Tower Hamlets Annual Residents' Survey 2016

Topic report: Views by ethnicity

Summary

The Annual Residents' Survey is designed to collect data on resident perceptions about the Council, local services and the area. The survey captures the views of 1,100 Tower Hamlets residents and the results were recently published on the Council's website.

This briefing explores how resident views vary by ethnicity. The results show that, while there are some areas of difference, for the most part, the views of residents by ethnicity are fairly similar across most indicators. Key findings include:

- Views about different aspects of the Council's image showed little variation by ethnicity. Levels of overall satisfaction with the way the Council runs things were similar for both Bangladeshi and White residents (69 and 67 per cent were satisfied), though residents from Other BME groups were more positive (78 per cent).

- Residents from Other BME groups were also more positive about the issue of transparency: 59 per cent agreed that the Council is *'open and transparent about its activities'* compared with 48 per cent of White residents, and 50 per cent of Bangladeshi residents. However, there was no significant difference between groups on the issue of trust – all three groups gave trust ratings close to the average (72 per cent).

- Views about services showed little variation by ethnicity, except for: libraries and Idea Stores, and leisure and sports facilities – where BME residents rated the services more positively than White residents.

- Despite residents having similar levels of internet access by ethnicity (89-95 per cent), Bangladeshi residents expressed a stronger preference for telephone contact with the Council compared with other groups. Conversely, support for online contact methods was higher among residents from White and Other BME groups.

Contents

- BME residents were twice as likely as White residents to cite 'lack of jobs' as one of their top three concerns (25 vs. 13 per cent).

- BME residents were also more likely than White residents to say they are worried that they will suffer directly from cuts in public spending (65 vs. 54 per cent).

- When it comes to views about the local area, cohesion, and anti-social behaviour, views by ethnicity were similar. One exception was in relation to the issue of *drunkenness and rowdiness in public places* which was reported to be more of a problem by Bangladeshi residents than White residents (47 vs. 34 per cent).

About the Survey

The Annual Residents' Survey is designed to collect data on resident perceptions about the Council, local services and the area. The questions are closely tied to service priorities and are designed to provide context for policy development, service delivery and review. The main topics covered are:

- Views about the image of the Council;
- Transparency and trust;
- Satisfaction with services;
- Contact with the Council;
- Personal concerns and worries;

- Views about anti-social behaviour;
- Satisfaction with the local area;
- Cohesion and engagement;
- Demographic data.

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 January to March 2016. The methodology was 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 and sampling quotas were set on age, gender, ethnicity and working status to ensure that the sample reflected the characteristics of the population. A summary of the main survey results can be found on the Council's website.

Analysis by ethnicity

This briefing is the first in a series of topic reports that analyse the results in more detail. The analysis explores how the views of residents vary by ethnicity across different survey topics. For analytical purposes, different ethnic group populations in the sample have been grouped together as follows:

Groups used for analysis		Individual ethnic groups included	Sample size
White groups		White British, White Other, White Irish	519
BME groups	Bangladeshi	Bangladeshi	312
	Other BME groups	All other BME groups: Indian, Pakistani, Other Asian, Chinese, Black African, Black Caribbean, Black Other, Mixed ethnic groups, Arab, and Other groups.	269

For some analyses, comparisons are presented for two groups: the White and BME populations. For other analyses, the BME (Black and Minority Ethnic) population is split further to contrast views of the *Bangladeshi* and *Other BME* populations. This latter grouping is presented where there are significant differences in opinion between the Bangladeshi and other BME groups. Appendix A1 provides detailed results across all topics.

Interpretation of 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 ethnic group populations, as opposed to those which may be simply reflecting sampling volatility. For example, as a rough rule of thumb, percentage point differences between White and BME residents need to be larger than 5 points to be 'statistically' significant (though this does vary for different questions). However, even

when a difference is statistically significant, it may be only just be within the bounds of significance. Generally speaking, the larger the percentage point difference, the more confident we can be that the difference is reflecting reality. All figures presented are rounded to the nearest percentage point.

Profile of White and BME residents

The demographic and socio-economic profile of the borough's White and BME populations are different, and this is reflected in the survey samples being compared. Key differences include:

- BME respondents are twice as likely to live in social housing than White residents (51 vs. 26 per cent);
- BME households are more likely than White households to contain dependent children (49 vs. 27 per cent);
- BME respondents are less likely to be in employment than White respondents (57 vs. 74 per cent), and more likely to be from social grades C2DE[1] (49 vs. 29 per cent).

Key findings

Appendix table A1 summarises views by ethnicity. Key findings are summarised below.

Image of the Council

Residents were asked about 12 different aspects of the Council's image (Figure 1). Levels of agreement were fairly similar between White and BME residents across most of the aspects covered (10 of the 12). However, BME residents were a bit more likely than White residents to agree with the statements: '*My Council is difficult to get through to the Council on the phone' (*52 vs. 45 per cent) *and 'My Council doesn't do enough for people like me'* (52 vs. 46 per cent). There were no significant differences in views within the BME population: views of the Bangladeshi and the Other BME groups population were similar across all topics (Appendix table A1).

Service ratings

Figure 2 compares service ratings across 13 different service areas for White and BME residents. Ratings relate to views of all residents regardless of whether they use the service or not. For most services (11 out of 13), there was little variation in views by ethnicity, though BME residents were more positive than White residents about two areas:

- Libraries and Idea stores: 70 per cent of BME residents rated libraries/idea stores as *good*, *very good* or *excellent* compared with 53 per cent of White residents.
- Leisure and sports facilities (66 vs. 56 per cent for BME and White residents).

These differences may, in part, reflect the fact that BME residents are more likely than White residents to use both these services, as users tend to rate services more highly than non-users.

Again, there were no significant differences in views within the BME population – views of the Bangladeshi and the Other BME groups population were similar across all services.

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[1] These social grades are typically associated with those on lower income households.

Figure 1: Views about the image of the Council by ethnicity, Tower Hamlets, 2016

% who agree (a great deal/to some extent) with the statement

My Council...

Statement	BME groups	White groups
Is doing a good job	72	71
Involves residents when making decisions	55	55
Is efficient and well run	68	65
Listens to concerns of local residents	57	56
Is difficult to get through to on the phone	52	45
Responds quickly when asked for help	57	53
Keeps residents informed about what they are doing	70	72
Has staff who are friendly and polite	75	75
Doesn't do enough for people like me	52	46
Provides good value for money for council tax I pay	59	61
Is doing a better job now than one year ago	63	58
Is making local area a better place for people to live	77	76
% satisfied with the way the Council runs things	73	67

Source: Tower Hamlets Annual Residents Survey, 2016 (Westco Trading)
Note: Sample size = 519 White residents and 581 BME residents

⬭ = Difference is statistically significant

Figure 2: Service ratings by ethnicity, Tower Hamlets, 2016

Service	BME groups	White groups
Public transport	79	80
Street lighting	78	78
Refuse Collection	70	69
Street cleaning	72	67
Parks and open spaces	68	71
Local health services	69	68
Recycling facilities	68	63
Libraries/Idea stores	70	53
Leisure and sports facilities	66	56
Policing	61	57
Repair of roads and pavements	60	56
Collection of Council Tax	58	57
Parking Services	43	40

% who rated service as good, very good or excellent

Source: Tower Hamlets Annual Residents Survey, 2016 (Westco Trading)
Note: Sample size = 519 White residents and 581 BME residents

⬭ = Difference is statistically significant

Council satisfaction

After being asked about individual services, residents were then asked: *Taking everything into account, how satisfied or dissatisfied are you with the way Tower Hamlets Council runs things?* Bangladeshi and White residents gave similar satisfaction ratings (69 and 67 per cent), while those from Other BME groups were more positive (78 per cent).
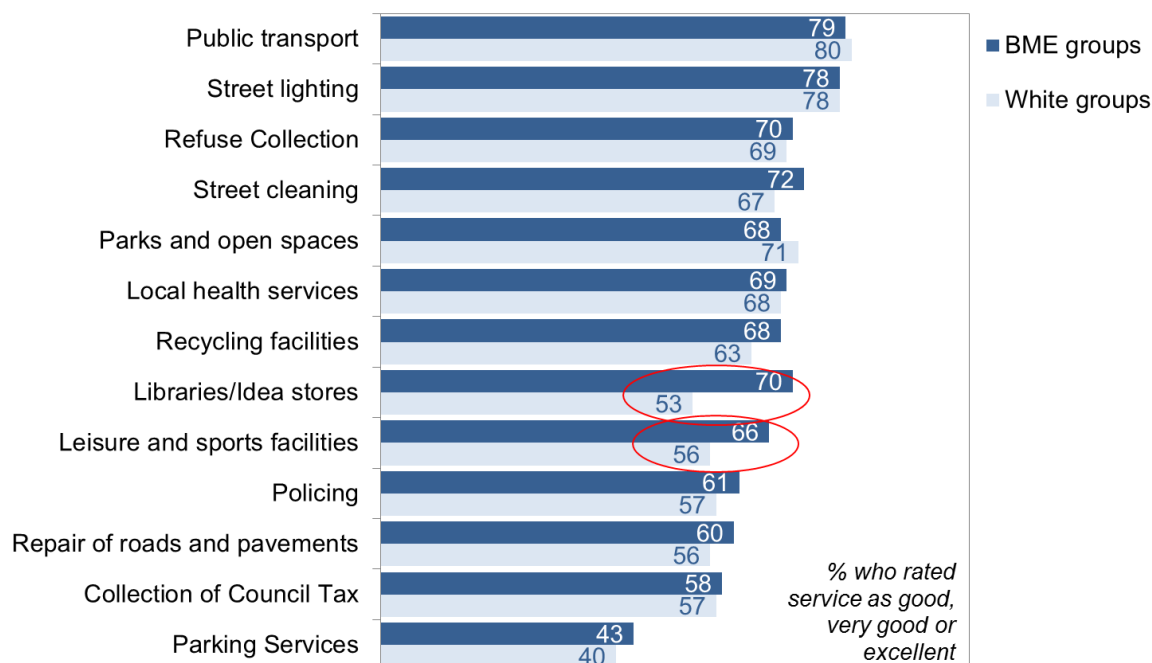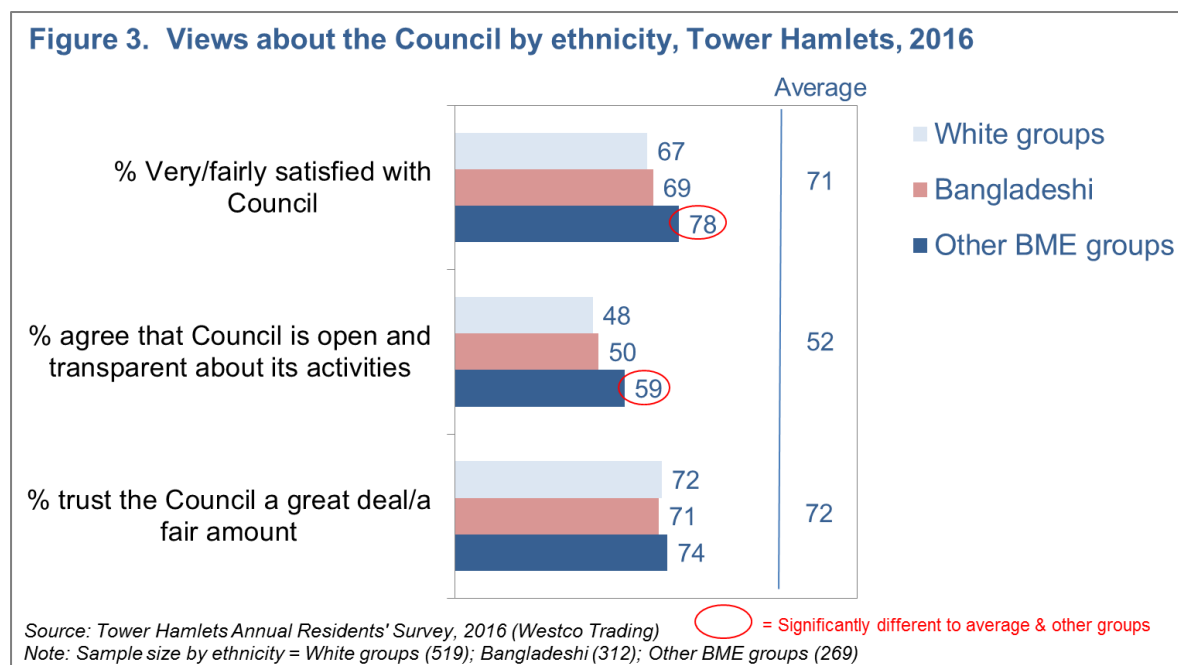

Figure 3. Views about the Council by ethnicity, Tower Hamlets, 2016

Source: Tower Hamlets Annual Residents' Survey, 2016 (Westco Trading)
Note: Sample size by ethnicity = White groups (519); Bangladeshi (312); Other BME groups (269)

Transparency and trust

Those from Other BME groups were also more likely to be more positive than other groups about the issue of transparency: 59 per cent agreed that the Council is *'open and transparent about its activities'* compared with 48 per cent of White residents, and 50 per cent of Bangladeshi residents. However, there was no significant difference between groups on the issue of trust – all three groups gave trust ratings close to the average (72 per cent).

Contact with the Council

Almost three quarters of residents said they had contacted the Council in the last year. Bangladeshi residents were more likely than other groups to have been in touch with Council (80 per cent compared with 70 per cent of White groups, and 69 per cent of other BME groups).

Table 1: Contact with the Council by ethnicity, Tower Hamlets, 2016				BME groups:	
	All groups	White groups	BME groups	Bangla-deshi	Other BME groups
Contact with the Council over the last year					
Had contacted the Council (%)	72	70	74	**80**	69
Have not contacted the Council (%)	28	30	26	**20**	31
How easy did you find it to contact the council? (those who had contacted Council)					
Very/fairly easy (%)	83	83	82	78	**88**
Source: Tower Hamlets Annual Residents' Survey 2016 (Westco Trading) *Shaded figures in bold are significantly different to average (and other groups).*					

Overall, the majority of residents said they found it very, or fairly, easy to contact the Council (83 per cent). However, those from Other BME groups were more likely than Bangladeshi residents to be positive about ease of contact (88 vs. 78 per cent).

While telephone remains the most popular method of contacting the Council across all groups, Bangladeshi residents had a stronger preference than other groups for telephone contact, in terms of both current contact patterns, and future preferences. For example, 86 per cent of Bangladeshi residents said they would prefer telephone contact with the Council in the future compared with just two thirds of those from White and Other BME groups (Figure 4). This difference was driven by a much stronger preference amongst Bangladeshi residents to use a landline telephone, as preference for mobile contact was similar across all groups (31-35 per cent).

Conversely, White residents, and those from Other BME groups, were more likely than Bangladeshi residents to express a preference for online methods for future contact. For example, more than one third of White and Other BME residents expressed a preference for email contact compared with just a fifth of Bangladeshi residents.

Figure 4. Contact with the Council by ethnicity, Tower Hamlets, 2016

Source: Tower Hamlets Annual Residents' Survey, 2016 (Westco Trading)
Note: Sample size current contact - White groups (370); Bangladeshi (252); Other BME groups (188).
        Sample size future contact - White groups (519); Bangladeshi (312); Other BME groups (269).

⭕ = Significantly different to average / other group (s)
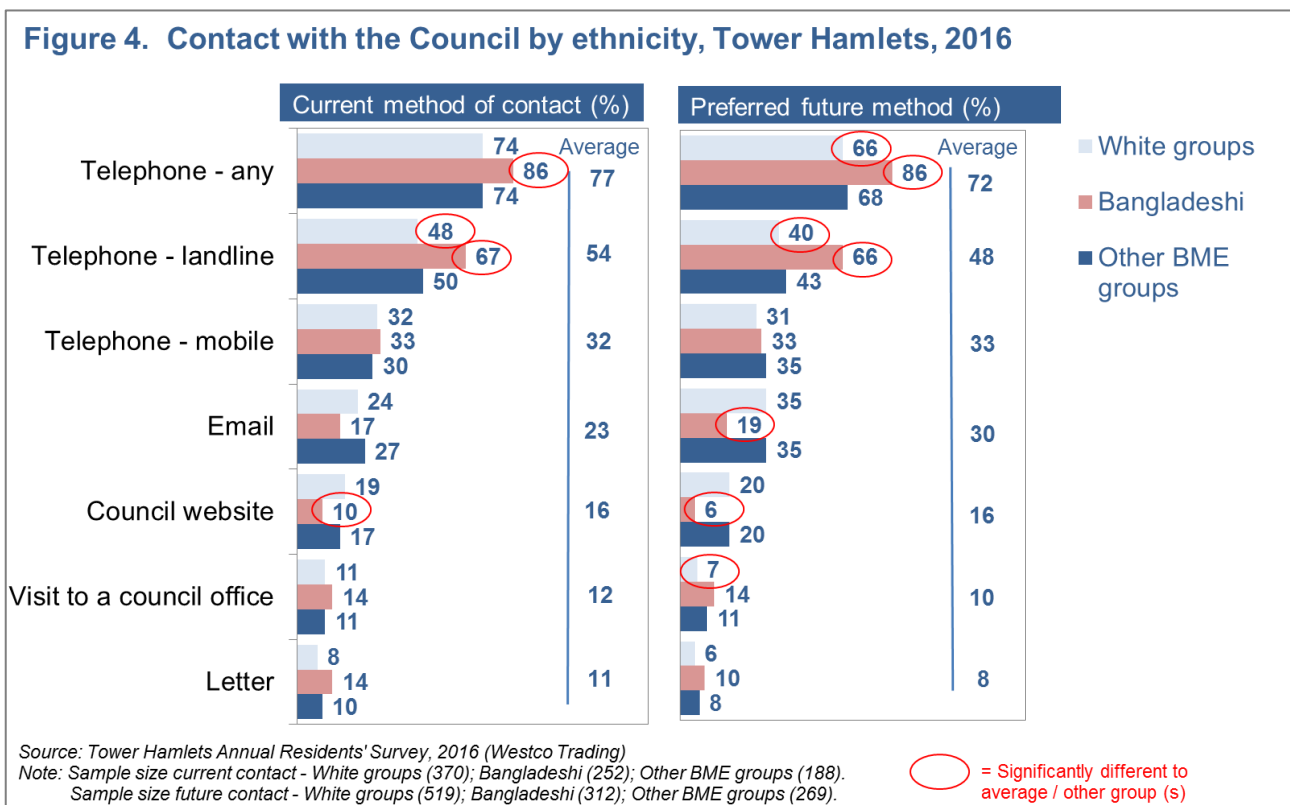
Preferred ways to get information
Residents were asked how they would prefer to receive information about the Council and its services. Overall, patterns were broadly similar by ethnicity, with the most popular sources being the Council website, East End Life, and printed information from the Council. However, consistent with earlier preferences, Bangladeshi residents were less likely than other groups to choose the Council website as a preferred source (35 per cent compared with 47 per cent of White residents and 49 per cent of Other BME groups). Appendix Table A1.

Levels of internet access

Despite these differences in preferences, levels of internet access showed little significant variation by ethnicity (89-95 per cent).

There was a slight difference in relation to how people access the internet, with BME residents being more likely than White residents to cite using a mobile phone to access the internet (87 per cent vs. 78 per cent). Bangladeshi residents were less likely than other groups to access the internet on a tablet (34 per cent vs. 43-44 per cent).

While patterns of internet use were broadly similar across groups, Bangladeshi internet users were less likely than other groups to use the internet for some purposes. For example, 61 per cent of Bangladeshi internet users had used internet banking compared with 71 per cent of White and Other BME groups. Similarly, the proportion using the internet for email and reading online news was lower among Bangladeshi users.

Table 2: Internet access and use by ethnicity, Tower Hamlets, 2016			BME groups:	
	All groups	White groups	BME groups	Bangla-deshi	Other BME groups
Internet access					
% with access to the internet	92	93	92	89	95
How do you access the internet? (Base: those who have access to the internet):					
On a PC	38	40	36	40	32
Laptop	70	69	71	66	75
On a tablet computer (e.g. iPad)	41	43	39	**34**	44
Mobile/smart phone	83	**78**	**87**	85	**88**
TV/Games console	11	11	10	7	13
Use of internet (base: those who have access to internet):					
Emails	81	84	79	**73**	84
Browsing for information about goods/services	64	66	62	62	62
Buying or selling goods and services online	57	60	55	52	58
Online news, newspapers or magazines	52	55	50	**45**	55
Internet banking	68	71	66	**61**	71
Playing or downloading games, films or music	42	41	43	38	48
Telephoning or making video calls (eg.Skype)	41	40	42	38	47
Social media (e.g. such as Facebook or twitter)	64	61	66	63	68
Paying for council services (e.g. parking)	38	37	39	35	43

Source: Tower Hamlets Annual Residents' Survey 2016 (Westco Trading)
Shaded figures in bold are significantly different to average (and other groups).
Sample size (those who have access to the internet) – White groups (478), Bangladeshi (275), Other BME groups (253).

Concerns and worries

Residents were presented with a list of key issues and asked to say which three, if any, were their top personal concerns. For the most part, levels of concern were similar for both White and BME residents, and both groups reported the same three most pressing concerns: crime, lack of affordable housing and litter/dirt in the streets (Figure 5).

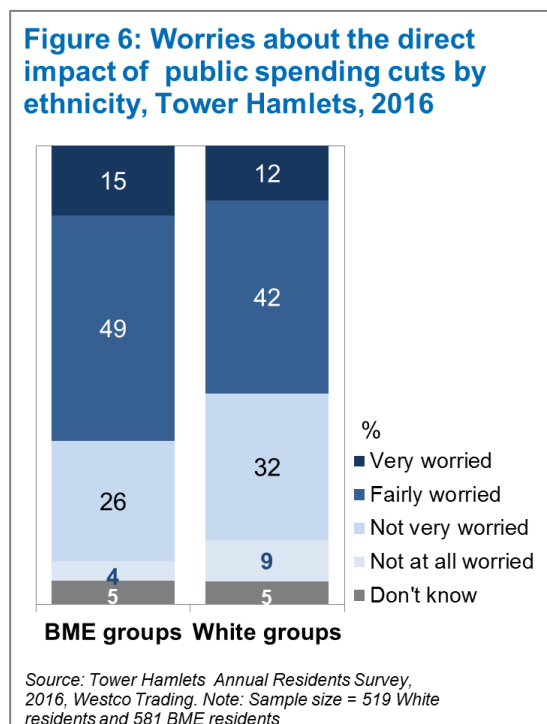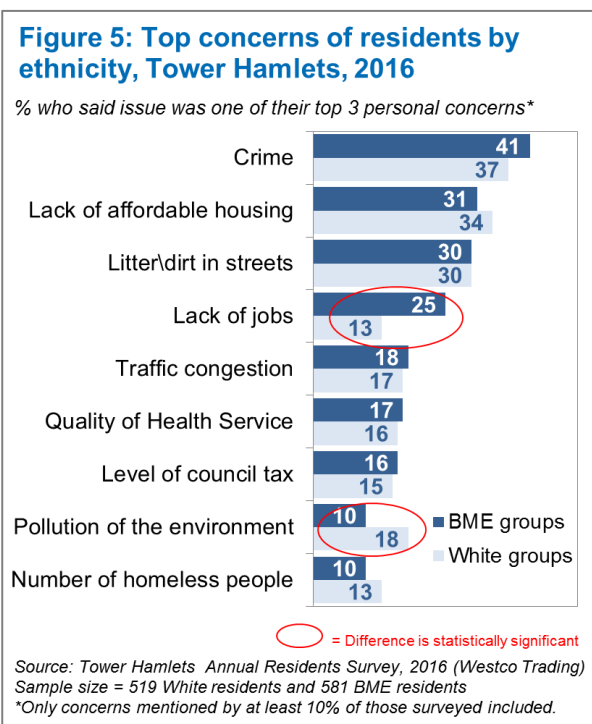However, views differed on two areas:

- BME residents were twice as likely as White residents to cite *'lack of jobs'* as one of their top three concerns (25 vs. 13 per cent), consistent with the fact BME residents in the sample (and in the population) are more likely to be workless. The level of concern about jobs was similar for both Bangladeshi residents and those from Other BME groups (25 and 26 per cent).

- White residents were more likely than BME residents to cite pollution as one of their top concerns (18 vs. 10 per cent). Within the BME population, Bangladeshi residents were less concerned about pollution than Other BME residents (6 vs. 14 per cent).

Worries about spending cuts

Resident were asked: '*Thinking about the next year, how worried are you that you or your family will suffer directly from cuts in spending on public services such as health, education or welfare benefits?'*

BME residents were significantly more likely than White residents to say they were worried that they would face impacts from spending cuts (65 vs. 54 per cent). Figure 6.

Within the BME population, levels of concern were similar for both Bangladeshi and Other BME residents (66 and 63 per cent).

Figure 5: Top concerns of residents by ethnicity, Tower Hamlets, 2016

*% who said issue was one of their top 3 personal concerns**

Concern	BME groups	White groups
Crime	41	37
Lack of affordable housing	31	34
Litter\dirt in streets	30	30
Lack of jobs	25	13
Traffic congestion	18	17
Quality of Health Service	17	16
Level of council tax	16	15
Pollution of the environment	10	18
Number of homeless people	10	13

◯ = Difference is statistically significant

*Source: Tower Hamlets Annual Residents Survey, 2016 (Westco Trading)
Sample size = 519 White residents and 581 BME residents
Only concerns mentioned by at least 10% of those surveyed included.

Figure 6: Worries about the direct impact of public spending cuts by ethnicity, Tower Hamlets, 2016

	BME groups	White groups
Very worried	15	12
Fairly worried	49	42
Not very worried	26	32
Not at all worried	4	9
Don't know	5	5

%
- Very worried
- Fairly worried
- Not very worried
- Not at all worried
- Don't know

Source: Tower Hamlets Annual Residents Survey, 2016, Westco Trading. Note: Sample size = 519 White residents and 581 BME residents

Views about the area

When it comes to views about the local area, for the most part, the views of White and BME residents were fairly similar:
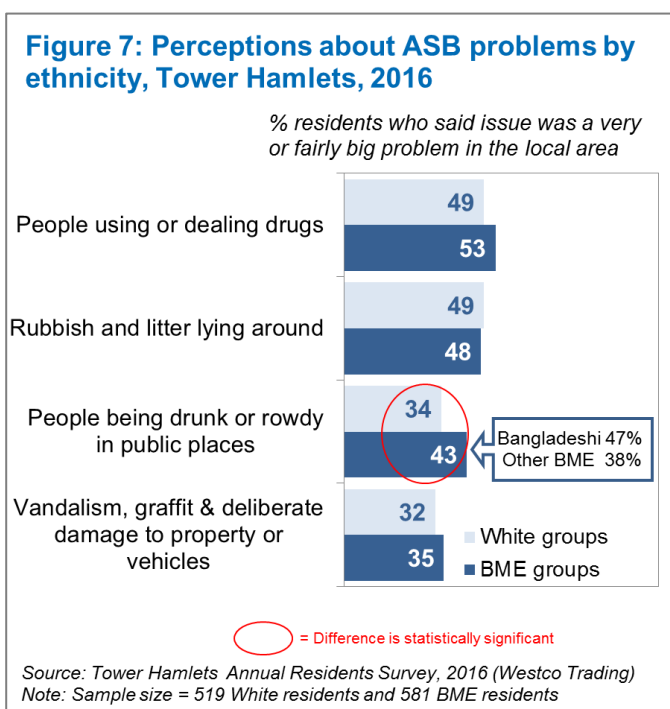
- **Cohesion**: Similar proportions of White and BME residents were positive about cohesion: 86 per cent of White residents, and 89 per cent of BME residents, agreed with the statement: *'this local area is a place where people from different backgrounds get on well together'.*

- **Area satisfaction**: White and BME residents also reported similar levels of satisfaction about the local area as place to live (82 and 84 per cent respectively).

- **Influencing decisions:** Around half of all those surveyed agreed they could influence decisions that affected their local area, and again, proportions were similar for both White and BME residents (48 and 51 per cent).

Concerns about anti-social behaviour

Residents were asked to say whether they felt different anti-social behaviour (ASB) issues were a big problem in their local area (Figure 7).

BME residents were more likely than White residents to feel that *'people being drunk or rowdy in public places'* was a very, or fairly, big problem in their local area (43 vs. 34 per cent). This difference was driven by a higher level of concern among Bangladeshi residents (47 per cent).

However, for the other three issues - *people using or dealing drugs; rubbish/litter lying around*; and *vandalism, graffiti, and deliberate damage to property or vehicles,* views showed little variation by ethnicity.

Figure 7: Perceptions about ASB problems by ethnicity, Tower Hamlets, 2016

% residents who said issue was a very or fairly big problem in the local area

	White groups	BME groups
People using or dealing drugs	49	53
Rubbish and litter lying around	49	48
People being drunk or rowdy in public places	34	43
Vandalism, graffiti & deliberate damage to property or vehicles	32	35

Bangladeshi 47%
Other BME 38%

◯ = Difference is statistically significant

Source: Tower Hamlets Annual Residents Survey, 2016 (Westco Trading)
Note: Sample size = 519 White residents and 581 BME residents

Success in dealing with ASB

BME residents were more likely than White residents to feel that police and other services were successfully dealing with ASB issues in their local area (60 vs. 52 per cent). This difference was driven by a more positive rating by residents from Other BME groups (64 per cent).
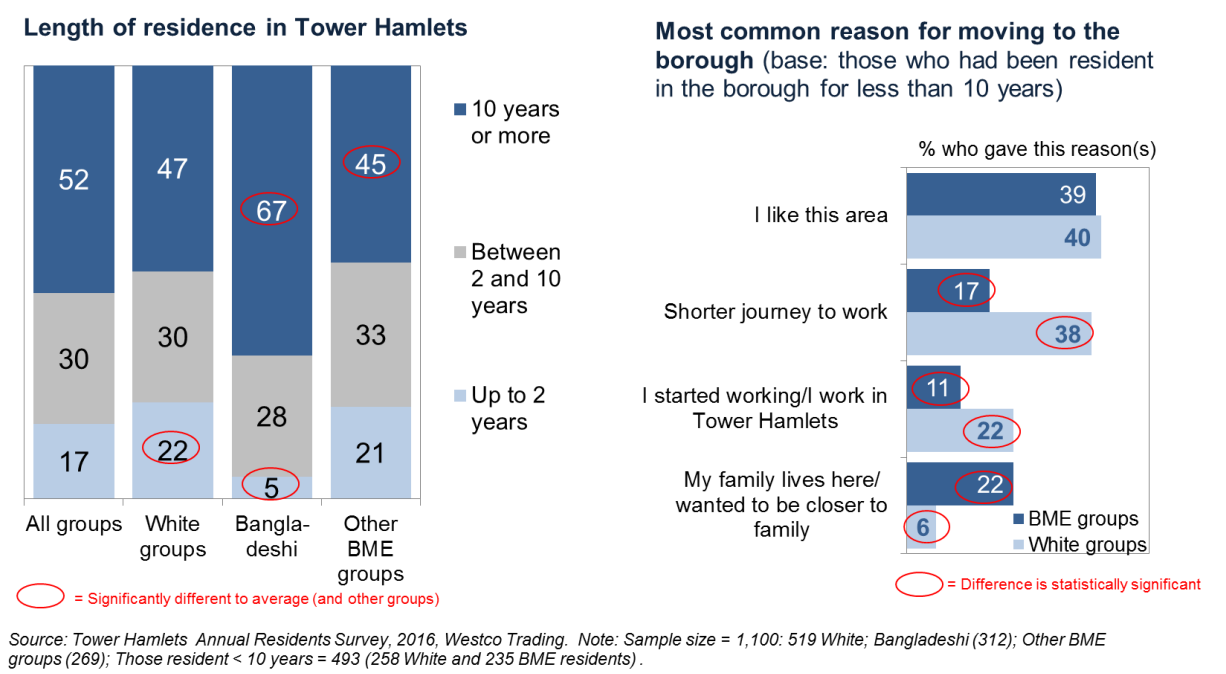
Population mobility

Bangladeshi residents were more likely than other groups to be long-term residents: two thirds had been resident in the borough for ten years or more, compared with 47 per cent of White residents, and 45 per cent of those from other BME groups (Figure 8).

Conversely, White residents, and those from other BME groups, were more likely to be new to the borough: just over a fifth of White and Other BME residents had been resident in the borough for less than 2 years compared with just 5 per cent of Bangladeshi residents. However, White residents were also more likely than Bangladeshi residents to say they were likely to move out of the borough in the next year (16 vs. 7 per cent).

The most common reason given for moving to the borough[2] was *'I like the area'* and this was the same for both White and BME residents (40 and 39 per cent). However, White residents were more likely than BME residents to cite work related reasons for moving to the borough: *'I started working/work in the borough'* (22 vs. 11 per cent) and *'Shorter journey to work'* (38 and 17 per cent). While, BME residents were more likely than White residents to say *'my family lives here/wanted to be closer to family'* (22 vs. 6 per cent).

Figure 8: Length of residence and reasons for moving by ethnicity, 2016

Source: Tower Hamlets Annual Residents Survey, 2016, Westco Trading. Note: Sample size = 1,100: 519 White; Bangladeshi (312); Other BME groups (269); Those resident < 10 years = 493 (258 White and 235 BME residents).

Further information

This briefing was produced by the Council's Corporate Strategy and Equality Service. The main Annual Residents Survey results for 2016, and for previous years, can be found on the Council's website:
http://www.towerhamlets.gov.uk/lgsl/851-900/867_consultation/annual_residents_survey.aspx

For queries about the survey, please contact the Council's Corporate Research Unit
cru@towerhamlets.gov.uk

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[2] Sample base for this question is low, as only those who had lived in the borough for ten years or less (493 respondents) were asked about reasons for moving. For this reason, the BME population is not broken down further.

Table A1. Tower Hamlets Annual Residents Survey 2016: views compared by ethnicity				BME groups:		% point difference: White-BME*
	All	White groups	BME groups	Bangla-deshi	Other BME groups	
Sample size	1100	519	581	312	269	

Image of the Council statements (% who agree a great deal/to some extent)

My council…

Is making the local area a better place to live	77	76	77	77	78	-1
Has staff who are friendly and polite	75	75	75	73	77	0
Is doing a good job	72	71	72	72	73	-1
Keeps residents informed about what they are doing	71	72	70	67	74	2
Is efficient and well run	67	65	68	65	71	-3
Is doing a better job now than one year ago	61	58	63	64	62	-5
Provides good value for money for council tax I pay	60	61	59	59	60	2
Listens to concerns of local residents	57	56	57	60	54	-1
Involves residents when making decisions	55	55	55	55	55	0
Responds quickly when asked for help	55	53	57	57	56	-4
Is difficult to get through to on the phone	*49*	*45*	*52*	*54*	*51*	**-7** *
Doesn't do enough for people like me	*49*	*46*	*52*	*55*	*50*	**-6** *

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

Very/fairly satisfied (%)	71	67	73	69	**78**	**-6** *

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

Definitely/tend to agree (%)	52	48	55	50	**59**	**-7** *

How much do you trust Tower Hamlets Council?

Trust (a great deal/a fair amount) %	72	72	72	71	74	0

Service ratings (views of all residents): % rating service as good, very good or excellent

Public transport	80	80	79	82	76	1
Street lighting	78	78	78	79	76	0
Refuse collection	70	69	70	69	71	-1
Street cleaning	70	67	72	72	72	-5
Parks and open spaces	69	71	68	67	69	3
Local health services	69	68	69	72	66	-1
Recycling facilities	66	63	68	70	65	-5
Libraries/IDEA stores	62	**53**	**70**	**70**	**70**	**-17** *
Leisure and sports facilities	61	**56**	66	66	66	**-10** *
Policing	59	57	61	60	62	-4
Repair of roads and pavements	58	56	60	59	60	-4
Collection of council tax	57	57	58	59	56	-1
Parking services	42	40	43	40	47	-3

Source: Tower Hamlets Annual Residents' Survey (Westco Trading)

* denotes that the percentage point difference between White and BME residents is statistically significant.

Shaded figures **in bold** are significantly different to the average (and to one or more of the other groups).

Table A1. Tower Hamlets Annual Residents Survey 2016: views compared by ethnicity				BME groups:		% point difference: White-BME*
	All	White groups	BME groups	Bangla-deshi	Other BME groups	
Contact with the Council in the past year						
Have contacted the Council (%)	72	70	74	**80**	69	-4
Have not contacted the Council (%)	28	30	26	**20**	31	4
How easy did you find it to contact the council? (base: those who had contacted Council in last year)						
Very/fairly easy (%)	83	83	82	78	**88**	1
If you have contacted the Council in the last year, which method (s) did you use?						
Current method(s) used, % (Base: those who had contacted the Council; sample size = 810) :						
Telephone - any (landline and/or mobile)	77	74	80	**86**	74	**-6** *
Telephone - landline	54	**48**	59	**67**	50	**-11** *
Telephone - mobile	32	32	32	33	30	0
Email	23	24	22	17	27	2
Council website	16	19	13	**10**	17	**6** *
Visit to a council office	12	11	13	14	11	-2
Letter	11	8	13	14	10	-5
If you need to contact the council in future, what would be your preferred method (s)?						
Preferred method(s), %						
Telephone - any (landline and/or mobile)	72	**66**	**77**	**86**	68	**-11** *
Telephone - landline	48	**40**	**55**	**66**	43	**-15** *
Telephone - mobile	33	31	34	33	35	-3
Email	30	35	27	**19**	35	**8** *
Council website	16	20	13	**6**	20	**7** *
Visit to a council office	10	**7**	13	14	11	**-6** *
Letter	8	6	9	10	8	**-3** *
Thinking about ways you get information about the Council, which of these sources of information would you prefer to use to find out about Tower Hamlets Council and the services it provides? (%)						
Council website	44	47	42	**35**	49	5
East End Life	41	38	43	43	43	-5
Printed information provided by the council (e.g. leaflets, flyers, public notices)	25	24	27	31	23	-3
Council texts, emails and e-newsletters	18	20	17	15	18	3
Local media (e.g. newspapers, TV, radio, news website)	15	14	17	18	16	-3
Word of mouth (eg friends, neighbours, relations)	13	10	15	17	12	**-5** *
Direct contact with the council (e.g. contact with staff, public meetings and events)	12	11	13	15	10	-2
Social media sites and blogs (e.g. Facebook, twitter, YouTube)	8	10	5	6	**5**	**5** *
From your local councillor	7	7	7	7	6	0

Source: Tower Hamlets Annual Residents' Survey (Westco Trading)

* denotes that the percentage point difference between White and BME residents is statistically significant.

Shaded figures **in bold** are significantly different to the average (and to one or more of the other groups).

Appendix: Data tables

Table A1. Tower Hamlets Annual Residents Survey 2016: views compared by ethnicity				BME groups:		% point difference: White-BME*
	All	White groups	BME groups	Bangla-deshi	Other BME groups	
Internet access: % with access to the internet	92	93	92	89	95	1
Mode of access (base: those who have access to internet; sample size =1006)						
How do you access the internet? (%)						
On a PC	38	40	36	40	32	4
Laptop	70	69	71	66	75	-2
On a tablet computer (e.g. iPad)	41	43	39	**34**	44	4
Mobile/smart phone	83	**78**	**87**	85	**88**	**-9** *
TV/Games console	11	11	10	7	13	1
Use of internet (base: those who have access to internet; sample size =1006)						
What do you use the internet for? (%)						
Emails	81	84	79	**73**	84	**5** *
Browsing for information about goods and services	64	66	62	62	62	4
Buying or selling goods and services online	57	60	55	52	58	5
Online news, newspapers or magazines	52	55	50	**45**	55	5
Internet banking	68	71	66	**61**	71	5
Playing or downloading games, films or music	42	41	43	38	48	-2
Telephoning or making video calls (eg SKYPE)	41	40	42	38	47	-2
Social media (e.g. such as Facebook or twitter)	64	61	66	63	68	-5
Paying for council services (e.g. parking, council tax)	38	37	39	35	43	-2
Top three personal concerns (concerns listed by more than 10 per cent of residents), %						
Crime	39	37	41	41	40	-4
Lack of affordable housing	32	34	31	31	30	3
Litter\dirt in streets	30	30	30	29	31	0
Lack of jobs	20	**13**	**25**	25	**26**	**-12** *
Traffic congestion	17	17	18	20	15	-1
Quality of Health Service	17	16	17	15	20	-1
Level of council tax	16	15	16	13	20	-1
Pollution of the environment	14	**18**	**10**	**6**	14	**8** *
Number of homeless people	11	13	10	12	**7**	3
Thinking about the next year, how worried are you that you or your family will suffer directly from cuts in spending on public services such as health, education or welfare benefits?						
Very/fairly worried (%)	60	**54**	**65**	**66**	63	**-11** *
Cohesion: To what extent do you agree or disagree that this local area is a place where people from different backgrounds get on well together?						
Agree (definitely/tend to), %	87	86	89	90	88	-3
Thinking about your local area/neighbourhood, how satisfied are you with the area as a place to live?						
Very/fairly satisfied (%)	83	82	84	80	87	-2

Source: Tower Hamlets Annual Residents' Survey (Westco Trading)

* denotes that the percentage point difference between White and BME residents is statistically significant.
Shaded figures **in bold** are significantly different to the average (and to one or more of the other groups).

Table A1. Tower Hamlets Annual Residents Survey 2016: views compared by ethnicity				BME groups:		% point difference: White-BME*
	All	White groups	BME groups	Bangla-deshi	Other BME groups	
Do you agree or disagree that you can influence decisions affecting your local area?						
Agree (definitely/tend to) %	49	48	51	45	56	-3
ASB concerns: % who think issue is a very / fairly big problem in their area						
Rubbish and litter lying around	48	49	48	50	45	1
People being drunk or rowdy in public places	39	34	43	**47**	38	**-9** *
Vandalism, graffiti and other deliberate damage to property or vehicles	33	32	35	35	35	-3
People using or dealing drugs	51	49	53	57	49	-4
How much would you agree or disagree that the police and other local public services are successfully dealing with these issues in your local area?						
Agree (strongly/tend to), %	56	52	60	57	**64**	**-8** *
Length of residence: How long have you lived in the borough of Tower Hamlets? (%)						
Up to 2 years	17	**22**	**13**	**5**	21	**9** *
Between 2 and 10 years	30	30	30	28	33	0
10 years or more	52	47	56	**67**	**45**	**-9** *
Why did you move into the Tower Hamlets Council area? (top four reasons). Base: all those who have lived in the borough for ten years of less (%) (sample size =493; 258 White residents & 235 BME residents).						
I like this area	39	40	39	-	-	1
Shorter journey to work	28	**38**	**17**	-	-	**21** *
I started working/I work in Tower Hamlets	16	22	**11**	-	-	**11** *
My family lives here/ wanted to be closer to family	14	**6**	**22**	-	-	**-16** *
How likely or unlikely is it that you will move out of the Tower Hamlets Council area in the next 12 months?						
Very/fairly likely (%)	12	16	9	**7**	12	**7** *
Demographic profile (% totals)						
Housing tenure						
Owner occupied / private rented	57	**72**	**44**	**31**	58	**28** *
Social housing (THH/housing association)	40	**26**	**51**	**65**	38	**-25** *
Other	3	2	3	4	4	-1
Working status						
Working	65	**74**	**57**	**51**	63	**17** *
Not working	35	**26**	**43**	**49**	37	**-17** *
Children in household						
% households containing children	39	**27**	**49**	**63**	35	**-22** *
Social grade						
ABC1	59	**70**	**50**	**33**	66	**20** *
C2DE	40	**29**	**49**	**65**	33	**-20** *

Source: Tower Hamlets Annual Residents' Survey (Westco Trading)

* denotes that the percentage point difference between White and BME residents is statistically significant.
Shaded figures **in bold** are significantly different to the average (and to one or more of the other groups).