

**Annual London Survey 2004
Final Topline
11th January 2005**

- Final results are based on 1, 435 interviews conducted face to face in respondents' homes with a sample of residents in the Greater London area.
- Interviews were conducted between 27th October and 20th December 2004.
- 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 half of one per cent, but not zero.

INTRODUCTION

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

Q2. And how long have you been living in London? SINGLE CODE ONLY EXCEPT BORN IN LONDON

	2004		2003	
	Q1 Current address %	Q2 London %	Q1 Current address %	Q2 London %
Up to 1 year	14	3	16	2
Over 1 year up to 2 years	9	3	10	4
Over 2 years up to 5 years	18	6	16	7
Over 5 years up to 10 years	18	10	15	10
Over 10 years up to 15 years	9	8	10	8
Over 15 years up to 20 years	8	8	9	8
Over 20 years or more	22	32	21	26
All my life/born in London	2	33	3	38
Don't know/Can't remember	*	1	*	1

Q3. SHOWCARD A (R) How satisfied or dissatisfied are you with this neighbourhood as a place to live? SINGLE CODE ONLY

	2004 %	2003 %	2002 %	2001 %	2000 %
Very satisfied	30	28	30	33	34
Fairly satisfied	53	50	50	50	49
Neither satisfied nor dissatisfied	6	8	7	7	7
Fairly dissatisfied	6	9	8	6	6
Very dissatisfied	4	5	5	5	4
No opinion	*	1	1	*	*

Q4. SHOWCARD A AGAIN (R) **And how satisfied or dissatisfied are you with London as a city to live in?** SINGLE CODE ONLY

	2004 %	2003 %	2002 %	2001 %	2000 %
Very satisfied	22	19	19	24	22
Fairly satisfied	53	52	50	51	53
Neither satisfied nor dissatisfied	11	13	13	11	12
Fairly dissatisfied	9	11	10	8	8
Very dissatisfied	3	4	6	4	3
No opinion	2	2	2	1	2

Q5. SHOWCARD B (R) **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 OK

	2004 %	2003 %	2002 %	2001 %
The range of shops	41	40	40	43
Job opportunities	33	30	30	34
The mixture of people who live here	32	30	31	31
The range of museums and art galleries	26	29	26	26
Nightlife (theatres/clubs/bars)	22	27	26	26
Transport	31	23	19	22
The range of parks and open spaces	19	20	14	16
Schools	16	12	15	13
Health services	16	11	13	13
The range of sports and leisure	9	10	10	10
The range of housing available	2	3	2	4
Safety in London/Crime rates	2	2	1	2
The cost of living	1	1	1	1
The cost of housing	1	1	1	n/a
Traffic congestion	*	*	1	n/a
Other	4	4	4	2
None of these/nothing	1	3	4	3
Don't know	1	3	2	3

Q6. SHOWCARD B AGAIN (R) **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 OK**

	2004 %	2003 %	2002 %	2001 %
The cost of living	52	47	46	56
Traffic congestion*	49	46	54	n/a
Safety in London/Crime rates	40	38	37	52
The cost of housing*	41	38	36	n/a
Transport	16	22	22	35
Health services	7	11	9	22
The range of housing available	6	7	6	16
Schools	4	5	5	8
Job opportunities	4	4	5	5
The mixture of people who live here	3	4	4	5
The range of parks and open spaces	4	2	3	5
The range of shops	1	1	1	2
The range of sports and leisure	2	1	*	3
Nightlife (theatres/clubs/bars)	2	1	2	3
The range of museums and art galleries	1	*	*	1
Other	7	6	8	5
None of these/nothing	3	4	3	4
Don't know	2	2	2	4

*Not asked in 2001 therefore trend data should be interpreted with caution.

IMAGE OF THE CITY

Q7.- **I would like to ask some general questions about London as a whole, not just this area.**

Q17. **I am going to read out some statements and would like you to tell me for each one, whether you agree or disagree. READ OUT. ROTATE ORDER. TICK ✓ BOX. SINGLE CODE ONLY FOR EACH.**

	Agree				Disagree				Neither/Don't know			
	'04 %	'03 %	'02 %	'01 %	'04 %	'03 %	'02 %	'01 %	'04 %	'03 %	'02 %	'01 %
Q7. London is an accessible place for disabled people	45	38	40	43	31	38	37	32	25	25	23	25
Q8. London is a City with good relations between different racial, ethnic and religious communities	75	67	62	64	14	17	21	21	11	16	17	15
Q9. There is less discrimination on the basis of race or ethnic origin in London than three years ago	51	45	47	49	20	22	23	25	29	34	30	27
Q10. London is a green City	49	50	40	37	43	41	50	55	8	9	10	8
Q11. London is a clean City	33	29	19	19	57	61	72	73	10	10	9	8
Q12. London is a City with good quality health services	62	51	47	41	26	35	36	43	12	15	18	16
Q13. London is a City with good schools	58	52	51	50	17	23	20	24	25	25	30	25
Q14. London is a City that is easy to get around	80	74	69	76	14	20	23	20	5	6	7	5
Q15. London is a City with good cultural and leisure facilities	84	84	83	82	7	8	9	10	9	8	8	9
Q16. London is a good City for parks, open spaces and community recreation facilities and activities	78	81	72	75	14	14	20	18	8	6	8	7
Q17. London is a City that is tolerant of gay and lesbian people	66	62	63	73	10	7	8	8	24	31	29	19

Q18.- SHOWCARD C (R) I am now going to read out a number of different statements. For each, please tell me whether you agree or disagree? READ OUT. ALTERNATE START AND TICK ✓
 Q21. BOX. SINGLE CODE ONLY 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							
	2004	%	67	26	4	2	1	1
	2003	%	68	26	4	1	*	1
	2002	%	73	19	3	2	*	2
	2001	%	71	22	4	1	*	1
Q19.	London offers good employment opportunities							
	2004	%	29	46	14	6	1	4
	2003	%	26	44	15	7	2	6
	2002	%	29	43	13	8	3	5
	2001	%	32	44	10	6	3	4
Q20.	London may not be perfect but I enjoy living here							
	2004	%	33	48	11	4	1	1
	2003	%	28	50	12	6	2	3
	2002	%	34	46	12	5	2	1
	2001	%	44	41	9	4	2	*
Q21.	I enjoy the cultural diversity of London							
	2004	%	37	45	12	3	1	2
	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

Q22. SHOWCARD D (R) How safe do you feel walking outside in this neighbourhood in the evening by yourself? SINGLE CODE ONLY

	2004	2003	2002	2001	2000
	%	%	%	%	%
Very safe	18	19	16	16	16
Fairly safe	41	41	40	34	35
A bit unsafe	22	20	18	25	26
Very unsafe	13	13	15	17	15
Never go out in the evening	5	7	10	8	7
Don't know	*	*	*	1	*

Q23.- SHOWCARD E (R) **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?** READ OUT. ASK Q23 (SAFETY IN LONDON) FIRST. THEN ALTERNATE ORDER. TICK ✓ START. SINGLE CODE ONLY. GET RESPONDENT TO GIVE NUMERICAL ANSWER.

			Major problem			No problem at all	Don't know	
			1	2	3	4	5	6
	ASK Q23 FIRST							
Q23.	Safety in London							
	2004	%	21	29	27	15	7	1
	2003	%	19	32	26	12	7	3
	2002	%	29	30	24	10	5	3
	2001	%	22	30	30	10	6	2
Q24.	Assault/physical attack							
	2004	%	22	28	28	14	6	2
	2003	%	17	29	28	15	7	3
	2002	%	26	31	25	11	5	3
	2001	%	23	28	26	14	8	2
Q25.	Fear of crime							
	2004	%	28	31	24	11	6	1
	2003	%	22	36	22	13	5	2
	2002	%	32	33	20	10	4	2
	2001	%	27	32	23	11	5	2
Q26	The cost of living							
	2004	%	42	33	16	5	2	2
	2003	%	41	35	15	5	2	2
	2002	%	51	29	12	4	2	2
	2001	%	48	30	14	4	3	1
Q27.	Unemployment							
	2004	%	10	16	32	24	11	8
	2003	%	12	23	28	19	9	9
	2002	%	18	24	25	16	9	8
	2001	%	11	22	29	19	11	7
Q28.	Affordable housing							
	2004	%	46	30	14	4	2	4
	2003	%	48	32	13	3	2	2
	2002	%	60	24	9	4	2	2
	2001	%	49	28	12	5	3	3
Q29.	Traffic congestion*							
	2004	%	45	34	13	3	2	3
	2003	%	43	38	13	2	2	2
	2002	%	62	23	9	3	1	2

* Not asked in 2001

Q30. **Thinking about safety, for what reasons, if any, do you think people feel unsafe in this area?** DO NOT PROMPT. MULTICODE OK. PROBE FULLY WITH "What else?"

	2004 %	2003 %
Drug dealers	14	14
Fear of being mugged or physically attacked	36	29
Fear of burglary	24	25
Fear of racial harassment	4	5
Fear of sexual harassment	3	3
Fear of the dark/ night	8	10
Gun crime	8	6
Intimidating behaviour by beggars	2	2
Lack of adequate street lighting	6	10
Lack of police presence	16	21
People being drunk or rowdy in the streets/ public places	9	10
People sleeping rough on the streets or in other public places	2	3
Pickpockets	2	3
Run-down/ threatening local environment (e.g. graffiti, derelict buildings, etc.)	5	6
Teenagers hanging around on the streets	24	23
Too many gangs/	11	11
Vandalism and other deliberate damage to property or vehicles	11	14
Volume/speed of traffic	4	5
Bad Press	2	-
Car crime/theft	1	-
Crime/Unspecified	1	-
Fear/Unsafe feeling	1	-
Mix of people	1	-
Lack of respect	1	-
Murder/killing	1	-
Anti-social behaviour	*	-
Juvenile crime	*	-
Fear of quite roads	*	-
Prostitution	*	-
Street crime	*	-
Penalties not enough	*	-
No CCTV	*	-
Unemployment	*	-
Other	6	6
None of these	5	7
Don't know	11	13

Q31. Which two or three things do you think would most improve safety in or around this area? DO NOT PROMPT. CODE MAXIMUM OF THREE

	2004 %	2003 %
Improved street lighting	21	25
Traffic restrictions	4	4
Improved pedestrian crossings	2	3
Improved layout of streets/estate	2	3
Security cameras (CCTV)	24	26
More police around on foot	65	61
Neighbourhood Watch	13	13
People looking out for each other more	7	6
Providing young people with more things to do	13	14
Advice on crime prevention	4	6
Closer police links with the community	7	7
Neighbourhood wardens/caretakers (i.e. people patrolling the area to help prevent crime)	8	6
Drugs education/advice/rehabilitation	4	3
Improving the local environment e.g. removing graffiti	2	3
Stricter/ tougher rules	1	-
More parental control	1	-
Curfew	1	-
ID cards	*	-
More Police/police stations	1	-
Quicker response from Police	*	-
Address unemployment	1	-
Community centres	*	-
Restrictions on licences	1	-
Better housing	*	-
More alarms/ security gates	1	-
Better car parks	*	-
Repair pavement	*	-
Better education	*	-
Other	4	7
None of these	2	3
Don't know	10	12

ENVIRONMENT

SHOWCARD E (R) AGAIN **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?** READ OUT. ROTATE ORDER. TICK ✓ START. SINGLE CODE ONLY. GET RESPONDENT TO GIVE NUMERICAL ANSWER.

			Major problem			No problem at all	Don't know	
			1	2	3	4	5	6
Q32.	Air quality							
	2004	%	17	30	23	16	12	2
	2003	%	21	31	21	14	10	4
	2002	%	28	29	23	11	6	2
	2001	%	32	31	20	9	5	3
Q33.	Loss of green spaces							
	2004	%	10	22	25	24	15	3
	2003	%	11	27	26	19	13	4
	2002	%	17	28	25	16	10	5
	2001	%	16	25	27	18	10	3
Q34.	Loss of plants and wildlife							
	2004	%	10	20	26	21	16	7
	2003	%	11	27	25	17	13	7
Q35.	Pollution of rivers and canals							
	2004	%	14	20	23	18	13	12
	2003	%	15	25	23	16	10	11
Q36.	Pollution from traffic/exhaust fumes							
	2004	%	33	30	16	10	7	3
	2003	%	32	32	19	8	5	3
Q37.	Climate change							
	2004	%	15	22	25	15	16	8
Q38.	Abandoned vehicles							
	2004	%	12	19	29	23	13	3
	2003	%	16	28	26	17	9	4
Q39.	Abandoned/dumped household waste							
	2004	%	19	23	27	17	12	2
	2003	%	18	29	26	17	8	3
Q40.	Noise							
	2004	%	12	25	30	20	13	1
	2003	%	13	33	24	17	11	2
	2002	%	23	30	23	15	8	1
	2001	%	26	31	21	13	9	1
Q41.	Litter							
	2004	%	23	32	22	12	9	1
	2003	%	24	35	21	12	6	2
	2002	%	43	29	16	7	4	1
	2001	%	38	32	17	9	4	1

Q42. **Does your borough offer a doorstep recycling facility?** SINGLE CODE ONLY

	%	
Yes	80	ASK Q43
No	16	GO TO Q45
Don't know	4	

ASK IF YES TO Q42. OTHERS GO TO Q45.

Q43. **Do you use the doorstep recycling facility?** IF YES, PROBE: **How often do you use it?**
SINGLE CODE ONLY

Base: All who have doorstep recycling facility (1,167)

	%	
Yes – all the time	68	
Yes – some of the time	15	GO TO Q45
Yes – occasionally	6	
No	10	ASK Q44
Don't know	1	

ASK IF YES TO Q42 AND NO (CODE 4) TO Q43. OTHERS GO TO Q45.

Q44. **What would make you more likely to use the doorstep recycling facilities?** DO NOT PROMPT. MULTICODE OK.

Base: All who have doorstep recycling facility but do not use it (109)

	%
Better facilities for my household (e.g. recycling box/bag/bin)	20
More frequent collections	5
More space in house to store materials for recycling	10
More convenient/fitted in with routine better	6
Financial incentive to do it (e.g. deposits on bottles)	-
Better understanding of the benefits	6
More information from the Council	17
If more people did it	-
More confidence that the Council deal with recycled material effectively	7
Other	9
Nothing	18
Don't know	16

ASK ALL

Q45. SHOWCARD F (R) **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.** CODE UP TO THREE

	2004 %	2003 %
A Improving air quality	40	41
B Reducing loss of green spaces	20	21
C Reducing loss of plants and wildlife	11	11
D Reducing pollution of rivers and canals	14	16
E Reducing pollution from traffic/exhaust fumes	46	44
F Dealing with abandoned vehicles	14	17
G Dealing with abandoned/dumped household waste	26	26
H Dealing with noise	18	24
I Dealing with litter	38	44
J Measures to tackle climate change	10	-
Other	2	1
None of these	2	2
Don't know	4	5

POLICING IN LONDON

Q46. SHOWCARD G (R) **Thinking about policing in this area, to what extent are you satisfied or dissatisfied with the way this area is policed?** SINGLE CODE ONLY

	2004 %	2003 %
Very satisfied	6	5
Fairly satisfied	34	37
Neither satisfied nor dissatisfied	24	26
Fairly dissatisfied	23	19
Very dissatisfied	10	11
No opinion	3	3

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 ...

Q47. ... **your local neighbourhood?** SINGLE CODE ONLY

Q48. ... **London as a whole?** SINGLE CODE ONLY

	Q47 Neighbour- hood %	Q48 London %
More	24	35
About the same	42	37
Less	26	14
Don't know	8	14

ASK IF SEEN MORE IN LONDON AS A WHOLE (CODE 1) AT Q48. OTHERS GO TO Q52.

Do you think the increased police presence has helped ...

Q49. ... **make people feel safer?** IF YES: **Has it helped a lot or a little?**

Q50. ... **reduce crime?** IF YES: **Has it helped a lot or a little?**

Q51. ... **reduce anti-social behaviour?** IF YES: **Has it helped a lot or a little?**

Base: All who have seen more police in London as a whole (484)

	Safety Q49 %	Crime Q50 %	ASB Q51 %
Helped a lot	28	19	20
Helped a little	46	44	38
No	20	25	30
Don't know	6	13	11

TRANSPORT

ASK ALL

Q52. From what you know, which organisation or organisations are mainly responsible for public transport in London? DO NOT PROMPT. MULTICODE OK. PROBE: Anyone else? INTERVIEWER CODE WHETHER MENTIONED BEFORE OR AFTER PROBING.

	Mentioned before probe %	Total* mentioned %
Greater London Authority	6	10
The Mayor	20	31
The London boroughs (jointly)	1	2
“London Borough of XXX”	1	2
“The council”/“local authority”	2	4
The London Assembly	2	5
Transport for London	37	49
London Buses	8	18
London Underground	10	21
Department for Transport	5	12
Central Government	3	6
Other	11	16
Don't know	20	15

*Spontaneous and prompted answers.

Q53. SHOWCARD H (R) Which of these types of transport in London do you think is most in need of improvement? SINGLE CODE ONLY

	%	
Roads	28	ASK Q54A
London Underground	31	GO TO Q54B
Buses	21	GO TO Q54C
Trains	14	GO TO Q54D
Other	1	GO TO Q55
None of these	7	
Don't know	6	

ASK IF ROADS (CODE 1) AT Q53. OTHERS GO TO FILTER AT Q54(b).

Q54a **What do you think needs to be done to improve London's roads?** PROBE FULLY WITH 'What else?' DO NOT PROMPT. MULTICODE OK.

Base: All who say roads need improving (404)

	%
Reduce traffic congestion	48
Fewer traffic calming measures	12
More traffic calming measures	5
Fewer speed cameras	6
More speed cameras	1
Fewer police officers on the roads	3
More police officers on the roads	2
Fewer speed limits	2
More speed limits	2
Extend congestion charge	3
Abolish congestion charge	7
Get rid of bus lanes	9
More red routes	3
Widening of some roads	20
Stopping lorries from using small roads	3
Fewer/quicker road works/better planning/co-ordination of road works	23
Less parking	4
More parking	10
Better lighting on roads	3
Better road markings	2
More/clearer road signs	3
Better winter salting, snow cleaning, draining and gritting	2
Better maintenance	10
Less street parking	1
More/ better public transport	2
Change traffic light timing	2
Better enforcement of regulations/law	1
More cycle lanes	1
More zebra crossings	1
Other	11
Nothing	*
Don't know	2

ASK IF LONDON UNDERGROUND (CODE 2) AT Q54. OTHERS GO TO FILTER AT Q54(c).

Q54b **What do you think needs to be done to improve London Underground? PROBE FULLY WITH 'What else?' DO NOT PROMPT. MULTICODE OK.**

Base: All who say underground needs improving (438)

	%
Less overcrowding on trains	36
Improve punctuality/reliability	44
Extending hours of service	11
Extending the service to other parts of London	10
Fewer disruptions/breakdowns	24
More/better information about delays/running of service	10
Less time taken for repairs or engineering works	6
Make it easier to buy tickets	2
Improved cleanliness of trains	13
Improved cleanliness of stations	11
Improve ventilation on trains/introduce air conditioning	19
Reduce fares	10
More staff in stations	12
Staff more helpful/polite	2
Deal with strikes	1
Better information about services	4
Improve lifts/escalators in stations	3
Better access for the disabled	4
Stop beggars on the trains/stations	2
More facilities at the stations	4
More safety measures at stations	11
More safety measures on trains	9
More trains/ more regular service	5
Better trains/newer trains	5
Investment needed	4
Modernized stations	*
Better maintenance	2
New truck/signals	3
Other	8
Nothing	-
Don't know	2

ASK IF BUSES (CODE 3) AT Q54. OTHERS GO TO FILTER AT Q54(d).

Q54c **What do you think needs to be done to improve London's buses?** PROBE FULLY WITH 'What else?' DO NOT PROMPT. MULTICODE OK.

Base: All who say buses need improving (301)

	%
Less overcrowding on the buses	22
Improve punctuality/reliability	45
Improve frequency of services	47
Reduce journey times	9
More information about timetables and where to get on buses	7
Staff more helpful/polite	11
Reduce fares	15
Introduce more services/destinations	8
Extend hours of service/more night buses	8
Better integration of bus services with other forms of transport	5
Improved cleanliness of buses	7
Better access/facilities	4
Make more seats available	5
More safety measures at bus stops	8
More safety measures on buses	6
More buses	3
Reduced traffic	2
Smaller buses	1
Other	8
Nothing	1
Don't know	2

ASK IF TRAINS (CODE 4) AT Q54. OTHERS GO TO Q55.

Q54d

What do you think needs to be done to improve London's trains? ? PROBE FULLY WITH 'What else?' DO NOT PROMPT. MULTICODE OK.

Base: All who say trains need improving (193)

	%
Less overcrowding on the trains	24
Improve punctuality/reliability	61
Improve frequency of services	44
Reduce journey times	3
More information about timetables and services	11
Staff more helpful/polite	5
Reduce fares	23
Introduce more services/destinations	10
Extend hours of service	6
Better integration of train services with other forms of transport	8
Improved cleanliness of trains	25
Better access/facilities	5
Make more seats available	7
More safety measures at stations	13
More safety measures on trains	17
More trains	3
Better trains	6
Investment needed	1
New tracks / signals	3
Other	12
Nothing	-
Don't know	-

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.**

	2004	2003	2002	2001	2000
	%	%	%	%	%
Reducing traffic congestion	36	42	55	59	62
Cheaper bus and tube fares	34	33	36	38	40
More reliable buses and tubes	34	39	47	50	43
Less pollution from traffic	11	20	26	36	41
More bus and cycle lanes	7	15	21	21	20
Better facilities for pedestrians	8	-	-	-	-
Better facilities for cyclists	5	-	-	-	-
More investment in the tube	22	33	35	38	38
More investment in the buses	13	20	28	29	24
More investment in the overland trains	13	19	22	21	28
More investment in cycling	3	-	-	-	-
More investment in making local areas safe to walk	13	-	-	-	-
Improved personal safety on buses, the tube and trains	25	27	31	35	40
A more integrated/cohesive transport system	16	20	26	28	-
Other	4	2	2	2	2
None of these	3	3	4	2	2
Don't know	2	8	3	3	1

ASK ALL

Q56. **SHOWCARD J (R) 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 CODE UP TO THREE.**

		2004	2003	2002
		%	%	%
A	Local buses	68	67	64
B	Underground services (the tube)	52	50	46
C	Local train services	29	31	30
D	Black cabs	8	14	11
E	Mini cabs (private hire)	11	18	17
F	Riverboat	*	*	*
G	Tram	2	4	3
H	Docklands Light Railway (DLR)	4	4	4
	None of these	15	17	19

TICK ALL FORMS OF PUBLIC TRANSPORT USED AT Q56 AND FOR EACH ASK Q57. IF NONE USED GO TO Q58.

Q57 SHOWCARD K (R) For each form of public transport that you use, please tell me how safe you feel using this type of transport at night, alone. READ OUT EACH FORM OF TRANSPORT USED AND SINGLE CODE FOR EACH.

		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
A	Local buses									
	2004	(963)	%	17	41	20	6	9	7	1
	2003	(974)	%	14	48	17	6	5	10	*
	2002	(951)	%	14	42	18	5	8	13	1
B	Underground services (the tube)									
	2004	(731)	%	16	45	20	8	5	3	3
	2003	(698)	%	12	49	22	10	2	5	1
	2002	(625)	%	12	43	23	8	5	8	1
C	Local train services									
	2004	(410)	%	15	43	24	9	5	2	3
	2003	(436)	%	12	53	20	7	3	4	1
	2002	(427)	%	14	42	21	9	5	7	2
D	Black cabs									
	2004	(115)	%	68	21	4	2	-	2	2
	2003	(186)	%	45	49	2	1	-	1	3
	2002	(141)	%	58	27	3	-	1	9	2
E	Mini cabs (private hire)									
	2004	(147)	%	26	43	16	2	2	1	10
	2003	(257)	%	25	52	14	4	2	1	2
	2002	(240)	%	25	41	19	4	2	6	2
F	Riverboat									
	2004	(3)	N	1	-	-	-	-	1	1
	2003	(7)	N	2	1	1	-	-	1	1
	2002	(7)	N	-	-	2	-	-	2	3
G	Tram									
	2004	(32)	%	18	37	13	7	14	9	3
	2003	(61)	%	9	55	13	1	6	14	2
	2002	(38)	%	16	31	12	6	5	19	10
H	Docklands Light Railway (DLR)									
	2004	(49)	%	23	48	8	2	8	4	6
	2003	(47)	%	26	41	12	-	-	14	7
	2002	(58)	%	20	44	11	1	6	7	11

ASK ALL

Q58. Do you cycle in London on a regular basis? By regular, I mean at least once a month.

SINGLE CODE ONLY

	%
Yes	10
No	85
Don't know/not stated	6

Thinking about cycling as a way of getting about in London, do you agree or disagree with the following statements: READ OUT. ROTATE ORDER. TICK ✓ BOX. SINGLE CODE ONLY FOR EACH.

		Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	No opinion
Q59.	I would consider cycling in London within the next year	8	11	10	24	39	7
Q60.	Cycling is good for rush hour journeys in London	11	27	21	16	14	11
Q61.	Traffic makes people afraid of cycling on London streets	33	26	17	8	5	11

ASK IF AGREE/NO OPINION (CODES 1, 2 OR 6) AT Q59-Q61. OTHERS GO TO Q63.

Q62. What improvements do you think are needed to make cycling a more attractive option in London? PROBE FULLY WITH 'What else?' DO NOT PROMPT MULTICODE OK.

Base: (1,105)

	%
More cycle lanes	48
Better protected cycle lanes	29
More direct access to town centres, parks and other traffic free areas	9
Improved road maintenance	8
Help with cycle storage for flats and homes	4
More/better places to lock up bikes at stations, shops and workplaces	11
More showers and changing facilities at destinations	2
Information on cycling safety	5
More/better information on pleasant cycle routes	5
Increasing/extending congestion charge	1
More/better traffic calming measures	6
Improving air quality	4
More consideration from drivers	11
Better policing of traffic and parking offences	4
More free cycle training for adults	4
More free cycle training for children	2
Cyclist to obey traffic code	1
Less traffic	3
Better safety equipment	*
Better weather	*
Cycling is dangerous/ no way to make it attractive	1
Licence cyclists	*
Wider roads	*
More awareness of cyclists	1
Make it safer	1
Awareness of benefits of cycling	1
More priorities for cyclists	*
Other	4
None	4
Don't know	17

ASK ALL

Q63. **What improvements do you think are needed to make walking a more attractive option in London? PROBE FULLY WITH 'What else?' 'DO NOT PROMPT MULTICODE OK.**

	%
More pedestrian only areas	22
More/better pedestrian road crossings	17
Improving air quality	12
Improving street lighting at night	16
Reducing traffic levels	8
Reducing traffic speeds	7
More consideration from drivers	8
More road crossings at street level (remove subways)	5
Better policing of traffic offences	5
Better maintenance of pavements	18
Fewer steep kerbs (easier for prams and wheelchair users)	3
Improving cleanliness	9
Reduction of vandalism and graffiti	7
Better policing of local areas	11
Better signage/maps	1
Promote/publicity-unspecified	*
Better whether	*
Flowers/grass gardens	2
Better pavements	1
CCTV	*
Less cyclists on pavements	1
More trees	1
Safer/I need to feel safe	2
Promote health benefits of walking	1
Reduce crime	1
Less parking on pavements	*
Dogs/ fouling issues	*
Other	3
None	6
Don't know	20

LONDON GOVERNANCE

ASK ALL

Q64. **Do you know the name of the Mayor of London? SINGLE CODE ONLY**

	2004 %	2003 %	2002 %	2001 %	2000 %
Yes (correct) – Ken Livingstone	81	81	81	77	79
No/don't know	18	17	18	22	21

Q65. **SHOWCARD M (R) How much, if anything, would you say you know about what the Mayor of London is doing for London? SINGLE CODE ONLY**

	2004 %	2003 %	2002 %	2001 %
A great deal	5	5	6	4
A fair amount	40	39	35	32
Not very much	37	36	37	34
Nothing at all	10	11	14	16
Don't know	7	9	8	14

- Q66. SHOWCARD M (R) AGAIN **How much, if anything, would you say you know about what the London Assembly is doing for London?** SINGLE CODE ONLY

	2004	2003	2002	2001
	%	%	%	%
A great deal	1	2	2	1
A fair amount	17	14	12	12
Not very much	42	34	40	35
Nothing at all	24	32	32	30
Don't know	15	18	14	22

- Q67. SHOWCARD M (R) AGAIN **How much, if anything, would you say you know about what Transport for London is doing for London?** SINGLE CODE ONLY

	2004	2003	2002	2001
	%	%	%	%
A great deal	3	2	4	3
A fair amount	30	27	30	28
Not very much	44	35	38	37
Nothing at all	13	23	19	20
Don't know	10	12	9	12

- Q68. SHOWCARD N (R) **Are you satisfied or dissatisfied with the way Ken Livingstone is doing his job as Mayor of London?** SINGLE CODE ONLY

	2004	2003	2002	2001	2000
	%	%	%	%	%
Very satisfied	6	7	4	6	5
Fairly satisfied	33	28	23	29	25
Neither satisfied nor dissatisfied	27	28	29	31	40
Fairly dissatisfied	12	11	14	9	5
Very dissatisfied	9	10	13	5	3
No opinion	14	17	17	19	23

- Q69. SHOWCARD N (R) AGAIN **Are you satisfied or dissatisfied with the way the London Assembly is doing its job?** SINGLE CODE ONLY

	2004	2003	2002	2001	2000
	%	%	%	%	%
Very satisfied	1	1	1	2	2
Fairly satisfied	16	11	8	15	17
Neither satisfied nor dissatisfied	37	33	31	35	39
Fairly dissatisfied	6	5	6	7	4
Very dissatisfied	5	4	4	5	3
No opinion	35	47	50	37	36

ASK ALL THOSE SATISFIED WITH KEN LIVINGSTONE (CODES '1' AND '2' AT Q68 OTHERS ASK Q71

Q70. **You said that you are satisfied with the way Ken Livingstone is doing his job as Mayor of London. Why do you say that?** PROBE FULLY USING "What else?" BUT DO NOT PROMPT. RECORD VERBATIM AND THEN CODE BELOW.

Base: All satisfied with Ken Livingstone (565)

	2004 (565) %	2003 (499) %	2002 (395) %
Traffic measures/trying to reduce congestion/introducing congestion charges	37	43	27
Doing a good job/making improvements/doing his best for London	40	35	25
Addressing transport/trying to improve transport in general	25	21	11
Trying/doing his best despite limitations/constraints	19	17	10
Improvements to bus service	16	17	7
Believes in what he is trying to do/prepared to be unpopular to do the right thing	12	14	4
Improving London/creating a better future/generating more money for London	14	11	8
Approve of his policies/has some good ideas	11	10	7
Like him/his personality/attitude	6	8	5
Attempting to sort out tube/underground	3	8	2
Cares for the people/one of us/trying to help the public/listens to peoples needs	7	7	6
Honest/trust him/no hidden agenda	2	7	2
Improvements to public transport	7	6	2
Needs more time/needs to be seen in the long term	2	4	5
Keeps you informed/coverage through media of plans and achievements	4	4	4
Dealing with crime/making London safer	5	3	6
Improvements to housing/providing affordable housing	2	2	3
Agree with his stance against privatisation/PFI of underground system	2	2	2
Environment issues	2	2	1
He is independent/independent of central government	-	2	-
Health service issues	1	1	1
Education	1	1	1
Trains/addressing railway issues	1	1	1
Approve of his pedestrianisation policy	1	1	1
The Olympics	5	1	-
Trafalgar square policies	-	1	-
Negative comments	1		
Other	4	4	9
Don't know	9	11	4

ASK ALL THOSE DISSATISFIED WITH KEN LIVINGSTONE (CODES '4' AND '5') AT Q68.
OTHERS ASK Q72

Q71. **You said that you are dissatisfied with the way Ken Livingstone is doing his job as Mayor of London. Why do you say that? PROBE FULLY USING "What else?" BUT DO NOT PROMPT. RECORD VERBATIM AND THEN CODE BELOW.**

Base: All dissatisfied with Ken Livingstone

	2004 (306) %	2003 (311) %	2002 (391) %
Disagree with congestion charge	45	39	38
Not fulfilling promises/no improvements/can't see any results	14	20	16
Not working for London/not listening to peoples needs	11	10	10
Money wasted/too much expenditure	21	24	8
Creating more problems/doesn't know what his is doing/policies not thought through	9	8	8
Roads congested/no improvement to congested roads	11	7	8
Dislike him/his attitude style	11	13	7
No improvements to public transport	10	8	7
A lot of talk but not much action	5	10	6
No improvement to the tube/underground/system not being properly addressed	4	6	4
No reduction in crime/safety issues not addressed	4	4	4
Transport in general/needs a better transport system	6	6	4
Housing/lack of affordable housing	1	4	4
Strikes/disagree with his involvement in strikes/unions	2	1	4
We don't need a mayor/waste of money	8	8	4
Changes to traffic light timings/lights rigged prior to proposed changes	4	3	3
Roadworks/too many roadworks	4	6	3
Buses not improved/not enough improvement to bus service	3	2	2
Council tax too high/proposed council tax increase	8	6	2
Too many charges/taxes	9	7	2
Serving his own agenda/furthering own ambitions/political goals	7	7	2
Fares have increased/no reduction in fares	12	2	2
Lack of information/not kept up-to-date on what he is doing	1	2	2
Trains/poor quality service	2	2	1
Health service poor/needs to concentrate on health service in London	2	2	1
Schools/lack of improvement with education system in London	1	1	1
Disagree with policies/plans	8	5	1

Q71
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

	2004 (306) %	2003 (311) %	2002 (391) %
Anti-car policy/persecuting the motorists	3	3	1
Lack of expenditure on roads	-	1	1
Disagree with Trafalgar Square restrictions	2	2	1
More help needed for disabled/elderly	1	1	1
Too political/too much time spent fighting government decisions/issues	2	4	1
Not enough powers/not in complete control/restrictions on resources	1	2	1
Cleanliness/litter needs attention	1	1	1
Concentrate on Central London/ignore outer boroughs	2		
Other	7	5	2
Don't know	4	10	14

Q72. SHOWCARD O (R) 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 OK

		2004	2003	2002	2001	2000
Representing London abroad	%	23	21	25	23	31
Representing London in Great Britain	%	35	32	40	36	47
Over-ground trains	%	18	11	-	-	-
Buses	%	53	38	-	-	-
The underground/tube	%	51	41	-	-	-
Roads	%	38	27	42	33	33
Planning public transport	%	48	32	63	55	61
Economic development	%	19	13	18	17	23
Regeneration	%	20	16	25	20	28
Environment	%	29	19	30	28	33
Health Service	%	12	6	12	12	16
Olympic bid	%	35	18	-	-	-
Arts and Leisure services	%	16	14	17	16	21
Strategic planning	%	18	13	25	21	-
Fire and Emergency services	%	15	11	15	14	26
Police	%	28	16	20	18	30
Education	%	15	9	12	11	19
Congestion charging	%	62	53	-	-	-
Attracting tourism to London	%	32	25	-	-	-
Making the case for increased central government funding for London	%	28	20	-	-	-
Being able to raise taxes	%	10	7	8	6	11
Setting Council taxes	%	12	8	13	10	16
Setting Business rates	%	7	5	7	5	12
Setting budgets for Transport, Development, Police and Fire authorities	%	22	14	21	18	30
Scrutiny of budgets for Transport, Development, Police and Fire authorities	%	22	19	20	17	31
Scrutiny of budgets for the GLA (Greater London Authority)	%	22	15	-	-	-
Making appointments to Transport, Development, Police and Fire authorities	%	18	10	15	13	25
Co-ordinating the London Boroughs	%	24	18	29	28	43
Other	%	1	1	1	1	1
All of these	%	5	8	3	5	4
None of these	%	*	1	2	1	1
Don't know	%	12	19	18	23	16

Where figures are blank, questions were not asked therefore trend data should be interpreted with caution.

ASK ALL

Q73. SHOWCARD P (R) **Which of the following do you think are the roles of the London Assembly? Just read out the letter/s that apply.** CODE ALL THAT APPLY. MULTICODE OK

	%
A Determining policies and priorities for the GLA/The Mayor	33
B Planning public transport	21
C Making decisions on congestion charging	21
D Setting the level of council taxes in London	14
E Questioning the Mayor about his activities	29
F Setting budgets for the work of the GLA/The Mayor	25
G Scrutinising budgets for the GLA/The Mayor	28
H Co-ordinating the work of the London boroughs	25
I Scrutinising decisions taken by the Mayor	29
None of these	2
Don't know	40

Q74. SHOWCARD Q (R) **How well informed do you think the Mayor and the Greater London Authority keeps you about the services that they have responsibility for?** SINGLE CODE ONLY

	2004 %	2003 %	2002 %	2001 %	2000 %
Keeps us very well informed	3	2	2	2	2
Keeps us fairly well informed	27	20	17	15	10
Gives us only a limited amount of information	40	32	30	33	26
Doesn't tell us much at all about what they do	23	35	38	40	51
Don't know	7	11	13	10	12

Q75. SHOWCARD R (R) **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.** MULTICODE OK

Q76. SHOWCARD R (R) AGAIN **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.** CODE UP TO THREE

	Obtain Q75.				Prefer Q76.			
	2004 %	2003 %	2002 %	2001 %	2004 %	2003 %	2002 %	2001 %
Local newspaper	38	45	31	33	29	33	27	32
Leaflets delivered to the door	18	15	13	14	24	17	25	27
Metro	22	21	16	12	8	9	5	7
The Londoner – the free newspaper from the Mayor of London delivered to your door	23	18	10	n/a	28	19	19	n/a
Evening Standard	16	18	19	18	6	9	8	10
National newspapers	40	36	42	33	21	22	33	22
Local/Regional Television	30	27	35	30	16	19	22	24
National Television	50	46	53	46	37	34	35	35
Contact with the Mayor/GLA	1	1	2	2	1	3	2	2
Friends/neighbours and relations	9	6	5	5	2	2	2	1
Noticeboards/information points in libraries and other local venues	8	5	5	5	6	4	2	5
Leaflets and noticeboards in Local Council buildings	8	6	4	7	5	4	2	5
Posters	15	10	10	8	10	5	6	7
GLA offices	1	1	1	3	1	1	*	2
Local shops	2	1	1	2	2	2	1	3
Local/Regional Radio	12	10	13	12	6	6	8	8
National Radio	15	12	14	13	6	6	7	8
Citizen's Advice Bureau	2	1	1	1	1	1	*	1
Internet	8	6	6	5	8	7	4	8
Eastern Eye	*	*	1	n/a	*	*	*	n/a
Asian Voice	*	1	*	n/a	*	*	*	n/a
The Voice	1	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	1	n/a	*	1	1	n/a
Other general press	1	n/a	n/a	n/a	*	n/a	n/a	n/a
Other	-	*	*	1	-	*	*	2
None of these	2	3	3	4	3	3	4	2
Don't get information	7	5	6	9	*	2	2	2
Don't know	2	4	3	5	3	6	6	6

THE LONDONER

Q77. To keep Londoners informed about the activities of the Greater London Authority, the Mayor of London now produces a newspaper called The Londoner, distributed every month to every household in London. Do you remember seeing a copy of The Londoner newspaper? INTERVIEWER SHOW COPY OF NEWSPAPER TO RESPONDENT. SINGLE CODE ONLY.

	2004 %	2003 %
Yes	42	35
No	56	60
Don't know	2	5

ASK ALL THOSE WHO HAVE SEEN COPY OF LONDONER (CODE '1' AT Q77). OTHERS GO TO Q80.

Q78. When you have received The Londoner would you say you tend to . . . ? READ OUT AND SINGLE CODE ONLY.

Base: All who have seen copy of Londoner

	2004 % (619)	2003 % (482)
Read all or nearly all of it	10	12
Read most of it	23	23
Read a few articles	27	24
Just glance at it	28	28
Don't look at it at all	9	9
Don't know/can't remember	3	2

ASK ALL

Q79. SHOWCARD S (R) To what extent do you agree or disagree with the following statement. "The Londoner newspaper is a good way of finding out about what the Mayor of London is doing for London and the services he is responsible for, such as the police and public transport" SINGLE CODE ONLY

	2004 %	2003 %
Strongly agree	12	15
Tend to agree	36	37
Neither agree nor disagree	19	19
Tend to disagree	5	4
Strongly disagree	2	3
Don't know	26	22

PRIORITIES FOR LONDON

ASK ALL

Q80. **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.**

	2004 %	2003 %	2002 %	2001 %	2000 %
Affordable housing/Property prices	49	48	51	49	11*
Safety/Crime	47	47	50	51	27
Health service	27	33	32	39	12
Improved public transport	28	31	n/a	n/a	n/a
Education	28	30	26	31	10
Police	25	25	19	19	8
Environment	25	22	20	23	4
Traffic congestion	20	20	33	27	12
Affordable public transport	21	16	n/a	n/a	n/a
Public transport/Cheaper fares	n/a	n/a	33	36	52
Other	2	1	2	2	3
None of these	1	*	1	*	n/a
Don't know	1	2	1	1	13

* 2000 wording 'Housing' rather than 'Affordable housing/Property prices' therefore trend data should be interpreted with caution.

Q81. **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.**

	2004 %	2003 %	2002 %	2001 %	2000 %
Affordable housing/Property prices	47	48	50	49	4*
Job opportunities	40	43	43	49	11
Improved public transport	30	34	n/a	n/a	n/a
Pay/raise minimum wage	27	31	31	27	3
Affordable public transport	29	23	n/a	n/a	n/a
Safety/Crime	28	23	26	21	6
Traffic congestion	22	21	30	28	7
Economic development	17	18	14	26	4
Education	17	13	16	17	3
Public transport/Cheaper fares	n/a	n/a	39	44	46
Other	1	1	1	1	3
None of these	1	1	1	1	n/a
Don't know	4	5	3	4	29

* 2000 wording 'Housing' rather than 'Affordable housing/Property prices' therefore trend data should be interpreted with caution