

Annual London Survey 2010 Toplines

- Final results are based on 1,490 interviews conducted face-to-face in respondents' homes with residents in the Greater London area.
- Interviews were conducted in January and early February 2010.
- 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.
- 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.

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

Q7 And how long have you been living in London?

	2006		2007		2009		2010	
	Q6 Current address %	Q7 London %	Q6 Current address %	Q7 London %	Q6 Current address %	Q7 London %	Q6 Current address %	Q7 London %
Up to 1 year	17	4	16	3	11	3	11	2
Over 1 year up to 2 years	9	5	10	4	10	2	9	2
Over 2 years up to 5 years	15	8	14	8	17	6	17	5
Over 5 years up to 10 years	16	12	18	10	17	10	18	10



Over 10 years up to 15 years	10	7	11	8	12	7	11	8
Over 15 years up to 20 years	8	6	8	7	8	6	8	8
Over 20 years or more	21	26	21	28	21	22	22	24
All my life/born in London	3	32	2	30	4	43	3	39
Don't know/Can't remember	*	*	*	-	1	*	1	1

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

	2003	2004	2005	2006	2007	2009	2010
Very satisfied	28	30	34	30	32	28	27
Fairly satisfied	50	53	49	50	49	55	59
Neither satisfied nor dissatisfied	8	6	7	9	8	6	4
Fairly dissatisfied	9	6	7	7	8	8	8
Very dissatisfied	5	4	3	3	3	3	3
No opinion	1	*	*	*	*	*	0

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



	2003	2004	2005	2006	2007	2009	2010
Very satisfied	19	22	30	25	22	25	24
Fairly satisfied	52	53	50	49	51	54	59
Neither satisfied nor dissatisfied	13	11	9	10	13	9	8
Fairly dissatisfied	11	9	7	10	10	8	5
Very dissatisfied	4	3	3	4	3	2	2
No opinion	2	2	1	1	1	1	0

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

	2003	2004	2005	2006	2007	2009	2010
Transport	23	31	33	31	30	36	40
The range of shops	40	41	35	34	34	32	39
The mixture of people who live here	30	32	33	32	29	23	27
Job opportunities	30	33	33	39	31	19	23
Nightlife (theatres/clubs/bars)	27	22	19	25	19	19	18
The range of parks and open spaces	20	19	19	21	25	15	17
The range of museums and art galleries	29	26	25	28	26	18	14
Health services	11	16	20	18	17	12	12
The range of sports and leisure	10	9	9	10	12	13	11
Schools	12	16	14	17	17	12	11



The range of housing available	3	2	4	3	2	7	4
Safety and policing	N/A	N/A	N/A	N/A	N/A	4	4
Universities*	n/a	n/a	4	6	6	3	3
Other	4	4	2	2	1	5	6
None of these/nothing	3	1	3	2	2	10	5
Don't know	3	1	1	1	2	3	2

Note: the code "Universities" was not on the showcard list before 2005. Note: In 2007 the showcard included: safety in London/crime rates; the cost of living; the cost of housing; traffic congestion. Results should be interpreted with caution.

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

	2009	2010
Safety and Policing	34	35
Transport	21	26
The range of housing available	8	6
Health services	7	6
Job opportunities	6	8
Schools	5	5
The mixture of people who live here	4	3
The range of parks and open spaces	4	4
The range of shops	3	5
Nightlife (theatres/clubs/bars)	3	3
The range of sports and leisure	3	3
The range of museums and art	2	2



galleries		
Universities*	*	*
Other	22	18
None of these/nothing	18	15
Don't know	5	5

Q12 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.

	Year	Strongly disagree	Tend to disagree	Neither agree nor disagree	Tend to agree	Strongly agree	No opinion
My neighbourhood has good publicly run sports facilities	2009	2	13	21	45	10	9
	2010	2	7	23	51	13	5
My neighbourhood has good relations between different ethnic and religious communities	2009	1	6	20	57	12	4
	2010	1	4	19	56	18	2
There is less discrimination on the basis of race or ethnic origin in my neighbourhood than three years ago	2009	1	7	29	47	8	9
	2010	1	5	31	41	15	7
My neighbourhood is a clean area	2009	2	12	17	52	16	*
	2010	4	8	17	55	16	*
My neighbourhood has good quality health services	2009	2	8	20	53	16	2
	2010	1	5	20	56	16	2
My neighbourhood has good schools	2009	1	7	17	47	14	13
	2010	2	5	19	49	13	12
My neighbourhood has good parks and green spaces	2009	1	8	16	54	20	1
	2010	1	5	18	56	19	1
I feel safe using public transport in my	2009	1	6	18	55	17	3



neighbourhood	2010	1	4	19	56	19	1
My neighbourhood has reliable transport links	2009	1	7	16	58	17	2
	2010	1	4	18	56	21	1
My neighbourhood is a pleasant place to live	2009	1	6	18	55	19	1
	2010	1	4	18	56	21	*
My neighbourhood has good activities for young people	2009	4	15	20	40	10	11
	2010	3	10	21	46	12	9
My neighbourhood is safe for children	2009	-	-	-	-	-	-
	2010	2	7	23	50	12	5
There are good relations between older and younger generations in my neighbourhood	2009	-	-	-	-	-	-
	2010	2	5	24	52	14	3

Q13 How safe do you feel walking outside in this neighbourhood in the evening by yourself?

	2003	2004	2005	2006	2007	2009	2010
Very safe	19	18	19	18	17	27	31
Fairly safe	41	41	43	42	44	38	45
A bit unsafe	20	22	22	23	22	21	10
Very unsafe	13	13	12	11	11	7	6
Never go out in the evening	7	5	4	6	5	6	8
Don't know	*	*	*	*	*	1	*



Q14 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.

	Year	Major problem	*****	*****	*****	No problem at all	Don't know
Fear of crime	2009	5	22	34	25	15	*
	2010	12	23	31	18	15	1
Fear of physical attack	2009	5	17	34	28	16	1
	2010	11	18	32	21	17	2
The cost of living (not including housing)	2009	10	24	32	20	13	1
	2010	17	25	29	16	12	1
Unemployment	2009	5	17	30	23	15	11
	2010	12	18	28	16	17	9
The cost of housing	2009	14	23	28	19	13	3
	2010	22	26	25	13	11	4
Traffic congestion	2009	10	23	32	22	13	1
	2010	19	26	27	14	13	1

Q15 To what extent, if at all, are you worried about crime in this area?

	2006	2007	2009	2010
Very worried	15	15	7	9
Fairly worried	44	42	38	34
Not very worried	34	35	35	38
Not at all worried	7	7	18	16
Don't know	*	1	2	3

Q16 Thinking about safety, for what reasons, if any, do you feel unsafe in this area?



	2005	2006	2007	2009	2010
Fear of burglary	32	39	36	34	42
Fear of being mugged or physically attacked	36	42	38	27	30
People dealing drugs	-	-	-	19	25
People using drugs	-	-	-	22	24
Knife crime	20	34	28	23	20
Teenagers hanging around on the streets	28	33	34	16	10
Lack of police presence	26	31	29	12	10
Car crime/ theft	15	19	17	12	9
Fear of the dark/ night	16	15	18	12	8
Gun crime	17	22	22	9	8
Vandalism and other deliberate damage to property or vehicles	19	21	22	9	5
Fear of sexual harassment or attack	10	10	10	7	5
People being drunk or rowdy in the streets	20	21	20	9	4
Lack of adequate street lighting	12	11	11	5	4
Fear of homophobic bullying /violence	-	-	-	5	4
Fear of harassment or attack due to race or religious beliefs	9	9	9	3	4
Volume/speed of traffic	12	14	14	5	3
Pickpockets	7	8	8	5	3
Run-down local environment (e.g. graffiti, litter, fly-tipping, derelict buildings, etc.)	11	11	11	4	2
Noise or nuisance from neighbours	6	10	10	3	2
Nuisance/dangerous dogs	-	-	-	2	2
Press reports about crime	6	7	6	5	1
People sleeping rough or begging	6	5	5	3	1
Abandoned or burnt-out cars	5	3	3	3	1
Other	2	1	*	1	1
None of these	16	9	7	18	15



Do not feel unsafe in London	-	-	-	6	12
Don't know		1	1	5	-

Note: trends prior to 2005 are not shown due to a change in the question format. Note: people using and dealing drugs split out in 2009. Fear of homophobic bullying /violence or attack and Nuisance/dangerous dogs added in 2009.

Q17 Which two or three things would make you feel safer in this area?

	2005	2006	2007	2009	2010
More police around on foot	56	62	55	54	66
More security cameras (CCTV)	38	28	29	30	41
Improved street lighting	25	20	17	25	19
Providing young people with more things to do/ community centres	29	33	34	14	13
Neighbourhood Watch schemes/ wardens	16	20	16	14	16
More advice on crime prevention	11	10	8	10	8
Encourage more parental responsibility	22	27	21	9	4
Better relations between the police and the community	15	16	14	9	7
Drugs education/advice/rehabilitation	14	15	11	7	4
More information about what the Police are doing to prevent crime	-	-	-	6	2
Improving the local environment e.g. removing graffiti	10	8	5	6	3
Improve employment opportunities	7	8	7	5	2
Traffic restrictions/ More pedestrian crossings	-	-	-	5	6
Improve educational opportunities	6	8	8	5	2
Better housing	6	5	6	3	-
Better design of housing	-	-	-	-	1
Truancy patrols	-	-	-	-	1
More involvement in police decisions	-	-	-	3	1
Other	2	2	*	2	1



Don't know	2	2	2	3	4
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Note: trends prior to 2005 are not shown due to a change in the question format. Note: In 2009 Deleted 'issue ID cards; and 'more pedestrian areas'. 'Traffic restrictions' and more 'pedestrian crossings' have been merged. Added More information about what the Police are doing to prevent crime and More involvement in police decisions.

In 2010 replaced 'better housing' with 'better design of housing', and added 'truancy patrols'.

Note: Before 2009 the question working was: Which two or three things do you think would most improve safety in or around this area?

Q18 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?

	Year	Major problem	*****	*****	*****	No problem at all	Don't know
Pollution from traffic	2009	5	15	33	25	20	2
	2010	5	17	31	19	24	3
Climate change	2009	3	12	31	26	21	6
	2010	4	13	33	17	28	5
Fly tipping	2009	3	14	30	27	22	3
	2010	5	16	31	21	25	2
Noise from neighbours	2009	1	7	25	28	38	1
	2010	2	9	29	24	34	2
Noise from traffic and transport	2009	2	10	29	30	28	1
	2010	4	15	31	21	29	1
Lack of green spaces	2009	1	7	27	30	34	1
	2010	1	10	32	22	33	1
Increasing recycling	2009	2	7	29	30	31	2
	2010	2	9	35	21	32	2
Conserving energy	2009	1	8	30	29	27	5
	2010	1	11	34	19	32	3



Conserving water/reducing water wastage	2009	1	8	31	28	26	6
	2010	1	12	32	21	31	4
Pollution of rivers and canals	2009	1	8	29	26	26	10
	2010	1	12	32	20	30	4
Protecting plants and wildlife	2009	1	9	28	28	25	9
	2010	2	11	33	20	29	5
Litter	2009	6	17	29	25	21	1
	2010	6	17	33	20	22	2

Q19 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?

	2009	2010
Reducing pollution from traffic	21	22
Noise from traffic and transport	10	21
Fly tipping	20	21
Dealing with litter	20	20
Conserving energy	22	9
Reducing pollution of rivers and canals	9	9
Conserving green spaces	22	8
Climate Change	12	8
Increasing recycling	12	7
Protecting plants and wildlife	11	6
Noise from neighbours	6	6
Conserving water/ reducing water wastage	4	3
Other	1	2
None of these	13	22
Don't know	10	9



Q20 Now thinking about the collection of recycling from your household. To what extent are you satisfied or dissatisfied with the service?

	2009	2010
Very dissatisfied	3	2
Fairly dissatisfied	8	4
Neither satisfied nor dissatisfied	12	10
Fairly satisfied	47	55
Very satisfied	26	26
No opinion	2	2
No collection from household	2	1

Q21 Thinking about policing in this area, to what extent are you satisfied or dissatisfied with the way this area is policed?

	2004	2005	2006	2007	2009	2010
Very satisfied	6	10	8	6	11	11
Fairly satisfied	34	43	40	45	45	52
Neither satisfied nor dissatisfied	24	21	22	24	21	22
Fairly dissatisfied	23	15	18	16	15	8
Very dissatisfied	10	7	10	7	4	4
No opinion	3	3	2	2	3	4

Q22 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 your local neighbourhood?

	2005	2006	2007	2009	2010
More	24	27	30	18	18



About the same	52	47	47	51	57
Less	18	18	16	25	20
Don't know	5	8	6	6	5

Q23 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 London as a whole?

	2005	2006	2007	2009	2010
More	40	36	38	20	17
About the same	42	38	41	52	55
Less	7	11	9	16	22
Don't know	10	14	12	13	6

Q24 Do you think the increased police presence has helped make you feel safer? Has it helped a little or a lot?

	2006	2007	2009	2010
YES - Helped a lot	35	27	46	36
YES - Helped a little	41	47	37	51
No	23	25	14	11
Don't know	2	2	2	2

Q25 Do you think the increased police presence has helped reduce crime? Has it helped a little or a lot?

	2006	2007	2009	2010
YES - Helped a lot	23	16	43	38
YES - Helped a little	42	44	37	47
No	23	27	14	10



Don't know	12	12	6	5
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Q26 Do you think the increased police presence has helped reduce anti-social behaviour? Has it helped a little or a lot?

	2006	2007	2009	2010
YES - Helped a lot	21	19	43	35
YES - Helped a little	48	43	37	49
No	23	29	15	10
Don't know	9	8	5	6

Q27 How much confidence, if any, do you have in Police Community Support Officers in your local neighbourhood?

	2009	2010
No confidence at all	5	7
Not much confidence	18	19
Some confidence	57	56
A lot of confidence	11	13
Don't know	9	4

Q28 How much confidence, if any, do you have in Police Community Support Officers in London as a whole?

	2009	2010
No confidence at all	5	8
Not much confidence	16	16
Some confidence	56	58
A lot of confidence	10	13
Don't know	13	5



Q29 How much confidence, if any, do you have in uniformed police officers in your local neighbourhood?

	2009	2010
No confidence at all	3	6
Not much confidence	14	13
Some confidence	57	61
A lot of confidence	18	16
Don't know	8	4

Q30 How much confidence, if any, do you have in uniformed police officers in London as a whole?

	2009	2010
No confidence at all	3	6
Not much confidence	12	13
Some confidence	57	60
A lot of confidence	19	16
Don't know	9	5

Q31 Who do you think is responsible for policing in London?

	2009	2010
Government	25	38
Home Office	6	5
Mayor/Greater London Authority	28	26
Metropolitan Police Service	29	30
Metropolitan Police Authority	24	26
Local Government	4	3



Other	*	*
Don't know	14	15

Q32 Which of these types of transport in London do you think is most in need of improvement?

	2005	2006	2007	2009	2010
Roads	19	25	30	28	42
London Underground	38	31	31	19	18
Buses	20	23	21	21	19
Trains	9	10	8	9	7
Other	*	*	*	1	1
None of these	8	6	7	16	7
Don't know	6	4	3	6	7

Q33 Looking at this card, which, if any, of these aspects of transport in London do you think are most in need of improvement?

	2009	2010
Cheaper bus and tube fares	36	46
Reducing traffic congestion	31	43
More reliable buses and tubes	32	36
Less pollution from traffic	12	19
Measures to reduce overcrowding on the buses	15	16
Improved personal safety on buses, the tube and trains	12	14
More investment in improving London as a place to cycle	8	12
Measures to reduce overcrowding on the tube	17	10
More investment in improving London as a place to walk	5	10
A more integrated/cohesive transport system	11	5
Measures to reduce overcrowding on the trains	11	6
Other	5	3
None of these	16	8



Don't know

6

5

Q34 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.

	2003	2004	2005	2006	2007	2009	2010
Local buses	67	68	69	72	68	65	64
Underground services (the tube)	50	52	48	53	49	45	44
Local train services	31	29	28	33	26	32	30
Black cabs	14	8	9	11	10	4	8
Mini cabs (private hire)	18	11	12	14	13	4	8
Tram	4	2	3	3	3	1	3
Docklands Light Railway (DLR)	4	4	4	5	3	1	2
Car or van*	-	-	-	-	46	42	43
Motorbike, moped or scooter*	-	-	-	-	2	1	1
Bicycle*	-	-	-	-	10	4	3
None of these*	17	15	15	13	4	5	3

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

Q35 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.

	Year	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
Local buses (base 975)	2009	1	4	49	46	*	*	*
	2010	1	4	61	34	*	-	*
Underground services	2009	*	3	47	50	*	-	*



(the tube) (base 622)	2010	*	6	62	31	*	-	*
Local train services (base 429)	2009	-	5	50	45	*	-	*
	2010	*	4	61	34	*	-	*
Black cabs (base 99)	2009	-	2	28	69	-	-	-
	2010	1	2	62	34	-	-	-
Mini cabs (private hire) (base 120)	2009	-	4	24	72	-	-	-
	2010	1	4	65	30	-	-	-

Q36 For each form of public transport that you use, please tell me how safe you feel using this type of transport at night, alone.

	Year	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
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	*
	2009	(916)	26	46	13	4	6	4	1
	2010	(975)	20	50	17	3	6	5	*
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	*



	2009	(637)	28	46	12	5	5	5	1
	2010	(622)	20	54	17	3	4	2	*
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	*
	2009	(460)	26	51	14	2	4	3	*
	2010	(429)	20	53	19	1	4	4	*
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
	2009	(58)	63	31	5	-	2	-	-
	2010	(99)	22	64	11	-	1	1	1
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
	2009	(53)	51	34	8	4	2	-	-
	2010	(120)	19	58	19	*	2	2	-



Q37 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?

	2009	2010
Strongly disagree	8	6
Tend to disagree	13	6
Neither agree nor disagree	14	14
Tend to agree	37	48
Strongly agree	20	18
No opinion	8	7

Q38 And do you agree or disagree that the 2012 Olympics Games and Paralympic Games will be good for your local area?

	2009	2010
Strongly disagree	14	13
Tend to disagree	19	10
Neither agree nor disagree	17	18
Tend to agree	30	39
Strongly agree	9	12
No opinion	11	9

Q39 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?

	2009	2010
Improving/regenerating the east end	24	15
Improving/regenerating Greater London	16	16



Promoting England/The London area	15	19
Bringing more people/tourists to London	21	28
Benefits for businesses	23	33
Improving the local economy	23	32
Increasing job opportunities and prospects	16	17
Improving transport	13	12
Improving sports facilities	12	9
Encouraging sport participation	4	2
Bringing people together through sport	3	2
Encouraging young/New British athletes	3	2
Promoting good health/Fitness	2	1
Other	1	1
None of these	15	10
Don't know	10	10

Q40 And what do you think are the long term benefits that will result from the games?

	2009	2010
More children participating in sport	30	21
More adults participating in sport	15	20
Better leisure facilities	30	29
Increased business and job opportunities	26	33
Improved transport	24	22
Attracting more tourists	21	33
Regeneration of East London	17	15
Other	1	1
None of these	20	14
Don't know	10	13



Q41 Who do you think is responsible for the 2012 Olympic Games and Paralympic Games?

	2009	2010
International Olympic Committee (IOC)	26	35
Government	27	32
Mayor/Greater London Authority	25	28
London Organising Committee of the Olympic Games (LOCOG)	7	9
Olympic Delivery Authority (ODA)	3	3
London Development Agency (LDA)	1	3
British Olympic Association (BOA)	4	7
London Boroughs	1	1
Other	1	*
Don't know	29	25

Q42 Do you know the name of the Mayor of London?

	2003	2004	2005	2006	2007	2009	2010
Yes (correct) – Boris Johnson	81	81	85	82	83	77	79
Yes (incorrect)	n/a	n/a	2	3	3	4	2
No/don't know	17	18	13	15	14	18	19

Note: Before 2009, Mayor was Ken Livingstone

Q43 How much, if anything, would you say you know about what the Mayor of London is doing for London?

	2003	2004	2005	2006	2007	2009	2010
A great deal	5	5	6	9	6	4	4



A fair amount	39	40	46	44	45	35	38
Not very much	36	37	33	33	36	34	32
Nothing at all	11	10	10	10	9	12	13
Don't know	9	7	5	4	5	14	13

Q44 Are you satisfied or dissatisfied with the way Boris Johnson is doing his job as Mayor of London?

	2002	2003	2004	2005	2006	2007	2009	2010
Very satisfied	4	7	6	7	7	8	5	5
Fairly satisfied	23	28	33	30	29	36	25	21
Neither satisfied nor dissatisfied	29	28	27	26	28	23	26	40
Fairly dissatisfied	14	11	12	13	13	14	9	8
Very dissatisfied	13	10	9	11	13	8	3	3
No opinion	17	17	14	12	9	10	32	23

Q45 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?"

	2009	2010
Doing a good job	11	17
Just doing his job/doing alright	7	8
Better than Ken	5	2
Improved/focused on transport	4	3
Improving / changing things	4	3
Good personality/character/likeable	4	6
Scrapped/stopped congestion charge/extension	3	1
Honouring his promises / commitments	3	1
Trying his best/hard	3	9



Getting something done/doing something	3	4
Made no mistakes	3	4
Early days yet/new to the job	3	-
Scrapped bendy buses	2	1
Tackling crime/reducing crime figures	2	2
Providing more police/better policing	2	-
Trying to improve London / put things right	2	1
Spends the budget / cash wisely	2	-
Better than previous Mayors	2	3
Amuses people	2	1
Man of the people	2	3
Has some good ideas/new ideas	2	2
Banned drinking alcohol on all public transport	1	1
Introduced Freedom pass / Extended hours when buss pass can be used by the elderly	1	-
Represents / Promotes London	1	1
Intelligent/clever	1	1
Listens/approachable	1	1
Talks sense	1	1
Speaks his mid/He's direct	1	2
Stands up for what he believes in	1	*
Caring/Understanding	1	-
Visible/In the media	1	1
I'm happy with what he's done	1	3
Good policies	1	-
Makes up his own mid/own decisions	1	-
Honest/straight talking	1	2
Good attitude	1	*



There's still more that he can do	1	1
Not much has changed	1	1
Has no policies/agenda of his own	*	-
Confident/knows what he's doing	-	1
Doing as well as/better than expected	-	1
More cycle lanes/getting more people to cycle	-	1
Other	9	13
No particular reason	4	1
Don't know	7	11
Prefer not to say	1	1

Q46 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?"

	2009	2010
Useless/doing a bad job	7	11
Stupid/A joker etc.	7	7
Getting nothing done/doing nothing	6	8
Broke his promises on/have concerns about congestion charge	5	3
Made no improvements/changes	5	5
More investment needed in/stop opposing changes to public transport	4	-
Not doing much/still a lot to do	4	8
Not much has changed	3	1
Don't like him	3	2
Public transport too costly / needs discounts	2	5
Poor management of the police	2	-
Not keeping his promises	2	8
Don't like his attitude	2	-
His a Conservative / Didn't vote for him	2	3



Don't trust him / not convinced by him	2	1
Hasn't had long enough in office/inexperienced	2	-
Wrong about transport	1	3
Prefer/liked Ken Livingstone more	-	2
Don't like his policies	-	4
Prices/cost of living rising	-	2
Other	31	38
No particular reason	9	3
Don't know	2	2

Q47 Looking at this list, please tell me which of these, if any, the Mayor of London has responsibility for?

	2003	2004	2005	2006	2007	2009	2010
Congestion charging	53	62	60	75	71	60	55
Buses	38	53	50	54	56	59	58
The underground/tube	41	51	49	50	50	52	54
Police	16	28	22	26	28	40	24
Representing London at home and abroad	n/a	n/a	n/a	43	37	32	34
The Olympics and paralympic games	18	35	34	42	33	29	28
Main roads	27	38	33	25	23	27	35
Attracting tourism to London	25	32	33	42	41	27	30
Setting budgets for Transport, Development, Police and Fire authorities	14	22	22	27	23	26	16
Making the case for increased central government funding for London	20	28	28	35	29	24	25
Reducing waste/ encouraging	n/a	n/a	n/a	28	27	22	10



recycling							
Setting the GLA rate of tax	n/a	n/a	n/a	n/a	n/a	21	14
Approving major planning applications	n/a	n/a	n/a	23	17	20	11
Economic development	13	19	15	15	13	19	13
Education	9	15	11	9	12	19	14
Tackling climate change	n/a	n/a	n/a	16	17	19	18
Over-ground trains	11	18	21	13	12	19	14
Arts and Leisure services	14	16	17	18	17	18	10
Promoting skills and vocational training in London	n/a	n/a	n/a	11	12	16	8
Organising public events and festivals	n/a	n/a	n/a	26	29	16	8
Health Service	6	12	8	7	11	16	10
Increasing the availability of affordable housing	n/a	n/a	n/a	14	17	15	7
Tackling violence against women	-	-	-	-	-	-	3
Other	1	1	1	*	*	3	2
None of these	1	*	*	1	1	4	3
Don't know	19	12	8	9	7	22	24

Trend data should be interpreted with caution because of wording changes to the list in 2006. Note: Setting the GLA rate of tax changed from setting council tax rates in 2009. In 2010 'Increasing affordable housing' changed to 'Increasing the availability of affordable housing', and 'Tackling violence against women' was added.

Q48 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?

	2003	2004	2005	2006	2007	2009	2010
A great deal	2	1	1	3	2	1	1



A fair amount	14	17	19	22	22	21	17
Not very much	34	42	39	43	40	30	35
Nothing at all	32	24	29	22	26	17	19
Don't know	18	15	11	11	11	30	28

Q49 Are you satisfied or dissatisfied with the way the London Assembly is doing its job?

	2002	2003	2004	2005	2006	2007	2009	2010
Very satisfied	1	1	1	3	2	2	1	2
Fairly satisfied	8	11	16	18	17	21	17	14
Neither satisfied nor dissatisfied	31	33	37	31	39	37	23	32
Fairly dissatisfied	6	5	6	7	7	8	7	4
Very dissatisfied	4	4	5	3	5	3	1	1
No opinion	50	47	35	38	30	29	51	48

Q50 Which of the following do you think are the roles of the London Assembly? Just read out the letter/s that apply.

	2004	2005	2006	2007	2009	2010
Determining policies and priorities for the GLA/The Mayor	33	33	34	30	20	19
Planning public transport	21	25	24	23	14	16
Scrutinising budgets for the GLA/The Mayor	28	33	31	29	12	16
Making decisions on congestion charging	21	29	25	22	12	16
Setting budgets for the work of the GLA/The Mayor	25	27	28	23	12	17
Questioning the Mayor about his activities	29	35	35	37	11	18



Setting the level of council taxes in London	14	21	18	17	11	18
Scrutinising decisions taken by the Mayor	29	32	33	31	8	7
Co-ordinating the work of the London boroughs	25	24	26	23	8	9
None of these	2	2	3	3	17	17
Don't know	40	35	37	38	49	43

Q51 How well informed do you think the Mayor and the Greater London Authority keeps you about the services that they have responsibility for?

	2002	2003	2004	2005	2006	2007	2009	2010
Keeps us very well informed	2	2	3	3	5	3	1	3
Keeps us fairly well informed	17	20	27	32	30	34	25	25
Gives us only a limited amount of information	30	32	40	35	36	36	34	37
Doesn't tell us much at all about what they do	38	35	23	18	17	18	23	21
Don't know	13	11	7	10	12	8	17	15

Q52 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.

	2005	2006	2007	2009	2010
Local newspaper	39	40	39	41	42
National Television	51	45	42	34	18
National newspapers	35	33	34	20	15
Leaflets delivered to the door	17	17	13	15	20
Local/Regional Television	31	27	30	31	33



Metro	25	28	29	15	20
Internet	10	11	15	12	-
Newspapers' websites	-	-	-	-	1
Blogs, social networking sites (eg Twitter and Facebook) or search engines (eg Google or Yahoo)	-	-	-	-	2
Other Internet sources	-	-	-	-	4
GLA website	n/a	n/a	n/a	1	2
Posters	18	10	12	2	1
National Radio	15	11	16	4	3
Evening Standard	18	14	13	3	6
Noticeboards/information points in libraries and other local venues	9	4	5	*	*
Local/Regional Radio	13	8	9	6	3
London Lite	n/a	6	10	4	-
The London Paper	n/a	6	11	6	-
Council newspapers and freesheets	-	-	-	-	5
Leaflets and noticeboards in Local Council buildings	8	6	5	1	1
Friends/neighbours and relations	11	8	6	1	1
Contact with the Mayor/GLA	3	2	1	*	2
Other	-	-	*	1	*
None of these	2	2	3	2	7
Don't get information	6	6	5	9	13
Don't know	1	2	2	4	3

Note: In 2007 the showcard included: The Londoner; GLA offices; local shops; Citizen's Advice Bureau; Eastern Eye; Asian Voice; The Voice; Caribbean Times; Sing Tao; other ethnic press; other general press. In 2010 'Internet' was replaced by 'Newspapers' websites', 'Blogs, social networking sites (eg Twitter and Facebook) or search engines (eg Google or Yahoo)' and 'Other Internet sources', 'London Lite' and 'The London Paper' were removed, and 'Council newspapers and freesheets' was added'.



Q53 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.

	2005	2006	2007	2009	2010
Local newspaper	25	35	31	36	30
National Television	34	30	27	27	15
National newspapers	20	21	19	15	9
Leaflets delivered to the door	14	24	19	19	22
Local/Regional Television	19	20	17	27	26
Metro	11	15	14	12	13
Internet	9	10	11	10	-
Newspapers' websites	-	-	-	-	1
Blogs, social networking sites (eg Twitter and Facebook) or search engines (eg Google or Yahoo)	-	-	-	-	1
Other Internet sources	-	-	-	-	3
GLA website	n/a	n/a	n/a	1	2
Posters	6	5	7	1	1
National Radio	6	5	7	2	1
Evening Standard	9	6	5	2	4
Noticeboards/information points in libraries and other local venues	4	3	5	*	*
Local/Regional Radio	6	4	4	4	2
London Lite	n/a	1	4	2	-
The London Paper	n/a	1	3	2	-
Council newspapers and freesheets	-	-	-	-	8
Leaflets and noticeboards in Local Council buildings	4	2	3	1	1
Friends/neighbours and relations	4	3	3	*	1
Contact with the Mayor/GLA	2	2	2	-	2



Other	-	-	*	1	*
None of these	3	1	2	3	9
Don't get information	1	2	2	5	6
Don't know	2	2	2	4	5

Q54 Do you agree or disagree that you can influence decisions in your local area?

	2010
Definitely disagree	20
Tend to disagree	21
Tend to agree	48
Definitely agree	6
Don't know	6

Q55 Do you agree or disagree that you can influence decisions in London as a whole?

	2010
Definitely disagree	22
Tend to disagree	22
Tend to agree	43
Definitely agree	6
Don't know	7

Q56 Which of the following have you done in the last 12 months in order to influence changes to your local area in London?

	2010
Taken part in consultation – for example filling in a questionnaire or taking part in a focus group	10
Signing a petition	8



Online comment or protest for example through blogs, Twitter, online petitions	3
On street campaigning, such as a march, protest, demonstration, picket or street stall	2
Voluntary work, like helping a local charity with fund raising or sponsored activities	3
Being an active member of a local interest or lobbying group	2
Being an active member of a political party	2
Serving as a councillor or as part of some decision making body relating to services	2
Contacting a local councillor, MP, a member of the London Assembly or the Mayor	2
Contacting the local or national press	*
Visiting or helping people in your local area on a regular basis	1
None of these	73
Don't know	9

Q57 What two or three things do you think should be the top priorities to improve London as a place to live?

	2009	2010
Crime and safety	37	42
Policing	33	41
Traffic congestion	16	28
Affordable housing and property prices	15	16
Job creation	14	16
Education and training	22	15
Health service	17	15
Improved public transport	17	15
Local environment	16	12
Youth Opportunities	8	5
Economy	9	5
Businesses	2	2
Climate Change	2	1



Other	5	3
None of these	4	2
Don't know	5	5

