



MORI

Association of
London Government

Londoners' Views

Findings from the 2003/4 BVPI Surveys

Research Conducted for
The Association of London Government and
London Consultation Network Members

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Introduction

This document sets out the key findings from the 2003/4 BVPI User Satisfaction surveys across London. It seeks to provide an overview for those who are involved in analysing and using the data. We hope that it will help users make full use of the findings, and to set their results in the London context. Users will primarily be in local authorities across London, although the questions covering health, crime and transport mean there is much that other partners will be able to gain from interpreting the survey results.

Our report contains:

- *Details of the methodology* – the background to the BVPI surveys, the approach adopted for the majority of London boroughs, the response rate and sample profile;
- *A summary of the key findings* – giving the reader an overview of the themes to emerge across London, as well as some of the changes that have taken place since the first wave of surveys were carried out in 2000/1;
- *Comparative data on key BVPI questions* - showing anonymised results from individual authorities. This helps put the findings in context, and enables us to look at the range of responses being recorded across London – in some cases there is considerable variation, in others less so;
- *A “topline” questionnaire* - giving headline results to all the survey questions for both the capital as a whole, and broken down for inner and outer London. This has been compiled to provide an accessible reference point for those looking to explore the findings in more detail;
- *Appendices* - setting out some of the main features that we need to bear in mind from other research - whether thinking about London in particular, or councils and their services more generally

Individual authorities have also been provided with:

- Reports covering their local results in more detail, and setting them in the London context;
- Topline results showing the findings for each question;
- A set of graphics covering the London-wide results which can be used in presentations and other reports.

The main findings from the research, described in more detail in this report, include:

- An emphasis on low crime levels and clean streets as the key priorities for local residents;
- Concerns about pressures on quality of life across London, with close to a consensus that crime, pollution and the cost of living are getting worse;
- Ratings of individual council services generally holding up well, with residents willing to give boroughs the credit for improvements to services like recycling;
- Overall “satisfaction with the Council” scores improving in inner London, but a much more patchy picture being recorded in outer boroughs;
- Improved ratings on transport provision and bus services across the capital.

This is not intended to provide the definitive volume of results for London. This report does not contain the findings for all boroughs, for example. Further auditing of the findings is being carried out by ODPM. Nevertheless, we hope this report provides an overview and reference point that will enable boroughs to make full use of the data from the surveys. Please contact any member of the team if you would like to talk about the results and how they can be used in more detail.

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Part One: Methodology

Background and Objectives

Best Value Performance Indicators (BVPIs) are part of the performance management framework for local authorities introduced by the Government since 1997. As part of the duty of Best Value introduced in the Local Government Act 1999, authorities are required to seek continuous improvement in their services. Best Value Performance Indicators are designed to monitor service improvement with regard to the efficiency, effectiveness and economy of service delivery.

The Government specifies that local authorities (and other best value authorities) collect and report on a number of Best Value Performance Indicators (BVPIs) that explicitly reflect users' perceptions of a range of services provided. These perception-based performance indicators are collected every three years, with 2003/4 marking the second time all local authorities have had to collect perception-based measures of performance. This document provides an overview of findings for the 29 London boroughs for whom MORI conducted "general" BVPI postal surveys. This survey follows from the initial wave of research carried out by MORI on behalf of the boroughs in 2000/1.

The Government has prescribed in detail what it believes to be the minimum requirements for the conduct of the survey¹. This is to ensure comparability of data across authorities, while allowing authorities some flexibility on the method of data collection and on the questionnaire. The minimum requirements are specified in the ODPM publication *Best Value and Audit Commission Performance Indicators for 2003/4: Guidance for undertaking the Best Value Surveys*.

The MORI/ALG Partnership

The Association of London Government commissioned MORI in 2000 to develop an approach that would enable the London boroughs to work together in consulting their residents. In 2003/4 this approach has been repeated, using the lessons learnt from the 2000/1 surveys and providing boroughs with economies of scale and a support network (through the London Consultation Network).

Acknowledgements

MORI would like to thank Debbie Haynes at the Association of London Government and her partners in the 29 participating London boroughs. We would also like to thank the 37,029 Londoners who took part in the surveys.

¹ The full guidance can be downloaded from www.survey.bvpi.gov.uk.

Publication of the Findings

As the ALG and London boroughs have engaged MORI to undertake an objective programme of research, it is important to protect the interests of all organisations by ensuring that it is accurately reflected in any press release or publication of findings. As part of our standard terms and conditions of contract, the publication of the findings of this research is therefore subject to advance approval of MORI. Such approval will only be refused on the grounds of inaccuracy or misrepresentation.

Technical Details

Postal Methodology

A postal methodology was used as this was judged to be the most appropriate for the needs of the authority, in terms of its cost effectiveness and ease of administration. The boroughs benefited from cost savings by adopting a partnership approach, working in a consortium of 29 London boroughs: Barking and Dagenham, Barnet, Bexley, Brent, Bromley, Camden, Corporation of London, Ealing, Enfield, Greenwich, Hackney, Hammersmith and Fulham, Haringey, Harrow, Havering, Hillingdon, Hounslow, Kensington and Chelsea, Kingston, Lambeth, Lewisham, Merton, Redbridge, Richmond upon Thames, Southwark, Sutton, Waltham Forest, Wandsworth and Westminster. This process was facilitated by the ALG.

Sampling

The sampling frame prescribed by ODPM was the small-user Postcode Address File (PAF)². Since the Government wishes to be able to compare results across local authorities, it specified that data on all of the indicators must be collected using the principle of random selection.

A random sample of 5,000 addresses in each borough was downloaded from the ODPM website www.survey.bvpi.gov.uk. Councils mailed out questionnaires to between 2,500 and 5,000 addresses, depending on their expected response rate (informed by the 2000 BVPI survey). Addresses were randomly selected from the PAF file, using a random start point and then a '1 in n' approach to selection.

The questionnaire

To meet the requirements of the Data Protection Act, ODPM specified that a covering letter stating the purpose for which the data is being collected must be sent with each questionnaire. The front page of each questionnaire was branded with the appropriate Council and MORI logos (with the MORI logo being smaller than the authority logo, as per ODPM requirements) and contained a covering letter from the Chief Executive, or other Council representative. The wording used in the covering letter(s) was derived from ODPM guidance. As a result of new controls over the use of the electoral register, it was no longer possible to personally address letters to a named resident of the household as PAF was the sampling frame. Letters were therefore addressed to "Dear local resident". As the target population specified is all adult local authority residents (aged 18 and over) the questionnaire asked that only someone aged 18 or over filled it in.

ODPM prescribed that the General Survey questionnaire template should be used in full to collect the data. The questions set are those which the

² Unlike in 2000/2001 the Electoral Register was not a permitted sampling frame.

Government requires each authority to ask in order to measure the performance indicators. Altering the wording of questions or omitting questions was prohibited since it reduces the ability to make comparisons with other authorities using the questionnaire.

The questionnaire was designed using the General Survey template provided by ODPM for the collection of the BVPIs. The standardised nature of the questions was maintained in line with the requirements.

Adding questions to collect more detailed information on services and issues which are relevant to the local area was permitted, but authorities were urged to do this with caution.

Questionnaire reminders

The guidance specified that authorities should take all reasonable steps possible to maximise their response rates and should in no circumstances stop making efforts to boost them. For a postal survey, the ODPM specified that authorities should aim to maximise the response rate by sending out at least two reminder questionnaires. The covering letter had to be sent with reminders reflecting the fact that it was a reminder, while still meeting data protection requirements. All correspondence (including envelopes) had to include the authority logo.

All Councils participating in the MORI survey followed these requirements, sending out a first reminder questionnaire and then a second copy of the questionnaire to all non-respondents, together with reply-paid envelopes. A freephone helpline telephone number and email address at MORI were supplied on the questionnaire.

Fieldwork

ODPM specified that fieldwork must start between September and November 2003.

The guidance *recommended* that the schedule allowed four weeks for the initial fieldwork period, with three weeks allocated for each of the remaining windows. The fieldwork period for all the surveys reported here was 8th September 2003 - 16th January 2004.

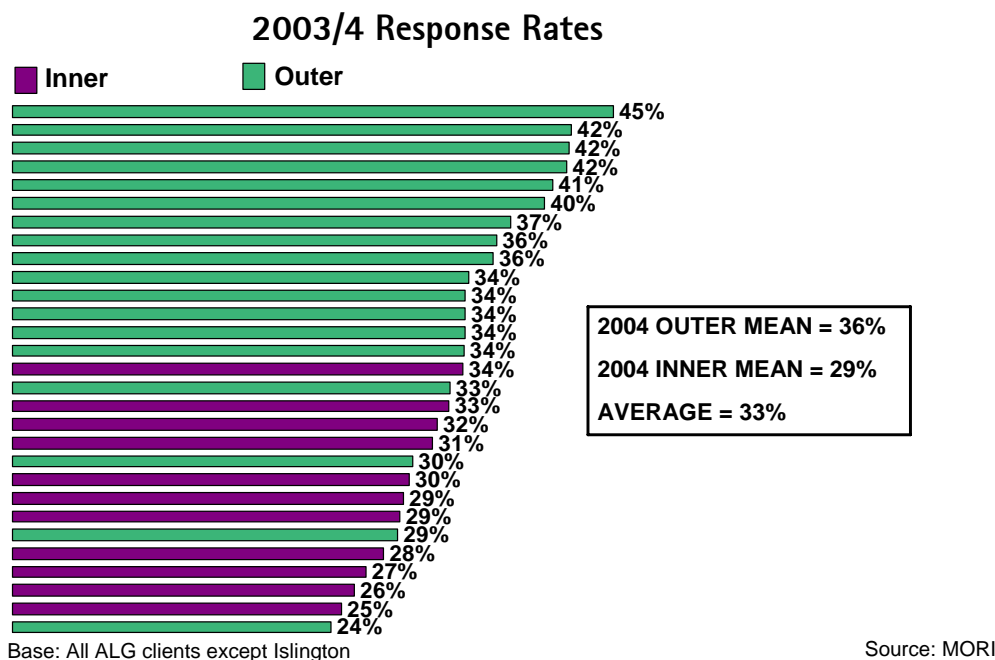
Booking in

Returned questionnaires were booked in on a daily basis to record the number of valid and void (not completed) returns.

This allowed the response rate to be calculated daily and at all stages leading up to the final deadline for returns. It was used to determine when reminders needed to be sent out.

Response rates

Across the entire fieldwork period – from first mailout to the final ‘cut off’ date for the second reminder mailout – the overall unadjusted response rate³ achieved is **33%**, compared with 34% in 2000/1. As before, the outer London boroughs achieved higher response rates (36% on average, compared with 37% in 2000/1) than inner boroughs (29% average, compared with 30% in 2000/1). Details of the profile of the achieved sample are set out below.



Data Processing

All questionnaires returned by respondents were sent to MORI's Data Processing supplier. The questionnaires were booked in here and then put through a scanning process to enable the data to be captured electronically.

Quality control

Quality of the data is checked via the embedded nature of scanning. The scanning software was set up to only accept valid responses. With all tick box information, the confidence of the scanning software was set to a tested level and anything outside this confidence level was sent to a verification process. In the verification process any questionable answers were highlighted and an operator confirmed or corrected the response on the questionnaire. All questionable responses were sent for this verification process. All responses which contain text were also sent for verification.

³ This unadjusted response rate does not allow for “dead wood”, for example, PAF addresses that do not have anyone living there. This could add 7-10% to these figures. The adjusted response rate for London will therefore be in the region of 40-43%.

Calculating results

In accordance with ODPM guidance, the base for these questions is “valid responses” only, i.e. all those providing an answer (this may or may not be the same as the total sample). The base size may, therefore, vary from question to question depending on the extent of non response.

In MORI's analysis, reference is sometimes made to “net” figures. This represents the balance of opinion on attitudinal questions, and provides a particularly useful means of comparing the results for a number of variables. In the case of a “net satisfaction” figure, this represents the percentage satisfied on a particular issue less the percentage dissatisfied. For example, if an issue records 40% satisfied and 25% dissatisfied, the “net satisfaction” score is +15 points.

Where percentages do not sum to 100, this may be due to computer rounding, the exclusion of “don't know” categories, or multiple answers. Throughout the volume an asterisk (*) denotes any value of less than half a percent but greater than zero.

Sample Profile

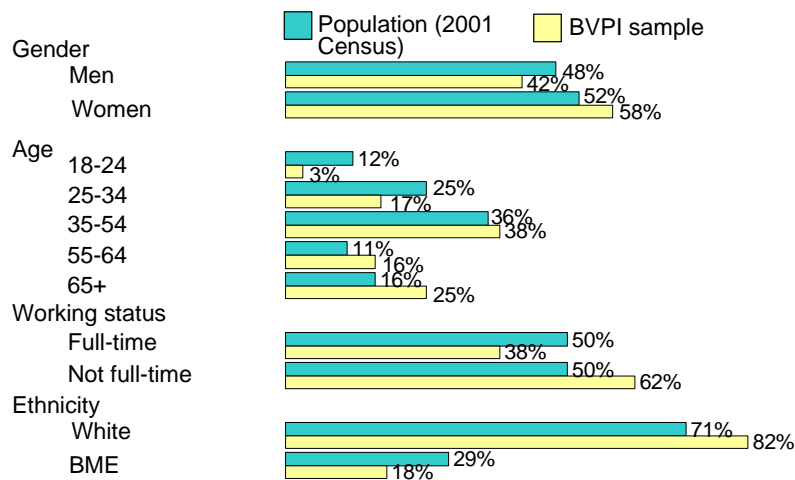
The demographic profile of respondents to the BVPI general survey differs from the profile of London (based on the 2001 Census):

- **Gender:** Women are over-represented in the sample of Londoners, whilst men are under-represented.
- **Age:** Younger people (aged 18-34) are under-represented in the sample whilst those aged 55+ are over-represented.
- **Work-status:** Those not working full-time are over-represented in the BVPI survey; full-time workers are under-represented. However, comparisons between BVPI and Census data for working status should be made with caution, as the “self-employed” category in the BVPI General Survey includes both full-time and part-time workers.
- **Ethnicity:** White people are over-represented in the BVPI sample whilst ethnic minorities are under-represented.

These differences are consistent with the pattern of non-response bias typically found in postal research of the general public. The profile of respondents is presented in the chart below.

Sample Profile – Key Demographics

ALG OVERALL



Base: All valid BVPI responses (based on 29 London Boroughs)

Source: MORI

Weighting

ODPM guidance outlines weighting as a way of tackling the issue of over-representation and under-representation in the sample. As noted above certain groups in the survey are under-represented, therefore to achieve a representative sample weights need to be applied to correct for this. The results for the sample profile discussed above are based on unweighted data only. However, findings from BVPI questions reported in this volume and the computer tabulations are based on weighted data. The data in this report are weighted to the overall profile of London.

For individual authority results, weighting was carried out by ODPM's Data Processing supplier, ATP Limited, to specifications set by ODPM. The raw unweighted data from the survey were uploaded to them and returned to each Council with the appropriate weight for each individual respondent contained in it. The principles of the weighting scheme used were set out on the survey website www.survey.bvpi.gov.uk. A multi-stage cell-weighting approach was used - in the first stage a weight was applied to correct for any stratification of the sample, in the second stage a weight was applied to correct for household size (only questions in the survey not asking about *household* activities were weighted by this), and lastly weights were applied for ethnicity and gender within age. The data are not weighted by working status.

Reliability of the data

It should be remembered at all times that a *sample* and not the entire population of residents living within each Borough took part in this survey. Consequently, all results are subject to sampling tolerances, which means that not all differences are statistically significant. Because of the large sample sizes involved in the aggregate data, we would normally be looking at confidence intervals in the region of $\pm 1-2\%$, although we need to bear in mind the self-selecting nature of the samples here, and how response rates among particular groups, including young people and those from non-white backgrounds differ.

BVPI Trends – Summary

BVPI	Indicator	2000/1 Weighted	2003/4 Weighted
3	Satisfaction with overall service provided by authority	52	53
4	Satisfaction of complainants with complaints handling	30	28
89	Percentage of people satisfied with cleanliness standards	51	53
90	Satisfaction with household waste collection	72	72
90	Satisfaction with recycling facilities	53	54
90	Satisfaction with civic amenity sites	59	64
103	Satisfaction with provision of public transport information	46	52
104	Satisfaction with local bus services	47	58
119	Satisfaction with the local authority's cultural and recreational activities overall:	48	36
119	Satisfaction with Sports/leisure facilities	46	43
119	Satisfaction with Libraries	62	61
119	Satisfaction with Museums/galleries	36	35
119	Satisfaction with Theatres/Concert Halls	40	37
119	Satisfaction with Parks and open spaces	65	69

BVPI Sub-Groups – Summary (1)

BVPI	Indicator						
		Male	Female	18-24	25-34	35-54	55+
3	Satisfaction with overall service provided by authority	52	53	52	49	49	59
4	Satisfaction of complainants with complaints handling	26	30	23	23	28	35
89	Percentage of people satisfied with cleanliness standards	52	54	59	51	49	56
90	Satisfaction with household waste collection	70	72	66	65	68	82
90	Satisfaction with recycling facilities	52	54	41	46	53	66
90	Satisfaction with civic amenity sites	63	65	43	62	64	75
103	Satisfaction with provision of public transport information	50	52	55	50	46	56
104	Satisfaction with local bus services	58	58	55	57	54	66
119	Satisfaction with the local authority's cultural and recreational activities overall:						
119	Satisfaction with Sports/leisure facilities	40	47	45	46	46	39
119	Satisfaction with Libraries	58	64	55	53	63	70
119	Satisfaction with Museums/galleries	34	36	30	30	35	42
119	Satisfaction with Theatres/Concert Halls	35	39	30	32	38	45
119	Satisfaction with Parks and open spaces	69	69	64	69	69	73

BVPI Sub-Groups – Summary (2)

BVPI	Indicator	White		BME		Disability		No disability		Inner		Outer	
3	Satisfaction with overall service provided by authority	53	51	54	52	55	51						
4	Satisfaction of complainants with complaints handling	30	23	29	28	28	28						
89	Percentage of people satisfied with cleanliness standards	52	55	54	53	56	51						
90	Satisfaction with household waste collection	73	67	75	71	70	73						
90	Satisfaction with recycling facilities	54	51	57	52	47	57						
90	Satisfaction with civic amenity sites	67	56	67	63	54	67						
103	Satisfaction with provision of public transport information	51	52	52	51	51	51						
104	Satisfaction with local bus services	59	56	61	57	58	58						
119	Satisfaction with the local authority's cultural and recreational activities overall:	36	36	35	36	41	33						
119	Satisfaction with Sports/leisure facilities	43	47	40	45	42	45						
119	Satisfaction with Libraries	61	64	66	60	59	63						
119	Satisfaction with Museums/galleries	36	34	38	35	48	27						
119	Satisfaction with Theatres/Concert Halls	39	34	38	37	45	33						
119	Satisfaction with Parks and open spaces	71	63	68	69	72	67						

Part Two: Living in London

What are people looking for.....?

The brief to respondents here was to think, in the abstract, about what they would be looking for in an area – *any* area – as a place to live.

The emerging picture shows two categories standing out above all others: somewhere that is safe and clean. This is evident in individual results for boroughs across London.

Generally priorities are very similar when we look at inner and outer London, though there is more of an emphasis on education provision among those living in the outer boroughs.

This is a question where we need to be cautious about how we interpret some of the factors that emerge on our second chart (see over): residents tend not to focus on things like access to culture and nature when asked to identify key priorities. But we need to be careful about interpreting this as meaning that these are not important things in many people's lives.

What Makes Somewhere a Good Place to Live?

Q Thinking generally, which of the items on this list would you say are most important in making somewhere a good place to live? You can choose up to five

	% Select	ALG Inner %	ALG Outer %
Low level of crime	78	77	78
Clean streets	61	61	61
Health services	47	43	50
Public transport	45	49	43
Affordable decent housing	39	41	38
Open spaces	38	40	37
Education provision	33	27	36
Shopping facilities	31	31	30
Low level traffic congestion	26	24	28
Low level pollution	25	26	24

Base: All valid ALG General BVPI Survey responses (35,370)

Source: MORI

What Makes Somewhere a Good Place to Live?

Q Thinking generally, which of the items on this list would you say are most important in making somewhere a good place to live? You can choose up to five

	% Select	ALG Inner %	ALG Outer %
Road/pavement repairs	23	20	24
Activities for teenagers	20	19	20
Facilities for young children	19	19	19
Job prospects	19	17	19
Access to nature	18	19	18
Access to culture	18	22	15
Sports and leisure facilities	14	15	14
Wage levels/cost of living	13	12	13
Race relations	12	13	11
Community activities	11	11	10

Base: All valid ALG General BVPI Survey responses (35,370)

Source: MORI

...and what are their priorities for improvement?

Crime and clean streets are not just something that people single out as being important in the abstract. They are at the forefront of their minds when they were asked to think about what needs improving *in their local area*.

Road maintenance and traffic congestion – second order issues in the “most important” question – emerge as key themes when people are asked to think about priorities locally.

Most Need Improving in this Local Area

Q Thinking about this local area, which of these things, if any, do you think most need improving? Again, you may choose up to five

	% Select	ALG Inner %	ALG Outer %
Low level of crime	55	53	56
Clean streets	45	41	47
Road/pavement repairs	38	32	42
Low level traffic congestion	38	34	40
Affordable decent housing	29	31	27
Health services	27	23	30
Activities for teenagers	25	22	27
Public transport	23	24	23
Low level pollution	20	24	18
Shopping facilities	19	20	18

Base: All valid ALG General BVPI Survey responses (34,890)

Source: MORI

Most Need Improving in this Local Area

Q Thinking about this local area, which of these things, if any, do you think most need improving? Again, you may choose up to five

	% Select	ALG Inner %	ALG Outer %
Facilities for young children	18	18	17
Wage levels/Cost of living	18	18	18
Open spaces	16	16	16
Sports and leisure facilities	15	15	15
Education provision	15	15	15
Access to culture	14	14	14
Job prospects	12	12	12
Community activities	9	10	9
Race relations	8	9	7
Access to nature	7	8	6

Base: All valid ALG General BVPI Survey responses (34,890)

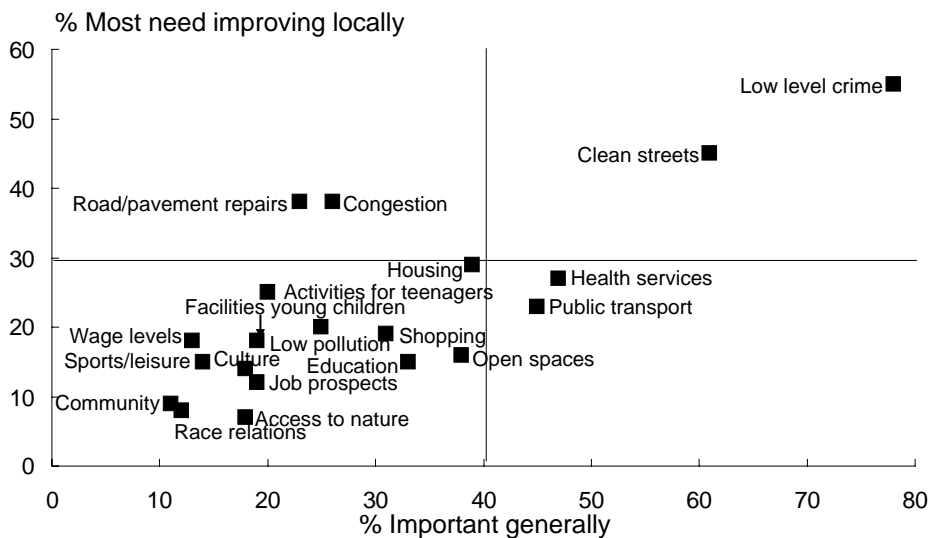
Source: MORI

Mapping quality of life issues

The chart below provides an overview of these questions on quality of life. The right hand quadrant identifies the key issues – crime and clean streets – that are both important in the eyes of residents *and* are among the things most in need of improvement.

An individual chart setting out results locally has been supplied to participating boroughs. We have also developed charts for inner and outer London separately: these are set out below. Generally speaking, there is more that unites than divides inner and outer London residents in terms of what they are looking for – but the relative priority attached to traffic and road/pavement repairs by people living in outer London is worth noting.

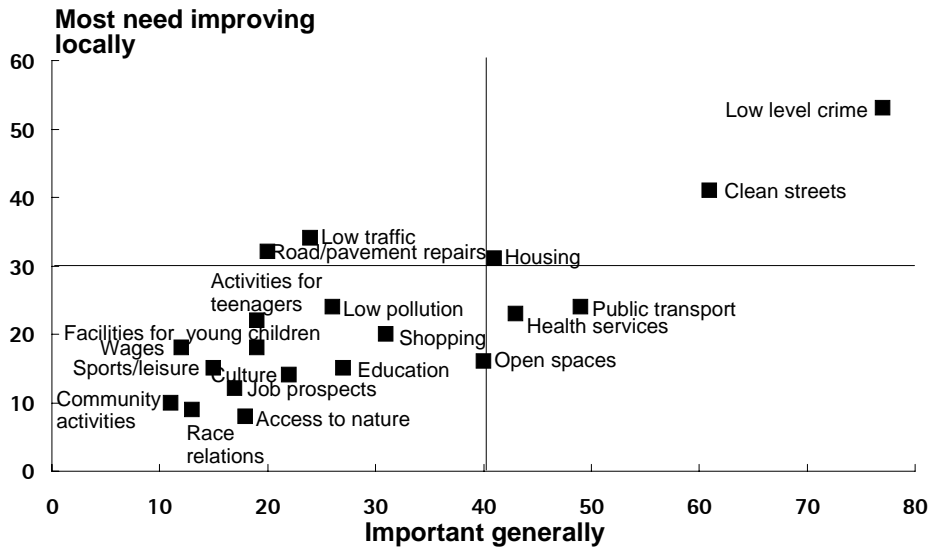
Quality of Life – Ideal vs Needs Improving



Base: All valid ALG General BVPI Survey responses

Source: MORI

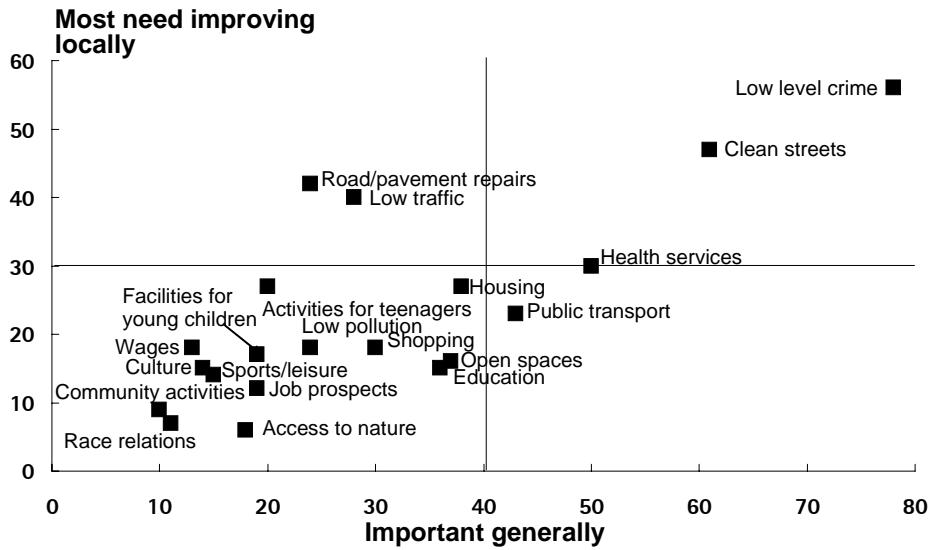
INNER LONDON: Quality of Life - Ideal vs Needs Improving



Base: All ALG Inner Borough valid BVPI responses

Source: MORI

OUTER LONDON Quality of Life - Ideal vs Needs Improving



Base: All ALG Outer Borough valid BVPI responses

Source: MORI

Anti-social behaviour

These questions on anti-social behaviour were also included for the first time in the 2003/4 surveys. They paint a picture of what residents see as the main problems in their local area. Across London, we find more than 50% describing the following as a very or fairly big problem:

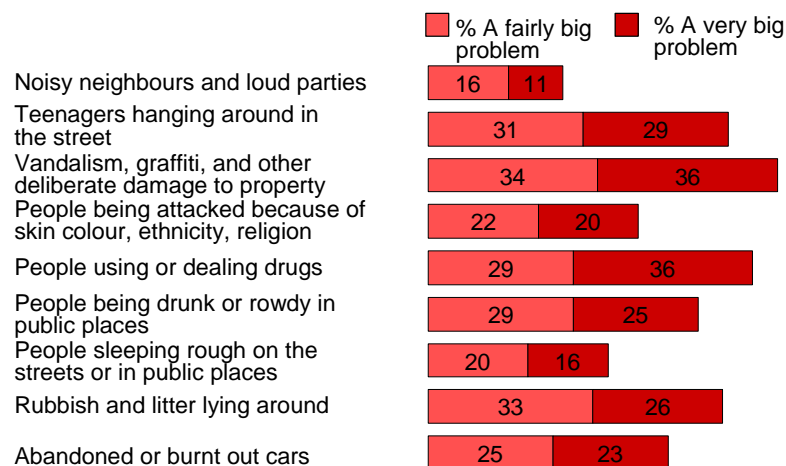
- Vandalism, graffiti and other damage to property
- Drug dealing and use
- Rubbish and litter lying around
- Teenagers hanging around
- People being drunk or rowdy

These are the problems that people see at the moment – and help us to understand the broader context (described below) of people tending to think many aspects of life are getting worse rather than better.

There is no simple “inner London vs outer London” message here. For example, vandalism, graffiti and damage to property emerges as a particularly stark theme in outer London.

Anti-Social Behaviour in London

Q Thinking about this local area, how much of a problem do you think are...

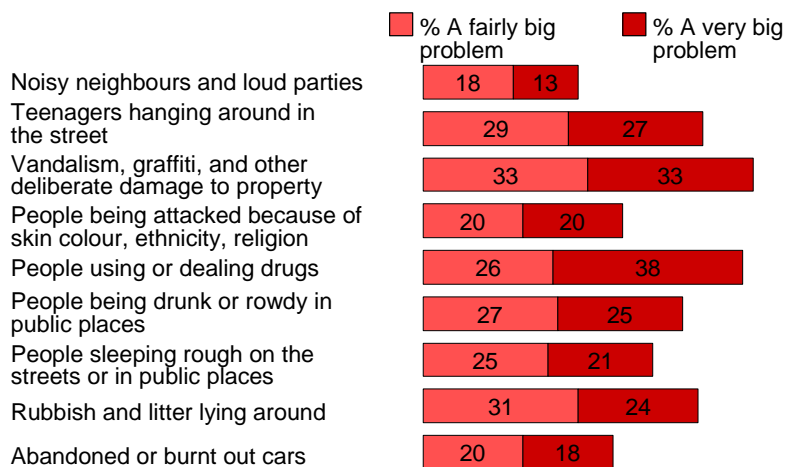


Base: All valid ALG General BVPI Survey responses

Source: MORI

INNER LONDON

Q Thinking about this local area, how much of a problem do you think are...

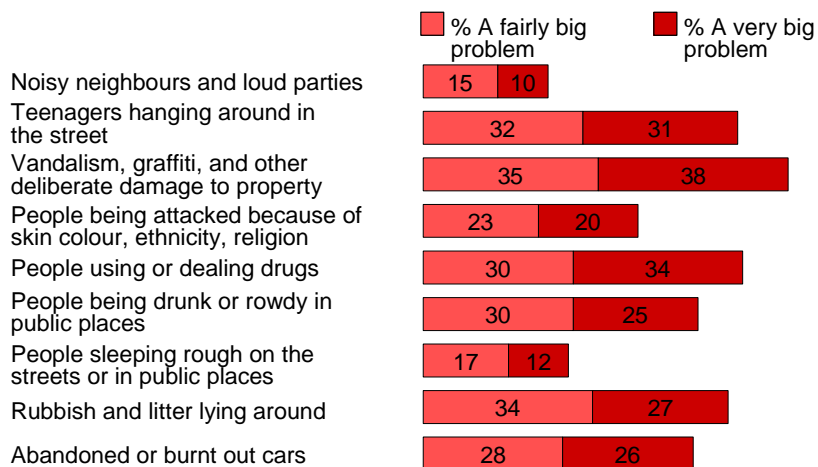


Base: All ALG Inner London valid BVPI responses

Source: MORI

OUTER LONDON

Q Thinking about this local area, how much of a problem do you think are...



Base: All ALG Outer London valid BVPI responses

Source: MORI

The direction of change – people think things are getting worse rather than better

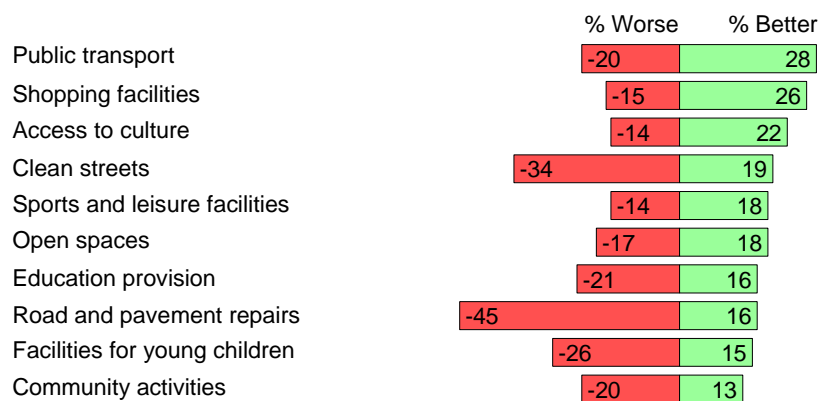
There is an extensive body of research that shows that people are, on balance, positive about their local area as a place to live. The GLA's annual survey of Londoners found 78% satisfied with their neighbourhood in 2003 (see appendices for further details). Ratings on these overall questions tend to be a little lower than average in London but – with the exception of the capital's most deprived areas – not dramatically so.

The BVPI survey asks about the *direction* of change. This paints a picture of a public who are concerned about what is happening to their local area. They may still be positive about where they live, but they are worried about a range of issues – traffic, crime, pollution and cost of living in particular. On these measures, it is difficult to find anyone who thinks things are getting better rather than worse (see chart 2 overleaf).

These are questions where, at a local level, there will be scope to set these perception-based findings against “real data” on the ground – crime rates, house prices, measures of pollution etc.

Is Quality of Life Getting Better or Worse (1)?

Q Thinking about your local area, for each of the following things below, do you think each has got better or worse over the last three years, or has it stayed the same?

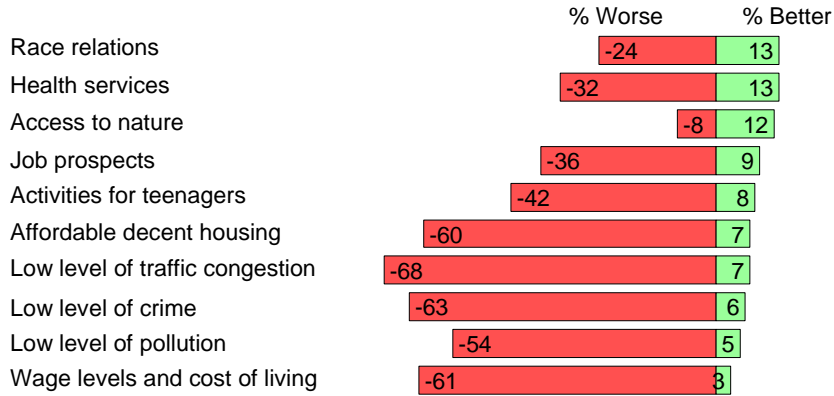


Base: All valid ALG General BVPI Survey responses

Source: MORI

Is Quality of Life Getting Better or Worse (2)?

Q Thinking about your local area, for each of the following things below, do you think each has got better or worse over the last three years, or has it stayed the same?



Base: All valid ALG General BVPI Survey responses

Source: MORI

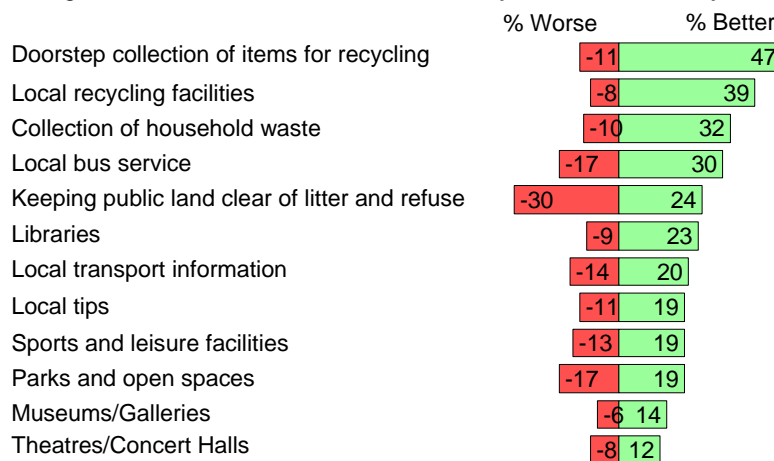
Part Three: Local Services

New questions, included for the first time in 2003/4, ask residents to think about whether services are getting better rather than worse. These are set out below, and help us build our understanding of residents' perspectives. On council services – as opposed to quality of life – people do not automatically assume that things are getting worse rather than better. Indeed, many people are willing to give their council some credit, whatever their concerns may be about the areas in which they live.

Recycling emerges as a particular strong point. On doorstep collections, for example, where new schemes are now in place across London, the proportion saying things are “getting better” rises to over 60% for some boroughs.

Services – Better or Worse?

Q For each of the services provided by London, do you think the service has got better or worse over the last three years, or has it stayed the same?



Base: All valid ALG General BVPI Survey responses

Source: MORI

Waste Indicators

London's local authorities record positive ratings on each of the key waste indicators included in the survey. The findings for the local tip show a marked improvement.

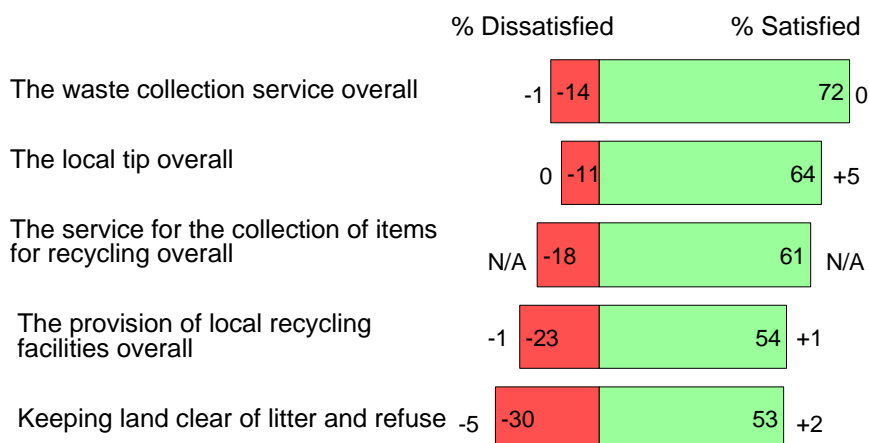
On the central question of whether the area has been kept clear of litter and refuse, dissatisfaction has fallen – an encouraging pattern bearing in mind the concerns that have emerged about liveability and the street scene in recent years.

The pattern at individual authority level across London is more variable, however, with some authorities now recording a much better set of scores here, and others experiencing less favourable ratings compared with three years ago.

The issue of keeping the area clear of litter and refuse is one area where satisfaction ratings need to be set against residents' assessments of whether things have been getting better or worse over the last three years (see above). At first sight, the two sets of data do not always fit together: more favourable ratings on the satisfaction questions are accompanied by a sense that things are getting worse rather than better. The continued presence of litter on the streets may be depressing the findings on this "direction of change" question. These are questions where the results of the 2006/7 surveys will help us explore the issue of whether expectations are rising in more detail.

BV90 – Waste Indicators

Q Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide



Base: All valid ALG responses (comparisons based on 2000/1 data)

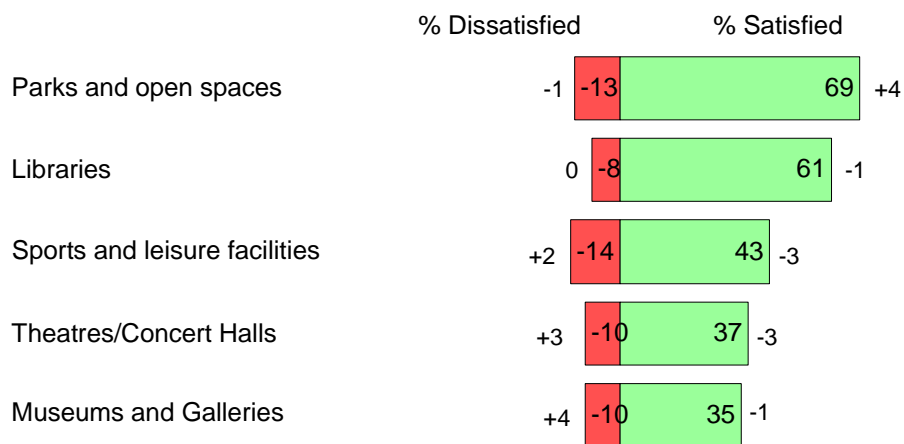
Source: MORI

Cultural and recreational services

Here the picture is also of broadly positive views, particularly in relation to parks and libraries. This is in line with other research (including the ALG's annual survey of Londoners) which tends to find these among the most positively regarded local services.

BVPI 119 – Cultural and Recreational Services

Q Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide



Base: All valid ALG responses (comparisons based on 2000/1 data)

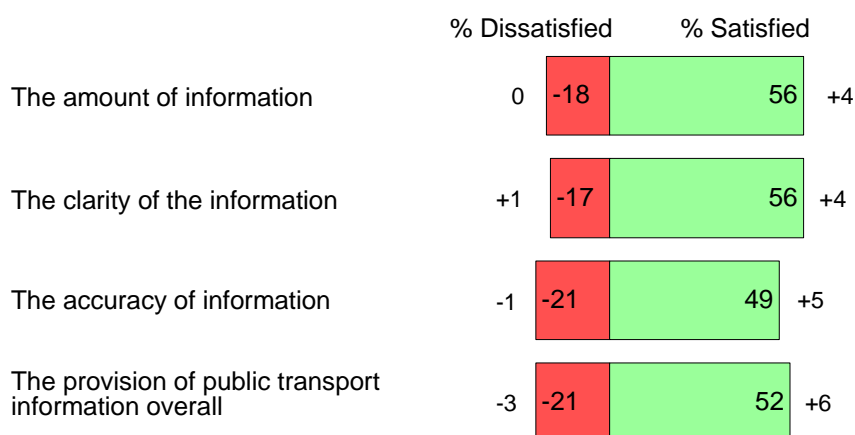
Source: MORI

Transport

Two sections of the questionnaire cover transport-related issues. One segment covers information, the other the local bus service. Both show real improvement on 2000/1 levels. Again, this is an area where the findings can be linked with what has been happening on the ground. It does appear that the results of increased provision can be seen in the form of higher satisfaction levels among service users.

BVPI 103 – Public Transport Information

Q Please indicate whether you are satisfied or dissatisfied with each of the following elements of the information on transport we provide

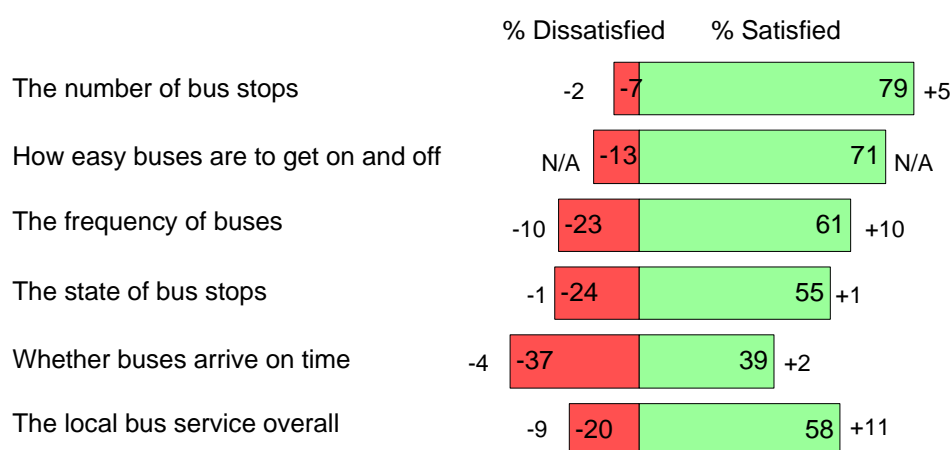


Base: All valid ALG responses (comparisons based on 2000/1 data)

Source: MORI

BVPI 104 – The Local Bus Service

Q Please indicate whether you are satisfied or dissatisfied with each of the following elements of the local bus service



Base: All valid ALG responses (comparisons based on 2000/1 data)

Source: MORI

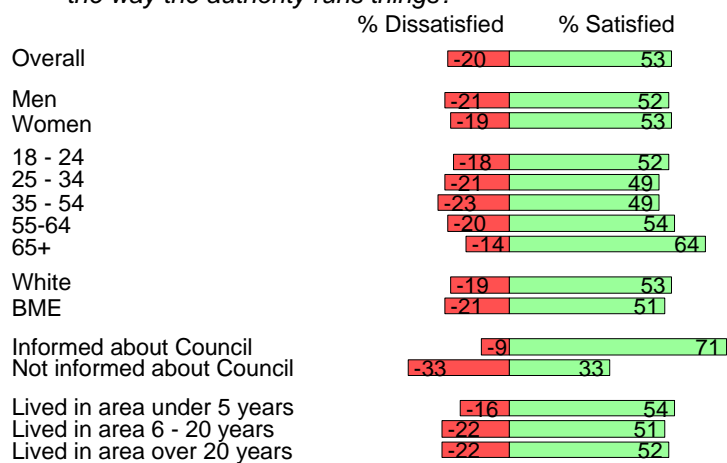
Part Four: "Corporate Health"

The 2003/4 survey includes questions to help explore corporate health, including a new assessment of whether the Council is getting worse rather than better.

By more than 2:1, Londoners are positive rather than negative about their local Council. Older people and those who feel well informed about their authority are particularly positive.

Overall Satisfaction with the Authority

Q *Taking everything into account, how satisfied or dissatisfied are you with the way the authority runs things?*



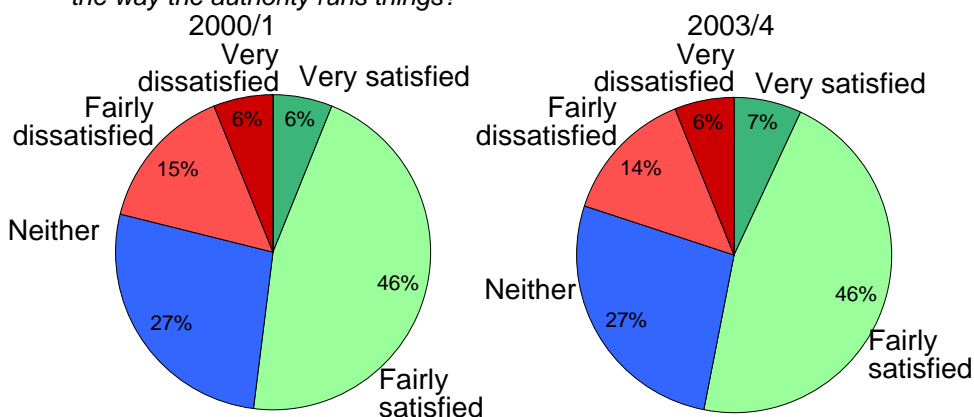
Base: All valid ALG General BVPI Survey responses (33,620)

Source: MORI

At first sight, this appears to be a picture of stability, with little change on 2000/1 levels:

From 52:21 to 53:20

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



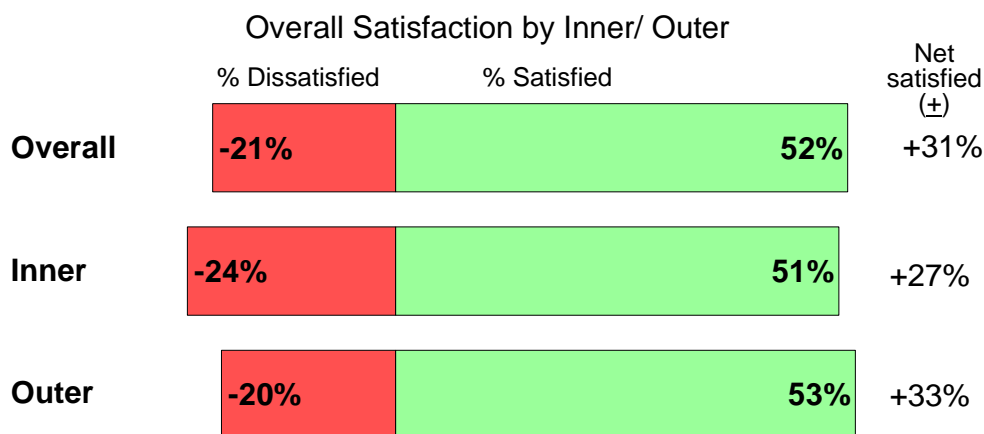
Base: All valid responses

Source: MORI

However, this overall picture masks some change below the surface. In 2000/1, results for outer London were generally higher than those recorded in inner boroughs on this “overall satisfaction” question.

2000/1 Overall Satisfaction by Inner/Outer

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



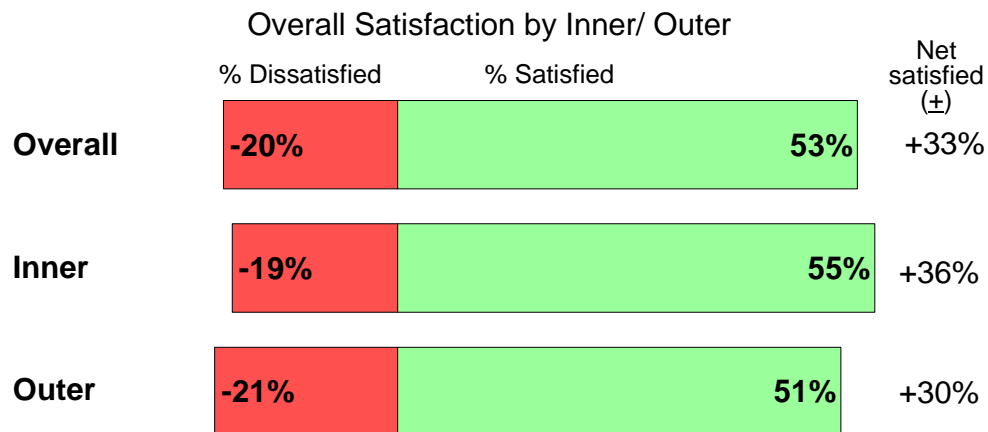
Base: All respondents

Source: MORI

This year, the position is rather different. In inner London, satisfaction with the local council is up 4 percentage points, and this has been accompanied by a 5 point decrease in dissatisfaction. The outer London figures are down slightly, and a number of outer boroughs have recorded more substantial falls.

2003/4 Overall Satisfaction by Inner/Outer

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



Base: All respondents

Source: MORI

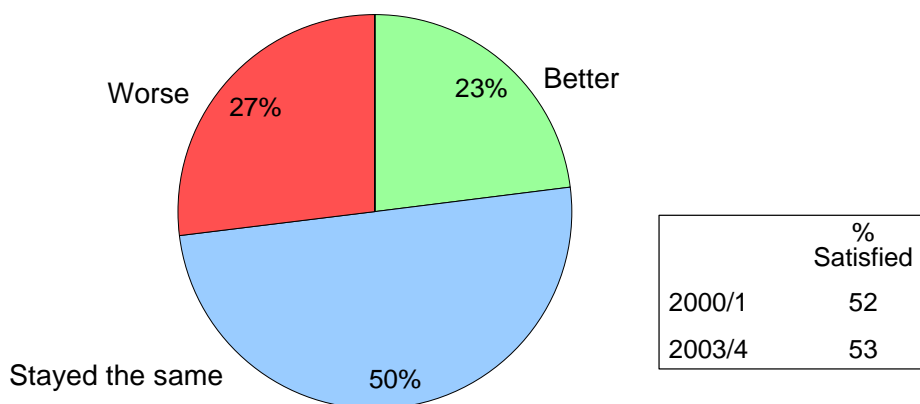
Residents are divided on whether their council is doing better or worse than three years ago. This is particularly marked among those who do not know much about what the authority is doing, as well as longer term residents. Qualitative research in outer London has highlighted a sense that “this is not the borough I moved to”, and this may be a theme at work here.

When we look at the results for this new question broken down in more detail, we find more positive assessments among those living in inner boroughs:

- In inner London, 30% say the Council has got better and 20% worse
- In outer London, we find a different pattern: 18% say things are getting better, with 31% taking a negative view

Overall Performance - Better or Worse?

Q Thinking about the way the authority runs things, do you think this has got better or worse over the last three years, or has it stayed the same?

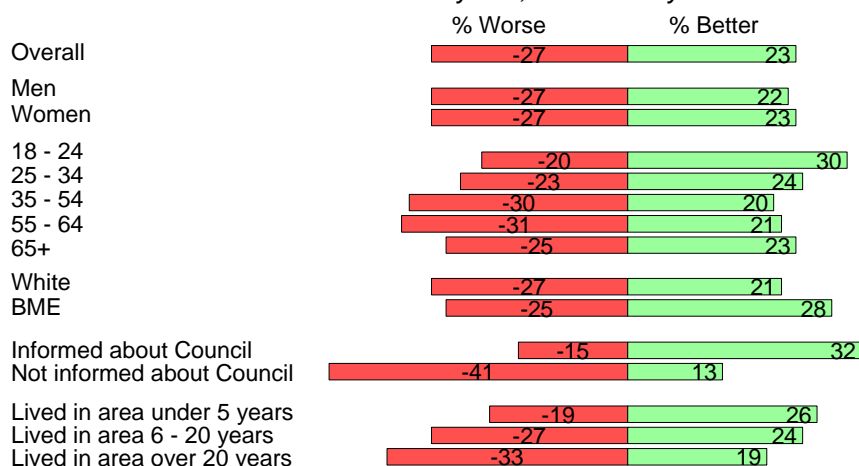


Base: All valid ALG General BVPI Survey responses (29,098)

Source: MORI

Overall Performance - Better or Worse?

Q Thinking about the way the authority runs things, do you think this has got better or worse over the last three years, or has it stayed the same?



Base: All valid ALG General BVPI Survey responses (29,098)

Source: MORI

Communicating the message

The results on quality of life provide the context in terms of the challenges facing local authorities. And the broader climate - of dissatisfaction with “government”, question marks about whether it is delivering and local pressures on council tax highlight some of the challenges facing local authorities in getting the messages across about how well they are doing.

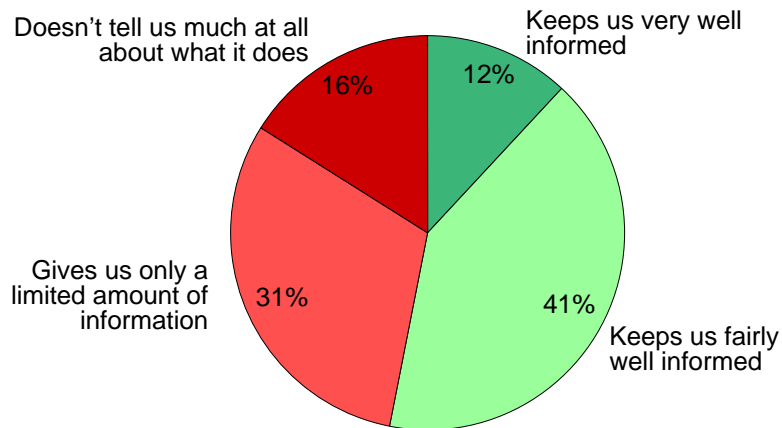
The survey question on information provision provides a starting point for authorities for analysing their performance.

The baseline for this new measure – with half feeling very well informed – provides a foundation for the future, though the individual results show there is some variation between authorities.

Older people tend to feel most informed, though the sub-group differences are not dramatic.

How Well Informed Do You Keep Your Residents?

Q How well informed do you think London Boroughs keep residents about the services and benefits they provide?

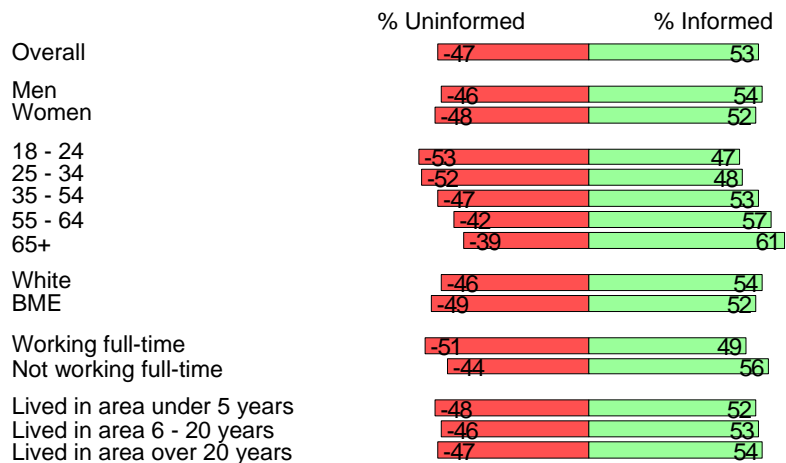


Base: All valid ALG General BVPI Survey responses (32,336)

Source: MORI

How Well Informed Do You Keep Your Residents?

Q How well informed do you think London Boroughs keep residents about the services and benefits they provide?



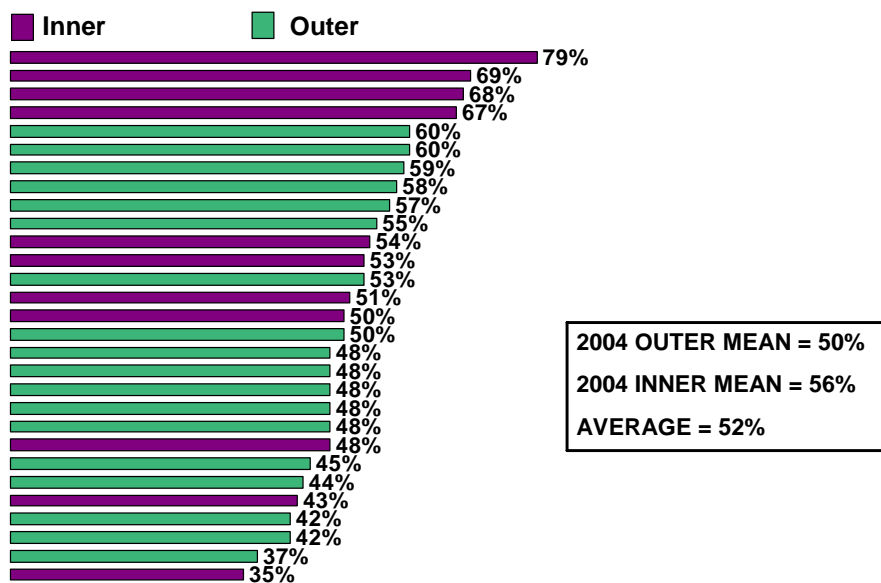
Base: All valid ALG General BVPI Survey responses (32,336)

Source: MORI

Part Five: 2003/4 Comparative Data

The comparisons below show anonymised data for each of the BVPI questions. This will help put individual findings into perspective. In some cases there are significant variations between these ratings recorded by the boroughs; in others the pattern is more consistent from authority to authority. Although not identified by ODPM as a BVPI question, we have included the information provision measurement (Q14) in this analysis.

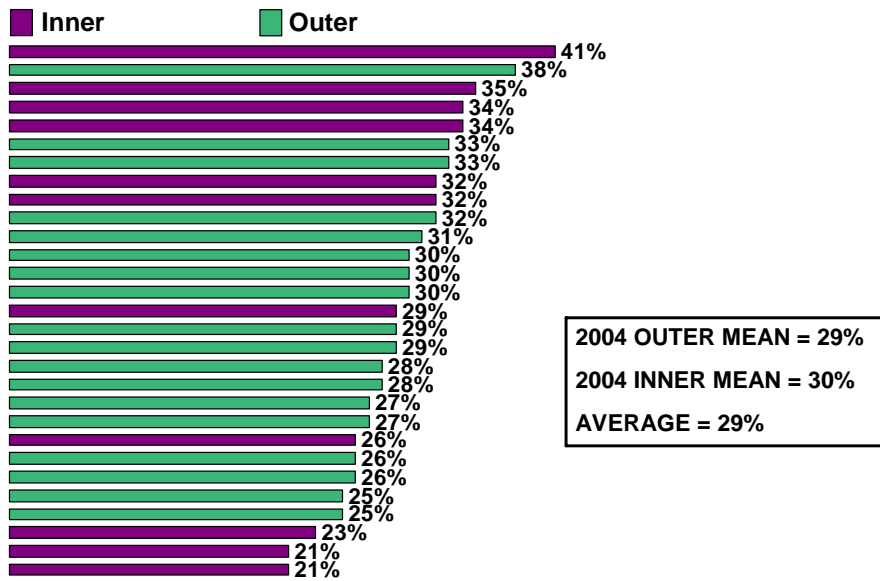
2003/4 Overall Satisfaction



Base: All postal ALG clients

Source: MORI

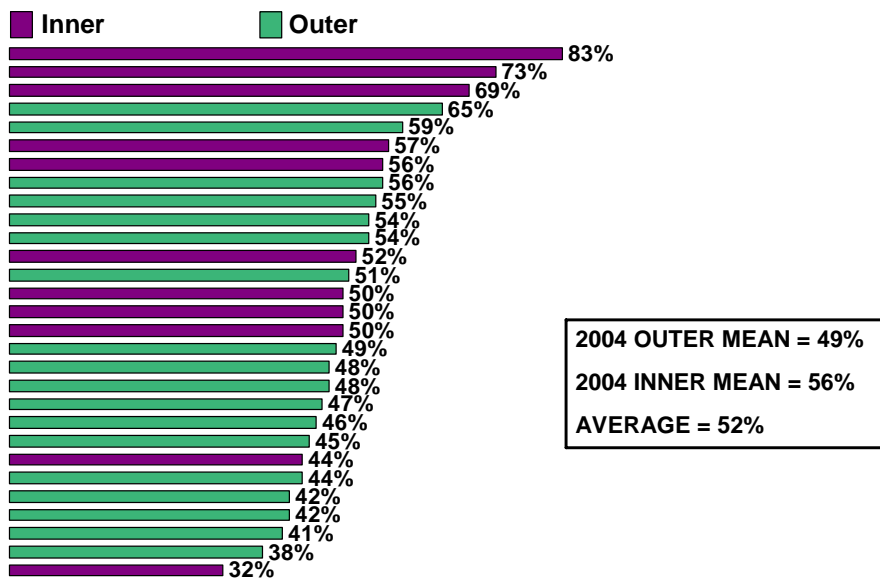
2003/4 Satisfaction with Complaint Handling



Base: All postal ALG clients

Source: MORI

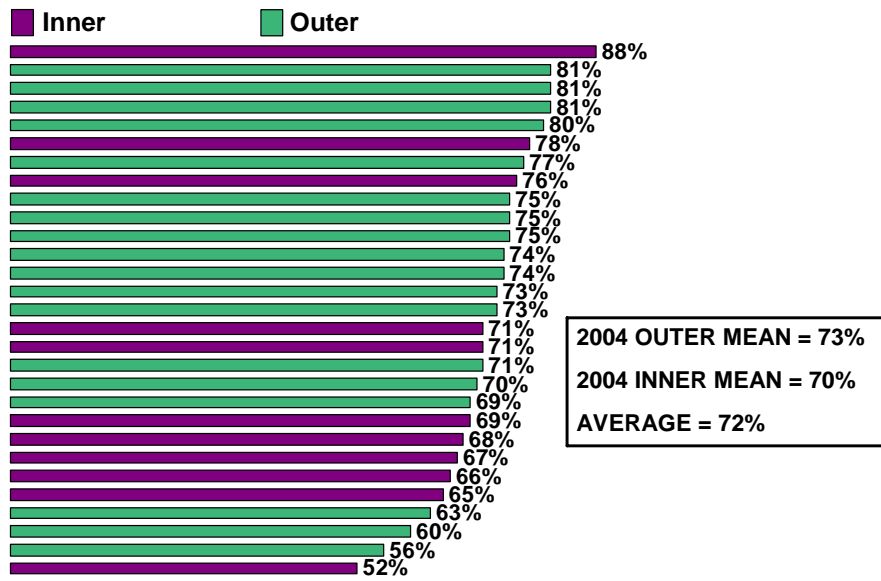
2003/4 Satisfaction with Cleanliness



Base: All postal ALG clients

Source: MORI

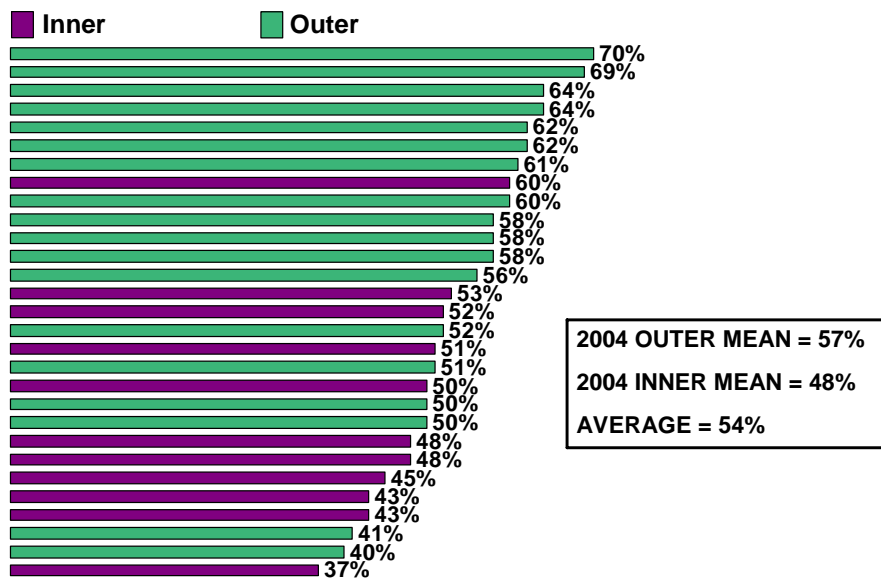
2003/4 Satisfaction with Waste Collection



Base: All postal ALG clients

Source: MORI

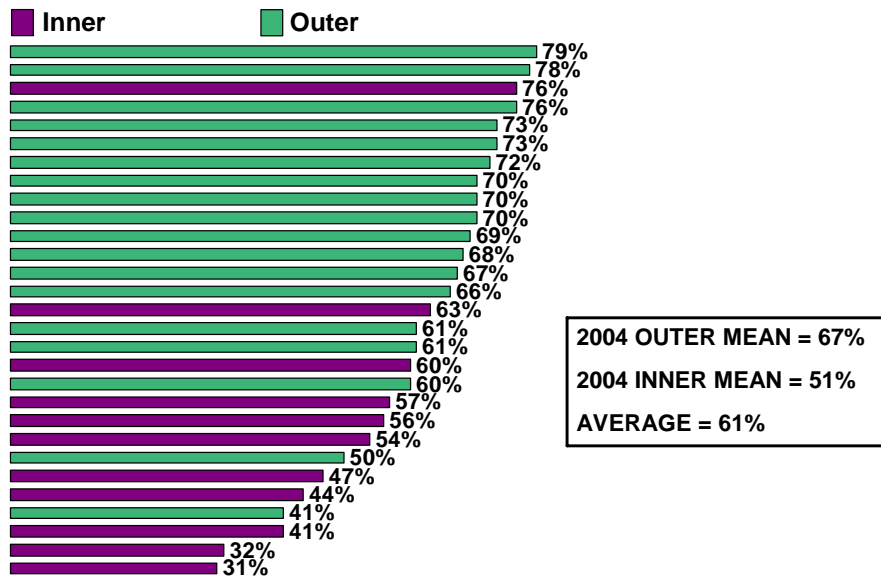
2003/4 Satisfaction with Waste Recycling (Local facilities)



Base: All postal ALG clients

Source: MORI

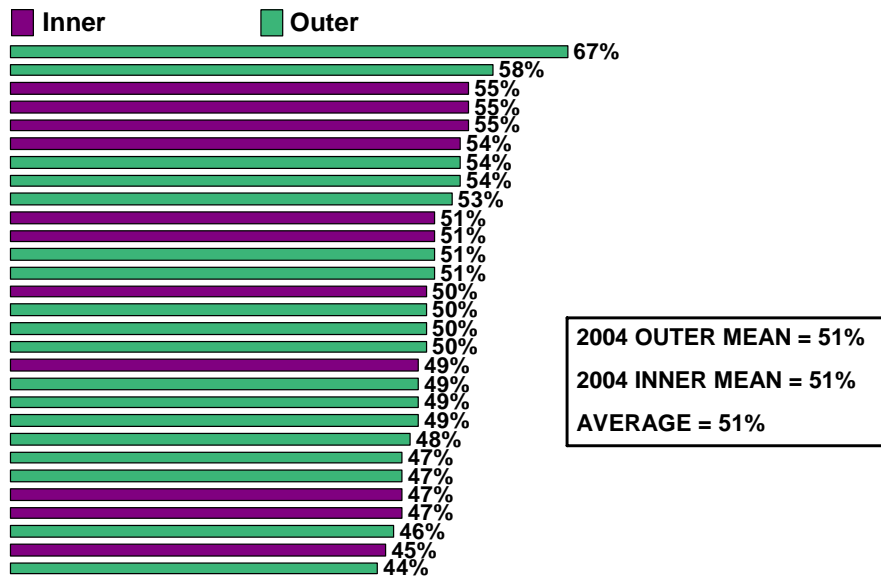
2003/4 Satisfaction with Waste Disposal (Local tips)



Base: All postal ALG clients

Source: MORI

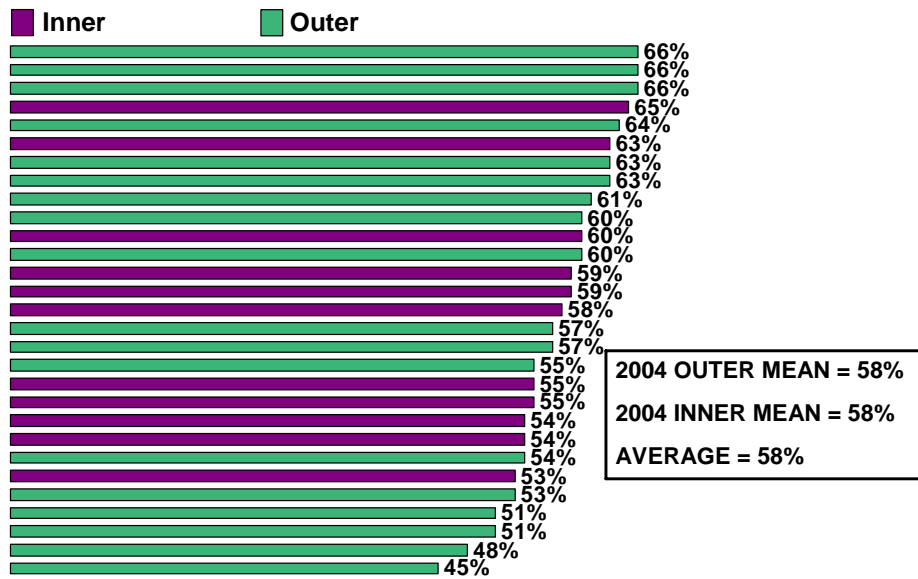
2003/4 Satisfaction with Transport Information



Base: All postal ALG clients

Source: MORI

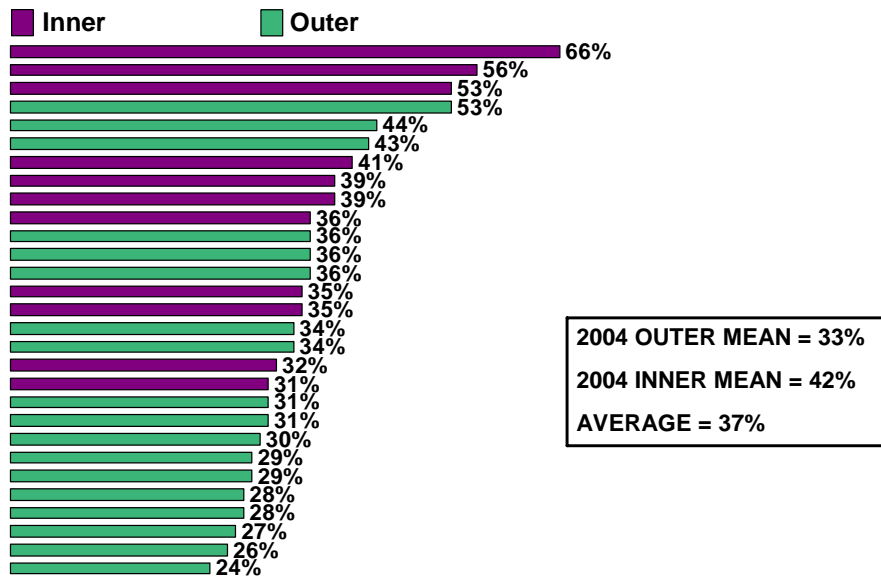
2003/4 Satisfaction with Bus Services



Base: All postal ALG clients

Source: MORI

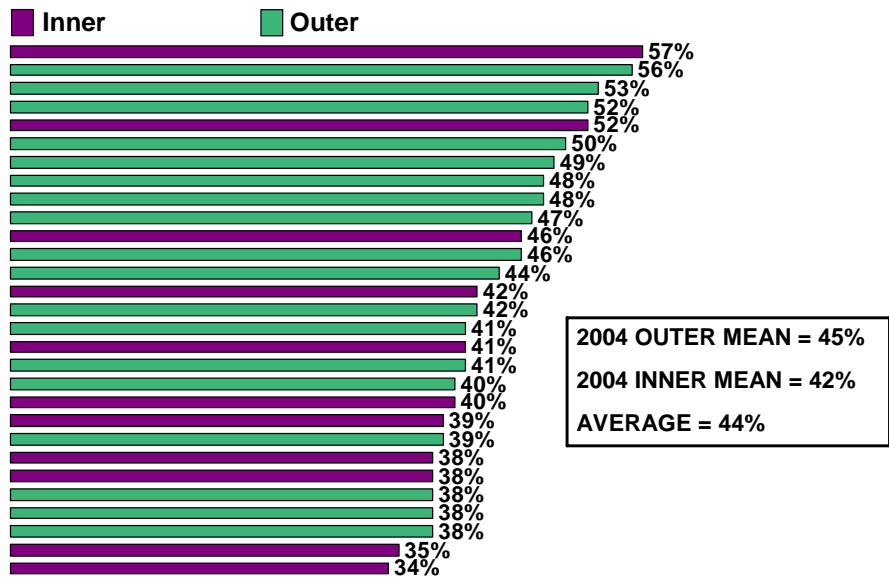
2003/4 Satisfaction with Cultural and Recreational Activities



Base: All postal ALG clients

Source: MORI

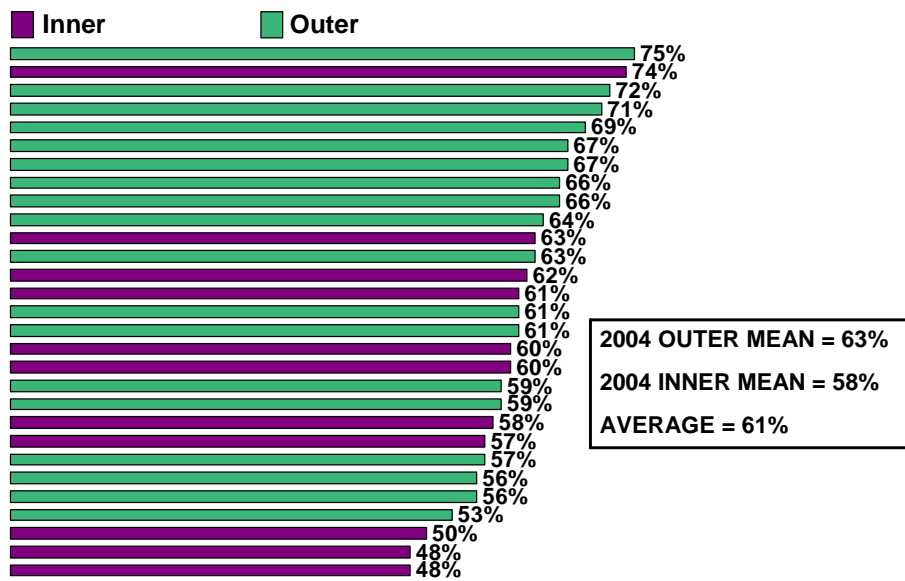
2003/4 Satisfaction with Sports/Leisure Facilities



Base: All postal ALG clients

Source: MORI

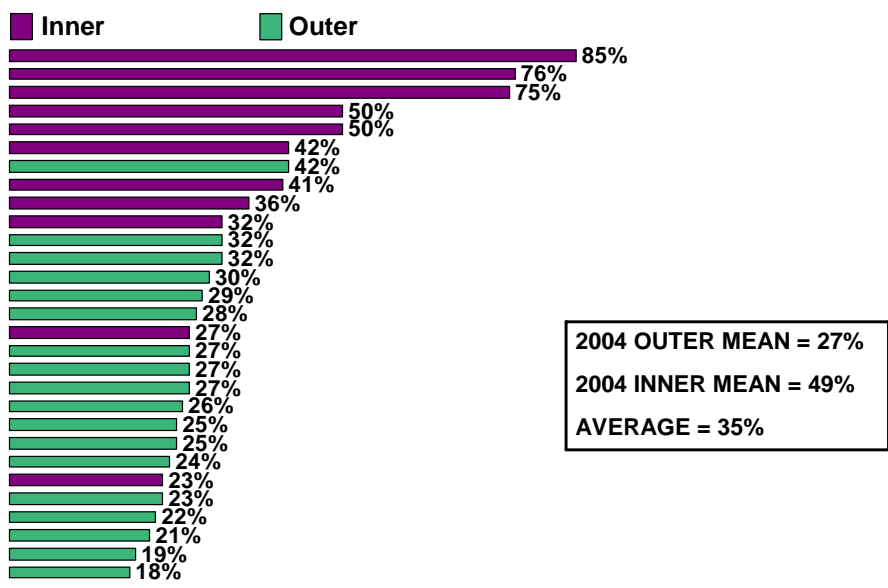
2003/4 Satisfaction with Libraries



Base: All postal ALG clients

Source: MORI

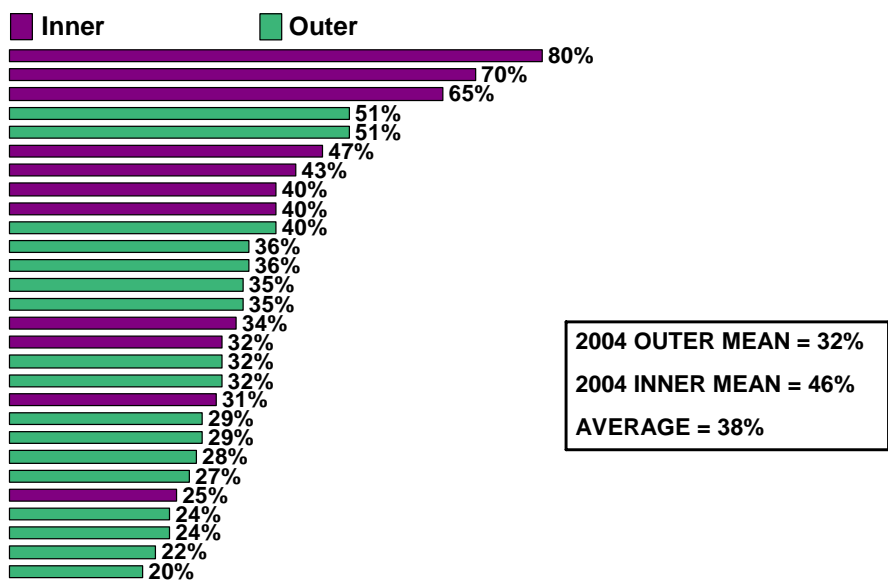
2003/4 Satisfaction with Museums and Galleries



Base: All postal ALG clients

Source: MORI

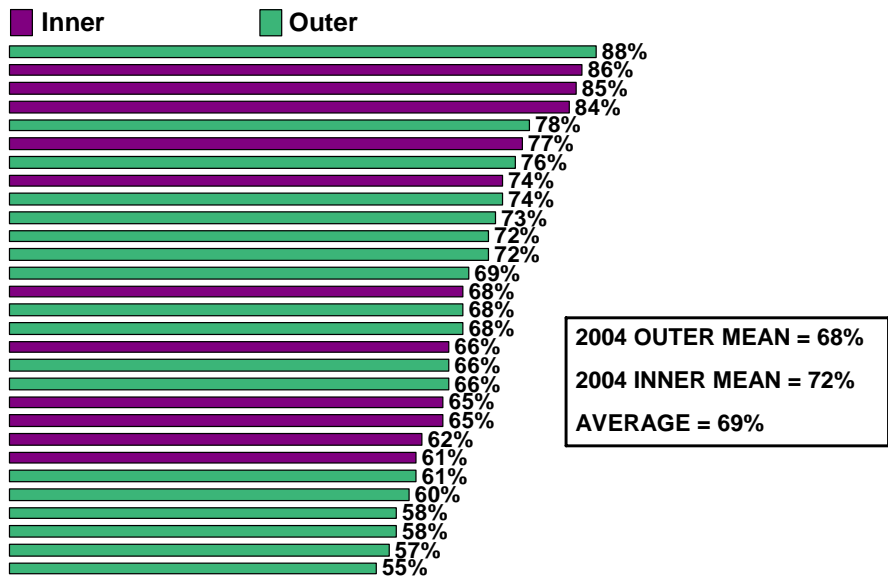
2003/4 Satisfaction with Theatres and Concert Halls



Base: All postal ALG clients except Richmond

Source: MORI

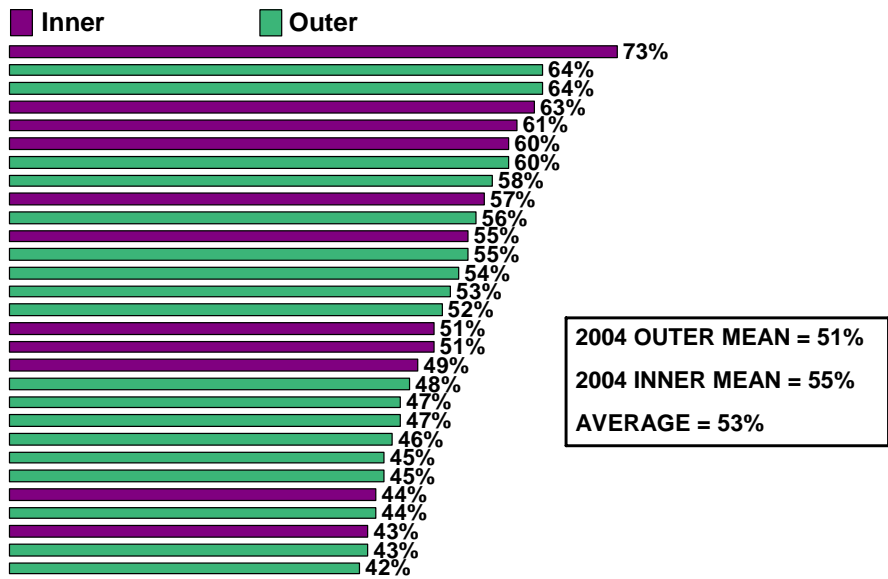
2003/4 Satisfaction with Parks and Open Spaces



Base: All postal ALG clients

Source: MORI

2003/4 Percentage of Residents who feel informed



Base: All postal ALG clients

Source: MORI

Part Six: The Results

Association of London Government General BVPI Survey

- Questionnaires were mailed out to 112,875 randomly selected addresses across 29 London Boroughs. 37,029 responses were received representing a response rate of 33%. Reminder questionnaires were sent to all non-responders (up to two reminders sent).
- Fieldwork took place between 8 September – 16 January 2004.
- Data are weighted to age, sex, working status, and ethnicity
- Where results do not sum to 100, this may be due to multiple responses, computer rounding or the exclusion of don't knows/not stated
- Results are based on all respondents unless otherwise stated
- An asterisk (*) represents a value of less than one half or one percent, but not zero

THE QUALITY OF LIFE IN THIS AREA

Q1. Thinking generally, which of the things below would you say are **most important** in making somewhere a good place to live?

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(35,370)	(12,882)	(22,488)
Low level of crime	78	77	78
Clean streets	61	61	61
Health services.....	47	43	50
Public transport	45	49	43
Affordable decent housing	39	41	38
Parks and open spaces.....	38	40	37
Education provision.....	33	27	36
Shopping facilities	31	31	30
Low level of traffic congestion.....	26	24	28
Low level of pollution.....	25	26	24
Road and pavement repairs.....	23	20	24
Activities for teenagers.....	20	19	20
Facilities for young children	19	19	19
Job prospects.....	19	17	19
Access to nature	18	19	18
Cultural facilities (eg cinemas, museums)	18	22	15
Sports & leisure facilities.....	14	15	14
Wage levels & local cost of living.....	13	12	13
Race relations	12	13	11
Community activities	11	11	10
Other	3	4	3
None of these.....	*	*	*

Q2. Thinking about this local area, which of the things below, if any, do you think most need improving?

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(34,890)	(12,665)	(22,225)
Level of crime	55	53	56
Clean streets.....	45	41	47
Road and pavement repairs	38	32	42
Level of traffic congestion.....	38	34	40
Affordable decent housing.....	29	31	27
Health services	27	23	30
Activities for teenagers	25	22	27
Public transport.....	23	24	23
Level of pollution.....	20	24	18
Shopping facilities.....	19	20	18
Facilities for young children	18	18	17
Wage levels & local cost of living	18	18	18
Parks and open spaces	16	16	16
Education provision	15	15	15
Sports & leisure facilities	15	15	15
Cultural facilities (eg cinemas, museums).....	14	14	14
Job prospects	12	12	12
Community activities.....	9	10	9
Race relations.....	8	9	7
Access to nature	7	8	6
Other	5	5	5
None of these	*	1	*

YOUR LOCAL AUTHORITY

WASTE AND LITTER SERVICES

Q3. How satisfied or dissatisfied are you that London Boroughs have kept this land clear of litter and refuse?

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(34,348)	(12,504)	(21,844)
Very satisfied	10	14	8
Fairly satisfied.....	43	42	43
Neither satisfied nor dissatisfied.....	17	16	18
Fairly dissatisfied	18	17	18
Very dissatisfied.....	12	11	13

HOUSEHOLD WASTE COLLECTION

Q4. Please indicate whether you are satisfied or dissatisfied with . . .

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(23,000)	(9,802)	(13,198)
. . . the bin provided for your general household waste.			
Very satisfied	36	36	36
Fairly satisfied.....	35	36	34
Neither satisfied nor dissatisfied.....	11	12	10
Fairly dissatisfied	7	7	6
Very dissatisfied.....	12	10	14

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(32,030)	(11,378)	(20,652)
. . . the place you have to leave your waste for collection.			
Very satisfied	34	36	33
Fairly satisfied.....	37	35	38
Neither satisfied nor dissatisfied.....	14	13	15
Fairly dissatisfied	7	8	7
Very dissatisfied.....	8	8	7

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(33,077)	(11,830)	(21,247)
. . . the reliability of the waste collection.			
Very satisfied	41	38	43
Fairly satisfied.....	42	41	42
Neither satisfied nor dissatisfied.....	8	10	8
Fairly dissatisfied	5	7	5
Very dissatisfied.....	4	4	3

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(33,146)	(11,744)	(21,402)
. . . how "clean and tidy" the street is following the waste collection.			
Very satisfied	18	21	17
Fairly satisfied.....	42	41	43
Neither satisfied nor dissatisfied.....	15	14	16
Fairly dissatisfied	14	14	14
Very dissatisfied.....	10	10	10

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(27,404)	(10,337)	(17,067)
. . . the collection of bulky household waste.			
Very satisfied	17	19	15
Fairly satisfied.....	31	32	30
Neither satisfied nor dissatisfied.....	23	21	24
Fairly dissatisfied	15	14	15
Very dissatisfied.....	15	14	15

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(33,675)	(12,149)	(21,526)
. . . the waste collection service overall.			
Very satisfied	23	23	22
Fairly satisfied.....	49	46	50
Neither satisfied nor dissatisfied.....	15	16	15
Fairly dissatisfied	9	9	8
Very dissatisfied.....	5	6	4

RECYCLING FACILITIES

Q5. Please indicate whether you are satisfied or dissatisfied with . . .

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(29,592)	(10,231)	(19,361)
. . . the location of the recycling facilities.			
Very satisfied	21	21	22
Fairly satisfied.....	39	34	42
Neither satisfied nor dissatisfied.....	19	19	19
Fairly dissatisfied	11	13	10
Very dissatisfied.....	9	13	7

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(29,170)	(10,016)	(19,154)
. . . the items you can deposit for recycling			
Very satisfied	20	19	21
Fairly satisfied.....	44	40	46
Neither satisfied nor dissatisfied.....	20	20	19
Fairly dissatisfied	10	12	9
Very dissatisfied.....	6	9	5

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(27,911)	(9,404)	(18,507)
. . . how "clean and tidy" the site is.			
Very satisfied	14	14	13
Fairly satisfied.....	38	36	39
Neither satisfied nor dissatisfied.....	25	25	25
Fairly dissatisfied	14	15	14
Very dissatisfied.....	9	10	8

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(30,238)	(10,562)	(19,676)
. . . the provision of local recycling facilities overall			
Very satisfied	15	14	15
Fairly satisfied.....	39	33	42
Neither satisfied nor dissatisfied.....	24	24	24
Fairly dissatisfied	13	15	12
Very dissatisfied.....	10	14	8

DOORSTEP RECYCLING COLLECTION

Q6. Please indicate whether you are satisfied or dissatisfied with . . .

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(25,479)	(8,042)	(17,437)
. . . the container provided for items of recycling.			
Very satisfied	30	31	30
Fairly satisfied.....	38	35	40
Neither satisfied nor dissatisfied.....	14	16	13
Fairly dissatisfied	8	8	8
Very dissatisfied.....	9	11	9

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(25,450)	(8,021)	(17,429)
. . . the place you have to leave your items for recycling awaiting collection.			
Very satisfied	30	30	30
Fairly satisfied.....	39	35	40
Neither satisfied nor dissatisfied.....	17	18	16
Fairly dissatisfied	7	7	7
Very dissatisfied.....	7	9	6

	2003/4 ALG All	2003/4 Inner Boroughs	2003/4 Outer Boroughs
<i>Base: All valid responses</i>	%	%	%
. . . the reliability of the collection of items for recycling.	(25,197)	(7,879)	(17,318)
Very satisfied	32	31	33
Fairly satisfied.....	38	35	39
Neither satisfied nor dissatisfied.....	16	18	15
Fairly dissatisfied	7	7	7
Very dissatisfied.....	7	9	6

	2003/4 ALG All	2003/4 Inner Boroughs	2003/4 Outer Boroughs
<i>Base: All valid responses</i>	%	%	%
. . . how "clean and tidy" the street is following the collection of items for recycling.	(25,441)	(7,913)	(17,528)
Very satisfied	24	25	23
Fairly satisfied.....	42	40	43
Neither satisfied nor dissatisfied.....	19	20	18
Fairly dissatisfied	9	8	9
Very dissatisfied.....	7	8	6

	2003/4 ALG All	2003/4 Inner Boroughs	2003/4 Outer Boroughs
<i>Base: All valid responses</i>	%	%	%
. . . the service for the collection of items for recycling overall	(26,877)	(8,706)	(18,171)
Very satisfied	23	23	24
Fairly satisfied.....	38	35	40
Neither satisfied nor dissatisfied.....	20	22	19
Fairly dissatisfied	8	8	8
Very dissatisfied.....	10	13	8

THE LOCAL TIP

Q7. Please indicate whether you are satisfied or dissatisfied with . . .

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(17,269)	(3,812)	(13,457)
. . . the location of the site			
Very satisfied	26	20	28
Fairly satisfied.....	41	35	43
Neither satisfied nor dissatisfied.....	17	22	15
Fairly dissatisfied	8	11	7
Very dissatisfied.....	8	12	6
	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(16,375)	(3,430)	(12,945)
. . . the opening hours of the site			
Very satisfied	25	21	26
Fairly satisfied.....	44	39	46
Neither satisfied nor dissatisfied.....	19	26	17
Fairly dissatisfied	8	9	8
Very dissatisfied.....	4	5	3
	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(15,751)	(3,284)	(12,467)
. . . the recycling facilities at the site			
Very satisfied	26	23	27
Fairly satisfied.....	44	39	46
Neither satisfied nor dissatisfied.....	21	27	20
Fairly dissatisfied	5	7	4
Very dissatisfied.....	3	4	3

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(16,245)	(3,425)	(12,820)
... how clean the site is			
Very satisfied	20	20	20
Fairly satisfied.....	43	38	44
Neither satisfied nor dissatisfied.....	25	29	24
Fairly dissatisfied	8	8	8
Very dissatisfied.....	4	5	4

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(15,508)	(3,250)	(12,258)
... how helpful the staff are			
Very satisfied	23	21	23
Fairly satisfied.....	37	34	38
Neither satisfied nor dissatisfied.....	28	32	27
Fairly dissatisfied	7	8	7
Very dissatisfied.....	5	5	4

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(16,215)	(3,427)	(12,788)
... how "user-friendly" the site is (the ability to deposit your waste easily)			
Very satisfied	22	20	23
Fairly satisfied.....	42	38	44
Neither satisfied nor dissatisfied.....	22	27	20
Fairly dissatisfied	8	8	8
Very dissatisfied.....	6	7	5

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(16,707)	(3,645)	(13,062)
... the local tip overall			
Very satisfied	20	17	21
Fairly satisfied.....	44	36	46
Neither satisfied nor dissatisfied.....	25	32	22
Fairly dissatisfied	6	7	6
Very dissatisfied.....	5	7	4

PUBLIC TRANSPORT INFORMATION

Q8. Please indicate whether you are satisfied or dissatisfied with . . .

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(28,398)	(10,342)	(18,056)
. . . the amount of information			
Very satisfied	12	12	12
Fairly satisfied.....	44	43	44
Neither satisfied nor dissatisfied.....	26	25	26
Fairly dissatisfied	12	13	12
Very dissatisfied.....	6	7	6
<i>Base: All valid responses</i>	(27,557)	(9,989)	(17,568)
. . . the clarity of information			
Very satisfied	12	13	12
Fairly satisfied.....	44	44	44
Neither satisfied nor dissatisfied.....	27	26	28
Fairly dissatisfied	11	11	11
Very dissatisfied.....	6	7	5
<i>Base: All valid responses</i>	(27,132)	(9,888)	(17,244)
. . . the accuracy of the information			
Very satisfied	10	10	10
Fairly satisfied.....	39	39	39
Neither satisfied nor dissatisfied.....	30	29	31
Fairly dissatisfied	13	13	13
Very dissatisfied.....	8	9	7

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(28,861)	(10,494)	(18,367)
. . . the provision of public transport information overall			
Very satisfied	11	11	10
Fairly satisfied.....	41	40	41
Neither satisfied nor dissatisfied.....	28	27	28
Fairly dissatisfied	13	13	13
Very dissatisfied.....	8	9	7

Q9. **Have you received or seen any of the information provided on local transport services, in the last 12 months?**

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(33,211)	(12,067)	(21,144)
Yes.....	48	45	49
No	52	55	51

THE LOCAL BUS SERVICE

Q10. **Please indicate whether you are satisfied or dissatisfied with . . .**

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(29,869)	(11,328)	(18,541)
. . . the frequency of buses			
Very satisfied	13	14	13
Fairly satisfied.....	48	48	48
Neither satisfied nor dissatisfied.....	15	13	16
Fairly dissatisfied	15	16	15
Very dissatisfied.....	8	8	7

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(29,453)	(11,166)	(18,287)
... the number of bus stops			
Very satisfied	25	26	25
Fairly satisfied.....	54	55	54
Neither satisfied nor dissatisfied.....	14	12	15
Fairly dissatisfied	5	5	5
Very dissatisfied.....	2	2	2

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(29,385)	(11,076)	(18,309)
... the state of the bus stops			
Very satisfied	12	14	11
Fairly satisfied.....	43	46	41
Neither satisfied nor dissatisfied.....	21	20	21
Fairly dissatisfied	16	14	18
Very dissatisfied.....	8	7	9

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(28,654)	(10,867)	(17,787)
... whether buses arrive on time			
Very satisfied	6	6	6
Fairly satisfied.....	33	32	35
Neither satisfied nor dissatisfied.....	23	22	23
Fairly dissatisfied	22	24	21
Very dissatisfied.....	15	16	15

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(29,731)	(11,281)	(18,450)
... how easy buses are to get on and off			
Very satisfied	22	22	22
Fairly satisfied.....	49	48	49
Neither satisfied nor dissatisfied.....	16	15	17
Fairly dissatisfied	8	8	7
Very dissatisfied.....	5	7	5

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(30,070)	(11,274)	(18,796)
... the local bus service overall			
Very satisfied	12	12	12
Fairly satisfied.....	46	46	46
Neither satisfied nor dissatisfied.....	22	20	22
Fairly dissatisfied	13	13	13
Very dissatisfied.....	7	8	7

Q11. How frequently, if at all, do you use the local bus service?

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(33,566)	(12,337)	(21,229)
Almost every day	37	44	33
At least once a week	26	29	24
About once a month	13	12	14
Within the last 6 months	9	6	10
Within the last year	4	2	5
Longer ago.....	4	2	5
Never used	7	5	8

CULTURAL AND RECREATIONAL ACTIVITIES AND VENUES

Q12. Please indicate how frequently you have used the following cultural and recreational services provided or supported by London Boroughs in the last 12 months ...

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(30,827)	(11,204)	(19,623)
Sports/Leisure facilities and events			
Almost every day	3	3	2
At least once a week	16	15	16
About once a month	12	11	12
Within the last 6 months	13	12	14
Within the last year	8	8	8
Longer ago.....	13	13	14
Never used	36	39	34

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(32,115)	(11,723)	(20,392)
Libraries			
Almost every day	2	3	2
At least once a week	15	15	15
About once a month	22	20	23
Within the last 6 months	15	14	15
Within the last year	8	8	9
Longer ago.....	14	13	14
Never used	24	28	21

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(29,725)	(10,926)	(18,799)
Museums and galleries			
Almost every day	*	1	*
At least once a week	2	4	1
About once a month	10	18	5
Within the last 6 months	16	21	13
Within the last year	11	11	10
Longer ago.....	17	13	20
Never used	44	33	50

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(29,187)	(11,129)	(18,058)
Theatres / Concert halls			
Almost every day	*	*	*
At least once a week	2	3	1
About once a month	9	14	6
Within the last 6 months	17	19	15
Within the last year	12	11	12
Longer ago.....	18	15	20
Never used	42	37	45

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(32,355)	(11,777)	(20,578)
Parks and open spaces			
Almost every day	14	16	13
At least once a week	31	33	29
About once a month	23	23	22
Within the last 6 months	15	13	16
Within the last year	5	4	6
Longer ago.....	4	3	5
Never used	8	7	8

Q13. Please indicate how satisfied or dissatisfied you are with each of the following services provided or supported by London Boroughs:

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(29,532)	(10,706)	(18,826)
Sports/Leisure facilities and events			
Very satisfied	9	10	9
Fairly satisfied.....	34	33	36
Neither satisfied nor dissatisfied.....	42	42	42
Fairly dissatisfied	10	11	10
Very dissatisfied.....	4	5	4

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(30,898)	(11,193)	(19,705)
Libraries			
Very satisfied	22	22	23
Fairly satisfied.....	39	37	41
Neither satisfied nor dissatisfied.....	31	33	30
Fairly dissatisfied	6	6	5
Very dissatisfied.....	2	3	2

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(28,557)	(10,770)	(17,787)
Museums and galleries			
Very satisfied	10	18	6
Fairly satisfied.....	25	30	21
Neither satisfied nor dissatisfied.....	55	44	62
Fairly dissatisfied	6	5	6
Very dissatisfied.....	4	3	5

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(27,837)	(10,720)	(17,117)
Theatres / Concert halls			
Very satisfied	10	15	7
Fairly satisfied.....	27	30	25
Neither satisfied nor dissatisfied.....	52	47	55
Fairly dissatisfied	6	5	7
Very dissatisfied.....	4	3	5

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(31,769)	(11,681)	(20,088)
Parks and open spaces			
Very satisfied	23	28	20
Fairly satisfied.....	46	44	47
Neither satisfied nor dissatisfied.....	19	17	20
Fairly dissatisfied	9	8	9
Very dissatisfied.....	4	3	4

INFORMATION PROVISION

Q14. **How well informed do you think London Boroughs keep residents about the services and benefits they provide?**

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(32,336)	(11,828)	(20,508)
Keeps us very well informed	12	13	11
Keeps us fairly well informed	41	42	41
Gives us only a limited amount of information	31	29	32
Doesn't tell us much at all about what it does.....	16	16	16

OVERALL SATISFACTION WITH THE AUTHORITY AS A WHOLE

Q15. **Please indicate whether you or any other member of your family have used any of the following services provided by London Boroughs in the last 12 months:**

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(36,226)	(13,201)	(23,024)
Transport services.....	61	63	60
Environmental services.....	33	32	33
Local Authority Education Services	22	19	24
Personal Social Services	11	10	11
Planning services.....	9	9	10
Cultural & recreational services	24	27	23
Housing services.....	19	25	16

Q16. **Please indicate how satisfied or dissatisfied you are overall with the following services provided by your local authority . . .**

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(29,452)	(10,727)	(18,725)
Transport services			
Very satisfied	11	13	11
Fairly satisfied.....	45	45	45
Neither satisfied nor dissatisfied.....	30	27	31
Fairly dissatisfied	10	11	10
Very dissatisfied.....	4	4	3

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(26,098)	(9,402)	(16,696)
Environmental services			
Very satisfied	7	8	7
Fairly satisfied.....	37	37	37
Neither satisfied nor dissatisfied.....	40	39	41
Fairly dissatisfied	11	11	11
Very dissatisfied.....	4	5	4

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(24,114)	(8,522)	(15,592)
Local Authority Education Service			
Very satisfied	7	7	7
Fairly satisfied.....	26	22	28
Neither satisfied nor dissatisfied.....	57	60	55
Fairly dissatisfied	7	7	7
Very dissatisfied.....	3	4	3

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(23,187)	(8,216)	(14,971)
Personal Social Services			
Very satisfied	5	6	5
Fairly satisfied.....	16	15	17
Neither satisfied nor dissatisfied.....	70	70	70
Fairly dissatisfied	5	5	5
Very dissatisfied.....	3	3	3

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(22,989)	(8,151)	(14,838)
Planning services			
Very satisfied	4	4	4
Fairly satisfied.....	16	16	16
Neither satisfied nor dissatisfied.....	70	69	70
Fairly dissatisfied	7	7	6
Very dissatisfied.....	5	5	4

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(24,390)	(8,870)	(15,520)
Cultural & recreational services			
Very satisfied	6	8	5
Fairly satisfied.....	30	33	28
Neither satisfied nor dissatisfied.....	54	50	57
Fairly dissatisfied	7	6	7
Very dissatisfied.....	3	3	2

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(23,018)	(8,806)	(14,212)
Housing services			
Very satisfied	6	8	5
Fairly satisfied.....	17	19	16
Neither satisfied nor dissatisfied.....	61	55	65
Fairly dissatisfied	8	9	7
Very dissatisfied.....	8	9	7

Q17. Taking everything into account, how satisfied or dissatisfied are you with the way the authority runs things?

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(33,620)	(12,347)	(21,273)
Very satisfied.....	7	9	6
Fairly satisfied	46	46	45
Neither satisfied nor dissatisfied	27	25	29
Fairly dissatisfied.....	14	13	15
Very dissatisfied	6	6	6

HAVE THINGS GOT BETTER OR WORSE?

Q18. **Thinking about the way the authority runs things, do you think this has got better or worse over the last three years, or has it stayed the same?**

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(29,098)	(10,379)	(18,719)
Better.....	23	30	18
Stayed the same	50	50	51
Worse.....	27	20	31

Q19. **For each of the following services provided by London Boroughs, do you think the service has got better or worse over the last three years, or has it stayed the same?**

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
Keeping public land clear of litter and refuse	%	%	%
<i>Base: All valid responses</i>	(30,021)	(10,605)	(19,416)
Better.....	24	31	21
Stayed the same	46	47	46
Worse.....	30	23	33

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
Collection of household waste	%	%	%
<i>Base: All valid responses</i>	(31,327)	(10,886)	(20,441)
Better.....	32	33	31
Stayed the same	58	55	59
Worse.....	10	11	10

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
Local recycling facilities	%	%	%
<i>Base: All valid responses</i>	(26,726)	(8,746)	(17,980)
Better.....	39	44	37
Stayed the same	53	48	55
Worse.....	8	9	8

	2003/4 ALG All	2003/4 Inner Boroughs	2003/4 Outer Boroughs
Doorstep collection of items for recycling	%	%	%
<i>Base: All valid responses</i>	(24,399)	(7,548)	(16,851)
Better	47	50	45
Stayed the same	42	37	44
Worse	11	13	11

	2003/4 ALG All	2003/4 Inner Boroughs	2003/4 Outer Boroughs
Local Tips	%	%	%
<i>Base: All valid responses</i>	(18,830)	(4,615)	(14,215)
Better	19	18	19
Stayed the same	70	69	70
Worse	11	13	11

	2003/4 ALG All	2003/4 Inner Boroughs	2003/4 Outer Boroughs
Local transport information	%	%	%
<i>Base: All valid responses</i>	(25,400)	(8,852)	(16,548)
Better	20	24	17
Stayed the same	66	62	68
Worse	14	13	15

	2003/4 ALG All	2003/4 Inner Boroughs	2003/4 Outer Boroughs
Local bus service	%	%	%
<i>Base: All valid responses</i>	(27,338)	(9,883)	(17,455)
Better	30	39	25
Stayed the same	53	46	57
Worse	17	15	17

	2003/4 ALG All	2003/4 Inner Boroughs	2003/4 Outer Boroughs
Sport/leisure facilities	%	%	%
<i>Base: All valid responses</i>	(19,708)	(6,723)	(12,985)
Better	19	24	16
Stayed the same	68	62	70
Worse	13	14	13

	2003/4 ALG All	2003/4 Inner Boroughs	2003/4 Outer Boroughs
Libraries	%	%	%
<i>Base: All valid responses</i>	(23,462)	(7,943)	(15,519)
Better.....	23	28	20
Stayed the same	68	63	71
Worse.....	9	9	9

	2003/4 ALG All	2003/4 Inner Boroughs	2003/4 Outer Boroughs
Museums/galleries	%	%	%
<i>Base: All valid responses</i>	(16,102)	(6,583)	(9,519)
Better.....	14	22	8
Stayed the same	80	73	85
Worse.....	6	4	7

	2003/4 ALG All	2003/4 Inner Boroughs	2003/4 Outer Boroughs
Theatres/Concert Halls	%	%	%
<i>Base: All valid responses</i>	(16,740)	(6,336)	(10,404)
Better.....	12	18	8
Stayed the same	80	77	82
Worse.....	8	5	9

	2003/4 ALG All	2003/4 Inner Boroughs	2003/4 Outer Boroughs
Parks & open spaces	%	%	%
<i>Base: All valid responses</i>	(27,250)	(9,743)	(17,507)
Better.....	19	25	16
Stayed the same	64	63	64
Worse.....	17	12	20

COMPLAINTS HANDLING

Q20. **Have you contacted the authority with a complaint(s) in the last 12 months?**

	2003/4 ALG All	2003/4 Inner Boroughs	2003/4 Outer Boroughs
	%	%	%
<i>Base: All valid responses</i>	(33,028)	(11,963)	(21,065)
Yes.....	25	26	25
No.....	75	74	75

Q23. How satisfied or dissatisfied are you with the way in which your complaint(s) was (were) handled?

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(8,048)	(3,050)	(4,998)
Very satisfied.....	11	12	11
Fairly satisfied	17	17	17
Neither satisfied nor dissatisfied	10	10	10
Fairly dissatisfied.....	21	21	21
Very dissatisfied	41	42	41

CHANGES IN YOUR QUALITY OF LIFE

Q24. Thinking about your local area, for each of the following things below, do you think each has got better or worse over the last three years, or has it stayed the same?

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(24,972)	(8,792)	(16,180)
Access to nature			
Better	12	12	12
Stayed the same	80	80	80
Worse.....	8	8	8

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(14,370)	(4,542)	(9,828)
Activities for teenagers			
Better	8	11	6
Stayed the same	50	53	49
Worse.....	42	36	45

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(19,418)	(6,773)	(12,645)
Affordable decent housing			
Better	7	9	6
Stayed the same	33	34	33
Worse.....	60	57	61

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(31,510)	(11,185)	(20,325)
Clean streets			
Better	19	26	16
Stayed the same	46	47	45
Worse.....	34	27	39
<hr/>			
	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(15,294)	(5,182)	(10,112)
Community activities			
Better	13	18	11
Stayed the same	67	64	69
Worse.....	20	18	21
<hr/>			
	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(21,082)	(7,877)	(13,205)
Cultural facilities (eg cinemas, museums)			
Better	22	22	21
Stayed the same	64	65	64
Worse.....	14	13	15
<hr/>			
	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(15,743)	(4,973)	(10,770)
Education provision			
Better	16	19	15
Stayed the same	63	60	65
Worse.....	21	21	21
<hr/>			
	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(13,869)	(4,608)	(9,261)
Facilities for young children			
Better	15	19	13
Stayed the same	59	56	61
Worse.....	26	26	26

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(26,053)	(8,725)	(17,328)
Health services			
Better	13	16	11
Stayed the same	55	56	55
Worse.....	32	27	34

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(14,385)	(4,682)	(9,703)
Job prospects			
Better	9	12	8
Stayed the same	55	54	55
Worse.....	36	34	37

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(27,741)	(9,987)	(17,754)
Parks and open spaces			
Better	18	23	14
Stayed the same	66	65	66
Worse.....	17	12	19

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(27,951)	(10,352)	(17,599)
Public transport			
Better	28	36	24
Stayed the same	52	45	56
Worse.....	20	19	21

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(14,828)	(5,321)	(9,507)
Race relations			
Better	13	16	12
Stayed the same	63	62	63
Worse.....	24	22	25

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(29,433)	(10,371)	(19,062)
Road and pavement repairs			
Better	16	22	13
Stayed the same	39	40	38
Worse.....	45	38	49
<hr/>			
	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(29,284)	(10,253)	(19,031)
Shopping facilities			
Better	26	28	25
Stayed the same	59	58	60
Worse.....	15	13	16
<hr/>			
	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(19,657)	(6,884)	(12,773)
Sports & leisure facilities			
Better	18	22	16
Stayed the same	67	63	70
Worse.....	14	15	14
<hr/>			
	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(27,025)	(9,432)	(17,593)
The level of crime			
Better	6	9	5
Stayed the same	30	35	27
Worse.....	63	56	67
<hr/>			
	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(25,615)	(9,214)	(16,401)
The level of pollution			
Better	5	6	4
Stayed the same	41	43	40
Worse.....	54	51	56

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(29,883)	(10,585)	(19,298)
The level of traffic congestion			
Better	7	13	4
Stayed the same	25	28	23
Worse.....	68	59	73

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(20,234)	(7,131)	(13,103)
Wage levels & local cost of living			
Better	3	4	2
Stayed the same	37	37	36
Worse.....	61	59	61

ANTI-SOCIAL BEHAVIOUR

Q25. Thinking about this local area, how much of a problem do you think are...

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(32,297)	(11,798)	(20,499)
...noisy neighbours or loud parties			
A very big problem	11	13	10
A fairly big problem	16	18	15
Not a very big problem.....	42	41	43
Not a problem at all.....	31	27	33

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(32,401)	(11,760)	(20,641)
...teenagers hanging around on the streets			
A very big problem	29	27	31
A fairly big problem	31	29	32
Not a very big problem.....	29	31	28
Not a problem at all.....	11	13	10

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(32,505)	(11,716)	(20,789)
...vandalism, graffiti and other deliberate damage to property or vehicles			
A very big problem	36	33	38
A fairly big problem	34	33	35
Not a very big problem	23	25	21
Not a problem at all	7	9	6

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(23,249)	(8,269)	(14,980)
...people being attacked because of their skin colour, ethnic origin or religion			
A very big problem	20	20	20
A fairly big problem	22	20	23
Not a very big problem	37	38	36
Not a problem at all	21	22	20

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(24,094)	(9,049)	(15,045)
...people using or dealing drugs			
A very big problem	36	38	34
A fairly big problem	29	26	30
Not a very big problem	23	23	23
Not a problem at all	13	14	12

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(28,952)	(10,775)	(18,177)
...people being drunk or rowdy in public places			
A very big problem	25	25	25
A fairly big problem	29	27	30
Not a very big problem	35	37	34
Not a problem at all	11	12	11

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(27,237)	(10,702)	(16,535)
...people sleeping rough on the streets or in other public places			
A very big problem	16	21	12
A fairly big problem	20	25	17
Not a very big problem	40	37	42
Not a problem at all	24	17	29

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(33,108)	(12,011)	(21,097)
...rubbish and litter lying around			
A very big problem	26	24	27
A fairly big problem	33	31	34
Not a very big problem	33	35	32
Not a problem at all	8	10	7

	2003/4 ALG All %	2003/4 Inner Boroughs %	2003/4 Outer Boroughs %
<i>Base: All valid responses</i>	(30,484)	(10,911)	(19,573)
...abandoned or burnt out cars			
A very big problem	23	18	26
A fairly big problem	25	20	28
Not a very big problem	32	31	32
Not a problem at all	21	31	15

ABOUT YOURSELF

Q26. **Are you male or female?**

	2003/4 ALG All	2003/4 Inner Boroughs	2003/4 Outer Boroughs
	%	%	%
Male.....	46	46	47
Female	54	54	53

Q27. **What was your age on your last birthday?**

	2003/4 ALG All	2003/4 Inner Boroughs	2003/4 Outer Boroughs
	%	%	%
18-24	13	16	11
25-34	23	26	21
35-54	35	34	36
55+	29	25	32

Q28. **How long have you/your household been living in your current accommodation?**

	2003/4 ALG All	2003/4 Inner Boroughs	2003/4 Outer Boroughs
	%	%	%
Under 1 year	13	16	11
1-2 years	15	16	14
3-5 years	19	20	18
6-10 years	15	17	14
11-20 years	17	14	18
21+ years	22	17	25

Q29. **How long have you/your household been living in this area?**

	2003/4 ALG All	2003/4 Inner Boroughs	2003/4 Outer Boroughs
	%	%	%
Under 1 year	7	10	6
1-2 years	10	12	9
3-5 years	15	18	13
6-10 years	14	17	12
11-20 years	18	17	18
21+ years	36	25	42

Q30. In which of these ways does your household occupy your current accommodation?

	2003/4 ALG All	2003/4 Inner Boroughs	2003/4 Outer Boroughs
	%	%	%
Owned outright.....	25	18	28
Buying on mortgage.....	34	25	39
Rent from council.....	16	24	12
Rent from Housing Association/Trust.....	9	13	7
Rented from private landlord.....	13	17	11
Other.....	3	3	2

Q31. How many adults aged 18 or over are living here?

	2003/4 ALG All	2003/4 Inner Boroughs	2003/4 Outer Boroughs
	%	%	%
One.....	37	43	34
Two.....	46	42	49
Three.....	10	9	11
Four.....	5	4	5
Five.....	1	1	1
More than Five.....	1	1	*

Q32. Which of these activities best describes what you are doing at present?

	2003/4 ALG All	2003/4 Inner Boroughs	2003/4 Outer Boroughs
	%	%	%
Employee in full-time job (30 hours plus per week).....	39	40	39
Employee in part-time job (under 30 hours per week)....	8	6	9
Self employed full or part-time.....	9	11	9
On a government supported training programme (e.g. Modern Apprenticeship/ Training for Work).....	*	1	*
Full-time education at school, college or university.....	6	8	5
Unemployed and available for work.....	4	5	4
Permanently sick/disabled.....	5	6	4
Wholly retired from work.....	17	14	20
Looking after the home.....	8	7	8
Doing something else (please write in).....	3	3	2

Q33. Do you have any long-standing illness, disability or infirmity? (long-standing means anything that has troubled you over a period of time or that is likely to affect you over a period of time)

	2003/4 ALG All	2003/4 Inner Boroughs	2003/4 Outer Boroughs
	%	%	%
Yes.....	22	22	22
No.....	78	78	78

Q34. Does this illness or disability limit your activities in any way?	2003/4 ALG All	2003/4 Inner Boroughs	2003/4 Outer Boroughs
	%	%	%
Yes	79	80	78
No.....	21	20	22

Q35. To which of these groups do you consider you belong to?	2003/4 ALG All	2003/4 Inner Boroughs	2003/4 Outer Boroughs
	%	%	%
White			
British	61	56	64
Irish.....	3	3	3
Any other White background	9	12	7
Black or Black British			
Caribbean.....	5	6	4
African	5	7	3
Any other Black background	1	1	1
Mixed			
White & Black Caribbean	1	1	*
White & Black African.....	1	*	1
White & Asian.....	1	2	1
Any other mixed background	1	1	*
Chinese	1	2	1
Asian or Asian British			
Indian.....	6	3	8
Pakistani.....	2	1	2
Bangladeshi	1	2	1
Any other Asian background	3	2	3
Other ethnic group	2	2	2

CHANGES IN QUESTION WORDING FROM 2000/1 - 2003/4 SURVEY		
Q4	2003/4	Satisfied or dissatisfied with the bin provided for your general household waste
	2000/1	Satisfied or dissatisfied with the receptacle provided for your household waste
	2003/4	Satisfied or dissatisfied with how "clean and tidy" the street is following the waste collection
	2000/1	Satisfied or dissatisfied with the level of street cleanliness/tidiness following the waste collection
Q5	2003/4	Satisfied or dissatisfied with the location of the recycling facilities
	2000/1	Satisfied or dissatisfied with the accessibility of the recycling facilities
	2003/4	Satisfied or dissatisfied with the items you can deposit for recycling
	2000/1	Satisfied or dissatisfied with the range of recyclables you are able to deposit at recycling facilities
	2003/4	Satisfied or dissatisfied with how "clean and tidy" the site is
	2000/1	Satisfied or dissatisfied with the cleanliness and servicing of the site
Q7	2003/4	Satisfied or dissatisfied with the location of the site
	2000/1	Satisfied or dissatisfied with the accessibility of the site
	2003/4	Satisfied or dissatisfied with the recycling facilities at the site
	2000/1	Satisfied or dissatisfied with the facilities for the deposit of recyclables at the site
	2003/4	Satisfied or dissatisfied with how clean the site is
	2000/1	Satisfied or dissatisfied with the cleanliness of the site
	2003/4	Satisfied or dissatisfied with how helpful the staff are
	2000/1	Satisfied or dissatisfied with the helpfulness of the staff
	2003/4	Satisfied or dissatisfied with how "user friendly" the site is (the ability to deposit your waste easily)
	2000/1	Satisfied or dissatisfied with the user friendliness of the site (i.e. the ability to deposit your waste without having to: climb steps; carry the waste long distances; lift the waste over a high railing/barrier etc)
	2003/4	Satisfied or dissatisfied with the local tip overall
	2000/1	Satisfied or dissatisfied with the Civic Amenity service overall
Q10	2003/4	Satisfied or dissatisfied with the frequency of buses
	2000/1	Satisfied or dissatisfied with the frequency of the bus service
	2003/4	Satisfied or dissatisfied with the number of bus stops
	2000/1	Satisfied or dissatisfied with the provision of bus stops
	2003/4	Satisfied or dissatisfied with whether buses arrive on time
	2000/1	Satisfied or dissatisfied with the timeliness of the bus service
Q12	2003/4	How frequently you have used parks and open spaces
	2000/1	How frequently you have used local parks, open spaces, play areas and other community recreation facilities and activities
Q13	2003/4	Satisfied or dissatisfied with sports/leisure facilities and events
	2000/1	Satisfied or dissatisfied with sports/leisure facilities
Q14	2003/4	Satisfied or dissatisfied with parks and open spaces
	2000/1	Satisfied or dissatisfied with local parks, open spaces, play areas and other community recreation facilities and activities

Appendix: Current Themes in London

As in 2000/1, there will be considerable scope in London for analysis showing how the user satisfaction BVPIs compare from authority to authority. This is likely to include analysis of trends in inner and outer London, and for particular areas of the Capital.

The questions on quality of life, included for the first time in this survey, will provide a particularly powerful dataset. The “priorities map” setting what is important in the eyes of residents against what they feel most needs improving (see “Quality of Life” section) can be replicated for each authority, or for London as a whole. And it is often helpful, depending on sample sizes, to look at this map for different sub-groups, for example those who live in more deprived areas.

For many areas, there is scope to link the findings from this survey to some of the patterns emerging from other research. Each authority will have its own programme of research and consultation underway, and will be developing its thinking based on this wider body of knowledge. At a London-wide level, there are a number of other studies that are relevant. These include:

The Annual London Survey 2003 (carried out by MORI on behalf of the Greater London Authority). This annual study sets out a snapshot of Londoners’ views on life in the Capital. Key findings from the 2003 survey include:

- Nearly four in five Londoners remain positive about living in the Capital, but the proportion very satisfied has fallen for the third successive year
- Strong ratings of the Capital in terms of its cultural opportunities and cosmopolitan nature
- Two-thirds think London is somewhere with good relations between different racial, ethnic and religious groups – a small increase on 2002 levels
- Improvements on ratings of the environment – although in some cases (eg whether London is a “clean” city, this is from a low starting point
- Crime remains a key issue, but fear of crime has fallen for the second year running

- The cost of living and traffic are seen as the worst things about living in London, though traffic is less of a priority than previously
- The congestion charge is favourably received
- The proportion highlighting buses as an area in for improvement is falling, while people are more likely to single out the tube as needing attention
- Nearly one in five now obtain information from *The Londoner*

For further details, see <http://www.mori.com/polls/2003/gla-dec.shtml>.

The Association of London Government's **2003 Survey of Londoners** (carried out by TNS). This is a wide-ranging survey looking at attitudes to Council services, as well as quality of life issues. Headlines from this most recent survey include:

- Crime remaining a key concern for Londoners (very slightly down on 2002)
- Increased mentions of council tax as a concern
- Strong performances, in terms of absolute levels of satisfaction, for refuse collection, street lighting and libraries
- Improved ratings on street cleaning and recycling. On the latter there remain some very sharp differences in terms of ratings recorded by individual boroughs
- A significant fall in ratings of councils on value for money
- Inner London boroughs now generally perform better, in terms of public perceptions, than outer London

The full report on the survey, including trends over time, can be found at: <http://www.alg.gov.uk/doc.asp?doc=10637&cat=937>

Research and analysis on specific issues, such as the congestion charge, will also be relevant for some authorities. Transport for London's report on the first year of the charge, which refers to the perspective of a range of stakeholders, is at: <http://www.tfl.gov.uk/tfl/press-releases/2004/february/press-932.shtml>

This report seeks to provide the ALG and London boroughs with an overview of the key findings of the 2003/4 user satisfaction BVPI survey.

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