

Tower Hamlets Annual Residents' Survey 2014-15 results

Overview

This report is a summary of the results from the 2014-15 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 1,227 residents chosen to be representative of the Tower Hamlets population.

The survey took place during January and February 2015 and was carried out on the Council's behalf by TNS-BMRB.

The survey covers the following topics:

- Satisfaction with services;
- Views about the image of the Council;
- Overall satisfaction with the Council;
- Personal concerns and worries;
- Views about anti-social behaviour;
- Cohesion and engagement;
- Satisfaction with the local area;
- Contacting the Council and communication;
- Internet access and use of the internet;

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The sections that follow provide a summary of the survey results. Results from previous survey can be found on the Council's website: http://www.towerhamlets.gov.uk/lgs/851-900/867_consultation/annual_residents_survey.aspx

About the Survey

The Annual Residents' Survey is designed to collect data on resident perceptions about the Council, local services and the area. The survey has been running for 17 years and provides trend data about how perceptions are changing over time. The questions are closely tied to service priorities, and form a core component of the Council's performance monitoring. They are also designed to provide context for policy development, service delivery and review.

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

Methodology



The methodology is designed to ensure that the sample drawn is representative of the borough's population generally. Residents were interviewed at 105 different sample points across the borough to ensure a good cross section of residents across all areas. Sampling quotas were set on age, gender, ethnicity, tenure and working status, to ensure that the sample reflected the characteristics of the population. Lastly, weightings were applied to the data to improve the representativeness of the final sample.

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 (ie service satisfaction, views about the Council's image and personal concerns). The additional questions are specific to Tower Hamlets, and in 2014-15, these included questions on: anti-social behaviour, cohesion and communication.

The Tower Hamlets survey took place during 12th January - 8th February 2015 and comprised 1,227 face to face interviews. Results have been compared with last year's survey, which was delayed till after the elections, and took place in June 2014.

The most recent Survey of Londoners took place between 14th October and 17th November 2014, three months prior to the Tower Hamlets Survey. The London survey was based on interviews with 1,074 Londoners.

Statistical significance and interpretation of survey data

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 over time, or differences with London, that are statistically significant are denoted by arrows.  

All figures presented are rounded to the nearest percentage point - post calculations. This means that changes or differences may not equate exactly to the difference between the two rounded figures presented.

Key findings

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 82 per cent of residents, followed by street lighting rated positively by 69 per cent of residents.

Figure 1: Service ratings: all residents and users, Tower Hamlets, 2014-15

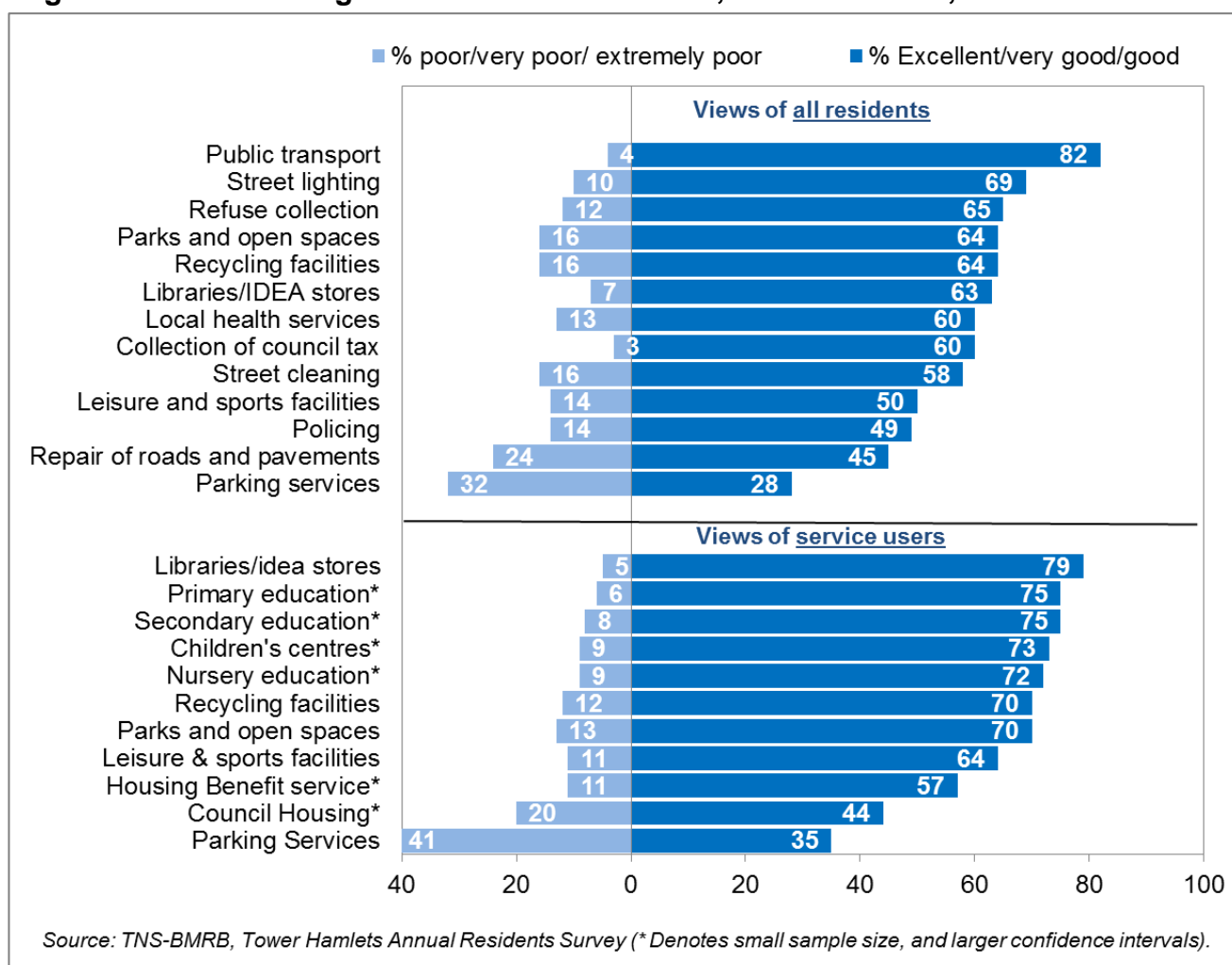


Table 1 Service satisfaction ratings

	Tower Hamlets							Change over year*	Tower Hamlets vs. London Difference (rounded)*	Sample size
	% rating service as good, very good or excellent									
	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15			
Base: all residents										
Public transport	65	67	72	74	78	76	82	6 ↑	7 ↑	1227
Street lighting	61	64	66	67	67	70	69	-1 -	-2 -	1227
Refuse collection	66	66	68	67	65	62	65	3 -	-3 -	1227
Recycling facilities	66	65	68	63	64	61	64	3 -	-2 -	1227
Parks and open spaces	53	61	60	60	60	61	64	2 -	-4 ↓	1227
Libraries/idea stores	55	59	58	58	62	61	63	2 -	7 ↑	1227
Local health services	65	65	68	66	63	59	60	1 -	-5 ↓	1227
Collection of council tax	55	53	57	57	62	53	60	7 ↑	-6 ↓	1227
Street cleaning	59	62	60	59	59	55	58	3 -	3 -	1227
Leisure & sports facilities	45	47	47	44	49	48	50	1 -	3 -	1227
Policing	41	47	50	46	49	50	49	-1 -	-1 -	1227
Road/pavement repairs	37	38	39	41	40	43	45	3 -	4 ↑	1227
Parking Services	23	25	30	26	25	29	28	-1 -	-5 ↓	1227
Base: service users (% of users rating service as good, very good or excellent)										
Libraries/idea stores	76	81	76	77	81	79	79	0 -	5 ↑	743
Primary education**	69	77	71	70	74	72	75	3 -	-1 -	329
Secondary education**	65	64	55	64	69	65	75	11 ↑	5 -	199
Children's centres**	-	82	72	64	77	72	73	1 -	n/a -	204
Nursery education**	75	79	74	79	72	67	72	5 -	4 -	152
Recycling facilities	74	72	72	68	71	67	70	3 -	-1 -	977
Parks and open spaces	65	66	63	65	66	66	70	4 -	-2 -	954
Leisure & sports facilities	65	71	61	61	66	63	64	1 -	5 -	580
Housing Benefit service**	64	66	63	60	54	56	57	1 -	-4 -	321
Council Housing**	41	47	48	51	42	42	44	2 -	-1 -	315
Parking Services	28	28	34	30	29	38	35	-2 -	-6 ↓	577
Source: TNS-BMRB, Tower Hamlets Annual Residents Survey & Survey of Londoners.										
Notes: All resident ratings represent the views of all respondents regardless of whether they use the service or not. These ratings are provided for services used by more than one third of respondents. User ratings provide the views of service users and are provided for non-universal services. Services used by less than 10 per cent of the survey sample are excluded from these analysis due to poor data reliability.										
* All data are rounded to nearest percentage point (post calculations). Changes or differences that are statistically significant are denoted by arrows.										
** Less than one third of the sample use these services, so confidence intervals attached to these data are larger than for other services (typically ± 5-8 percentage points).										

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 it poor). The main exception is parking services where opinion is more divided. The services which attract the highest user satisfaction ratings are: Idea stores and libraries (79 per cent); primary and secondary education (both 75 per cent).

Service ratings: trends

Ratings for the majority of services remain similar to last year's and three areas have seen improvement:

- **Public transport** ratings have been steadily increasing for some years; the latest rating (82 per cent) is 6 percentage points higher than last year, and is the highest rating since the survey began in 1998.
- **Council tax collection** was rated positively by 60 per cent of residents – an increase of 7 points. This rise follows a sharp fall in satisfaction last year (-9 points), so returns ratings to previous levels. Last year's dip may have reflected the timing of the survey in June (shortly after the distribution of the billing letter).
- **Secondary education** was rated positively by 75 per cent of service users, up 11 points over the year, and now at a historical high. However, this finding needs careful interpretation; while the rise is statistically significant, the finding is based on a relatively small sample of users, so the rating for this service is prone to significant volatility between years.

No service area saw a decline in ratings.

Service ratings: Tower Hamlets and London

Service ratings are higher in Tower Hamlets than London for three service areas:

- Libraries/Idea Stores: ratings by residents generally, and by service users, are both higher in Tower Hamlets than London (+7 and +5 points);
- Public transport (+7 points);
- Road and pavement repairs (+4 points higher).

Service ratings are lower in Tower Hamlets than London for four service areas:

Collection of council tax (6 points lower than London).

Despite the rise in satisfaction over the year, the rating remains behind the London average (60 vs. 66 per cent). It should be noted that only 3% of residents felt that council tax collection was poor; the remainder felt it was average or didn't know. Over the next year, the Council will implement a digital development programme which aims to resolve all council tax collection queries at the first point of contact. Significantly, concern over the *level* of council tax remains at a historic low of 14 per cent (table 3).

Parking services: ratings by residents generally, and by service users, are both lower in Tower Hamlets than London (-5 and -6 points).

A number of planned actions may impact on future satisfaction with parking services, including a review of current parking policies. Concern over traffic congestion (table 3) is significantly below the London average by 9 percentage points; one of the main drivers for effective parking management is minimising traffic disruption.

Local health services (5 points lower than London)

The Tower Hamlets Health and Wellbeing Strategy identifies local priorities for health and social care services; new action plans have been agreed for 2015/16. Over the next year, this includes a focus on person centred care for residents with long-term conditions and cancer, mental health and services that support residents to live healthier lives.

Parks and open spaces: 64 per cent of residents rated parks and open spaces positively, 4 points lower than Londoners.

Whilst overall satisfaction remains below the London average, this year's rating is the highest ever recorded since the survey began in 1998. The comparatively lower level of satisfaction in Tower Hamlets may be linked to the limited availability of green space within parts of the borough. During 2015/16 the Council will invest in open spaces, including at Victoria Park, Trinity Square Gardens, Shandy Park and Tower Hamlets Cemetery Lodge.

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

Image of the Council

Residents were asked about 12 different aspects of the Council's image ([figure 2](#)). Views about the Council's image remain similar to last year's across most areas.

Three quarters of residents agreed that the Council was making the local area a better place to live (76 per cent). Similar proportions felt the Council was doing a good job, and that staff were friendly and polite. Two thirds of residents felt the Council was efficient and well run – a similar level to previous years.

Views about council responsiveness remain mixed both in Tower Hamlets and London-wide: 41 per cent felt the Council was difficult to get through to on the phone and just over half (52 per cent) felt the Council responds quickly when asked for help, both similar levels to last year. These results are similar to those in the London survey.

Across the 12 image statements, views remain similar to last year's for 10 out of the 12, and have improved for two aspects:

- Extent to which the Council involves residents in decision making (up 5 points).
- Extent to which the Council keeps residents informed (up 4 points).

Table 2 compares views in Tower Hamlets with the latest London data. Views about the Council's image were on a par with London across all 12 areas (ie not

significantly different). Appendix table A2 shows longer term trend data on these indicators back to 1998.

Figure 2: Views about Image of the Council, Tower Hamlets, 2014-15

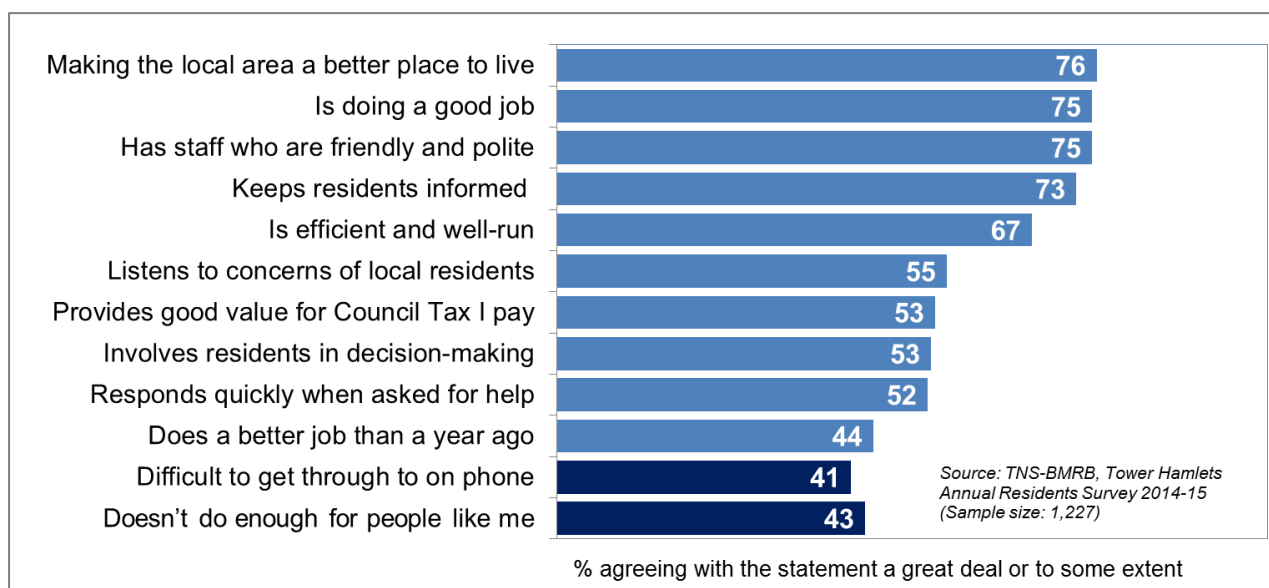


Table 2 Views about the image of the Council

	Tower Hamlets							Change over year*	Tower Hamlets vs. London Difference*		
	% agreeing a great deal / to some extent										
	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15				
Making the local area a better place to live	67	72	72	74	74	74	76	2	-	2	-
Has staff who are friendly and polite	76	76	81	80	77	74	75	1	-	2	-
Is doing a good job	69	72	72	76	76	73	75	2	-	0	-
Keeps residents informed	70	72	71	76	73	69	73	4	↑	2	-
Is efficient and well-run	59	64	65	67	66	66	67	1	-	-3	-
Listens to concerns of local residents	57	57	61	58	56	56	55	-2	-	-3	-
Involves residents in decision-making	49	53	53	49	49	47	53	5	↑	0	-
Provides good value for Council Tax I pay	43	50	51	49	50	51	53	2	-	-1	-
Responds quickly when asked for help	52	56	58	59	51	51	52	1	-	1	-
Does a better job than a year ago	49	52	51	45	42	48	44	-4	-	0	-
<i>Difficult to get through to on phone</i>	40	37	40	36	38	44	41	-3	-	-4	-
<i>Doesn't do enough for people like me</i>	50	47	45	41	40	42	43	2	-	-2	-
Overall satisfaction: % very/fairly satisfied with the way Tower Hamlets Council runs things	59	67	63	64	64	62	65	3	-	-5	↓

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

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.

Overall satisfaction with the Council

Around two thirds (65 per cent) of residents said they were satisfied with the way the Council runs things, up from, but not significantly different from, last year's rating of 62 per cent.

Satisfaction with the Council is 5 points lower in Tower Hamlets compared with the London-wide average (70 per cent). However, it should be noted that positioning of the question is different on both surveys. On the London survey, the question is asked early on in the interview, before all the service specific questions, while on the Tower Hamlets survey, the question is asked after the service questions.

Over the next year, the Council will implement its recently-agreed Strategic Plan and deliver the Best Value Action Plan. There will also be a strong focus on those areas which are known to impact on overall satisfaction including street-scene services.

Top personal concerns

Residents were presented with a list of issues and asked to say which three (if any) were their top concerns. The most pressing resident concerns are crime, litter/dirt in the street and a lack of affordable housing. One third of residents cited each of these as one of their top three personal concerns (figure 3).

Concern about lack of jobs is the fourth most cited concern mentioned by one in five residents. Concern about jobs has fallen significantly over the last two years from a high of 35 per cent (in 2012-13) down to the current level of 20 per cent. In recent years there has been a significant increase in the borough's employment rate, although it remains below the London average. Over the next year the Council plans to create a new integrated employment centre to support more residents into work.

While concern over crime remains the most cited concern, levels of concern remain historically low when viewed over the long term. Indeed, the concern levels over the last two years (31 and 34 per cent) are relatively low compared with the previous ten years, when levels were typically well over 40 per cent, ranging between 41-55 per cent. There have been similar trends across London.

Over the last year, three areas have seen a (statistically) significant fall in concern:

- Concern over pollution of the environment has fallen by 3 points to 13 points (following a rise last year).
- Concern over not enough being done for young people has fallen 4 points to 12 per cent, the lowest level of concern since the indicator was introduced in 2006.
- Poor public transport continues to be the least cited concern - only 4 per cent of residents said it was a top concern – down 2 points from last year and now at its lowest level since the survey began in 1998.

Concern over the level of council tax remains at a historical low of 14 per cent, similar to last year's level. Council tax levels in Tower Hamlets have been frozen since 2011/12.

Figure 3: Top personal concerns of residents, Tower Hamlets, 2014-15

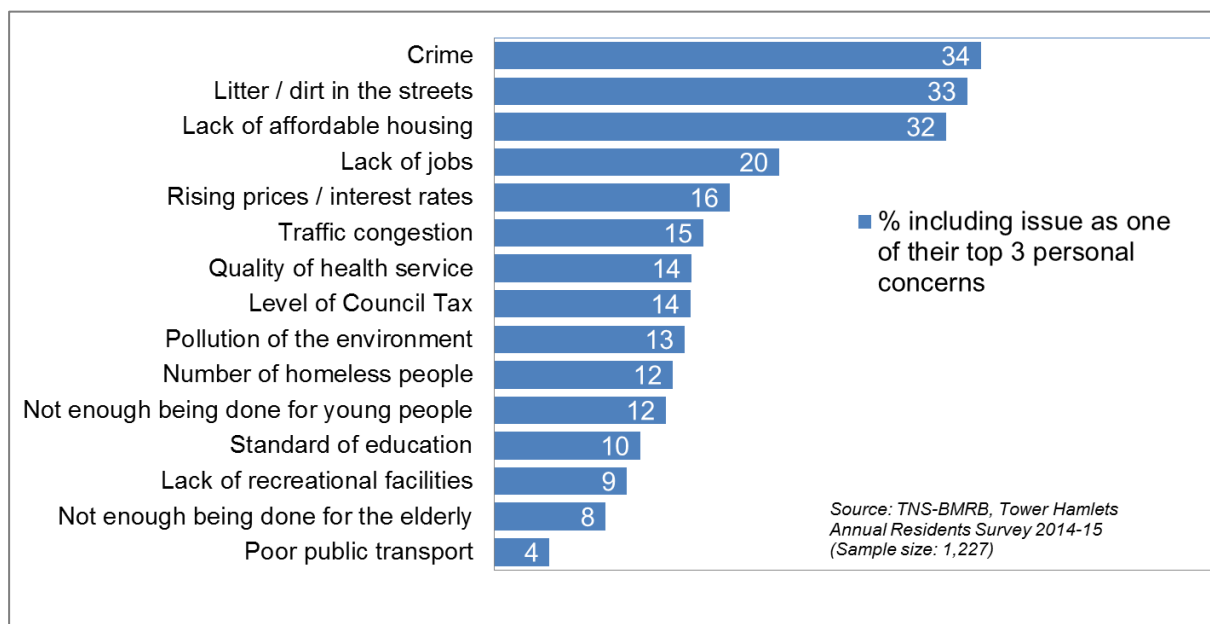


Table 3 Areas of personal concern (top 3 concerns)

	Tower Hamlets							Change over year*	Tower Hamlets vs. London Difference*
	% who said issue was one top 3 concerns								
	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15		
Crime	47	46	42	42	41	31	34	3 -	3 -
Litter / dirt in the streets	27	19	23	24	26	27	33	6 ↑	3 -
Lack of affordable housing	17	21	22	21	26	29	32	2 -	8 ↑
Lack of jobs	22	26	30	31	35	23	20	-3 -	5 ↑
Rising prices / interest rates	12	9	17	14	21	16	16	1 -	1 -
Traffic congestion	15	16	13	13	12	14	15	1 -	-9 ↓
Level of Council Tax	24	22	16	17	19	15	14	-1 -	-6 ↓
Quality of health service	15	13	14	12	16	16	14	-3 -	-2 -
Pollution of the environment	17	13	11	8	12	16	13	-3 ↓	2 -
Not enough being done for young people	16	16	18	20	19	16	12	-4 ↓	-1 -
Number of homeless people	11	9	8	9	9	14	12	-1 -	5 ↑
Standard of education	14	11	13	10	11	10	10	1 -	-1 -
Lack of recreational facilities	9	9	9	8	10	10	9	-1 -	2 -
Not enough being done for the elderly	11	9	9	10	10	8	8	0 -	-1 -
Poor public transport	11	8	8	5	5	6	4	-2 ↓	-3 ↓

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

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

The one area where concern has risen over the year is concern over litter/dirt in the street, which is up 6 points to 33 per cent. This is the highest level of concern ever recorded for this issue since the survey began. A similar rise in concern about litter/dirt was evident across London (up 5 points up to 30 per cent). At the same time, satisfaction with street cleansing has remained at the same level as last year and in line with the London average (figure 1). Over the next year, the Council plans to use technology better to improve street cleanliness and increase residents' satisfaction. This includes rolling out the use of QR codes to support cleanliness monitoring and doubling the number of FiFiLi app users, which allows residents to tell the Council about public realm issues.

Concern over lack affordable housing is also at a historical high. Concern rose by 2 points over the year to stand at 32 per cent. While this is not a statistically significant increase on last year, the trend data do indicate an upward trend in concern over housing over the last three years (up from 21 per cent in 2011-12). Concern about this issue remains higher in Tower Hamlets than London.

The Council has delivered some of the highest levels of affordable housing in the country over recent years. However, given demand for housing, and the continuing increase in prices, it is likely that concern will remain high. The Council has set itself the ambitious target of supporting the delivery 5,500 affordable homes over a four year period and will continue to work with developers, Registered Providers and the GLA to maximise the availability of affordable homes.

Concerns: Tower Hamlets and London

Levels of concern are lower in Tower Hamlets than London about:

- Traffic congestion (9 points lower).
- Level of council tax (-6 points).
- Poor public transport (-3 points).

Concern is higher in Tower Hamlets than London about:

- Lack of affordable housing (+8 points).
- Number of homeless people (+5 points).
- Lack of jobs (+5 points).

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

Worries about spending cuts

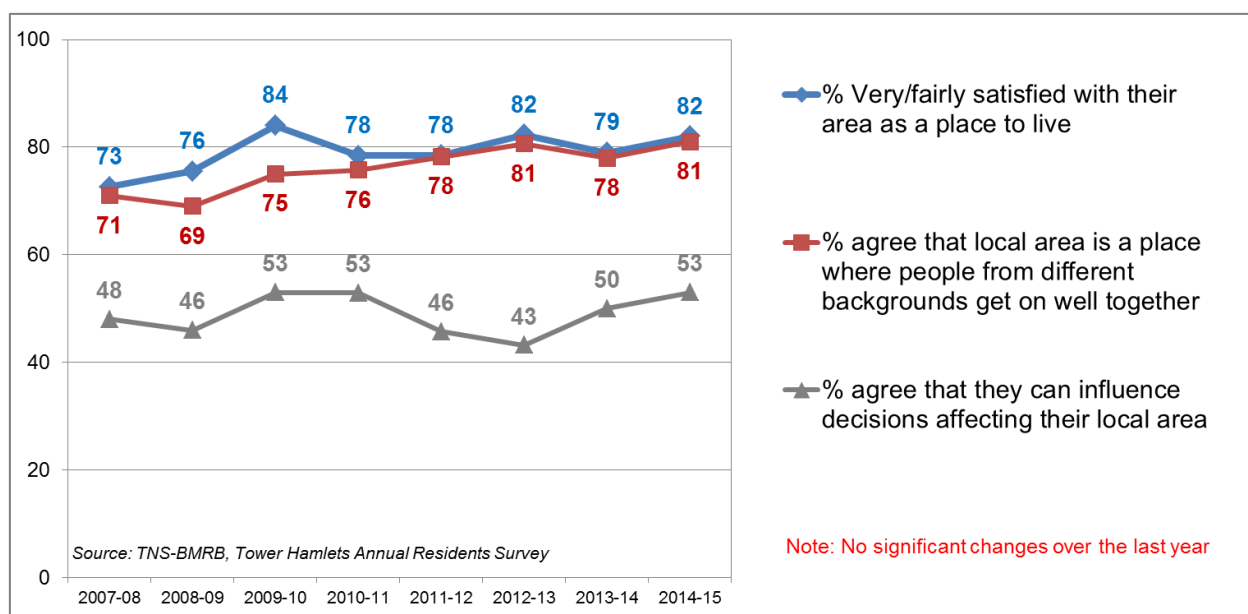
Residents were also asked a question to gauge the level of concern about public spending cuts. The question posed was: *'Thinking about the next year, how worried are you that you or your family will suffer directly from cuts in spending on public services such as health, education or welfare benefits?'* In response, the majority of residents (67 per cent) said they were very or fairly worried about cuts in spending, similar to last year's level.

Cohesion and community

Views about cohesion remain positive: 81 per cent of residents agree that the local area is a place where people from different backgrounds get on well together. A similar proportion (82 per cent) said they are satisfied with their local area as a place to live. On both indicators, views have remained around these levels for the last three years (Figure 4).

Just over half of all respondents (53 per cent) felt they could influence decisions affecting their area. This measure has risen for two years taking it back to its 2009-10 level, after recent falls.

Figure 4 Views about the area, cohesion and influencing decisions, Tower Hamlets, 2007-08 to 2014-15



Views about anti-social behaviour

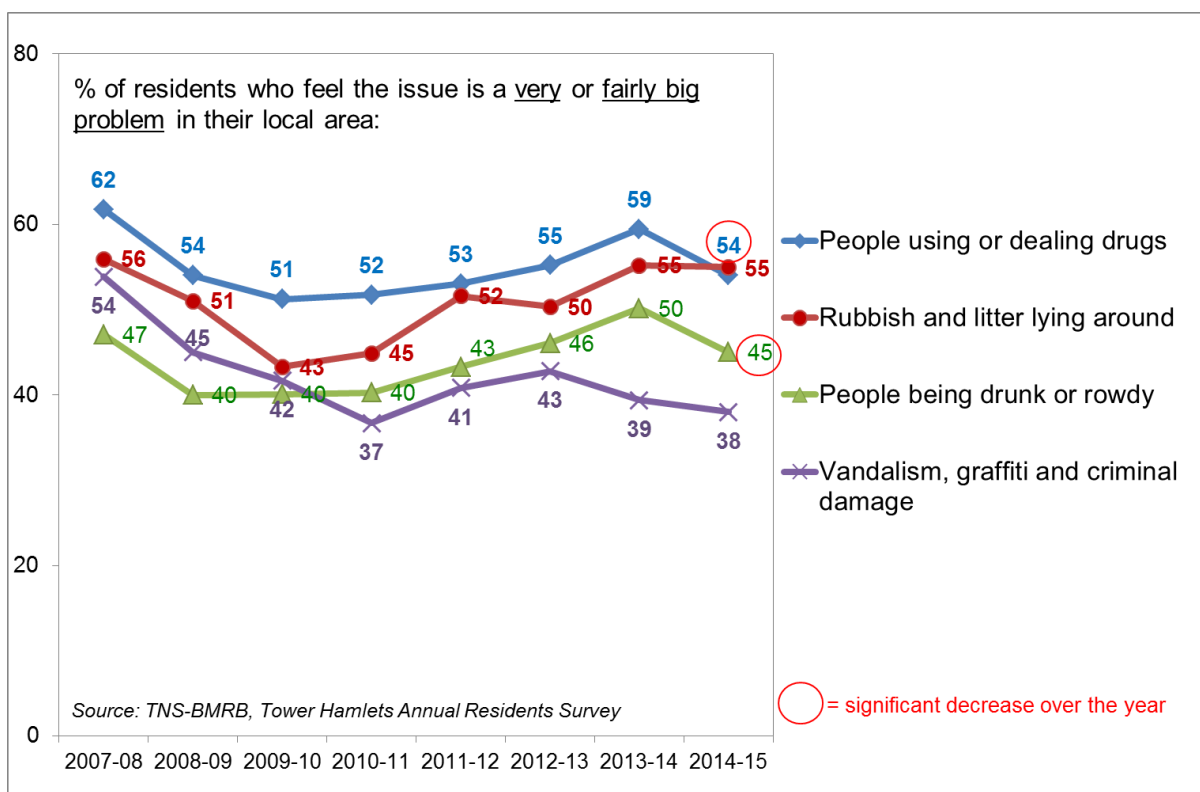
Figure 5 shows resident perceptions around four different types of anti-social behaviour (ASB). Levels of concern about ASB problems have fallen over the year for two of the four areas monitored:

- 54 per cent felt people using or dealing drugs was a fairly or very big problem in their local area (down 5 points on last year).
- 45 per cent felt people being drunk or rowdy was a problem (also down 5 points on last year).

Views were similar to last year's for two areas:

- 55 per cent felt rubbish or litter was a big problem – unchanged from last year.
- 38 per cent felt vandalism, graffiti and criminal damage was a problem, similar to last year (39 per cent).

Figure 5: Views about ASB in Tower Hamlets, 2007/08-2014/15



Success in dealing with ASB

After the ASB questions, respondents were 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: 54 per cent of those surveyed said they either strongly agreed or tended to agree, 20 per cent disagreed and 26 per cent were ambivalent (they neither agreed nor disagreed, or didn’t know). The percentage who agreed was up 3 points on last year (51 per cent agreement), though this rise was not statistically significant.

Communication with the Council

East End Life remains a key source of information about the Council, 51 per cent read it regularly. Readership levels fell between 2010 and 2012, but have remained stable for the last three years.

Table 4 Percentage of residents who read East End Life regularly							
	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15	Change over year
Yes - read it regularly	55	58	55	51	49	51	2

Source: TNS-BMRB, Tower Hamlets Annual Residents Survey

The majority (67 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 (75 per cent). Almost one quarter said they would prefer to use email in the future, higher than the current proportion (24 vs. 15 per cent).

Residents were also asked what method they would like the Council to use if it was to contact them in response to an enquiry or request, and preferences were quite different. Most notably, there was far more interest in letter (46 per cent) as a method residents would like the Council to use. Around half said telephone, with an equal split between landline and mobile, and there was also strong support for email (37 per cent) as a method of contact.

Figure 6 Methods of contact with the Council, Tower Hamlets, 2014-15

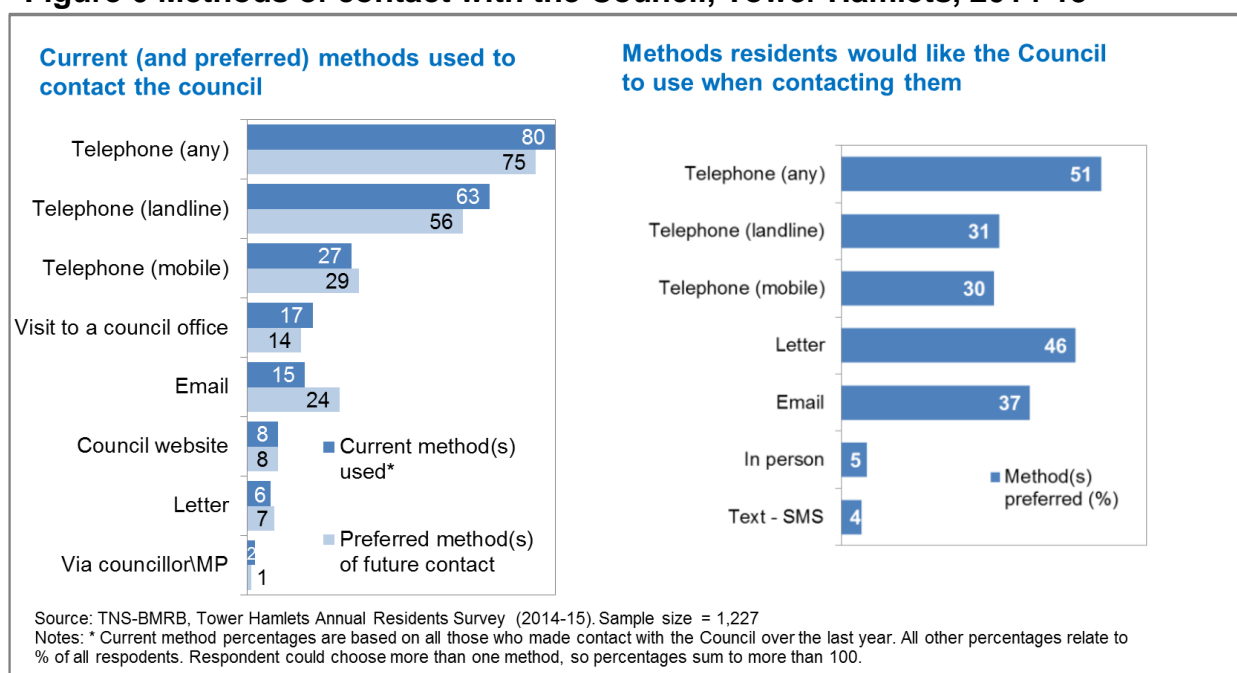


Table 5 shows how these patterns have changed over the last year.

In relation to how residents make contact with the Council, patterns were broadly similar to last year, though use of a mobile had increased. In terms of future contact, there was increased interest for both mobile and the Council website.

In terms of how residents would prefer the Council to make contact with them, there was increased support for letter and a fall in preference for telephone.

Table 5 Contacting the Council - current and preferred methods

	Method(s) used to contact the Council in last year			Preferred method(s) of contact in the future		
	% (of those contacting the Council)			% of all respondents		
	2013-14	2014-15	Change*	2013-14	2014-15	Change*
Telephone (any)	80	80	0	73	75	2
- Landline	65	63	-2	57	56	-1
- Mobile	22	27	5 ↑	24	29	4 ↑
Visit to a council office	17	17	0	13	14	1
Email	16	15	0	23	24	1
Council website	7	8	1	6	8	2 ↑
Letter	6	6	1	8	7	-1
Via my local councillor/MP	3	2	-1	1	1	0
<i>% who haven't contacted the council over the year</i>	28	33	5 ↑			
Method(s) residents would prefer Council to use when contacting them						
	% of all respondents					
	2013-14	2014-15	Change*			
Telephone (any)	59	51	-8 ↓			
- Landline	39	31	-8 ↓			
- Mobile	34	30	-3			
Letter	35	46	11 ↑			
Email	33	37	3			
Face to face/In person	6	5	-1			
Text - SMS	5	4	-1			
<i>Source: TNS-BMRB, Tower Hamlets Annual Residents Survey</i>						
<i>Notes: Only methods used by more than 1 per cent of the population are listed. Multiple responses possible so percentages sum to more than 100.</i>						
<i>* All figures presented are rounded to the nearest percentage point - post calculations.</i>						
<i>Changes that are statistically significant are denoted by arrows.</i>						

Internet access and patterns of use

The majority (87 per cent) of respondents said they had access to the internet, similar to the level last year (86 per cent).

Of those who had access to the internet, the majority had access via a laptop (78 per cent) and 71 per cent said they had access via a mobile/smart phone (Figure 7). Most said they accessed the internet at least once a day (93 per cent). These patterns were similar to last year's, though use of a smart phone to access the internet had increased over the year (by 5 points).

Figure 8 shows what online activities residents use the internet for. The most popular online activities were email (84 per cent); browsing for information about goods and services (83 per cent); social media (75 per cent) and internet banking (71 per cent). The percentage of residents (who had internet access) who currently use the internet for paying for Council services was 48 per cent.

Across all areas, the proportion using the internet for each activity had risen significantly over the year. So while the overall proportion of residents with access to

the internet remained unchanged from last year, those with access were using it for a wider range of activities.

Figure 7: Patterns of internet use, Tower Hamlets, 2014-15

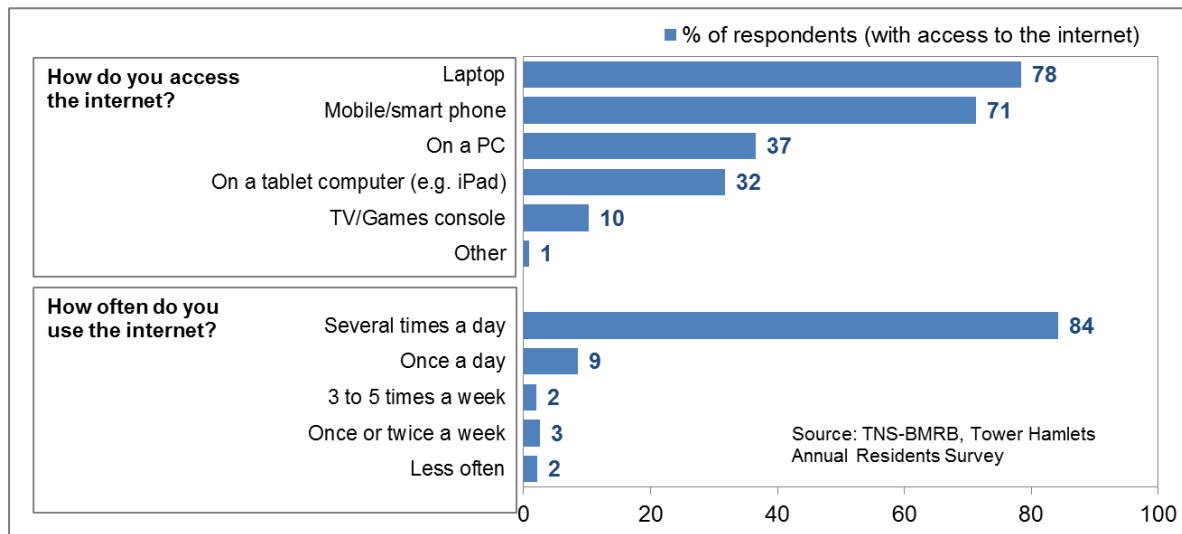
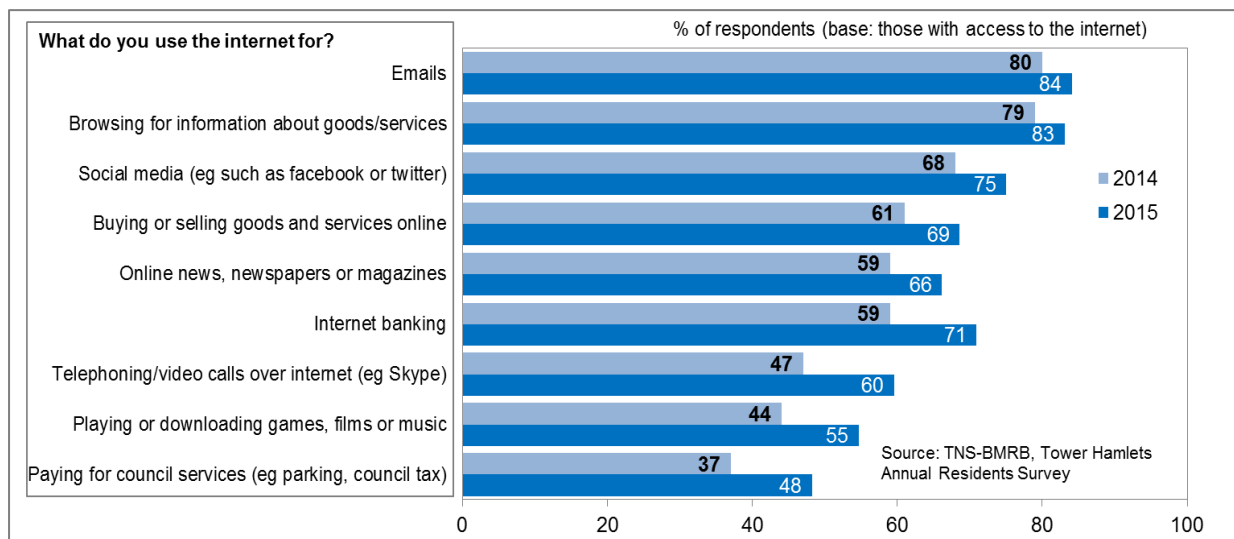


Figure 8: Online activities, Tower Hamlets, 2014-15



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

A1 Service satisfaction ratings																									
	Tower Hamlets															London		Tower Hamlets vs. London		Sample size					
	% of all respondents rating service good, very good or excellent															Oct/Nov 2014		Difference (rounded)*							
	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	2013-14	2014-15		Change over year*		Change % over year*				
Base: all residents																									
Public transport	45	43	41	43	38	53	53	66	65	69	65	67	72	74	78	76	82	6	↑	75	-1	-	7	↑	1227
Street lighting	58	47	45	49	46	53	58	65	61	64	61	64	66	67	67	70	69	-1	-	71	0	-	-2	-	1227
Refuse collection	64	67	59	63	52	62	78	73	67	66	66	66	68	67	65	62	65	3	-	69	-3	-	-3	-	1227
Recycling facilities	33	32	32	32	31	40	58	69	66	67	66	65	68	63	64	61	64	3	-	66	-5	↓	-2	-	1227
Parks and open spaces	31	29	30	34	28	33	39	46	50	54	53	61	60	60	60	61	64	2	-	68	-3	-	-4	↓	1227
Libraries/idea stores	45	37	35	39	42	46	47	54	54	55	55	59	58	58	62	61	63	2	-	57	-5	↓	7	↑	1227
Local health services	42	49	39	44	41	46	53	58	51	59	65	65	68	66	63	59	60	1	-	64	0	-	-5	↓	1227
Collection of council tax	43	38	40	40	38	56	58	59	54	50	55	53	57	57	62	53	60	7	↑	66	6	↑	-6	↓	1227
Street cleaning	51	46	35	39	32	44	60	59	54	51	59	62	60	59	59	55	58	3	-	55	-1	-	3	-	1227
Leisure & sports facilities	30	19	23	25	24	29	36	39	43	46	45	47	47	44	49	48	50	1	-	46	-2	-	3	-	1227
Policing	36	25	24	26	27	32	34	42	46	39	41	47	50	46	49	50	49	-1	-	50	-3	-	-1	-	1227
Road/pavement repairs	31	25	21	22	17	29	38	47	40	41	37	38	39	41	40	43	45	3	-	41	3	-	4	↑	1227
Parking Services	-	-	-	-	-	-	-	-	23	25	30	26	25	29	29	29	28	-1	-	33	-1	-	-5	↓	1227
Base: service users (% of users rating service as good, very good or excellent)																									
Libraries/idea stores	54	52	53	56	57	64	56	71	71	72	76	81	76	77	81	79	79	0	-	74	-1	-	5	↑	743
Primary education**	-	-	-	59	63	63	61	73	69	73	69	77	71	70	74	72	75	3	-	76	-3	-	-1	-	329
Secondary education**	-	-	-	43	38	50	43	61	63	62	65	64	55	64	69	65	75	11	↑	70	0	-	5	-	199
Children's centres**	-	-	-	-	-	-	-	-	-	-	-	82	72	64	77	72	73	1	-	n/a	n/a	-	n/a	-	204
Nursery education**	58	54	61	58	64	66	61	64	73	76	75	79	74	79	72	67	72	5	-	68	-5	-	4	-	152
Recycling facilities	60	65	54	59	54	63	67	74	71	71	74	72	72	68	71	67	70	3	-	71	-6	↓	-1	-	977
Parks and open spaces	39	40	38	46	35	43	45	53	60	63	65	66	63	65	66	66	70	4	-	72	-5	↓	-2	-	954
Leisure & sports facilities	48	36	38	39	36	44	43	50	60	61	65	71	61	61	66	63	64	1	-	60	-5	-	5	-	580
Housing Benefit service**	51	48	55	51	42	55	43	60	58	59	64	66	63	60	54	56	57	1	-	61	0	-	-4	-	321
Council Housing**	26	23	26	28	29	32	33	39	36	39	41	47	48	51	42	42	44	2	-	44	2	-	-1	-	315
Parking Services	-	-	-	-	-	-	-	-	27	29	28	28	34	30	29	38	35	-2	-	41	1	-	-6	↓	577

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

Notes: 'All resident' ratings represent the views of all respondents regardless of whether they use the service or not. 'All resident' ratings are provided for services used by more than one third of respondents. 'User ratings' provide the views of service users and are provided for non-universal services. Services used by less than 10 per cent of the survey sample are excluded from these analysis due to poor data reliability.

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

** Less than one third of the sample use these services, so confidence intervals attached to these data are larger than for other services (typically ± 5-8 percentage points).

A2. Views about the image of the Council

	Tower Hamlets																London Oct/Nov 2014		Tower Hamlets vs. London Difference*					
	% agreeing a great deal / to some extent																Change over year*							
	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	2013-14	2014-15	Change over year*		%				
Making the local area a better place to live	53	43	54	56	50	58	55	69	66	67	72	72	74	74	74	76	2	-	74	0	-	2	-	
Has staff who are friendly and polite	73	68	64	68	68	71	68	75	71	75	76	76	81	80	77	74	75	1	-	74	0	-	2	-
Is doing a good job	52	54	51	52	50	57	64	67	64	68	69	72	72	76	76	73	75	2	-	76	0	-	0	-
Keeps residents informed	57	54	53	62	57	61	57	68	66	68	70	72	71	76	73	69	73	4	↑	71	-4	↓	2	-
Is efficient and well-run	41	45	40	42	43	48	55	60	56	61	59	64	65	67	66	66	67	1	-	69	2	-	-3	-
Listens to concerns of local residents	45	41	39	43	41	45	48	59	54	55	57	57	61	58	56	56	55	-2	-	58	2	-	-3	-
Involves residents in decision-making	n/a	42	35	44	41	42	47	49	45	51	49	53	53	49	49	47	53	5	↑	53	0	-	0	-
Provides good value for Council Tax I pay	32	30	33	31	31	30	40	37	37	41	43	50	51	49	50	51	53	2	-	54	1	-	-1	-
Responds quickly when asked for help	40	37	32	35	35	41	45	53	49	49	52	56	58	59	51	51	52	1	-	51	-1	-	1	-
Does a better job than a year ago	35	30	35	37	36	38	42	52	45	50	49	52	51	45	42	48	44	-4	-	45	0	-	0	-
<i>Difficult to get through to on phone</i>	50	49	46	48	50	48	41	48	43	43	40	37	40	36	38	44	41	-3	-	45	3	-	-4	-
<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	42	43	2	-	45	-1	-	-2	-
Overall satisfaction: % very/fairly satisfied with the way Tower Hamlets Council runs things	-	-	-	-	-	-	-	-	-	59	59	67	63	64	64	62	65	3	-	70	1	-	-5	↓

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

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.

A3. Areas of personal concern (top 3 persons concerns)

	Tower Hamlets																London		Tower Hamlets vs. London Difference*					
	% including each issue among top 3 concerns																Oct/Nov 2014							
	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	2013-14	2014-15	Change over year*		%	Change over year*			
Crime	36	41	53	59	49	54	45	49	50	55	47	46	42	42	41	31	34	3	-	31	-5	↓	3	-
Litter / dirt in the streets	16	22	27	30	27	27	27	28	22	26	27	19	23	24	26	27	33	6	↑	30	5	↑	3	-
Lack of affordable housing	23	31	17	20	24	20	22	17	24	23	17	21	22	21	26	29	32	2	-	23	0	-	8	↑
Lack of jobs	25	20	14	14	15	15	15	22	21	19	22	26	30	31	35	23	20	-3	-	15	-9	↓	5	↑
Rising prices / interest rates	8	7	7	5	7	7	9	9	10	11	12	9	17	14	21	16	16	1	-	15	-5	-	1	-
Traffic congestion	18	20	18	17	18	16	15	15	15	18	15	16	13	13	12	14	15	1	-	23	5	↑	-9	↓
Level of Council Tax	20	21	15	19	23	34	35	28	28	24	24	22	16	17	19	15	14	-1	-	19	-1	-	-6	↓
Quality of health service	35	31	23	25	22	20	16	14	19	14	15	13	14	12	16	16	14	-3	-	15	-1	-	-2	-
Pollution of the environment	-	-	-	13	12	14	12	13	15	14	17	13	11	8	12	16	13	-3	↓	11	1	-	2	-
Not enough being done for young people	-	-	-	-	-	-	-	-	20	17	16	16	18	20	19	16	12	-4	↓	13	-7	↓	-1	-
Number of homeless people	12	9	9	8	9	10	8	9	10	7	11	9	8	9	9	14	12	-1	-	7	-2	-	5	↑
Standard of education	-	-	-	16	15	14	9	11	14	11	14	11	13	10	11	10	10	1	-	11	-3	-	-1	-
Lack of recreational facilities	-	-	-	11	14	11	16	10	10	10	9	9	9	8	10	10	9	-1	-	7	-2	-	2	-
Not enough being done for the elderly	22	19	16	17	14	13	13	12	13	11	11	9	9	10	10	8	8	0	-	9	-6	↓	-1	-
Poor public transport	13	13	16	17	20	13	8	5	10	8	11	8	8	5	5	6	4	-2	↓	7	1	-	-3	↓

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

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