

Brighton & Hove City Tracker Survey

Annual results – November 2016

City Tracker Survey

- Brighton & Hove Connected commissioned Infocorp Ltd to carry out its 2016 annual survey of city-wide residents
 - The survey covers the adult population aged 18+, usually resident in Brighton & Hove
- The objective of the City Tracker Survey is to find out what residents think of Brighton & Hove as a place to live. This includes tracking key performance indicator (KPI) monitoring of essential city services
- Some of the questions included in the survey can be compared with data from research carried out by national bodies and central government departments, which gives perspective on how Brighton & Hove compares with the rest of the country. The comparison surveys are:
 - Local Government Association national benchmarks for resident satisfaction from June 2016 (**LGA** comparison)
 - Cabinet Office Community Life Survey 2015-16 (**CLS** comparison)
 - Department for Culture, Media & Sport Taking Part Survey 2015-16 (**TPS** comparison)
- 2016 results are also compared with previous waves of the City Tracker Survey undertaken at the same time of year:
 - 2012 (published as wave 2 results), 2013 results (published as wave 5 results), 2014 results (wave 7) and 2015 results (wave 8)

Methodology and reporting

Methodology

- 1,002 residents interviewed via telephone survey
- Interviewing carried out on weekdays only, between 4.00pm and 9.00 pm (3.00pm to 8.00pm on Fridays)
- Flexible quotas were set to ensure the sample closely matched the actual population profile by gender, age, ethnicity and postcode
- Fieldwork dates: 19th September to 7th November 2015

Reporting

- Sub-groups (e.g. men vs. women) tested for statistical significance and included in commentary where applicable
- Where charts do not sum to 100% this is due to figures being rounded up or down to the nearest whole number
- Where figures are not shown in the charts this is for proportions of 2% or less, or because “don’t know” answers are included in the calculation but not shown on the chart
- All data in this report is weighted to match the local population by age, gender and postcode sector

Respondent profile



Demographic		Sample Profile (unweighted)	Weighted Profile (based on 2011 census for age, gender and postcode sector)
Gender	Male	43%	50%
	Female	57%	50%
Age	18-34	28%	37%
	35-54	41%	36%
	55+	31%	27%
Ethnicity	White British	83%	81%
	Other White	7%	9%
	Black & Minority Ethnic (BME)	10%	10%
Health	Disability/Health problem	16%	16%
Postcode sector	BN1	34%	32%
	BN2	29%	32%
	BN3	30%	29%
	BN41	7%	7%



Results – satisfaction with Brighton & Hove

Satisfaction with Brighton & Hove as a place to live



■ Very Dissatisfied
 ■ Fairly dissatisfied
 ■ Neither
 ■ Fairly satisfied
 ■ Very satisfied



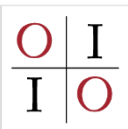
Most Brighton & Hove residents continue to be satisfied with the city as a place to live:

- In 2016, 43% are *very satisfied* and 44% *fairly satisfied*

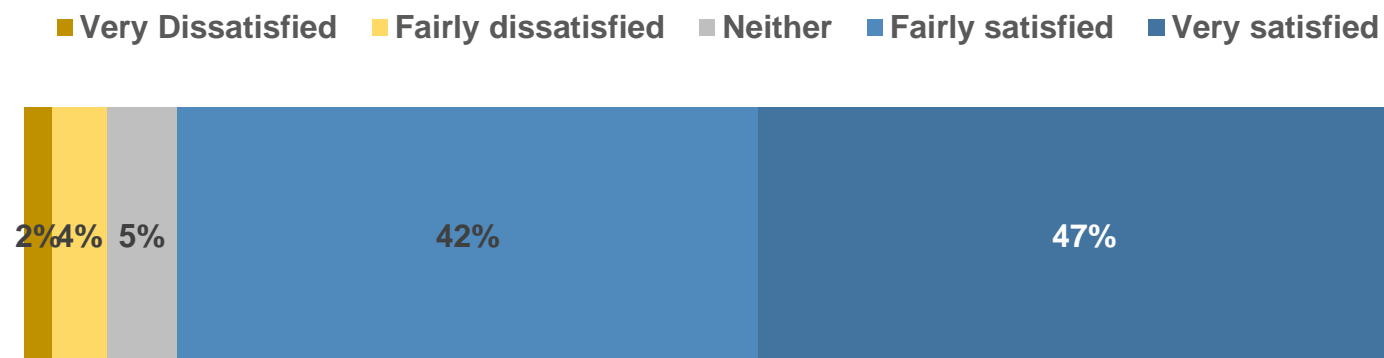
The total satisfaction score (87%) is similar to 2015 (86%), although in 2015 slightly more residents felt *very satisfied* (45%)

As in 2015, 7% of residents in this year's survey say they are dissatisfied with the city as a place to live

- This was previously as low as 4% in 2013 and 5% in 2012
- Residents in BN3 are most satisfied with the city as a place to live (91%) compared to BN41 (76%), BN2 (83%) and BN1 (88%).
- Residents with health problem or disability that affect their activity a lot are most dissatisfied with the city as a place to live (16%) compared to only 6% without a health problem or disability.



Satisfaction with local area as a place to live



When asked about their own local area as a place to live, 89% of residents are satisfied, including 47% who feel *very satisfied*

The level of satisfaction with the local area remains relatively constant compared with 2015, when the score stood at 90%:

- However, the proportion of *very satisfied* residents has slipped from 52% in 2015

Overall satisfaction with the local area remains well above the level reported in 2014 (79%), but below 2013 (92%) and 2012 (93%)

Residents living in BN3 are most satisfied with their local area (94%) compared to BN41 (80%), BN2 (85%) and BN1 (92%).

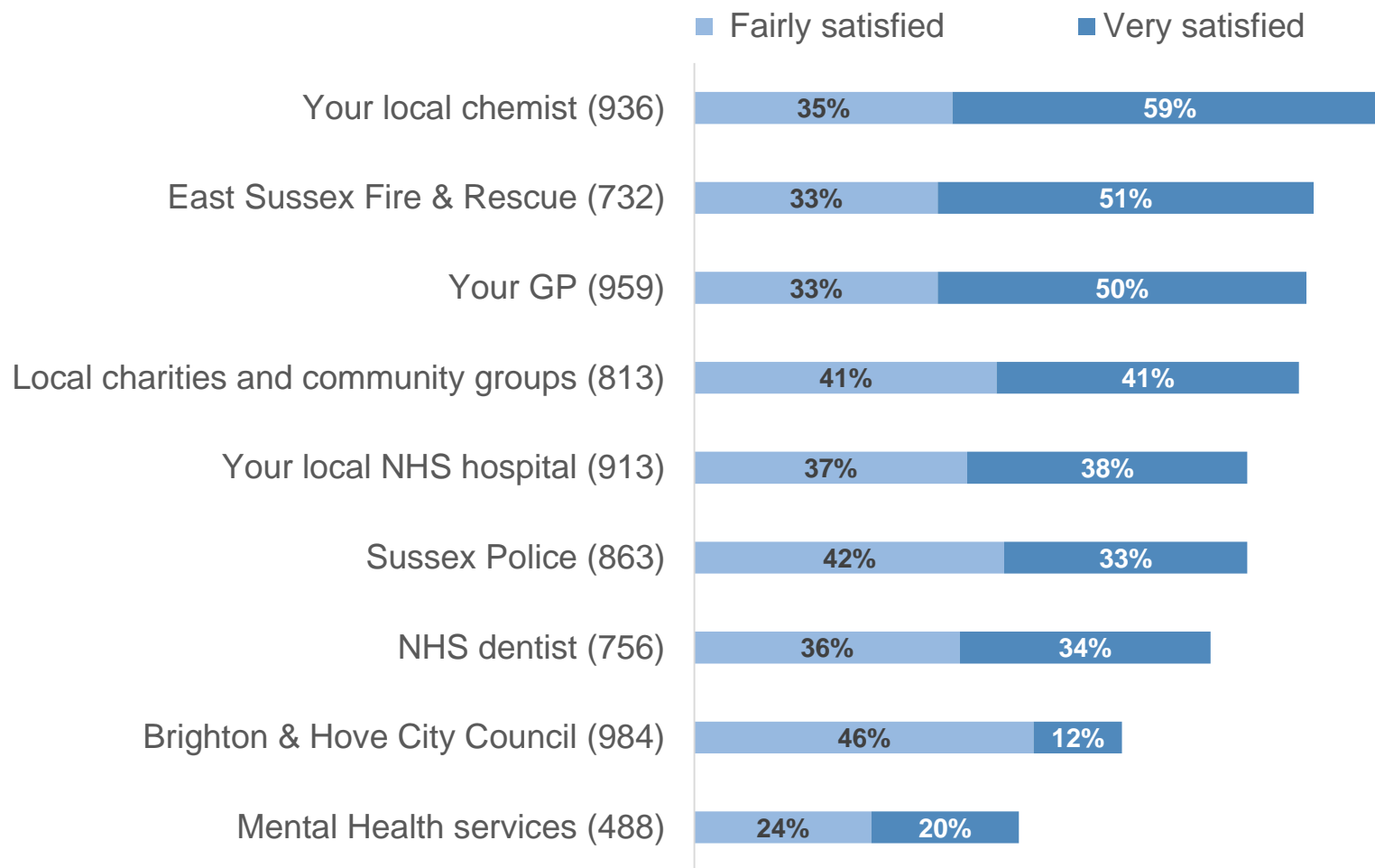
National comparison figures indicate that Brighton & Hove residents are more satisfied with their local area than elsewhere:

- Overall satisfaction stands at 82% in the 2016 LGA survey and at 86% in the latest CLS study



Results – satisfaction with local services

Overall satisfaction with services – all residents



More than four in five local residents say they are either *very* or *fairly satisfied* with the following:

- Local chemist (94%)
- Fire & Rescue (84%)
- GP (82%)
- Local charities/community groups (82%)

At least seven in ten are *very* or *fairly satisfied* with local NHS hospitals (75%), Sussex Police (74%) and NHS dentists (70%) in the city

- Fewer than half are *very* or *fairly satisfied* with mental health services (44%)

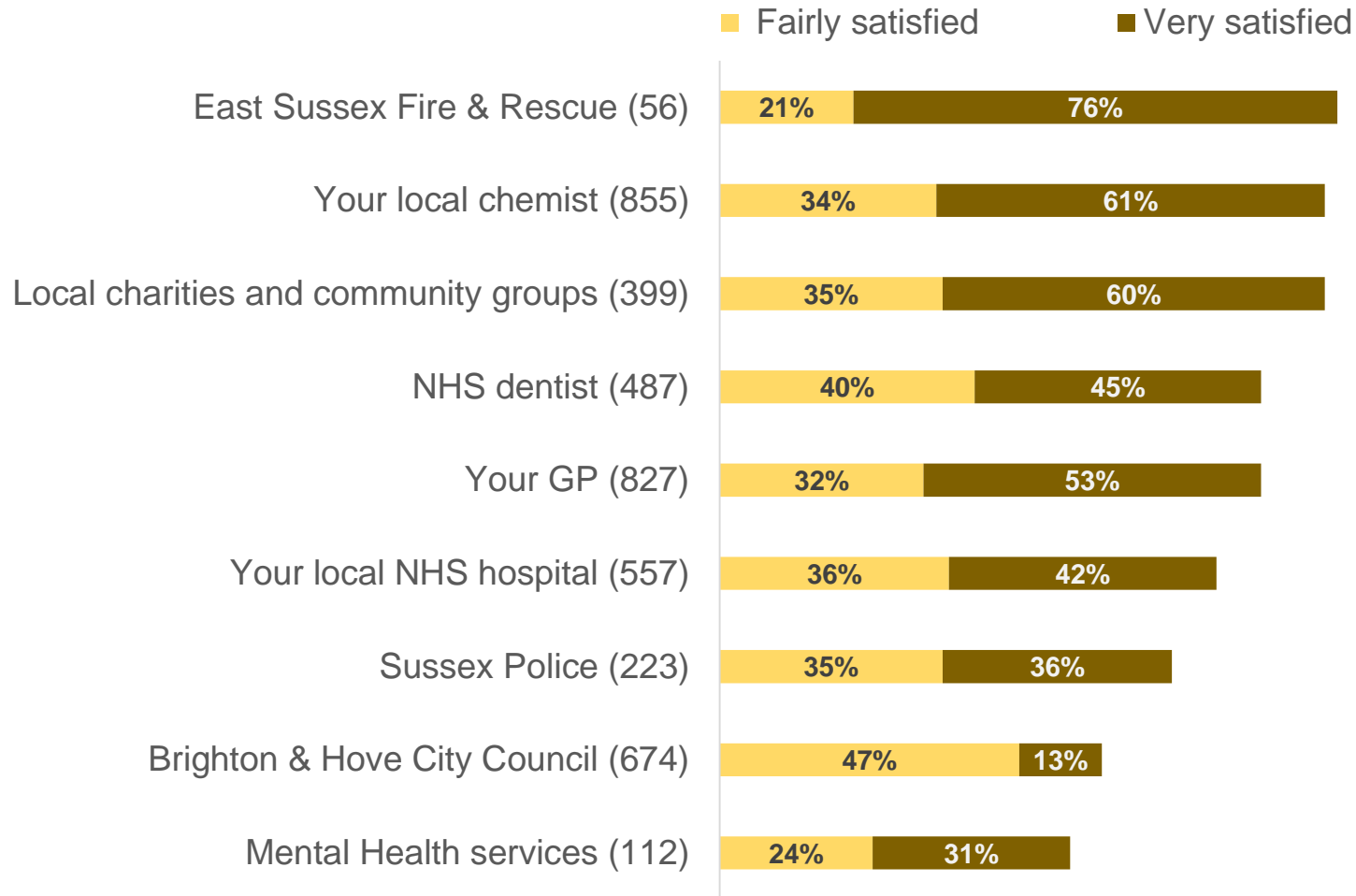
In total, 58% are *very* or *fairly satisfied* with Brighton & Hove City Council, slightly below the 60% figure from the 2015 survey:

- Residents with a disability (20%) are more likely to be *very satisfied* with the Council than those without a disability (11%)

Figures in the commentary may differ by +/- 1% from those in the chart due to rounding



Overall satisfaction with services – service users only



Satisfaction with service providers is typically higher among residents who have used the services in the past 12 months. The most noteworthy examples of this are:

- 97% of Fire & Rescue service users are *very or fairly satisfied*, compared with 84% of residents as a whole
- 94% of local charity/community group users are satisfied (compared with 82% overall)
- 85% of NHS Dentist users are satisfied (compared with 70% of all residents)
- 56% of mental health service users are satisfied (compared with 44% overall)

Satisfaction levels with the City Council are slightly higher when based on users only (60%) compared with residents as a whole (58%)

As in 2015, those who have used the services of Sussex Police give a slightly lower satisfaction score (71%) than residents as a whole (75%)



Q3 Taking everything into account, how satisfied or dissatisfied are you with the following organisations in your local area?
 Q4 And can I just check, have you used (service) in the last 12 months?
 Base: All service users excluding "don't knows" (base sizes in brackets for each bar)

Figures in the commentary may differ by +/- 1% from those in the chart due to rounding

Usage and satisfaction – sub-group differences

Usage of Brighton & Hove City Council is most widespread in the 35-54 age bracket

- Almost eight in ten (78%) of residents in this age category have used the Council in the past 12 months, compared with 62% of 18-34s and 64% of those aged 55 or older. More than three quarters (76%) of households with children have also used a council service in the last 12 months while housing association/trust tenant (53%) are the least likely to have used a council service in the last 12 months

Those aged 35-54 also report higher usage of a number of other local services

- 57% in this age band have used an NHS dentist in the past year, compared with 48% of 18-34s and 43% of the 55+ group
- 35-54s are more likely to use local charities and community groups (49%) than residents aged 18-34 (40%) or 55+ (33%)
- 90% of 35-54s (and 88% of those aged 55+) have used their local chemist this year, compared with 82% of 18-34s
- Residents aged 18-34 (26%) and 35-54 (24%) make more frequent use of Sussex Police than older residents (16% of over 54s)

Usage of mental health services is more common in the youngest age group– 15% of 18-34s compared with 7% of those aged 55+

Female residents are more likely to use their GP (90%) than males (78%)

- GP usage is also above average among Black/Minority Ethnic residents (94%) and those with a disability (92%)
- Females (63%) are more likely to use their local hospital than males (50%), while Black/Minority Ethnic residents (66%) and residents with a disability (72%) and also more likely to use their local hospital than average
- Female residents are more likely to use local charities/community groups (45%) than males (37%)

Satisfaction with some health services in the local area vary by age and locality within the city

- Local GPs receive the most positive rating from those aged 55+ (65% *very satisfied*) against 51% from the 35-54 age group and 45% from 18-34s
- Those who consider themselves to have a disability are also more satisfied with local GPs (65%) than those who don't (50%)
- GP satisfaction is lower in BN3 (46%) than BN1 (56%) and BN2 (54%)
- Residents aged 55+ report the highest satisfaction with NHS dentists in the city (58%) compared with 44% of 35-54s and 37% of 18-34s
- For NHS dentists, BN41 residents are more satisfied (61%) than those living in BN3 (37%)

There is also some variation in satisfaction levels with other local services

- Older residents are more satisfied with local chemists: 74% of over 54s are *very satisfied*, compared with 61% of 35-54s and 52% of 18-34s
- Residents who have a disability are more satisfied with local chemists (70%) than those who don't (59%)
- Satisfaction with local charities and community groups is highest in BN3 (64%) and lowest in BN41 (44%)

Q3 Taking everything into account, how satisfied or dissatisfied are you with the following organisations in your local area? Q4 And can I just check, have you used (service) in the last 12 months?

Base: All service users excluding "don't knows" (base sizes in brackets for each bar)

User satisfaction with services – trends

Total satisfaction (very + fairly satisfied)	2012	2013	2014	2015	2016
East Sussex Fire & Rescue	96%	98%	95%	100%	97%
Your local chemist	95%	97%	90%	96%	96%
Local charities/community groups	93%	96%	86%	96%	94%
Your GP	91%	90%	78%	86%	84%
NHS dentist	79%	87%	74%	86%	85%
Your local NHS hospital	87%	86%	72%	81%	78%
Sussex Police	86%	84%	69%	76%	71%
Brighton & Hove City Council	70%	60%	40%	59%	60%
Mental Health services	72%	72%	60%	60%	56%

When compared with 2015, overall satisfaction with local services reported by users is slightly lower for four of the nine services

- Users of Sussex Police report a notable decline from 76% satisfied in 2015 to 71% this year
- Satisfaction with mental health services is also down by four percentage points, dropping from 60% in 2015 to 56% this year
- Users of the Fire & Rescue service and local NHS hospitals report drops of three percentage points when compared with 2015

Satisfaction with Brighton & Hove City Council remains broadly the same this year, up from 59% in 2015 to 60%

Figures in the commentary may differ by +/- 1% from those in the chart on the previous page due to rounding



Results – council & resident relations

Brighton & Hove City Council – trustworthiness

Don't know
 Not at all
 Not very much
 A fair amount
 A great deal



The same as in 2015, six in ten residents (59%) trust the City Council *a great deal or a fair amount*

However, 38% say they have little or no trust in their local authority (37% in 2015)

Younger residents are more likely to trust the Council, with 66% of 18-34s saying they do so, compared with 56% of 35-54s and 55% of those aged 55+

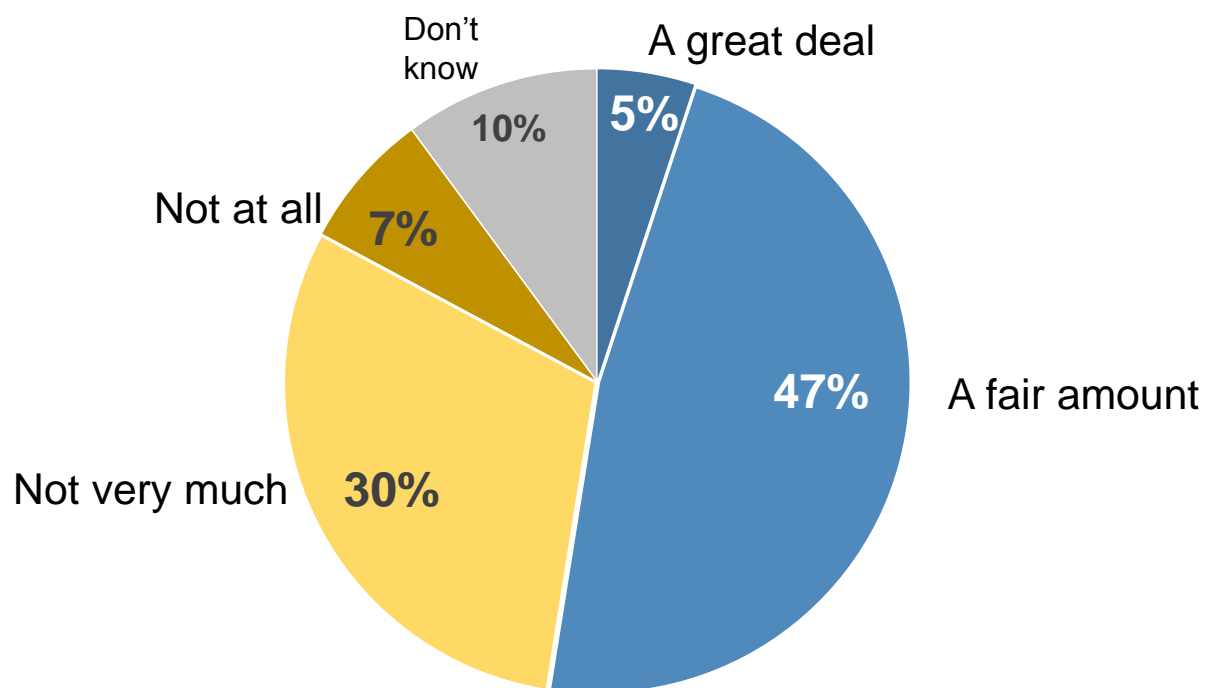
In 2016, Brighton & Hove residents are slightly less likely to trust their Council than residents in other parts of the country

- LGA figures indicate that nationally, 63% of residents trust their local authority
- The LGA survey shows an increase on this measure year-over-year, up from 58% in 2015, when it was in line with the figure for Brighton & Hove

Figures in the commentary may differ by +/- 1% from those in the chart due to rounding.



Acting on local residents' concerns



Most Brighton & Hove residents (52%) think the Council acts on their concerns either a *great deal* or a *fair amount*

- However, 37% believe the Council does not act on their concerns *very much/at all*

The proportion feeling their concerns are actioned in 2016 is similar to 2015 (53%)

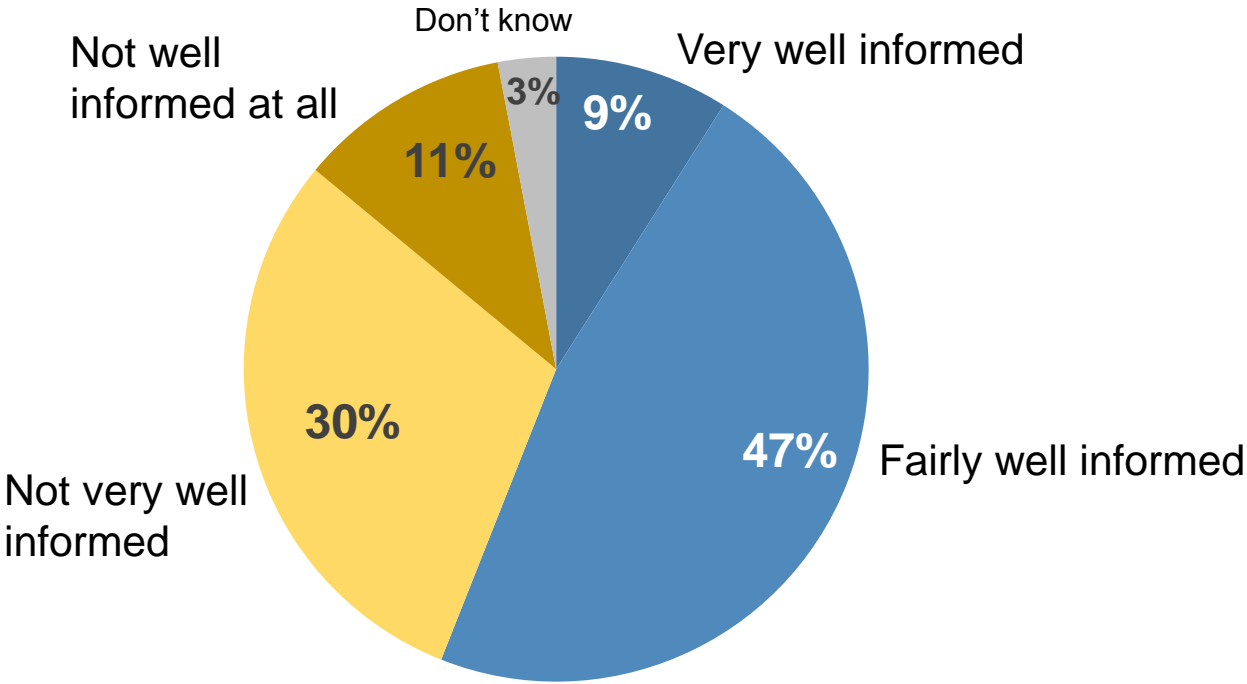
Residents in some groups are more likely to feel the Council acts on their concerns than others:

- 63% of LGB residents feel that the council acts on their concerns compared to 52% of heterosexual
- 59% of 18-34s say this happens a *great deal/a fair amount* compared with 49% of 35-54s and 48% of the 55+ age group
- Those who don't have a disability (54%) are more likely than those who do (44%) to feel their concerns are acted upon
- Residents in BN3 (58%) are more likely to feel their concerns are actioned than those in BN2 (50%) or BN41 (37%)

In the eyes of local residents, Brighton & Hove City Council is less likely to act on resident concerns than is the case across the country as a whole, with the 2016 LGA figure standing at 61%



Feeling informed



In total, 57% of local residents feel well informed by the Council including 9% who feel very well informed

- This is similar to 2015 (55%)

Meanwhile, 41% feel not very well or not at all well informed

- Residents with a disability feel less well informed (47%) than those without a disability (58%)
- Those living in BN3 (64%) are more likely to feel well informed than those in BN2 (52%) or BN41 (46%)

Nationally, 63% of residents feel well informed, according to the most recent LGA figures – notably above the figure for Brighton & Hove

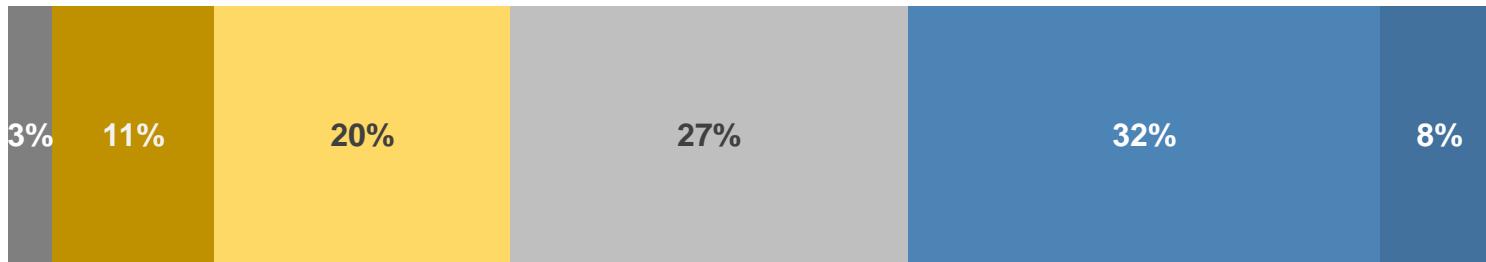


Results – value for money

Brighton & Hove City Council – perceived value for money



■ Don't know ■ Strongly disagree ■ Tend to disagree ■ Neither agree nor disagree ■ Tend to agree ■ Strongly agree



Four in ten (39%) residents agree that Brighton & Hove City Council provides value for money

- This the same as in 2015 (39%)
- Residents with BN3 postcodes are more likely to agree (44%) than those in BN2 (35%)

Meanwhile, 31% do not feel the Council offers value for money

- 30% in 2015 and 32% in 2014

Brighton & Hove residents are considerably less likely to feel their council provides value for money than residents across the UK as a whole

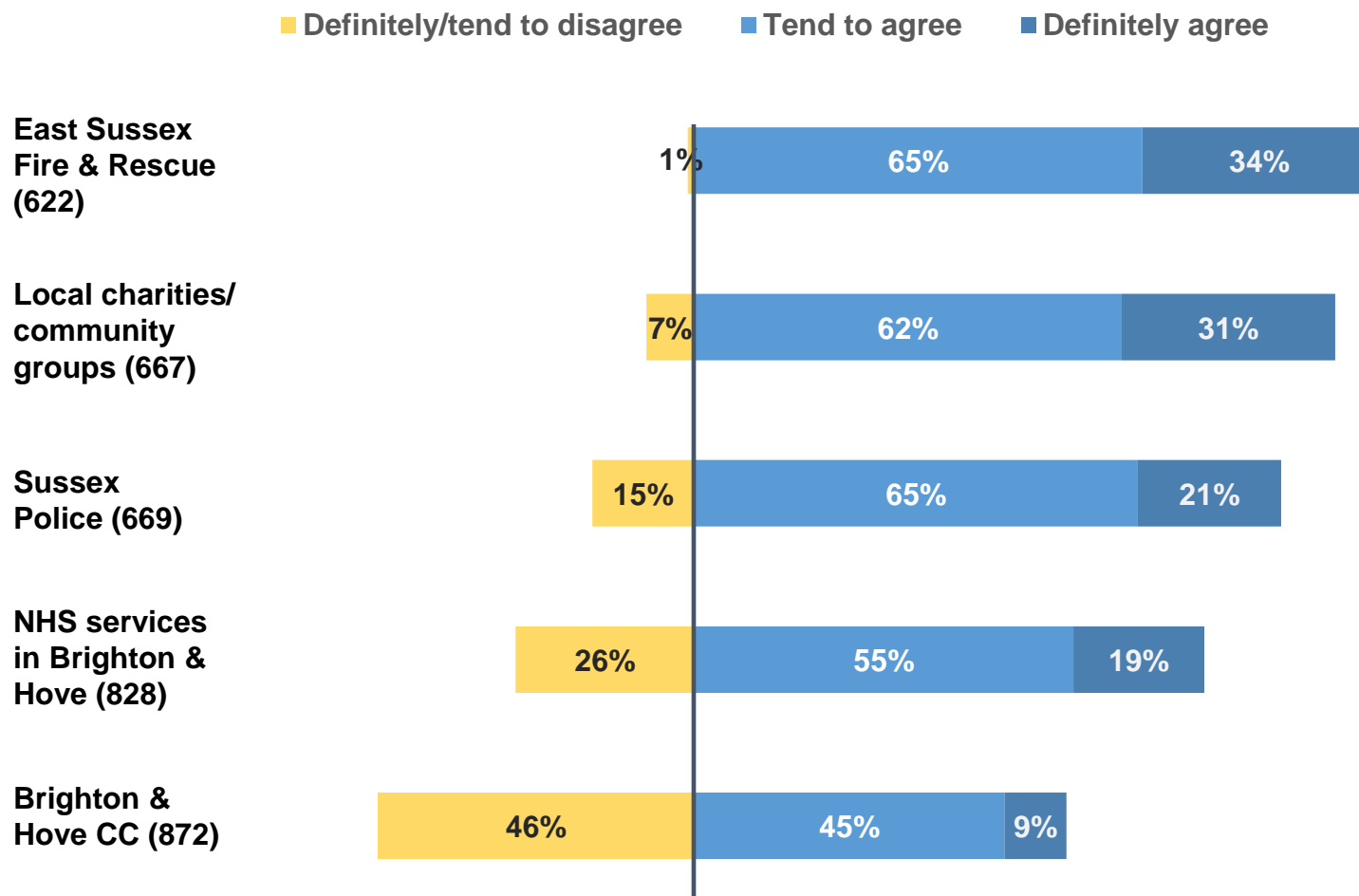
- In the latest LGA survey, 51% feel they are receiving value for money



Q5 To what extent do you agree or disagree that Brighton & Hove City Council provides value for money?
Base: All including "don't knows" (1002)

Figures in the commentary may differ by +/- 1% from those in the chart due to rounding

Wise use of money



Almost all residents who express an opinion believe the Fire & Rescue services in the city use money wisely (99% agree)

- Most are also positive about the way local charities and community groups use their money (93%)
- 86% think Sussex Police uses money wisely
- 74% believe the NHS in Brighton & Hove uses money wisely (although 26% feel this is *not* the case)

For Brighton & Hove City Council, 54% think money is wisely spent (55% in 2015)

- 46% do not think the Council spends money wisely



Wise use of money – sub-group differences

Residents with a disability are more likely to be certain that the council spends money wisely (17%) than those without a disability (7%)

There is some variation in the way different types of resident perceive the way the local NHS services use money

- Two out of five (40%) of residents with a health problem or disability that affects their activity a lot disagree that the NHS spends money wisely compared to 24% of all other residents
- Men are more likely to *definitely agree* that NHS services use money wisely (24%) than women (14%)
- Residents from White British (20%) and Other White (25%) ethnic backgrounds are more likely to *definitely agree* that the NHS uses money wisely than those from Black & Minority Ethnic groups (9%)

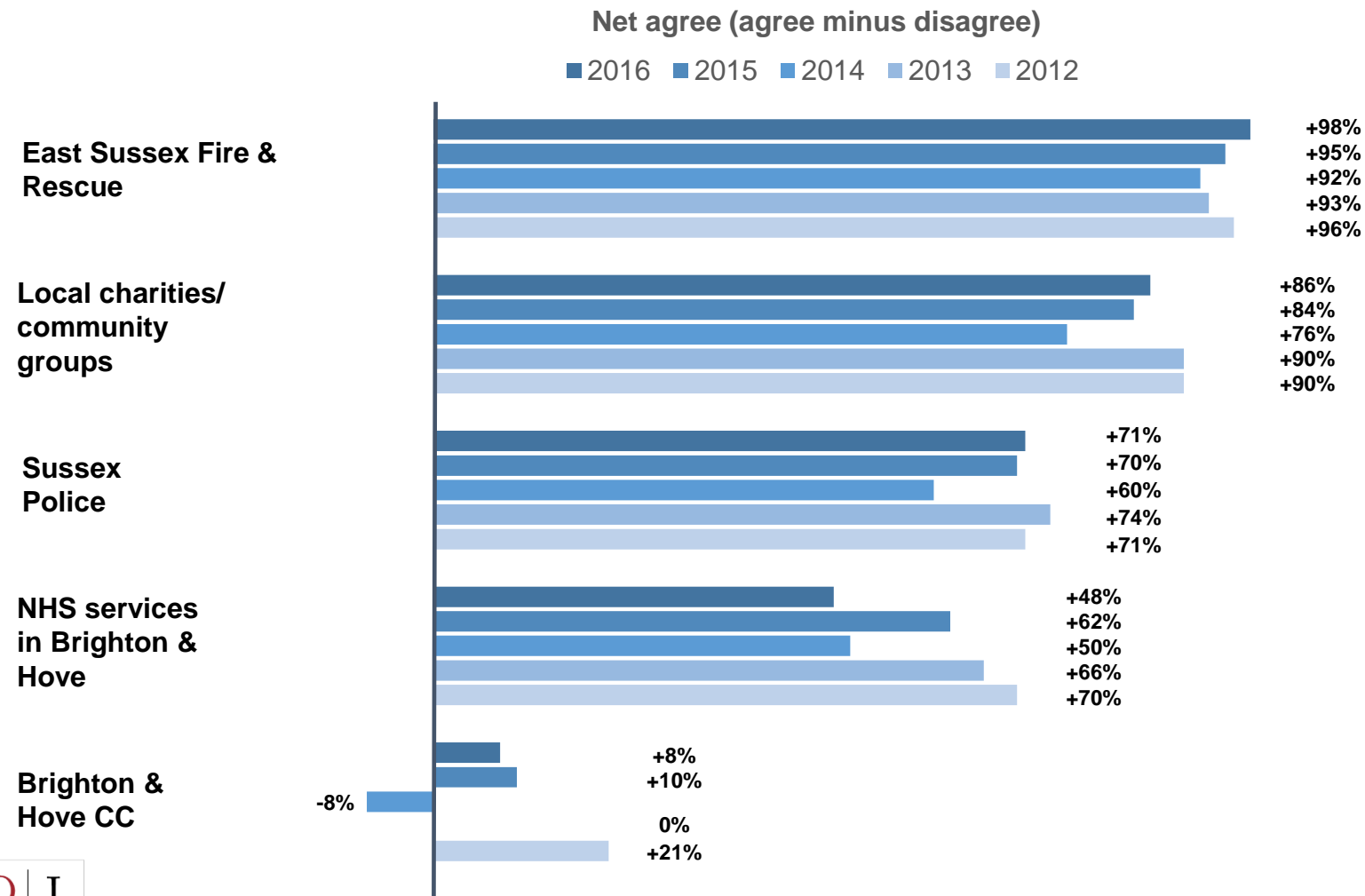
Opinions of how Sussex Police uses its budget differ by age

- 27% of the over-54s say Sussex Police uses money wisely, compared with 20% of 35-54s and 18% of 18-34s
- Residents with a disability also report greater confidence that the police use money wisely (33%) than those without a disability (19%)

There are also differences in the way East Sussex Fire & Rescue is assessed

- Male residents are more likely to *definitely agree* money is used wisely (39%) than female (29%)
- While 29% of 18-34 year olds and 31% in the 35-54 age category *definitely agree* that Fire & Rescue uses money wisely, the proportion rises to 45% amongst those aged 55+
- Half of those with a disability (51%) *definitely agree*, compared with 31% of those with no disability
- In BN2, 39% *definitely agree*, compared with 28% in BN3

Wise use of money – comparison over time



Assessment of the way the Fire & Rescue service, the Police and local charities/ community groups use money remains fairly consistent in 2016 compared with the previous year

- For example, the net agree score (% who agree minus % who disagree) for East Sussex Fire & Rescue was +95% last year and is now +98%

However, the net agree score for NHS services in the city is at a five year low (+48%), dropping considerably when compared with 2015 (+62%)

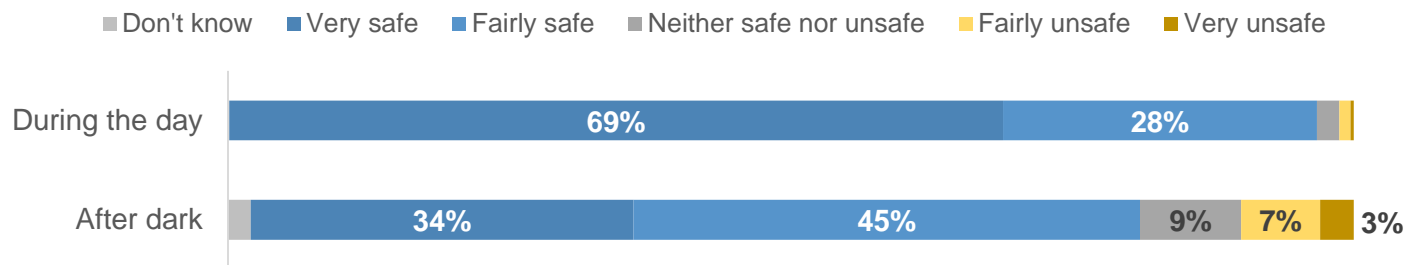
The net agree score for the City Council slips back from +10% in 2015 to +8% this year



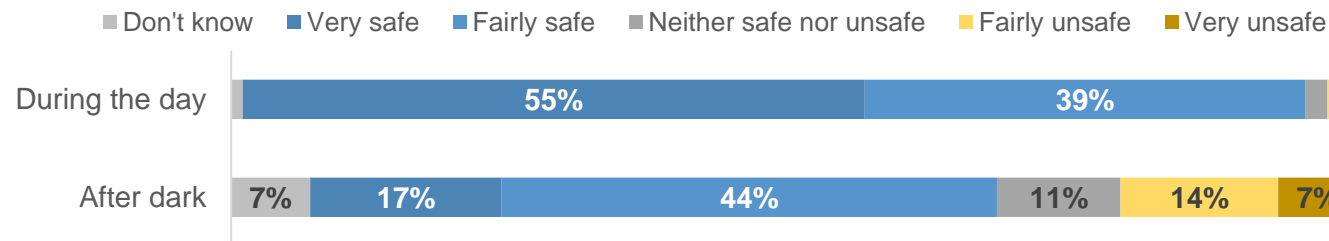
Results – day-to-day experiences

Feeling safe

When outside in your local area...



When outside in the city centre...



When out in their local area, almost all residents feel *very* or *fairly* safe during the day (97%), and 79% feel safe in their local area after dark

- However, 10% feel *very/fairly unsafe* out in their neighbourhood after dark (compared with 11% in 2015 and 13% in 2014)
- Only around 1% feel unsafe in their local area during the daytime

When outside in the city centre, most residents (94%) feel safe during the day and the majority (61%) also feel safe after dark

- However, one in five (20%) *feel unsafe* after dark, and almost 3% *feel unsafe* during the day

Brighton & Hove residents are just as likely to feel safe in their local area both during the day time and after dark as UK residents overall

- Nationally, 95% feel safe during the day and 79% feel safe after dark

Summery	B&H city centre	B&H local area	LGA survey local area
Feel <i>very/fairly</i> safe during day	94%	97%	95%
Feel <i>very/fairly</i> safe after dark	61%	79%	79%

Q8 How safe or unsafe do you feel when outside in your local area... Q9 How safe or unsafe do you feel when outside in the city centre...? Base: All including "don't knows" (1002)

Figures in the commentary may differ by +/- 1% from those in the chart due to rounding



Feeling safe – sub group differences

Women are considerably more likely to feel unsafe after dark than men

- When outside in their local area after dark less than three quarters (71%) of women feel safe with 13% feeling unsafe. This compares to 87% and 6% of men respectively
- When outside in the city *the city centre* after dark, only a half of women (51%) say they feel safe with 27% of women feeling unsafe. This compares to 72% and 14% of men respectively

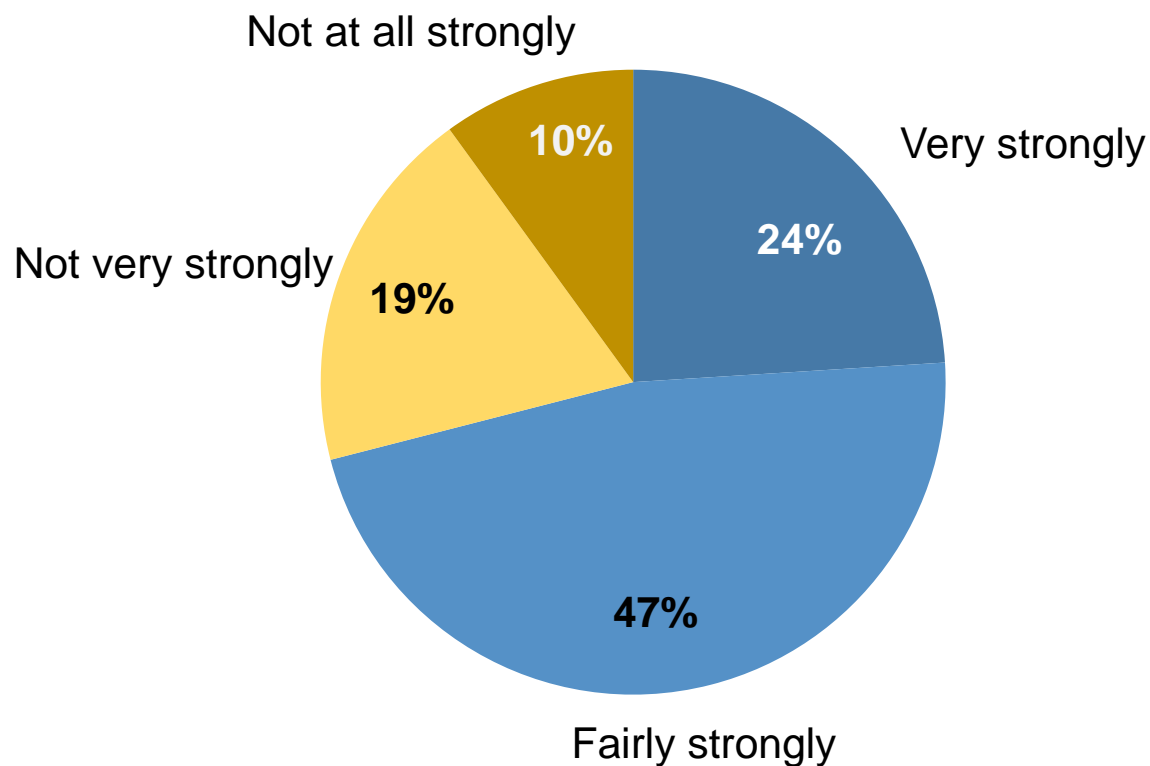
Residents with disabilities are also more likely to feel unsafe after dark

- 24% of those with a disability feel unsafe *in their local area* and 40% *in the city centre*, compared with 7% and 17% of those with no disability, respectively

Older people are much less likely to say they feel safe in their local area after dark than other ages

- Less than two thirds of residents (62%) aged 75 or over say that they feel very or fairly safe in their local area after dark with 14% say they are very or fairly unsafe. For all other ages 80% feel safe with 9% feeling unsafe.

Sense of belonging – immediate neighbourhood



More than seven in 10 residents feel they belong to their immediate neighbourhood either *very strongly* (24%) or *fairly strongly* (47%)

- The proportion feeling they belong (71%) is similar to 2015 (70%), but below the historical high point of 76% reported in 2012

Nearly three quarters (74%) of residents that own their home, either outright or on a mortgage, feel very or fairly strongly that they belong to their neighbourhood compared to only 63% of all other tenure

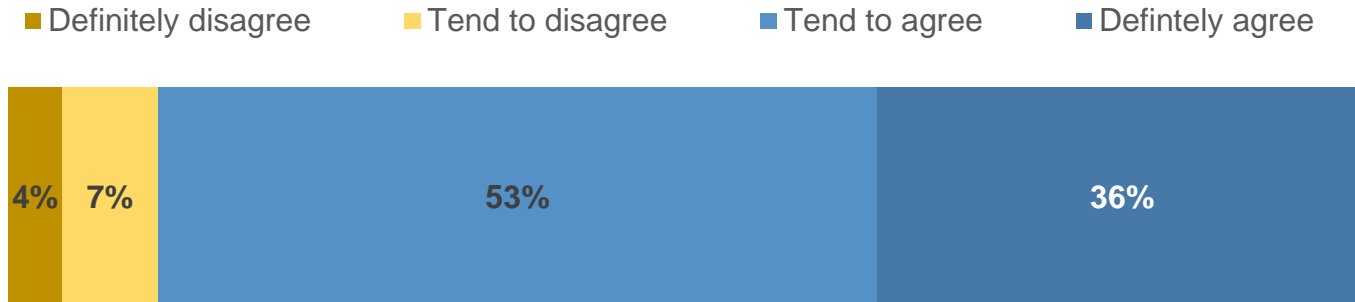
Residents with a health problem or disability that affects them a lot (54%) or a little (64%) are least likely to say that they feel very or fairly strongly belong to their immediate neighbourhood

Those aged 25-34 (62%) and 55-64 (69%) are less likely to say they feel very or fairly strongly belong to their immediate neighbourhood. This compares to 76% of all other age groups

The national CLS survey gives some perspective on this measure, indicating that Brighton & Hove residents are no different to the national average

- In the latest CLS survey, 71% feel *very* or *fairly strongly* that they belong

Community spirit and diversity



The vast majority of residents (89%) agree that their local area is a place where people from different backgrounds get on well together

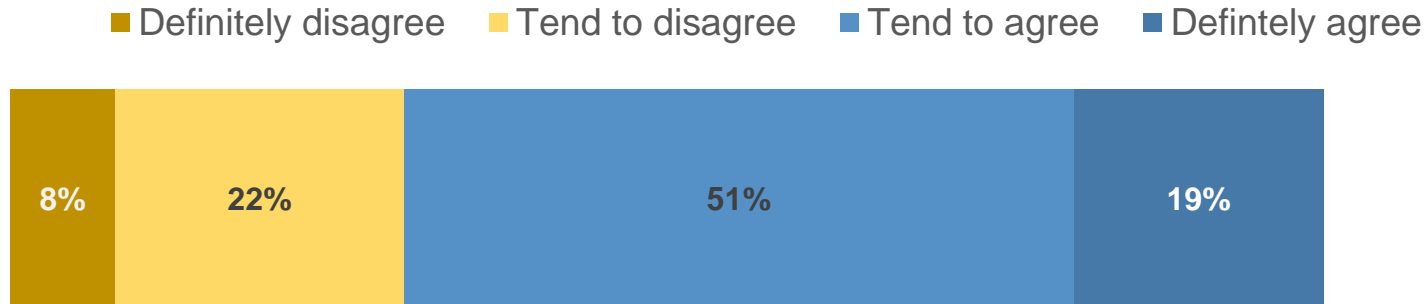
- The figure for 2016 is slightly down on the 91% reported in 2015 (in 2014, it stood at 88%)

In 2016, Brighton & Hove residents report the same score on this measure as the national average from the CLS survey (89%)



Results – getting involved

Community spirit and improving the neighbourhood



A total of 70% agree that *people in their own neighbourhood pull together to improve the neighbourhood*

- The proportion is slightly lower than 2015, when 72% agreed

Residents of BN41 are less likely to tend to or definitely agree (48%) that people are pulling together than those in the other postcode areas BN2 (65%), BN3 (73%) and BN1 (77%)

Just over a half of residents (54%) with a health problem or disability that affects their activity a lot agree that people pull together compared to 71% of all other residents

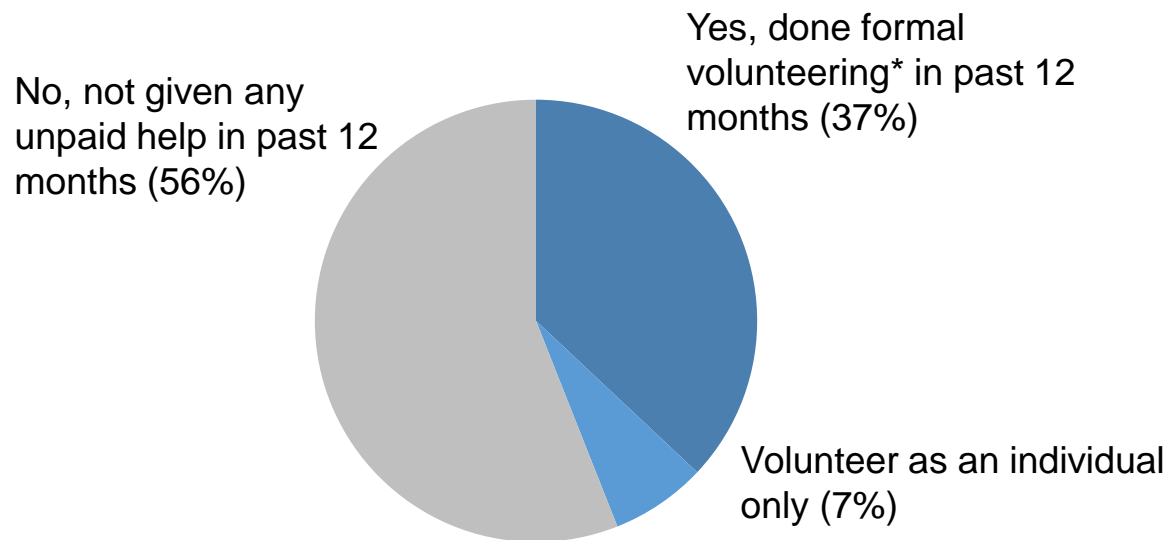
Just over a half of council tenants (54%) and under two thirds of HA tenants (64%) agree that people pull together compared to 72% of all other tenure

As in the previous year, Brighton & Hove is above the national average reported in the CLS survey

- Nationally the proportion agreeing is 68% this year
- CLS scores are increasing notably over time for this question (63% in 2015 and 60% in 2014)



Volunteering



Overall, 44% of Brighton & Hove residents have given unpaid help during the past year:

- 37% have done formal volunteering and 7% have helped out as an individual volunteer

In 2015, slightly more (40%) had done formal volunteering than this year (37%)

- Prior to 2015, figures were slightly lower: 35% in 2014 and 34% in 2013

The latest national data from the CLS survey shows that 41% of UK residents do formal volunteering, above the 37% reported in Brighton & Hove

Certain sub-groups are less likely to have done voluntary work in the previous year:

- 61% of 18-34s have *not* volunteered compared with 49% of 35-54s
- 61% of residents in households without children have not volunteered compared to 45% of households with at least one child
- 60% of men have *not* volunteered, compared to 51% of women

Formal volunteering.....	2012	2013	2014	2015	2016
At least once a week	16%	13%	12%	13%	12%
Less than once a week but at least once a month	11%	12%	10%	15%	13%
Less often	11%	9%	13%	12%	12%
Individually only, not through a group	2%	2%	5%	7%	7%
Not given any unpaid help in past 12 months	60%	65%	61%	54%	56%

* Please think about any group(s), club(s) or organisation(s) that you've been involved with during the last 12 months. That's anything you've taken part in, supported, or that you've helped in any way, either on your own or with others. For example, helping at a youth or day centre, helping to run an event, campaigning or doing administrative work. Please exclude giving money and anything that was a requirement of your job.

Q10 Overall, about how often over the last 12 months have you given unpaid help to any group(s), club(s) or organisation(s)?

Base: All excluding don't knows (998)



Local activism

In the past 12 months have you.....	2012	2013	2014	2015	2016
Base:	1007	1000	1003	1003	1002
Been a local councillor (for the local authority, town or parish)	1%	1%	0.4%	1%	1%
Been a member of a group making decisions on local health or education services	5%	5%	4%	4%	3%
Been a member of a decision making group set up to regenerate the local area	6%	4%	6%	4%	4%
Been a member of a decision making group set up to tackle local crime problems	3%	2%	2%	2%	3%
Been a member of a tenants' group decision-making committee	5%	4%	4%	3%	5%
Been a member of a group making decisions on local services for young people	4%	3%	5%	4%	5%
Been a member of another group making decisions on services in the local community	8%	7%	6%	6%	6%
Been a school governor	N/A	N/A	1%	2%	1%
Been a volunteer Special Constable	N/A	N/A	0.1%	0.4%	0.2%
Been a Magistrate	N/A	N/A	0	0.2%	0.4%

Across all participants in the 2016 survey, 18% of residents have been involved in one or more forms of activism locally

- The most frequent forms of activism are shown in the table

The proportion of residents involved in local activism is greater in 2016 than in recent years

- In 2015, 2014 and 2013, the figure stood at 15%

Activism is more common amongst 35-54 year olds (22%) than the other age bands

- 55+ (17%) and 18-34 (14%)

Brighton & Hove residents are more likely than average to be involved in local activism

- In the 2016 CLS survey, 10% of residents took part in these kinds of activities



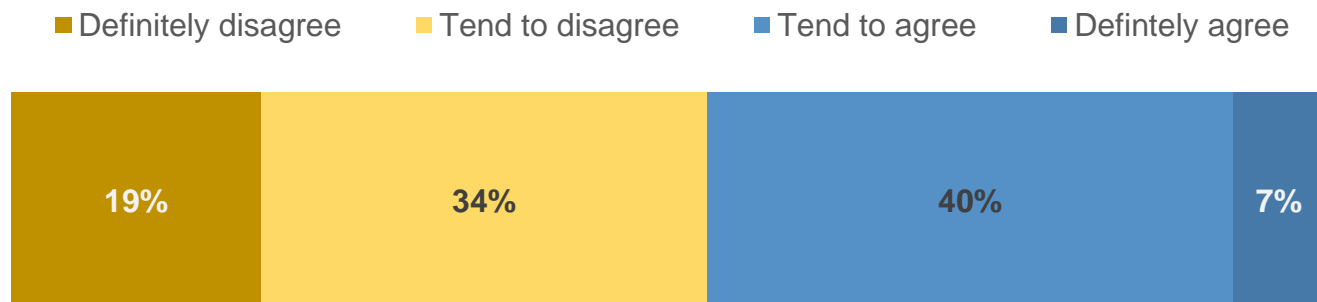
Please think about any group(s) to which you belong, which makes decisions that affect your local area. Please exclude anything that was a requirement of your job.

Q11 In the past 12 months have you...

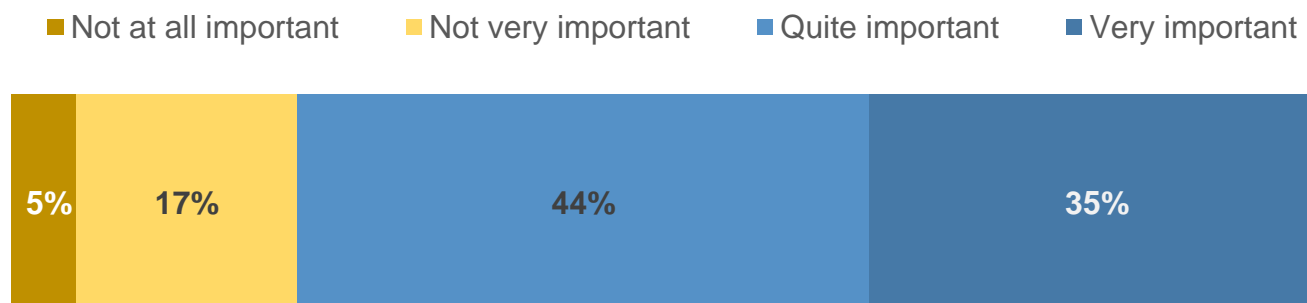
Base: All excluding don't knows (base size at head of columns)

Personal local influence

Can influence decisions affecting area



Important to feel I can influence decisions affecting area



Fewer than half the residents in the survey (47%) agree that they can influence decisions affecting their area (53% don't think they have influence)

- This is slightly down on 2015, when 51% felt they could influence decisions, but in line with 2014 (46%)
- 35-54s are more likely to agree they can influence decisions (54%) than 18-34s (44%) and the over-54s (42%)

However, Brighton & Hove residents are more likely to believe they can influence decisions than the national average (36% in the latest CLS survey)

Overall, 79% of residents think it is *quite* or *very important* that they can influence decisions in their local area

- This is slightly lower than the figure from the 2015 survey (83%)
- 21% think it is *not very/at all important* to influence local decisions
- Men are more likely to feel it is *not important* to influence decisions (27%) than women (16%)
- Younger residents are also more likely to feel it is *not important*: 18-24s (27%), 35-54s (15%) and 55+ (22%)

Brighton & Hove residents are also more likely than average to feel influencing decisions is important

- The national figure from the CLS survey is +68%

Q12 Do you agree or disagree that you can influence decisions affecting your local area?
 Q13 How important is it for you personally to feel that you can influence decisions in your local area?
 Base: All excluding "don't knows" (Q12: 952. Q13: 987)

Figures in the commentary may differ by +/- 1% from those in the chart due to rounding



Actions to influence decisions

To influence decisions, would you...	2014	2015	2016
Contact the local council/ a council official	28%	26%	25%
Contact your MP	19%	20%	23%
Contact your councillor	19%	21%	22%
Through membership of another group	7%	9%	5%
Join a campaign/demonstration/protest	5%	7%	5%
Organise a group (e.g. campaign/action group)	8%	9%	4%
Attend a public meeting	5%	5%	4%
Talk to friends/relatives	4%	4%	4%
Via social media (e.g. Facebook, Twitter)	2%	3%	4%
Sign an e-petition/online petition	3%	2%	3%
Sign a paper petition	3%	1%	3%
Organise a paper petition	2%	1%	2%
Attend a council meeting	2%	3%	2%
Contact local media or journalists	3%	2%	1%
Other	9%	15%	26%
Wouldn't do anything	4%	3%	5%
Don't know	18%	18%	18%

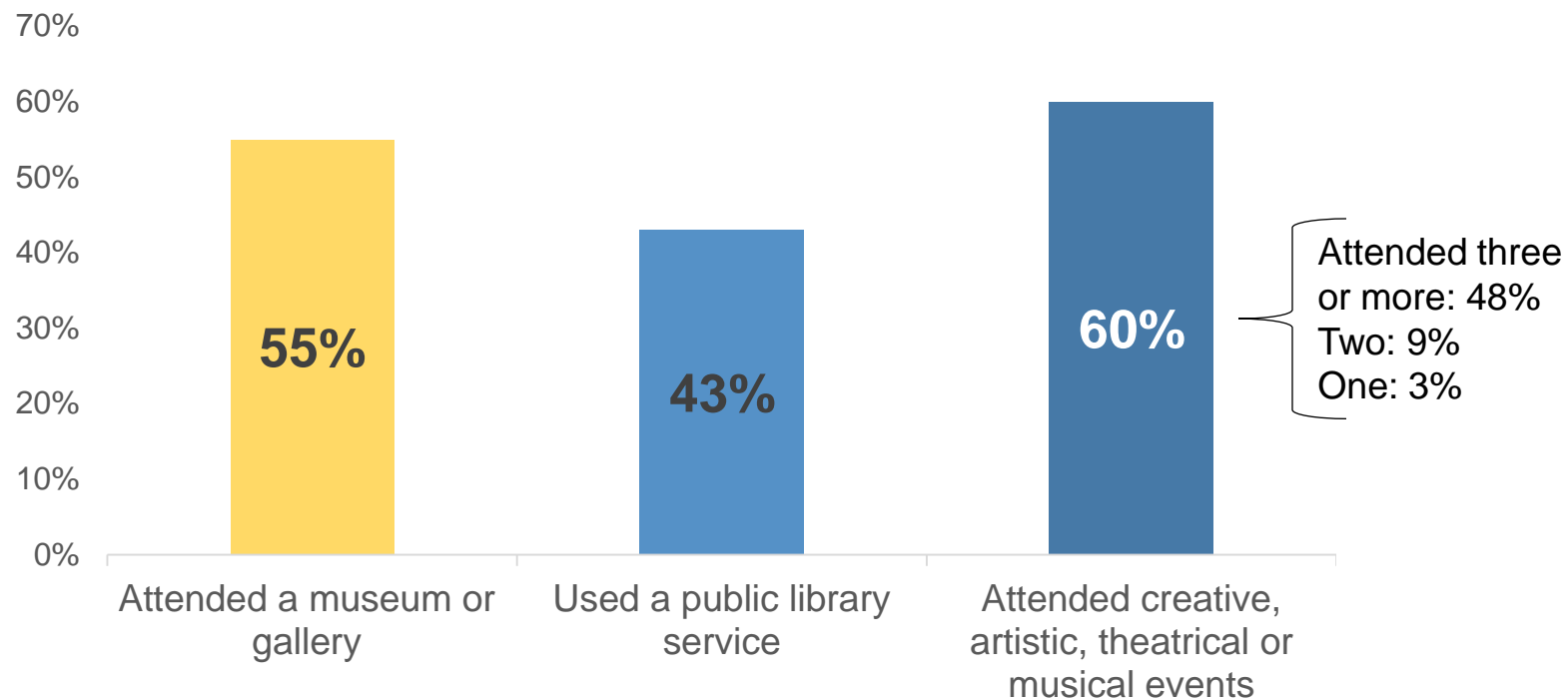
If they want to influence local decision making, residents are most likely to do so by contacting the council (25%)

- More than one in five would go direct to a specific councillor for their area (22%)
- 23% would contact their MP

Note: Percentages do not add up to 100% as residents could pick more than one option

Results – culture

Cultural activities in the past 12 months



In 2016, 60% of residents have attended a creative, artistic, theatrical or musical event

- This is in line with 2015 and 2014, when the figure stood at 61%, and above 2013 (54%) and 2012 (52%)

More than half have visited a museum or gallery in the past year (55%)

- This is below 2015 (61%) and 2014 (58%) but above 2013 and 2012, when the figure stood at 49%
- In the 2016 national TPS survey, 52% had visited a museum or gallery, slightly below the figure for Brighton & Hove

The proportion who have used a public library has declined from 49% in 2015 to 43% this year

- In 2014, 47% had used a public library
- Brighton & Hove residents use local public libraries more extensively than is the case nationally – in 2016, the TPS survey shows a national figure of 33%



Cultural activities in the past 12 months – sub group differences



Residents in the 35-54 age band are most likely to attend specific cultural events, and there are also differences by locality, disability, ethnicity and tenure

- 70% of 35-54s have attended at least one creative, artistic, theatrical or musical event in the past year, compared with 59% of 18-34s and 50% in the 55+ age group
- Local residents who attend this kind of cultural event are more likely to live in BN1 (68%) or BN3 (64%) than BN2 (52%) or BN41 (46%)
- Attendance is higher among those without a disability (64%) than those who do describe themselves as disabled (40%)
- White British (61%) and Other White (66%) residents are more likely to attend cultural events than Black & Minority Ethnic residents (48%)
- Only a third of council and housing association tenants (32%) had attended a cultural event in the past 12 months compared to nearly two thirds (65%) of residents living in other tenure

Attendance at cultural venues such as museums and galleries also varies by age, locality, disability, tenure and households with children

- 62% of 35-54 year olds have attended a museum or gallery at least once in the past year, compared with 52% of 18-34s and 49% of the 55+ age group
- Residents of BN3 (61%) and BN1 (57%) are more likely to have visited a museum/gallery than those living in BN2 (49%) or BN41 (45%)
- Disabled residents are less likely to have visited this kind of attraction (37%) than those without a disability (58%)
- Only just over a quarter (27%) of council and housing association tenants had visited a museum or gallery in the last 12 months compared to two out of five (60%) of residents living in other tenure
- Nearly two thirds of households (64%) with at least one child had visited a museum or gallery in the last 12 months compared to only a half (50%) of households without children

Usage of local libraries varies by gender, age, ethnicity, tenure, disability and households with children

- Almost half of female residents (49%) has used a public library in the past year, compared with 36% of men
- 35-54s are most likely to use the library service (48% have done so recently) compared with 40% of 18-34s and 40% of those aged 55+
- Black & Minority Ethnic residents (53%) are more likely to use library services than White British residents (41%)
- Only just under a third (31%) of council and housing association tenants had used a library in the last 12 months compared to (44%) of residents living in other tenure
- Less than a third of residents (29%) with a health problem or disability had visited a library compared to 46% of residents without a health problem or disability
- More than three out of five households (61%) with at least one child has visited a library compared to only 35% of households with no children



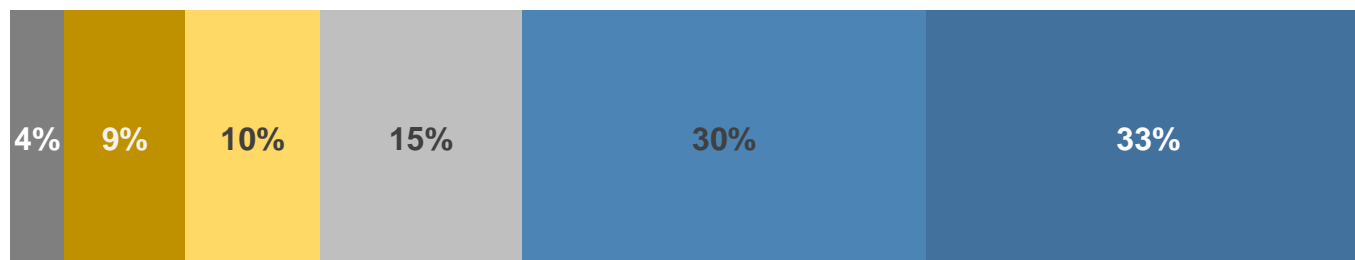
Q20 Have you attended any creative, artistic, theatrical or musical events in the past 12 months? Q21 How many events have you attended? Q22 During the last 12 months, have you attended a museum or gallery at least once? Q23 During the last 12 months, have you used a public library service at least once?

Base: All excluding "don't knows"

Results – cost of living

Ability to meet basic living costs in coming year

■ Don't know ■ Strongly disagree ■ Tend to disagree ■ Neither ■ Tend to agree ■ Strongly agree



The proportion of local residents who think they will have enough money to meet basic living costs (after housing costs) in the next year is 62%

- There is no real change when compared with 2015 (61%) and the figure for 2016 is higher than in 2014 (57%)
- However, one in five (19%) don't think they will have enough money in the coming year (down from 23% last year)

Those most likely to struggle with meeting basic living costs are concentrated in particular groups:

- Over a third living in social housing (38%) and 31% renting privately disagree that they will have the ability to meet basic living cost in the coming year compared to only 11% of those who own their home either out right or on a mortgage
- Over a quarter aged 18 to 34 (27%) compared to only 15% of those aged 35-64 and 11% of those aged 65 or over
- A third of those with a health problem or disability that affects their activity (35%) compared to only 17% without.

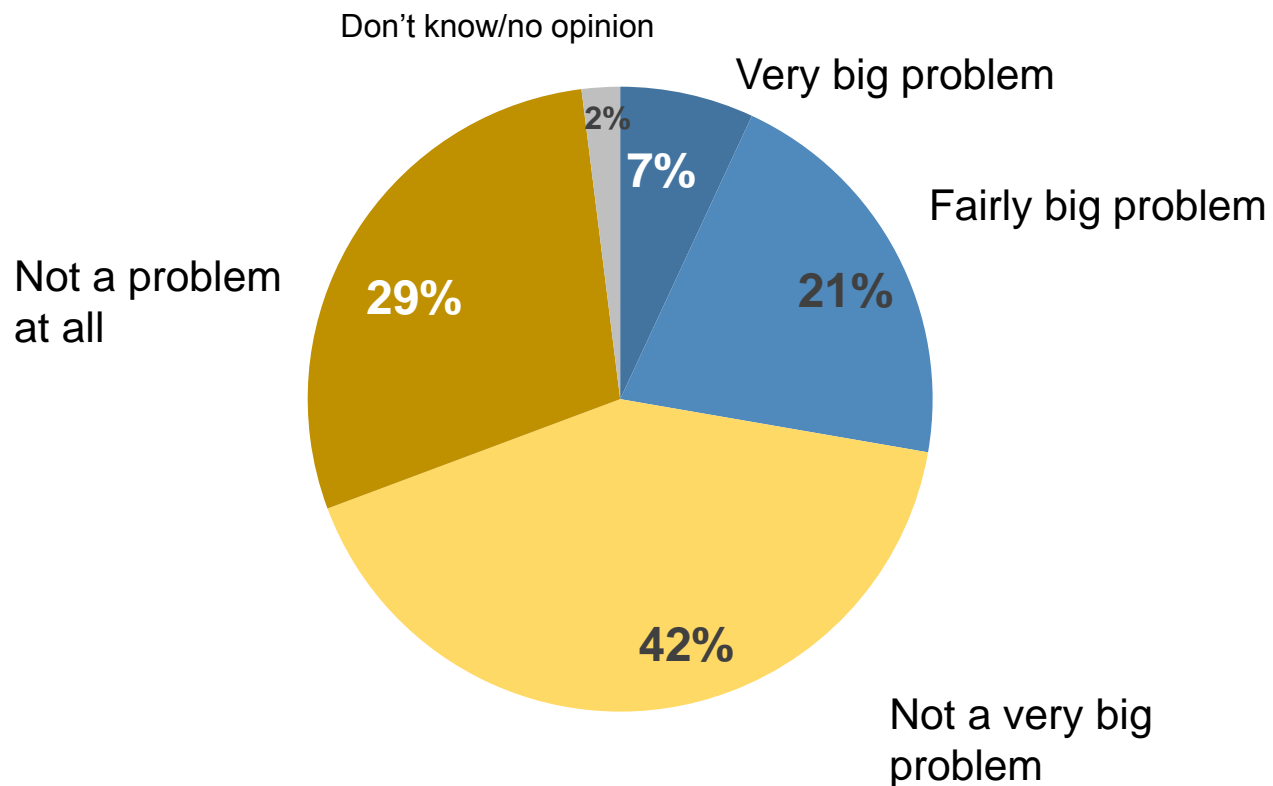
Q19 Thinking about the next year, how much do you agree or disagree that you will have enough money, after housing costs, to meet basic living costs? By this I mean to pay for food, water and heating?
Base: All including "don't knows" (1002)

Figures in the commentary may differ by +/- 1% from those in the chart due to rounding



Results – local environment

Air pollution in your street



More than a quarter of local residents (28%) say air quality is a *very big* or *fairly big* problem in their own street

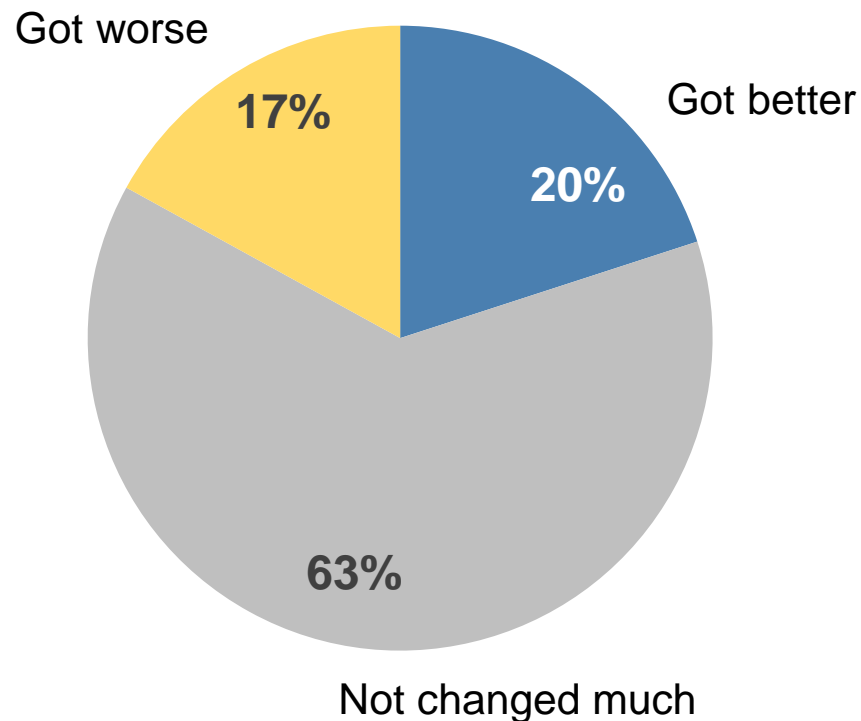
- This is up from 25% in 2015, on a par with 2014, when the figure also stood at 28%
- Prior to 2014, residents were asked about the city as a whole rather than their own street, with 40% saying it was a very/fairly big problem in 2013 (46% in 2012)

42% of residents say air pollution is *not a very big* problem and 29% think it's *not a problem at all*

Residents aged 35-54 are more likely to regard air pollution as a problem (31%) than those aged 55+ (25%)



How area has changed



One in five (20%) residents think their local area has *got better* to live in during the past two years

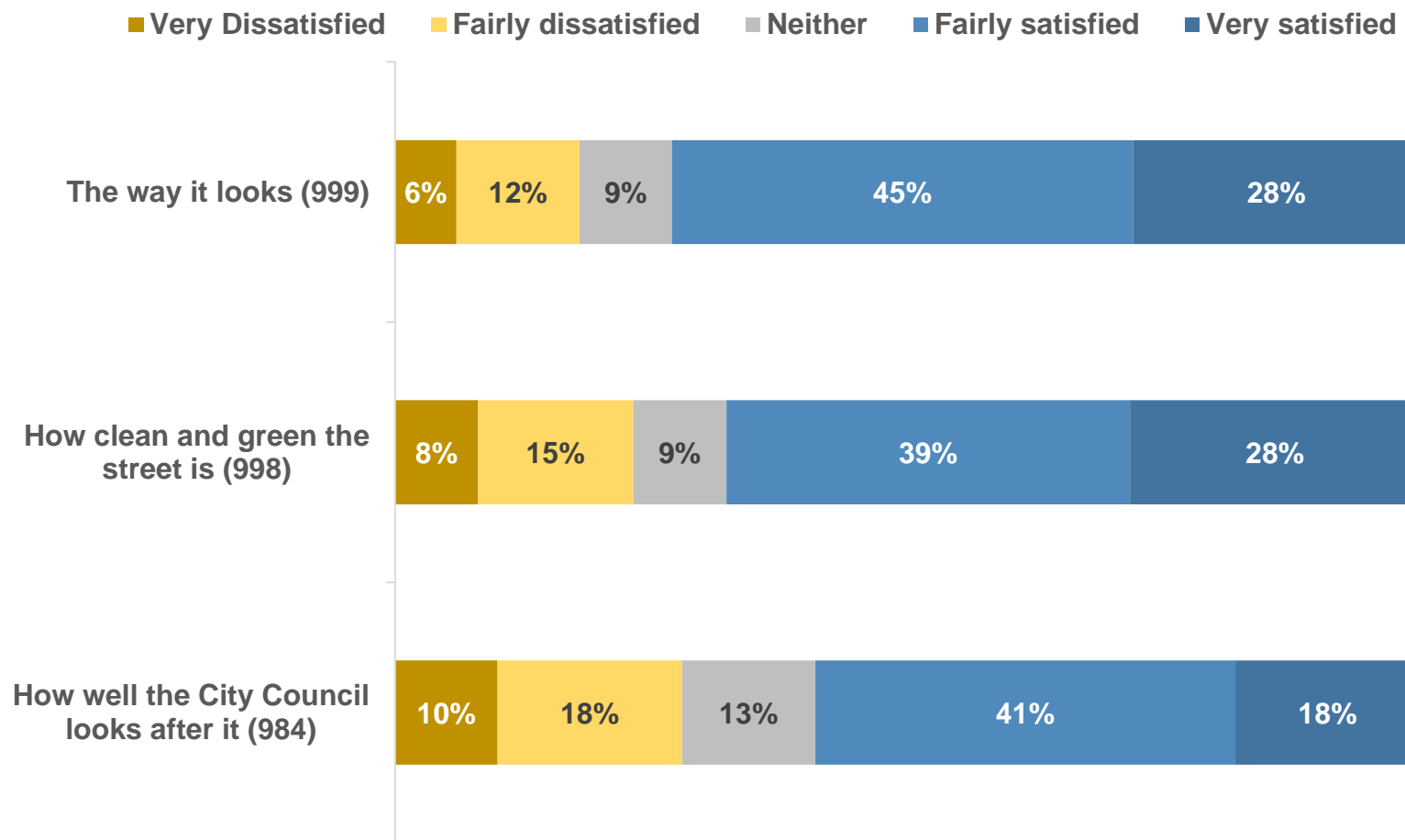
- The majority (63%) say things *haven't changed much*, while 17% say their area has *got worse*
- In 2015, 22% said their area had *improved* and 18% felt it had *got worse*
- Nationally, CLS data shows that 18% of people feel their area has *got better*, slightly below Brighton & Hove (17% say “*got worse*” in the CLS survey)

As in 2014 and 2015, those in the 55+ age band are more likely to feel their area has *got worse* (26%)

- 11% of 18-34s and 17% of 35-54s feel this way
- Residents with a disability are more inclined to say their area has *got worse* (31%) than those without a disability (15%)
- BN2 residents are more likely to feel their area has worsened (21%) than BN1 and BN3 residents (15% in each case)
- 29% of carers feel their area has *got worse*, with only 13% thinking it had *got better*



Satisfaction with the street where you live



In total, 73% are satisfied with the way their street looks while 18% are dissatisfied

- Satisfaction is slightly lower when compared with 2015 (76%) Residents are more likely to be *satisfied* with the way their street looks in BN1 (77%) and BN3 (79%) than BN2 (66%) or BN41 (62%)
- HA tenants (36%), Carers (30%) and those with a health problem or disability (27%) are most likely to be dissatisfied

Two in three residents (67%) are satisfied with how clean and green their street is, a quarter (24%) are dissatisfied

- Satisfaction is lower and dissatisfaction higher than in 2015 (72% were satisfied and 19% dissatisfied)
- 18-34s are more *satisfied* (71%) than 35-54s (64%)
- BN41 residents are less likely to be *satisfied* (53%) than those living in BN3 (73%), BN1 (70%) and BN2 (63%)
- Carers (32%) are more likely to be dissatisfied than none carers (23%)

Three in five residents (59%) are satisfied with the way the City Council looks after their street, 28% are dissatisfied

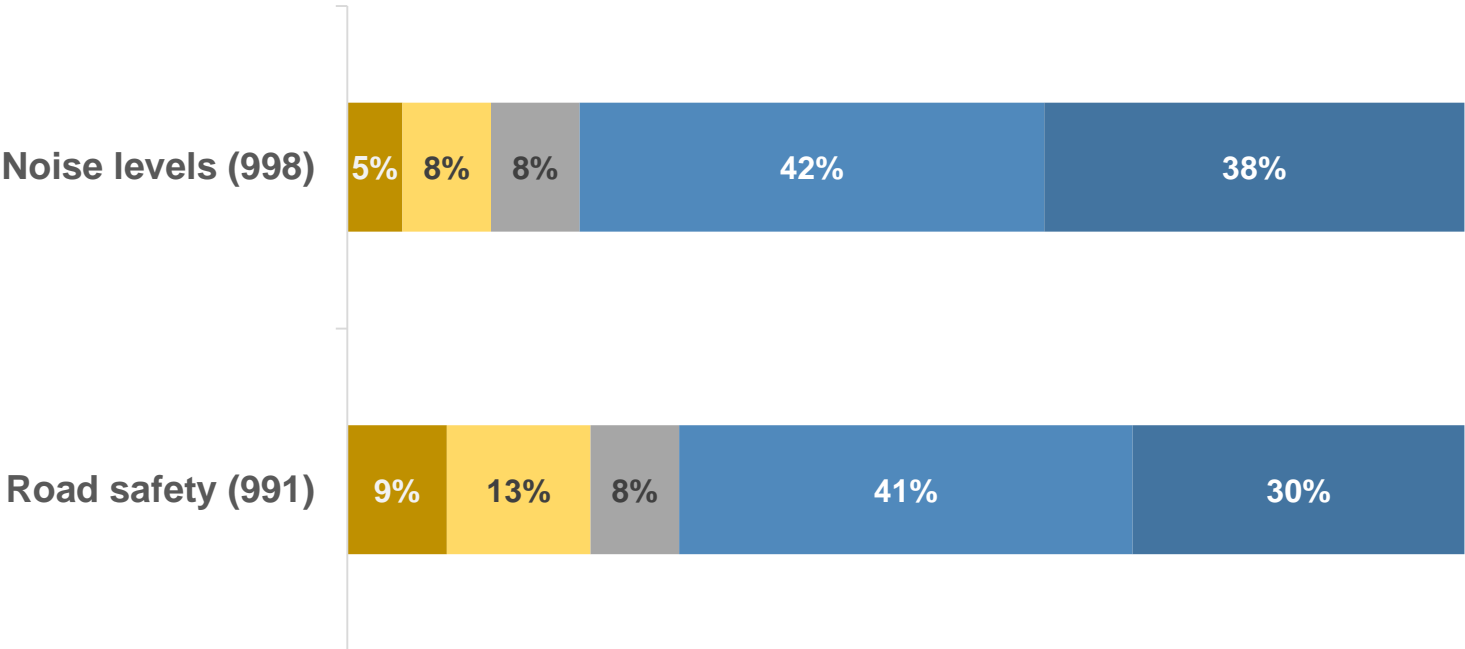
- Satisfaction is down from 66% in 2015
- Residents aged 18-34 are more likely to be *satisfied* (64%) than 35-54s (54%) and those aged 55+ (58%)
- Black & Minority Ethnic residents report higher satisfaction (67%) than White British residents (57%)
- Residents living in BN3 report the highest satisfaction (66%) of the four postcode localities, while the weakest is in BN41 (43% satisfied)
- Carers (35%) are more likely to be dissatisfied than none carers (27%)

Q2 Thinking about the street where you live, how satisfied are you with the...?
Base: All excluding "don't knows" (base sizes in brackets for each bar)

Figures in the commentary may differ by +/- 1% from those in the chart due to rounding

Satisfaction with the street where you live

■ Very Dissatisfied
 ■ Fairly dissatisfied
 ■ Neither
 ■ Fairly satisfied
 ■ Very satisfied



Eight in ten residents (80%) are satisfied with the level of noise in their street, with 12% dissatisfied

- Satisfaction levels are unchanged compared with 2015

More than seven in ten (71%) residents are satisfied with road safety, more than one in five (21%) are dissatisfied on this measure

- Levels of satisfaction have declined since 2015 (76%)
- 35-54 year olds (26%) and those aged 55+ (24%) report higher levels of dissatisfaction with road safety than 18-34s (14%)
- Disabled residents are more likely to be dissatisfied (30%) than those without a disability (19%)
- Dissatisfaction with road safety is higher in BN41 (31%) than BN2 (26%), BN1 (19%) and BN3 (15%)

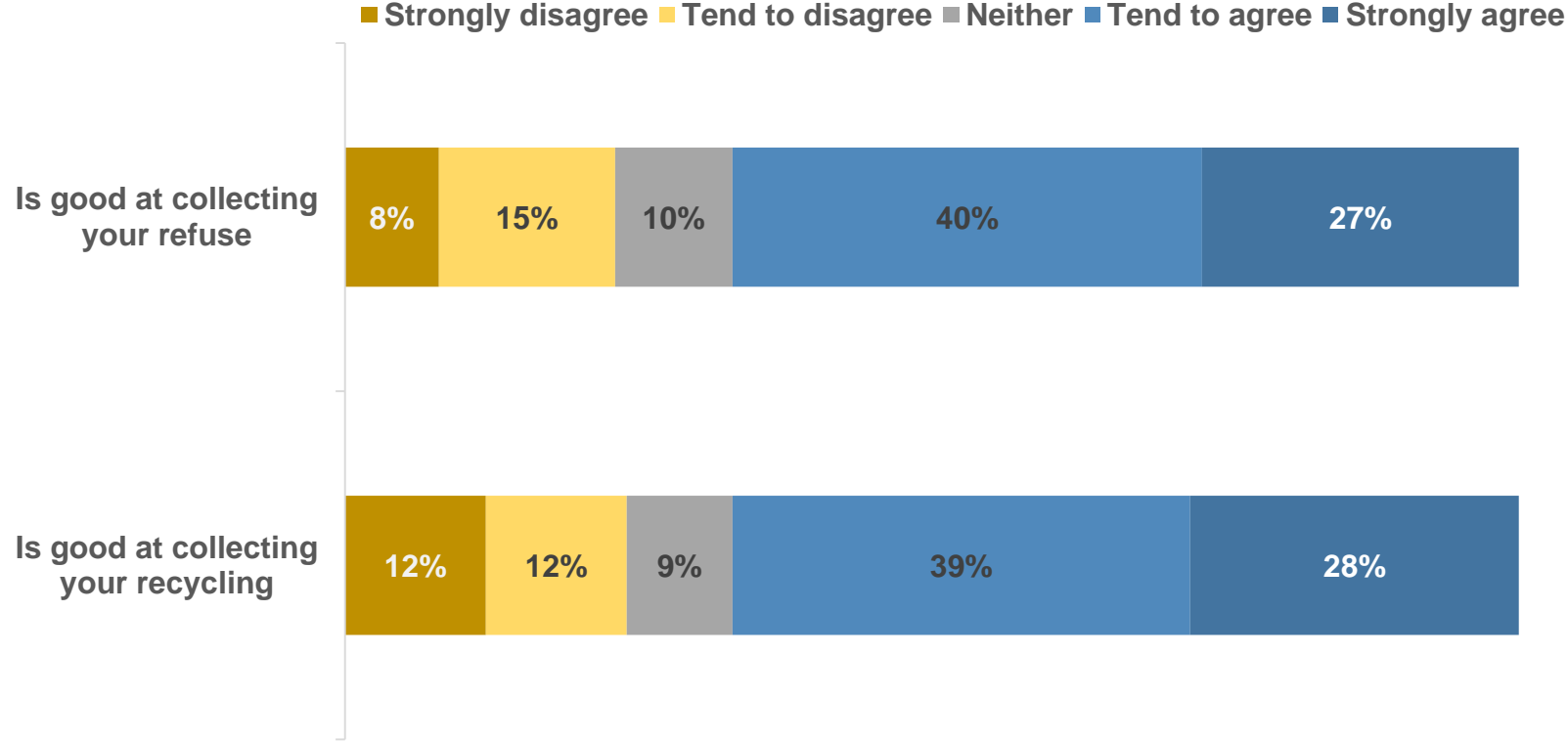


Q2 Thinking about the street where you live, how satisfied are you with the...?
 Base: All excluding "don't knows" (base sizes in brackets for each bar)

Figures in the commentary may differ by +/- 1% from those in the chart due to rounding

Results – council services

Refuse and recycling



In total, 67% of Brighton & Hove residents agree that the Council is good at collecting refuse, including 27% who strongly agree

- This is up from 63% in 2015
- Meanwhile, 23% disagree, and don't think the Council is good at refuse collection
- Housing association tenants (42%) are most likely to disagree that the council is good at collecting refuse compared to 21% of all other tenure

As with refuse in general, 67% agree that the Council is good at collecting recycling

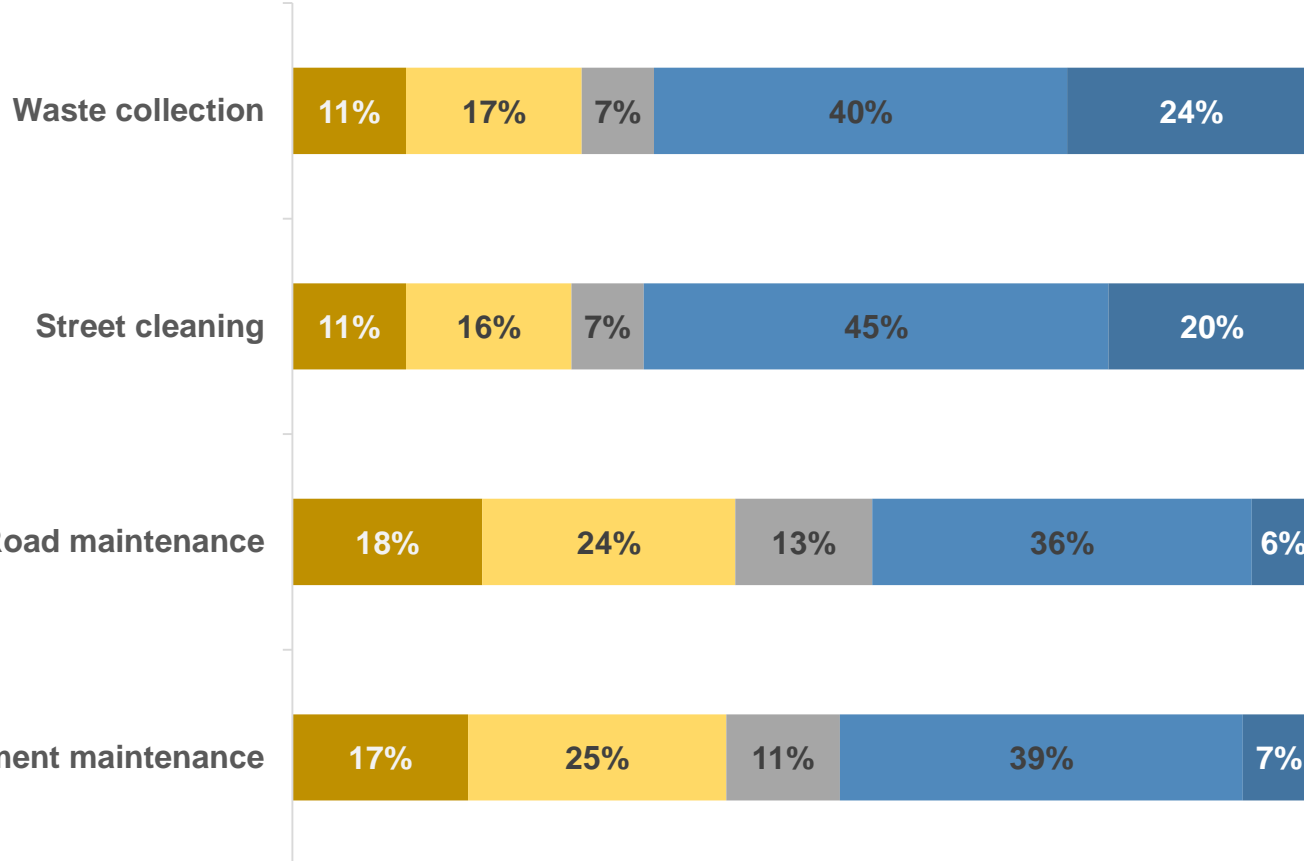
- This figure is unchanged when compared with 2015
- However, 24% disagree with the statement
- Residents in BN1 (26%) and BN2 (26%) are more likely to disagree than residents in BN3 (21%) and BN41 (16%)
- Housing association tenants (41%) and private renters (34%) are most likely to disagree compared to only 17% of all other tenure



Satisfaction with waste collection, street cleaning and street maintenance services



■ Very Dissatisfied ■ Fairly dissatisfied ■ Neither ■ Fairly satisfied ■ Very satisfied



Don't know

1%

1%

2%

1%

For the second year in succession, 64% of local residents are satisfied with *waste collection services*

- When compared with national LGA figures for waste collection (80% *satisfied*) Brighton & Hove is well below average
- Nationally 14% are dissatisfied with waste collection, but the figure rises to 28% in Brighton & Hove

Satisfaction with *street cleaning* in the city also remains relatively constant, with 65% satisfied compared to 66% last year.

- For this service, Brighton & Hove is closer to the national average which stands at 69% in the latest LGA figures
- In 2016 one in four (27%) are dissatisfied compared to 20% seen national in the LGA survey

The level of satisfaction with *road maintenance* slips from 46% in 2015 to 43% this year, and dissatisfaction is up from 38% to 42%

- For road maintenance, Brighton & Hove is in line with the national LGA average of 43% satisfied

46% of residents are satisfied with *pavement maintenance* (48% in 2015)

- Brighton & Hove underperforms the national LGA average for pavement maintenance which is currently 54%



Q26 I am going to read out a number of different types of services that are provided by Brighton & Hove City Council in your area. I would like you to tell me how satisfied or dissatisfied you are overall with your council's...
Base: All including "don't knows" (1003)

Figures in the commentary may differ by +/- 1% from those in the chart due to rounding

Satisfaction with waste collection, street cleaning and street maintenance services - sub group differences

Waste collection service

- Housing association tenants (47%) and private renters (39%) are most likely to be dissatisfied with the waste collection service which compares to 24% all other tenure

Street cleaning service

- Residents in BN41 (39%) are most dissatisfied with the street cleaning service compared to 26% of residents across BN1, BN2 and BN3
- Housing association tenants (47%) are most likely to be dissatisfied with street cleaning service compared to 26% of all other types of tenure.
- Nearly two in five (38%) of residents with a health problem or disability that affects the activity a lot are dissatisfied with the street cleaning service compared to 26% of all other residents

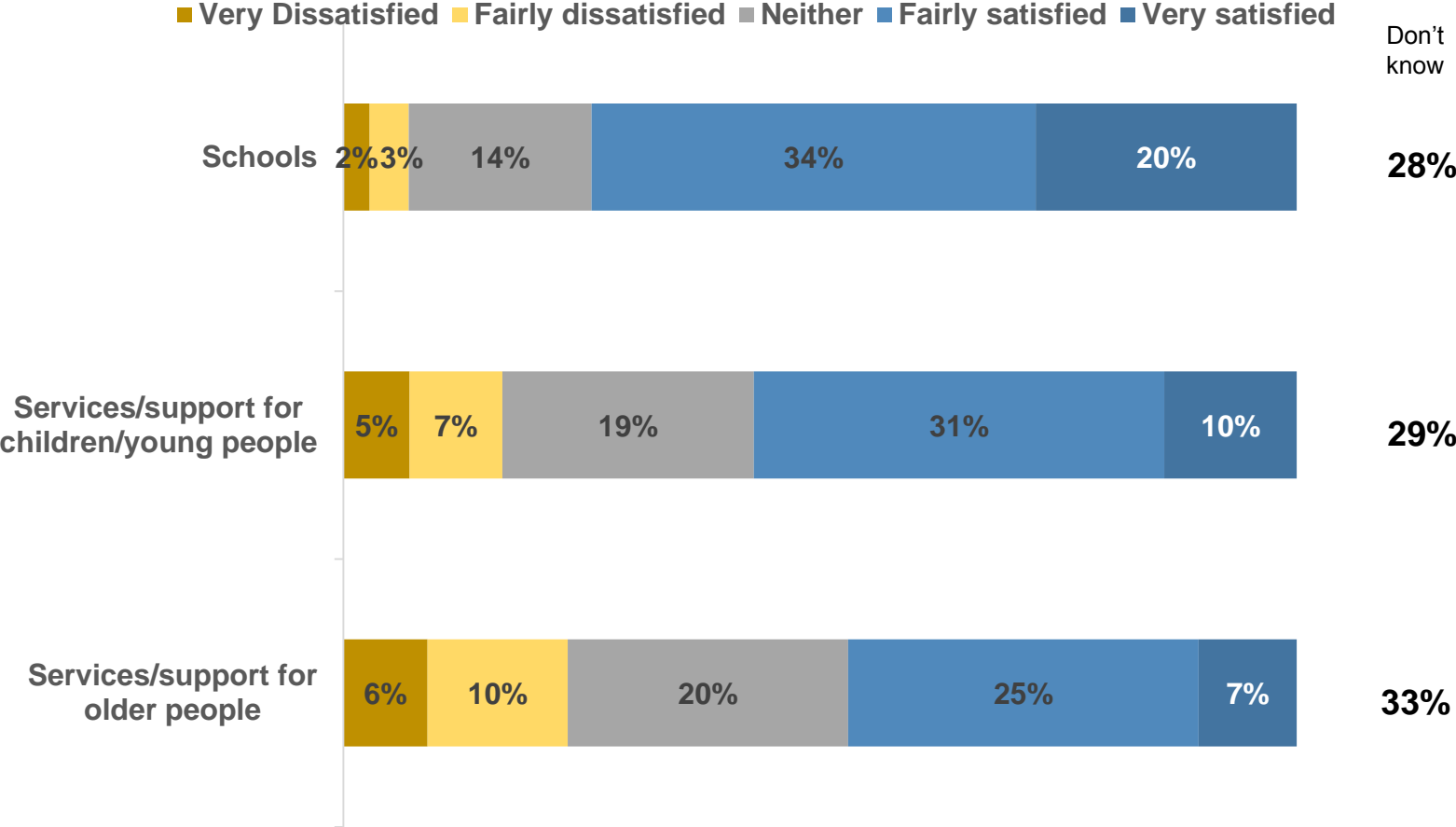
Road maintenance

- More than a half of residents with a health problem or disability (55%) are dissatisfied with the road maintenance compared to 40% of all other residents

Pavement maintenance

- More than three out of five (63%) of residents in BN41 are dissatisfied with pavement maintenance compared to two out of five (40%) across BN1, BN2 and BN3
- More than three out of five (61%) of residents aged 75 or over are dissatisfied with pavement maintenance compared to 53% of those age 55-74 and only 29% of those aged 18-34
- More than a half of residents (53%) with a health problem or disability are dissatisfied with pavement maintenance compared to only 40% of all other residents

Satisfaction with education and support services



Don't know
28%
29%
33%

As was the case in 2015, more than half of residents (54%) are satisfied with the Council's schools, while 5% are dissatisfied. However, three quarters (76%) of households with at least one child were satisfied with less than one in ten (9%) dissatisfied.

The level of satisfaction with services and support for children/young people is lower in 2016 (40%) than in 2015 (47%). However satisfaction is higher among respondents aged 18 to 24 (56%) and in households with at least one child (55%). Nationally, 49% of residents are satisfied with these services, according to the most recent LGA figures

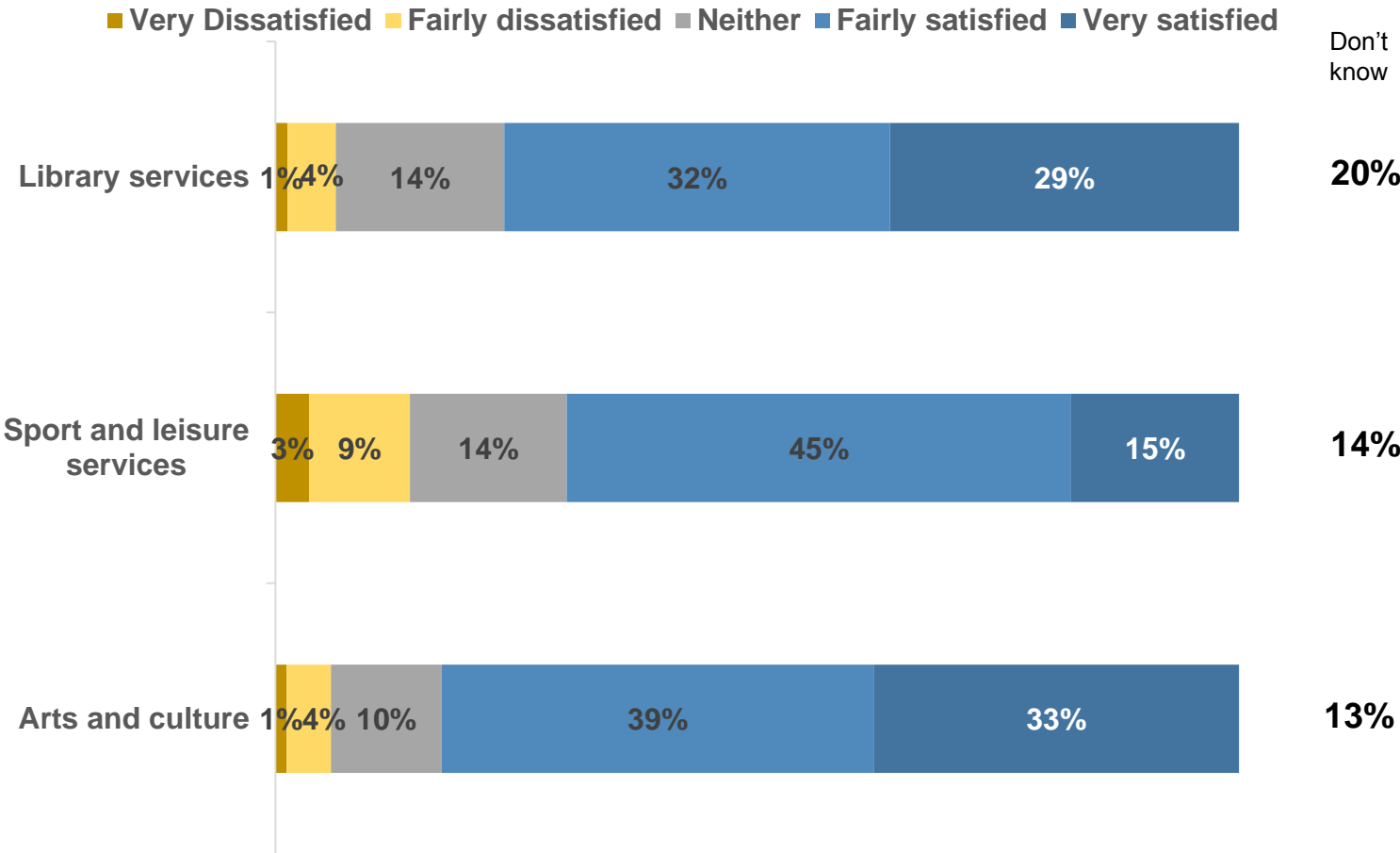
Overall, 32% of residents express satisfaction with services and support for older people in Brighton & Hove, while 15% were dissatisfied. Satisfaction is higher among residents aged 75 or over (50%) with dissatisfaction similar (14%). Satisfaction is at similar levels to 2015 (33%). The Brighton & Hove's figure is below the national average of 45% reported in the June 2016 LGA survey



Q26 I am going to read out a number of different types of services that are provided by Brighton & Hove City Council in your area. I would like you to tell me how satisfied or dissatisfied you are overall with your council's...
Base: All including "don't knows" (1003)

Figures in the commentary may differ by +/- 1% from those in the chart due to rounding

Satisfaction with other services



Three in five residents (61%) are satisfied with *library services* in Brighton & Hove, below the figure for 2015 which stood at 66%

- Satisfaction with library services is the same as the national average reported by the LGA, which is also currently at 61%
- Female residents (35%) are more likely to be *very satisfied* with library services than males (23%)

60% of Brighton & Hove residents are satisfied with *sport and leisure services* in the city, slightly down on 2015 (64%)

- Brighton & Hove is slightly below the national average of 64% satisfied reported in the most recent LGA survey

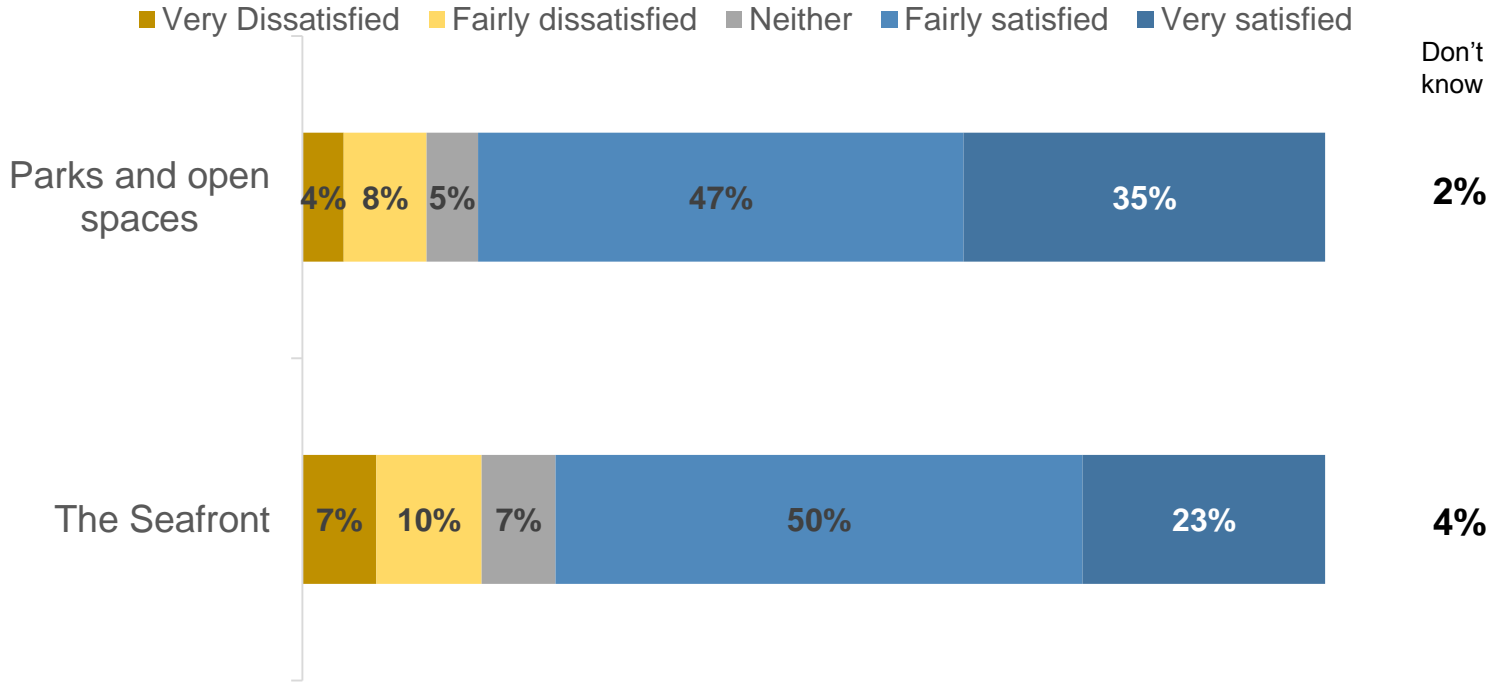
In total, 72% of Brighton & Hove residents are satisfied with *arts and culture provision* in the city, down from 75% last year

- Residents aged 35-54 report the most *very satisfied* ratings (39%) compared with 18-34s (32%) and those aged 55+ (26%)
- Disabled residents are less likely to be *very satisfied* (24%) than those without a disability (34%)



Q26 I am going to read out a number of different types of services that are provided by Brighton & Hove City Council in your area. I would like you to tell me how satisfied or dissatisfied you are overall with your council's...
 Base: All including "don't knows" (1003)

Satisfaction with the city environment



82% of Brighton & Hove residents are satisfied with *parks and open spaces*, down from 86% in 2015

- Residents of BN3 report the highest level of very satisfied scores by locality (42%), compared with 37% in BN1, 31% in BN2 and 19% in BN41
- Social housing tenants (22%) and residents with a health problem or disability (21%) are most likely to be dissatisfied compared to 10% of all other residents

Levels of satisfaction with *The Seafront* are broadly similar to last year, 72% satisfied in 2015, 73% in 2016

- Residents of BN3 (32%) are most likely to be very satisfied, compared with 22% in BN1, 19% in BN2 and 17% in BN41
- More than nine out of ten (92%) of residents aged 18-24 are satisfied compared to only 65% of residents aged 55 or over



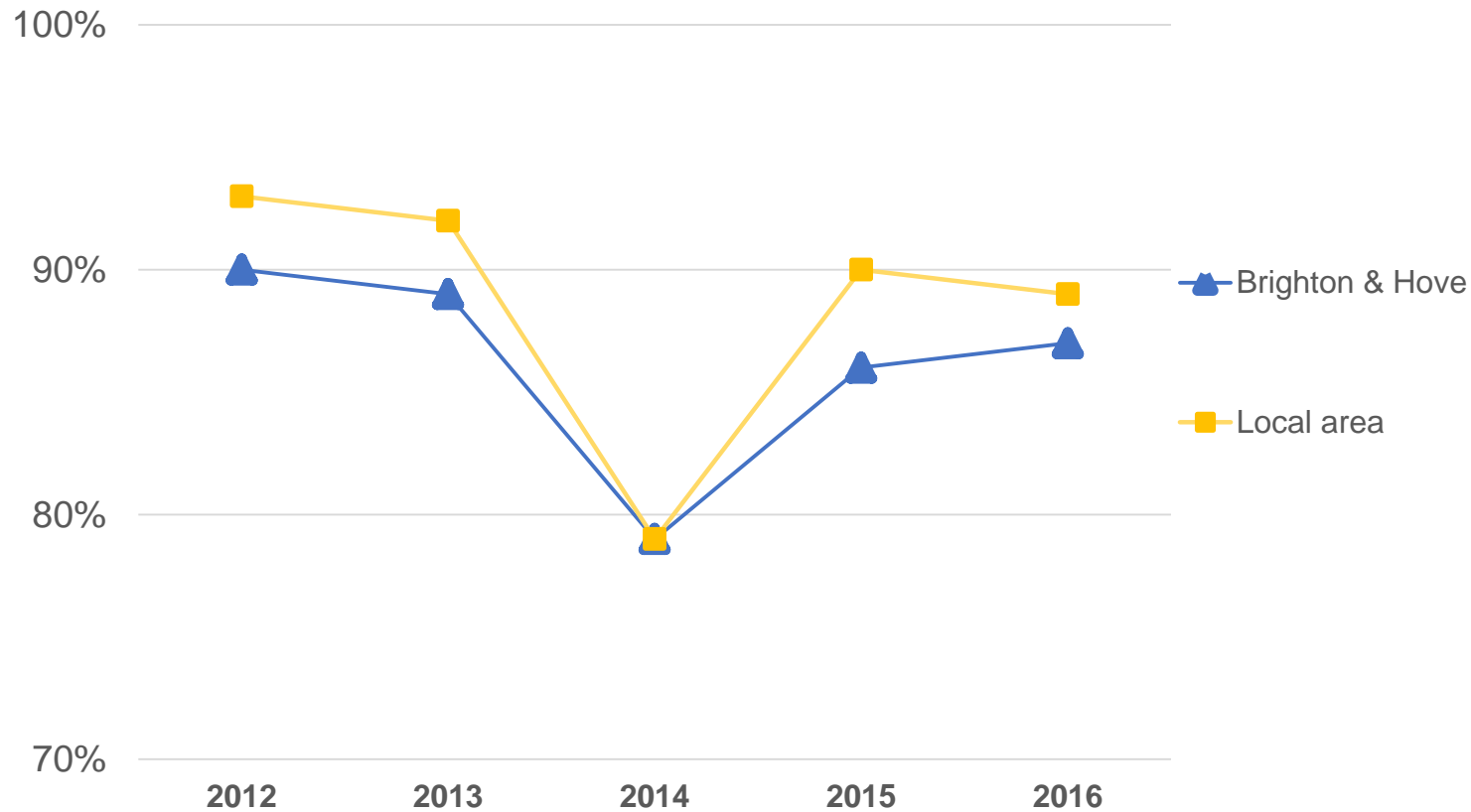
Q26 I am going to read out a number of different types of services that are provided by Brighton & Hove City Council in your area. I would like you to tell me how satisfied or dissatisfied you are overall with your council's...

* Question wording amended for 2014 – previous wording asked about "...Brighton & Hove's parks and open spaces (including access to the South Downs)"

Base: All including "don't knows" (1003)

Year-on-year comparisons

Satisfaction with Brighton & Hove and local area as a place to live – proportion “satisfied”



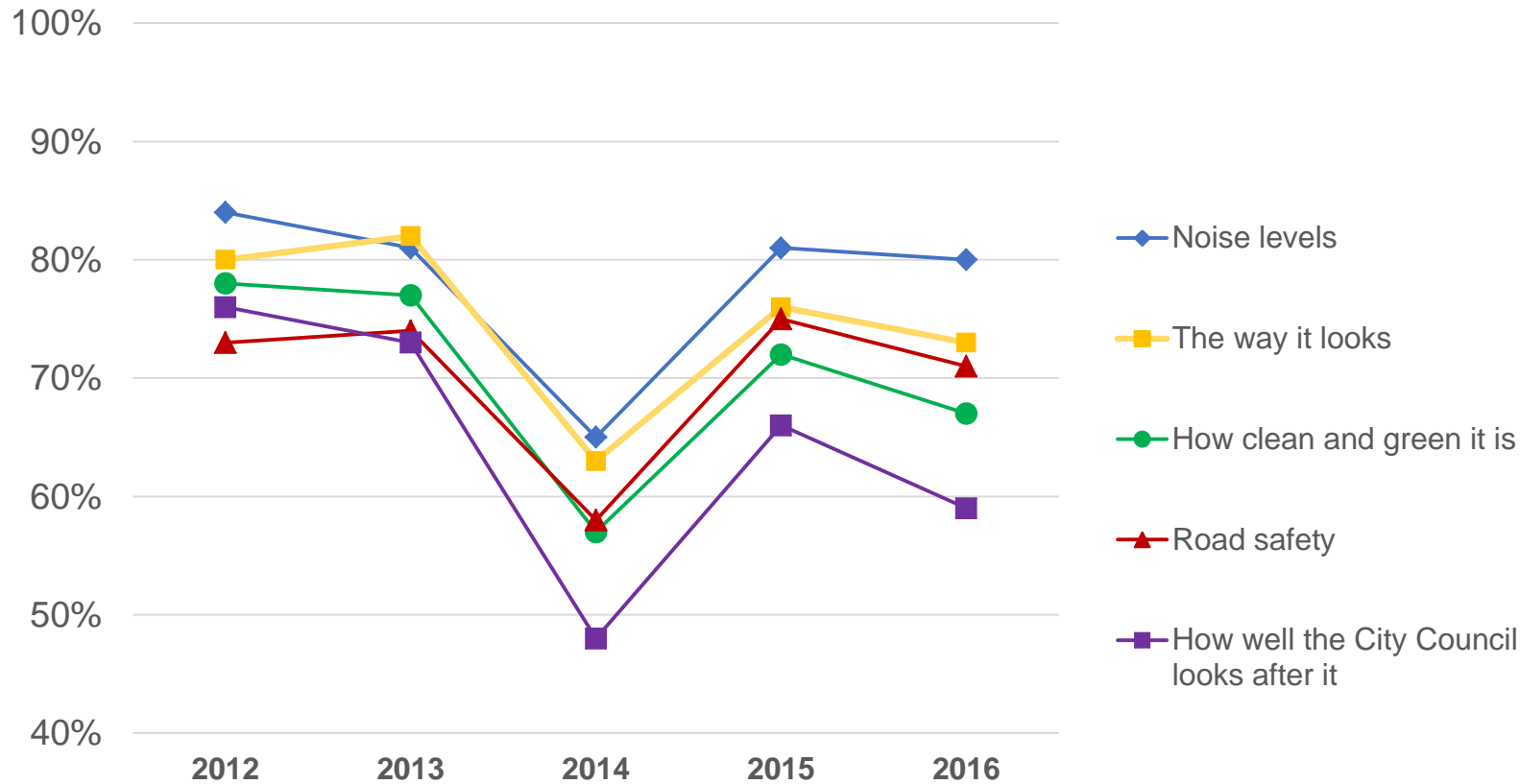
Residents' satisfaction with Brighton & Hove as a place to live improves slightly compared with 2015

Satisfaction with the local area is slightly down when compared to last year

Ratings on both measures remain below the high scores reported in 2012 and 2013



Satisfaction with the street where you live – proportion “satisfied”



Following the significant uplift in ratings for aspects of “*the street where you live*” between 2014 and 2015, ratings have declined by three or more percentage points for four of the five aspects this year

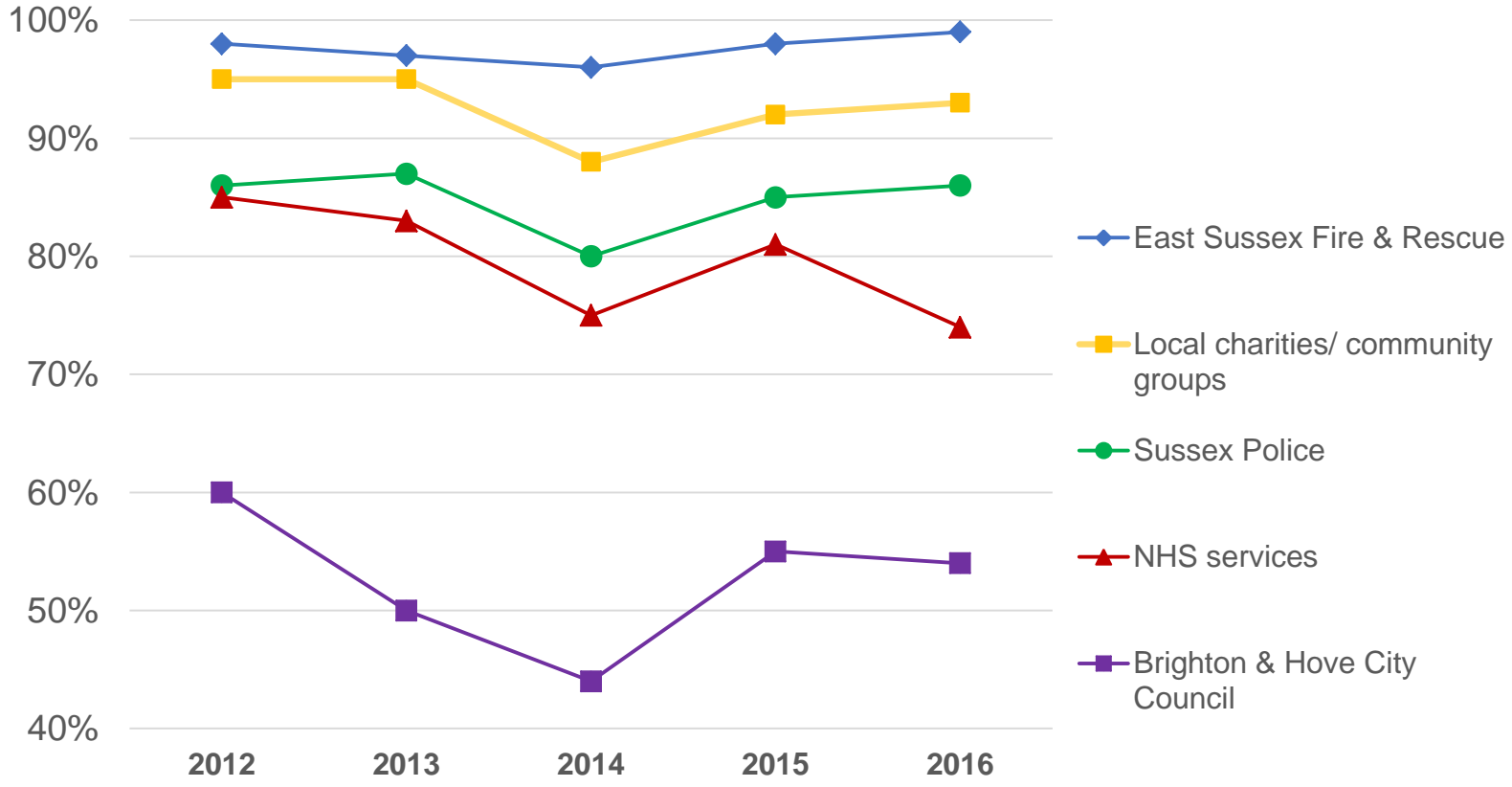
Satisfaction with *noise levels* is broadly similar to 2015 and in line with 2013

Meanwhile, satisfaction with *the way the street looks* and *road safety* are slightly down on 2015, declining by 3 and 4 percentage points, respectively

Ratings for how *clean and green* the street feels drop by 5 percentage points, while ratings of *how well the City Council looks after local streets* dips by 7 percentage points



Wise use of money – proportion “agree”



The numbers of residents who feel budgets are wisely spent by local Fire & Rescue services, Sussex Police and local charities/community groups remain high and consistent in 2016 when compared with 2015

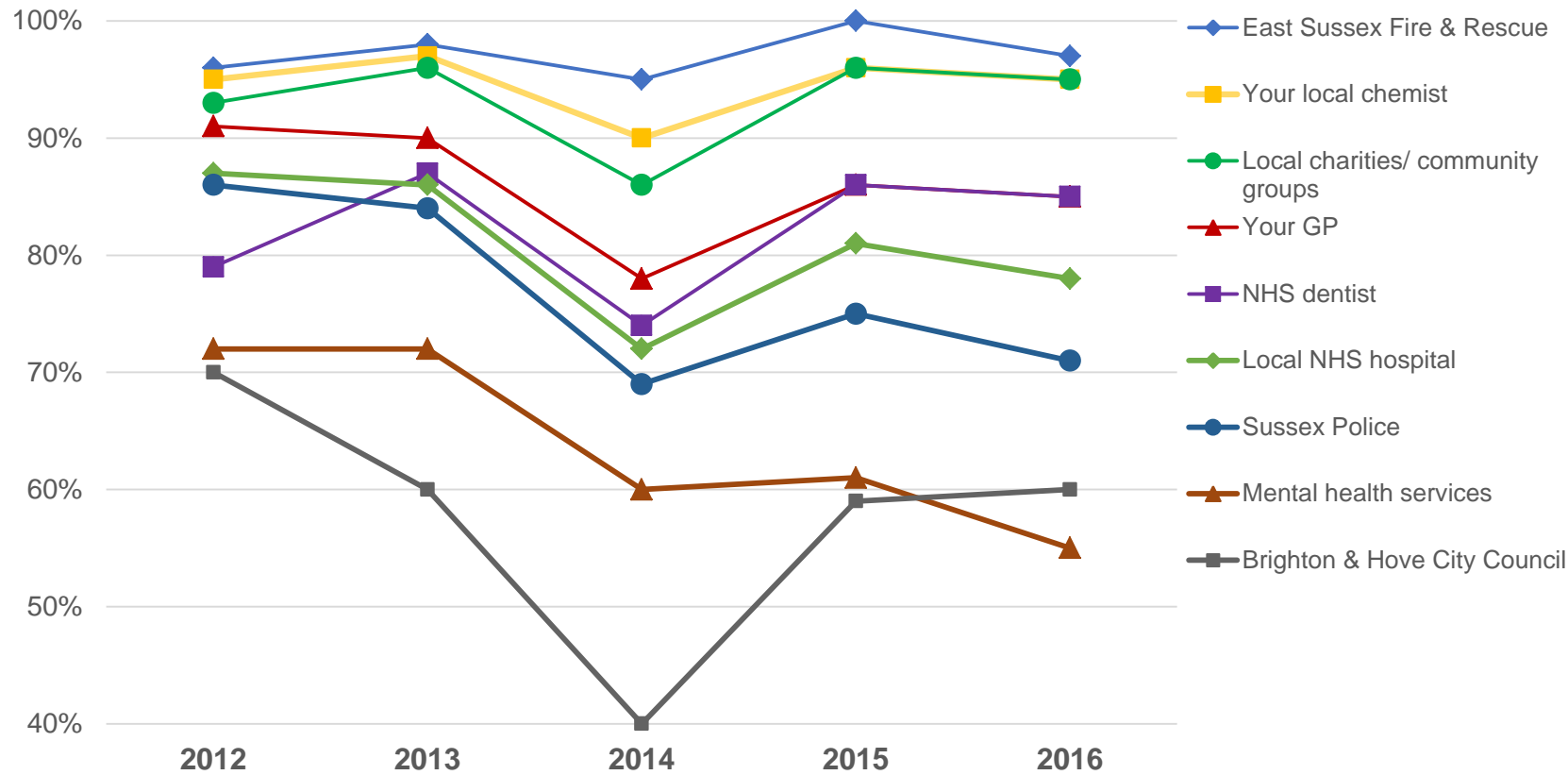
While the proportion agreeing that the City Council spends money wisely is much lower than for these services, there is no change when compared with 2014

However, there is a marked decline of 7 percentage points in the proportion feeling that local NHS services spend money wisely, which is now at a five year low



Q6 To what extent do you agree or disagree that the following organisations use money wisely?
Base: All excluding “don’t knows”

User satisfaction with services – proportion “satisfied”



Satisfaction amongst users of *Brighton & Hove City Council* remains consistent when compared with figures from 2015, and is well above the low point reported in 2014

Levels of satisfaction ratings decline by three or more percentage points for: *mental health services, Sussex Police and NHS hospital services* from 2015 to 2016

User ratings of Fire & Rescue services also decline by 3 percentage points, but started out at 100% satisfied in 2015, so satisfaction is still exceptionally high with this service

Users of the other services measured report broadly similar levels of satisfaction this year when compared to 2015



Results – key point summary

Key point summary 2016

- In the 2016 residents survey, figures indicate that nine in ten Brighton & Hove residents are satisfied with the *their local area* as a place to live
 - On this measure, Brighton & Hove outperforms the comparison data drawn from two separate national surveys (LGA and CLS)
 - Residents also report high levels of satisfaction with the city as a place to live overall, as well as with aspects of the local environment such as the Seafront, parks and open spaces
- However, there are some areas where satisfaction with the immediate environment has weakened when compared with 2015
 - Asked about *the street where I live*, residents are less likely to be satisfied with how it looks, how clean and green it is and the way the Council looks after it
 - In particular, Brighton & Hove residents are well below the national average when it comes to satisfaction with waste collection services
- Set in the context of broader public services within the city, user satisfaction with the Council and perceptions that it uses money wisely have remained broadly similar compared with last year
 - Ratings for some other local services have declined notably year-over-year, particularly mental health services and Sussex Police
 - However, Brighton & Hove residents are less likely to feel their Council provides good value for money compared with national benchmark figures
- Brighton & Hove residents are more likely than average to get involved in civic action and are more likely to feel having an opportunity to influence local decisions is important
 - They also have more confidence that they do influence local decisions than the UK population as a whole
 - However, local residents feel less well-informed about services and benefits provided by the Council, and also feel the Council is less likely to act on their concerns than elsewhere in the country