

# Brighton & Hove City Tracker Survey

Annual results – November 2014

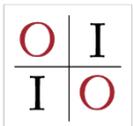
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# City Tracker Survey

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- Brighton & Hove Connected commissioned Infocorp Ltd to carry out its 2014 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 indicators (KPI) of essential city services.
- This year the questions were reviewed by key partners and improved to deliver more relevant information and to facilitate comparison with national averages from:
  - Local Government Association national benchmarks for resident satisfaction from July 2014 (**LGA** comparison – September results due out in December 2014)
  - Cabinet Office Community Life Survey 2013-14 (**CLS** comparison)
  - Department for Culture, Media & Sport Taking Part Survey October 2014 (**TPS** comparison)
- 2014 results are also benchmarked against 2012 (published as wave 2 results) and 2013 results (published as wave 5 results) of the City Tracker survey which were undertaken at the same time of year.



# Methodology and reporting

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## Methodology

- 1,003 residents interviewed via telephone survey
- Interviewing carried out during weekdays and evenings up to 9.00 pm, and at weekends between 10.00 am and 5.00 pm
- Quotas were set to ensure the sample closely matched the actual population profile by gender, age, ethnicity and postcode district
- Fieldwork took place between 10<sup>th</sup> September and 21<sup>st</sup> October 2014

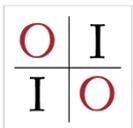
## Reporting

- Sub-group results (e.g. men vs. women) have been 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
- Data is unweighted

# Respondent profile



Demographic		Sample Profile	Population profile (2011 Census)
Gender	Male	46%	50%
	Female	54%	50%
Age	18-34	34%	37%
	35-54	38%	36%
	55+	29%	27%
Ethnicity	White British	81%	81%
	Other White	8%	9%
	BME	11%	10%
Health	Disability/Health problem	14%	16%
Postcode sector	BN1	32%	32%
	BN2	32%	32%
	BN3	30%	29%
	BN41	6%	7%

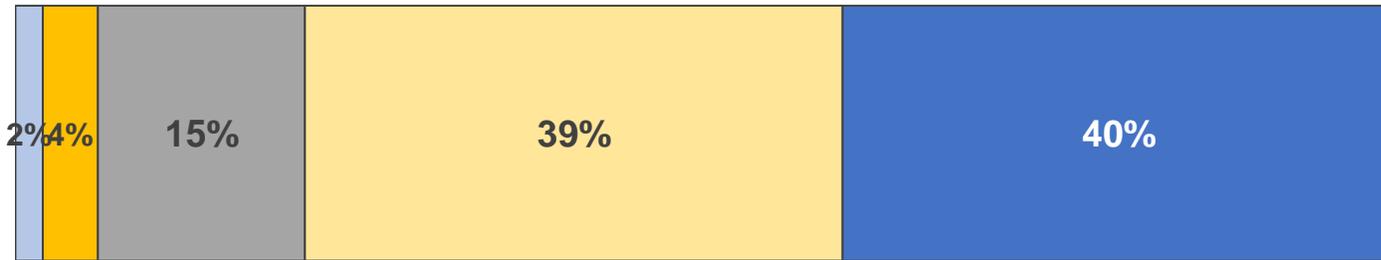


# Results – satisfaction with Brighton & Hove

# Satisfaction with Brighton & Hove as a place to live



□ Very Dissatisfied   □ Fairly dissatisfied   □ Neither   □ Fairly satisfied   □ Very satisfied



## Four in five residents are satisfied with Brighton & Hove as a place to live:

- 40% are very satisfied and 39% fairly satisfied

## However, the proportion saying they are satisfied has declined over time:

- 90% were satisfied in 2012 and 89% were in 2013

## The proportion who are “neither satisfied nor dissatisfied” has risen sharply to 15%:

- This proportion stood at 4% in 2013 and 5% in 2012
- There is no increase in the proportion of residents who are dissatisfied

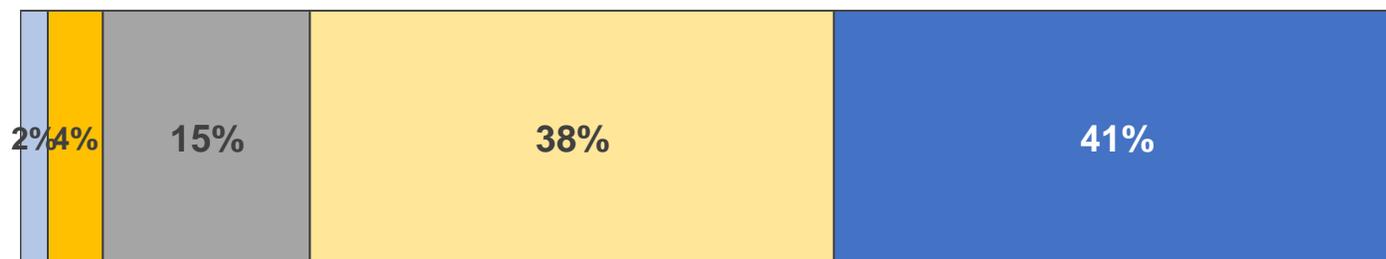
## Female residents (77%) are less likely to be satisfied than males (82%)

- Older residents (55+) are also less likely to be satisfied (75%) than the other age groups – 81% for 18-34 and 82% for 35-54



# Satisfaction with local area as a place to live

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



**Satisfaction with the local area is at the same level as satisfaction with the city as a whole:**

- Overall, 79% are very or fairly satisfied

**Older residents, in the 55+ age category, are more likely to be *very satisfied* (47%) with their local area than younger residents (39% of 35-54s and 38% of 18-34s)**

**As with the city as a whole, satisfaction with the local area is considerably lower than previously:**

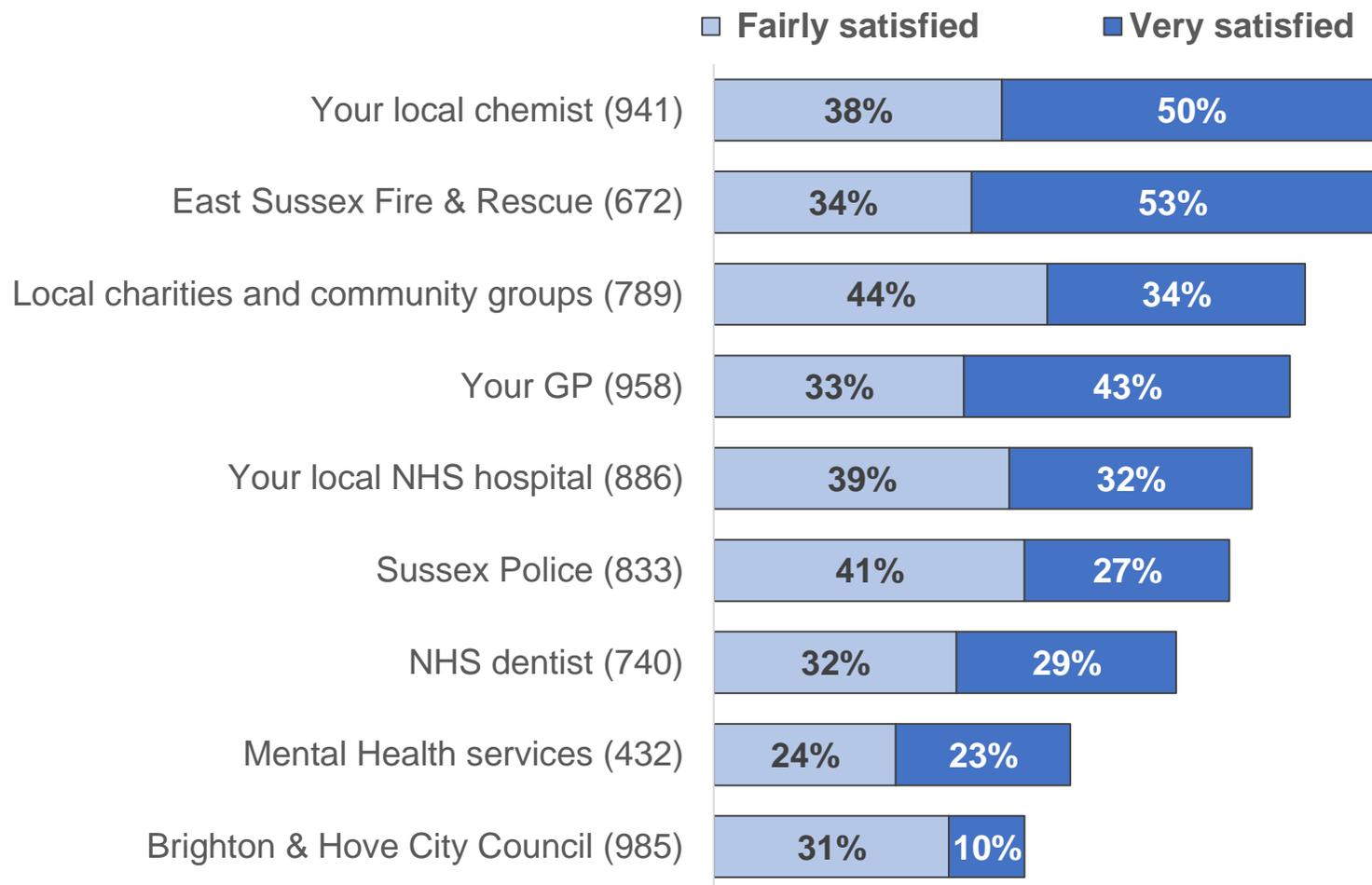
- 92% were satisfied in 2013
- 93% were satisfied in 2012

**However, Brighton & Hove residents are similar to residents across the UK as a whole according to Local Government Association (LGA) figures:**

- In the latest LGA survey, 80% of UK residents are very/fairly satisfied with their local area
- The most recent Community Life Survey (CLS) data shows a slightly higher UK-wide level of satisfaction with the local area at 85%

# Results –satisfaction with local services

# Overall satisfaction with services – all residents



**Brighton & Hove residents as a whole (irrespective of whether they use the services or not) report highest satisfaction with:**

- Local chemist (88%)
- Fire & Rescue (87%)
- Local charities/community groups (78%)
- GP (76%)

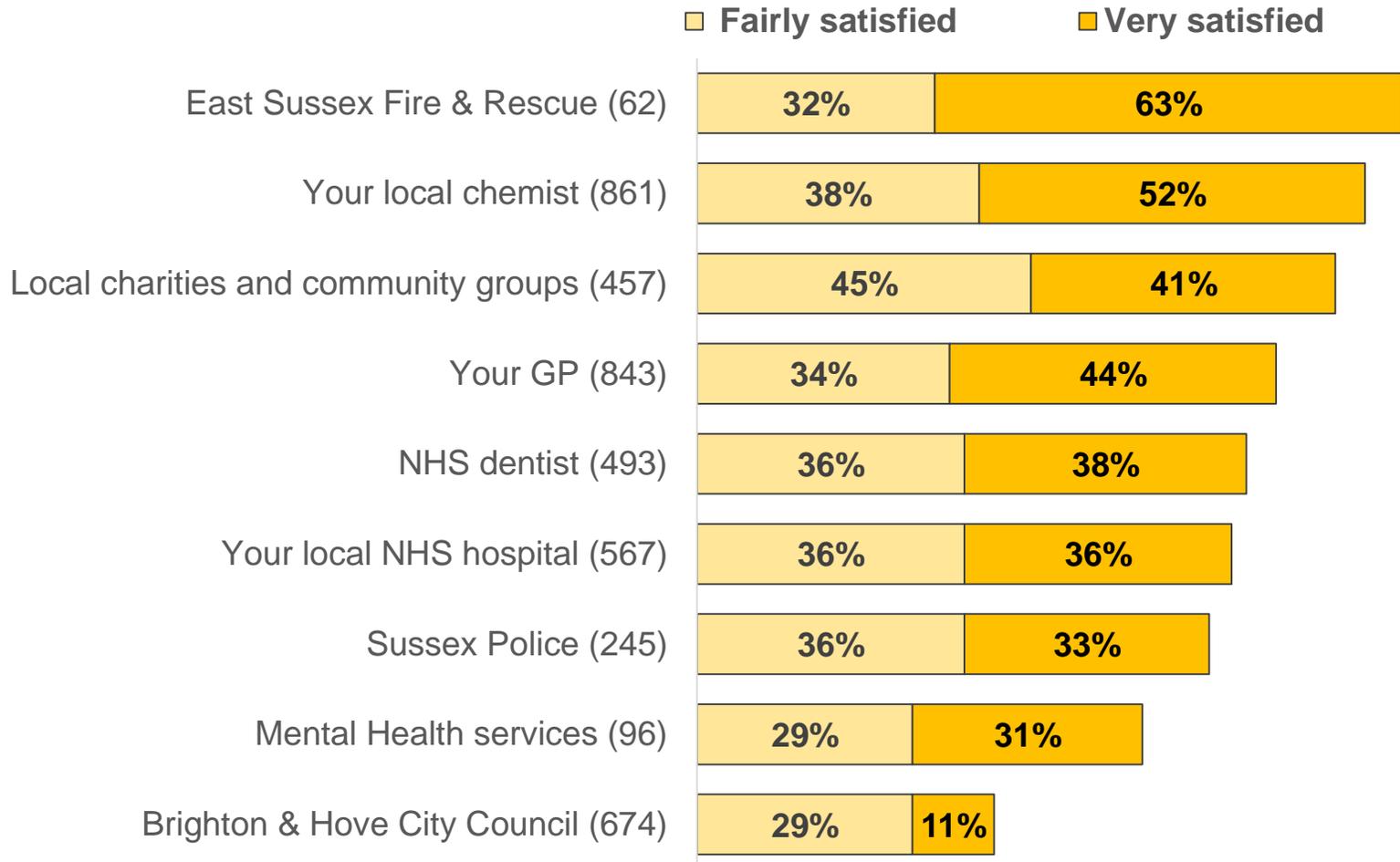
**The City Council scores lower than other local services, but nevertheless, 41% are very or fairly satisfied**

- A high proportion, 33%, are neither satisfied nor dissatisfied
- Mental Health services also scores well below the average, with 47% satisfied

**The proportion saying they are very satisfied with the City Council is lower for White UK/British residents (8%) than for Other White residents (18%) and other ethnic minority residents (17%)**



# Overall satisfaction with services – service users only



**When figures are re-calculated on the basis of residents who have used the services in the past year only, scores for four services improve notably**

- Overall satisfaction with Fire & Rescue moves from 87% to 95%
- Local charities/ community groups increases from 78% to 86% satisfied
- The NHS dentist score goes up from 61% to 74%
- Ratings of Mental Health services move from 47% to 60%

**Meanwhile, the Council score remains stable based on users only, moving from 41% to 40% satisfied**

- Again, there is a high level of ambivalence, with 34% being neither satisfied nor dissatisfied. 27% are dissatisfied, so, despite low ratings, satisfaction outweighs dissatisfaction
- Overall, 329 residents believe they do not use the services of the Council (312) or “don’t know” (17)

**Users in the 18-34 and 55+ age bands are more likely to be very satisfied with the City Council (14% in both cases) than 35-54 year olds (7%)**

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 – additional sub-group differences



## Older users are significantly more likely to be *very satisfied* with their GP

- 60% of 55+ users are *very satisfied*, compared with 35% of 35-54s and 42% of 18-34s
- There is also significant variation by location: users in BN41 are most likely to be *very satisfied* (55%), followed by BN1 (50%). Elsewhere, satisfaction levels are lower, standing at 42% in BN2 and 38% in BN3

## Satisfaction with NHS hospitals varies by gender and age

- Male service users are more likely to be *very satisfied* (40%) than females (32%)
- As with GP services, those in the 55+ age category have higher levels of satisfaction: 48% are *very satisfied* with their local NHS hospital compared with 31% of 35-54s and 18-34s

## Older service users also report higher satisfaction with their local chemist and their NHS dentist

- 61% of those in the 55+ age category are *very satisfied* with their local chemist, compared with 45% of 35-54s and 50% of 18-34s
- With regard to their NHS dentist, 55% of 55+ users are *very satisfied*, compared with 36% of 35-54s and 26% of 18-34s

## Female service users report higher levels of satisfaction (45% *very satisfied*) with local charities and community groups than males (35%)

- Younger service users are also more likely to be *very satisfied* – 50% of 18-34s say this is the case, compared with 34% of 35-54s



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
East Sussex Fire & Rescue (62)	96%	98%	<b>95%</b>
Your local chemist (861)	95%	97%	<b>90%</b>
Local charities/community groups (457)	93%	96%	<b>86%</b>
Your GP (843)	91%	90%	<b>78%</b>
NHS dentist (493)	79%	87%	<b>74%</b>
Your local NHS hospital (567)	87%	86%	<b>72%</b>
Sussex Police (245)	86%	84%	<b>69%</b>
Mental Health services (96)	72%	72%	<b>60%</b>
Brighton & Hove City Council (674)	70%	60%	<b>40%</b>

**In most cases, service users in 2014 report a somewhat lower level of satisfaction than in the two previous years**

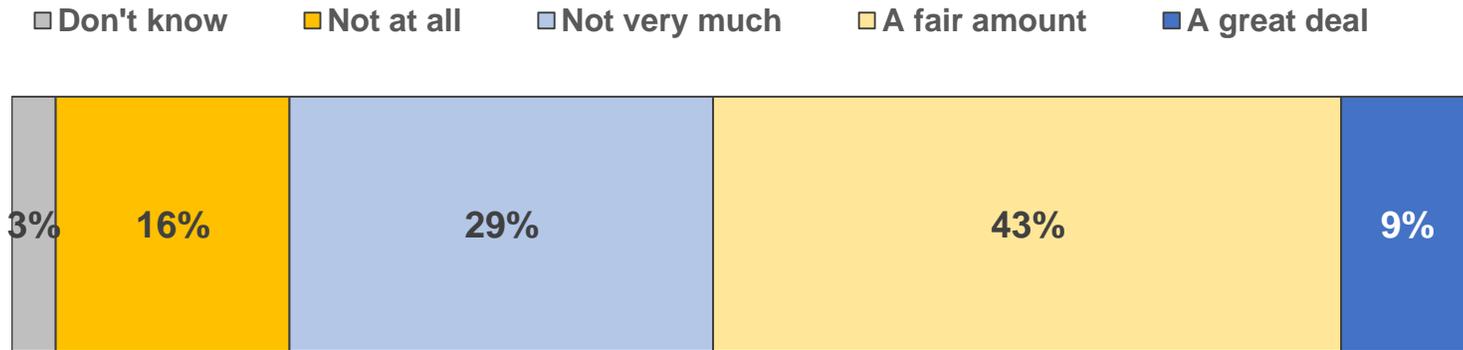
- However, this is not the case for Fire & Rescue which continues to achieve a higher level of satisfaction than any of the other services
- Satisfaction with the local chemist is slightly lower than in 2012 and 2013, but remains at a very strong level of 90%

**Ratings of City Council services have declined from 70% in 2012 and 60% in 2013, and now stand at 40%**



# Results – council & resident relations

# Brighton & Hove City Council – trustworthiness



**Overall, more than half (52%) trust the City Council a *great deal* or a *fair amount***

- However, 29% feel they don't trust the council very much and 16% don't have any trust at all

**Male residents are more likely to say they don't trust the Council at all (20%) than female residents (13%)**

**Over-55s are also more likely than average to say they don't trust the Council at all (21%)**

- Compared with 15% of 35-54s and 13% of 18-34s

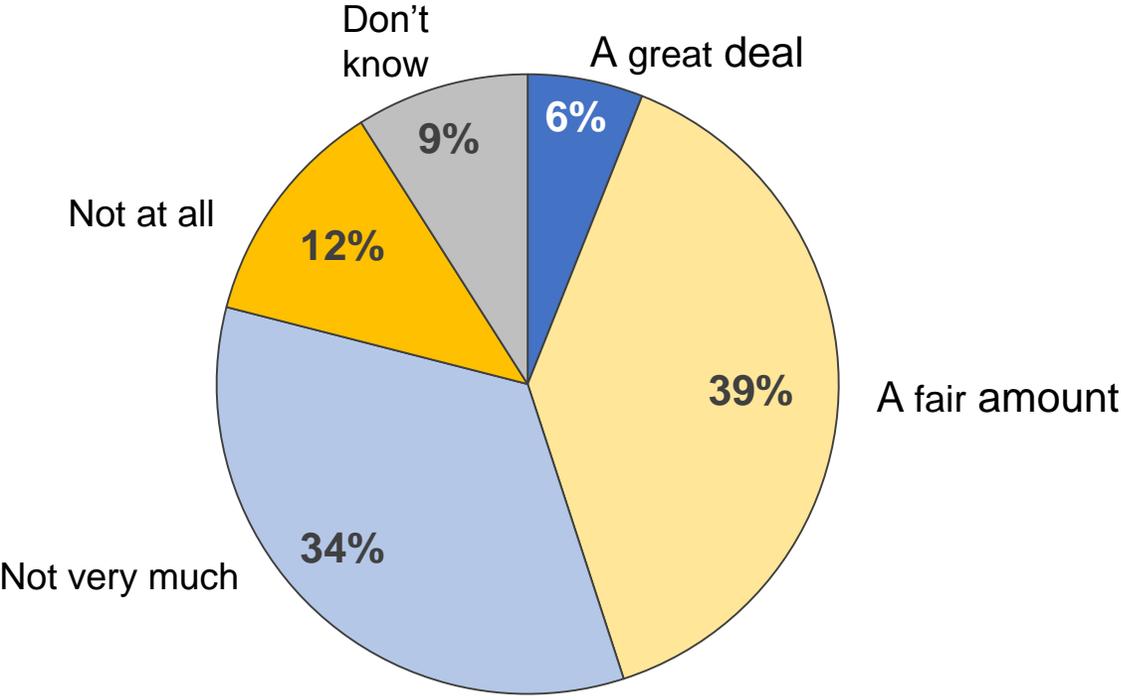
**White British residents are most likely to have no trust in the Council (17%) compared with Other White residents (9%) and other ethnic minority residents (8%)**

**Brighton & Hove is seven points below the LGA average of 59% trusting their council a *great deal/fair amount***

**This question is new to the survey for 2014**



# Acting on local residents' concerns



**More than two in five Brighton & Hove residents (45%) feel that the Council acts on the concerns of local residents – 39% a fair amount and 6% a great deal**

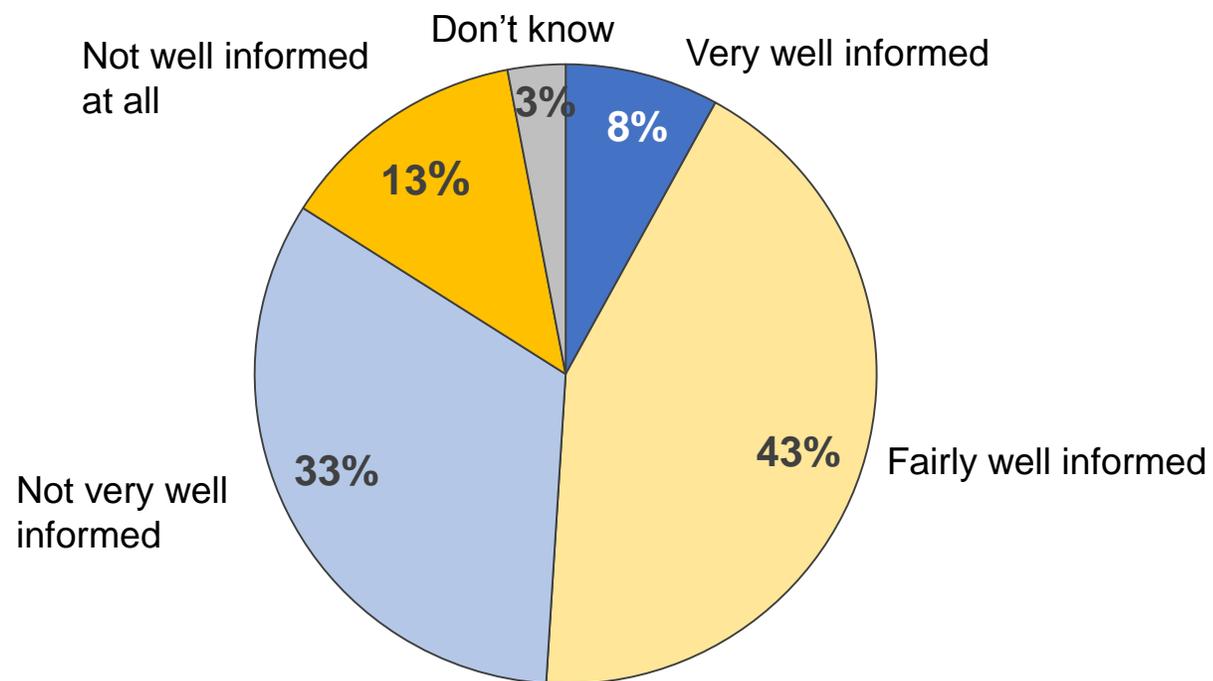
- However, 46% believe that it does not act on residents' concerns very much/at all

**In the latest national LGA survey, 59% of respondents felt that their local authority acts on their concerns - 16 percentage points above the level reported for Brighton & Hove**



Q28 To what extent do you think Brighton & Hove City Council acts on the concerns of local residents?  
Base: All including don't knows (1003)

# Feeling informed



**Just over half (51%) feel the council keeps them *fairly or very well informed* about the services and benefits it provides**

- However, one in three feels *not very well informed* and 13% say they are *not well informed at all*

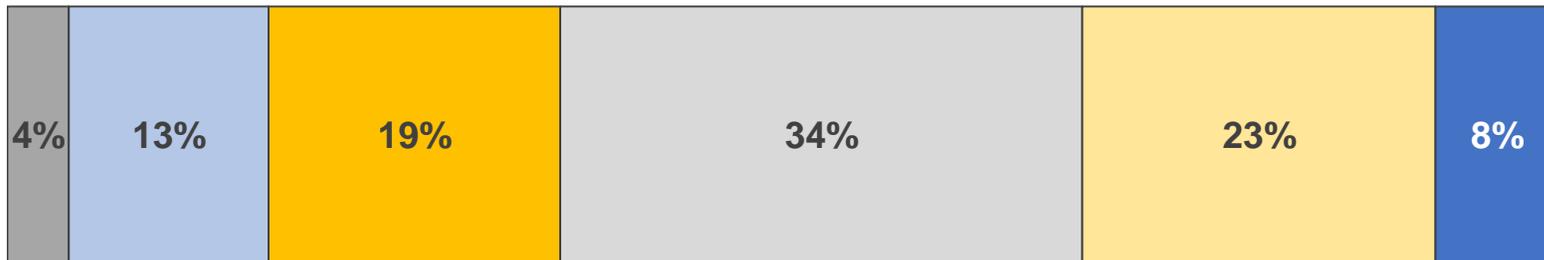
**In the latest figures from the LGA survey, 64% felt their local authority kept them either *fairly or very well informed***

# 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



## Opinion is evenly divided on the extent to which Brighton & Hove City Council provides value for money:

- Around a third (31%) of residents agree that they do get value for money, but 32% disagree
- Meanwhile, the final third (34%) say they “neither agree nor disagree”

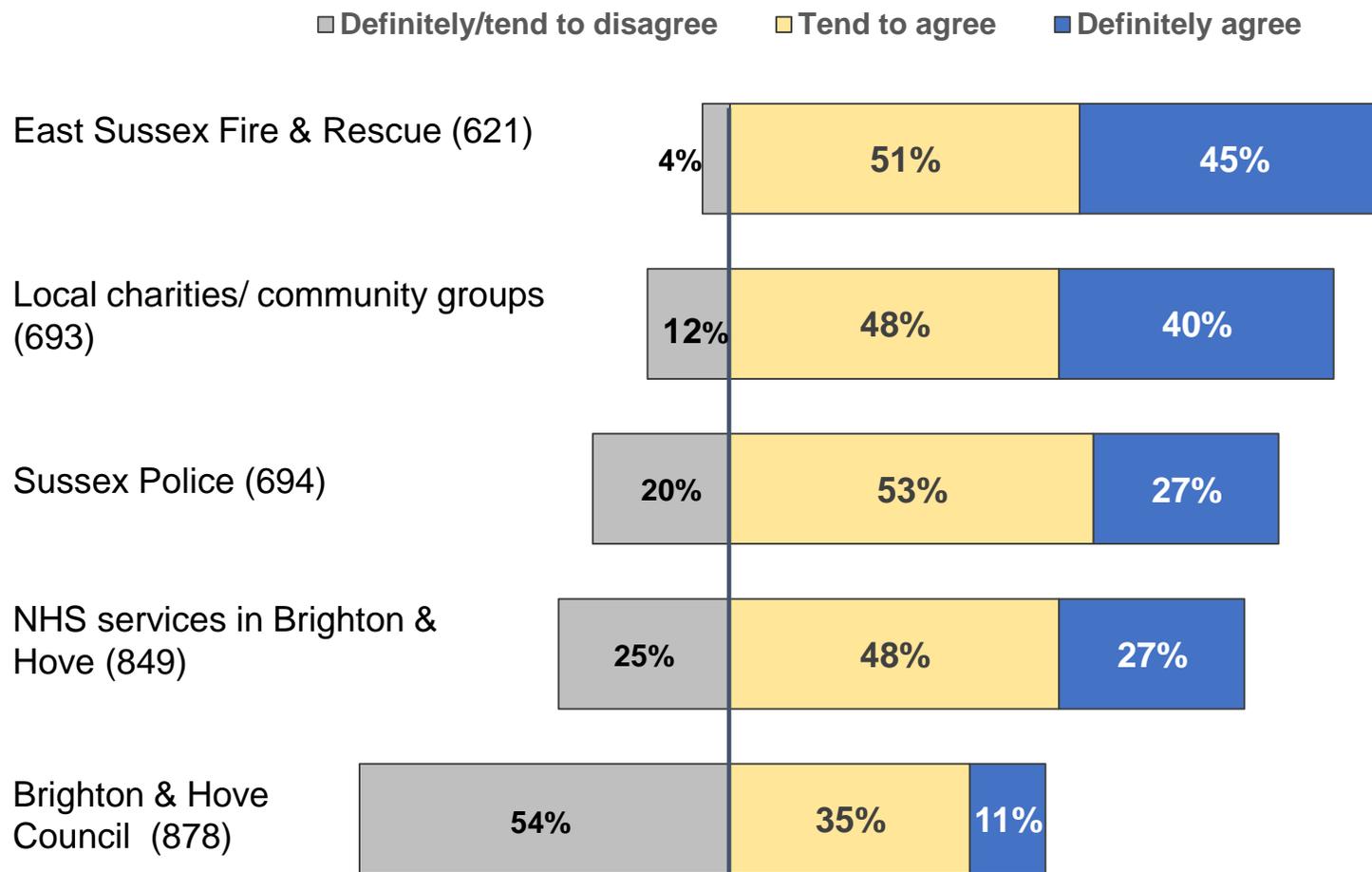
## When compared with the national LGA benchmark, Brighton & Hove residents are less positive than the national average

- Nationwide, 49% agree that their local council gives value for money while 22% feel this is not the case

**This question is new to the survey for 2014**



# Wise use of money



**The service most likely to be seen as using money wisely is the Fire and Rescue services**

- 96% of residents believe this to be the case
- Local charities and community groups are also felt to use money wisely by the vast majority (88%)

**Eight in ten agree that Sussex Police uses money wisely while 75% think NHS services in the city spend wisely**

**While a total of 46% agree that the City Council uses money wisely, 54% disagree**

- 30% tend to disagree and 24% definitely disagree

**There are very few sub-group differences on perceived wise use of money, except the following:**

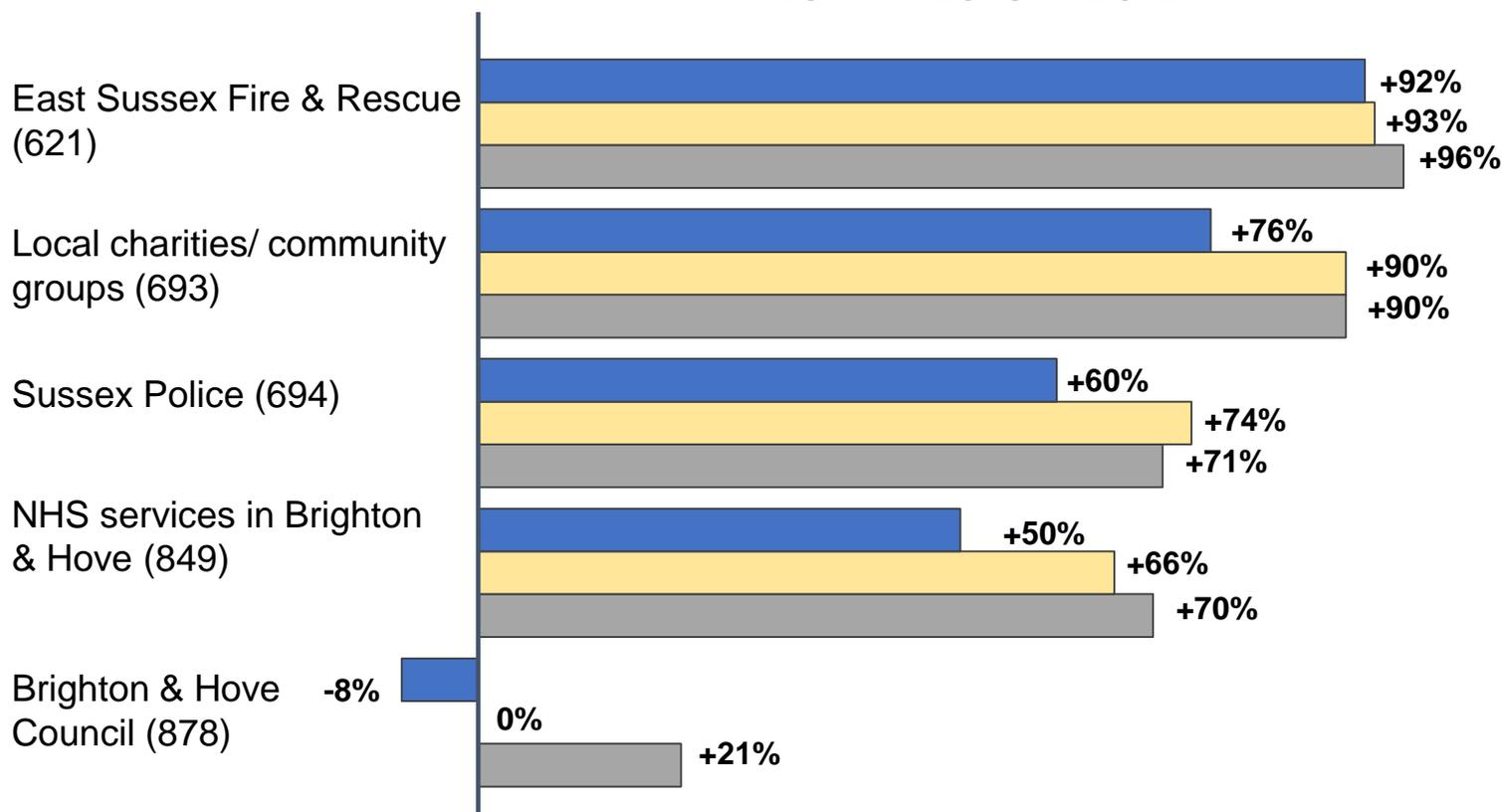
- Older residents aged 55+ are more likely to *definitely agree* that East Sussex Fire & Rescue uses money wisely (54%) than 35-54s (44%) and 18-34s (40%)
- Female residents are more likely to *definitely agree* that local community groups and charities use money wisely (34%) than males (35%)



# Wise use of money – comparison over time

Net agree (agree minus disagree)

■ 2014 ■ 2013 ■ 2012



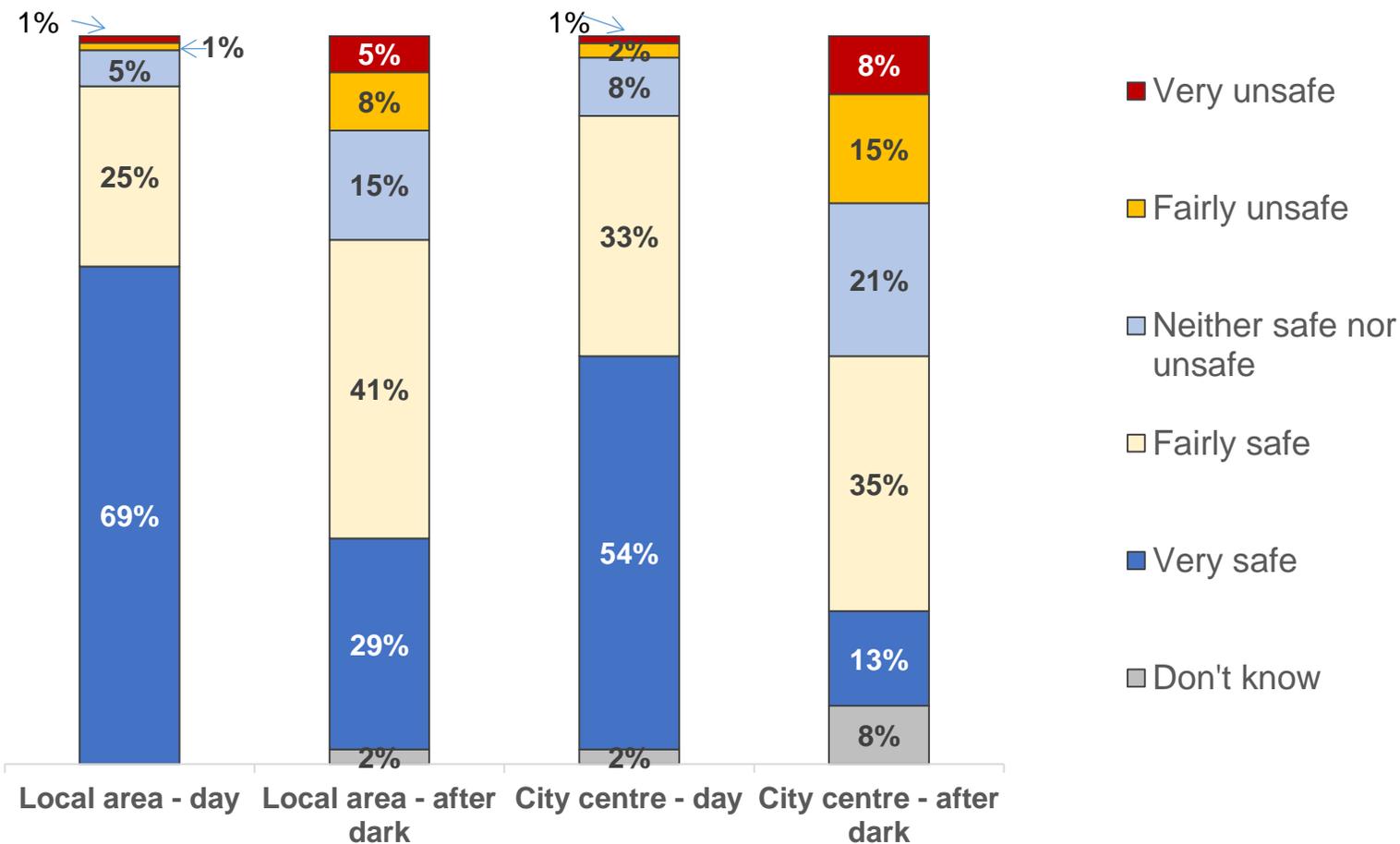
**Residents are less positive about four of the five services in 2014 compared to 2013 and 2012**

- The exception is the Fire & Rescue service, where the high “net agree” score of +92% is broadly similar to previous waves
- Considerably weaker “net agree” scores are reported in 2014 for local charities/ community groups, the police and local NHS
- The net agree score for the council is negative for the first time (-8%), down from 0% in 2013 and +21% in 2012



# Results – day to day experiences

# Feeling safe



**When outside in their local area, only a small minority (2%) feel unsafe during the day, although this increases to 13% after dark**

- This is similar to 2013, when 14% felt unsafe in their local area after dark
- In 2012, the figure stood at 12%

**In the city centre, 3% feel unsafe in the daytime, but 23% feel this way after dark**

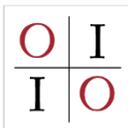
- In 2013, 26% felt unsafe after dark in the city centre, while the 2012 figure was 25%

**Most Brighton & Hove residents feel very/fairly safe in their local area during the day (93%), which is similar to the LGA national average of 95%**

- However, after dark in their local area only 70% of Brighton & Hove residents feel safe, compared with 79% in the national survey

	B&H local area	B&H city centre	LGA survey local area
Feel <b>very/fairly safe</b> during day	93%	87%	95%
Feel <b>very/fairly safe</b> after dark	70%	48%	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" (1003) (Don't know figures are not shown in the graphic or the data table)



# Feeling safe – sub group differences

## **Female residents (19%) are far more likely to feel *very/fairly unsafe* after dark in their local area than males (7%)**

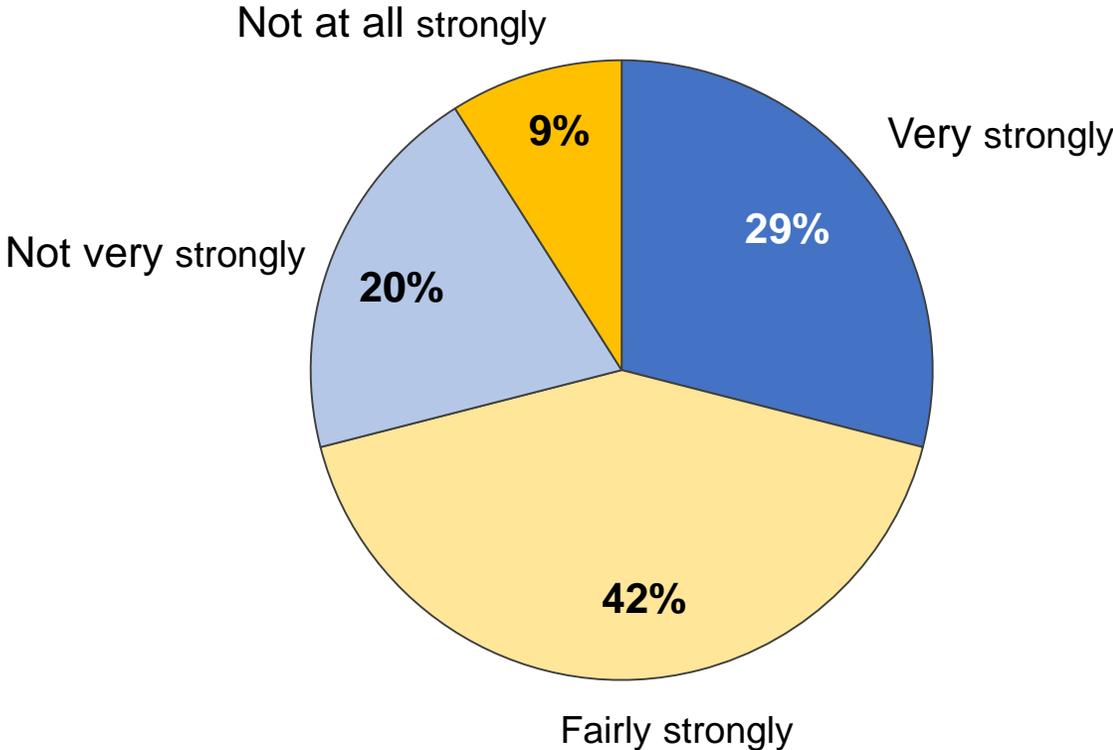
- This is also true for the city centre, where 30% of women feel unsafe after dark as opposed to 16% of men

## **Residents with a long standing illness or disability, are also far more likely to feel unsafe**

- 31% of those with a disability or life limiting illness (140 respondents) feel *very/fairly unsafe* in their own area after dark, compared with 10% without a disability
- In the city centre, 39% of disabled people feel unsafe after dark, compared with 21% of those who do not have a disability

## **Those in the 55+ age category are more likely to feel unsafe in their own local area after dark (18%) than 35-54s (11%) and 18-34s (12%)**

# Sense of belonging – immediate neighbourhood



**Overall, 71% of Brighton & Hove residents feel strongly that they belong to their immediate neighbourhood**

**Residents aged 55 or over are most likely to feel very strongly that they belong (36%)**

- The proportion stands at 29% for 35-54s and 22% for 18-34s

**When compared with previous years, residents are slightly less likely to feel as if they belong**

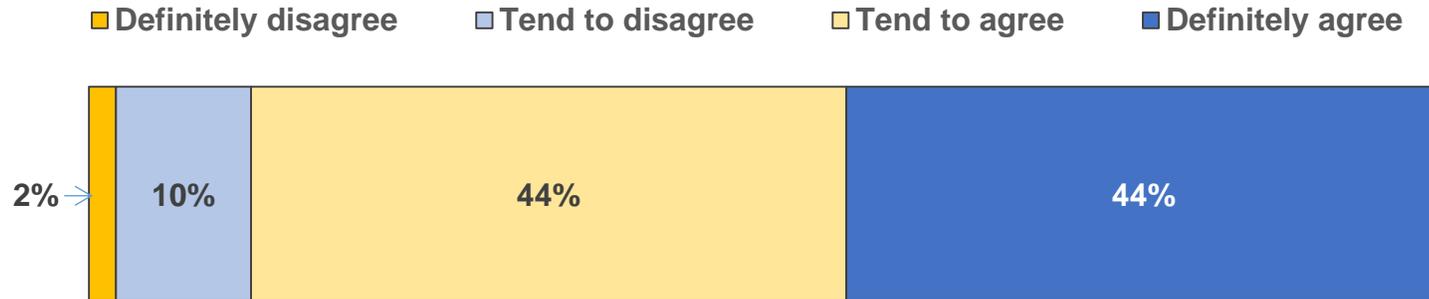
- In 2013, 75% agreed, as did 76% in 2012

**Nationally, 70% of participants in the latest CLS survey feel like they belong strongly to their local area – Brighton & Hove is therefore very close to the national average**



Q15 How strongly do you feel you belong to your immediate neighbourhood?  
 Base: All excluding don't knows (990)

# Community spirit and diversity



**Most residents feel that their local area is a place where people from different backgrounds get on well together**

- 88% agree that this is the case

**Data from 2013 and 2012 also show strong levels of agreement with this statement – 92% and 90%, respectively**

**National CLS figures show that Brighton & Hove is marginally above average**

- For England as a whole, 85% agree
- In the South East, the average is 86%

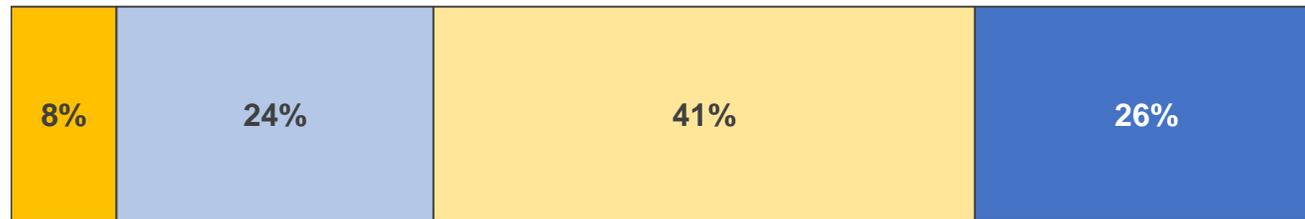


# Results – getting involved

# Community spirit and improving the neighbourhood



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



**In total, two-thirds (67%) of Brighton & Hove residents agree that people living in the area pull together to improve it**

**Brighton & Hove residents are more positive than the population as a whole on this measure**

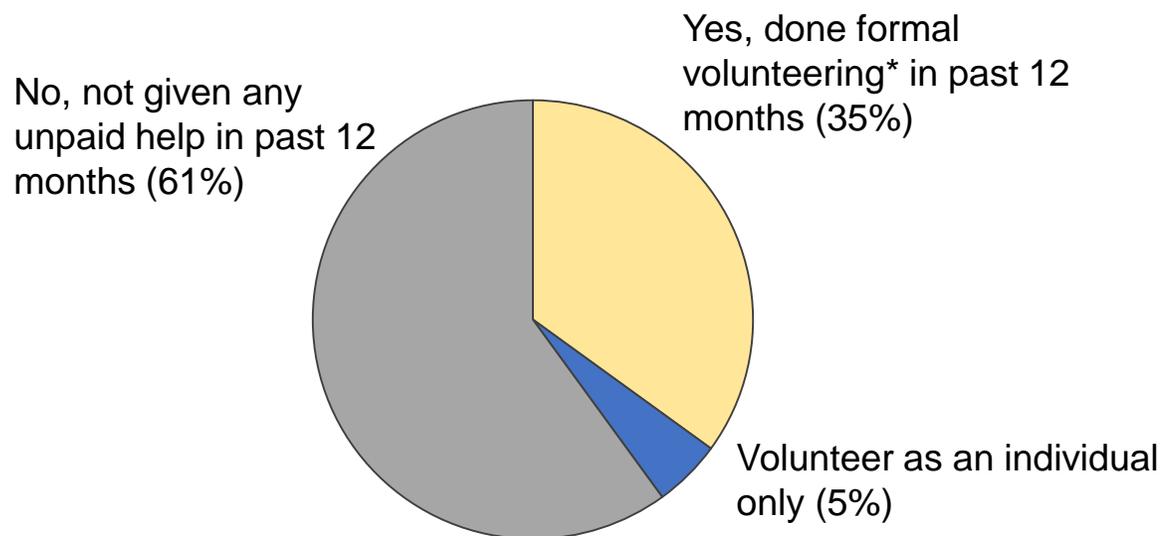
- Nationally, the CLS survey gives a figure of 60% agreeing for 2013-14

**Residents of BN1 (30%) are more likely to *definitely agree* with this statement than those in BN3 (22%) and BN41 (18%)**

- 27% of BN2 residents *definitely agree*



# Volunteering



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

**In total, more than one in three residents (35%) has done some formal volunteering in the past 12 months**

- An additional 5% has done informal/ individual volunteering

**Figures for 2014 are similar to 2013, when 34% said they had done this kind of volunteering in the previous year**

- The corresponding figure from 2012 – 38% - is slightly higher, although the proportion doing informal volunteering is slightly higher this year (5%), compared with previous years (2%)

**The most recent national comparison figure (CLS) for formal volunteering over the previous 12 months is slightly higher than reported in Brighton & Hove at 41%**

**Residents aged 55+ are more likely to volunteer at least once a week (16%) than those aged 18-34 (9%)**

- 12% of 35-54s volunteer at least once a week

\* 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 (994)



# Local activism

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

**As was the case in 2013, a total of 15% of Brighton & Hove residents have been involved in some form of local activism during the past year**

- In 2012, 18% had taken part in this kind of local activism

**The most frequently mentioned forms of activism are getting involved in a group set up to regenerate the area and being involved in a group other than those which are specifically listed – each is selected by 6%**

**Brighton & Hove has a higher level of activism than the national average**

- The latest CLS figure for this kind of activity in 2013-14 stands at 9%

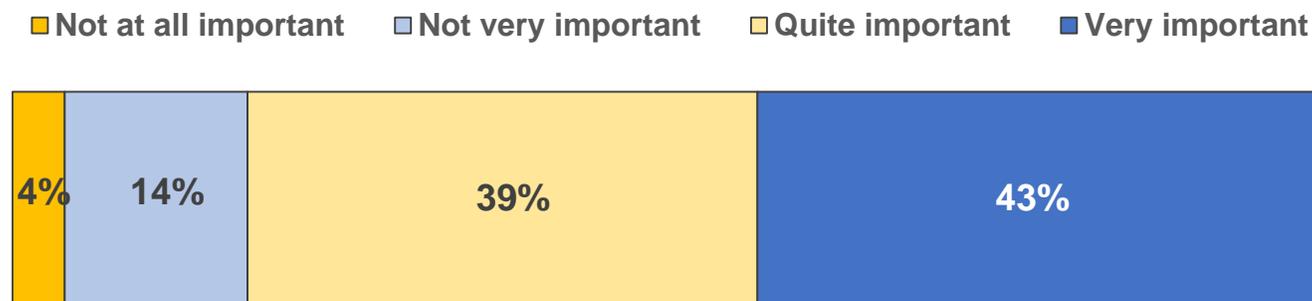
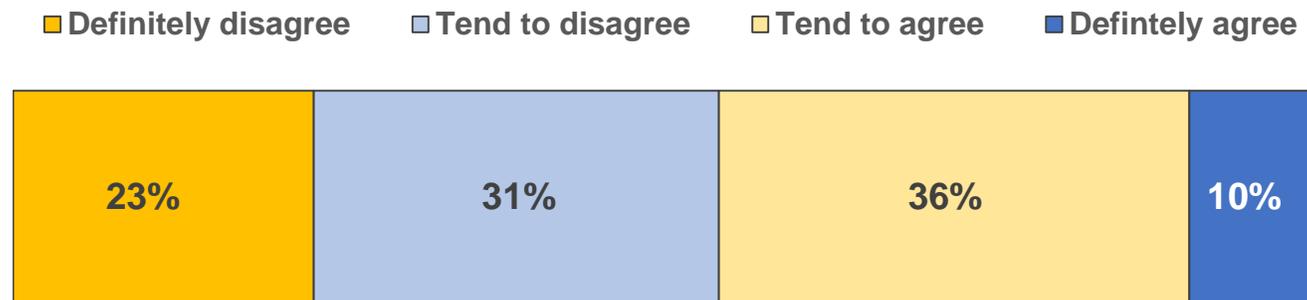
Please think about any group(s) to which you belong, which makes decisions that affect your local area. Please exclude anything that was a requirement of your job.

Q11 In the past 12 months have you...

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

\* NA indicates Not asked

# Personal local influence



While more than eight in ten residents think it is important or very important that they can influence decisions in their local area (bottom chart), only 46% agree they can actually have an influence (top chart)

- 10% strongly agree they can influence decisions and 36% tend to agree
- Meanwhile, the majority (54%) disagree

The proportion of Brighton & Hove residents who feel they can influence decisions has declined

- From 55% in 2012, the figure fell to 50% in 2013 and now stands at 46%

However, when compared with national figures from the CLS survey, residents in Brighton & Hove are more likely to feel they can influence decisions than across the country as a whole, where the figure stands at 34%

- With regard to how important it is to be able to have an influence, the figure for Brighton & Hove (82%) is well above the national average of 69%



# Personal local influence – sub-group differences

**Those in the 55+ age category are most likely to *definitely agree* they can influence decisions affecting their local area (15%)**

- Compared with 9% of 35-54s and 8% of 18-34s

**Black & minority ethnic residents are more likely than average to *definitely agree* they can influence local decisions (19%) compared with 9% of White British residents and 12% of Other White residents**

**Just 4% of residents living in BN41 *definitely agree* they can influence local decisions compared to 11% in BN2 and BN3 and 10% in BN1**

**Those aged 35-54 are most likely to feel it is very important that they can influence decisions locally at 49% compared with 41% of 55+ residents and 37% in the 18-34 age category**

- Black & minority ethnic residents (54%) and Other White residents (52%) are more likely to feel influencing decisions is very important than those from a White British background (40%)

# Actions to influence decisions

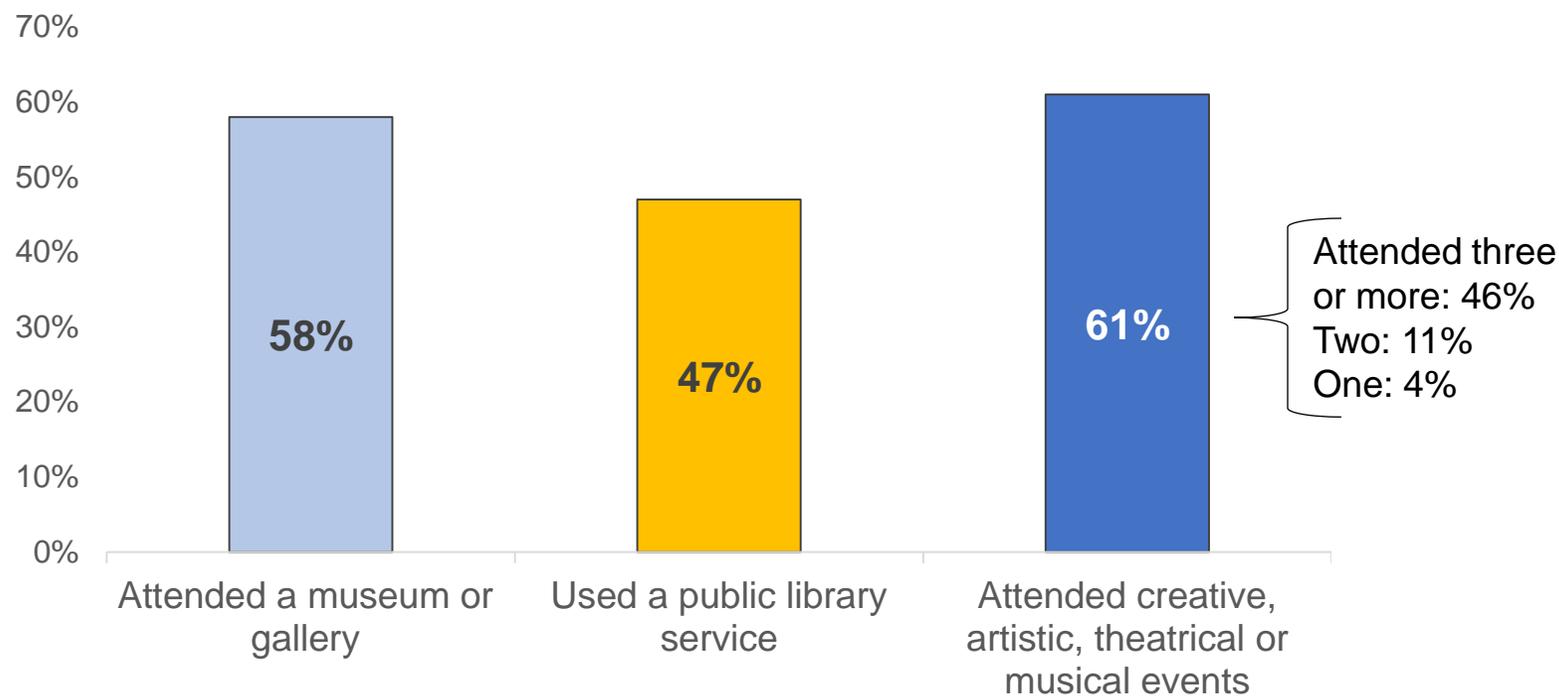
To influence decisions, would you...	2014
Contact the local council/ a council official	28%
Contact your councillor	19%
Contact your MP	19%
Organise a group (e.g. campaign/action group)	8%
Through membership of another group	7%
Attend a public meeting	5%
Join a campaign/demonstration/protest	5%
Talk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

**The most frequently mentioned action for residents wanting to influence local decisions is to contact a council official (28%)**

- Almost one in five would specifically contact an individual councillor and/or approach their MP
- Other comparatively common actions include organising a campaign group (8%) and through membership of another group (7%)
- This table shows all answers higher than 2%

# Results – culture

# Cultural activities in the past 12 months



**Almost six in ten (58%) have attended a museum or gallery in the past year**

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

**Almost half (47%) have used a public library service in the past year**

**Comparison with the TPS survey indicates that Brighton & Hove residents are more likely than average to attend a museum or gallery and/or use a public library**

- Nationally, 52% say they have visited a museum/gallery
- 35% report using a public library service in the TPS survey

**More than six in ten Brighton & Hove residents (61%) have attended at least one creative, artistic, theatrical or musical event in the past 12 months**

- This reflects an increase on both 2013 and 2012, when the figure stood at 54% and 52%, respectively
- This question can't be benchmarked to the TPS survey which reports on arts "engagement"

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



## Those aged 35-54 are more likely than other age groups to be culturally active

- 70% of 35-54s have attended a creative, artistic, theatrical or musical event in the past year, compared with 57% of 18-34s and 55% of 55+
- Two in three 35-54 year olds (66%) have visited a museum or gallery, compared with 52% of 18-34s and 54% of 55+
- 51% of 35-54s have used a library, compared to 46% of 18-34s and 41% of 55+

## Residents with a long standing illness or disability are less likely than average to be culturally active, reflecting the national picture

- Only 40% of those with a disability have attended a creative, artistic, theatrical or musical event in the past year
- 44% of disabled people have visited a museum or gallery and 32% have used a library

**Residents from ethnic minority backgrounds are less likely (43%) to have attended a creative, artistic, theatrical or musical event in the past year than White British (63%) or Other White (66%) residents**



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?

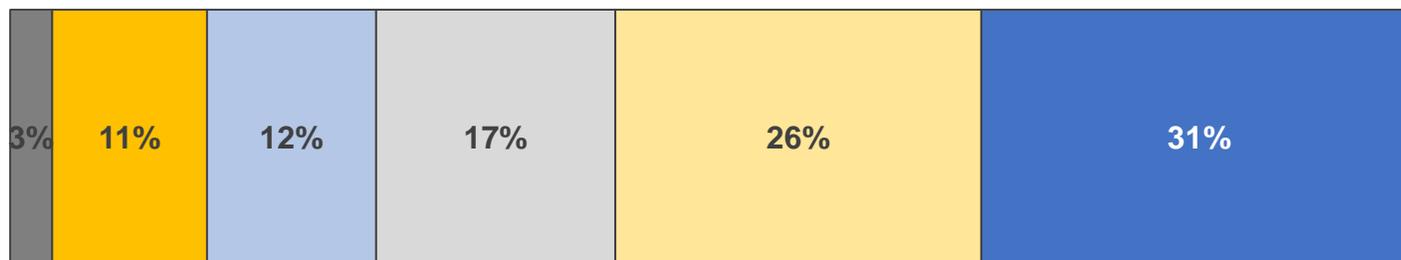
\* Question wording amended for Wave 7 – previous wording: “Have you visited a museum in the last 12 months?”

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

# 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



**This question is new to the survey for 2014**

**57% agree that they will have enough money in the next year to cover basic living costs**

- Meanwhile, almost a quarter (23%) disagree, indicating that they anticipate some difficulty with paying for food water and heating

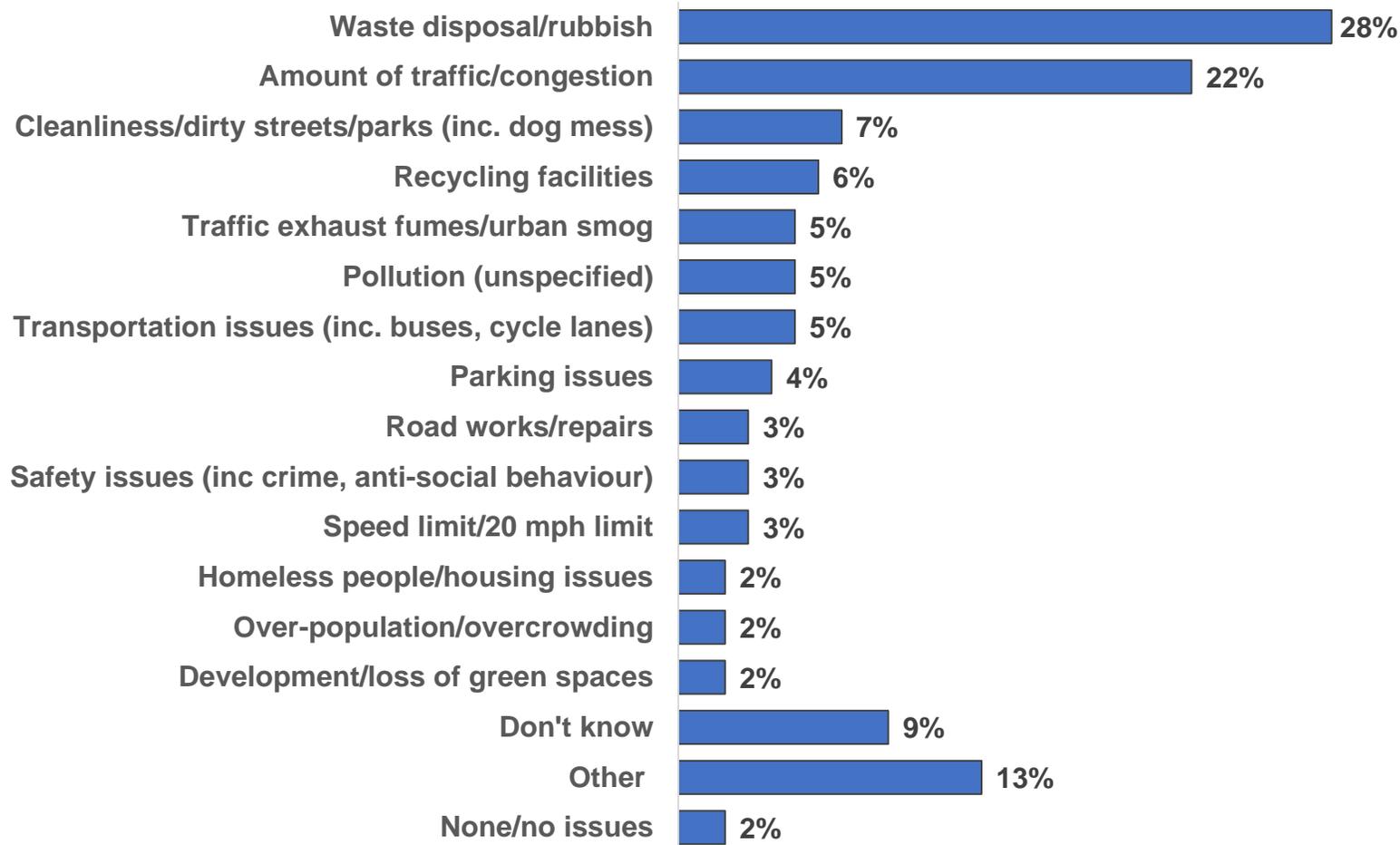
**The proportion who *strongly disagree* that they will have enough money is higher in certain sub-groups:**

- Female residents are more likely to *strongly disagree* (14%) than males (8%)
- 18-34s (14%) are more likely to *strongly disagree* than 35-54s (9%)
- Residents with a long term health condition or disability are more likely to *strongly disagree* (18%) than those without a disability (10%)



# Results – local environment

# Biggest environmental issue



This question is new to the survey for 2014

The dominant environmental concern in Autumn 2014 is waste disposal/rubbish (28%), reflecting recent industrial action by waste and recycling collection services in the city

- The level of traffic/congestion (22%) is the second stand-out environmental concern for local residents

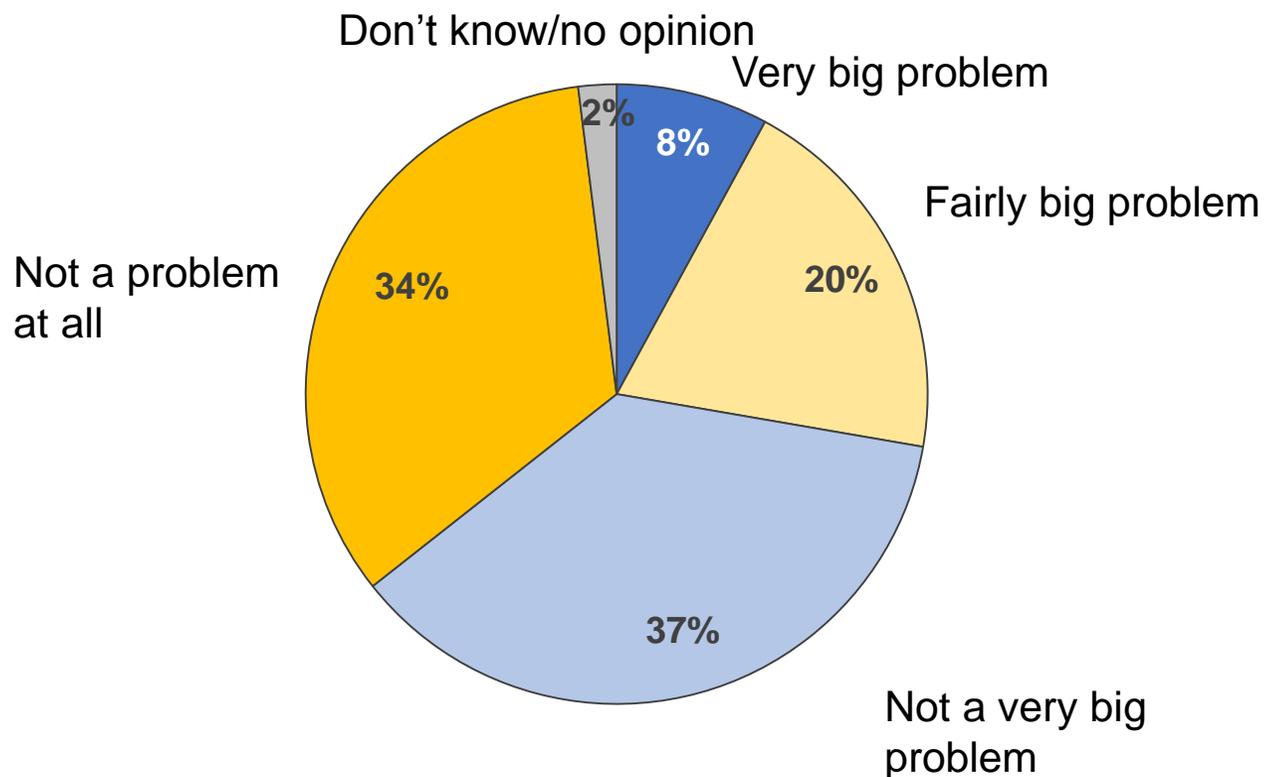
Concern over waste disposal is greatest amongst the younger age group, raised by 32%

- This compares with 29% of 35-54s and 21% of those aged 55+
- Younger people are also more concerned over recycling (8% of 18-34s and 7% of 35-54s) than older residents (2% of 55+)

Older residents are more concerned about parking issues (7% for 55+) than younger residents (2% of 18-34s and 3% of 35-54s)



# Air pollution in your street



**More than one in four (28%) think that air pollution in their street is a fairly/very big problem**

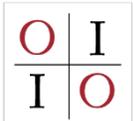
- However, most residents feel air pollution is either *not a very big problem* (37%) or *not a problem at all* (34%)

**In previous surveys - when asked about the extent of the air pollution problem across the city as a whole, rather than their street specifically, residents were more likely to regard this as a concern**

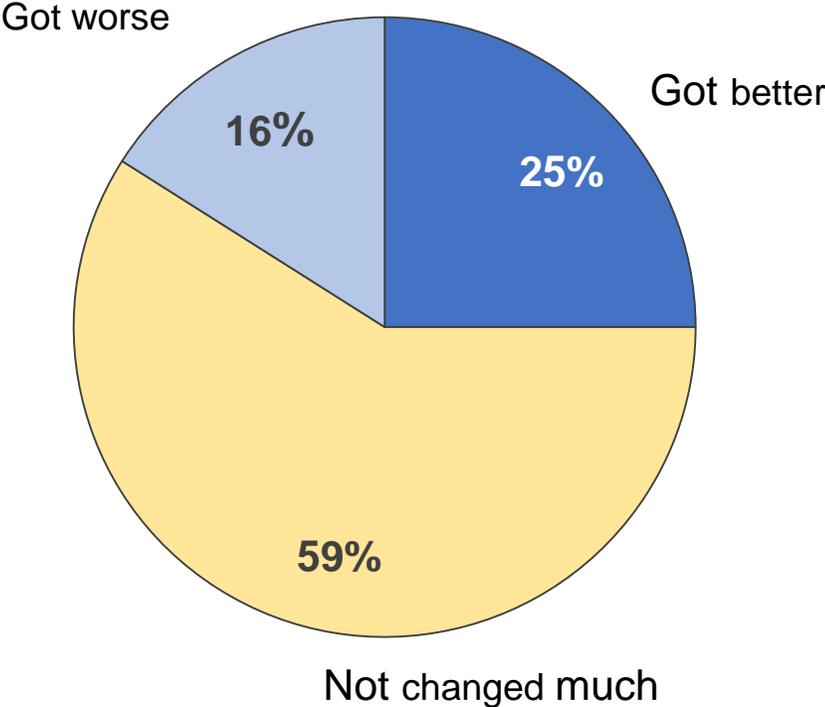
- In 2013, 40% said air pollution was a very/fairly big problem
- The equivalent figure for 2012 stood at 46%

**Older residents are more likely to feel that air pollution is a *very big problem***

- 11% of 55+ residents say this, compared with 6% of 35-54s and 7% of 18-34s



# How area has changed



**One in four (25%) feel their local area is better to live in now than two years ago**

- Meanwhile 16% feel their area has got worse as a place to live

**Older residents (aged 55+) are significantly more likely to feel their area has got worse (22%)**

- 18-34 year olds are least likely to feel their area is getting worse (9%)

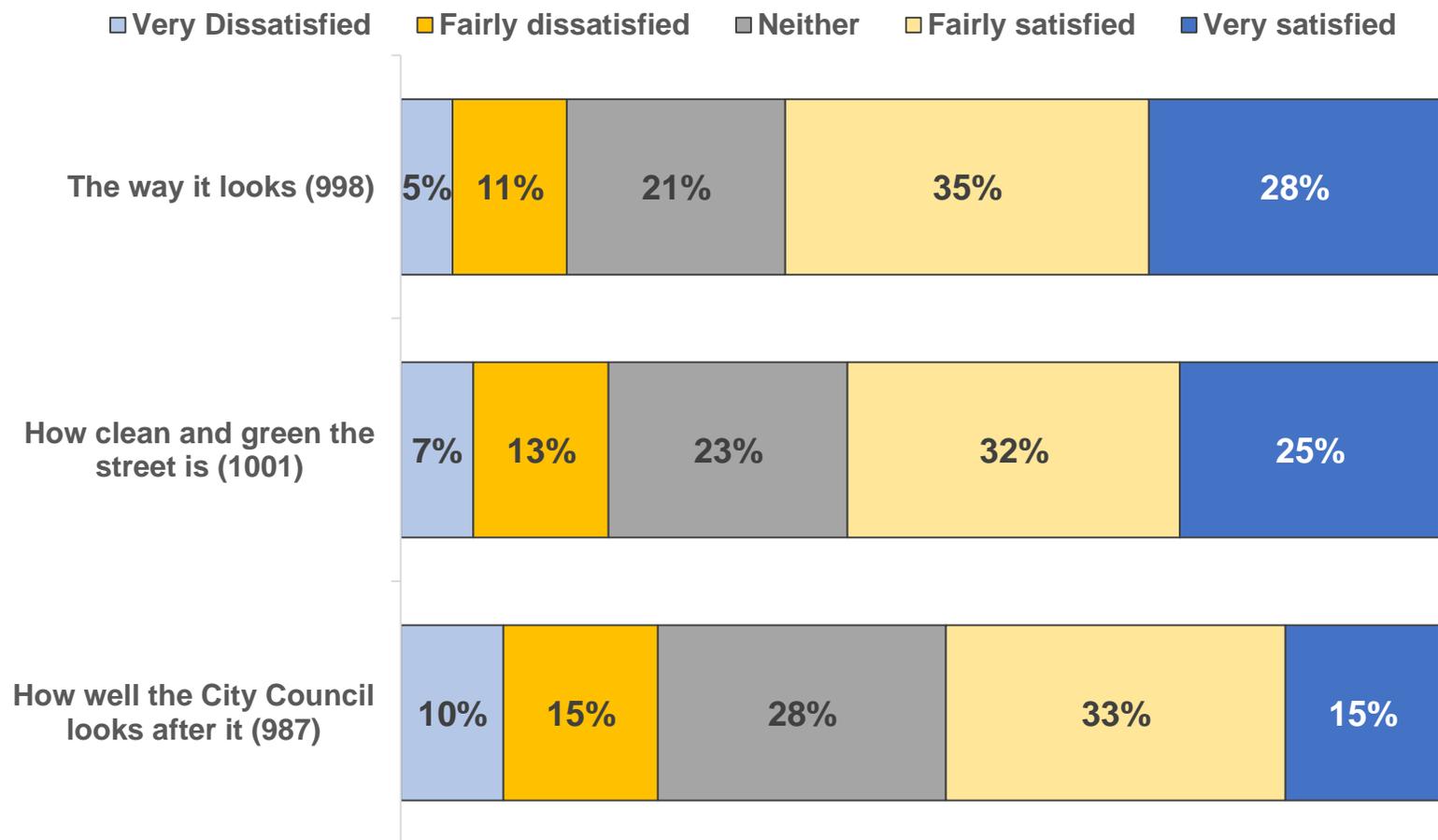
**Brighton & Hove residents are more positive about change in their local area than the national average**

- In the CLS survey, 16% feel their area is better than two years ago while 18% believe it has 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 (944)

# Satisfaction with the street where you live



**The majority of residents are very or fairly satisfied with the way their street looks (63%)**

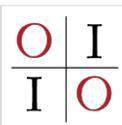
- Fewer than one in five (16%) are dissatisfied
- However, satisfaction with the way the street looks is down from 82% in 2013 and 80% 2012

**57% are satisfied with how clean and green their street is, while one in five is very/fairly dissatisfied**

- Satisfaction with having a clean and green street is down from 77% in 2013 and 78% in 2012
- Residents in BN1 (26%), BN2 (24%) and BN3 (28%) are more likely to be *very satisfied* that their street is clean and green than those living in BN41 (13%)

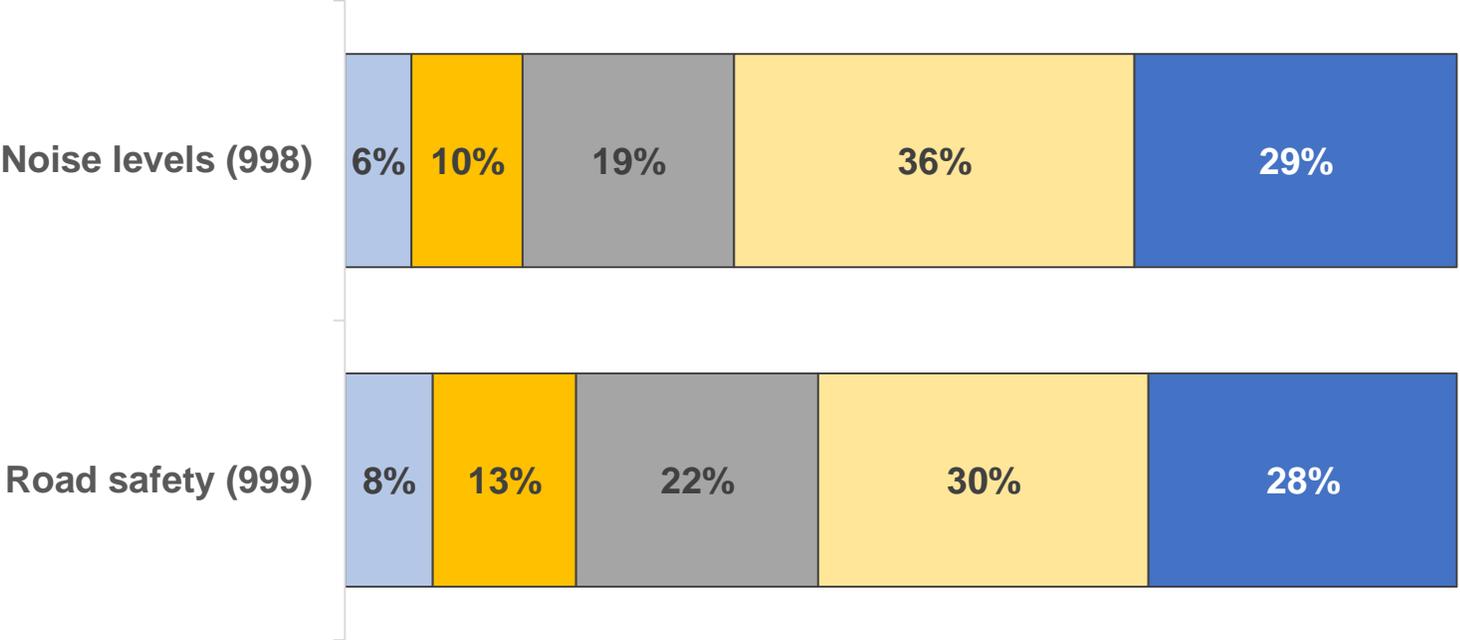
**Almost half (48%) are satisfied with the way the City Council looks after their street, however, one in four is dissatisfied**

- Levels of satisfaction with the way the Council looks after the street have dipped sharply, down from 73% in 2013 and 76% in 2012



# Satisfaction with the street where you live

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



**Almost two-thirds (65%) of residents are very or fairly satisfied with noise levels in their street**

- However, 16% say they are dissatisfied with this aspect of their environment
- Satisfaction with noise levels has also declined - 81% were satisfied in 2013 and the equivalent figure for 2012 stood at 84%

**More than half (58%) are satisfied with road safety in their immediate neighbourhood**

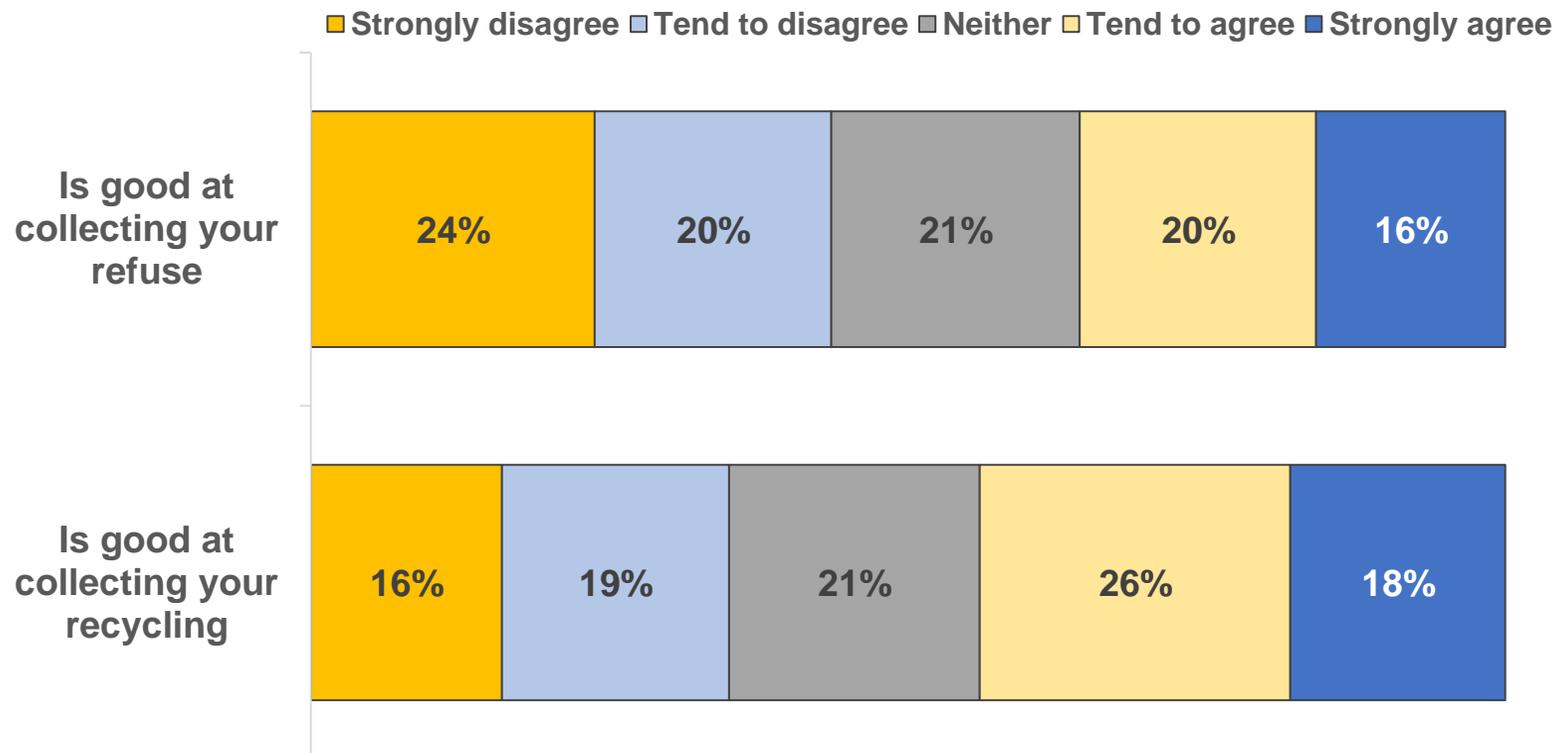
- Meanwhile, one in five (21%) say they are dissatisfied
- When compared with previous surveys, satisfaction is lower – down from 74% in 2013 and 73% in 2012



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

# Results – council services

# Refuse and recycling



Following recent disruption to waste and recycling collection services in the city, a high proportion of residents do not feel the council is good at refuse collection (44%) or recycling collection (35%)

- However, despite the disruption, 36% agree that refuse collection is good while 44% believe this is the case for recycling

Those aged 55+ are most likely to *strongly agree* (22%) that the Council is good at refuse collection compared with 15% of 35-54s and 11% of 18-34s

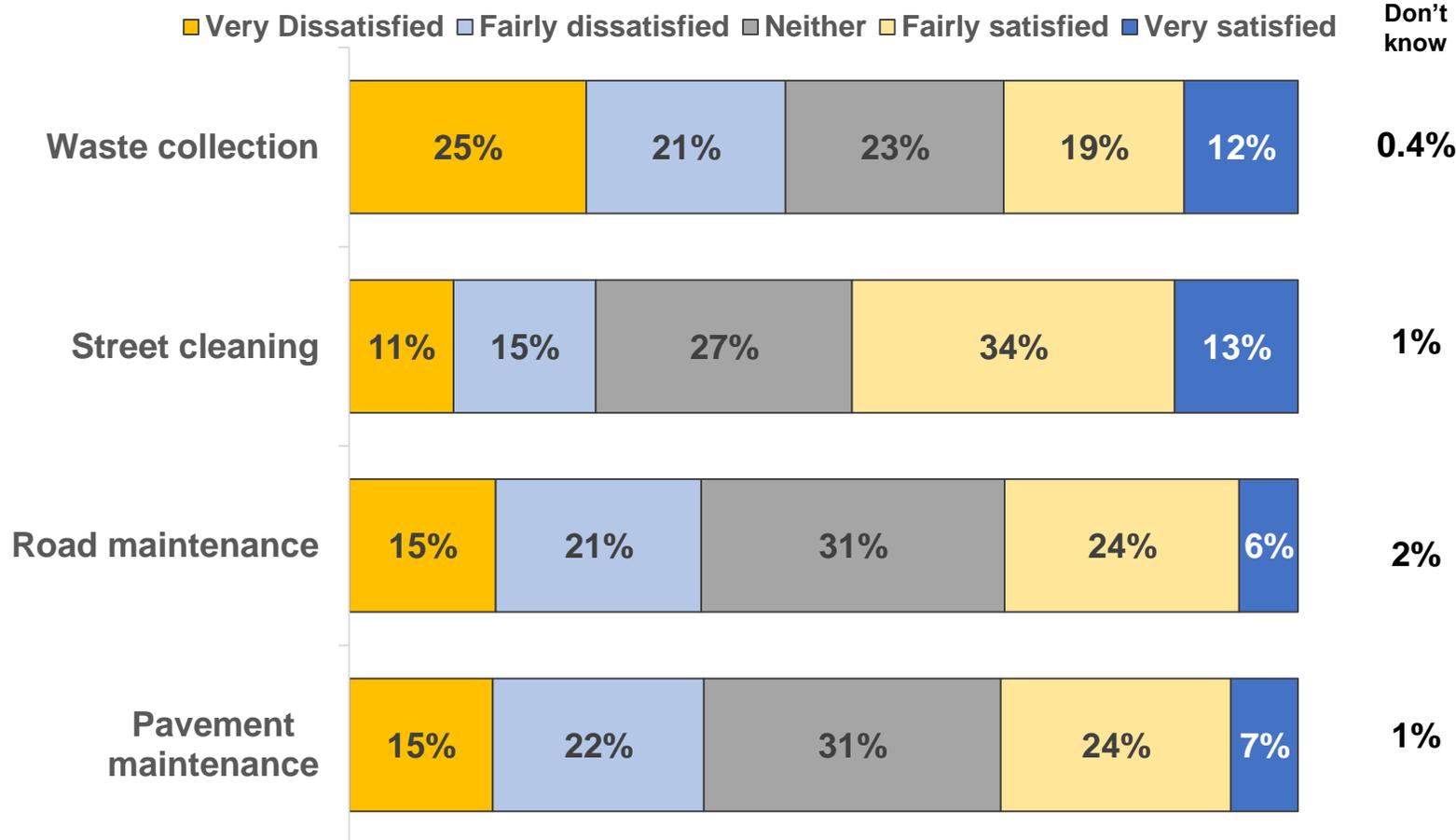
- Older residents are also more likely to *strongly agree* that recycling collections are good (23%), compared with 16% of 35-54s and 17% of 18-34s

Comparison with 2013 and 2012 reveals just how much impact the recent events have had on attitudes

- In 2013, 75% agreed that refuse collection was good, while 74% said they felt this way about recycling collection
- In 2012, figures were even higher – 89% thought the council was good at refuse collection while 86% said it was good at recycling



# Satisfaction with waste collection, street cleaning and maintenance services



**Brighton & Hove residents report a considerable level of dissatisfaction with waste collection at this point in time – in total 46% are very/fairly dissatisfied**

- This is in sharp contrast to national figures – the latest LGA survey data reports 80% satisfied overall with waste collection, while the figure for Brighton & Hove is just 31%
- 20% of those aged 55+ are *very satisfied* with waste collection, compared with 8% of 18-34s and 9% of 35-54s

**Fewer than half the residents in the survey (47%) are satisfied with street cleaning in the city, with around a quarter (26%) dissatisfied**

- The LGA survey comparison figure for street cleaning is notably higher, standing at 73%

**For both road and pavement maintenance, residents are more likely to be dissatisfied than satisfied – with dissatisfaction levels at 36% and 37%, respectively**

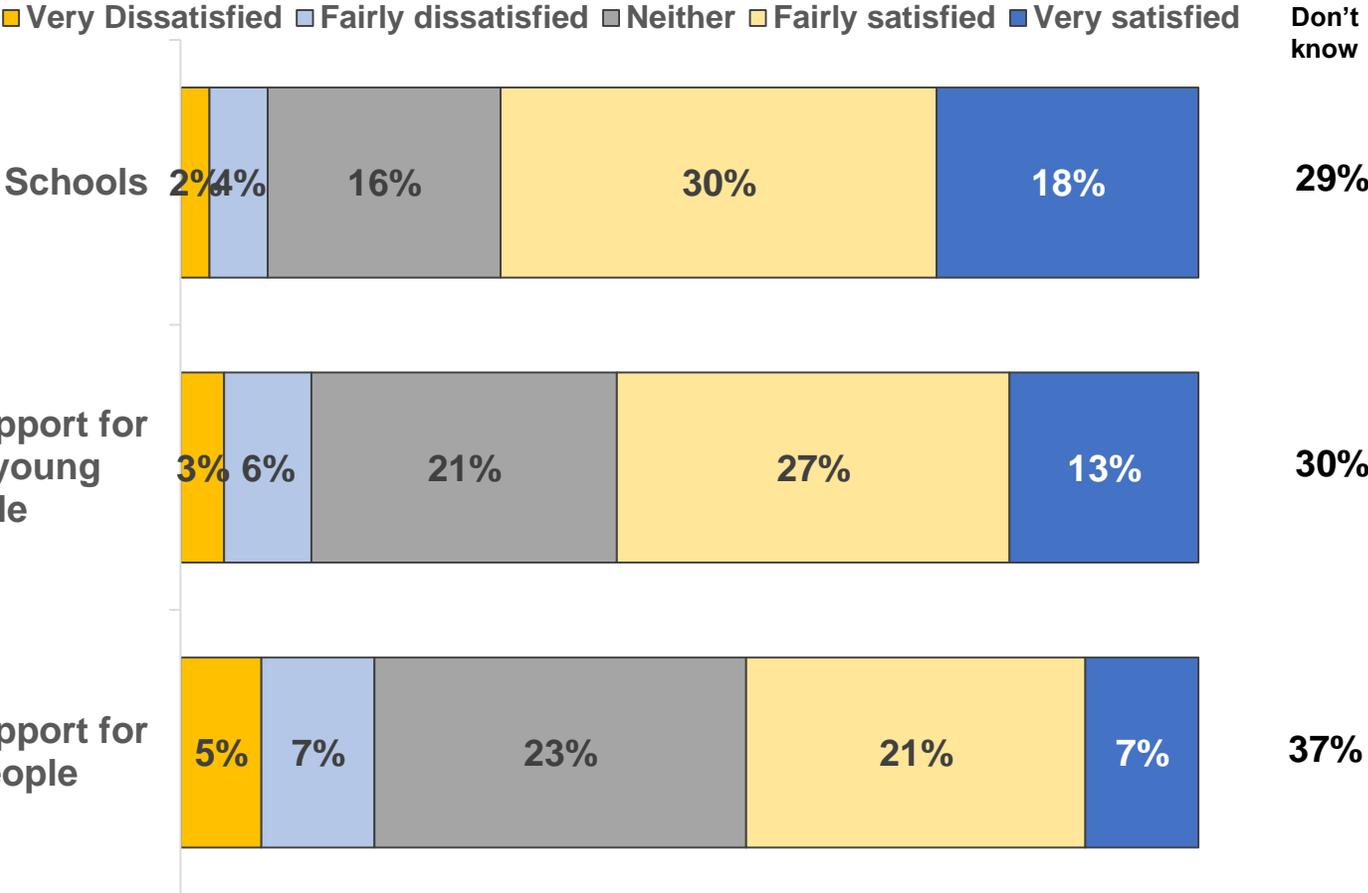
- The national LGA survey figure for satisfaction with road maintenance of 39% is well above the equivalent figure for Brighton and Hove (30%)
- This is also the case with pavement maintenance where 31% of residents are satisfied compared with a national average of 54%



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

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

# Satisfaction with education and support services



**Overall, 48% of local residents are very or fairly satisfied with schools in the city**

- Only 6% are dissatisfied
- A sizeable proportion cannot give an informed answer (29%)
- There is no benchmark data for this question

**Four in ten residents say they are satisfied with services and support for children and young people, with just 9% dissatisfied (three in ten “don’t know”)**

- The national LGA benchmark for satisfaction with services for children/young people stands at 49% - somewhat higher than the 40% figure for Brighton & Hove

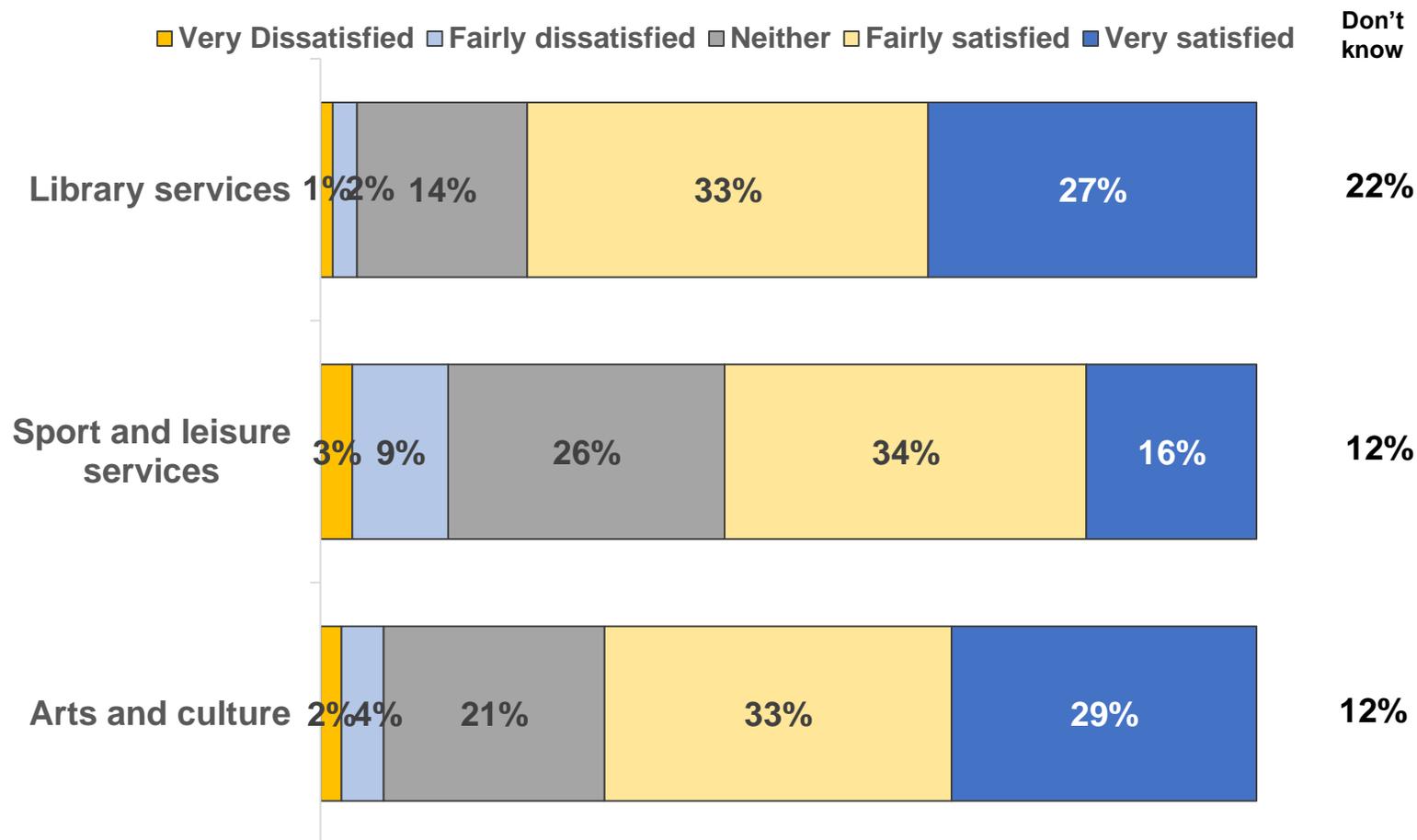
**With regard to services and support for older people, more than a quarter (28%) are satisfied but 12% are dissatisfied (and 37% “don’t know”)**

- On this measure Brighton & Hove also scores well below the national average from the LGA survey, where 44% are satisfied



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



**Six in ten residents are satisfied with library services in the city, while just 3% report dissatisfaction (22% say they “don’t know”)**

- However, the national LGA benchmark figure for satisfaction with library services is even higher, standing at 71%
- Female residents (30%) are more likely to be very satisfied with library services than males (24%)

**Half of the survey participants who express an opinion are satisfied with sports and leisure services in the city**

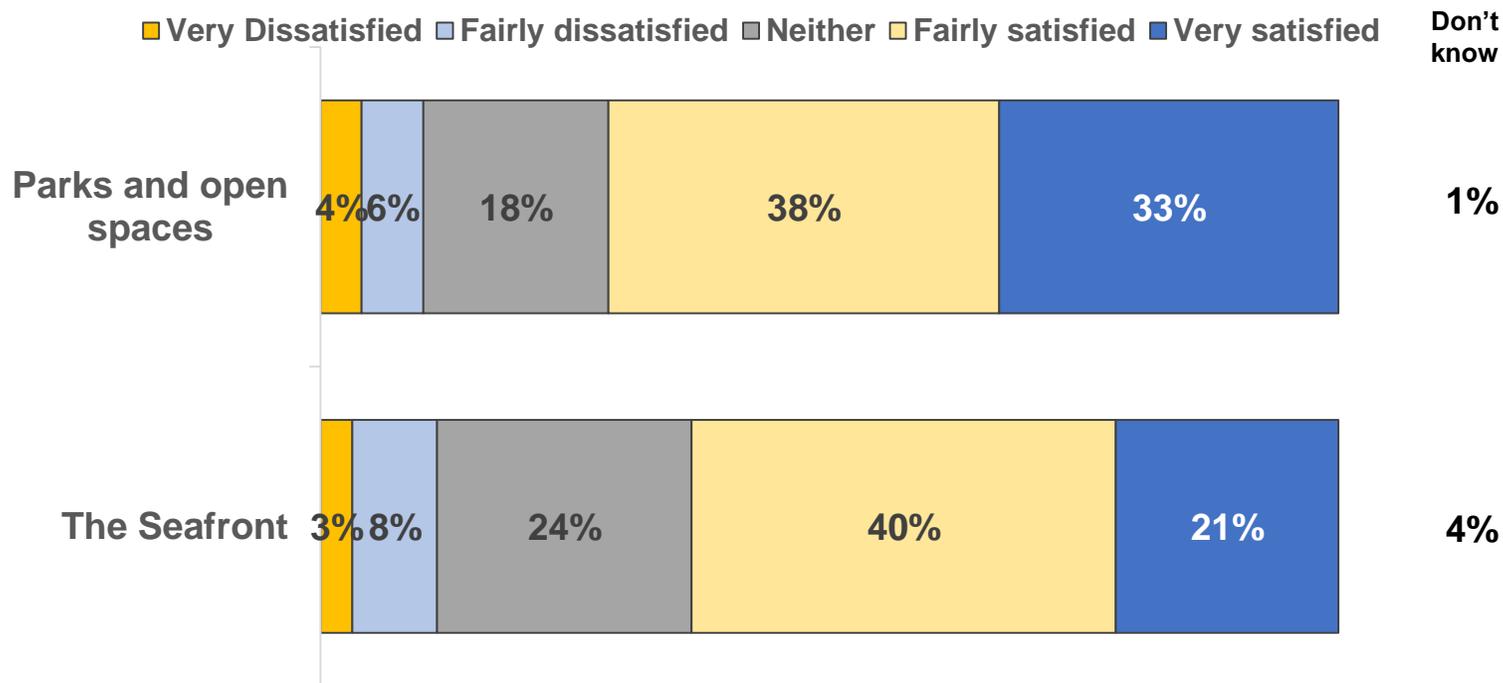
- Meanwhile, 12% report dissatisfaction
- Nationally, the benchmark LGA survey figure for sports and leisure services stands at 64%
- Male residents (13%) are less likely to be very satisfied with sports and leisure services than females (18%)
- 18-34s are most satisfied (20% very satisfied) compared with 14% of 35-54s and 12% of those aged 55+

**More than six in ten (62%) are satisfied with arts and culture in the city, with just 6% reporting dissatisfaction (12% say “don’t know”)**

- There is no benchmark data for this question



# Satisfaction with the city environment



**More than seven in ten (71%) are satisfied with parks and open spaces in the city**

- Meanwhile, one in ten is dissatisfied
- In previous years, with a slightly different question wording\*, satisfaction was considerably higher: 89% in 2012 and 91% in 2013
- The *very satisfied* proportion is highest in BN1 (38%) and BN3 (37%) and weaker in BN41 (29%) and BN2 (25%)

**A total of 61% are very or fairly satisfied with the Seafront, while 11% report a level of dissatisfaction**

- One in four (25%) of 18-34s are *very satisfied* with the Seafront, compared with 22% of 55+ residents and 18% in the 35-54 age bracket



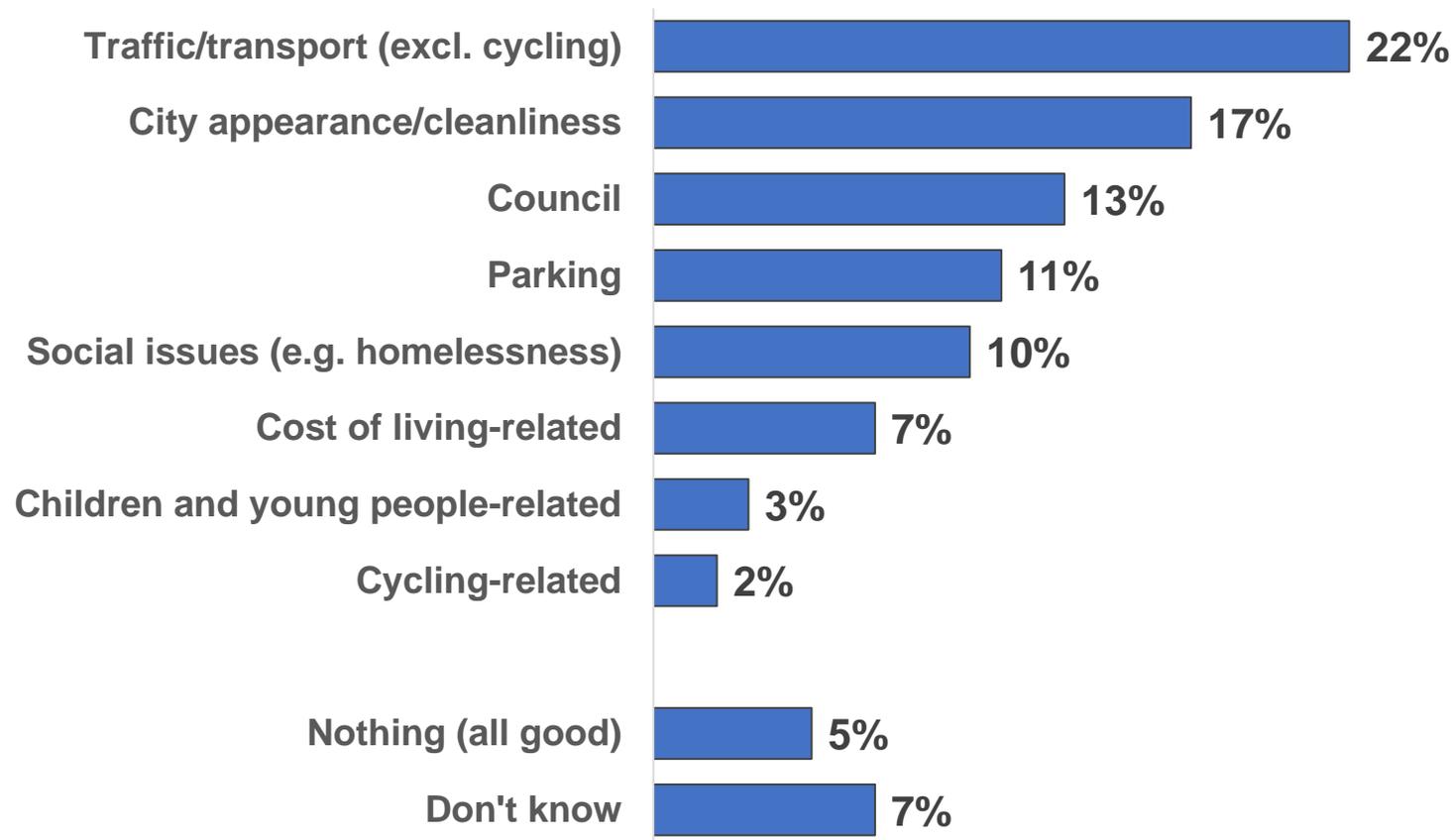
Q26 I am going to read out a number of different types of services that are provided by Brighton & Hove City Council in your area. I would like you to tell me how satisfied or dissatisfied you are overall with your council's...

\* 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)

# Results – desired changes

# What residents would like to change - 1



Asked if they could change one thing about Brighton and Hove, comments from residents most frequently refer to traffic and transport issues – more than one in five (22%) reflect on this kind of concern

Issues related to the city's appearance and cleanliness are more prominent in the 2014 findings than previously, with 17% of comments addressing this kind of issue

- In 2013, just 10% raised this as a concern

Concerns over the council (13%) and parking (11%) are also raised by more than one in ten residents

# What residents would like to change - 2

Traffic/transport	
Reduce traffic/congestion/pedestrianize	5%
Improve traffic management system	5%
Buses/public transport too expensive	3%
Improve bus service/reliability/frequency	3%
Abolish 20 mph limit	2%
20 mph limit (unspecified)	1%

City appearance/cleanliness	
Improve refuse/recycling collections – reliability/ frequency/ recycling options	7%
Clean up city/ general appearance/dirty	5%
Improve Seafront	2%
Improve/ add green areas/ greenery	1%
Particular areas need improving/ investment	1%

Council	
The Green party/Green council	7%
The council/ councillors/ staff	3%
Listen to public/ consult more	1%

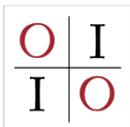
Parking	
Parking too expensive	4%
Improve parking (unspecified)	3%
Reduce parking restrictions/increase parking	3%

Social issues	
Homelessness	2%
Enhance public safety	2%
Deal with street drinkers and drug abuse	1%

Cost of living- related	
Need more affordable housing	3%
Cost of living too high/ need higher wages	2%

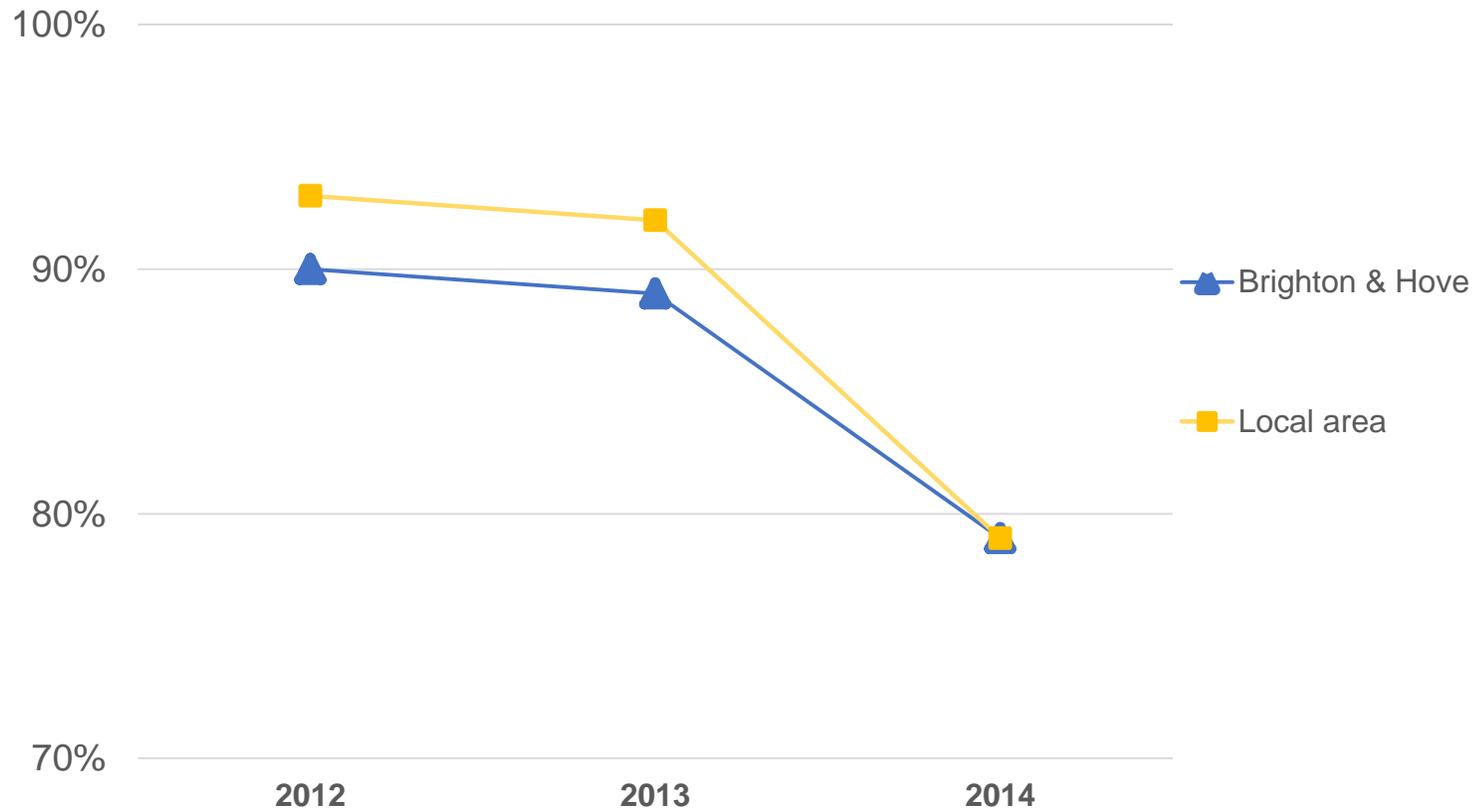
Children/young people-related	
Improve education/more schools	2%
More/ better facilities for children/ young people	1%

Cycling-related	
Stop investment in cycle lanes/ get rid of them	1%



# Year-on-year comparisons

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

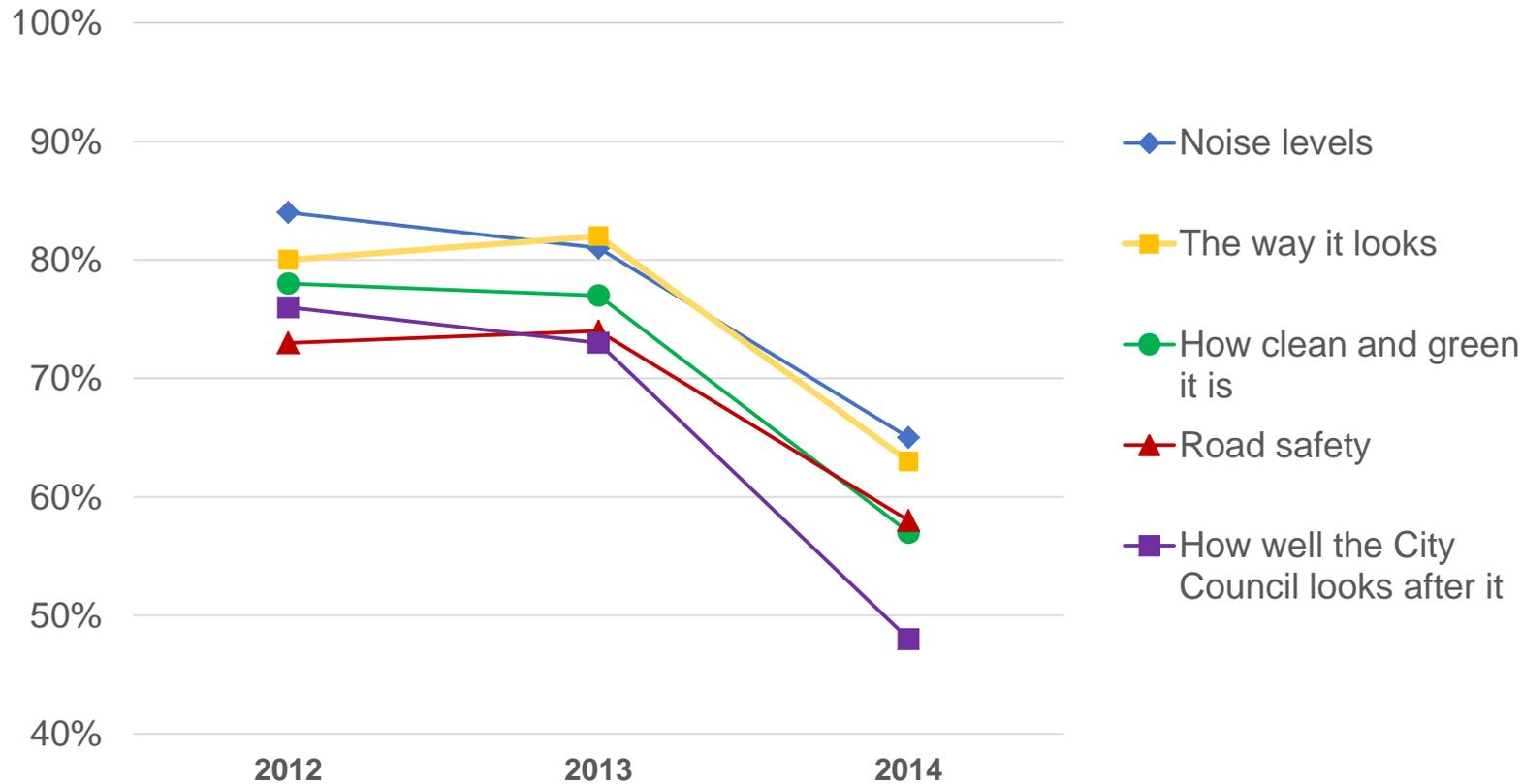


Satisfaction with Brighton & Hove overall as a place to live has declined to 79% in 2014, having stood at 89% in 2013 and 90% in 2012

Satisfaction with the local area as a place to live has also declined to 79% from higher levels in 2012 and 2013



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



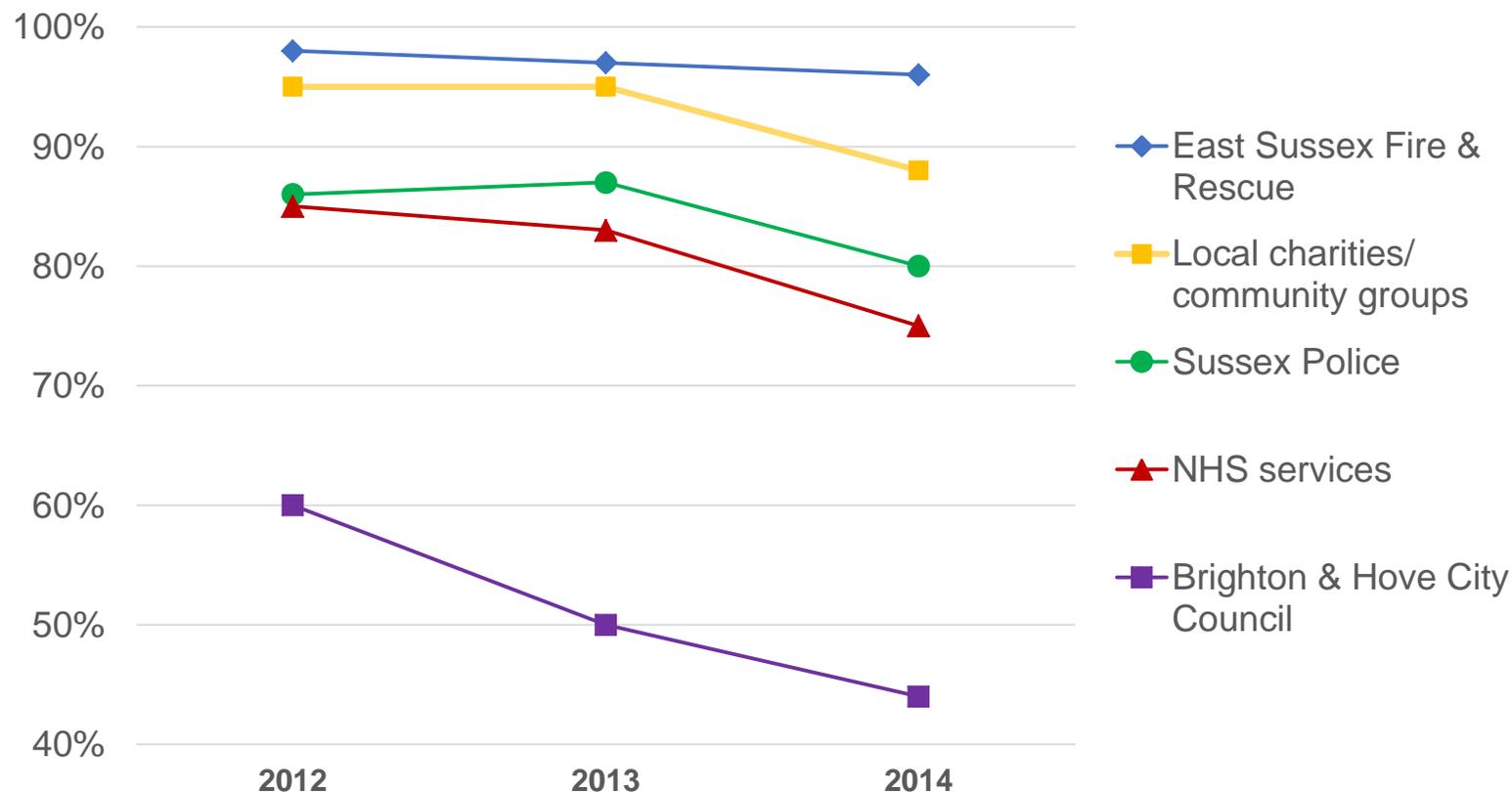
After holding steady between 2012 and 2013, satisfaction with all five aspects of “the street where you live” have declined this year

Satisfaction is weakest with the way the street is looked after by the Council:

- This may well reflect the impact of the waste and recycling collection dispute
- Ratings of “the way the street looks” and “how clean and green it is” also decline

However, satisfaction with issues which are not related to refuse collection – *noise levels* and *road safety* have also declined

# Wise use of money – proportion “agree”



**The vast majority of residents continue to think that East Sussex Fire & Rescue uses money wisely**

- More than nine in ten believe this to be the case in all three years

**More than seven in ten believe that local community groups/ charities, the Police and the NHS in the city use money wisely**

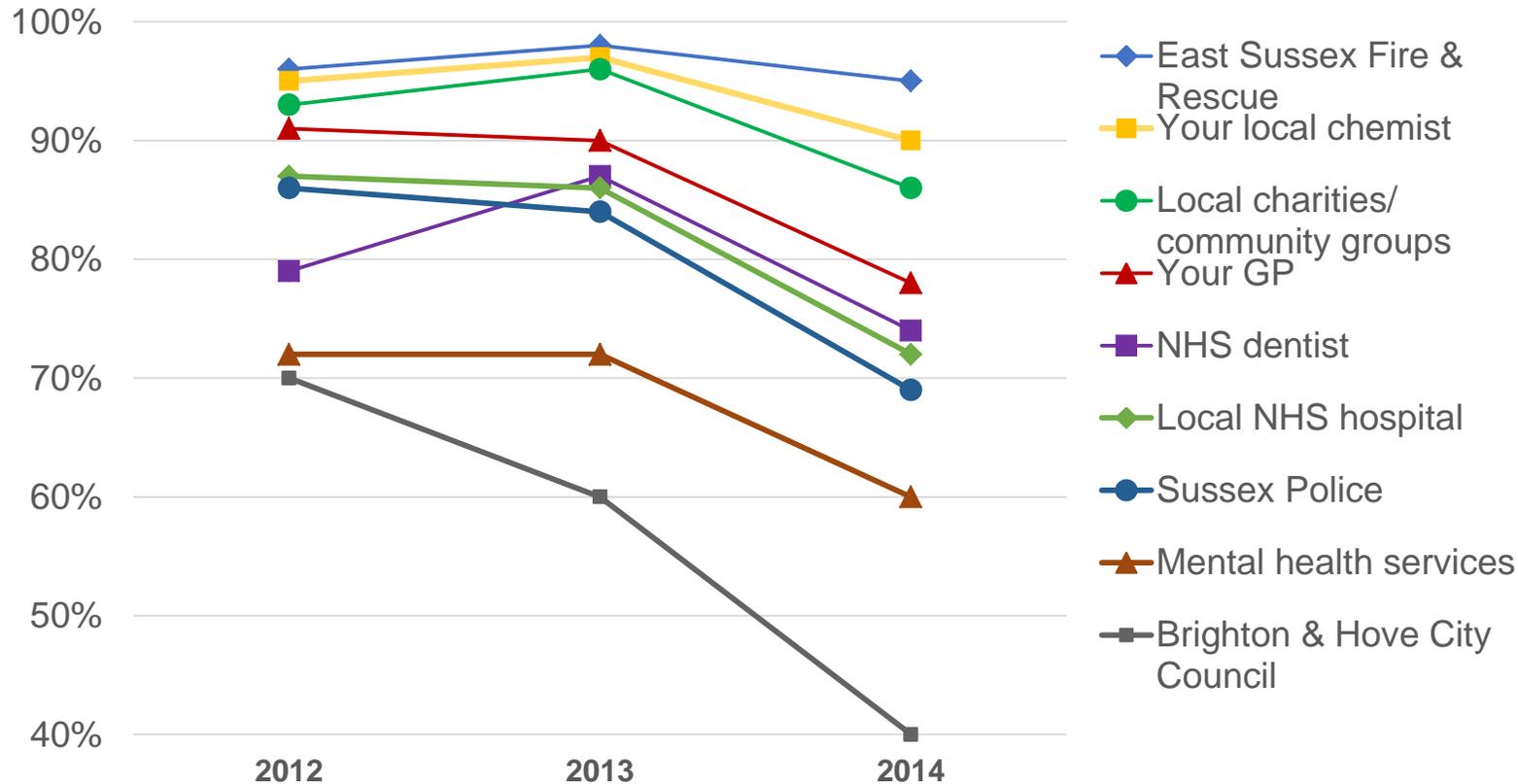
- However, the proportion agreeing declines between 2013 and 2014 for all three

**Meanwhile, only 44% of residents believe the City Council uses money wisely**

- This reflects a decline from 50% in 2013 and 60% in 2012



# User satisfaction with services – proportion “satisfied”



**Between 2013 and 2014, overall user satisfaction with all nine categories of local service has declined**

**Fire & Rescue services, local chemists and local charities/community groups continue to attract satisfied ratings in excess of 85%, and decreases in satisfaction with these services are fairly modest**

**Satisfaction with NHS dental services peaked at 87% in 2013, having improved from 79% in 2012**

- However, ratings of the service have dipped to a lower level this year (74%)

**Satisfaction with GPs, local hospital services, the police and mental health services has declined by more than 10 percentage points, between 2013 and 2014**

**Ratings of the City Council have declined more steeply than other services, decreasing from 70% in 2012 to 60% in 2013 and now standing at 40%**



# Results – key point summary

# 2014 summary

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- Four in every five residents are satisfied with Brighton & Hove in general and their local area specifically as a place to live
  - Figures place Brighton & Hove close to the national average for England as a whole according to latest LGA figures
  - However, overall satisfaction is down on previous waves
- Similarly, levels of satisfaction with the way streets look and are maintained are considerably down on previous comparison years. This reflects disruption to local waste and recycling collections in the city during the survey period
  - And this is confirmed by a steep decline in satisfaction with refuse collection, which has more than halved when compared with 2013 and 2012
  - Satisfaction with recycling collection has also declined sharply
- The unrest may have impacted broader attitudes to the Council, which continue to lag behind other public and third sector providers in the city for perceived wise use of budget
  - At this point in time Brighton & Hove City Council also under-performs national benchmarks for trustworthiness and perceived value for money, as well as being below average for acting on the concerns of residents and keeping them informed
- Meanwhile, Brighton & Hove residents are slightly above the national average for feeling they live in an area where people from different backgrounds get on well together
  - They are also more likely than the national average to feel their local area is getting better and to feel that locals are pulling together to improve the neighbourhood
- There are some concerns for the future, though, with more than one in five worried about meeting basic living expenses in the next 12 months.