

Annual London Survey 2003 Final Topline 16/01/04

- Results are based on 1,429 interviews conducted face to face in respondents' homes with a sample of residents in the Greater London area.
- Interviews were conducted between 25th October and 16th December 2003.
- Data are weighted by gender, age, work status and ethnicity to the known profile of Greater London. Data are also weighted by GLA constituency to reflect the population profile.
- 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. Q5.
- 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.

INTRODUCTION/CONFIDENTIALITY

Q1. How long have you been living at your current address?

Q2. And how long have you been living in London?

	Current address	London
	%	%
Up to 1 year	16	2
Over 1 year up to 2 years	10	4
Over 2 years up to 5 years	16	7
Over 5 years up to 10 years	15	10
Over 10 years up to 15 years	10	8
Over 15 years up to 20 years	9	8
Over 20 years or more	21	26
All my life/born in London	3	38
Don't know/Can't remember	*	1

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

	2003	2002	2001	2000
	%	%	%	%
Very satisfied	28	30	33	34
Fairly satisfied	50	50	50	49
Neither satisfied nor dissatisfied	8	7	7	7
Fairly dissatisfied	9	8	6	6
Very dissatisfied	5	5	5	4
No opinion	1	1	*	*

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

	2003	2002	2001	2000
	%	%	%	%
Very satisfied	19	19	24	22
Fairly satisfied	52	50	51	53
Neither satisfied nor dissatisfied	13	13	11	12
Fairly dissatisfied	11	10	8	8
Very dissatisfied	4	6	4	3
No opinion	2	2	1	2

Q5. **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.**

	2003 %	2002 %	2001 %
The range of shops	40	40	43
Job opportunities	30	30	34
The mixture of people who live here	30	31	31
The range of museums and art galleries	29	26	26
Nightlife (theatres/clubs/bars)	27	26	26
Transport	23	19	22
The range of parks and open spaces	20	14	16
Schools	12	15	13
Health services	11	13	13
The range of sports and leisure	10	10	10
The range of housing available	3	2	4
Safety in London/Crime rates	2	1	2
The cost of living	1	1	1
The cost of housing	1	1	n/a
Traffic congestion	*	1	n/a
Other	4	4	2
None of these/nothing	3	4	3
Don't know	3	2	3

Q6. **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.**

	2003 %	2002 %	2001 %
The cost of living	47	46	56
Traffic congestion	46	54	n/a
Safety in London/Crime rates	38	37	52
The cost of housing	38	36	n/a
Transport	22	22	35
Health services	11	9	22
The range of housing available	7	6	16
Schools	5	5	8
Job opportunities	4	5	5
The mixture of people who live here	4	4	5
The range of parks and open spaces	2	3	5
The range of shops	1	1	2
The range of sports and leisure	1	*	3
Nightlife (theatres/clubs/bars)	1	2	3
The range of museums and art galleries	*	*	1
Other	6	8	5
None of these/nothing	4	3	4
Don't know	2	2	4

IMAGE OF THE CITY

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

		Agree			Disagree			Neither/Don't know		
		'03 %	'02 %	'01 %	'03 %	'02 %	'01 %	'03 %	'02 %	'01 %
Q7.	London is an accessible place for disabled people	38	40	43	38	37	32	25	23	25
Q8.	London is a City with good relations between different racial, ethnic and religious communities	67	62	64	17	21	21	16	17	15
Q9.	There is less discrimination on the basis of race or ethnic origin in London than three years ago	45	47	49	22	23	25	34	30	27
Q10.	London is a green City	50	40	37	41	50	55	9	10	8
Q11.	London is a clean City	29	19	19	61	72	73	10	9	8
Q12.	London is a City with good quality health services	51	47	41	35	36	43	15	18	16
Q13.	London is a City with good schools	52	51	50	23	20	24	25	30	25
Q14.	London is a City that is easy to get around	74	69	76	20	23	20	6	7	5
Q15.	London is a City with good cultural and leisure facilities	84	83	82	8	9	10	8	8	9
Q16.	London is a good City for parks, open spaces and community recreation facilities and activities	81	72	75	14	20	18	6	8	7
Q17.	London is a City that is tolerant of gay and lesbian people	62	63	73	7	8	8	31	29	19

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

				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	2003	%	68	26	4	1	*	1
		2002	%	73	19	3	2	*	2
		2001	%	71	22	4	1	*	1
Q19.	London offers good employment opportunities	2003	%	26	44	15	7	2	6
		2002	%	29	43	13	8	3	5
		2001	%	32	44	10	6	3	4
Q20.	I would move out of London if I could	2003	%	18	21	14	24	19	4
		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	2003	%	28	50	12	6	2	3
		2002	%	34	46	12	5	2	1
		2001	%	44	41	9	4	2	*
Q22.	I enjoy the cultural diversity of London	2003	%	35	44	13	4	2	2
		2002	%	36	41	13	6	2	2
		2001	%	45	38	10	3	1	2

COMMUNITY SAFETY/QUALITY OF LIFE

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

	2003	2002	2001	2000
	%	%	%	%
Very safe	19	16	16	16
Fairly safe	41	40	34	35
A bit unsafe	20	18	25	26
Very unsafe	13	15	17	15
Never go out in the evening	7	10	8	7
Don't know	*	*	1	*

Q24.- Q35. 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?

		Major problem			No problem at all		Don't know		
		1	2	3	4	5			
Q24.	Safety in London	2003	%	19	32	26	12	7	3
		2002	%	29	30	24	10	5	3
		2001	%	22	30	30	10	6	2
Q25.	Assault/physical attack	2003	%	17	29	28	15	7	3
		2002	%	26	31	25	11	5	3
		2001	%	23	28	26	14	8	2
Q26.	Fear of crime	2003	%	22	36	22	13	5	2
		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	2003	%	13	26	26	17	11	8
		2002	%	17	27	25	14	9	7
		2001	%	17	26	24	13	15	5
Q28.	Assault/physical attack against women*	2003	%	17	29	27	14	5	7
		2002	%	23	32	25	11	4	5
		2001	%	22	31	28	11	5	4
Q29.	Assault/physical attack against gay and lesbian people	2003	%	7	17	26	15	8	27
		2002	%	9	19	25	16	8	23
		2001	%						
Q30.	Assault/physical attack against disabled people	2003	%	7	16	25	21	12	19
		2002	%	10	16	20	23	14	17
		2001	%						
Q31.	Assault/physical attack against children**	2003	%	11	24	25	16	9	14
		2002	%	19	26	25	16	7	8
		2001	%	21	29	26	12	5	6
Q32.	The cost of living	2003	%	41	35	15	5	2	2
		2002	%	51	29	12	4	2	2
		2001	%	48	30	14	4	3	1
Q33.	Unemployment	2003	%	12	23	28	19	9	9
		2002	%	18	24	25	16	9	8
		2001	%	11	22	29	19	11	7
Q34.	Affordable housing	2003	%	48	32	13	3	2	2
		2002	%	60	24	9	4	2	2
		2001	%	49	28	12	5	3	3
Q35.	Traffic congestion	2003	%	43	38	13	2	2	2
		2002	%	62	23	9	3	1	2
		2001	%						

* 2001 working 'Safety for women'

** 2001 wording 'Safety for children'

Where figures are blank, questions were not asked

Q36. **Thinking about safety, for what reasons, if any, do you think people feel unsafe in this area? What else?"**

	%
Fear of being mugged or physically attacked	29
Fear of burglary	25
Teenagers hanging around on the streets	23
Lack of police presence	21
Drug dealers	14
Vandalism and other deliberate damage to property or vehicles	14
Too many gangs	11
Fear of the dark/ night	10
Lack of adequate street lighting	10
People being drunk or rowdy in the streets/ public places	10
Gun crime	6
Run-down/ threatening local environment (e.g. graffiti, derelict buildings, etc.)	6
Fear of racial harassment	5
Volume/speed of traffic	5
Fear of sexual harassment	3
People sleeping rough on the streets or in other public places	3
Pickpockets	3
Intimidating behaviour by beggars	2
Violence/crime in general	2
Media coverage	1
Drug Problems	1
Too many immigrants/asylum seekers	1
Attitude of people/lack of morals	1
Yob/hooligan element	1
Other	6
None of these	7
Don't know	13

Q37. Which two or three things do you think would most improve safety in or around this area?

	%
More police around on foot	61
Security cameras (CCTV)	26
Improved street lighting	25
Providing young people with more things to do	14
Neighbourhood Watch	13
Closer police links with the community	7
People looking out for each other more	6
Advice on crime prevention	6
Neighbourhood wardens/caretakers (i.e. people patrolling the area to help prevent crime)	6
Traffic restrictions	4
Improved pedestrian crossings	3
Improved layout of streets/estate	3
Drugs education/advice/rehabilitation	3
Improving the local environment e.g. removing graffiti	3
Faster police response times	1
More parental control/discipline	1
More police presence	1
Tougher sentencing of criminals	1
Police stations opened	1
Sense of community spirit	1
Improved/integrated transport system	1
Other	7
None of these	3
Don't know	12

ENVIRONMENT

Q38.- Thinking about the quality of the environment in London, how much of a problem,
Q46. if at all, do you consider each of the following to be?

			Major problem			No problem at all		Don't know	
			1	2	3	4	5		
Q38.	Air quality	2003	%	21	31	21	14	10	4
		2002	%	28	29	23	11	6	2
		2001	%	32	31	20	9	5	3
Q39.	Loss of green spaces	2003	%	11	27	26	19	13	4
		2002	%	17	28	25	16	10	5
		2001	%	16	25	27	18	10	3
Q40.	Loss of plants and wildlife	2003	%	11	27	25	17	13	7
		2002	%						
		2001	%						
Q41.	Pollution of rivers and canals	2003	%	15	25	23	16	10	11
		2002	%						
		2001	%						
Q42.	Pollution from traffic/exhaust fumes	2003	%	32	32	19	8	5	3
		2002	%						
		2001	%						
Q43.	Abandoned vehicles	2003	%	16	28	26	17	9	4
		2002	%						
		2001	%						
Q44.	Abandoned/dumped household waste	2003	%	18	29	26	17	8	3
		2002	%						
		2001	%						
Q45.	Noise	2003	%	13	33	24	17	11	2
		2002	%	23	30	23	15	8	1
		2001	%	26	31	21	13	9	1
Q46.	Litter	2003	%	24	35	21	12	6	2
		2002	%	43	29	16	7	4	1
		2001	%	38	32	17	9	4	1

Where figures are blank, questions were not asked

- Q47. 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? Just read out the letters that apply.

	%
Reducing pollution from traffic/ exhaust fumes	44
Dealing with litter	44
Improving air quality	41
Dealing with abandoned/dumped household waste	26
Dealing with noise	24
Reducing loss of green spaces	21
Dealing with abandoned vehicles	17
Reducing pollution of rivers and canals	16
Reducing loss of plants and wildlife	11
Other	1
None of these	2
Don't know	5

POLICING IN LONDON

- Q48. Thinking about policing in this area, to what extent are you satisfied or dissatisfied with the way this area is policed?

	%
Very satisfied	5
Fairly satisfied	37
Neither satisfied nor dissatisfied	26
Fairly dissatisfied	19
Very dissatisfied	11
No opinion	3

- Q49. Thinking about policing in your local area, which two or three of the following, if any, do you think are most important? Please just read out the letters that apply.

	%
Being able to recognise my local police officer	28
Having a permanent team of officers working in this area	43
The local council and the police working together in this area to fight crime	36
Having good relations between the police and the local community in this area	43
Local police having a good knowledge of the problems in this area	51
The local police should reflect the local community they serve	23
Other	1
None of these	1
Don't know	7

POLICE COMMUNITY SUPPORT OFFICERS

I would now like to talk to you about the introduction of Police Community Support Officers.

Police Community Support Officers are uniformed staff of the Metropolitan Police Service. Their role is to provide a visual presence on the streets, provide reassurance to the community and help prevent crime. They provide extra support to the police and are in direct contact with the police and can call for assistance. They do not have the same level of training as police officers. They can detain people but cannot make arrests or prosecute people directly.

Q50. To what extent would you support or oppose the introduction of Police Community Support Officers in this area?

	%
Strongly support	38
Tend to support	42
Neither support nor oppose	8
Tend to oppose	5
Strongly oppose	4
Don't know	3

Q51. Now thinking about London as a whole, if more resources were available for policing in London, which three or four of these, if any, would you like more money to be spent on? Please just read out the letters that apply.

Q52. Thinking about your local area, if more resources were available for policing in your local area, which three or four of these, if any, would you like more money to be spent on? Please just read out the letters that apply.

	Q51 %	Q52 %
Increasing police patrols on foot	40	54
Increasing community support officers	11	17
Increasing policing in areas of high crime	27	17
Increasing policing in this local area	16	30
Preventing terrorist attacks	14	4
Dealing with gun crime	26	8
Dealing with organised crime (e.g. criminal gangs)	20	9
Improving links between the police and local community	12	17
Tackling drug dealing and drug-related crime	39	23
Improving partnerships with other organisations, such as the local council, to reduce crime	10	12
Increasing policing of major events in London such as festivals and sports events	6	3
Reducing anti-social behaviour, such as vandalism and disturbances in public places	26	29
Reducing robberies/street crime	26	26
Reducing burglaries	11	20
Dealing with murder offences	4	2
Dealing with child abuse cases	11	5
Responding to emergencies more promptly	16	15
Providing more support services to victims and witnesses of crime	5	6
Other	*	*
None of these	*	1
Don't know	8	7

COUNCIL TAX AND POLICING

- Q53. To improve policing, it has been suggested that each local area has its own team of at least six permanent uniformed officers. These would be a mixture of fully trained police officers and police community support officers who would “walk the beat” in your specific area. This proposal would mean an increase of 70 pence a week, or about £3.00 per month for the average council tax payer.

How strongly would you support or oppose this increase in your council tax to fund this proposal?

	%
Strongly support	23
Tend to support	37
Neither support nor oppose	10
Tend to oppose	10
Strongly oppose	15
Don't know	5

Asked all who oppose an increase of 70p in council tax (base 364)

- Q53.B By how much, if anything, would you be prepared for your council tax to increase by in order to fund this proposal? SINGLE CODE ONLY

	%
Up to 10 pence per week (that is 43 pence a month)	9
Up to 30 pence a week (that is £1.30 a month)	6
Up to 50 pence a week (that is £2.17 a month)	4
Up to 70 pence a week (that is £3.03 a month)	2
Nothing	74
Don't know	5

TRANSPORT

Q54. 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? What else?

	2003 %	2002 %	2001 %
ROADS	27	28	37
Level of congestion roads	22	25	29
Vehicle pollution	3	4	7
Ease of crossing roads on foot	2	1	2
Better street lighting	3	2	3
Personal security when walking	2	1	2
Levels of taxi fares	2	1	1
Attitude of taxi drivers	1	*	1
Personal security when travelling by taxi	1	*	*
BUSES	44	51	56
Overcrowding on buses	10	11	12
Cleanliness of buses	7	7	5
Punctuality and reliability of buses	18	23	26
Journey time of buses	5	5	6
Frequency of buses	17	22	25
Number of places that you can get to by bus	3	3	3
Personal security when travelling on buses and waiting at bus stops	3	3	6
Level of bus fares	5	5	6
Attitudes of bus drivers	2	2	3
TRAINS	29	51	33
Overcrowding on trains	9	6	7
Cleanliness of trains	5	5	3
Punctuality and reliability of trains	15	13	15
Journey time of trains	2	2	3
Frequency of trains	8	8	9
Number of places that you can get to by trains	1	1	1
Personal security when travelling on trains and waiting at train stations	2	3	3
Level of train fares	6	5	5
Attitudes of staff at station	*	*	1
Attitudes of staff on trains	*	*	n/a
LONDON UNDERGROUND	39	35	41
Less overcrowding on the Underground	14	11	12
Cleanliness on the Underground	8	7	8
Punctuality and reliability of Underground trains	17	13	17
Journey time of Underground trains	3	1	3
Frequency of Underground trains	9	8	8
Number of places that you can get to by Underground	3	2	3
Personal security when travelling on trains and waiting at Underground stations	8	4	4
Level of Underground fares	10	7	11
Attitudes of staff at Underground station	3	1	1

Q54 CONT.

	2003 %	2002 %	2001 %
CYCLING	11	11	11
Better/safer cycle routes	7	5	5
More cycle routes	6	9	7
Attitudes of drivers towards cyclists	1	1	1
Facilities for parking bicycles	1	1	1
Facilities to store bicycles on trains	1	1	*
WALKING	11	7	8
Few cracked pavements	5	5	3
Better street lighting	4	2	3
More pedestrian crossings	3	2	2
Fewer steep kerbs (i.e. easier for prams, wheelchairs)	2	1	1
Few cyclists on pavements	2	1	1
More pedestrianized areas/zones	2		
Other	11	19	19
None of these	6	6	4
Don't know	16	8	8

Q55. **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.**

	2003 %	2002 %	2001 %	2000 %
Reducing traffic congestion	42	55	59	62
More reliable buses and tubes	39	47	50	43
Cheaper bus and tube fares	33	36	38	40
More investment in the tube	33	35	38	38
Improved personal safety on buses, the tube and trains	27	31	35	40
Less pollution from traffic	20	26	36	41
More investment in the buses	20	28	29	24
A more integrated/cohesive transport system	20	26	28	n/a
More investment in the overland trains	19	22	21	28
More bus and cycle lanes	15	21	21	20
Other	2	2	2	2
None of these	3	4	2	2
Don't know	8	3	3	1

Q56. **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?**

	2003 %	2002 %
Local buses	67	64
Underground services (the tube)	50	46
Local train services	31	30
Mini cabs (private hire)	18	17
Black cabs	14	11
Tram	4	3
Docklands Light Railway (DLR)	4	4
Riverboat	*	*
None of these	17	19

Q57. For each form of public transport that you use, please tell me how safe you feel using this type of transport at night, alone.

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
Local buses	2003	(974)	%	14	48	17	6	5	10	*
	2002	(951)	%	14	42	18	5	8	13	1
Underground services (the tube)	2003	(698)	%	12	49	22	10	2	5	1
	2002	(625)	%	12	43	23	8	5	8	1
Local train services	2003	(436)	%	12	53	20	7	3	4	1
	2002	(427)	%	14	42	21	9	5	7	2
Black cabs	2003	(186)	%	45	49	2	1	-	1	3
	2002	(141)	%	58	27	3	-	1	9	2
Mini cabs (private hire)	2003	(257)	%	25	52	14	4	2	1	2
	2002	(240)	%	25	41	19	4	2	6	2
Riverboat	2003	(7)	N	2	1	1	-	-	1	1
	2002	(7)	N	-	-	2	-	-	2	3
Tram	2003	(61)	%	9	55	13	1	6	14	2
	2002	(38)	%	16	31	12	6	5	19	10
Docklands Light Railway (DLR)	2003	(47)	%	26	41	12	-	-	14	7
	2002	(58)	%	20	44	11	1	6	7	11

LONDON GOVERNANCE

Q58. Do you know the name of the Mayor of London? SINGLE CODE ONLY

	2003 %	2002 %	2001 %	2000 %
Yes (correct) – Ken Livingstone	81	81	77	79
Yes (incorrect) – Lord Mayor (Alderman Gavyn Arthur)	1	n/a	n/a	n/a
Yes (incorrect) – Other	1	1	1	*
Yes (incorrect) – Lord Mayor (James Michael Yorrick Oliver)*	n/a	*	n/a	n/a
Yes (incorrect) – (Lord Mayor/Sir David Howard)**	n/a	n/a	*	-
Yes (incorrect) – Lord Mayor (Alderman Clive Martin)***	n/a	n/a	-	-
No/don't know	17	18	22	21

* Asked in 2002

** Asked in 2001

*** Asked in 2000

Q59. **How much, if anything, would you say you know about what the Mayor of London is doing for London?**

	2003	2002	2001
	%	%	%
A great deal	5	6	4
A fair amount	39	35	32
Not very much	36	37	34
Nothing at all	11	14	16
Don't know	9	8	14

Q60. **How much, if anything, would you say you know about what the London Assembly is doing for London?**

	2003	2002	2001
	%	%	%
A great deal	2	2	1
A fair amount	14	12	12
Not very much	34	40	35
Nothing at all	32	32	30
Don't know	18	14	22

Q61. **How much, if anything, would you say you know about what "Transport for London" is doing for London?**

	2003	2002	2001
	%	%	%
A great deal	2	4	3
A fair amount	27	30	28
Not very much	35	38	37
Nothing at all	23	19	20
Don't know	12	9	12

Q62. **Are you satisfied or dissatisfied with the way Ken Livingstone is doing his job as Mayor of London?**

	2003	2002	2001	2000
	%	%	%	%
Very satisfied	7	4	6	5
Fairly satisfied	28	23	29	25
Neither satisfied nor dissatisfied	28	29	31	40
Fairly dissatisfied	11	14	9	5
Very dissatisfied	10	13	5	3
No opinion	17	17	19	23

Q63. **Are you satisfied or dissatisfied with the way the London Assembly is doing its job?**

	2003	2002	2001	2000
	%	%	%	%
Very satisfied	1	1	2	2
Fairly satisfied	11	8	15	17
Neither satisfied nor dissatisfied	33	31	35	39
Fairly dissatisfied	5	6	7	4
Very dissatisfied	4	4	5	3
No opinion	47	50	37	36

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

Base: All satisfied with Ken Livingstone

	2003 (499) %	2002 (395) %
Traffic measures/trying to reduce congestion/introducing congestion charges	43	27
Doing a good job/making improvements/doing his best for London	35	25
Addressing transport/trying to improve transport in general	21	11
Trying/doing his best despite limitations/constraints	17	10
Improvements to bus service	17	7
Believes in what he is trying to do/prepared to be unpopular to do the right thing	14	4
Improving London/creating a better future/generating more money for London	11	8
Approve of his policies/has some good ideas	10	7
Like him/his personality/attitude	8	5
Attempting to sort out tube/underground	8	2
Cares for the people/one of us/trying to help the public/listens to peoples needs	7	6
Honest/trust him/no hidden agenda	7	2
Improvements to public transport	6	2
Needs more time/needs to be seen in the long term	4	5
Keeps you informed/coverage through media of plans and achievements	4	4
Dealing with crime/making London safer	3	6
Improvements to housing/providing affordable housing	2	3
Agree with his stance against privatisation/PFI of underground system	2	2
Environment issues	2	1
He is independent/independent of central government	2	n/a
Health service issues	1	1
Education	1	1
Trains/addressing railway issues	1	1
Approve of his pedestrianisation policy	1	1
The Olympics	1	n/a
Trafalgar square policies	1	n/a
Other	4	9
Don't know	11	4

Q65. You said that you are dissatisfied with the way Ken Livingstone is doing his job as Mayor of London. Why do you say that? What else?

Base: All dissatisfied with Ken Livingstone

	2003 (311) %	2002 (391) %
Disagree with congestion charge	39	38
Not fulfilling promises/no improvements/can't see any results	20	16
Not working for London/not listening to peoples needs	10	10
Money wasted/too much expenditure	24	8
Creating more problems/doesn't know what his is doing/policies not thought through	8	8
Roads congested/no improvement to congested roads	7	8
Dislike him/his attitude style	13	7
No improvements to public transport	8	7
A lot of talk but not much action	10	6
No improvement to the tube/underground/system not being properly addressed	6	4
No reduction in crime/safety issues not addressed	4	4
Transport in general/needs a better transport system	6	4
Housing/lack of affordable housing	4	4
Strikes/disagree with his involvement in strikes/unions	1	4
We don't need a mayor/waste of money	8	4
Changes to traffic light timings/lights rigged prior to proposed changes	3	3
Roadworks/too many roadworks	6	3
Buses not improved/not enough improvement to bus service	2	2
Council tax too high/proposed council tax increase	6	2
Too many charges/taxes	7	2
Serving his own agenda/furthering own ambitions/political goals	7	2
Fares have increased/no reduction in fares	2	2
Lack of information/not kept up-to-date on what he is doing	2	2
Trains/poor quality service	2	1
Health service poor/needs to concentrate on health service in London	2	1
Schools/lack of improvement with education system in London	1	1
Disagree with policies/plans	5	1

Q65
CONT

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

Base: All dissatisfied with Ken Livingstone

	2003 (300) %	2002 (391) %
Anti-car policy/persecuting the motorists	3	1
Lack of expenditure on roads	1	1
Disagree with Trafalgar Square restrictions	2	1
More help needed for disabled/elderly	1	1
Too political/too much time spent fighting government decisions/issues	4	1
Not enough powers/not in complete control/restrictions on resources	2	1
Cleanliness/litter needs attention	1	1
Other	5	2
Don't know	10	14

Q66. 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.

	2003	2002	2001	2000
	%	%	%	%
Representing London abroad	21	25	23	31
Representing London in Great Britain	32	40	36	47
Over-ground trains	11			
Buses	38			
The underground/tube	41			
Roads	27	42	33	33
Planning public transport	32	63	55	61
Economic development	13	18	17	23
Regeneration	16	25	20	28
Environment	19	30	28	33
Health Service	6	12	12	16
Olympic bid	18			
Arts and Leisure services	14	17	16	21
Strategic planning	13	25	21	
Fire and Emergency services	11	15	14	26
Police	16	20	18	30
Education	9	12	11	19
Congestion charging	53			
Attracting tourism to London	25			
Making the case for increased central government funding for London	20			
Being able to raise taxes	7	8	6	11
Setting Council taxes	8	13	10	16
Setting Business rates	5	7	5	12
Setting budgets for Transport, Development, Police and Fire authorities	14	21	18	30
Scrutiny of budgets for Transport, Development, Police and Fire authorities	19	20	17	31
Scrutiny of budgets for the GLA (Greater London Authority)	15			
Making appointments to Transport, Development, Police and Fire authorities	10	15	13	25
Co-ordinating the London Boroughs	18	29	28	43
Other	1	1	1	1
All of these	8	3	5	4
None of these	1	2	1	1
Don't know	19	18	23	16

Where figures are blank, questions were not asked

Q67. Looking at this list, please tell me which of these, if any, the London Assembly has responsibility for? Just read out the letter/s that apply.

	2003	2002	2001	2000
	%	%	%	%
Representing London abroad	6	11	9	15
Representing London in Great Britain	8	14	10	20
Over-ground trains	3			
Buses	9			
The underground/tube	10			
Roads	7	14	10	18
Planning public transport	11	18	17	27
Economic development	8	10	10	18
Regeneration	8	12	9	18
Environment	8	12	11	20
Health Service	3	7	5	11
Olympic bid	6			
Arts and Leisure services	6	9	7	13
Strategic planning	8	14	10	
Fire and Emergency services	5	9	7	19
Police	7	11	7	20
Education	4	7	5	14
Congestion charging	12			
Attracting tourism to London	8			
Making the case for increased central government funding for London	9			
Being able to raise taxes	4	7	5	10
Setting Council taxes	5	9	6	14
Setting Business rates	3	8	5	12
Setting budgets for Transport, Development, Police and Fire authorities	8	12	9	20
Scrutiny of budgets for Transport, Development, Police and Fire authorities	10	13	11	22
Scrutiny of budgets for the GLA (Greater London Authority)	12			
Making appointments to Transport, Development, Police and Fire authorities	5	9	9	17
Co-ordinating the London Boroughs	7	13	12	25
Other	*	*	*	*
All of these	7	5	5	4
None of these	2	3	2	2
Don't know	58	54	59	42

Where figures are blank, questions were not asked

Q68. How well informed do you think the Greater London Authority keeps you about the services it has responsibility for?

	2003	2002	2001	2000
	%	%	%	%
Keeps us very well informed	2	2	2	2
Keeps us fairly well informed	20	17	15	10
Gives us only a limited amount of information	32	30	33	26
Doesn't tell us much at all about what it does	35	38	40	51
Don't know	11	13	10	12

Q69. 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.

Q70. 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.

	Obtain Q69			Prefer Q70		
	2003 %	2002 %	2001 %	2003 %	2002 %	2001 %
Local newspaper	45	31	33	33	27	32
Leaflets delivered to the door	15	13	14	17	25	27
Metro	21	16	12	9	5	7
The Londoner – the free newspaper from the Mayor of London delivered to your door	18	10	n/a	19	19	n/a
Evening Standard	18	19	18	9	8	10
National newspapers	36	42	33	22	33	22
Local/Regional Television	27	35	30	19	22	24
National Television	46	53	46	34	35	35
Contact with the Mayor/GLA	1	2	2	3	2	2
Friends/neighbours and relations	6	5	5	2	2	1
Noticeboards/information points in libraries and other local venues	5	5	5	4	2	5
Leaflets and noticeboards in Local Council buildings	6	4	7	4	2	5
Posters	10	10	8	5	6	7
GLA offices	1	1	3	1	*	2
Local shops	1	1	2	2	1	3
Local/Regional Radio	10	13	12	6	8	8
National Radio	12	14	13	6	7	8
Citizen's Advice Bureau	1	1	1	1	*	1
Internet	6	6	5	7	4	8
Eastern Eye	*	1	n/a	*	*	n/a
Asian Voice	1	*	n/a	*	*	n/a
The Voice	1	1	n/a	1	1	n/a
Caribbean Times	*	*	n/a	*	*	n/a
Sing Tao	-	-	n/a	-	*	n/a
Other ethnic press	1	1	n/a	1	1	n/a
Other	*	*	1	*	*	2
None of these	3	3	4	3	4	2
Don't get information	5	6	9	2	2	2
Don't know	4	3	5	6	6	6

PRIORITIES FOR LONDON

Q71. 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.

	2003	2002	2001	2000
	%	%	%	%
Education	30	26	31	10
Environment	22	20	23	4
Health service	33	32	39	12
Affordable housing/Property prices	48	51	49	11*
Police	25	19	19	8
Improved public transport	31	n/a	n/a	n/a
Affordable public transport	16	n/a	n/a	n/a
Safety/Crime	47	50	51	27
Traffic congestion	20	33	27	12
Public transport/Cheaper fares	n/a	33	36	52
Other	1	2	2	3
None of these	*	1	*	n/a
Don't know	2	1	1	13

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

Q72. 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.

	2003	2002	2001	2000
	%	%	%	%
Economic development	18	14	26	4
Education	13	16	17	3
Affordable housing/Property prices	48	50	49	4*
Job opportunities	43	43	49	11
Pay/raise minimum wage	31	31	27	3
Improved public transport	34	n/a	n/a	n/a
Affordable public transport	23	n/a	n/a	n/a
Safety/Crime	23	26	21	6
Traffic congestion	21	30	28	7
Public transport/Cheaper fares	n/a	39	44	46
Other	1	1	1	3
None of these	1	1	1	n/a
Don't know	5	3	4	29

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