

# Tower Hamlets Annual Residents' Survey 2018



## Demographic analysis



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## Summary of key findings

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The 2018 Annual Residents' Survey captured the views of 1,100 Tower Hamlets residents and the results were published on the Council's [website](#). This topic briefing explores how resident perceptions about the council and area vary by population and household characteristics.

**Image of the Council:** For the most part, perceptions about different aspects of the Council's image were relatively similar across different population groups. However, views did vary by how people felt about their financial circumstances: typically, those who said they were struggling financially held more negative views about the Council. For example, almost three quarters of those who said they were managing well, or getting by alright financially, agreed with the statement 'My Council is doing a good job' compared with just over half of those struggling financially (72 vs. 53 per cent).

In general, characteristics, such as ethnicity, disability, gender, work status and family type had little bearing on views about the Council's image but there were exceptions. For example, Bangladeshi residents were more likely than average to agree that the Council was difficult to get through on the phone (63 vs. 61 per cent).

**Satisfaction with services:** Across 9 of the 12 services areas monitored, those who were struggling financially reported significantly lower levels of satisfaction. For example, just 56 per cent of residents who were struggling financially rated Idea Stores and libraries as excellent or good, compared with 70 per cent of those who were managing well or getting by alright. Bangladeshi residents and those from other BME groups also rated Idea Stores and libraries more highly than White residents (74/66 vs 64 per cent).

By area, those who lived in the North of the Borough were more negative than average about some service areas: street lighting; street cleaning; recycling services; repair of roads & pavements; and leisure & sports facilities.

Parking services tend to attract low satisfaction ratings, but views were particularly negative among disabled people: just 18 per cent of disabled residents rated parking services positively compared with 36 per cent of non-disabled residents.

Views about local health services varied by social grade: just 51 per cent of AB residents rated health services as good through to excellent, compared with 70 per cent of DE residents. AB households also reported lower levels of satisfaction with refuse collection and recycling services.

**Internet access:** Levels of internet access are strongly related to age: while the vast majority (99 per cent) of those aged 18-34 had access to the internet, just 57 per cent of those aged 60 and over had access. Disabled people and those from social grade DE households also had relatively low levels of internet access (69 and 77 per cent).

**Internet use:** Once online, younger and better off households (ie those in work, those managing well financially and AB households) typically engaged in a wider range of online activities than older or lower income households. They were also more likely to use the internet for transactional purposes such as internet banking or paying for

council services online. For example, 72 per cent of internet users aged 18-34 used online banking compared with just 38 per cent of users aged over 60. The findings underline the distinction between having access to the internet, and the degree to which residents feel able or willing to use it for different purposes. For example, Bangladeshi and White residents were equally as likely to have access to the internet (both 91 per cent), but Bangladeshi residents were less likely than White residents to use the internet to pay for council services online (32 vs. 46).

**Getting information about the Council:** Similar patterns emerge in relation to how residents prefer to source information about the Council. Those who preferred online sources were more likely to be young, White, in work and from AB households: more than half of AB residents had used the website compared with just 11 per cent of DE residents. In contrast, older residents, and those from DE households, were far more likely to use printed information compared with other groups (51 and 56 per cent).

**Anti-social behaviour (ASB) and crime:** Concern over ASB and crime was typically higher in the West of the borough and lowest in the South (riverside wards). For example, over two thirds of those living in the West of the borough felt drug use and drug dealing was a big problem in their area compared with half of those living in the South of the borough (69 vs. 50 per cent). Bangladeshi residents reported relatively high levels of concern about drug dealing: 67 per cent felt it was a big problem in their area.

**Area satisfaction:** The majority (79 per cent) of residents are very or fairly satisfied with their area as a place to live. AB residents reported lower satisfaction levels compared with residents from DE households (72 vs. 87 per cent). Bangladeshi residents were a bit more likely than White residents or those from other BME groups to be satisfied with their local area (85 vs 77/75 per cent)

**Cohesion:** The majority of residents (86 per cent) agree their local area is a place where people from different backgrounds get on well together. Agreement levels were consistently high across all population groups.

**Influencing decisions:** Around 55 per cent of residents felt they could influence decisions affecting their local area. Those who were managing well, or getting by alright, financially were more likely to feel they could influence things compared with those who were struggling financially (59 vs. 37 per cent).

**Volunteering:** Around 1 in 5 residents said they had undertaken some form of volunteering over the last 12 months. AB respondents were three times more likely to volunteer compared with DE respondents (32 vs. 10 per cent). Other groups with high rates of volunteering included: owner occupiers (34 per cent); and those living in the North of the borough (30 per cent). Bangladeshi residents were less likely than White residents or those from other BME groups to volunteer (16 vs 24/25 per cent).

**Cycling:** 20 per cent of residents were cyclists: 7 per cent cycled weekly or daily, while 13 per cent were 'occasional' cyclists who cycled less often. The prevalence of cycling varies considerably across groups:

- Those in AB households were six times more likely to cycle than those in DE households (36 vs. 6 per cent);

- Men were more likely than women to be cyclists (26 vs. 14 per cent);
- Cycling is related to age: young adults were more likely to cycle (27 per cent);
- White residents were more likely than Bangladeshi residents to cycle (26 vs. 11 per cent).

**Financial worries:** Around 1 in 8 respondents (13 per cent) said they were struggling financially. Residents most likely to have financial difficulties were: those from social grade DE (27 per cent); disabled people (26 per cent); Bangladeshi residents (22 per cent); and those who are out of work (20 per cent).

## Introduction

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### Survey background and methodology

The Annual Residents' Survey is designed to collect data on resident perceptions about the Council, local services and the area. The survey was carried out by an independent market research company - Westco Trading - on behalf of the Council, and comprised 1,100 face to face interviews during 11<sup>th</sup> January to 8<sup>th</sup> March 2017. The methodology is designed to ensure that the sample drawn is representative of the borough's population generally. Residents were interviewed at 140 different sample points across the borough to ensure a good cross section by area. Also, sampling quotas were set on age, gender, ethnicity and working status to ensure that the sample reflected the characteristics of the population.

A report summarising the 2018 survey results was recently published on the Council's [website](#). This presented the headline findings and explored trends over time.

### Demographic analysis

This briefing explores how resident perceptions about the council and area vary by population and household characteristics. The key topics explored include:

- Council satisfaction
- Trust and transparency
- Image of the Council
- Views about local services
- Internet access and communication
- Perceptions about crime & ASB
- Views about the area and cohesion
- Cycling
- Volunteering
- Financial concerns and worries

Views are explored by: gender, age, disability, ethnicity, family type, work status, housing tenure, social class, financial circumstances and area ([Table 1](#)). The extent to which the sample can be broken down is limited by sample size, so for analytical purposes, some population groups have been combined to ensure the samples being compared are large enough. For example, different ethnic group populations in the sample have been grouped together into three groups: White groups, the Bangladeshi group, and other Black and Minority Ethnic (BME) groups. Similarly, comparisons by geographical areas are restricted to four areas: North, East, South and West (each made up of five wards as shown in [Appendix A](#)).

### Interpretation of survey data

All figures presented are survey estimates - they are 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 between a particular population and the population generally, as opposed to those which may be simply reflecting sampling volatility.

Confidence intervals attached to individual survey estimates for sub-groups within the population can be quite wide. Furthermore, for a statistic for a particular group to be 'significantly' different to the average (or indeed to other groups), the difference between the two percentages often needs to be in the region of 6 points or more. This varies depending on the group in question. Notably, confidence intervals are particularly wide for data relating to older and disabled people as the sample sizes are

modest (ie 106 and 132 respondents). This means, that for these groups to stand out as having a rating that is significantly different to the average, the size of the difference often needs to be wider than for other groups.

It is important to bear in mind that, even when a highlighted difference is statistically significant, it may be only just be within the bounds of significance, so some caution is required on interpretation of findings based on survey data. Generally speaking, the larger the percentage point differences, the more confident we can be that the difference is reflecting reality - the narrative that follows focuses on areas where differences in opinion are particularly marked.

**Table 1 : Composition of sample by population / household characteristics**

		Sample size (unweighted)	% total
<b>All persons</b>		<b>1100</b>	<b>100</b>
Gender	Male	582	53
	Female	518	47
Age	Age 18-34	521	47
	Age 35-59	447	41
	Age 60+	132	12
Disability/ health problem	Disabled	106	10
	Not disabled	988	90
Ethnicity	White groups	573	52
	Bangladeshi	324	29
	Other BME groups <sup>1</sup>	203	18
Children in households	Children in household	439	40
	No children in household	661	60
Work status	Full-time work	583	53
	Part-time work	136	12
	Unemployed / not working	298	27
	Retired	83	8
Housing tenure	Owner occupier	210	19
	Social housing	462	42
	Private rent/Other	426	39
Social grade <sup>2</sup>	AB	263	24
	C1	372	34
	C2	208	19
	DE	244	22
Financial circumstances	Manage well / get by alright financially	918	83
	Don't manage well / financial problems	147	13
Area	North	280	25
	East	274	25
	South	277	25
	West	269	24

Source: Tower Hamlets Annual Residents Survey 2018 (Westco Trading).

1. 'Other BME' groups: Indian, Pakistani, Other Asian, Chinese, Black African, Black Caribbean, Black Other, Mixed ethnic groups, Arab, and Other groups.

2. See [Appendix B](#) for more information on social grade categorisations.

3. Figures may not sum exactly to the total sample size due to missing data and/or rounding.

[Appendix C](#) provides a set of reference tables which illustrate how perceptions vary across population groups. All percentage figures presented are rounded to the nearest percentage point.



## Image of the Council

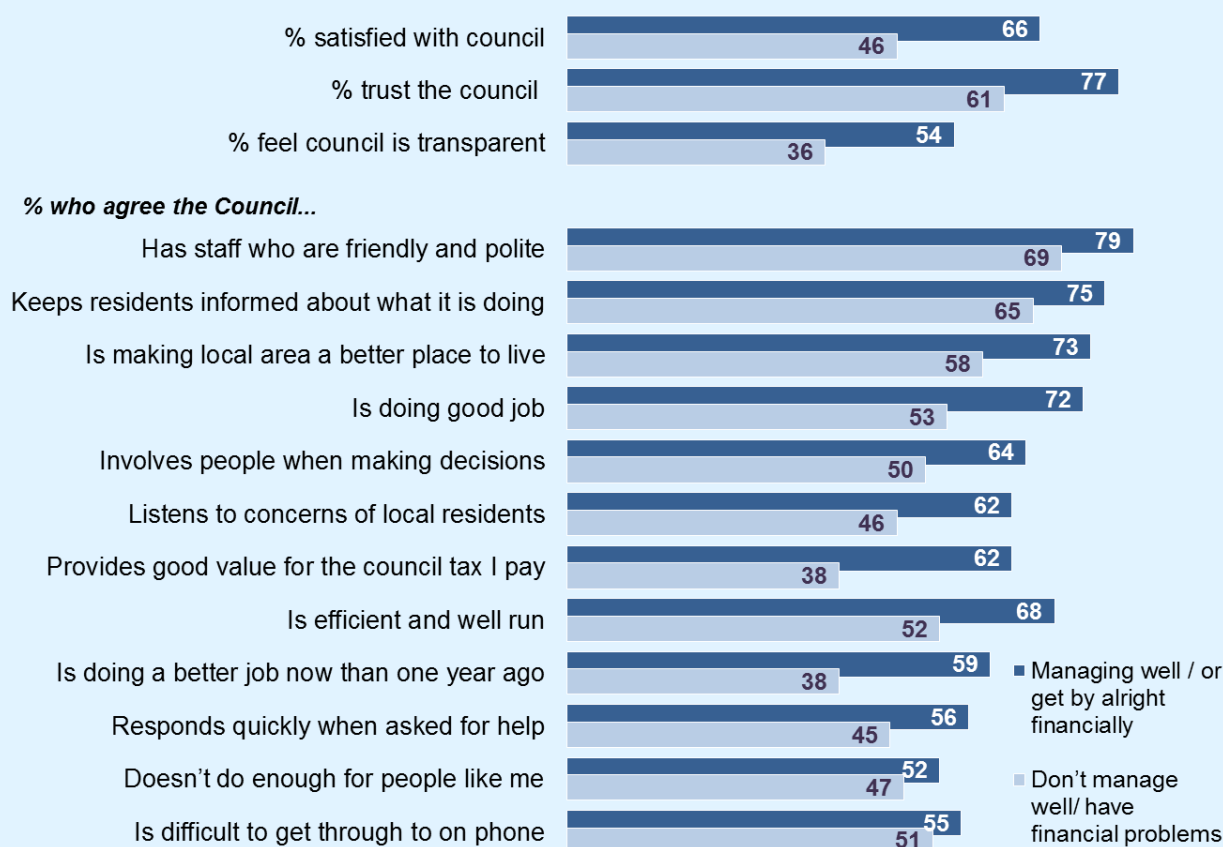
The surveyed explored perceptions about 15 different aspects of the Council's image (Figure 1). In general, views about the Council's image showed relatively little variation across different population groups (eg age, gender, ethnicity, disability etc) with one notable exception - how respondents felt about their financial circumstances<sup>1</sup>. This was the only demographic to emerge as important across most of the 15 measures.

### Financial circumstances

Around 1 in 8 respondents (13 per cent) said they were struggling financially<sup>2</sup> - these residents were far less likely to be positive about the Council compared with those who were managing well or getting by alright. For example, just over half of those struggling financially agreed with the statement 'My Council is doing a good job' compared with almost three quarters of those who said they were managing well or get by alright (53 vs. 72 per cent).

**Figure 1: Views about the Council by financial circumstances**

Tower Hamlets, 2018



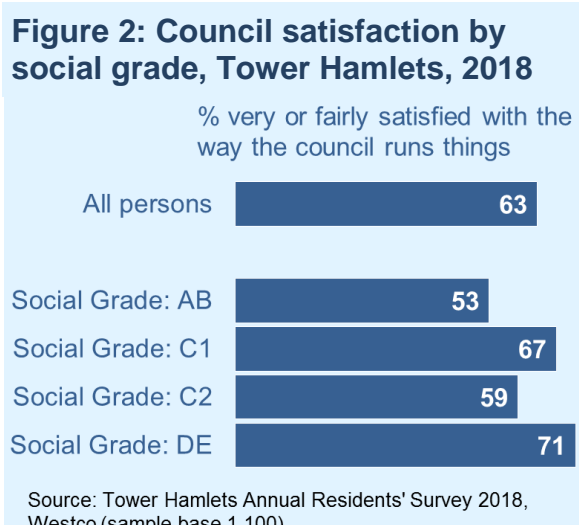
Source: Tower Hamlets Annual Residents' Survey 2018, Westco (sample base 1,100)

<sup>1</sup> Finance question was worded as follows: Which of these phrases best describes how you and your household manage financially these days?: manage very well / manage quite well / get by alright / don't manage very well / have some financial difficulties / in deep financial trouble.



**Social grade:** Views about most aspects of the Council’s image showed little variation by social grade, with a few exceptions:

- AB and C2 households were less likely than C1 or DE households to be satisfied with the way the Council does things (53/59 vs. 67/71 per cent);
- C2 households were less likely than other groups to feel the Council was doing a good job (61 vs. 70-71 per cent) or to feel that the Council provides good value for the council tax they pay (49 vs. 59-62 per cent);
- C2 household were less likely than other groups to say they trusted the Council (67 vs. 73-78 per cent).



**Housing tenure:** Owner occupiers were less positive about 4 of the 15 aspects of the Council’s image: they were less likely than average to be satisfied with the Council (53 vs 63 per cent); less likely to agree that the Council was doing a good job (61 vs. 69 per cent); less likely to agree that the Council is doing a better job now than one year ago (46 vs. 56 per cent); and also less likely to agree that the Council responds quickly when asked for help (46 vs. 54 per cent).

**Age:** Views about the Council’s image showed little variation by age, with a couple of exceptions: older residents (aged 60 and over) were more likely than average to agree that the Council provided good value for the Council tax they pay (68 vs. 58 per cent) and they were a bit more likely to agree that the Council has staff who are friendly and polite (84 vs. 77 per cent).

**Area:** Views about the Council’s image were fairly consistent by area, though residents in the West were a bit more likely than average to feel the Council listens to resident concerns (67 vs. 59 per cent) and that the Council provides good value for council tax (65 vs. 58 per cent). Those in the North were a bit less likely than average to be satisfied with the way the Council runs things (56 vs. 63 per cent).

In general, characteristics such as ethnicity, disability, gender, work status and family type had little bearing on views about the Council’s image, with a few exceptions:

- Bangladeshi residents were more likely than average to agree that the Council was difficult to get through to on the phone (63 vs. 54 per cent);
- Disabled respondents were less likely than non-disabled respondents to feel that the Council listens to their concerns (48 vs. 61 per cent);
- Those who were not in work were more likely than average to agree that the Council responds quickly when asked for help (61 vs. 54 per cent);
- Those with children were more likely than those without children to feel that Council staff were friendly and polite (83 vs. 74 per cent).

Appendix C (Tables [C1](#) and [C2](#)) provides further detail.

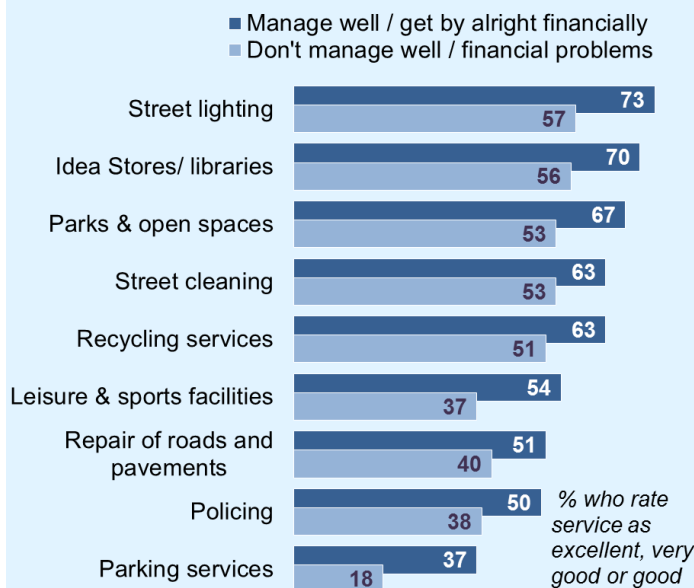
## Service satisfaction ratings

Those who were struggling financially were also more negative about council services compared with other groups. Across 9 of the 12 services areas monitored<sup>3</sup>, those who were struggling financially reported significantly lower levels of satisfaction (Figure 3).

For example, just 56 per cent of residents who were struggling financially rated Idea Stores and libraries as excellent or good, compared with 70 per cent of those who were managing well or getting by alright.

By area, those who lived in the North of the Borough were more negative about some service areas: street lighting; street cleaning; recycling services; repair of roads and pavements; and leisure and sports facilities.

**Figure 3: Service satisfaction ratings by financial circumstances**  
Tower Hamlets, 2018



Source: Tower Hamlets Annual Residents' Survey 2018, Westco (sample base 1,100)

Views about local health services showed no significant variation according to financial circumstances but did vary according to work status and social class.

AB households and those in full-time work were more negative about local health services: 51 per cent of AB residents rated health services as good through to excellent compared with 70 per cent of DE residents. Those in full-time work gave lower ratings (55 per cent) than those who worked part-time or those who were unemployed/not in employment (66 and 69 per cent).

AB households also reported lower levels of satisfaction with refuse collection and recycling services.

Views about parking services are fairly negative across the board, but views were particularly negative among disabled people: just 18 per cent of disabled residents rated parking services positively compared with 36 per cent of non-disabled residents.

People with dependent children rated certain service areas more highly than those without children. These included Idea Stores/libraries (76 vs. 62 per cent); leisure and sports facilities (59 vs. 47 per cent); street cleaning (70 vs. 58 per cent) and recycling services (69 vs. 57 per cent). [Appendix C \(Table C3\)](#) provides further detail.

<sup>3</sup> 'All resident' service ratings were monitored for 12 areas. These ratings relate to general perceptions (regardless of whether the resident used the service or not).

## Digital inclusion

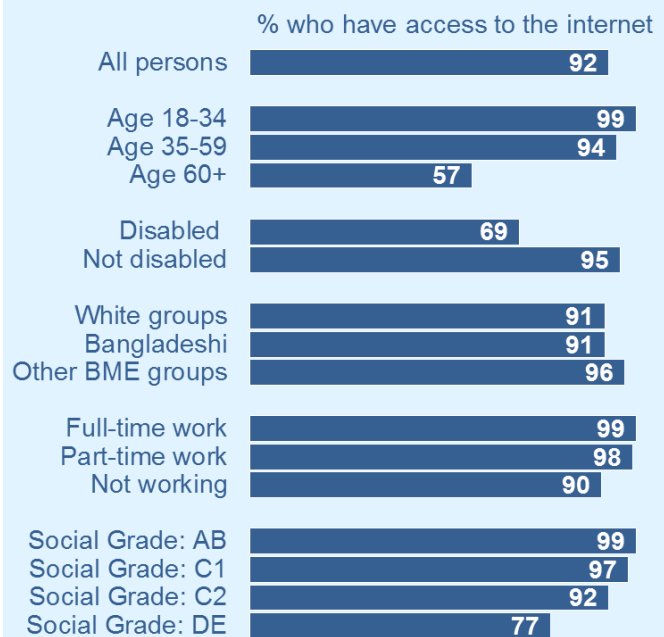
Of those residents surveyed, 92 per cent said they had access to the internet. Access levels varied most by:

- Age:** Levels of internet access are strongly related to age: while the vast majority (99 per cent) of those aged 18-34 had access to the internet, just 57 per cent of those aged 60 and over has access.
- Disability:** Those with a disability or health problem were far less likely to have internet access compared with those without a disability or health problem (69 vs. 95 per cent) - this is consistent with findings on age (as the prevalence of disability increases with age).
- Social grade:** Households from social grades DE (typically lower income households) had lower levels of internet access compared with other groups: 77 per cent of DE households had internet access compared with 99 per cent of AB households.

Age and affluence were also associated with the way people use the internet. Once online, younger and better off households (ie those in work, those managing well financially and AB households) typically engaged in a wider range of online activities than older or lower income households. They were also more likely to use the internet for transactional purposes such as internet banking or paying for council services online (Figure 6).

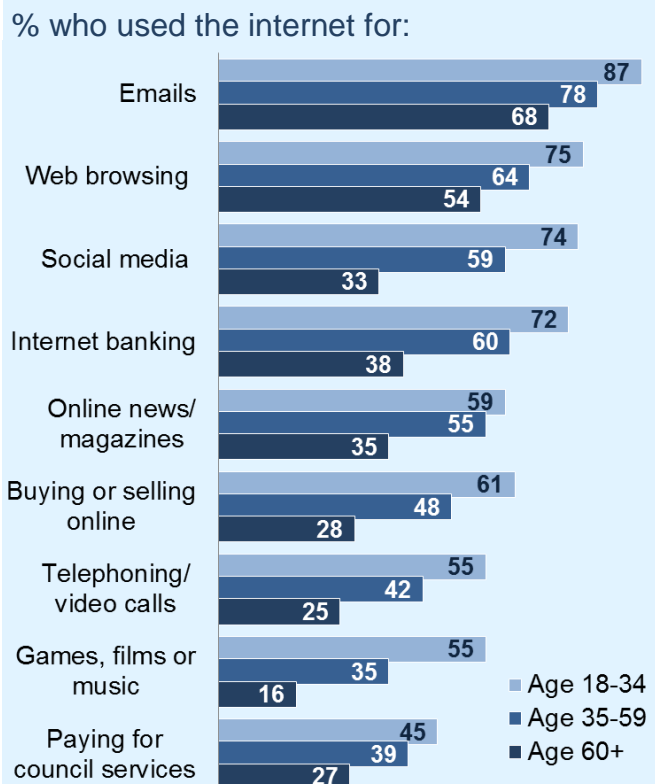
For example, 72 per cent of internet users aged 18-34 used online banking compared with just 38 per cent of

**Figure 4: Internet access by population group, Tower Hamlets, 2018**



Source: Tower Hamlets Annual Residents' Survey 2018, Westco (sample base 1,100)

**Figure 5: Internet use by population group, Tower Hamlets, 2018**

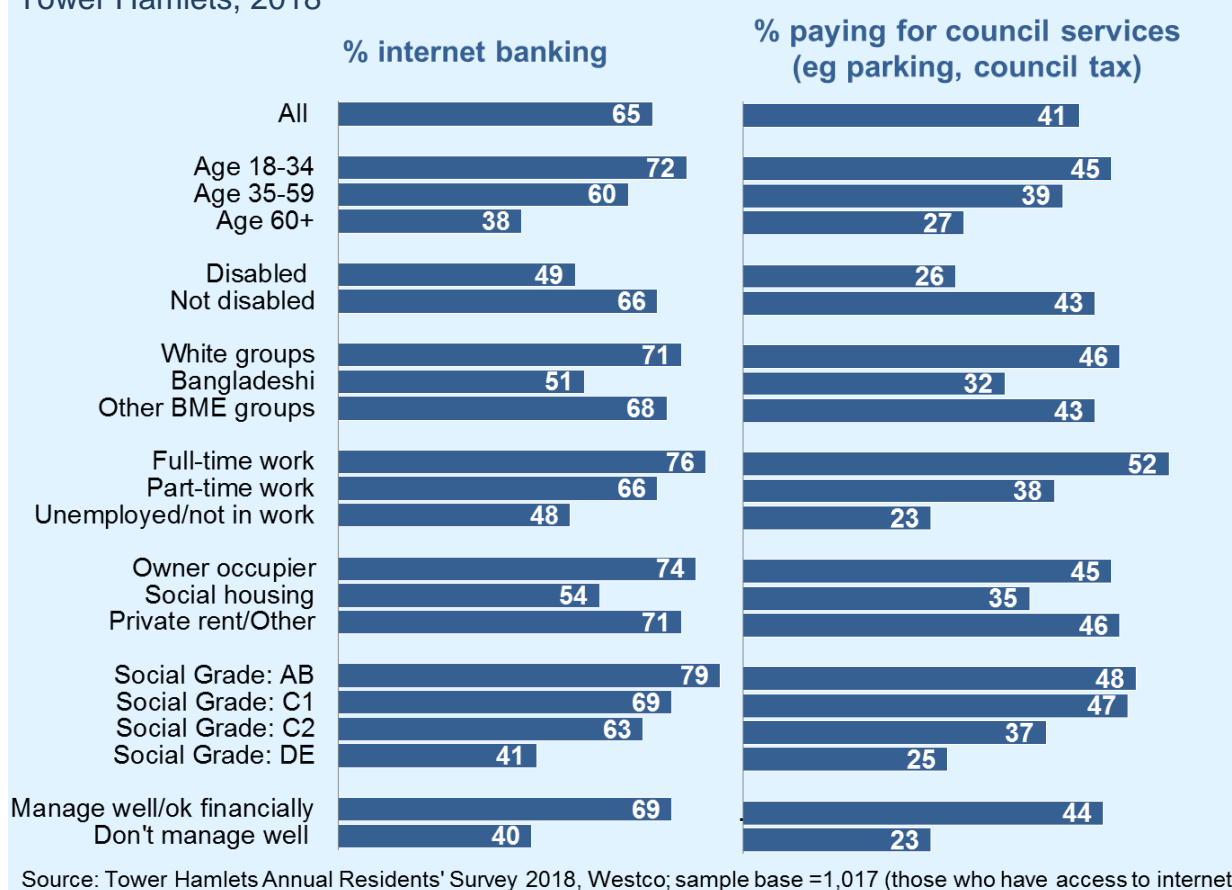


Source: Tower Hamlets Annual Residents' Survey 2018, Westco; sample base =1,017 (those who have access to the internet).

users aged over 60. Similarly, those in full-time work were far more likely to bank online than those who were not in work (76 vs. 48 per cent). Those from social grade AB were almost twice as likely as DE households to use the internet for online banking (79 vs. 41 per cent). Other groups less likely to use the internet for transactional purposes included Bangladeshi residents, those living in social housing, those who were having difficulties managing financially, and disabled people.

The findings underline the distinction between having access to the internet, and the degree to which residents feel able or willing to use it for different purposes. For example, Bangladeshi and White residents were equally as likely to have access to the internet (both 91 per cent), but Bangladeshi residents were far less likely to use it for transactional purposes: just one third of Bangladeshi residents said they used the internet for paying for council services compared with almost one half of White residents (32 vs. 46 per cent). Whereas for other activities there was no difference - for example, both groups were equally likely to use the internet for social media (both 65 per cent).

**Figure 6: Use of internet for transactional purposes by population group, Tower Hamlets, 2018**



Appendix C (Table C8) provides more detail on how internet use varies across different population groups.

## How people source information about the Council

Similar patterns emerge in relation to how residents prefer to source information about the Council. Those who preferred online sources were more likely to be young, White, in work and from AB households (Figure 7).

When asked where they got most of their information about the Council from, the two most popular methods were printed information (eg leaflets) - used by 40 per cent of residents and the Council website used by 36 per cent of residents respectively.

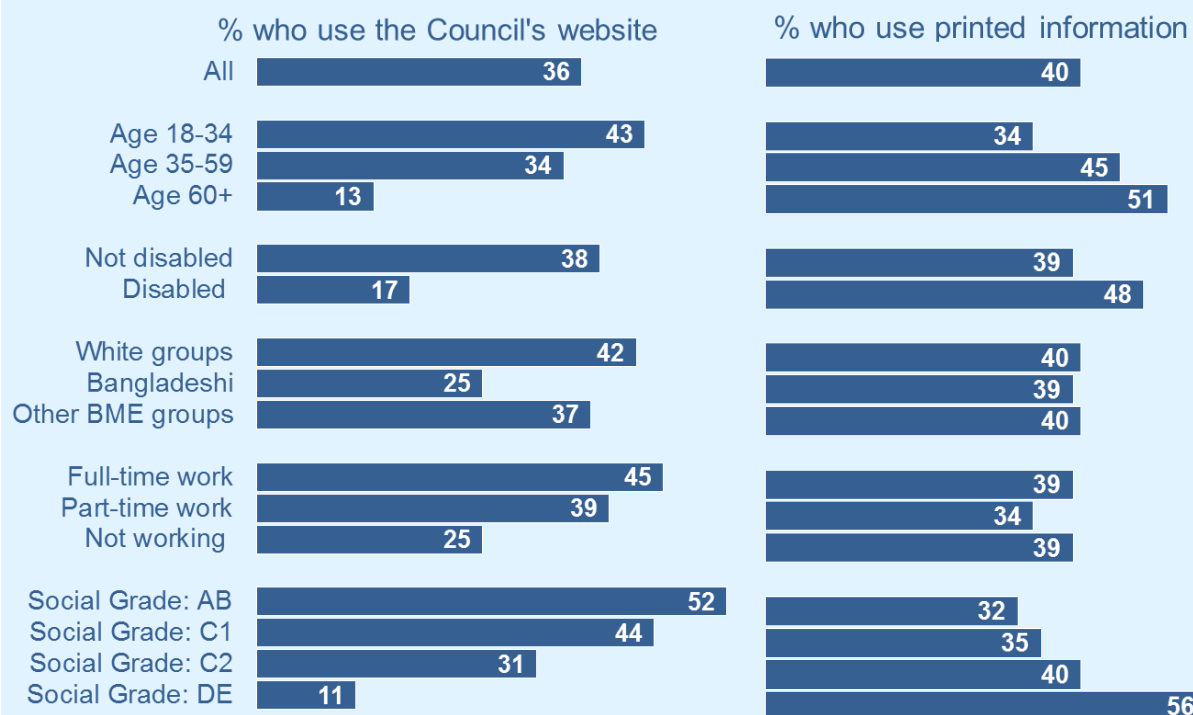
By age, 43 per cent of young adults had used the website compared with just 13 per cent of those aged 60 and over. By social grade, more than half of AB residents had used the website compared with just 11 per cent of DE residents.

In contrast, older residents, and those from DE households, were far likely to use printed information compared with other groups (51 and 56 per cent).

Appendix C (Table C7) provides further details on methods preferred by population group.

**Figure 7: Preferred ways to get Council information by population group, Tower Hamlets, 2018**

*Where would you say you get most of your information about the Council and the services it provides?*



Source: Tower Hamlets Annual Residents' Survey 2018, Westco (sample base 1,100)

## Perceptions about crime and anti-social behaviour (ASB)

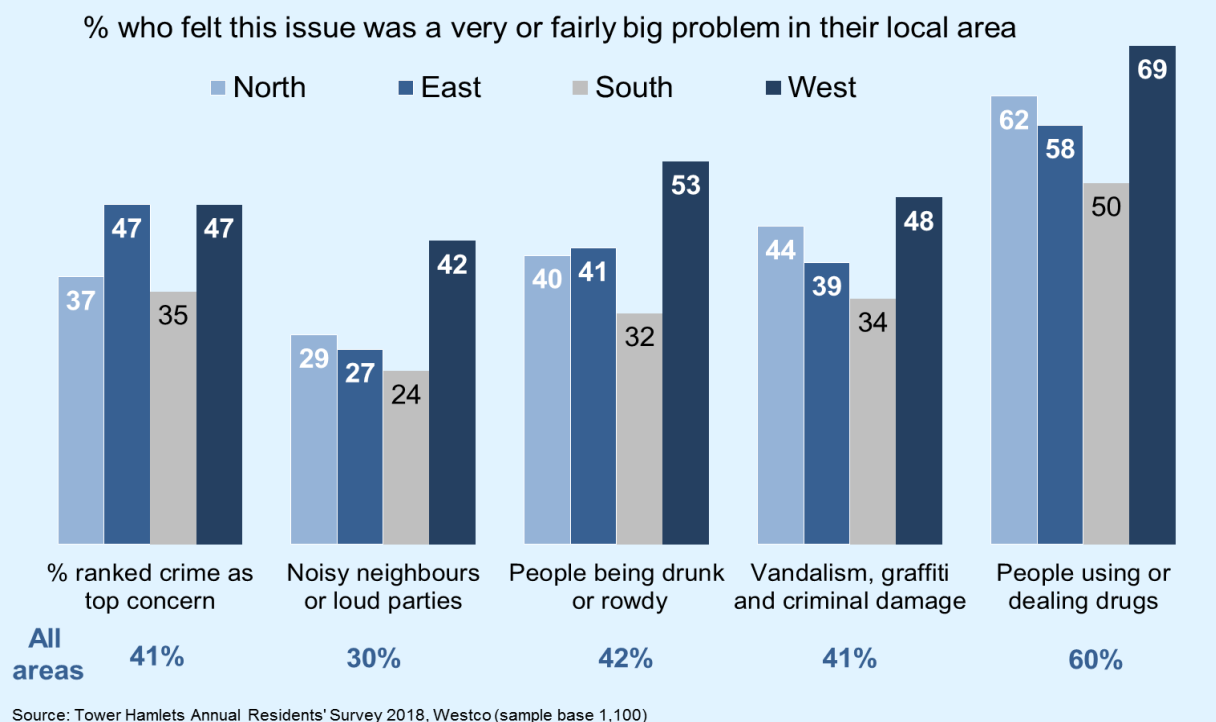
The survey explored perceptions about crime and anti-social behaviour in the local area. Crime emerged as a key concern of residents: 41 per cent cited it as one of their top 3 personal concerns. Concern about drug use was particularly high: 60 per cent of residents felt drug use and dealing was a very, or fairly, big problem in their local area.

Perceptions around crime and ASB vary by area. Concern over ASB levels were typically higher in the West of the borough and lowest in the South (riverside wards)<sup>4</sup>. For example, over two thirds of those living in the West felt drug use and drug dealing was a big problem in their area, compared with half of those living in the South of the borough (69 vs. 50 per cent). Concern over crime was highest in the East and West (both 47 per cent), and lower in the North and South (37 and 35 per cent).

By ethnicity, Bangladeshi residents were more likely than White or other BME groups to report people being drunk and rowdy as a big problem in their local area (50 vs. 38 and 39 per cent). There was a similar pattern in relation to concern over people using or dealing drugs: 67 per cent of Bangladeshi residents reported this as a big problem compared with 59 per cent of White residents and 50 per cent of residents from other BME groups.

Concern levels showed little variation by gender, age, disability, work status, housing tenure, or financial circumstances. [Appendix C \(Table C4\)](#) for more detail.

**Figure 8: Concern about crime and ASB by area, Tower Hamlets, 2018**



<sup>4</sup> North = Weavers, St. Peter's, Bethnal Green, Bow East, Bow West; East = Bromley North, Bromley South, Mile End, Lansbury, Poplar; South = St. Katherine's & Wapping, Limehouse, Canary Wharf, Blackwall & Cubitt Town, Island Gardens; West = Spitalfields & Banglatown, Whitechapel, Stepney Green, St. Dunstan's, Shadwell. See Appendix A for map.



## Community cohesion

The majority of residents (86 per cent) agree their local area is a place where people from different backgrounds get on well together.

Agreement levels were consistently high across all population groups (Figure 9). Notably, there was no significant difference in views by ethnicity or area.

Only one group - those struggling financially - gave a rating that was a significantly lower than the average (79 per cent).

### Area satisfaction

The majority (79 per cent) of residents are very or fairly satisfied with their area as a place to live.

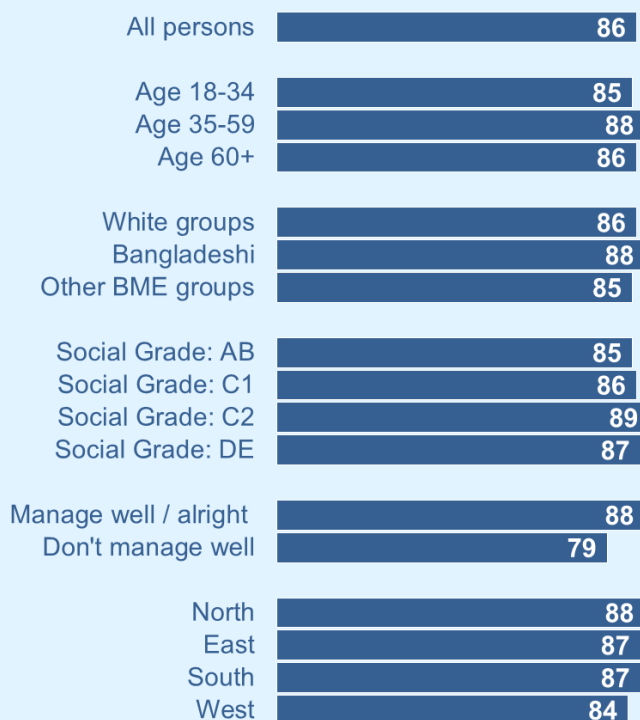
Area satisfaction ratings were relatively high across all groups, though there was some variation:

- AB residents reported lower satisfaction levels compared with residents from DE households (72 vs. 87 per cent).
- Bangladeshi residents were a bit more likely than White residents or those from other BME groups (85 vs. 77/75 per cent) to be satisfied with the local area.
- Those who said they were struggling financially were less likely than average to feel satisfied with their local area (69 vs. 79 per cent).

Area satisfaction ratings were fairly similar across different areas in the borough. [Appendix C \(Table C5\)](#) provides further detail

**Figure 9: Cohesion by population group, Tower Hamlets, 2018**

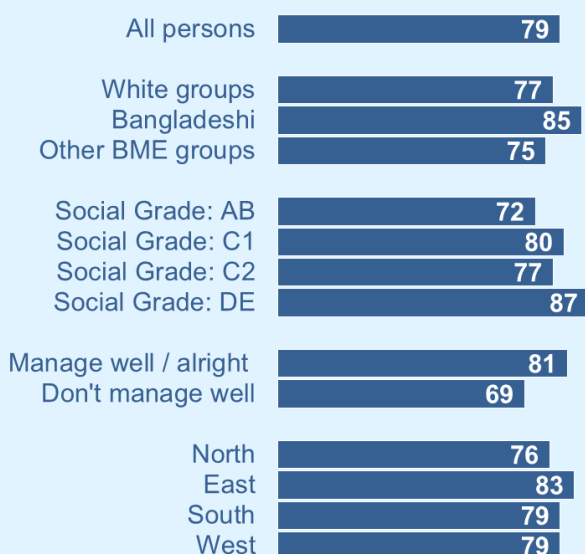
% who agree that the local area is a place that people from different backgrounds get on well together



Source: Tower Hamlets Annual Residents' Survey 2018, Westco (sample base 1,100)

**Figure 10: Area satisfaction ratings by population group, Tower Hamlets, 2018**

% very or fairly satisfied with their area as a place to live



Source: Tower Hamlets Annual Residents' Survey 2018, Westco (sample base 1,100).



## Volunteering

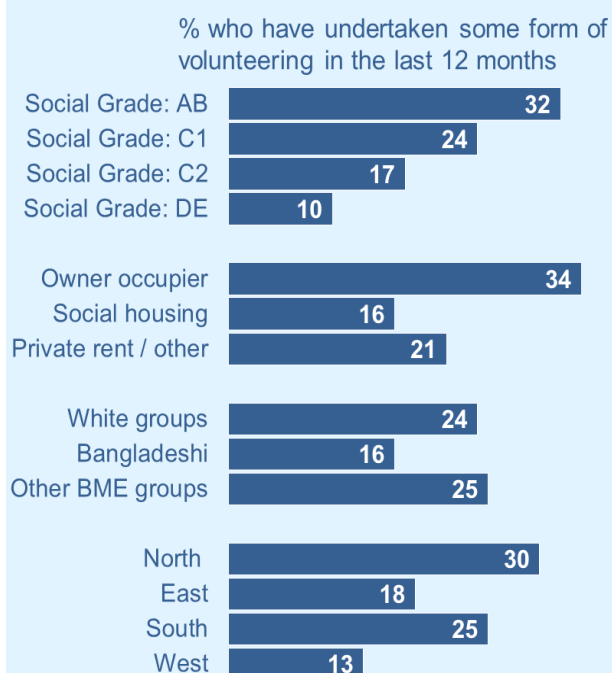
Residents were asked whether they had done any voluntary work in the last year. Volunteering was defined as ‘giving unpaid help through groups, clubs, schools or organisations for the benefit of others’.

In total, 22 per cent said they had undertaken some form of voluntary work in the past year. Just under half of this group (9 per cent of residents) were regular volunteers - who volunteered at least weekly or monthly, while 13 per cent were occasional volunteers who volunteered less frequently.

AB respondents were three times more likely to volunteer compared with DE respondents (32 vs. 10 per cent). Other groups with high rates of volunteering included: owner occupiers (34 per cent); and those living in the North of the borough.

Bangladeshi residents were less likely to volunteer than White residents, or those from other BME groups (16 vs. 24/25).

**Figure 11: Volunteering by population group, Tower Hamlets, 2018**



Source: Tower Hamlets Annual Residents' Survey 2018, Westco (sample base 1,100). Question wording: Over the last twelve months how often, if at all, have you taken part in any volunteering activities? By volunteering, we mean giving unpaid help through groups, clubs, schools or organisations for the benefit of others.

## Influencing decisions

Around 55 per cent of residents felt they could influence decisions affecting their local area. Those who were managing well, or alright, financially were more likely to feel they could influence things compared with those who were struggling financially (59 vs. 37 per cent). By area, those who lived in the West of the borough were the most likely to feel they could influence decisions (64 per cent).

Appendix C (Table [C5](#)) provides further detail.

## Cycling in Tower Hamlets

One in five residents (20 per cent) were cyclists: 7 per cent cycled weekly or daily, while 13 per cent were ‘occasional’ cyclists who cycled less often.

The prevalence of cycling varies considerably across groups:

- Those in AB households were six times more likely to cycle than those in DE households (36 vs. 6 per cent).
- Men were far more likely than women to be cyclists (26 vs. 14 per cent);
- Cycling is related to age: young adults were more likely to cycle (27 per cent).
- White residents were far more likely than Bangladeshi residents to cycle (26 vs. 11 per cent).
- Private renters were far more likely to be cyclists than those in social housing (28 vs. 10 per cent).

Just over six in ten residents (62 per cent) felt Tower Hamlets was a very, or fairly, cycle friendly place.

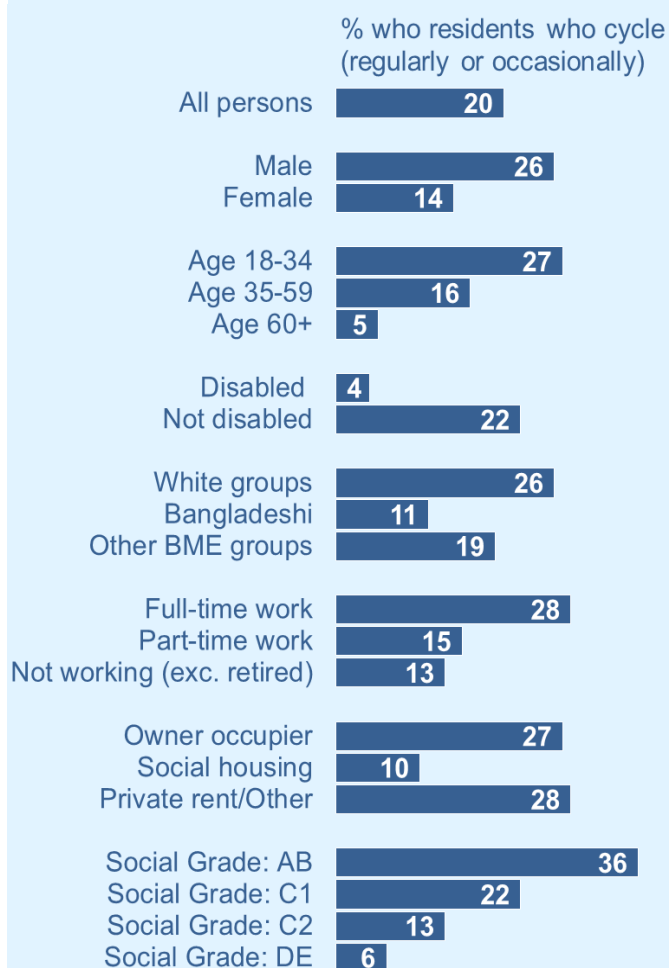
Views about how cycling friendly the borough was were fairly consistent across most population groups, with the two exceptions of disabled people and those who were struggling financially, who both gave lower cycle friendly ratings (52 and 53 per cent). See Appendix C (Table C6) for more detail.

## Financial worries

As has been demonstrated, how people feel about their finances has a strong association with perceptions generally. Across the survey topics, those who have been struggling financially were more likely to hold negative perceptions about the Council and its services.

The question about finances was asked near the end of the survey interview, and residents were asked *‘taking everything together, which of these phrases best describes how you and your household manage financially these days?’*

**Figure 12: Cycling by population group, Tower Hamlets, 2018**



Source: Tower Hamlets Annual Residents' Survey 2018, Westco (sample base 1,100)

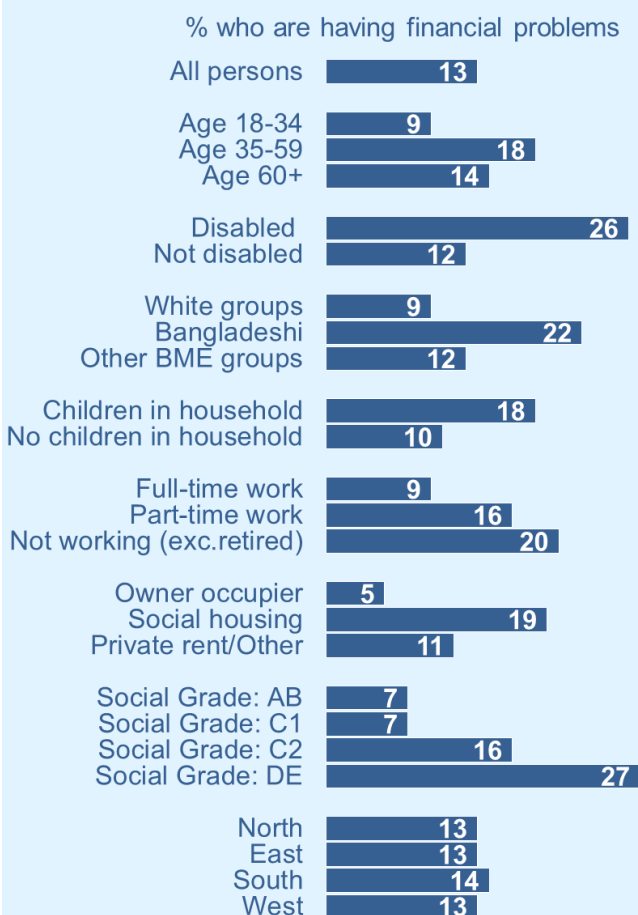
In response, one third of residents (33 per cent) said they were managing very well or quite well; around half said they 'get by alright' while 13 per cent (one in eight) indicated they were facing difficulties managing financially (ie, they don't manage very well, they had some financial difficulties or were in deep financial trouble).

Residents most likely to say they were having financial difficulties were: those from social grade DE (27 per cent); disabled people (26 per cent); Bangladeshi residents (22 per cent); those who are out of work (20 per cent); and those in social housing (19 per cent).

Residents were also asked whether they had any specific financial concerns. The most common concern was worries about housing costs: almost one quarter of residents said they were concerned about paying the rent or mortgage (23 per cent).

Not surprisingly, those who said they were struggling financially were more likely to be concerned about housing costs than those who were managing well or getting by alright (45 vs. 21 per cent). Other groups who were more likely than average to worry about housing costs included: those in full or part-time work (28 and 27 per cent); those renting privately (27 per cent) and those living in the South of the borough (29 per cent). Those aged 60 or over were the least likely to worry about housing costs (9 per cent). [Appendix C \(Table C9\)](#) provides fuller detail.

**Figure 13: Financial difficulties by population group, Tower Hamlets. 2018**



Source: Tower Hamlets Annual Residents' Survey 2018, Westco (sample base 1,100). Notes: Those with financial problems are those who said either: they don't manage very well financially, or they have some financial difficulties, or were in deep financial trouble. Question wording 'Which of these phrases best describes how you and your household manage financially these days?'

## Further information

This topic briefing was produced by the Council's Corporate Research Unit. For queries about this report, or the survey, please contact us:

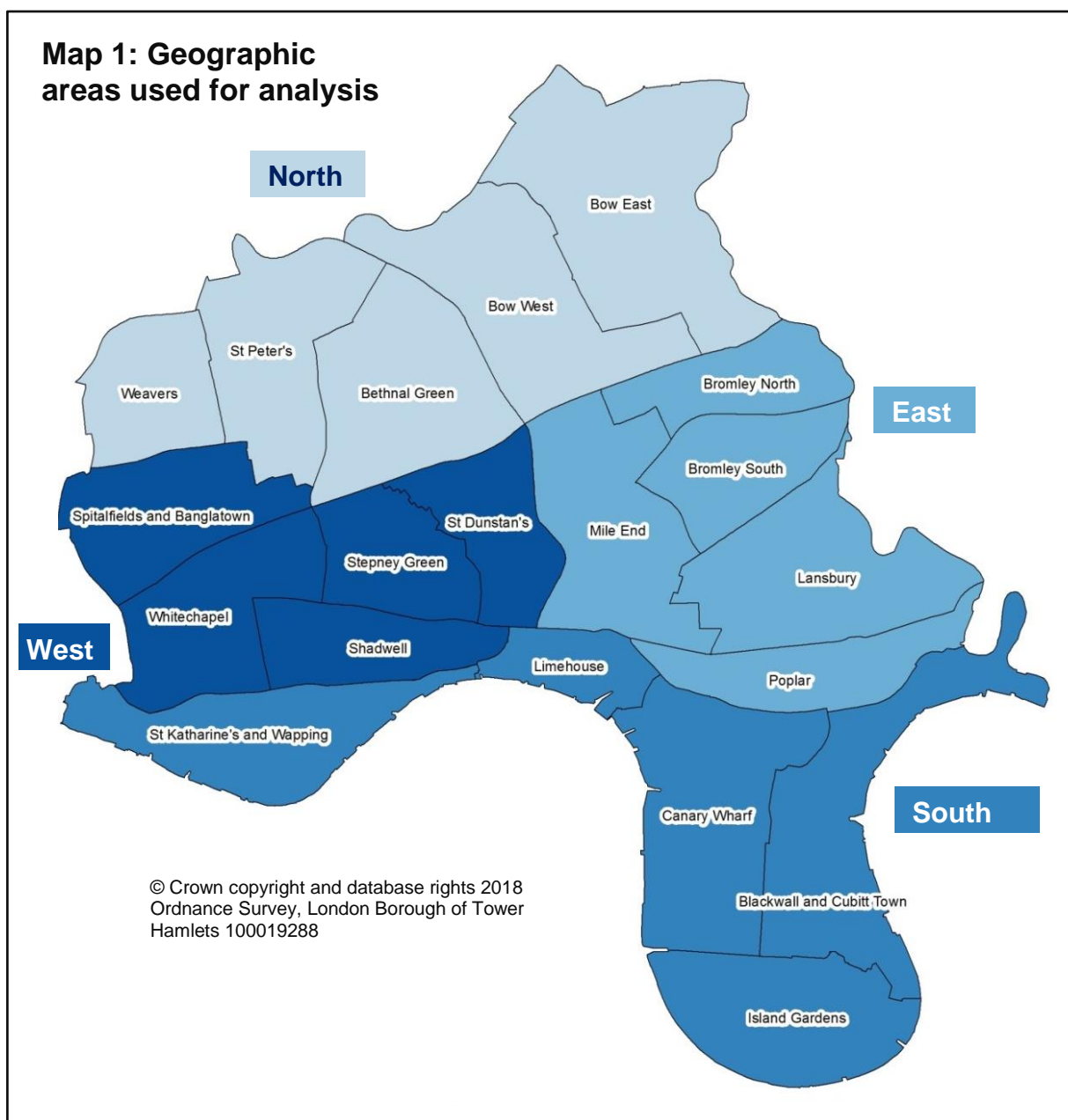


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The 2018 Annual Residents' Survey report can be found on the Council's [website](#)

## Appendix A: Map of geographic areas used for analysis

Area comparisons are restricted to four areas: North, East, South and West (each made up of wards). The demographic and socio-economic profile of residents living in each area varies and this is reflected in the survey samples being compared. Most notably, those surveyed in the South of the borough have a very different profile compared with those in the other three areas. They are far more likely to be in employment (and to be social grade ABC1 households) compared with those living in the rest of the borough. Conversely, they are far less likely to live in social housing.



## Appendix B: Social grade groups

Social grade groups (market research classification system)	Groups used for analysis
<b>A High managerial, administrative or professional</b>	} AB
<ul style="list-style-type: none"> <li>Professional people, very senior managers in business or commerce or top civil servants. Retired people, previously grade A, and their widows.</li> </ul>	
<b>B Intermediate managerial, administrative or professional</b>	} AB
<ul style="list-style-type: none"> <li>Middle management executives in large organisations, with appropriate qualifications. Principal officers in local government and civil service.</li> <li>Top management, owners of small business concerns, educational &amp; service establishments.</li> <li>Retired people, previously grade B, and their widows.</li> </ul>	
<b>C1 Supervisory, clerical and junior managerial, administrative or professional</b>	} C1
<ul style="list-style-type: none"> <li>Junior management, owners of small establishments, and all others in non-manual positions. Jobs in this group have very varied responsibilities and educational requirements.</li> <li>Retired people, previously grade C1, and their widows.</li> </ul>	
<b>C2 Skilled manual workers</b>	} C2
<ul style="list-style-type: none"> <li>All skilled manual workers, and those manual workers with responsibility for other people.</li> <li>Retired people, previously grade C2, with pensions from their job.</li> <li>Widows, if receiving pensions from their late husband's job.</li> </ul>	
<b>D Semi and unskilled manual workers</b>	} DE
<ul style="list-style-type: none"> <li>All semi-skilled and un-skilled manual workers, apprentices and trainees to skilled workers.</li> <li>Retired people, previously grade D, with pensions from their job.</li> <li>Widows, if receiving a pension from their late husband's job.</li> </ul>	
<b>E State pensioners, casual workers, long term unemployed/workless</b>	
<ul style="list-style-type: none"> <li>Those entirely dependent on the state long-term, through sickness, unemployment, old age or other reasons.</li> <li>Those unemployed for more than six months (otherwise classified on previous occupation).</li> <li>Casual workers and those without a regular income.</li> <li>Households without a Chief Income Earner.</li> </ul>	

## Appendix C: Data tables

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## C1. Views about image of the Council by population group, Tower Hamlets, 2018 (part 1 of 2)

% residents who agreed a 'great deal' or to 'some extent' with statement	My Council ...					
	Is doing a good job	Is efficient and well run	Involves residents when making decisions	Listens to concerns of local residents	Is difficult to get through to on the phone	Responds quickly when asked for help
<b>All persons</b>	<b>69%</b>	<b>65%</b>	<b>62%</b>	<b>59%</b>	<b>54%</b>	<b>54%</b>
Male	70%	66%	60%	59%	54%	55%
Female	67%	65%	63%	59%	55%	54%
Age 18-34	69%	66%	63%	60%	56%	54%
Age 35-59	70%	65%	60%	60%	52%	54%
Age 60+	65%	63%	60%	54%	56%	55%
Disabled	64%	64%	56%	48%	55%	53%
Not disabled	69%	65%	62%	61%	54%	55%
White groups	68%	66%	61%	59%	50%	54%
Bangladeshi	67%	67%	62%	61%	63%	58%
Other BME groups	73%	62%	62%	57%	54%	50%
Children in household	68%	65%	64%	60%	60%	55%
No children in household	69%	66%	60%	59%	51%	54%
Full-time work	69%	65%	62%	60%	56%	52%
Part-time work	67%	61%	61%	56%	49%	48%
Not working (exc. retired)	70%	67%	61%	61%	52%	61%
Owner occupier	61%	59%	57%	55%	59%	46%
Social housing	69%	66%	60%	59%	58%	58%
Private rent/Other	73%	68%	65%	62%	48%	54%
Social Grade: AB	71%	63%	57%	61%	54%	54%
Social Grade: C1	70%	65%	62%	61%	57%	53%
Social Grade: C2	61%	64%	69%	55%	53%	50%
Social Grade: DE	70%	69%	60%	60%	52%	60%
Manage well / get by alright financially	72%	68%	64%	62%	55%	56%
Don't manage well / financial problems	53%	52%	50%	46%	51%	45%
North	68%	62%	62%	61%	54%	55%
East	69%	68%	63%	55%	54%	57%
South	67%	62%	58%	55%	49%	50%
West	72%	69%	63%	67%	60%	55%

Source: Tower Hamlets Annual Residents' Survey 2018, Westco (sample base 1,100)

Notes: Shaded figures are significantly different to the all persons average, and to one or more other groups within the category (ie differences are statistically significant).



## C1. Views about image of the Council by population group, Tower Hamlets, 2018 (part 2 of 2)

% residents who agreed a 'great deal' or to 'some extent' with statement	<i>My Council ...</i>					
	Keeps residents informed about what they are doing	Has staff who are friendly and polite	Doesn't do enough for people like me	Provides good value for money for the council tax I pay	Is doing a better job now than one year ago	Is making the local area a better place for people to live
<b>All persons</b>	<b>73%</b>	<b>77%</b>	<b>51%</b>	<b>58%</b>	<b>56%</b>	<b>71%</b>
Male	74%	76%	51%	58%	55%	71%
Female	73%	78%	51%	58%	57%	71%
Age 18-34	75%	76%	52%	54%	56%	71%
Age 35-59	74%	76%	51%	60%	57%	70%
Age 60+	67%	84%	47%	68%	51%	74%
Disabled	73%	74%	51%	65%	50%	66%
Not disabled	74%	78%	51%	57%	57%	71%
White groups	74%	76%	49%	58%	54%	71%
Bangladeshi	70%	82%	53%	57%	55%	71%
Other BME groups	77%	74%	52%	58%	61%	71%
Children in household	74%	83%	56%	57%	57%	68%
No children in household	73%	74%	48%	59%	55%	72%
Full-time work	74%	77%	53%	57%	54%	69%
Part-time work	76%	73%	48%	55%	59%	70%
Not working (exc. retired)	72%	78%	50%	60%	59%	74%
Owner occupier	73%	75%	56%	57%	46%	71%
Social housing	70%	81%	53%	58%	58%	69%
Private rent/Other	78%	74%	46%	58%	59%	73%
Social Grade: AB	73%	79%	49%	59%	54%	74%
Social Grade: C1	73%	76%	52%	60%	56%	69%
Social Grade: C2	73%	76%	55%	49%	54%	65%
Social Grade: DE	74%	79%	48%	62%	59%	74%
Manage well / get by alright financially	75%	79%	52%	62%	59%	73%
Don't manage well / financial problems	65%	69%	47%	38%	38%	58%
North	74%	78%	54%	57%	55%	72%
East	71%	79%	51%	55%	59%	72%
South	71%	72%	47%	56%	51%	67%
West	78%	80%	52%	65%	58%	73%

Source: Tower Hamlets Annual Residents' Survey 2018, Westco (sample base 1,100)

Notes: Shaded figures are significantly different to the all persons average, and to one or more other groups within the category (ie differences are statistically significant).

## C2: Views about the Council (satisfaction, trust and transparency) by population group, Tower Hamlets, 2018

	<b>Council satisfaction</b> % satisfied with the way the Council does things	<b>Trust</b> % trust the Council a great deal or fair amount	<b>Transparency</b> % agree the Council is open and transparent about its activities
<b>All persons</b>	<b>63%</b>	<b>74%</b>	<b>50%</b>
Male	61%	74%	51%
Female	65%	75%	50%
Age 18-34	60%	74%	50%
Age 35-59	66%	74%	51%
Age 60+	66%	75%	50%
Disabled	62%	72%	48%
Not disabled	63%	75%	51%
White groups	61%	73%	50%
Bangladeshi	66%	78%	54%
Other BME groups	63%	71%	48%
Children in household	68%	76%	54%
No children in household	60%	73%	48%
Full-time work	60%	71%	49%
Part-time work	66%	75%	49%
Not working (exc. retired)	67%	78%	54%
Owner occupier	53%	71%	43%
Social housing	67%	72%	52%
Private rent/Other	64%	78%	52%
Social Grade: AB	53%	73%	47%
Social Grade: C1	67%	78%	53%
Social Grade: C2	59%	67%	46%
Social Grade: DE	71%	74%	54%
Manage well / get by alright financially	66%	77%	54%
Don't manage well / financial problems	46%	61%	36%
North	56%	75%	46%
East	68%	74%	51%
South	62%	70%	50%
West	67%	78%	56%

Source: Tower Hamlets Annual Residents' Survey 2018, Westco (sample base 1,100)

Notes: Shaded figures are significantly different to the all persons average, and to one or more other groups within the category (ie differences are statistically significant).

### C3: Service satisfaction ratings by population group, Tower Hamlets, 2018 (part 1 of 2)

<i>% who rate service as excellent, very good or good (all resident ratings)</i>	Refuse collection	Street lighting	Street cleaning	Repair of roads and pavements	Parks & open spaces	Leisure & sports facilities
All persons	<b>72%</b>	<b>71%</b>	<b>62%</b>	<b>49%</b>	<b>64%</b>	<b>52%</b>
Male	73%	72%	64%	52%	64%	53%
Female	71%	69%	60%	47%	64%	50%
Age 18-34	69%	71%	60%	48%	64%	53%
Age 35-59	74%	71%	64%	52%	65%	51%
Age 60+	<b>84%</b>	72%	64%	44%	65%	46%
Disabled	79%	65%	57%	46%	58%	44%
Not disabled	72%	72%	63%	50%	65%	53%
White groups	73%	71%	61%	46%	65%	48%
Bangladeshi	71%	71%	66%	53%	65%	<b>58%</b>
Other BME groups	72%	71%	60%	54%	62%	50%
Children in household	77%	72%	<b>70%</b>	51%	65%	<b>59%</b>
No children in household	70%	70%	<b>58%</b>	49%	64%	47%
Full-time work	71%	71%	60%	49%	64%	51%
Part-time work	71%	70%	69%	52%	64%	56%
Not working (exc. retired)	72%	70%	62%	50%	66%	53%
Owner occupier	68%	66%	57%	43%	60%	46%
Social housing	77%	71%	67%	48%	64%	52%
Private rent/Other	70%	73%	60%	54%	66%	54%
Social Grade: AB	<b>64%</b>	68%	59%	48%	59%	46%
Social Grade: C1	74%	70%	61%	50%	67%	55%
Social Grade: C2	75%	75%	65%	47%	68%	57%
Social Grade: DE	76%	71%	65%	52%	63%	49%
Manage well / get by alright financially	73%	73%	63%	51%	67%	54%
Don't manage well / financial problems	67%	<b>57%</b>	<b>53%</b>	<b>40%</b>	<b>53%</b>	<b>37%</b>
North	70%	<b>64%</b>	<b>53%</b>	<b>39%</b>	70%	<b>45%</b>
East	77%	75%	68%	53%	66%	54%
South	75%	71%	65%	50%	63%	47%
West	68%	74%	63%	<b>56%</b>	58%	<b>60%</b>

Source: Tower Hamlets Annual Residents' Survey 2018, Westco (sample base 1,100)

Notes: Shaded figures are significantly different to the all persons average, and to one or more other groups within the category (ie differences are statistically significant).

### C3: Service satisfaction ratings by population group, Tower Hamlets, 2018 (part 2 of 2)

<i>% who rate service as excellent, very good or good (all resident ratings)</i>	Idea Stores/libraries	Recycling services	Policing	Collection of council tax	Parking services	Local health services
All persons	<b>67%</b>	<b>61%</b>	<b>48%</b>	<b>65%</b>	<b>34%</b>	<b>61%</b>
Male	67%	62%	50%	65%	36%	62%
Female	68%	60%	45%	64%	32%	60%
Age 18-34	66%	59%	47%	63%	35%	59%
Age 35-59	71%	61%	49%	65%	37%	61%
Age 60+	60%	68%	49%	<b>76%</b>	26%	<b>70%</b>
Disabled	58%	59%	42%	62%	<b>18%</b>	62%
Not disabled	68%	62%	49%	66%	<b>36%</b>	62%
White groups	<b>64%</b>	57%	45%	67%	33%	60%
Bangladeshi	<b>74%</b>	65%	53%	65%	35%	66%
Other BME groups	<b>66%</b>	66%	46%	58%	37%	58%
Children in household	<b>76%</b>	<b>69%</b>	51%	67%	39%	66%
No children in household	<b>62%</b>	<b>57%</b>	46%	64%	31%	59%
Full-time work	67%	57%	46%	67%	37%	<b>55%</b>
Part-time work	69%	68%	50%	62%	30%	<b>66%</b>
Not working (exc. retired)	66%	64%	49%	60%	34%	<b>69%</b>
Owner occupier	71%	54%	<b>40%</b>	68%	32%	<b>50%</b>
Social housing	70%	65%	<b>48%</b>	65%	32%	<b>67%</b>
Private rent/Other	63%	61%	<b>51%</b>	64%	38%	61%
Social Grade: AB	64%	<b>51%</b>	42%	61%	36%	<b>51%</b>
Social Grade: C1	68%	<b>63%</b>	49%	68%	35%	<b>62%</b>
Social Grade: C2	70%	<b>68%</b>	47%	65%	37%	<b>63%</b>
Social Grade: DE	67%	<b>62%</b>	53%	64%	28%	<b>70%</b>
Manage well / get by alright financially	<b>70%</b>	<b>63%</b>	<b>50%</b>	66%	<b>37%</b>	62%
Don't manage well / financial problems	<b>56%</b>	<b>51%</b>	<b>38%</b>	63%	<b>18%</b>	58%
North	<b>71%</b>	<b>53%</b>	48%	65%	33%	<b>56%</b>
East	<b>65%</b>	<b>69%</b>	51%	63%	29%	<b>65%</b>
South	<b>60%</b>	<b>56%</b>	46%	68%	40%	<b>56%</b>
West	<b>72%</b>	<b>66%</b>	47%	63%	35%	<b>69%</b>

Source: Tower Hamlets Annual Residents' Survey 2018, Westco (sample base 1,100)

Notes: Shaded figures are significantly different to the all persons average, and to one or more other groups within the category (ie differences are statistically significant).

#### C4: Views about crime and anti-social behaviour by population group, Tower Hamlets, 2018

	Thinking about this local area (within 15/20 minutes walking distance), how much of a problem do you think are...? (% fairly/very big problem)					% agree that the police & other services are successfully dealing with these issues
	% ranked crime as top concern	Noisy neighbours or loud parties	People being drunk or rowdy in public	Vandalism, graffiti & damage to property/vehicles	People using or dealing drugs	
<b>All persons</b>	<b>41%</b>	<b>30%</b>	<b>42%</b>	<b>41%</b>	<b>60%</b>	<b>57%</b>
Male	42%	32%	42%	41%	59%	58%
Female	41%	29%	41%	42%	60%	56%
Age 18-34	39%	31%	42%	43%	59%	55%
Age 35-59	45%	31%	44%	39%	60%	59%
Age 60+	41%	25%	33%	43%	61%	59%
Disabled	37%	26%	40%	43%	60%	49%
Not disabled	42%	31%	42%	41%	60%	58%
White groups	38%	27%	38%	41%	59%	55%
Bangladeshi	47%	34%	50%	46%	67%	62%
Other BME groups	42%	32%	39%	35%	50%	54%
Children in household	44%	32%	48%	47%	64%	61%
No children in household	40%	29%	38%	38%	57%	54%
Full-time work	37%	31%	41%	41%	60%	56%
Part-time work	47%	23%	49%	48%	66%	51%
Not working (exc. retired)	47%	32%	43%	40%	58%	60%
Owner occupier	42%	29%	40%	41%	62%	53%
Social housing	46%	31%	45%	45%	63%	57%
Private rent/Other	36%	31%	39%	38%	55%	58%
Social Grade: AB	41%	32%	44%	39%	60%	53%
Social Grade: C1	33%	29%	40%	41%	59%	59%
Social Grade: C2	46%	27%	45%	45%	64%	53%
Social Grade: DE	49%	32%	40%	41%	57%	61%
Manage well / get by alright financially	42%	30%	42%	42%	59%	60%
Don't manage well / financial problems	35%	33%	37%	40%	59%	45%
North	37%	29%	40%	44%	62%	51%
East	47%	27%	41%	39%	58%	57%
South	35%	24%	32%	34%	50%	55%
West	47%	42%	53%	48%	69%	64%

Source: Tower Hamlets Annual Residents' Survey 2018, Westco (sample base 1,100)

Notes: Shaded figures are significantly different to the all persons average, and to one or more other groups within the category (ie differences are statistically significant).

## C5: Views about the area, cohesion and volunteering, Tower Hamlets, 2018

	<b>Area satisfaction</b> % very/fairly satisfied with their local area as a place to live	<b>Cohesion</b> % agree that the local area is a place where people from different backgrounds get on well together	<b>Influencing decisions</b> % agree that they can influence decisions affecting their local area	<b>Volunteering</b> % who have undertaken volunteering activities in last 12 months
All persons	<b>79%</b>	<b>86%</b>	<b>55%</b>	<b>22%</b>
Male	79%	88%	57%	23%
Female	80%	85%	52%	20%
Age 18-34	75%	85%	58%	25%
Age 35-59	<b>83%</b>	88%	52%	18%
Age 60+	81%	86%	51%	18%
Disabled	79%	84%	46%	17%
Not disabled	79%	87%	56%	22%
White groups	77%	86%	55%	24%
Bangladeshi	<b>85%</b>	88%	55%	<b>16%</b>
Other BME groups	75%	85%	54%	25%
Children in household	82%	89%	58%	22%
No children in household	77%	85%	53%	22%
Full-time work	77%	89%	57%	26%
Part-time work	74%	86%	50%	20%
Not working (exc. retired)	<b>84%</b>	83%	55%	17%
Owner occupier	74%	89%	54%	<b>34%</b>
Social housing	83%	86%	55%	<b>16%</b>
Private rent/Other	78%	86%	55%	21%
Social Grade: AB	<b>72%</b>	85%	55%	<b>32%</b>
Social Grade: C1	80%	86%	<b>61%</b>	24%
Social Grade: C2	77%	89%	51%	17%
Social Grade: DE	<b>87%</b>	87%	49%	<b>10%</b>
Manage well / get by alright financially	81%	88%	59%	23%
Don't manage well / financial problems	<b>69%</b>	<b>79%</b>	<b>37%</b>	16%
North	76%	88%	50%	<b>30%</b>
East	83%	87%	56%	18%
South	79%	87%	51%	25%
West	79%	84%	<b>64%</b>	<b>13%</b>

Source: Tower Hamlets Annual Residents' Survey 2018, Westco (sample base 1,100)

Notes: Shaded figures are significantly different to the all persons average, and to one or more other groups within the category (ie differences are statistically significant).

## C6: Cycling patterns and views by population group, Tower Hamlets, 2018

	Typically, how often do you use a bicycle to get around? % cycle frequently or occasionally	How cycle friendly do you consider Tower Hamlets to be? % very/fairly cycle friendly
<b>All persons</b>	<b>20%</b>	<b>62%</b>
Male	26%	64%
Female	14%	61%
Age 18-34	27%	67%
Age 35-59	16%	58%
Age 60+	5%	57%
Disabled	4%	52%
Not disabled	22%	64%
White groups	26%	63%
Bangladeshi	11%	64%
Other BME groups	19%	58%
Children in household	16%	65%
No children in household	23%	61%
Full-time work	28%	65%
Part-time work	15%	60%
Not working (exc. retired)	13%	62%
Owner occupier	27%	65%
Social housing	10%	60%
Private rent/Other	28%	64%
Social Grade: AB	36%	68%
Social Grade: C1	22%	66%
Social Grade: C2	13%	56%
Social Grade: DE	6%	58%
Manage well / get by alright financially	21%	65%
Don't manage well / financial problems	14%	53%
North	23%	59%
East	17%	61%
South	24%	64%
West	17%	65%

Source: Tower Hamlets Annual Residents' Survey 2018, Westco (sample base 1,100)

Notes: Shaded figures are significantly different to the all persons average, and to one or more other groups within the category (ie differences are statistically significant).



### C7: Information methods used by population group, Tower Hamlets, 2018

Where would you say you get most of your information about Tower Hamlets Council and the services it provides?

<i>% who used method (most popular methods listed)</i>	Printed information provided by the council	Council website	Word of mouth (e.g. friends, neighbours)	Council texts, emails and e-newsletters	Our East End - the council's quarterly publication	Direct contact with the council (eg contact with staff, meetings)
All persons	40%	36%	24%	17%	16%	16%
Male	39%	39%	23%	16%	17%	17%
Female	41%	33%	24%	17%	16%	15%
Age 18-34	34%	43%	19%	19%	14%	13%
Age 35-59	45%	34%	28%	14%	17%	18%
Age 60+	51%	13%	28%	13%	25%	22%
Disabled	48%	17%	27%	11%	17%	16%
Not disabled	39%	38%	23%	17%	16%	16%
White groups	40%	42%	18%	19%	21%	15%
Bangladeshi	39%	25%	33%	13%	8%	19%
Other BME groups	40%	37%	24%	17%	16%	14%
Children in household	36%	36%	27%	21%	19%	16%
No children in household	42%	36%	22%	15%	15%	16%
Full-time work	39%	45%	17%	20%	20%	15%
Part-time work	34%	39%	28%	16%	15%	16%
Not working (exc. retired)	39%	25%	29%	15%	7%	15%
Owner occupier	43%	49%	18%	19%	29%	18%
Social housing	42%	27%	29%	16%	12%	18%
Private rent/Other	36%	40%	21%	17%	15%	13%
Social Grade: AB	32%	52%	13%	26%	19%	12%
Social Grade: C1	35%	44%	20%	17%	17%	16%
Social Grade: C2	40%	31%	33%	16%	17%	19%
Social Grade: DE	56%	11%	32%	7%	11%	17%
Manage well / get by alright financially	40%	38%	21%	18%	17%	16%
Don't manage well / financial problems	39%	21%	33%	10%	16%	17%
North	43%	37%	25%	23%	25%	18%
East	47%	34%	28%	15%	13%	12%
South	44%	38%	18%	17%	14%	9%
West	25%	36%	23%	12%	13%	24%

Source: Tower Hamlets Annual Residents' Survey 2018, Westco (sample base 1,100)

Notes: Shaded figures are significantly different to the all persons average, and to one or more other groups within the category (ie differences are statistically significant).

## C8: Internet access and use by population group, Tower Hamlets, 2018 (part 1 or 2)

	% (of those with internet access) who use the internet for:					
	% with access to the internet	Emails	Browsing for info about goods & services	Social media (e.g. such as Facebook or twitter)	Internet banking	Online news, newspapers or magazines
All persons	<b>92%</b>	<b>82%</b>	<b>69%</b>	<b>65%</b>	<b>65%</b>	<b>56%</b>
Male	93%	83%	72%	66%	66%	61%
Female	91%	81%	67%	65%	64%	50%
Age 18-34	<b>99%</b>	<b>87%</b>	<b>75%</b>	<b>74%</b>	<b>72%</b>	<b>59%</b>
Age 35-59	<b>94%</b>	<b>78%</b>	<b>64%</b>	<b>59%</b>	<b>60%</b>	<b>55%</b>
Age 60+	<b>57%</b>	<b>68%</b>	<b>54%</b>	<b>33%</b>	<b>38%</b>	<b>35%</b>
Disabled	<b>69%</b>	78%	60%	<b>48%</b>	<b>49%</b>	<b>39%</b>
Not disabled	<b>95%</b>	83%	71%	<b>67%</b>	<b>66%</b>	<b>57%</b>
White groups	<b>91%</b>	<b>88%</b>	<b>74%</b>	65%	<b>71%</b>	<b>59%</b>
Bangladeshi	<b>91%</b>	<b>69%</b>	<b>63%</b>	65%	<b>51%</b>	<b>46%</b>
Other BME groups	<b>96%</b>	<b>85%</b>	<b>67%</b>	65%	<b>68%</b>	<b>60%</b>
Children in household	<b>96%</b>	<b>76%</b>	67%	63%	63%	50%
No children in household	<b>90%</b>	<b>86%</b>	71%	67%	66%	59%
Full-time work	<b>99%</b>	<b>89%</b>	<b>75%</b>	69%	<b>76%</b>	<b>62%</b>
Part-time work	<b>98%</b>	<b>85%</b>	<b>70%</b>	69%	<b>66%</b>	<b>58%</b>
Not working (exc. retired)	<b>90%</b>	<b>70%</b>	<b>61%</b>	60%	<b>48%</b>	<b>47%</b>
Owner occupier	<b>92%</b>	<b>87%</b>	72%	<b>54%</b>	<b>74%</b>	<b>57%</b>
Social housing	<b>87%</b>	<b>71%</b>	<b>63%</b>	<b>63%</b>	<b>54%</b>	<b>46%</b>
Private rent/Other	<b>98%</b>	<b>90%</b>	74%	<b>73%</b>	<b>71%</b>	<b>64%</b>
Social Grade: AB	<b>99%</b>	<b>91%</b>	72%	63%	<b>79%</b>	62%
Social Grade: C1	<b>97%</b>	<b>85%</b>	<b>75%</b>	70%	<b>69%</b>	<b>58%</b>
Social Grade: C2	<b>92%</b>	<b>83%</b>	<b>68%</b>	64%	<b>63%</b>	<b>50%</b>
Social Grade: DE	<b>77%</b>	<b>64%</b>	<b>59%</b>	63%	<b>41%</b>	<b>49%</b>
Manage well / get by alright financially	93%	84%	72%	67%	69%	58%
Don't manage well / financial problems	89%	<b>65%</b>	<b>58%</b>	<b>52%</b>	<b>40%</b>	<b>41%</b>
North	<b>90%</b>	83%	73%	59%	<b>63%</b>	57%
East	<b>91%</b>	81%	65%	67%	<b>62%</b>	50%
South	<b>96%</b>	84%	70%	68%	<b>73%</b>	60%
West	<b>92%</b>	79%	70%	67%	<b>61%</b>	55%

Source: Tower Hamlets Annual Residents' Survey 2018, Westco (sample base: 1,100, of which 1,017 had internet access).

Notes: Shaded figures are significantly different to the all persons average, and to one or more other groups within the category (ie differences are statistically significant).

### C8: Internet access and use by population group, Tower Hamlets, 2018 (part 2 of 2)

	% (of those with internet access) who use the internet for:			
	Buying or selling goods and services online	Telephoning or making video calls over the internet	Playing or downloading games, films or music	Paying for council services (e.g. parking, council tax)
All persons	<b>53%</b>	<b>48%</b>	<b>44%</b>	<b>41%</b>
Male	56%	49%	47%	45%
Female	50%	47%	41%	37%
Age 18-34	<b>61%</b>	<b>55%</b>	<b>55%</b>	<b>45%</b>
Age 35-59	<b>48%</b>	<b>42%</b>	<b>35%</b>	<b>39%</b>
Age 60+	<b>28%</b>	<b>25%</b>	<b>16%</b>	<b>27%</b>
Disabled	<b>35%</b>	<b>23%</b>	<b>24%</b>	<b>26%</b>
Not disabled	<b>55%</b>	<b>50%</b>	<b>46%</b>	<b>43%</b>
White groups	59%	46%	44%	<b>46%</b>
Bangladeshi	47%	48%	45%	<b>32%</b>
Other BME groups	48%	54%	45%	<b>43%</b>
Children in household	51%	48%	43%	39%
No children in household	55%	48%	45%	42%
Full-time work	<b>62%</b>	<b>54%</b>	48%	<b>52%</b>
Part-time work	<b>49%</b>	<b>43%</b>	42%	<b>38%</b>
Not working (exc. retired)	<b>43%</b>	<b>41%</b>	43%	<b>23%</b>
Owner occupier	55%	42%	<b>32%</b>	<b>45%</b>
Social housing	48%	45%	<b>42%</b>	<b>35%</b>
Private rent/Other	58%	54%	<b>53%</b>	<b>46%</b>
Social Grade: AB	<b>56%</b>	49%	44%	<b>48%</b>
Social Grade: C1	59%	51%	49%	<b>47%</b>
Social Grade: C2	54%	51%	45%	<b>37%</b>
Social Grade: DE	<b>41%</b>	41%	37%	<b>25%</b>
Manage well / get by alright financially	<b>56%</b>	50%	<b>47%</b>	<b>44%</b>
Don't manage well / financial problems	<b>35%</b>	44%	<b>31%</b>	<b>23%</b>
North	52%	43%	<b>37%</b>	40%
East	53%	43%	<b>45%</b>	38%
South	56%	52%	<b>46%</b>	47%
West	53%	54%	<b>49%</b>	39%

Source: Tower Hamlets Annual Residents' Survey 2018, Westco (sample base: 1,017 who had internet access).

Notes: Shaded figures are significantly different to the all persons average, and to one or more other groups within the category (ie differences are statistically significant).

### C9: Financial concerns by population group, Tower Hamlets, 2018

	% with financial problems	Thinking about your finances, which, if any, of the following are you concerned about at the moment?						
		Paying the rent/ mortgage	Paying fuel bills (eg gas)	Paying council tax	Paying for food/ groceries bills	Paying credit card bills	Paying loans	Paying other bills or costs
All persons	13%	23%	17%	15%	14%	11%	8%	18%
Male	14%	24%	16%	14%	13%	14%	9%	18%
Female	13%	22%	18%	15%	14%	8%	7%	17%
Age 18-34	9%	25%	17%	15%	15%	12%	10%	17%
Age 35-59	18%	25%	20%	16%	13%	11%	7%	20%
Age 60+	14%	9%	15%	8%	12%	4%	1%	15%
Disabled	26%	19%	20%	9%	15%	3%	3%	20%
Not disabled	12%	24%	17%	15%	14%	12%	8%	18%
White groups	9%	23%	14%	11%	11%	10%	8%	16%
Bangladeshi	22%	25%	23%	19%	19%	14%	9%	20%
Other BME groups	12%	23%	19%	16%	14%	10%	6%	18%
Children in household	18%	21%	20%	16%	14%	14%	8%	17%
No children in household	10%	24%	16%	14%	13%	9%	8%	18%
Full-time work	9%	28%	17%	18%	13%	15%	12%	18%
Part-time work	16%	27%	16%	14%	14%	14%	7%	20%
Not working (exc.retired)	20%	18%	20%	11%	16%	6%	3%	18%
Owner occupier	5%	16%	11%	11%	11%	9%	9%	15%
Social housing	19%	22%	24%	15%	16%	11%	7%	21%
Private rent/Other	11%	27%	13%	15%	12%	12%	9%	16%
Social Grade: AB	7%	21%	9%	12%	7%	7%	7%	10%
Social Grade: C1	7%	25%	17%	16%	14%	12%	10%	18%
Social Grade: C2	16%	28%	21%	16%	17%	18%	9%	26%
Social Grade: DE	27%	19%	23%	14%	17%	8%	5%	19%
Manage well / get by alright financially	n/a	21%	13%	12%	10%	9%	7%	14%
Don't manage well / financial problems	n/a	45%	47%	31%	38%	25%	12%	39%
North	13%	23%	20%	17%	21%	14%	12%	20%
East	13%	27%	19%	19%	15%	9%	9%	17%
South	14%	29%	20%	12%	9%	14%	8%	16%
West	13%	14%	10%	10%	10%	7%	3%	18%

Source: Tower Hamlets Annual Residents' Survey 2018, Westco (sample base 1,100)

Notes: Shaded figures are significantly different to the all persons average, and to one or more other groups within the category (ie differences are statistically significant).

\* Those with financial problems are those who said either: they don't manage very well financially, or they have some financial difficulties, or were in deep financial trouble. Question wording 'Which of these phrases best describes how you and your household manage financially these days?'