



TOWER HAMLETS

Budget Consultation 2019
On behalf of London Borough of Tower Hamlets

Prepared by

SMSR
RESEARCH

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1.0 Headline Findings

1.1 Headline findings

Overall, **children's services and education** and **protecting and supporting vulnerable children** were deemed to be the **most valuable** services in Tower Hamlets. Just under half (45%) considered children's services and education to be amongst the two council services they value the most, making it the top priority. Protecting and supporting vulnerable children was also highly valued within Tower Hamlets with 44% that said they value this service the most. Highways and transport services alongside culture, libraries and parks were revealed to be the least valued services that Tower Hamlets Council provides (both 13%).

There was a shift in results when considering only business respondents, with business respondents placing the most value on community safety (45%), closely followed by children's services and education (41%) and economic growth and job creation (39%).

When considering limited availability of resources, respondents in Tower Hamlets believed that **protecting and supporting vulnerable children** (29%) was the service that is **most important to prioritise**. Over a tenth thought that economic growth and job creation (14%), community safety (14%) and children's services and education (13%) were the most important services to prioritise.

Again, the perceptions of businesses varied from those of residents with community safety (20%) being the most important to prioritise amongst businesses. Economic growth and job creation (19%) and protecting and supporting vulnerable children (18%) were also ranked highly by businesses in terms of which services are most important to prioritise.

Over half felt the council should reduce spending on temporary agency staff (55%) and that more commercial income should be generated (52%) to help tackle reductions in core council funding and savings targets. A reduction of spending on frontline services was the least preferred action with only 7% selecting this option.

The majority felt that efficiency, availability and quality will all decline as a result of further savings. Nine out of every ten concluded the impact of further savings on the borough will mean fewer services will be available and slightly fewer believed that service quality would decline (85%). Around three-quarters (73%) thought that efficiency would be affected by the impact of further savings; believing that the council will be less efficient.

In order to minimise the impact of savings nearly half (49%) took the position the council should make services more efficient. Respondents also indicated positively towards the

options of the council working with voluntary and community services to deliver services (37%), investigating better use of assets and other ways to generate income (33%) or sharing services with neighbouring boroughs (33%). The least favourable option was outsourcing services to the private sector with only 4% that thought this was a viable option.

Just **over half** said they would be **opposed to a 2% increase** in council tax (51%) with 38% that said they were in favour of the proposed increase; 9% said that they were not sure.

Support amongst respondents was higher towards a 2 per cent increase to council tax to specifically aid adult social care services with nearly half (47%) confirming they would accept this rise; slightly higher than those that would not be willing to pay the extra 2% (44%). When considering residents and businesses separately, it was businesses (57%) that were more willing to back the rise, whereas residents took a more reserved standpoint (43%).

Around two-thirds (65%) were in favour of Tower Hamlets Council expanding its approach towards income generation in order to protect frontline services and limit the impact of government cuts. Businesses (68%) were more likely than residents (63%) to support the council taking this approach.

2.0 Introduction

2.1 Background

Since the Government's austerity programme started in 2010, Tower Hamlets Council has worked hard to protect our vulnerable children, adults and frontline services while making savings of £190 million.

The council have made a number of tough choices to minimise the impact on those services our residents have told us that they rely on the most. This includes reducing running costs, being more efficient and reducing our workforce by a third since 2010. As the pressures continue to grow, Tower Hamlets Council will need to prioritise what matters most to residents' lives.

In addition to an online consultation, hosted on the council's website, SMSR Ltd, an independent research company was commissioned to undertake a survey with residents, businesses and community groups from across the borough help the council understand priorities and the impact savings may have on people living and working in Tower Hamlets.

2.2 Report structure

Included in this report are a set of headline findings which provide quick reference to all the questions asked throughout the survey. In addition, all questions have been analysed by demographic groupings and any differences in opinion are commented on throughout the report.

It should be noted that when the results are discussed within the report, often percentages will be rounded up or down to the nearest one per cent. Therefore, occasionally figures may add up to 101% or 99%.

2.3 Acknowledgements

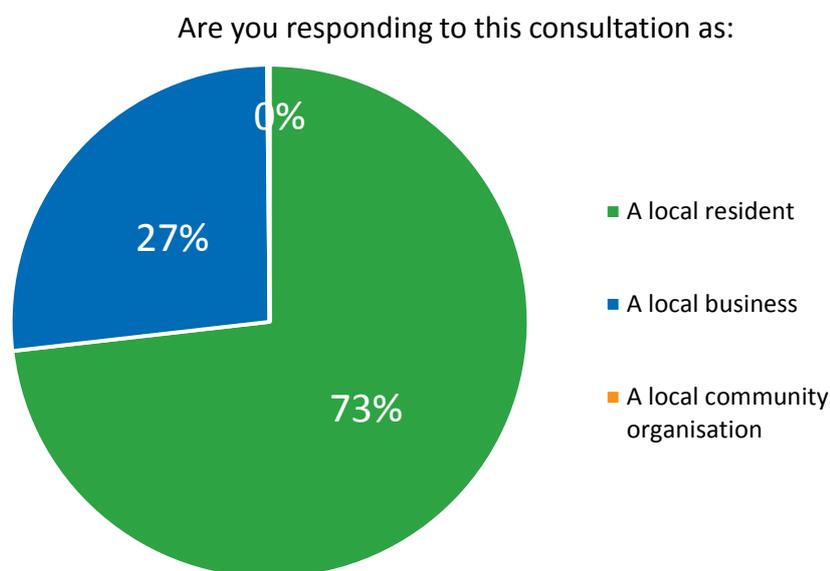
SMSR would like to thank the 1,917 Tower Hamlets residents, businesses and community groups who took part in the consultation.

3.0 Sample / Methodology

An interviewer led, telephone and CAPI (face to face) questionnaire was designed by SMSR in conjunction with staff from Tower Hamlets Council. The survey script mirrored the online consultation open to all residents in the borough located on the council's website.

Interviews were conducted using quota sampling to ensure the sample was representative. Quotas for age, gender and ethnicity were set using the mid-2017 census figures for the residents' consultation and the sample included representation from each of the ward within the borough. Quotas for business interviews were set by business size.

Respondents were asked to identify as a local resident, a local business or a community group:



A total of 1,917 residents, businesses and community groups took part in the consultation, overall. A representative sample of 1,102 residents were interviewed by SMSR Ltd, predominantly by telephone and supported by face to face interviewing at Ideas Stores across the borough. A further sample of 508 businesses was interviewed by SMSR Ltd, using the same methodologies. In addition, a total of 307 residents, businesses and community groups responded to an online consultation, hosted on the council's website. Overall, just under three-quarters responded as a local resident (73%), around a quarter responded as a business (27%) and less than 1% (3 respondents) as a local community organisation. All responses have been combined in this report.

The demographic and geographic breakdown of residents and businesses was as follows:

Residents

Please note that not all residents provided demographic information.

Gender	Number	Percentage of sample
Male	642	50%
Female	631	49%
Prefer to self-identify	3	0%
Prefer not to say	4	0%

Age	Number	Percentage of sample
0-15	1	0%
16-24	183	14%
25-34	459	36%
35-44	275	21%
45-54	149	12%
55-64	119	9%
65-74	76	6%
75-84	15	1%
85+	3	0%

Ethnicity	Number	Percentage of sample
White	608	47%
BAME	668	52%
Prefer not to say	5	0%

Ward	Number	Percentage of sample
Bethnal Green	75	5%
Blackwall & Cubitt Town	67	5%
Bow East	69	5%
Bow West	52	4%
Bromley North	37	3%
Bromley South	45	3%
Canary Wharf	65	5%
Island Gardens	60	4%
Lansbury	60	4%
Limehouse	24	2%
Mile End	74	5%
Poplar	25	2%
Shadwell	56	4%
Spitalfields & Banglatown	56	4%
St Dunstan's	54	4%
St Katharine's & Wapping	48	3%
St Peter's	74	5%
Stepney Green	43	3%
Weavers	53	4%
Whitechapel	65	5%
Not known*	301	21%

*Please note that no geographical information was collected during the online consultation.

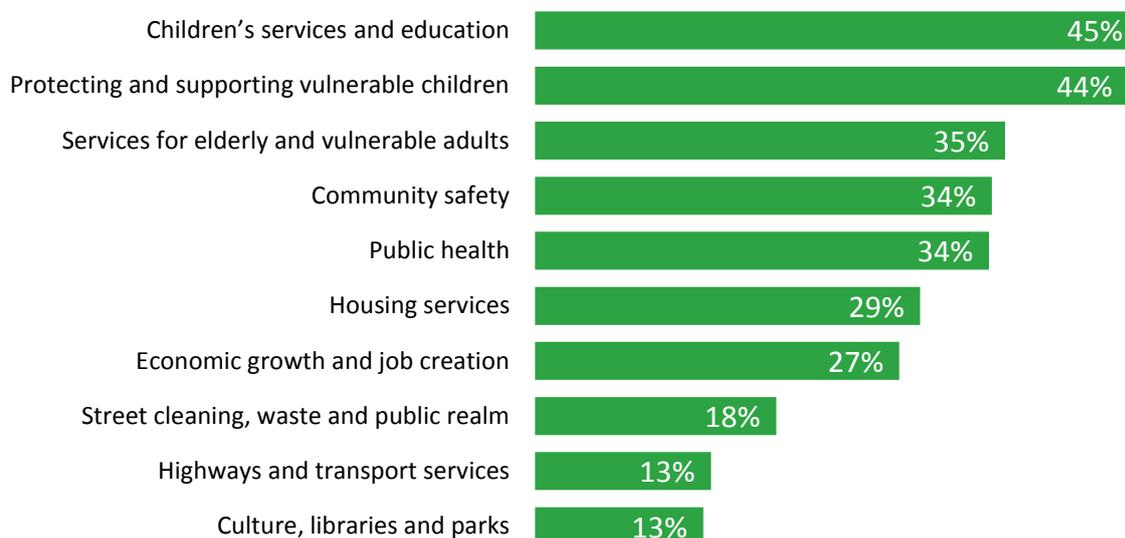
Businesses

Business size	Number	Percentage of sample
Micro (1-10 employees)	335	66%
Small (11-49 employees)	130	26%
Medium (50-249 employees)	33	6%
Large (250+ employees)	10	2%

Ward	Number	Percentage of sample
Bethnal Green	69	14%
Blackwall & Cubitt Town	5	1%
Bow East	31	6%
Bow West	28	5%
Bromley North	3	1%
Bromley South	4	1%
Canary Wharf	40	8%
Island Gardens	4	1%
Lansbury	5	1%
Limehouse	10	2%
Mile End	42	8%
Poplar	22	4%
Shadwell	27	5%
Spitalfields & Banglatown	47	9%
St Dunstan's	2	0%
St Katharine's & Wapping	62	12%
St Peter's	4	1%
Stepney Green	36	7%
Weavers	4	1%
Whitechapel	63	12%
Not known	3	1%

4.0 Findings

In your opinion, which council service(s) do you value the most? Choose up to three options:



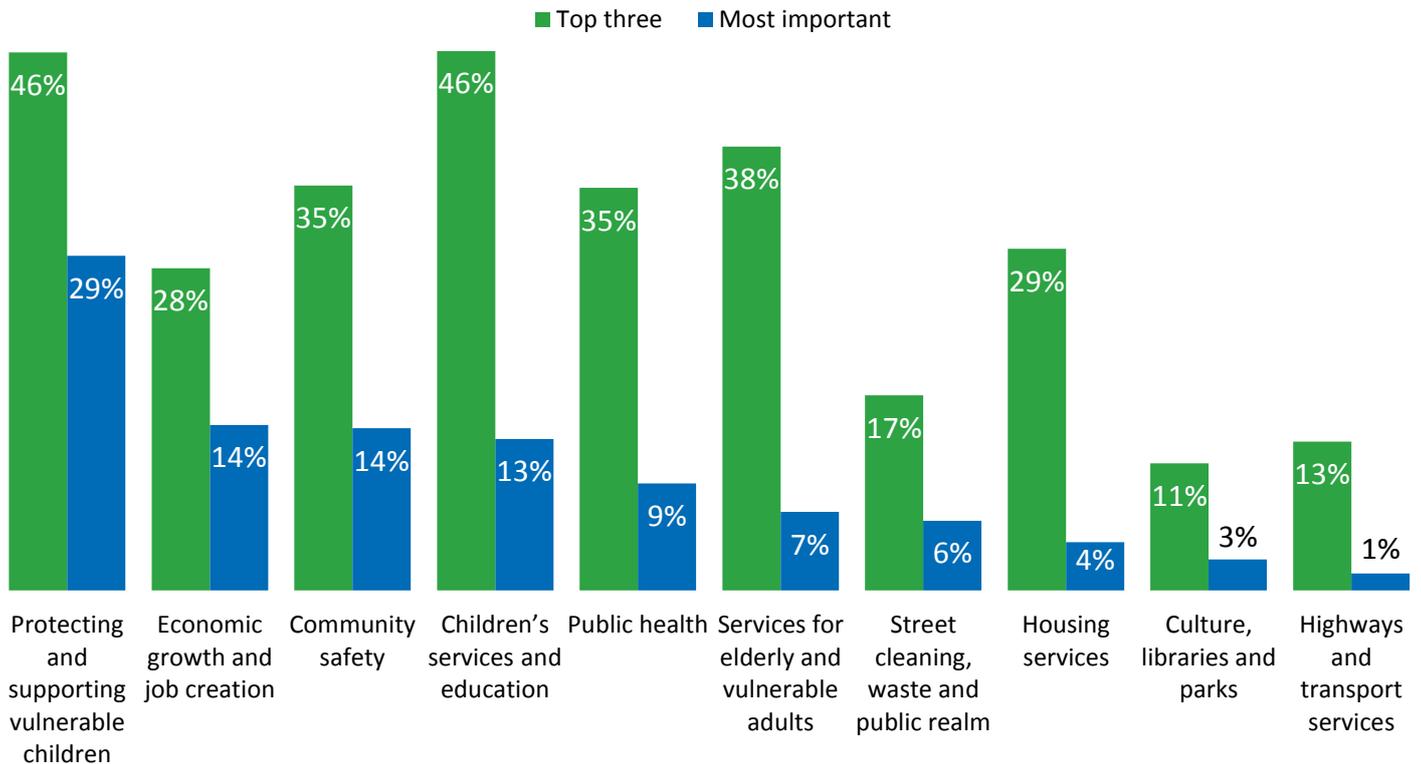
Over two-fifths valued children's services and education the most (45%), closely followed by protecting and supporting vulnerable children (44%). Over a third thought that services for elderly and vulnerable adults (35%), community safety (34%) and public health (34%) were amongst the top three most valuable services provided by Tower Hamlets Council. Culture, libraries and parks and highways and transport services were deemed less important overall, with 13% considering these services to be the most valuable.

Females and BAME respondents were more likely to value both children's services and education and protecting and supporting vulnerable children when compared to males and white respondents. Those aged 25-34 (51%) and 35-44 (50%) were more likely to value children's services and education, with those aged 16-24 (50%), 25-34 (53%) and 65 and over (53%) most likely to value protecting and supporting vulnerable children.

Those in Bromley South (76%), Mile End (63%) and Canary Wharf (60%) were the most likely to value children's services and education, whereas those in Bromley North (98%), St Peter's (68%) and St Katherine's and Wapping (64%) were most likely to value protecting and supporting vulnerable children.

When considering the most valuable services to those who responded as a local resident, nearly half mentioned protecting and supporting vulnerable children (49%) and children's services and education (47%) followed by services for elderly and vulnerable adults (39%). Conversely, business respondents placed more value on community safety (45%) and economic growth and job creation (39%), although children's services and education (41%) was still seen as the second most valued service amongst businesses

In your opinion, with limited resources available, which council services do you think the council should prioritise?



Respondents were asked to consider, with limited resources available, which council services should be prioritised. Respondents were asked to provide their top three priorities, followed by the service they regarded as the most important for Tower Hamlets Council to prioritise.

Overall, respondents said that protecting and supporting vulnerable children (29%) was the most important service to prioritise. Over a tenth deemed economic growth and job creation (14%), community safety (14%) and children's services and education (13%) the most important service for the council to prioritise.

Those aged 25-34 (37%) were most likely to view protecting and supporting vulnerable children as the most important priority, with those aged 55-64 (23%) and 65 and over (22%) least likely to value this. Respondents aged 16-24 were most likely to value economic growth and job creation (25%), whereas those aged 65 and over were more likely to value services for elderly and vulnerable adults (33%).

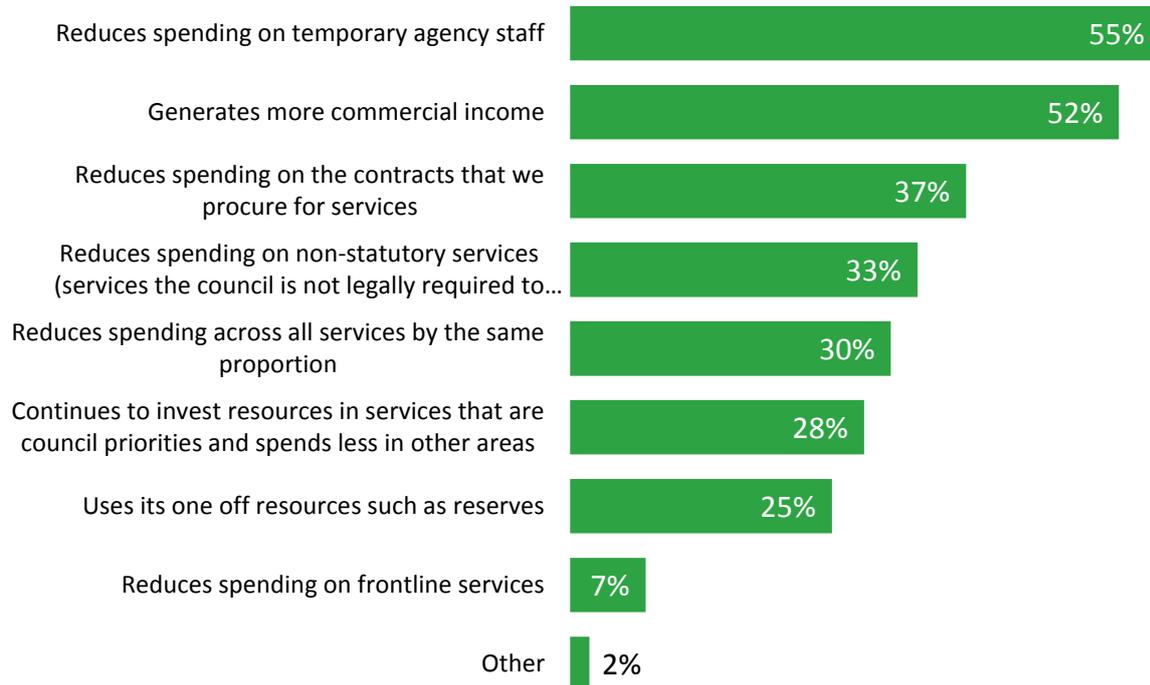
Females (33%) and BAME respondents (32%) were more likely to have said protecting and supporting vulnerable children was the most important service for the council to prioritise when compared to males and white respondents (both 28%). Respondents with a disability

placed more value on services for elderly and vulnerable adults (19%) when compared to those without a disability (6%).

The vast majority of residents and businesses in the ward of Bromley North (95%) indicated that protecting and supporting vulnerable children was the most important service to prioritise. Over half of those in St Peter's (63%), St Katherine's and Wapping (51%) and St Dunstan's (50%) also placed the most importance on protecting and supporting vulnerable children, however, it was deemed a less important priority within Weavers (19%), Lansbury (17%), Whitechapel (14%) and Canary Wharf (11%).

Residents in Tower Hamlets deemed protecting and supporting vulnerable children as the most important to prioritise (33%), with over a tenth that felt children's services and education (14%), community safety (12%) and economic growth (12%) were most important. Businesses, on the other hand, ranked community safety as the most important to prioritise (20%), closely followed by economic growth and job creation (19%) and protecting and supporting vulnerable children (18%).

As our core government funding continues to fall, the council have to save a further £39m by 2023. Would you prefer that the council:



Respondents were presented with options that may help Tower Hamlets Council tackle savings required to be made by 2023 and asked which three they would prefer. Overall, over half of respondents would prefer the council to either reduce spending on temporary agency staff (55%) or to generate more commercial income (52%). Reducing frontline services was the least preferred option (7%).

Older respondents were less likely to favour the council generating more commercial income with only 42% of those aged 65 and over that said the council should undertake this action compared to 56% of those aged 35-44.

Residents and businesses within Bromley North (75%), Canary Wharf (68%) and Bow West (65%) were most likely to prefer that the council reduced spending on temporary agency staff, whereas those in Bromley South (76%), Canary Wharf (70%) and Shadwell (69%) were the most likely to favour the council generating more commercial income.

Residents (58%) were more likely than businesses (49%) to have said the council should reduce spending on temporary agency staff, with businesses (63%) likelier to have said the council should generate more commercial income than residents (47%). Businesses were twice as likely to have said the council should use its one off resources, such as reserves (39%), when compared to residents (19%).

Do you think the impact of further savings on the borough will mean?



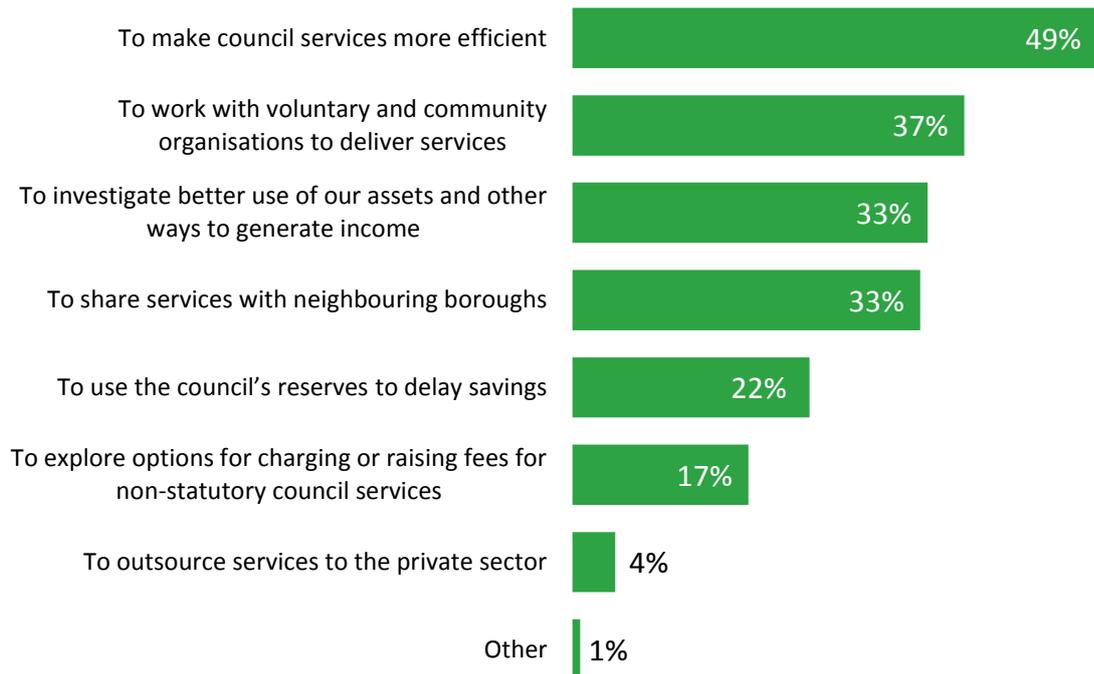
Respondents were asked to provide their thoughts on the impact of further savings on the availability, efficiency and quality of services in the borough. There was strong sentiment that further savings would impact on each aspect with 9 out of every 10 believing fewer services would be available, nearly three-quarters (73%) forecasting the council will be less efficient and more than 8 out of every 10 of the impression that service quality will go down (85%).

Younger respondents, specifically those aged 16-24 and 25-34 were the most likely to believe that further savings will have a negative effect of availability (96% and 93% respectively), efficiency (81% and 78% respectively) and quality (94% and 90% respectively) of services compared to all other age groups.

In general, those in Blackwall and Cubitt Town, Bow East, Bow West, Bromley North, Bromley South and Canary Wharf were more likely to feel efficiency, availability and quality will decline as a result of further savings. Those in Limehouse, Shadwell, Spitalfields and Banglatown, Weavers and Whitechapel were less likely to feel efficiency, availability and quality will decline as a result of further savings.

Residents were more likely than business to feel fewer services would be available (91% compared to 87%) and that service quality would decline (87% compared to 80%), however, when considering efficiency there was very little difference in those that thought the council would be less efficient with 73% of residents and 74% of businesses that thought that would be the case.

If we had to pursue just two options below, which are most important to you?



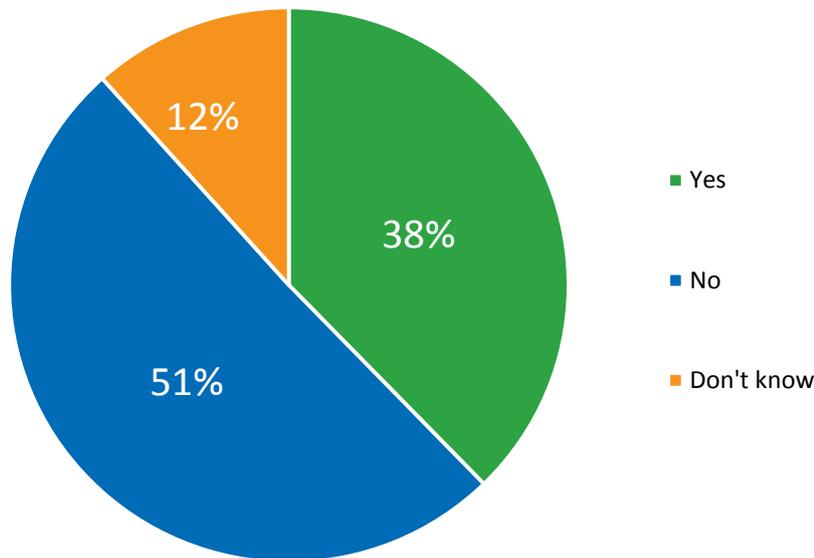
Tower Hamlets Council is exploring a range of options to minimise the impact of the savings the council is required to make. Respondents were asked to choose two options which they thought were most important for the council to pursue.

Around half of respondents specified the council should strive to make services more efficient (49%). Additionally, a third or more thought the council should work with voluntary and community services to deliver services (37%), investigate better use of assets and other ways to generate income (33%) and share services with neighbouring boroughs (33%). The least favourable option was outsourcing services to the private sector (4%).

Resident and businesses in Poplar (74%), Limehouse (62%) and Canary Wharf (59%) were the most likely to favour making council services more efficient, whereas those from Bromley North (60%), St Dunstan's (52%) and Spitalfields and Banglatown (51%) more frequently favoured the council working with voluntary and community organisations to deliver services.

Although residents and business respondents both agreed that making council services more efficient was most important, business respondents were more inclined to believe this to be the most important course of action (55%) when compared to residents (47%).

Would you be prepared to support a proposal to add an increase to council tax by up to 2 per cent?



Respondents were asked if they would be prepared to support a proposal to add an increase to council tax by up to 2 per cent. Just over half (51%) were opposed to the proposal; 38% supported the proposal and 12% were unsure.

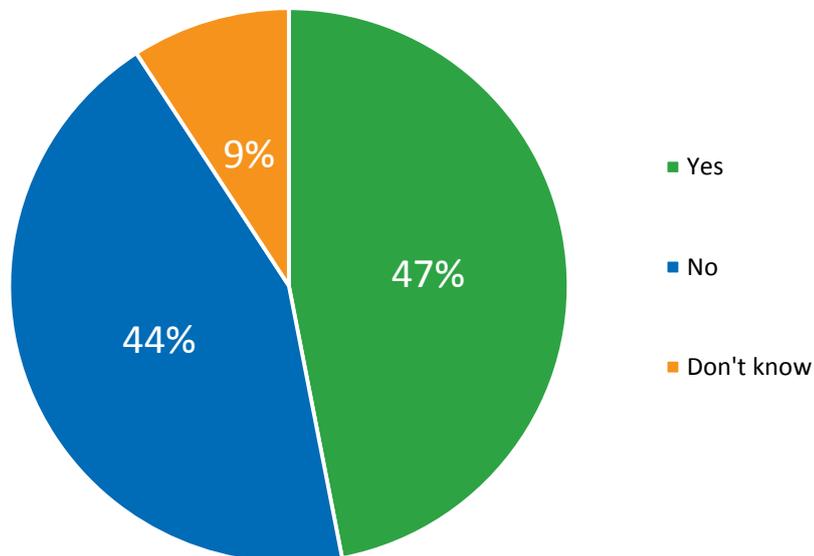
Older respondents were more likely to support an increase of up to 2% to council tax, with 53% of those aged 45-54, 55% of those aged 55-64 and 49% of those aged 65 and over in favour of the increase. Support was much lower amongst younger respondents with only 19% of those aged 16-24 and 27% of those aged 25-34 in favour of the 2% increase to council tax.

White respondents (41%) and those with a disability (48%) were also more inclined to support an increase than BAME respondents (33%) and those without a disability (36%).

Residents and businesses in Limehouse (53%), Poplar (43%) and St Katherine's and Wapping (42%) revealed the most support towards a 2% increase to council tax compared with those in Bow West (25%), Canary Wharf (23%), Bromley South (20%) and Lansbury (20%).

Residents and businesses were equally likely to support a 2% increase to council tax with 38% of both groups that said they'd be willing to support the increase.

Do you support a 2 per cent increase in council tax to support adult social care services?



Based on an estimate that additional cost pressures to Tower Hamlets Council for adult social care services in 2020/21 will be £3.5m, respondents were asked if they would support a 2% increase in council tax to support adult social care services.

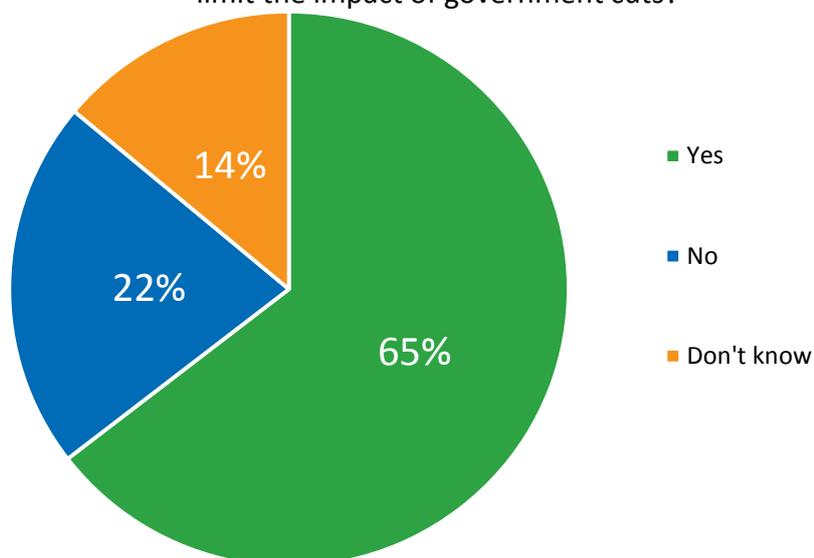
Overall, around half (47%) said they would support this increase in council tax to aid adult social care services, with a slightly smaller proportion (44%) that did not support the proposed increase and a tenth (9%) that did not know.

Those aged 16-24 (24%) and 25-34 (39%) were less likely to support a 2 per cent increase in council tax than those aged 45-54 (60%) and 55-64 (61%). White respondents (49%) were more inclined to favour an increase to support adult social care services compared to BAME respondents (44%).

When examining ward trends, residents and businesses in Limehouse (65%), Spitalfields and Banglatown (64%), Shadwell (55%) and Poplar (53%) were most likely to favour the 2% increase whereas those in Blackwall and Cubitt Town (39%), Bromley South (39%), Bromley North (28%), Canary Wharf (25%) and Lansbury (25%) were least likely to be in favour of this increase.

Businesses were more likely to support an increase with over half (57%) willing to pay more to uphold adult social care services, when compared to residents (43%).

Do you support the council expanding this approach to income generation so we can continue to protect frontline services, and limit the impact of government cuts?



One of the ways Tower Hamlets Council already generates income is by hiring out unique council-owned assets such as parks for events and filming, and the use of venues for ceremonies and sporting activities. Fees and charges are compared against other councils and the council is exploring more innovative ways to raise income. Respondents were asked if they support the council expanding this approach.

Just under two-thirds (65%) confirmed they support the council expanding this approach, with around a fifth (22%) stating they do not and a further 14% mentioning that they did not know.

Those aged 45-54 (75%) were found to be more supportive towards the council than other age groups, the least supportive being those aged 16-24 (50%) and 65 and over (53%). White respondents (66%) were more inclined to favour expanding this approach compared to BAME residents (60%). Respondents with a disability (56%) were also less open to this approach.

Residents and businesses located in Bromley South (84%), Island Gardens (78%), Blackwall and Cubitt Town (74%) and Mile End (72%) were more likely to support the council expanding its approach to income generation compared to those in Lansbury (48%), Shadwell (47%), Whitechapel (47%), St Dunstan's (41%), St Peter's (35%) and Bromley North (20%).

Businesses (68%) were more likely to be in favour of supported the council in expanding its approach to income generation to enable frontline service to be protected, when compared to residents (63%).

5.0 Appendices

5.1 Questionnaire

Tower Hamlets Council

Budget Consultation 2019

Introduction

Good morning / afternoon / evening. My name is and I am calling / speaking to you on behalf of Tower Hamlets Council from SMSR Ltd, an independent research company.

We are speaking to residents in the borough to get their views on the Council's budget for next year.

Do you have a few minutes to get your thoughts on this today and help shape the budget in your local area?

In compliance with GDPR you are able to withdraw your consent at any point during or after the interview and we can provide contact details for both Tower Hamlets Council and SMSR at any point if you so wish. The data is being collected in accordance with the MRS Code of Conduct and will only be used by SMSR and Tower Hamlets Council. Data collected will not be used for marketing purposes and the interview will take around 10 minutes.

Your responses will remain strictly confidential and anonymous, and your personal details will not be forwarded to a third party. It should take approximately 10 minutes, and anonymised responses will be used by SMSR Ltd and Tower Hamlets Council.

If respondent wishes to check validity of research, offer the following contact details: SMSR Ltd - Freephone 0800 1380845 and speak to Lee Atkinson (Project Manager) or call the Market Research Society freephone on 0800 975 9596.

READ OUT:

This year the council is spending £342.6 million on public services with half of the budget spent on supporting children and vulnerable adults.

The Council have worked hard to make £190m in savings since 2010, but they will still have to save an extra £39m by 2023.

Despite these challenges, Tower Hamlets Council are proud to have continued to invest in frontline services and have the seventh lowest council tax in London.

The Council have made a number of tough choices to minimise the impact on those services residents have told the council that they rely on the most. They have reduced their own running costs, been more efficient in how they deliver services, and reduced their workforce by a third since 2010.

The Council have to make the most of the money they have, as well as continuing to look at innovative ways to generate income.

Q1 Are you responding to this consultation as:

- a local resident
- a local business
- a local community organisation

Services you value

Q2 In your opinion, which council service(s) do you value the most? Choose up to three options:

- Services for elderly and vulnerable adults
- Children's services and education
- Protecting and supporting vulnerable children
- Housing services
- Public health
- Culture, libraries and parks
- Community safety
- Highways and transport services
- Street cleaning, waste and public realm
- Economic growth and job creation

Services to prioritise

Q3a In your opinion, with limited resources available, which council services do you think the council should prioritise? Choose up to three options:

- Services for elderly and vulnerable adults
- Children's services and education
- Protecting and supporting vulnerable children
- Housing services
- Public health
- Culture, libraries and parks
- Community safety
- Highways and transport services
- Street cleaning, waste and public realm
- Economic growth and job creation

Q3b Please tell me which of the options you think is most important to prioritise?

- Services for elderly and vulnerable adults
- Children's services and education
- Protecting and supporting vulnerable children
- Housing services
- Public health
- Culture, libraries and parks
- Community safety
- Highways and transport services
- Street cleaning, waste and public realm
- Economic growth and job creation

Reducing spending

Q4 As core government funding continues to fall, the Council have to save a further £39m by 2023. We have made savings in the following areas, but as we have to make additional savings, would you prefer that the council: (choose up to three options)

- reduces spending across all services by the same proportion
- reduces spending on frontline services
- reduces spending on temporary agency staff
- reduces spending on the contracts that we procure for services
- reduces spending on non-statutory services (services the council is not legally required to provide)
- continues to invest resources in services that are council priorities and spends less in other areas
- generates more commercial income
- uses its one off resources such as reserves
- Other

Please specify other:

Impact of further savings

What do you think the impact of further savings on the borough will mean?

Q5a **Services.** Do you think the impact of further savings on the borough will mean:

- Fewer services will be available
- More services will be available

Q5b **Efficiency.** Do you think the impact of further savings on the borough will mean:

- Council will be less efficient
- Council will be more efficient

Q5c **Quality.** Do you think the impact of further savings on the borough will mean:

- Service quality will go down
- Service quality will improve

Minimising the impact

Q6 We are exploring a range of solutions to minimise the impact of the savings the council is required to make.

If we had to pursue just two options below, which are most important to you? (choose up to two options)

- to work with voluntary and community organisations to deliver services
- to share services with neighbouring boroughs
- to use the council's reserves to delay savings
- to make council services more efficient
- to outsource services to the private sector
- to investigate better use of our assets and other ways to generate income
- to explore options for charging or raising fees for non-statutory council services (services we are not legally required to provide)
- Other

Please specify other:

Support for a council tax rise

Q7 The Government has said it expects councils to increase their council tax rate by an amount every year to cover inflation. It has also allowed councils in the last three years to add an additional charge to their council tax for adult social care to support some of their most vulnerable residents. This is called the adult social care precept.

In 2019/20, Tower Hamlets Council increased council tax by 2.4% and adult social care precept by 1%. Every 1 per cent increase in council tax that the council raises generates approximately £1 million, which can be used to protect services. Each 1 per cent rise in council tax costs households an average of 19p extra per week.

Would you be prepared to support a proposal to add an increase to council tax by up to 2 per cent?

- Yes
- No
- Don't know

Council tax rise to support adult social care

- Q8 The Government is likely to allow councils to add an additional charge to their council tax for adult social care to support some of their most vulnerable residents. In 2020/21, the maximum increase could be 2 per cent, which would raise approximately £2 million and cost households on average 38p extra per week.

We estimate that the additional cost pressures to the council for adult social care services in 2020/21 will be £3.5m.

Do you support an increase of up to 2 per cent in council tax to support adult social care services?

- Yes
 No
 Don't know

Generating income

- Q9 The council is looking at ways it can generate income to contribute towards the budget shortfall and minimise the impact of cuts on our services.

One of the ways the council already generates income is by hiring out its unique council-owned assets such as parks for events and filming, the use of venues for ceremonies and sporting activities. We also continually compare our fees and charges against other councils and look at how we can be more innovative in raising income.

Do you support the council expanding this approach to income generation so we can continue to protect frontline services, and limit the impact of government cuts?

- Yes
 No
 Don't know

Demographics

- Q10 How many employees work in your organisation?

- 1-10
 11-49
 50-249
 250 or more

Q11 What type of business do you operate?

- | | |
|--|---|
| <input type="radio"/> Financial or insurance | <input type="radio"/> Arts, entertainment and leisure |
| <input type="radio"/> Professional, scientific or technical | <input type="radio"/> Wholesale |
| <input type="radio"/> Business administration and support services | <input type="radio"/> Construction |
| <input type="radio"/> Information and communication | <input type="radio"/> Property |
| <input type="radio"/> Health | <input type="radio"/> Transport, storage and postage |
| <input type="radio"/> Education | <input type="radio"/> Manufacturing |
| <input type="radio"/> Accommodation and food services | <input type="radio"/> Motor trades |
| <input type="radio"/> Public administration and defence | <input type="radio"/> Other (please specify): |
| <input type="radio"/> Retail | |

Q12 How old are you?

- 0-15
- 16-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75-84
- 85+
- Prefer not to say

Q13a Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months (include any problems related to old age)?

- Yes
- No
- Prefer not to say

Q13b Please state the type of health problem or disability that applies to you?

(People may experience more than one type of disability or health problem, in which case you may indicate more than one. If none of the categories applies, please mark 'Prefer to self-describe' and specify the type of health problem or disability.)

- Sensory impairment, (such as being blind / having a visual impairment or being deaf / having a hearing impairment)
- Physical impairment, (such as using a wheelchair to get around and / or difficulty using your arms)
- Learning disability, (such as Downs syndrome or dyslexia) or cognitive impairment (such as autism or head-injury)
- Mental health condition, (such as depression or schizophrenia)
- Long-standing illness or health condition (such as cancer, HIV,
- diabetes, chronic heart disease, or epilepsy)
- Prefer to self-describe (please specify):
- Prefer not to say

Q14 Which best describes your gender?

- Male
- Female
- Prefer not to say
- Prefer to self-describe (please specify):

Please specify:

Q15 Is your gender identity the same as the sex you were assigned to at birth?

- Yes
- No
- Prefer not to say

Q16 Which of the following describes your sex?

- Man
- Woman
- Intersex
- Prefer not to say
- Prefer to self-describe (please specify):

Please specify:

Q17 Are you legally married or in a civil partnership?

- Yes
- No
- Prefer not to say

Q18 Which best describes your current marital, civil partnership or cohabitation status?

- Single (never married or never registered a civil partnership)
- Married
- In a registered civil partnership
- Separated, but still legally married
- Separated, but still in a registered civil partnership
- Divorced
- Formerly in a registered civil partnership which is now dissolved
- Widowed
- Surviving partner from a registered civil partnership
- Cohabiting with a partner
- Prefer not to say

Q19 Are you currently pregnant or did you give birth in the last twelve months?

- Yes
- No
- Prefer not to say

Q20 How would you describe your ethnic group?

- White: British
- White: Irish
- White: Traveller of Irish heritage
- White: Gypsy/Roma or Traveller
- White: Any other background
- Mixed/Dual Heritage: White & Black African
- Mixed/Dual Heritage: White & Asian
- Mixed/Dual Heritage: White & Black Caribbean
- Mixed/Dual Heritage: Any other background
- Asian or Asian British: Indian
- Asian or Asian British: Pakistani
- Asian or Asian British: Bangladeshi
- Asian or Asian British: Any other background
- Black or Black British: Somali
- Black or Black British: Other African
- Black or Black British: Caribbean
- Black or Black British: Any other background
- Other Ethnic Groups: Chinese
- Other Ethnic Groups: Vietnamese
- Other Ethnic Groups: Any other background
- Prefer not to say

Q21 What is your religion or belief system?

- No Religion
- Agnostic
- Muslim
- Christian
- Jewish
- Buddhist
- Sikh
- Hindu
- Humanist
- Prefer not to say
- Other

Q22 What is your sexual orientation?

- Gay/lesbian
- Bi (attracted to more than one gender)
- Heterosexual/straight
- Prefer not to say
- Prefer to self-describe

Please specify:

Q23 Do you have caring or parenting responsibilities? (for example, childcare or dependent adults)

- Yes
- No
- Prefer not to say

Q24 Tower Hamlets residents' e-newsletter contains the latest news, events, competitions and special offers from across Tower Hamlets. Would you like to sign up to our residents newsletter?

- Yes
- No

Q24a **IF YES:** Thank you. Please can I take your name and email address?

Name

Email