

# Tower Hamlets Annual Residents' Survey 2014 results

## Overview

This report is a summary of the results from the 2014 Tower Hamlets Annual Residents' Survey which explores residents' views about the Council, services and the local area. The survey is based on face to face interviews with 1,147 residents chosen to be representative of the Tower Hamlets population. The survey took place during between 9<sup>th</sup> June to 6<sup>th</sup> July and was carried out by TNS-BMRB.

In 2014, the topics covered were:

Core questions (annual questions):

- Satisfaction with services;
- Views about the image of the council;
- Overall satisfaction with the council;
- Personal concerns and worries;

Tower Hamlets additional topical questions:

- Views about prevalence of different types of anti-social behaviour;
- Cohesion and engagement;
- Satisfaction with the local area;
- Views about the long-term benefits of Olympics for residents;
- Awareness of the Mayor's activities;
- Contacting the council;
- Internet access and use;
- Concerns about cuts.

The sections that follow provide a summary of the survey results.

## **Notes on interpreting the survey data in this report**

***Statistical significance:*** All figures presented are survey estimates, not precise measures, and as such, they have a degree of sampling variability attached to them. The concept of 'statistical significance' is used here to highlight those differences that are likely to reflect real differences (or changes over time), as opposed to those which may be simply reflecting the sampling variability attached to estimates. Changes or differences that are statistically significant are denoted by arrows. ↓↑

### Satisfaction with services

Service satisfaction ratings are monitored for 19 different service areas. Two different measures are presented:

- **'All resident' ratings:** these relate to general perceptions about services from all residents, regardless of whether they use the service or not. These cover 13 services and are monitored for universal services and services used by a significant proportion of residents (ie more than one third of the sample).
- **User ratings:** these provide views of service users and are monitored for 11 services. These offer a more informed assessment of service quality for non-universal services. For some services (eg libraries/idea stores) *all resident* and *user* ratings are both reported.

### Service ratings in Tower Hamlets

Public transport remains the most highly rated service area, rated as good, very good or excellent, by 76 per cent of residents, followed by street lighting rated positively by 70 per cent of residents.

Figure 1: Service ratings: all residents and users, Tower Hamlets, 2014

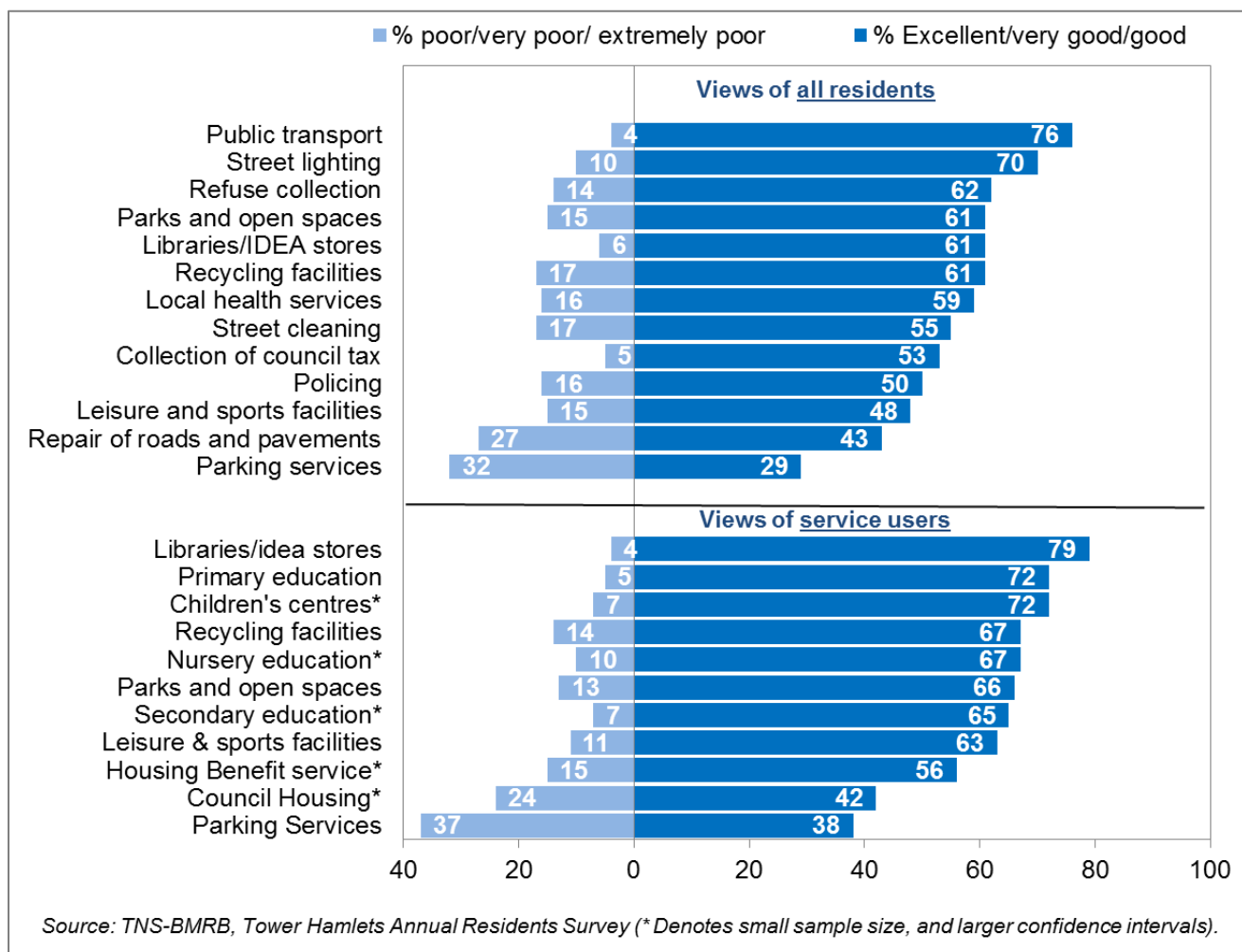


Table 1 Service satisfaction ratings, 2007-2014

	Tower Hamlets							Change over year*	Sample size (base)
	% rating service good, very good or excellent								
	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	2014		
<b>Base: all residents</b>									
Public transport	69	65	67	72	74	78	<b>76</b>	-2 -	1147
Street lighting	64	61	64	66	67	67	<b>70</b>	3 -	1147
Refuse collection	66	66	66	68	67	65	<b>62</b>	-3 -	1147
Recycling facilities	67	66	65	68	63	64	<b>61</b>	-3 -	1147
Libraries/idea stores	55	55	59	58	58	62	<b>61</b>	-1 -	1147
Parks and open spaces	54	53	61	60	60	60	<b>61</b>	2 -	1147
Local health services	59	65	65	68	66	63	<b>59</b>	-4 -	1147
Street cleaning	51	59	62	60	59	59	<b>55</b>	-4 ↓	1147
Collection of council tax	50	55	53	57	57	62	<b>53</b>	-9 ↓	1147
Policing	39	41	47	50	46	49	<b>50</b>	1 -	1147
Leisure & sports facilities	46	45	47	47	44	49	<b>48</b>	-1 -	1147
Road/pavement repairs	41	37	38	39	41	40	<b>43</b>	2 -	1147
Parking Services	25	23	25	30	26	25	<b>29</b>	4 ↑	1147
<b>Base: service users</b>									
Libraries/idea stores	72	76	81	76	77	81	<b>79</b>	-2 -	598
Primary education	73	69	77	71	70	74	<b>72</b>	-2 -	208
Children's centres**	-	-	82	72	64	77	<b>72</b>	-6 -	151
Recycling facilities	71	74	72	72	68	71	<b>67</b>	-4 -	879
Nursery education**	76	75	79	74	79	72	<b>67</b>	-6 -	115
Parks and open spaces	63	65	66	63	65	66	<b>66</b>	0 -	869
Secondary education**	62	65	64	55	64	69	<b>65</b>	-4 -	143
Leisure & sports facilities	61	65	71	61	61	66	<b>63</b>	-3 -	469
Housing Benefit service**	59	64	66	63	60	54	<b>56</b>	2 -	274
Council housing**	39	41	47	48	51	42	<b>42</b>	-1 -	298
Parking Services	29	28	28	34	30	29	<b>38</b>	8 ↑	454

Source: TNS-BMRB, Tower Hamlets Annual Residents Survey.

Notes: '**All resident**' ratings represent the views of all respondents regardless of whether they use the service or not. These are monitored for services used by more than one third of respondents. '**User ratings**' are provided for non-universal services and relate to the views of service users.

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

\*\* Less than one third of the sample population use these services, so confidence intervals attached to these data are larger than for other services (typically ± 6-9 percentage points). Services used by less than 10 per cent of the survey sample are excluded altogether due to poor data reliability.

As [figure 1](#) illustrates, most services attract a positive net rating (where the percentage rating the service as good to excellent outweighs the percentage rating the service as poor). The main exception is Parking Services where opinion is more divided. However, while Parking Services attracts the lowest rating, views have improved over the year. Of those who used Parking Services, 38 per cent rated the service as good, up 8 points over the year.

The services which continue to attract the highest user satisfaction ratings are: Idea stores and libraries (79 per cent); primary education and Children's Centres (both 72 per cent).

Ratings for the majority of services remain similar to last year's ([table 1](#)). Only two service areas have seen a significant fall in their ratings – Council tax collection and street cleaning.

Council tax collection was rated positively by 53 per cent of residents, a fall of 9 points over the year, taking the rating back down its 2010 level. This dip in collection may reflect the change in survey timing – to June – which is shortly after the distribution of the annual billing letter. Despite this, the survey also found concern with the *level* of council tax is at its lowest for 10 years ([table 3](#)).

Satisfaction with street cleaning fell by four points to 55 per cent. In addition to measuring residents' satisfaction with street cleaning services, the Council also monitors actual levels of street cleanliness – this information has shown a marked improvement in recent years. A borough-wide 'deep clean' has recently been undertaken and, over the next year, the Council will re-launch its 'Find It, Fix It, Love It App' which allows residents to tell the Council about public realm issues.

Trend data on street lighting show a consistent upward trend in satisfaction over the last five years: 70 per cent of residents now rate street lighting positively, up 3 points on last year. This is not a significant annual increase but does take the rating up to its highest level since the survey began in 1998.

Annual data back to 1998 are presented in [Appendix table A1](#) for all services, these provide more insight into longer term trends.

Figure 2: Views about Image of the Council, Tower Hamlets, 2014

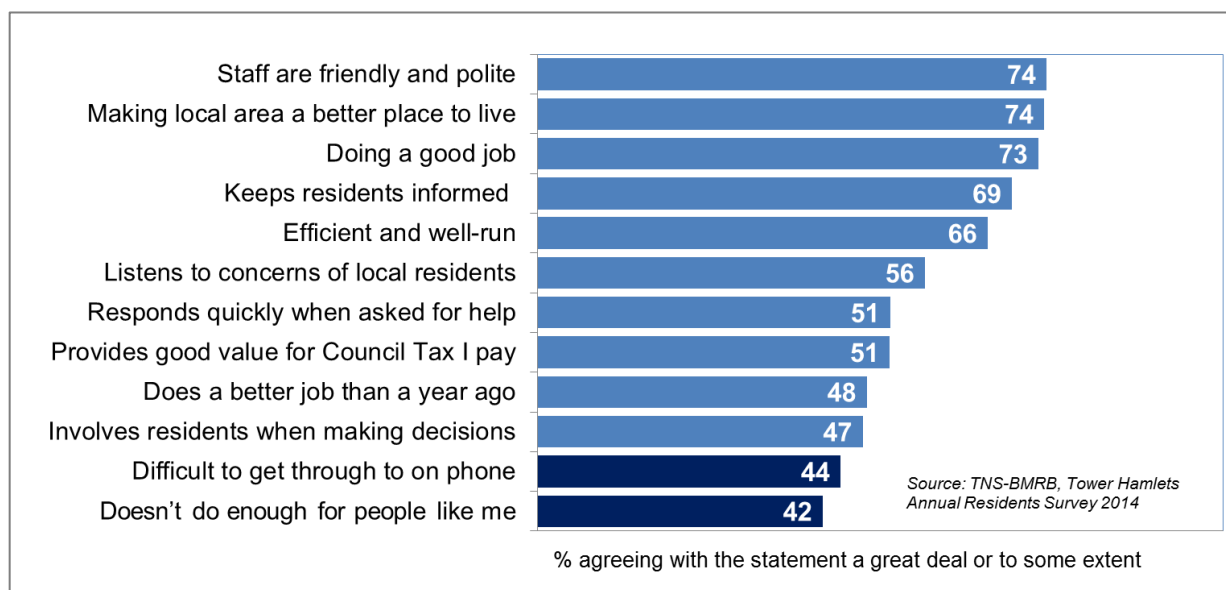


Table 2 Image of the Council

	Tower Hamlets							Change over year*
	% agreeing great deal/to some extent:							
	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	2014	
<b>12 image statements:</b>								
Staff are friendly and polite	75	76	76	81	80	77	74	-2 -
Making local area a better place to live	67	67	72	72	74	74	74	0 -
Doing a good job	68	69	72	72	76	76	73	-3 -
Keeps residents informed	68	70	72	71	76	73	69	-4 ↓
Efficient and well-run	61	59	64	65	67	66	66	0 -
Listens to concerns of local residents	55	57	57	61	58	56	56	0 -
Responds quickly when asked for help	49	52	56	58	59	51	51	1 -
Provides good value for Council Tax I pay	41	43	50	51	49	50	51	1 -
Does a better job than a year ago	50	49	52	51	45	42	48	6 ↑
Involves residents when making decisions	51	49	53	53	49	49	47	-1 -
<i>Difficult to get through to on phone</i>	43	40	37	40	36	38	44	6 ↑
<i>Doesn't do enough for people like me</i>	51	50	47	45	41	40	42	1 -
<b>Overall satisfaction: % very/fairly satisfied with the way Tower Hamlets Council runs things</b>	59	59	67	63	64	64	62	-3

Source: TNS-BMRB, Tower Hamlets Annual Residents Survey.

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

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

### Image of the Council

Views about the Council's image remain similar to last year's across most areas. The friendliness and politeness of staff continues to be one of the most highly rated aspects of the Council's image (rated positively by three quarters of residents).

A similar proportion felt the Council was doing a good job (73 per cent), and that it was making the local area a better place to live (74 per cent). Two thirds of respondents felt the Council was efficient and well run.

Almost half of respondents (48 per cent) felt the Council does a better job than one year ago. Significantly, this is an improvement of 6 points on last year ([table 2](#)).

There has been an increase in the proportion of residents that felt the Council was difficult to get through on the phone: 44 per cent up 6 points on last year. This finding may reflect increasing use of self-service technologies which enable residents to obtain information and request services without queuing to speak to an advisor. Over the next year, the Council will make improvements to its automated system and re-launch the telephone Hot Line phone numbers to all households through East End Life.

Whilst there was a decrease in the proportion who feel informed about what the Council was doing (down 4 points to 69 per cent), there was also a significant increase in the proportion of residents who felt that they could influence decisions affecting their area (up 7 points to 50 per cent). Work planned for the next year includes the development of campaign proposals to foster community engagement, which will build upon the significant Community Plan and Budget consultation already underway. Table 5 (below) indicates that East End Life is an important source of Council information; around half of residents read it regularly.

[Appendix table A2](#) shows longer term trend data on these indicators back to 1998.

### Overall satisfaction with the Council

Respondents were also asked a question to gauge their overall satisfaction with the Council: *Taking everything into account, how satisfied or dissatisfied are you with the way Tower Hamlets Council runs things?* In response, 62 per cent said they were very or fairly satisfied with the way the Council runs things, similar to last year's rating.

### Awareness of the Mayor's activities

To gauge awareness about the Mayor's activities, respondents were asked: *how much, if anything, would you say you know about what the Mayor of Tower Hamlets is doing for Tower Hamlets?* In response, just over one half (52 per cent) said they knew 'a fair amount' or 'a great deal' about the Mayor's activities – this is a large increase (+20 points) from last year's rating of a third, consistent with the fact that the survey took place the month following the Mayoral election.

Figure 3: Top personal concerns of residents, Tower Hamlets, 2014

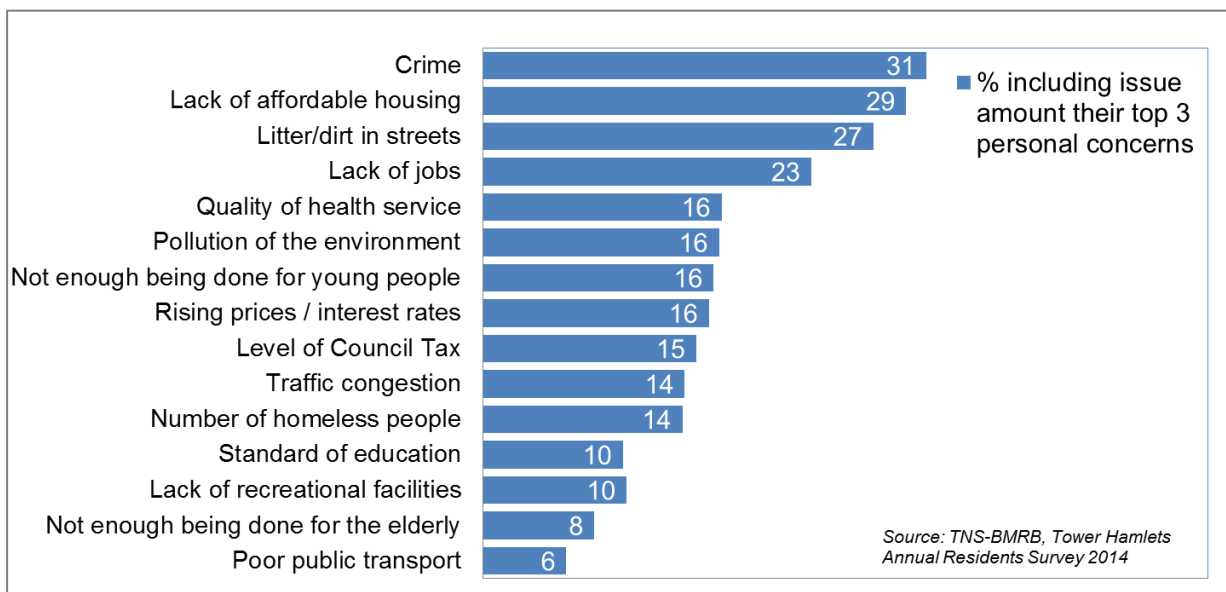


Table 3 Areas of personal concern

	Tower Hamlets							Change over year*
	% who said issue was one of their top 3 concerns							
	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	2014	
Crime	55	47	46	42	42	41	31	-11 ↓
Lack of affordable housing	23	17	21	22	21	26	29	3 -
Litter/dirt in the street	26	27	19	23	24	26	27	1 -
Lack of jobs	19	22	26	30	31	35	23	-13 ↓
Quality of health service	14	15	13	14	12	16	16	1 -
Pollution of the environment	14	17	13	11	8	12	16	4 ↑
Not enough being done for young people	17	16	16	18	20	19	16	-3 -
Rising prices / interest rates	11	12	9	17	14	21	16	-6 ↓
Level of council tax	24	24	22	16	17	19	15	-4 ↓
Traffic congestion	18	15	16	13	13	12	14	2 -
Number of homeless people	7	11	9	8	9	9	14	4 ↑
Standard of education	11	14	11	13	10	11	10	-1 -
Lack of recreational facilities	10	9	9	9	8	10	10	0 -
Not enough being done for the elderly	11	11	9	9	10	10	8	-2 -
Poor public transport	8	11	8	8	5	5	6	1 -

Source: TNS-BMRB, Tower Hamlets Annual Residents Survey.

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

### Personal concerns in Tower Hamlets

Residents were presented with a list of issues and asked to say which three (if any) were their top concerns. While crime remains the top personal concern, levels are now at a historical low: 31 per cent of residents cited crime as a key concern, down 11 points from last year and the lowest level since the survey began in 1998.

Concern over lack of jobs has also seen a very large fall (-13 points) on last year and is now ranked fourth top concern instead of the second highest (its position over the last five years).

Concern over the number of homeless people has seen a significant rise over the year – up 4 points to 14 per cent. This finding is contrary to recent evidence which shows that the level of homelessness is not increasing in Tower Hamlets. As such, there will be a focus on addressing perceptions of homelessness, including through additional communications work.

Concern over pollution of the environment has also risen: this was cited by 16 per cent of residents as a key concern – up 4 points on last year. Transport causes most air pollution in Tower Hamlets with the biggest contributor being through-borough journeys that are beyond the Council's direct remit. Work with Transport for London and other partners is being undertaken with an aim of reducing pollution levels.

In addition to crime and jobs, the other two areas where levels of concern have fallen are: concerns over prices/interest rates (-6 points) and concern over the level of council tax (-4 points). The level of concern over council tax is now at a ten year low having fallen from 35 per cent in 2005 down to the current level of 15 per cent. Council tax levels in Tower Hamlets have been frozen since 2011/12.

[Appendix table A3](#) provides longer term data on concerns back to 1998.

### Worries about spending cuts

Residents were also asked a question to gauge the level of concern about public spending cuts. The question posed was: *'Thinking about the next year, how worried are you that you or your family will suffer directly from cuts in spending on public services such as health, education or welfare benefits?'* In response, the majority of residents (68 per cent) said they were very or fairly worried about cuts in spending.

### Views about anti-social behaviour

[Figure 4](#) shows resident perceptions around four different types of anti-social behaviour (ASB). The level of concern has risen across three out of the four areas monitored.

- Concern over people using or dealing drugs was considered a very or fairly big problem by 59 per cent of residents – up 4 points on the previous year.
- Around half felt people being drunk or rowdy was a problem – also up 4 points over the year.
- Over half (55 per cent) felt rubbish or litter lying around was a big problem in their area – up 5 points on the year.

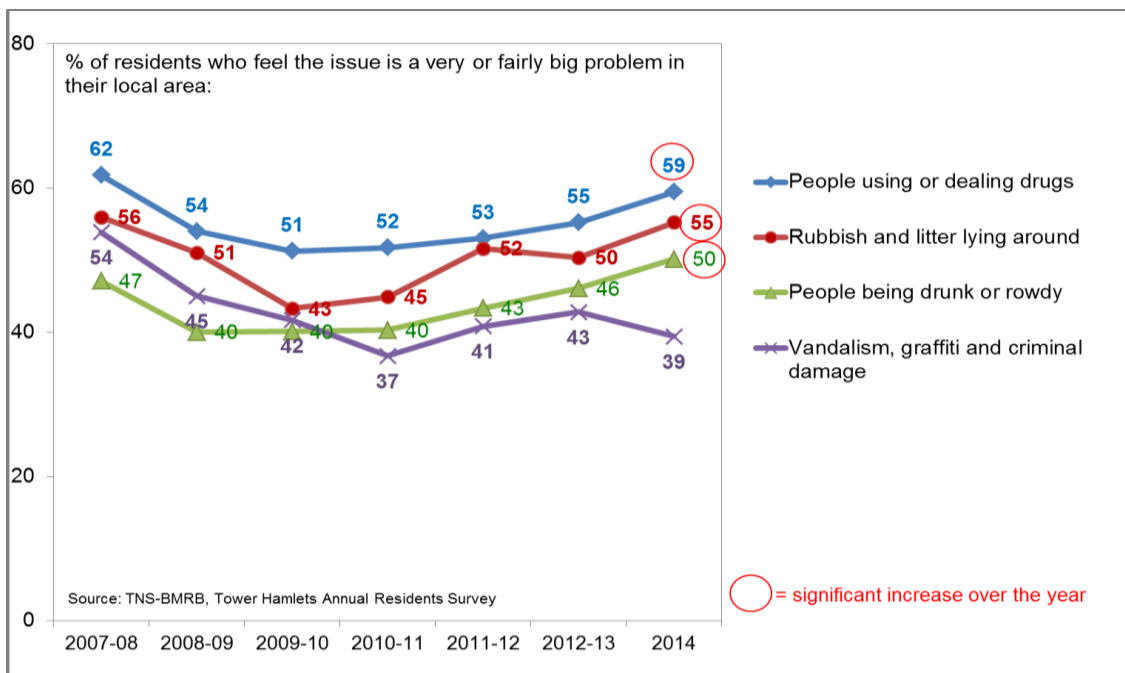


Tackling ASB, and perceptions of ASB, is a Council priority and actions planned over the next year include work to improve the responsiveness and visibility of ASB services, additional enforcement activities and patrols in Brick Lane, as well as an increase in the number of THEOs. Housing providers and the police also have key responsibilities in addressing anti-social behaviour.

Concern over vandalism, graffiti and criminal damage is lower (at 39 per cent) and the trend data show less change over the last three years compared with the other ASB areas. The proportion citing these issues as a problem fell significantly from 54 to 37 per cent between 2007-08 and 2010-11 and has remained well below its peak since.

After the ASB questions, respondents were then asked 'How much would you agree or disagree that the police and other local public services are successfully dealing with these [ASB] issues in your local area'. In response: 51 per cent of those surveyed agreed, 21 per cent disagreed and 28 per cent were ambivalent (they neither agreed nor disagreed, or didn't know). This was a similar picture to previous years.

Figure 4: Views about ASB in Tower Hamlets, 2007-2014

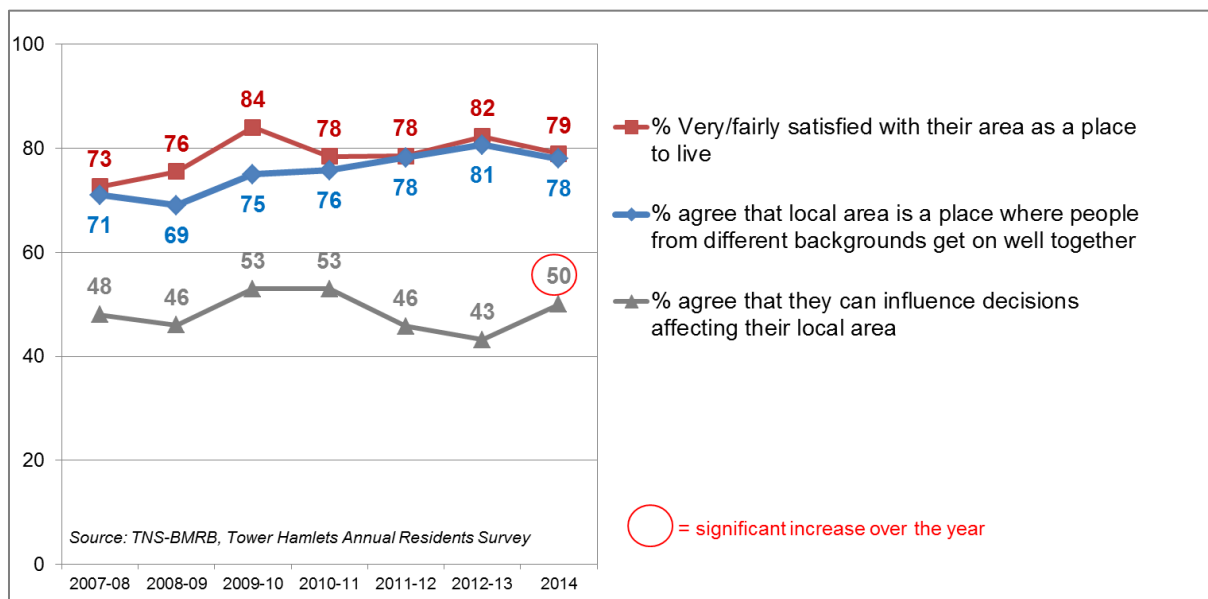


### Cohesion and community

Views about the area and cohesion remain positive: 79 per cent say they are satisfied with the area as a place to live, and a similar proportion (78 per cent) agree that the local area is a place where people from different backgrounds get on well together. Ratings are similar to the last two years (ie not significantly different).

Half of all respondents felt they could influence decisions affecting their area, a significant improvement on last year's figure, after a fall two years previously.

**Figure 5 Views about the area, cohesion and influencing decisions, Tower Hamlets, 2007-2014**



### Views about the Olympics

Views about the long-term benefits of the Olympic and Paralympic Games had become more negative post-Games, but appear to have plateaued over the last year (Table 4). Just over half (51 per cent) of the borough's residents felt that there would be long-term benefits for Londoners, whilst 44 per cent felt there would be benefits for Tower Hamlets residents. Both ratings are similar to levels last year, but well below the peak ratings in 2009-10 (of 75 per cent and 67 per cent respectively).

**Table 4 Views about long-term benefits of the Olympics for residents**

	% of residents					2014	Change over year (rounded)
	2008-09	2009-10	2010-11	2011-12	2012-13		
% agreeing (a great deal/to some extent) that the Olympics will have long-term benefits for:							
Tower Hamlets residents	63	67	57	49	43	<b>44</b>	1 -
People of London & surrounding area	69	75	66	58	52	<b>51</b>	-2 -

Source: TNS-BMRB, Tower Hamlets Annual Residents Survey

### Communication with the Council

East End Life remains a key source of information about the Council, 49 per cent read it regularly. While this is not significantly different to last year's figure of 51 per cent, the trend data do indicate a downward trend in readership since 2010.

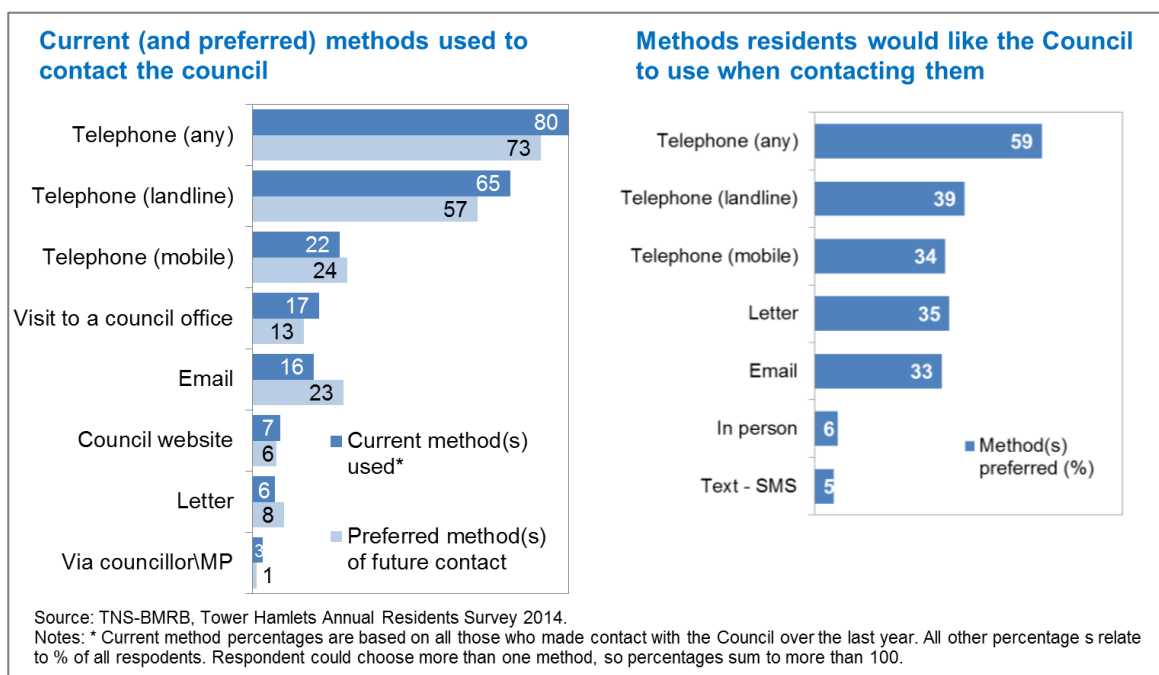
Table 5: Percentage who read East End Life regularly						
	2009-10	2010-11	2011-12	2012-13	2014	Change
% regular readers (at least 3 out of 4 weeks on average)	55	58	55	51	<b>49</b>	-2

Source: TNS-BMRB, Tower Hamlets Annual Residents Survey

The majority (72 per cent) of residents surveyed had made contact with the Council over the year. Telephone remains – by far – the most popular method of contact used by 80 per cent (of those who had made contact). It is also the most popular preferred future method of contact (73 per cent). Almost one quarter said they would prefer to use email in the future, higher than the current proportion (23 vs. 16 per cent).

A new question was added this year, to ask residents what method they would like the Council to use if it was to contact them in response to an enquiry or request. Preferences were quite different to those methods used by residents. While telephone remained the most preferred method, there was more support for contact via mobile numbers (of residents) and also for contact by email (figure 6). However, the most marked difference was the significant support for letter as a method for response: over one third would prefer the Council to contact them by letter in response to a query, while letter was one of the least preferred options in cases where residents had to contact the Council.

Figure 6 Methods of contact with the Council, Tower Hamlets, 2014



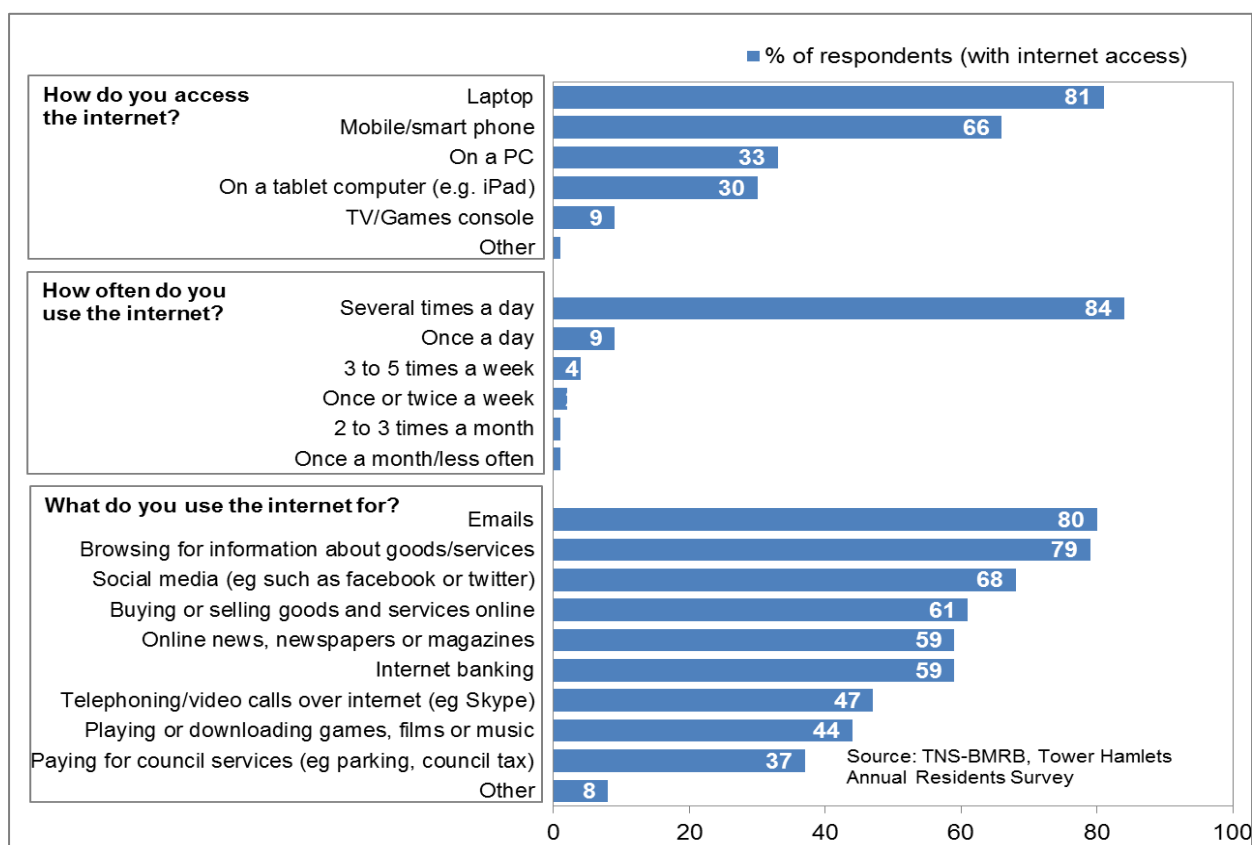
### Internet access

The survey also asked a new set of questions about internet use - figure 7 summarises the results about patterns of use. Overall, 86 per cent of respondents (aged 18 and over) said they had access to the internet. Of these, the majority had access via a laptop (81 per cent) and two thirds said they had access via a mobile/smart phone.

Most said they accessed the internet at least once a day (93 per cent) and the most popular online activities were email (80 per cent); browsing for information about goods and services (79 per cent), social media (68 per cent) and buying and selling online (61 per cent). The percentage of residents who currently use the internet for paying for Council services was 37 per cent, well below the proportion who use internet banking (59 per cent).

These data provide important new intelligence on patterns of internet use locally, and further analysis is planned to explore patterns of use across different population groups within the borough.

**Figure 7: Patterns of internet use, Tower Hamlets, 2014**



### Further information

This briefing was produced by the Council's Corporate Strategy and Equality Service. Information from previous surveys can be found on the Council's website at the following link:

[http://www.towerhamlets.gov.uk/lgs/851-900/867\\_consultation/annual\\_residents\\_survey.aspx](http://www.towerhamlets.gov.uk/lgs/851-900/867_consultation/annual_residents_survey.aspx)

A1 Views about services: all resident views and service user views, 1998-2014																			
	Tower Hamlets															2014	Change over year*	Sample size (base)	
	% of all respondents rating service good, very good or excellent																		
	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	2011-12	2012-13				
<b>Base: all residents</b>																			
Public transport	45	43	41	43	38	53	53	66	65	69	65	67	72	74	78	<b>76</b>	-2	-	1147
Street lighting	58	47	45	49	46	53	58	65	61	64	61	64	66	67	67	<b>70</b>	3	-	1147
Refuse collection	64	67	59	63	52	62	78	73	67	66	66	66	68	67	65	<b>62</b>	-3	-	1147
Recycling facilities	33	32	32	32	31	40	58	69	66	67	66	65	68	63	64	<b>61</b>	-3	-	1147
Libraries/idea stores	45	37	35	39	42	46	47	54	54	55	55	59	58	58	62	<b>61</b>	-1	-	1147
Parks and open spaces	31	29	30	34	28	33	39	46	50	54	53	61	60	60	60	<b>61</b>	2	-	1147
Local health services	42	49	39	44	41	46	53	58	51	59	65	65	68	66	63	<b>59</b>	-4	-	1147
Street cleaning	51	46	35	39	32	44	60	59	54	51	59	62	60	59	59	<b>55</b>	-4	↓	1147
Collection of council tax	43	38	40	40	38	56	58	59	54	50	55	53	57	57	62	<b>53</b>	-9	↓	1147
Policing	36	25	24	26	27	32	34	42	46	39	41	47	50	46	49	<b>50</b>	1	-	1147
Leisure & sports facilities	30	19	23	25	24	29	36	39	43	46	45	47	47	44	49	<b>48</b>	-1	-	1147
Road/pavement repairs	31	25	21	22	17	29	38	47	40	41	37	38	39	41	40	<b>43</b>	2	-	1147
Parking Services	-	-	-	-	-	-	-	-	23	25	23	25	30	26	25	<b>29</b>	4	↑	1147
<b>Base: service users</b>																			
Libraries/idea stores	54	52	53	56	57	64	56	71	71	72	76	81	76	77	81	<b>79</b>	-2	-	598
Primary education	n/a	n/a	n/a	59	63	63	61	73	69	73	69	77	71	70	74	<b>72</b>	-2	-	208
Children's centres**	-	-	-	-	-	-	-	-	-	-	-	82	72	64	77	<b>72</b>	-6	-	151
Recycling facilities	60	65	54	59	54	63	67	74	71	71	74	72	72	68	71	<b>67</b>	-4	-	879
Nursery education**	58	54	61	58	64	66	61	64	73	76	75	79	74	79	72	<b>67</b>	-6	-	115
Parks and open spaces	39	40	38	46	35	43	45	53	60	63	65	66	63	65	66	<b>66</b>	0	-	869
Secondary education**	n/a	n/a	n/a	43	38	50	43	61	63	62	65	64	55	64	69	<b>65</b>	-4	-	143
Leisure & sports facilities	48	36	38	39	36	44	43	50	60	61	65	71	61	61	66	<b>63</b>	-3	-	469
Housing Benefit service**	51	48	55	51	42	55	43	60	58	59	64	66	63	60	54	<b>56</b>	2	-	274
Council Housing**	26	23	26	28	29	32	33	39	36	39	41	47	48	51	42	<b>42</b>	-1	-	298
Parking Services	-	-	-	-	-	-	-	-	27	29	28	28	34	30	29	<b>38</b>	8	↑	454

Source: TNS-BMRB, Tower Hamlets Annual Residents Survey.

Notes: '**All resident**' ratings represent the views of all respondents regardless of whether they use the service or not. These are monitored for services used by more than one third of respondents. '**User ratings**' are provided for non-universal services and relate to the views of service users.

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\*\* Less than one third of the sample population use these services, so confidence intervals attached to these data are larger than for other services (typically ± 6-9 percentage points). Services used by less than 10 per cent of the survey sample are excluded altogether due to poor data reliability.

## A2. Views about the image of the council, 1998-2014

	Tower Hamlets																Change over year*	
	% 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	2011-12	2012-13	2014		
Staff are friendly and polite	73	68	64	68	68	71	68	75	71	75	76	76	81	80	77	<b>74</b>	-2	-
Making local area a better place to live	53	43	54	56	50	58	55	69	66	67	67	72	72	74	74	<b>74</b>	0	-
Doing a good job	52	54	51	52	50	57	64	67	64	68	69	72	72	76	76	<b>73</b>	-3	-
Keeps residents informed	57	54	53	62	57	61	57	68	66	68	70	72	71	76	73	<b>69</b>	-4	↓
Efficient and well-run	41	45	40	42	43	48	55	60	56	61	59	64	65	67	66	<b>66</b>	0	-
Listens to concerns of local residents	45	41	39	43	41	45	48	59	54	55	57	57	61	58	56	<b>56</b>	0	-
Responds quickly when asked for help	40	37	32	35	35	41	45	53	49	49	52	56	58	59	51	<b>51</b>	1	-
Good value for Council Tax I pay	32	30	33	31	31	30	40	37	37	41	43	50	51	49	50	<b>51</b>	1	-
Does a better job than a year ago	35	30	35	37	36	38	42	52	45	50	49	52	51	45	42	<b>48</b>	6	↑
Involves residents in decision-making	n/a	42	35	44	41	42	47	49	45	51	49	53	53	49	49	<b>47</b>	-1	-
<i>Difficult to get through to on phone*</i>	50	49	46	48	50	48	41	48	43	43	40	37	40	36	38	<b>44</b>	6	↑
<i>Doesn't do enough for people like me*</i>	44	36	41	39	35	45	42	46	48	51	50	47	45	41	40	<b>42</b>	1	-

Source: TNS-BMRB, Tower Hamlets Annual Residents Survey.

Notes: Statements 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.

A3. Areas of personal concern, 1998-2014																	
	Tower Hamlets																
	% including issue among top 3 personal 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	2011-12	2012-13	2014	Change over year*
Crime	36	41	53	59	49	54	45	49	50	55	47	46	42	42	41	<b>31</b>	-11 ↓
Lack of affordable housing	23	31	17	20	24	20	22	17	24	23	17	21	22	21	26	<b>29</b>	3 -
Litter	16	22	27	30	27	27	27	28	22	26	27	19	23	24	26	<b>27</b>	1 -
Lack of jobs	25	20	14	14	15	15	15	22	21	19	22	26	30	31	35	<b>23</b>	-13 ↓
Quality of health service	35	31	23	25	22	20	16	14	19	14	15	13	14	12	16	<b>16</b>	1 -
Pollution	-	-	-	13	12	14	12	13	15	14	17	13	11	8	12	<b>16</b>	4 ↑
Not enough being done for young people**	-	-	-	-	-	-	-	-	20	17	16	16	18	20	19	<b>16</b>	-3 -
Rising prices / interest rates**	8	7	7	5	7	7	9	9	10	11	12	9	17	14	21	<b>16</b>	-6 ↓
Level of Council Tax	20	21	15	19	23	34	35	28	28	24	24	22	16	17	19	<b>15</b>	-4 ↓
Traffic congestion	18	20	18	17	18	16	15	15	15	18	15	16	13	13	12	<b>14</b>	2 -
Number of homeless people	12	9	9	8	9	10	8	9	10	7	11	9	8	9	9	<b>14</b>	4 ↑
Standard of education	-	-	-	16	15	14	9	11	14	11	14	11	13	10	11	<b>10</b>	-1 -
Lack of recreational facilities	-	-	-	11	14	11	16	10	10	10	9	9	9	8	10	<b>10</b>	0 -
Not enough done for the elderly	22	19	16	17	14	13	13	12	13	11	11	9	9	10	10	<b>8</b>	-2 -
Poor public transport	13	13	16	17	20	13	8	5	10	8	11	8	8	5	5	<b>6</b>	1 -

Source: TNS-BMRB, Tower Hamlets Annual Residents Surveys 1998/9-2014

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

\*\*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 potential concerns the same over time (for consistency).