

# 2018 City Tracker summary

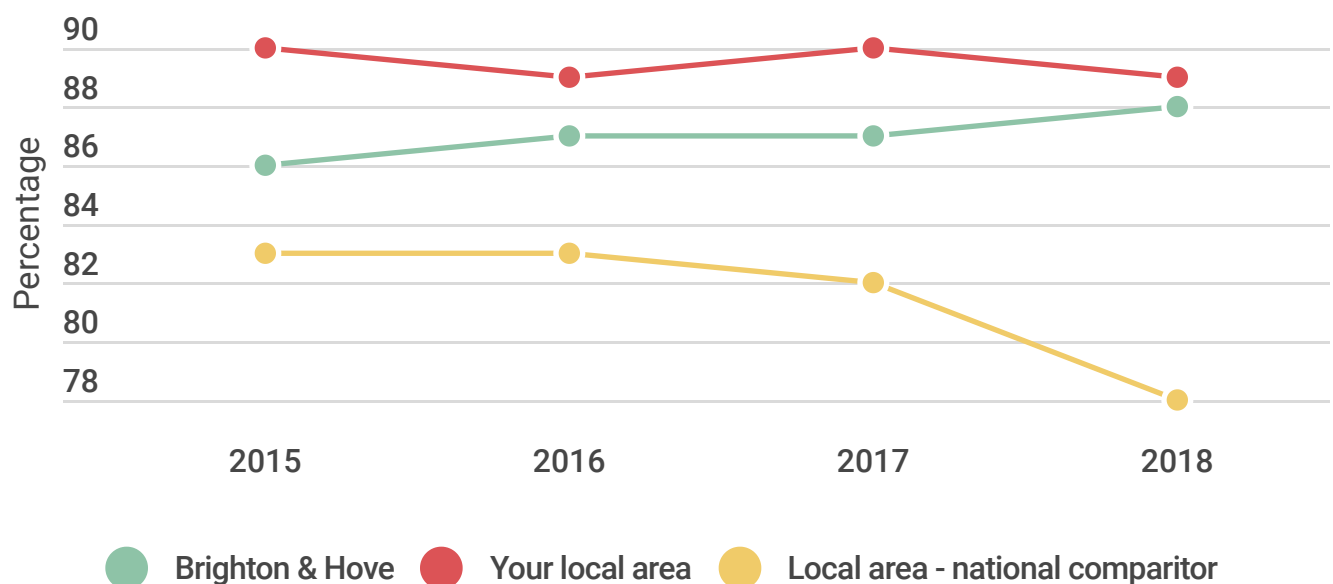
## Introduction and methodology

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 indicators and the monitoring of essential city services. Some of the questions included in the survey can be compared with data from national research studies. This gives perspective on how Brighton & Hove compares with the rest of the country. The results are also compared with previous City Tracker Survey undertaken annually at the same time of year since 2012.

The survey covers Brighton & Hove's adult population aged 18 or older. 1,003 residents were interviewed via a telephone survey. Fieldwork took place between 17 September and 9 November 2018. Flexible quotas were set to ensure the sample closely matched the actual population profile by gender, age, ethnicity and postcode sector. All data in this report is weighted to match the local population by age, gender and postcode sector.

## Brighton & Hove as a place to live

### Percentage satisfied with Brighton & Hove and their local area as a place to live



- Nine out of ten residents (88%) are satisfied with Brighton & Hove as a place to live. The highest in the past 4 years.
- Similar to what has been seen over the past 4 years, nine out of ten residents (89%) are also satisfied with their local area as a place to live.
- Residents satisfaction with their local area as a place to live is significantly higher than is found nationally (78%).

## Day to day experience of living in Brighton & Hove



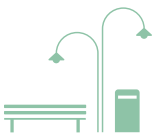
Residents report mixed messages about how their local area is changing over time. While 17% of residents say their area has got better in the past two years, slightly more (21%) say their area has got worse (62% feel that their area has not changed much). The proportion feeling that their area is improving is gradually decreasing, down from 22% four years ago.



Residents feel safe when outside in their local area. Almost all residents (96%) feel safe during the daytime when outside in their local area. After dark the number feeling safe drops to 79%, with one in ten (11%) feeling unsafe. Brighton & Hove residents are slightly more likely to feel safe when outside in their local area than across the UK as a whole (93% during the day and 76% after dark).



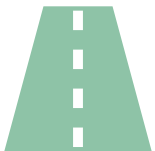
A significant minority of residents don't think that they have enough money to meet basic living costs (food, water and heating). Two thirds of residents (66%) agree they will have enough money to meet basic living costs during the next 12 months. However one in five (21%) disagree. Younger residents are three times more likely to think they will not have enough money to meet basic living cost compared to older residents. While residents who rent their home are two to three times more likely to think they will not have enough money to meet basic living cost compared to residents that own their home.



Satisfaction with the way the city's streets look varies by location. Broadly similar to last year just under four out of five residents (78%) are satisfied with the way their street looks, while 14% are dissatisfied. Residents in BN1 (80%) and BN3 (82%) are significantly more satisfied with the way their street looks than those in BN2 (73%).



Satisfaction with noise levels varies by location. Similar to last year, four out of five residents (79%) are satisfied with noise levels in their street. While 13% are dissatisfied. Satisfaction with noise levels is slightly higher among those who live in BN41 (84%) and BN3 (82%) when compared with residents of BN2 (73%).



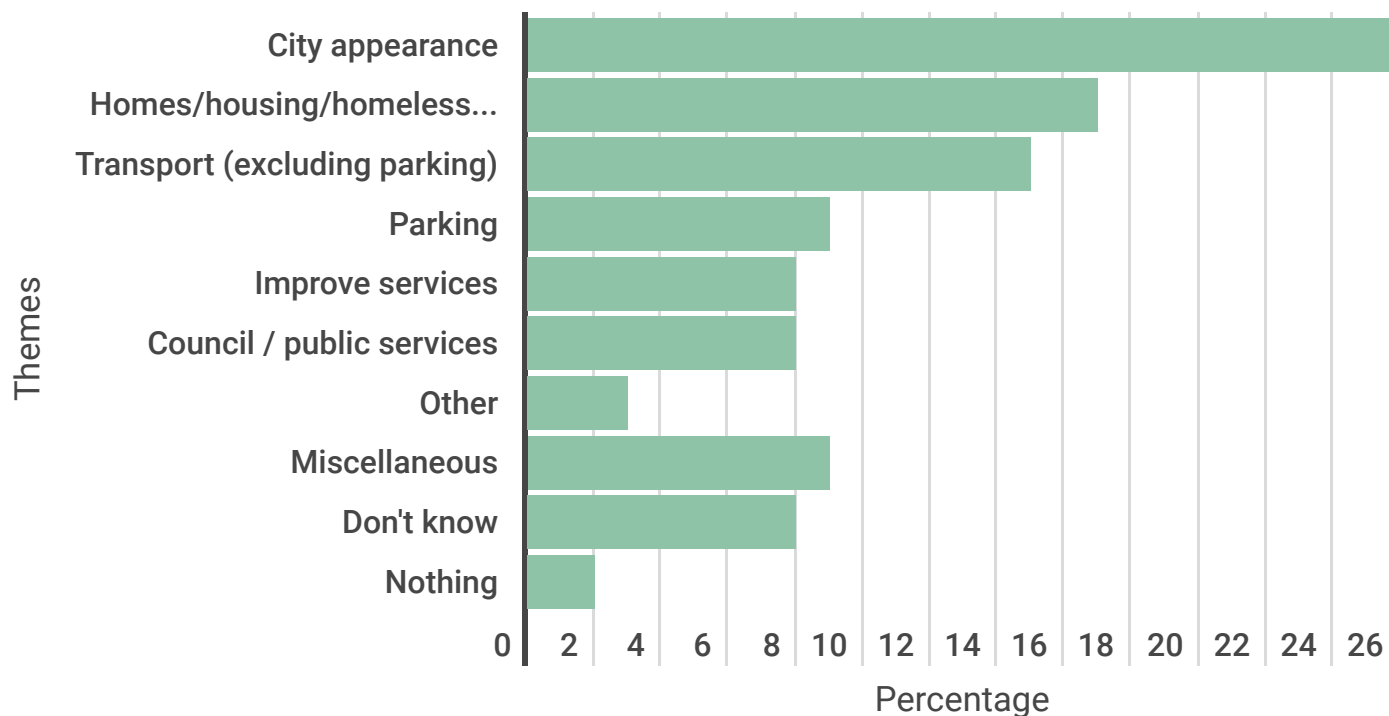
A significant number of residents are not satisfied with road safety in their street. Two thirds of residents (68%) are satisfied with road safety in their street. However, a fifth of residents (21%) are dissatisfied.



For some residents air pollution can be a big problem in their street. Around a third of residents (34%) see air pollution in their street as a big problem. The proportion of residents saying air pollution is a big problem is similar to last year following an increase from 28% to 35% between 2014 and 2017.

# If you could change one thing about Brighton & Hove what would it be?

## High level themes (percentage)



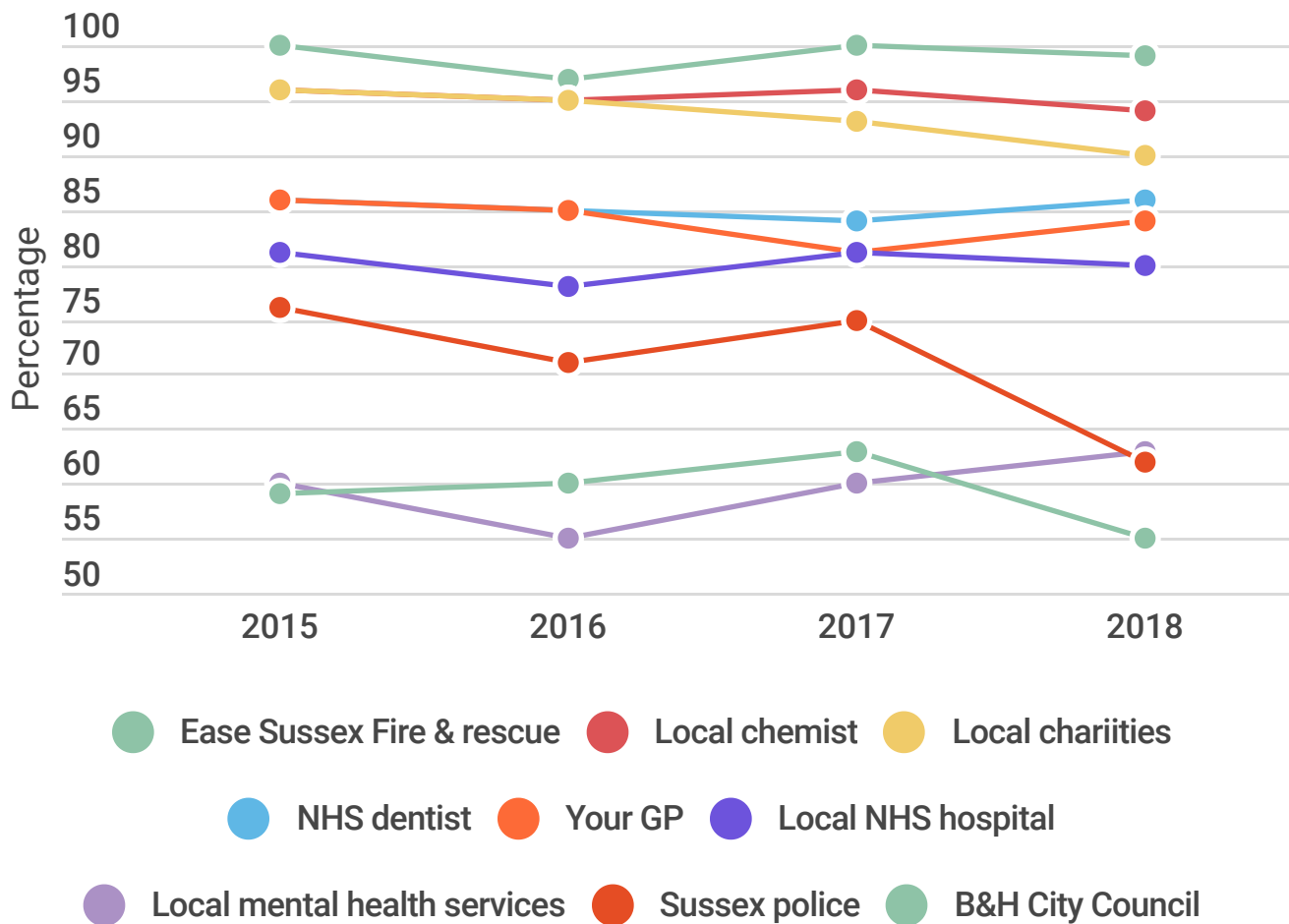
## Detailed themes (numbers)

City Appearance	n=263
Clean up the city / improve the general appearance	109
Improve refuse & recycling	105
Pedestrianisation / pavement and or road maintenance	32
Improve infrastructure / regeneration / heritage	20
Local environmental improvement	11
Homes / housing / homelessness	n=171
Homelessness / rough sleeping	109
Affordable / cheaper housing	42
family housing / housing for local people	8
Housing conditions	3
Other	12
Transport (excluding parking)	n=155
Too much / reduce traffic	42
Improve public transport / cost of	41
Improve road system / traffic flow	22
Improve cycling infrastructure	16
Cycling / cycle paths (negative responses)	7
Change / remove bus lanes	6
Other	17

Parking	n=87
Improve / change (unspecified)	28
Too expensive / cheaper	21
Reduce restrictions / increase park / not enough	21
Park and ride	6
Other	12
Improve Services	n=83
Police / community safety	21
Children & Young People	15
Sport & Leisure	15
Mental health	11
Schools	8
Older people	6
Other / not specified	15
Council / Public services	n=79
Change/better council/party/councillors/staff	31
Listen too / better relationship / accountability	21
more funding	10
Locals first (not student/visitors)	9
Other	18
Other	n=32
Affordability / cost of living	16
Drug use / drug paraphilia	13
Over crowding	8

## Local public services

### Percentage of users satisfied with local public services



Following two consecutive years of improvement, levels of satisfaction with Brighton & Hove City Council dropped back down in 2018 and are now among the lowest recorded in the seven years of the City Tracker survey.

Satisfaction with Sussex Police drops sharply in 2018, and is now at its lowest level since the City Tracker survey began in 2012.

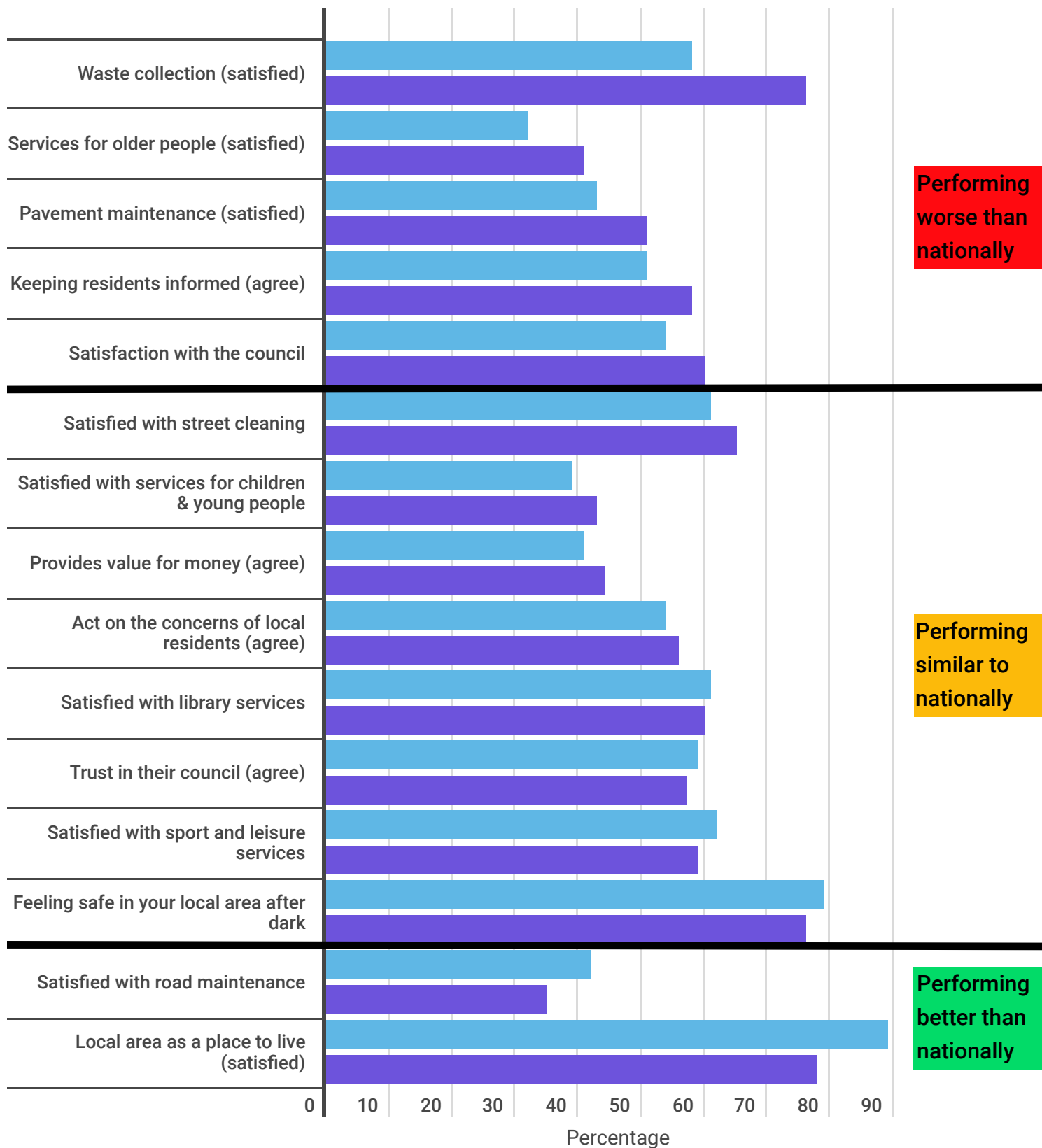
More modest decreases are reported in levels of satisfaction with local chemists and local charities/community groups, although overall user satisfaction with both types of service remains very high.

Ratings of East Sussex Fire & Rescue remain the most positive of all the public services measured.

Modest increases in satisfaction since 2017 are reported for NHS dentists, GP services and mental health services, but there is a modest decline in satisfaction with NHS hospitals in the city.

# Brighton & Hove City Council

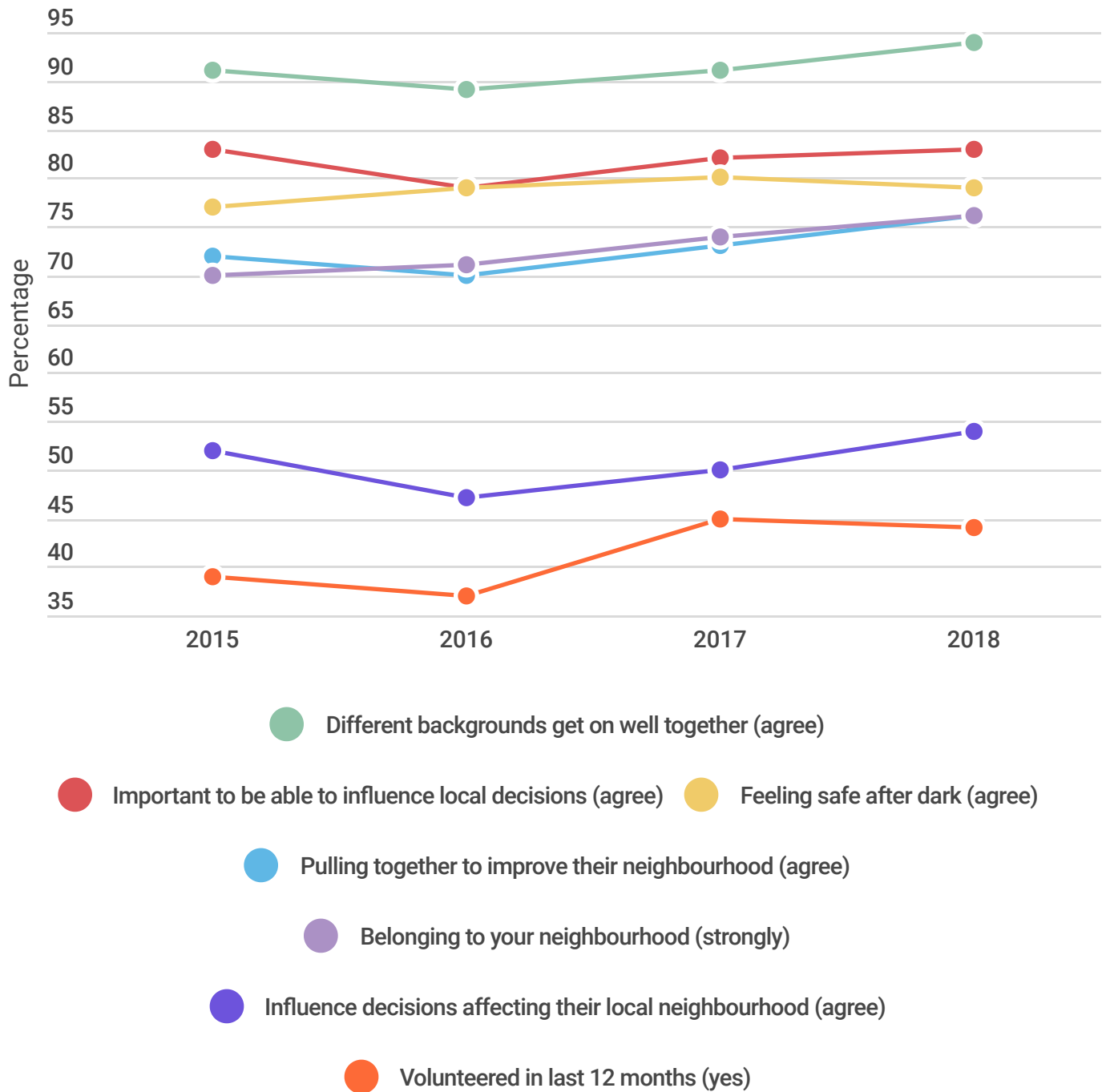
## Satisfaction with services and functions provided by Brighton & Hove City Council, 2018



● Brighton & Hove
 ● LGA national comparator

# Community cohesion

## Positive responses to variables identifying community cohesion



Despite feeling safe in your neighbourhood after dark and formal volunteering both falling by 1 percentage point compared to last year, all community cohesion indicators are now higher than they were in 2015.

This includes 94% of residents who agree that people from different backgrounds get on well together and more than a half of residents (54%) who agree that they can influence decisions that affect their local area.



**Further information:** Go to the [Survey page of Brighton & Hove Connected](#) or call the Policy, Partnerships & Scrutiny team on 01273 29 1088