

Brighton & Hove City Tracker Survey

Annual results – November 2015

City Tracker Survey



- Brighton & Hove Connected commissioned Infocorp Ltd to carry out its 2015 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 2015 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 2015 (**LGA** comparison)
 - Cabinet Office Community Life Survey 2014-15 (**CLS** comparison)
 - Department for Culture, Media & Sport Taking Part Survey June 2015 (**TPS** comparison)
- 2015 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) and 2014 results (wave 7)



Methodology and reporting

Methodology

- 1,003 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: 14th September to 21st October 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
- Data is weighted to match the local population by postcode sector



Respondent profile



Demographic		Sample Profile (weighted)	Population profile (2011 Census)
Gender	Male	46%	50%
	Female	54%	50%
Age	18-34	33%	37%
	35-54	37%	36%
	55+	30%	27%
Ethnicity	White British	81%	81%
	Other White	8%	9%
	Black & Minority Ethnic (BME)	11%	10%
Health	Disability/Health problem	14%	16%
Postcode sector	BN1	32%	32%
	BN2	32%	32%
	BN3	29%	29%
	BN41	7%	7%

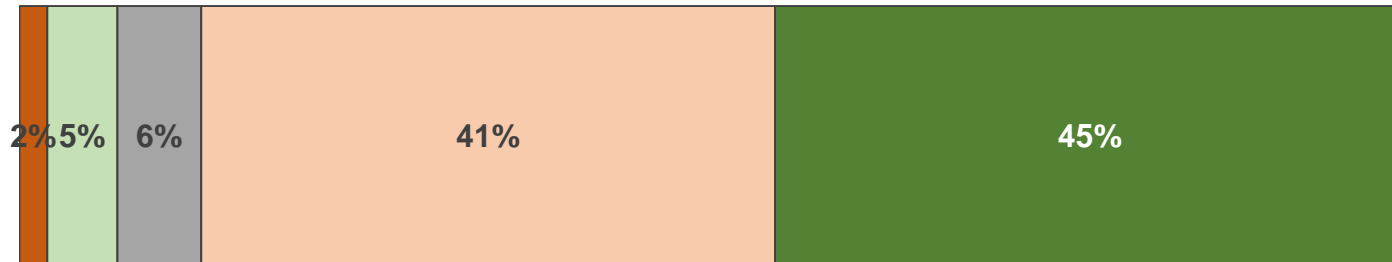


Results – satisfaction with Brighton & Hove

Satisfaction with Brighton & Hove as a place to live



Very Dissatisfied Fairly dissatisfied Neither Fairly satisfied Very satisfied



A big majority (86%) of residents are satisfied with Brighton & Hove as a place to live. Only 7% are dissatisfied.

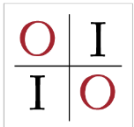
The 2015 figure (86%) is a notable improvement on 2014 when 79% of residents said they were satisfied with the city as a place to live

- However, the proportion saying they are satisfied is not quite as high as in 2013 (89%) or 2012 (90%)

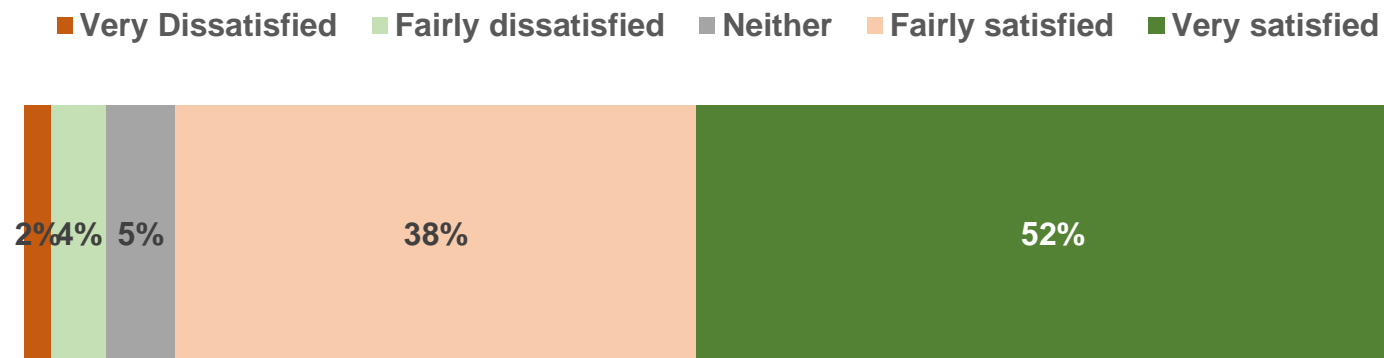
The proportion of residents who are dissatisfied is broadly similar in 2015 (7%) to 2014 (6%)

- This stood at 4% in 2013 and 5% in 2012

Residents living in the BN3 postcode area are most likely to be *very or fairly satisfied* (91%), compared to 84% in BN1 and BN2 and 83% in BN41



Satisfaction with local area as a place to live



Nine in ten residents (89%) are satisfied with their own local area as a place to live, only 6% are dissatisfied.

Residents are considerably more likely to be satisfied with their locality now than in 2014 (79%):

- 92% were satisfied in 2013 and 93% in 2012

In 2015, Brighton & Hove residents are generally more satisfied with their local area than residents across the UK as a whole, according national comparison figures:

- In the latest Local Government Association (LGA) survey, 82% and the most recent Community Life Survey (CLS) 86%

Council tenants (76%) are least likely to be satisfied with their local area, while 14% are very of fairly dissatisfied. For all other tenure dissatisfaction is less than 7%.

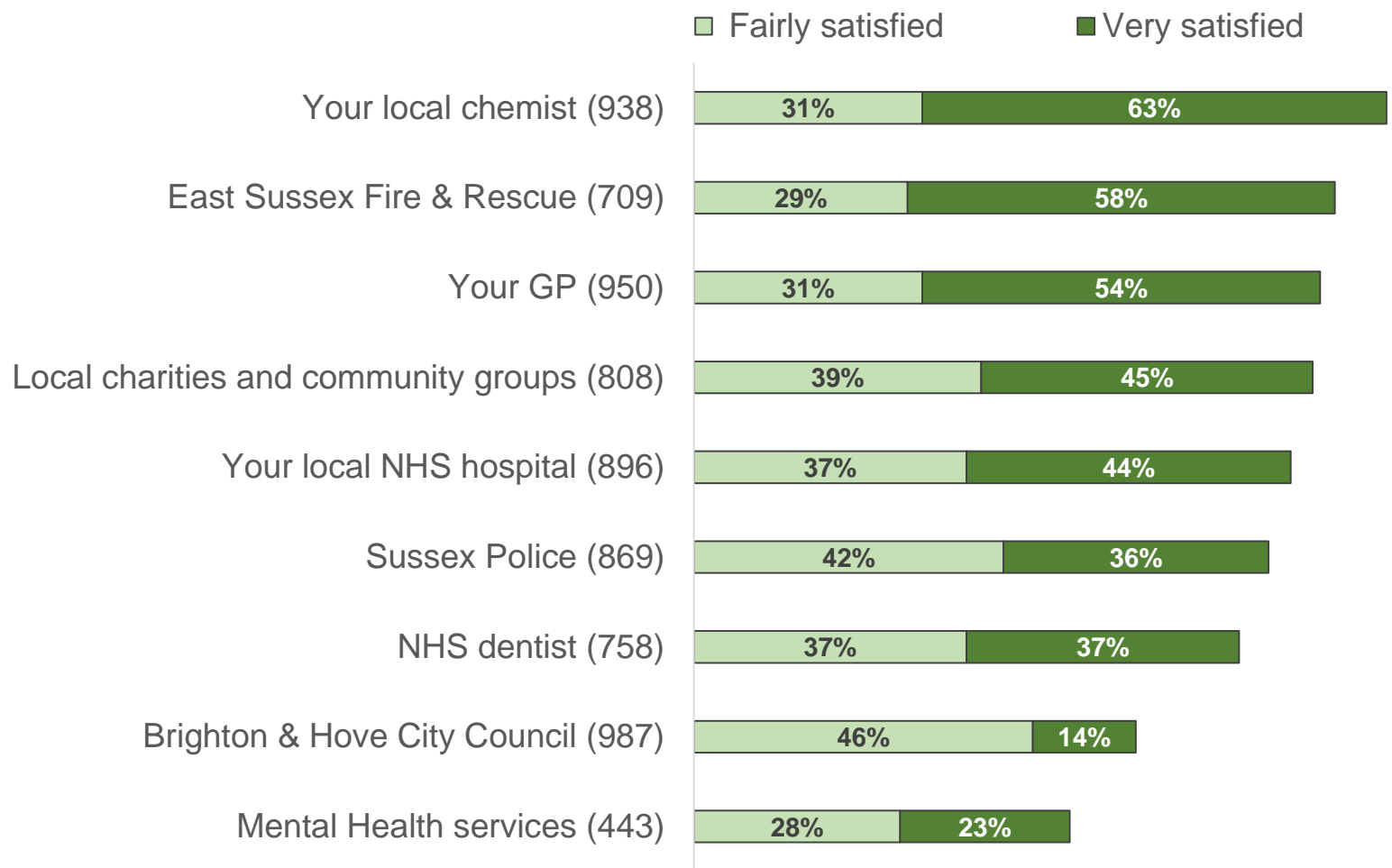
Residents living in BN3 are most likely so be very or fairly satisfied (95%), compared to BN1 (89%), BN2 (85%) and BN41 (88%)

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



Results – satisfaction with local services

Overall satisfaction with services – all residents



Five of the nine local services covered in the survey receive very or fairly satisfied ratings from more than four in five local people:

- Local chemist (94%)
- Fire & Rescue (87%)
- GP (85%)
- Local charities/community groups (84%)
- Local NHS hospital (80%)

The lowest level of satisfaction across the nine different services is reported for local mental health services (51% satisfied)

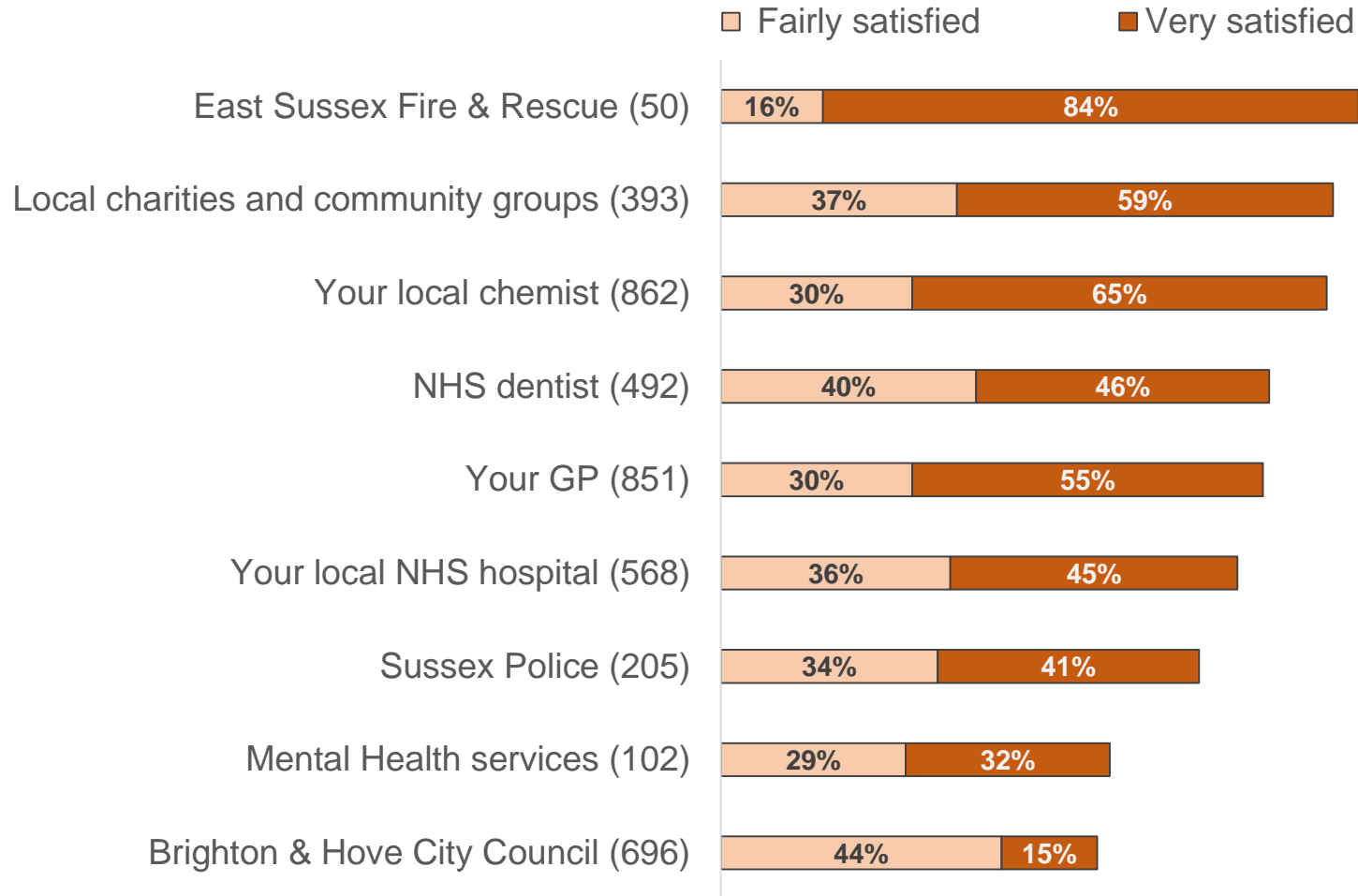
Six in ten residents (61%) are satisfied with Brighton & Hove City Council, including 14% who are very satisfied

Residents in the 18-34 (19%) and 55+ (16%) age categories are more likely to feel very satisfied with the council than those in the 35-54 group (8%)

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



Overall satisfaction with services – service users only



When based just on those who have recent experience of using the services, levels of satisfaction are stronger for four of the nine services

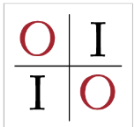
- All users (100%) are satisfied with the Fire & Rescue service (compared with 87% of residents overall)
- The figure for users of local charities/ community groups stands at 96% (compared with 84%)
- Users give a score of 86% for NHS dentist services, higher than the 74% score overall
- Six in ten (61%) users are satisfied with mental health services, compared with 51% overall

The level of satisfaction with the City Council is similar when based on users only (60%) when compared with residents as a whole (61%)

Meanwhile, those who have actually used the services of Sussex Police give a slightly lower score (75%) than residents as a whole (78%)

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)



Service user satisfaction – sub-group differences

Satisfaction with Brighton & Hove City Council is strongest amongst younger residents, black & minority ethnic residents (BMEs) and those who consider themselves to have a disability

- 22% of users in the 18-34 year-old age band are *very satisfied* with the council, compared with 9% of 35-54 year olds and 17% of those aged 55+
- More than a quarter (27%) of users from BME backgrounds say they are *very satisfied* with the council, compared to 14% of white British residents
- A quarter (24%) of users with a disability are *very satisfied* with the council, compared with 14% of those who do not consider themselves to be disabled

Older residents aged 55+ are generally more positive about healthcare-related services than their fellow residents

- 63% of those aged 55+ are *very satisfied* with their GP, compared with 50% of 35-54s and 54% of 18-34s
- More than half in the oldest age band are *very satisfied* with their local NHS hospital (51%), while figures for the other two age bands stand at 38% (35-54s) and 47% (18-34s)
- Those aged 55+ are also more likely (57%) to be *very satisfied* with their NHS dentist (compared with 40% of 35-54s and 46% of 18-34s) and with their local chemist (74%, vs. 57% of 35-54s and 65% of 18-34s)

However, when it comes to policing and local charity/community groups, younger residents are the most positive

- More than half (53%) of 18-34s are *very satisfied* with Sussex Police, while figures for the 35-54 and 55+ age bands stand at 36% and 31%, respectively
- 69% of the youngest age category say they are *very satisfied* with local charity and community groups, compared with 52% in the 35-54 age bracket and 57% of those aged over 55
- BME service users also rate local charity and community groups more highly (77% *very satisfied*) than white British residents (56%)

Satisfaction with GP and police services varies by locality within the city

- Six in ten (60%) service users living in BN1 are *very satisfied* with their GP, compared with 50% in BN2
- Sussex Police receive a far higher score (59% *very satisfied*) in BN3 than in either BN1 (36%) or BN2 (30%)

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
East Sussex Fire & Rescue	96%	98%	95%	100%
Local charities/community groups	93%	96%	86%	96%
Your local chemist	95%	97%	90%	95%
NHS dentist	79%	87%	74%	86%
Your GP	91%	90%	78%	86%
Your local NHS hospital	87%	86%	72%	81%
Sussex Police	86%	84%	69%	75%
Mental Health services	72%	72%	60%	61%
Brighton & Hove City Council	70%	60%	40%	60%

Following the dip in satisfaction with local services across the board in 2014, satisfaction has improved in all nine service areas this year

The most notable year-on-year improvement has been in satisfaction with the City Council, up 20 percentage points from 40% in 2014 to 60% in 2015

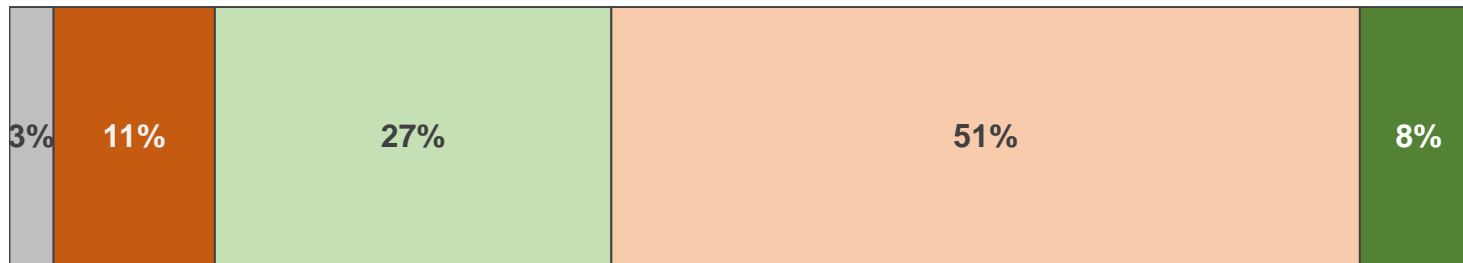
- Other noteworthy improvements are in satisfaction with NHS dentists, up from 74% to 86% and in satisfaction with local charity/community groups, up from 86% to 96%

Results – council & resident relations

Brighton & Hove City Council – trustworthiness



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



Almost six in ten residents (59%) trust the City Council a *great deal* or a *fair amount*

- In 2014, the figure stood at 52%

However, more than a quarter (27%) say they don't trust the council very much, while one in ten (11%) say they have no trust at all

Residents in the 18-34 age band are most likely to trust the council a *great deal* (13% do so, compared with 4% in the 35-54 age band and 6% of those aged 55+)

Lack of trust in the council is highest in BN41, where 18% don't trust the council at all

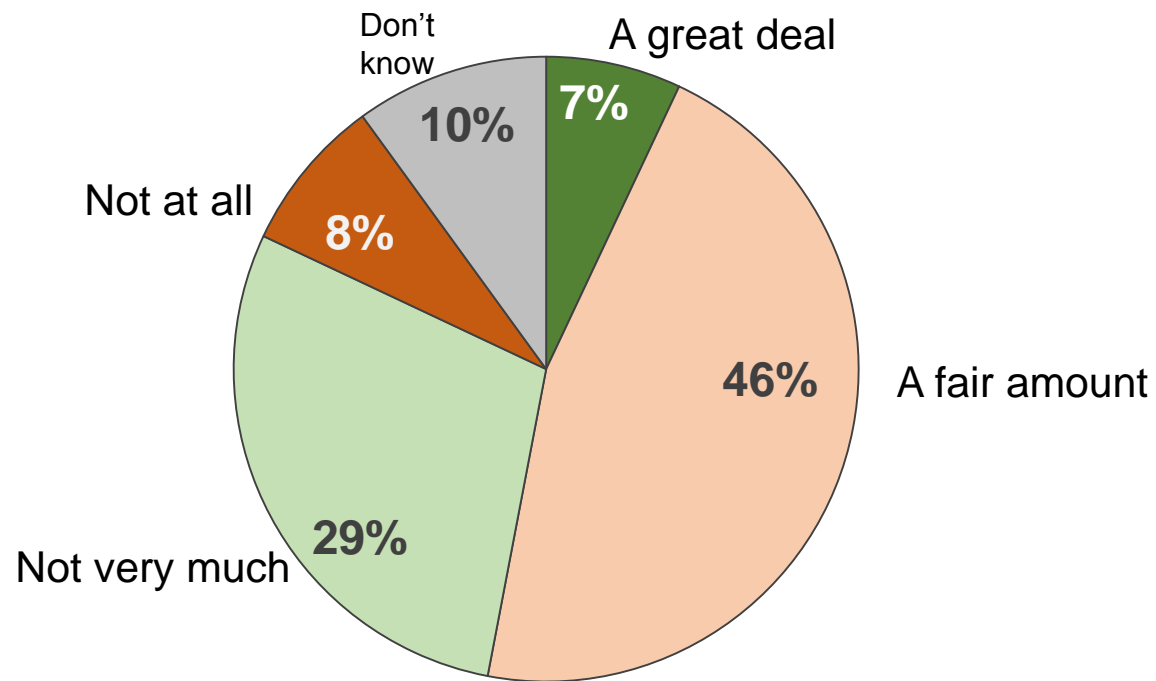
- Compared with 7% in BN3

Brighton & Hove residents are similar to the national LGA average

- In the latest national survey, 58% say they trust their council a *great deal/fair amount*



Acting on local residents' concerns



The majority of residents believe the City Council takes action to address their concerns, with 7% saying this happens *a great deal* and 46% *a fair amount*

- Meanwhile, 29% think that the Council does not act on residents' concerns very much and 8% believe this doesn't happen at all

Residents are more positive in 2015 than 12 months ago, with 53% now saying the Council takes action compared with 45% last year

Residents from BME backgrounds are considerably more likely to say *a great deal* (19%) than white British residents (5%)

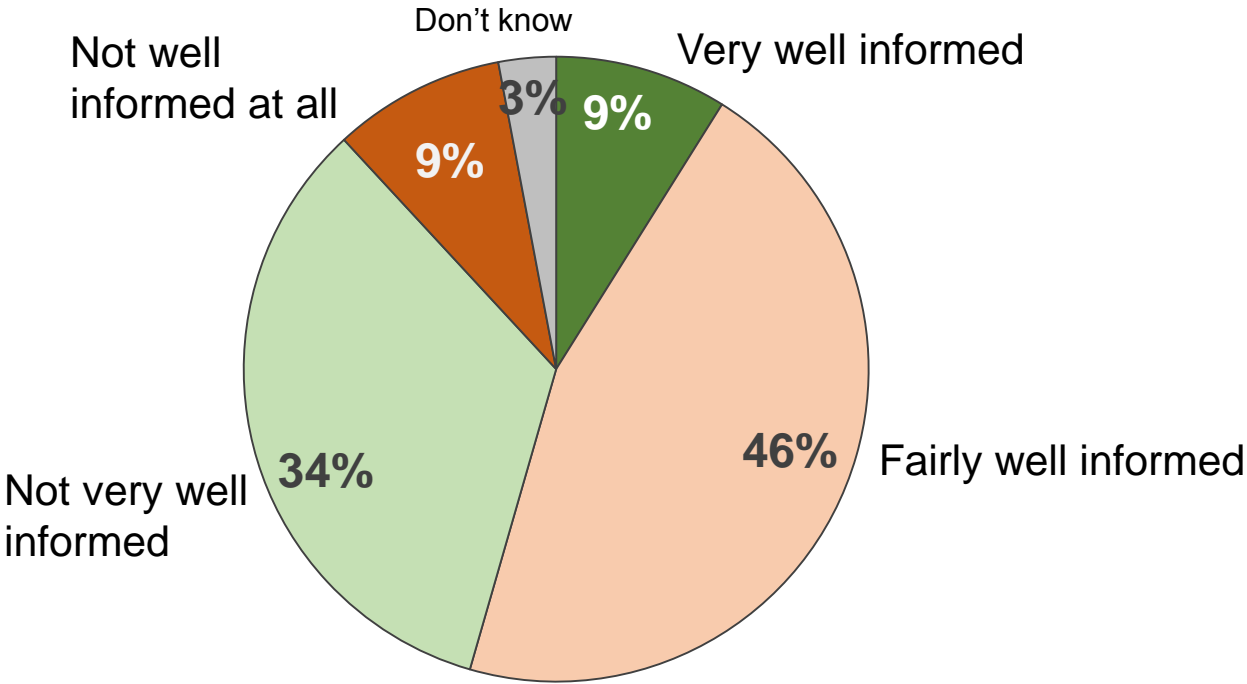
- Those aged 18-34 are also more positive, with 10% saying *a great deal* compared to 5% of 35-54s

Comparison with the latest figures from the LGA research reveals that Brighton & Hove residents are less positive on this measure than residents elsewhere in the country

- Nationally, 59% think their local authority acts on their concerns, six percentage points above the level reported in Brighton & Hove



Feeling informed



More than half (55%) of residents feel very or fairly well informed about services and benefits

- This represents a slight improvement compared with 2014 when the figure stood at 51%
- Men are more likely to say they feel very well informed (12%) than women (7%)

Meanwhile, one in three residents (34%) feels not very well informed, and 9% believe they are not well informed at all

Overall, Brighton & Hove residents feel slightly less well informed than the national average

- According to the latest LGA figures, 61% of residents nationally feel very or fairly well informed

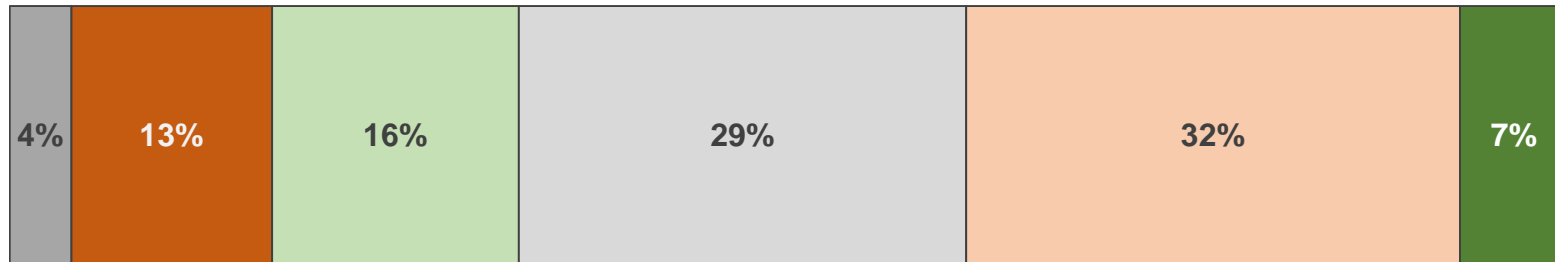


Results – value for money

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



Almost four in ten (39%) residents agree that the council provides value for money, up from 31% in 2014

- However, as in the previous survey, there is a sizeable proportion of residents who feel they are not getting value for money – 29% in 2015, compared with 32% in 2014

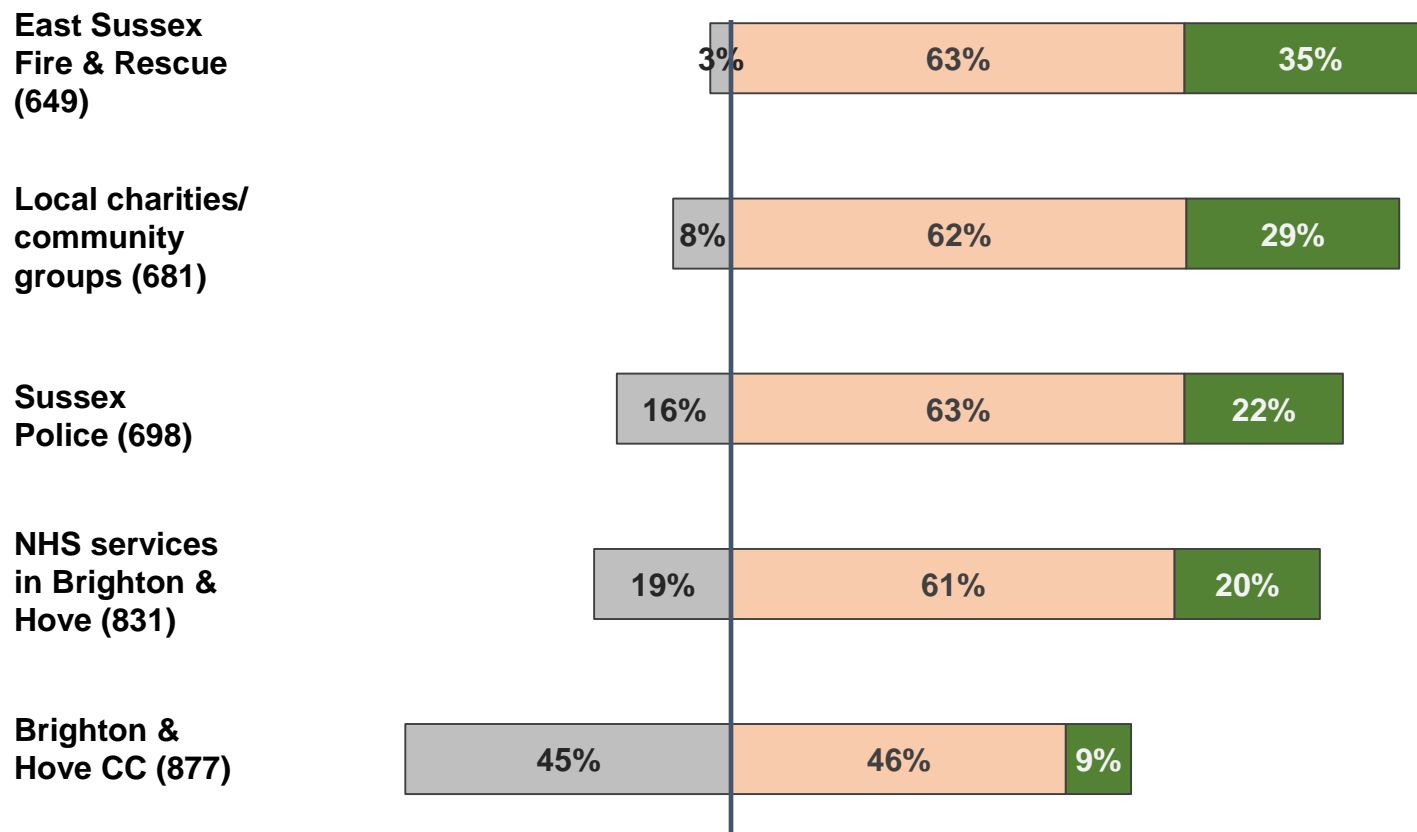
Despite the year-on-year improvement in the Brighton & Hove figures, residents are considerably less likely to feel the council provides value for money than is the case nationally

- In the most recent LGA survey, 51% agreed that their local authority was providing value for money



Wise use of money

■ Definitely/tend to disagree
 ■ Tend to agree
 ■ Definitely agree



When asked if local services use their budgets wisely, residents are most positive about the performance of East Sussex Fire & Rescue (98% agree)

- Most residents are also positive about the way local charities and community groups (92%) use their money, and are happy that Sussex Police does spend its budget wisely (85%)

81% think local NHS services spend their budgets wisely, although almost a fifth (19%) disagree

Meanwhile, opinion is more split when it comes to evaluating how the council spends its money

- While 55% say the council budget is wisely-spent, 45% do not feel this is the case

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



Wise use of money – sub-group differences

Residents in the youngest 18-34 age band are the most positive about the way the council uses money

- 13% of residents in this category *definitely agree* that the council uses money wisely, compared with 6% of 35-54 year olds
- BME residents are also more positive about the council, with 16% *definitely agreeing* that it uses money wisely, compared with 8% of white British residents
- Meanwhile, residents living in BN41 (28%) and BN1 (22%) are more likely to *definitely disagree* that the council uses money wisely than their counterparts in BN3 (12%)

Those aged 18-34 also report more positive views of how money is used by the NHS and charities/local community groups

- 24% *definitely agree* that local NHS services use money wisely, compared with 16% of 35-54 year olds
- Three in ten (34%) 18-34s think local charities and community groups use money wisely compared with 24% of 35-54s

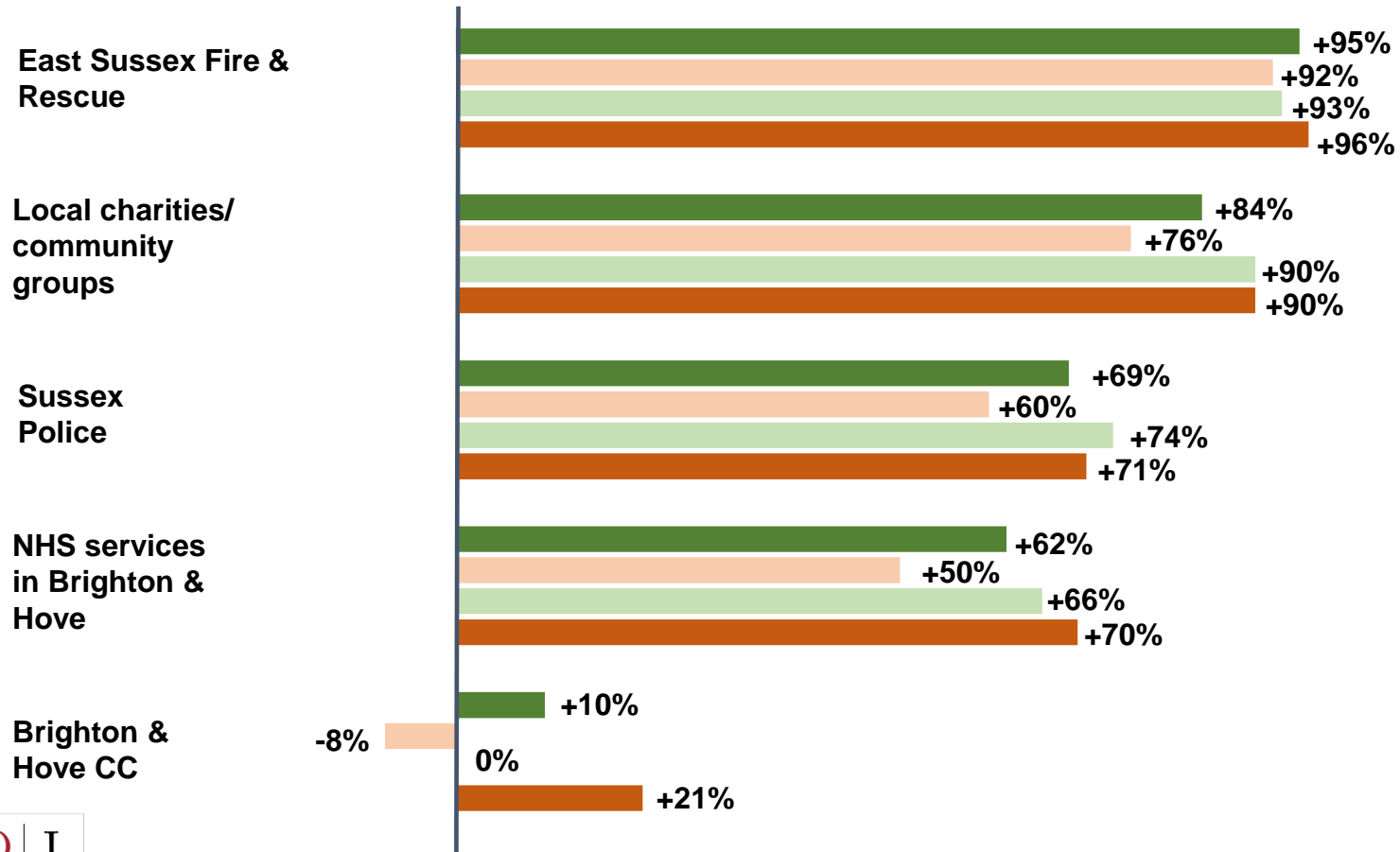
Those aged 55 and above are the most positive about fire & rescue services, with 43% *definitely agreeing* the service uses money wisely, compared with 28% of 35-54s

- In terms of locality, fire & rescue is most likely to be well-regarded for the way it spends money by those living in BN2 (44%) and BN41 (43%), compared with 32% in BN1 and 25% in BN3

Wise use of money – comparison over time

Net agree (agree minus disagree)

■ 2015 ■ 2014 ■ 2013 ■ 2012



When compared with 2014, residents are more positive about the way all five services spend their money

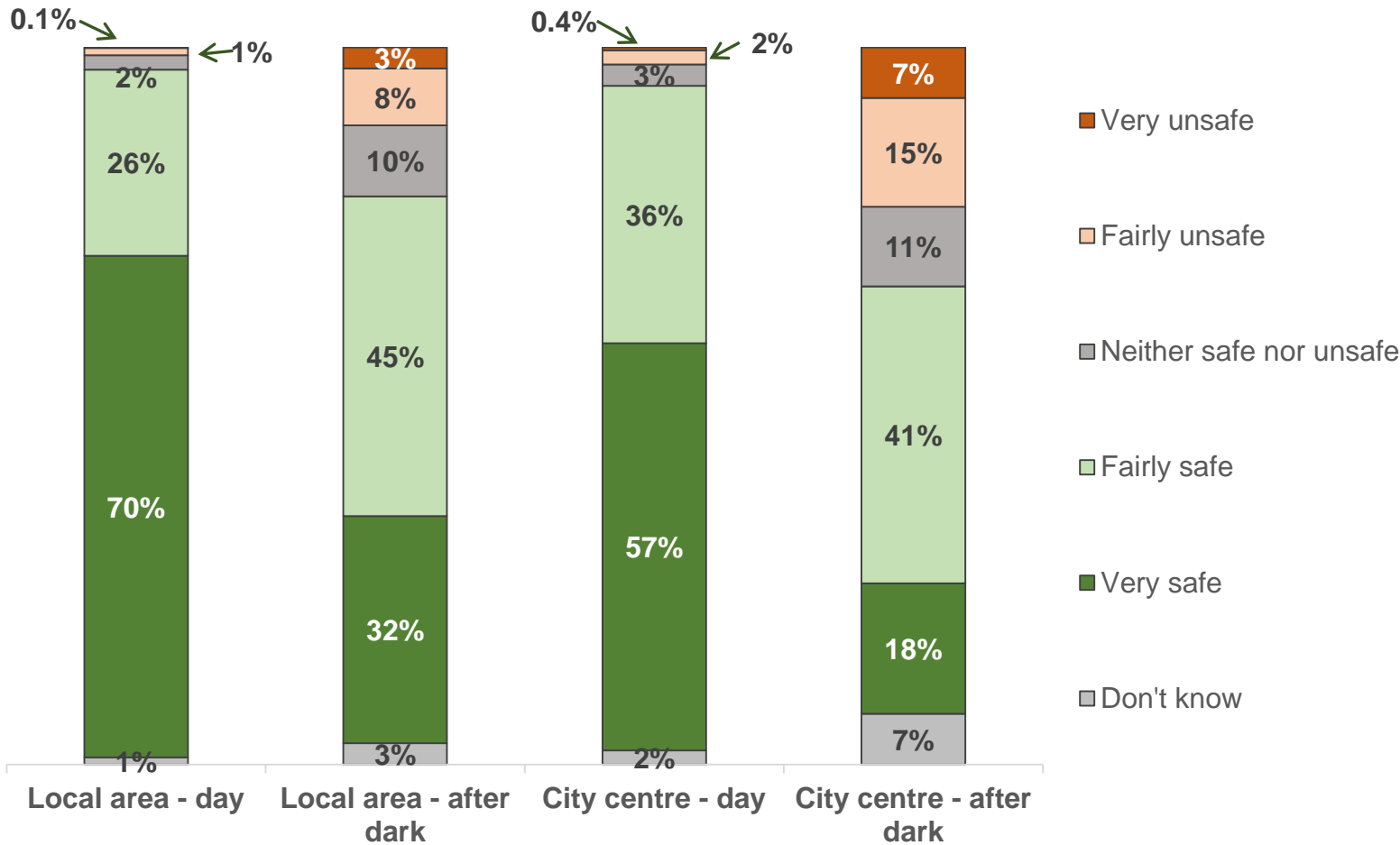
- The biggest improvement is reported in views of the way the council uses its budget: the net agree score (% who agree minus % who disagree) moves from -8% last year to +10% this year
- Elsewhere, net scores are 12 and 9 percentage points stronger for NHS services and Sussex Police, respectively
- However, when compared with 2012, net agree scores are lower, particularly for the Council, the NHS and local charity and community groups



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

Results – day-to-day experiences

Feeling safe



The vast majority of residents (97%) feel *very or fairly safe* when outside in their local area during the day, although 1% say they don't feel safe

- Meanwhile, 11% feel *unsafe* going out in their immediate area after dark
- In 2014, 2% felt *unsafe* in the daytime and 13% after dark

When out in the city centre, 3% feel *unsafe* during the day, while 22% feel *unsafe* at night time

- 23% felt *unsafe* out at night in the city centre last year, 26% in 2013 and 25% in 2012

LGA comparison figures are available for how safe residents feel in their immediate local area

- Brighton & Hove residents feel just as safe as residents elsewhere in the country during the daytime and there is little difference after night falls (11% feel *unsafe* after dark in Brighton & Hove compared with 10% nationwide)

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 very/fairly safe during day	97%	93%	96%
Feel very/fairly safe after dark	77%	60%	80%

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" (1003)



Feeling safe – sub group differences

Those who rent from a social landlord are most likely to feel unsafe after dark in their local area

More than a fifth of people who rent from either the council or a housing association (22%) feel unsafe in their local area after dark. This compared to only 7% of those who own their home or have a mortgage and 13% who rent privately.

People with a health problem or disability are more likely to feel unsafe in their local area after dark

One in five people with a health problem or disability that affects the activity a lot (19%) feel unsafe after dark in their local area compared to only 10% of all other people.

Women living in Brighton & Hove are considerably more likely to feel *unsafe* after dark than male residents

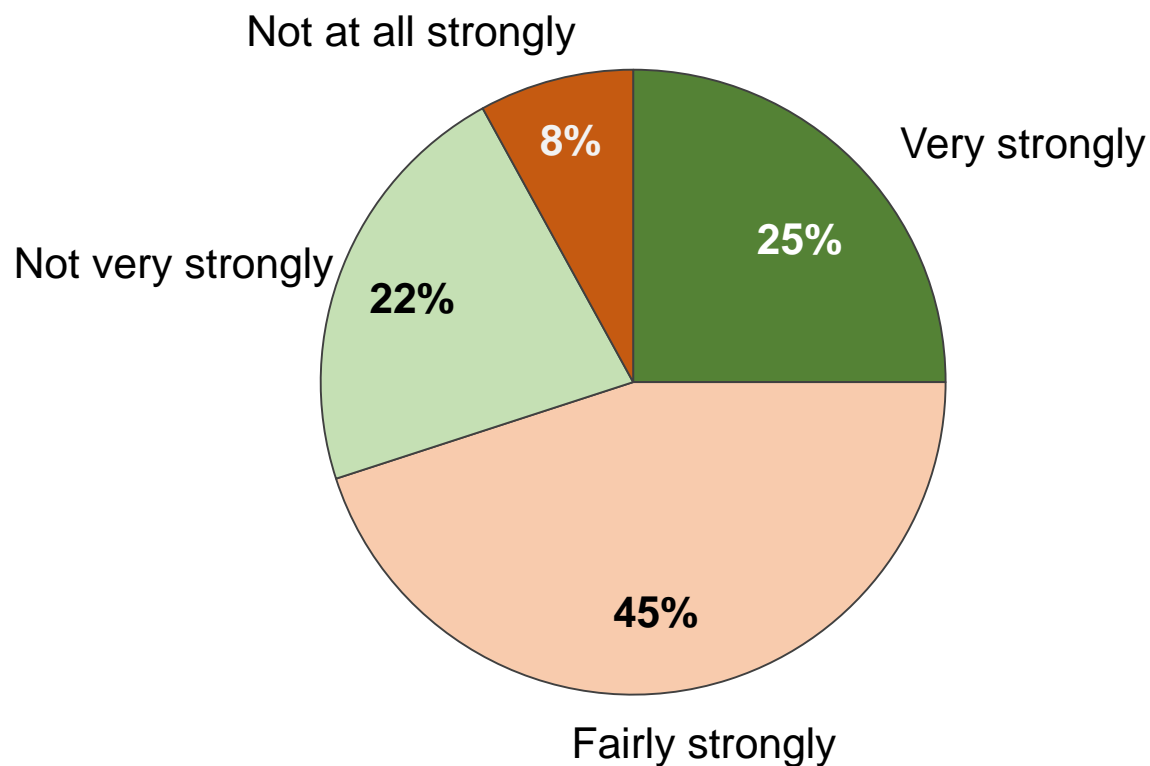
- Only two third of women (67%) feel safe in their local area after dark with 16% feeling unsafe. The comparable figures for men are 88% and 5% respectively
- Only a half of women (49%) feel safe in the city centre after dark with 30% feeling unsafe. The comparable figures for men are 72% and 13% respectively.

Perceptions of safety also vary according to age

- In the local area, 18-34s are most likely to feel *unsafe* after dark (13%) compared with 8% of 35-54s
- Older residents in the 55+ age band are most likely to feel *unsafe* when out in the city centre after dark (26%) compared with 18% of 18-34s

Residents with BN2 postcode are more likely to feel *unsafe* in their own local areas after dark (14%) than those in either BN1 (9%) or BN3 (9%)

Sense of belonging – immediate neighbourhood



Seven in ten residents feel they belong to their immediate neighbourhood

- The 70% proportion this year is almost identical to 2014 (71%)
- However, comparison with 2013 (75%) and 2012 (76%) indicates a slight decline in the sense of belonging over time

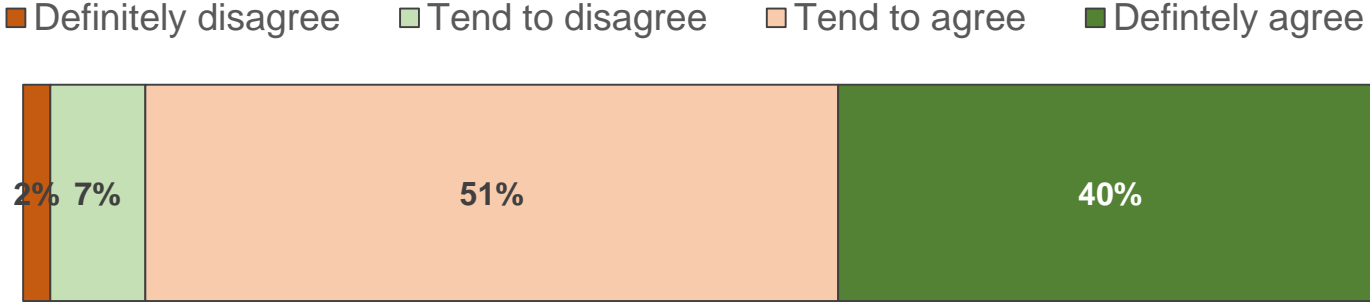
Also similar to 2014 is the variation by age group, with those aged 55+ most likely to feel strongly that they belong (36%)

- 25% of 35-54s feel this way, while the figure for 18-34s stands at 16%

In the latest CLS survey, 72% of residents nationwide feel a sense of belonging to their local area

- While Brighton & Hove residents report a broadly similar score to this (70%) there is a difference in the proportion who feel *very strongly* that they belong (25% in Brighton & Hove, 32% nationally)

Community spirit and diversity



More than nine in ten (91%) residents believe their local area is one where people from different backgrounds get on well together

- The figure is up from 88% last year
- Historically, scores have always been high on this measure (92% in 2013 and 90% in 2012)

The CLS figures for this community cohesion measure reveal that Brighton & Hove continues to be above the national average

- For England as a whole, 86% think their area is one where people from different backgrounds get on well together

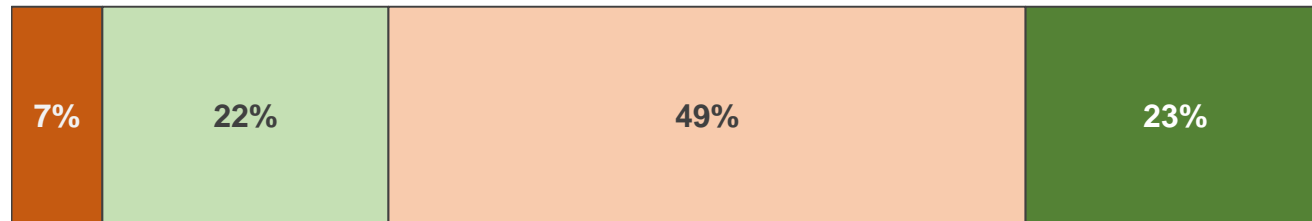


Results – getting involved

Community spirit and improving the neighbourhood



■ Definitely disagree
 ■ Tend to disagree
 ■ Tend to agree
 ■ Defintely agree



More than seven in ten residents (72%) believe that local people pull together to improve their neighbourhood

- The feeling that local residents are pulling together in this way is stronger this year, up from 67% in 2014

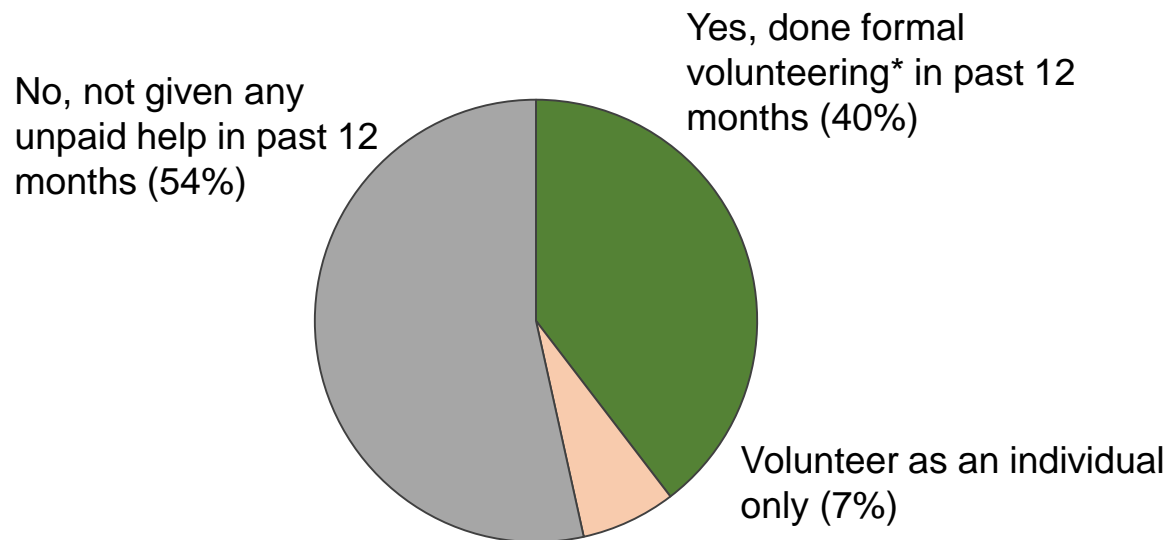
Brighton & Hove is well above the national average on this measure

- CLS data for 2015 indicates that nationally 63% believe they live in a neighbourhood where people pull together to bring about improvement

BME residents are more likely to *definitely agree* (34%) that people are pulling together than white British residents (22%)



Volunteering



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

Four in ten (39%) residents have undertaken formal volunteering in the past year, with a further 7% saying they volunteer as individuals only

- This is the highest figure since the sequence of surveys began in 2012, up from 35% in 2014, 34% in 2013 and 38% in 2012

According to the national CLS survey, 42% of residents in England undertook formal volunteering in the most recent period – marginally above the figure for Brighton & Hove

Regular volunteering (once a week or more) is more common amongst those aged 55+ (17%) and 35-54 (13%) than in the youngest of the three age bands (8%)

Male residents are more likely to say they don't undertake any kind of unpaid help (60%) than women (49%)

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 (997)



Local activism

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

For the third consecutive survey, 15% of residents have been involved in some form of local activism during the previous 12 month period (In 2012, the figure stood at 18%)

- 35-54s (18%) and those aged 55+ (16%) are more likely to be involved in local activism than 18-34s (11%)

Most forms of activism reported involve membership of action groups of one kind or another, including those with a health/education focus (4%), regeneration groups (4%), tenants' groups (3%) and groups with a focus on local crime (2%)

- In addition, 7% have been involved with groups focusing on other local issues

National figures from the CLS research indicate that 8% of the population gets involved in this way – well below the figure reported for Brighton & Hove residents



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.

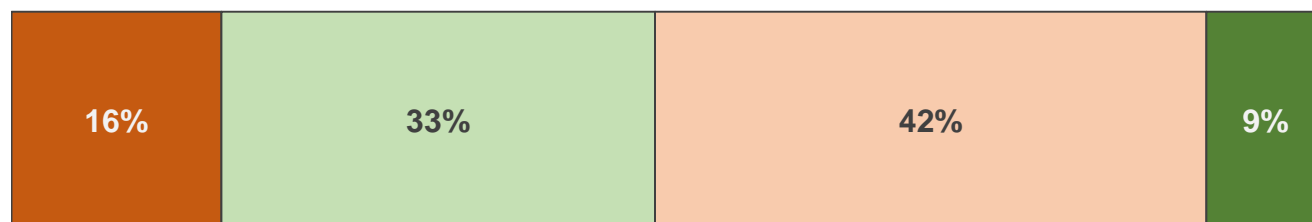
Q11 In the past 12 months have you...

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

Personal local influence

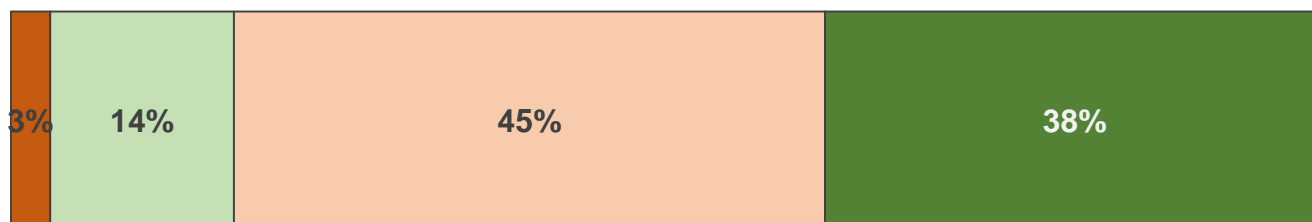
...you can influence decisions affecting your local area

■ Definitely disagree
 ■ Tend to disagree
 ■ Tend to agree
 ■ Defintely agree



...important to feel you can influence decisions in your area

■ Not at all important
 ■ Not very important
 ■ Quite important
 ■ Very important



Most Brighton & Hove residents (83%) think it is important that they have an influence over decisions which affect their local area, although only a bare majority (52%) think they can actually influence decision making

- Meanwhile, almost half (48%) don't think they can influence local decision making

Year-over-year, residents have become more positive about their own ability to influence decisions, with the 2015 figure of 52% up 6 percentage points on a year ago (46%)

- However, back in 2012, the figure stood at 55%, so there is no clear trend in a particular direction

When compared with the rest of England via the CLS survey, residents in Brighton & Hove are considerably more confident that they can have an impact on local decisions

- Just 35% of residents nationally think they can influence decisions, compared with 52% in Brighton & Hove
- Residents are also more likely to think it is important that they feel they can influence decisions (83%) than is the case across the country as a whole (71%)

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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: 956. Q13: 980)



Actions to influence decisions

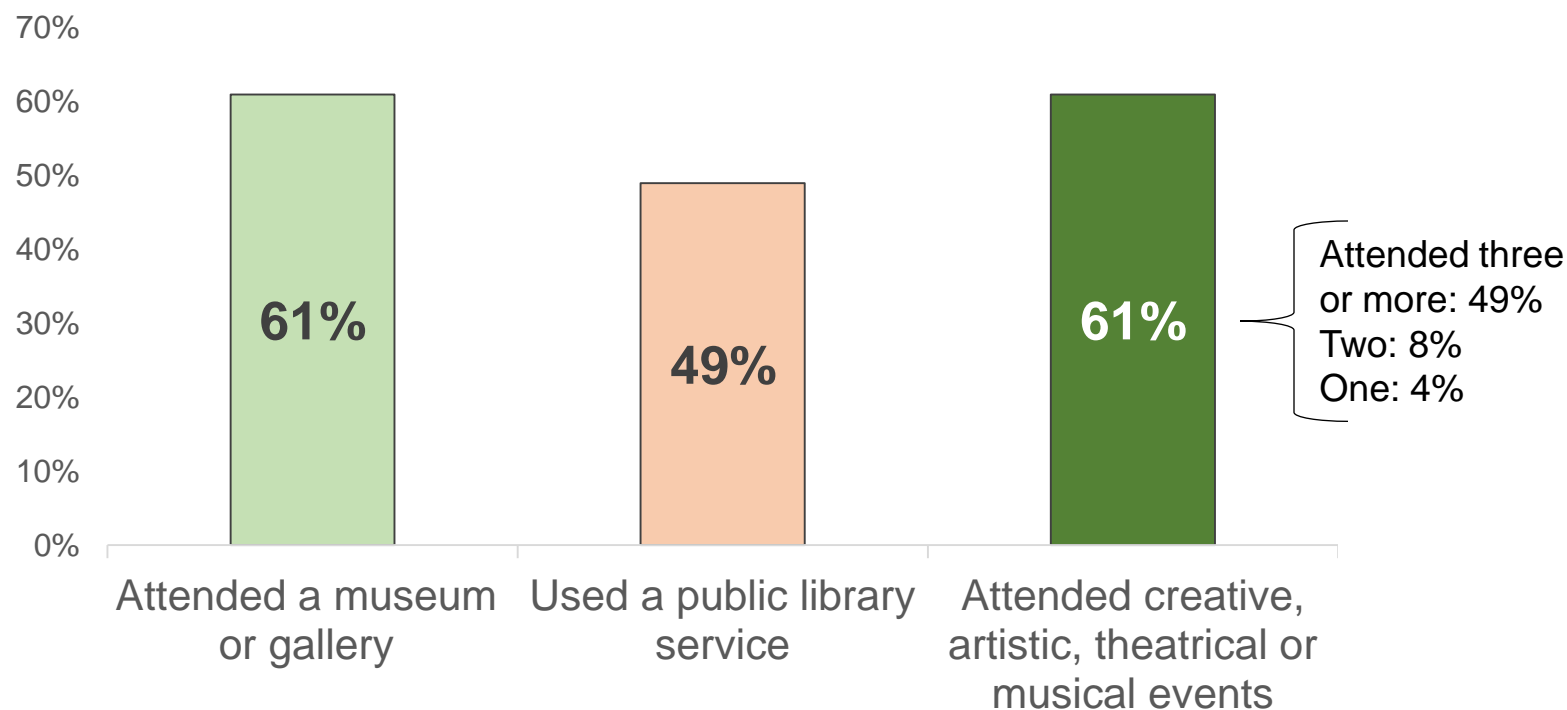
To influence decisions, would you...	2014	2015
Contact the local council/ a council official	28%	26%
Contact your councillor	19%	21%
Contact your MP	19%	20%
Organise a group (e.g. campaign/action group)	8%	9%
Through membership of another group	7%	9%
Join a campaign/demonstration/protest	5%	7%
Attend a public meeting	5%	5%
Talk to friends/relatives	4%	4%
Community-based group/centre	2%	4%
Attend a council meeting	2%	3%
Via social media (e.g. Facebook, Twitter)	2%	3%
Vote/voting	2%	3%
Contact local media or journalists	3%	2%
Residents group/tenants association	1%	2%
Sign an e-petition/online petition	3%	2%
Google it/online research	2%	2%
E-mail/letter (unspecified)	-	2%
Other	9%	15%
Wouldn't do anything	4%	3%
Don't know	18%	18%

As in 2014, residents are most likely to go about influencing decisions by contacting the Council (26%) or more specifically approaching their own local councillor (21%)

- One in five (20%) would approach their local MP
- Almost one in ten (9%) would organise a local group and a similar proportion would seek to influence matters via membership of another group of some kind (9%)

Results – culture

Cultural activities in the past 12 months



The proportion of local residents attending at least one cultural performance event in the previous year has held steady at 61% for the second consecutive residents survey

- In 2013, 54% said they had attended this kind of event while the figure stood at 52% in 2012

More than six in ten (61%) attended a museum or gallery in the past year, up from 58% in 2014

- In both 2013 and 2012, 49% had visited a museum* in the past year

Almost half (49%) have used a public library service in the past year, slightly up on 2014 (47%)

The national Taking Part Survey (TPS) comparison figures show that Brighton & Hove residents are more likely than residents nationwide to use their libraries and/or visit their museums and galleries

- Nationally, 52% say they have visited a museum/gallery while 35% have visited their library



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?

* Question wording amended for Wave 7 – previous wording: “Have you visited a museum in the last 12 months?”

Base: All excluding “don’t knows” (Q20/21: 997. Q22: 1002. Q23: 1002)

Cultural activities in the past 12 months – sub group differences

As noted in the 2012 report, those aged 35-54 are more likely than other age groups to be culturally active

- 68% of 35-54s have attended a creative, artistic, theatrical or musical event in the past year, compared with 59% of 18-34s and 55% of those aged 55+
- While 57% of 18-34s and 57% of the over-55s have visited a museum or gallery, the figure rises to 67% of 35-54s
- More than half (54%) of 35-54s have used a library, compared with 48% of 18-34s and 43% of those aged 55 and over

Residents with a disability are less likely than average to be culturally active

- Almost two in five (38%) of those with a disability have attended a creative, artistic, theatrical or musical event in the past year, compared with 65% who do not have a disability
- 47% of disabled people have visited a museum or gallery, compared with 63% of those who are not disabled
- Library usage amongst disabled people stands at 40% compared with 50% for those who are not disabled

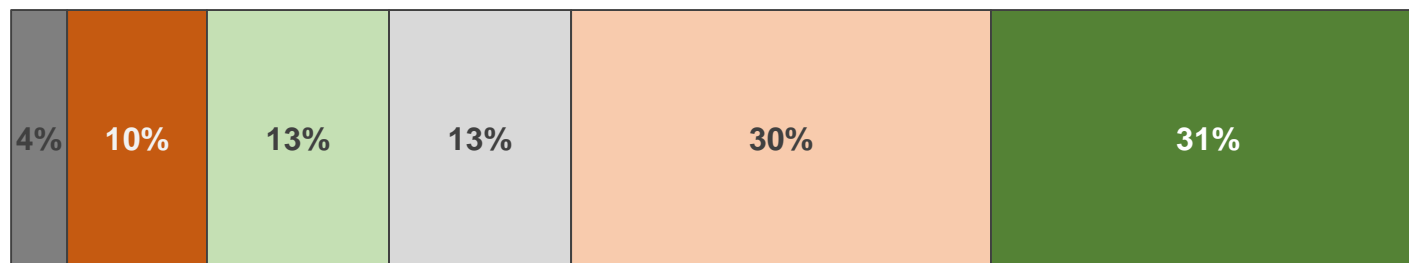
Attendance at cultural activities also varies by locality within the city

- Attendance at creative, artistic, theatrical or musical events is highest amongst residents of BN3 (68%) and lowest for residents in BN41 (52%)
- Visits to museums and galleries are also more common for those living in BN1 (65%) and BN3 (64%) than BN2 (56%)

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



In total, 61% of local residents believe they will have enough money to meet their basic living costs (after housing costs) in the next year

- This represents an improvement on 2014, when 57% agreed
- However, almost a quarter (23%) don't think they will have enough income to cover basic living costs, and this is unchanged on 2014

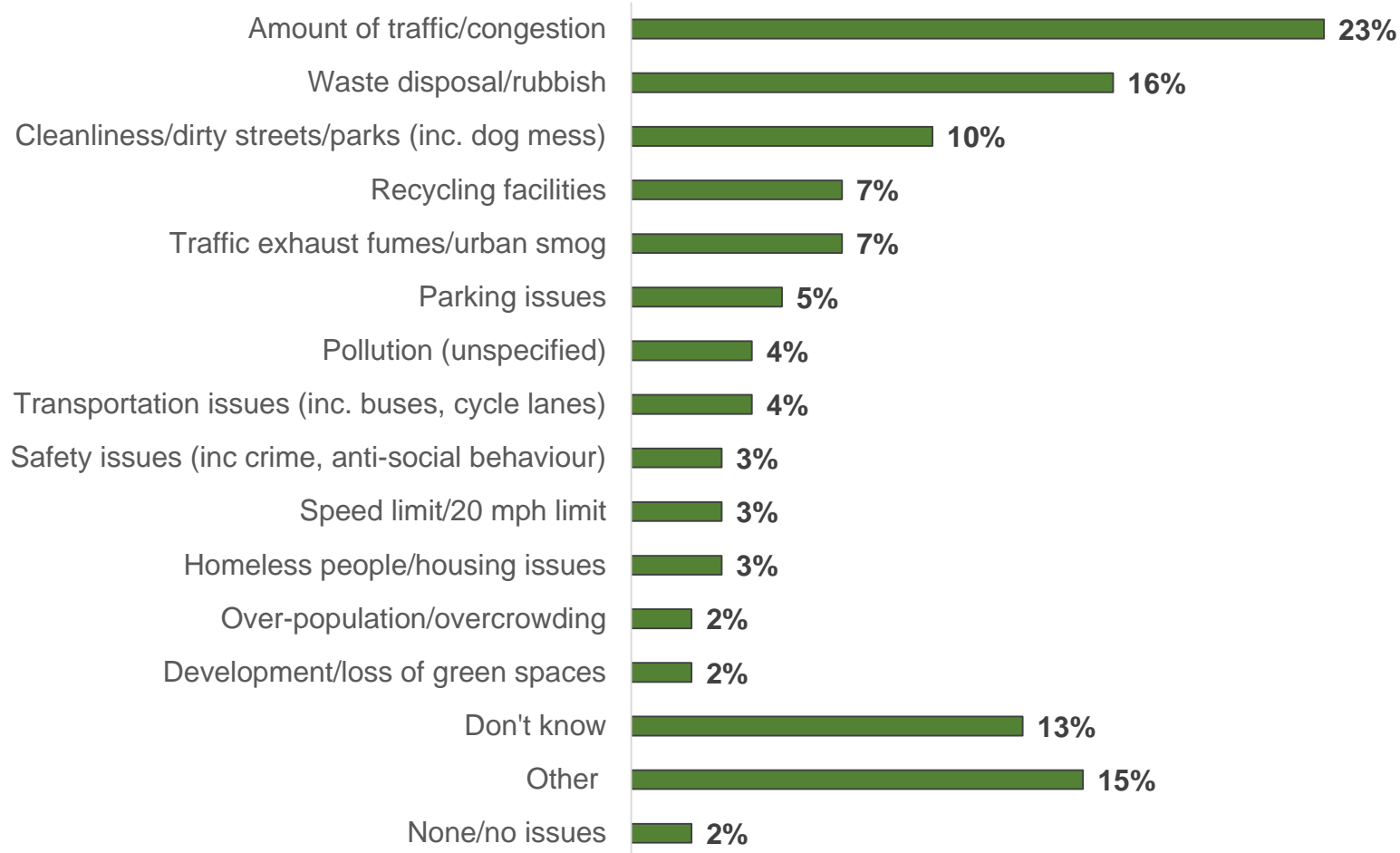
Those most likely to struggle with meeting basic living costs are concentrated in particular groups:

- Two out of five renting privately (42%) or living in social housing (41%) disagree that they will have the ability to meet basic living cost compared to only 12% of those who own their home or have a mortgage.
- A third of those aged 18 to 34 (35%) compared to only 17% of those aged over 34
- A third of those with a health problem or disability that affects their activity (33%) compared to only 21% without.



Results – local environment

Biggest environmental issue



Traffic and congestion (23%) is most commonly regarded as the biggest environmental issue for the city in the 2015 survey

- The number of residents selecting this as top priority stood at 22% in 2014

In 2014, waste disposal topped the list with 28%, reflecting the industrial action being undertaken at the time by local waste collection services

- In 2015, waste disposal and rubbish is placed second on the list of environmental concerns, mentioned by 16%

The cleanliness of streets and parks is the third most frequently-voiced concern, mentioned by one in ten residents this year, compared with 7% in 2014



Biggest environmental issue – sub group differences



Concern over traffic and congestion is greater amongst women (26%) than men (18%)

- Those in the 35-54 age category (26%) are also more likely to select this as their number one concern, compared with 22% of 55+ residents and 20% in the 18-34 category

Younger residents are more likely to be concerned about waste disposal and rubbish-related issues

- 21% of the 18-34 year olds and 17% of 35-54 year olds select this as their biggest concern, compared with 10% of over-55s
- With regard to recycling facilities, 9% of 18-34s see it as an issue for the city, compared with just 4% of the over-55s

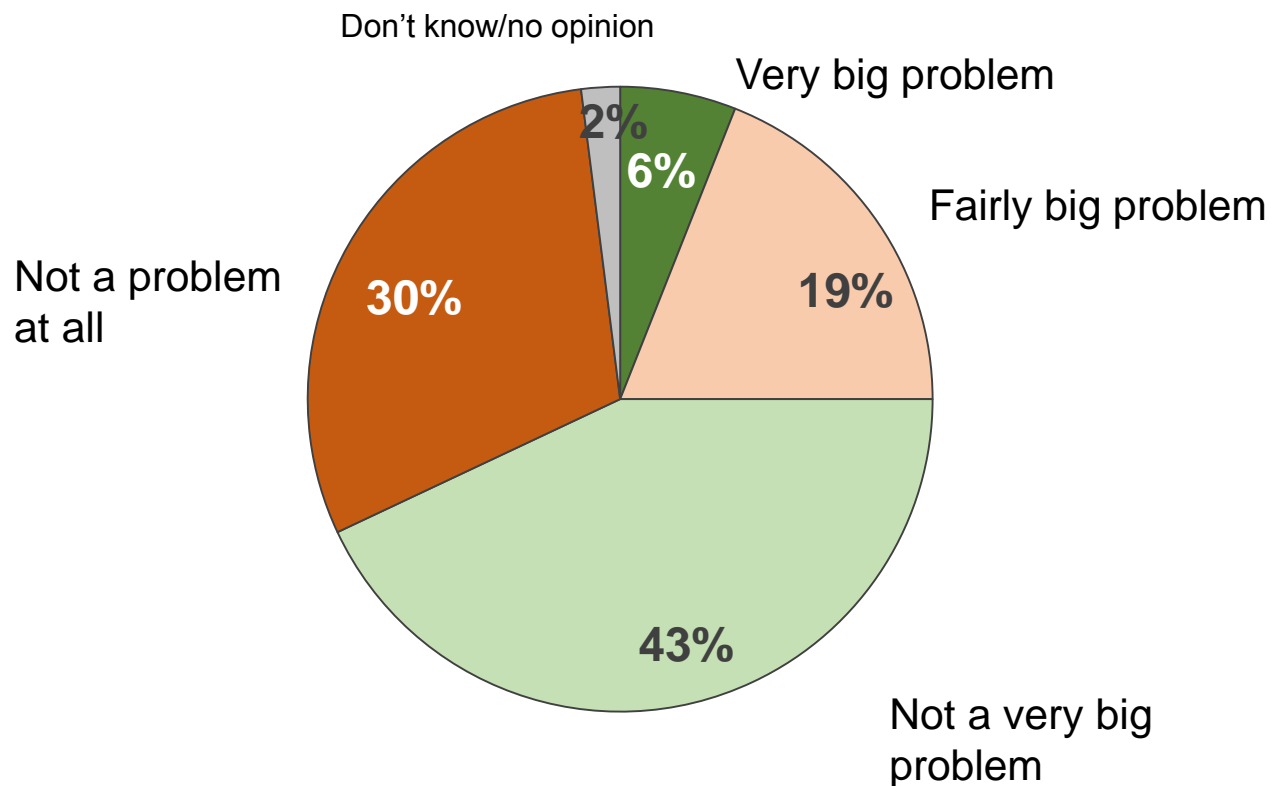
Cleanliness of streets and parks is a bigger issue for BN3 residents (14%) than elsewhere in the city

- 8% select this issue in BN2, 9% in BN1 and 9% in BN41

Parking is a bigger concern for over 55s (8%) than those in the youngest age band (3%)



Air pollution in your street



One in four (24%) residents regard air pollution on their own street as a *very or fairly big problem*

- The proportion regarding air pollution as a problem has slipped back from 28% in 2014
- 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)

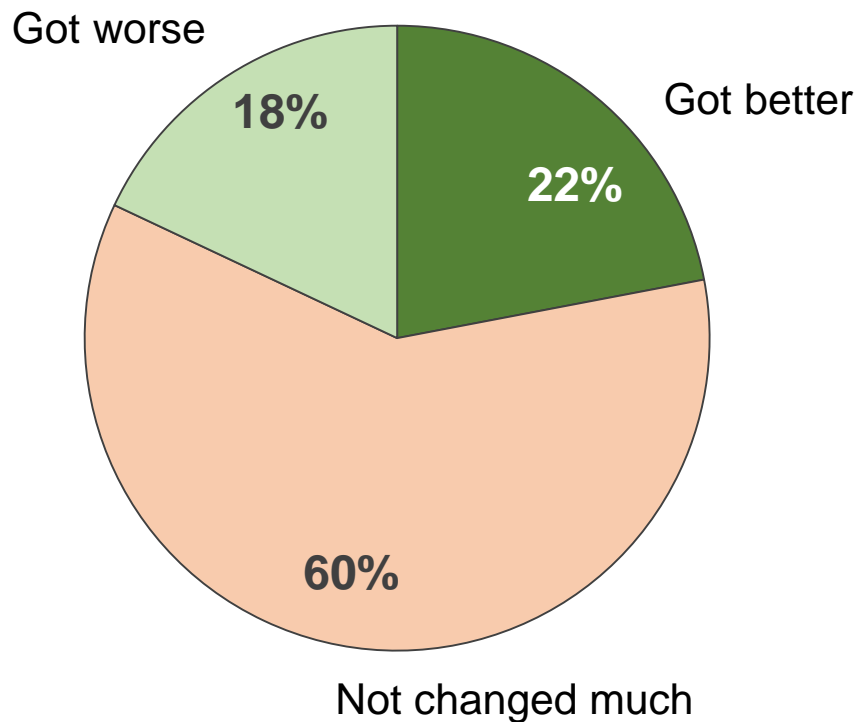
Meanwhile, 43% say air pollution is *not a very big problem* and 30% think it's *not a problem at all*

Disabled residents are more likely to regard air pollution a *very big problem*

- One in ten (10%) with a disability believe this to be the case, compared with 5% of those without a disability

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

How area has changed



While six in ten (60%) residents believe their area has not changed over the past two years, 22% believe their area has *got better* while 18% think it has *got worse*

- When compared with 2014, there is a slight dip in the number of *got better* ratings, down from 25%
- *Got worse* ratings stood at 16% in 2014

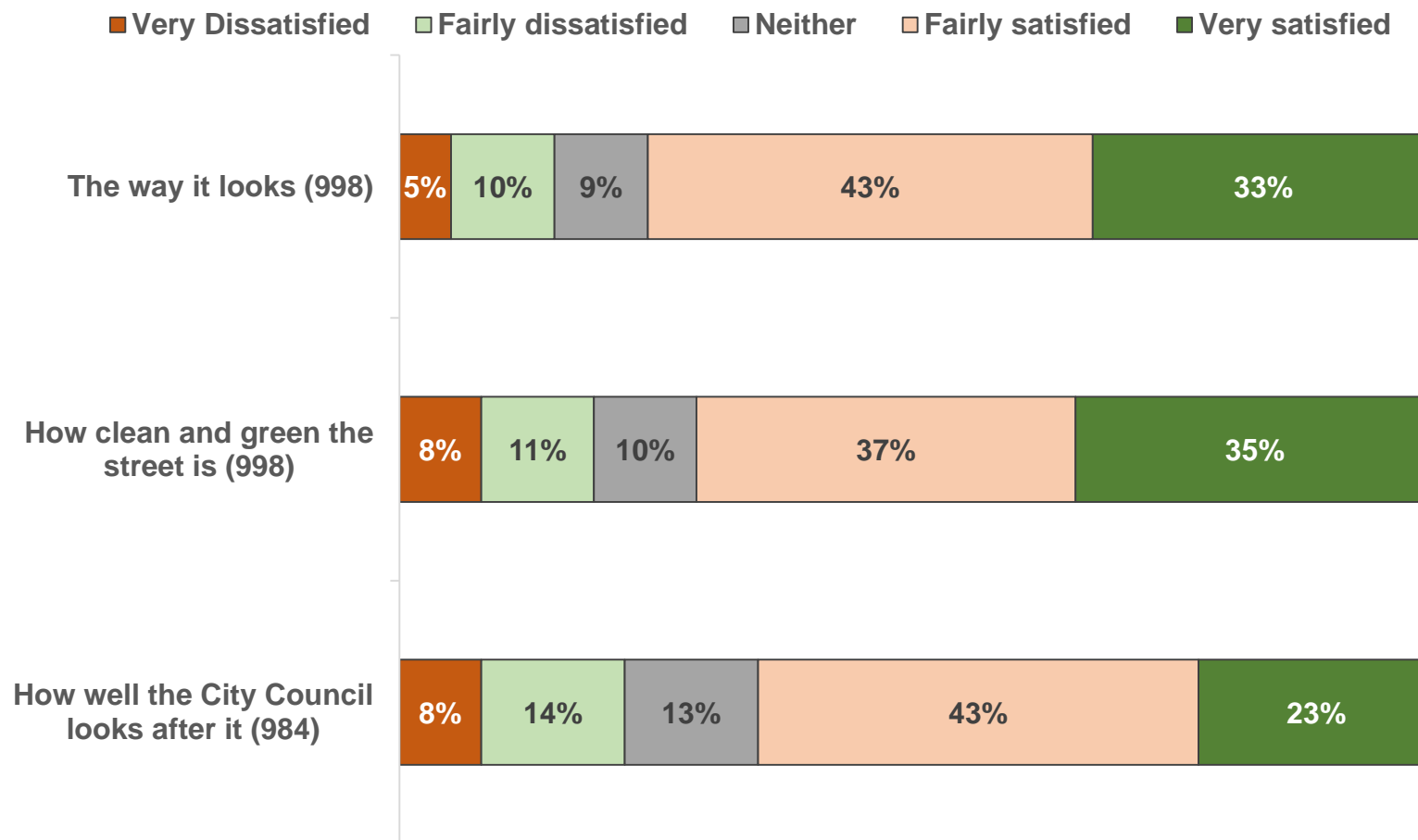
As in 2014, those in the 55+ age band are significantly more likely to feel their area has *got worse* (24%)

- Amongst 18-34s, just 13% say their area has *got worse*, along with 16% of 35-54s

Despite the slight dip when compared with 2014, Brighton & Hove residents are more likely to feel their area is improving than is the case nationally

- In the CLS survey, 17% feel their area has *got better* while 19% believe it has *got worse*

Satisfaction with the street where you live



More than three-quarters of residents (76%) are satisfied with the way their street looks

- Meanwhile, 15% say they are *dissatisfied* with the appearance of their street
- Compared with 2014, satisfaction on this measure has improved markedly (up from 63%), although remains below 2013 (82%) and 2012 (80%)

The majority of Brighton & Hove residents (72%) are satisfied with how clean and green their street is

- However, 18% are dissatisfied, including 8% who say they are *very dissatisfied*
- Satisfaction has increased sharply from a low of 57% in 2014, but has not yet regained the heights of 2013 (77%) and 2012 (78%)

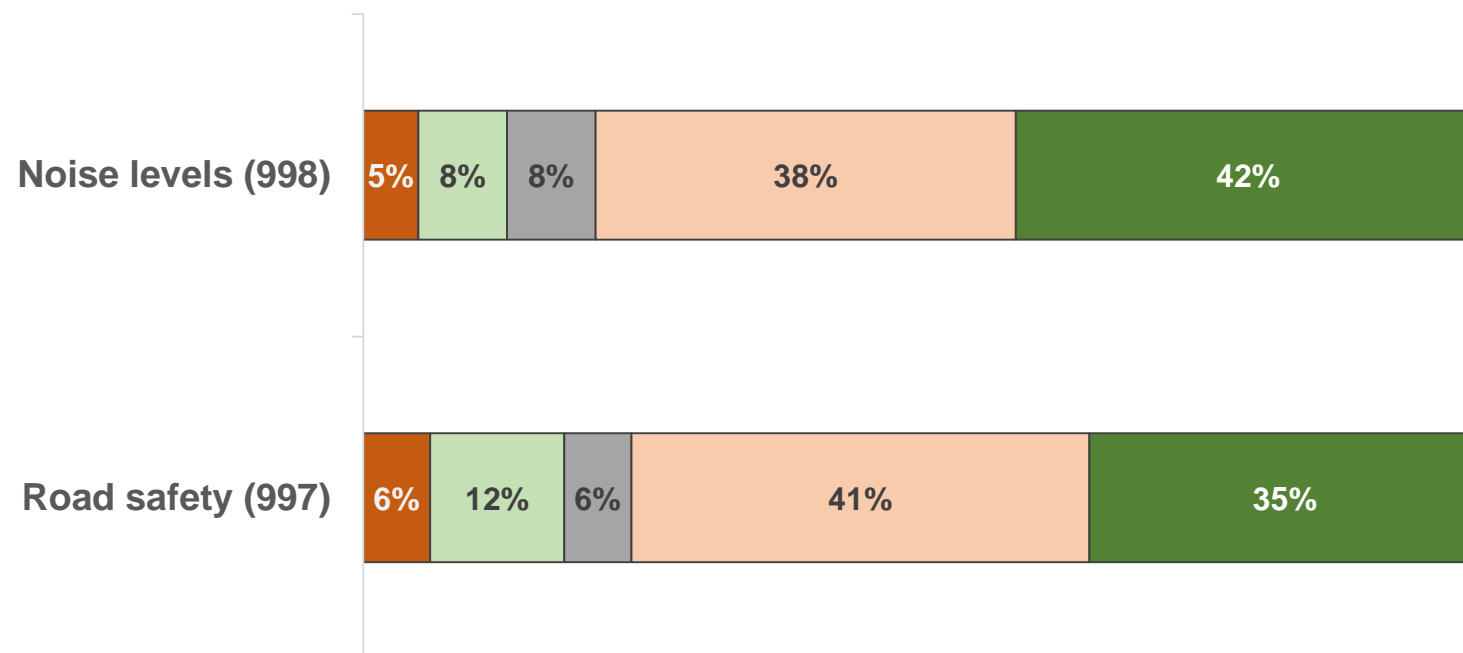
Two in three (66%) are satisfied with the way the City Council looks after their street, although 22% say they are *dissatisfied*

- As with the two measures above, the 2015 figure reflects a recovery on 2014 (48%) but is below 2013 (73%) and 2012 (76%)
- Residents aged 18-34 are more likely to be *very satisfied* (29%) than 35-54s (18%) and those aged 55+ (21%)
- Residents of BN41 are less likely to be *very satisfied* (12%) than those in BN2 (25%), BN3 (25%) and BN1 (21%)



Satisfaction with the street where you live

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



Four in five residents (80%) are satisfied with noise levels in their street, including 42% who say they are very satisfied

- Meanwhile, just 13% say they are *dissatisfied* with the level of noise
- Satisfaction has returned to the level reported in 2013 (81%) and is close to the high of 84% from 2012, following a dip to 65% in 2014
- However, residents with a disability are more likely to be *very dissatisfied* with noise near their home (13%) than those who do not have a disability (3%)

Overall, 75% of residents are satisfied with road safety on the street where they live, although 18% report some level of dissatisfaction

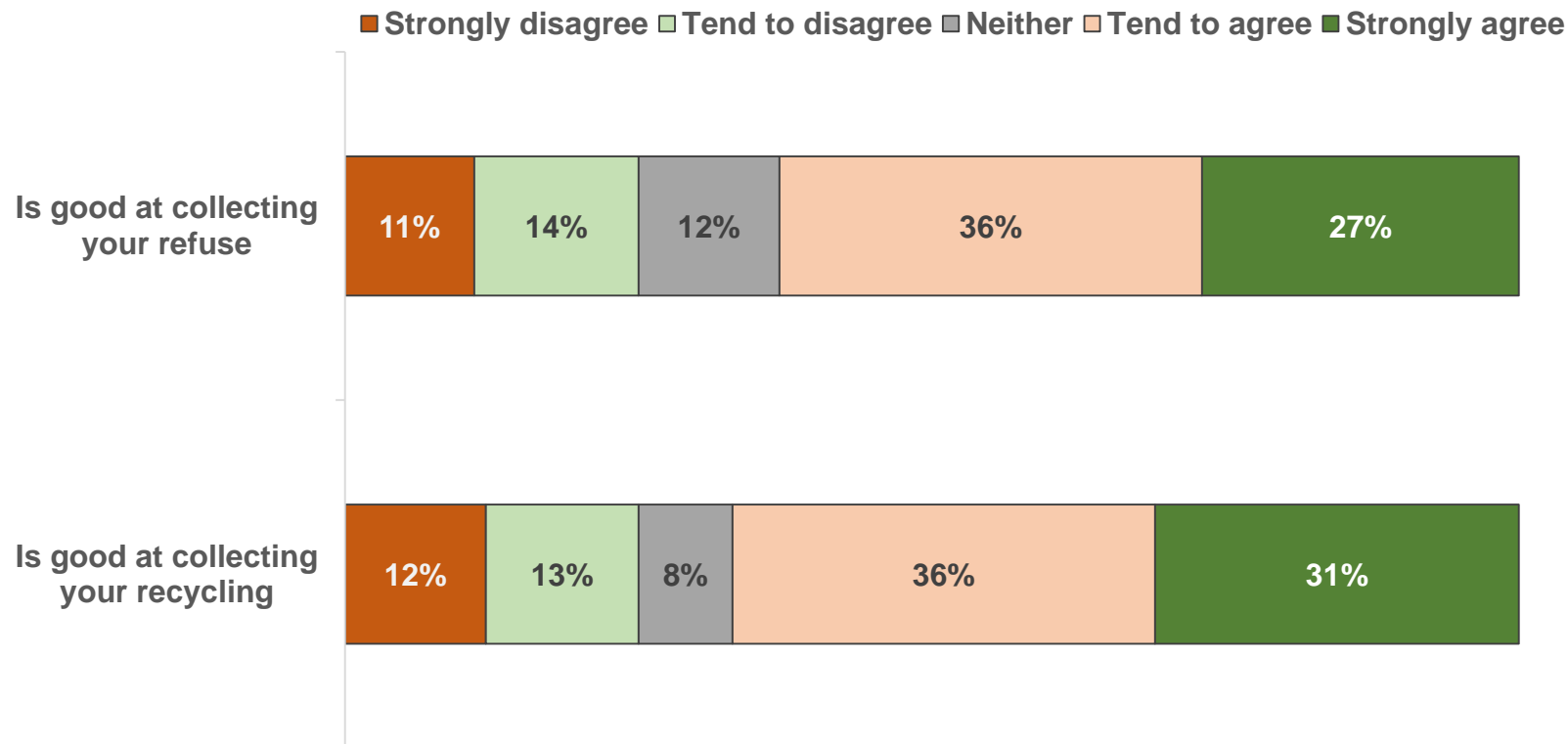
- The satisfaction score improves considerably compared with 2014 when 58% were satisfied, and is also slightly higher than both 2013 (74%) and 2012 (73%)
- Disabled residents are more likely to be *very dissatisfied* with road safety (16%) than those without a disability (5%)

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



Results – council services

Refuse and recycling



More than three in five residents (63%) agree that the council is good at collecting their refuse

- Ratings of this aspect of the council’s operations have recovered following the 2014 industrial action (only 36% agreed last year)
- However, current figures continue to fall short of the 75% and 89% reported in 2013 and 2012, respectively
- Furthermore, in the current survey, one in four (25%) does not think the council is good at refuse collection

A slightly greater proportion (67%) agree that the council is good at collecting recycling

- A strong recovery is also evident in this figure, which stood at just 44% last year, but is weaker than in 2013 and 2012 (74% and 86%, respectively)
- In addition, 25% do not feel the council performs well with recycling collection at this point in time

As in 2014, residents aged 55+ are most likely to strongly agree (41%) that the council is good at refuse collection, compared with 22% of 35-54s and 20% of 18-34s

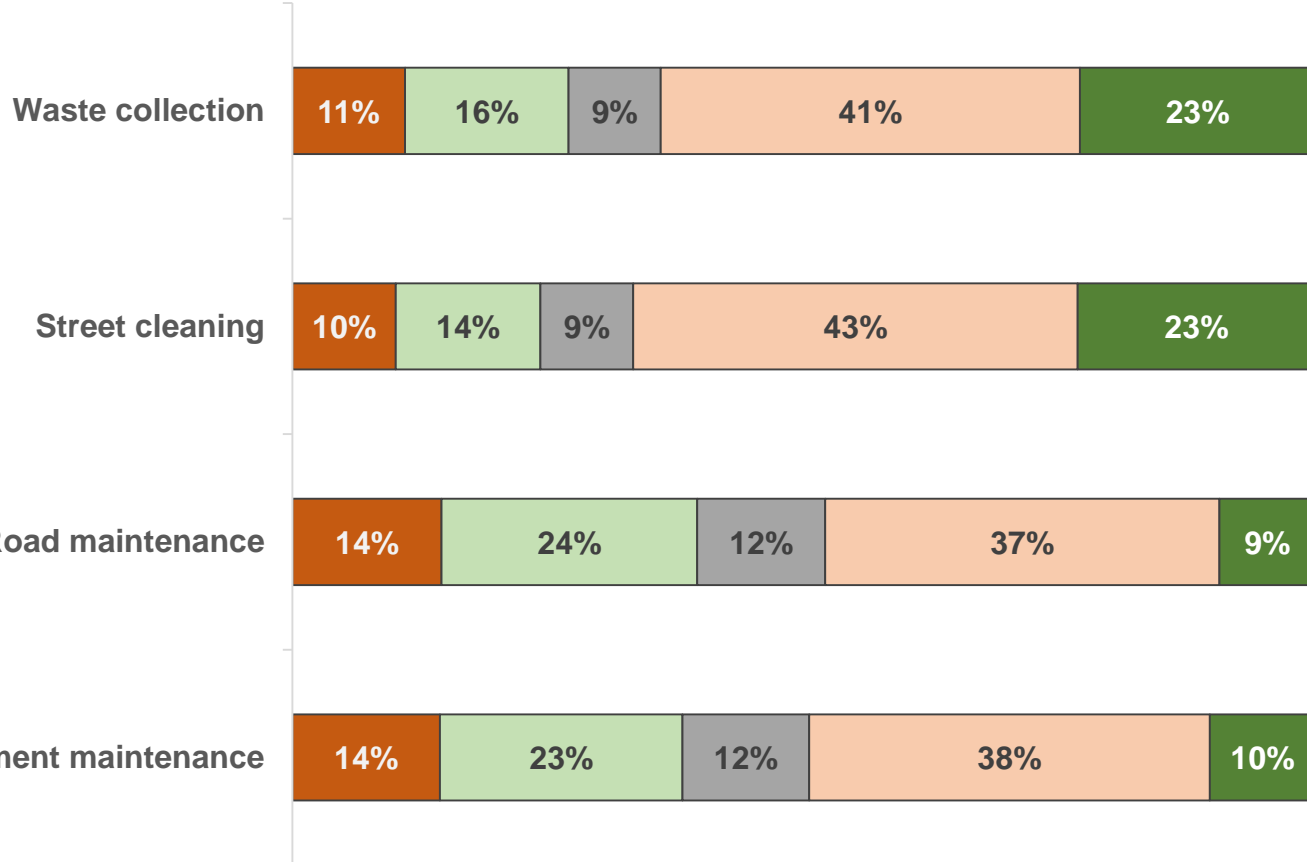
- Older residents are also more likely to *strongly agree* that recycling collections are good (42%), compared with 25% of 35-54s and 26% of 18-34s



Satisfaction with waste collection, street cleaning and street maintenance services



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



Don't know
0.3%
1%
3%
2%

At the height of the 2014 industrial action, resident satisfaction with waste collection sank to just 31%, but the figure has recovered to a far healthier 64% this year

- However, 27% of residents report dissatisfaction with the service, and the level of satisfaction in Brighton & Hove remains well below the national average of 77% as reported by the LGA
- Residents aged 55+ are most likely to be *very satisfied* with waste collection (34%), compared with 19% of 35-54 and 18% of 18-34s

Two in three city residents are satisfied with street cleaning (66%), up from just 47% in 2014, although one in four (24%) continue to say they are dissatisfied

- Nationwide, LGA figures indicate that 72% are satisfied with street cleaning

Almost half (47%) of residents are satisfied with road maintenance, but 39% are dissatisfied

- On this measure, local residents are more satisfied than the national LGA average, which stands at 39%

Pavement maintenance is rated as satisfactory by 48%, although, 37% are dissatisfied

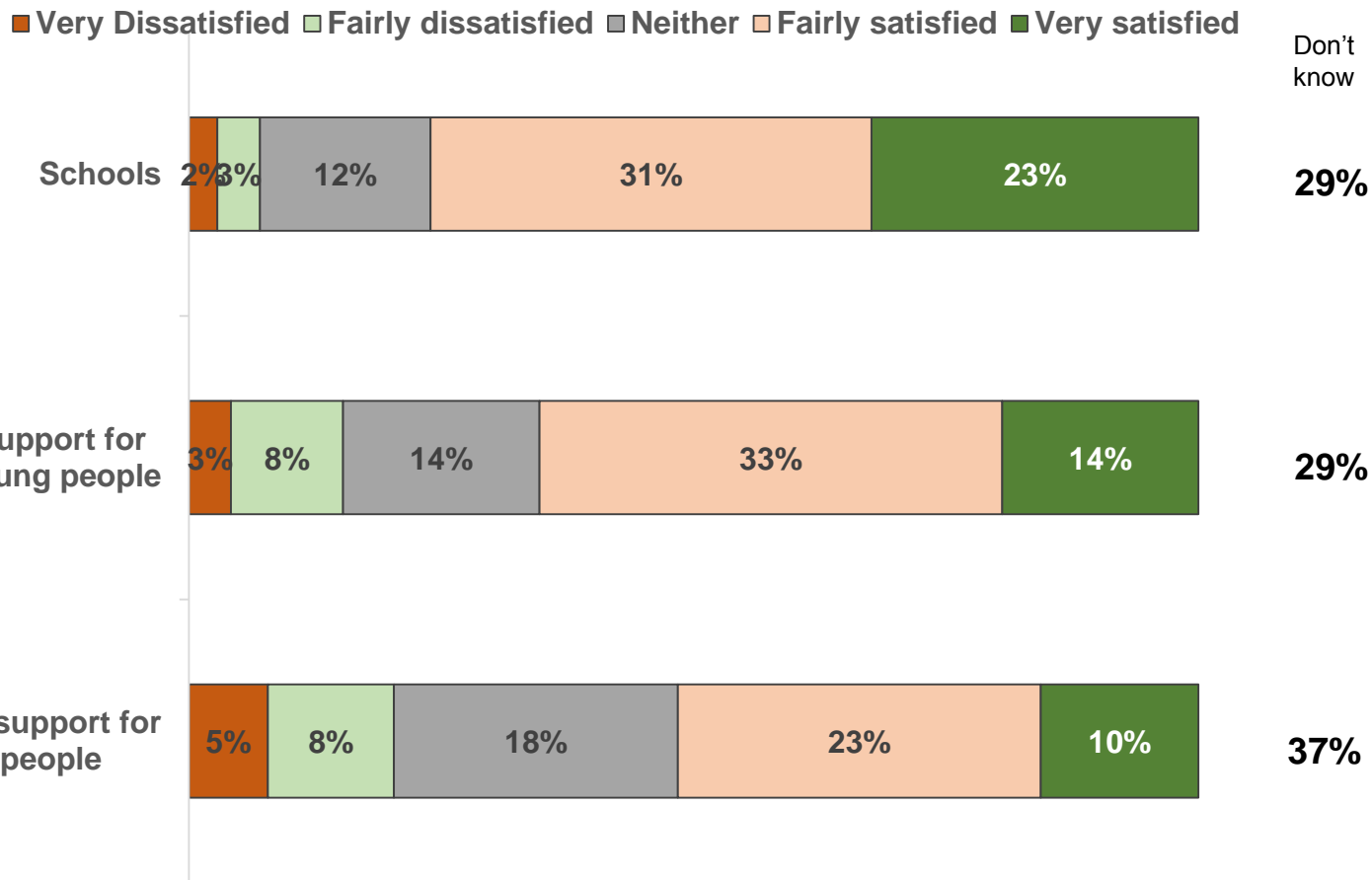
- In the national LGA survey, 54% report satisfaction with pavement maintenance

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" (1003)

Satisfaction with education and support services



More than half of residents (54%) are satisfied with the Council's schools, while 5% are dissatisfied

- The satisfaction figure reflects a six percentage point improvement on 2014 (48%)
- Many residents (29%) opt out of giving an opinion as they don't know enough about local schools

The majority of those who have a view of the council's services and support for children and young people say they are satisfied with these (47%, compared with 10% who are dissatisfied)

- The figure is an improvement on the 40% reported in 2014
- Brighton & Hove residents report the same level of satisfaction with this service as the national population – the latest LGA figure also stands at 47% satisfied

One in three (32%) residents (up from 28% in 2014) is satisfied with the council's services and support for older people while 12% are dissatisfied

- However, Brighton & Hove continues to score well below the LGA national average for satisfaction with these services, which currently stands at 45%

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" (1003)



Satisfaction with other services



Two in three residents report satisfaction with the library services provided by the council (66%), up from 60% in 2014

- Just 2% are dissatisfied, while 22% don't know enough to comment either way
- The score for Brighton & Hove outperforms the national LGA benchmark (62%) this year
- As in 2014, female residents (37%) are more likely to be *very satisfied* with library services than men (29%)
- BME residents (45%) are also more likely to be *very satisfied*, compared with 31% of white British residents

Overall, 63% are satisfied with sport and leisure services provided by the council, up from 50% last year

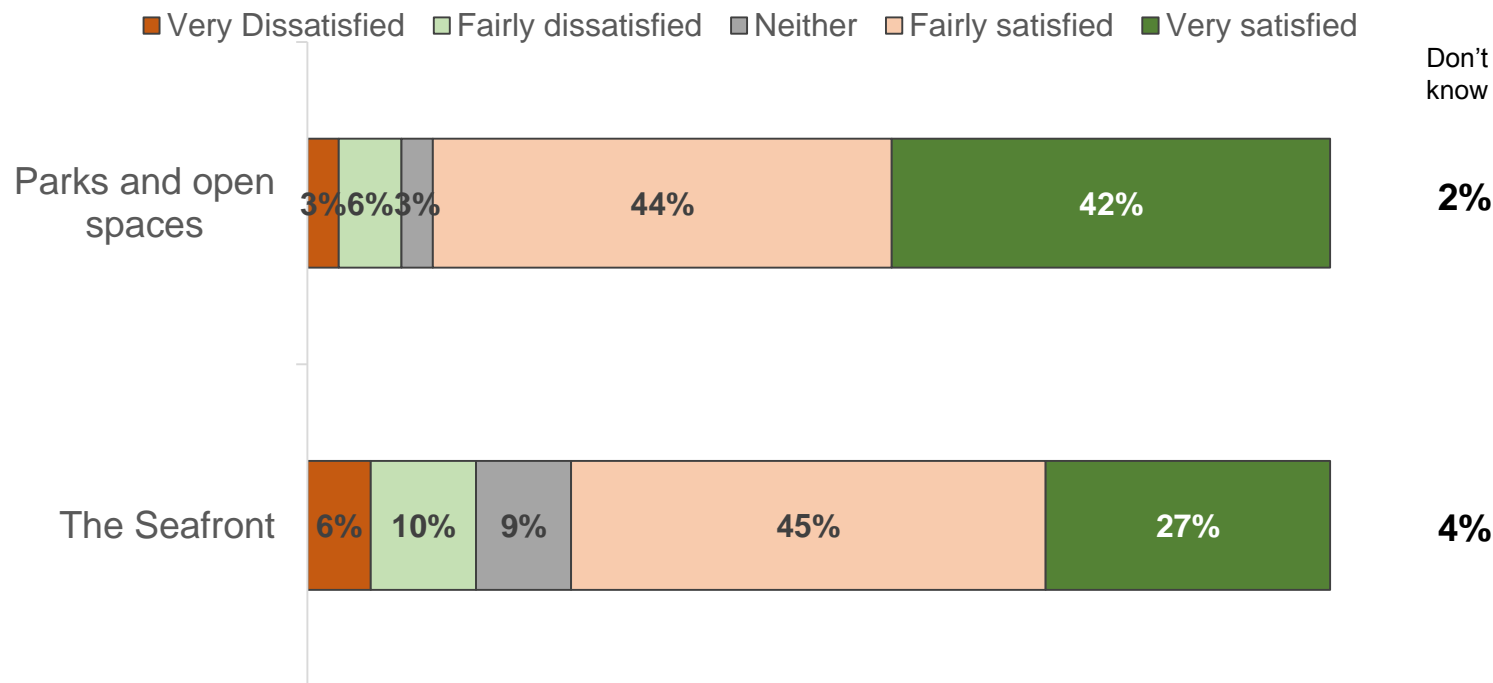
- The figure for local residents is close to the LGA national average of 62% satisfied
- Male residents are more likely to be *very satisfied* (23%) than females (17%) this year – a reversal of the position reported in 2014

Three-quarters (75%) are satisfied with arts and culture provided by the council, representing a considerable improvement on the figure for 2014 which stood at 62%



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... *0.2% say they are "very dissatisfied" with library services
 Base: All including "don't knows" (1003)

Satisfaction with the city environment



Most residents (86%) are satisfied with the parks and open spaces provided by the council, an improvement of 15 percentage points over the score reported in 2014 (71%)

- However, 9% of residents are dissatisfied with parks and open spaces in the city
- BME residents (54%) are more likely to be *very satisfied* than those from a white British background (40%)
- Residents of BN3 report the highest level of *very satisfied* scores by locality (44%), compared with a low of 29% in BN41

72% of local residents are very or fairly satisfied with the Seafront up from 61% last year

- However, the proportion of residents who are dissatisfied is also up, increasing from 11% to 16% this year
- The highest level of *very satisfied* scores by locality is reported in BN3 (34%) while BN1 residents are least likely to be very satisfied (19%)



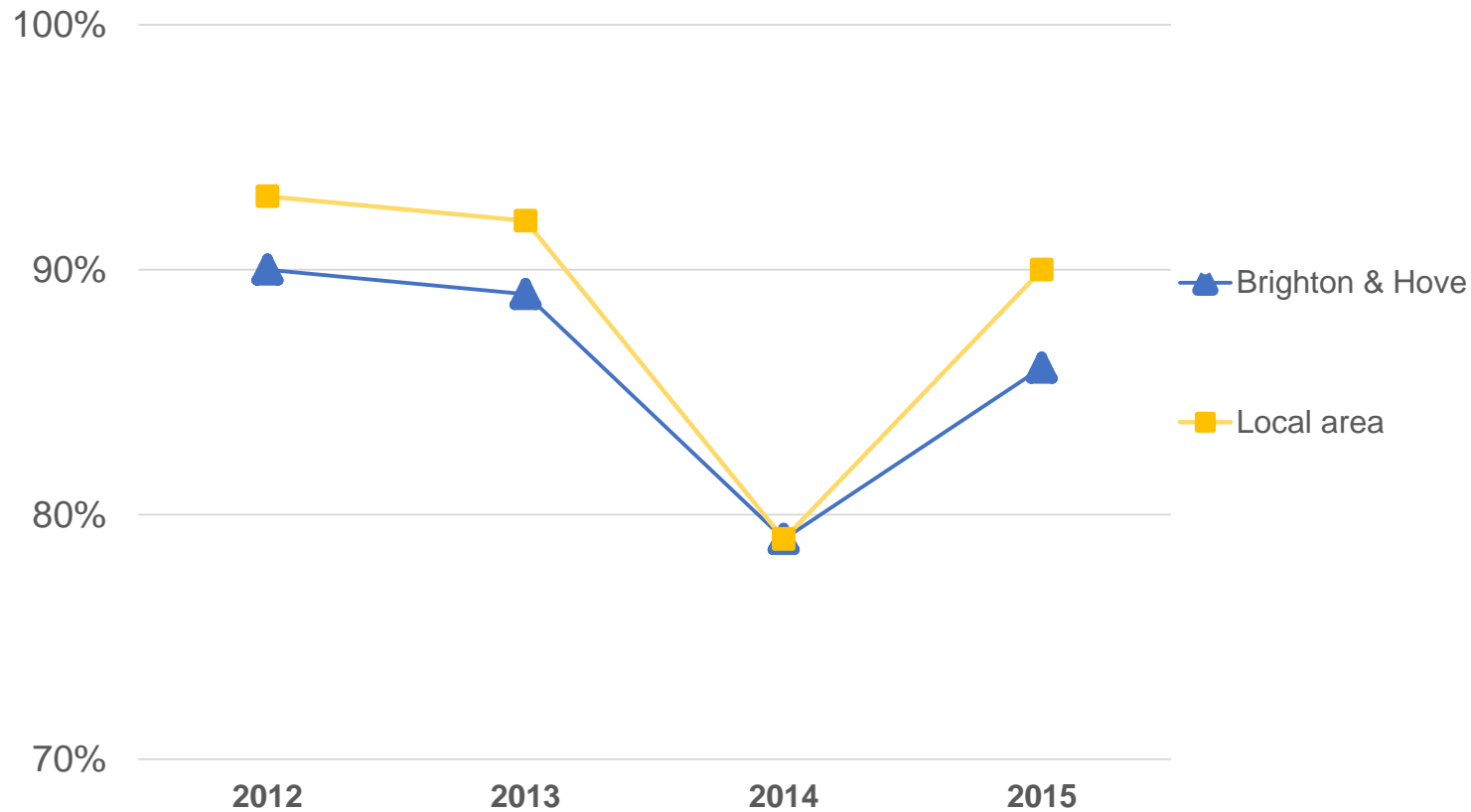
Q26 I am going to read out a number of different types of services that are provided by Brighton & Hove City Council in your area. I would like you to tell me how satisfied or dissatisfied you are overall with your council's...

* 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”

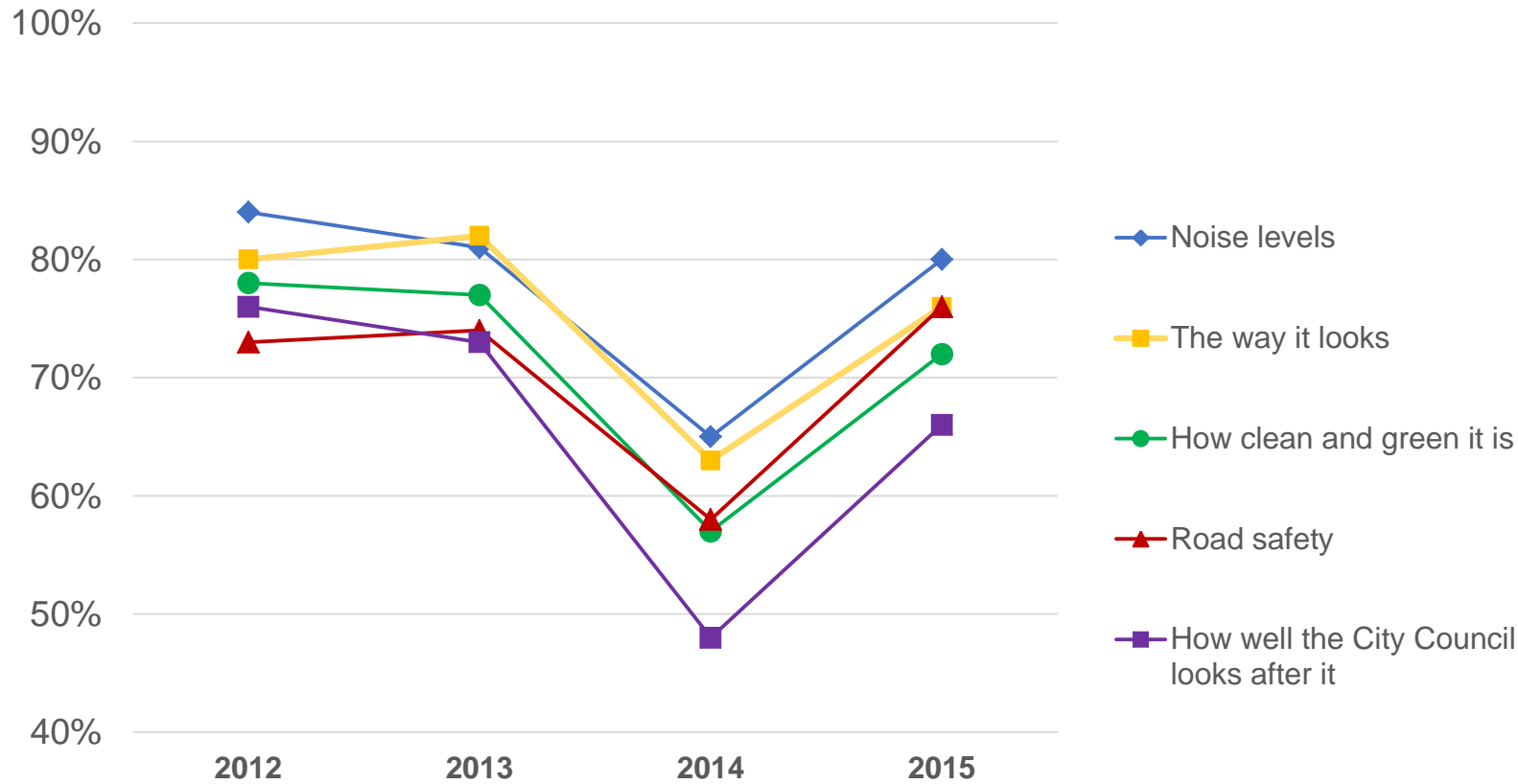


Residents' satisfaction with the city as a place to live have recovered from their 2014 dip but have yet to return to the higher levels reported in 2012 and 2013

When it comes to residents' satisfaction with their local area as a place to live, ratings have followed a similar pattern, recovering most but not all of the ground lost in 2014



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



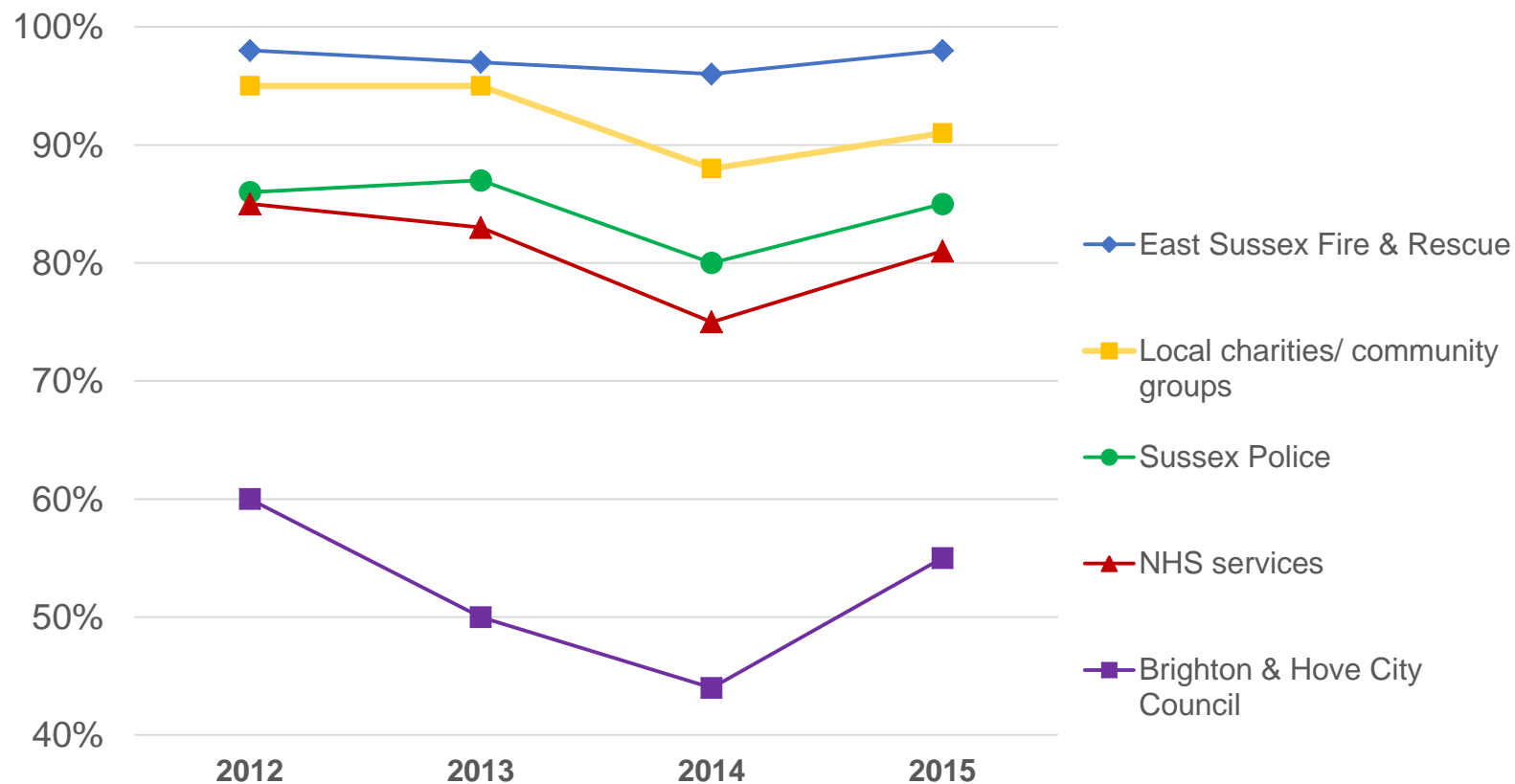
Residents report a recovery in their satisfaction with all five aspects of the street where they live, when compared with the low points reported in 2014

Satisfaction with noise levels and road safety now stand at similar levels to those reported in 2012 and 2013

However, satisfaction with the way the street looks, how clean and green it is and how well it is maintained by the council has not yet recovered all the ground lost in 2014



Wise use of money – proportion “agree”



Residents report a considerable improvement in the way they perceive the council’s use of money

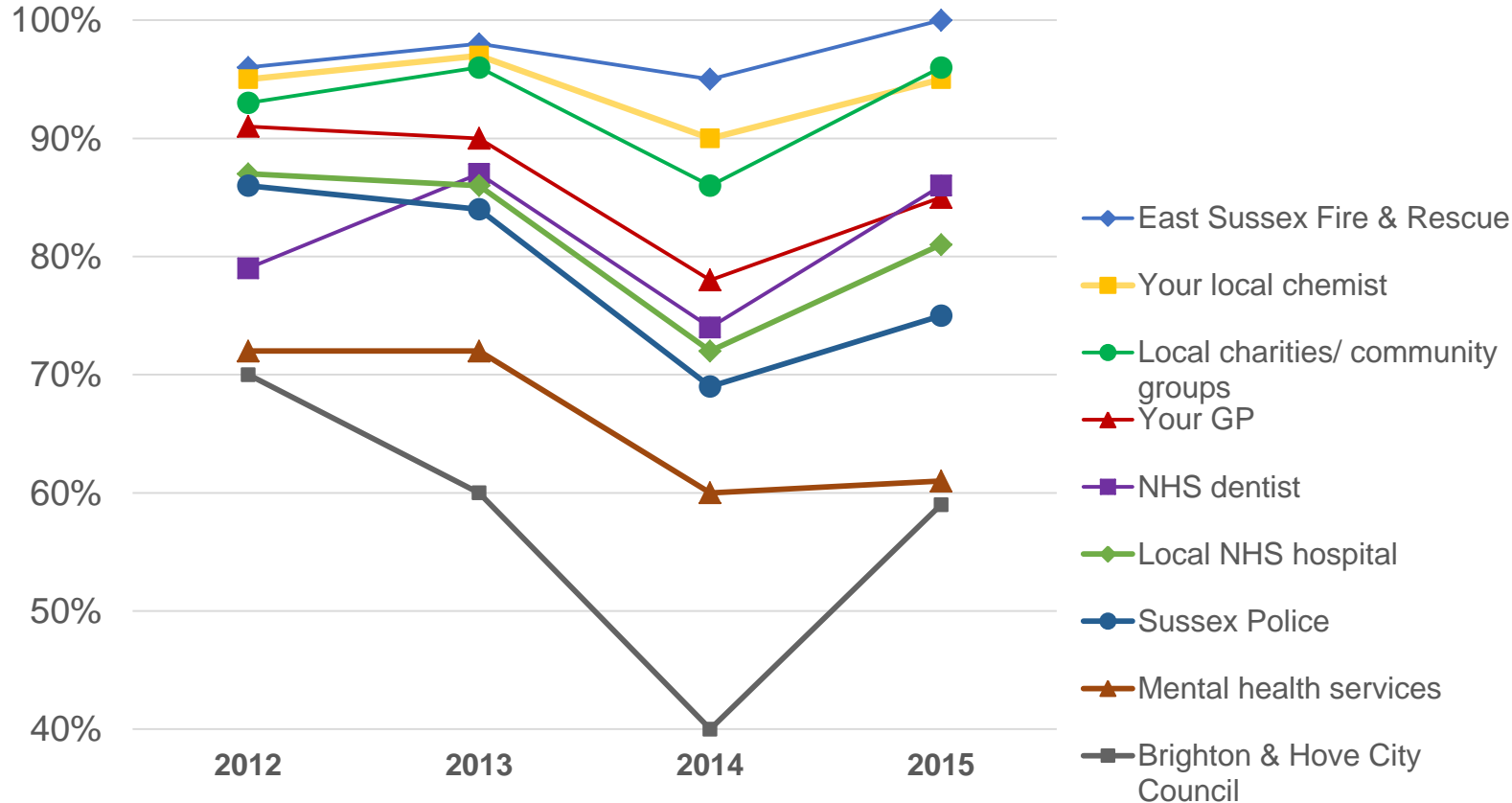
- The proportion who feel the council uses its resources wisely is now well above levels reported in both 2014 and 2013
- However, the 2015 figure is still slightly below that reported in 2012

Scores for the other four local services are historically higher than those for the council, and all have improved somewhat this year

Ratings of the way Fire & Rescue uses its budget have returned to the high level reported in 2012, while ratings for the police, NHS and local charities remain slightly below their historical high points



User satisfaction with services – proportion “satisfied”



Following the decline in satisfaction with all nine types of organisation reported by residents in 2014, figures for 2015 show an improvement across the board

Ratings of the council reflect the strongest improvement, albeit from the lowest base point in 2014, and are now back to the level reported in 2013

While ratings of mental health services have remained relatively flat year-over-year, ratings of hospitals, GPs and dentists have all improved

With regard to charities and community groups in the city, ratings this year match the highest previously reported (2013), while all Fire & Rescue service users are satisfied to some extent with their service, the highest rating recorded since the series of surveys began



Results – key point summary

Wave 8 summary

- In 2015, nine in ten Brighton & Hove residents are satisfied with their local area as a place to live
 - This is better than national comparison figures and reflects a significant improvement on 2014
 - Satisfaction with the city as a whole as a place to live has also improved compared with 2014
- Last year, many residents' attitudes to life in the city were coloured by industrial action in the refuse and recycling service
 - This year, satisfaction with refuse and recycling services has improved markedly, although still under-performs the national average
- More broadly, satisfaction with the City Council overall has improved dramatically on 2014 and has returned to the levels reported in 2013
 - Residents also think more highly of other local service providers this year, with particularly high ratings for East Sussex Fire & Rescue, local charities/community groups and local pharmacy stores
- Brighton & Hove residents are now just as likely to trust their local authority as residents elsewhere in the country
 - However, local people are still below the national average when it comes to feeling informed by the council and believing that their council acts on their concerns
 - Local residents are also less likely than elsewhere in the country to feel they get value for money from the council - the council is perceived by many to spend its budget less wisely than local NHS, police and fire & rescue services
- Local people feel a strong sense of involvement and commitment to their city
 - They are more likely than the national average to believe that they pull together with fellow residents to help improve their neighbourhoods and are more likely to get involved in local activism than elsewhere in the country