



# Tower Hamlets Annual Residents' Survey 2019 results

## Overview

This report is a summary of the results from the 2019 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 1,104 residents chosen to be representative of the Tower Hamlets population.

The survey took place between March and May 2019 and was carried out on the Council's behalf by Westco Trading Ltd.

The survey covers the following topics:

- Satisfaction with services;
- Views about the image of the Council;
- Overall satisfaction with the Council;
- Personal concerns;
- Views about trust and transparency
- Cohesion and community;
- Views about anti-social behaviour;
- Success in dealing with ASB;
- Council contact and customer service;
- Finances
- Health, physical exercise and leisure;

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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:

[https://www.towerhamlets.gov.uk/lgnl/community\\_and\\_living/borough\\_statistics/Annual Residents Survey.aspx](https://www.towerhamlets.gov.uk/lgnl/community_and_living/borough_statistics/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 20 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 Westco Trading Ltd., an independent research company. The survey is carried out using face to face interviews with residents, and the approach remains consistent 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 over 100 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 the additional questions change over time to reflect current service priorities and areas of interest.

The Tower Hamlets survey took place during 21st March – 24th May 2019 and comprised 1,104 face to face interviews. Results have been compared with last year's survey.

### 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 that are statistically significant are denoted by arrows -  . The direction of the arrow denotes percentage rise or fall. The colour of the arrow denotes whether this change was positive or negative.

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

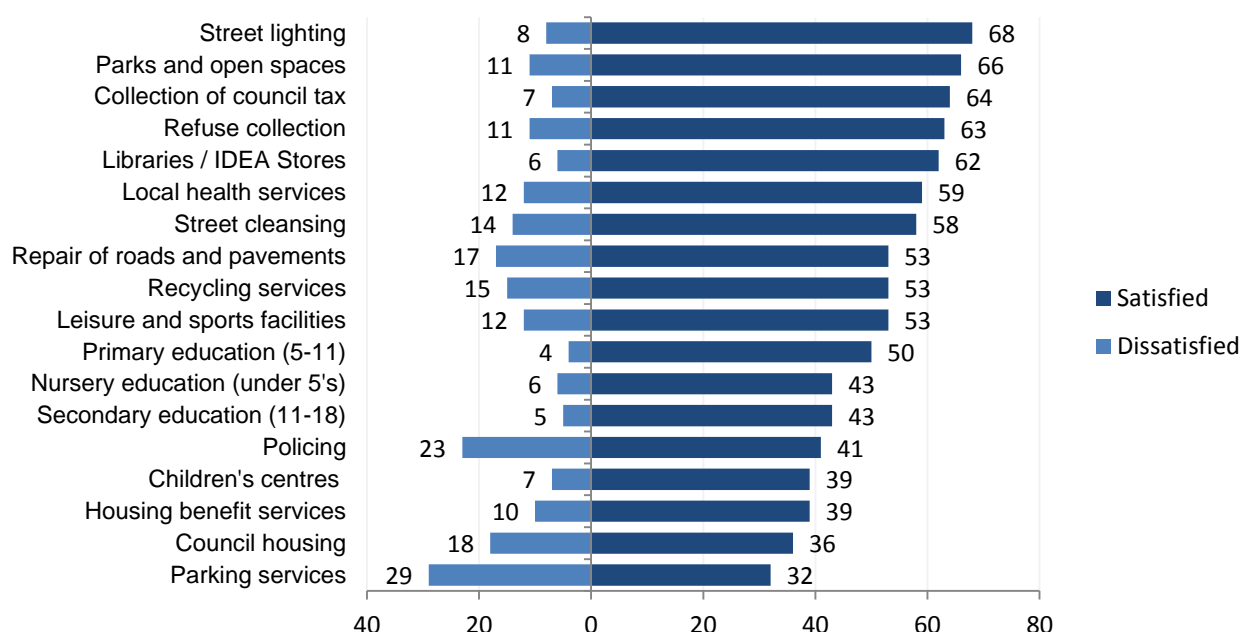
### Satisfaction with services

Service satisfaction ratings are monitored for 18 different service areas. Two different measures are presented:

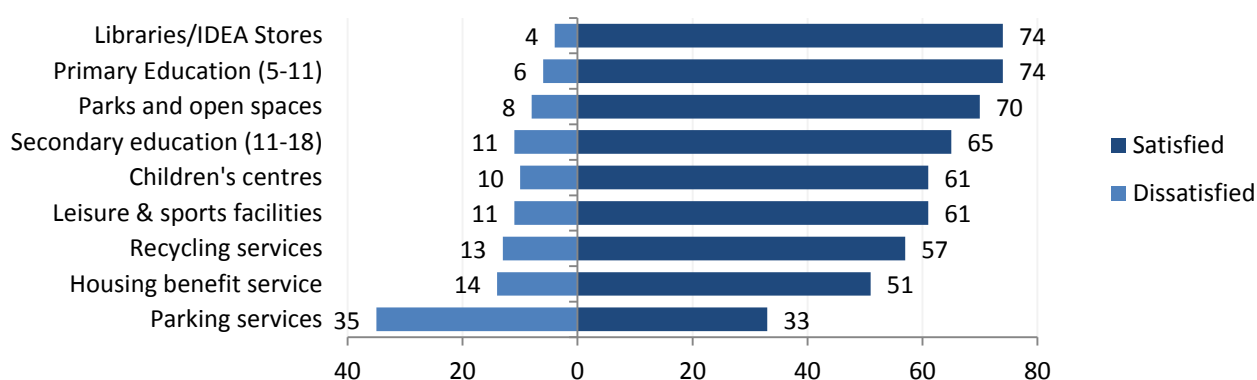
- **'All resident' ratings:** these relate to general perceptions about services from all residents, regardless of whether they use the service or not. These cover all 18 services.
- **User ratings:** these provide views of service users and are monitored for 9 services. These offer a more informed assessment of service quality for non-universal services.

**Figure 1: Service ratings (% satisfied) - Tower Hamlets, 2019**

#### All resident ratings (%)



#### All user ratings (%)



As figure 1 illustrates, services attract a positive net rating (where the percentage rating the service as good to excellent outweighs the percentage rating it poor).

Opinion of the council's parking services, however, is more divided. The services which attract the highest resident satisfaction ratings are: street lighting (68 per cent) and parks and open spaces (66 per cent). The services which receive the highest user satisfaction ratings are: Libraries / IDEA stores (74 per cent) and primary education (5-11) (74 per cent).

### Service ratings: trends

Ratings for the majority of services have either remained similar or had a drop in satisfaction levels compared to last year.

**Table 1: Service satisfaction ratings (%) – all residents and all users**

For a full breakdown of historic trends please see [Appendix 1](#).

Service satisfaction ratings (%)							
	2016	2017	2018	2019	Change over year		Base 2019
<b>Views of all residents</b>							
Street lighting	78	79	71	68	-3	-	1,104
Parks and open spaces	69	71	64	66	+2	-	1,104
Collection of council tax	57	64	65	64	-1	-	1,104
Refuse collection	70	72	72	63	-9	↓	1,104
Libraries / IDEA stores	62	63	67	62	-5	↓	1,104
Local health service	69	69	61	59	-2	-	1,104
Street cleansing	70	72	62	58	-4	↓	1,104
Repair of roads and pavements	58	64	49	53	+4	↑	1,104
Recycling services	66	66	61	53	-8	↓	1,104
Leisure and sports facilities	61	60	52	53	+1	-	1,104
Primary education (5-11)	39	-	-	50	-	-	1,104
Nursery education (under 5's)	-	-	-	43	-	-	1,104
Secondary education (11-18)	34	-	-	43	-	-	1,104
Policing	59	64	48	41	-7	↓	1,104
Children's centres	31	-	-	39	-	-	1,104
Housing benefit services	31	-	-	39	-	-	1,104
Council Housing	29	-	-	36	-	-	1,104
Parking Services	42	42	34	32	-2	-	1,104
<b>Views of all service users</b>							
Libraries / IDEA Stores	83	81	82	74	-8	↓	493
Primary education (5-11)	82	73	78	74	-4	-	205
Parks and open spaces	77	77	68	70	+2	-	761
Secondary education (11-18)	82	76	69	65	-4	-	181
Children's centres	67	76	69	61	-8	-	116
Leisure & sports facilities	78	73	62	61	-1	-	405
Recycling services	73	69	66	57	-9	↓	762
Housing benefit service	55	59	69	51	-18	↓	227
Parking services	54	51	40	33	-7	↓	453

### Views of all residents

There were statistically significant decreases in satisfaction levels for the following areas:

- Refuse collection (9 per cent)
- Recycling services (8 per cent)
- Policing (7 per cent)
- Libraries and Idea Stores (5 per cent)
- Street Cleansing (4 per cent)

There was a rise in satisfaction for the repair of roads and pavements (4 per cent)

### Views of service users only

There were statistically significant decreases in satisfaction levels for the following areas:

- Housing benefit service (18 per cent)
- Recycling services (9 per cent)
- Libraries and Idea Stores (8 per cent)
- Parking services (7 per cent)

### Comparing Tower Hamlets service satisfaction to national service satisfaction

There are three services that Tower Hamlet's provides that can be compared with LGA Inform's national polling survey dated February 2019.

Tower Hamlet's sports and leisure service compared favourably with the national average with residents, on average, 4 per cent more satisfied in Tower Hamlets. However, only 63 per cent of residents in Tower Hamlets were satisfied with our refuse collection service in contrast to 79 per cent of those who responded to LGA Informs national survey. Likewise resident satisfaction for street cleansing was 6 per cent lower in Tower Hamlets than the LGA Inform survey.

### Image of the Council

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

Over three quarters of residents agreed that the Council has staff who are friendly and polite (79 per cent). Around seven in ten residents agree that the council keeps residents informed about what they are doing (72 per cent), is making the local area a better place for people to live (72 per cent) and is doing a good job (69 per cent).

Views about council responsiveness remain mixed in Tower Hamlets: over half of residents felt that the council is difficult to get through to on the phone (54 per cent) and responds quickly when asked for help (56 per cent), both similar levels to last year.

Across the 12 image statements, views remain similar to last year's for 11 out of the 12 statements. The only significant change was a drop in the number of residents who feel they are involved when making decisions (drop of 5 per cent):

**Table 2: Views about Image of the Council in Tower Hamlets, 2016-2019**

Views about the Council (%)						
% agree 'a great deal' or 'to some extent'	2016	2017	2018	2019	Change over year*	
<b>'My council...</b>						
Has staff who are friendly and polite	75	82	77	<b>79</b>	+2	-
Keeps residents informed about what they are doing	71	68	73	<b>72</b>	-1	-
Is making the local area a better place for people to live	77	80	71	<b>72</b>	+1	-
Is doing a good job	72	78	69	<b>69</b>	0	-
Is efficient and well-run	67	74	65	<b>65</b>	0	-
Listens to concerns of local residents	57	68	59	<b>61</b>	+2	-
Doing a better job than a year ago	61	65	56	<b>59</b>	+3	-
Involves residents when making decisions	55	58	62	<b>57</b>	-5	↓
Provides good value for the Council Tax I pay	60	67	58	<b>57</b>	-1	-
Responds quickly when asked for help	55	62	54	<b>56</b>	+2	-
Doesn't do enough for people like me	49	41	51	<b>54</b>	+3	-
Is difficult to get through to on phone	49	47	54	<b>55</b>	+1	-

Please see Appendix 1 for the full historic data tables (1999 to 2019).

### Overall satisfaction with the Council

Six out of ten (60 per cent) residents said they were satisfied with the way the Council runs things, down from, but not significantly different from, last year's rating of 63 per cent.

Satisfaction with the Council is level when comparing with the national average (60 per cent) (LGA Inform, February 2019).

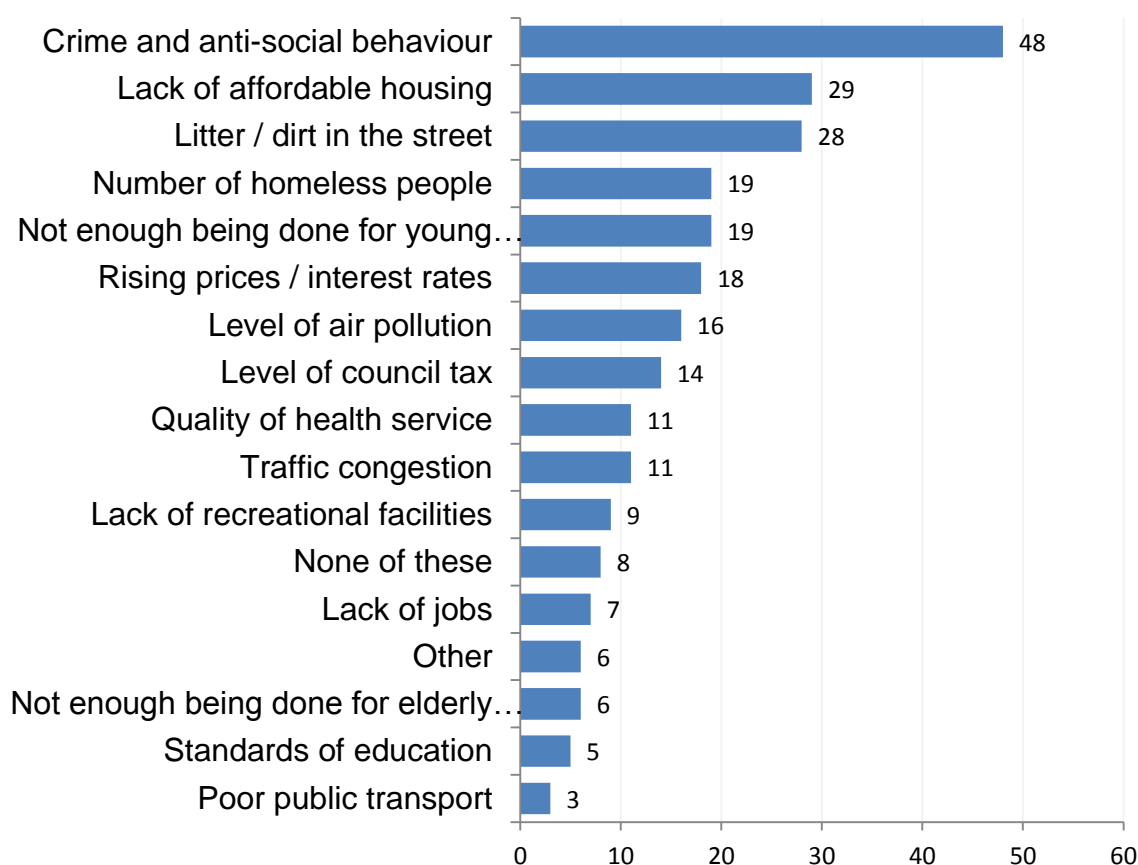
### Top personal concerns

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 and anti-social behaviour, a lack of affordable housing and litter/dirt in the street. Nearly half of residents felt that crime and anti-social behaviour was a top concern (48 per cent). Whilst nearly three in ten residents felt that a lack of affordable housing (29 per cent) and litter/dirt in the street (28 per cent) were a top concern (figure 3).

Nearly one in five residents cited the number of homeless people (19 per cent) and not enough being done for young people (19 per cent) as being a top concern; these were the fourth and fifth top concern areas. Concern about jobs has fallen significantly over the last four years from 20 per cent in 2016 down to the current

level of 7 per cent. In recent years there has been a significant increase in the borough's employment rate, although it remains below the London average.

**Figure 3: Top personal concerns of residents, Tower Hamlets, 2019**



Over the last year, three areas have seen a (statistically) significant fall in concern (table 3):

- Concern over a lack of affordable housing dropped to 29 per cent (a fall of 8 per cent). This is at a comparative low point when compared with data dating back to 2016.
- Concern over traffic congestion fell by 6 per cent.
- Concern over a lack of jobs dropped by 4 per cent.
- The number of people who said that none of the available options were of concern also rose by 7 per cent.

Crime and anti-social behaviour was the one area that saw a rise in the level of resident concern. This may be caused by an increase in national and regional media coverage of knife crime in London.

All other areas remained consistent and only saw very minor positive or negative changes between 2018 and 2019.

Please see Appendix 1 for the full historic data tables (1999 to 2019).



**Table 3: Top three personal concerns in Tower Hamlets, 2016-2019**

Top three personal concerns						
<i>Which of these are you personally concerned about (%)</i>					Change over year	
	2016	2017	2018	2019		
Crime and Anti-Social Behaviour	39	31	41	<b>48</b>	7	↑
Lack of affordable housing	32	34	37	<b>29</b>	-8	↓
Litter/ dirt in streets	30	19	26	<b>28</b>	2	-
Number of homeless people	11	14	16	<b>19</b>	3	-
Not enough being done for young people	9	16	20	<b>19</b>	-1	-
Rising prices/interest rates	8	20	19	<b>18</b>	-1	-
Level of air pollution	14	20	18	<b>16</b>	-2	-
Level of council tax	16	10	12	<b>14</b>	2	-
Quality of Health Service	17	16	13	<b>11</b>	-2	-
Traffic congestion	17	17	17	<b>11</b>	-6	↓
Lack of recreational facilities	9	8	9	<b>9</b>	0	-
Lack of jobs	20	17	11	<b>7</b>	-4	↓
Not enough being done for elderly people	5	8	7	<b>6</b>	-1	-
Standards of education	6	4	5	<b>5</b>	0	-
Poor public transport	5	3	4	<b>3</b>	-1	-
Don't know	3	4	2	<b>*0</b>	-2	-
Other	7	5	6	<b>6</b>	0	-
None of these	3	2	1	<b>8</b>	+7	↑

### Trust and transparency

Residents were asked how much they trusted Tower Hamlet's Council and to what extent they agreed or disagreed that the council is open and transparent about its activities.

Nearly seven in ten residents said they trust the council a great deal or a fair amount (69 per cent). This was a fall of 5 per cent from 2018 levels. However, Tower Hamlet's still compares favourably against the national average where only 60 per cent of respondents agreed that they trust their council (LGA Inform, February 2019). Tower Hamlet's drop in the number of residents agreeing that they trust the council follows the national trend and is perhaps an indication of the current political environment.

Just over half of residents agreed that the council is open and transparent about its activities (51 per cent). This is similar to 2018's result of 50 per cent.

### Cohesion and community

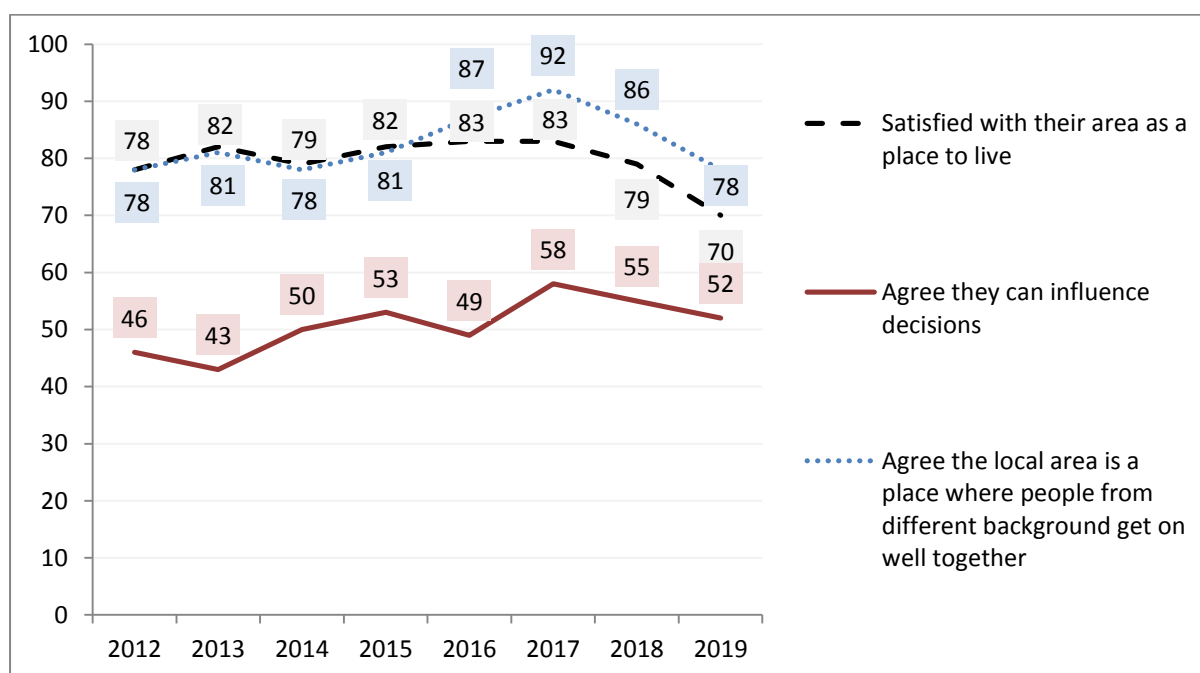
Views about cohesion remain positive: 78 per cent of residents agree that the local area is a place where people from different backgrounds get on well together. A similar proportion feels that public services treat all types of people fairly (77 per



cent) and seven in ten people (70 per cent) are satisfied with their area as a place to live.

Just over half of all respondents (52 per cent) felt they could influence decisions affecting their area.

**Figure 4: Views about the area, cohesion and influencing decisions (%) in Tower Hamlets, 2012 to 2019**



Whilst residents' views remain positive, there has been a significant shift between 2018 and 2019. Satisfaction for the local area saw an 8 per cent dip. Equally there was a significant shift in the number of residents who agreed that people from different backgrounds get on well together (a fall of 8 per cent). Although this still compares favourably against the London average of 75 per cent (Survey of Londoners, 2019).

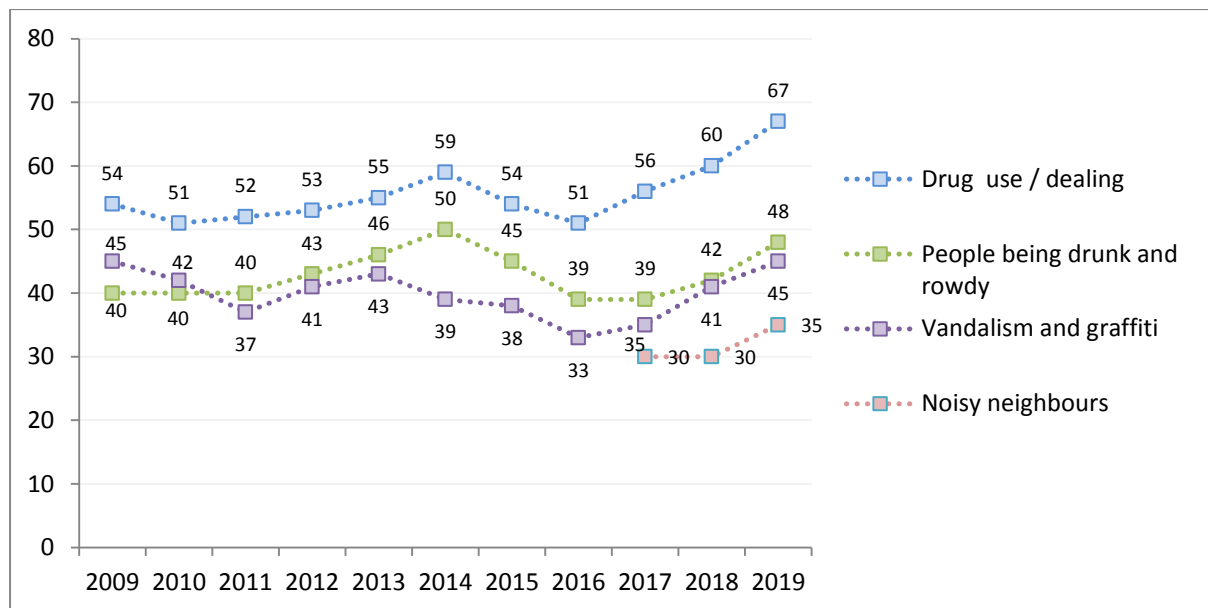
There was, however, a significant increase in the number of residents who agreed that public services treat all types of people fairly (an increase of 18 per cent between 2016 and 2019; there was no data collected in 2017 and 2018).

### Views about anti-social behaviour and feelings of safety

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

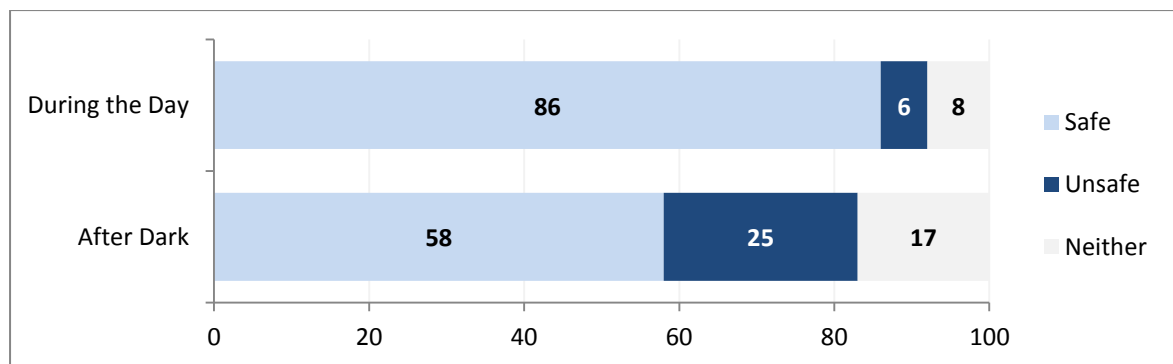
- 67 per cent felt people using or dealing drugs was a fairly or very big problem in their local area (up 7 points on last year).
- 48 per cent felt people being drunk or rowdy was a problem (up 6 points on last year).
- 35 per cent felt noisy neighbours were a problem (up 5 per cent on last year)
- 45 per cent felt vandalism and graffiti was a problem (up 4 per cent on last year)

Figure 5: Views about ASB in Tower Hamlets, 2009 to 2019



A new question was introduced for 2019 to capture residents' views on feeling safe during the day and after dark (Figure 6).

Figure 6: Feelings of safety during the day and after dark (%) in Tower Hamlets, 2019



86 per cent of residents feel safe during the day as oppose to only 58 per cent feeling safe after dark. In comparison, and at a national level, 94 per cent of residents feel safe during the day and 76 per cent of residents feel safe after dark (LGA Inform, February 2019).

### 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: 52 per cent of those surveyed said they either strongly agreed or tended to agree. This is a 5 per cent drop from 2018.

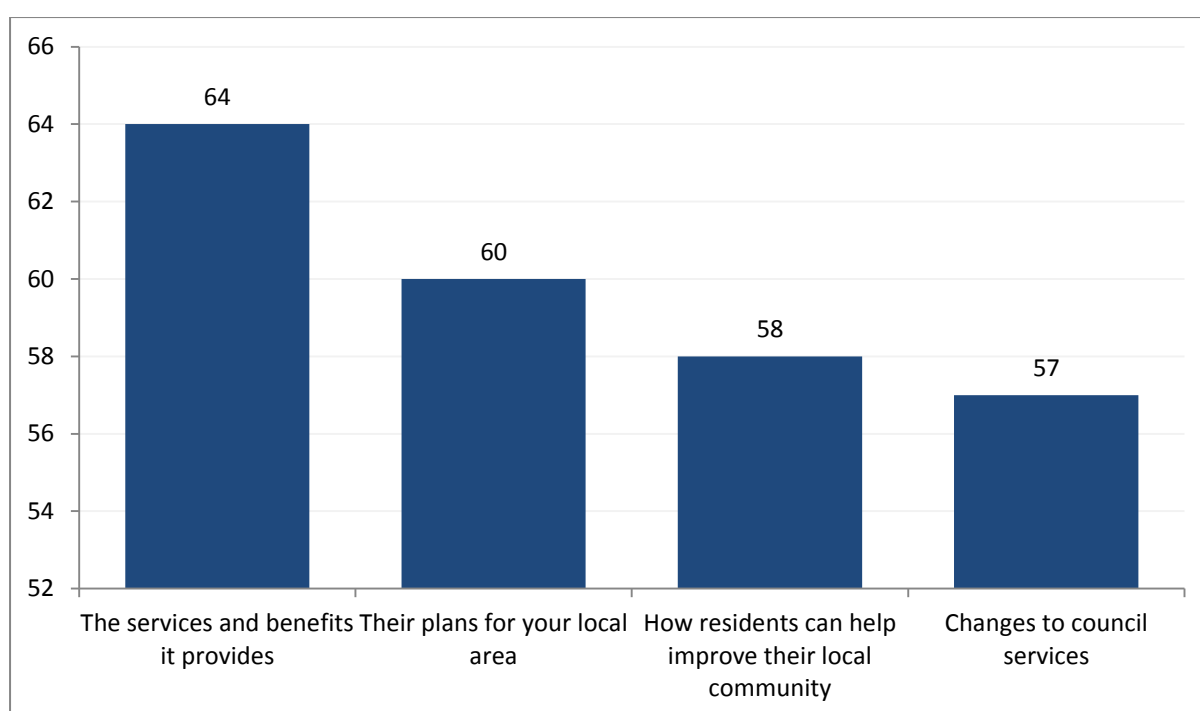
### Council contact and customer service

#### Feeling informed

Residents were asked a series of questions to determine how well informed they felt about the following areas (Figure 7):

- The services and benefits that the council provides
- Plans for their local area
- How residents can help to improve their local community
- Changes to the council services

**Figure 7: Resident levels of feeling informed (%) in Tower Hamlets, 2019**



This question is new for 2019 and therefore there is no trend data to compare against. Residents felt most informed about the services and benefits that the council provides, with nearly two-thirds feeling very or fairly well informed (64 per cent). Similarly six in ten residents felt informed about plans for their local area. Residents felt least informed about how to improve their local area (58 per cent) and about changes to the council (57 per cent).

#### Information Sources

Residents were given a list of different information sources and asked to choose which sources of information they prefer to use to find out about Tower Hamlets Council and its services, they were allowed to choose multiple options. Table 4 shows that the council website was the most popular method of gaining information about the council (51 per cent), this was closely followed by printed information e.g. flyers or public notices (48 per cent).

**Table 4: Preferred information sources to find out about the council and its services (%) in Tower Hamlets, 2016 and 2018-2019**

Information sources						
<i>Which sources of information would you prefer to use to find out about Tower Hamlets Council and its services? (%)</i>	2016	2017	2018	2019	Change over year	
	Council website	44	-	36	51	+15
Printed Information (e.g. leaflets / flyers / public notices / street adverts)	25	-	40	48	+8	↑
Council e-newsletters (email) and text	18	-	17	29	+12	↑
Word of mouth (e.g. friends, neighbours, relations)	13	-	24	29	+5	↑
Our East End (the council's quarterly publication)		-	16	21	+5	↑
Direct contact with the council at events and public places (such as public stalls)	12	-	16	17	+1	-
Local media (e.g. newspapers, TV, radio, news website)	15	-	8	16	+8	↑
*You come to the council (e.g. IDEA stores / libraries or one-stop shop or your local councillor)	-	-	-	15	-	-
Council social media channels	8	-	7	11	+4	↑
Other	0	-	1	1	0	-

Seven of the ten options saw a statistical increase between 2018 and 2019; this suggests that residents are becoming more comfortable when using different forms of information sources. The biggest changes were as follows:

- Council website (up 15 per cent)
- Council e-newsletter (email) and text (up 12 per cent)
- Printed information (e.g. leaflets / flyers / public notices / street adverts) (up 8 per cent)
- Local media (up 8 per cent)

### Council contact and customer service

#### Frequency

Over half of residents had not contacted the council in the past 12 months (51 percent), whilst 39 cent had contacted the council between 1 and 4 times. A small proportion of respondents contacted the council between 5 and 10 times (7 per cent) or over 10 times (2 per cent).

### Contact method

Of those respondents who had contacted the council in the past 12 months, three-quarters had used the telephone (75 per cent) and a further quarter had used email (25 per cent). Visiting the council's website (18 per cent) and visiting a council office in person (15 per cent) were also popular responses. The other available options were under-utilised (table 5).

**Table 5: Preferred contact methods in Tower Hamlets, 2016-2017 and 2019**

Contact method				
<i>How did you choose to contact the council? (%)</i>	2016	2017	2018	2019
Telephone	77	78	-	75
Email	23	18	-	24
Council website	11	22	-	18
Visit a council office	16	13	-	15
Social media*	-	-	-	1
Via my local councillor /MP	2	1	-	2
Text – SMS	1	1	-	1
Some other method	0	0	-	2
Don't know	0	0	-	0

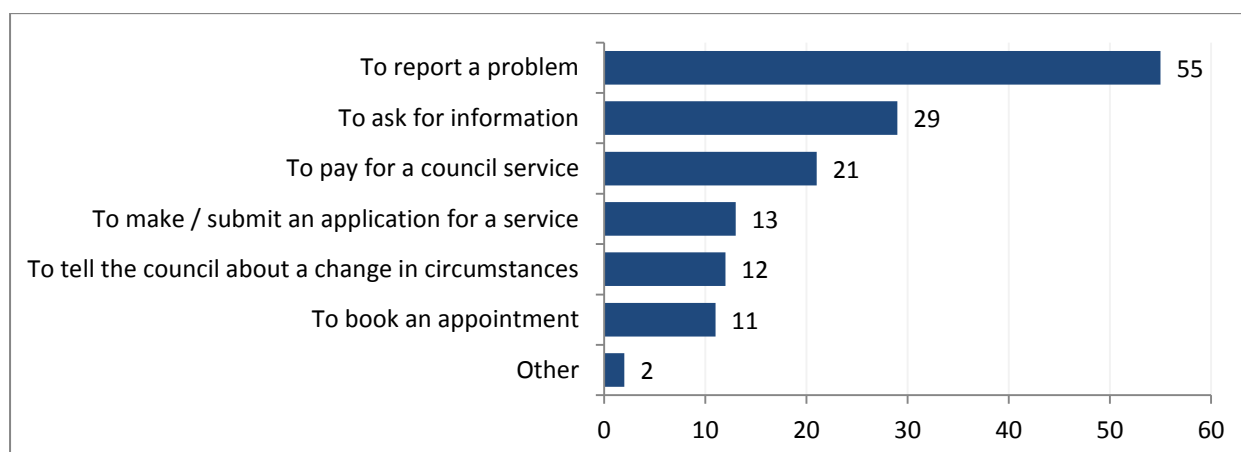
\*Introduced in 2019

The results for 2019 were in keeping with previous results in 2016 and 2017 (the question was not asked in 2018).

### Reason for contact

A new question was released in 2019 to record the reasons why residents are contacting the council (figure 8).

**Figure 8: Reasons for contact in Tower Hamlets (%), 2019**



Over half of respondents contacted the council to report a problem (55 per cent) and nearly a third of respondents contacted the council to ask for information (29 per cent). One in five respondents contacted the council to pay for a council service (21 per cent).

### Customer satisfaction with most recent council contact

Over half of residents who had contacted the council in the last 12 months were either very satisfied or fairly satisfied with the council's customer service (55 per cent). One in five residents was dissatisfied (20 per cent) whilst the rest were indifferent.

## Finances

Residents were asked two questions to measure how well they manage financially and to record their financial concerns.

A large majority of respondents (87 per cent) manage financially (very well, quite well or get by alright) whilst only 11 per cent say they don't manage very well (don't manage very well, have some financial difficulties or are in deep financial trouble).

Paying other bills or costs (19 per cent) and paying the rent / mortgage (15 per cent) are residents top financial concerns (table 6).

**Table 6: Top financial concerns in Tower Hamlets (%), 2018 and 2019**

Financial concerns				
<i>Which, if any, of the following are you most concerned about at the moment? (%)</i>	2018	2019	Change over year	
Paying other bills or costs	18	19	+1	-
Paying the rent / mortgage	23	15	-8	↓
Paying council tax	15	15	0	-
Paying fuel bills	17	15	-2	-
Paying for food / grocery bills	14	12	-2	-
Paying credit card bills	11	6	-5	↓
Paying loans	8	4	-4	↓
I am not concerned about any of the above	54	55	+1	-
Don't know	3	3	0	-

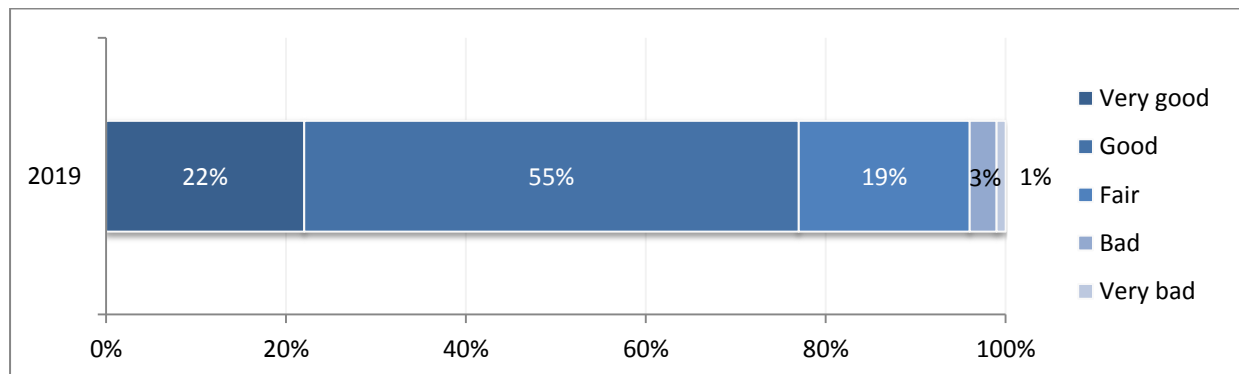
Paying council tax (15 per cent), fuel bills (15 per cent) and paying for food and groceries (12 per cent) are also of concern. Over half of all respondents (55 per cent) were not concerned by any of the answer options.

### Health, physical exercise and leisure

#### Health and loneliness

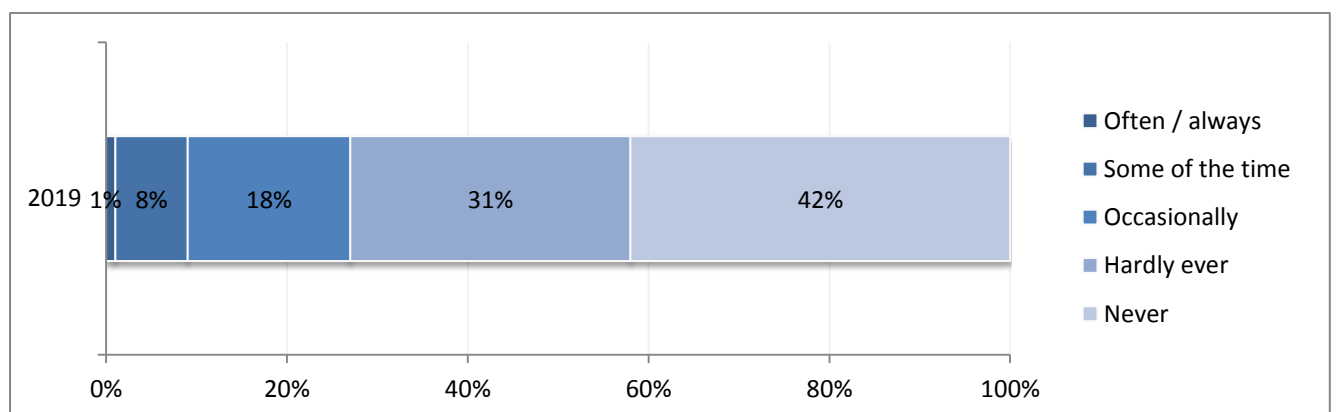
A new question asking residents to rate their health was introduced for 2019. Over three quarters of respondents (77 per cent) reported that their health was either very good or good whilst only 4 per cent responded bad or very bad (figure 9).

**Figure 9: Resident self-reported health (%) in Tower Hamlets, 2019**



Respondents were also asked a question about loneliness and, specifically, how often they felt lonely. Nearly three-quarters of respondents said that they either hardly ever or never feel lonely (73 per cent) (figure 10). Nearly one in five said that they occasionally felt lonely (18 per cent) and only 9 per cent said that they feel lonely some of the time or often / always.

**Figure 10: Residential self-reported loneliness in Tower Hamlets, 2019**

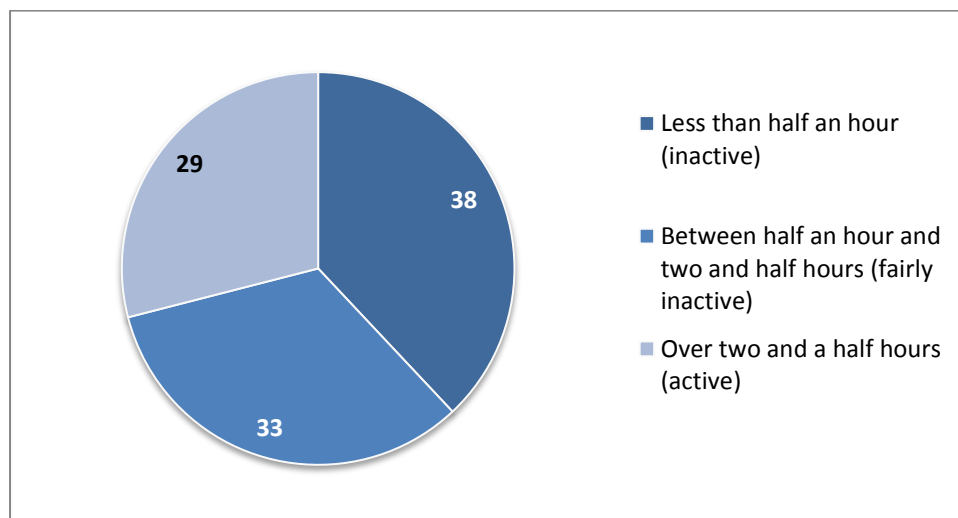


#### Physical exercise and cycling

Residents were asked to report how much physical exercise they complete in a typical working week. One third of residents do between half an hour and two and a half hours of exercise and 29 per cent of residents completed over two and half hours of exercise in a typical working week (figure 10). Nearly four in ten residents (38 per cent) complete less than half an hour of exercise in a typical working week.

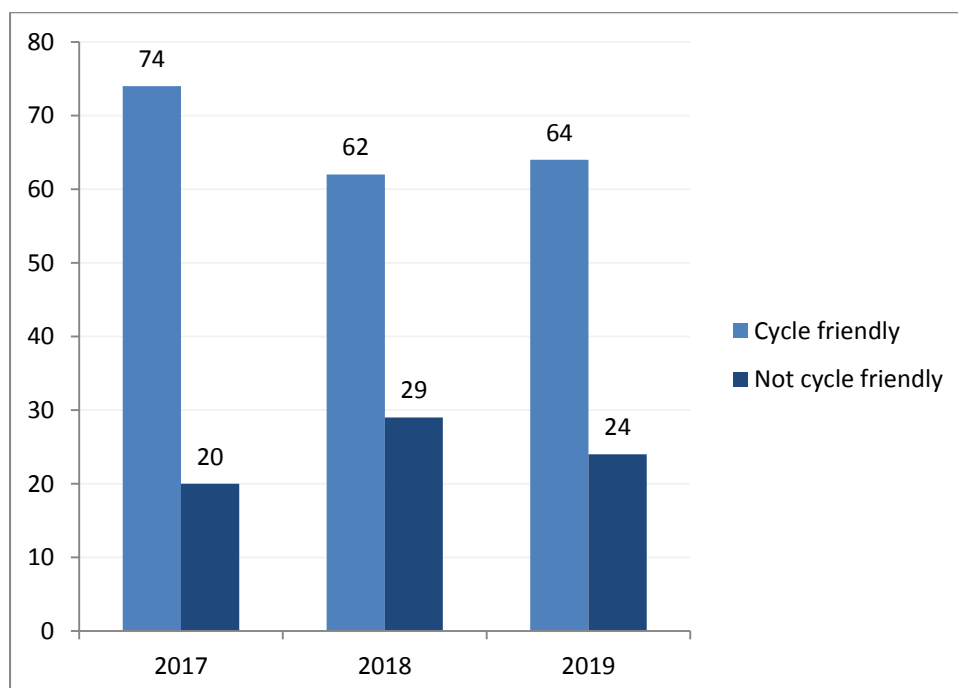


**Figure 10: Resident self-reported physical exercise levels in Tower Hamlets, 2019**



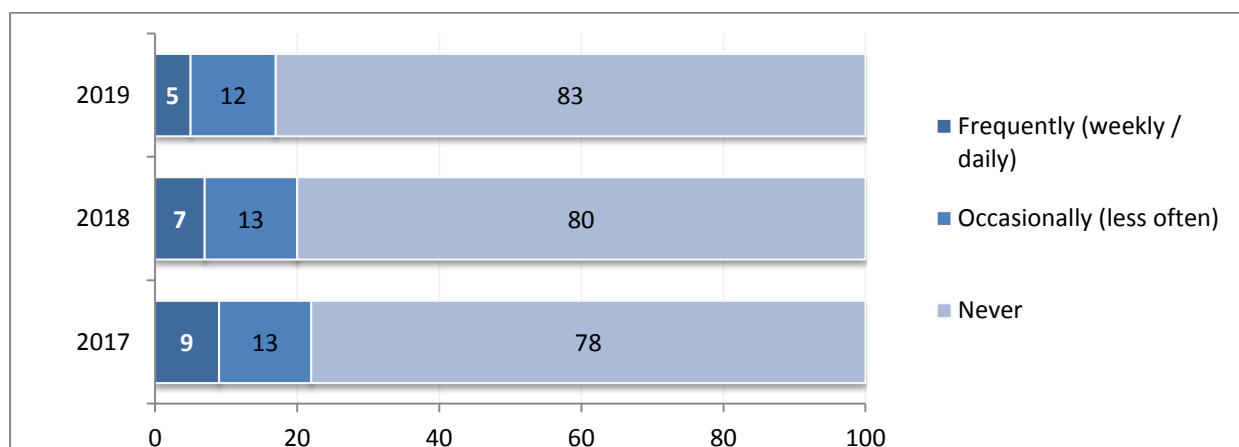
Nearly two-thirds of residents agree that Tower Hamlets is a cycle friendly borough (64 per cent) with around a quarter (24 per cent) disagreeing. This is a slight improvement in comparison to the 2018 results although it is not significantly significant (figure 11).

**Figure 11: Perception of cycle friendliness in Tower Hamlets, 2017-2019**



Cycling frequency in Tower Hamlets has seen a slight drop since 2018, although the difference is not statistically significant. The percentage of residents who cycle frequently or occasionally has dropped from 20 per cent to 19 per cent between 2018 and 2019 (figure 12).

Figure 12: Cycling frequency in Tower Hamlets, 2017-2019



Volunteering and interests / hobbies

Residents were asked to provide details about how often they volunteer within Tower Hamlets and outside of Tower Hamlets. The results were very similar with 16 per cent of respondents volunteering within the borough and 15 per cent volunteering outside the borough. Just over one in five residents (21 per cent) did any form of volunteering in or out of the borough in the last 12 months.

Only a small proportion of residents volunteer at least once a week (5 per cent in Tower Hamlets and 3 per cent outside of Tower Hamlets (table 7).

Table 7: Volunteering in and out of Tower Hamlets (%), 2017-2019

Volunteering						
Frequency of volunteering in the last 12 months (%)				2019	Change over year	
	2016	2017	2018			
<b>In Borough</b>						
Yes – All frequencies	-	18	22	16	-6	↓
Yes at least once a week	-	4	4	5	+1	-
Yes at least once a month	-	3	5	4	-1	-
Yes less often	-	12	13	7	-6	↓
No volunteering	-	82	78	84	+6	↑
<b>Out of Borough</b>						
Yes – All frequencies	-	18	22	15	-7	↓
Yes at least once a week	-	4	4	3	-1	-
Yes at least once a month	-	3	5	4	-1	-
Yes less often	-	12	13	8	-5	↓
No volunteering	-	82	78	85	+7	↑

**Please note:** for 2017 and 2018 the question only asked about general volunteering and did not distinguish between whether the volunteering was in the borough or out of the borough. This is why the comparison values for in borough and out of the borough (2017 and 2018) are showing the same values.

A new question was asked in 2019 to record our residents' interests and hobbies. The top three interests and hobbies were going to a park (40 per cent), going to restaurants and cafes (39 per cent) and shopping (33 per cent) (Table 8). Respondents were also asked to record where they carry out these activities.

**Table 8: Interests and hobbies in Tower Hamlets and where they are carried out, 2019**

	Total Response	Mainly in Tower Hamlets	A mixture of Tower Hamlets and elsewhere	Mainly elsewhere (London)	Mainly elsewhere (out of London)
<b>Going to a park</b>	40%	53%	39%	7%	*0%
<b>Restaurants and cafes</b>	39%	29%	57%	13%	0%
<b>General shopping</b>	33%	42%	40%	17%	1%
<b>Going to cinema to see a film</b>	24%	26%	37%	37%	*0%
<b>Physical activity (e.g., sport, running, walking, gym, yoga)</b>	22%	56%	34%	10%	0%
<b>Street markets (shopping and food)</b>	21%	46%	37%	17%	0%
<b>Visiting a museum / art gallery / cultural space</b>	19%	12%	37%	50%	1%
<b>Watching a sporting activity live</b>	18%	41%	39%	19%	1%
<b>Pubs, bars, nightclubs</b>	18%	23%	54%	23%	0%
<b>Going to live music and/or music festivals</b>	14%	11%	47%	42%	1%
<b>Going to a religious event / gathering / celebration</b>	11%	58%	33%	8%	1%
<b>Seeing a show in the theatre</b>	10%	16%	31%	52%	1%

	Total Response	Mainly in Tower Hamlets	A mixture of Tower Hamlets and elsewhere	Mainly elsewhere (London)	Mainly elsewhere (out of London)
Going to a community cultural event	9%	40%	44%	15%	0%
Seeing wildlife (zoos and farms)	6%	10%	41%	42%	7%
Spoken word / poetry events / comedy clubs	5%	18%	39%	43%	0%
Volunteering	4%	29%	43%	24%	5%
Other	5%	77%	15%	6%	2%
None of these	10%	-	-	-	-

Over half of residents who enjoy going to a park, doing physical activity (e.g. sports, gym, yoga) or going to a religious event / gathering carry out these activities predominantly in Tower Hamlets.

#### Further information

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

[https://www.towerhamlets.gov.uk/lgnl/community\\_and\\_living/borough\\_statistics/Annual\\_Residents\\_Survey.aspx](https://www.towerhamlets.gov.uk/lgnl/community_and_living/borough_statistics/Annual_Residents_Survey.aspx)

## Appendix 1 – Historical Trent Tables (1999-2019)

Service satisfaction ratings																										
% rating service good, very good or excellent																										
	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	Change over year (2018 to 2019)*	Change over period (1999 to 2019)*	Weighted Sample size (2019)		
<b>Views of all residents (regardless of whether they use the service)</b>																										
Refuse collection	64	67	59	63	52	62	78	73	67	66	66	66	68	67	65	62	65	70	72	72	63	-9	↓	-1	-	1104
Street lighting	58	47	45	49	46	53	58	65	61	64	61	64	66	67	67	70	69	78	79	71	68	-3	-	10	↑	1104
Idea Stores/libraries	45	37	35	39	42	46	47	54	54	55	55	59	58	58	62	61	63	62	63	67	62	-5	↓	17	↑	1104
Collection of council tax	43	38	40	40	38	56	58	59	54	50	55	53	57	57	62	53	60	57	64	65	64	-1	-	21	↑	1104
Parks and open spaces	31	29	30	34	28	33	39	46	50	54	53	61	60	60	60	61	64	69	71	64	66	2	-	35	↑	1104
Street cleaning	51	46	35	39	32	44	60	59	54	51	59	62	60	59	59	55	58	70	72	62	58	-4	↓	7	↑	1104
Recycling services	33	32	32	32	31	40	58	69	66	67	66	65	68	63	64	61	64	66	66	61	53	-8	↓	20	↑	1104
Local health services	42	49	39	44	41	46	53	58	51	59	65	65	68	66	63	59	60	69	69	61	59	-2	-	17	↑	1104
facilities	30	19	23	25	24	29	36	39	43	46	45	47	47	44	49	48	50	61	60	52	53	1	-	23	↑	1104
Road/pavement repairs	31	25	21	22	17	29	38	47	40	41	37	38	39	41	40	43	45	58	64	49	53	4	↑	22	↑	1104
Policing	36	25	24	26	27	32	34	42	46	39	41	47	50	46	49	50	49	59	64	48	41	-7	↓	5	↑	1104
Parking Services	-	-	-	-	-	-	-	-	23	25	23	25	30	26	25	29	28	42	42	34	32	-2	-	NA	-	1104
<b>Views of service users</b>																										
Idea Stores/libraries	54	52	53	56	57	64	56	71	71	72	76	81	76	77	81	79	79	83	81	82	74	-8	↓	20	↑	493
Primary education**	-	-	-	59	63	63	61	73	69	73	69	77	71	70	74	72	75	82	73	78	74	-4	-	NA	-	205
Nusery education**	58	54	61	58	64	66	61	64	73	76	75	79	74	79	72	67	72	-	-	74	-	NA	-	NA	-	-
Secondary education**	-	-	-	43	38	50	43	61	63	62	65	64	55	64	69	65	75	82	76	69	65	-4	-	NA	-	181
Children's centres**	-	-	-	-	-	-	-	-	-	-	-	82	72	64	77	72	73	67	76	69	61	-8	-	NA	-	116
service**	51	48	55	51	42	55	43	60	58	59	64	66	63	60	54	56	57	55	59	69	51	-18	↓	0	-	227
Parks and open spaces	39	40	38	46	35	43	45	53	60	63	65	66	63	65	66	66	70	77	77	68	70	2	-	31	↑	761
Recycling services	60	65	54	59	54	63	67	74	71	71	74	72	72	68	71	67	70	73	69	66	57	-9	↓	-3	-	762
facilities	48	36	38	39	36	44	43	50	60	61	65	71	61	61	66	63	64	78	73	62	61	-1	-	13	↑	405
Council Housing	26	23	26	28	29	32	33	39	36	39	41	47	48	51	42	42	44	46	55	43	-	NA	-	NA	-	-
Parking Services	-	-	-	-	-	-	-	-	27	29	28	28	34	30	29	38	35	54	51	40	33	-7	↓	NA	-	453

\*Changes that are statistically significant are denoted by arrows.  
reason, large swings in ratings are often not statistically significant. Results are omitted where there were less than 100 service users

## Appendix 1 – Historical Trent Tables (1999-2019)

Views about the image of the Council																					Change over year (2018 to 2019)*		Change over period (1999 to 2019)		
% agree 'a great deal' or 'to some extent' 'My council...'	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019				
Has staff who are friendly and polite	73	68	64	68	68	71	68	75	71	75	76	76	81	80	77	74	75	75	82	77	79	-5	↓	6	↑
Keeps residents informed about what they are doing	57	54	53	62	57	61	57	68	66	68	70	72	71	76	73	69	73	71	68	73	72	5	↑	15	↑
Is making the local area a better place for people to live	53	43	54	56	50	58	55	69	66	67	67	72	72	74	74	74	76	77	80	71	72	-9	↓	19	↑
Is doing a good job	52	54	51	52	50	57	64	67	64	68	69	72	72	76	76	73	75	72	78	69	69	-9	↓	17	↑
Is efficient and well-run	41	45	40	42	43	48	55	60	56	61	59	64	65	67	66	66	67	67	74	65	65	-9	↓	24	↑
Involves residents when making decisions	n/a	42	35	44	41	42	47	49	45	51	49	53	53	49	49	47	53	55	58	62	57	4	-	-	-
Listens to concerns of local residents	45	41	39	43	41	45	48	59	54	55	57	57	61	58	56	56	55	57	68	59	61	-9	↓	16	↑
Provides good value for the Council Tax I pay	32	30	33	31	31	30	40	37	37	41	43	50	51	49	50	51	53	60	67	58	57	-9	↓	25	↑
Is doing a better job now than one year ago	35	30	35	37	36	38	42	52	45	50	49	52	51	45	42	48	44	61	65	56	59	-9	↓	24	↑
Responds quickly when asked for help	40	37	32	35	35	41	45	53	49	49	52	56	58	59	51	51	52	55	62	54	56	-8	↓	16	↑
<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	49	41	51	54	10	↑	10	↓
<i>Is 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	49	47	54	55	7	↑	5	↓

Notes: Figures *in italics* are negative statements - so a fall in the percentage is an improvement.  
 \*Changes that are statistically significant are denoted by arrows.

## Appendix 1 – Historical Trent Tables (1999-2019)

Top Three Personal Concerns	% rating service good, very good or excellent																				Change over year (2018 to 2019)*	Change over period (1999 to 2019)*			
	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018			2019		
<b>%within top 3 concerns</b>																									
Crime*	36	41	53	59	49	54	45	49	50	55	47	46	42	42	41	31	34	39	31	41	48	7	↑	12	↑
Litter / dirt in the streets	16	22	27	30	27	27	27	28	22	26	27	19	23	24	26	27	33	30	19	26	28	2	-	12	↑
Lack of affordable housing	23	31	17	20	24	20	22	17	24	23	17	21	22	21	26	29	32	32	34	37	29	-8	↓	6	↑
Lack of jobs	25	20	14	14	15	15	15	22	21	19	22	26	30	31	35	23	20	20	17	11	7	-4	↓	-18	↓
Rising prices / interest rates	8	7	7	5	7	7	9	9	10	11	12	9	17	14	21	16	16	8	20	19	18	-1	-	10	↑
Traffic congestion	18	20	18	17	18	16	15	15	15	18	15	16	13	13	12	14	15	17	17	17	11	-6	↓	-7	↓
Level of Council tax	20	21	15	19	23	34	35	28	28	24	24	22	16	17	19	15	14	16	10	12	14	2	-	-6	↓
Quality of health service	35	31	23	25	22	20	16	14	19	14	15	13	14	12	16	16	14	17	16	13	11	-2	-	-24	↓
Pollution of the environment	-	-	-	13	12	14	12	13	15	14	17	13	11	8	12	16	13	14	20	18	16	-2	-	-	
Not enough being done for young people	-	-	-	-	-	-	-	-	20	17	16	16	18	20	19	16	12	9	16	20	19	-1	-	-	
Number of homeless people	12	9	9	8	9	10	8	9	10	7	11	9	8	9	9	14	12	11	14	16	19	3	-	7	↑
Standard of education	-	-	-	16	15	14	9	11	14	11	14	11	13	10	11	10	10	6	4	5	5	0	-	-	
Lack of recreational opportunities	-	-	-	11	14	11	16	10	10	10	9	9	9	8	10	10	9	9	8	9	9	0	-	-	
Not enough being done for the elderly	22	19	16	17	14	13	13	12	13	11	11	9	9	10	10	8	8	5	8	7	6	-1	-	-16	↓
Poor public transport	13	13	16	17	20	13	8	5	10	8	11	8	8	5	5	6	4	5	3	4	3	-1	-	-10	↓

\*Answer response was amended to 'Crime & ASB' in 2019