

SURVEY OF LONDONERS / 2021 - 2022

SURVEY OF LONDONERS



CITY INTELLIGENCE

INTRODUCTION

About the Survey of Londoners

In 2021-22, the GLA conducted the second Survey of Londoners, following the same methodology as the Survey of Londoners 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. The sample was drawn from addresses in the Postcode Address File across London.

After fieldwork had started, some restrictions due to the emergence of the Omicron variant were introduced. This may or may not have had some effect on the data. Therefore, caution should be applied when interpreting the results.

The survey ran from November 2021 to February 2022, just before the full effects of the cost-of-living crisis began to set in. The situations of Londoners will have changed while this report was being drafted.

Contents

1. Financial Hardship

- Food security
- Banking and cash
- Debt and savings
- Housing conditions

2. A robust safety net

- Financial support

3. Labour market equality

- Job conditions
- Job satisfaction

4. Strong communities

- Belonging
- The neighbourhood
- Family, friends and others
- Social networks
- Social participation
- Formal volunteering
- Informal volunteering
- Other social action

5. Mental health and wellbeing

- Life satisfaction
- Loneliness and social isolation

6. Digital access for all

- Digital exclusion

7. Equity in public services

- Trust and services
- Unfair treatment
- Civic activity

SURVEY OF LONDONERS / 2021 – 2022

FINANCIAL HARDSHIP



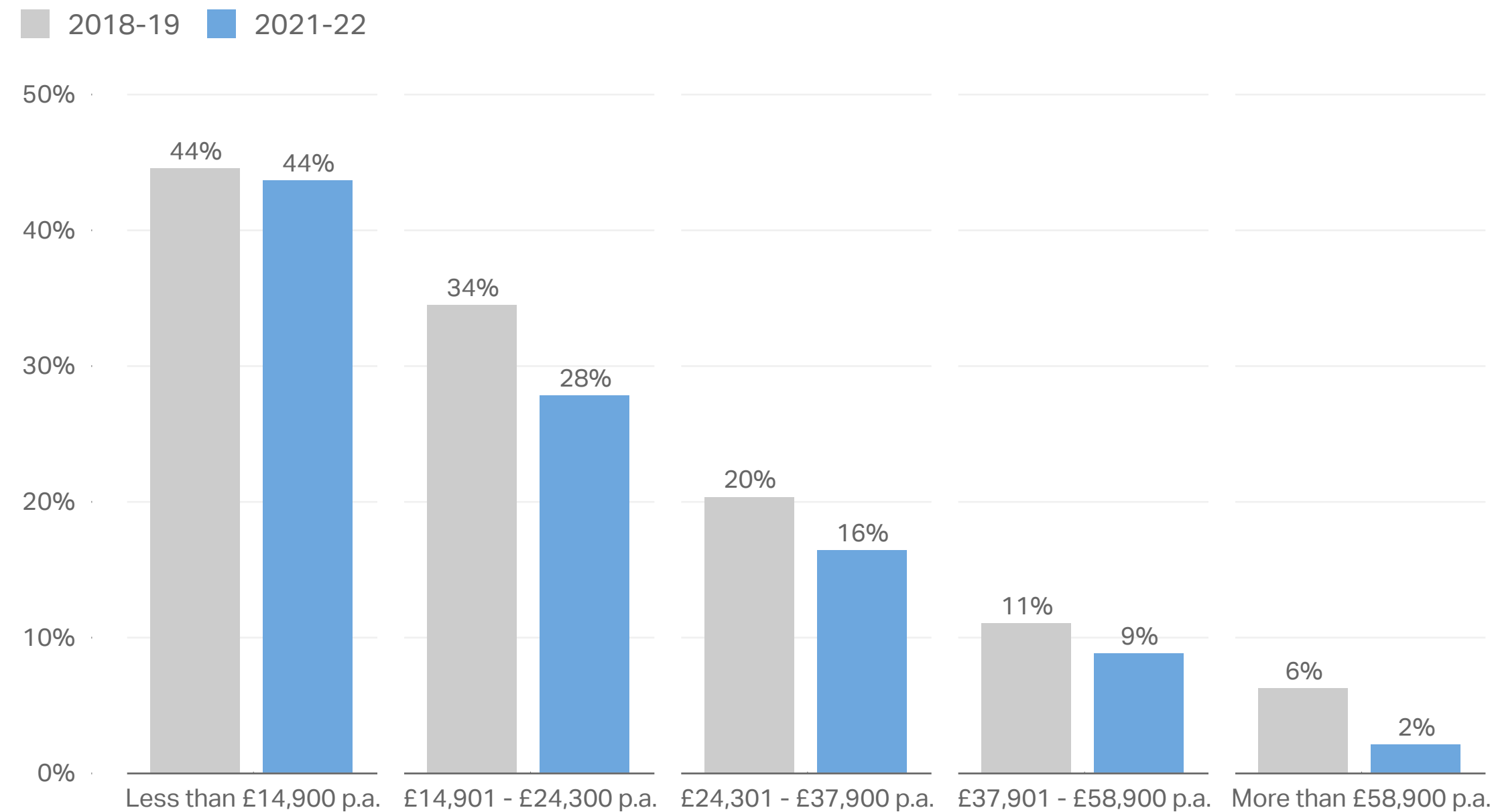
FOOD SECURITY

Adults' food security

16% of all 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% (1.5 million adults)

Nearly half of low income Londoners were found to be food-insecure

44% of all Londoners with a household income of less than £14,900 per annum were food-insecure, no change from 2018-19



Children's food security

14% of parents in London had children living in low or very low food security, not a statistically significant difference from 2018-19 when it was 17%.

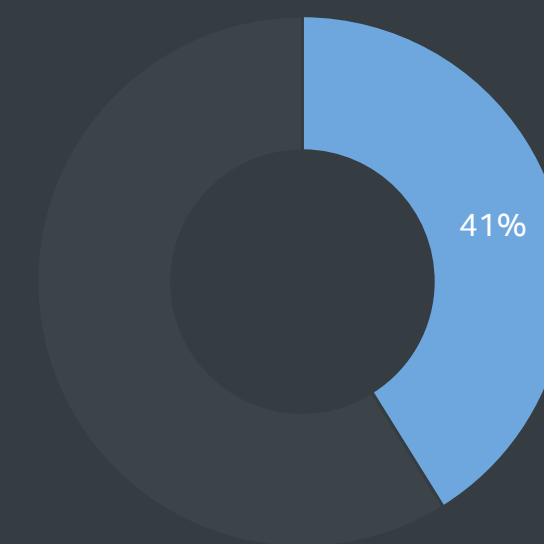
Parents were more likely to experience food insecurity than their children

We can assess the extent to which some parents are able to shield their children from food insecurity, by looking at their rates of food security compared with their children.

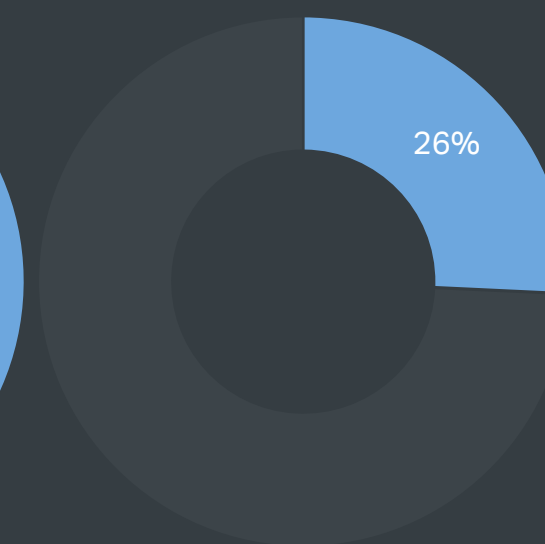
Around 41% of single parents were food-insecure, but only 26% reported that their children were food-insecure. Of parents living in a couple, 13% were food-insecure, but only 8% of this group reported that their children were food-insecure.

Single parent family

Adults in low food security

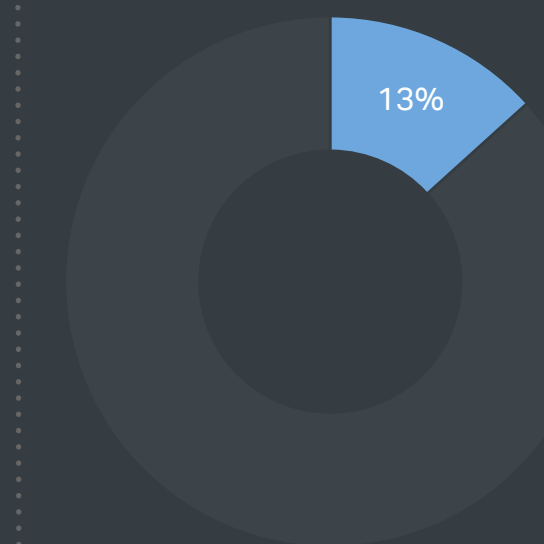


Children in low food security

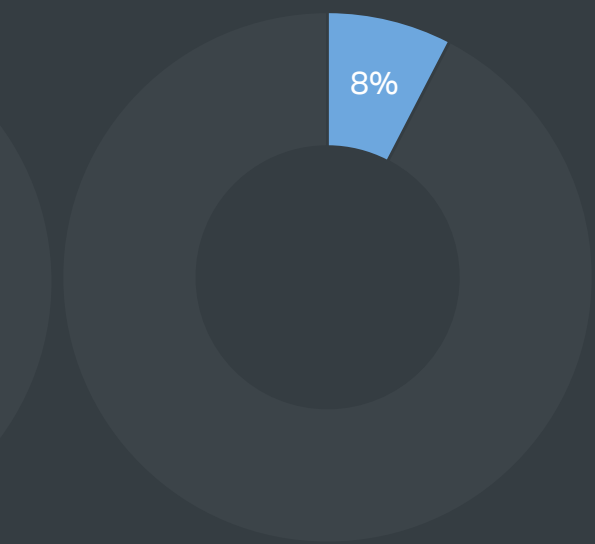


Couple with children

Adults in low food security



Children in low food security



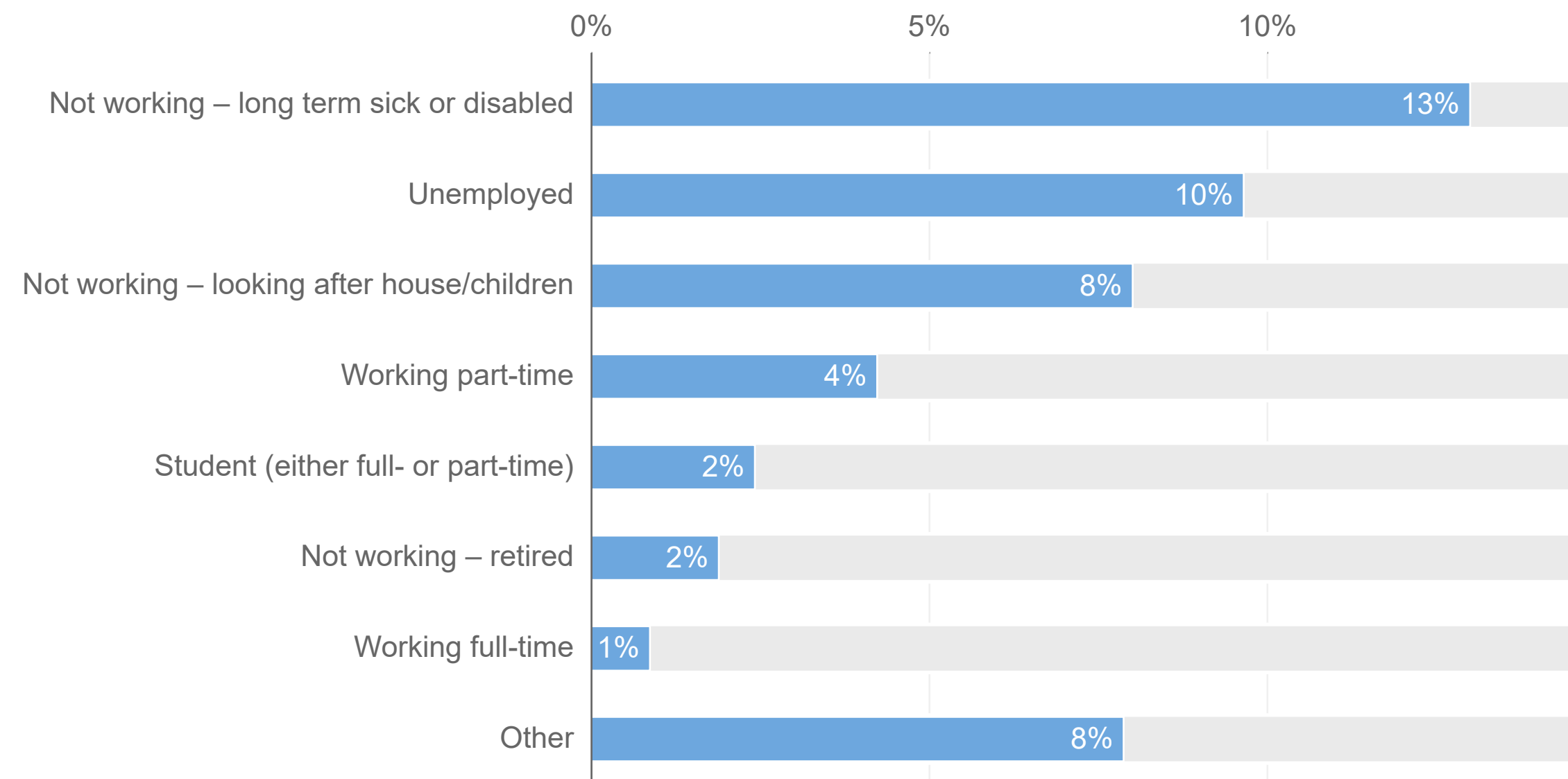
FOOD SECURITY

Food bank use

3% of Londoners had collected a food parcel from a food bank in the past 12 months, while 37% had donated either food or money.

Londoners were more likely to have collected a food parcel from a food bank in the past 12 months if they were not working full-time

% of Londoners who have collected a food parcel from a food bank, by employment status



QUOTES FROM LONDONERS ON FOOD SECURITY

“Worry for the amount of people that need to use food banks and wish the government would give lower income families more support”

“There are growing numbers of our local community who are living well below the poverty line – COVID has compounded their struggle to survive. Food banks, fuel bills, and cuts to universal credit!”

“The cost of living is extremely high, I am working 3 jobs and completing full time education and still cannot afford to buy food.”

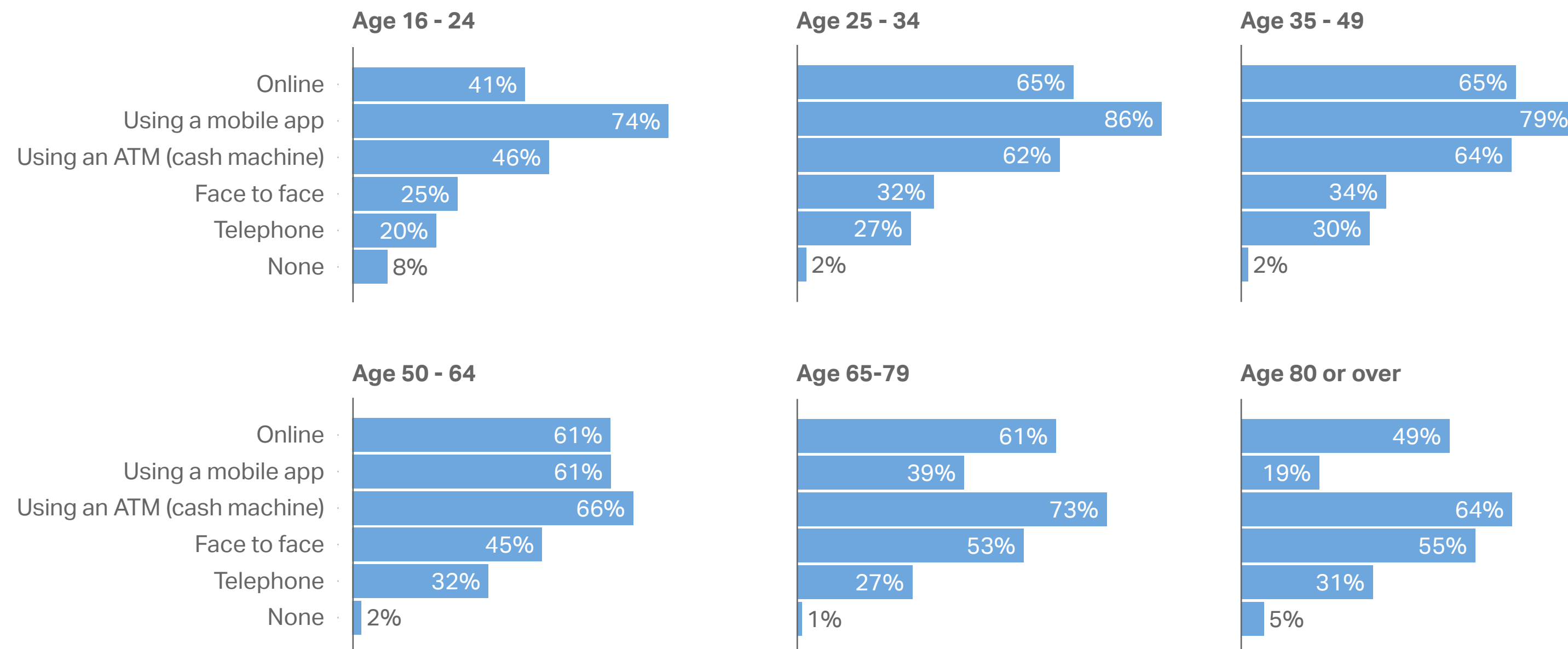
BANKING AND CASH

Day to day banking activities

The majority of Londoners were using digital channels to conduct their day-to-day banking, with 70% saying they had used a mobile app and 59% had conducted online banking. Face-to-face channels were used by 36% of Londoners; the younger a person was, the less likely they were to use face-to-face banking channels.

Digital banking channels are favoured by younger Londoners, whereas older Londoners still use face-to-face channels to a great extent

% of Londoners using various banking channels, by age group

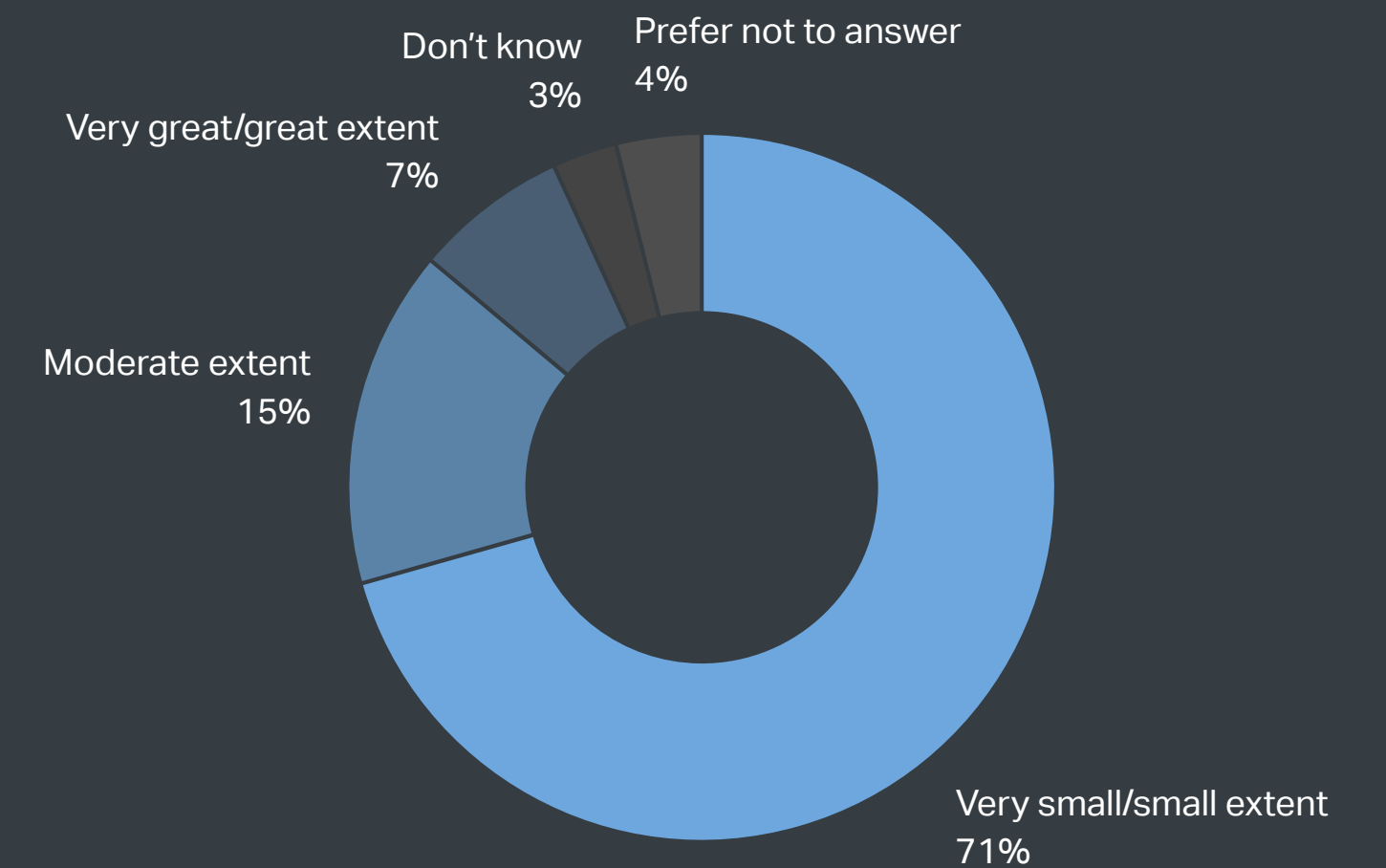


Reliance on cash

Around half a million Londoners (7% of all adult Londoners) said they relied on cash to a great or very great extent, in that they paid for most or all things in cash, including larger purchases and bills. Lower-income Londoners were more likely to report relying on cash to a great or very great extent than the highest-income Londoners.

7% of all adult Londoners said they relied on cash to a great or very great extent

7% of Londoners said they paid for most things with cash



DEBT AND SAVINGS

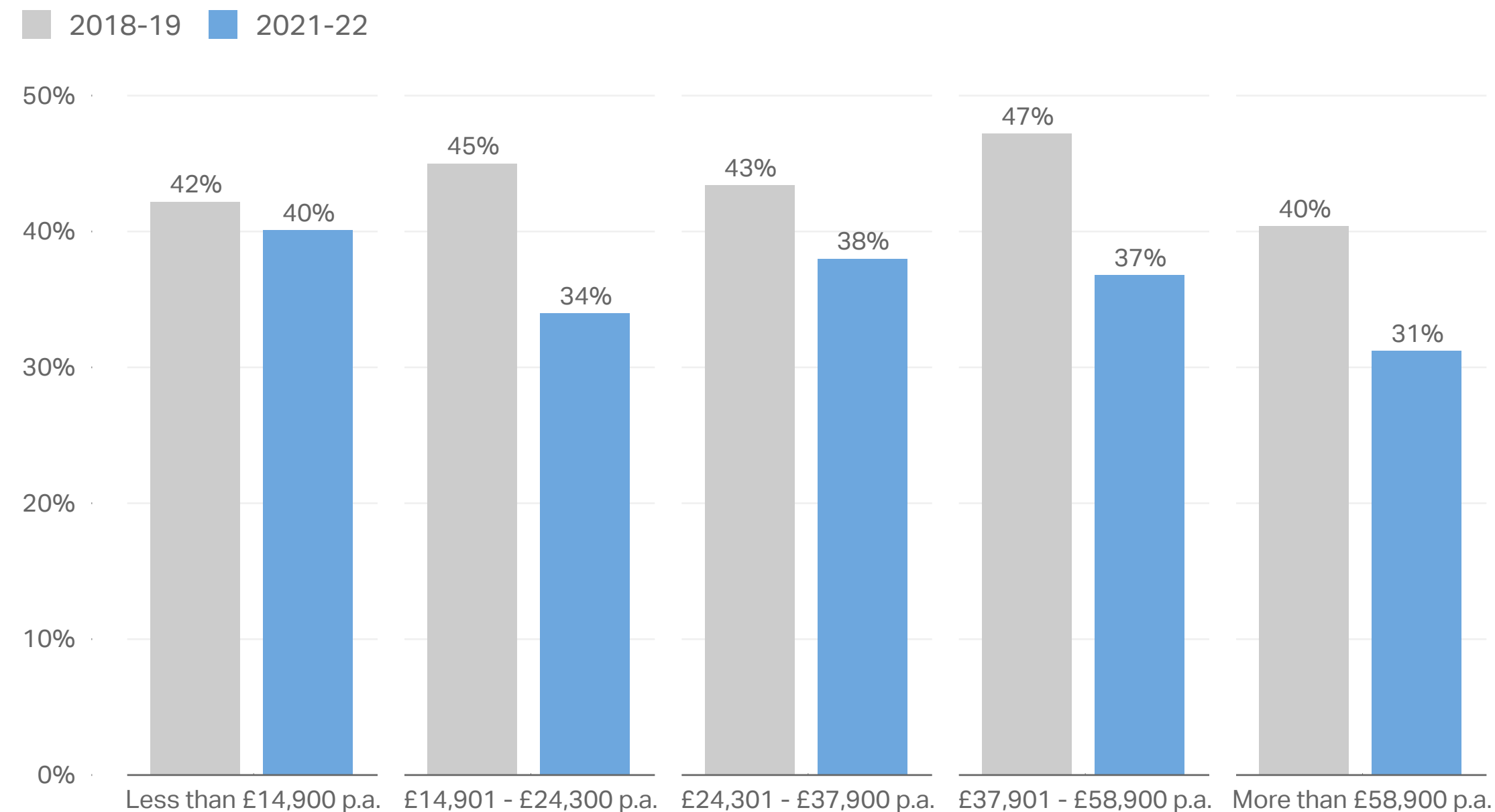
Debt

Around a third of all Londoners (32%) owed money on unsecured debt, including personal loans, credit cards, household bills and other forms of consumer credit, down from 37% in 2018-19.

18% of Londoners who owed money found keeping up with that debt a heavy burden, equivalent to around 400,000 Londoners, a decrease from 2018-19 when it was 24% or around 600,000 Londoners.

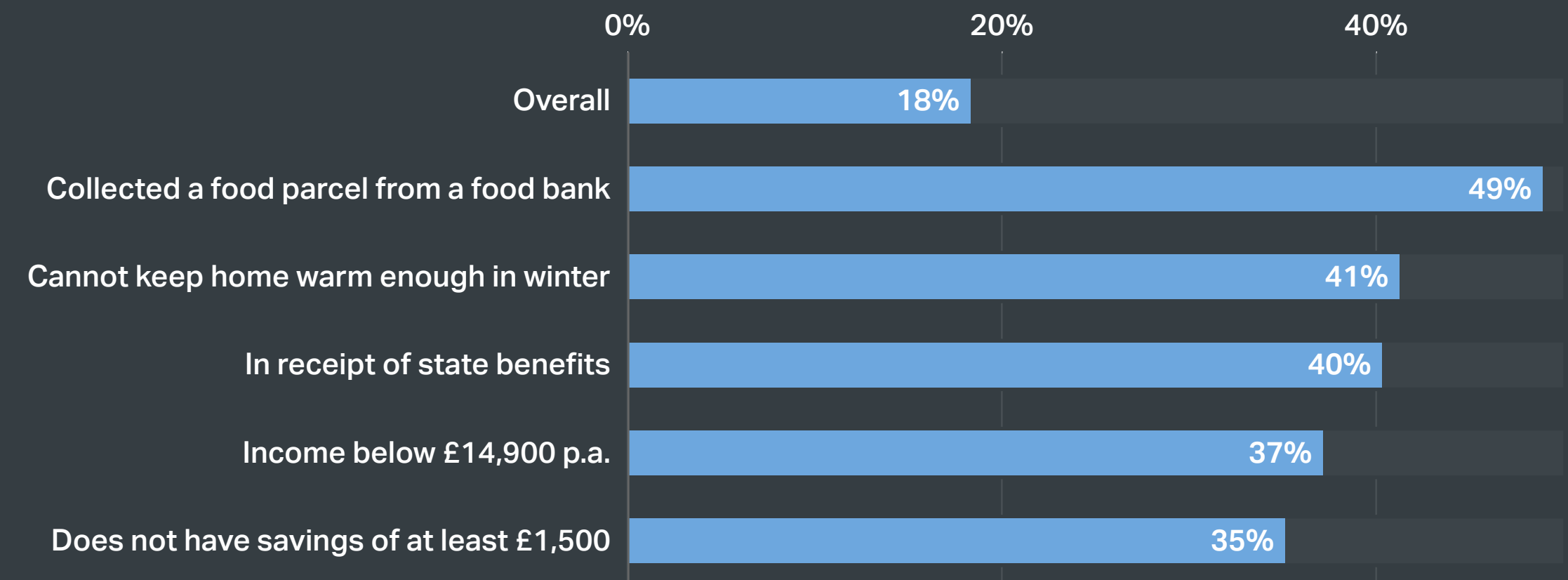
40% of Londoners with a household income of less than £14,900 per year owed money

% of Londoners who owe money, by annual income group



Those groups in London who were most likely to find their debt repayments a heavy burden were those with other markers of financial precarity

% who find their debts a heavy burden, by 'financial precarity' group



QUOTES FROM LONDONERS ON DEBT AND SAVINGS

"The wages and prices of housing don't correlate. I was surprised when I moved here and learnt how people live in constant debt for everyday things."

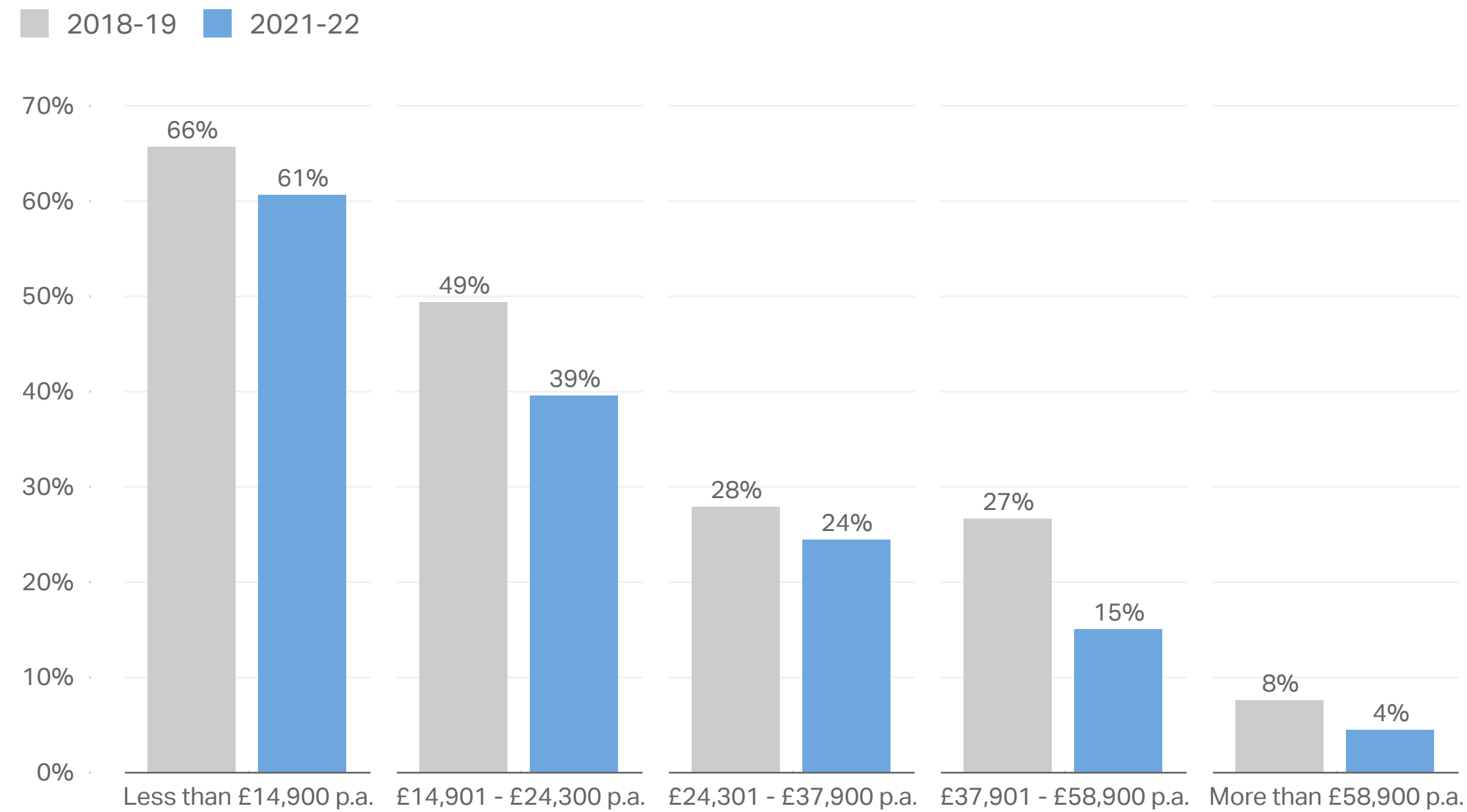
DEBT AND SAVINGS

Savings

A quarter of Londoners (25%) did not have at least £1,500 in savings. This is a significant reduction from 33% in 2018-19.

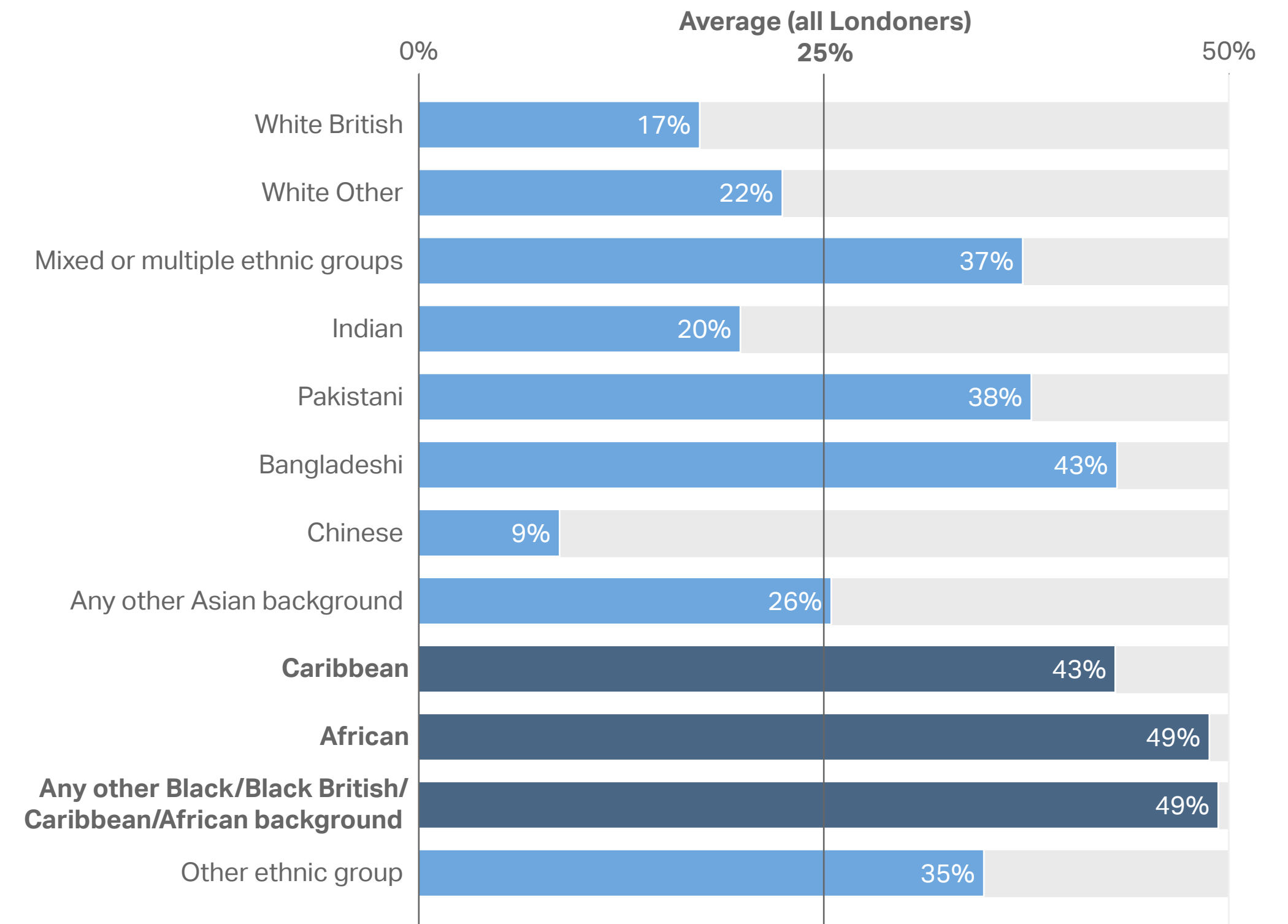
Lower-income Londoners were more likely to report not having at least £1,500 in savings than higher-income Londoners

% of Londoners who don't have at least £1,500 in savings, by annual income group



Black Londoners were the ethnic group most likely not to have savings of at least £1,500

% of Londoners who don't have at least £1,500 in savings, by ethnic group. Compared to the 25% average of all Londoners



HOUSING CONDITIONS

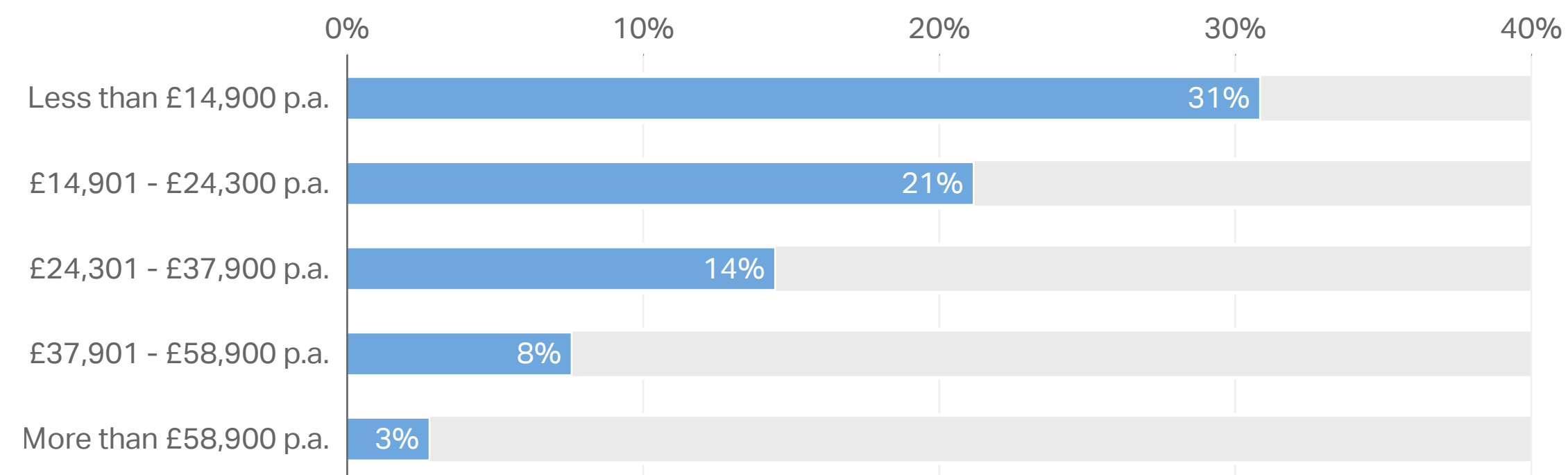
Keeping homes warm enough in winter

13% 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%).

Note: 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.

Lower-income Londoners were more likely to report not being able to keep their home warm enough in winter than higher-income Londoners

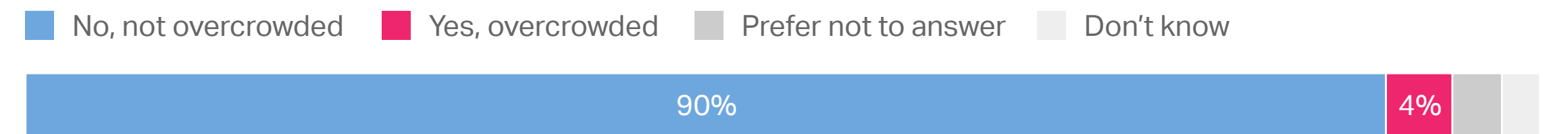
% of Londoners who are unable to keep their home warm, by annual income group



Overcrowding

4% of Londoners aged 16 and over were living in overcrowded accommodation. The groups more likely to be living in overcrowded accommodation than average included Londoners with a household income of less than £14,900 per year (10%); Londoners in receipt of state benefits (10%); and Londoners living in social rented accommodation (9%).

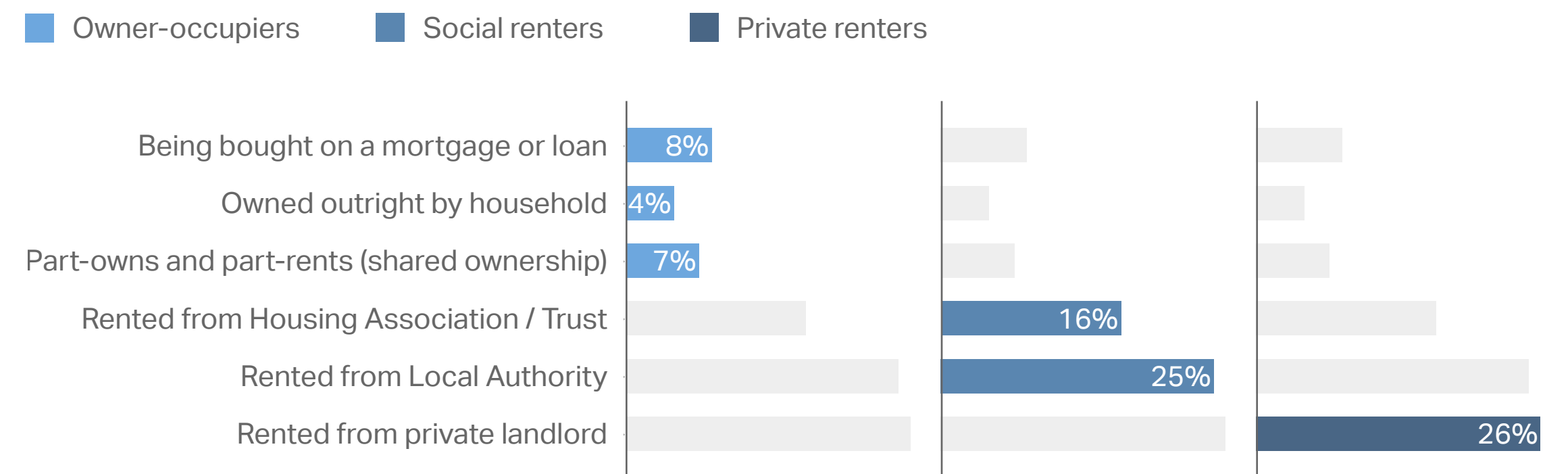
The majority of Londoners aged 16 and over (90 per cent) did not live in overcrowded accommodation, while 4 per cent did



Outdoor space

Londoners living in rented accommodation were more likely not to have access to outdoor space than owner-occupiers

% who do not have access to outdoor space by housing tenure

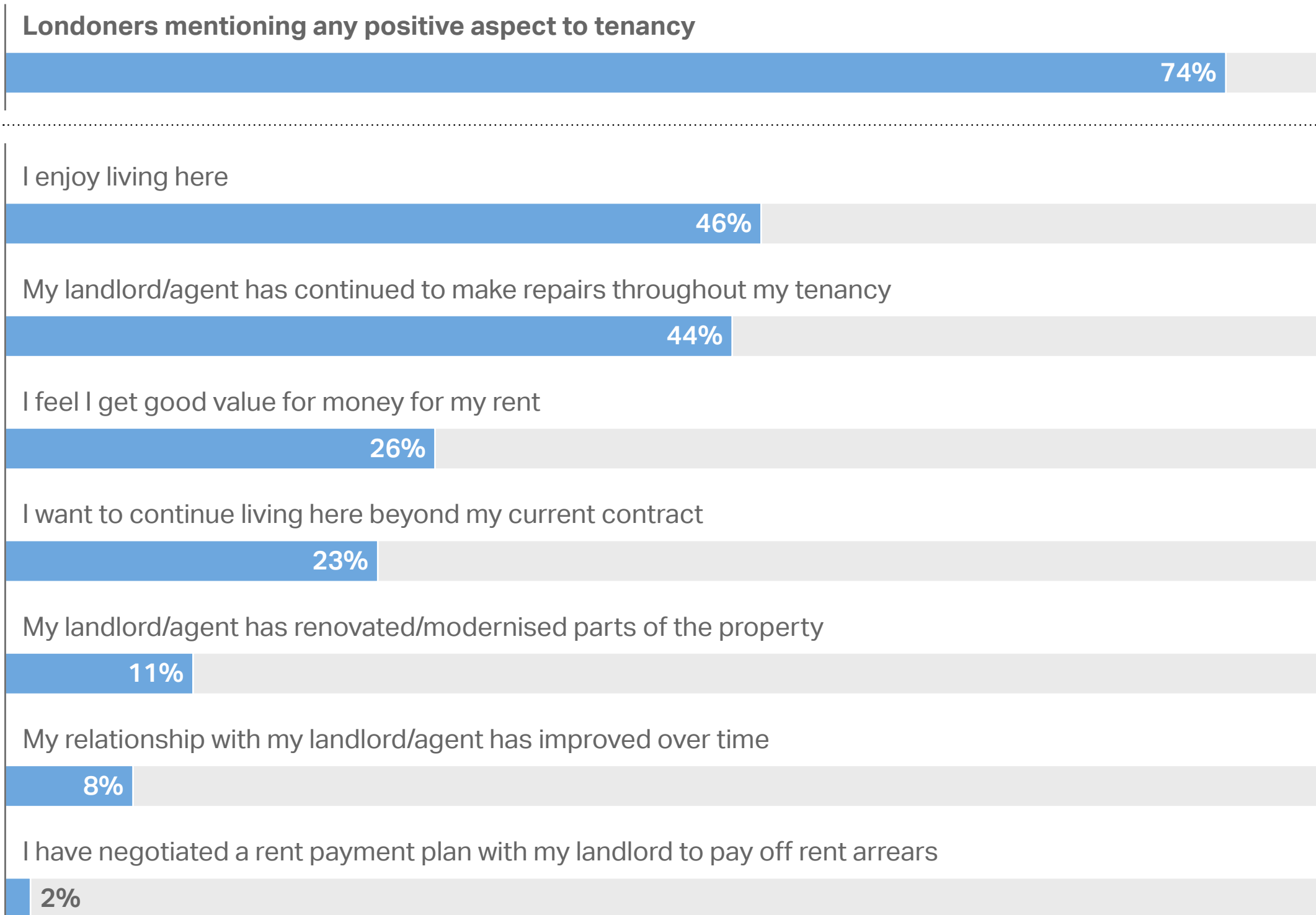


HOUSING CONDITIONS

Tenancy situation

Around three-quarters of renters (74%) mentioned at least one aspect of their current tenancy situation that was positive. Conversely, 39% mentioned at least one negative aspect of their current tenancy situation.

The majority of Londoners who were renting (74%) mentioned at least one positive aspect of their current tenancy



39% of Londoners that were renting mentioned at least one negative aspect of their current tenancy



HOUSING CONDITIONS

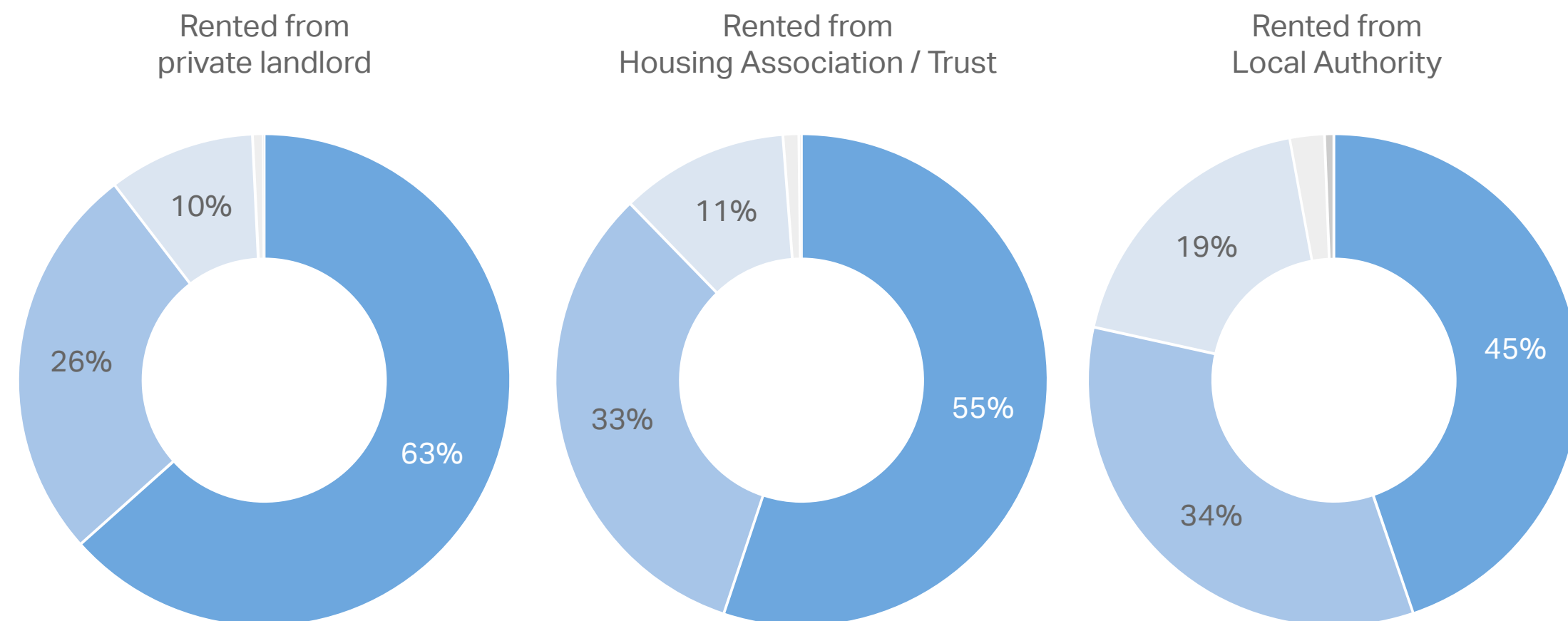
Quality of housing

Private renters were more likely to rate their housing as good quality (63%) than Londoners renting from a housing association or trust (55%) and Londoners renting from the local authority (45%).

Private renters were more likely to rate their housing as good quality than social renters

Housing quality rating, by tenancy type

■ Good housing quality
 ■ Fair housing quality
 ■ Poor housing quality
 ■ Don't know
 ■ Prefer not to answer



Security of private rented sector accommodation

Among London's private renters, 26% were classified as being affected by housing insecurity, having had to leave their previous accommodation due to issues related to cost, conditions or their relationship with their landlord; not a statistically significant difference from 2018-19 when it was 29%.

A series of protections were put in place for tenants after the pandemic hit and removed just before fieldwork started on the Survey of Londoners 2021-22.

As rent increases are one of the reasons deemed as an 'issue', the cost-of-living crisis may now be exacerbating this as a reason for leaving, given all of the other cost pressures facing families during this time, meaning that the situation of private renters may have changed by the time this report is published.

QUOTES FROM LONDONERS ON HOUSING CONDITIONS

“Buy to let properties and the lack of Landlord intervention when there is bad behaviour has spoiled our community. It must also be really hard for tenants who have to constantly move on when the rent goes up or they can't get repairs done.”

SURVEY OF LONDONERS / 2021 - 2022

A ROBUST SAFETY NET



FINANCIAL SUPPORT

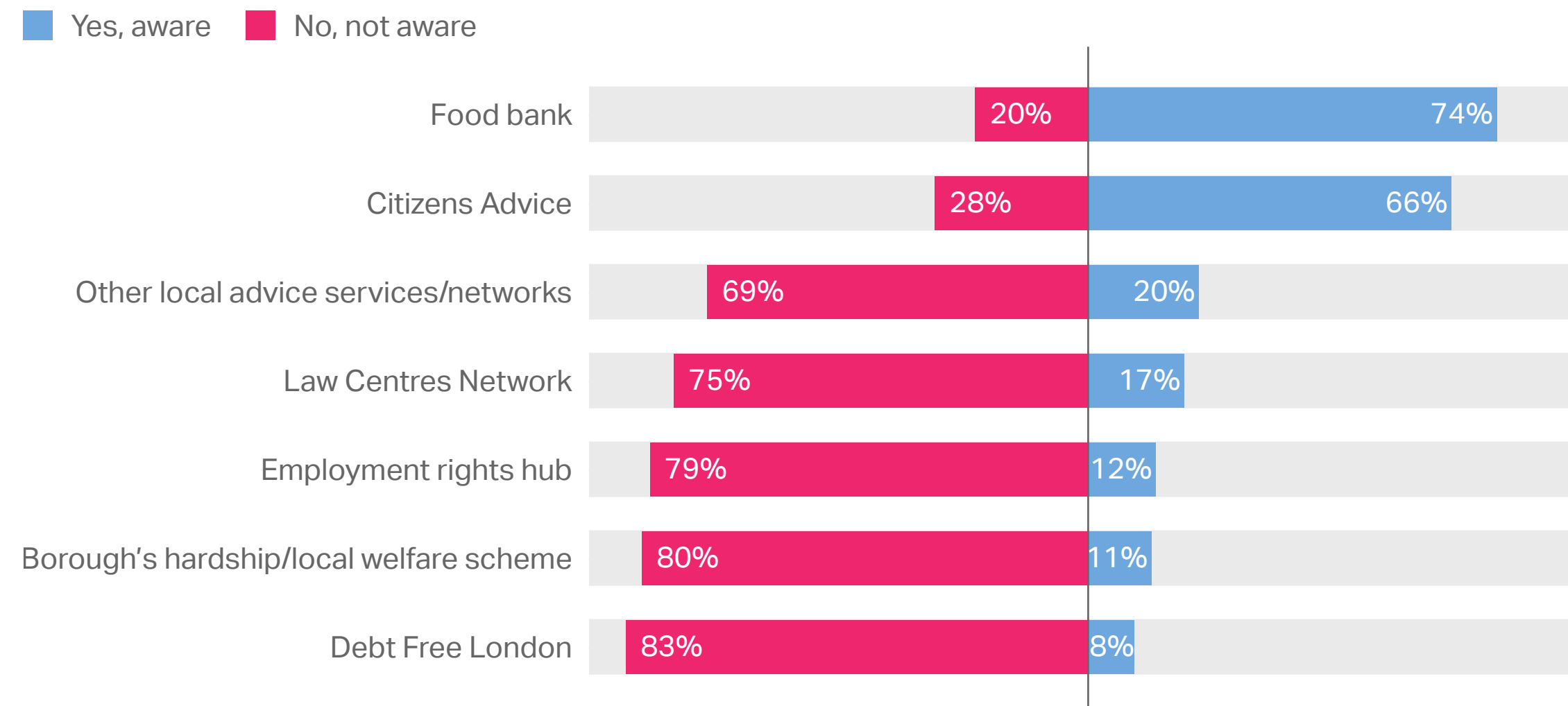
Financial hardship support organisations

Around three-quarters of Londoners (74%) were aware of food banks providing financial hardship support, while around two-thirds (66%) were aware of Citizens Advice providing this service.

There was much lower awareness of all of the other organisations that were shown to respondents in the survey, namely Law Centres Network, Debt Free London, the employment rights hub, boroughs' hardship/local welfare schemes and other local advice services/networks.

Londoners' awareness of financial hardship support varies widely by organisation

% of Londoners aware that organisations provide financial hardship support



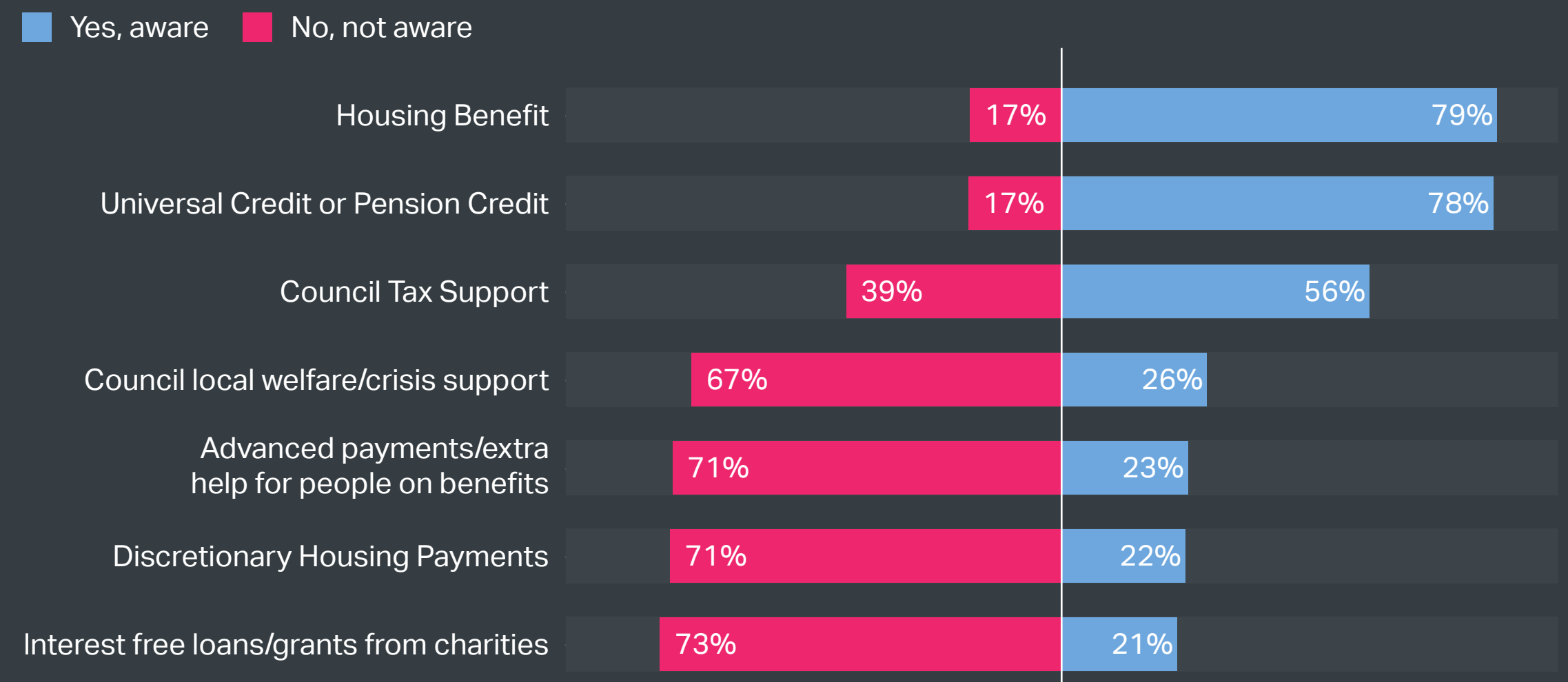
Financial hardship support

79% of Londoners were aware of Housing Benefit as a form of support, with a similar proportion (78%) being aware of Universal Credit or Pension Credit. A smaller proportion (56%), though still a majority, were aware of Council Tax Support.

There was lower awareness of all of the other forms of support shown to respondents in the survey, namely Discretionary Housing Payments, council local welfare/crisis support, advanced payments/extra help for people on benefits and interest free loans/grants from charities.

Londoners' awareness of available financial hardship support varies by type

% of Londoners aware of the various types of financial hardship support



SURVEY OF LONDONERS / 2021 – 2022

LABOUR MARKET EQUALITY

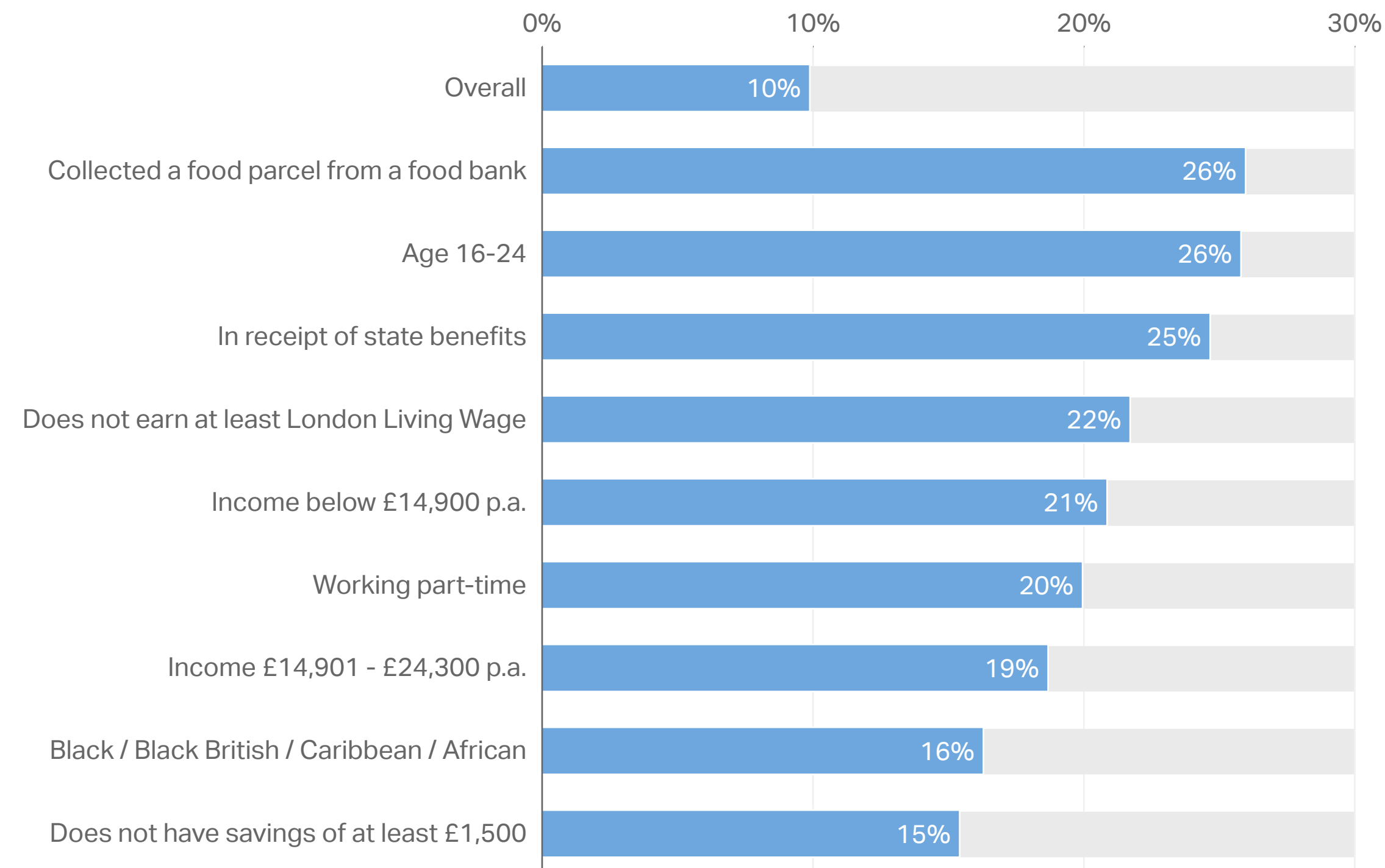
JOB CONDITIONS

Insecure employment

10% of working-age Londoners in work were in insecure employment, that is, being employed on a temporary contract, working through an employment agency or self-employed in low-skilled occupations (the same as in 2018-19).

One in 10 working-age Londoners in work were in insecure employment

Groups of Londoners more likely to be in insecure employment

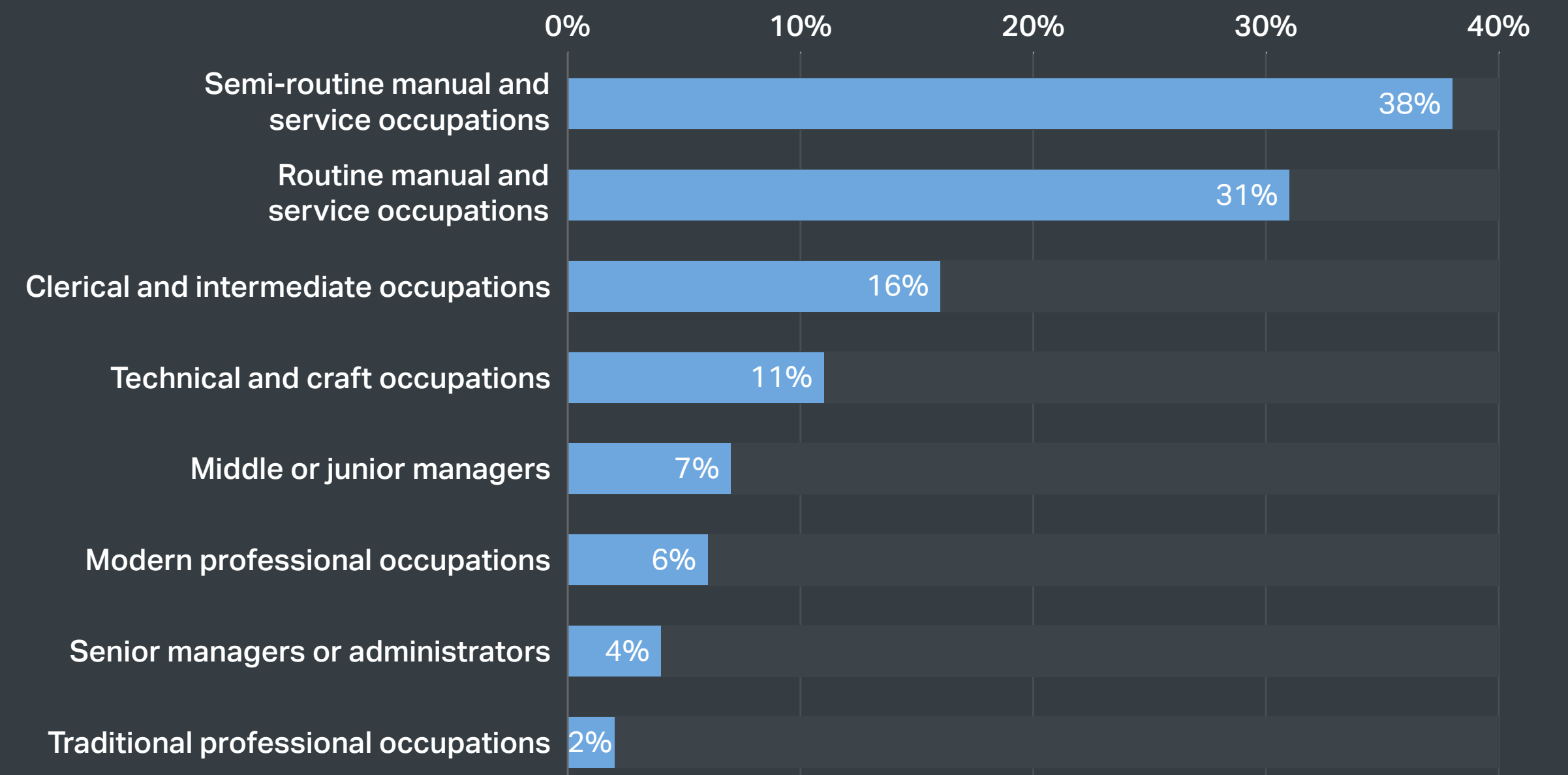


London Living Wage (LLW)

11% of working Londoners said that they did not earn the LLW or more in their current main job. Those in semi-routine and routine manual and service occupations were the most likely to be paid below the LLW (38% and 31% respectively) than those in traditional professional occupations (2%).

Routine and semi-routine occupations were less likely to be paid the LLW

Proportion of occupation category not being paid the London Living Wage

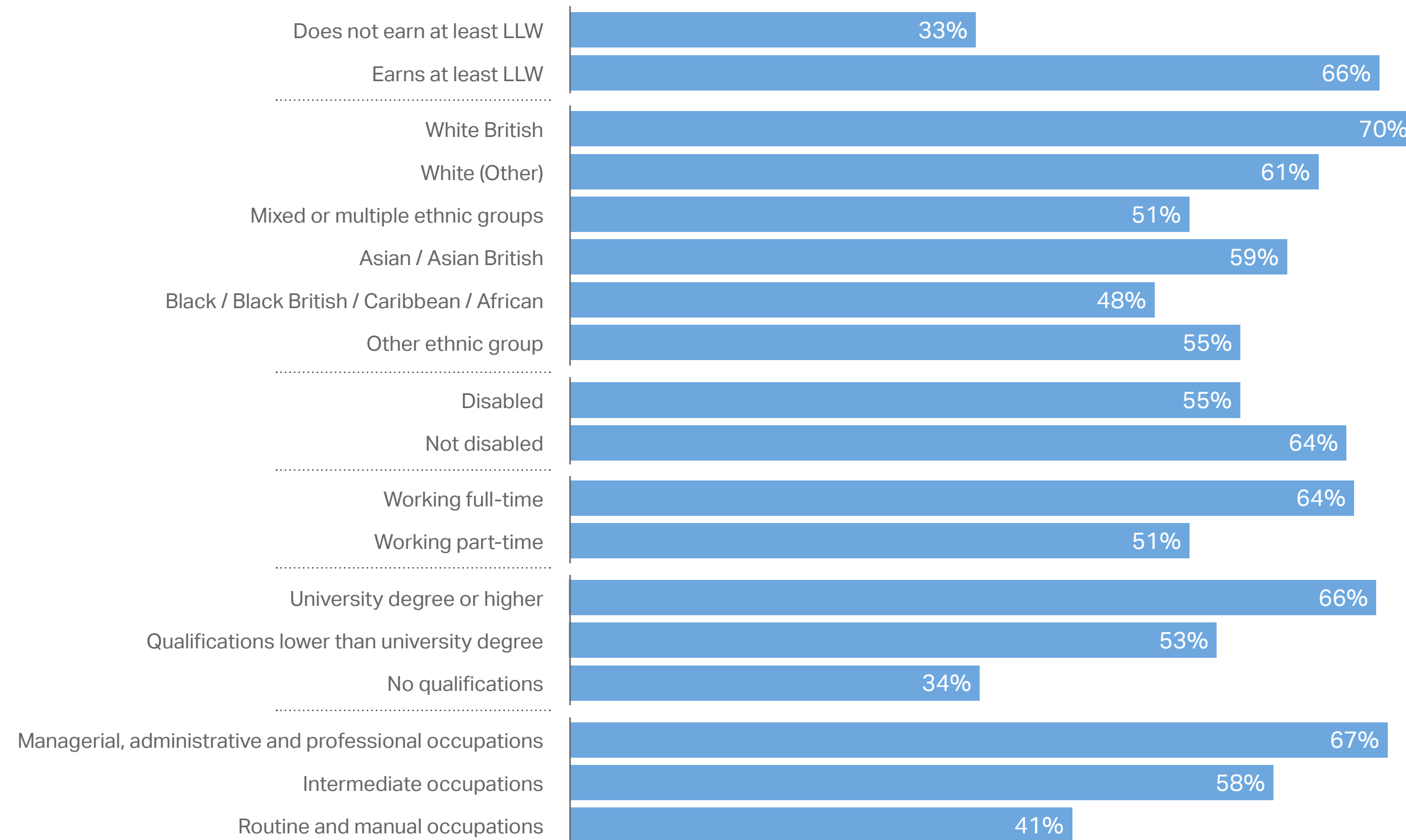


JOB SATISFACTION

Satisfaction with current job

62% of workers in London were satisfied with their current job. Around two-thirds of workers (66%) who did earn at least the LLW in their current job were satisfied with their current job, compared with only 33% of workers who did not earn at least the LLW.

Satisfaction with current job by group



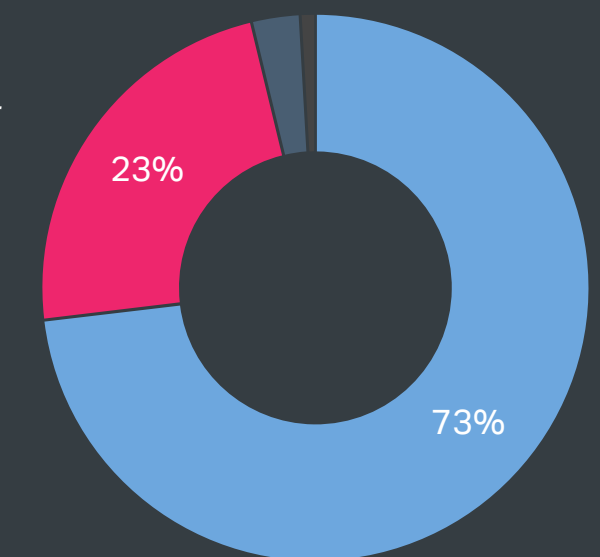
Employment rights

23% of working Londoners felt they were not very well informed, or not at all well informed, about their rights at work. Nearly half of working Londoners (46%) who said they were not proficient in English felt that they were not well informed about their employment rights. 18% of working Londoners did not know where to find information about their rights at work. Knowledge of where to find information about rights at work increased with age.

■ Yes, aware ■ No, not aware
■ Don't know ■ Prefer not to answer

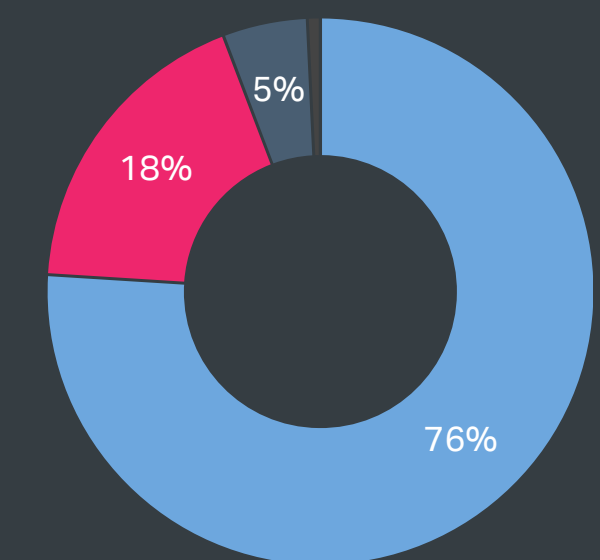
Awareness of employment rights

73% of working Londoners felt well informed about their rights at work



Awareness of where to find information about employment rights

18% of working Londoners did not know where to find information about their rights at work if they needed to



SURVEY OF LONDONERS / 2021 - 2022

STRONG COMMUNITIES



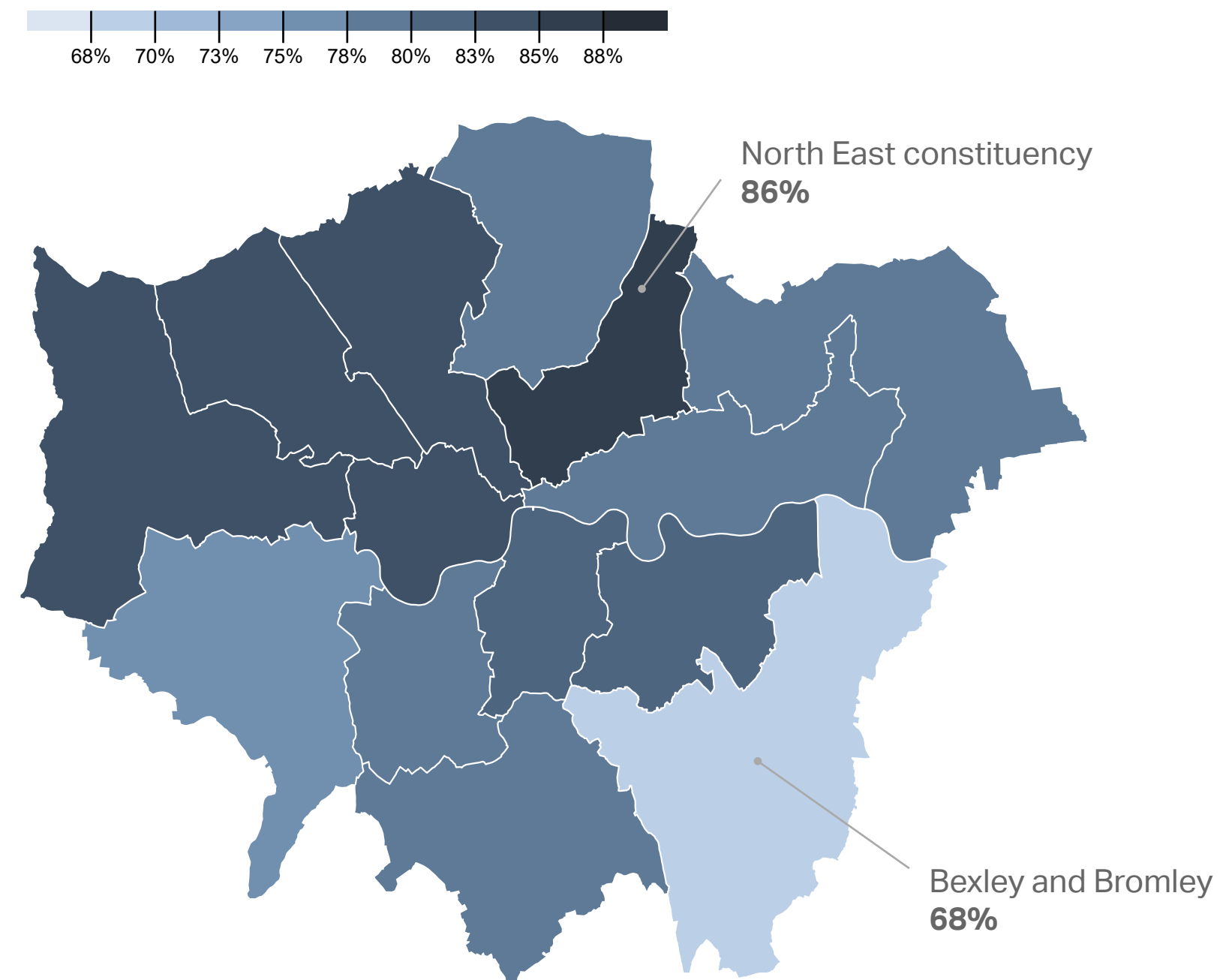
CITY INTELLIGENCE

BELONGING

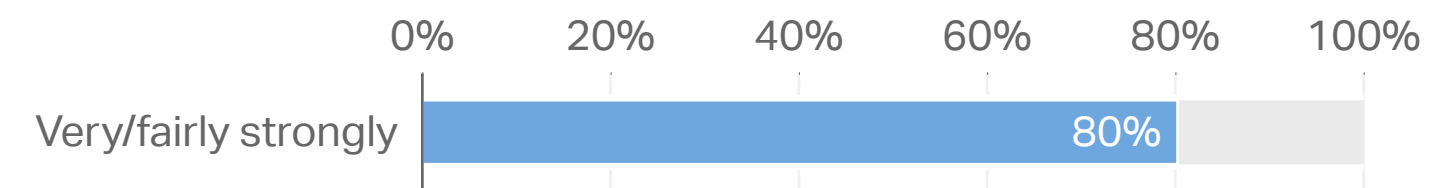
Belonging to London

The Survey of Londoners 2021-22 asked respondents how strongly they felt they belonged to London. The question used a four-point scale from 'not at all strongly' to 'very strongly'. The analysis below categorises 'very strongly' and 'fairly strongly' as 'belonging to London'.

% with strong feeling of belonging to London, by Assembly Constituency



Most Londoners exhibited high levels of belonging, with 80% feeling they belonged to the city.

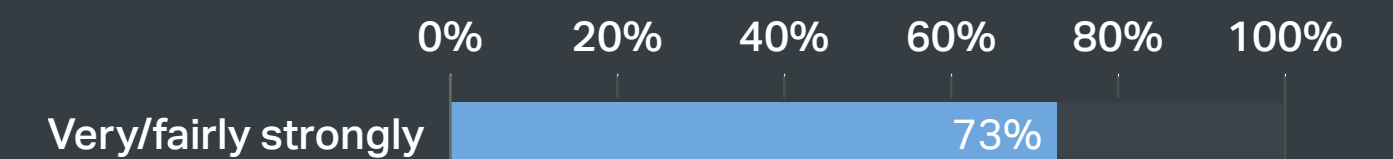


Very few Londoners, just 4%, felt they belonged 'not at all strongly' to London. In comparison to 2018-19, there has been no significant change in feelings of belonging to London (81%).

Across the city, belonging to London was highest in the North East constituency (86%); and lowest in Bexley and Bromley (68%).

Belonging to local area

The Survey of Londoners 2021-22 asked respondents how strongly they felt they belonged to their local area. Almost three-quarters of Londoners (73%) felt they belonged to their local area.



Very few Londoners (6%) said they belonged 'not at all strongly'.

QUOTES FROM LONDONERS ON BELONGING

"I love being a Londoner and feel very proud to be a resident here. I think we are a very resilient bunch of people as evidenced by our behaviour during the pandemic."

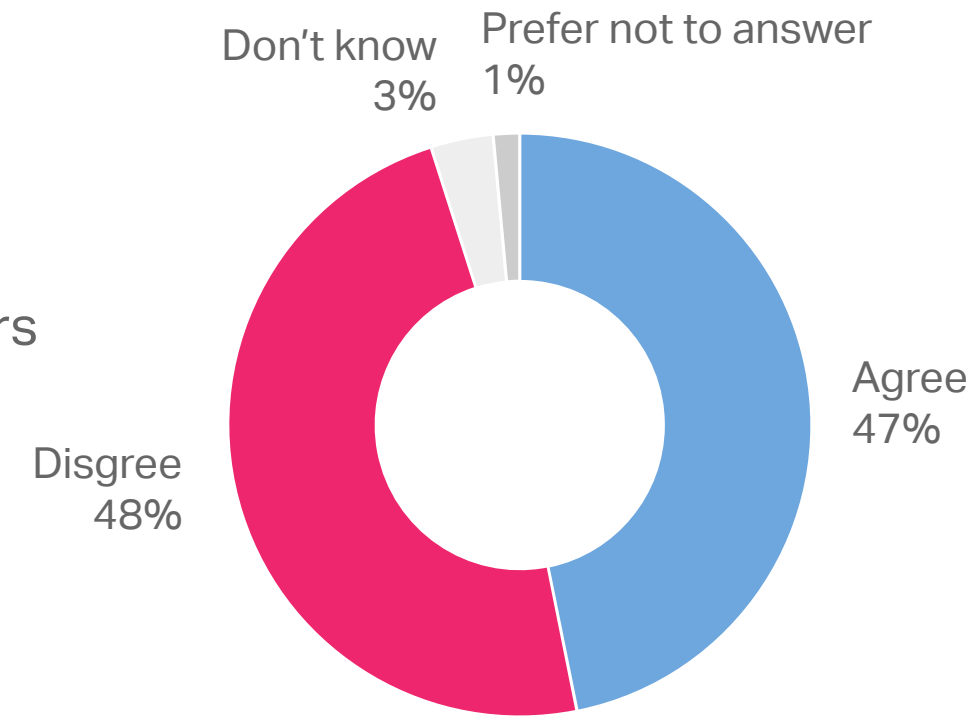
THE NEIGHBOURHOOD

Relationships with neighbours

Exchanging and borrowing

Just under half of Londoners (47%) agreed that generally, they borrow things and exchange favours with their neighbours.

Agree/Disagree: Generally, I borrow things and exchange favours with my neighbours

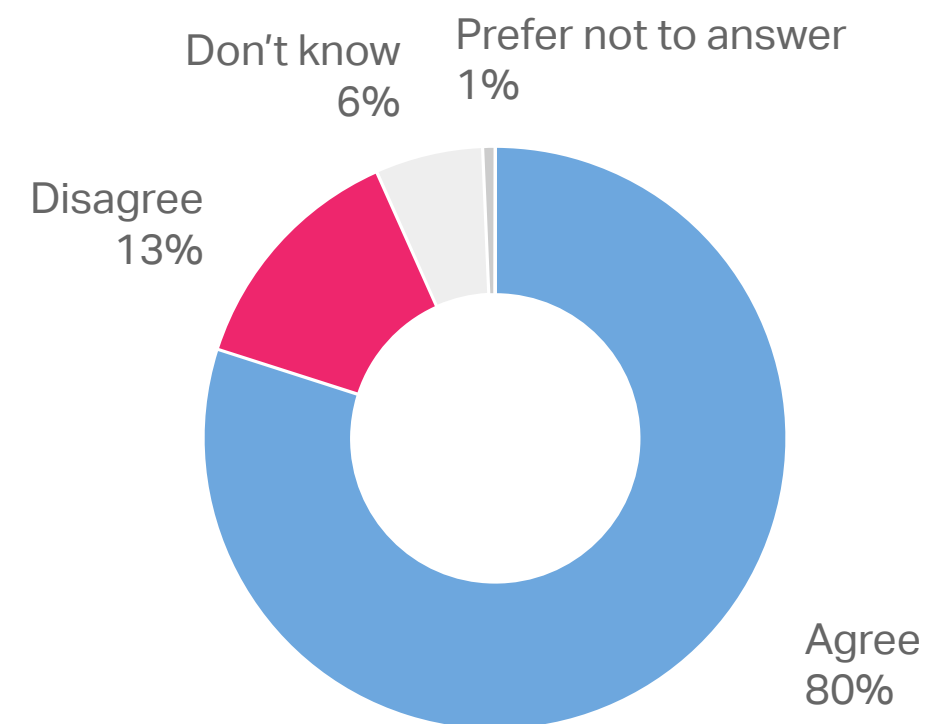


Perceptions of social cohesion

Different backgrounds

80% agreed that their local area was a place where people from different backgrounds get on well together.

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

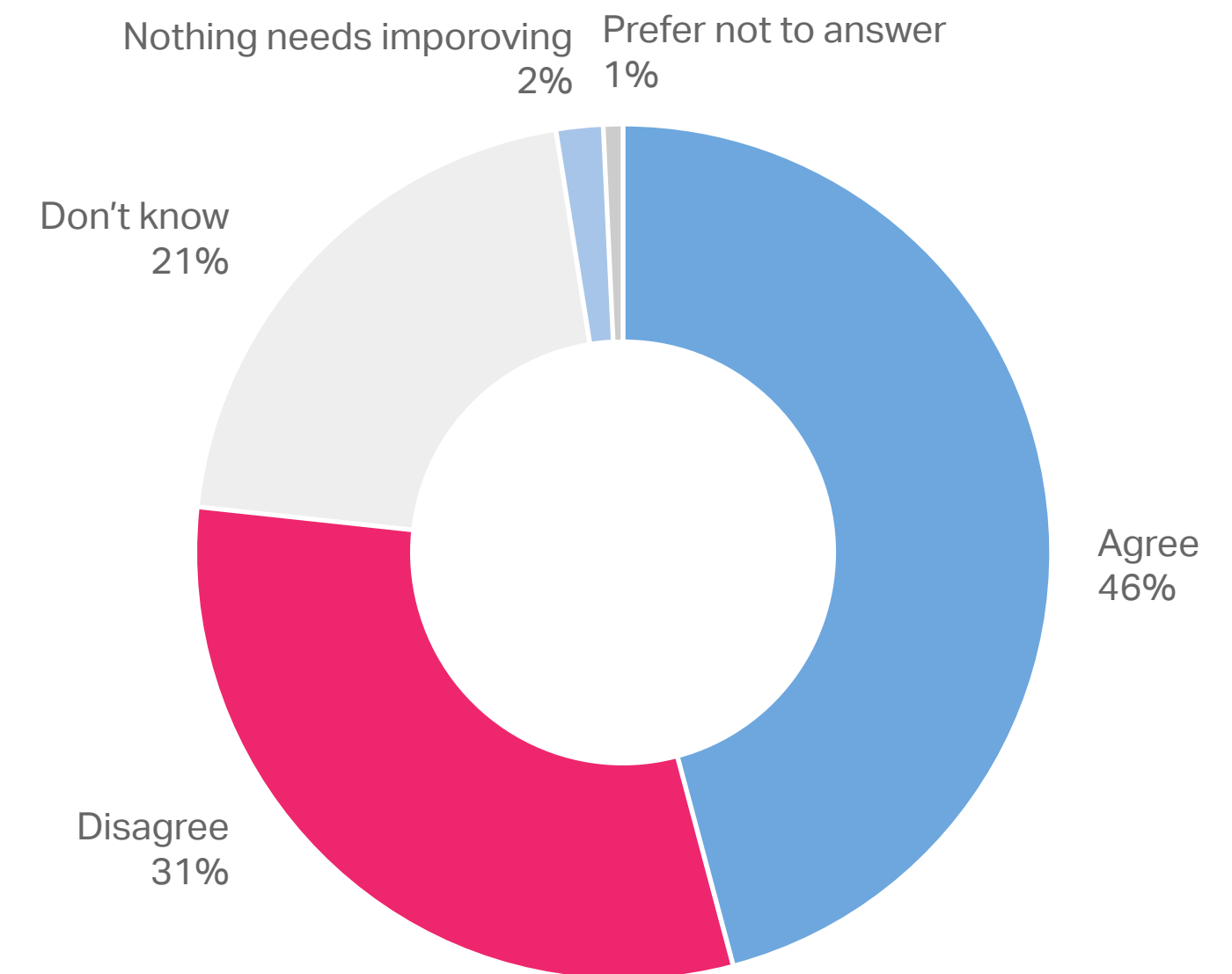


Neighbourhood strength

Just under half of all Londoners (46%) agreed that people in their neighbourhood pulled together to improve it. 31% disagreed with this statement; and 2% did not think anything needed to be improved in their neighbourhood. A sizeable minority of around one in five Londoners (21%) said they did not know whether people in their neighbourhood pulled together to improve it.

46% agreed that people in their neighbourhood pulled together to improve it

Agree/Disagree: People in neighbourhood pull together to improve it



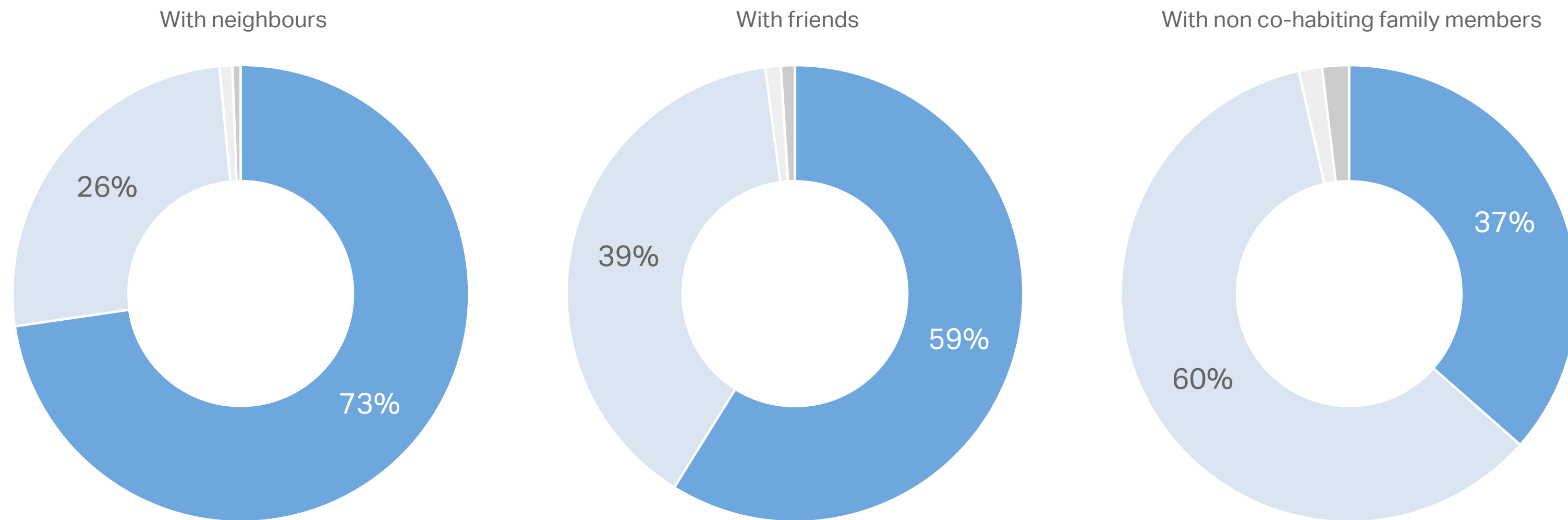
FAMILY, FRIENDS AND OTHERS

Face-to-face contact

Around three-quarters of Londoners (73%) reported having face-to-face contact with neighbours once a week or more; 59% had face-to-face contact with friends once a week or more; and 37% with family they do not live with once a week or more.

Frequency of face-to-face contact

■ Once a week or more frequent
 ■ Less than once a week
 ■ Don't know
 ■ Prefer not to answer

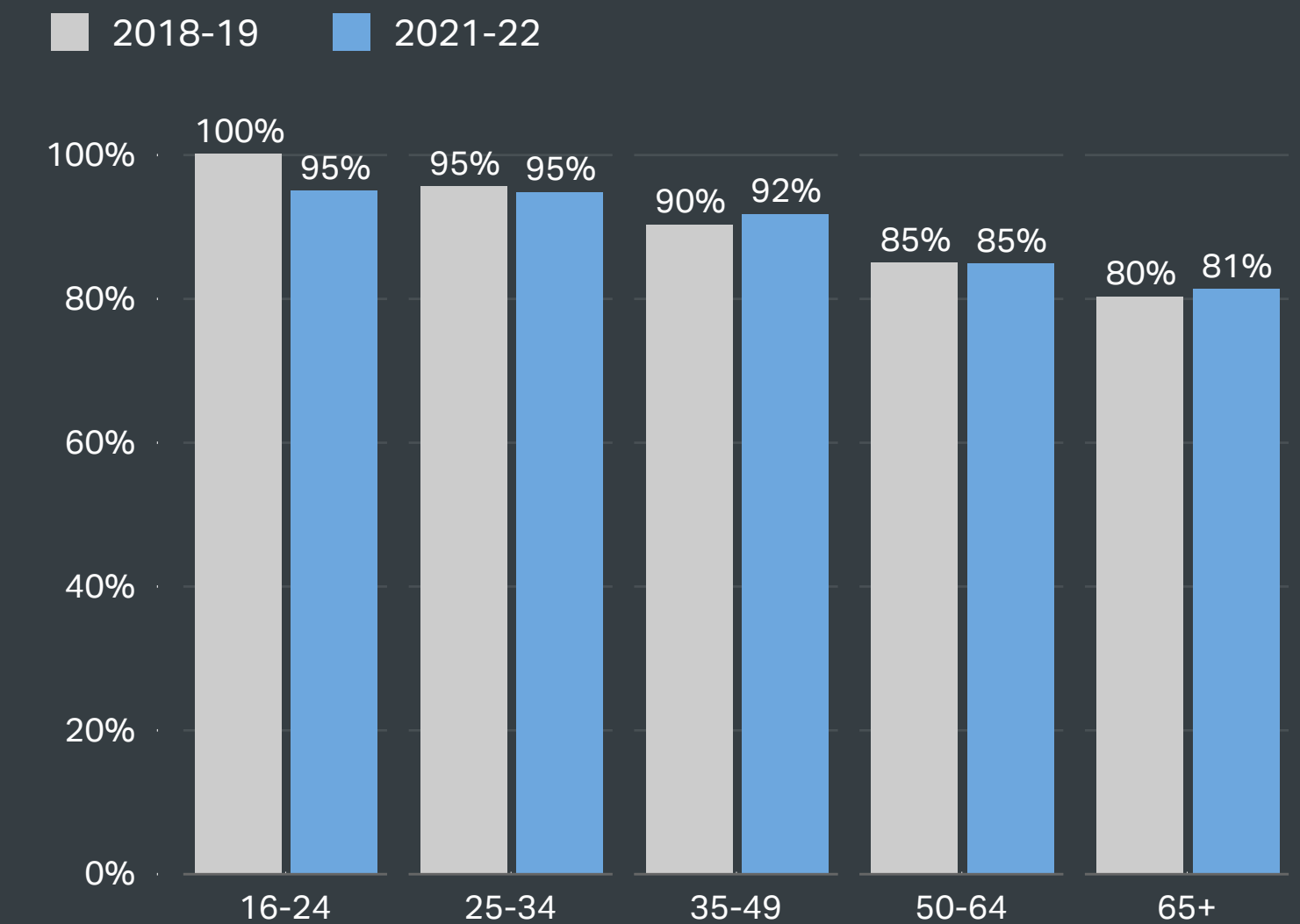


English-language proficiency

The Survey of Londoners asked respondents whether the main language they spoke at home was English or another language. Around 12% of Londoners reported only speaking a language other than English most often at home.

English-language proficiency, for Londoners for whom English was not a first language, was much lower among older age groups

English language proficiency by age group



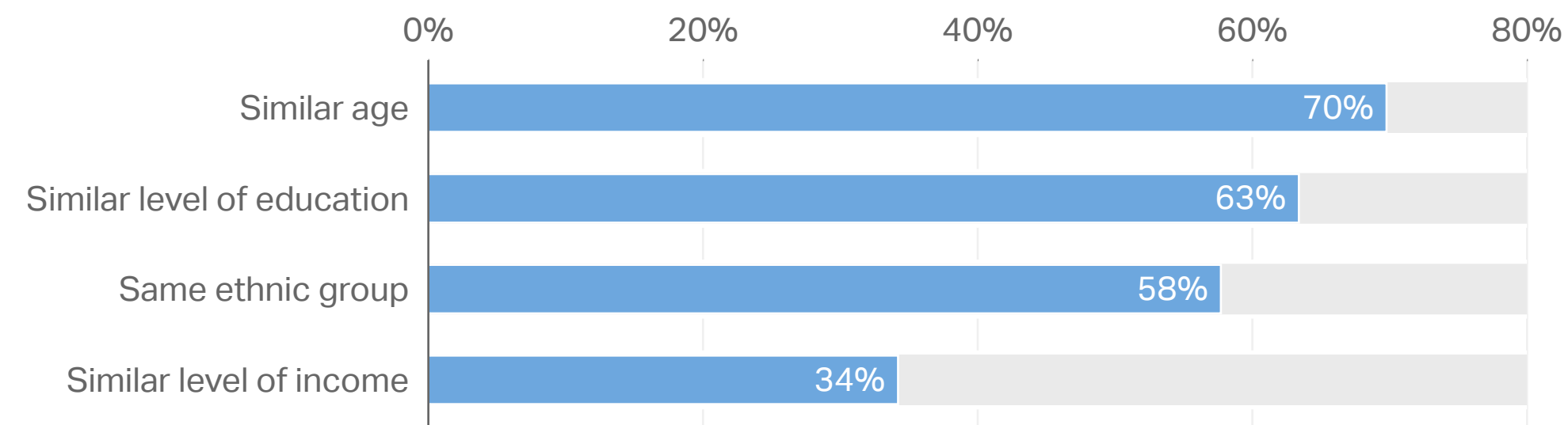
SOCIAL NETWORKS

Diversity within friendship groups

70% of Londoners stated that over half of their friends were of a similar age. 63% had a similar level of education.

Londoners' friendship groups were more likely to be similar by age than by education, ethnicity or income

% of similarity within friendship groups

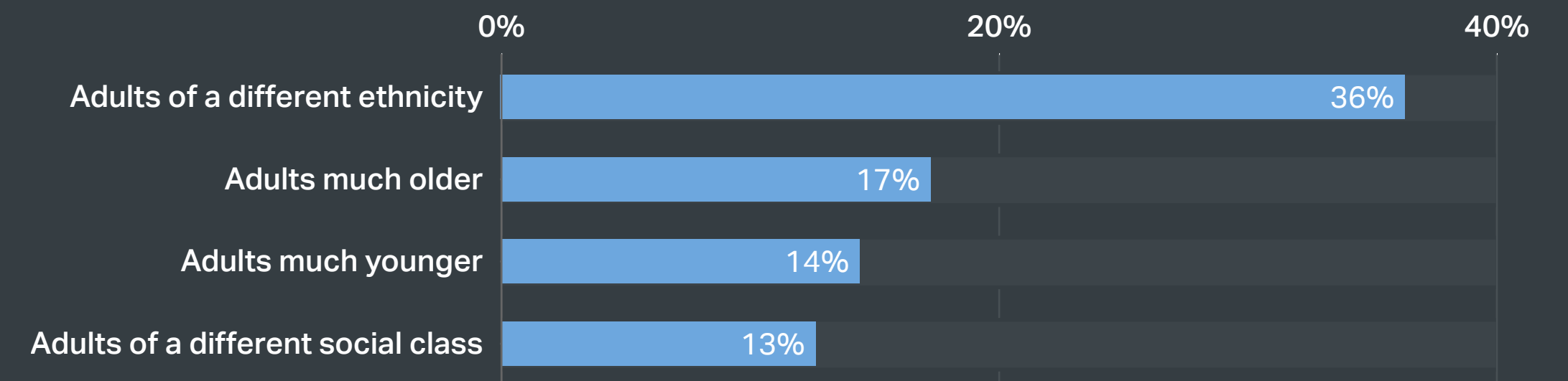


Londoners' wider social networks

Over one-third of Londoners (36%) frequently spent time with adults of a different ethnic group. This was followed by 17% of Londoners who frequently spent time with adults who were much older; 14% with adults who were much younger and 13% with adults who were from a different social class.

Londoners were more likely to spend time with those from a different ethnic group than people older, younger or from a different social class

% of diversity within wider social networks



QUOTES FROM LONDONERS ON SOCIAL NETWORKS

"I was born and bred in London and would hate to live elsewhere. I have friends and family of all religions, ethnicity and age. And although London is the size it is it is still possible to bump into people you know in central London. I love London."

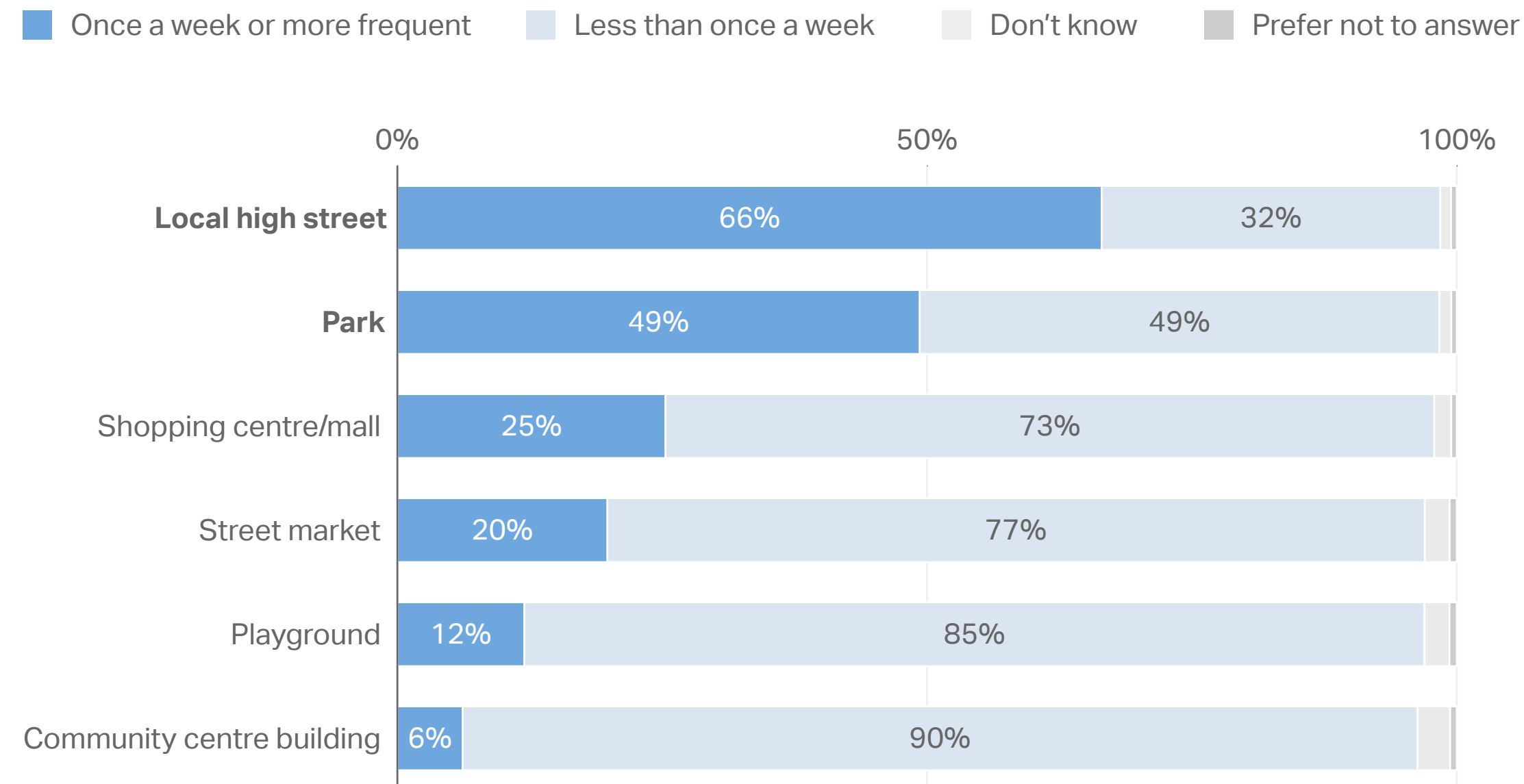
SOCIAL PARTICIPATION

Public spaces

The pandemic highlighted the importance of public spaces to the wellbeing of communities that depend on them. 66% of Londoners had visited their local high street at least once a week in the past 12 months, while around half (49%) had been to a park at least once a week in the past 12 months.

Londoners were more likely to have visited their local high street and parks frequently in the past 12 months than other public spaces

% of Londoners who visited a public space at least once a week by type

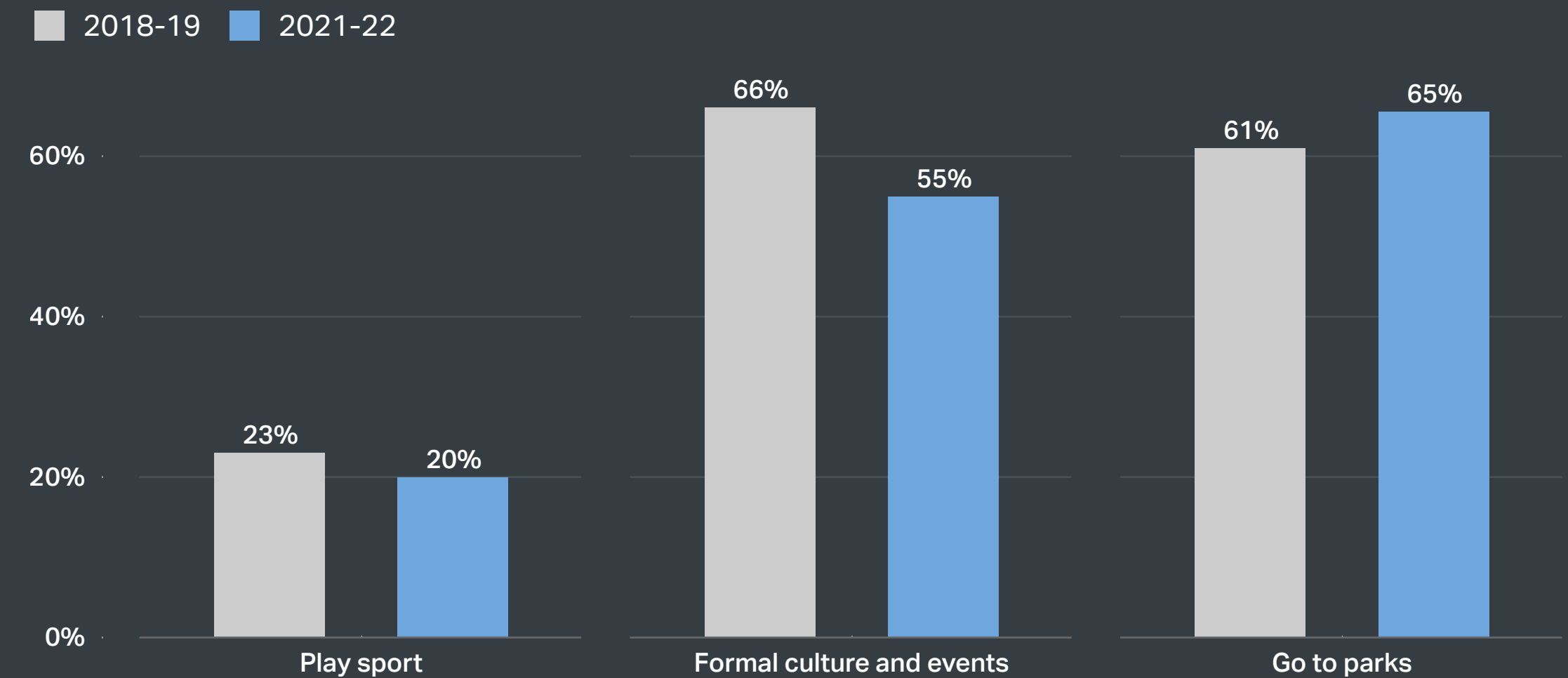


Free-time activities

As expected, given the pandemic and restrictions, Londoners were less likely to have participated in any of the free-time activities asked about in 2021-22, compared with 2018-19, except for going to parks. The largest decreases were seen in attendance of activities group under Formal culture and events. Formal culture and events is going to the cinema, visiting museums/galleries, going to the theatre/music concerts or attending local community festivals and events.

Londoners were less likely to have participated in free time activities in 2021-22 than in 2018-19

% of participation by activity type

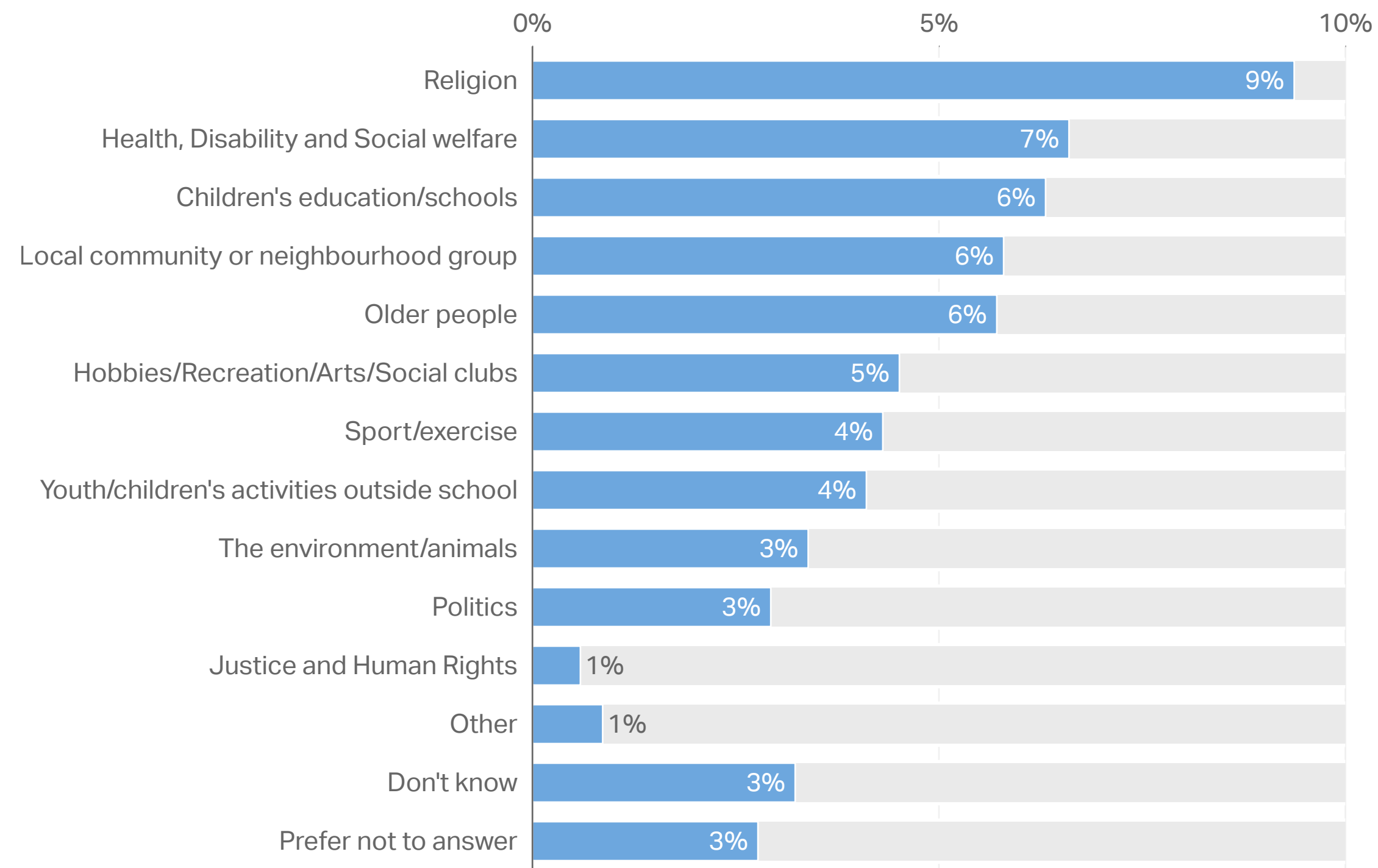


FORMAL VOLUNTEERING

Around one-third of Londoners (33%) had formally volunteered for a group, club or organisation. Londoners were more likely to have formally volunteered for a religious organisation, club or group (9%) followed by a health, disability and social welfare organisation, club or group (7%)

Londoners were more likely to have formally volunteered for a religious organisation, club or group

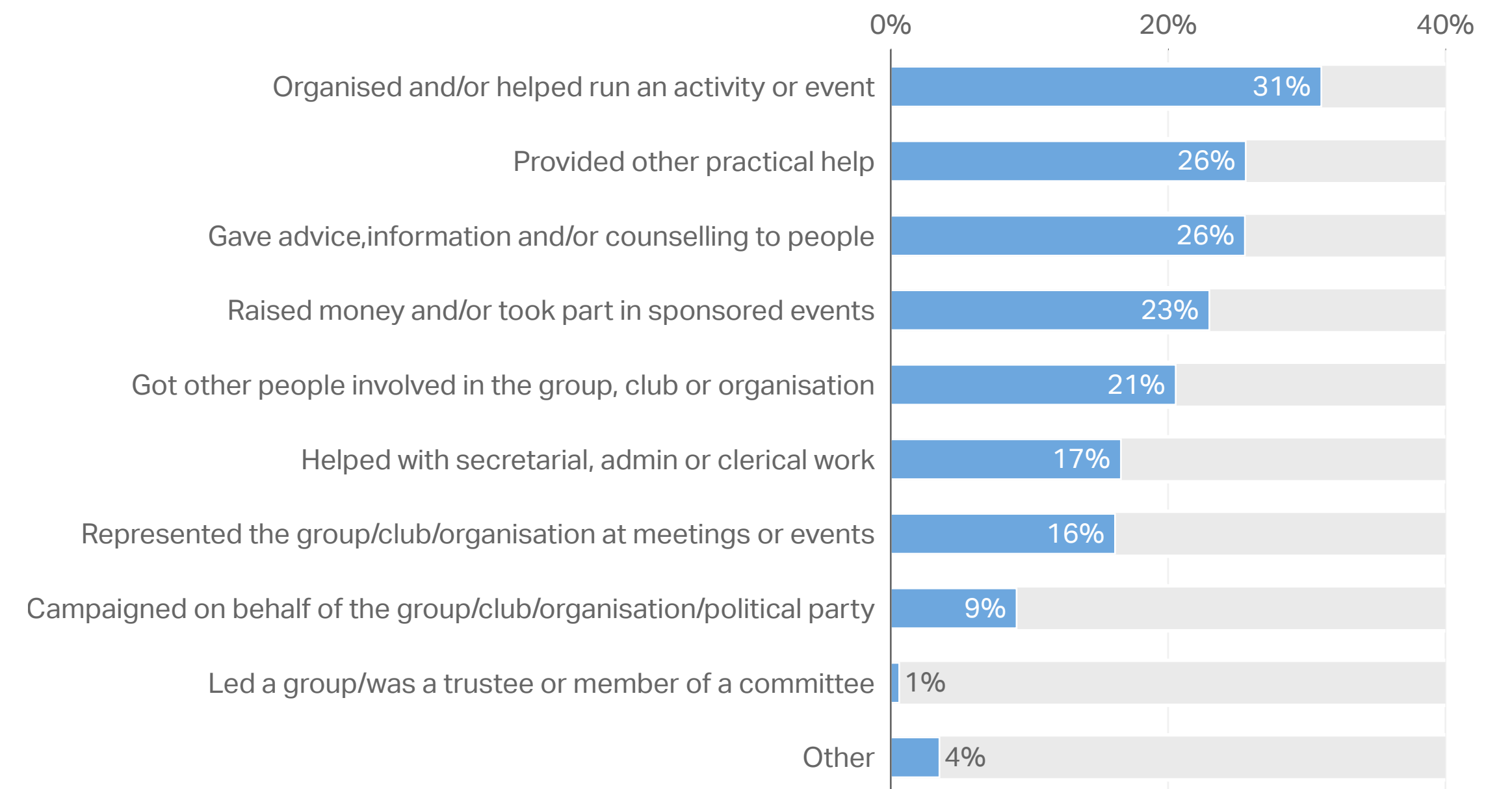
% of formal volunteering by type



The survey asked Londoners how they volunteered or gave their unpaid help. Around one-third of Londoners (31%) helped organise or run an activity or event. The next-most reported activities were providing practical help; and providing advice, information and/or counselling (both 26%).

When formally volunteering, Londoners were more likely to have helped organise or run an activity or event

% of formal volunteering by activity



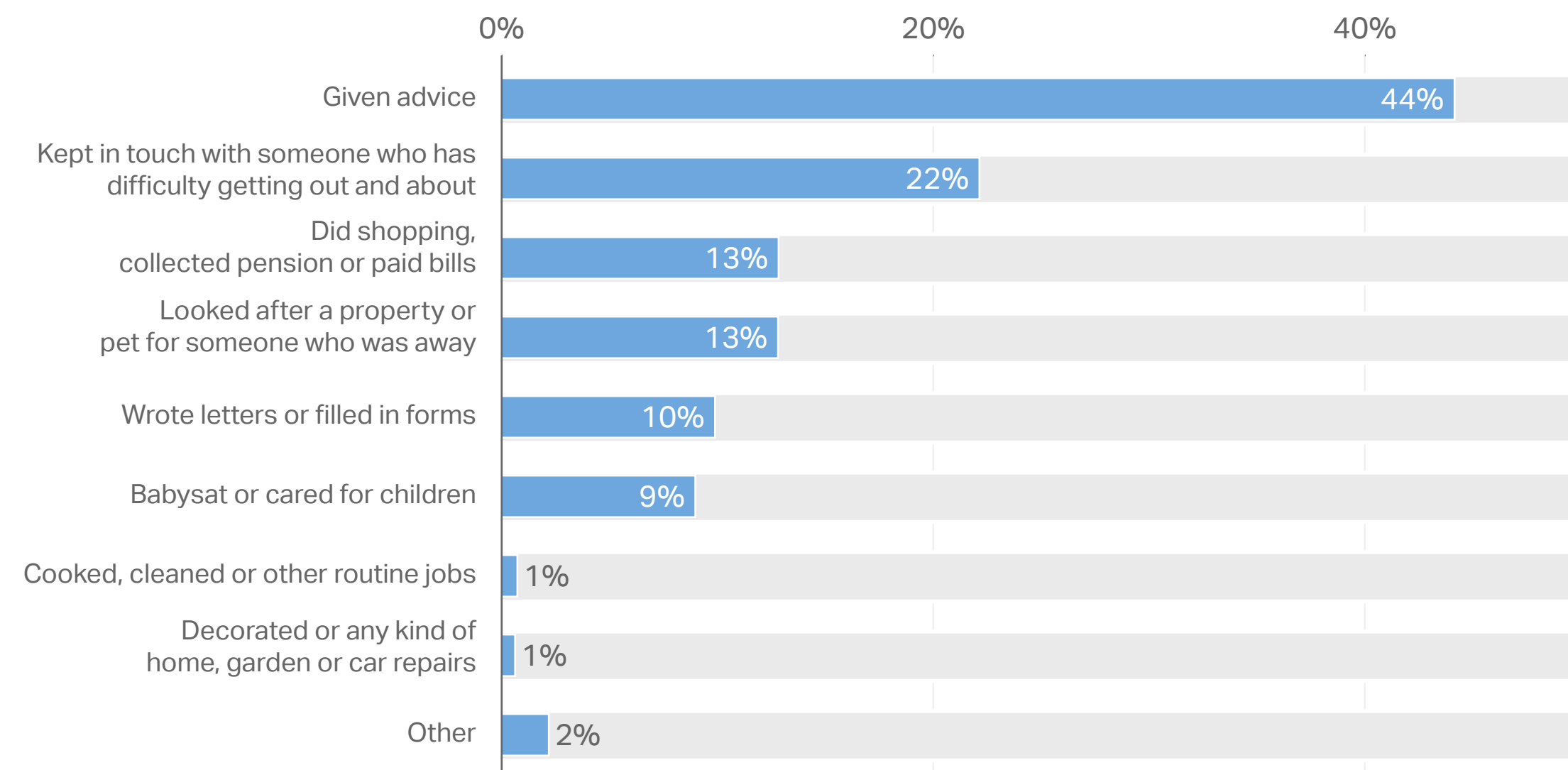
INFORMAL VOLUNTEERING

The Survey of Londoners asked respondents whether they had participated in any informal volunteering within the past 12 months; defined as giving unpaid help to other people such as friends, neighbours or other people who were not relatives, separate from any help given through groups, clubs or organisations. 60% of Londoners had informally volunteered in the past 12 months.

Of the options presented, Londoners were more likely to have given advice (44%) to someone when informally volunteering.

Londoners were more likely to have given advice than any other type of informal volunteering

% of informal volunteering by activity



QUOTES FROM LONDONERS ON VOLUNTEERING

"I love living in London it has provided me with opportunities for work, making friends, support agencies are there if I need help I know how to access them such as Age UK. I have done voluntary work for people in housing need for years through housing associations and housing co-ops/circle"

"I would like to volunteer and have enquired at several places but there are very few opportunities at the weekends which makes this challenging."

"I've tried to volunteer at a club for senior citizens but haven't been able to due to the pandemic."

OTHER SOCIAL ACTION

Mutual aid groups

With the rise in prominence of mutual aid groups, particularly as a result of the measures associated with the pandemic, the Survey of Londoners 2021-22 asked respondents whether they had been involved with a mutual aid group in the past 12 months. A definition was provided to respondents, namely:

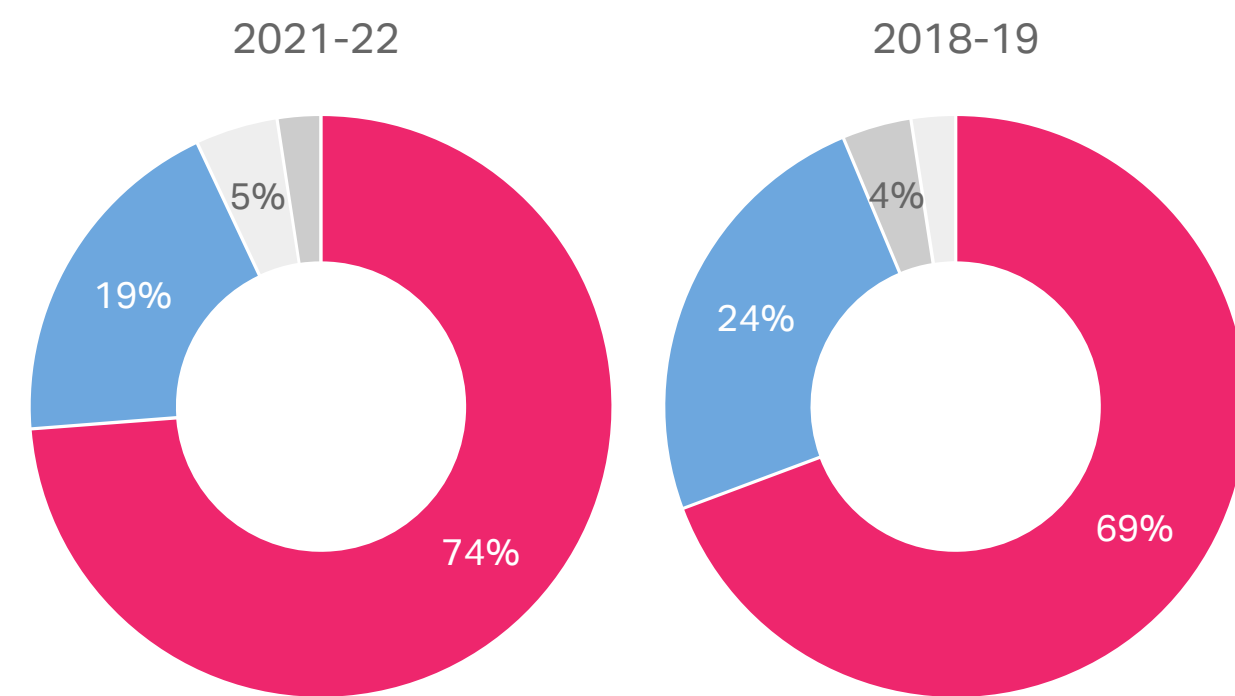
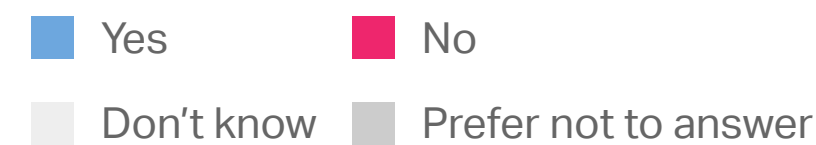
“A mutual aid group is a volunteer-led initiative where groups of people in a particular area join together to support one another, meeting vital community needs without relying on official bodies. They do so in a way that prioritises those who are most vulnerable or otherwise unable to access help through regular channels.”

This question, about involvement in a mutual aid group, was not asked in the 2018-19 survey. The survey found that 7% of Londoners had been involved with a mutual aid group in the past 12 months, while 88% had not been involved.

Social action

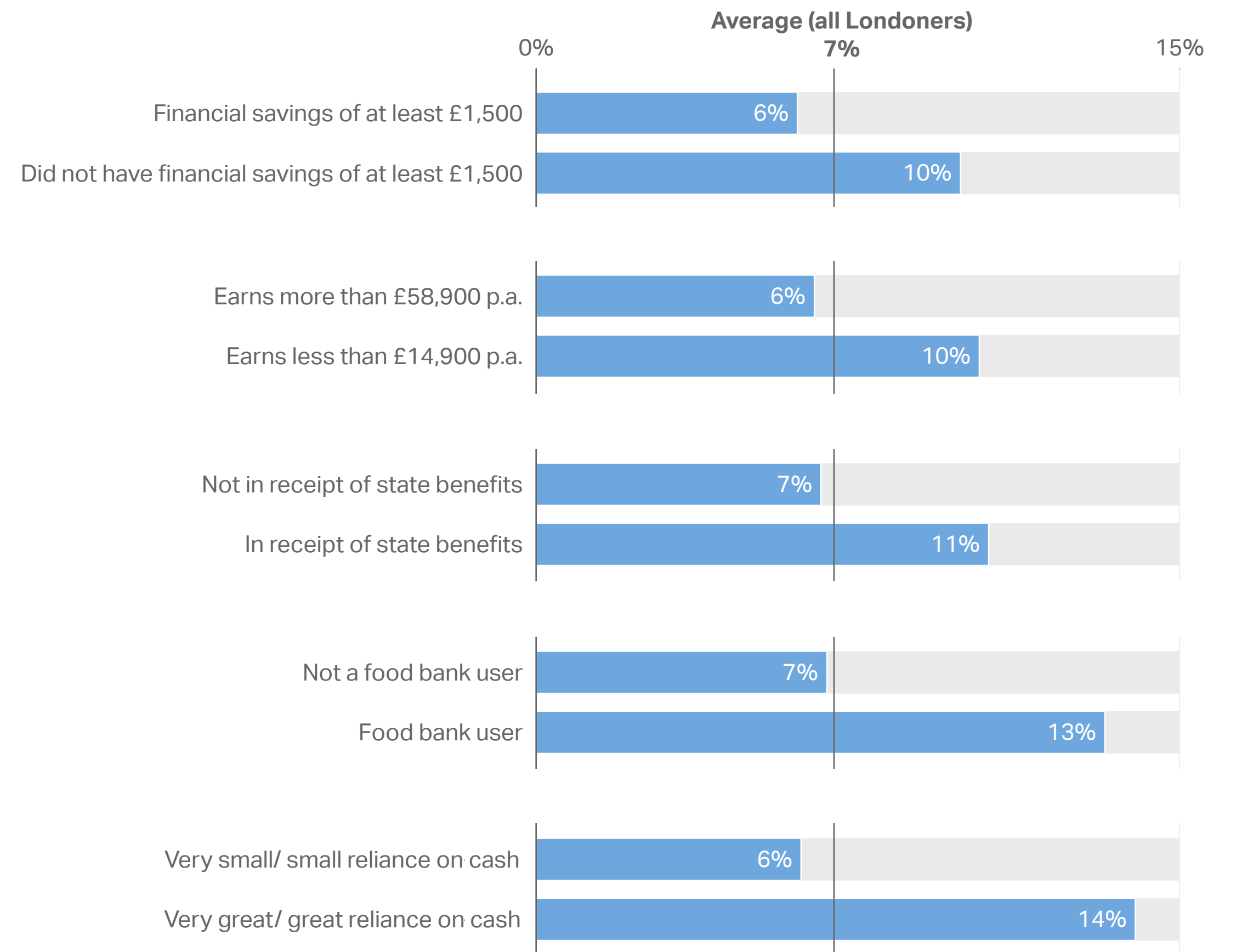
In 2021-22, 19% of Londoners had been involved in social action in the past 12 months. This is slightly lower than in 2018-19.

% of Londoners involved in social action



Londoners likely to be experiencing financial hardship were far more likely to have been involved in a mutual aid group

% of involvement in mutual aid group by financial hardship indicator



SURVEY OF LONDONERS / 2021 - 2022

MENTAL HEALTH AND WELLBEING

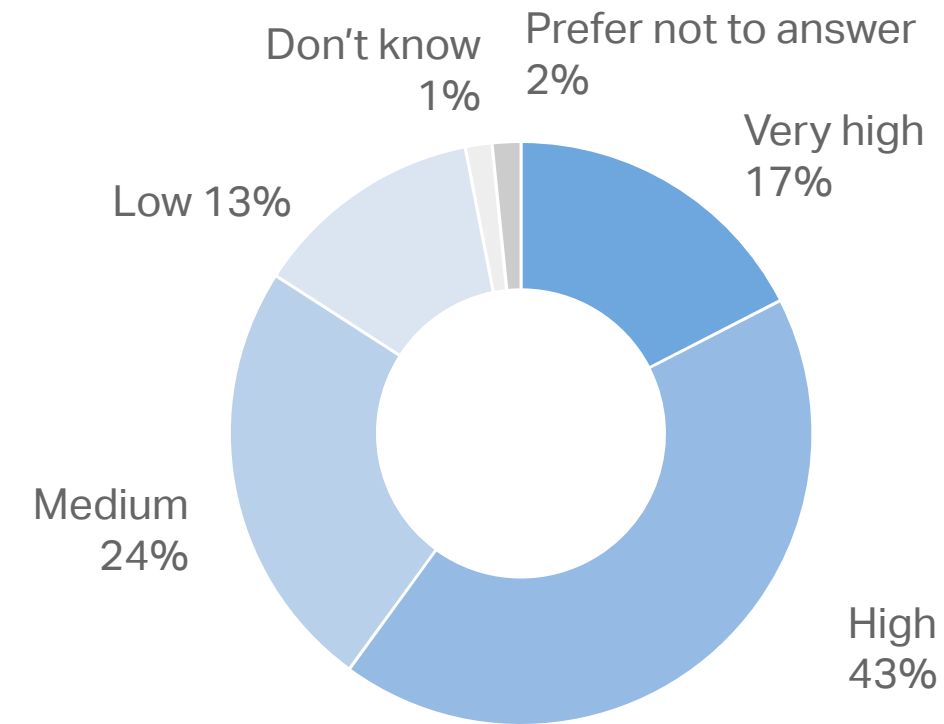


CITY INTELLIGENCE

LIFE SATISFACTION

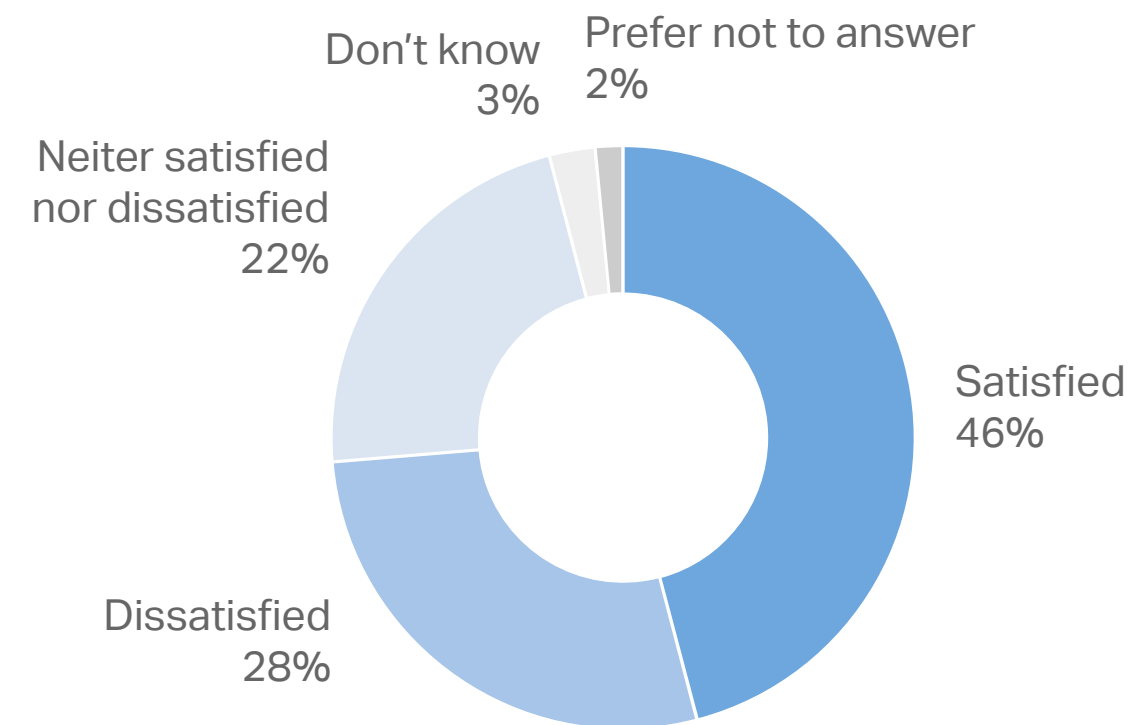
Satisfaction with life

37% of Londoners reported low or medium satisfaction with their life nowadays, with 60% reporting high or very high satisfaction. Londoners experiencing economic disadvantage were more likely to feel dissatisfied with life nowadays.



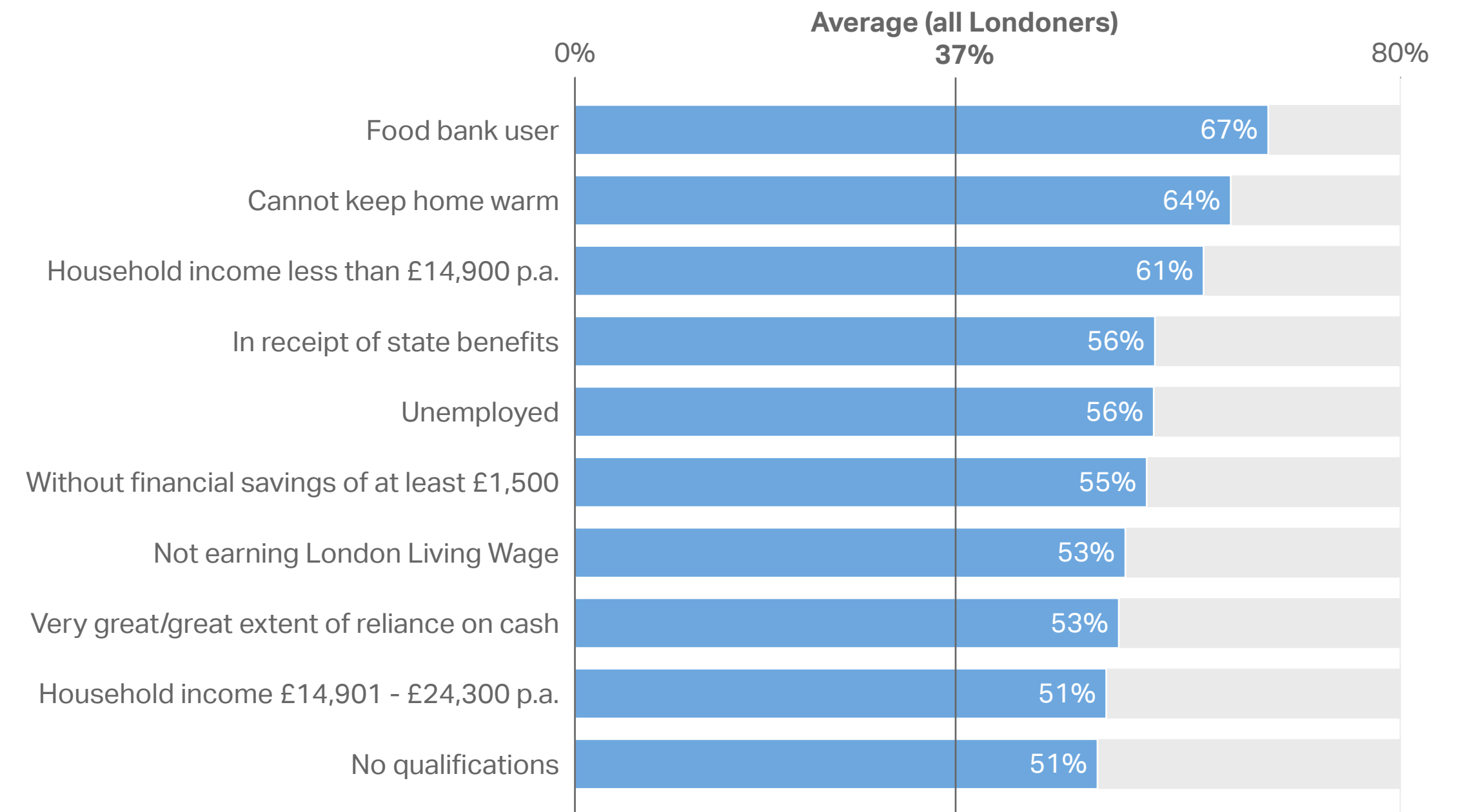
Satisfaction with leisure time

Almost half of all Londoners (46%) felt satisfied with the amount of leisure time they had, and just over a quarter (28%) felt dissatisfied. Satisfaction with leisure time was closely associated with economic and social advantage.



Londoners facing economic disadvantage exhibited higher rates of dissatisfaction with life nowadays than the London average

Low/medium satisfaction with life by group

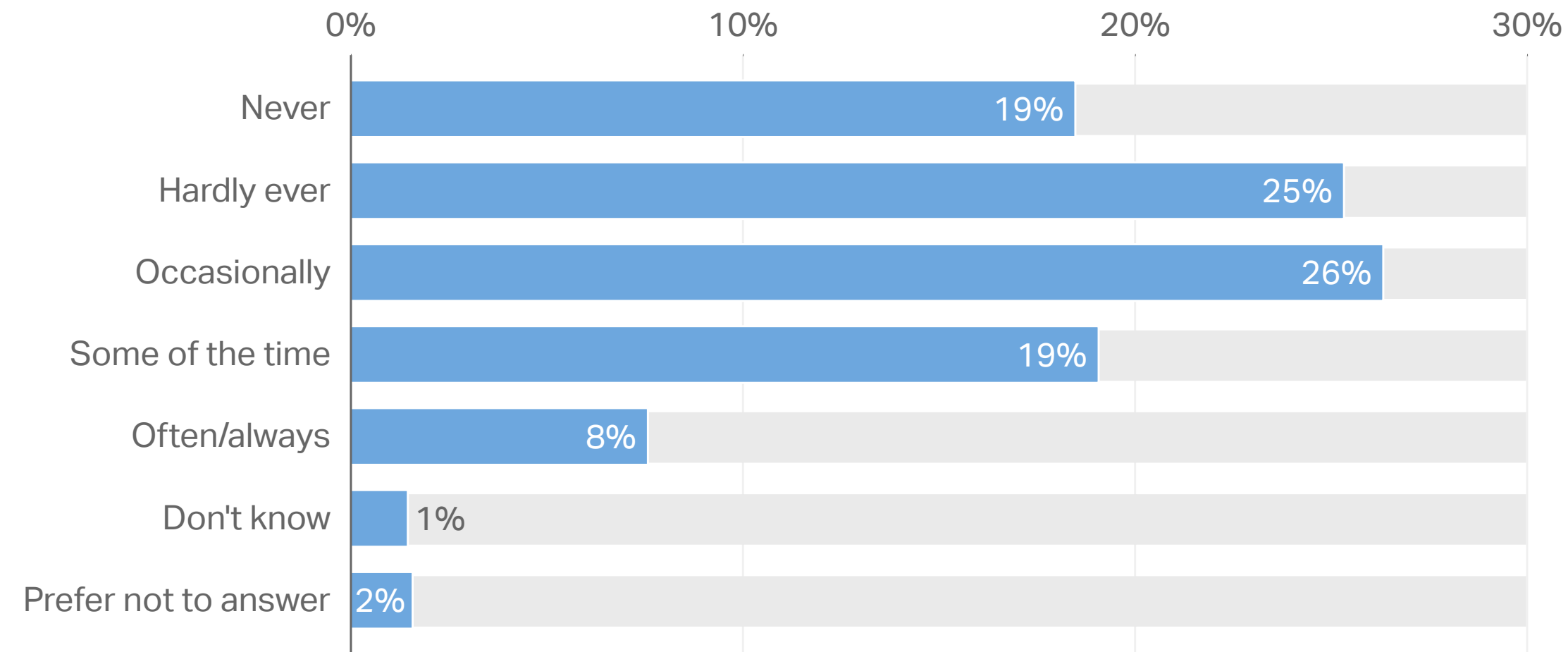


LONELINESS AND SOCIAL ISOLATION

Loneliness

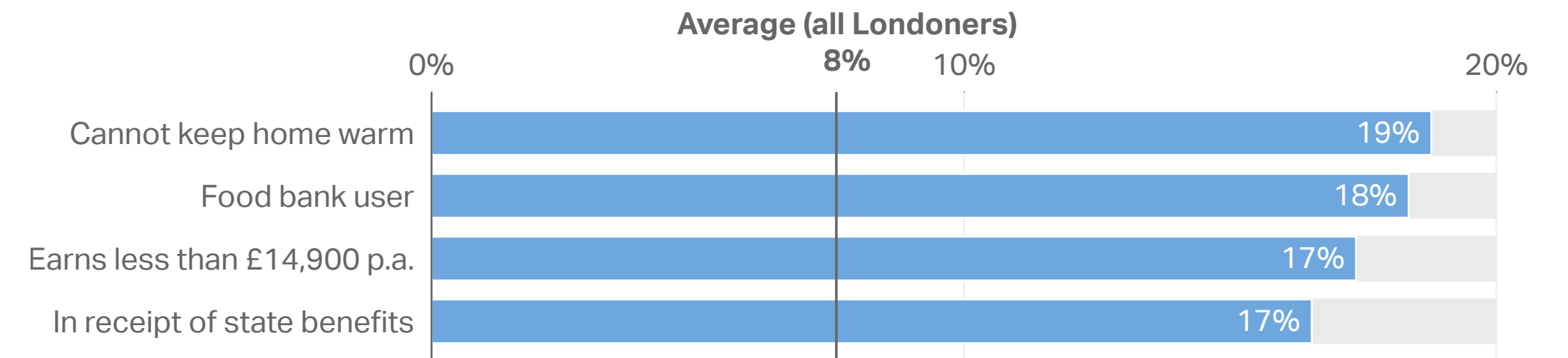
8% of Londoners stated that they often or always feel lonely. More than half of all Londoners (53%) felt lonely occasionally, some of the time or often/always; and 19% never felt lonely. Loneliness was highest amongst Londoners aged 16-24. Londoners more likely to be facing economic hardships exhibited higher rates of loneliness than those less likely to be facing these hardships.

How often do Londoners feel lonely?



Londoners experiencing financial hardship on a range of different measures experienced higher rates of loneliness than the London average

% of those feeling lonely often/always by financial hardship measure

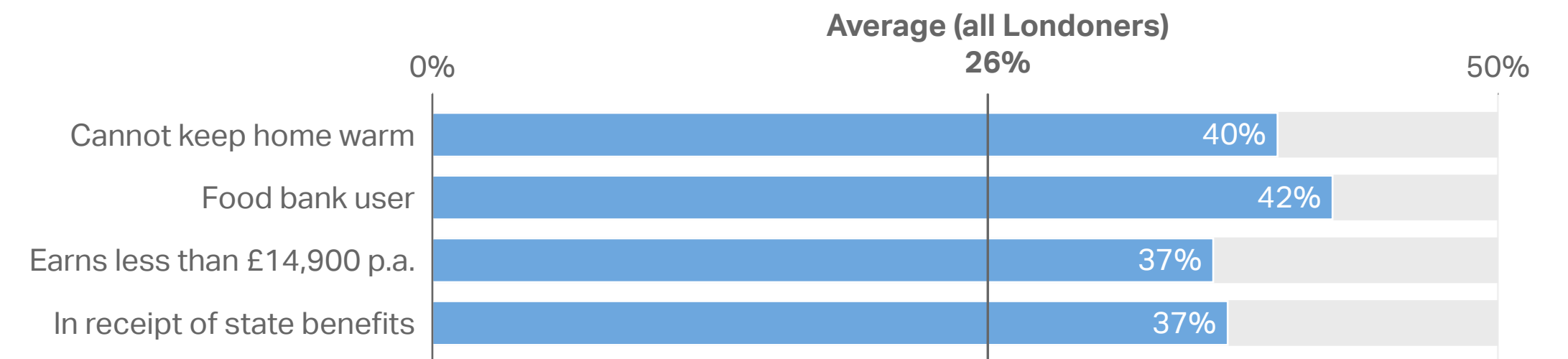


Social isolation

Around a quarter of Londoners (26%) were socially isolated, i.e. they stated that they could not rely on someone close to them a lot if they had a serious problem.

Londoners more likely to be experiencing financial hardship on a range of different measures were significantly more likely to say they were socially isolated than the London average

% of those who were socially isolated by financial hardship measure



SURVEY OF LONDONERS / 2021 - 2022

DIGITAL ACCESS FOR ALL



CITY INTELLIGENCE

DIGITAL EXCLUSION

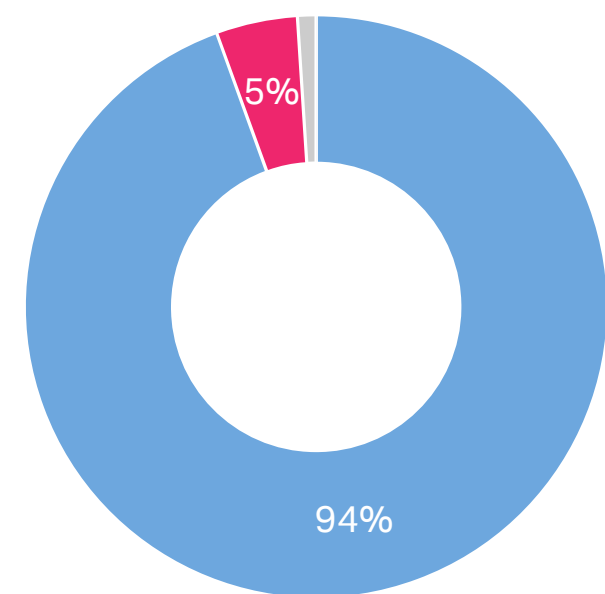
When we talk about people experiencing digital exclusion, we mean their ability to use the internet is poor; they use the internet rarely; they never use it; or they do not know if they use it.

5% of Londoners were digitally excluded and 94% were digitally active. 81% of digitally excluded Londoners were over the age of 50.

5 per cent of Londoners were digitally excluded and 94 per cent were digitally active

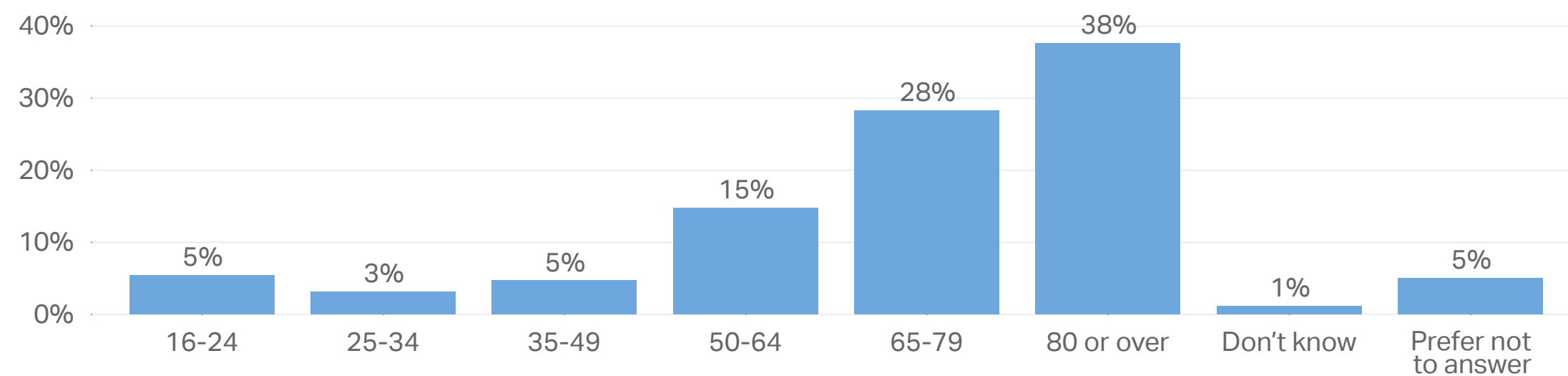
% of Londoners who were digitally excluded

- Digitally active
- Digitally excluded
- Don't know
- Prefer not to answer



The majority of digitally excluded Londoners were aged 50 and over

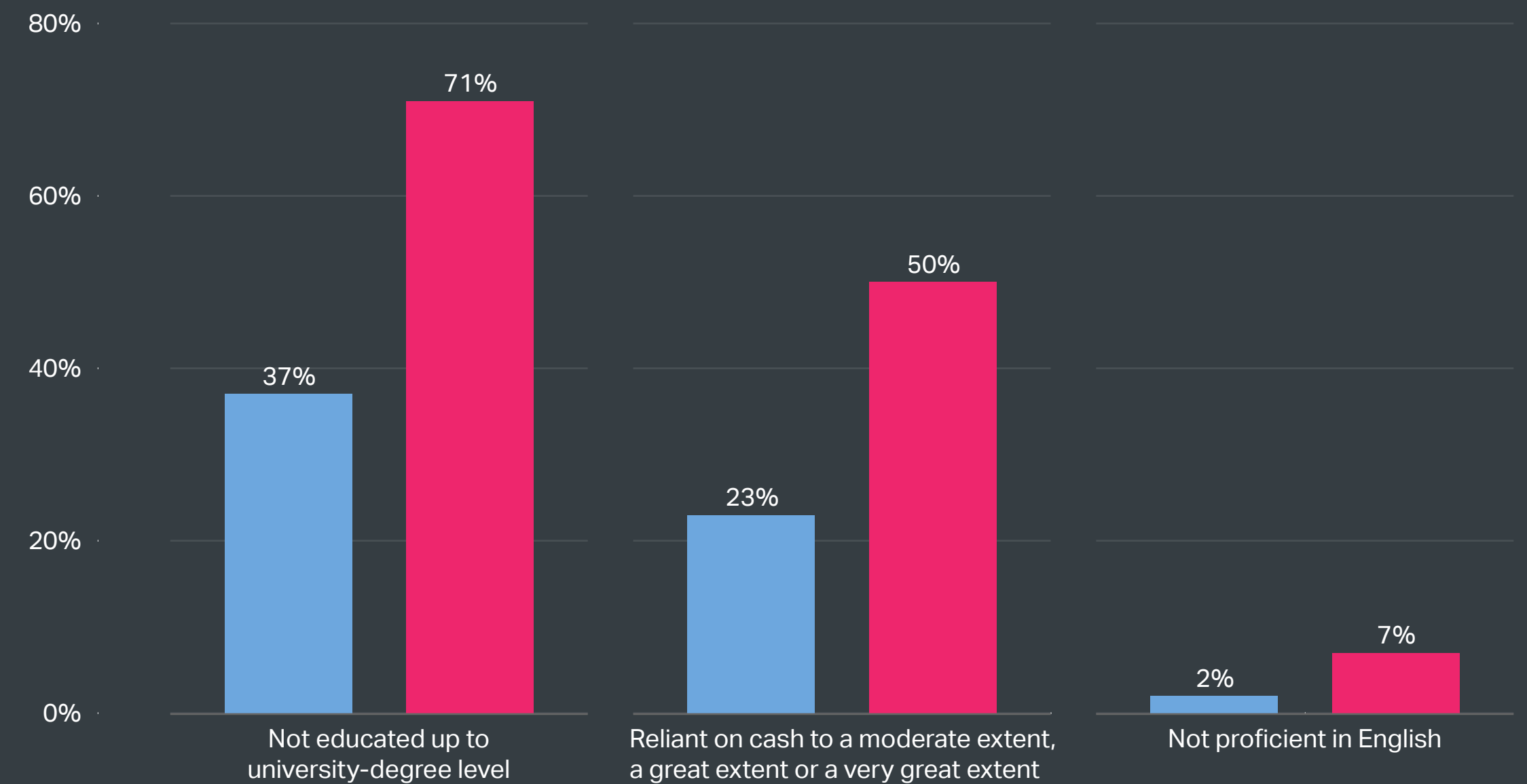
% of digitally excluded by age group



Digitally excluded Londoners were more likely to have a lower level of education, be less proficient in English and be more reliant on cash when compared to other Londoners

Digitally excluded Londoners compared compared to all Londoners by group

- All Londoners
- Digitally excluded Londoners



SURVEY OF LONDONERS / 2021 – 2022

EQUITY IN PUBLIC SERVICES



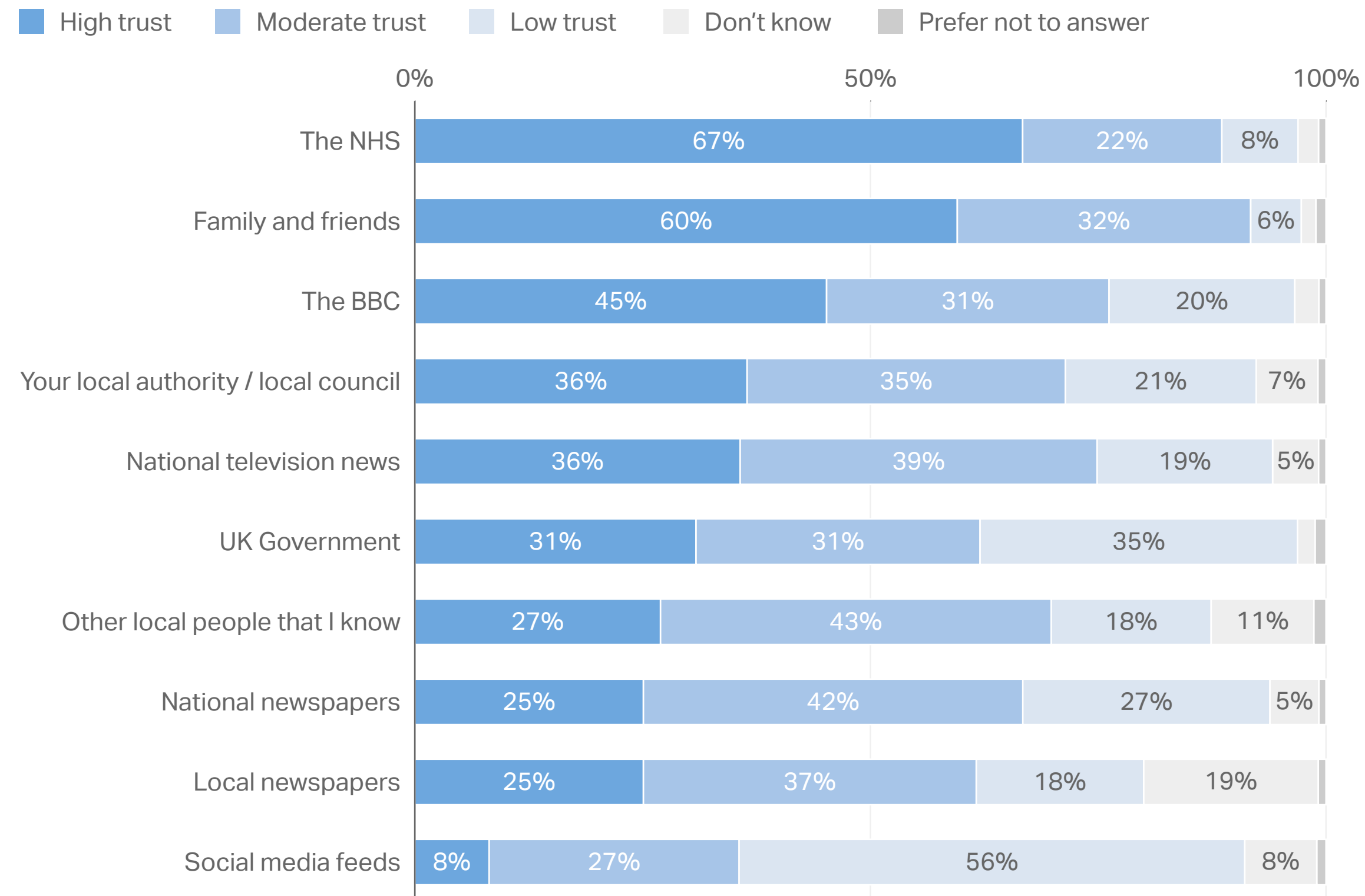
CITY INTELLIGENCE

TRUST AND SERVICES

Trustworthy sources of information

Londoners were most trusting of news and information from the NHS and from family and friends. Only 8% of Londoners reported having high trust in news and information received from commentary on social media feeds.

Londoners were most trusting of news and information from the NHS and from family and friends

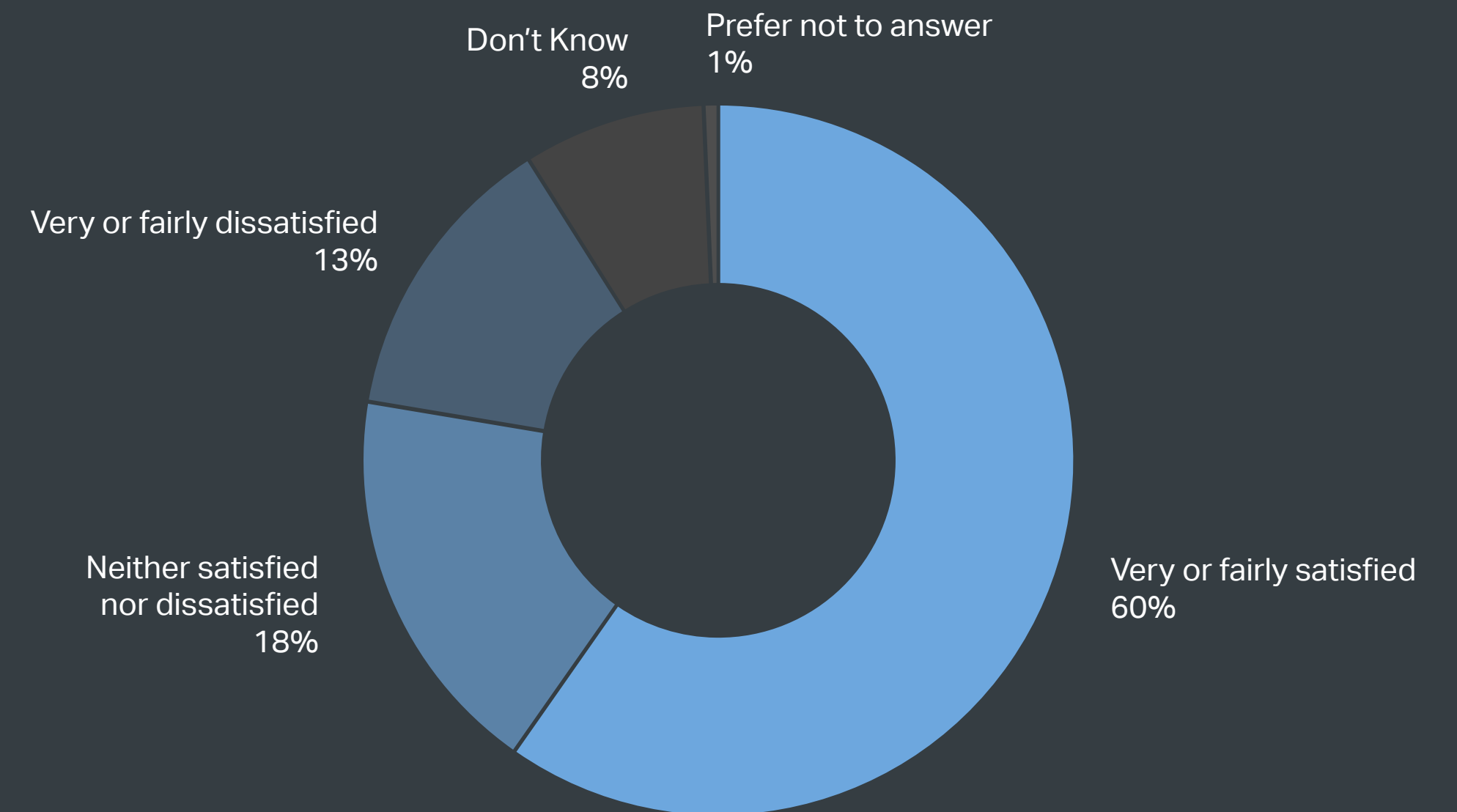


Satisfaction with local schools

60% of Londoners were satisfied with their local schools; 18% said they were neither satisfied nor dissatisfied; and 13% said they were dissatisfied.

The majority of Londoners (60 per cent) said they were very or fairly satisfied with local schools

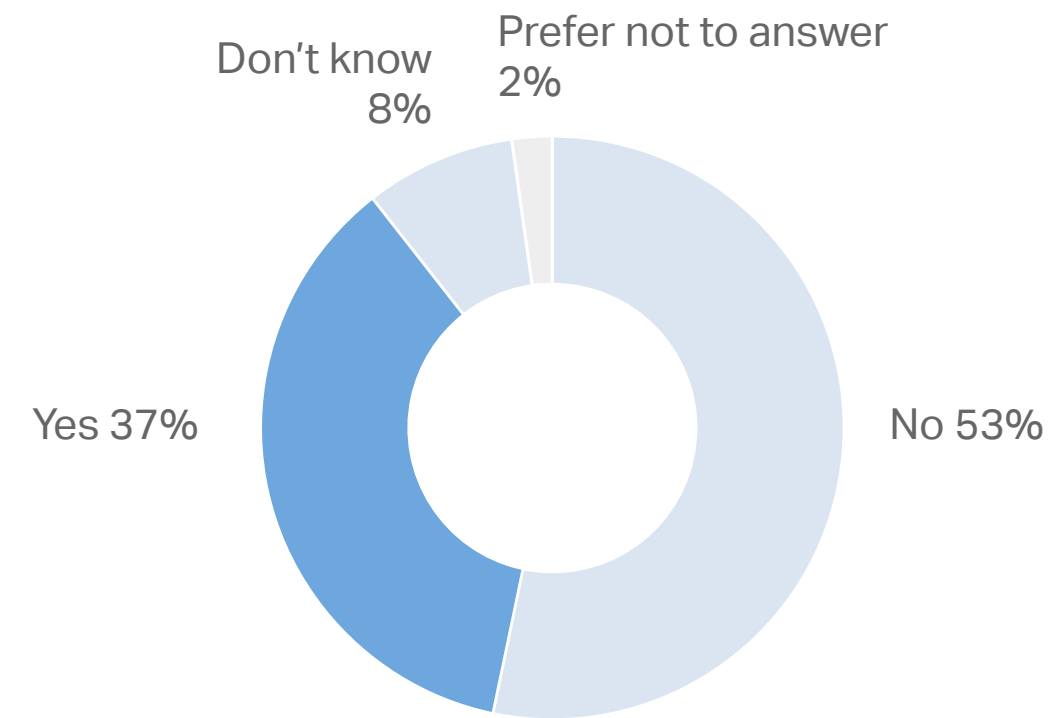
Satisfaction with local schools



UNFAIR TREATMENT

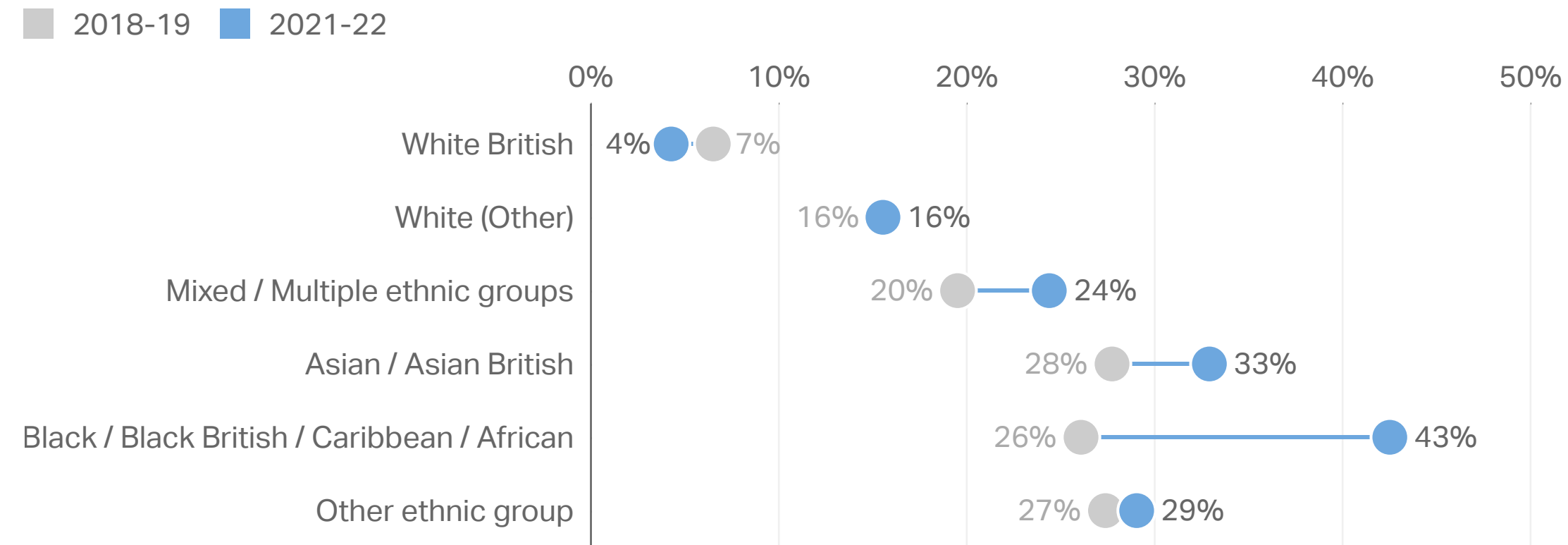
37% of Londoners had been treated unfairly in the past 12 months because of one or several protected characteristics, or because of their social class.

% of Londoners who had been treated unfairly in the past 12 months



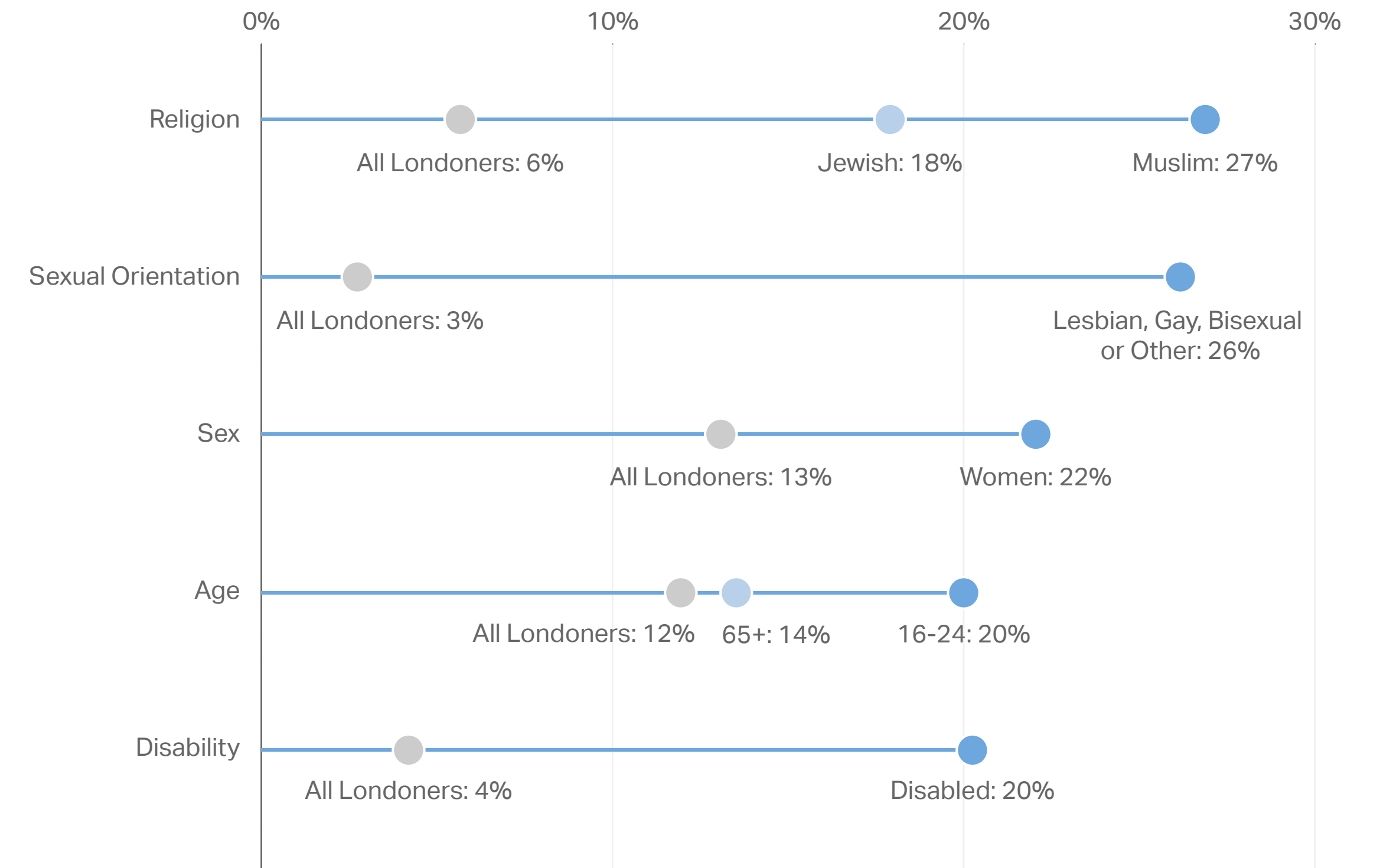
Some ethnic groups were more likely to experience unfair treatment because of their ethnicity than others

% of Londoners who had been treated unfairly, split by ethnic group (2018-19 vs 2021-22)



Some sub groups of Londoners are more likely to experience unfair treatment than others

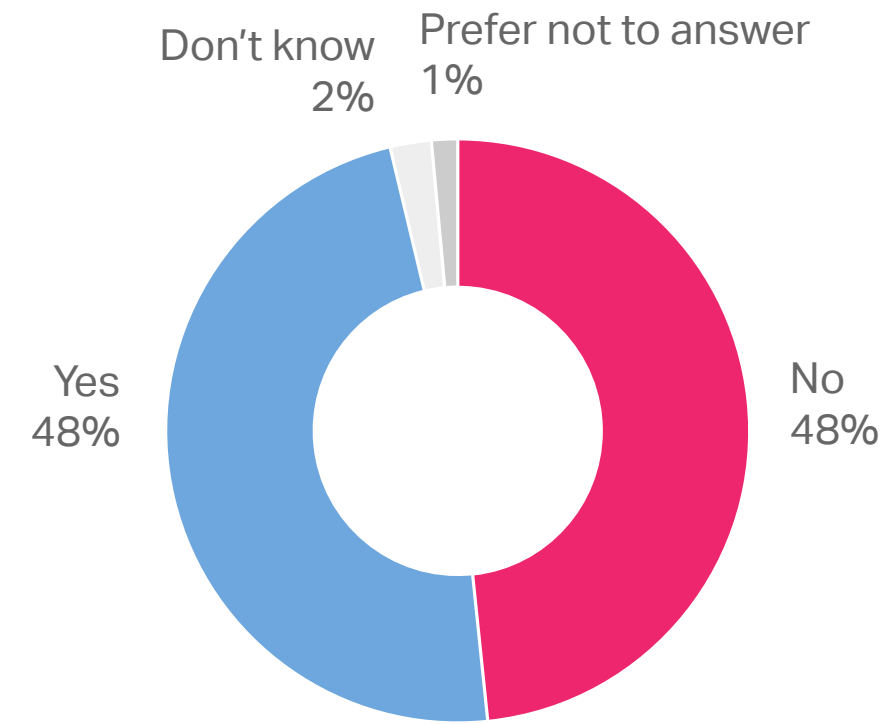
% of different sub groups of Londoners experiencing unfair treatment based on their...



CIVIC ACTIVITY

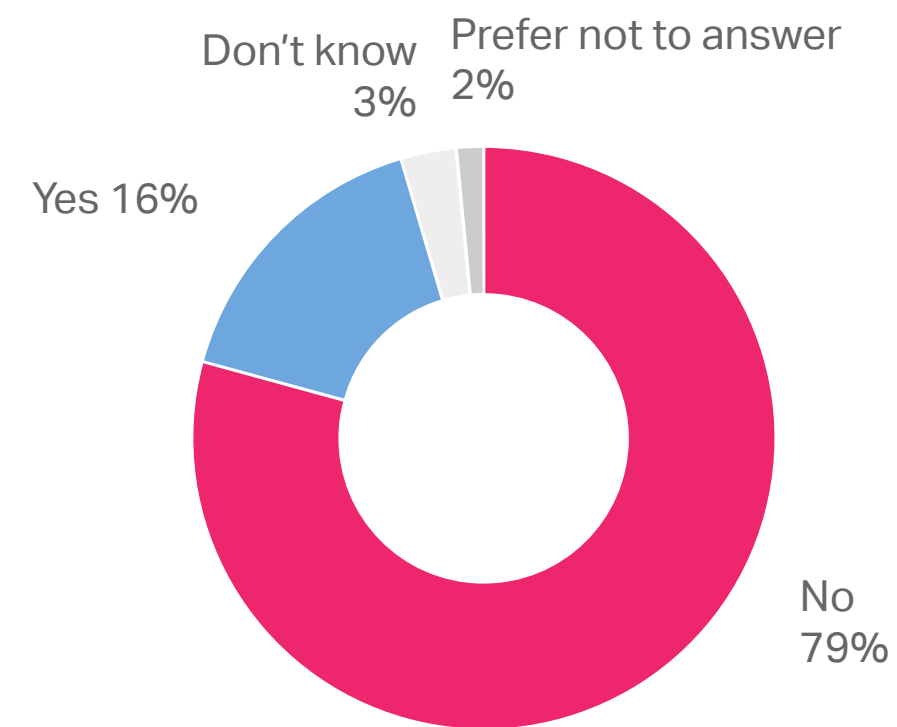
Civic participation

In 2021-22, around half of Londoners (48%) had engaged in civic participation in the past 12 months. Civic participation is defined here as engagement in democratic processes, both in person and online, including contacting a local official; signing a petition; or attending a public rally.



Civic consultation

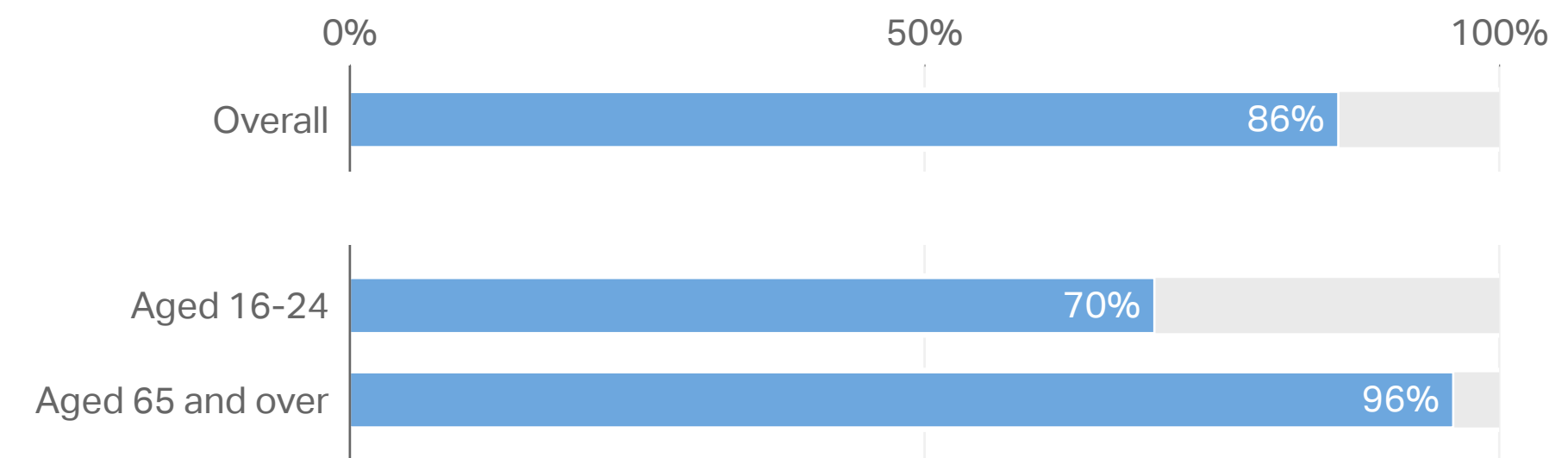
16% of Londoners had taken part in civic consultation at least once in the past 12 months.



Voter registration

86% of Londoners aged 16 and over were registered to vote. A much smaller proportion of those aged 16-24 were registered to vote (70%) than those aged 65 and over (96%)

Younger Londoners were less likely to be registered to vote than older Londoners



Influencing local decisions

The majority of Londoners (60%) either tended to disagree (38%), or definitely disagreed (22%), that they could personally influence decisions affecting their local area

60% of Londoners felt they could not personally influence decisions affecting their local area, and 28% felt they could

% agree or disagree that they could personally influence decisions



SURVEY OF LONDONERS / 2021 – 2022

WRITTEN BY: DEMOGRAPHY AND POLICY ANALYSIS TEAM, CITY INTELLIGENCE UNIT

EMAIL: SOCIALEVIDENCE@LONDON.GOV.UK

VERSION: 1.0

DATE: SEPTEMBER 2022