

# Annual London Survey 2009

## Topline results

February 2009

- Final results are based on 1,404 interviews conducted face-to-face in respondents' homes with residents in the Greater London area.
- Interviews were conducted in January 2009
- Results are weighted by gender, age, ethnicity, tenure, working status and area of London lived in
- Where results do not sum to 100%, this may be due to multiple responses, computer rounding or the exclusion of 'don't know/not stated' response categories.
- Multiple responses mean that respondents can give more than one answer to a question, therefore results will total more than 100, as percentages are based on the total number of responses given divided by the total number of people answering the question.
- The use of showcards indicates that responses to a question are prompted i.e. respondents are given a list of responses from which they can choose.
- An asterisk (\*) represents a value of less than half of one per cent, but not zero.

### LONDON LIFE

Q6 **How long have you been living at your current address?**

Q7 **And how long have you been living in London?**

	Q6 Current address %	Q7 London %
Up to 1 year	11	3
Over 1 year up to 2 years	10	2
Over 2 years up to 5 years	17	6
Over 5 years up to 10 years	17	10
Over 10 years up to 15 years	12	7
Over 15 years up to 20 years	8	6
Over 20 years or more	21	22
All my life/born in London	4	43
Don't know/Can't remember	1	*

**Q8 How satisfied or dissatisfied are you with this neighbourhood as a place to live?**

	%
Very satisfied	28
Fairly satisfied	55
Neither satisfied nor dissatisfied	6
Fairly dissatisfied	8
Very dissatisfied	3
No opinion	*

**Q9 And how satisfied or dissatisfied are you with London as a city to live in?**

	%
Very satisfied	25
Fairly satisfied	54
Neither satisfied nor dissatisfied	9
Fairly dissatisfied	8
Very dissatisfied	2
No opinion	1

**Q10 SHOWCARD What, if anything, would you say are the two or three best things about living in London?**

	%
Transport	36
The range of shops	32
The mixture of people who live here	23
Job opportunities	19
Nightlife (theatres/clubs/bars)	19
The range of museums and art galleries	18
The range of parks and open spaces	15
The range of sports and leisure	13
Health services	12
Schools	12
The range of housing available	7
Safety and policing	4
Universities	3
Other	5
None of these/nothing	10
Don't know	3

Q11 SHOWCARD **What, if anything, would you say are the two or three worst things about living in London?**

	%
Safety and Policing	34
Transport	21
The range of housing available	8
Health services	7
Job opportunities	6
Schools	5
The mixture of people who live here	4
The range of parks and open spaces	4
The range of shops	3
Nightlife (theatres/clubs/bars)	3
The range of sports and leisure	3
The range of museums and art galleries	2
Universities	*
Other	22
None of these/nothing	18
Don't know	5

Q12 SHOWCARD **I would like to ask some general questions about your neighbourhood. I am going to read out some statements and would like you to tell me for each one, whether you agree or disagree with each.**

	Strongly disagree	Tend to disagree	Neither agree nor disagree	Tend to agree	Strongly agree	No opinion
My neighbourhood has good publicly run sports facilities	2	13	21	45	10	9
My neighbourhood has good relations between different ethnic and religious communities	1	6	20	57	12	4
There is less discrimination on the basis of race or ethnic origin in my neighbourhood than three years ago	1	7	29	47	8	9
My neighbourhood is a clean area	2	12	17	52	16	*
My neighbourhood has good quality health services	2	8	20	53	16	2
My neighbourhood has good schools	1	7	17	47	14	13
My neighbourhood has good parks and green spaces	1	8	16	54	20	1
I feel safe using public transport in my neighbourhood	1	6	18	55	17	3
My neighbourhood has reliable transport links	1	7	16	58	17	2
My neighbourhood is a pleasant place to live	1	6	18	55	19	1
My neighbourhood has good activities for young people.	4	15	20	40	10	11

## SAFETY

Q13 SHOWCARD **How safe do you feel walking outside in this neighbourhood in the day by yourself?**

	%
Very unsafe	1
A bit unsafe	5
Fairly safe	36
Very safe	57
Never go out in the day	*
Don't know	*

Q14. **How safe do you feel walking outside in this neighbourhood in the evening by yourself?**

	%
Very safe	27
Fairly safe	38
A bit unsafe	21
Very unsafe	7
Never go out in the evening	6
Don't know	1

Q15 SHOWCARD **Thinking about your quality of life in your local neighbourhood, how much of a problem, if at all, do you consider each of the following to be? Please answer on a scale of 1 to 5 where 1 is a major problem and 5 is not a problem at all. READ OUT. ROTATE ORDER. CODE ONE ONLY PER STATEMENT**

	Major problem				No problem at all	Don't know *
Fear of crime	5	22	34	25	15	*
Fear of physical attack	5	17	34	28	16	1
The cost of living (not including housing)	10	24	32	20	13	1
Unemployment	5	17	30	23	15	11
The cost of housing	14	23	28	19	13	3
Traffic congestion	10	23	32	22	13	1

Q16 **To what extent, if at all, are you worried about crime in this area?**

	%
Very worried	7
Fairly worried	38
Not very worried	35
Not at all worried	18
Don't Know	2

Q17 SHOWCARD Thinking about safety, for what reasons, if any, do you feel unsafe in this area?

	%
Fear of burglary	34
Fear of being mugged or physically attacked	27
Knife crime	23
People using drugs	22
People dealing drugs	19
Teenagers hanging around on the streets	16
Lack of police presence	12
Car crime/ theft	12
Fear of the dark/ night	12
People being drunk or rowdy in the streets	9
Vandalism and other deliberate damage to property or vehicles	9
Gun crime	9
Fear of sexual harassment or attack	7
Press reports about crime	5
Lack of adequate street lighting	5
Volume/speed of traffic	5
Pickpockets	5
Fear of homophobic bullying /violence	5
Run-down local environment (e.g. graffiti, litter, fly-tipping, derelict buildings, etc.)	4
Fear of harassment or attack due to race or religious beliefs	3
People sleeping rough or begging	3
Noise or nuisance from neighbours	3
Abandoned or burnt-out cars	3
Nuisance/dangerous dogs	2
Other	1
None of these	18
Do not feel unsafe in London	6
Don't know	5

Q18 SHOWCARD Which two or three things would make you feel safer in this area?

	%
More police around on foot	54
More security cameras (CCTV)	30
Improved street lighting	25
Providing young people with more things to do/ community centres	14
Neighbourhood Watch schemes/ wardens	14
More advice on crime prevention	10
Encourage more parental responsibility	9
Better relations between the police and the community	9
Drugs education/advice/rehabilitation	7
More information about what the Police are doing to prevent crime	6
Improving the local environment e.g. removing graffiti	6
Improve employment opportunities	5
Traffic restrictions/ More pedestrian crossings	5
Improve educational opportunities	5
Better housing	3
More involvement in police decisions	3
Other	2
Don't know	3

## ENVIRONMENT

Q19 SHOWCARD 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
Pollution from traffic	%	5	15	33	25	20	2
Climate change	%	3	12	31	26	21	6
Fly tipping	%	3	14	30	27	22	3
Noise from neighbours	%	1	7	25	28	38	1
Noise from traffic and transport	%	2	10	29	30	28	1
Lack of green spaces	%	1	7	27	30	34	1
Increasing recycling	%	2	7	29	30	31	2
Conserving energy	%	1	8	30	29	27	5
Conserving water/reducing water wastage	%	1	8	31	28	26	6
Pollution of rivers and canals	%	1	8	29	26	26	10
Protecting plants and wildlife	%	1	9	28	28	25	9
Litter	%	6	17	29	25	21	1

Q20 SHOWCARD And thinking about improving the quality of the environment in London, which two or three of these, if any, do you think should be a priority?

	%
Conserving energy	22
Conserving green spaces	22
Reducing pollution from traffic	21
Fly tipping	20
Dealing with litter	20
Climate Change	12
Increasing recycling	12
Protecting plants and wildlife	11
Noise from traffic and transport	10
Reducing pollution of rivers and canals	9
Noise from neighbours	6
Conserving water/ reducing water wastage	4
Other	1
None of these	13
Don't know	10

Q21 SHOWCARD Now thinking about the collection of recycling from your household. To what extent are you satisfied or dissatisfied with the service?

	%
Very dissatisfied	3
Fairly dissatisfied	8
Neither satisfied nor dissatisfied	12
Fairly satisfied	47
Very satisfied	26
No opinion	2
No collection from household	2

## POLICING

Q22. Thinking about policing in this area, to what extent are you satisfied or dissatisfied with the way this area is policed?

	%
Very satisfied	11
Fairly satisfied	45
Neither satisfied nor dissatisfied	21
Fairly dissatisfied	15
Very dissatisfied	4
No opinion	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 ...

Q23. ... your local neighbourhood?

Q24. ... London as a whole?

	Q23 %	Q24 %
More	18	20
About the same	51	52
Less	25	16
Don't know	6	13

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

Q25. ... make you feel safer? IF YES: Has it helped a lot or a little?

Q26. ... reduce crime? IF YES: Has it helped a lot or a little?

Q27. ... reduce anti-social behaviour? IF YES: Has it helped a lot or a little?

*Base: All who have seen more uniformed police officers in London in the past year (279)*

	Q25 %	Q26 %	Q27 %
YES - Helped a lot	46	43	43
YES - Helped a little	37	37	37
No	14	14	15
Don't know	2	6	5



**Police Community Support Officers deal with minor offences and provide assistance to police officers at crime scenes and major events**

**SHOWCARD How much confidence, if any, do you have in Police Community Support Officers in...**

Q28

**... your local neighbourhood?**

Q29

**... London as a whole?**

	Q28 %	Q29 %
No confidence at all	5	5
Not much confidence	18	16
Some confidence	57	56
A lot of confidence	11	10
Don't know	9	13

**SHOWCARD And how much confidence, if any, do you have in uniformed police officers in...**

Q30

**... your local neighbourhood?**

Q31

**... London as a whole?**

CODE ONE ONLY PER QUESTION

	Q30 %	Q31 %
No confidence at all	3	3
Not much confidence	14	12
Some confidence	57	57
A lot of confidence	18	19
Don't know	8	9

**Q32 Who do you think is responsible for policing in London?**

Government	25
Home Office	6
Mayor/Greater London Authority	28
Metropolitan Police Service	29
Metropolitan Police Authority	24
Local Government	4
Other	*
Don't know	14

## TRANSPORT

Q33. SHOWCARD Which of these types of transport in London do you think is most in need of improvement?

	%
Roads	28
London Underground	19
Buses	21
Trains	9
Other	1
None of these	16
Don't know	6

Q34. SHOWCARD Looking at this card, which, if any, of these aspects of transport in London do you think are most in need of improvement?

	%
Cheaper bus and tube fares	36
More reliable buses and tubes	32
Reducing traffic congestion	31
Measures to reduce overcrowding on the tube	17
Measures to reduce overcrowding on the buses	15
Less pollution from traffic	12
Improved personal safety on buses, the tube and trains	12
A more integrated/cohesive transport system	11
Measures to reduce overcrowding on the trains	11
More investment in improving London as a place to cycle	8
More investment in improving London as a place to walk	5
Other	5
None of these	16
Don't know	6

Q35. SHOWCARD Here is a list of different forms of transport, please could you tell me which of these, if any, you use regularly? By this I mean at least once a month.

	%
Local buses	65
Underground services (the tube)	45
Local train services	32
Black cabs	4
Mini cabs (private hire)	4
Tram	1
Docklands Light Railway (DLR)	1
Car or van	42
Motorbike, moped or scooter	1
Bicycle	4
None of these	5

Q36

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

*Base: All who have used mode of transport*

	Base	Very unsafe	A bit unsafe	Fairly safe	Very safe	Don't use during the day because of safety	Don't use during the day for any other reason	Don't know
<b>Local buses</b>	(916) %	1	4	49	46	*	*	*
<b>Underground services (the tube)</b>	(637) %	*	3	47	50	*	-	*
<b>Local train services</b>	(460) %	-	5	50	45	*	-	*
<b>Black cabs</b>	(58) %	-	2	28	69	-	-	-
<b>Mini cabs (private hire)</b>	(53) %	-	4	24	72	-	-	-

Q37. **SHOWCARD For each form of public transport that you use, please tell me how safe you feel using this type of transport at night, alone.**

*Base: All who have used mode of transport*

	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
<b>Local buses</b>	(916) %	26	46	13	4	6	4	1
<b>Underground services (the tube)</b>	(637) %	28	46	12	5	5	5	1
<b>Local train services</b>	(460) %	26	51	14	2	4	3	*
<b>Black cabs</b>	(58) %	63	31	5	-	2	-	-
<b>Mini cabs (private hire)</b>	(53) %	51	34	8	4	2	-	-

## OLYMPICS

Q38 **SHOWCARD In July 2005, the International Olympic Committee announced that London will host the 2012 Olympic Games and Paralympic Games. From what you have seen or heard, do you agree or disagree that the Olympics will be good for London?**

Strongly disagree	8
Tend to disagree	13
Neither agree nor disagree	14
Tend to agree	37
Strongly agree	20
No opinion	8

Q39 **SHOWCARD And do you agree or disagree that the 2012 Olympics Games and Paralympic Games will be good for your local area?**

Strongly disagree	14
Tend to disagree	19
Neither agree nor disagree	17
Tend to agree	30
Strongly agree	9
No opinion	11

Q40 SHOWCARD Now looking at this list of potential benefits of London hosting the 2012 Olympic Games and Paralympic Games. Could you tell me which two or three of the following you think is most important for London?

	%
Improving/regenerating the east end	24
Improving/regenerating Greater London	16
Promoting England/The London area	15
Bringing more people/tourists to London	21
Benefits for businesses	23
Improving the local economy	23
Increasing job opportunities and prospects	16
Improving transport	13
Improving sports facilities	12
Encouraging sport participation	4
Bringing people together through sport	3
Encouraging young/New British athletes	3
Promoting good health/Fitness	2
Other	1
None of these	15
Don't know	10

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Q41 SHOWCARD **And what do you think are the long term benefits that will result from the games.**

	%
More children participating in sport	30
More adults participating in sport	15
Better leisure facilities	30
Increased business and job opportunities	26
Improved transport	24
Attracting more tourists	21
Regeneration of East London	17
Other	1
None of these	20
Don't know	10

Q42 **Who do you think is responsible for the 2012 Olympic Games and Paralympic Games?**

	%
International Olympic Committee (IOC)	26
Government	27
Mayor/Greater London Authority	25
London Organising Committee of the Olympic Games (LOCOG)	7
Olympic Delivery Authority (ODA)	3
London Development Agency (LDA)	1
British Olympic Association (BOA)	4
London Boroughs	1
Other	1
Don't know	29

## LONDON GOVERNMENT

Q43 Do you know the name of the Mayor of London?

	%
Yes (correct) – Boris Johnson	77
Yes (incorrect)	4
No/don't know	18

Q44. How much, if anything, would you say you know about what the Mayor of London is doing for London?

	%
A great deal	4
A fair amount	35
Not very much	34
Nothing at all	12
Don't know	14

Q45 Are you satisfied or dissatisfied with the way Boris Johnson is doing his job as Mayor of London?

	%
Very satisfied	5
Fairly satisfied	25
Neither satisfied nor dissatisfied	26
Fairly dissatisfied	9
Very dissatisfied	3
No opinion	32

Q46 **You said that you are satisfied with the way Boris Johnson is doing his job as Mayor of London. Why do you say that? "What else?"**

Bases: All satisfied with Boris Johnson (424)

	%
Doing a good job	11
Just doing his job/doing alright	7
Better than Ken	5
Improved/focused on transport	4
Improving / changing things	4
Good personality/character/likeable	4
Scrapped/stopped congestion charge/extension	3
Honouring his promises / commitments	3
Trying his best/hard	3
Getting something done/doing something	3
Made no mistakes	3
Early days yet/new to the job	3
Scrapped bendy buses	2
Tackling crime/reducing crime figures	2
Providing more police/better policing	2
Trying to improve London / put things right	2
Spends the budget / cash wisely	2
Better than previous Mayors	2
Amuses people	2
Man of the people	2
Has some good ideas/new ideas	2
Banned drinking alcohol on all public transport	1
Introduced Freedom pass / Extended hours when buss pass can be used by the elderly	1
Represents / Promotes London	1
Intelligent/clever	1
Listens/approachable	1
Talks sense	1
Speaks his mind/He's direct	1
Stands up for what he believes in	1
Caring/Understanding	1
Visible/In the media	1
I'm happy with what he's done	1
Good policies	1
Makes up his own mind/own decisions	1
Honest/straight talking	1
Good attitude	1
There's still more that he can do	1
Not much has changed	1
Has no policies/agenda of his own	*
Other	9
No particular reason	4
Don't know	7
Prefer not to say	1

**Q47 You said that you are dissatisfied with the way Boris Johnson is doing his job as Mayor of London. Why do you say that? "What else?"**

Bases: All dissatisfied with Boris Johnson (174)

	%
Useless/doing a bad job	7
Stupid/A joker	7
Getting nothing done/doing nothing	6
Broke his promises on/have concerns about congestion charge	5
Made no improvements/changes	5
More investment needed in/stop opposing changes to public transport	4
Not doing much/still a lot to do	4
Not much has changed	3
Don't like him	3
Public transport too costly / needs discounts	2
Poor management of the police	2
Not keeping his promises	2
Don't like his attitude	2
His a Conservative / Didn't vote for him	2
Don't trust him / not convinced by him	2
Hasn't had long enough in office/inexperienced	2
Wrong about transport	1
Other	31
No particular reason	9
Don't know	2



Q48. SHOWCARD Looking at this list, please tell me which of these, if any, the Mayor of London has responsibility for?

	%
Congestion charging	60
Buses	59
The underground/tube	52
Police	40
Representing London at home and abroad	32
The Olympics and paralympic games	29
Main roads	27
Attracting tourism to London	27
Setting budgets for Transport, Development, Police and Fire authorities	26
Making the case for increased central government funding for London	24
Reducing waste/encouraging recycling	22
Setting the GLA rate of tax	21
Approving major planning applications	20
Economic development	19
Education	19
Tackling climate change	19
Over-ground trains	19
Arts and Leisure services	18
Promoting skills and vocational training in London	16
Organising public events and festivals	16
Health Service	16
Increasing affordable housing	15
Other	3
None of these	4
Don't know	22

Q49 SHOWCARD The Mayor of London spends £11.3 billion a year, most of which is for transport and the police. The majority of this spending is funded by government grants and transport fares. A proportion (8%) comes from your council tax. For a typical Band D household this works out as £5.96 a week.

To what extent do you agree or disagree that the Mayor of London represents value for money?

	%
Strongly disagree	8
Tend to disagree	18
Neither agree nor disagree	18
Tend to agree	34
Strongly agree	4
No opinion	17

Q50 The London Assembly consists of 25 members who are elected at the same time as the Mayor. How much, if anything, would you say you know about what the London Assembly is doing for London?

	%
A great deal	1
A fair amount	21
Not very much	30
Nothing at all	17
Don't know	30

Q51 Are you satisfied or dissatisfied with the way the London Assembly is doing its job?

	%
Very satisfied	1
Fairly satisfied	17
Neither satisfied nor dissatisfied	23
Fairly dissatisfied	7
Very dissatisfied	1
No opinion	51

Q52. SHOWCARD Which of the following do you think are the roles of the London Assembly? Just read out the letter/s that apply.

	%
Determining policies and priorities for the GLA/The Mayor	20
Planning public transport	14
Scrutinising budgets for the GLA/The Mayor	12
Making decisions on congestion charging	12
Setting budgets for the work of the GLA/The Mayor	12
Questioning the Mayor about his activities	11
Setting the level of council taxes in London	11
Scrutinising decisions taken by the Mayor	8
Co-ordinating the work of the London boroughs	8
None of these	17
Don't know	49

Q53. How well informed do you think the Mayor and the Greater London Authority keeps you about the services that they have responsibility for?

	%
Keeps us very well informed	1
Keeps us fairly well informed	25
Gives us only a limited amount of information	34
Doesn't tell us much at all about what they do	23
Don't know	17

Q54. SHOWCARD 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.

Q55. SHOWCARD And from which two or three sources from this list would you prefer to get most of your information about the Mayor of London and the Greater London Authority? Just read out the letters that apply.

	Q54 %	Q55 %
Local newspaper	41	36
National Television	34	27
National newspapers	20	15
Leaflets delivered to the door	15	19
Local/Regional Television	31	27
Metro	15	12
Internet	12	10
GLA website	1	1
Posters	2	1
National Radio	4	2
Evening Standard	3	2
Noticeboards/information points in libraries and other local venues	*	*
Local/Regional Radio	6	4
London Lite	4	2
The London Paper	6	2
Leaflets and noticeboards in Local Council buildings	1	1
Friends/neighbours and relations	1	*
Contact with the Mayor/GLA	*	-
Other	1	1
None of these	2	3
Don't get information	9	5
Don't know	4	4

## PRIORITIES FOR LONDON

Q56 SHOWCARD What two or three things do you think should be the top priorities to improve London as a place to live?

	%
Crime and safety	37
Policing	33
Education and training	22
Health service	17
Improved public transport	17
Traffic congestion	16
Local environment	16
Affordable housing and property prices	15
Job creation	14
Youth Opportunities	8
Economy	9
Businesses	2
Climate Change	2
Other	5
None of these	4
Don't know	5

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