

<i>TITLE</i>	<i>AUTHOR</i>	<i>DATE</i>
Annual Residents Survey 2010-11	Lorna Spence / Kevin Kewin, Strategy and Performance	5th July 2011

1. OVERVIEW

- 1.1 The attached research briefing presents the results from the 2010-11 Tower Hamlets Annual Residents Survey. Based on face to face interviews, the survey explores the views of 1,150 residents, representative of the borough's population, about the Council, services and the local area.
- 1.2 The results show a continued improvement in relation to the image of the Council and the views of Tower Hamlets residents compare favourably to those elsewhere. Whilst the Council continues to have some service ratings lower than the London average, overall the borough's position relative to London has shown some improvement over the year.
- 1.3 Significantly, the findings also provide an indicator of the changed economic context and its impact on local communities. Concern over rising prices and interest rates, and lack of jobs, are all at their highest level since the survey began in 1998/99. The fieldwork for the most recent survey took place in January and February 2011; prior to the implementation of many areas of the government's deficit reduction strategy, including the reduction to the Council's 2011/12 budget. It will be important therefore to reflect on the impact of this in the longer term.

2. RECOMMENDATIONS

- 2.1 The Overview and Scrutiny Committee is asked to review the findings of this year's Annual Residents Survey and consider how they might inform its work programme.

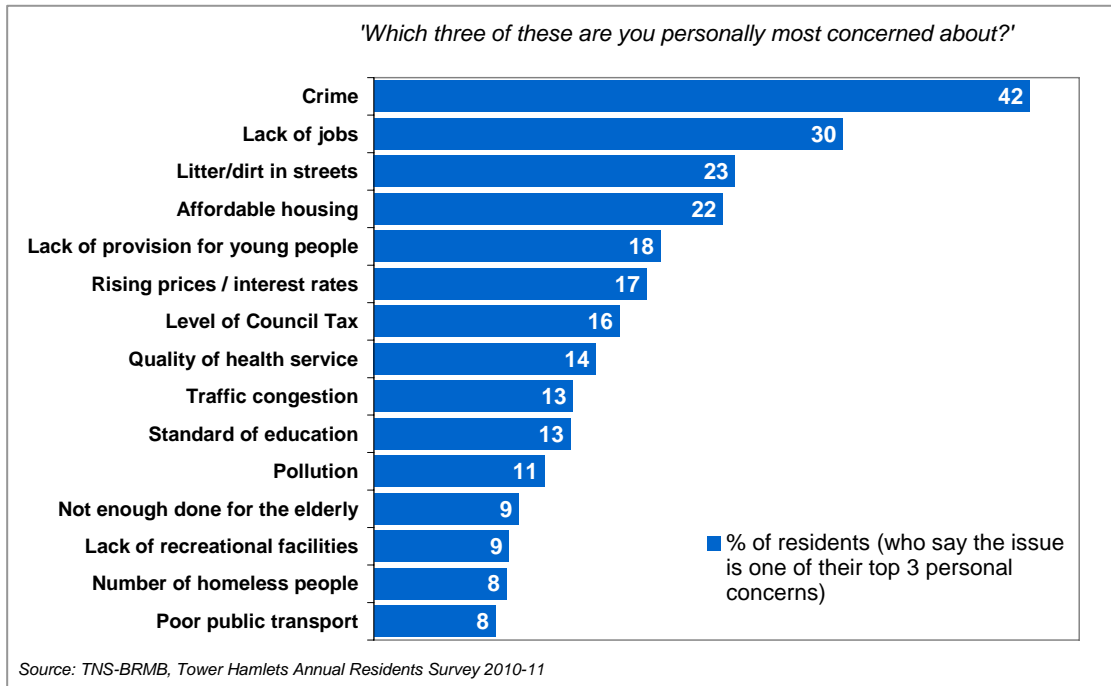
3. SUMMARY

- 3.1 A brief summary of the headline results - as they relate to the Council's key priorities - is provided below. The attached research briefing provides a more detailed analysis of the findings.

Crime and ASB

- 3.2 Crime remains the top personal concern for borough residents but perceptions are improving:
- 42 per cent of residents say crime is one of their top three concerns, just above the London average (38 per cent).
 - Concern over crime has fallen by five percentage points over the last year. This is part of longer term trend of improvement; levels of concern over crime have been falling over the last four years - in both Tower Hamlets and London.

Figure 1 Top concerns of residents, Tower Hamlets, 2010-11



3.3 Views about anti-social behaviour (ASB) problems across the borough continue to improve with levels of concern falling across key areas. Three areas have shown significant improvement over the year:

- parents not taking enough responsibility for the behaviour of their children (-6 points);
- vandalism and graffiti (-5);
- abandoned or burnt out cars (-4).

3.4 These improvements are part of a longer term trend and over the last four years, concern over most ASB problems has fallen by more than 10 percentage points.

Worklessness

3.5 Concern about economic issues has increased markedly this year. Concern over 'lack of jobs' has increased from 26 to 30 per cent over the year – this is the highest level of concern recorded on the survey since it started (in 1998/9), and well above London-wide levels (23 per cent). This is the second most pressing issue for residents after concern over crime.

3.6 Concern over rising prices and interest rates has also seen a dramatic increase over the year – doubling from 9 to 17 per cent. This is also the highest level ever recorded since the survey began, and levels of concern are on a par to those across London.

Cleanliness and public realm

3.7 Litter and dirt remains the 3rd most common resident concern. Almost one quarter (23 per cent) of borough residents cite 'litter and dirt in the streets'

as one of their top 3 concerns. Levels of concern are similar to the London average.

- 3.8 Views around street cleaning, street lighting, parks and open spaces have all remained similar to last year, though over the longer term perceptions around these areas have shown strong improvement.

Housing

- 3.9 The fourth most pressing resident concern is concern over housing. Over one in five (22 per cent) residents cite 'affordable housing' as one of their top 3 personal concerns – a similar level to last year, and the same as the London average.

- 3.10 User satisfaction ratings for council housing and Housing Benefit services are more positive in Tower Hamlets than in London.

- 48 per cent of those who rented accommodation from the council rate council housing as good through to excellent - 10 percentage points higher than for London residents generally.
- 63 per cent of Housing Benefit recipients rate the Housing Benefit service as good to excellent, also 10 points higher than in London.

Education and youth provision

- 3.11 User satisfaction ratings are relatively high for both nursery and primary education. Almost three quarters (74 per cent) of those who use nurseries rate the service as good or excellent, and 71 per cent of those using primary education rate the services as good or excellent. User satisfaction with secondary education is lower (55 per cent). Across all three types of education, satisfaction ratings in Tower Hamlets are similar to London-wide satisfaction levels.

- 3.15 One in eight (13 per cent) residents cite the 'standard of education' as one of their top 3 personal concerns. Education was not high up on the list of residents' top concerns and ranks 10th highest out of 15 areas. Concern over the 'lack of provision for young people' was considered more of an issue and was a key concern for 18 per cent of residents, and ranked the 5th highest concern out of 15 areas.

Image of the council

- 3.16 Views about the image of the council continue to show improvement this year, and the Council is now beginning to move ahead of the London average on some of these measures.

- 3.17 The majority (81 per cent) of residents agree that council staff are friendly and polite – this remains – by far - the most positively rated aspect of the council's image, and has seen a significant increase (+6) since last year. The other area where there has been improvement is the extent to which people feel the council is listening to their concerns – up five points on last year.

3.19 Tower Hamlets now outperforms London on four aspects of its image:

- Does a better job than a year ago (+8)
- Listens to concerns of local residents (+7)
- Staff are friendly and polite (+5)
- Responds quickly when asked for help (+5)

3.20 Overall, 63 per cent of residents say they are satisfied with the way Tower Hamlets Council runs things. This is a decrease on last year's rating of 67 per cent but still higher than in the previous two years (59 per cent).

Community concerns

3.21 While the majority (78 per cent) of residents remain satisfied with their local area as a place to live, this is down from last year's peak of 84 per cent and closer to previous levels.

3.22 Perceptions around cohesion and engagement remain largely unchanged from last year, though they are still more positive than in previous years:

- Three quarters (76 per cent) of residents feel that the local area is a place where people from different backgrounds get on well together.
- 75 per cent are satisfied that people treat each other with respect and consideration in the local area.
- Around half of those surveyed (53 per cent) felt they could influence decisions affecting their local area.

3.23 Views about the long-term benefits of the Olympic and Paralympic Games for local residents have become less positive over the last year. Two thirds of residents (66 per cent) felt that there would be long term benefits from the Olympic and Paralympic games for Londoners and those living in the surrounding areas, and 57 per cent felt there would be benefits for Tower Hamlets residents. Both measures have shown a significant fall since last year (-9 and -10 percentage points).



Annual Residents Survey 2010-11

Summary

This Briefing summarises the results from the Tower Hamlets Annual Residents Survey 2010-11 which explores residents' views about the council, services and the local area. The survey is based on interviews with 1,150 residents who were representative of the borough population.



This Briefing focuses particularly on changes in perceptions compared to the previous year. Appendix B provides historical data back to 1998/99 and this shows a clear trend of improved perceptions across most areas.

- Service satisfaction ratings remain highest for public transport, recycling, refuse collection and health services; over two thirds of residents rate these services as good to excellent. Three service areas have seen a significant improvement in ratings over the year: public transport (+5), parking services (+5) and council housing (+4). For most services (16 of the 22 service areas considered), satisfaction ratings are similar to last year's.
- Three services have seen a significant fall in satisfaction ratings: social services for adults (-6); social services for children and families (-5), and adult education (-4). However, less than five per cent of the residents surveyed use these services, so the results reflect general perceptions around the quality of such services as opposed to the views of service users.
- The services which attract the highest user satisfaction ratings are Idea stores/libraries and nursery education; around three quarters of users rate these services positively. Ratings are also high for recycling, children's centres and primary education; 71-72 per cent of users rate these services as good through to excellent.
- While Tower Hamlets continues to have some service ratings lower than the London average, overall the borough's position relative to London has shown improvement over the year. Of the 21 areas compared: borough ratings are better for two services (council housing and Housing Benefit); on a par with London for 13; and lower in the case of six. Last year, ratings were lower for 10 services; the four services whose relative position has improved are: recycling, refuse collection, parking services and secondary education.
- Views about the image of the council continue to show improvement and the Council is now beginning to move ahead of the London average on some aspects of image; of the 12 image statements tested, Tower Hamlets now outperforms London on four aspects of its image and is on par with London for the remaining eight.
- Overall, 63 per cent of residents say they are satisfied with the way Tower Hamlets council runs things. This is a decrease on last year's rating of 67 per cent but still higher than the previous two years (59 per cent).

- While the majority (78 per cent) of residents remain satisfied with their local area as a place to live, this is down from last year's peak of 84 per cent and closer to previous levels.
- Perceptions around cohesion and engagement remain largely unchanged from last year, though they are still more positive than in previous years. Three quarters (76 per cent) of residents feel that the local area is a place where people from different backgrounds get on well together and around half of those surveyed (53 per cent) felt they could influence decisions affecting their local area.
- Crime remains – by far - the top personal concern for borough residents; 42 per cent of residents say crime is one of their top three concerns. Positively, concern over crime has fallen by five percentage points over the year though levels of concern still remain above the London average (38 per cent).
- Borough residents are also less concerned about the level of council tax (-6) and traffic congestion (-3), both significantly down since last year and lower than levels of concern across London.
- Concern over economic issues has increased markedly this year. Concern over lack of jobs has increased from 26 to 30 per cent over the year – this highest level of concern recorded on the survey since it started (in 1998/9), and above London-wide levels (23 per cent). Concern over rising prices and interest rates has increased dramatically, almost doubling (9 to 17 per cent). Again, this is the highest level of concern ever recorded on this issue.
- Views about anti-social behaviour (ASB) problems across the borough continue to improve. Three areas have shown significant improvement over the year: parents not taking responsibility for the behaviour of their children (-6); vandalism and graffiti (-5); and abandoned or burnt out cars (-4). No areas have seen a worsening in perceptions. These improvements are part of a longer term trend and over the last four years, concern over most ASB problems has fallen by more than 10 percentage points.
- Almost half (48 per cent) of those surveyed said they agreed that 'police and other services were successfully dealing with crime and ASB issues in their local area', 18 per cent disagreed, and the remaining third were ambivalent (ie they neither agreed nor disagreed, or they didn't know). This is a similar picture to last year.
- Views about the long-term benefits of the Olympic and Paralympic Games have become less positive over the last year. Two thirds of residents (66 per cent) felt that there would be long term benefits from the Olympic and Paralympic games for Londoners and those living in the surrounding areas, and 57 per cent felt there would be benefits for Tower Hamlets residents. Both measures have shown a significant fall since last year (-9 and -10 percentage points).

Further information: This Briefing was produced by the Chief Executive's Strategy and Performance team. Research briefings are designed to improve the use and sharing of data across the Partnership. Previous Briefings can be downloaded on the LBTH intranet: http://towernet/Intranet/staff_services/business_planning/corporate_policy/corporate_research_briefings.aspx. For more information, please contact: Lorna Spence (Research officer) on ☎ 020 7364 4014.

Advice on interpretation of survey data

As the data are based on a sample of the population, it needs to be borne in mind that all figures are survey estimates not precise counts or measures. The concept of 'statistical significance' is used here to highlight those differences that are likely to reflect real changes over time (or between groups), as opposed to those which may be simply reflecting sampling variability.   Green and red arrows are used to denote statistically significant differences.

All estimates are rounded to the nearest percentage point - after all calculations have been performed. For this reason, percentage point changes/differences on tables may not always equate exactly to the difference between the two rounded figures presented.

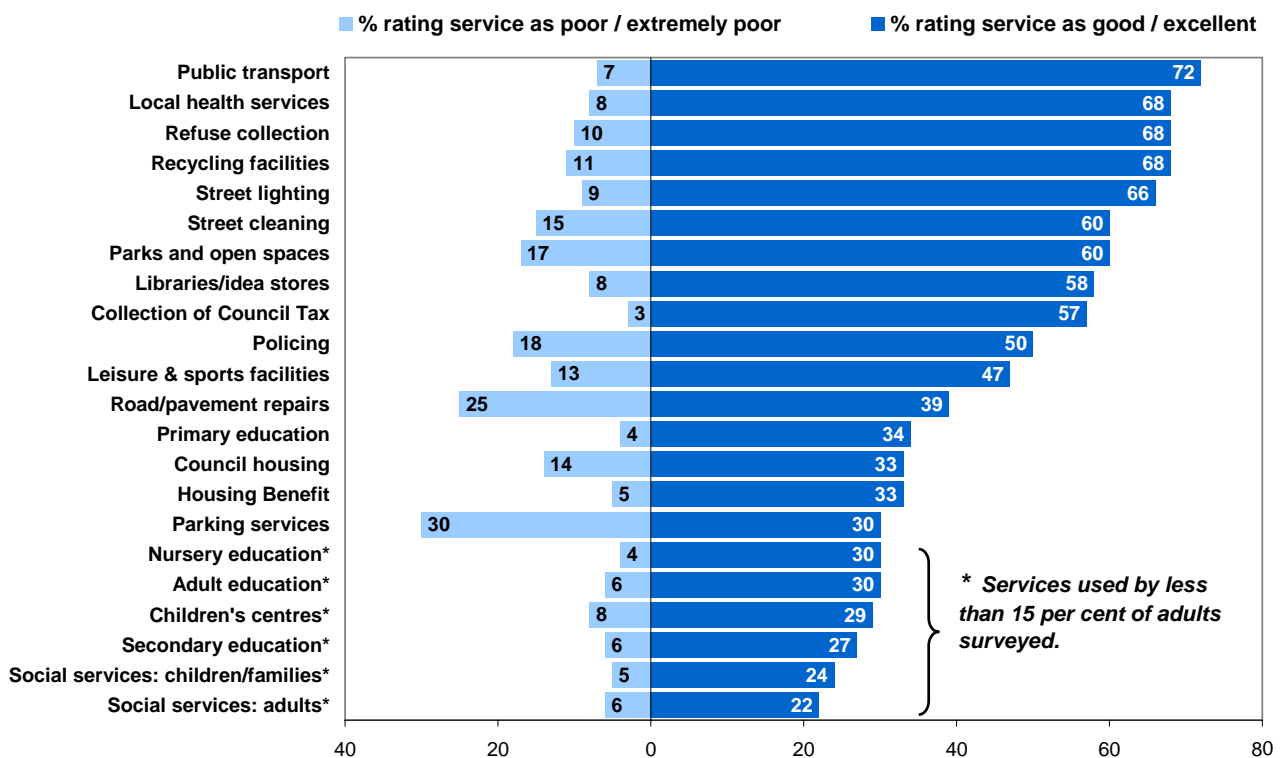
Introduction

This Briefing summarises the results from the 2010-11 Tower Hamlets Annual Residents Survey which took place in January and February 2011. The Survey of Londoners - which is carried out using a similar methodology and by the same contractor (TNS-BRMB) – provides comparative data for London for key questions. Appendix A provides more detail on the survey methodology.

Views about services: general perceptions of all residents

Figure 1 shows the proportion of residents who rate services as good through to excellent. These data capture the views of all residents regardless of whether they use the service or not – ie they relate to perceived quality of service delivery. Ratings are typically lower for services that are less widely used because these services attract a higher percentage of 'don't know' responses.

Figure 1 Views about services (all residents), Tower Hamlets, 2010-11



Source: Tower Hamlets Annual Residents Survey, 2010-11

Service satisfaction ratings remain highest for public transport, recycling, refuse collection and health services; over two thirds of residents rate these services as good to excellent. This is a similar picture to last year, though public transport has seen a significant rise of five percentage points over the year; this may reflect a positive endorsement on the new and improved East London line which opened last Spring.

Two other services have seen a significant rise in ratings this year: parking services (+5 points) and council housing (+4). For most services (16 of the 22 service areas considered) satisfaction ratings are similar to last year's.

Three services have seen a significant fall in satisfaction ratings: social services for adults (-6), social services for children and families (-5) and adult education (-4). However, fewer than five per cent of residents use these services, so the results reflect general perceptions around the quality of these services, as opposed to informed user views.

Appendix table B1 shows long term trends in satisfaction ratings for all services.

Table 1 Views about services (all residents)

% of residents rating service as good to excellent (base: all residents)	Tower Hamlets 10/11		London 10/11		Tower Hamlets vs. London (p.point difference*)
	Change since 09/10		Change since 09/10		
	%		%		
Public transport	72	5 ↑	72	1 -	0 -
Recycling facilities	68	3 -	68	-1 -	-1 -
Refuse collection	68	2 -	71	0 -	-3 -
Local health services	68	4 -	66	0 -	3 -
Street lighting	66	2 -	72	-1 -	-6 ↓
Parks and open spaces	60	-1 -	67	-3 -	-8 ↓
Street cleaning	60	-2 -	58	0 -	2 -
Libraries/idea stores	58	-1 -	67	1 -	-9 ↓
Collection of Council Tax	57	4 -	62	-2 -	-5 ↓
Policing	50	3 -	56	3 -	-6 ↓
Leisure & sports facilities	47	0 -	45	-2 -	2 -
Road/pavement repairs	39	1 -	36	-4 -	4 -
Primary education	34	0 -	38	-1 -	-4 ↓
Housing Benefit	33	0 -	19	-5 ↓	14 ↑
Council housing	33	4 ↑	19	-4 ↓	14 ↑
Adult education	30	-4 ↓	32	-3 -	-2 -
Nursery education	30	1 -	29	-1 -	1 -
Parking Services	30	5 ↑	30	-3 -	0 -
Children's centres	29	-1 -	n/a	n/a	n/a
Secondary education	27	0 -	29	-6 ↓	-2 -
Social services: children/families	24	-5 ↓	22	-3 -	2 -
Social services: adults	22	-6 ↓	21	-3 -	1 -

Source: TNS-BRMB, Tower Hamlets Annual Residents Survey 2010/11 & Survey of Londoners 2010/11

* All data are rounded to nearest percentage point (post calculations). Changes or differences that are statistically significant are denoted by arrows.

Views about services: Tower Hamlets vs. London

While Tower Hamlets continues to fare less well than London on some service satisfaction measures, overall, the borough's position relative to London shows some improvement this year (Table 1).

Comparisons are possible across 21 service areas; this year borough ratings were similar to that of London for 13 services, better for two, and lower than London in the case of six services. Last year, borough ratings were lower for 10. The four services whose relative position has improved over the year are: recycling, refuse collection, parking services and secondary education. These services now have borough ratings that are on a par with the London average (ie not significantly different).

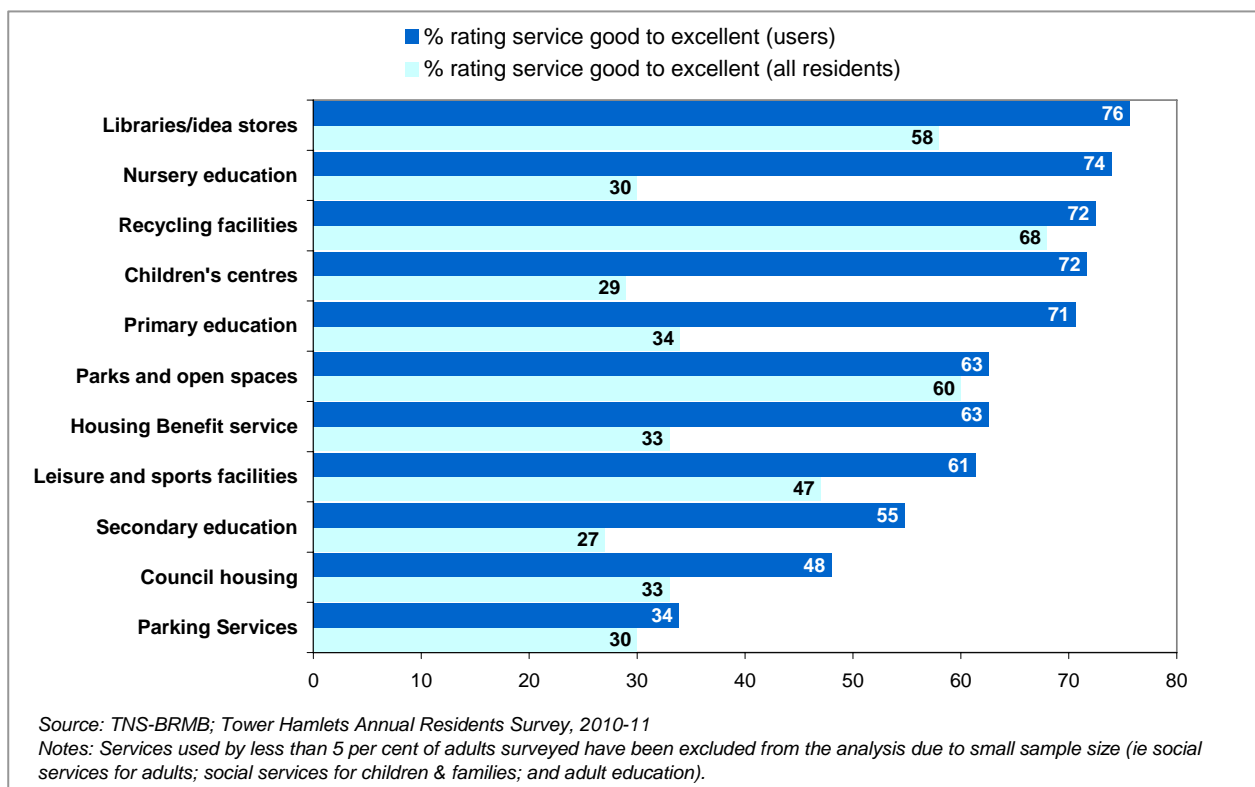
The two services that continue to be rated more highly in Tower Hamlets than London are council housing and the Housing Benefit (HB) service. This reflects both the fact that Tower Hamlets has more council tenants and HB recipients than London (so there are fewer don't know responses in Tower Hamlets) and importantly, that those who do use the services, rate them more highly in Tower Hamlets than in London (see Table 2).

User satisfaction ratings

Resident satisfaction ratings are affected by how many people use the service, as those services used by fewer residents tend to attract a higher proportion of ambivalent responses, which effectively deflates the proportion rating the service as good or bad (as was shown in Figure 1). User satisfaction ratings provide a more informed assessment of service quality and better like for like comparison for such services.

Figure 2 compares satisfaction ratings of all residents against user satisfaction (for those services that are not used by everyone).

Figure 2 Service satisfaction ratings: all residents vs. service users



The services which attract the highest user satisfaction ratings are Idea stores/libraries and nursery education; around three quarters of users rate these services positively. Ratings are also high for recycling, children's centres and primary education; 71-72 per cent of users rate these services as good through to excellent.

In most cases, user satisfaction ratings are significantly higher than perceived satisfaction measures across all services. The difference in ratings is particularly marked for children's centres and nursery education where user satisfaction ratings are over 40 percentage points higher than perceived satisfaction measures.

Table 2 compares user satisfaction ratings in Tower Hamlets over the year and provides London benchmarking data. Over the year, user satisfaction ratings have fallen for libraries/idea stores and for leisure and sports facilities, though ratings from leisure and sport users in the borough still remain higher than the London average. User satisfaction ratings in Tower Hamlets are also higher than London for Council Housing and the Housing Benefit service. User ratings for parks and open spaces are lower among borough residents compared with the London average.

Some of the data shown in Table 2 need careful interpretation as for some services the sample size of users is relatively small which can make it difficult to draw firm conclusions on the basis of just two years worth of data. For this reason, annual data on user satisfaction for such services are best viewed alongside longer term data; data for the last thirteen years are shown in Appendix table B2 and these show that there is an upward trend in user satisfaction for most services over the longer term.

Table 2 User satisfaction with services

% rating service good to excellent (base: service users)	Sample size (users)	Tower Hamlets 2010-11		London 2010-11		Tower Hamlets vs. London (p. point difference *)
		%	Change since 09/10	%	Change since 09/10	
Libraries/idea stores	583	76	-5 ↓	80	0 -	-4 -
Nursery education #	119	74	-5 -	68	-2 -	6 -
Recycling facilities	897	72	0 -	73	-1 -	-1 -
Children's centres #	134	72	-10 -	n/a	n/a	n/a
Primary education	218	71	-7 -	68	-4 -	2 -
Parks and open spaces	781	63	-3 -	71	-6 ↓	-8 ↓
Housing Benefit service	326	63	-3 -	52	-7 -	10 ↑
Leisure and sports facilities	461	61	-10 ↓	53	-4 -	8 ↑
Secondary education #	157	55	-9 -	54	-13 ↓	1 -
Council housing	379	48	1	38	-4	10 ↑
Parking Services	431	34	6 -	35	1 -	-1 -

Source: TNS-BRMB, Tower Hamlets Annual Residents Survey 2010/11 & Survey of Londoners 2010/11

* All data are rounded to nearest percentage point (post calculations). Changes or differences that are statistically significant are denoted by arrows.

Less than 15 per cent of the population surveyed use these services, so sample sizes are relatively small ($n < 170$) and the confidence intervals attached to these data are larger than for other services. Services used by less than 5 per cent of the sample population are excluded altogether (samples < 100).

Image of council

Views about the image of the council continue to show some improvement this year, and the Council is now beginning to move ahead of the London average on some of these measures (Table 3).

On the 12 image statements, views are similar to last year on 10 and significantly better for two. The majority (81 per cent) of residents agree that council staff are friendly and polite – this remains – by far - the most positively rated aspect of the council's image, and has seen a significant increase (+6) since last year. The other area where there has been improvement is the extent to which people feel the council is listening to their concerns – up five points on last year.

Table 3 Image of council

	Tower Hamlets		London 10/11		Tower Hamlets vs. London (p.point difference*)
	10/11	Change	10/11	Change	
<i>% agreeing 'a great deal' or 'to some extent'</i>	<i>%</i>	<i>since 09/10</i>	<i>%</i>	<i>since 09/10</i>	
Staff are friendly and polite	81	6	76	2 -	5
Making local area a better place to live	72	0 -	70	-3 -	3 -
Doing a good job	72	-1 -	73	0 -	-1 -
Keeps residents informed	71	-1 -	71	0 -	0 -
Efficient and well-run	65	1 -	67	2 -	-1 -
Listens to concerns	61	5	55	-3 -	7
Responds quickly when asked for help	58	2 -	53	-1 -	5
Involves residents in decision-making	53	0 -	50	1 -	3 -
Does a better job than a year ago	51	-1 -	43	-2 -	8
Good value for Council Tax I pay	51	0 -	52	2 -	-1 -
<i>Doesn't do enough for people like me</i>	45	-1 -	45	-1 -	1 -
<i>Difficult to get through to on phone</i>	40	2 -	40	2 -	-1 -

Source: TNS-BRMB, Tower Hamlets Annual Residents Survey 2010/11 & Survey of Londoners 2010/11

Notes: Figures in italics are negative statements - so a fall in the percentage is an improvement.

* All data are rounded to nearest percentage point (post calculations). Changes or differences that are statistically significant are denoted by arrows.

Tower Hamlets now outperforms London on four aspects of its image:

- Does a better job than a year ago (+8)
- Listens to concerns of local residents (+7)
- Staff are friendly and polite (+5)
- Responds quickly when asked for help (+5)

The borough scores are on a par with the London average on the other eight image statements. This represents an improvement on last year, when the borough was on a par with London on 11 statements, and better on only one.

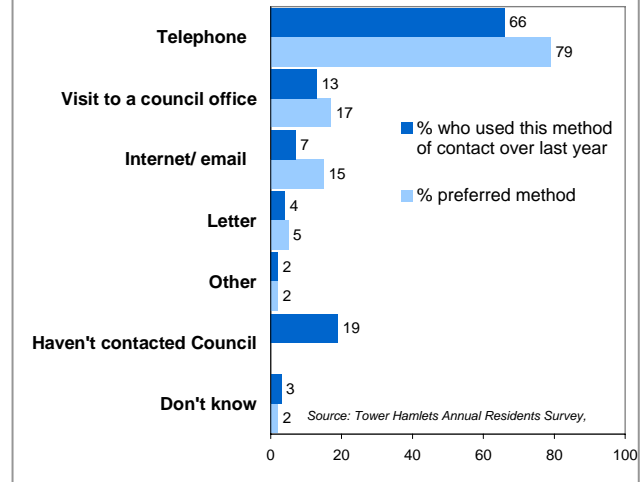
This improvement is part of a long term trend. Data from 1998/99 indicate that views about the council's image have become more positive over the long term across most areas (Appendix table B3). One exception is the statement '*the council doesn't do enough for people like me*' - here progress has been less smooth. Agreement with this statement rose during 2002/3 and 2007/8, though it has fallen slowly since, bringing the borough in line with the London average.

Communicating with the Council

East End Life remains a key source of information for residents: 58 per cent of residents say they read East End Life regularly (which is defined as at least three out of every four weeks on average).

Telephone remains – by far - the most popular method of contacting the council (used by two thirds of residents) and is also the most popular preferred method for future contact. Only seven per cent currently use the internet to contact the council but 15 per cent say they would prefer to use this method in the future. Communication patterns are broadly similar to last year.

Figure 3 Method of contacting the Council



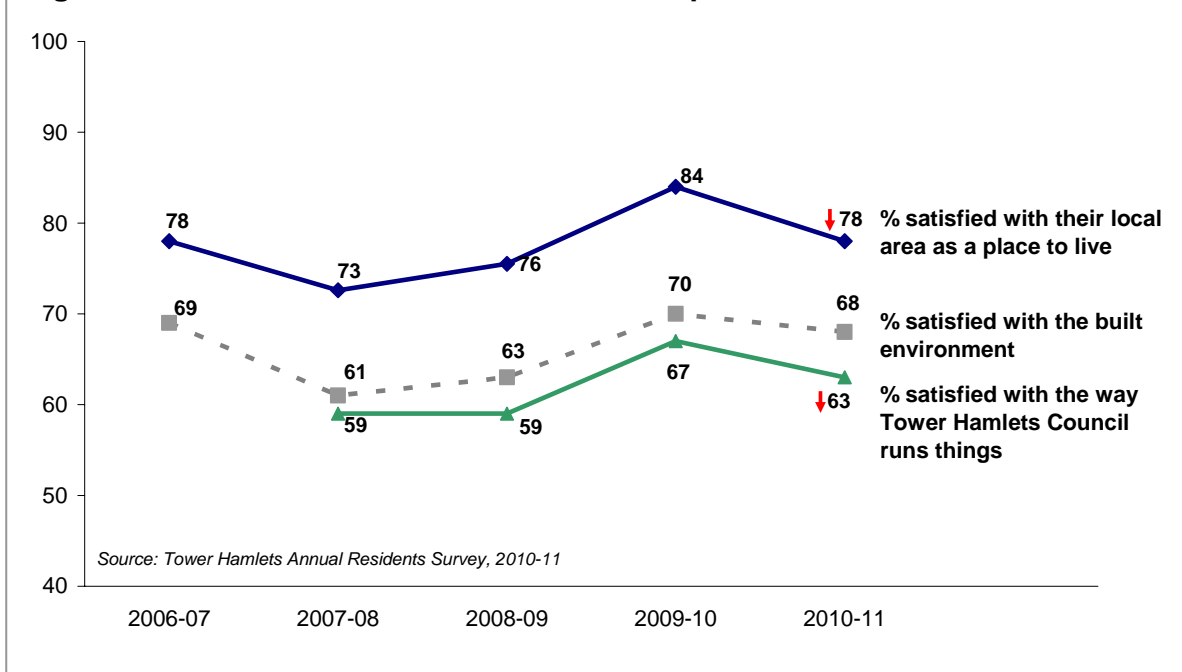
Overall satisfaction with council and place

Just under two thirds (63 per cent) of residents said they were satisfied with the way Tower Hamlets Council runs things – down from 67 per cent last year, but still above the satisfaction ratings for the two years previous to that (both 59 per cent).

While the majority (78 per cent) of residents remain satisfied with their local area as a place to live, this is significantly down from last year's peak of 84 per cent and close to previous levels.

Views on the quality of the built environment are similar to last year, with over two thirds (68 per cent) saying they were 'very' or 'fairly' satisfied with the built environment (which was described as *'the human-made surroundings that we live in. It includes the buildings, spaces and features people encounter everyday'*).

Figure 4 Overall satisfaction with council and place, Tower Hamlets, 2010-11



Areas of personal concern

Crime remains – by far - the top personal concern for borough residents; 42 per cent of residents say crime is one of their top three concerns. Positively, concern over crime has fallen by five percentage points over the year, though levels of concern still remain above the London average (38 per cent).

Table 4 Areas of personal concern

% including each issue among top 3 concerns	Tower Hamlets 2010-11		London 2010-11		Tower Hamlets vs. London p. point difference*
	%	Change since 09/10	%	Change since 09/10	
Crime	42	-5 ↓	38	-3	4 ↑
Lack of jobs	30	4 ↑	23	-3	7 ↑
Litter/dirt in streets	23	4 ↑	21	-4 ↓	2
Affordable housing	22	2	22	4 ↑	0
Lack of provision for young people	18	3	15	-3	3
Rising prices / interest rates	17	8 ↑	17	6 ↑	1
Level of Council Tax	16	-6 ↓	23	-3	-7 ↓
Quality of health service	14	1	14	0	1
Traffic congestion	13	-3 ↓	24	2	-11 ↓
Standard of education	13	1	16	1	-3 ↓
Pollution	11	-2	11	-2	0
Not enough done for the elderly	9	0	11	0	-1
Lack of recreational facilities	9	0	9	1	0
Poor public transport	8	-1	9	0	-2
Number of homeless people	8	-1	7	-1	2

Source: TNS-BRMB, Tower Hamlets Annual Residents Survey 2010/11 & Survey of Londoners 2010/11

* All data are rounded to nearest percentage point (post calculations). Changes or differences that are statistically significant are denoted by arrows.

Over the year, borough residents have also become less concerned about the level of council tax (-6) and traffic congestion (-3), both significantly down since last year. In both cases, levels of concern over these issues are far lower in Tower Hamlets than across London. Concern over education is also lower in Tower Hamlets than London.

Concern over economic issues has increased markedly this year. Concern over lack of jobs has increased from 26 to 30 per cent over the year – this highest level of concern recorded on the survey since it started (in 1998/9). Concern over jobs is higher in Tower Hamlets than in London (30 vs. 23 per cent).

Concern over rising prices and interest rates has increased dramatically this year, almost doubling (from 9 to 17 per cent). Again, this is the highest level of concern recorded about this issue since the survey started. There was a similar level of concern over prices and interest rates across London.

Concern over litter/dirt in the streets has increased this year by four points but still remains below previous levels.

Appendix table B4 provides long term perception data on personal concerns back to 1998/99.

Anti-social behaviour

Table 5 shows resident perceptions around eight different areas of ASB (anti-social behaviour). The problem of *'teenagers hanging around the street'* continues to top the list of ASB problems; 54 per cent of residents felt this was a very or fairly big problem in their local area, closely followed by concerns over *people using or dealing drugs* (52 per cent).

Consistent with falling concern over crime, perceptions around the prevalence of (ASB) in the borough continue to show improvement. Of the eight ASB areas considered, three areas have seen significant falls in the percentage of residents citing them as a big problem over the last year:

- Parents not taking responsibility for the behaviour of their children (-6)
- Vandalism, graffiti and other deliberate damage to property or vehicles (-5)
- Abandoned or burnt out cars (-4)

Table 5 ASB problems in local area - Tower Hamlets

	% fairly big / very big problem				Percentage point change*			
	2007-08	2008-09	2009-10	2010-11	Change over year		Change since 07/08	
<i>% who feel the issue is a fairly big / very big problem in their local area:</i>								
Teenagers hanging around on the streets	67	61	56	54	-2	-	-13	↓
People using or dealing drugs	62	54	51	52	0	-	-10	↓
Rubbish and litter lying around	56	51	43	45	2	-	-11	↓
Parents not taking responsibility for their children	57	54	50	44	-6	↓	-13	↓
People being drunk or rowdy in public places	47	40	40	40	0	-	-7	↓
Vandalism, graffiti and criminal damage	54	45	42	37	-5	↓	-17	↓
Noisy neighbours or loud parties	28	24	26	25	-1	-	-3	-
Abandoned or burnt out cars	27	17	16	12	-4	↓	-15	↓

Source: TNS-BRMB, Tower Hamlets Annual Residents Survey

* All data rounded to nearest percentage point (post calculations). Changes or differences that are statistically significant are denoted by arrows.

No areas have seen a worsening in perceptions over the year. These improvements are consistent with trends over the last four years. Since 2007/08, there has been significant improvement across most areas. On six of the eight ASB areas, the percentage finding these issues a big problem has fallen by 10 percentage points or more. The biggest improvement has been in relation to vandalism and graffiti; the percentage reporting this as a big problem in their area has fallen from 54 per cent down to 37 per cent over the last four years.

Views about how well services are dealing with ASB

Almost half (48 per cent) of those surveyed said they agreed that police and other services were successfully dealing with crime and ASB issues in their local area; 18 per cent disagreed; and the remaining third were ambivalent (ie they neither agreed nor disagreed, or they didn't know). This is a similar picture to last year.

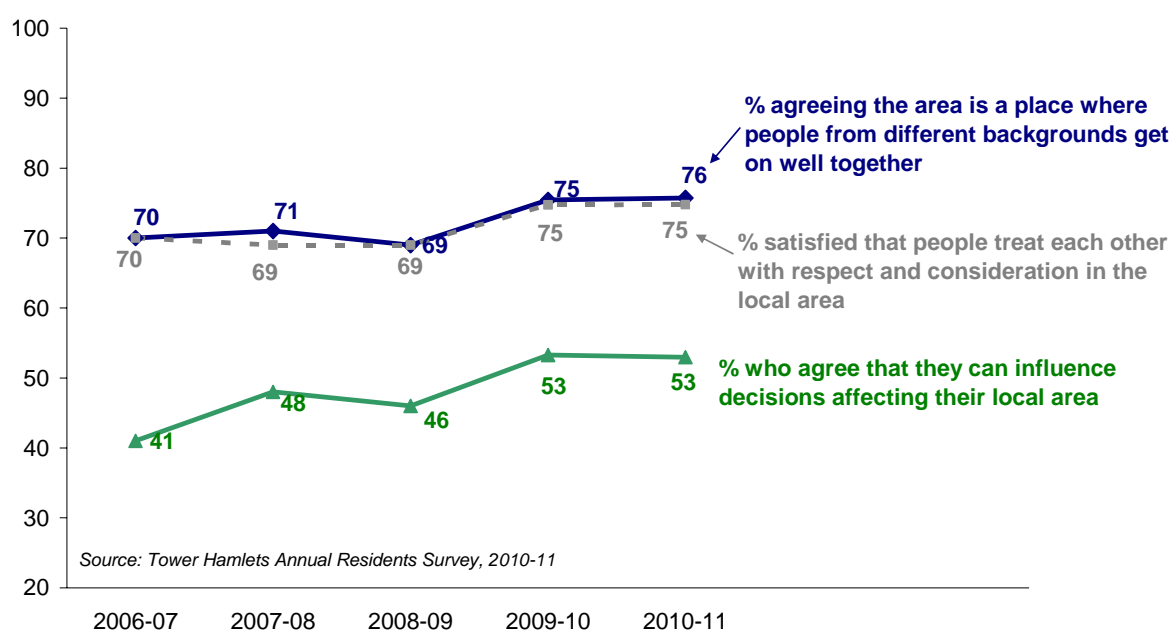
One third (34 per cent) of residents felt informed about what was being done in their local area to tackle ASB problems and 30 per cent felt uninformed. The remainder were ambivalent. Again, this was a similar picture to last year.

Cohesion and community

Perceptions around cohesion and community engagement remain largely unchanged from last year.

Three quarters (76 per cent) of residents feel that *'the local area is a place where people of different backgrounds get on well together'*, and a similar percentage (75 per cent) felt that *'people treat each other with respect and consideration in the local area'*. Around half of those surveyed (53 per cent) felt they could influence decisions affecting their local area. While these figures show no change from last year, they still remain above previous years.

Figure 5 Community cohesion indicators, Tower Hamlets, 2010-11



Perceived benefits of 2012

Two thirds of residents felt that there would be long term benefits from the Olympic and Paralympic games for Londoners and those living in the surrounding areas. A smaller percentage (57 per cent) felt there would be benefits for Tower Hamlets residents. Views about the benefits of the games have become less positive, and both measures show significant falls since last year (-9 and -10 respectively).

Table 6 Extent to which Tower Hamlets residents think the Olympic and Paralympic Games will have long term benefits for residents locally and across London

Benefits for:	% agreeing - a great deal / to some extent			Change since 2009-10
	2008-09	2009-10	2010-11	
Tower Hamlets residents	63	67	57	-10 ↓
People of London and the surrounding area	69	75	66	-9 ↓

Source: TNS-BRMB, Tower Hamlets Annual Residents Survey

Appendix A – Survey methodology

The Tower Hamlets Annual Residents Survey is carried out by TNS-BRMB, an independent research company. TNS-BRMB also undertakes a London-wide survey, called the Survey of Londoners, which provides comparative data for benchmarking purposes. Both the Tower Hamlets survey and the London-wide survey are conducted in the same way each year to maintain comparability over time.

The sample

The 2010-11 Tower Hamlets Residents Survey comprised a face to face survey of 1,150 residents who were chosen to be representative of the borough population. The fieldwork was carried out during 10th January – 6th February 2011. The sampling methodology comprised ward based quota sampling which comprised interviews at 83 different sample points across the borough. Quotas were set on age, gender, ethnicity, working status of women and housing tenure to ensure the final sample was representative.


The Survey of Londoners 2010, was based on a similar methodology and comprised 1,043 respondents across London. The fieldwork for the survey took place in October 2010.

Topics covered and questionnaire design

The Tower Hamlets questionnaire comprises two elements: core questions and additional questions. The core questions are asked every year and are the same as those on the London-wide survey, so benchmarking data are available for all these topics. The core questions relate to views about services, council image and personal concerns (ie the topics covered in Appendix tables B1-B4). The additional questions are specific to Tower Hamlets and have been added over time to inform performance monitoring requirements, support service planning and assess emerging issues. In 2010-11, these included questions on anti-social behaviour, community cohesion, communication with the council and views about the benefits of the Olympics. Although these questions can be changed every year, many have been retained annually to create longitudinal data on progress in the borough.

Data reliability

As the data are based on a survey sample they are, of course, estimates not precise measures. All survey data have a degree of sampling variability attached to them which needs to be borne in mind when interpreting findings, particularly those relating to change over time. The concept of 'statistical significance' is used here to highlight those differences that are likely to reflect real differences in the population (or changes over time), as opposed to those which may be simply reflecting sampling variability. All significance testing has been carried out at the 95% confidence interval.

 In this report, green and red arrows are used to denote statistically significant differences or changes.

Appendix B. Historical data for core questions

B1 Perceived views of services (all residents) - historical data

	% rating service good to excellent (base: all residents)												
	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11
Public transport	45	43	41	43	38	53	53	66	65	69	65	67	72
Refuse collection	64	67	59	63	52	62	78	73	67	66	66	66	68
Recycling facilities	33	32	32	32	31	40	58	69	66	67	66	65	68
Local health services	42	49	39	44	41	46	53	58	51	59	65	65	68
Street lighting	58	47	45	49	46	53	58	65	61	64	61	64	66
Street cleaning	51	46	35	39	32	44	60	59	54	51	59	62	60
Parks and open spaces	31	29	30	34	28	33	39	46	50	54	53	61	60
Libraries/idea stores	45	37	35	39	42	46	47	54	54	55	55	59	58
Collection of council tax	43	38	40	40	38	56	58	59	54	50	55	53	57
Policing	36	25	24	26	27	32	34	42	46	39	41	47	50
Leisure & sports facilities	30	19	23	25	24	29	36	39	43	46	45	47	47
Road/pavement repairs	31	25	21	22	17	29	38	47	40	41	37	38	39
Primary education	30	20	26	26	32	31	35	39	36	37	32	34	34
Housing Benefit service	27	23	26	23	21	26	28	35	32	29	29	33	33
Council housing	19	17	19	20	18	22	23	31	26	25	26	29	33
Adult education/evening classes	29	15	21	31	27	32	35	38	31	36	30	34	30
Parking Services	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	23	25	23	25	30
Nursery education	27	19	22	21	26	25	34	33	29	30	28	30	30
Children's centres	-	-	-	-	-	-	-	-	-	-	-	30	29
Secondary education	25	17	17	17	21	22	28	35	29	29	25	28	27
Social services: children/families	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	23	21	21	28	24
Social services: adults	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	22	21	24	28	22

B2 User satisfaction with services - historical data

	% rating service good to excellent (base: service users)												
	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11
Libraries/idea stores	54	52	53	56	57	64	56	71	71	72	76	81	76
Nursery education	58	54	61	58	64	66	61	64	73	76	75	79	74
Children's centres	-	-	-	-	-	-	-	-	-	-	-	82	72
Recycling facilities	60	65	54	59	54	63	67	74	71	71	74	72	72
Primary education	n/a	n/a	n/a	59	63	63	61	73	69	73	69	77	71
Parks and open spaces	39	40	38	46	35	43	45	53	60	63	65	66	63
Housing Benefit service	51	48	55	51	42	55	43	60	58	59	64	66	63
Leisure & sports facilities	48	36	38	39	36	44	43	50	60	61	65	71	61
Secondary education	n/a	n/a	n/a	43	38	50	43	61	63	62	65	64	55
Council housing	26	23	26	28	29	32	33	39	36	39	41	47	48
Parking Services	-	-	-	-	-	-	-	-	27	29	28	28	34

Note: Data for services with relatively small sample sizes of users (<100) have been excluded.

B3 Image of council - historical data

	% agreeing a great deal / to some extent												
	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11
Staff are friendly and polite	73	68	64	68	68	71	68	75	71	75	76	76	81
Making local area a better place to live	53	43	54	56	50	58	55	69	66	67	67	72	72
Doing a good job	52	54	51	52	50	57	64	67	64	68	69	72	72
Keeps residents informed	57	54	53	62	57	61	57	68	66	68	70	72	71
Efficient and well-run	41	45	40	42	43	48	55	60	56	61	59	64	65
Listens to concerns	45	41	39	43	41	45	48	59	54	55	57	57	61
Responds quickly when asked for help	40	37	32	35	35	41	45	53	49	49	52	56	58
Involves residents in decision-making	n/a	42	35	44	41	42	47	49	45	51	49	53	53
Does a better job than a year ago	35	30	35	37	36	38	42	52	45	50	49	52	51
Good value for Council Tax I pay	32	30	33	31	31	30	40	37	37	41	43	50	51
Doesn't do enough for people like me*	44	36	41	39	35	45	42	46	48	51	50	47	45
Difficult to get through to on phone*	50	49	46	48	50	48	41	48	43	43	40	37	40

*Negative statements - so a fall in the percentage is an improvement.

B4 Areas of personal concern - historical data

	% including each issue among top 3 concerns												
	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11
Crime	36	41	53	59	49	54	45	49	50	55	47	46	42
Lack of jobs	25	20	14	14	15	15	15	22	21	19	22	26	30
Litter	16	22	27	30	27	27	27	28	22	26	27	19	23
Affordable housing	23	31	17	20	24	20	22	17	24	23	17	21	22
Lack of provision for young people*	-	-	-	-	-	-	-	-	20	17	16	16	18
Rising prices / interest rates*	8	7	7	5	7	7	9	9	10	11	12	9	17
Level of council Tax	20	21	15	19	23	34	35	28	28	24	24	22	16
Quality of health service	35	31	23	25	22	20	16	14	19	14	15	13	14
Traffic congestion	18	20	18	17	18	16	15	15	15	18	15	16	13
Standard of education	-	-	-	16	15	14	9	11	14	11	14	11	13
Pollution	-	-	-	13	12	14	12	13	15	14	17	13	11
Not enough done for the elderly	22	19	16	17	14	13	13	12	13	11	11	9	9
Lack of recreational facilities	-	-	-	11	14	11	16	10	10	10	9	9	9
Poor public transport	13	13	16	17	20	13	8	5	10	8	11	8	8
Number of homeless people	12	9	9	8	9	10	8	9	10	7	11	9	8

*The sample base for this question was asked of all respondents except for: 'rising prices/interest rates' and 'lack of provision for young people', which were asked of half the sample each. This sample split was introduced in 2006-07 to deal with the addition of the latter, and the need to keep the total number of concerns issued to each respondent the same (for consistency).