

Annual London Survey 2007 Topline 4 January 2008

- Final results are based on **1434** interviews conducted face-to-face in respondents' homes with residents in the Greater London area.
- Interviews were conducted between 4th October and 3rd December 2007.
- 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. In this topline, 2007 data have also been weighted by social class.
- 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.

Impact of social grade weighting on 2007 data previously provided (which were weighted by age, gender, ethnicity, work status, and GLA constituency only):

■ = 2+% increase, ■ = 1% increase, ■ = 1% decrease, ■ = 2+% decrease.

INTRODUCTION

Q64n **Do you know the name of the Mayor of London?** SINGLE CODE ONLY

	2003	2004	2005	2006	2007
	%	%	%	%	%
Yes (correct) – Ken Livingstone	81	81	85	82	83
Yes (incorrect)	n/a	n/a	2	3	3
No/don't know	17	18	13	15	14

Note: 2002 data has been removed. In previous years Q64 was asked at the start of London Governance section, before Q65. In 2007, this question was moved to the beginning of the questionnaire so that Q68 could be asked twice. However 317 interviews had already taken place when the request to amend the script was made.

Q68n SHOWCARD V (R) **Are you satisfied or dissatisfied with the way Ken Livingstone is doing his job as Mayor of London?** SINGLE CODE ONLY

	2007
	%
<i>Base: 1,117</i>	
Very satisfied	10
Fairly satisfied	41
Neither satisfied nor dissatisfied	16
Fairly dissatisfied	15
Very dissatisfied	8
No opinion	11

Note: In 2007, Q68 was asked twice, once at the beginning of the questionnaire and once towards the end. In previous years this question was only asked once, later on in the survey. The base for this question is 1,117 only as it was added after the start of the fieldwork.

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

	2006		2007	
	Q1 Current address %	Q2 London %	Q1 Current address %	Q2 London %
Up to 1 year	17	4	16	3
Over 1 year up to 2 years	9	5	10	4
Over 2 years up to 5 years	15	8	14	8
Over 5 years up to 10 years	16	12	18	10
Over 10 years up to 15 years	10	7	11	8
Over 15 years up to 20 years	8	6	8	7
Over 20 years or more	21	26	21	28
All my life/born in London	3	32	2	30
Don't know/Can't remember	*	*	*	-

Note: 2004 and 2005 data taken out

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

	2003 %	2004 %	2005 %	2006 %	2007 %
Very satisfied	28	30	34	30	32
Fairly satisfied	50	53	49	50	49
Neither satisfied nor dissatisfied	8	6	7	9	8
Fairly dissatisfied	9	6	7	7	8
Very dissatisfied	5	4	3	3	3
No opinion	1	*	*	*	*

Note: 2001 and 2002 data taken out

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

	2003 %	2004 %	2005 %	2006 %	2007 %
Very satisfied	19	22	30	25	22
Fairly satisfied	52	53	50	49	51
Neither satisfied nor dissatisfied	13	11	9	10	13
Fairly dissatisfied	11	9	7	10	10
Very dissatisfied	4	3	3	4	3
No opinion	2	2	1	1	1

Note: 2001 and 2002 data taken out

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

	2003 %	2004 %	2005 %	2006 %	2007 %
The range of shops	40	41	35	34	34
Job opportunities	30	33	33	39	31
The mixture of people who live here	30	32	33	32	29
Transport	23	31	33	31	30
The range of museums and art galleries	29	26	25	28	26
Health services	11	16	20	18	17
Nightlife (theatres/clubs/bars)	27	22	19	25	19
The range of parks and open spaces	20	19	19	21	25
Schools	12	16	14	17	17
The range of sports and leisure	10	9	9	10	12
The range of housing available	3	2	4	3	2
Universities*	n/a	n/a	4	6	6
Safety in London/Crime rates	2	2	3	3	2
The cost of living	1	1	2	1	1
The cost of housing	1	1	2	1	1
Traffic congestion	*	*	1	*	1
Other	4	4	2	2	1
None of these/nothing	3	1	3	2	2
Don't know	3	1	1	1	2

Note: the code "Universities" was not on the showcard list before 2005. 2002 data taken out.

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

	2003 %	2004 %	2005 %	2006 %	2007 %
The cost of living	47	52	53	53	49
Traffic congestion	46	49	47	45	43
The cost of housing	38	41	45	42	45
Safety in London/Crime rates	38	40	33	41	45
Transport	22	16	13	15	14
The range of housing available	7	6	7	8	8
Health services	11	7	6	10	10
Job opportunities	4	4	4	4	6
The mixture of people who live here	4	3	4	5	5
Schools	5	4	3	4	4
The range of parks and open spaces	2	4	3	3	2
The range of shops	1	1	2	1	1
Nightlife (theatres/clubs/bars)	1	2	2	2	2
The range of museums and art galleries	*	1	2	1	*
The range of sports and leisure	1	2	1	1	2
Universities*	n/a	n/a	1	1	*
Other	6	7	4	4	1
None of these/nothing	4	3	4	3	3
Don't know	2	2	1	1	1

Note: the code "Universities" was not on the showcard list before 2005. 2002 data taken out.

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 %	'05 %	'06 %	'07 %	'04 %	'05 %	'06 %	'07 %	'04 %	'05 %	'06 %	'07 %
Q7.	London is a city with good publicly-run sports facilities*	n/a	n/a	53	54	n/a	n/a	25	23	n/a	n/a	22	23
Q8.	London is a city with good relations between different racial, ethnic and religious communities	75	71	69	67	14	15	19	18	11	14	12	15
Q9.	There is less discrimination on the basis of race or ethnic origin in London than three years ago	51	44	44	40	20	25	27	25	29	31	29	35
Q10.	London is a green city*	49	48			43	42			8	9		
	London is an environmentally friendly city			44	46			45	41			11	13
Q11.	London is a clean city	33	36	33	37	57	55	58	53	10	9	8	11
Q12.	London is a city with good quality health services	62	61	61	60	26	27	28	28	12	11	11	12
Q13.	London is a city with good schools	58	58	58	57	17	17	18	17	25	25	24	25
Q14.	London is a city that is easy to get around	80	82	81	80	14	13	15	15	5	4	4	5
Q15.	London is a city with good cultural and leisure facilities	84	85	86	86	7	8	7	8	9	7	7	7
Q16.	London is a good city for parks, open spaces and community recreation facilities and activities	78	80	82	85	14	13	12	11	8	7	6	4
Q17.	London is a city that is tolerant of gay and lesbian people	66	70	74	76	10	7	7	4	24	22	19	20

*Notes: Q7 –“A city with Good publicly-run sports facilities” was only added in 2006. Q10, until 2006, read as “London is a green city”. Trend data for Q10 should therefore be approached with caution. 2003 data taken out.

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 ✓ 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							
	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
	2006	%	69	25	3	1	*	1
	2007	%	67	27	4	1	*	1
Q19.	London offers good vocational training opportunities (training that prepares for a career related to a specific trade, occupation or vocation e.g. construction, electrical engineering, plumbing).							
	2006	%	25	46	13	5	1	10
	2007	%	19	44	19	5	2	11
Q20.	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
	2006	%	31	49	9	6	2	3
	2007	%	27	48	12	6	2	4
Q21.	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
	2006	%	37	49	8	5	1	*
	2007	%	35	51	7	4	2	*
Q22.	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
	2006	%	38	45	10	4	1	1
	2007	%	34	48	11	4	2	2

Note – “Good Vocational training” was added to the list in 2006.

Q23. SHOWCARD C (R) AGAIN I would like you to tell me how strongly you agree or disagree with the following statement. London is a place I identify with SINGLE CODE

	2005 %	2006 %	2007 %
Strongly agree	34	31	31
Tend to agree	46	47	45
Neither agree nor disagree	12	11	14
Tend to disagree	6	7	7
Strongly disagree	2	2	2
Don't know	1	2	1

COMMUNITY SAFETY/QUALITY OF LIFE

Q24. SHOWCARD D (R) How safe do you feel walking outside in this neighbourhood in the evening by yourself? SINGLE CODE ONLY

	2003 %	2004 %	2005 %	2006 %	2007 %
Very safe	19	18	19	18	17
Fairly safe	41	41	43	42	44
A bit unsafe	20	22	22	23	22
Very unsafe	13	13	12	11	11
Never go out in the evening	7	5	4	6	5
Don't know	*	*	*	*	*

Note: 2001 and 2002 data taken out

Q25.- 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 Q25 (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	
Base: All respondents (1434)		1	2	3	4	5	6	
ASK Q25 FIRST								
Q25.	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	*
	2006	%	25	29	29	11	5	1
	2007	%	22	29	34	11	4	1
Q26.	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
	2006	%	23	28	29	11	6	2
	2007	%	21	29	31	13	4	2
Q27.	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
	2006	%	29	34	22	10	4	1
	2007	%	23	34	28	11	3	1
Q28.	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
	2006	%	41	36	17	4	2	1
	2007	%	33	36	21	7	2	*
Q29.	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
	2006	%	13	18	33	20	9	8
	2007	%	11	18	33	22	8	8
Q30.	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
	2006	%	62	24	9	2	2	2
	2007	%	59	24	11	3	2	1

Q31.	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
	2006	%	49	32	12	4	2	2
	2007	%	45	32	15	4	2	1

Note changes of wording: Q30 was 'Affordable housing' in 2001 to 2004, and Q28 was 'The cost of living' in 2001 to 2004. Trends should therefore be treated with caution for Q30 and Q28.

Q32 SHOWCARD F (R) To what extent, if at all, are you worried about crime in this area
SINGLE CODE ONLY

Base: All respondents (1434)	2006	2007
	%	%
Very worried	15	15
Fairly worried	44	42
Not very worried	34	35
Not at all worried	7	7
Don't Know	*	1

Q33 SHOWCARD G (R) Thinking about safety, for what reasons, if any, do you feel unsafe in this area? Just read out the letters that apply.
MULTICODE OK. PROBE FULLY WITH "What else?"

	2005	2006	2007
	%	%	%
Fear of being mugged or physically attacked	36	42	38
Fear of burglary	32	39	36
Teenagers hanging around on the streets	28	33	34
Lack of police presence	26	31	29
People using and dealing drugs	24	25	25
Knife crime	20	34	28
People being drunk or rowdy in the streets	20	21	20
Vandalism and other deliberate damage to property or vehicles	19	21	22
Gun crime	17	22	22
Fear of the dark/ night	16	15	18
Car crime/ theft	15	19	17
Lack of adequate street lighting	12	11	11
Volume/speed of traffic	12	14	14
Run-down local environment (e.g. graffiti, litter, fly-tipping, derelict buildings, etc.)	11	11	11
Fear of sexual harassment or attack	10	10	10
Fear of harassment or attack due to race or religious beliefs	9	9	9
Pickpockets	7	8	8
People sleeping rough or begging	6	5	5
Noise or nuisance from neighbours	6	10	10
Press reports about crime	6	7	6
Abandoned or burnt-out cars	5	3	3
Other	2	1	*
None of these	16	9	7
Don't know		1	1

Note: Trends for Q33 before 2005 are not shown due to change of question wording

Q34 SHOWCARD H Which two or three things do you think would most improve safety in or around this area?¹ MULTICODE OK

	2004 %	2005 %	2006 %	2007 %
More police around on foot	65	56	62	55
More security cameras (CCTV) ¹	24	38	28	29
Providing young people with more things to do/ community centres ²	13	29	33	34
Improved street lighting	21	25	20	17
Encourage more parental responsibility ³	1	22	27	21
Neighbourhood Watch schemes/ wardens ⁴	13	16	20	16
Better relations between the police and the community ⁵	7	15	16	14
Drugs education/advice/rehabilitation	4	14	15	11
More advice on crime prevention ⁶	4	11	10	8
Improving the local environment e.g. removing graffiti	2	10	8	5
Improve employment opportunities ⁷	1	7	8	7
Traffic restrictions	4	6	6	7
Issue ID cards ⁸	*	6	6	4
Improve educational opportunities ⁹	*	6	8	8
Better housing	*	6	5	6
More pedestrian crossings ¹⁰	2	4	5	6
More pedestrian only areas	-	3	2	3
Improved layout of streets/estate	2	n/a	n/a	n/a
People looking out for each other more	7	n/a	n/a	n/a
Neighbourhood wardens/caretakers (i.e. people patrolling the area to help prevent crime)	8	n/a	n/a	n/a
Curfew	1	n/a	n/a	n/a
Stricter/ tougher rules	1	n/a	n/a	n/a
More Police/police stations	1	n/a	n/a	n/a
Quicker response from Police	*	n/a	n/a	n/a
Community centres	*	n/a	n/a	n/a
Restrictions on licences	1	n/a	n/a	n/a
More alarms/ security gates	1	n/a	n/a	n/a
Better car parks	*	n/a	n/a	n/a
Repair pavement	*	n/a	n/a	n/a
Other	4	2	2	*
None of these	2	3	2	2
Don't know	10	2	2	2

Note: in 2004, the question was unprompted and respondents could give up to three answers only. From 2005 onwards, the question used a showcard. Trends should be treated with caution.

¹ Security cameras (CCTV) in 2004

² Providing young people with more things to do in 2004

³ More parental control in 2004

⁴ Neighbourhood Watch in 2004

⁵ Closer police links with the community in 2004

⁶ Advice on crime prevention in 2004

⁷ Address unemployment in 2004

⁸ ID cards in 2004

⁹ Better education in 2004

¹⁰ Improved pedestrian crossings in 2004

ENVIRONMENT

SHOWCARD I (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	
Q35.	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
	2006	%	23	33	22	10	9	4
	2007	%	14	27	33	16	9	2
Q36.	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
	2006	%	15	25	26	16	14	4
	2007	%	11	20	31	21	15	3
Q37.	Decline in the diversity of urban wildlife							
	2006	%	13	24	29	15	11	9
	2007	%	9	20	29	19	15	8
Q38.	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
	2006	%	18	27	28	10	7	10
	2007	%	14	24	27	15	11	9
Q39.	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
	2006	%	37	35	17	5	4	1
	2007	%	28	37	20	8	6	2
Q40.	Climate change							
	2004	%	15	22	25	15	16	8
	2005	%	26	24	25	11	10	5
	2006	%	28	29	22	8	8	5
	2007	%	19	25	27	13	10	6
Q41.	Abandoned vehicles							
	2003	%	16	28	26	17	9	4
	2004	%	12	19	29	23	13	3
	2005	%	8	16	28	25	18	3
	2006	%	7	19	31	21	19	5
	2007	%	4	12	31	27	21	5
Q42.	Dumped household waste/fly tipping¹							
	2003	%	18	29	26	17	8	3
	2004	%	19	23	27	17	12	2
	2005	%	16	26	27	15	13	2
	2006	%	15	27	26	15	13	3
	2007	%	14	26	31	18	9	1

¹ Q42, until 2007, read as "Abandoned/dumped household waste".

Q43.	Noise from neighbours							
	2007	%	4	11	22	28	35	1
Q44.	Noise from traffic and transport							
	2007	%	7	20	29	24	19	*
Q45.	Wastage of water							
	2005	%	12	21	28	16	16	8
	2006	%	17	27	28	12	12	5
	2007	%	12	18	30	21	16	3
Q46.	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
	2006	%	23	35	23	10	8	1
	2007	%	17	33	30	13	7	*

Note: Before 2007 the survey only asked about “Noise” in general. In 2007, it was separated into “Noise from neighbours” (Q43) and “Noise from traffic and transport” (Q44). Therefore no trend data is available.

Q47. **Does your borough offer a doorstep recycling facility? SINGLE CODE ONLY**

	2004	2005	2006	2007
	%	%	%	%
Yes	80	80	85	80
No	16	17	12	18
Don't know	4	3	3	3

ASK IF YES TO Q47. OTHERS GO TO Q49.

Q48. **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 in 2004, 1,154 in 2005, 1,197 in 2006 and 1135 in 2007)

	2004	2005	2006	2007
	%	%	%	%
Yes – all the time	68	70	78	75
Yes – some of the time	15	16	13	17
Yes – occasionally	6	6	4	4
No	10	8	5	4
Don't know	1	*	*	*

ASK ALL
 Q49 SHOWCARD J (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 %	2005 %	2006 %	2007 %
Reducing pollution from traffic/exhaust fumes	46	39	39	34
Dealing with litter	38	34	32	34
Conserving green spaces (i.e. ¹ parks)	20	26	26	30
Increase recycling	n/a	26	24	30
Conserving energy ²	n/a	23	34	29
Measures to tackle climate change	10	21	18	15
Dealing with dumped household waste/fly-tipping ³	26	16	13	23
Dealing with noise	18	15	16	12
Conserving water/ reducing water wastage	n/a	14	17	14
Reducing pollution of rivers and canals	14	13	16	13
Protecting plants and wildlife	11	11	16	14
Dealing with abandoned vehicles	14	6	6	6
Improving air quality ⁴	40	n/a	n/a	n/a
Other	2	2	1	*
None of these	2	3	1	1
Don't know	4	5	3	2

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

¹ In 2004, code was "Reducing loss of green spaces".

² Code was included in 2005

³ Until 2007, code was "Abandoned/dumped household waste".

⁴ Code was taken out in 2005.

POLICING IN LONDON

Q50. SHOWCARD K (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 %	2005 %	2006 %	2007 %
Very satisfied	6	10	8	6
Fairly satisfied	34	43	40	45
Neither satisfied nor dissatisfied	24	21	22	24
Fairly dissatisfied	23	15	18	16
Very dissatisfied	10	7	10	7
No opinion	3	3	2	2

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 ...

Q51. ... your local neighbourhood? SINGLE CODE ONLY

Q52. ... London as a whole? SINGLE CODE ONLY

	Q51 Neighbourhood		Q52 London	
	2006 %	2007 %	2006 %	2007 %
	More	27	30	36
About the same	47	47	38	41
Less	18	16	11	9
Don't know	8	6	14	12

Note: 2005 data taken out

ASK IF SEEN MORE IN LONDON AS A WHOLE (CODE 1) AT Q52. OTHERS GO TO Q56.
Do you think the increased police presence has helped ...

Q53. ... make you feel safer? IF YES: **Has it helped a lot or a little?**

Q54. ... reduce crime? IF YES: **Has it helped a lot or a little?**

Q55. ... reduce anti-social behaviour? IF YES: **Has it helped a lot or a little?**

<i>Base: All who have seen more uniformed police officers in London in the past year (525 in 2007, 495 in 2006)</i>	Safety Q53		Crime Q54		ASB Q55	
	2006 %	2007 %	2006 %	2007 %	2006 %	2007 %
	YES - Helped a lot	35	27	23	16	21
YES - Helped a little	41	47	42	44	48	43
No	23	25	23	27	23	29
Don't know	2	2	12	12	9	8

Note: 2005 data taken out

Q56. SHOWCARD L (R) **How would you describe relations between the police and the community in this area?** SINGLE CODE ONLY

	2005	2006	2007
	%	%	%
Very good	12	8	8
Fairly good	47	45	45
Neither good nor bad	22	22	26
Fairly bad	5	6	5
Very bad	2	3	2
Don't know/ no opinion	13	16	14

TRANSPORT

ASK ALL

Q57. SHOWCARD M (R) **Which of these types of transport in London do you think is most in need of improvement?** SINGLE CODE ONLY

	2005 %	2006 %	2007 %	
Roads	19	25	31	ASK Q58A
London Underground	38	31	30	GO TO Q58B
Buses	20	23	21	GO TO Q58C
Trains	9	10	8	GO TO Q58D
Other	*	*	*	
None of these	8	6	7	GO TO Q59
Don't know	6	4	3	

ASK IF ROADS (CODE 1) AT Q57. OTHERS GO TO FILTER AT Q58(b).

Q58a SHOWCARD N **Which two or three of these, if any, do you think would most improve London's roads? Just read out the letters that apply.** CODE UP TO THREE.

Base: All who think roads are most in need of improvement (431 in 2007, 369 in 2006 and 282 in 2005)

	2005 %	2006 %	2007 %
Better road maintenance	44	45	41
More parking facilities	39	37	31
Better planning/co-ordination of road works*	35	36	32
Widening of some roads	33	36	30
Improve safety in residential roads/ near schools with 20mph speed restrictions	22	24	19
More/ better public transport	16	19	12
Better police enforcement of traffic laws	16	20	21
Better lighting on roads	8	8	7
More bus lanes	7	8	10
More pedestrian crossings	6	6	6
More red routes	5	3	4
More cycle lanes	5	10	10
Increase congestion charge	4	5	n/a
Tackle congestion*	n/a	n/a	38
Other	7	4	4
Nothing / None of these	*	1	*
Don't know	*	1	-

***Notes:** In 2007, the code "Increase congestion charge" was removed, and the code "tackle congestion" was added. In addition, the code "Fewer/quicker road works/better planning/coordination of road works" was replaced by "Better planning/co-ordination of road works". Trend data should be treated with caution.

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 also used from 2005 onwards, whereas the question was unprompted in 2004.

ASK IF LONDON UNDERGROUND (CODE 2) AT Q57. OTHERS GO TO FILTER AT Q58(c).
 Q58b SHOWCARD O Which two or three of these, if any, do you think would most improve London Underground? Just read out the letters that apply. CODE UP TO THREE

Base 2007: All who think London Underground is most in need of improvement (409 in 2007, 411 in 2006 and 543 in 2005)

	2005	2006	2007
	%	%	%
Less overcrowding on trains	43	43	53
Improve punctuality/reliability	37	34	34
Reduce fares	25	41	31
Improve ventilation on trains/introduce air conditioning	22	22	23
Less time taken for repairs or engineering works	21	21	19
Extending hours of service	18	25	23
Improve security	18	8	9
Extending the service to other parts of London	17	15	14
More information about delays/running of service	14	13	12
Better access for disabled people	12	8	10
Simpler fares system*	-	-	5
More visible staff in stations	10	9	11
Improved cleanliness of trains	9	9	12
Improved cleanliness of stations	6	4	4
Make it easier to buy tickets	5	9	7
Staff more helpful/polite	5	6	5
Other	2	3	1
Nothing / None of these	*	-	1
Don't know	*	1	*

*Notes: A new code (simpler fare system) was added in 2007. Therefore trend data should be considered with caution.

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 also used from 2005 onwards, whereas the question was unprompted in 2004.

ASK IF BUSES (CODE 3) AT Q57. OTHERS GO TO FILTER AT Q58(d).

Q58c SHOWCARD P **Which two or three of these, if any, do you think would most improve London's buses? Just read out the letters that apply. CODE UP TO THREE**

Base 2007: All who think buses are most in need of improvement (334 in 2007, 338 in 2006 and 284 in 2005)

	2005	2006	2007
	%	%	%
Improve punctuality/reliability	37	38	38
Reduce fares	30	43	40
Increase frequency of services	27	38	34
Less overcrowding on the buses	26	25	37
Introduce more services/destinations	19	14	10
More information about timetables and services	14	8	7
Improve security	13	10	11
Make it easier to buy tickets*	-	-	6
Improved cleanliness of buses	11	12	10
Simpler fares system*	-	-	5
Reduce traffic to speed-up bus journeys	11	10	6
Extend hours of service/more night buses	10	8	9
Better integration of bus services with other forms of transport	10	4	6
More bus lanes	9	11	12
Staff more helpful/polite	8	15	13
Better access for disabled people	7	11	6
More ticket inspectors	5	7	6
Other	6	4	1
Nothing / None of these	1	*	*
Don't know	*	1	1

***Notes: Two new codes were added in 2007 ("make it easier to buy tickets", "simpler fares system"). Therefore trend data should be considered with caution.**

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 also used from 2005 onwards, whereas the question was unprompted in 2004.

ASK IF TRAINS (CODE 4) AT Q57. OTHERS GO TO Q59.

Q58d

SHOWCARD Q Which two or three of these, if any, do you think would most improve London's trains? Just read out the letters that apply. CODE UP TO THREE

Base 2007: All who think buses are most in need of improvement (100 in 2007, 145 in 2006 and 128 in 2005)

	2005 %	2006 %	2007 %
Improve punctuality/reliability	44	42	32
Improve frequency of services	31	32	44
Reduce fares	27	45	34
Improve security	26	5	10
Less overcrowding on the trains	25	40	42
More visible staff in stations	21	7	14
Extend hours of service	17	10	18
Better integration of train services with other forms of transport	14	13	15
Better access for disabled people	11	12	8
Introduce more routes/destinations	9	9	6
Improve cleanliness of trains	9	16	7
Simpler fares system*	-	-	12
Less time taken for repairs and engineering works	9	4	8
More information about timetables and services	8	12	4
Staff more helpful/polite	7	7	5
Improve cleanliness of stations	7	6	4
Make it easier to buy tickets*	n/a	9	9
Other	3	3	-
Nothing / None of these	*	1	-
Don't know	*	-	-

***Notes: The code "simpler fares system" was added in 2007. Please note new code added in 2006 – 'make it easier to buy tickets'. Trend data should be considered with caution.**

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 also used from 2005 onwards, whereas the question was unprompted in 2004.

Q59. SHOWCARD R And looking at this card, can I just check which, if any, of these aspects of transport in London are most in need of improvement? Just read out the letter/s that apply.

	2003	2004	2005	2006	2007
	%	%	%	%	%
Cheaper bus and tube fares	33	34	38	52	45
Improved personal safety on buses, the tube and trains	27	25	36	34	34
Reducing traffic congestion	42	36	35	40	42
More reliable buses and tubes	39	34	32	37	35
More investment in the tube	33	22	31	29	25
Less pollution from traffic	20	11	21	25	23
A more integrated/cohesive transport system	20	16	20	18	18
More investment in the buses	20	13	18	20	17
More investment in the overland trains	19	13	14	16	16
More bus lanes*	15	7	12	9	12
More cycle lanes*				14	14
More investment in improving London as a place to cycle	-	3	11	18	15
More investment in improving London as a place to walk	-	13	11	17	15
Better facilities for cyclists	-	5	10	n/a	n/a
Better facilities for pedestrians	-	8	9	n/a	n/a
Other	2	4	2	2	*
None of these	3	3	4	4	4
Don't know	8	2	2	n/a	n/a

*Notes: The code 'More cycle and bus lanes' was split into 'more bus lanes' and 'more cycle lanes' in 2006. Also 'better facilities for cyclists' and 'better facilities for pedestrians' removed from the the showcard list in 2006.

Data for 2001 and 2002 taken out.

Q60. SHOWCARD S (R) 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. Just read out the letters that apply CODE UP TO THREE.

		2003	2004	2005	2006	2007
		%	%	%	%	%
A	Local buses	67	68	69	72	68
B	Underground services (the tube)	50	52	48	53	49
C	Local train services	31	29	28	33	26
D	Black cabs	14	8	9	11	10
E	Mini cabs (private hire)	18	11	12	14	13
F	Tram	4	2	3	3	3
G	Docklands Light Railway (DLR)	4	4	4	5	3
H	Car or van*	-	-	-	-	46
I	Motorbike, moped or scooter*	-	-	-	-	2
J	Bicycle	-	-	-	-	10
	None of these*	17	15	15	13	4

*Notes: In 2007, the question wording changed from "Here is a list of different forms of public transport" to "Here is a list of different forms of transport".

The codes "car or van", "motorbike, moped or scooter", and "bicycle" were added in 2007, therefore no trend data is available. Adding these new items to the list has affected the trends for the 'none of these' response.

The code "Riverboat" was removed from question in 2005.

TICK ALL FORMS OF PUBLIC TRANSPORT USED AT Q60 AND FOR EACH ASK Q61 EXCEPT FOR TRAM AND DLR. IF NONE USED OR IF ONLY TRAM OR DLR USED AT Q60, GO TO Q62.

Q61. SHOWCARD T (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								
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	*
2006	(1019)	%	13	48	19	7	7	6	*
2007	(973)	%	15	44	25	7	6	3	*
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	*
2006	(716)	%	15	48	25	5	4	3	*
2007	(645)	%	13	51	26	6	2	2	*
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	*
2006	(456)	%	14	48	23	7	4	3	1
2007	(351)	%	15	50	24	5	5	2	*
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	-	-
2006	(139)	%	72	21	3	-	*	2	1
2007	(123)	%	70	29	1	-	-	-	1
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
2006	(185)	%	42	43	10	1	2	2	-
2007	(181)	%	34	51	9	2	2	1	1

ASK ALL

Q62. **Do you cycle to work or college in London on a regular basis? By regular, I mean at least once a month.** SINGLE CODE ONLY

	2004 %	2005 %	2006 %	2007 %
Yes	10	12	10	9
No	85	83	83	84
Don't know/ Do not work or study	6	6	7	6

Q63. Do you think access to the following has improved, stayed the same or got worse for disabled people in London over the last few years? READ OUT EACH ITEM. SINGLE CODE FOR EACH. ROTATE ORDER.

	Better		Stay the same		Worse		Don't know	
	06 %	07 %	06 %	07 %	06 %	07 %	06 %	07 %
London buses	50	49	28	29	4	4	17	17
Trains	18	19	45	47	6	5	32	29
The Underground	18	18	48	51	7	6	27	25

Note: In 2007, the qualifier “over the last few years” was added to the question wording.

LONDON GOVERNANCE

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

	2003	2004	2005	2006	2007
	%	%	%	%	%
A great deal	5	5	6	9	6
A fair amount	39	40	46	44	45
Not very much	36	37	33	33	36
Nothing at all	11	10	10	10	9
Don't know	9	7	5	4	5

Note: 2002 data taken out

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

	2003	2004	2005	2006	2007
	%	%	%	%	%
A great deal	2	1	1	3	2
A fair amount	14	17	19	22	22
Not very much	34	42	39	43	40
Nothing at all	32	24	29	22	26
Don't know	18	15	11	11	11

Note: 2002 data taken out

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

	2003	2004	2005	2006	2007
	%	%	%	%	%
A great deal	2	3	5	5	5
A fair amount	27	30	35	40	42
Not very much	35	44	34	37	35
Nothing at all	23	13	16	11	11
Don't know	12	10	8	6	7

Note: 2002 data taken out

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

	2002	2003	2004	2005	2006	2007
	%	%	%	%	%	%
Very satisfied	4	7	6	7	7	8
Fairly satisfied	23	28	33	30	29	36
Neither satisfied nor dissatisfied	29	28	27	26	28	23
Fairly dissatisfied	14	11	12	13	13	14
Very dissatisfied	13	10	9	11	13	8
No opinion	17	17	14	12	9	10

Note: In 2007, this question was first asked at the beginning of the survey, then asked another time here. This might have impacted on the trends.

2001 data taken out.

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

	2002	2003	2004	2005	2006	2007
	%	%	%	%	%	%
Very satisfied	1	1	1	3	2	2
Fairly satisfied	8	11	16	18	17	21
Neither satisfied nor dissatisfied	31	33	37	31	39	37
Fairly dissatisfied	6	5	6	7	7	8
Very dissatisfied	4	4	5	3	5	3
No opinion	50	47	35	38	30	29

Note: 2001 data taken out

ASK ALL THOSE SATISFIED WITH KEN LIVINGSTONE (CODES '1' AND '2' AT Q68) OTHERS GO TO FILTER AT 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.**

Bases in brackets: All satisfied with Ken Livingstone

	2004 (565) %	2005 (536) %	2006 (510) %	2007 (626) %
Doing a good job/making improvements/doing his best for London	40	35	25	31
Traffic measures/trying to reduce congestion/introducing congestion charges	37	34	27	32
Addressing transport/trying to improve transport in general	25	23	20	26
Improvements to bus service	16	18	9	17
Believes in what he is trying to do/prepared to be unpopular to do the right thing	12	15	4	11
Trying/doing his best despite limitations/constraints	19	14	11	17
Improving London/creating a better future/generating more money for London	14	11	10	17
Approve of his policies/has some good ideas	11	10	11	17
Like him/his personality/attitude	6	9	5	18
Cares for the people/one of us/trying to help the public/listens to peoples needs	7	9	8	7
Improvements to public transport	7	9	4	15
The Olympics	5	7	4	6
Dealing with crime/making London safer	5	6	2	5
Attempting to sort out tube/underground	3	5	1	9
Honest/trust him/no hidden agenda	2	2	2	4
Needs more time/needs to be seen in the long term	2	2	1	7
Keeps you informed/coverage through media of plans and achievements	4	2	1	6
Agree with his stance against privatisation/PFI of underground system	2	2	2	3
Environment issues	2	2	2	9
Trafalgar square policies	-	2	1	5
Improvements to housing/providing affordable housing	2	1	1	5
Trains/addressing railway issues	1	1	1	4
Approve of his pedestrianisation policy	1	1	1	5
Negative comments	1	1	*	3
Health service issues	1	*	*	2
Education	1	*	1	3
Other	4	7	3	3
Don't know/No Opinion	9	4	11	8

Note: Only mentions over 1% are shown here. See tables for full listings.
2003 data taken out

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

Bases in brackets: All dissatisfied with Ken Livingstone

	2004 (306) %	2005 (353) %	2006 (375) %	2007 (309) %
Disagree with congestion charge	45	45	41	38
Dislike him/his attitude style	11	16	19	27
Not working for London/not listening to peoples needs	11	15	19	19
Money wasted/too much expenditure	21	14	22	23
Not fulfilling promises/no improvements/can't see any results	14	12	18	18
Disagree with policies/plans	8	9	5	14
No improvements to public transport	10	8	4	11
Creating more problems/doesn't know what his is doing/policies not thought through	9	7	12	15
A lot of talk but not much action	5	7	4	11
Council tax too high/proposed council tax increase	8	7	5	10
Too many charges/taxes	9	7	6	10
Serving his own agenda/furthering own ambitions/political goals	7	6	7	15
We don't need a mayor/waste of money	8	5	3	9
Fares have increased/no reduction in fares	12	5	15	9
Roads congested/no improvement to congested roads	11	4	7	13
No improvement to the tube/underground/system not being properly addressed	4	3	6	7
Transport in general/needs a better transport system	6	3	6	7
Anti-car policy/persecuting the motorists	1	3	2	10
No reduction in crime/safety issues not addressed	4	2	5	6
Housing/lack of affordable housing	1	2	5	9
Road works/too many road works	4	2	2	7
Too political/too much time spent fighting government decisions/issues	1	2	7	9
Trains/poor quality service	2	2	2	4
Concentrates on Central London/ignore outer boroughs	2	2	2	6
Strikes/disagree with his involvement in strikes/unions	4	1	1	6
Changes to traffic light timings/lights rigged prior to proposed changes	3	1	2	6

CONTINUED OVERLEAF

Q71 CTN	Lack of information/not kept up-to-date on what he is doing	2	1	1	5
	Health service poor/needs to concentrate on health service in London	1	1	1	4
	Schools/lack of improvement with education system in London	1	1	*	3
	Cleanliness/litter needs attention	1	1	1	5
	Disagree with Trafalgar Square restrictions	2	*	1	2
	Buses not improved/not enough improvement to bus service	2	*	3	9
	Lack of expenditure on roads	-	-	4	7
	More help needed for disabled/elderly	1	-	2	5
	Do not like bendy buses/dangerous/not suitable for London roads	n/a	n/a	n/a	2
	Other	7	5	4	3
	Don't know/No opinion	4	1	4	5

Note: Only mentions over 1% are shown here. See tables for full listings.
2003 data taken out

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

	2003 %	2004 %	2005 %	2006 %	2007 %
Congestion charging	53	62	60	75	71
Buses	38	53	50	54	56
The underground/tube	41	51	49	50	50
Representing London at home and abroad ¹	n/a	n/a	n/a	43	37
Representing London abroad	21	23	30	n/a	n/a
Representing London in Great Britain	32	35	42	n/a	n/a
Planning public transport	32	48	42	n/a	n/a
The Olympics and paralympic games ²	18	35	34	42	33
Main roads ³	27	38	33	25	23
Attracting tourism to London	25	32	33	42	41
Making the case for increased central government funding for London	20	28	28	35	29
Tackling climate change	n/a	n/a	n/a	16	17
Reducing waste/encouraging recycling	n/a	n/a	n/a	28	27
Scrutiny of budgets for the GLA (Greater London Authority)	15	22	24	n/a	n/a
Environment	19	29	23	n/a	n/a
Police	16	28	22	26	28
Setting budgets for Transport, Development, Police and Fire authorities	14	22	22	27	23
Co-ordinating the London Boroughs	18	24	22	n/a	n/a
Over-ground trains	11	18	21	13	12
Approving major planning applications	n/a	n/a	n/a	23	17
Scrutiny of budgets for Transport, Development, Police and Fire authorities	19	22	21	n/a	n/a
Regeneration	16	20	20	n/a	n/a
Strategic planning	13	18	19	n/a	n/a
Arts and Leisure services	14	16	17	18	17
Economic development	13	19	15	15	13
Setting Council tax rates	8	12	15	14	14
Making appointments to Transport, Development, Police and Fire authorities	10	18	15	n/a	n/a
Fire and Emergency services	11	15	12	n/a	n/a
Being able to raise taxes	7	10	12	n/a	n/a
Education	9	15	11	9	12
Promoting skills and vocational training in London	n/a	n/a	n/a	11	12
Health Service	6	12	8	7	11
Organising public events and festivals	n/a	n/a	n/a	26	29
Increasing affordable housing	n/a	n/a	n/a	14	17
Setting Business rates	5	7	7	n/a	n/a

CONTINUED OVERLEAF

Note: 2002 data taken out. Trend data should be interpreted with caution because of substantial changes to the showcard list in 2006.

¹ From 2006 onward, 'Representing London at Home and abroad' replaced 'representing London in Great Britain' and 'representing London abroad'.

² was 'Olympic bid' in 2003 and 2004, and "The Olympics" in 2005.

³ 'Main roads' was 'roads' before 2006.

Q72 CTN

Other	1	1	1	*	*
All of these	8	5	9	5	9
None of these	1	*	*	1	1
Don't know	19	12	8	9	7

ASK ALL

Q73. SHOWCARD X (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**

	2004 %	2005 %	2006 %	2007 %
Questioning the Mayor about his activities	29	35	35	37
Determining policies and priorities for the GLA/The Mayor	33	33	34	30
Scrutinising budgets for the GLA/The Mayor	28	33	31	29
Scrutinising decisions taken by the Mayor	29	32	33	31
Making decisions on congestion charging	21	29	25	22
Setting budgets for the work of the GLA/The Mayor	25	27	28	23
Planning public transport	21	25	24	23
Co-ordinating the work of the London boroughs	25	24	26	23
Setting the level of council taxes in London	14	21	18	17
None of these	2	2	3	3
Don't know	40	35	37	38

Q74. SHOWCARD Y (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**

	2002 %	2003 %	2004 %	2005 %	2006 %	2007 %
Keeps us very well informed	2	2	3	3	5	3
Keeps us fairly well informed	17	20	27	32	30	34
Gives us only a limited amount of information	30	32	40	35	36	36
Doesn't tell us much at all about what they do	38	35	23	18	17	18
Don't know	13	11	7	10	12	8

Note: 2001 data taken out

- Q75. SHOWCARD Z (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 Z (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

	Q75. Obtain				Q76. Prefer			
	2004 %	2005 %	2006 %	2007 %	2004 %	2005 %	2006 %	2007 %
Local newspaper	38	39	40	39	29	25	35	31
Leaflets delivered to the door	18	17	17	13	24	14	24	19
Metro	22	25	28	29	8	11	15	14
The Londoner – the free newspaper from the Mayor of London delivered to your door	23	23	20	19	28	20	19	17
Evening Standard	16	18	14	13	6	9	6	5
National newspapers	40	35	33	34	21	20	21	19
Local/Regional Television	30	31	27	30	16	19	20	17
National Television	50	51	45	42	37	34	30	27
Contact with the Mayor/GLA	1	3	2	1	1	2	2	2
Friends/neighbours and relations	9	11	8	6	2	4	3	3
Noticeboards/information points in libraries and other local venues	8	9	4	5	6	4	3	5
Leaflets and noticeboards in Local Council buildings	8	8	6	5	5	4	2	3
Posters	15	18	10	12	10	6	5	7
GLA offices	1	2	1	1	1	1	*	1
Local shops	2	2	2	2	2	1	1	2
Local/Regional Radio	12	13	8	9	6	6	4	4
National Radio	15	15	11	16	6	6	5	7
Citizen's Advice Bureau	2	1	1	1	1	1	1	*
Internet	8	10	11	15	8	9	10	11
Eastern Eye	*	*	1	*	*	*	*	*
Asian Voice	*	1	1	*	*	*	*	*
The Voice	1	1	1	*	*	*	*	*
Caribbean Times	*	*	*	-	*	*	-	-
Sing Tao	-	-	*	-	*	-	-	-
The London Paper	n/a	n/a	6	11	n/a	n/a	1	3
London Lite	n/a	n/a	6	10	n/a	n/a	1	4
Other ethnic press	1	1	*	n/a	*	*	*	n/a
Other general press	1	1	*	n/a	*	*	1	n/a
Other	-	-	-	*	-	-	-	*
None of these	2	2	2	3	3	3	1	2
Don't get information	7	6	6	5	*	1	2	2
Don't know	2	1	2	2	3	2	2	2

Note: 2002 and 2003 data taken out.

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 %	2005 %	2006 %	2007 %
Yes	42	42	49	43
No	56	56	49	52
Don't know	2	2	2	4

ASK ALL THOSE WHO HAVE SEEN COPY OF LONDONER (CODE '1' AT Q77). OTHERS GO TO Q79.
Q78. When you have received The Londoner would you say you tend to . . . ? READ OUT AND SINGLE CODE ONLY.

Bases in brackets: All who have seen copy of The Londoner

	2004 % (619)	2005 % (587)	2006 % (695)	2007 % (623)
Read all or nearly all of it	10	13	13	13
Read most of it	23	28	27	24
Read a few articles	27	26	29	29
Just glance at it	28	21	21	23
Don't look at it at all	9	9	8	7
Don't know/can't remember	3	2	2	2

ASK ALL

Q79. SHOWCARD AA (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 %	2005 %	2006 %	2007 %
Strongly agree	12	11	9	11
Tend to agree	36	36	38	35
Neither agree nor disagree	19	17	19	25
Tend to disagree	5	4	4	5
Strongly disagree	2	3	3	3
Don't know	25	28	27	23

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.

	2003 %	2004 %	2005 %	2006 %	2007 %
Safety/Crime	47	47	51	47	43
Affordable housing/Property prices	48	49	45	50	51
Health service	33	27	32	31	33
Improved public transport	31	28	30	22	24
Education	30	28	30	27	27
Police	25	25	26	26	28
Environment	22	25	23	23	23
Affordable public transport	16	21	22	25	20
Traffic congestion	20	20	18	20	18
Skills and vocational training	n/a	n/a	n/a	5	6
Public transport/Cheaper fares	n/a	n/a	n/a	n/a	n/a
Other	1	2	2	2	*
None of these	*	1	*	*	*
Don't know	2	1	*	1	*

Note: 2001 and 2002 data not shown

DEMOGRAPHICS

Gender

	%
Male	49
Female	51

Age

	%
16-24	15
25-34	24
35-44	20
45-54	16
55-59	5
60-64	6
65+	15

Working Status of Respondent:

	%
Working - Full time (30+ hrs)	44
- Part-time (9-29 hrs)	9
Unemployed	6
Not working - retired	19
- looking after house/children	11
- invalid/disabled	2
Student	9
Other	1

Class

	%
A	4
B	28
C1	31
C2	16
D	9
E	13
Refused/don't know	-

Respondent is:

	%
Chief Income Earner	62
Not Chief Income Earner	38

QA Is your home...? SINGLE CODE ONLY.

	%
Owned outright	21
Being bought on mortgage	34
Rented from local authority	19
Rented from housing association	7
Rented from private landlord	17
Other	2

ASK ALL

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

		%
A	Child Benefit	30
B	Council Tax Benefit	12
C	Housing Benefit	11
D	Income Support	8
E	State Retirement Pension	18
F	Jobseekers Allowance	2
	Other	1
	Don't know	6
	None of these	39
	Refused	2

QD **Do you have any long-term illness, health problem or disability which limits your daily activities or the work you can do?**

IF ELDERLY ADD: Include any problems due to old age SINGLE CODE ONLY.

	%
Yes	13
No	87
Refused	*

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

	%
Yes	8
No	92
Refused	-

QF **Using this card, please tell me which, if any, is the highest educational professional qualification you have obtained? Just read out the letter that applies. (IF STILL STUDYING, CHECK FOR HIGHEST ACHIEVED SO FAR) SINGLE CODE ONLY.**

	%	
A	GCSE/O-Level/CSE	21
B	Vocational quals (=NVQ 1+2)	9
C	A-Level or equivalent	16
D	Bachelor Degree or equivalent	26
E	Masters/PhD or equivalent	8
F	No formal qualifications	18
	Other	1
	Don't know	1

QG To which one of the groups on this card do you consider you belong to? Please just read out the letter that applies. SINGLE CODE ONLY.

		%
WHITE		
	British	56
	Irish	2
	Any other white background	12
MIXED		
	White and Black Caribbean	1
	White and Asian	1
	Any other mixed background	2
	White and Black African	-
ASIAN OR ASIAN BRITISH		
	Indian	5
	Pakistani	2
	Bangladeshi	2
	Any other Asian background	3
BLACK OR BLACK BRITISH		
	Caribbean	5
	African	5
	Any other black background	1
CHINESE OR OTHER ETHNIC GROUP		
	Chinese	*
	Any other background	2
	Refused	1

QH Which of these do you think best describes you? Please just read out the letter that applies. SINGLE CODE ONLY.

		%
A	A Londoner	29
B	English	24
C	Scottish	1
D	Welsh	1
E	Irish	2
F	British	27
G	From another country	15
	Don't know	1

Q1 Which, if any, of these do you read regularly, that is, three out of four issues? Please just read out the letter/s that apply. MULTICODE OK.

		%
A	Daily Express	3
B	Daily Mail	16
C	Daily Mirror	10
D	Daily Sport	*
E	Daily Telegraph	7
F	The Evening Standard	10
G	Financial Times	4
H	The Guardian	12
I	The Independent	4
J	Metro	22
K	The Star	1
L	The Sun	18
M	The Times	8
N	The London Paper	8
O	London Lite	9
P	Daily Local Newspaper	3
Q	Weekly Local Newspaper	11
R	Eastern Eye	*
S	Asian Voice	*
T	The Voice	1
U	Caribbean Times	*
V	Sing Tao	-
W	Other ethnic press	1
	None of these	17
	Don't know	*

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

	%
1 car or light van	44
2 cars/light vans	17
3+ cars/light vans	4
None	36

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

		%
G	Under £2,500	3
C	£2,500-£4,499	2
O	£4,500 - £6,499	2
H	£6,500 - £7,499	3
J	£7,500 - £9,499	3
D	£9,500-£11,499	3
M	£11,500-£13,499	2
K	£13,500 - £15,499	3
A	£15,500 - £17,999	3
I	£18,000 - £24,999	7
P	£25,000 - £29,999	5
L	£30,000 - £34,999	4
B	£35,000 - £39,999	4
F	£40,000 - £44,999	4
N	£45,000 - £49,999	3
E	£50,000 - £74,999	6
Q	£75,000 - £99,999	4
R	£100,000 or over	4
	Refused	17
	Don't know	17

QL To which one of the groups on this card do you consider you belong to? Please just read out the letter that applies. SINGLE CODE ONLY.

		%
A	Christian	58
B	Buddhist	1
C	Hindu	4
D	Jewish	1
E	Muslim	9
F	Sikh	1
G	Other religion	2
H	No religion	22
	Refused	2

QM Which of the following best describes your sexual orientation? SINGLE CODE ONLY.

		%
	Heterosexual	92
	Bisexual	1
	Lesbian or gay	1
	Prefer not to say	6