

Annual London Survey 2007 Topline results

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, social grade and ethnicity to the known profile of Greater London. Data are also weighted by GLA constituency to reflect the population profile.
- Where results do not sum to 100%, this may be due to multiple responses, computer rounding or the exclusion of 'don't know/not stated' response categories.
- Where there are small bases (less than 30 respondents) responses are given in absolute figures rather than percentage answers.
- Multiple responses mean that respondents can give more than one answer to a question, therefore results will total more than 100, as percentages are based on the total number of responses given divided by the total number of people answering the question, e.g. Q5.
- The use of showcards indicates that responses to a question are prompted i.e. respondents are given a list of responses from which they can choose.
- Where applicable, trend data from previous surveys has been included.
- An asterisk (*) represents a value of less than half of one per cent, but not zero.

INTRODUCTION

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

n

	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

This question is usually asked towards the end of the survey but was moved this year to precede Q68n below.

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

n

2007
%

Base: 1,117

Very satisfied	10
Fairly satisfied	41
Neither satisfied nor dissatisfied	16
Fairly dissatisfied	15
Very dissatisfied	8
No opinion	11

This question was asked twice this year, here and towards the end of the survey as in previous years. The base for this question is 1,117 as it was added after the start of the fieldwork.

Q1. **How long have you been living at your current address?**

Q2. **And how long have you been living 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	*	*	*	-

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

	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	*	*	*	*

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

	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

Q5. SHOWCARD **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.**

	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.

Q6. SHOWCARD **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.**

	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.

IMAGE OF THE CITY

Q7.- I would like to ask some general questions about London as a whole, not just
 Q17. this area. 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.

		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 was only added in 2006. Q10 wording change in 2006 from "London is a green city" to "London is an environmentally friendly city". Trend data for Q10 should therefore be approached with caution.

Q18. SHOWCARD 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.
 Q22.

			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

Q19 was introduced in 2006.

Q23. SHOWCARD I would like you to tell me how strongly you agree or disagree with the following statement. London is a place I identify with.

	2005	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. How safe do you feel walking outside in this neighbourhood in the evening by yourself?

Base: All respondents (1434)

	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	*	*	*	*	*

- Q25. SHOWCARD **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.
 -
 Q30. ALTERNATE ORDER.

		Major problem			No problem at all		Don't know	
		1	2	3	4	5	6	
<i>Base: All respondents (1434)</i>								
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 To what extent, if at all, are you worried about crime in this area

	<i>Base: All respondents (1434)</i>	
	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 Thinking about safety, for what reasons, if any, do you feel unsafe in this area? Just read out the letters that apply. "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 prior to 2005 are not shown due to a change in the question format.

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

	2005 %	2006 %	2007 %
More police around on foot	56	62	55
More security cameras (CCTV)	38	28	29
Providing young people with more things to do/ community centres	29	33	34
Improved street lighting	25	20	17
Encourage more parental responsibility	22	27	21
Neighbourhood Watch schemes/ wardens	16	20	16
Better relations between the police and the community	15	16	14
Drugs education/advice/rehabilitation	14	15	11
More advice on crime prevention	11	10	8
Improving the local environment e.g. removing graffiti	10	8	5
Improve employment opportunities	7	8	7
Traffic restrictions	6	6	7
Issue ID cards	6	6	4
Improve educational opportunities	6	8	8
Better housing	6	5	6
More pedestrian crossings	4	5	6
More pedestrian only areas	3	2	3
Other	2	2	*
None of these	3	2	2
Don't know	2	2	2

Note: trends prior to 2005 are not shown due to a change in the question format.

ENVIRONMENT

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?
 READ OUT. ROTATE ORDER.

Q35.	Air quality	%	Major problem			No problem at all		Don't know
			1	2	3	4	5	
	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 tipping							
	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
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.

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

Q47. Does your borough offer a doorstep recycling facility?

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

Q48. Do you use the doorstep recycling facility? IF YES: How often do you use it?

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	*	*	*

Q49 SHOWCARD 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.

	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. parks)	20	26	26	30
Increase recycling	n/a	26	24	30
Conserving energy	n/a	23	34	29
Measures to tackle climate change	10	21	18	15
Dealing with dumped household waste/fly-tipping	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	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: Wording changes in 2005. Therefore trends should be treated with caution.

POLICING IN LONDON

Q50. **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 %
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?**

Q52. **... London as a whole?**

	Q51 Neighbourhood			Q52 London		
	2005 %	2006 %	2007 %	2005 %	2006 %	2007 %
More	24	27	30	40	36	38
About the same	52	47	47	42	38	41
Less	18	18	16	7	11	9
Don't know	5	8	6	10	14	12

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	19
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

Q56. **How would you describe relations between the police and the community in this area?**

	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

Q57. **Which of these types of transport in London do you think is most in need of improvement?**

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

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

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
Tackle congestion	-	-	38
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
Other	7	4	*
Nothing / None of these	*	1	*

Don't know

*

1

-

*Notes: "tackle congestion" was added in 2007, so trends may have been affected this year. Data prior to 2005 is not shown due to a change in question wording and format.

Q58b SHOWCARD **Which two or three of these, if any, do you think would most improve London Underground? Just read out the letters that apply.**

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: "simpler fare system" was added in 2007. Data prior to 2005 is not shown due to a change in question wording and format.

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

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: "make it easier to buy tickets" and "simpler fares system" were added in 2007. Therefore trend data should be considered with caution.

Data prior to 2005 is not shown due to a change in question wording and format.

Q58d SHOWCARD **Which two or three of these, if any, do you think would most improve London's trains? Just read out the letters that apply.**

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: "Simpler fares system" was added in 2007. 'Make it easier to buy tickets' was added in 2006. Trend data should be considered with caution. Data prior to 2005 is not shown due to a change in question wording and format.

Q59. SHOWCARD **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?**

	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
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.

Q60. 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.**

		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, "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.

Q61. 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		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

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

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

LONDON GOVERNANCE

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

	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

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

	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

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

	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

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

	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 and then repeated here as in previous years.

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

	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

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? "What else?"

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
Like him/his personality/attitude	6	9	5	18
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
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	1	1	1	4

issues				
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

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? "What else?"

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/	4	3	6	7

underground/system not being properly addressed				
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

Q72. SHOWCARD **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.**

	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	n/a	n/a	n/a	43	37
The Olympics and paralympic games	18	35	34	42	33
Main roads	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
Police	16	28	22	26	28
Setting budgets for Transport, Development, Police and Fire authorities	14	22	22	27	23
Over-ground trains	11	18	21	13	12
Approving major planning applications	n/a	n/a	n/a	23	17
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
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
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

Trend data should be interpreted with caution because of wording changes to the list in 2006.

Q73. SHOWCARD **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 %
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. **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 %
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

Q75. 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.**

Q76. 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.**

	Q75. Obtain				Q76. Prefer			
	2004 %	2005 %	2006 %	2007 %	2004 %	2005 %	2006 %	2007 %
Local newspaper	38	39	40	39	29	25	35	31
National Television	50	51	45	42	37	34	30	27
National newspapers	40	35	33	34	21	20	21	19
Leaflets delivered to the door	18	17	17	13	24	14	24	19
The Londoner – the free newspaper from the Mayor of London delivered to your door	23	23	20	19	28	20	19	17
Local/Regional Television	30	31	27	30	16	19	20	17
Metro	22	25	28	29	8	11	15	14
Internet	8	10	11	15	8	9	10	11
Posters	15	18	10	12	10	6	5	7
National Radio	15	15	11	16	6	6	5	7
Evening Standard	16	18	14	13	6	9	6	5
Noticeboards/information points in libraries and other local venues	8	9	4	5	6	4	3	5
Local/Regional Radio	12	13	8	9	6	6	4	4
London Lite	n/a	n/a	6	10	n/a	n/a	1	4
The London Paper	n/a	n/a	6	11	n/a	n/a	1	3
Leaflets and noticeboards in Local Council buildings	8	8	6	5	5	4	2	3
Friends/neighbours and relations	9	11	8	6	2	4	3	3
Contact with the Mayor/GLA	1	3	2	1	1	2	2	2
Local shops	2	2	2	2	2	1	1	2
GLA offices	1	2	1	1	1	1	*	1
Citizen's Advice Bureau	2	1	1	1	1	1	1	*
Eastern Eye	*	*	1	*	*	*	*	*
Asian Voice	*	1	1	*	*	*	*	*
The Voice	1	1	1	*	*	*	*	*
Caribbean Times	*	*	*	-	*	*	-	-
Sing Tao	-	-	*	-	*	-	-	-
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

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?**

NEWSPAPER SHOWN TO RESPONDENT.

	2004 %	2005 %	2006 %	2007 %
Yes	42	42	49	43
No	56	56	49	52
Don't know	2	2	2	4

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

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

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

	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

Q80. SHOWCARD **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 %
Affordable housing/ Property prices	48	49	45	50	51
Safety/Crime	47	47	51	47	43
Health service	33	27	32	31	33
Police	25	25	26	26	28
Education	30	28	30	27	27
Improved public transport	31	28	30	22	24
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
Other	1	2	2	2	*
None of these	*	1	*	*	*
Don't know	2	1	*	1	*