

**BLACK CARIBBEAN
RESEARCH IN LAMBETH**

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**HAVE YOUR SAY
ON HOW LAMBETH
COUNCIL OPERATES**

**An Insight into the Black Caribbean
Community in Lambeth**

November 2013

Foreword

I am pleased to be able to introduce the Black Caribbean Research report; a culmination of a great deal of effort and hard work put in by the participants, peer researchers, Equinox and officers at the council. The council values all of Lambeth's citizens and recognises the wide-ranging strengths that exist in our diverse communities. This project was driven by a desire to expand on previous pieces of work which have indicated that Black Caribbean residents are more likely to feel unsatisfied with the council, its services and partner agencies.

The research we commissioned in 2011 undertaken by ESRO gave us an insight as to why such high levels of dissatisfaction remain within this particular part of the community. This research has allowed us to explore the issues in further detail to see what sits behind the barriers to communication, how we can better understand the strengths and relationships that currently exist in the Black Caribbean community, and how we can better work with the community. In order for community cohesion and the cooperative council to become a reality we need to clearly understand the differences and strengths within communities, which we have been able to do by commissioning people from the community to speak to their peers.

One of the key themes that emerged is the effectiveness of communication and I hope the council will now be able to support the community in better engagement with the council and our partners. Whilst we recognise the importance of information flowing from the council properly, it is just as important for information to be fed in too, so that communication is truly two-way.

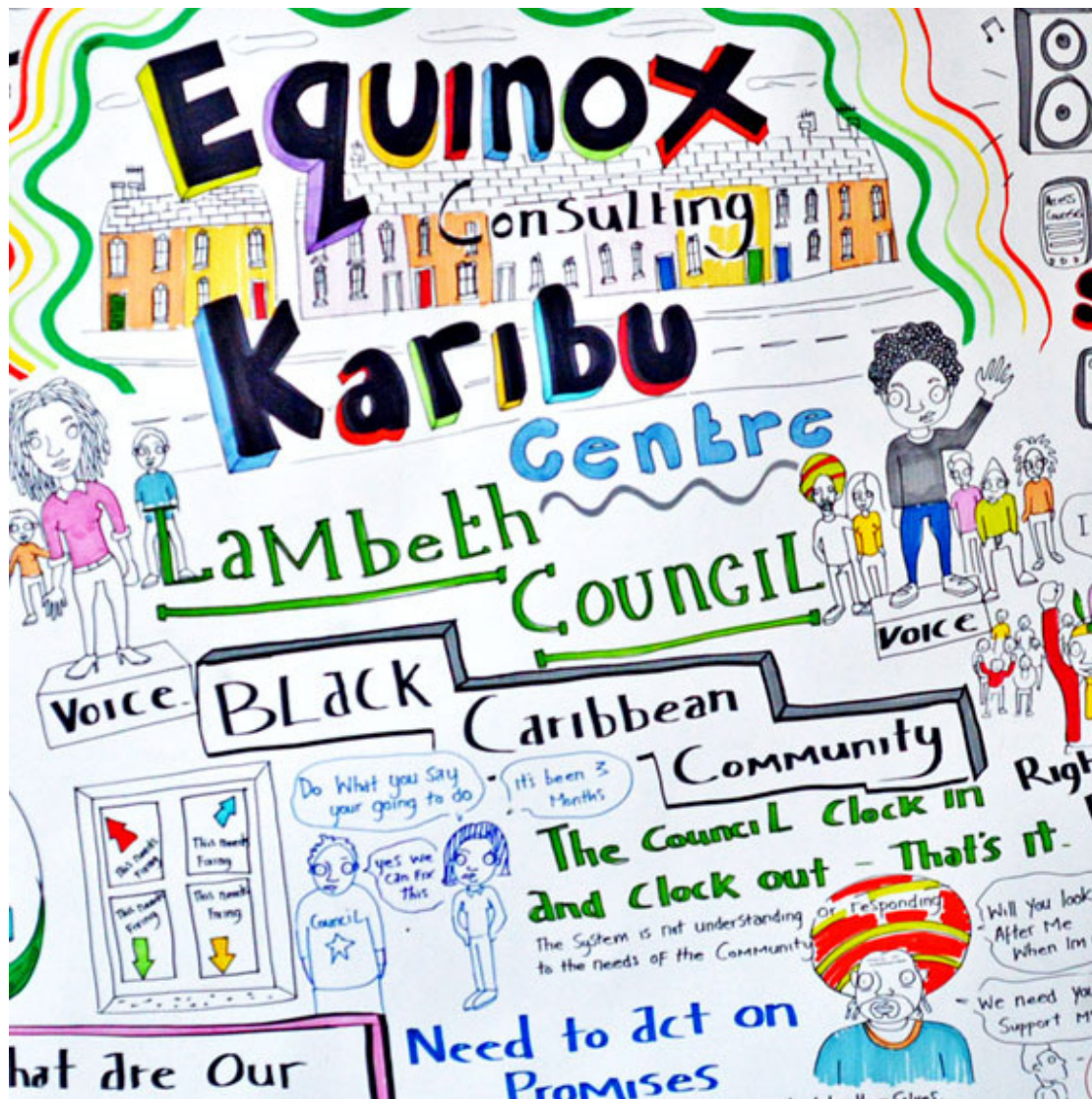
A key feature of this research is that the Black Caribbean community was involved in developing the recommendations that are put forward in this report. I hope these will be used as a foundation upon which the council can take action and embed practices that build stronger relationships and a better understanding of the Black Caribbean community in Lambeth. This report does not mark the end of a process but the beginning of a new way forward. I hope that the recommendations put forward will help the council work cooperatively not only with our established communities, but with our new communities too.

Councillor Lorna Campbell
Cabinet Member for Equalities and Communities, Lambeth Council

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1 Executive summary

Introduction

This document reports the findings of research undertaken to gain a better understanding of the Black Caribbean community in Lambeth. The Black Caribbean community has played an important role in the history and culture of Lambeth, and continue to do so. It is therefore important that we understand why Black Caribbean people in Lambeth consistently report more dissatisfaction with the council in customer surveys. It builds on a previous exploratory ethnographic study conducted in 2011.

The objectives of this research were:

- □To test the ethnographic findings – were the findings identified through the ethnographic research really the key drivers underlying persistent lower levels of satisfaction?
- □To understand how the council can work with Black Caribbean residents to identify solutions that we can take forward together

How we conducted the research

We wanted to work with Black Caribbean people in Lambeth to widen and deepen our knowledge of this population. To do this, Equinox recruited 35 Lambeth residents of Black Caribbean heritage as peer researchers for the project. A mixed method approach was adopted:

:

- □A sample of 220 Black Caribbean residents was interviewed in the main research. They were representative of the Black Caribbean presence in the borough in the different areas of Brixton, North Lambeth, Streatham, Norwood, Clapham and Stockwell, of gender, age and employment status.
- □Fifty in-depth discussions were held with Black Caribbean persons of the different generations, ages and employment status conducted by peer researchers who were recruited and trained for this project.
- □Focus groups were conducted with three distinct groups drawn from unemployed and young people, people in employment and people in business.

Key findings – how do the views of Black Caribbean residents compare to other groups?

We set out to learn more about the concerns of Black Caribbean people living in Lambeth, and whether their concerns differed from other groups. The three major concerns for the Black Caribbean community were lack of support for young people, crime, and lack of jobs, followed closely by a lack of affordable housing. These are the same issues of concern as for the rest of the population, except in a different order of priority. Crime, lack of jobs, affordable housing and support for young people were the top issues of concern for Lambeth as a whole.

Black Caribbean respondents tended to be more dissatisfied than other groups with the council and felt that the council did not provide value for money.

The most popular services used by Black Caribbean people were the same for the main population; parks and open spaces, recycling, library services and leisure and sports facilities but Black Caribbean respondents tended to use secondary school education, housing allocation services, social services and library services more.

Drivers for dissatisfaction

The research also sought to uncover more about the reasons for the dissatisfaction with the council expressed by Black Caribbean residents. Through the research, we identified three broad drivers of dissatisfaction:

Poor council services – The quality of council services, particularly housing, education and social care, were the source of much dissatisfaction. There was an underlying worry about lack of care or support for the younger and older generations who were felt to be heavily reliant on services provided by the council. Respondents also focused in particular on the quality of customer service, and the way they were treated by council officers. The respondents were more likely to live in council provided housing than the rest of the population, which may help to explain why it featured as an issue so prominently.

Universal services – The quality and effectiveness of these services were cited by respondents as another reason for their dissatisfaction with the council. Universal services describe those services which affect or are accessed by all residents. Respondents were vocal in their concern about crime and safety issues (particularly on estates), planning and regeneration, the use of leisure and community facilities. Respondents felt the community hasn't benefited from regeneration in Brixton and this sense of exclusion has helped to fuel a lot of dissatisfaction amongst respondents in the survey.

Underlying discontent – These are broader issues that may not necessarily be within the council's scope of influence, but where it was clear that respondents looked to the council for support or redress and were therefore dissatisfied by the lack of support or leadership provided by the council. Respondents' concerns about the disproportionately adverse impact of the recession on people and businesses, discrimination, and the representation of the community in Lambeth were closely linked to their attitudes towards the council.

Participation and involvement with the council

As a cooperative council, we want to understand how we can support people to play an active role in their community, and also how we can work together more effectively. The research showed that:

- ☐ Black Caribbean respondents in the survey were active participants in the same activities as other residents in the borough though significantly more in church, sports and recreation and educational and entertainment activities.
- ☐ Most responded that they had skills that they would be prepared to use for the benefit of their local community.
- ☐ About 15% of respondents were actively engaged in Black community activities and with Black organisations both in the local area and outside the borough.

Hooks for involvement

- ☐ Though some respondents said that they were not interested in working with the local authority other respondents were enthusiastic about working with the council if effective mechanisms can be found that will be supported in order for them to be sustainable.
- ☐ A majority of respondents feel that they are able to influence decisions in their local area if given the opportunity and will be willing to participate in forums set up to engage with the local authority in the hope the exchanges will be meaningful.

Recommendations

The peer researchers and research participants put forward a number of recommendations to address the issues above and suggest how improvements could be made. These will be developed further through action planning with those involved in the research, councillors and staff from across the council.

In Housing:

- Delivery of more affordable and social housing in Lambeth that may involve building new properties whilst stopping the sale of existing social housing stock.
- Purchase of empty properties around the borough including properties from absent landlords, derelict properties as well as properties above shops to release more properties and assist in the reduction rents.
- Publishing a breakdown of housing statistics and revamping the bidding method for housing, reprioritising the criteria so that the system would remain competitive, but would be fairer and understood by all.
- Revamping the housing repair system to ensure that repairs are carried out in a timely manner and that contractors who do not perform their work are prevented from hiding behind a shambolic system of allocation of repairs.

In Social Services

- Diversity training for social workers so that they are able to understand the anxieties and issues that vulnerable Black Caribbean persons face and their need for more culturally sensitive services.
- A campaign to encourage more Black Caribbean families to get involved in fostering and adoption would dispel some of the perceptions that they are not 'qualified' to be foster parents.
- Providing more finance and support to mentally ill patients to improve their transition into when they are released into the community
- Support for young people from the care system and effective transitioning to independent living

In education

- Providing support to teachers to enable them understand young Black Caribbean children, their frustrations and their aspirations. Encourage more Black Caribbean male teachers
- Focus on the strengths of Black Caribbean students and helping them through proven practical methods that will engage them both in vocational and academic activities to build their confidence for success
- Implementing mentoring schemes that engage positive role models within the school system
- Providing for supplementary schools and extra-curricular activities that would also explore issues around careers, work experience and other mechanisms that might stimulate their interest in the world of work
- Provide for more black history studies not just in Black History Month, to give Black Caribbean pupils a sense of achievement that Black people can also succeed

To improve customer service

- Stop using incompetent contractors who do not care about Black Caribbean residents and who cannot communicate with residents or carry out repairs in a timely manner
- Train staff to listen to people properly and not restate council policy that is unhelpful to customers
- Provide a mechanism for encouraging more contact between residents and their councillors
- A need for joined up services within the council

Leisure and community spaces

- More flexible opening times for libraries and provide more facilities and services within the library relating to office administration services that maybe required by students and small business people
- Reducing the cost of using leisure centres to encourage more people to make use of the facilities
- Providing more activities for older people
- Providing more activities for the youth by supporting sports, BMX cycling and other leisure activities

- Cleaning up and improving the town centres especially Streatham and Norwood
- Encourage more family orientated fun days

In Planning and Regeneration

- More affordable premises needed within the borough to encourage a new brand of Black Caribbean business people. council to provide business incubators
- Work with shopkeepers to improve security
- Encourage more black people to set up shops to create a richer diversity of businesses
- Regeneration should be taken to other parts of the borough not just Brixton
- Need to support Black Caribbean businesses with grants and loans schemes that could be linked with encouraging them back into Brixton

On Crime and Safety

- Strengthening contact between the police and the Black Caribbean community to reduce the criminalisation of young Black people
- A holistic approach to working with all young people across the borough that will lead to the eradication of racial profiling
- Police should be less selective in dealing with anti-social behaviour. There is a lot of noise on the housing estates and also a lot of rubbish. This makes it easier for criminals to operate as the estates look abandoned
- Police should be more aware of the culture of young people when they hang around the streets

Employment and Jobs

- More events such as jobs, business and recruitment fairs to encourage local and external firms and organisations, including the council, to provide jobs for unemployed people in the local area
- council must get involved in job creation and brokerage schemes that offer career as well as job advice, job shadowing, apprenticeship and work experience schemes working with the private and third sector organisations to provide more opportunities for young people
- Strengthen the forum for networking for businesses to encourage more Black Caribbean businesses to attend and to explain and implement simple mechanisms to enable local and Black Caribbean people to get access to contracts especially in construction

Equalities agenda

- Provide some support for existing Black community organisations who are delivering a culturally sensitive service to members of their community
- Provide some support for Black Caribbean businesses to make them more visible within the borough and help them to gain access to local authority contracts

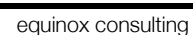
Discrimination

- Work with the police and other agencies to rid those agencies of institutional racism for them to recognise the Black Caribbean community as an integral part of the borough
- Find a way of working with the Black Caribbean churches

On Distrust and victimisation

- Advertise and publicise more success stories within the Black Caribbean community
- Encourage a forum that would support more Black Caribbean fathers to provide more support for their children. It cannot be left as a voluntary activity any longer
- Provide support for issue based Black Caribbean organisations that are delivering leadership programmes and working with young Caribbean people on the issues of culture and identity

- Use a range of methods to communicate with the Black Caribbean community, including hard copy and email newsletters
- Communicate that the council is serious about engaging with the Black Caribbean community and listening to their views
- Provide a regular forum for discussing issues affecting the Black Caribbean community that would bring together different leaders of the community to work hand in hand with officers and members



2 Introduction

2.1 Background

Lambeth council is implementing its vision of a co-operative council where residents, staff and politicians will work together to design and deliver services. The council wants to and ensure that its services are more responsive to the needs of all residents in the borough and that all are satisfied with the way it operates.

Previous surveys of residents' satisfaction with the council revealed that the Black Caribbean community are consistently less satisfied with the services provided by the council. The council therefore commissioned an ethnographic study of the Black Caribbean community in 2011 that also confirmed a high level of dissatisfaction.

The council commissioned this research to gain better insight into the community and particularly the underlining reasons for the dissatisfaction. This document reports the findings of the research and explores what effective mechanisms for co-operation between the council and the Black Caribbean community can be implemented.

This section provides an introduction, presents the objectives and describes the methodology. The next section presents facts about the Black Caribbean community in Lambeth and makes some comparisons with the respondents in the survey. The main findings of the research are presented in three sections. The first section on the findings reports responses to questions about services used by respondents and the extent of their satisfaction with the local authority. The second section reports on drivers of dissatisfaction. The third section examines issues around what activities Black Caribbean respondents are involved in and how they can best cooperate with the local authority to co-design and deliver services.

2.2 Objectives

The research objectives were twofold:

- To test the ethnographic findings – are the findings identified through the ethnographic research really the key drivers underlying persistent lower levels of satisfaction? The ethnographic research included relatively few employed and well educated black Caribbean residents. Are the findings then a reflection of the key issues for more vulnerable residents generally, rather than specific to the black Caribbean community? Are these issues relevant to all black Caribbean residents?
- To work together with black Caribbean residents to identify solutions that the community can take forward.

2.3 Methodology

This section describes the main methodology that was used to carry out the research.

2.3.1 Publicity

The research was publicised on several media platforms. A news release was approved by the council and sent to different corporate outlets as well as to the ethnic press. The Voice Newspaper published an article on the subject and Cllr Lorna Campbell was hosted on Dotun Adebayo's popular Sunday Night Live programme 'Dotun on Sunday' on BBC Radio London, to talk about the research.

Over 500 emails were sent to various individuals and organisations involved in work with the Black community asking them to share it with their networks to recruit participants. The news release was also carried on various blogs and websites. Facebook, Twitter and LinkedIn were also used to publicise it.

Leaflets were distributed on all the high streets in the different parts of Lambeth: Streatham, Norwood, North Lambeth, Stockwell, Brixton and Clapham. These included places Black Caribbean people were likely to patronise such as bars, restaurants, local food shops, hairdressers and barbers, Caribbean takeaways and coffee shops. Leaflets and posters were also sent to churches, libraries, leisure centres, GPs' surgeries and community organisations. Cards were handed out at tube stations within the borough at different times and also distributed at various events.

The main message on the publicity was an invitation for people of Black Caribbean background living in Lambeth to engage in a listening exercise throughout March and April as interviewers or interviewees.

2.3.2 Training peer researchers

The publicity attracted over 50 enquiries and 35 Lambeth residents of Black Caribbean heritage were recruited as peer researchers for the project. They came from different parts of the borough, their origins were in the different islands of the Caribbean, they were male as well as female and their age ranged from 21 to 65. There were some unemployed as well as employed. They were from different professions including filmmaking, management consulting, life coaches, musicians, community activists, architects, medical students and counsellors. There were mothers, fathers and grandparents as well people of different faiths who were eventually recruited as peer researchers.

Each of the peer researchers had an opportunity to attend one of the four training sessions. The purpose of the training was to provide the peer researchers with the basic knowledge of how interviews are carried out for those who had no experience and to provide them with confidence. At the initial training session the questionnaire was discussed in some detail and changes were made based on the feedback of the initial cohort of peer researchers. All the peer researchers were accompanied by Maxine James of Equinox Consulting on their first interview.

2.3.3 The Research

A mixed-method approach was used in the research and involved a survey, depth interviews as well as three focus groups. A film captured more views from respondents to the survey.

Survey

220 people of Black Caribbean heritage were interviewed using a mainly quantitative questionnaire. The sample was selected to reflect the Black Caribbean population in the borough and based on island of origin, gender, age, employment status and the area in which they live in the borough. The interviews covered 40 or so questions lasted for 20 minutes. The questions were intended to validate the issues of dissatisfaction raised in previous surveys as well as to explore ways forward for the community to engage with the local authority.

The Black Caribbean residents who were interviewed in the survey were fairly representative of the Black Caribbean population in the borough. Attempts were made to ensure that the

sample selected reflected the estimated population figures but there were some minor differences.

An effort was made to hear the voices of people not only from Jamaica but from other Caribbean backgrounds so more people from the other islands were interviewed in the survey. More men were interviewed. A lot more people from Brixton were interviewed above the selected quota; this was at the expense of fewer people in Stockwell and this was in part a reflection of Brixton continuing to be the centre of Black Caribbean activity in the borough and the peer researchers not always strictly adhering to areas where they had been asked to carry out their interviews. The survey also interviewed a lot more employed people because the quota selected reflected more of the total resident population than the black population and it was too late to correct this at the time it was discovered.

People from a broad base of occupations participated in this survey. In addition to those who were retired or unemployed or were students, there were a large range of people working in different professions and vocations. There were actors, actresses and artistic directors and those in arts management. Persons who worked as tilers, builders, plasterers, carpenters, plumbers, electricians and architects also participated as did business analysts, book-keepers, cashiers, cameramen, audio-visual producers and filmmakers. There were carers as well as care workers, business owners who ran mentoring agencies, commercial analysts, cleaners, civil servants, managers in children's homes, community and youth liaison officers, chemists and computer technicians. Restaurateurs, and condiments manufacturers, counsellors, drivers, financial advisors, footballers, estate agents, editors, employment and life coaches, film directors, graphic designers, fashion designers, engineers, housing managers, journalists, market traders, nurses, music teachers and musicians, legal secretaries, reverend ministers, record and music producers, postmen and probation officers, retail sales advisers, play workers and photographers and personal assistants as well as personal trainers, receptionists, sales managers, security officers, shop assistants and managers, solicitors, teachers, web designers, social workers and writers.

In-depth interviews

A topic guide was used to conduct 53 in-depth interviews with some selected residents of different age groups, living in different parts of the borough. The depth interviews explored in more detail the causes of the dissatisfaction and how these could be addressed. The interviews in most cases lasted over 2 hours.

Focus groups

Three focus groups were held with respondents drawn from three main groups: employed persons, young people and unemployed persons, and business people in Lambeth. The focus groups explored why Black Caribbean residents were less satisfied with the council, their needs and what the council must do to improve its image, how the Black Caribbean community that could be supported by the council and how best the council can work with the Black Caribbean community in the design and provision of services to the community. Each focus group lasted for 2 hours.

Film

A short film of prominent landmarks and areas of Black Caribbean interest in the borough was made. The film also captured views of Black Caribbean residents around the borough on the main questions that used for the focus groups.

Previous research may have relied on a single research tool such as quantitative surveys or focus groups, but these only capture a section of the community and may not adequately reflect the diversity of the Black Caribbean community and their experiences of life in Lambeth. A mixed method approach incorporating a quantitative survey, in-depth discussions, focus groups and a film, ensured that rich and qualitative data was captured from a representative selection of Black Caribbean residents in the borough.

2.4 The Black Caribbean population of Lambeth

This section provides a profile of the Black Caribbean community in Lambeth, drawn mainly from official statistics, looking at who they are, where they live, and some socio-economic characteristics of the population in comparison with all residents in the borough.

The Black Caribbean presence in Lambeth dates back to the late 1940's when large numbers of people from the Caribbean were encouraged to migrate to the United Kingdom, continuing a long line of interaction with Britain following from slavery through to colonisation. Brixton was one of the preferred places for a number of these immigrants to settle, though large numbers also settled in other places such as Notting Hill, Harlesden and Dalston as well as in the Midlands.

Black Caribbean immigrants who settled in Lambeth came into Britain with a refreshing work ethic; they were economic migrants seeking a better way of life and often hoping that someday they would return home. Some did return home after making their 'fortunes', others retired to their home countries. The community has matured in Lambeth with several generations living here.

The 2011 Census establishes the number of Black Caribbean residents living in Lambeth as 28,886 people, the fourth largest Black Caribbean community behind Birmingham, Croydon and Lewisham.

Table1: Total Black Caribbean population by borough (boroughs with the highest population)

	Total Caribbean Population				Caribbean in Population %		
	1991	2001	2011		1991	2001	2011
Birmingham	44,770	47,831	47,641	Birmingham	4.66%	4.90%	4.44%
Lambeth	30,789	32,139	28,886	Lambeth	12.58%	12.07%	9.53%
Brent	24,845	27,574	23,723	Brent	10.22%	10.47%	7.62%
Lewisham	23,229	30,543	30,854	Lewisham	10.06%	12.27%	11.18%
Croydon	15,326	26,065	31,320	Croydon	4.89%	7.88%	8.62%
<i>Source: Census 1991, 2001, 2011</i>							
<i>Base: All usual residents</i>							

Whilst the population of Black Caribbean people has increased in Birmingham, Croydon and Lewisham since the 2001 census, the population in Lambeth had decreased. In 1991, Lambeth had the highest percentage of Black Caribbean people in its population at 12.58%, but this proportion decreased to 12.07% in 2001 and at 9.53% in 2011. Lambeth is now second to Lewisham which has a higher percentage -11.2% - and a larger number of Black Caribbean people, 30,854 as against the 28,886 in Lambeth. Croydon, the borough adjacent to Lambeth, now has the largest number of Black Caribbean people in London with 31,320 persons.

Despite these population changes Lambeth, and Brixton in particular, is still perceived nationally, and internationally, as the place that represents the Black Caribbean presence in Britain.

2.4.1 Who are they

The most popular country of origin of the Black Caribbean population in Lambeth is Jamaica. According to the 2011 Census, 12,246 residents of Lambeth were born in the Caribbean, with 80% of these being born in Jamaica.

The recently released figures from the 2011 National Census reveal that while the gender distribution of the population in the borough as a whole is 50% female to 50% male, the distribution for the Black Caribbean population is 44% male to 56% female. The Black Caribbean population also differs from the overall population in its age breakdown, there being a higher number of older people in the Black Caribbean population, with 13% being

aged over 65 and 25% aged 45 to 64, compared with 8% and 19% respectively in the population as a whole (Table 2).

Table 2: Black Caribbean population of Lambeth by age

Age band	Black Caribbean %	All residents %
0 – 15	21	18
16 – 24	12	12
25 – 44	28	43
45 – 64	25	19
65+	13	8
<i>Source: Census 2011 - table DC210EW</i>		
<i>Base: All usual residents</i>		

There are more Christians (71%) in the Black Caribbean population than amongst the population as a whole (53%). A further 2% of the Black Caribbean population are Muslim and 1% profess another faith. Only 15% say they have no religion, compared to 28% of the overall population (Table 3).

Table 3: Black Caribbean population of Lambeth by religion / belief

Religion	Black Caribbean %	All residents %
Christian	71	53
Buddhist	0	1
Hindu	0	1
Jewish	0	0
Muslim	2	7
Sikh	0	0
Other Religion	1	1
No religion	15	28
Religion not stated	12	9
<i>Source: Census 2011 – table DC2201EW</i>		
<i>Base: All usual residents</i>		

2.4.2 Where and how they live

A third (33%) of the Black Caribbean residents in the borough live in the Brixton area (i.e. Brixton Hill, Coldharbour, Ferndale, Herne Hill and Tulse Hill wards). North Lambeth and Clapham have the lowest proportion of the borough's Black Caribbean residents, 8% and 9% respectively living there (Table 4).

Table 4: Black Caribbean population of Lambeth by area

Area	Black Caribbean population	% of Black Caribbean population
Brixton	9,358	33
Streatham	5,336	19
Norwood	4,766	17
Stockwell	4,365	15
Clapham	2,512	9
North Lambeth	2,369	8
<i>Source: Census 2011 – table KS201EW</i>		
<i>Base: All usual residents</i>		

Almost two-thirds (65%) of the Black Caribbean households in Lambeth live in social housing, with 37% of households living in housing rented from the council. This compares to 35% and 20% respectively amongst the overall population. Reflecting this, fewer Black Caribbean households than those overall own their homes, 23% compared to 35% (Table 5).

Table 5: Black Caribbean population of Lambeth by housing tenure

Tenure	Black Caribbean %	All %
Owned	23	35
Housing association	28	15
Rented council	37	20
Rented private	12	30
Other	1	3
<i>Source: Census 2011 – table DC4201EW</i>		
<i>Base: Household reference persons</i>		

One person households are by far the most common household type amongst both the Black Caribbean population and the population as a whole, although this household type is more prevalent amongst Black Caribbean households, 40% being single person households compared to 34% amongst households overall. There is also a higher proportion of lone parent households with dependent children amongst the Black Caribbean population, 22% of households in contrast to 10% of all borough households (Table 6).

Table 6: Black Caribbean population of Lambeth by household composition

Household composition	Black Caribbean %	All %
One Person	40	34
Couple - dependent children	8	12
Couple - no children	2	6
Couple - no dependent children	2	6
Lone parent - dependent children	22	10
Lone parent - no dependent children	9	4
Students	*	1
<i>Source: Census 2011 – table DC1201EW</i>		
<i>Base: Household reference persons</i>		

*Less than 0.5%

2.4.3 Socio-economic characteristics

A lower proportion of black Caribbean residents are in employment or self-employed (49%) compared to the population of the borough as a whole (65%). Levels of self-employment are also lower; 6% against 11%, and reflecting the older age of the population, the proportion who are retired is also higher, 16% of the Black Caribbean population in contrast to 9% of the population as a whole (Table 7).

Table 7: Black Caribbean population of Lambeth by economic activity

Economic Activity	Black Caribbean %	All %
Employee	43	54
Self-employed	6	11
Unemployed	13	7
Retired	16	9
Student (including full-time students)	7	6
Looking after home or family	4	3
Long-term sick or disabled	6	4
Other	5	3
<i>Source: Census 2011 – table DC6201EW</i>		
<i>Base: All usual residents age 16 and over</i>		

There are fewer Black Caribbean residents represented in the higher socio-economic classifications than is the case for residents of the borough as a whole, with only just over one in five (22%) in a managerial, administrative or professional occupation compared to two in five (41%) of residents as a whole. A higher proportion of Black Caribbean residents are in semi-routine or in routine occupations than is the case for residents overall, 29% compared to 18% (Table 8).

Table 8: Black Caribbean population of Lambeth by socio-economic classification

National Statistics Socio-economic Classification (NS SeC)	Black Caribbean %	All %
1. Higher managerial, administrative and professional occupations	5	15
2. Lower managerial, administrative and professional occupations	17	27
3. Intermediate occupations	14	10
4. Small employers and own account workers	6	8
5. Lower supervisory and technical occupations	6	5
6. Semi-routine occupations	17	10
7. Routine occupations	12	8
8. Never worked and long-term unemployed	13	8
Not classified	10	10
<i>Source: Census 2011 – table DC6206EW</i>		
<i>Base: All usual residents age 16 and over</i>		

In terms of qualifications, when compared to residents of Lambeth as a whole, fewer Black Caribbean residents hold a level 4 qualification (i.e. bachelor's degrees and their equivalent or higher) as their highest level of qualification (28% compared with 47%) and reflecting this, more are likely to have a level 1 or 2 qualification (GCSE) (Table 9).

Table 9: Black Caribbean population of Lambeth by highest level of qualification

Highest Level of Qualification	Black Caribbean %	All %
No qualifications	17	14
Level 1 qualifications- GCSE at grades D–G	15	9
Level 2 qualifications - GCSE at grades A*–C	17	10
Apprenticeship	1	1
Level 3 qualifications - Level	12	10
Level 4 qualifications and above - Professional Diploma/Certificate	28	47
Other qualifications	10	10
<i>Source: Census 2011 – table DC5209EW1a</i>		
<i>Base: All usual residents age 16 and over</i>		

Findings from the survey

3 Disatisfaction with the council:

This section explores the issues of concern among the Black Caribbean population, and in particular their experience of council services. Some comparisons are made with the findings of previous research and the ethnographic research where appropriate.

The council's residents survey has consistently found that Black Caribbean people living in Lambeth are more dissatisfied with the local authority than other groups. The ethnographic research carried out in 2012 confirmed these findings and identified the following issues as being of particular concern:

Community safety issues and the inability of the council to tackle criminality and promote safe places for young people

Loss of Black Caribbean spaces and lack of support for Black Caribbean businesses

Worries about lack of jobs and unimaginative support services that do not lead to jobs

Opaque and unfair housing allocation systems and unresponsive housing repairs service

Poor management of social services that results in insufficient support when most needed and is also invasive and stigmatising

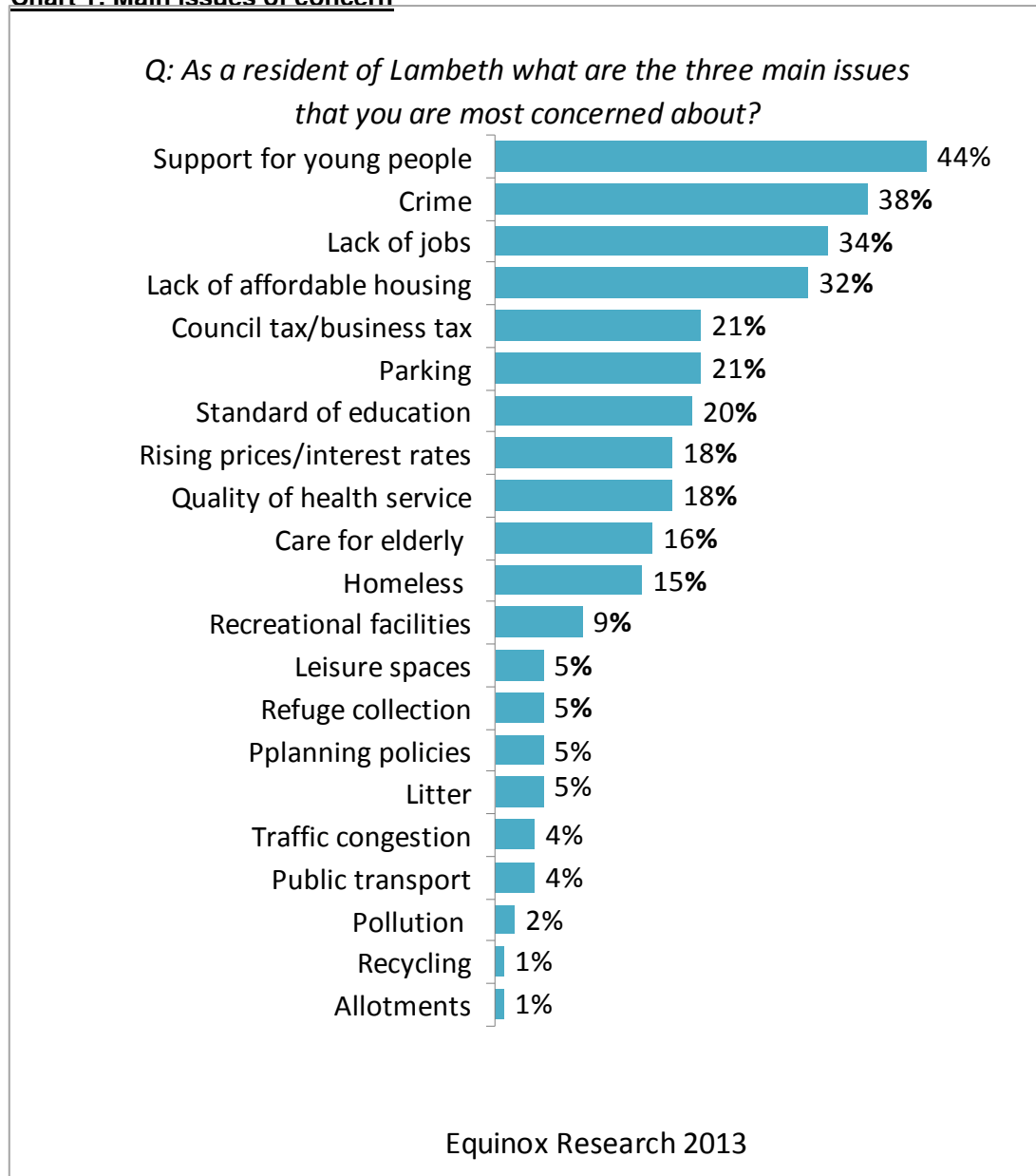
Perceived lack of support for Black Caribbean third sector organisations

Few positive stories about the Black Caribbean community in Lambeth

3.1 Major Concerns

In the main survey, respondents were asked to identify their three main issues of concern. The responses showed that the biggest issues were support for young people, cited by 44% of respondents, crime, 38%, and lack of jobs, 33%. This was followed closely by a fourth concern; the lack of affordable housing, 32% (see chart 1).

When asked about critical issues they face, respondents in the in-depth survey echoed the concerns reported in the main survey: lack of support for youth, lack of jobs, fear of crime and affordable housing, and council housing repairs. But they also raised other concerns around education and social services, and black businesses not being supported. There was also a persistent undercurrent around the issue of finance; people who were in business were struggling to survive the downturn in the economy and those in employment were concerned about job security amidst funding cuts and possible redundancy. Unemployed people were concerned about how to survive on benefits until they found a job.

Chart 1: Main issues of concern

The focus groups added other concerns: that Caribbean people have lost their community spirit and there is a lack of respect for elders. Policy makers have stopped listening to them, and their culture and identity is gradually being lost. Brixton market was frequently cited as an example where the Black Caribbean presence is disappearing. Lack of motivation, lack of role models for young people and discrimination and education issues were some of the other points raised.

Lambeth Council's residents' survey (October 2011 to April 2013 waves combined) has also found that the top four concerns of Black Caribbean residents in Lambeth are lack of jobs (cited by 37%), crime (33%), not enough being done for young people (29%), and lack of affordable housing (25%). Black Caribbean respondents to the council's residents' survey differ to residents overall in the issues they are most concerned about, Black Caribbean residents being more likely to be concerned about lack of jobs (cited by 24% of all residents) and not enough being done for young people (19%).

3.2 Services used

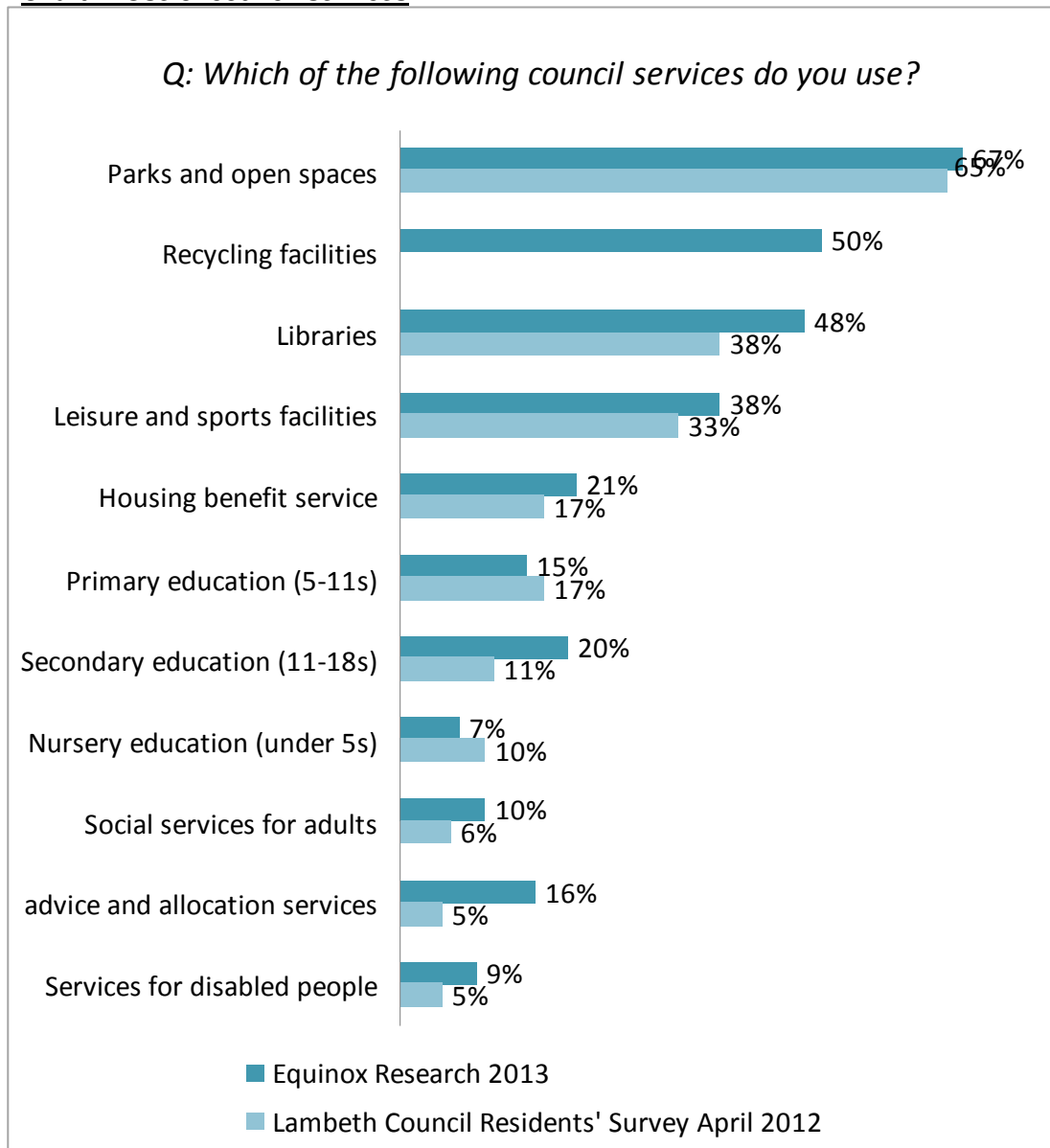
In the survey the most popular services used by respondents emerged as parks and open spaces 67%, recycling facilities 50% and Library services 48%. The use of leisure and sports facilities was the next most popular response at 38% (see chart 2).

The popularity of services generally mirrored those used by Lambeth residents in the residents survey, but there were some services that Black Caribbean residents were more likely to use; these were:

- secondary education services; 20% as against 11% for the borough as a whole
- housing allocation services; 16% against 5% for the borough as a whole
- Libraries; 48% against 38% for the borough as a whole

Black Caribbean residents in the main survey appear to be less likely than all residents across the borough to recycle. While the question isn't the same, the council's residents' survey found 49% of residents use doorstep recycling and 27% use estate recycling facilities, so when combined this is significantly more than 50%.

Chart 2: Use of council services



3.3 Satisfaction with the council

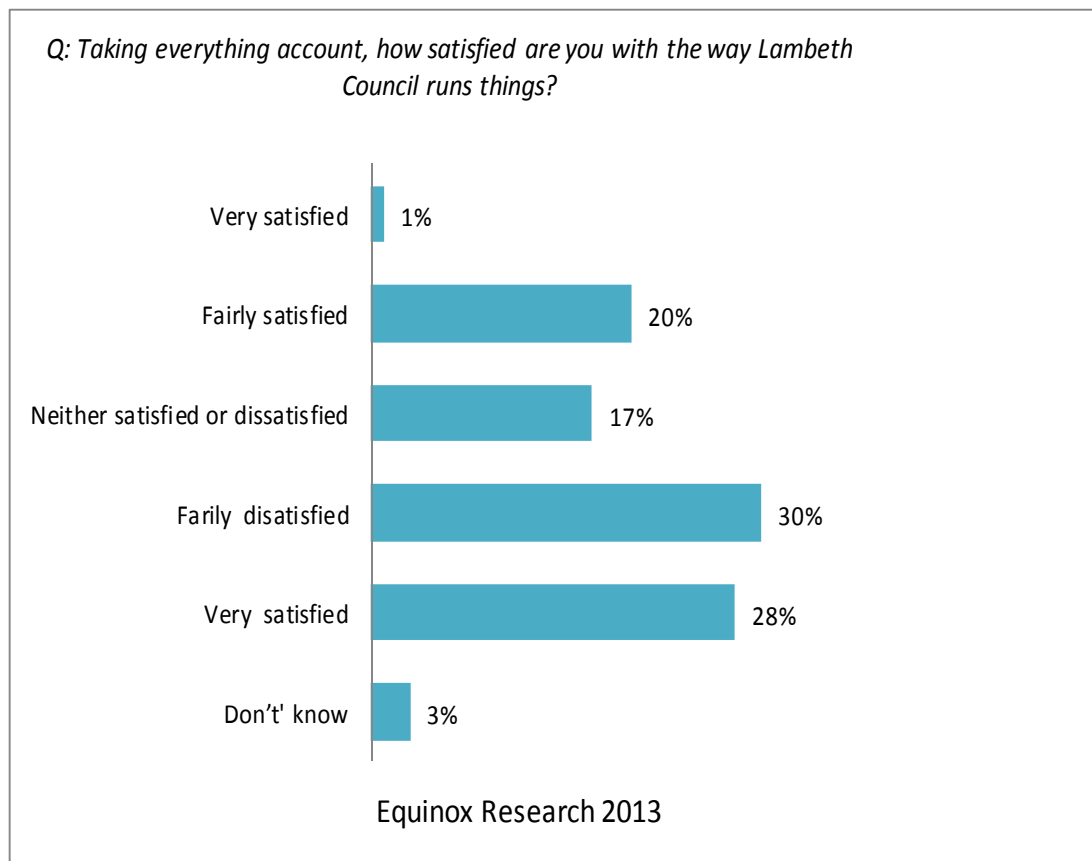
In the survey research respondents were asked how satisfied they were with the way the council runs things. Only 1% said they were very satisfied, another 17% said they were neither satisfied nor dissatisfied and 3% did not know. 21% said that they were satisfied but almost three times that number - 58% - said they were dissatisfied.

There were several reasons given why a majority of respondents said they were not satisfied with the council. The most frequent reasons related to poor customer services from the council, incompetent or uncaring staff, and poor communication. Some of the comments ranged from ***“service is inefficient and slow to respond to housing repairs and maintenance concerns”*** to ***“people not listening to us”*** and ***“residents are not kept informed”***.

Housing was the single service with which most people were dissatisfied. Reasons for this dissatisfaction included ***“calls not being returned”***, ***“high rents”***, and ***“lack of affordable housing and poor allocation system”***.

Other reasons provided were that council tax was high, that there was a lot of litter on the streets and the estates, and that Black Caribbean businesses were not sufficiently supported. There were also complaints about lack of adequate provision for young people.

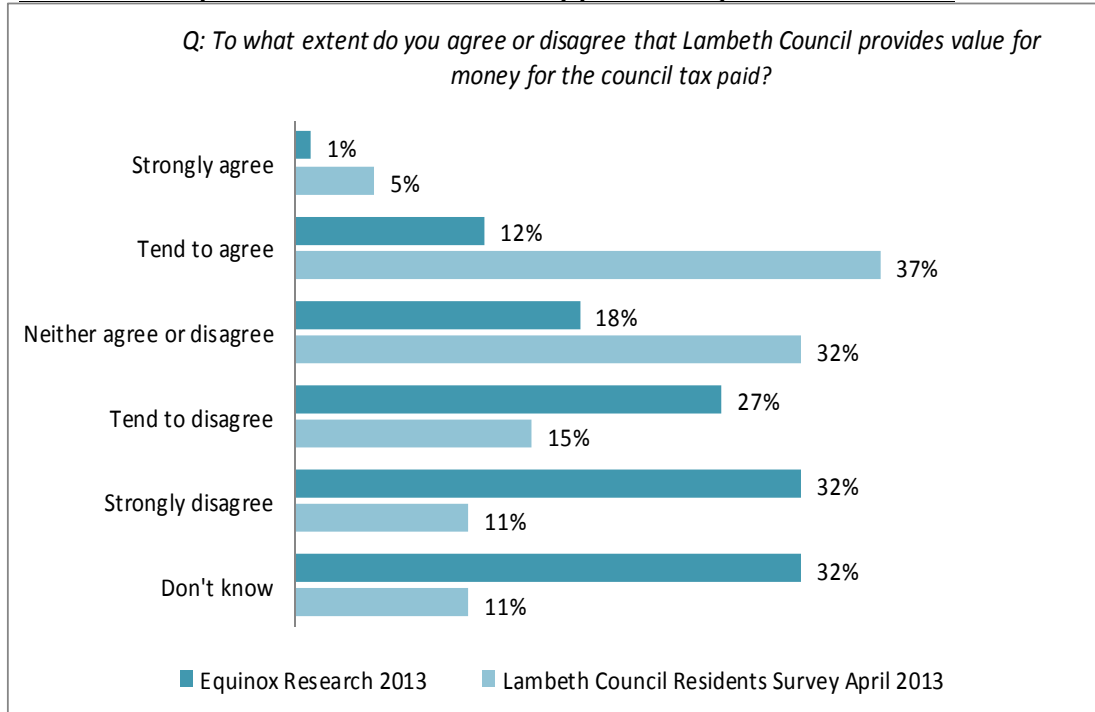
Chart 3: Satisfaction with Lambeth Council



3.4 Does the council provide value for money

Most of the respondents in the main survey - 59% - did not think that the council provided value for money for the council tax that they paid. Only 1% strongly agreed and another 12% tended to agree.

Chart 4: Perceptions of the value for money provided by Lambeth Council



Within the survey there were some differences between subgroups: 32% overall said that they strongly disagreed but only 18% of unemployed people strongly disagreed, whilst a higher percentage – 38% - of employed people said they strongly disagreed. In comparison, the residents survey carried out by the council found that 42% of respondents agreed that the council provided value for money whilst in the Black Caribbean survey only 13% of respondents were of that view.

Respondents provided several reasons why they did not agree that the council provided value for money for the council tax paid. Poor quality of service was the most often cited response and comments that reflected this view included **“services are being paid for but not delivered”**, **“too much red tape, elderly services being closed”**, **“rent too high”**, **“not enough services for young people”**. Several respondents also felt that the council tax was too expensive for the quality of service they received as well as being too high when compared to other boroughs. They also commented that the customer charter was not being adhered to.

Poor maintenance of roads, pot holes, uneven pavement, litter and poor street lighting was another concern that people felt was not providing value for money. Some felt unsafe due to poor lighting of pavements and many had strong words about the condition of the roads in the borough as being **“terrible”** with **“disgusting streets”** making **“the area a mess”**.

Many people said they don't know what is going on because of lack of communication from the council and felt a need for consultation, leaflets and meetings. A few of respondents were either unsure of what services the council offered, or did not know.

3.5 Comment on dissatisfaction with the council

The top three issues of concern revealed in the survey are linked, in that they focus on young people. This reflects concerns expressed in the interviews and focus groups about the failure of the system as a whole to take care of Black Caribbean young people. The perceived inadequacy of the education system means that they underachieve and are not equipped for the jobs to which they aspire. Lack of jobs reflects the problems of young people claiming benefits who cannot get jobs either because they are not properly trained or because of perceived discrimination in the job market. Indeed, national labour market data shows that Black people aged 16 to 24 and available for work are twice as likely to be unemployed as their white counterparts.

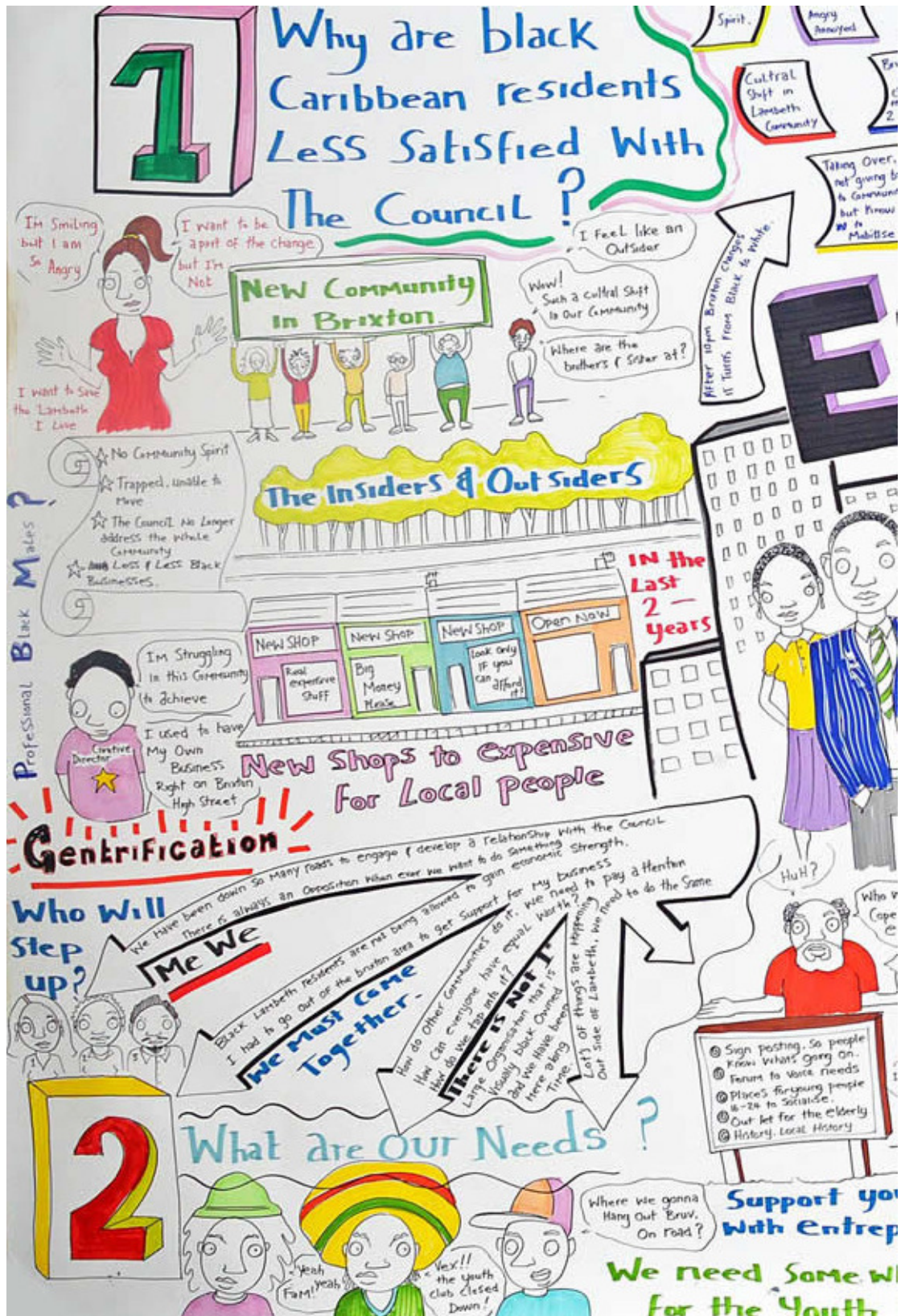
Many respondents raised concerns about police criminalising young Black people, but they are also victims of crime and therefore the issue of crime as a major concern is not surprising.

The fact that Black Caribbean people are not satisfied with the way the council runs things could be linked to the fact that the services that respondents said they use the most have had, or are at risk of, having their funding reduced. Services such as libraries and parks were highly valued by the Black Caribbean community in the survey. How the withdrawal or reduction of these services impacts on how they view the council should not be underestimated.

Despite the fact that respondents recognised that the council tax had remained the same as prices had risen and some respondents felt that the council were doing a good job for the council tax paid, there were some who felt that the council did not provide value for money because the council did not offer an explanation as to what the council tax is spent on. There were also some who did not pay council tax and they were not able to offer a useful response to this question. There were others who, in the absence of any involvement with the council, concluded that the council did not offer value for money.

The responses suggested that there was dissatisfaction with the local authority in the delivery of some services by those who used them, but poor services alone did not explain why even those who did not use council services greatly would be dissatisfied with the council.

There were other issues and a framework for examining dissatisfaction was needed that could explain more fully the reasons why the Black Caribbean community were more dissatisfied with council services, and what could be done about it.



4 Drivers for Dissatisfaction

This section reports on the issues that drive dissatisfaction amongst the Black Caribbean community in Lambeth and comments on some of the reasons for dissatisfaction. This draws on the survey, depth interviews and focus groups. Comparisons with the ethnographic research in order to validate its conclusions are also made.

This research revealed that dissatisfaction among the Black Caribbean population is a complex issue. A framework for reporting dissatisfaction was adopted focusing on three main themes:

- Poor council services – mainly expressed by those who relied heavily on council services including housing, education and social services
- Universal dissatisfaction - relating to of services that affect all residents including crime and safety issues, planning and regeneration, the use of facilities and amenities.
- Underlying discontent – experienced from the impact of economic issues and distrust and discrimination.

4.1 Dissatisfaction with Services

Responses from the main survey identified a myriad of complaints from the Black Caribbean community on the quality of council services. The in-depth study was used to explore more widely the use of council services by Black Caribbean residents and to elicit more detailed information about their experiences of those services including what specific services they were dissatisfied with and how these services could be improved.

4.1.1 Housing

Over half - 56% - of respondents in the survey lived in social housing. Dissatisfaction in housing was directed at three main areas:

- Repairs
- Transparency in allocation; and
- Poor customer services

Repairs

“They repair the kitchen and say it is your responsibility to paint”

There were several complaints in the survey and in-depth interviews about repairs, the poor quality of work as well as the length of time it took to have these repairs carried out. Some respondents reported that they spent a huge amount of time negotiating with council officers and contractors to initiate and complete repairs to a high standard.

This poor service from council officers and contractors, in their view, was compounded by the fact that there seemed to be *“no set timescale in which repairs are to be dealt with.”*

One respondent recounted her experience where *“the contractors have made several appointments and over four months have not turned up once.”* Another reported that *“council officers are not helpful; you report things many times before anything happens. For example I kept reporting my leak, the workers who they sent were not knowledgeable and the ceiling eventually came down,”* and yet another spoke of *“a shoddy repairs service, no human contact on the phone line just voicemail”* and that *“Lambeth do not work to prevent problems. They may address them but not properly.”*

The stories were different but the issues were the same. Simple repairs, promptly reported that could be carried out within weeks, sometimes took months and years to accomplish.

A different variation to this story was an example of a leaseholder who felt that because he owned his own home in a council block, he was being overcharged for simple external repairs as well as major refurbishments through the service charges. For this leaseholder, despite the overcharging the repairs were of such poor quality that he had to go back to complain to the council:

"There was a broken skylight in my bathroom that was leaking, the contractor repaired it with black mastic tape and thought that that was an acceptable repair".

Transparency in allocation

"Bidding makes it much harder to get housing"

In the in-depth interviews, a number of respondents complained that they felt that there was a lack of transparency in the social housing bidding system. They did not seem to have much confidence in the system and there were complaints that:

- It gave priority to newly arrived immigrants at the expense of Black Caribbean residents
- The opaqueness of the system allows people from other ethnic groups to get the properties of their choice
- A fault in the allocation system means that properties are misrepresented
- or is a lack of affordable accommodation for larger families
- The waiting list should be reprioritised
- No figures have been produced to prove the fairness of the system
- Estates such as Guinness Trust in Loughborough Park were being deliberately run down and black residents evicted to be replaced by white professionals

These issues also came up in the focus groups where the complaints about foreigners being allocated better properties were expressed as:

"when you do not speak English everything is explained to you and you are assisted but when you are Black and speak English it is assumed that you know everything already and you end up getting a raw deal."

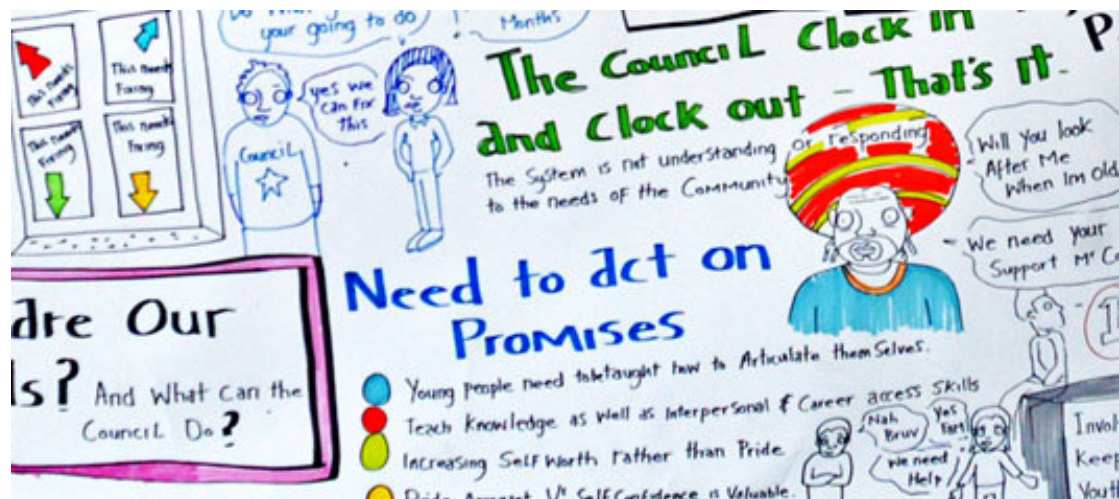
Poor customer services

"It is so difficult dealing with them; whenever I'm going to the council I have to 'ban' my waist"

Dissatisfaction as a result of poor customer service was reported in the main survey. The in-depth interviews and the focus groups further echoed this discontent.

The complaints from respondents ranged from an unreasonable waiting period to get through to call centres, through to rudeness from staff who displayed poor listening skills, and incompetence in dealing with issues. Staff were rude to residents instead of taking time to explain things, and respondents were made to feel that they were making unreasonable demands on the council. Some respondents said that they had no confidence in information given to them by different officers in the council, some of which had turned out to be wrong in the past.

There was criticism of the council that they did not provide support for people who lived in private rented accommodation and have to cope with unscrupulous private landlords. It was felt that the local authority should do more to purchase the large number of empty properties in the borough so as to be able to deal with housing demand more effectively.



4.1.2 Education

"If kids are leaving school without any qualifications it is because the bar is set too low for young Black boys"

The emerging themes from the research could be summarised under the headings of:

- adult education
- quality of education
- problems of exclusions
- poor outcomes

Adult education

The adult education system had a good reputation among respondents and those who commented on further education colleges felt that the facilities were good and the range of courses excellent, but expressed concerns about the costs. Morley College was cited as a place with good facilities and respondents believed the courses could be extended to encourage attendance by more people who would like to retrain. Although the business courses in the Brixton and Clapham sites of Lambeth College were also rated as being good, one respondent said he had to go all the way to Croydon to find a suitable business course.

Quality of education

The reason most often cited for poor levels of attainment among Black Caribbean children was a lack of academic support for low achievers. Even when children were classified as having special needs, sometimes there were no interventions, or interventions came too late to help them. Other complaints related to the poor standard of teaching. There were some respondents who felt that many teachers were under-qualified and did not have adequate or an understanding of Black Caribbean people and that they tended to have a pejorative perception of Black Caribbean children as being academically weak.

Some residents, in discussing the issue of quality suggested that peer pressure and lack of motivation as well as low aspirations could also explain why Black Caribbean children were failing in school. Others suggested the absence of positive role models, such as Black Caribbean male teachers in schools also contributed to this. Some respondents were of the view that lack of resources for schools in Lambeth, particularly schools with a high ratio of Black Caribbean pupils, was also to blame for these failures.

One respondent complained that *"Black Caribbean children often find it difficult to get into the good schools."* Another said that *"25 years ago when I went to school in Lambeth, I was happy, but I decided to send my sons to a school outside the borough."* It seems that along with many other respondents, she was of the view that schools in Lambeth now have a bad reputation and for this reason chose a school outside the borough for her children.

There was a general feeling across that the council needs to make more serious moves to improve the education system to make life in Lambeth more attractive for the residents. This was summed up by one respondent who said: *"no one moves into Lambeth because the schools are good."*

Problems of Exclusions

Another reason for the low regard in which some people held the education system was the level of exclusion which, in their view, unfairly targeted Black Caribbean students. Respondents felt schools were unwilling to resource something such as an early warning system to help Black pupils and their parents deal with unruly and disruptive behaviour. This led to disruptive Black Caribbean children being excluded from their schools with little or no support from the local authority to continue their education.

4.1.3 Social services and health

“When I fostered children, social services were good.”

Most of the views on social services and health were gathered through the in-depth interviews. The discussion was on a wide range of issues that encompassed service provision in primary and acute care, fostering and adoption and childcare, and mental health services. Whilst respondents were generally satisfied with health services there were mixed views about social services. These comments were mainly with respect to the interface with the professionals.

Several themes emerged from the discussions on social services and health. These were:

- professionalism but inconsistent application of policy
- fostering and adoption
- mental health
- support for older people

Experience of social services

Respondents’ experience of Lambeth’s social services was mixed depending on when they came into contact with social services, and the individual members of staff they worked with.

Several respondents complained that there was a lack of understanding about issues such as autism as well as a general inflexibility within the system, and that staff attitudes meant that people using social services felt stigmatised.

Satisfaction with the service was often dependent on the relationship with the social worker. As one person who was in care said *“my mother hated social services.”* And yet another who had had a good relationship with social services said *“I went to social services for assistance with my son. I felt they understood my plight. I felt that this was because we were from the same culture.”*

An older respondent related her experience when *“30 years ago social services helped me with guardianship for my nephew. I was pleased with their services. They gave me a small financial payment for me to provide him with care. I wish I could help to care for other children in care but I am not in a position to. Children who leave care should be given a mentor.”*

The major complaints about social services were around the consistency in the application of policy and procedures that were sometimes fairly opaque. Those respondents who had had contact with social services expressed the view that they felt that they had been held back from achieving their goals and that they could have achieved much more than they had, but they expressed the sense that they had forged ahead despite these impediments.

Fostering and adoption

A number of respondents raised concern that the fostering and adoption system. Respondents from both the in-depth interviews and focus group discussions felt that parents and families were not always consulted and that their views were disregarded in decision making.

There were many who felt that not enough Black Caribbean people were being supported to adopt or foster Black children. The formalisation of the system of adoption and fostering meant that fewer Black people had an opportunity to look after children within the community. They commented that there was a period when it was much simpler to look after a child in need. One respondent made this comment during the focus group discussions: *“When I was much younger, a lady knocked on my door and asked if I could look after her child for three weeks. She returned 16 years later. I did not get any help for this child from the government. I know that there are a lot of Black children in care but I’m not able to help anymore because I am too old now.”*

There were worries about Black Caribbean children being taken into care and being placed with foster parents who lacked an understanding of their culture and therefore did not have the tools to raise these children. Some people were of the view that some foster carers were only doing it for the money as opposed to a duty of care or love.

Some respondents also had direct experience of care in Lambeth. One man talked about moving from foster parent to foster parent until he ended up in residential care. The council then provided him with housing at the age of 14; he had no clue about how to pay his rent and manage his household affairs and ended up on the streets, got into drugs and alcohol, and into prison. He came out of prison with mental health problems. He blames social services for not providing him with the necessary support.

The following comment from a focus groups describes the tensions people felt in accepting help from social workers:

"It seems that social services prefer to work in a way that is not always helpful for the child or parent. Getting social services to provide you with help can be very difficult as they prefer you to relinquish control of your child into the system, but once your child is in the system it then becomes another battle to get them out."

Participants also commented that there were not enough avenues for community education on family and parenting issues but that when the council had taken on the parenting role, they had not discharged this role very well and the outcomes had not been very good for the Black Caribbean children.

Mental health

Respondents acknowledged that Black Caribbean people were generally unwilling to talk openly about how they were affected by mental health problems, perhaps because of the issue of stigmatisation.

A common view expressed during the in-depth interviews was that most mental health professionals do not understand Black Caribbean culture and therefore mislabel Black Caribbean clients they were in contact with. This resulted in them being referred to the wrong services within the mental health system. Once in the system these patients were not offered the range of therapies usually available to the mainstream population, but instead were placated with drugs or sometimes sectioned when their mental health worsened.

One respondent mentioned that there was a mental health hostel near their home and the residents *"just sit around and make noises in the street as it seems there are no activities for them"*.

Support for older people

Respondents were concerned about the quality of life of older Black Caribbean people. There were issues about how well people prepared for their old age and whether the system would be able to look after them to provide them with culturally sensitive services at a time when they were vulnerable.

The concern about where and how they socialise is related to the loss of the old community places and other social amenities. Concerns were also expressed about the fact that there were no dedicated day centres with activities that were interesting enough for them and that these were important in helping them reminisce about the past. Most respondents lamented the fact that ***"It's all changed"***.

Some older respondents were not sure who would care for them; whether their children would continue to care for them or whether the council would take responsibility. None of the retired respondents talked about returning to live in their birth countries, but they were fearful of how they would survive here if the provision they had made turned out to be inadequate to support them in their old age.

There was some concern about whether they would be moved to care homes or sheltered accommodation and who would arrange and pay for this. This is very new territory for the Black Caribbean community as most of them had come to the UK with a view of retiring back home, but many have stayed. They are now conscious of the fact that they will now be in the UK for their retirement and many do not want to be a burden on the state or their children.

4.1.4 Comment on poor council services

Three issues that emerged from the ethnographic research relating to housing and social services were confirmed by the findings of the main survey in this research.

43% of respondents agreed that people from other ethnic groups are more likely to get council housing than Black Caribbean people, while 9% disagreed. On Social Services 58% agreed whilst 5% disagreed that they are invasive and insensitive to Black Caribbean people and 56% agreed versus 13% who disagreed that they lack understanding of Black Caribbean people.

Whilst most respondents complained about poor council services, it was clear that respondents who had used the services tended to be more vocal in their dislike of them. This was not surprising since more than half of our respondents relied heavily on using direct council services of housing, education and social services.

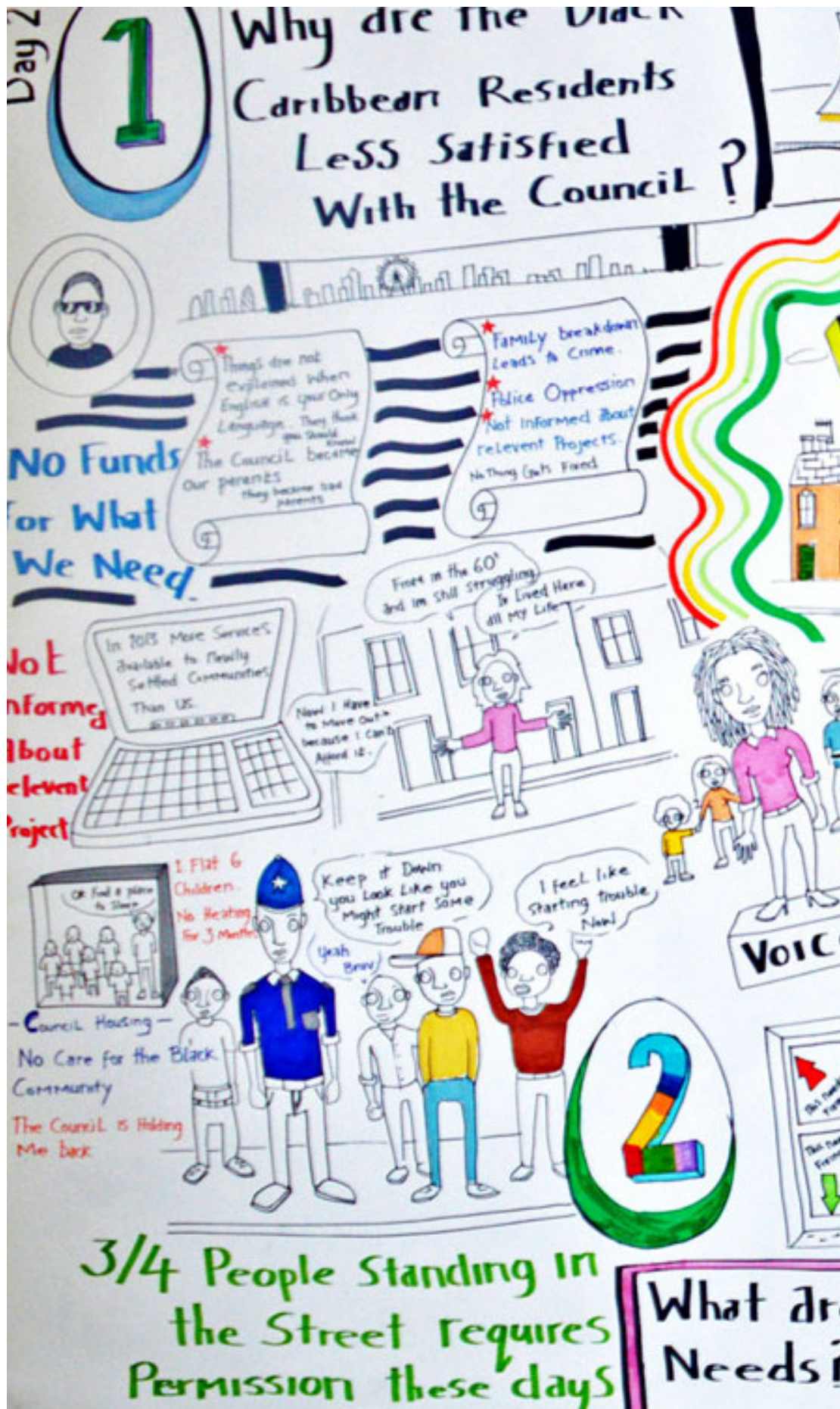
It was apparent that most felt that the services could be improved and many respondents provided some suggestions for such improvements. However, it would seem that the real reason for dissatisfaction with the services lay more with their interface with council officials who often had to adjudicate on complaints or had to take decisions which affected respondents.

The complaints about the poor customer services and the perceived rudeness from officials, who in their view were supposed to help them, were interpreted to mean that the council really did not care about them and made them feel like scroungers when demanding services to which they are fully entitled.

The view that the housing allocation system was unfair may have arisen out of other fears that the local authority did not want them in the borough since persons from other communities used this same system to gain access, in their opinion, to better properties.

Their dissatisfaction with the education system was real enough since their children were not performing well and therefore the widely held view that they needed supplementary education that some invested in or they needed to go to school in other boroughs that performed better. They already had their evidence that their children are not getting an education that would enable them to have a better chance in life such as access to higher education and well-paid, secure jobs

An underlying worry in the survey was a lack of care or support for the younger and older generations who they felt were at the mercy of a local authority, and who they felt might be seen as a burden by the council in the face of large budget cuts.



4.2 Universal dissatisfaction

This section explores the experience of respondents in their use of universal services provided by the local authority. Whilst not everyone uses the educational system, social services or social housing, most residents in the borough experience issues around crime and safety, planning and regeneration and the facilities and amenities in their local area. Their use of such services does not depend on their circumstance and there is no choice involved in the experience of residents who use these indirect services provided by the local authorities.

This section will therefore focus on the experience of respondents in the areas of:

- Crime and safety
- Planning and regeneration and
- Facilities and amenities

4.2.1 Crime and safety

Crime and safety emerged as the second highest issue of concern from the survey. More than half the respondents in the in-depth survey stated that they had been a victim of crime at one stage or the other.

The main issues emerging out of the in-depth discussions could be grouped into

- Antisocial behaviour and crime
- Scarce police presence on some estates
- Community and police relationships

Antisocial behaviour and crime

Several incidences of crime were recorded in the in-depth interviews, from muggings where mobile phones were snatched, to car break-ins and burglaries. One person interviewed had been raped in her youth. Another had been robbed when he was in the wrong place at the time of a robbery in a shop and another had things stolen from their house when a council workman had been sent to work there.

Respondents discussed issues of antisocial behaviour relating to begging from people with mental health problems who they believed had been released into the community without adequate support or supervision. There were also problems with those who drank on the streets and at bus stops. Respondents reported that antisocial behaviour from rude young people and some adults was frequent on the streets and the transport system, though there were some who did not take this too seriously. They felt antisocial behaviour had many definitions and could be wrongly used against young Black Caribbean people. A respondent observed that *"Whilst middle class white children are drunk and puking in people's gardens, young black people who are loud on buses are being targeted, and labelled. I expect young black people to be loud at the back of buses; it does not make them bad."*

A number of other respondents felt that the presence of betting shops made them uncomfortable and encouraged undesirable behaviour. This is reflected in the following comment *"with the increase in betting shops in Brixton, drug dealing has increased and law abiding people have to run the gauntlet with so many of them around"*. One respondent said that he although he totally rejected drugs *"it was the main flashpoint between the community and the police and a lot of young Caribbean boys and men have been criminalised when more resources should be poured into rehabilitation and diversion programmes."*

Low police presence

A number of people in the interviews and focus groups discussed the problems of low police visibility. One respondent talked about their experience of young boys running around garages on a housing estate without any fear of anyone and when a Chinese police officer intervened they hurled racist abuse at him, demonstrating that the powerlessness of the police. It was felt that those who want to behave in an anti-social or criminal way have been emboldened because of the scarce police presence around these housing estates. There were also people who lived on housing estates and felt that criminality is concentrated and

can thrive because a “holistic approach is not adopted. This is not just a police issue because if there is a build-up of rubbish, criminals see this as a place to trade.”

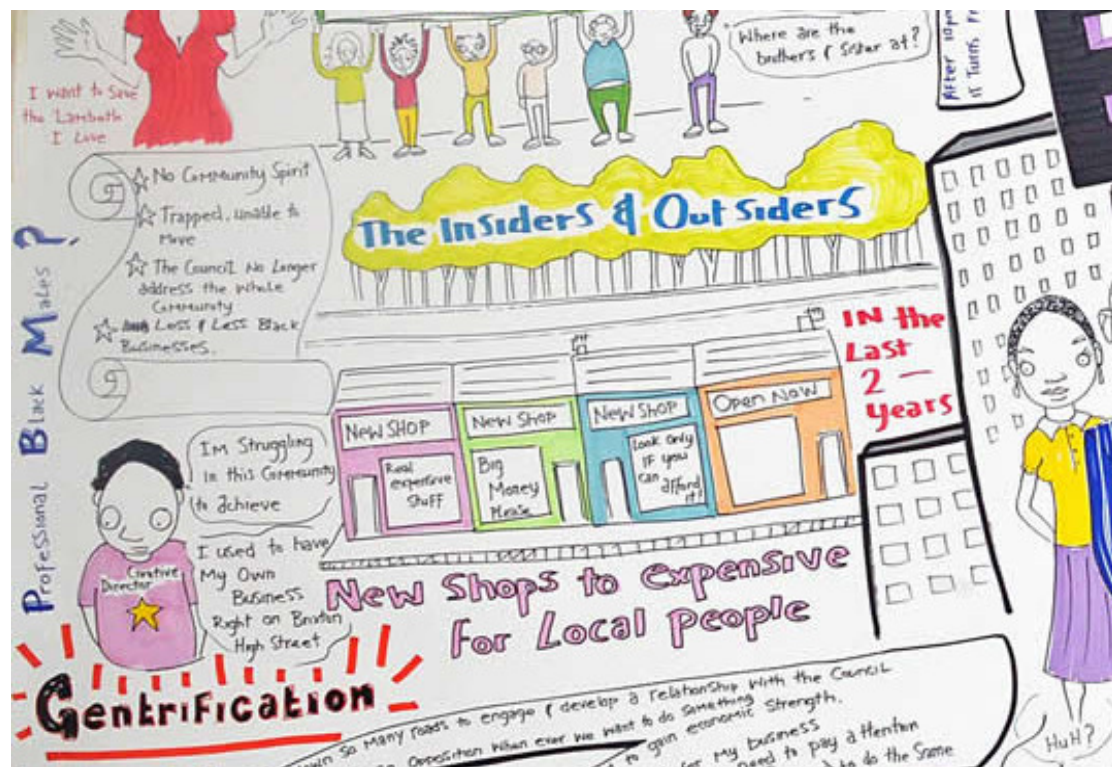
The scarcity of the police and the relaxation in approach to the use of some drugs, in the view of respondents, had led to increased drug dealing which was now getting very serious in the borough. There have been shootings, according to one respondent in connection with this. Another said sadly: “drug dealing continues unabated in most of the estates with little enforcement from the police.”

Community and police relationships

Some respondents complained that whilst the police were intent on criminalising young people for drugs and that their indiscriminate and disproportionate use of “stop and search” fuelled a negative attitude to them. People in the community who would ordinarily be working with the police by providing them with intelligence that would lead to combating crime were alienated. Respondents were of the view that the “police need to build relationships with young people and communities and stop racial profiling.”

There were several examples where respondents had tried to play down criminal activity amongst young people by suggesting that “everything has been taken away from them”, or it’s just “Black people’s natural exuberance on the streets misinterpreted with different motives” and “bored teenagers who have nothing to do are not loiterers.”

Whilst people felt that crime was an issue, they did not live under constant fear of crime. Most felt that the media had over exaggerated the level of crime in Brixton and Lambeth and encouraged the view that it was a “no go areas mainly because it is an area that had a high percentage of Black Caribbean people in the population”.



4.2.2 Planning and regeneration

The in-depth interviews and focus groups explored some of the emotive issues of planning and regeneration which has been a source of vocal dissatisfaction from the Black Caribbean community and recorded in previous studies. Positive and negative issues emerged from these wide ranging discussions. These issues are reported under the following topics of:

- Gentrification and its impact
- Exclusion of Black Caribbean people

Gentrification and its impact

There were conflicting views on the regeneration of Brixton although most respondents were positive about the developments. They agreed that the regeneration of Brixton has delivered a number of benefits including better lighting and pavements and the feeling of security at nights in Brixton although the *"druggies have been displaced from Windrush Square so the problem has been moved but not solved"*.

They welcomed *"the trendy shops and the variety of cafes. Many appreciated this 'new face of Brixton which has attracted a good cultural mix and which for the first time does not produce many incidents with the police at night time'."*

However, other respondents complained that they felt excluded from the benefits of gentrification although they had supported the changes. This is illustrated in a comment by one respondent who said: *"I like the fact that Brixton and other parts of Lambeth have been cleaned up and that there are so many new developments but feel that I have lived through and supported the process, but now I don't have any of the benefits."*

Another respondent described associated concerns about the influence other groups had on planning and regeneration *"why did they not do this years before?"* and *"is the area improving for everyone?"* *"Whites have come in expecting to continue a particular lifestyle and then join as a group to get their voice heard and they are not seen as a protest whereas if Black people do it, it's a protest. Nothing changes; they go to (political) surgeries"*

Others complained that *"Brixton has become too expensive"* to have their business located there and that, *"they feel marginalised"* and think they have been *"driven out of the area."*

A number of respondents expressed the view that they no longer felt embarrassed to say they live in Brixton anymore as it has now become a very desirable area in which to live. Some of the younger people did not know the old Brixton very well and they were proud that Brixton is trendy and that a lot more people were coming here.

Other comments were about the impact of regeneration on affordability of housing and the fact that it needed to be extended to other areas in Lambeth and include the whole community.

Participants felt that Streatham had been neglected and allowed to become rundown with little variety in the shops, and that the High Street was dominated by a limited number of retailers consisting mainly of betting, pawn and charity shops. The High Street once a desirable prime commercial location but had become very shabby with many shop fronts looking ramshackle, and selling the same dried up, stale vegetables and fruits.

Comments reflected a view that regeneration needs to be extended to other areas of Brixton especially the estates, as in the words of one respondent *"Leaseholders in deprived areas of Brixton are really unhappy that their estates are not clean and tidy. Feel some parts will become 'ghetto'."*

This was echoed by another respondent who said: *"The gentrification is a problem and housing is less affordable on an average income. If the area gets expensive you get more pockets of ghettoism."*

Exclusion of Caribbean people

Regeneration was not just seen positively. The increased rents in the market had made it less affordable for the small Black Caribbean businesses in Brixton and respondents commented that it seemed that the *"whole point of Brixton Village is to squeeze out Black Caribbean people and fill the place with 'White foreigners'."*

This sentiment was echoed through the in-depth interviews and focus groups. People expressed concern that a deliberate attempt was being made by the local authority to move Black Caribbean people and their businesses out of the Brixton area and to create a totally new image – an image that is all White. Several respondents reported that when the new terms of leases for Brixton Village were being negotiated the leases given to the newcomers was for a long rent free period which was not extended to any Black Caribbean businesses and this continues to be a source of much displeasure. Respondents held the council responsible for this even though the market is privately owned, and rents are set by the owner, not the council.

Planning and the issue of licences are seen as another way of excluding the community. It was said that several pubs and eating places operated by Black Caribbean people had their licences withdrawn or had not been given these licences whilst White operators received these without any problems.

The regeneration of Brixton has become very emotive for several reasons. There is an element of envy that *"Black Caribbeans have made the change to enable regeneration to happen"* and yet they have been excluded from the benefits, whilst new groups who have moved in are very organised and have greater influence with the council. Many respondents said they felt angry and sad that the Black Caribbean contribution is not recognised.

The other aspect of dissatisfaction is that Brixton has a "rich cultural history that belongs to Black Caribbeans" yet the "Youths feel they are being pushed out and the area taken over. It's now trendy, we can't afford to live there" one said.

With further gentrification some of the respondents talked about Black Caribbeans moving out of the borough, especially out of Brixton, because planning permission was being given to newer businesses and that instead of creating a truly diverse area with Black Caribbean shops juxtaposed with trendy bars and Portuguese takeaways to create a positive cultural melting pot, the Black Caribbean heritage and their contribution is in danger of being wiped out of the borough.

One respondent said "if you came from deep down Atlanta to experience the Black presence in Brixton you would be hard pressed to find any. An opportunity was missed to develop Electric Avenue as a Black Caribbean experience like the Universal Studio, Orlando attraction."

4.2.3 Leisure and community spaces

When there is open access to facilities they tended to be well used by the Black Caribbean community and respondents noted a number of popular leisure spaces such as Brockwell Park and Lido and the libraries, Myatts Field Park, Brixton Recreation Centre, Hideaway, and Perfect Blend. The Ritzy and the BMX cycling facilities were also mentioned by some respondents as an attractive place for people to relax.

Concerns about facilities and amenities can be grouped into three areas:

- Accessibility and affordability
- Closures of amenities
- Unwelcome feeling

Accessibility and affordability

The accessibility of leisure facilities was mentioned as a problem and some residents were worried about wheelchair access and access for disabled people. However, the major concern was around the high cost of council facilities that had been privatised or were charging commercial rates despite the fact that many people in Lambeth are unemployed, on a pension, or are studying and therefore cannot easily afford these fees.

Closures of amenities

Another concern was that a lot of places that had been available to the Black Caribbean community have been lost. Youth clubs, pensioner clubs, places where vulnerable people could go have been lost. People believed that the council had closed spaces that were popular with Caribbean people depriving them of the places where they socialised, and replaced these with generic places far away from where they lived. An example referenced was the pensioners' club that had been moved to Streatham.

It was not just the closure of council run activities that respondents were concerned about. In the minds of respondents there has clearly been a general loss of places for Black Caribbean people to go to – Caribbean bars, pubs, restaurant and coffee bars, cafes, and pensioner clubs. *"Facilities in Brixton do not seem that they are meant for people who live in Brixton, but for people to come into Brixton".*

Unwelcome feeling

A number of respondents said they did not feel welcome in parts of the Borough. One older respondent expressed some regret at the loss of the old places in these terms: *"I used to always feel welcomed in the old market, it was filled with good spirit, it was friendly. I loved hearing Caribbean music there. I now feel out of place there (Brixton Village)."* Another said that *"posh expensive coffee shops, where young and old don't mix, where the Black community have disappeared and new comers make the area unwelcoming means there are less places for older people like me to socialise."*

4.2.4 Comment on universal dissatisfaction

The research confirms the findings of the earlier ethnographic research. Respondents expressed a number of concerns around universal services including crime and safety, regeneration, and leisure and community spaces. It is clear that respondents often held the council responsible for issues that were beyond its control, such as market rents and policing, exacerbating dissatisfaction.

56% of respondents in the main survey agreed as against 15% disagreeing that there were fewer safe places for young people, 57% agreed as against 10% disagreeing that there was more open criminality and anti-social behaviour, and 56% agreed with 25% disagreeing that Brixton was a less welcoming place for the Black Caribbean community.

The twin problems of safety and crime were discussed in the in-depth interviews and the focus groups. Whilst respondents were worried about young people and their safety and felt that the police and council needed to do something to make the estates and the streets safer for their children, they were equally worried about the fact that police intervention in the lives of their children was criminalising them. Respondents felt that the council and police should do more to deter crime by being more visible on the streets and the estates, they felt that anti-social behaviour of drinking on the streets and begging had been left unchecked and that criminal behaviour of drug dealing on the estates could be controlled with more police presence.

Respondents held the council responsible for the closure of facilities and amenities, the absence of which has led to more young black people on the streets with too much time on their hands. Not only did they feel that this may put them at risk of offending, they also thought the police were intent on criminalising young black people, and by stopping and searching them for no good reason, which prevented them from enjoying the few amenities that were left in the borough.

Overall attitudes to regeneration were positive, but there were concerns that black businesses had been closed down in Brixton and that Black Caribbean people have been deliberately excluded from the benefits of regeneration. In the minds of the respondents, Brixton has become both attractive and expensive as a result of the developments and the needs of trendy young White people were prioritised over Black Caribbean people.

Some can no longer relate to the Brixton that was the centre of Black Caribbean identity. Some participants welcome the new developments but wished these could have taken place some time ago so that they could also have enjoyed the benefits. This sense of exclusion has helped to fuel a lot of dissatisfaction amongst respondents in the survey. For most, it is not just a question of being undervalued, it is now more a question of being unwanted in a place that they used to call their own and really having nowhere else to go.

4.3 8Wider Black Caribbean Discontent

This section reports on some other issues that continue to be a source of discontent amongst the Black Caribbean community. Whilst the council may not be responsible for all these issues, they are a source of discontent for many people in the Caribbean community and may contribute to general dissatisfaction with the council.

The Black Caribbean discontent reported by respondents at all levels of the survey is discussed here in under two broad categories:

- Economic issues
- Distrust and discrimination

4.3.1 Economic issues

In the main survey, the third highest concern for Black Caribbean people after support for young people and crime was concern about lack of jobs. These economic themes were reinforced in the in-depth interviews and were further corroborated in the focus groups.

The emerging economic themes were:

- Concern for young people and their future life chances
- Business and job opportunities

Concern for young people and their future chances

Whilst concern for young people had been expressed by respondents throughout the survey on issues of crime and safety, and closure of amenities the core of the complaints was that respondents did not feel that the education in Lambeth was of a sufficiently high quality to enable their children to acquire a well-paid and secure job.

Some young people in the in-depth interviews were concerned about doing well in their exams and the impact this would have on future opportunities for getting a job and accessing further studies. Many were also worried about money and the support they could count on from their parents or the council if they went to university. This was reinforced in the focus group where young people and parents talked about their recognition that a university education would be necessary for a young person to get a well-paid job or career.

There were also concerns that young people were not being provided with proper career counselling within the educational system. Young people were not thought to be aspiring to higher level jobs and respondents felt they would need to be given practical knowledge that would enable them to access the job market as well as helped to develop good interpersonal skills which would improve their chances of success. However, respondents also reported that young people did not have access to apprenticeships and they were not getting access the few jobs that were available.

Some respondents had accessed help to take their first steps in the labour market. People had used the Future Jobs Programme, which in the view of one respondent was *“a highly successful program for young people in the Borough that has, sadly, been closed”*.

One respondent felt that he had been helped by Tomorrow's People to get a job but there were still underlying problems for some who did not have appropriate skills. There was a view that proper employment preparation programmes that were linked to jobs should be implemented with the council leading these initiatives.

The council was not seen to be doing enough to use its power to create jobs and give Black Caribbean young people an opportunity to work. Most of the respondents felt that there was a lot that the council could do about the issue of unemployment. For instance, the council as the largest employer in the Borough could provide more work experience places for unemployed people. There were several areas where these people could be gainfully employed and one

person mentioned Brockwell Park Lido as a place that could provide real jobs for young people. Most were expecting that the council would take the lead in providing these training opportunities such as mentoring, job shadowing and effective employment support as people settled into new jobs. *"The council could create jobs to ensure that parks are kept clean, homes are painted and older people are looked after."*

Employment and Business opportunities

Economic and business issues were important for respondents in the survey and in the in-depth interviews where just under half of the respondents were unemployed and a quarter self-employed or in business. Because of these concerns, of the three focus groups, one was held with unemployed people and another with business people.

The unemployed people who took part in the research complained that they did not have ready access to the job market and that was affecting not only their ability to make ends meet but also their pride, dignity and health. Respondents expressed their frustration and anger at the lack of understanding they faced about the reality of unemployment: *"Being unemployed affects your attitude, you become depressed, vindictive, turn bitter and feel that everyone owes you the world. You become isolated and can't go out with your friends because you can't afford it."* Another respondent said *"anytime I hear the government rounding on benefit cheats I feel they don't recognise that there are loads of people desperate to work, who can't get jobs"*.

The in-depth interviews revealed that lack of job security was a serious concern. The tough economic conditions and cuts in benefits were creating anxiety about redundancy and how people would continue to exist if they lost their jobs.

There were respondents who had never been unemployed but could see how devastating it could be. One respondent said: *"I have never been unemployed; I'm a child of the 70s and 80s when jobs were plentiful. My husband is a builder and he has found it tough since the influx of Polish workers who undercut price and quality. He is desperate for a course to retrain but we have no spare cash for that."*

For other respondents who were unemployed, or had experienced unemployment it in the past, their major concern was about how to "deal with harassment from the local authority about rent and council tax which makes me feel like a second class citizen and made me depressed as I was desperate to work." Another respondent recounted how humiliated he felt when he was not able to bury a family member who had died without a grant.

A number of respondents reported negative experiences of back to work initiatives. They believed some of these programmes were badly run, with skills not matched to interest or qualifications, poor quality training with no accreditation, and that all this amounted to was work with no pay for people who enrolled on them.

Again, people saw the council as having a role in tackling unemployment in the borough. Respondents suggested that the council could support job clubs in Black churches and other organisations in order to meet the needs of the large mass of Black Caribbean people who were unemployed. The support should also extend to Black businesses that would be able to provide some employment. However, some of those in business felt that they were hardly making enough money to enable them survive.

There were concerns from businesses about the lack of support from the local authority and that whilst existing businesses were crumbling around the borough; the council were busy chasing new businesses to come into the area. Some complained about the higher rents and that the council had abandoned them not only by denying them support, but were also not allowing them to tender for contracts. They were concerned that they did not get the business advice and support, they received in the past. *"Encourage start up and existing businesses to grow because those businesses will help to employ people – reserve a percentage of council contracts for Black businesses"* suggested one business owner.

4.3.2 Distrust and Discrimination

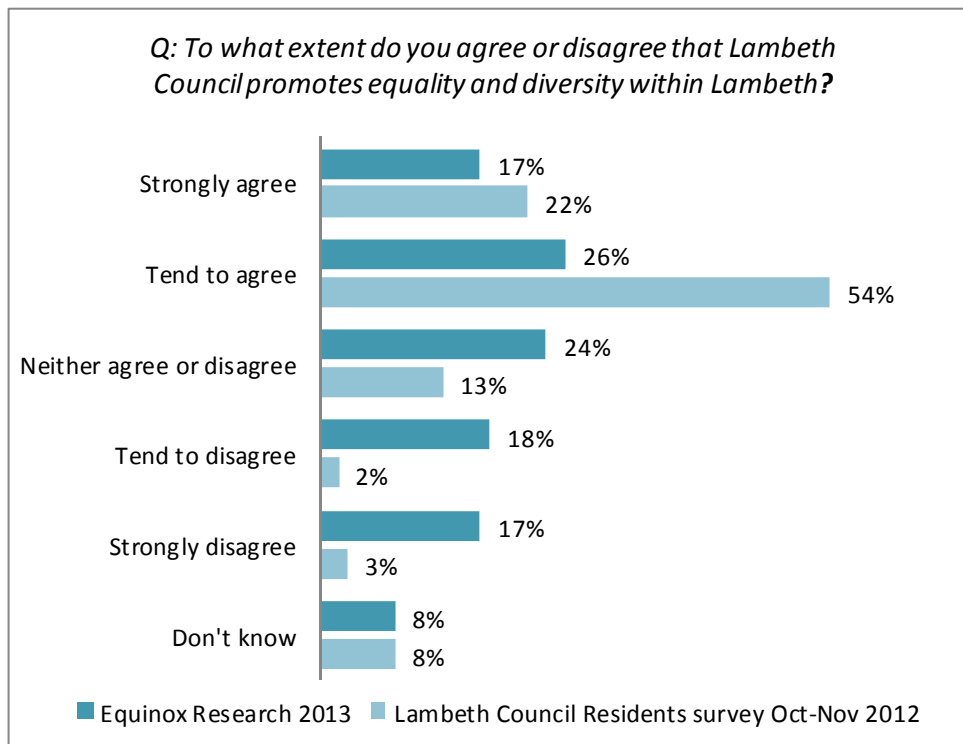
In investigating the dissatisfaction with the council it was important to find out whether this was borne out of the council's policies and procedures and whether respondents felt discriminated against. The in-depth interviews and focus groups revealed a sense of distrust towards the council and other public services. These issues are discussed below under three main headings of:

- council promotion of equality and diversity
- Fear of discrimination
- Distrust and victimisation

Lambeth council's promotion of equality and diversity

When asked in the main survey whether, in their view, the council promoted equality and diversity, there were significant differences between respondents' views and the views expressed in the council's 2012 residents survey. Just over a third of Black Caribbean respondents – 35% - disagreed that Lambeth promotes equality and diversity compared with only 4% of Lambeth's residents; 31% of the respondents to the Black Caribbean survey as against 75% of respondent to the residents survey agreed that the council does promote equality and diversity.

Chart 5 Perceptions of how Lambeth Council promotes equality and diversity



When respondents were asked to give their reasons for agreeing that the council promoted equality and diversity they said that the council had diverse staff, and had good events such as Brixton Splash and the Country Show to showcase this. Also the publicity put out by the council mentions equality of opportunity. Comments from respondents supporting this included the fact that *"festivals are well promoted, everyone is welcome"* and the *"Country Show, Farmers Market, Black History Month shows diversity. Seem as if they try."* Other comments were; *"They try to promote equality through the image they use in publications"* *"There is some good work. They have good policies, a lot of booklets."*

Those who disagreed said that although the council employed a diverse staff, many of those staff occupied junior roles, many on the frontline, and could not influence or change policy. Other respondents cited the fact there were no Black Caribbean staff in senior positions, lack of support for Black Caribbean businesses and people being pushed out as reasons why they

disagreed. Other reasons mentioned by respondents were lack of representation in jobs and publicity.

Some respondents felt that Black Caribbean people working for the council were always the first victims of redundancy. They reported that Black Caribbean they knew feared redundancy and the risk of losing work because they were Black.

There were some who felt that the council were not giving Black Caribbean people an equal and fair opportunity to work on contracts awarded by the local authority. For example, they describe people on building sites within Lambeth who were not from the local community when there were large numbers of unemployed people who could be doing those jobs.

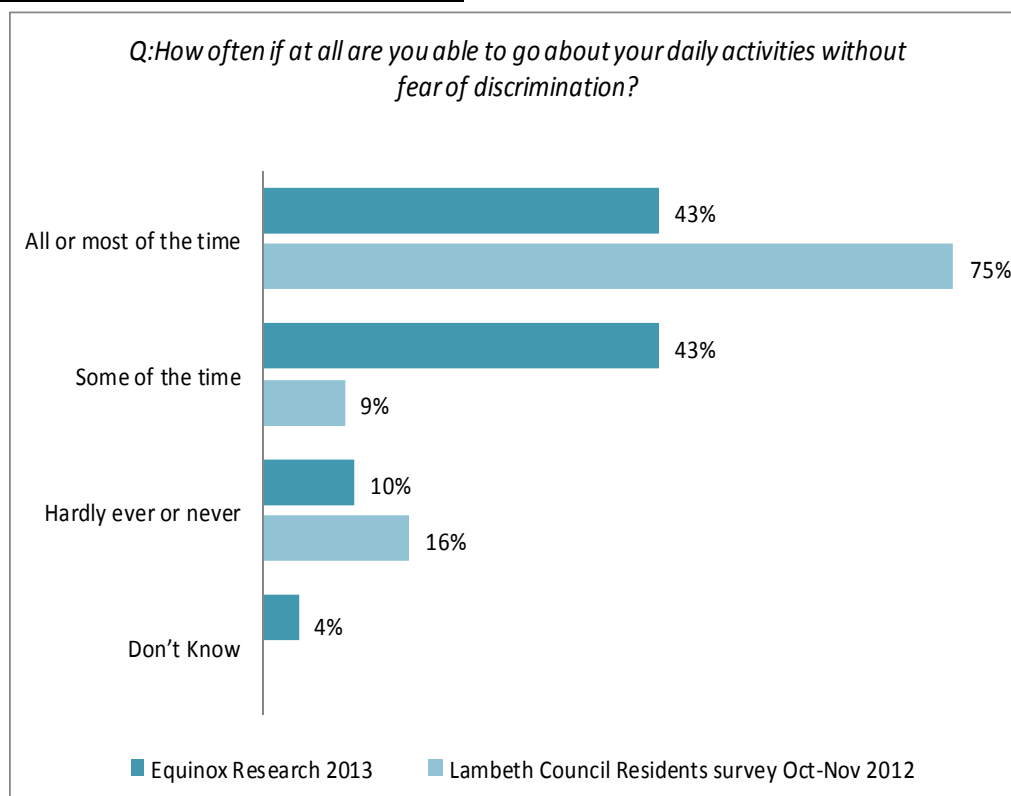
A large number of people felt that Black Caribbean people were treated unfairly; they were marginalised, they were stereotyped, they were not listened to, they were not respected and that for some reason the council were against them. One respondent expressed the view that there was in operation a ***“racist policy in the council to use them then dump them.”***

Suggestions for improving the situation included; employing people at all levels in the council, particularly Caribbean men; invite Black people to sit on committees because at present all but one Cabinet member are White, respect and value Black people, respond quickly to issues.

Fear of discrimination

Despite the council being seen to be doing well on the promotion of equality Black Caribbean people still felt that they were discriminated against. In the survey most respondents – 53% - said they had experienced discrimination at one time or another in their lives although 43% said they felt able to go about their daily business, all or most of the time, without fear of discrimination. There were significant differences between the Black Caribbeans and Lambeth as whole. In the residents survey 75% of respondents said they could go about their business without fear of discrimination all or most of the time and 9% feared being discriminated against some of the time, whereas 43% of Caribbeans in the survey for this research felt they could go about their daily business, all or most of the time, without fear of discrimination

Chart 6: Experience of discrimination



There were not significant differences between Black Caribbeans in the main survey and Lambeth residents survey who said that they felt that they could never/hardly ever go about their daily activities without fear of discrimination. 16% of respondents to the council's residents survey felt this as opposed to 10% of Black Caribbean respondents in this survey.

The reasons given for being discriminated against varied but included 36% who said because of their colour. Others said it was because they were Black and poor, and other people's negative perceptions against Black people as well as institutions that discriminate. Respondents said they experienced discrimination in their day to day life whilst shopping, whilst walking on the street and when seeking work.

Nearly half of respondents – 44% - said they did not know why they thought they were discriminated against and did not give any reason. Nearly 10% of respondents said they felt discriminated against because of being stopped more frequently in stores, being followed by security guards in shops and supermarkets, people clutching their bags when they approach and being treated different to other races.

13% of people had other reasons for being discriminated against including shop keepers being rude, hearing their accents and making assumptions about educational levels and criminal background. One respondent explained that *"when I went to a meeting and I was the only Black person there, I felt the White people were looking down on me."* Another said *"There's a lot of stereotype about black people and nervousness and that also makes me nervous."*

Distrust and Victimisation

Although respondents acknowledged the council's efforts in promoting equality and diversity, they were still distrustful of council policies that they felt were specially set up to exclude and discriminate against Black people. The issues of distrust were a common thread running through the main survey and also commented on in the focus groups.

There was a perception that there has been a gradual disengagement with the Black Caribbean community as the council has sought to welcome people from other communities into the borough. There was no real forum for consultation supported by the local authority and several respondents did not feel able to approach the council to discuss issues of concern because they were anxious and assumed that they would receive a negative response from the council saying they do not have money or do not trust the people to deliver what they say.

Another point that was made by a large number of respondents related to the issue of transparency and trust. These respondents felt that they did not know why decisions were taken, it was not explained to them, and they were not involved in it, and therefore they tended to see these decisions as being against them. At the heart of this was that they did not trust that the council. Mistrust was also apparent in relation to housing allocations. people believed that the council's use of 0845 numbers was intended to discourage them from contacting the council, and saw the council's call centre as a way of creating distance between the council and residents.

In addition to the complaints about lack of respect and poor services, the withdrawal of support for Caribbean spaces and dismantling of Caribbean organisations it became evident that the Black Caribbean community actually felt a sense of exclusion from the council and the way it operates.

4.3.3 Comment on Black Caribbean Discontent

The ethnographic study found little support for Black Caribbean businesses, that employers discriminate against Black Caribbean people and that there were unimaginative job schemes for the unemployed. All these were validated in this study.

60% of respondents agreed that there was little support for Black Caribbean businesses whilst only 5% disagreed, 67% agreed that employers discriminate against Black Caribbean people whilst 7% disagreed and 71% agreed that job schemes were unimaginative whilst 7% said they disagreed.

Economic issues were central in the minds of most of the respondents of the survey. Most recognised the fact that these were difficult times with severe austerity measures from central government that in their views affected them adversely and disproportionately.

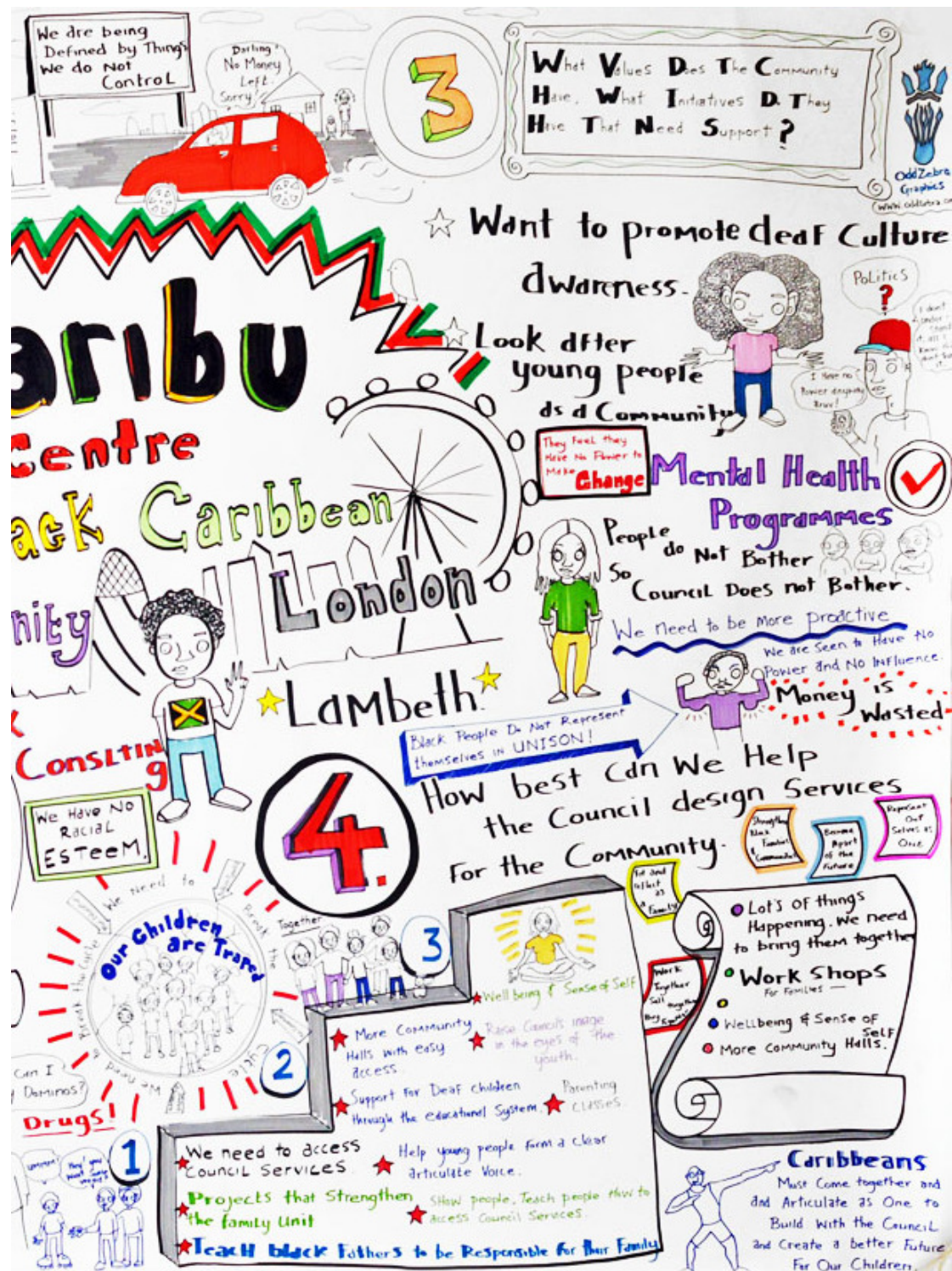
The concern about the neglect of Black Caribbean youth led to discontent directed towards the local authority for not giving them the building blocks of a good education to enable them survive and thrive. The outcomes from the school system were not good: their young people ended up with no jobs or were underemployed, the job schemes were poor quality and the council was not using its power to assist the young to get jobs and was not creating any jobs for them. There were several suggestions offered on how the council could set up more innovative ways to help unemployed young people including modern apprenticeships and career advice.

But the problems with the economic climate were not limited to the young alone; those who were unemployed were worried that they could not get jobs and yet were being threatened by government that they would lose their benefits. Those with jobs were scared of redundancy and those who were in business were struggling without any assistance from anywhere. The council could not help like it had done in the past with grants and other assistance schemes. The local authority had no schemes to help or attract new black businesses back into the area and seemed to be satisfied with only attracting trendy whites to the area.

Whilst the council was seen as doing a good job at promoting equality and diversity, this did not help them directly. Some still felt that council jobs held by Black Caribbean people were concentrated at lower grades. There was a feeling that the promotion of equality could be superficial as they believed that Black Caribbean people were being pushed out of the borough.

More widely, respondents still felt a lingering of discrimination and attributed their present economic state to the discrimination that prevents them from getting good jobs or prospering as business people.

Respondents did not think that the local authority could help them and several actually felt that they could not trust the local authority. Their organisations have been closed down and the community has been left without leaders who would voice their discontent.



5 Involvement with council

This section reports on the activities in which respondents participate at present, their knowledge and involvement with Caribbean organisations and the factors that would get them more involved in working with the local authority to co-design and deliver services.

5.1 What people participate in

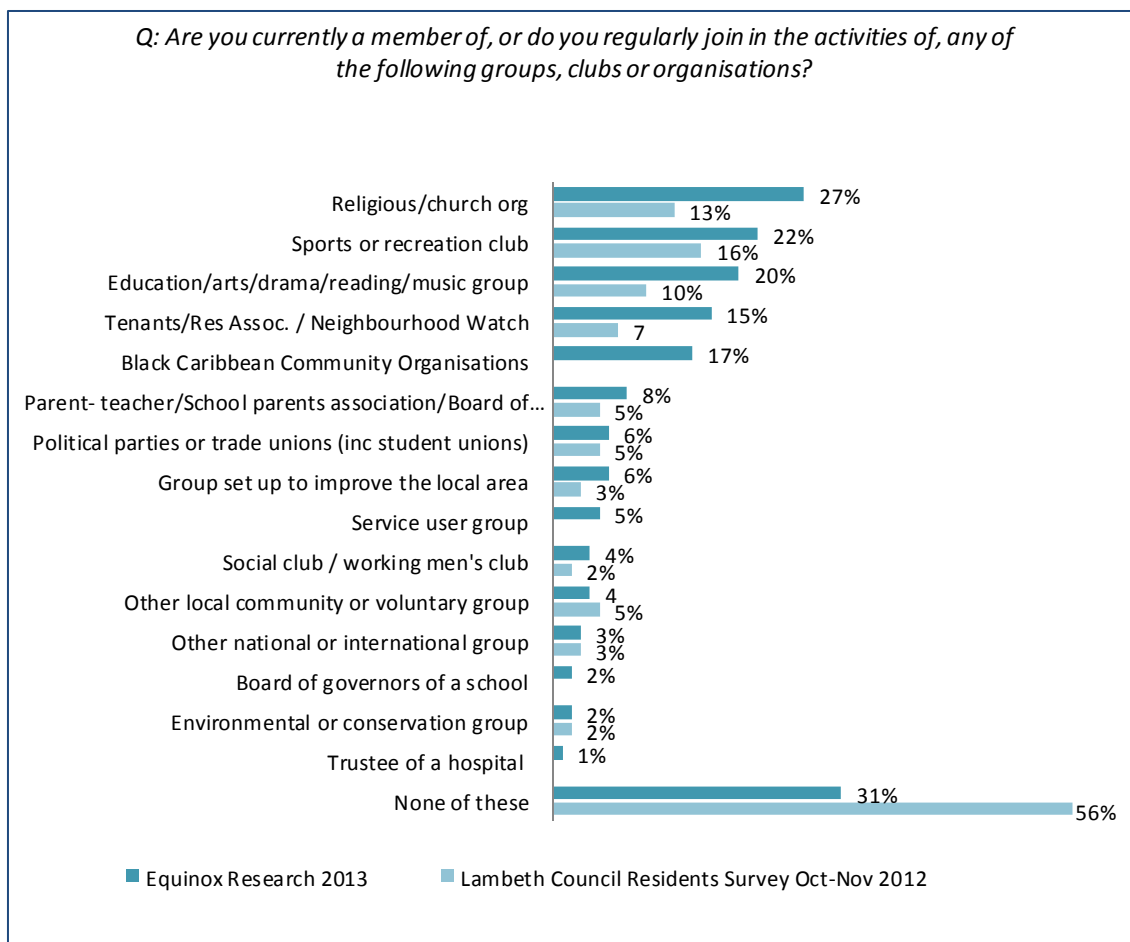
We wanted to find out about levels of civic participation among the Black Caribbean community. This section explores their involvement in community activity and their views on what has happened with community activity in the Black Caribbean community. The focus here is on:

- Voluntary and other activities
- Black Caribbean community activities
- A lack of voice
- Restoring black community values

5.1.1 Their interests and activities

Black Caribbean respondents in the main survey were significantly more involved in voluntary and community activities when compared to respondents in the Lambeth residents survey. 31% of respondents to this survey reported that they were not involved in any activity, compared to 56% of residents as a whole. The most popular activity being involvement with a religious or church organisation - 27% of Black Caribbean respondents as against 13% for the whole community.

Chart 7: Participation in groups, clubs and organisations



Black Caribbean residents in Lambeth possess a wide range of skills that they were willing to share with others in the community. Their enthusiasm for giving something back is reflected in the comment of a respondent who said: *"I am a boxer and happy to teach the young"*

The most popular skills that Black Caribbean respondents had that they wanted to share related to sports, followed by education and business skills and arts and music skills. Some are listed below:

- **sports** - boxing, cricket, tennis, fitness trainer, football, BMX cycling training
- **entertainment and arts** – music lyricist, singer, guitarist, pianist, film making, journalist, performing arts, media production, photography
- **practical and vocational skills** - business coaching, youth work, mentoring, masseur for the elderly, housing and welfare advice, British Sign Language, sewing, cooking, plumbing, electrician, teacher, teach adult literacy, priest, community organiser, tiling, money management, mechanic, counsellor with Childline, experience of dealing with the elderly, hairdressing, catering, gardening, training, legal advice, advertising and promotion, negotiation skills, industrial tribunals, disability advice, adventure playgrounds operation, interpersonal skills,

There were also several other respondents who worked in professional and vocational job roles whose skills could be deployed to the benefit of the community if they were involved in community activity. For instance education and mentoring, business advice skills, administration, logistics, organisational skills as well as nursing and first aid were skills mentioned. Some respondents stated they were willing just to work mainly with young people to offer their knowledge in skills such as parenting, cooking, life experience and graphic design.

Some of the offers from respondents are captured below:

"I am involved in outreach to prisons – I used to cook when we have church conventions and help out with social evenings"

"I am a PPC member and plan events as well doing the social side and fundraising for events",

"I am a member of the church congregation and Executive Assistant of the church organisation so I organise events and act as first point of contact"

"I am a BMX cyclist, studying to be a BMX coach and I am now a volunteer coach. I love this sport and want every kid to experience the excitement and sense of achievement of participating in a sport like this."

"I am a Branch Secretary for Unison for two years and am involved in case work in the hospital where I work. I know something about negotiation, HR and employment law. Locally I am involved in the Labour Party, a women's group and some other local organisations"

"I have been volunteering at Croydon Law Centre for three years giving advice on legal issues"

"I volunteer at a homeless shelter and we open a hair salon every quarter to give free haircuts and wash and sets to anyone who drops in"

"I was involved with West Norwood Library, that was before my children and I have my hands full with three children one of them severely disabled after a hospital visit. They are older now and I want to volunteer – I can sing, I'm a qualified masseur, I am a good communicator and I'm good with young people."

"I am a director and trustee at an adventure playground as well as a volunteer counsellor and a volunteer at a disability advice service, all in Lambeth."

"I help elderly mental health residents with shopping, run health and fitness classes, talk to them about keeping warm in winter and visit them at home"

"Brixton Soup Kitchen within Southwyck House Community Centre, it's the only real place anyone wants to help out with because its real people doing real work for the community"

5.1.2 Involvement in Black Caribbean organisations

I have set up a soup kitchen in Brixton but don't really get much support from the council

Though only 15% of respondents said they were involved with a Black Caribbean organisation, at least 35% knew of such an organisation and 29% had actually used the services of one. Almost all the respondents to the in depth interviews said that they had experience and knowledge of these organisations and some had actually used the organisation. In the in-depth interviews, people bemoaned the loss of these organisations for the critical work they had performed in projecting the Caribbean identity, keeping the community cohesive and in providing support for people in need.

Given that 35% of respondents knew of the existence of Black Caribbean organisations and approximately one third had used these organisations it was interesting to find out that 18% of respondents had no opinion on the role that these organisations could play. This suggests that because they do not exist they cannot be used.

Most respondents answering this question however, were clear that there was a definite role for Black Caribbean community organisations in terms of providing a voice for the community and a forum to create more cohesiveness within as well as between communities. It mattered very much to respondents that the disappearance of Black community organisations was directly linked to the wilting community spirit and the loss of identity. In addition, because most respondents blamed the council for the disappearance of these community organisations, this could explain in some part why Caribbean people rate the council negatively.

The problems being faced by the Black Caribbean community, in the eyes of some respondents, can be traced to the demise of some of these organisations and their leaders. They used to be the first port of call when people had a problem and needed advice or had good news to celebrate.

A number of respondents were of the view that there was a need for stronger community leaders to deal with the problems facing the community today such as that provided in the past by the late Courtney Laws or Clovis Reed. Without this leadership the Black Caribbean community organisations had closed, often in the respondents views, as a result of council policies. When asked to mention the names of organisations that they knew, one said *"I could name one if I could find them, but sadly they have all gone"* and another respondent refused to name any organisation because he said *"the council would go after the organisation and close it down."*

The most popular organisations that people had used were the West Indian ex Servicemen Club - 7%, followed by church and religious organisations at 5% and followed by Sickle Cell organisation. Seven people mentioned the Black Cultural Archives. The remainder spoke of a range of organisations including Karibu Centre Brixton, The Abeng Centre, South London Connexions, and black men's organisations such as Men of Valour.

Some other Lambeth organisations that were also mentioned:

- Lady Margaret Hall Settlement
- Islamic Mosque Brixton
- Prison Outreach Network
- Family Friends
- Origin Project
- Queen Mother Moore Supplementary Education

Some cross borough, regional, national and overarching organisations were also named including:

- Operation Black Vote
- Black Training and Enterprise Group
- Ebony Steel Band
- Society of Black Architects
- Black Solicitors Group

There were positive suggestions for how Black Caribbean organisations could grow in the borough. Some mentioned that Karibu, because they own their own building, should be a model for sustaining Black Caribbean community development and that a development fund could be set up that would assist Black Caribbean organisations towards self-sufficiency and sustainability. The council would need to listen to the concerns of these organisations to help them in building their capacity and also to assist them in a long term strategy of community development in the borough. West Norwood Community Development was also mentioned as an organisation that has a lot of promise.

The general view was that there was a need for more awareness of services that community groups provide to assist the local authority in discharging its responsibilities to its residents in the areas of community development and health.

There was mention of Brixton Soup Kitchen and Brixton Splash which was seen as successful initiatives set up by Black Caribbean people following in the footsteps of the Black women's organisations set up by Olive Morris. The view of many respondents was that Black organisations are in need of a better support structure. They need to be able to network and overcome the hurdle of lack of knowledge about processes within the council so that they are able to access the political structure. Other suggestions of ways in which they could be supported included low rent, long leases and better access to council facilities.

Respondents felt that Black Caribbean organisations were under pressure as *"lots of old organisations being pushed out by yuppies and new residents"*. Some felt that organisations needed to promote themselves, as evidenced by the statements from these two respondents: *"BCA needs to communicate to Black residents and not be taken over by Whites"* *"Residents need to know they exist – A Caribbean directory needs to be launched"*

5.1.3 Lack of voice of the community

The survey showed that a lack of voice and community spirit was seen as important issues facing the Black Caribbean population. Respondents were also concerned about a lack of respect for elders, and felt they were not listened to by policy makers and they are losing their culture and identity.

The in-depth interviews confirmed these sentiments with some respondents speaking about a time when the community was closer with family and friends living in close proximity. Many people spent their time attending social events like christenings, birthday parties, weddings and even funerals of people they met here in the UK, who became part of their extended family.

They bemoaned the fact that some of the leaders who held the community together have passed on, and some have retired from their community activity. There was a time when, in the eyes of the respondents, the council needed them, many were courted and became councillors and people could go to the council for resources for their communities. Since then, several things had happened. *"The community is now dispersed throughout the borough and beyond; people no longer live close to their parents and friends and therefore have to make a real effort to visit and spend time with each other"*.

In the focus groups there was even more discussion about this lack of community spirit with the feeling by that the Black Caribbean community *"had lost its voice and with it, its culture and identity. With the disappearance of organisations within the borough dedicated to the welfare support and advancement of Black Caribbean people the community seem marginalised"*.

Even in the focus group for younger people this issue was summed up in a statement by one participant as *"a lack of cohesiveness within the community now as against during the period when we were growing up and now there is no one to talk for us and no one listens"*

5.1.4 Restoring Black Caribbean values

Respondents in the survey, interviews and focus groups were asked to comment on what they felt were the defining Black Caribbean values unique to the community and worthy of being preserved.

In the survey the responses grouped in order of those mentioned the most were:

- church, respect, discipline traditional family values/support
- community, culture, history, music, food, identity
- events, festivals, Brixton splash, carnival, market-businesses

The in-depth interviews identified some important values that were linked to concerns for the Black Caribbean community in Lambeth. Most talked about young people as the future for the community and even though there was a need for them to be integrated within the wider community there were several who felt that there was a need to inculcate back into them some of these traditional values such as respect for the elderly, and for them to be exposed to some good mentoring from ordinary as well as relatively successful Black Caribbean people.

There was a time when Black Caribbean people were known for the values that they had brought with them from the Caribbean. Initially most had arrived with a strong work ethic as they had come to England to work and support their families back home and save for the 'passage' to bring them over to the UK. In addition to working hard, a large number had been brought up in the church and therefore with the respect for God went the traditional discipline which most felt was important to preserve the family. This meant that younger people were expected to be respectful of older people, and older people would correct any unruly younger person they saw in public whether or not they were related.

Alongside people talking about the church, respondents also spoke about the traditional community organisations that tried to promote the culture and music as well as assisting people in projecting Caribbean arts and culture. Sports organisations, mainly cricket clubs, also existed in 60s, 70s and 80s Lambeth. Indeed most sports were also tied to socials such as dances, and entertainment oriented organisations.

Black Caribbean values were also about ensuring everyone within the community would hang together, and try to help each other do well. It was also about supporting each other and therefore there were several Black Caribbean organisations set up that provided welfare assistance to those newly arrived from the Caribbean. They also provided assistance in finding jobs and housing and even bonding together to raise capital to purchase homes.

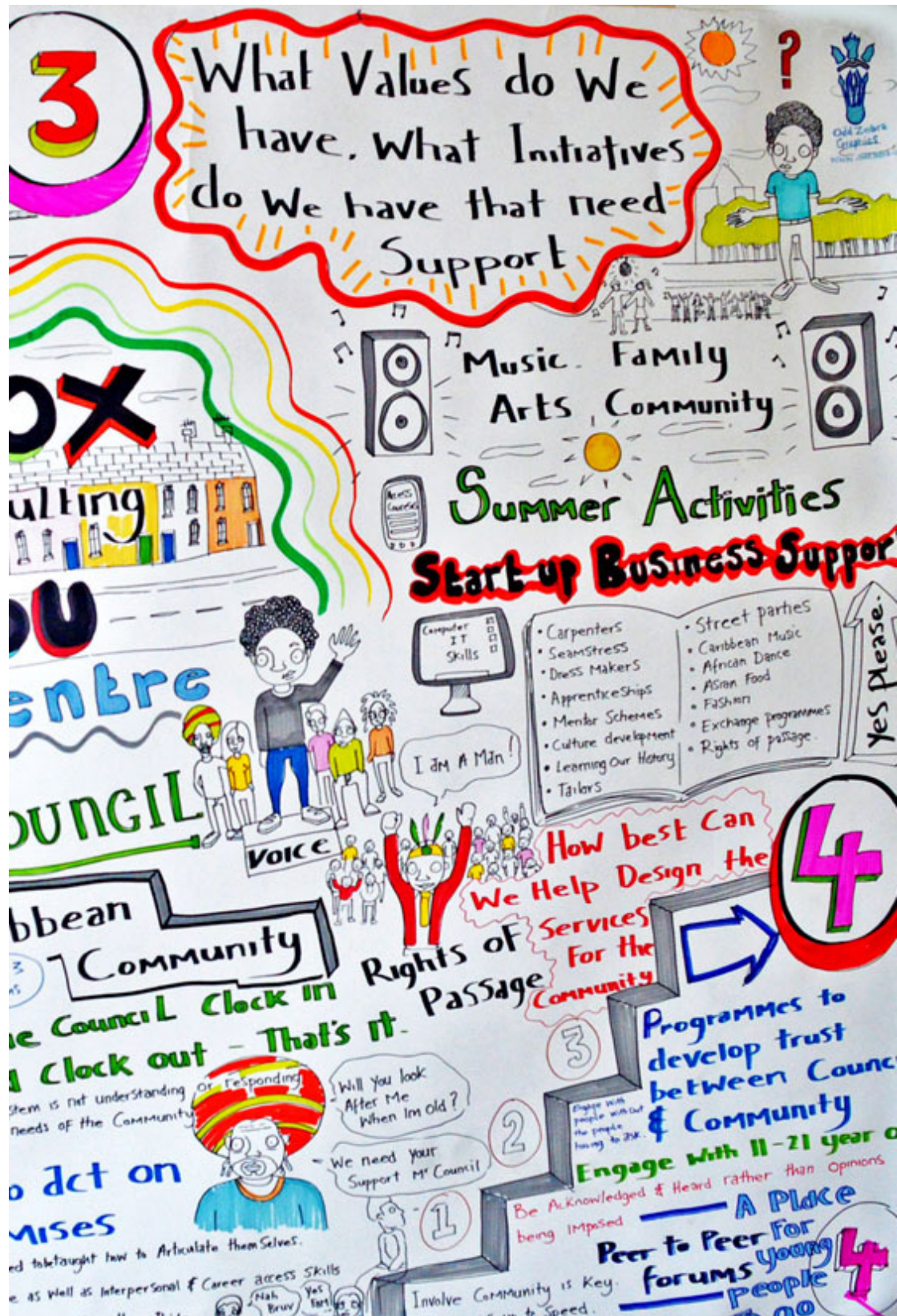
The very nature of this family-oriented community that was built up around Lambeth was that people were always around to celebrate various important dates in the social and religious calendars around births, christenings, weddings and funerals. To be a good Black Caribbean person was to be a member of a church. The stories told by respondents were really about Black Caribbean people coming here and building their own churches as well as their own community organisations.

The focus group discussions reinforced some of themes from the survey and in-depth interviews and many people bemoaned the fact that Black Caribbean values seemed to be disappearing along with the community groups that helped to keep them going as well as ensured that the community remained cohesive.

The family no longer seemed to be the focus of the community as the family itself has become fragmented and dispersed. Successful people had moved away to find a better life and there were a sizeable number of people who would have moved if they had the opportunity. And yet at the same time there were Black Caribbean people who wanted to be in Lambeth who felt that there could be a revival of community spirit.

Respondents made some suggestions for initiatives that would help in restoring these values in the community especially among younger people:

- community events/cultural expression communication/heritage
- youth activities – clubs, supplementary schools
- business support – shops, market bring back black businesses
- policing and crime

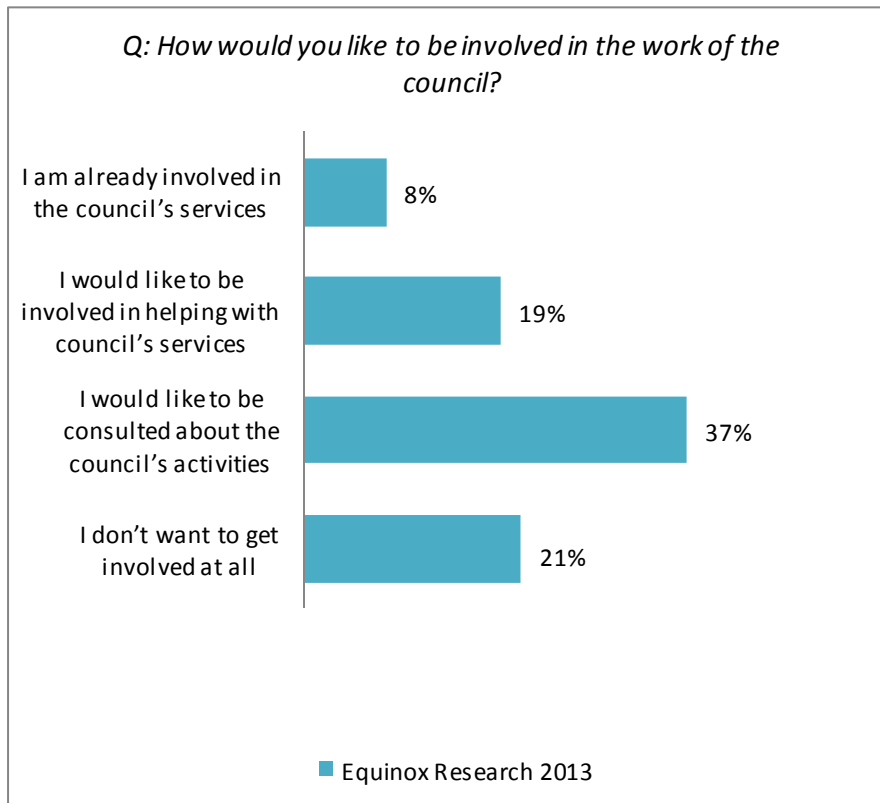


5.2 Hooks for involvement

5.2.1 Involvement in work with the council

Respondents in the main survey were keen to have a say in how council services are delivered, 37% wanted to be consulted and 19% wanted to be involved. This appears higher than the number of residents overall who the council's residents survey found wanted to be involved, 9%. However, these figures are not directly comparable due to differences in the survey questions.

Chart 8: Interest in engaging with the council



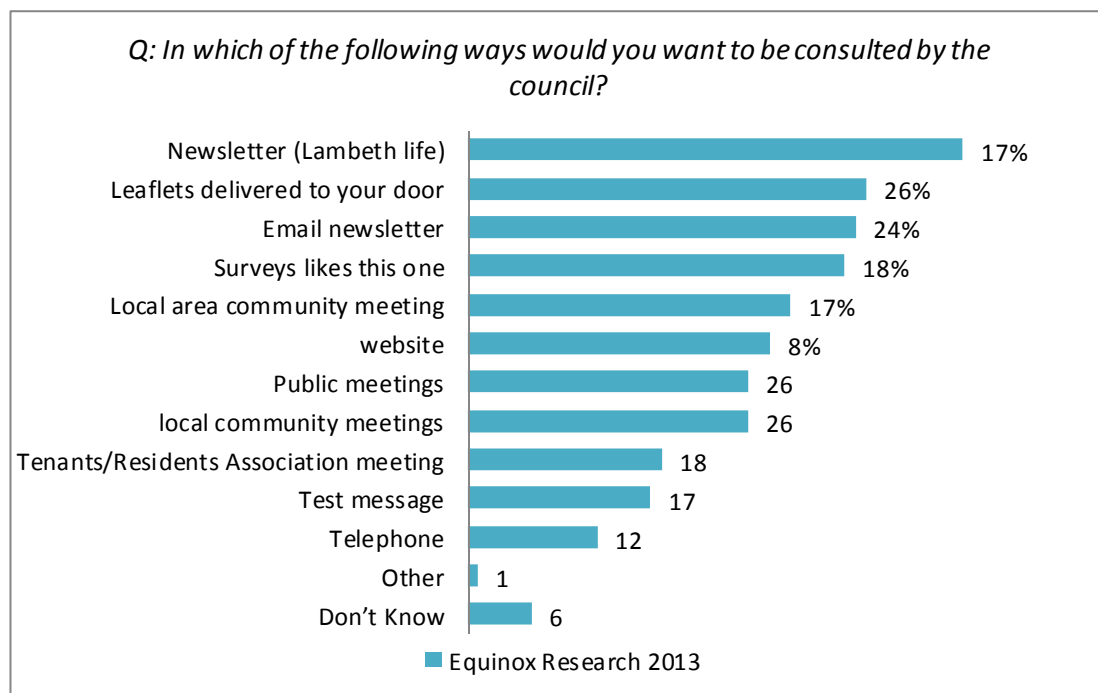
21% of respondents to the survey did not want to be involved with the council, and the few who provided reasons stated that:

- They did not trust the council
- It was a waste of their time
- They did not know what was on offer or what is available
- Did not have time to commit to the council

Those who wanted to be involved said that they

- Wanted to play a key role in decision making or policy
- Wanted to be able to attend meetings
- Wanted more surveys so that they can air their views in the hope that these would be acted on

Chart 8 below shows that nearly half of respondents – 46% - said that their preferred method of consultation would be through the Lambeth Life newsletter (this is now called Lambeth Talk). 37% said they would want leaflets through the door, 36% said email contact with 35% who would like to be contacted through surveys like this one and 30% through a local area council meeting.

Chart 9: Preferred methods of consultation

Some comments from respondents on how they would like to be involved are set out below:

"I would like to be informed and also to be able to vote on decisions rather than discussions"

"Newsletters very informative, I know I have to be involved to change things. Surveys get honest opinion of people rather than sitting in a hall"

"Since doing surveys it has awakened my curiosity as to the workings of the local authority"

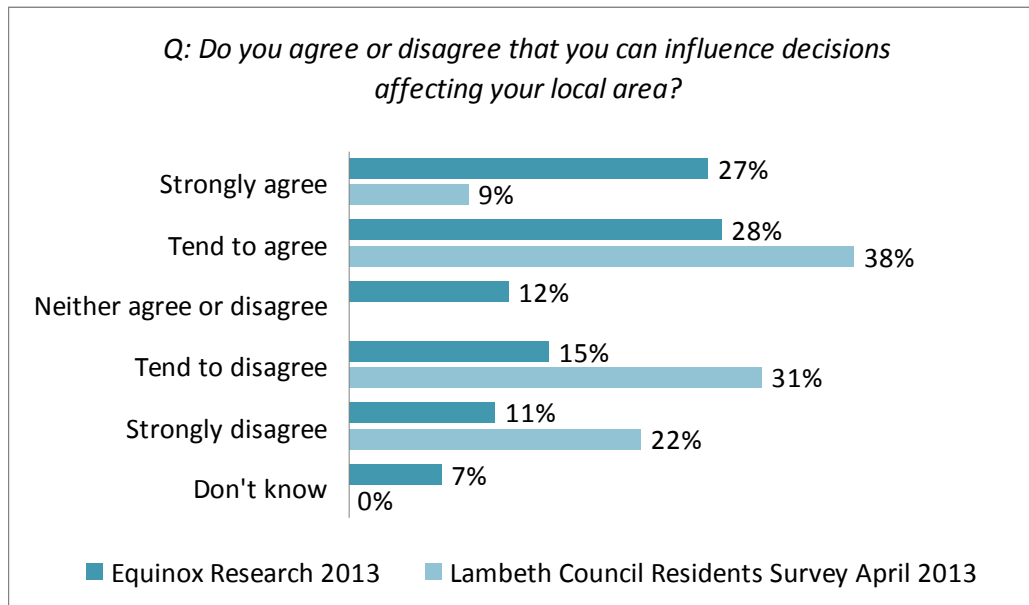
"Specific feedback on actual surveys like this strengthens the Black Caribbean community"

"More meetings, showcasing business opportunities around the borough so our community can benefit from business opportunities around the borough."

5.2.2 Influencing decisions

55% of Black Caribbean respondents in the survey agreed that they could influence decisions in the borough whilst 26% disagreed. When compared to the Lambeth council residents' survey, where 47% agreed but 53% disagreed, the results seem to suggest that Black Caribbean were more confident that they could influence decisions. (However, it should be noted that although similar the two surveys are not directly comparable as Lambeth Council's Residents' Survey does not include 'don't know' answers.)

Chart 10: Perceptions of ability to influence decisions



The views were more mixed in the in-depth interviews and the focus groups. Some respondents felt that a series of meetings with the local authority would be important to judge the extent to which the council itself was committed to the idea of listening to its Black Caribbean community.

5.2.3 Comment on hooks for involvement

A number of Black Caribbean people said that they were already engaged with the local authority, and several more would wish to participate with the council if, in their view, the council were serious about engaging with them and listening to their views. They wanted a channel that would reach out to all. Fortunately the Black Caribbean community welcome communication from the local authority and can be reached by a mixture of conventional and unconventional ways.

Respondents were not only happy to participate but, significantly, they also felt that given the opportunity they could influence decisions of the local authority. What is needed from the council however was the commitment to engage and an effective mechanism for sustainable consultation that would gradually address their mistrust of the local authority.

Respondents wanted a mechanism for engagement that would be supported by the local authority and support systematic rather than episodic conversations with the community. This might require one standing forum but may also require support for Black Caribbean people to be integrated into other forums where their voices would be heard and their views listened to and acted upon.

6 Conclusions and recommendations

6.1 Conclusions

The Black Caribbean population in Britain over the past 50 years has always been associated with Lambeth, with Brixton at the centre. From what respondents recall, it was a close knit community and residents wanted to be near each other in Lambeth to help and support each other. Residents also recall a lot of community activity, some funded by the local authority, but the social activities that they engaged in were mainly privately funded.

Most respondents in this survey have lived in Lambeth for most of their lives; several went to school and experienced those services provided by the local authority then. They may not have been satisfied with the quality of the offering but it would seem that they knew how to go about changing things or getting a better service. They probably knew someone in the council, or who worked in the community neighbourhood office, or someone in the tenants association who could advocate on their behalf. They had links with councillors who they could approach to get redress for their issues.

Over the years they have seen things change. The council has become very professional with policies and procedures, with distinct specialisms in different service sectors and commissioning of services instead of grant funding. They do not see a lot of community development or youth development work taking place in their areas. They have also seen a disengagement of the council from their lives, it is as if, for some of them, the council is detached from them and there is no relationship or warmth in their dealings with the council.

There were many respondents who were dissatisfied with what they considered to be poor direct services from the local authority and who reported their dissatisfaction. But there were others who do not use these services who also reported dissatisfaction with the local authority because they genuinely believed that development and gentrification in the area demonstrated that there was an agenda against their community. Some had been involved in campaigning for these regeneration projects but they did not feel that they had benefitted. They believe facilities have been taken over by others.

On another level they realise that their children are not doing very well in the schools or in the job market, they are worried about the criminalisation of these young people, and they believe that the council should do something to help them. Their organisations no longer receive funding and have closed down and there is really no one else through whom they can channel their complaints and seek justice. This is a community without a voice and they are dissatisfied and distrustful of the local authority because they see these new communities mobilising like their parents and uncles and aunties did before.

Respondents in the survey were keen to have a relationship with the local authority; they participate in their own activities and would want a mechanism for working with the local authority. They felt undervalued, marginalised, and alienated from a local authority that, in their eyes, seem to court other communities at their expense.

The respondents to the survey have suggested improvements to what they perceive as poor services. They have also made suggestions as to how the other issues of gentrification can be addressed and there were several in the survey who are willing to work with the local authority to provide more meaningful engagement with the Black Caribbean community.

The Black Caribbean community seem to be dispersed; some have left the borough, but there is still, and will always be, a large Black Caribbean presence in Lambeth.

However, their needs may not be satisfied immediately even if council services are improved overnight. What is needed a systematic process of re-engagement with a vibrant community that has over the years become an uninvolved and excluded community that needs to have its voice heard again in a positive way. There might be a need for more community development at different levels in the neighbourhoods, the wards, other local levels and a forum that is well supported may be a way in which the local authority can work with the community to co-design and deliver services in line with the vision of a co-operative council.

6.2 Recommendations

6.2.1 Improvements and changes

In all three phases of the research, respondents were asked to make suggestions of what improvements and changes the local authority should make to make them more satisfied with the council.

In Housing:

- Delivery of more affordable and social housing in Lambeth that may involve building new properties whilst stopping the sale of existing social housing stock.
- Purchase of empty properties around the borough including properties from absent landlords, derelict properties as well as properties above shops to release more properties and assist in the reduction rents.
- Publishing a breakdown of housing statistics and revamping the bidding method for housing, reprioritising the criteria so that the system would remain competitive, but would be fairer and understood by all.
- Revamping the housing repair system to ensure that repairs are carried out in a timely manner and that contractors who do not perform their work are prevented from hiding behind a shambolic system of allocation of repairs.

In Social Services

- Diversity training for social workers so that they are able to understand the anxieties and issues that vulnerable Black Caribbean persons face and their need for more culturally sensitive services.
- A campaign to encourage more Black Caribbean families to get involved in fostering and adoption would dispel some of the perceptions that they are not 'qualified' to be foster parents.
- Providing more finance and support to mentally ill patients to improve their transition into when they are released into the community
- Support for young people from the care system and effective transitioning to independent living

In education

- Providing support to teachers to enable them understand young Black Caribbean children, their frustrations and their aspirations. Encourage more Black Caribbean male teachers
- Focus on the strengths of Black Caribbean students and helping them through proven practical methods that will engage them both in vocational and academic activities to build their confidence for success
- Implementing mentoring schemes that engage positive role models within the school system
- Providing for supplementary schools and extra-curricular activities that would also explore issues around careers, work experience and other mechanisms that might stimulate their interest in the world of work
- Provide for more black history studies not just in Black History Month, to give Black Caribbean pupils a sense of achievement that Black people can also succeed

To improve customer service

- Stop using incompetent contractors who do not care about Black Caribbean residents and who cannot communicate with residents or carry out repairs in a timely manner
- Train staff to listen to people properly and not restate council policy that is unhelpful to customers
- Provide a mechanism for encouraging more contact between residents and their councillors
- A need for joined up services within the council

Leisure and community spaces

- More flexible opening times for libraries and provide more facilities and services within the library relating to office administration services that maybe required by students and small business people
- Reducing the cost of using leisure centres to encourage more people to make use of the facilities
- Providing more activities for older people
- Providing more activities for the youth by supporting sports, BMX cycling and other leisure activities
- Cleaning up and improving the town centres especially Streatham and Norwood
- Encourage more family orientated fun days

In Planning and Regeneration

- More affordable premises needed within the borough to encourage a new brand of Black Caribbean business people. council to provide business incubators
- Work with shopkeepers to improve security
- Encourage more black people to set up shops to create a richer diversity of businesses
- Regeneration should be taken to other parts of the borough not just Brixton
- Need to support Black Caribbean businesses with grants and loans schemes that could be linked with encouraging them back into Brixton

On Crime and Safety

- Strengthening contact between the police and the Black Caribbean community to reduce the criminalisation of young Black people
- A holistic approach to working with all young people across the borough that will lead to the eradication of racial profiling
- Police should be less selective in dealing with anti social behaviour. There is a lot of noise on the housing estates and also a lot of rubbish. This makes it easier for criminals to operate as the estates look abandoned
- Police should be more aware of the culture of young people when they hang around the streets

Employment and Jobs

- More events such as jobs, business and recruitment fairs to encourage local and external firms and organisations, including the council, to provide jobs for unemployed people in the local area
- council must get involved in job creation and brokerage schemes that offer career as well as job advice, job shadowing, apprenticeship and work experience schemes working with the private and third sector organisations to provide more opportunities for young people
- Strengthen the forum for networking for businesses to encourage more Black Caribbean businesses to attend and to explain and implement simple mechanisms to enable local and Black Caribbean people to get access to contracts especially in construction

Equalities agenda

- Provide some support for existing Black community organisations who are delivering a culturally sensitive service to members of their community
- Provide some support for Black Caribbean businesses to make them more visible within the borough and help them to gain access to local authority contracts

Discrimination

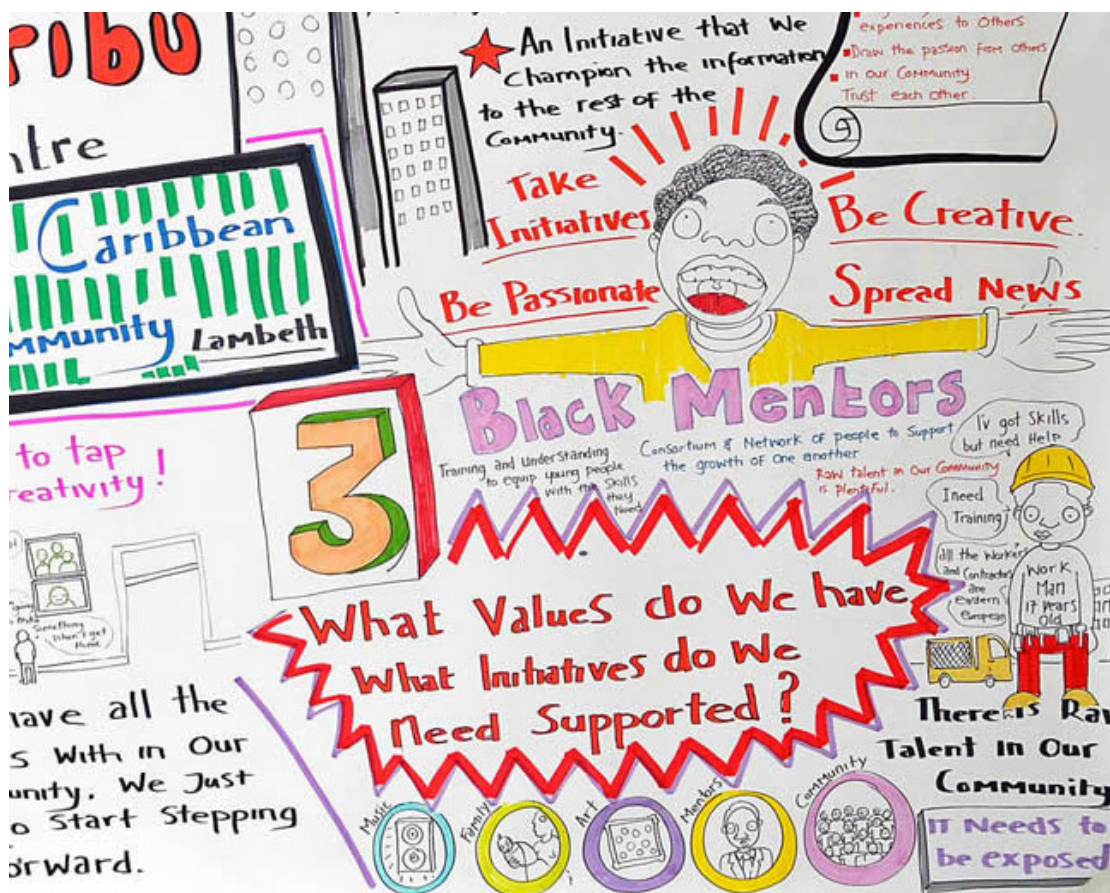
- Work with the police and other agencies to rid those agencies of institutional racism for them to recognise the Black Caribbean community as an integral part of the borough
- Find a way of working with the Black Caribbean churches

On Distrust and victimisation

- Advertise and publicise more success stories within the Black Caribbean community
- Encourage a forum that would support more Black Caribbean fathers to provide more support for their children. It cannot be left as a voluntary activity any longer
- Provide support for issue based Black Caribbean organisations that are delivering leadership programmes and working with young Caribbean people on the issues of culture and identity
- Encourage more Black Caribbean people to serve on committees and organisations that provide services within Lambeth

Engagement and involvement

- Use a range of methods to communicate with the Black Caribbean community, including hard copy and email newsletters
- Communicate that the council is serious about engaging with the Black Caribbean community and listening to their views
- Provide a regular forum for discussing issues affecting the Black Caribbean community that would bring together different leaders of the community to work hand in hand with officers and members



7 Appendices

7.1 Peer interviewers trained

Name	Gender
M Harrison	Female
D Edwards	Male
J Nicholls	Male
C Mullins	female
O Murray	male
J Raymond	female
M James	female
A Braithwaite	female
C Afflick	female
R Holder	Male
G Graham	female
A de Rizzio	female
E Wright	male
H Graham	female
C Mark Thompson	female
T Stevens	male
P Kenlock	female
R Wiggins	male
Kwaku	male
C Bell	female
S Mark	female
R Bloomfield	female
J Graham	female
S Codner	male
C Brooks	female
J Donnelien	male
K Forster	female
L Campbell	female
M Jackson	male
P Kless	male
S McKenzie	male
A Thomas	male
J Dyer	female
R Griffiths	female
D Harrison	female
P Edwards	female
W Cornish	female
V Bennett	female
M Henderson	female

7.2 Organisations known by respondents

Trinidad Association	A C D	Startlight Music Academy
12 tribes	Black Workers Union	Queen Mother Moore
VOUCH	Ujima Housing	Panafrican Society
Jamaica voluntary association	Princes Trust	Voice Newspaper
Arts organisation in Norwood	Crow & Sceptre (corner for black guys)	Karibu Centre
Equinox Consulting	BUFA	Friends And Family
Graham Consultants	Anthony Nolan Trust	Stephen Lawrence
Black Servicemen Association	The Lodge	Bonneville Church
Clapham Black History Studies	Domino Club Clapham	Rastafari council of Britain
100 Black Men	Jamaica Society	Nation Of Islam
Ruach	Notting Hill Carnival Committee	Fanon
NTA	Newcombe United Colour	Ekaya
Black Arts Archive	South London Connections	Men of Valour
Hearts to Africa	Ebony Steel Bands	Afiya
Effra African Caribbean Social Club	Croydon Steel Orchestra	Origin
Nuwapians	Release the Rhythm	Wiesa
Black Police Association	Sunshine International	Lysada
African Bantu Saturday School	M2K	LVAC
Black Family Forum	ACAPPS	Rethink,
Karico "Caribbean Family Association	Lady Margaret Hall Settlement	Peel Black Dog Institute,
BARAC	Genesis Radio	Contact a Family
OBV	Trinidad & Tobago ex servicemen club	Family Link,
Black Elders Group	Sickle Cell Society	Abeng entre
Urban Synergy	Jamaica Society	ACLT
Hospital League of Jamaica	West Norwood Community Development	CANCO
Brixton Advice Centre	Courtney Laws Society	Fanon Project
Drug And Alcohol Services for Black Service Users	Brixton & Peckham BMX	Big Talk
Prempasie	New Testament Assembly	LCGP
		Diaspora Network
		RUACH

7.3 Main survey sample profile

Origin	Actual	Quota
Jamaica	157	175
Other	63	45

Age	Actual	Quota
16 -24	25	30
25 – 44	93	81
45 – 64	89	75
66+	13	28

Economic status	Actual	Quota
Employed	151	86
Unemployed	69	114

Area	Actual	Quota
Brixton	99	72
Clapham	20	19
North Lambeth	19	17
Norwood	32	36
Stockwell	15	33
Streatham	35	33

Gender	Actual	Quota
Male	103	99
Female	117	121

7.4 Main survey topline results

Demographics

1. Which country in the Caribbean do you originate from	
Jamaica	71%
Other Islands	29%
	100%
2. In which area of Lambeth do you live - Postcode	
North Lambeth	9%
Clapham	9%
Norwood	15%
Streatham	16%
Stockwell	7%
Brixton	45%
	100%
3. Gender	
Male	47%
Female	53%
	100%
4. What age band do you fall into	
16- 24	11%
25 – 44	42%
45 – 64	40%
65+	6%
	100%
5. What is your occupation	
6. What is your work situation at present TICK ONE ONLY	
Student	6%
Employed	45%
Self employed	24%
Retired	6%
Disabled	1%
Homemaker	0%
Unemployed	16%
Other	3%
	100%
7. Which of the following best describes how you occupy your home	
owned (with a mortgage or outright)	28%
shared ownership	2%
rented Housing Association/Trust	23%
rented council	33%
rented private	9%
Other	5%
	100%

8. What is the composition of your household?	
one person	21%
couple – dependant children	20%
couple – no dependant children	10%
lone parent – dependant children 25	20%
lone parent – no dependant children	7%
Sharing	7%
live with parents	13%
looking after elderly parent	1%
	100%

Other - Please state

9. As a resident of Lambeth what are the three main issues that you are most concerned about (Card) TICK UP TO THREE

A. Allotments	1%
B. care for elderly	16%
C. council tax/business tax	21%
D. crime	38%
E. Homelessness	15%
F. lack of affordable housing	32%
G. lack of jobs	34%
H. Litter	5%
I. Parking	21%
J. planning policies	5%
K. pollution	2%
L. public transport	4%
M. recreational facilities	9%
N. recycling	1%
O. quality of health service	18%
P. refuse collection	5%
Q. rising prices and interest rates	18%
R. standard of education	20%
S. support for young people	44%
T. traffic congestion	4%
U. leisure spaces	5%
V. Other	0%
	100%

10. Which of these council services do you use

A. Nursery education (under 5s)	7%
B. Primary education (5-11s)	15%
C. Secondary education (11-18s)	20%
D. Leisure and sports facilities	38%
E. Housing advice and allocation services	16%
F. Libraries	48%
G. Housing benefit service	21%
H. Parks and open spaces	67%
I. Recycling facilities	50%
J. Services for disabled people	9%
K. Social services for adults	10%
	100%

Satisfaction

11. Taking everything into account, how satisfied or dissatisfied are you with the way Lambeth council runs things?
- | | |
|------------------------------------|------|
| Very satisfied | 1% |
| Fairly satisfied | 20% |
| Neither satisfied nor dissatisfied | 17% |
| Fairly dissatisfied | 30% |
| Very dissatisfied | 28% |
| Don't know | 3% |
| | 100% |
12. Why?
13. To what extent do you agree or disagree that Lambeth council provides value for money for the council tax paid?
- | | |
|----------------------------|------|
| Strongly agree | 1% |
| Tend to agree | 12% |
| Neither agree nor disagree | 18% |
| Tend to disagree | 27% |
| Strongly disagree | 32% |
| Don't know | 11% |
| | 100% |
14. Why?
15. We know that some people within the Black Caribbean community in Lambeth have a poor opinion of Lambeth council . What must the council do to change the negative perceptions people in our community have?
16. To what extent do you agree or disagree with the following statements?
- A. The council is failing to provide safe places (including schools) for young people
- B. The council is failing to tackle open criminality and anti-social behaviour
- C. The changes in Brixton make me feel like it is less welcoming to the black Caribbean community
- D. Black Caribbean community groups get little support from the council
- E. Black Caribbean owned businesses receive little support from the council
- F. People from other ethnic groups are more likely to get council housing than black Caribbean residents.
- G. Social Services do not understand black Caribbean culture
- H. Social Services are invasive and insensitive to the stigma they bring
- I. Potential employers discriminate against people from the Black Caribbean community
- J. Schemes to get people back into work are unimaginative and do not deliver
- K. There is a lack of positive news stories about the Black Caribbean community

Discrimination and Recognising Diversity

17. How often, if at all, are you able to go about your daily activities without fear of discrimination, e.g. where you are treated differently because of who you are? Please just read out the letter that applies.
- | | |
|-------------------------|------|
| All or most of the time | 43% |
| Some of the time | 43% |
| Hardly ever or never | 10% |
| Don't know | 4% |
| | 100% |
- If answered 'Some of the time' or 'Hardly ever or never' in above question ask
18. Why do you think you are discriminated against?

19. Equality is about creating a society where people are treated fairly, where people's different needs are recognised and everyone has the chance to do well in life. To what extent do you agree or disagree that Lambeth council promotes equality and diversity within Lambeth?

Strongly agree	7%
Tend to agree	26%
Neither agree nor disagree	24%
Tend to disagree	18%
Strongly disagree	17%
Don't know	8%
	100%

20. Why do you say that?

Involvement and Engagement with council

21. How would you like to get involved with the work of the council?

I would like to be consulted about the council's activities	37%
I do not want to get involved at all	21%
I would like to be involved in the council's services	19%
I am already involved in helping with council services.	8%
Don't know	15%
	100%

22. In which of the following ways would you want to be consulted by the council

A. local area council meeting	30%
B. Surveys like this one	35%
C. Leaflets through your door	37%
D. email	36%
E local community meetings	26%
F Tenants/Residents Association meetings	18%
G telephone	12%
H website	28%
I Don't know	6%
J Public meetings	26%
K newsletter (Lambeth Life)	46%
L text message	17%
N Other – please specify	1%
	100%

23. How would you like to be involved

24. Are you currently a member of, or do you regularly join in the activities of, any of the following groups, clubs or organisations?

A Education, arts, drama, reading or music group/evening class	20%
B Parent-teachers' / school parents association / Board of Governors	8%
C Political parties or trade unions (inc student unions)	6%
D Tenants' / Residents' group / Neighbourhood Watch	14%
E. Black Caribbean community organisation	15%
F. Service user group	5%
G Other local community or voluntary group – (please specify)	4%
H Other national or international group (please specify)	3%
I Group set up to improve the local area	6%
J Religious group or church organisation	27%
K Social club / working men's club	4%
L Sports or recreation club	22%
M Environmental or conservation group	2%
N. Board of governors of a school	2%
O.Trustees of a hospital	1%
P.None of these	31%
	100%

25. Do you agree or disagree that you can influence decisions affecting your local area?	
Strongly agree	27%
Tend to agree	28%
Neither agree nor disagree	12%
Tend to disagree	15%
Strongly disagree	11%
Don't know	7%
	100%

Black Caribbean community Issues

26. What do you believe are the main issues for the black Caribbean population in Lambeth

27. What, if any, defining black Caribbean values exist that you think should be preserved and supported

28. What initiatives in Lambeth do you think are worthy of support by Lambeth council to make the borough a better place to be?

Black Caribbean Organisations

29. What black Caribbean organisations do you know?

30. Which black Caribbean organisations have you used?

31. What role do you think black Caribbean organisations can play to assist residents?

32. Are you involved with an activity/hobby, or do you have any skills, that you feel could be of benefit to the community

33. What is your highest educational qualification? WRITE IN

34. Do you look after, or give any regular help or support to family members, friends or neighbours because of long-term physical or mental ill-health, a disability or problems related to old age?

Yes	45%
No	53%
Don't know	1%
None of your business	0%
work with Caribbean elderly	0%
	100%

35. Do you have any long-standing illness, disability or infirmity? By long-standing, I mean anything that has troubled you over a period of time or that is likely to affect you over a period of time.

Yes	23%
No	76%
Don't know	1%
	100%

36. Which of these best describes your religion? Please just read out the letter that applies. SHOWCARD - TICK ONE ONLY

Christian	60%
Muslim	1%
Hindu	0%
Jewish	0%
Buddhist	0%
Sikh	0%
Bahai	0%
Rastafarian	2%
Other	14%
Prefer not to say	12%
none	10%
	100%

37. Looking at this list, can you please read out the letter next to the line which best describes you? SHOWCARD – TICK ONE BOX ONLY

Straight/Heterosexual	95%
Gay/Lesbian	0%
Bisexual	0%
prefer not to say	5%
	100%

For quality monitoring purposes we are required to collect telephone numbers. These phone numbers will be kept confidential and will only be used to check with you to confirm that you took part in this survey

38.. Would you like to participate in the focus group and the in-depth interviews

Yes	53%
No	47%
	100%

39. Telephone

40. Email

Thank you very much for agreeing to speak to us and answering our questions

Interview completed by

Time

Date

Location

Caribbean background

Jamaica	71%
other	29%
	100%

