Bristol Quality of Life survey 2019/20

Bristol's Quality of Life Survey 2019

Final Report

June 2020

Bristol City Council

Insight, Performance and Intelligence

1. Background and Methodology

The Quality of Life survey (QoL) is an extensive annual resident's survey for Bristol, and provides key indicators including measures of inequality.

Results from the annual QoL survey are used to identify issues and to inform decisions about priorities and service provision. It is a core source of performance metrics for the Bristol City Council (BCC) Business Plan as well as the One City Plan, Joint Strategic Needs Assessment and other BCC intelligence and statistics products.

The Bristol Quality of Life survey is a robust randomised sample of the population. In 2019 the survey was mailed to 33,000 Bristol households chosen at random, including a follow up mailing with a paper survey option, and a targeted third phase to boost numbers from low responding groups. There were approx. 4,500 responses (with 4,100 final "usable" responses with all required data) – this is up from 3,500 "usable" responses in 2018. As usual, the survey was open during two months (Sept – Oct) to residents aged 16 and over in the randomly selected households.

The 2019 survey consisted of over 70 questions that produce around 200 indicators, on topics such as health, lifestyles, community, local services and living in Bristol. The size of the survey enables us to provide results by local area and equalities groups, identifying relevant issues to inform decisions about priorities and service provision.

2. Results of the Quality of Life survey 2019/20

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

Quality of Life 2019/20 results

Headline results for each indicator are given for Bristol overall, and for people living in the 10% most deprived areas of the city, highlighting issues of inequality. The data dashboard lists all 200 indicators, by theme, and also shows results for all 34 Bristol wards, for equality groups and the 10 deciles of deprivation (for a small number of indicators, responses are too low to break down by ward or equality group).

In addition, the dashboard provides an option to download the data (which now includes anonymised individual responses), along with the QoL 2019 questions and how the indicators are calculated.

This report mainly looks at the **50 Priority Indicators**, highlighting headline issues across key Themes. The first two pages of data results consist of:

- **City-wide Summary** - looks at the results for Bristol overall from the 2019 survey, and if these have changed compared to last year and since 2017.
- **Deprivation Summary** – records the sentiment of people who live in the 10% most deprived areas of the city, and whether these results differ from the city average, and from the previous year.

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 3,700 open text responses on the **actions people want to see** to improve quality of life in Bristol, and how these compare to previous years.

Finally, the **"Equalities groups and Ward summary" appendix** lists equality group results for the Priority Indicators by Theme (and new indicators introduced in 2019). These tables show which groups are statistically significantly better or worse than the Bristol average, plus all Wards significantly worse than average are also noted.

Quality of Life 2019/20 Priority indicators: City-wide Summary

a) * = a new indicator in the 2019 survey (or change to existing question)
b) **Blue text** denotes BCC Corporate Business Plan 2019-20 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 2017 or 2018 surveys.

KEY

↑ Increased %	Statistically Significantly Worse
● No change	Worse
↓ Decreased %	Better
	Statistically Significantly Better

Community and Living	2017	2018	2019	3 year trend	Change last year
% satisfied with their local area	76%	77%	79%	↑	+2
% who feel they belong to their neighbourhood	60%	59%	62%	↑	+3
% who agree people from different backgrounds get on well together in their neighbourhood	67%	68%	71%	↑	+3
% who volunteer or help out in their community at least 3 times a year	58%	43%	48%	↓	+5
% who lack information to get involved in the community	28%	29%	28%	●	-1
% who've noticed "gentrification" taking place who think it has had a negative impact		28%	21%		-7
% who find it difficult to manage financially	12%	11%	9%	↓	-2
% who have access to the internet at home		95%	95%		0
% comfortable using digital services*			82%		
Health and Wellbeing					
% satisfied with life	69%	68%	75%	↑	+7
% in good health	84%	84%	88%	↑	+4
% who report below average Mental Wellbeing	18%	20%	15%	↓	-5
% who see friends and family as much as they want to	80%	80%	82%	↑	+2
% who do enough regular exercise each week*			71%		
% who play sport at least once a week	45%	44%	46%	↑	+2
% households with a smoker	22%	19%	17%	↓	-2
% people at higher risk of alcohol related health problems*			16%		
% households which have experienced moderate or worse food insecurity		7%	5%		-2
Crime and Safety					
% whose fear of crime affects their day-to-day lives	10%	18%	16%	↑	-2
% who feel police & public services successfully tackle crime and anti-social behaviour locally	32%	25%	28%	↓	+3
% who think domestic abuse is a private matter	5%	7%	7%	↑	0
Education and Skills					
% who need to develop at least one of their skills	38%	35%	30%	↓	-5
% who know where to get information, advice and guidance about employment and training	71%	63%	61%	↓	-2
% satisfied with adult learning opportunities	32%	32%	32%	●	0
Sustainability and Environment					
% satisfied with the quality of parks and green spaces	71%	68%	72%	↑	+4
% who visit a park or green space at least once a week	56%	50%	53%	↓	+3
% who think street litter is a problem locally	80%	82%	81%	↑	-1
% satisfied with the recycling service	70%	66%	68%	↓	+2
% satisfied with the general household waste service	69%	67%	71%	↑	+4
% concerned about climate change	82%	86%	88%	↑	+2
% who have reduced their household waste due to climate change concerns	58%	65%	69%	↑	+4
% who have reduced energy use at home due to climate change concerns	53%	54%	57%	↑	+3
% who have reduced flying for holidays due to climate change concerns*			25%		
Culture and Leisure					
% satisfied with the range and quality of outdoor events	77%	77%	74%	↓	-3
% who participate in cultural activities at least once a month	50%	46%	43%	↓	-3
% satisfied with libraries	52%	51%	54%	↑	+3
% satisfied with leisure facilities/services	44%	44%	46%	↑	+2
% satisfied with activities for children/young people	38%	35%	37%	↓	+2
Transport					
% who think traffic congestion is a problem locally	74%	80%	77%	↑	-3
% who think air quality and traffic pollution is a problem locally	72%	77%	77%	↑	0
% who ride a bicycle at least once a week	28%	26%	28%	●	+2
% satisfied with the local bus service	40%	43%	48%	↑	+5
Housing					
% satisfied overall with their current accommodation	83%	84%	88%	↑	+4
% satisfied with the state of repair of their home	74%	78%	81%	↑	+3
% satisfied with the cost of their rent or mortgage payments	56%	57%	59%	↑	+2
Council and Democracy					
% satisfied with the way the Council runs things	27%	35%	43%	↑	+8
% who feel Bristol City Council provides value for money	32%	24%	28%	↓	+4
% who feel an elected mayor is improving the leadership of the city	35%	24%	23%	↓	-1
% who agree they can influence decisions that affect their local area	25%	18%	18%	↓	0
% who agree they can influence decisions that affect the public services they use	18%	14%	15%	↓	+1

Quality of Life 2019/20 Priority indicators: Deprivation Summary

a) * = a new indicator in the 2019 survey (or change to existing question)
b) "2019 Deprived" shows results from households in the 10% most deprived areas *within* Bristol, based on the 2019 Index of Multiple Deprivation. 2018 used 2015 IMD.
c) "2019 Gap" is the difference between the "10% Most Deprived" and 2019 city average.
d) **Blue text** denotes BCC Corporate Business Plan 2019-20 performance indicators
Green text denotes other PIs (on BCC Performance Management system)

KEY

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

Community and Living	2018 Deprived	2019 Citywide	2019 Deprived	2019 Gap	Change in Deprived
% satisfied with their local area	46%	79%	**50%**	-29	+4
% who feel they belong to their neighbourhood	42%	62%	**44%**	-18	+2
% who agree people from different backgrounds get on well together in their neighbourhood	54%	71%	**55%**	-16	+1
% who volunteer or help out in their community at least 3 times a year	41%	48%	**41%**	-7	0
% who lack information to get involved in the community	33%	28%	**29%**	+1	-4
% who've noticed "gentrification" taking place who think it has had a negative impact	39%	21%	**20%**	-1	-19
% who find it difficult to manage financially	19%	9%	**20%**	+11	+1
% who have access to the internet at home	91%	95%	**89%**	-6	-2
% comfortable using digital services*		82%	**72%**	-10	
Health and Wellbeing					
% satisfied with life	54%	75%	**58%**	-17	+4
% in good health	77%	88%	**74%**	-14	-3
% who report below average Mental Wellbeing	28%	15%	**21%**	+6	-7
% who see friends and family as much as they want to	74%	82%	**75%**	-7	+1
% who do enough regular exercise each week*		71%	**55%**	-16	
% who play sport at least once a week	36%	46%	**33%**	-13	-3
% households with a smoker	30%	17%	**26%**	+9	-4
% people at higher risk of alcohol related health problems*		16%	**16%**	0	
% households which have experienced moderate or worse food insecurity	17%	5%	**12%**	+7	-5
Crime and Safety					
% whose fear of crime affects their day-to-day lives	33%	16%	**35%**	+19	+2
% who feel police & public services successfully tackle crime and anti-social behaviour locally	20%	28%	**22%**	-6	+2
% who think domestic abuse is a private matter	14%	7%	**15%**	+8	+1
Education and Skills					
% who need to develop at least one of their skills	39%	30%	**39%**	+9	0
% who know where to get information, advice and guidance about employment and training	60%	61%	**57%**	-4	-3
% satisfied with adult learning opportunities	31%	32%	**28%**	-4	-3
Sustainability and Environment					
% satisfied with the quality of parks and green spaces	47%	72%	**53%**	-19	+6
% who visit a park or green space at least once a week	41%	53%	**40%**	-13	-1
% who think street litter is a problem locally	94%	81%	**93%**	+12	-1
% satisfied with the recycling service	56%	68%	**59%**	-9	+3
% satisfied with the general household waste service	61%	71%	**62%**	-9	+1
% concerned about climate change	80%	88%	**81%**	-7	+1
% who have reduced their household waste due to climate change concerns	61%	69%	**62%**	-7	+1
% who have reduced energy use at home due to climate change concerns	52%	57%	**51%**	-6	-1
% who have reduced flying for holidays due to climate change concerns*		25%	**21%**	-4	
Culture and Leisure					
% satisfied with the range and quality of outdoor events	66%	74%	**67%**	-7	+1
% who participate in cultural activities at least once a month	35%	43%	**32%**	-11	-3
% satisfied with libraries	43%	54%	**39%**	-15	-4
% satisfied with leisure facilities/services	38%	46%	**42%**	-4	+4
% satisfied with activities for children/young people	24%	37%	**26%**	-11	+2
Transport					
% who think traffic congestion is a problem locally	69%	77%	**64%**	-13	-5
% who think air quality and traffic pollution is a problem locally	74%	77%	**67%**	-10	-7
% who ride a bicycle at least once a week	20%	28%	**19%**	-9	-1
% satisfied with the local bus service	40%	48%	**42%**	-6	+2
Housing					
% satisfied overall with their current accommodation	76%	88%	**80%**	-8	+4
% satisfied with the state of repair of their home	69%	81%	**72%**	-9	+3
% satisfied with the cost of their rent or mortgage payments	60%	59%	**51%**	-8	-9
Council and Democracy					
% satisfied with the way the Council runs things	26%	43%	**31%**	-12	+5
% who feel Bristol City Council provides value for money	21%	28%	**22%**	-6	+1
% who feel an elected mayor is improving the leadership of the city	20%	23%	**17%**	-6	-3
% who agree they can influence decisions that affect their local area	17%	18%	**16%**	-2	-1
% who agree they can influence decisions that affect the public services they use	15%	15%	**14%**	-1	-1

3. Key Findings 2019/20

This focuses on the 50 Priority Indicators, plus new indicators. Further details are in the data dashboard and appendix, which highlights data for equality groups and wards.

Overall, the 2019/20 survey results reflect a more positive picture than the year before. 36 of the 50 headline Priority Indicators have improved on the 2018/19 results, and half improved by a statistically significant amount. Only 4 indicators show a worsening picture over the last year.

Results are also compared to the 2017 figures, as the 2018 results had been particularly low, largely mirroring the national picture at that time. Even over the longer period, almost half (22 of 50) have improved, though 17 indicators are still below their 2017 results. Several don't have comparisons over this time period.

Inequality and deprivation, which are strategic priorities for the council, continue to affect people's satisfaction in almost every element measured by the survey. Nearly all themes show that experiences in our most deprived communities are worse than those expressed by the average Bristol resident. However, over half the indicators here do show results for the 10% most deprived areas have started to improve on those seen the previous year.

- **Community and Living**

Almost 4 out of 5 people (79%) are satisfied with their local area in Bristol, a slight rise year on year. However this drops to 50% in the most deprived communities; this is 29 percentage points (p.p.) below the city average, although higher than in 2018. Overall, 62% feel they belong to their neighbourhood, significantly higher than last year, but attachment to their local area is significantly lower in the most deprived areas (44%).

Almost three-quarters of people (71%) feel "people from different backgrounds get on well together" in their neighbourhood, significantly more than last year, although the proportion who agree in the most deprived areas is significantly lower, at 55%. Almost half of people (48%) regularly volunteer or help out in their community, a rise in the last year but a fall over recent years [Note – there has been a change in methodology used to calculate this indicator; the previous years' data has been re-done in line with this].

A relatively new question on whether people noticed their local area changing due to impacts of "gentrification" and what they felt about this, indicates the % who feel the changes are negative has reduced to 21%, and in the most deprived areas this has fallen significantly from 39% being concerned to 20%.

Data on access to the internet at home shows this is consistently high at 95%, but is significantly lower in the most deprived communities (89%).

Additional (new) indicators to note are that 82% of people are comfortable using digital services, and 42% are comfortable using smart technologies, though both are significantly lower for some groups; older people (65+) are lowest for both (48% and 15% respectively). People being "comfortable using digital services" is also lower, by 10% points, in the most deprived areas, at 72%.

- **Health and Wellbeing**

Overall these indicators show a positive improvement on both the previous 2 years.

3 out of 4 (75%) people are satisfied with life, significantly higher than recent years (though still significantly lower, 58%, in the most deprived areas), and 88% now report being in good health (74% in the most deprived areas). Only 15% of people report below average mental wellbeing (via an internationally accredited scale), significantly better than previous years, though is higher in the most deprived areas (21%).

71% of residents take enough regular exercise (using a new question in line with Public Health England), which drops to 55% in deprived areas. The proportion who participate in sport weekly is broadly consistent at 46% (33% in deprived areas).

The proportion of people living in a house where someone smokes continues to fall (now 17%); whilst higher (26%) in the most deprived areas, this figure is also falling.

An updated question on alcohol consumption indicates 16% are "at higher risk of alcohol-related health problems", the same in deprived areas as city-wide. However, whilst only 5% of Bristol households have experienced "moderate or worse food insecurity", this rises to 12% in the most deprived areas.

An additional indicator to note is that almost half (45%) of Bristol residents are overweight or obese (BMI calculated from details provided) but over two-thirds in some wards (73% in Hartcliffe & Withywood).

- **Crime and Safety**

The Crime indicators are generally better than last year, but worse than in 2017.

16% of people feel "fear of crime affects their day-to-day life" city-wide in 2019, but this is significantly higher (35%) in the most deprived areas. 28% of people feel police and public services are "successfully dealing with issues of crime & anti-social behaviour", a significant rise on last year. No change to the percentage of people who think "Domestic abuse is a private matter" (7%), and still double in deprived areas (15%).

- **Education and Skills**

30% of people report needing to develop some aspect of their skills, and of these only 61% know where to access relevant support, a year on year fall. The proportion satisfied with adult learning opportunities is very consistent citywide (32%), though slightly lower in deprived areas (28%).

- **Sustainability and Environment**

The % of people concerned about the impact of climate change continues to rise (now 88%). Increased concern prompted significantly more residents to reduce their household waste (69%) and reduce their energy use (57%). Additional (new) questions added in 2019 show that 1 in 4 people (25%) have reduced flying for holidays due to climate change concerns, 35% have changed the way they travel around Bristol, and 55% have changed what they buy.

Over half the city (53%) visit parks or green spaces at least once a week, though significantly less in the most deprived areas (40%). Satisfaction with the quality of Bristol parks (72%) rose significantly, and also rose in deprived areas (53%), though remains significantly lower in those areas.

The proportion of residents who think street litter is a problem has remained high over recent years, being 81% citywide and 93% in deprived areas, though satisfaction with the household waste and recycling services has started to rise.

- **Culture and Leisure**

The proportion of people satisfied with outdoor events in Bristol (74%), and who take part in cultural activities at least once a month (43%) have both fallen, and for cultural activities has also fallen in deprived areas (32%).

However, satisfaction with libraries (54%), with leisure service (46%) and with activities for children/young people (37%) has been rising citywide; satisfaction with libraries has fallen in the most deprived areas (39%), but has started to improve for the other two.

- **Transport**

77% report traffic congestion as a problem locally, the same proportion as are concerned about "air quality and traffic pollution locally". Both issues are significantly less of a problem in the most deprived areas (64% and 67% respectively), and the proportion reporting these as concerns are reducing in those areas.

Satisfaction with the local bus service has risen significantly in recent years (now 48%), and risen in deprived areas (42%).

- **Housing**

Overall the Housing indicators have all shown a year on year increase in recent years.

88% are satisfied with their current accommodation, and also rising in the most deprived areas (80%). Satisfaction with state of repair of homes rose to 81% (72% in the most deprived areas) and satisfaction with cost of rent or mortgage rose slightly to 59% (though fell to 51% in the most deprived areas).

- **Council and Democracy**

Overall satisfaction with "the way the Council runs things" rose significantly by 8% points for the second year in a row (to 43%); whilst it remains significantly lower in the most deprived areas (31%) satisfaction also rose there as well. For reference, 30% of people were dissatisfied with the Council, and 27% had no opinion on this.

Perception of whether the Council provide Value for Money rose in the last year (28%) (whilst 37% feel the Council does not), and perception of whether having an elected Mayor is improving leadership of the city remains broadly similar, now 23%.

The percentage who feel they can influence decisions that affect their local area (18%) or affect their public services (15%) were largely unchanged, both citywide and in the most deprived areas.

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 3,700 responses were given and, as many raised multiple issues, almost 5,900 points were made overall.

The responses highlight that, as last year, traffic-related issues such as improvements to **public transport, congestion levels, cycle & pedestrian facilities** and **parking** remain top priorities for the citizens of Bristol. Overall there were 2,400 **Transport** points made, with the top 2 issue categories of "Improve public transport" and "reduce congestion" retaining these positions for the last 3 years, and by a significant margin.

However, a change from 2018 is the increased concern over **issues affecting the environment**, with 710 points made overall. This was the second biggest area of concern, compared to being sixth last year. The key issue raised was **air pollution**, plus also concerns in the categories **parks & green spaces** and **climate change**.

The full **"top 10" issues** raised are listed in the following table, including numbers of individual comments that raised them, and rankings for the last 3 years. This is followed by summaries of the main improvements requested by residents in each category.

[Note - The only new issue in the "top 10" list of actions was Affordability of public transport, replacing Traffic Management that dropped from 7th in 2018 to 13th]

Category 2019	Sub-Category 2019	Issues Raised	2019 Ranking	2018 Ranking	2017 Ranking
Transport	Improve buses and/or public transport	694	1	1	1
Transport	Reduce congestion / fewer cars	647	2	2	2
Environment	Air / noise pollution	437	3	3	3
Waste & Street Cleanliness	Litter and/or street maintenance	294	4	4	4
Transport	Improve cycle / pedestrian facilities	207	5	9	6
Transport	Affordability of public transport	206	6	12	8
Transport	Parking	179	7	10	5
Council Services	Democracy and Governance	169	8	5	10
Housing	Social Housing access & availability	131	9	6	17
Crime and Safety	Police visibility & performance	114	10	8	21

Transport

Improve Buses and/or Public Transport

Public transport is seen as one solution to concerns over air quality and environmental issues. One way it is seen as contributing is through reducing the need for private car usage; a number of car drivers commented they would be prepared to make that switch.

What hinders this is perceived issues of reliability and level of service. Traffic congestion plays a part in complaints that the bus doesn't turn up or arrives late. However, there were also a number of comments related to bus services not being frequent enough, and so sometime buses being too full, and some on routes that have stopped or where new ones are desired. There is a feeling that less central parts of the city are not served with routes other than to the centre (& back out again).

A 'joined-up' or integrated service was also noted for bus, tram, underground and/or train services. Calls for increased train services and re-opening stations and branch lines.

Reduce Congestion / fewer cars

This year received an increase in comments about the level of traffic congestion within the city, especially the city centre. Whilst journey times remain a frustration, there is also increased concern of the environmental impact (i.e. air pollution, climate change).

A relatively small number suggest improved traffic management measures (e.g. better road network, one-way systems, removing traffic lights) as a way to reduce congestion. The majority of solutions are aimed at reducing environmental impacts (e.g. clean air zones, congestion charging, sustainable transport, cycling, car sharing) as much as congestion.

Improve Cycle/Pedestrian Facilities

The two main concerns for cyclists are better cycle paths and/or safety. People note paths that suddenly end at busy sections of road or a desire to be separated from traffic; comments about educating drivers and clearer cycle lane signage; concerns of pedestrians and cyclists having to share areas and need for separation. Most pedestrian-related comments talked about having traffic-free zones, especially in Central Bristol.

Affordability of Public Transport

"Expensive", "astronomical" and "ridiculous" are some of the adjectives used to describe the cost of public transport in Bristol, and a perception that driving is cheaper. Some go further with calls for free travel, free bus passes (i.e. those aged 60+) or subsidised fares. There was a general consensus that, alongside cheaper fares, improvement in frequency, reliability and routes is needed before public transport can entice people away from private vehicles and improve traffic congestion.

Parking

Parking can be an emotive issue, especially in residential areas. People complain of not being able to park in their street when they get home, sometimes compounded if they live near a school, hospital or football stadium. Inconsiderate parking (i.e. on pavements, across paths, near corners) attracted comments from drivers, pedestrians and cyclists, including concerns for those more vulnerable (e.g. pushchairs, elderly and wheelchair users). Solutions included more parking provision, parking restrictions and/or residents parking schemes providing they don't push the problem elsewhere.

Commercial car parking received more comments than last year; many feeling that it should either be free (e.g. weekends, first 30 minutes) or reduced as it is too expensive. Where mentioned this included Central Bristol and open spaces such as Blaise Castle.

Environment

Air / Noise Pollution

Road traffic and increasing congestion are seen as a primary cause for pollution within the city. Public transport is proposed as a solution but often on the proviso that it becomes cleaner (e.g. electric, bio-gas). Some identify the need to ban or restrict diesel vehicles from areas such as the city centre.

A small number suggest traffic management as a way to help reduce air pollution – e.g. remove 20mph limits and/or have fewer traffic lights. In contrast others seek to reduce / ban traffic (e.g. congestion charging, pedestrianised zones).

Waste and Street Cleanliness

Litter and/or Street Maintenance

People are not only concerned about the cleanliness of their local area or the centre, but with Bristol as a whole. Adjectives such as "dirty", "messy" and "filthy" were used. At the heart of this is litter but also the general street-scene in terms of weeds, overgrown hedges, uncut grass, and blocked drains. Fly tipping and graffiti adds to the problem.

Litter is often cited as due to poor attitude and lack of respect. Education, enforcement and fines are seen as solutions, together with more street bins, particularly outside fast food outlets. Concerns were expressed over the collection of waste and recycling, including litter left in the street after a collection, or bags torn open by foxes. More on-street recycling bins were mentioned as a solution to increase recycling and reduce littering.

Council Services

Democracy and Governance

There were concerns raised about maintaining essential services, spending wisely, reductions in services and rising council tax rates.

Some projects were judged more critically with comments around wasting time and money. Moving the Arena from central Bristol to Filton was an example, plus planning underground transport, the new Temple Meads layout and a perceived disjunction between airport expansion and declaring a climate emergency.

Dissatisfied comments were directed equally at the mayoral role and the wider council. Councillors faced less scrutiny but there were a few general comments about the need to represent the view of the Bristol people and not make decisions for personal gain.

Housing

Social Housing Access and Availability

There were comments on the need for more social housing in general. Rough sleepers and/or begging in Bristol were mentioned by a lot of people. Most were concerned that homelessness continues to be an issue and want to see more support provided, although there were few suggestions provided other than the need for accommodation. Less empathy was expressed in regard to those living in camper vans in some parts of Bristol.

Crime and safety

Police visibility and performance

Most of those commenting would like to see more police on the street, both as a deterrent to crime and to provide a feeling of safety, particularly at night. People's daily lives are most affected by petty crime (e.g. drugs, anti-social behaviour, bike theft, vandalism). However, confidence is low that reporting these crimes will lead to action from the Police and/or suitable sentencing.

5. Living in Bristol

Finally, people were asked: "In a couple of words, what one thing do you most enjoy about living in Bristol". Out of the 3,700 responses given, the top 5 "Bristol things" that people highlighted (with times raised) are below, with the top 30 as a word cloud:

- **Diversity** (463)
- **Culture** (438)
- **Green** (361)
- **Friendly** (220)
- **Community** (189)

Some illustrative examples of what people said include:

- A beautiful green vibrant city with many cultural and social events
- Attractive scenery, variety, local airport and M4/M5 connectivity
- Bristol has a sense of being both urban and rural at once. There is always something going on, festival, show, concert, restaurants, other
- Green spaces, rich multi-ethnic culture, young and dynamic and diverse population
- Quantity and accessibility of cultural activities, friendliness of people, and the easily accessible countryside.

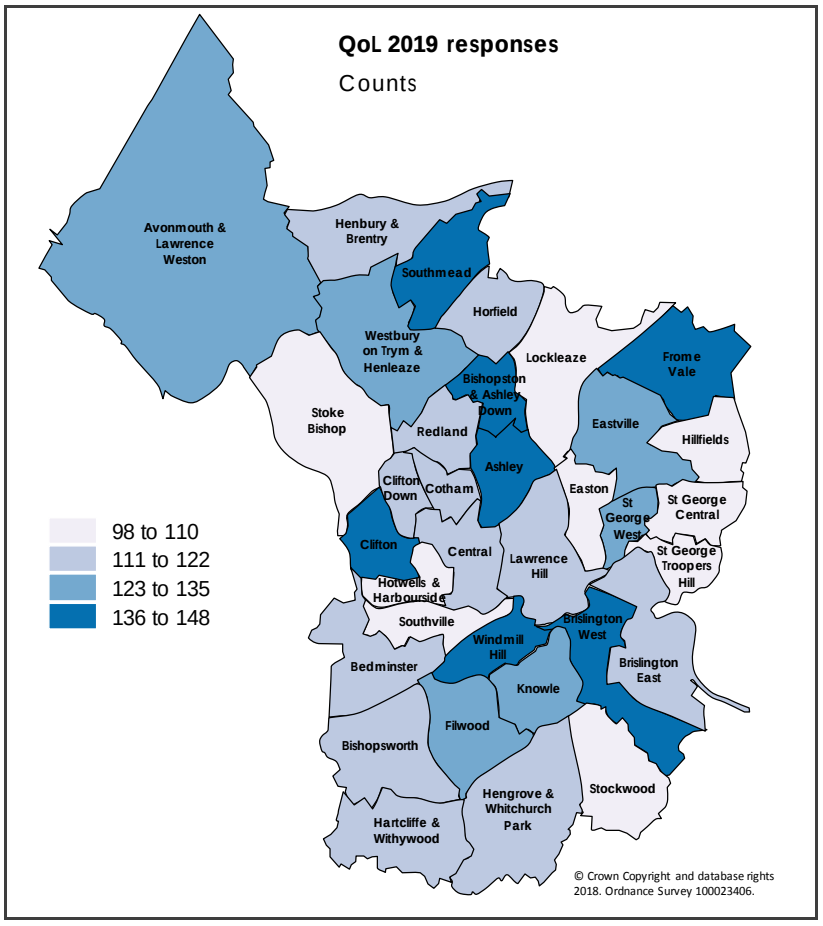
6. Respondents

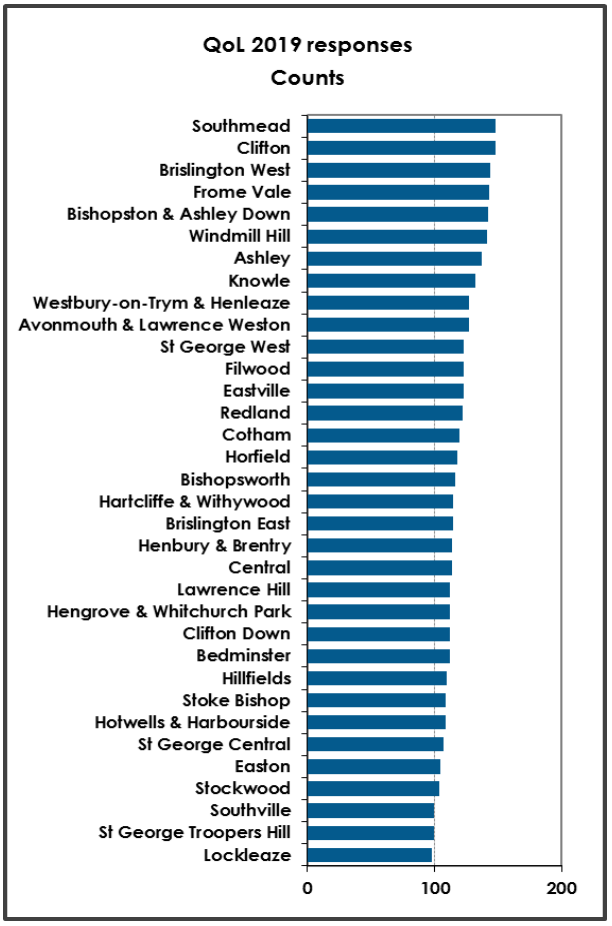
In 2019 (and to a lesser extent in 2018) there was additional boosting of the sample in historically under-represented areas in the first random-sample phase, and a targeted third phase to boost numbers from low responding wards and equality groups.

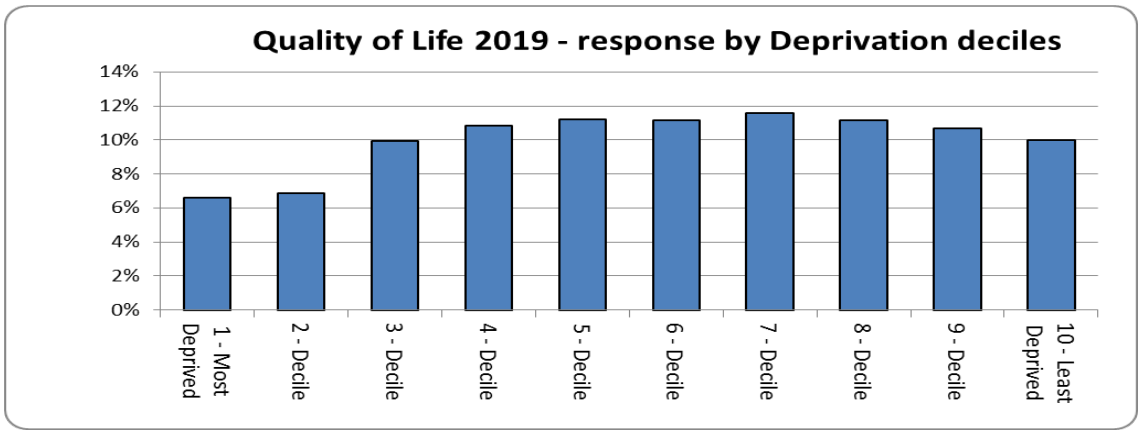
Ward responses are the primary building blocks for QoL results. In 2019 almost all wards achieved the target of 100 responses. The range in response by ward was from 98 in Lockleaze, to 148 in Clifton and in Southmead. This represents a relatively even distribution of responses across the city, including from areas with historically low response rates. This is the result of the additional resources put in to boost the sample this year, which can only assist the representativeness of the sample.

See ward map and chart below for details, plus a chart showing responses by the deciles of deprivation. The 20% most deprived areas are under-represented.

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

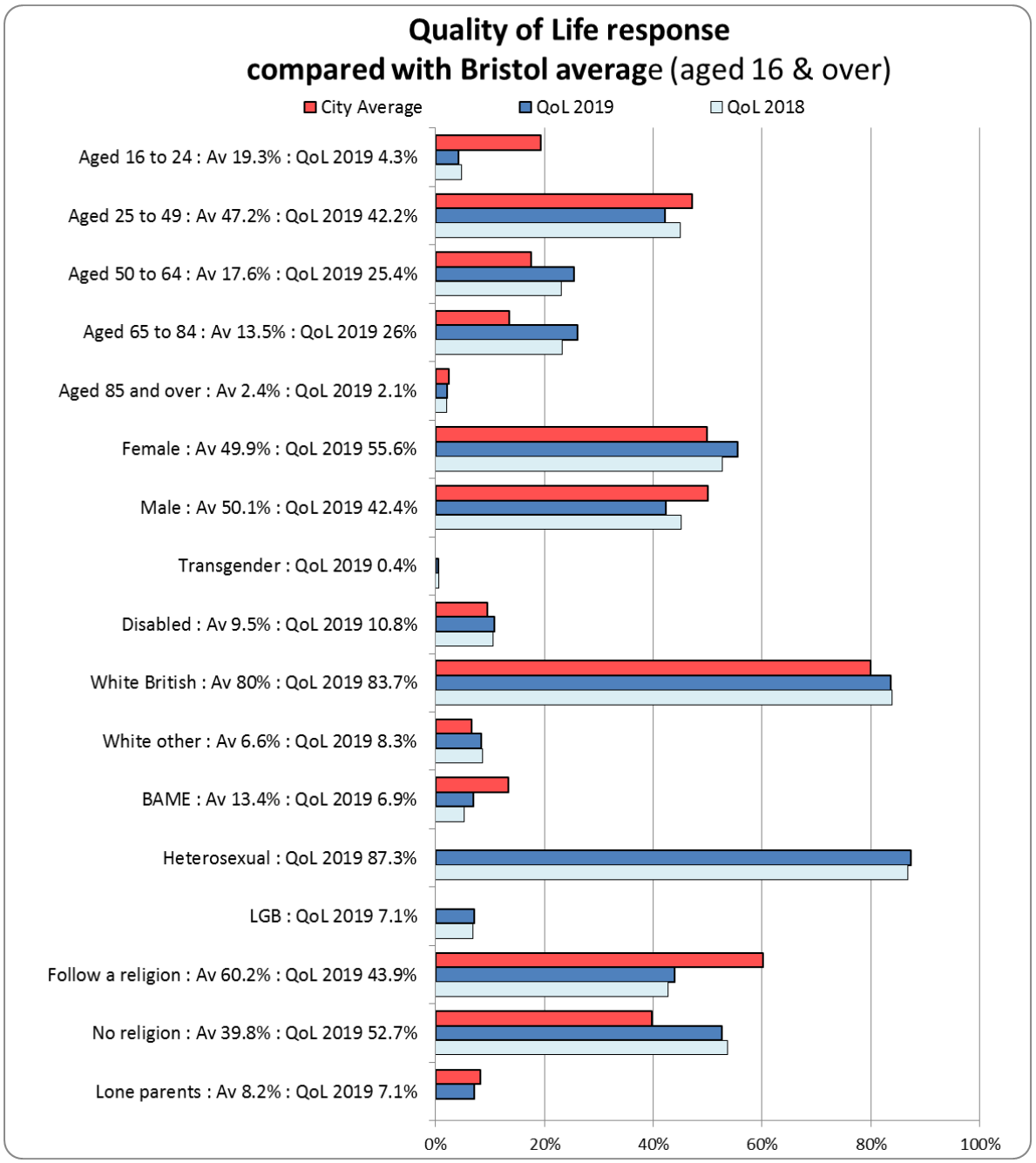






Final responses from Black, Asian and Minority Ethnic (BAME) groups represented 6.7% of total respondents in the 2019 survey; this is an improvement on the 5.3% in 2018, though still well below the city average (13.4% of residents over 16 are BAME). The group most under-represented is still young people (under 25), though this is partly as QoL excludes identifiable student accommodation.

The following chart shows respondents to the Quality of Life survey by equality groups, and compares to the Bristol population and to QoL responses the previous year.



7. Further Information and contact details

The full range of Quality of Life 2019/20 indicators, including Ward data and by Equality groups and Deprivation deciles, are published in the data dashboard: Quality of Life 2019/20 results.

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

Appendix: Equalities groups and Ward summary

Introduction

This document is a supplement to the Quality of Life 2019/20 report (www.bristol.gov.uk/qualityoflife).

Results for equalities groups for the 50 “Priority Indicators” from the 2019 survey are presented in nine tables (one table for each "theme"), plus 13 extra new indicators introduced in 2019. As can be inferred by the column headings, each equality group’s results are contained in its exclusive column.

Taking each indicator in turn, ward results which are significantly worse than the Bristol average are listed below the relevant table. Further details on ward-level results are published via the Ward Profiles tool and reports – see www.bristol.gov.uk/wardprofiles

Key

- Indicator titles coloured blue denote BCC Corporate Business Plan 2019-20 performance indicators.
- Indicator titles coloured green denote other performance indicators (on BCC Performance Management system).
- New indicators can be identified by an asterisk (*) added as a superscript after the indicator title.
- Abbreviations used in the column headings are Black and Minority Ethnic (BAME), White and Minority Ethnic (WME) and Lesbian, Gay and Bisexual (LGB).
- Cells of the table with a green background indicate the equalities group is statistically significantly better than the Bristol average.
- Cells of the table with a red background indicate the equalities group is statistically significantly worse than the Bristol average.

Community and Living

Selected Community and Living Indicators	Bristol average	Female	Male	BAME	WME	16 to 24 years	65 years and older	Carer	Disabled	LGB	No religion or faith	Religion or faith	Single parent
% satisfied with their local area	78.8	79.8	77.9	77.7	83.2	79.1	82.4	76.5	66.7	79.5	81.9	80.7	77.3
% who feel they belong to their neighbourhood	62.0	65.5	58.5	60.5	61.5	48.5	74.1	67.9	60.1	64.1	65.9	69.8	67.5
% who agree people from different backgrounds get on well together in their neighbourhood	71.0	70.3	71.8	68.6	73.3	74.4	70.4	69.4	66.2	74.1	73.8	70.2	70.8
% who volunteer or help out in their community at least 3 times a year	47.6	47.5	47.6	56.3	43.5	42.6	59.2	63.6	47.8	52.3	46.0	57.8	56.6
% who lack the information to get involved in their community	27.8	25.9	29.5	31.3	33.4	40.5	13.2	16.5	19.2	30.9	27.4	18.4	23.3
% who've noticed "gentrification" taking place who think it has had a negative impact	21.4	23.7	18.8	30.5	29.6	35.9	31.8	26.2	41.4	27.0	18.4	28.6	16.8
% who find it difficult to manage financially	9.0	10.0	7.8	15.0	8.6	15.4	3.4	14.2	23.1	10.4	7.6	7.9	22.7
% who have access to the internet at home	94.8	95.1	94.8	96.4	98.5	99.1	83.2	93.1	80.0	97.2	97.8	88.3	98.5
% comfortable using digital services*	81.8	80.3	83.9	83.4	89.5	94.9	47.8	67.9	48.8	90.1	86.8	64.3	89.6
% comfortable using smart technologies*	42.4	35.3	49.5	41.3	40.9	64.6	15.4	27.2	24.3	50.0	41.5	28.8	46.6
% uncomfortable using digital services*	6.3	7.2	5.2	7.8	2.3	1.6	17.9	13.3	18.8	2.3	4.5	12.3	4.2
% uncomfortable using smart technologies*	14.9	17.5	12.2	14.9	19.0	10.9	19.4	19.6	21.8	15.4	14.9	18.1	13.4

For each of the Community and Living Indicators in the table above, the wards which are significantly worse than average are listed below:

% satisfied with their local area

Hartcliffe & Withywood (36.9%), Filwood (60.3%), Southmead (65.9%), Avonmouth and Lawrence Weston (67.7%), Brislington East (69.5%), and Lawrence Hill (70.0%)

% who feel they belong to their neighbourhood

Hartcliffe & Withywood (35.2%), Filwood (40.4%), Central (43.2%), Southmead (44.2%), and Hillfields (49.1%)

% who agree people from different backgrounds get on well together in their neighbourhood

Hartcliffe & Withywood (37.1%), Bishopsworth (49.3%), Filwood (53.7%), Hengrove & Whitchurch Park (59.2%), and Brislington East (59.3%)

% who volunteer or help out in their community at least 3 times a year

Hengrove & Whitchurch Park (27.3%), and Hartcliffe & Withywood (37.3%)

% who lack the information to get involved in their community

St George West (39.8%), and Lawrence Hill (38.7%)

% who find it difficult to manage financially

None

% who have access to the internet at home

Hartcliffe & Withywood (87.6%), and Filwood (90.0%)

% comfortable using digital services*

Stockwood (65.3%), Hartcliffe & Withywood (67.4%), Avonmouth and Lawrence Weston (70.8%) and Filwood (71.7%%)

% comfortable using smart technologies*

Windmill Hill (31.7%)

% uncomfortable using digital services*

Hartcliffe & Withywood (12.8%)

% uncomfortable using smart technologies*

None

Health and Wellbeing

Selected Health and Wellbeing Indicators	Bristol average	Female	Male	BAME	WME	16 to 24 years	65 years and older	Carer	Disabled	LGB	No religion or faith	Religion or faith	Single parent
% satisfied with life	75.3	76.1	75.1	65.6	76.4	68.8	78.8	70.5	42.5	77.7	78.4	76.5	69.2
% in good health	87.6	86.5	89.2	81.3	91.0	89.4	82.5	80.8	39.7	86.2	89.3	84.0	86.1
% report below average Mental Wellbeing	14.7	13.8	15.3	13.5	9.5	22.4	11.5	17.1	33.9	13.9	13.4	12.8	19.4
% who see friends and family as much as they want to	82.1	83.2	81.6	80.1	75.8	82.5	89.0	83.7	70.0	82.7	84.2	84.7	77.0
% who do enough regular exercise each week*	71.2	68.0	75.2	64.1	76.2	72.7	56.6	65.1	37.7	73.0	75.6	61.4	66.0
% who are inactive*	6.8	7.9	5.0	9.3	4.6	3.8	12.2	9.9	30.2	5.3	4.9	10.0	5.4
% who play sport at least once a week	45.6	44.8	47.0	39.2	57.7	46.3	25.9	38.6	17.4	49.9	48.0	36.7	38.4
% households with a smoker	16.5	18.1	14.5	21.2	16.3	27.0	11.6	17.8	22.0	21.4	15.4	16.3	14.4
% at a higher risk of alcohol related health problems*	16.1	10.7	21.6	8.0	9.3	13.6	11.7	12.9	7.4	18.4	18.9	10.5	11.5
% households which have experienced moderate or worse food insecurity	5.0	5.3	4.3	10.1	3.2	9.0	1.2	6.4	14.8	7.5	4.0	4.2	13.0
% whose main meal includes salad or vegetables most days*	79.0	82.5	75.6	78.3	81.5	74.3	78.3	79.5	67.5	79.7	83.7	76.7	81.7
% who cook a 'ready meal' once a week at most*	84.2	87.5	81.1	81.9	83.8	77.6	83.8	84.6	70.6	80.7	86.6	83.3	85.5

For each of the Health and Wellbeing Indicators in the table above, the wards which are significantly worse than average are listed below:

% satisfied with life

Hartcliffe & Withywood (58.4%)

% in good health

Hartcliffe & Withywood (68.8%), and Filwood (79.5%)

% below average mental wellbeing

Hartcliffe & Withywood = 29.1%

% who see friends and family as much as they want to

Hartcliffe & Withywood (68.6%), Hillfields (70.9%), Filwood (71.8%), and Lawrence Hill (72.9%)

% who do enough regular exercise each week*

Hartcliffe & Withywood (45.5%), Hengrove and Whitchurch Park (54.7%), Henbury and Brentry (58.5%), and Stockwood (58.8%)

% who are inactive*

Henbury and Brentry (15.7%), Hartcliffe & Withywood (15.6%), and Frome Vale (14.5%)

% who play sport at least once a week

Hartcliffe & Withywood (21.1%), Avonmouth & Lawrence Weston (26.7%), Stockwood (29.4%), Henbury and Brentry (32.4%), Hengrove & Whitchurch Park (33.8%), Bishopsworth (34.0%), and Filwood (34.9%)

% households with a smoker

Filwood (29.0%), Hartcliffe & Withywood (26.6%)

% at a higher risk of alcohol related health problems*

None

% households which have experienced moderate or worse food insecurity

Hartcliffe & Withywood (12.0%), and Filwood (10.9%)

% whose main meal includes salad or vegetables most days*

Stockwood (63.0%), Hengrove and Whitchurch Park (65.8%), and Hartcliffe & Withywood (66.6%)

% who cook a 'ready meal' once a week at most*

Central = 73.4%

Crime and Safety

Selected Crime and Safety Indicators	Bristol average	Female	Male	BAME	WME	16 to 24 years	65 years and older	Carer	Disabled	LGB	No religion or faith	Religion or faith	Single parent
% whose fear of crime affects their day-to-day lives	15.7	15.4	15.9	20.2	15.0	11.8	16.3	19.0	31.9	16.3	12.5	18.3	18.1
% who feel police and public services successfully tackle crime and anti-social behaviour locally	28.0	28.4	27.8	35.2	29.6	35.6	28.3	26.6	26.8	33.3	26.3	31.6	33.9
% who think domestic abuse is a private matter	7.0	6.4	7.6	6.8	3.2	6.9	13.5	8.3	12.8	3.3	4.4	10.7	4.5

For each of the Crime and Safety Indicators in the table above, the wards which are significantly worse than average are listed below:

% whose fear of crime affects their day-to-day lives

Hartcliffe & Withywood (39.0%), and Eastville (24.3%)

% who feel police and public services successfully tackle crime and anti-social behaviour locally

Hillfields (15.4%), Hengrove and Whitchurch Park (17.0%), Hartcliffe & Withywood (17.2%), Filwood (17.7%), and St George West (19.4%)

% who think domestic abuse is a private matter

Hartcliffe & Withywood = 16.9%

Education and Skills

Selected Education and Skills Indicators	Bristol average	Female	Male	BAME	WME	16 to 24 years	65 years and older	Carer	Disabled	LGB	No religion or faith	Religion or faith	Single parent
% who need to develop at least one of their skills	30.4	27.2	33.5	48.4	38.7	55.2	18.2	25.9	25.7	28.1	26.5	26.0	31.6
% who know where to get information, advice and guidance about employment and training	61.3	63.7	59.2	58.6	56.9	43.6	67.4	63.9	63.8	60.7	64.1	60.7	60.0
% satisfied with adult learning opportunities	32.1	35.7	28.4	33.0	33.2	36.6	45.2	37.9	37.7	29.4	34.4	37.4	22.5

For each of the Education and Skills Indicators in the table above, the wards which are significantly worse than average are listed below:

% who need to develop at least one of their skills

Wards with lower percentage: None

Wards with higher percentage: None

% who know where to get information, advice and guidance about employment and training

Central = 45.9%

% satisfied with adult learning opportunities

Stockwood (14.5%), Hartcliffe & Withywood (18.4%), Hillfields (18.6%), Brislington West (20.7%), Filwood (22.0%), and Knowle (22.3%)

Sustainability and Environment

Selected Sustainability and Environment Indicators	Bristol average	Female	Male	BAME	WME	16 to 24 years	65 years and older	Carer	Disabled	LGB	No religion or faith	Religion or faith	Single parent
% satisfied with the quality of parks and green spaces	72.1	73.2	71.3	70.0	77.2	68.2	74.4	72.5	64.5	79.6	77.6	73.2	70.0
% who visit a park or green space at least once a week	52.9	52.6	53.7	36.1	57.5	46.2	42.6	51.4	35.1	54.5	56.2	45.8	60.2
% who think street litter is a problem locally	81.1	80.4	81.9	75.1	78.9	78.4	82.4	80.7	83.9	78.4	80.2	79.5	79.0
% satisfied with the recycling service	67.7	71.8	64.3	65.9	60.1	61.0	76.2	67.8	66.2	72.4	70.2	72.3	66.3
% satisfied with the general household waste service	70.6	73.3	68.4	68.4	62.1	61.2	76.6	72.8	69.2	75.1	73.1	72.5	73.1
% concerned about climate change	87.9	92.3	83.4	89.2	88.1	87.2	85.9	86.4	84.0	93.2	91.2	85.5	90.8
% very concerned about climate change*	59.1	62.9	55.0	56.6	63.7	68.2	49.7	53.8	52.4	72.7	67.4	48.4	65.8
% who have reduced their household waste due to climate change concerns	69.1	75.9	62.2	71.2	74.7	73.1	59.8	65.6	60.8	77.1	71.0	64.4	71.8
% who have reduced energy use at home due to climate change concerns	56.8	61.3	52.5	59.4	61.8	61.7	47.2	56.2	46.8	64.0	60.9	50.5	57.7
% who have changed the way they travel around Bristol due to climate change concerns*	34.9	33.8	36.0	36.3	41.2	39.2	30.7	32.3	31.1	46.1	39.7	29.2	43.5
% who have changed what they buy due to climate change concerns*	54.7	61.0	48.4	54.7	66.0	49.2	39.5	51.5	43.3	66.8	62.0	43.1	57.2
% who have reduced flying for holidays due to climate change concerns*	25.3	28.0	21.7	27.5	25.9	24.3	24.4	29.6	24.3	33.7	30.2	21.6	29.3

For each of the Sustainability and Environment Indicators in the table above, the wards which are significantly worse than average are listed below:

% satisfied with the quality of parks and green spaces

Hartcliffe & Withywood (35.4%), Filwood (43.9%), Central (56.4%), Stockwood (56.9%), Lawrence Hill (60.1%), and Southmead (61.1%)

% who visit Bristol's parks and green spaces at least once a week

Stockwood (32.8%), Hartcliffe & Withywood (34.4%), Hengrove & Whitchurch Park (37.0%), St George Troopers Hill (38.0%), Brislington East (39.2%), Henbury and Brentry (41.3%), Bishopsworth (42.8%), and Brislington West (43.6%)

% who think street litter is a problem locally

Easton (94.8%), Filwood (94.1%), Hartcliffe & Withywood (92.5%), Lawrence Hill (92.1%), Southmead (91.0%), Eastville (89.4%), Central (89.0%), and Ashley (88.5%)

% satisfied with the recycling service

Central (45.9%), Hartcliffe & Withywood (53.7%), Clifton Down (54.1%), and Hotwells and Harbourside (56.0%)

% satisfied with the general household waste service

Hotwells and Harbourside (53.7%), Central (56.4%) and Avonmouth and Lawrence Weston (60.2%)

% concerned about climate change

Stockwood (65.5%), Hartcliffe & Withywood (73.4%), and Hengrove & Whitchurch Park (74.7%)

% very concerned about climate change*

Hengrove & Whitchurch Park (22.7%), Stockwood (32.9%), Hartcliffe & Withywood (38.8%), St George Troopers Hill (42.4%), and Filwood (47.3%)

% who have reduced their household waste due to climate change concerns

Hengrove & Whitchurch Park (43.7%), Stockwood (52.4%), and Hartcliffe & Withywood (53.5%)

% who have reduced energy use at home due to climate change concerns

Hengrove & Whitchurch Park (30.9%), Stockwood (39.1%), Hartcliffe & Withywood (40.6%), Henbury & Brentry (43.0%), and Southmead (44.1%)

% who have changed the way they travel around Bristol due to climate change concerns*

Hengrove & Whitchurch Park (4.6%), Hartcliffe & Withywood (15.7%), Avonmouth and Lawrence Weston (16.5%), St George Troopers Hill (18.6%), and Brislington East (24.2%)

% who have changed what they buy due to climate change concerns*

Hengrove & Whitchurch Park (21.1%), Hartcliffe & Withywood (34.1%), Southmead (36.0%), Stockwood (37.8%), and Brislington East (41.5%)

% who have reduced flying for holidays due to climate change concerns*

Hengrove & Whitchurch Park (7.6%), and St George Troopers Hill (12.3%)

Culture and Leisure

Selected Culture and Leisure Indicators	Bristol average	Female	Male	BAME	WME	16 to 24 years	65 years and older	Carer	Disabled	LGB	No religion or faith	Religion or faith	Single parent
% satisfied with the range and quality of outdoor events	74.4	76.3	73.1	67.6	78.2	81.3	59.1	63.8	57.0	81.7	78.0	66.7	72.1
% who participate in cultural activities at least once a month	43.3	43.3	43.4	41.0	48.5	49.3	35.4	37.9	27.1	59.3	49.7	35.2	41.4
% satisfied with libraries	54.3	59.4	49.4	58.0	53.7	56.1	60.2	54.8	50.8	56.7	55.8	59.6	59.6
% satisfied with leisure facilities/services	46.1	46.9	45.6	45.0	43.4	48.1	47.6	41.8	38.2	45.3	46.5	49.2	46.7
% satisfied with activities for children/young people	36.7	38.6	35.4	34.2	43.0	21.9	38.2	33.0	25.5	32.2	36.9	39.0	39.9

For each of the Culture and Leisure Indicators in the table above, the wards which are significantly worse than average are listed below:

% satisfied with the range and quality of outdoor events

Hartcliffe & Withywood (54.0%), Stockwood (54.6%), Hengrove & Whitchurch Park (62.3%), Horfield (63.0%), and Southmead (63.4%)

% who participate in cultural activities at least once a month

Hengrove & Whitchurch Park (22.3%), Filwood (24.0%), Hartcliffe & Withywood (25.0%), Stockwood (25.6%), Hillfields (28.5%), Henbury & Brentry (28.7%), Avonmouth & Lawrence Weston (30.1%), St George Troopers Hill (31.5%), and Frome Vale (34.1%)

% satisfied with libraries

Hartcliffe & Withywood (27.9%), Eastville (38.6%), Bedminster (39.5%), Frome Vale (39.8%), and St George Central (41.3%)

% satisfied with leisure facilities/services

Brislington East (18.7%), Avonmouth & Lawrence Weston (20.2%), Hartcliffe & Withywood (26.3%), Brislington West (29.0%), Stockwood (30.5%), Eastville (33.1%), and St George Central (33.4%)

% satisfied with activities for children/young people

Hartcliffe & Withywood (7.6%), Brislington East (10.7%), Hengrove & Whitchurch Park (23.5%), and St George Central (24.0%)

Transport

Selected Transport Indicators	Bristol average	Female	Male	BAME	WME	16 to 24 years	65 years and older	Carer	Disabled	LGB	No religion or faith	Religion or faith	Single parent
% who think traffic congestion is a problem locally	77.0	76.4	77.7	78.3	76.6	73.7	75.5	80.4	78.0	80.3	79.7	76.2	82.3
% who think air quality and traffic pollution is a problem locally	77.0	78.4	75.7	75.9	74.5	71.6	76.3	80.5	76.1	84.3	80.4	74.7	80.5
% who ride a bicycle at least once a week	27.5	19.7	35.6	21.0	31.8	15.1	10.4	18.0	8.4	30.7	31.0	16.4	27.0
% satisfied with the local bus service	48.1	49.4	46.9	43.9	37.5	48.0	63.7	46.0	45.8	43.5	47.0	55.7	45.1

For each of the Transport Indicators in the table above, the wards which are significantly worse than average are listed below:

% who think traffic congestion is a problem locally

St George West (95.0%), Eastville (92.2%), Easton (88.8%), Redland (88.7%), Frome Vale (88.5%), Windmill Hill (87.4%), Knowle (86.7%), Hotwells & Harbourside (85.7%), Brislington West (85.3%), Central (85.0%), and St George Central (83.9%)

% who think air quality and traffic pollution is a problem locally

Ashley (97.6%), Windmill Hill (96.3%), Hotwells & Harbourside (91.4%), Redland (90.0%), St George West (89.6%), Horfield (88.8%), Bishopston & Ashley Down (87.8%), Easton (87.6%), Brislington West (86.8%), St George Central (84.9%), and Knowle (84.4%)

% who ride a bicycle at least once a week

Hartcliffe & Withywood (5.0%), Hengrove & Whitchurch Park (9.0%), Avonmouth & Lawrence Weston (12.6%), Henbury & Brentry (16.1%), Brislington East (17.8%), and St George Troopers Hill (17.8%)

% satisfied with the local bus service

Ashley (27.7%), Windmill Hill (31.2%), and Knowle (33.2%)

Housing

Selected Housing Indicators	Bristol average	Female	Male	BAME	WME	16 to 24 years	65 years and older	Carer	Disabled	LGB	No religion or faith	Religion or faith	Single parent
% satisfied overall with their current accommodation	87.7	88.3	87.5	83.1	87.4	81.3	93.2	85.8	81.1	87.5	88.9	90.0	80.4
% satisfied with the state of repair of their home	81.1	80.8	81.8	76.0	79.6	75.8	87.6	78.9	73.6	80.7	80.2	84.9	74.1
% satisfied with the cost of their rent or mortgage payments	59.0	61.5	56.8	56.0	46.8	42.0	71.0	53.9	61.1	58.3	58.4	62.6	61.6

For each of the Housing Indicators in the table above, the wards which are significantly worse than average are listed below:

% satisfied overall with their current accommodation

Hartcliffe & Withywood (75.0%)

% satisfied with the state of repair of their home

Hartcliffe & Withywood (69.6%), Southmead (70.1%), and Lawrence Hill (71.1%)

% satisfied with the cost of their rent or mortgage payments

Lawrence Hill (47.2%)

Council and Democracy

Selected Council and Democracy Indicators	Bristol average	Female	Male	BAME	WME	16 to 24 years	65 years and older	Carer	Disabled	LGB	No religion or faith	Religion or faith	Single parent
% satisfied with the way the Council runs things	42.8	44.0	41.9	46.8	43.8	46.3	42.7	37.1	39.1	47.4	44.8	43.9	44.4
% who feel Bristol City Council provides value for money	28.3	28.8	28.0	30.1	33.3	26.5	26.8	26.5	30.3	31.6	29.1	28.6	29.8
% who feel an elected mayor is improving the leadership of the city	23.2	22.3	24.3	33.1	30.5	26.5	16.3	16.6	16.5	33.0	22.9	22.9	28.2
% who agree they can influence decisions that affect their local area	18.1	19.3	16.7	27.7	17.1	23.2	20.6	16.9	20.6	24.6	18.0	21.3	25.4
% who agree they can influence decisions that affect the public services they use	14.6	15.9	13.4	21.4	14.6	19.7	16.9	13.6	17.5	18.2	14.0	17.2	19.3

For each of the Council and Democracy Indicators in the table above, the wards which are significantly worse than average are listed below:

% satisfied with the way the Council runs things

Hartcliffe & Withywood (21.9%), Avonmouth & Lawrence Weston (23.1%), Hengrove & Whitchurch Park (24.0%), and Filwood (29.8%)

% who feel Bristol City Council provides value for money

Hengrove & Whitchurch Park (11.2%), and Avonmouth & Lawrence Weston (16.0%)

% who feel an elected mayor is improving the leadership of the city

Hengrove & Whitchurch Park (7.1%), Brislington East (12.0%), Stockwood (12.5%), Hartcliffe & Withywood (13.1%), Filwood (13.5%), and Knowle (15.1%)

% who agree they can influence decisions that affect their local area

Hengrove & Whitchurch Park (5.9%), Stockwood (7.1%), Brislington East (10.8%), and Avonmouth & Lawrence Weston (11.0%)

% who agree they can influence decisions that affect the public services they use

Hengrove & Whitchurch Park (7.1%), Brislington East (7.5%), and Avonmouth & Lawrence Weston (8.3%)