

## Topline results

- Final results are based on 1,406 interviews conducted face-to-face in respondents' homes with residents in the Greater London area.
- Interviews were conducted in February and early March 2011.
- Results are weighted by gender, age, ethnicity, tenure, working status and area of London lived in.
- Where results do not sum to 100%, this may be due to multiple responses, computer rounding or the exclusion of 'don't know/not stated' response categories.
- Multiple responses mean that respondents can give more than one answer to a question, therefore results will total more than 100, as percentages are based on the total number of responses given divided by the total number of people answering the question.
- The use of showcards indicates that responses to a question are prompted i.e. respondents are given a list of responses from which they can choose.
- Where applicable, trend data from previous surveys has been included.
- An asterisk (\*) represents a value of less than half of one per cent, but not zero.

**Q4 How long have you been living at your current address?**

**Q5 And how long have you been living in London?**

	2006		2007		2009		2010		2011	
	Current address %	London %	Current address %	London %	Current address %	London %	Current address %	London %	Current address %	London %
<b>Up to 1 year</b>	17	4	16	3	11	3	11	2	13	3
<b>Over 1 year up to 2 years</b>	9	5	10	4	10	2	9	2	12	4
<b>Over 2 years up to 5 years</b>	15	8	14	8	17	6	17	5	16	6
<b>Over 5 years up to 10 years</b>	16	12	18	10	17	10	18	10	17	11



	2006		2007		2009		2010		2011	
<b>Over 10 years up to 15 years</b>	10	7	11	8	12	7	11	8	12	10
<b>Over 15 years up to 20 years</b>	8	6	8	7	8	6	8	8	7	6
<b>Over 20 years or more</b>	21	26	21	28	21	22	22	24	18	23
<b>All my life/born in London</b>	3	32	2	30	4	43	3	39	4	36
<b>Don't know/Can't remember</b>	*	*	*	-	1	*	1	1	1	1

**Q6 How satisfied or dissatisfied are you with this neighbourhood as a place to live?**

	2003	2004	2005	2006	2007	2009	2010	2011
<b>Very satisfied</b>	28	30	34	30	32	28	27	22
<b>Fairly satisfied</b>	50	53	49	50	49	55	59	57
<b>Neither satisfied nor dissatisfied</b>	8	6	7	9	8	6	4	8
<b>Fairly dissatisfied</b>	9	6	7	7	8	8	8	9
<b>Very dissatisfied</b>	5	4	3	3	3	3	3	4
<b>No opinion</b>	1	*	*	*	*	*	0	1



**Q7 And how satisfied or dissatisfied are you with London as a city to live in?**

	2003	2004	2005	2006	2007	2009	2010	2011
<b>Very satisfied</b>	19	22	30	25	22	25	24	22
<b>Fairly satisfied</b>	52	53	50	49	51	54	59	55
<b>Neither satisfied nor dissatisfied</b>	13	11	9	10	13	9	8	9
<b>Fairly dissatisfied</b>	11	9	7	10	10	8	5	9
<b>Very dissatisfied</b>	4	3	3	4	3	2	2	4
<b>No opinion</b>	2	2	1	1	1	1	0	2

**Q8 What if anything would you say are the two or three best things about living in London?**

	2003	2004	2005	2006	2007	2009	2010	2011
<b>Transport</b>	23	31	33	31	30	36	40	46
<b>The range of shops</b>	40	41	35	34	34	32	39	32
<b>Job opportunities</b>	30	33	33	39	31	19	23	24
<b>Health services</b>	11	16	20	18	17	12	12	21
<b>The mixture of people who live here</b>	30	32	33	32	29	23	27	19
<b>Schools</b>	12	16	14	17	17	12	11	18
<b>Nightlife (theatres/clubs/bars)</b>	27	22	19	25	19	19	18	17
<b>The range of parks and open spaces</b>	20	19	19	21	25	15	17	16



<b>The range of museums and art galleries</b>	29	26	25	28	26	18	14	13
<b>The range of sports and leisure</b>	10	9	9	10	12	13	11	8
<b>Safety and policing</b>	n/a	n/a	n/a	n/a	n/a	4	4	5
<b>Architecture and heritage</b>	n/a	n/a	n/a	n/a	n/a	n/a	n/a	4
<b>The range of housing available</b>	3	2	4	3	2	7	4	3
<b>Universities*</b>	n/a	n/a	4	6	6	3	3	3
<b>Other</b>	4	4	2	2	1	5	6	3
<b>None of these/nothing</b>	3	1	3	2	2	10	5	4
<b>Don't know</b>	3	1	1	1	2	3	2	2

Note: the code "Universities" was not on the showcard list before 2005. Note: In 2007 the showcard included: safety in London/crime rates; the cost of living; the cost of housing; traffic congestion. Results should be interpreted with caution. 'Safety and policing' was added in 2009, and 'architecture and heritage' in 2011.



**Q9 I would like to ask some general questions about your neighbourhood. I am going to read out some statements and would like you to tell me for each one, whether you agree or disagree with each.**

	Year	Strongly disagree	Tend to disagree	Neither agree nor disagree	Tend to agree	Strongly agree	No opinion
My neighbourhood has good publicly run sports facilities	2009	2	13	21	45	10	9
	2010	2	7	23	51	13	5
	2011	4	14	19	41	12	11
My neighbourhood has good relations between different ethnic and religious communities	2009	1	6	20	57	12	4
	2010	1	4	19	56	18	2
	2011	2	5	17	53	18	5
There is less discrimination on the basis of race or ethnic origin in my neighbourhood than three years ago	2009	1	7	29	47	8	9
	2010	1	5	31	41	15	7
	2011	2	4	22	43	15	14
My neighbourhood is a clean area	2009	2	12	17	52	16	*
	2010	4	8	17	55	16	*
	2011	3	10	17	53	17	1
My neighbourhood has good quality health services	2009	2	8	20	53	16	2
	2010	1	5	20	56	16	2
	2011	2	6	17	54	18	3
My neighbourhood has good schools	2009	1	7	17	47	14	13
	2010	2	5	19	49	13	12
	2011	2	6	18	45	16	13
My neighbourhood has good parks and green spaces	2009	1	8	16	54	20	1
	2010	1	5	18	56	19	1
	2011	2	6	15	55	20	2
My neighbourhood has good cultural	2011	3	14	17	44	18	4



facilities							
I feel safe using public transport in my neighbourhood	2009	1	6	18	55	17	3
	2010	1	4	19	56	19	1
	2011	1	7	15	55	20	3
I feel safe using parks and green spaces in my neighbourhood	2011	1	8	15	54	20	3
My neighbourhood has reliable transport links	2009	1	7	16	58	17	2
	2010	1	4	18	56	21	1
	2011	1	5	13	57	22	2
My neighbourhood has well designed streets and squares	2011	2	6	20	52	17	3
My neighbourhood is a pleasant place to live	2009	1	6	18	55	19	1
	2010	1	4	18	56	21	*
	2011	1	6	15	57	20	1
My neighbourhood has good activities for young people	2009	4	15	20	40	10	11
	2010	3	10	21	46	12	9
	2011	4	14	21	38	12	13
My neighbourhood is safe for children	2009	-	-	-	-	-	-
	2010	2	7	23	50	12	5
	2011	2	9	19	46	15	8
There are good relations between older and younger generations in my neighbourhood	2009	-	-	-	-	-	-
	2010	2	5	24	52	14	3
	2011	2	8	21	47	15	9

**Q10 How safe do you feel walking outside in this neighbourhood in the evening by yourself?**

	2003	2004	2005	2006	2007	2009	2010	2011
<b>Very safe</b>	19	18	19	18	17	27	31	31



<b>Fairly safe</b>	41	41	43	42	44	38	45	47
<b>A bit unsafe</b>	20	22	22	23	22	21	10	11
<b>Very unsafe</b>	13	13	12	11	11	7	6	5
<b>Never go out in the evening</b>	7	5	4	6	5	6	8	5
<b>Don't know</b>	*	*	*	*	*	1	*	1



**Q11 Thinking about your quality of life in your local neighbourhood, how much of a problem, if at all, do you consider each of the following to be? Please answer on a scale of 1 to 5 where 1 is a major problem and 5 is not a problem at all.**

	Year	Major problem	*****	*****	*****	No problem at all	Don't know
Fear of crime	2009	5	22	34	25	15	*
	2010	12	23	31	18	15	1
	2011	10	15	30	23	22	1
Fear of physical attack	2009	5	17	34	28	16	1
	2010	11	18	32	21	17	2
	2011	7	12	25	27	28	2
The cost of living (not including housing)	2009	10	24	32	20	13	1
	2010	17	25	29	16	12	1
	2011	17	23	26	16	15	3
Unemployment	2009	5	17	30	23	15	11
	2010	12	18	28	16	17	9
	2011	14	17	23	15	17	13
The cost of housing	2009	14	23	28	19	13	3
	2010	22	26	25	13	11	4
	2011	24	22	20	15	16	4
Traffic congestion	2009	10	23	32	22	13	1
	2010	19	26	27	14	13	1
	2011	22	23	23	14	17	1





**Q12 To what extent, if at all, are you worried about crime in this area?**

	2006	2007	2009	2010	2011
<b>Very worried</b>	15	15	7	9	7
<b>Fairly worried</b>	44	42	38	34	27
<b>Not very worried</b>	34	35	35	38	43
<b>Not at all worried</b>	7	7	18	16	21
<b>Don't know</b>	*	1	2	3	1

**Q13 Thinking about safety, for what reasons, if any, do you feel unsafe in this area?**

	2005	2006	2007	2009	2010	2011
Fear of burglary	32	39	36	34	42	38
Fear of being mugged or physically attacked	36	42	38	27	30	18
Knife crime	20	34	28	23	20	17
People using drugs	-	-	-	22	24	16
People dealing drugs	-	-	-	19	25	14
Teenagers hanging around on the streets	28	33	34	16	10	11
Lack of police presence	26	31	29	12	10	11
Car crime/ theft	15	19	17	12	9	9
Gun crime	17	22	22	9	8	8
Fear of the dark/ night	16	15	18	12	8	7
People being drunk or rowdy in the streets	20	21	20	9	4	7
Vandalism and other deliberate damage to property or vehicles	19	21	22	9	5	5
Lack of adequate street lighting	12	11	11	5	4	4
Volume/speed of traffic	12	14	14	5	3	4
Pickpockets	7	8	8	5	3	4



Run-down local environment (e.g. graffiti, litter, fly-tipping, derelict buildings, etc.)	11	11	11	4	2	4
Fear of sexual harassment or attack	10	10	10	7	5	3
Fear of homophobic bullying /violence	-	-	-	5	4	3
Fear of harassment or attack due to race or religious beliefs	9	9	9	3	4	3
Noise or nuisance from neighbours	6	10	10	3	2	3
Nuisance/dangerous dogs	-	-	-	2	2	3
Press reports about crime	6	7	6	5	1	3
People seeking sexual services ("kerb crawling")	-	-	-	-	-	2
People sleeping rough or begging	6	5	5	3	1	2
Abandoned or burnt-out cars	5	3	3	3	1	1
Other	2	1	*	1	1	2
None of these	16	9	7	18	15	18
Do not feel unsafe in London	-	-	-	6	12	6
Don't know		1	1	5	-	3

Note: trends prior to 2005 are not shown due to a change in the question format. Note: people using and dealing drugs split out in 2009. Fear of homophobic bullying /violence or attack and Nuisance/dangerous dogs added in 2009. 'People seeking sexual services (kerb crawling)' added in 2011.

#### Q14 Which two or three things would make you feel safer in this area?

	2005	2006	2007	2009	2010	2011
More police around on foot	56	62	55	54	66	54
More security cameras (CCTV)	38	28	29	30	41	34
Improved street lighting	25	20	17	25	19	20
Providing young people with more things to do/ community centres	29	33	34	14	13	12
More police on public transport	-	-	-	-	-	11
Better relations between the police and the community	15	16	14	9	7	9
Neighbourhood Watch schemes/ wardens	16	20	16	14	16	8



More advice on crime prevention	11	10	8	10	8	6
Encourage more parental responsibility	22	27	21	9	4	5
Improve employment opportunities	7	8	7	5	2	5
Drugs education/advice/rehabilitation	14	15	11	7	4	4
Traffic restrictions/ More pedestrian crossings	-	-	-	5	6	4
More information about what the Police are doing to prevent crime	-	-	-	6	2	2
Improving the local environment e.g. removing graffiti	10	8	5	6	3	2
Improve educational opportunities	6	8	8	5	2	2
Reduced licensing hours for selling alcohol	-	-	-	-	-	2
Better housing	6	5	6	3	-	-
Better design of housing estates eg. better lighting and layout	-	-	-	-	1	2
More involvement in police decisions	-	-	-	3	1	2
No licences for sex establishments	-	-	-	-	-	1
Truancy patrols	-	-	-	-	1	1
Other	2	2	*	2	1	2
None of these	-	-	-	-	-	12
Don't know	2	2	2	3	4	3

Note: trends prior to 2005 are not shown due to a change in the question format. Note: In 2009 Deleted 'issue ID cards; and 'more pedestrian areas'. 'Traffic restrictions' and more 'pedestrian crossings' have been merged. Added More information about what the Police are doing to prevent crime and More involvement in police decisions.

In 2010 replaced 'better housing' with 'better design of housing', and in 2011 this was changed to 'better design of housing estates'. In 2010 added 'truancy patrols'. Further options were added in 2011.

Note: Before 2009 the question working was: Which two or three things do you think would most improve safety in or around this area?



**Q15 Thinking about the quality of the environment in London, how much of a problem, if at all, do you consider each of the following to be?**

	Year	Major problem	*****	*****	*****	No problem at all	Don't know
Pollution from traffic	2009	5	15	33	25	20	2
	2010	5	17	31	19	24	3
	2011	9	15	24	19	29	4
Climate change	2009	3	12	31	26	21	6
	2010	4	13	33	17	28	5
	2011	6	11	22	20	30	12
Fly tipping	2009	3	14	30	27	22	3
	2010	5	16	31	21	25	2
	2011	6	11	21	22	33	7
Noise from neighbours	2009	1	7	25	28	38	1
	2010	2	9	29	24	34	2
	2011	3	5	17	25	48	3
Noise from traffic and transport	2009	2	10	29	30	28	1
	2010	4	15	31	21	29	1
	2011	4	9	22	25	36	3
Lack of green spaces	2009	1	7	27	30	34	1
	2010	1	10	32	22	33	1
	2011	2	6	20	29	39	3
Increasing recycling	2009	2	7	29	30	31	2
	2010	2	9	35	21	32	2
	2011	3	8	21	24	39	6



Conserving energy	2009	1	8	30	29	27	5
	2010	1	11	34	19	32	3
	2011	3	9	22	22	35	10
Conserving water/reducing water wastage	2009	1	8	31	28	26	6
	2010	1	12	32	21	31	4
	2011	2	8	22	21	34	13
Pollution of rivers and canals	2009	1	8	29	26	26	10
	2010	1	12	32	20	30	4
	2011	2	8	20	23	32	15
Protecting plants and wildlife	2009	1	9	28	28	25	9
	2010	2	11	33	20	29	5
	2011	2	8	21	24	33	12
Litter	2009	6	17	29	25	21	1
	2010	6	17	33	20	22	2
	2011	9	16	23	20	28	4

**Q16** And thinking about improving the quality of the environment in London, which two or three of these, if any, do you think should be a priority?

	2009	2010	2011
Dealing with litter	20	20	24
Conserving green spaces	22	8	23
Reducing pollution from traffic	21	22	19
Fly tipping	20	21	18
Conserving energy	22	9	18
Increasing recycling	12	7	11
Protecting plants and wildlife	11	6	11
Noise from traffic and transport	10	21	10



Reducing pollution of rivers and canals	9	9	9
Promoting the use of electric vehicles	-	-	8
Climate Change	12	8	7
Noise from neighbours	6	6	5
Conserving water/ reducing water wastage	4	3	4
Other	1	2	1
None of these	13	22	14
Don't know	10	9	7

**Q17 Thinking about policing in this area, to what extent are you satisfied or dissatisfied with the way this area is policed?**

	2004	2005	2006	2007	2009	2010	2011
<b>Very satisfied</b>	6	10	8	6	11	11	10
<b>Fairly satisfied</b>	34	43	40	45	45	52	47
<b>Neither satisfied nor dissatisfied</b>	24	21	22	24	21	22	21
<b>Fairly dissatisfied</b>	23	15	18	16	15	8	13
<b>Very dissatisfied</b>	10	7	10	7	4	4	5
<b>No opinion</b>	3	3	2	2	3	4	4

**Q18 In the past year, would you say you have seen more, less or about the same amount of uniformed police officers (that is, police men and women and Police Community Support Officers) in your local neighbourhood?**

	2005	2006	2007	2009	2010	2011
<b>More</b>	24	27	30	18	18	16
<b>About the same</b>	52	47	47	51	57	50
<b>Less</b>	18	18	16	25	20	29
<b>Don't know</b>	5	8	6	6	5	6



**Q19** In the past year, would you say you have seen more, less or about the same amount of uniformed police officers (that is, police men and women and Police Community Support Officers) in London as a whole?

	2005	2006	2007	2009	2010	2011
<b>More</b>	40	36	38	20	17	19
<b>About the same</b>	42	38	41	52	55	49
<b>Less</b>	7	11	9	16	22	19
<b>Don't know</b>	10	14	12	13	6	13

**Q20** Do you think the increased police presence has helped make you feel safer? Has it helped a little or a lot?

	2006	2007	2009	2010	2011
<b>YES - Helped a lot</b>	35	27	46	36	35
<b>YES - Helped a little</b>	41	47	37	51	46
<b>No</b>	23	25	14	11	17
<b>Don't know</b>	2	2	2	2	3

**Q21** Do you think the increased police presence has helped reduce crime? Has it helped a little or a lot?

	2006	2007	2009	2010	2011
<b>YES - Helped a lot</b>	23	16	43	38	31
<b>YES - Helped a little</b>	42	44	37	47	42
<b>No</b>	23	27	14	10	17
<b>Don't know</b>	12	12	6	5	10

**Q22** Do you think the increased police presence has helped reduce anti-social behaviour? Has it helped a little or a lot?



	2006	2007	2009	2010	2011
<b>YES - Helped a lot</b>	21	19	43	35	28
<b>YES - Helped a little</b>	48	43	37	49	40
<b>No</b>	23	29	15	10	20
<b>Don't know</b>	9	8	5	6	13

**Q23 How much confidence, if any, do you have in Police Community Support Officers in your local neighbourhood?**

	2009	2010	2011
<b>No confidence at all</b>	5	7	10
<b>Not much confidence</b>	18	19	20
<b>Some confidence</b>	57	56	48
<b>A lot of confidence</b>	11	13	14
<b>Don't know</b>	9	4	7





**Q24 How much confidence, if any, do you have in Police Community Support Officers in London as a whole?**

	2009	2010	2011
<b>No confidence at all</b>	5	8	10
<b>Not much confidence</b>	16	16	18
<b>Some confidence</b>	56	58	46
<b>A lot of confidence</b>	10	13	15
<b>Don't know</b>	13	5	11

**Q25 How much confidence, if any, do you have in uniformed police officers in your local neighbourhood?**

	2009	2010	2011
<b>No confidence at all</b>	3	6	5
<b>Not much confidence</b>	14	13	11
<b>Some confidence</b>	57	61	48
<b>A lot of confidence</b>	18	16	32
<b>Don't know</b>	8	4	5

**Q26 How much confidence, if any, do you have in uniformed police officers in London as a whole?**

	2009	2010	2011
<b>No confidence at all</b>	3	6	5
<b>Not much confidence</b>	12	13	10
<b>Some confidence</b>	57	60	46
<b>A lot of confidence</b>	19	16	32
<b>Don't know</b>	9	5	8



**Q27 Who do you think is responsible for policing in London?**

	2009	2010	2011
<b>Government</b>	25	38	37
<b>Home Office</b>	6	5	9
<b>Mayor/Greater London Authority</b>	28	26	21
<b>Metropolitan Police Service</b>	29	30	31
<b>Metropolitan Police Authority</b>	24	26	22
<b>Local Government</b>	4	3	7
<b>Other</b>	*	*	1
<b>Don't know</b>	14	15	6

**Q28 Which of these types of transport in London do you think is most in need of improvement?**

	2005	2006	2007	2009	2010	2011
<b>Roads</b>	19	25	30	28	42	36
<b>London Underground</b>	38	31	31	19	18	20
<b>Buses</b>	20	23	21	21	19	20
<b>Trains</b>	9	10	8	9	7	9
<b>Other</b>	*	*	*	1	1	1
<b>None of these</b>	8	6	7	16	7	9
<b>Don't know</b>	6	4	3	6	7	5

**Q29 Looking at this card, which, if any, of these aspects of transport in London do you think are most in need of improvement?**

	2009	2010	2011
<b>Cheaper bus and tube fares</b>	36	46	48



Reducing traffic congestion	31	43	37
More reliable buses and tubes	32	36	35
Less pollution from traffic	12	19	14
Measures to reduce overcrowding on the buses	15	16	15
Improved personal safety on buses, the tube and trains	12	14	16
More investment in improving London as a place to cycle	8	12	10
Measures to reduce overcrowding on the tube	17	10	15
More investment in improving London as a place to walk	5	10	8
Expansion of the Cycle Hire Scheme and Cycle Superhighways	-	-	8
A more integrated/cohesive transport system	11	5	13
Measures to reduce overcrowding on the trains	11	6	8
Other	5	3	2
None of these	16	8	7
Don't know	6	5	3

**Q30** Here is a list of different forms of transport, please could you tell me which of these, if any, you use regularly? By this I mean at least once a month.

	2003	2004	2005	2006	2007	2009	2010	2011
Local buses	67	68	69	72	68	65	64	69
Underground services (the tube)	50	52	48	53	49	45	44	45
Local train services	31	29	28	33	26	32	30	24
Black cabs	14	8	9	11	10	4	8	5
Mini cabs (private hire)	18	11	12	14	13	4	8	5
Tram	4	2	3	3	3	1	3	2
Docklands Light Railway (DLR)	4	4	4	5	3	1	2	2
Car or van*	-	-	-	-	46	42	43	38
Motorbike, moped or scooter*	-	-	-	-	2	1	1	1



<b>Privately owned bicycle*</b>	-	-	-	-	10	4	3	4
<b>Boris bike</b>	-	-	-	-	-	-	-	*
<b>None of these*</b>	17	15	15	13	4	5	3	3

\*Notes: In 2007, “car or van”, “motorbike, moped or scooter”, and “bicycle” were added, therefore no trend data is available. Adding these new items to the list has affected the trends for the ‘none of these’ response. In 2011 ‘bicycle’ was split into ‘privately owned bicycle’ and ‘Boris bike’. Figures prior to 2011 for ‘privately owned bicycle’ are those for the heading ‘bicycle’.

**Q31 For each form of public transport that you use, please tell me how safe you feel using this type of transport during the day, alone.**

	Year	Very unsafe	A bit unsafe	Fairly safe	Very safe	Don't use during the day because of safety	Don't use during the day for any other reason	Don't know
Local buses (base 959)	2009	1	4	49	46	*	*	*
	2010	1	4	61	34	*	-	*
	2011	1	6	49	42	*	1	*
Underground services (the tube) (base 598)	2009	*	3	47	50	*	-	*
	2010	*	6	62	31	*	-	*
	2011	1	3	47	47	1	1	1
Local train services (base 311)	2009	-	5	50	45	*	-	*
	2010	*	4	61	34	*	-	*
	2011	2	5	46	45	*	*	*
Black cabs (base 56)	2009	-	2	28	69	-	-	-
	2010	1	2	62	34	-	-	-
	2011	2	4	16	73	-	2	4
Mini cabs (private hire) (base 61)	2009	-	4	24	72	-	-	-
	2010	1	4	65	30	-	-	-
	2011	2	5	31	59	-	2	1



**Q32 For each form of public transport that you use, please tell me how safe you feel using this type of transport at night, alone.**

	Year	Base	Very safe	Fairly safe	A bit unsafe	Very unsafe	Don't use at night because of safety	Don't use at night for any other reason	Don't know
Local buses	2002	(951)	14	42	18	5	8	13	1
	2003	(974)	14	48	17	6	5	10	*
	2004	(963)	17	41	20	6	9	7	1
	2005	(957)	19	41	19	6	7	5	*
	2006	(1019)	13	48	19	7	7	6	*
	2007	(973)	15	44	25	7	6	3	*
	2009	(916)	26	46	13	4	6	4	1
	2010	(975)	20	50	17	3	6	5	*
	2011	(959)	24	40	16	5	5	8	3
Underground services (the tube)	2002	(625)	12	43	23	8	5	8	1
	2003	(698)	12	49	22	10	2	5	1
	2004	(731)	16	45	20	8	5	3	3
	2005	(669)	13	42	29	8	3	3	*
	2006	(716)	15	48	25	5	4	3	*
	2007	(645)	13	51	26	6	2	2	*
	2009	(637)	28	46	12	5	5	5	1
	2010	(622)	20	54	17	3	4	2	*
	2011	(598)	29	40	15	4	3	7	3
Local train services	2002	(427)	14	42	21	9	5	7	2
	2003	(436)	12	53	20	7	3	4	1
	2004	(410)	15	43	24	9	5	2	3
	2005	(390)	12	45	27	6	3	4	*



	2006	(456)	14	48	23	7	4	3	1
	2007	(351)	15	50	24	5	5	2	*
	2009	(460)	26	51	14	2	4	3	*
	2010	(429)	20	53	19	1	4	4	*
	2011	(311)	26	38	21	6	4	6	1
	2002	(141)	58	27	3	-	1	9	2
	2003	(186)	45	49	2	1	-	1	3
	2004	(115)	68	21	4	2	-	2	2
	2005	(116)	63	27	2	2	2	-	-
Black cabs	2006	(139)	72	21	3	-	*	2	1
	2007	(123)	70	29	1	-	-	-	1
	2009	(58)	63	31	5	-	2	-	-
	2010	(99)	22	64	11	-	1	1	1
	2011	(56)	65	28	3	2	-	-	2
	2002	(240)	25	41	19	4	2	6	2
	2003	(257)	25	52	14	4	2	1	2
	2004	(147)	26	43	16	2	2	1	10
	2005	(177)	27	49	15	2	3	1	1
Mini cabs (private hire)	2006	(185)	42	43	10	1	2	2	-
	2007	(181)	34	51	9	2	2	1	1
	2009	(53)	51	34	8	4	2	-	-
	2010	(120)	19	58	19	*	2	2	-
	2011	(61)	47	35	8	4	2	-	4



**Q33** From the following list, which two things would be most likely to help you have a healthier lifestyle?

	2011
More affordable physical activities eg. exercise classes, sports	27
More affordable fruit and vegetables	20
Safer parks and open spaces	16
Leisure facilities/sports centres that are easier to get to/closer	15
More information about where to get health advice	14
More information about healthy food choices	14
Parks and open spaces that are easier to get to/closer	11
Safer roads for cycling	12
Safer, cleaner, greener environment for walking	9
More community food growing spaces that are easier to get to/closer	5
Other	1
Nothing more – I have a healthy lifestyle already	26

**Q34** In July 2005, the International Olympic Committee announced that London will host the 2012 Olympic Games and Paralympic Games. From what you have seen or heard, do you agree or disagree that the Olympics will be good for London?

	2009	2010	2011
Strongly disagree	8	6	8
Tend to disagree	13	6	12
Neither agree nor disagree	14	14	11
Tend to agree	37	48	36
Strongly agree	20	18	27
No opinion	8	7	6



**Q35** And do you agree or disagree that the 2012 Olympics Games and Paralympic Games will be good for your local area?

	2009	2010	2011
<b>Strongly disagree</b>	14	13	14
<b>Tend to disagree</b>	19	10	22
<b>Neither agree nor disagree</b>	17	18	18
<b>Tend to agree</b>	30	39	23
<b>Strongly agree</b>	9	12	14
<b>No opinion</b>	11	9	8

**Q36** Now looking at this list of potential benefits of London hosting the 2012 Olympic Games and Paralympic Games. Could you tell me which two or three of the following you think is most important for London?

	2009	2010	2011
<b>Benefits for businesses</b>	23	33	30
<b>Improving/regenerating the East End</b>	24	15	26
<b>Improving the local economy</b>	23	32	24
<b>Increasing job opportunities and prospects</b>	16	17	22
<b>Bringing more people/tourists to London</b>	21	28	20
<b>Improving transport</b>	13	12	17
<b>Improving/regenerating Greater London</b>	16	16	15
<b>Promoting England/The London area</b>	15	19	14
<b>Improving sports facilities</b>	12	9	10
<b>Increasing opportunities for volunteering</b>	-	-	7
<b>Encouraging sport participation</b>	4	2	6
<b>Encouraging young/New British athletes</b>	3	2	5
<b>Bringing people together through sport</b>	3	2	4
<b>Promoting good health/Fitness</b>	2	1	4





<b>Other</b>	1	1	1
<b>None of these</b>	15	10	7
<b>Don't know</b>	10	10	8

**Q37** And what do you think are the long term benefits that will result from the games?

	2009	2010	2011
<b>More children participating in sport</b>	30	21	27
<b>More adults participating in sport</b>	15	20	17
<b>Better leisure facilities</b>	30	29	25
<b>Increased business and job opportunities</b>	26	33	25
<b>Improved transport</b>	24	22	21
<b>Attracting more tourists</b>	21	33	16
<b>Regeneration of East London</b>	17	15	30
<b>Continued use of the Olympic Park</b>	-	-	24
<b>Increasing participation in volunteering</b>	-	-	8
<b>More cultural events and art in public spaces</b>	-	-	13
<b>Other</b>	1	1	1
<b>None of these</b>	20	14	10
<b>Don't know</b>	10	13	9

**Q38** Who do you think is responsible for the 2012 Olympic Games and Paralympic Games?

	2009	2010	2011
<b>Government</b>	27	32	38
<b>International Olympic Committee (IOC)</b>	26	35	35
<b>Mayor/Greater London Authority</b>	25	28	16
<b>London Organising Committee of the Olympic Games (LOCOG)</b>	7	9	10



<b>Olympic Delivery Authority (ODA)</b>	3	3	7
<b>British Olympic Association (BOA)</b>	4	7	6
<b>London Development Agency (LDA)</b>	1	3	4
<b>London Boroughs</b>	1	1	2
<b>Other</b>	1	*	1
<b>Don't know</b>	29	25	15

**Q39 Do you know the name of the Mayor of London?**

	2003	2004	2005	2006	2007	2009	2010	2011
<b>Yes (correct) – Boris Johnson</b>	81	81	85	82	83	77	79	81
<b>Yes (incorrect)</b>	n/a	n/a	2	3	3	4	2	2
<b>No/don't know</b>	17	18	13	15	14	18	19	17

Note: Before 2009, Mayor was Ken Livingstone

**Q40 How much, if anything, would you say you know about what the Mayor of London is doing for London?**

	2003	2004	2005	2006	2007	2009	2010	2011
<b>A great deal</b>	5	5	6	9	6	4	4	6
<b>A fair amount</b>	39	40	46	44	45	35	38	36
<b>Not very much</b>	36	37	33	33	36	34	32	31
<b>Nothing at all</b>	11	10	10	10	9	12	13	17
<b>Don't know</b>	9	7	5	4	5	14	13	11



**Q41 Are you satisfied or dissatisfied with the way Boris Johnson is doing his job as Mayor of London?**

	2002	2003	2004	2005	2006	2007	2009	2010	2011
<b>Very satisfied</b>	4	7	6	7	7	8	5	5	6
<b>Fairly satisfied</b>	23	28	33	30	29	36	25	21	26
<b>Neither satisfied nor dissatisfied</b>	29	28	27	26	28	23	26	40	33
<b>Fairly dissatisfied</b>	14	11	12	13	13	14	9	8	9
<b>Very dissatisfied</b>	13	10	9	11	13	8	3	3	6
<b>No opinion</b>	17	17	14	12	9	10	32	23	21

**Q42 You said that you are satisfied with the way Boris Johnson is doing his job as Mayor of London. Why do you say that? "What else?"**

	2009	2010	2011
Doing a good job	11	17	19
More cycle lanes/getting more people to cycle	-	1	8
Trying to improve London / put things right	2	1	7
Just doing his job/doing alright	7	8	6
Improved/focused on transport	4	3	6
Getting something done/doing something	3	4	5
Good personality/character/likeable	4	6	4
Scrapped/stopped congestion charge/extension	3	1	3
Honest/straight talking	1	2	3
Better than Ken	5	2	2
Honouring his promises / commitments	3	1	2
Trying his best/hard	3	9	2
Made no mistakes	3	4	2



Has some good ideas/new ideas	2	2	2
Represents / Promotes London	1	1	2
Caring/Understanding	1	-	2
Improved London's environment/made London cleaner	-	-	2
Improving / changing things	4	3	1
Scrapped bendy buses/changing to Routemasters	2	1	1
Tackling crime/reducing crime figures	2	2	1
Spends the budget / cash wisely	2	-	1
Better than previous Mayors	2	3	1
Amuses people	2	1	1
Intelligent/clever	1	1	1
Listens/approachable	1	1	1
Stands up for what he believes in	1	*	1
Makes up his own mind/own decisions	1	-	1
There's still more that he can do	1	1	1
Not much has changed	1	1	1
Good communicator	-	-	1
Increased employment opportunities	-	-	1
Providing more police/better policing	2	-	*
Man of the people	2	3	*
Banned drinking alcohol on all public transport	1	1	*
Talks sense	1	1	*
Speaks his mind/He's direct	1	2	*
I'm happy with what he's done	1	3	*
Good attitude	1	*	*
Confident/knows what he's doing	-	1	*
Doing as well as/better than expected	-	1	*
Early days yet/new to the job	3	-	-



Introduced Freedom pass / Extended hours when buss pass can be used by the elderly	1	-	-
Visible/In the media	1	1	-
Good policies	1	-	-
Has no policies/agenda of his own	*	-	-
Other	9	13	10
No particular reason	4	1	3
Don't know	7	11	3
Prefer not to say	1	1	3

**Q43 You said that you are dissatisfied with the way Boris Johnson is doing his job as Mayor of London. Why do you say that? "What else?"**

	2009	2010	2011
Useless/doing a bad job	7	11	16
Stupid/A joker etc.	7	7	6
Getting nothing done/doing nothing	6	8	5
Broke his promises on/have concerns about congestion charge	5	3	5
More investment needed in/stop opposing changes to public transport	4	-	5
Don't like his attitude	2	-	4
His a Conservative / Didn't vote for him	2	3	4
Does not listen to public/London residents	-	-	4
Does not keep us informed	-	-	4
Only looks after himself/selected groups	-	-	4
Not doing much/still a lot to do	4	8	3
Public transport too costly / needs discounts	2	5	3
Not keeping his promises	2	8	3
Not much has changed	3	1	2
Don't like him	3	2	2



Prefer/liked Ken Livingstone more	-	2	2
Don't like his policies	-	4	2
Made no improvements/changes	5	5	1
Poor management of the police	2	-	1
Don't trust him / not convinced by him	2	1	1
Poorer employment opportunities	-	-	1
Hasn't had long enough in office/inexperienced	2	-	-
Wrong about transport	1	3	-
Prices/cost of living rising	-	2	-
Other	31	38	22
No particular reason	9	3	3
Don't know	2	2	2
Refused	-	-	4

**Q44 Looking at this list, please tell me which of these, if any, the Mayor of London has responsibility for?**

	2003	2004	2005	2006	2007	2009	2010	2011
Congestion charging	53	62	60	75	71	60	55	53
Buses	38	53	50	54	56	59	58	53
The underground/tube	41	51	49	50	50	52	54	49
Representing London at home and abroad	n/a	n/a	n/a	43	37	32	34	31
Policing	16	28	22	26	28	40	24	29
Main roads	27	38	33	25	23	27	35	29
Attracting tourism to London	25	32	33	42	41	27	30	29
Cycle hire scheme	-	-	-	-	-	-	-	28
Making the case for increased central	20	28	28	35	29	24	25	23



government funding for London								
The Olympic and Paralympic games	18	35	34	42	33	29	28	22
Setting budgets for Transport, Development, Police and Fire authorities	14	22	22	27	23	26	16	22
Education	9	15	11	9	12	19	14	18
London's Cycle Superhighways	-	-	-	-	-	-	-	18
Setting the GLA rate of tax	n/a	n/a	n/a	n/a	n/a	21	14	17
Over-ground trains	11	18	21	13	12	19	14	17
Reducing waste/encouraging recycling	n/a	n/a	n/a	28	27	22	10	16
Tackling climate change	n/a	n/a	n/a	16	17	19	18	16
Approving major planning applications	n/a	n/a	n/a	23	17	20	11	15
Economic development	13	19	15	15	13	19	13	14
Organising public events and festivals	n/a	n/a	n/a	26	29	16	8	14
Health Service	6	12	8	7	11	16	10	14
Tackling serious youth violence	-	-	-	-	-	-	-	13
Improving public spaces	-	-	-	-	-	-	-	13
Arts and Leisure services	14	16	17	18	17	18	10	12
Promoting skills and vocational training in London	n/a	n/a	n/a	11	12	16	8	12
Increasing the availability of affordable housing	n/a	n/a	n/a	14	17	15	7	12
Tackling violence against women	-	-	-	-	-	-	3	10
Other	1	1	1	*	*	3	2	1



None of these	1	*	*	1	1	4	3	4
Don't know	19	12	8	9	7	22	24	20

Trend data should be interpreted with caution because of wording changes to the list in 2006. Note: Setting the GLA rate of tax changed from setting council tax rates in 2009. In 2010 'Increasing affordable housing' changed to 'Increasing the availability of affordable housing', and 'Tackling violence against women' was added. In 2011, options for 'cycle hire scheme', 'London's cycle superhighways', 'tackling serious youth violence' and 'improving public spaces' were added.

**Q45 The London Assembly consists of 25 members who are elected at the same time as the Mayor. How much, if anything, would you say you know about what the London Assembly is doing for London?**

	2003	2004	2005	2006	2007	2009	2010	2011
<b>A great deal</b>	2	1	1	3	2	1	1	1
<b>A fair amount</b>	14	17	19	22	22	21	17	14
<b>Not very much</b>	34	42	39	43	40	30	35	23
<b>Nothing at all</b>	32	24	29	22	26	17	19	34
<b>Don't know</b>	18	15	11	11	11	30	28	28

**Q46 Are you satisfied or dissatisfied with the way the London Assembly is doing its job?**

	2002	2003	2004	2005	2006	2007	2009	2010	2011
<b>Very satisfied</b>	1	1	1	3	2	2	1	2	2
<b>Fairly satisfied</b>	8	11	16	18	17	21	17	14	11
<b>Neither satisfied nor dissatisfied</b>	31	33	37	31	39	37	23	32	24
<b>Fairly dissatisfied</b>	6	5	6	7	7	8	7	4	4
<b>Very dissatisfied</b>	4	4	5	3	5	3	1	1	1
<b>No opinion</b>	50	47	35	38	30	29	51	48	58





**Q47 Which of the following do you think are the roles of the London Assembly? Just read out the letter/s that apply.**

	2004	2005	2006	2007	2009	2010	2011
Determining policies and priorities for the GLA/The Mayor	33	33	34	30	20	19	16
Planning public transport	21	25	24	23	14	16	14
Setting budgets for the work of the GLA/The Mayor	25	27	28	23	12	17	14
Questioning the Mayor about his activities	29	35	35	37	11	18	14
Scrutinising budgets for the GLA/The Mayor	28	33	31	29	12	16	13
Making decisions on congestion charging	21	29	25	22	12	16	11
Co-ordinating the work of the London boroughs	25	24	26	23	8	9	11
Setting the level of council taxes in London	14	21	18	17	11	18	10
Scrutinising decisions taken by the Mayor	29	32	33	31	8	7	9
None of these	2	2	3	3	17	17	19
Don't know	40	35	37	38	49	43	46

**Q48 How well informed do you think the Mayor and the Greater London Authority keeps you about the services that they have responsibility for?**

	2002	2003	2004	2005	2006	2007	2009	2010	2011
Keeps us very well informed	2	2	3	3	5	3	1	3	2
Keeps us fairly well informed	17	20	27	32	30	34	25	25	18
Gives us only a limited amount of information	30	32	40	35	36	36	34	37	27



Doesn't tell us much at all about what they do	38	35	23	18	17	18	23	21	30
Don't know	13	11	7	10	12	8	17	15	23

**Q49 From which of the following sources, if any, do you currently obtain information about the Mayor of London and the Greater London Authority? Just read out the letters that apply.**

	2005	2006	2007	2009	2010	2011
Local newspaper	39	40	39	41	42	35
National Television	51	45	42	34	18	26
Local/Regional Television	31	27	30	31	33	21
Metro	25	28	29	15	20	19
Leaflets delivered to the door	17	17	13	15	20	14
National newspapers	35	33	34	20	15	10
Evening Standard	18	14	13	3	6	8
Other Internet sources	-	-	-	-	4	7
Local/Regional Radio	13	8	9	6	3	7
Council newspapers and freesheets	-	-	-	-	5	7
Posters	18	10	12	2	1	4
National Radio	15	11	16	4	3	4
Newspapers' websites	-	-	-	-	1	3
GLA website	n/a	n/a	n/a	1	2	3
(Other) Blogs, social networking sites (eg Twitter and Facebook) or search engines (eg Google or Yahoo)	-	-	-	-	2	2
Friends/neighbours and relations	11	8	6	1	1	2
Noticeboards/information points in libraries and other local venues	9	4	5	*	*	1
Leaflets and noticeboards in Local Council buildings	8	6	5	1	1	1
E-mail newsletters from the Mayor/GLA	-	-	-	-	-	1
The Mayor's Twitter or Facebook feed	-	-	-	-	-	1



Internet	10	11	15	12	-	-
London Lite	n/a	6	10	4	-	-
The London Paper	n/a	6	11	6	-	-
Contact with the Mayor/GLA	3	2	1	*	2	-
Other	-	-	*	1	*	2
None of these	2	2	3	2	7	8
Don't get information	6	6	5	9	13	7
Don't know	1	2	2	4	3	4

Note: In 2007 the showcard included: The Londoner; GLA offices; local shops; Citizen's Advice Bureau; Eastern Eye; Asian Voice; The Voice; Caribbean Times; Sing Tao; other ethnic press; other general press. In 2010 'Internet' was replaced by 'Newspapers' websites', 'Blogs, social networking sites (eg Twitter and Facebook) or search engines (eg Google or Yahoo)' and 'Other Internet sources', 'London Lite' and 'The London Paper' were removed, and 'Council newspapers and freesheets' was added'. Further changes were made in 2011, adding two and removing one option.

**Q50 And from which two or three sources from this list would you prefer to get most of your information about the Mayor of London and the Greater London Authority? Just read out the letters that apply.**

	2005	2006	2007	2009	2010	2011
Local newspaper	25	35	31	36	30	29
National Television	34	30	27	27	15	19
Leaflets delivered to the door	14	24	19	19	22	19
Local/Regional Television	19	20	17	27	26	18
Metro	11	15	14	12	13	14
National newspapers	20	21	19	15	9	7
Council newspapers and freesheets	-	-	-	-	8	7
Other Internet sources	-	-	-	-	3	6
Evening Standard	9	6	5	2	4	5
Local/Regional Radio	6	4	4	4	2	5
Posters	6	5	7	1	1	4
National Radio	6	5	7	2	1	3
Newspapers' websites	-	-	-	-	1	2



GLA website	n/a	n/a	n/a	1	2	2
Friends/neighbours and relations	4	3	3	*	1	2
E-mail newsletters from the Mayor/GLA	-	-	-	-	-	2
(Other) Blogs, social networking sites (eg Twitter and Facebook) or search engines (eg Google or Yahoo)	-	-	-	-	1	1
Noticeboards/information points in libraries and other local venues	4	3	5	*	*	1
Leaflets and noticeboards in Local Council buildings	4	2	3	1	1	1
Attending Mayoral events (eg. People's Question Time)	-	-	-	-	-	1
The Mayor's Twitter and Facebook feed	-	-	-	-	-	1
Internet	9	10	11	10	-	-
London Lite	n/a	1	4	2	-	-
The London Paper	n/a	1	3	2	-	-
Contact with the Mayor/GLA	2	2	2	-	2	-
Other	-	-	*	1	*	1
None of these	3	1	2	3	9	8
Don't get information	1	2	2	5	6	3
Don't know	2	2	2	4	5	5

**Q51 Do you agree or disagree that you can influence decisions in your local area?**

	2010	2011
<b>Definitely disagree</b>	20	20
<b>Tend to disagree</b>	21	29
<b>Tend to agree</b>	48	34
<b>Definitely agree</b>	6	9
<b>Don't know</b>	6	8



**Q52 Do you agree or disagree that you can influence decisions in London as a whole?**

	2010	2011
<b>Definitely disagree</b>	22	25
<b>Tend to disagree</b>	22	31
<b>Tend to agree</b>	43	25
<b>Definitely agree</b>	6	9
<b>Don't know</b>	7	10

**Q53 Which of the following have you done in the last 12 months in order to influence changes to your local area in London?**

	2010	2011
Taken part in consultation – for example filling in a questionnaire or taking part in a focus group	10	23
Signing a petition	8	14
Online comment or protest for example through blogs, Twitter, online petitions	3	5
On street campaigning, such as a march, protest, demonstration, picket or street stall	2	4
Voluntary work, like helping a local charity with fund raising or sponsored activities	3	6
Being an active member of a local interest or lobbying group	2	5
Being an active member of a political party	2	3
Serving as a councillor or as part of some decision making body relating to services	2	2
Contacting a local councillor, MP, a member of the London Assembly or the Mayor	2	3
Contacting the local or national press	*	3
Visiting or helping people in your local area on a regular basis	1	3
None of these	73	52
Don't know	9	6



**Q54 What two or three things do you think should be the top priorities to improve London as a place to live?**

	2009	2010	2011
<b>Education and training</b>	22	15	34
<b>Crime and safety</b>	37	42	31
<b>Policing</b>	33	41	24
<b>Affordable housing and property prices</b>	15	16	23
<b>Job creation</b>	14	16	23
<b>Health service</b>	17	15	23
<b>Improved public transport</b>	17	15	17
<b>Traffic congestion</b>	16	28	16
<b>Local environment</b>	16	12	11
<b>Youth Opportunities</b>	8	5	11
<b>Economy</b>	9	5	8
<b>Art and Culture</b>	-	-	6
<b>Businesses</b>	2	2	3
<b>Climate Change</b>	2	1	1
<b>Other</b>	5	3	4
<b>None of these</b>	4	2	2
<b>Don't know</b>	5	5	2

