Bristol Quality of Life survey 2020/21

Quality of Life Survey 2020/21 – Final Report (July 2021)

1. Introduction to Quality of Life 2020/21

Quality of Life is an extensive annual resident's survey for Bristol that has been running, in different formats, since 2001. It provides key indicators including measures of inequality, and is a core source of performance metrics for the Bristol City Council (BCC) Business Plan as well as the One City Plan, Bristol Joint Strategic Needs Assessment and other BCC intelligence and statistics products.

The Bristol Quality of Life survey is a randomised sample of the population, mailed to 33,000 households chosen at random across Bristol (with online & paper options), and some additional targeting to boost numbers from low responding groups. There were 5,000 total responses, with 4,420 final "useable" responses meeting the required criteria (up from 4,100 "useable" responses in 2019). This year over half (55%) of the useable responses were submitted online (up from 47% in 2019). The survey was open in Sept and Oct 2020 to residents (aged 16 & over) in the selected households.

The 2020 survey had over 70 questions, producing 165 indicators, on topics including health, lifestyles, community, local services and living in Bristol. Most questions were kept unchanged, despite the Covid-19 pandemic, to show impact.

2. Results of the Quality of Life survey 2020/21

Full results of all indicators available in a **data dashboard** in Open Data Bristol:

Quality of Life 2020/21 results

Headline results for each indicator are given for Bristol overall, and for people living in the 10% most deprived areas of the city. The data dashboard lists all indicators, by theme, plus results for all 34 Bristol wards, deciles of deprivation, and equality groups – including more equality breakdown and more demographic groups (where possible). **The Summary appendix now provides an overview of all significant impacts.**

This report focusses on 50 Priority Indicators, highlighting headline issues, including:

- **City-wide Summary** - looks at the results for Bristol overall from the 2020 survey, and if these have changed compared to last year and since 2018.

- **Deprivation Summary** – records the sentiment of people who live in the 10% most deprived areas of the city (to highlight issues of inequalities), and whether these results differ from the city average, and from the previous year.

- **Appendix: Summary of full results** (July 2021) – all indicators by all aspects

The colour-coding shows how responses changed over time, or the "Deprivation gap", and also highlights where changes are significantly different (using a statistical t-test); due to different response levels, the significance threshold varies between indicators.

This report also analyses the 3,900 open text responses on the **actions to improve quality of life** people want to see in Bristol, and how these compare to previous years.

Quality of Life 2020/21 Priority indicators: City-wide Summary

a) * = a new indicator in the 2020 survey (or change to existing question)
b) **Blue text** denotes BCC Corporate Business Plan 2020-21 performance indicators
   Green text denotes other PIs (on BCC Performance Management system)
c) Cells are greyed out where comparisons are not possible due to question not being included in 2018 or 2019 surveys.

KEY

↑ Increased %
● No change
↓ Decreased %

	Statistically Significantly Worse
	Worse
	Better
	Statistically Significantly Better

Community and Living	2018	2019	2020	3 year trend	Change last year
% satisfied with their local area	77%	79%	80%	↑	+1
% who feel they belong to their neighbourhood	59%	62%	63%	↑	+1
% who agree people from different backgrounds get on well together in their neighbourhood	68%	71%	71%	↑	0
% who volunteer or help out in their community at least 3 times a year	43%	48%	47%	↑	-1
% who lack information to get involved in the community	29%	28%	31%	↑	+3
% who've noticed "gentrification" taking place who think it has had a negative impact	28%	21%	25%	↓	+4
% who have access to the internet at home	95%	95%	96%	↑	+1
% comfortable using digital services		82%	82%		0
Health and Wellbeing					
% satisfied with life	68%	75%	71%	↑	-4
% in good health	84%	88%	87%	↑	-1
% who report below average Mental Wellbeing	20%	15%	20%	●	+5
% who see friends and family as much as they want to	80%	82%	73%	↓	-9
% who do enough regular exercise each week		71%	68%		-3
% who play sport at least once a week	44%	46%	41%	↓	-5
% households with a smoker	19%	17%	16%	↓	-1
% people at higher risk of alcohol related health problems		16%	16%		0
% households which have experienced moderate or worse food insecurity	7%	5%	4%	↓	-1
% in receipt of food from a food bank or charity during the last 12 months*	2%	1%	2%	●	+1
Crime and Safety					
% whose fear of crime affects their day-to-day lives	18%	16%	16%	↓	0
% who feel police & public services successfully tackle crime and anti-social behaviour locally	25%	28%	30%	↑	+2
% victim of racial discrimination or harassment in last year	6%	6%	7%	↑	+1
% who think domestic abuse is a private matter	7%	7%	7%	●	0
Education and Skills					
% who know where to get information, advice and guidance about employment and training	63%	61%	65%	↑	+4
% satisfied with adult learning opportunities	32%	32%	27%	↓	-5
Sustainability and Environment					
% satisfied with the quality of parks and green spaces	68%	72%	79%	↑	+7
% who visit a park or green space at least once a week	50%	53%	60%	↑	+7
% who think street litter is a problem locally	82%	81%	82%	●	+1
% satisfied with the recycling service	66%	68%	74%	↑	+6
% satisfied with the general household waste service	67%	71%	76%	↑	+5
% who think air quality and traffic pollution is a problem locally	77%	77%	71%	↓	-6
% concerned about climate change	86%	88%	86%	●	-2
% who have reduced their household waste due to climate change concerns	65%	69%	66%	↑	-3
% who have reduced energy use at home due to climate change concerns	54%	57%	51%	↓	-6
Culture and Leisure					
% satisfied with the range and quality of outdoor events	77%	74%	57%	↓	-17
% who participate in cultural activities at least once a month	46%	43%	33%	↓	-10
% satisfied with libraries	51%	54%	54%	↑	0
% satisfied with leisure facilities/services	44%	46%	40%	↓	-6
% satisfied with activities for children/young people	35%	37%	35%	●	-2
Transport					
% who think traffic congestion is a problem locally	80%	77%	70%	↓	-7
% who ride a bicycle at least once a week	26%	28%	28%	↑	0
% satisfied with the local bus service	43%	48%	57%	↑	+9
Housing					
% satisfied overall with their current accommodation	84%	88%	87%	↑	-1
% satisfied with the cost of their rent or mortgage payments	57%	59%	60%	↑	+1
Economy					
% who find it difficult to manage financially	11%	9%	7%	↓	-2
% who shop in their local shopping street at least once a week*			47%		
Council and Democracy					
% satisfied with the way the Council runs things	35%	43%	47%	↑	+4
% who feel Bristol City Council provides value for money	24%	28%	32%	↑	+4
% who feel an elected mayor is improving the leadership of the city	24%	23%	35%	↑	+12
% who agree they can influence decisions that affect their local area	18%	18%	21%	↑	+3
% satisfied with the way BCC has supported their local community during the Coronavirus pandemic*			40%		

Quality of Life 2020/21 Priority indicators: Deprivation Summary

a) * = a new indicator in the 2020 survey (or change to existing question)
b) "2020 Deprived" shows results from households in the 10% most deprived areas *within* Bristol, based on the 2019 Index of Multiple Deprivation.
c) "2020 Gap" is the difference between the "10% Most Deprived" and 2020 city average.
d) **Blue text** denotes BCC Corporate Business Plan 2020-21 performance indicators
   Green text denotes other PIs (on BCC Performance Management system)

KEY
- Statistically Significantly Worse
- Worse
- Better
- Statistically Significantly Better

	2019 Deprived	2020 Citywide	**2020 Deprived**	2020 Gap	Change in Deprived
Community and Living					
% satisfied with their local area	50%	80%	**49%**	-31	-1
% who feel they belong to their neighbourhood	44%	63%	**39%**	-24	-5
% who agree people from different backgrounds get on well together in their neighbourhood	55%	71%	**52%**	-19	-3
% who volunteer or help out in their community at least 3 times a year	41%	47%	**40%**	-7	-1
% who lack information to get involved in the community	29%	31%	**34%**	+3	+5
% who've noticed "gentrification" taking place who think it has had a negative impact	20%	25%	**38%**	+13	+18
% who have access to the internet at home	89%	96%	**92%**	-4	+3
% comfortable using digital services	72%	82%	**73%**	-9	+1
Health and Wellbeing					
% satisfied with life	58%	71%	**52%**	-19	-6
% in good health	74%	87%	**73%**	-14	-1
% who report below average Mental Wellbeing	21%	20%	**34%**	+14	+13
% who see friends and family as much as they want to	75%	73%	**66%**	-7	-9
% who do enough regular exercise each week	55%	68%	**55%**	-13	0
% who play sport at least once a week	33%	41%	**28%**	-13	-5
% households with a smoker	26%	16%	**27%**	+11	+1
% people at higher risk of alcohol related health problems	16%	16%	**13%**	-3	-3
% households which have experienced moderate or worse food insecurity	12%	4%	**13%**	+9	+1
% in receipt of food from a food bank or charity during the last 12 months*	3%	2%	**8%**	+6	+5
Crime and Safety					
% whose fear of crime affects their day-to-day lives	35%	16%	**33%**	+17	-2
% who feel police & public services successfully tackle crime and anti-social behaviour locally	22%	30%	**27%**	-3	+5
% victim of racial discrimination or harassment in last year	11%	7%	**18%**	+11	+7
% who think domestic abuse is a private matter	15%	7%	**9%**	+2	-6
Education and Skills					
% who know where to get information, advice and guidance about employment and training	57%	65%	**64%**	-1	+7
% satisfied with adult learning opportunities	28%	27%	**20%**	-7	-8
Sustainability and Environment					
% satisfied with the quality of parks and green spaces	53%	79%	**53%**	-26	0
% who visit a park or green space at least once a week	40%	60%	**37%**	-23	-3
% who think street litter is a problem locally	93%	82%	**93%**	+11	0
% satisfied with the recycling service	59%	74%	**63%**	-11	+4
% satisfied with the general household waste service	62%	76%	**66%**	-10	+4
% who think air quality and traffic pollution is a problem locally	67%	71%	**64%**	-7	-3
% concerned about climate change	81%	86%	**79%**	-7	-2
% who have reduced their household waste due to climate change concerns	62%	66%	**58%**	-8	-4
% who have reduced energy use at home due to climate change concerns	51%	51%	**43%**	-8	-8
Culture and Leisure					
% satisfied with the range and quality of outdoor events	67%	57%	**40%**	-17	-27
% who participate in cultural activities at least once a month	32%	33%	**18%**	-15	-14
% satisfied with libraries	39%	54%	**41%**	-13	+2
% satisfied with leisure facilities/services	42%	40%	**30%**	-10	-12
% satisfied with activities for children/young people	26%	35%	**15%**	-20	-11
Transport					
% who think traffic congestion is a problem locally	64%	70%	**56%**	-14	-8
% who ride a bicycle at least once a week	19%	28%	**21%**	-7	+2
% satisfied with the local bus service	42%	57%	**55%**	-2	+13
Housing					
% satisfied overall with their current accommodation	80%	87%	**68%**	-19	-12
% satisfied with the cost of their rent or mortgage payments	51%	60%	**60%**	0	+9
Economy					
% who find it difficult to manage financially	20%	7%	**16%**	+9	-4
% who shop in their local shopping street at least once a week*		47%	**43%**	-4	
Council and Democracy					
% satisfied with the way the Council runs things	31%	47%	**29%**	-18	-2
% who feel Bristol City Council provides value for money	22%	32%	**21%**	-11	-1
% who feel an elected mayor is improving the leadership of the city	17%	35%	**22%**	-13	+5
% who agree they can influence decisions that affect their local area	16%	21%	**17%**	-4	+1
% satisfied with the way BCC has supported their local community during the Coronavirus pandemic*		40%	**31%**	-9	

3. Key Findings 2020/21

This section focuses on the 50 Priority Indicators. Further details are now available in the **Quality of Life 2020/21 data dashboard**, which includes results for all indicators, and also provides data for an expanded range of equality and demographic groups, plus all Bristol wards and deciles of deprivation.

Overall, the 2020/21 survey results reflect a mixed picture compared to last year, with 20 of the 50 headline Priority Indicators improved on 2019/20 results (14 improved by a statistically significant amount) and 21 indicators worse than last year (13 by a statistically significant amount).

However, given the context of the 2020 survey taking place during the Coronavirus pandemic, many of the negatives (clustered in the Health & Wellbeing and Culture & Leisure sections) are to be expected, as are some of the positives (e.g. Transport). Of particular note is how the majority of indicators in the Sustainability & Environment and Council & Democracy sections have improved, which indicate a broadly positive perception of how Council Services have supported people during this difficult time.

Results are also compared to the 2018 results. Over this period, most indicators (30 of 50) have improved (almost all of these, 26, by a statistically significant amount), with 9 worsening (most of these, 7, by a statistically significant amount).

Inequality and deprivation continue to affect people's experience in almost every element measured by the survey. All themes show indicators for our most deprived communities are worse than those expressed by the average Bristol resident (most, 38 of 50, by a statistically significant amount). Many indicators here (18 of 50) do show results for the 10% most deprived areas have started to improve on those seen the previous year, but more (27 of 50) show a worsening picture in those areas (although only 7 are statistically significantly worse, 4 of these being in Culture & Leisure).

- **Community and Living**

4 out of 5 people (80%) are satisfied with their local area in Bristol, continuing a slight rise year on year. However, this drops to 49% in the most deprived communities, giving a significant 31-percentage point "Deprivation gap". Overall, 63% feel they belong to their neighbourhood, a slight rise, but attachment to your local area is significantly lower and falling in the most deprived areas (39%). 71% feel "people from different backgrounds get on well together" in their neighbourhood, same as last year, but again this is significantly lower (52%) in the most deprived areas.

Close to half of people (47%) regularly volunteer or help out in their community, similar to last year, although significantly more people (31%) report they "lack the information to get involved in the community".

25% of people who reported noticing their local area changing due to "gentrification" felt this had a negative impact, but in the most deprived areas this proportion was 38% (although this figure is not statistically significant as these are small numbers).

There was a rise in people who have access to the internet at home (now 96%); this is significantly lower in the most deprived areas (92%) but that is higher than last year. 82% of people are "comfortable using digital services", but significantly less in the most deprived areas (73%).

- **Health and Wellbeing**

As expected (given the Covid-19 pandemic) most of these indicators are significantly worse than last year. All questions here were kept unchanged to show impact.

71% of people report being satisfied with life, significantly worse than last year but above 2018 (though significantly lower, 52%, in the most deprived areas). Numbers who report being in good health (87%) is actually similar to last year (and is 73% in the most deprived areas, similar to last year).

Of particular concern is that 20% of people report below average mental wellbeing (via a detailed suite of questions), significantly worse than last year (15%), but further that this rises significantly to 34% in the most deprived areas (up from 21% last year).

The proportion of people living in a house where someone smokes has fallen year on year to 16%, though is 27% in the most deprived areas. Questions on alcohol consumption show no change in numbers "at higher risk of alcohol-related health problems" (16%, as last year), and slightly lower in the most deprived areas.

However, another concern is that 13% of households in the most deprived areas experienced "moderate or worse food insecurity" (via a detailed suite of questions) and the percentage of people living in these deprived areas who went to a food bank (or charity) in the last year have risen significantly to 8% (from 3% last year).

- **Crime and Safety**

16% of people overall feel "fear of crime affects their day-to-day life", same as last year, but this doubles to 33% in the most deprived areas. 30% of people feel police and public services are "successfully dealing with issues of crime & anti-social behaviour", rising significantly from 25% of people in 2018.

7% of people overall reported being a victim of racial discrimination or harassment in the last year, but in the most deprived areas this was 18% (up from 11% in those areas a year ago). No change to the percentage of people who think "Domestic abuse is a private matter" (7%), but this dropped to 9% in deprived areas (from 15% last year).

- **Education and Skills**

65% of people know where to get information or advice about employment and training, a significant rise on last year. The proportion satisfied with adult learning opportunities fell significantly to 27%, and only 20% in the most deprived areas.

- **Sustainability and Environment**

Overall there were many positives in this section. Satisfaction with Bristol parks and green spaces (79%) rose significantly, as did people visiting parks or green spaces at least once a week (now 60%); however, both remain significantly lower in deprived areas (53% and 37% respectively).

Satisfaction with Bristol's household waste (76%) and recycling services (74%) rose significantly, and also rose slightly in the most deprived areas. The proportion of residents who think street litter is a problem remains high though (82% citywide).

71% of people think "air quality and traffic pollution is a problem" in their area, significantly better than in recent years (77%), and down to 64% in deprived areas.

86% of people are concerned about the impact of climate change, similar to recent years. This concern has prompted 66% of people to reduce their household waste and 51% to reduce energy use, both significantly less than figures reported last year.

- **Culture and Leisure**

As expected given Covid restrictions, many of these indicators are significantly worse than last year. The proportion of people satisfied with outdoor events (57%) and who take part in cultural activities once a month (33%) both fell significantly, and by more

than any other of the priority indicators. Satisfaction with leisure service (40%) also fell

However, satisfaction with libraries remained the same at 54%, despite the restrictions, and satisfaction with activities for children/young people (35%) was similar to recent years, though fell significantly in the most deprived areas (15%, from 26% last year).

- **Transport**

Overall the changes in this section are positive. 70% of people think "traffic congestion is a problem locally", which is significantly better than in recent years, and down to 56% in deprived areas.

Satisfaction with the local bus service has continued to rise significantly (57%), and of particular note also rose significantly in the most deprived areas (55%, up from 42%).

- **Housing**

Overall, 87% are satisfied with their current accommodation, similar to last year, but falling significantly to 68% in the most deprived areas. Satisfaction with the cost of rent or mortgage (60%) has risen slightly overall, and also in deprived areas (60%).

- **Economy**

The percentage of people who report they "find it difficult to manage financially" has continued to fall significantly (down to 7%), though is 16% in the most deprived areas. A new indicator on local "High Streets" shows that almost half (47%) of people in Bristol shop locally at least once a week (and similar, 43%, in deprived areas).

- **Council and Democracy**

Overall there were many positives in this section. Questions were kept the same for consistency, with one new addition.

Satisfaction with "the way the Council runs things" rose significantly to 47%, the highest proportion recorded since this question was added in 2009 (although it remains significantly lower in the most deprived areas at 29%). For reference, 25% of people were dissatisfied with the Council, and 27% had no opinion on this.

32% of people feel the Council provides Value for Money, a significant rise over the last couple of years (32% feel the Council does not, down from 37%, and 36% have no opinion). Also 35% agree that having an elected Mayor is improving leadership of the city, a significant rise in the last year (31% disagree, and 34% have no opinion).

Finally, a new indicator for this year shows that 40% of people in Bristol feel the Council "supported their local community during the Coronavirus pandemic" (15% disagreed with this; 45% had no opinion). In the most deprived areas, 31% agreed.

4. Actions to improve quality of life in Bristol

In addition to the many indicators, an open text question was asked: "**What action or change do you feel would most improve your overall quality of life in Bristol?**". Almost 3,900 responses were given, many of which raised multiple issues resulting in over 7,200 points or comments made.

The Transport category by far was the greatest area of concern, as with previous years, where 2,485 points were made, followed by Council Services (745 points) and Environmental issues (733); these have been the top three categories for the last few years. The categories Community & Living (691), Crime & Safety (600) and Waste & Street Cleanliness (576) all had over 500 comments made.

The **"top 10" issues** raised within the categories are listed in the following table, with numbers of individual comments raised and rankings for the last 3 years:

Category 2020	Sub-Category 2020	Issues Raised	2020 Ranking	2019 Ranking	2018 Ranking
Transport	Reduce congestion / less cars	612	1	2	2
Transport	Improve buses and/or public transport	456	2	1	1
Environment	Air / noise pollution	393	3	3	3
Transport	Improve cycling infrastructure / facilities	308	4	5	9
Council Services	Democracy and Governance	293	5	8	5
Waste and street cleanliness	Litter and/or street cleanliness	261	6	4	4
Community & Living	Local community and facilities	210	7	18	19
Transport	Improve traffic management	198	8	12	8
Transport	Parking	134	9	7	11
Environment	Parks and green spaces	129	10	14	17

Transport remained the main area to improve, now with a reduction in cars & congestion replacing public transport improvements (such as keeping to timetables) as the top issue. Improving cycle lanes & facilities and better traffic management also moved up the ranking with more comments, and whilst parking remained "top 10" there were fewer comments this year. Pedestrianisation was also mentioned frequently.

Within **Council Services** comments, as with last year the main concerns are Governance such as monies being spent wisely, plus improving service provision and reducing cuts. More investment in children and schools was also noted.

For **Environment**, reducing pollution from road traffic was again seen as the primary issue. Improvements in parks and green spaces rose in importance this year, and concerns about climate change were also strongly voiced.

Within **Community & Living**, wanting more local community facilities was significantly more important to people this year. Also community work / issues relating to social isolation (not just from the Covid-19 restrictions) were mentioned frequently, plus wanting more sports facilities and music & cultural facilities (including an Arena). Unsurprisingly, some people focused on impacts of Covid-19 restrictions, such as not being able to see family and friends.

Anti-social behaviour and lack of Police visibility were the main concerns noted under **Crime and Safety,** together with issues from Drugs and/or Alcohol.

With **Waste and street cleanliness** many people are conscious of litter and cleanliness concerns in the city centre, and their local area. Others stated issues with their collections by recycling or waste teams (leaving litter across the street or bins not returned to the households). Fly tipping, graffiti and dog fouling were also noted.

The lack of affordability of **Housing** and rents continues to be a worry, especially to those seeking their own home, and the need for support of homelessness was mentioned frequently.

Mental health, adult social care and facilities for the elderly were all concerns noted under **Health and social care**.

Job availability and income concerns were issues noted under **Jobs and Money**, linked to the pandemic. Improving benefits and reducing Council Tax were also noted.

5. Covid-19 Recovery

Finally, people were asked: "In a couple of words, what is most important to you as Bristol recovers from COVID-19?"

Out of the almost 4,000 responses given to this question, the broad categories of issues that people noted as important to them (with times raised, though there may be overlap between categories) were:

- **Staying Safe / Social distancing** (441)
- **Economy / Local businesses** (332)
- **Health and Wellbeing / Mental Health** (307)
- **Work / Jobs / Employment** (302)
- **Providing support** (for people, business and the arts) (268)
- **Getting back to normal** (254)
- **Family and friends** (meeting and/or keeping safe) (250)
- **Community spirit / Local community** (210)
- **Social life** (118)

Below is the top 30 individual terms that people noted as a word cloud:

6. Respondents

In 2020 (as in 2019) there was additional boosting of the sample in historically under-represented areas in the first two random-sample phases (to 33,000 residents), and a targeted third phase to boost numbers from low responding wards and equality groups.

In total there were almost 5,000 responses, of which 4,870 had Bristol post-codes (the official total response) and **4,420 final "useable" responses** met the required criteria. The primary focus of the survey is on responses to the random sample, so responses from the targeted third phase were only included if they came from areas or groups that were under-represented.

This year, all wards achieved the target of 100 responses[1].   The range in response by ward was from 100 in Brislington West to 159 in Hengrove and Whitchurch Park. As in 2019, this gives a relatively even distribution across the city, including from areas with historically low response rates. This is the result of the additional resources put in to boost the sample, to help improve the representativeness of the survey. **See ward map and chart below for details.**

The headline results are adjusted using population weights based on age and sex to help account for ward differences in response and population size.

Quality of Life 2020
Number of responses by ward

Bristol Quality of Life survey 2020

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Legend:
- 100 to 114
- 115 to 129
- 130 to 143
- 144 to 159

Quality of Life 2020
Number of responses by ward
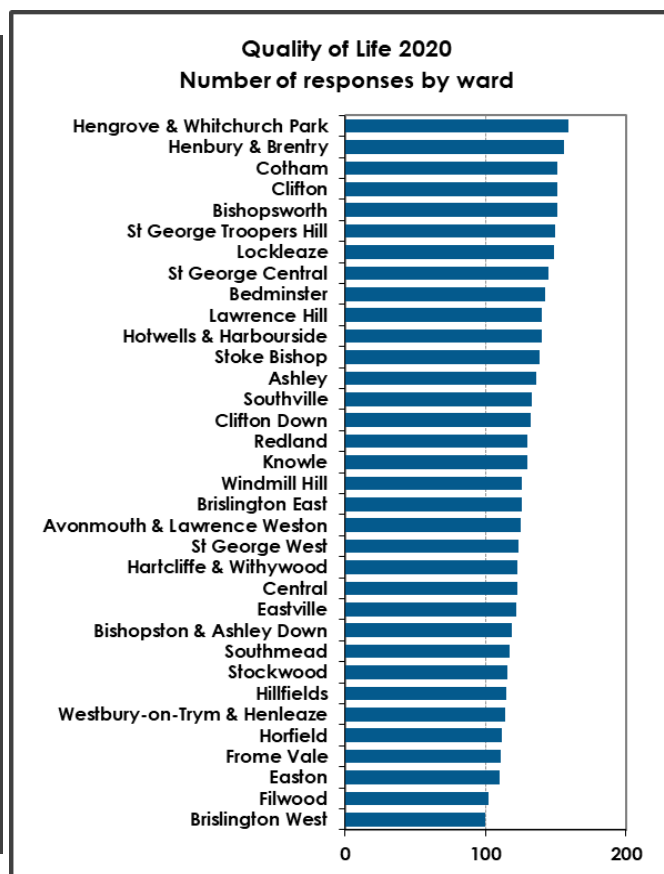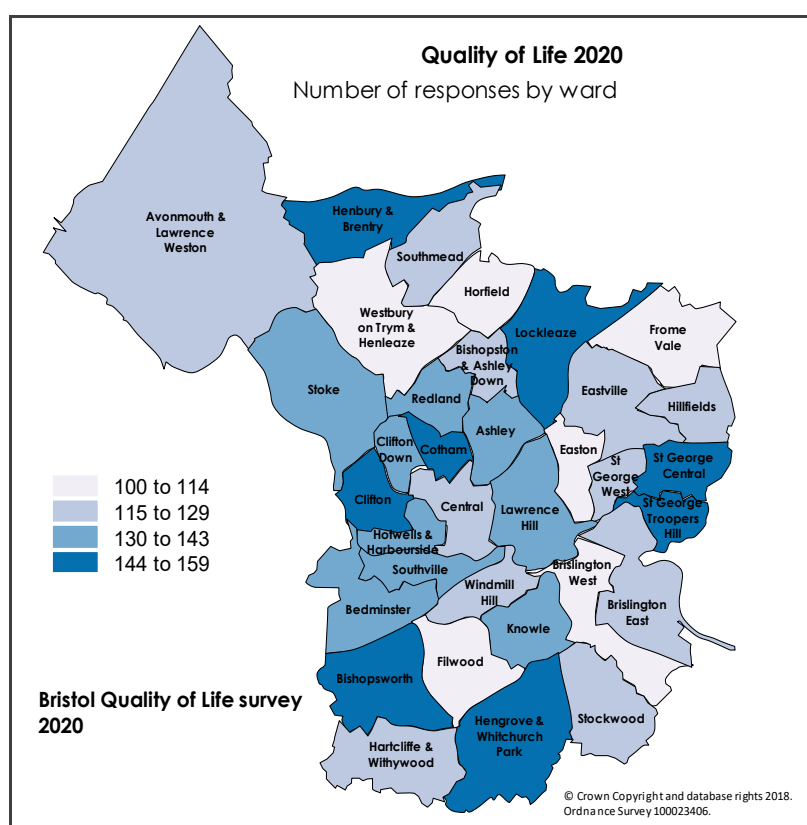
Looking at overall responses by Equality groups, the group most under-represented is still young people (aged 16-24). Young people represent 4.2% of respondents in the 2020 survey, very similar to last year (4.3%) which is well below the city average (19.3%); partly though this is because the survey excludes student accommodation.

Black, Asian and Minority Ethnic groups represent 7.4% of respondents in the 2020 survey; an improvement on the 6.7% in 2019 (and 5.3% in 2018), though still well below the city average (13.4% of residents over 16 are Black, Asian and Minority Ethnic). People from White minority ethnic groups (those who are not White British) are slightly over-represented with 8.2% of respondents, similar to last year (8.3%), which is above the city average (6.6% of residents over 16 are White minority ethnic).

There are some differences for other Equality groups also, such as more women responding (55.1%) than men (42.8%). Some groups, such as Lesbian, Gay & Bisexual and Transgender, do not currently have an official Bristol comparison figure.

See Equality group chart below for details - respondents to the 2020/21 survey by equality groups compared to the Bristol population and survey responses last year.

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[1] Responses for 3 Wards (Brislington West, Horfield and Frome Vale) were boosted by the "third phase" in order to achieve this target.

Quality of Life response compared with Bristol average (aged 16 & over)

Legend: Bristol Average, QoL 2020, QoL 2019

- Aged 16 to 24 : Av 19.3% : QoL 2020 4.2%
- Aged 25 to 49 : Av 47.2% : QoL 2020 41.1%
- Aged 50 to 64 : Av 17.5% : QoL 2020 26.1%
- Aged 65 and over : Av 16% : QoL 2020 28.7%
- Female : Av 50.2% : QoL 2020 55.1%
- Male : Av 49.8% : QoL 2020 42.8%
- Transgender : QoL 2020 0.5%
- Disabled : Av 9.5% : QoL 2020 10.8%
- White British : Av 80% : QoL 2020 82.1%
- White minority ethnic : Av 6.6% : QoL 2020 8.2%
- Black, Asian and Minority ethnic : Av 13.4% : QoL 2020 7.4%
- Lesbian, Gay and Bisexual : Av 0% : QoL 2020 7.2%
- Follow a religion : Av 55.5% : QoL 2020 44.7%
- No religion : Av 36.7% : QoL 2020 50.3%

7. Further Information and contact details

The full range of all 165 Quality of Life 2020/21 indicators is published in the **Quality of Life 2020/21 data dashboard**, including results for each indicator for:

- Citywide trend (with data since 2015 where available)
- all 34 Bristol Wards
- the 10 deciles of Deprivation across Bristol
- an expanded range of Equality and Demographic groups

Results are weighted on ward, sex and age.

For further information, please see **www.bristol.gov.uk/qualityoflife** or contact research@bristol.gov.uk.

8. Appendix: Summary of full results (July 2021)

The main body of the report focussed on city-wide results and those from the most deprived areas for the Priority Indicators. This appendix presents summary results of analysis of *all indicators*[2] in the QoL survey broken down by *all aspects*: Wards, Most Deprived Areas and Equality / Demographic Groups (c10,000 data points).

For each indicator, a statistical t-test has been used to determine whether the figure in each ward is statistically significantly worse or better than the city average. The same statistical test has been applied to the deprived areas and each demographic group.

Note – full statistical results will be available via a new "Power BI" dashboard due for release in August on the Quality of life web-page.

Trend

There are 165 indicators in the full QoL 2020/21 suite, and out of these, 143 were measured in both 2019 and 2020.

Of the QoL indicators with data for the previous year:

- 28 indicators were significantly better in 2020 - with most positive changes in in the Themes: Council & Democracy (8), Community & Living (7) and Sustainability & Environment (6)

- 38 were significantly worse - with most negative changes in in the Themes: Health & Wellbeing (15), Community & Living (8) and Culture & Leisure (6)

- 5 had no polarity (1 was significantly higher, 4 lower)

- 72 indicators were not *statistically significantly* different (although the figure may be better or worse).

Ward summary

Overall Ward results are summarised in the chart below. Results for only 157 indicators are shown because there were too few responses per ward for 8 of the indicators to produce ward statistics for those indicators.

Hartcliffe and Withywood ward has the greatest number of indicators (69) that are significantly worse than the Bristol average, by a wide margin. The ward with the next highest number of "worse" indicators is Filwood (47), followed by Lawrence Hill (41), Hengrove & Whitchurch Park (36), and Stockwood (30). These wards contain the most deprived areas in South and Central Bristol, with 4 of the 5 most negatively impacted wards being clustered in South Bristol.

Conversely, in Bishopston & Ashley Down, Redland, Westbury-on-Trym & Henleaze and Clifton Down only 4 or less are worse and over 60 indicators each are significantly better than the Bristol average.

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[2] Note – whilst this Appendix and the Data Dashboard aims to include results all QoL indicators broken down by all aspects, in some instances there is insufficient number of responses to produce a robust estimate for a ward, deprived areas and/or demographic group.

Number of indicators which are better, worse, or neither better nor worse than city average in each ward

Legend: ■ Worse ■ Neither ■ Better

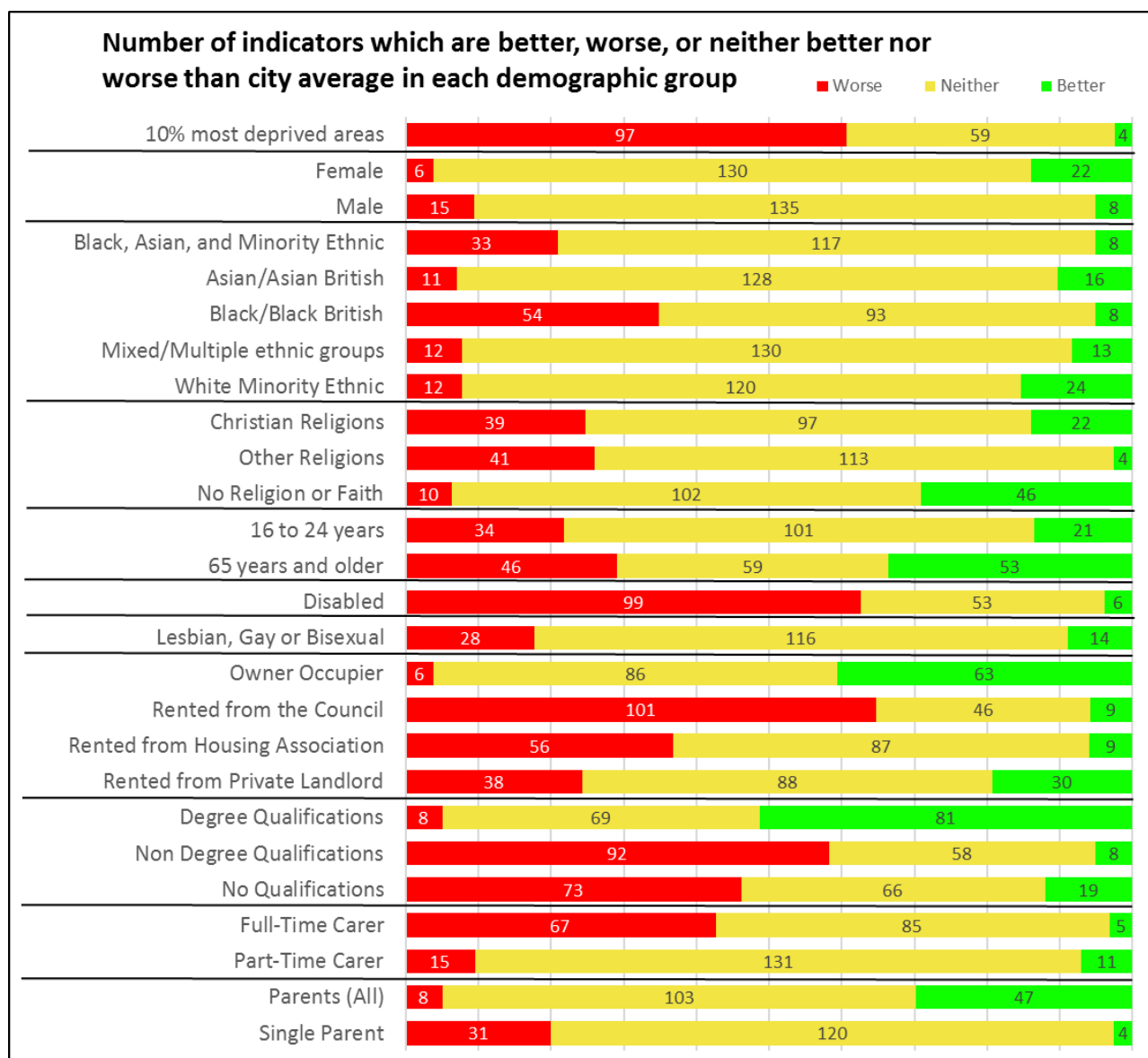| Ward	Worse	Neither	Better
Hartcliffe & Withywood	69	82	6
Filwood	47	103	7
Lawrence Hill	41	112	4
Hengrove & Whitchurch Park	36	108	13
Stockwood	30	118	9
Avonmouth & Lawrence Weston	24	124	9
Brislington East	23	117	17
Central	23	114	20
Southmead	19	124	14
Bishopsworth	15	127	15
St George Central	14	133	10
Henbury & Brentry	13	127	17
Hillfields	13	136	8
Stoke Bishop	12	100	45
Easton	11	128	18
Brislington West	10	131	16
Ashley	9	123	25
Bedminster	9	117	31
Eastville	9	136	12
Cotham	8	90	59
Hotwells & Harbourside Ward	8	114	35
St George Troopers Hill	8	130	19
Lockleaze	7	146	4
St George West	7	125	25
Knowle	6	130	21
Southville	6	109	42
Frome Vale	5	139	13
Bishopston & Ashley Down	4	83	70
Clifton	4	112	41
Windmill Hill	4	121	32
Horfield	2	144	11
Redland	2	87	68
Westbury-on-Trym & Henleaze	2	89	66
Clifton Down	1	92	64

Demographic Group summary

The results for the 10% most deprived areas are shown with those for other demographic groups in the chart below, where residents of deprived areas are classed as a demographic group for comparisons.

The groups with the largest number of indicators significantly worse than the Bristol average are most deprived areas (97 worse indicators), disabled people (99), council tenants (101) and people with non-degree qualifications, i.e. GCSE, NVQ or A level (92). Black/Black British (54 worse indicators) stands out with over four times the number of indicators worse than the city average compared with other ethnic groups. Similarly, full-time carers (67 worse indicators) have over four times the number of indicators worse than the city average compared with part-time carers.

Note - There is overlap between demographic groups, as a higher proportion of members of one group may also belong to another group compared with the city average e.g. deprived areas have more council housing. In such cases when an indicator is significantly different for both groups it may be that the results of one group

is in fact confounded due to the cross-over with the other group. In the analysis used here it is not possible to disentangle these impacts and say which is the driving factor.

Number of indicators which are better, worse, or neither better nor worse than city average in each demographic group

■ Worse   ■ Neither   ■ Better

Group	Worse	Neither	Better
10% most deprived areas	97	59	4
Female	6	130	22
Male	15	135	8
Black, Asian, and Minority Ethnic	33	117	8
Asian/Asian British	11	128	16
Black/Black British	54	93	8
Mixed/Multiple ethnic groups	12	130	13
White Minority Ethnic	12	120	24
Christian Religions	39	97	22
Other Religions	41	113	4
No Religion or Faith	10	102	46
16 to 24 years	34	101	21
65 years and older	46	59	53
Disabled	99	53	6
Lesbian, Gay or Bisexual	28	116	14
Owner Occupier	6	86	63
Rented from the Council	101	46	9
Rented from Housing Association	56	87	9
Rented from Private Landlord	38	88	30
Degree Qualifications	8	69	81
Non Degree Qualifications	92	58	8
No Qualifications	73	66	19
Full-Time Carer	67	85	5
Part-Time Carer	15	131	11
Parents (All)	8	103	47
Single Parent	31	120	4

Headline Issues for Selected Demographic Groups

The groups identified as having the largest number of worse indicators are explored in further detail. For each of these groups and for every worse indicator, the "Gap" has been calculated by subtracting the group average from the city average (adjusting for any negative values).

- ## 10% Most Deprived Areas

For residents living in the most deprived areas there are 25 indicators where the relative difference is greater than 100%, i.e. more than twice the Bristol average. The greatest gaps are for people using food banks and experiencing food insecurity, which people in the most deprived areas are more than 4 times more likely to do compared with the city average. Also of note are that almost 3 times the percentage of people say "fear of crime prevents them from leaving their home", almost 3 times more smoke inside the home, and more than double feel "drug use is a problem locally".

10% Most Deprived Areas – significantly worse indicators	Group average	Bristol average	Gap
% households that used a 'food bank' during the last 12 months	8.4%	1.8%	6.6%
% households which have experienced severe food insecurity	7.8%	1.7%	6.0%
% households where someone smokes regularly within the home	11.2%	3.8%	7.4%
% whose fear of crime prevents them from leaving their home when they want to	21.2%	7.2%	14.0%
% who feel drug use is a problem locally	66.7%	31.2%	35.5%

- **Disabled people**

For disabled people there are 99 indicators worse than the city average. Headlines:

  ➢ Almost a third (29.6%) report experiencing disability discrimination or harassment in the last year.
  ➢ Almost 1 in 5 (18.9%) report feeling lonely, three & a half times the city average
  ➢ Almost 1 in 5 (18.9%) are uncomfortable using digital services, nearly three times the city average

Disabled people – significantly worse indicators	Group average	Bristol average	Gap
% victim of disability discrimination or harassment in last year	29.6%	3.2%	26.4%
% with illness or health condition which limits day-to-day activities a lot	51.1%	6.8%	44.3%
% for whom benefit rules stop them from getting involved in their community	6.7%	1.2%	5.5%
% households which have experienced severe food insecurity	8.6%	1.7%	6.9%
% who feel lonely because they don't see friends and family enough	18.9%	5.4%	13.5%
% low life satisfaction	33.0%	10.5%	22.5%
% below average mental wellbeing	44.4%	19.7%	24.7%
% uncomfortable using digital services	18.9%	6.7%	12.2%

- **Black / Black British**

For Black/Black British people there are 54 worse indicators, which is over four times the number of worse indicators compared with other ethnic groups. Headlines include:

  ➢ 55.5% report experiencing racial discrimination or harassment in the last year (over 8 times city average) and 15.6% experienced religious discrimination
  ➢ Almost 1 in 4 (23.7%) report they "find it difficult to manage financially", three & a half times average

Black/Black British people – significantly worse indicators	Group average	Bristol average	Gap
% victim of racial discrimination or harassment in last year	55.5%	6.8%	48.7%
% victim of religious discrimination or harassment in last year	15.6%	2.3%	13.3%
% morbidly obese	13.7%	2.8%	10.9%
% households which have experienced severe food insecurity	7.5%	1.7%	5.8%
% who find it difficult to manage financially	23.7%	6.8%	16.9%
% who feel lonely because they don't see friends and family enough	17.1%	5.4%	11.7%

- **Council tenants**

For council tenants 101 indicators are worse than the Bristol average. Headlines:
  ➢ much more likely to access food banks (11.5%), over 6 times city average, and to experience food insecurity (17.3%), over 4 times city average
  ➢ 1 in 5 report they "find it difficult to manage financially", three times city average
  ➢ Only 80.9% have access to the internet at home, compared to 95.9% city-wide

Council tenants – significantly worse indicators	Group average	Bristol average	Gap
% households that used a 'food bank' during the last 12 months	11.5%	1.8%	9.7%
% households which have experienced moderate to severe food insecurity	17.3%	4.2%	13.1%
% who find it difficult to manage financially	20.4%	6.8%	13.6%
% who have access to the internet at home	80.9%	95.9%	15.0%
% who lack the skills or confidence to use the internet	12.6%	4.5%	8.1%
% households where someone smokes regularly within the home	16.3%	3.8%	12.5%
% obese	42.4%	17.1%	25.3%
% whose main meal includes salad or vegetables most days	50.8%	80.4%	29.6%
% below average mental wellbeing	42.0%	19.7%	22.3%
% who feel lonely because they don't see friends and family enough	20.0%	5.4%	14.6%
% who never participate in cultural activities	62.7%	21.6%	41.1%
% whose fear of crime prevents them from leaving their home when they want to	21.1%	7.2%	13.9%
% who feel safe outdoors during the day	70.9%	89.9%	19.0%
% satisfied overall with their current accommodation	59.5%	86.9%	27.4%

Actions to improve quality of life in Bristol for Selected Demographic Groups

In section 4, the results of the categorisation of the open text question were presented.

The total counts, by sub-category, are shown in the chart below:
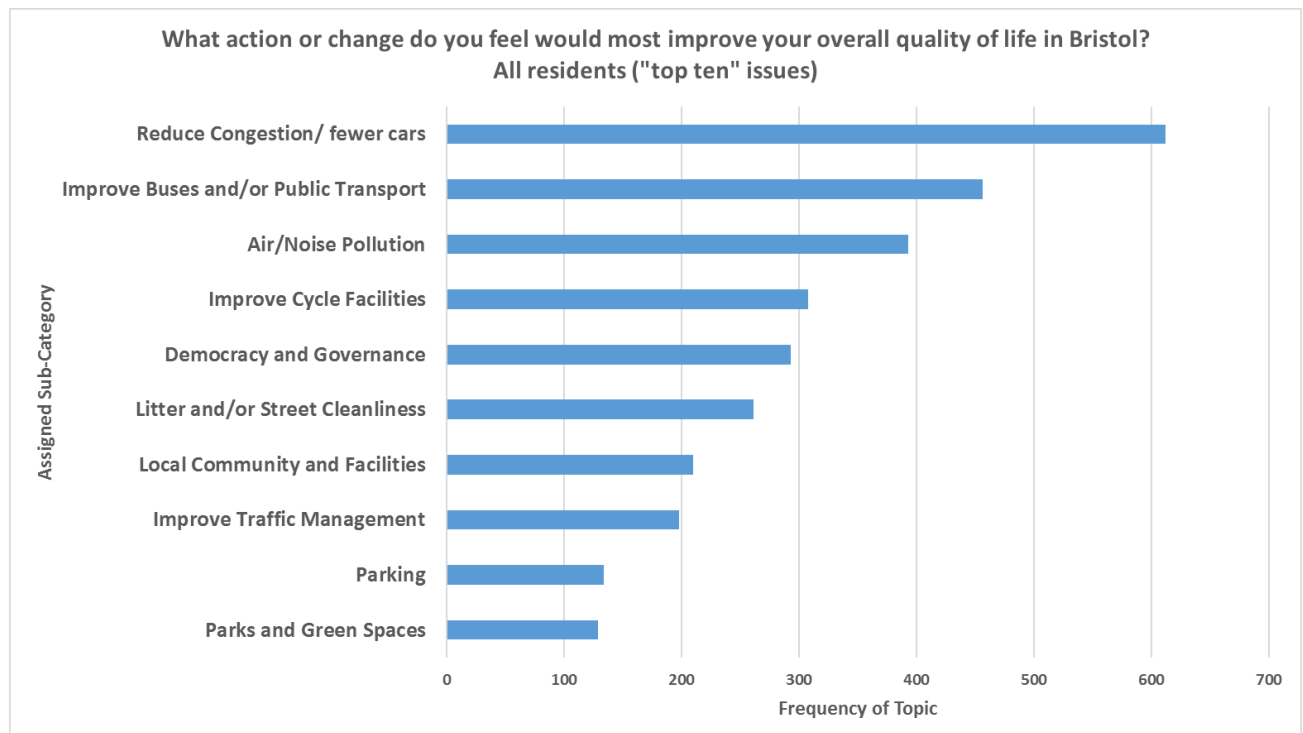
The respondents' free text results were explored further to discover whether issues for each of the demographic groups differed from the majority of the city. The concerns of some groups which appear to diverge markedly from overall citywide results are shown, although as the numbers of responses are inevitably smaller than for the city as a whole, some care must be taken in drawing conclusions.
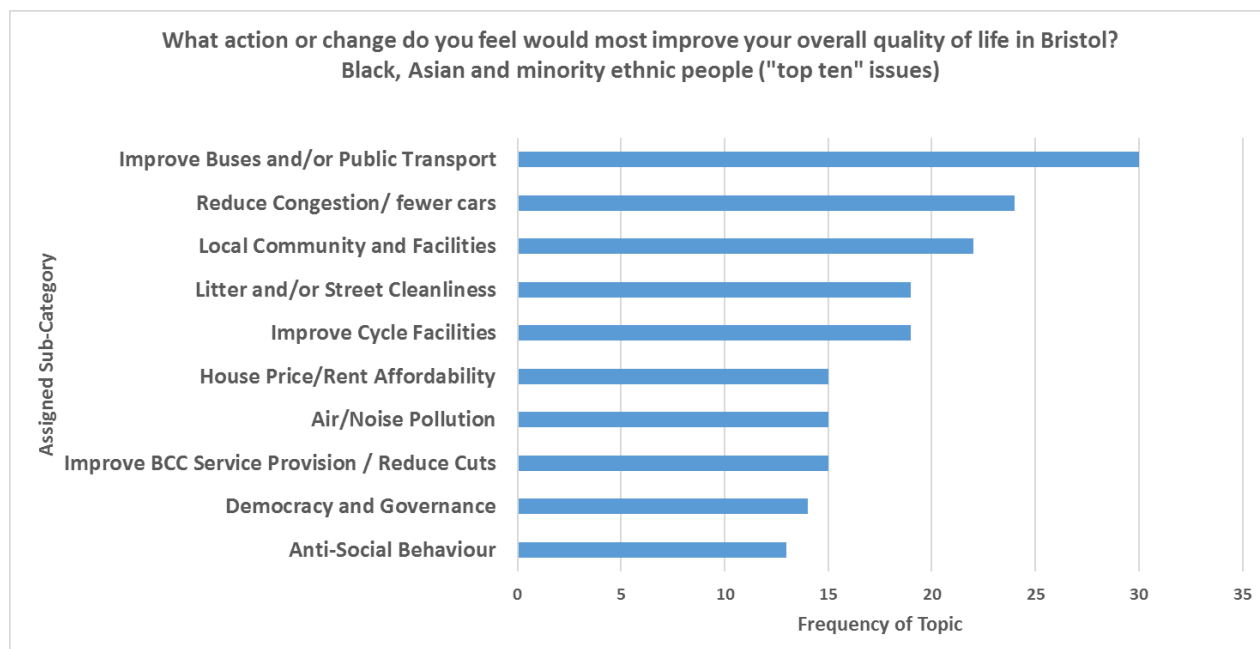
- **10% Most Deprived Areas**

The top issue in the 10% most deprived areas is improving or reducing cuts to BCC service provision. Another prominent concern is drug and/or alcohol abuse, which is also one of the headline issues noted in the preceding section.
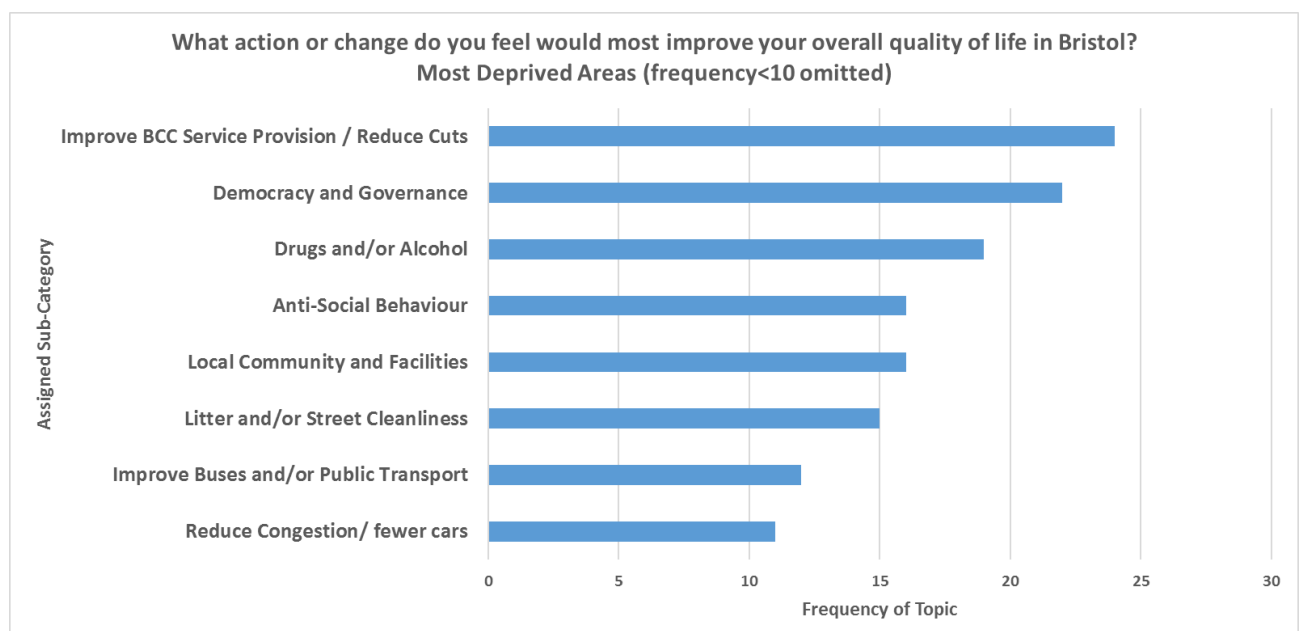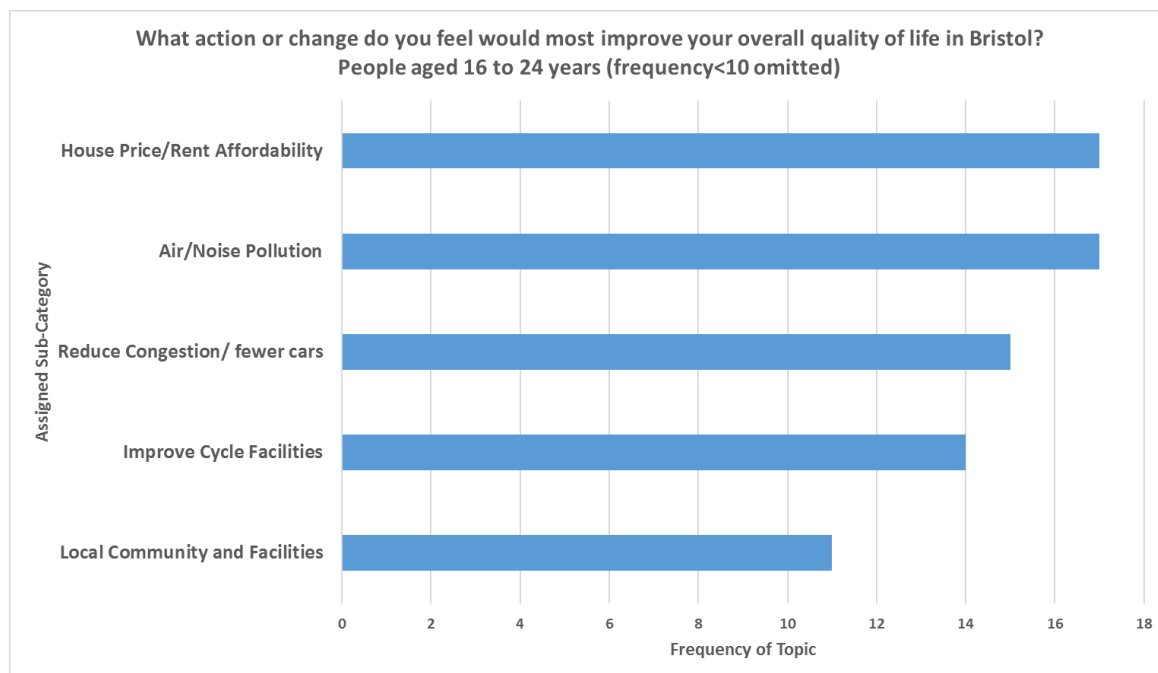
- **Black, Asian and Minority Ethnic people**

Local community and facilities is one of the top 3 issues for Black, Asian and Minority Ethnic people, and concerns over the cost of renting / house prices is higher up the list than on the citywide results, but otherwise results are broadly similar.

What action or change do you feel would most improve your overall quality of life in Bristol?
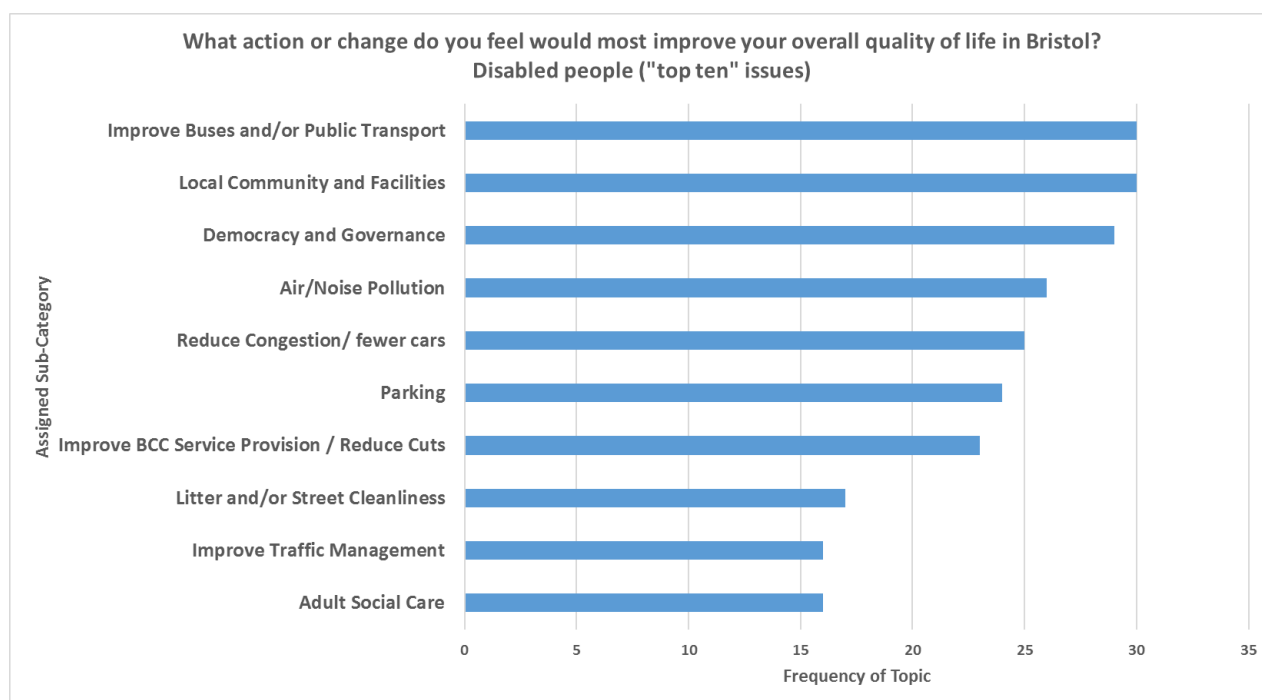**Black, Asian and minority ethnic people ("top ten" issues)**

- **Young People (aged 16 to 24 years)**

The cost of renting and house prices and air / noise pollution are the joint top issues of concern for young people.

What action or change do you feel would most improve your overall quality of life in Bristol?
People aged 16 to 24 years (frequency<10 omitted)
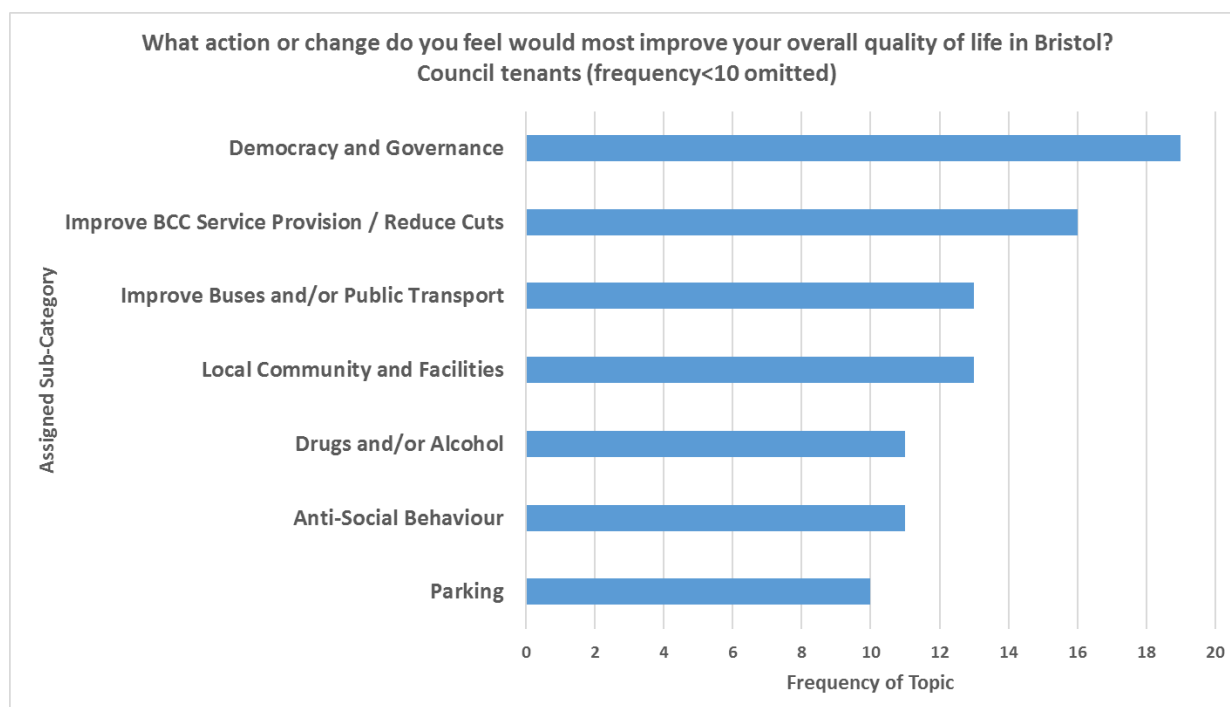

- **Disabled people**

Local community and facilities (with improving buses and public transport) is the joint top issue for disabled people. Parking is also a major concern.

What action or change do you feel would most improve your overall quality of life in Bristol?
Disabled people ("top ten" issues)

Improve Buses and/or Public Transport
Local Community and Facilities
Democracy and Governance
Air/Noise Pollution
Reduce Congestion/ fewer cars
Parking
Improve BCC Service Provision / Reduce Cuts
Litter and/or Street Cleanliness
Improve Traffic Management
Adult Social Care

Assigned Sub-Category

Frequency of Topic

- **Council tenants and Private-rented tenants**

The most pressing issues for people living in Council rented accommodation are very different to those across the city, though are similar to issues reported by people living in the 10% most deprived areas (as there is a certain amount of cross-over).

The top issues for Council tenants are concerns around how the Council operates, the need to improve BCC service provision (or reduce cuts to services), plus improve buses and local community facilities. Also drug and/or alcohol abuse concerns.

What action or change do you feel would most improve your overall quality of life in Bristol?
Council tenants (frequency<10 omitted)

Democracy and Governance
Improve BCC Service Provision / Reduce Cuts
Improve Buses and/or Public Transport
Local Community and Facilities
Drugs and/or Alcohol
Anti-Social Behaviour
Parking

Assigned Sub-Category

Frequency of Topic

For private-renting tenants, the cost of renting and house prices is the biggest concern. Otherwise, the concerns are broadly similar to those highlighted across the city.