



# What our residents think

## Results from the 2018 Tower Hamlets Annual Residents' Survey

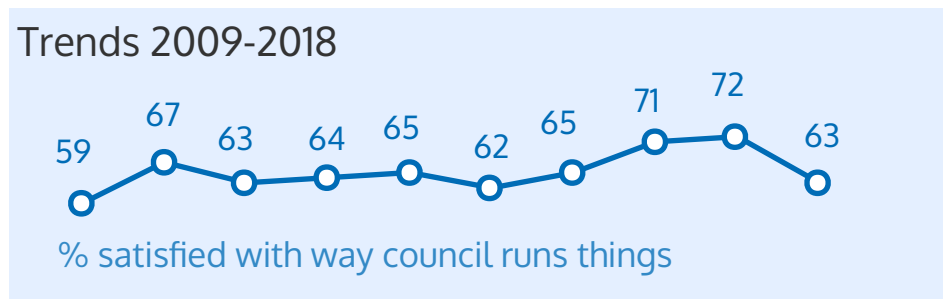


The survey captured the views of 1,100 residents across Tower Hamlets during January to March 2018. They were asked about the council, local services and the area. Here are some of the things they told us:

### The Council

	<b>69%</b> of residents felt the council was doing a good job		<b>58%</b> felt the council provides good value for the council tax they pay
	<b>62%</b> agreed the council involves residents in making decisions		<b>59%</b> felt the council listens to the concerns of local residents
	<b>74%</b> said they trusted the council a great deal or a fair amount		<b>73%</b> felt that the council keeps residents well informed

**63%** were satisfied with the way the council runs things

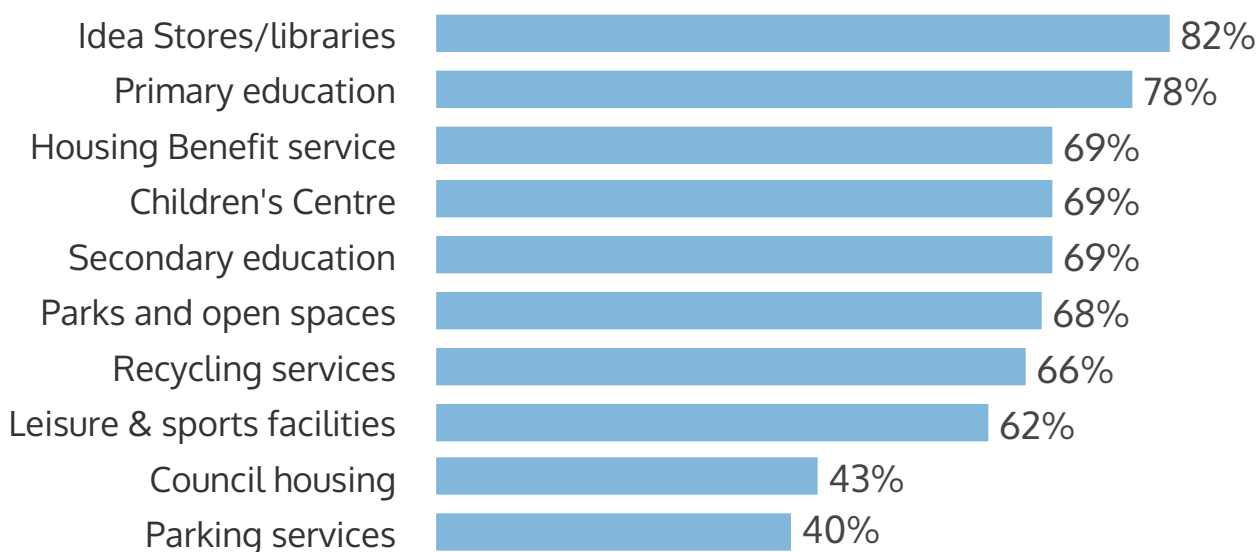


### Local services

% of **residents** who rated service as excellent, very good or good



% of **service users** who rated service as excellent, very good or good



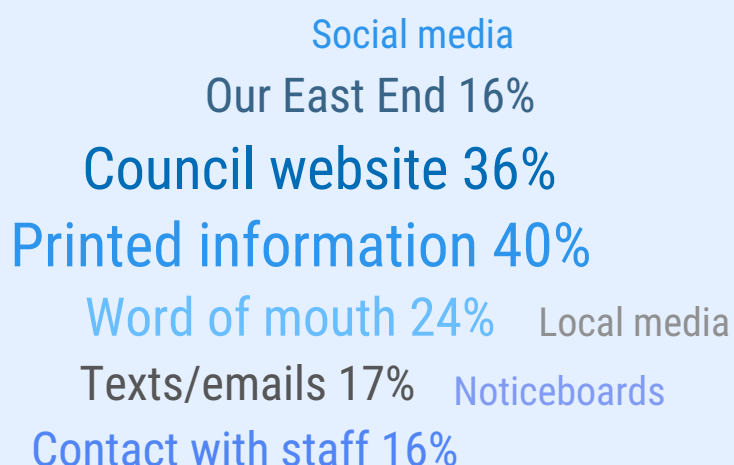
**77%** of residents felt council staff were friendly and polite

**1 in 5** residents had found it difficult to contact the Council in the last year.

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The most common problem was getting through to the right person on the phone

## How residents get council information



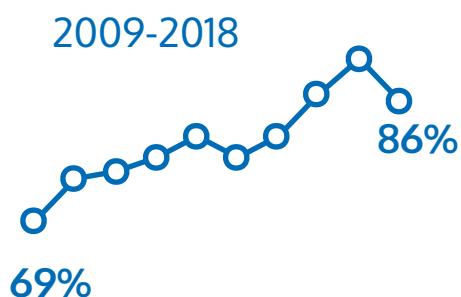
92% of residents have access to the internet. Of those, 41% now pay for council services online

## Views about the area



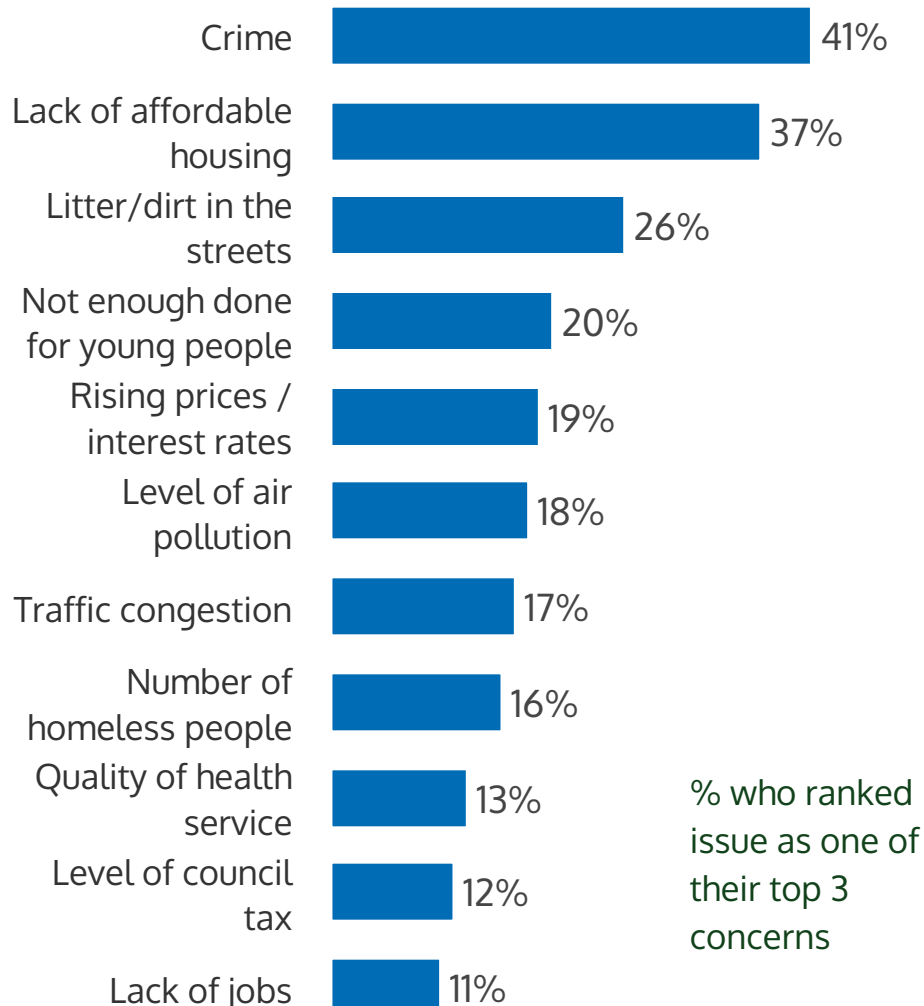
79% said they were satisfied with their local area as a place to live

86% felt that people from different backgrounds get on well together in the local area



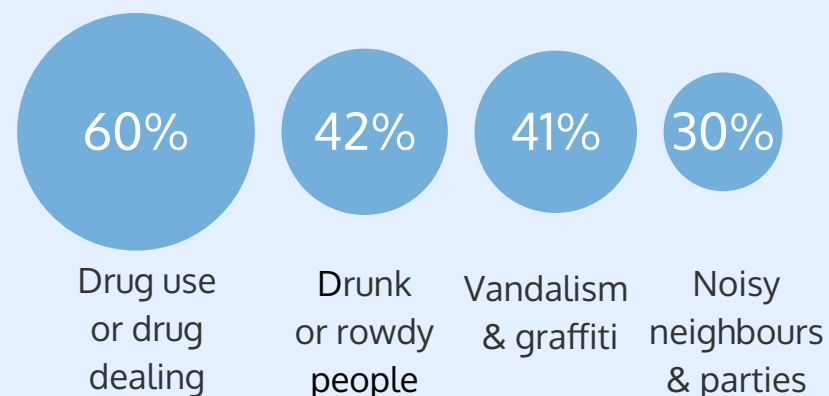
55% agreed they could influence decisions that affected their local area

## Top resident concerns

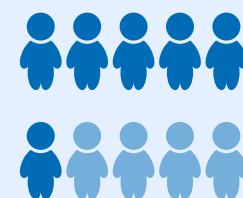


## Anti-social behaviour

% who felt issue was a big problem



57% of residents agreed that the police and other public services were successfully dealing with these issues



## Volunteering



Around one in five (22%) residents had undertaken voluntary work in the last year

## Cycling

One in five (20%) residents are cyclists. Around six in ten (62%) felt that Tower Hamlets was a cycle friendly borough



For the full results, download the survey report from the Council's website:

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

