Tower Hamlets
Annual Residents' Survey 2017
Topic report

Image of the Council and local services

TOWER HAMLETS

Contents

Summary of key findings

The 2017 Annual Residents' Survey captured the views of 967 Tower Hamlets residents and the results were published on the Council's [website](). This topic briefing analyses the results relating to the image of the Council and local services in further detail.

- **Council satisfaction:** 72 per cent of residents said they were satisfied with the way the Council runs things. Views were fairly consistent across all different population groups, though there were differences by area: those in the East and South of the borough were more likely to be satisfied with the Council (both 79 per cent) than those living in the West and the North (63 and 68 per cent).

- **Trust and transparency:** 79 per cent of residents said they trust the Council a fair amount or a great deal and 59 per cent felt the Council is open and transparent about its activities. On both measures, views were similar across all population groups with no marked differences from the average.

- **Image of the Council**: Residents were asked about 12 different aspects of the Council's image. Again, for the most part, views were fairly consistent across different population groups, with a few exceptions. For example,

  - By area, those in the North of the borough were less likely to feel that the Council provides good value for the Council tax they pay (52 per cent) than those living in the East and South (79 and 73 per cent).

  - Bangladeshi residents were more likely to agree with the statement 'my Council doesn't do enough for people like me' compared with residents from other BME groups (48 vs. 31 per cent).

- **Street cleaning:** Almost three quarters (72 per cent) of residents rated street cleaning positively. Those living in the South of the borough were more positive about the standard of street cleaning than those living in the West of the borough (79 vs. 65 per cent).

- **Refuse Collection:** Views about refuse collection mirrored the findings for street cleaning: the same proportion (72 per cent) rated refuse collection services positively, and by area, those living in the South of the borough were more positive than those living in the West (81 vs. 64 per cent).

- **Street lighting:** Around four in five residents (79 per cent) rated street lighting positively (ie excellent, very good or good). Views were consistent across most groups, though private renters were more likely to rate street lighting positively than owner occupiers (84 vs. 71 per cent).

- **Parks and open spaces:** Around 7 in 10 residents (71 per cent) rated parks and open spaces as good through to excellent. Residents living in the South of the borough were more positive than those in the West (79 vs. 61 per cent). Private renters were more positive than owner occupiers (80 vs. 63 per cent).

- **Local health services:** Just over two thirds of residents (69 per cent) rated local health services positively. Views were fairly consistent across most groups with two exceptions: Social grade C2 households were more positive than AB households (77 vs. 62 per cent) and those living in the North of the borough were more positive than average (77 per cent).

- **Recycling services:** Two thirds of residents rated recycling services as good, very good or excellent. Views were similar across most groups, with the notable exceptions of those living in the South of the borough, who gave above average ratings (79 per cent), and those who worked part-time, who were less positive (53 per cent).

- **Collection of Council tax:** Almost two thirds of residents (64 per cent) rated collection of Council tax positively. Older residents were more positive than younger adults (76 vs. 59 per cent). By area, those living in the East and South of the borough were more positive than those living in the North (69 vs. 55 per cent).

- **Policing**: Almost two thirds of residents (64 per cent) rated the standard of policing as good through to excellent. By area, those living in the West were less positive about policing than those living in the East and South of the borough (55 vs. 69/70 per cent). By tenure, private renters gave higher ratings than owner occupiers or those living in social housing (70 vs. 59/60 per cent).

- **Idea Stores and libraries:** Almost two thirds of residents (63 per cent) rated Idea Stores/libraries positively. Views were similar across most groups, except by ethnicity: Bangladeshi residents were far more likely than White residents to give positive ratings (78 vs. 57 per cent). This may reflect the fact Bangladeshi residents were more likely than White residents to use libraries (as users tend to rate services more highly than non-users).

- **Leisure and sports facilities:** Six in ten residents (60 per cent) rated leisure and sport facilities positively. Views were similar across most groups, though C2 households were far more positive than AB households (72 vs. 54 per cent).

- **Repair of roads and pavements**: Almost two thirds (64 per cent) of residents rated repair of roads and pavements positively. Views were fairly consistent across most groups though private renters were far more positive than owner occupiers (72 vs. 54 per cent).

- **Parking services:** Around four in ten (42 per cent) residents rated parking services positively. Those living in the South were far more likely than those living in other areas to rate services positively (57 vs. 33-40 per cent). Also, those who worked full-time were more likely than those working part-time, or those out of work, to rate parking services positively (48 vs. 31 and 37 per cent).

Introduction

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 967 face to face interviews during 12th January to 16th March 2017. The methodology is designed to ensure that the sample drawn is representative of the borough's population generally. Residents were interviewed at 123 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 2017 survey results was published on the Council's website in July 2017. This presented the headline findings and explored trends over time.

Demographic analysis

This topic briefing focuses on the results relating to the image of the Council and local services, and explores how views vary by population and household characteristics. The key topics explored include:

- Council satisfaction
- Trust and transparency
- Image of the Council
- Views about local services

Views are explored by: gender, age, disability, work status, ethnicity, tenure, social class 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, 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 112 and 92). 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.

On the charts that follow, a red circle denotes a rating that is significantly different to the average (and to one or more of the other groups within the same population category).

All percentage figures presented are rounded to the nearest percentage point

Table 1 : Composition of sample by population / household characteristics		Sample size (unweighted)	% total
All persons		**967**	**100**
Gender	Male	500	52
	Female	467	48
Age	18-35	470	49
	35-60	385	40
	60+	112	12
Work status	Full time	490	51
	Part time	141	15
	Not working (excludes retired)	258	27
Ethnicity	White ethnic groups	498	51
	Bangladeshi group	268	28
	Other BME groups[1]	201	21
Housing tenure	Owner occupier	173	18
	Social Housing	486	50
	Rent privately/other	308	32
Social grade[2]	AB	285	29
	C1	280	29
	C2	173	18
	DE	225	23
Disability/ Health problem	Yes	92	10
	No	873	90
Area	North	249	26
	East	232	24
	South	255	26
	West	231	24

Source: Tower Hamlets Annual Residents Survey 2017 (Westco Trading)
1. All 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.

Council satisfaction

Almost three quarters (72 per cent) of residents said they were very, or fairly, satisfied with the way the Council runs things. Satisfaction levels were similar across most population groups though there were differences by area: those in the East and South of the borough were more likely to be satisfied with the Council (both 79 per cent) than those living in the West (63 per cent).

Figure 1: Council satisfaction by population group, Tower Hamlets, 2017

Taking everything into account, how satisfied or dissatisfied are you with the way Tower Hamlets runs things?

■ % very/fairly satisfied

Group	% very/fairly satisfied
All persons	72
Male	72
Female	72
Age 18-34	70
Age 35-59	76
Age 60+	72
Disability/health problem	74
No disability/health problem	72
In full-time work	74
In part-time work	74
Not working (exc.retired)	68
White groups	73
Bangladeshi	68
Other BME groups	74
Owner occupier	70
Social housing	71
Rent privately/other	75
Social grade: AB	73
Social grade: C1	72
Social grade: C2	76
Social grade: DE	68
North	68
East	79
South	79
West	63

⬭ = these figures are significantly different to the average

Source: Tower Hamlets Annual Residents' Survey 2017, Westco Trading (sample size = 967 residents)

Trust in the Council

Four in five residents (79 per cent) said they trusted the Council, 20 points higher than the trust rating recorded in the LGA's national poll. Trust levels are consistently high across all population groups (ie there were no statistically significant differences from the average).

Figure 2: Trust in the Council by population group, Tower Hamlets, 2017

How much do you trust Tower Hamlets Council?

■ % great deal/fair amount

Group	%
All persons	79
Male	78
Female	81
Age 18-34	80
Age 35-59	81
Age 60+	74
Disability/health problem	79
No disability/health problem	80
In full-time work	81
In part-time work	76
Not working (exc.retired)	80
White groups	79
Bangladeshi	80
Other BME groups	80
Owner occupier	76
Social housing	79
Rent privately/other	82
Social grade: AB	84
Social grade: C1	79
Social grade: C2	76
Social grade: DE	76
North	74
East	83
South	84
West	77

◯ = these figures are significantly different to the average

Source: Tower Hamlets Annual Residents' Survey 2017, Westco Trading (sample size = 967 residents)

Views about transparency and openness

When asked to say to what extent they agreed with the statement 'Tower Hamlets Council is open and transparent about its activities' 59 per cent agreed, 8 per cent disagreed, while one third were ambivalent about the issue (ie they neither agreed nor disagreed, or didn't know). Views were similar across all population groups - with all groups fairly close to the average.

Figure 3: Views about transparency by population group, Tower Hamlets, 2017

To what extent do you agree or disagree that Tower Hamlets Council is open and transparent about its activities?

■ % definitely/tend to agree

All persons	59
Male	57
Female	62
Age 18-34	59
Age 35-59	63
Age 60+	50
Disability/health problem	62
No disability/health problem	59
In full-time work	61
In part-time work	57
Not working (exc.retired)	58
White groups	59
Bangladeshi	58
Other BME groups	62
Owner occupier	54
Social housing	58
Rent privately/other	63
Social grade: AB	64
Social grade: C1	54
Social grade: C2	61
Social grade: DE	57
North	54
East	65
South	62
West	56

◯ = these figures are significantly different to the average

Source: Tower Hamlets Annual Residents' Survey 2017, Westco Trading (sample size = 967 residents)

Image of the Council

Residents were asked about 12 different aspects of the Council's image and asked to say to what extent they agreed with different statements.

Figure 4: Views about image of the Council, Tower Hamlets, 2017

Source: Tower Hamlets Annual Residents' Survey 2017, Westco Trading, (sample size=967)

Council staff continue to be one of the most highly rated aspects of the Council's image: 82 per cent of residents agreed ('a great deal' or 'to some extent') that staff were friendly and polite. Four out of five residents agreed that the Council was making the local area a better place to live and a similar proportion felt that the Council was doing a good job.

Three quarters felt the Council was efficient and well run, and two thirds (67 per cent) felt the Council provides good value for money for the Council tax they pay. Two thirds also felt the Council was doing a better job now than a year ago.

Views about resident engagement are mixed, while two thirds felt the council listens to the concerns of local residents and that the Council keeps residents informed about what it was doing, just 58 per cent felt the Council involves residents in making decisions.

Opinion remains fairly negative on the issue of council responsiveness: 47 per cent felt the 'Council was difficult to get through to on the phone. However, 62 per cent felt the Council responds quickly when asked for help.

Just 41 per cent agreement with the statement 'the Council doesn't do enough for people like me' - this remains one of the most negatively rated aspects of the Council's image.

Table 2 Views about image of the Council by population group, Tower Hamlets, 2017

My council…

% of residents who agree a 'great deal' or 'to some extent' with each statement	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	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 to live
All persons	**78**	**74**	**58**	**68**	**47**	**62**	**68**	**82**	**41**	**67**	**65**	**80**
Male	77	73	56	67	45	61	67	80	41	67	64	79
Female	79	75	61	70	49	64	69	83	41	67	65	80
Age 18-34	77	74	56	69	44	61	69	79	41	64	64	81
Age 35-59	80	73	63	69	50	64	69	84	41	71	65	78
Age 60+	74	77	54	63	49	65	64	87	41	71	66	79
Disabled	75	73	61	68	41	70	71	88	40	73	70	74
Not disabled	78	74	58	68	47	62	68	81	41	67	64	81
White groups	81	76	60	71	46	62	69	82	41	71	66	81
Bangladeshi	73	69	59	66	53	62	70	83	48	62	62	76
Other BME	76	73	53	64	41	65	64	78	31	64	66	82
Full-time work	79	76	60	70	49	63	70	80	39	71	68	83
Part-time work	81	73	59	64	45	61	67	82	45	62	58	83
Not working	74	68	55	66	43	60	68	80	45	63	62	74
Owner occupier	74	71	58	70	54	50	66	81	45	66	55	80
Social housing	77	74	56	64	46	66	68	85	44	65	68	78
Private/other	80	75	61	70	44	66	70	79	36	70	67	81
AB	82	80	60	73	42	62	70	83	36	72	66	84
C1	77	72	55	69	48	61	65	81	43	69	62	78
C2	74	69	57	64	55	61	73	78	45	58	74	80
DE	75	71	63	63	46	65	67	83	43	65	61	77
North	73	72	55	64	43	53	71	81	45	52	55	76
East	83	74	61	70	52	66	73	81	41	79	76	83
South	80	73	61	71	44	70	69	82	37	73	67	83
West	75	76	56	67	49	61	60	83	41	65	61	77

Source: Tower Hamlets Annual Residents Survey 2017 (sample base=967)

Notes: Shaded figures are significantly different to the all persons average/and to other groups (ie difference is statistically significant).

Table 2 summarises how views vary across different population groups. **Overall, views were fairly consistent across different population groups,** with a few exceptions:

My council is doing a good job: Those living in the East of the borough were a bit more likely to agree than average (83 vs. 78 per cent).

My council is efficient and well run: Those living AB households were a bit more likely to agree than average (80 vs. 74 per cent).

My council responds quickly when asked for help: Owner occupiers were less likely than private or social renters to agree (50 vs. 66 per cent). By area, those living in the South of the borough were the most likely to agree, while those living in the North were the least likely to agree (70 vs. 53 per cent).

My council keeps residents informed about what they are doing: Those living in the West of the borough were a bit less likely than average to agree (60 vs. 68 per cent).

My council doesn't do enough for people for me: Bangladeshi residents were more likely to agree (48 per cent) while those from other BME groups were less likely to agree (31 per cent).

My council provides good value for money for the council tax I pay: By area, those in the North of the borough were less likely to agree (52 per cent) than those living in the East and South (79 and 73 per cent). Those from social grade C2 households were less likely than average to feel the Council provides good value (58 vs. 67 per cent).

My council is doing a better job now than one year ago: By area, those living in the East of the borough were more positive about the Council's performance than those living in the North (76 vs. 55 per cent). Those in social grade C2 households were more positive than average (74 vs. 65 per cent). Owner occupiers were less positive than private or social renters (55 vs. 67/68 per cent).

My council is making the local area a better place to live: The agreement level was similar across most population groups, though those not in work were a bit less likely than average to agree (74 vs. 80 per cent).

There were no significant differences of opinion by population group across the following four statements:

- My Council is difficult to get through to on the phone
- My Council involves residents when making decisions
- My Council has staff who are friendly and polite
- My Council listens to concerns of local residents

Service ratings: overview

Service satisfaction ratings are presented here for 12 services. Respondents were asked to rate each service on a 7 point scale: excellent, very good, good, average, poor, very poor, and extremely poor. The ratings relate to general perceptions about services regardless of whether the residents used the service or not[1].

As Figure 5 illustrates, the majority of services attract a high positive net rating (where the percentage rating the service as good to excellent well outweighs the percentage rating it as poor). The remainder rate the service as average (or they say 'don't know'). The main exception is parking services where opinion is a bit more divided.

Figure 5: Service ratings: all residents and users, Tower Hamlets, 2017

	% poor / very poor / extremely poor	% excellent / very good / good
Street lighting	4	79
Street cleaning	8	72
Refuse collection	7	72
Parks and open spaces	8	71
Local health services	7	69
Recycling services	9	66
Collection of council tax	5	64
Policing	13	64
Repair of roads & pavements	11	64
Idea Stores/libraries	4	63
Leisure and sports facilities	10	60
Parking services	26	42

Source: Tower Hamlets Annual Residents' Survey 2017 (Westco Trading).
Notes: Residents were presented with a 7 point answer scale, which also included 'average', not shown The chart shows the views of all residents (regardless of whether they used the particular service or not).

The charts that follow show the percentage of residents that rated each service positively (ie as excellent, very good or good) across different population groups.

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[1] It was not possible to dis-aggregate the views of service users by population groups due to sample size limitations.

Views about services: Street lighting

Around four in five residents (79 per cent) rated street lighting positively. Views were fairly consistent across most groups with one exception: private renters were more likely to rate street lighting positively than owner occupiers (84 vs. 71 per cent).

Figure 6: Street lighting ratings by population group, Tower Hamlets, 2017

*Question: I would like to ask you about local services in this area... even if you yourself have not had direct experience of them. What is your opinion of: **Street lighting?***

■ % of residents who rated service as excellent/very good/good

Group	%
All persons	79
Male	77
Female	80
Age 18-34	80
Age 35-59	77
Age 60+	80
Disability/health problem	74
No disability/health problem	80
In full-time work	79
In part-time work	75
Not working (exc. retired)	78
White groups	79
Bangladeshi	75
Other BME groups	83
Owner occupier	71
Social housing	79
Rent privately/other	84
Social grade: AB	81
Social grade: C1	78
Social grade: C2	81
Social grade: DE	77
North	78
East	76
South	84
West	77

◯ = these figures are significantly different to the average

Source: Tower Hamlets Annual Residents' Survey 2017, Westco Trading (sample size = 967 residents)

Views about services: Street cleaning

Almost three quarters of residents (72 per cent) rated street cleaning positively. Views were fairly consistent across most groups with a couple of exceptions: those living in the South of the borough were more positive than those living in the West of the borough (79 vs. 65 per cent); also, those in social grade C2 were a bit more positive than average (79 vs. 72 per cent).

Figure 7: Street cleaning ratings by population group, Tower Hamlets, 2017

*Question: I would like to ask you about local services in this area... even if you yourself have not had direct experience of them. What is your opinion of: **Street cleaning?***

■ **% of residents who rated service as excellent/very good/good**

Group	%
All persons	72
Male	72
Female	72
Age 18-34	72
Age 35-59	70
Age 60+	77
Disability/health problem	76
No disability/health problem	72
In full-time work	70
In part-time work	65
Not working (exc. retired)	77
White groups	72
Bangladeshi	73
Other BME groups	70
Owner occupier	67
Social housing	72
Rent privately/other	75
Social grade: AB	67
Social grade: C1	71
Social grade: C2	79
Social grade: DE	74
North	69
East	73
South	79
West	65

◯ = these figures are significantly different to the average

Source: Tower Hamlets Annual Residents' Survey 2017, Westco Trading (sample size = 967 residents)

Views about services: Refuse collection

Almost three quarters of residents (72 per cent) rated refuse collection positively (excellent, very good or good). Those living in the South of the borough were more positive than those living in the West (81 vs. 64 per cent). Those from social grade DE households were more positive than average, while those from 'Other BME' groups were less positive (80 and 64 per cent).

Figure 8: Refuse collection ratings by population group, Tower Hamlets, 2017

*Question: I would like to ask you about local services in this area... even if you yourself have not had direct experience of them. What is your opinion of: **Refuse collection?***

■ **% who rated service as excellent/very good/good**

Group	%
All persons	72
Male	70
Female	74
Age 18-34	71
Age 35-59	74
Age 60+	74
Disability/health problem	71
No disability/health problem	72
In full-time work	71
In part-time work	64
Not working (exc. retired)	76
White groups	75
Bangladeshi	72
Other BME groups	(64)
Owner occupier	70
Social housing	74
Rent privately/other	71
Social grade: AB	68
Social grade: C1	71
Social grade: C2	73
Social grade: DE	(80)
North	73
East	69
South	(81)
West	(64)

◯ = these figures are significantly different to the average

Source: Tower Hamlets Annual Residents' Survey 2017, Westco Trading (sample size = 967 residents)

Views about services: Parks and open spaces

Around 7 in 10 residents (71 per cent) rated parks and open spaces as good through to excellent. Residents living in the South of the borough were more positive than those in the West (79 vs. 61 per cent). Private renters were more positive than owner occupiers (80 vs. 63 per cent). C2 households were more positive than average (80 per cent), while those from other BME groups gave below average ratings (61 per cent).

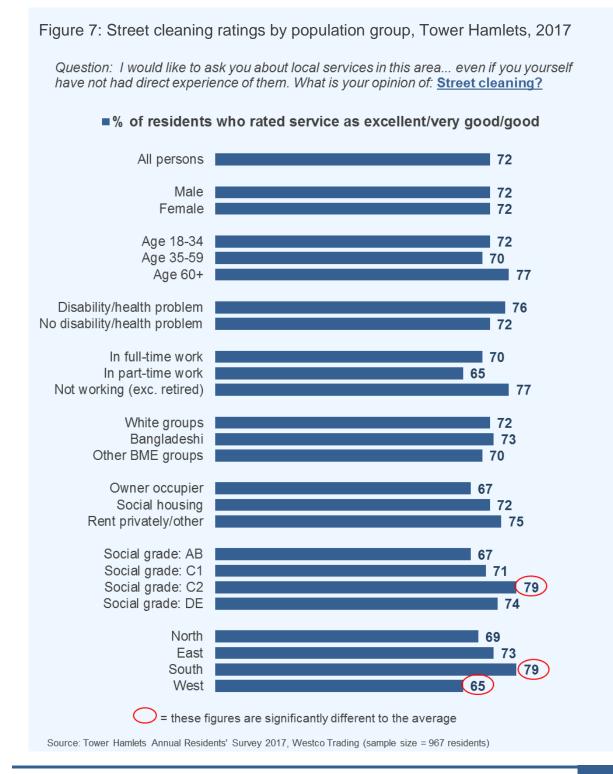Figure 9: Parks & open spaces ratings by population group, Tower Hamlets,

*Question: I would like to ask you about local services in this area... even if you yourself have not had direct experience of them. What is your opinion of: **Parks and open spaces?***

■ % of residents who rated service as excellent/very good/good

Group	%
All persons	71
Male	71
Female	71
Age 18-34	73
Age 35-59	68
Age 60+	71
Disability/health problem	70
No disability/health problem	71
In full-time work	72
In part-time work	66
Not working (exc. retired)	71
White groups	75
Bangladeshi	70
Other BME groups	61
Owner occupier	63
Social housing	67
Rent privately/other	80
Social grade: AB	68
Social grade: C1	70
Social grade: C2	80
Social grade: DE	70
North	71
East	71
South	79
West	61

◯ = these figures are significantly different to the average

Source: Tower Hamlets Annual Residents' Survey 2017, Westco Trading (sample size = 967 residents)

Views about services: Local health services

Just over two thirds of residents (69 per cent) rated local health services as good through to excellent. Views were fairly consistent across most groups with the exception of social grade and area. Those from social grade C2 households were more positive than AB households (77 vs. 62 per cent). By area, those living in the North of the borough were more positive than average (77 vs. 69 per cent).

Figure 10: Health services: ratings by population group, Tower Hamlets, 2017

*Question: I would like to ask you about local services in this area... even if you yourself have not had direct experience of them. What is your opinion of: **Local health services?***

■ % of residents who rated service as excellent/very good/good

Group	%
All persons	69
Male	69
Female	69
Age 18-34	68
Age 35-59	68
Age 60+	76
Disability/health problem	68
No disability/health problem	69
In full-time work	66
In part-time work	67
Not working (exc. retired)	74
White groups	69
Bangladeshi	72
Other BME groups	66
Owner occupier	65
Social housing	72
Rent privately/other	68
Social grade: AB	62
Social grade: C1	70
Social grade: C2	77
Social grade: DE	71
North	77
East	66
South	69
West	63

◯ = these figures are significantly different to the average

Source: Tower Hamlets Annual Residents' Survey 2017, Westco Trading (sample size = 967 residents)

Views about services: Recycling services

Two thirds of residents (66 per cent) rated recycling services positively. Views were fairly consistent across most groups, with the notable exceptions of those living in the South of the borough who were more positive than average (79 per cent) and those who worked part-time who were less positive (53 per cent).
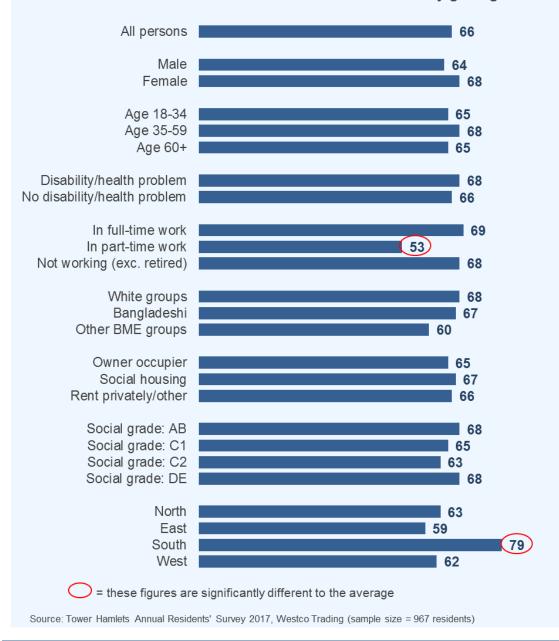
Figure 11: Recycling services ratings by population group, Tower Hamlets, 2017

*Question: I would like to ask you about local services in this area... even if you yourself have not had direct experience of them. What is your opinion of: **Recycling services?***

■ **% of residents who rated service as excellent/very good/good**

Group	Rating
All persons	66
Male	64
Female	68
Age 18-34	65
Age 35-59	68
Age 60+	65
Disability/health problem	68
No disability/health problem	66
In full-time work	69
In part-time work	53
Not working (exc. retired)	68
White groups	68
Bangladeshi	67
Other BME groups	60
Owner occupier	65
Social housing	67
Rent privately/other	66
Social grade: AB	68
Social grade: C1	65
Social grade: C2	63
Social grade: DE	68
North	63
East	59
South	79
West	62

◯ = these figures are significantly different to the average

Source: Tower Hamlets Annual Residents' Survey 2017, Westco Trading (sample size = 967 residents)

Views about services: Collection of Council tax

Almost two thirds of residents (64 per cent) rated collection of Council tax as good through to excellent. Views were fairly consistent across most groups, with the exceptions of: older residents who were more positive than younger adults (76 vs. 59 per cent); and those living in the North of the borough, who were less positive than those living in the East and South (55 vs. 69 per cent).

Figure 12: Collection of Council tax: ratings by population group, Tower Hamlets, 2017

*Question: I would like to ask you about local services in this area... even if you yourself have not had direct experience of them. What is your opinion of: **Collection of council tax?***

■ % of residents who rated service as excellent/very good/good

Group	%
All persons	64
Male	62
Female	66
Age 18-34	59
Age 35-59	68
Age 60+	(76)
Disability/health problem	74
No disability/health problem	63
In full-time work	62
In part-time work	59
Not working (exc. retired)	67
White groups	65
Bangladeshi	63
Other BME groups	61
Owner occupier	60
Social housing	67
Rent privately/other	63
Social grade: AB	66
Social grade: C1	64
Social grade: C2	60
Social grade: DE	63
North	(55)
East	69
South	69
West	62

◯ = these figures are significantly different to the average

Source: Tower Hamlets Annual Residents' Survey 2017, Westco Trading (sample size = 967 residents)

Views about services: Policing

Almost two thirds of residents (64 per cent) rated the standard of policing as good through to excellent. By area, those living in the West were the least positive about the standard of policing (55 per cent). Private renters were more positive than owner occupiers or those living in social housing (70 vs. 59/60 per cent).

Figure 13: Policing ratings by population group, Tower Hamlets, 2017

Question: I would like to ask you about local services in this area... even if you yourself have not had direct experience of them. What is your opinion of: Policing?
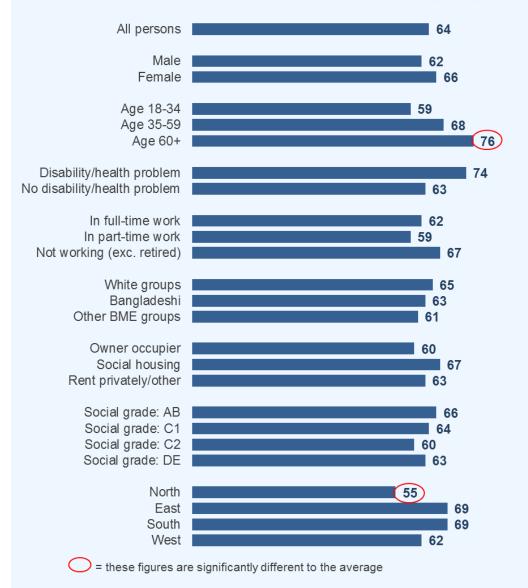
■ % of residents who rated service as excellent/very good/good

Group	%
All persons	64
Male	63
Female	64
Age 18-34	66
Age 35-59	61
Age 60+	62
Disability/health problem	64
No disability/health problem	64
In full-time work	66
In part-time work	59
Not working (exc. retired)	61
White groups	66
Bangladeshi	61
Other BME groups	61
Owner occupier	59
Social housing	60
Rent privately/other	(70)
Social grade: AB	67
Social grade: C1	66
Social grade: C2	62
Social grade: DE	56
North	60
East	69
South	70
West	(55)

◯ = these figures are significantly different to the average

Source: Tower Hamlets Annual Residents' Survey 2017, Westco Trading (sample size = 967 residents)

Views about services: Repair of roads & pavements

Almost two thirds of residents (64 per cent) rated repair of roads and pavements as good through to excellent. Views were fairly consistent across groups with the exception of housing tenure: private renters were far more positive than owner occupiers (72 vs. 54 per cent).

Figure 14: Repair of roads & pavement ratings by population group, Tower Hamlets, 2017

*Question: I would like to ask you about local services in this area... even if you yourself have not had direct experience of them. What is your opinion of: **Repair of roads & pavements?***
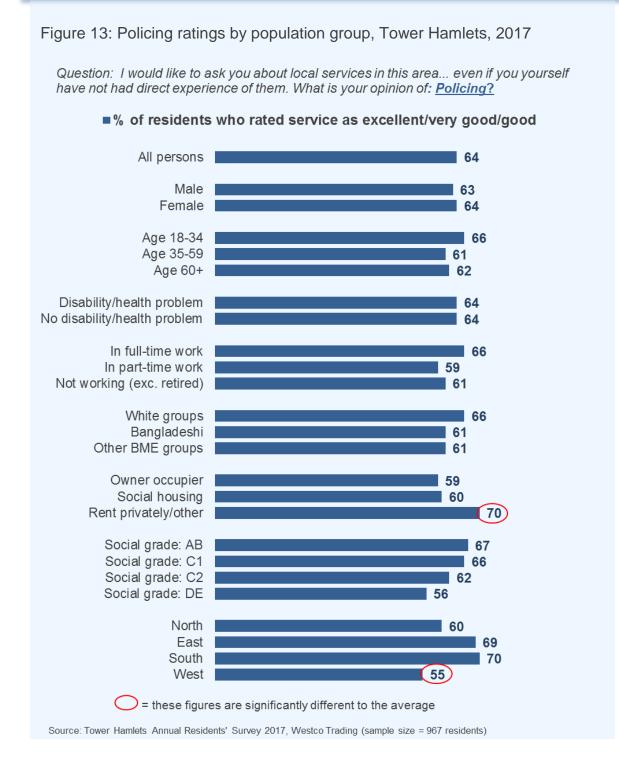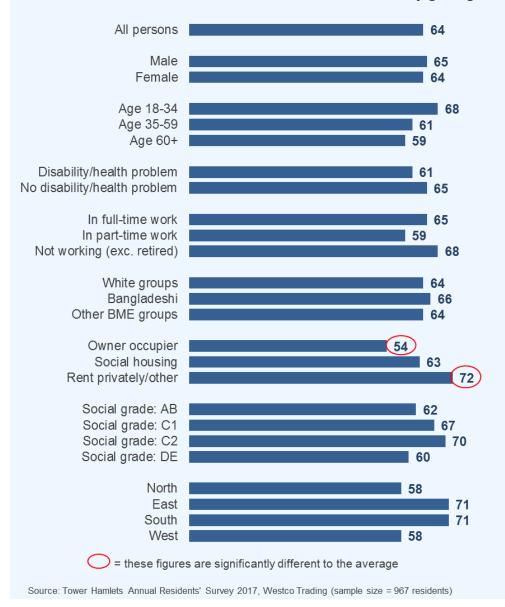
■ % of residents who rated service as excellent/very good/good

Group	%
All persons	64
Male	65
Female	64
Age 18-34	68
Age 35-59	61
Age 60+	59
Disability/health problem	61
No disability/health problem	65
In full-time work	65
In part-time work	59
Not working (exc. retired)	68
White groups	64
Bangladeshi	66
Other BME groups	64
Owner occupier	54
Social housing	63
Rent privately/other	72
Social grade: AB	62
Social grade: C1	67
Social grade: C2	70
Social grade: DE	60
North	58
East	71
South	71
West	58

◯ = these figures are significantly different to the average

Source: Tower Hamlets Annual Residents' Survey 2017, Westco Trading (sample size = 967 residents)

Views about services: Idea Stores and libraries

Almost two thirds of residents (63 per cent) rated Idea Stores /libraries positively. Bangladeshi residents were far more likely than White residents to give positive ratings (78 vs. 57 per cent). This difference may reflect the fact Bangladeshi residents were more likely than White residents to use libraries (as users tend to rate services more highly than non-users).

Figure 15: Ideas Stores/libraries ratings by population group, Tower Hamlets, 2017
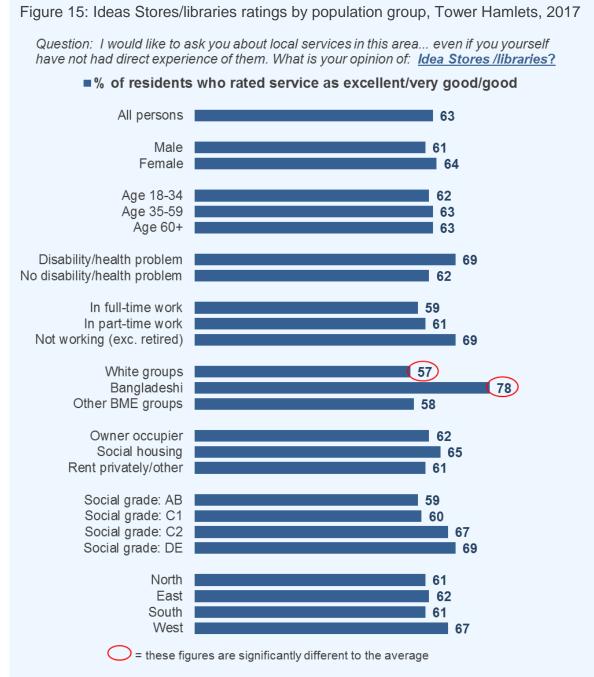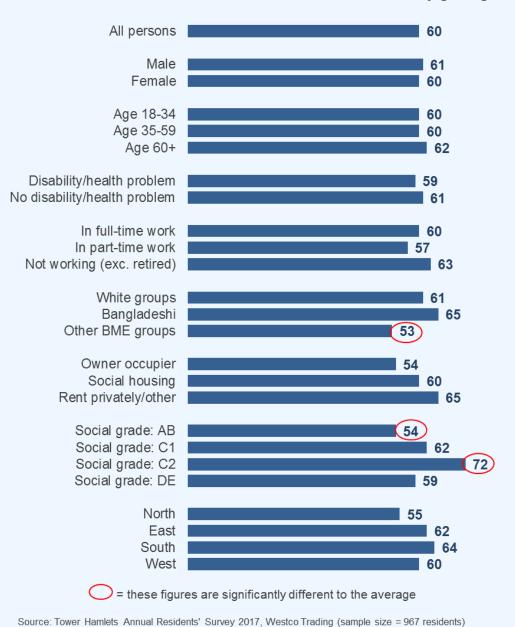
*Question: I would like to ask you about local services in this area... even if you yourself have not had direct experience of them. What is your opinion of: **Idea Stores /libraries?***

■ **% of residents who rated service as excellent/very good/good**

Group	%
All persons	63
Male	61
Female	64
Age 18-34	62
Age 35-59	63
Age 60+	63
Disability/health problem	69
No disability/health problem	62
In full-time work	59
In part-time work	61
Not working (exc. retired)	69
White groups	57
Bangladeshi	78
Other BME groups	58
Owner occupier	62
Social housing	65
Rent privately/other	61
Social grade: AB	59
Social grade: C1	60
Social grade: C2	67
Social grade: DE	69
North	61
East	62
South	61
West	67

◯ = these figures are significantly different to the average

Source: Tower Hamlets Annual Residents' Survey 2017, Westco Trading (sample size = 967 residents)

Views about services: Leisure and sports facilities

Six in ten residents (60 per cent) rated leisure and sport facilities as good through to excellent. C2 households were far more positive than AB households (72 vs. 54 per cent). Residents from other BME groups gave below average ratings (53 vs. 60 per cent).

Figure 16: Leisure & sports ratings by population group, Tower Hamlets, 2017

Question: I would like to ask you about local services in this area... even if you yourself have not had direct experience of them. What is your opinion of: **Leisure and sports facilities?**
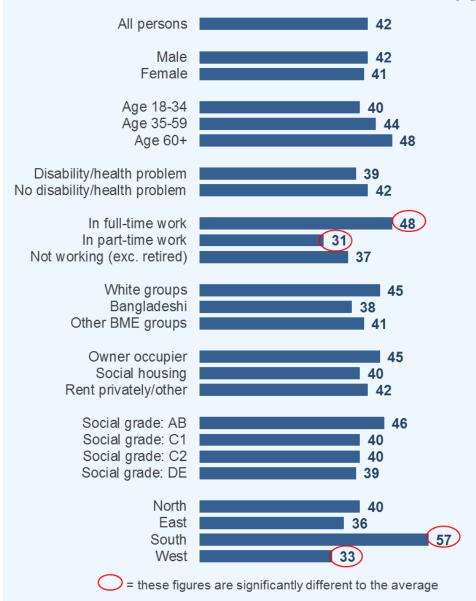
■ **% of residents who rated service as excellent/very good/good**

Group	%
All persons	60
Male	61
Female	60
Age 18-34	60
Age 35-59	60
Age 60+	62
Disability/health problem	59
No disability/health problem	61
In full-time work	60
In part-time work	57
Not working (exc. retired)	63
White groups	61
Bangladeshi	65
Other BME groups	53
Owner occupier	54
Social housing	60
Rent privately/other	65
Social grade: AB	54
Social grade: C1	62
Social grade: C2	72
Social grade: DE	59
North	55
East	62
South	64
West	60

⬭ = these figures are significantly different to the average

Source: Tower Hamlets Annual Residents' Survey 2017, Westco Trading (sample size = 967 residents)

Views about services: Parking services

Around four in ten (42 per cent) residents rated parking services positively. Those living in the South were far more likely than those living in other areas to rate services positively (57 vs. 33-40 per cent). Also, those who worked full-time were more likely than those working part-time, or those out of work, to rate parking services positively (48 vs. 31 and 37 per cent).

Figure 17: Parking services: ratings by population group, Tower Hamlets, 2017

*Question: I would like to ask you about local services in this area... even if you yourself have not had direct experience of them. What is your opinion of: **Parking services?***
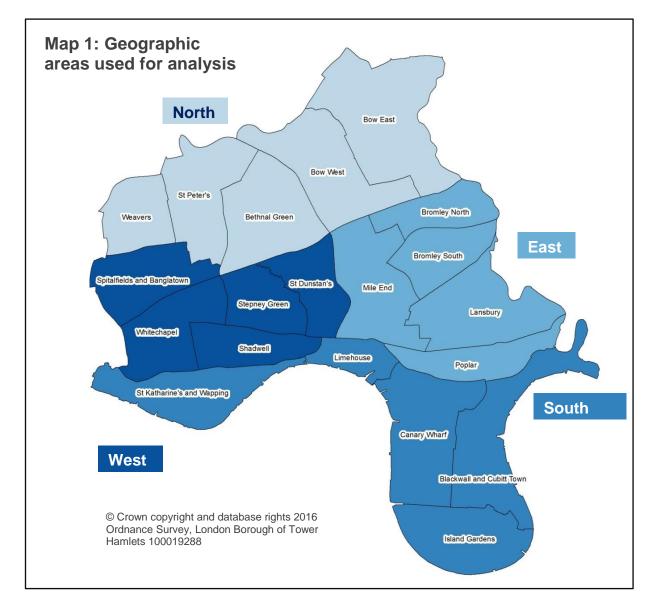
■ **% of residents who rated service as excellent/very good/good**

Group	Value
All persons	42
Male	42
Female	41
Age 18-34	40
Age 35-59	44
Age 60+	48
Disability/health problem	39
No disability/health problem	42
In full-time work	48
In part-time work	31
Not working (exc. retired)	37
White groups	45
Bangladeshi	38
Other BME groups	41
Owner occupier	45
Social housing	40
Rent privately/other	42
Social grade: AB	46
Social grade: C1	40
Social grade: C2	40
Social grade: DE	39
North	40
East	36
South	57
West	33

◯ = these figures are significantly different to the average

Source: Tower Hamlets Annual Residents' Survey 2017, Westco Trading (sample size = 967 residents)

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.

Map 1: Geographic areas used for analysis

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Appendix B: Social grade groups

Social grade groups (market research classification system)	Groups used for analysis
A High managerial, administrative or professional	AB
• Professional people, very senior managers in business or commerce or top civil servants. Retired people, previously grade A, and their widows.	
B Intermediate managerial, administrative or professional	
• Middle management executives in large organisations, with appropriate qualifications. Principal officers in local government and civil service. • Top management, owners of small business concerns, educational & service establishments. • Retired people, previously grade B, and their widows.	
C1 Supervisory, clerical and junior managerial, administrative or professional	C1
• Junior management, owners of small establishments, and all others in non-manual positions. Jobs in this group have very varied responsibilities and educational requirements. • Retired people, previously grade C1, and their widows.	
C2 Skilled manual workers	C2
• All skilled manual workers, and those manual workers with responsibility for other people. • Retired people, previously grade C2, with pensions from their job. • Widows, if receiving pensions from their late husband's job.	
D Semi and unskilled manual workers	DE
• All semi-skilled and un-skilled manual workers, apprentices and trainees to skilled workers. • Retired people, previously grade D, with pensions from their job. • Widows, if receiving a pension from their late husband's job.	
E State pensioners, casual workers, long term unemployed/workless	
• Those entirely dependent on the state long-term, through sickness, unemployment, old age or other reasons. • Those unemployed for more than six months (otherwise classified on previous occupation). • Casual workers and those without a regular income. • Households without a Chief Income Earner.	