Bristol Quality of Life survey 2020/21

Quality of Life Survey 2020/21 Priority Indicators: Briefing Report (Jan 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 robust randomised sample of the population. In 2020 (as 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 5,000 total responses, with 4,420 final "useable" responses meeting the required criteria (this is 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 and over in the selected households.

The 2020 survey had over 70 questions that produce around 200 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. The full range of 2020/21 indicators will be published in March 2021 via Open Data Bristol. The size of the survey enables us to compare results for wards, areas of deprivation and equalities groups, identifying issues to inform priorities and service provision.

2. Priority Indicators briefing

This briefing covers 50 Priority Indicators highlighting headline issues across key Themes. There are two pages of data results, each highlighting different aspects.

The first page is the **City-wide Summary**, which looks at the results for Bristol overall from the 2020 survey, and how these changed compared to last year and since 2018.

The second page is the **Deprivation Summary**. In line with the Corporate Strategy commitment to be a Fair and Inclusive city, the survey also captures the sentiment of people who live in the 10% most deprived areas of the city in order to highlight issues of inequalities. This page focuses on how results for people in the most deprived areas differ from the city average, and how they have changed compared to last year.

The colour-coding shows how responses have changed over time, or where people living in the 10% most deprived areas differ from Bristol overall. Where these changes are **significantly different** (using a statistical t-test) this is also highlighted. Due to different response patterns, the threshold for significance may vary between indicators.

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

Community and Living	2019 Deprived	2020 Citywide	2020 Deprived	2020 Gap	Change in Deprived
% 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

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.

This section highlights that issues related to **traffic** remain the top priority for the citizens of Bristol, alongside related issues such as **public transport, parking, cycling** and **air pollution**.

Further analysis, including comparison with issues raised in previous surveys, is due to be included in the final report to be published in March 2021.

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:

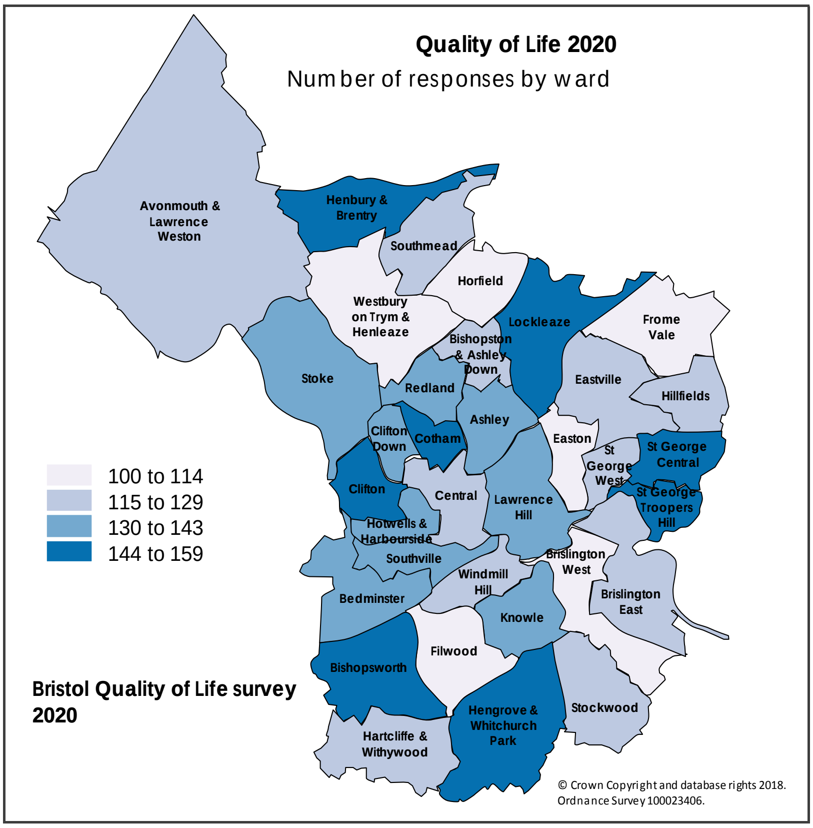
6. Respondents

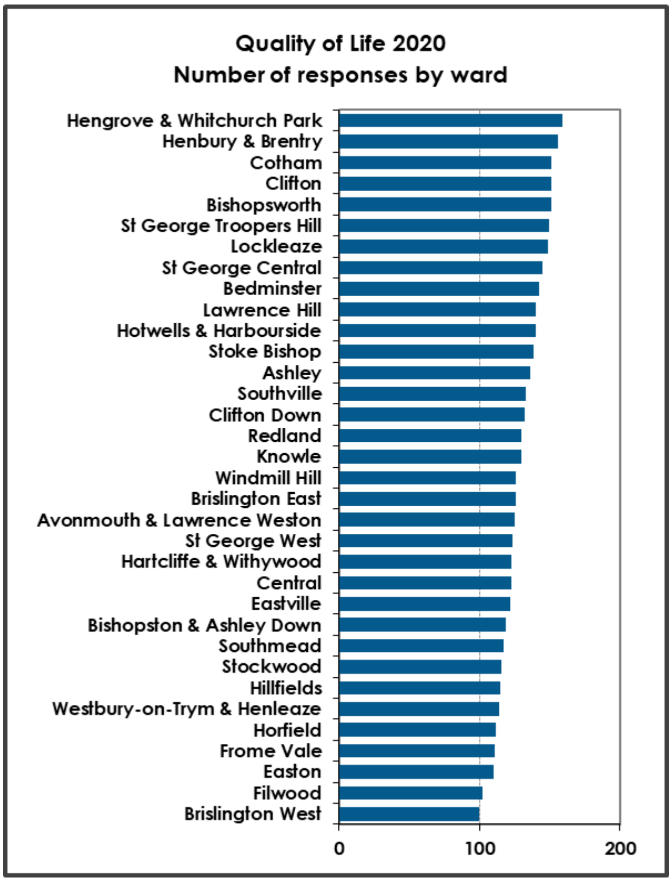
There were almost 5,000 responses in total, of which 4,870 had Bristol post-codes (the official total response) and **4,420 final “useable” responses** met the required criteria. The primary focus of the survey is on responses to the random sample, with a targeted third phase to improve responses from under-represented areas and Equality groups; responses from this phase were only included where needed.

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 for details.**

Final responses from Black, Asian and Minority Ethnic (BAME) 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 BAME).

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





Further analysis, including more analysis on respondents to the Quality of Life survey by Equality Groups, will be included in the final report to be published in March 2021.

7. Further Information and contact details

The full range of Quality of Life 2020/21 indicators will be published in March 2021, including data at Ward level data and by Equality groups and Deprivation deciles, via: www.bristol.gov.uk/qualityoflife

Results are weighted on ward, sex and age. For further information, on the data releases or the background and methodology, please contact research@bristol.gov.uk.

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