

London Borough of Lambeth

Household Needs Survey
Hemans Estate

July 2015

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Household Needs Survey 2015
Prepared for: London Borough of Lambeth
by: Acuity
July 2015

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1. Introduction

Acuity (an independent research agency specialising in the housing sector) was commissioned to undertake a series of household surveys 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 a number of Lambeth borough estates. This survey report focuses on tenant needs within the Hemans Estate.

1.1 Aim of the survey

The aim of the project was to provide fresh data that can usefully inform the existing needs of tenants which will feed into decisions about the regeneration of the Hemans Estate as well as to update records on tenants' households needs and future requirements.

1.2 Methodology

The survey was carried out by a self-completion questionnaire with follow up face to face interviews with non-responders.

Letters were sent out to all tenant households in July 2015 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.

Survey questionnaires were initially sent by post, with a reminder postcard sent after two weeks if there was no response. After a further two weeks interviewers from Acuity visited tenants who had not responded to see if they would prefer to have a face-to-face interview.

In all, it was possible to carry out 47 face-to-face interviews and a further 55 surveys were returned by post - a 61% response rate. A breakdown of the responses from is shown in Figure 1 at the end of this section.

1.3 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 1.

1.4 Presenting the findings

This report presents the findings of the survey by:

- Household demographics
- Health issues
- Property details
- Housing needs
- Equalities
- Communication and information
- Residents' views on the regeneration proposals

1.5 Notes to figures

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

Rounding

The majority of charts and tables 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.

1.6 Acknowledgements

Our thanks go firstly to the tenants from Hemans Estate who took part in the survey. We would also like to thank the staff of Lambeth Regeneration team for their assistance with the project, and our particular thanks go to Huw Jones (Housing Projects Officer) for his help throughout the project.

Lambeth Hemans Estate – Response details	Total
Postal surveys left/despached (excluding voids)	166
Postal surveys returned <u>before</u> face-to-face stage	35
Nbr completed F2F interviews	47
Nbr returned by post <u>after</u> F2F stage start	20
TOTAL RETURNED	102
Response rate	61.4%

2. Hemans Estate

The Hemans Estate – located in South Lambeth - was built in the 1950s and is a mixed tenure estate. The following analysis of results looks at the standards of current housing in Hemans Estate as viewed by tenants, along with their housing needs as indicated by the survey.

2.1 About Hemans Estate

The Hemans estate is located off the Wandsworth Road half a mile south of Vauxhall Station and is a mixed tenure estate with around 75% of properties let to social housing tenants and 25% owned on a leasehold basis.

The housing consists of a total 214 flats and maisonettes across six low-rise housing blocks.

2.2 Demographics

Age

Over half of all council tenants who were willing to give their age are aged between 35 and 54 years (57%), while over a quarter are over 55 years of age (28%) and one in six aged under 34 years (17%).

Figure 2.1: Age range of resident

Base 84	
18 years - 24 years	1%
25 years -34 years	16%
35 years - 44 years	27%
45 years -54 years	30%
55 years - 64 years	12%
65+years	16%

Gender

The balance between male and female respondents to the survey showed overall a higher proportion of female tenants (58%) than male (42%).

Figure 2.2: Gender of residents

Base 102	
Male	42%
Female	59%

Household characteristics

The most common household type on the estate is single adults (44%)

Other households groups providing information for this survey are listed in figure 2.3, which shows that the smallest individual group are households with three or more adults aged 16 years or over (7%).

Figure 2.3: Household size

Household group	Base 102
Single adult	44%
1 parent family with child/ren at least one under 16	22%
2 Adult family with child/ren at least one under 16	14%
Two adults without children	15%
Three or more adults, 16 or over	7%

Out of 30 responses to the question of how many family-dependent children over the age of 21 live in the home; 15 tenants had no children aged over 21 years of age, while 12 had one child over that age and 3 had two children over that age.

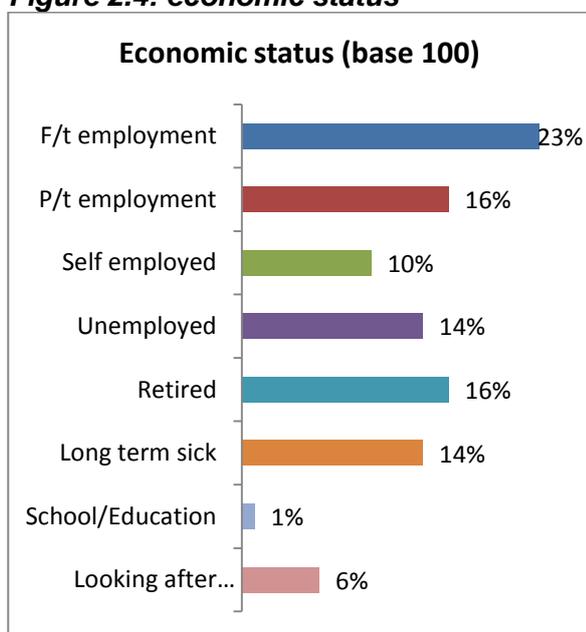
Economic status

Of those tenants completing the survey almost half (49%) are in employment (23% full-time, 16% part-time and 10% self-employed).

16% are retired and 14% class themselves as long-term sick. 6% are at home looking after family or acting as a full time carer. 14% of the tenant population are unemployed and 1% are attending further education.

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

Figure 2.4: economic status



Vehicle ownership

Residents were asked how many vehicles their household owned. The majority of residents do not own a vehicle at all (72%). Around a quarter have one vehicle (25%), 2% have two vehicles and 1% have three vehicles.

Out of 98 tenants answering, 3 advised that they are disabled “blue” badge holders.

Ethnic origin

Tenants from Any other African or Black backgrounds form the largest ethnic group on Hemans estate (27%), with the next largest groups being White British (21%) and Caribbean (20%).

Other ethnicities on the estate are detailed below.

Figure 2.5 Ethnicity or origin of tenant

Base 102	
White British	21
Irish	1
Portuguese	5
Polish	1
Any other White background	3
African Somalian	6
White and Black African	1
Any other African or Black background	27
Caribbean	20
White and Black Caribbean	1
Pakistani	1
Bangladeshi	2
Chinese	1
Any other Asian background	1
Any other Mixed/Multiple ethnicity	2
Any other ethnic group	3
Prefer not to say	6

(Base 102 residents)

Main spoken language

85% of residents use English as the main spoken language in the household. The remaining households speak a variety of different languages as shown in figure 2.6

Figure 2.6 Main language spoken in household

All residents	Number
English	84
Amharic	1
Bengali	1
Chinese	1
Dutch	1
Filipino	1
French	1
Portuguese	5
Somali	2
Spanish	2
Yoruba	1

(Base 99 residents)

Religion or belief

Almost two-thirds of respondents advised that they followed a Christian faith (60%), with one in seven not following any religion (15%) and some preferring not to say (8%). A small number of tenants were of the Muslim (6%), Hindu (2%) or Buddhist (1%) faiths or followed another religion (2%).

Figure 2.7 Religion or belief

Religion/belief	Base 102
Christian	61%
Muslim	14%
Buddhist	1%
Any other religion	2%
No religion	15%
Prefer not to say	8%

2.3 Health problems

Around a quarter of tenants reported that they or a member of their household have a disability or medical condition that is affected by the size, location or design of the home they live in (21 tenants – 23%).

Two of these households have more than one person 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 2.8: Description of health issue

Reason	Base 21
General mobility problems	5
Autism/Aspergers	4
Mental health issues/learning difficulties	1
Arthritis/Osteoarthritis/Rheumatoid arthritis	1
Diabetes	1
Heart failure	2
Asthma	1
Epilepsy	1
Fibromyalgia	1
COPD	3
Blind/sight problems	2
Deafness	1
Cancer	1

The aids and adaptations identified by respondents with medical needs were: ground floor accommodation, walk-in shower/wet room facilities, ground floor accommodation and wheelchair accessible.

Care and support

A small number of households advised that the disabled member(s) in the household required the services of a full-time carer (6). Three of these households receive full time care from family members.

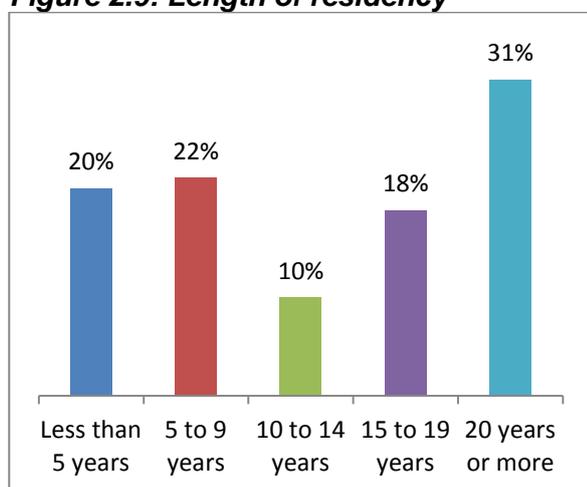
2.4. Property details

Length of residency

A third of tenants surveyed have been in their current property for 20 years or more (31%), while a fifth of tenants have been resident either for less than 5 years (20%) or between 5 and 9 years (22%).

Fewer tenants have been resident for between 15 to 19 years (18%) or 10 to 14 years (10%).

Figure 2.9: Length of residency



Property type

All respondents live in flatted accommodation.

Two of the flats have had the kitchen and bathroom renovated and one has had a wet room put in, removal of internal doors and handrails in the bathroom.

Similar percentages of respondents were in one-bed (23%), two-bed (22%) and three-bed flats (24%), with fewer (13%) in four-bed flats.

Two-thirds of tenants feel they have the

right number of bedrooms (68%), with 32% (27 in number) advising they are overcrowded and 9% (6 in number) that they are under-occupying their property.

Figure 2.10: Number of bedrooms

Base 98	1-bed	2-bed	3-bed	4-bed
Ground floor	7	7	8	1
First floor	11	4	7	
Second floor	11	10	3	
Third floor	3	5	6	
Fourth floor	1	6	6	
Total	23	22	24	13

Garden/Balcony for private use

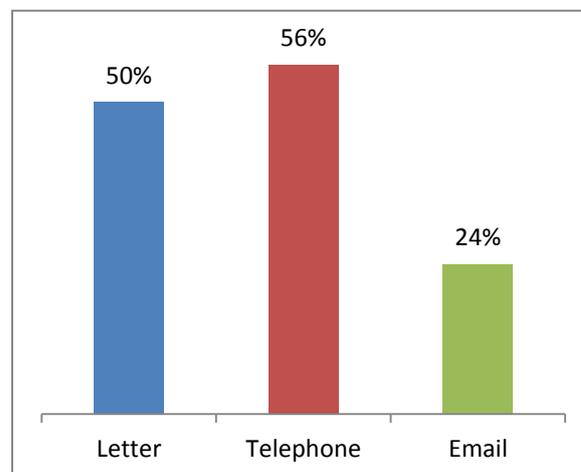
Almost two-thirds (64%) have private use of a garden/balcony.

2.5 Preferred ways for Lambeth to make contact

Telephone (56%) and letter (50%) are most preferred methods Hemans Estate tenants would like Lambeth to use when making contact with them.

A quarter of tenants (24%) would also find contact by email an acceptable means of communication.

Figure 2.11: Best ways to contact residents



54 phone numbers were supplied and 24 email addresses.

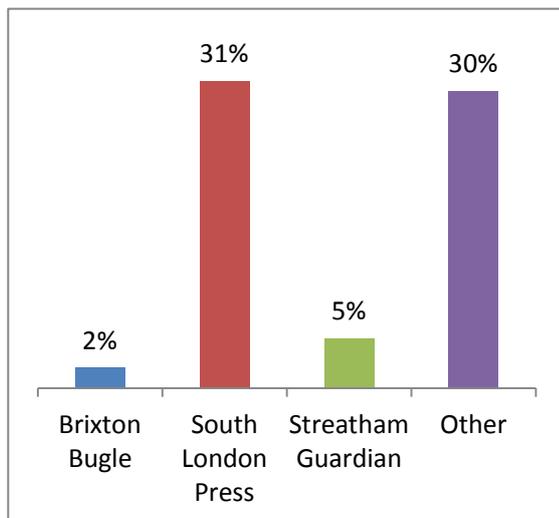
2.6. Communication

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 tenants on Hemans estate.

In respect of local papers, around a third of residents (31%) read the South London Press (31%), with many fewer regularly reading the Streatham Guardian (5%) or Brixton Bugle (2%).

Figure 2.12: Readership of local papers (base 102)



Other papers read are outlined below, with the Metro being the most popular (23%).

- Metro (23)
- The Sun (5)
- Daily Mirror (3)
- Evening Standard (2)
- Daily Telegraph (1)
- Daily Express (1)
- The Guardian (1)

Social media

Half of tenants surveyed use social media (49), the most popular format being Facebook (44) followed by Twitter (14). Just two tenants use the Brixton Blog and three use Instagram.

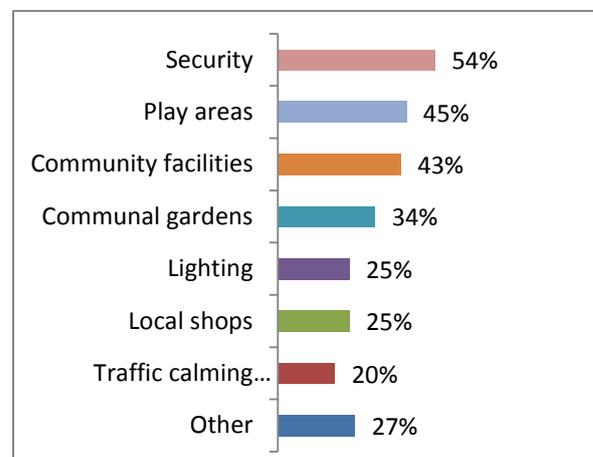
2.7 Local facilities and services

Thinking about the future of Hemans Estate, residents were asked what improved facilities and services would most benefit them.

Over half of tenants would like to see any future regeneration include improved security around the estate and blocks (54%), with around two-fifths of residents also wanting to see improved community facilities (43%) and play areas (45%) as part of the future plan at Hemans Estate.

A third of tenants would like improvements in the communal garden areas (34%) and a quarter feel improved lighting and local shops (25%) would be of benefit to tenants. A fifth of tenants would like to see more traffic calming measures (20%).

Figure 2.13: Improved facilities/services (base 101)



Over a quarter of tenants made other suggestions which included:

- A market
- A swimming pool
- African-Caribbean school
- More affordable homes
- Improved parking facilities (cars and motorcycles)
- Intercom/concierge
- CCTV + more security overall
- Control of gangs/drug dealing/asb
- Control of dogs
- Allotment areas
- New community centre
- Recycling options

2.8. Resident views

Open comments

44 tenants made comments (sometimes more than one) about their household needs or regeneration proposals for the future of the Hemans Estate.

Tenant comments

The comments from tenants can be separated into four areas: over a half of tenants concentrated on improvement and repair work required on their properties (51%), one in seven gave details of their individual requirements following regeneration (15%) and two out of seven gave their views on the regeneration proposals (28%). A small number made other comments difficult to categorise (6%).

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

Figure 2.14: Open comments from 44 tenants (54 comments in total)

Improvements, repairs & maintenance		51%
Need new kitchen/bathroom/windows		8
Electrics to be fixed properly		1
Deal with damp/mould/water ingress		3
Carry out proper repairs/more estate maintenance/renovation		5
Need shower facilities		3
Better security/cctv cameras		3
Improved communal gardens		1
Need better policing – deal with asb/drug dealing		4
Individual requirements		15%
Would like/need a larger property		1
Need ground floor accommodation		2
Want Council to take heed of health issues/moves are distressing when in ill health		1
Want to move/transfer		1
Would like one of proposed new-build properties on estate		1
Priority to given to allow tenants to move to smaller properties		2
Regeneration proposals		28%
Need to provide larger properties		2
Make sure residents have a say		3
Need more information		2
Not in support of regeneration proposals		1
Provide better play areas		4
Better parking enforcement/facilities		1
Provide new community centre		2
Other		6%
Other		3

Consent to link details

The majority of tenants (77) were happy for their comments on future facilities/services and their views on the regeneration proposals for Hemans Estate, to be linked by name and contact details.

TENANTS' HOUSING NEEDS SURVEY – LONDON BOROUGH OF LAMBETH

Your reference number: 1243/.....

INTRODUCTION –

Lambeth Council is looking at ways to provide additional housing to meet the needs of residents in the borough. The Hemans Estate is one of a number of estates in the borough that are being targeted for development or regeneration. Together with Bell Phillips Architects, the council have been exploring options for locations on the Hemans Estate.

Please note that there are no plans to demolish any existing homes on the estate.

For further information on the development plans and to get involved with the consultation process visit www.hemansestate.co.uk email info@hemansestate.co.uk or speak to Huw Jones on 0207 926 3649.

Help for completing the survey

Lambeth Council have appointed Acuity to survey the needs of all secure tenants on the estate.

The information collected through this survey will be treated in the strictest confidence and access will be strictly limited to the Council's regeneration team, who will use it to update their records on the community and to help inform the development of the regeneration proposals for the future of your estate.

You do not have to provide information on any questions you do not wish to answer, or complete this survey, however the information collected through this survey will help the Council to understand your needs and enable us to discuss options with you should there be the opportunity to bid for any newly built homes on the Hemans Estate.

The intention is to offer some priority to local estate residents who wish to apply for newly built homes. If you are currently in unsuitable accommodation you may have the opportunity to move to a property which meets your needs.

The questionnaire asks for details of your 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 by **Friday 10 July 2015**

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

Section 1. Tenancy details

Are you the named Tenant/Joint Tenant on the tenancy agreement for this property?
 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 Please list everyone in your household starting with the lead tenant(s) on the tenancy agreement

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

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

Q3 Are all your family on the tenancy agreement? Yes No

Q4 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

Q5 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

Q6 If your home is wheelchair accessible, does it currently meet your needs Yes No

Details.....

Q7 Does anyone in the household require the services of a full-time carer? Yes No

Q7(a) If 'yes', please provide details on the care and support that is received

Q8 Is a member of your family a full-time carer? Yes No

Section 3 Property details

Q9 How many bedrooms do you have? _____

Q10 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

Q11 Have you had any aids or adaptations made to your home? Yes No

Q11(a) If 'yes', please give details:

Q12 Is your home a House Flat Maisonette Other

Q13 What floor is your home on? _____

Q14 Do you have a garden/balcony for private use? Yes No

Section 4 Household requirements

Q15 How many vehicles does your household own?
 None One Two Three

Q16 Is any member of the household a Blue Badge holder? Yes No

Q17 What is your employment status:

- | | |
|---|---|
| <input type="checkbox"/> Full Time employment | <input type="checkbox"/> Part time employment |
| <input type="checkbox"/> Unemployed | <input type="checkbox"/> Self Employed |
| <input type="checkbox"/> Retired | <input type="checkbox"/> Long Term Sick |
| <input type="checkbox"/> School/Education | <input type="checkbox"/> Looking After Family |
| <input type="checkbox"/> Other | |
- (Please specify)

Section 5 Equalities information

Q18 What is your ethnic origin?

White or White British

- | | |
|---|---------------------------------|
| <input type="checkbox"/> British (English, Scottish, Welsh, Northern Irish) | <input type="checkbox"/> Irish |
| <input type="checkbox"/> Gypsy or Irish Traveller | <input type="checkbox"/> Polish |
| <input type="checkbox"/> Portuguese | |
| <input type="checkbox"/> Any other White background (please specify)..... | |

Mixed or multiple ethnic groups

- | | |
|---|--|
| <input type="checkbox"/> White and Black Caribbean | <input type="checkbox"/> White and Black African |
| <input type="checkbox"/> White and Asian | |
| <input type="checkbox"/> Any other Mixed / Multiple ethnic background (please specify)..... | |

Asian or Asian British

- | | |
|---|------------------------------------|
| <input type="checkbox"/> Indian | <input type="checkbox"/> Pakistani |
| <input type="checkbox"/> Bangladeshi | <input type="checkbox"/> Chinese |
| <input type="checkbox"/> Any other Asian background (please specify)..... | |

Black / African / Caribbean / Black British

- | | |
|--|---|
| <input type="checkbox"/> Caribbean | <input type="checkbox"/> African Somalian |
| <input type="checkbox"/> Any other African or Black background | <input type="checkbox"/> |

Other ethnic group

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

Q19 Is English the main language spoken in your household? Yes No

Q19(a) If 'no' what is the main language spoken in the household?

Q20 What is your religion or belief?

- | | |
|---|------------------------------------|
| <input type="checkbox"/> No religion | <input type="checkbox"/> Christian |
| <input type="checkbox"/> Buddhist | <input type="checkbox"/> Hindu |
| <input type="checkbox"/> Jewish | <input type="checkbox"/> Muslim |
| <input type="checkbox"/> Sikh | |
| <input type="checkbox"/> Prefer not to say | |
| <input type="checkbox"/> Any other religion | |
- (Please specify).....

Section 6 Communication with you

Q21 What is the best way to contact you?

- | | |
|-----------|--------------------------|
| Letter | <input type="checkbox"/> |
| Telephone | <input type="checkbox"/> |
| Email | <input type="checkbox"/> |

Email address/phone number:

Other (please state).....

Q22 Which local papers do you read?

- | | |
|---|---|
| Brixton Bugle <input type="checkbox"/> | South London Press <input type="checkbox"/> |
| Streatham Guardian <input type="checkbox"/> | Other (please state) |

Q23 Do you use Social Media Yes No

- | | | |
|----------------------------------|-----------------------------------|--|
| Twitter <input type="checkbox"/> | Facebook <input type="checkbox"/> | Brixton Blogg <input type="checkbox"/> |
|----------------------------------|-----------------------------------|--|

Other (please state)

Section 7 Regeneration

Q24 Thinking about the future of the estate, what improvements would most benefit residents?

- | | |
|----------------------------------|--------------------------|
| Improved community facilities | <input type="checkbox"/> |
| Improvements to play areas | <input type="checkbox"/> |
| Local shops | <input type="checkbox"/> |
| Traffic calming measures | <input type="checkbox"/> |
| Improvements to communal gardens | <input type="checkbox"/> |
| Lighting | <input type="checkbox"/> |
| Security improvements | <input type="checkbox"/> |

Other comments (please state)
.....
.....

