vauxhall bridges are all partly located within Lambeth's boundaries as are the London Eye and Lambeth Palace, the official London Residence of the Archbishop of Canterbury. Lambeth includes the South Bank complex as the most visible element of a thriving, expanding arts and leisure industry within the borough. Examples include internationally known theatres such as the Old Vic, the Young Vic, the National Theatre, Royal Festival Hall and the National Film Theatre.

**The Council’s Objectives**

The council’s five key objectives, as set out in the refreshed Borough Plan are:

* Enabling growth and development in the borough
* Ensuring that the benefits of growth increase community resilience
* Reform the way we commission and deliver services with our partners to provide and promote care and independence
* Making Lambeth a place where people want to live, work and invest
* Passionate about equality, strengthening diversity and delivering inclusion

**Background to requirement**

In common with many other local authorities, Lambeth Council commissions an annual Residents’ Survey, the aim of which is to:

* provide a reliable source of data on the views and experiences of Lambeth residents, drawing on a representative sample
* monitor the organisation’s progress to achieving its strategic objectives, as set out in the Borough Plan and other key strategic documents
* support trend analysis for a number of important issues (e.g. ratings of the council, feelings of safety, community cohesion)
* allow for sub-group analysis (e.g. by neighbourhood areas, by demographic characteristics)

The Residents’ Survey, in its most recent format, was reintroduced in February 2020 and most recently carried out in May 2021. Since November 2020, the Council has undertaken three quarterly surveys which have sought to provide more timely data for Key Performance Indictor reporting and explore support for emerging issues in a most timely manner e.g. coronavirus vaccine rollout, Low Traffic Neighbourhoods and introduction of digital inclusion related infrastructure.

Due to the coronavirus pandemic, since late 2020, all surveys have been administered using a mixed method approach i.e. online and over the phone with adults aged 18+. However, all surveys remain representative of Lambeth residents.

In the past, our residents’ surveys have asked about residents’:

* perceptions of the council
* priorities – including by local area
* use of council services (libraries, parks)
* behaviours relating to key issues (e.g. recycling)
* customer access and experience with services offered
* satisfaction with the local area, perceptions of change and neighbourliness
* perception of crime and anti-social behaviour (ASB)
* participation and collaboration in their local communities
* self-assessed health and wellbeing
* self-assessed financial wellbeing
* feelings about Low Traffic Neighbourhoods
* sentiments towards the coronavirus vaccine
* digital capabilities and skills

It has also included questions on local landlords’ perceptions of the council.

This year, we are also interested in establishing an online Residents’ Panel which can be consulted to quickly answer follow up question that emerge as a result of the surveys carried out. We would like the commissioned agency to tell us how they would go about setting this up, how they would ensure the online panel is representative, how they would ensure residents are engaged with this channel and to demonstrate examples of data they have previously collected through this methodology.

**Future research work**

Depending on the commissioned research agency’s success, there may be the possibility to extend the contract for one year following the successful delivery of the 2022 contract.