

# Brighton & Hove City Tracker Survey

Annual results – November 2018

---

# City Tracker Survey



- Brighton & Hove Connected commissioned Infocorp Ltd to carry out the 2018 annual City Tracker Survey of city residents
  - The survey covers Brighton & Hove's adult population aged 18+
- The objective of the City Tracker Survey is to find out what residents think of Brighton & Hove as a place to live
  - This includes tracking key performance indicator (KPI) monitoring of essential city services
- Some of the questions included in the survey can be compared with data from national research studies. This gives perspective on how Brighton & Hove compares with the rest of the country. The comparison surveys are:
  - Local Government Association national benchmarks for resident satisfaction (October 2018) (**LGA** comparison)
  - Department for Culture, Media & Sport Community Life Survey 2017-18 (August 2018) (**CLS** comparison) \*
  - Department for Culture, Media & Sport Taking Part Survey 2017-18 (August 2018) (**TPS** comparison)
- 2018 results are also compared with previous City Tracker Survey undertaken annually at the same time of year since 2012

**\* Note: Due to a change in the research methodology in the CLS the results are no longer directly comparable to those in the City Tracker. A comparison is made in this report a but for reference purposes only.**



# Methodology and reporting

---

## Methodology

- 1,003 residents interviewed via telephone survey
- Interviewing carried out on weekdays only, between 4.00pm and 9.00 pm (3.00pm to 8.00pm on Fridays)
- Flexible quotas were set to ensure the sample closely matched the actual population profile by gender, age, ethnicity and postcode
- Fieldwork dates: 17<sup>th</sup> September to 9<sup>th</sup> November 2018

## Reporting

- Sub-groups (e.g. men vs. women) are tested for statistical significance and included in commentary only where there is a statistically significant difference to comment on
- Where figures in charts do not sum to 100% this is due to figures being rounded up or down to the nearest whole number
- Where figures are not shown in the charts this is for proportions of 2% or less, or because “don’t know” answers are included in the calculation but not shown on the chart
- All data in this report is weighted to match the local population by age, gender and postcode sector

# Respondent profile



Demographic		Sample Profile (unweighted)	Weighted Profile
Gender	Male	46%	50%
	Female	54%	50%
Age	18-34	13%	38%
	35-54	52%	34%
	55+	35%	28%
Ethnicity	White British	85%	84%
	Other White	8%	7%
	Black & Minority Ethnic (BAME)	7%	8%
Health	Disability/Health problem	17%	16%
Postcode sector	BN1	30%	28%
	BN2	31%	32%
	BN3	30%	33%
	BN41	9%	7%



# Results – satisfaction with Brighton & Hove

# Satisfaction with Brighton & Hove as a place to live



■ Very Dissatisfied
 ■ Fairly dissatisfied
 ■ Neither
 ■ Fairly satisfied
 ■ Very satisfied



## BRIGHTON & HOVE

In the 2018 survey, 88% of Brighton & Hove residents are satisfied with the city as a place to live:

- A total of 48% are *very satisfied* and 41% *fairly satisfied*
- Only one in twenty (5%) residents are *fairly* or *very dissatisfied*

The total satisfaction score (*very plus fairly satisfied*) for 2018 is the highest in five years, returning to a level last reported in 2013:

- 2018: 88% satisfied
- 2017: 87% satisfied
- 2016: 87% satisfied
- 2015: 86% satisfied
- 2014: 79% satisfied
- 2013: 89% satisfied
- 2012: 90% satisfied

Levels of overall satisfaction are high across all different demographic groups and postcode localities across the city, although a couple of categories stand out as particularly satisfied:

- 51% of those aged 35-54 are *very satisfied*, compared with 43% in the 18-34 age category
- Residents in the BN1 postcode are more likely to be *very satisfied* (54%) than those in BN2 (46%) and BN3 (45%)

Figures in the commentary may differ by +/- 1% from those in the chart due to rounding



Q1a Overall, how satisfied are you with Brighton & Hove as a place to live?  
Base: All including "don't knows" (1003)

# Satisfaction with local area as a place to live

■ Very Dissatisfied
 ■ Fairly dissatisfied
 ■ Neither
 ■ Fairly satisfied
 ■ Very satisfied



## BRIGHTON & HOVE

As in 2017, nine in ten residents (89%) taking part in the 2018 survey are satisfied with their local area as a place to live:

- 52% are *very satisfied* and 38% *fairly satisfied*
- Overall, 5% are either *fairly* or *very dissatisfied*

Residents are slightly less likely to be *very satisfied* than in the 2017 survey (55%), although overall satisfaction is unchanged in comparison with this time last year:

- 2018: 89% satisfied
- 2017: 90% satisfied
- 2016: 89% satisfied
- 2015: 90% satisfied
- 2014: 79% satisfied
- 2013: 92% satisfied
- 2012: 93% satisfied

The extent to which residents are *very satisfied* with their local area varies according to age and postcode:

- Those aged 35-54 (54%) and those in the 55+ age category (58%) are more likely to be *very satisfied* than 18-34s (46%)
- Levels of *very satisfied* ratings are higher for those in BN1 (54%) and BN3 (58%) than BN2 (46%) and BN41 (41%)

## NATIONAL COMPARISON

As in previous years, levels of satisfaction with the local area are higher in Brighton & Hove than nationally:

- In the most recent LGA survey, 78% of residents at a national level are satisfied – well below the Brighton & Hove figure of 89%
- The latest CLS figure for satisfaction with the local area stands at 77%

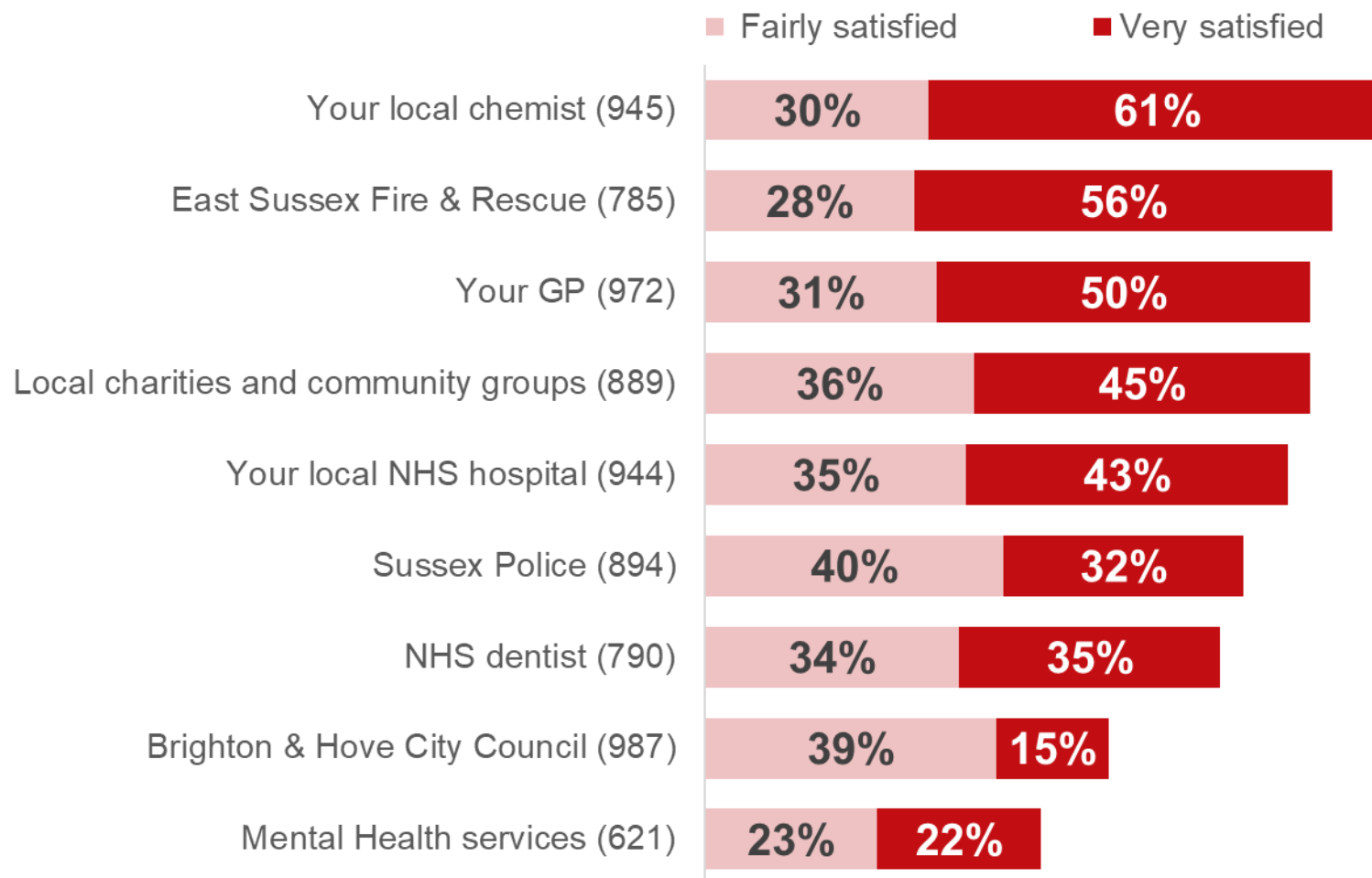
Figures in the commentary may differ by +/- 1% from those in the chart due to rounding

Q1b Overall, how satisfied are you with your local area as a place to live (by this I mean the area within a 15-20 minute walk from your home)?

Base: All including "don't knows" (1003)

# Results – satisfaction with local services

# Overall satisfaction with services – all residents



## BRIGHTON & HOVE

When asked how satisfied they are with a range of local service providers, city residents are most likely to be *very* or *fairly satisfied* with their local chemist (91%)

More than four in five residents are satisfied with three more types of service:

- 84% are *very/fairly satisfied* with East Sussex Fire & Rescue
- Local GP services receive satisfied ratings from 81%
- Local charities/community groups also attract satisfied ratings from 81%

Satisfaction levels with some other local healthcare services and Sussex Police are also mostly positive:

- Local NHS hospital (79%)
- Sussex Police (71%)
- NHS dentist (69%)

However, just 45% give a satisfied rating for mental health services in the local area

## Focus on Brighton & Hove City Council:

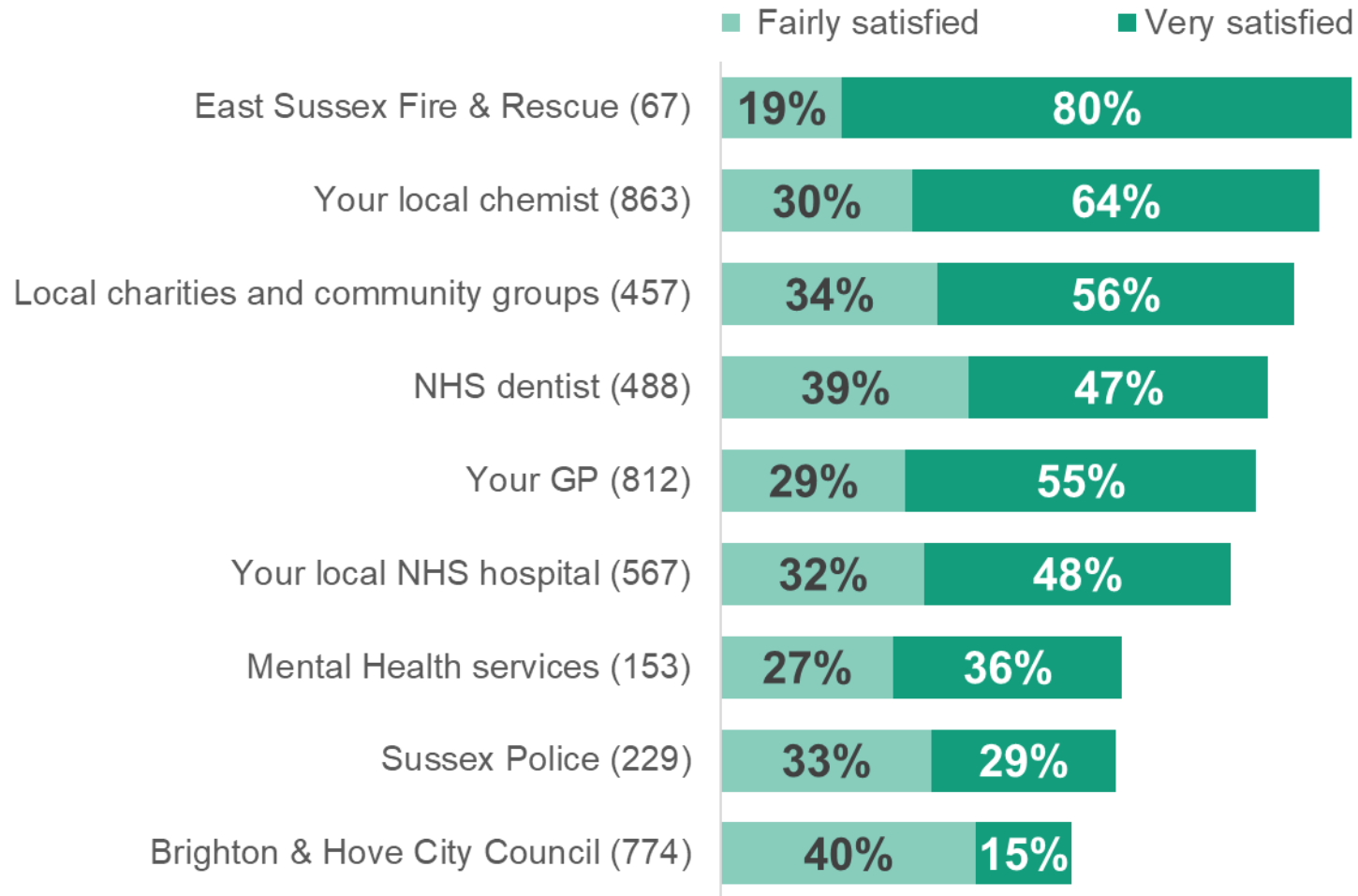
- More than half (54%) the residents surveyed say they are satisfied with the Council – 15% *very satisfied* and 39% *fairly satisfied*
- However, the 2018 figure of 54% satisfied reflects a decline on 2017 (63%) and 2016 (58%)
- 23% say they are dissatisfied with the Council – 14% *fairly dissatisfied* and 9% *very dissatisfied*
- Overall satisfaction with the Council (*very plus fairly satisfied*) is greater for those aged 55+ (58%) and 35-54 (56%) when compared with 18-34s (48%)

Figures in the commentary may differ by +/- 1% from those in the chart due to rounding



Q3 Taking everything into account, how satisfied or dissatisfied are you with the following organisations in your local area?  
Base: All excluding "don't knows" (base sizes in brackets for each bar)

# Overall satisfaction with services – service users only



## BRIGHTON & HOVE

On this chart, satisfaction with local services is analysed solely on the basis of those residents who have actually used each service in the past year, as they are likely to have a more defined understanding of how these services are currently performing. The number of users of each service is shown in brackets

As in previous years, almost all users (99%) of East Sussex Fire & Rescue are satisfied with the organisation – 80% very satisfied and 19% fairly satisfied

At least eight in ten service users are satisfied with five of the other services listed:

- Local chemists (94%)
- Local charities/community groups (90%)
- NHS dentists (86%)
- Local GP services (84%)
- Local NHS hospitals (80%)

Local mental health services receive satisfied ratings from 63% of users, and 62% of Sussex Police users are satisfied

### Focus on Brighton & Hove City Council:

- In total, 55% of Council users are satisfied – 15% very satisfied and 40% fairly satisfied
- The proportion giving a satisfied rating is slightly down on 2017 (63%) and 2016 (60%)
- More than one in five (22%) are dissatisfied with the Council – 13% fairly dissatisfied and 9% very dissatisfied



Q3 Taking everything into account, how satisfied or dissatisfied are you with the following organisations in your local area? Q4 And can I just check, have you used (service) in the last 12 months?

Base: All service users excluding “don’t knows” (base sizes in brackets for each bar)

# Usage and satisfaction – sub-group differences

There is some variation in the level of satisfaction ratings across the different services used by residents.

**Satisfaction with Brighton & Hove City Council varies across age, ethnicity and location categories:**

- The youngest age group (18-34s) report the highest level of *very satisfied* ratings (20%), significantly above the level reported by 35-54s (11%)
- The proportion reporting a *very satisfied* rating amongst BAME residents (29%) is higher than among white British residents (13%)
- Residents living in BN3 (58% *very/fairly satisfied*) and BN41 (65% *very/fairly satisfied*) have an overall higher level of satisfaction with the Council than residents in BN2 (48% *very/fairly satisfied*)

**Satisfaction with local police and fire/rescue services shows some variation:**

- Female users (37%) of the **Sussex Police** services give a higher proportion of *very satisfied* ratings than males (23%). Satisfaction is also higher in BN1 (39% *very satisfied*) than in BN2 (21%)
- Satisfaction with **East Sussex Fire & Rescue** is above average among those aged 55+ (92% *very satisfied*), compared with 71% of 18-35 year olds. Also, residents of BN1 who have used the service are more likely to be *very satisfied* (95%) compared with BN2 (75%) and BN41 (56%)

**Levels of satisfaction with local chemists also vary by age and location, as well as by disability:**

- When evaluating their **local chemist**, residents in the 55+ age group (71%) report significantly higher levels of *very satisfied* ratings compared with 18-34s (57%). Residents in BN1 (70%) are more likely to be *very satisfied* with their local chemist than residents in BN3 (61%).
- Satisfaction with local chemists is less high for those with a disability (54% *very satisfied*) than for those without (66%)

**Satisfaction also varies across different groups with regard to some aspects of health services in Brighton & Hove:**

- Those aged 55+ are more likely to rate their **GP** highly (62% *very satisfied*) than those aged 35-54 (50%). Residents from White British backgrounds (56%) and other white backgrounds (61%) report more *very satisfied* ratings than BAME residents (39%). The proportion of *very satisfied* ratings is higher in BN1 (69%) than either BN2 (49%) or BN3 (46%)
- Male **mental health services** users (71%) are more likely to be *very satisfied* than female users (55%). There is also a difference by age, with those aged 55+ (78%) and those aged 18-34 (69%) reporting more *very satisfied* ratings than 35-54s (50%)
- Satisfaction with **NHS dentists** is higher in BN1 (56% *very satisfied*) than BN2 (45%) or BN3 (42%)



Q3 Taking everything into account, how satisfied or dissatisfied are you with the following organisations in your local area? Q4 And can I just check, have you used (service) in the last 12 months?

Base: All service users excluding "don't knows" (base sizes in brackets for each bar)

# User satisfaction with services – trends

Total satisfaction (very + fairly satisfied)	2012	2013	2014	2015	2016	2017	2018
East Sussex Fire & Rescue	96%	98%	95%	100%	97%	100%	<b>99%</b>
Your local chemist	95%	97%	90%	96%	95%	96%	<b>94%</b>
Local charities/community groups	93%	96%	86%	96%	95%	93%	<b>90%</b>
NHS dentist	79%	87%	74%	86%	85%	84%	<b>86%</b>
Your GP	91%	90%	78%	86%	85%	81%	<b>84%</b>
Your local NHS hospital	87%	86%	72%	81%	78%	81%	<b>80%</b>
Mental Health services	72%	72%	60%	60%	55%	60%	<b>63%</b>
Sussex Police	86%	84%	69%	76%	71%	75%	<b>62%</b>
Brighton & Hove City Council	70%	60%	40%	59%	60%	63%	<b>55%</b>

## BRIGHTON & HOVE

The service user satisfaction question has been asked for seven consecutive annual City Tracker Surveys

User satisfaction with services provided by the Council has slipped in the past year and is now at its lowest point since 2014

Following the regular pattern of responses to this question, nine in 10 or more users give satisfied ratings for East Sussex Fire & Rescue, local chemists and local charities/community groups:

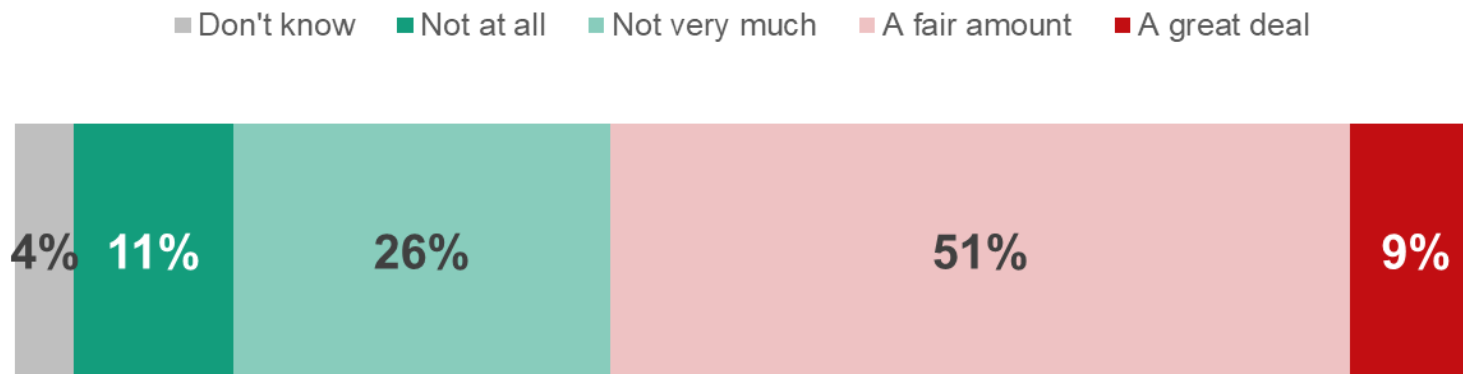
- In addition, ratings of local NHS hospitals, GPs and dentists remain broadly similar to previous years, with at least eight in ten users saying they are satisfied

Ratings by mental health services users are the highest in five years, with more than six in ten saying they are very or fairly satisfied

However, the level of satisfied ratings with Sussex Police is the lowest since the series of surveys began, down from 73% satisfied in 2017 to 62% this year

# Results – council & resident relations

# Brighton & Hove City Council – trustworthiness



## BRIGHTON & HOVE

Six in ten Brighton & Hove City Council residents (59%) in the survey trust the Council:

- 9% have a *great deal* of trust and 51% trust the Council a *fair amount*
- However, a sizeable minority (37%) have little trust in the Council – 26% *not very much* and 11% *not at all*

The Council's performance on this measure remains very consistent with previous years:

- 61% trusted the Council a great deal/a fair amount in 2017, 59% in 2016 and 59% in 2015
- The proportion who do not trust the council (37%) is slightly higher than in 2017 (35%)

Within the local population, there is some variation in the extent to which the Council is trusted:

- In terms of age group, 18-34s (65%) are most likely to trust the Council a *great deal/a fair amount* in comparison with 35-54s (57%) and the 55+ age group (55%)
- Residents of BN2 (49%) are notably less likely to trust the Council than elsewhere in the city – BN1 (61%), BN3 (67%) and BN 41 (64%)

## NATIONAL COMPARISON

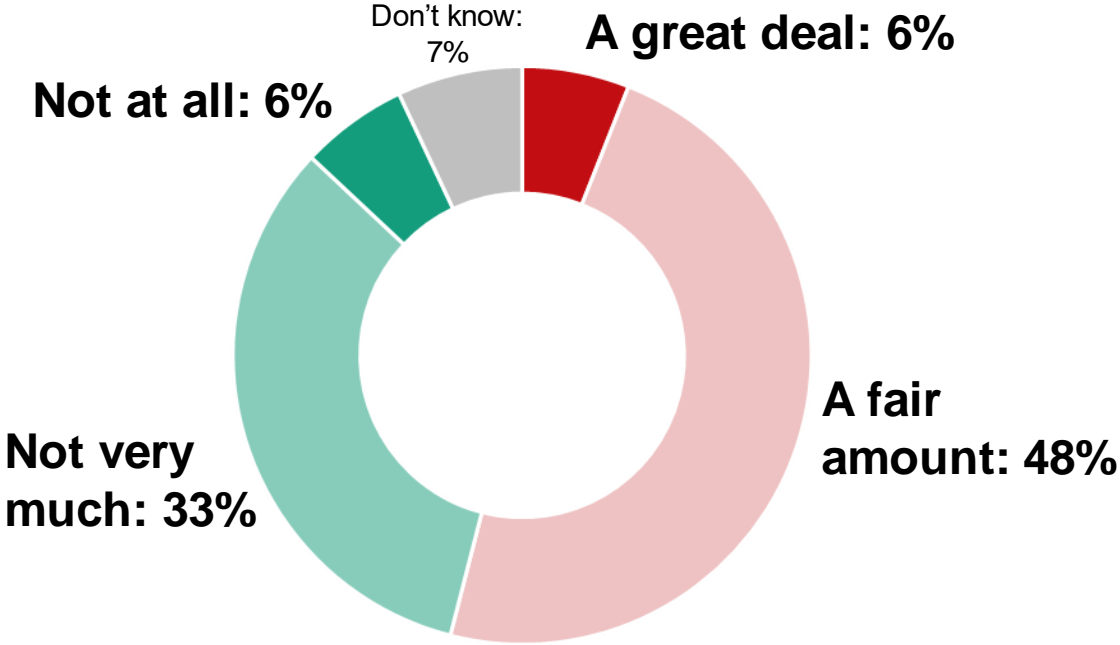
Brighton & Hove residents report a slightly higher level of trust in their local authority when compared with UK residents as a whole:

- Figures from the October 2018 LGA survey indicate that 57% trust their local authority a *great deal/a fair amount* at the national level, slightly below the 59% reported for Brighton & Hove

Figures in the commentary may differ by +/- 1% from those in the chart due to rounding



# Acting on local residents' concerns



**BRIGHTON & HOVE**

More than half (54%) the Brighton & Hove residents surveyed believe the Council acts on the concerns of local residents:

- 6% say a great deal and 48% a fair amount

Meanwhile, almost four in ten (39%) residents don't think this is the case:

- 6% say not at all, and 33% say not very much

Attitudes on this aspect of the Council remain consistent over time:

- The proportion giving a positive response is unchanged on 2017 (54%), and slightly above 2016 (52%)

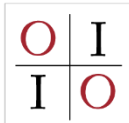
There is some variation in attitudes about how far the Council acts on residents' concerns by locality:

- BN3 residents are more likely to feel the Council acts on their concerns (59% a great deal/a fair amount) than residents of BN2 (49%)

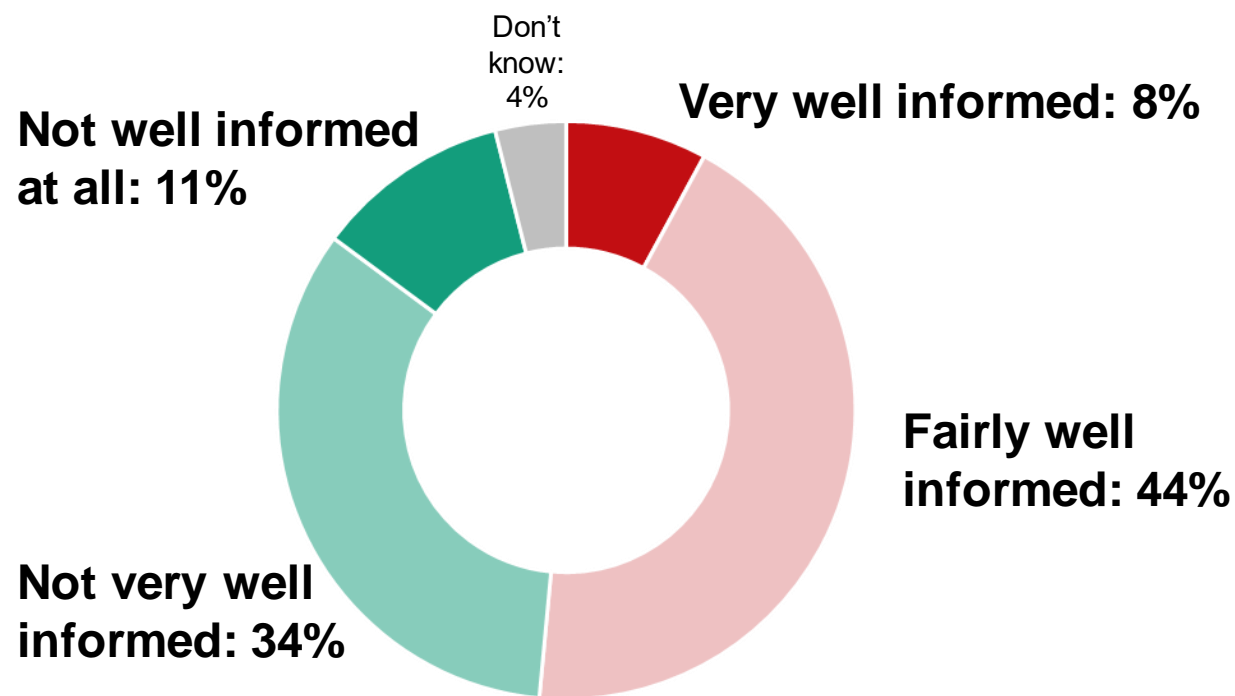
**NATIONAL COMPARISON**

UK-wide, attitudes are marginally more positive on this aspect of local authority activity than in Brighton & Hove:

- The most recent LGA survey shows that 56% of the population at large think their local authority acts on their concerns, compared with 54% in Brighton & Hove



# Feeling informed



## BRIGHTON & HOVE

In total, 51% of Brighton & Hove residents feel the Council keeps them well informed about the services and benefits it provides:

- 8% feel *very well informed* and 44% *fairly well informed*

However, 45% of residents don't feel well informed:

- 34% *not very well informed* and 11% *not well informed at all*

In the 2018 survey, the proportion of residents who feel *very/fairly well informed* is the lowest in four years:

- 2018: 51%
- 2017: 55%
- 2016: 57%
- 2015: 55%
- 2014: 51%

Residents across the different groups within the population as well as the different city localities report broadly similar views on how well informed they feel

## NATIONAL COMPARISON

Residents in Brighton & Hove are less likely to feel informed than is the case for the nation as a whole:

- Nationally, the most recent LGA survey indicates that 58% of residents feel they are kept *very* or *fairly well* informed by their local authorities, compared with 51% in Brighton & Hove

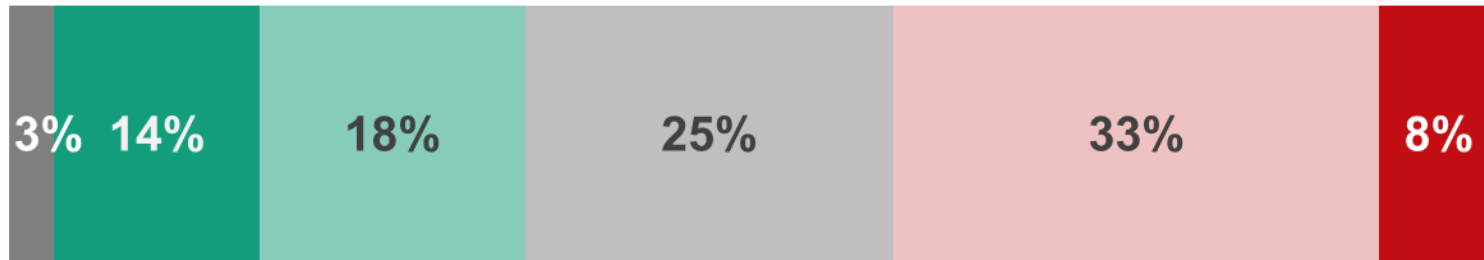
Figures in the commentary may differ by +/- 1% from those in the chart due to rounding

# Results – value for money

# Brighton & Hove City Council – perceived value for money



■ Don't know ■ Strongly disagree ■ Tend to disagree ■ Neither agree nor disagree ■ Tend to agree ■ Strongly agree



## BRIGHTON & HOVE

**Just over four in ten Brighton & Hove residents (41%) agree that the City Council provides value for money:**

- 8% *strongly agree* and 33% *tend to agree*
- However, around a third (31%) of residents disagree, including 14% who say they *strongly disagree*

**The proportion of residents who feel the Council provides value for money has slipped slightly when compared with 2017:**

- Last year, 44% agreed, compared with 41% this time
- However, the 2018 figure remains above those reported in 2015 (39%) and 2014 (31%)

**There is a slight difference in overall level of agreement on the basis of ethnicity:**

- White UK residents (41%) and other white residents (58%) are more likely to perceive value for money than BAME residents (30%)

## NATIONAL COMPARISON

**Attitudes on the value for money provided by Brighton & Hove City Council are slightly less positive than the national benchmark:**

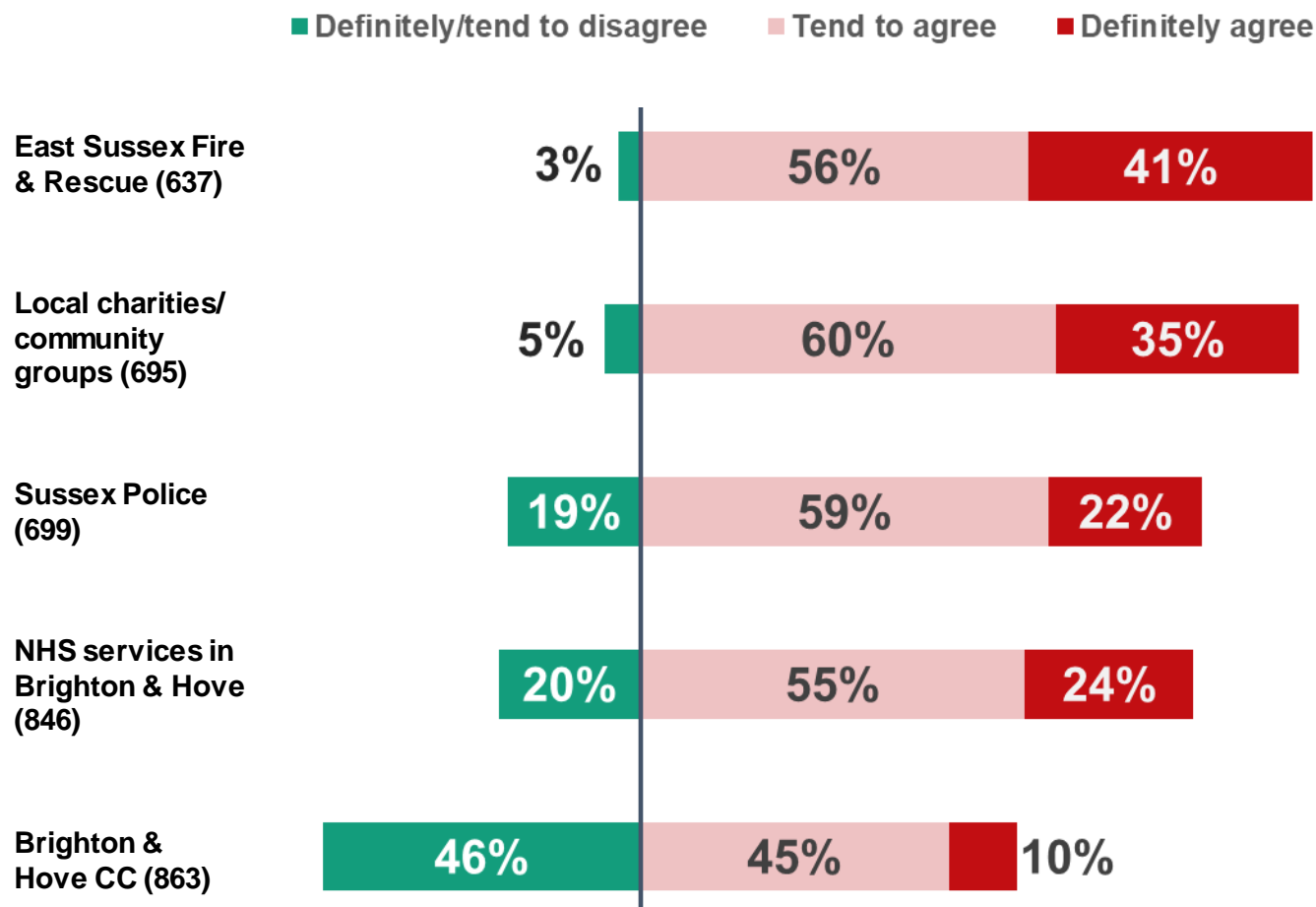
- In the October 2018 LGA report, 44% of UK-wide residents agree with the statement, compared with 41% in Brighton & Hove

Figures in the commentary may differ by +/- 1% from those in the chart due to rounding



Q5 To what extent do you agree or disagree that Brighton & Hove City Council provides value for money?  
Base: All including "don't knows" (1003)

# Wise use of money



## BRIGHTON & HOVE

Residents are asked to indicate how wisely they feel Brighton & Hove City Council uses its budget, along with four other types of local services (those who *don't know* are excluded from the calculations)

More than half (54%) think the Council spends money wisely:

- 10% *definitely agree* and 45% *tend to agree*
- However, 46% disagree (27% *tend to disagree* and 19% *definitely disagree*)

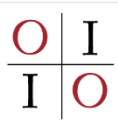
The proportion of residents who feel the Council spends money wisely is lower than in 2017, when it reached a high of 59%:

- The 2018 figure is in line with those reported in 2016 (54%) and 2015 (55%)

More than nine in ten residents believe money is wisely used by two of the other services covered in the survey:

- 97% agree that East Sussex Fire & Rescue spends money wisely, and 95% think local charities/community groups spend their budgets wisely
- 81% say Sussex Police use their money wisely, as do 80% with regard to NHS services in the city

Figures in the commentary may differ by +/- 1% from those in the chart due to rounding



Q6 To what extent do you agree or disagree that the following organisations use money wisely?  
Base: All excluding "don't knows" (base sizes in brackets for each bar)

# Wise use of money – sub-group differences

There are some variations in how different local population groups regard the way money is used by the Council, Sussex Police and NHS services in the city

Overall, 55% of residents believe **Brighton & Hove City Council** uses money wisely:

- Those aged 18-34 (60%) are more likely to agree that this is the case than 35-54s (49%)
- Residents of BN3 (65%) are more positive about Council spending than those in BN1 (51%), BN2 (46%) and BN41 (51%)

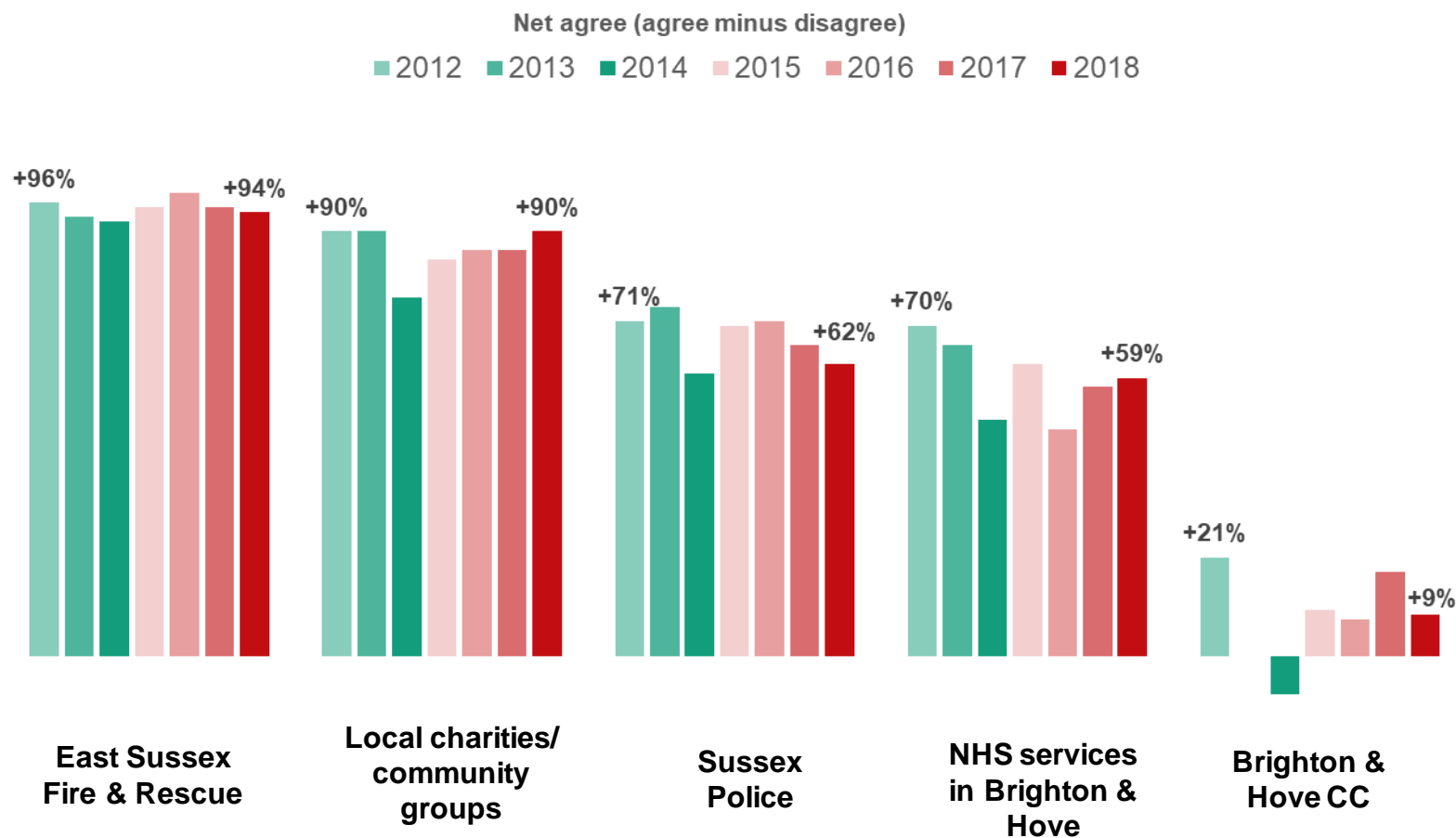
81% of all residents in the survey think **Sussex Police** spends money wisely:

- Female residents (85%) are more likely to believe this is the case than males (78%)
- Residents of BN1 (85%) are more likely to agree than those in BN2 (77%)

In total, 79% of local residents agree that **local NHS services** spend money wisely:

- The level of agreement is higher for 18-34s (83%) and 35-54s (81%) than for those aged 55+ (74%)
- Disabled residents (70%) are less likely to agree that local NHS services spend money wisely than those without a disability (82%)

# Wise use of money – comparison over time



## BRIGHTON & HOVE

“Net” scores are calculated by subtracting the proportion of residents *disagreeing* that the service spends money wisely from the proportion *agreeing* that the service spends money wisely

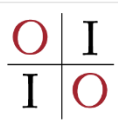
- The net score is the most accurate way to see how sentiment is changing over time
- For clarity, figures are only shown for the 2012 and 2018 surveys

## Residents’ views of the way Brighton & Hove City Council uses its money are in line with expectations when compared with previous years

- In 2018, the net score for the Council is +19%, down from a five-year high of +18% in 2017
- Scores for the Council have ranged from -8% in 2014 and 0% in 2013 to +21% in 2012, therefore the 2018 figure should be assessed as *mid-range* despite the decline in comparison with last year

## Ratings of the other services listed show a range of trends:

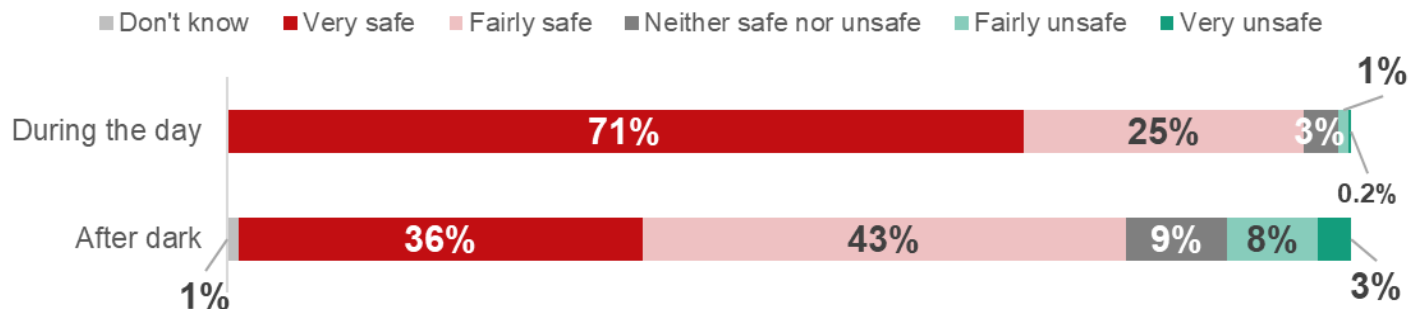
- East Sussex Fire & Rescue consistently receives high net scores, and this year is no exception (+94%)
- The positive score of +90% for charities/ community groups is a return to the high level last seen in 2013
- Following a second year-on-year decline, the Sussex Police net score is lower than at any point since 2014
- Despite two year-on-year improvements, the net score for NHS services in the city remains well below that achieved at the start of the series in 2012



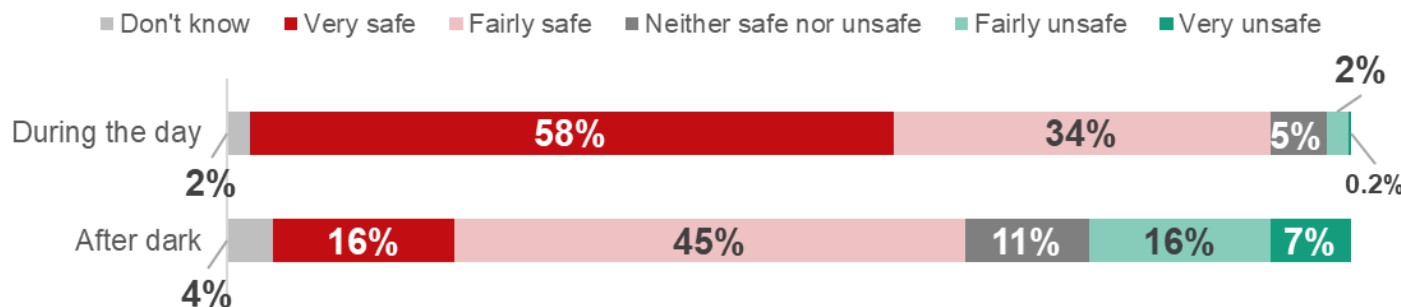
# Results – day-to-day experiences

# Feeling safe

## When outside in your local area...



## When outside in the city centre...



### BRIGHTON & HOVE

Asked about how safe they feel in their local area, almost all residents (96%) feel safe during the daytime:

- 71% feel very safe and 25% fairly safe (96% overall)
- In total, 1.2% feel unsafe (1% fairly unsafe and 0.2% very unsafe)

79% of Brighton & Hove residents feel safe outside in their local area after dark:

- 36% feel very safe and 43% fairly safe, but 8% feel fairly unsafe and 3% very unsafe

The vast majority (92%) also feel safe outside in the City centre during the daytime:

- 58% feel very safe and 34% fairly safe, totalling to 92%
- In total, 2.2% feel very or fairly unsafe out in the City centre during the day

When out in the City centre after dark, three in five residents (61%) feel safe:

- 16% feel very safe and 45% fairly safe
- However, 16% feel fairly unsafe and 7% very unsafe

The findings from the 2018 survey are broadly in line with figures reported in 2017

### NATIONAL COMPARISON

Brighton & Hove residents are slightly more likely to feel safe when out in their local area than across the UK as a whole:

- The latest LGA survey figure for the daytime is 93%, compared with 96% who feel safe outside in their local area of the city
- After dark, the national figure stands at 76%, compared with 79% for local areas in Brighton & Hove

	B&H local area	B&H city centre	LGA survey local area
Feel <b>very/fairly safe</b> during day	96%	92%	<b>93%</b>
Feel <b>very/fairly safe</b> after dark	79%	61%	<b>76%</b>

Q8 How safe or unsafe do you feel when outside in your local area... Q9 How safe or unsafe do you feel when outside in the city centre...?  
Base: All including "don't knows" (1003)



# Feeling safe – sub group differences

The extent to which residents feel *very safe* when away from the home varies by gender, age, ethnicity, disability and locality

**During the daytime in their local area, 71% of all residents feel *very safe*:**

- Women (67%) are less likely to feel *very safe* than men (75%)
- Residents with a disability (56%) are less likely to feel *very safe* than those without a disability (74%)
- Residents of BN1 (77%) and BN3 (75%) are more likely to feel *very safe* than residents of BN2 (65%) and BN41 (59%)

**After dark in their local area, 36% overall feel *very safe*:**

- Female residents (26%) are less likely to feel *very safe* than males (46%)
- BAME (48%) residents are more likely to feel *very safe* than white British residents (35%)
- Residents with a disability (27%) are less likely to feel *very safe* than those without a disability (38%)
- Those living in BN1 (36%), BN2 (35%) and BN3 (40%) are all more likely than those in BN41 (18%) to feel *very safe*

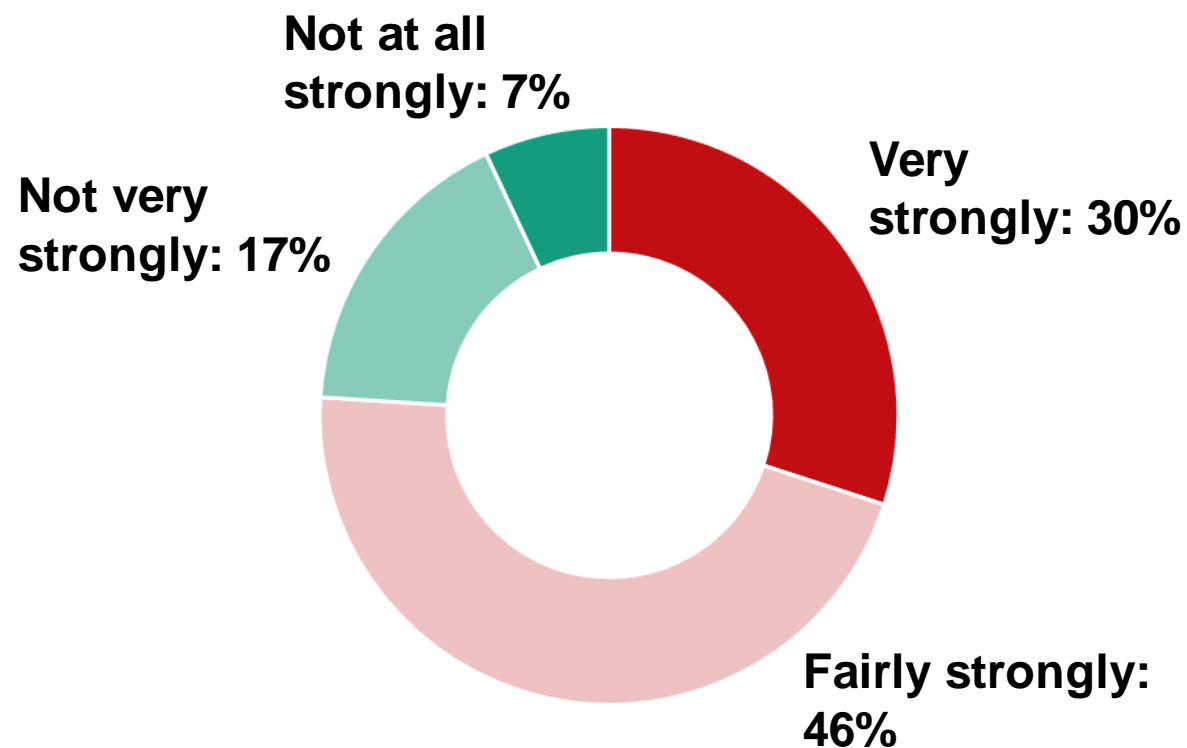
**During the daytime in the city centre, 58% of residents feel *very safe*:**

- Older residents in the 55+ age group (53%) are less likely to feel *very safe* than 18-34s (61%)
- Those with a disability (40%) are less likely to feel *very safe* than those without a disability (61%)
- Residents of BN1 (63%), BN2 (56%) and BN3 (58%) are all more likely to feel *very safe* than residents living in BN 41 (39%)

**After dark in the city centre, 16% overall feel *very safe*:**

- Women (11%) are less likely to feel *very safe* than men (21%)
- Residents with a disability (9%) are less likely to feel *very safe* than those without a disability (17%)
- BAME residents (35%) are more likely to feel *very safe* than white British residents (14%) and other whites (12%)
- Those living in BN1 (19%) are more likely to feel *very safe* than those in BN41 (10%)

# Sense of belonging – immediate neighbourhood



## BRIGHTON & HOVE

More than three in four residents (76%) feel strongly that they belong to their immediate neighbourhood:

- 30% say *very strongly* and 46% *fairly strongly*, giving a total of 76%
- Meanwhile, 24% don't feel a strong sense of belonging in their neighbourhood, including 7% who say they feel *not at all strongly* attached

The strong sense of belonging reflected in these figures outstrips recent findings for this question in the City Tracker Survey:

- 2018: 76%
- 2017: 74%
- 2016: 71%
- 2015: 70%
- 2014: 71%

Older residents are more likely to feel a stronger sense of belonging than the younger age group:

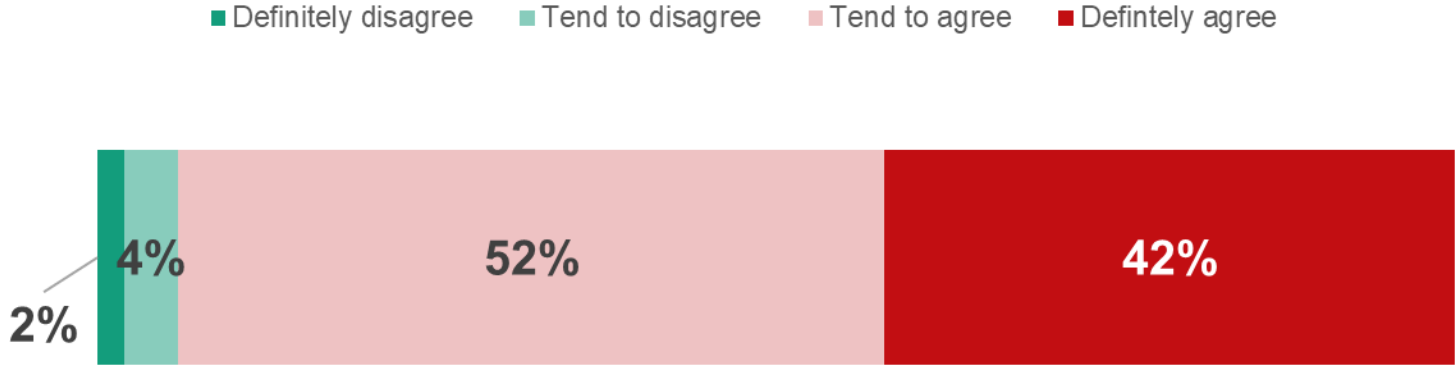
- 81% of 35-54s and 79% of those aged 55+ give a *very/fairly strongly* response, compared with 70% of those aged 18-34

## NATIONAL COMPARISON

The strong feeling of belonging reported by 76% of Brighton & Hove residents is considerably more widespread than across the general UK population:

- According to the 2017-18 national CLS survey, 62% feel a strong sense of belonging to their local area

# Community spirit and diversity



**BRIGHTON & HOVE**

The vast majority of Brighton & Hove residents (94%) agree that their local area is a place where people from different backgrounds get on well together:

- 42% *definitely agree* and 52% *tend to agree*, resulting in a total proportion agreeing of 94%
- Only 6% of the residents surveyed feel that people from different backgrounds *don't* get on well together in their local area

The 2018 figure on this measure is the highest so far in the series of annual surveys:

- 91% agreed in 2017, 89% in 2016 and 91% in 2015

Sentiment is uniform across the different segments in the city's population and its different localities, with no groups holding significantly different views on this aspect of local life

**NATIONAL COMPARISON**

Residents of Brighton & Hove are considerably more likely than the national average to feel their local area is somewhere that different people can get along well:

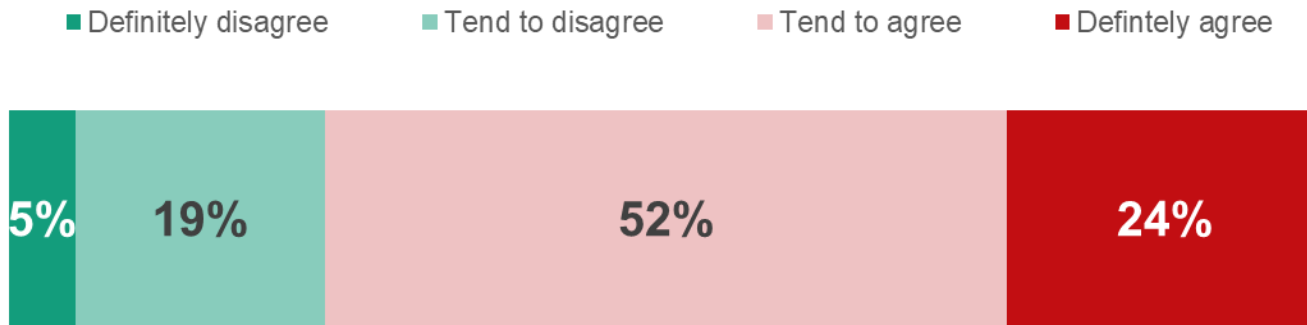
- In the 2017-18 CLS survey, 82% of local residents across the UK felt they lived in areas where people from different backgrounds get on well together, compared to 94% in the city



Q16 To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?  
 Base: All excluding "don't knows" (968)

# Results – getting involved

# Community spirit and improving the neighbourhood



## BRIGHTON & HOVE

More than three-quarters of the residents surveyed (76%) agree that people in their neighbourhood pull together to improve the neighbourhood:

- 24% *definitely agree* and 52% *tend to agree*
- However, a total of 25% disagree, including 5% who *strongly disagree*

The 76% figure for 2018 is the highest yet reported at this question when compared with the previous four surveys:

- 73% in 2017, preceded by 70% in 2016, 72% in 2015 and 67% in 2014

Age and location have some impact on likelihood to *definitely agree* that people pull together to improve their neighbourhood:

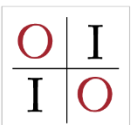
- 18-34s are less likely to *definitely agree* (19%) than 35-54s (26%) and those aged 55+ (28%)
- There is a significant difference between the proportion who *definitely agree* in BN2 (28%) and residents in BN3 (21%)

## NATIONAL COMPARISON

The sense that the local community will pull together to improve the local neighbourhood is much more pronounced in Brighton & Hove than elsewhere in the UK:

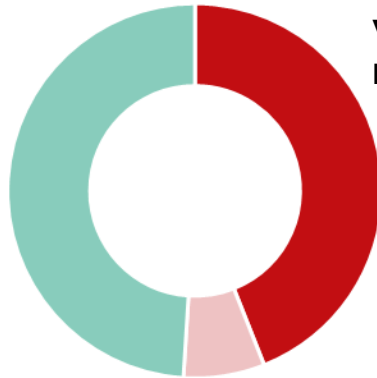
- 59% of residents nationally agree that local people pull together to improve the neighbourhood, according to the 2017-18 CLS survey (compared with 76% in Brighton & Hove)

Figures in the commentary may differ by +/- 1% from those in the chart due to rounding



# Volunteering

No, not given any unpaid help in past 12 months: 49%



Yes, done formal volunteering\* in past 12 months: 44%

Volunteer as an individual only: 7%

Formal volunteering.....	2012	2013	2014	2015	2016	2017	2018
At least once a week	16%	13%	12%	13%	12%	13%	14%
Less than once a week but at least once a month	11%	12%	10%	15%	13%	18%	14%
Less often	11%	9%	13%	12%	12%	13%	17%
Individually only, not through a group	2%	2%	5%	7%	7%	6%	7%
Not given any unpaid help in past 12 months	60%	65%	61%	54%	56%	50%	49%

## BRIGHTON & HOVE

In the 2018 survey, 51% of residents say they have given unpaid help to groups, clubs or organisations during the past year:

- A total of 44% undertook formal volunteering – 14% at least once a week, 14% at least once a month and 17% less frequently
- In addition, 7% gave informal unpaid help as an individual rather than as part of a group or organisation

The proportion who say they have taken part in some form of formal volunteering this year (44%) is unchanged in comparison with 2017 – continuing at a higher level than in previous years:

- 2017: 44%, 2016: 37%, 2015: 40%, 2014: 35%, 2013: 34%

The extent to which local residents do formal volunteering varies by age and ethnicity:

- 35-54s (31%) and those aged 55+ (33%) are more likely to take part in formal volunteering *at least once a month* than 18-34s (21%)
- BAME residents (39%) are more likely to volunteer on a formal basis *at least once a month* than white British residents (27%)

## NATIONAL COMPARISON

As in 2017, analysis indicates that Brighton & Hove residents are more likely to take part in formal volunteering *at least once a year* than the UK population at large:

- The 2017-18 CLS figure stands at 38%, compared with 44% in Brighton & Hove

Figures in the commentary may differ by +/- 1% from those in the chart due to rounding

\* Please think about any group(s), club(s) or organisation(s) that you've been involved with during the last 12 months. That's anything you've taken part in, supported, or that you've helped in any way, either on your own or with others. For example, helping at a youth or day centre, helping to run an event, campaigning or doing administrative work. Please exclude giving money and anything that was a requirement of your job.

Q10 Overall, about how often over the last 12 months have you given unpaid help to any group(s), club(s) or organisation(s)?

Base: All excluding don't knows (996)



# Local activism



In the past 12 months have you.....	2012	2013	2014	2015	2016	2017	2018
Been a <i>local councillor</i> (for the local authority, town or parish)	1%	1%	0.4%	1%	1%	1%	1%
Been a <i>member of a decision making group set up to regenerate the local area</i>	6%	4%	6%	4%	4%	6%	9%
Been a <i>member of a group making decisions on local health or education services</i>	5%	5%	4%	4%	3%	5%	5%
Been a <i>member of a group making decisions on local services for young people</i>	4%	3%	5%	4%	5%	4%	5%
Been a <i>member of a tenants' group decision-making committee</i>	5%	4%	4%	3%	5%	3%	5%
Been a <i>member of a decision making group set up to tackle local crime problems</i>	3%	2%	2%	2%	3%	2%	3%
Been a <i>member of another group making decisions on services in the local community</i>	8%	7%	6%	6%	6%	7%	8%
Been a <i>school governor</i>	N/A	N/A	1%	2%	1%	2%	2%
Been a volunteer <i>Special Constable</i>	N/A	N/A	0.1%	0.4%	0.2%	0.5%	0.5%
Been a <i>Magistrate</i>	N/A	N/A	0	0.2%	0.4%	0.1%	0.3%

## BRIGHTON & HOVE

Residents are asked to indicate if they have been involved in any types of activity which are classified as forms of local activism:

- The most frequent form of activism in the city is membership of a group set up to make decisions on regenerating the local area (9%)
- One in twenty (5%) has been a member of a decision making group relating to health or education services, and a similar proportion have been involved in decision making groups on services for young people

**Overall, 21% of residents taking part in the survey have been involved in at least one listed activity during 2018:**

- This is the highest proportion yet recorded by the City Tracker Survey, up from 18% in 2017 and 2016
- The proportion stood at 15% in 2013, 2014 and 2015

**There is some variation in the level of resident activism by location within the city, and by ethnicity:**

- The level of local activism is higher in all of BN1 (23%), BN2 (22%) and BN3 (20%) in comparison with BN41 (10%)
- BAME residents are more likely to be involved in local activism (31%) than white British residents (19%)

## NATIONAL COMPARISON

**Brighton & Hove residents are considerably more likely to be involved in civic activism than the UK population as a whole:**

- The 2017-17 CLS survey gives a figure of 8% for “civic activism” (involvement in decision making about local services, both in person and online), well below the 21% reported in this City Tracker Survey

Please think about any group(s) to which you belong, which makes decisions that affect your local area. Please exclude anything that was a requirement of your job. Q11 In the past 12 months have you...

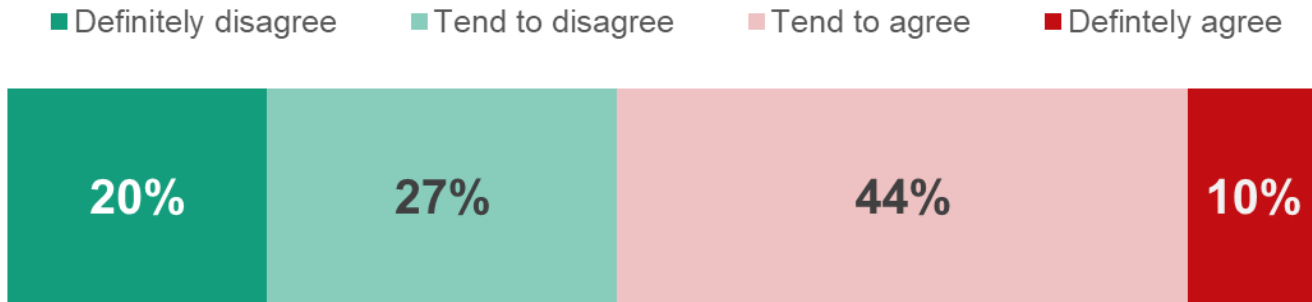
Base: All excluding don't knows (1003 in 2018)



# Personal local influence



## Can influence decisions affecting area



## Important to feel I can influence decisions affecting area



### BRIGHTON & HOVE

More than half the residents surveyed (54%) agree that they can influence decisions which affect their local area:

- 10% *definitely agree* and 44% *tend to agree*
- Meanwhile, 46% don't believe they can influence decisions – 20% *definitely disagree* and 27% *tend to disagree*

The number of residents who feel they can influence decisions about their local area is at a five year high:

- 2018: 54%, 2017: 50%, 2016: 47%, 2015: 51% and 2014: 46%

Asked how important it is to feel they can influence decisions which affect the local area, most residents say it is important:

- 37% believe it is *very important* and 45% *fairly important*, totaling to 83%
- However, 13% say it's *not very important* to feel they can influence decisions, and 4% say *not at all important*
- Residents in BN1 (40%) and BN2 (40%) are more likely to feel it's *very important* that they can influence decisions than residents in BN41 (27%)

The proportion of Brighton & Hove residents believing it is important to feel they can influence decisions is unchanged in comparison with 2017

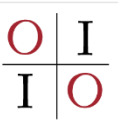
### NATIONAL COMPARISON

Brighton & Hove residents continue to be far more positive about their own potential to impact local decision making when compared with the UK as a whole:

- In the 2017-18 CLS survey, 26% agreed that they can influence local decision making, compared with 54% in Brighton & Hove
- Nationally, 57% think it's important to feel they can influence decisions, compared with 83% in Brighton & Hove

Figures in the commentary may differ by +/- 1% from those in the chart due to rounding

Q12 Do you agree or disagree that you can influence decisions affecting your local area?  
 Q13 How important is it for you personally to feel that you can influence decisions in your local area?  
 Base: All excluding "don't knows" (Q12: 950. Q13: 988)



# Actions to influence decisions

To influence decisions, would you...	2014	2015	2016	2017	2018
Contact your councillor	19%	21%	22%	30%	26%
Contact the local council/ a council official	28%	26%	25%	30%	24%
Contact your MP	19%	20%	23%	25%	23%
Join a campaign/demonstration/protest	5%	7%	5%	9%	9%
Organise a group (e.g. campaign/action group)	8%	9%	4%	9%	9%
Via social media (e.g. Facebook, Twitter)	2%	3%	4%	8%	6%
Attend a public meeting	5%	5%	4%	8%	5%
Attend a council meeting	2%	3%	2%	7%	5%
Talk to friends/relatives	4%	4%	4%	9%	4%
Sign an e-petition/online petition	3%	2%	3%	9%	3%
Through membership of another group	7%	9%	5%	7%	3%
Organise an e-petition/online petition	-	-	-	4%	3%
Contact the police	-	-	-	3%	2%
Sign a paper petition	3%	1%	3%	9%	1%
Organise a paper petition	2%	1%	2%	5%	1%
Contact local media or journalists	3%	2%	1%	3%	1%
Other	9%	15%	26%	20%	27%
Wouldn't do anything	4%	3%	5%	3%	2%
Don't know	18%	18%	18%	16%	16%

## BRIGHTON & HOVE

**As in previous years, when Brighton & Hove residents want to influence local decision making, they are most likely to do so by contacting the relevant individuals directly:**

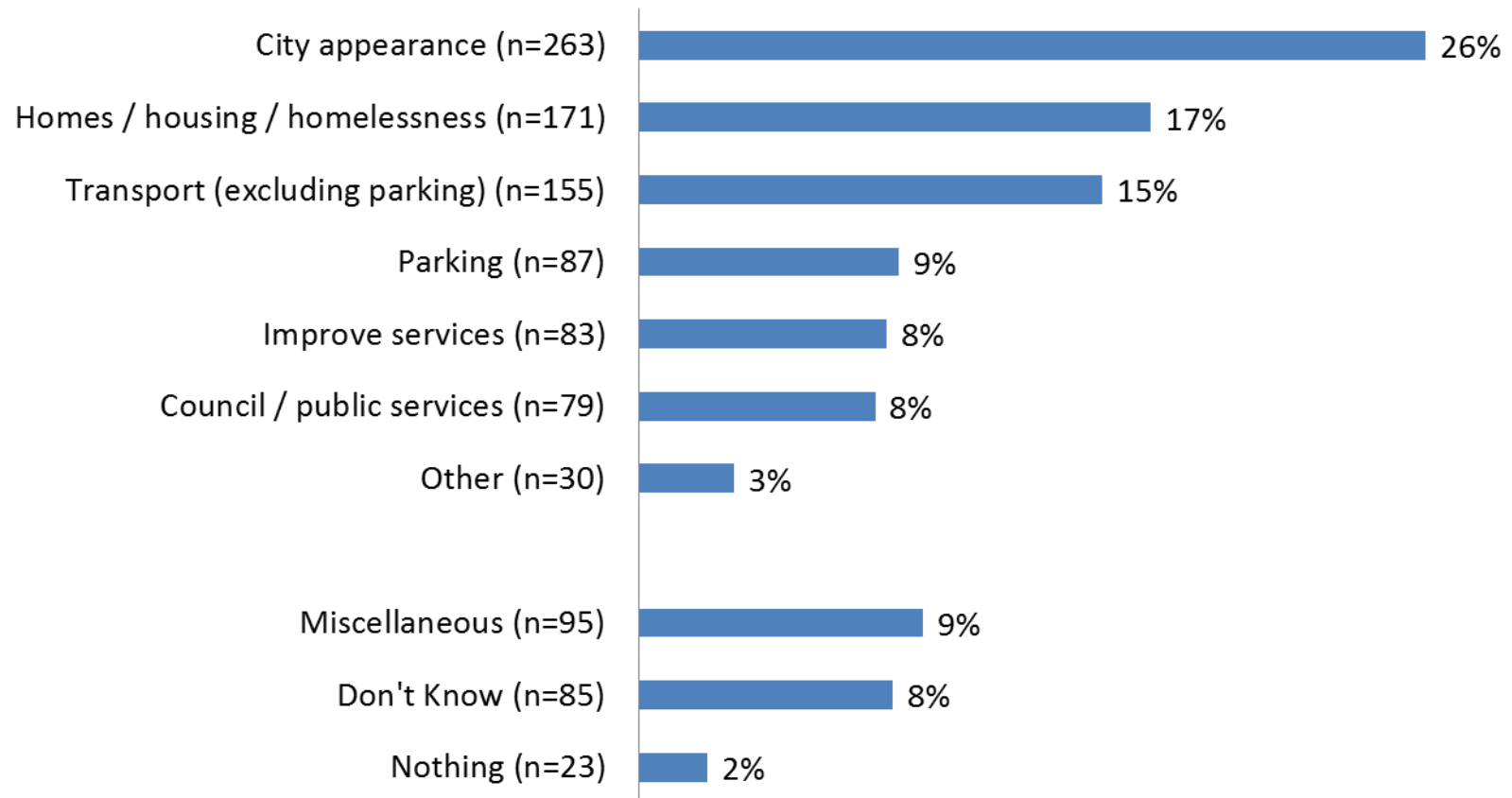
- 26% contact their councillor, 24% the council/a council official (in general) and 23% get in touch with their MP
- Almost one in ten (9%) would try to influence decisions by joining a campaign/ demonstration/ protest and/or by organizing an action/campaign group
- 6% seek to influence matters via social media
- 5% would attend a public meeting and/or attend a council meeting

# Results – If you could change one thing

# If you could change one thing about Brighton & Hove what would it be?



## High level themes



# If you could change one thing about Brighton & Hove what would it be?



## Detailed themes

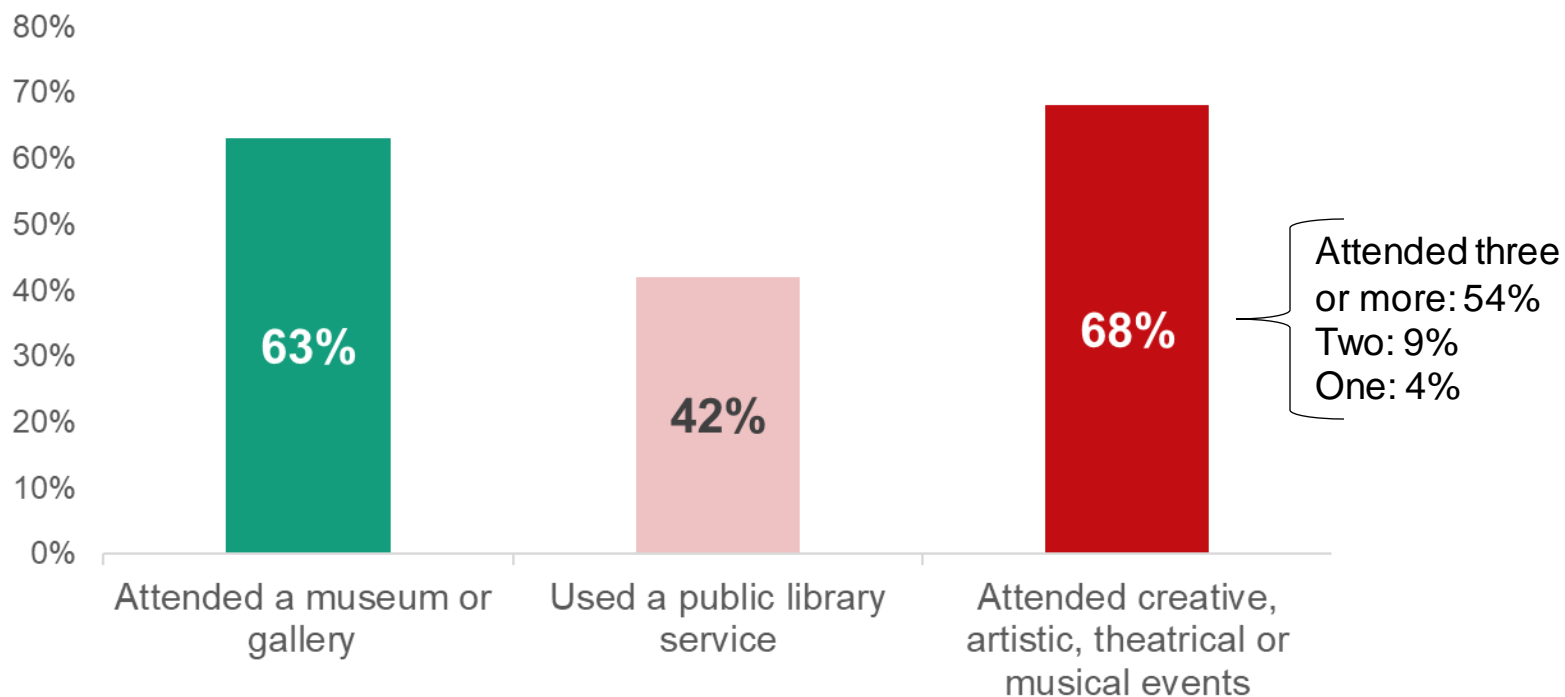
<b>City Appearance</b>	<b>263</b>
Clean up the city / improve the general appearance	109
Improve refuse & recycling	105
Pedestrianisation / pavement and or road maintenance	32
Improve infrastructure / regeneration / heritage	20
Local environmental improvement	11
<b>Homes / housing / homelessness</b>	<b>171</b>
Homelessness / rough sleeping	109
Affordable / cheaper housing	42
family housing / housing for local people	8
Housing conditions	3
Other	12
<b>Transport (excluding parking)</b>	<b>155</b>
Too much / reduce traffic	42
Improve public transport / cost of	41
Improve road system / traffic flow	22
Improve cycling infrastructure	16
Cycling / cycle paths (negative responses)	7
Change / remove bus lanes	6
Other	17

<b>Parking</b>	<b>87</b>
Improve / change (unspecified)	28
Too expensive / cheaper	21
Reduce restrictions / increase park / not enough	21
Park and ride	6
Other	12
<b>Improve Services</b>	<b>83</b>
Police / community safety	21
Children & Young People	15
Sport & Leisure	15
Mental health	11
Schools	8
Older people	6
Other / not specified	15
<b>Council / Public services</b>	<b>79</b>
Change/better council/party/councillors/staff	31
Listen too / better relationship / accountability	21
more funding	10
Locals first (not student/visitors)	9
Other	18
<b>Other</b>	<b>32</b>
Affordability / cost of living	16
Drug use / drug paraphilia	13
Over crowding	8



# Results – culture

# Cultural activities in the past 12 months



## BRIGHTON & HOVE

**More than three in five Brighton & Hove residents have attended a museum or gallery at least once in the past year:**

- In total, 63% attended this kind of venue in the 2018 survey, up from 56% in 2017 and 55% in 2016

**More than four in ten have used a public library service at least once in 2018:**

- The 2018 figure of 42% is broadly in line with 2017 (44%) and 2016 (43%), but lower than 2015 (49%) and 2014 (47%)

**More than two-thirds of survey respondents have attended at least one creative, artistic, theatrical or musical event in the past year:**

- In total, 68% attended this kind of event at least once, most of whom (54% of all survey participants) had attended three or more such events during the course of the previous 12 months
- The 2018 figure is slightly above previous years, up from 61% in 2017, 60% in 2016, 61% in 2015 and 61% in 2014

## NATIONAL COMPARISON

**Brighton & Hove residents are more likely to attend museums/galleries and to use their library services than UK citizens as a whole:**

- The 2017-18 TPS survey figure for attending a museum or gallery stands at 50%, well below the 63% figure for Brighton & Hove
- The same TPS survey shows a national figure for library service usage of 33%, compared with 42% in Brighton & Hove

Q20 Have you attended any creative, artistic, theatrical or musical events in the past 12 months? Q21 How many events have you attended? Q22 During the last 12 months, have you attended a museum or gallery at least once? Q23 During the last 12 months, have you used a public library service at least once?

Base: All excluding "don't knows"



# Cultural activities in the past 12 months – sub group differences



## Engagement with cultural activities varies across the different types of resident in Brighton & Hove

### More than three in five (63%) of the total city population have attended museums or galleries at least once in the past year:

- However, local residents with a disability are substantially less likely to have attended this kind of venue (40%) than those without a disability (67%)
- In terms of ethnicity, white British residents are less likely to have attended this kind of attraction (61%) than other white residents (78%) and BAME residents (75%)
- Residents living in BN1 are more likely to have attended a museum or gallery in the past year (69%), than those in either BN2 (60%) or BN41 (54%)

### Most Brighton & Hove residents have attended at least one creative, theatrical, artistic or musical event in the past year (68%):

- 18-34s (70%) and 35-54s (71%) are more likely to attend this kind of event than those aged 55+ (61%)
- While 50% of disabled residents have attended one or more creative, theatrical, artistic or musical events in the previous 12 months, the figure rises to 71% for those without a disability
- In terms of locality, residents of BN1 (73%) are more likely to attend cultural events like this than those in BN2 (64%) or BN41 (52%). Residents of BN3 (70%) are also more likely to attend these events than residents in BN41

### In total, 42% of residents have used a public library service during the past year:

- Female (48%) residents are more likely to use the library services than males (37%)
- Usage of library services is most widespread amongst 35-54 year-olds (49%) by comparison with 18-34s (41%) and the 55+ age group (37%)
- BAME residents (66%) are more likely to use the library services than white British (40%) and other white (48%) residents
- One in three (33%) disabled residents use the library services, compared with 44% of those without a disability
- Residents living in BN41 (59%) make more extensive use of libraries than in any other postcode area – BN1 (45%), BN2 (37%) and BN3 (42%)



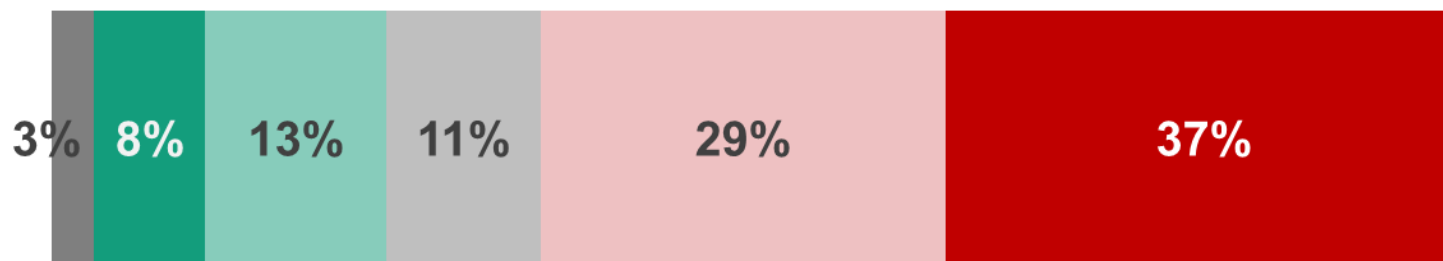
Q20 Have you attended any creative, artistic, theatrical or musical events in the past 12 months? Q21 How many events have you attended? Q22 During the last 12 months, have you attended a museum or gallery at least once? Q23 During the last 12 months, have you used a public library service at least once?

Base: All excluding "don't knows"

# Results – cost of living

# Ability to meet basic living costs in coming year

■ Don't know ■ Strongly disagree ■ Tend to disagree ■ Neither ■ Tend to agree ■ Strongly agree



## BRIGHTON & HOVE

**Two in three residents (66%) say they will have enough money to meet basic living costs during the next 12 months:**

- 37% *strongly agree* and 29% *tend to agree*
- However, one in five (21%) disagree (including 8% who *strongly disagree*) and don't feel they will be able to meet basic living costs after paying for housing

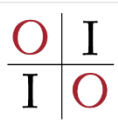
**The number of local people who feel they will have enough money to cover basic living costs continues to improve when compared with previous years:**

- In 2017, 64% agree, following on from 62% in 2016, 62% in 2015 and 57% in 2014
- The proportion who don't feel they will have enough money for basic living costs in the coming year is unchanged by comparison with 2017, standing at 21%

**Age, disability and ethnicity have an impact on how confident residents feel about having enough money to get by:**

- While 51% of 18-34s agree that they will have enough income in the coming year to cover basic living costs, the figure rises to 73% of 35-54s and 77% in the 55+ age group
- 51% of disabled residents think they will have enough money, compared with 69% of those without a disability
- BAME residents (47%) are considerably less likely to feel confident they will have enough money than white British (67%) and other white (70%) residents

Figures in the commentary may differ by +/- 1% from those in the chart due to rounding

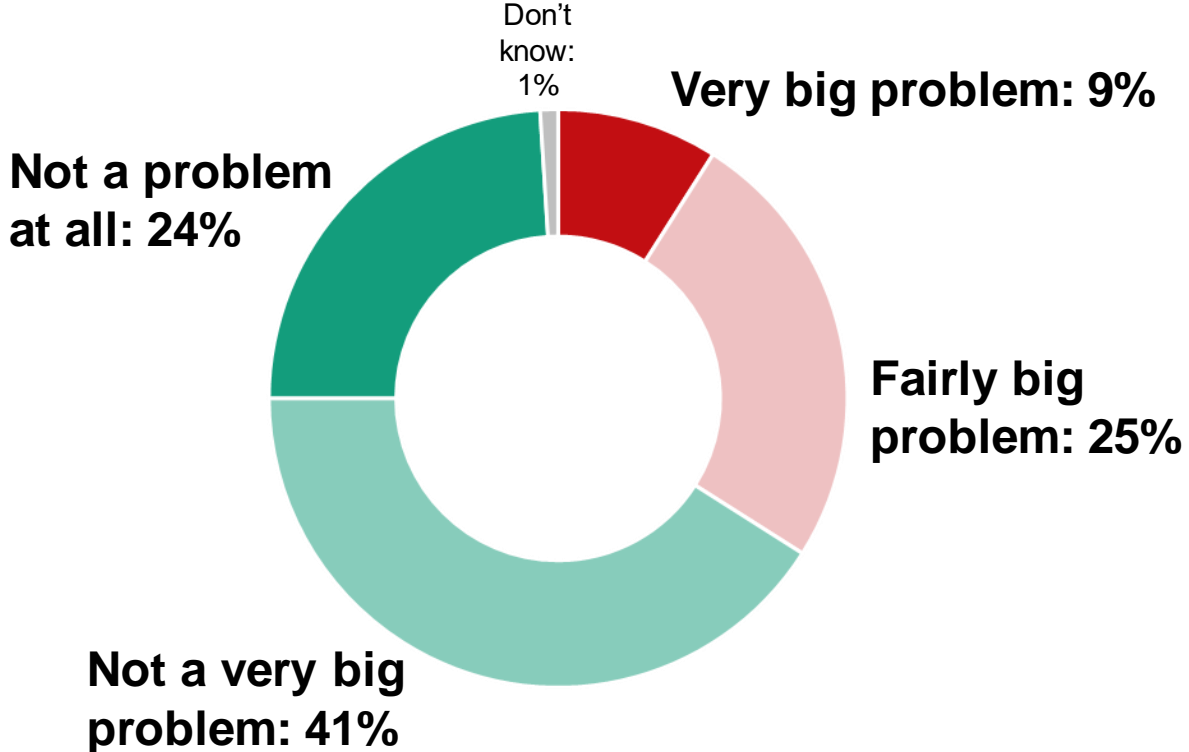


Q19 Thinking about the next year, how much do you agree or disagree that you will have enough money, after housing costs, to meet basic living costs? By this I mean to pay for food, water and heating?

Base: All including "don't knows" (1003)

# Results – local environment

# Air pollution in your street



**BRIGHTON & HOVE**  
 Around a third (34%) of Brighton & Hove residents see air pollution in their street as a big problem:

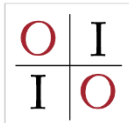
- 9% regard air pollution locally as a *very big problem* and 25% a *fairly big problem*
- However, 41% say air pollution is *not a big problem* and a further 24% say it's *not a problem at all*

**The proportion of residents saying air pollution is a *very/fairly big problem* has stabilised after rising between 2014 and 2017:**

- 2018: 34%
- 2017: 35%
- 2016: 28%
- 2015: 25%
- 2014: 28%

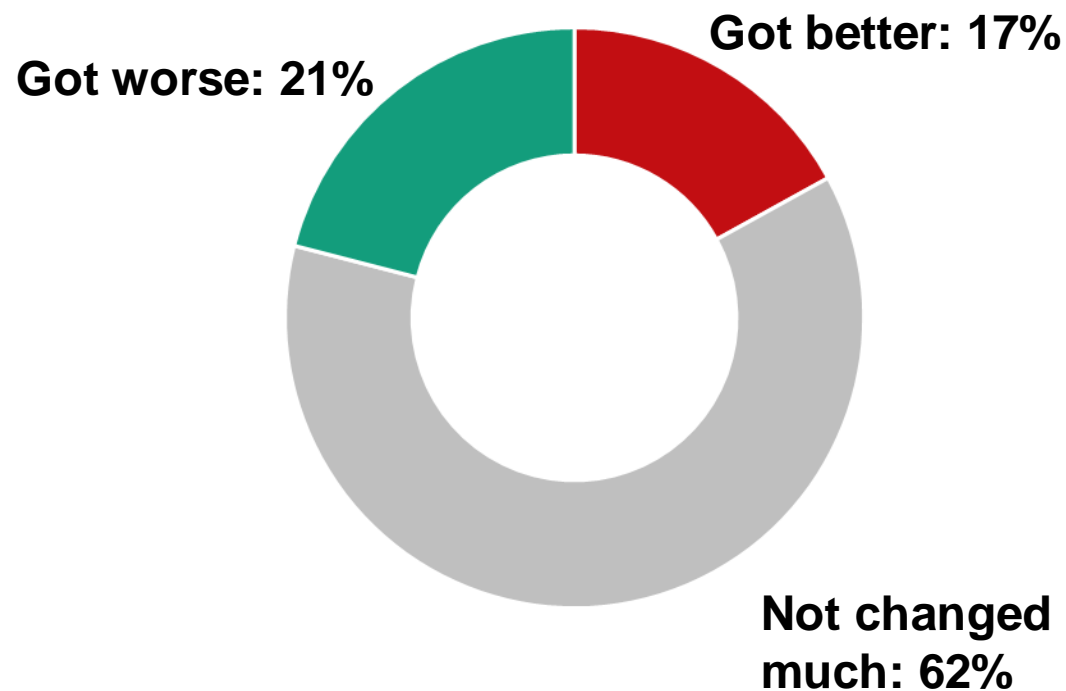
**There is a difference between women and men on this issue:**

- Female residents (40%) are more likely to see air pollution as a *very big/fairly big problem* than males (28%)



Q25 In your street how much of a problem do you think air pollution is?  
 Base: All including don't knows (1003)

# How area has changed



## BRIGHTON & HOVE

Brighton & Hove residents report mixed messages about how their areas are changing over time:

- While 17% say their area has *got better* in the past two years, slightly more (21%) say their area has *got worse*
- 62% feel that their area has not changed much

The proportion feeling that their area is improving is gradually decreasing, down from 22% four years ago:

- 2018: 17%
- 2017: 18%
- 2016: 20%
- 2015: 22%

Residents' views vary according to gender, age and location:

- Men (21%) are more likely to feel their area has *got better* than women (14%)
- Residents of BN2 (21%) are more likely to find their area better than two years ago, in comparison with those in BN1 (14%) and BN41 (9%)
- Those aged 55+ (26%) are more likely to feel their area has *got worse* than 18-34s (17%)
- Residents are most likely to say their area has *got worse* in BN41 (29%) and BN2 (25%), significantly more so than in BN3 (17%)

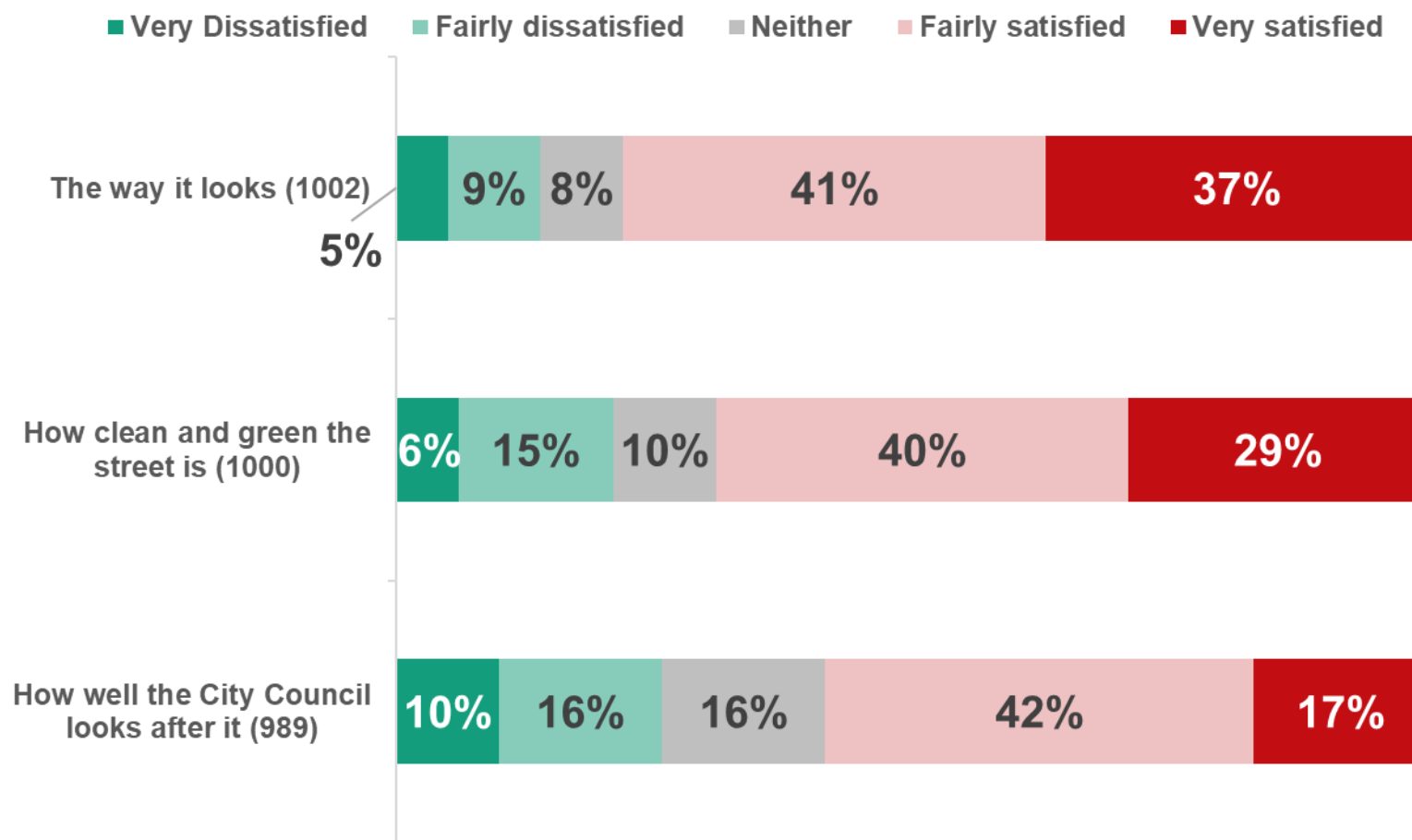
## NATIONAL COMPARISON

UK residents as a whole are less positive about how their area has changed than in Brighton & Hove:

- In the 2017-18 CLS survey data, 14% say their area has *got better*, while 24% say it has *got worse*, compared with 17% and 21%, respectively, in Brighton & Hove



# Satisfaction with the street where you live



## BRIGHTON & HOVE

In total, 78% of residents are satisfied with **the way their street looks** (37% very satisfied and 41% fairly satisfied), while 14% are dissatisfied (including 5% very dissatisfied):

- The proportions of satisfied and dissatisfied residents reported in the 2018 City Tracker Survey are broadly similar to last year
- Residents in BN1 (80%) and BN3 (82%) are significantly more satisfied with the way their street looks than those in BN2 (73%)

Seven in ten (69%) are satisfied with **how clean and green their street is**, including 29% very satisfied:

- Residents are less likely to be satisfied with this aspect of their street now than in 2017, when 75% were satisfied overall
- Also, the level of dissatisfaction is higher this year, standing at 21% compared with 17% in 2017
- Residents aged 55+ report the highest level of satisfaction (75%), and are more likely to be satisfied than 18-34s (67%) and 35-54s (67%)
- Those living in BN3 (73%) are more likely to be satisfied than those in BN2 (65%)

The majority of residents (59%) are satisfied with **how well the City Council looks after their street**:

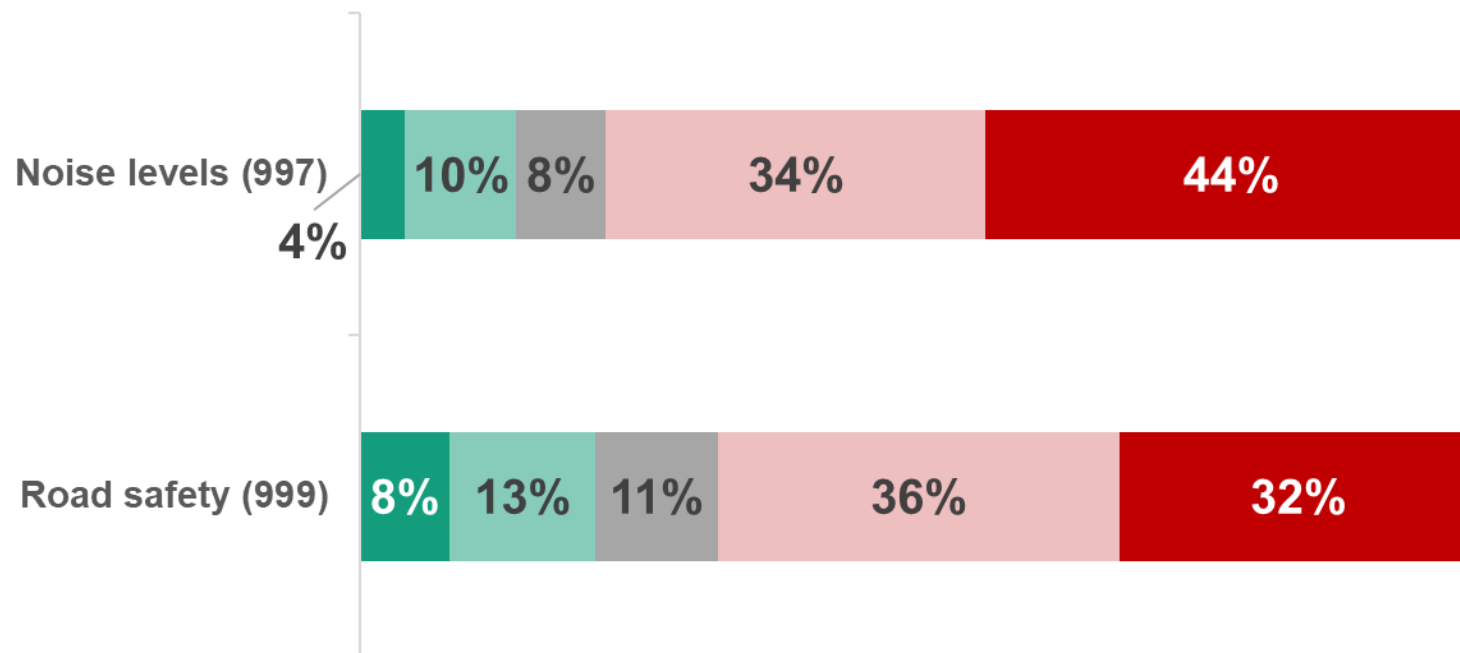
- However, overall satisfaction is down from 64% in 2017, including a notable decline from 25% very satisfied in 2017 to 17% this year
- The level of dissatisfied ratings in 2018 (26%) is similar to last year (25%)
- Female residents (62%) are more likely to be satisfied with the way the Council looks after their street than males (56%)
- Residents of BN3 (64%) report higher satisfaction than those living in BN2 (55%)



Q2 Thinking about the street where you live, how satisfied are you with the...?  
Base: All excluding "don't knows" (base sizes in brackets for each bar)

# Satisfaction with the street where you live

■ Very Dissatisfied 
 ■ Fairly dissatisfied 
 ■ Neither 
 ■ Fairly satisfied 
 ■ Very satisfied



### BRIGHTON & HOVE

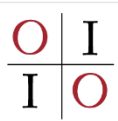
**79% of residents are satisfied with noise levels in their street, including 44% who are very satisfied:**

- The 2018 finding for this measure is similar to last year (79% satisfied), and the same applies to the proportion who are dissatisfied with noise levels (13% in 2018, 13% in 2017)
- Overall, satisfaction with noise levels is slightly higher among those who live in BN41 streets (84%) and BN3 streets (82%) when compared with residents of BN2 (73%)

**More than two in three residents (68%) are satisfied with road safety in their street, with 32% very satisfied and 36% fairly satisfied:**

- This reflects a slight decline on last year (70% satisfied in 2017) and on previous years (71% in 2016 and 76% in 2015)
- However, the proportion who are dissatisfied (21%) this year is also slightly lower in comparison with 12 months ago (23% dissatisfied in 2017)

Figures in the commentary may differ by +/- 1% from those in the chart due to rounding



Q2 Thinking about the street where you live, how satisfied are you with the...?  
 Base: All excluding "don't knows" (base sizes in brackets for each bar)

# Results – council services

# Refuse and recycling

■ Strongly disagree 
 ■ Tend to disagree 
 ■ Neither 
 ■ Tend to agree 
 ■ Strongly agree

Is good at collecting your refuse



Is good at collecting your recycling



## BRIGHTON & HOVE

In the 2018 survey, three in five (61%) of residents surveyed agree that the Council is good at **collecting refuse**:

- 23% *strongly agree* and 38% *tend to agree*
- However, three in ten (30%) do not feel the Council does a good job of collecting refuse – 15% *tend to disagree* and 15% *strongly disagree*
- Residents in the 55+ age group (72%) are more likely to think the Council is good at refuse collection than 35-54s (58%) and 18-34s (55%)

Attitudes to refuse collection are less positive in comparison with the previous three annual City Tracker Surveys, but are considerably better than in 2014:

- 2018: 61% agree, 2017: 71%, 2016: 67%, 2015: 63%, 2014: 36%

Meanwhile, 61% of residents agree that the Council is good at **collecting recycling**:

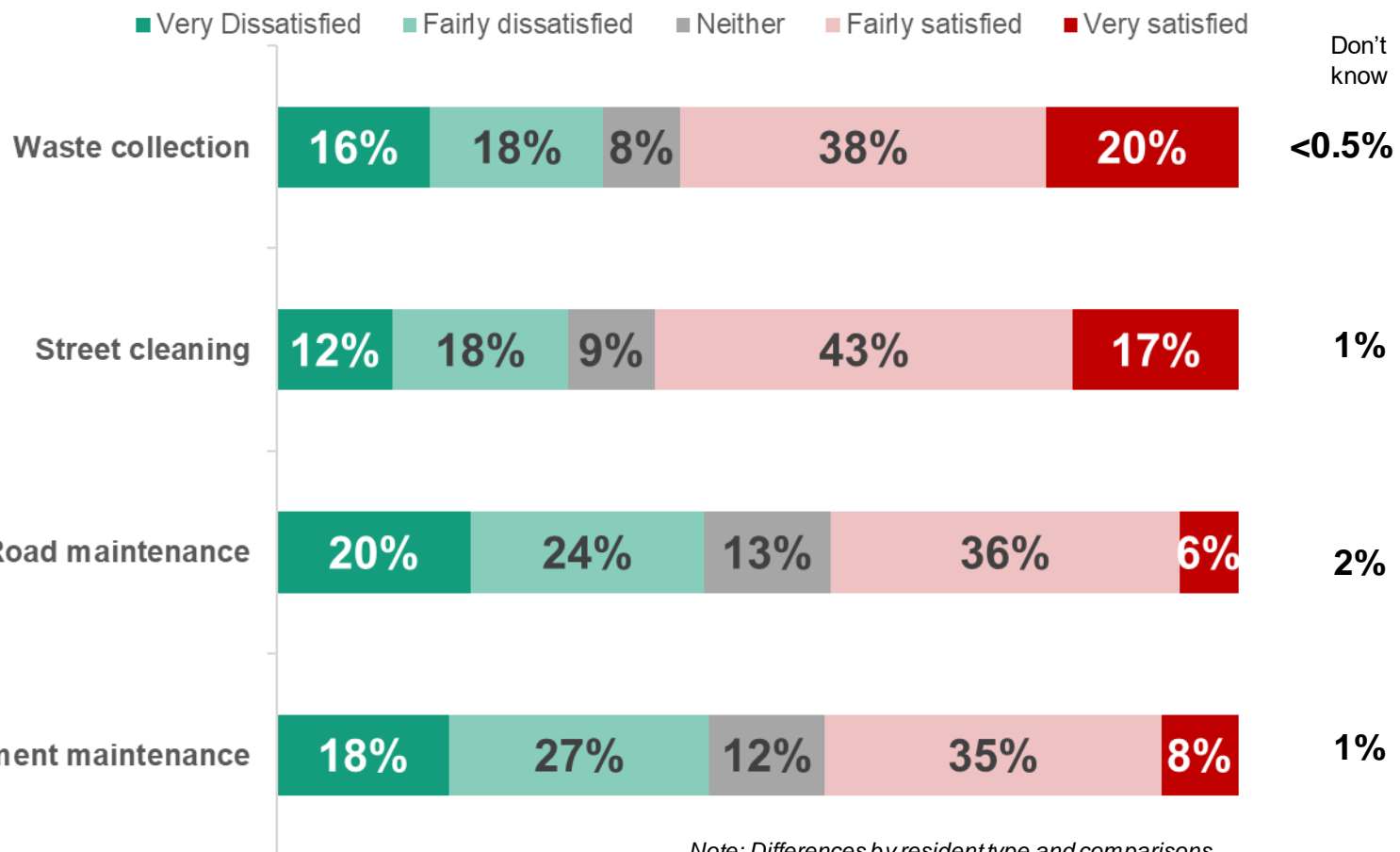
- 26% *strongly agree* and 35% *tend to agree*, although a total of 32% disagree, including 16% who *strongly disagree*
- When the attitudes of different age groups are compared, the most positive views of recycling are held by those aged 55+ (66%) – significantly more positive than the 35-54s (58%)
- Residents in BN3 are more likely to be positive (67%) than those in BN1 (57%) and BN2 (58%)

Residents are also less likely to report a positive view of Council recycling collection this year when compared with the previous three years:

- 2018: 61% agree, 2017: 72%, 2016: 67%, 2015: 67%, 2014: 44%



# Satisfaction with waste collection, street cleaning and street maintenance services



Note: Differences by resident type and comparisons with national figures are covered on the following page

## BRIGHTON & HOVE

The majority (58%) of residents are satisfied with waste collection in the city:

- 20% are very satisfied and 38% fairly satisfied
- However, satisfaction is considerably lower year-on-year, down from 69% in 2017
- This decline is reflected in an increase in dissatisfied ratings, up from 24% dissatisfied in 2017 to 34% this year

Six in ten Brighton & Hove residents (61%) are satisfied with street cleaning:

- 17% are very satisfied and 43% fairly satisfied
- The 2018 figure of 61% reflects a decline on 2017, when 65% were satisfied with street cleaning
- Three in ten (30%) residents are dissatisfied this year, compared with 26% in 2017

Around four in ten (42%) residents are satisfied with road maintenance in the city:

- 6% are very satisfied and 36% fairly satisfied
- The level of satisfaction is similar to 2017 (44%), although the number of very satisfied ratings is down from 11% to 6% this year
- A total of 44% are dissatisfied with road maintenance, in line with the figure for 2017 (43%)

43% of residents give a satisfied rating for pavement maintenance:

- 8% are very satisfied and 35% fairly satisfied
- Overall satisfaction with pavement maintenance is lower in 2018 (43%) than in 2017 (48%)
- The proportion saying they are dissatisfied with pavement maintenance is up from 41% in 2017 to 45% this year

Figures in the commentary may differ by +/- 1% from those in the chart due to rounding

Q26 I am going to read out a number of different types of services that are provided by Brighton & Hove City Council in your area. I would like you to tell me how satisfied or dissatisfied you are overall with your council's...  
Base: All including "don't knows" (1003)

# Satisfaction with waste collection, street cleaning and street maintenance services



## NATIONAL COMPARISON

UK residents as a whole are more positive about three of the four services than Brighton & Hove residents, in comparison with the most recent LGA October 2018 survey:

- Nationally, 76% of residents are satisfied with their waste collection services, compared with 58% in Brighton & Hove
- The 61% of local residents who are satisfied with street cleaning in the city is slightly below the national average of 65%
- UK-wide, 51% are satisfied with pavement maintenance, compared with 43% in Brighton & Hove
- With regard to road maintenance, Brighton & Hove residents are more positive than the national average, with 42% *satisfied* compared to 35% nationally

## BRIGHTON & HOVE

Levels of satisfaction with waste collection, road and pavement maintenance vary across different groups within the local population

Overall, 58% of residents are satisfied with **waste collection** in Brighton & Hove:

- Those aged 55+ (67%) report a higher level of overall satisfaction than 35-54s (56%) and 18-34s (53%)
- Residents of BN3 (63%) are more likely to be satisfied than those in BN1 (53%)

42% of all residents are satisfied with **road maintenance**:

- Residents in the 18-34 (46%) and 35-54 (43%) age groups are more likely to be satisfied than those aged 55+ (34%)
- Satisfaction is higher among BAME (50%) and other white (62%) residents than those in the white British (39%) category

In total, 43% of Brighton & Hove residents are satisfied with **pavement maintenance**:

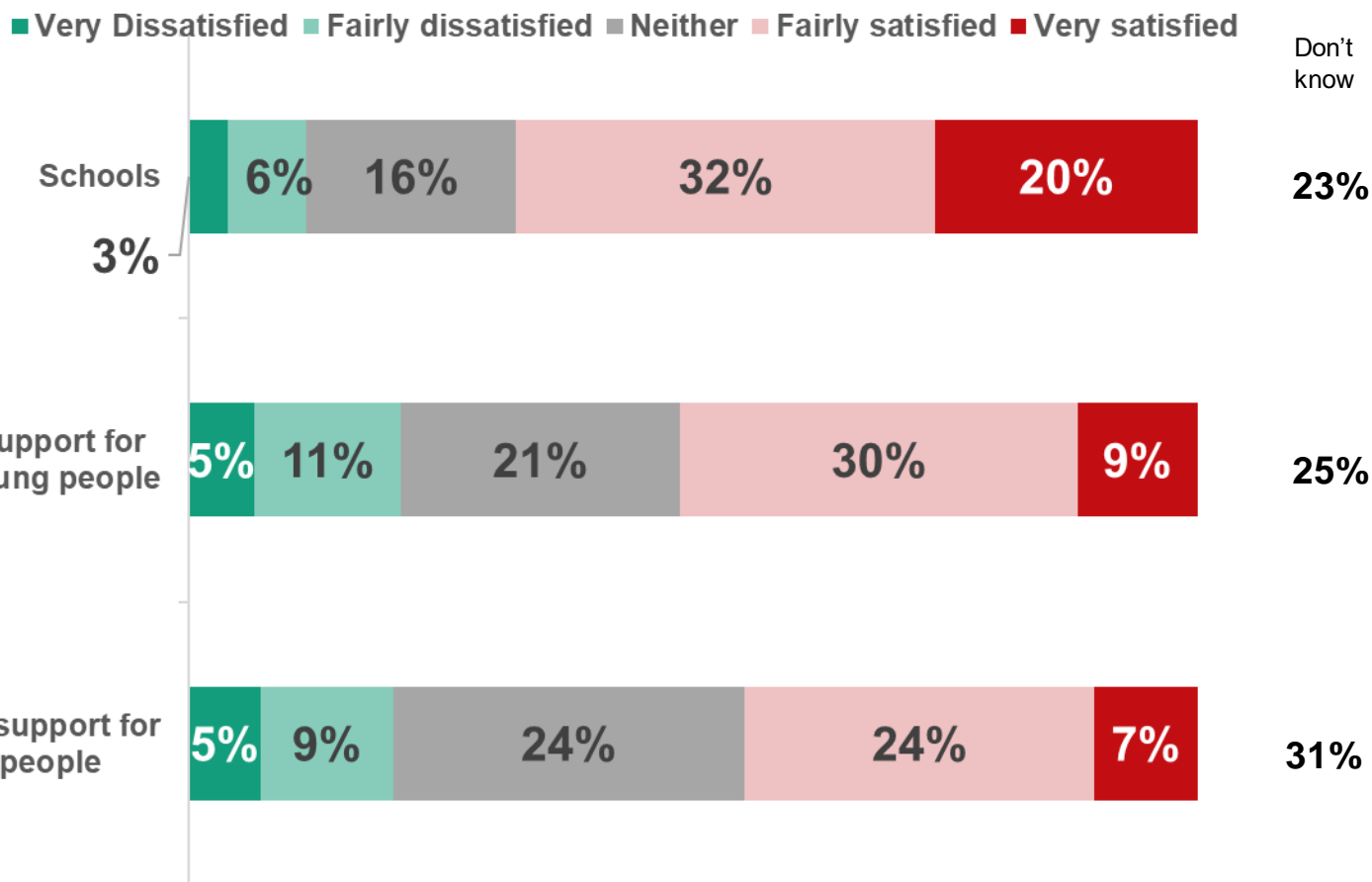
- Satisfaction is higher for 18-34 year olds (48%) than those aged 55+ (38%)
- BAME residents (57%) are more likely to be satisfied than white British (42%) residents
- Disabled residents (32%) report lower overall satisfaction than those without a disability (46%)
- Residents living in both BN1 (46%) and BN2 (48%) are more positive about pavement maintenance than their fellow residents in BN3 (38%)



Q26 I am going to read out a number of different types of services that are provided by Brighton & Hove City Council in your area. I would like you to tell me how satisfied or dissatisfied you are overall with your council's...

Base: All including "don't knows" (1003)

# Satisfaction with education and support services



### BRIGHTON & HOVE

**Around half of residents (52%) are satisfied with Brighton & Hove schools:**

- 20% are *very satisfied* and 32% are *fairly satisfied*, while a total of 9% are dissatisfied
- The proportion of satisfied ratings remains relatively stable in comparison with 2017, when 53% were satisfied

**Overall, 39% of residents are satisfied with services and support for children and young people in the city:**

- 9% are *very satisfied* and 30% are *fairly satisfied*, with 15% giving a dissatisfied rating
- The level of satisfied ratings is slightly below 2017 (43%)

**Three in ten residents (32%) are satisfied with services and support for older people:**

- 7% are *very satisfied* and 24% are *fairly satisfied*, while a total of 14% are dissatisfied
- The overall level of satisfaction is down from 36% in 2017, but in line with 2016, when 32% were satisfied

### NATIONAL COMPARISON

**In the latest LGA survey, 43% were satisfied with services for children/young people and 41% satisfied with services for older people, compared with 39% and 32% respectively in Brighton & Hove**

Figures in the commentary may differ by +/- 1% from those in the chart due to rounding



Q26 I am going to read out a number of different types of services that are provided by Brighton & Hove City Council in your area. I would like you to tell me how satisfied or dissatisfied you are overall with your council's...  
Base: All including "don't knows" (1003)

# Satisfaction with education and support services

Levels of satisfaction with schools and services for children/young people and older people vary across different groups within the local population

**Overall, 52% of residents are satisfied with Brighton & Hove schools:**

- Residents aged 35-54 (58%) are more likely to be satisfied than 18-34s (50%) and those aged 55+ (47%)
- BN3 residents (43%) are less satisfied than residents in BN1 (59%), BN2 (52%) and BN41 (64%)

**39% of all residents are satisfied with services and support for children and young people in the city:**

- Female residents (43%) are more satisfied than males (36%), while 18-34s (45%) and 35-54s (42%) give higher scores than those aged 55+ (29%)
- Residents living in BN41 (62%) report notably higher satisfaction than those in BN1 (39%), BN2 (38%) and BN3 (36%)

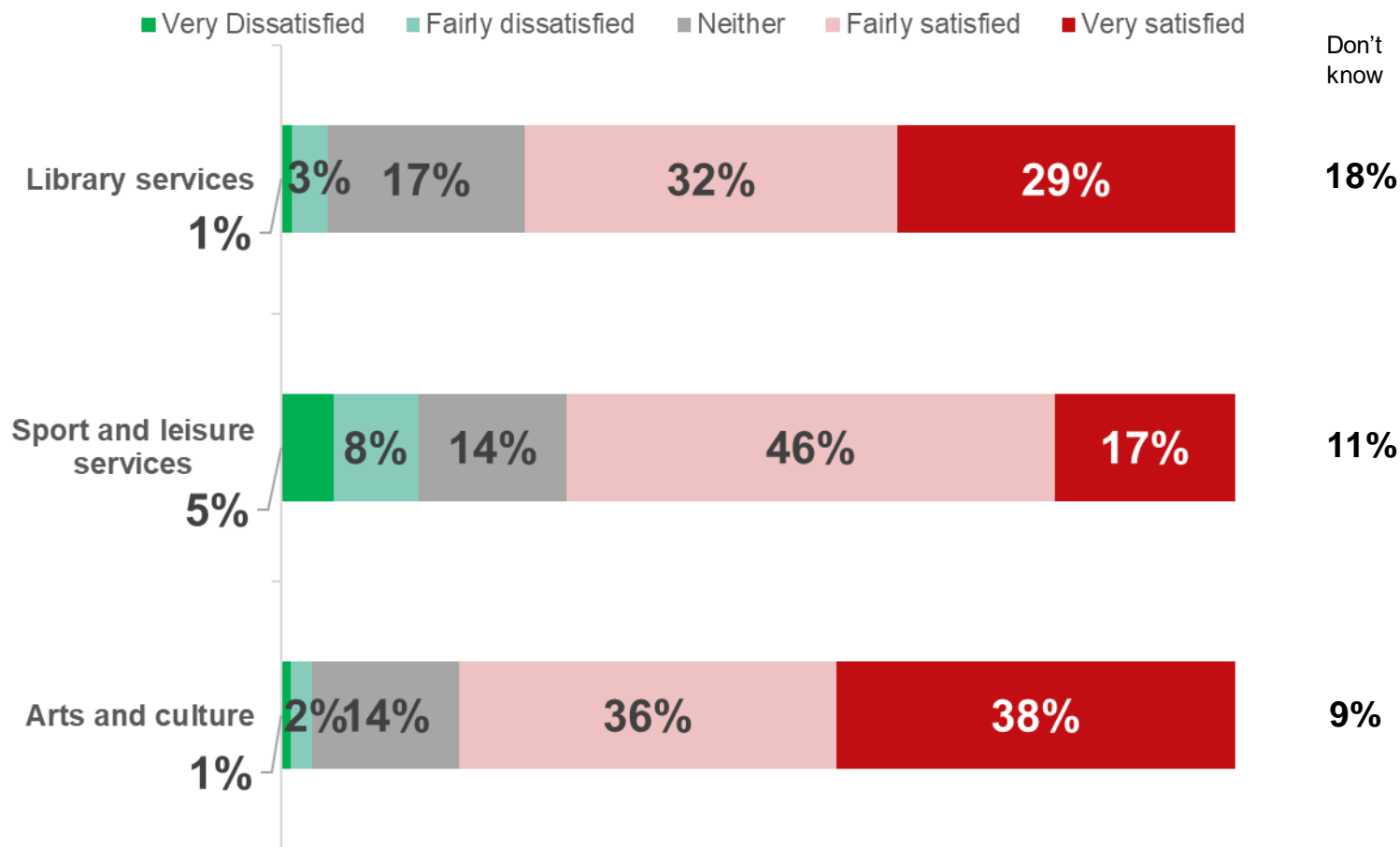
**31% of Brighton & Hove residents are satisfied with services and support for older people:**

- Satisfaction is higher amongst those aged 55+ (36%) and those in the 18-34 age category (37%) than for those in the middle age band of 35-54 (22%)
- Disabled residents (42%) report higher satisfaction than those without a disability (29%)



Q26 I am going to read out a number of different types of services that are provided by Brighton & Hove City Council in your area. I would like you to tell me how satisfied or dissatisfied you are overall with your council's...  
Base: All including "don't knows" (1003)

# Satisfaction with other services



## BRIGHTON & HOVE

**Six in ten Brighton & Hove residents (61%) are satisfied with library services:**

- 29% are *very satisfied* and 32% are *fairly satisfied*, while a small proportion of 4% are dissatisfied
- The level of overall satisfaction reflects a decline on 2017 (65%), but is in line with 2016 (61%)

**In total, 62% are satisfied with sport and leisure services in Brighton & Hove:**

- 17% are *very satisfied*, with 46% *fairly satisfied*. However, a significant minority of 12% are dissatisfied
- The 2018 figure for overall satisfaction is slightly lower than 2017 (65%)

**74% of Brighton & Hove residents are satisfied with arts and culture in the city:**

- 38% are *very satisfied* and 36% are *fairly satisfied*, while just 3% are dissatisfied
- Overall satisfaction is slightly higher this year when compared with 2017 (73%)

## NATIONAL COMPARISON

Levels of satisfaction with library services are similar in both Brighton & Hove (61%) and the country at large (60% in the latest LGA survey)

Satisfaction with sport and leisure services is slightly higher in Brighton & Hove (62%) than nationally (59%)

Figures in the commentary may differ by +/- 1% from those in the chart due to rounding

Q26 I am going to read out a number of different types of services that are provided by Brighton & Hove City Council in your area. I would like you to tell me how satisfied or dissatisfied you are overall with your council's...  
Base: All including "don't knows" (1003)

# Satisfaction with other services

Different groups report varying levels of overall satisfaction with library services, sports and leisure services and arts and culture in the city

**Overall, 61% of residents are satisfied with library services in Brighton & Hove:**

- Female residents (65%) are more likely to be satisfied with libraries than males (57%)
- Those in the youngest age group of 18-34 (64%) report higher satisfaction than those aged 55+ (56%)
- BAME residents (78%) are more likely to be satisfied than white British residents (59%)
- Residents in both BN1 (67%) and BN41 (69%) are more likely to be satisfied than those in BN2 (56%)

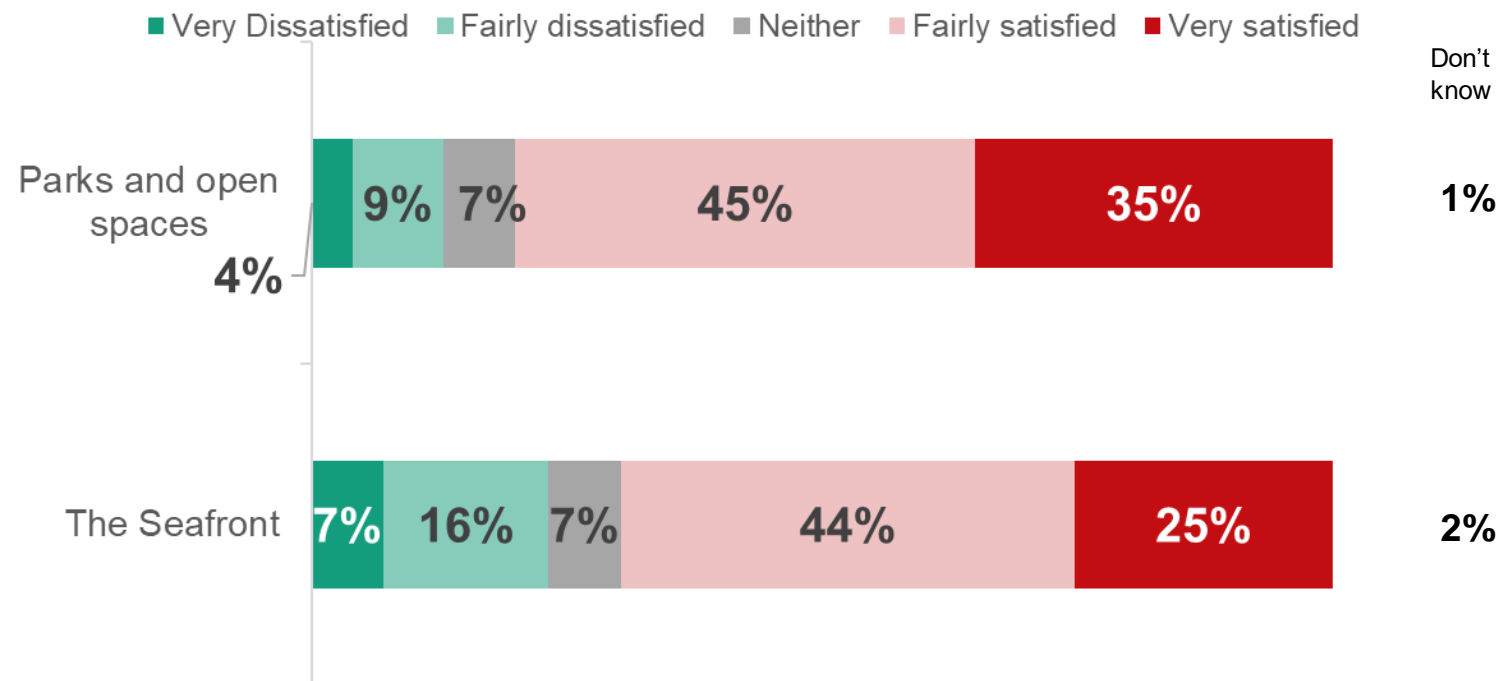
**A total of 63% of city residents are satisfied with sports and leisure services:**

- Younger residents in the 18-34 (67%) and 35-54 (63%) age groups report higher satisfaction with sports and leisure services than those aged 55+ (55%)
- Residents with a disability (53%) are less likely to be satisfied with these services than those without a disability (64%)
- BN3 residents are report lower satisfaction than those who live in BN2 (65%) and BN41 (72%)

**74% of residents are satisfied with arts and culture in the city:**

- Those aged 35-54 (79%) are more likely to be satisfied than 18-34s (72%) and the over 55s (70%)
- Satisfaction is higher for BAME (82%) and other white (84%) residents in comparison with white British residents (73%)
- Residents with a disability (66%) report below average satisfaction when compared to those without a disability (75%)
- Those living in BN3 (79%) are more likely to be satisfied with arts and culture than those in BN2 (70%)

# Satisfaction with the city environment



## BRIGHTON & HOVE

**Eight in ten Brighton & Hove residents (80%) are satisfied with parks and open spaces in the city:**

- 35% are *very satisfied* and 45% are *fairly satisfied*, while 13% say they are dissatisfied
- Overall satisfaction is slightly lower than in 2017 (82%) and 2016 (82%), although dissatisfaction remains at a similar level
- Residents living in BN2 (73%) are significantly less likely to be satisfied with parks and open spaces than elsewhere in the city – BN1 (85%), BN3 (81%) and BN41 (84%)

**In total, 69% are satisfied with the Seafront in the 2018 survey:**

- 25% are *very satisfied* and 44% *fairly satisfied*
- However, almost a quarter (23%) are dissatisfied with the Seafront
- Overall satisfaction is down from 71% in 2017, while the number who say they are dissatisfied climbs from 18% in 2017 to 22% this year
- Female (73%) residents are more likely to be satisfied with the Seafront than males (64%)
- BN2 residents (57%) are less likely to be satisfied than those elsewhere in the city - BN1 (71%), BN3 (77%) and BN41 (79%)

Q26 I am going to read out a number of different types of services that are provided by Brighton & Hove City Council in your area. I would like you to tell me how satisfied or dissatisfied you are overall with your council's...

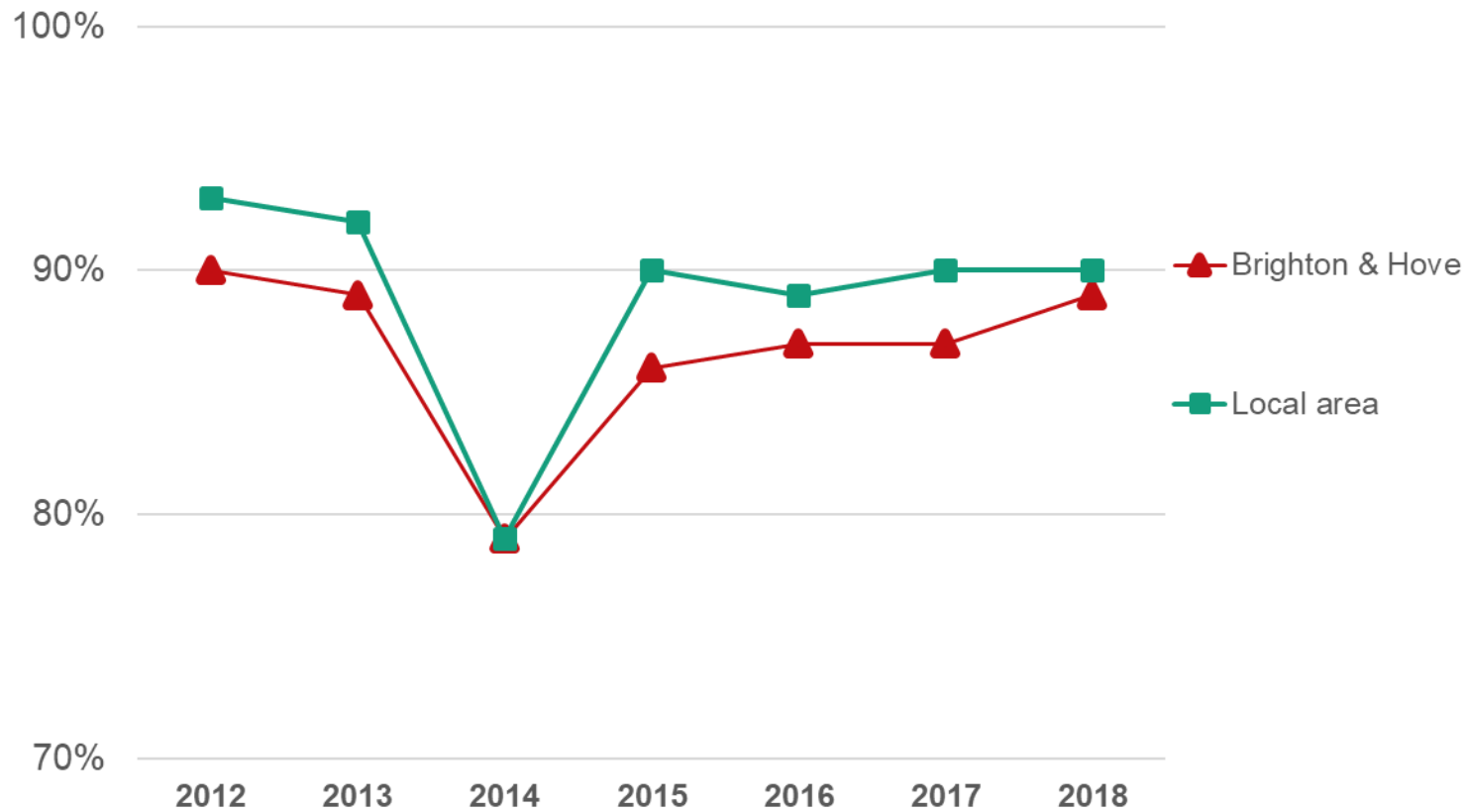
\* Question wording amended for 2014 – previous wording asked about "...Brighton & Hove's parks and open spaces (including access to the South Downs)"

Base: All including "don't knows" (1003)

Figures in the commentary may differ by +/- 1% from those in the chart due to rounding

# Year-on-year comparisons

# Satisfaction with Brighton & Hove and local area as a place to live – proportion “satisfied”



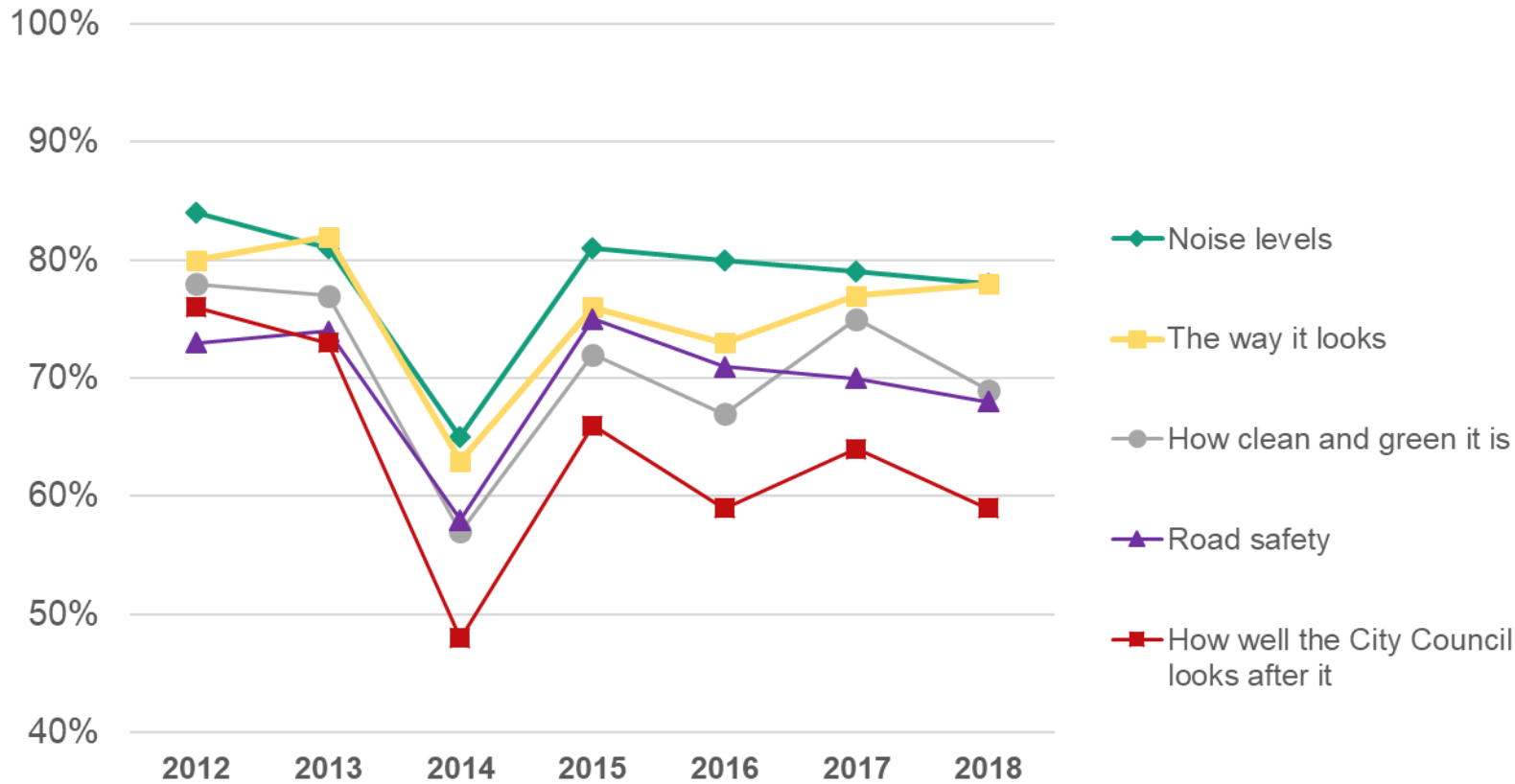
## BRIGHTON & HOVE

Residents report the highest level of satisfaction with Brighton & Hove as a place to live since 2013, increasing slightly when compared with last year

The proportion of residents who are satisfied with their local area as a place to live is unchanged when compared with last year, and has remained relatively steady for four consecutive City Tracker Surveys



# Satisfaction with the street where you live – proportion “satisfied”



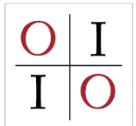
**BRIGHTON & HOVE**

The increase in the proportion of residents satisfied with **the way their street looks** has continued in 2018, and the score for this measure is now at its highest since 2013

Meanwhile, ratings of two aspects of quality of local life have continued to decline year-on-year, as they have done since 2015: **noise levels** and **road safety**

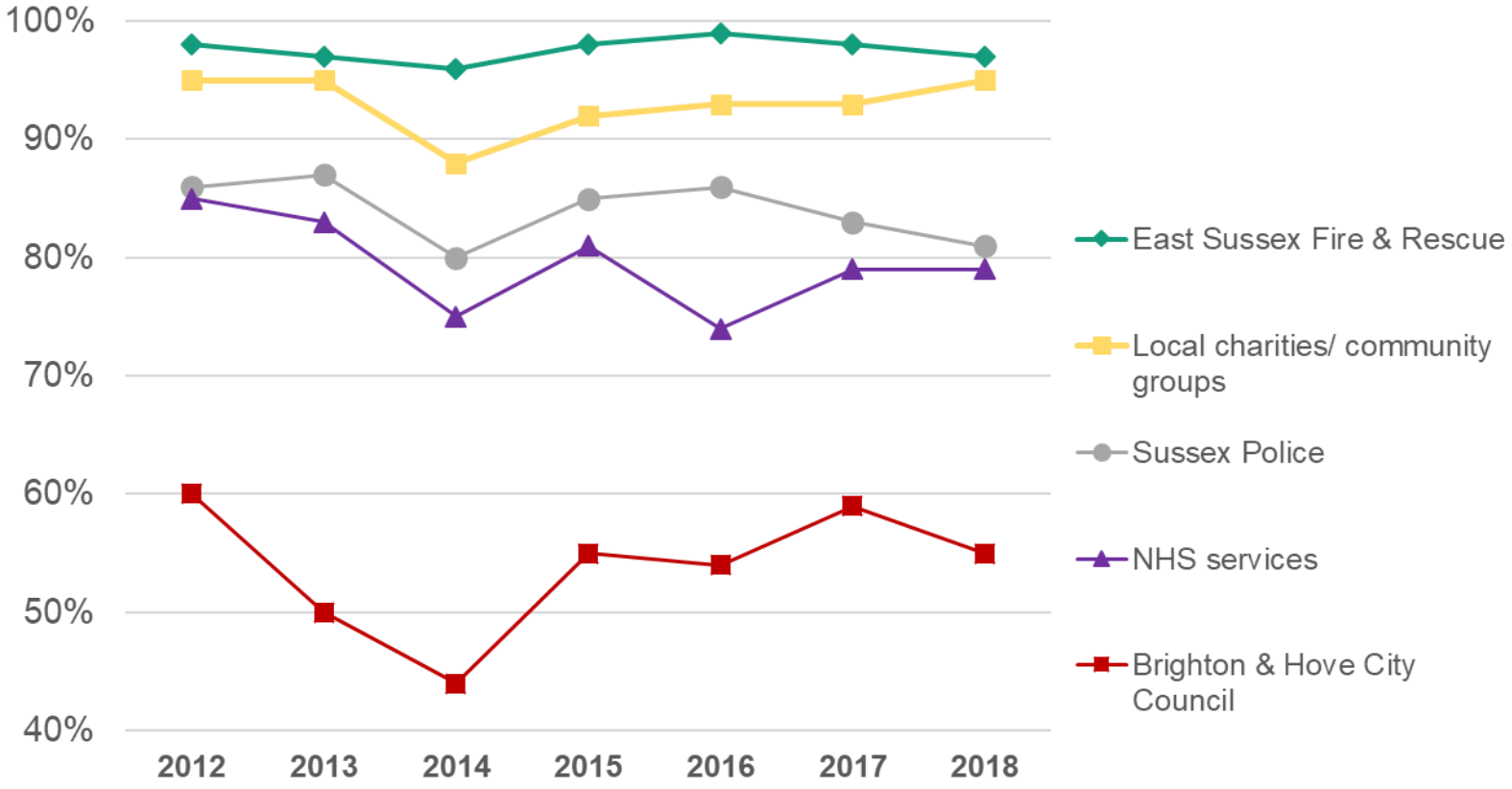
Satisfaction with **how clean and green my street is** has slipped back in comparison with 2017, although remains slightly ahead of the 2016 level

Overall satisfaction with **how well the City Council looks after the street** has also slipped this year, returning to the level reported in 2016



Q2 Thinking about the street where you live, how satisfied are you with the...?  
Base: All excluding “don’t knows”

# Wise use of money – proportion “agree”



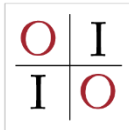
**BRIGHTON & HOVE**

Residents are slightly less likely to think **Brighton & Hove City Council** uses money wisely this year than last, and the 2018 level is in line with figures for 2015 and 2016

**East Sussex Fire & Rescue** and **local charities and community groups** continue to be seen as using their budgets wisely by the vast majority of residents, as has been the case each year since 2012

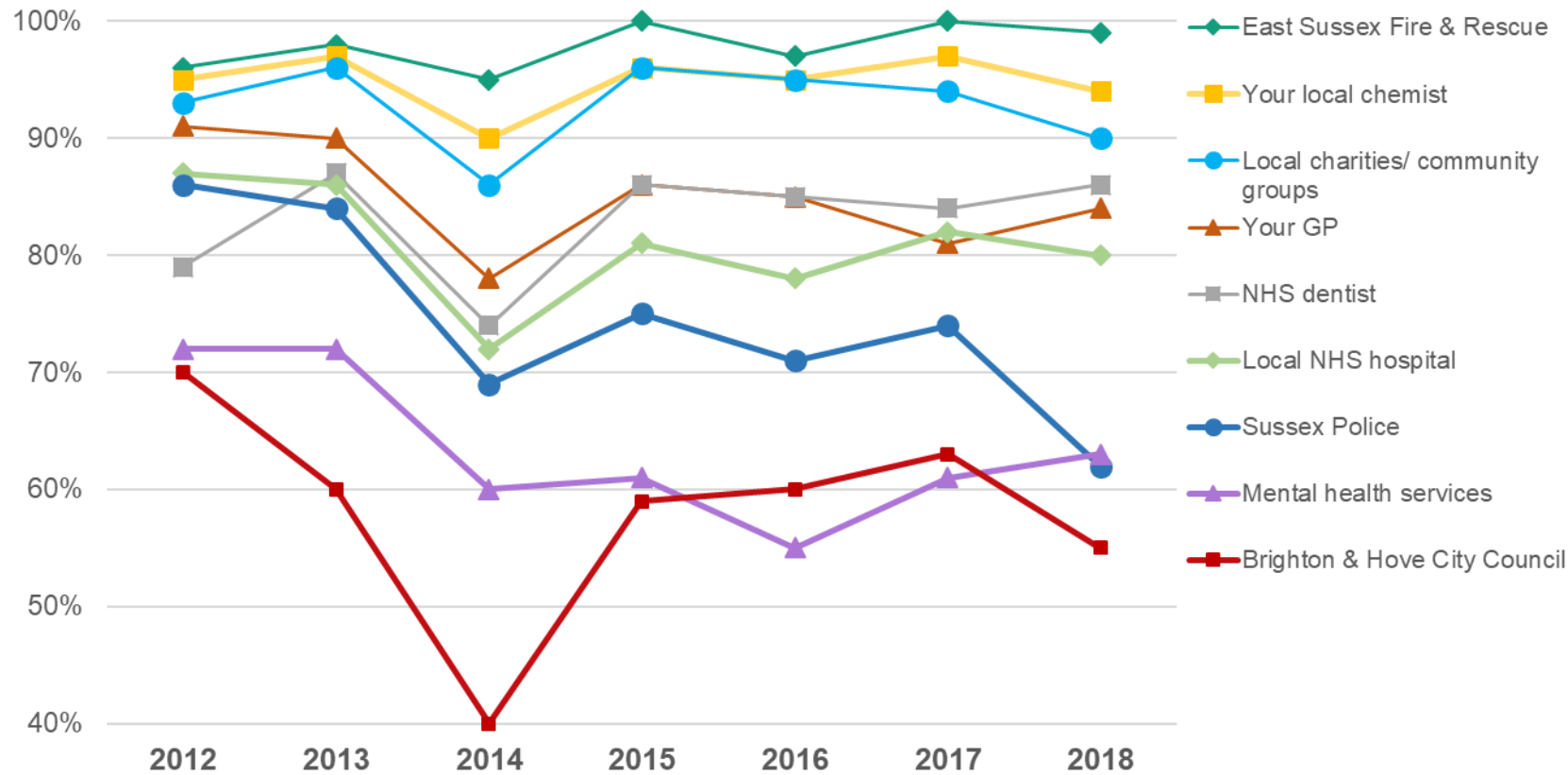
The decline in the proportion of residents who believe **Sussex Police** uses its money wisely continues for the second consecutive survey, and ratings are now at the second-weakest level since the first City Tracker Survey in 2012

Ratings of the way **NHS services** use the money they have available are unchanged on 2017, and well above the 2016 low-point



Q6 To what extent do you agree or disagree that the following organisations use money wisely?  
Base: All excluding “don’t knows”

# User satisfaction with services – proportion “satisfied”



## BRIGHTON & HOVE

Following two consecutive years of improvement, levels of satisfaction with Brighton & Hove City Council dip back down in 2018 and are now among the lowest recorded in the seven years of the City Tracker Survey

Satisfaction with Sussex Police drops sharply this year, and is now at its lowest level since the City Tracker Survey began in 2012

More modest decreases are reported in levels of satisfaction with local chemists and local charities/ community groups, although overall satisfaction with both types of service remains very high

Ratings of East Sussex Fire & Rescue remain the most positive of all the services

Modest increases in satisfaction since 2017 are reported for NHS dentists, GP services and mental health services, but there is a modest decline in satisfaction with NHS hospitals in the city



Q3 Taking everything into account, how satisfied or dissatisfied are you with the following organisations in your local area? Q4 And can I just check, have you used (service) in the last 12 months? -  
Base: All service users excluding “don’t knows”

# Results – key point summary

# Key point summary 2018

---

- In the 2018 City Tracker Survey, Brighton & Hove residents report the highest overall satisfaction with the city as a place to live since 2013:
  - Also, nine in ten residents are satisfied with their local area of the city as a place to live – considerably higher than benchmarks drawn from two separate national comparison surveys
- As far as residents' views of Brighton & Hove City Council are concerned, some of the improvements reported in the 2017 City Tracker Survey have stalled this year:
  - Overall satisfaction with the Council has slipped back, and the proportion who feel the Council spends money wisely has returned to 2016 levels following a high last year
- Findings from elsewhere in this year's survey give some clues on why improvements in attitudes to the Council have not continued:
  - Residents are less likely to feel well informed about the Council's activities and services than at any point since 2014, and are below the national average for *feeling informed*
  - This year, there is a decline in the proportion of residents who feel the Council is looking after the street they live in, reflected in declining satisfaction with waste and recycling collections across the city
- However, there is still plenty of positive news for Brighton & Hove in the 2018 survey:
  - Residents continue to be more culturally engaged than elsewhere in the UK, reporting the highest level of attendance at cultural events since the City Tracker Survey began, and levels of usage of libraries, museums and galleries which exceed national benchmarks
  - Brighton & Hove residents report higher levels of civil activism and volunteering than residents across the UK as a whole
  - And the city's residents are far more likely than citizens elsewhere in the country to feel a sense of belonging to their local neighbourhood, and to believe that their community is a place where people from different backgrounds can thrive