

YouGov / GLA Survey Results

Sample Size: 1000 London Adults

Fieldwork: 23rd - 24th April 2017

	Gender		Age				Soc Grade		
Total	Male	Female	18-24	25-49	50-64	65+	ABC1	C2DE	
Weighted Sample	1000	488	512	115	544	189	152	590	410
Unweighted Sample	1000	449	551	89	505	265	141	740	260
	%	%	%	%	%	%	%	%	%

How much, if anything would you say you know about what the Mayor of London is doing for London?

A great deal	7	9	6	8	8	8	4	7	8
A fair amount	42	47	38	39	44	41	38	43	40
TOTAL GREAT DEAL / FAIR AMOUNT	49	55	44	46	52	50	42	50	48
Not very much	34	33	35	39	30	35	45	38	28
Nothing at all	9	8	10	3	10	8	10	6	12
TOTAL NOT MUCH / NOTHING	43	41	45	42	40	43	55	45	41
Don't know	8	4	11	12	9	7	2	5	12

The London Assembly consists of 25 members who are elected at the same time as the Mayor. How much, if anything, would you say you know about what the London Assembly is doing for London?

A great deal	2	2	1	2	1	3	2	2	2
A fair amount	14	17	11	14	14	17	12	16	12
TOTAL GREAT DEAL / FAIR AMOUNT	16	19	12	16	15	19	13	17	13
Not very much	45	47	43	38	42	48	57	46	43
Nothing at all	29	28	30	33	31	25	24	29	30
TOTAL NOT MUCH / NOTHING	74	75	73	71	74	73	80	75	73
Don't know	10	6	15	13	11	8	6	8	14

Do you use any of the following media sources to hear about the work of the Mayor of London and London Assembly? (Please tick all that apply)

Television	47	50	45	36	39	58	70	45	50
London regional Newspapers (e.g. Evening Standard, City AM)	32	35	29	21	34	34	30	37	24
Radio	25	27	22	13	24	33	27	24	26
Facebook	18	17	19	27	20	14	8	20	15
Websites associated with Newspapers (e.g. dailymail.co.uk or standard.co.uk)	18	21	15	23	19	21	5	20	14
National Newspapers (e.g. The Daily Mail or the Sun)	16	21	10	24	12	18	19	16	16
News websites not associated with Newspapers (e.g. BuzzFeed or the Huffington Post)	15	16	14	18	17	15	6	17	12
From friends or family	14	12	16	14	14	13	15	16	11
Twitter	13	14	12	21	15	11	3	14	12
Somewhere else [See sheet 1]	4	2	6	3	4	3	3	5	2
Don't know	23	21	24	24	26	19	16	18	30

Crossrail 2

Crossrail 2 is a proposed train route which would run between Hertfordshire and Surrey. The route is intended to pass through central London via places including Tottenham Court Road, Victoria, Euston and Clapham Junction.

Thinking about Crossrail 2, do you think it will...?

Change London for the better	52	58	46	65	51	49	51	55	48
Not make much difference	24	23	25	19	23	28	27	25	23
Change London for the worse	6	6	6	6	5	11	7	6	7
Don't know	17	12	23	10	21	12	15	14	22

The project is expected to cost around £32 billion and construction could begin in the early 2020's. It is expected to be working by 2033. Generally speaking, do you think Crossrail 2 is good or bad value for money?

Good value for money	28	37	19	38	26	26	31	30	25
Bad value for money	27	27	26	24	29	30	17	26	27
Neither	15	16	15	11	15	20	15	14	17
Don't know	30	20	40	27	31	24	38	29	31

Do you support or oppose Crossrail 2 going ahead?

Strongly support	18	26	11	25	18	16	19	19	18
Tend to support	25	26	24	26	23	25	30	30	17
TOTAL SUPPORT	43	51	36	51	41	42	49	49	36
Neither support or oppose	32	29	36	22	37	28	30	31	34
Tend to oppose	10	9	11	11	9	15	9	11	9
Strongly oppose	4	5	3	2	3	9	2	2	6
TOTAL OPPOSE	14	14	14	12	12	24	11	13	15

	Gender		Age				Soc Grade		
	Total	Male	Female	18-24	25-49	50-64	65+	ABC1	C2DE
Weighted Sample	1000	488	512	115	544	189	152	590	410
Unweighted Sample	1000	449	551	89	505	265	141	740	260
	%	%	%	%	%	%	%	%	%
Don't know	10	5	15	15	11	6	9	7	15

And do you think the government should or should not commit to going ahead with Crossrail 2?

They should	44	51	36	48	42	43	48	47	39
They should not	21	21	20	15	20	29	17	19	22
Don't know	36	28	43	37	39	28	35	34	39

Which two or three of the following, if any, are your main reasons for supporting Crossrail 2? (Please pick two or three)

[Only asked to those who said they support Crossrail 2; n=487]

It will improve connectivity to areas of outer London	63	60	67	67	62	67	58	68	53
It will increase rail capacity through central London	42	43	40	32	43	47	40	45	36
It will reduce rush hour congestion	38	38	38	35	36	43	39	38	39
It will create over 200,000 new jobs	35	32	38	32	33	24	52	32	40
Many suburban routes will not cope with growing demand otherwise	24	24	24	26	23	31	19	29	16
It will allow for 200,000 homes to be built near to new Crossrail 2 stations	24	29	17	34	25	17	21	23	26
It will provide a boost of over £150bn to the UK economy	22	27	15	34	20	24	18	19	29
Something else [See sheet 2]	2	1	4	3	2	2	5	3	2
Don't know	2	1	2	1	2	1	0	2	2

High rise buildings

For the following questions, by "high rise buildings" we are referring to buildings that are at least 20 storeys high. This can be residential, commercial or mixed use.

Generally speaking, do you think high rise buildings make London look better or worse?

Much better	7	10	5	12	9	5	2	7	7
A little better	13	16	9	24	13	9	7	14	11
TOTAL BETTER	20	26	14	36	22	13	9	21	18
Neither better or worse	29	32	27	30	29	29	31	31	27
A little worse	23	20	25	19	24	24	22	26	19
Much worse	22	17	27	4	18	32	35	19	26
TOTAL WORSE	45	37	52	23	42	56	57	44	45
Don't know	6	5	7	11	8	1	2	4	9

Which two or three of the following do you think should be the highest priority when deciding whether a new high rise building should be built? (Please pick two or three)

Whether it provides affordable new homes	55	55	55	61	56	49	55	55	55
Whether it looks right in relation to its surroundings	51	48	53	42	47	62	56	53	49
Whether it has a good design	28	26	29	19	25	33	40	30	24
Whether it contributes to the overall look and feel of London's skyline	28	27	29	27	24	35	33	30	24
Whether it provides new job opportunities	26	24	27	40	26	18	23	23	29
Whether it adds public spaces at ground level	21	20	22	10	23	20	21	18	24
How tall it is	14	15	13	5	13	17	22	14	14
Whether it contributes to London's image in the world	10	12	7	16	9	10	6	11	7
Don't know	8	7	8	8	10	5	3	6	10

Would you, or would you not want to see new high rise buildings in the following areas of London?

Around areas that are already being redeveloped

I really don't want to see new high rise buildings here	19	15	24	5	16	28	31	18	21
I don't want to see new high rise buildings here, but don't mind either way	26	24	28	25	25	26	32	27	25
TOTAL DON'T WANT TO	45	39	52	29	41	54	63	45	46
I do want to see new high buildings here	26	30	23	41	28	21	18	28	24
I really do want to see new high rise buildings here	10	15	6	5	12	12	5	10	10
TOTAL DO WANT TO	37	45	29	46	40	33	23	38	35
Don't know	18	16	20	24	19	12	14	16	20

In areas like the City of London or Canary Wharf

I really don't want to see new high rise buildings here	10	11	9	2	9	15	13	10	11
I don't want to see new high rise buildings here, but don't mind either way	25	19	31	21	21	29	37	25	25
TOTAL DON'T WANT TO	35	30	40	23	30	44	50	35	36
I do want to see new high buildings here	30	30	30	36	30	26	31	31	29

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Unweighted Sample	1000	449	551	89	505	265	141	740	260
	%	%	%	%	%	%	%	%	%
I really do want to see new high rise buildings here	20	25	15	22	23	20	5	23	15
TOTAL DO WANT TO	50	56	44	58	53	47	36	53	44
Don't know	15	15	16	19	17	9	14	12	20
In residential areas									
I really don't want to see new high rise buildings here	47	41	53	41	39	54	72	44	51
I don't want to see new high rise buildings here, but don't mind either way	21	23	19	24	22	23	14	23	18
TOTAL DON'T WANT TO	68	64	72	65	61	77	86	68	69
I do want to see new high buildings here	13	14	12	17	15	12	4	12	13
I really do want to see new high rise buildings here	7	9	5	3	9	4	5	9	4
TOTAL DO WANT TO	20	23	17	20	24	16	8	21	18
Don't know	12	13	12	15	15	7	6	11	14
In outer London									
I really don't want to see new high rise buildings here	36	36	36	29	29	47	52	33	39
I don't want to see new high rise buildings here, but don't mind either way	26	27	26	32	27	24	23	31	21
TOTAL DON'T WANT TO	62	63	62	60	56	71	75	64	60
I do want to see new high buildings here	15	13	16	15	16	12	13	14	15
I really do want to see new high rise buildings here	8	9	6	5	10	7	3	8	8
TOTAL DO WANT TO	22	23	22	20	26	19	17	22	23
Don't know	15	15	16	20	18	10	9	14	17

	Gender		Age				Soc Grade		
	Total	Male	Female	18-24	25-49	50-64	65+	ABC1	C2DE
Weighted Sample	1000	488	512	115	544	189	152	590	410
Unweighted Sample	1000	449	551	89	505	265	141	740	260
	%	%	%	%	%	%	%	%	%

Around tube stations

I really don't want to see new high rise buildings here	21	16	26	15	16	31	33	21	21
I don't want to see new high rise buildings here, but don't mind either way	29	29	30	33	27	30	33	29	29
TOTAL DON'T WANT TO	50	45	56	48	43	61	66	50	51
I do want to see new high buildings here	20	24	16	21	22	19	10	21	18
I really do want to see new high rise buildings here	9	13	6	7	12	7	3	10	8
TOTAL DO WANT TO	29	36	22	28	35	26	12	31	26
Don't know	21	19	22	24	22	13	21	19	23

In your local area

I really don't want to see new high rise buildings here	48	43	53	24	45	54	69	47	49
I don't want to see new high rise buildings here, but don't mind either way	21	22	20	36	19	20	18	21	21
TOTAL DON'T WANT TO	69	64	73	60	64	73	86	68	70
I do want to see new high buildings here	13	17	10	13	15	14	5	14	13
I really do want to see new high rise buildings here	7	8	6	9	8	6	4	8	5
TOTAL DO WANT TO	21	25	16	22	23	21	9	22	19
Don't know	11	10	11	18	13	6	5	11	11

App based minicab services

How often, if at all, do you use minicab services in London that you book via an app?

More than once a week	1	1	1	1	1	1	0	1	1
A few times a month	7	7	6	14	7	5	1	9	3
About once a month	6	7	6	12	7	5	2	9	3
Once every few months	10	11	10	8	14	5	6	13	7
Less often	19	20	18	24	21	17	10	20	18
Not applicable - I have never used app-based minicab services	54	53	54	33	46	67	81	47	63
Don't know	3	1	5	7	4	0	0	1	5

And why do you use those app-based minicab services as opposed to public transport modes such as the tube, train, bus or tram? (Please tick all that apply)

[Only asked to those who have used an app based minicab service; n=474]

It was more convenient	50	48	51	66	47	43	49	46	59
The journey was late at night	42	39	46	44	47	32	13	47	31
It was quicker	39	37	42	45	39	34	44	42	34
It was more comfortable	24	19	28	38	20	20	28	22	27
These types of public transport were not available	20	21	18	10	24	15	16	23	12
It was cheaper	18	18	18	20	20	11	10	18	18
It was safer	15	11	19	15	16	16	4	15	16
The journey was a short distance	7	5	8	12	6	3	5	6	9
Something else [See sheet 3]	3	1	5	0	3	4	8	2	5
None of these	5	5	4	2	4	10	9	4	5
Don't know	4	6	1	0	3	6	7	2	6

Police

The following are reasons that are sometimes given for police station closures. Do you think each is a justifiable or unjustifiable reason for the closure of a station?

The police can save money on staff on the front desk of a police station

Very justifiable	5	5	4	8	5	2	5	5	4
Fairly justifiable	20	19	21	19	21	14	27	22	17
TOTAL JUSTIFIABLE	25	25	25	27	26	16	32	27	21
Fairly unjustifiable	33	33	33	41	31	35	31	37	26
Very unjustifiable	27	28	27	13	27	38	27	25	31
TOTAL UNJUSTIFIABLE	60	61	59	54	58	73	58	62	58
Not sure	15	14	16	19	17	11	10	11	21

It will mean that the police can spend more time on the streets, rather than at police station receptions

Very justifiable	14	13	14	10	13	13	21	14	13
Fairly justifiable	45	44	45	61	42	42	45	49	39
TOTAL JUSTIFIABLE	58	57	59	71	55	55	65	63	52
Fairly unjustifiable	17	17	16	13	18	20	11	17	17
Very unjustifiable	12	13	11	5	11	17	12	10	14
TOTAL UNJUSTIFIABLE	29	30	27	17	30	37	23	27	31

	Gender		Age				Soc Grade	
	Male	Female	18-24	25-49	50-64	65+	ABC1	C2DE
Weighted Sample	488	512	115	544	189	152	590	410
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	%	%	%	%	%	%	%	%
Not sure	13	13	12	15	9	12	10	17
The police can save money by selling some police stations								
Very justifiable	6	6	5	6	5	6	5	6
Fairly justifiable	22	23	21	21	17	34	24	19
TOTAL JUSTIFIABLE	28	28	27	25	27	22	41	30
Fairly unjustifiable	27	26	29	34	28	23	25	20
Very unjustifiable	31	34	29	23	28	44	31	27
TOTAL UNJUSTIFIABLE	59	60	58	57	68	56	60	57
Not sure	14	12	15	17	17	10	3	11
There are now better ways to access the police, such as by phone or online								
Very justifiable	7	7	7	9	8	3	7	8
Fairly justifiable	30	27	33	35	30	20	35	32
TOTAL JUSTIFIABLE	37	34	40	44	39	24	42	40
Fairly unjustifiable	26	30	23	33	23	31	26	28
Very unjustifiable	23	22	23	8	22	35	22	25
TOTAL UNJUSTIFIABLE	49	52	46	41	45	66	48	49
Not sure	14	14	14	15	16	11	9	10

	Gender		Age				Soc Grade		
Total	Male	Female	18-24	25-49	50-64	65+	ABC1	C2DE	
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	%	%	%	%	%	%	%	%	%

Fewer people are going to police stations when they want to speak to the police, so there is less of a need for them

Very justifiable	9	9	9	10	10	4	9	9	8
Fairly justifiable	30	31	30	37	30	26	30	33	26
TOTAL JUSTIFIABLE	39	39	38	47	40	30	39	42	34
Fairly unjustifiable	24	25	24	27	23	24	28	24	24
Very unjustifiable	19	19	18	4	18	31	19	17	21
TOTAL UNJUSTIFIABLE	43	44	42	31	41	55	47	41	46
Not sure	18	16	20	22	19	15	15	16	21

Because the government has cut police funding

Very justifiable	10	12	8	12	10	8	10	12	7
Fairly justifiable	21	20	21	29	19	18	22	21	20
TOTAL JUSTIFIABLE	31	32	29	42	29	27	32	33	27
Fairly unjustifiable	19	22	16	26	18	18	19	21	16
Very unjustifiable	36	35	37	15	35	45	44	36	37
TOTAL UNJUSTIFIABLE	55	57	53	41	53	63	63	56	53
Not sure	14	11	18	18	18	10	6	11	20

And which of the following would you say is the most justifiable for the closure of a station?

It will mean that the police can spend more time on the streets, rather than at police station receptions	25	24	27	27	28	21	19	27	23
Because the government has cut police funding	19	20	18	15	18	19	25	17	22
Fewer people are going to police stations when they want to speak to the police, so there is less of a need for them	15	17	14	13	15	18	15	18	12
There are now better ways to access the police, such as by phone or online	8	6	9	6	10	6	3	9	5
The police can save money on staff on the front desk of a police station	5	5	6	15	3	4	8	6	4
The police can save money by selling some police stations	3	4	3	2	4	3	3	4	3
None of these	14	13	15	7	11	23	20	12	18
Don't know	10	12	9	16	11	6	7	8	14

If you needed to contact the Police, which of the following would you prefer to use?

Phone	72	73	70	78	72	70	67	75	67
In person	15	13	18	4	14	20	24	12	20
Online live chat	4	4	5	5	5	3	4	6	3
Metropolitan Police website	3	3	2	3	3	3	1	3	2
Social media	2	2	2	8	1	0	0	1	2
Smartphone app	1	2	1	1	2	0	0	2	1
Other [See sheet 4]	3	4	2	0	3	3	3	1	5

Local decision making

"I feel that the things to do, and the places and spaces to do them in my local area are for people like me"

Strongly agree	8	6	9	4	8	8	8	7	8
Tend to agree	33	31	35	34	35	25	36	36	29
TOTAL AGREE	41	37	44	37	43	33	45	43	37
Neither agree nor disagree	30	34	27	18	30	36	34	32	27
Tend to disagree	15	14	15	13	14	17	15	14	16
Strongly disagree	6	7	5	7	5	9	4	4	8
TOTAL DISAGREE	20	21	20	20	19	26	20	18	24
Don't know	9	8	9	24	8	5	2	6	12

"The recent changes to things to do, and the places and spaces to do them in my local area have been good for people like me"

Strongly agree	5	4	6	4	6	4	7	4	7
Tend to agree	22	21	24	25	23	18	24	25	19
TOTAL AGREE	27	25	30	28	28	22	31	29	26
Neither agree nor disagree	29	30	27	20	31	28	26	31	26
Tend to disagree	13	14	12	7	11	15	21	13	14
Strongly disagree	5	4	5	2	4	9	6	4	6
TOTAL DISAGREE	18	18	17	9	15	24	27	16	20
I haven't noticed any real changes	17	18	16	21	16	20	16	16	19
Don't know	9	8	10	23	9	6	1	8	10

How long have you lived in your current area for?

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Fieldwork: 23rd - 24th April 2017

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	%	%	%	%	%	%	%	%	
Less than a year	7	6	9	16	8	3	1	9	4
1 to 2 years	9	9	8	16	11	2	3	9	8
3 to 5 years	13	12	14	15	19	5	4	15	11
6 to 10 years	13	14	12	10	17	10	6	15	10
11 to 18 years	30	32	29	16	24	46	44	28	33
All my life	25	24	26	22	20	31	40	21	31
Can't remember	3	3	2	5	2	3	2	2	4
Have you been involved with any of the following in your local area?									
A neighbourhood forum or neighbourhood plan									
I have engaged with this group	17	18	16	8	15	23	23	20	12
I have not engaged with this group	77	79	76	82	79	73	72	75	80
Don't know	6	4	8	10	6	4	5	5	8

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	%	%	%	%	%	%	%	%	%
A town team									
I have engaged with this group	3	4	2	9	3	2	4	4	2
I have not engaged with this group	89	88	89	79	89	92	93	89	89
Don't know	8	7	9	12	9	6	4	7	9
A transition team									
I have engaged with this group	2	3	1	4	2	1	2	2	1
I have not engaged with this group	91	92	91	86	91	93	94	92	90
Don't know	7	5	9	10	7	6	4	6	8
Civic crowdfunding (which funds the deliverer of local projects)									
I have engaged with this group	4	4	4	4	5	2	2	5	3
I have not engaged with this group	90	91	88	86	87	94	94	90	89
Don't know	6	4	8	10	7	3	4	6	8
A community forum (either online or in person)									
I have engaged with this group	20	16	24	10	20	25	22	22	17
I have not engaged with this group	74	80	68	78	73	72	75	73	75
Don't know	6	5	8	12	7	4	3	5	8
Planning consultation meetings with local government or developers									
I have engaged with this group	10	9	11	4	8	18	11	12	7
I have not engaged with this group	84	86	82	86	85	80	86	84	84
Don't know	6	5	7	11	8	1	3	4	9
Focus groups or research sessions with local government or developers									
I have engaged with this group	6	6	6	5	5	8	7	8	4
I have not engaged with this group	88	89	86	85	87	88	90	88	88
Don't know	6	5	8	11	7	4	3	5	9
Responding to statutory planning notices online or by letter									
I have engaged with this group	20	18	22	3	18	32	24	23	15
I have not engaged with this group	74	77	71	84	76	65	72	73	76
Don't know	6	5	7	13	6	3	4	4	9
Council ward meetings									
I have engaged with this group	7	9	6	8	5	12	11	8	6
I have not engaged with this group	87	87	87	81	88	87	86	88	85
Don't know	6	4	7	11	7	1	3	4	8
Planning or regeneration committee meetings									
I have engaged with this group	7	7	7	8	5	9	8	8	6
I have not engaged with this group	88	89	86	82	88	89	89	88	87
Don't know	5	4	7	11	6	2	3	4	7
Some other local decision making group									
I have engaged with this group	14	13	15	7	11	21	20	15	13
I have not engaged with this group	80	82	78	83	81	78	77	80	80
Don't know	6	5	7	11	8	2	3	5	7

	Gender		Age				Soc Grade	
Total	Male	Female	18-24	25-49	50-64	65+	ABC1	C2DE
Weighted Sample 1000	488	512	115	544	189	152	590	410
Unweighted Sample 1000	449	551	89	505	265	141	740	260
	%	%	%	%	%	%	%	%

In the previous question you said you hadn't engaged with any of the groups listed. Why is that?

[Only asked to those that selected "I have not engaged with this group" for every option above - see Sheet 5]

Social media

Do you follow the Mayor of London on Twitter?

I follow the Mayor of London on Twitter	10	11	9	13	12	5	3	10	9
I don't follow the Mayor of London on Twitter but have seen tweets from the account	13	15	11	13	17	8	5	16	8
I don't follow the Mayor of London on Twitter and haven't seen anything from the account	26	27	26	29	28	27	16	26	27
Not applicable – I am not on Twitter	48	45	50	39	38	58	77	45	51
Don't know	3	2	5	5	5	1	0	2	5

Do you "like" the Mayor of London's account on Facebook?

I "like" the Mayor of London's account on Facebook	8	7	8	12	9	2	7	8	8
I don't "like" the Mayor of London's account on Facebook but have seen posts or content from the account	10	10	10	12	12	7	5	13	6
I don't "like" the Mayor of London's account on Facebook and haven't seen anything from the account	44	43	45	52	48	43	26	42	47
Not applicable – I am not on Facebook	25	27	23	18	18	29	50	27	23
Don't know	13	12	14	6	13	19	12	10	17