

The London Survey TOPLINE – 19th December 2002

- Results are based on 1,452 interviews conducted face to face in respondents' homes with a sample of residents in the Greater London area.
- Interviews were conducted between 18th October and 10th December 2002.
- Data are weighted by gender, age, work status and ethnicity to the known profile of Greater London.
- 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.
- Where there are small bases (less than 30 respondents) responses are given in absolute figures rather than percentage answers.
- 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, e.g. in question 5, total results add up to 240.
- 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 one per cent, but not zero.

Q1. How long have you been living at your current address? SINGLE CODE ONLY EXCEPT ALL MY LIFE

	%
Up to 1 year	16
Over 1 year up to 2 years	9
Over 2 years up to 5 years	18
Over 5 years up to 10 years	15
Over 10 years up to 15 years	11
Over 15 years up to 20 years	9
Over 20 years or more	20
All my life/born in London	3
Don't know/Can't remember	*

Q2. And how long have you been living in London? SINGLE CODE ONLY EXCEPT ALL MY LIFE

	%
Up to 1 year	4
Over 1 year up to 2 years	3
Over 2 years up to 5 years	6
Over 5 years up to 10 years	7
Over 10 years up to 15 years	8
Over 15 years up to 20 years	6
Over 20 years or more	34
All my life/born in London	37
Don't know/Can't remember	1

Q3. SHOWCARD **How satisfied or dissatisfied are you with this neighbourhood as a place to live?** SINGLE CODE

	2002	2001	2000
	%	%	%
Very satisfied	30	33	34
Fairly satisfied	50	50	49
Neither satisfied nor dissatisfied	7	7	7
Fairly dissatisfied	8	6	6
Very dissatisfied	5	5	4
No opinion	1	*	*

Q4. SHOWCARD **And how satisfied or dissatisfied are you with London as a city to live in?** SINGLE CODE

	2002	2001	2000
	%	%	%
Very satisfied	19	24	22
Fairly satisfied	50	51	53
Neither satisfied nor dissatisfied	13	11	12
Fairly dissatisfied	10	8	8
Very dissatisfied	6	4	3
No opinion	2	1	2

Q5. SHOWCARD **What, if anything, would you say are the two or three best things about living in London? Just read out the letter/s that apply.** MULTICODE

	2002	2001
	%	%
Transport	19	22
Schools	15	13
Health services	13	13
Job opportunities	30	34
The range of parks and open spaces	14	16
The range of shops	40	43
The range of sports and leisure	10	10
Nightlife (theatres/clubs/bars)	26	26
The range of museums and art galleries	26	26
The mixture of people who live here	31	31
The range of housing available	2	4
Safety in London/Crime rates	1	2
The cost of living	1	1
The cost of housing	1	n/a
Traffic congestion	1	n/a
Other	4	2
None of these/nothing	4	3
Don't know	2	3

Q6. SHOWCARD What, if anything, would you say are the two or three worst things about living in London? Just read out the letter/s that apply. MULTICODE

	2002	2001
	%	%
Transport	22	35
Schools	5	8
Health services	9	22
Job opportunities	5	5
The range of parks and open spaces	3	5
The range of shops	1	2
The range of sports and leisure	*	3
Nightlife (theatres/clubs/bars)	2	3
The range of museums and art galleries	*	1
The mixture of people who live here	4	5
The range of housing available	6	16
Safety in London/Crime rates	37	52
The cost of living	46	56
The cost of housing	36	n/a
Traffic congestion	54	n/a
Other	8	5
None of these/nothing	3	4
Don't know	2	4

IMAGE OF THE CITY

Q7.- I would like to ask some general questions about London as a whole, not just this
Q17. area. I am going to read out some statements and would like you to tell me for
each one, whether you agree or disagree. SINGLE CODE FOR EACH

		Agree		Disagree		Neither/ Don't know	
		2002	2001	2002	2001	2002	2001
		%	%	%	%	%	%
Q7.	London is an accessible place for disabled people	40	43	37	32	23	25
Q8.	London is a City with good relations between different racial, ethnic and religious communities	62	64	21	21	17	15
Q9.	There is less discrimination on the basis of race or ethnic origin in London than three years ago	47	49	23	25	30	27
Q10.	London is a green City	40	37	50	55	10	8
Q11.	London is a clean City	19	19	72	73	9	8
Q12.	London is a City with good quality health services	47	41	36	43	18	16
Q13.	London is a City with good schools	51	50	20	24	30	25
Q14.	London is a City that is easy to get around	69	76	23	20	7	5
Q15.	London is a City with good cultural and leisure facilities	83	82	9	10	8	9
Q16.	London is a good City for parks, open spaces and community recreation facilities and activities	72	75	20	18	8	7
Q17.	London is a City that is tolerant of gay and lesbian people	63	73	8	8	29	19

Q18.- I am now going to read out a number of different statements. For each, please tell
Q22. me whether you agree or disagree? SINGLE CODE FOR EACH

			Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	No opinion
			%	%	%	%	%	%
Q18.	Housing and accommodation in London is too expensive	2002	73	19	3	2	*	2
		2001	71	22	4	1	*	1
Q19.	London offers good employment opportunities	2002	29	43	13	8	3	5
		2001	32	44	10	6	3	4
Q20.	I would move out of London if I could	2002	21	19	15	21	22	2
		2001	20	16	10	26	27	1
Q21.	London may not be perfect but I enjoy living here	2002	34	46	12	5	2	1
		2001	44	41	9	4	2	*
Q22.	I enjoy the cultural diversity of London	2002	36	41	13	6	2	2
		2001	45	38	10	3	1	2

COMMUNITY SAFETY/QUALITY OF LIFE

Q23. SHOWCARD How safe do you feel walking outside in this neighbourhood in the evening by yourself? SINGLE CODE

	2002	2001	2000
	%	%	%
Very safe	16	16	16
Fairly safe	40	34	35
A bit unsafe	18	25	26
Very unsafe	15	17	15
Never go out in the evening	10	8	7
Don't know	*	1	*

Q24.- Thinking about your quality of life in London, how much of a problem, if at all, do you consider each of the following to be? SINGLE CODE

		Major problem			No problem at all		Don't know	
		1	2	3	4	5	6	
		%	%	%	%	%	%	
Q24.	Safety in London	2002	29	30	24	10	5	3
		2001	22	30	30	10	6	2
Q25.	Assault/physical attack	2002	26	31	25	11	5	3
		2001	23	28	26	14	8	2
Q26.	Fear of crime	2002	32	33	20	10	4	2
		2001	27	32	23	11	5	2
Q27.	Assault/physical attack because of race, religion or ethnic origin	2002	17	27	25	14	9	7
		2001	17	26	24	13	15	5
Q28.	Assault/physical attack against women*	2002	23	32	25	11	4	5
		2001	22	31	28	11	5	4
Q29.	Assault/physical attack against gay and lesbian people	2002	9	19	25	16	8	23
		2001	n/a	n/a	n/a	n/a	n/a	n/a
Q30.	Assault/physical attack against disabled people	2002	10	16	20	23	14	17
		2001	n/a	n/a	n/a	n/a	n/a	n/a
Q31.	Assault/physical attack against children**	2002	19	26	25	16	7	8
		2001	21	29	26	12	5	6
Q32.	The cost of living	2002	51	29	12	4	2	2
		2001	48	30	14	4	3	1
Q33.	Unemployment	2002	18	24	25	16	9	8
		2001	11	22	29	19	11	7
Q34.	Affordable housing	2002	60	24	9	4	2	2
		2001	49	28	12	5	3	3
Q35.	Traffic congestion	2002	62	23	9	3	1	2
		2001	n/a	n/a	n/a	n/a	n/a	n/a

* 2001 wording 'Safety for women'

** 2001 wording 'Safety for children'

ENVIRONMENT AND RECYCLING

Q36.- 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? SINGLE CODE

		Major problem			No problem at all		Don't know	
		1 %	2 %	3 %	4 %	5 %	6 %	
Q36.	Air quality	2002	28	29	23	11	6	2
		2001	32	31	20	9	5	3
Q37.	Loss of green spaces	2002	17	28	25	16	10	5
		2001	16	25	27	18	10	3
Q38.	Noise	2002	23	30	23	15	8	1
		2001	26	31	21	13	9	1
Q39.	Litter	2002	43	29	16	7	4	1
		2001	38	32	17	9	4	1

I am now going to ask you about recycling.

Q40. How often, if at all, do you recycle the following everyday items? If you don't use them, please tell me. SINGLE CODE ONLY

	Always %	Most of the time %	Some of the time %	Hardly ever %	Never %	Don't use item %
Newspaper/paper	40	17	8	5	29	1
Magazines/brochures	36	15	10	6	33	1
Cardboard packaging	20	12	12	10	45	2
Cereal boxes	18	9	9	12	48	3
Glass beer/wine bottles	30	13	11	7	35	4
Tin cans (e.g. baked bean tins)	16	8	9	11	53	2
Soft drink cans	16	6	9	11	52	5
Tin foil	8	5	7	13	63	4
Plastic food wrappers	6	5	7	11	68	2
Plastic bottles (e.g. water, milk etc)	10	8	7	10	63	2
Old clothes	26	20	15	6	32	1
Garden organic rubbish (e.g. grass cuttings, soil etc)	13	9	8	8	51	12
Kitchen organic rubbish (e.g. food leftovers)	9	7	7	11	64	2

At the moment people in London recycle less than 10% of their rubbish. The Mayor of London is considering a number of ways to encourage recycling.

I am going to read out a list of things people have said about ways to encourage more recycling. Could you tell me to what extent you agree or disagree with each of the following. SINGLE CODE ONLY

		Strongly agree	Tend to agree	Neither agree or disagree	Tend to disagree	Strongly disagree	Don't know
		%	%	%	%	%	%
Q41.	Promoting recycled goods and creating new uses for recycled materials would encourage people to buy them	27	47	15	5	1	5
Q42.	Local councils should encourage people to buy reusable items instead of disposable items	34	46	12	4	1	4
Q43.	Local councils should provide households with low cost bins for home composting	38	37	13	5	2	5
Q44.	The collection of three different types of recyclable materials from homes (such as glass, paper and textiles) should be extended to all London households	51	35	8	2	1	3
Q45.	The number of different materials collected for recycling at recycling banks and existing local rubbish dumps in London should be increased	43	40	10	3	1	4
Q46.	Local councils should provide more recycling banks	46	37	10	3	1	3
Q47.	Local councils should collect organic waste from homes for composting	33	33	18	8	3	6
Q48.	Financial incentives should be provided to London households that separate out their waste for recycling and non-recycling	28	33	17	12	6	4
Q49.	Businesses and local councils should be encouraged to sign up to a 'Green Code' to use recycled materials wherever practical	48	39	8	1	*	4

NOISE

Q50. SHOWCARD In the last year, have you had any problems with noise from any of the sources on this card? Just read out the letters that apply. MULTICODE

	%
Road traffic	25
Car alarms or burglar alarms	25
Other neighbours or people in the street	19
Immediate neighbours or people in common areas of flats	16
Aircraft/airports/airfields	11
Roadworks/building sites/demolition sites	11
Helicopters/heliports/helipads	7
Trains or the underground	5
Pubs/clubs/entertainment venues	4
Sports events	1
Factories or works	1
Other commercial premises	1
Community buildings	1
Bottle banks/recycling bins	1
River or canal traffic	*
None of these	43
Don't know/can't remember	1

TRANSPORT

SPONTANEOUS RESPONSE QUESTION

Q51. Thinking about all types of transport in London (that is, roads, buses, trains, London Underground, walking and cycling), which three or four things do you think need to be improved most? MULTICODE

	2002 %	2001 %
ROADS		
Level of congestion on roads	25	29
Vehicle pollution	4	7
Better street lighting	2	3
Ease of crossing roads on foot	1	2
Personal security when walking	1	2
Levels of taxi fares	1	1
Attitude of taxi drivers	*	1
Personal security when travelling by taxi	*	*
BUSES		
Punctuality and reliability of buses	23	26
Frequency of buses	22	25
Overcrowding on buses	11	12
Cleanliness of buses	7	5
Journey time of buses	5	6
Level of bus fares	5	6
Number of places that you can get to by bus	3	3
Personal security when travelling on buses and waiting at bus stops	3	6
Attitudes of bus drivers	2	3
TRAINS		
Punctuality and reliability of trains	13	15
Frequency of trains	8	9
Overcrowding on trains	6	7
Cleanliness of trains	5	3
Level of train fares	5	5
Personal security when travelling on trains and waiting at train stations	3	3
Journey time of trains	2	3
Number of places that you can get to by trains	1	1
Attitudes of staff at station	*	1
Attitudes of staff on trains	-	n/a
LONDON UNDERGROUND		
Punctuality and reliability of Underground trains	13	17
Less overcrowding on the Underground	11	12
Frequency of Underground trains	8	8
Cleanliness on the Underground	7	6
Level of Underground fares	7	11
Personal security when travelling on trains and waiting at Underground stations	4	4
Number of places that you can get to by Underground	2	3
Journey time of Underground trains	1	3
Attitudes of staff at Underground station	1	1

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	2002	2001
CYCLING		
More cycle routes	9	7
Better/safer cycle routes	5	5
Attitudes of drivers towards cyclists	1	1
Facilities for parking bicycles	1	1
Facilities to store bicycles on trains	1	*
WALKING		
Few cracked pavements	5	3
Better street lighting	2	3
More pedestrianised areas/zones	2	2
More pedestrian crossings	1	1
Fewer steep kerbs (i.e. easier for prams, wheelchairs)	1	1
Few cyclists on pavements	1	1
Other	19	19
None of these	6	4
Don't know	8	8
OVERALL TOTALS* i.e. any mention of 'roads', 'trains' etc.		
Roads	28	37
Buses	51	56
Trains	51	33
London Underground	35	41
Cycling	11	11
Walking	7	8

*Sum of overall totals is greater than 100% as respondents were asked to mention up to four improvements. Therefore, of the responses given, 51% of people mention improvements to buses.

Q52. SHOWCARD And looking at this card, can I just check which, if any, of these aspects of transport in London are most in need of improvement? Just read out the letter/s that apply. MULTICODE

	2002	2001	2000
	%	%	%
Reducing traffic congestion	55	59	62
More reliable buses and tubes	47	50	43
Cheaper bus and tube fares	36	38	40
More investment in the tube	35	38	38
Improved personal safety on buses, the tube and trains	31	35	40
More investment in the buses	28	29	24
Less pollution from traffic	26	36	41
A more integrated/cohesive transport system	26	28	n/a
More investment in the overland trains	22	21	28
More bus and cycle lanes	21	21	20
Other	2	2	2
None of these	4	2	2
Don't know	3	3	1

Q53. SHOWCARD Here is a list of different forms of public transport, please could you tell me which of these, if any, you use regularly? By this I mean at least once a month. Just read out the letters that apply? MULTICODE

	%
Local buses	64
Underground services (the tube)	46
Local train services	30
Mini cabs (private hire)	17
Black cabs	11
Docklands Light Railway (DLR)	4
Tram	3
Riverboat	*
None of these	19

Q54. SHOWCARD For each form of public transport that you use, please tell me how safe you feel using this type of transport at night, alone. SINGLE CODE FOR EACH

Base: All who use ... form of public transport

		Very safe	Fairly safe	A bit unsafe	Very unsafe	Don't use at night because of safety	Don't go out at night alone	Don't know	Base:
Local buses	%	14	42	18	5	8	13	1	(951)
Underground services (the tube)	%	12	43	23	8	5	8	1	(625)
Local train services	%	14	42	21	9	5	7	2	(427)
Black cabs	%	58	27	3	-	1	9	2	(141)
Mini cabs (private hire)	%	25	41	19	4	2	6	2	(240)
Riverboat	n	-	-	2	-	-	2	3	(7)
Tram	%	16	31	12	6	5	19	10	(38)
Docklands Light Railway (DLR)	%	20	44	11	1	6	7	11	(58)

HEALTH

Q55. SHOWCARD Overall, how satisfied or dissatisfied would you say you are with the health services in London? SINGLE CODE

	2002	2001
	%	%
Very satisfied	13	10
Fairly satisfied	43	42
Neither satisfied nor dissatisfied	18	16
Fairly dissatisfied	13	17
Very dissatisfied	10	12
No opinion/don't know	3	3

LONDON GOVERNANCE

Q56. Do you know the name of the Mayor of London? SINGLE CODE

	2002	2001	2000
	%	%	%
Yes (correct) – Ken Livingstone	81	77	79
Yes (incorrect) – Lord Mayor (James Michael Yorrick Oliver)*	*	n/a	n/a
Yes (incorrect) – (Lord Mayor/Sir David Howard)**	n/a	*	-
Yes (incorrect) – Lord Mayor (Alderman Clive Martin)***	n/a	-	0
Yes (incorrect) – Other	1	1	*
No/don't know	18	22	21

* Asked in 2002

** Asked in 2001

*** Asked in 2000

Q57. SHOWCARD How much, if anything, would you say you know about what the Mayor of London is doing for London? SINGLE CODE

	2002	2001
	%	%
A great deal	6	4
A fair amount	35	32
Not very much	37	34
Nothing at all	14	16
Don't know	8	14

Q58. SHOWCARD How much, if anything, would you say you know about what the London Assembly is doing for London? SINGLE CODE

	2002	2001
	%	%
A great deal	2	1
A fair amount	12	12
Not very much	40	35
Nothing at all	32	30
Don't know	14	22

Q59. SHOWCARD **How much, if anything, would you say you know about what services such as the Police are doing for London?** SINGLE CODE

	2002	2001
	%	%
A great deal	7	6
A fair amount	40	37
Not very much	35	35
Nothing at all	12	13
Don't know	6	9

Q60. SHOWCARD **How much, if anything, would you say you know about what "Transport for London" is doing for London?** SINGLE CODE

	2002	2001
	%	%
A great deal	4	3
A fair amount	30	28
Not very much	38	37
Nothing at all	19	20
Don't know	9	12

Q61. SHOWCARD **Are you satisfied or dissatisfied with the way Ken Livingstone is doing his job as Mayor of London?** SINGLE CODE

	2002	2001	2000
	%	%	%
Very satisfied	4	6	5
Fairly satisfied	23	29	25
Neither satisfied nor dissatisfied	29	31	40
Fairly dissatisfied	14	9	5
Very dissatisfied	13	5	3
No opinion	17	19	23

Q62. SHOWCARD **Are you satisfied or dissatisfied with the way the London Assembly is doing its job?** SINGLE CODE

	2002	2001	2000
	%	%	%
Very satisfied	1	2	2
Fairly satisfied	8	15	17
Neither satisfied nor dissatisfied	31	35	39
Fairly dissatisfied	6	7	4
Very dissatisfied	4	5	3
No opinion	50	37	36

SPONTANEOUS RESPONSE QUESTION

Q63. **You said that you are satisfied with the way Ken Livingstone is doing his job as Mayor of London. Why do you say that?**

Base: All satisfied with Ken Livingstone (395)

	%
Traffic measures/trying to reduce congestion/introducing congestion charges	27
Doing a good job/making improvements/doing his best for London	25
Addressing transport/trying to improve transport in general	11
Trying/doing his best despite limitations/constraints	10
Improving London/creating a better future/generating more money for London	8
Approve of his policies/has some good ideas	7
Improvements to bus service	7
Dealing with crime/making London safer	6
Cares for the people/one of us/trying to help the public/listens to peoples needs	6
Like him/his personality/attitude	5
Needs more time/needs to be seen in the long term	5
Believes in what he is trying to do/prepared to be unpopular to do the right thing	4
Keeps you informed/coverage through media of plans and achievements	4
Improvements to housing/providing affordable housing	3
Attempting to sort out tube/underground	2
Improvements to public transport	2
Honest/trust him/no hidden agenda	2
Agree with his stance against privatisation/PFI of underground system	2
Health service issues	1
Education	1
Trains/addressing railway issues	1
Approve of his pedestrianisation policy	1
Environment issues	1
Other answers	9
Don't know/NR	4

SPONTANEOUS RESPONSE QUESTION

Q64. **You said that you are dissatisfied with the way Ken Livingstone is doing his job as Mayor of London. Why do you say that?**

Base: All dissatisfied with Ken Livingstone (391)

	%
Disagree with congestion charge	38
Not fulfilling promises/no improvements/can't see any results	16
Not working for London/not listening to peoples needs	10
Money wasted/too much expenditure	8
Creating more problems/doesn't know what his is doing/policies not thought through	8
Roads congested/no improvement to congested roads	8
Dislike him/his attitude style	7
No improvements to public transport	7
A lot of talk but not much action	6
No improvement to the tube/underground/system not being properly addressed	4
No reduction in crime/safety issues not addressed	4
Transport in general/needs a better transport system	4
Housing/lack of affordable housing	4
Strikes/disagree with his involvement in strikes/unions	4
We don't need a major/waste of money	4
Changes to traffic light timings/lights rigged prior to proposed changes	3
Roadworks/too many roadworks	3
Buses not improved/not enough improvement to bus service	2
Council tax too high/proposed council tax increase	2
Too many charges/taxes	2
Serving his own agenda/furthering own ambitions/political goals	2
Fares have increased/no reduction in fares	2
Lack of information/not kept up-to-date on what he is doing	2
Trains/poor quality service	1
Health service poor/needs to concentrate on health service in London	1
Schools/lack of improvement with education system in London	1
Disagree with policies/plans	1
Anti-car policy/persecuting the motorists	1
Lack of expenditure on roads	1
Disagree with Trafalgar Square restrictions	1
More help needed for disabled/elderly	1
Too political/too much time spent fighting government decisions/issues	1
Not enough powers/not in complete control/restrictions on resources	1
Cleanliness/litter needs attention	1
Other answers	2
Don't know/NR	14

Q65. SHOWCARD Looking at this list, please tell me which of these, if any, the Mayor of London has responsibility for? Just read out the letter/s that apply. MULTICODE

	2002	2001	2000
	%	%	%
Representing London abroad	25	23	31
Representing London in Great Britain	40	36	47
Public transport	63	55	61
Roads	42	33	33
Economic development	18	17	23
Regeneration	25	20	28
Environment	30	28	33
Health Service	12	12	16
Arts and Leisure services	17	16	21
Strategic planning	25	21	n/a
Fire and Emergency services	15	14	26
Police	20	18	30
Education	12	11	19
Raising taxes	8	6	11
Setting Council taxes	13	10	16
Setting Business rates	7	5	12
Setting budgets for Transport, Development, Police and Fire authorities	21	18	30
Scrutiny of budgets for Transport, Development, Police and Fire authorities	20	17	31
Making appointments to Transport, Development, Police and Fire authorities	15	13	25
Co-ordinating the London Boroughs	29	28	43
Other	1	1	1
All of these	3	5	4
None of these	2	1	1
Don't know	18	23	16

- Q66. SHOWCARD And looking at this list again, please tell me which of these, if any, the London Assembly has responsibility for? Just read out the letter/s that apply.
MULTICODE

	2002	2001	2000
	%	%	%
Representing London aboard	11	9	15
Representing London in Great Britain	14	10	20
Public transport	18	17	27
Roads	14	10	18
Economic development	10	10	18
Regeneration	12	9	18
Environment	12	11	20
Health Service	7	5	11
Arts and Leisure services	9	7	13
Strategic planning	14	10	n/a
Fire and Emergency services	9	7	19
Police	11	7	20
Education	7	5	14
Raising taxes	7	5	10
Setting Council taxes	9	6	14
Setting Business rates	8	5	12
Setting budgets for Transport, Development, Police and Fire authorities	12	9	20
Scrutiny of budgets for Transport, Development, Police and Fire authorities	13	11	22
Making appointments to Transport, Development, Police and Fire authorities	9	9	17
Co-ordinating the London Boroughs	13	12	25
Other	*	*	*
All of these	5	5	4
None of these	3	2	2
Don't know	54	59	42

- Q67. SHOWCARD How well informed do you think the Greater London Authority keeps you about the services it has responsibility for? SINGLE CODE

	2002	2001	2000
	%	%	%
Keeps us very well informed	2	2	2
Keeps us fairly well informed	17	15	10
Gives us only a limited amount of information	30	33	26
Doesn't tell us much at all about what it does	38	40	51
Don't know	13	10	12

Q68. SHOWCARD) From which of the following sources, if any, do you currently obtain information about the Mayor of London and the London Assembly? Just read out the letters that apply. MULTICODE

	2002	2001
	%	%
National Television	53	46
National newspapers	42	33
Local/Regional Television	35	30
Local newspaper	31	33
Evening Standard	19	18
Metro	16	12
National Radio	14	13
Leaflets delivered to the door	13	14
Local/Regional Radio	13	12
The newsletter produced by the Mayor of London	10	n/a
Posters	10	8
Internet	6	5
Friends/neighbours and relations	5	5
Noticeboards/information points in libraries and other local venues	5	5
Leaflets and noticeboards in Local Council buildings	4	7
Contact with the Mayor/GLA	2	2
GLA offices	1	3
Local shops	1	2
Citizen's Advice Bureau	1	1
Eastern Eye	1	n/a
The Voice	1	n/a
Other ethnic press	1	n/a
Asian Voice	*	n/a
Caribbean Times	*	n/a
Sing Tao	-	n/a
Other	*	1
None of these	3	4
Don't get information	6	9
Don't know	3	5

Q69. SHOWCARD 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 London Assembly? Just read out the letters that apply. MULTICODE

	2002	2001
	%	%
National Television	35	35
National newspapers	23	22
Local/Regional Television	22	24
Local newspaper	27	32
Evening Standard	8	10
Metro	5	7
National Radio	7	8
Leaflets delivered to the door	25	27
Local/Regional Radio	8	8
The newsletter produced by the Mayor of London	19	n/a
Posters	6	7
Internet	4	8
Friends/neighbours and relations	2	1
Noticeboards/information points in libraries and other local venues	2	5
Leaflets and noticeboards in Local Council buildings	2	5
Contact with the Mayor/GLA	2	2
GLA offices	*	2
Local shops	1	3
Citizen's Advice Bureau	*	1
Eastern Eye	*	n/a
The Voice	1	n/a
Other ethnic press	1	n/a
Asian Voice	*	n/a
Caribbean Times	*	n/a
Sing Tao	*	n/a
Other	*	2
None of these	4	2
Don't get information	2	2
Don't know	6	6

PRIORITIES FOR LONDON

PLEASE NOTE THAT Q70 AND Q71 SHOW TREND DATA FROM 2000. HOWEVER, THE METHODOLOGY AND QUESTION WORDING USED IN 2000 WAS DIFFERENT (ANSWERS IN 2000 WERE UNPROMPTED I.E. SHOWCARDS WERE NOT USED). TRENDS SHOULD THEREFORE BE INTERPRETED WITH CAUTION.

Q70. SHOWCARD **And finally, what two or three things do you think should be the top priorities to improve London as a place to live? Just read out the letter(s) that apply. CODE UP TO THREE**

	2002	2001	2000
	%	%	%
Affordable housing/Property prices	51	49	11*
Safety/Crime	50	51	27
Public transport/Cheaper fares	33	36	52
Traffic congestion	33	27	12
Health service	32	39	12
Education	26	31	10
Environment	20	23	4
Police	19	19	8
Other	2	2	3
None of these	1	*	n/a
Don't know	1	1	13

*2000 wording 'Housing' rather than 'Affordable housing/Property prices'

Q71. SHOWCARD **And what two or three things do you think should be the top priorities to improve London as a place to work? Just read out the letters that apply. CODE UP TO THREE**

	2002	2001	2000
	%	%	%
Affordable housing/Property prices	50	49	4*
Job opportunities	43	49	11
Public transport/Cheaper fares	39	44	46
Pay/raise minimum wage	31	27	3
Traffic congestion	30	28	7
Safety/Crime	26	21	6
Education	16	17	3
Economic development	14	26	4
Don't know	3	4	29
Other	1	1	3
None of these	1	1	n/a

*2000 wording 'Housing' rather than 'Affordable housing/Property prices'

DEMOGRAPHICS

ASK ALL THOSE IN WORK

QA **Do you work in the private or public sector, or for a charity/voluntary sector? By public sector I mean central or local government, the NHS and caring services, schools, police, armed services etc.** SINGLE CODE

	%
Private sector	67
Charity/Voluntary sector	2
Public sector	28
Don't know	3

ASK ALL

QB **Is your home...?** SINGLE CODE

	%
Owned outright	25
Being bought on mortgage	32
Rented from local authority	22
Rented from housing association	7
Rented from private landlord	14
Other	*

QC1 **How would you vote if there were a General Election tomorrow?** SINGLE CODE

QC2 **Which party are you most inclined to support?** SINGLE CODE

	QC1/2 %
Conservative	22
Labour	55
Liberal Democrats (Lib Dem)	16
Green Party	3
Democratic/UKIP/Referendum Party	1
Other	3

Voting figures exclude: would not vote (14%), undecided (14%) and refused (7%)

QD **SHOWCARD Does anyone in your household currently receive any of the following? Just read out the letter/s that apply.** MULTICODE

	%
Child Benefit	28
Council Tax Benefit	11
Housing Benefit	13
Income Support	10
State Retirement Pension	16
Jobseekers Allowance	1
Other	4
Don't know	2
None of these	45
Refused	2

QE **Do you have any long-standing illness, disability or infirmity? Long standing means anything that has troubled you over a period of time or that is likely to affect you over a period of time.** SINGLE CODE

	%
Yes	14
No	85
Refused	1

QF Does this illness or disability limit your activities in any way?

	%
Yes	79
No	18
Refused	3

QG Do you care for, or help to care for, a relative or friend who has a long term limiting illness or disability, including problems due to old age? SINGLE CODE

	%
Yes	9
No	89
Refused	2

QH SHOWCARD Using this card, please tell me which, if any, is the highest educational professional qualification you have obtained? Just read out the letter that applies. SINGLE CODE

	%
GCSE/O-Level/CSE	19
Vocational quals (=NVQ 1+2)	7
A-Level or equivalent	13
Bachelor Degree or equivalent	22
Masters/PhD or equivalent	7
No formal qualifications	26
Other	5
Don't know	1

QI SHOWCARD To which one of the groups on this card do you consider you belong? SINGLE CODE

		%
WHITE	British	60
	Irish	3
	Any other white background	10
MIXED	White and Black Caribbean	1
	White and Asian	*
	Any other mixed background	1
ASIAN OR ASIAN BRITAIN	Indian	5
	Pakistani	1
	Bangladeshi	3
	Any other Asian background	3
BLACK OR BLACK BRITISH	Caribbean	6
	African	4
	Any other black background	1
CHINESE OR OTHER ETHNIC GROUP	Chinese	1
	Any other background	2
	Refused	*

QJ SHOWCARD Which of the following applies to you and your household? Please just read out the letter/s that apply. MULTICODE

	%
I/we have a personal computer (PC) at home with a modem	45
I/we have a personal computer (PC) at home with an ISDN connection	12
I/we have a personal computer (PC) at home without a modem or ISDN connection	6
I personally use a personal computer (PC) or laptop at work or at my place of study	25
I/we are connected to the internet at home	39
I personally use the Internet at work or at my place of study	24
I have my own external e-mail address either at home, at work, or at my place of study	35
None of these	35
Don't know	1

QK SHOWCARD Which , if any, of these do you read regularly, that is, three out of four issues? Please just read out the letter/s that apply. MULTICODE

	%
Daily Express	6
Daily Mail	17
Daily Mirror	13
Daily Sport	1
Daily Telegraph	6
The Evening Standard	17
Financial Times	5
The Guardian	13
The Independent	4
Metro	13
The Star	2
The Sun	20
The Times	9
Daily Local Newspaper	3
Weekly Local Newspaper	11
Eastern Eye	1
Asian Voice	1
The Voice	2
Caribbean Times	*
Sing Tao	*
Other ethnic press	1
None of these	20
Don't know	1

QL How many cars or light vans are there in your household? SINGLE CODE

	%
1 car or light van	45
2 cars/light vans	19
3+ cars/light vans	4
None	33

QM Do you have any bicycles that adults in your household use? SINGLE CODE

	%
Yes	28
No	71

QN SHOWCARD Could you please give me the letter from this card for the group in which you would place your **total household** income from all sources, **before tax and other deductions**? SINGLE CODE

	%
Under £2,500	4
£2,500-£4,499	3
£4,500 - £6,499	4
£6,500 - £7,499	2
£7,500-£9,499	3
£9,500-£11,499	2
£11,500-£13,499	3
£13,500 - £15,499	3
£15,500 - £17,999	3
£17,000 - £24,999	6
£25,000 - £29,999	5
£30,000 - £34,999	5
£35,000 - £39,999	5
£40,000 - £44,999	3
£45,000 - £49,999	2
£50,000 - £74,999	5
£75,000 - £99,999	4
£100,000 or over	3
Refused	17
Don't know	17

Gender

	%
Male	48
Female	52

Exact Age

	%
16-24	15
25-34	24
35-44	21
45-54	13
55-59	7
60-64	5
65+	14

Household is:

	%
Single adult under 60	12
Single adult 60 or over	9
Two adults both under 60	18
Two adults at least one 60 or over	9
Three adults or more all 16 or over	18
1-parent family with child/ren, at least one under 16	7
2-parent family with child/ren at least one under 16	24
Other	2
Not stated	1

Children in household

	%
0-4	20
5-8	13
9-11	10
12-17	14
None under 18	51

Working Status of Respondent:

	%
Working - Full time (30+ hrs)	49
- Part-time (8-29 hrs)	9
- Part-time (under 8 hrs)	1
Unemployed - seeking work	4
- not seeking work	3
Not working - retired	16
- looking after house/children	9
- invalid/disabled	2
Student	6
Other	*

Class

	%
A	2
B	15
C1	31
C2	21
D	12
E	15

Respondent is:

	%
Chief Income Earner	67
Not Chief Income Earner	32