

Brighton & Hove City Tracker Survey

Annual results – November 2017

City Tracker Survey



- Brighton & Hove Connected commissioned Infocorp Ltd to carry out the 2017 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 (August 2017) (**LGA** comparison)
 - Cabinet Office Community Life Survey 2016-17 (July 2017) (**CLS** comparison)*
 - Department for Culture, Media & Sport Taking Part Survey 2016-17 (September 2017) (**TPS** comparison)
- 2017 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), 2015 results (wave 8) and 2016 results (wave 9)

* This is the first year that the annual CLS survey results have been based on data collected using a self-completion online/paper questionnaire rather than via face-to-face interview. Consequently, some of the benchmark figures for 2016-17 vary considerably when compared with those reported in the 2016 City Tracker Survey, which were drawn from the 2015-16 CLS



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: 12th September to 3rd November 2017

Reporting

- Sub-groups (e.g. men vs. women) are 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	42%	50%
	Female	58%	50%
Age	18-34	18%	38%
	35-54	54%	36%
	55+	29%	26%
Ethnicity	White British	85%	83%
	Other White	8%	9%
	Black & Minority Ethnic (BME)	7%	8%
Health	Disability/Health problem	16%	16%
Postcode sector	BN1	35%	33%
	BN2	32%	31%
	BN3	28%	29%
	BN41	6%	7%



Results – satisfaction with Brighton & Hove

Satisfaction with Brighton & Hove as a place to live

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



BRIGHTON & HOVE

Overall, 87% of Brighton & Hove residents are satisfied with the city as a place to live

- In 2017, 49% are *very satisfied* and 38% *fairly satisfied*
- Fewer than one in ten (7%) are dissatisfied

More residents are *very satisfied* in 2017 than was the case last year, or in 2015

- 43% were *very satisfied* in 2016, 45% in 2015

The total satisfaction score (*very plus fairly satisfied*) is unchanged compared with 2017, and well above the 2014 low point

- 2017: 87% satisfied
- 2016: 87% satisfied
- 2015: 86% satisfied
- 2014: 79% satisfied
- 2013: 89% satisfied
- 2012: 90% satisfied

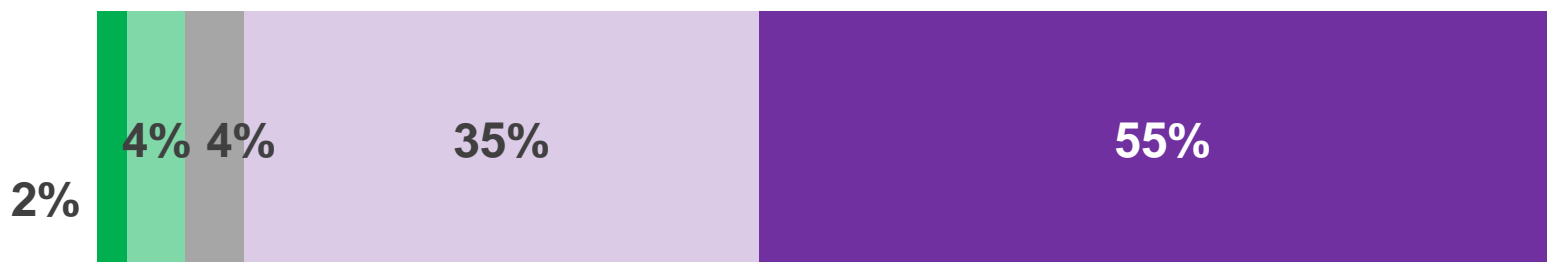
Residents are more likely to be *very satisfied* if they live in certain areas of the city

- 57% are *very satisfied* in BN1 and 51% in BN3, compared with 43% in BN2 and 34% in BN4



Satisfaction with local area as a place to live

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



BRIGHTON & HOVE

Nine in ten Brighton & Hove residents (90%) are satisfied with their local area as a place to live

- 55% are *very satisfied* and 35% *fairly satisfied*
- A total of 6% are *very* or *fairly dissatisfied*

Residents are more likely to be *very satisfied* than was the case one year ago, when 47% gave this rating for their local areas

- Once *very* and *fairly satisfied* are combined, figures remain broadly the same in comparison to 2016
 - 2017: 90% satisfied
 - 2016: 89% satisfied
 - 2015: 90% satisfied
 - 2014: 79% satisfied
 - 2013: 92% satisfied
 - 2012: 93% satisfied

Levels of satisfaction with the local area as a place to live are significantly higher in two of the four postcode areas

- In BN1, 64% are *very satisfied*, as are 61% in BN3
- However, only 42% are *very satisfied* in BN2, with 45% *very satisfied* in BN41

NATIONAL COMPARISON

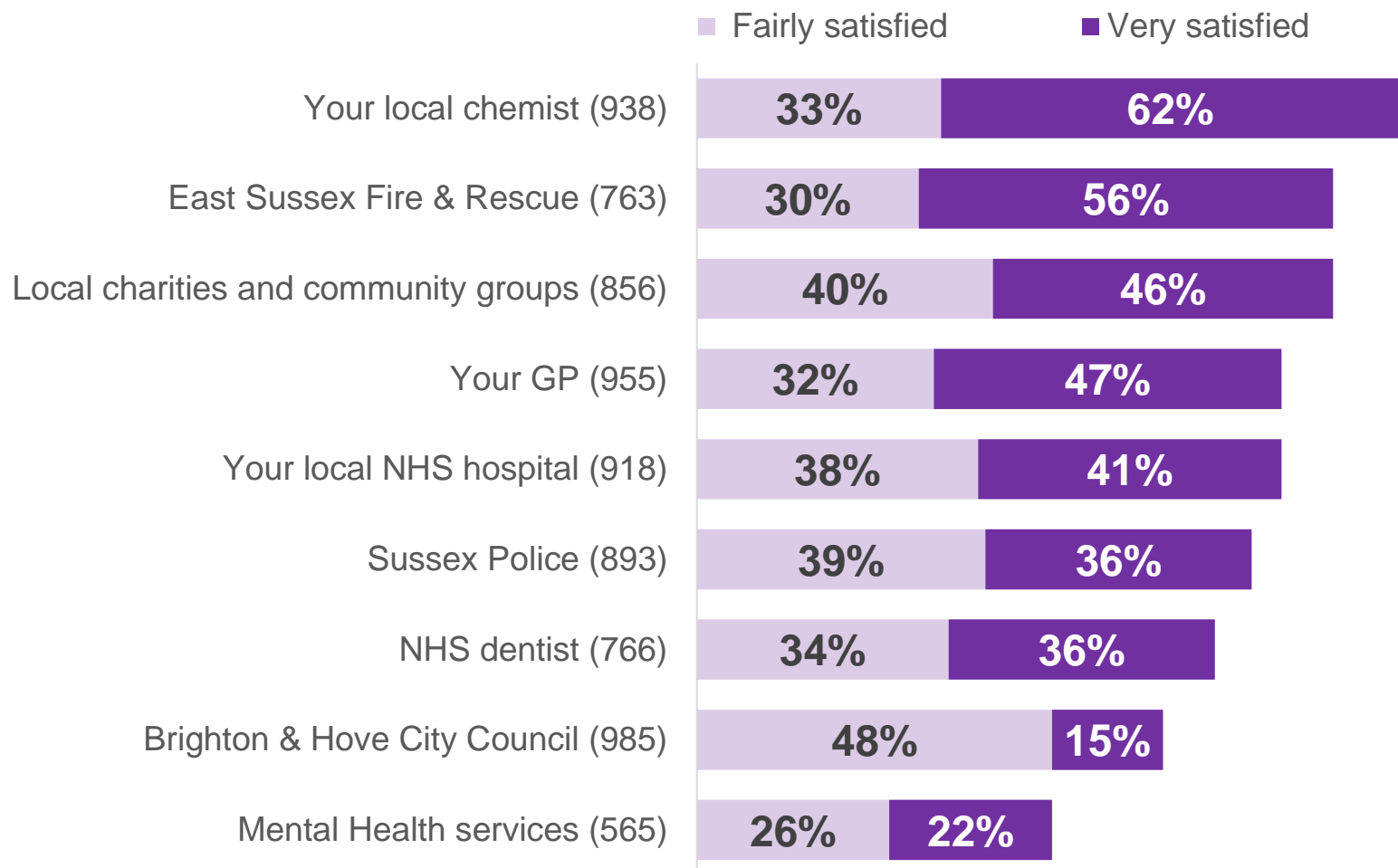
City residents are more likely than UK residents as a whole to say they are satisfied with their local area as a place to live

- The LGA comparison figure stands at 81% satisfied, while the CLS figure is 78%, well below the 90% reported for Brighton & Hove



Results – satisfaction with local services

Overall satisfaction with services – all residents



BRIGHTON & HOVE

More than eight in ten residents are satisfied with three key services available for residents in the city

- The vast majority (95%) are satisfied with their local chemist services
- 86% are satisfied with fire & rescue services
- The same proportion – 86% - are satisfied with the work of local charity and community groups

Satisfaction is also high for three further types of service

- Local GPs (79%), local NHS hospitals (78%) and Sussex Police (75%)

Seven in ten report satisfaction with NHS dentists (70%) in the city, while 48% are satisfied with local mental health services

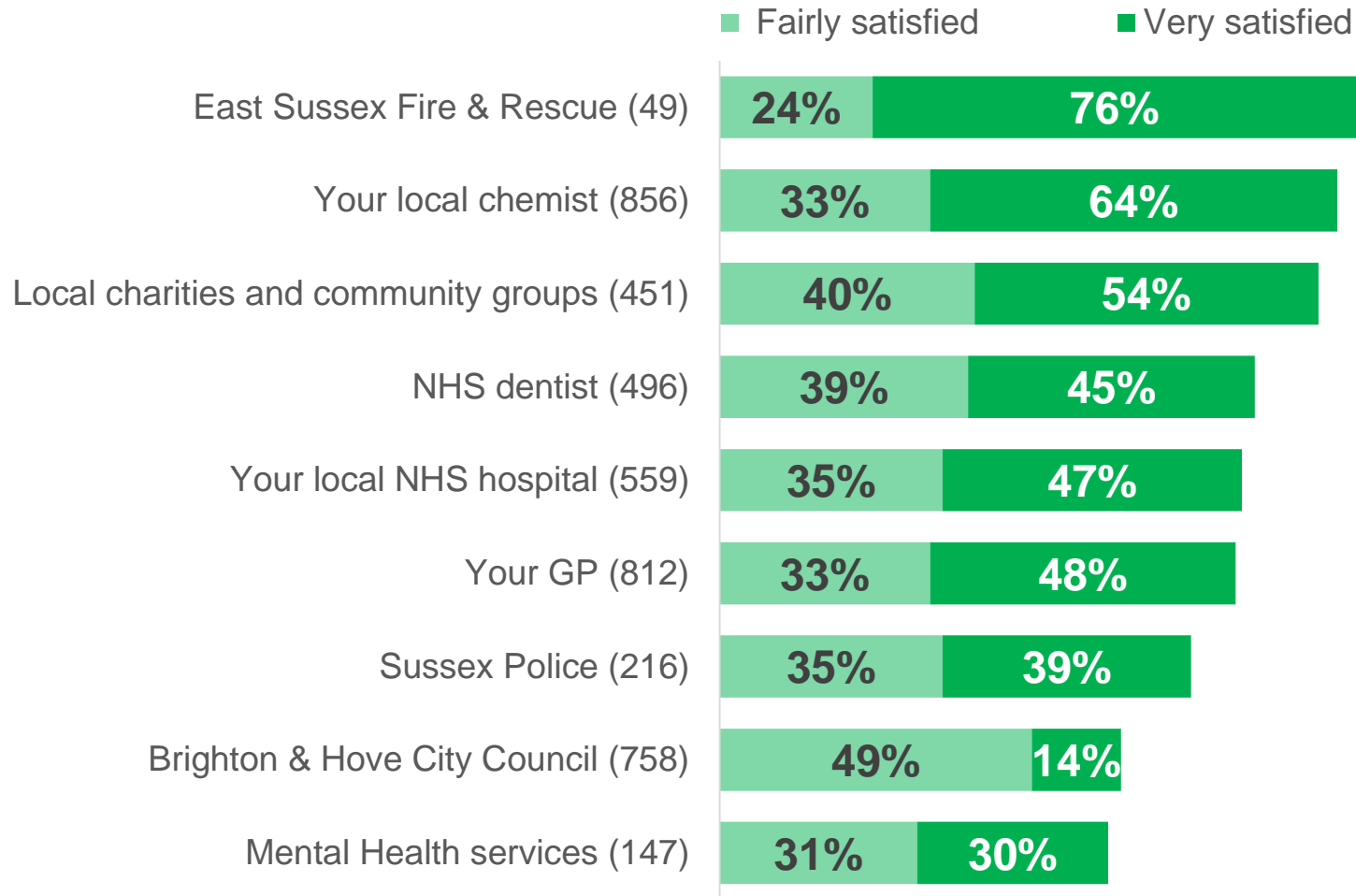
Focussing on Brighton & Hove City Council

- 63% of residents are satisfied with the service provided by the council, including 15% *very satisfied*
- The 2017 figure is up from 58% satisfied in 2016
- A total of 19% are dissatisfied with the council – 11% *fairly dissatisfied* and 8% *very dissatisfied*
- Residents are significantly more likely to be *very satisfied* with the council in the younger age group (20% of 18-34s) and older age group (16% of those aged 55+) than in the 35-54 age band (10%)
- Those who have a disability are more likely to be *very dissatisfied* (15%) with the council than those who do not have a disability (7%)

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



Overall satisfaction with services – service users only



BRIGHTON & HOVE

Data for satisfaction with local services are also analysed on the basis of residents who actually used the services in the past year, as they are likely to have a more defined understanding of how these services work

Once this analysis is carried out, there are just 49 users in the whole survey sample for East Sussex Fire & Rescue, but levels of satisfaction amongst those 49 are very high

- 76% very satisfied and 24% fairly satisfied

More than eight in ten service users are satisfied with five of the other services listed

- Local chemists (96%)
- Local charities/community groups (93%)
- NHS dentists (84%)
- Local NHS hospitals (81%)
- Local GPs (81%)

73% of residents who have used the Sussex Police service in the past 12 months are satisfied, as are 60% of mental health services users

Focussing on Brighton & Hove City Council

- 63% of service users satisfied with council services, including 14% very satisfied
- This reflects a slight increase from 60% satisfied in 2016
- A total of 21% of users are dissatisfied with the council – 12% fairly dissatisfied and 9% very dissatisfied

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

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)



Usage and satisfaction – sub-group differences

There is some variation in the level of *very satisfied* ratings across the different services used by residents. On this page, statistically significant differences are highlighted

In particular, satisfaction varies with regard to healthcare services

- Those in the 55+ age group are more likely to be *very satisfied* (58%) with their GP than those aged 18-34 (44%) or 45-54 (45%)
- Satisfaction with GP services is higher in BN41 (62% *very satisfied*) and BN1 (55%), than either BN3 (45%) or BN2 (40%)
- Residents living in BN41 report a higher level of satisfaction (62% *very satisfied*) with their local NHS hospital than in BN3 (39%)
- Mental health services are more positively viewed by those in the youngest age category (38% of 18-34s are *very satisfied*) than 35-54s (23%) or those aged 55+ (17%)
- BN1 residents (37% *very satisfied*) also report greater satisfaction with the mental health services than those living in BN3 (19%)

Overall, levels of satisfaction with local chemists are high across the board, but there is some variation by location within the city and age

- Satisfaction is highest in BN1 (66% *very satisfied*) and BN2 (65%), compared with a low of 50% in BN41
- In the 55+ age band, residents are most likely to be *very satisfied* (69%), compared with 60% of 35-54s

Satisfaction with the service provided by Sussex Police also varies by location

- 47% of users in BN1 and 41% in BN3 are *very satisfied*, compared with 24% in BN2



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	2017
East Sussex Fire & Rescue	96%	98%	95%	100%	97%	100%
Your local chemist	95%	97%	90%	96%	95%	96%
Local charities/community groups	93%	96%	86%	96%	95%	93%
NHS dentist	79%	87%	74%	86%	85%	84%
Your local NHS hospital	87%	86%	72%	81%	78%	81%
Your GP	91%	90%	78%	86%	85%	81%
Sussex Police	86%	84%	69%	76%	71%	73%
Brighton & Hove City Council	70%	60%	40%	59%	60%	63%
Mental Health services	72%	72%	60%	60%	55%	60%

BRIGHTON & HOVE

The service user satisfaction question has been asked for six consecutive annual residents' surveys in the city

User satisfaction with the services provided by Brighton & Hove City Council has improved in comparison with last year

- The score for 2017 (63%) is the highest since 2012

As has been the case in previous years, East Sussex Fire & Rescue comes top of the list in terms of user satisfaction

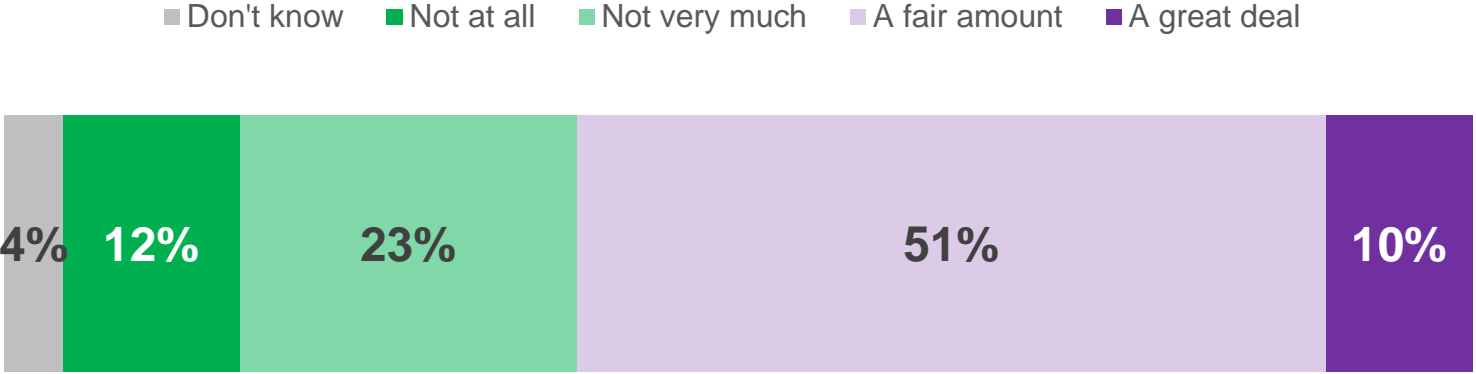
- Local chemist services and local charities/community groups also consistently achieve 90% or higher on this measure

There is a mixed picture with regard to health services in the 2017 survey

- Satisfaction has held steady for those using the services of an NHS dentist
- Satisfaction with local NHS hospitals is slightly higher than in 2016, and satisfaction with mental health services has recovered from a low point in 2016
- However, satisfaction is slightly lower when it comes to GP services this year

Results – council & resident relations

Brighton & Hove City Council – trustworthiness



BRIGHTON & HOVE

Overall, 61% of residents say they trust Brighton & Hove City Council

- 10% trust the Council *a great deal*, and 51% have *a fair amount* of trust
- Meanwhile, a total of 35% do not trust the local authority – 23% *not very much* and 12% *not at all*

The level of trust reported in 2017 is similar to previous years

- 59% in 2016 and 59% in 2015
- The proportion who do not trust the council (35%) is slightly down on 2016 (38%)

The only significant difference between sub-groups in the local population is on the basis of ethnic minority

- 21% of black and minority ethnic residents trust the council *a great deal*, compared with just 8% of white British residents

NATIONAL COMPARISON

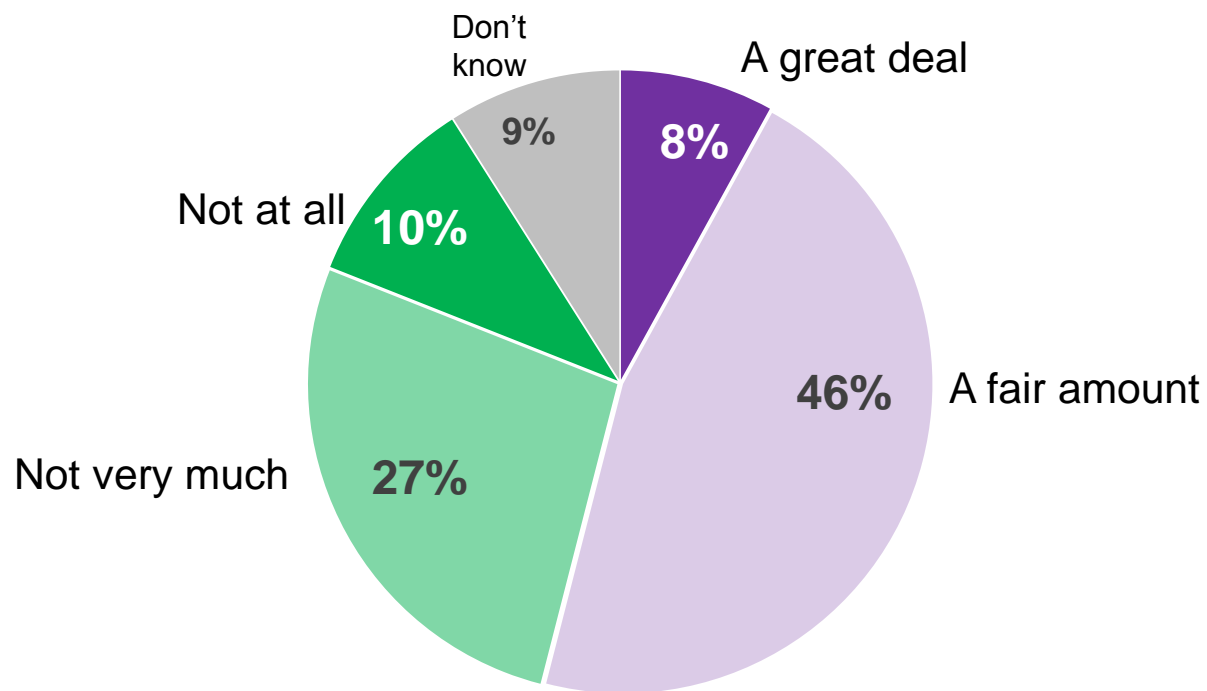
In terms of trusting their local authority, Brighton & Hove residents are broadly in line with the general population in the UK

- In the latest LGA survey, 60% of residents said they trusted their local authority *a great deal/a fair amount*

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



Acting on local residents' concerns



BRIGHTON & HOVE

In total, 54% of residents believe the city council acts on the concerns of local residents

- 8% think the council does this *a great deal*, while 46% say it does so *a fair amount*
- Slightly more than one in four (27%) say they don't think the council acts on their concerns very much, and 10% believe this does not happen at all

In 2016, 52% said the council acted on their concerns a great deal/a fair amount

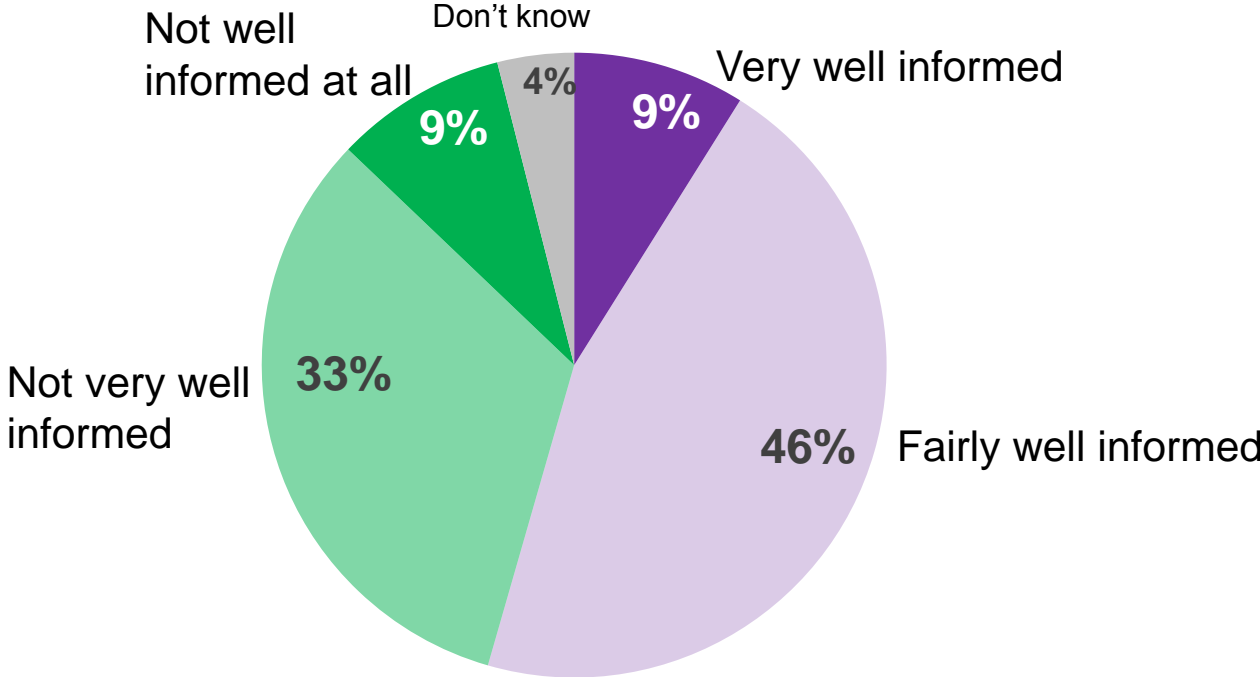
- 53% felt the council acted on their concerns in 2015, as did 45% in 2014

NATIONAL COMPARISON

UK residents as a whole are slightly more likely to believe the local authority acts on their concerns than is the case in Brighton & Hove

- The most recent LGA survey shows that 57% of the population at large think their local authority acts on their concerns

Feeling informed



BRIGHTON & HOVE
The majority of Brighton & Hove residents (55%) feel informed about council services and benefits

- Almost one in ten (9%) feel *very well informed*, with 46% feeling *fairly well informed*
- However, more than four in every ten residents (42%) does not feel well informed: 33% *not very well informed* and 9% *not well informed at all*

Figures on this measure are consistent with the previous two residents surveys

- In 2016, 57% felt informed, 55% in 2015 and 51% in 2014

NATIONAL COMPARISON
Brighton & Hove residents are slightly less likely to feel informed about council activities than residents in the country as a whole

- In the 2017 LGA research, 58% of UK residents feel informed, compared with 55% in Brighton & Hove



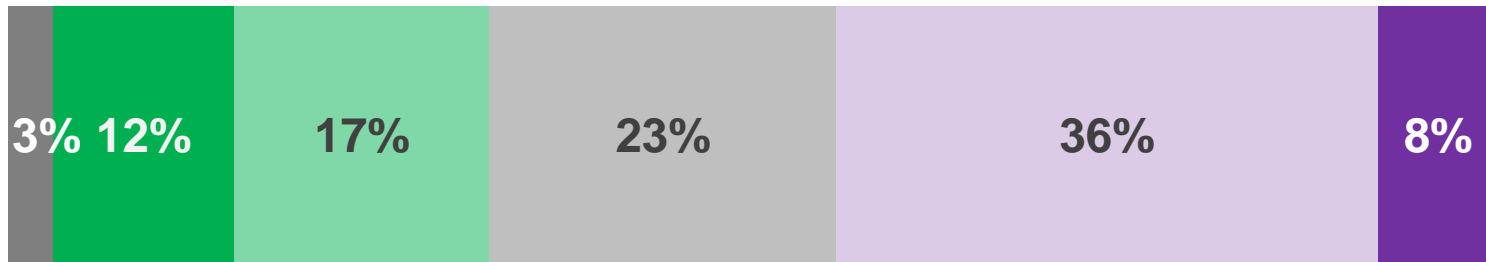
Q29 Overall, how well informed do you think Brighton & Hove City Council keeps residents about the services and benefits it provides?
 Base: All including don't knows (1002)

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



BRIGHTON & HOVE

Overall, 44% of local residents agree that the city council provides value for money

- 8% *strongly agree* that this is the case, while 36% *tend to agree*
- Meanwhile, 29% disagree that the council provided value for money, including 12% who *strongly disagree*

Residents have become more likely to perceive value for money in council services over the past few years, and the current level of agreement is a four year high

- 44% agree in 2017
- 39% agree in 2016
- 39% agree in 2015
- 31% agree in 2014

Older residents and those from black and minority ethnic groups are more positive on this measure

- 49% of those aged 55+ agree that the council gives value for money, compared with 39% of those aged 35-54
- 15% of black and minority ethnic residents *strongly agree* that the council provides value for money compared with 7% of white British residents

NATIONAL COMPARISON

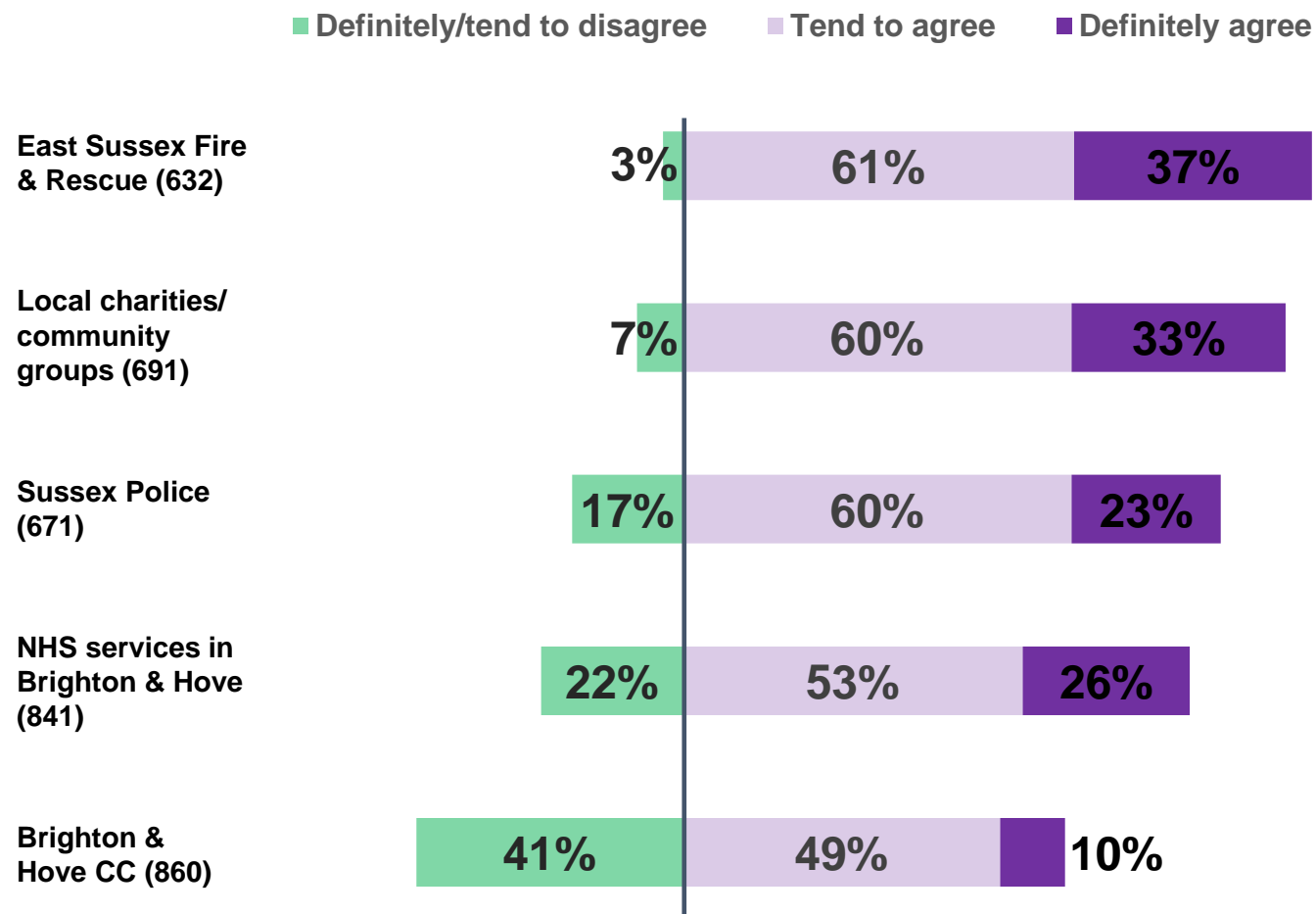
Despite year-over-year improvements, Brighton & Hove continues to under-perform the national benchmark on this measure

- The 2017 LGA survey reports that nationally, 47% agree that their local authority provides 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)



Wise use of money



BRIGHTON & HOVE

Residents are asked to indicate how wisely they feel Brighton & Hove City Council uses its budget, along with four other types of local services (those who *don't know* are excluded from the calculations)

Almost six in ten (59%) believe Brighton & Hove City Council spends money wisely

- 10% *definitely agree* that this is the case, while 49% *tend to agree*
- Meanwhile 41% disagree, indicating that they feel money is not well spent by the council

Positive ratings for the council on this measure are more widespread than in either of the two previous years

- The 59% for 2017 compares well with 54% in 2016 and 55% in 2015

Almost all residents believe that the local fire and rescue services use their budgets wisely (97% agree)

- Local charities and community groups are also viewed favourably in this respect by more than nine in ten (93%)
- 83% agree that Sussex Police spend their money wisely, while 78% think money is well spent by the local NHS

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



Wise use of money – sub-group differences

There are only a few variations in how different local population groups regard the way money is used by these five different services

The perception that Brighton & Hove City Council uses money wisely is strongest amongst older residents

- 15% of those aged 55+ *definitely agree* that the council uses money wisely, compared with just 7% of those aged 35-54

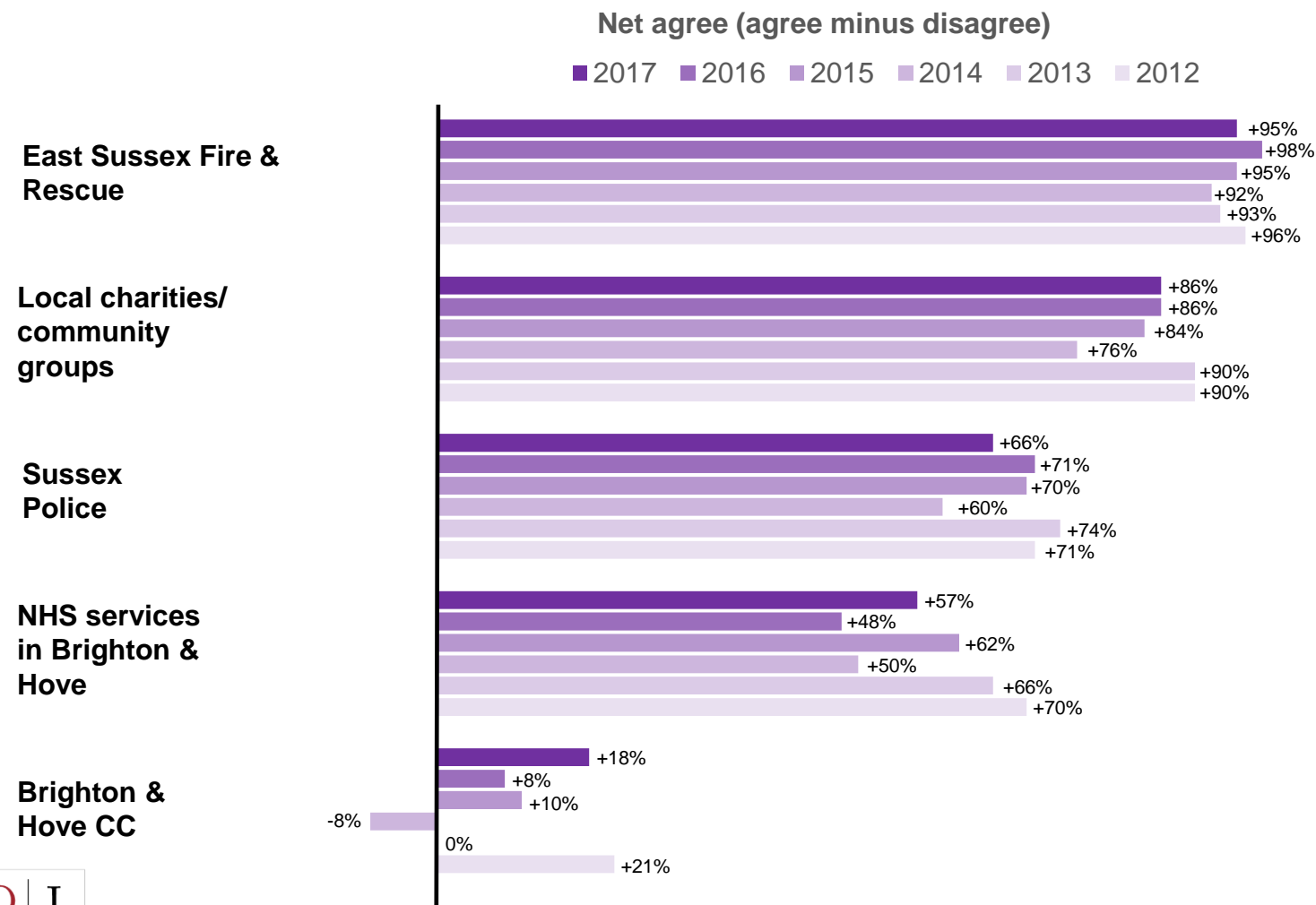
Perceptions of the way the local NHS uses its budget vary by sex, age and location within the city

- Male residents are more likely to *definitely agree* that local NHS services use money wisely (30%) than female residents (21%)
- The oldest residents (29% of those aged 55+) are more likely to *definitely agree* that money is wisely spent by the NHS than those aged 35-54 (21%)
- Residents living in BN41 are more likely to *definitely agree* (39%) than those in BN1 (23%) or BN3 (23%)

Ratings of the way East Sussex Fire & Rescue spends its money are strongly positive across the board, but there are some differences

- 41% of men *definitely agree* that the service uses money wisely, compared with 31% of women
- The proportion who *definitely agree* is higher amongst 18-34s (40%) and those aged 55+ (43%) than those in the 35-54 age category (27%)

Wise use of money – comparison over time



BRIGHTON & HOVE

“Net” scores are calculated by subtracting the proportion of residents *disagreeing* that the service spends money wisely from the proportion *agreeing* that the service spends money wisely

- This allows for the most accurate measure of how sentiment is changing over time

The “net” score for Brighton & Hove City Council is now the strongest since 2012

- The score for 2017 stands at +18%, compared with +8% last year
- The only score in the six year sequence which tops the 2017 score was reported at +21% in 2012, while the low point of -8% was reported in 2014

East Sussex Fire & Rescue has consistently scored highly on this measure, and 2017 is no exception

- Scores for local charities and community groups have also generally been high, with a slight exception in 2014

The long-term trend in perceptions of how the NHS uses money locally has gradually deteriorated, although residents report a stronger score in 2017 (+57%) than in 2016 (+48%)

- However, ratings in 2017 are well below the 2012 level (+70%)

Sussex Police are regularly seen as using money wisely by around six or seven in ten

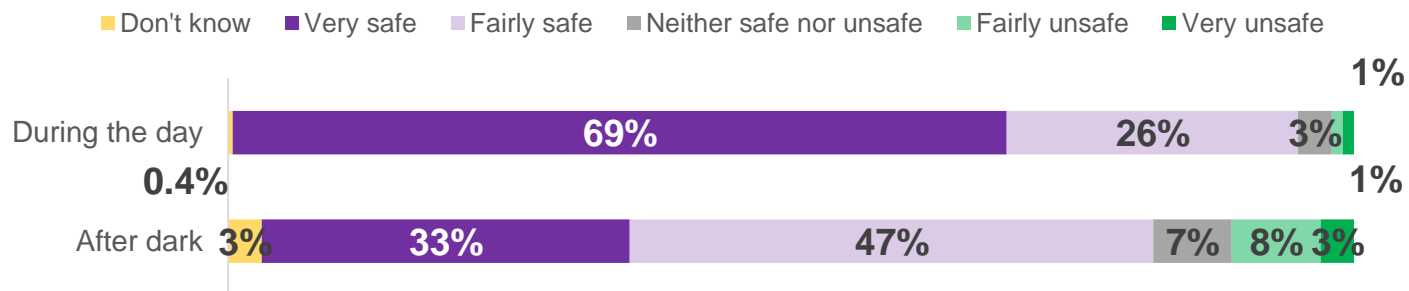
- This year, the net score drops to +66% from +71% in 2016



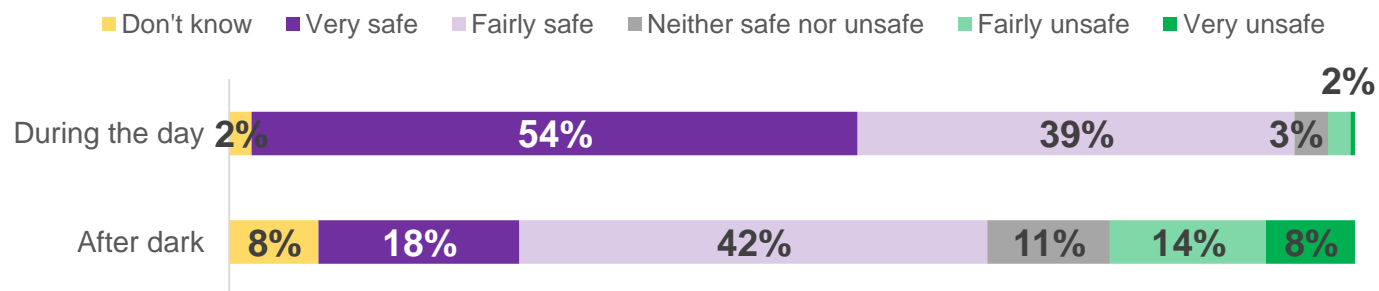
Results – day-to-day experiences

Feeling safe

When outside in your local area...



When outside in the city centre...



BRIGHTON & HOVE

When outside *in their local area* the vast majority of Brighton & Hove residents feel safe during the daytime

- 69% feel *very safe* and 26% *fairly safe* (95% overall)
- Just 2% feel unsafe

After dark, 80% feel safe outside *in their local area*, although 11% do not feel safe

- 33% feel *very safe* and 47% *fairly safe*, but 8% feel *fairly unsafe* and 3% *very unsafe*

When outside *in the city centre*, 93% feel safe during the daytime, but this drops to 59% after dark

- More than half feel *very safe* out in the centre of the city during the day (54%), with 39% feeling *fairly safe*, and less than 3% feeling unsafe
- However, once the darkness falls, just 18% feel *very safe* and 42% *fairly safe*, while 22% feel unsafe to some extent

Figures for 2017 in both the local area and city centre are broadly similar to 2016

NATIONAL COMPARISON

Brighton & Hove residents report similar levels of safety in their local area to the UK population as a whole

- For the UK as a whole, the 2017 LGA survey figure for the daytime is 93%, compared with 95% in Brighton & Hove
- The national comparison for being outside after dark is 79% - broadly the same as reported by Brighton & Hove residents (80%)

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

	B&H local area	B&H city centre	LGA survey local area
Feel <i>very/fairly safe</i> during day	95%	93%	93%
Feel <i>very/fairly safe</i> after dark	80%	59%	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)



Feeling safe – sub group differences

Sex, age band, location within the city and disability all have an impact on how safe residents feel when outside, both in their local areas and in the city centre

During the daytime, 69% overall feel very safe in their local neighbourhood

- Female residents (64%) are less likely to feel very safe than males (73%)
- Those aged over 55 (62%) are less likely to feel very safe than 18-34s (71%) and 35-54s (71%)
- Residents with a disability (56%) are less likely to feel very safe than those without a disability (71%)
- BN41 residents are least likely to feel very safe (54%), compared with 64% in BN2, 72% in BN3 and 74% in BN1

After dark, 33% overall feel very safe in their local neighbourhood

- Women (22%) are less likely to feel very safe than men (43%)
- Over 54s (25%) are less likely to feel very safe than 18-34s (38%) and 35-54s (33%)
- Residents with a disability (16%) are less likely to feel very safe than those without a disability (36%)

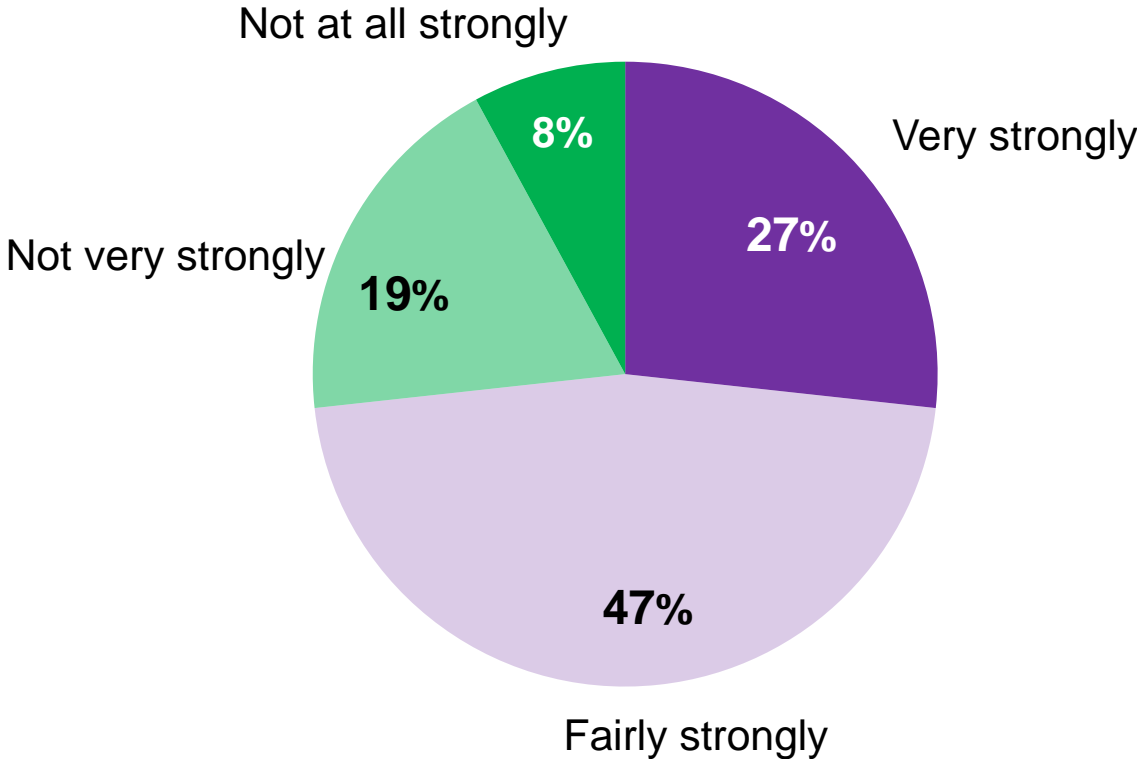
During the daytime, 54% overall feel very safe in the city centre

- Female residents (47%) are less likely to feel very safe than males (61%)
- Older residents in the 55+ age group (46%) are less likely to feel very safe than 18-34s (60%)
- Residents with a disability (38%) are less likely to feel very safe than those without a disability (57%)
- BN41 residents are least likely to feel very safe (43%) than residents in BN1 (58%)

After dark, 18% overall feel very safe in the city centre

- Women (10%) are less likely to feel very safe than men (25%)
- Over 54s (9%) are less likely to feel very safe than 18-34s (26%) and 35-54s (14%)
- Residents with a disability (8%) are less likely to feel very safe than those without a disability (20%)

Sense of belonging – immediate neighbourhood



BRIGHTON & HOVE

Almost three in four (74%) Brighton & Hove residents feel they belong to their immediate neighbourhood

- 27% say they belong *very strongly* and 47% *fairly strongly*
- However, 19% say *not very strongly* and 8% *not at all strongly*

The number of residents feeling a strong sense of belonging is greater in 2017 (74%) than 2016 (71%), 2015 (70%) and 2014 (71%)

The extent to which local residents feel they belong varies by age and location within the city

- 36% of those aged 55+ feel they belong *very strongly*, as do 28% of 35-54s. This compared with just 19% of 18-34s
- Residents living in BN2 (31%) are more likely to feel they belong *very strongly* than those in BN3 (23%) and BN41 (15%)

NATIONAL COMPARISON

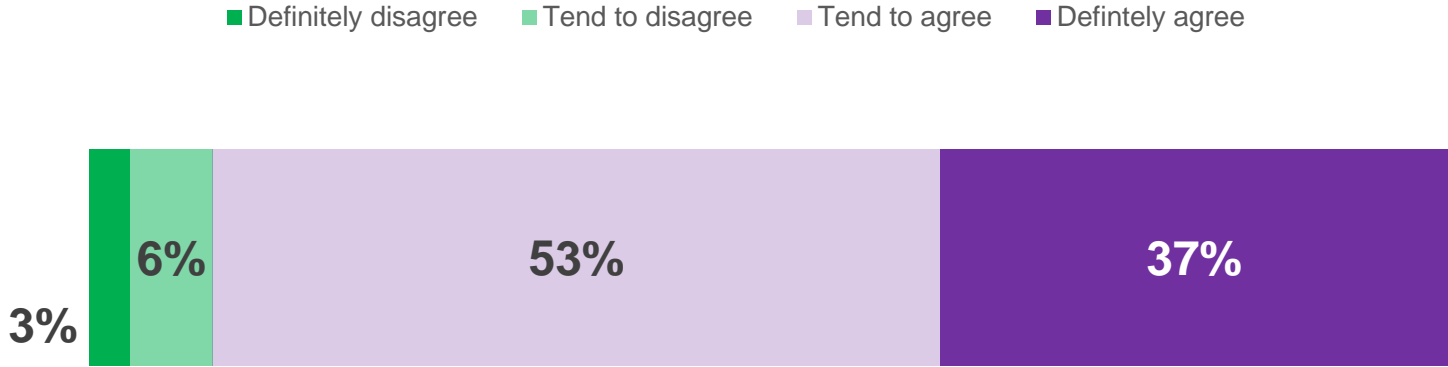
Brighton & Hove residents are considerably more likely to feel they belong to their immediate neighbourhood than residents across the UK as a whole

- In the 2017 CLS survey, 62% feel strongly that they belong, well below the figure of 74% reported for Brighton & Hove



Q15 How strongly do you feel you belong to your immediate neighbourhood?
Base: All excluding don't knows (991)

Community spirit and diversity



BRIGHTON & HOVE

Nine in ten residents (91%) feel that people from different backgrounds get on well together in their local area

- 37% *definitely agree* that this is the case, while 53% *tend to agree*
- A total of 9% don't feel they live in an area where people from different backgrounds get on well – 6% *tend to disagree* and 3% *definitely disagree*

Residents have not changed their views on this aspect of local life: in 2016, 89% agreed, while 91% agreed in 2015

- Those living in BN1 (43%) are more likely to *definitely agree* that people from different backgrounds get on well than those in BN3 (34%)

NATIONAL COMPARISON

Brighton & Hove residents are more positive about getting on with fellow residents from different backgrounds than the population as a whole

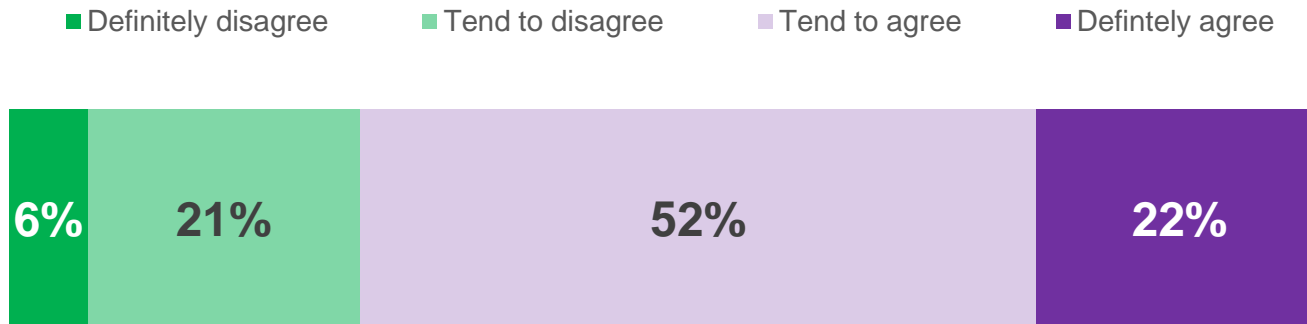
- The 2017 CLS figure for this measure is 81%, compared with 91% in Brighton & Hove

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



Results – getting involved

Community spirit and improving the neighbourhood



BRIGHTON & HOVE

Almost three in four (73%) Brighton & Hove residents agree that people in their local area pull together to improve the neighbourhood

- 22% *definitely agree* and 52% *tend to agree*
- Meanwhile, 21% *tend to disagree* that people pull together to improve the area, with a further 6% strongly disagreeing

The proportion of residents agreeing with this statement is at a four year high for the City Tracker Survey

- 2017: 73%
- 2016: 70%
- 2015: 72%
- 2014: 67%

Perceptions of pulling together with other local residents vary by sex, location and ethnicity

- Female residents are more likely to *definitely agree* (26%) than males (18%)
- Black and minority ethnic residents are more likely to *definitely agree* (33%) than white British residents (21%)
- Residents in BN2 (25%) report a higher level of definite agreement than those in BN41 (14%)

NATIONAL COMPARISON

Brighton & Hove residents are much more likely to agree that local communities pull together than elsewhere in the UK

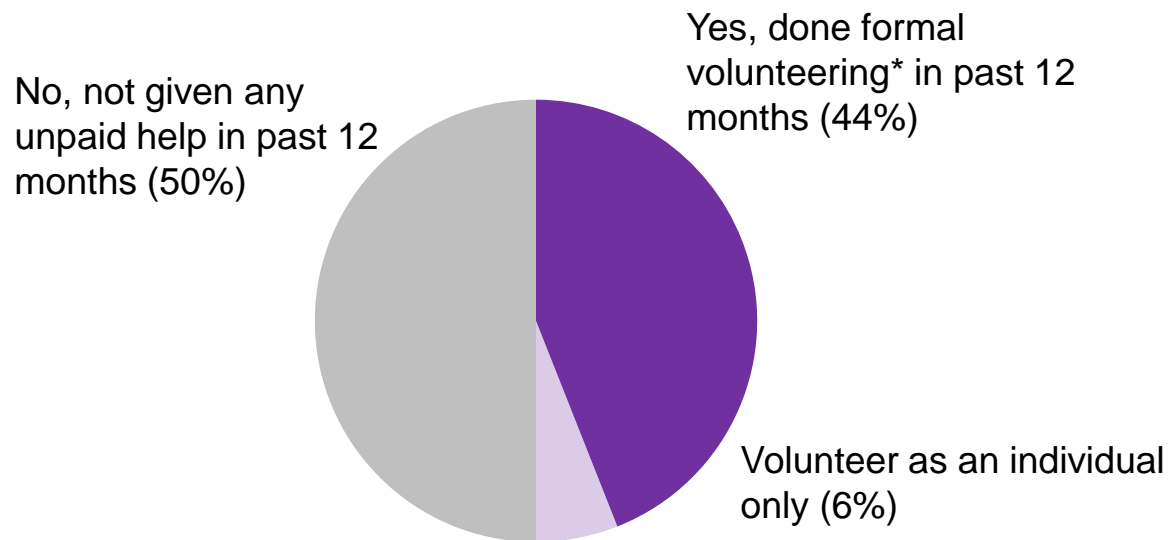
- In the 2017 CLS survey, 57% agree, compared with 73% in Brighton & Hove

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

Q17 To what extent do you agree or disagree that people in this neighbourhood pull together to improve the neighbourhood?
Base: All excluding "don't knows" (947)



Volunteering



Formal volunteering.....	2012	2013	2014	2015	2016	2017
At least once a week	16%	13%	12%	13%	12%	13%
Less than once a week but at least once a month	11%	12%	10%	15%	13%	18%
Less often	11%	9%	13%	12%	12%	13%
Individually only, not through a group	2%	2%	5%	7%	7%	6%
Not given any unpaid help in past 12 months	60%	65%	61%	54%	56%	50%

BRIGHTON & HOVE

In total, 51% of Brighton & Hove residents have given unpaid help in the past year

- 45% undertook some form of formal volunteering – 13% at least weekly, 18% at least monthly and 13% less frequently
- A further 6% gave unpaid help as an individual rather than through a group

The 2017 figure of 45% for formal volunteering is the highest in a sequence stretching back through four previous surveys:

- 2016: 37%, 2015: 40%, 2014: 35%, 2013: 34%

13% the local population as a whole volunteer regularly (i.e. at least weekly), but this does vary by category of resident

- Women are more likely to volunteer regularly (16%) than men (11%)
- 35-54s (15%) and those aged 55+ (19%) are more likely to be regular volunteers than 18-34s (8%)
- Regular volunteering is more common in BN1 (17%) than BN3 (11%)

NATIONAL COMPARISON

Brighton & Hove residents are more likely to have taken part in formal volunteering activity than the national average

- CLS figures for 2017 indicate that 37% of the national adult population took part in formal volunteering, compared with 45% in Brighton & Hove

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

* 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 (1002)



Local activism



In the past 12 months have you.....	2012	2013	2014	2015	2016	2017
Base:	1007	1000	1003	1003	1002	1002
Been a local councillor (for the local authority, town or parish)	1%	1%	0.4%	1%	1%	1%
Been a member of a decision making group set up to regenerate the local area	6%	4%	6%	4%	4%	6%
Been a member of a group making decisions on local health or education services	5%	5%	4%	4%	3%	5%
Been a member of a group making decisions on local services for young people	4%	3%	5%	4%	5%	4%
Been a member of a tenants' group decision-making committee	5%	4%	4%	3%	5%	3%
Been a member of a decision making group set up to tackle local crime problems	3%	2%	2%	2%	3%	2%
Been a member of another group making decisions on services in the local community	8%	7%	6%	6%	6%	7%
Been a school governor	N/A	N/A	1%	2%	1%	2%
Been a volunteer Special Constable	N/A	N/A	0.1%	0.4%	0.2%	0.5%
Been a Magistrate	N/A	N/A	0	0.2%	0.4%	0.1%

BRIGHTON & HOVE

In this question, residents indicate if they have been involved in any of the listed forms of “local activism”

- Most of the types of action listed involve being a member of a local decision making group of some kind, most commonly related to regeneration (6%) and/or local health/education services (5%)

For the second annual survey in a row, 18% of Brighton & Hove residents say they have been involved in at least one of the listed activities in the past year

- This compared with 15% in 2013, 2014 and 2015

Involvement in local activism is more widespread in some areas of the city, and also varies by age group

- 35-54 year old residents are more likely to be involved in at least one activity (22%) than those in the 18-34 age band (14%)
- Activism is more prevalent in BN1 (20%), BN2 (17%) and BN3 (18%) than BN41 (6%)

NATIONAL COMPARISON

Brighton & Hove residents are more likely to be involved in this kind of civic activism than is the case for residents nationwide

- In the 2017 CLS survey, 8% were involved in local activism (defined by CLS as involvement in decision-making about local services, both in person and online), compared with 18% indicating at least one type of involvement in Brighton & Hove



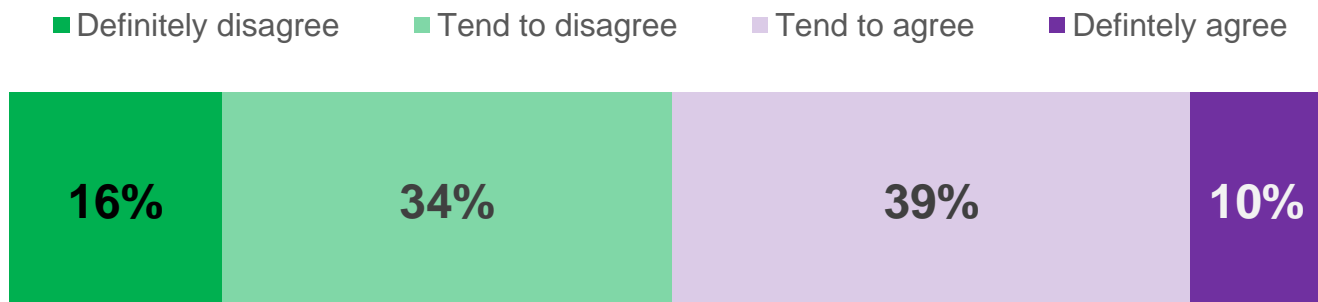
Please think about any group(s) to which you belong, which makes decisions that affect your local area. Please exclude anything that was a requirement of your job.

Q11 In the past 12 months have you...

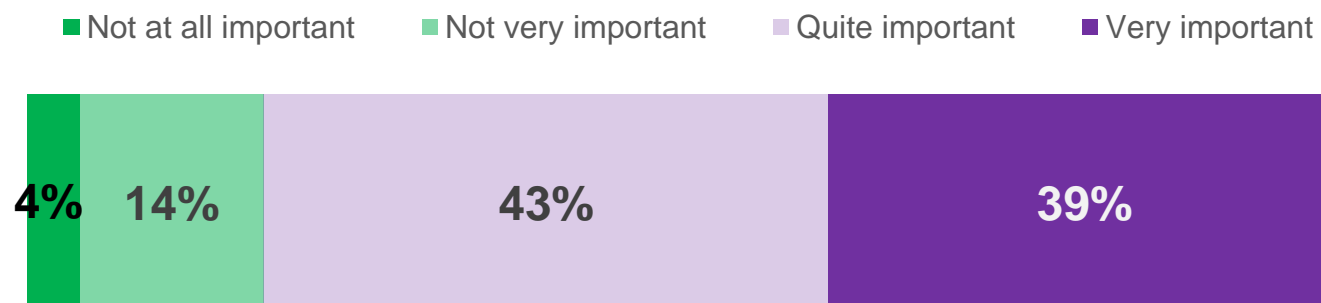
Base: All excluding don't knows (base size at head of columns)

Personal local influence

Can influence decisions affecting area



Important to feel I can influence decisions affecting area



BRIGHTON & HOVE

Overall, almost half of Brighton & Hove residents (50%) believe they can have an influence on decisions affecting the area

- 10% *definitely agree* that this is the case, 39% *tend to agree*
- However, 50% disagree, including 16% who *definitely disagree*

In 2016, 47% believed they could influence decisions, 51% in 2015 and 46% in 2014

Most (82%) local residents think it is important to feel they can influence decisions which affect the area

- Almost four in 10 (39%) say this is *very important*, while 43% think it is *quite important*
- In total, 18% think it is not important to influence decisions in this way (including 4% who say it's *not at all important*)
- The number who think it's very important to feel they can influence decisions is higher amongst 35-54s (43%) than amongst 18-34s (35%)

The 2016 figure for this measure stood at 79%, down from 83% in 2015

NATIONAL COMPARISON

Residents in the UK as a whole are much less likely to feel they do influence local decision-making, or to feel this kind of influence is important

- CLS data for 2017 show that 27% nationally believe they can influence decisions (compared with 50% in Brighton & Hove)
- The proportion in the CLS survey who think it is important to influence decisions stands at 58%, compared with 82% in Brighton & Hove

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: 951. Q13: 981)



Actions to influence decisions

To influence decisions, would you...	2014	2015	2016	2017
Contact the local council/ a council official	28%	26%	25%	30%
Contact your councillor	19%	21%	22%	30%
Contact your MP	19%	20%	23%	25%
Join a campaign/demonstration/protest	5%	7%	5%	9%
Organise a group (e.g. campaign/action group)	8%	9%	4%	9%
Talk to friends/relatives	4%	4%	4%	9%
Sign an e-petition/online petition	3%	2%	3%	9%
Sign a paper petition	3%	1%	3%	9%
Attend a public meeting	5%	5%	4%	8%
Via social media (e.g. Facebook, Twitter)	2%	3%	4%	8%
Through membership of another group	7%	9%	5%	7%
Attend a council meeting	2%	3%	2%	7%
Organise a paper petition	2%	1%	2%	5%
Organise an e-petition/online petition	-	-	-	4%
Contact the police	-	-	-	3%
Contact local media or journalists	3%	2%	1%	3%
Other	9%	15%	26%	20%
Wouldn't do anything	4%	3%	5%	3%
Don't know	18%	18%	18%	16%

BRIGHTON & HOVE

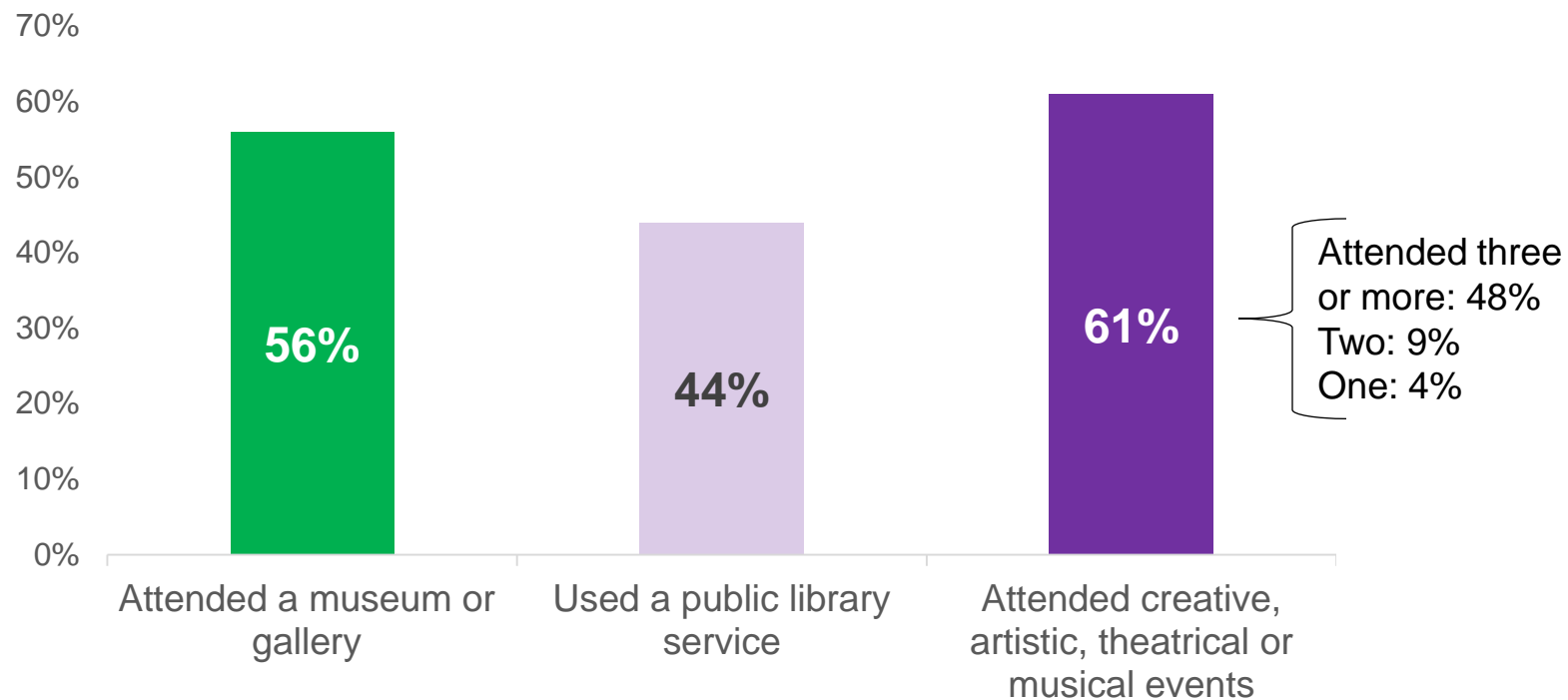
In 2017, Brighton & Hove residents who want to influence local decisions are most likely to do so in the following ways

- Contacting the local council/a council official (in general) (30%)
- Contacting a specific local councillor (30%)
- Contacting their local MP (25%)

Joining a campaign or protest, organising an action or campaign group, signing online or paper petitions and discussing the issues with friends and relatives are all actions which around one in ten residents would take

Results – culture

Cultural activities in the past 12 months



BRIGHTON & HOVE

More than half (56%) of local residents have attended a museum or gallery at least once in the past year

- This is in line with 2016, when 55% had done so, but slightly below 2015 (61%) and 2015 (58%)

The proportion of local residents who have used a library at some point in the previous 12 months has held steady (44%) when compared with 2016 (43%)

- However, usage is lower now than in 2015 (49%) and in 2014 (47%)

More than six in ten (61%) have attended at least one creative, artistic, theatrical or musical event in the previous year

- 60% had attended this kind of event in the 2016 survey (61% in both 2015 and 2014)
- In total, 48% of residents attended at least three events of this kind, 9% attended two and 4% just one event in the previous year

NATIONAL COMPARISON

The national TPS survey gives comparison data for two of these three types of cultural activity

- In the 2017 TPS survey, 52% of UK adults had visited a museum or gallery, compared with 56% in Brighton & Hove
- In the national TPS figures, 34% had used a public library service, compared with 44% in Brighton & Hove



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"

Cultural activities in the past 12 months – sub group differences



Engagement with cultural activities across the local population varies by a mixture of sex, age, ethnicity, disability and location within the city

Over the course of the previous 12 months, 56% of local residents have attended a museum or gallery at least once

- This kind of activity is most popular amongst 35-54 year olds (65%) – compared with 50% of 18-34s and 54% of over-55s
- Those without a disability are more likely to attend this kind of event/show (60%) than those with a disability (37%)
- Residents living in BN1 (66%) are more likely to have visited a museum or gallery than residents from any of the other three postcodes: BN2 (49%), BN3 (57%) and BN41 (40%)

61% of all residents have attended at least one creative, theatrical, artistic or musical event in the previous year

- Attendance is more common among those aged 35-54 (71%) than 18-34s (53%) and over-55s (60%)
- White British residents are more likely to do this kind of activity (62%) than fellow residents from black and minority ethnic backgrounds (49%)
- Disabled residents are less likely to attend this sort of event (44%) than those without a disability (65%)
- BN1 residents are more likely to have attended an event such as this (70%) than those from other areas of the city: BN2 (57%), BN3 (62%) and BN41 (39%)

Usage of the public library service in the past year stands at +44% for all residents in the city

- Female residents (47%) are more likely have used the library service than males (40%)
- Library usage is highest among 35-54s (48%), compared with 40% of the over 55s
- BN1 residents are more likely to have used a library (51%) than those living in BN2 (39%) or BN41 (28%)



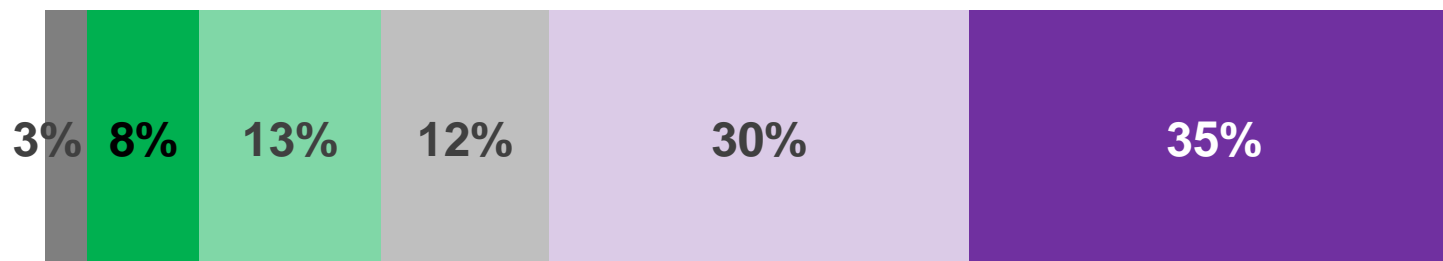
Q20 Have you attended any creative, artistic, theatrical or musical events in the past 12 months? Q21 How many events have you attended? Q22 During the last 12 months, have you attended a museum or gallery at least once? Q23 During the last 12 months, have you used a public library service at least once?

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



BRIGHTON & HOVE

In total, 64% of residents agree that they will have enough money after housing costs to meet their basic living costs

- 30% *tend to agree* and 35% *strongly agree*
- However, one in five people (21%) living in the city disagree – indicating that they *don't* feel they will have enough money to meet their basic living costs

The proportion of local residents who do feel they will have enough money is rising

- 62% agreed with the statement in 2016, 62% in 2015 and 57% in 2014
- However, the proportion of residents who don't think they will have enough money is up from 19% last year to 21% in 2017

Demographic differences have an impact on how confident residents are that they will have enough money to live on

- Men (38%) are more likely to *strongly agree* that they will have enough money than women (31%)
- The youngest age band (18-34) are least likely to *strongly agree* (27%), compared with 36% of 35-54s and 43% of those aged 55+
- White British residents (36%) are more likely to *strongly agree* than those from black and minority ethnic communities (15%)
- Disabled residents (18%) are less likely to *strongly agree* than those without a disability (38%)
- The number of *strongly agree* ratings is highest in BN3 (41%), followed by 36% in BN1, 31% in BN2 and 22% in BN41

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

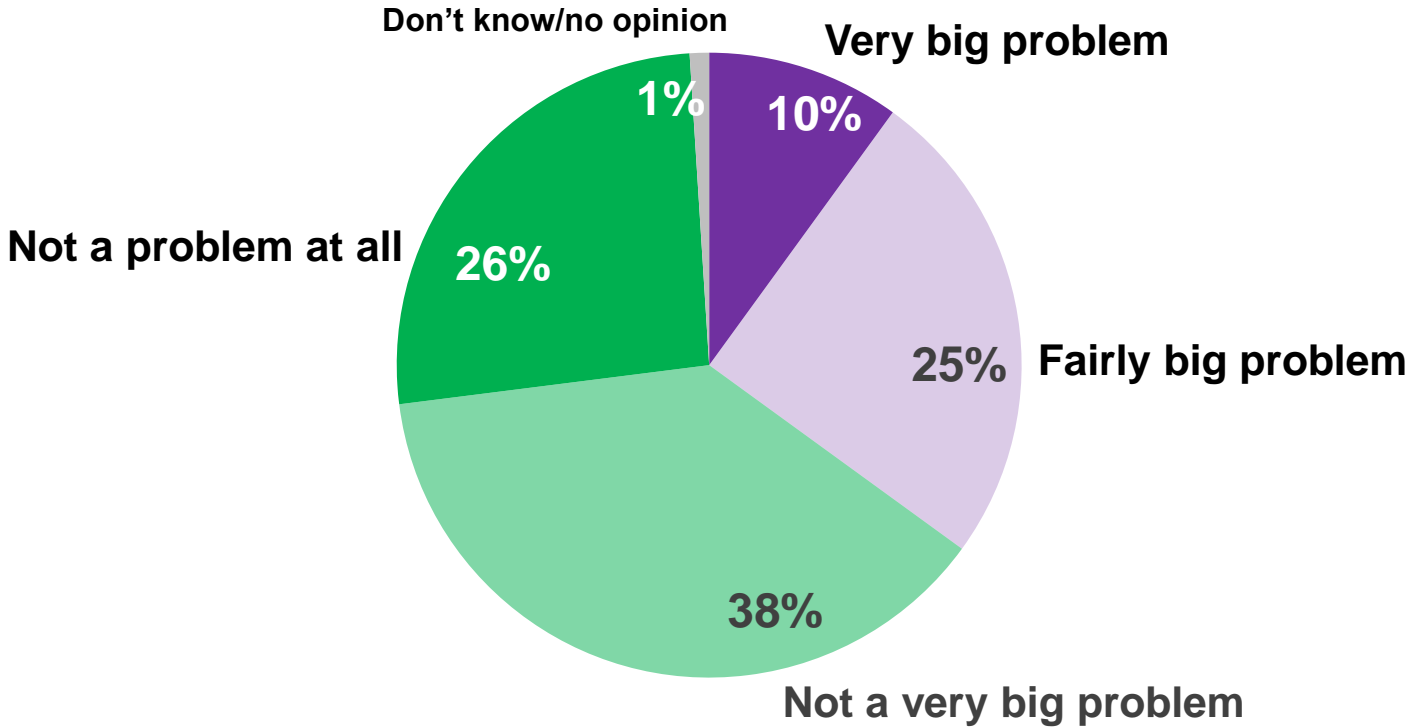
Q19 Thinking about the next year, how much do you agree or disagree that you will have enough money, after housing costs, to meet basic living costs? By this I mean to pay for food, water and heating?

Base: All including "don't knows" (1002)



Results – local environment

Air pollution in your street



BRIGHTON & HOVE
More than one in three (35%) residents regard air pollution as a problem in their own street

- 10% see air pollution as a *very big problem*, 25% as a *fairly big problem*
- Meanwhile, the majority – 64% – do not think air pollution is a problem in their street

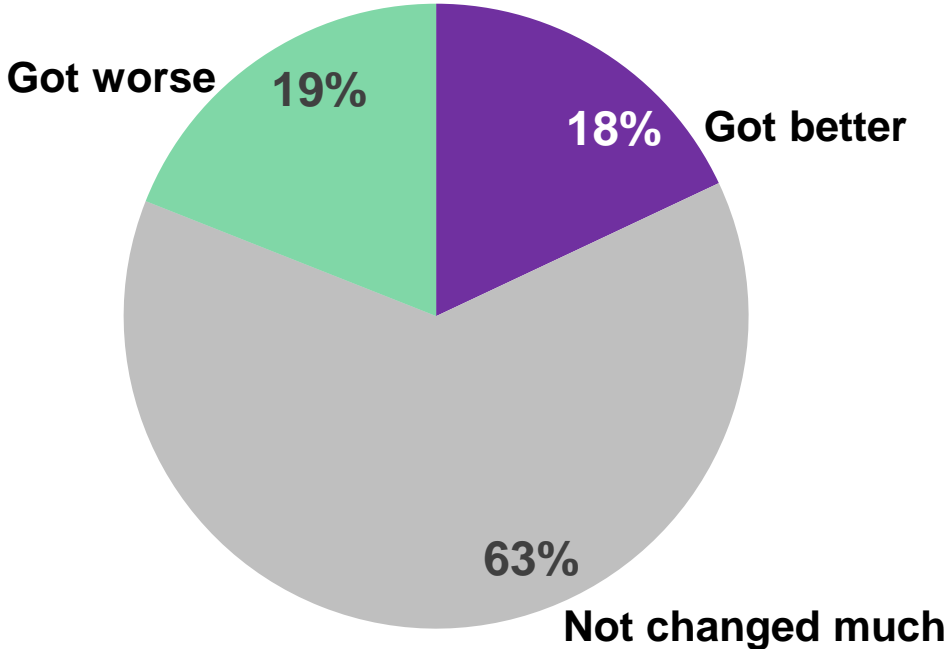
However, air quality is more likely to be seen as an issue now than in previous years

- In 2016, 28% regarded air pollution as a problem on their street (previously at 25% in 2015 and 28% in 2014)



Q25 In your street how much of a problem do you think air pollution is?
 Base: All including don't knows (1002)

How area has changed



BRIGHTON & HOVE

Residents are split on how their local area has changed as a place to live over the past two years

- 18% of residents say their own area has *got better* as a place to live, but 19% say it has *got worse* (63% say their area has *not changed much*)

Residents are less likely to say their local area has *got better* to live in now than in either of the past two years

- In 2016, 20% said their area had *got better* (22% in 2015)

Younger residents tend to be more positive on this measure

- 21% of 18-34s feel their local area has *got better* as a place to live, compared with 15% of those aged 55+

NATIONAL COMPARISON

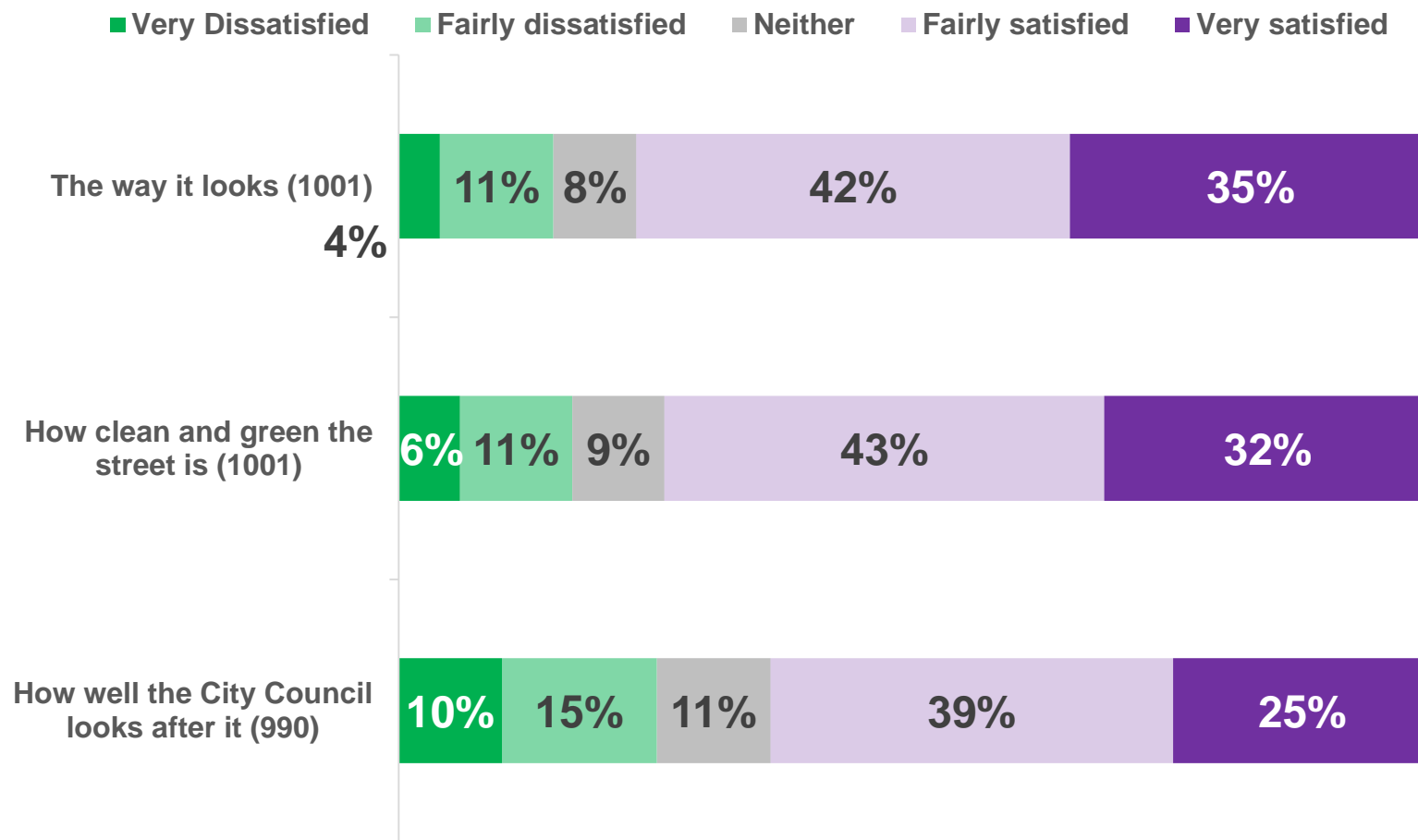
Despite the weaker performance on this measure compared with the past two years, Brighton & Hove residents are more positive than the UK population as a whole

- In the 2017 CLS survey, 15% said their area had *got better* while 22% felt it had *got worse*



Q18 On the whole, do you think that over the past two years this area has got better or worse to live in or would you say things haven't changed much?
Base: All excluding don't knows and those who have lived in the area less than two years (972)

Satisfaction with the street where you live



BRIGHTON & HOVE

More than three-quarters (77%) of residents are satisfied with the way their street looks (including 35% who are very satisfied)

- Residents' views of this aspect of their street are more positive in 2017 when compared with 2016 (73% satisfied)
- 15% are dissatisfied, down from 18% in 2016
- 18-34s are more likely to be *very satisfied* (40%) than those aged 35-54 (30%), while residents of BN1 (39%), BN2 (32%) and BN3 (38%) are all more likely to be *very satisfied* than those living in BN41 (20%)

75% of residents are satisfied with how clean and green their street is (including 32% very satisfied)

- Satisfaction with this aspect of the local environment is up notably on 2016, when 67% were satisfied
- 17% are dissatisfied, down from 23% in 2016
- Young people are more likely to be *very satisfied* with this aspect of the local environment (36% of 18-34s), compared with 27% of 35-54s
- There are more very satisfied ratings in BN1 (34%) and BN3 (37%) than BN2 (25%)

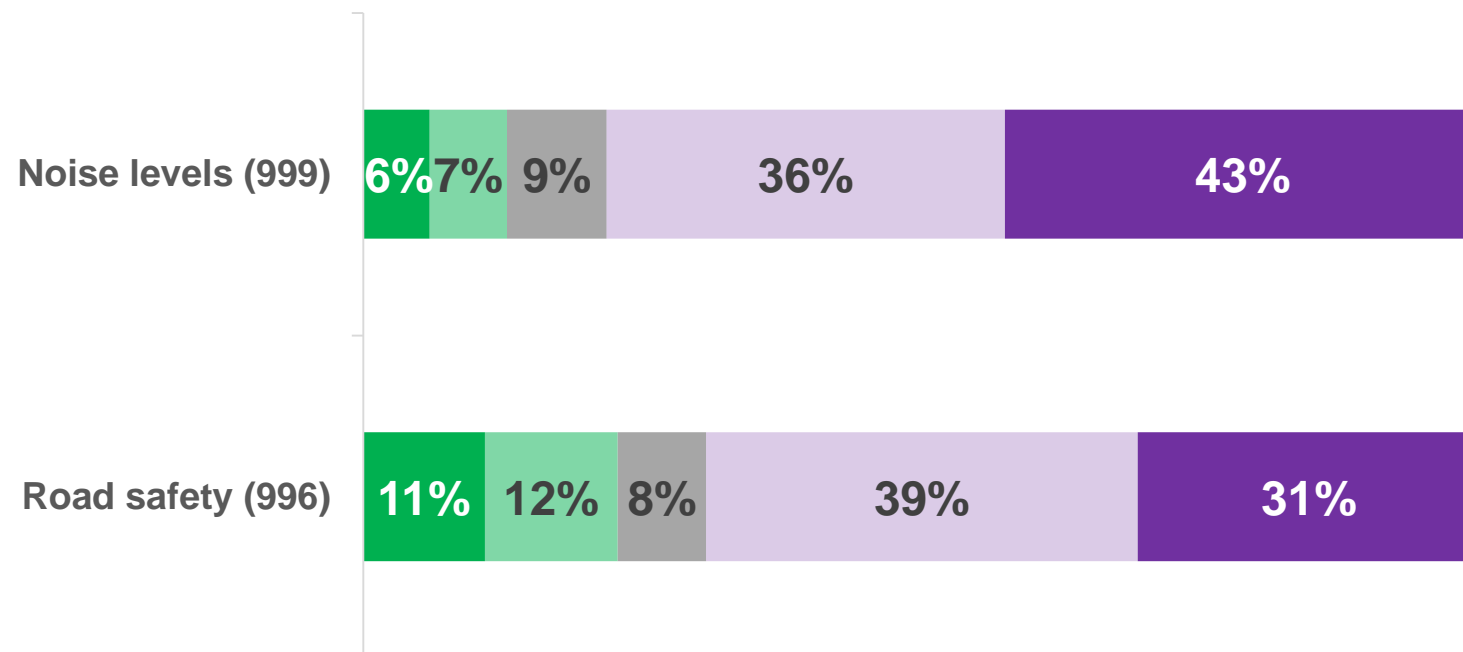
Almost two-thirds (64%) of residents are satisfied with the job the City Council is doing of looking after their street (including 25% very satisfied)

- The 2017 figure is also an improvement on last year, up from 59% in 2016
- Despite the improvement, one in four are dissatisfied (25%), although this is down from 28% last year
- Those aged 18-34 (31%) and 55+ (27%) are more likely to be *very satisfied* than 35-54s (18%)



Satisfaction with the street where you live

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



BRIGHTON & HOVE

Almost four in five (79%) residents are satisfied with noise levels in their street (including 43% who are very satisfied)

- Satisfaction levels remain relatively similar compared with both 2016 and 2015, when 80% were satisfied
- 13% are dissatisfied, similar when compared with 2016 (12%)

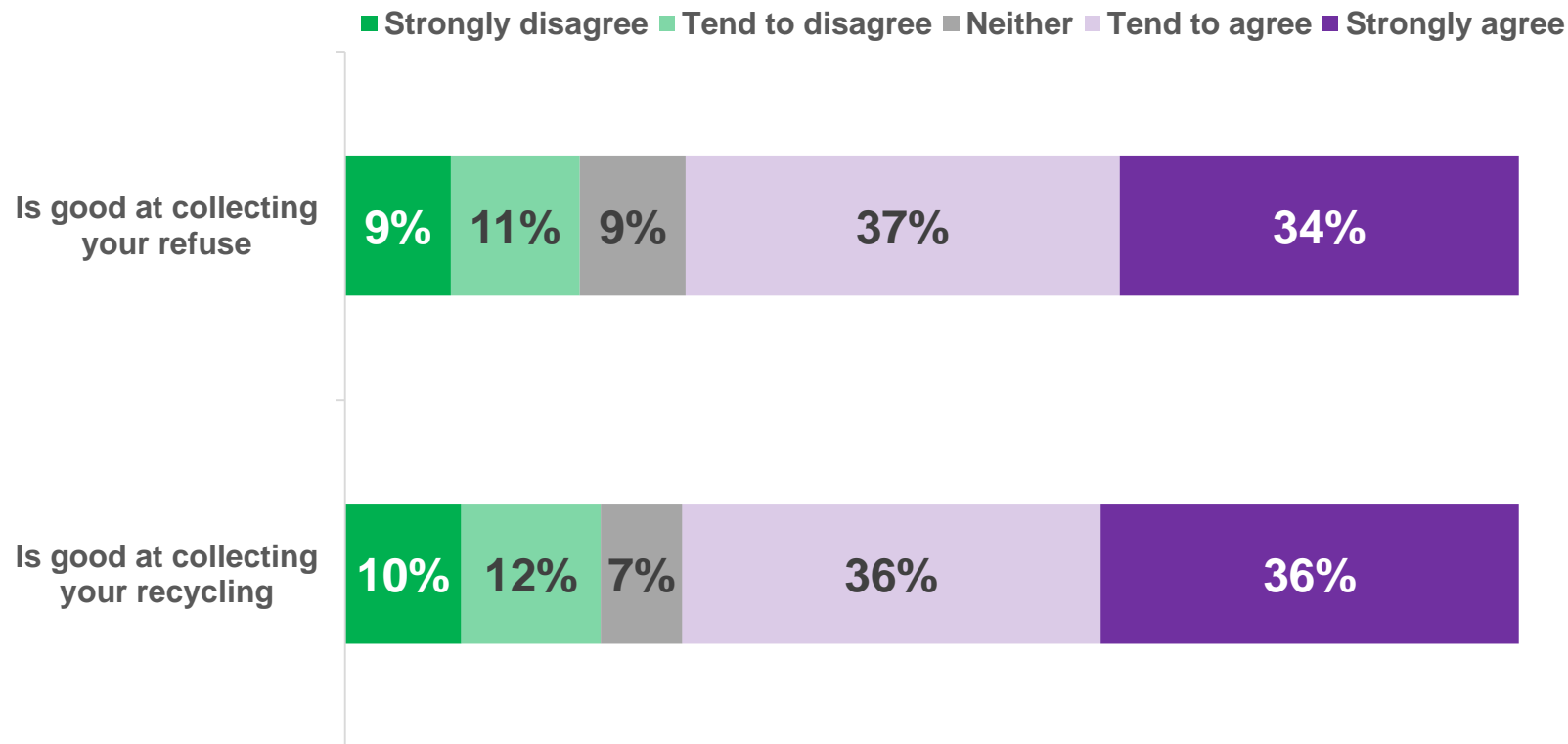
Overall, 70% of residents are satisfied with road safety in their street

- In 2016, 71% were satisfied, so views are relatively unchanged, although both figures are down on 2015 (76%)
- 23% are dissatisfied, similar to 2016 (22%)
- While 18-34s report the highest proportion of *very satisfied* scores (37%), the 35-54 age band are least likely to do so (26%)
- Residents in BN3 are more likely to be very satisfied (38%) than in any of the other three areas: BN1 – 28%, BN2 – 29% and BN41 – 22%



Results – council services

Refuse and recycling



BRIGHTON & HOVE

A total of 71% of residents think the council is good at collecting their refuse (34% *strongly agree*, 37% *tend to agree*)

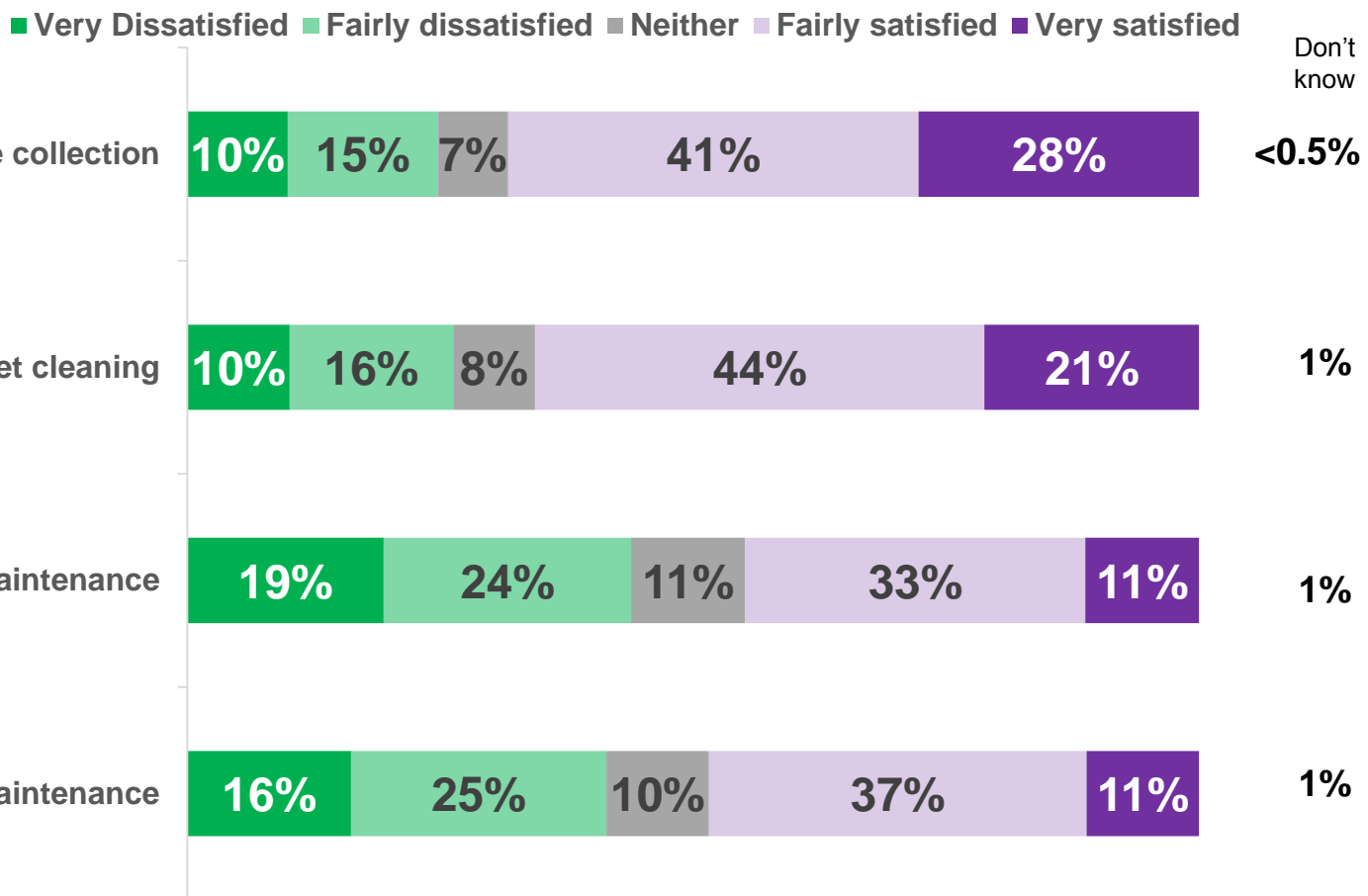
- This reflects the continued recovery of the council's reputation in this matter since the 2014 industrial action by refuse collectors:
 - 71% agree in 2017
 - 67% in 2016
 - 63% in 2015
 - 36% in 2014
- Meanwhile, one in five (20%) do not think the council is good at refuse collection (down from 23% last year)
- Older residents take a more positive view than those in the younger age bands: 44% of those aged 55+ *strongly agree*, compared with 32% of 18-34s and 28% of 35-54s

72% of residents say the council is good at collecting their recycling (36% *strongly agree* and 36% *tend to agree*)

- In the previous two surveys, this figure has stood at 67%, up from a low point of 44% in 2014
- 22% of residents do not feel the council is good at collecting recycling, down from 24% in 2016
- As with refuse in general, older residents are more positive about how recycling is handled: 46% in the 55+ age band *strongly agree*, compared with 36% of 18-34s and 29% of 35-54s



Satisfaction with waste collection, street cleaning and street maintenance services



BRIGHTON & HOVE

More than two-thirds of residents (69%) are satisfied with waste collection (28% very satisfied and 41% fairly satisfied)

- The 2017 figure is up from 64% satisfied in 2016
- However, 24% are dissatisfied (although this is down from 28% last year)

65% of residents are satisfied with street cleaning in the city (21% very satisfied and 44% fairly satisfied)

- The level of satisfaction is unchanged in comparison with 2016
- 26% of residents are dissatisfied in 2017, compared with 27% last year

Fewer than half of residents (44%) report satisfaction with road maintenance (11% very satisfied and 33% fairly satisfied)

- In 2016, 43% were satisfied
- A similar proportion is dissatisfied with road maintenance (43% to last year (42%))

Almost half (48%) are satisfied with pavement maintenance in the city (11% very satisfied and 37% fairly satisfied)

- 46% were satisfied in 2017
- The level of dissatisfied ratings (41%) is similar to last year (42%)

NATIONAL COMPARISON

Brighton & Hove under-performs national data from the LGA survey in three of the four areas

- Waste collection: LGA – 80%, Brighton & Hove – 69%
- Street cleaning: LGA – 69%, Brighton & Hove – 65%
- Road maintenance: LGA – 39%, Brighton & Hove – 44%
- Pavement maintenance: LGA – 54%, Brighton & Hove – 48%

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

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" (1002)



Satisfaction with waste collection, street cleaning and street maintenance services



Levels of satisfaction with waste collection, street cleaning and road and pavement maintenance vary across different groups within the local population

Overall, 28% of residents are *very satisfied* with waste collection in Brighton & Hove

- Residents in the older age group (55+) are more likely to be *very satisfied* (40%) than 18-34s (27%) and 35-54s (20%)

A total of 21% of all residents are *very satisfied* with street cleaning by Brighton & Hove City Council

- Younger residents report a higher level of satisfaction (25% of 18-34s are *very satisfied*) when compared with 35-54s (16%)

Across all residents in the city, 11% are *very satisfied* with road maintenance

- 18-34s report a higher level of *very satisfied* scores (18%) than 35-54s (6%) and those aged 55+ (7%)
- Disabled residents are less likely to be *very satisfied* (7%) than those with no disability (12%)
- Residents living in BN41 report a lower level of *very satisfied* scores (4%) than residents in BN1 (13%) and BN2 (11%)

11% of all residents are *very satisfied* with pavement maintenance

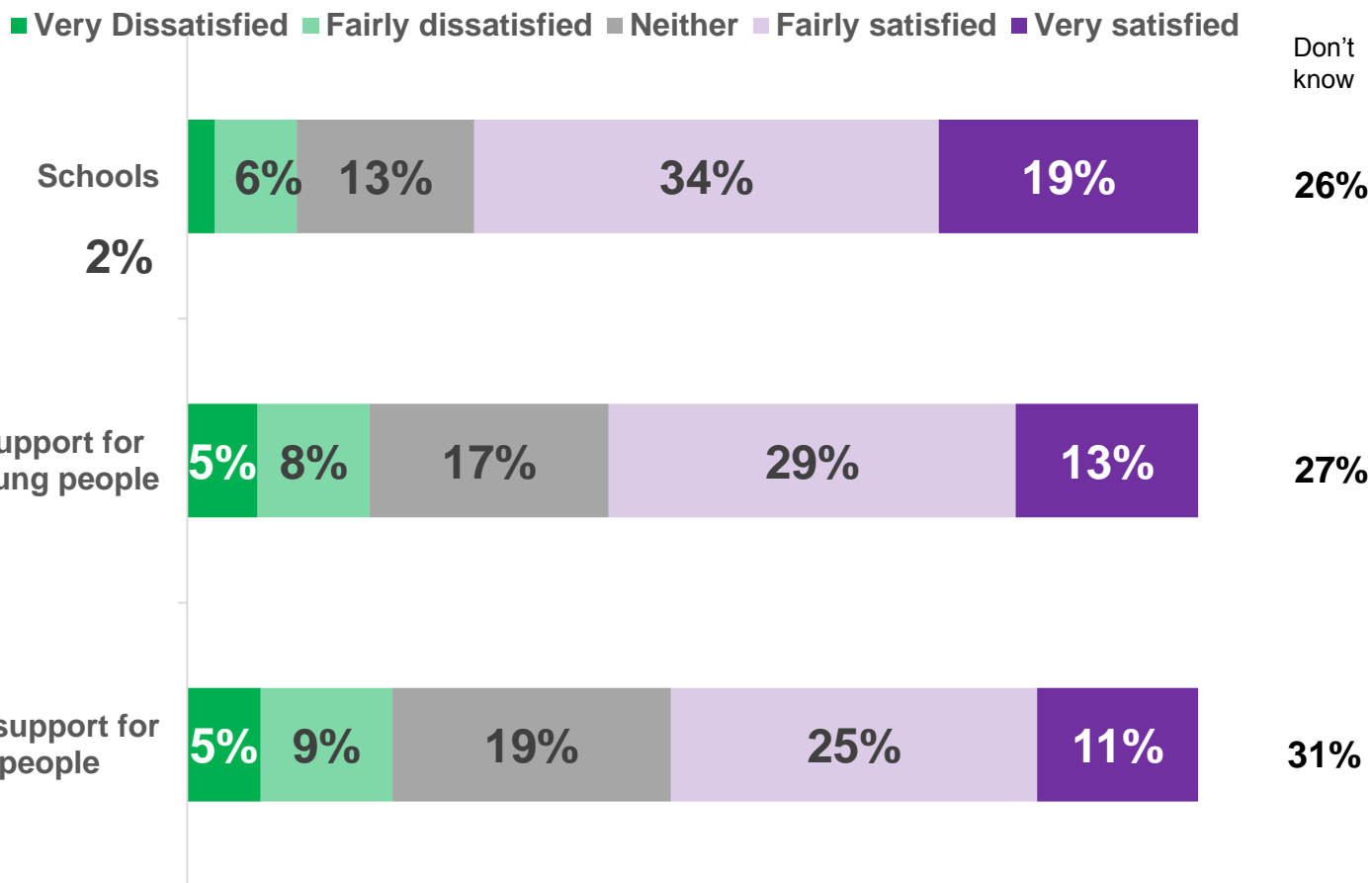
- Those aged 18-34 are more likely to be *very satisfied* (18%) than 35-54s (7%) and those aged 55+ (7%)
- Just 2% of residents in BN41 are *very satisfied*, compared with 13% in BN1, 12% in BN2 and 10% in BN3



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" (1002)

Satisfaction with education and support services



BRIGHTON & HOVE

In total, 53% of residents are satisfied with schools in the city (19% *very satisfied* and 34% *fairly satisfied*)

- In 2016 54% of residents were satisfied
- 8% are dissatisfied (up from 5% in 2016)
- Female residents report more *very satisfied* scores (22%) than males (16%), while 18-34s are more likely to be *very satisfied* (21%) than those aged 55+ (15%)

43% of local residents are satisfied with services and support for children and young people in the city (13% *very satisfied* and 29% *fairly satisfied*)

- In 2016, 40% were satisfied
- The 13% dissatisfied reported in 2017 is similar to 2016 (12%)
- Residents aged 18-34 report a higher level of *very satisfied* scores (19%) than 35-54s (11%) and those aged 55+ (9%)

Overall, 36% of residents are satisfied with services and support for older people (11% *very satisfied* and 25% *fairly satisfied*)

- The level of satisfaction is up from 32% last year
- 14% are dissatisfied, compared with 15% in 2016
- Male residents are more likely to be *very satisfied* (13%) than female (9%), while 18-34s (14%) and 55+ residents (14%) are more likely to be *very satisfied* than 35-54s (5%)

NATIONAL COMPARISON

In terms of services for both younger and older people, Brighton & Hove is below the national average from the LGA survey

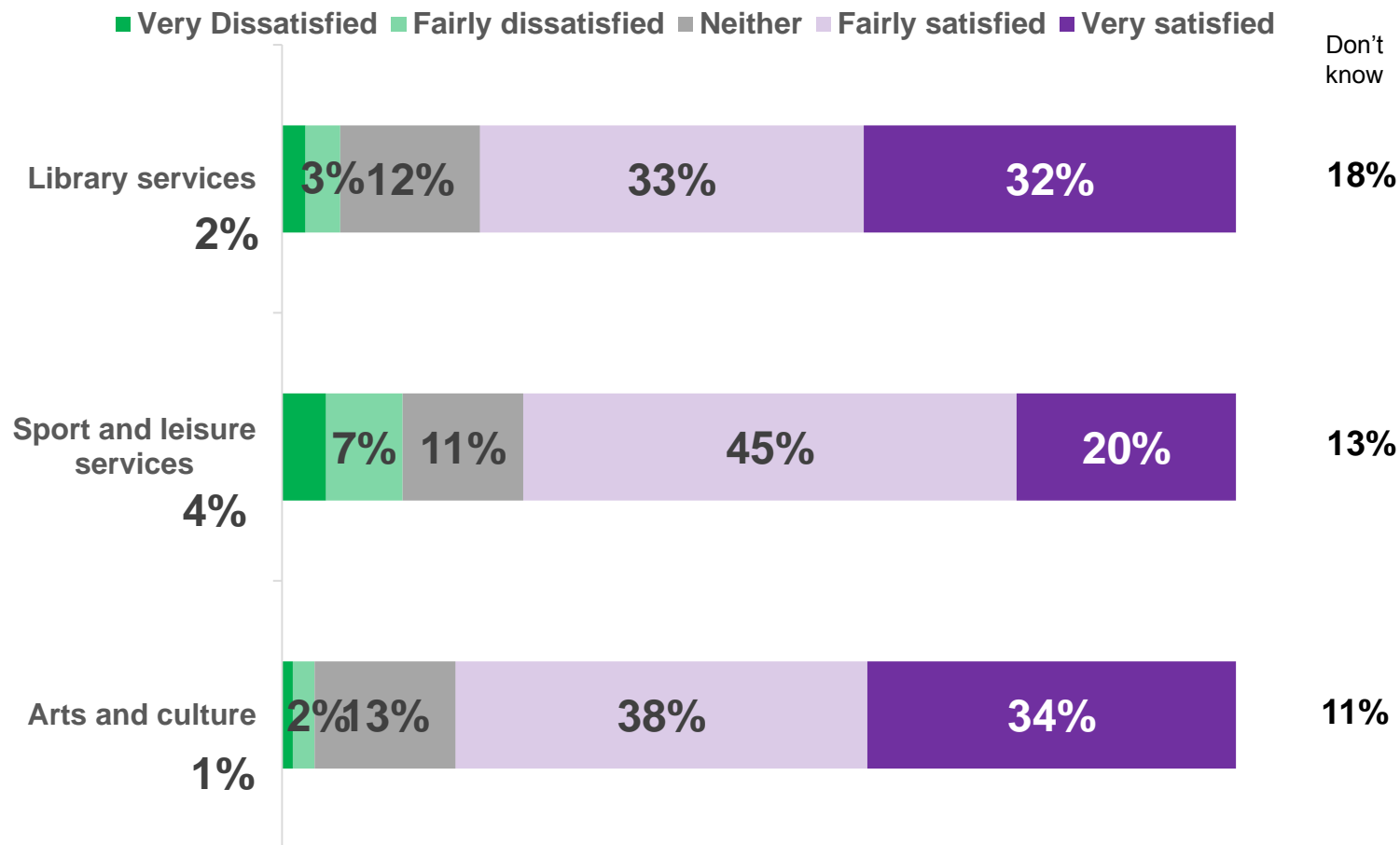
- Children/young people: LGA – 46%, Brighton & Hove – 42%
- Older people: LGA – 46%, Brighton & Hove – 36%

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

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" (1002)



Satisfaction with other services



BRIGHTON & HOVE

Almost two-thirds of residents (65%) are satisfied with library services in the city (32% very satisfied and 33% fairly satisfied)

- This is an increase on 2016, when 61% were satisfied
- 5% are dissatisfied, unchanged on the previous year
- 18-34 year olds are more likely to be *very satisfied* (36%) than those aged 55+ (27%), while BN41 residents are less likely (11%) than those in BN1 (32%), BN2 (33%) and BN3 (34%)

65% of local residents are satisfied with sports and leisure services in the city (20% very satisfied and 45% fairly satisfied)

- This is up from 60% last year
- 11% are dissatisfied, compared with 12% last year
- The level of *very satisfied* ratings is higher for 18-34s (24%) than for 35-54s (15%) and BN1 residents are more likely to be *very satisfied* (23%) than those in BN3 (16%)

More than seven in ten (73%) residents are satisfied with arts and culture in the city (34% very satisfied and 38% fairly satisfied)

- Satisfaction levels are similar when compared with 2016 (72%)
- 3% are dissatisfied, compared with 5% last year
- Fewer disabled residents are *very satisfied* (24%) than those without a disability (37%), while BN41 residents (19%) are less satisfied than in BN1 (35%), BN2 (33%) and BN3 (38%)

NATIONAL COMPARISON

Brighton & Hove residents are slightly more positive than the average UK resident on these types of services, compared with the LGA figures

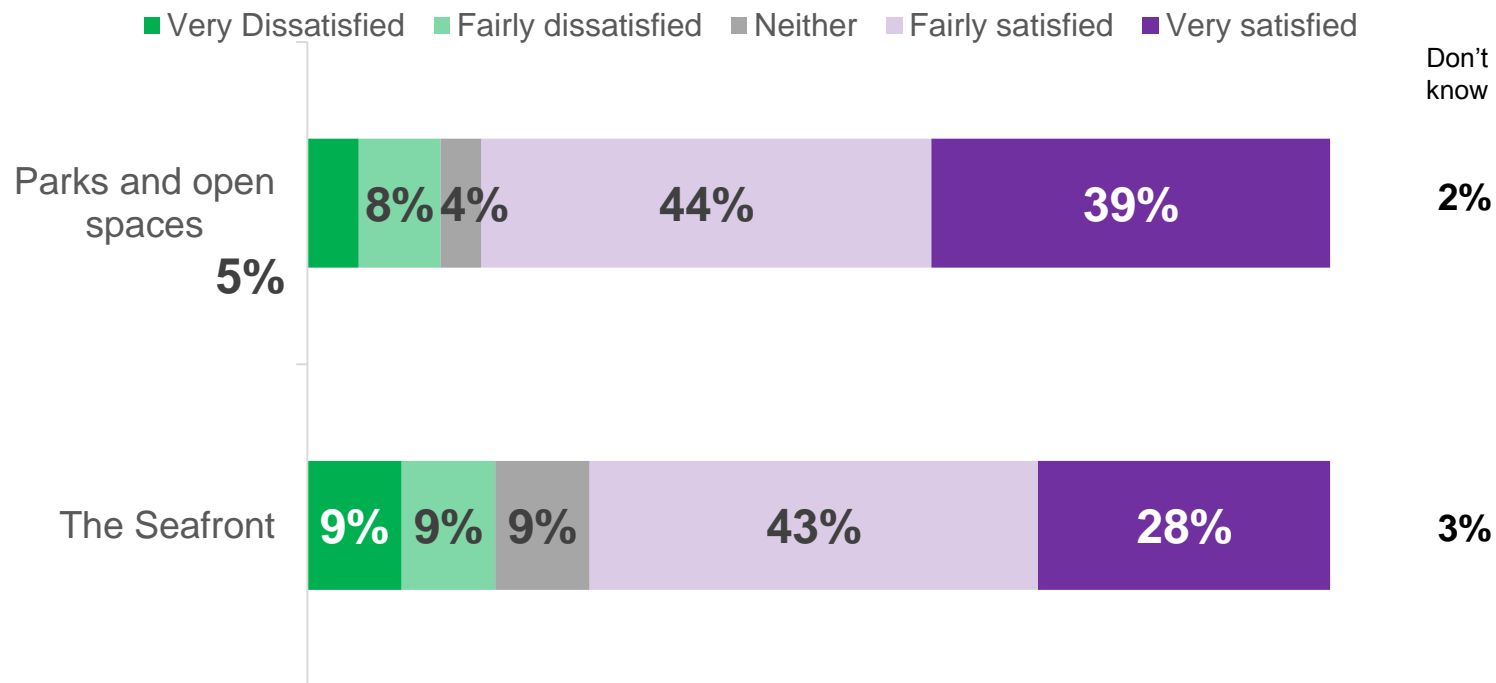
- Library services: LGA – 62%, Brighton & Hove – 65%
- Sports/leisure services: LGA – 62%, Brighton & Hove – 65%

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

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" (1002)



Satisfaction with the city environment



BRIGHTON & HOVE

More than eight in ten (82%) are satisfied with parks and open spaces in the city (39% very satisfied, 44% fairly satisfied)

- This compares with 82% last year
- 13% are dissatisfied with this aspect of the city (12% in 2016)
- 43% of 18-34s are *very satisfied*, compared with 34% of those aged 55+
- Disabled residents are less likely to be very satisfied (31%) than those without a disability (40%)
- Those living in postcode areas BN1 (45%) and BN3 (40%) are more likely to be very satisfied than those living in BN2 (30%)

71% of residents are satisfied with the Seafront (28% very satisfied and 43% fairly satisfied)

- 73% were satisfied in 2016
- A total of 18% are dissatisfied with the Seafront, compared with 17% in 2016
- Female residents are more likely to be very satisfied (31%) than males (24%)
- 18-34s have higher levels of *very satisfied* scores (33%) than 35-54s (24%) and those aged 55+ (25%)
- Disabled residents are less likely to be very satisfied (18%) than those without a disability (30%)

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



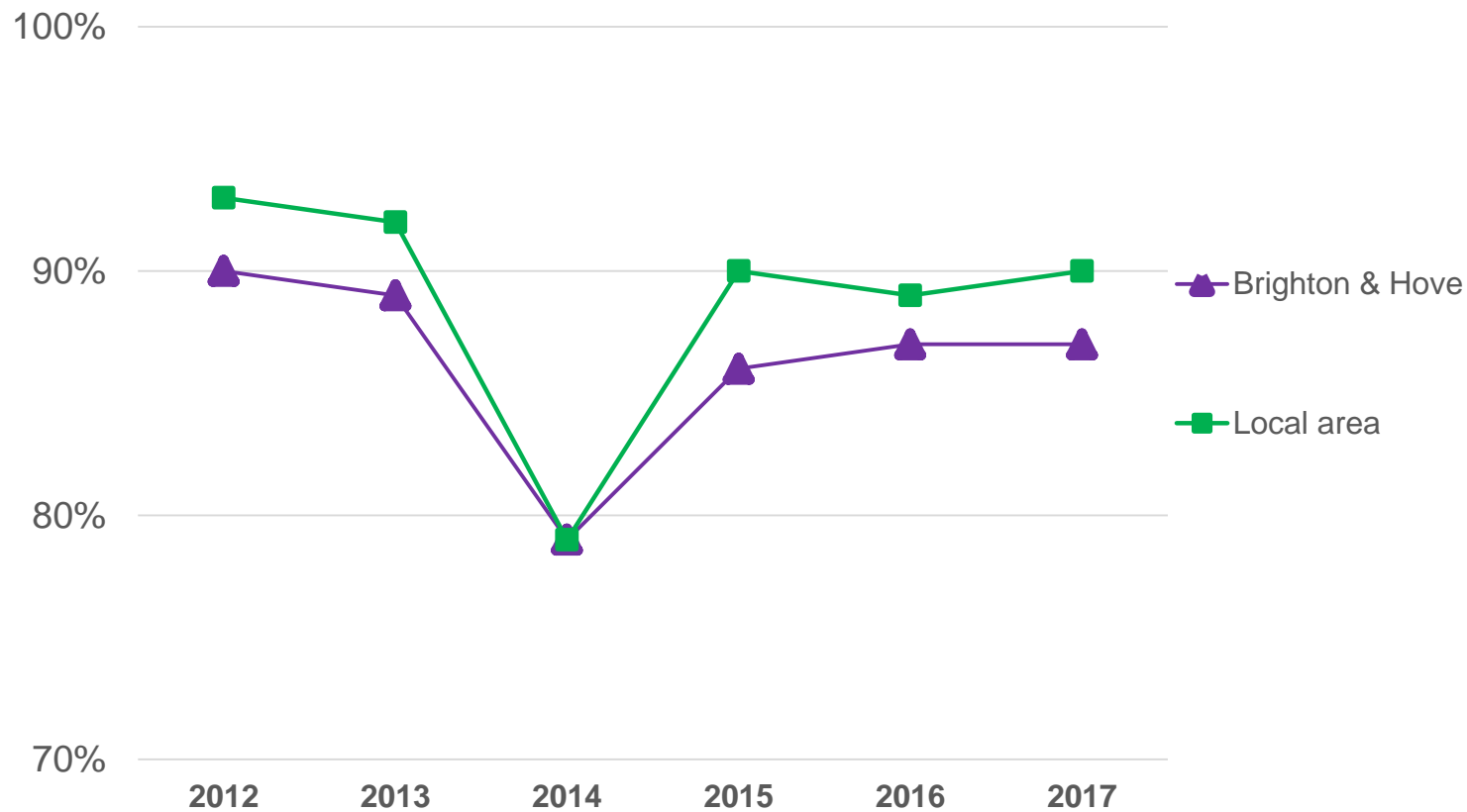
Q26 I am going to read out a number of different types of services that are provided by Brighton & Hove City Council in your area. I would like you to tell me how satisfied or dissatisfied you are overall with your council's...

* 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" (1002)

Year-on-year comparisons

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



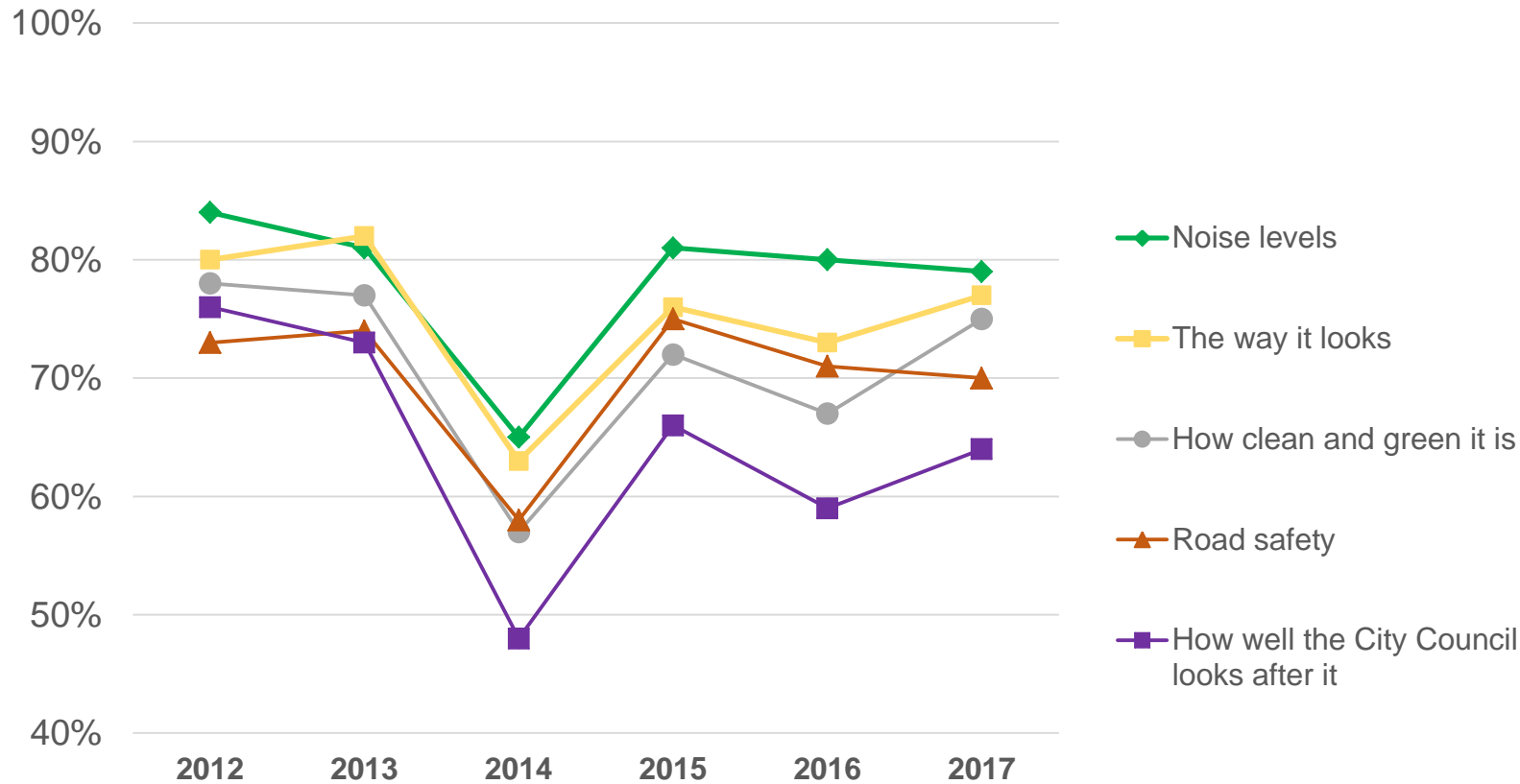
BRIGHTON & HOVE

The level of overall satisfaction with *Brighton & Hove as a place to live* has levelled off in 2017 and remains below the historical high points reported in 2012 and 2013

Overall satisfaction with the immediate *local area as a place to live* is slightly higher in 2017, matching the level reported in 2015, but below the high points of 2012 and 2013



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



BRIGHTON & HOVE

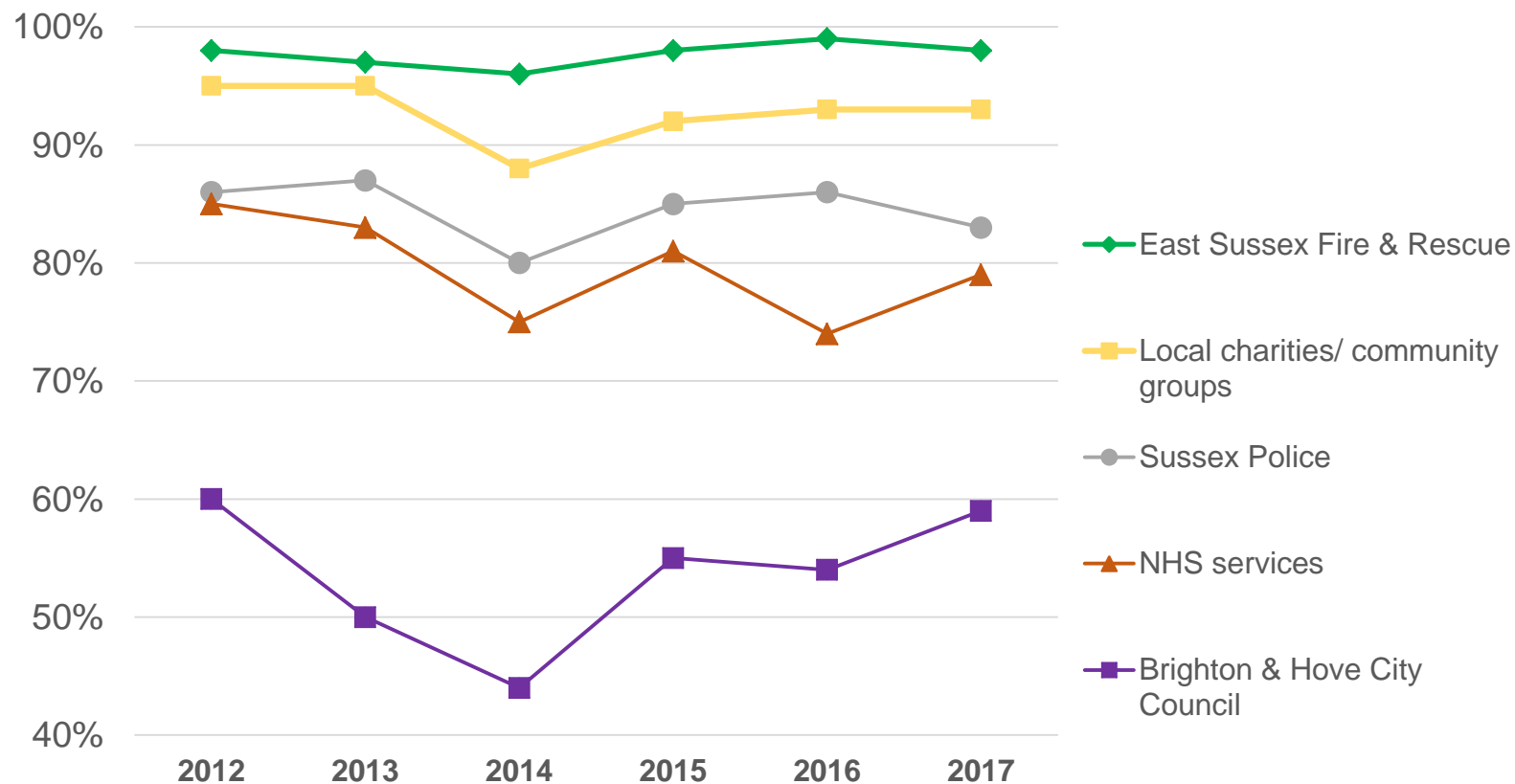
Levels of satisfaction increase from 2016 to 2017 for two key aspects of the street environment – *the way the street looks* and *how clean and green it is*. On both of these measures, levels of satisfaction are higher now than in 2015 or 2016

Overall satisfaction with *how well the City Council looks after the street* also improves from 2016 to 2017, but remains below its 2015 level

When it comes to *noise levels* and *road safety*, levels of satisfaction in both areas decline slightly for the second consecutive annual survey



Wise use of money – proportion “agree”



BRIGHTON & HOVE

As in previous years, most residents think *East Sussex Fire & Rescue* and local *charities and community groups* use their budgets wisely – and the high levels of agreement for both have persisted throughout the six years of the survey

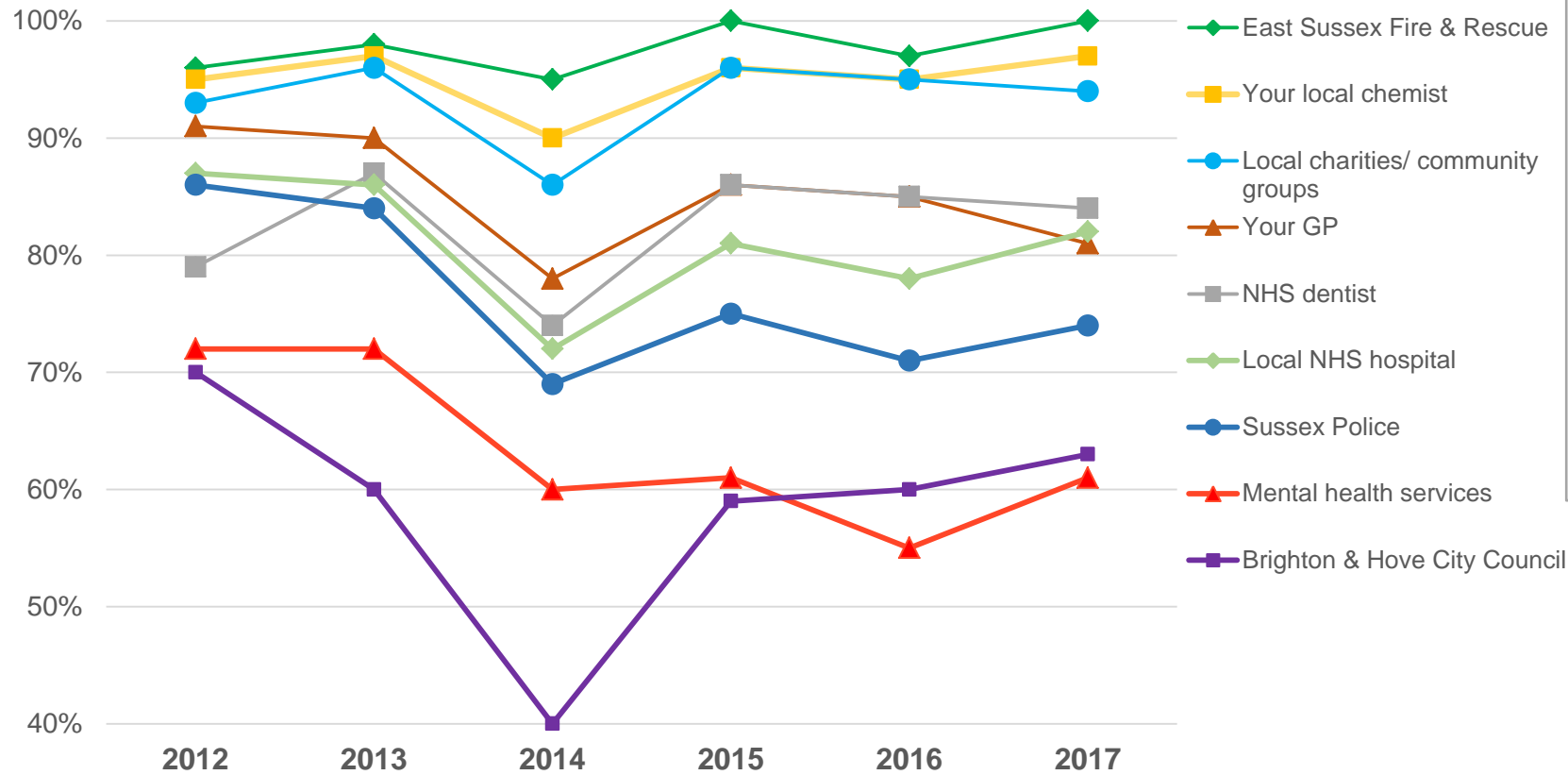
Ratings of *Brighton & Hove City Council* on this measure have been more volatile over time, but having reached a low point in 2014, are now back close to matching the high point recorded back in 2012

The proportion of residents who believe *Sussex Police* uses its money wisely declines slightly when compared with 2016

Ratings on wise use of money by local *NHS services* improve when compared with 2016, but remain below the figures reported in 2012 and 2013



User satisfaction with services – proportion “satisfied”



BRIGHTON & HOVE

Based on the ratings of residents who have used each service in the past year, satisfaction with six of the nine types of service have improved from 2016 to 2017:

- East Sussex Fire & Rescue Service
- Local chemists
- Local NHS hospitals
- Sussex Police
- Brighton & Hove City Council
- Local mental health services

However, satisfaction is slightly lower with three services:

- Local charities/community groups
- NHS dentists
- Local GPs



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”

Results – key point summary

Key point summary 2017

- Almost nine in ten Brighton & Hove residents are satisfied with the city as a place to live – and the proportion who feel *very satisfied* is notably higher this year than in 2016
 - A similar number of residents – nine in ten – are satisfied with their own local area of the city as a place to live – well above national comparison figures
- When findings for Brighton & Hove residents are compared with national figures for the UK as a whole, the local population appears more engaged with the place they live than elsewhere
 - Brighton & Hove residents are more likely to feel they belong to their local area, more likely to feel they live in an area where people from different backgrounds can get on well together, and more likely to feel they can influence local decisions
 - People in the city are more likely to do formal voluntary work, get involved in local issues and use local facilities such as libraries and museums
- Brighton & Hove City Council has improved its performance across a number of measures this year, according to residents
 - Overall satisfaction with the council is at a five-year high, with residents more likely to believe the council is spending its money wisely
 - Residents also feel the council is making a better job of managing the environment, reflected in increasing satisfaction with how well the council looks after local streets, and how it handles waste collection and recycling
- For the coming year, there are a few areas of potential concern flagged up by the research
 - There has been a noteworthy increase in the number of residents concerned about air pollution in their street
 - Unlike previous years, residents are more likely to feel their local area is *getting worse* than *getting better*
 - One in five residents is worried that they won't have enough income to meet basic living costs in the coming year