

Residents survey 2021

A repeat survey completed by a representative sample of residents throughout the Borough, the results of which will help Lambeth Council to plan for the future.



The 2020 and 2021 residents' surveys were conducted by DJS Research (djsresearch.co.uk) on behalf of the London Borough of Lambeth. 1,606 interviews took place with residents aged 18+ between 6th January & 23rd February 2020 and a further 1,605 took place between 18th May & 24th June 2021. Comparisons between 2020 and 2021 should be made with caution due to both a change in methodology (from a face-to-face approach to computer assisted telephone and web interviews) and the potential impacts that COVID-19 may have had on residents' perceptions. *LGA, Local Government Association national public resident satisfaction poll –polling on resident satisfaction with councils: round 28 February 2020.