



North East London

GLA Survey of London NEL Analysis

NEL Insights team

September 2022

FINAL

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GLA Survey of London | Background

- In 2021-22, the GLA conducted a Survey of Londoners, repeating the survey from 2018-19, an online and paper self-completion survey of adults aged 16 and over in London.
- The survey, which received responses from 8,630 Londoners, aimed to assess the impact of COVID-19 and associated restrictions on key social outcomes for Londoners, not available from other data sources.
- NEL funded a “boost” sample to increase the resolution of the survey within NEL and allow borough level analysis. 4,265 responses came from NEL.
- Survey fieldwork began in November 2021; months after most legal limits on social contact had been removed. However, after fieldwork had started, some restrictions due to the emergence of the Omicron variant were introduced. Fieldwork also took place just before the full effects of the recent cost-of-living challenges began to set in. It is highly likely that the situations of Londoners have changed while analysis was taking place, but this data provides some context in which to view the cost of living.
- We present some high level analysis of selected themes from the survey.

Survey of Londoners 2021-22

Initial findings

September 2022

Summary

This initial findings report has been designed to provide timely evidence from the Survey of Londoners 2021-22 to support the case for further targeted support to help low-income Londoners with the cost-of-living crisis. These findings show how financial support provided to Londoners during the pandemic helped prevent financial hardship. However, inequality grew as the financial situation of higher-income Londoners improved overall, while it did not change for lower-income Londoners. The full report, to be published on 30 September 2022, will detail the full range of impacts of the pandemic on Londoners for a wider range of outcomes.

- **Adult food security:** Sixteen per cent of adults in London had low or very low food security, equivalent to 1.2 million adults, a reduction since 2018-19 when it was 21 per cent (1.5 million adults). While the proportion of the lowest-income Londoners (those with an annual income of less than £14,900) living with food insecurity remained at 44 per cent from 2018-2019 and 2021-2022, the proportion of all Londoners with a higher-income (those with an annual income of more than £14,900) in food insecurity fell from 16 per cent to 11 per cent.
- **Debt holdings:** Around a third of Londoners (32 per cent) owed money on unsecured debt, including personal loans, credit cards, household bills and other forms of consumer credit, down from 37 per cent in 2018-19. Higher income Londoners reduced their levels of unsecured debt between 2018-19 and 2021-22 (from 40 per cent to 31 per cent), whereas for lower-income Londoners it remained largely unchanged from 42 per cent to 40 per cent.
- **Savings:** A quarter of Londoners did not have at least £1,500 in savings (25 per cent). This is a significant reduction from 2018-19, when 33 per cent of Londoners reported not having savings of at least £1,500. Looking at the two highest income quintiles combined, the proportion of Londoners earning more than £37,900 without £1,500 in savings fell from 15 per cent to 8 per cent between 2018-19 and 2021-22, while for lower-income Londoners the change from 66 per cent to 61 per cent was not statistically significant, so is largely unchanged.
- **Keeping home warm enough in winter:** Thirteen per cent of Londoners aged 16 and over said they were not able to keep their home warm enough in winter (no significant change from 2018-19 when it was 12 per cent). Lower-income Londoners were more likely to report not being able to keep their home warm enough in winter than higher-income Londoners. Further expected rises to the price of energy, as part of the cost-of-living crisis, means that the situation will probably have changed a lot by the time this report is published.

GLA Survey of London | Insight project

Aim

To explore the experience and circumstances of people living in NEL captured in the GLA survey, NEL and local authority public health leads formed a steering and project group to:

- Identify key questions for initial analysis of GLA survey data
- Conduct analysis
- Present key findings and conclusions
- Suggest future analysis and reflect on the benefit of the survey

Steering group

- Ellen Bloomer (NEL)
- Mike Brannan (Barking & Dagenham)
- Benhildah Dube (Barking & Dagenham)
- Diana Divajeva (Hackney)
- Lynne Kitson (Newham)
- Anthony Wakhisi (Havering)

Analytical rounds

1. Analysis of single questions - how do individuals within NEL respond to the questions asked in the survey
2. Analysis of vulnerability in different domains – are individuals in NEL particularly vulnerable to particular stressors and what are the characteristics of those groups
3. Analysis of demographics of selected questions – what is the demographic break down of the response to key questions
4. Statistical modelling of variables affecting financial vulnerability and identification of risk factors for financial vulnerability.
5. Topic modelling of free text responses – what are people telling us in their own words.

Analysis is at NEL level – although individual questions in the survey can be disaggregated to supply useful insight at local authority level we have been advised by GLA not to combine questions at the borough level meaning that rounds 2,3 and 4 had to be done at NEL level. In addition we carried out the topic modelling at NEL level due to only about half of responses containing a free text comment.

Key analytical findings & conclusions | Individual questions & those who struggle

Individual questions

- Questions are divided into a number of topic areas:
 - Views on your local area
 - Friends, family and other people you meet
 - Respect
 - Being part of the community
 - Volunteering, Civic Participation and Trustworthiness
 - Work
 - Food
 - Personal Finance
 - Accessible Support
 - Digital Exclusion
 - Personal Wellbeing
 - About your household
 - Demographics

There are a wide range of questions covering many areas. Results for all questions under these areas are presented in the [appendix](#); some highlights are listed in [this section](#) of the report.

People who struggle in different or multiple parts of their life

- Individuals who might be struggling in one or more part of their life were identified by a combination of different questions.
- Finance
 - Work
 - Loneliness
 - Housing
 - Food
- Only 30% of respondents do not show as struggling by this analysis - the majority of respondents are struggling in either 1, 2 and 3 domain areas.
 - Groups who appear to struggle across more domains include:
 - Those in ethnic minorities
 - Those with children
 - Those in the middle of their life (25-64 age range)
 - Those born outside the UK

Key analytical findings & conclusions | Demographics of selected questions

- Large numbers (hundreds of thousands of individuals depending on the metric) struggle with financial and food security, winter heating, housing, or loneliness within NEL, and may struggle with multiple issues. Examples include:
 - 20% of NEL residents have not had enough money to buy food when needed in the last year. This is more often true for those from ethnic minorities (e.g. 29% for black people against 12% for White British people), young people (31% for those in the 16-24 age group), or long lasting health conditions (29%) as well as those who don't speak English well or were born outside the UK.
 - 15% of residents have been unable to adequately heat their home. Notable differences from this include those with a long lasting health condition (25%), those who don't speak English well (37%) and those with a caring responsibility.
 - 14% of residents consider their housing to be poor or very poor quality. This is a more common view among those who are in the Asian, mixed or other ethnic groups (between 18-25%) or those with a long lasting health condition (21%).
 - 20% of NEL residents with loans struggle to keep up with debt repayments. This is more noticeable in those of Black, Asian or mixed ethnic groups (22-27%), or for those with a long lasting health condition (27%), those who don't speak English well (38%) and those who are young (35% for those 16-24).
 - 28% of residents feel lonely some or often/all the time. This is especially so for the young (39% of those 16-24), those with a long lasting health condition (39%).

Key analytical findings & conclusions | Financial Vulnerability

- A logistic regression model was used to identify variables associated with financial vulnerability defined by a combination of questions covering fuel poverty, food insecurity, debt burden and savings.
- A number of population groups are particularly financially vulnerable according to our analysis: this includes:
 - Non-white ethnic populations especially those within the black ethnicity cohort not born in London.
 - Single and young parents, especially where these factors are combined.
 - Those with a life-limiting illness
 - Unpaid Carers
 - Younger people under 24yrs of age. This last conclusion should be treated with a degree of caution as we cannot easily unpick those young people living independently from those living with parents or guardians for whom some of the metrics determining financial vulnerability are less relevant.
- Gender does not appear to be in itself a significant factor in financial vulnerability: however many of the factors identified are associated with roles more often undertaken by women (e.g. unpaid carers, single parents).
- Household income was excluded from the definition of financial vulnerability as we could not identify disposable income.

Key analytical findings & conclusions | Free text analysis

- A topic modelling approach was used to extract common topics from the short free text question at the end of the survey, asking respondents for anything else they wished to add.
- Respondents appear to show positive sentiment towards London as a whole but negativity towards their local areas.
- Multiple topics found in free text responses are not covered in the survey. For example there are no/not many questions on traffic and road use, issues with the surrounding area and policing and crime. These are topics we found to exist within the responses.
- Older age bands are more negative towards public services compared to younger age bands.
- Sentiment towards the topic of housing varies with age, older age bands are more positive compared to younger age bands.
- All demographics show negative sentiment towards the topic regarding local councils.

GLA Survey of London | Recommendations for commissioning future surveys

Based on the analysis performed within this slide deck, and some limitations hit during that analysis there are a number of recommendations to consider when commissioning future surveys for use within NEL.

- The GLA survey of Londoners is a rich source of data and shows the importance of this kind of snapshot for understanding the NEL population.
- The free text field can be useful for identifying topics of interest to residents and should be retained and possibly expanded. It can also be used to help identify topic areas that should be covered in future structured surveys.
- With appropriate information governance the output of this survey might be (anonymously) linked to the primary and acute data held by NEL and open up a range of other analyses. However this needs to be balanced against the willingness of individuals to participate.
- Two data items were particularly hard to resolve in the analysis on financial vulnerability and would benefit from a different approach to collection.
 - Whether an individual (particularly a young person under 18) was dependent on parents, and hence whether the lack of savings was important for identifying financial vulnerability.
 - The lack of data on disposable income (after major costs like housing, child care) complicated the identification of those financially vulnerable on the basis of low income.
- Consideration should be given to mapping at least some survey questions against data held by NEL or system partners. This might allow findings from analysis of survey data to be transformed into metrics that can be used across NEL. Likewise it may be that more complete collection in primary care of certain survey questions (e.g. sexuality) might help a wider range of analyses.

Individual question analysis

High level analysis of weighted NEL responses in the GLA survey of London.

The following slides present a selection of data from each section of the survey: complete charts can be found in the appendix

Individual question analysis | Introduction

General approach:

The questions within the survey were grouped into the following areas:

Views on your local areas, Friends, family and other people you meet, Respect, Being a part of your community, volunteering and civic participation, engagement with institutions, food, personal finance, accessible support, personal well-being, about your household and demographics.

The questions within each group were analysed with the methodology below. These responses have been included in the demographic section analysis (slide 8), with all individual responses included in the appendix.

Methodology:

All responses were analysed by group with weighting applied to responses, where applicable. The achieved sample was weighted to adjust for:

- Differences in selection probabilities.
- Differences in address/household response rates.
- Differences in individual response rates.

Full output can be found in the appendix.

1. Views on your local area

Key findings:

1. 78% of respondents have either always lived in London or lived in London for at least 10 years.
2. 54% of respondents have either always lived in the local area or lived in the local area for at least 10 years. This suggests that some respondents could have possibly moved from other regions located in London.
3. The majority (59%) agree that the local area is a place where people get on well with each other. However, over a sixth (17%) either disagree or strongly disagree, indicating some mixed opinions on the integration of residents. This suggests some cause of difference in response answers between respondents, which could possibly be impacted by borough.
4. Almost a fifth (19%) are fairly satisfied with the local schools in the area.

2. Friends, family and other people you meet

Key findings:

1. The majority of respondents (68%) have contact with family they do not live with around once a month or more, with almost a tenth (8.3%) never having any contact.
2. Over a quarter (26%) of respondents responded with more than half of their friends have similar levels of education.
3. A fifth (20%) reported more than half of friends have similar levels of income.
4. Almost three quarters (73%) have someone to rely on, whether this local family, friends, spouse or partner.
5. A tenth (10%) of respondents have little to no one to rely on if they have a serious problem.
6. There is a small percentage (2%) of respondents who have no spouse, partner, friends or family.

3. Respect

Key findings:

1. A tenth (10%) have been treated unfairly due their age or sex.
2. A sixth (16%) have been treated unfairly due to their ethnicity.
3. A tenth (10%) have been treated unfairly by retail/shop staff.
4. Almost a tenth (8.6%) have been treated unfairly by their work colleagues, with similar percentages (8.1%) treated unfairly by employers.

4. Being part of the community

Key findings:

1. Almost half (48%) visit their local high street at least once a week
2. Almost a fifth (19%) have never visited a street market in their local area.
3. Around half (50%) will visit their local shopping centre around once a month or more.
4. Almost half (48%) have never visited their local community centre building. A further 13.7% visit less than once a month, highlighting low usage of community building.
5. Almost a fifth (19%) visit their park around once or twice a week, with a further 15.6% visiting around three or four times a week.
6. Over a fifth (21%) are either fairly dissatisfied or dissatisfied with their local park and open spaces. Over two fifths (42.7%) are either fairly satisfied or satisfied.

5 & 6 Volunteering, Civic Participation and Trustworthiness

Key findings:

1. Over a third (35%) have volunteered or provided unpaid help for a club or organisation.
2. Almost a third (32%) tend to agree that people in the neighbourhood pull together to improve the area, almost a fifth (19%) disagree, with almost a tenth (10%) definitely disagreeing.
3. Over a quarter (27%) have low trust in the current government, over half (57%) have moderate to high trust in their local authority or local council, a third (33%) have high trust in the BBC, over two fifths (43%) have low trust in commentary on social media feeds and around half (50%) have high trust in the NHS, similar levels of trust are seen in family and friends (46%).
4. Overall of all the questions asked, respondents have the highest level of trust in the NHS and the lowest level of trust in social media feeds.

7. Work

Key findings:

1. The majority of respondents (56%) work for an employer which employs more than 25 people.
2. A third (33%) have supervising responsibilities.
3. Over half (52%) have a permanent job, a small percentage are self-employed (8%) or on temporary contracts (5%).
4. Over half (55%) are working full time, a small percentage are working part-time (14%).
5. Just over a tenth of those in employment (11%) are either dissatisfied or fairly dissatisfied with their job.

8. Food

Key findings:

- Over a fifth (21%), reported that it was often or sometimes true food did not last and there was not enough money to purchase more in the last 12 months.
- A similar percentage (20%) could not afford to eat balanced meals in the last 12 months.
- Over a sixth (16%) have skipped or cut size of food meals due to not having enough money, with 5% experiencing this every month.
- Over a tenth (12%) have ate less due to not have enough money for food.
- Over a quarter (25%) have donated to a food bank directly or via a supermarket.

9. Personal Finance

Key findings:

- Almost two fifths (38%) owe money on either a loan or a credit agreement, which is not expected to be paid off in the next payment instalment.
- A fifth (20%) experience financial burden as a result of existing loans or credit agreements.
- Almost a third (32%) do not have at least £1,500 saved.
- Almost a sixth (15%) cannot afford to keep their homes warm throughout the winter.

10. Accessible Support

Key findings:

- Almost a quarter (24%) are aware of support provided by Debt Free London.
- Just over a twentieth (6%) are aware of the boroughs hardship or welfare programmes.
- Over a sixth (17%) are aware of discretionary housing payments support.
- A sixth (16%) are aware of housing benefits.
- Over a tenth (11%) are aware of local council tax support.

11. Digital Exclusion and Skills

Key findings:

- The majority (82%) use the internet several times a day. Just over a tenth (11%) use the internet on most days.
- Over half (56%) would rate their ability to use the internet as 'Excellent'.
- Over a tenth (12%) would rate their ability as 'Fair'
- Around 4% of respondents would rate their ability to use the internet as 'Bad' or 'Poor' which indicates the possibility of digital exclusion. This could be focused in a particular region or borough as suggested by the LOTI digital mapping.

12. Personal well-being

Key findings:

- More people are likely to be satisfied with their life than dissatisfied.
- Over half (55%) feel lonely either occasionally, sometimes or often.
- About a third (28%) feel lonely often or always.

13. About your household

General findings:

The number of houses rented (private or social) is much higher than the national rate of 17% (English Housing Survey, Government 2021). However, this disparity is reduced when comparing to London, where 47.3% of households are renters (Trust for London, 2020).

Key findings:

- Almost half (70%) of households are living with 2-5 adults.
- Over two fifths (44%) are living in a household with someone as a couple.
- Over two thirds (67.8%) have no children (under 16s) living in the household.
- Almost a third (31%) have at least 1-3 children living in the household.

14. Demographics

Key findings:

- The NEL split for males (50%) and females (48%) is slightly different to census 2021 data for England (49%, 51% respectively).
- From respondents, the White British (39%) population was highest, followed by Asian/Asian British (28%) and Black/Black British/Caribbean/African (13%).
- Respondents identifying as Christian (36%) was highest, followed by No Religion (35%) and Muslim (18%).
- The majority of respondents were aged 16-64.
- Almost a fifth (19%) have a physical condition which is expected to last 12 months or more.
- A tenth (10%) have a mental health condition which is expected to last 12 months or more.
- Almost a fifth (19%) face impairment in the ability to complete day-to-day activities due to their health conditions.
- Almost a fifth (17%) of respondents provide support to someone with a long term physical or mental health condition, or problems associated with age.
- Over half (57%) of respondents spoke another language other than English.
- Almost half (46%) of respondents are renting, either from private landlords, local authority, housing association, or part renting.

Demographic analysis of priority questions

Demographic analysis of priority questions identified in high level analysis of weighted responses.

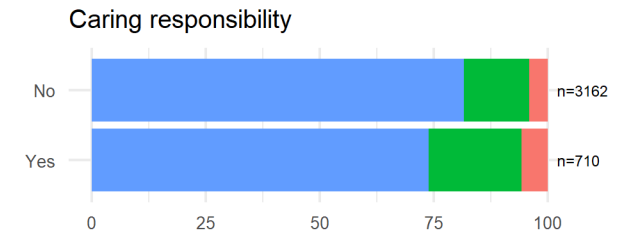
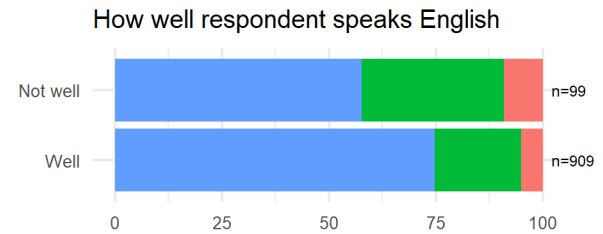
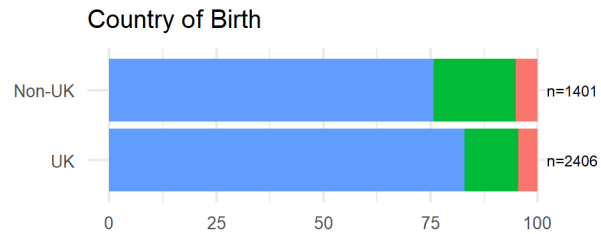
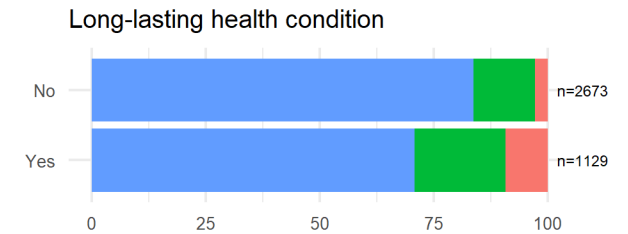
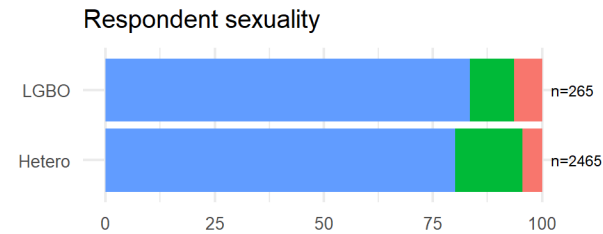
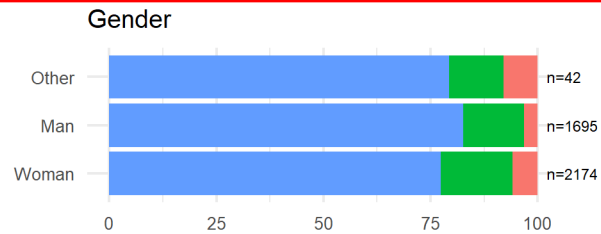
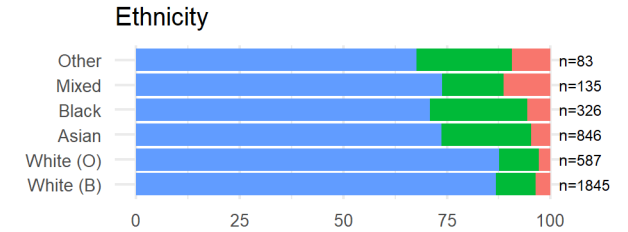
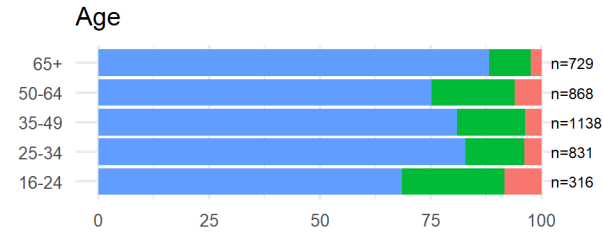
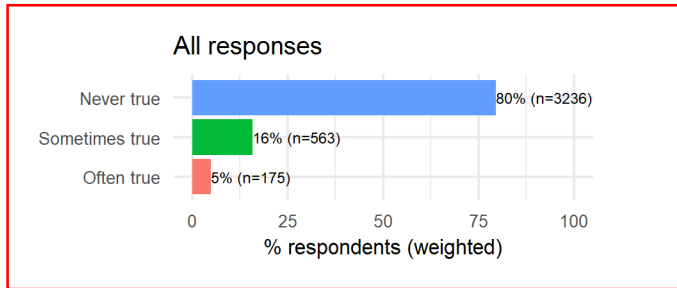
Demographic analysis of priority questions | Introduction

- The analysis performed in this section (including appendix graphs) provides detailed insights into the differences in responses based on specific demographic variables.
- This section explores priority questions identified from the trends and outliers recognized in the 'individual question analysis'. Priority questions were defined as questions with high numbers of poor responses or areas of concern. These were also selected with consideration of recent impacts of COVID-19 and economic instability. These questions were discussed and agreed with members of the steering group.
- The demographic variables explored in this section are listed below, alongside definitions:

Age	Grouped into age bands as follows: 16-25, 25-34, 35-49, 50-64, 65+
Ethnicity	White (British), White (Other), Asian, Black, Mixed, Other.
Gender	Man, Woman, Other.
Sexuality	Hetero, LGBO.
Health condition	A long lasting health condition defined as a physical or mental health condition that is expected to last longer than 12 months.
Country of birth	UK born, non-UK born.
English ability	Self-reported responses from respondents on personal ability of spoken English 'well' or 'not well'.
Caring responsibility	Defined as having a caring responsibility for an individual with physical, mental or age related health condition.

Key finding: 20% of NEL residents have not had enough money to buy food

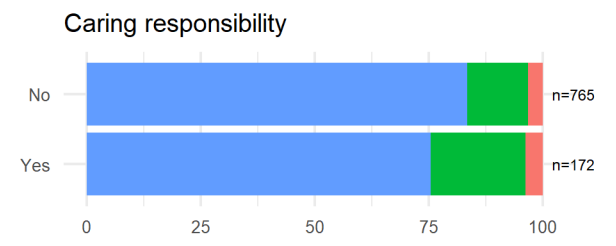
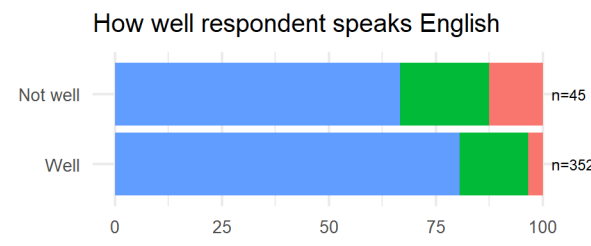
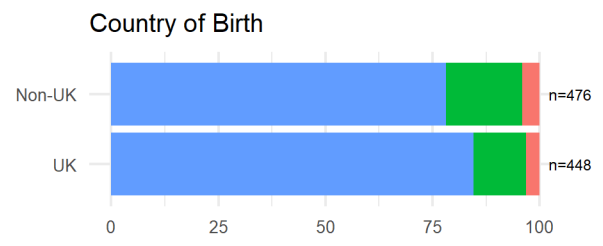
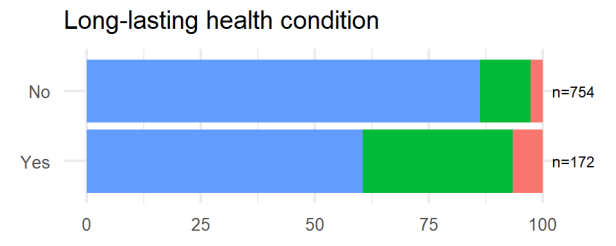
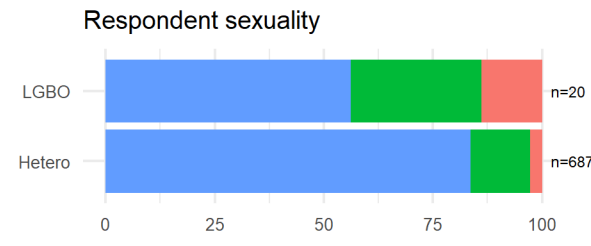
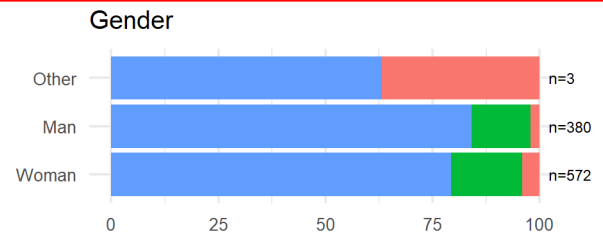
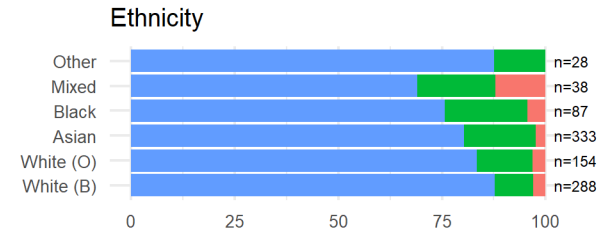
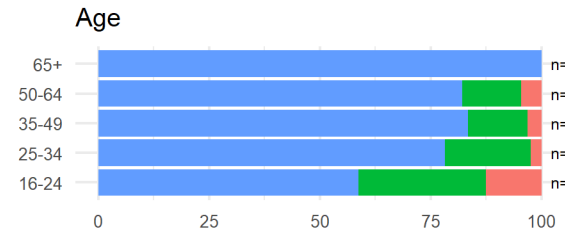
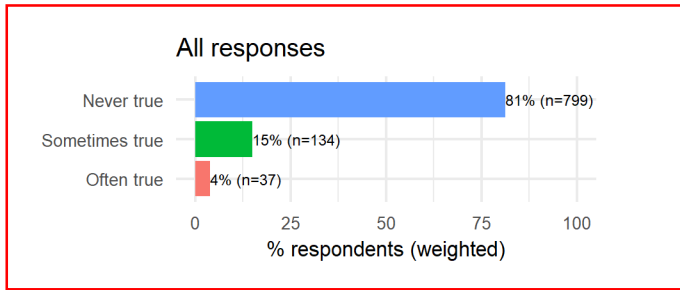
Food did not last and not enough money to get more, in the last 12 months



■ Often true
 ■ Sometimes true
 ■ Never true

Key finding: 19% of residents with children were unable to provide balanced meals

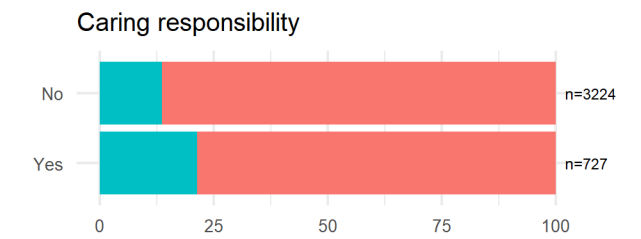
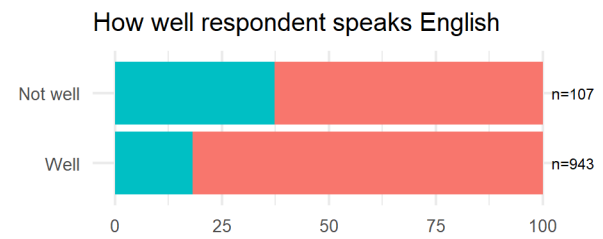
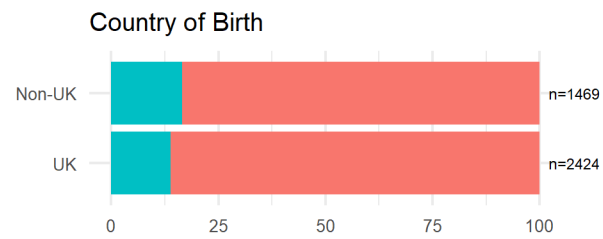
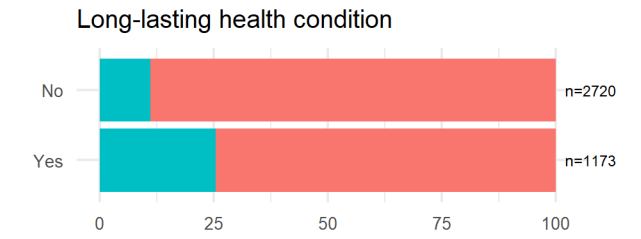
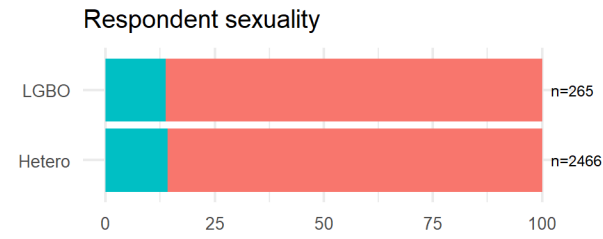
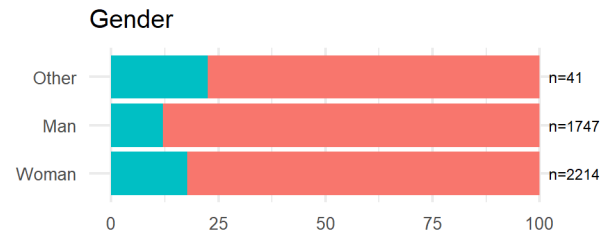
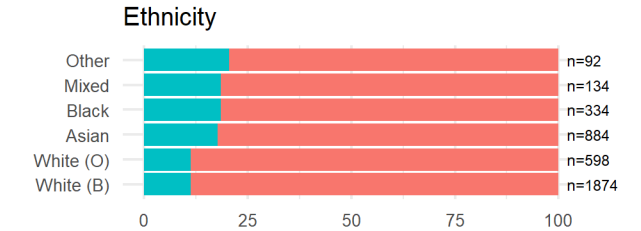
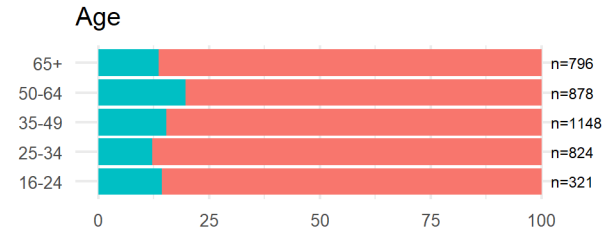
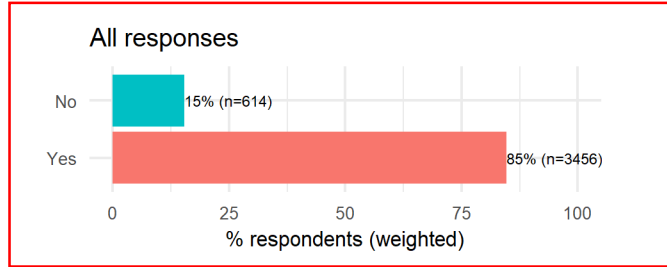
Children unable to have balanced meal as not enough money, in the last 12 months



■ Often true
 ■ Sometimes true
 ■ Never true

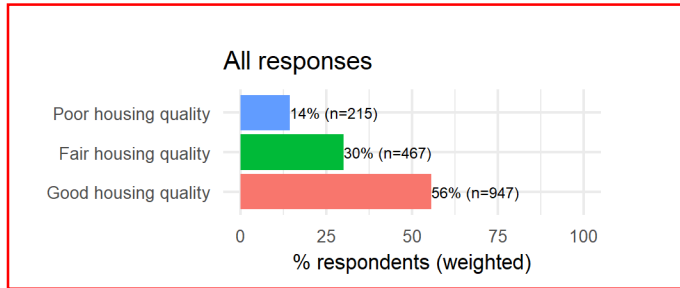
Key finding: 15% of residents have been unable to adequately heat their home

Whether can keep home warm enough in winter

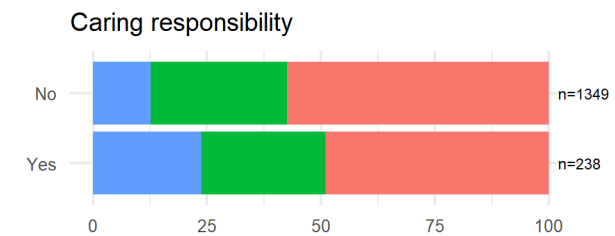
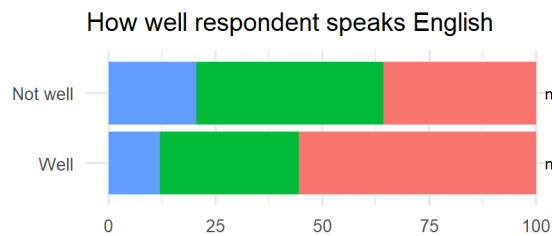
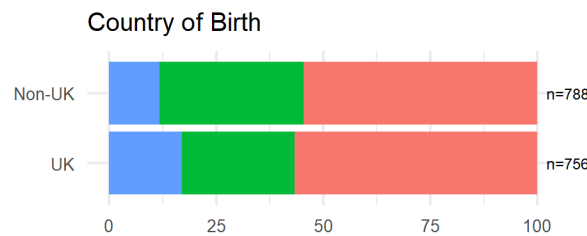
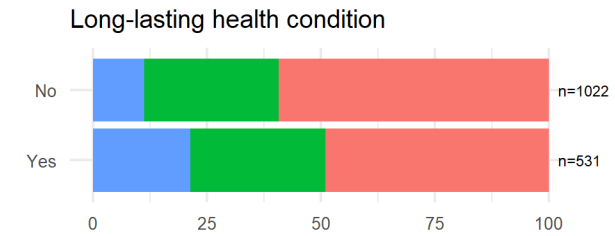
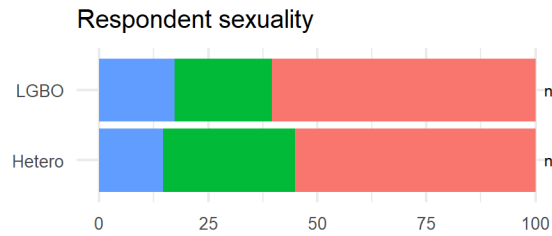
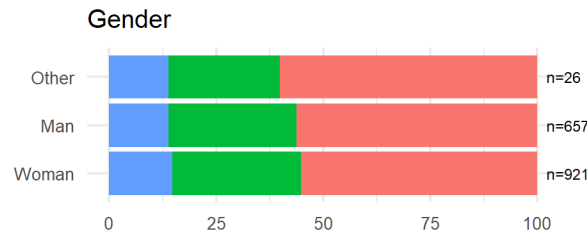
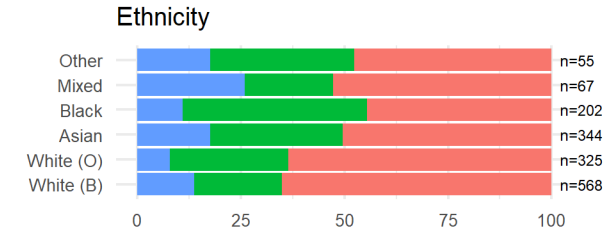
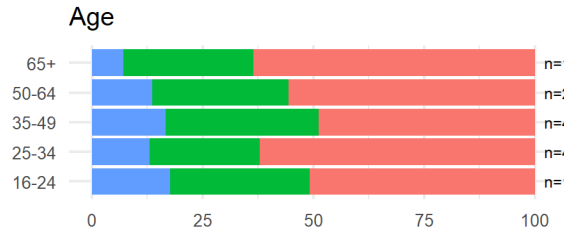


Yes No

Key finding: 14% of residents consider their housing to be poor or very poor quality

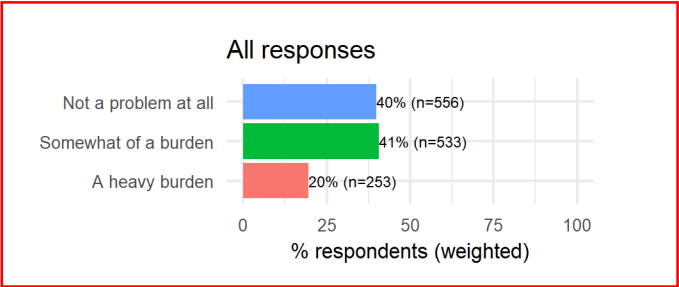


Quality of housing rating (Grouped)

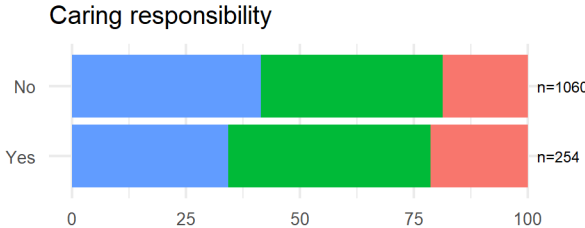
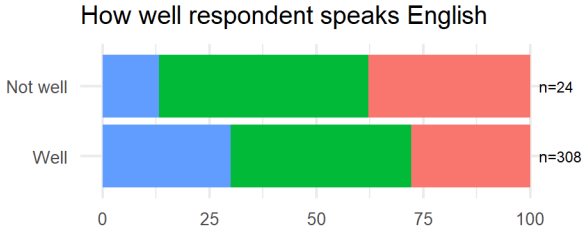
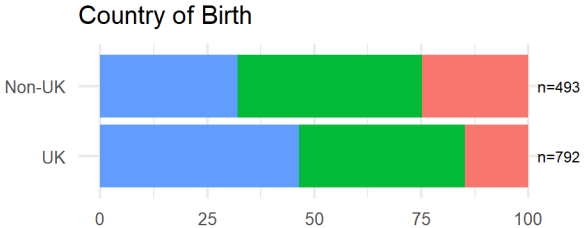
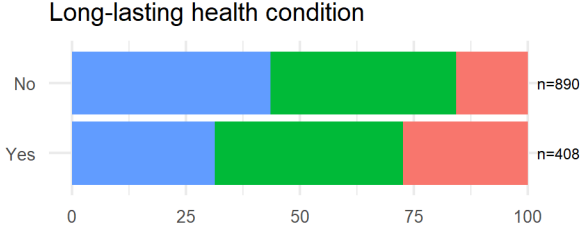
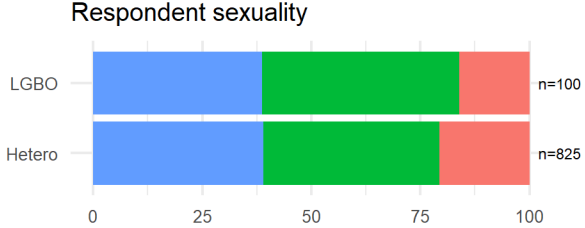
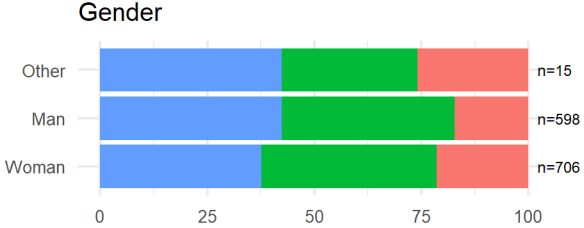
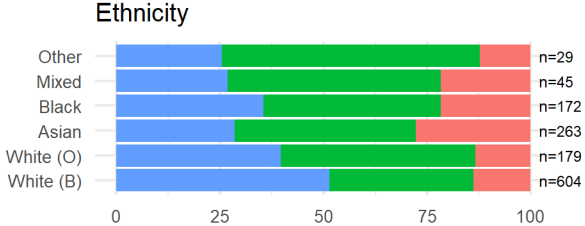
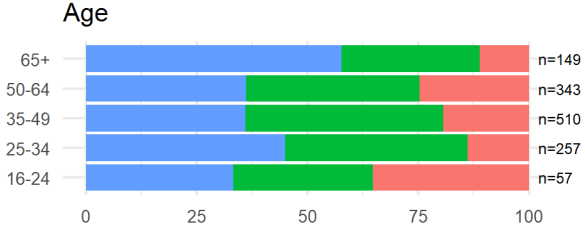


■ Good housing quality
 ■ Fair housing quality
 ■ Poor housing quality

Key finding: 20% of NEL residents with loans struggle to keep up with debt repayments



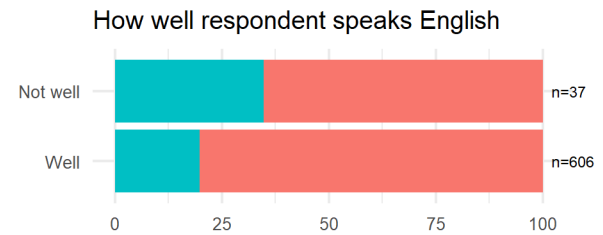
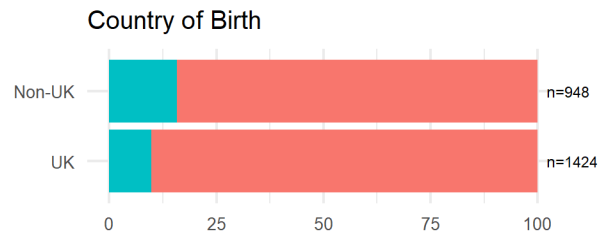
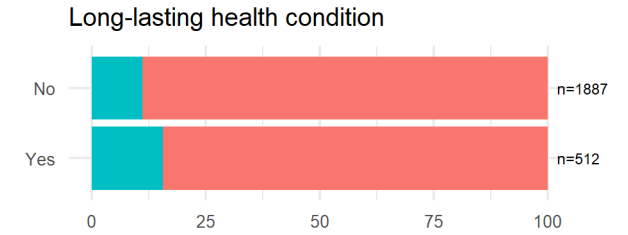
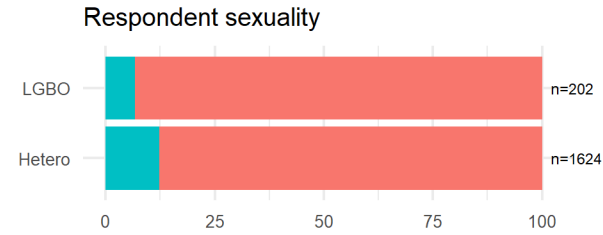
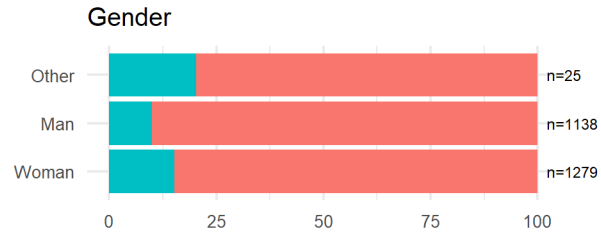
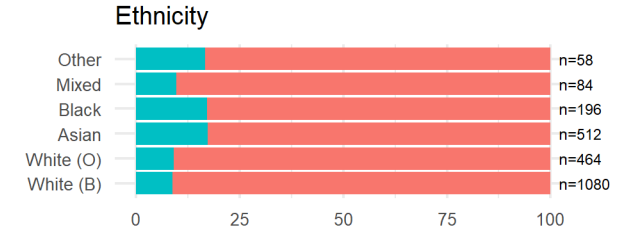
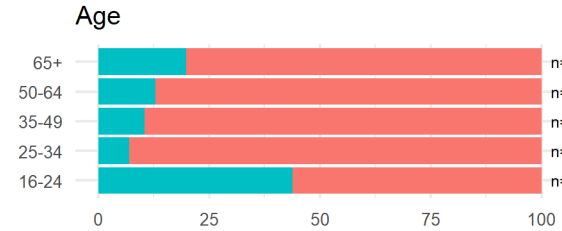
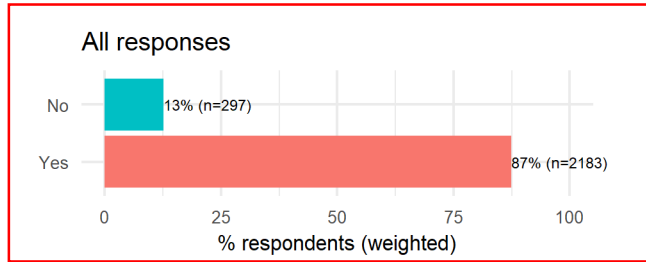
Debt burden



■ A heavy burden
 ■ Somewhat of a burden
 ■ Not a problem at all

Key finding: 13% of residents earn less than the London Living Wage

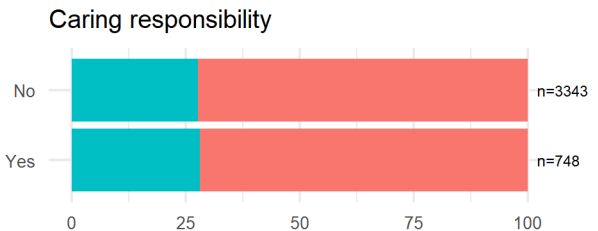
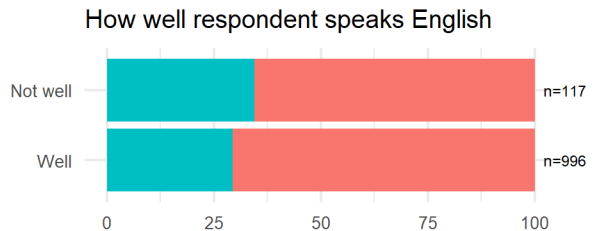
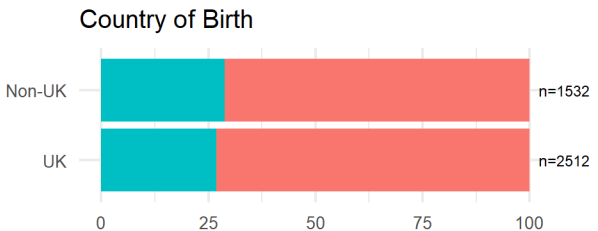
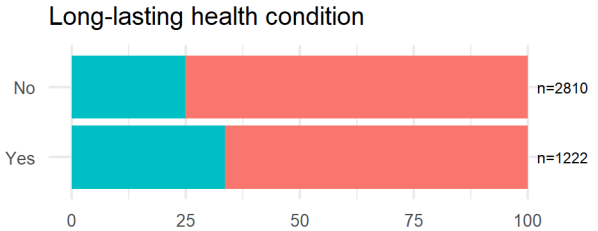
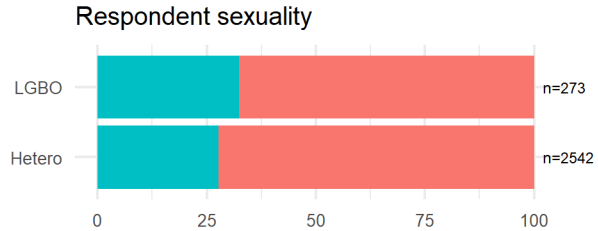
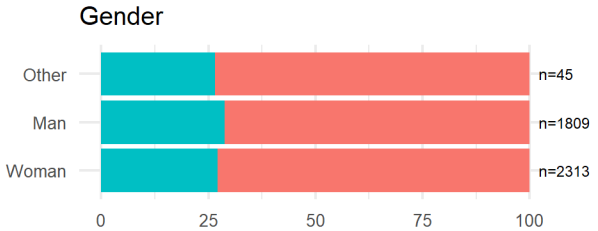
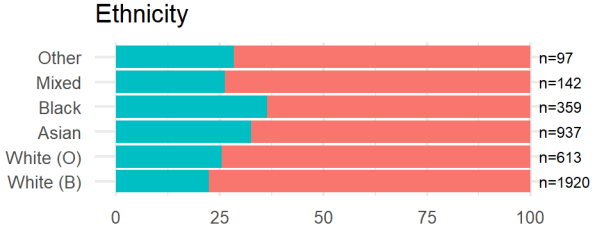
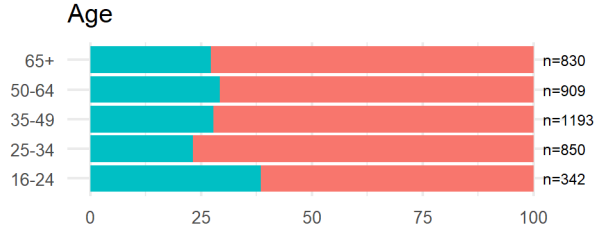
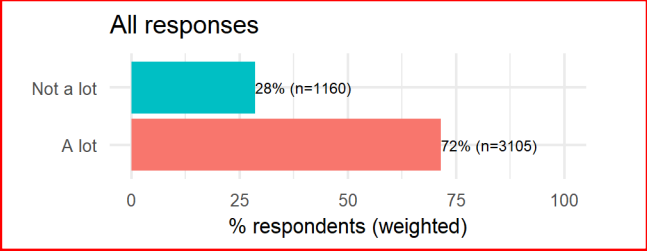
Earns London Living Wage or more in current job



Yes No

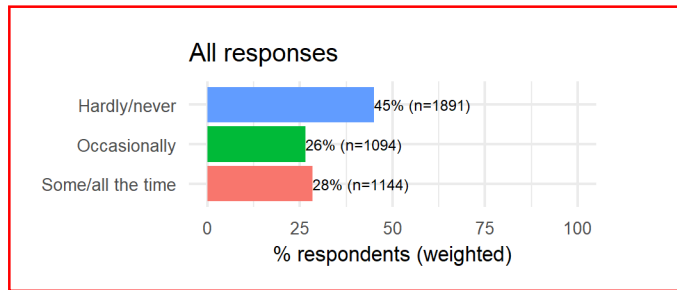
Key finding: 28% of residents can't rely a lot on people close to them

Whether respondent can rely on people close to them if they have a serious problem (Grouped)

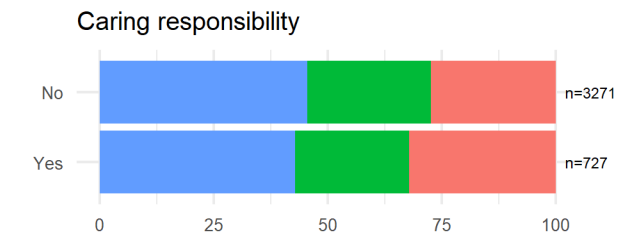
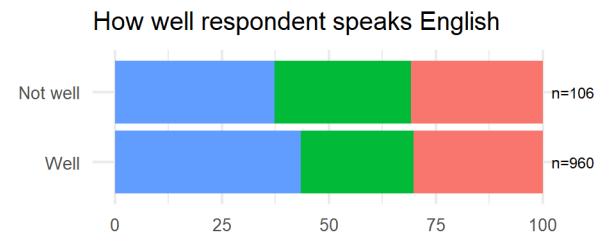
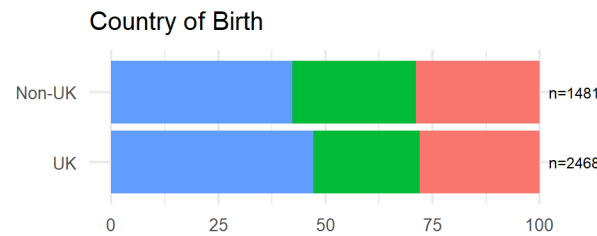
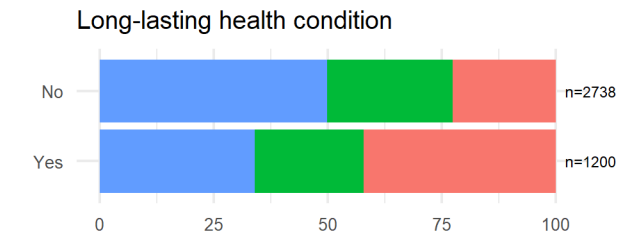
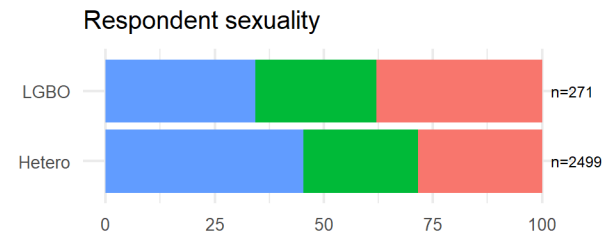
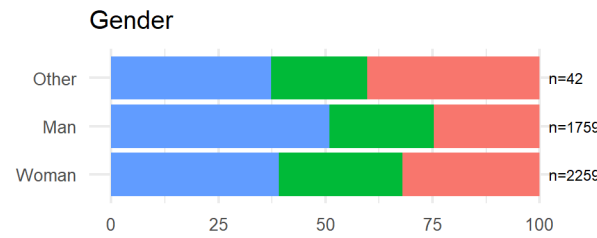
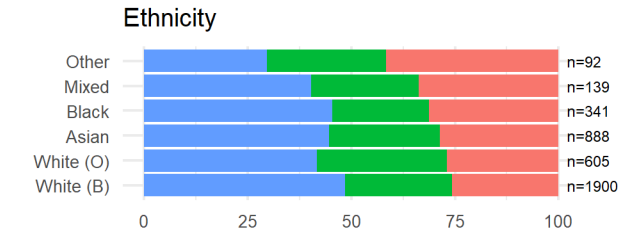
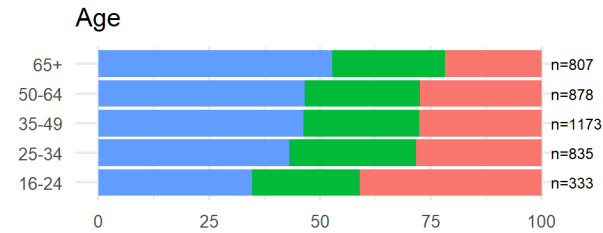


A lot (red) Not a lot (teal)

Key finding: 28% of residents feel lonely some or often/all the time



How often feel lonely



Some/all the time Occasionally Hardly/never

Analysis of struggling cohort by domains

Demographic exploration of struggling respondents by number of domains facing struggle

Struggling cohort by number of domains | Introduction

General approach:

The results from the analysis in the previous section indicated some demographic variables were consistently responding negatively to questions within the survey. To investigate this further, we grouped questions into 5 broad domain areas. For example, the Finance domain consisted of all responses to finance related questions across the survey. This section of analysis provides an insight into the number of areas (domains) respondents are facing some form of struggle in.

By understanding the trends across each number of domains, we can identify those who are potentially at greater risk of being marginalised within our populations across North East London.

A note on language: we've used "struggle" to mean a negative response to one or more questions that are used to define the domain – e.g. reporting use of food banks, skipping meals etc.

Struggling cohort by number of domains | Methodology

Methodology:

The high level and demographic analysis indicated negative responses in 5 main areas as listed below. Detailed methodology is given in appendix 2.

- Food Security
- Finance
- Loneliness
- Work
- Housing

The questions related to these domain areas were grouped and mapped accordingly. Those questions which had no relationship to the 5 domain areas were not analysed. We then coded responses for questions in the domain areas with binary values, '1' representing those who are struggling and '0' representing respondents who are not struggling. The responses identified as struggling were those with indications of negative or poor outcomes.

Below is an example of how a response was coded in the finance section:

“In winter, are you able to keep you home warm enough”

1. Yes
2. No

Those respondents who indicated financial insecurity by responding 'No' were flagged and coded with '1'. Those who responded with 'Yes' were not considered as financially insecure and coded with '0'. This method was applied to all questions within each domain area. This data was then analysed by counting the number of domains each respondent had indicated some form of struggle in and then investigating the following demographics:

- Ethnicity
- Age
- Gender
- Number of children in household
- Non-natal Londoners & length of stay in London

Definition of struggling domains

Definition of struggling domains

The following section lists the questions to be used in defining each domain.

Loneliness domain:

How often do you feel lonely?

Frequency of face-to-face contact with family members do not live with

Frequency of face-to-face contact with friends

Whether respondent can rely on people close to them if they have a serious problem

Responses included as possible indication of loneliness:

Experiencing loneliness either often/always, or some of the time.

Contact with family, friends or neighbours that is once a month or less or never.

Ability to rely on people close to them is a little, not at all, or respondent does not have a close spouse or partner, immediate family/friends.

Finance domain: negative responses to any of:

Do you [and your partner] owe any money on the following types of loan or credit agreement? If you expect to pay off your credit card in balance in full on the next payment date please do not select credit here. (Questions in conjunction with part b below)

Thinking about the money you owe, to what extent is keeping up with repayment a financial burden to you?

Do you [and your partner] have savings of at least £1,500?

Which of the following represents the total income you [and your partner] earn from all sources before tax?

In winter, are you able to keep your home warm enough?

The London Living Wage is currently £10.85 an hour. In your current main job do you earn the London Living Wage or more?

Responses included as indication of financial insecurity:

Keeping up with financial commitments, from loan or credit agreement, is a burden.

Does not have savings of at least £1,500

Earning less than £14,900 per annum

Not able to afford heating to keep house warm enough during winter periods.

Not earning at or above the London Living Wage of £10.85 per hour in main job.

Housing domain: negative response to:

Overall, how do you rate the quality of your housing?

Responses included as indication of struggle associated with housing:

Housing quality is described as poor or very poor.

Food domain: negative response to any of:

The food that (I/WE) bought just didn't last, and (I/WE) didn't have money to get more? (I/WE) couldn't afford to eat balanced meals?

In the last 12 months, did you ever cut the size of your meals or skip meals because there wasn't enough money for food?

In the last 12 months, did you ever eat less than you felt you should because there wasn't enough money for food?

In the last 12 months, were you every hungry but didn't eat because there wasn't enough money for food?

In the last 12 months, have you done any of the follow? [Foodbank]

Responses included as indication of food insecurity:

Often true/Sometimes true that respondent has not had enough money for more food, a balanced meals

Reduced size of meals as not enough food almost every month, some months but not every month, or only 1 or 2 months.

Responded yes to eating less food due to lack of money

Respondent yes to feeling hungry but did not eat due to lack of money

In the last 12 months, have used a foodbank for another service (such as counselling) or collected a food parcel from a food bank.

Work domain: negative response to:

What is your current working status?

Overall, how dissatisfied or satisfied are you with your current job?

Responses included as indication of struggle associated with work:

Respondent working status is unemployed.

Respondent is fairly or very dissatisfied with their current job.

Digital exclusion of the struggling cohorts.

Those identified in the struggling cohort may be eligible for support through local organisations and/or charities but unaware of the existence or provision of these services. We will characterise the knowledge of the struggling cohort around sources of support and whether there are barriers to those struggling accessing support via digital routes.

Accessible support:

Before today, were you aware of any of the sources of support if you were experiencing financial hardship?

Before today, were you aware of any of these forms of support?

Responses have been grouped accordingly:

Debt Free London [Financial Support]

Citizens Advice [Other Support]

Law Centre [Other Support]

Local Welfare [Other Support]

Other Local Advice [Other Support]

Food Bank [Food Support]

Employment Rights Hub [Work Support]

Digital exclusion and skills:

How often do you access the internet, whether at home, work or elsewhere??

Overall, how would you rate your ability to use the internet?

Responses have been grouped accordingly:

Internet ability (as adjudged by respondent) is poor or bad.

Internet use (as adjudged by respondent) is less than once a year or never.

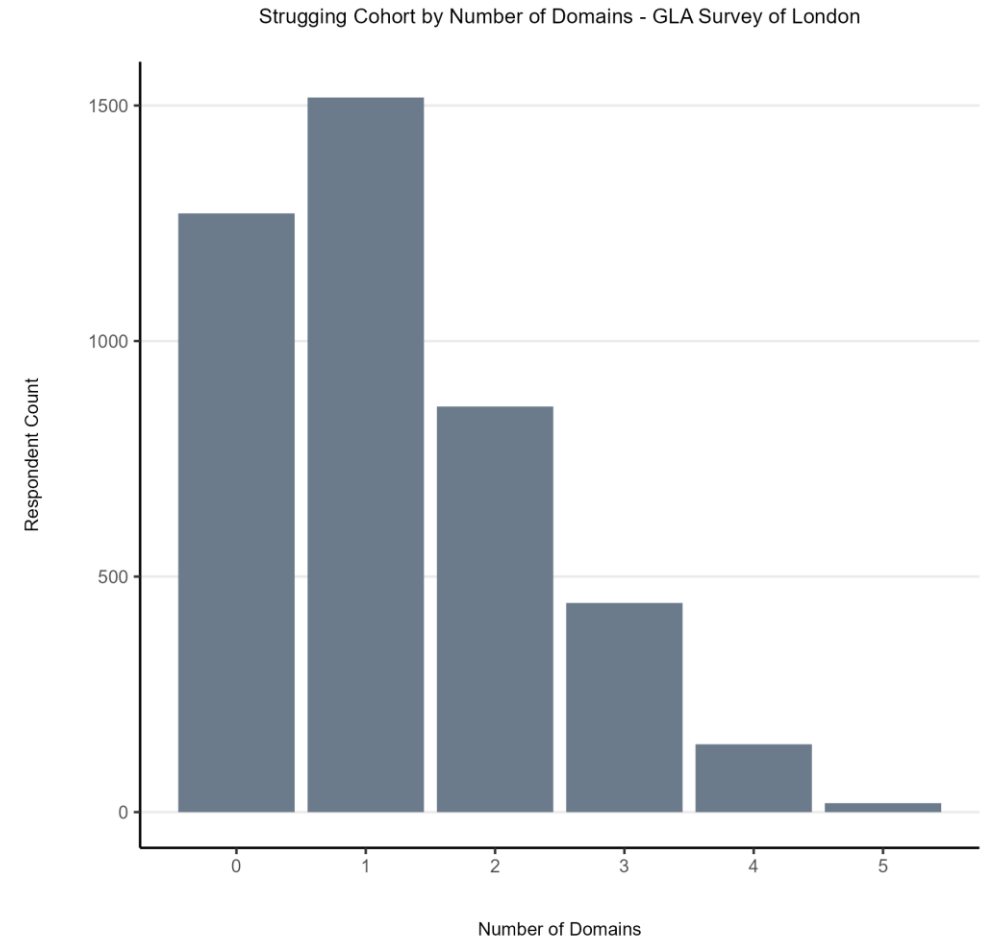
A large number of NEL residents struggle in one or more domains

General findings:

The majority of respondents face struggle in either 0,1 or 2 domains. A small number of respondents face struggle in 3,4 or 5 domains.

Detailed findings:

- 30% of respondents are struggling in no domains.
- 36% of respondents are struggling in 1 domain.
- 20% of respondents are struggling in 2 domains.
- 10% of respondents are struggling in 3 domains.
- 3% of respondents are struggling in 4 domains.
- Less than 1% of respondents are struggling in 5 domains.



Those from ethnic minorities are more likely to be struggling

General findings:

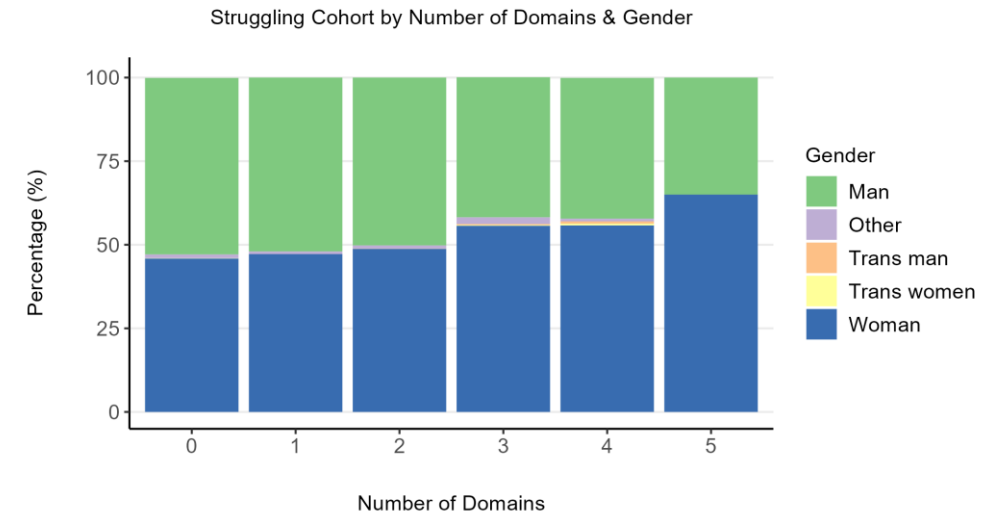
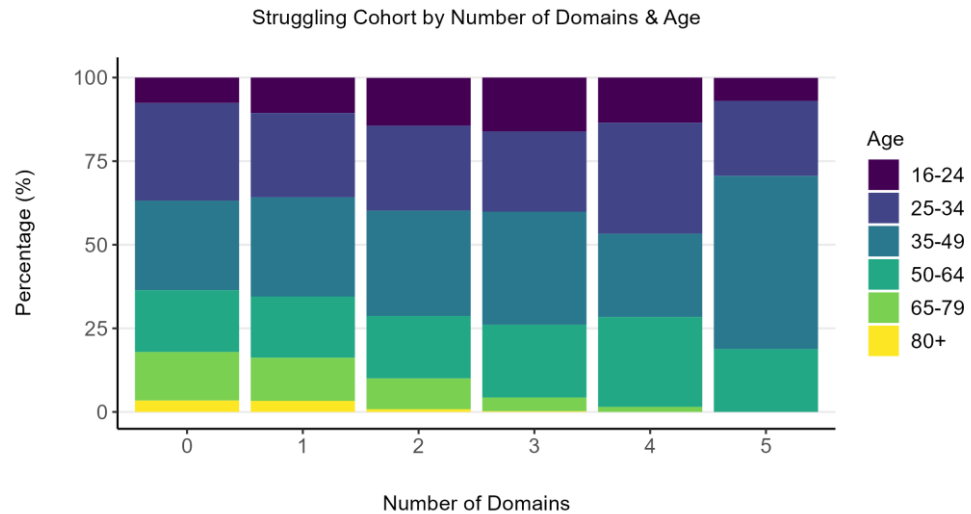
Across the struggling cohort, the percentage of ethnic minorities increases as the number of domains increases. This suggests ethnic minorities are struggling across a higher number of focus areas.

Detailed findings:

- For those struggling in one or two domains, White British & Asian/Asian British share the majority of respondents.
- For those struggling in four to five, the percentage of ethnic minorities is higher than those struggling in lower numbers of domains.
- This trend is broadly in line with the expectations based on NEL data, specifically when reviewing demographics of boroughs with high deprivation.
- Based on the Population Health Compendium (2022), some boroughs with greater levels of deprivation have higher percentages of ethnic minorities.



Age and gender are associated with struggle



General findings:

Most respondents (left) were aged between 25-64. As the number of domains increase, respondents in age groups 25-34 and 35-49 contribute a higher percentage to the overall respondents. The percentage of respondents in the highest and youngest age groups falls in domain group 4.

Overall (right), most respondents identify as woman or man, with slight increases in the percentages of woman struggling in domains 3 and 4.

Detailed findings:

- The broad split between age groups across the number of domains is equal, however as domains increase younger age groups hold a larger percentage than older age groups.
- The broad split between men and women across the number of domains is equal, aside from 3, 4 and 5 where slightly more women are struggling than men.
- Of those struggling in 5 domains, 65% identified as woman, compared to 46% in 0 domains.
- Of those struggling in 3 or 4 domains, a small percentage (2%) identified as Trans man or Trans Woman.

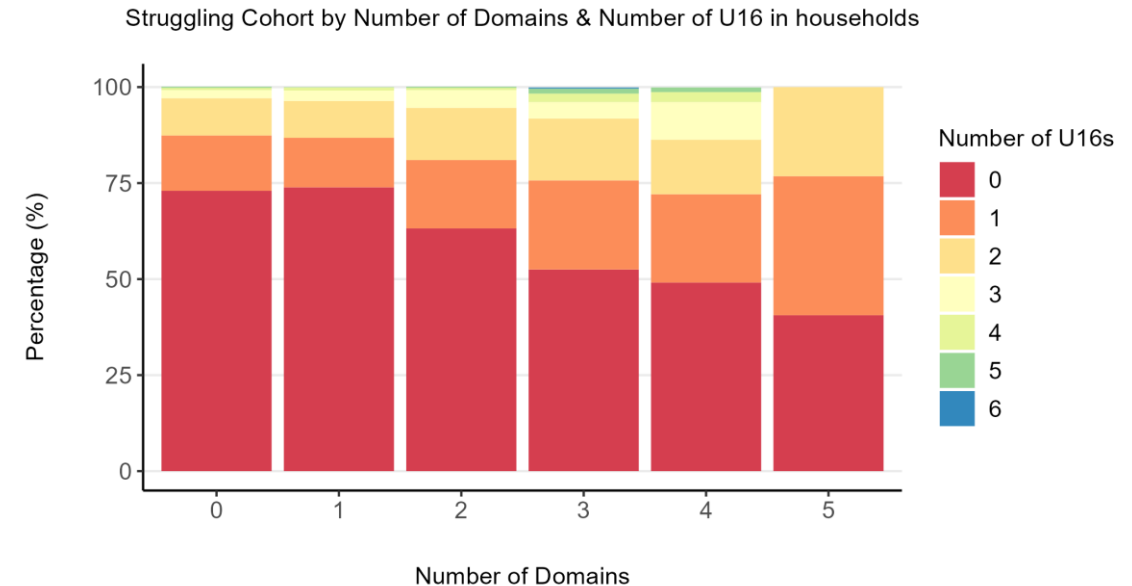
Those with children in the household struggle more

General findings:

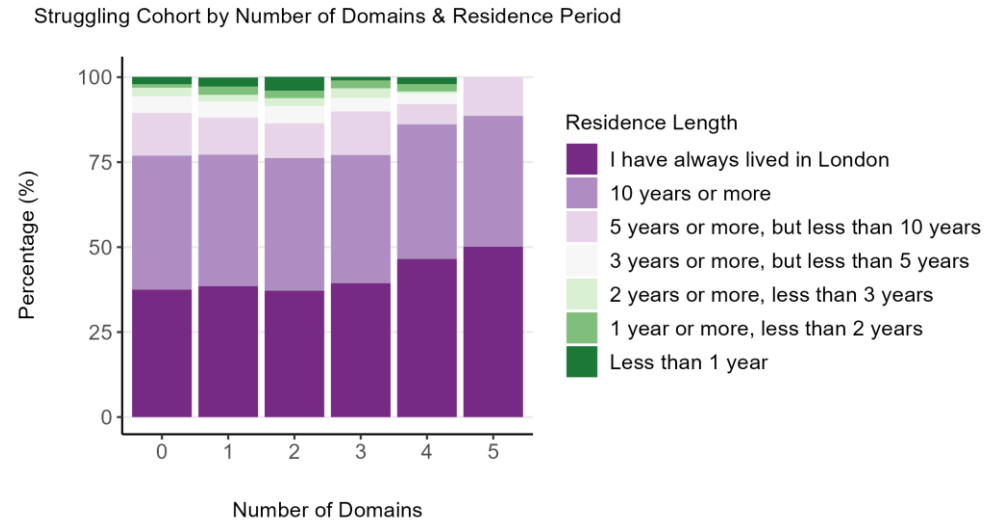
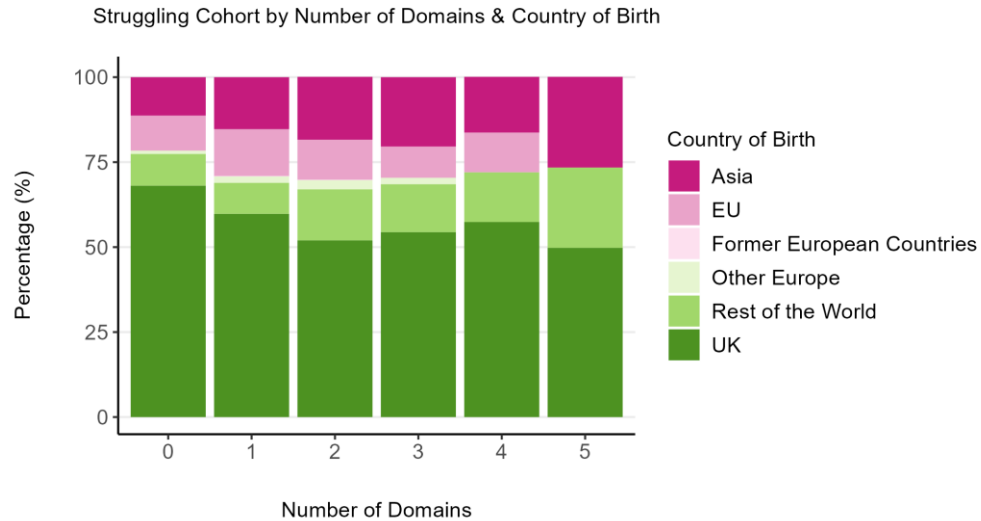
Respondents facing no struggle in any domain mostly have no under 16s within their household. As the number of domains increase, the number of under 16s in households increases. The greatest rise across domains 1-5 is in households reporting either 1,2 or 3 under 16s. This indicates some association between households with under 16s (1,2,3) and struggle across domains.

Detailed findings:

- Of those struggling in no domains, 73% have no under 16s within their household compared to 41% of those struggling in all 5 domains.
- Of those struggling in one domain, 74% have no under 16s within their household, following a similar breakdown to those in no domains.
- This suggests the marginal impact of struggle on those with one under 16 from no under 16 is much lower than when compared to more than 1 under 16 in households.
- Within domains 4 and 5, the percentage of households with under 16s is below 50%.
- Across all domains, those with more than 5 or 6 under 16s is below 5%.



People born overseas report struggling across more domains



General findings:

Most respondents (left) are born in the UK. However, as the number of domains increases the percentage of respondents born in the UK falls, with those born outside the UK increasing. From those non-UK born, the greatest increases can be seen in respondents from Asia and Rest of the world. As number of domains increase (right) the number of those who have always lived in London increases slightly. The percentage of respondents who have resided in London for shorter periods of time appear to be less impacted by the factors explored in domains. Overall, this suggests that those who were born outside the UK and have either always lived in London, or for 10 years and more, are at risk of facing hardship more than their demographic counterparts.

Detailed findings:

- Of those struggling in 0 domains, 68% were born in the UK, whereas of those struggling in 5 domains, 50% were born in the UK.
- Of those struggling in 0 domains, 38% have always lived in London, with 39% living 10 years or more, and 13% 5 years of more but less than 10 years.
- Of those struggling in 5 domains, 50% have always lived in London, with 39% living 10 years or more and 11% 5 years or more but less than 10 years.

Struggling cohort across number of domains | Key findings

- The majority of respondents are struggling in either 1, 2 and 3 domain areas.
- When analysing respondents who are struggling by number of domains, the percentage of those identifying in an ethnic minority increases as the number of domains increase. This suggests that ethnic minorities are impacted more when analysing responses from different domain areas.
- In 0-1 domain areas, the age breakdown of those facing struggle is broadly similar. However, as the number of domains rise, the percentage of the oldest and youngest age bands falls. When domain areas increase, the percentage of those aged 25-64 rise, which indicates respondents within this group are experiencing struggle across a greater number of domain areas. This may be in part due to younger and older age groups having relatively lower levels of commitment, for example financially, if they are retired or dependent on others.
- Those with children (under 16s) are more likely to struggle across a higher number of domain areas.
- Those born outside of the UK are more likely to struggle across a higher number of domain areas.
- Those who have lived in London for at least 10 years are slightly more likely to struggle in the highest number of domain areas (4,5) than those who have moved in recently.

Statistical modelling of financial vulnerability

Descriptive and multi-variate analysis of groups at risk of financial vulnerability

Statistical modelling of financial vulnerability | Introduction

Following an initial descriptive analysis of the data we have undertaken further analysis to isolate the effect of the different risk factors on the likelihood of someone being financially vulnerable.

We defined the financially vulnerable cohort as those meeting any of the following criteria:

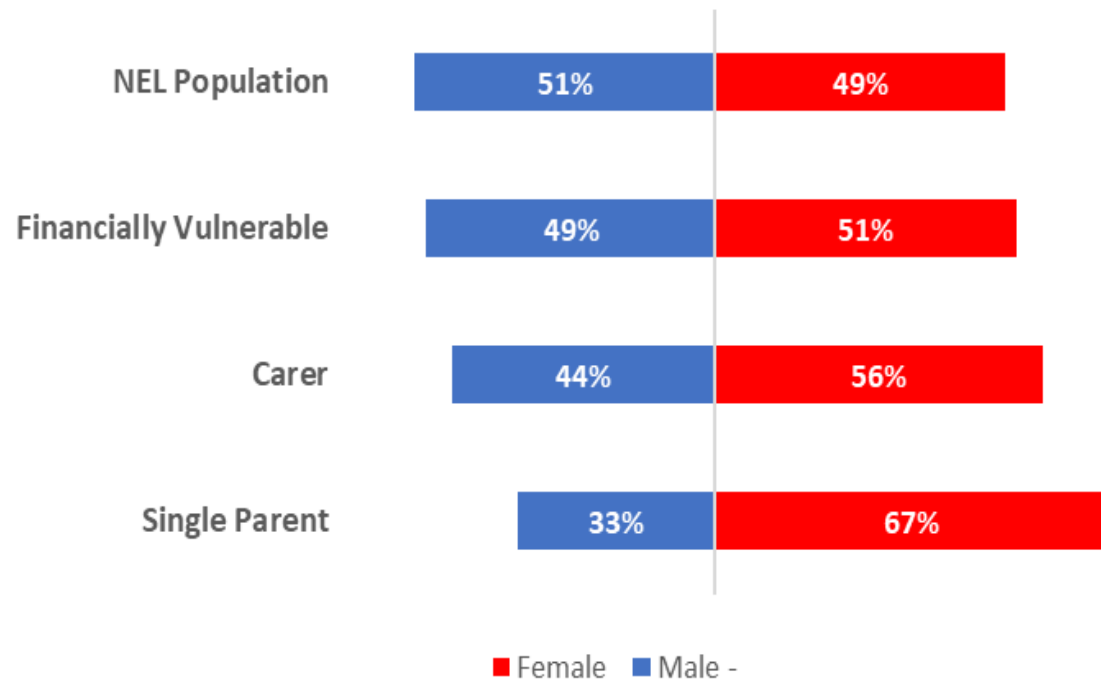
- **Fuel poverty - those unable to keep the home warm enough in winter**
- **Food insecurity – those who within the last 12 months had run out of food without having money to buy more**
- **Debt burden – those with debts whose repayments were a burden**
- **Savings – those with savings of less 1.5k**

We have chosen this definition of financial vulnerability without reference to income due to the wide variation in the income required for a household to be financially secure due to factors such as housing costs and dependents. For example a household living in an owned house with no mortgage may need less income than a household in a rented/mortgaged house to be financially secure or similarly a family with two preschool children in full time childcare may need more income than a family with older children to not be financially vulnerable.

This is a good example of how a wide range of circumstances impact all aspects of peoples' lives with far reaching effects. While we can identify main risk factors and at risk cohorts there will, of course, be many other areas which have a negative impact on people's financial stability which we cannot account for within the data.

Statistical modelling of financial vulnerability | Gender

Gender within Risk Cohorts

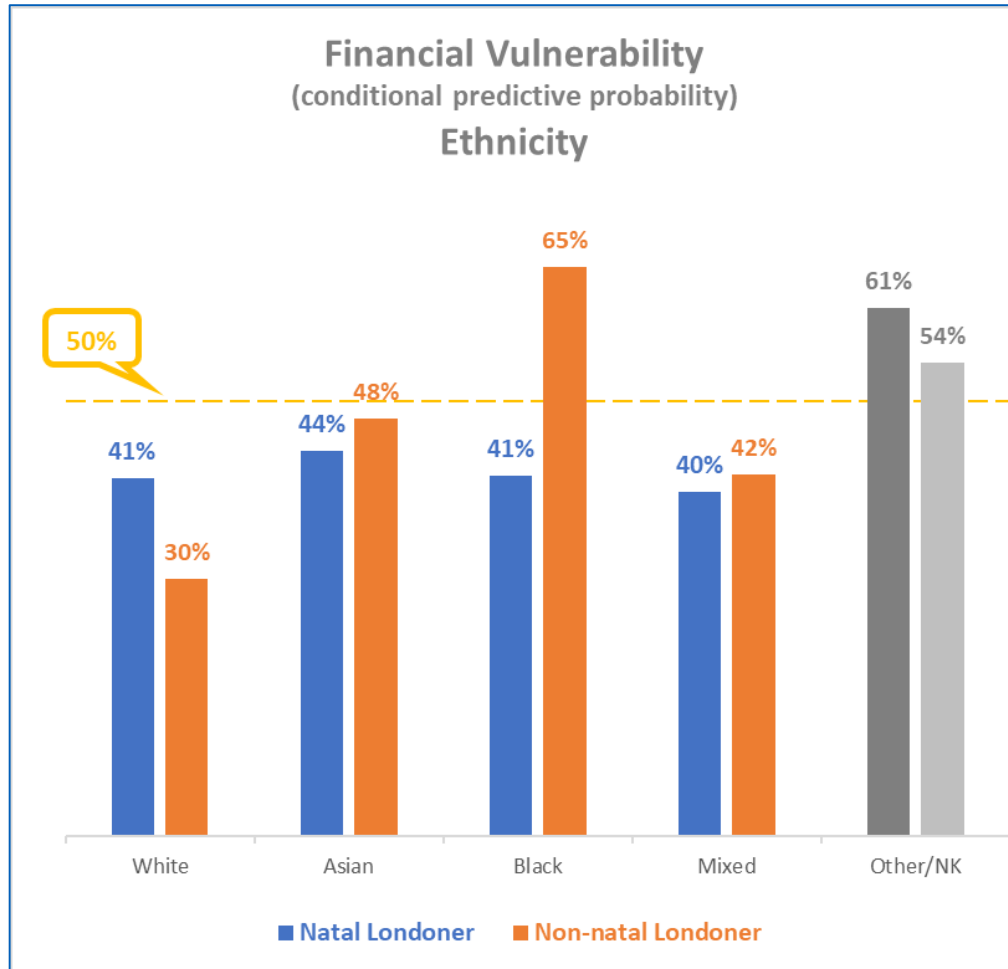


Gender

We excluded gender from our analysis. While we found slight variation between male and females looking at the data descriptively when we isolated the effect of gender on financial vulnerability there was **no significant difference between men and women.**

Looking at the data descriptively however, we see that several risks for financial vulnerability are associated with a higher proportion of women e.g. unpaid carers and single parents.

Statistical modelling of financial vulnerability | Ethnicity



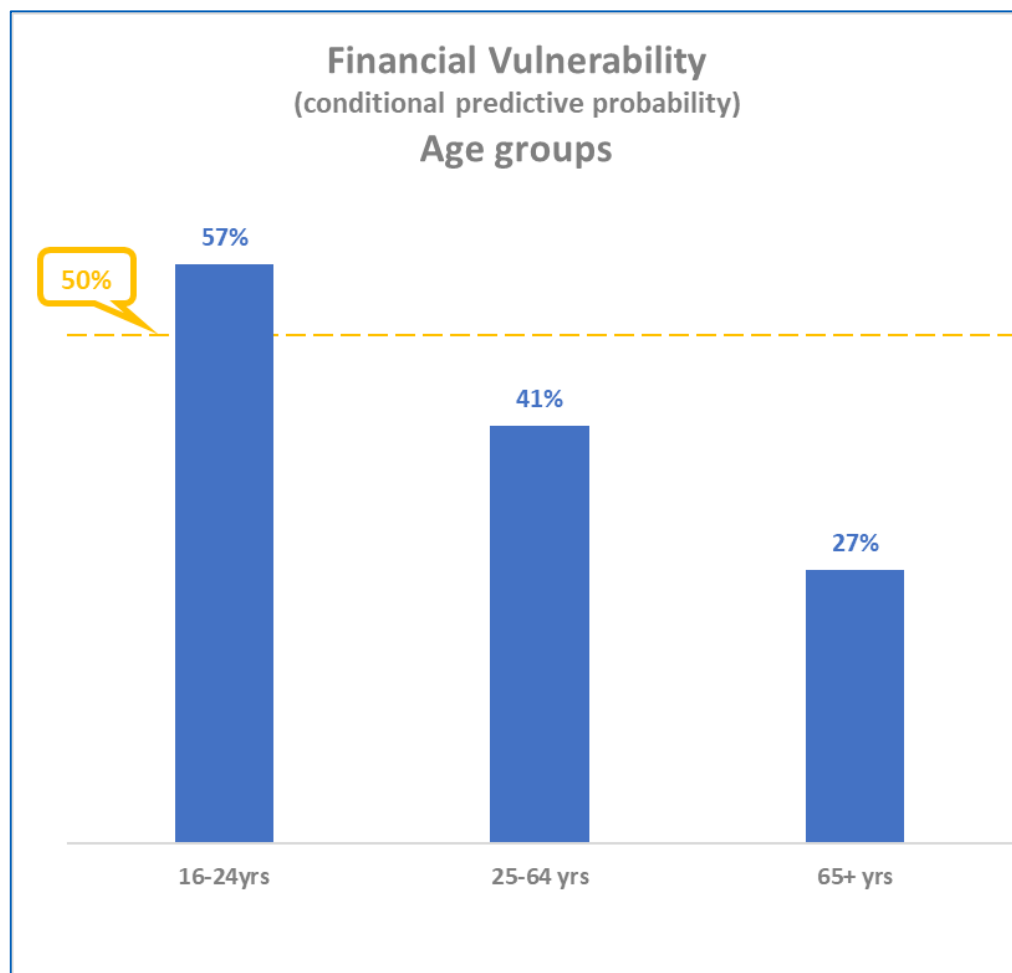
Ethnicity

We found that patterns of financial vulnerability varied across ethnic groupings between Natal Londoners (those who have always lived here) and Non-natal Londoners (those who have moved here to live) with **ethnicity having a significantly smaller effect for Natal Londoners.**

Our analysis indicated that White Non-Natal Londoners are over 25% less likely to be financially vulnerable than their Natal peers while Black Non-natal Londoners were 50% more likely to have difficulties in this domain when compared to their Natal peers.

Note: the 50% line on this and the following charts indicates that an individual in particular group is more likely than not to be financially vulnerable.

Statistical modelling of financial vulnerability | Age



Age

We examined age in population groupings roughly equating to young people (16-24yrs), working age population (25-64yrs) and retired (65yrs plus)

Our analysis found that **being young (under 24yrs old) is a risk factor for Financial Vulnerability with 57% expected to have difficulties in this domain.** However, we note that the savings criteria (those with savings of <£1500) might not be so relevant for those at the younger end of this age band.

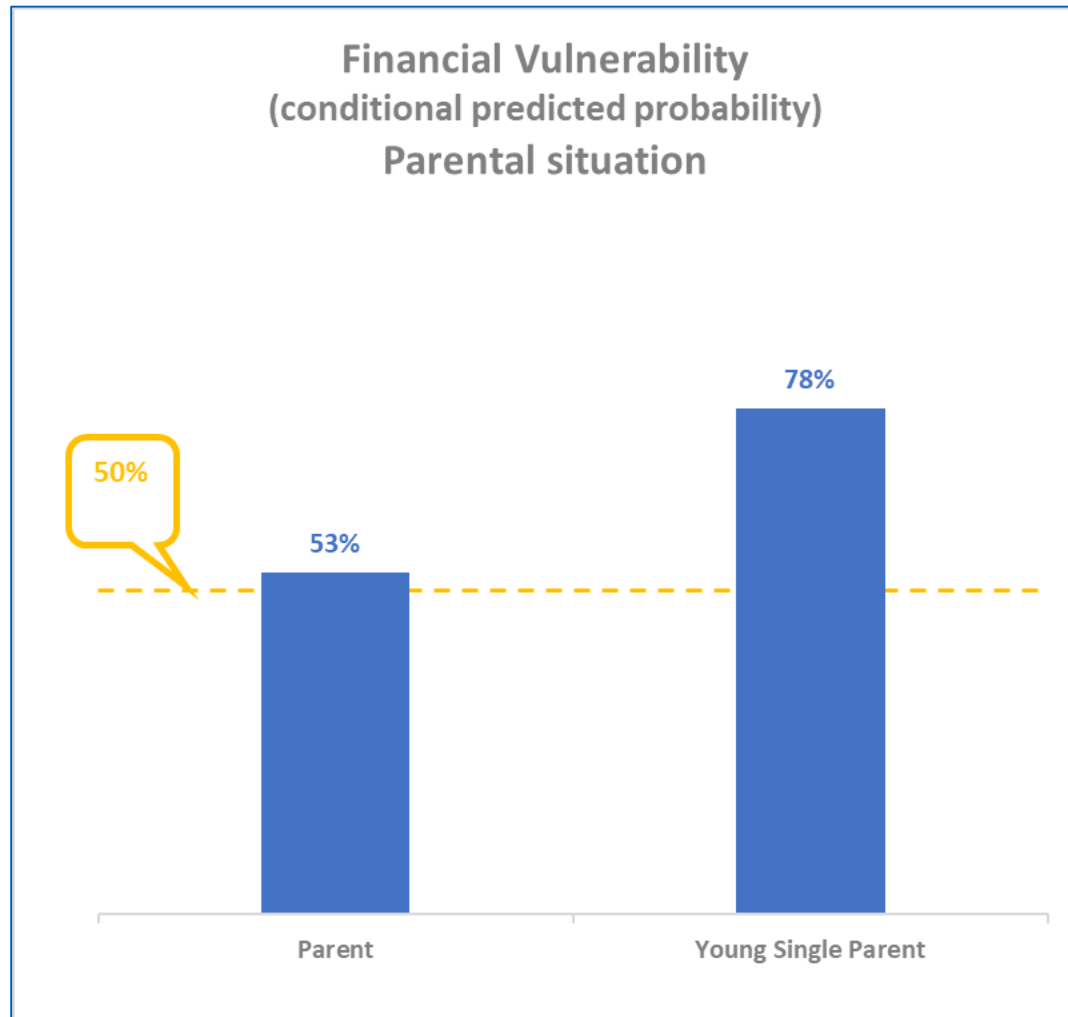
Young, Single Natal Londoners were a particularly high risk group within this cohort with 67% of this group predicted to be financially vulnerable.

Statistical modelling of financial vulnerability | Disability & unpaid carer

Limiting Long-term Condition and Caring Responsibilities

Our analysis indicated that both those with a Limiting Long-term Condition (LLTC) and Unpaid Carers were more likely to be financially vulnerable with **46% of unpaid carers and over half of the LLTC cohort (54%) expected to have difficulties in this domain**

Statistical modelling of financial vulnerability | Parental situation

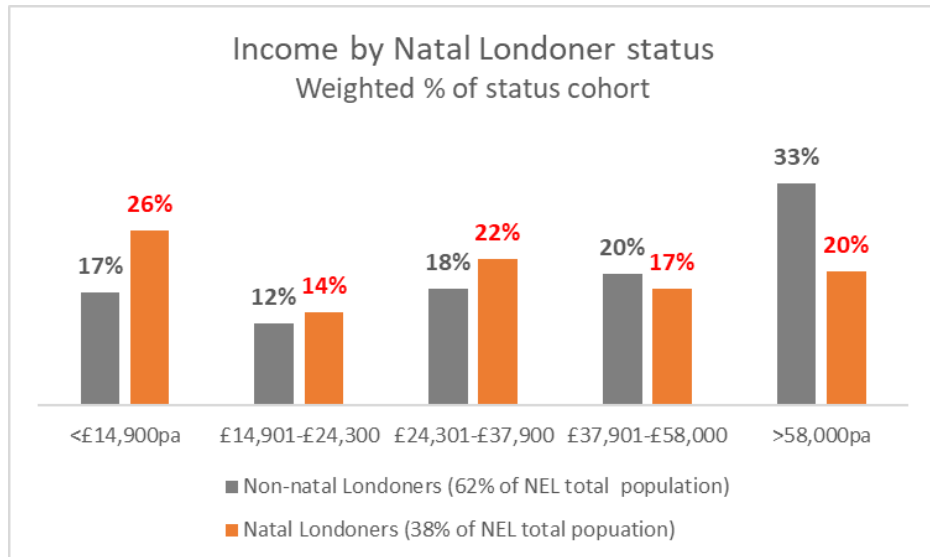
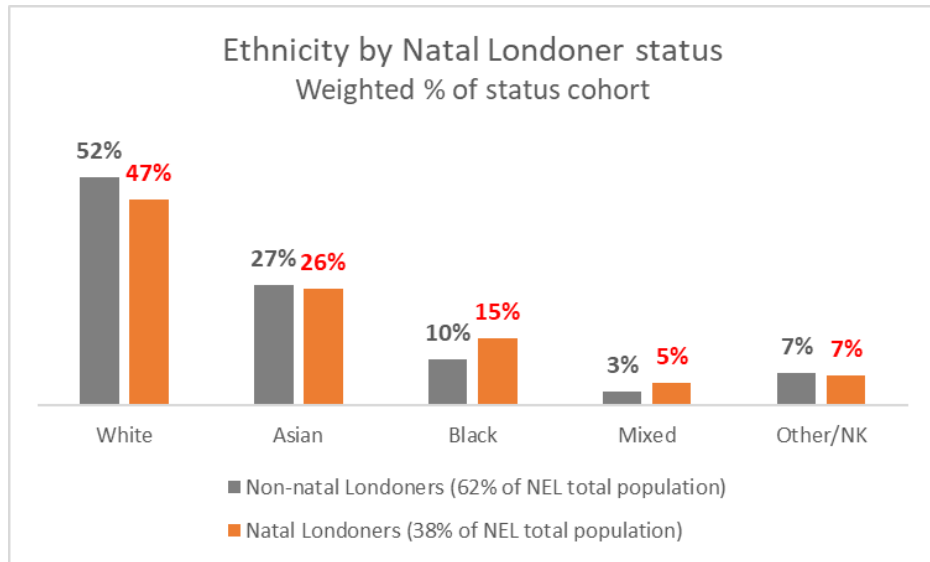


Our analysis indicated that parents were more likely to be financially vulnerable than those without children.

Overall over half (53%) of those with children expected to have difficulties in this domain.

We also found that **young single parents are a particularly high risk group within this cohort with over 3 quarters (78%) expected to be financially vulnerable.**

Statistical modelling of financial vulnerability | Social circumstances



Social Circumstances

Our analysis indicated that **Natal Londoners were more likely to be financially vulnerable** when compared to those who moved to London at some point.*

While those who could rely on people close to them if they had a serious problem are less likely to have difficulties in the financial domain**.

In addition descriptive examination of the data shows that **the Non-natal London population has a smaller Black cohort and larger White cohort than the Natal population while Natal Londoners are more likely to have lower household incomes** than those who have moved to London.

(* + 4.7 percentage points)

(** -10.7 percentage points)

Statistical modelling of financial vulnerability | Additional technical information

Methodology

1. Dependent Variable selection

We created a binary dependent variable for financial vulnerability where a person was considered financially vulnerable if they were seen to have meet one of the following four criteria:

Fuel poverty – unable to keep home warm in winter

Food poverty – not enough money for sufficient food within last 12 months

Debt – debt repayments which were considered a burden (excluding mortgage)

Savings – under £1.5k in savings

We excluded raw income values from the measure of financial vulnerability as we felt that due to a range of different circumstances this wasn't a good proxy for the lack of disposable income which leads to financial vulnerability.

2. Independent Variable selection

The final model included demographics (Age, Ethnicity) and social and other risk factors (Parenting status, Time Lived in London, Carer status, LLTC status, Living alone, Close contact who can be relied on in a serious situation)

We included statistically significant variables shown in the list above within the model. During the selection process we tested other potentially significant variables such as LGBT identity and Gender for inclusion but these were not found to be significant. We also tested interactions terms between these variables and these were included where significant.

3. Outputs

We built a Probit regression model for our analysis using STATA statistical software and used the appropriate post estimation methods of margins. For binary dependent factor variables this is an average of the probability of the dependent variable being 1 across all the observations within the model for selected characteristics. These are the conditional predicted probabilities quoted within the output.

To illustrate this, consider a hypothetical model that only used carer and gender to predict financial vulnerability. Carers have a higher proportion of women than the general population, and the effects of caring on financial vulnerability are confounded by gender. Holding the gender distribution constant, we can calculate the predictive probability of financial vulnerability, firstly for carers, then for non-carers. This allows us to isolate the effect of being a carer from the effect of the different proportions of men and women within the two cohorts.

Calculation of conditional probabilities based on post estimation margins is an appropriate method to interpret this probit model, and gives simple and easily understood outputs.

After exploring both the use of weighted and unweighted variables to construct the model and finding little difference we used unweighted variables. This allows relationships between variables to be elucidated and avoids complications introduced by needing to consider the standard errors on the weighted responses.

Financial vulnerability | Key findings

Input Variables

- Demographic**
- Age
 - Ethnicity

- Social/Risk**
- Family status
 - Disability & Caring status

Modelling Stage

Dependent Modelling
Variable
*Financial
Vulnerability*

Regression
Model

Marginal
Analysis

Conclusions

Our analysis indicated that there were certain population groups who were significantly more vulnerable to having difficulties in the financial domain, namely:

- **Non-white ethnic populations especially those within the black ethnicity cohort who are Non-natal Londoners**
- **Single and young parents, especially where these factors are combined.**
- **Those with a life-limiting illness**
- **Unpaid Carers**
- **Younger people (under 24yrs of age)**

Whilst descriptively we see a slight variation due to gender, our analysis indicates that this is due to the higher prevalence of financial vulnerability risk factors within the female population due social norms and other influences rather than gender itself being a significant risk factor for vulnerability.

Free text analytics

Biterm topic modelling and sentiment analysis

Free text analysis | Introduction

Within the GLA survey of London, respondents were able to provide commentary (unrestricted) on any other areas they wished to express some opinion on.

Free Text Analysis

In this section, the free text responses of the survey is analysed and a Biterm topic model is used to sort the responses into different topics. The aim of this analysis is to see if there is anything of interest in the free text responses and if this enhances our previous findings from the survey. The topic modelling may also identify additional areas of importance that the survey did not cover. While looking through the responses we noticed that some respondents were using the section to give feedback on the survey and ask for help* (These responses are predominantly captured in topic 10). Using measures of topic coherence and separation, we couldn't clearly identify an optimum number of topics so we chose a topic number to balance these two measures against human comprehension. With this in mind the responses have been sorted into 11 topics.

Sentiment Analysis

To add additional insight to the free text responses and the topic modelling, we have also included a sentiment analysis of the responses, this has been used to understand the sentiment of the different topics. For example are respondents speaking positively or negatively about housing in London.

Free text analysis | Methodology

Topic modelling

- In this section, the free text question of the survey is analysed and a Biterm topic model is used to sort the responses into different topics. The aim of this analysis is to see if there is anything of interest in the free text responses and if this enhances our previous findings from the survey. The topic modelling may also identify additional areas of importance that the survey did not cover. While looking through the responses we noticed that some respondents were using the section to give feedback on the survey and ask for help*(These responses are predominantly captured in topic 10).
- Using measures of topic coherence and separation, we couldn't clearly identify an optimum number of topics so we chose a topic number to balance these two measures against human comprehension. With this in mind the responses have been sorted into 11 topics.

Sentiment Analysis

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* For example, "I'm full time carer to my mum, with vascular dementia, i.e. Alzheimer's, who lives with us and I work as a hairdresser from home. There was nothing relevant that suited my situation quite on this survey, so replied as best I could."

Bigrams and Trigrams

This section shows the most common 2-word (bigram) and 3-word (trigram) phrases used in the responses.

Word	Frequency	Positive (%)	Negative (%)	Sentiment
live_london	226	55%	30%	Positive
public_transpor	104	44%	36%	Positive
would_like	96	84%	11%	Positive
love_london	70	84%	14%	Positive
love_live	68	91%	9%	Positive
place_live	61	66%	31%	Positive
local_area	58	28%	57%	Negative
feel_like	51	65%	27%	Positive
cost_live	49	12%	86%	Negative
green_space	49	46%	17%	Positive
knife_crime	46	4%	91%	Negative
local_council	44	25%	50%	Negative
cycl_lane	40	45%	40%	Positive
london_great	39	87%	13%	Positive
congest_charg	36	0%	97%	Negative
mani_peopl	35	37%	29%	Positive
feel_safe	35	20%	80%	Negative
qualiti_life	34	39%	45%	Negative
central_london	33	39%	45%	Negative
mental_health	33	42%	45%	Negative

Word	Frequency	Positive (%)	Negative (%)	Sentiment
love_live_london	50	90%	10%	Positive
like_live_london	17	88%	12%	Positive
great_place_live	17	88%	12%	Positive
enjoy_live_london	13	69%	31%	Positive
best_citi_world	13	92%	8%	Positive
live_london_year	12	25%	17%	Neutral
london_great_citi	12	92%	8%	Positive
live_anywher_els	11	27%	27%	Neutral
anti_social_behaviou	10	0%	100%	Negative
experi_live_london	10	40%	30%	Positive
cost_live_london	10	20%	80%	Negative

- The top 5 bigrams and trigrams contain positive sentiment around living in london e.g. live_london (55% positive) and love_live_london (90%). This compares to the phrase local_area that has an overall negative sentiment. This may suggest that respondents have a positive sentiment towards London, but a negative sentiment towards their local area within London.
- The phrases cost_live, knife_crime and congest_charge had the strongest negative sentiment of the bigrams.

Biterm topic model | results

Topic Number	Number of responses (% of total responses)	Description of topic	Positive (% of responses)	Negative (% of responses)
1	141 (4%)	Responses discuss public services like healthcare and policing, as well as public infrastructure.	42%	48%
2	312 (9%)	Respondents discuss their local area and issues such as noise and cleanliness of their surrounding area.	32%	57%
3	753 (22%)	How the respondents feel about London and their likes and dislikes about the city.	58%	31%
4	105 (3%)	Focuses on cycling and cyclists in London as well as the general environmental infrastructure	49%	40%
5	458 (13%)	Respondents discuss what London has to offer, focusing on what it offers culturally e.g. museums and galleries and in regards to public transport e.g. freedom pass.	69%	25%
6	559 (16%)	Respondents discuss housing and rent in London, with a focus on high costs and expensive housing.	34%	53%
7	62 (2%)	This topic is a mix of parents discussing raising children in London and abuse suffered in London e.g. racism	39%	50%
8	453 (13%)	Respondents discuss driving in London with a focus in congestion charge, traffic, changes to roads and pollution	23%	64%
9	165 (5%)	This topic discusses the role of local councils in housing and areas in London but with an emphasis on new developments, social housing and desired improvements.	30%	51%
10	161 (5%)	This topic is mixed but is mainly comprised of personal reflections of living in London, personal circumstances and reflections on the survey itself.	43%	47%
11	235 (7%)	Respondents discuss crime in London with an emphasis on knife crime, safety, drugs and policing.	23%	67%

Discussion of topic model

- Topic 8 on traffic and road use was one of the most prevalent topic (13% of responses), however there were no questions linked to this topic in the survey. This may explain the high prevalence in the free text section.
- There were also no questions regarding specific issues that may arise in a respondents local area, the questions were more general. This may explain topic 2 regarding specific issues in the local area.
- The most prevalent topic was topic 3 (22%) covering respondents feelings on London. In the survey there are questions about belonging in London but not around opinion of London in general. This may explain the emphasis on positive sentiment seen in the bigrams regarding London if respondents felt like they weren't able to convey that through their initial survey responses.
- Topic 11 covers policing, crime and safety there were no questions directly about these issues in the survey.
- The next section explores the demographic sentiment for selected topics. The topics covered in this section are topic 1, 2, 3, 6, 8, 9 and 11.

Topic 1 : Public services

Responses discuss public services like healthcare and policing, as well as public infrastructure.

Ethnicity	Positive (%)	Negative (%)	Number of responses
Asian	62%	38%	13
Black	46%	31%	13
Mixed	36%	55%	11
Other	0%	75%	4
White(Other)	54%	42%	24
White British	39%	51%	71

Age Bands	Positive (%)	Negative (%)	Number of responses
16-24	50%	50%	6
25-34	50%	45%	20
35-49	52%	36%	44
50-64	37%	53%	30
65-79	29%	58%	31
80 or over	67%	33%	3

- There was a difference in sentiment between White(Other) and White British with regards to public services, with White British respondents displaying negative sentiment.
- We see differences in sentiment by age regarding public services as the younger age bands 25-49 show positive sentiment while the older age bands 50-79 show negative sentiment. This could be because older age bands are likely to be more frequent users of public services like healthcare.

Topic 2: Local area surroundings

Respondents discuss their local area and issues such as noise and cleanliness of their surrounding area.

Ethnicity	Positive (%)	Negative (%)	Number of responses
Asian	27%	62%	52
Black	20%	65%	20
Mixed	57%	43%	7
Other	33%	56%	9
White(Other)	41%	49%	59
White British	32%	57%	155

Age Bands	Positive (%)	Negative (%)	Number of responses
16-24	44%	56%	9
25-34	43%	49%	37
35-49	33%	54%	87
50-64	23%	68%	78
65-79	36%	50%	78
80 or over	36%	57%	14

- All ethnicity groups show negative sentiment towards their local area surroundings, except for Mixed ethnicity (However there is only a small sample of respondents of Mixed ethnicity in this topic).
- Negative sentiment towards the respondents local area is dominant for all age bands.

Topic 3: Feelings on London

How the respondents feel about London and their likes and dislikes about the city.

Ethnicity	Positive (%)	Negative (%)	Number of responses
Asian	67%	25%	105
Black	57%	32%	56
Mixed	70%	24%	33
Other	59%	33%	27
White(Other)	60%	30%	134
White British	55%	34%	381

Age Bands	Positive (%)	Negative (%)	Number of responses
16-24	63%	17%	41
25-34	61%	32%	119
35-49	61%	31%	202
50-64	57%	32%	189
65-79	57%	32%	154
80 or over	48%	40%	25

- All ethnicity and age groups show positive sentiment toward London as a whole, this is in contrast to the results from topic 2 (Local area surroundings) where all ethnicities and ages showed negative sentiment towards their local area (Except for Mixed).

Topic 6: Housing and rent

Respondents discuss housing and rent in London, with a focus on high costs and expensive housing.

Ethnicity	Positive (%)	Negative (%)	Number of responses
Asian	32%	54%	110
Black	57%	33%	58
Mixed	40%	60%	25
Other	26%	63%	19
White(Other)	29%	56%	103
White British	33%	52%	220

Age Bands	Positive (%)	Negative (%)	Number of responses
16-24	26%	59%	27
25-34	26%	65%	146
35-49	35%	53%	181
50-64	38%	46%	114
65-79	47%	36%	59
80 or over	50%	31%	16

Borough	Positive (%)	Negative (%)	Number of responses
Barking and Dagenham	35%	55%	31
City and Hackney	43%	48%	44
Havering	33%	57%	21
Newham	28%	58%	50
Redbridge	38%	56%	32
Tower Hamlets	24%	58%	50
Waltham Forest	42%	45%	38

- All ethnicities show negative sentiment towards housing and rent except for Black ethnicities.
- Ages 16-64 express negative sentiment towards housing and rent, however negative sentiment appears to decrease with age as 65+ show positive sentiment in this topic. This may be due to younger ages be more affected by higher rent prices and rising house prices. Whereas older ages are more likely to own their own home.

Topic 9: Local councils

This topic discusses the role of local councils in housing and areas in London but with an emphasis on new developments, social housing and desired improvements.

Ethnicity	Positive (%)	Negative (%)	Number of responses
Asian	36%	50%	28
Black	20%	70%	10
Mixed	36%	50%	14
Other	0%	100%	1
White(Other)	19%	57%	21
White British	31%	48%	85

Age Bands	Positive (%)	Negative (%)	Number of responses
16-24	22%	67%	9
25-34	26%	58%	38
35-49	40%	38%	40
50-64	25%	57%	44
65-79	32%	45%	22
80 or over	29%	43%	7

- All ethnicities and ages show negative sentiment towards topic 9: local councils, except respondents aged 35-49 (However there was little difference between positive and negative sentiment for this age).

Topic 11: Crime

Respondents discuss crime in London with an emphasis on knife crime, safety, drugs and policing.

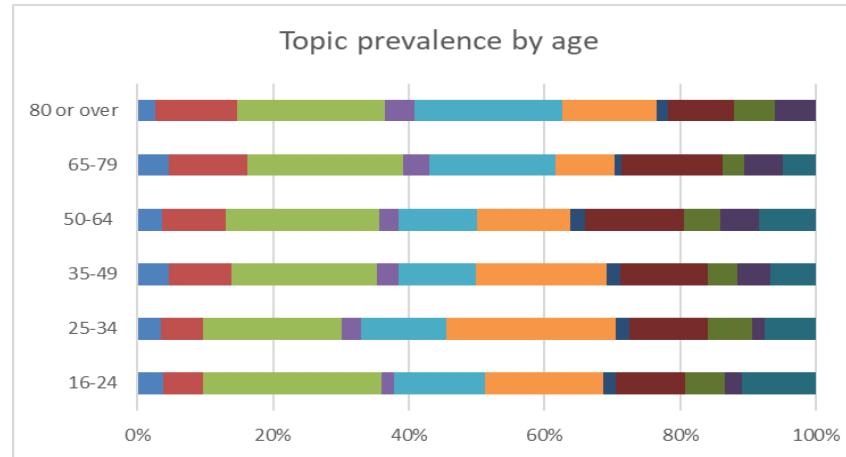
Ethnicity	Positive (%)	Negative (%)	Number of responses
Asian	19%	71%	42
Black	46%	46%	13
Mixed	30%	70%	10
Other	57%	43%	7
White(Other)	29%	68%	28
White British	21%	67%	121

Age Bands	Positive (%)	Negative (%)	Number of responses
16-24	12%	71%	17
25-34	32%	50%	44
35-49	30%	65%	63
50-64	19%	71%	70
65-79	18%	73%	33
80 or over	0%	0%	0

- The majority of ethnicities and age bands show negative sentiment towards crime and issues of safety. This is supported by the bigram feel_safe being used in largely negative contexts, this suggests that respondents may not feel safe in London.

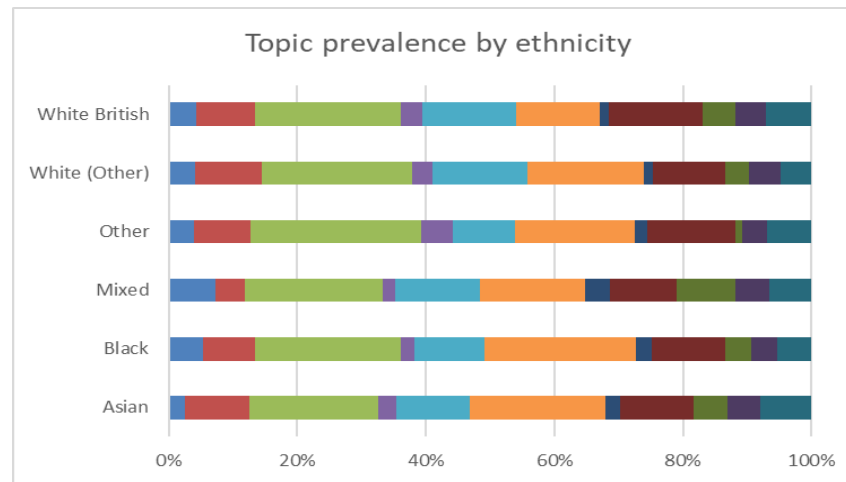
Topic prevalence by demographics

Topic	16-24	25-34	35-49	50-64	65-79	80 or over
1	4%	3%	5%	4%	5%	3%
2	6%	6%	9%	9%	12%	12%
3	26%	20%	21%	23%	23%	22%
4	2%	3%	3%	3%	4%	4%
5	13%	12%	11%	12%	18%	22%
6	17%	25%	19%	14%	9%	14%
7	2%	2%	2%	2%	1%	2%
8	10%	12%	13%	15%	15%	10%
9	6%	6%	4%	5%	3%	6%
10	3%	2%	5%	6%	6%	6%
11	11%	8%	7%	8%	5%	0%



Topic number	Color
1	Blue
2	Red
3	Green
4	Purple
5	Cyan
6	Orange
7	Dark Blue
8	Brown
9	Olive
10	Dark Purple
11	Teal

Topic	Asian	Black	Mixed	Other	White (Other)	White British
1	2%	5%	7%	4%	4%	4%
2	10%	8%	5%	9%	10%	9%
3	20%	23%	22%	26%	23%	23%
4	3%	2%	2%	5%	3%	3%
5	12%	11%	13%	10%	15%	15%
6	21%	24%	16%	19%	18%	13%
7	2%	2%	4%	2%	2%	1%
8	11%	11%	10%	14%	11%	15%
9	5%	4%	9%	1%	4%	5%
10	5%	4%	5%	4%	5%	5%
11	8%	5%	7%	7%	5%	7%



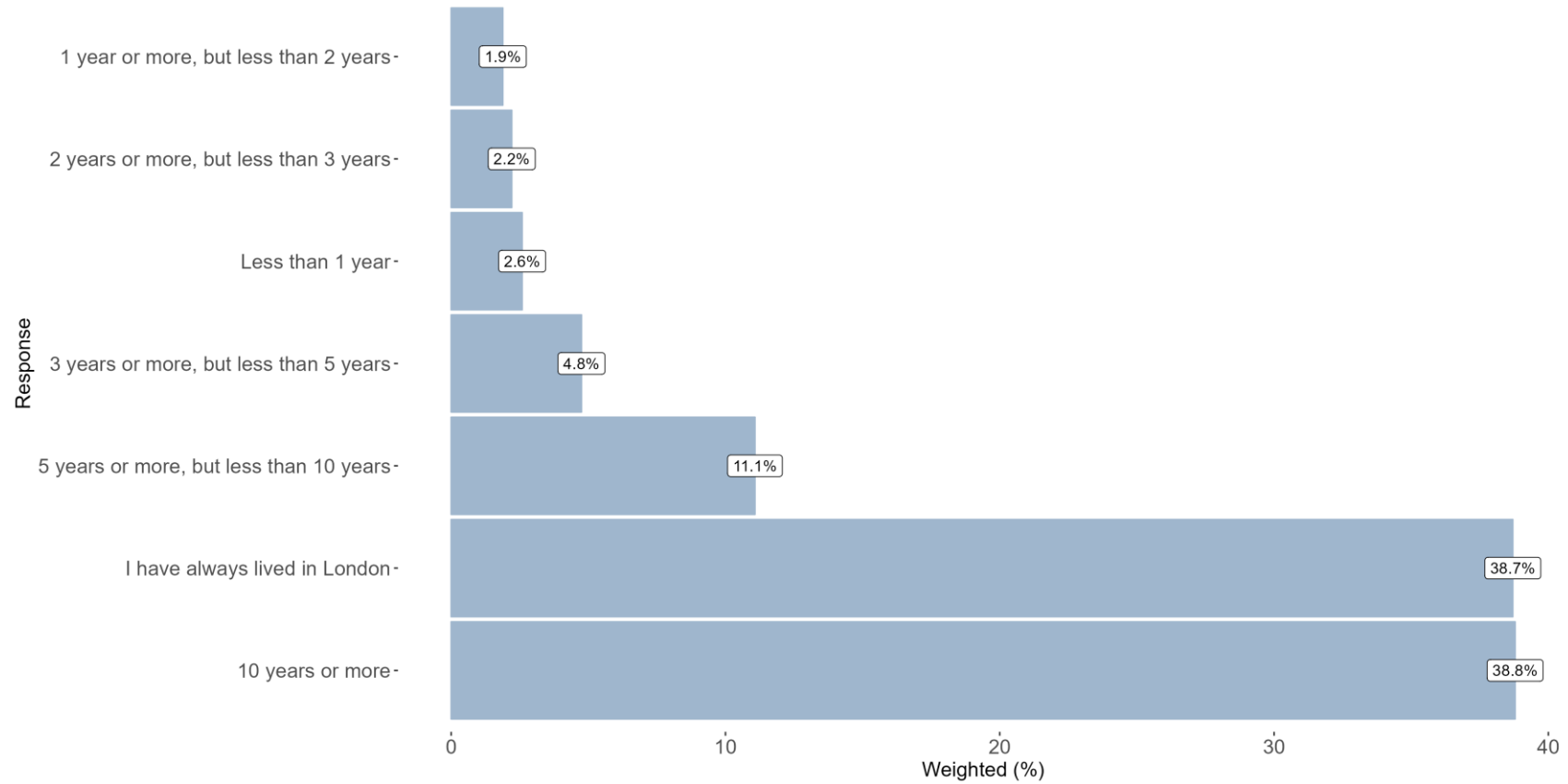
- Topic 5 (London culture) more prevalent with older ages 65+ compared to younger age bands, whereas for topic 6 (Housing and rent) the opposite is true.
- Topic 11 (Crime) is more prevalent in the younger age bands.
- Topic 6 (Housing) is more prevalent in ethnic minority responses than in White British responses.

Free text analysis | Key findings

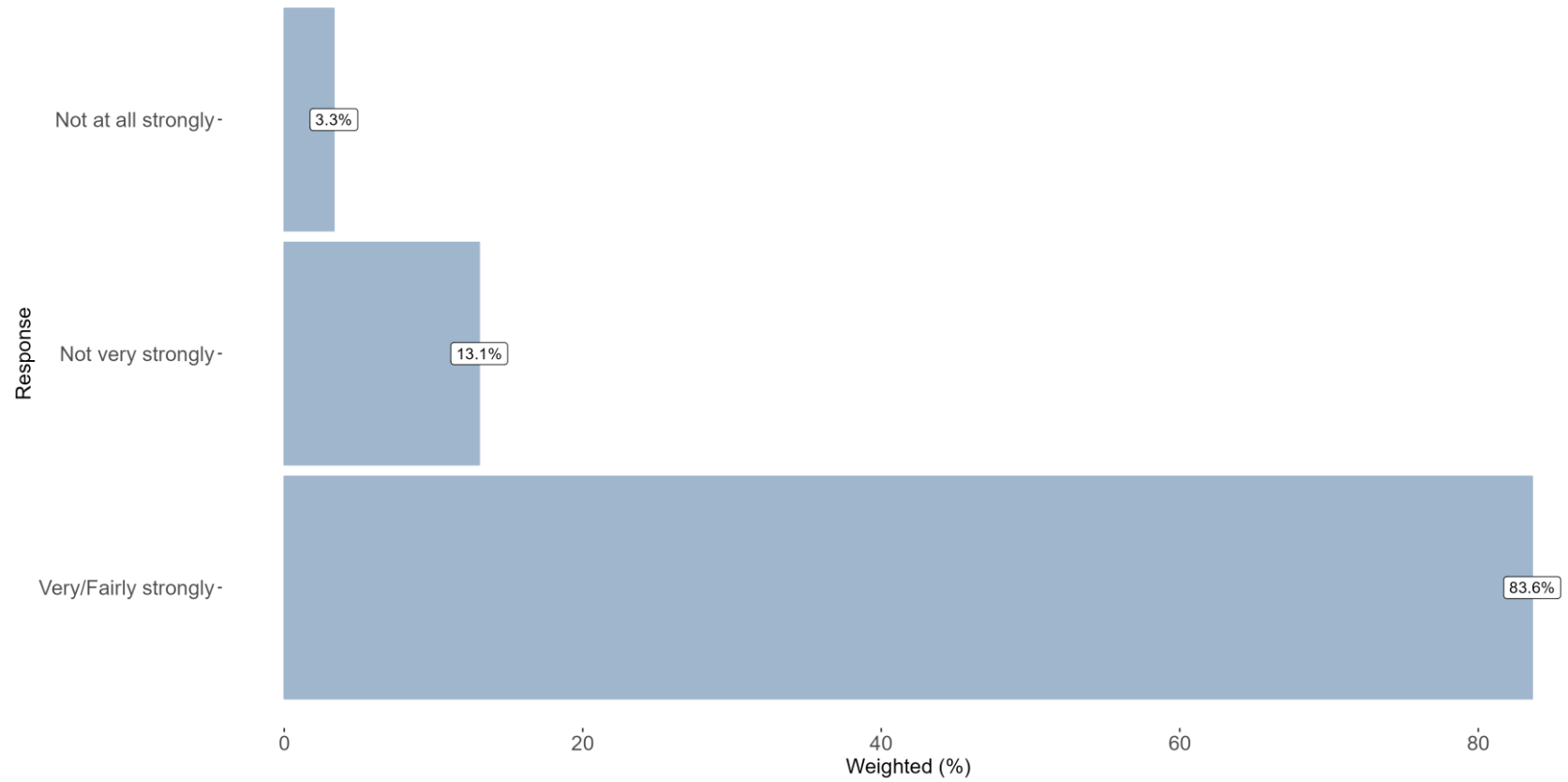
- Respondents appear to show positive sentiment towards London as a whole but negativity towards their local areas.
- Multiple topics found in free text responses are not covered in the survey. For example there are no/not many questions on traffic and road use, issues with the surrounding area and policing and crime. These are topics we found to exist within the responses.
- Older age bands are more negative towards public services compared to younger age bands.
- Sentiment towards the topic of housing varies with age, older age bands are more positive compared to younger age bands.
- All demographics show negative sentiment towards the topic regarding local councils.

Appendix 1 Individual question analysis

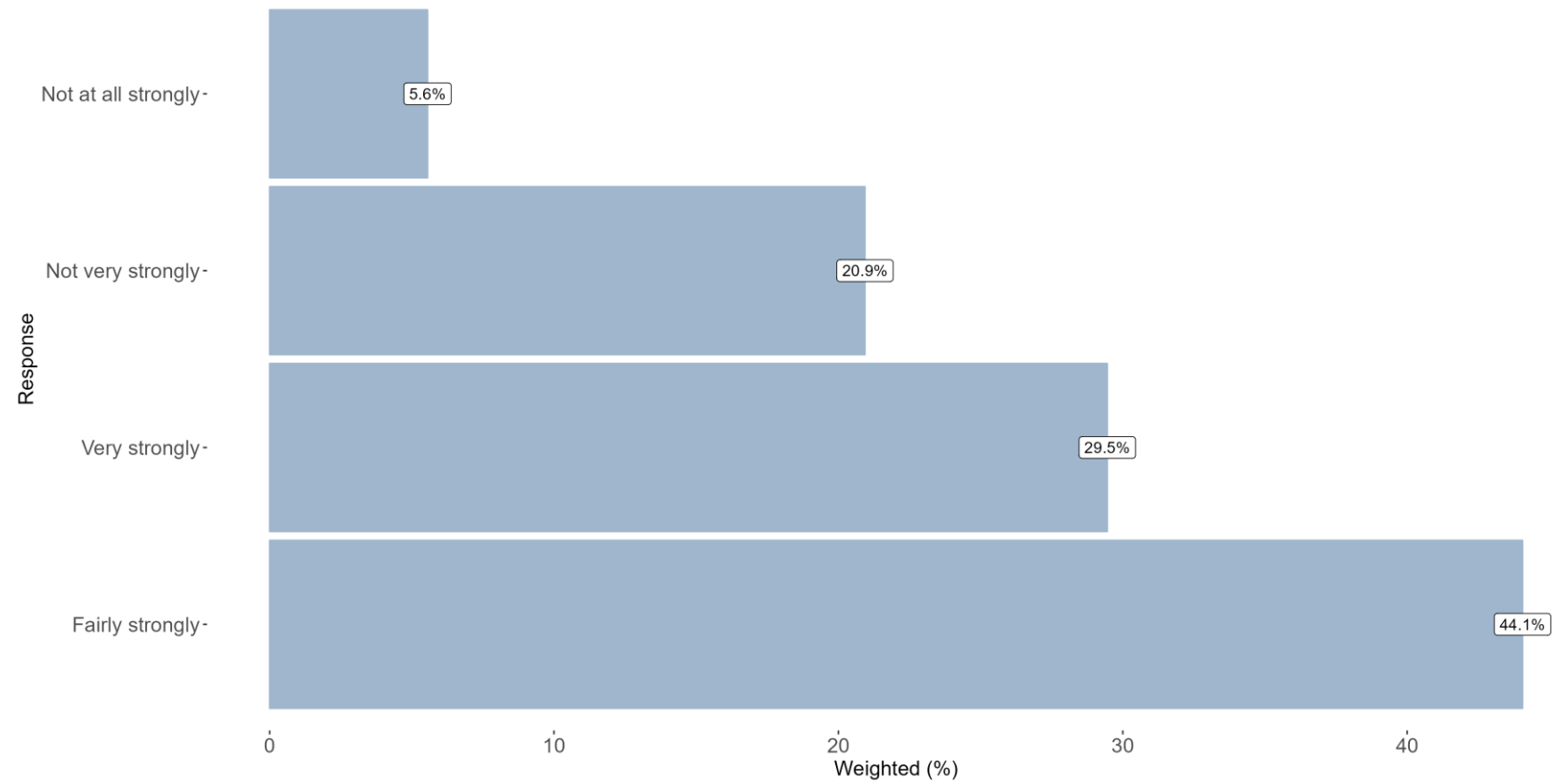
How long respondent has lived in London



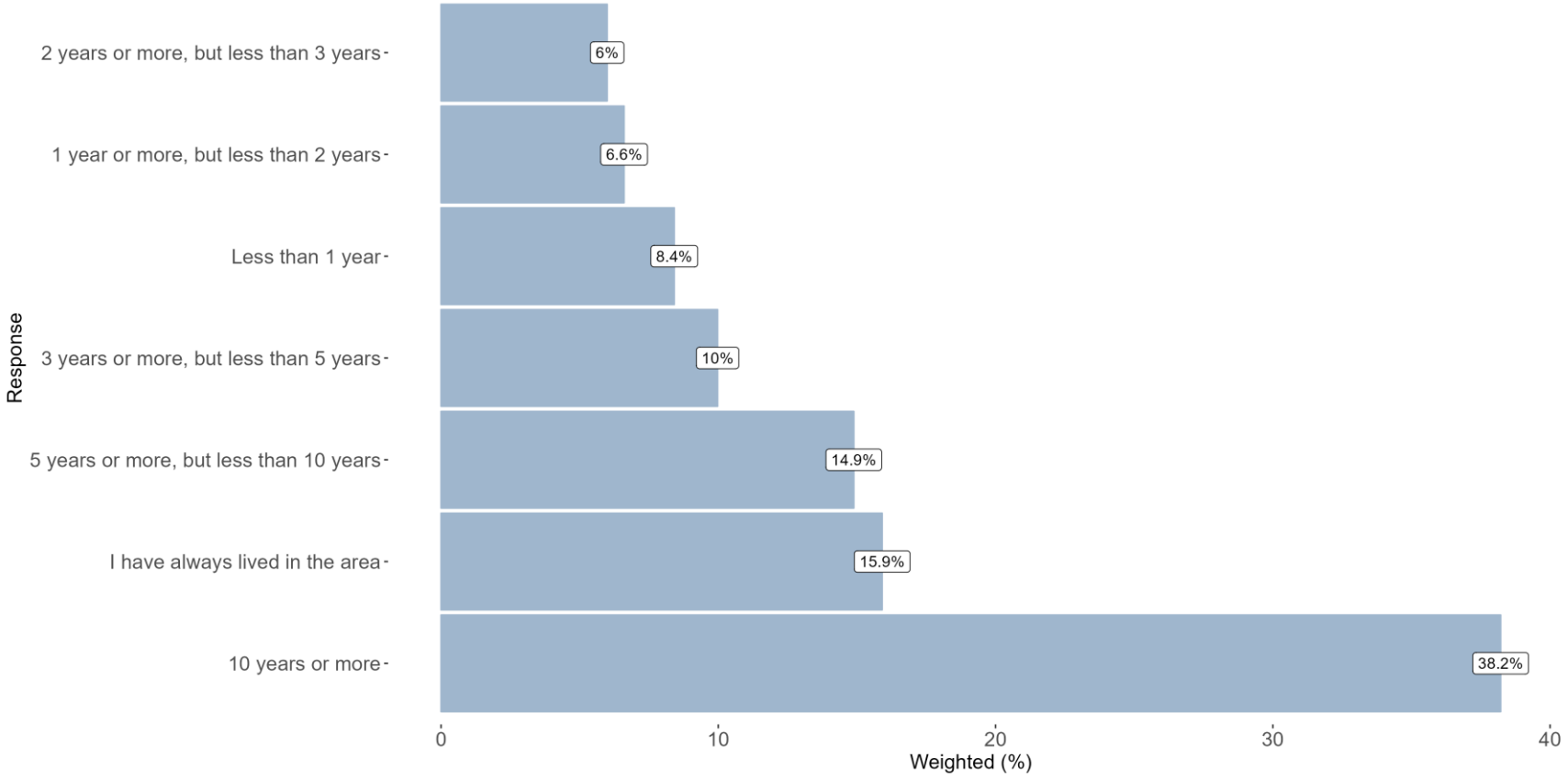
How strongly belong to London (Grouped)



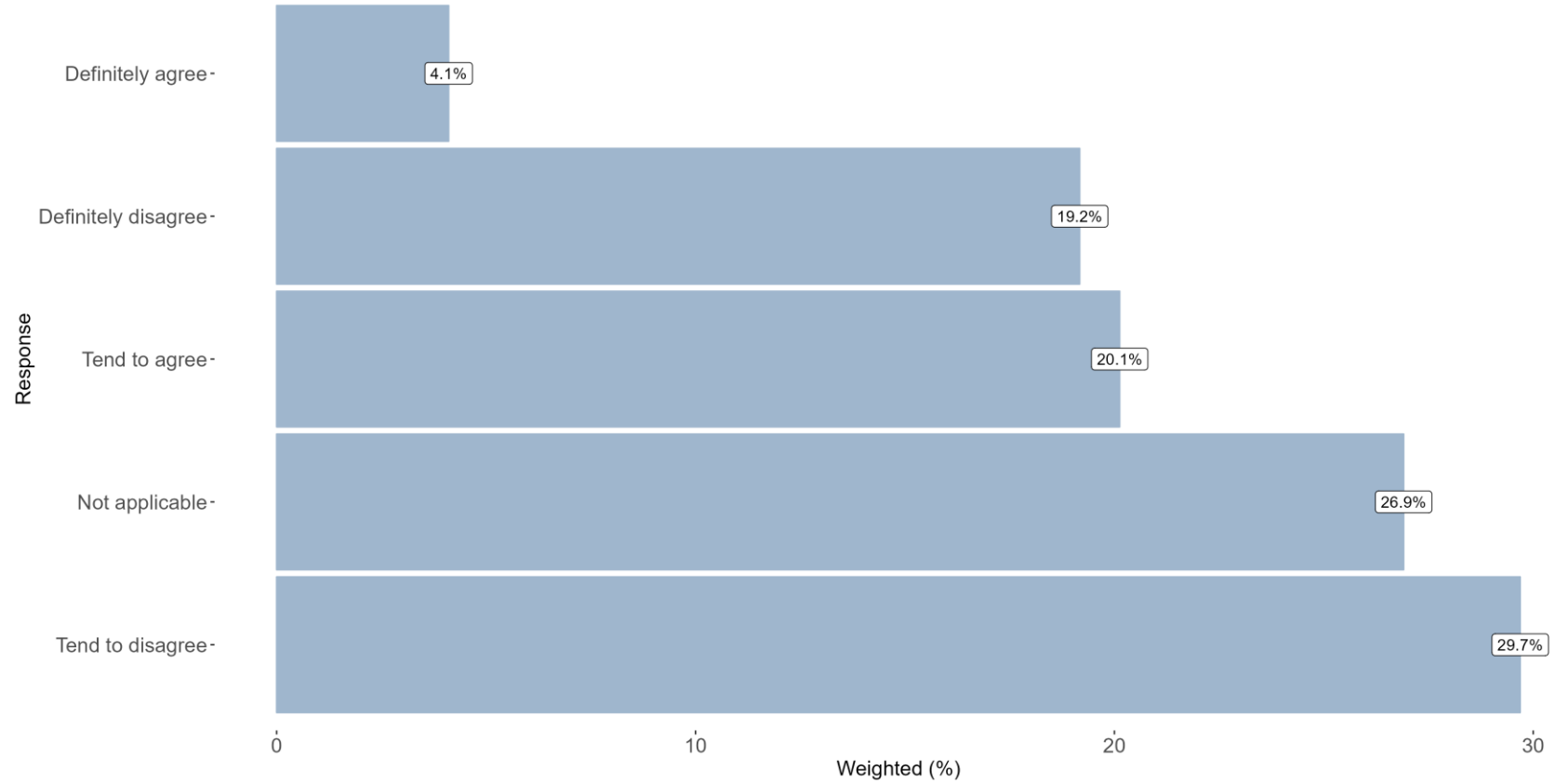
How strongly belong to the local area



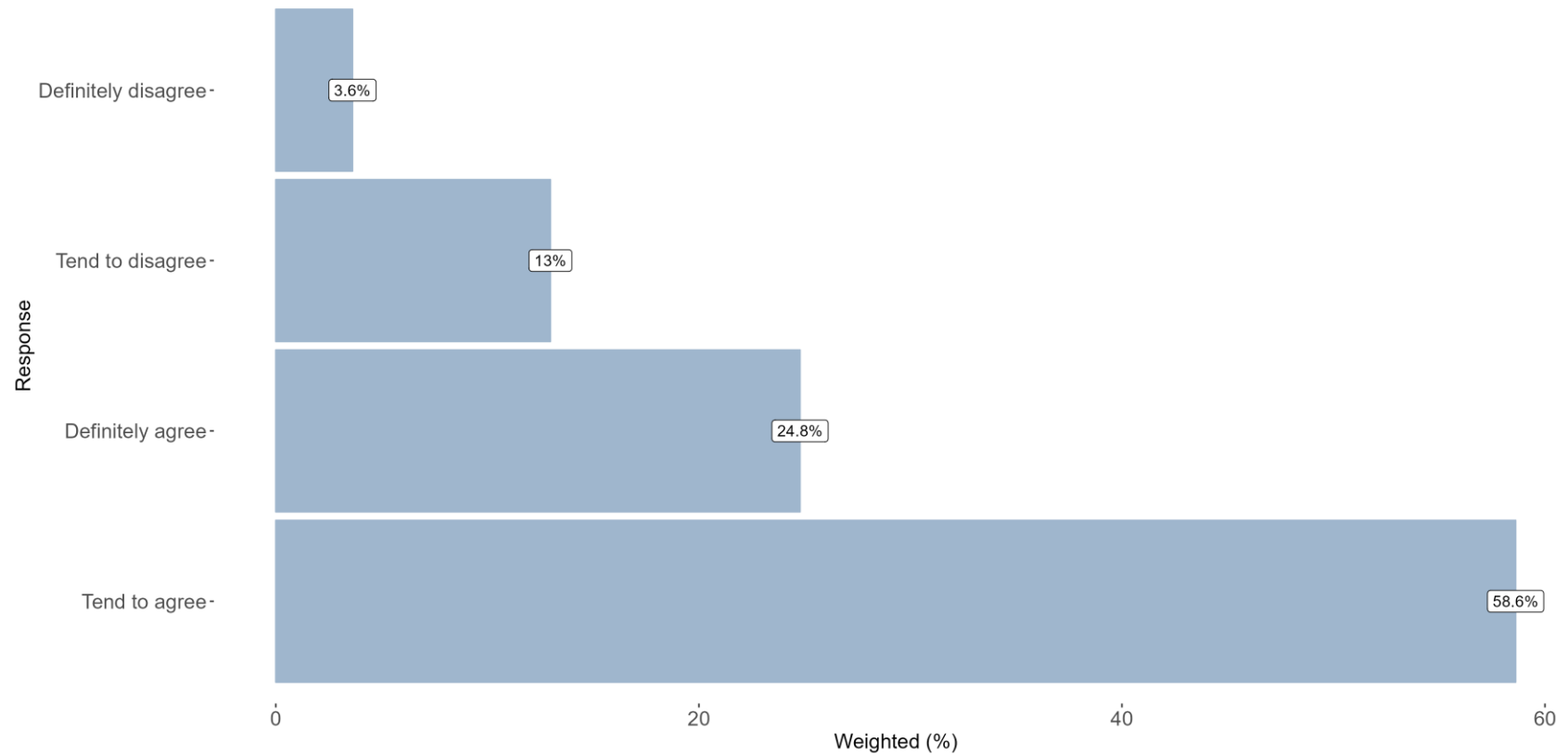
How long respondent has lived in local area



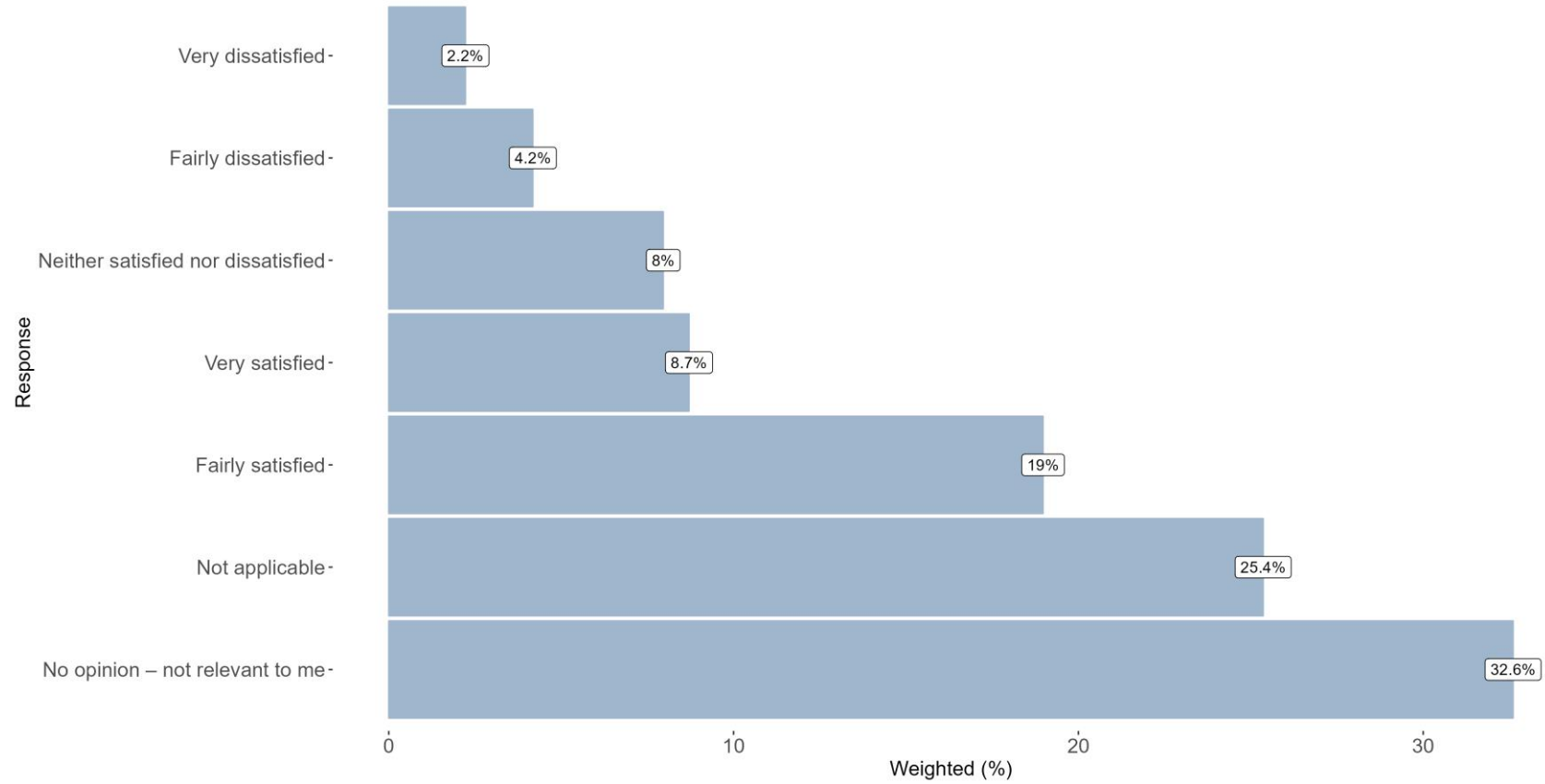
Agree/Disagree: Can personally influence decisions affecting local area



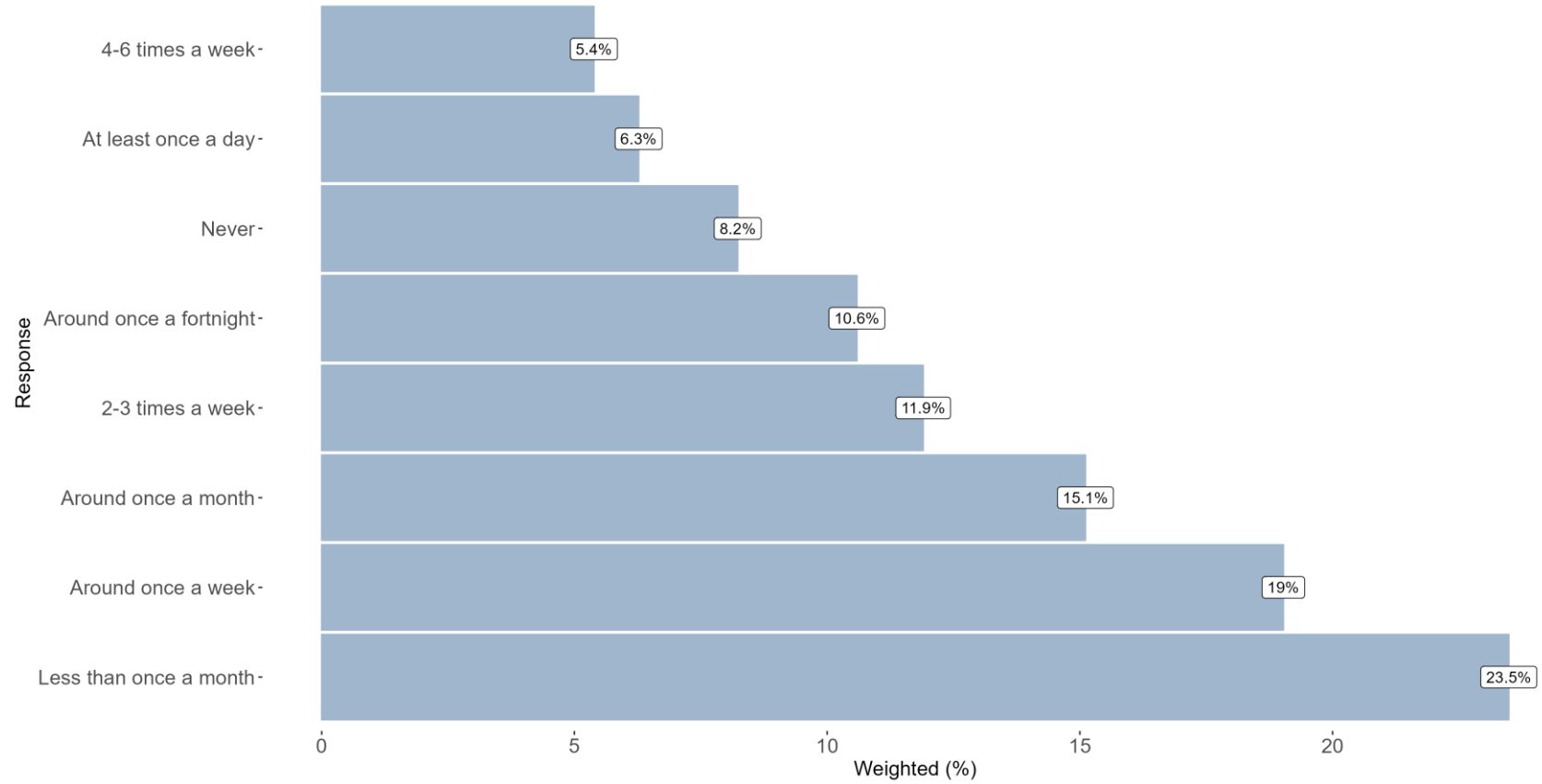
Agree/Disagree: Local area is a place where people from different backgrounds get on well together



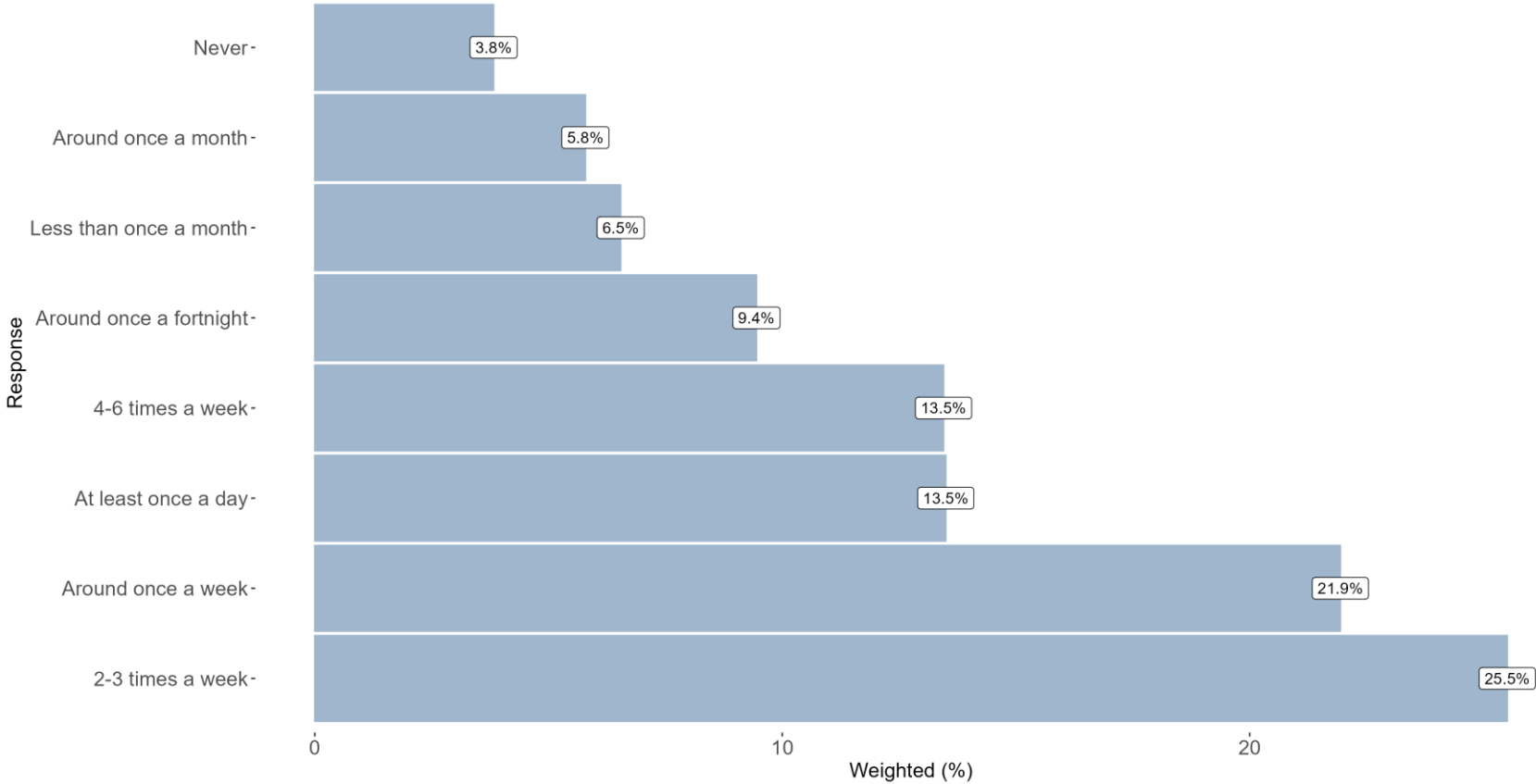
Overall, how satisfied or dissatisfied are you with local schools?



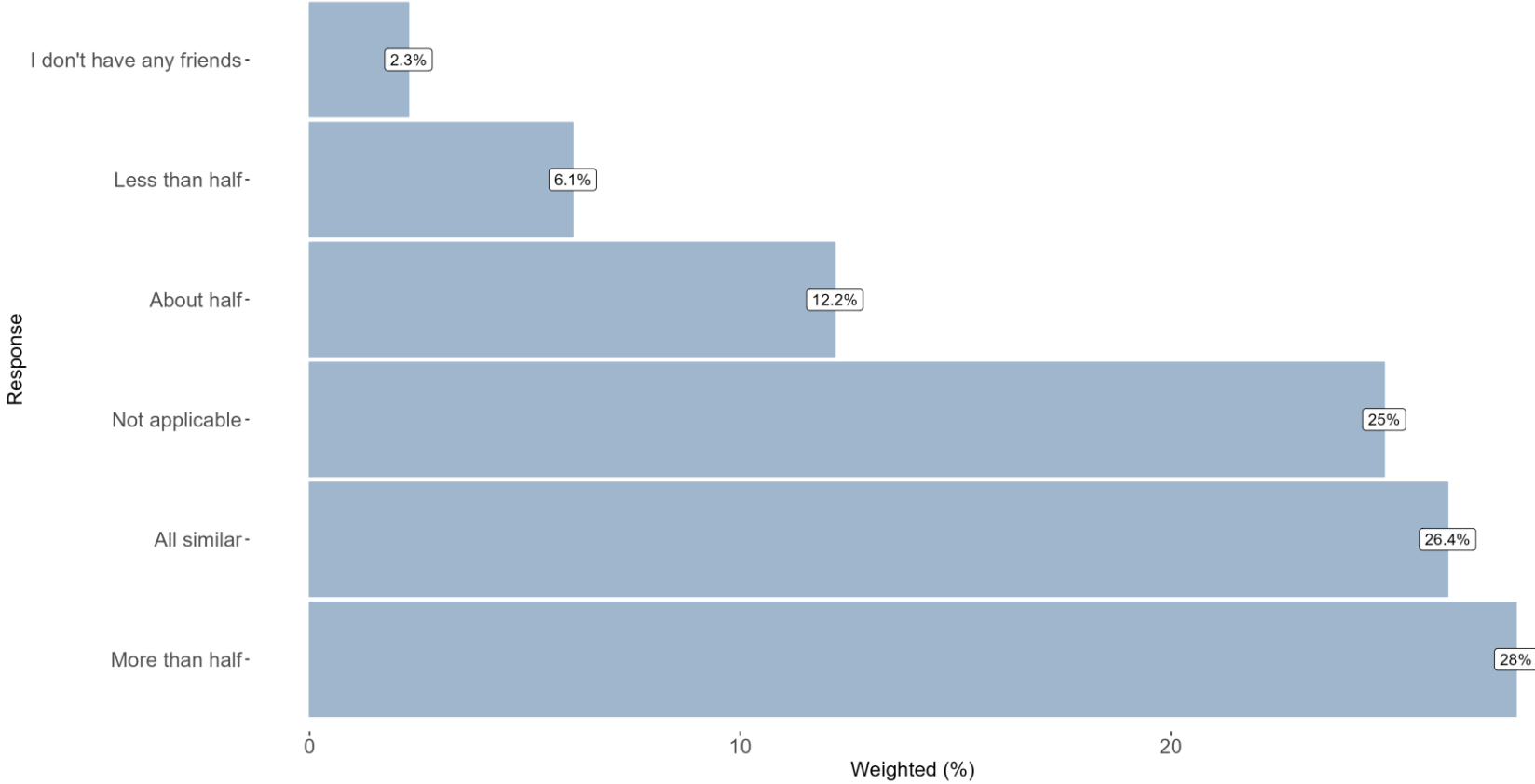
Frequency of face-to-face contact with family members do not live with



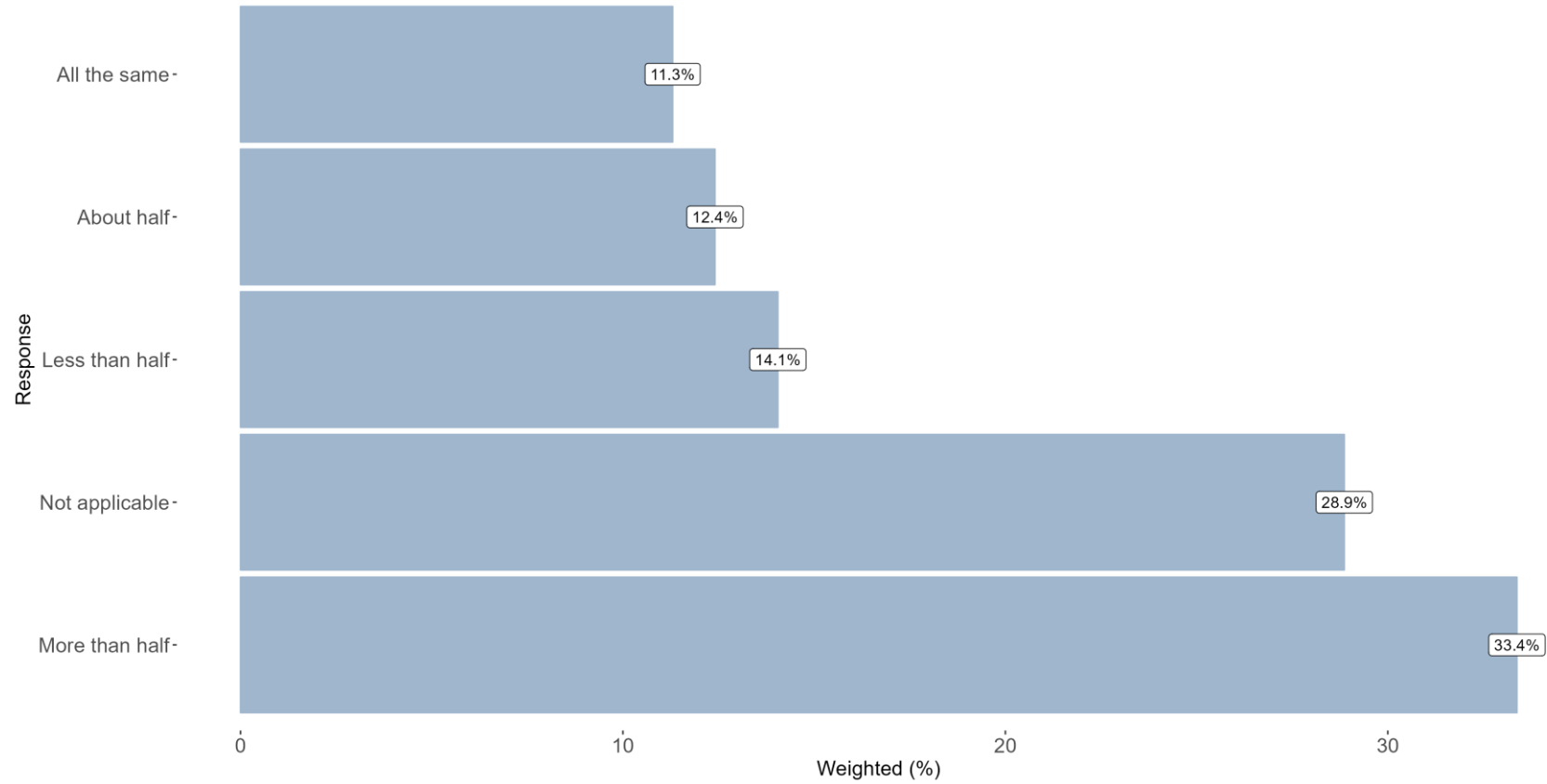
Frequency of face-to-face contact with neighbours



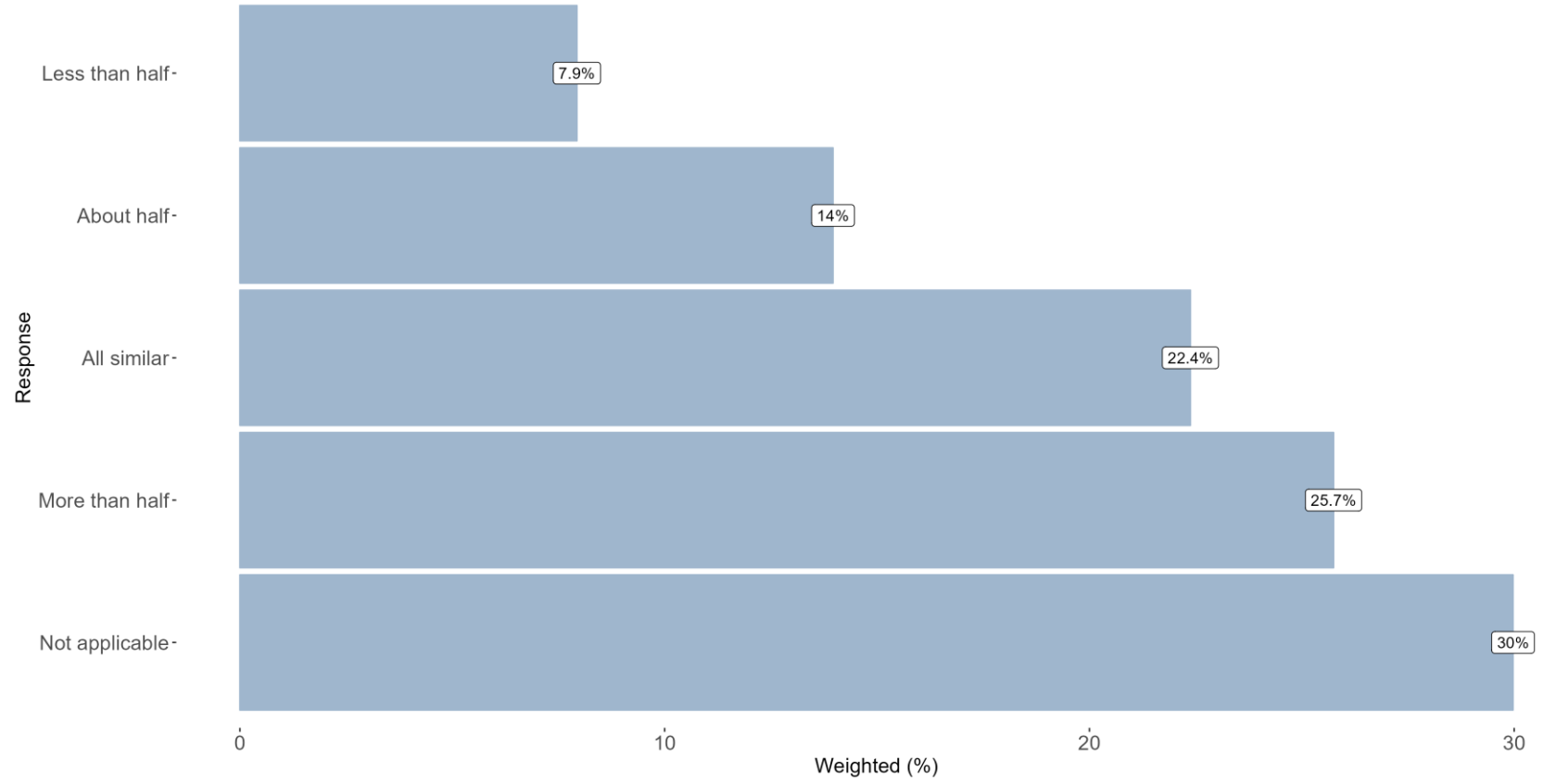
Proportion of friends that are similar age



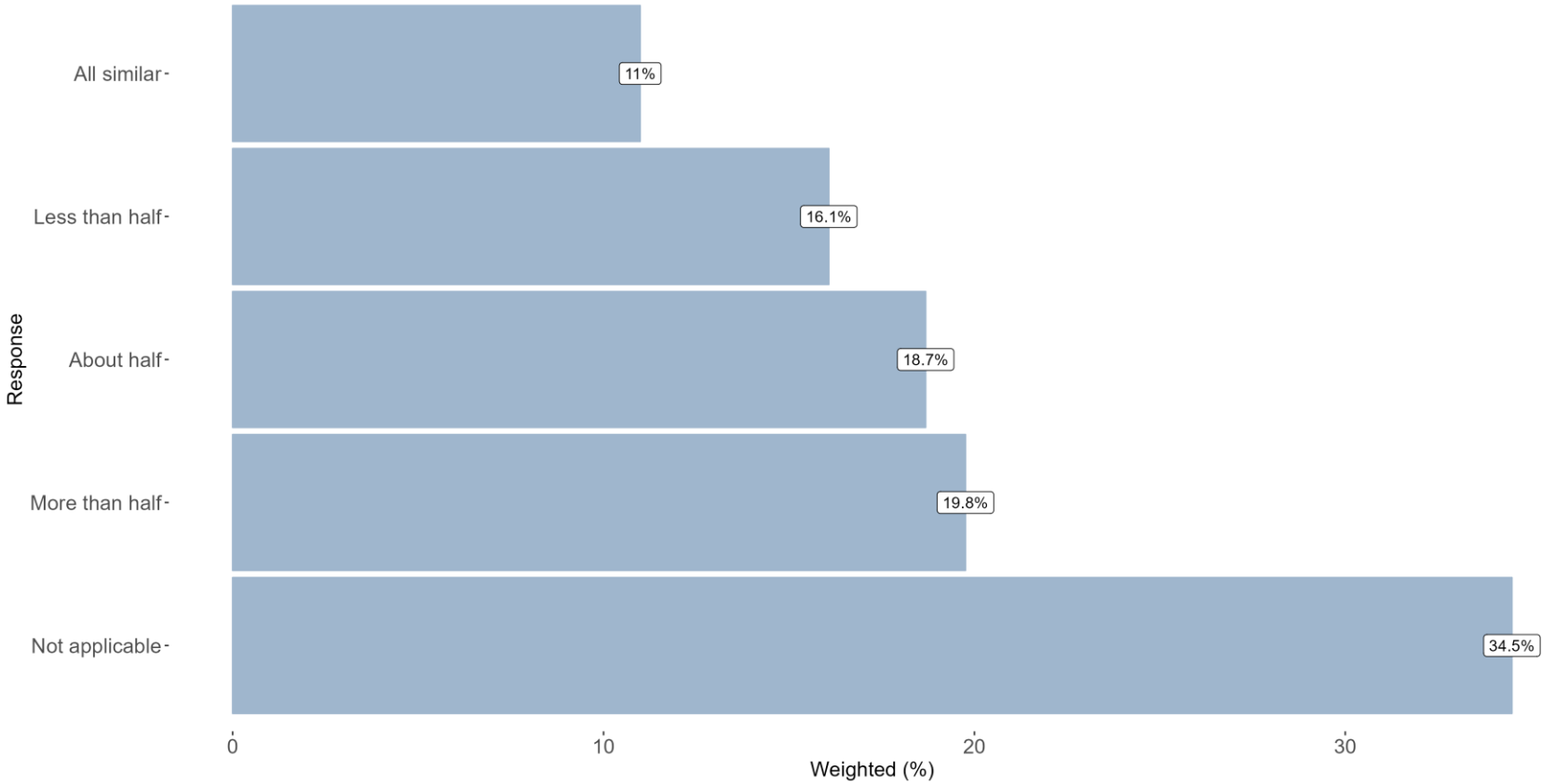
Proportion of friends that are same ethnic group



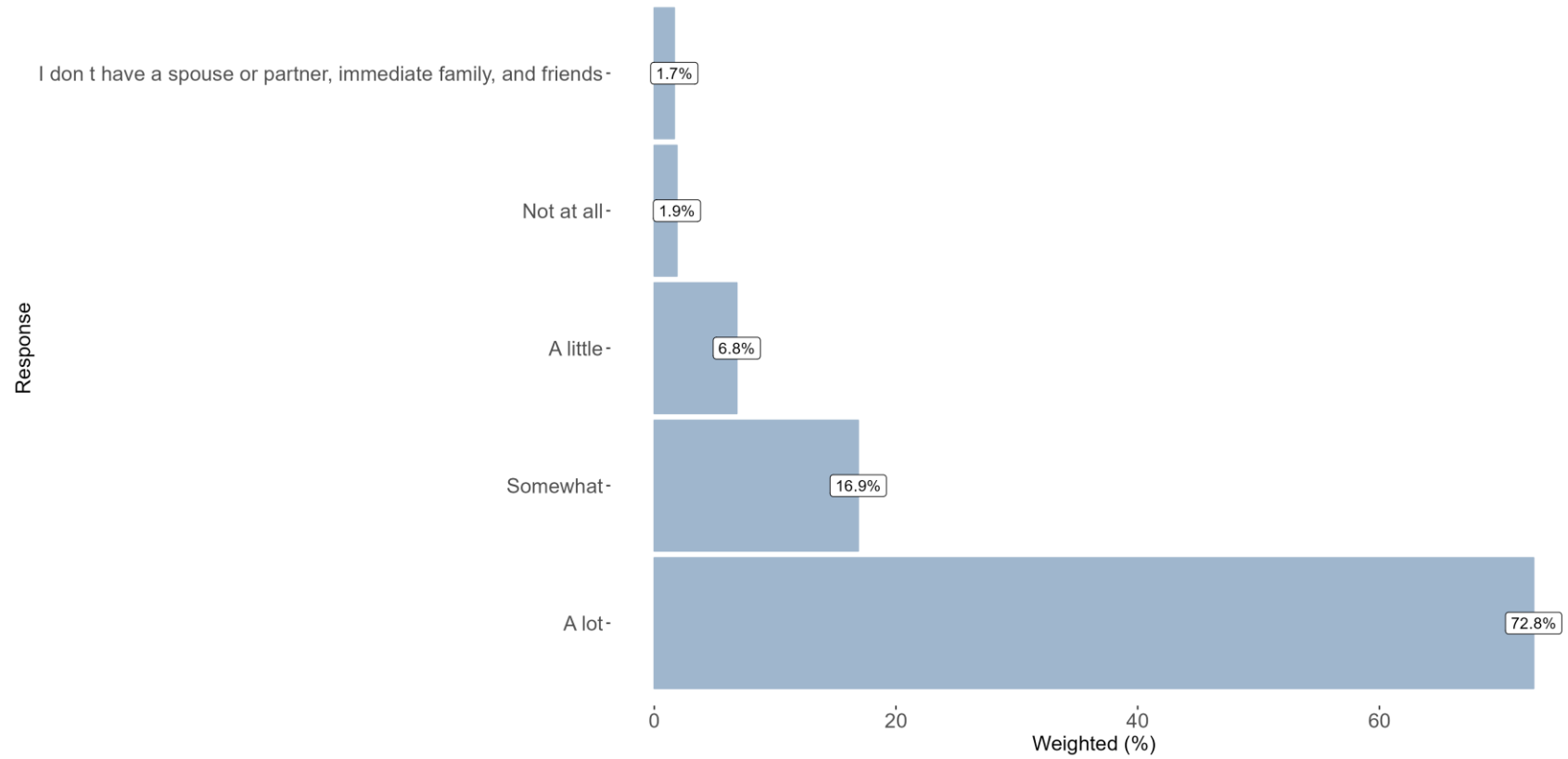
Proportion of friends that have similar level of education



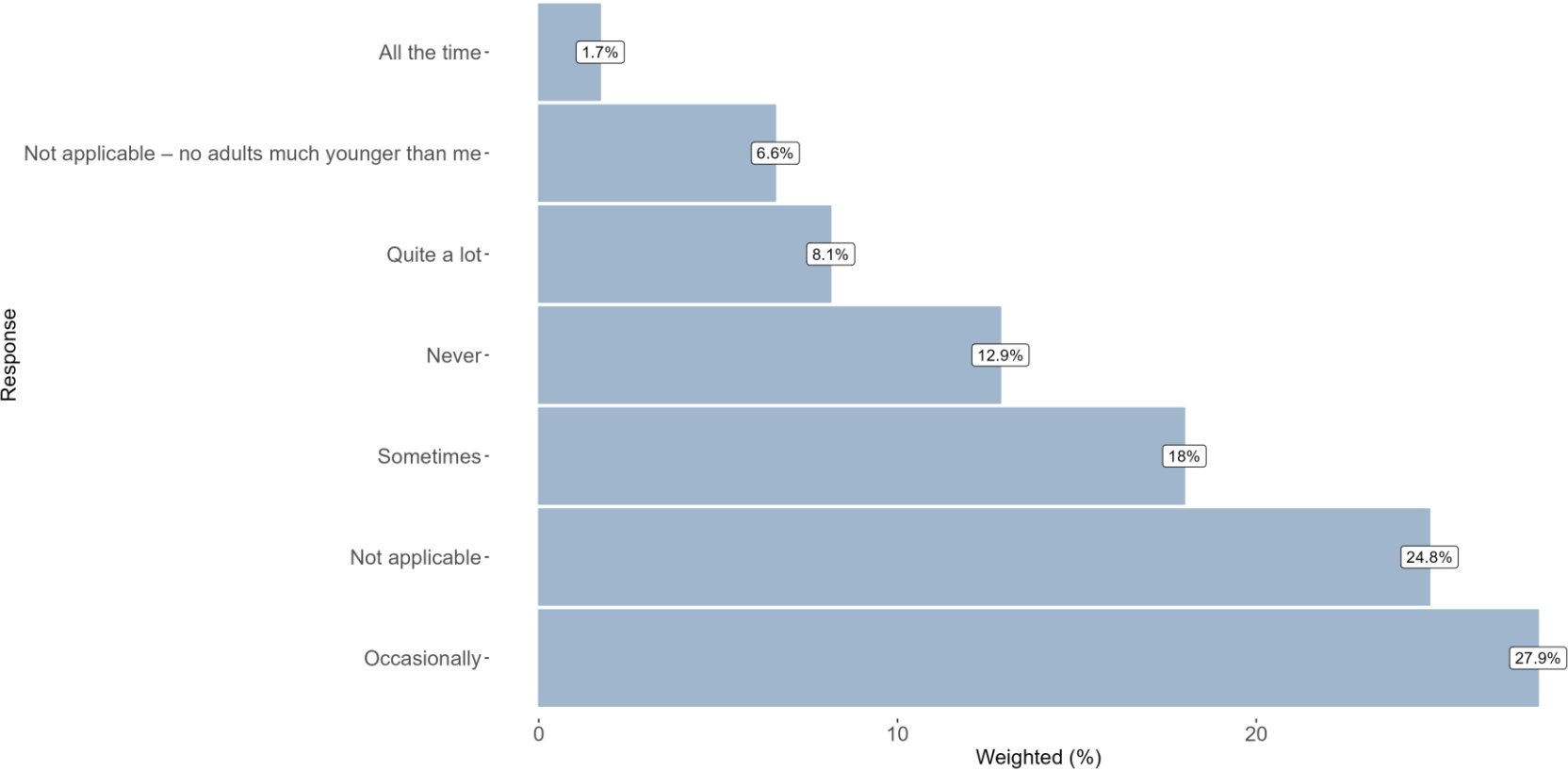
Proportion of friends that have similar income



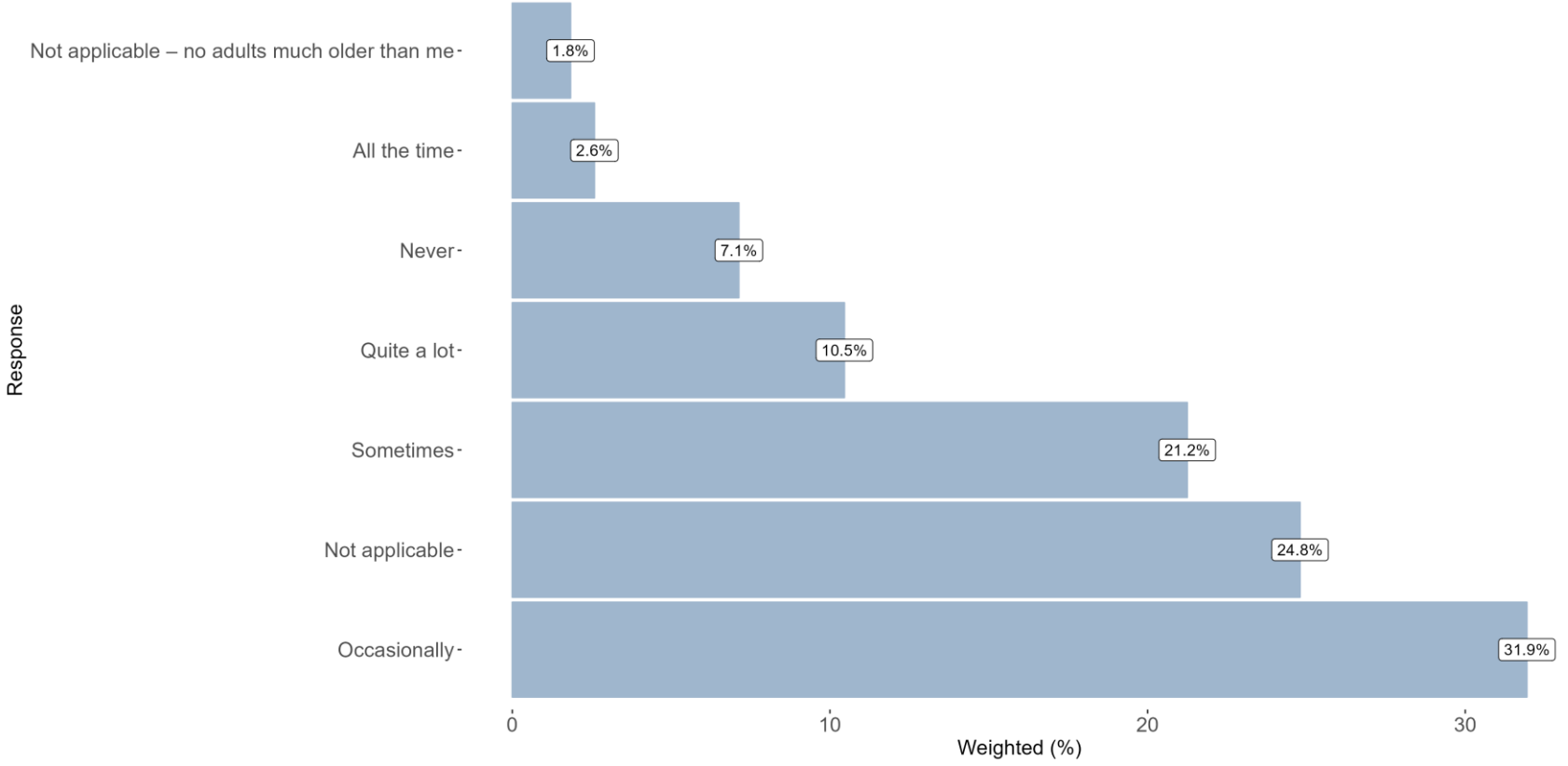
Whether respondent can rely on people close to them if they have a serious problem



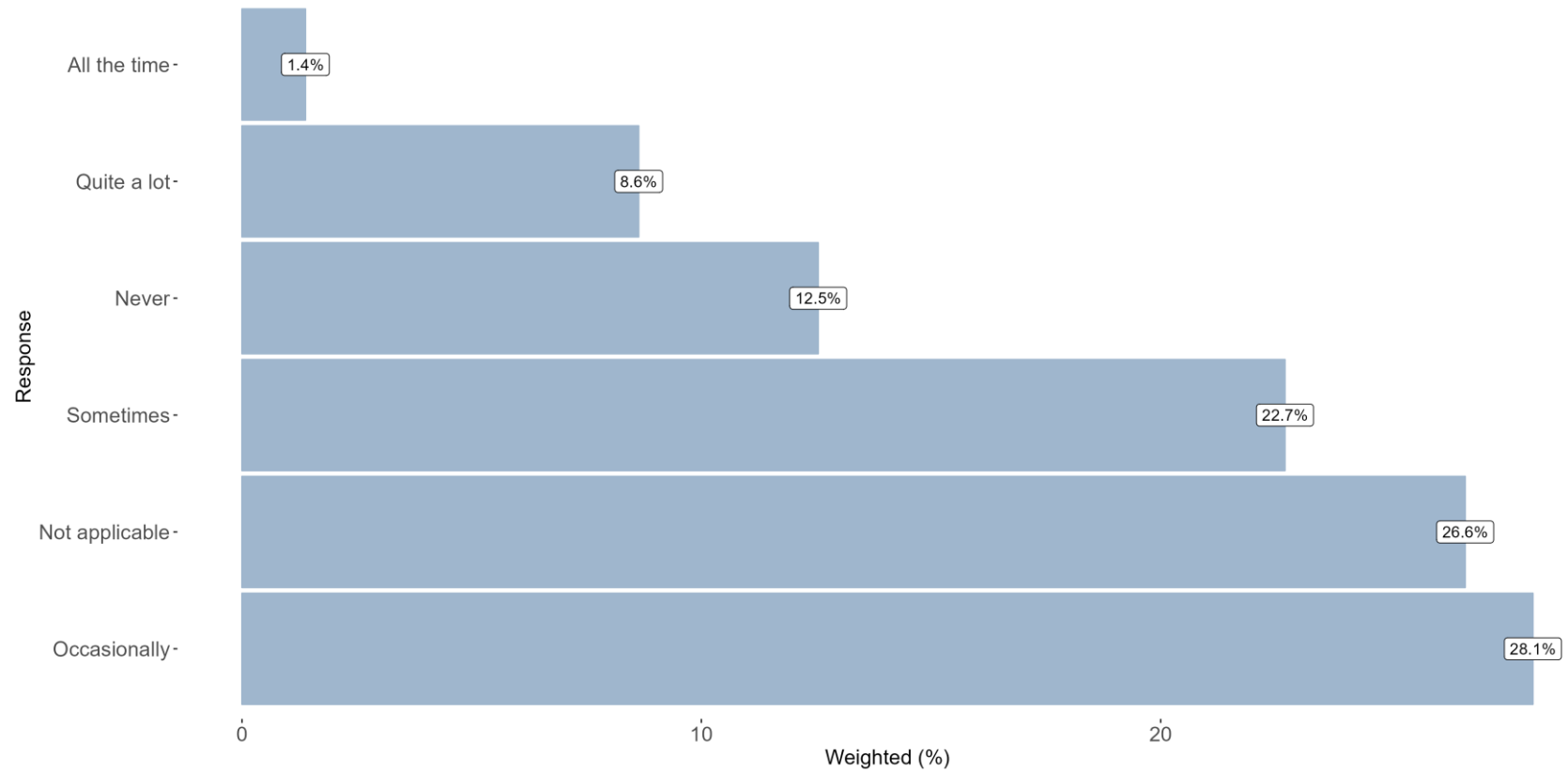
How often spend time with adults who are much younger than them in their wider social group



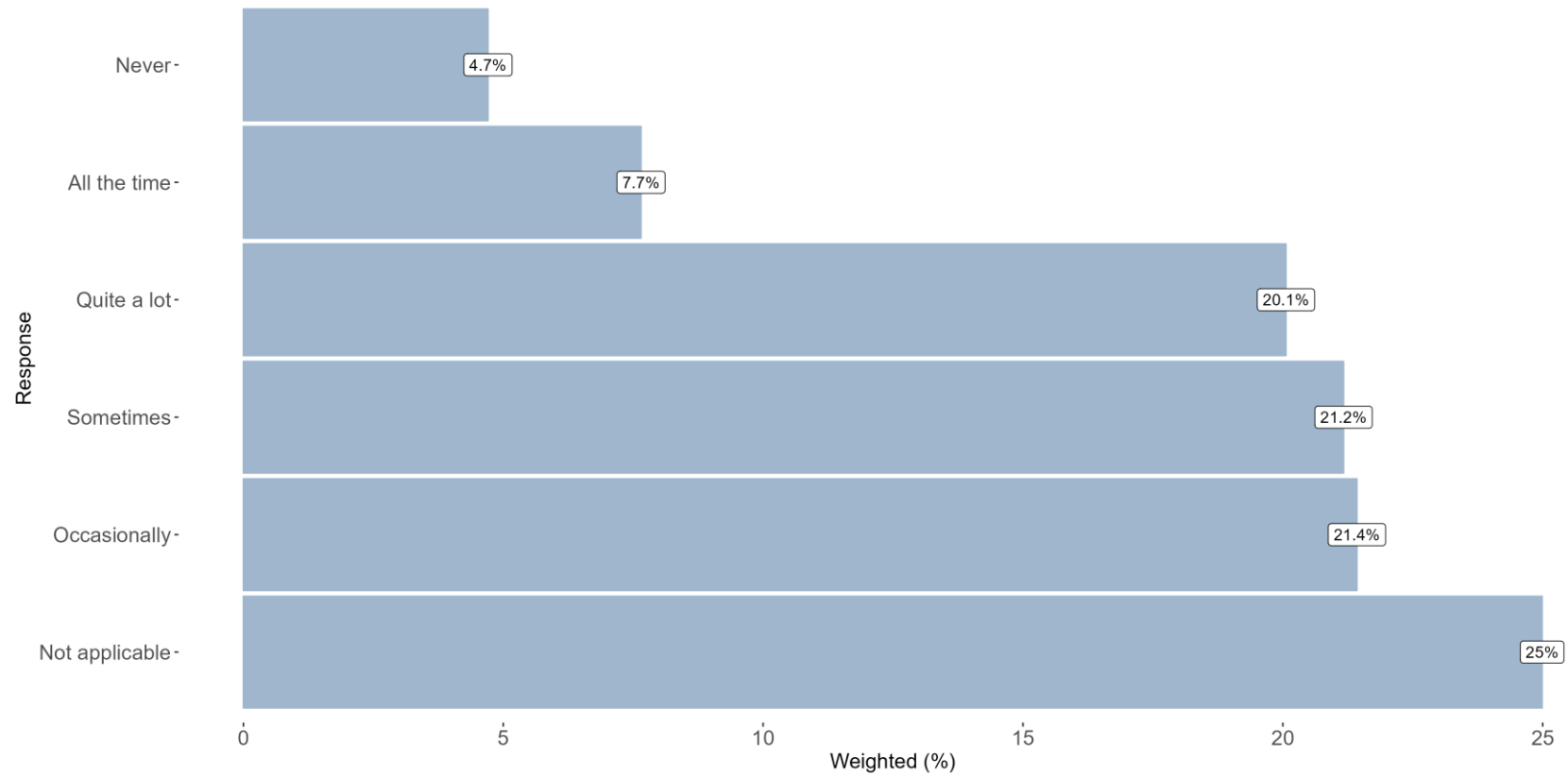
How often spend time with adults who are much older than them in their wider social group



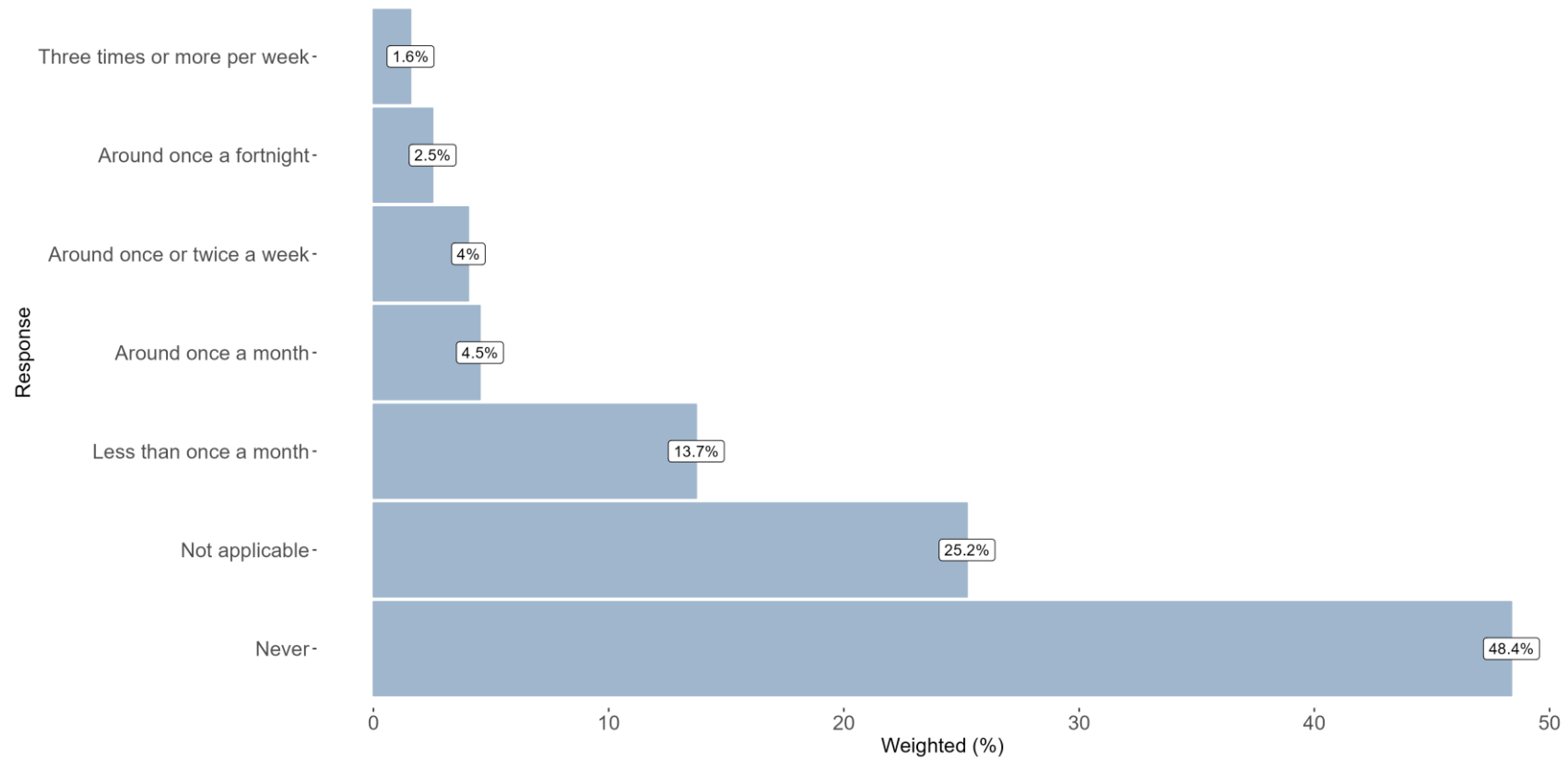
How often spend time with adults who are a different social class to them in their wider social group



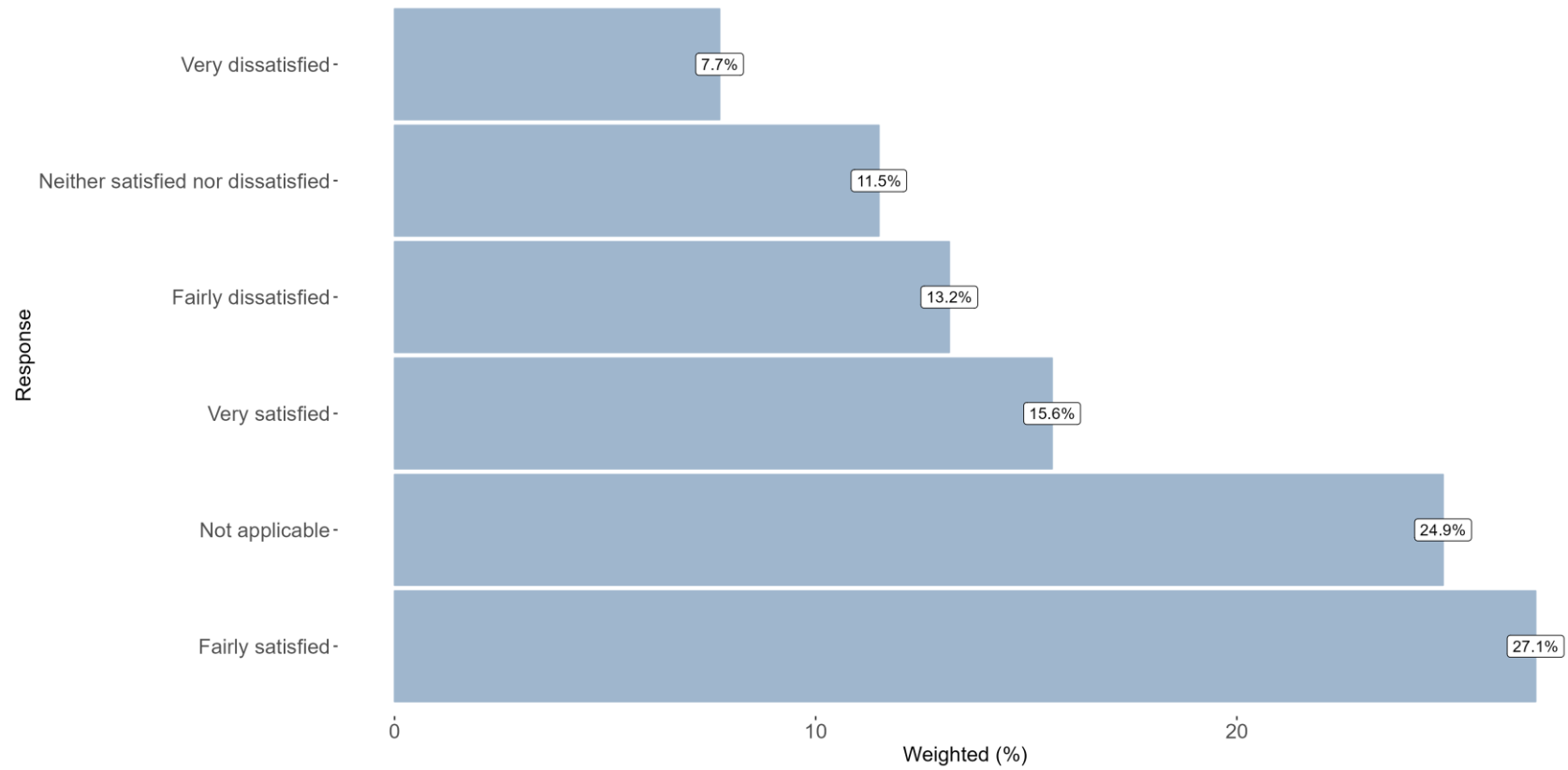
How often spend time with adults who are a different ethnicity to them in their wider social group



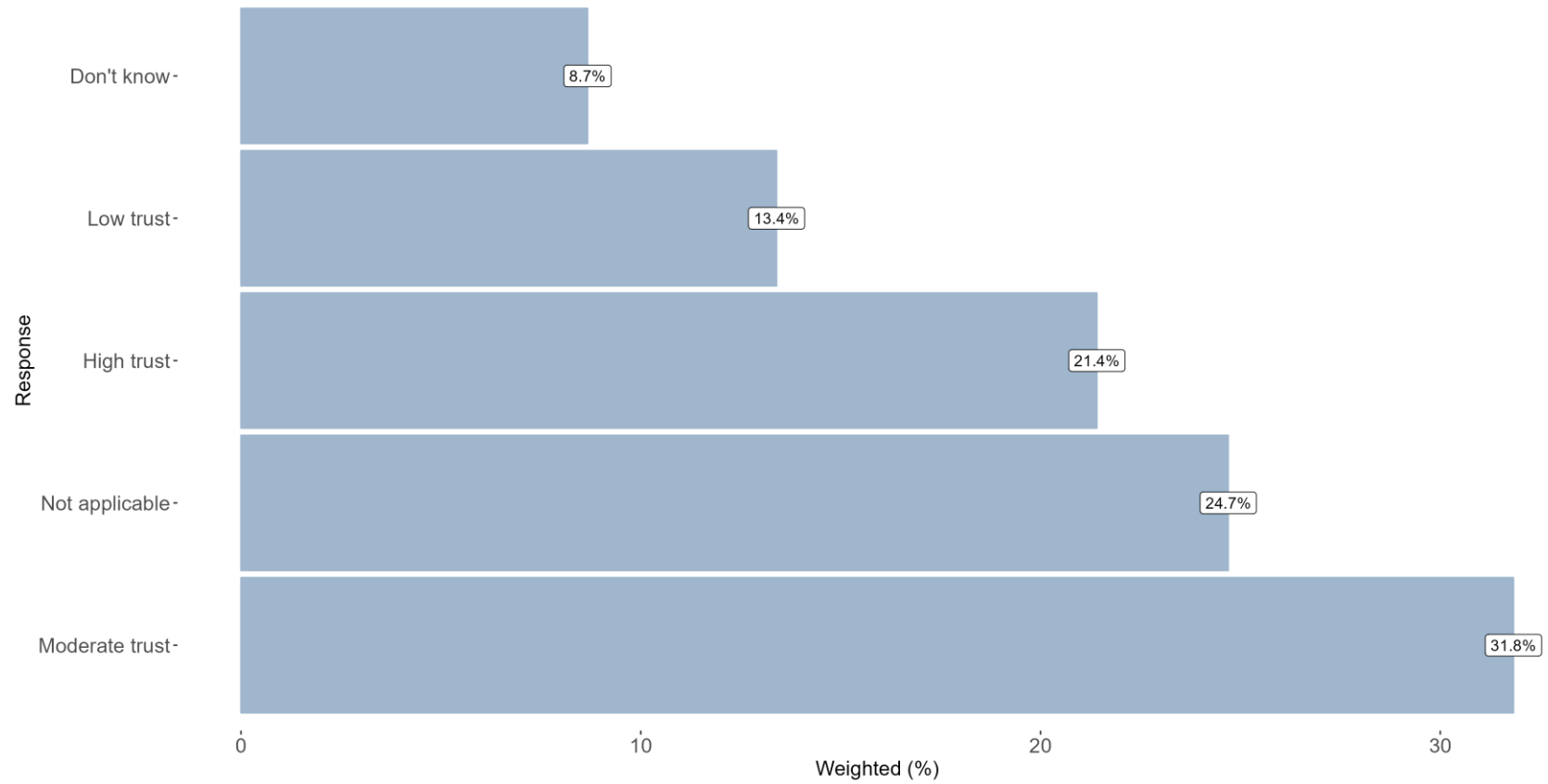
Visits to public space in local area over last 12 months: Community centre building



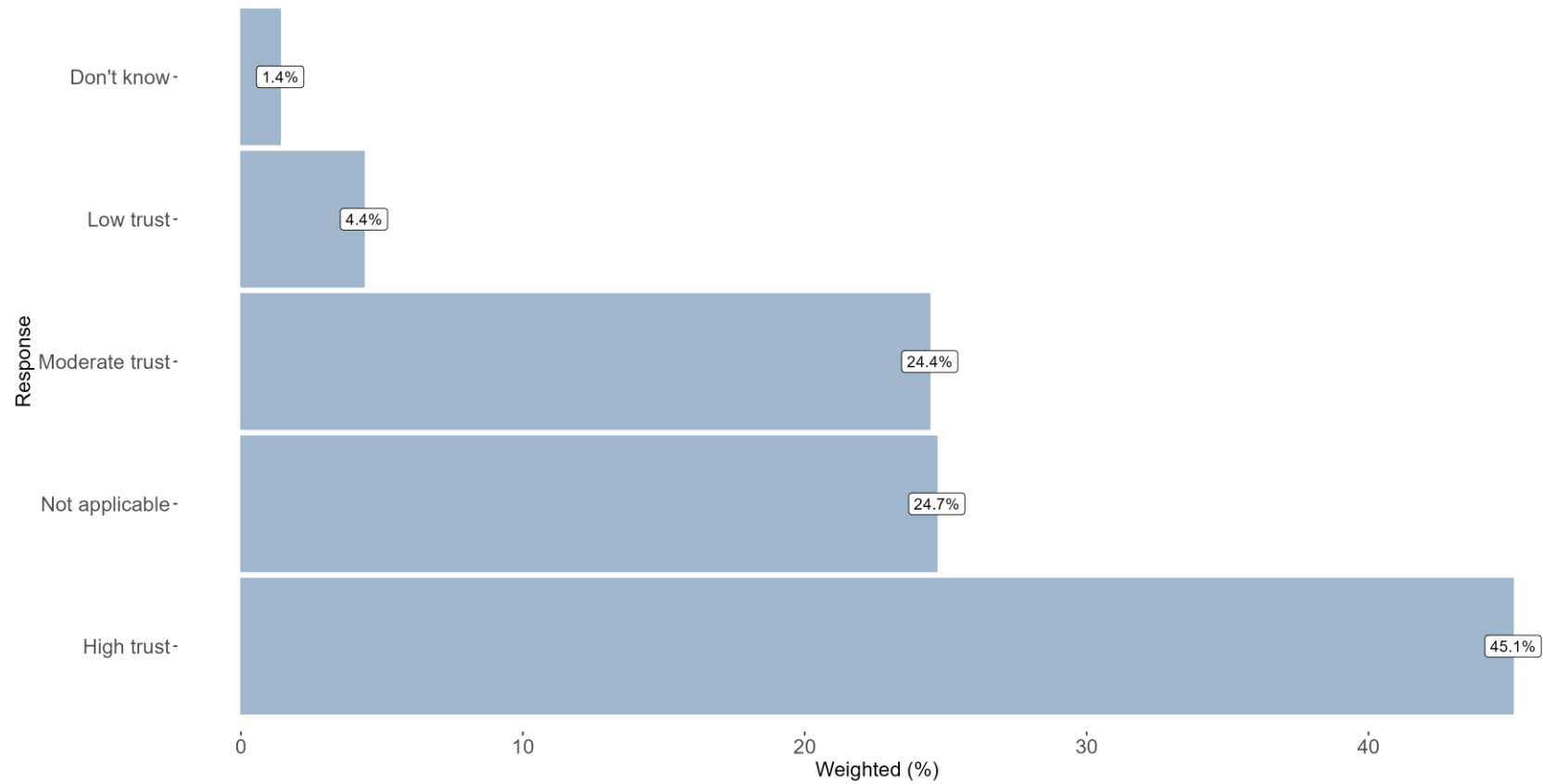
Overall, how satisfied or dissatisfied are you with open spaces and parks in your local area?



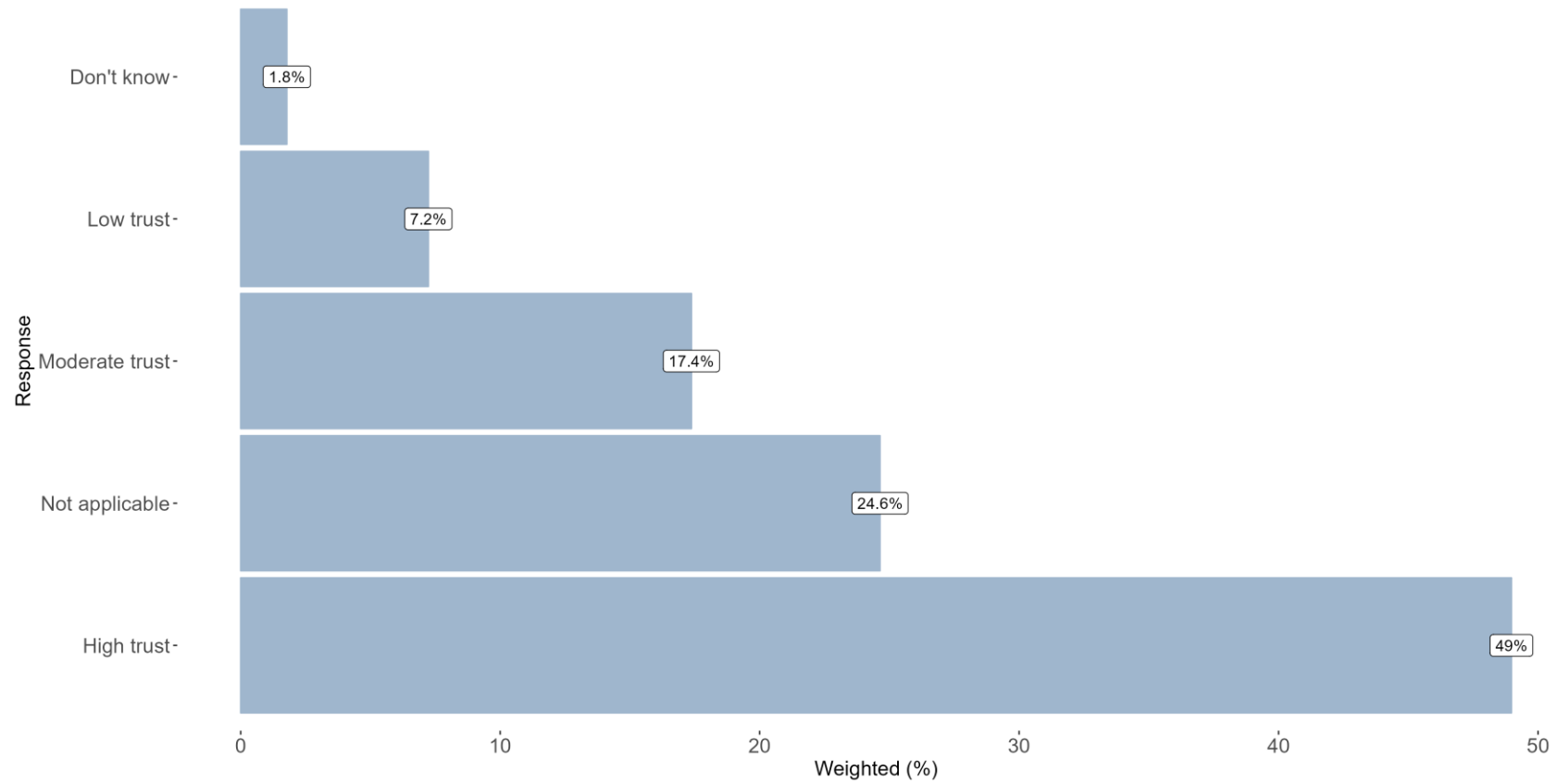
Trust in news or information source: Other local people that I know (Grouped)



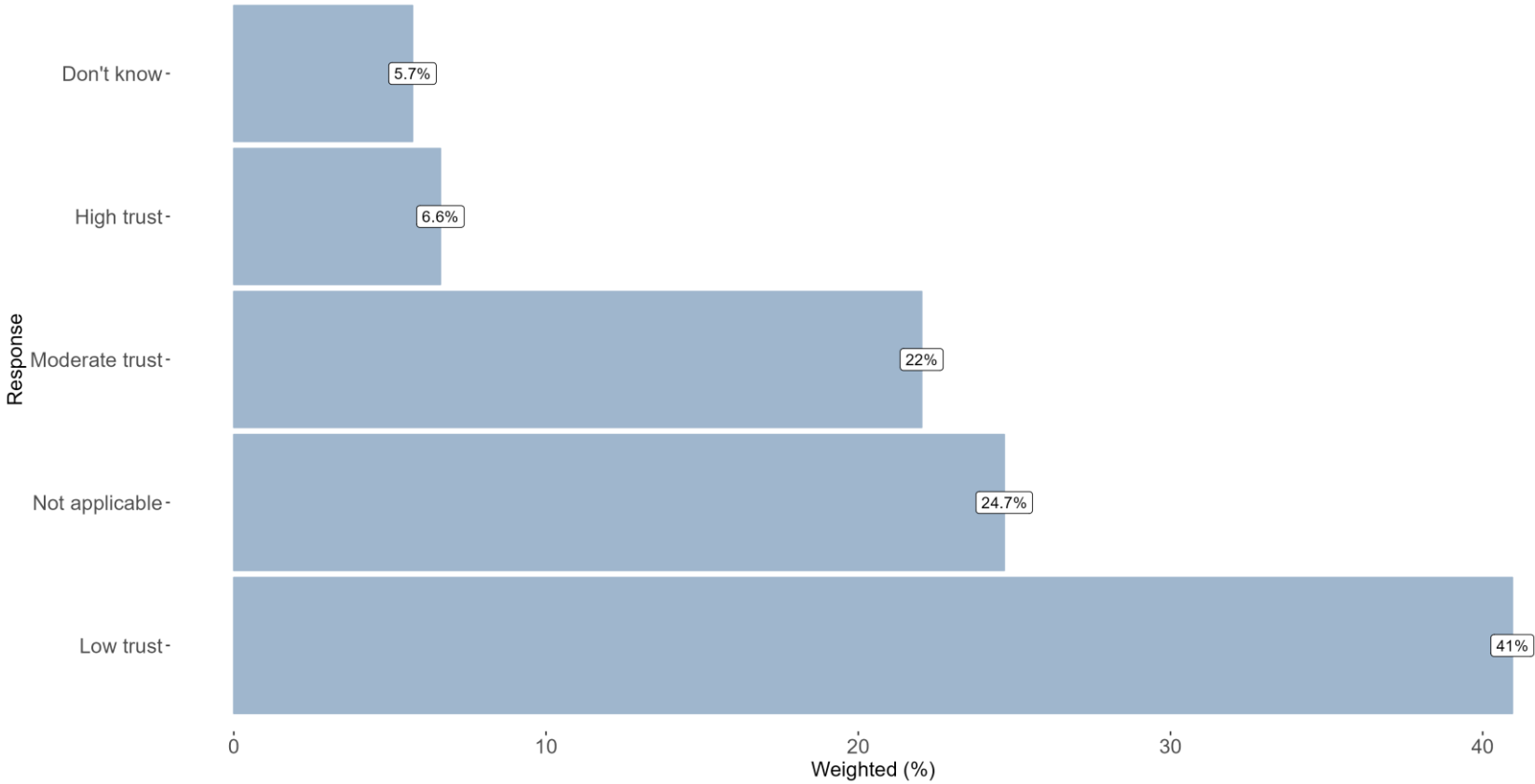
Trust in news or information source: Family and friends (Grouped)



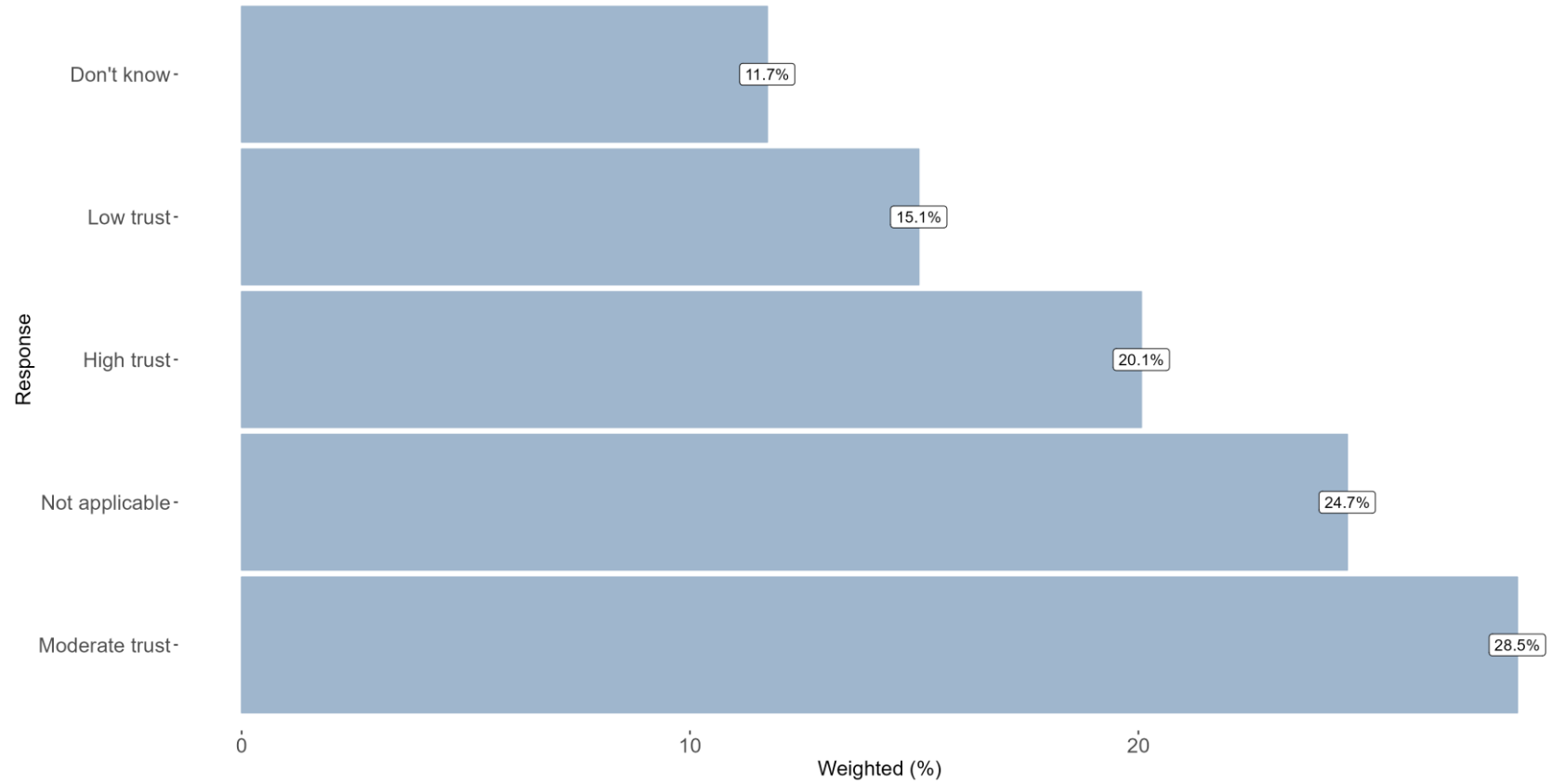
Trust in news or information source: The NHS (Grouped)



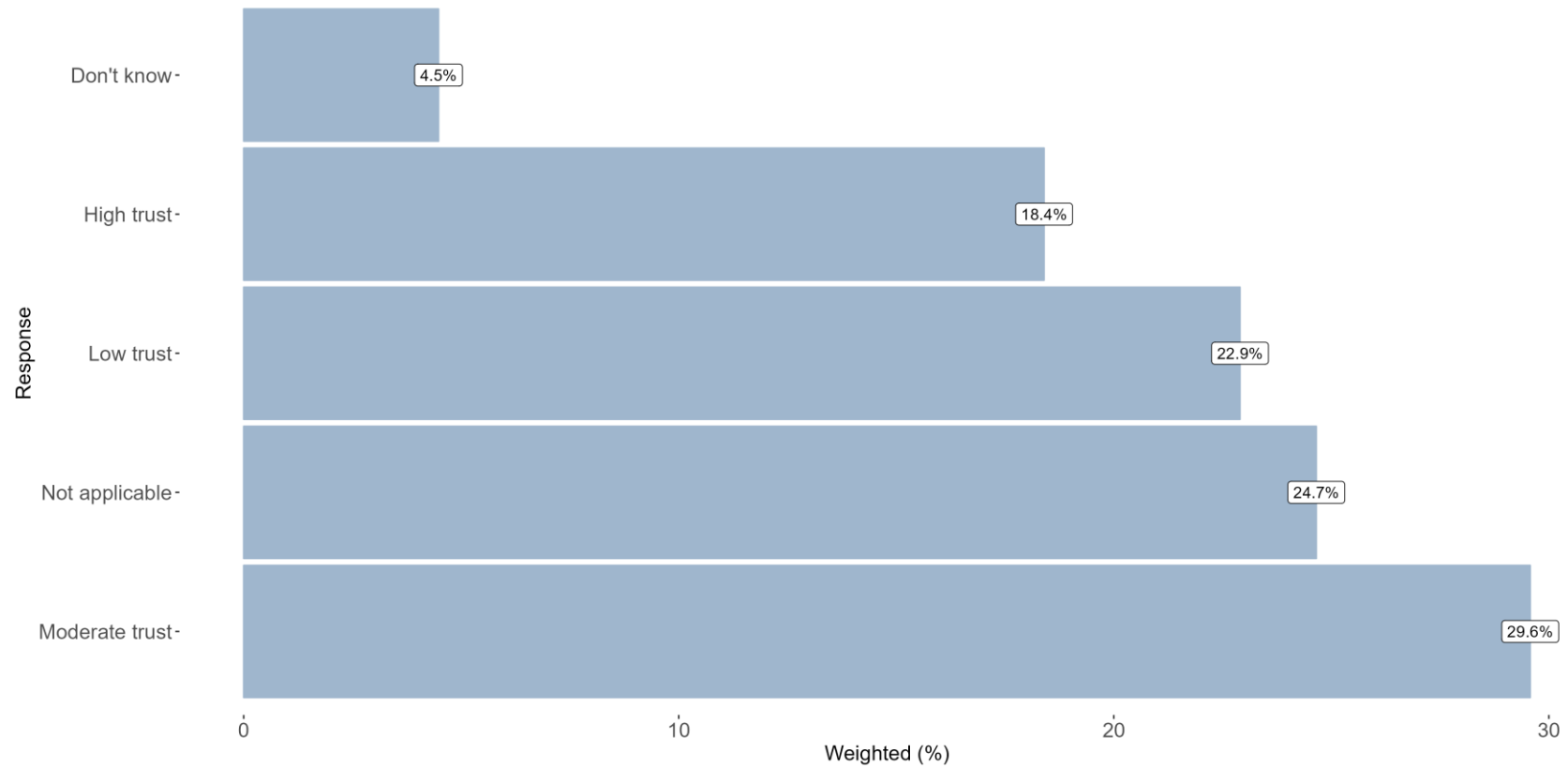
Trust in news or information source: Commentary on social media feeds (Grouped)



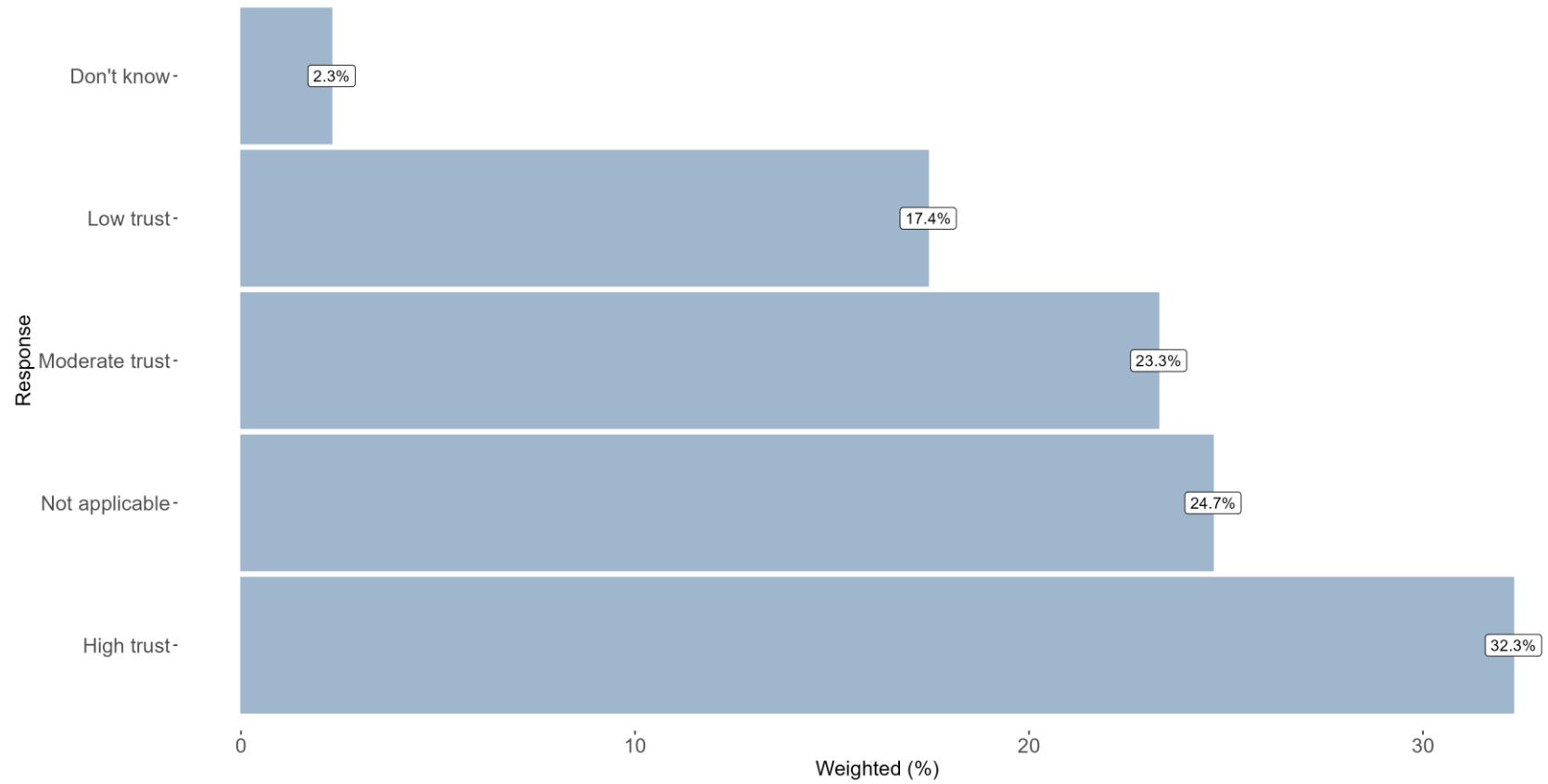
Trust in news or information source: Local newspapers (Grouped)



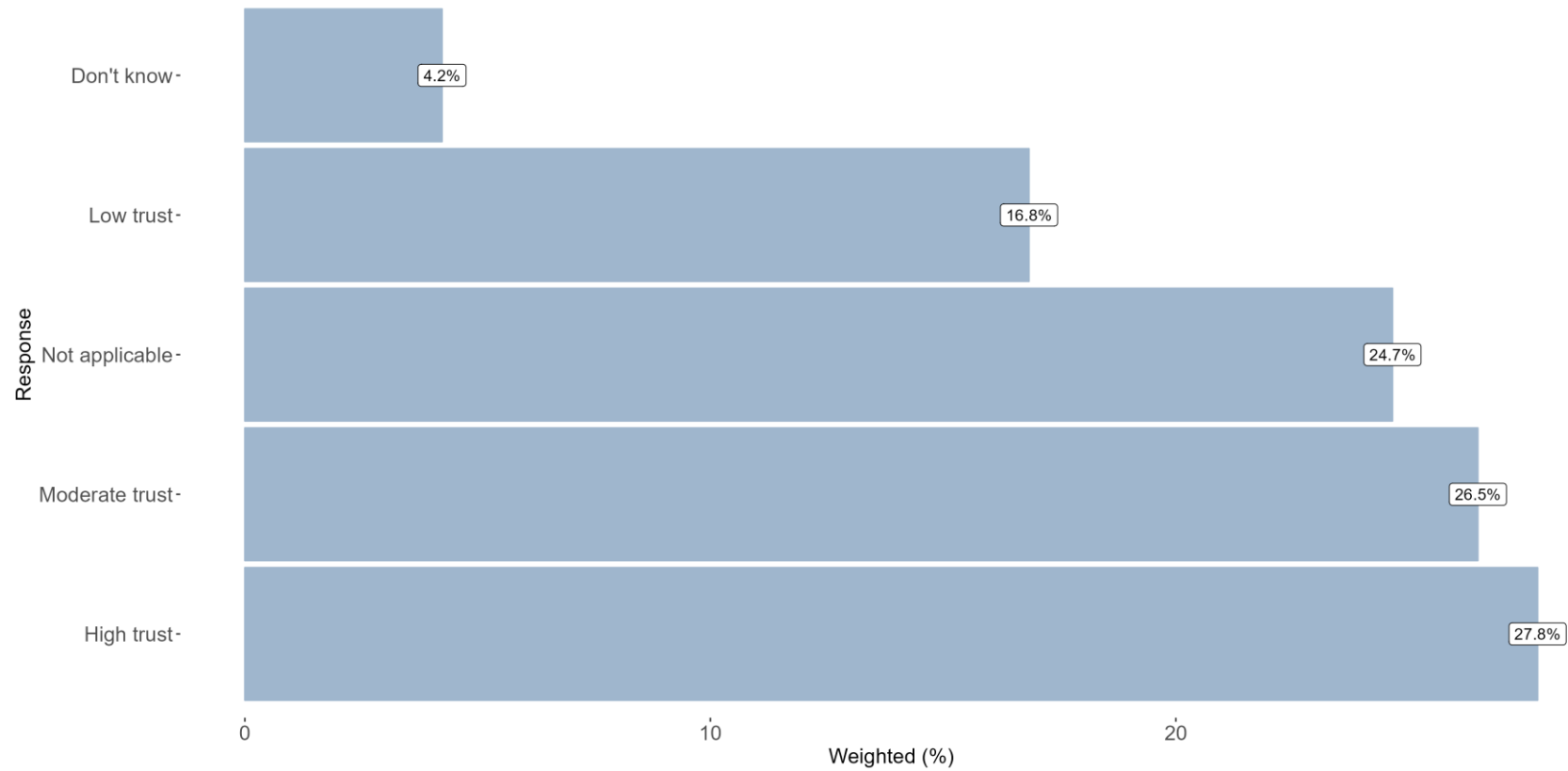
Trust in news or information source: National newspapers in general (including their websites/apps) (Grouped)



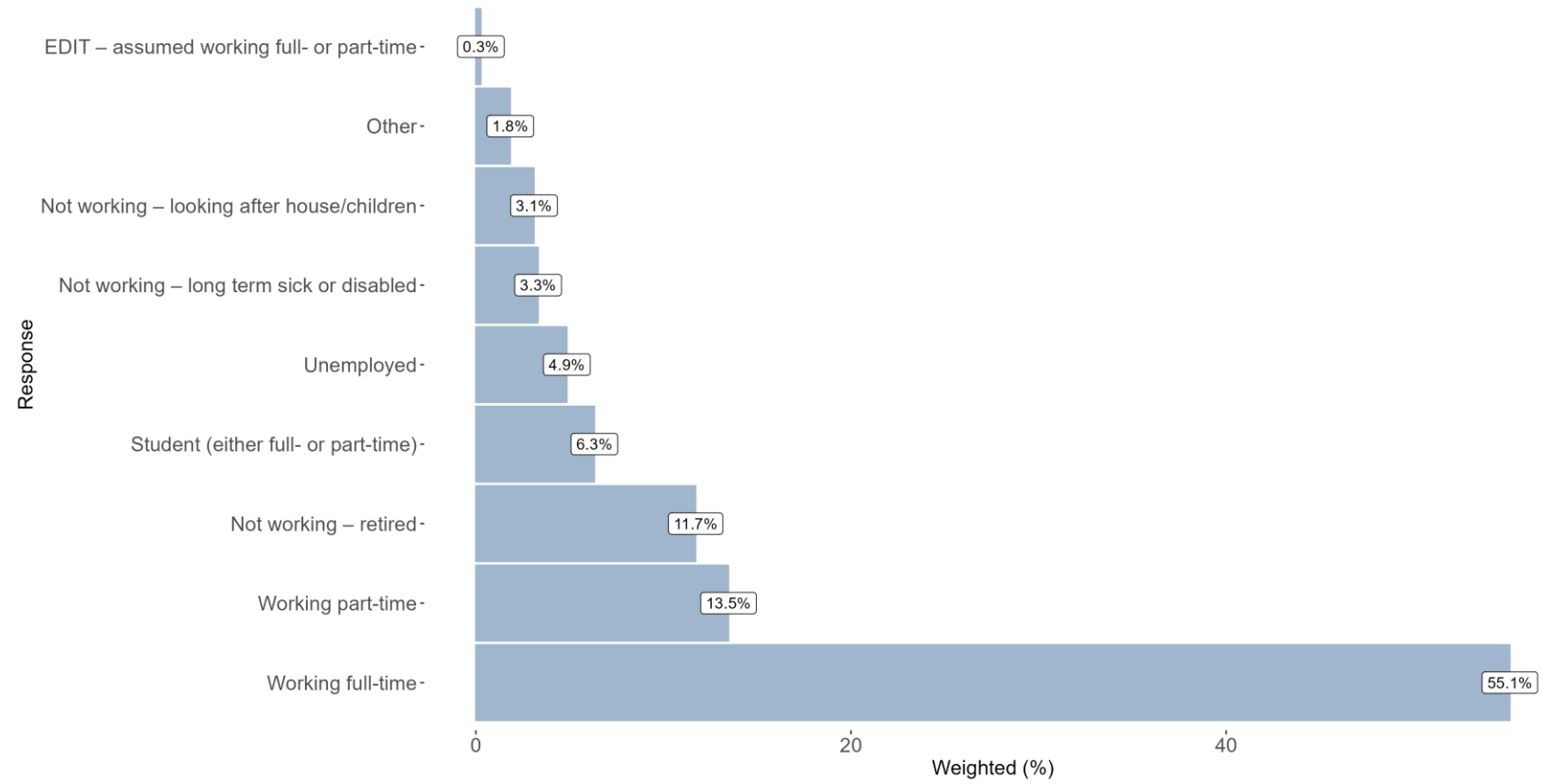
Trust in news or information source: The BBC (Grouped)



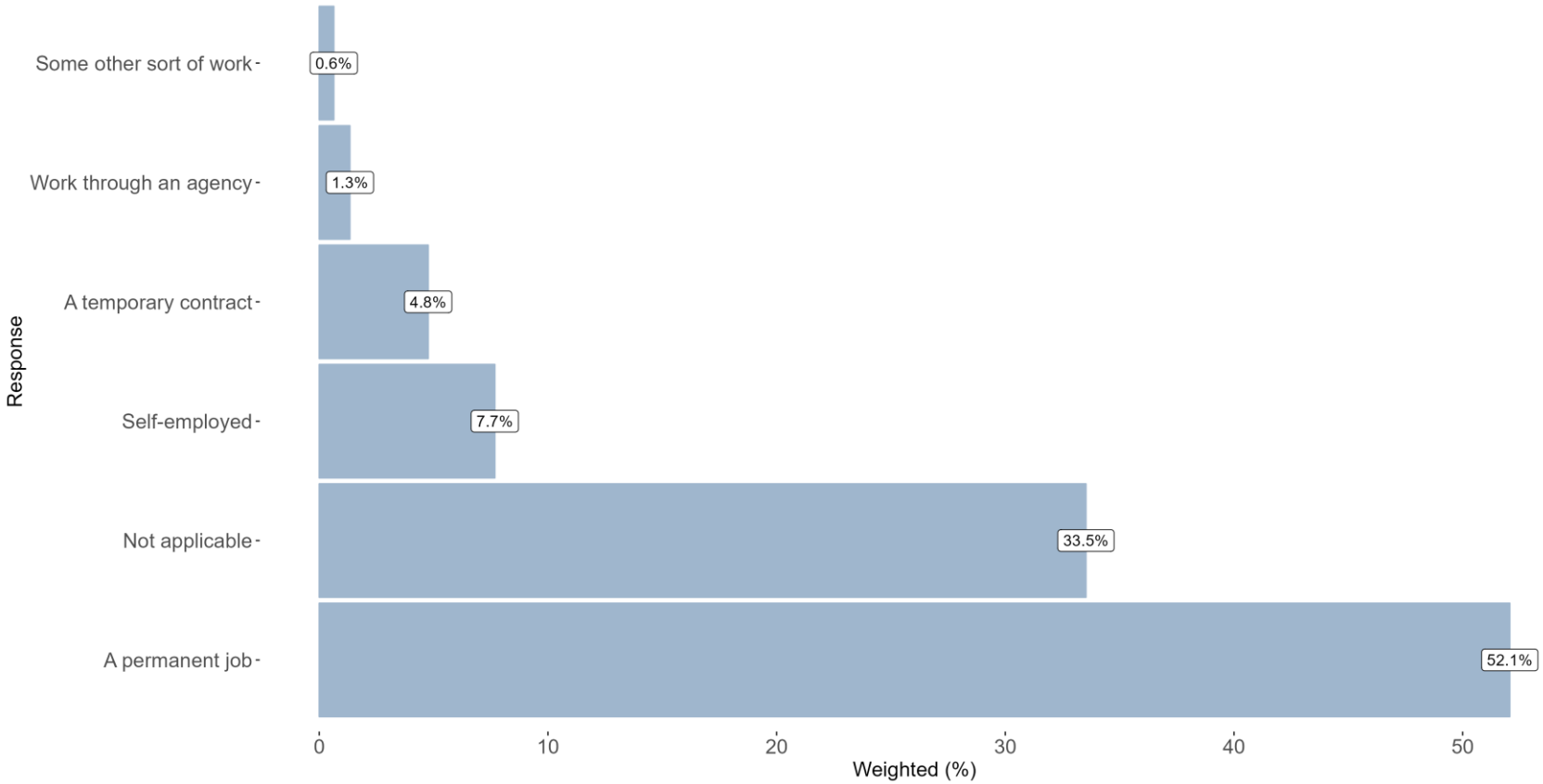
Trust in news or information source: Your local authority / local council
(Grouped)



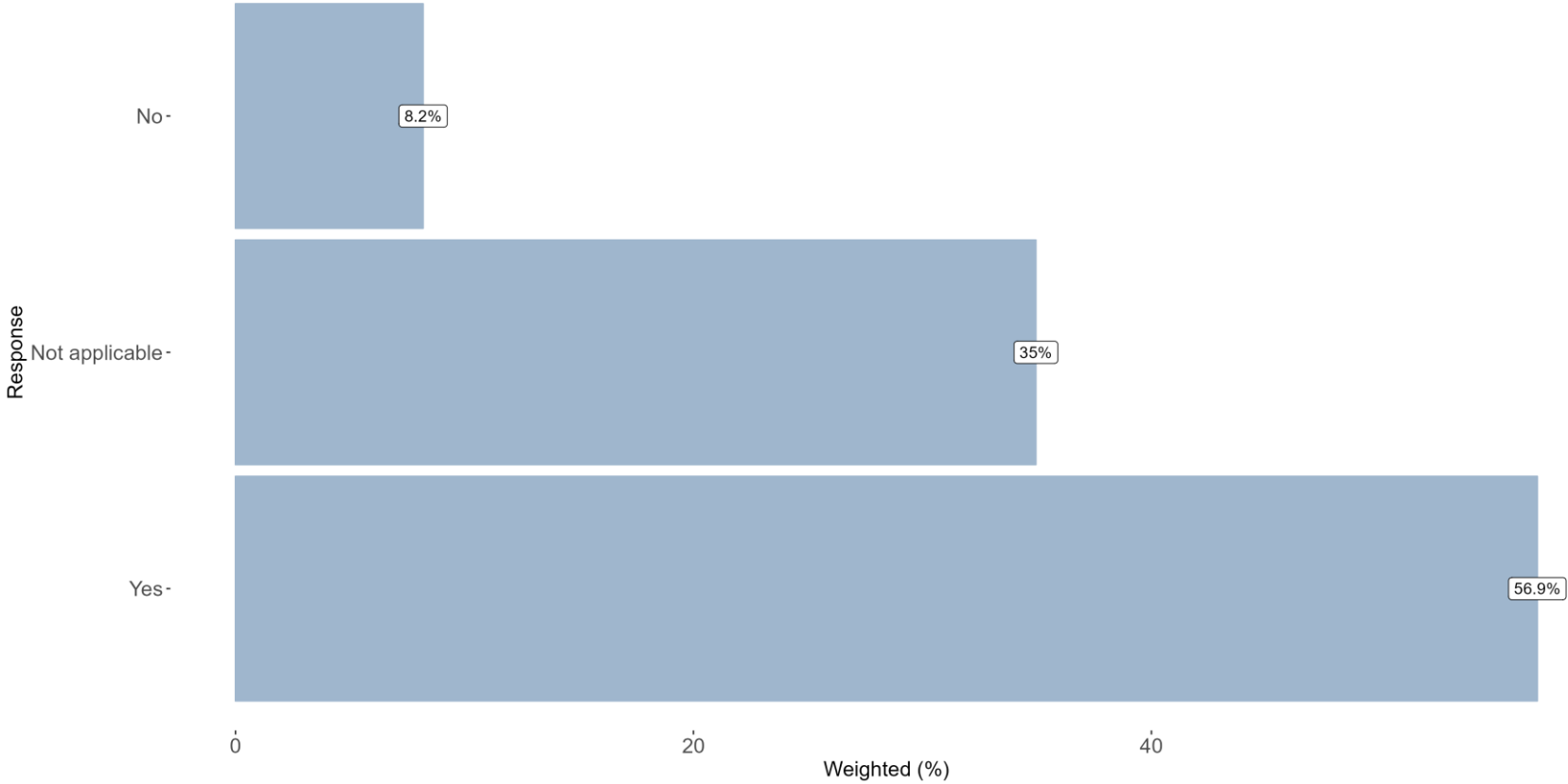
Current working status



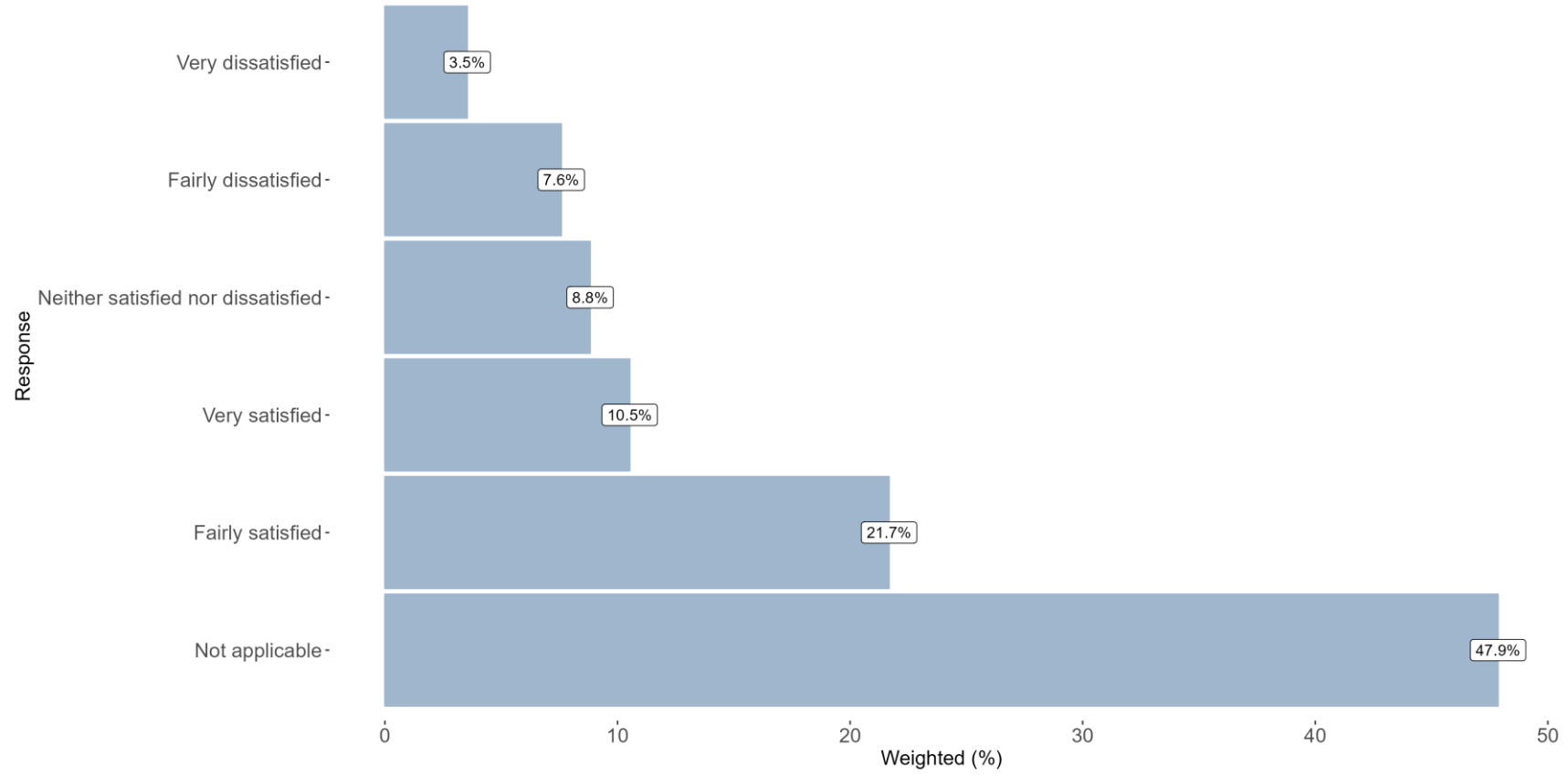
Job type



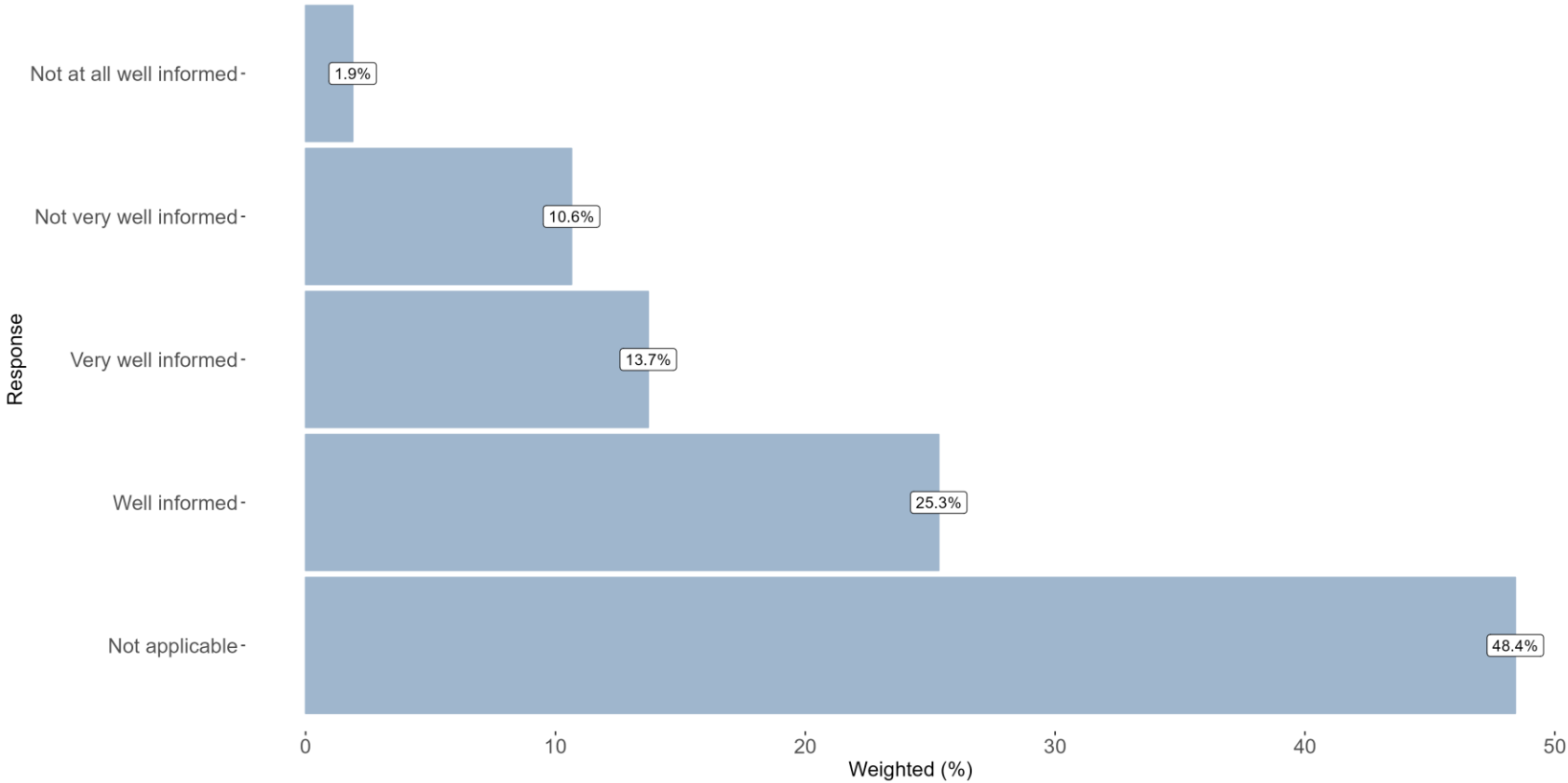
Earns London Living Wage or more in current job



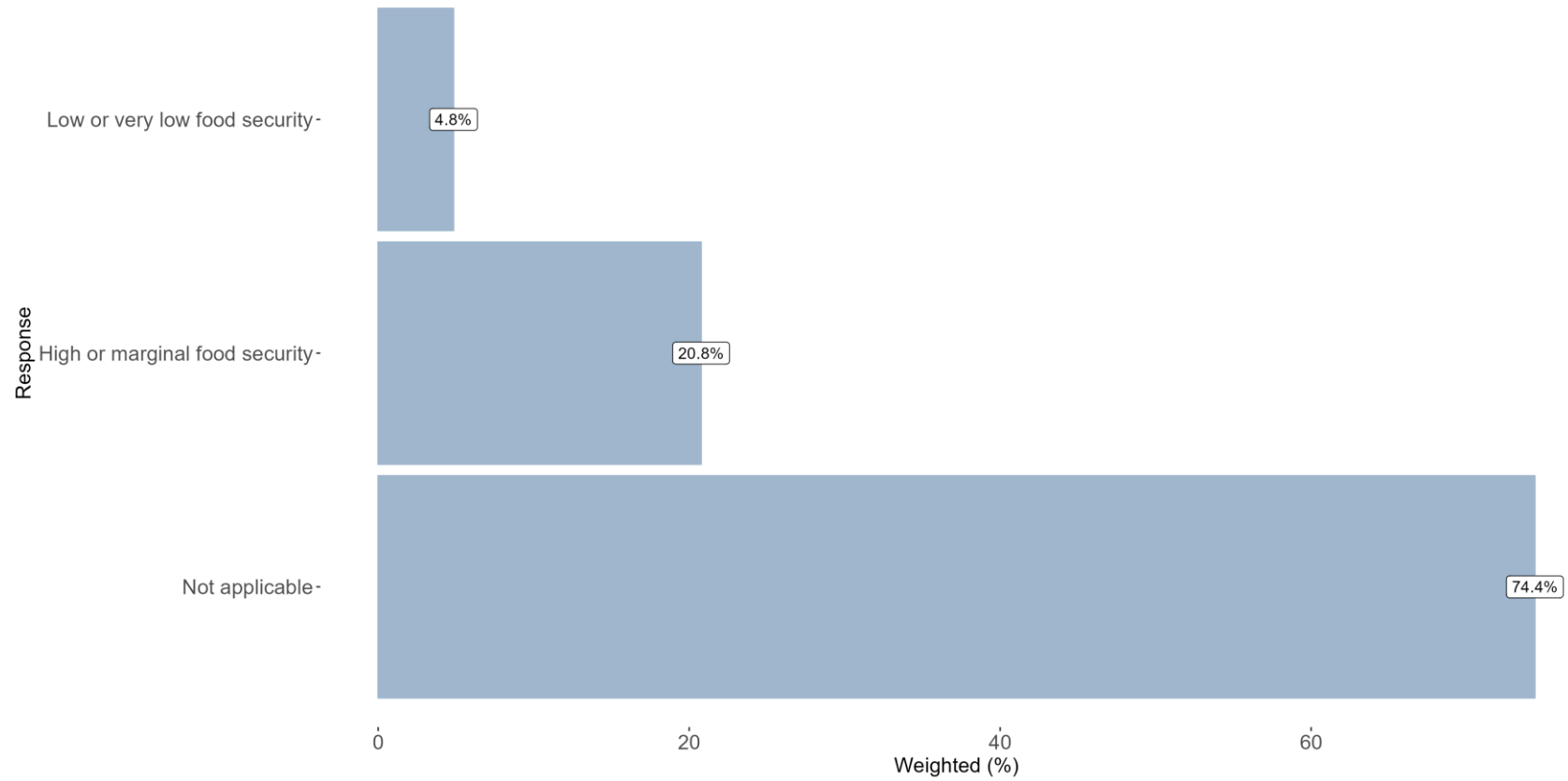
Satisfaction with current job



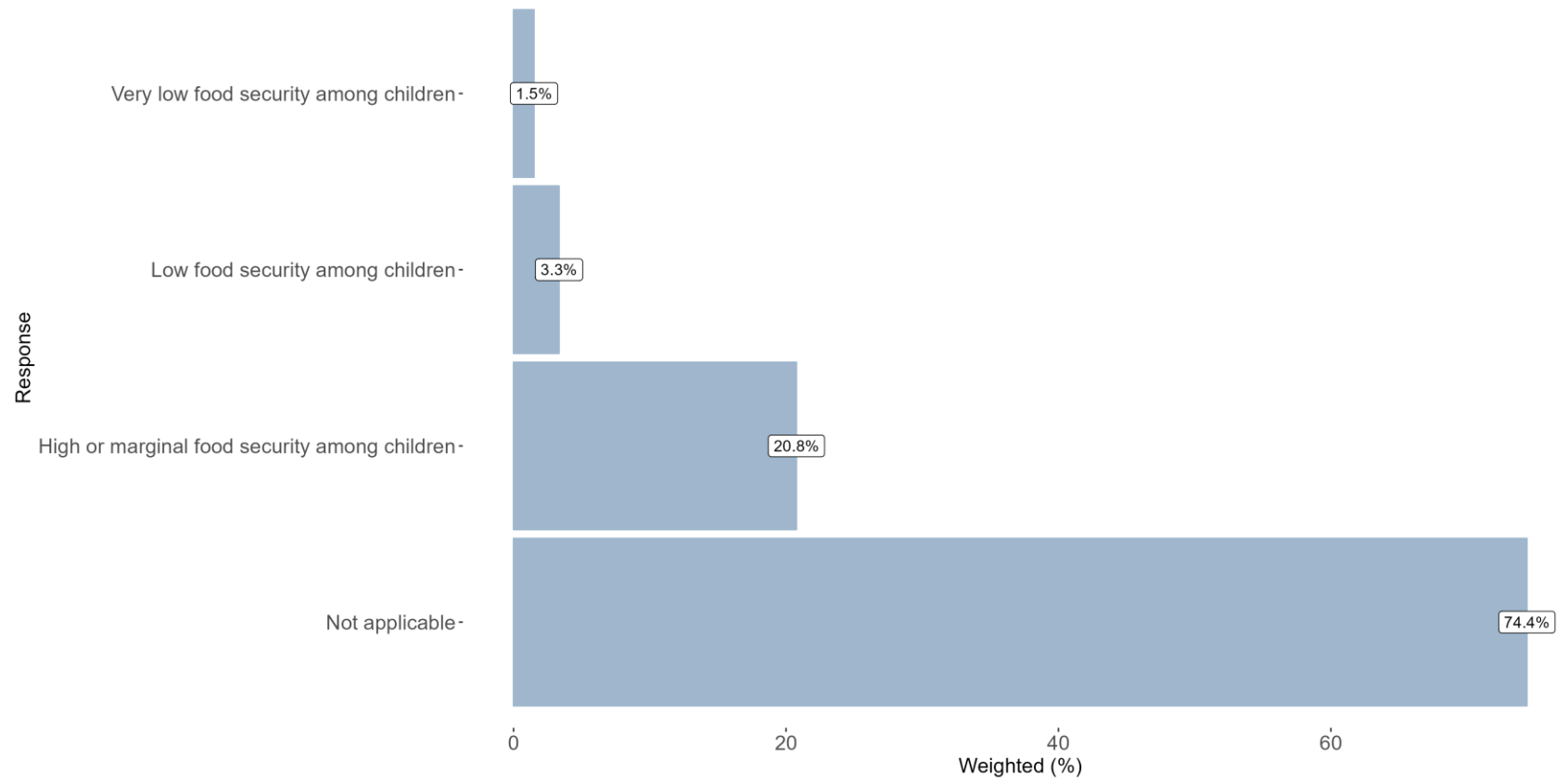
Awareness of employment rights



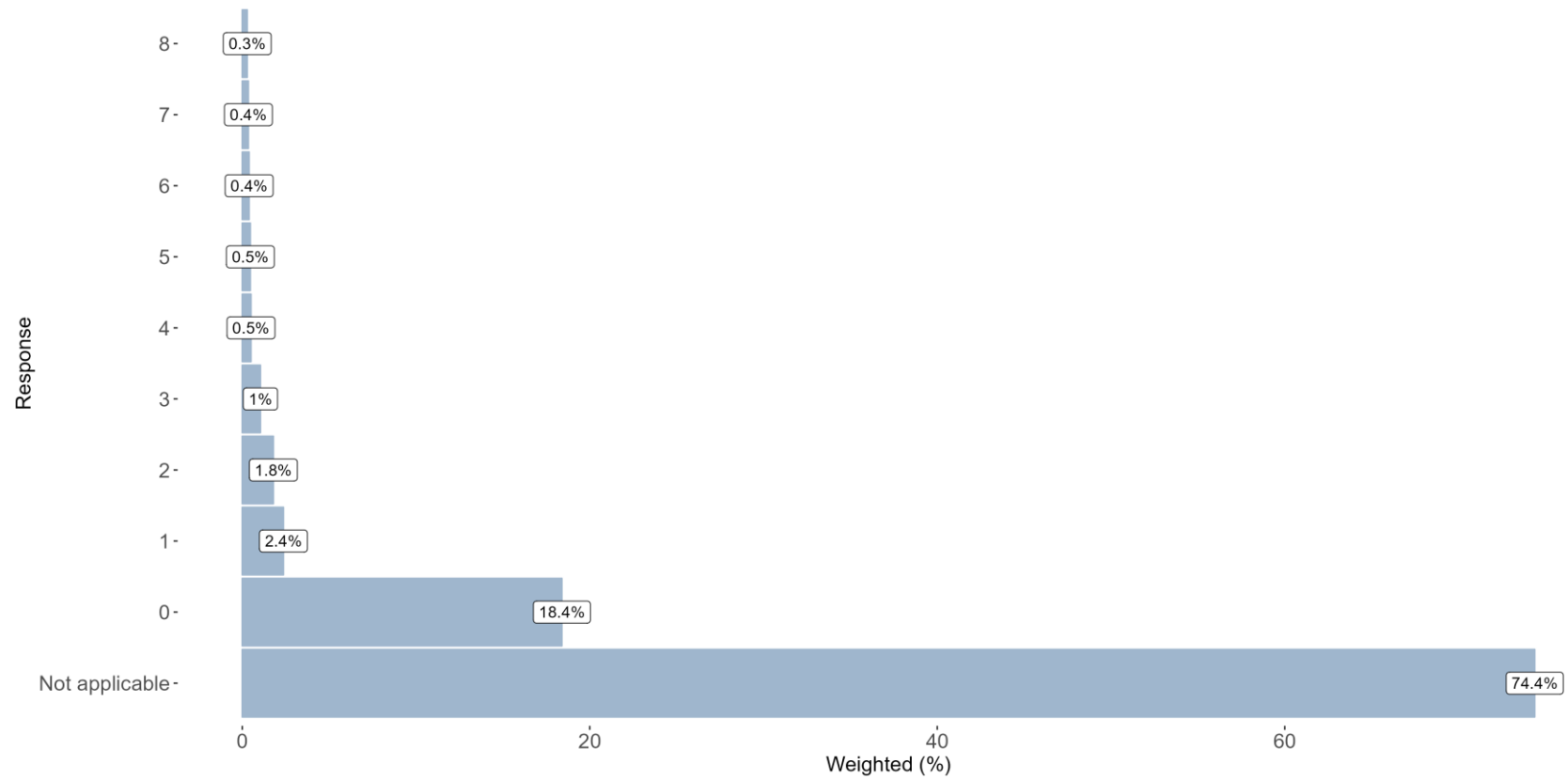
Children's food security score (Grouped 2)



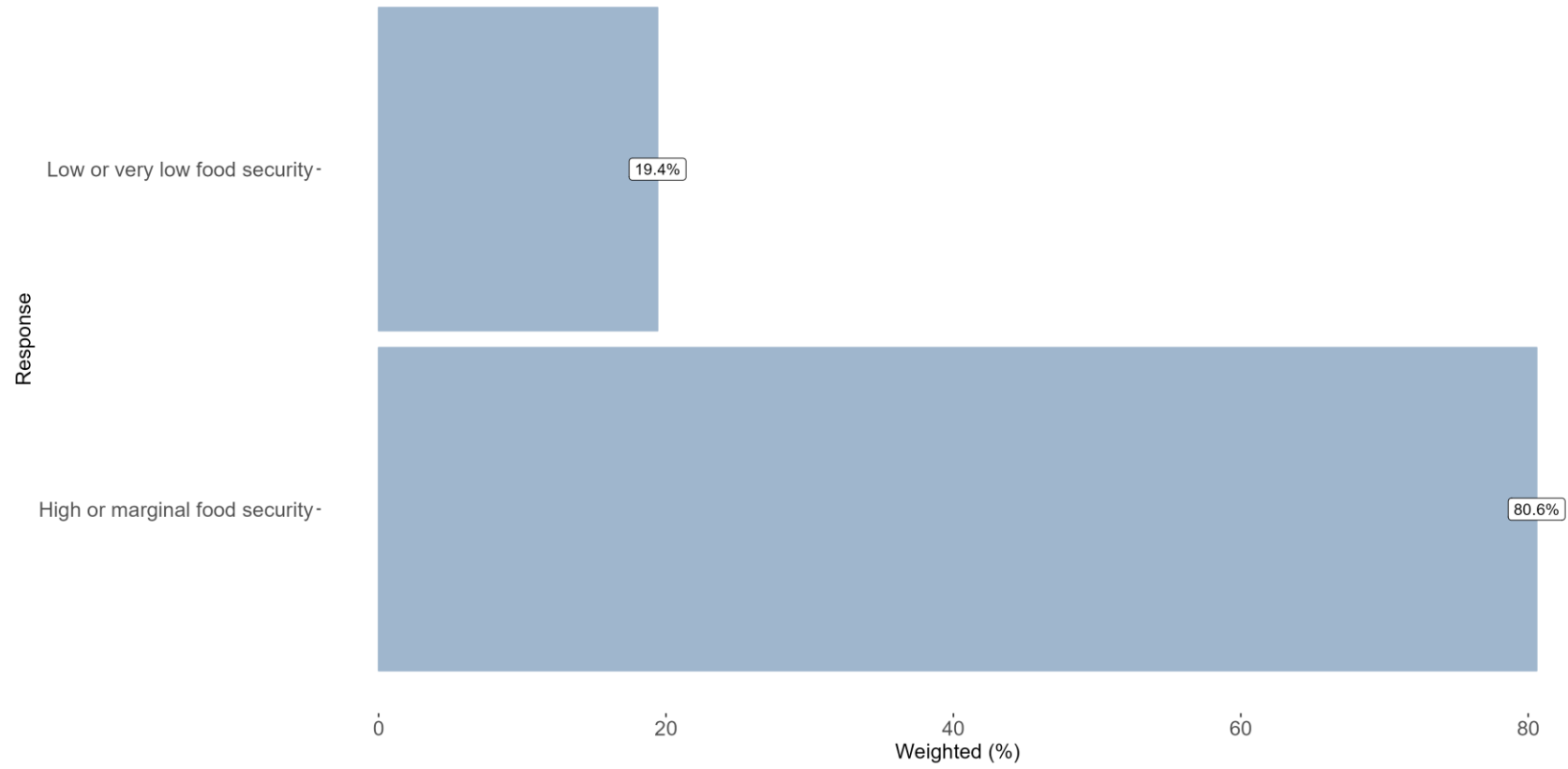
Children's food security score (Grouped)



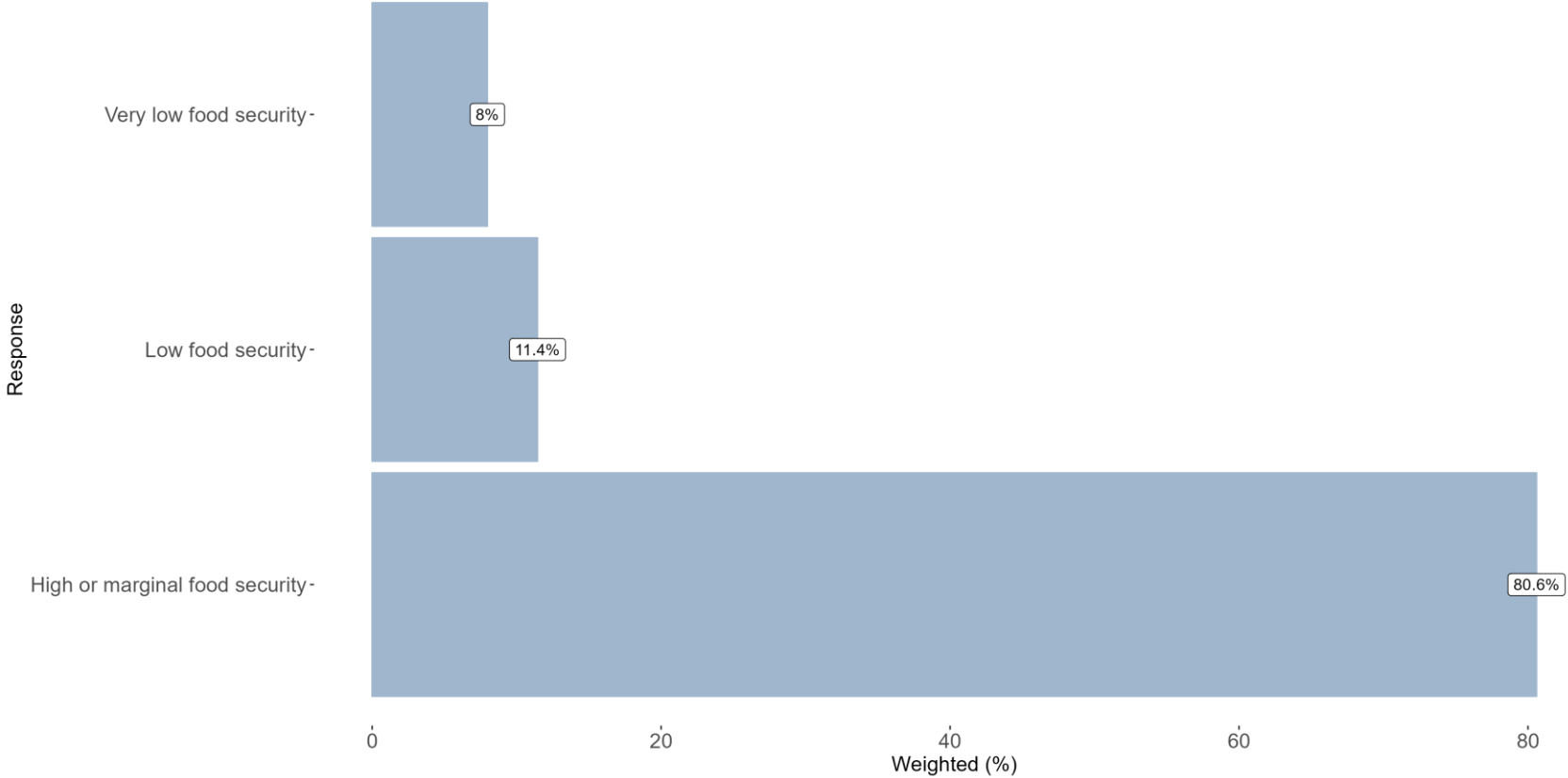
Food security score based on U.S. Household Food Security Survey Module specification (Children's Food Security Scale)



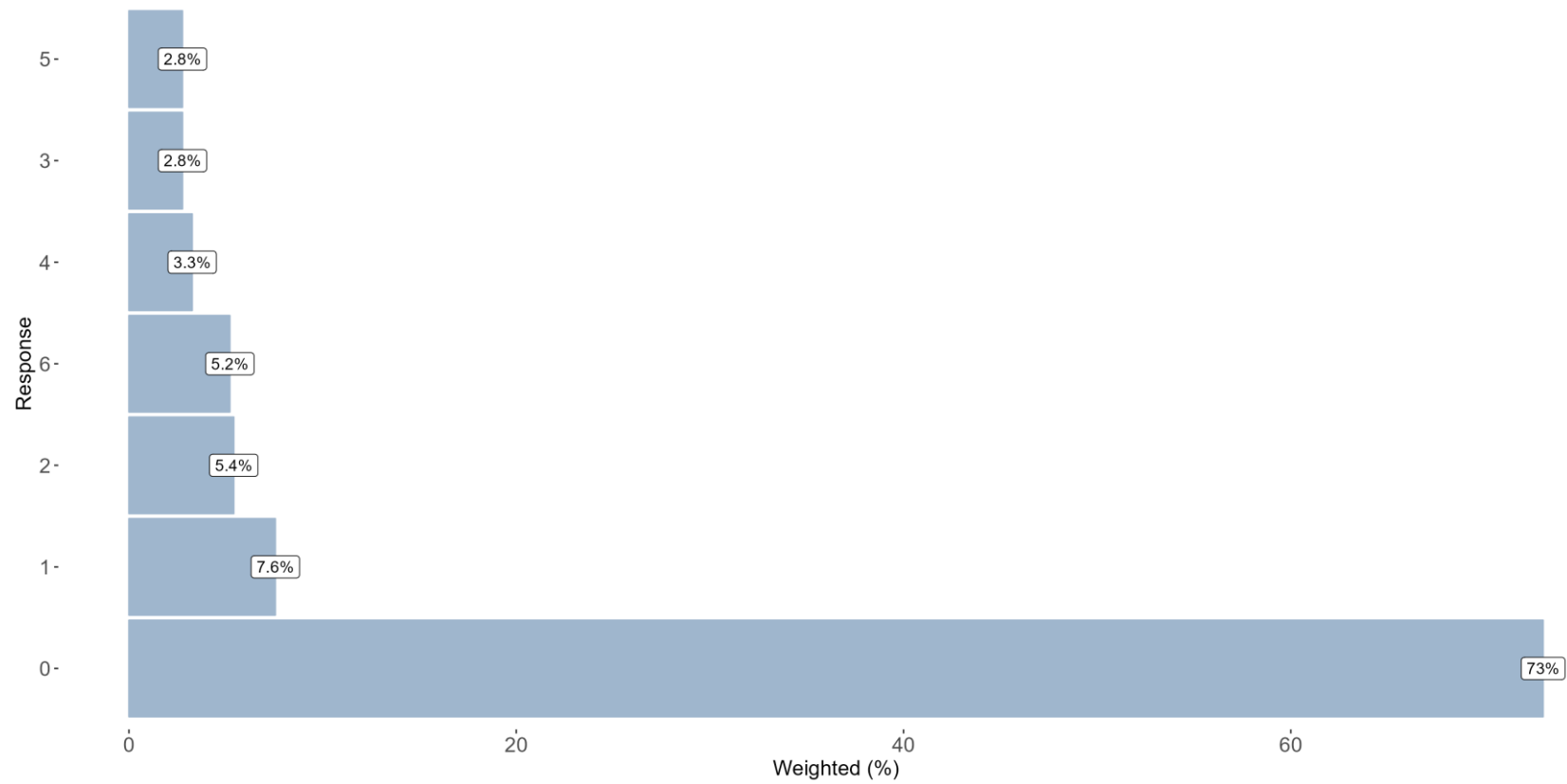
Food Security Scored (Grouped 2)



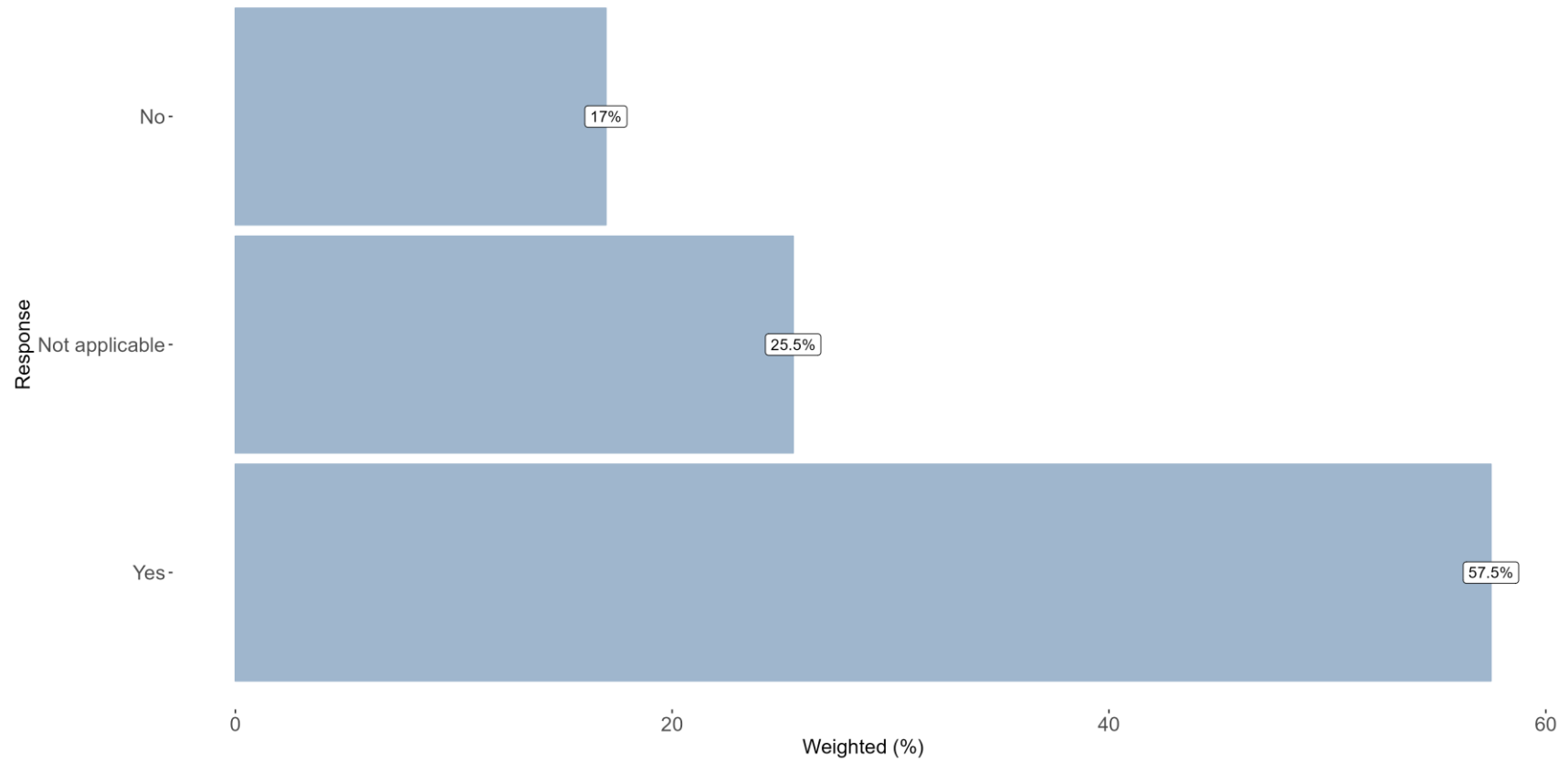
Food Security Score (Grouped)



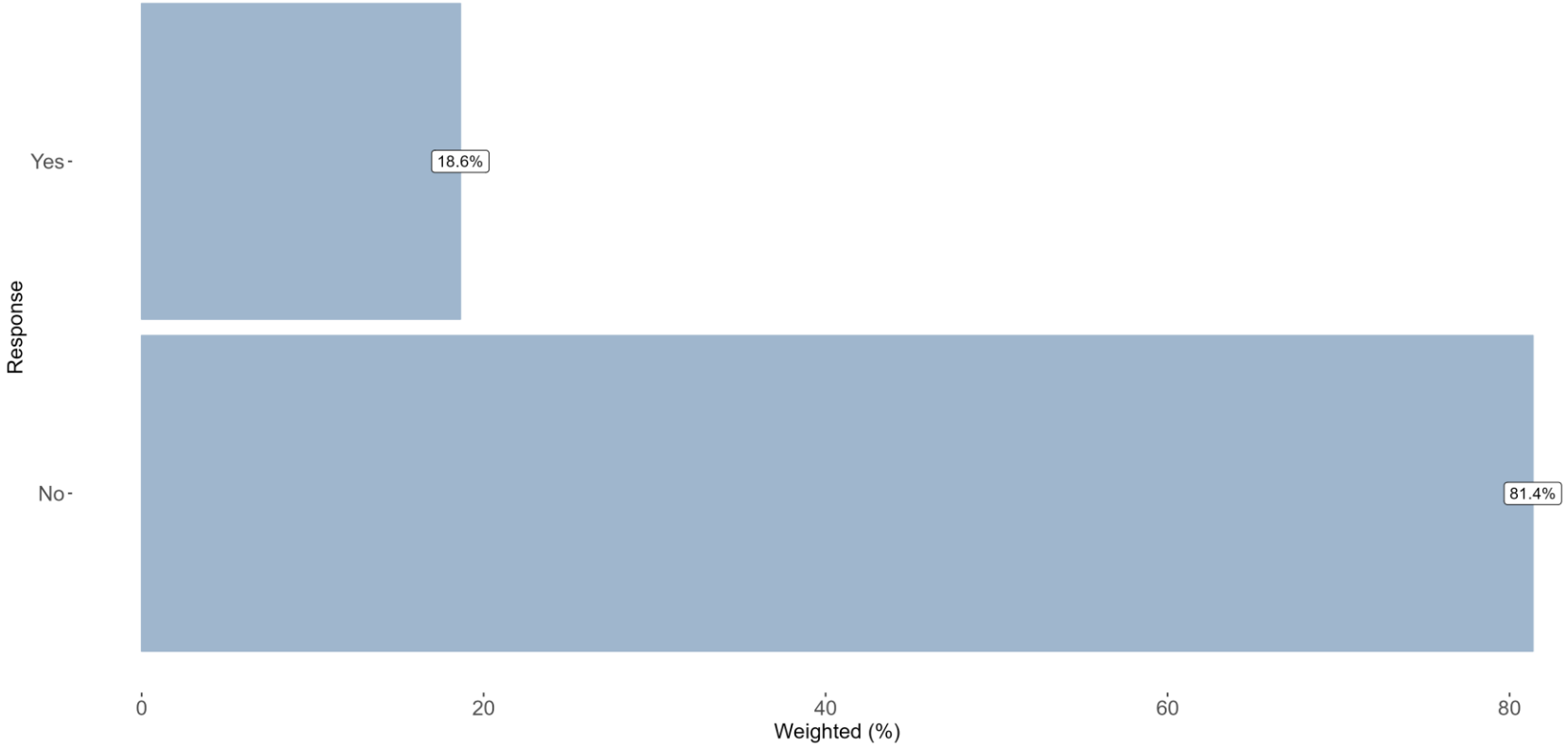
Food security score based on U.S. Household Food Security Survey Module: Six Item Short Form specification



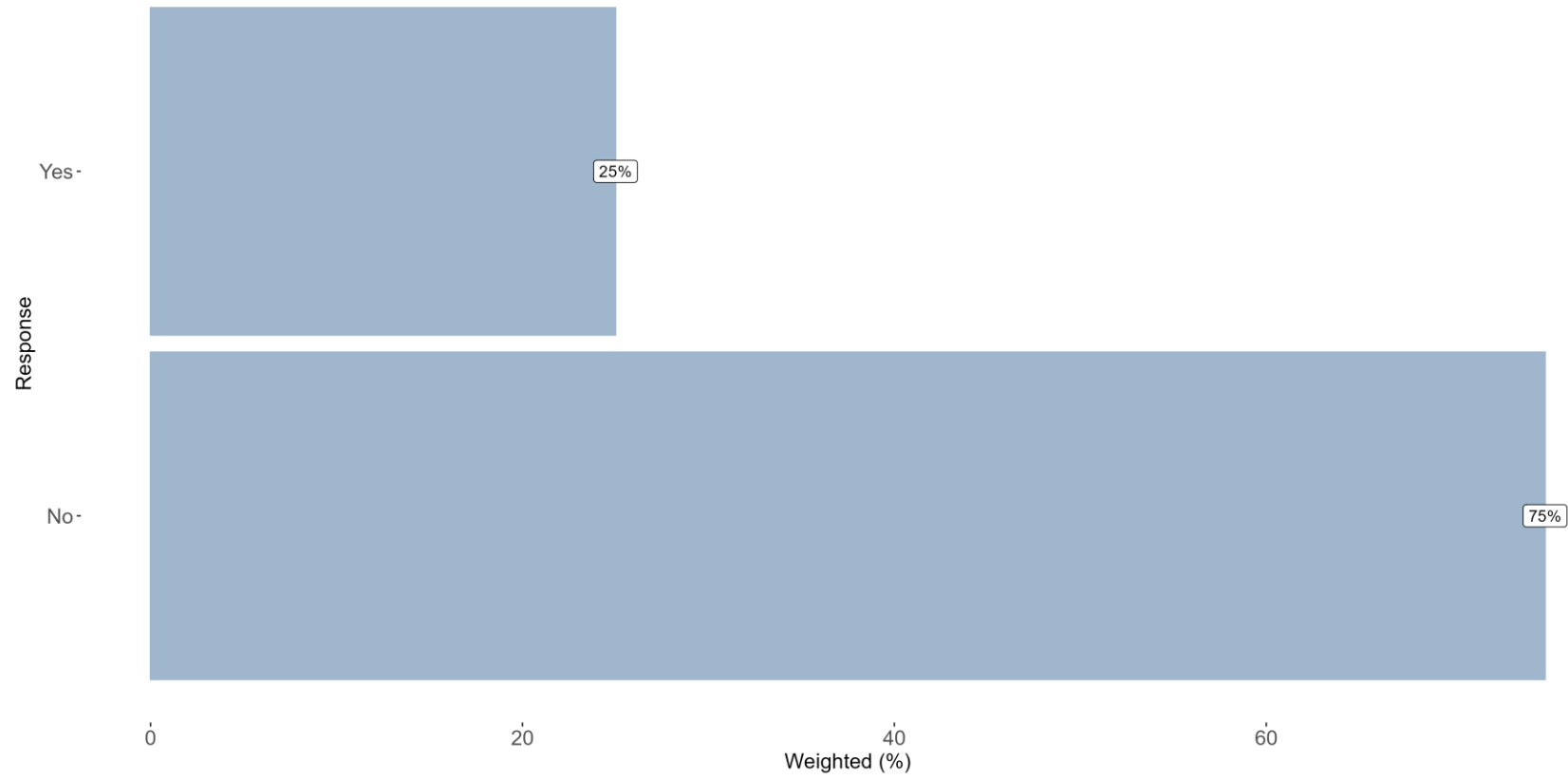
Aware of financial hardship source of support: Food bank



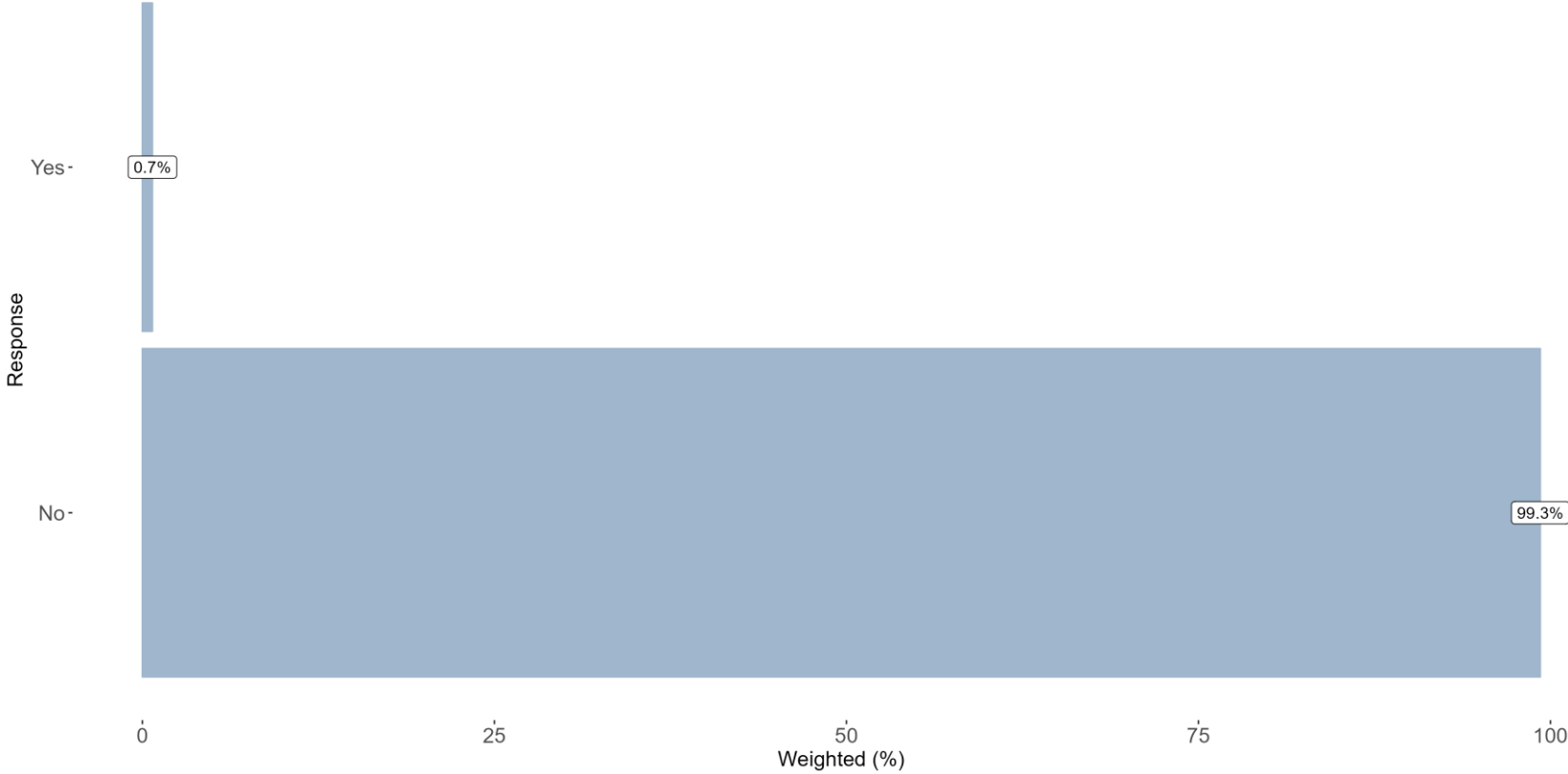
Donated money for food in some other way e.g. donated as part of a supermarket order or vouchers, contribution via an app or website



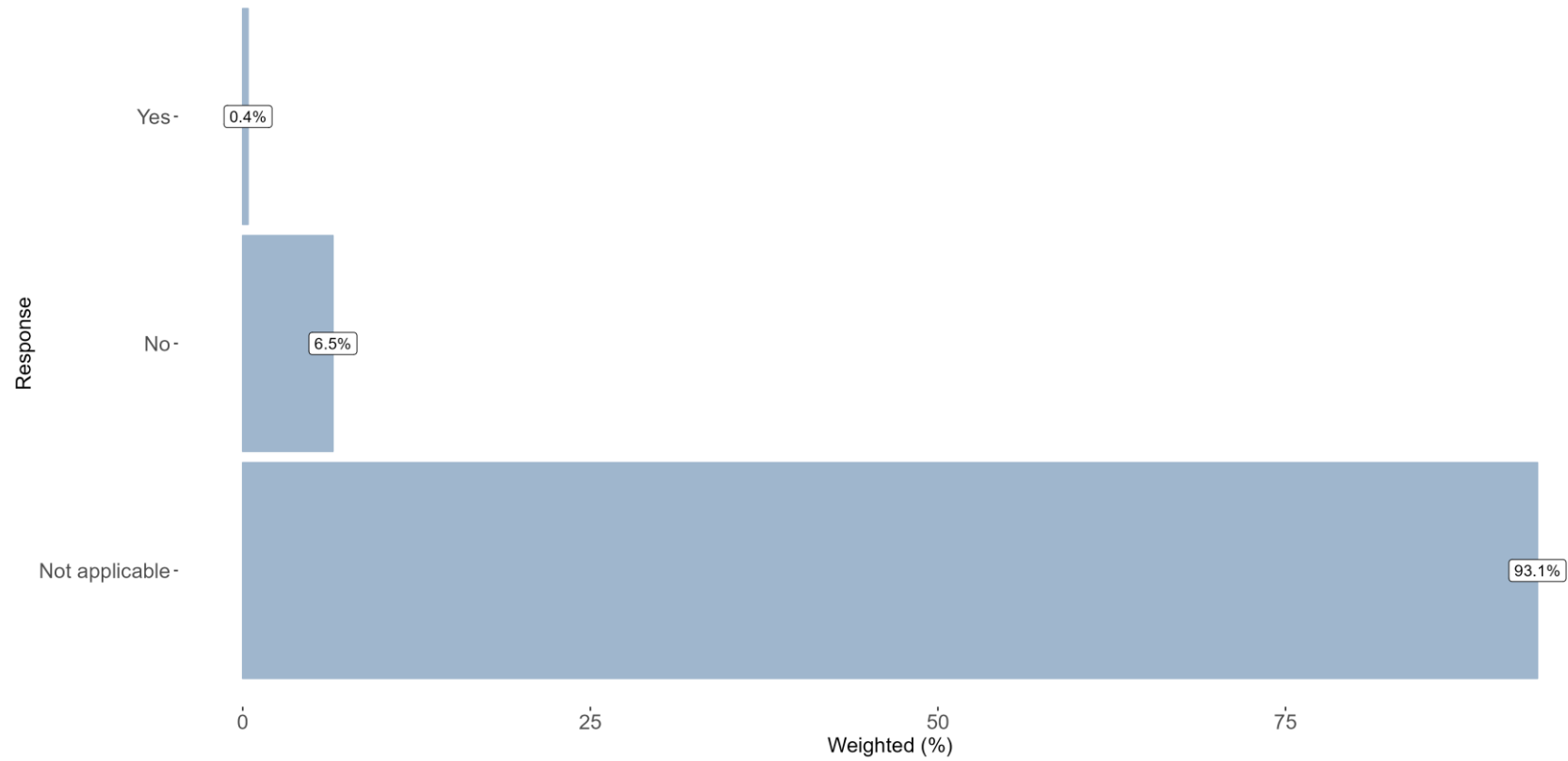
Donated food directly to a food bank or via a supermarket



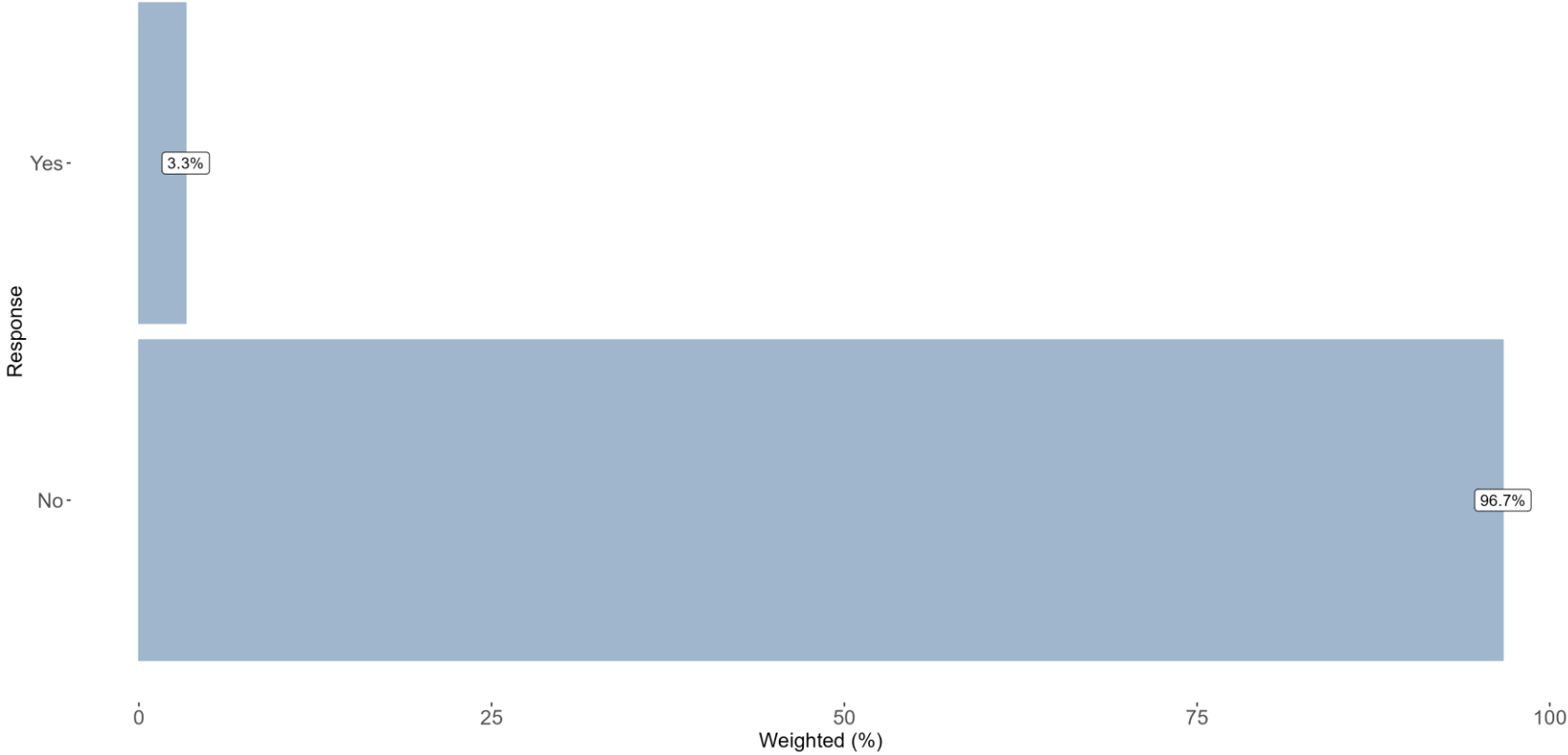
Used a food bank for another service (such as counselling)



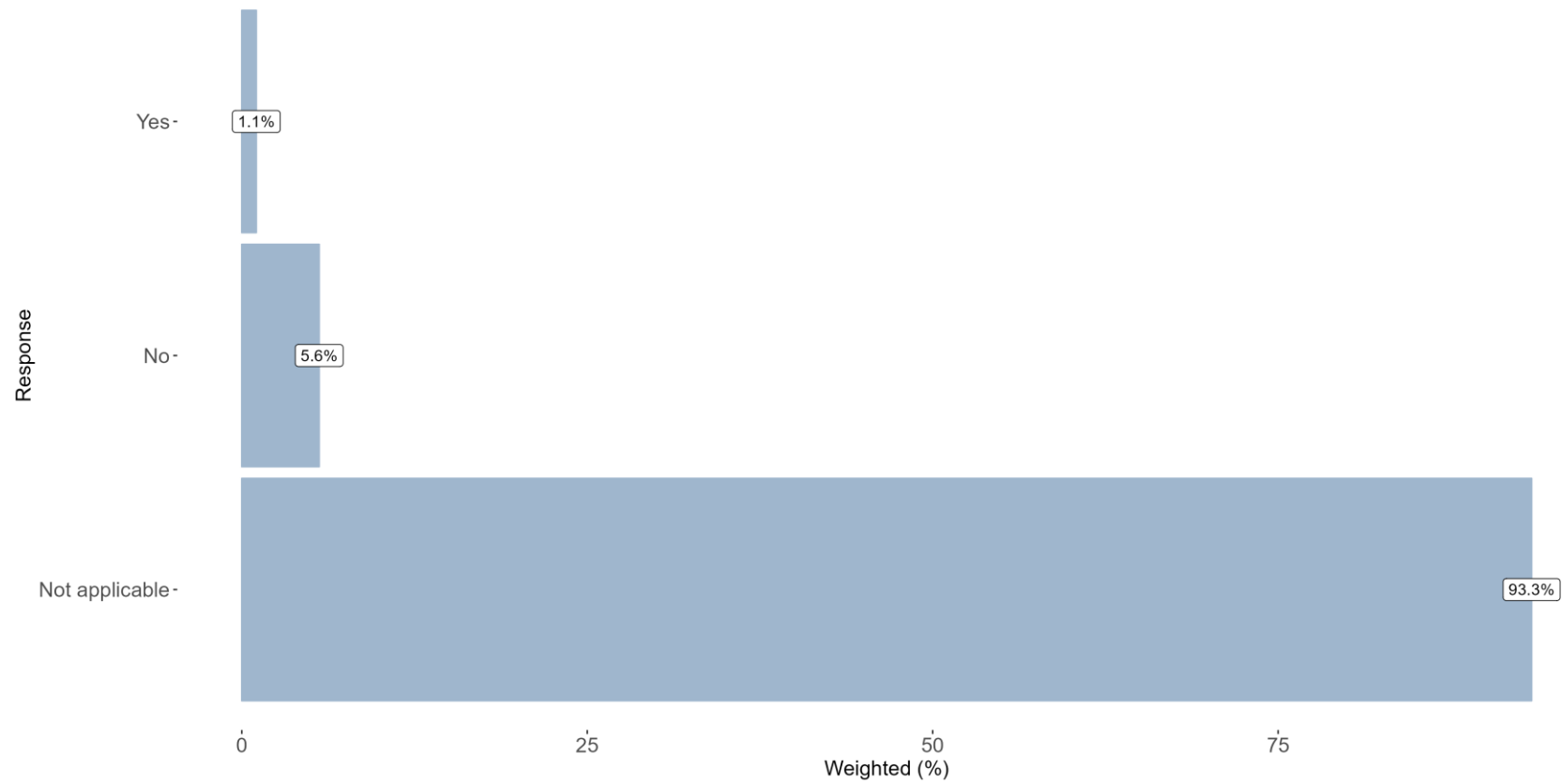
Children went a whole day without food as not enough money, in the last 12 months



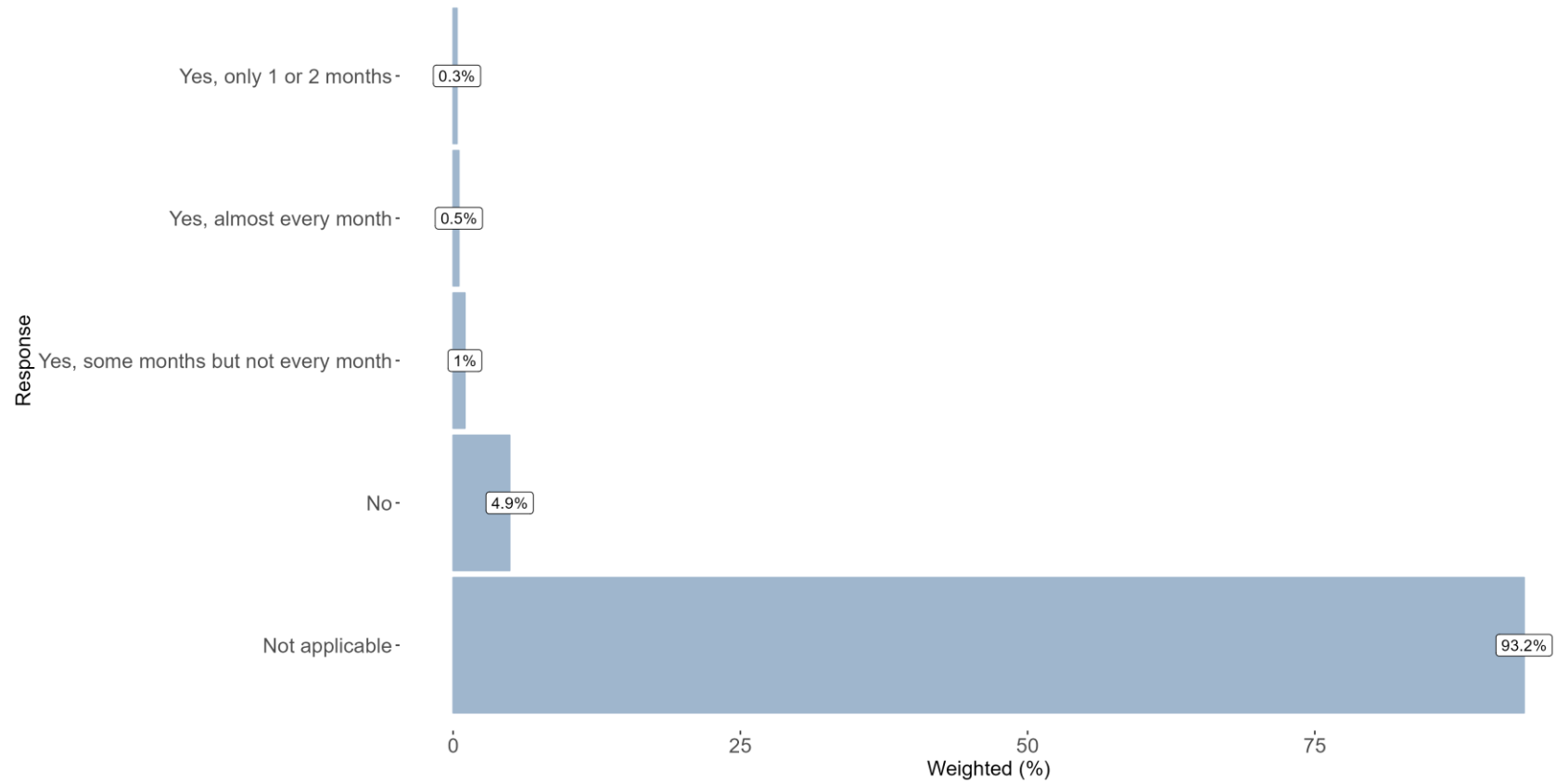
Collected a food parcel from a food bank



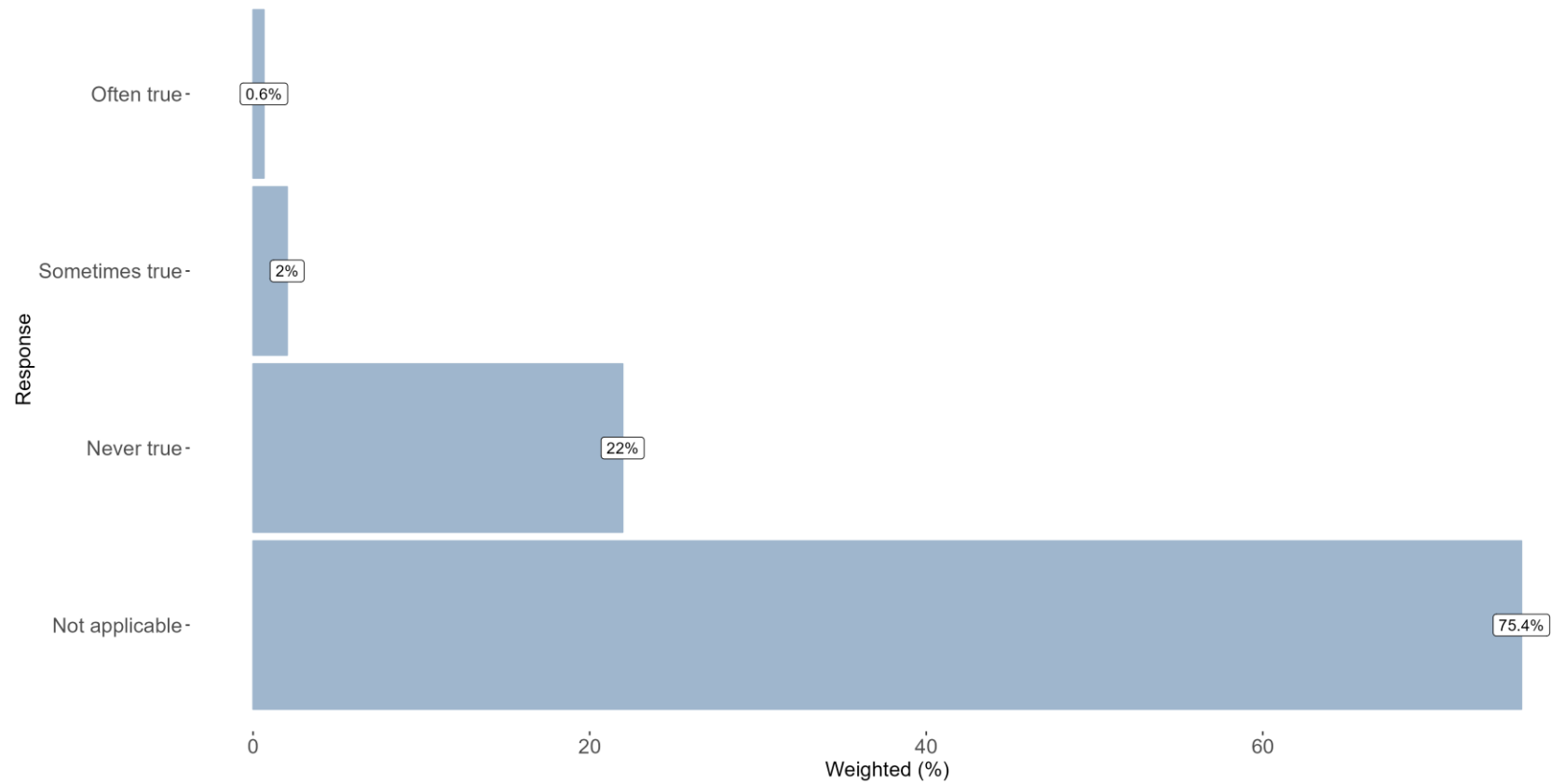
Children went hungry as not enough money, in the last 12 months



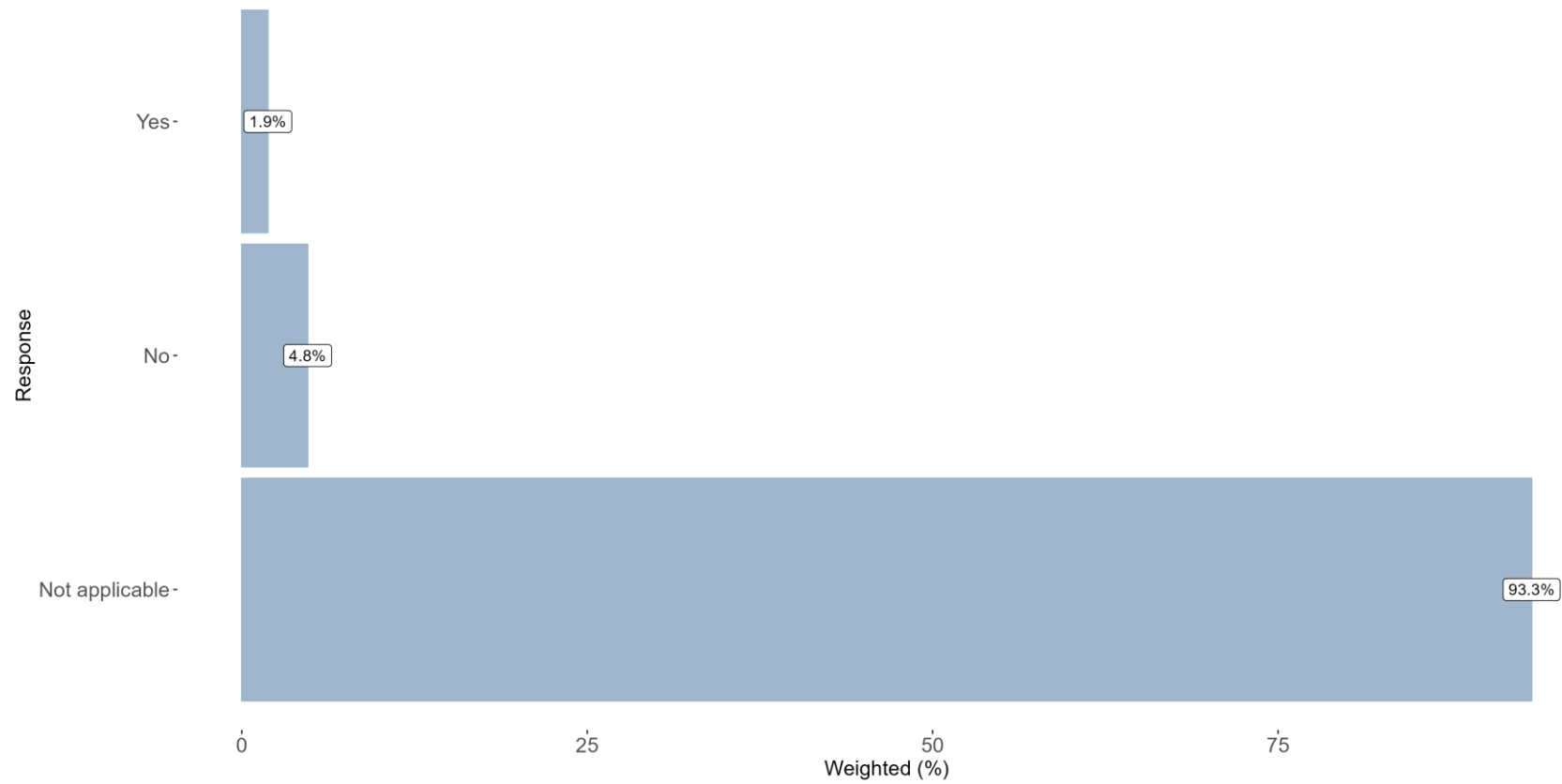
Children skipped meals as not enough money, in the last 12 months



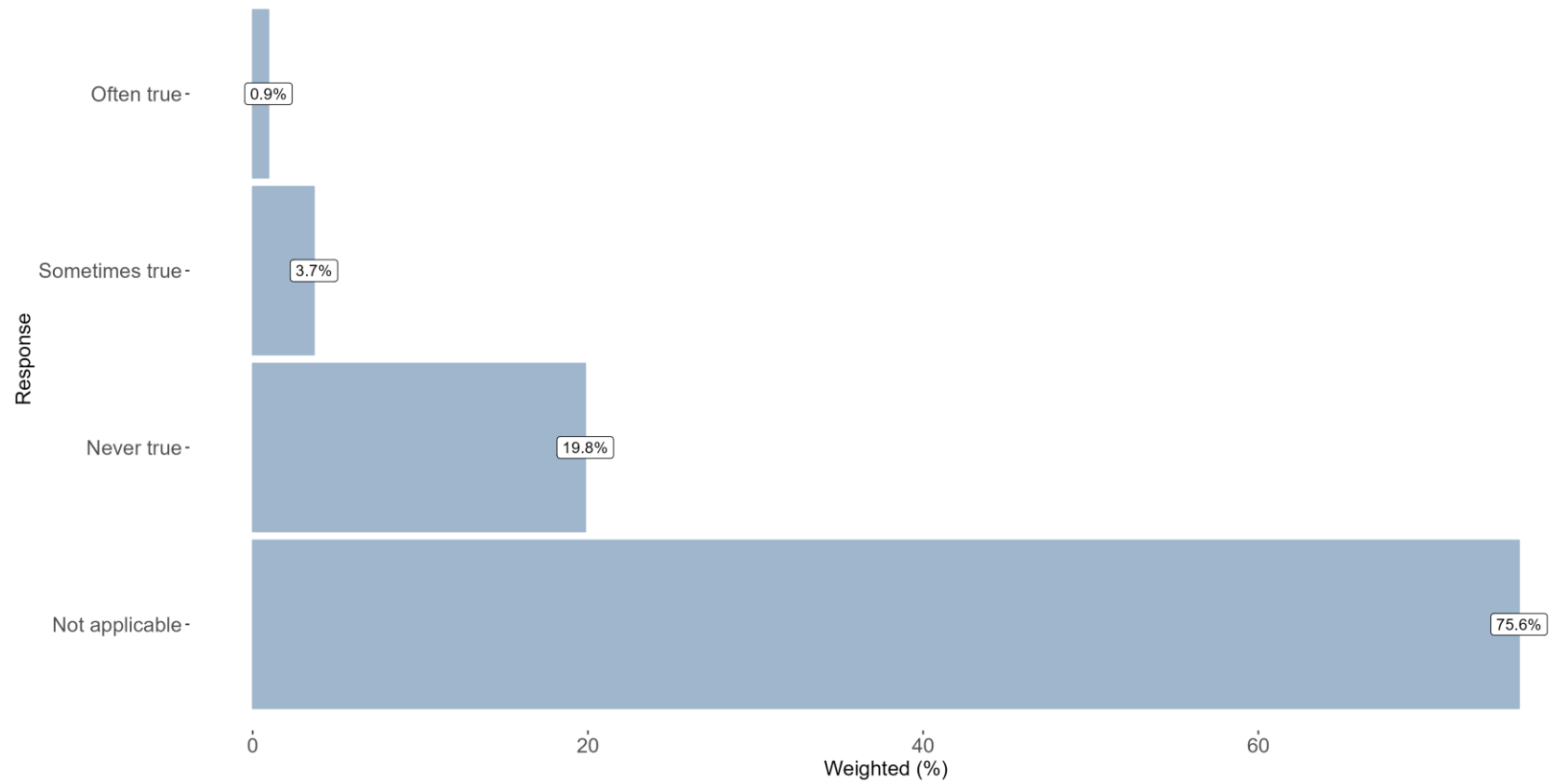
Children not able to eat enough as not enough money, in the last 12 months



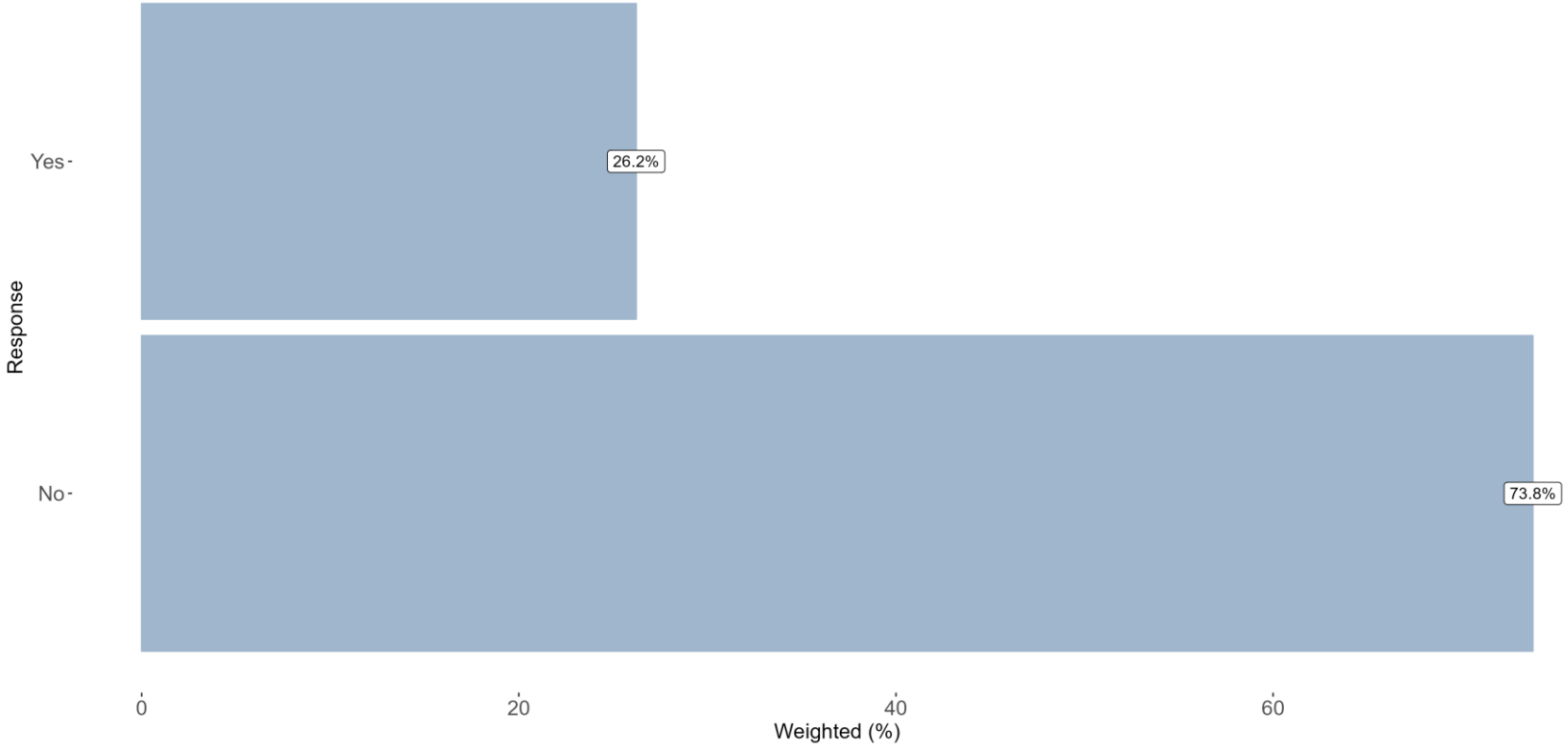
Cut the size of children's meals as not enough money, in the last 12 months



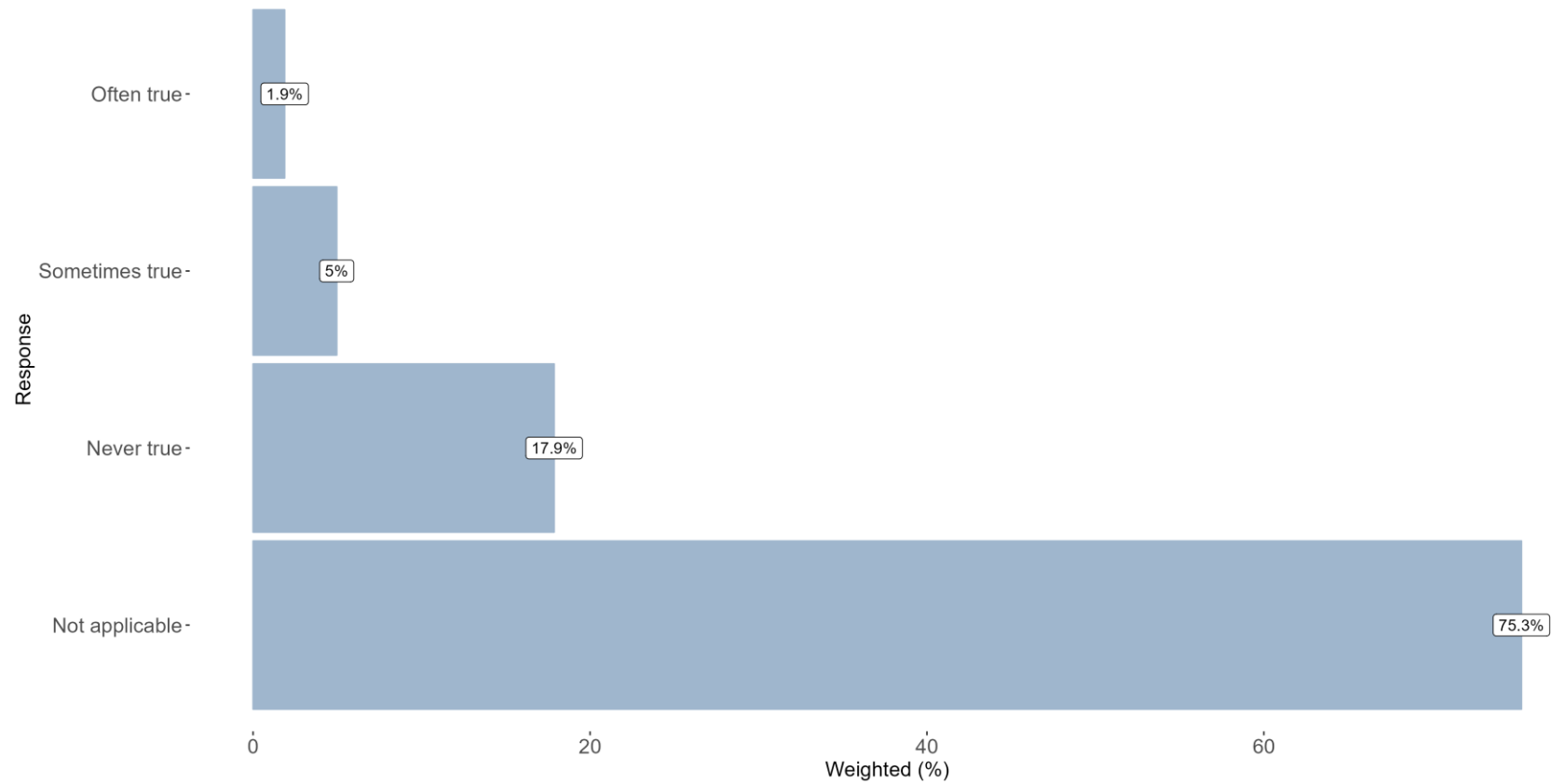
Children unable to have balanced meal as not enough money, in the last 12 months



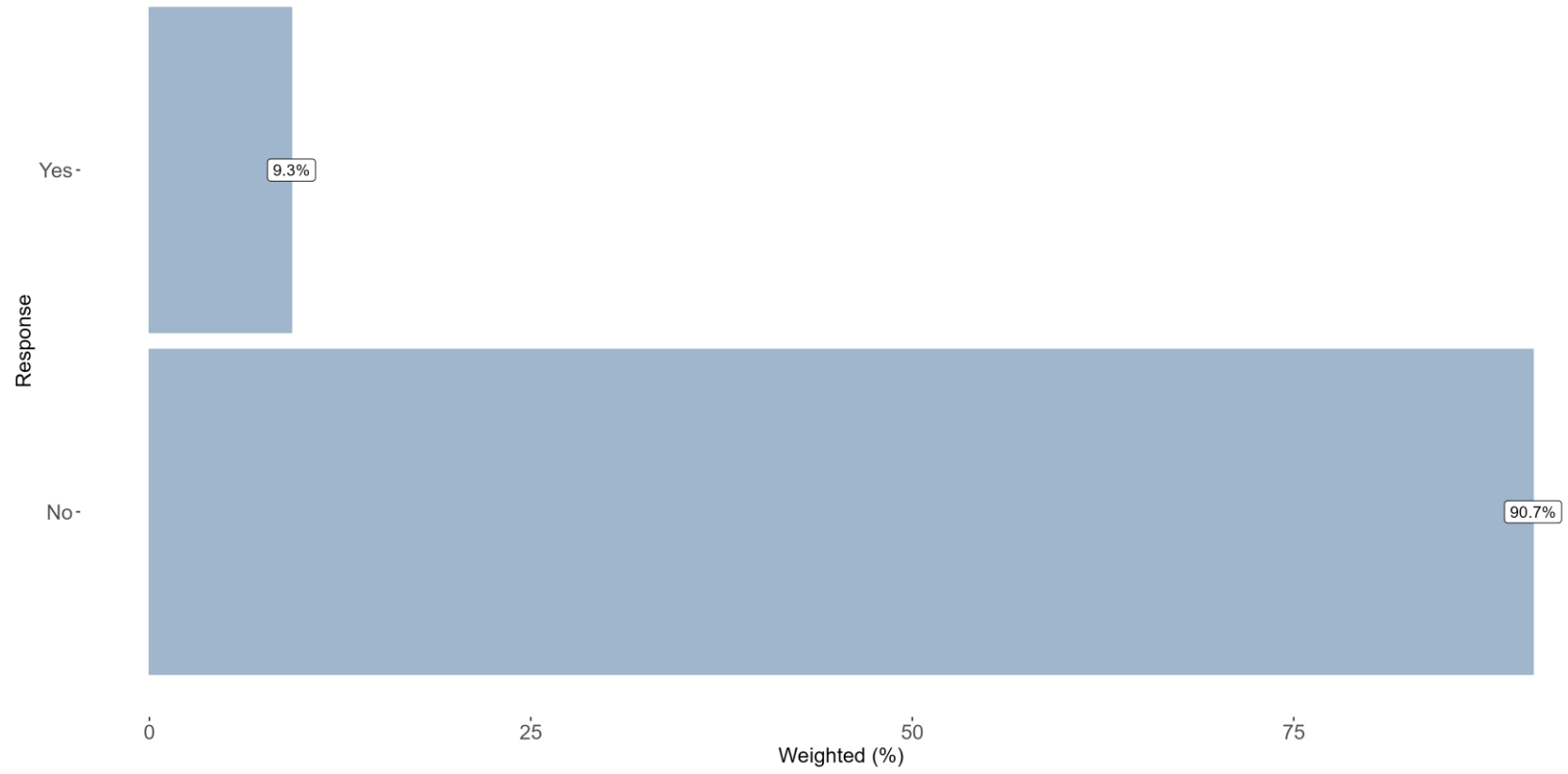
Parent or guardian of any children aged under 16 who currently live in the household



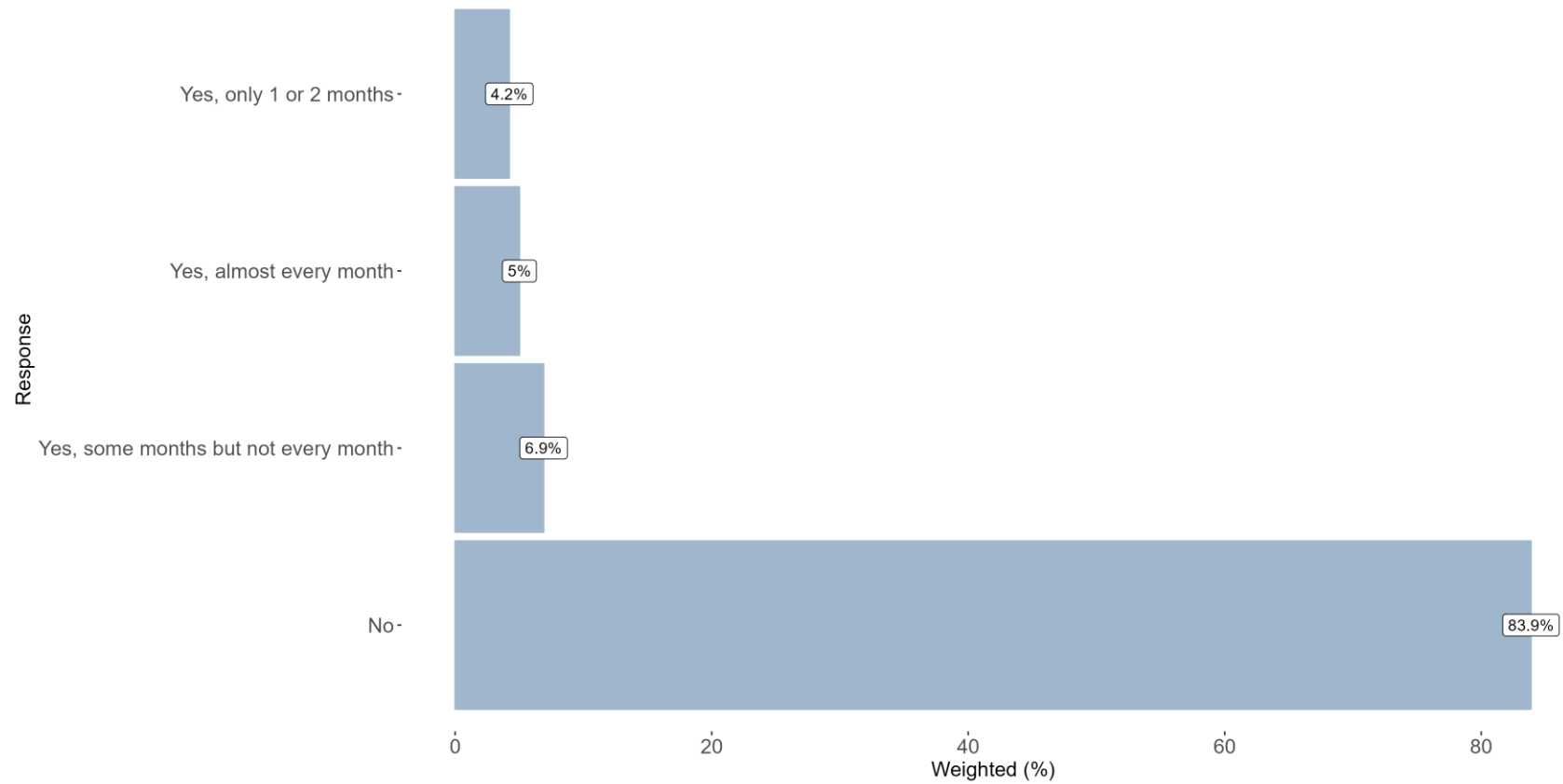
Reliant on low cost food for children as not enough money, in the last 12 months



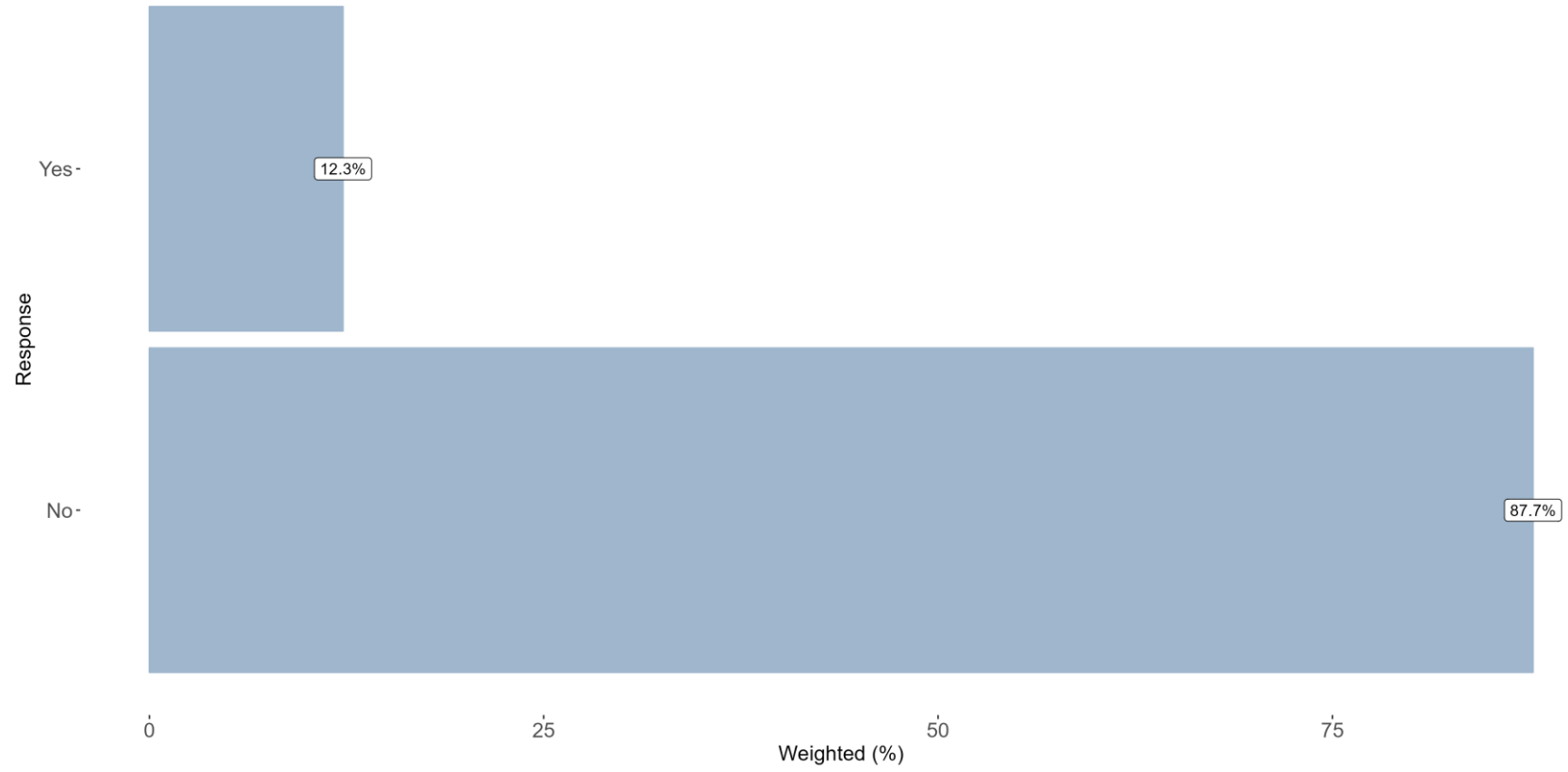
Hungry but did not eat as not enough money, in the last 12 months



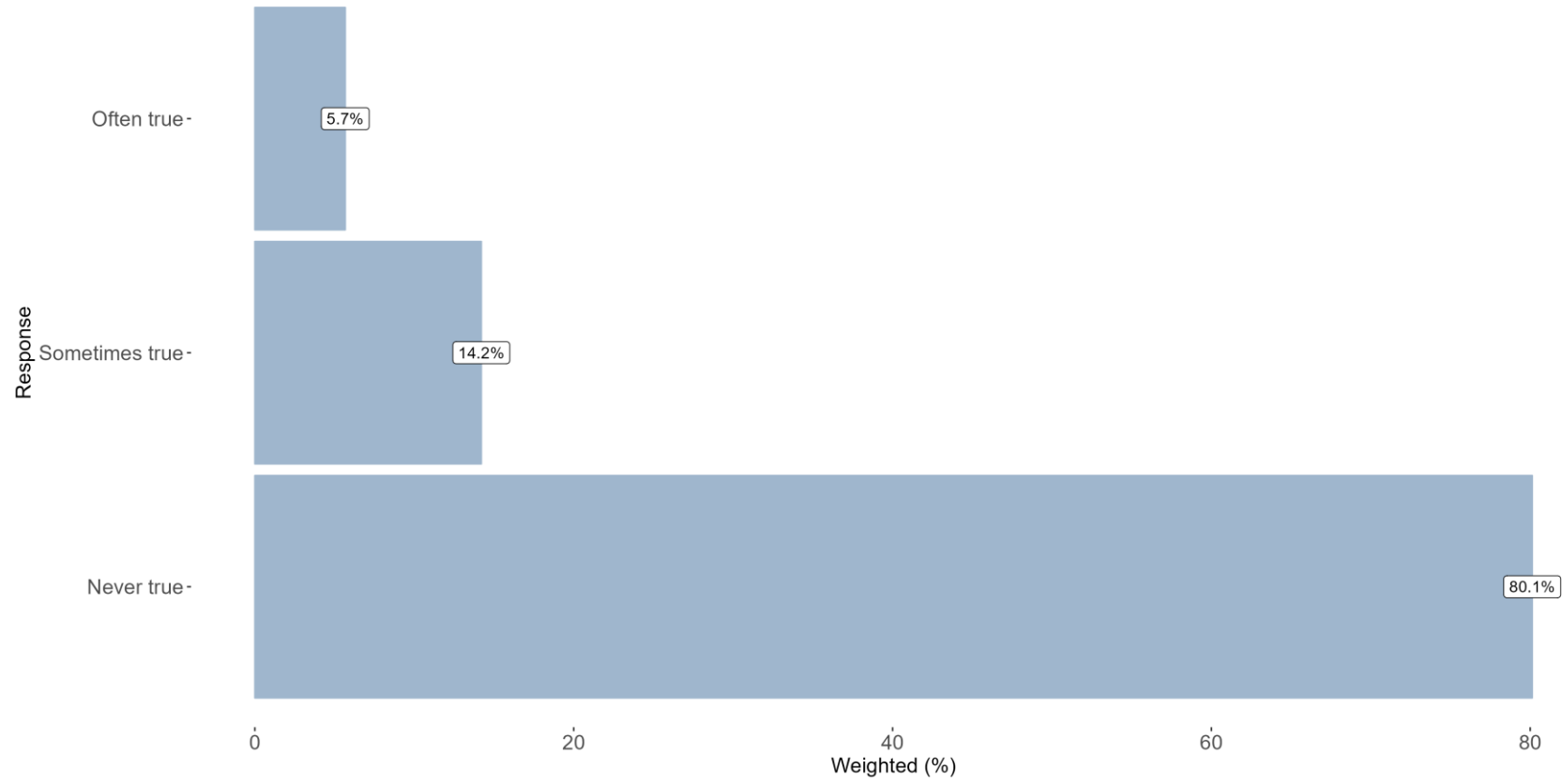
Cut meal size or skipped meals as not enough money, in the last 12 months



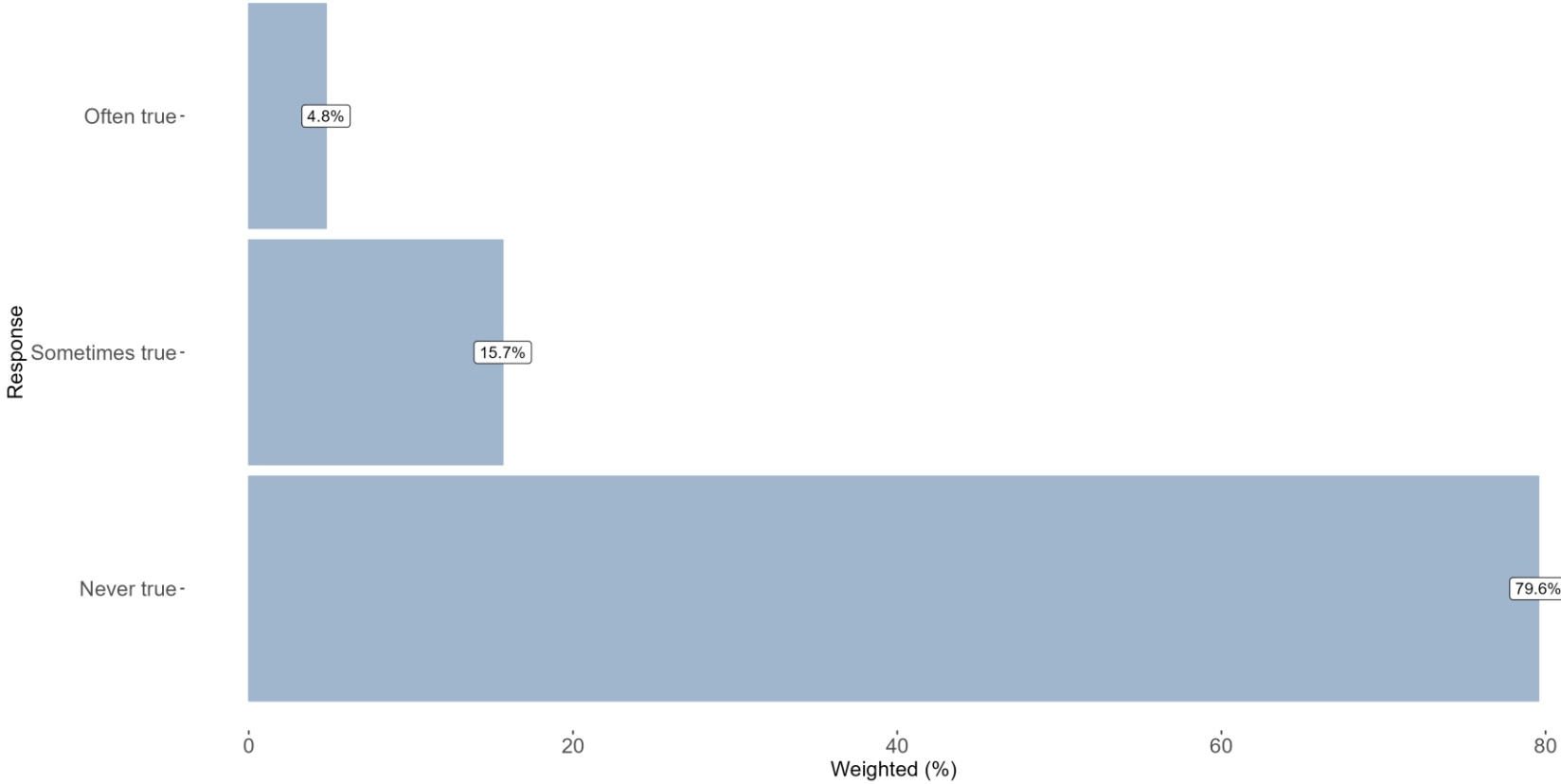
Ate less as not enough money, in the last 12 months



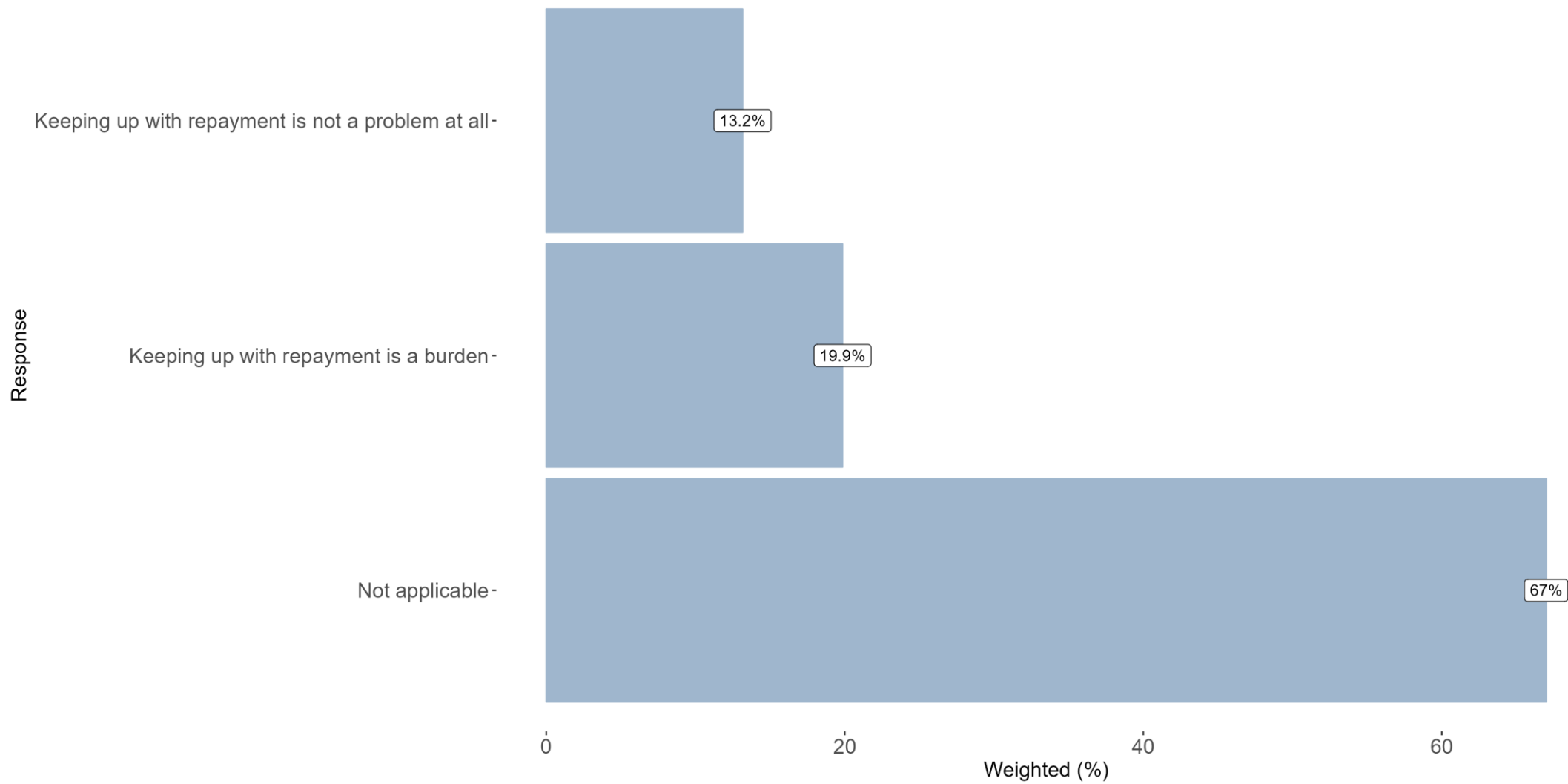
Couldn't afford to eat balanced meals, in the last 12 months



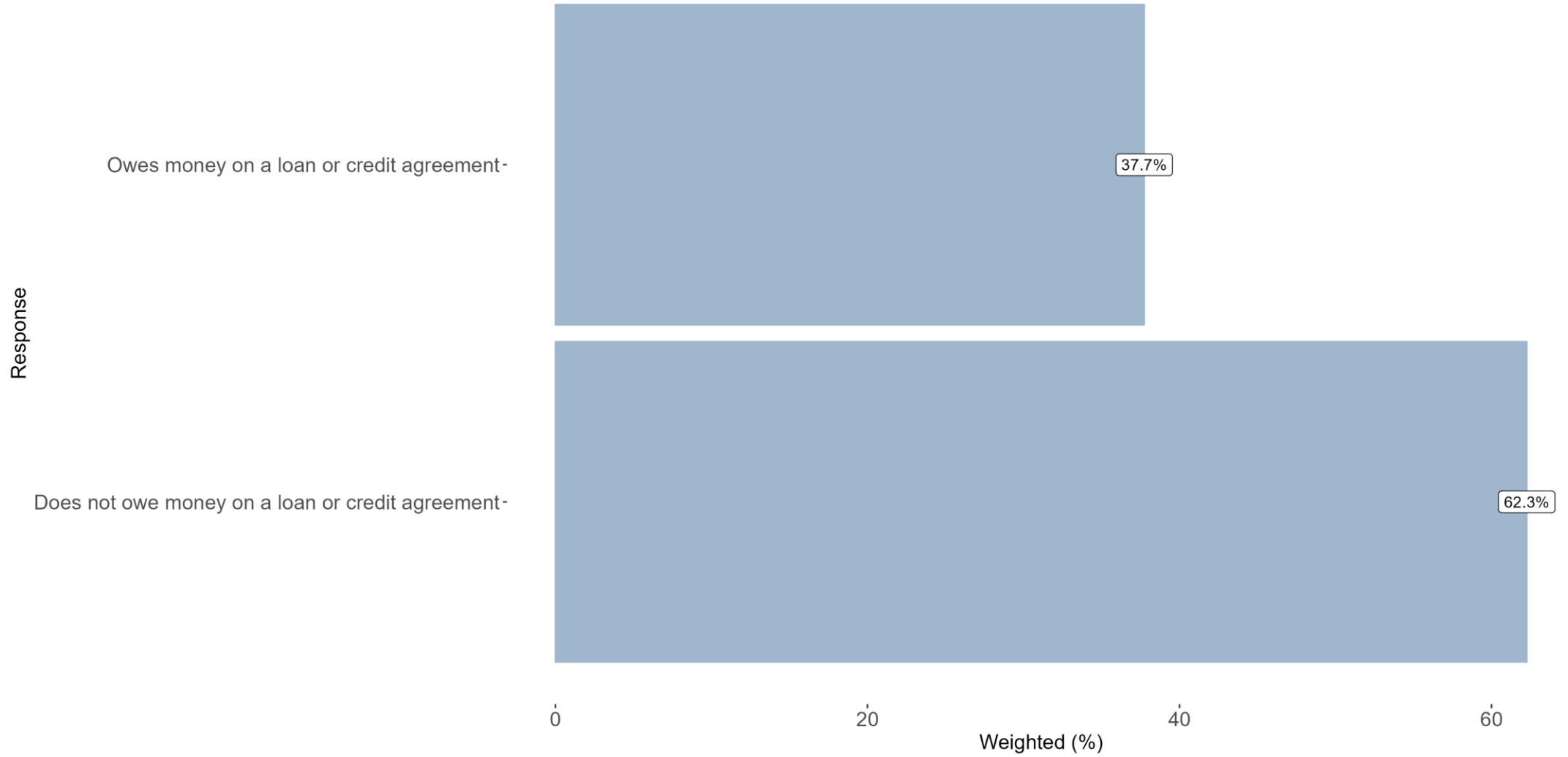
Food did not last and not enough money to get more, in the last 12 months



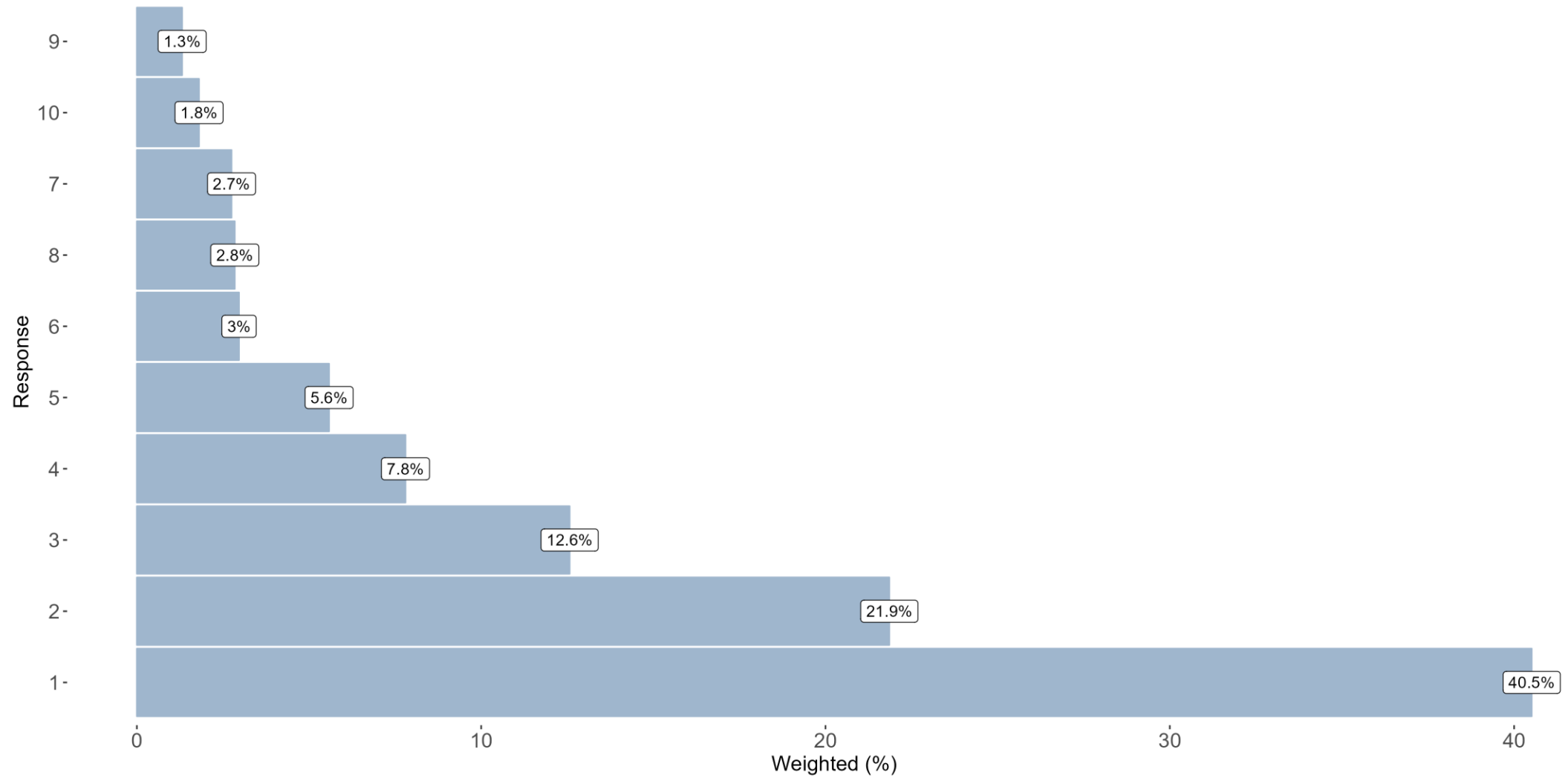
Whether keeping up with repayment is a burden (Grouped)



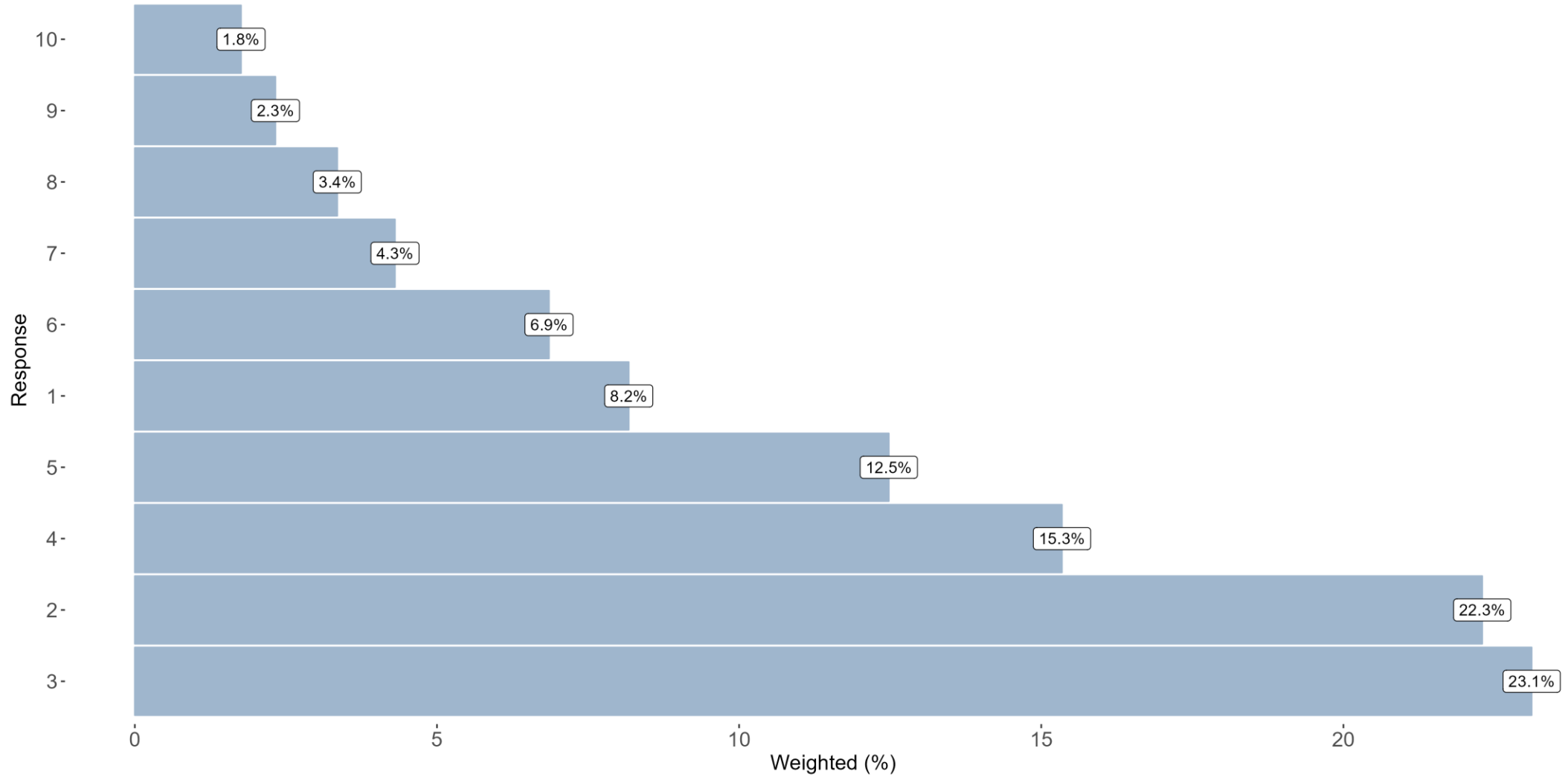
Whether owes any money on a loan or credit agreement



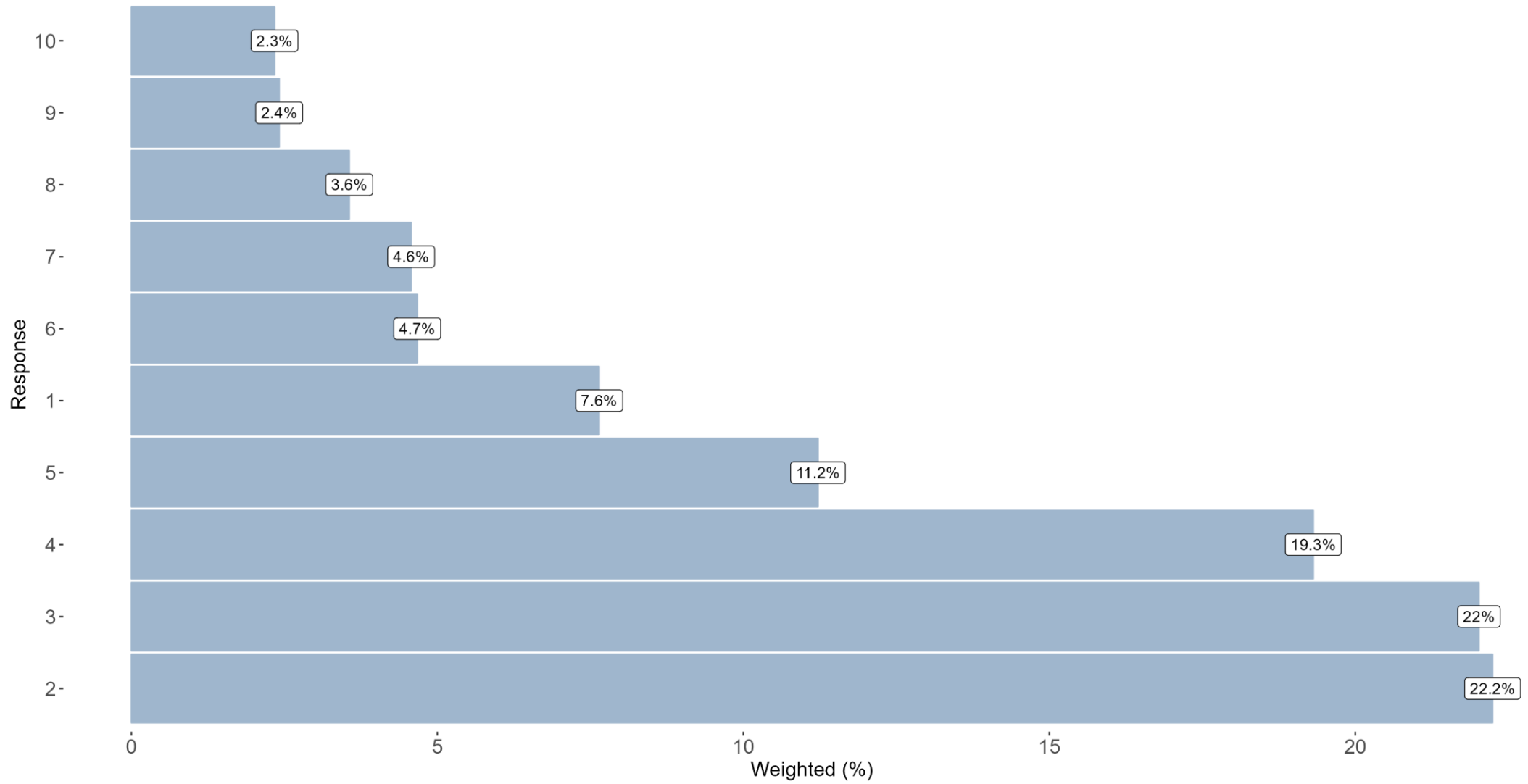
Income Deprivation Affecting Older People (IDAOP) Decile (where 1 is most deprived 10% of LSOAs)



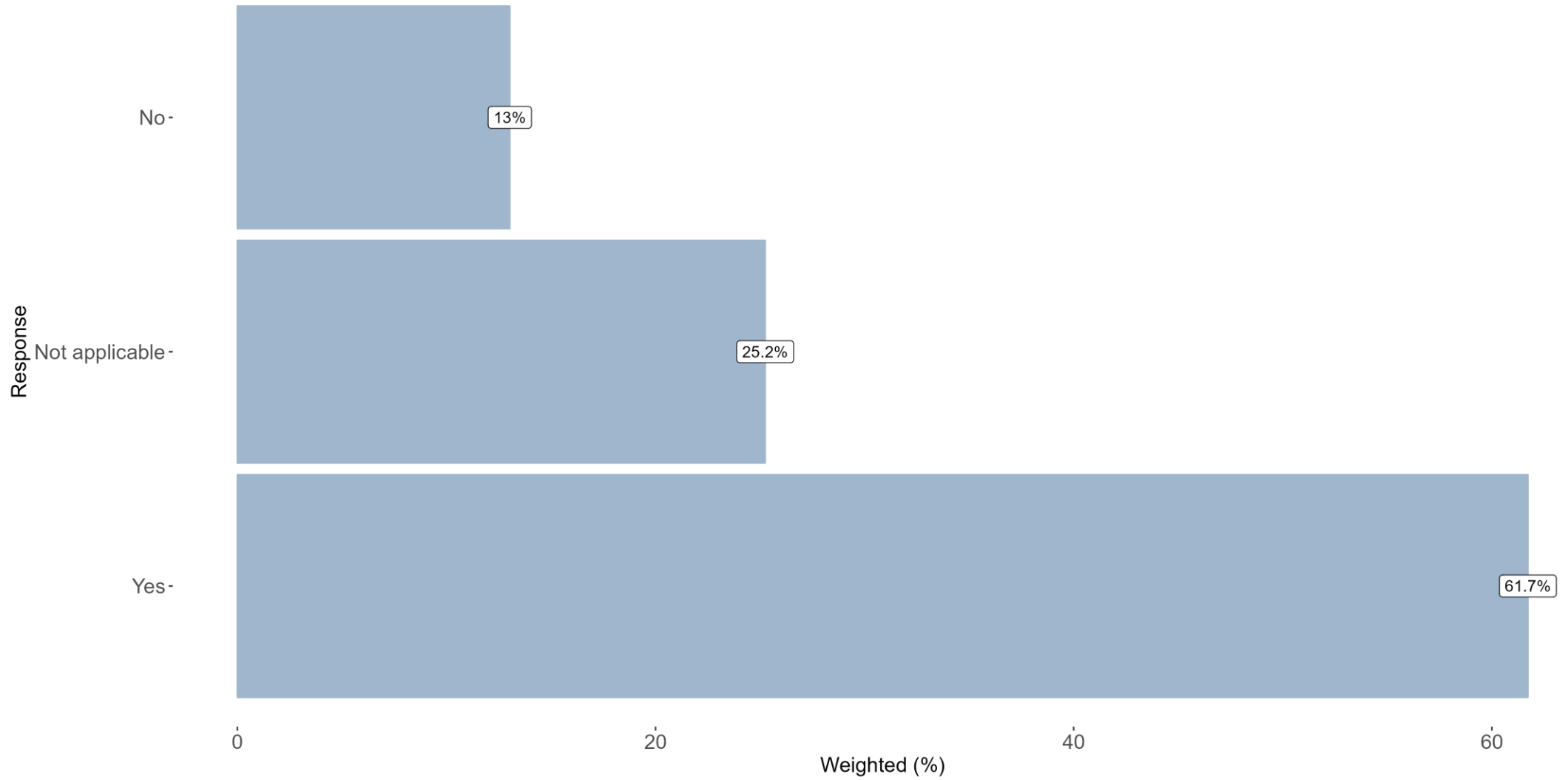
Income Deprivation Affecting Children Index (IDACI) Decile (where 1 is most deprived 10% of LSOAs)



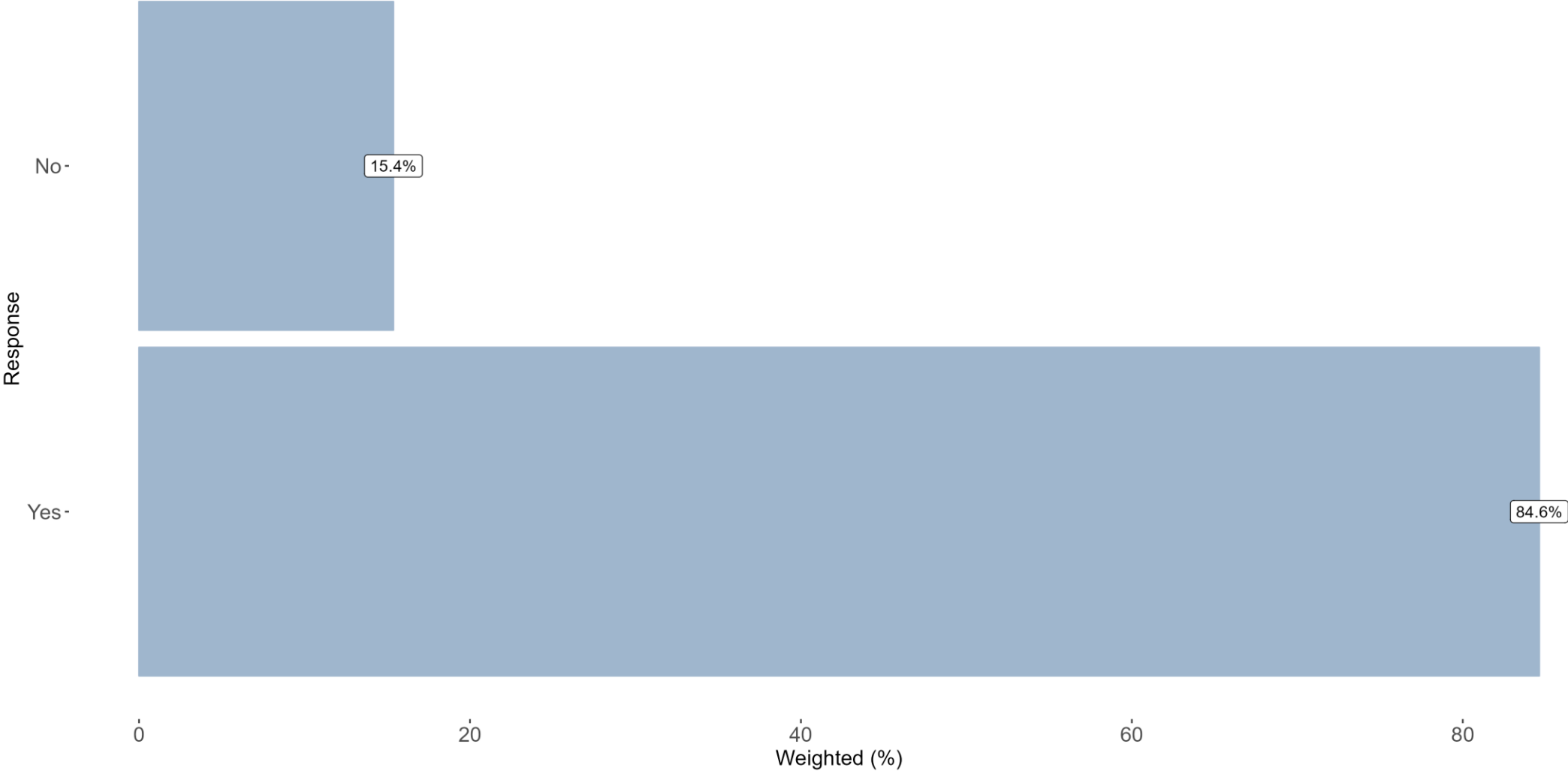
Income Decile (where 1 is most deprived 10% of LSOAs)



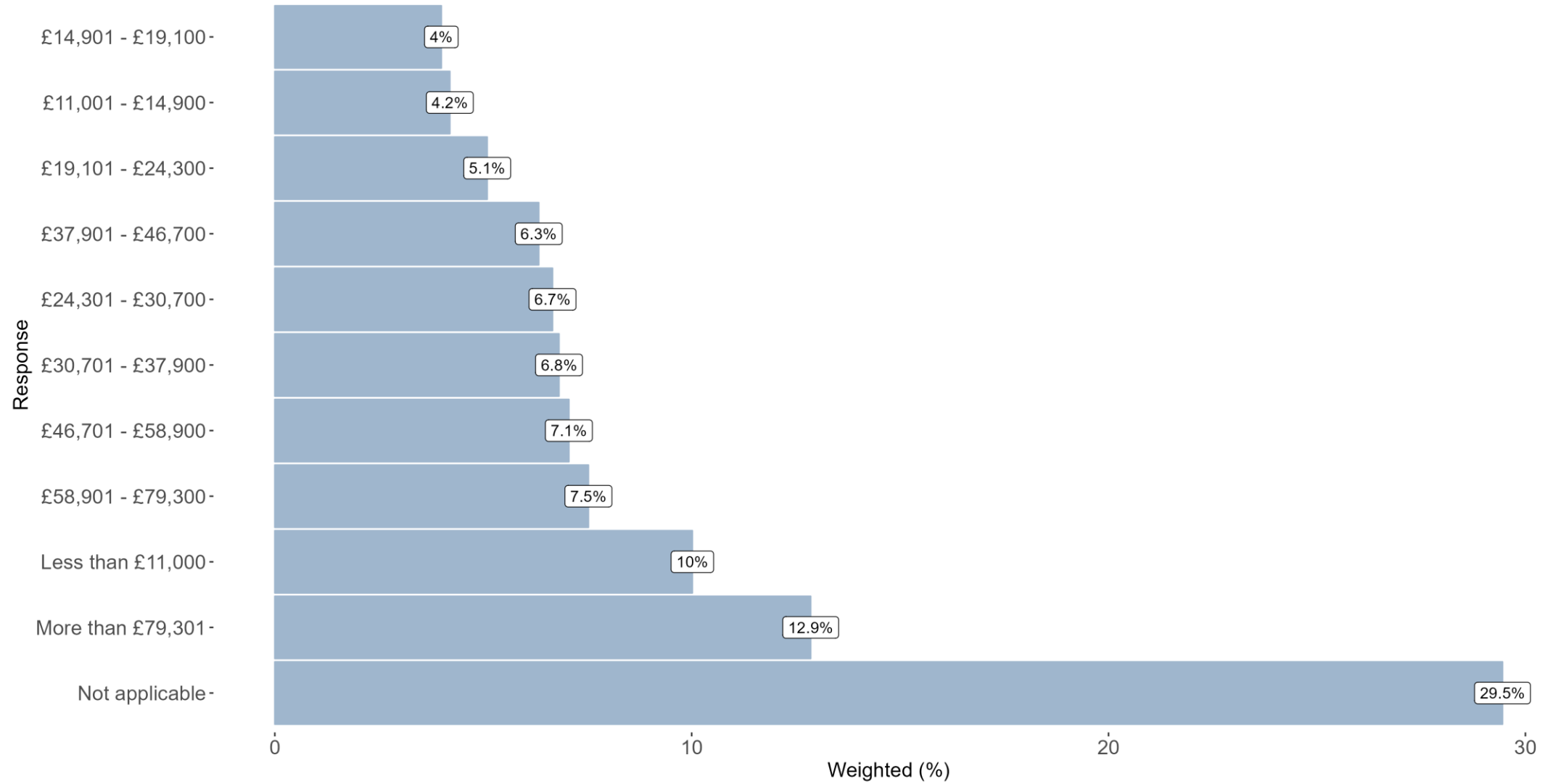
Aware of source of financial support: Universal Credit or Pension Credit



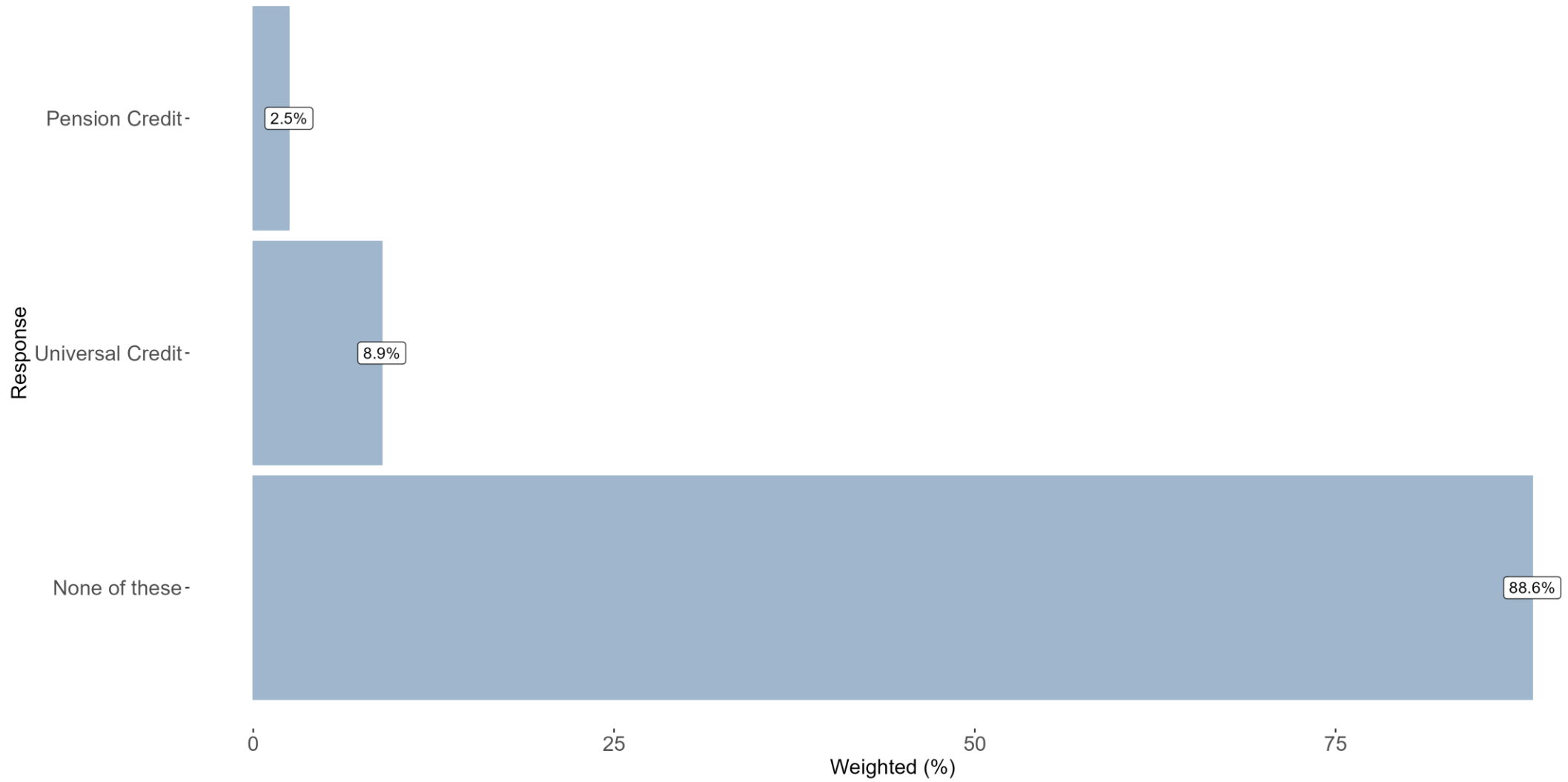
Whether can keep home warm enough in winter



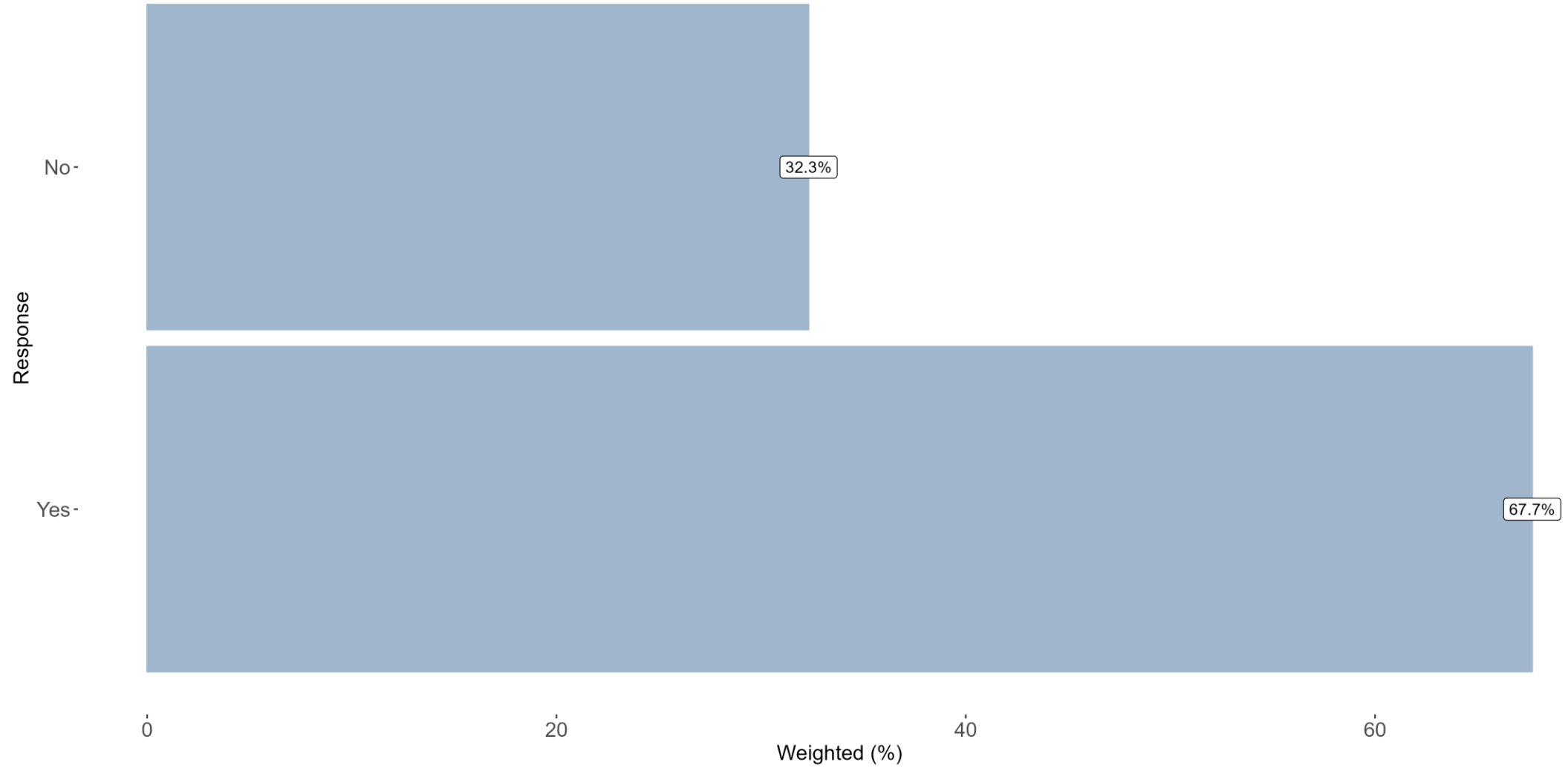
Respondent (and partner's) income before tax



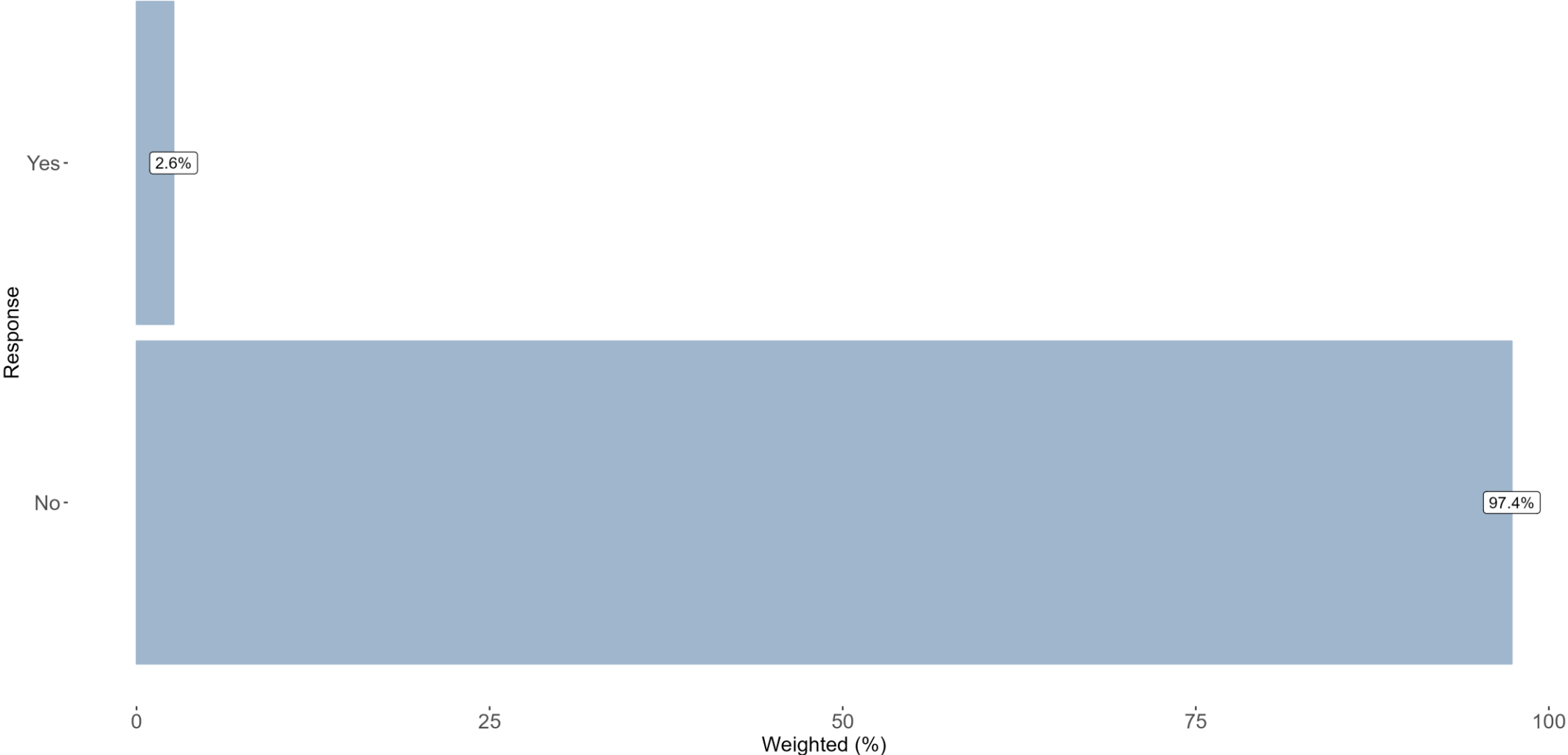
Currently receiving state benefits



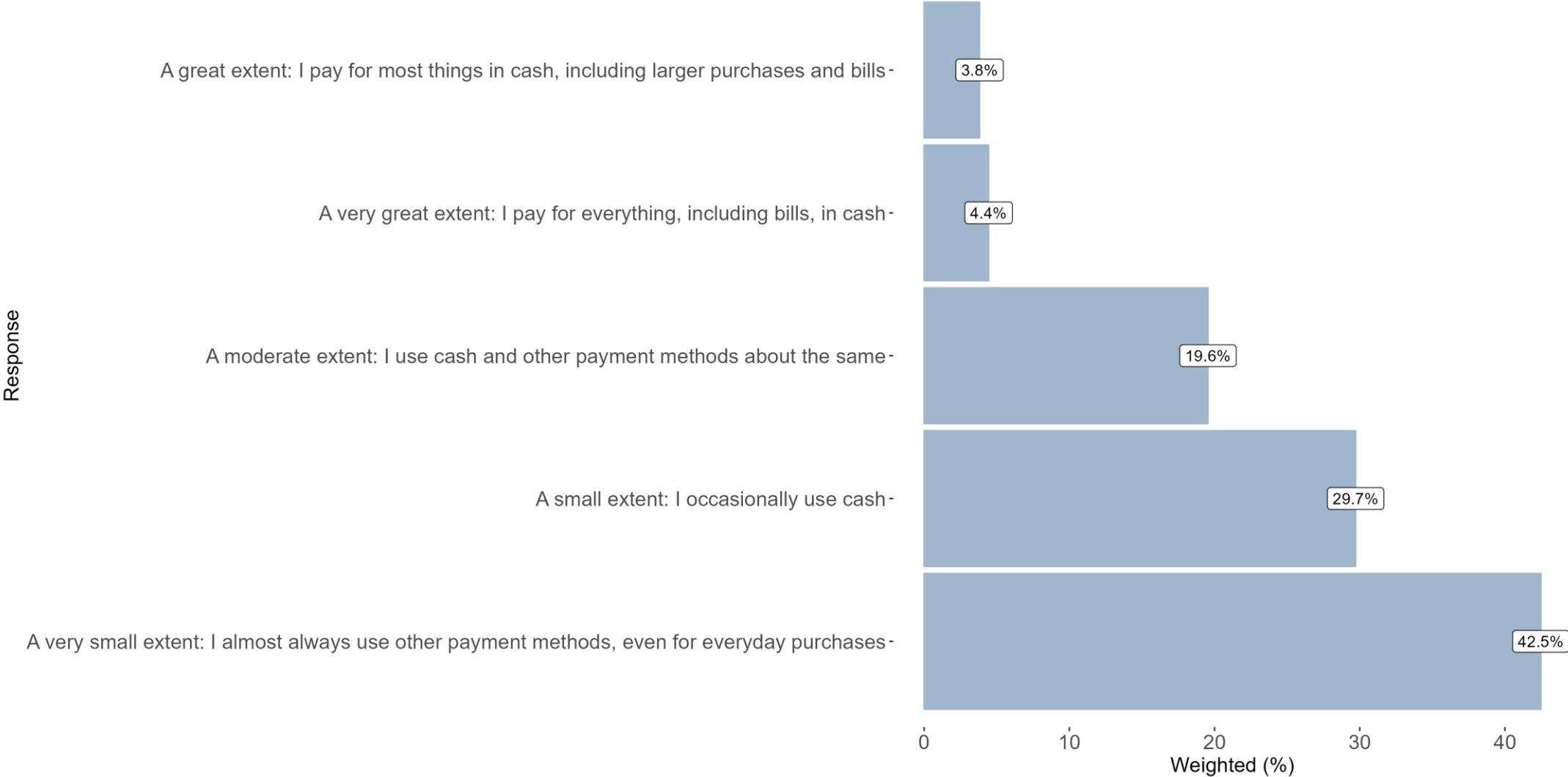
Financial savings of at least £1,500



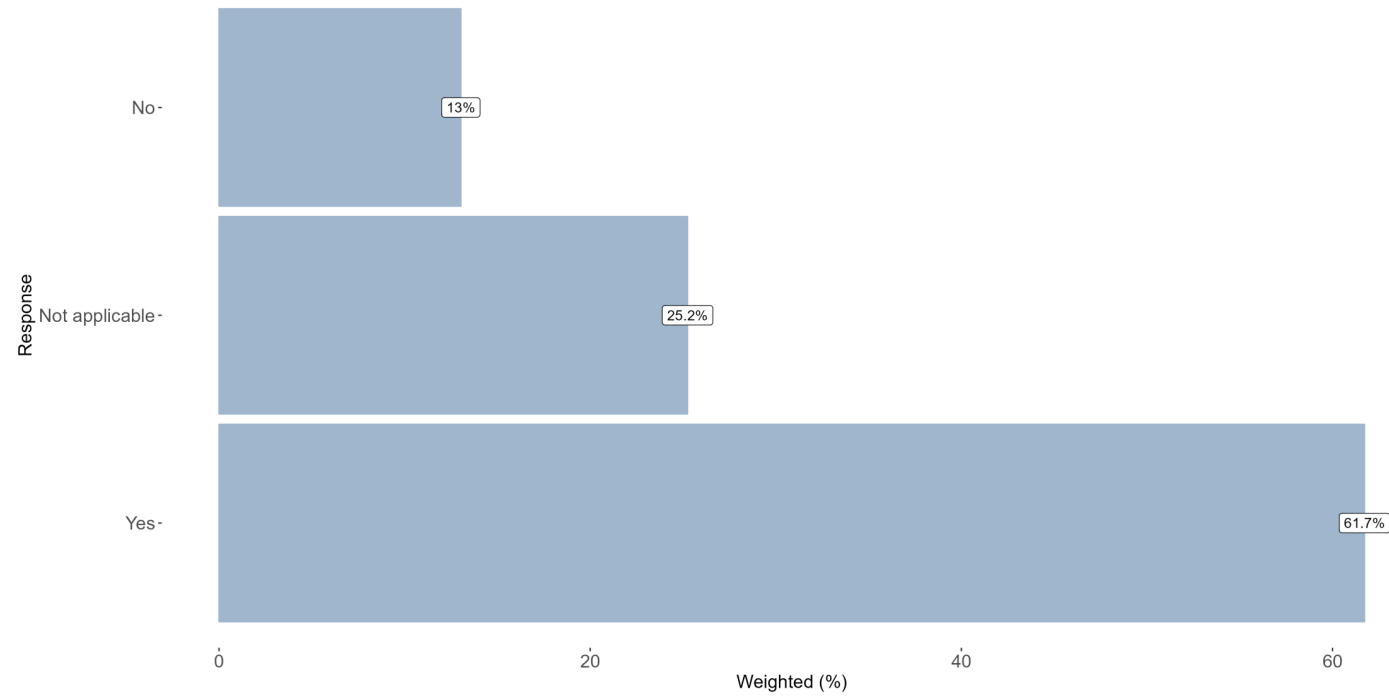
Type of debt: Student Loan - RAISED CODE



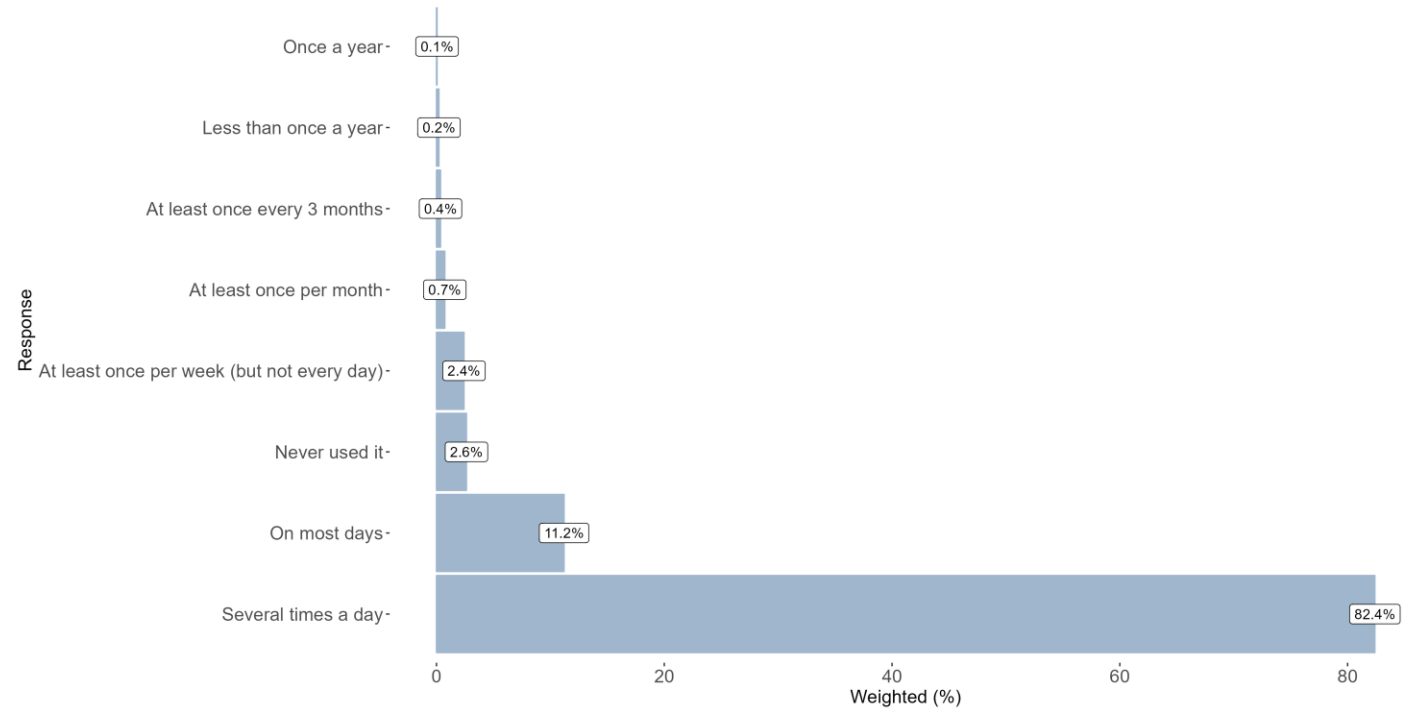
Reliance on cash in day to day life



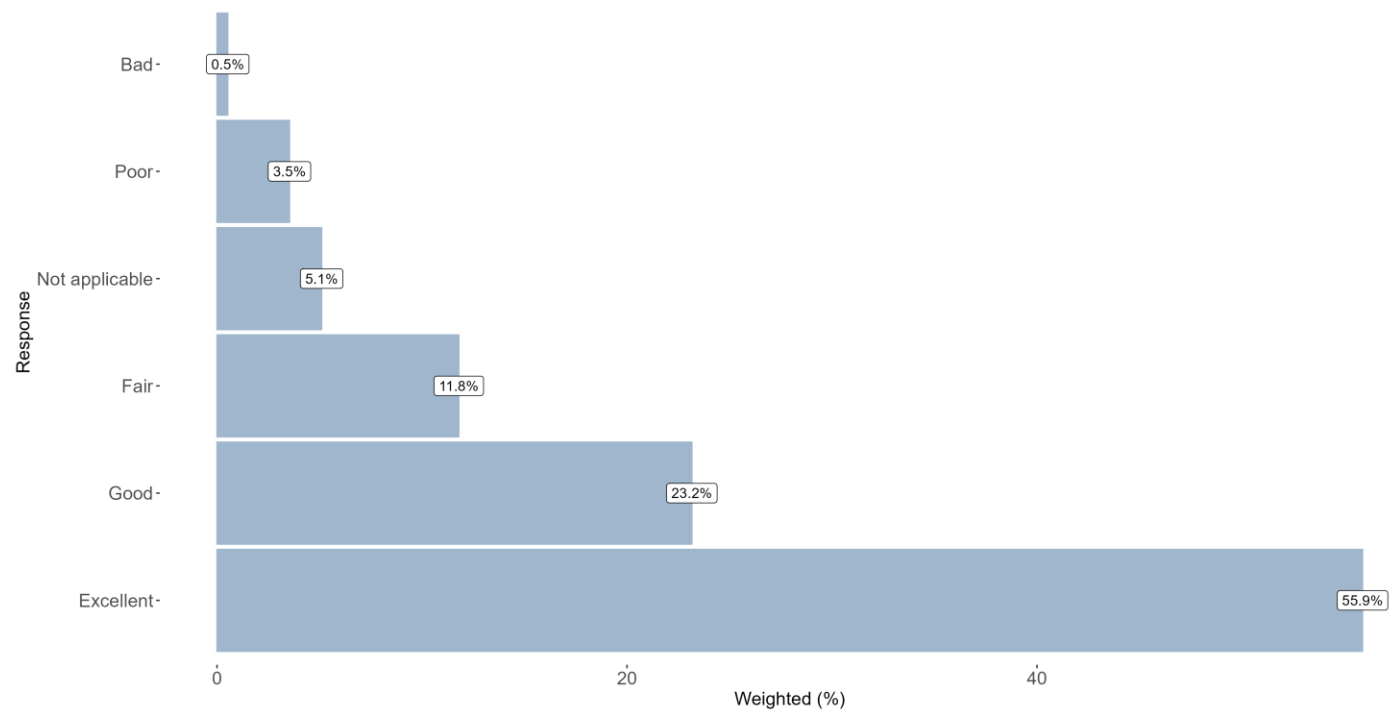
Aware of source of financial support: Universal Credit or Pension Credit



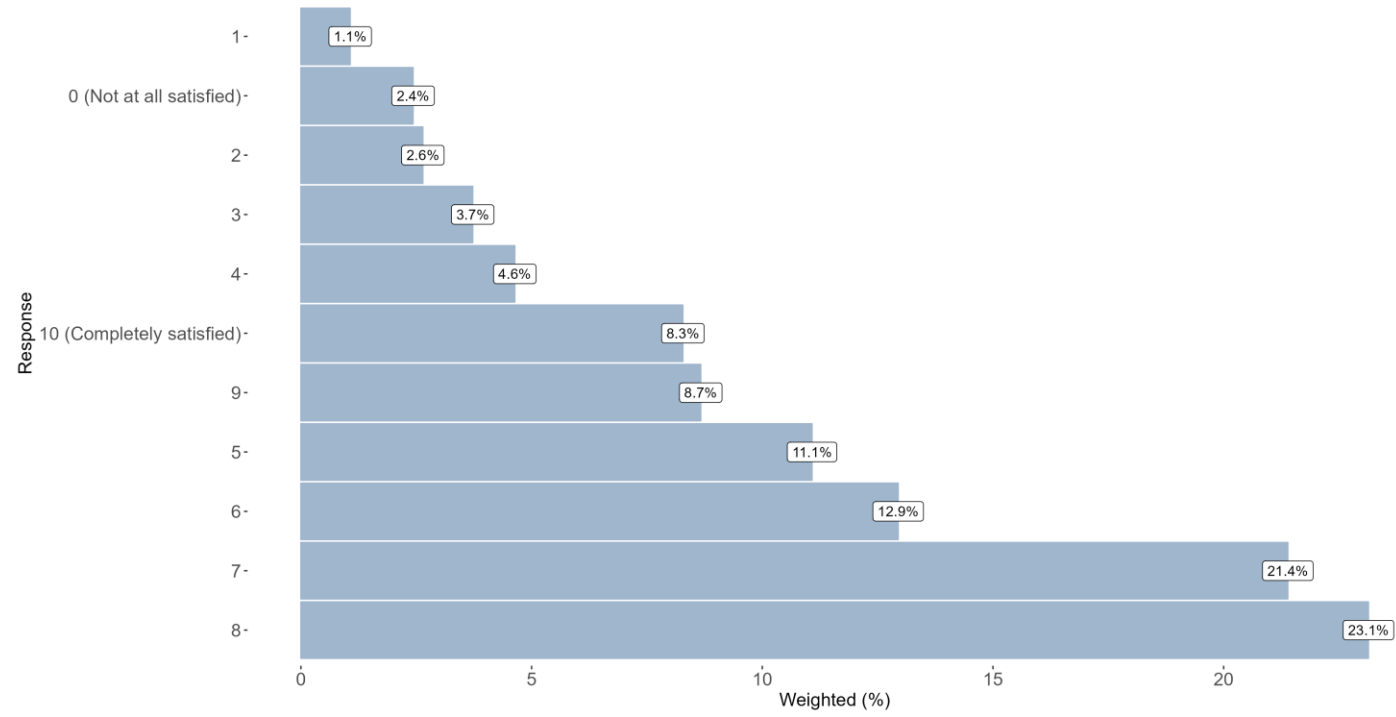
Internet use



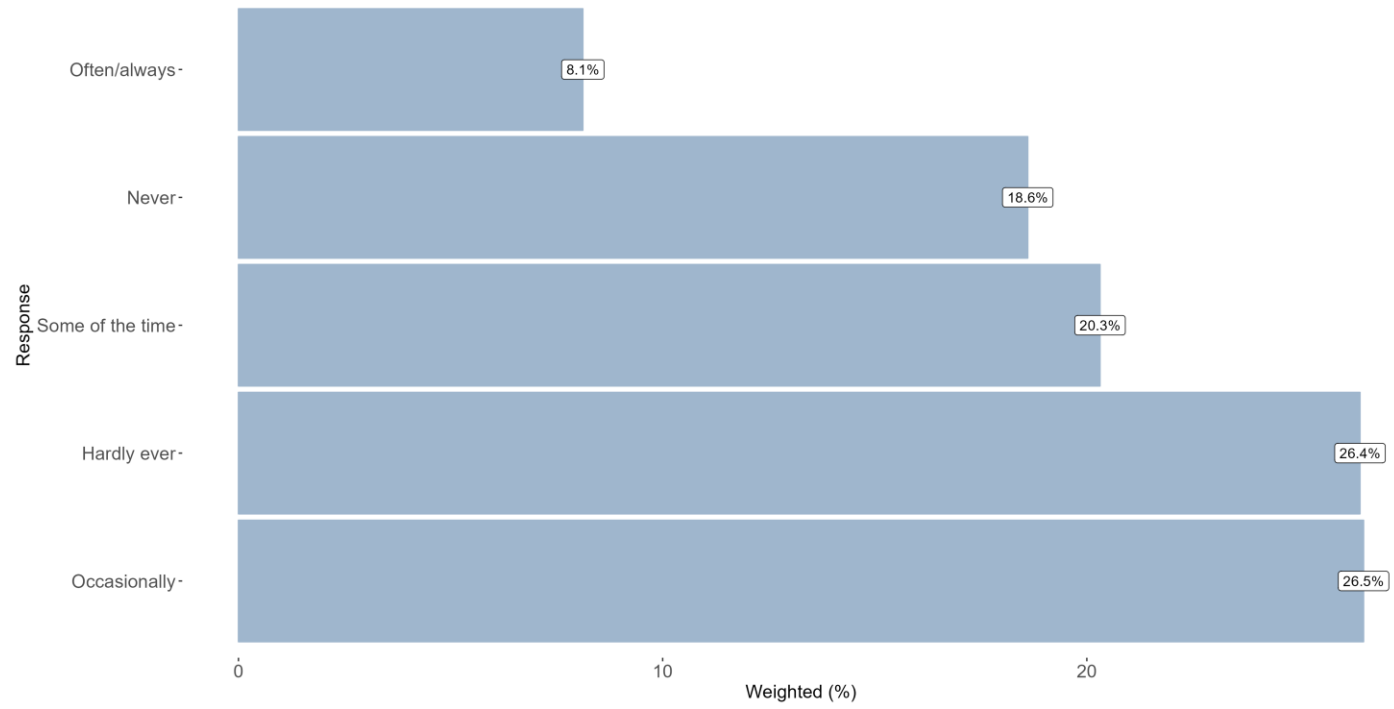
Ability to use internet



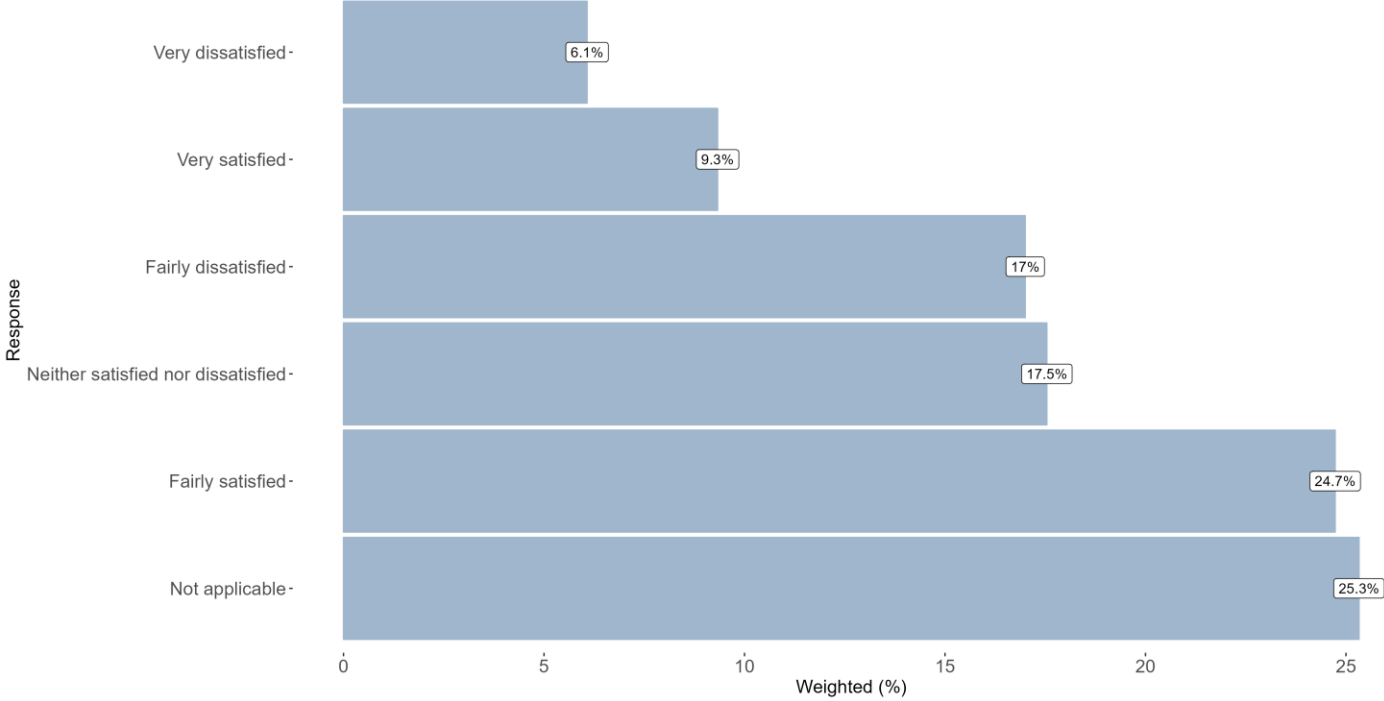
Satisfaction with life nowadays



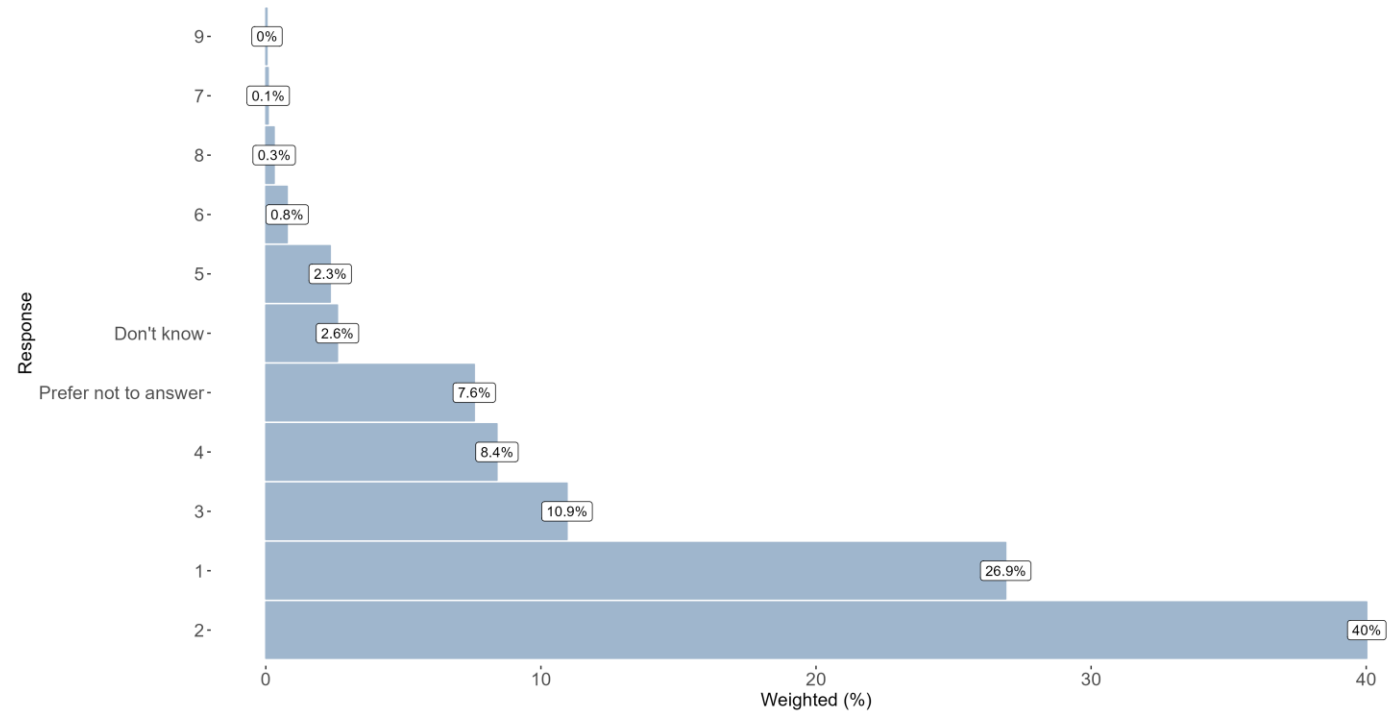
How often feel lonely



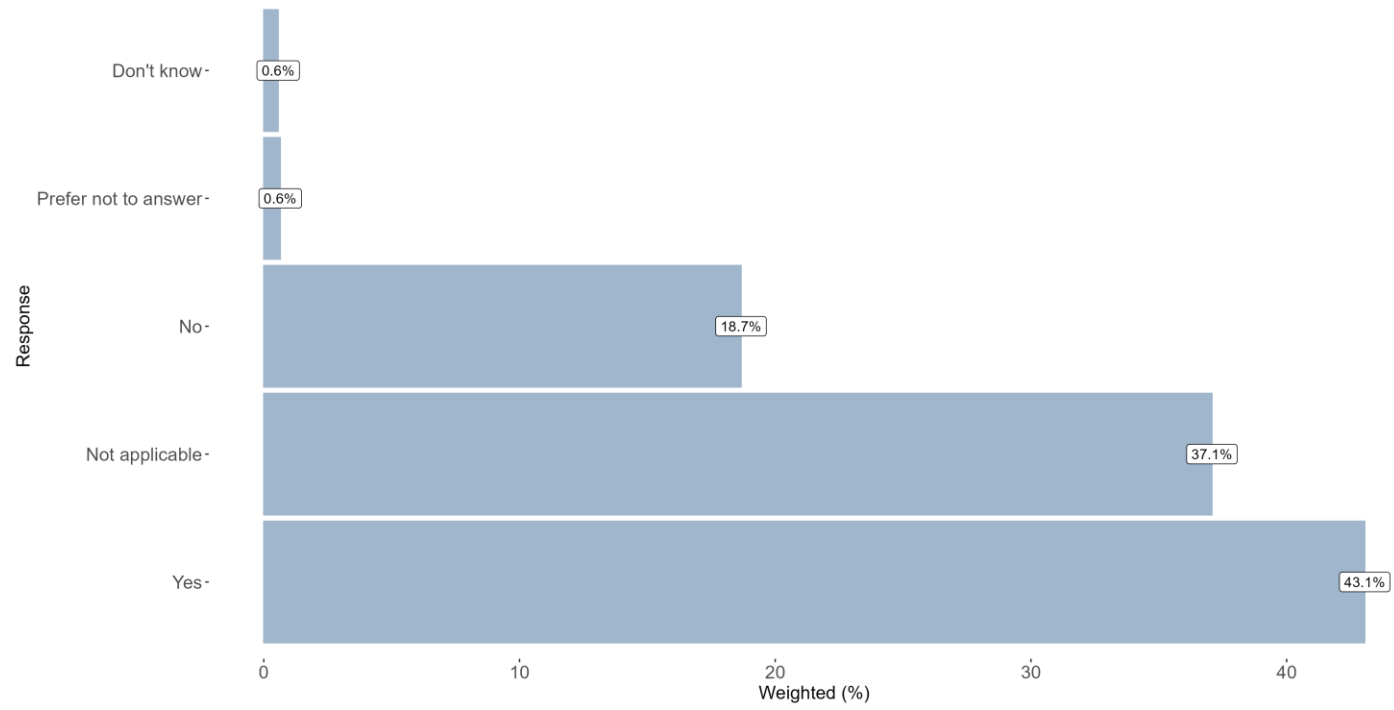
Satisfaction with amount of leisure time



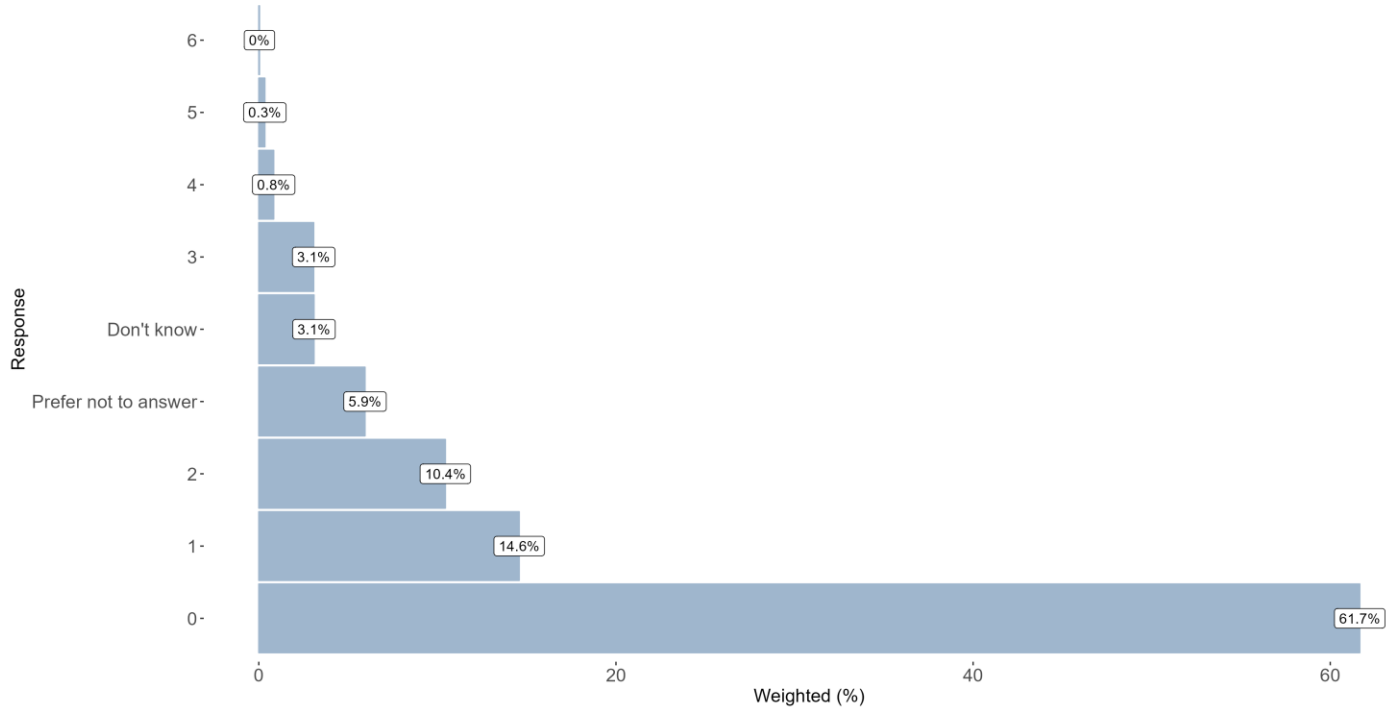
Number of adults aged 16 or over in household



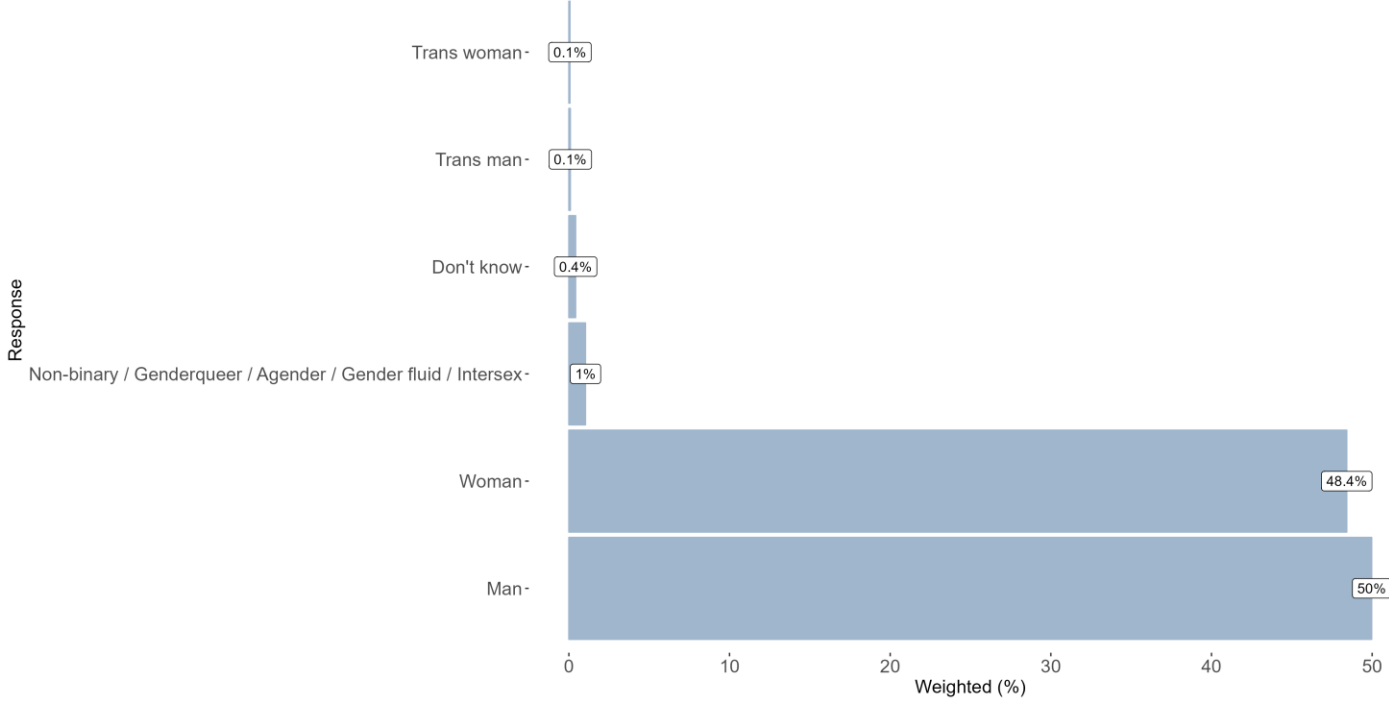
Living with someone in this household as a couple



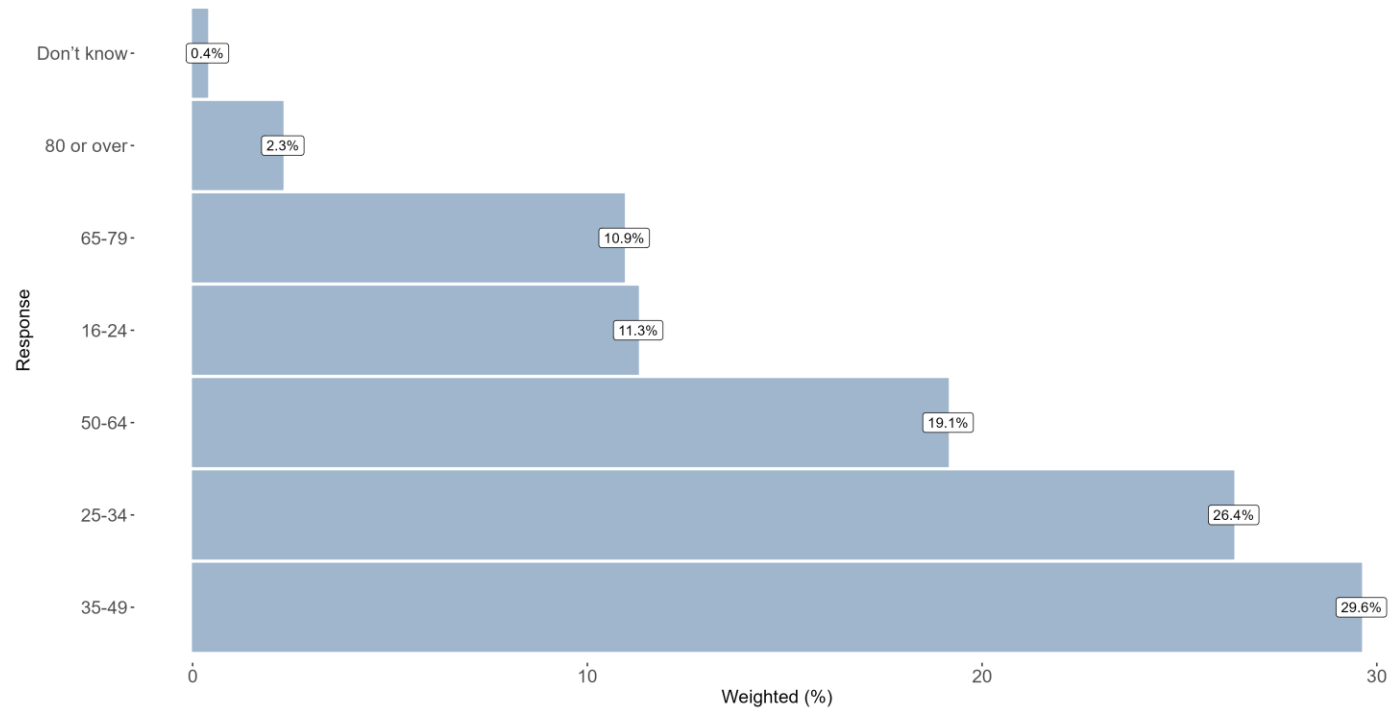
Number of children in household



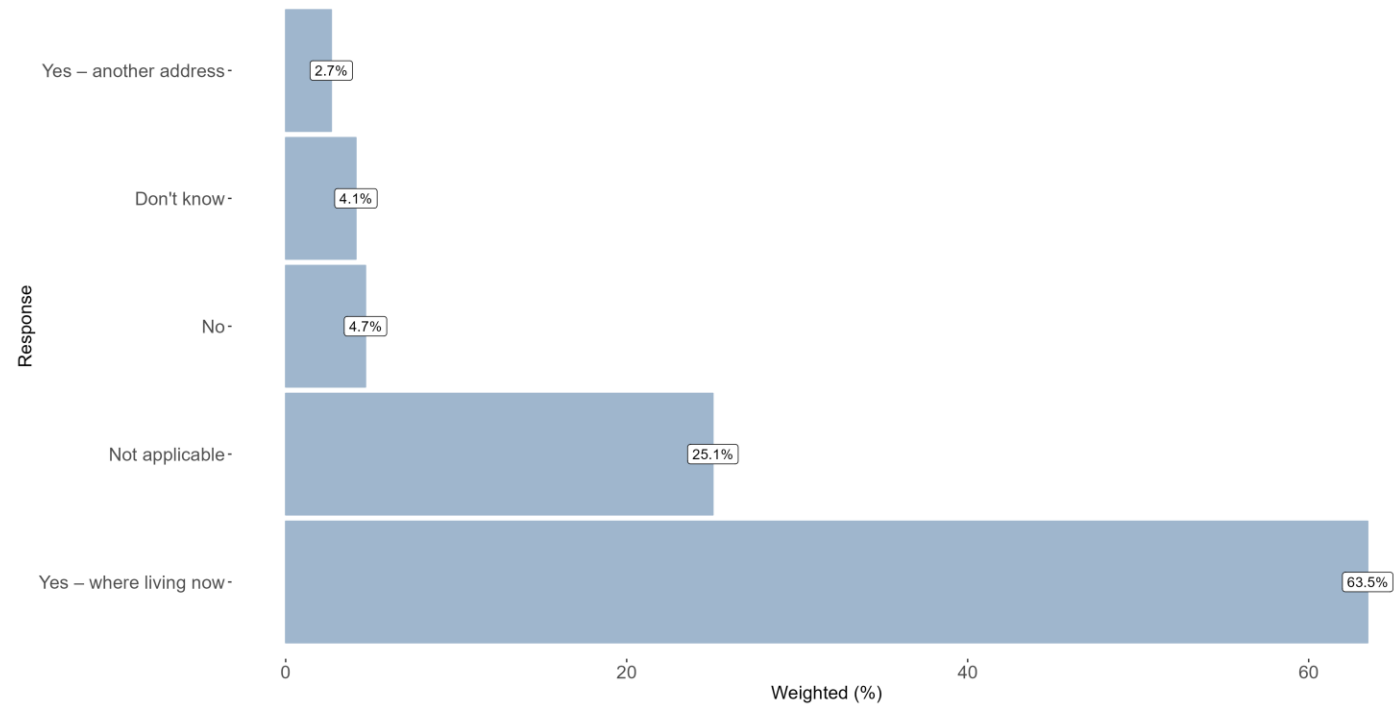
Gender self-classification



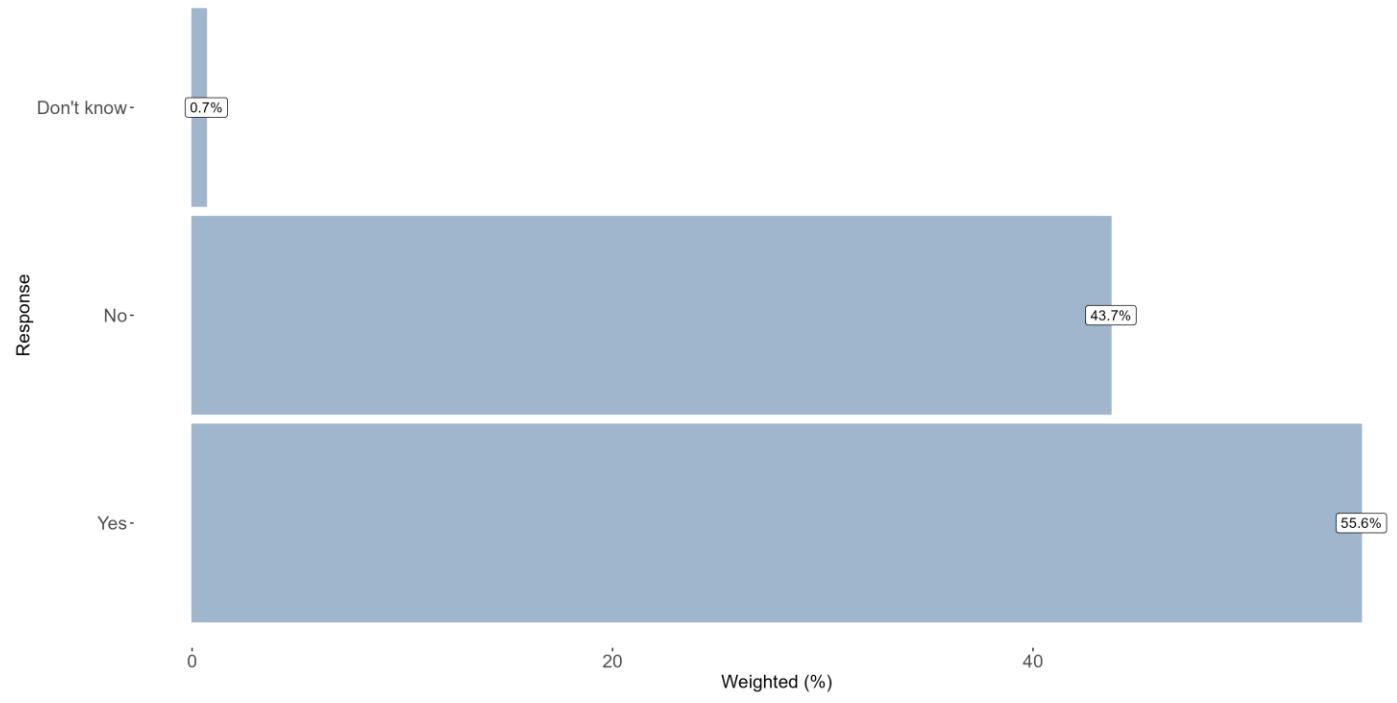
Grouped Age Bands



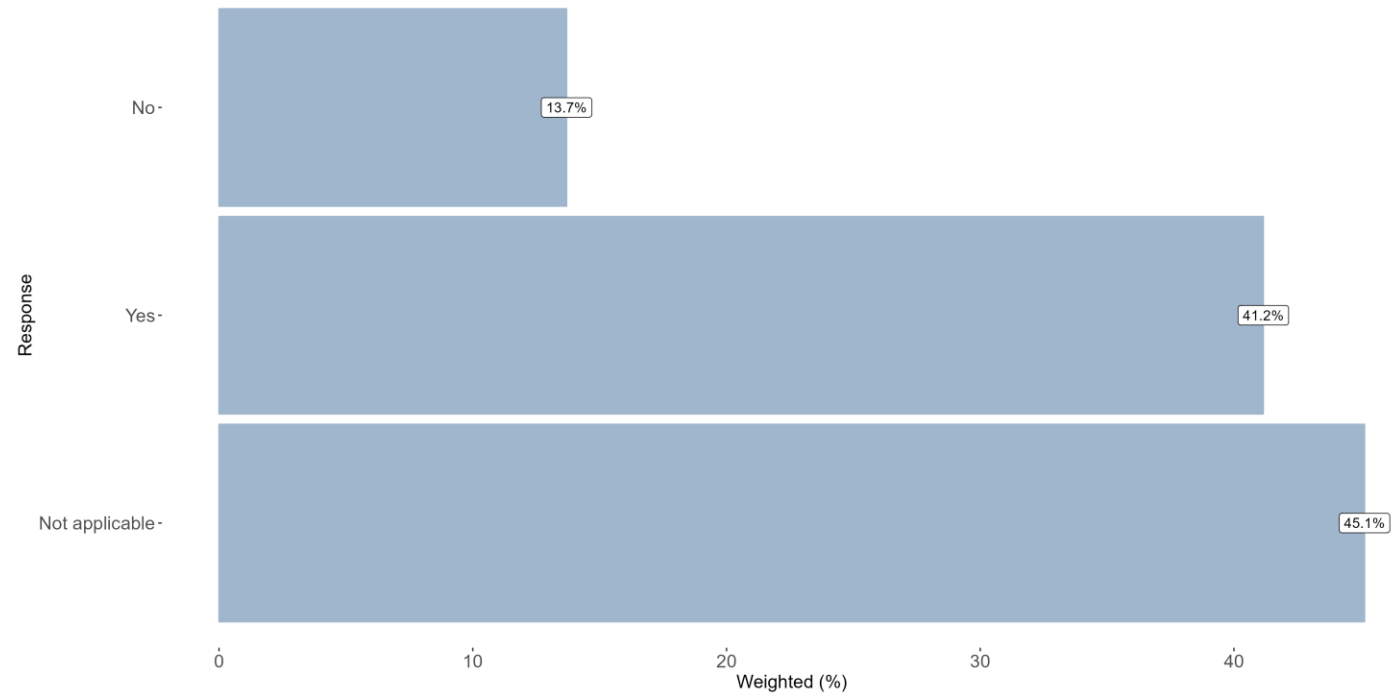
Whether on electoral register



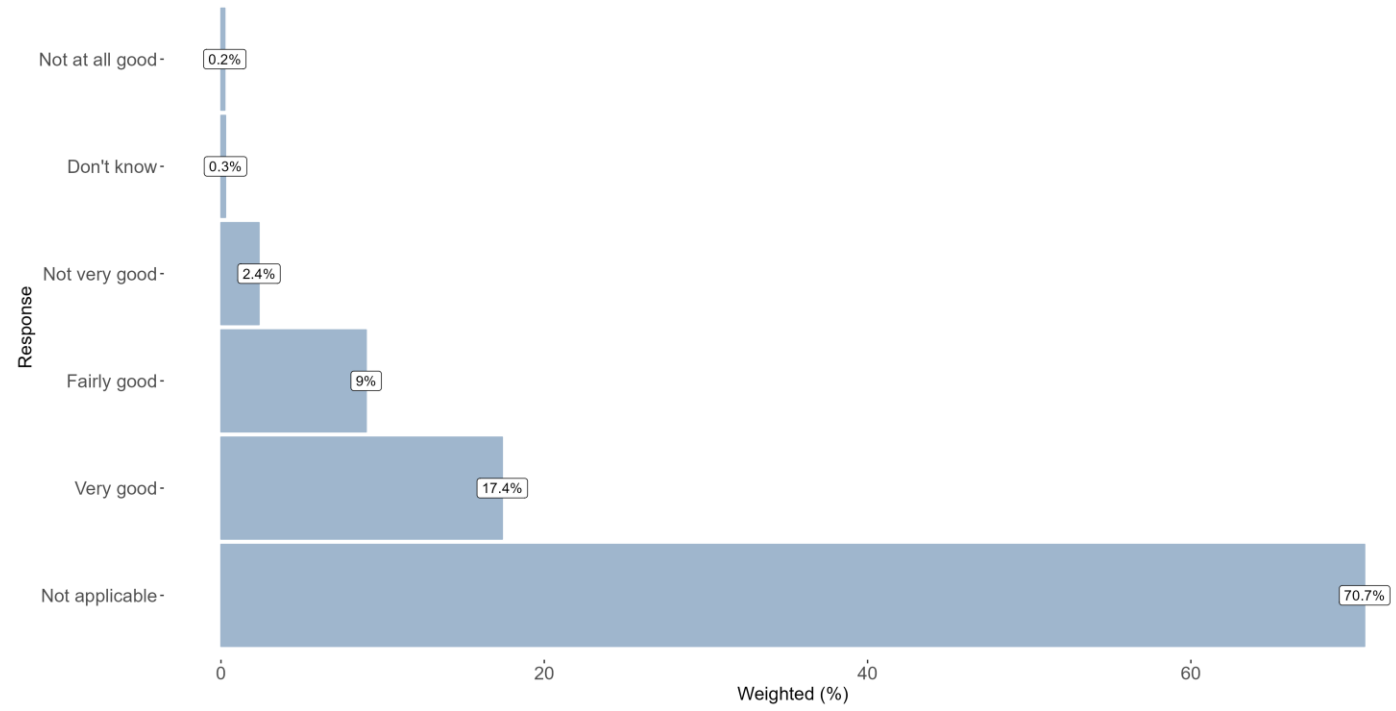
Whether speak any languages other than English



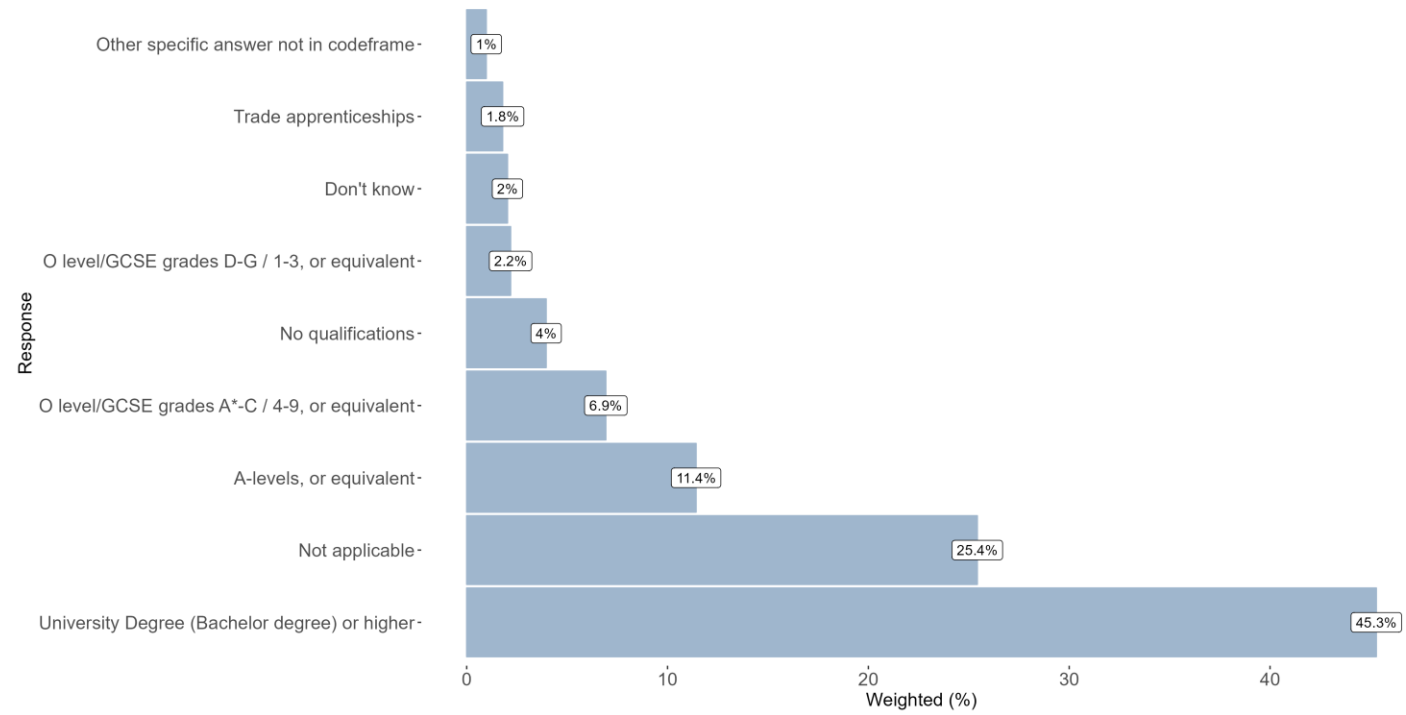
Language spoken most: English



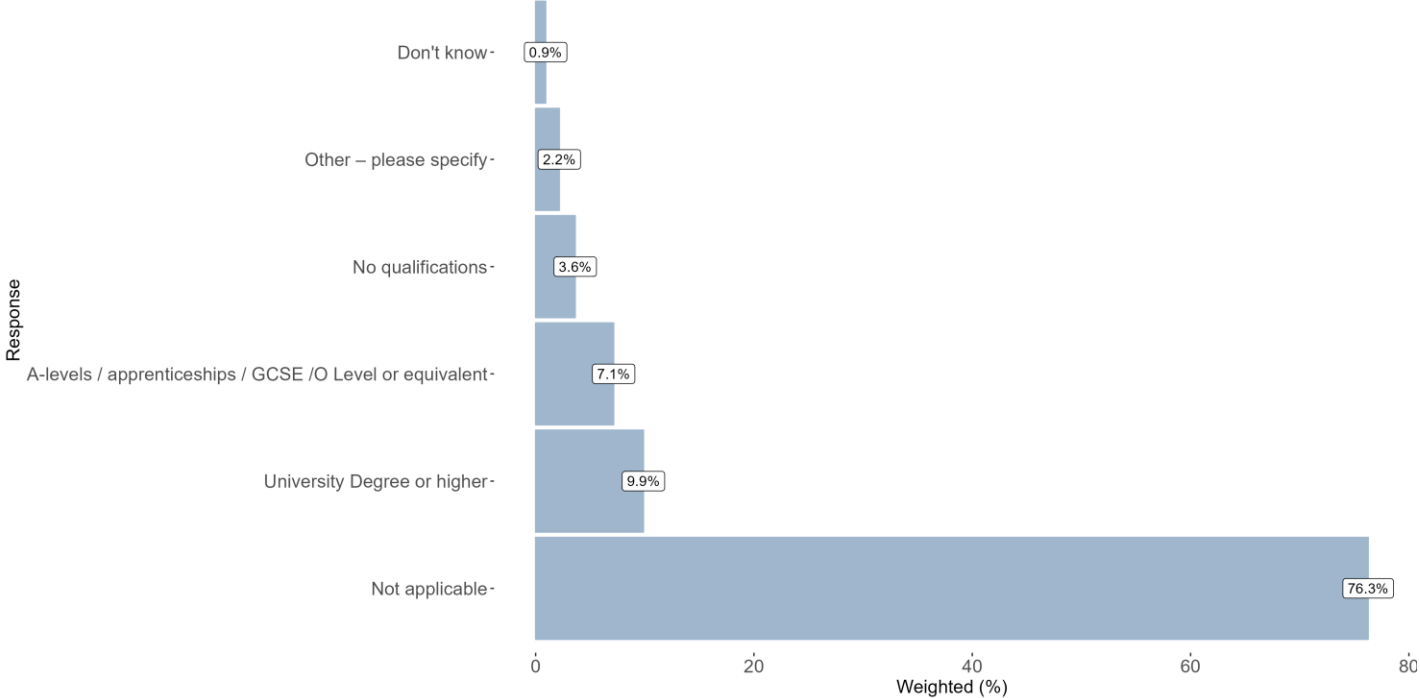
How well respondent speaks English



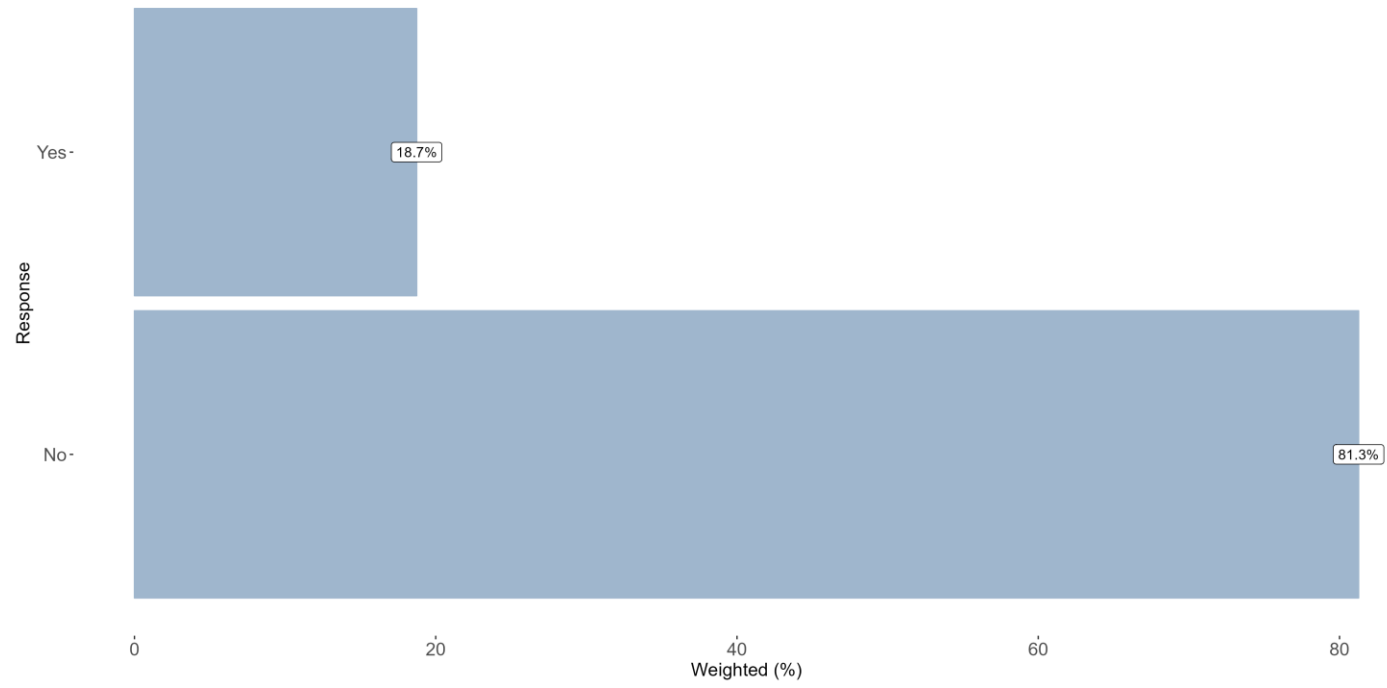
Highest level of education (web)



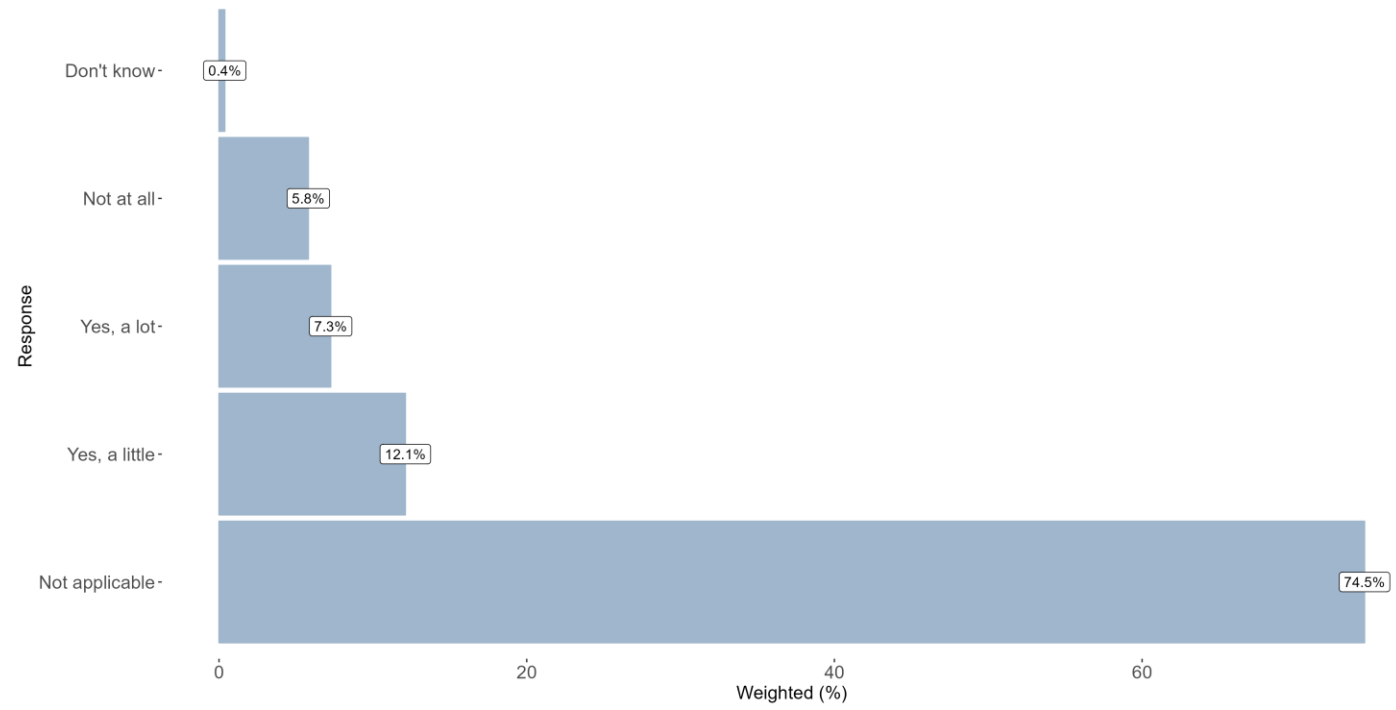
Highest level of education (paper)



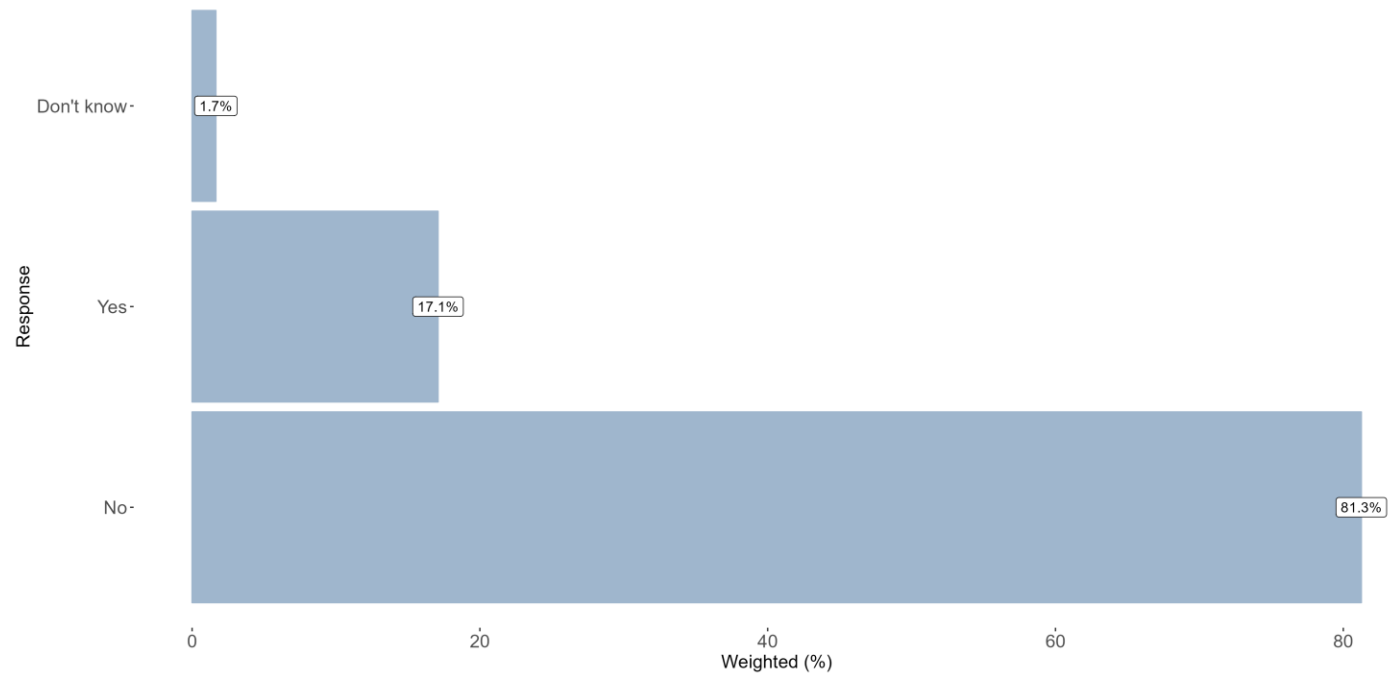
Whether have health condition: Yes, a physical condition

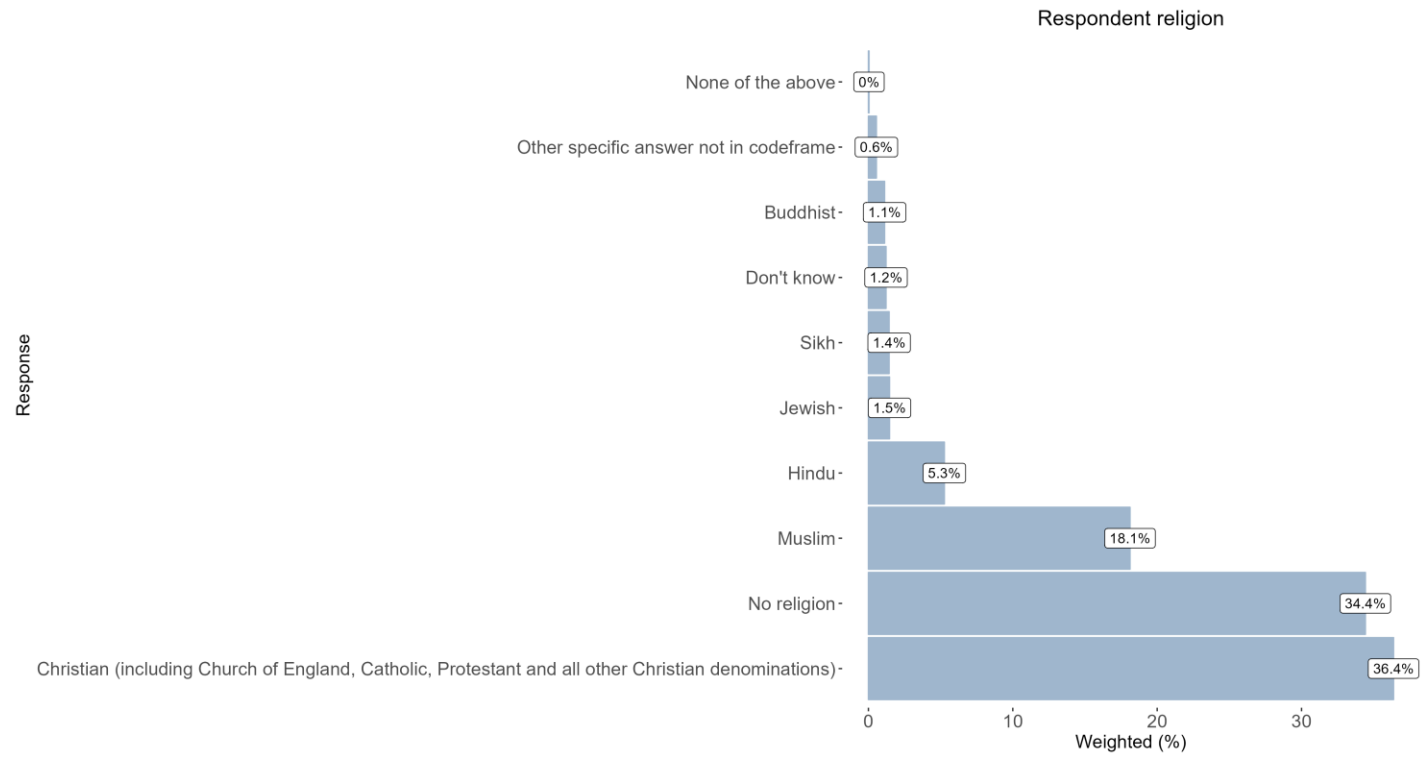


Impairment of day to day activities

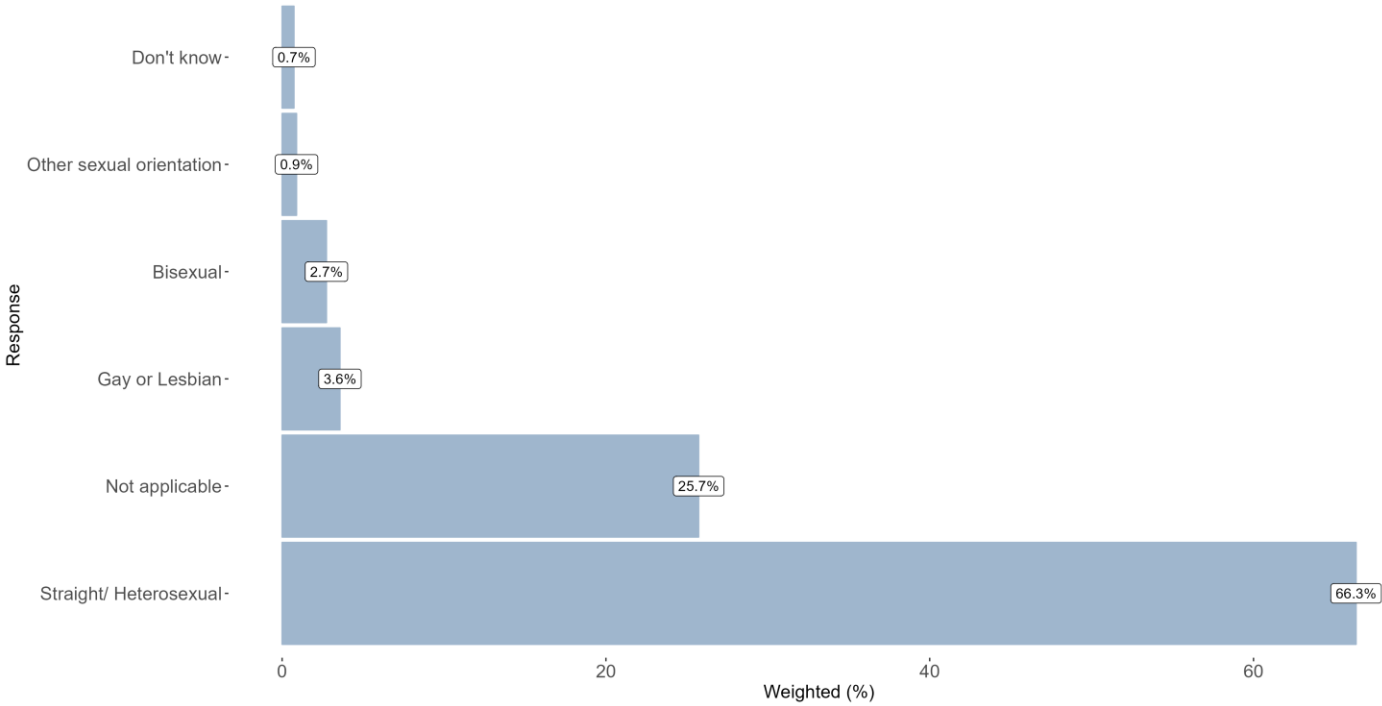


Gives help or support to someone with long term physical or mental health conditions or illnesses or problems related to old age

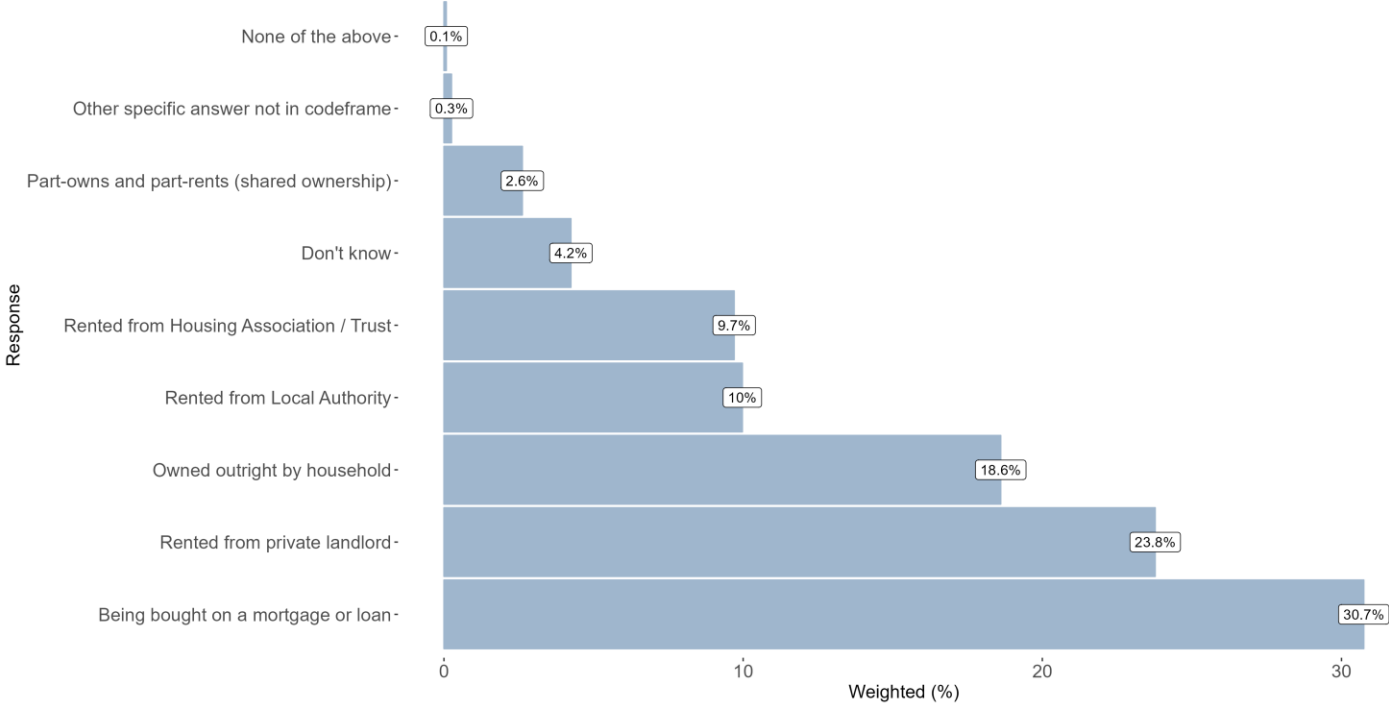




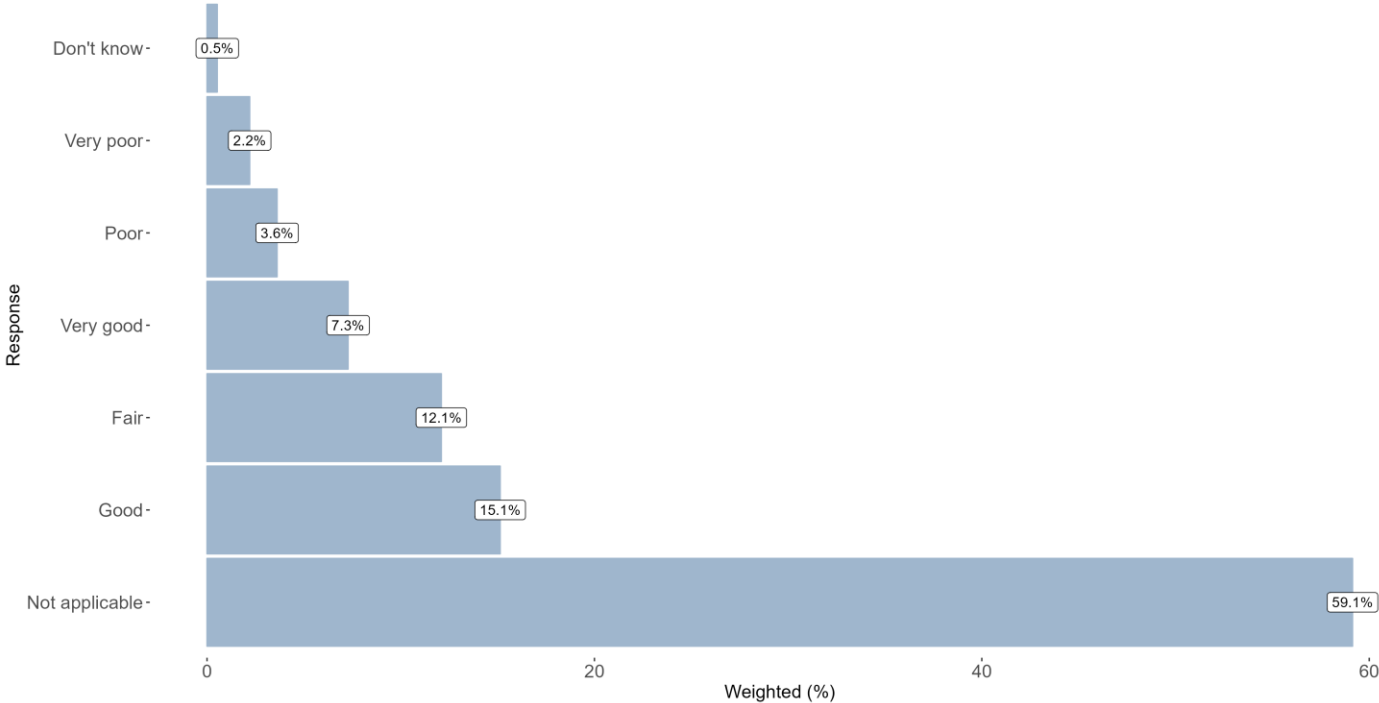
Respondent sexuality



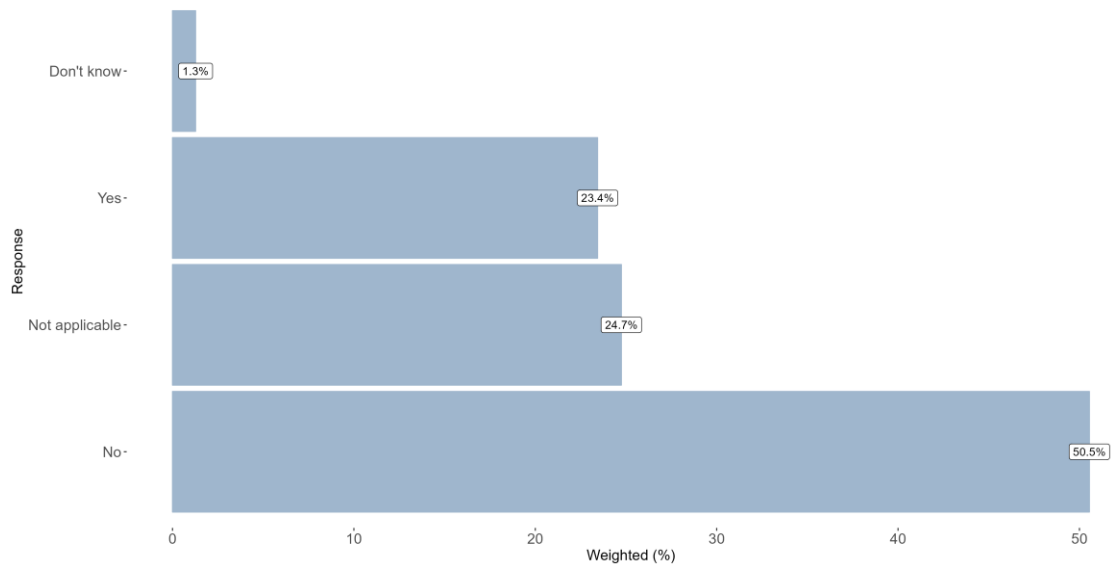
Household tenure



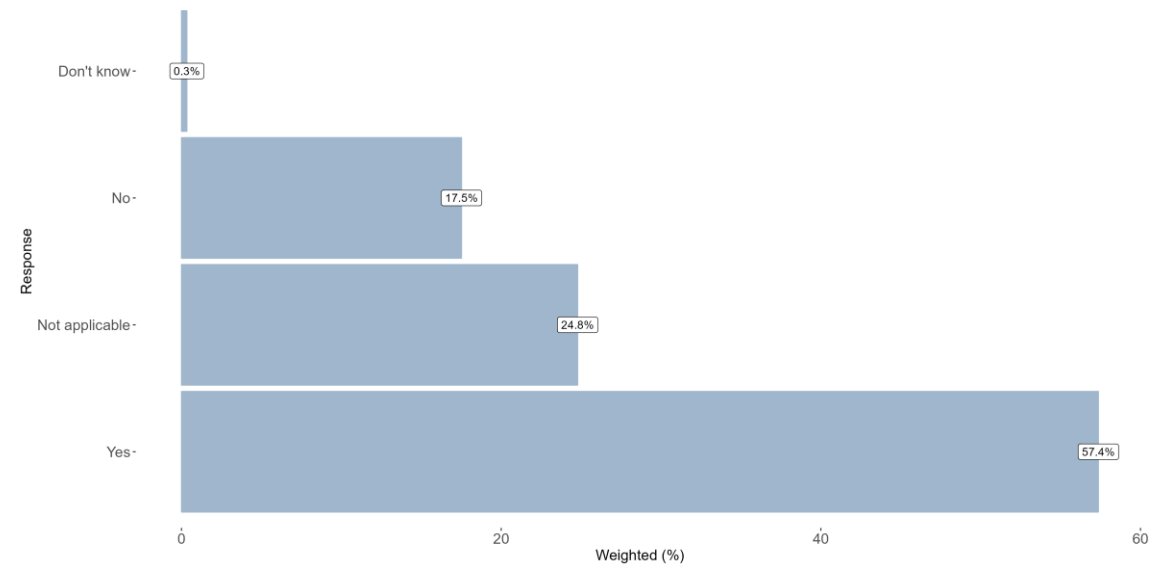
Quality of housing rating



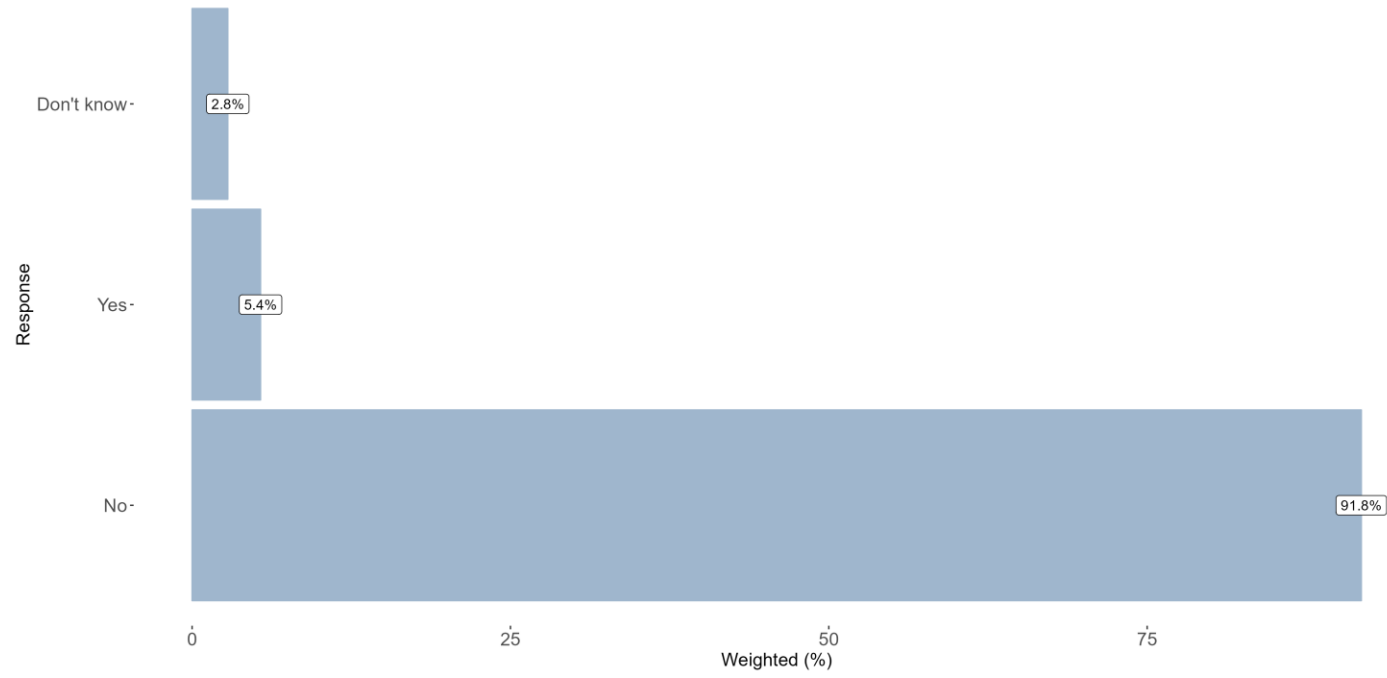
Access to shared outdoor space



Access to private outdoor space that only household can use

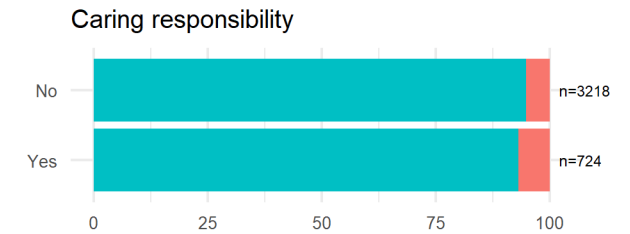
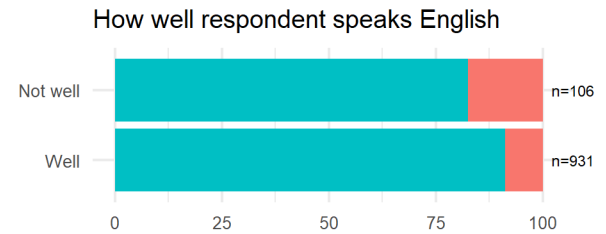
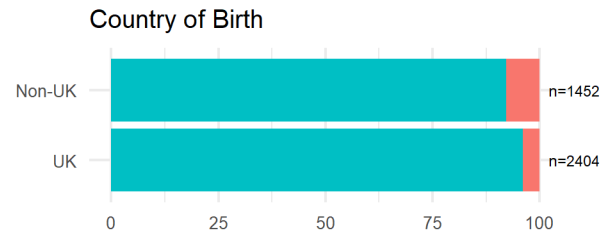
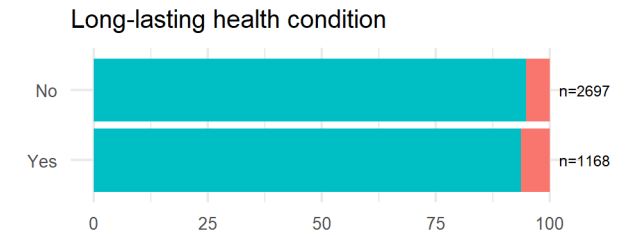
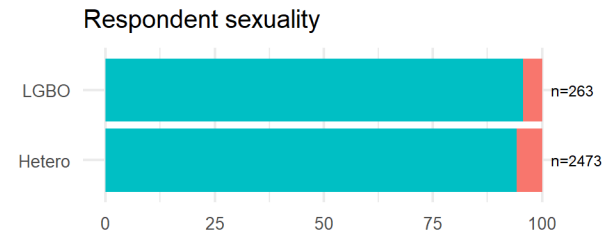
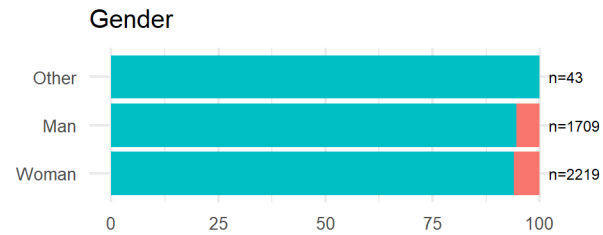
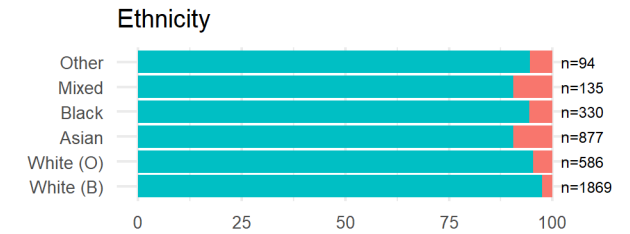
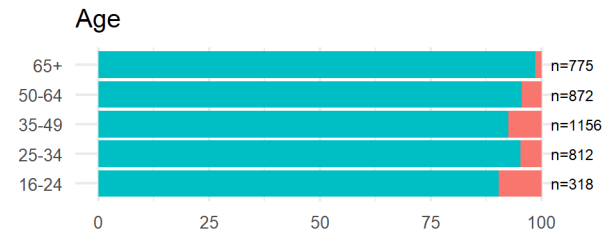
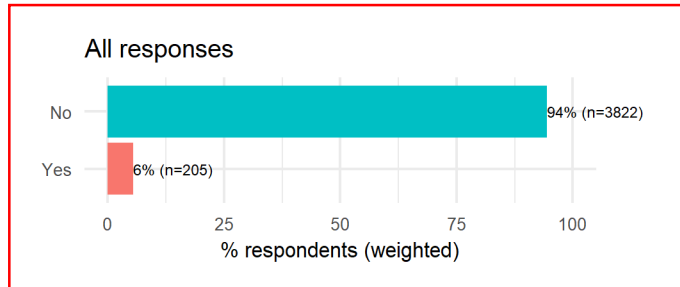


Two or more people aged 10 or over and of different sexes have to sleep in the same room



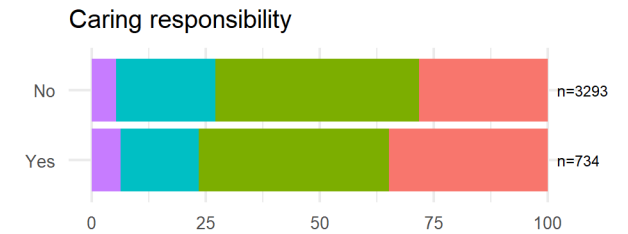
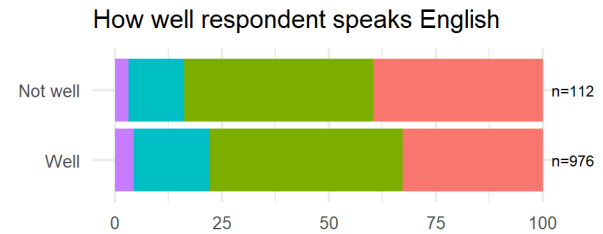
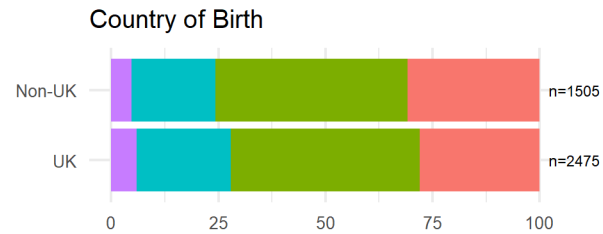
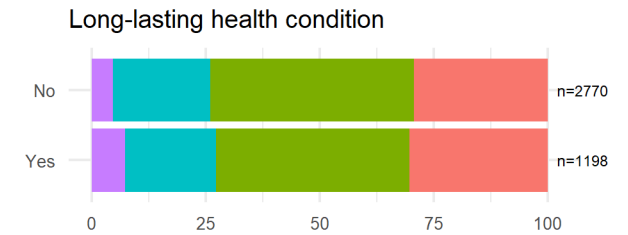
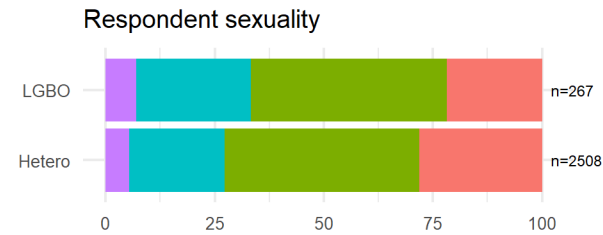
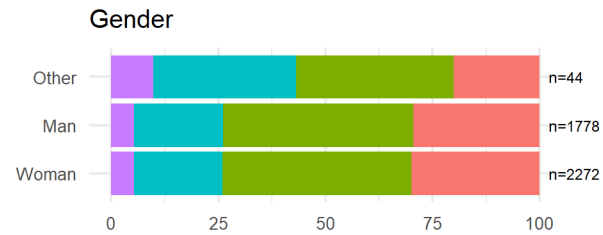
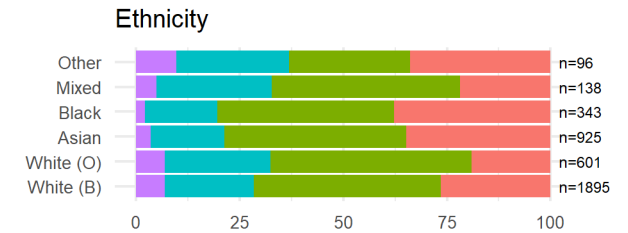
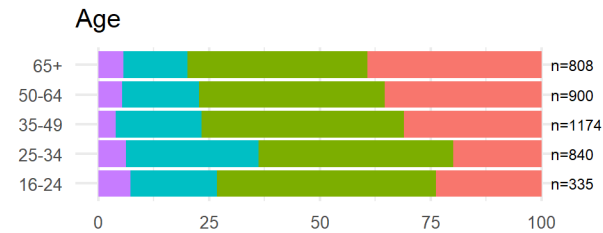
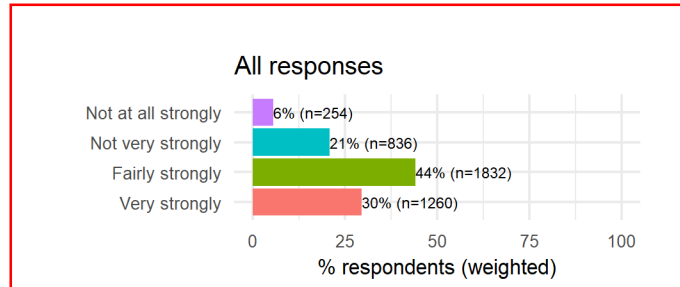
Appendix 2: demographic analysis of additional questions

Two or more people aged 10 or over and of different sexes have to sleep in the same room



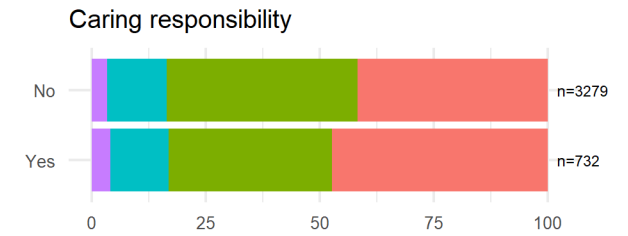
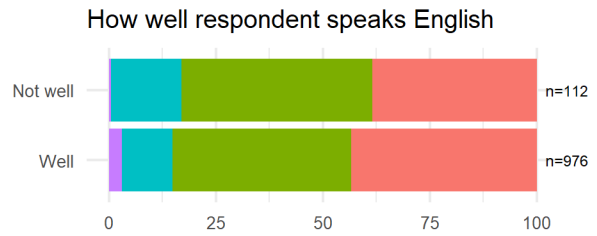
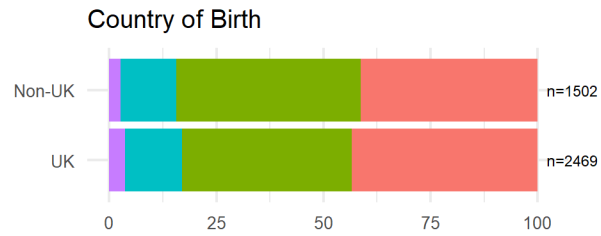
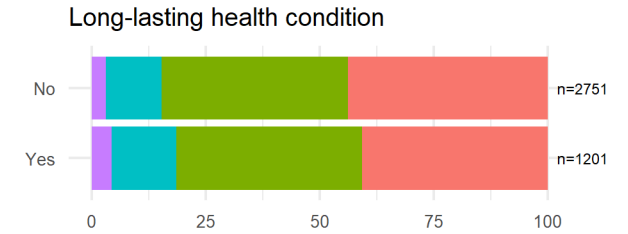
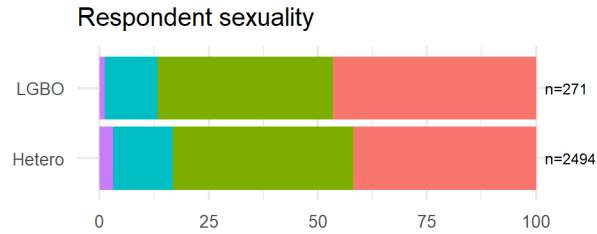
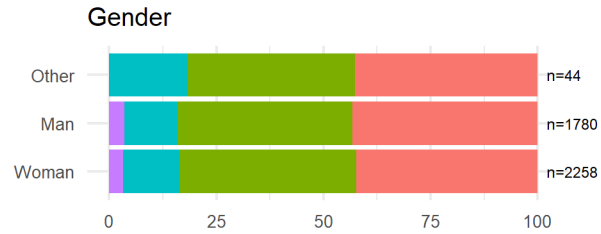
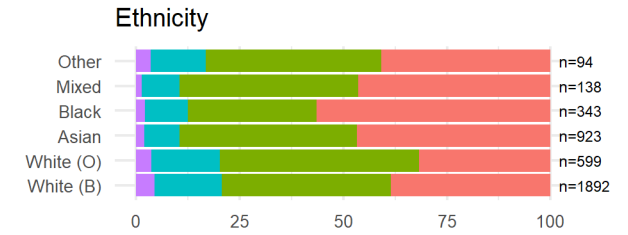
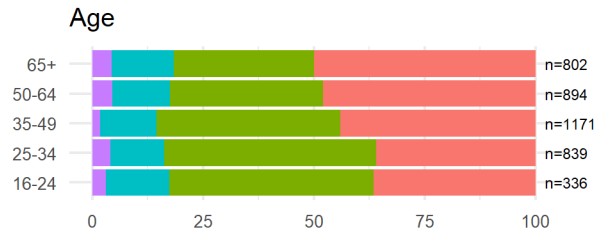
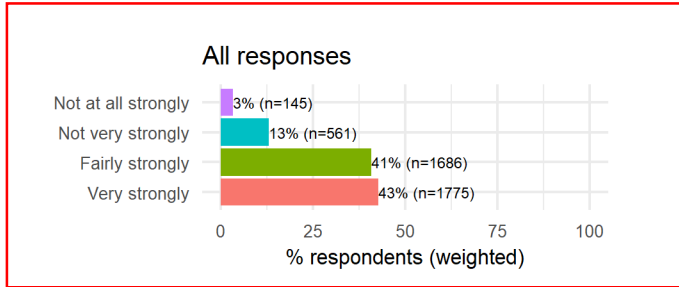
Yes No

How strongly belong to the local area



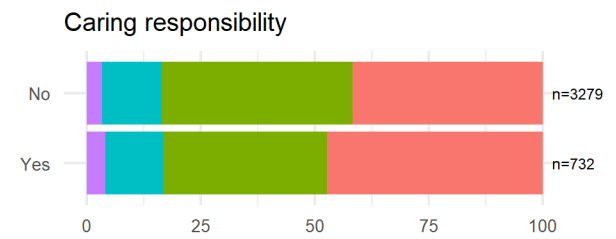
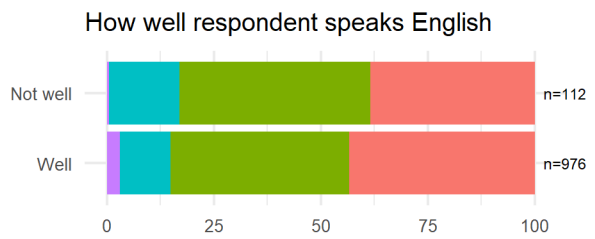
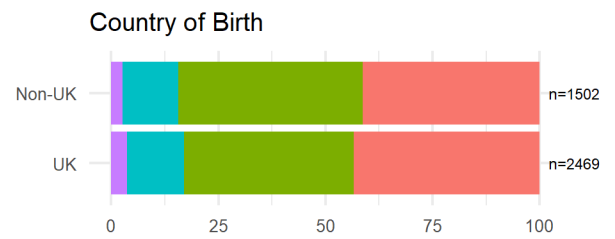
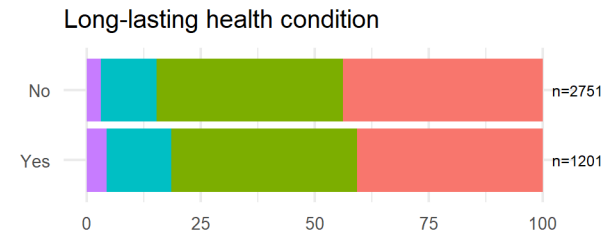
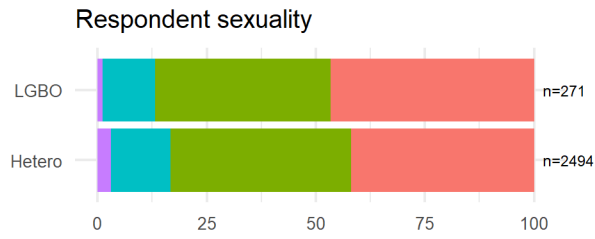
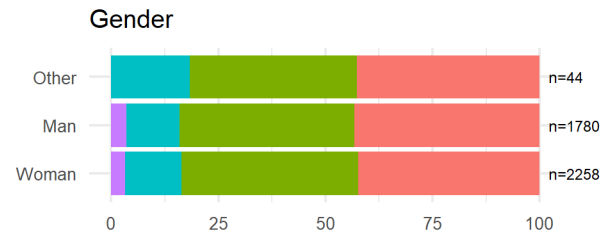
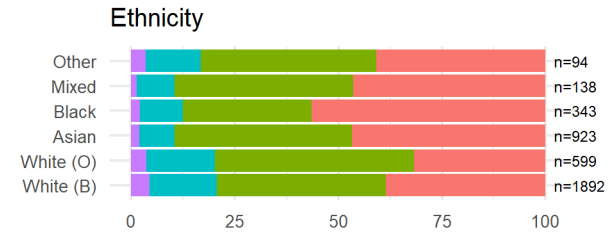
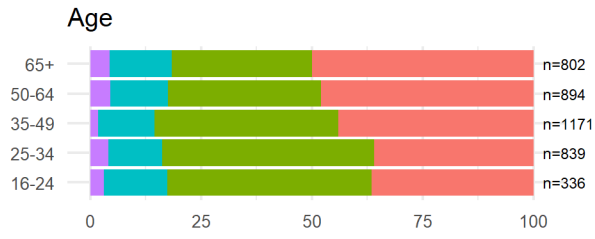
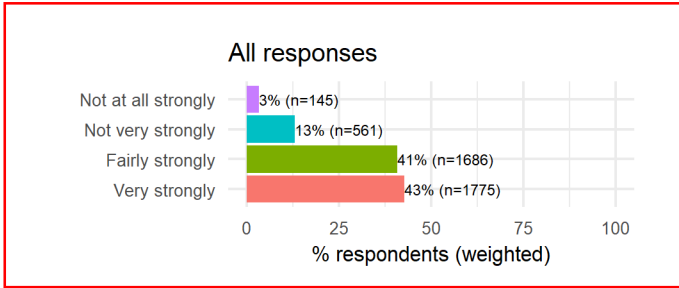
Very strongly Fairly strongly Not very strongly Not at all strongly

How strongly belong to London



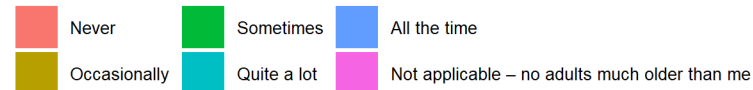
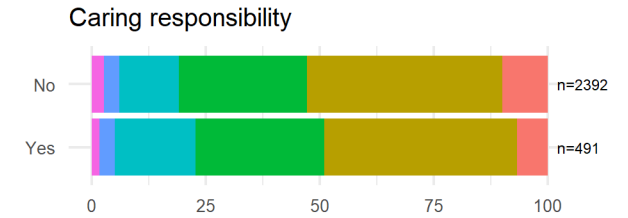
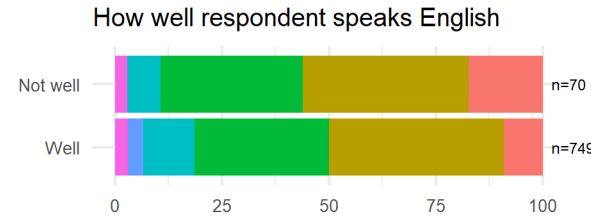
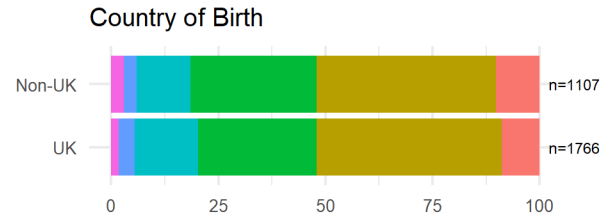
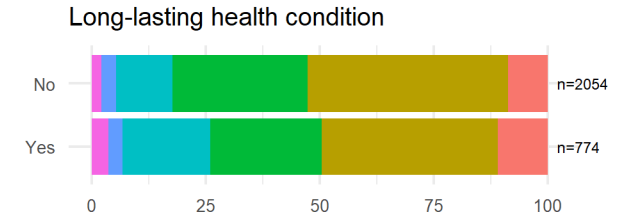
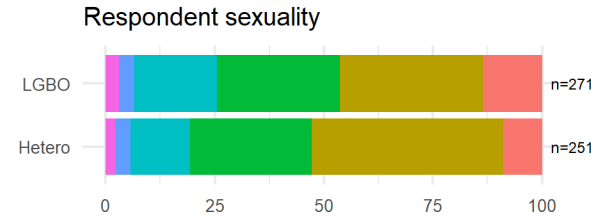
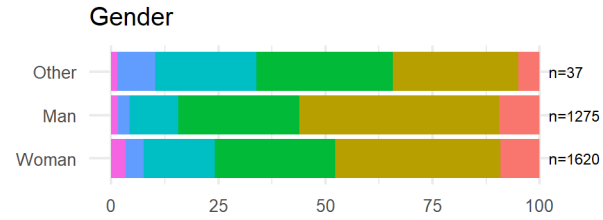
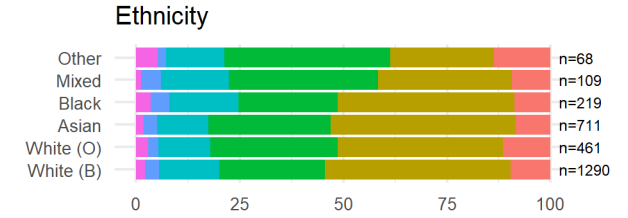
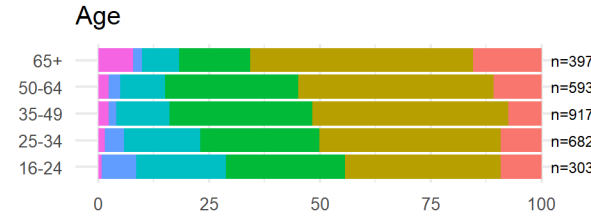
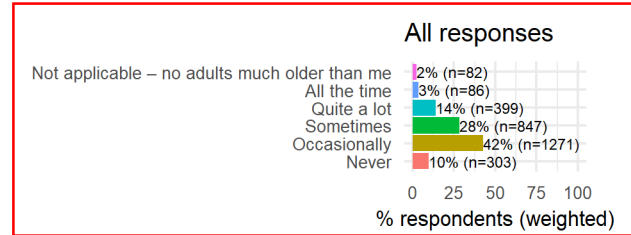
Very strongly Fairly strongly Not very strongly Not at all strongly

How strongly belong to London

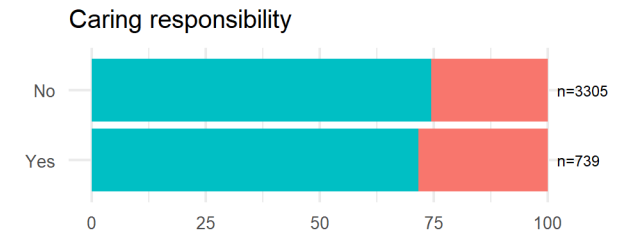
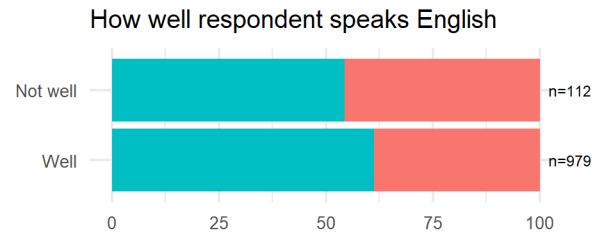
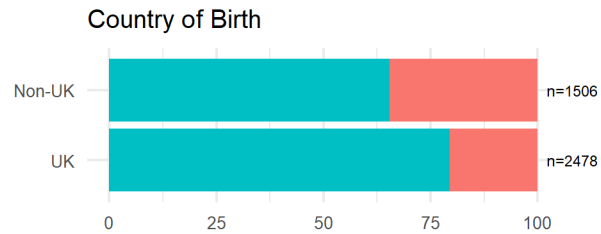
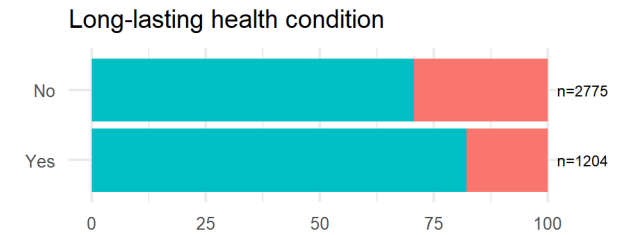
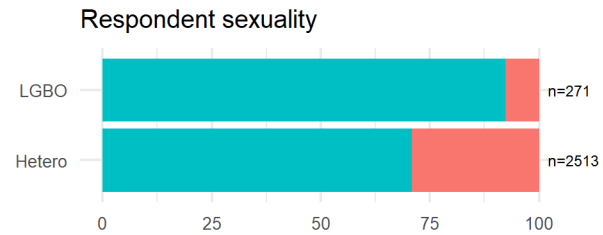
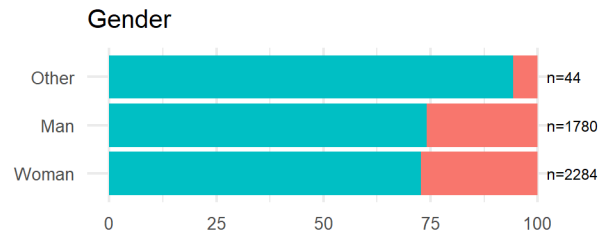
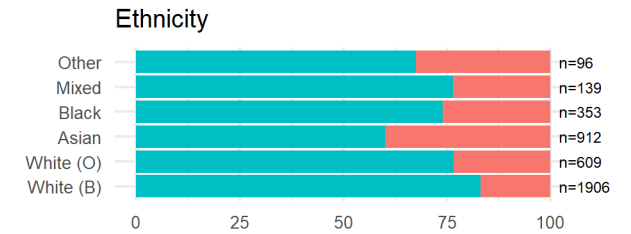
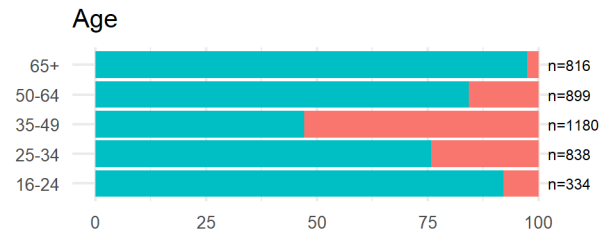
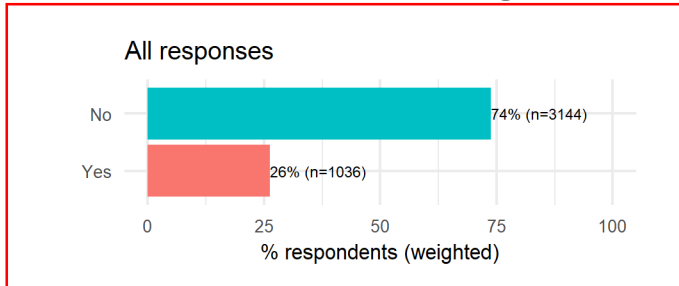


■ Very strongly
 ■ Fairly strongly
 ■ Not very strongly
 ■ Not at all strongly

How often spend time with adults who are much older than them in their wider social group

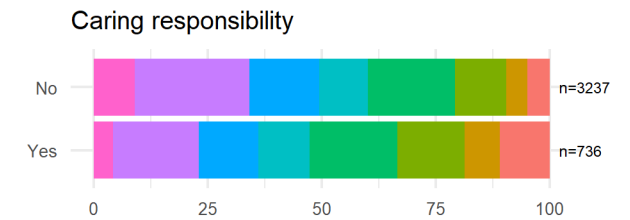
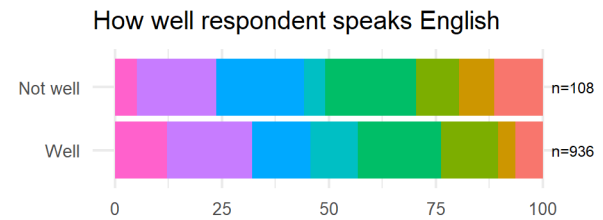
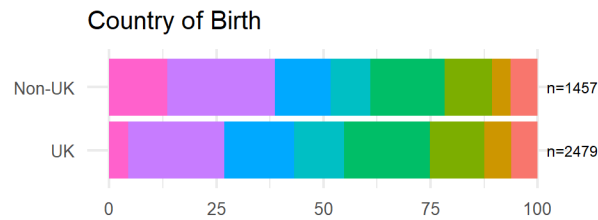
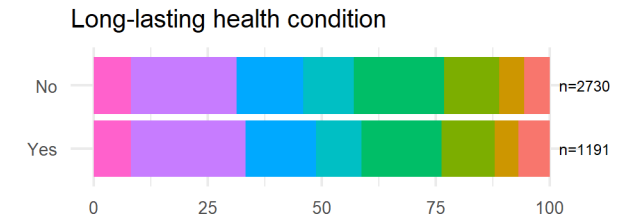
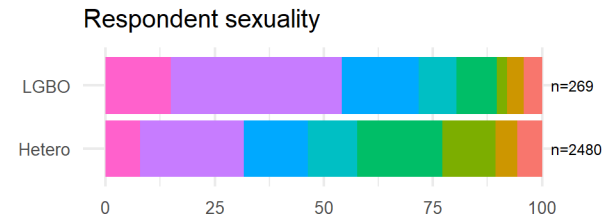
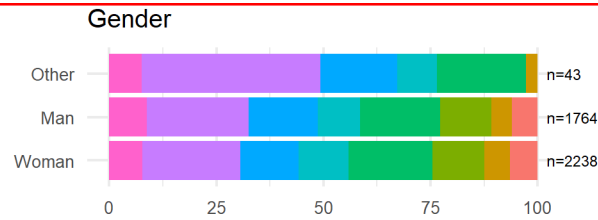
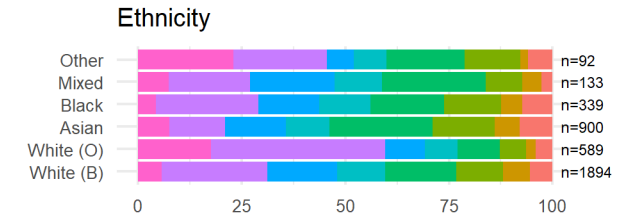
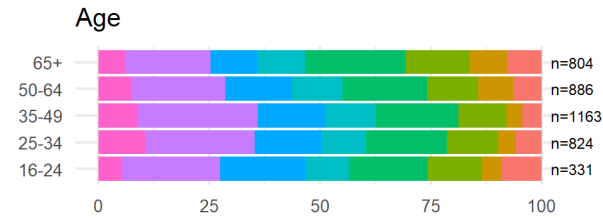
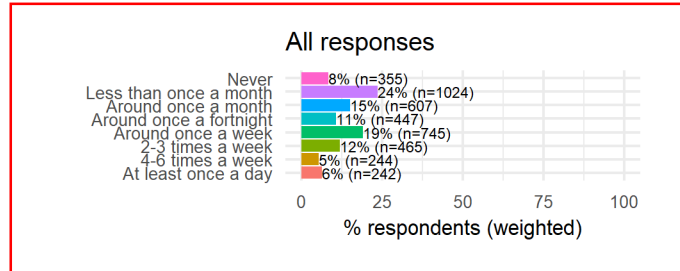


Parent or guardian of any children aged under 16 who currently live in the household

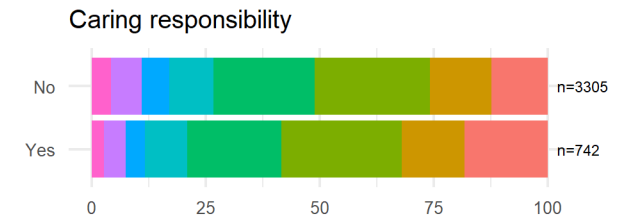
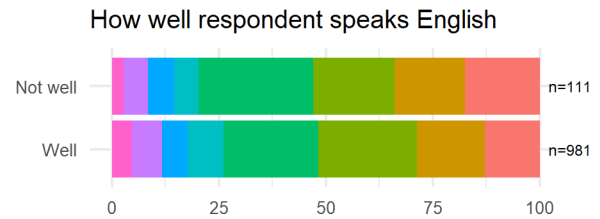
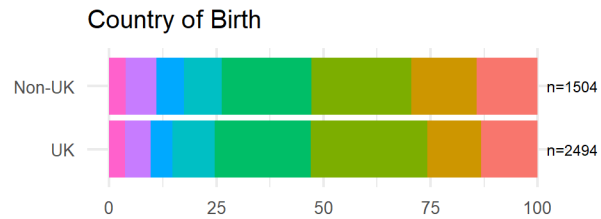
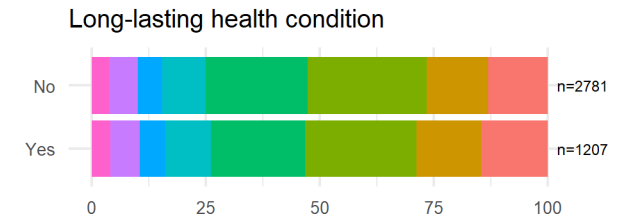
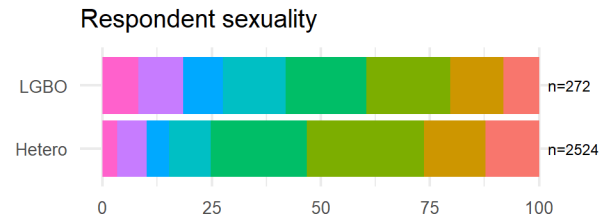
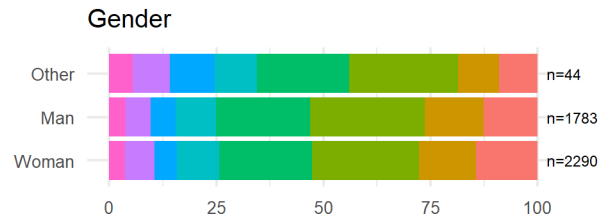
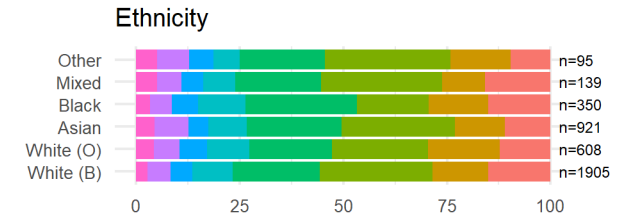
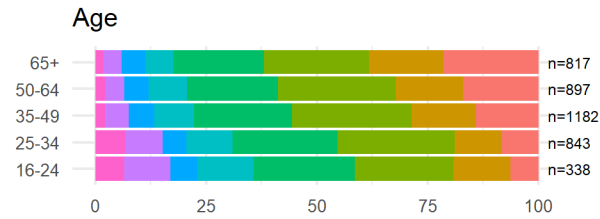
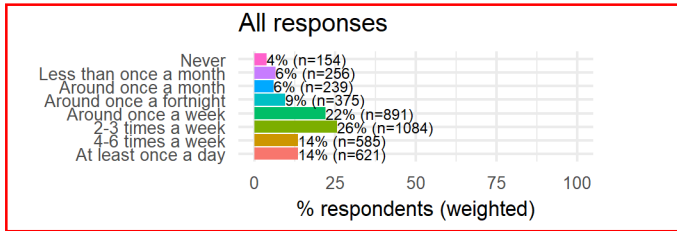


Yes No

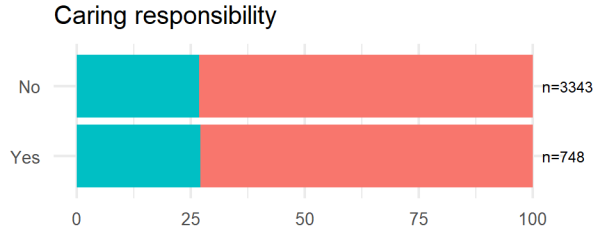
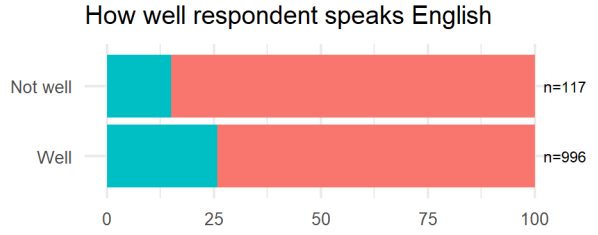
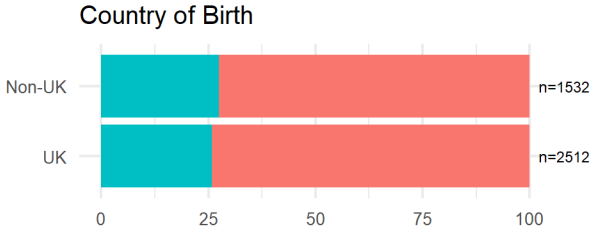
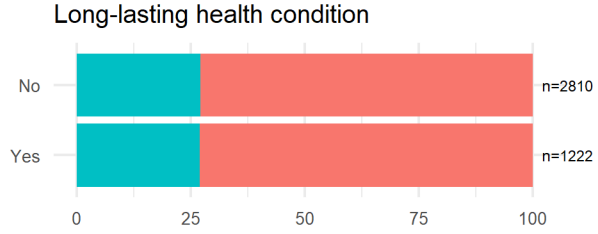
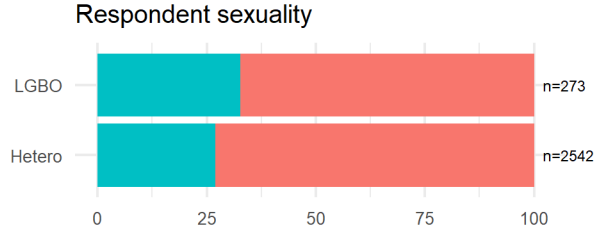
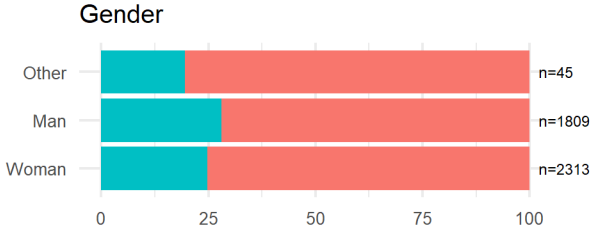
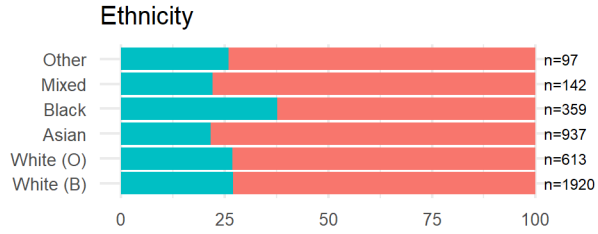
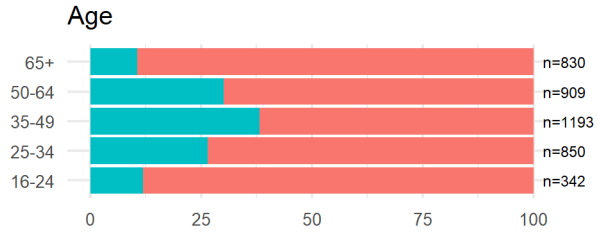
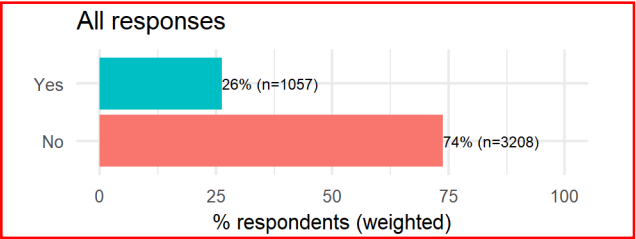
Frequency of face-to-face contact with family members do not live with



Frequency of face-to-face contact with neighbours

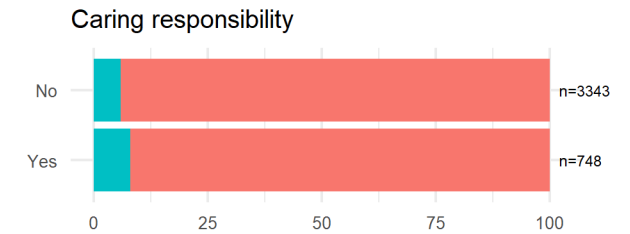
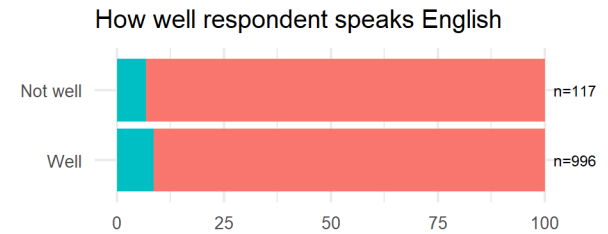
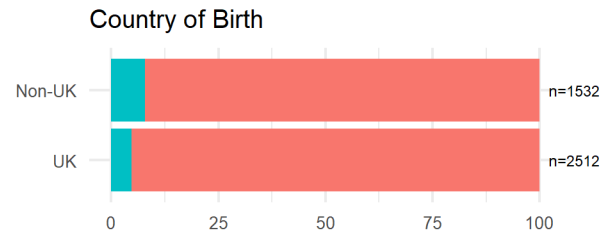
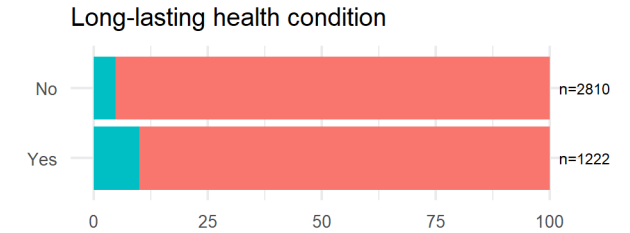
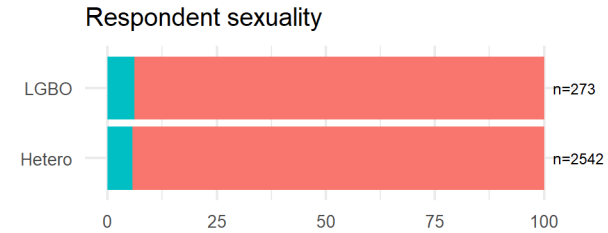
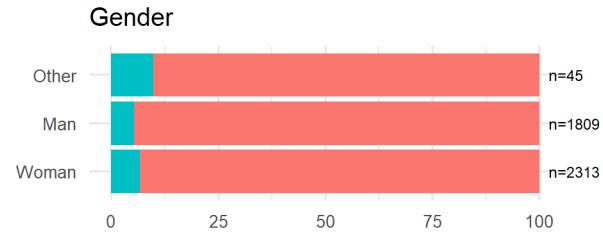
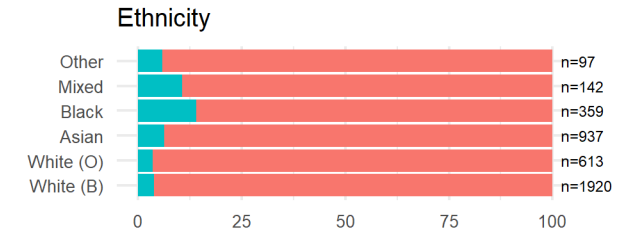
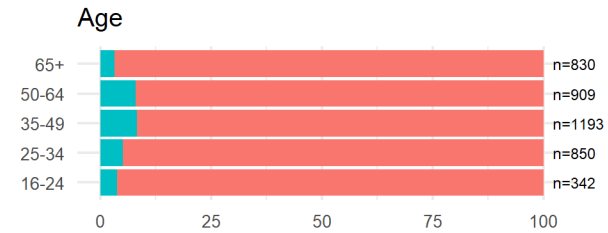
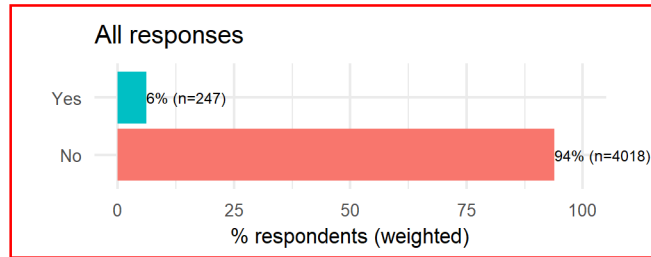


Type of debt: Personal loans, credit cards or overdraft



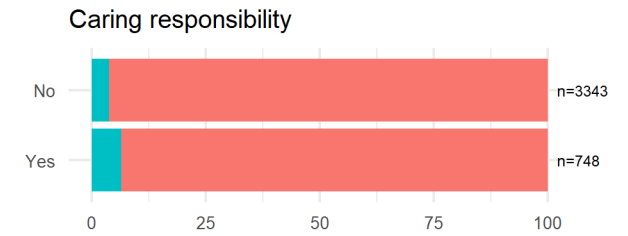
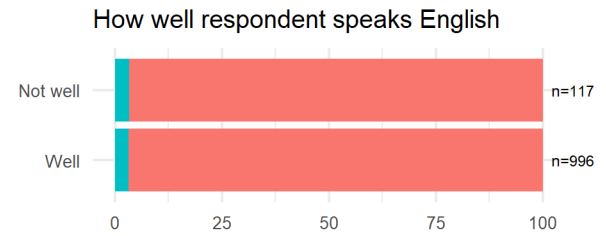
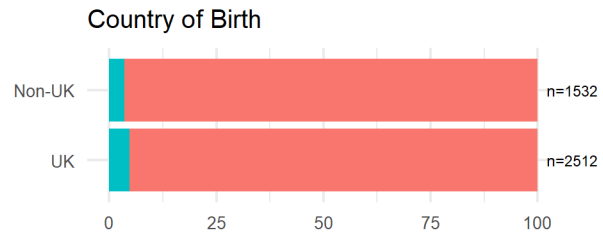
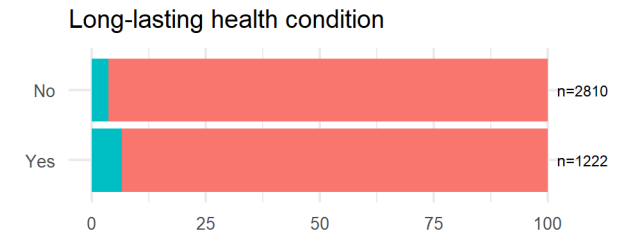
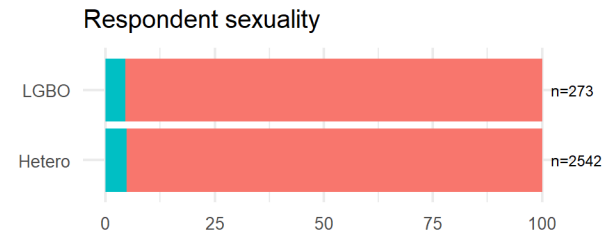
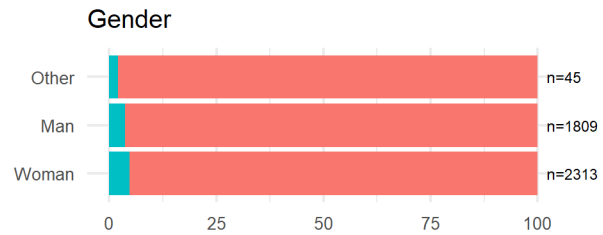
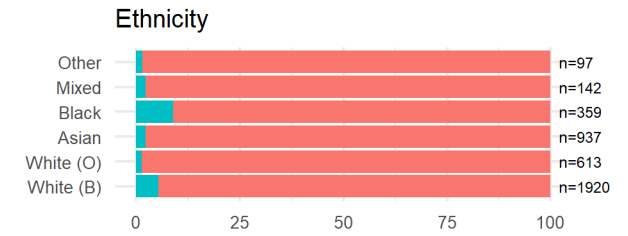
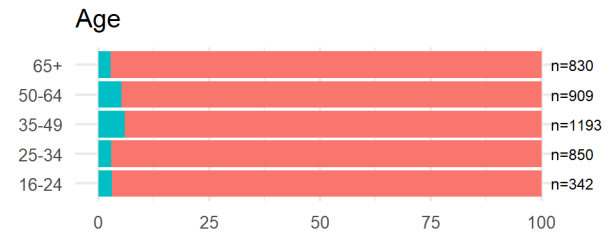
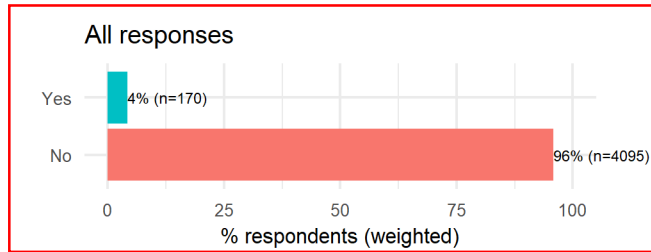
■ No ■ Yes

Type of debt: Household bills arrears such as missed electricity, gas, broadband or council tax bills



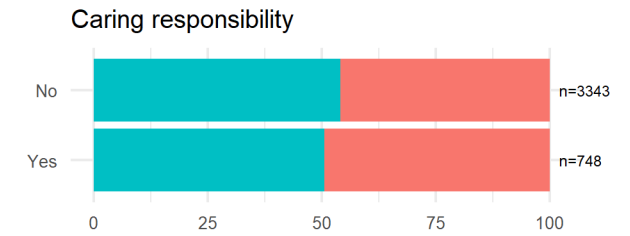
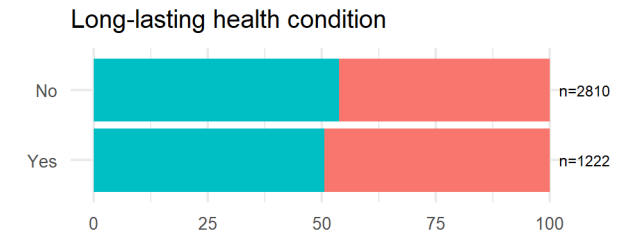
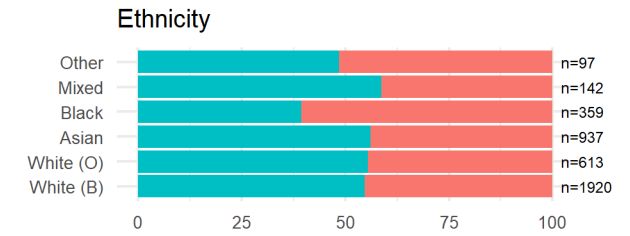
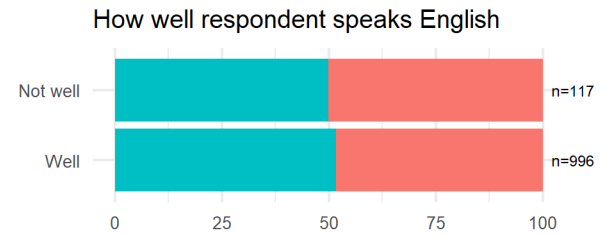
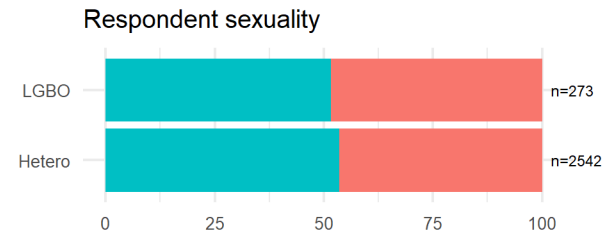
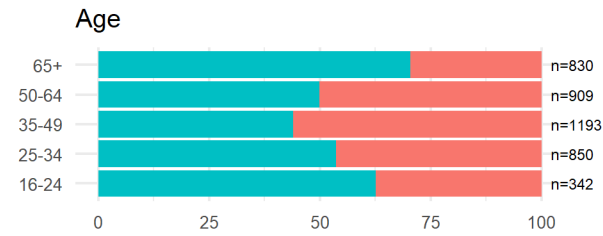
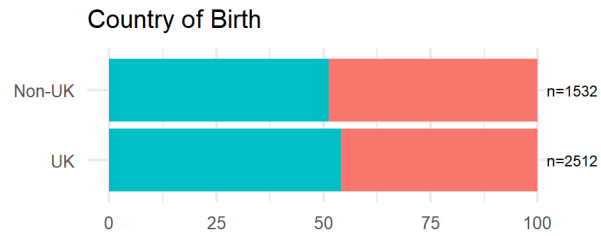
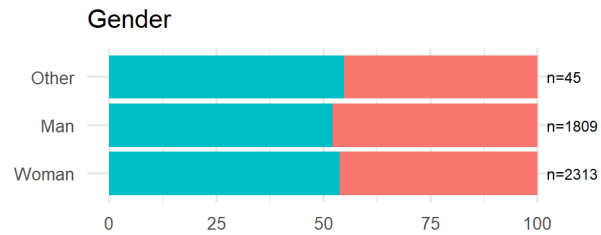
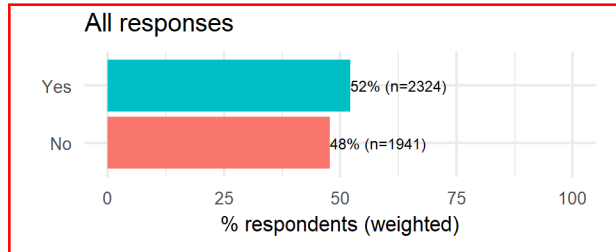
■ No
 ■ Yes

Type of debt: Consumer credit such as mail order purchases, payday loans or rent-to-own



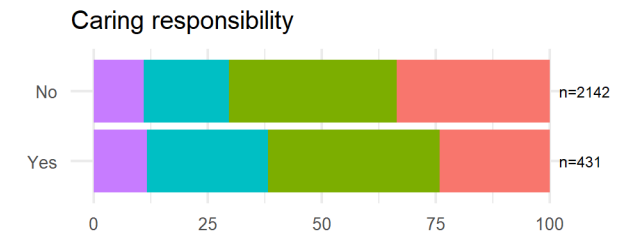
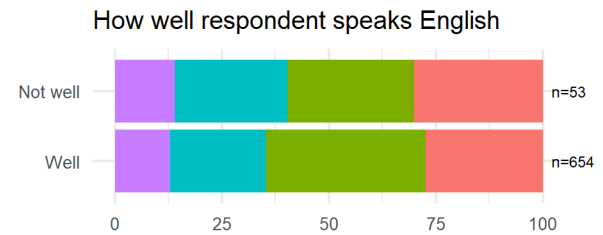
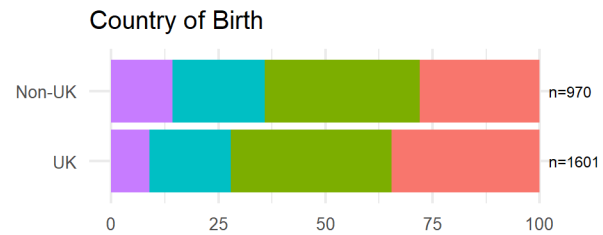
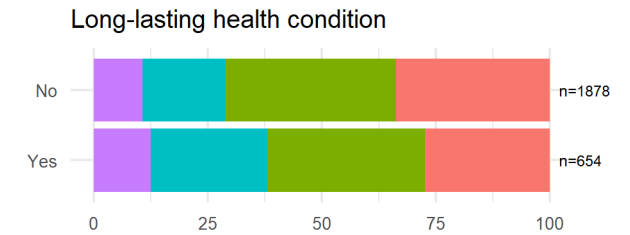
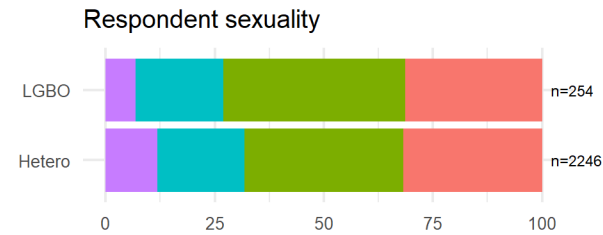
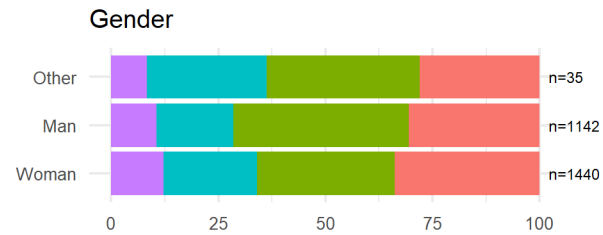
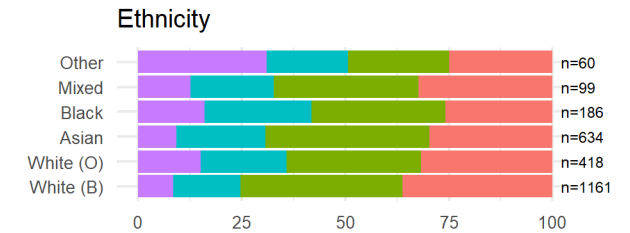
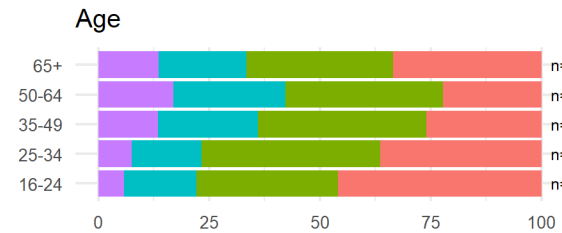
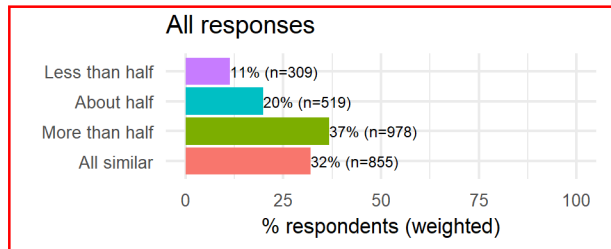
■ No
 ■ Yes

Type of debt: None of the above



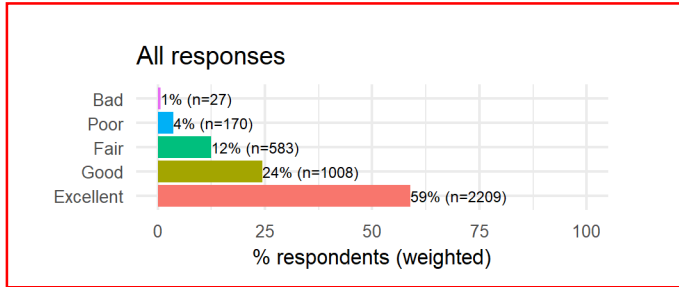
Yes No

Proportion of friends that have similar level of education

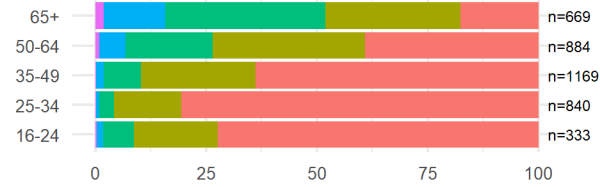


■ All similar
 ■ More than half
 ■ About half
 ■ Less than half

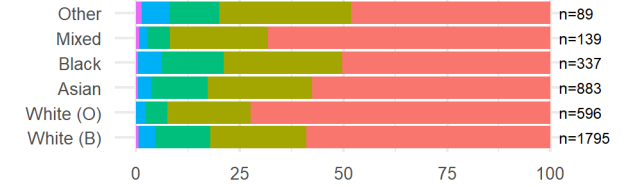
Ability to use internet



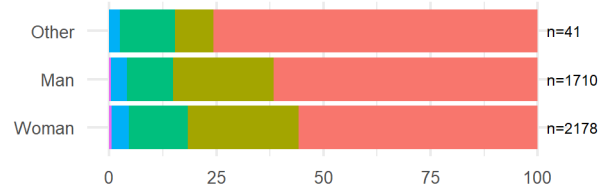
Age



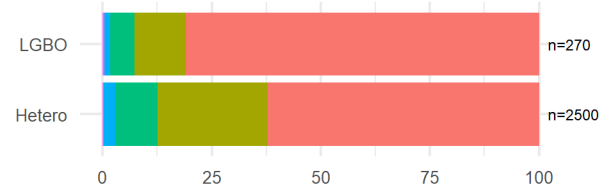
Ethnicity



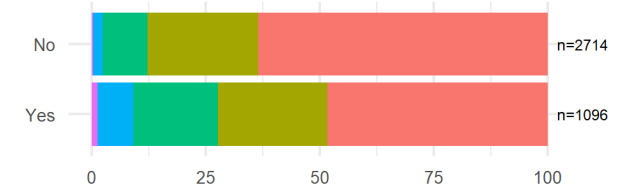
Gender



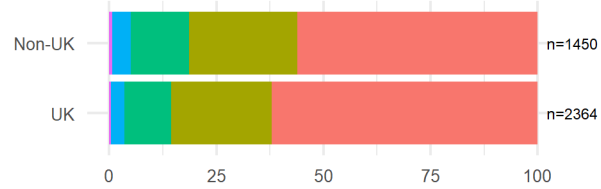
Respondent sexuality



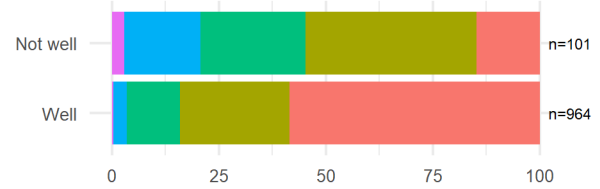
Long-lasting health condition



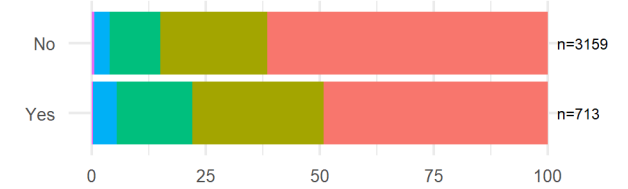
Country of Birth

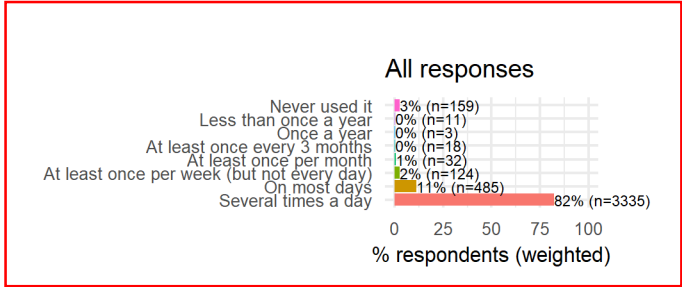


How well respondent speaks English

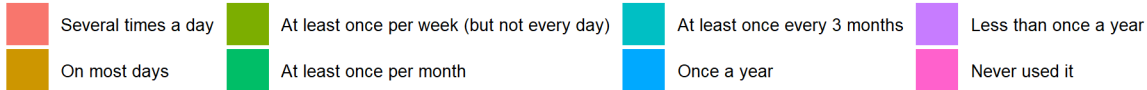
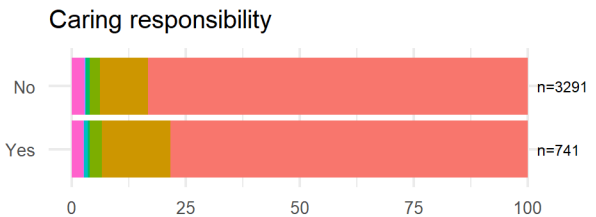
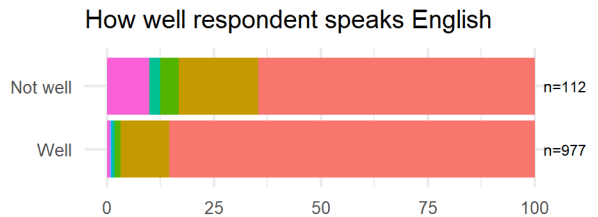
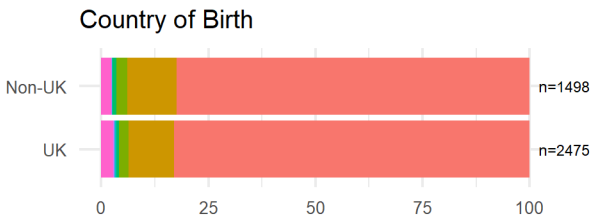
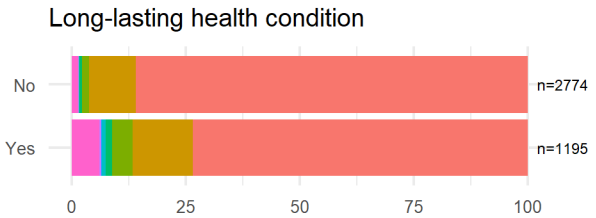
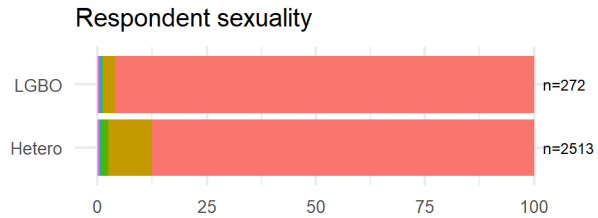
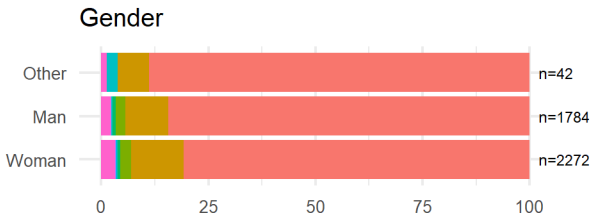
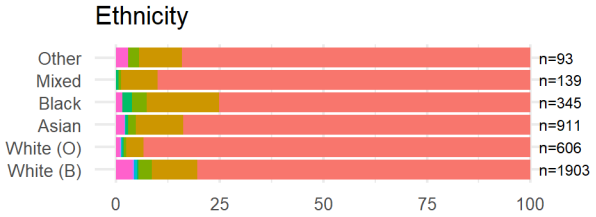
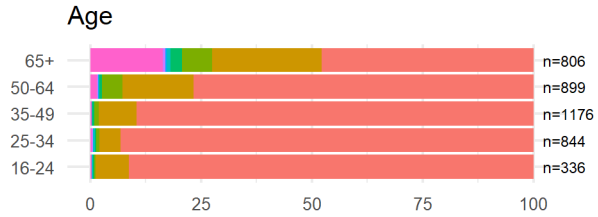


Caring responsibility

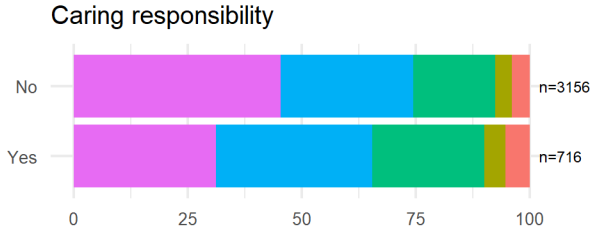
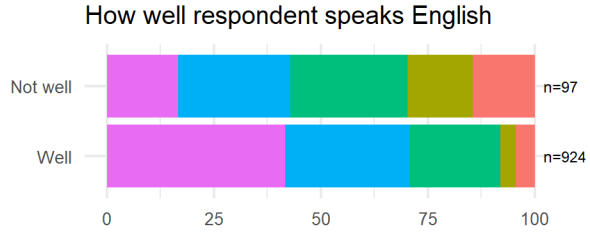
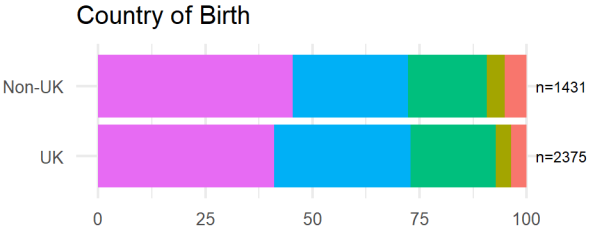
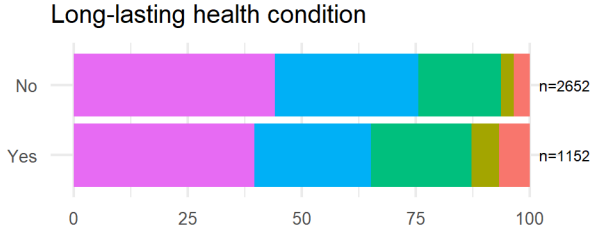
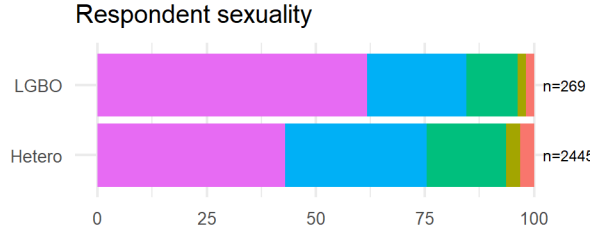
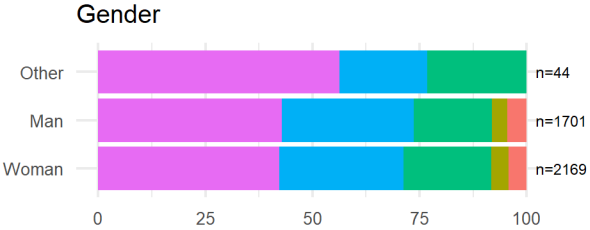
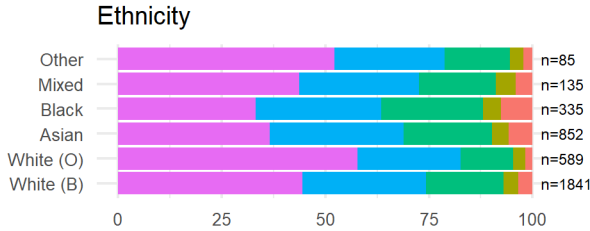
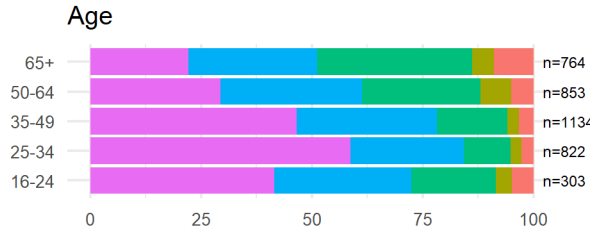
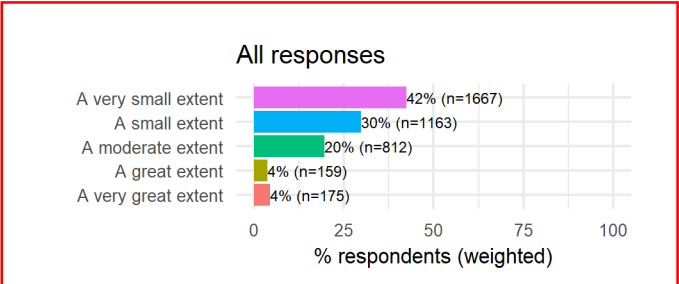




Internet use

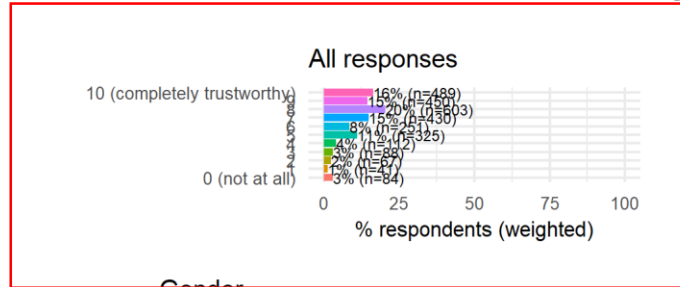


Reliance on cash in day to day life

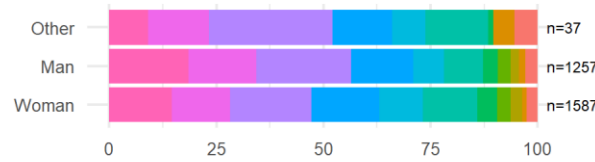


■ A very great extent
 ■ A great extent
 ■ A moderate extent
 ■ A small extent
 ■ A very small extent

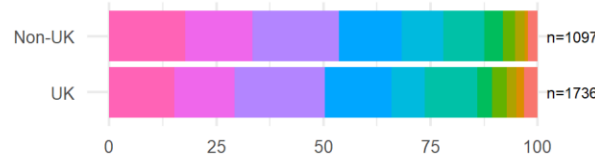
Trust in news or information source: The NHS



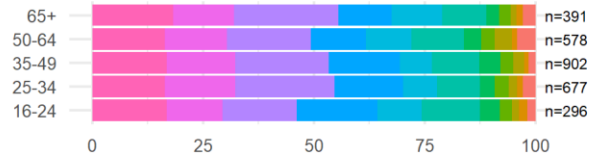
Gender



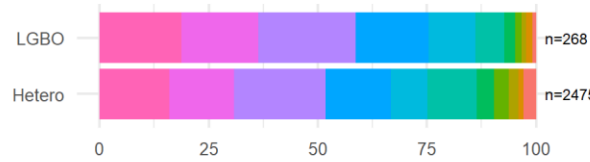
Country of Birth



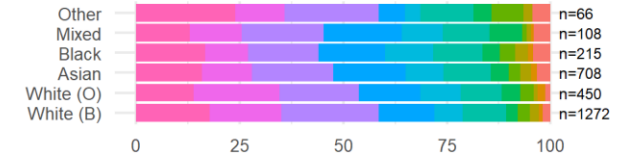
Age



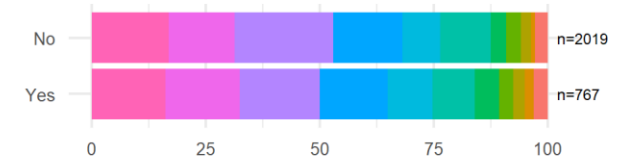
Respondent sexuality



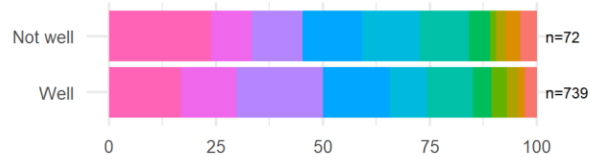
Ethnicity



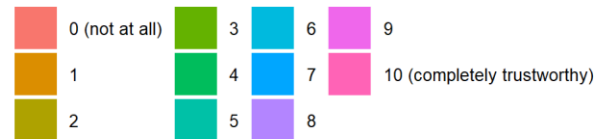
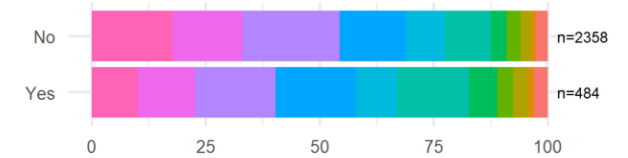
Long-lasting health condition



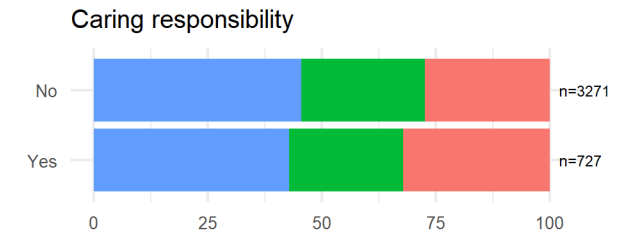
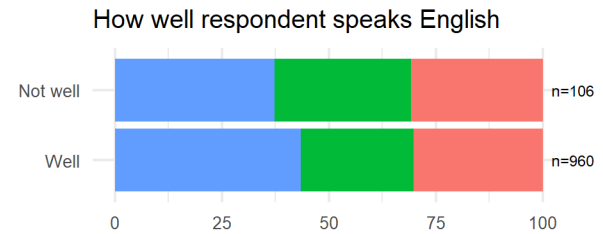
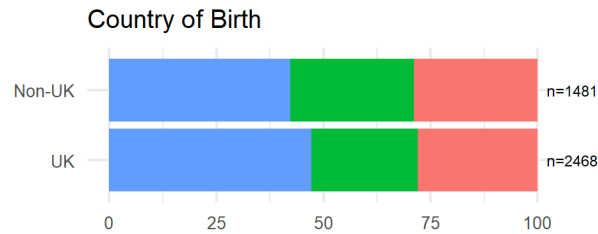
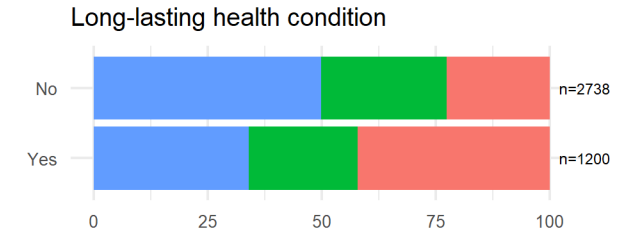
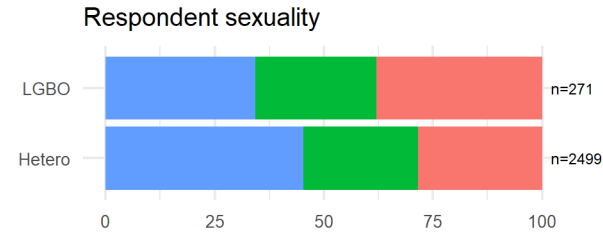
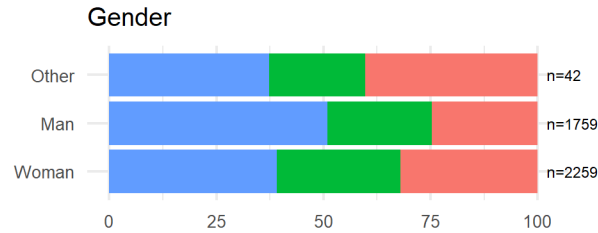
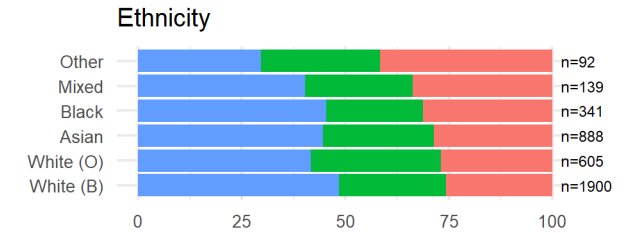
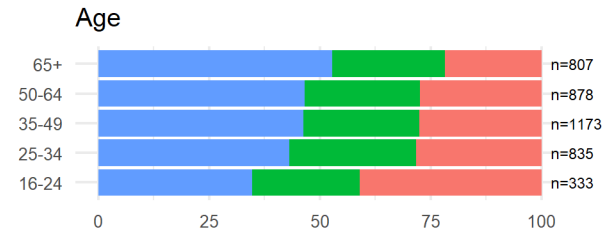
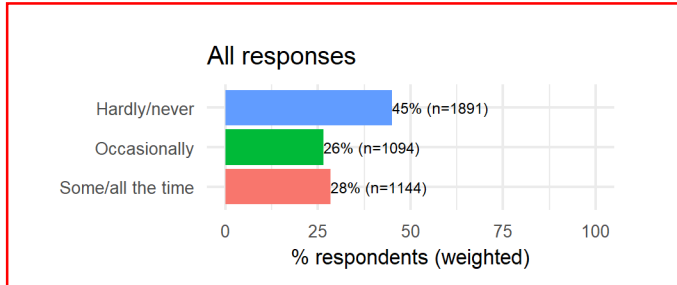
How well respondent speaks English



Caring responsibility

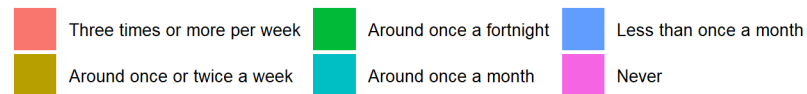
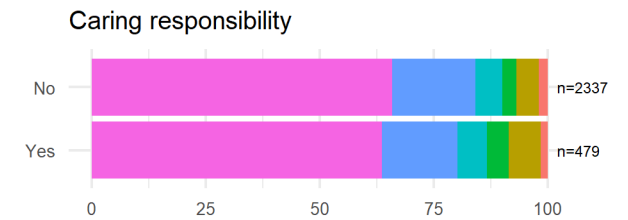
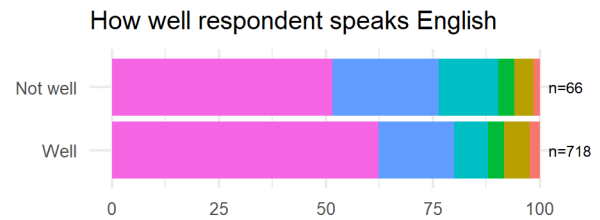
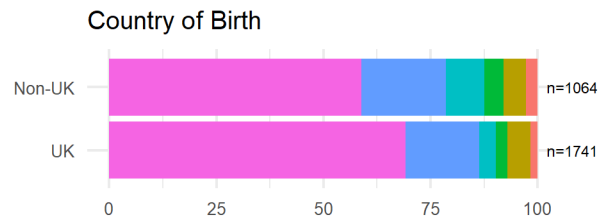
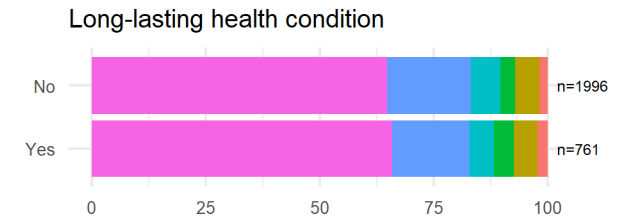
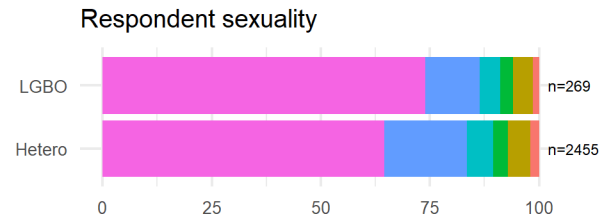
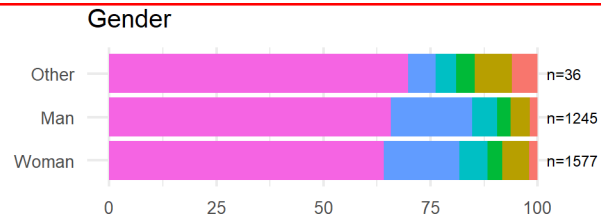
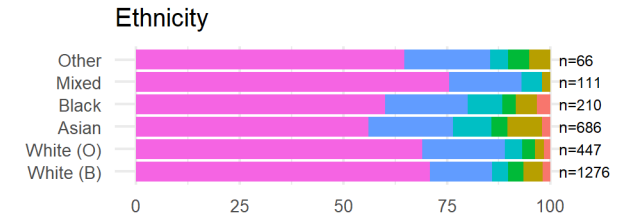
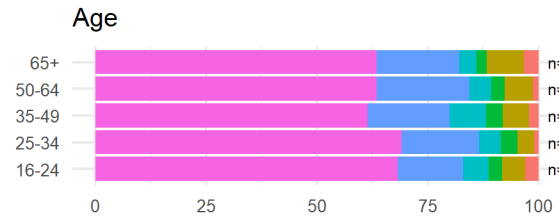
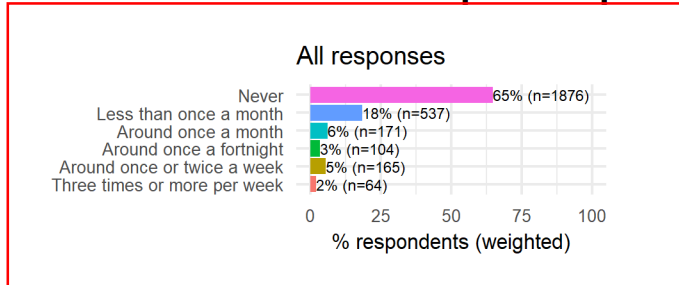


How often feel lonely

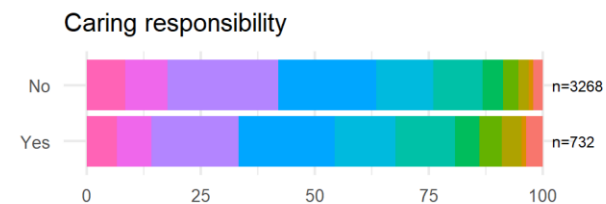
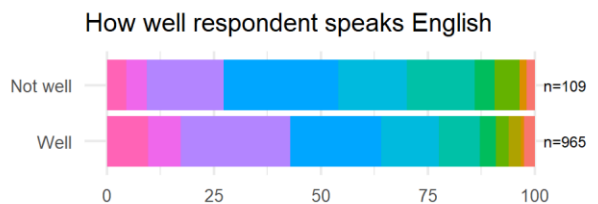
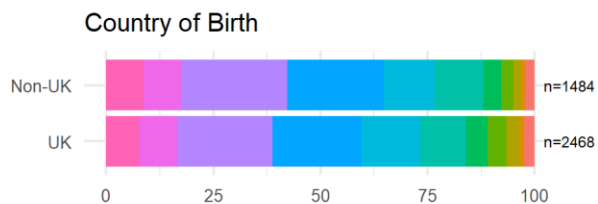
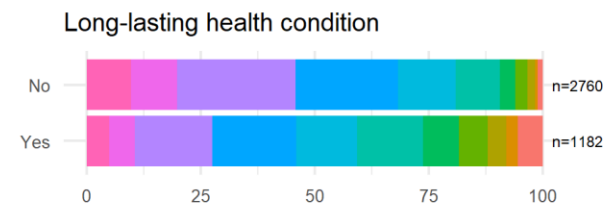
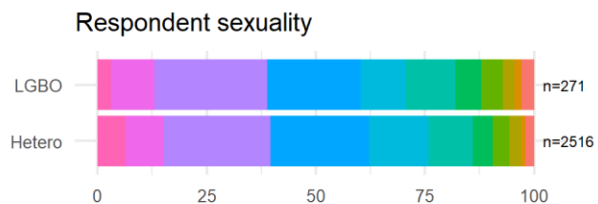
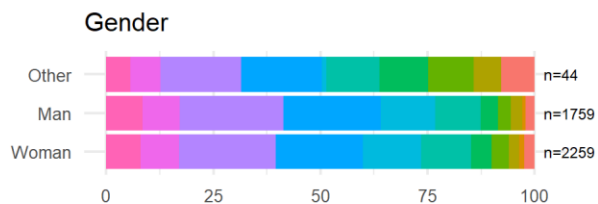
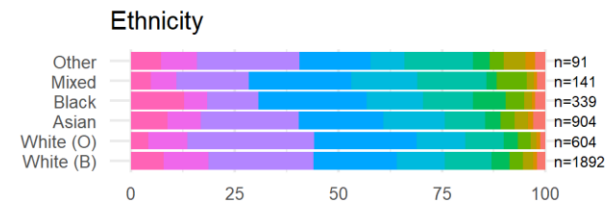
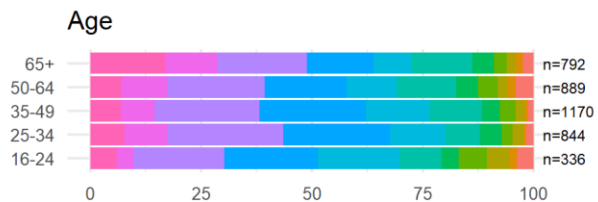
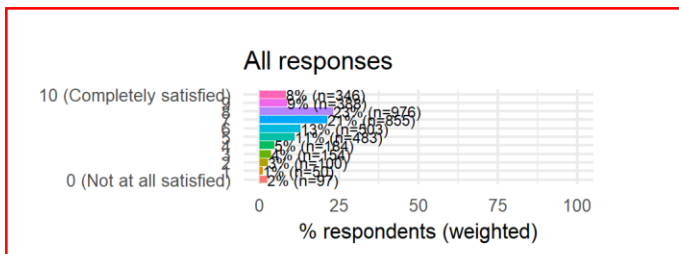


Some/all the time Occasionally Hardly/never

Visits to public space in local area over last 12 months: Community centre building



Satisfaction with life nowadays



Current working status

