

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 analyses the results in more detail and explores how the views of residents vary by area (North, East, South and West of the borough). Key findings include:

- Views about the Council, and different aspects of its image, showed relatively little variation across areas. Council satisfaction ratings were similar across areas, as were views about trust and transparency.
- Views about local services showed more variation. Most notably, those living in the West of the borough were least positive about the standard of policing: 39 per cent rated policing positively compared with two thirds of living in the rest of the borough.
- This was consistent with the fact that those in the West were the most concerned about crime: 51 per cent rated crime as one of their top concerns - twice as high as those living in the South of the borough (25 per cent). Those in the West were also most likely to report that anti-social behaviour (ie drug use and dealing, drunkenness and rowdiness, rubbish and litter and vandalism) was a big problem locally.
- Those in the West were more likely than those in other areas to cite: litter and dirt in streets, traffic congestion and homelessness as concerns. While those in the South, where social housing is least prevalent, were more likely than average to cite 'lack of affordable housing' as a concern (45 vs. 32 per cent).
- Those in the East of the borough were far more likely than those in other areas to cite lack of jobs as one of their main concerns (29 per cent compared with 15-17 per cent in the North, West and South of the borough).

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- Most residents said they were satisfied with the area as a place to live (83 per cent), and views were similar across areas. However, those in the South of the borough were the most likely to feel they could influence decisions in their local area while those in the North the least likely (60 vs. 40 per cent).
- While telephone contact with the Council was the most popular contact method across all areas, the percentage making contact this way was lower for those in the South and highest for those in the North (67 vs. 87 per cent).
- Those in the South expressed a stronger preference for online methods of contact with the Council such as email, compared with residents in other areas. Those in the South also had the highest level of internet access (98 per cent compared with a borough average of 92 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 local population.

A summary of the main survey results can be found on the Council's website:

http://www.towerhamlets.gov.uk/lgnl/council_and_democracy/consultations/past_consultations/annual_residents_survey.aspx

This briefing is one of a series of topic reports that analyse the results in more detail. The analysis explores how the views of residents vary by area of residence across survey topics.

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 groups, as opposed to those which may be reflecting sampling volatility.

Confidence intervals attached to individual survey estimates for the four areas covered on this report can be quite wide, often in the region of ± 4 to 6 percentage points. Furthermore, for findings for a particular area to be 'significantly' different to the average, the difference between the two percentages often needs to be in the region of 6 points or more (though this does vary depending on the comparison in question).

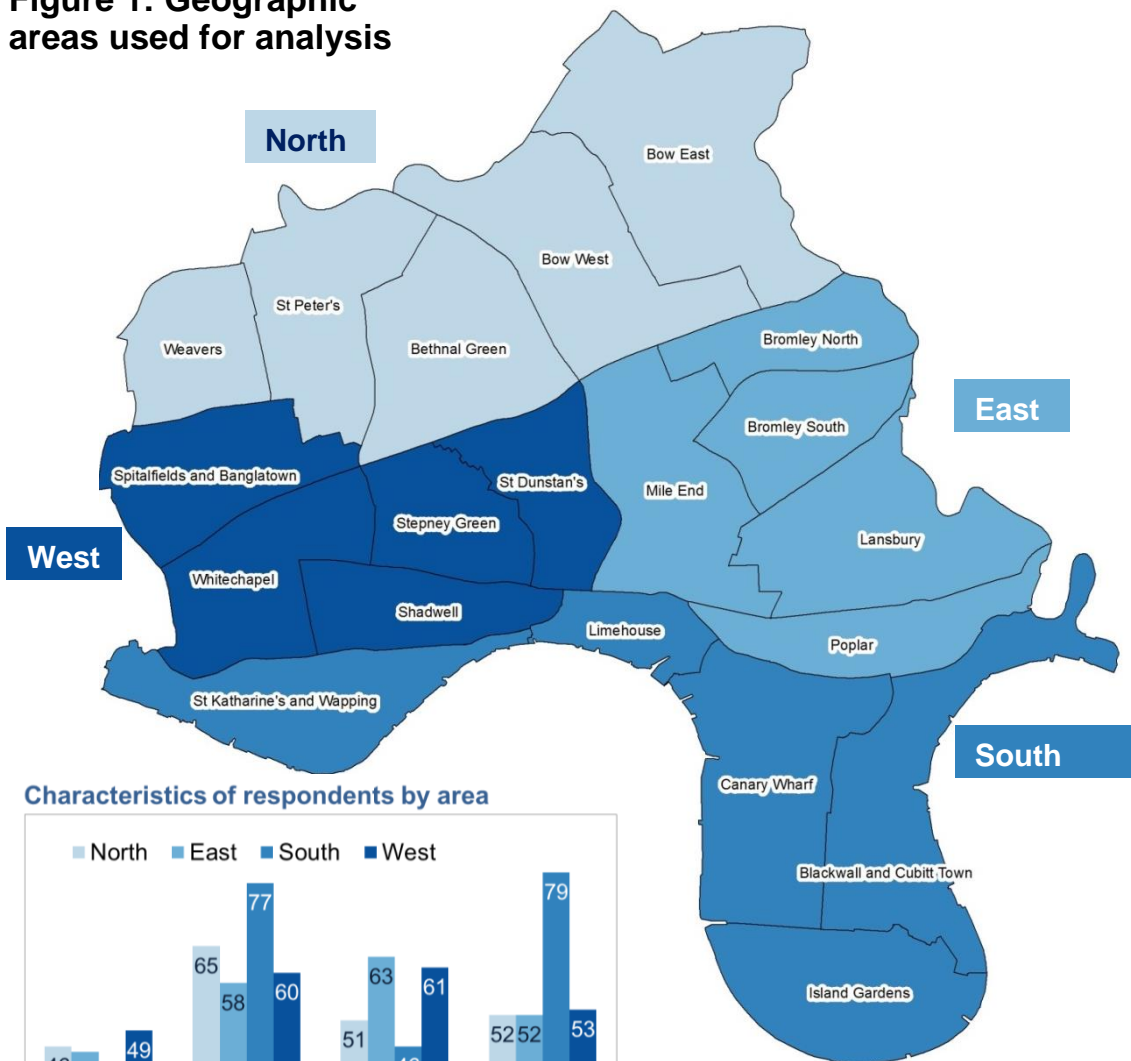
However, even when a highlighted difference is statistically significant, it may be only just be within the bounds of significance, so some caution is required on interpretation of findings based on survey data. Generally speaking, the larger the percentage point differences, the more confident we can be that the difference is reflecting reality.

All figures presented are rounded to the nearest percentage point.

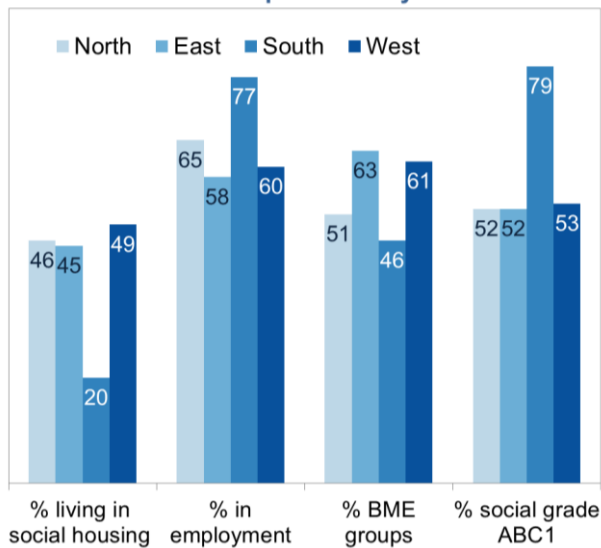
Geographic areas

For the purposes of this analysis, the borough has been split into four geographic areas: North, East, South and West (figure 1). 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 quite 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.

Figure 1: Geographic areas used for analysis



Characteristics of respondents by area



Source: Tower Hamlets Annual Residents' Survey, 2016 (Westco Trading)
 Note: Sample size by area = North (264); East (284); South (272); West (280)

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Image of the Council

Residents were asked about 12 different aspects of the Council's image (table 1). There was some variation in views by area, but these were limited to a minority of indicators (4 out of the 12), and were relatively modest:

- Residents surveyed in the North of the borough were less likely than average to agree that the Council has staff that are friendly and polite (66 vs. 75 per cent);
- Residents in the West of the borough were more likely than average to feel the Council was doing a better job than a year ago (69 vs. 61 per cent);
- Residents in the East of the borough were more likely than average to say the Council responds quickly when asked for help (63 vs. 55 per cent);
- Residents in the West were the most likely to agree that the Council was difficult to get through to on the phone (58 per cent) while those in the South were the least likely to agree (41 per cent).

For the remaining two thirds of statements (8 out of the 12) – views across the four areas were similar (ie showed no significant variation from the borough average).

Table 1: Image of the Council: views compared by area, Tower Hamlets, 2016					
Image of the Council statements (% agree with statement a great deal/to some extent)					
'My council is...':	All	North	East	South	West
Making the local area a better place for people to live	77	76	76	78	77
Has staff who are friendly and polite	75	66	77	80	77
Is doing a good job	72	71	75	70	72
Keeps residents informed about what they are doing	71	66	76	73	68
Is efficient and well run	67	62	69	68	68
Is doing a better job now than one year ago	61	58	58	57	69
Provides good value for money for council tax I pay	60	64	56	61	59
Listens to concerns of local residents	57	56	60	52	59
Involves residents when making decisions	55	49	59	54	59
Responds quickly when asked for help	55	53	63	50	55
Is difficult to get through to on the phone	49	45	51	41	58
Doesn't do enough for people like me	49	49	54	46	47
Sample size	1100	264	284	272	280
Source: Tower Hamlets Annual Residents Survey, 2016 (Westco Trading)					
Notes: Shaded figures in bold are significantly different to the average (all) and other groups.					

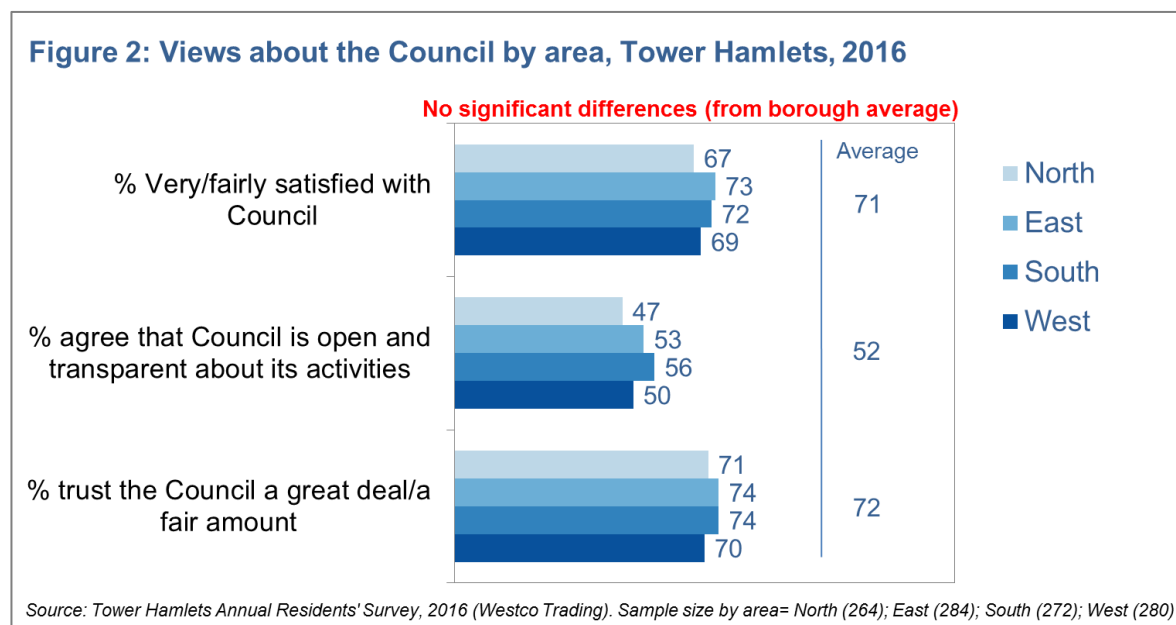
Council satisfaction

Views were also similar across areas on the issue of overall satisfaction with the Council. Residents were asked 'Taking everything into account, how satisfied or dissatisfied are you with the way Tower Hamlets Council runs things?' In response, over two thirds (71 per cent) said they were *very or fairly satisfied* with the Council. Satisfaction levels were fairly similar across areas (figure 2).

Transparency and trust

Views about transparency and trust also showed no significant variation by area. Almost three quarters (72 per cent) of respondents said they trusted the Council *a great deal or a fair amount*, and all groups had trust levels close to the average.

Residents were more ambivalent on the issue of transparency: just over half (52 per cent) of those surveyed agreed that the Council is 'open and transparent about its activities' while 37 per cent said they neither agreed nor disagreed (or didn't know), and 11 per cent disagreed. All areas had transparency ratings close to the average.



Service ratings

Figure 3 compares service ratings across 13 different services by area. Ratings relate to the views of all residents regardless of whether they use the service or not.

There was no significant difference in ratings across areas for the following five service areas: refuse collection; street cleaning; street lighting; leisure and sports; and libraries and Idea stores. However, there were marked differences by area across eight services:

Policing: Residents in the West of the borough were far less likely than those in other areas to be positive about policing: 39 per cent rated policing as *good, very good or excellent* compared with around two thirds of residents in the rest of the borough (64-68 per cent).

Parks and open spaces: Residents in the West also gave the lowest service rating for parks and open spaces (57 per cent compared with a borough average of 69 per cent).

Repair of roads and pavements: Residents living in the West were also the least likely to rate road and pavement repair services positively (48 per cent) while those in the East gave the highest rating (66 per cent).

Collection of council tax: Residents in the South were the most likely to rate collection of council tax positively, and those in the North, the least likely (69 vs. 47 per cent).

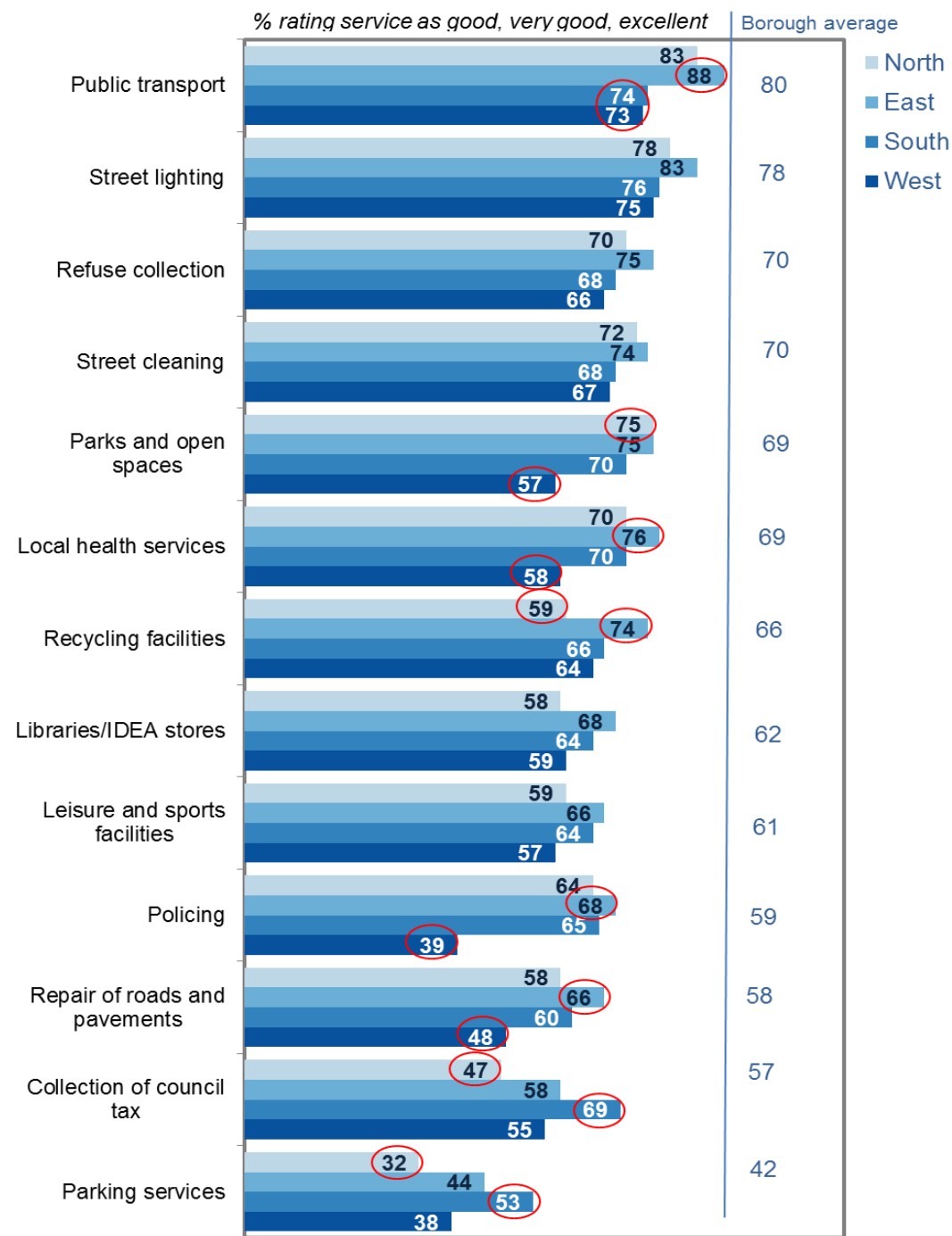
Local health services: Residents in the West were the least positive about health services (58 per cent), while those in the East were the most positive (76 per cent).

Parking services: Those in the south were the most likely to rate parking services positively (53 per cent) while those in the North were the least happy (32 per cent).

Recycling services: Those in the East of the borough were the most likely to rate recycling services positively (74 per cent) while those in the North gave the lowest rating (59 per cent).

Public transport: Public transport ratings were high across all groups, though those in the East gave the highest rating (88 per cent).

Figure 3: Service ratings by area, Tower Hamlets, 2016



○ = Significantly different to average & other groups

Source: Tower Hamlets Annual Residents' Survey, 2016 (Westco Trading)
 Note: Sample size by area = North (264); East (284); South (272); West (280)

Contact with the Council

Almost three quarters (72 per cent) of those sampled had contacted the Council in the last year. Of those that made contact, most said it had been very, or fairly, easy (83 per cent). There was no significant variation in contact levels, or ease of contact, by area. However, the way residents contacted the Council did vary by area (Table 2). Telephone contact was the most popular contact method across all areas, though the percentage making contact this way was lowest for those in the South and highest for those in the North (67 vs. 87 per cent).

Those in the South were more likely to have used email than those in other areas (30 per cent). Also, those in the South had similar preferences for using mobile or landline telephone for contact, whereas in other areas, there was a stronger preference for using a landline for telephone contact as opposed to use of a mobile.

Table 2. Contact methods used by area, Tower Hamlets, 2016

	TOTAL	North	East	South	West
	% totals				
If you have contacted the Council in the last year, which method (s) did you use					
<i>% totals (base: all those who had contacted the Council over the last year)</i>					
Telephone - any (landline and/or mobile)	77	87	71	67	83
Telephone - landline	54	57	59	38	63
Telephone - mobile	32	39	23	34	30
Email	23	18	23	30	21
Council website	16	12	18	21	13
Visit to a council office	12	12	20	13	4
Letter	11	9	13	11	9
If you need to contact the council in future, what would be your preferred methods?					
<i>% totals (base: all)</i>					
Telephone - any (landline and/or mobile)	72	74	68	61	85
Telephone - landline	48	45	52	37	60
Telephone - mobile	33	37	26	31	37
Email	30	26	28	46	21
Council website	16	12	21	21	11
Visit to a council office	10	9	20	9	4
Letter	8	5	10	8	8
<i>Source: Tower Hamlets Annual Residents Survey, 2016 (Westco Trading)</i>					
<i>Notes: Shaded figures in bold are significantly different to the average and other group(s)</i>					
<i>Only methods used by 2% or more of the population listed. Multiple response are possible</i>					

Future contact

Respondents were also asked how they would like to contact the Council in the future, and similar patterns emerge. Those in the South expressed a stronger preference for email contact compared with other groups (46 per cent compared with an average of 30 per cent). Those in the West of the borough were the least likely to prefer email (21 per cent) but the most likely to prefer telephone contact (85 per cent).

Those in the East of the borough were more likely than other residents to say they had visited a council office, and also the most likely to express a preference for this type of contact in the future (20 per cent).

Preferred ways to get information¹

Residents were asked how they would prefer to receive information about the Council and its services. The most popular method was via the Council website: 44 per cent said they would prefer to get information this way, and there was little variation by area.

The second most popular method was East End Life: those in the East of the borough were a little less likely to choose this option compared with average (33 vs. 41 per cent).

Around a quarter of residents said they liked to get information via printed information from the Council (such as leaflets), however those in East were more than twice as likely as those in the West to prefer this option (35 vs. 16 per cent).

Internet access and use

While most residents have access to the internet (92 per cent), levels are highest among those living in the South of the borough, where the vast majority have access (98 per cent).

Patterns of internet use showed little variation by area (Table 3), with a few exceptions. Those with internet access, who live in the South of the borough, were more likely than average to use the internet for paying for Council services (48 vs.38 per cent).

Those in the East were more likely than those in the West to use the internet for email (88 vs. 75 per cent). Those in the West were less likely to use the internet for online news than others, but a bit more likely to use it for internet banking.

Figure 4. Internet access by area Tower Hamlets, 2016

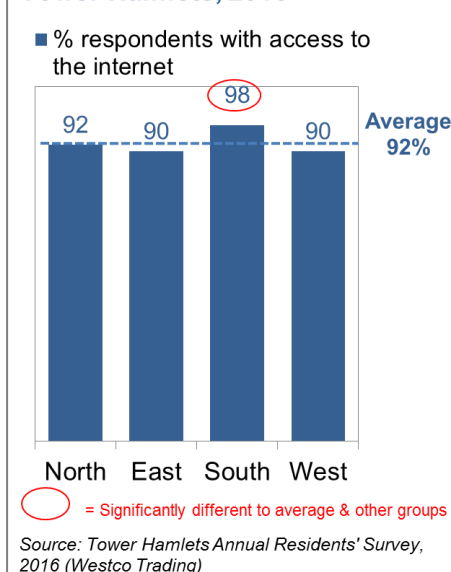


Table 3. Internet use by area, Tower Hamlets, 2016

	All	North	East	South	West
<i>Base: those who have access to the internet</i>					
	% totals				
What do you use the internet for?					
Emails	81	80	88	82	75
Browsing for info. about goods & services	64	65	60	69	61
Buying or selling online	57	58	53	61	57
Online news, newspapers or magazines	52	57	53	57	43
Internet banking	68	66	63	69	75
Playing games, films or music	42	39	44	44	39
Telephone/video calls over the internet	41	36	44	48	37
Social media	64	68	65	61	61
Paying council services (eg parking, council tax)	38	36	32	48	35
<i>Source: Tower Hamlets Annual Residents Survey, 2016 (Westco Trading)</i>					
<i>Notes: Shaded figures in bold are significantly different to the average (and other groups)</i>					

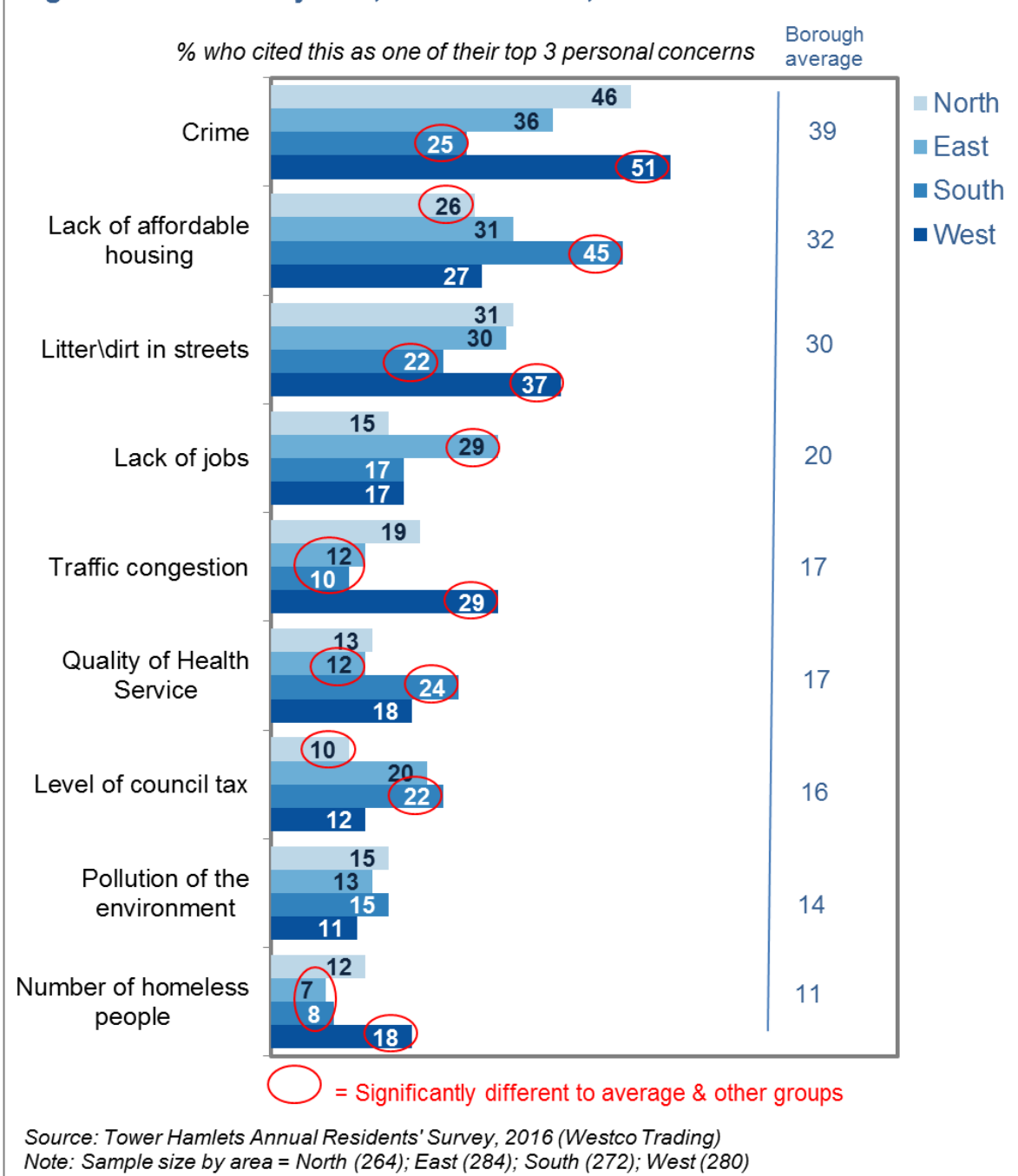
¹ Question wording: Thinking about ways you get information about the Council, which of these sources of information would you prefer to use to find out about Tower Hamlets Council and the services it provides? Appendix table A1 provides more detailed results for this question.

Concerns and worries

In the survey, residents are asked to identify their top 3 concerns from a list of fifteen areas. Figure 5 shows how levels of concern vary by area for the ten most cited concerns.

Crime is the top concern cited by 39 per cent of residents, but levels of concerns are very high among those living in the West of the borough (51 per cent) - twice as high as concern levels of those in the South (25 per cent).

Figure 5: Concerns by area, Tower Hamlets, 2016



Those living in the West also have higher levels of concern than average about: litter and dirt in the street (37 per cent), traffic congestion (29 per cent) and the level of homelessness (18 per cent).

Concern about the lack of affordable housing in the borough is the second most commonly cited concern mentioned by one third of residents. However, those living in the South of the borough, where social housing is least prevalent, were more likely than average to cite lack of affordable housing as a concern (45 vs. 32 per cent).

Those in the East of the borough were far more likely than those in other areas to cite lack of jobs as one of their main worries (29 per cent compared with 15-17 per cent in the other three areas).

Those in the South were the most likely to be concerned about the quality of health services (24 per cent) and the level of Council tax (22 per cent).

Interestingly, despite some variation about concerns over traffic congestion, there was relatively little difference in concerns about pollution by area (11-15 per cent).

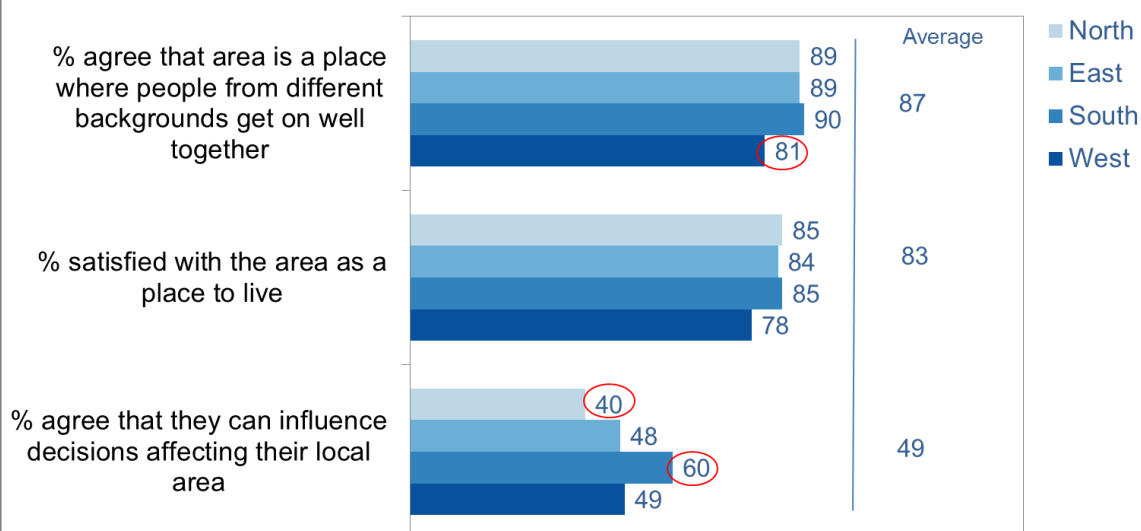
Cohesion and area

Views about cohesion are quite positive in the borough: 87 per cent of residents agreed with the statement: *'this local area is a place where people from different backgrounds get on well together'*. While the cohesion rating was high across all areas, it was slightly lower in the West (81 per cent).

The majority of residents said they were very, or fairly, satisfied with the area as a place to live (83 per cent), and there was little variation by area, with ratings across all areas fairly close to the average.

However, there were significant differences in views about the extent to which people felt they could influence decisions affecting their local area. Those in the North of the borough were the least likely to feel they could influence things (40 per cent) and those in the South were the most likely to feel they could influence decisions (60 per cent).

Figure 6: Views about the local area, Tower Hamlets, 2016



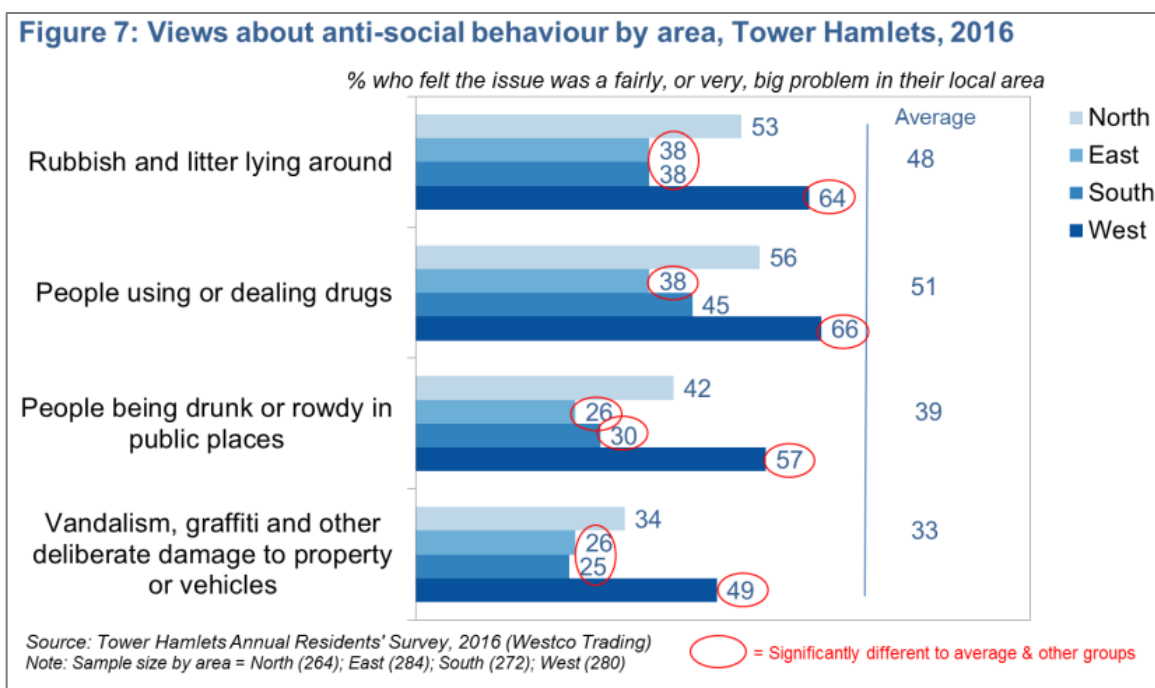
Source: Tower Hamlets Annual Residents' Survey, 2016 (Westco Trading)
 Note: Sample size by area = North (264); East (284); South (272); West (280)

○ = Significantly different to average & other groups

Concerns about anti-social behaviour

Residents were asked to say whether anti-social behaviour (ASB) issues were a big problem in their local area (figure 7). Levels of concern were much higher in the West of the borough compared with other areas, for all four of the ASB problems considered:

- Around half of those surveyed felt *drug use and dealing* was a big problem in their local area, but this rose to 66 per cent in the West. Levels were below average in the East (38 per cent);
- Similarly, just under half of those surveyed were concerned about *rubbish and litter lying around* but this rose to 64 per cent in the West of the borough, while concern levels were lower than average for those living in the East and South (38 per cent);
- Well over half (57 per cent) of those in the West felt *people being drunk or rowdy in public places* was a problem in their local area, almost double the level of concern in the East and South of the borough (26 and 30 per cent).
- There were similar patterns in relation to concern over *vandalism, graffiti and other deliberate damage to property or vehicles* – with levels highest in the West (49 per cent) and lowest in the East and South (26 and 25 per cent).



Over half of those surveyed (56 per cent) agreed that police and other local public services were successfully dealing with ASB issues in their local area. Those in the West were more negative – only 47 per cent agreed, while those in the East were the most positive (64 per cent) about success in dealing with ASB problems.

Further information

This briefing was produced by the Council's Corporate Strategy & Equality Service. The main Annual Residents Survey results for 2016, can be found on the Council's website:

http://www.towerhamlets.gov.uk/lgsi/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

Table A1. Tower Hamlets Annual Residents' Survey: views compared by area, 2016

	Total	North	East	South	West
	% totals				
Image of the Council statements (% agree a great deal/to some extent)					
<i>'My council is...':</i>					
Making the local area a better place for people to live	77	76	76	78	77
Has staff who are friendly and polite	75	66	77	80	77
Is doing a good job	72	71	75	70	72
Keeps residents informed about what they are doing	71	66	76	73	68
Is efficient and well run	67	62	69	68	68
Is doing a better job now than one year ago	61	58	58	57	69
Provides good value for money for the council tax I pay	60	64	56	61	59
Listens to concerns of local residents	57	56	60	52	59
Involves residents when making decisions	55	49	59	54	59
Responds quickly when asked for help	55	53	63	50	55
<i>Is difficult to get through to on the phone</i>	49	45	51	41	58
<i>Doesn't do enough for people like me</i>	49	49	54	46	47
Service ratings (views of all residents): % rating service as good, very good, excellent					
Public transport	80	83	88	74	73
Street lighting	78	78	83	76	75
Refuse collection	70	70	75	68	66
Street cleaning	70	72	74	68	67
Parks and open spaces	69	75	75	70	57
Local health services	69	70	76	70	58
Recycling facilities	66	59	74	66	64
Libraries/IDEA stores	62	58	68	64	59
Leisure and sports facilities	61	59	66	64	57
Policing	59	64	68	65	39
Repair of roads and pavements	58	58	66	60	48
Collection of council tax	57	47	58	69	55
Parking services	42	32	44	53	38
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	72	69
To what extent do you agree or disagree that Tower Hamlets Council is open and transparent about its activities?					
Definitely/tend to agree	52	47	53	56	50
Neither agree nor disagree	33	32	30	33	38
Definitely/tend to disagree	11	14	11	7	12
Don't know	4	8	5	4	1
How much do you trust Tower Hamlets Council?					
Trust (a great deal/a fair amount)	72	71	74	74	70

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

Notes: Sample size by area = North (264); East (284); South (272); West (280)

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

Table A1. Tower Hamlets Annual Residents' Survey: views compared by area, 2016

	Total	North	East	South	West
	% totals				
How easy did you find it to contact the council? (base: those who had contacted Council in last year)					
Very/fairly easy	83	79	86	86	80
Not very easy/not at all easy	16	19	12	12	20
Don't know	1	2	1	2	0
Contact with the Council in the past year					
Have contacted the Council	72	74	69	69	76
Have not contacted the Council	28	26	31	31	24
If you have contacted the Council in the last year, which method (s) did you use (Note: only methods used by 2% or more of the population listed. Multiple response possible) <i>Percentages (base: all those who had contacted the Council over the last year)</i>					
Telephone - any (landline and/or mobile)	77	87	71	67	83
Telephone - landline	54	57	59	38	63
Telephone - mobile	32	39	23	34	30
Email	23	18	23	30	21
Council website	16	12	18	21	13
Visit to a council office	12	12	20	13	4
Letter	11	9	13	11	9
If you need to contact the council in future, what would be your preferred methods?					
Telephone - any (landline and/or mobile)	72	74	68	61	85
Telephone - landline	48	45	52	37	60
Telephone - mobile	33	37	26	31	37
Email	30	26	28	46	21
Council website	16	12	21	21	11
Visit to a council office	10	9	20	9	4
Letter	8	5	10	8	8
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	39	47	47	45
East End Life	41	43	33	41	46
Printed information provided by the council (eg leaflets)	25	31	35	20	16
Council texts, emails and e-newsletters	18	17	13	20	24
Local media (eg newspapers, TV, radio, news website)	15	12	15	18	17
Word of mouth (eg friends, neighbours, relations)	13	9	24	10	7
Direct contact with the council (eg with staff, events)	12	9	17	13	9
Social media sites and blogs (eg Facebook, twitter)	8	5	6	8	10
From your local councillor	7	6	7	6	8

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

Notes: Sample size by area = North (264); East (284); South (272); West (280)

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

Table A1. Tower Hamlets Annual Residents' Survey: views compared by area, 2016

	Total	North	East	South	West
	% totals				
Internet access					
Percentage of adult surveyed with access to the internet	92	92	90	98	90
Use of internet (base: those who have access to internet)					
How do you access the internet?					
On a PC	38	34	38	43	36
Laptop	70	64	68	71	75
On a tablet computer (e.g. iPad)	41	35	39	52	38
Mobile/smart phone	83	79	83	83	86
TV/Games console	11	9	10	13	11
What do you use the internet for? (base: those who have access to internet)					
Emails	81	80	88	82	75
Browsing for information about goods and services	64	65	60	69	61
Buying or selling goods and services online	57	58	53	61	57
Online news, newspapers or magazines	52	57	53	57	43
Internet banking	68	66	63	69	75
Playing or downloading games, films or music	42	39	44	44	39
Telephoning or making video calls over the internet	41	36	44	48	37
Social media (e.g. such as Facebook or twitter)	64	68	65	61	61
Paying for council services (e.g. parking, council tax)	38	36	32	48	35
Top three personal concerns (top 10 concerns only)					
Crime	39	46	36	25	51
Lack of affordable housing	32	26	31	45	27
Litter\dirt in streets	30	31	30	22	37
Lack of jobs	20	15	29	17	17
Traffic congestion	17	19	12	10	29
Quality of Health Service	17	13	12	24	18
Level of council tax	16	10	20	22	12
Pollution of the environment	14	15	13	15	11
Number of homeless people	11	12	7	8	18
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	62	59	55	64
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	89	89	90	81
Area: Thinking about your local area/neighbourhood, how satisfied are you with the area as a place to live?					
Very/fairly satisfied	83	85	84	85	78

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

Notes: Sample size by area = North (264); East (284); South (272); West (280)

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

Table A1. Tower Hamlets Annual Residents' Survey: views compared by area, 2016

	Total	North	East	South	West
	% totals				
Do you agree or disagree that you can influence decisions affecting your local area?					
Agree (definitely/tend to)	49	40	48	60	49
ASB concerns: % who think issue is a very / fairly big problem in their area					
Rubbish and litter lying around	48	53	38	38	64
People being drunk or rowdy in public places	39	42	26	30	57
Vandalism, graffiti and other deliberate damage to property or vehicles	33	34	26	25	49
People using or dealing drugs	51	56	38	45	66
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	64	62	47
Length of residence: How long have you lived in the borough of Tower Hamlets?					
Up to 2 years	17	18	19	14	18
Between 2 and 10 years	30	25	28	36	33
10 years or more	52	58	53	48	49
How likely or unlikely is it that you will move out of the Tower Hamlets Council area in the next twelve months?					
Very/fairly likely	12	9	15	16	10
Demographic profile (% totals)					
Housing tenure					
Social housing	40	46	45	20	49
Owner occupied/Private rented/other	60	54	55	80	51
Working status					
In employment	65	65	58	77	60
Not in employment	35	35	42	23	40
Ethnicity					
White	45	49	37	54	39
BME	55	51	63	46	61
<i>Of which:</i>					
<i>Bangladeshi</i>	28	28	30	17	37
Social grade					
ABC1	59	52	52	79	53
C2DE	40	47	47	20	46

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

Notes: Sample size by area = North (264); East (284); South (272); West (280)

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