

Performance, Information
and Intelligence



Bristol Quality of Life survey 2015-16

Priority Indicators Briefing Note

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Webpage: www.bristol.gov.uk/qualityoflife

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1. Introduction

The Quality of Life is an extensive annual resident's survey, capturing key public perception indicators for Bristol and by ward, to provide local insight on issues, opinions and lifestyles. This briefing is the headline issues from the 2015 survey, highlighting city-wide changes for the last year and the overall 5-year trend. Detailed Priority Indicator figures and trends are outlined on page 4.

In 2015 the sample size was increased in areas of low response, and over 4,300 people completed the survey (15% response rate), with the majority (54%) of responses continuing to be online. This compares to 3,500 responses in 2014, a 14% response rate with 56% online (a significant rise from 20% online in 2013, due to 2014 changes in the methodology which were continued in 2015).

Now in its fifteenth year, we continue to update the question set to reflect areas of current relevance, whilst also maintaining core questions to show changes over time. In 2015 we carried out a review with Service Managers and stakeholders across the Council. In addition to providing performance measures, Green Capital "success" indicators, and a range of indicator data also used at ward-level and by equality group, new question sets were added to cover areas including:

- Work & Skills / Learning City
- City transport
- Children & families
- Public Health areas of concern
- Waste services
- Safer Bristol
- Neighbourhood Partnerships
- Community engagement / Resilient City

2. Key Findings 2015-16

The detailed Priority Indicator figures (page 4) provide the new city-wide results, and previous years for comparison, where available. The colour-coding highlights changes of statistical significance in the last year, and over the previous 5 years.

- **Flexible and efficient Council**

There have been no significant changes on these headline indicators in the last year although satisfaction and value for money have changed over the 5 year period.

- **Satisfaction with how the Council runs thing** – Over a third of residents were satisfied with Bristol City Council (36%, same as 2014), but a negative trend over 5 years (39% in 2010). The % dissatisfied remained the same as last year, at 34%.
- **BCC provides value for money** – 38% feel the Council provides value for money (37% in 2014) and a positive 5-year trend (was 33% in 2010). 33% disagree which is also a positive 5 year trend (from 39% disagree in 2010).
- **Mayoral leadership of the city** – 38% of residents agree the mayor is improving the leadership of the city (40% in 2014), and 32% disagree (31% in 2014).
- **Health and healthy lifestyle** – Many indicators relating to health and wellbeing have not varied significantly over the past five years, other than the steady decrease in households with a smoker, now at a new low of 18%.



New or amended indicators on alcohol consumption and physical activity reflect areas of specific public health focus.

- **Crime and anti-social behaviour** – Most indicators show a continued positive change. 70% of people feel safe outdoors after dark, and only 12% of people now feel “fear of crime” affects their daily life, and those concerned by anti-social behaviour and noise are falling. However, perception that the police and public services are addressing such issues appears to be falling.
- **Community cohesion** – Further positive improvements in these indicators, with a rise to 62% of people who feel they belong to their neighbourhood and 63% feel people from different backgrounds get on well. The indicator for people volunteering now includes informal community work; it increased to 52% but is effectively a new indicator.
- **Keep Bristol Working and Learning** – 2 new indicators on Skills and Learning, including 1 in 3 people saying they need to develop their skills. Of these, 61% know where to find the support needed.
- **Keep Bristol Moving** – Most indicators are similar to last year, but show a positive trend over the 5 years in terms of more people cycling to work or taking the bus. There was a rise in people driving to work in the last year (to 44%), but still a long term fall (from 53% in 2010).
- **Building Successful Places** – 82% of people are happy with their local area, same as last year. Over time this is improving, and more people (27%) think their neighbourhood has improved in the last 2 years.
- **Green Capital** – Most of the new indicators created in 2014 to provide a baseline for measuring the impact of Green Capital, on behaviours and attitudes, showed a positive improvement in 2015. Awareness increased, and most importantly there was an increase in people taking actions to address climate change concerns.
- **Vibrant Bristol** – This is the only area where most indicators had negative changes. Satisfaction with outdoor events fell (to 81%), as did satisfaction with museums (70%) and especially libraries in 2015 (60%, from 66%).

3. Further Information and contact details

Full Quality of Life 2015-16 indicators, including ward level data (**using the new 2016 ward boundaries**) and by equality groups will be published as a ward profile tool in late March 2016. This will be followed by a full Quality of Life 2015-16 report and then trend data recalculated to the new wards in summer 2016.

Further details are available on the background and methodology.

For further information, please contact Nick Smith or Phil Chan in the Strategic Intelligence team. Phone via (0117) 92-22848



Summary of Quality of Life indicator trends

2013 2014 2015 between '14 - '15 trend 5 yr

A Flexible and Efficient Council

| | | | | | |
|--|-----|-----|------------|---|---|
| How satisfied / dissatisfied are you with the way Bristol City Council runs things? Satisfied | 37% | 36% | 36% | ↔ | ↓ |
| How satisfied / dissatisfied are you with the way Bristol City Council runs things? Dissatisfied | 29% | 34% | 34% | ↔ | ↔ |
| Do you agree / disagree Bristol City Council provides value for money? Agree | 38% | 37% | 38% | ↔ | ↑ |
| Do you agree / disagree Bristol City Council provides value for money? Disagree | 30% | 35% | 33% | ↔ | ↓ |
| Do you agree / disagree the mayor will improve / is improving leadership of the city? Agree | 38% | 40% | 38% | ↔ | |
| Do you agree / disagree the mayor will improve / is improving leadership of the city? Disagree | 22% | 31% | 32% | ↔ | |
| Do you agree / disagree ... "I can influence decisions that affect my local area" Agree | 26% | 25% | 25% | ↔ | ↑ |

PEOPLE - Healthy and Caring Bristol

| | | | | | |
|---|-----|-----|------------|---|---|
| Overall, how satisfied are you with your life nowadays? Medium or high life satisfaction | 70% | 72% | 74% | ↔ | ↔ |
| How has your health been in the last 12 months? Fairly good or good | 87% | 89% | 88% | ↔ | ↔ |
| How often do you take 150 min moderate or 75 min vigorous exercise? Every week ** | | | 65% | | |
| How often do you participate in active sport? At least 1 x week | 46% | 49% | 48% | ↔ | ↔ |
| Does anyone smoke in your household? Yes | 22% | 20% | 18% | ↔ | ↓ |
| How many portions of fruit and vegetables did you eat yesterday? 5 or more | 48% | 52% | 50% | ↔ | ↔ |
| How often are there 2 or more days in a row when you do NOT drink any alcohol? Every week *** | | | 40% | | |
| How satisfied / dissatisfied are you with activities for children and young people? Satisfied *** | | | 47% | | |

Community Safety and crime

| | | | | | |
|--|-----|-----|------------|---|---|
| Do you agree / disagree with the following statements? "Fear of crime affects my day-to-day life" Agree | 16% | 15% | 12% | ↓ | ↓ |
| Do you agree / disagree with the following statements? "Locally, antisocial behaviour is a problem" Agree | 30% | 27% | 24% | ↓ | ↓ |
| How safe / unsafe do you feel outdoors in your neighbourhood after dark? Feel safe *** | 67% | | 70% | | ↑ |
| "Police and local public services are successfully dealing with issues of crime and anti-social behaviour" | 37% | 32% | 30% | ↔ | ↓ |
| How big a problem do you think noise from residential neighbours is in your neighbourhood? Problem | 41% | 35% | 32% | ↓ | ↔ |
| Do you agree / disagree with the following statements? "Domestic abuse is a private matter" Agree | 12% | 7% | 7% | ↔ | ↓ |

Community

| | | | | | |
|--|-----|-----|------------|---|---|
| Do you agree with the following statements? "I feel I belong to my neighbourhood" Agree | 59% | 56% | 62% | ↑ | ↑ |
| "In this neighbourhood people from different backgrounds (eg race, disability, social ...) get on well together" | 61% | 61% | 63% | ↔ | ↑ |
| How often do you do voluntary work or help out in the community? At least 3 x a year ** | | | 52% | | |

PEOPLE - Keep Bristol Working and Learning

| | | | | | |
|---|-----|-----|------------|---|---|
| Are you in receipt of a means tested benefit? Yes | 13% | 11% | 11% | ↔ | ↓ |
| Do you need to develop your skills in English, Maths, Computer, Employability or Technical? Yes *** | | | 33% | | |
| If needed, do you know where to get information, advice & guidance about employment & training? Yes *** | | | 61% | | |
| How well would you say you are managing financially these days? Finding it quite / very difficult | 15% | 13% | 12% | ↔ | |

PLACE - Keep Bristol Moving

| | | | | | |
|--|-----|-----|------------|---|---|
| Over the past 2 years your neighbourhood has got worsefor traffic congestion *** | | | 57% | | |
| On a typical mid-week day what is your main form of transport to work? Cycle | 10% | 16% | 15% | ↔ | ↑ |
| On a typical mid-week day what is your main form of transport to work? Car (driver) | 48% | 41% | 44% | ↑ | ↓ |
| On a typical mid-week day what is your main form of transport to work? Bus | 11% | 12% | 13% | ↔ | ↑ |
| On a typical mid-week day what is your main form of transport to work? Walk | 17% | 20% | 19% | ↔ | ↔ |
| How satisfied / dissatisfied are you with the bus service? Satisfied | 48% | 50% | 50% | ↔ | |

PLACE - Building Successful Places

| | | | | | |
|--|-----|-----|------------|---|---|
| How satisfied are you with your local area as a place to live? Very / fairly satisfied | 83% | 82% | 82% | ↔ | ↑ |
| Neighbourhood better in the last 2 years | 23% | 24% | 27% | ↑ | ↑ |
| Neighbourhood worse in the last 2 years | 19% | 21% | 18% | ↓ | ↓ |
| How big a problem do you think street litter is in your neighbourhood? Problem | 77% | 73% | 74% | ↔ | ↓ |
| How satisfied / dissatisfied are you with the fortnightly general household waste service? Satisfied | 70% | 72% | 73% | ↔ | |

PROSPERITY - Green Capital

| | | | | | |
|---|-----|-----|------------|---|---|
| How satisfied / dissatisfied are you with the quality of parks & green spaces? Satisfied | 84% | 83% | 82% | ↔ | ↔ |
| How satisfied / dissatisfied are you with the weekly recycling service? Satisfied | | 79% | 77% | ↔ | |
| How concerned are you about the impact of climate change in the UK? Fairly / very concerned | 67% | 71% | 74% | ↑ | ↔ |
| Action taken due to climate change concerns: Changed the way I travel | | 18% | 22% | ↑ | |
| Action taken due to climate change concerns: Reduced my household waste | | 53% | 56% | ↑ | |
| Action taken due to climate change concerns: Reduced energy use at home | | 47% | 51% | ↑ | |
| Action taken due to climate change concerns: Eaten less meat and dairy produce | | 17% | 19% | ↔ | |

PROSPERITY - Vibrant Bristol

| | | | | | |
|---|-----|-----|------------|---|---|
| How satisfied / dissatisfied are you with the range and quality of outdoor events in Bristol? Satisfied | 84% | 84% | 81% | ↓ | ↔ |
| How satisfied / dissatisfied are you with museums and galleries? Satisfied | 75% | 73% | 70% | ↓ | ↑ |
| How satisfied / dissatisfied are you with libraries? Satisfied | 67% | 66% | 60% | ↓ | ↓ |

a) **Blue text** denotes Corporate Plan indicator.

b) ** = indicator has been re-worded such that it can no longer be compared to past trend.

c) *** = a new (or re-instated) indicator in the 2015 survey.

d) 2010 to 2014 results are weighted by mid-2013 population using the 1999–2015 ward boundaries. 2015 figures are weighted by mid-2014 population using the new 2016 ward boundaries.

KEY

| | |
|-------------------------|-------------------|
| ↑ increased percentage | ■ worsening trend |
| ↔ no significant change | ■ neutral |
| ↓ decreased percentage | ■ improving trend |