

Quality of Life Survey 2012 – key findings and residents’ priorities

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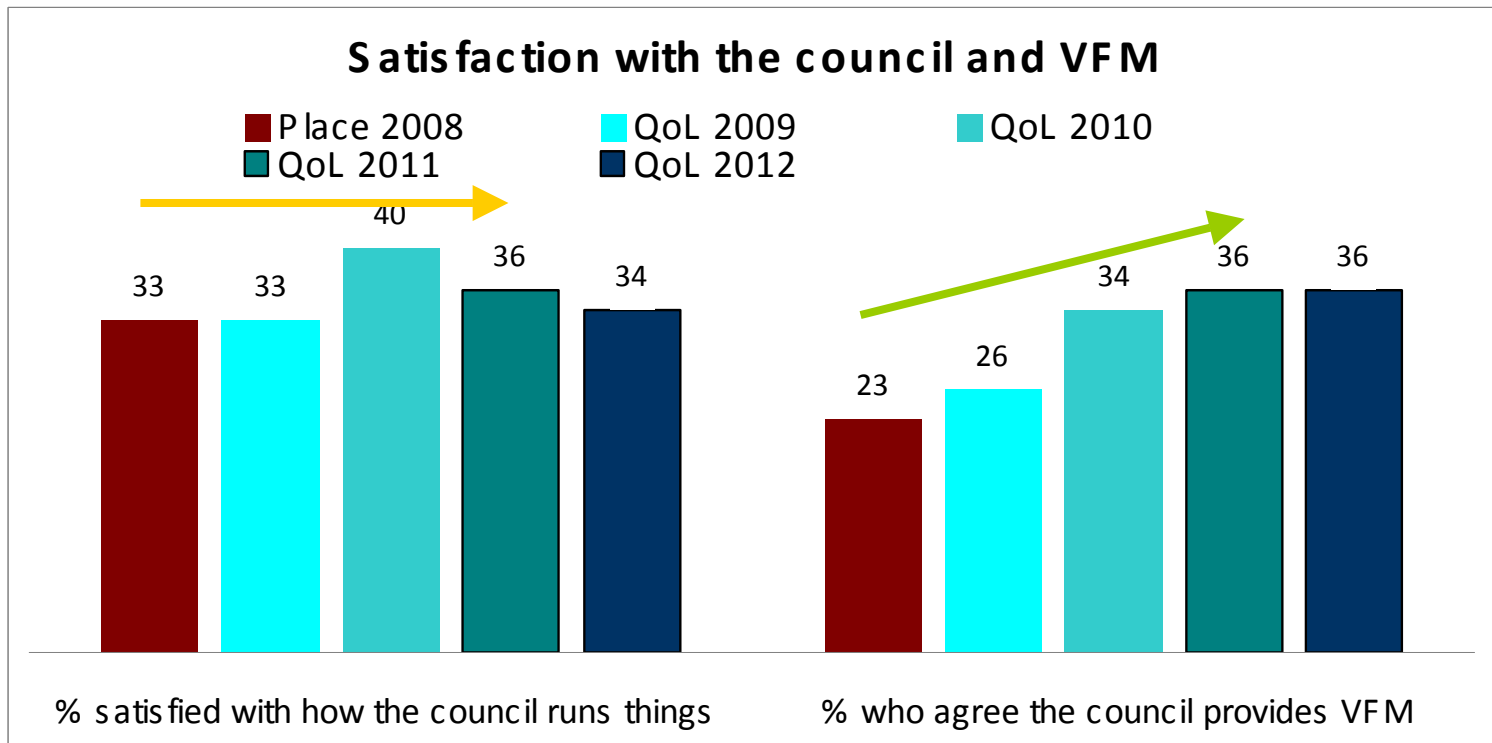


About the survey

- Annual surveys - started in 2001, same indicators and trends available
- In 2012, 4,800 completes including approx. Over 700 online and a response rate of 20%
- QoL indicators measure:
 - Performance indicators and national benchmarking
 - 20:20 Plan priorities
 - Determinants of health for JSNA
 - Green Capital bid indicators
 - Allow detailed analysis (wards, equalities groups)
 - Measure 'narrowing the gap'

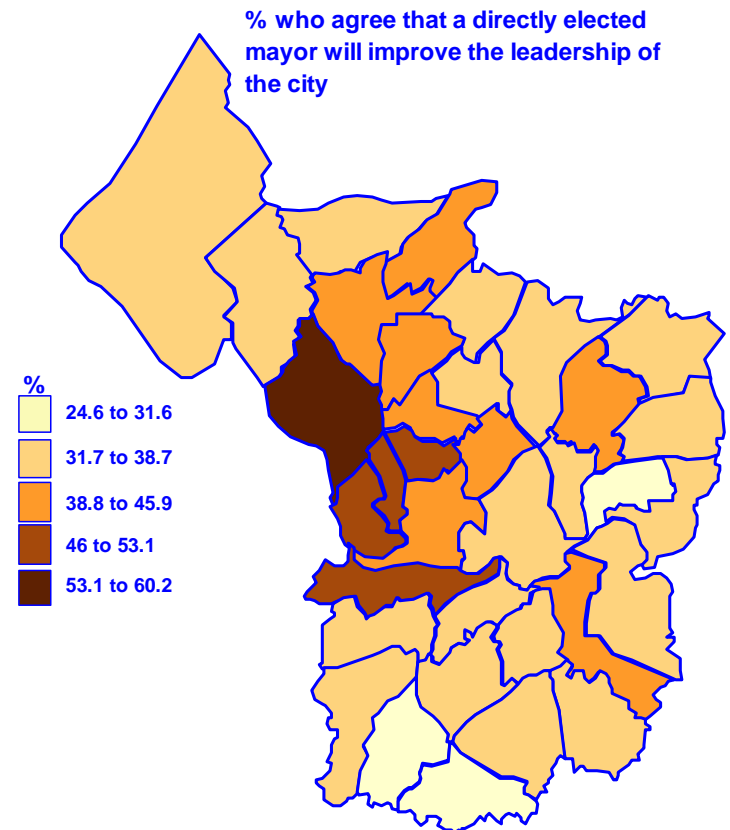
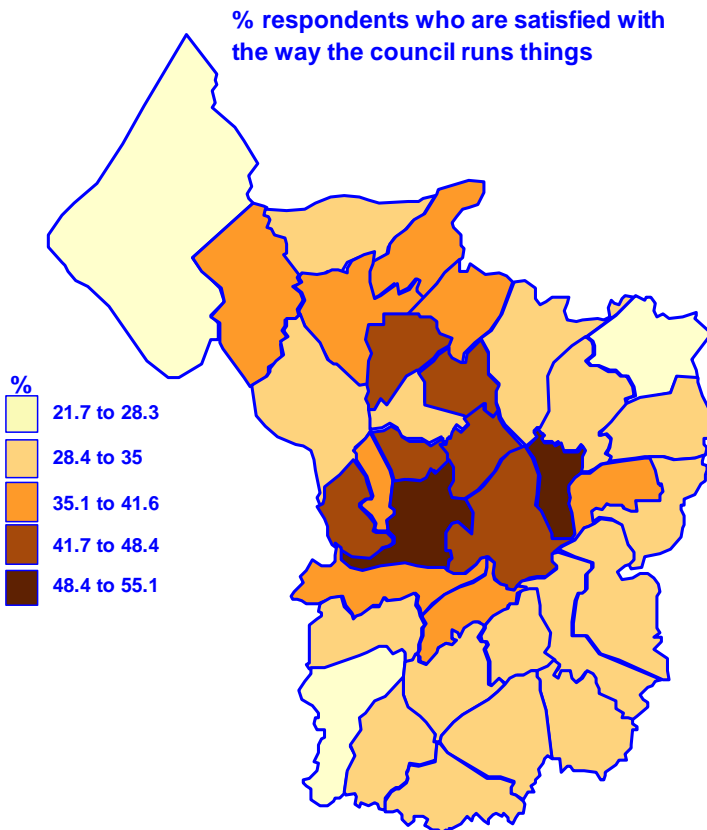
General satisfaction with how the council runs things and value for money

- Council satisfaction - a decrease in 2012 at 34%, showing no overall trend
- 'The council provides VFM' remained stable at 36% (23% in 2009)
- Fewer open comments relating to dissatisfaction with council spending



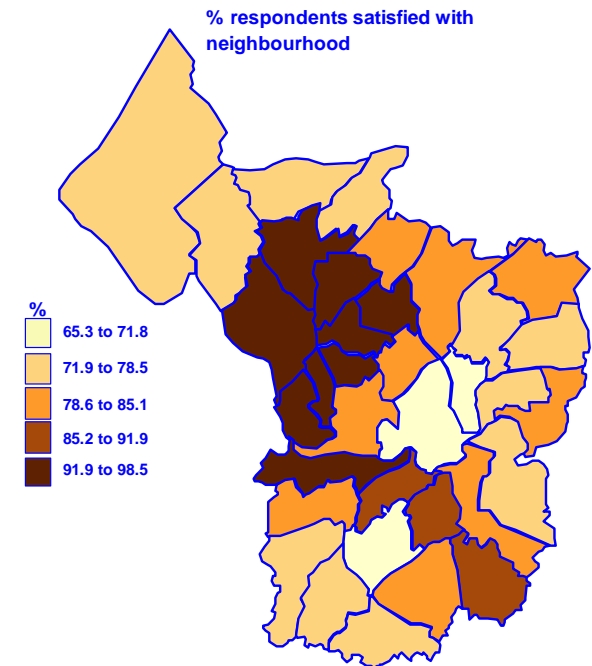
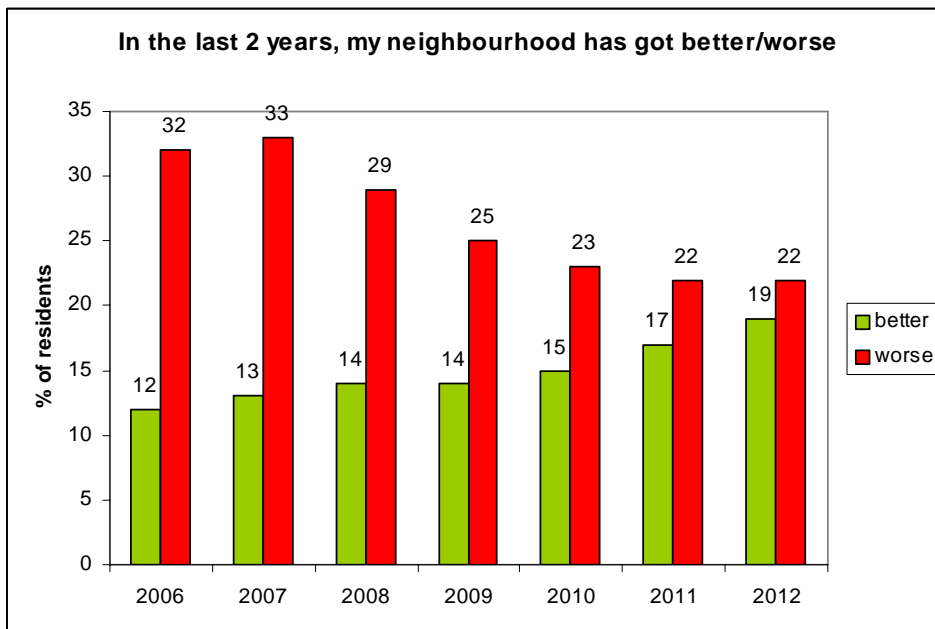
General satisfaction with the council and improving leadership of the city

- Most satisfied wards include Cabot, Easton, Henleaze and Bishopston (same wards had more satisfied residents in 2011).
- More mayoral support in some of the wealthier wards of the city (often where low satisfaction with the council)



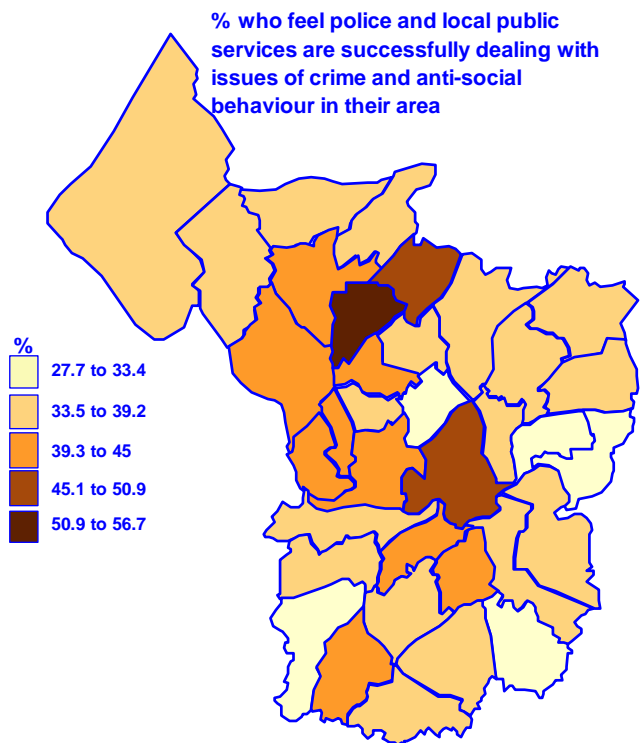
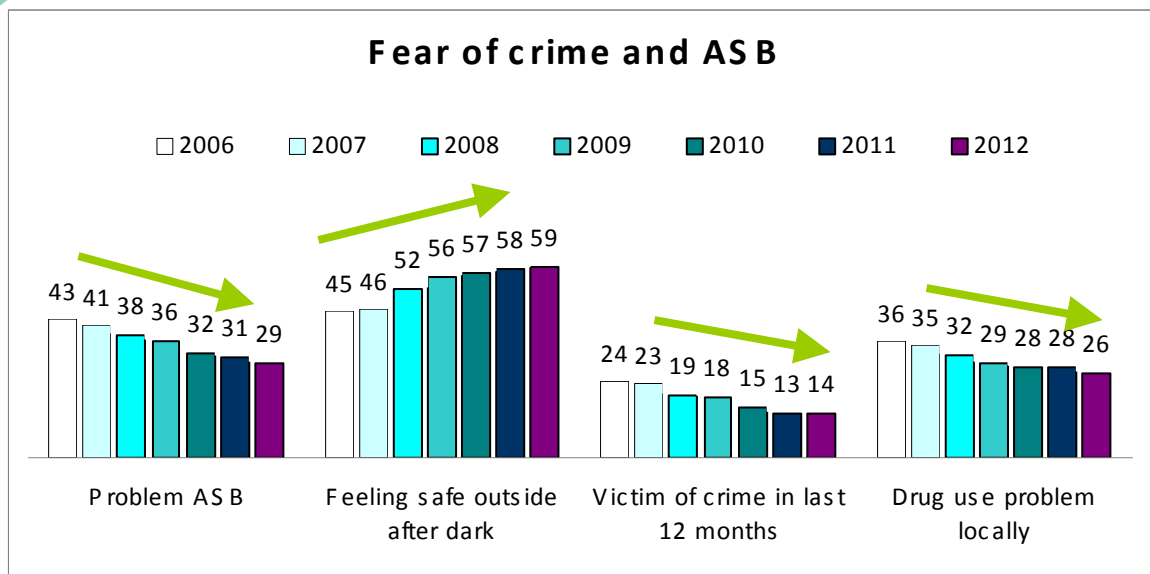
Satisfaction with the local area as a place to live

- An improving trend with 83% residents satisfied with their local area
- More residents felt their neighbourhood had got better in the NP areas:
 - Bedminster and Southville
 - Filwood, Knowle and Windmill Hill
 - Henbury and Southmead
- In Greater Fishponds over a third of residents felt their neighbourhood had got worse.



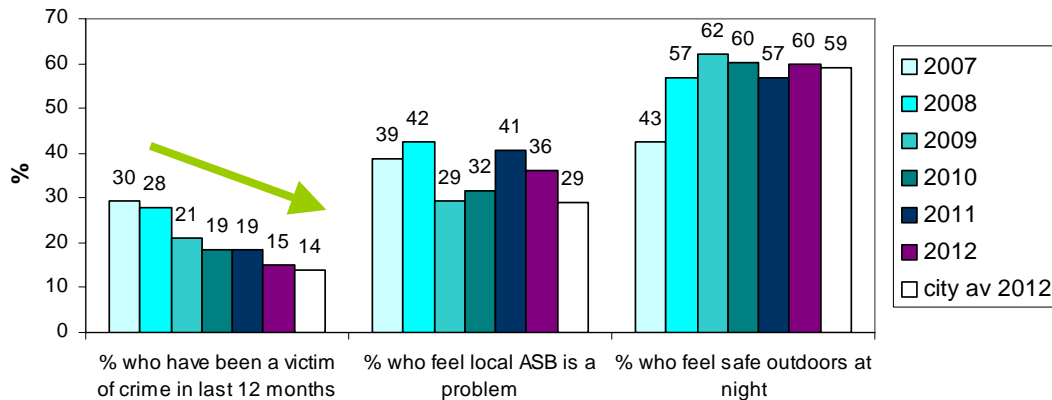
Crime and anti-social behaviour (ASB)

- More residents felt safe at night and fewer felt local ASB and drug use/dealing was a problem
- 38% agreed the police and local public services are successfully dealing with crime and ASB', (40% in 2011 and 35% in 2010)



Crime and anti-social behaviour (ASB)

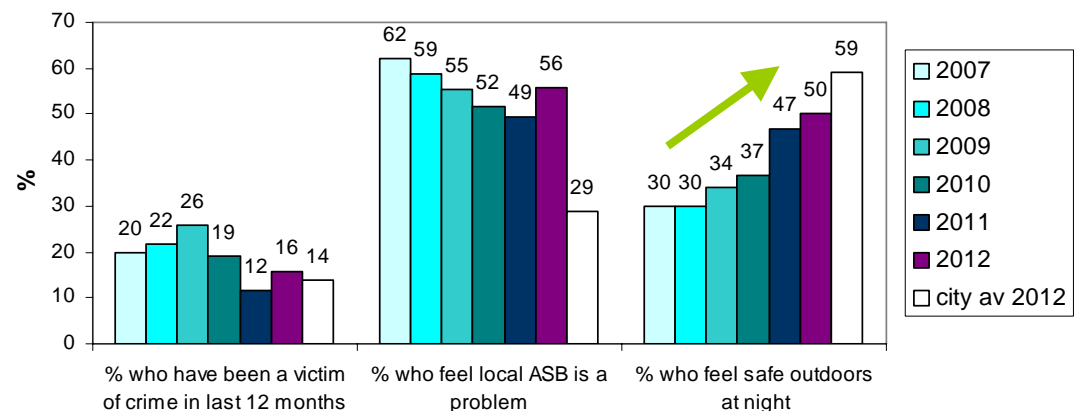
Ashley - fear of crime and ASB



- At **ward** level trends are also apparent

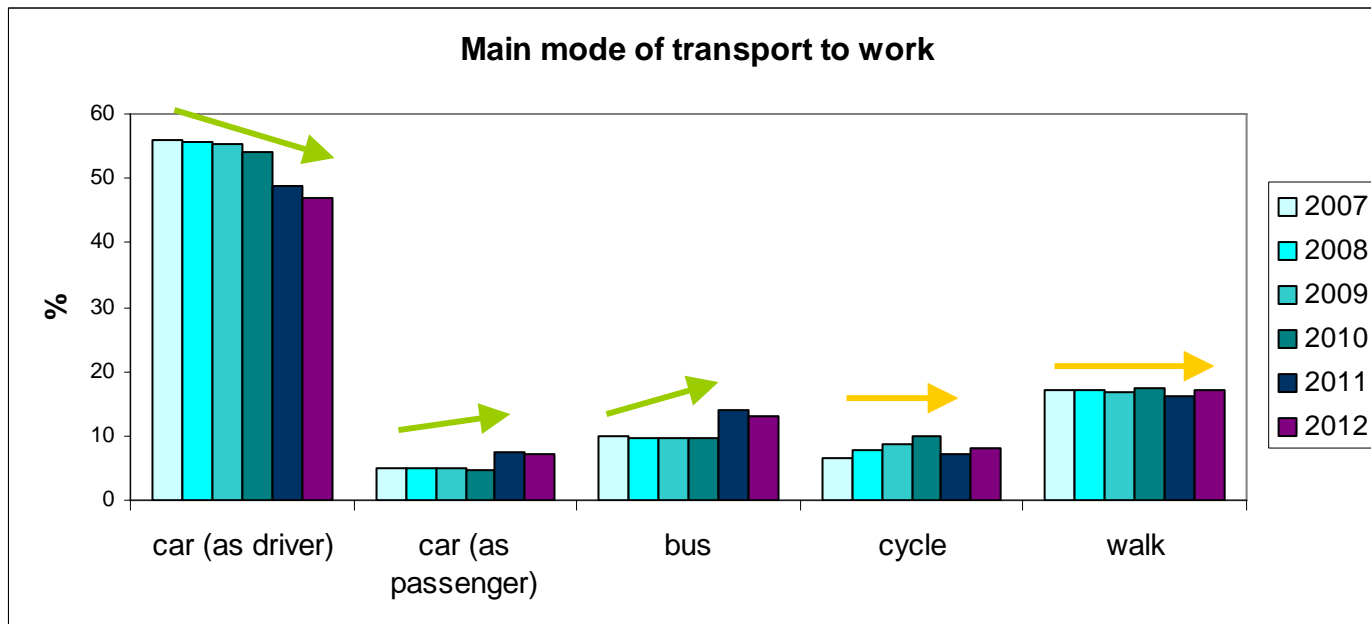
- There are significantly fewer victims of crime in Ashley
- Lawrence Hill residents feel significantly safer

Lawrence Hill - fear of crime and ASB



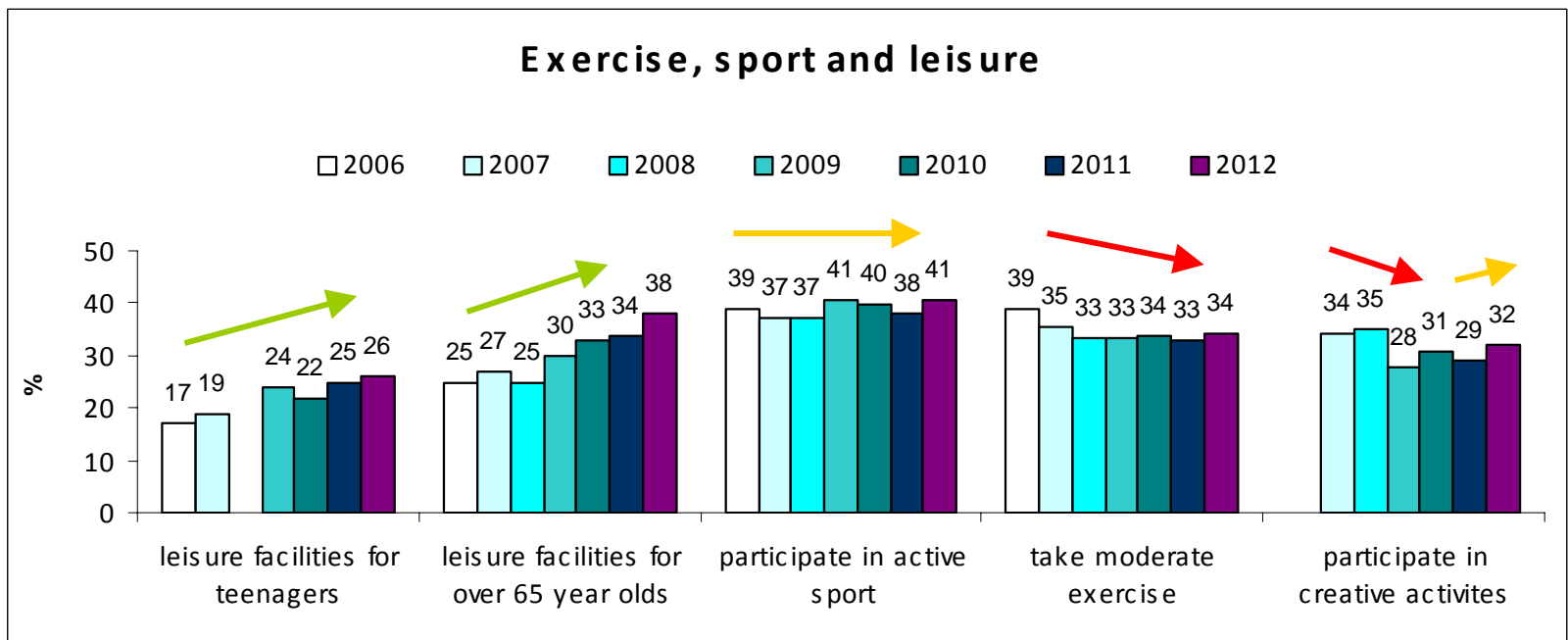
Mode of transport

- In 2011 and 2012, % residents driving their cars to work fell and bus use and car sharing increased.
- Satisfaction with the bus service improved to 60% (45% in 2007)
- The proportion of people cycling and walking remained stable
- But there were more open comments about dissatisfaction with public transport (particularly cost), compared to any other topic.



Healthy lifestyles

- In 2012, 34% of residents took moderate exercise. This still remains low, but more women are now taking exercise compared to men.
- More people participated in active sport and creative activities in 2012, compared to the previous year, and leisure facilities for young and older people improved.

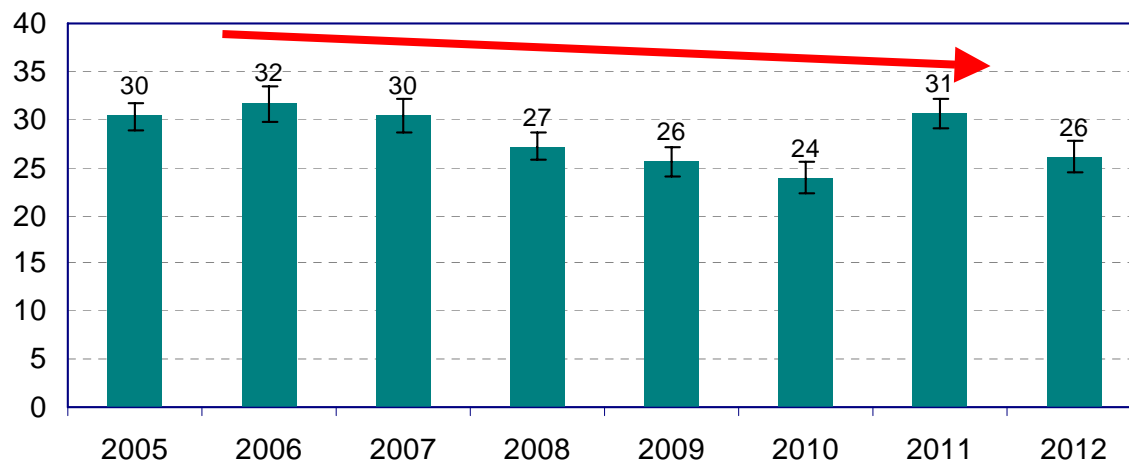


Satisfaction with jobs

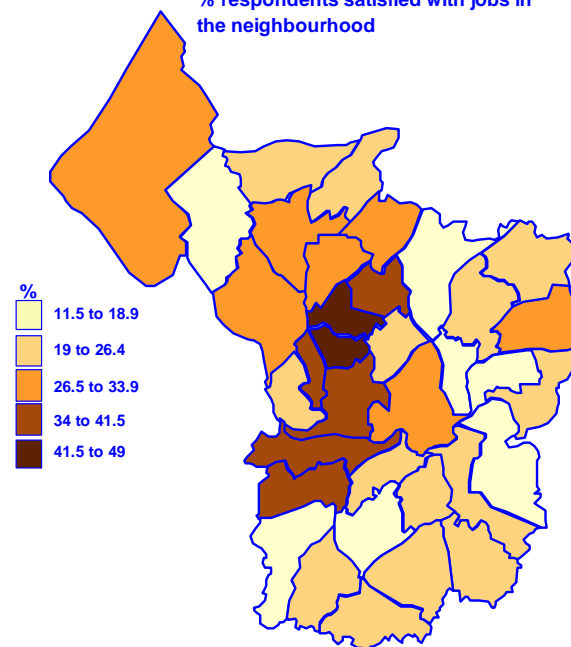
- Satisfaction with jobs in the local area dropped, at 26% (31% in 2011)
- Biggest increase in the level of satisfaction was with jobs in Redland, Cotham, Bishopston and Bedminster.
- Satisfaction amongst BME people was higher, at 32%.



% respondents satisfied with jobs in the neighbourhood



% respondents satisfied with jobs in the neighbourhood



Noisy neighbours

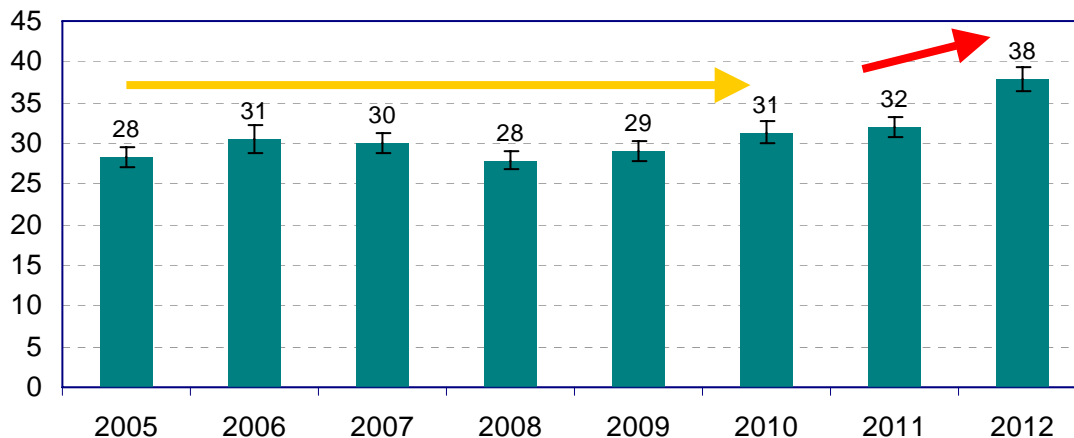
- Problem noise from neighbours increased in 2012, with 38% having a problem (32% in 2011)
- Biggest increase was in the NP areas of
 - Greater Fishponds
 - Ashley, Easton, Lawrence Hill
 - Cabot, Clifton, Clifton East

Where nearly half of residents have a problem

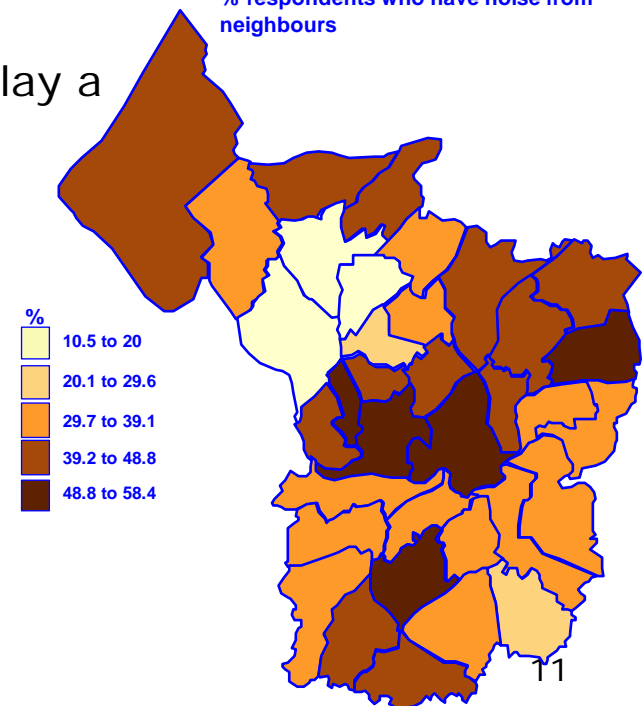
- More flats, a changing profile of the city and more people entertaining at home, may all play a role.



% respondents who have noise from neighbours



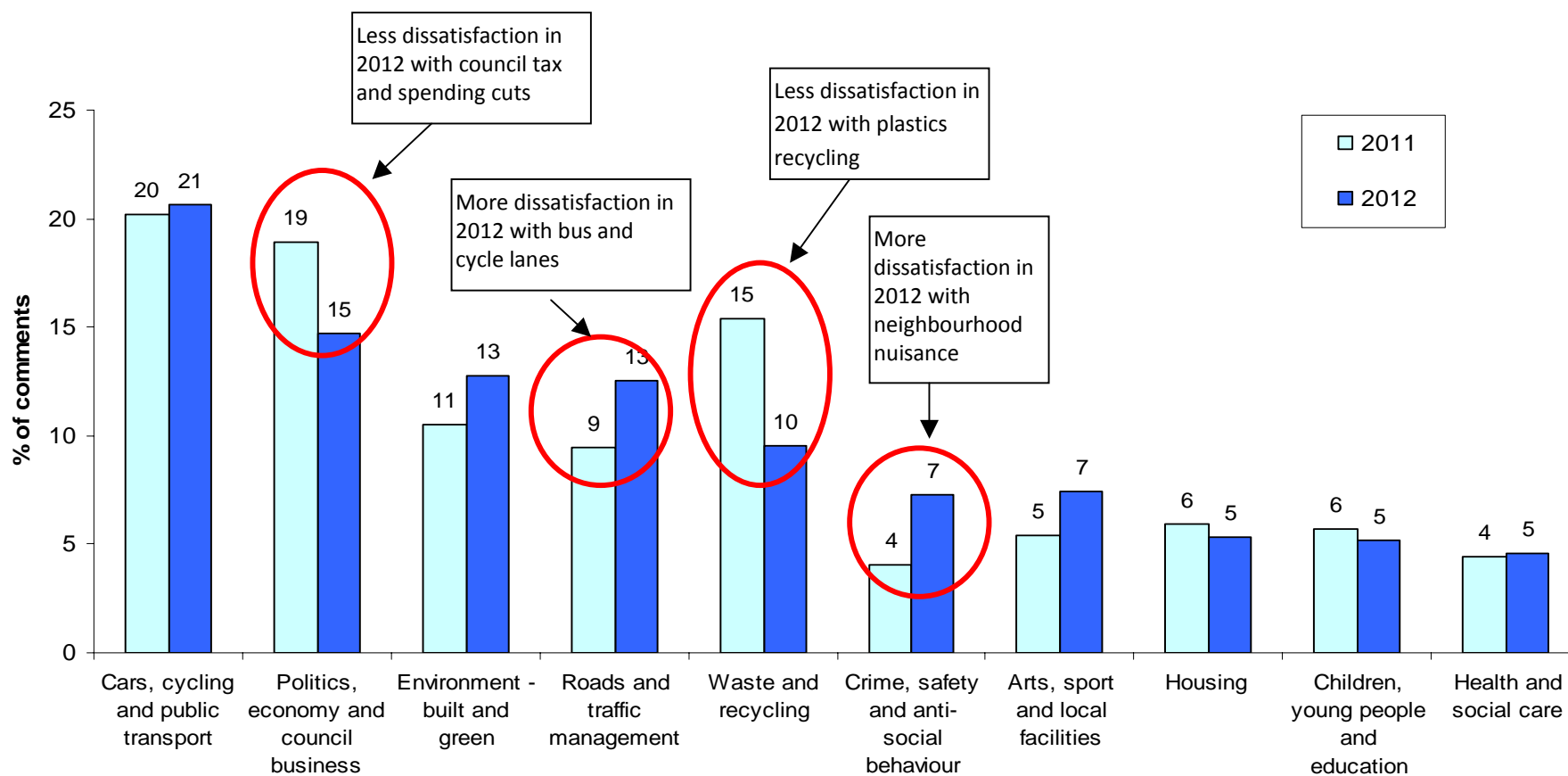
% respondents who have noise from neighbours



Residents' priorities by category

If you are dissatisfied, what single thing would improve your satisfaction?

Proportion of 'dissatisfied' comments in each category 2011 and 2012



Conclusion and next steps

- Overall improvement but our focus should still be on the struggling indicators:
 - Satisfaction with the council
 - Satisfaction with jobs
 - Noise and neighbourhood nuisance
- And struggling areas - over a third of residents in Greater Fishponds say their neighbourhood is getting worse
- What next:
 - QoL results are being fed through to service managers
 - Full analysis and report will be available in May 2013 (and online mapping tool)
 - Benchmarking with new voluntary national residents' survey will be available later this year.