

**Annual London Survey 2005
Final Topline Results
9 January 2006**

- Final results are based on 1,442 interviews conducted face to face in respondents' homes with a sample of residents in the Greater London area.
- Interviews were conducted between 20th October and 16th December 2005.
- 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.
- 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?

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

	2004		2005	
	Q1 Current address %	Q2 London %	Q1 Current address %	Q2 London %
Up to 1 year	14	3	14	3
Over 1 year up to 2 years	9	3	8	4
Over 2 years up to 5 years	18	6	18	7
Over 5 years up to 10 years	18	10	16	8
Over 10 years up to 15 years	9	8	11	8
Over 15 years up to 20 years	8	8	7	7
Over 20 years or more	22	32	21	25
All my life/born in London	2	33	4	38
Don't know/Can't remember	*	1	*	*

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

	2001 %	2002 %	2003 %	2004 %	2005
Very satisfied	33	30	28	30	34
Fairly satisfied	50	50	50	53	49
Neither satisfied nor dissatisfied	7	7	8	6	7
Fairly dissatisfied	6	8	9	6	7
Very dissatisfied	5	5	5	4	3
No opinion	*	1	1	*	*

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

	2001 %	2002 %	2003 %	2004 %	2005 %
Very satisfied	24	19	19	22	30
Fairly satisfied	51	50	52	53	50
Neither satisfied nor dissatisfied	11	13	13	11	9
Fairly dissatisfied	8	10	11	9	7
Very dissatisfied	4	6	4	3	3
No opinion	1	2	2	2	1

Q5. **What, if anything, would you say are the two or three best things about living in London?**

	2001 %	2002 %	2003 %	2004 %	2005 %
The range of shops	43	40	40	41	35
Job opportunities	34	30	30	33	33
The mixture of people who live here	31	31	30	32	33
Transport	22	19	23	31	33
The range of museums and art galleries	26	26	29	26	25
Health services	13	13	11	16	20
Nightlife (theatres/clubs/bars)	26	26	27	22	19
The range of parks and open spaces	16	14	20	19	19
Schools	13	15	12	16	14
The range of sports and leisure	10	10	10	9	9
The range of housing available	4	2	3	2	4
Universities*	n/a	n/a	n/a	n/a	4
Safety in London/Crime rates	2	1	2	2	3
The cost of living	1	1	1	1	2
The cost of housing	n/a	1	1	1	2
Traffic congestion	n/a	1	*	*	1
Other	2	4	4	4	2
None of these/nothing	3	4	3	1	3
Don't know	3	2	3	1	1

Q6. **What, if anything, would you say are the two or three worst things about living in London?**

	2001 %	2002 %	2003 %	2004 %	2005 %
The cost of living	56	46	47	52	53
Traffic congestion*	n/a	54	46	49	47
The cost of housing*	n/a	36	38	41	45
Safety in London/Crime rates	52	37	38	40	33
Transport	35	22	22	16	13
The range of housing available	16	6	7	6	7
Health services	22	9	11	7	6
Job opportunities	5	5	4	4	4
The mixture of people who live here	5	4	4	3	4
Schools	8	5	5	4	3
The range of parks and open spaces	5	3	2	4	3
The range of shops	2	1	1	1	2
Nightlife (theatres/clubs/bars)	3	2	1	2	2
The range of museums and art galleries	1	*	*	1	2
The range of sports and leisure	3	*	1	2	1
Universities*	n/a	n/a	n/a	n/a	1
Other	5	8	6	7	4
None of these/nothing	4	3	4	3	4
Don't know	4	2	2	2	1

Note: Traffic congestion and cost of housing not asked in 2001, and universities was only asked in 2005. 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.

		Agree				Disagree				Neither/Don't know			
		'02 %	'03 %	'04 %	'05 %	'02 %	'03 %	'04 %	'05 %	'02 %	'03 %	'04 %	'05 %
Q7.	London is an accessible place for disabled people	40	38	45	47	37	38	31	29	23	25	25	24
Q8.	London is a City with good relations between different racial, ethnic and religious communities	62	67	75	71	21	17	14	15	17	16	11	14
Q9.	There is less discrimination on the basis of race or ethnic origin in London than three years ago	47	45	51	44	23	22	20	25	30	34	29	31
Q10.	London is a green City	40	50	49	48	50	41	43	42	10	9	8	9
Q11.	London is a clean City	19	29	33	36	72	61	57	55	9	10	10	9
Q12.	London is a City with good quality health services	47	51	62	61	26	35	26	27	18	15	12	11
Q13.	London is a City with good schools	51	52	58	58	20	23	17	17	30	25	25	25
Q14.	London is a City that is easy to get around	69	74	80	82	23	20	14	13	7	6	5	4
Q15.	London is a City with good cultural and leisure facilities	83	84	84	85	9	8	7	8	8	8	9	7
Q16.	London is a good City for parks, open spaces and community recreation facilities and activities	72	81	78	80	20	14	14	13	8	6	8	7
Q17.	London is a City that is tolerant of gay and lesbian people	63	62	66	70	8	7	10	7	29	31	24	22

Q18.- I am now going to read out a number of different statements. For each, please tell me whether 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							
	2001	%	71	22	4	1	*	1
	2002	%	73	19	3	2	*	2
	2003	%	68	26	4	1	*	1
	2004	%	67	26	4	2	1	1
	2005	%	70	25	3	1	*	1
Q19.	London offers good employment opportunities							
	2001	%	32	44	10	6	3	4
	2002	%	29	43	13	8	3	5
	2003	%	26	44	15	7	2	6
	2004	%	29	46	14	6	1	4
	2005	%	33	44	13	6	1	3
Q20.	London may not be perfect but I enjoy living here							
	2001	%	44	41	9	4	2	*
	2002	%	34	46	12	5	2	1
	2003	%	28	50	12	6	2	3
	2004	%	33	48	11	4	1	1
	2005	%	43	41	9	4	1	1
Q21.	I enjoy the cultural diversity of London							
	2001	%	45	38	10	3	1	2
	2002	%	36	41	13	6	2	2
	2003	%	35	44	13	4	2	2
	2004	%	37	45	12	3	1	2
	2005	%	46	39	10	3	1	1

Q22. I would like you to tell me how strongly you agree or disagree with the following statement. London is a place I identify with.

	2005 %
Strongly agree	34
Tend to agree	46
Neither agree nor disagree	12
Tend to disagree	6
Strongly disagree	2
Don't know	1

COMMUNITY SAFETY/QUALITY OF LIFE

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

	2001 %	2002 %	2003 %	2004 %	2005 %
Very safe	16	16	19	18	19
Fairly safe	34	40	41	41	43
A bit unsafe	25	18	20	22	22
Very unsafe	17	15	13	13	12
Never go out in the evening	8	10	7	5	4
Don't know	1	*	*	*	*

Q24.- Thinking about your quality of life in London, how much of a problem, if at all, do
 Q30. you consider each of the following to be?

			Major problem			No problem at all	Don't know	
			1	2	3	4	5	6
Q24.	Safety in London							
	2001	%	22	30	30	10	6	2
	2002	%	29	30	24	10	5	3
	2003	%	19	32	26	12	7	3
	2004	%	21	29	27	15	7	1
	2005	%	23	26	28	15	6	*
Q25.	Assault/physical attack							
	2001	%	23	28	26	14	8	2
	2002	%	26	31	25	11	5	3
	2003	%	17	29	28	15	7	3
	2004	%	22	28	28	14	6	2
	2005	%	19	26	29	17	9	2
Q26.	Fear of crime							
	2001	%	27	32	23	11	5	2
	2002	%	32	33	20	10	4	2
	2003	%	22	36	22	13	5	2
	2004	%	28	31	24	11	6	1
	2005	%	25	30	25	13	6	1
Q27.	The cost of living (not including housing)							
	2001	%	48	30	14	4	3	1
	2002	%	51	29	12	4	2	2
	2003	%	41	35	15	5	2	2
	2004	%	42	33	16	5	2	2
	2005	%	34	32	20	7	6	1
Q28.	Unemployment							
	2001	%	11	22	29	19	11	7
	2002	%	18	24	25	16	9	8
	2003	%	12	23	28	19	9	9
	2004	%	10	16	32	24	11	8
	2005	%	12	18	29	20	13	8
Q29.	The cost of housing							
	2001	%	49	28	12	5	3	3
	2002	%	60	24	9	4	2	2
	2003	%	48	32	13	3	2	2
	2004	%	46	30	14	4	2	4
	2005	%	53	27	11	4	4	2
Q30.	Traffic congestion							
	2002	%	62	23	9	3	1	2
	2003	%	43	38	13	2	2	2
	2004	%	45	34	13	3	2	3
	2005	%	42	32	13	6	5	2

Note: Traffic congestion not asked in 2001. Changes of wording: Q29 was 'Affordable housing' in 2001 to 2004, and Q27 was 'The cost of living' in 2001 to 2004.

Q31. Thinking about safety, for what reasons, if any, do you feel unsafe in this area?

	%
Fear of being mugged or physically attacked	36
Fear of burglary	32
Teenagers hanging around on the streets	28
Lack of police presence	26
People using and dealing drugs	24
Knife crime	20
People being drunk or rowdy in the streets	20
Vandalism and other deliberate damage to property or vehicles	19
Gun crime	17
Fear of the dark/ night	16
Car crime/ theft	15
Lack of adequate street lighting	12
Volume/speed of traffic	12
Run-down local environment (e.g. graffiti, litter, fly-tipping, derelict buildings, etc.)	11
Fear of sexual harassment or attack	10
Fear of harassment or attack due to race or religious beliefs	9
Pickpockets	7
People sleeping rough or begging	6
Noise or nuisance from neighbours	6
Press reports about crime	6
Abandoned or burnt-out cars	5
Other	2
None of these	16
Don't know	2

Note: Trends for Q31 are not shown due to change of question wording.

Q32. Which two or three things do you think would most improve safety in or around this area?

	2005 %
More police around on foot	56
More security cameras (CCTV)	38
Providing young people with more things to do/ community centres	29
Improved street lighting	25
Encourage more parental responsibility	22
Neighbourhood Watch schemes/ wardens	16
Better relations between the police and the community	15
Drugs education/advice/rehabilitation	14
More advice on crime prevention	11
Improving the local environment e.g. removing graffiti	10
Improve employment opportunities	7
Traffic restrictions	6
Issue ID cards	6
Improve educational opportunities	6
Better housing	6
More pedestrian crossings	4
More pedestrian only areas	3
Other	2
None of these	3
Don't know	2

Note: Trends for 2004 and 2003 are not shown due to a change in question wording.

EXPERIENCE OF CRIME

Q33. Which of the following, if any, have you been subject to in London in the past 12 months? Please read out the letter(s) that apply.

		%
THEFT		
A	Had a car, van, motorbike or motor vehicle stolen	4
B	Had something stolen off the outside or from the inside of a vehicle	5
C	Had a bicycle stolen or taken without permission	4
D	Had someone steal or try to steal something from your home, garden or garage	7
E	Had someone steal or try to steal something from your pocket or bag	6
F	Had someone steal or try to steal something that you were carrying or wearing by using violence or threatening you with violence	3
VIOLENCE		
G	Someone has been violent to you in any way	7
H	Someone has been violent to you, or made threats in a way that frightened you because of your race or religious beliefs	4
I	Someone has been violent to you, or made threats in a way that frightened you because of your sexuality	2
CRIMINAL DAMAGE		
J	Had a vehicle or property damaged by vandals (i.e. graffiti)	9
	Any other crime not listed above	1
	None of the above	68

ENVIRONMENT

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?

		Major problem			No problem at all		Don't know	
		1	2	3	4	5	6	
Q34.	Air quality							
	2001	%	32	31	20	9	5	3
	2002	%	28	29	23	11	6	2
	2003	%	21	31	21	14	10	4
	2004	%	17	30	23	16	12	2
	2005	%	19	27	23	15	12	3
Q35.	Loss of green spaces							
	2001	%	16	25	27	18	10	3
	2002	%	17	28	25	16	10	5
	2003	%	11	27	26	19	13	4
	2004	%	10	22	25	24	15	3
	2005	%	11	23	28	18	16	4
Q36.	Loss of plants and wildlife							
	2003	%	11	27	25	17	13	7
	2004	%	10	20	26	21	16	7
	2005	%	10	22	28	16	16	7
Q37.	Pollution of rivers and canals							
	2003	%	15	25	23	16	10	11
	2004	%	14	20	23	18	13	12
	2005	%	14	23	26	14	12	10
Q38.	Pollution from traffic/exhaust fumes							
	2003	%	32	32	19	8	5	3
	2004	%	33	30	16	10	7	3
	2005	%	32	33	17	7	8	2
Q39.	Climate change							
	2004	%	15	22	25	15	16	8
	2005	%	26	24	25	11	10	5
Q40.	Abandoned vehicles							
	2003	%	16	28	26	17	9	4
	2004	%	12	19	29	23	13	3
	2005	%	8	16	28	25	18	3
Q41.	Abandoned/dumped household waste							
	2003	%	18	29	26	17	8	3
	2004	%	19	23	27	17	12	2
	2005	%	16	26	27	15	13	2
Q42.	Noise							
	2001	%	26	31	21	13	9	1
	2002	%	23	30	23	15	8	1
	2003	%	13	33	24	17	11	2
	2004	%	12	25	30	20	13	1
	2005	%	10	26	29	17	16	1
Q43.	Wastage of water							
	2005	%	12	21	28	16	16	8
Q44.	Litter							
	2001	%	38	32	17	9	4	1
	2002	%	43	29	16	7	4	1
	2003	%	24	35	21	12	6	2
	2004	%	23	32	22	12	9	1
	2005	%	22	33	22	11	10	2

Q45. Does your borough offer a doorstep recycling facility?

	2004 %	2005 %
Yes	80	80
No	16	17
Don't know	4	3

Q46. Do you use the doorstep recycling facility? How often do you use it?

Base: All who have doorstep recycling facility (1,167 in 2004 and 1154 in 2005)

	2004 %	2005 %
Yes – all the time	68	70
Yes – some of the time	15	16
Yes – occasionally	6	6
No	10	8
Don't know	1	*

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?

	2003 %	2004 %	2005 %
Reducing pollution from traffic/exhaust fumes	44	46	39
Dealing with litter	44	38	34
Conserving green spaces (i.e. ¹ parks)	21	20	26
Increase recycling	n/a	n/a	26
Conserving energy ²	n/a	n/a	23
Measures to tackle climate change	-	10	21
Dealing with abandoned/dumped household waste	26	26	16
Dealing with noise	24	18	15
Conserving water/ reducing water wastage	n/a	n/a	14
Reducing pollution of rivers and canals	16	14	13
Protecting plants and wildlife	11	11	11
Dealing with abandoned vehicles	17	14	6
Other	1	2	2
None of these	2	2	3
Don't know	5	4	5

Note: Changes made to pre-code list in 2005. Therefore trend should be treated with caution.

¹ 2003 and 2004, code was Reducing loss of green spaces

² Code was included in 2005.

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?

	2003 %	2004 %	2005 %
Very satisfied	5	6	10
Fairly satisfied	37	34	43
Neither satisfied nor dissatisfied	26	24	21
Fairly dissatisfied	19	23	15
Very dissatisfied	11	10	7
No opinion	3	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 ...

Q49. ... your local neighbourhood?

Q50. ... London as a whole?

	Q49 Neighbourhood		Q50 London	
	2004 %	2005 %	2004 %	2005 %
More	24	24	35	40
About the same	42	52	37	42
Less	26	18	14	7
Don't know	8	5	14	10

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

Q51. ... make you feel safer? Has it helped a lot or a little?

Q52. ... reduce crime? Has it helped a lot or a little?

Q53. ... reduce anti-social behaviour? Has it helped a lot or a little?

Base: All who have seen more police in London as a whole (484 in 2004 and 578 in 2005)

	Safety Q51		Crime Q52		ASB Q53	
	2004 %	2005 %	2004 %	2005 %	2004 %	2005 %
Helped a lot	28	38	19	26	20	27
Helped a little	46	40	44	40	38	41
No	20	18	25	18	30	22
Don't know	6	3	13	15	11	10

Note: change of question wording to Q51, was 'make people feel safer' in 2004.

Q54. How would you describe relations between the police and the community in this area?

	%
Very good	12
Fairly good	47
Neither good nor bad	22
Fairly bad	5
Very bad	2
Don't know/ no opinion	13

TRANSPORT

Q55. From what you know, which organisation or organisations are mainly responsible for main roads in London (i.e. main traffic routes such as A and B routes, not motorways)?

	Mentioned before probe %	Mentioned after probe %	Total %
Greater London Authority	6	9	10
The Mayor	7	16	15
The London boroughs (jointly)	6	8	9
“London Borough of XXX”	5	9	9
“The council”/“local authority”	16	16	23
The London Assembly	1	2	1
Transport for London	14	18	21
The Highways Agency	5	15	13
Department for Transport	7	21	17
Central Government	5	16	12
BEFORE PROBE Other	2	n/a	3
AFTER PROBE Other	n/a	3	
Don't know	33	*	24

Q56. Which of these types of transport in London do you think is most in need of improvement?

	2004 %	2005 %
Roads	28	19
London Underground	31	38
Buses	21	20
Trains	14	9
Other	1	*
None of these	7	8
Don't know	6	6

Q57a Which two or three of these, if any, do you think would most improve London's roads?

Base: All who say roads need improving (Base: 282)

	%
Better road maintenance	44
More parking facilities	39
Fewer/quicker road works/better planning/co-ordination of road works	35
Widening of some roads	33
Improve safety in residential roads/near schools with 20mph speed restrictions	22
More/ better public transport	16
Better police enforcement of traffic laws	16
Better lighting on roads	8
More bus fares	7
More pedestrian crossings	6
More red routes	5
More cycle lanes	5
Increase congestion charge	4
Other	7
Nothing	*
Don't know	*

Note: Data from 2004 has not been shown due to a change in question wording (2004: What do you think needs to be done to improve London's roads?) A showcard was used in 2005, whereas the question was unprompted in 2004.

Q57b Which two or three of these, if any, do you think would most improve London Underground?

Base: All who say underground needs improving (Base: 543)

	%
Less overcrowding on trains	43
Improve punctuality/reliability	36
Reduce fares	25
Improve ventilation on trains/introduce air conditioning	22
Less time taken for repairs or engineering works	21
Extending hours of service	18
Improve security	18
Extending the service to other parts of London	17
More information about delays/running of service	14
Better access for disabled people	12
More visible staff in stations	10
Improved cleanliness of trains	9
Improved cleanliness of stations	6
Make it easier to buy tickets	5
Staff more helpful/polite	5
Other	2
Nothing	*
Don't know	*

Note: Data from 2004 has not been shown due to a change in question wording (2004: What do you think needs to be done to improve London's underground?) A showcard was used in 2005, whereas the question was unprompted in 2004.

Q57c Which two or three of these, if any, do you think would most improve London's buses?

Base: All who say buses need improving (Base: 284)

	%
Improve punctuality/reliability	37
Reduce fares	30
Increase frequency of services	27
Less overcrowding on the buses	26
Introduce more services/destinations	19
More information about timetables and services	14
Improve security	13
Improved cleanliness of buses	11
Reduce traffic to speed-up bus journeys	11
Extend hours of service/more night buses	10
Better integration of bus services with other forms of transport	10
More bus lanes	9
Staff more helpful/polite	8
Better access for disabled people	7
More ticket inspectors	5
Other	6
Nothing	1
Don't know	*

Note: Data from 2004 has not been shown due to a change in question wording (2004: What do you think needs to be done to improve London's buses?) A showcard was used in 2005, whereas the question was unprompted in 2004.

Q57.d **Which two or three of these, if any, do you think would most improve London's trains?**

Base: All who say trains need improving (Base: 128)

	%
Improve punctuality/reliability	44
Improve frequency of services	31
Reduce fares	27
Improve security	26
Less overcrowding on the trains	25
More visible staff in stations	21
Extend hours of service	17
Better integration of train services with other forms of transport	14
Better access for disabled people	11
Introduce more routes/destinations	9
Improve cleanliness of trains	9
Less time taken for repairs and engineering works	9
More information about timetables and services	8
Staff more helpful/polite	7
Improve cleanliness of stations	7
Other	3
Nothing	*
Don't know	*

Note: Data from 2004 has not been shown due to a change in question wording (2004: What do you think needs to be done to improve London's trains?) A showcard was used in 2005, whereas the question was unprompted in 2004.

Q58. **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?**

	2001	2002	2003	2004	2005
	%	%	%	%	%
Cheaper bus and tube fares	38	36	33	34	38
Improved personal safety on buses, the tube and trains	35	31	27	25	36
Reducing traffic congestion	59	55	42	36	35
More reliable buses and tubes	50	47	39	34	32
More investment in the tube	38	35	33	22	31
Less pollution from traffic	36	26	20	11	21
A more integrated/cohesive transport system	28	26	20	16	20
More investment in the buses	29	28	20	13	18
More investment in the overland trains	21	22	19	13	14
More bus and cycle lanes	21	21	15	7	12
More investment in improving London as a place to cycle	-	-	-	3	11
More investment in improving London as a place to walk	-	-	-	13	11
Better facilities for cyclists	-	-	-	5	10
Better facilities for pedestrians	-	-	-	8	9
Other	2	2	2	4	2
None of these	2	4	3	3	4
Don't know	3	3	8	2	2

Q59. **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.**

		2002	2003	2004	2005
		%	%	%	%
A	Local buses	64	67	68	69
B	Underground services (the tube)	46	50	52	48
C	Local train services	30	31	29	28
D	Black cabs	11	14	8	9
E	Mini cabs (private hire)	17	18	11	12
	Riverboat	*	*	*	n/a
F	Tram	3	4	2	3
G	Docklands Light Railway (DLR)	4	4	4	4
	None of these	19	17	15	15

Note: Riverboat removed from question in 2005.

Q60. 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		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									
	2002	(951)	%	14	42	18	5	8	13	1
	2003	(974)	%	14	48	17	6	5	10	*
	2004	(963)	%	17	41	20	6	9	7	1
	2005	(957)	%	19	41	19	6	7	5	*
B	Underground services (the tube)									
	2002	(625)	%	12	43	23	8	5	8	1
	2003	(698)	%	12	49	22	10	2	5	1
	2004	(731)	%	16	45	20	8	5	3	3
	2005	(669)	%	13	42	29	8	3	3	*
C	Local train services									
	2002	(427)	%	14	42	21	9	5	7	2
	2003	(436)	%	12	53	20	7	3	4	1
	2004	(410)	%	15	43	24	9	5	2	3
	2005	(390)	%	12	45	27	6	3	4	*
D	Black cabs									
	2002	(141)	%	58	27	3	-	1	9	2
	2003	(186)	%	45	49	2	1	-	1	3
	2004	(115)	%	68	21	4	2	-	2	2
	2005	(116)	%	63	27	2	2	2	-	-
E	Mini cabs (private hire)									
	2002	(240)	%	25	41	19	4	2	6	2
	2003	(257)	%	25	52	14	4	2	1	2
	2004	(147)	%	26	43	16	2	2	1	10
	2005	(177)	%	27	49	15	2	3	1	1
F	Tram									
	2002	(38)	%	16	31	12	6	5	19	10
	2003	(61)	%	9	55	13	1	6	14	2
	2004	(32)	%	18	37	13	7	14	9	3
	2005	(41)	%	-	47	12	3	7	15	-
G	Docklands Light Railway (DLR)									
	2002	(58)	%	20	44	11	1	6	7	11
	2003	(47)	%	26	41	12	-	-	14	7
	2004	(49)	%	23	48	8	2	8	4	6
	2005	(61)	%	36	41	7	-	3	8	-

Q61. Do you cycle to work or college in London on a regular basis? By regular, I mean at least once a month.

	2004	2005
	%	%
Yes	10	12
No	85	83
Don't know/not stated	6	6

Q62. Did you start cycling in London in the last 12 months?
Base: (121)

	%
Yes	34
No	64

Q63. Which two or three of these, if any, would make cycling in London a more attractive option for you?

Base: (1,105 in 2004, 1072 in 2005)

	%
Better protected cycle lanes	17
More cycle lanes	15
More secure places to lock up bikes at stations, shops and workplaces	13
Improved road surface	9
Improving air quality	8
More showers and changing facilities at work	5
More/better information on cycle routes	5
Improve the image of cycling as a convenient mode of transport, not just a sport	5
Help with cycle storage at homes	4
Better policing of traffic and parking offences	4
Information on cycling safety	3
More free cycle training for children and adults	3
Increasing/extending congestion charge to reduce traffic	2
Other	2
None	53
Don't know	4

Note: Data from 2004 has not been shown due to a change in question wording. The 2004 question was 'What improvements do you think are needed to make cycling a more attractive option in London?'

LONDON GOVERNANCE

Q64. Do you know the name of the Mayor of London?

	2001 %	2002 %	2003 %	2004 %	2005 %
Yes (correct) – Ken Livingstone	77	81	81	81	85
Yes (incorrect)	n/a	n/a	n/a	n/a	2
No/don't know	22	18	17	18	13

Q65. How much, if anything, would you say you know about what the Mayor of London is doing for London?

	2001 %	2002 %	2003 %	2004 %	2005 %
A great deal	4	6	5	5	6
A fair amount	32	35	39	40	46
Not very much	34	37	36	37	33
Nothing at all	16	14	11	10	10
Don't know	14	8	9	7	5

Q66. How much, if anything, would you say you know about what the London Assembly is doing for London?

	2001 %	2002 %	2003 %	2004 %	2005 %
A great deal	1	2	2	1	1
A fair amount	12	12	14	17	19
Not very much	35	40	34	42	39
Nothing at all	30	32	32	24	29
Don't know	22	14	18	15	11

Q67. How much, if anything, would you say you know about what Transport for London is doing for London?

	2001 %	2002 %	2003 %	2004 %	2005 %
A great deal	3	4	2	3	5
A fair amount	28	30	27	30	35
Not very much	37	38	35	44	34
Nothing at all	20	19	23	13	16
Don't know	12	9	12	10	8

Q68. Are you satisfied or dissatisfied with the way Ken Livingstone is doing his job as Mayor of London?

	2000 %	2001 %	2002 %	2003 %	2004 %	2005 %
Very satisfied	5	6	4	7	6	7
Fairly satisfied	25	29	23	28	33	30
Neither satisfied nor dissatisfied	40	31	29	28	27	26
Fairly dissatisfied	5	9	14	11	12	13
Very dissatisfied	3	5	13	10	9	11
No opinion	23	19	17	17	14	12

Q69. Are you satisfied or dissatisfied with the way the London Assembly is doing its job?

	2000 %	2001 %	2002 %	2003 %	2004 %	2005 %
Very satisfied	2	2	1	1	1	3
Fairly satisfied	17	15	8	11	16	18
Neither satisfied nor dissatisfied	39	35	31	33	37	31
Fairly dissatisfied	4	7	6	5	6	7
Very dissatisfied	3	5	4	4	5	3
No opinion	36	37	50	47	35	38

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?

Base: All satisfied with Ken Livingstone (565). Answers are unprompted.

	2002 (395) %	2003 (499) %	2004 (565) %	2005 (536) %
Doing a good job/making improvements/doing his best for London	25	35	40	35
Traffic measures/trying to reduce congestion/introducing congestion charges	27	43	37	34
Addressing transport/trying to improve transport in general	11	21	25	23
Improvements to bus service	7	17	16	18
Believes in what he is trying to do/prepared to be unpopular to do the right thing	4	14	12	15
Trying/doing his best despite limitations/constraints	10	17	19	14
Improving London/creating a better future/generating more money for London	8	11	14	11
Approve of his policies/has some good ideas	7	10	11	10
Like him/his personality/attitude	5	8	6	9
Cares for the people/one of us/trying to help the public/listens to peoples needs	6	7	7	9
Improvements to public transport	2	6	7	9
The Olympics	-	1	5	7
Dealing with crime/making London safer	6	3	5	6
Attempting to sort out tube/underground	2	8	3	5
Honest/trust him/no hidden agenda	2	7	2	2
Needs more time/needs to be seen in the long term	5	4	2	2
Keeps you informed/coverage through media of plans and achievements	4	4	4	2
Agree with his stance against privatisation/PFI of underground system	2	2	2	2
Environment issues	1	2	2	2
Trafalgar square policies	-	1	-	2
Improvements to housing/providing affordable housing	3	2	2	1
Trains/addressing railway issues	1	1	1	1
Approve of his pedestrianisation policy	1	1	1	1
Negative comments			1	1
Done a lot for racial equality/ethnic issues	n/a	n/a	n/a	1
Doing good things for the disabled	n/a	n/a	n/a	1
Introduction of bus lanes	n/a	n/a	n/a	1
He is independent/independent of central government	-	2	-	n/a
Health service issues	1	1	1	*
Education	1	1	1	*

Performance during the London Bombings	n/a	n/a	n/a	*
Done what he said he would do	n/a	n/a	n/a	*
Other	9	4	4	7
Don't know	4	11	9	4

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?

Base: All dissatisfied with Ken Livingstone. Answers are unprompted.

	2002 (391) %	2003 (311) %	2004 (306) %	2005 (353) %
Disagree with congestion charge	38	39	45	45
Dislike him/his attitude style	7	13	11	16
Not working for London/not listening to peoples needs	10	10	11	15
Money wasted/too much expenditure	8	24	21	14
Not fulfilling promises/no improvements/can't see any results	16	20	14	12
Disagree with policies/plans	1	5	8	9
No improvements to public transport	7	8	10	8
Creating more problems/doesn't know what his is doing/policies not thought through	8	8	9	7
A lot of talk but not much action	6	10	5	7
Council tax too high/proposed council tax increase	2	6	8	7
Too many charges/taxes	2	7	9	7
Serving his own agenda/furthering own ambitions/political goals	2	7	7	6
We don't need a mayor/waste of money	4	8	8	5
Fares have increased/no reduction in fares	2	2	12	5
Roads congested/no improvement to congested roads	8	7	11	4
No improvement to the tube/underground/system not being properly addressed	4	6	4	3
Transport in general/needs a better transport system	4	6	6	3
Anti-car policy/persecuting the motorists	3	3	1	3
No reduction in crime/safety issues not addressed	4	4	4	2
Housing/lack of affordable housing	4	4	1	2
Roadworks/too many roadworks	3	6	4	2
Too political/too much time spent fighting government decisions/issues	2	4	1	2
Trains/poor quality service	1	2	2	2

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. Answers are unprompted.

	2004 (306) %	2003 (311) %	2002 (391) %	2005 (342) %
Congestion charge is too expensive/ increases in congestion charge	n/a	n/a	n/a	2
Concentrate on Central London/ignore outer boroughs	2	n/a	n/a	2
Strikes/disagree with his involvement in strikes/unions	4	1	2	1
Changes to traffic light timings/ lights rigged prior to proposed changes	3	3	4	1
Lack of information/not kept up-to-date on what he is doing	2	2	1	1
Health service poor/needs to concentrate on health service in London	1	2	2	1
Disagree with Olympics/ Olympics should not be funded through council tax	n/a	n/a	n/a	1
Schools/lack of improvement with education system in London	1	1	1	1
Disagree with widening of congestion charge area	n/a	n/a	n/a	1
Not enough powers/not in complete control/restrictions on resources	1	2	1	1
Cleanliness/litter needs attention	1	1	1	1
Too many bus lanes	n/a	n/a	n/a	1
Getting rid of double deckers/route masters and introducing bendy buses	n/a	n/a	n/a	1
Fares very high	n/a	n/a	n/a	1
Disagree with Trafalgar Square restrictions	2	2	1	*
Buses not improved/not enough improvement to bus service	2	2	3	*
Lack of expenditure on roads	-	1	1	-
More help needed for disabled/elderly	1	1	1	-
Other	7	5	2	5
Don't know	4	10	14	1

Q72. Looking at this list, please tell me which of these, if any, the Mayor of London has responsibility for?

		2001	2002	2003	2004	2005
Congestion charging	%	-	-	53	62	60
Buses	%	-	-	38	53	50
The underground/tube	%	-	-	41	51	49
Representing London in Great Britain	%	36	40	32	35	42
Planning public transport	%	55	63	32	48	42
The Olympics ¹	%	-	-	18	35	34
Roads	%	33	42	27	38	33
Attracting tourism to London	%	-	-	25	32	33
Representing London abroad	%	23	25	21	23	30
Making the case for increased central government funding for London	%	-	-	20	28	28
Scrutiny of budgets for the GLA (Greater London Authority)	%	-	-	15	22	24
Environment	%	28	30	19	29	23
Police	%	18	20	16	28	22
Setting budgets for Transport, Development, Police and Fire authorities	%	18	21	14	22	22
Co-ordinating the London Boroughs	%	28	29	18	24	22
Over-ground trains	%	-	-	11	18	21
Scrutiny of budgets for Transport, Development, Police and Fire authorities	%	17	20	19	22	21
Regeneration	%	20	25	16	20	20
Strategic planning	%	21	25	13	18	19
Arts and Leisure services	%	16	17	14	16	17
Economic development	%	17	18	13	19	15
Setting Council taxes	%	10	13	8	12	15
Making appointments to Transport, Development, Police and Fire authorities	%	13	15	10	18	15
Fire and Emergency services	%	14	15	11	15	12
Being able to raise taxes	%	6	8	7	10	12
Education	%	11	12	9	15	11
Health Service	%	12	12	6	12	8
Setting Business rates	%	5	7	5	7	7
Other	%	1	1	1	1	1
All of these	%	5	3	8	5	9
None of these	%	1	2	1	*	*
Don't know	%	23	18	19	12	8

Note: Where figures are blank, questions were not asked.

¹ was 'Olympic bid' in 2003 and 2004.

Q73. Which of the following do you think are the roles of the London Assembly?

	2004 %	2005 %
Questioning the Mayor about his activities	29	35
Determining policies and priorities for the GLA/The Mayor	33	33
Scrutinising budgets for the GLA/The Mayor	28	33
Scrutinising decisions taken by the Mayor	29	32
Making decisions on congestion charging	21	29
Setting budgets for the work of the GLA/The Mayor	25	27
Planning public transport	21	25
Co-ordinating the work of the London boroughs	25	24
Setting the level of council taxes in London	14	21
None of these	2	2
Don't know	40	35

Q74. How well informed do you think the Mayor and the Greater London Authority keeps you about the services that they have responsibility for?

	2000 %	2001 %	2002 %	2003 %	2004 %	2005 %
Keeps us very well informed	2	2	2	2	3	3
Keeps us fairly well informed	10	15	17	20	27	32
Gives us only a limited amount of information	26	33	30	32	40	35
Doesn't tell us much at all about what they do	51	40	38	35	23	18
Don't know	12	10	13	11	7	10

Q75. From which of the following sources, if any, do you currently obtain information about the Mayor of London and the Greater London Authority?

Q76. 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?

	Obtain Q75.				Prefer Q76.			
	2002 %	2003 %	2004 %	2005 %	2002 %	2003 %	2004 %	2005 %
Local newspaper	31	45	38	39	27	33	29	25
Leaflets delivered to the door	13	15	18	17	25	17	24	14
Metro	16	21	22	25	5	9	8	11
The Londoner – the free newspaper from the Mayor of London delivered to your door	10	18	23	23	19	19	28	20
Evening Standard	19	18	16	18	8	9	6	9
National newspapers	42	36	40	35	33	22	21	20
Local/Regional Television	35	27	30	31	22	19	16	19
National Television	53	46	50	51	35	34	37	34
Contact with the Mayor/GLA	2	1	1	3	2	3	1	2
Friends/neighbours and relations	5	6	9	11	2	2	2	4
Noticeboards/information points in libraries and other local venues	5	5	8	9	2	4	6	4
Leaflets and noticeboards in Local Council buildings	4	6	8	8	2	4	5	4
Posters	10	10	15	18	6	5	10	6
GLA offices	1	1	1	2	*	1	1	1
Local shops	1	1	2	2	1	2	2	1
Local/Regional Radio	13	10	12	13	8	6	6	6
National Radio	14	12	15	15	7	6	6	6
Citizen's Advice Bureau	1	1	2	1	*	1	1	1
Internet	6	6	8	10	4	7	8	9
Eastern Eye	1	*	*	*	*	*	*	*
Asian Voice	*	1	*	1	*	*	*	*
The Voice	1	1	1	1	1	1	*	*
Caribbean Times	*	*	*	*	*	*	*	*
Sing Tao	-	-	-	-	*	-	*	-
Other ethnic press	1	1	1	1	1	1	*	*
Other general press	n/a	n/a	1	1	n/a	n/a	*	*
Other	*	*	-	-	*	*	-	-
None of these	3	3	2	2	4	3	3	3
Don't get information	6	5	7	6	2	2	*	1
Don't know	3	4	2	1	6	6	3	2

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?

	2003 %	2004 %	2005 %
Yes	35	42	42
No	60	56	56
Don't know	5	2	2

- Q78. When you have received The Londoner would you say you tend to ?

Base: All who have seen copy of Londoner

	2003 % (482)	2004 % (619)	2005 % (587)
Read all or nearly all of it	12	10	13
Read most of it	23	23	28
Read a few articles	24	27	26
Just glance at it	28	28	21
Don't look at it at all	9	9	9
Don't know/can't remember	2	3	2

- Q79. 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".

	2003 %	2004 %	2005 %
Strongly agree	15	12	11
Tend to agree	37	36	36
Neither agree nor disagree	19	19	17
Tend to disagree	4	5	4
Strongly disagree	3	2	3
Don't know	22	25	28

PRIORITIES FOR LONDON

Q80. And finally, what two or three things do you think should be the top priorities to improve London as a place to live?

	2001 %	2002 %	2003 %	2004 %	2005 %
Safety/Crime	51	50	47	47	51
Affordable housing/Property prices	49	51	48	49	45
Health service	39	32	33	27	32
Improved public transport	n/a	n/a	31	28	30
Education	31	26	30	28	30
Police	19	19	25	25	26
Environment	23	20	22	25	23
Affordable public transport	n/a	n/a	16	21	22
Traffic congestion	27	33	20	20	18
Public transport/Cheaper fares	36	33	n/a	n/a	n/a
Other	2	2	1	2	2
None of these	*	1	*	1	*
Don't know	1	1	2	1	*