

GLA Poll 26 – July 2015 Topline Results

- Results are based on interviews with 1,003 London residents aged 18+.
- Interviews were carried out by telephone on 31 July – 3 August 2015.
- A representative sample was interviewed, with quotas set by age, gender and borough.
- The data has been weighted by age, gender, social class, work status, ethnicity and borough.
- Where results do not sum to 100%, this may be due to multiple responses, computer rounding or the exclusion of don't knows/not stated.
- This poll is the 26th in a series of telephone polls conducted for the GLA by ICM. Where questions were asked in any of the previous polls, results from those polls are included for comparison.
- Results are based on all respondents unless otherwise stated.
- All polls use the same methodology. When comparing results between polls, based on the full sample and assuming a 95% confidence interval, differences need to be between 2.6 and 4.4 percentage points (depending on the percentage giving a certain answer) to be considered statistically significant.
- An asterisk (*) represents a value of less than one half or one percent, but not zero.
- Study undertaken by ICM on behalf of the Greater London Authority.
- Conducted in accordance with ISO 20252 and ISO 27001.

Q1. Are you satisfied or dissatisfied with the job that Boris Johnson is doing as Mayor of London? Would you say....

Base: All respondents (1,003)

Poll	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	Don't know	Satisfied	Dis-satisfied	Net satisfied
	%	%	%	%	%	%	%	%	%
1	11	43	25	11	6	4	55	17	+38
2	13	46	21	7	7	6	59	14	+45
3	11	45	21	10	7	5	57	18	+39
4	13	42	27	9	5	5	55	13	+42
5	10	39	26	13	6	6	49	19	+30
6	13	43	22	10	6	6	56	16	+40
7	10	45	24	10	5	6	55	15	+40
8	11	43	25	11	8	2	53	20	+33
9	9	43	23	12	10	2	52	22	+30
10	12	46	23	9	7	2	58	16	+42
11	12	44	21	11	9	2	56	20	+36
12	10	44	23	11	8	4	54	19	+35
13	11	40	22	12	10	4	52	22	+30
14	15	42	19	9	9	5	57	19	+38
15	19	46	18	9	7	2	64	16	+48
16	16	46	21	7	9	2	62	16	+46
17	13	41	24	11	9	3	53	20	+33
18	14	46	20	10	6	4	59	16	+43
19	15	43	22	9	7	4	58	16	+42
20	14	37	25	13	9	3	50	22	+28
21	10	42	25	11	9	3	52	20	+32
22	13	41	23	11	8	4	54	19	+35
23	14	41	23	9	9	3	56	18	+38
24	15	41	24	8	7	5	55	15	+40
25	15	41	19	15	9	1	56	24	+32
26	13	40	23	10	10	5	53	20	+33

ENERGY

Q2. Have you experienced any interruptions to your energy supply such as the electricity or gas going off at your home in the past 12 months?

Base: All respondents (1,003)

	%
Yes	16
No	83
Don't know	1

Q2a. How many times would you say this has happened in the past 12 months?

Base: All who have experienced interruptions to their energy supply (159)

	%
1 or 2	74
3 – 5	22
6 – 10	3
More than 10	-
Don't know	*

Q2b. And thinking about the last time this happened, how long would you say the interruption was?

Base: All who have experienced interruptions to their energy supply (159)

	%
5 minutes or less	20
6 to 20 minutes	14
21 minutes to an hour	16
Between an hour and half a day	33
Up to a full day	2
More than a day	4
Don't know	11

Q2c. And thinking about that interruption what would you say was the cause?

Base: All who have experienced interruptions to their energy supply (159)

	%
Unexpected electricity cut	50
Unknown	14
Planned engineering works – electric	7
Storm/weather damage	5
Boiler stopped working	2
Unexpected gas cut	1
Pre-pay meter ran out of money	1
Planned engineering works – gas	*
Other	15
Don't know	7

Q3. How important are the following factors to you when considering your energy supplier? Please rank your top three factors.

Base: All respondents (1,003)

	% Most important	% Second most important	% Third most important
Cost of my bills	56	15	9
Reliability of energy supply	11	22	13
Having a number of suppliers to choose from	3	6	7
Knowing that the supplier is obtaining as much energy as possible from renewable and low carbon sources	8	15	16
Good customer service	9	22	22
Knowing that the supplier is relying as little as possible on importing fuel from abroad	1	3	7
Knowing that the supplier is producing energy efficiently	7	8	13
None of the above	5	3	5
Don't know	-	5	8

HOUSING RENTAL MARKET

Q4. Private house rental leases are typically around 12 months long. At the end of that period tenants either move on or renegotiate the lease. This can mean people have to keep moving around, but landlords can terminate the contracts of bad tenants quickly if they need to.

Up to how long do you think a typical tenancy should be offered for?

Base: All respondents (1,003)

	%
An unlimited period	17
3 years	30
1 year	45
Don't know	8

Q5. Private rental prices are usually negotiated on an annual or six monthly basis, in line with the tenancy term, with the landlord setting a price and tenants negotiating with them to reach agreement.

Some people think if people are willing to pay then the price is fair; however some people think that this leads to unnecessarily high rents. Which of the following options best describes your view?

Base: All respondents (1,003)

	%
When a tenancy is up for renewal, I think landlords and tenants should negotiate rent increases freely without limits on the change	25
When a tenancy is up for renewal, I think rent increases should be capped at a locally-defined limit	39
When a tenancy is up for renewal, I think rent increases should be made annually and linked directly to the rate of inflation	32
Don't know	4

SMARTPHONE OWNERSHIP/DIGITAL ACCESS

Q6. Which of the following best describes your smartphone ownership and use?

Base: All respondents (1,003)

	%
I own a smartphone and regularly use it to access the internet	59
I own a smartphone and occasionally use it to access the internet	14
I own a smartphone but don't use it to access the internet	5
I don't own a smartphone	23

Q7. If you want to undertake the following online activities, how do you mostly go about doing them?

Base: All respondents (1,003)

	% PC/laptop at home	% Tablet	% Smart phone	% PC/laptop in a public building	% Don't do this online
Shopping for food and groceries	27	8	4	*	60
Shopping for products like electricals and clothes etc	41	13	8	*	37
Looking for information on and buying tickets for travel and leisure etc	53	15	14	2	16
Buying services like energy or insurance	50	11	5	1	34
To keep in touch with people on social network sites like Facebook	16	9	42	*	33
To access public services, like my doctor	17	4	17	1	61
To pay my bills	40	8	11	1	40
To look for jobs	45	9	8	1	38
Using apps for things like travel, events, exercise	18	10	38	*	34

ONLINE SHOPPING

Q8. How often do you order shopping online to be delivered?

Base: All respondents (1,003)

	%
Daily	*
Two to three times a week	2
Weekly	13
At least every two weeks	9
At least monthly	18
Less than monthly	19
Never	38
Don't know	*

Q9. Which methods do you use to get your shopping online delivered?

Base: All who order shopping online to be delivered (605)

	% Use most often	% Use occasionally	% Never use
Home delivery	59	34	7
Delivery to a neighbour	1	30	69
Delivery to my workplace	6	19	74
Click & Collect in store or from a person	5	49	45
Click & Collect from a parcel locker	*	11	88
Order from one store and collect from a different local store	1	31	68

Q10. How often do your deliveries 'fail, i.e. the delivery is returned or left at the Post Office/depot for collection, or redelivered to you at a later date?

Base: All who order shopping online to be delivered (605)

	%
Every time/very often	4
Quite often	9
Infrequently/occasionally	59
Never	28
Don't know	*

Q11. How has the frequency of your online shopping changed in the past year?

Base: All respondents (1,003)

	%
I receive many more deliveries for online shopping	8
I receive slightly more deliveries for online shopping	19
I receive about the same number of deliveries for online shopping as last year	36
I receive slightly fewer deliveries for online shopping	8
I receive a lot fewer deliveries for online shopping	6
I don't shop online at all	23
Don't know	*

Q12. What factors would most encourage you to make use of Click and Collect services more?

Base: All respondents (1,003)

	%
Longer opening hours	25
More collection locations at local shops/non-transport locations	20
A greater number of collection locations in general	19
Cheaper delivery	19
More collection locations at transport hubs such as Underground stations	15
Knowing that my parcels were kept securely	15
A greater range of goods being available to be collected	10
Ability to track your delivery online	10
None of these	22
Don't know	4

INFRASTRUCTURE

Q12b. The government delivers large projects that aim to improve the places we live in – for example transport projects like Crossrail and tube modernisation, or new sewer systems – this is what we mean by “infrastructure”.

London’s population is set to grow to 10 million in 2030 from 8.6 million now and so even though these projects are expensive, some people think they are important to make sure the city still works well for everyone.

Government has less money to fund more London infrastructure projects now. Given this, which of the options below best reflects your view?

Base: All respondents (1,003)

	%
I would pay a small amount more in tax to pay for more of these infrastructure projects in London	22
In the event of a tax cut by national government at Westminster, I would be willing to continue paying the previous level of tax if the difference were ringfenced to pay for more of these infrastructure projects in London	18
I would pay as I use them (for example a toll on a new road or new bridge, or a higher fare on new public transport)	16
I don't think we should undertake any more infrastructure projects if the Government cannot fund them from existing taxes	39
Don't know	5

AIRPORTS

Q13. Are you aware that the Government is due to make a decision on where to build a new runway in the South East of England in the autumn?

Base: All respondents (1,003)

	%
Yes	75
No	24
I thought the decision had already been made	1
Don't know	*

Q14. To what extent do you think that additional runway capacity is needed in the South East of England?

Base: All respondents (1,003)

	%
NET: Needed	68
Needed a lot	40
Needed a little	28
Not needed at all	22
Don't know	10

Q15. Which, if any, of the following issues do you think are the most important things that the Government should be considering when deciding where to build new runways?

Base: All respondents (1,003)

	%
Minimising harm to the environment	85
Ensuring value for money for the taxpayer	79
Minimising the number of people exposed to aircraft noise	78
Bringing economic benefits to Londoners	76
Minimising delays at airports	73
Having flights to more places from London	60
None of these	2

Q16. To what extent is your daily life affected by aircraft noise (excluding helicopters)?

Base: All respondents (1,003)

	%
Not at all	33
I barely notice planes	28
I hear aircraft noise regularly, but I have got used to it and it doesn't affect my daily life	31
Significantly, i.e. they can interrupt my conversations or my enjoyment of the outdoors	4
Very significantly, i.e. they interrupt my sleep and have a hugely disruptive impact on my daily life	3