Southampton City Council

Residents' Survey 2016

A report by ICM on behalf of Southampton City Council

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Executive summary

This report presents the findings from the *Southampton City Residents' Survey 2016*. The research was designed to look in detail at what people think of the area in which they live including their concerns and priorities for improvement. It explores perceptions of the services it provides as well as attitudes towards – among other things – service provision, anti-social behaviour, community cohesion, community safety, information, communications, volunteering, citizenship and health and well-being.

A total of 1,505 interviews were conducted with adults aged over the age of 16 in Southampton. The research was carried out by telephone between 25th March and 18th April 2016.

Attitudes towards the Council and local public services

- Eight in ten (81%) residents are **satisfied with their local area as a place to live**. This is in line with the national average (82%), and with findings from Southampton in 2014 (82%).

- Over half (55%) of residents are **satisfied with the way Southampton City Council runs things**. This is a statistically significant fall since 2014 (59%) and there has been a corresponding significant rise in those saying they are neither satisfied nor dissatisfied (21%, up from 17% in 2014). Levels of dissatisfaction are fairly consistent (20% in 2014, 22% in 2016). Southampton continues to score below the national average for satisfaction (71%).

- Four in ten (43%) believe **Southampton City Council provides value for money** (2014: 44%), below the national average of 55%. Roughly one quarter say they neither agree nor disagree (27%), and a similar proportion disagree (25%).

- Over six in ten residents (66%) feel **well informed about their local area**, a significant reduction since 2014 when seven in ten (70%) felt this way. However, Southampton still exceeds the national average for this measure (63%).

- When asked how satisfied or dissatisfied they were with a range of **public services**, Southampton residents gave an average satisfaction score of 61% (2014: 63%).

Crime and antisocial behaviour

- Three in five residents believe the **level of crime in the city has remained the same** in the last year (63%); just one in six (13%) residents believe it has risen.

- Three in five (59%) agree that **police and other local public services are successfully dealing with crime**, while only one in five disagree that this is the case (20%).

- When it comes to **anti-social issues**, rubbish and litter lying around is most widely believed to be a problem, cited by 41% of residents and up 3 points since 2014.

- Nine in ten (91%) residents **feel safe in their local area** in the day, similar to findings in 2014 (93%). Feelings of safety at night (62%) have not changed significantly from 2014 (63%), and remain below the national average (79%). 23% of residents say they feel unsafe in their area at night (2014: 21%).

Community cohesion and belonging

- Two in three (66%) say they feel strongly that **they belong to their local area**, a slight increase on 2014 (63%).

- Almost seven in ten (68%) believe that **their local area is a place where people from different backgrounds get on well together** (2014: 63%).

- Just two in five (40%) residents agree that **people in their area pull together to improve things**, in line with 2014 (42%).

- Just one in three residents (34%) believe **they can influence decisions in their local area**, in line with 2014 (36%).

Health and wellbeing

- Overall, three quarters of the Southampton population (74%) feel that **they are in good health**, consistent with the level recorded in 2014 (75%).

- Nine in ten (89%) have undertaken at least **30 minutes of exercise** in the last month, consistent with 2014 (88%).

- **Awareness of health services** such as NHS 111 and the Minor Injuries Unit has increased significantly since 2014; **usage** of GPs and pharmacists has decreased in the same period.

- A large majority (87%) are **confident in the safety of local health services**, which is consistent with perceptions held in 2014 (when 88% reported feeling confident).

Contact with the council

- There has been a shift in how people **get information about the Council**: in 2014 physical formats remained dominant over digital methods (67% and 64% respectively) but in 2016 digital has taken the lead (68% compared to 55% for physical).

- When **contacting the council** themselves, most people would like to do so by phone (68%) with the next most popular method being email at 30%.

- There has been relatively little change in **internet access** in Southampton in the last 2 years, although more residents now say they access it every day (77%, up four points) and smartphones (used by 80% of those with internet access) have overtaken home laptop/PCs as the most commonly used devices.

Background and Objectives

Southampton City Council, in conjunction with local public service providers, commissioned ICM to conduct two waves of residents' surveys among adults in Southampton. This report presents findings from the second of these residents' survey, conducted in March and April 2016.

These studies seek to measure public attitudes to the local area covering a range of topics including quality of life, community safety, service delivery, information, communications and health and well-being. The 2016 survey is the latest in a series of similar surveys which have been commissioned by the Council, and will enable progress to be monitored since the last City Survey in 2014 as well as previous Place Surveys. Data has also been benchmarked against the 'Are You Being Served?' (AYBS) survey in order to benchmark Southampton's performance against other local authorities.

Questionnaire

The questionnaire was based on that used for the 2014 Residents Survey, designed by Southampton City Council in collaboration with ICM and local public service providers. It included questions from existing surveys including the City Survey, Place Survey and AYBS to enable benchmarking and comparisons. The final questionnaire was 15 minutes long.

Topics covered in the questionnaire include:

- The views of residents' in Southampton on their local area;
- General attitudes of residents towards Southampton City Council;
- Views on public services;
- Attitudes towards anti-social behaviour and the safety of Southampton;
- Health and wellbeing of Southampton residents as well as views on health services
- Differences between key demographic subgroups.

A mixture of closed and open ended questions were used to capture quantitative and qualitative data. Open questions have been coded, and full verbatims are available.

Methodology

Sample

ICM used a telephone (CATI) interviewing technique in order to ensure high-quality representative data. This was the same approach as that taken in 2014. Although previous population-based surveys in Southampton had been conducted using postal and mixed-mode methodologies, ICM strongly felt that a representative telephone survey would deliver the highest quality data.

There are two main telephone sampling techniques (Pure Random Probability and the Quasi-Random Quota method), and the respective benefits and drawbacks of each methodology were covered in ICM's initial proposal for this project. In this instance it was decided that the Quasi-Random Quota Method was the most appropriate.

The incidence of landline telephone ownership has decreased markedly in recent years among all age groups, but most of all among younger age groups. Knowing that

Southampton has disproportionately large populations of young people, ICM anticipated that securing a proportionate number of this age group using a purely landline approach could be problematic. For this reason, we sourced a database of mobile-phone numbers which were linked geographically (across Southampton).

Fieldwork took place between 25th March and 18th April 2016.

Sample size

The sample was set at 1,500 in order to ensure that data was accurate to at least plus or minus 3 percentage points (+/-3) at the 95% confidence interval from the sample result (i.e. we can be 95% certain that the 'true' value will fall within the range of +/-3). For more details on statistical reliability, please refer to appendix 6.2 ("Guide to Statistical Reliability").

Weighting

Under the quasi-random quota sampling method, researchers use a two stage process to ensure a representative sample. The first (as described above) involves setting quotas, in this case by age, gender, ethnicity and work status. The second is data weighting, which corrects for any quotas being under or over achieved during fieldwork.

At the analysis stage, ICM weighted data to the known demographic profile of the area (using the variables: age, gender, ethnicity and work status), to correct any variables which were under or over represented.

Benchmarking Data

In drawing comparisons between the 2016 Residents' Survey and other surveys, it is important to be mindful of any methodological differences which many impact on the ability to compare findings on a 'like-for-like' basis. In particular, comparisons between 2016/14 (telephone) and 2008/10 (postal) are indicative only because of the self-selective bias as differential response associated with postal research.

- **Southampton City Council Residents' Survey 2014** in 2014 ICM conducted the 2014 Southampton City Council Residents' Survey using the same methodology as 2016. The only difference methodologically is that 16-17 year olds were also interviewed for the survey in 2016. This survey is directly comparable to the 2016 research.

- **'Are You Being Served?':** The Local Government Association (LGA) constructed the 'Are you Being Served?' survey following the discontinuation of the Place Survey and BVPI. In 2013-14 and 2015-16 several local authorities conducted AYBS using a telephone methodology similar to the one used in Southampton. Authorities can voluntarily share their results so that national benchmarks can be generated. The LGA also conducts a nationally representative telephone survey of England using the AYBS questionnaire. ICM use several benchmarks from both the 2013-14 and 2015-16 national surveys throughout this report. Comparisons are fairly reliable given the methodological similarities between the two projects, though of course, they relate to two different geographical areas.

- **Census:** ICM uses some Census 2011 benchmarks in the 'Health and Wellbeing' chapter of this report. The Census is mainly administered by post and it aims to account for every person in the country.

Acknowledgements

ICM would like to thank the Research and Customer Insight team at Southampton City Council for coordinating this project. Special thanks go to the 1,505 Southampton residents who took part in the research.

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1. Attitudes towards the Council and local public services

1.1 Overview

This chapter looks into overall perceptions of Southampton City Council and public services, whether provided by the council or other bodies. The measures covered in this section include:

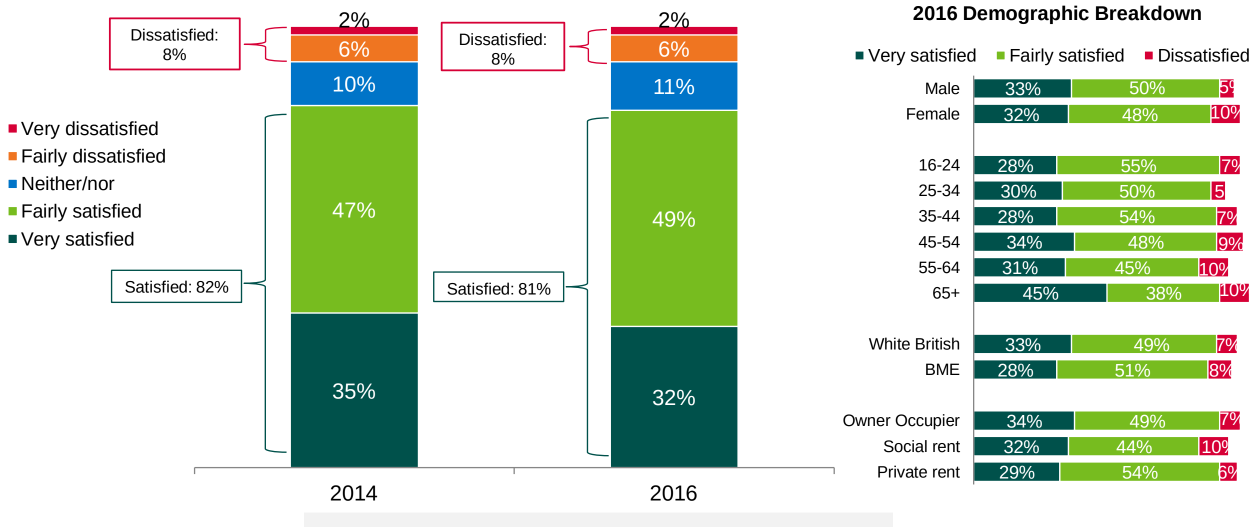
- Overall satisfaction;
- Perceived value for money;
- Satisfaction with specific public services.

1.2 Satisfaction with the local area as a place to live

Generally speaking, the majority of Southampton residents are satisfied with their local area as a place to live. Eight in ten (81%) residents are satisfied, with 32% very satisfied. This is in line with findings from the City Survey in 2014 where 82% stated that they were satisfied with their local area as a place to live. There has been a slight reduction in the proportion of those being extremely satisfied (from 35% in 2014 to 32% in 2016), however this has not translated into dissatisfaction, with just 8% of residents in 2014 and 2016 saying they are dissatisfied.

Southampton remains in line with national benchmark figures where 82% of people are satisfied with their local area as a place to live. However, Southampton has a lower proportion of residents saying that are very satisfied compared to the national average (32% Southampton residents versus 37% nationally). When it comes to dissatisfaction on this measure, Southampton residents are in line with the national average: in Southampton 8% are dissatisfied with the local area as a place to live, compared to 9% nationally.

Q1a. Overall, how satisfied are you with the following: Your local area as a place to live?



Base: All respondents (2014, 1,500; 2016, 1,505)

Subgroup differences

There are a number of differences between demographic subgroups regarding satisfaction with the local area as a place to live:

Nine in ten (89%) **students** are satisfied with the area they live in, significantly higher than all other work statuses, especially those in **part-time work** (78%) or **not working** (74%). With Southampton having a large student population owing to Southampton and Southampton Solent universities this is a promising finding. However, despite overall satisfaction with students being higher than other work statuses, they are significantly less likely to say they are very satisfied with just one in four (26%) saying they are very satisfied compared to 32% across the entire population of Southampton.

While **men** are only slightly more satisfied than **women** with their local area (82% men versus 80% women), women are significantly more likely to say that they are dissatisfied than men (10% women versus 5% men).

Social renters are significantly less likely to be satisfied with their local area compared to **private renters**. One in ten (10%) social renters say they are dissatisfied with their local area compared to just 6% of private renters.

Disabled people are significantly less likely to be satisfied with their local area than **non-disabled people**. While three in four (73%) disabled people are satisfied with their local area as a place to live, this increases to over eight in ten (84%) of non-disabled people. In 2014, there was no difference in satisfaction with local area between disabled people and non-disabled people (81% of residents with a disability compared to 82% without). This indicates that there have potentially been changes in the last two years which have negatively impacted the disabled population of Southampton.

LGBT residents are also less likely to be satisfied. Three in four (76%) LGBT residents are satisfied with their local area, whereas eight in ten (82%) **heterosexual** residents are satisfied. Furthermore, twice the proportion of LGBT residents say they are dissatisfied with their local area compared to heterosexual residents (14% versus 7%). Owing to low base sizes in 2014 for the LGBT population of Southampton it is not possible to directly compare findings. Indicatively, in 2014 93% of the LGBT population interviewed were satisfied with their local area compared to 81% of heterosexual residents. This indicates that there have potentially been changes in the last two years that have impacted upon the LGBT community.

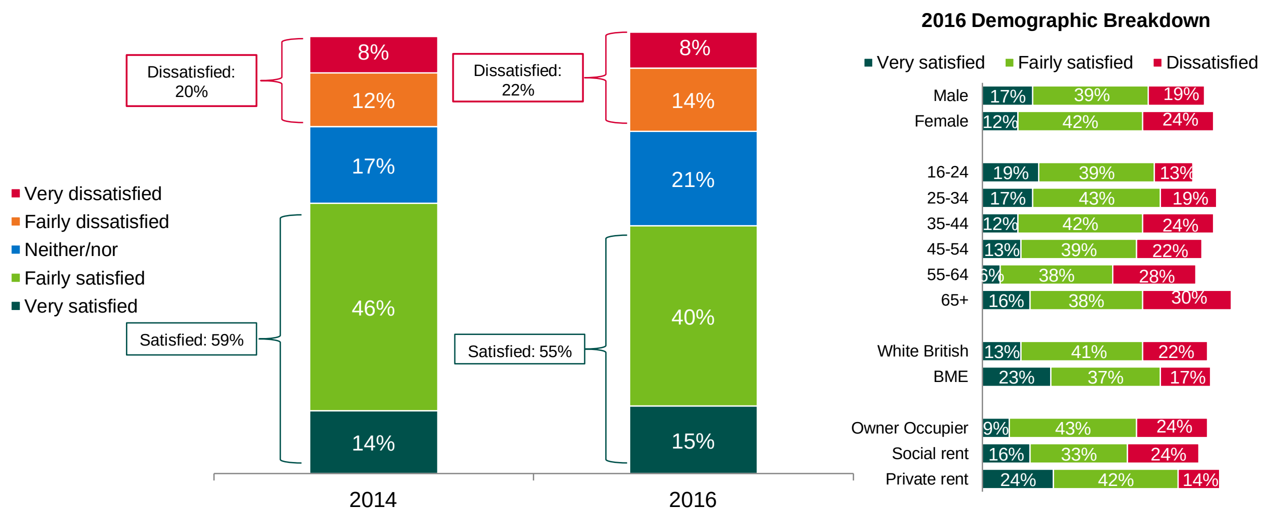
Black and minority ethnic (BME) residents are also less likely to be satisfied with their local area than **white** residents (79% BME versus 82% white). This is a change in trend from 2014, when BME residents were significantly more likely to say that they were very satisfied. In 2014, two in five (44%) BME residents were very satisfied with their local area compared to one in three white people (34%). This year, while one in three (33%) of white residents still describe themselves as very satisfied, only 28% of BME residents feel the same, a fall of 16 percentage points.

1.3 Satisfaction with the way Southampton City Council runs things

While the majority of residents in Southampton are satisfied with the way Southampton City Council runs things, a statistically significantly smaller proportion of residents are satisfied than in 2014. Six in ten (59%) residents were satisfied with the way the council runs things in 2014, while just over half (55%) are satisfied in 2016. However, this fall in satisfaction has not translated into dissatisfaction with one in five being dissatisfied in both 2014 (20%) and 2016 (22%). Rather than there being more distinct dissatisfaction, a higher proportion of people say they are neither satisfied nor dissatisfied in 2016 compared to 2014 (21% compared to 17% respectively).

Compared to national satisfaction with the way councils run things Southampton is below the national average. Across the UK, seven in ten people (71%) are satisfied with the way their council runs things compared to 55% in Southampton. At a national level, this metric has remained stable since 2013-14 meaning that the fall in satisfaction seen with Southampton residents goes against trends seen at national level.

Q1b. Overall, how satisfied are you with the following: The way that Southampton City Council runs things?



Base: All respondents (2014, 1,500; 2016, 1,505)

Subgroup differences

There are also differences between demographic subgroups with the way Southampton City Council runs things.

Women (24%) are significantly more likely to say they are dissatisfied with the way council runs things compared to **men** (19%). This is the same trend observed in relation to satisfaction with the local area as a place to live. In 2014, the same proportion of men and women said they were dissatisfied with the way the council runs things (both 20%) and conversely, a higher proportion of women said they were satisfied with the way the council runs things (61% of women compared to 58% of men).

Residents aged **25-34** are most likely to say they are satisfied with the way the council runs things out of all age groups. Six in ten **25-34s** (61%) are satisfied with the way the council runs things compared to less than half of **55-64s** (43%) and half of **45-54** year olds (51%). In 2014, **18-24** year olds were the most likely to be satisfied with the way the council runs things (73% satisfied). In 2016 the youngest age group, which now includes **16 and 17 year olds**, are the second most likely group to be satisfied with the way the council runs things (58%) just three percentage points behind 25-34 year olds.

In contrast to satisfaction with local area as a place to live, **BME** residents are significantly more likely to be satisfied with the way the council runs things compared to **white** residents (60% BME compared to 54% white residents). This suggests that while BME residents are less satisfied with their local area, it does not impact on their perceptions of the council.

However, among other groups the same patterns are observed as seen in satisfaction with local area. For instance, **LGBT** residents are significantly less likely to be satisfied with the way the council runs things than heterosexual residents (42% versus 56% respectively). Similarly, **disabled** residents are also more likely to have a less favourable view towards the council compared to **non-disabled** residents (45% versus 58%).

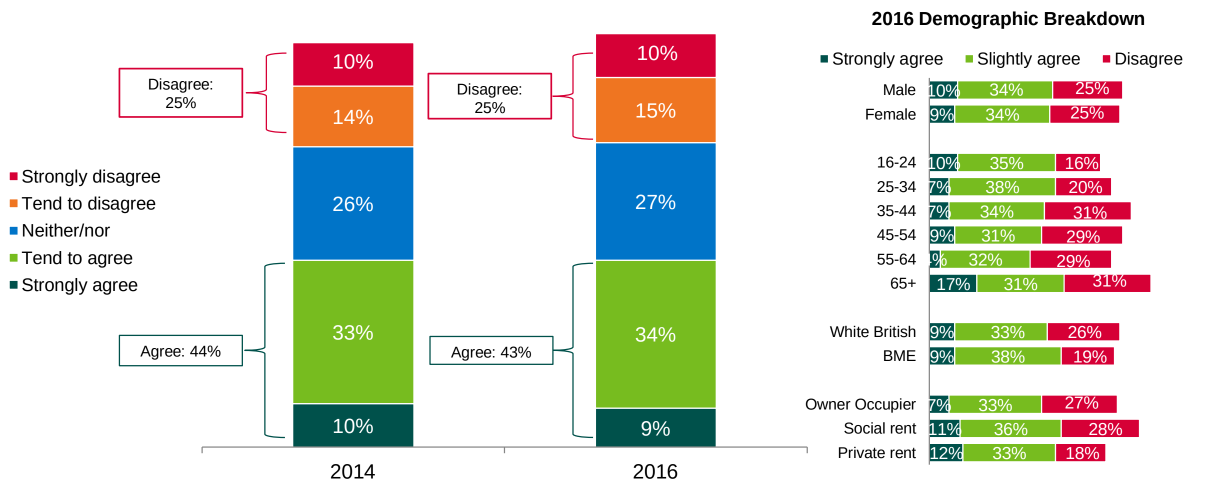
In line with the findings above, those who are satisfied with their local area as a place to live are significantly more likely to be satisfied with the way the council runs things. The majority of those who are satisfied with their local area are also satisfied with the council (63%). Just one in six (14%) of those dissatisfied with their local area are satisfied with the way the council runs things.

1.4 Agreement that Southampton City Council provides value for money

Despite lessening satisfaction with the way the council runs things overall, there has been no significant change since 2014 in the proportion of those who believe Southampton City council provides value for money. In 2014, 44% of residents agreed that the council provides value for money, and in 2016, a similar percentage agree (43%). To reinforce this further, the proportion of those disagreeing that the council provides value for money has remained stable since 2014 (25%).

When compared to the national picture, this metric is underperforming against the UK average. Nationally, 55% of people agreed that their council provides value for money in 2015-16, an increase of five percentage points on 2014-15 (50%). This indicates that while findings have not changed for Southampton over the last few years, there has not been the same levels of agreement as seen elsewhere, either in absolute or directional terms.

Q2a.To what extent do you agree or disagree with the following: Southampton City Council provides value for money?



Base: All respondents (2014, 1,500; 2016, 1,505)

Subgroup differences

Older residents are most likely to feel the council provides value for money. Half (49%) of those aged **over 65** agree that the council provides value for money, compared to just two in five **35-44** year olds (41%) and **45-54** year olds (40%). Younger residents fall in between these findings, with 45% of both **16-24** year olds and **25-34** year olds agreeing that the council provides value for money.

Opinion is polarised among older people; despite **over 65s** being more likely to feel that the council provides money, they are also among those most likely to disagree with this claim (31%). This is due to a smaller than average proportion saying 'neither/nor' and 'don't know'. Three in ten (31%) **over 65s** disagree that the council provides value for money.

LGBT residents are also significantly less likely to agree that Southampton City Council provides value for money. One in three (32%) LGBT residents agree that the council provides value for money, while a similar proportion (30%) disagree that the council provides value. This compares to two in five (43%) heterosexual residents who agree, and one in four (25%) who disagree.

As seen in findings relating to satisfaction with the council and local area as a place to live, **disabled** residents are also more negative in relation to the Council's delivery of value for money. One in three (32%) disagree that the council provides good value for money while one in four (23%) **non-disabled** residents disagree.

Satisfaction with the way the council runs things is highly correlated with finding that the council provides good value for money. Six in ten (62%) satisfied residents agree that the council provides value and just 9% disagrees. The majority (67%) of those who are dissatisfied do not believe the council provides good value for money. Conversely, just 13% do agree that the council gives value for money.

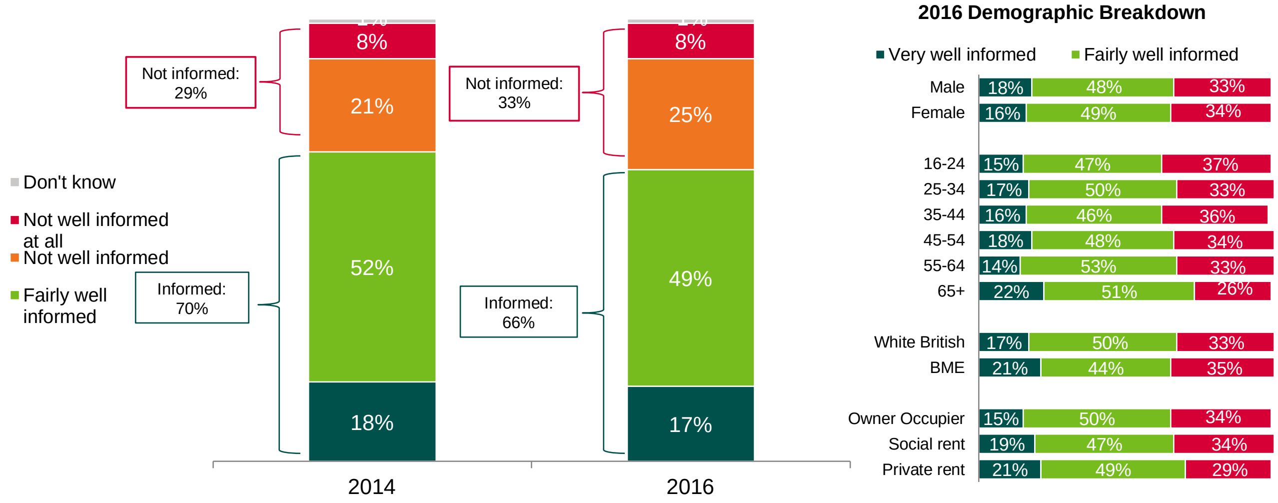
Those who are satisfied overall with their local area are also more likely to agree that the council provides good value for money (48% compared to 17%).

1.5 Information on public services

As seen in 2014, the majority of residents feel informed about their local area, however this has reduced significantly in 2016. Just over six in ten (66%) residents feel well informed about local public services in 2016 compared to seven in ten (70%) in 2014.

Despite this reduction in Southampton, the proportion of those feeling informed still exceeds the national average. Six in ten (63%) people across the nation feel informed about their local public services and, similar to Southampton, this declined since 2013-14 (66%). This could point towards a growing national trend towards residents feeling less informed about local public services, rather than a problem that is being experienced uniquely in Southampton.

Q19. How well informed do you feel about local public services?



Base: All respondents (2014, 1,500; 2016, 1,505)

Subgroup differences

When looking at this metric across demographic subgroups, older residents are significantly more likely to feel informed that the rest of the population of Southampton. Three in four (74%) **over 65s** say they feel informed about local public services, one in five (22%) feel very well informed. Conversely, the youngest age group surveyed, **16-24s**, are the least likely to feel informed about local services, six in ten (62%) say they feel informed while two in five (37%) say they do not feel well informed. In 2014 the difference between age groups was less pronounced: 71% of **18-24s** felt informed, compared to 75% of over 65s.

As well as being more negative towards the council and their local areas, **disabled** residents are also less likely to feel informed about public services. While six in ten (59%) say that they feel informed about public services in their local area, two in five (40%) do not feel informed. Comparatively, seven in ten (68%) **non-disabled** residents feel informed and one in three do not (31%).

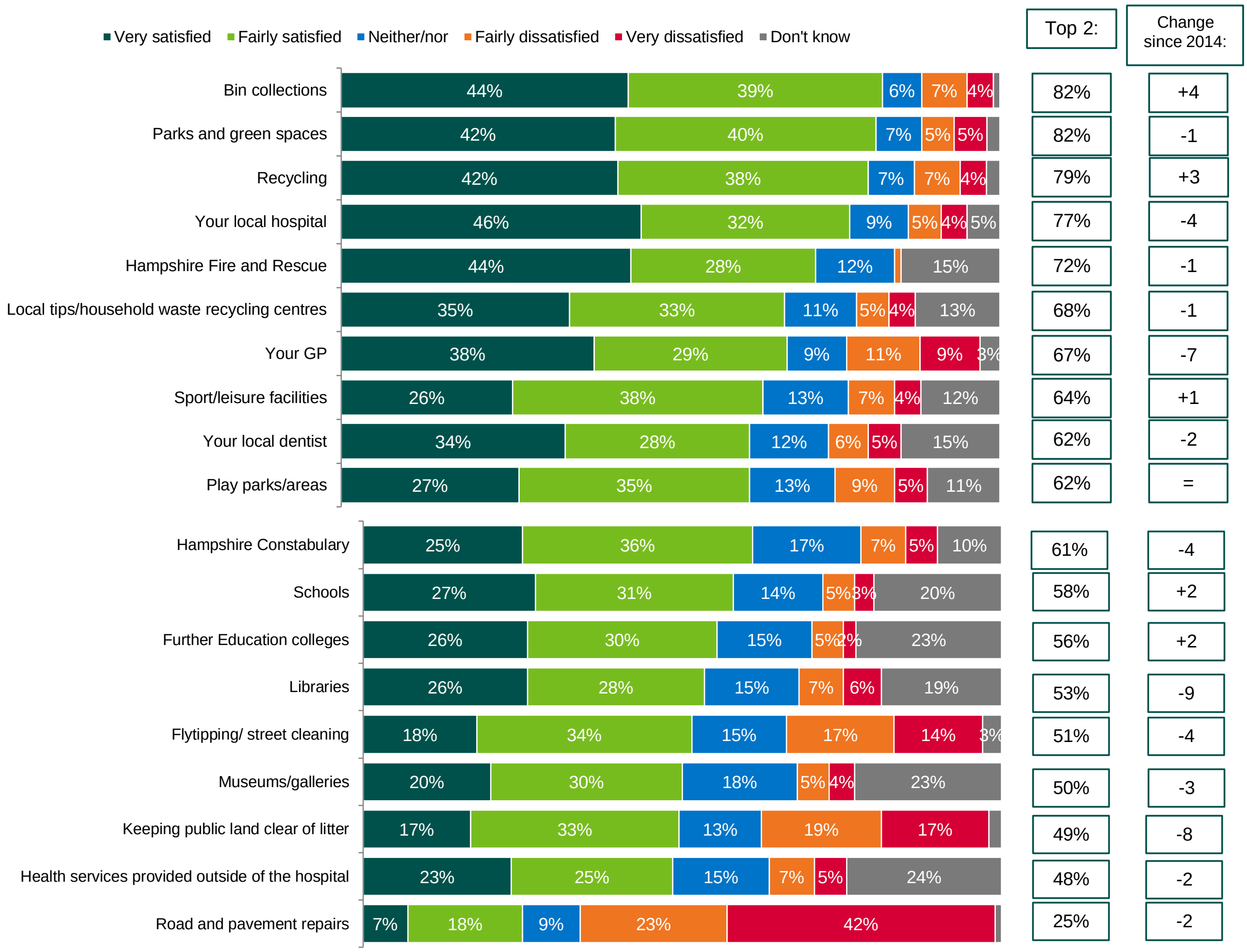
Feeling informed about public services is highly correlated with satisfaction with local areas. Seven in ten (70%) of those who are satisfied with their local area as a place to live feel informed about public services while only two in five (42%) of those who are dissatisfied with their local area feel satisfied.

Similarly, a significantly higher proportion of residents who are satisfied with the council feel well informed. Eight in ten (77%) residents who are satisfied with the council feel informed about public services compared to just 49% of those who are dissatisfied.

1.6 Satisfaction with public services

Residents were asked how satisfied they are with a range of 19 council-provided and other local public services. On average, across all services surveyed, 61% of residents feel satisfied. This is consistent with 2014 when residents gave an average score of 60%.

Q6. Overall, how satisfied or dissatisfied are you with each of the following public services?



Base: All respondents (2014, 1,500; 2016, 1,505)

The highest rated services are bin collections and parks and green spaces, both of which record satisfaction among 82% of residents. Recycling is also rated highly, with eight in ten (79%) saying they are satisfied with the services. A similar proportion are satisfied with their local hospital (77%) while a slightly smaller proportion are satisfied with Hampshire Fire and Rescue (72%).

At the lower end of the scale, residents are most dissatisfied with road and pavement repairs: just one in four (25%) say they are satisfied, continuing the trend from 2014 (27%). This is followed by health services provided outside of the hospital (48%), keeping public land clear of litter (49%) and museums/galleries (50%).

However, looking more closely at the figures, low satisfaction with museums and galleries as well as health services provided outside of the hospital are lower due to high levels of ‘don’t knows’ and ‘neither nor’ responses rather than genuine dissatisfaction. Issues with road and pavement repairs as well as street cleaning are driven by dissatisfaction with the services.

Table 1.6.1 Satisfaction with Local Public Services 2014 vs 2016

Public Service	2014 City Survey % Satisfied	2016 City Survey % Satisfied
Bin collections	78	82
Parks and green spaces	83	82
Recycling	76	79
Your local hospital	81	77
Hampshire Fire and Rescue	73	72
Local tips/household waste recycling centres	69	68
Your GP	74	67
Sport/leisure facilities	63	64
Your local dentist	64	62
Play parks/areas	62	62
Hampshire Constabulary	65	61
Schools	56	58
Further education colleges	54	56
Libraries	62	53
Flytipping/street cleaning	55	51
Museums/galleries	53	50
Keeping public land clear of litter	57	49
Health services provided outside of the hospital	50	48
Road and pavement repairs	27	25

Most services have seen little change in satisfaction between 2014 and 2016 with an average of +/- 3 percentage points' difference in satisfaction scores. However, of those changes the majority have seen declines in satisfaction, with thirteen services registering a decline in satisfaction, five showing an increase in satisfaction and one remaining at the same level.

The most notable changes in satisfaction with services between 2014 and 2016 relate to libraries (-9 percentage points) and keeping public land clear of litter (-8 percentage points).

However, despite a fall in satisfaction with libraries, only 13% of residents actually say that they are dissatisfied with them in 2016. Rather than this reduction in satisfaction translating into dissatisfaction, a larger proportion of residents' mention they are neither satisfied nor dissatisfied (15%) and one in five say they do not know (19%). These figures reflect the fact that the question was asked to all residents rather than to service users exclusively.

1.7 Ward analysis

The table below shows results in each ward for overall satisfaction with the Council and local area, perceived value for money, and information provision.

As most wards have between 50 and 100 interviews, findings are accurate to between plus or minus 14 and +/-9 percentage points. Consequently, results should be treated with caution.

Table 1.7.1

	Q1a Satisfaction with the local area (% Very + fairly satisfied)	**Q1b Satisfaction with the Council** (% Very + fairly satisfied)	**Q2a Council provides value for money** (% Strongly + tend to agree)	**Q19 Well informed about local public services** (% Very well + fairly well informed)
Southampton Overall	**81**	**55**	**43**	**66**
Bargate	81	61	41	61
Bassett	81	64	48	59
Bevois	72	58	58	72
Bitterne	68	52	52	68
Bitterne Park	87	58	45	62
Coxford	87	51	43	68
Freemantle	88	55	37	63
Harefield	89	70	49	74
Millbrook	79	52	40	56
Peartree	82	54	49	73
Portswood	88	57	38	76
Redbridge	83	46	44	63
Shirley	77	59	52	72
Sholing	86	55	42	58
Swaythling	86	59	41	70
Woolston	79	46	47	62

Base: All respondents with an identified ward (1, 024)

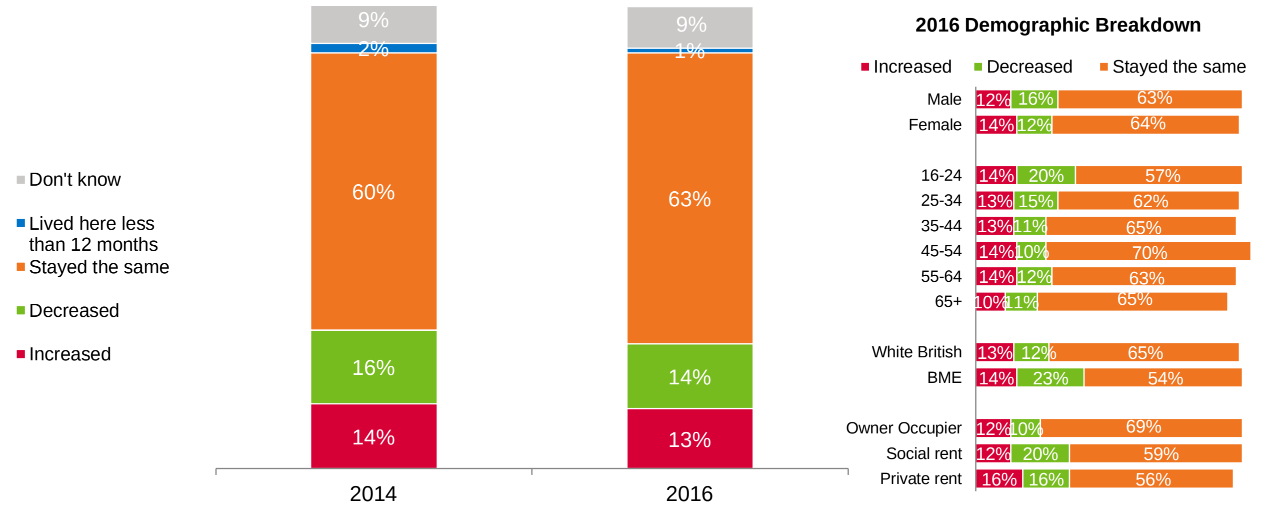
2. Crime and antisocial behaviour

Residents were asked a number of questions about their feelings towards the level of crime, safety and incidences of antisocial behaviour in their local area. This section outlines the findings from those questions.

2.1 Perceived levels of crime in Southampton

Most residents in Southampton believe the level of crime has remained the same in the last year (63%). Just one in six (13%) residents believe the level of crime has increased, in line with findings in 2014 (14%). However, a slightly smaller proportion of residents think that the level of crime has decreased: 16% of those surveyed in 2014 felt this was the case, compared to 14% in 2016.

Q11. Do you think the level of crime in your area has increased, decreased or stayed the same in the last 12 months?



Base: All respondents (2014, 1,500; 2016, 1,505)

Subgroup differences

Men are more likely than women to say that the level of crime has decreased (16% compared to 12% of **women**). Other groups who think that the level of crime has decreased in the last year include young people (20% 16-24s) and BME residents (23% versus 12% white residents).

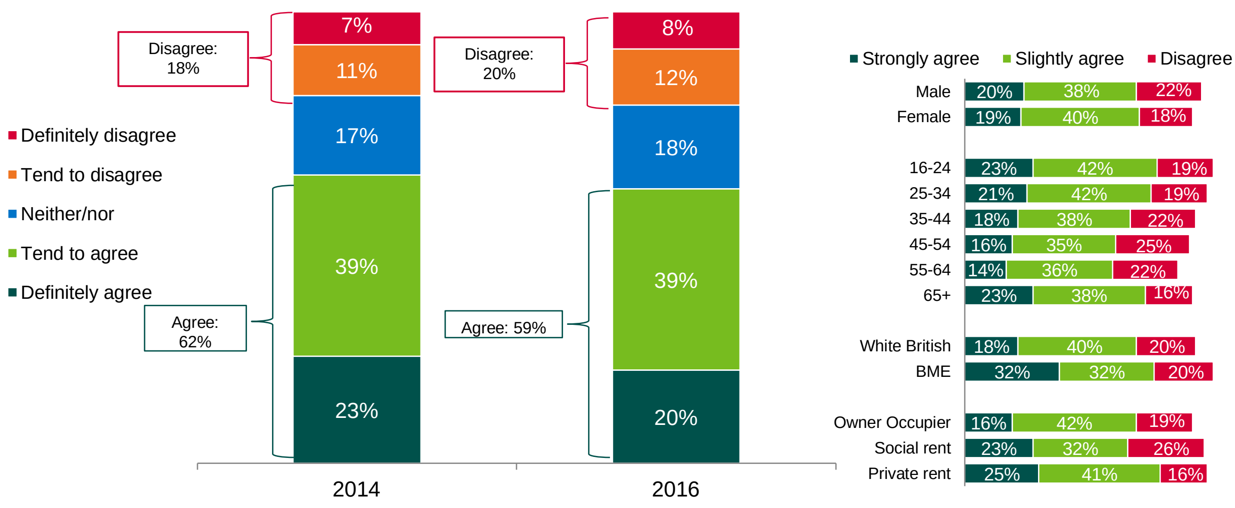
Renters are also more likely to believe the level of crime has decreased. One in five (20%) **social renters** believe that crime has reduced in the past 12 months, along with 16% of **private renters**. This is significantly higher than owner occupiers, of whom with only one in ten (10%) believes that crime has decreased. This does not mean that **owner occupiers** are more likely to think crime has increased, rather they are more likely to believe that levels of crime has remained the same.

2.2 Success with dealing with crime

Most residents believe crime is being successfully dealt with in their local area. Six in ten (59%) residents agree that police and other local public services are successfully dealing with crime, while only one in five disagree that this is the case (20%).

However, a smaller proportion of residents believe that crime is being successfully dealt with than in 2014. In 2014, one in four (23%) residents definitely agreed that crime was being successfully dealt with, and a further two in five (39%) tended to agree. In 2016, the proportion of those who definitely agree has dropped from 23% to 20%. Nonetheless, there are similar levels of disagreement across the two years: one in five in both 2014 (18%) and 2016 (20%) disagree that crime is being successfully dealt with in Southampton.

Q9. How much would you agree or disagree that the police and other local public services are successfully dealing with crime and anti-social behaviour in your local area?



Base: All respondents (2014, 1,500; 2016, 1,505)

Subgroup differences

Social renters are most likely of all subgroups to disagree that crime is being successfully dealt with (26%). This compares to just one in six (16%) **private renters** and one in five (19%) **owner occupiers** who disagree.

2.3 Perceived extent of antisocial issues in Southampton

Residents were asked of the extent that they felt various problems are an issue in Southampton.

The most mentioned problems are:

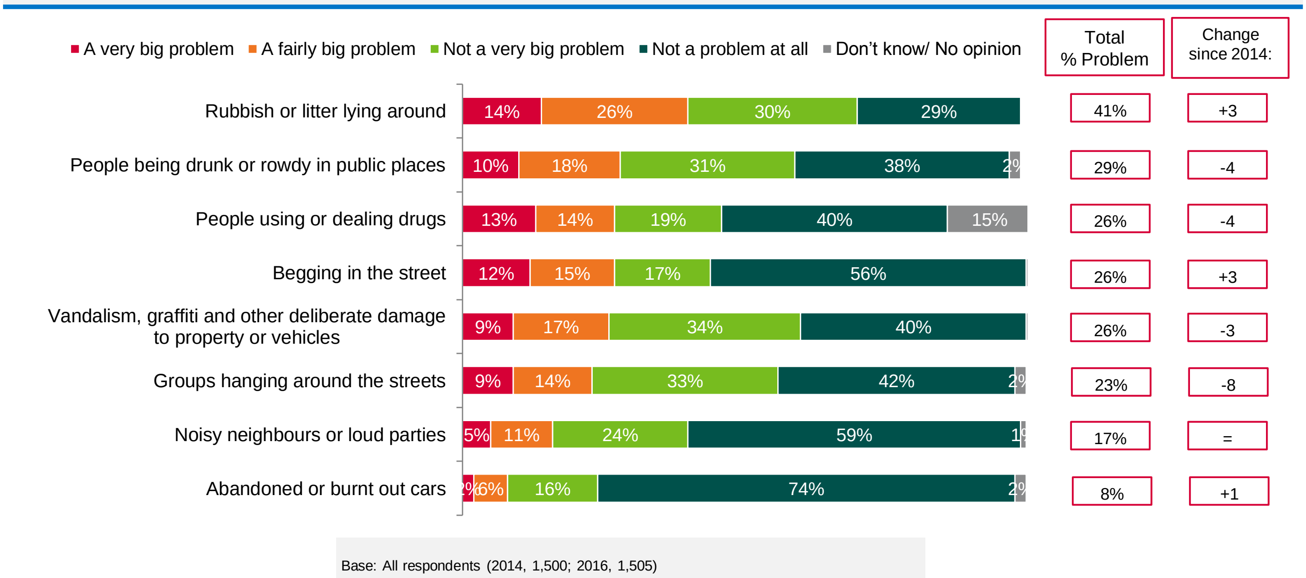
- Rubbish and litter lying around (41%)
- People being drunk or rowdy in public places (29%)
- People dealing or using drugs (26%)
- Begging in the street (26%)
- Vandalism (26%)

The only issues which are perceived as having worsened since 2014 are rubbish or litter lying around (+3 percentage points) and begging in the street (+3 percentage points). All of the issues above are perceived to be less problematic in 2016: there has been a four percentage point decline in the proportion of residents saying each is a problem.

Significantly fewer residents believe groups hanging around in the street are a problem compared to 2014. One in four (23%) residents in 2016 believe this is a problem, having dropped eight percentage points since 2014.

The only issue that has seen no change since 2014 is people having noisy neighbours or loud parties, which has remained at a 17% incidence level since 2014.

Q10. Thinking about this local area, how much of a problem do you think each of the following are…



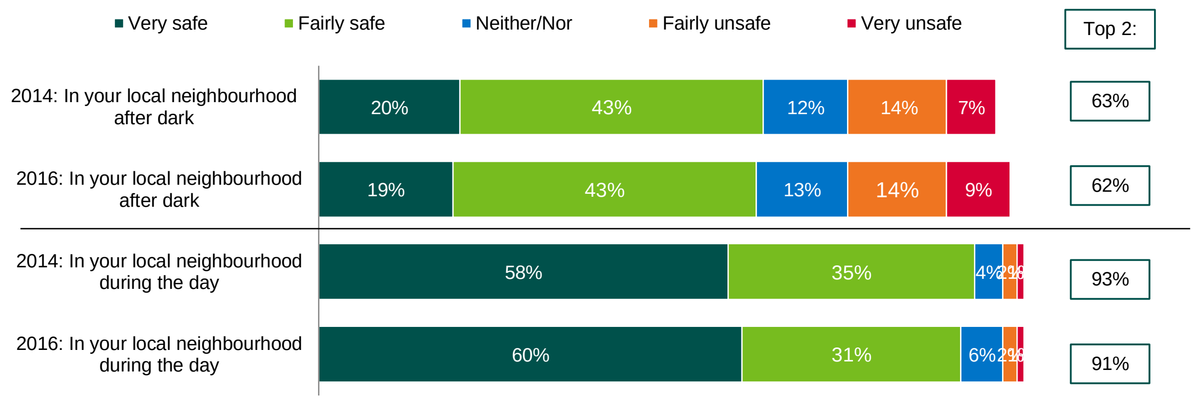
2.4 Feelings of safety in the local area

Nine in ten (91%) residents feel safe in their local area in the day, similar to findings in 2014 (93%). Feelings of safety at night (62%) have not changed significantly from 2014 (63%).

Compared to the national average, Southampton under-performs in feeling safe in the local area. From national level LGA data, one in eight (79%) people feel safe in their local area after dark, which is significantly higher than the 62% of residents who feel safe in Southampton after dark. Southampton also underperforms slightly when it comes to its residents feeling safe during the day (94% national versus 91% in Southampton).

This pattern continues, when looking at the extent to which people say explicitly that they feel unsafe after dark: one in five (22%) Southampton residents mention that they feel unsafe after dark compared to just one in nine (11%) nationally. Despite underperforming on these metrics, it is important to consider that Southampton is a major urban centre, whereas the LGA's national average includes a wide range of different conurbations, many of which have lower crime rates.

Q8. How safe or unsafe do you feel when outside in your local area
a) After Dark?
b) During the day?



Base: All respondents (2014, 1,500; 2016, 1,505)

Subgroup differences

Men are significantly more likely to feel safe after dark than **women** (73% versus 52%). Men are also more likely to feel safe in the day, however this difference is less pronounced compared to night time safety (93% versus 89%). One in three (31%) women mention that they feel unsafe after dark, double the proportion of men feeling the same way (14%).

Just half (51%) of **over 65s** feel safe in their local area after dark. However, with the exception of over 65s, residents aged **16-24** are the age group least likely to feel safe after dark. Six in ten (58%) 16-24s do feel safe after dark, which is significantly lower than **25-34** year olds (69%) as well as all other age groups. Despite this age trend, seven in ten (70%) **students** feel safe in their local area after dark, which is the highest of any work status.

In addition to the demographic differences outlined above, feelings of safety at night vary slightly by ethnicity. **BME** residents are slightly more likely to feel safe after dark compared to **white** residents (66% versus 62%). There are no real differences when it comes to daytime safety.

There is also a perception gap by sexuality, although the figures are not statistically significant. LGBT residents are more likely than heterosexuals to say they feel unsafe at night (28% compared to 22%)

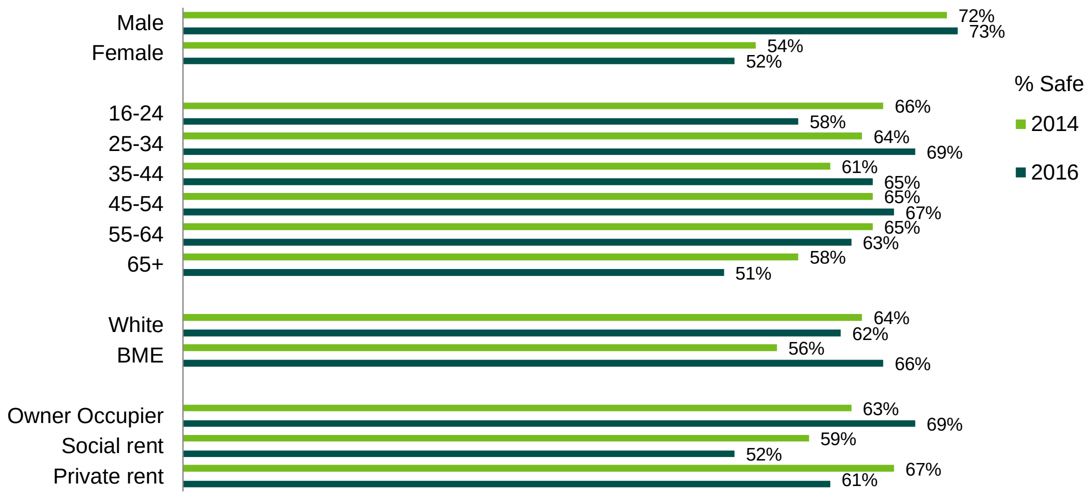
There are also marked differences in feeling by tenure. **Owner occupiers** are the most likely to feel safe in their local area after dark (69%) while **private renters** are less likely to feel safe (61%). **Social renters** feel most unsafe of all, with just half (52%) mentioning that they feel safe, and three in ten (30%) saying they feel unsafe in their local area after dark.

When looking at differences in feelings of safety across demographics, most trends have remained the same since 2014 except for a few noticeable differences.

BME residents are now slightly more likely to say that they feel safe in their local area after dark than in 2014 (56% in 2014 versus 66% in 2016). This is also true of owner occupiers (63% in 2014 versus 69% in 2016) and 25-34 year old residents (64% versus 69%).

Some groups are less likely to say they feel safe after dark than they were two years ago. **Over 65s** are significantly less likely to say they feel safe (58% in 2014 compared to 51% in 2016), as well as **private renters** (67% versus 61%) and social renters (59% versus 52%).

Q8a. How safe or unsafe do you feel in your local neighbourhood after dark?



Base: All respondents (2014, 1,500; 2016, 1,505)

2.5 Ward analysis

The table below shows the variation in attitudes towards crime, antisocial behaviour and community safety across the city. The findings reinforce the view that perceptions toward crime are strongly linked to socio-economic deprivation.

Table 2.5.1

	Q8a Feel unsafe when outside in local area in the dark (% Very + fairly unsafe)	**Q9 Police and other local public services successfully dealing with crime and anti-social behaviour** (% Strongly + tend to agree)	**Q11 Level of crime in local area has decreased** (%)
Southampton Overall	**22**	**59**	**14**
Bargate	19	71	15
Bassett	34	55	11
Bevois	35	72	23
Bitterne	23	50	11
Bitterne Park	13	60	14
Coxford	17	59	22
Freemantle	32	52	10

Harefield	10	68	9
Millbrook	15	58	17
Peartree	18	54	16
Portswood	20	63	13
Redbridge	27	65	10
Shirley	27	57	11
Sholing	19	51	7
Swaythling	27	63	18
Woolston	27	58	11

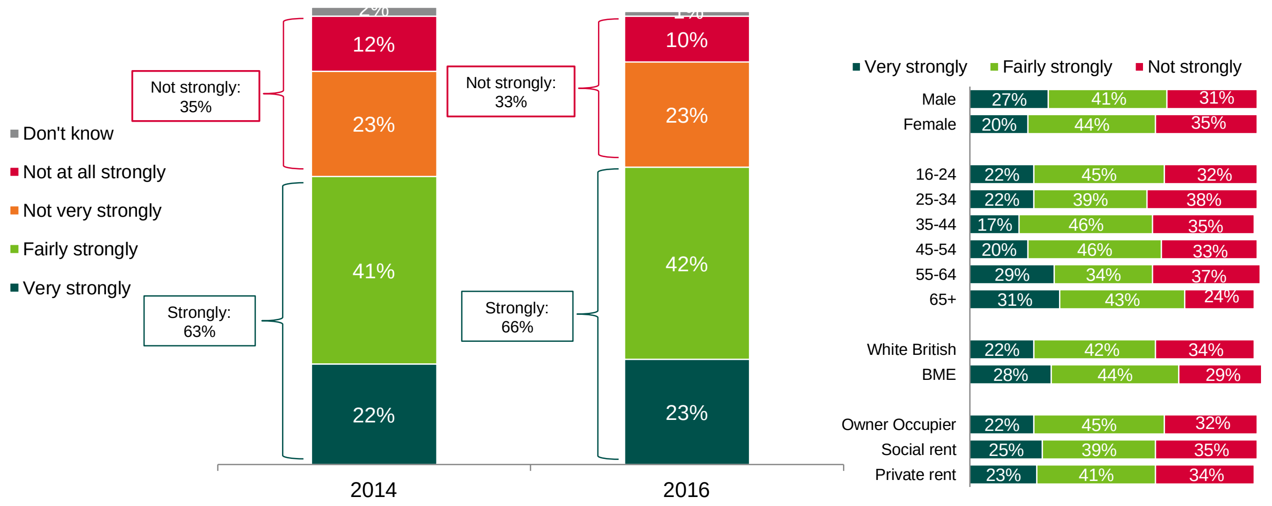
3. Community cohesion and belonging

This section outlines community and social cohesion within Southampton, and the extent to which residents feel they belong to the area. For the first time in the City Survey, residents were asked questions about social isolation including the extent that they feel lonely in their daily life.

3.1 Feeling of belonging to the local area

Most Southampton residents have a sense of belonging to the local area. Two in three (66%) say they feel strongly that they belong to their local area, including one in four (23%) who feel very strongly that they belong. This is a slight increase on 2014 when 63% of residents felt that they belonged to the local area.

Q3. How strongly do you feel you belong to your local area?



Base: All respondents (2014, 1,500; 2016, 1,505)

Subgroup differences

The longer residents have been living in Southampton, the more likely they are to feel a sense of belonging in the area. Seven in ten (69%) of those who have lived in Southampton for **over twenty years** or all their life feel a strong sense of belonging to their local area. This is significantly higher than those who have lived in the area for **5 to 20 years** (61%) and one to five years (59%).

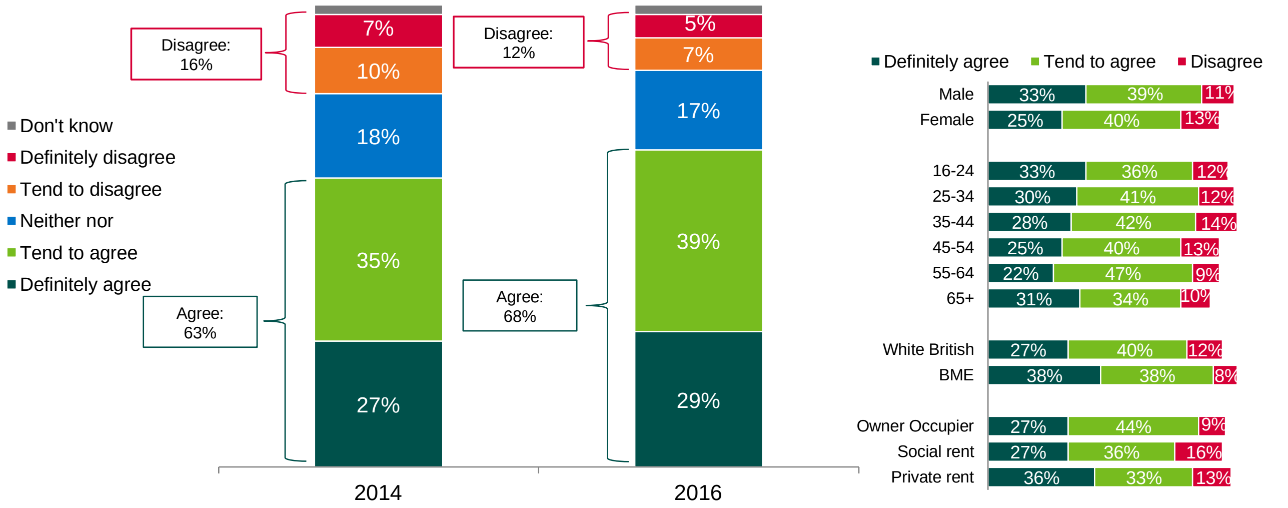
LGBT residents are significantly less likely to feel they belong to their local area compared to **heterosexual** residents. While over half (56%) of LGBT residents feel they strongly belong to the area, almost seven in ten (66%) heterosexual residents feel the same way.

Satisfaction with the local area overall is highly correlated with having a sense of belonging to the area. Seven in ten (71%) of those who are satisfied with their local area feel strongly that they belong, whereas just one in three (34%) of those who are dissatisfied with their local area feel as though they belong.

3.2 Social Cohesion

Most residents in 2016 believe that their local area is a place where people from different backgrounds get on well together (68%). This is a slight increase on 2014 when 63% of residents agreed. There has been a significant reduction in the proportion of residents who disagree that their local area is a place where different people from different backgrounds get on well together, from 16% in 2014 to just 12% in 2016.

Q4. To what extent do you agree or disagree with the following: Your local area is a place where people from different backgrounds get on well together?



Base: All respondents (2014, 1,500; 2016, 1,505)

Subgroup differences

BME residents are significantly more likely to agree that people from different backgrounds get on well together than white residents. Three in four (76%) BME residents agree that people from different backgrounds get on well together compared to two in three (67%) **white** residents.

Owner occupiers are also more likely to agree that people from different backgrounds get on well together. Seven in ten (71%) owner occupiers agree, compared to just six in ten (63%) **social renters**.

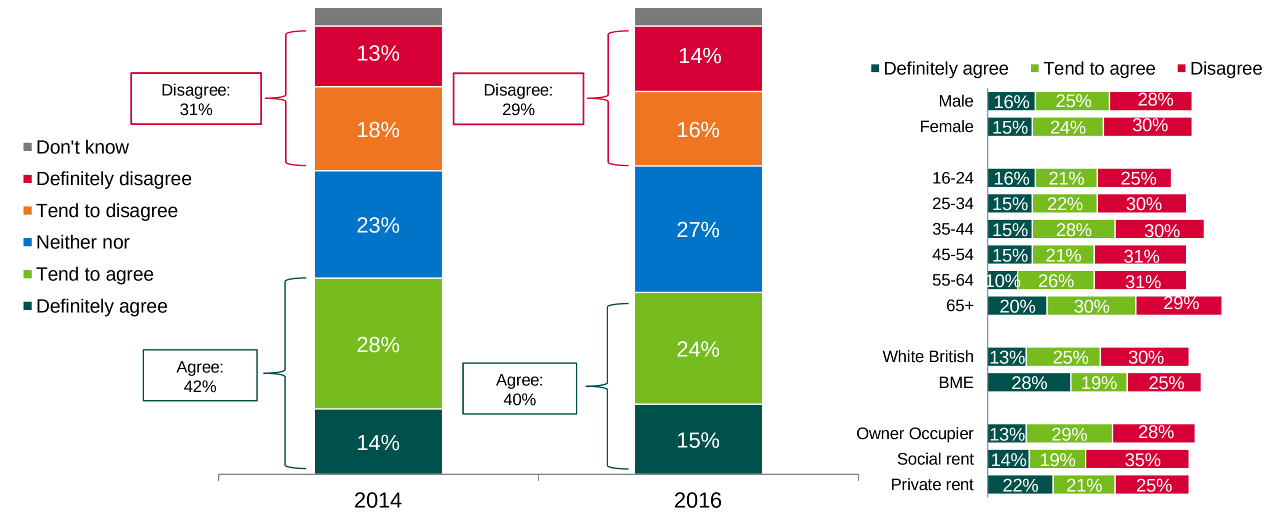
Students and those in **full time work** are most likely to feel that people get on well together (84% and 70% respectively). This is significantly higher than those who are not working (excluding those who are retired) for whom only 58% agree that people from different backgrounds get on well together, and one in four (23%) disagree.

3.3 'People in this area pull together to improve things'

Just two in five (40%) residents agree that people in their area pull together to improve things. This is in line with findings in 2014 when a similar proportion (42%) agreed.

One in three (29%) disagree that people pull together to improve things, a slightly lower proportion compared to 2014 (31%).

Q4. To what extent do you agree or disagree with the following: People in the local area pull together to improve things?



Base: All respondents (2014, 1,500; 2016, 1,505)

Subgroup differences

Southampton's oldest residents are most likely to feel that people in the area pull together to improve things (50%, compared to 37% of people aged under 34).

Half (47%) of BME residents agree that people in their area pull together to improve things, this is significantly higher than white residents, of whom only two in five (39%) agree.

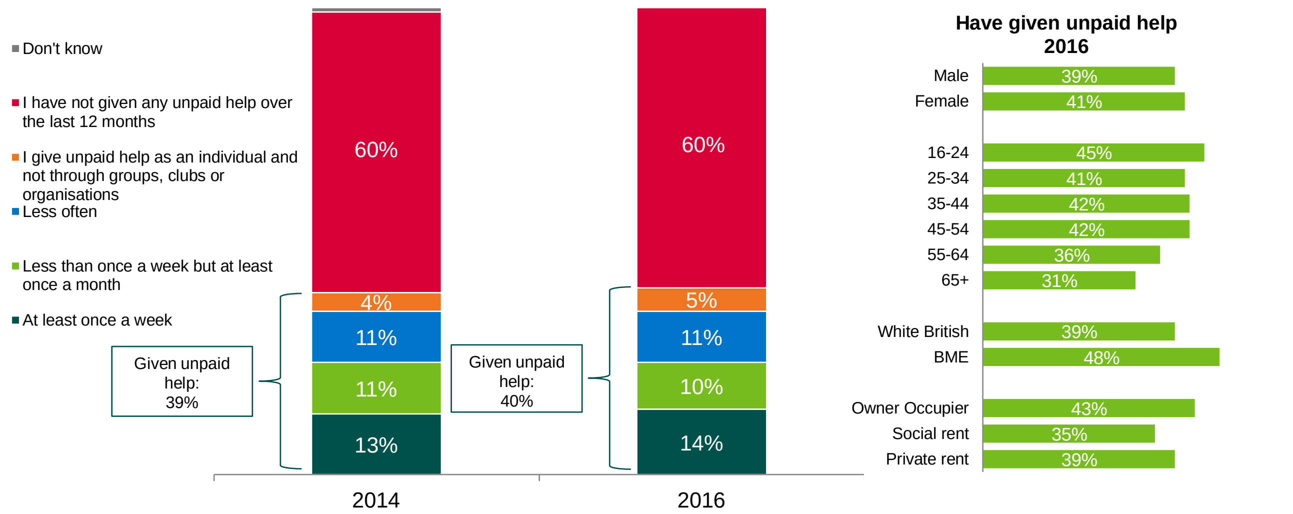
3.4 Volunteering of giving unpaid help

For this question, wording was amended from 2014 to 2016 to read:

"Overall, how often over the last 12 months have you volunteered or given unpaid help to any group(s), club(s) or organisation(s)? Please only include activity (2014: work) that is unpaid and not for your family."

By changing the wording from 'please only include work' to 'please only include activity' it was hoped that this would encourage a higher level of response. However, the proportion of those stating that they had participated in voluntary activity has remained stable since 2014. Two in five residents participated in voluntary activity in the preceding year in both 2016 (40%) and 2014 (39%).

Q5. Overall, how often over the last 12 months have you volunteered or given unpaid help to any group(s), club(s) or organisation(s)? Please only include activity (2014: work) that is unpaid and not for your family.



Base: All respondents (2014, 1,500; 2016, 1,505)

Subgroup differences

Looking at age, the youngest age group of **16-24** year olds are the most likely to have participated in voluntary activity (45%). This is an unsurprising finding owing to the targeting of voluntary schemes and programmes to young people. **Over 65s** are the least likely to have given unpaid help though one in three (31%) did participate in voluntary activity.

In line with the above finding, students are the most likely to participate in voluntary activity compared to all other work statuses. Half (48%) of **students** have taken part in voluntary activity in the last twelve months, one in four (24%) do some kind of voluntary work at least once a month. Not including retirees, those not in work are significantly less likely to volunteer. One in five (22%) take part in some form of voluntary activity at least once a month, however 68% do not do any voluntary activity. Comparing this to those in full time work, 24% take part in voluntary activity at least once a month, and 43% have taken part in some form of activity in the last 12 months.

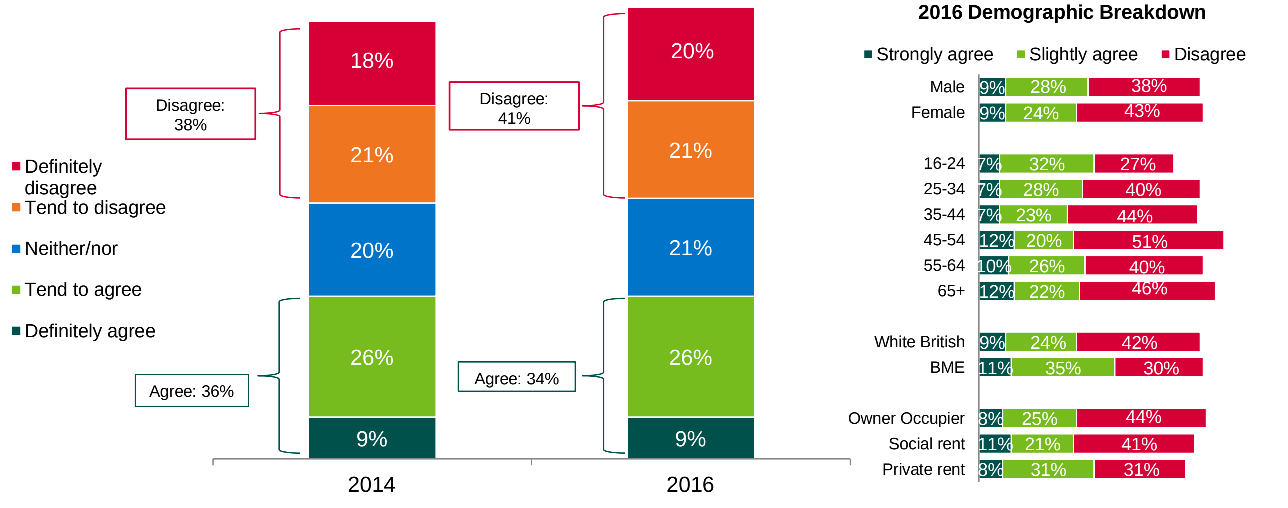
Half (48%) of **BME** residents have participated in voluntary activity in the last 12 months compared to two in five (39%) **white** residents.

The wards with the highest levels of voluntary activity are **Portswood** (55%), **Bitterne Park** (53%) and **Bassett** (51%).

3.5 Ability to influence decisions in local area

Just one in three residents (34%) believe they can influence decisions in their local area. Two in five (41%) disagree that they can influence decisions. Despite these low figures, these are in line with findings in 2014 when 36% of residents agreed they could influence decisions in their local area and two in five (38%) disagreed.

Q2b.To what extent do you agree or disagree with the following: You can influence decisions in your local area?



Base: All respondents (2014, 1,500; 2016, 1,505)

Subgroup differences

Men are significantly more likely to believe they can influence decisions in their local area than **women** (37% men compared to 32% women). Younger residents are also more likely to believe they can influence decisions, with 39% of 16-24 year olds agreeing that they can influence decisions compared to 34% on average.

BME residents are also more likely to agree that they can influence decisions. Almost half (45%) of BME residents agree that they can influence decisions, compared to just one in three (33%) **white** residents.

3.6 Social cohesion: Ward analysis

The following table illustrates how community cohesion varies across the city.

Table 3.6.1

	Q2b Can influence decisions affecting your local area (% Strongly + tend to agree)	**Q3 Feel belong to local area** (% Very + fairly strongly)	**Q4a Your local area is a place where different backgrounds get on well together** (% Definitely + tend to agree)	**Q4b People in this local area pull together to improve things** (% Definitely + tend to agree)
Southampton Overall	**34**	**66**	**68**	**40**
Bargate	36	72	79	45
Bassett	43	67	74	40
Bevois	45	65	69	43

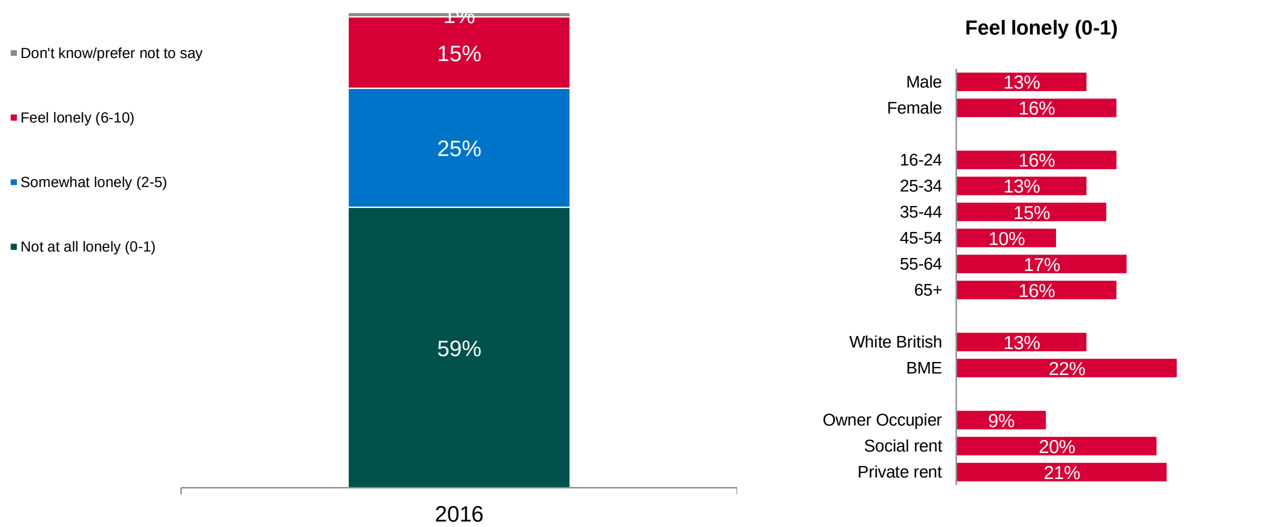
Bitterne	24	45	60	32
Bitterne Park	41	69	65	46
Coxford	29	67	81	51
Freemantle	40	60	76	43
Harefield	32	72	62	36
Millbrook	38	65	73	35
Peartree	40	72	69	42
Portswood	45	75	81	52
Redbridge	21	57	59	43
Shirley	36	64	61	38
Sholing	32	69	71	38
Swaythling	37	67	56	37
Woolston	35	65	57	28
Base: All respondents with an identified ward (1, 024)				

3.7 Social isolation

For the first time in a Southampton City Survey, residents were asked questions around social isolation to find out their perceptions of how lonely they feel in their daily life as well as the extent to which residents could call someone for help if they needed.

Overall, one in six (15%) residents in Southampton say they feel lonely in their daily life. Six in ten residents (59%) report not feeling lonely at all, while 25% are in the middle of the scale.

Q7a. On a scale of 0 to 10, where 0 is 'not at all' and 10 is 'completely', to what extent do you feel: Lonely in your daily life?



Base: All respondents (2014, 1,500; 2016, 1,505)

Subgroup differences

Southampton performs in line with the national average: the ONS report in their National Well-being series that 15% of the working age (16-64) population say they are lonely in their daily life.[1] This is consistent with the findings for this age group in Southampton (15%). Southampton does perform slightly better on this measure than the national average, while 56% of people aged **16-64** across the UK would say that they are not at all lonely, 60% of the same group say this in Southampton.

Among the **over 65s** population, in Southampton 14% of **65-74** year olds say that they feel lonely, while 65% say they are not at all lonely. While the ONS reports on this for **65 to 79** year olds (15% lonely; 62% not at all lonely) it does suggest that Southampton is in line.

Older residents **above 75** years of age are significantly more likely to say that they are lonely, one in five (19%) over 75s in Southampton report feeling lonely in their daily life with just over half (54%) saying they are not lonely at all.

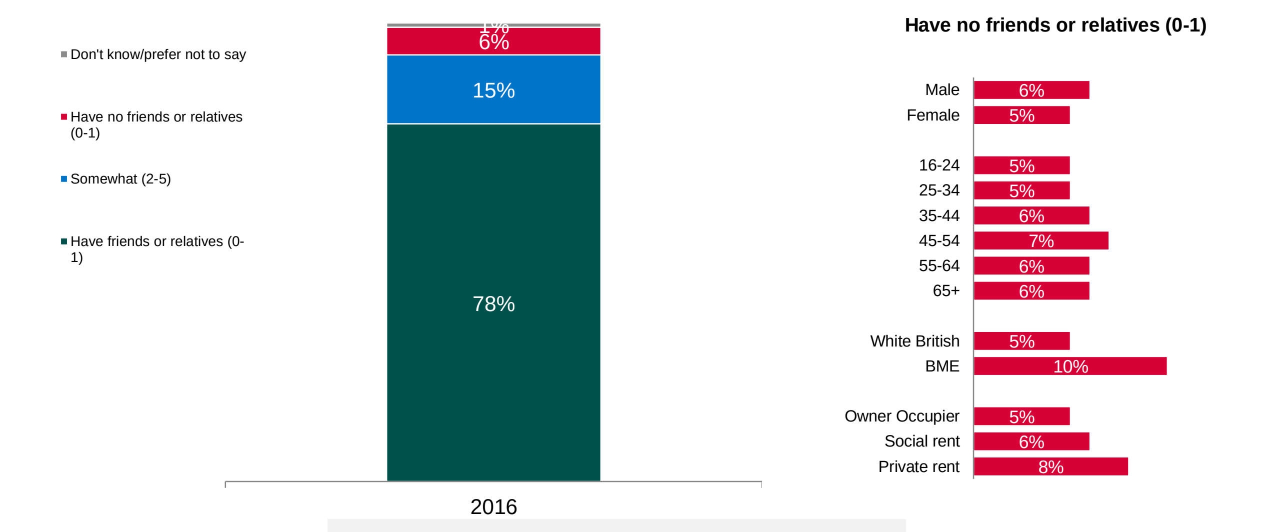
Renters are also significantly more likely to say they feel lonely. One in five private renters (21%) and social renters (20%) say they feel lonely in their daily life compared to just 9% of owner occupiers.

Other groups which are more susceptible to feeling lonely are:

- **BME** residents (22%)
- Those who are **unemployed** (24%)
- Residents with a **disability** (20%)
- Those for whom English is not their first language (24%)
- Residents who are in bad health (35%)

Residents were also asked if they felt that they could ask someone for help if they needed. The majority (78%) of people in Southampton do feel that they could call a family member, friend or neighbour for help if they needed it, just 6% feel they have no friends or relatives.

Q7b. On a scale of 0 to 10, where 0 is 'not at all' and 10 is 'completely', to what extent do you feel: That you have relatives, friends or neighbours that you can ask for help?



Base: All respondents (2014, 1,500; 2016, 1,505)

[1] Office for National Statistics (ONS), 'Measuring National Well-being: Insights into Loneliness, Older People and Well-being, 2015': http://www.ons.gov.uk/peoplepopulationandcommunity/wellbeing/articles/measuringnationalwellbeing /2015-10-01#loneliness-and-well-being, accessed on 14 July 2016

This measure has few significant demographic differences, except around ethnicity. One in ten (10%) BME residents do not feel they have friends, family or neighbours that they could go to if they needed help compared to 5% of white people. There is a similar finding when looking at languages spoken, those who do not speak English as their first language are significantly more likely to feel as though they do not have anyone to call on for help (9% versus 5% of those with English as a first language).

Those who do not feel lonely at all are most likely to feel they have someone they can call on for help than those who do feel lonely (85% versus 54%). Despite this finding, just one in twenty (5%) of those who feel lonely in their daily life do not feel they have anyone that they could ask for help.

4. Health and wellbeing

4.1 Overview

This report chapter explores levels of health and wellbeing among Southampton residents, as well as their perceptions of local healthcare provision. The measures covered in this section include:

- General health of Southampton residents;
- Prevalence of physical activity and smoking behaviour;
- Awareness and usage of local health services;
- Confidence in the safety of local health services;
- Level of influence on decisions relating to personal healthcare.

4.2 General health of Southampton residents

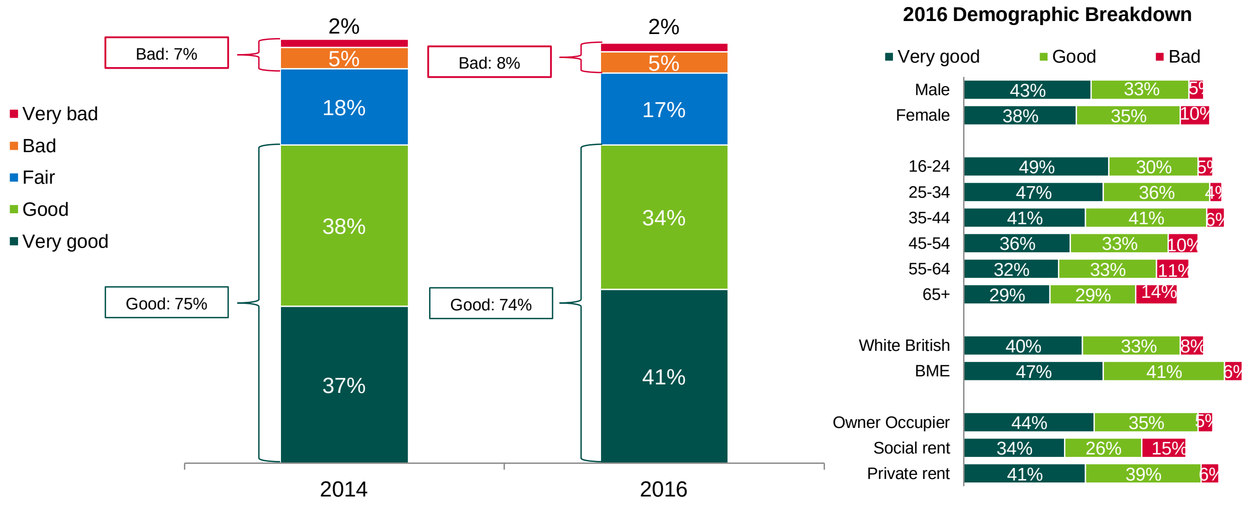
Overall, three quarters of the Southampton population (74%) feel that they are in good health, which remains consistent with the reported level of good health recorded in 2014 (75%). Only a small minority – under one in eleven (8%) – consider their general health to be bad.

However, the reported level of health among the Southampton population continues to fall below national benchmarks. National Census data from 2011 indicates that four in five (81%) English adults consider themselves to be in good health.[2]

While the reported health of the Southampton population has remained unchanged at the overall level since 2014, the proportion of residents reporting 'very good' health has risen significantly, with two in five (41%) now reporting that they have very good health compared to 37% two years ago.

[2] ONS, 'General Health in England and Wales: 2011 and comparison with 2001', http://www.ons.gov.uk/peoplepopulationandcommunity/healthandsocialcare/healthandwellbeing/articles/generalhealthinenglandandwales/2013-01-30, accessed on 14 July 2016.

Q12. How is your health in general?



Base: All respondents (2014, 1,500; 2016, 1,505)

Subgroup differences

Disability continues to be a major driver of poor health. Disabled residents are significantly more likely to report being in bad health, with nearly three in ten (29%) doing so compared to just 1% of those without a disability.

As would be expected, reported good health also deteriorates with age. Over four in five of those aged **under 45** – including **25-34** year olds (84%) and **35-44** year olds (82%) – report being in good health, but this falls to two thirds of those aged **55-64** (65%) and three in ten of those aged **65+** (58%). Further, the oldest age groups are also most likely to consider themselves in bad health, with 14% of **over 65s** reporting bad or very bad health.

As in 2014, residents with an ethnic minority background are more likely to report being in good health, with nearly nine in ten **BMEs** (87%) claiming to be in good health compared to just under three quarters of white residents (72%).

There are also clear differences by tenure, with **owner occupiers** and **private renters** (both 79%) being significantly more likely to report good health compared to social renters (60%).

Across the Mosaic categories[3], the highest levels of good health are reported among the following groups:

- Transient renters (80%);
- Suburban stability and Rental Hubs (both 77%);
- Aspiring Homemakers (75%).

Conversely, the following groups are least likely to report being in good health:

- Vintage value (57%);
- Municipal Challenge (64%).

Table 4.2.1: Health by ward

[3] Nb. Mosaic categories with a base of n<50 have not been included in this analysis.

	Good (% Very good + good)	**Fair** (% Fair)	**Bad** (% Very bad + bad)
Southampton Overall	**74**	**17**	**8**
Bargate	82	6	12
Bassett	71	20	9
Bevois	70	19	11
Bitterne	69	20	9
Bitterne Park	71	19	8
Coxford	67	22	9
Freemantle	84	9	7
Harefield	79	16	4
Millbrook	82	17	1
Peartree	72	23	4
Portswood	73	16	11
Redbridge	72	20	5
Shirley	76	16	8
Sholing	65	26	9
Swaythling	71	15	15
Woolston	69	19	12

Q12. How is your health in general? Base: All respondents with an identified ward (1, 024)

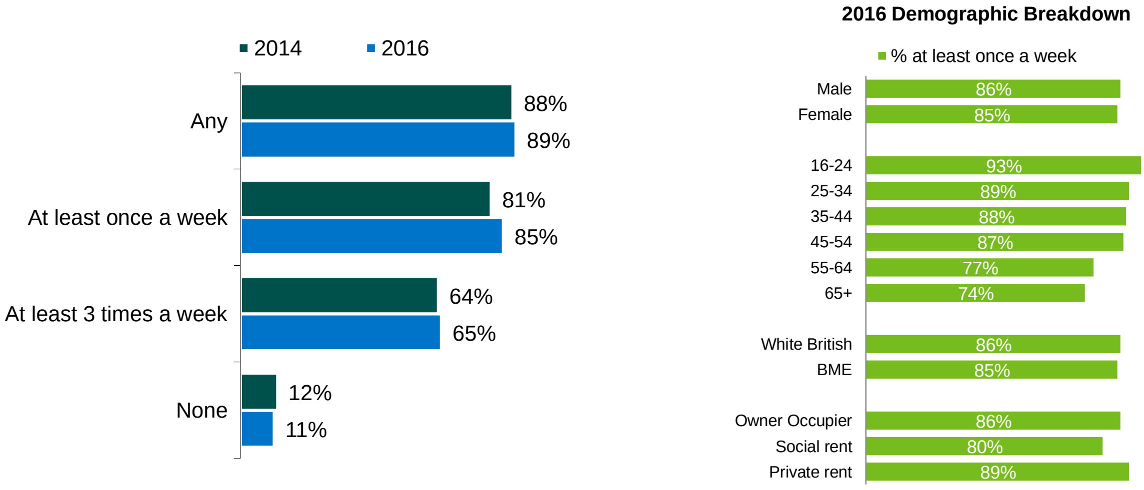
4.3 Prevalence of physical activity

A large majority of Southampton residents (89%) have undertaken at least some physical exercise in the last four weeks, which is defined as a minimum of 30 minutes of exercise, whether walking, running, swimming, cycling or a combination of these activities. This is unchanged from 2014 (88%).

On a positive note, the proportion of Southampton residents who claim to have undertaken physical activity at least once a week has increased significantly since 2014. A large majority (85%) report that they have been active at least once a week over the last month, compared to four in five (81%) in 2014.

A further two thirds (65%) have been active at least three times a week (2014: 64%), while one in nine (11%) have not been active at all over this period (2014: 12%).

Q13. Can I ask on how many days in the last four weeks, in total, did you do some physical activity (i.e. walking, running, swimming, cycling or a combination) for at least 30 mins?



Base: All respondents (2014, 1,500; 2016, 1,505)

Subgroup differences

Again, as would be expected, there are clear differences by **age**. Among the youngest age group, 18-24 year olds, more than nine in ten (93%) have been active at least once a week over the last month, while the same applies for nine in ten among 25-34 year olds (89%) and 35-44 year olds (88%).

However, the level of reported physical activity declines in line with age, as those aged 55-64 (77%) and over 65 (74%) are less likely to have undertaken physical activity in the last month. Similarly, residents who are **retired** (74%) are less likely to be active once a week compared to those who work, either **full-time** (89%) or **part-time** (88%).

Unsurprisingly, levels of physical activity are also closely correlated with **general health**. Those who feel their general health is good at the moment are twice as likely to be active at least once a week (91%) compared to those who report being in bad health (46%). Along similar lines, residents who do not have a disability (90%) are markedly more likely to be active at least once a week compared to those with a disability. However, a majority of residents with a disability do undertake some form of physical activity at least once a week (69%).

As found in 2014, there also appears to be some variation by **tenure**, with private renters (89%) being more likely to be active once a week compared to owner occupiers (86%) and social renters (80%).

4.4 Smoking behaviour

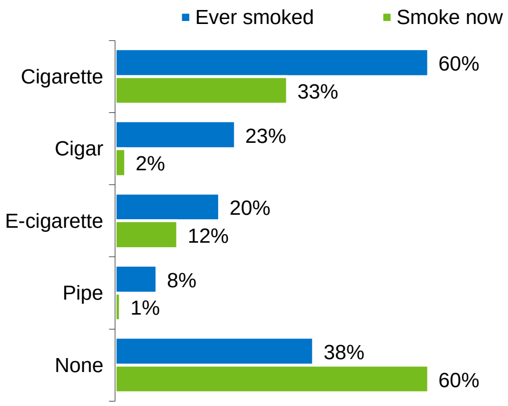
Overall, three in five Southampton residents (61%) state that they have smoked at some point in their life, which is unchanged from 2014 (62%). By contrast, 38% of Southampton residents have never smoked.

With current behaviour, one in five residents (21%) currently smoke, which represents a slight, but insignificant decline on 2014 (23%). Benchmarking data suggests that this is broadly in line with smoking habits among the national population: the Opinions and Lifestyle Survey 2013 found that 19% of the British adult population are current smokers[4].

Of those who have ever smoked, 37% still smoke, including those who smoke e-cigarettes.

The incidence of E-Cigarette smoking has increased significantly since 2014. Based on those who have ever smoked, 14% had smoked an E-Cigarette in 2014, compared to 20% in 2016. Similarly, among those who currently smoke the incidence has doubled, from 5% in 2014 to 12% in 2016. This finding would be promising if the incidence of other forms of smoking had diminished. Also, less than one per cent of Southampton residents have ever smoked e-cigarettes and nothing else. This further suggests that while e-cigarettes can be a helpful stop smoking tool, they do not necessarily form a healthy replacement. Just six per cent of residents who have ever smoked only smoke e-cigarettes now.

Q14a. Have you ever smoked a cigarette, a cigar, pipe or an e-cigarette?
Q14b. And do you smoke any of these at all now?



All respondents:
Ever smoked: 61%
(2014: 62%)
Smoke now: 24%
(2014: 23%)
Only smoke e-cigarettes: 4%
(2014: 3%)

Base: All respondents (n=1,505); all who have ever smoked (929)

Among Southampton residents who have ever smoked, the most popular methods of smoking are cigarettes (33%), while just over one in nine (12%) smoke e-cigarettes. However, cigars (2%) or pipes (1%) are generally less popular.

Subgroup differences

Among the Southampton population, smoking behaviour varies by demographic sub-group. **Men** (27%) are more likely than **women** (22%) to state that they currently smoke. There are also clear disparities between age groups: three in ten (30%) of **16-24** year olds currently smoke, and 27% of **25-34s** and **35-44s**. The incidence of smokers is lowest of all among Southampton's oldest residents (65+), of whom 13 per cent currently smoke.

Private renters (33%) and **social renters** (33%) are also more likely to smoke than residents who are owner occupiers (17%).

[4] ONS, 'Adult Smoking Habits in Great Britain, 2013', http://www.ons.gov.uk/peoplepopulationand community/healthandsocialcare/healthandlifeexpectancies/compendium/opinionsandlifestylesurvey/2015-03-19/adultsmokinghabitsingreatbritain2013, accessed on 14 July 2016.

Unsurprisingly, the incidence of smokers is higher among those who state that their **health is poor** (32%) compared to those saying they are in **good health** (23%).

4.5 Awareness and usage of local health services

There is a high level of awareness of local health services among Southampton residents. Virtually all are aware of essential local health services such as GPs (99%) and pharmacists (97%). Similarly, a large majority are aware of Accident and Emergency wards (95%), the emergency ambulance (94%) and the NHS 111 phone line (92%). Minor injuries units (88%) and particularly mental health crisis services (67%) are less well known among Southampton residents.

Awareness of services has largely remained stable since 2014 except for the following changes:

- NHS 111 has increased in awareness from 88% in 2014 to 92% in 2016
- Mental health crisis services have increased significantly from 54% to 67%
- Minor Injuries Units (MIU) have increased significantly from 70% to 88%

When it comes to usage of local health services, three quarters (73%) have visited their GP in the last year, while two thirds (65%) have visited their pharmacists. Urgent services are less frequently used, with a quarter (23%) having visited an A&E ward, and one in nine (11%) having used an emergency ambulance.

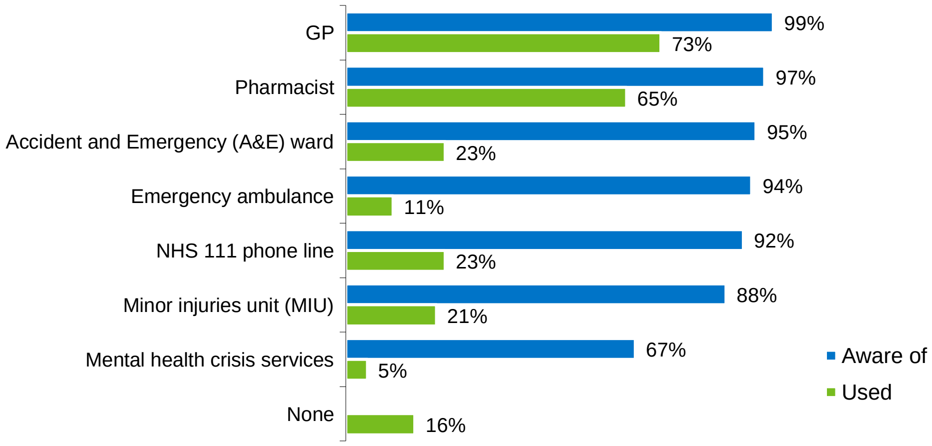
Over one in five have made use of alternative health services such as the NHS 111 phone line (23%) and minor injuries units (21%). Just one in twenty (5%) have used mental health crisis services. A sizeable minority (16%) have not used any local health services in the past year.

As with awareness, the majority of services have seen the same or similar levels of usage to 2014. However, as with awareness, there are some notable exceptions:

- Usage of GP services has decreased by six percentage points from 79% in 2014 to 73% in 2016
- Usage of Pharmacists has reduced by five percentage points to 65% in 2016
- Usage of Minor Injuries Units (MIU) have significantly increased by nine percentage points from 12% in 2014, to 21% in 2016

These changes in usage could be driven by the increased awareness in less well known services, driving patients away from traditional GP practices and pharmacies and encouraging people to use different services such as Minor Injury Units.

Q18a. Which, if any, of these have you heard of?
Q18b. And which have you used yourself in the last 12 months?



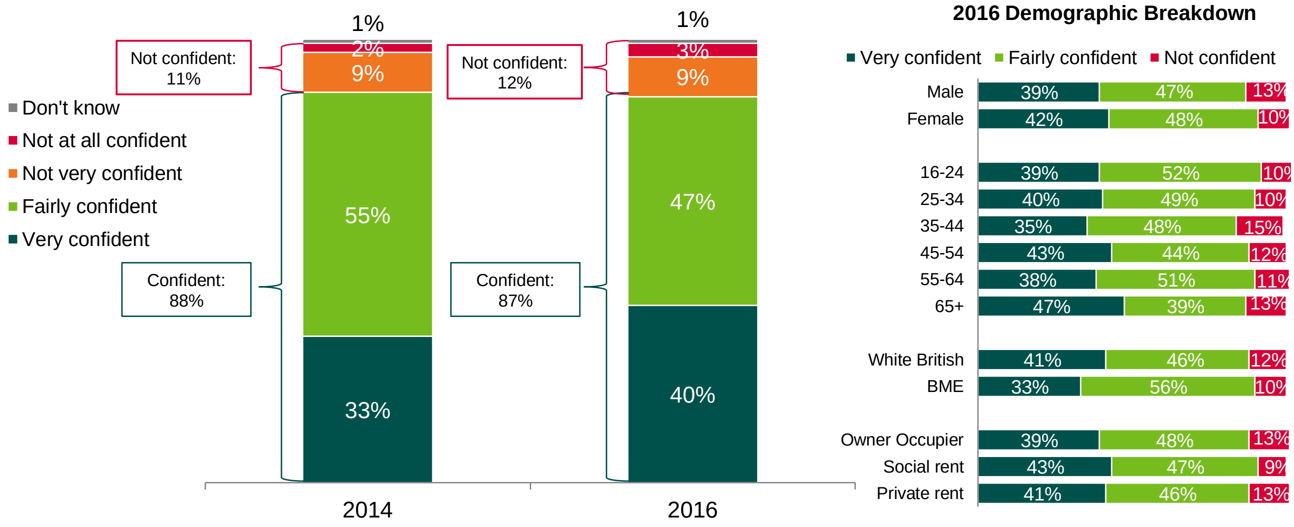
Base: All respondents (n=1,505)

4.6 Confidence in local health services

On the whole, Southampton residents are positive about the safety of local health services. A large majority (87%) are confident in the safety of local services, which is consistent with perceptions held in 2014 (when 88% reported feeling confident). However, a small minority – just over one in nine (12%) – lack confidence in the safety of local health services.

Residents remain more likely to say they are 'fairly confident' (47%) rather than 'very confident' (40%). However, the proportion who do state they are 'very confident' has risen by seven percentage points – a significant increase – since 2014 (33%).

Q15. Overall how confident are you in the safety of local health services?



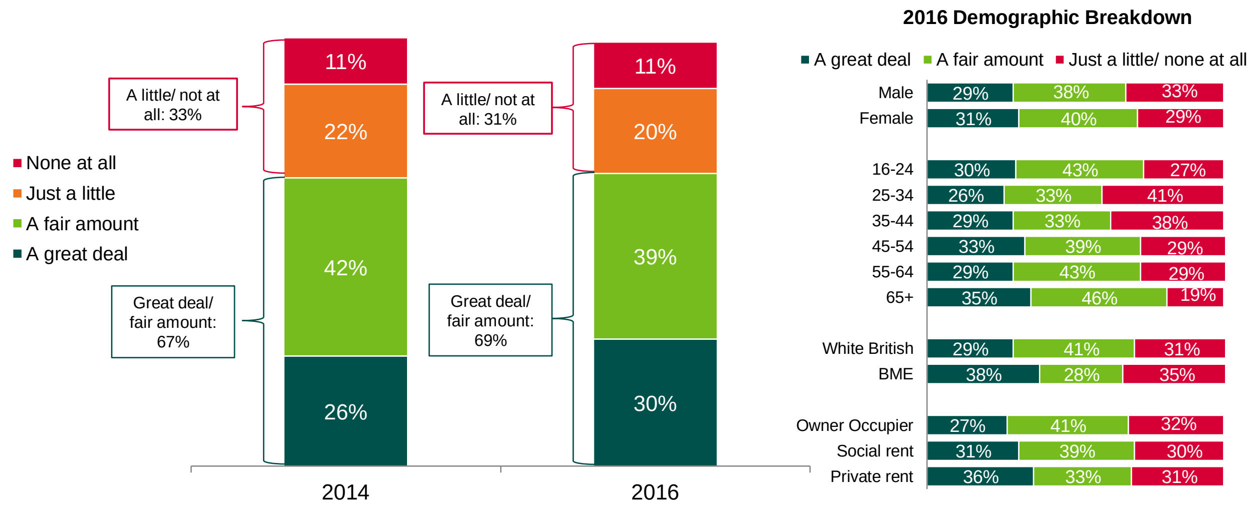
Base: All respondents (2014, 1,500; 2016, 1,505)

Confidence in the safety of local health services is largely consistent across demographic sub-groups.

4.7 Influence over decisions about personal healthcare

Southampton residents are largely positive about the level of influence they have in decisions about their own healthcare. Seven in ten (69%) feel they either have a great deal or a fair amount of influence in decisions about their own healthcare. This is consistent with the perceived level of influence on healthcare decisions from 2014 (67%). However, just under a third (31%) feel they have just a little influence, or none at all (2014: 33%).

Q16. How much say do you feel you have in decisions about your own healthcare?



Base: All respondents (2014, 1,500; 2016, 1,505)

Subgroup differences

Residents aged **over 65** are most likely to feel involved and influential when it comes to healthcare decisions, with four in five (81%) reporting they have at least a fair amount of influence. This is likely to reflect the greater incidence of healthcare issues among older residents.

However, those who report being in good health at the moment (70%) are more likely to feel influential in decisions about their own healthcare compared to those who claim to be in bad health (62%).

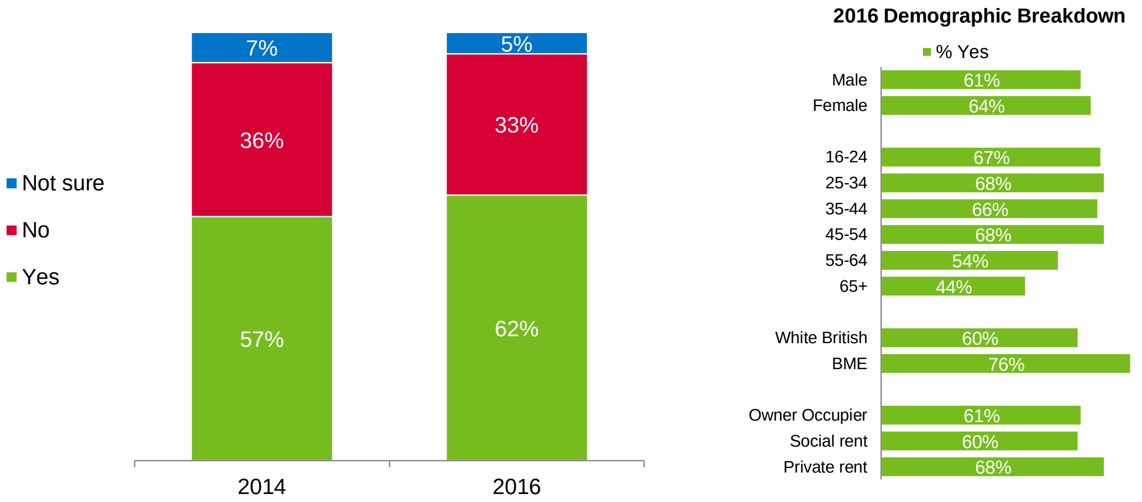
As in 2014, **White British** residents (70%) report a slightly higher level of influence over their own healthcare decisions compared to their counterparts from ethnic minority backgrounds (65%).

There also appears to be a clear relationship between feeling well informed about local public services, and perceived influence in healthcare decisions. Among those who feel well informed, three quarters (75%) feel they have at least a fair amount of influence over their healthcare decisions, compared to just over half (56%) among those who do not feel well informed.

4.8 Interest in greater influence in decision making

Residents were also asked about their level of interest in making more decisions about their own healthcare in future. On balance, three in five Southampton residents (62%) would like to make more decisions about their own healthcare in the future, while a third (33%) would not like to make more decisions. This represents a significant increase on the level of interest recorded in 2014, when 57% stated they would like to make more decisions about their own healthcare in the future.

Q17. Would you like to make more decisions about your own healthcare in the future?



Base: All respondents (2014, 1,500; 2016, 1,505)

Subgroup differences

The level of interest is highest among residents aged **under 55**, with around two thirds of these age groups expressing an interest in making more decisions about their own healthcare. By contrast, those aged **55-64** (54%) and **65+** (44%) are less likely to want to make more decisions about their healthcare, which may reflect the fact that the majority of residents in these age groups already feel influential in this area.

Interest in healthcare decision making is significantly greater among residents from an ethnic minority background. Three quarters of **BMEs** (76%) express an interest in making more healthcare decisions in the future, compared to just three in five (60%) among residents from a **white** background.

Further, interest in greater involvement in healthcare decision making is higher among residents who tend to be more negative about the local area or the council, such as those dissatisfied with the local area (74%), those dissatisfied with the council (71%), and those who do not feel well informed about local public services (73%).

5. Contact with the council

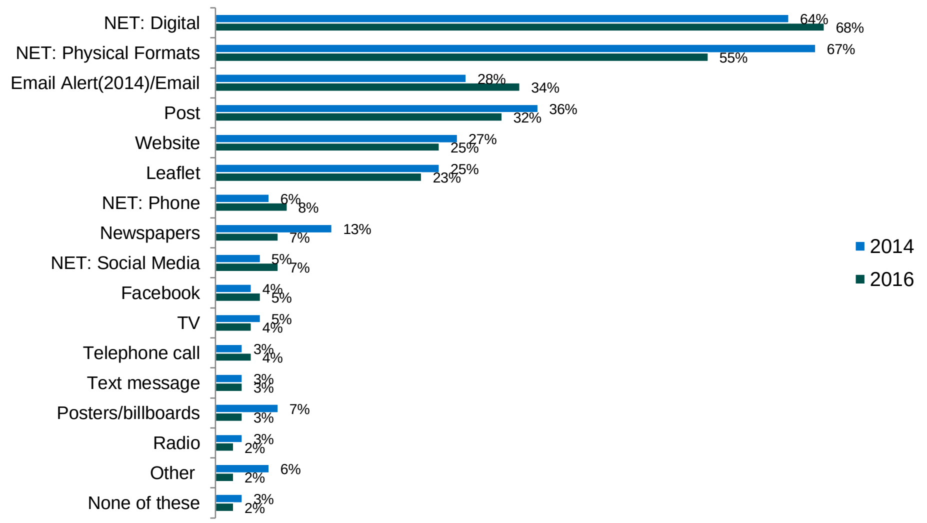
5.1 Overview

The method of communication employed by a local council can have a major bearing on residents' access to and perceptions of their local authority. In this section of the survey, residents were asked to indicate their preferred main source of information about their local council. They were also asked about their internet access behaviour.

5.2 Sources of information about the Council

There has been a significant change in how people want to access information about the Council in Southampton over the last two years. While physical formats still dominated in 2014 and post was the most popular means of receiving information, digital sources have now taken over; seven in ten people in Southampton say they would prefer to receive news about public services from digital sources (68%), compared to just over half choosing physical formats (55%). Email has now overtaken post as the single most favoured source of information, selected by 34% of people in Southampton, although post remains a close second with 32%.

Q20. How would you prefer to get most of your information about public services in your local area?



Base: All respondents (2014, 1,500; 2016, 1,505)

Around a quarter of people would like to get their information from either a website (25%) or a leaflet (23%). Telephone methods have increased slightly in popularity from 6% in 2014 to 8% this year, but newspapers have fallen sharply from 13% to 7%.

Subgroup differences

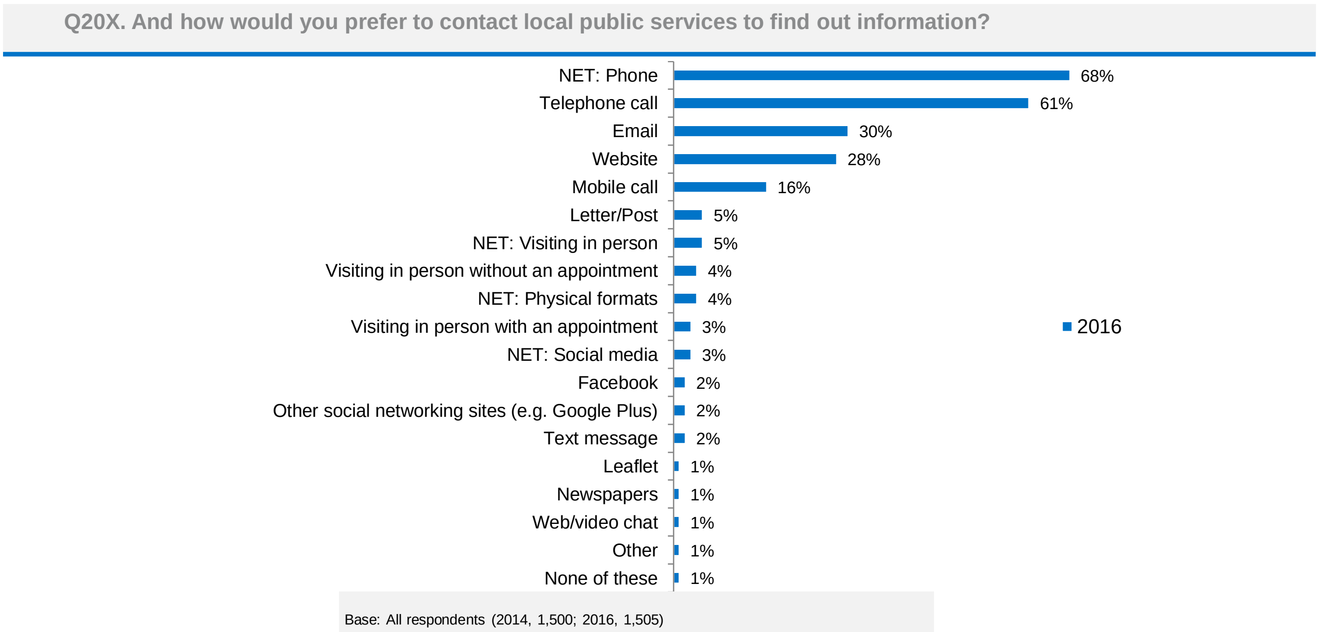
There continue to be differences in preference by age. As in 2014, the popularity of post as a means of receiving information is fairly consistent across **age groups**, selected by three in ten people aged 16-24 (29%) and four in ten of the over 65s (40%). For the two most popular digital methods – email and website – popularity is fairly consistent among those up to the age of 64 but then drops suddenly, as shown in the table below. This table also shows that social media is fairly popular with the under 24s but only used by a small minority of older people.

Source of information	% by Age Group						
	Overall	16-24	25-34	35-44	45-54	55-64	65+
Post	32	29	31	32	27	38	40
Email	34	36	35	45	40	30	17
Website	25	24	32	33	24	21	10
Social Media	7	14	10	7	2	2	*

These age divisions are also reflected in analysis of preferences among different MOSAIC groups. While email is favoured by Aspiring Homemakers (40%), Rental Hubs (36%) and Transient Renters (36%), it is less popular among Vintage Value (24%) and Senior Security (26%). Both these groups instead favour post (33% and39% respectively), something they have in common with Family Basics (39%), Modest Traditions (37%) and Municipal Challenge (35%).

5.3 Contacting the Council

In the 2016 City Survey, people were also asked how they would prefer to contact local public services for information and the majority of people in Southampton would prefer to do so by telephone. Seven in ten chose telephone methods (68%) while just three in ten said they would prefer to use email (30%) or a website (28%). Writing a letter and visiting local services in person, either with or without an appointment, were both chosen by just 5% of people.



Telephone methods are the most popular in each **age group**, although it is most popular among older people; 66% of 16-24s expressed a preference for telephone methods, compared to 80% of over 65s. Conversely, while email is the second most popular choice across all age groups, it is considerably more popular with younger people (36% of 16-24s) than older people (12% of 65 and overs).

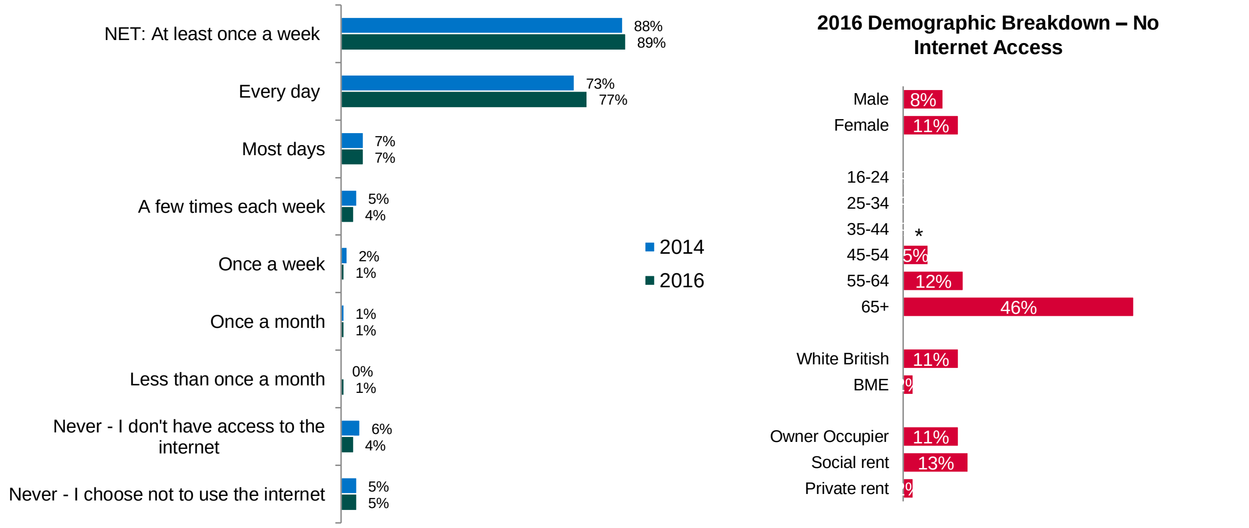
Telephone was also the most popular across MOSAIC groups, with the strongest preference being shown by Family Basics (80%), Municipal Challenge (76%), and Vintage Value (74%).

5.4 Access to the internet

Nine in ten Southampton residents (89%) access the internet at least once a week and just under eight in ten (77%) do so every day. This daily figure shows a statistically significant increase of four percentage points since 2014, showing how internet access has become increasingly widespread. Across the rest of the UK in 2015, 78% of adults used the internet every day or nearly every day, suggesting Southampton is in line with the national average.[5]

Around one in ten (9%) say they never access the internet. Four percent say this is because they do not have access to the internet or do not know how to use it, slightly more (5%) say they choose not to use it. On a national scale, 14% of households in the UK did not have internet access in 2015, suggesting access to the internet is more widespread in Southampton than in the UK as a whole.

Q21a. On average, how often do you access the internet?



Base: All respondents (2014, 1,500; 2016, 1,505)

Subgroup differences

Among those who do not use the internet (whether by choice or because they lack access), there are some demographic trends. As in 2014, **women** are slightly less likely to use the internet than **men** (11% non-users vs. 8%) and **social renters** (13%) are less likely to do so than **owner occupiers** (11%) or **private renters** (2%). Likelihood to use the internet also

[5] ONS 'Statistical bulletin: Internet access – Households and Individuals: 2015', http://www.ons.gov.uk/peoplepopulationandcommunity/householdcharacteristics/homeinternetandsocialmediausage/bulletins/internetaccesshouseholdsandindividuals/2015-08-06#frequency-of-internet-use Accessed on 7 July 2016

decreases with **age**; 5% of 45-54s say they do not use it but this rises to 12% among 55-64s and 46% among the over 65s.

In contrast, internet access is extremely widespread among younger age groups. Around nine in ten people aged 16-24 (93%), 25-34 (94%) and 35-44 (89%) say they access the internet every day.

Internet use is lowest in the following wards:

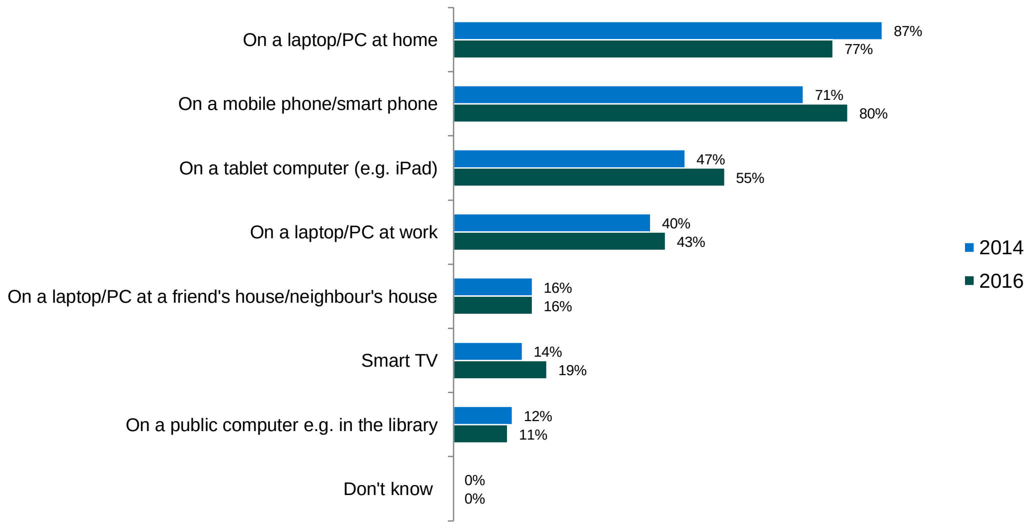
- Swaythling (22% don't use the internet)
- Sholing (21%)
- Peartree and Harefield (both 18%)

5.5 Devices used to access the internet

Most internet users in Southampton access the internet on a mobile phone or smart phone (80%), with home PCs and laptops coming in second place (77%). This is a reversal of the 2014 results, where home computers were more popular (87% vs. 71%).

Over half of internet users surveyed use a tablet computer (55%), around two in five use a laptop or PC at work (43%), and one in five access the internet through a Smart TV (19%). Less popular options include a laptop or PC and a friend/neighbour's house (16%) and public computers (11%).

Q21b. How do you access the internet?



Base: All respondents who have internet access (2014, 1,289; 2016, 1,357)

Subgroup differences

As in 2014, likelihood to access the internet on a smartphone decreases with **age**; while 95% of 16-24 year olds use such a device, this drops to 71% among 45-54s and 31% among over 65s. Older internet users are more likely to use a laptop or home PC than younger people (83% of over 45s, compared to 74% of under 16-44s).

Also echoing the findings of the 2014 survey, **BMEs** are considerably more likely to use a public computer than **white** residents (27% vs. 8%). Public computers also remain popular with students, half of whom say they use one (51%).

6. Appendices

6.1 Topline

Q1. Overall, how satisfied or dissatisfied are you with the following:

a) **Your local area as a place to live.**
b) **The way Southampton City Council runs things.**

READ OUT EACH STATEMENT. SINGLE CODE EACH.

Base: All respondents

	%			
	Q1a		Q1b	
	2014	**2016**	**2014**	**2016**
Very satisfied	35	32	14	15
Fairly satisfied	47	49	46	40
Neither satisfied nor dissatisfied	10	11	17	21
Fairly dissatisfied	6	6	12	14
Very dissatisfied	2	2	8	8
(DO NOT READ OUT) Don't know	*	*	3	3

Q2. To what extent do you agree or disagree with the following:

a) **Southampton City Council provides value for money.**
b) **You can influence decisions affecting your local area.**

READ OUT EACH STATEMENT. SINGLE CODE EACH.

Base: All respondents

	%			
	Q2a		Q2b	
	2014	**2016**	**2014**	**2016**
Strongly agree	10	9	9	9
Slightly agree	33	34	26	26
Neither agree nor disagree	26	27	20	21
Slightly disagree	14	15	21	21
Strongly disagree	10	10	18	20
(DO NOT READ OUT) Don't know	5	4	6	4

Q3. How strongly do you feel you belong to your local area?

Base: All respondents

	% **2014**	% **2016**
Very strongly	22	23
Fairly strongly	41	42

Not very strongly	23	23
Not at all strongly	12	10
(DO NOT READ OUT) Don't know	2	1

Q4. To what extent do you agree or disagree with the following:

a) **Your local area is a place where people from different backgrounds get on well together.**

b) **People in this local area pull together to improve things.**

READ OUT EACH STATEMENT. SINGLE CODE EACH.

Base: All respondents

	%			
	Q4a		**Q4b**	
	2014	**2016**	**2014**	**2016**
Definitely agree	27	29	14	15
Tend to agree	35	39	28	24
Neither agree nor disagree	18	17	23	27
Tend to disagree	10	7	18	16
Definitely disagree	7	5	13	14
(DO NOT READ OUT) Don't know	2	2	4	4
(DO NOT READ OUT) Too few people in the local area	*	*	-	-
(DO NOT READ OUT) All from the same background	1	1	-	-
(DO NOT READ OUT) Nothing needs improving	-	-	*	*

Q5. Overall, how often over the last 12 months have you volunteered or given unpaid help to any group(s), club(s) or organisation(s)? Please only include activity (2014: work) that is unpaid and not for your family. READ OUT. SINGLE CODE

Base: All respondents

	% 2014	% 2016
At least once a week	13	14
Less than once a week but at least once a month	11	10
Less often	11	11
I give unpaid help as an individual only and not through group(s), club(s) or organisation(s)	4	5
I have not given any unpaid help at all over the last 12 months	60	60
(DO NOT READ OUT) Don't know	1	*

Q6. Overall, how satisfied or dissatisfied are you with each of the following public services?
READ OUT EACH STATEMENT. ROTATE STARTING POINT. SINGLE CODE EACH.

Base: All respondents

	%					
2014	Very satisfied	Fairly satisfied	Neither satisfied nor dis-satisfied	Fairly dis-satisfied	Very dis-satisfied	Don't know
a) Hampshire Constabulary	29	36	13	6	6	10
b) Hampshire Fire and Rescue	44	29	9	1	1	17
c) Schools	27	28	15	3	2	25
d) Further Education colleges	26	28	13	3	1	29
e) Your GP	42	32	8	8	6	3
f) Your local hospital	45	36	7	4	3	5
g) Your local dentist	34	31	11	5	4	16
h) Health services provided outside of the hospital, for example community nursing, health visiting, mental health and sexual health services	23	26	15	5	3	28
i) Bin collections	42	36	10	6	6	1
j) Recycling	41	35	8	8	6	2
k) Local tips/ household waste recycling centres	34	35	10	6	3	12
l) Keeping public land clear of litter	18	39	13	17	12	2
m) Flytipping/ street cleaning	18	37	15	15	11	5
n) Libraries	32	30	10	3	2	23
o) Museums/galleries	23	29	14	5	2	25
p) Sport/leisure facilities	27	36	11	6	4	16
q) Parks and green spaces	45	38	7	5	3	3
r) Play parks/ areas	27	34	13	8	4	13
s) Road and pavement repairs	7	20	12	24	37	1

Q6. Overall, how satisfied or dissatisfied are you with each of the following public services?
READ OUT EACH STATEMENT. ROTATE STARTING POINT. SINGLE CODE EACH.

Base: All respondents

	%					
	Very satisfied	Fairly satisfied	Neither satisfied nor dis-satisfied	Fairly dis-satisfied	Very dis-satisfied	Don't know
2016						
a) Hampshire Constabulary	25	36	17	7	5	10
b) Hampshire Fire and Rescue	44	28	12	1	*	15
c) Schools	27	31	14	5	3	20
d) Further Education colleges	26	30	15	5	2	23
e) Your GP	38	29	9	11	9	3
f) Your local hospital	46	32	9	5	4	5
g) Your local dentist	34	28	12	6	5	15
h) Health services provided outside of the hospital, for example community nursing, health visiting, mental health and sexual health services	23	25	15	7	5	24
i) Bin collections	44	39	6	7	4	1
j) Recycling	42	38	7	7	4	2
k) Local tips/ household waste recycling centres	35	33	11	5	4	13
l) Keeping public land clear of litter	17	33	13	19	17	2
m) Flytipping/ street cleaning	18	34	15	17	14	3
n) Libraries	26	28	15	7	6	19
o) Museums/galleries	20	30	18	5	4	23
p) Sport/leisure facilities	26	38	13	7	4	12
q) Parks and green spaces	42	40	7	5	5	2
r) Play parks/ areas	27	35	13	9	5	11
s) Road and pavement repairs	7	18	9	23	42	1

Q7. On a scale of 0 to 10, where 0 is 'not at all' and 10 is 'completely', to what extent do you feel:

a) Lonely in your daily life?

b) That you have relatives, friends or neighbours that you can ask for help?

Base: All respondents		
	%	
	Q7a	**Q7b**
0 – Not at all	52	5
1	7	1
2	7	3
3	6	3
4	4	2
5	8	8
6	4	4
7	4	6
8	3	12
9	1	6
10 – Completely	3	50
Don't know/Prefer not to say	1	1
Not at all Lonely (0-1)	59	-
Feel lonely (6-10)	15	-
Have no friends or relatives (0-1)	-	6
Have friends or relatives	-	78

Q8. How safe or unsafe do you feel when outside in your local area:

a) After dark.

b) During the day.

READ OUT EACH STATEMENT. SINGLE CODE EACH.

Base: All respondents				
	%			
	Q9a		**Q9b**	
	2014	**2016**	**2014**	**2016**
Very safe	20	19	58	60
Fairly safe	43	43	35	31
Neither safe nor unsafe	12	13	4	6
Fairly unsafe	14	14	2	2
Very unsafe	7	9	1	1
Don't know	4	2	1	0

Q9. How much would you agree or disagree that the police and other local public services are successfully dealing with crime and anti-social behaviour in your local area? READ OUT. SINGLE CODE.

Base: All respondents	2014 %	2016 %
Strongly agree	23	20
Tend to agree	39	39
Neither agree nor disagree	17	18
Tend to disagree	11	12
Strongly disagree	7	8
(DO NOT READ OUT) Don't know	4	3

Q10. Thinking about this local area, how much of a problem do you think each of the following are… READ OUT EACH STATEMENT. SINGLE CODE EACH. DO NOT ROTATE.

Base: All respondents

%

	A very big problem		A fairly big problem		Not a very big problem		Not a problem at all		Don't know/ No opinion	
Year	2014	2016	2014	2016	2014	2016	2014	2016	2014	2016
a) Noisy neighbours or loud parties	6	5	10	11	23	24	59	59	1	1
b) Rubbish or litter lying around	14	14	24	26	33	30	28	29	*	*
c) Vandalism, graffiti and other deliberate damage to property or vehicles	9	9	20	17	36	34	33	40	2	1
d) People using or dealing drugs	13	13	16	14	21	19	34	40	16	15
e) People being drunk or rowdy in public places	11	10	22	18	31	31	32	38	3	2
f) Groups hanging around the streets	10	9	20	14	34	33	33	42	3	2
g) Abandoned or burnt out cars	3	2	4	6	15	16	74	74	3	2
h) Begging in the street	8	12	15	15	23	17	53	56	2	1

Q11. Do you think the level of crime in your local area has increased, decreased or stayed the same in the last 12 months? READ OUT. SINGLE CODE

Base: All respondents	% 2014	% 2016
Increased	14	13
Decreased	16	14
Stayed the same	60	63
Lived here less than 12 months	2	1
(DO NOT READ OUT) Don't know	9	9

Q12. How is your health in general? READ OUT. SINGLE CODE

Base: All respondents		
	2014	**2016**
	%	**%**
Very good	37	41
Good	38	34
Fair	18	17
Bad	5	5
Very bad	2	2
(DO NOT READ OUT) Don't know	*	1

Q13. Can I ask on how many days in the last four weeks, in total, did you do some physical activity (i.e. walking, running, swimming, cycling – can be a combination) for at least 30 minutes?

Base: All respondents		
	2014	**2016**
	%	**%**
Any	88	89
At least once a week	81	85
At least three times a week	64	65

Q14a. Have you ever smoked a cigarette, a cigar, pipe or an e-cigarette? READ OUT. MULTICODE

Q14b. And do you smoke any of these at all now? PROMPT WITH OPTIONS MENTIONED AT Q14a IF NECESSARY. READ OUT. MULTICODE

Base: All respondents/all smokers				
	Q14a		**Q14b**	
	2014	**2016**	**2014**	**2016**
	1500	**1505**	**932**	**924**
Cigarette	60	60	35	33
Cigar	20	23	2	2
Pipe	7	8	1	1
E-cigarette	14	20	8	12
NET: Ever smoked	62	61	-	-
NET: Ever smoked including e-cigarettes	-	62	-	-
Only ever smoked E-cigarettes	-	*	-	6
NET: Smoke now	-	-	36	34
NET: Smoke now including E-Cigarettes	-	-	-	40
Don't know (DO NOT READ OUT)	*	*	0	0
No, never smoked any	37	38	60	60

Q15. Overall how confident are you in the safety of local health services? ADDED IN 2016: By safety we mean the extent to which you will receive healthcare in a safe, professional environment. READ OUT. SINGLE CODE

Base: All smokers	% 2014	% 2016
Very confident	33	40
Fairly confident	55	47
Not very confident	9	9
Not at all confident	2	3
(DO NOT READ OUT) Don't know	1	1

Q16. How much say do you feel you have in decisions about your own healthcare? READ OUT. SINGLE CODE.

Base: All respondents	% 2014	% 2016
A great deal	26	30
A fair amount	42	39
Just a little	22	20
None at all	11	11

Q17. Would you like to make more decisions about your own healthcare in the future? READ OUT. SINGLE CODE.

Base: All respondents	% 2014	% 2016
Yes	57	62
No	36	33
(DON'T READ OUT) Not sure	7	5

Q18a. Which, if any, of these have you heard of? READ OUT. MULTICODE. SELECT ALL THAT APPLY. **(PULL THROUGH OPTIONS SELECTED AT Q18A)**
Q18b. And which have you used yourself in the last 12 months? MULTICODE. SELECT ALL THAT APPLY.

Base: All respondents

	Q18a %		Q18b %	
	2014	**2016**	**2014**	**2016**
Emergency ambulance	95	94	12	11
Accident and Emergency (A&E) ward	95	95	26	23
Your GP	99	99	79	73
NHS 111 phone line	88	92	20	23
Pharmacist	98	97	70	65
NHS walk-in centre	95	0	27	0
Mental health crisis services	54	67	3	5
Minor injuries unit (MIU)	70	88	12	21
None	*	*	13	16

Q19. How well informed do you feel about local public services? READ OUT. SINGLE CODE.

Base: All respondents

	% **2014**	% **2016**
Very well informed	18	17
Fairly well informed	52	49
Not very well informed	21	25
Not well informed at all	8	8
(DO NOT READ OUT) Don't know	1	1

Q20. How would you prefer to get most of your information about public services in your local area? CODE UP TO THREE.

Base: All respondents	% **2014**	% **2016**
Website	27	25
Post	36	32
Leaflet	25	23
Email Alert(2014)/Email	28	34
Radio	3	2
TV	5	4
Twitter	1	1
Facebook	4	5
Other social networking sites (e.g. Google Plus)	1	2
Video (e.g. YouTube)	*	*
Using a mobile app on a smartphone or tablet	-	1
Visiting in person with an appointment	-	*
Visiting in person without an appointment	-	*
Newspapers	13	7
Magazines	3	1
Telephone call	3	4
Mobile call	1	1
Text message	3	3
Posters/billboards	7	3
Automated telephone information for simple queries	-	*
Web/video chat	-	*
Visiting a library	-	1
Other (SPECIFY)	6	2
None of these	3	2
NET: Physical Formats	67	55
NET: Phone	6	8
NET: Social Media	5	7
NET: Visiting in person	-	1

Q20X. And how would you prefer to *contact* local public services to find out information?
CODE UP TO THREE FROM LIST.

Base: All respondents	% 2016
Telephone call	61
Email	30
Website	28
Mobile call	16
Visiting in person without an appointment	4
Visiting in person with an appointment	3
Letter/Post	5
Facebook	2
Other social networking sites (e.g. Google Plus)	2
Text message	2
Leaflet	1
Newspapers	1
Web/video chat	1
Other (SPECIFY)	1
None of these	1
Radio	*
TV	*
Twitter	*
Magazines	*
Online community forum	*
Automated telephone information for simple queries	*
Visiting a library	*
Video (e.g. YouTube)	*
Using a mobile app on a smartphone or tablet	*
Posters/billboards	*
Citizen Advice Bureau/Civic Centre	*
Council/Councillor	*
Southampton Action Line	*
Through GP	*
An Information line with phone numbers for the right departments	*
Don’t know	*
NET: Phone	68
NET: Visiting in person	5
NET: Physical formats	4
NET: Social media	3

Q21a. On average, how often do you access the internet? READ OUT. SINGLE CODE.

Base: All respondents	% 2014	% 2016
Every day	73	77
Most days	7	7
A few times each week	5	4
Once a week	2	1
Once a month	1	1
Less than once a month	*	1
Never – I don't have access to the internet/don't know how to use it	6	4
Never – I choose not to use the internet/don't want to	5	5
NET: At least once a week	88	89

Q21b. How do you access the internet? READ OUT. MULTICODE.

Base: All respondents	% 2014	% 2016
On a laptop/ PC at home	87	77
On a mobile phone/smart phone	71	80
On a tablet computer (e.g. iPad)	47	55
On a laptop/ PC at work	40	43
On a laptop/PC at a friend's/neighbour's house	16	16
Smart TV (an internet enabled television)	14	19
On a public computer (e.g. in the library)	12	11
Don't know (DO NOT READ OUT)	*	*
Other (specify)	0	*
Someone else's device	20	21
Game's console	-	*
PDA for work	-	*

DEMOGRAPHICS

D1. Are you… SINGLE CODE

Base: All respondents

	% 2014	% 2016
Male	50	51
Female	50	49

D2. Which age category do you fall within? SINGLE CODE

Base: All respondents

	% 2014	% 2016
16-17	-	1
18-24	21	19
25-34	21	23
35-44	16	17
45-54	14	14
55-64	11	11
65-74	10	9
75+	6	6

D4. How long have you lived in Southampton for? SINGLE CODE

Base: All respondents

	% 2014	% 2016
Under 6 months	1	*
6 months – 1 year	2	*
1-2 years	4	1
2-5 years	6	11
5-10 years	13	11
10-20 years	13	14
20-30 years	8	10
More than 30 years	13	15
My whole life	41	37

D5. In which of these ways does your household occupy your current accommodation?
SINGLE CODE

Base: All respondents

	% 2014	% 2016
Owned outright	23	22
Buying on a mortgage	27	27
Buying through a shared ownership scheme	1	1
Rented from Council	18	18
Rented from housing association	6	7
Rented from private landlord	25	23
Other (specify)	1	1
Refused	-	*

D6. Which of the following best describes your work status? SINGLE CODE

Base: All respondents

	% 2014	% 2016
Working full-time (30> hours per week)	39	46
Working part-time (9-29 hours per week)	13	14
Self-employed, full or part-time	7	6
Working (< 8 hours)	*	*
Full-time education at school, college or university	8	2
Unemployed and available for work	6	4
Permanently sick/disabled	4	3
Wholly retired from work	17	16
Looking after the family/home	5	4
Doing something else	1	1

D7. Do you have any long-standing illness, disability or infirmity? By this we mean anything that has affected your work or other regular daily activities over a period of time, or is likely to affect you over a period in the future. SINGLE CODE

Base: All respondents

	% 2014	% 2016
Yes	22	22
No	78	77
Prefer not to say	*	1

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D8 How would you describe your ethnic group? SINGLE CODE

Base: All respondents	% 2014	% 2016
WHITE		
English / Welsh / Scottish / Northern Irish / British	86	80
Irish	*	*
Gypsy or Irish Traveller	0	0
Any other White background	5	6
MIXED / MULTIPLE ETHNIC GROUPS		
White and Black Caribbean	*	*
White and Black African	1	*
White and Asian	*	1
Any other Mixed / multiple ethnic background	*	1
ASIAN / ASIAN BRITISH		
Indian	2	2
Pakistani	1	1
Bangladeshi	*	1
Chinese	1	1
Any other Asian background	1	2
BLACK / AFRICAN / CARIBBEAN / BLACK BRITISH		
African	1	2
Caribbean	*	1
Any other Black / African / Caribbean background	*	1
OTHER ETHNIC GROUP		
Arab	0	*
Any other ethnic group	*	1
REFUSE	0	0

QD9 What is your first language? SINGLE CODE

Base: All respondents except English/ Welsh/ Scottish/ Northern Irish/ British and Irish at D8

	% 2014	% 2016		% 2014	% 2016
English	44	37	Other Chinese	1	1
			Persian/Farsi	1	3
Arabic	1	2	Polish	14	17
Bengali (with Sylheti and Chatgaya)	1	3	Portuguese	1	2
Cantonese	1	1	Punjabi	1	3
Dari	1	2	Romanian	2	2
Dutch	0	0	Russian	2	1
French	4	2	Sinhala	0	0
German	0	1	Somali	0	0
Greek	2	1	Spanish	2	1
Gujarati	*	1	Tagalog/Filipino	*	0
Hindi	0	*	Tamil	*	0
Hungarian	*	1	Turkish	1	1
Indonesian	0	1	Urdu	4	2
Italian	0	0	Welsh	0	0
Korean	0	0	Other	8	14
Kutchi	0	0			
Lithuanian	*	0			
Malayam	2	1			
Mandarin	2	1			

D10. Which of the following do you consider yourself… READ OUT. SINGLE CODE.

Base: All respondents

	% 2014	% 2016
Heterosexual	89	87
Homosexual	1	1
Bisexual	1	1
Other	1	1
Prefer not to say	8	9

6.2 Guide to statistical reliability

The respondents to the questionnaire are only samples of the total “population”, so we cannot be certain that the figures obtained are exactly those we would have if everybody in Southampton City Council area had been interviewed (the “true” values). We can, however, predict the variation between the sample results and the “true” values from knowledge of the size of the samples on which the results are based and the number of times that a particular answer is given. The confidence with which we can make this prediction is usually chosen to be 95% - that is, the chances are 95 in 100 that the “true” value will fall within a specified range. The table below illustrates the predicted ranges for different sample sizes and percentage results at the “95% confidence interval”.

Size of sample on which survey result is based	**Approximate sampling tolerances applicable to percentages at or near these levels** **Statistical Reliability**		
	10% / 90%	**30% / 70%**	**50% / 50%**
100 interviews	5.9	9.0	9.8
500 interviews	2.6	4.0	4.4
1,000 interviews	1.9	2.8	3.1
1,505 interviews	1.5	2.3	2.5

For example, with a sample of 1,505 where 30% give a particular answer, the chances are 19 in 20 that the “true” value (which would have been obtained if the whole population had been interviewed) will fall within the range of plus or minus 2.3 percentage points (+/-2.3%) from the sample result.

Comparing percentages between subgroups and the overall totals

When results are compared between separate groups within a sample, different results may be obtained. The difference may be “real”, or it may occur by chance (because not everyone in the population has been interviewed). To test if the difference is a real one - i.e. if it is “statistically significant”, we again have to know the size of the samples, the percentage giving a certain answer and the degree of confidence chosen. If we assume the “95% confidence interval”, the differences between the two sample results must be greater than the values given in the table below:

Size of samples compared	**Differences required for percentage levels significant at or near these** **Statistical reliability**		
	10% / 90%	**30% / 70%**	**50% / 50%**
500 and 500	3.7	5.7	6.2
500 and 1,000	3.2	4.9	5.4
750 and 750	3.0	4.6	5.1
1,000 and 1,000	2.6	4.0	4.4
1,505 and 750	2.6	4.0	4.4
1,505 and 1,505	2.1	3.3	3.6

For example, when comparing a sample of 750 (i.e. women) with the population of 1,505 where 30% give a particular answer, the chances are 19 in 20 that the "true" value (which would have been obtained if the whole population had been interviewed) will fall within the range of plus or minus 4 percentage points (+/-4) from the sample result.