

# Bristol Quality of Life survey 2017/18



## Results of the Quality of Life Survey 2017/18

April 2018 report

### 1. Background

The Quality of Life is an extensive annual resident's survey for Bristol, and provides key indicators including measures of inequality. The results are used to identify issues and to inform decisions about priorities and service provision.

In 2017 the survey was open to all Bristol residents (16 & over) for the first time, rather than being a random sample mailed to selected addresses. It was also carried out entirely online for the first time, although paper copies were available on request.

The survey was open for 5 months (March - Aug 2017), and had approx. 3,500 responses in total (3,400 Bristol postcodes).



Due to the new survey method used, the 2017/18 results are not directly comparable to previous years' figures in terms of being an indicator of trend.

### 2. Survey Results

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

[Quality of life 2017/18 results](#)

The 2017/18 survey consisted of 65 questions that have produced over 200 indicators, covering topics such as health, lifestyles, community, local services and public perception about living in Bristol. The results have been organised into 10 themes.

Results for each indicator are given for Bristol overall, and for people living in the 10% most deprived areas of the city to highlight issues of inequality. All indicators are listed by theme in this report, plus highlighted in the data dashboard.

In addition, indicators in the data dashboard also show results for all 34 Bristol wards, for Equality groups and all 10 deciles of deprivation (for a small number of indicators, responses are too low to break down by ward or equality group).

## Quality of Life Indicators 2017/18 - Priority indicators summary

Bristol Average 10% most Deprived Deprivation Gap

### Council and Democracy

% satisfied with the way the Council runs things	27%	25%	2%
% dissatisfied with the way the Council runs things	41%	50%	9%
% who feel Bristol City Council provides value for money	32%	28%	4%
% who feel Bristol City Council does not provide value for money	36%	47%	11%
% who feel an elected mayor is improving the leadership of the city	35%	25%	10%
% who feel an elected mayor is not improving the leadership of the city	31%	34%	3%
% who agree they can influence decisions that affect their local area	25%	24%	1%
% who agree they can influence decisions that affect the public services they use	18%	20%	2%

### Community and Living

% satisfied with their local area	76%	56%	20%
% who feel they belong to their neighbourhood	60%	53%	7%
% who agree people from different backgrounds get on well together in their neighbourhood	67%	55%	12%
% who volunteer or help out in their community at least 3 times a year	66%	68%	2%
% who find it difficult to manage financially	12%	21%	9%
% who think noise from residential neighbours is a problem	37%	59%	22%

### Health and Wellbeing

% satisfied with life	69%	57%	12%
% in good health	84%	75%	9%
% who see friends and family as much as they want to	80%	79%	1%
% who do enough regular exercise each week (at least 150 mins moderate or 75 mins vigorous exercise)	64%	59%	5%
% who play sport at least once a week	45%	32%	13%
% households with a smoker	22%	29%	7%
% who eat at least five portions of fruit or vegetables per day	55%	58%	3%

### Crime and Safety

% whose fear of crime affects their day-to-day lives	10%	25%	15%
% who feel crime and safety has got worse in their area in the last 3 years	24%	33%	9%
% who feel police and public services successfully tackle crime and anti-social behaviour locally	32%	32%	0%
% who think domestic abuse is a private matter	5%	10%	5%

### Education and Skills

% who need to develop at least one of their skills	38%	45%	7%
% who know where to get information, advice and guidance about employment and training	70%	81%	11%
% satisfied with adult learning opportunities*	32%	34%	2%

### Sustainability and Environment

% satisfied with the quality of parks and green spaces	71%	53%	18%
% who think street litter is a problem locally	80%	94%	14%
% satisfied with the recycling service	70%	63%	7%
% satisfied with the general household waste service	69%	60%	9%
% concerned about climate change	82%	76%	6%
% who have reduced their household waste due to climate change concerns	58%	50%	8%
% who have reduced energy use at home due to climate change concerns	53%	44%	9%
% who have changed the way they travel due to climate change concerns	31%	23%	8%

### Culture and Leisure

% satisfied with the range and quality of outdoor events	77%	67%	10%
% who participate in cultural activities at least once a month*	50%	39%	11%
% satisfied with libraries	52%	48%	4%
% satisfied with leisure facilities/services	44%	40%	4%
% satisfied with activities for children/young people	38%	28%	10%

### Transport

% who think traffic congestion is a problem locally*	74%	57%	17%
% who think air quality and traffic pollution is a problem locally*	72%	67%	5%
% who ride a bicycle at least once a week*	28%	22%	6%
% satisfied with the local bus service	40%	33%	7%

### Housing

% satisfied overall with their current accommodation*	83%	76%	7%
% satisfied with the state of repair of their home	74%	68%	6%
% satisfied with the cost of their rent or mortgage payments*	56%	54%	2%

- a) \* = a new (or re-instated) indicator in the 2017 survey  
 b) "10% most Deprived" shows results from households in the 10% most deprived areas within Bristol, based on the 2015 Index of Multiple Deprivation.  
 c) "Deprivation Gap" is the difference between the "10% Most Deprived" and city average.  
 d) Blue text denotes Corporate Strategy 2017-22 indicator  
 Green text denotes other KPI (on BCC Performance Management Spqr.net system)

#### KEY (to Deprivation Gap using statistical t-test)

- Red square: Worse in 10% most deprived areas  
 Green square: Better in 10% most deprived areas

### 3. Priority indicators summary

The previous table highlights the results of around 50 'priority indicators', to give an at-a-glance summary of headline results from the 2017/18 Quality of Life survey.

The table also includes a figure for each indicator for people living in the "10% most deprived" areas of the city, and highlights where this experience is significantly different to the city average. It is clear that the majority of themes do show that the lived experience of our most deprived communities is significantly worse than the sentiment expressed by the average Bristol resident.

Further analysis on all indicators by theme is in Section 8 "All results by theme".

### 4. Understanding the results

#### Deprivation gap

Results are listed for the Bristol-wide average response, also for people in the "10% most deprived" areas of the city and the difference between - the "Deprivation gap".

The colour-coding shows where responses from people living in the 10% most deprived areas within Bristol are significantly different to responses for Bristol overall (using a statistical t-test), to highlight issues of inequality. Due to different response patterns, the threshold for significance may vary slightly between indicators.

#### 10% most deprived areas

The "10% most deprived" category refers to people living in any of the 27 small areas (LSOAs) that are ranked in the 10% most deprived *within* Bristol, as according to the ONS Index of Multiple Deprivation 2015. See [www.bristol.gov.uk/deprivation](http://www.bristol.gov.uk/deprivation) for more.

#### Changes to the survey process in 2017

The survey used a different collection process in 2017, and was primarily an online survey open to all citizens, not a direct mailing to a random sample of people. The online survey was promoted through many channels, including the council tax booklet to all households and a publicity and social media campaign, plus some targeted events for particular communities, and paper copies on request. In addition, a targeted mailing was sent to a random sample of people in low responding areas, with a link to the online survey, to ensure that all parts of the city were represented.

However, due to the new survey method used, the 2017/18 results are not directly comparable to previous years' results, and so there is no trend analysis.

#### Confidence limits and weighting

Quality of Life survey 2017/18 results are based on 3,500 responses, with final results weighted by ward, sex and age to help compensate for any non-response bias from under-represented groups.

Confidence limits help to interpret results from sample surveys designed to reflect the whole population. A 95% confidence interval is used here, which is the range within which the true population would fall for 95% of the time the sample survey was repeated. This is the standard way of expressing statistical accuracy of survey-based results.

Full results of all indicators, including upper and lower confidence limits, are available in Open Data Bristol - [Quality of life 2017/18 results](#) - via the red 'access to data' buttons.

## 5. Actions to improve quality of life in Bristol

In addition to the many indicators, a final open text question was asked of “What action or change do you feel would most improve your overall quality of life in Bristol?”. 2,900 responses were given, with over 5,100 points made (as many raised multiple issues).

Transport was by far the largest overall category of comments (over 2,000 in total), both for the need to improve public transport in Bristol and to reduce traffic congestion. Also transport issues including many people wanting improvements to car parking and a similar number for improvements to cycle / pedestrian facilities.

Other issues that attracted high numbers of comments include air/noise pollution and street litter. The top 10 single issues noted are listed below:

Category	Sub-Category	Issues raised
Transport	Improve Buses and/or Public Transport	572
Transport	Reduce Congestion	472
Environment	Air/Noise Pollution	327
Waste and Street Cleanliness	Litter and/or Street Maintenance	221
Transport	Improve Parking	206
Transport	Improve Cycle/Pedestrian Facilities	182
Housing	Rent Affordability	146
Transport	Affordability of Public Transport	138
Transport	Improve Traffic Management	128
Services and Facilities	Democracy and Governance	123

### Transport

Improvement of public transport was a major issue, primarily re the bus service but also trains and network links. A need was expressed in some areas for extra bus routes or extra times added to the existing schedule, along with more reliable time keeping. A lot of people felt an improved and cheaper public transport network would entice people away from using the car, whilst others felt improved pedestrian and cycle facilities would help.

Traffic congestion across large parts of the city was a major issue affecting a lot of individual’s quality of life. The two main areas of concern were the effect on journey times and the impact of traffic pollution on air quality.

Parking issues - Residents unable to park in their road or the issue of parking on pavements and corners of roads, affecting pedestrians and in some cases making roads inaccessible to waste collection lorries, delivery vehicles and ambulances.

### Housing

A lot commented about the disparity between mortgages and comparative higher rental costs. For some, they note earning reasonable wages but pay high rent and can’t afford to save for a deposit on a house because of this.

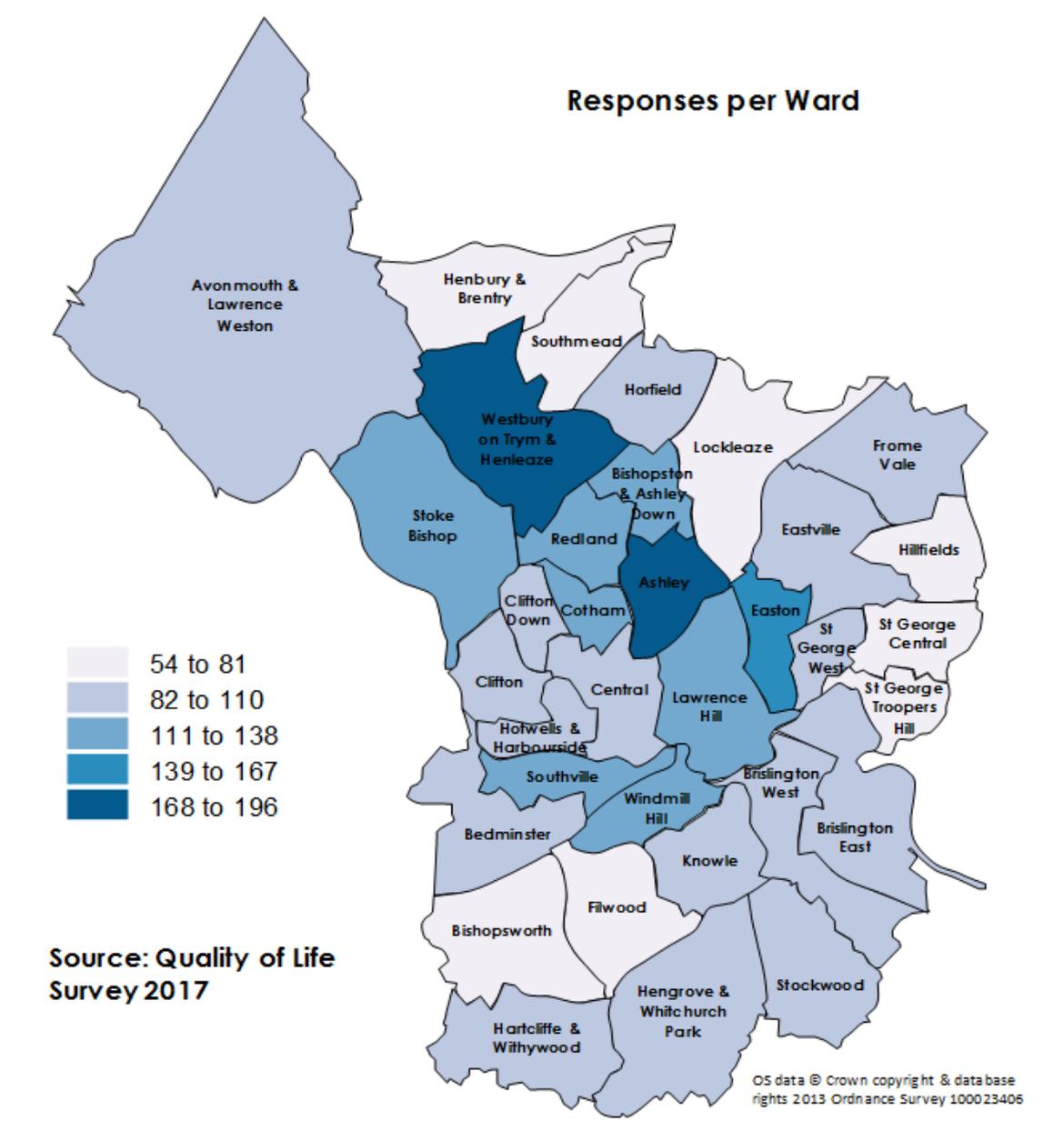
### Litter

Respondents noted 3 main reasons behind littering: a perceived lack of responsibility from individuals re dropping litter, a need for more litter bins and a need for more regular collection of business and domestic waste.

## 6. Respondents

There were 3,500 final responses received, of which 3,400 had Bristol postcodes. All wards met the minimum target of at least 50 respondents.

The ward map opposite shows that some areas, especially in less-deprived areas, were over-represented in the final questionnaire, but weighting of the results allows us to account for this in the headline results. [Note – some wards have bigger populations than others]



The following table shows respondents to the Quality of Life survey by Equality Groups, and compares to the Bristol population.

In the survey there was a lower % response from younger people, aged 16 to 24, than the city-wide average, and a higher proportion of respondents aged 50+. Also more women responded in the survey, resulting in a 20 percentage point difference between the sexes. The final results are weighted for age and sex to help adjust for these discrepancies.

<b>Bristol population (aged 16 &amp; over)</b>			<b>Respondents</b>	
	number	%	number	%
<b>Age group</b> (2016 Mid-Year Estimates)				
Aged 16 to 24	70,677	19.1%	126	3.7%
Aged 25 to 49	173,183	46.9%	1,573	46.8%
Aged 50 to 64	66,040	17.9%	999	29.7%
Aged 65 to 84	50,528	13.7%	646	19.2%
Aged 85 and over	9,043	2.4%	20	0.6%
<b>Gender</b> (2016 Mid-Year Estimates)				
Female	184,328	49.9%	2,003	59.2%
Male	185,143	50.1%	1,303	38.5%
Other			5	0.1%
Prefer not to say			74	2.2%
<b>Transgender</b>				
Transgender			11	0.3%
Not Transgender			3,230	96.4%
Prefer not to say			108	3.2%
<b>Disability</b> (2016 Mid-Year Estimates)				
Disabled	68,467	19.6%	368	11.0%
Non-disabled	281,186	80.4%	2,885	86.0%
Prefer not to say			102	3.0%
<b>Ethnicity</b> (2011 Census)				
White British	279,896	80.0%	2,774	82.1%
White other	22,926	6.6%	102	3.0%
White Unspecified			148	4.4%
BME	46,831	13.4%	194	5.7%
Prefer not to say			161	4.8%
<b>Sexual Orientation</b>				
Heterosexual			2,766	82.6%
LGB			263	7.9%
Other			29	0.9%
Prefer not to say			290	8.7%
<b>Religion</b> (2016 Mid-Year Estimates)				
Follow a religion	193,966	60.2%	1,346	40.0%
No religion	128,262	39.8%	1,853	55.1%
Prefer not to say			167	5.0%

## 7. Further Information and contact details

All Quality of Life 2017/18 indicators are listed within the themes in section 8 below, with headline results.

Further breakdowns of the results, including ward level data, equality groups, and the full 10 deciles of deprivation, are published in the data dashboard in Open Data Bristol: [Quality of life 2017/18 results](#)

For further information, please see [www.bristol.gov.uk/qualityoflife](http://www.bristol.gov.uk/qualityoflife) or contact [research@bristol.gov.uk](mailto:research@bristol.gov.uk).

## 8. All results by theme

### Council and Democracy

Public perception of how the Council runs things shows there are more people dissatisfied (41%) than those who are satisfied (27%). [For clarity, 32% did not feel strongly one way or the other]. In the most deprived communities this is further polarised with 1 in 2 people (50%) dissatisfied with the Council's performance and only 1 in 4 (25%) satisfied.

Perception of whether the Council provide Value for Money is similar but not as stark (32% feel the Council do, and 36% feel the Council does not), with people in the most deprived communities significantly more likely to feel the Council does not (47%).

On the matter of whether people feel having an elected Mayor is improving leadership of the city, more people agree with this (35%) than disagree (31%), though again the figure is more polarised in the most deprived areas (only 25% agree).

However, on the questions of whether people feel they can influence decisions that affect their local area (25% agree) or affect their public services (18% agree), there is no notable difference in perception in the most deprived areas.

Council and Democracy Indicators (QoL 2017/18)	Bristol Average	10% Most Deprived	Deprivation Gap
% who agree they can influence decisions that affect their local area	25%	24%	1%
% who agree they can influence decisions that affect the public services they use	18%	20%	2%
% who feel Bristol City Council provides value for money	32%	28%	4%
% who feel Bristol City Council does not provide value for money	36%	47%	11%
<b>% satisfied with the way the Council runs things</b>	27%	25%	2%
% dissatisfied with the way the Council runs things	41%	50%	9%
% who feel an elected mayor is improving the leadership of the city	35%	25%	10%
% who feel an elected mayor is not improving the leadership of the city	31%	34%	3%

- a) \* = a new (or re-instated) indicator in the 2017 survey
- b) "10% Most Deprived" shows results from households in the 10% most deprived areas within Bristol, based on the 2015 Index of Multiple Deprivation. Results are not available for some indicators in "10% Most Deprived" due to inadequate sample size
- c) "Deprivation Gap" is the difference between the "10% Most Deprived" and city average
- d) **Blue text** denotes Corporate Strategy 2017-22 indicator

**KEY** (to Deprivation Gap using statistical t-test)

- Worse in 10% most deprived areas
- Better in 10% most deprived areas

### Community and Living

Over 3 in 4 people (76%) are satisfied with their local area in Bristol, but this drops 20 percentage points to only 56% for people in the most deprived communities, highlighting the need to address issues of inequality in such areas.

2 in 3 people (67%) feel that in their neighbourhood people from different backgrounds get on well together, dropping to 55% in the most deprived areas). A similar proportion (68%) feel people treat each other with respect, but we find a significantly lower

percentage of this indicator in the most deprived areas, at 46%)

2 in 3 (66%) regularly volunteer or help out, with a similar percentage (68%) doing so in the most deprived areas. Across the city 64% say lack of time is the reason for not volunteering. In the most deprived areas people are more likely than the average to mention money problems (20% vs. 13%), poor health (19% vs. 10%) and benefit rules (8% vs. 2%) as reasons for not being more involved in their community.

People experiencing problems with noise from neighbours (37%) rises 22 points to 59% in the most deprived areas. Anti-social graffiti is more of a problem in most deprived areas (54%) compared with the average (33%), along with dog fouling, where 75% people in deprived areas think there is a problem compared to 65% citywide.

Only 62% of people living in deprived areas say it is convenient and safe to walk around their neighbourhood, compared with a city average of 81%. Satisfaction with children's playgrounds and play areas is also lower in the most deprived areas (48%) compared with the city average (59%)

There is a higher proportion of people finding it difficult to manage financially in the most deprived areas (21% vs 12% city-wide), as would be expected from the ONS definition of deprivation being used.

Community and Living Indicators (QoL 2017/18)	Bristol Average	10% Most Deprived	Deprivation Gap
<b>% satisfied with their local area</b>	<b>76%</b>	56%	20%
% who agree people from different backgrounds get on well together in their neighbourhood	<b>67%</b>	55%	12%
% who agree people treat other people with respect in their neighbourhood	<b>68%</b>	46%	22%
% who feel they belong to their neighbourhood	<b>60%</b>	53%	7%
% who think dog fouling is a problem locally	<b>65%</b>	75%	10%
% who think noise from residential neighbours is a problem	<b>37%</b>	59%	22%
% who think noise from pubs, clubs and entertainment is a problem locally	<b>15%</b>	24%	9%
% who think anti-social graffiti is a problem locally	<b>33%</b>	54%	21%
% satisfied with children's playgrounds and play areas	<b>59%</b>	48%	11%
% who feel it is convenient and safe to walk in their neighbourhood*	<b>81%</b>	62%	19%
% who say nothing prevents them from leaving their home when they want to	<b>69%</b>	51%	18%
% who live alone	<b>18%</b>	22%	4%
% who help out their neighbours	<b>33%</b>	32%	1%
% who volunteer with a community group	<b>20%</b>	32%	12%
% who volunteer with a charity	<b>20%</b>	27%	7%
% who volunteer at a sports event/club*	<b>10%</b>	8%	2%
% who volunteer with other community e.g. faith/church	<b>15%</b>	19%	4%
<b>% who volunteer or help out in their community at least 3 times a year</b>	<b>66%</b>	68%	2%
% who lack the time to get involved in their community*	<b>64%</b>	51%	13%

% whose money problems stop them from getting involved in their community*	<b>13%</b>	20%	<b>7%</b>
% whose poor health stops them from getting involved in their community*	<b>10%</b>	19%	<b>9%</b>
% who lack the information to get involved in their community*	<b>28%</b>	32%	4%
% for whom benefit rules stop them from getting involved in their community*	<b>2%</b>	8%	<b>6%</b>
% for whom accessibility issues stop them from getting involved in their community*	<b>3%</b>	5%	2%
% who find it difficult to manage financially	<b>12%</b>	21%	<b>9%</b>
% in receipt of a means tested benefit	<b>8%</b>	29%	<b>21%</b>
% whose financial circumstances prevent them from leaving their home when they want to	<b>9%</b>	15%	<b>6%</b>
% who have access to the internet at home*	<b>98%</b>	94%	<b>4%</b>
% who have access to the internet at home through cable TV or telephone line*	<b>92%</b>	83%	9%
% who have access to the internet at home via mobile phone or mobile broadband*	<b>39%</b>	37%	2%
% satisfied with the speed of their internet at home*	<b>71%</b>	67%	4%
% satisfied with the reliability of their internet service at home*	<b>68%</b>	67%	1%
% satisfied with the value for money of their internet at home*	<b>38%</b>	43%	5%
% satisfied with customer service for their internet at home*	<b>42%</b>	44%	2%

- a) \* = a new (or re-instated) indicator in the 2017 survey  
b) "10% Most Deprived" shows results from households in the 10% most deprived areas within Bristol, based on the 2015 Index of Multiple Deprivation. Results are not available for some indicators in "10% Most Deprived" due to inadequate sample size  
c) "Deprivation Gap" is the difference between the "10% Most Deprived" and city average  
d) **Blue text** denotes Corporate Strategy 2017-22 indicator

**KEY** (to Deprivation Gap using statistical t-test)

-  Worse in 10% most deprived areas  
 Better in 10% most deprived areas

## Health and Wellbeing

69% of people are satisfied with life, falling significantly to 57% in the most deprived areas. Fewer residents (61%) in deprived areas feel they have control over the things that affect their quality of life, in comparison with the average resident (73%).

84% report being in good health, compared to 75% in the most deprived areas. A much higher proportion of people living in deprived areas (45%) have a long-term illness, health problem or disability that limits their daily activities compared with the city average (28%). Residents in the most deprived areas are more likely to exhibit below average mental wellbeing compared with the city average (28% vs. 18%).

More people living in deprived areas say they rarely or never feel close to other people in contrast with the city average (20% vs.14%). They also appear to face more barriers that prevent them leaving their home when they want to or need, such as lack of confidence (16% vs. 7%), poor health (17% vs. 8%), disability (12% vs. 5%) and lack of support and assistance (4% vs. 2%).

1 in 2 residents (51%) are overweight or obese, rising to 3 in 5 (60%) in the most deprived areas. Furthermore, 45% of people in Bristol participate in sport every week, but only 32% of those in the most deprived communities. However the proportion taking regular exercise in deprived areas is comparable with the rest of the city (64%), together with excess sugar consumption (43%) and eating '5-a-day' fruit & veg (55%).

It is also evident that there are more households in deprived areas where someone smokes (29% vs. 22%) and, additionally, more households where residents smoke within the home (12% vs. 6%) and so may be at more risk of passive smoking.

One striking positive health-related behaviour is that people in the most deprived communities are twice as likely to abstain from alcohol than the average (37% vs. 18%). However, the proportion who have at least 2 days in a row not drinking every week is not significantly different (70%).

Health and Wellbeing Indicators (QoL 2017/18)	Bristol Average	10% Most Deprived	Deprivation Gap
% satisfied with life	69%	57%	12%
% low life satisfaction*	13%	25%	12%
% very high life satisfaction*	17%	17%	0%
% who feel they have control over the things that affect their quality of life*	73%	61%	12%
% in good health	84%	75%	9%
% with limiting illness, health problem or disability	28%	45%	17%
% above average mental wellbeing	9%	9%	0%
% below average mental wellbeing	18%	28%	10%
% who rarely or never feel close to other people	14%	20%	6%
% who meet friends and family at least once a week	81%	78%	3%
% who see friends and family as much as they want to	80%	79%	1%
% who feel lonely because they don't see friends and family enough	4%	5%	1%
% whose lack of confidence prevents them from leaving their home when they want to	7%	16%	9%
% whose lack of support and assistance prevents them from leaving their home when they want to	2%	4%	2%
% whose disability prevents them from leaving their home when they want to	5%	12%	7%
% whose poor health prevents them from leaving their home when they want to	8%	17%	9%
% whose caring responsibilities prevent them from leaving their home when they want to	6%	6%	0%
% who do enough regular exercise each week (at least 150 mins moderate or 75 mins vigorous exercise)	64%	59%	5%
% who play sport at least once a week	45%	32%	13%
% smokers	14%	18%	4%
% households with a smoker	22%	29%	7%

% households where someone smokes regularly within the home	6%	12%	6%
% who don't drink at least 2 days in a row every week	70%	74%	4%
% who don't drink alcohol	18%	37%	19%
% who rarely or never have 2 alcohol free days in a row	11%	9%	2%
% underweight	2%	4%	2%
% overweight or obese	51%	60%	9%
% obese	19%	24%	5%
% morbidly obese	3%	6%	3%
% who eat food grown by themselves or by people they know	46%	38%	8%
% able to cook a meal at home using fresh and raw ingredients	96%	92%	4%
% who eat their main meal, prepared at home from fresh and raw ingredients, at least four days a week	80%	76%	4%
% who eat their main meal, prepared at home from fresh and raw ingredients, at least one day a week	97%	96%	1%
% who eat at least five portions of fruit or vegetables per day	55%	58%	3%
% who consume above the recommended amount of sugar*	43%	44%	1%

- a) \* = a new (or re-instated) indicator in the 2017 survey  
b) "10% Most Deprived" shows results from households in the 10% most deprived areas within Bristol, based on the 2015 Index of Multiple Deprivation. Results are not available for some indicators in "10% Most Deprived" due to inadequate sample size  
c) "Deprivation Gap" is the difference between the "10% Most Deprived" and city average  
d) **Blue text** denotes Corporate Strategy 2017-22 indicator

**KEY** (to Deprivation Gap using statistical t-test)

■ Worse in 10% most deprived areas

■ Better in 10% most deprived areas

## Crime and Safety

Whilst people reporting that "fear of crime affects their day-to-day life" is low at 10%, this rises to 25% in the most deprived areas. For most of these people it means they are unable to leave home at times, even when they want to or need to (8% citywide vs. 20% deprived areas). 7 in 10 (70%) feel safe outdoors after dark, which drops to half of residents (48%) in deprived areas. Although the proportion of people who feel safe outdoors during the day is high at 93%, there are a small minority who do not; particularly in deprived areas where the figure drops to 81% feel safe during the day.

1 in 5 residents (19%) had been a victim of crime in the past year, of whom 70% reported the crime to the police. The type of discrimination or harassment with the highest proportion of reports was sex/gender with 15% saying they had experienced this in the last 12 months (25% for women). The second highest was age, at 10% (but 1 in 5 younger people). The third highest was racial discrimination at 7%, with people living in deprived areas twice as likely to experience this (and 31% of BME citizens). The fourth highest proportion was disability, at 5%, with residents in deprived areas almost three times as likely to be victims of discrimination/harassment (and 41% of disabled people). The fifth highest was sexual orientation, at 4% (but 30% of LGB). The lowest percentage of reported discrimination/harassment was due to religion, at 2%, with people in deprived areas more than three times as likely to have suffered.

People who think their “local area has got worse for crime and safety in the last 3 years” rises from 1 in 4 (24%) across Bristol to 1 in 3 (33%) in the most deprived areas, although there is no difference in the proportion (32%) who think the police and services are “successfully dealing with issues of crime & anti-social behaviour”.

The largest disparity of all indicators between the most deprived areas and the city average, are for drug use and anti-social behaviour. 65% in the most deprived areas feel drug use is a problem in their area, compared to 29% citywide. People living in deprived areas are also twice as likely to think anti-social behaviour is a problem locally at 58%, compared with 29% of the city as a whole.

People who think “Domestic abuse is a private matter” doubles in the most deprived areas from 5% to 10%. There is also a higher proportion of residents in deprived areas who think sexual harassment is an issue in Bristol (44% vs. 35%); by gender, 39% of women think this is an issue, compared to 31% of men.

<b>Crime and Safety Indicators (QoL 2017/18)</b>	<b>Bristol Average</b>	<b>10% Most Deprived</b>	<b>Deprivation Gap</b>
% whose fear of crime affects their day-to-day lives	10%	25%	15%
% whose fear of crime prevents them from leaving their home when they want to	8%	20%	12%
% who feel safe outdoors after dark	70%	48%	22%
% who feel safe outdoors during the day	93%	81%	12%
% who feel crime and safety has got better in their area in the last 3 years	15%	23%	8%
% who feel crime and safety has got worse in their area in the last 3 years	24%	33%	9%
% who have been a victim of crime in the last 12 months*	19%	24%	5%
% of victims of crime who reported this to the police*	70%		
% victim of age discrimination or harassment in last year	10%	14%	4%
% victim of disability discrimination or harassment in last year	5%	14%	9%
% victim of religious discrimination or harassment in last year	2%	7%	5%
% victim of discrimination or harassment in last year due to sexual orientation	4%	7%	3%
% victim of racial discrimination or harassment in last year	7%	14%	7%
% victim of sex or gender discrimination or harassment in last year	15%	19%	4%
% who feel drug use is a problem locally	29%	65%	36%
% who feel anti-social behaviour is a problem locally	29%	58%	29%
% who feel police and public services successfully tackle crime and anti-social behaviour locally	32%	32%	0%
% who think domestic abuse is a private matter	5%	10%	5%
% who think domestic abuse doesn't really happen in their neighbourhood or community*	8%	10%	2%
% who think sexual harassment is an issue in Bristol	35%	44%	9%

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**KEY** (to Deprivation Gap using statistical t-test)

- Worse in 10% most deprived areas
- Better in 10% most deprived areas

## Education and Skills

The proportion of adults who report having no formal qualifications is very low at 4%, but rises to 16% in the most deprived areas. The unemployed are more likely not to possess qualifications, at 6%. 1 in 3 people are satisfied with adult learning opportunities, with no difference in deprived areas.

Overall 38% report needing to develop some aspect of their skills, and of these 65% know where to go to access support. Half of unemployed people (49%) recognize the need to improve their skills. For 1 in 3 of unemployed people it is their digital/computer skills that need addressing and the same proportion (33%) identify a deficit in their technical/professional skills. Almost 1 in 5 (18%) have to work on their employability skills, whilst about 1 in 10 unemployed people require help with their Maths (12%) or English (10%)

Education and Skills Indicators (QoL 2017/18)	Bristol Average	10% Most Deprived	Deprivation Gap
% satisfied with adult learning opportunities*	32%	34%	2%
% with no formal qualification	4%	16%	12%
% who know where to get information, advice and guidance about employment and training	70%	81%	11%
% who need to develop at least one of their skills	38%	45%	7%
% who know where to get information, advice and guidance about employment and training, given they need to develop their skills*	65%	73%	8%
% who need to improve their English	5%	16%	11%
% who need to improve their Maths	7%	17%	10%
% who need to improve their digital/computer skills	17%	22%	5%
% who need to improve their employability skills	7%	10%	3%
% who need to improve their technical/professional skills	21%	16%	5%
% working age with no formal qualification*	2%	10%	8%
% working age who need to develop at least one of their skills*	40%	45%	5%
% working age who know where to get information, advice and guidance about employment and training*	69%	79%	10%
% working age who need to improve their English*	6%	17%	11%
% working age who need to improve their Maths*	8%	17%	9%
% working age who need to improve their digital/computer skills*	15%	20%	5%
% working age who need to improve their employability skills*	7%	12%	5%

% working age who need to improve their technical/professional skills*	24%	18%	6%
% unemployed who have no formal qualification*	6%		
% unemployed who need to develop at least one of their skills*	49%		
% unemployed who know where to get information, advice and guidance about employment and training*	71%		
% unemployed who need to improve their English*	10%		
% unemployed who need to improve their Maths*	12%		
% unemployed who need to improve their digital/computer skills*	33%		
% unemployed who need to improve their employability skills*	18%		
% unemployed who need to improve their technical/professional skills*	33%		

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## Sustainability and Environment

Overall, 82% of people are concerned about the impact of climate change. In terms of people taking personal actions to address this, an impressive 58% have reduced their waste, 53% have reduced energy use and 31% have changed how they travel. For all these actions, the figure is lower (8-9% points) in the most deprived areas, but even so they show large proportions of people taking action.

80% of people feel that street litter is a problem locally, rising to 94% in the most deprived areas, which is consistent with the related figure of only a third of residents (34%) being satisfied that public land is kept clear of litter and refuse falling to 16% in deprived areas.

Satisfaction with parks and green spaces across Bristol is 71% citywide, dropping 18 points to only 53% in the most deprived areas. Over half of residents (56%) visit parks and green spaces at least once a week.

Satisfaction with the recycling and general household waste services are similar, with 7 in 10 satisfied (69% and 70% respectively), although satisfaction with the general household waste service is lower in deprived areas, at 60%.

Sustainability and Environment Indicators (QoL 2017/18)	Bristol Average	10% Most Deprived	Deprivation Gap
% who visit Bristol's parks and green spaces at least once a week	56%	52%	4%
% satisfied with the quality of parks and green spaces	71%	53%	18%
% who think street litter is a problem locally	80%	94%	14%
% satisfied public land is kept clear of litter and refuse	34%	16%	18%

% satisfied with the recycling service	<b>70%</b>	63%	7%
% satisfied with the general household waste service	<b>69%</b>	60%	9%
% concerned about climate change	<b>82%</b>	76%	6%
% who think Bristol's weather will be affected by climate change	<b>83%</b>	72%	11%
% who think Bristol's economy will be affected by climate change	<b>55%</b>	49%	6%
% who think their health will be affected by climate change	<b>65%</b>	60%	5%
% who think their work will be affected by climate change	<b>28%</b>	18%	10%
% who think their neighbourhood will be affected by climate change	<b>47%</b>	42%	5%
% who have changed the way they travel due to climate change concerns	<b>31%</b>	23%	8%
% who have reduced their household waste due to climate change concerns	<b>58%</b>	50%	8%
% who have reduced energy use at home due to climate change concerns	<b>53%</b>	44%	9%
% who have eaten less meat and dairy produce due to climate change concerns	<b>28%</b>	24%	4%

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## Culture and Leisure

77% of residents are satisfied with the range of outdoor events in Bristol, dropping 10 points to 67% of people living in the most deprived areas. 50% of people take part in cultural activities at least once a month, falling to 39% in deprived areas. 38% are satisfied with activities for children and young people, down to 30% in deprived areas. Slightly more (44%) are satisfied with leisure facilities in general.

Around half are satisfied with libraries (52%), although library card holders, who must have greater experience of the service as a group, are more likely to be satisfied, at 71%. 2 in 3 residents (67%) are satisfied with museums and galleries, reducing 12 points to 55% in the most deprived areas.

Culture and Leisure Indicators (QoL 2017/18)	Bristol Average	10% Most Deprived	Deprivation Gap
% satisfied with leisure facilities/services	<b>44%</b>	40%	4%
% satisfied with the range and quality of outdoor events	<b>77%</b>	67%	10%
% satisfied with activities for children/young people	<b>38%</b>	30%	8%
% who participate in cultural activities at least once a month*	<b>50%</b>	39%	11%
% who never participate in cultural activities*	<b>12%</b>	21%	9%

% satisfied with museums and galleries	<b>67%</b>	55%	12%
% satisfied with libraries	<b>52%</b>	48%	4%
% library card holders satisfied with libraries	<b>71%</b>	64%	7%
% non-library card holders satisfied with libraries	<b>34%</b>	34%	0%

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## Transport

Almost 3 in 4 people (74%) report traffic congestion being a problem in their local area, and 72% are concerned about air quality and traffic pollution. This is one issue where the most deprived areas have better experiences, with congestion issues in particular falling 17% points.

Overall 28% of people in Bristol report cycling at least once a week. 2 out of 5 residents (40%) are satisfied with their local bus service, falling to 1 in 3 (33%) in the most deprived areas. A small percentage (7%) find public transport inaccessible, which may refer to cost, frequency or routes.

One third (33%) drive to work, almost one quarter (24%) walk to work, one fifth (20%) cycle to work and 15% take the bus. About 1 in 6 children aged 7 to 10 sometimes travel to school unaccompanied by an adult.

Transport Indicators (QoL 2017/18)	Bristol Average	10% Most Deprived	Deprivation Gap
% who think traffic congestion is a problem locally*	<b>74%</b>	57%	17%
% for whom parking issues prevents them from leaving their home when they want to	<b>10%</b>	8%	2%
% who think air quality and traffic pollution is a problem locally*	<b>72%</b>	67%	5%
% satisfied with the local bus service	<b>40%</b>	33%	7%
% satisfied with information on local bus services	<b>43%</b>	40%	3%
% for whom inaccessible public transport prevents them from leaving their home when they want to	<b>7%</b>	7%	0%
% who ride a bicycle at least once a week*	<b>28%</b>	22%	6%
% who drive to work	<b>33%</b>	27%	6%
% who get a lift to work as a car passenger	<b>2%</b>	4%	2%
% who take the bus to work	<b>15%</b>	16%	1%
% who cycle to work	<b>20%</b>	19%	1%
% who walk to work	<b>24%</b>	31%	7%
% who take the train to work	<b>3%</b>	1%	2%

% who ride a moped/motorcycle to work	2%	2%	0%
% children aged 7 to 10 who travel to school usually accompanied by an adult*	83%		
% children aged 7 to 10 who travel to school sometimes accompanied by an adult*	4%		
% children aged 7 to 10 who travel to school accompanied by an adult part of the way*	5%		
% children aged 7 to 10 who travel to school usually unaccompanied*	8%		
% children aged 7 to 10 who travel less than 1 mile to school*	56%		
% children aged 7 to 10 who travel 1 to 2 miles to school*	30%		
% children aged 7 to 10 who travel 2 to 3 miles to school*	7%		
% children aged 7 to 10 who travel over 3 miles to school*	7%		

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## Housing

Overall 83% are satisfied with their current accommodation, falling to 76% in the most deprived areas.

The least satisfactory aspect of housing for residents was the cost of heating their home, at 41%, and the next worst element was the cost of their mortgage or rent, at 56%. 3 out of 4 (74%) were satisfied with the state of repair of their home and 4 out of 5 (81%) felt they could stay in their home for as long as they wanted to. 3 out of 5 renters (60%) were satisfied with their landlord.

Housing Indicators (QoL 2017/18)	Bristol Average	10% Most Deprived	Deprivation Gap
% satisfied overall with their current accommodation*	83%	76%	7%
% satisfied with the state of repair of their home	74%	68%	6%
% satisfied with the cost of heating their home*	41%	41%	0%
% satisfied with the cost of their rent or mortgage payments*	56%	54%	2%
% satisfied they can stay in their home for as long as they choose to*	81%	79%	2%
% of renters who are satisfied with their landlord*	60%	67%	7%

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## Employment

For most people (84%), their working hours fitted in well with their family or social commitments outside work, the exception being shift workers of whom 64% said this was so. Over half of all workers (53%) had needed to work in their free time to meet work demands several times a month, whilst almost 3 in 10 (29%) had been required to work in their free time several times a week or more.

About 3 in 5 workers said their job gave them a feeling of work well done (61%), 2 in 3 (65%) felt they were doing useful work, and 4 out of 5 workers (79%) felt they were treated fairly in their workplace.

1 in 10 workers were on fixed term contracts, but for half of them only because they couldn't get any other work. The same proportion of agency staff also complained of lack of choice in their terms of employment. Over a third of workers on zero hour contracts (35%) and shift workers (37%) had no other alternatives for work.

Employment Indicators (QoL 2017/18)	Bristol Average	10% Most Deprived	Deprivation Gap
% whose working hours fit in well with their family or social commitments outside work*	84%	86%	2%
% who worked in their free time to meet work demands several times a month or more*	53%	51%	2%
% who worked in their free time to meet work demands several times a week or more*	29%	28%	1%
% whose job usually gives them the feeling of work well done*	61%	63%	2%
% whose job rarely or never gives them the feeling of work well done*	11%	6%	5%
% who feel they are doing useful work always or most of the time*	65%	66%	1%
% who rarely or never feel they are doing useful work*	11%	11%	0%
% who feel they are usually treated fairly at their workplace*	79%	77%	2%
% who feel they are rarely or never treated fairly at their workplace*	7%	10%	3%
% in paid work who are full time*	73%	53%	20%
% in paid work who are part time*	25%	42%	17%
% in paid work who are shift workers*	13%	14%	1%
% in paid work on zero hour contracts*	3%	6%	3%
% full time workers who had no other alternatives for work*	18%		
% part time workers who had no other alternatives for work*	19%		

% shift workers who had no other alternatives for work*	<b>37%</b>		
% on zero hour contracts who had no other alternatives for work*	<b>35%</b>		
% full time workers whose working hours fit in well with their family or social commitments outside work*	<b>81%</b>		
% part time workers whose working hours fit in well with their family or social commitments outside work*	<b>91%</b>		
% shift workers whose working hours fit in well with their family or social commitments outside work*	<b>64%</b>		
% on zero hour contracts whose working hours fit in well with their family or social commitments outside work*	<b>85%</b>		
% in paid work who are permanent employees*	<b>74%</b>	71%	3%
% in paid work who are on fixed term contracts*	<b>10%</b>	9%	1%
% in paid work who are agency staff*	<b>1%</b>	1%	0%
% in paid work who are freelancers, consultants or contractors*	<b>4%</b>	5%	1%
% in paid work who are self-employed*	<b>9%</b>	9%	0%
% permanent employees who had no other alternatives for work*	<b>14%</b>		
% on fixed term contracts who had no other alternatives for work*	<b>50%</b>		
% agency staff who had no other alternatives for work*	<b>52%</b>		
% freelancers, consultants, contractors who had no other alternatives for work*	<b>24%</b>		
% self-employed who had no other alternatives for work*	<b>18%</b>		

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