



Tower Hamlets Annual Resident Survey 2024

Summary briefing



Introduction



- Tower Hamlets Council have run an Annual Residents' Survey since the 1990s, other than during the pandemic.
- This 2024 edition is the second since resuming after coronavirus pandemic lockdowns.
- Fieldwork took place in April and May 2024.
- Due to the restrictions imposed by lockdowns, the 2023 edition was the first Annual Residents' Survey since 2019 with a comparable, face-to-face, methodology.
- A telephone survey took place in 2021, but the different methodology means the surveys are not comparable.



The survey covers four broad areas and this document mirrors those with

1. [Residents' views of the council](#)
2. [Residents' views of services](#)
3. [Residents' views of the borough as a place to live](#)
4. [Residents' personal situation and personal concerns.](#)

There are additional sections on

- [Analysis](#)
- [Methodology](#)
- [Who we spoke to \(sample profile\)](#)

About surveys and sampling



- All surveys, even the census, are **estimates**. They are also **snapshots** at that time, and things can change.
- The ARS uses sampling. Surveys using **sampling** are estimates of the results that we would get if we asked the same questions to every Tower Hamlets resident.
- The concept of **statistical reliability** is based on how confident we are that the sample of individuals we interviewed is representative of the general population.
- Statistical significance and interpretation of survey data. All figures presented in the ARS are **estimates**, not precise measures. 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 (or changes over time), as opposed to those which may be simply reflecting the sampling variability which comes with estimates.

How the findings are presented



- For simplicity, results throughout this document are presented as summary figures. More detail will be available in subsequent publications.
- For example, the question 'Overall, how satisfied or dissatisfied are you with the way Tower Hamlets runs things?' is presented as Summary: Satisfied 61%. The figure of 61% combines the 4% who are 'very satisfied' with the 57% who are 'fairly satisfied'.
- The full results in response to that question are
 - Very satisfied 4%
 - Fairly satisfied 57%
 - Neither satisfied nor dissatisfied 22%
 - Fairly dissatisfied 13%
 - Very dissatisfied 3%
 - Don't know 1%
- **Figures may not sum due to rounding** e.g. satisfaction with Waste services was 63.4% in 2023, and 68.5% in 2024, a difference of 5. it appears to be 6 due to rounding 68.5% up to 69%.

Summary



- The results of the Tower Hamlets Annual Resident Survey (ARS) 2024 were positive for the council.
- Almost all perception ratings saw statistically significant increases compared to 2023.
- This improvement in perception has occurred alongside a reduction in the proportion of residents answering 'Don't Know' to certain questions.
 - In 2023, for example, 20% of residents answered Don't Know when asked to agree or disagree with the statement 'My council is doing a better job now than one year ago. The Don't Know figure for 2024 was 8%, higher than 2019 (5%) but lower than 2016 (14%), 2017 (12%), and 2018 (11%).
- Residents continue to view Tower Hamlets as a place to live in a positive light: 84% are satisfied with the borough as a place to live, 90% believe people of different backgrounds get on well together.

Findings – benchmarking against LGA



Topic area	Measure	Tower Hamlets	LGA
Overall, how satisfied or dissatisfied are you with your local area as a place to live?	Very or fairly satisfied	84%	74%
How much do you trust Tower Hamlets Council?	Great deal/Fair amount	66%	55%
Overall, how satisfied or dissatisfied are you with the way Tower Hamlets runs things?	Very or fairly satisfied	61%	53%
Overall, how well informed do you think Tower Hamlets Council keeps residents about the services and benefits it provides?	A great deal/To some extent	65%	54%
How safe or unsafe do you feel when outside in your local area after dark?	Safe	67%	70%
How safe or unsafe do you feel when outside in your local area during the day?	Safe	95%	92%
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	90%	77%*
To what extent do you agree or disagree that Tower Hamlets Council provides value for money?	Strongly or tend to agree	51%	40%
To what extent do you think Tower Hamlets Council acts on the concerns of local residents?	A great deal / A fair amount	59%	49%

Tower Hamlets performs **above or at the national average for all but one key benchmarks**. The LGA runs a quarterly survey of the whole country. The LGA figures are taken from the [February 2024](#) edition **other than** 'people from different backgrounds get on well together' which was most recently reported in [February 2023](#).

Findings - change over time



To what extent do you think these statements apply to your Borough?	Measure	2023	2024	2023-2024	Statistically Significant?
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	87%	90%	3	Yes
Thinking about your local area/neighbourhood, how satisfied are you with the area as a place to live?	Satisfied	78%	84%	6	Yes
How safe or unsafe do you feel when outside in your local area after dark?	Safe	66%	67%	1	No
How safe or unsafe do you feel when outside in your local area during the day?	Safe	94%	95%	1	No

- The benchmarked areas set out above show significant improvements in residents' perceptions of the borough in the two most recent editions (2023 and 2024).
- Residents in Tower Hamlets believe the borough is a place where people from different backgrounds get on well together, up 3 percentage points from the 2023 edition of the ARS.
- Residents are more satisfied with their local area as a place to live compared to 2023, up by 6 percentage points.
- Residents feel as safe as they did in 2023 with neither after dark or during the day measure seeing any statistically significant change.

Anti-social behaviour over time



Thinking about this local area (within 15/20 minutes walking distance), how much of a problem do you think are...?	Measure	2023	2024	2023-2024	Statistically Significant?
Noisy neighbours or loud parties	Problem	18%	22%	4	Yes
People being drunk or rowdy in public places	Problem	29%	30%	1	No
Vandalism, graffiti and other deliberate damage to property or vehicles	Problem	29%	36%	7	Yes
People using or dealing drugs	Problem	49%	58%	9	Yes

Perceptions of crime and anti-social behaviour have increased in three of the four measures, reversing some of the improvements seen from 2019 to 2023, but remaining lower than the equivalent levels in 2019.

Views of the council



The survey covers four broad areas

- 1. Residents' views of the council**
2. Residents' views of services
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Resident perception	Measure	2023	2024	2023 – 2024	Statistically Significant?
My council involves residents when making decisions	Summary: Agree	42%	49%	8	Yes
Overall, how well informed do you think Tower Hamlets Council keeps residents about the services and benefits it provides?	Very well informed / Fairly well informed	57%	65%	8	Yes
My council is doing a good job	Summary: Agree	56%	58%	2	No
My council is efficient and well run	Summary: Agree	53%	54%	1	No
To what extent do you think Tower Hamlets Council acts on the concerns of local residents?	Summary: A great deal / A fair amount	48%	59%	11	Yes
My council responds quickly when asked for help	Summary: Agree	40%	49%	9	Yes
My council has staff who are friendly and polite	Summary: Agree	59%	64%	5	Yes
My council doesn't do enough for people like me	Summary: Agree	42%	46%	4	No
To what extent do you agree or disagree that Tower Hamlets Council provides value for money?	Summary: Agree	45%	51%	6	Yes
My council is doing a better job now than one year ago	Summary: Agree	38%	47%	9	Yes
My council is making the local area a better place for people to live	Summary: Agree	56%	61%	5	Yes
To what extent do you agree or disagree that Tower Hamlets Council is open and transparent about its activities?	Summary: Agree	45%	53%	8	Yes
How much do you trust Tower Hamlets Council?	Summary: A great deal / A fair amount	65%	66%	1	No
Overall, how satisfied or dissatisfied are you with the way Tower Hamlets runs things?	Summary: Satisfied	63%	61%	-2	No

Almost all (9) of these measures have resulted in a statistically significant improvement on the 2023 results. The rise in Don't Know responses seen in 2023 has been largely reversed. The 20% Don't Know figure for the question on whether 'My council is doing a better job now than one year ago' fell to 8% in 2024.



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Service use



Which of these services provided locally do you or members of your household use nowadays?	2023	2024	2023-2024	Statistically Significant?
Parks and green spaces	74%	80%	6	Yes
Recycling Services	76%	65%	-12	Yes
Libraries/idea stores	35%	26%	-9	Yes
Parking services	32%	29%	-3	No
Leisure and sports facilities	35%	20%	-15	Yes
Housing benefit service	24%	24%	0	No
Primary Education (5-11's) provided by Tower Hamlets Council	15%	19%	4	Yes
Secondary Education (11-18's) provided by Tower Hamlets Council	14%	18%	4	Yes
Nursery education (under 5's) provided by Tower Hamlets Council	6%	8%	2	No
Children's centres	5%	5%	0	No
Services for people with disabilities	3%	3%	0	No
Adult Social Care	4%	2%	-2	Yes
Adult education/ evening classes provided by Tower Hamlets Council	4%	5%	1	No
Social services for vulnerable children and families	2%	1%	-1	Yes
Services and support for older people		2%	n/a	n/a
Local health services		68%	n/a	n/a
Social housing		12%	n/a	n/a
Council housing		17%	n/a	n/a
Youth services	2%	4%	2	Yes
Pest control	4%	6%	2	No
None of these	2%	0%	-2	Yes

Service use is broadly unchanged. Fewer residents report using leisure and sports facilities, recycling services, Idea Stores, and social care. It may be too soon for the insourcing of leisure to impact use. More residents report using parks and open spaces.

All residents' views of services in 2024



This table presents the views of all residents. A later slide presents the views of service-users only.

How satisfied or dissatisfied you are overall with...?	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Don't know
Waste collection	69%	13%	18%	0%
Street cleaning	63%	14%	23%	0%
Street lighting	79%	10%	12%	0%
Road maintenance	67%	15%	17%	1%
Pavement maintenance	64%	17%	18%	1%
Parks and green spaces	81%	10%	7%	2%
Sport and leisure services	50%	13%	10%	26%
Idea Stores/libraries	57%	13%	5%	24%
Council Housing	36%	19%	7%	38%
Social Housing	36%	20%	7%	37%
Recycling services	73%	11%	14%	2%
Policing	52%	19%	25%	4%
My Council Tax account	69%	17%	7%	7%
Parking services	47%	15%	19%	20%
Local health services	62%	17%	16%	5%
Housing benefit service	42%	17%	4%	36%
Pest control	46%	15%	11%	29%
Services and support for older people	35%	16%	7%	42%

All residents' views of services in 2024 (continued)



This table presents the views of all residents. A later slide presents the views of service-users only.

How satisfied or dissatisfied you are overall with...?	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Don't know
Children's centres	32%	18%	3%	47%
Nursery education (under 5's)	34%	17%	2%	47%
Primary education (5 - 11 yrs)	36%	18%	2%	44%
Secondary education (11 - 18 yrs)	36%	17%	3%	44%
General Services and support for children and young people	32%	18%	7%	44%
Youth Services	31%	16%	9%	44%

Residents views of services 2023 to 2024



How satisfied or dissatisfied you are overall with...?	2023	2024	2023-2024	Statistically Significant?
Waste collection	63%	69%	5	Yes
Street cleaning	54%	63%	9	Yes
Street lighting	69%	79%	10	Yes
Parks and green spaces	67%	81%	14	Yes
Sport and leisure services	47%	50%	3	No
Idea Stores/libraries	54%	57%	3	No
Council Housing	27%	36%	9	Yes
Social Housing	26%	36%	10	Yes
Recycling services	62%	73%	11	Yes
Policing	36%	52%	16	Yes
My Council Tax account	48%	69%	21	Yes
Parking services	35%	47%	12	Yes
Local health services	50%	62%	12	Yes
Housing benefit service	55%	42%	-13	Yes
Pest control	59%	46%	-13	Yes

Almost all services have seen improvements in residents' views of them. Only housing benefits and pest control have seen deterioration. Note: this slide relates to **all residents**, not users.

Users views of services in 2024



How satisfied or dissatisfied you are overall with...?	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Don't know
Waste collection	69%	11%	19%	0%
Parks and green spaces	85%	9%	6%	0%
Sport and leisure services	79%	7%	9%	5%
Idea Stores/libraries	81%	10%	4%	5%
Council Housing	71%	12%	11%	6%
Social Housing	42%	23%	20%	15%
Recycling services	70%	14%	15%	1%
Parking services	55%	14%	30%	2%
Local health services	64%	17%	18%	1%
Housing benefit service	81%	11%	6%	2%
Pest control	63%	7%	27%	3%
Services and support for older people	29%	41%	24%	6%
Children's centres	75%	16%	2%	7%
Nursery education	79%	9%	5%	8%
Primary education	82%	7%	6%	4%
Secondary education	76%	10%	9%	4%
Youth services	44%	8%	20%	28%

Users views of services from 2023 to 2024



How satisfied or dissatisfied you are overall with...?	2023 Satisfied	2024 Satisfied	2023-2024	Statistically significant?
Parks and green spaces	73%	85%	12	Yes
Sport and leisure services	67%	79%	12	Yes
Idea Stores/libraries	78%	81%	4	No
Recycling services	65%	70%	5	Yes
Parking services	52%	55%	3	No
Housing benefit service	55%	81%	26	Yes
Pest control	59%	63%	4	No
Children's centres	69%	75%	6	No
Nursery education	73%	79%	6	No
Primary education	79%	82%	4	No
Secondary education	70%	76%	6	No
Youth services	47%	44%	-3	No

Parks, sports, and housing benefit saw increases among users. The views of residents who report they are users of the housing benefit service improved by 26 points. **Note:** The apparent discrepancy in Idea Stores/libraries is due to rounding. **Also note:** as these are only the views of the users of each service the sample sizes are much smaller.

A place to live



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Crime and anti-social behaviour



Thinking about this local area (within 15/20 minutes walking distance), how much of a problem do you think are...? Summary: A very big problem / A fairly big problem	2023	2024	2023-2024	Significant?
Noisy neighbours or loud parties	18%	22%	4	Yes
People being drunk or rowdy in public places	29%	30%	1	No
Vandalism, graffiti and other deliberate damage to property or vehicles	29%	36%	7	Yes
People using or dealing drugs	49%	58%	9	Yes

How safe or unsafe do you feel when outside in your local area .. Summary: Very safe and fairly safe	2023	2024	2023-2024	Significant?
After Dark?	66%	67%	1	No
During the day?	94%	95%	1	No

How much would you agree or disagree that the police and other local public services are successfully dealing with crime and anti-social behaviour in your local area?	2023	2024	2023-2024	Significant?
Agree	47%	48%	1	No

Across all these measures the picture is mixed. These findings indicate residents feel as safe as they did in 2023, that their perception of some kinds of anti-social behaviour has risen, but their view of how well crime is being dealt with is unchanged.

Social 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?	2023	2024	2023-2024	Significant?
Summary Agree	87%	90%	3	Yes

Thinking about your local area/neighbourhood, how satisfied are you with the area as a place to live?	2023	2024	2023-2024	Significant?
Summary Satisfied	78%	84%	6	Yes

Residents' perception of social cohesion continues to improve. There have been slight increases in the percentage of residents who report that their local area is one where people get on well together. Residents are also more likely to report that they are satisfied with their area as a place to live.

Personal situation



The survey covers four broad areas

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Residents' personal concerns in 2024



Crime and the cost of living remain the top concerns by a distance.

Crime returns to top place in 2024 (42%). Otherwise, the cost of living remains a dominant concern as three of the top five concerns relate to that with

- Rising prices and interest rates (40%),
- Level of council tax (26%),
- Lack of affordable housing (22%).

Concerns about health services follows on 21%.

Which three of these are you PERSONALLY most concerned about?	Total
Crime and anti-social behaviour	42%
Rising prices and interest rates	40%
Level of council tax	26%
Lack of affordable housing	22%
Quality of health services	21%
Street cleanliness	18%
Quality of housing	15%
Homelessness	15%
Availability of employment	12%
Traffic congestion	11%
Other	8%
Level of air pollution	7%
Availability of recreational facilities	5%
Services for older people	5%
Overcrowded homes	5%
The environment or climate	5%
Standard of education	4%
Quality of public transport	4%
None of these	4%
Don't know	23 1%

Personal concerns change

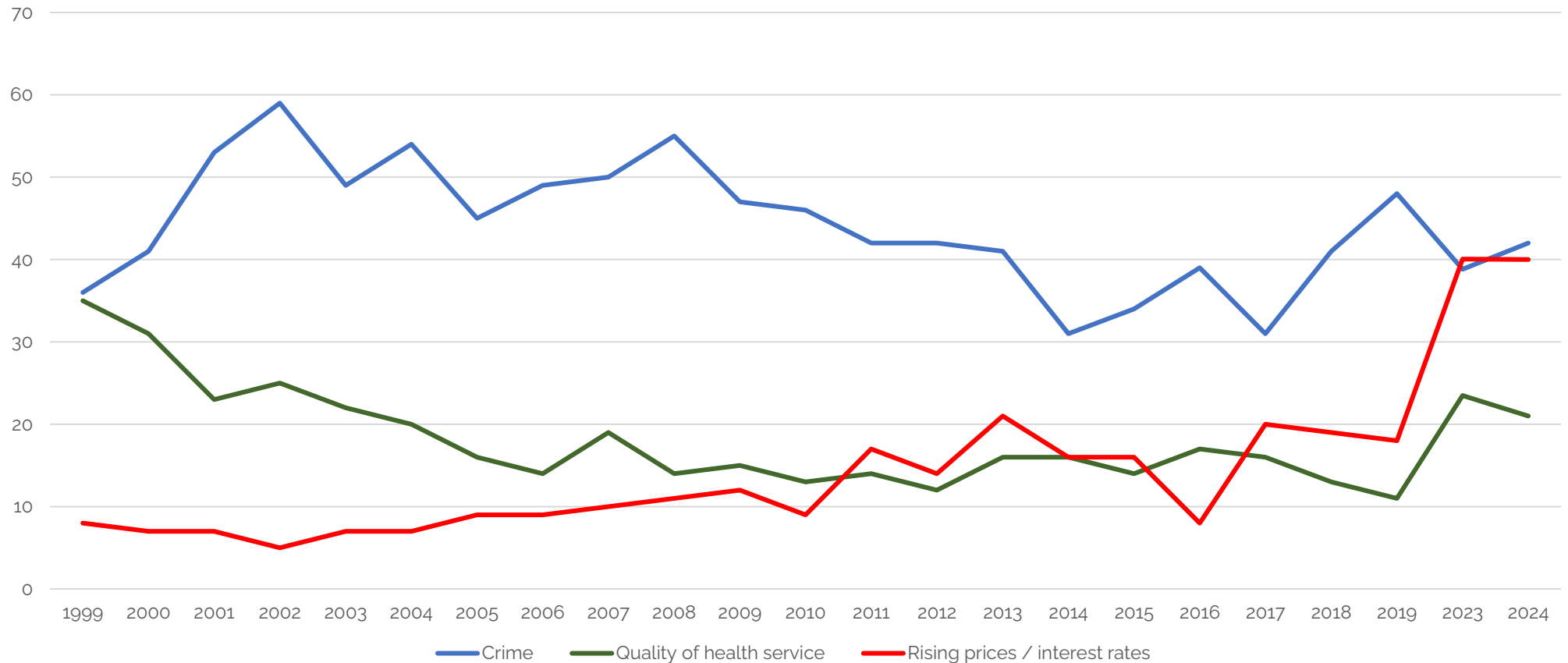


Which three of these are you personally most concerned about?	2023	2024	2023-2024	Significant?
Crime and anti-social behaviour	39%	42%	3	No
Rising prices/interest rates	40%	40%	0	No
Level of council tax	24%	26%	2	No
Lack of affordable housing	x	22%	x	n/a
Quality of health service	23%	21%	-2	No
Street cleanliness	30%	18%	-13	Yes
Quality of Housing	18%	15%	-3	Yes
Homelessness	17%	15%	-2	No
Availability of employment	9%	12%	4	Yes
Traffic congestion	12%	11%	-2	No
Other	7%	8%	2	No
Level of air pollution	11%	7%	-4	Yes
Services for older people	7%	5%	-2	Yes
The environment or climate	5%	5%	0	No
Availability of recreational facilities	7%	5%	-2	Yes
Overcrowded homes	x	5%	x	n/a
Standards of education	5%	4%	-1	No
Quality of public transport	3%	4%	1	No
None of these	5%	4%	-1	No
Don't know	1%	1%	0	No

Few personal concerns saw statistically significant changes from 2023 to 2024. Of those with meaningful change, only Availability of Employment increased (3 points). Street cleanliness saw the biggest fall at 12 points.



Which three of these are you personally most concerned about?



Residents remain concerned about the cost of living. In 2024, as in 2023, 40% of residents listed rising prices / interest rates in their top 3 concerns. As the figure remains at 40%, it continues to be 22 percentage points above the level in 2019 and double its previous highest level (21% in 2013).

Personal finances



Taking everything together, which of these phrases best describes how you and your household manage financially these days?	2023	2024	2023-2024	Significant?
Manages very well	10%	5%	-6	Yes
Manages quite well	36%	32%	-3	No
Get by alright	36%	48%	12	Yes
Don't manage very well	8%	7%	-1	No
Have some financial difficulties	5%	4%	-1	No
Are in some deep financial trouble	1%	0%	-1	Yes
Don't know	1%	1%	0	No
Prefer not to say	3%	3%	0	No
Manage well	82%	85%	3	No
Manage poorly	14%	11%	-3	Yes
Net: Well	68%	74%	6	Yes

There has been a slight (statistically significant) improvement in the self-reported financial position of residents of the borough. The findings imply the deterioration in 2023 has been reversed and is now back to being in line with 2019 levels.

Costs residents are concerned about



Thinking about your finances, which, if any, of the following are you most concerned about at the moment	2023	2024	2023-2024	Significant
Paying other bills or costs	30%	31%	2	No
Paying the rent / mortgage	29%	29%	0	No
Paying council tax	27%	28%	1	No
Paying utility bills (eg gas, electricity)	50%	38%	-12	Yes
Paying for food / grocery bills	32%	30%	-2	No
Paying credit card bills	8%	10%	2	No
Paying loans	4%	5%	2	No
I am not concerned about any of these issues	32%	38%	6	Yes
Prefer not to say	6%	4%	-2	Yes
Don't know	2%	2%	1	No

There are reasons to be cautiously optimistic that residents' financial positions are improving. The proportion of residents concerned about paying utility bills is down 12 points, and those saying they are not concerned about any of these is up 6. While the position remains concerning by historical standards, these findings imply things may be improving.

Analysis



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Analysis - summary



- Many key indicators continue to improve compared to 2023.
- The council (as in 2023) is performing well against national benchmarked data.
- Residents continue to be concerned about the cost of living, but there are signs the greatest challenges may be beginning to recede.
- In 2024, residents reporting financial difficulties are more likely to report dissatisfaction with how the council runs things overall (24% dissatisfied compared to 16% for all residents).
- The percentage of residents reporting that they were **not** concerned about paying bills etc. rose from 32% in 2023 to 38% in 2024. These figures demonstrate the apparent correlation between how well-off residents feel and their perception of the council: as one rises so does the other.



- The external context within which the Annual Residents Survey took place was unusually tumultuous in 2023 and 2024.
- The ARS 2024 fieldwork was undertaken around the time of the 2024 London mayoral and Assembly elections, the 2024 United Kingdom general election, and the ongoing Israel– Hamas war in Gaza.
- The London mayoral, London assembly, and UK general elections are likely to have increased the salience of the questions in the survey.
- It is possible the lower level of Don't Know responses compared to 2023 is due to residents' greater engagement with political questions due to the effects of the election campaigns.
- In addition to the elections, several stories have featured in the press which may impact residents' views, perhaps raising the salience of the council and the borough, making residents think about things they might not otherwise.
- The context includes: a London MP talking of ["no-go" areas](#) and press reporting of ['a sense of alienation and broken trust' in Tower Hamlets](#).
- The [cost of living situation](#) remains challenging. Tower Hamlets residents are [highly exposed](#) to increased rents.
- Public perception of public services has declined significantly, with 3 in 5 Britons [believing public services have worsened in the last five years](#). And more than 8 in 10 [blame councils](#) for services getting worse.
- Public trust in [political institutions](#) has fallen over recent years (since 2018), including trust in [councils and councillors](#). Trust in [politicians](#), and [in the police](#) are at historic lows.
- Despite these challenges, residents remain positive about the area as a place to live, and the community cohesion in the borough, while trust in the council has in fact increased.

Analysis - demographics



- Overall satisfaction with the council shows some differences between residents.
- Men are slightly more likely to be 'very satisfied', women slightly less so (5% versus 3%).
- White residents are more likely to report being dissatisfied (20%) compared to ethnic minority residents (14%).
- Asian residents are more satisfied overall (65% compared to 61%).
- Residents who speak English at home are less satisfied (56%) compared to residents overall (61%). Residents who speak Bengali at home show no statistically significant difference to residents overall.
- Residents aged 55+ are less likely to be satisfied than residents overall (54% compared to 61%).
- There are no differences on this question by health problem/disability, being a parent, or by being a carer.
- There are some differences by tenancy type – private renters are more positive (66%), mortgage-holders less so (54%) compared to 61% overall.

Analysis – exploring linkages



- Residents who are more positive about the council are also more positive about the police and vice versa. Though the council and the police are separate, residents' views of one appear to influence their view of the other.
- When asked whether they are satisfied with the council overall, those who believe police / local services are dealing well with crime / antisocial behaviour are more likely to be satisfied (74% compared to 61% overall).
- Residents who are dissatisfied overall are also more likely to disagree that police / local services are dealing well with crime / antisocial behaviour.
- These figures imply that perceptions around crime correlate with, and may drive, satisfaction with the council.



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Methodology 1



- The 2024 Tower Hamlets Annual Residents Survey (ARS) was conducted by an external contractor called MEL Research. Analysis within this document is a combination of their work and our own.
- MEL Research interviewed a stratified random sample of 1,133 residents of Tower Hamlets. So far as possible, all elements of the survey are the same as in 2023. The methodology is the same to ensure comparability.
- The ARS uses stratified random sampling to make sure we ask a representative sample of residents. Stratified sampling means drawing up quotas of people with different characteristics in line with their relative size in the “population” (all residents) e.g. males, females etc.
- Surveys were conducted at over 100 locations.
- MEL interviewed 1,133 Tower Hamlets residents – our “sample”. With a sample of this size, at a 95% level of confidence, and on a 50% agreement score, the confidence intervals attached to the % ratings is $\pm 3.0\%$. This means that there is a 95% chance that the “true” value will (if we had interviewed all residents) fall within 47% and 53%. The confidence intervals depend as well on the result itself: the closer to 50% the wider the confidence interval; the further away from 50% (i.e., closer to 0% or 100%) the narrower the confidence interval.



- In each ward, Census Output Areas (COAs) were ranked by the Index of Multiple Deprivation (IMD). COAs were then selected at random as sampling points. The number of sampling points selected was proportional to the interviewing target for each ward. All addresses for each COA sampling point were made available to interviewers, with a target of 10 interviews set per sampling point.
- For this survey, ward-level quotas were set by age and gender to ensure that the sample reflected the characteristics of the borough's population. Quotas were set using Census 2021 data.
- Quotas were set by gender, age, work status and ethnicity at the ward and local authority level to ensure a representative spread by demographic profile.
- The survey included a screening question to ensure only residents who have lived in the Borough for at least 6 months were interviewed.
- The contractor had interviewers who spoke languages other than English in order to reach members of the diverse communities in Tower Hamlets.
- Figures throughout may not sum to 100% due to rounding.

Methodology 3



- In total 1,133 interviews were completed. While the application of quotas at ward level ensured a diverse mix of residents were interviewed, the final dataset was weighted. This weighting eliminated the effect of differential response rates by geography and between demographic groups so that the resulting data is fully representative of the borough. The final data was weighted by ward, age and gender, using 2021 Census population data.
- The sample size of 1,133 means that this dataset has a maximum confidence level of +/-2.9 percentage points at the borough level (at a 95% level of confidence). This means that we can say with 95% confidence that the responses reported will be no more than 2.9 percentage-points different than if all residents of the borough were interviewed.
- Sub-group analysis i.e., comparing responses from particular resident groups or from specific locations within the borough will have higher confidence intervals.

Sample profile



The survey covers four broad areas

1. Residents' views of the council
2. Residents' views of services
3. Residents' views of the borough as a place to live
4. Residents' personal situation and personal concerns.

Additional sections

- Analysis
- Methodology
- **Who we spoke to (sample profile)**

Who we spoke to: Sample profile 1 of 2



Age	Count	%
18 to 24	164	14%
25 to 34	342	30%
35 to 44	214	19%
45 to 54	185	16%
55 to 64	102	9%
65 to 74	80	7%
75+	46	4%
Grand Total	1,133	100%

Sex	Count	%
Male	570	50%
Female	561	50%
Prefer not to say	1	0%
Prefer to self-describe	1	0%
Grand Total	1,133	100%

Gender	Count	%
Male	571	50%
Female	561	50%
Other	1	0%
Grand Total	1,133	100%

Ethnicity	Count	%
Bangladeshi	384	34%
White British	362	32%
Any other White background	112	10%
Indian	51	5%
Caribbean	46	4%
African	32	3%
Chinese	19	2%
Any other background	18	2%
Any other Asian background	18	2%
Prefer not to say	16	1%
Irish	11	1%
Somali	11	1%
Pakistani	10	1%
White and Asian	9	1%
White and Black Caribbean	9	1%
Any other Mixed background	8	1%
Arab	5	0%
White and Black African	5	0%
Vietnamese	3	0%
Gypsy / Roma	3	0%
Any other Black / African / Caribbean background	1	0%
Grand Total	1,133	100%

What is your religion or belief?	Count	%
Muslim	441	39%
No religion or belief	329	29%
Christian	267	24%
Hindu	30	3%
Prefer not to say	28	2%
Agnostic	15	1%
Buddhist	11	1%
Sikh	7	1%
Jewish	2	0%
Prefer to self-describe	1	0%
Don't know	1	0%
Humanist	1	0%
Grand Total	1,133	100%

What is the main language spoken in the home?	Count	%
English	685	60%
Bengali (Shuddo / Shyleti / Other)	326	29%
Other	110	10%
Somali	12	1%
Grand Total	1,133	100%

Sample profile 2 of 2



Working status	Count	%
Working full-time	611	54%
Retired	144	13%
Working part-time	109	10%
Not working and not seeking work	94	8%
Not working and seeking work	87	8%
Full-time education	71	6%
Prefer not to say	17	2%
Grand Total	1,133	100%

Grouped ward	Count	%
North	315	28%
East	273	24%
South	273	24%
West	272	24%
Grand Total	1,133	100%

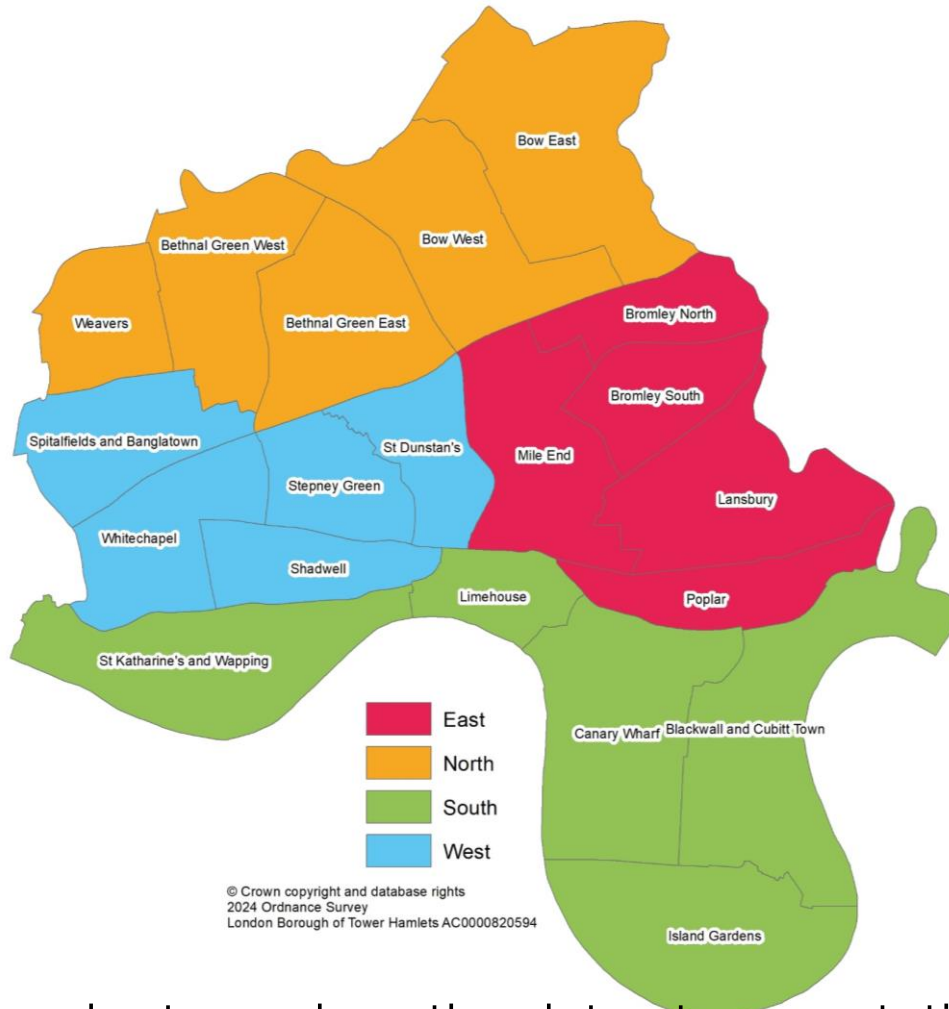
Housing status	Count	%
Rent from private landlord	364	32%
Rent from Housing Association / Trust	244	22%
Rent from Local Authority	228	20%
Own home with mortgage or loan	150	13%
Own home outright with no mortgage or loan	82	7%
Other	30	3%
Prefer not to say	27	2%
Part-own and part-rent (shared ownership)	8	1%
Grand Total	1,133	100%

Which best describes your current marital, civil partnership or cohabitation status?	Count	%
Single (never married or never registered a civil partnership)	523	46%
Married	505	45%
Cohabiting with a partner	43	4%
Prefer not to say	21	2%
Divorced	18	2%
Widowed	17	2%
Separated, but still legally married	3	0%
Separated, but still in a registered civil partnership	2	0%
In a registered civil partnership	1	0%
Grand Total	1,133	100%

Do you have parenting responsibilities?	Count	%
No	774	68%
Yes	355	31%
Prefer not to say	4	0%
Grand Total	1,133	100%

Day-to-day activities limited because of a health problem or disability	Count	%
No	1018	90%
Yes	102	9%
Prefer not to say	13	1%
Grand Total	1,133	100%

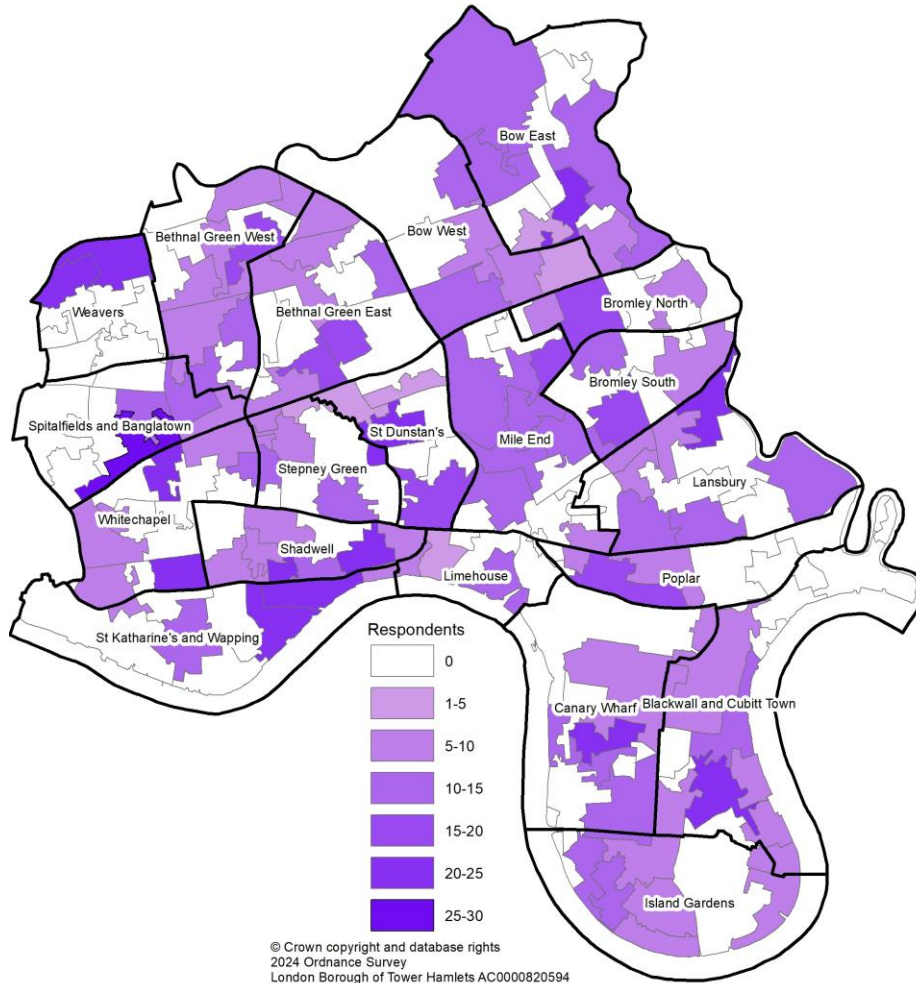
Geography – special analysis



Ward Name	Completes	N/S/E/W
Bethnal Green East (Bethnal Green)	76	North
Bethnal Green West (St Peter's)	70	North
Blackwall & Cubitt Town	81	South
Bow East	71	North
Bow West	50	North
Bromley North	40	East
Bromley South	54	East
Canary Wharf	66	South
Island Gardens	55	South
Lansbury	83	East
Limehouse	25	South
Mile End	70	East
Poplar	26	East
Shadwell	52	West
Spitalfields & Banglatown	52	West
St Dunstan's	54	West
St Katharine's & Wapping	46	South
Stepney Green	42	West
Weavers	48	North
Whitechapel	72	West

In order to analyse the data at more statistically robust geographies, wards have been grouped into four localities (North, South, East and West) as per the map.

Geography – respondents by their LSOA



Ward Name	Completes	N/S/E/W
Bethnal Green East (Bethnal Green)	76	North
Bethnal Green West (St Peter's)	70	North
Blackwall & Cubitt Town	81	South
Bow East	71	North
Bow West	50	North
Bromley North	40	East
Bromley South	54	East
Canary Wharf	66	South
Island Gardens	55	South
Lansbury	83	East
Limehouse	25	South
Mile End	70	East
Poplar	26	East
Shadwell	52	West
Spitalfields & Banglatown	52	West
St Dunstan's	54	West
St Katharine's & Wapping	46	South
Stepney Green	42	West
Weavers	48	North
Whitechapel	72	West

This shows respondents by their LSOA