Bristol Quality of Life survey 2021/22

Quality of Life Survey 2021/22 – Final Report (June 2022)

1. Introduction to Quality of Life 2021/22

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, mailed to 33,000 households chosen at random across Bristol (with online & paper options), and some additional targeting to boost numbers from low responding groups. There were 4,360 total responses, with 3,870 final "useable" responses meeting the required criteria (below responses in the previous 2 years). Over half (52%) of the final useable responses were submitted online (similar to 55% last year). The survey was open in Sept and Oct 2021 to residents aged 16 and over in the selected households.

The 2021 survey had over 75 questions, producing over 180 indicators, on topics including health, lifestyles, community, local services and living in Bristol. Most questions were kept unchanged, with some revisions reflecting new priorities.

2. Results of the Quality of Life survey 2021/22

Full results of all indicators are available in a new online **data dashboard**:

Quality of Life 2021/22 results

The dashboard provides all results for each indicator (by theme) including Bristol overall, Bristol wards, demographic & equality groups, and deciles of deprivation (with a focus on the 10% most deprived areas). The dashboard also shows ward and group trends as well as the overall trend back to 2018 (unless responses are too low).

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

- **City-wide Summary** – looks at the results for Bristol overall from the 2021 survey, and if these have changed compared to last year and since 2019.
- **Deprivation Summary** – records the sentiment of people who live in the 10% most deprived areas of the city (to highlight issues of inequalities), and whether these results differ from the city average, and from the previous year.
- **Appendix: Summary of full results** (June 2022) – all indicators by all aspects

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

This report also analyses the 3,400 open text responses on the **actions to improve quality of life** people want to see in Bristol, and how these compare to previous years.

Quality of Life 2021/22 Priority indicators: City-wide Summary

a) * = a new indicator in the 2021 survey (or change to existing question)
b) **Blue text** denotes BCC Corporate Business Plan 2021-22 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 previous surveys.
d) Please note that gap figures are based on rounded data with whole percentages.

KEY

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

Community and Living	2019	2020	2021	3 year trend	Change last year
% satisfied with their local area	79%	80%	74%	↓	-6
% who feel they belong to their neighbourhood	62%	63%	63%	↑	0
% who agree people from different backgrounds get on well together in their neighbourhood	71%	71%	70%	↓	-1
% who volunteer or help out in their community at least 3 times a year	48%	47%	46%	↓	-1
% who lack the information to get involved in their community	28%	31%	31%	↑	0
% who've noticed "gentrification" taking place who think it has had a negative impact	21%	25%	33%	↑	+8
% who have access to the internet at home	95%	96%	96%	↑	0
Health and Wellbeing					
% satisfied with life	75%	71%	68%	↓	-3
% below average mental wellbeing	15%	20%	20%	↑	0
% who see friends and family as much as they want to	82%	73%	77%	↓	+4
% who do enough regular exercise each week	71%	68%	67%	↓	-1
% who play sport at least once a week	46%	41%	55%	↑	+14
% households with a smoker	17%	16%	16%	↓	0
% at a higher risk of alcohol related health problems	16%	16%	15%	↓	-1
% households which have experienced moderate to severe food insecurity	5%	4%	5%	●	+1
% households that used a 'food bank' during the last 12 months	1%	2%	2%	↑	0
Crime and Safety					
% whose fear of crime affects their day-to-day lives	16%	16%	19%	↑	+3
% who feel police and public services successfully tackle crime and anti-social behaviour locally	28%	30%	25%	↓	-5
% victim of racial discrimination or harassment in last year	6%	7%	5%	↓	-2
% who think domestic abuse is a private matter	7%	7%	6%	↓	-1
Education and Skills					
% who know where to get information, advice and guidance about employment and training	61%	65%	65%	↑	0
% who have taken part in learning or training in the last year*			53%		
Sustainability and Environment					
% satisfied with the quality of parks and green spaces	72%	79%	75%	↑	-4
% who visit Bristol's parks and green spaces at least once a week	53%	60%	59%	↑	-1
% who think street litter is a problem locally	81%	82%	82%	↑	0
% satisfied with the recycling service	68%	74%	68%	●	-6
% satisfied with the general household waste service	71%	76%	71%	●	-5
% who think air quality and traffic pollution is a problem locally	77%	71%	75%	↓	+4
% concerned about climate change	88%	86%	87%	↓	+1
% who have reduced their household waste due to climate change concerns	69%	66%	64%	↓	-2
% concerned about the loss of wildlife in Bristol*			87%		
% who have created space for nature*			53%		
Culture and Leisure					
% satisfied with the range and quality of outdoor events	74%	57%	52%	↓	-5
% who participate in cultural activities at least once a month	43%	33%	32%	↓	-1
% satisfied with the range and quality of entertainment and hospitality venues and events at night*			64%		
% satisfied with leisure facilities/services	46%	40%	38%	↓	-2
% satisfied with activities for children/young people	37%	35%	34%	↓	-1
Transport					
% who think traffic congestion is a problem locally	77%	70%	74%	↓	+4
% who ride a bicycle at least once a week	28%	28%	27%	↓	-1
% satisfied with the local bus service	48%	57%	49%	↑	-8
Housing					
% satisfied overall with their current accommodation	88%	87%	82%	↓	-5
% satisfied with the cost of their rent or mortgage payments	59%	60%	53%	↓	-7
Economy					
% who find it difficult to manage financially	9%	7%	9%	●	+2
% who shop in their local shopping street at least once a week		47%	46%		-1
Council and Democracy					
% satisfied with the way Bristol City Council runs things	43%	47%	39%	↓	-8
% who feel Bristol City Council provides value for money	28%	32%	26%	↓	-6
% who agree BCC's elected mayor system makes a positive difference to how the city is run*	23%	35%	30%	↑	-5
% who agree they can influence decisions that affect their local area	18%	21%	21%	↑	0
% satisfied with the way BCC asks for their views before it makes changes that affect them*			33%		
% satisfied BCC has supported their local community to recover from the Coronavirus pandemic*		40%	32%		-8

Quality of Life 2021/22 Priority indicators: Deprivation Summary

a) * = a new indicator in the 2021 survey (or change to existing question)
b) "2021 Deprived" shows results from households in the 10% most deprived areas *within* Bristol (based on the 2019 Index of Multiple Deprivation)
c) "2021 Gap" is the difference between the "10% Most Deprived" and 2021 city average.
d) **Blue text** denotes BCC Corporate Business Plan 2021-22 performance indicators
Green text denotes other PIs (on BCC Performance Management system)
e) Please note that gap figures are based on rounded data with whole percentages.

KEY

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

Community and Living	2020 Deprived	2021 Citywide	2021 Deprived	2021 Gap	Change in Deprived
% satisfied with their local area	49%	74%	**51%**	**-23**	**+2**
% who feel they belong to their neighbourhood	39%	63%	**47%**	**-16**	**+8**
% who agree people from different backgrounds get on well together in their neighbourhood	52%	70%	**57%**	**-13**	**+5**
% who volunteer or help out in their community at least 3 times a year	40%	46%	**36%**	**-10**	**-4**
% who lack the information to get involved in their community	34%	31%	**28%**	**-3**	**-6**
% who've noticed "gentrification" taking place who think it has had a negative impact	38%	33%	**41%**	**+8**	**+3**
% who have access to the internet at home	92%	96%	**91%**	**-5**	**-1**
Health and Wellbeing					
% satisfied with life	52%	68%	**55%**	**-13**	**+3**
% below average mental wellbeing	34%	20%	**32%**	**+12**	**-2**
% who see friends and family as much as they want to	66%	77%	**68%**	**-9**	**+2**
% who do enough regular exercise each week	55%	67%	**61%**	**-6**	**+6**
% who play sport at least once a week	28%	55%	**36%**	**-19**	**+8**
% households with a smoker	27%	16%	**29%**	**+13**	**+2**
% at a higher risk of alcohol related health problems	13%	15%	**17%**	**+2**	**+4**
% households which have experienced moderate to severe food insecurity	13%	5%	**11%**	**+6**	**-2**
% households that used a 'food bank' during the last 12 months	8%	2%	**5%**	**+3**	**-3**
Crime and Safety					
% whose fear of crime affects their day-to-day lives	33%	19%	**36%**	**+17**	**+3**
% who feel police and public services successfully tackle crime and anti-social behaviour locally	27%	25%	**23%**	**-2**	**-4**
% victim of racial discrimination or harassment in last year	18%	5%	**9%**	**+4**	**-9**
% who think domestic abuse is a private matter	9%	6%	**10%**	**+4**	**+1**
Education and Skills					
% who know where to get information, advice and guidance about employment and training	64%	65%	**67%**	**+2**	**+3**
% who have taken part in learning or training in the last year*		53%	**46%**	**-7**	
Sustainability and Environment					
% satisfied with the quality of parks and green spaces	53%	75%	**52%**	**-23**	**-1**
% who visit Bristol's parks and green spaces at least once a week	37%	59%	**42%**	**-17**	**+5**
% who think street litter is a problem locally	93%	82%	**96%**	**+14**	**+3**
% satisfied with the recycling service	63%	68%	**62%**	**-6**	**-1**
% satisfied with the general household waste service	66%	71%	**61%**	**-10**	**-5**
% who think air quality and traffic pollution is a problem locally	64%	75%	**67%**	**-8**	**+3**
% concerned about climate change	79%	87%	**74%**	**-13**	**-5**
% who have reduced their household waste due to climate change concerns	58%	64%	**53%**	**-11**	**-5**
% concerned about the loss of wildlife in Bristol*		87%	**82%**	**-5**	
% who have created space for nature*		53%	**50%**	**-3**	
Culture and Leisure					
% satisfied with the range and quality of outdoor events	40%	52%	**40%**	**-12**	**0**
% who participate in cultural activities at least once a month	18%	32%	**22%**	**-10**	**+4**
% satisfied with the range and quality of entertainment and hospitality venues and events at night*		64%	**46%**	**-18**	
% satisfied with leisure facilities/services	30%	38%	**28%**	**-10**	**-2**
% satisfied with activities for children/young people	15%	34%	**26%**	**-8**	**+11**
Transport					
% who think traffic congestion is a problem locally	56%	74%	**62%**	**-12**	**+6**
% who ride a bicycle at least once a week	21%	27%	**18%**	**-9**	**-3**
% satisfied with the local bus service	55%	49%	**49%**	**0**	**-6**
Housing					
% satisfied overall with their current accommodation	68%	82%	**71%**	**-11**	**+3**
% satisfied with the cost of their rent or mortgage payments	60%	53%	**51%**	**-2**	**-9**
Economy					
% who find it difficult to manage financially	16%	9%	**19%**	**+10**	**+3**
% who shop in their local shopping street at least once a week	43%	46%	**41%**	**-5**	**-2**
Council and Democracy					
% satisfied with the way Bristol City Council runs things	29%	39%	**34%**	**-5**	**+5**
% who feel Bristol City Council provides value for money	21%	26%	**22%**	**-4**	**+1**
% who agree BCC's elected mayor system makes a positive difference to how the city is run*	22%	30%	**23%**	**-7**	**+1**
% who agree they can influence decisions that affect their local area	17%	21%	**16%**	**-5**	**-1**
% satisfied with the way BCC asks for their views before it makes changes that affect them*		33%	**29%**	**-4**	
% satisfied BCC has supported their local community to recover from the Coronavirus pandemic*	31%	32%	**29%**	**-3**	**-2**

3. Key Findings 2021/22: Full results

Full details are now available in the **Quality of Life 2021/22 data dashboard**, which includes results for all 184* indicators, as well as for all Bristol wards, for an expanded range of demographic & equality groups, and for deciles of deprivation (including data on the "deprivation gap" for all indicators). In total the data dashboard includes around 14,000 data points from the 2021/22 survey, plus an additional 25,000 data points from the three previous surveys. [*Note: not all indicators are available at all reporting levels]

For the ward and demographic / equality groups though (including the 10% most deprived areas), a colour-coded statistical t-test has been used to show whether the figure is statistically significantly worse or better than the city average for that indicator, so there is insight provided for each level in the data dashboard.

[All "Quality of Life 2021-22" data is also available to download via **Open Data Bristol**].

Overall changes

There are 184 indicators in the full QoL 2021/22 suite, and out of these, 156 were measured in both 2020 and 2021.

Of the QoL indicators with data for the previous year:

- 13 indicators were significantly better in 2021 – with most of the positive changes in the Themes: Health & Wellbeing (3); Crime & Safety (3); Sustainability & Environment (3)

  The most improved were
  - "% for whom Covid fear/restrictions prevent them from leaving their home when they want to" (decreasing from 36% to 19%)
  - "% victim of racial discrimination or harassment in last year" (dropping from 6.8% to 4.9%)
  - "% victim of age discrimination or harassment in last year" (falling from 7% to 5.2%).

- 53 indicators were significantly worse in 2021 – with most negative changes in in the Themes: Sustainability & Environment (9); Community and Living (8); Council & Democracy (8); Crime & Safety (7); Health & Wellbeing (6)

  The largest deteriorations were
  - "% whose fear of crime prevents them from leaving their home when they want to" (increasing from 7.2% to 12.5%)
  - "% for whom air pollution prevents them from leaving their home when they want to" (rising from 5.6% to 8.3%)
  - "% whose money problems stop them from getting involved in their community" (up from 7.3% to 10.5%)
  - "% satisfied with the cost of heating their home" (down from 51.6% to 34.7%)
  - "% who think sexual harassment is an issue in Bristol" (from 27.1% to 39.9%)

- 9 had no polarity (2 were significantly lower; 0 higher)
- 81 indicators were not statistically significantly different (although the figure may be slightly better or worse).

4. Key Findings 2021/22: Priority Indicators

This section focusses on city-wide results and those from the most deprived areas for the 50 Priority Indicators.

Overall, results from the 2021/22 survey show a challenging picture. Of the 50 headline Priority Indicators shown, 6 are improved on 2020/21 results (4 by a statistically significant amount) and 9 are unchanged, whereas 30 indicators are worse than last year (19 by a statistically significant amount); 5 are new measures this year.

In the 10% most deprived areas, although all but 5 results for our most deprived communities are worse than those expressed by the average Bristol resident (and statistically significantly worse in 29 of the 50), 20 indicators do show results at least slightly better than the previous year with improvements especially in the Community & Living, Health & Wellbeing and Council & Democracy Themes. However, 24 show a worsening picture in the most deprived areas (especially in Sustainability & Environment and Transport Themes); 1 is unchanged and 5 are new.

- **Community and Living**

Results in this section are worse than or the same as last year, but several have improved slightly in the most deprived areas.

Satisfaction with "your local area" fell significantly (74% from 80%) but rose slightly to 51% in the most deprived areas; it continues to have a "Deprivation gap" (23% points) that is one of the highest of all QoL indicators, though is less than the gap last year.

63% feel they belong to their neighbourhood and 70% feel "people from different backgrounds get on well together" in their neighbourhood, both about the same as last year overall. However, whilst both are significantly lower in the most deprived areas, they have improved there (47% belong, up from 39%; 57% "get on well", from 52%).

Close to half of people (46%) regularly volunteer or help out in their community, similar to last year, but 31% report they "lack the information to get involved in the community"; this has improved in deprived areas (28% from 34%) in the last year.

96% of people have access to the internet at home, same as last year, but remains significantly lower in the most deprived areas (91%).

- **Health and Wellbeing**

This section has relatively positive results compared to last year, though several indicators are significantly worse than 2019 before the Covid-19 pandemic.

People reporting being satisfied with life (68%) continued to fall significantly overall but did improve slightly in the most deprived areas (55%). People reporting below average mental wellbeing (via a detailed suite of questions) remained high at 20% and remained higher (32%) in the most deprived areas (though slightly less than last year).

Significantly more people (77%) were able to see friends & family as much as they want, but still less than pre-pandemic results. People doing enough weekly exercise was about the same (67%), but there was a significant rise in people playing sport each week (55% from 41%); both indicators rose in the most deprived areas.

There was little change in the proportion of people living in a house where someone smokes (16%) or in those at higher risk of alcohol-related health problems (15%); however both were slightly worse than last year for people in the most deprived areas.

11% of households in the most deprived areas experienced "moderate or worse food insecurity" (via a detailed suite of questions) and 5% of people living in these areas went to a food bank (or charity) in the last year; both figures are significantly worse than the city average, but both are slightly better in deprived areas than last year.

- **Crime and Safety**

Almost 1 in 5 people (19%) feel "fear of crime affects their day-to-day life", significantly worse than last year, and this almost doubles (36%) in the most deprived areas. Just 25% of people feel police and public services are "successfully dealing with issues of crime & anti-social behaviour", significantly less than recent years.

However, the proportion of people who report being a victim of racial discrimination or harassment in the last year (5% overall) fell significantly, and also fell in the most deprived areas (9% from 18% last year). People who think "Domestic abuse is a private matter" (6%) also improved, though is 10% in the most deprived areas.

- **Education and Skills**

65% of people know where to get information or advice about employment and training, same as last year, and rising in the most deprived areas (67%). A new indicator on training participation shows that over half of people (53%) have "taken part in any learning or training in the last year" (46% in the most deprived areas).

- **Sustainability and Environment**

Overall, results in this section are worse than last year, but better or similar to the year before. 87% of people are concerned about the impact of climate change, similar to recent years, prompting 64% of people to reduce their household waste; both figures have fallen in the most deprived areas. New indicators for the Ecological Emergency also show that 87% of people are concerned about the loss of wildlife (or biodiversity) in Bristol, prompting 53% to "create space for nature" (50% in most deprived areas).

Satisfaction with Bristol parks and green spaces (75%) fell significantly, and with only 52% in the most deprived areas continues to have a "Deprivation gap" (23% points) that is one of the worse of all QoL indicators. People visiting parks or green spaces at least once a week (59%) remained broadly similar to last year, though did rise in deprived areas (42% from 37%).

The proportion of residents who think street litter is a problem remains unchanged (82%) and is now even higher at 96% in the most deprived areas. Satisfaction with Bristol's household waste (71%) and recycling services (68%) both fell significantly and are now back at 2019 levels.

3 in 4 people (75%) think "air quality and traffic pollution is a problem" in their area, significantly worse than last year (71%), but not as many as in 2019.

- **Culture and Leisure**

Overall, citizen satisfaction in this section has continued to decline over the last few years, likely reflecting Covid restrictions. The proportion of people satisfied with outdoor events (52%) and with leisure services (38%) both fell significantly again, and those who "take part in cultural activities once a month" remained low (32%), though did rise slightly in the most deprived areas (22% from 18%).

A new Night-time Economy indicator on "the range and quality of entertainment venues at night" shows 64% of people in Bristol are satisfied, but only 46% in deprived areas.

Satisfaction with activities for children/young people remained low (34%), though rose significantly in the most deprived areas (26%, from 15% last year), back to 2019 levels.

- **Transport**

Overall, results in this section are worse than last year, but better or similar to the year before. 74% of people think "traffic congestion is a problem locally", significantly worse than last year (70%); in the most deprived areas this is also worse (62% from 56%) but is still significantly better than the city average.

Satisfaction with the local bus service fell significantly (49% from 57%), including in the most deprived areas (49% from 55%). The proportion who ride a bicycle at least once a week (27%) has remained broadly unchanged for the last few years.

- **Housing**

Overall, the percentage of people satisfied with their current accommodation has fallen (82% from 87%), though improved slightly in the most deprived areas (to 71%, from 68%). Satisfaction with the cost of rent or mortgage has also fallen significantly (down to 53% from 60%) and also fell in deprived areas (51% from 60%).

- **Economy**

Almost 1 in 10 (9%) of people report they "find it difficult to manage financially", significantly worse than last year (7%), and is 1 in 5 (19%) in the most deprived areas.

Also, almost half of people (46%) in Bristol shop locally at least once a week (an indicator on local "High Streets"), broadly the same as last year (47%), and is similar (41%) in the most deprived areas.

- **Council and Democracy**

The picture in this section is of overall satisfaction with the Council falling on average but holding up or improving in the most deprived areas.

Satisfaction with "the way the Council runs things" fell significantly to 39% (last year had been the highest response since this question was added) but rose in the most deprived areas to 34%; the "Gap" is now 5% points, compared to 18% points last year. For reference, 35% of people overall are dissatisfied with the Council, and 26% don't feel strongly one way or the other.

26% of people feel the Council provides Value for Money, significantly fewer than last year (41% feel the Council does not, and 33% have no opinion).

The question on the Mayoral post changed slightly, asking whether the "elected mayor system makes a positive difference to how the city is run" (previously asked whether it was "improving leadership of the city"). 30% of respondents agree that the Mayoral system does make a positive difference (less than the 35% who agreed with the comparable question last year) and 38% disagree (32% have no opinion).

The question on people feeling they could influence local decisions shows no change (21% citywide and 16% in the most deprived areas, both about the same as last year), and a new indicator on how "BCC asks for your views before it makes changes that affect you" shows 33% of people feel that the Council does enough and 36% don't.

Finally, the question on Covid support also changed slightly, asking whether people felt the Council "supported their local community to recover from the Coronavirus pandemic" (last year focus was on support "during" the pandemic). 32% of people in Bristol are satisfied with the Council's support, down from 40% last year, with 18% dissatisfied (50% no opinion). In the most deprived areas, 29% are satisfied.

5. 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 3,400 responses were given this year, many of which raised multiple issues resulting in over 6,400 points or comments made.

This section highlights that actions related to **transport** remain the top priority for the citizens of Bristol, including issues around better **public transport, parking, cycling** and reducing **traffic** and **air pollution**. In addition, there are actions noted around the

need for more **affordable (cheaper) housing**, protecting **green spaces** and Council issues such as **governance** processes and **improving services (esp waste / litter).**

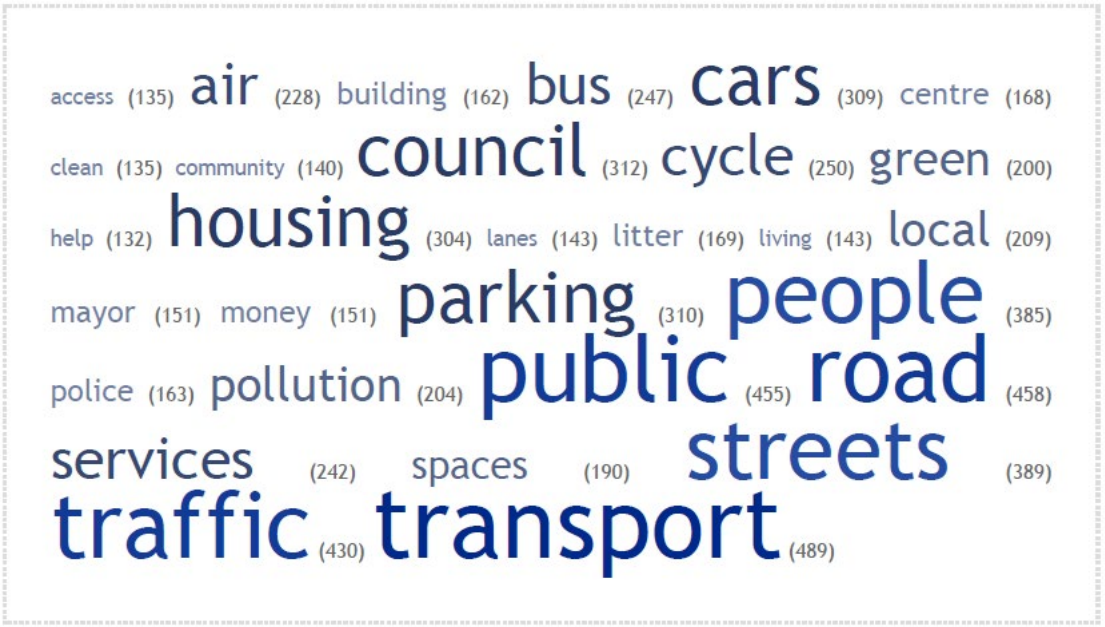


Fig 5.1: Word cloud of the Top 30 individual terms that people noted

- **City-wide analysis and changes**

Detailed analysis of city-wide results shows that the Transport category was by far the greatest area of concern, as in previous years, with over 2,300 points made. Environmental issues (720 points raised) was second, above Council Services (670).

Category 2021	Sub-Category 2021	Issues Raised	2021 Ranking	2020 Ranking	2019 Ranking
Transport	Improve Buses and/or Public Transport	505	1	2	1
Transport	Reduce Congestion/ less cars	422	2	1	2
Council Services	Democracy and Governance	331	3	5	8
Waste and street cleanliness	Litter and/or Street Cleanliness	294	4	6	4
Environment	Air / Noise Pollution	282	5	3	3
Transport	Improve Cycling Facilities	208	6	4	5
Community & Living	Local Community and Facilities	176	7	7	18
Housing	House Price / Rent Affordability	171	8	13	11
Environment	Parks and Green Spaces	159	9	10	14
Transport	Improve Traffic Management	137	10	8	12

Fig 5.2: Table of the Top 10 Sub-categories that people noted

Within the **Transport** category, high levels of transport congestion were linked to concerns about air pollution and frustrations over journey times. The solutions mainly reflected a desire for improved public transport, improved traffic management and sustainable modes of transport such as cycling (e.g. cycle lanes, segregation from traffic) and walking (e.g. pedestrianisation). Improved public transport mainly concerned the bus service, such as reliability, frequency and routes (e.g. local services, cross-city links) but also a limited number raised a co-ordinated public transport infrastructure (e.g. interlinking bus, train, tram). New this year were concerns relating to Voi 'e-scooters' (19th of all sub-categories); a third of comments wanted to

ban or reduce their usage, more related to their control or regulation (e.g. poor riding, pedestrian safety on pavements, disruption to road traffic).

With **Council Services**, the most common themes were concerns around the mayoral role and leadership of the council, as well as value for money concerns (e.g. Council Tax too high / money spent on unnecessary projects) and listening to residents. Many of those adding comment about planning decisions were dissatisfied about the amount of residential new builds, the building on green space and a perceived lack of thought about the impact of an increased population on local facilities and road networks.

For **Waste and Street cleanliness**, people referred more to the city in general than specific areas. Streets, gutters, green spaces with litter, weeds and overgrown shrubbery. Those who expressed concerns talked about embarrassment and loss of pride in the state of their city. Fly tipping and/or graffiti were also problem areas.

For **Environment**, pollution from road traffic was again seen as the primary issue. Environmental concerns are an increasing part of the issues raised, including the need for protecting green spaces and maintaining parks & green spaces already existing; plus concerns about climate change and sustainability were strongly voiced.

Within **Community & Living** people noted the decline or deterioration of local facilities. Most popular was a desire to improve the local high street, in terms of shops and/or facilities (e.g. cafe, greengrocer, pub, dentist, doctors). A number were looking for clubs, activities and leisure facilities, with some noting a sense of social isolation.

The affordability of **Housing** has risen in concern over the past few years. People comment about making 'lifestyle choices' (e.g. lack of food options or going out) with limited money left after paying rent. A number expressed frustration about being unable to buy a house, due to high rents and/or rising house prices. The need for tighter rent controls (e.g. rent caps) was the most commonly expressed resolution.

- **Equality / demographic groups analysis**

Further analysis of "Actions to improve quality of life in Bristol" by equality and demographic groups highlights some differences from the city-wide headlines above:

Age – "Improving buses and/or public transport" is the top concern for young and old alike. For young people (16-24) this is followed by "Improve cycling facilities", whereas for older people (65+) "Litter and/or street cleanliness" is in second place.

Sex – "Improving buses and/or public transport" is the top concern for women, followed by "Reduce congestion / fewer cars"; for men the top 2 are the other way round. "Democracy and governance" concerns around the leadership of the council and value for money also feature much more prominently for men (3rd) than for women (7th).

Ethnicity - "Improving buses and/or public transport" is the top concern for Black, Asian and Minority Ethnic people, but is followed by "Air pollution" and "House price / rent affordability" as the next most pressing actions to address.

Disabled people - "Improving buses and/or public transport" is the top concern, followed by "Litter and/or street cleanliness" and ""Democracy and governance".

10% Most Deprived Areas - The top issue in the 10% most deprived areas is "Litter and/or street cleanliness", followed by "Democracy and governance" (re leadership of the council and value for money) and "Improving buses and/or public transport".

Housing tenure – For Council tenants, "Improving buses and/or public transport" is the top concern, followed by "Local community and facilities". For Private-rented tenants though, "House price / rent affordability" is by far the biggest action to address (followed by "Improving buses and/or public transport" and "Reduce congestion").

6. Respondents

There were 4,360 responses in total, of which 4,230 had Bristol post-codes and **3,870 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 the third phase are only included where needed (further details in Methodology appendix).

There were fewer responses this year compared to the previous 2 years ("useable" responses were 4,100 in 2019 and 4,400 in 2020), partly due to marketing for other BCC consultations in the first mailing diverting some response. Online response rates (52%) remained broadly similar to last year (55%), and above the 47% in 2019.

- **Ward responses**

This year, all wards bar one achieved the target of 100 responses[1]. The range in response by ward is from 98 in Easton to 156 in Clifton and 178 in Avonmouth & Lawrence Weston (all other wards had between 100 and 127 responses). As in the previous 2 years, this gives a relatively even distribution across the city, including from areas with historically low response rates (with additional focus on Avonmouth & Lawrence Weston this year). 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 in Fig 6.1 for details.

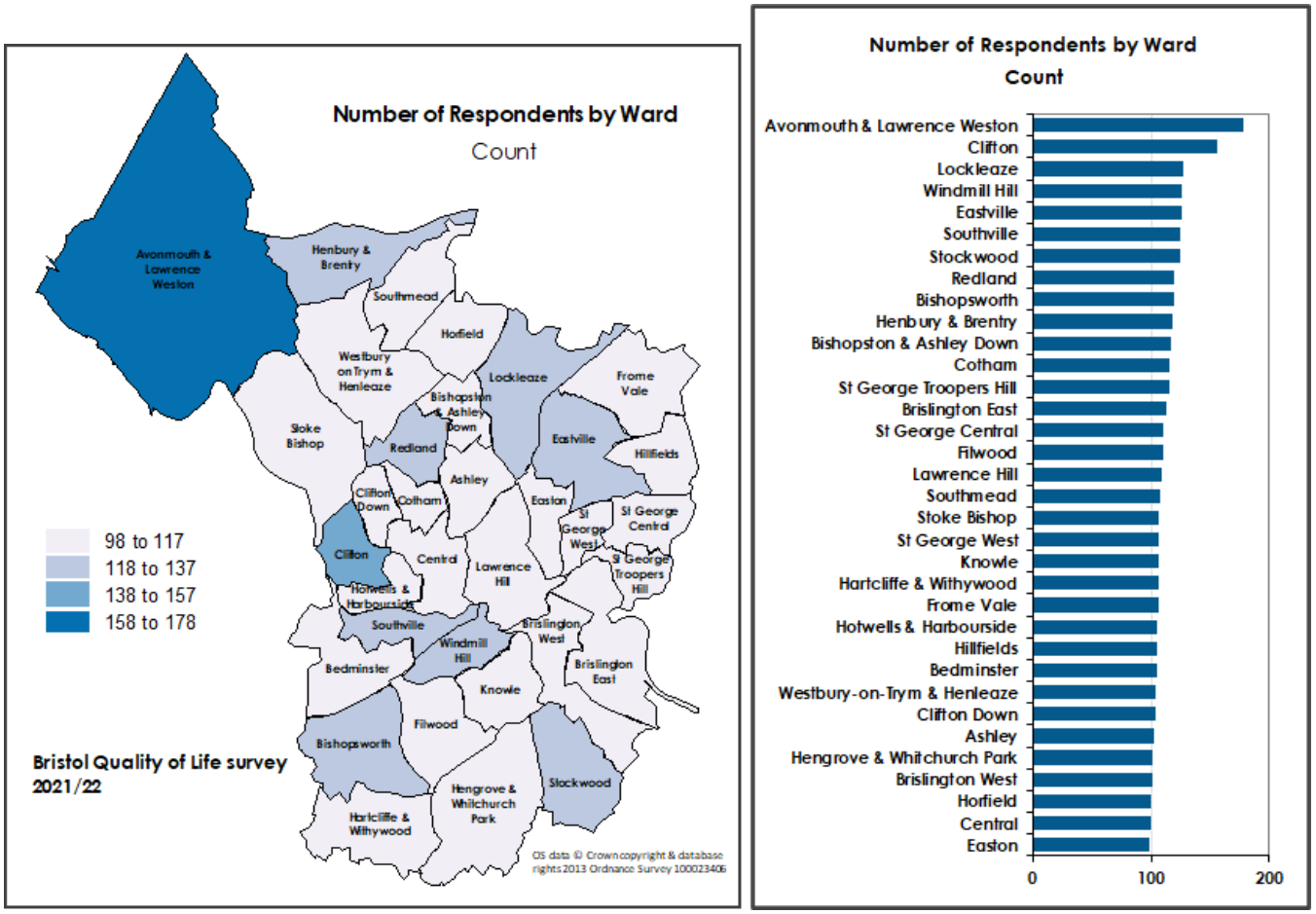


Fig 6.1: Ward map and chart of number of responses by Ward

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

[1] Responses for 9 Wards were boosted by the "third phase" in order to achieve the target; Easton ended just short of target with 98 responses. Avonmouth & Lawrence Weston was also boosted.

- **Equality group responses**

See Fig 6.2 below for details - respondents to the 2021/22 survey by equality groups compared to the Bristol population and survey responses last 2 years:

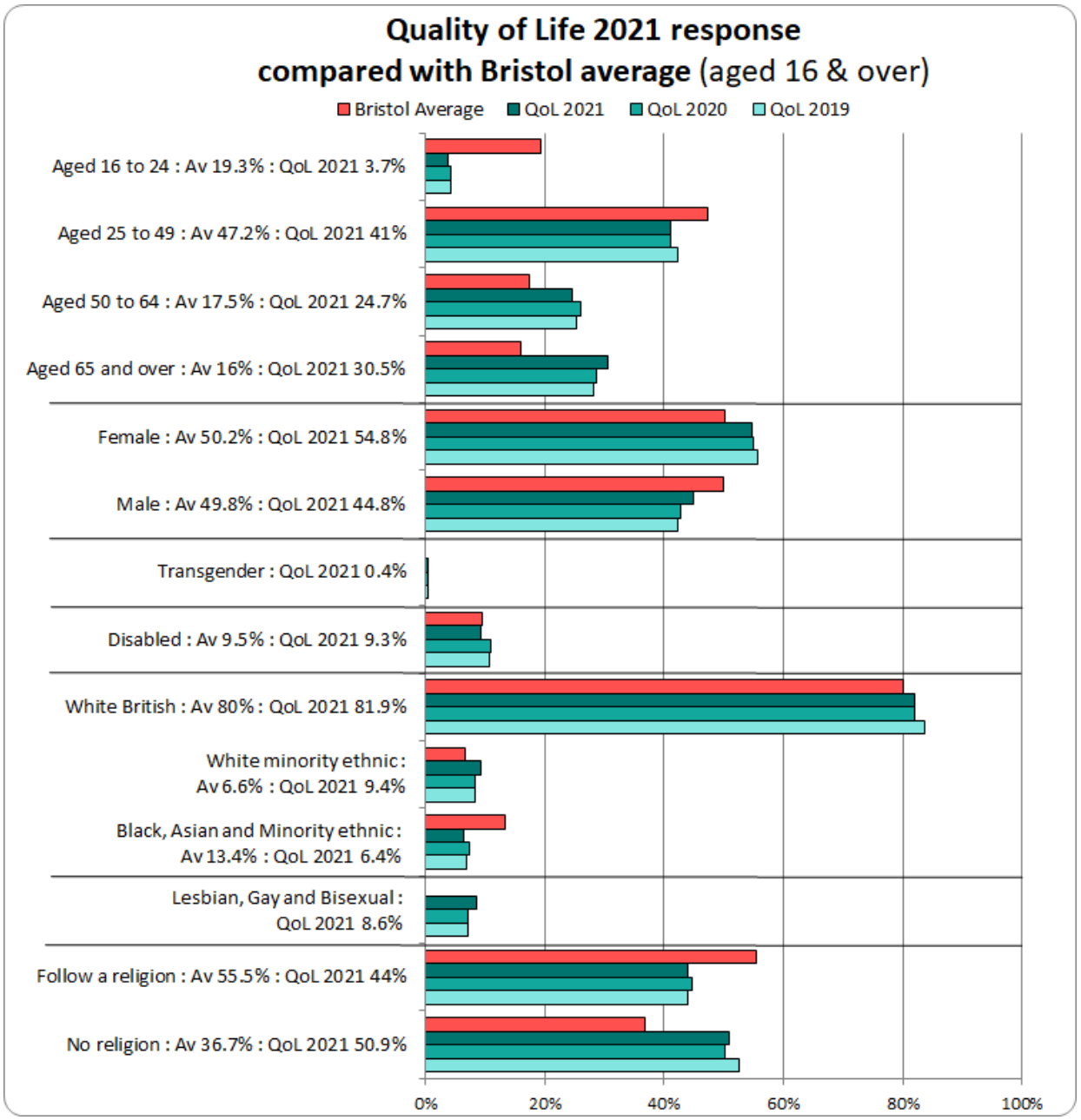


Fig 6.2: QoL 2021 responses by Equality group, compared to previous years and city average

Looking at overall responses by Equality groups, the group most under-represented is still young people (aged 16-24). Young people represent 3.7% of respondents in the 2021 survey, down on the previous year (4.2%) and well below the city average (19.3%); partly though this is because the survey excludes student accommodation.

Responses from Black, Asian and Minority Ethnic groups represent 6.4% of respondents in the 2021 survey, below responses in recent years (7.4% in 2020 and 6.9% in 2019, though above 5.3% in 2018) and still well below the city average (13.4% of residents over 16). People from White minority ethnic groups (those who are not White British) are over-represented with 9.4% of respondents, above last year (8.2%) and above city average (6.6% of residents over 16 are White minority ethnic).

Differences for other Equality groups include more women responding (54.8%) than men (44.8%), plus slightly less Disabled people responding (9.3%) compared to recent years (10.8%) and slightly more who identify as Lesbian, Gay or Bisexual (8.6%) compared to recent years (7.2%). Some groups, such as Lesbian, Gay & Bisexual and Transgender, do not currently have an official Bristol comparison figure.

7. Further Information and contact details

The full range of all Quality of Life 2021/22 indicators is now published in the **Quality of Life 2021/22 data dashboard**, including results for:

- all 180+ indicators, now with trend since 2018 (where available) for:
  - citywide trend
  - all 34 Bristol wards
  - over 30 equality and demographic groups
  - 10 deciles of deprivation across Bristol
- each Bristol ward - overview of all indicators within those wards
- equality and demographic groups - overview of all indicators by group

Results are weighted on ward, sex & age; further details in the Methodology appendix.

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

8. Appendix: Summary of Ward and Demographic Group results (June 2022)

The main body of the report focussed on city-wide results and those from the most deprived areas for the Priority Indicators. This appendix presents summary results of analysis of *all indicators*[2] in the QoL survey broken down by *all aspects*: Wards, Most Deprived Areas and Equality / Demographic Groups (c14,000 data points).

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

Note – full statistical results are available via the **QoL 2021/22 data dashboard**.

Ward summary

Overall Ward results are summarised in the chart below. Results for only 176 indicators are shown because there were too few responses per ward for 8 of the indicators to produce ward statistics for those indicators.

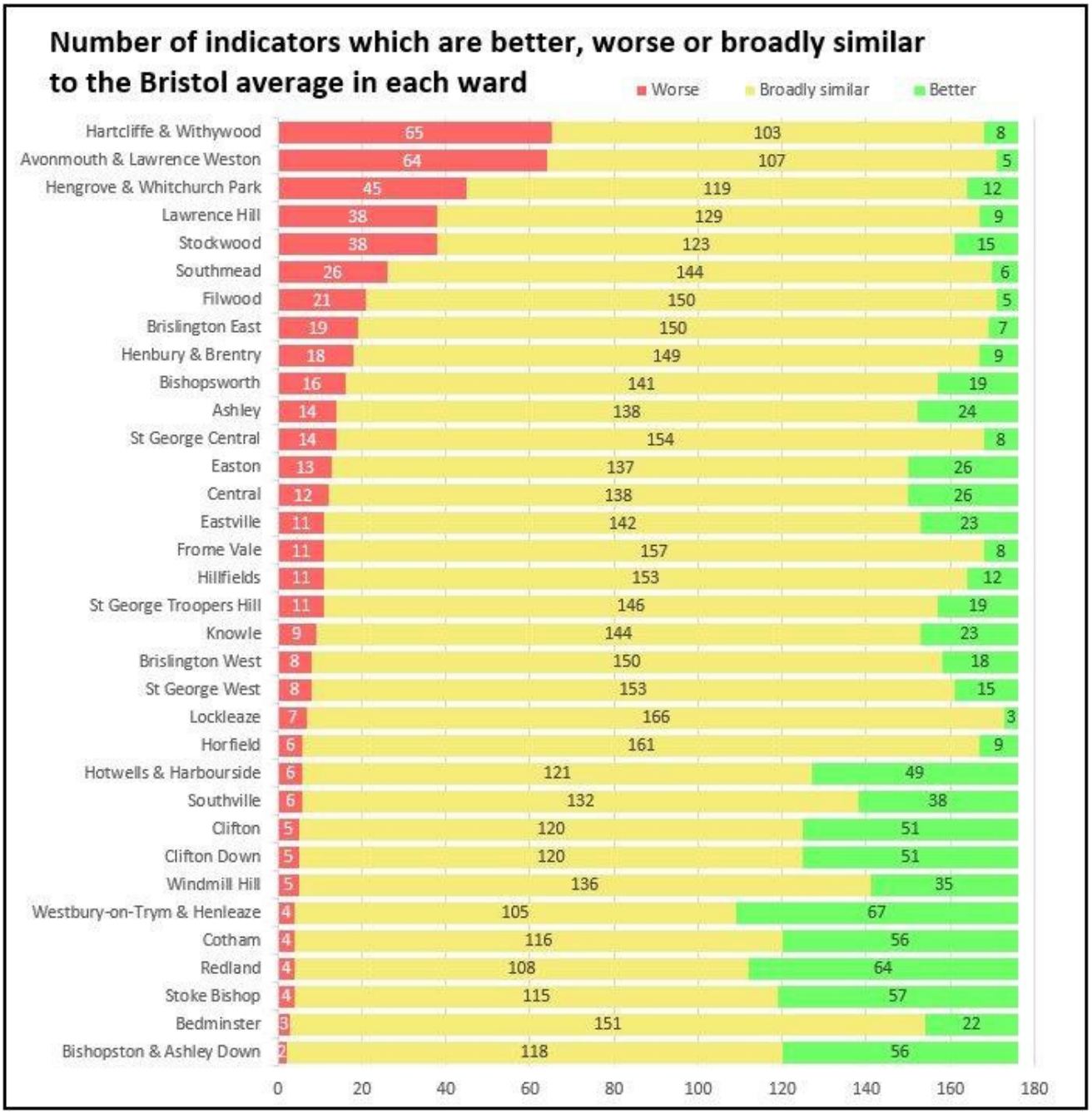
Hartcliffe and Withywood ward has the greatest number of indicators (65) that are significantly worse than the Bristol average, the same situation as in 2020. However, Avonmouth and Lawrence Weston is second worst ward with only one fewer "worse" indicator (64) than Hartcliffe and Withywood. Although, on the face of it, this might show Avonmouth and Lawrence Weston experienced a much greater deterioration than other wards in the past year, it may partly be explained by the greater number of responses received by Avonmouth and Lawrence Weston in 2021 compared with other wards.

The ward with the next highest number of "worse" indicators is Hengrove & Whitchurch Park (45), followed by Lawrence Hill (38), and Stockwood (38).

These wards contain the most deprived areas in South, North-West and Central Bristol, with 3 of the 5 most negatively impacted wards being clustered in South Bristol.

Conversely, in Westbury-on-Trym & Henleaze, Cotham, Redland, Stoke Bishop, and Bishopston & Ashley Down only 4 or less are worse and over 55 indicators each are significantly better than the Bristol average.

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



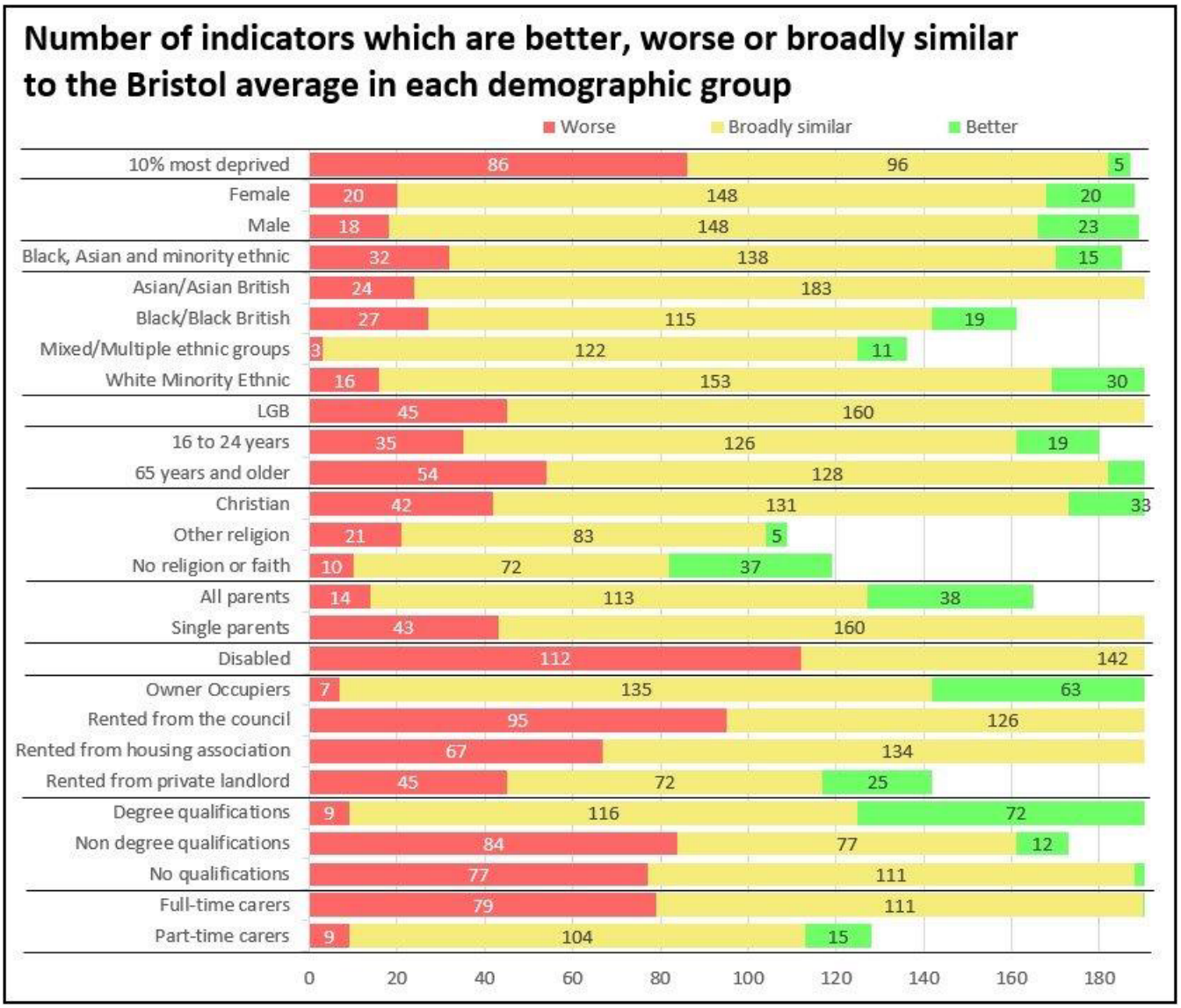
Demographic Group summary

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

The groups with the largest number of indicators significantly worse than the Bristol average are most deprived areas (86 worse indicators), disabled people (112), council tenants (95) and people with non-degree qualifications, i.e. GCSE, NVQ or A level (84). Followed closely by full-time carers (79 worse indicators), housing association tenants (67) and people with no qualifications (77). Although Black/Black British (27 worse indicators) has the highest number of indicators worse than the city average compared with other ethnic groups, it is not as many as last year and Asian/Asian British has a similar number (24 worse indicators).

Note - There is overlap between demographic groups, as a higher proportion of members of one group may also belong to another group compared with the city

average e.g. deprived areas have more council housing. In such cases when an indicator is significantly different for both groups it may be that the results of one group is in fact confounded due to the cross-over with the other group. In the analysis used here it is not possible to disentangle these impacts and say which is the driving factor.



Headline Issues for Selected Demographic Groups

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

- **10% Most Deprived Areas**

For residents living in the most deprived areas there are 19 indicators where the relative difference is greater than 100%, i.e. more than twice or less than half the Bristol average. The biggest gap is for people who live in households where someone smokes regularly within the home, which is almost three times as likely for people living in the deprived areas compared with the city average. Also of note, in comparison with city average, almost three times say they've been a victim of religious discrimination or harassment, over two and a half times have used a foodbank or are

food insecure, and more than double feel lonely because they don't see friends and family enough.

10% Most Deprived Areas – significantly worse indicators	Group average	Bristol average	Gap
% households where someone smokes regularly within the home	10.5%	3.7%	6.8%
% victim of religious discrimination or harassment in last year	4.7%	1.7%	3.0%
% households that used a 'food bank' during the last 12 months	4.8%	1.8%	3.0%
% households which have experienced moderate to severe food insecurity	11.2%	4.6%	6.6%
% who feel lonely because they don't see friends and family enough	11.9%	5.0%	6.9%

- **Disabled people**

For disabled people there are 112 indicators worse than the city average. Headlines:

- A quarter (25.8%) report suffering from disability discrimination or harassment in the last year.
- Almost 1 in 10 (9.7%) have experienced severe food insecurity, over 5 times the city average.
- Almost 1 in 11 (8.9%) cannot afford home broadband or equipment, over 4 times the city average.

Disabled people – significantly worse indicators	Group average	Bristol average	Gap
% with illness or health condition which limits day-to-day activities a lot	54.9%	7.7%	47.2%
% victim of disability discrimination or harassment in last year	25.8%	3.3%	22.5%
% for whom accessibility issues stop them from getting involved in their community	16.3%	1.9%	14.4%
% whose poor health stops them from getting involved in their community	59.8%	10.1%	49.7%
% whose physical health prevents them from leaving their home when they want to	48.0%	8.8%	39.2%
% households which have experienced severe food insecurity	9.7%	1.8%	7.9%
% whose lack of support and assistance prevents them from leaving their home when they want to	13.4%	2.9%	10.5%
% who are inactive	29.7%	7.6%	22.1%
% who cannot afford home broadband or equipment	8.9%	2.1%	6.8%

- **Council tenants**

For council tenants 95 indicators are worse than the Bristol average. Headlines:

- much more likely to access food banks (10.2%), over five times city average, and to experience food insecurity (16.6%), over three and a half times city average

- one third have no qualifications, over four times city average
- more likely to be unable to afford home broadband or equipment (8.5%), four times the city average, and not to have any or enough digital devices (5.1%), almost four times the city average.

Council tenants – significantly worse indicators	Group average	Bristol average	Gap
% households that used a 'food bank' during the last 12 months	10.2%	1.8%	8.4%
% with no formal qualification	33.3%	7.6%	25.7%
% who cycle to work	4.1%	18.2%	14.1%
% who cannot afford home broadband or equipment	8.5%	2.1%	6.4%
% households which have experienced moderate to severe food insecurity	16.6%	4.6%	12.0%
% with illness or health condition which limits day-to-day activities a lot	26.1%	7.7%	18.4%
% who ride a bicycle at least once a week	8.1%	26.9%	18.8%
% for whom accessibility issues stop them from getting involved in their community	7.2%	1.9%	5.3%
% for whom benefit rules stop them from getting involved in their community	4.5%	1.1%	3.4%
% who don't have any or enough digital devices	5.1%	1.3%	3.8%

- **Full-time carers**

For full-time carers there are 79 indicators worse than the city average. Headlines:

- Nearly half (46.1%) say caring responsibilities prevent them from leaving their home when they want to.
- Almost 1 in 7 (14.3%) are prevented from getting involved in their community due to accessibility issues. Nearly 1 in 8 (12.3%) are stopped from leaving home because of a lack of support and assistance and over 3 in 10 (31.2%) suggested they would visit venues and events more often if the venues were more accessible
- More than 1 in 8 (12.9%) were victims of disability discrimination or harassment in last year.

Full-time carers – significantly worse indicators	Group average	Bristol average	Gap
% whose caring responsibilities prevent them from leaving their home when they want to	46.1%	3.2%	42.9%
% for whom accessibility issues stop them from getting involved in their community	14.3%	1.9%	12.4%
% for whom benefit rules stop them from getting involved in their community	6.9%	1.1%	5.8%
% whose lack of support and assistance prevents them from leaving their home when they want to	12.3%	2.9%	9.4%
% victim of disability discrimination or harassment in last year	12.9%	3.3%	9.6%

% who take the train to work	0.5%	3.1%	2.6%
% for whom accessible venues would encourage them to visit venues and events more often at night	31.2%	9.6%	21.6%

- **Black / Black British**

For Black/Black British people there are 27 indicators worse than the city average. Headlines include:

- 39.4% report experiencing racial discrimination or harassment in the last year, over 8 times city average.
- Most likely group to use food banks (15.2%), over six times city average and the second most likely to experience food insecurity (19.2%), over 4 times city average.

Black/Black British people – significantly worse indicators	**Group average**	**Bristol average**	**Gap**
% victim of racial discrimination or harassment in last year	39.4%	4.9%	34.5%
% households that used a 'food bank' during the last 12 months	15.2%	1.8%	13.4%
% who ride a bicycle at least once a week	6.4%	26.9%	20.5%
% households which have experienced moderate to severe food insecurity	19.2%	4.6%	14.6%
% who cycle to work	5.6%	18.2%	12.6%

- **Single parents**

For single parents there are 43 indicators worse than the city average. Headlines include:

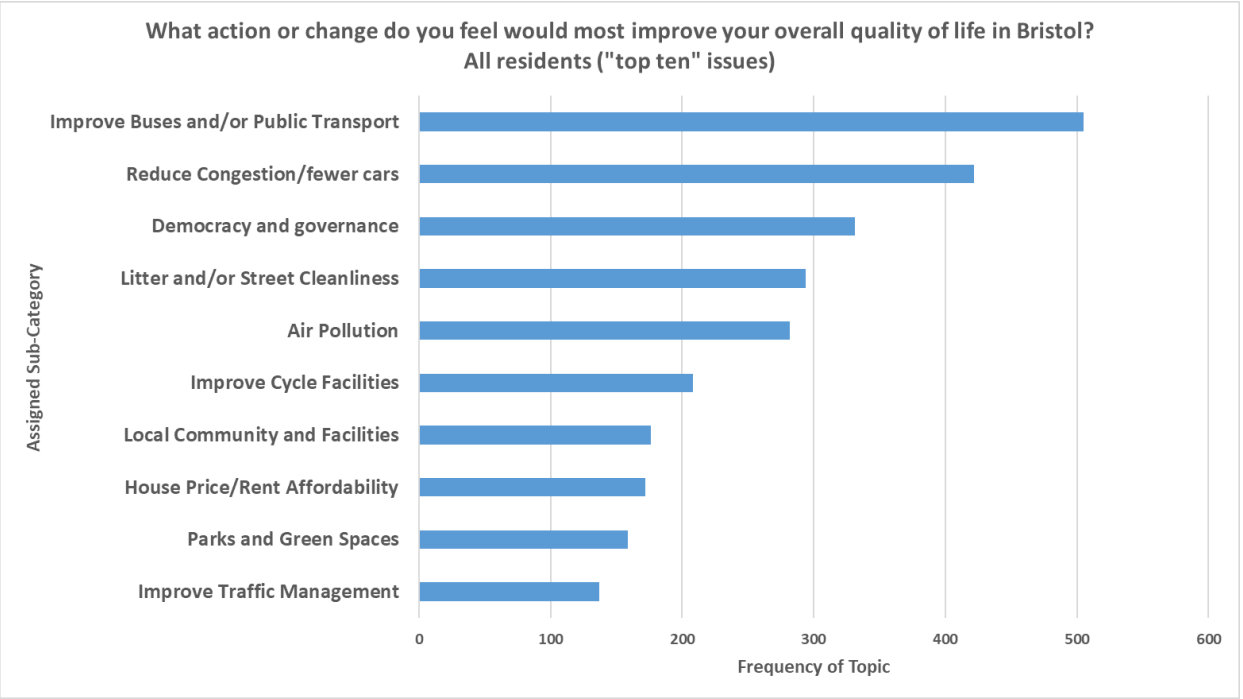
- Second most likely group to use foodbanks (14.0%) and the most likely to experience food insecurity (20.5%), almost 4.5 times city average.
- Most likely group to have financial difficulties (28.6%), over 3 times city average.

Single parents – significantly worse indicators	**Group average**	**Bristol average**	**Gap**
% households that used a 'food bank' during the last 12 months	14.0%	1.8%	12.2%
% households which have experienced severe food insecurity	9.5%	1.8%	7.7%
% households which have experienced moderate to severe food insecurity	20.5%	4.6%	15.9%
% for whom benefit rules stop them from getting involved in their community	6.1%	1.1%	5.0%
% whose caring responsibilities prevent them from leaving their home when they want to	12.6%	3.2%	9.4%
% who find it difficult to manage financially	28.6%	8.7%	19.9%

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

In section 5, the results of the categorisation of the open text question were presented.

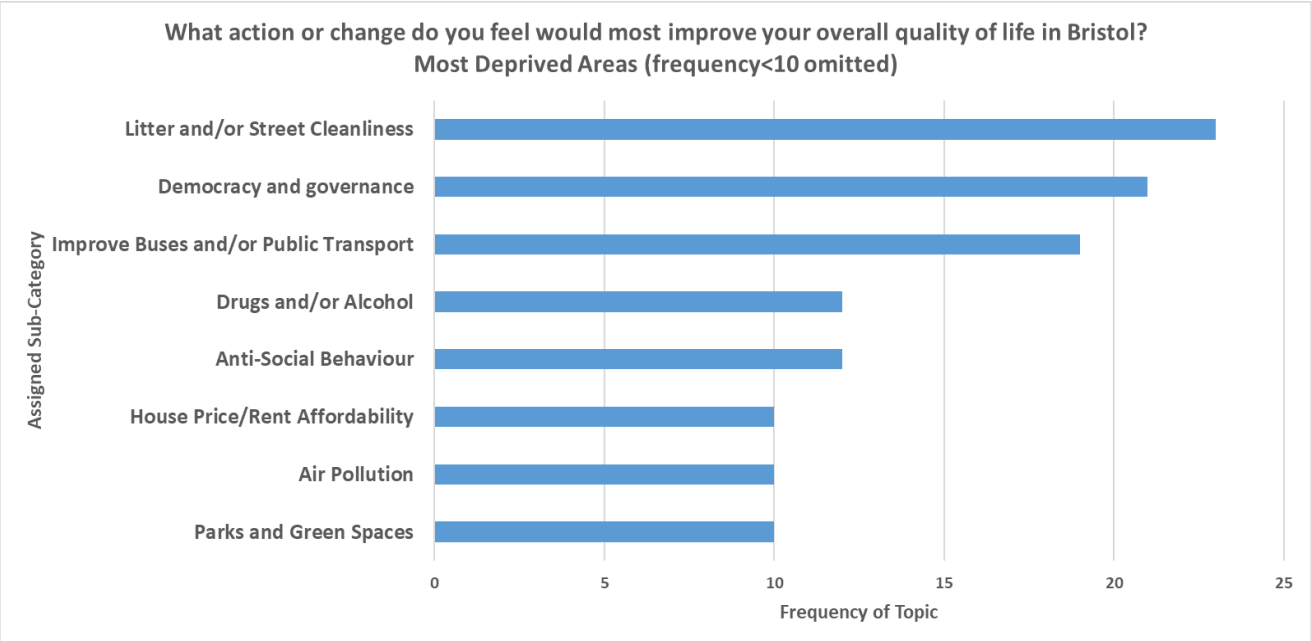
The total counts, by sub-category, are shown in the chart below:



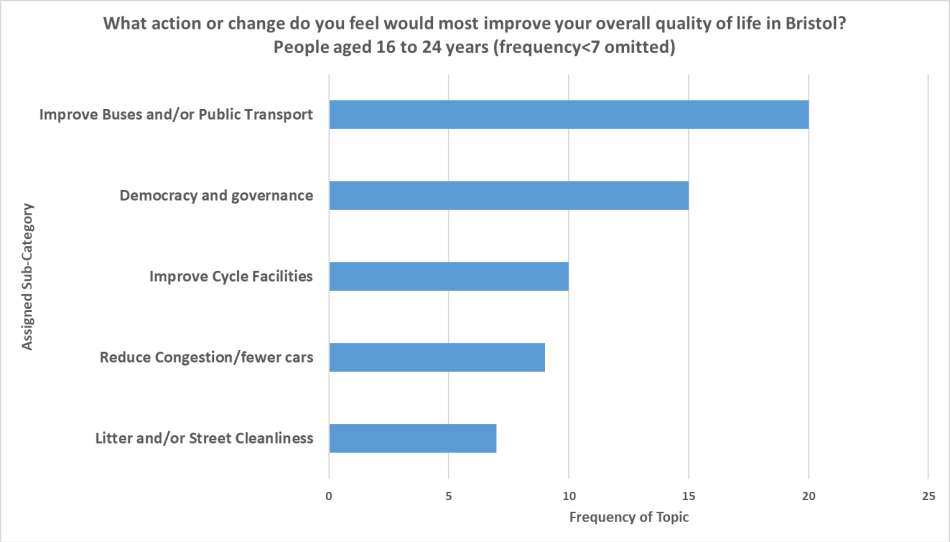
Further in section 5, the respondents' free text results were explored to discover whether issues for each of the demographic groups differed from the majority of the city. The concerns of some groups which appear to diverge markedly from overall citywide results are shown, although as the numbers of responses are inevitably smaller than for the city as a whole, some care must be taken in drawing conclusions.

The total counts for selected demographic groups, by sub-category, are shown in the charts below:

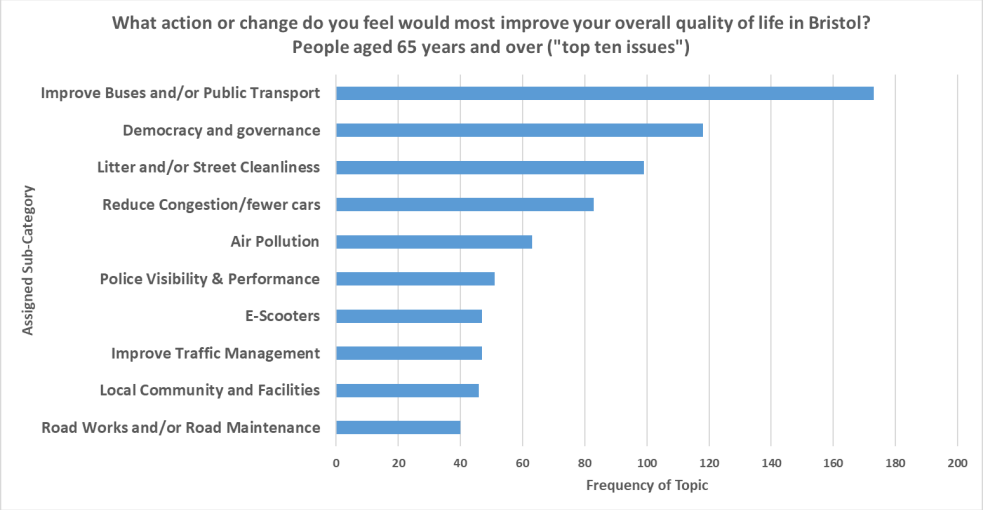
- **10% Most Deprived Areas**



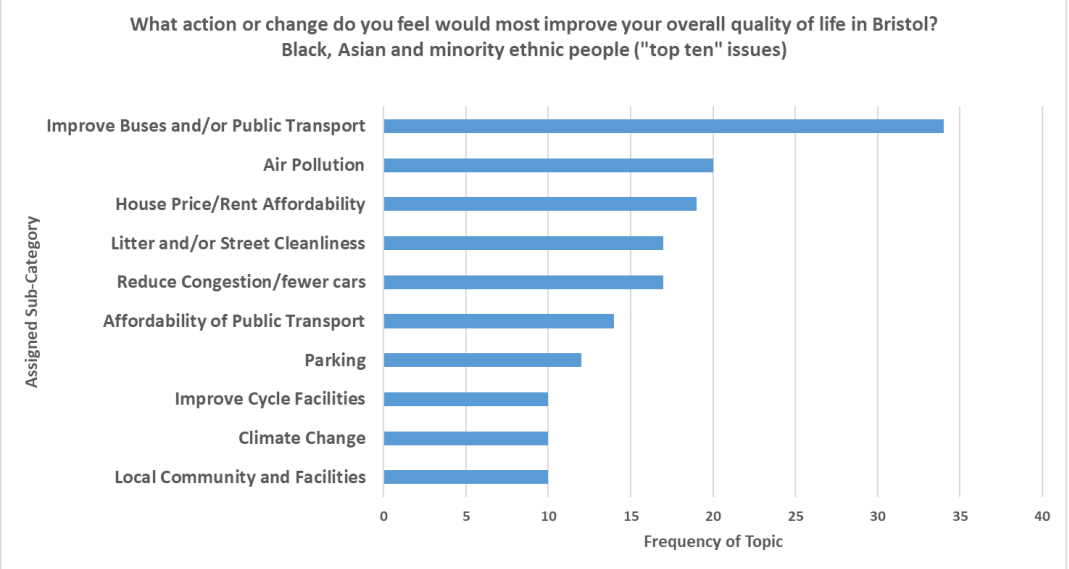
- **Young People (aged 16 to 24 years)**



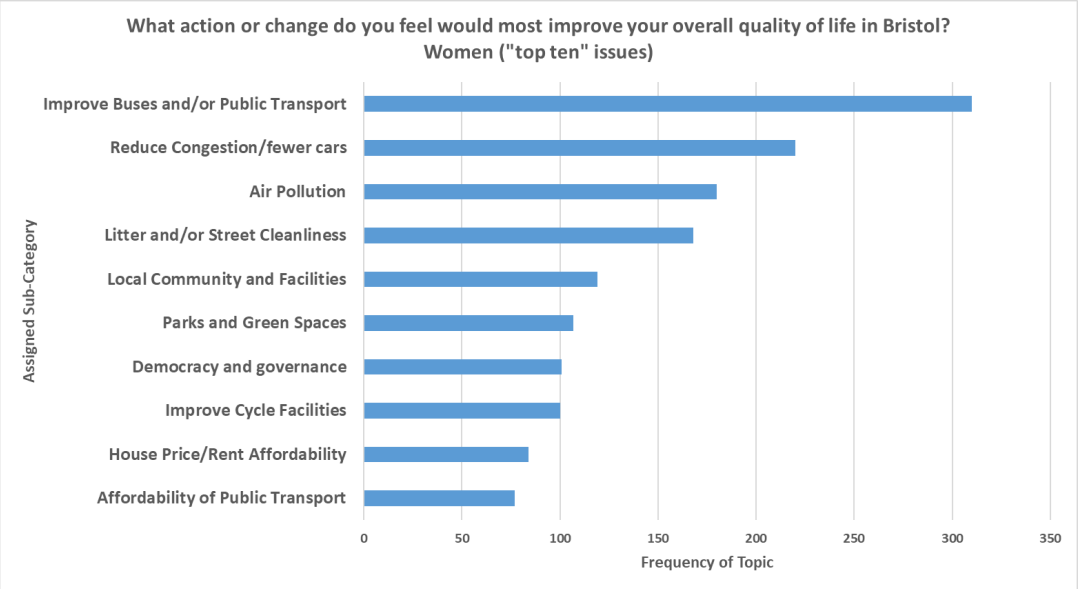
- **Older People (aged 65 years and over)**



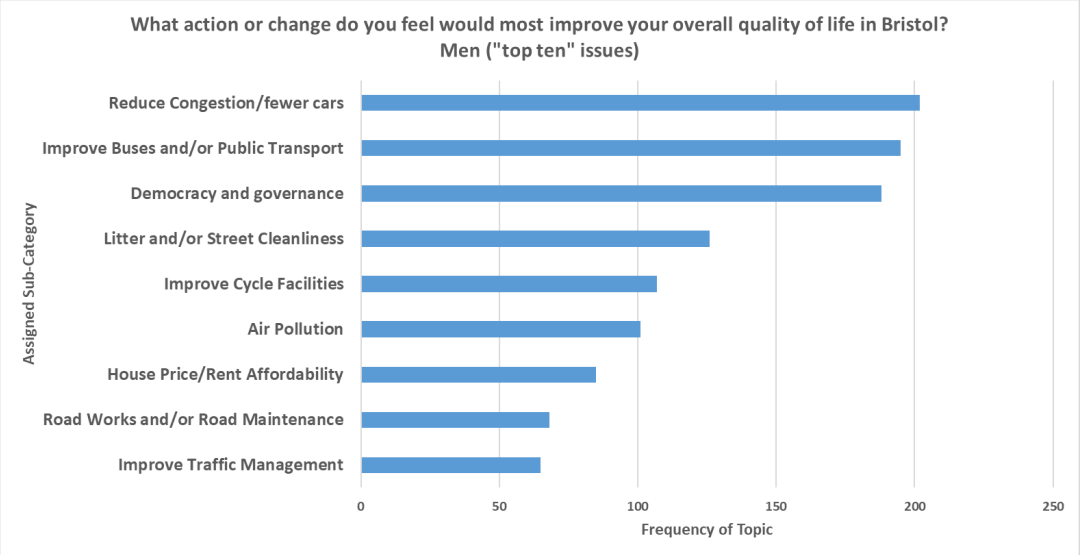
- **Black, Asian and Minority Ethnic People**



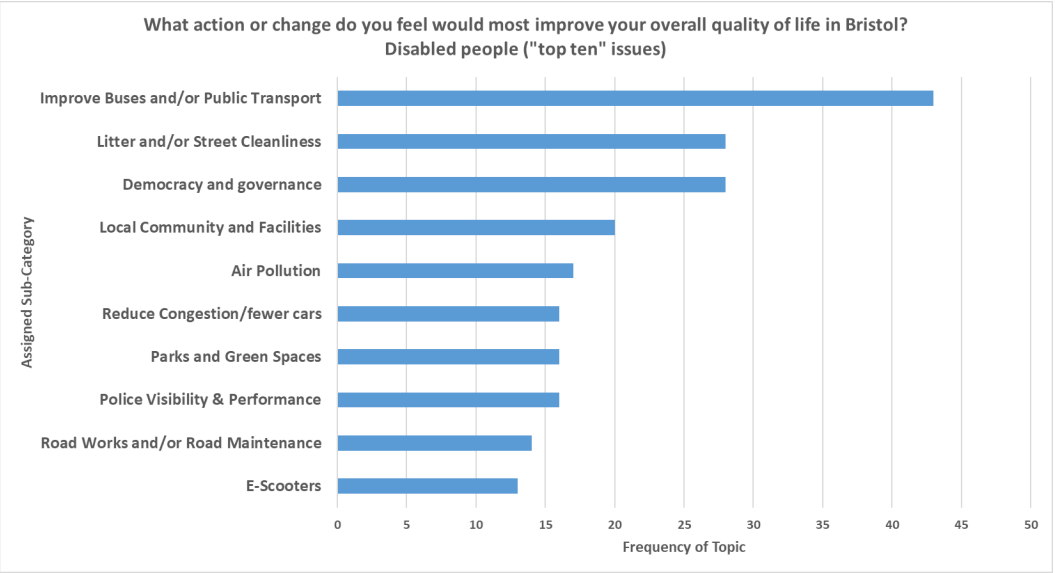
- **Women**



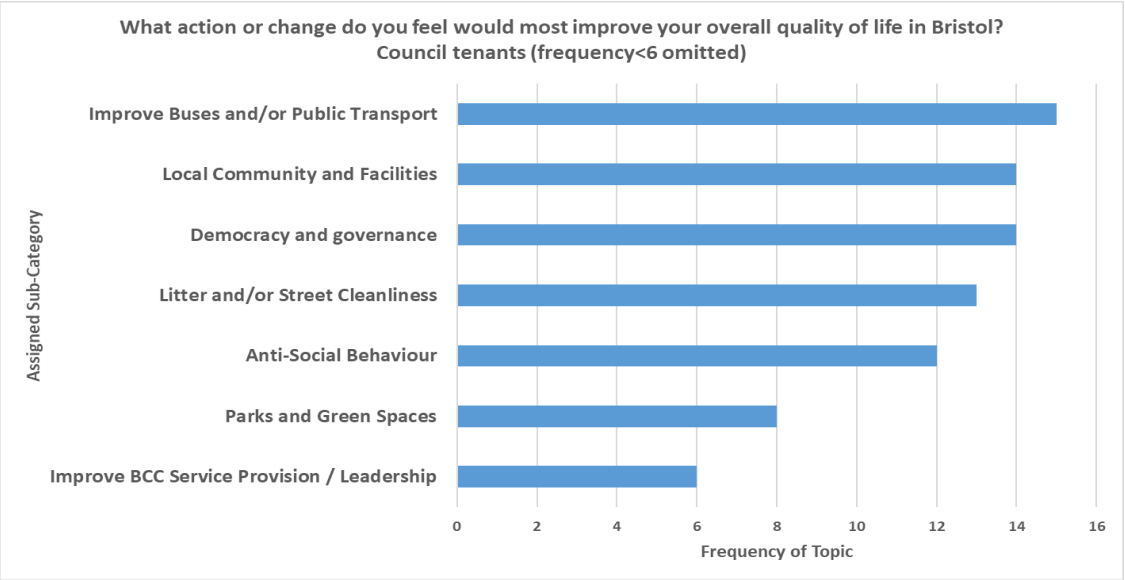
- **Men**



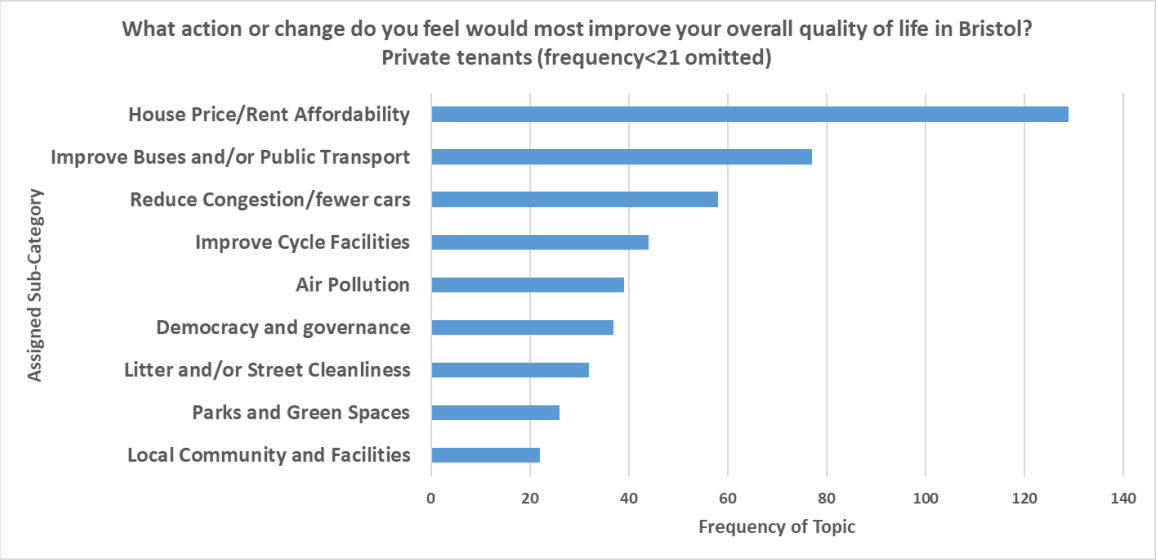
- **Disabled People**



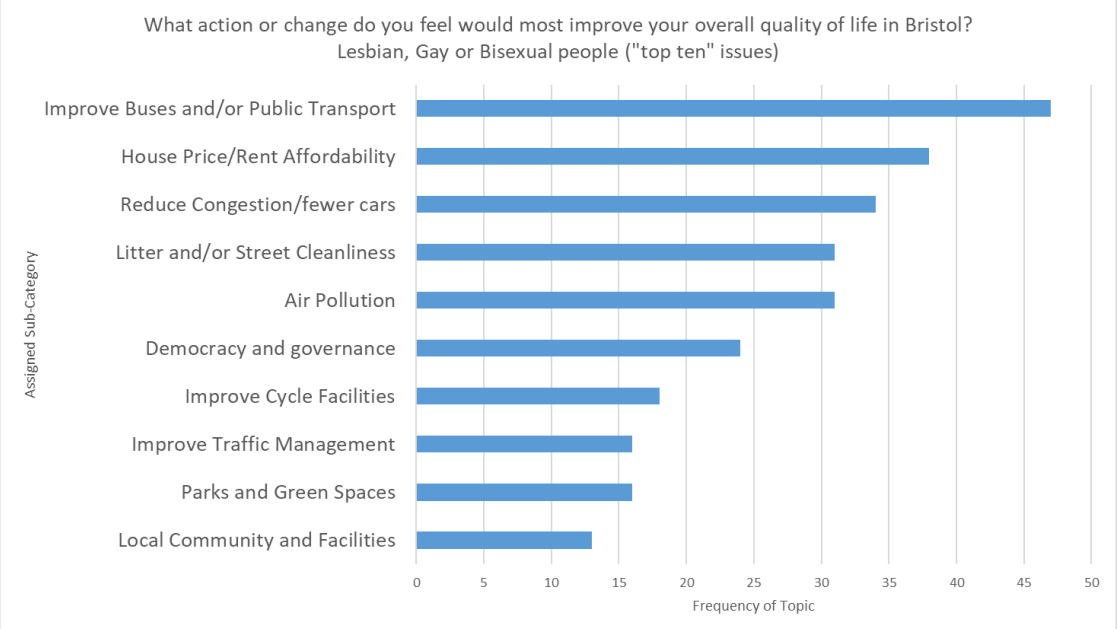
- **Council Tenants**



- **Private Tenants**



- **LGB**



Quality of Life survey – Methodology appendix

The Quality of Life (QoL) survey is a cross-sectional study that collects data annually in September / October. The target population are people, aged 16 years and over, resident within Bristol City Council boundaries. The survey also produces estimates for specific sub-populations such as electoral wards, deprivation deciles, sexes, older people, younger people and ethnic groups.

Random sample process

Individuals are selected at random, from all residential properties listed on the Land and Property Gazetteer (LPG). Student accommodation such as halls of residence are excluded. The survey uses a probability sample to make inferences about the Bristol population, and results are analysed using the "Stata" statistical software package.

The survey is a single stage design with the LPG stratified by Lower Super Output Area (LSOA). This means that the residential properties in the LPG are grouped into LSOAs and then separate random samples are taken from each LSOA. The same number people are selected from every LSOA in a specific ward unless the LSOA crosses a ward boundary. The response target is to obtain at least 100 responses from each ward. The predicted response rate for each LSOA is the weighted moving average of the previous 3 years response rates for that particular LSOA.

Invitation process

Phase 1: Initially the selected households are mailed an invitation letter asking them to participate, with a link to the online survey. Respondents are asked to enter a unique reference number, so that they can be removed from the reminder mailing to non-responders.

Phase 2: After approx. 2 weeks, those that have already completed the survey in Phase 1 and any that ask to be excluded (or are returned to sender) are removed from the mailing list. A second mailing is then sent out, with an invitation letter (and online link) plus a paper copy of the survey.

Phase 3: After 1-2 weeks (to allow the peak of responses to the second mailing), targeted promotion of the survey (via social media and local groups) is done to low-responding wards (those at risk of not getting 100 responses); NB this is to *all residents* of those wards, not just the households from the random sample. From previous experience it is known that younger people aged 16 to 24 years and black and minority ethnic groups are also routinely under-represented in the survey, so targeted promotion of the survey to *all members* of these groups is carried out at the same time.

[Note – if additional Phase 3 responses are received from people living in wards that are not under-represented in the final analysis, they are not included in the results; this is to retain focus on results from the random sample as much as possible].

Result weighting

An adjustment, called the finite population correction, is applied to reduce sampling variability due to sampling without replacement. Poststratification is used to adjust sampling weights to sum to the poststratum sizes in the population and so reduce bias due to non-response. The poststrata are ward, age (16-49 years, 50+ years) and sex. The poststratum sizes are the ONS mid-year estimates.

Variance estimates, and thus the standard errors are calculated using a "bootstrap replication" method. The bootstrap is more robust than linearization methods to non-response.

Occasionally missing data can leave only a single sampling unit (individual) in a stratum (LSOA). In these cases the LSOA is merged with a neighbouring LSOA within the same ward.