

# Southampton City Council

## Southampton City Survey 2018

*2<sup>nd</sup> October 2018*



### Executive Summary

Email: [colins@marketingmeans.co.uk](mailto:colins@marketingmeans.co.uk)  
Tel: 01364 654485

## Background and Method

This report represents the findings of a resident survey which was conducted by Marketing Means on behalf of Southampton City Council between July and September 2018.

The resident survey was undertaken by telephone using a mixture of random digit dial (RDD) and Mobile telephone samples of residents across the authority area. The resident survey was conducted to gauge opinion on the local area, the Council services, other public services, communication as well as monitoring well being measures.

A total of **1,190** valid surveys were completed.

The final respondent profile was 'weighted' by age and gender in order to be reflective of Southampton's population as a whole. All charts and data in this report are based on 'weighted' data.

## Local area

78% were **satisfied** with their local area as a place to live, which has remained relatively consistent with the findings from the 2016 and 2014 resident surveys, 82% and 81% respectively.

Overall 73% felt **very or fairly strongly** that they belonged to their local area which has increased significantly when compared with the 2016 resident survey (66%) and 2014 survey (63%).

An increase has also been recorded in the percentage of those who **agree** that their local area is a place where people from different backgrounds get on well together (71% agreeing), compared with 2016 (68%) and 2014 (63%).

57% of respondents felt **safe** when outside in their local area **after dark** which has decreased from 62% in 2016 and 63% in 2014.

The percentage of those feeling **safe** in their local area **during the day** remains high at 89%, however this is slightly less than in previous surveys: 93% in 2014 and 91% in 2016.

## The Council

Only half of residents (50%) were **satisfied** with the way Southampton City Council runs things. This shows a 5% decline in satisfaction compared with the 55% recorded in 2016 and a 9% decline compared with the 59% recorded in 2014.

Overall 43% **agreed** that Southampton City Council provides value for money which remains consistent with the 43% agreeing in 2016 and 44% in 2014.

## Volunteering

Just over a third (36%) had volunteered or given unpaid help in the last 12 months, compared with 40% in 2016 and 39% in 2014.

## Public Services

High levels of satisfaction were recorded for: the local hospital (84%), parks, green spaces and play areas (77%), Hampshire Fire and Rescue (75%) and the built heritage (74%).

Only 1 in 5 (20%) were **satisfied** with road and pavement repairs.

The most notable changes in satisfaction levels have been experienced in...

...bin collections which have seen satisfaction levels fall dramatically by 21% from 82% in 2016 to 61% in 2018.

...household waste recycling centres which have seen satisfaction levels reduce over the period 2014-2018, with an 8% drop in satisfaction between 2016 and 2018.

... road and pavement repairs which have seen satisfaction levels reduce over the period 2014-2018, with a 5% drop in satisfaction between 2016 and 2018 to 20%.

...your local hospital which has seen a 7% increase in satisfaction between 2016 (77%) and 2018 (84%).

## Built Heritage

Three quarters (75%) outlined that recent building developments, such as West Quay South have had a positive impact on the city centre.

## Personal Wellbeing

- 15% scored a 6-10 (where 10 is completely) with regards to what extent they feel lonely in their daily life.
- 5% scored a 0 or 1 (where 0 is not at all) when asked if they have relatives, friends or neighbours that they can ask for help.
- 4% scored a 0 or 1 (where 0 is not at all) when asked how happy they were yesterday.

## Crime and disorder

48% **agreed** that the police and other local public services are successfully dealing with crime and anti-social behaviour in their local area which has decreased significantly compared with 2016 (59%) and 2014 (62%).

Over a third (36%) felt the level of crime had **increased** in their local area in the last 12 months, only 7% felt it had **decreased**. The percentage of those who perceive the level of crime has **increased** in the past 12 months is significantly higher compared with 2016 (13%) and 2014 (14%).

## Problems in the local area

Rubbish or litter lying around was perceived to be the greatest problem in the local area with 70% highlighting it as a very or fairly big problem.

Over 40% of respondents also perceived the following to be a very or fairly big problem in their local area: vandalism, graffiti and other deliberate damage to property or vehicles (47%); burglary/robbery (46%); youth crime (44%); alcohol related crime or anti-social behaviour (43%); people using or dealing drugs (41%); begging in the street (41%) and rough sleeping (40%).

The perception of the four issues which were also included in the 2016 and 2014 surveys (rubbish or litter lying around; vandalism, graffiti and other deliberate damage to property or vehicles; people using or dealing drugs and begging in the street) as being a very or fairly big problem has increased significantly between 2016 and 2018 (15-29%).

## Health

72% of respondents perceived their health to be very good or good, 11% perceived their health to be bad or very bad.

82% of respondents outlined that they have undertaken 30 minutes or more physical activity on at least 1 day in the past week. The remaining 18% have not.

45% of respondents outlined that they have undertaken 30 minutes or more physical activity on at least 5 days in the past week.

22% of those surveyed are current smokers (including those who smoke e-cigarettes).

## Health services

89% of respondents outlined that they were **very or fairly confident** in the safety of local health services, which is in line with the 2016 (87%) and 2014 (88%) surveys.

A third (33%) of respondents outlined they felt they have a **great deal** of say in decisions about their healthcare, with a further 42% outlining a **fair amount**.

8% outlined that they felt they had **no say** in decisions about their healthcare.

Awareness of the NHS 111 phone line appears to be on the increase over the period 2014-2018 with 88% outlining they had heard of it in 2014, 92% in 2016 and now 96% in 2018.

Awareness of the mental health crisis services also appear to be on the increase over the period 2014-2018 with 54% outlining they had heard of it in 2014, 67% in 2016 and now 71% in 2018.

## Dentist

8% of respondents had experienced problems in finding a dentist in the past 12 months. This increased to 12% for those respondents who had experienced pain or discomfort in their teeth in the past 12 months.

### **Information and communication**

69% felt **very or fairly well informed** about local public services, which has remained relatively consistent compared with 2016 (66%) and 2014 (70%).

Most preferred ways of getting information from local public services remain as: email; website or postal form.

Most preferred way of contacting local public services for information remains as telephone (60%).

### **Internet**

On average over three quarters (76%) access the internet on a daily basis.

Over three quarters of internet users (78%) are **satisfied** with their broadband speed, 16% were **dissatisfied**.

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# Introduction

## Background and objectives

Southampton City Council commissioned Marketing Means to undertake a City Survey of residents to gauge opinion on the area where they live, the Council services, other public services, communication as well as monitoring well being measures.

## Method

The resident survey was undertaken by telephone using a mixture of random digit dial (RDD) and Mobile telephone samples. Telephone samples of residents within the Southampton local authority area were obtained from our preferred sample supplier, each record included ward data.

Geographic and demographic quotas were monitored throughout the fieldwork period. Prior to opening the survey the resident was asked to confirm they lived within the Southampton local authority area before Interviewers proceeded with the survey.

The telephone fieldwork commenced on **3<sup>rd</sup> July 2018** and ran until **5<sup>th</sup> September 2018**.

The analysis contained in this report was conducted using the SPSS statistical software package.

## Southampton City Council - City Survey

### Confidence

Confidence intervals are referred to throughout the report; these are a measure of how reliable the results from the sample are in relation to the wider population.

The Confidence Interval is a margin of error, a measure of the reliability of the results from the sample in relation to the wider population. For example, a 95% Confidence Interval of  $\pm 3\%$  means that any percentage result quoted<sup>1</sup> will have a 95% likelihood of being no more than 3% higher or lower than the true value among the full population. For example, if the satisfaction level with a particular service was 55% within the sample interviewed (i.e. all survey respondents), then in 95% of cases the true figure for the entire population will lie between 52% and 58%.

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<sup>1</sup> In fact, as the percentage result gets further from 50% in either direction, higher or lower, the size of the 95% confidence interval narrows, reflecting the greater imbalance between the proportions giving and not giving a particular response.

The calculation for this is:

$$\sqrt{\frac{(\% \text{ Satisfied} \times \% \text{ Dissatisfied})}{\text{Number who answered the question}}} \times 1.96$$

### **Weighting data**

In order to provide a representative view of the population of the Southampton authority area as a whole the data achieved was weighted with consideration for the following factors: age and gender (using Office for National Statistics 2016 Mid-Year estimates) to reduce any bias of over or under-represented groups.

**All data in this report is based on weighted data.**

### **Rounding**

Figures for charts and tables have been rounded and may not total 100%.

### **Further notes**

- *“prefer not to say” and “refused” have been omitted from the data and charts in this report unless stated.*
- *All comparisons made with Southampton City Council resident surveys in 2016 and 2014 use data taken from the ICM Unlimited report ‘Southampton City Council: Residents’ Survey 2016’.*
- *Throughout the survey respondents were asked to think about ‘your local area’ which was defined as the area within 15-20 minutes walking distance from their home.*

## **Author and publication**

Marketing Means wrote this report in September/October 2018.

Any press release or publication of the findings of this survey requires the approval of the author/Marketing Means. Approval would only be refused if it were felt that the intended use would present inaccurate or misrepresented information.

# Response

## Overall

The original specification for the project outlined a target of 1,500 completed surveys and geographic/demographic quotas to be set accordingly.

However, during the fieldwork period the decision was made in agreement with the Council to reduce the target number of survey completes to 1,200.

*Note: This decision was made as a result of fieldwork progress being slower than expected; one of the contributing factors for this was likely to be the final length of the survey which on average was 20 minutes long.*

A total of 1,202 surveys were completed, however during the data quality check process 12 records were removed from the final dataset as a result of postcodes provided being outside of the Southampton local authority area\*. Therefore, all of the data analysis is based upon the **1,190** valid responses achieved.

*\*Note: All 12 of the deleted responses had outlined prior to starting the survey that they did live within the Southampton City Council local authority area.*

## Ward analysis

Within this report some reference has been made to data at a ward level, however, **caution** needs to be given when interpreting the results at this level because of the relatively small base numbers involved. Number of completed interviews achieved at ward level ranged from 55 in Bevois Ward to 97 in Shirley Ward (see table below).

As a result confidence with data on a Ward level is likely to be **+/- 10-13%** at the 95% level. Although differences at this area level may **not** be significant, it may allow the Council to highlight possible issues in different areas and maybe concentrate resources on further work in these areas to follow them up.

Ward	Number of telephone surveys completed	Population (18+yrs)	Confidence Interval (95% level)
Bargate	64	21,073	+/-12%
Bassett	62	12,298	+/-12%
Bevois	55	15,680	+/-13%
Bitterne	73	11,012	+/-11%
Bitterne Park	80	11,772	+/-11%
Coxford	74	11,045	+/-11%
Freemantle	78	14,088	+/-11%
Harefield	83	11,153	+/-11%
Millbrook	83	12,246	+/-11%
Peartree	83	11,368	+/-11%
Portswood	75	14,270	+/-11%
Redbridge	63	11,716	+/-12%
Shirley	97	11,766	+/-10%
Sholing	73	11,409	+/-11%
Swaythling	67	12,062	+/-12%
Woolston	80	11,416	+/-11%
<b>TOTAL</b>	<b>1,190</b>	<b>204,374</b>	<b>+/-2.83</b>

*Note: Confidence Intervals based on population figures (18+yrs) Mid Year Estimates 2016 (Office for national statistics)*

## Respondent profiles

The final respondent profile was weighted by age and gender in order to be more reflective of Southampton's population as a whole (using the Office for National Statistics Mid Year population estimates 2016). The respondent profiles below show the unweighted and weighted data achieved.

**Note: The data and charts in this report are based on weighted data.**

### Gender (Q28) Base: 1,190

	Weighted	Unweighted
Male	51.0%	42.4%
Female	49.0%	57.6%
Unspecified	0.0%	0.0%

### Age (Q29) Base: 1,180

	Weighted	Unweighted
18-24yrs	4.7%	2.0%
25-34yrs	15.2%	6.2%
35-44yrs	38.8%	14.5%
45-54yrs	10.1%	16.3%
55-64yrs	15.2%	24.7%
65-74yrs	7.8%	17.5%
75+yrs	8.3%	18.8%

### How long have you lived in Southampton for? (Q31) Base: 1,179

	Weighted	Unweighted
Under 6 months	0.5%	0.2%
6 months to 1 year	0.7%	0.6%
1-2 years (i.e. more than 1yr up to 2yrs)	1.4%	1.2%
2-5 years (i.e. more than 2yrs up to 5 yrs)	3.3%	2.0%
5-10 years (i.e. more than 5yrs up to 10yrs)	7.8%	4.5%
10-20 years (i.e. more than 10yrs up to 20yrs)	23.3%	14.1%
20-30 years (i.e. more than 20yrs up to 30yrs)	12.6%	9.9%
More than 30 years	50.4%	67.5%

**Household occupy current accommodation? (Q32)** *Base: 1,168*

	Weighted	Unweighted
Owned outright	29.2%	46.2%
Buying on a mortgage	35.3%	24.3%
Buying through a shared ownership scheme	0.7%	0.8%
Rented from Council	14.7%	15.9%
Rented from housing association	4.8%	4.4%
Rented from private landlord	12.0%	6.7%
Other	3.2%	1.7%

**Long-standing illness, disability or infirmity (Q33)** *Base: 1,164*

	Weighted	Unweighted
Yes	27.7%	36.6%
No	72.3%	63.4%

**Work status (Q34)** *Base: 1,165*

	Weighted	Unweighted
Working full-time (30+ hours per week)	41.6%	27.1%
Working part-time (9-29 hours per week)	13.0%	12.8%
Self-employed, full or part-time	8.7%	5.8%
Working (< 8 hours)	0.7%	0.9%
Full-time education at school or college	0.2%	0.1%
Full-time education at University	2.1%	0.9%
Unemployed and available for work	2.8%	2.1%
Permanently sick/disabled	6.5%	6.0%
Wholly retired from work	18.2%	39.0%
Looking after the family/home	5.9%	5.0%
Doing something else	0.4%	0.4%

**Ethnic Group (Q35)** *Base: 1,156*

	Weighted	Unweighted
White British	79.2%	87.3%
White Other	6.8%	5.4%
Mixed / Multiple ethnic groups	1.3%	0.9%
Asian / Asian British	8.9%	4.7%
Black / African / Caribbean / Black British	2.3%	0.9%
Other ethnic group	1.5%	0.8%

**First Language (Q36)** *Base: 1,171*

	<b>Weighted</b>	<b>Unweighted</b>
English	<b>88.9%</b>	<b>93.8%</b>
Polish	<b>2.3%</b>	<b>1.0%</b>
Urdu	<b>1.1%</b>	<b>0.3%</b>
Bengali (with Sylheti and Chatgaya)	<b>1.0%</b>	<b>0.4%</b>
Other	<b>6.7%</b>	<b>4.5%</b>

**Sexual Orientation (Q37)** *Base: 1,087*

	<b>Weighted</b>	<b>Unweighted</b>
Heterosexual	<b>95.8%</b>	<b>96.8%</b>
Homosexual	<b>2.1%</b>	<b>1.7%</b>
Bisexual	<b>1.2%</b>	<b>0.7%</b>
Other	<b>0.8%</b>	<b>0.8%</b>

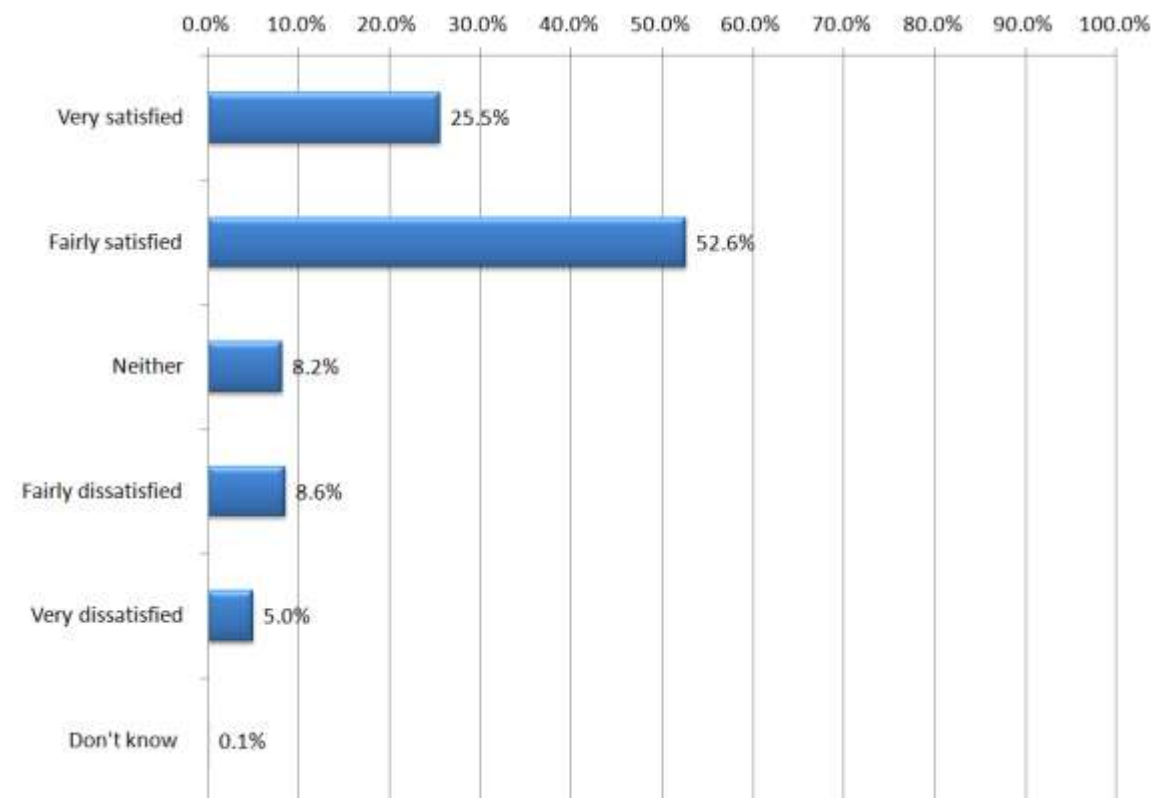
# Section 1.0 Your local area and the Council

## 1.1 Satisfaction with your local area as a place to live

**‘Overall, how satisfied or dissatisfied are you with your local area as a place to live?’** Base: 1,190

Overall satisfaction with the local area as a place to live was 78% with a confidence interval of +/-2.35% at the 95% level, 14% were dissatisfied.

Chart 1a:



### Significant differences:

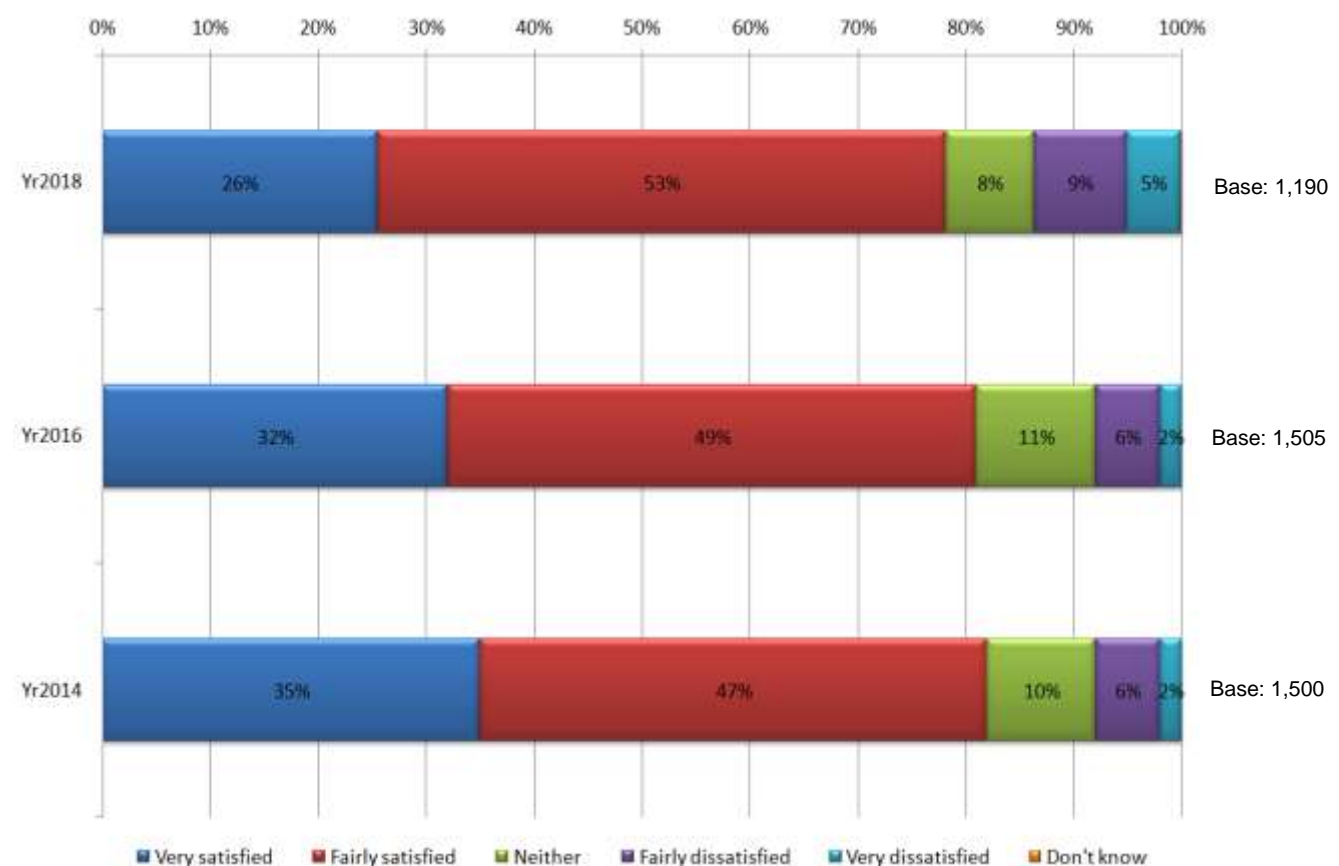
- No significant differences by age or gender
- Those who described their work status as ‘wholly retired from work’ significantly more **satisfied** with the local area as a place to live (85%) compared with those who are ‘unemployed and available for work’ (60%).
- Those with no long-standing illness, disability or infirmity significantly more **satisfied** with the local area as a place to live (80%) compared with those who do (73%).
- Satisfaction levels at ward level varied with those **very or fairly satisfied** significantly higher in: Bassett (92%) compared with Bitterne (65%).

## Comparison 2014-2018

Overall satisfaction with the local area as a place to live has remained relatively consistent across the period 2014-2018, with 82% **very or fairly satisfied** in 2014, 81% in 2016 and 78% in 2018, however the proportion who are **very satisfied** has seen a noticeable reduction: 35% (2014); 32% (2016) and 26% (2018).

Those outlining they are **dissatisfied** with their local area as a place to live has also seen a noticeable change with 8% **very or fairly dissatisfied** in 2014 and 2016 compared with 14% in 2018.

Chart 1b: Comparison 2014-2018



## Other research

We can make some observations from other research which has taken place nationally. The LGA have been undertaking a quarterly **telephone** poll on resident satisfaction with a **national** sample since September 2012. In each quarter a representative random sample of approximately 1,000 adults (aged 18 or over) are polled.

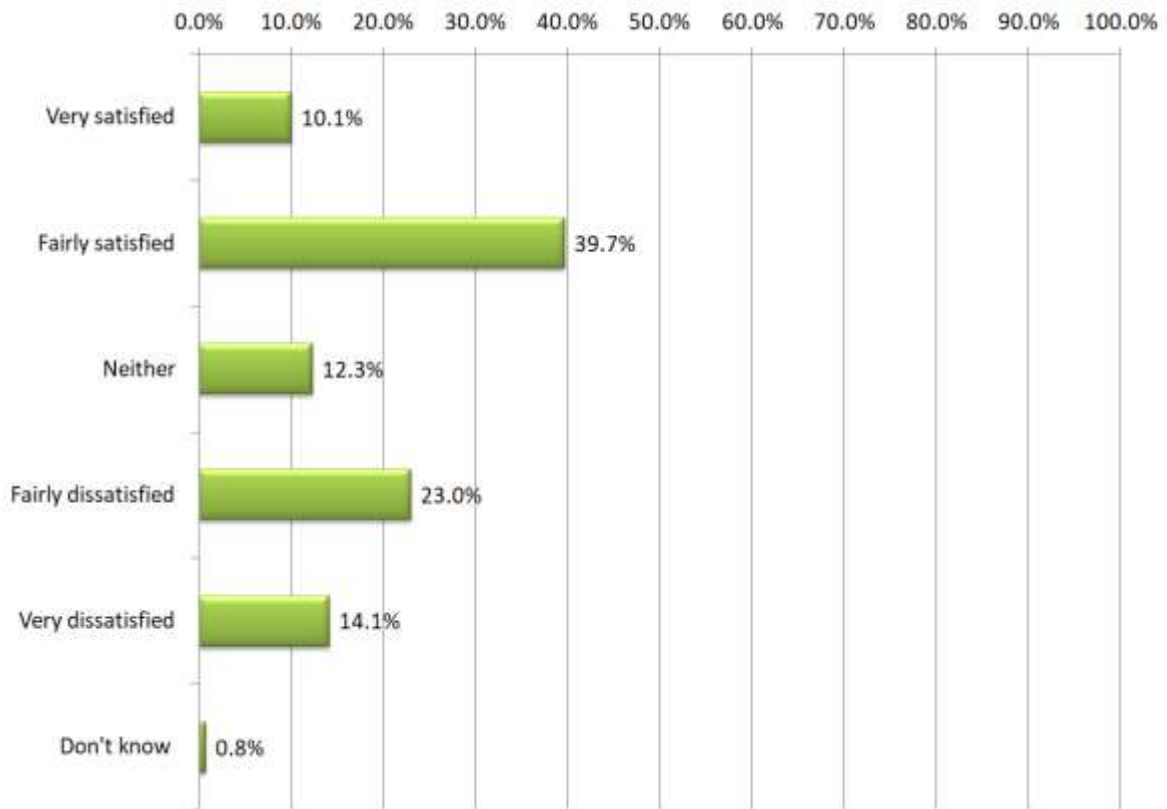
- In June 2018, 79% were recorded as being **satisfied** with their local area as a place to live, with 12% outlining they were **dissatisfied**.
- Over the last 3 years of data available (i.e. June 2015-June 2018) the level of satisfaction with the local area as a place to live in the national poll has remained fairly consistent between 79-83%.

## 1.2 Satisfaction with Southampton City Council

**‘Overall, how satisfied or dissatisfied are you with the way Southampton City Council runs things?’** Base: 1,190

Overall satisfaction with Southampton City Council was 50% with a confidence interval of +/-2.83% at the 95% level, 37% were dissatisfied.

Chart 2a:



### Significant differences:

- No significant difference by gender.
- Those residents aged 75+ yrs were significantly more **satisfied** with the Council (67%) compared with those aged: 25-34yrs (45%); 35-44yrs (46%) and 45-54yrs (45%).
- Those who have lived in Southampton between 2-5yrs (75%) or 5-10yrs (64%) significantly more **satisfied** with the Council compared with those who have lived there for 30+yrs (44%).
- Those who described their work status as 'wholly retired from work' significantly more **satisfied** with the Council (62%) compared with those who are 'working full time - 30+ hours a week' (48%); those who are 'permanently sick/disabled' (38%) and those 'looking after the family/home' (38%).
- Those with no long-standing illness, disability or infirmity significantly more **satisfied** with the Council (52%) compared with those who do (43%).

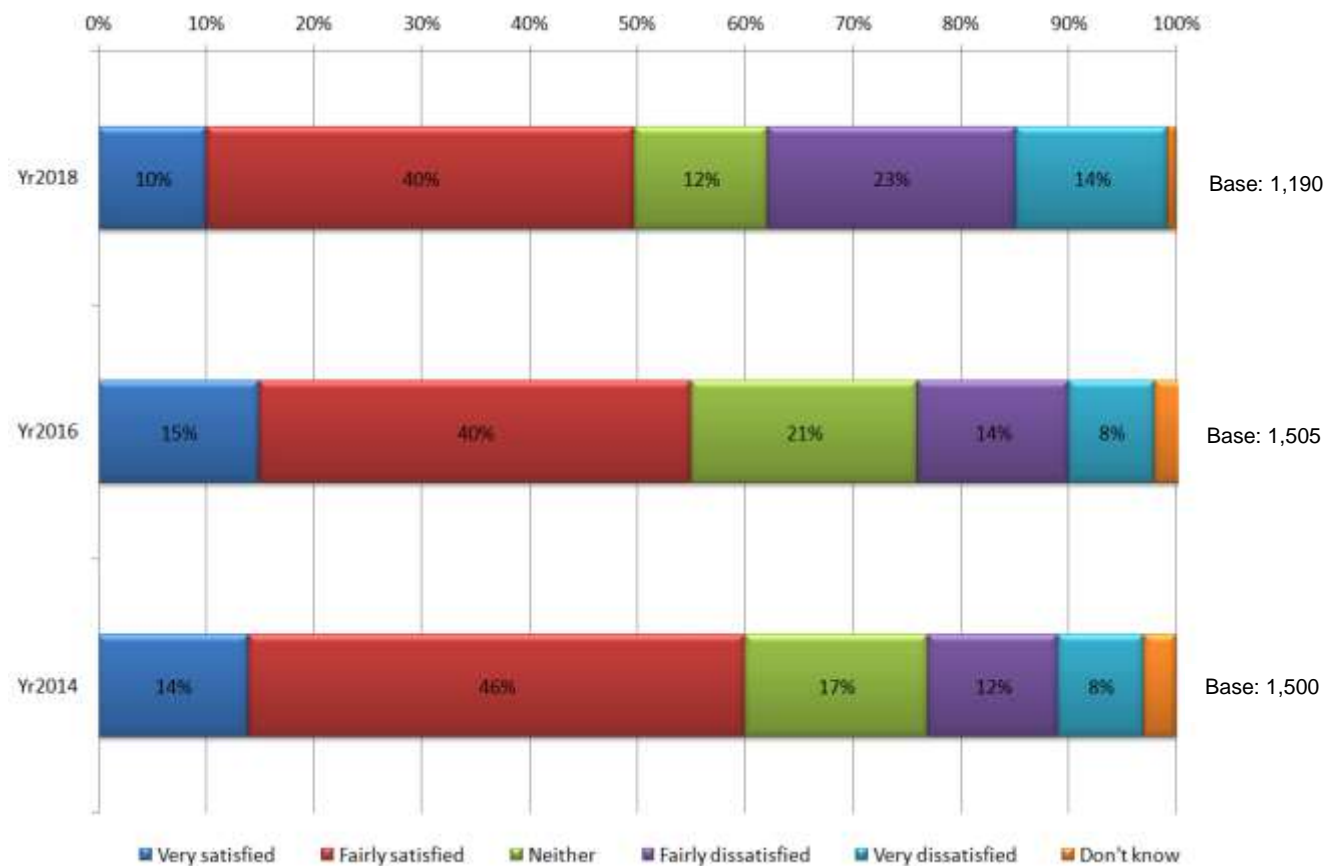
- Satisfaction levels at ward level varied with those **very or fairly satisfied** with the Council ranging from 61% in Bargate to 39% in Bevois, but no significant differences.

### Comparison 2014-2018

Satisfaction levels with Southampton City Council have seen a decline across the period 2014-2018, with 59% **very or fairly satisfied** in 2014, 55% in 2016 and 50% in 2018.

The proportion outlining they are **very or fairly dissatisfied** with the Council has increased significantly in 2018 (37%) compared with 2016 (22%) and 2014 (20%).

Chart 2b: Comparison 2014-2018



### Other research

We can again make some comparisons with the LGA's **national** quarterly **telephone** poll on resident satisfaction.

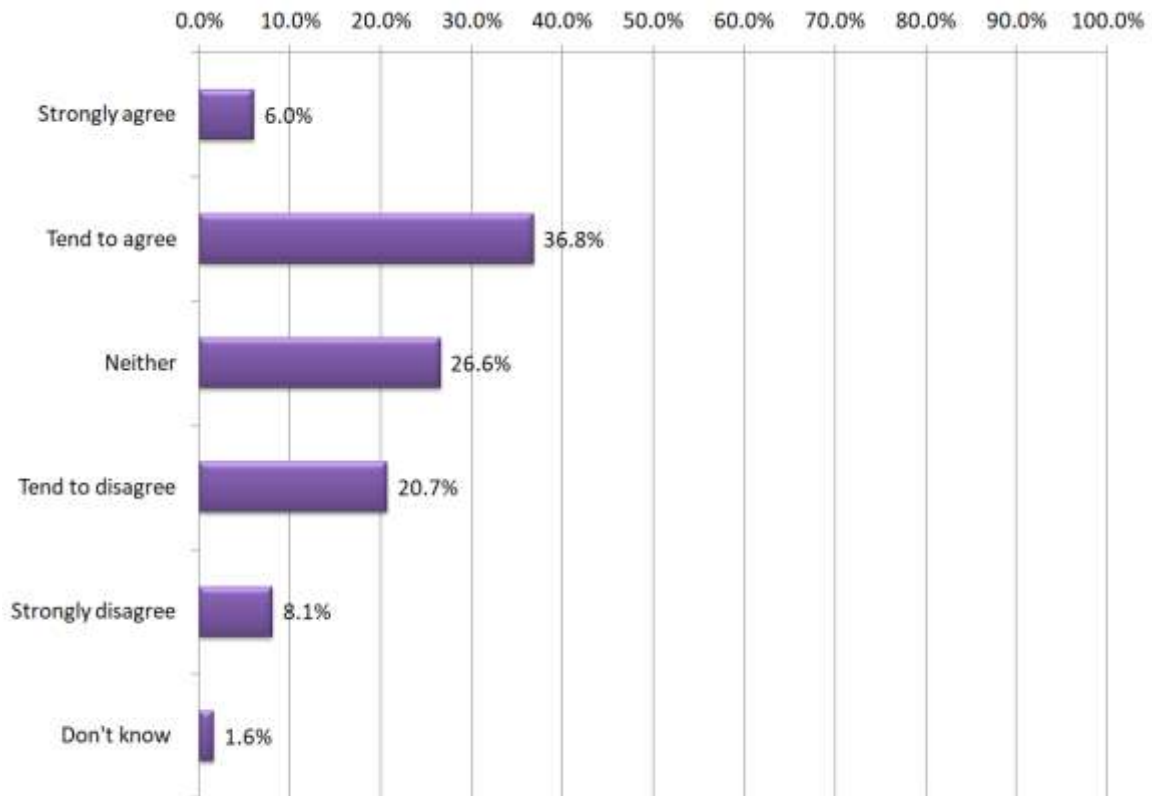
- In June 2018, 61% were recorded as being **satisfied** with the way their local council runs things, with 20% outlining they were **dissatisfied**.
- In more recent times the national poll would suggest a decreasing trend with regards satisfaction with the way local council runs things, falling from 68% in June 2016 to 61% in June 2018.

### 1.3 Value for money

**‘To what extent do you agree or disagree that Southampton City Council provides value for money?’** Base: 1,190

Overall 43% agreed that Southampton City Council provides value for money with a confidence interval of +/-2.80% at the 95% level, 29% disagreed.

Chart 3a:



#### Significant differences:

- Female respondents were significantly more likely to **agree** that Southampton City Council provides value for money (46%) compared with Males (40%).
- Those residents aged 18-24yrs were significantly more likely to **agree** that Southampton City Council provides value for money (69%) compared with those aged: 25-34yrs (40%); 35-44yrs (38%); 45-54yrs (39%) and 55-64yrs (42%).
- Those residents aged 75+yrs were also significantly more likely to **agree** that Southampton City Council provides value for money (55%) compared with those aged 35-44yrs (38%).
- Those who have lived in Southampton between 2-5yrs (65%) or 5-10yrs (60%) were significantly more likely to **agree** that Southampton City Council provides value for money compared with those who have lived there for 20-30yrs (36%).

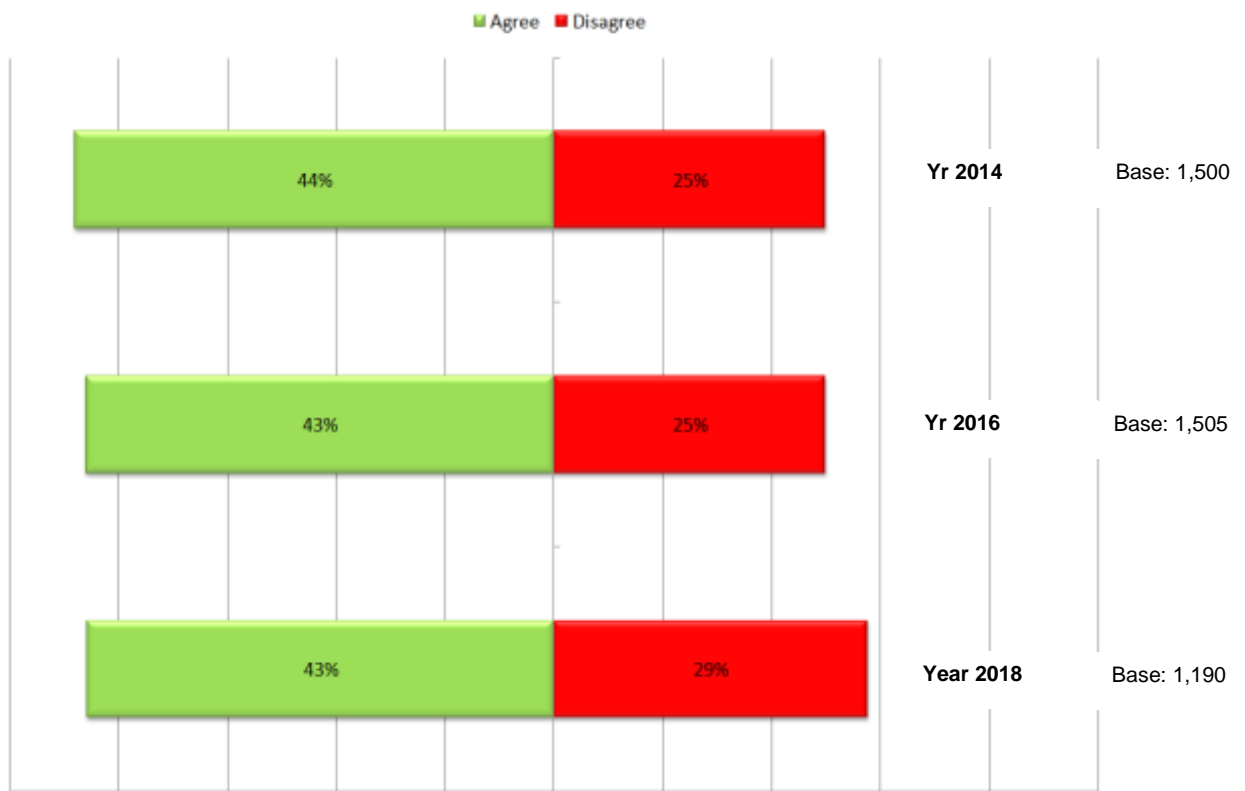
- Those who have lived in Southampton between 5-10yrs (60%) were also significantly more likely to **agree** that Southampton City Council provides value for money compared with those who have lived there for 30+ yrs (40%).
- Those who described their work status as 'wholly retired from work' significantly more likely to **agree** that Southampton City Council provides value for money (53%) compared with those who are 'working full time - 30+ hours a week' (37%).
- Those agreeing that the Council provided value for money at ward level varied from 59% in Redbridge to 33% in Bassett; Bevois; Coxford; and Sholing, but no significant differences.

### Comparison 2014-2018

The proportion of residents **agreeing** that Southampton City Council provides value for money has stayed consistent across the period 2014-2018, with 44% agreeing in 2014, and 43% in 2016 and 2018.

The proportion disagreeing has slightly increased in 2018 (29%) compared with 2016 and 2014 (25%).

Chart 3b: Comparison 2014-2018



## Other research

We can again make some comparisons with the LGA's **national** quarterly **telephone** poll on resident satisfaction.

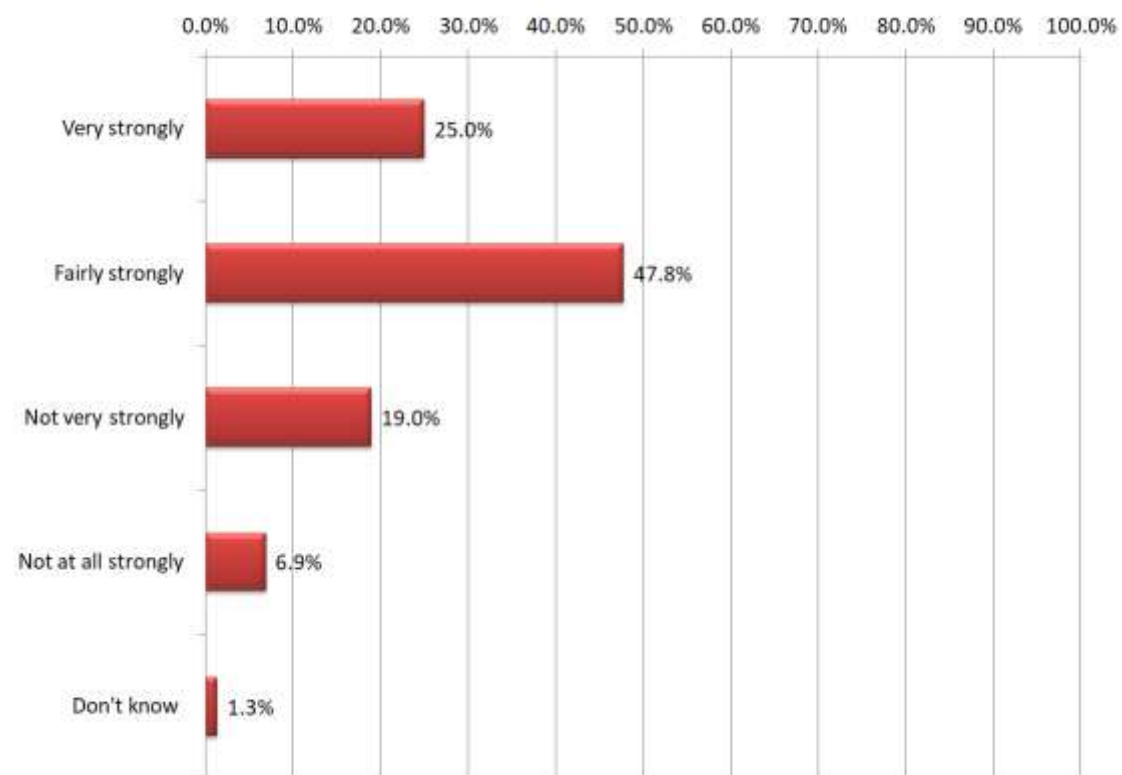
- In June 2018, 45% **agreed** that their local council provides value for money, with 27% **disagreeing** this was the case.
- Since June 2016 the national poll shows the proportion agreeing that their local council provides value for money to be fairly consistent between 47-51% up until June 2018 (when it dropped to 45%).

## 1.4 Belonging to your local area

**'How strongly do you feel you belong to your local area?' Base: 1,190**

Overall 73% felt very or fairly strongly that they belonged to their local area with a confidence interval of +/-2.52% at the 95% level, 26% not very strongly/not at all strongly.

Chart 4a:



### Significant differences:

- No significant differences across gender.
- Those residents aged 18-24yrs were significantly more likely to feel **very or fairly strongly** that they belong to their local area (90%) compared with those aged: 25-34yrs (65%); and 55-64yrs (68%).

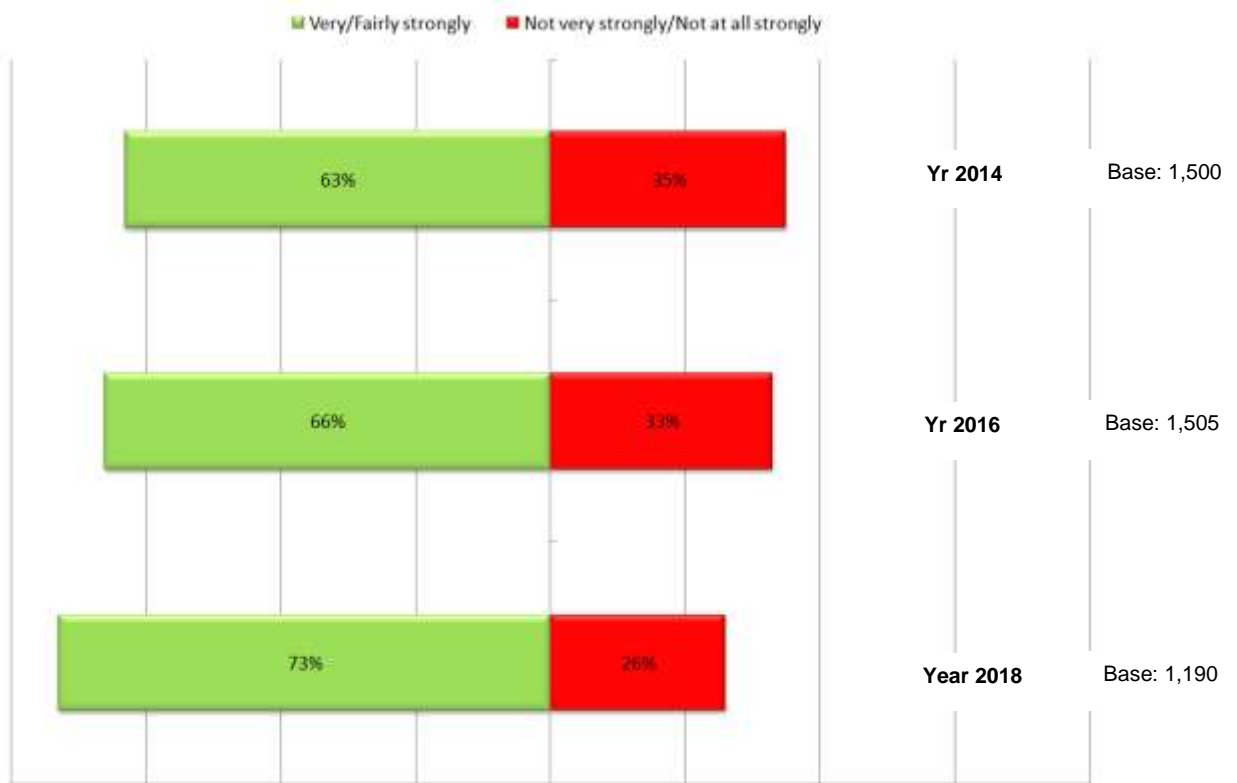
- Those residents aged 75+yrs were also significantly more likely to feel **very or fairly strongly** that they belong to their local area (85%) compared with those aged: 25-34yrs (65%).
- Those who described their work status as 'wholly retired from work' significantly more likely to feel **very or fairly strongly** that they belong to their local area (81%) compared with those who are 'permanently sick/disabled' (59%) and those 'looking after the family/home' (59%).
- Those with no long-standing illness, disability or infirmity significantly more likely to feel **very or fairly strongly** that they belong to their local area (75%) compared with those who do (66%).
- Those from Asian/Asian British ethnic group were significantly more likely to feel **very or fairly strongly** that they belong to their local area (84%) compared with those White Other (59%).
- Those who felt **very or fairly strongly** that they belong to their local area at ward level varied from 83% in Millbrook to 60% in Bitterne, but no significant differences.

### Comparison 2014-2018

The proportion of residents who feel **very or fairly strongly** that they belong to their local area has seen a significant increase across the period 2014-2018, (2014 (63%); 2016 (66%) and 2018 (73%)).

The proportion **not very strongly or not at all strongly** has decreased over the period (2014 (35%); 2016 (33%) and 2018 (26%)).

Chart 4b: Comparison 2014-2018

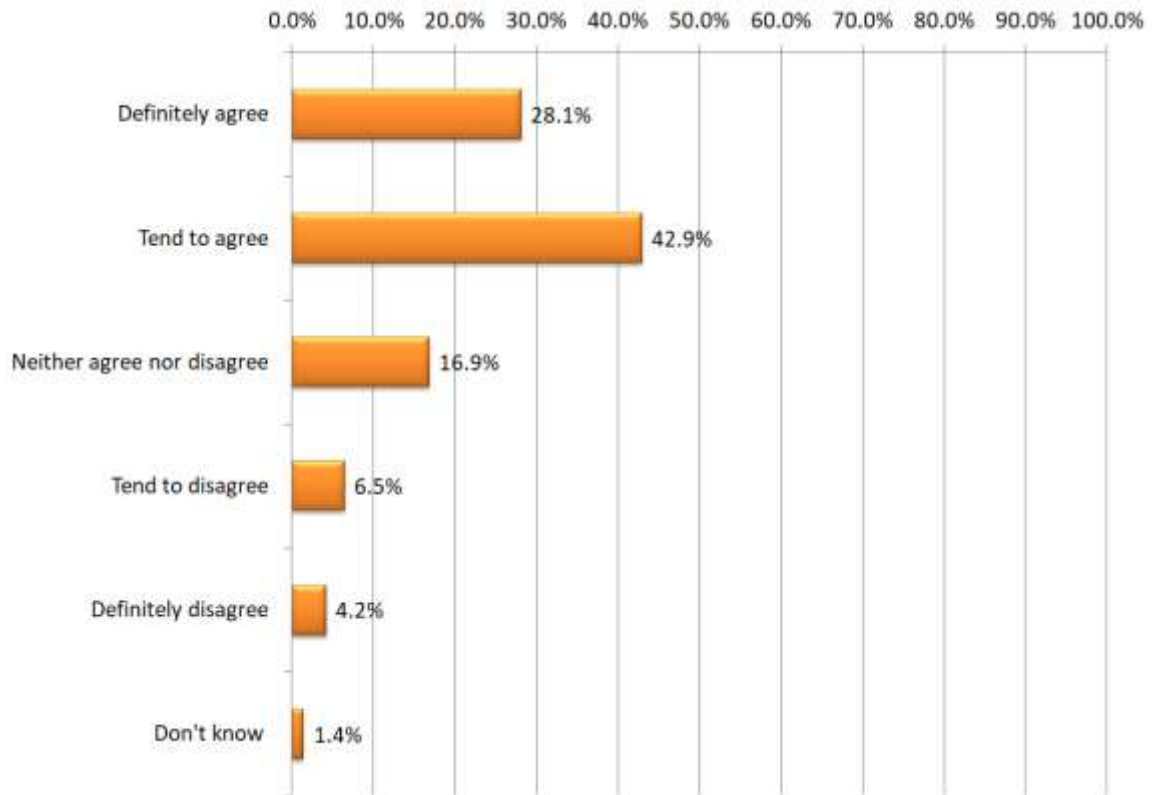


## 1.5 Different backgrounds

**‘To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?’** Base: 1,190

Overall 71% **agreed** that their local area is a place where people from different backgrounds get on well together, 11% **disagreed**.

Chart 5:



### Significant differences:

- Male respondents were significantly more likely to **agree** that their local area is a place where people from different backgrounds get on well together (74%) compared with Females (68%).
- No significant differences across age categories.
- Those outlining they rent from a private landlord significantly more likely to **agree** that their local area is a place where people from different backgrounds get on well together (81%) compared with those who rent from a housing association (60%).
- Significantly greater proportion of those who described their work status as 'working full time' (73%), those in 'full time education' (93%) and those 'wholly retired' (75%) **agreeing** that their local area is a place where people from different backgrounds get on well together compared with those who are 'permanently sick/disabled' (54%).

- Those with no long-standing illness, disability or infirmity significantly more likely to **agree** that their local area is a place where people from different backgrounds get on well together (73%) compared with those who do (65%).
- Those **agreeing** that their local area is a place where people from different backgrounds get on well together was significantly higher in the ward of Portswood (87%) compared with the wards of: Bitterne (63%); Millbrook (62%) and Woolston (57%).

### **Comparison 2014-2018**

The proportion of residents **agreeing** that their local area is a place where people from different backgrounds get on well together has seen a change across the period 2014-2018, (2014 (63%); 2016 (68%) and 71% (2018)).

The proportion **disagreeing** has also seen a change over the period 2014-2018 (2014 (16%); 2016 (12%) and 2018 (11%)).

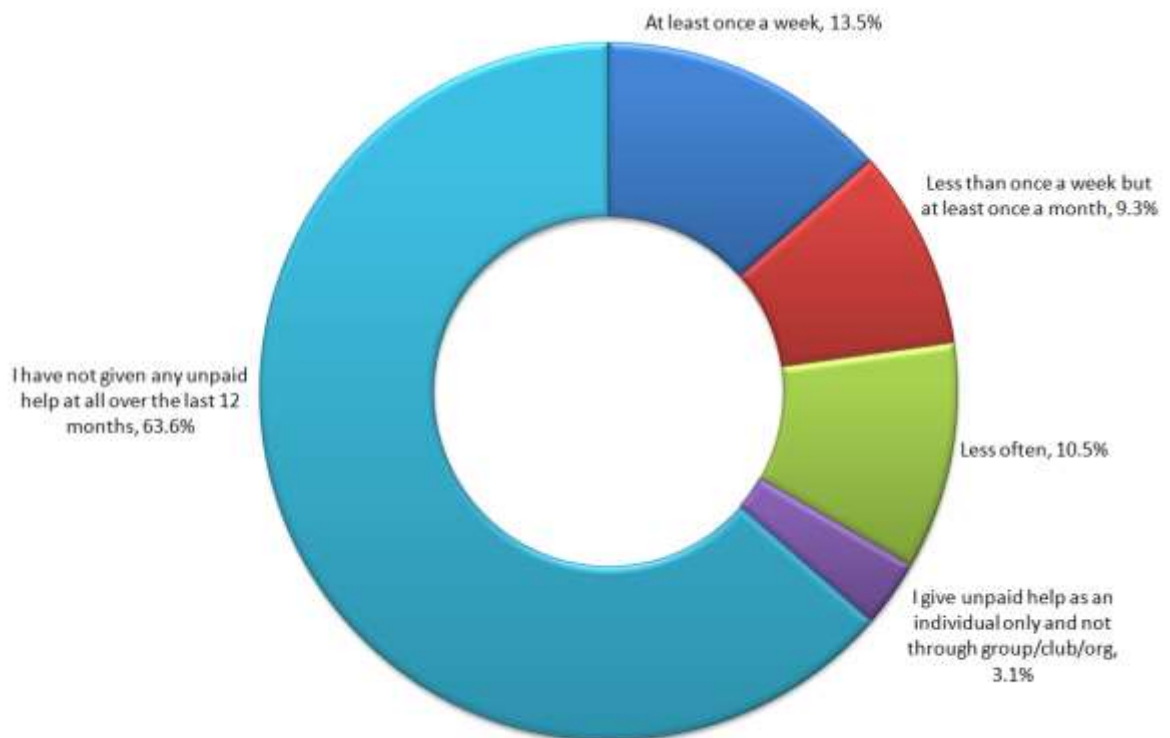
*\*Note: In the 2014 and 2016 resident surveys there was an additional category listed 'All from the same background' (2014 (1%) and 2016 (1%))*

## Section 2.0 Volunteering

**‘Overall, how often over the last 12 months have you volunteered or given unpaid help to any group(s), club(s) or organisation(s)? (Only include work that is unpaid and not for your family)’ Base: 1,190**

Just over a third (36%) had volunteered or given unpaid help in the last 12 months, 64% had not.

Chart 6:



### Comparison 2014-2016

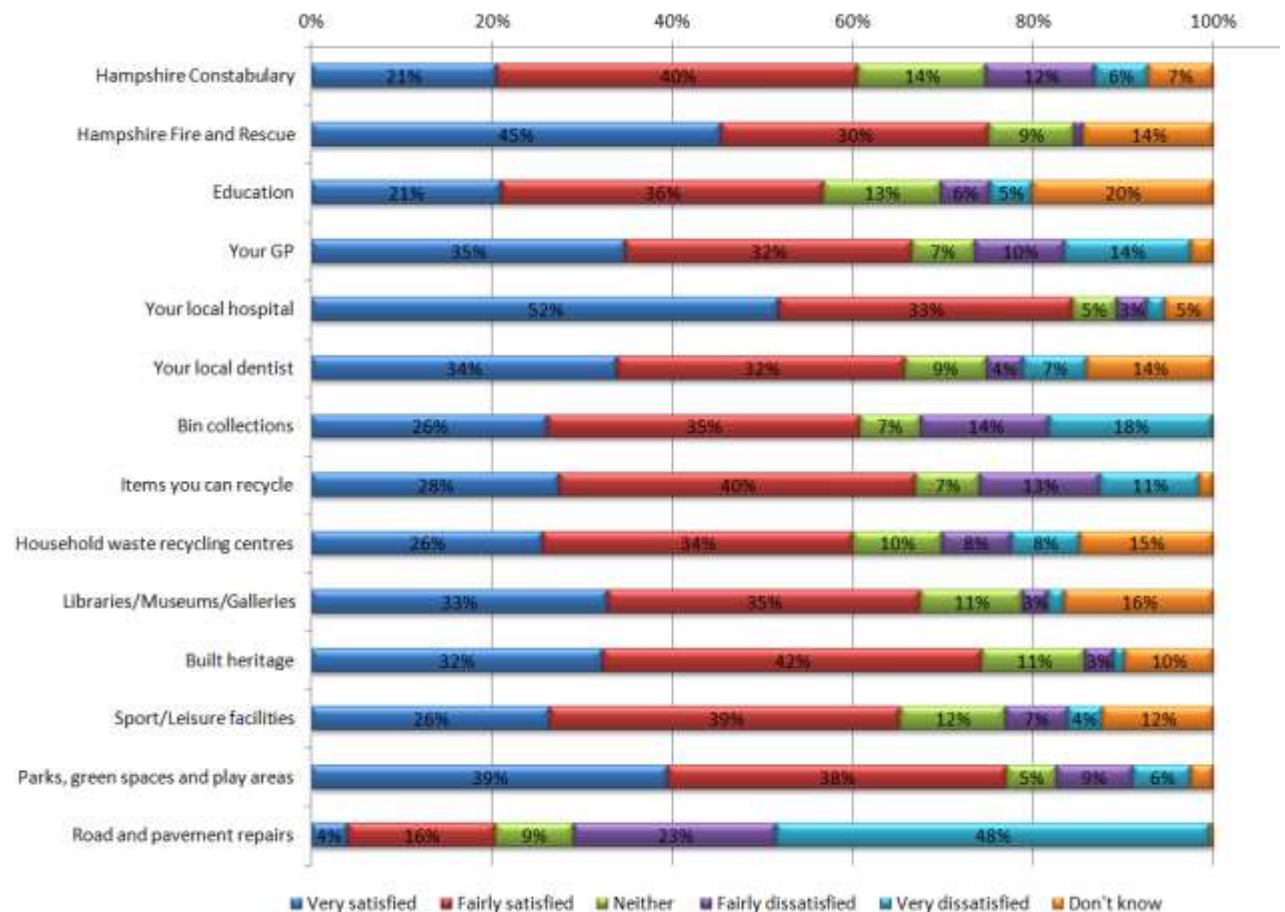
**2016** – 40% had volunteered or given unpaid help in the last 12 months, 60% had not.

**2014** - 39% had volunteered or given unpaid help in the last 12 months, 60% had not.

## Section 3.0 Other Public Services

**‘Overall, how satisfied or dissatisfied are you with each of the following public services?’ Base: 1,190**

Chart 7:



**Table 1: Satisfaction with public services**

<b>2018</b>	<b>Satisfied</b>	<b>Dissatisfied</b>
Hampshire Constabulary	61%	18%
Hampshire Fire and Rescue	75%	1%
Education	57%	10%
Your GP	67%	24%
Your local hospital	84%	5%
Your local dentist	66%	11%
Bin collections	61%	32%
Items you can recycle	67%	24%
Household waste recycling centres	60%	15%
Libraries/Museums/Galleries	68%	5%
Built heritage	74%	4%
Sport/Leisure facilities	65%	11%
Parks, green spaces and play areas	77%	15%
Road and pavement repairs	20%	70%

Satisfaction levels were highest for the following public services:

- Your local hospital – 84%
- Parks, green spaces and play areas – 77%
- Hampshire Fire and Rescue – 75%
- Built heritage – 74%

Lowest levels of satisfaction were with road and pavement repairs with only 1 in 5 (20%) being satisfied.

### **Comparison 2014-2018**

The table below compares satisfaction levels for those public services which also appeared in the 2014 and/or 2016 resident surveys.

**Table 2:**

<b>Public Service</b>	<b>Satisfied 2018</b>	<b>Difference 2016 to 2018</b>	<b>Satisfied 2016</b>	<b>Difference 2014 to 2016</b>	<b>Satisfied 2014</b>
Hampshire Constabulary	61%	0%	61%	-4%	65%
Hampshire Fire and Rescue	75%	+3%	72%	-1%	73%
Your GP	67%	0%	67%	-7%	74%
Your local hospital	84%	+7%	77%	-4%	81%
Your local dentist	66%	+4%	62%	-2%	64%
Bin collections	61%	-21%	82%	+4%	78%
Household waste recycling centres	60%	-8%	68%	-1%	69%
Sport/Leisure facilities	65%	+1%	64%	+1%	63%
Road and pavement repairs	20%	-5%	25%	-2%	27%

The most notable changes in satisfaction levels have been experienced in...

...bin collections which have seen satisfaction levels fall dramatically by 21% from 82% in 2016 to 61% in 2018.

...household waste recycling centres which have seen satisfaction levels reduce over the period 2014-2018, with an 8% drop in satisfaction between 2016 and 2018.

... road and pavement repairs which have seen satisfaction levels reduce over the period 2014-2018, with a 5% drop in satisfaction between 2016 and 2018 to 20%.

...your local hospital which has seen a 7% increase in satisfaction between 2016 (77%) and 2018 (84%).

### **Other research**

Although the LGA's **national** quarterly telephone poll does consider levels of satisfaction with key council services, none are categorised in the same way as listed in the Southampton City Survey 2018, therefore no comparisons can be made.

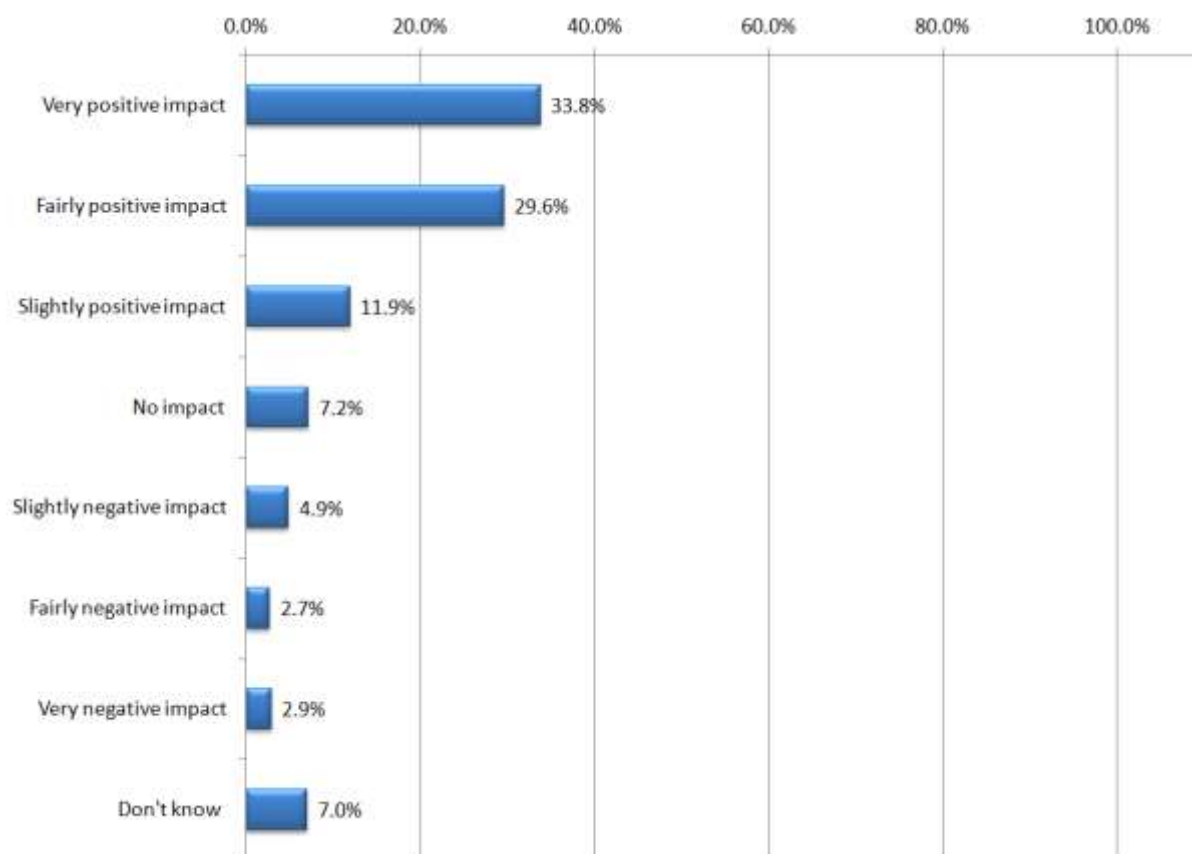
## Section 4.0 Built Heritage

### 4.1 Recent building developments

**‘What impact do you feel the recent building developments, such as West Quay South, have had on the city centre?’** Base: 1,190

Three quarters (75%) outlined that recent building developments, such as West Quay South have had a positive impact on the city centre, 11% outlined a negative impact.

Chart 8:



#### Significant differences:

- Male respondents were significantly more likely to outline recent building developments have had a **positive impact** (78%) compared with Females (73%).
- Significant differences across age groups:
  - 18-24yrs significantly more **‘positive impact’** (83%) compared with 65-74yrs (57%) and 75+yrs (47%).
  - 25-34yrs significantly more **‘positive impact’** (88%) compared with age groups 45+yrs (ranging from 47% to 71%).
  - 35-44yrs significantly more **‘positive impact’** (84%) compared with age groups 55+yrs (ranging from 47% to 68%).
  - 45-54yrs and 55-64yrs significantly more **‘positive impact’** (71%, 68%) compared with 75+yrs (47%).

- Those residents living in Southampton 10-20yrs or 20-30yrs significantly more **'positive impact'** (87%, 81%) compared with those living in Southampton more than 30yrs (67%).
- Those residents buying on a mortgage significantly more **'positive impact'** (87%) compared with those: owned outright (66%); rent from Council (70%) and rent from housing association (62%)
- Those residents who described their work status as 'working full time' (82%), 'working part-time' (85%); 'self employed' (89%) or those 'unemployed and available for work' (90%) significantly more **'positive impact'** compared with those who are 'permanently sick/disabled' (56%) and those 'wholly retired' (53%).
- Those residents who described their work status as 'working full time' (82%), 'working part-time' (85%); or 'self employed' (89%) also significantly more **'positive impact'** compared with those who are 'looking after the family/home' (63%).
- Those with no long-standing illness, disability or infirmity significantly more **'positive impact'** (81%) compared with those who do (61%).
- No significant differences across ward area, however those outlining a 'positive impact' ranged from 83% in Bargate to 62% in Bitterne.

### Comparison 2014-2016

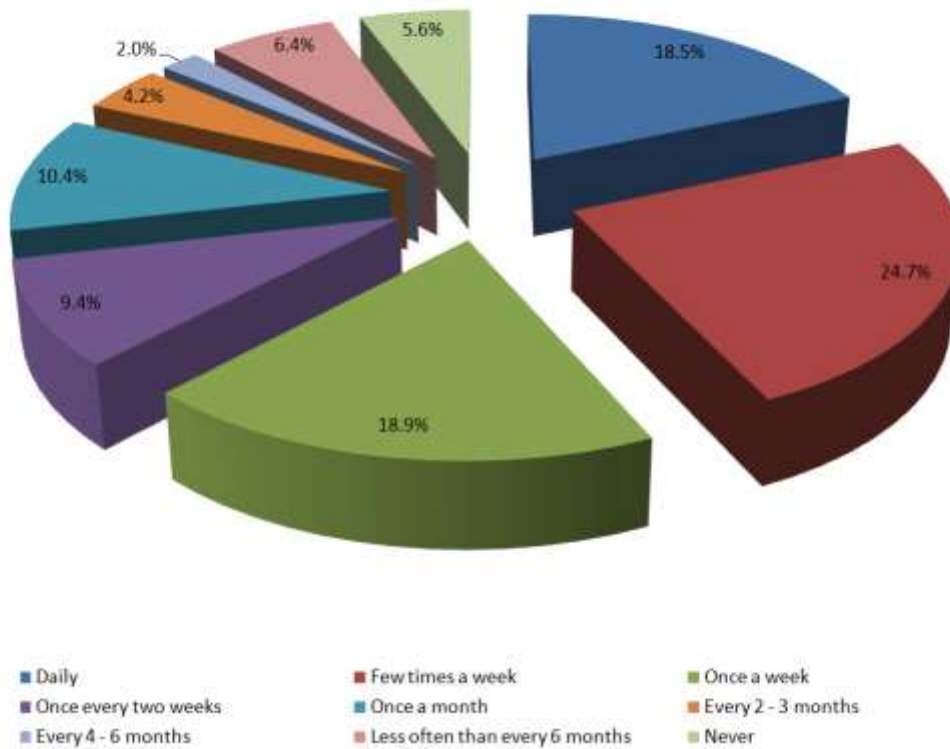
This question was not included in the 2014 or 2016 resident surveys.

## 4.2 Parks or Green Spaces

**‘How often do you visit a Southampton park or green space?’** Base: 1,190

62% of respondents outlined that they visit a Southampton park or green space at least weekly, only 6% outlined that they had never visited one.

Chart 9:



### Comparison 2014-2016

This question was not included in the 2014 or 2016 resident surveys.

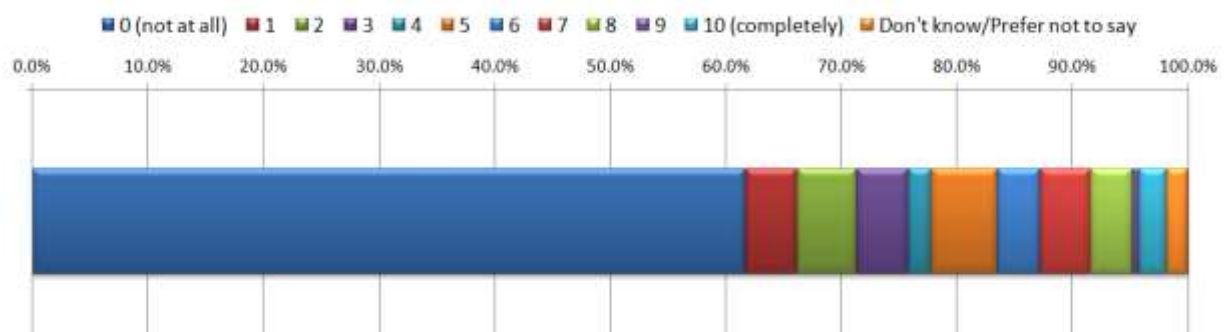
## Section 5.0 Personal Wellbeing

### 5.1 Wellbeing

**‘On a scale of 0 to 10, where 0 is not at all and 10 is completely, to what extent do you feel...’** Base: 1,190

#### **...lonely in your daily life**

Chart 10a:



- 15% scored a 6-10 (where 10 is completely) with regards to what extent they feel lonely in their daily life.
- A further 17% scored it with a 2-5.
- Two thirds (66%) scored a 1 or 0 (where 0 is not at all lonely).

#### **Significant differences:**

No significant differences across gender (ref: scoring 9 or 10 (where 10 is completely lonely)).

Those aged 25-34yrs scoring loneliness with a 9 or 10 (where 10 is completely) (6%) was significantly higher than those aged 35-44yrs (2%).

The proportion of those renting from the council (6%) and those renting from a private landlord (8%) significantly more likely to score loneliness with a 9 or 10 (where 10 is completely) compared with those buying on a mortgage (1%).

The proportion of those renting from a private landlord (8%) also significantly more likely to score loneliness with a 9 or 10 (where 10 is completely) compared with those who own outright (2%).

Those permanently sick/disabled were significantly more likely to score loneliness with a 9 or 10 (where 10 is completely) (15%) compared with those working full time (1%), those working part-time (3%) and those wholly retired (3%).

Those looking after the family/home were significantly more likely to score loneliness with a 9 or 10 (where 10 is completely) (9%) compared with those working full time (1%).

Those with a long standing illness, disability or infirmity were significantly more likely to score loneliness with a 9 or 10 (where 10 is completely) (6%) compared with those who don't (2%).

### **Comparison 2016**

The proportion of those scoring 6-10 (where 10 is completely) with regards to what extent they feel lonely in their daily life has remained the same across the period 2016-2018 at 15%.

Those scoring a 0 or 1 (where 0 is not at all lonely) has increased from 59% (2016) to 66% (2018).

This question was not asked in the 2014 survey.

## ...that you have relatives, friends or neighbours that you can ask for help

Chart 10b:



- 5% scored a 0 or 1 (where 0 is not at all) when asked if they have relatives, friends or neighbours that they can ask for help.
- A further 11% scored it with a 2-5.
- 84% scored a 6-10 (where 10 is completely).

### Significant differences:

No significant differences across age or gender (ref: scoring 0-4 (where 0 is not at all)).

The proportion of those renting from the council (15%) and those renting from a private landlord (18%) significantly more likely to score a 0-4 (where 0 is not at all) compared with those buying on a mortgage (7%).

The proportion of those renting from a private landlord (18%) also significantly more likely to score a 0-4 (where 0 is not at all) compared with those who own outright (8%).

Those permanently sick/disabled were significantly more likely to score a 0-4 (where 0 is not at all) (24%) compared with those working full time (8%), those working part-time (9%) and those wholly retired (8%).

Those with a long standing illness, disability or infirmity were significantly more likely to score a 0-4 (where 0 is not at all) (13%) compared with those who don't (5%).

Those with 'White Other' ethnic group were significantly more likely to score a 0-4 (where 0 is not at all) (19%) compared with those who were Asian/Asian British (5%).

### Comparison 2016

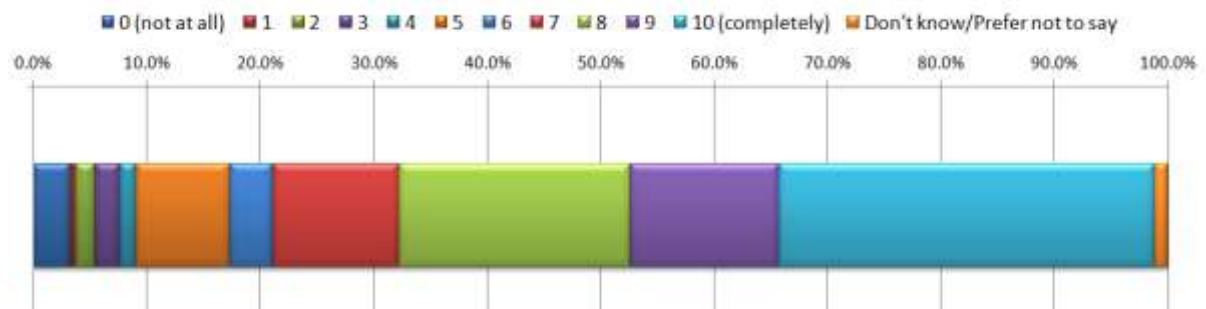
Those scoring a 0 or 1 (where 0 is not at all) has remained consistent across the period 2016-2018 with 6% (2016) and 5% (2018).

The proportion of those scoring 6-10 (where 10 is completely) when asked if they have relatives, friends or neighbours that they can ask for help increased from 78% (2016) to 84% (2018).

This question was not asked in the 2014 survey.

## ...happy yesterday

Chart 10c:



- 4% scored a 0 or 1 (where 0 is not at all) when asked how happy they were yesterday.
- A further 14% scored it with a 2-5.
- 82% scored a 6-10 (where 10 is completely).

### Significant differences:

No significant differences across age or gender (ref: scoring happiness with a 0-4 (where 0 is not at all)).

Those permanently sick/disabled were significantly more likely to score happiness yesterday with a 0-4 (where 0 is not at all) (30%) compared with those working full time (9%), those working part-time (4%), those self-employed (7%) and those wholly retired (5%).

Those with a long standing illness, disability or infirmity were significantly more likely to score happiness yesterday with a 0-4 (where 0 is not at all) (16%) compared with those who don't (6%).

### Comparison

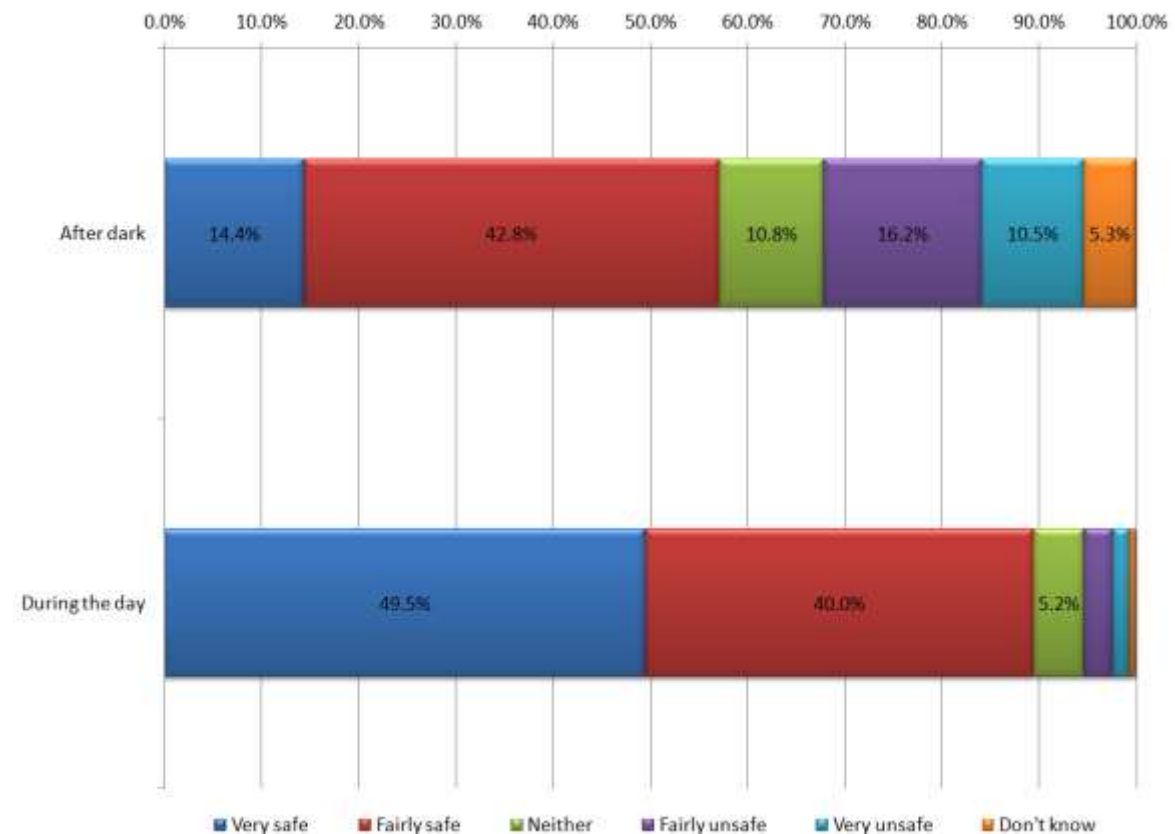
This question was not asked in the 2014 or 2016 surveys.

## 5.2 Safe or Unsafe in local area

‘How safe or unsafe do you feel when outside in your local area...’ Base: 1,190

...after dark  
...during the day

Chart 11:



- 57% of respondents felt **safe** when outside in their local area after dark with a confidence interval of +/-2.8% at the 95% level, over a quarter (27%) felt **unsafe**.
- 89% of respondents felt **safe** when outside in their local area during the day with a confidence interval of +/-1.77% at the 95% level, 5% felt **unsafe**.

### Significant differences – *after dark*

- Male respondents were significantly more likely to feel **safe** outside in their local area after dark (68%) compared with Females (46%).
- The proportion of those aged 35-44yrs (60%); 45-54yrs (64%) and 55-64yrs (67%) were significantly more likely to feel **safe** outside in their local area after dark compared with those 75+yrs (39%).

- Those with no long-standing illness, disability or infirmity significantly more likely to feel **safe** outside in their local area after dark (63%) compared with those who do (43%).
- Significantly more respondents in the ward of Bassett felt safe in their local area after dark (78%) compared with the wards of: Bevois (41%); Bitterne (43%) and Woolston (41%).

### **Significant differences – *during the day***

- No significant differences.

### **Comparison 2014-2018**

The percentage of those feeling **safe** in their local area after dark has declined over the period 2014-2018 with 63% feeling safe in 2014; 62% in 2016 and 57% in 2018.

The percentage of those feeling **safe** in their local area during the day remains high at 89%, however this is slightly less than previous years: 93% in 2014 and 91% in 2016.

### **Other research**

We can again make some comparisons with the LGA's **national** quarterly **telephone** poll on resident satisfaction.

- In June 2018, 75% outlined they felt very or fairly safe when outside in their local area after dark, with 13% feeling very or fairly unsafe. The proportion feeling **safe** after dark has remained fairly consistent since the poll began in September 2012, ranging from 75-80%.
- In June 2018, 94% outlined they felt very or fairly safe when outside in their local area during the day, with 2% feeling very or fairly unsafe. The proportion feeling **safe** during the day has remained fairly consistent since the poll began in September 2012, ranging from 92-96%.

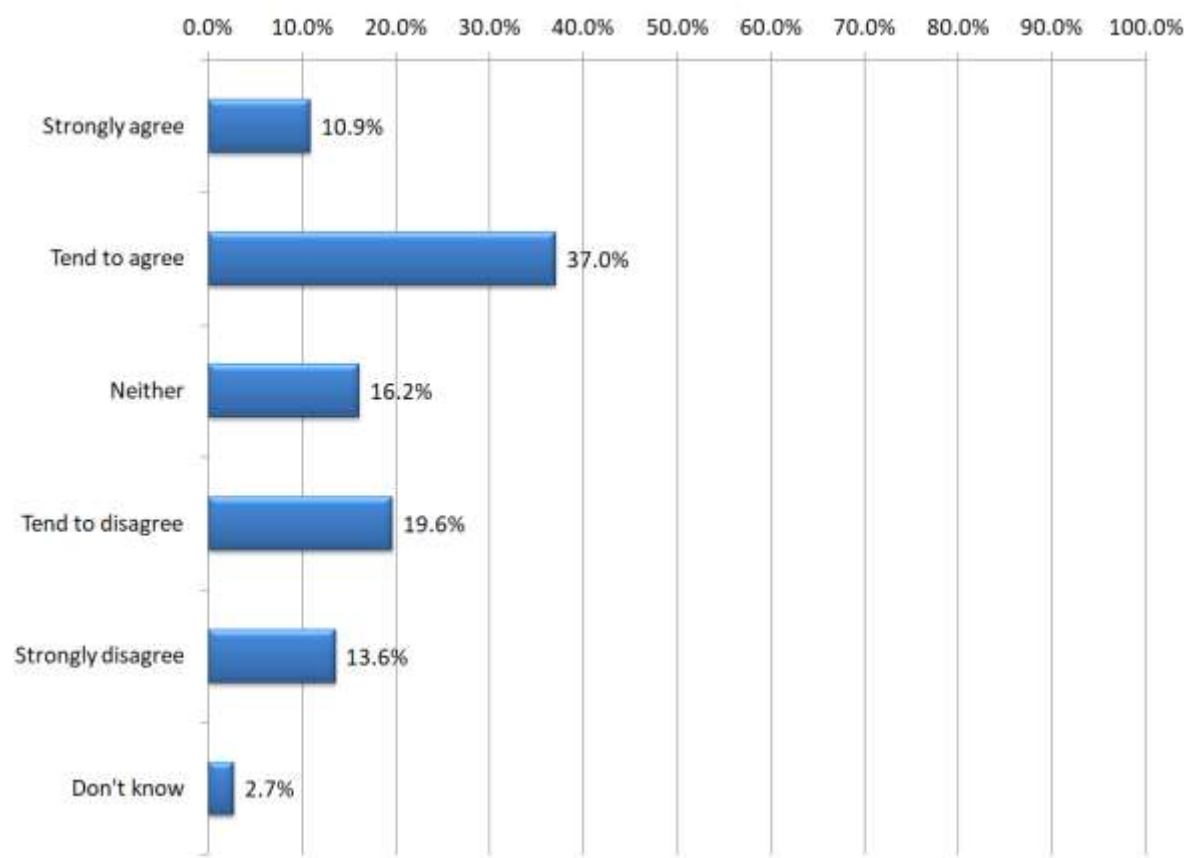
## Section 6.0 Crime

### 6.1 Dealing with crime and anti-social behaviour

**‘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: 1,190

48% **agreed** that the police and other local public services are successfully dealing with crime and anti-social behaviour in their local area with a confidence interval of +/-2.83% at the 95% level, a third (33%) **disagreed**.

Chart 12:



#### Significant differences:

- Male respondents were significantly more likely to **disagree** (36%) compared with Females (30%).
- No significant differences across age categories.
- Those residents who have lived in Southampton for 5-10yrs significantly more likely to **agree** (66%) compared with those living in Southampton for 20-30yrs (38%) and more than 30yrs (44%).

- Those from Asian/Asian British or White Other ethnic group significantly more likely to **agree** (65%, 64%) compared with those White British (44%).
- Those living in the ward of Bargate significantly more likely to **agree** (64%) compared with those in the wards of: Bitterne (31%); Peartree (35%) and Sholing (34%).

### Comparison 2014-2018

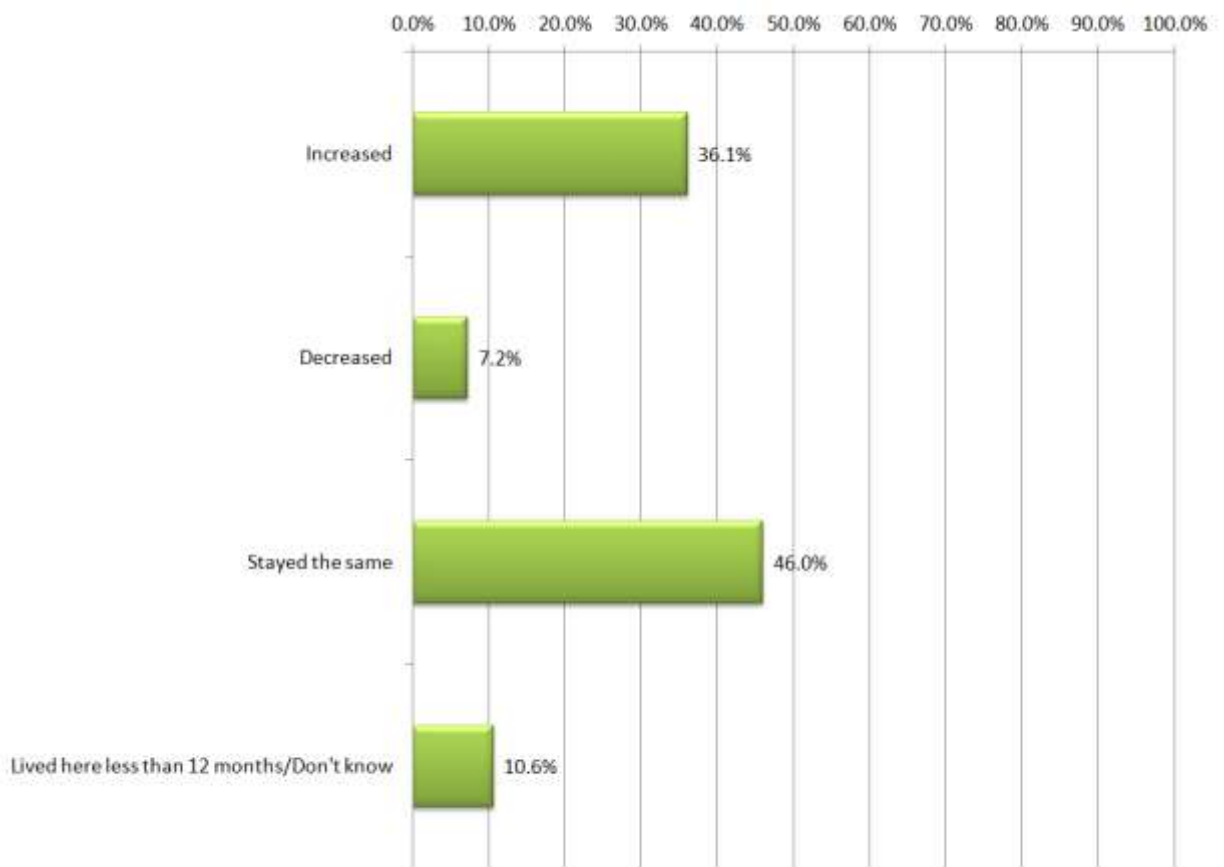
The percentage of those **agreeing** that the police and other local public services are successfully dealing with crime and anti-social behaviour in the local area has decreased significantly over the period 2014-2018: 62% (2014); 59% (2016) and 48% (2018).

The percentage of those **disagreeing** that the police and other local public services are successfully dealing with crime and anti-social behaviour in the local area has increased significantly over the period 2014-2018: 18% (2014); 20% (2016) and 33% (2018).

## 6.2 Level of crime

**‘Do you think the level of crime in your local area has increased, decreased or stayed the same in the last 12 months?’** Base: 1,190

Chart 13:



Over a third (36%) felt the level of crime had **increased** in their local area in the last 12 months, only 7% felt it had **decreased**.

#### **Significant differences:**

- No significant differences by gender.
- Those residents aged 25-34yrs and 35-44yrs significantly more likely to perceive the level of crime has **increased** (43%, 42%) in the past 12 months compared with those 75+yrs (21%).
- Those residents aged 18-24yrs significantly more likely to perceive the level of crime has **decreased** (27%) in the past 12 months compared with those: 25-34yrs (6%); 35-44yrs (6%); 55-64yrs (4%); 65-74yrs (6%) and 75+yrs (5%).
- Those residents who have lived in Southampton for 10-20yrs or 30yrs + significantly more likely to perceive the level of crime has **increased** over the past 12 months (40%) compared with those who have lived there for 5-10yrs (19%).
- Those working full time (40%); working part time (41%); permanently sick/disabled (51%) and those looking after family/home (49%) significantly more likely to perceive the level of crime has **increased** over the past 12 months compared with those wholly retired (21%).
- No significant differences across ward area.

#### **Comparison 2014-2018**

The percentage of those who perceive the level of crime has **increased** in the past 12 months is significantly higher in 2018 (36%) compared with 2014 (14%) and 2016 (13%).

## 6.3 Problems in the local area

'Thinking about the local area, how much of a problem do you think each of the following are?' Base: 1,190

Chart 14:

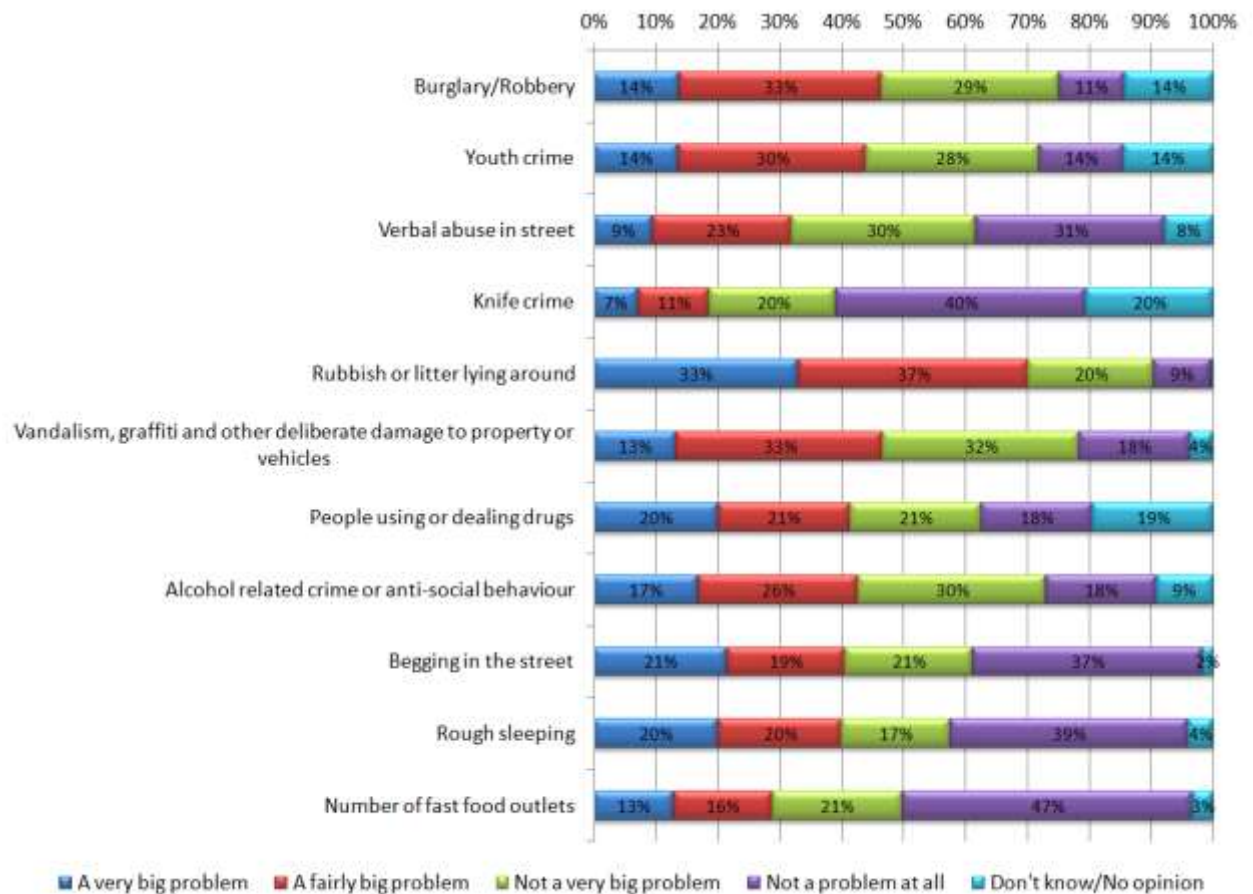


Table 3:

2018	Very/Fairly big problem
Rubbish or litter lying around	70%
Vandalism, graffiti and other deliberate damage to property or vehicles	47%
Burglary/Robbery	46%
Youth crime	44%
Alcohol related crime or anti-social behaviour	43%
People using or dealing drugs	41%
Begging in the street	41%
Rough sleeping	40%
Verbal abuse in street	32%
Number of fast food outlets	29%
Knife crime	19%

Rubbish or litter lying around was perceived to be the greatest problem in the local area with 70% highlighting it as a very or fairly big problem.

Over 40% of respondents also perceived the following to be a problem in their local area:

- Vandalism, graffiti and other deliberate damage to property or vehicles (47%)
- Burglary/Robbery (46%)
- Youth crime (44%)
- Alcohol related crime or anti-social behaviour (43%)
- People using or dealing drugs (41%)
- Begging in the street (41%)
- Rough sleeping (40%)

## Comparison 2014-2018

Four of the aspects listed in the 2018 survey were also included in the 2016 and 2014 surveys, comparisons are shown in table 4 below:

Table 4:

Aspect	Very/Fairly big problem 2018	Difference 2016 to 2018	Very/Fairly big problem 2016	Difference 2014 to 2016	Very/Fairly big problem 2014
Rubbish or litter lying around	70%	+29%	41%	+3%	38%
Vandalism, graffiti and other deliberate damage to property or vehicles	47%	+21%	26%	-3%	29%
People using or dealing drugs	41%	+15%	26%	-4%	30%
Begging in the street	41%	+15%	26%	+3%	23%

All four aspects listed are perceived to be a much greater problem in 2018 compared with 2016:

- Those who perceive rubbish and litter lying around as a very/fairly big problem in their local area has increased by 29% between 2016 and 2018, from 41% to 70%.
- Those who perceive vandalism, graffiti and other deliberate damage to property or vehicles as a very/fairly big problem in their local area has increased by 21% between 2016 and 2018, from 26% to 47%.
- Those who perceive people using or dealing drugs or begging in the street as a very/fairly big problem in their local area has increased by 15% between 2016 and 2018, from 26% to 41%.

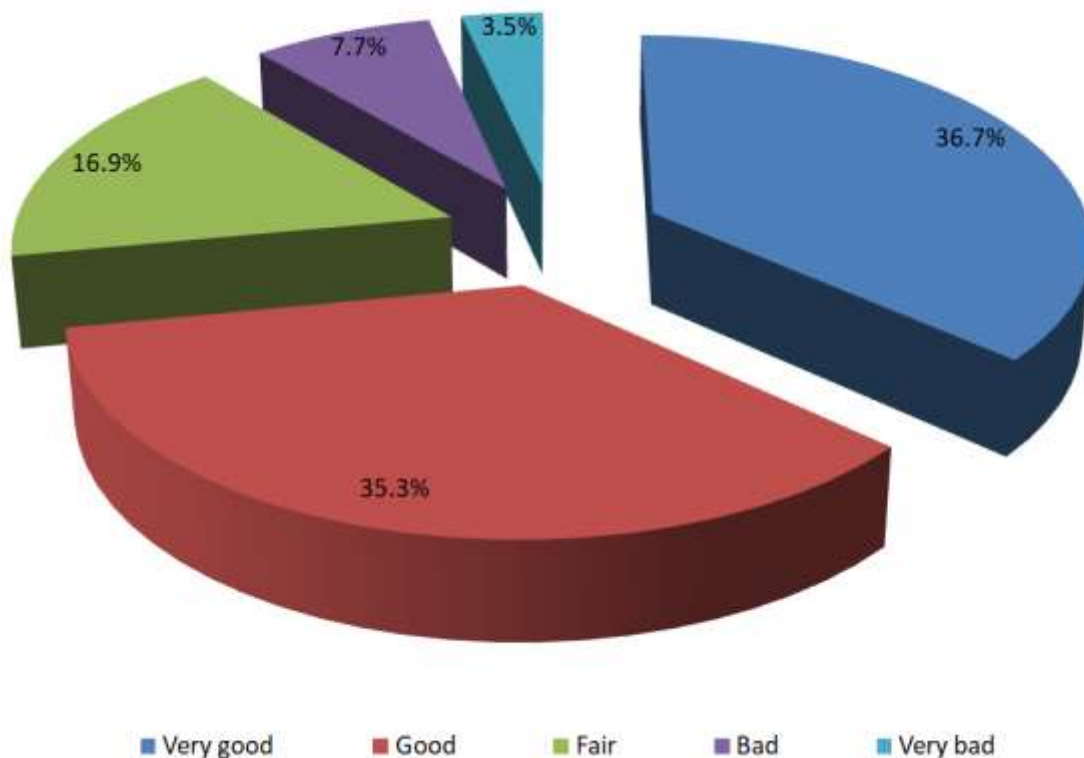
## Section 7.0 Health

### 7.1 General Health

‘How is your health in general?’ Base: 1,170

72% of respondents perceived their health to be very good or good, 11% perceived their health to be bad or very bad.

Chart 15:



#### Significant differences:

- Male respondents were significantly more likely to perceive their health as **very good or good** (76%) compared with Females (68%).
- Unsurprisingly the proportion of those perceiving their health to be **very good or good** declined with age from 96% (18-24yrs) to 55% (75+yrs).
- Proportion of those residents who own outright (74%), buying on a mortgage (81%) or rent from private landlord (80%) significantly more likely to perceive their health as **very good or good** compared with those who rent from the council (50%) and those who rent from a housing association (37%).

- Those who describe their work status as permanently sick/disabled significantly less likely to perceive their health as **very good or good** compared with all other work status.
- Those with no long-standing illness, disability or infirmity significantly more likely to perceive their health as **very good or good** (89%) compared with those who do (28%).

### Comparison 2014-2018

The proportion of those who perceive their health as very or fairly good has remained relatively consistent over the period 2014-2018, with 75% (2014), 74% (2016) and 72% (2018).

## 7.2 Physical Activity

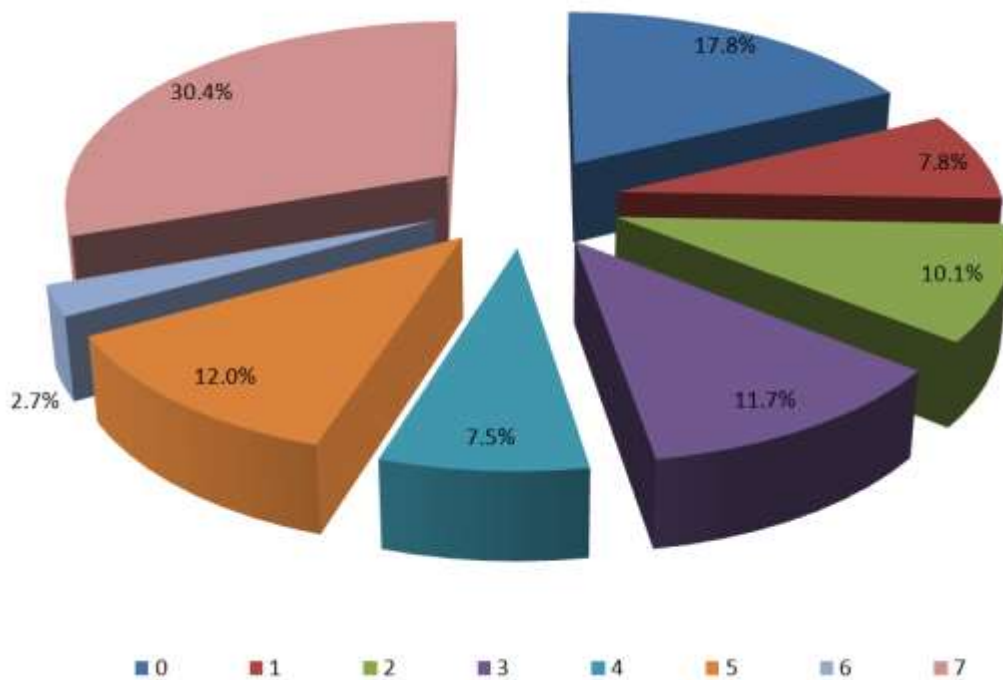
**'In the past week, on how many days have you done a total of 30 minutes or more of physical activity, which was enough to make you breathe harder?'**

*Base: 1,175*

82% of respondents outlined that they have undertaken 30 minutes or more physical activity on at least 1 day in the past week. The remaining 18% have not.

45% of respondents outlined that they have undertaken 30 minutes or more physical activity on at least 5 days in the past week.

Chart 16:



## Significant differences

- Female respondents were significantly more likely to have not undertaken any 30 minutes or more sessions of physical activity in the last week (21%) compared with Males (15%).
- Those residents aged 75+ yrs were significantly more likely to have not undertaken any 30 minutes or more physical activity sessions in the last week (38%) compared with those respondents aged 25-34 yrs (15%), 35-44 yrs (14%), 45-54 yrs (14%) and those aged 65-74 yrs (17%).
- Those who rent from the Council and those who rent from a housing association significantly more likely to have not undertaken any 30 minutes or more physical activity sessions in the past week (30%) compared with those who are buying their home on a mortgage (11%).
- Those who describe their work status as permanently sick/disabled significantly more likely to have not undertaken any 30 minutes or more physical activity sessions in the past week (45%) compared with those working full time (12%), working part-time (16%), self employed (8%) and those looking after family/home (17%).
- Those who describe their work status as wholly retired from work significantly more likely to have not undertaken any 30 minutes or more physical activity sessions in the past week (26%) compared with those working full time (12%), and those self employed (8%).
- Those with a long-standing illness, disability or infirmity significantly more likely to have not undertaken any 30 minutes or more physical activity sessions in the last week (31%) compared with those who haven't (13%).
- Those living in the ward of Bitterne significantly more likely to have not undertaken any 30 minutes or more physical activity sessions in the last week (38%) compared with those living in Bassett (10%), Portswood (11%), Sholing (9%) and Swaythling (9%).

## Comparisons 2014-2016

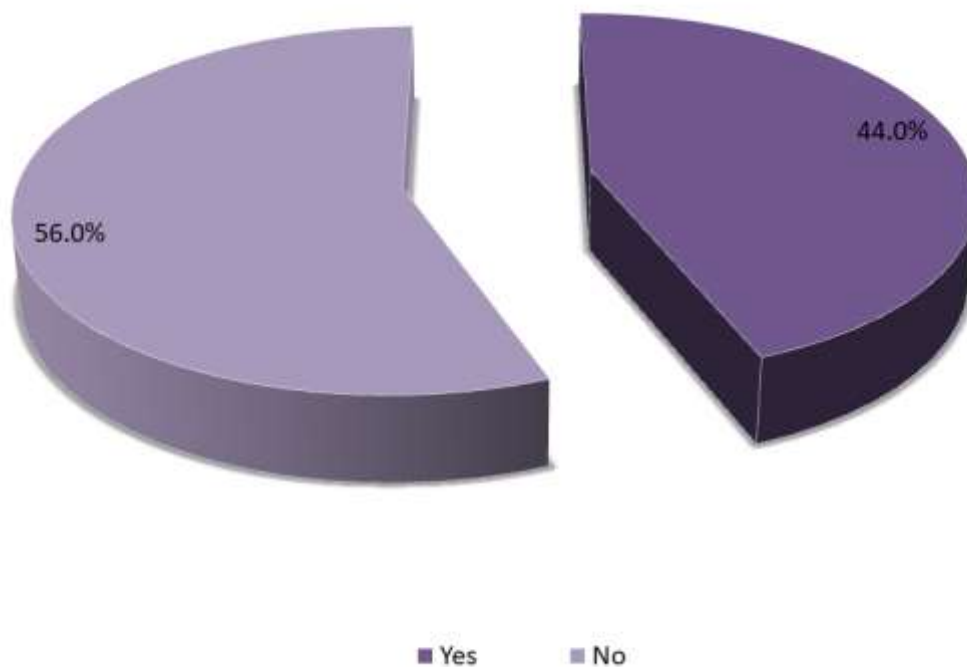
This question was not included in the 2016 or 2014 survey.

## 7.3 Smoking

**‘Have you ever smoked?’** Base: 1,188

44% of respondents outlined that they have smoked at some point in their life, the remaining 56% have not.

Chart 17:



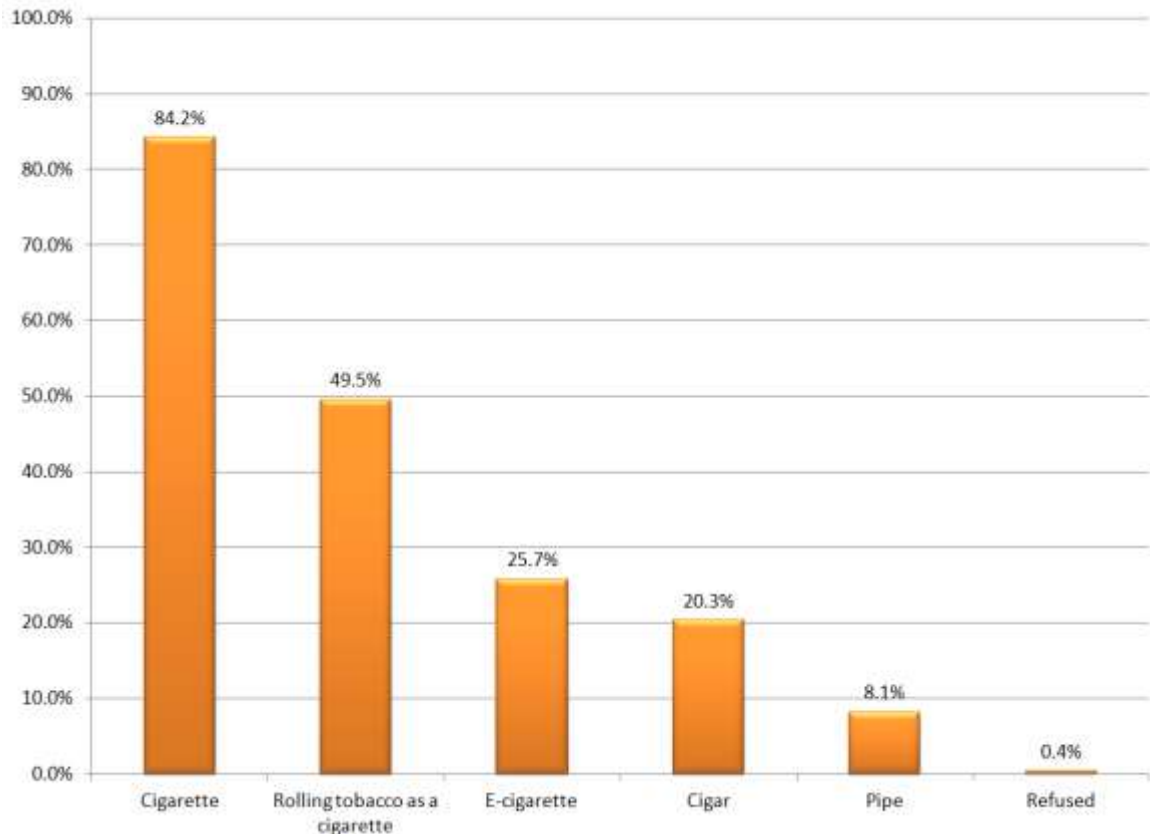
### Significant differences

- No significant differences by gender.
- Those respondents aged 65-74yrs and 75+ are significantly more likely to have smoked (64%, 60%) compared with those aged 18-24yrs (27%); 25-34yrs (37%) and 35-44yrs (38%).
- Those who own their property outright (47%), those that rent from the Council (64%) and those who rent from a private landlord (52%) significantly more likely to have smoked compared with those buying on a mortgage (33%).
- Those who are wholly retired (60%), those unemployed and available for work (72%) and those permanently sick/disabled (72%) significantly more likely to have smoked compared with those working full time (33%) or part time (38%).
- Those self-employed (53%) significantly more likely to have smoked compared with those employed full time (33%).
- Those with a long-standing illness, disability or infirmity significantly more likely to have smoked (60%) compared with those who haven't (38%).

- Those from White British or White Other ethnic group significantly more likely to have smoked (48%, 49%) compared with those Asian/Asian British (13%).

**‘Which of the following have you smoked?’ Base: 523**

Chart 18:



84% of those respondents who have smoked at some point in their life have smoked cigarettes, half (50%) have smoked rolling tobacco (as a cigarette) and just over a quarter have smoked an e-cigarette.

### Differences

- Males were significantly more likely to have smoked rolling tobacco as a cigarette (58%); cigar (37%) or pipe (15%) compared with Females (tobacco as a cigarette (41%); cigar (3%); pipe (1%)).
- The younger age groups 18-34yrs are significantly more likely to have smoked tobacco as a cigarette compared with those 65+yrs.
- Those aged 18-54yrs are significantly more likely to have smoked an e-cigarette compared with those 75+yrs.

### **‘Do you smoke any of the following now?’**

- A third (33%) of those who have ever smoked a cigarette still smoke them now (*Base 440*).
- 38% of those who have ever smoked rolling tobacco as a cigarette still smoke them now (*Base 259*).
- Only 9% of those who have ever smoked a cigar still smoke them now (*Base 106*).
- Only 8% of those who have ever smoked a pipe still smoke them now (*Base 43*).
- Over half (54%) of those who have ever smoked an e-cigarette still smoke them now (*Base 135*).
- Just over half (51%) of those who outlined they had smoked one or more of the items listed at some point in their life, no longer smoke (*Base 521*). Therefore of those who have ever smoked, 49% still smoke (including those who smoke e-cigarettes) (*Base 521*).
- Therefore, it can be deduced that 22% of those surveyed are current smokers (including those who smoke e-cigarettes) (*Base 1186*).

### **Differences**

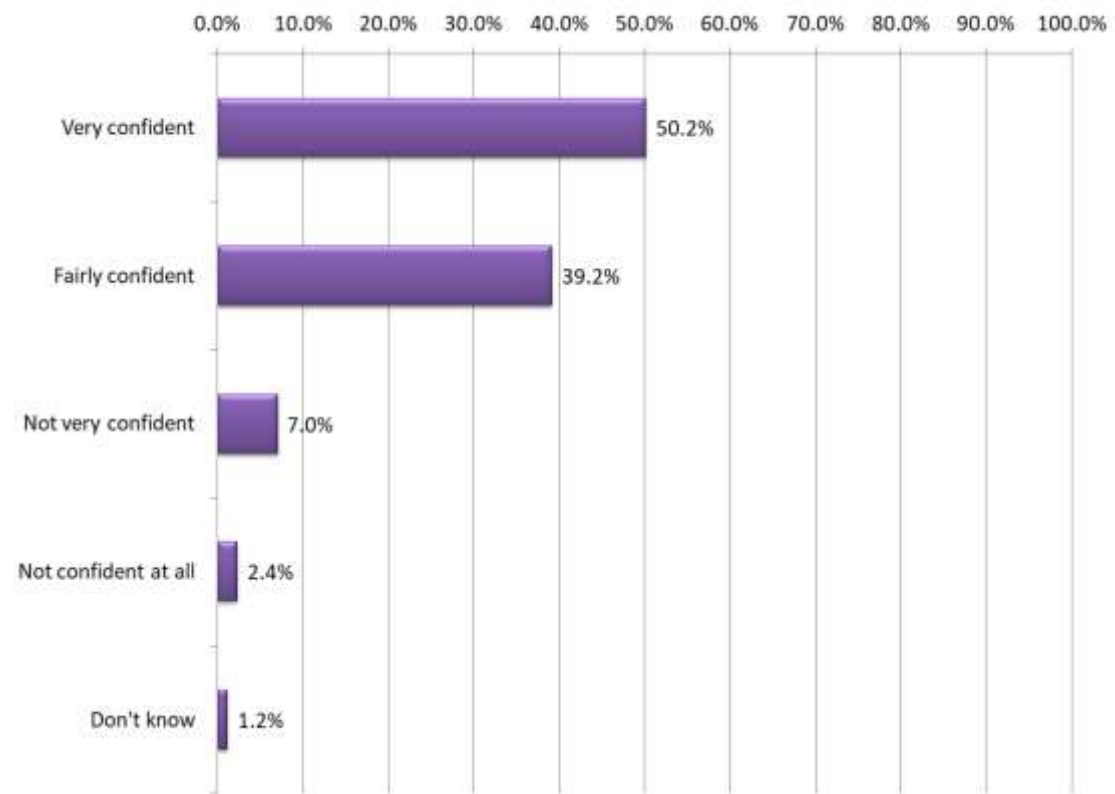
- Significantly more Females who have smoked an e-cigarette at some point in their life still smoke them now (65%) compared with Males (45%).
- Significantly more of those aged 25-34yrs who have smoked cigarettes at some point in their life still smoke them now compared with those aged 35+yrs .
- Significantly more of those who do not have a long standing illness, disability or infirmity who have smoked cigarettes at some point in their life still smoke them now (39%) compared with those who do (24%) .

## 7.4 Local health services

**‘How confident are you in the safety of local health services?’** Base: 1,188

89% of respondents outlined that they were **very or fairly confident** in the safety of local health services (safety meaning the extent to which they will receive healthcare in a safe, professional environment), 9% were **not very confident or not confident at all**.

Chart 19:



### Significant differences:

- No significant differences by age or gender.
- Those with no long-standing illness, disability or infirmity significantly more likely to be **confident** in the safety of local health services (91%) compared with those who do (84%).
- Those from White British ethnic group significantly more likely to be **confident** in the safety of local health services (91%) compared with those from White Other ethnic group (80%).

### Comparison 2014-2018

The proportion of residents **confident** in the safety of local health services has stayed consistent across the period 2014-2018: 88% (2014); 87% (2016) and 89% (2018).

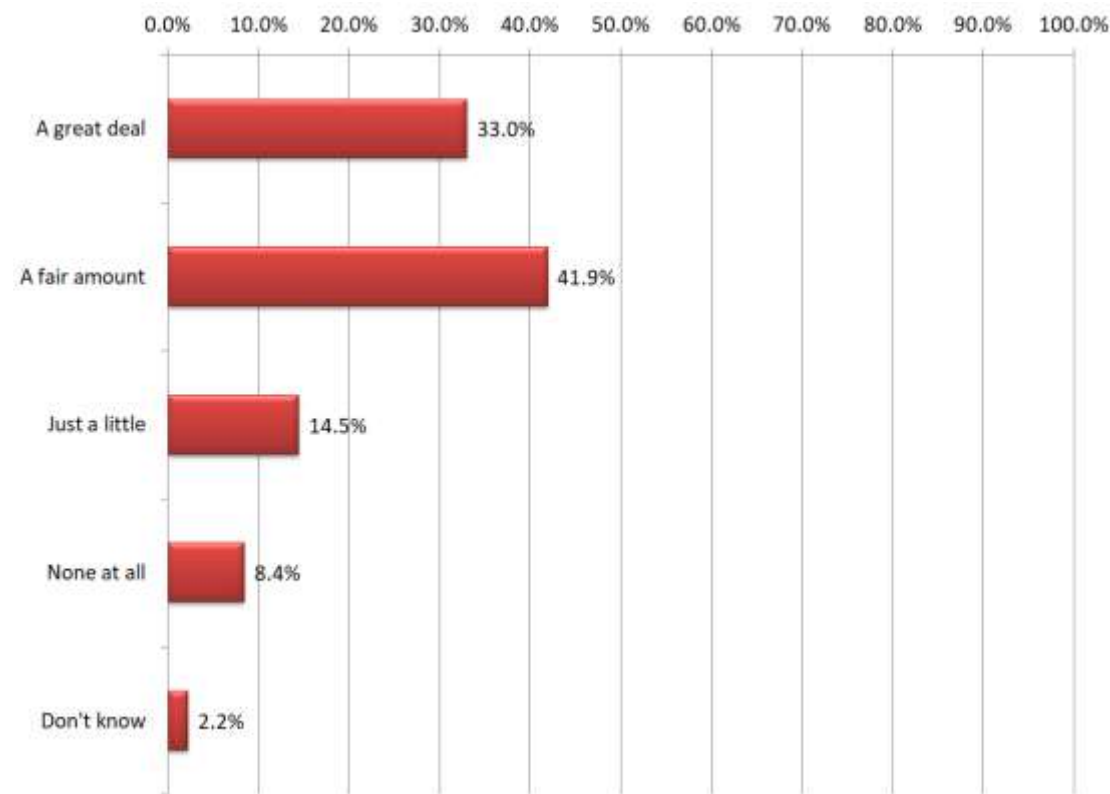
### **‘How much say do you feel you have in decisions about your own healthcare?’**

Base: 1,188

A third (33%) of respondents outlined they felt they have a **great deal** of say in decisions about their healthcare, with a further 42% outlining a **fair amount**.

8% outlined that they felt they had **no say** in decisions about their healthcare.

Chart 20:



#### **Significant differences:**

- No significant differences by age or gender.
- Those looking after the family/home significantly more likely to feel they have **no say** in decisions about their healthcare (20%) compared with those wholly retired from work (6%).

#### **Comparison 2014-2018**

*Note: Those selecting ‘Don't know’ in 2018 have been omitted from the calculations below – option was not included in 2014 or 2016.*

The proportion of residents outlining they have a **great deal of say** in decisions about their healthcare has increased slightly over the period 2014-2018: 26% (2014); 30% (2016) and 34% (2018).

The proportion of residents outlining they have a **no say** in decisions about their healthcare has decreased slightly over the period 2014-2018: 11% (2014); 11% (2016) and 9% (2018).

**‘Which of the following have you heard of?’ Base: 1,188**

**Table5:**

	<b>Yes</b>	<b>No</b>
Emergency Ambulance	97%	3%
Accident and Emergency (A&E) ward	97%	3%
Your GP	99%	1%
NHS 111 phone line	96%	4%
Pharmacist	99%	1%
Mental health crisis services	71%	29%
Minor injuries unit (MIU)	88%	12%
NHS Choices website	64%	36%

- Almost all respondents had heard of: emergency ambulance (97%); Accident and Emergency (A & E) ward (97%); GP (99%); NHS 111 phone line (96%) and Pharmacist (99%).
- 71% had heard of the mental health crisis services.
- 88% had heard of the Minor Injuries Unit (MIU).
- 64% had heard of NHS Choices website.

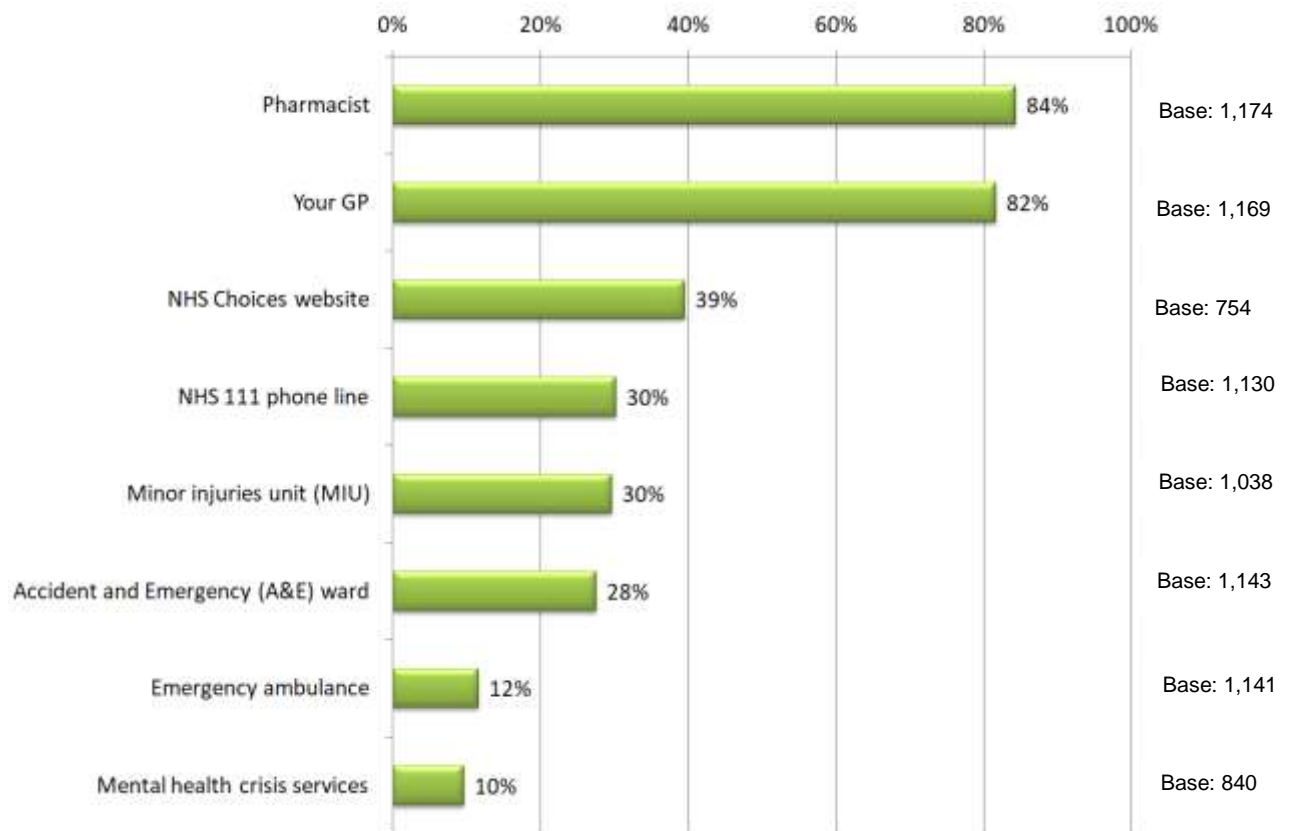
**Comparison 2014-2018**

Awareness of the NHS 111 phone line appears to be on the increase over the period 2014-2018 with 88% outlining they had heard of it in 2014, 92% in 2016 and now 96% in 2018.

Awareness of the mental health crisis services also appear to be on the increase over the period 2014-2018 with 54% outlining they had heard of it in 2014, 67% in 2016 and now 71% in 2018.

**Of those who have heard of the services ‘Which of the following have you used yourself in the last 12 months?’**

Chart 21:

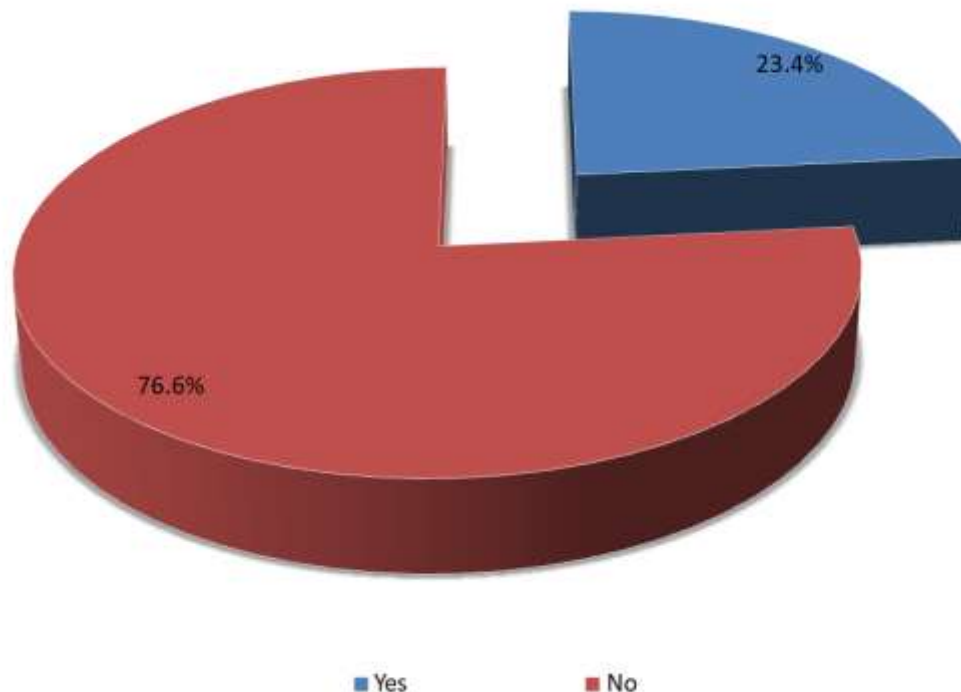


## 7.5 Dentist

**'In the last 12 months, have you experienced any pain or discomfort in your teeth that has affected your daily life?'** Base: 1,184

Just under a quarter (23%) of respondents had experienced pain/discomfort in their teeth which has affected their daily life in the last 12 months, the remaining 77% had not.

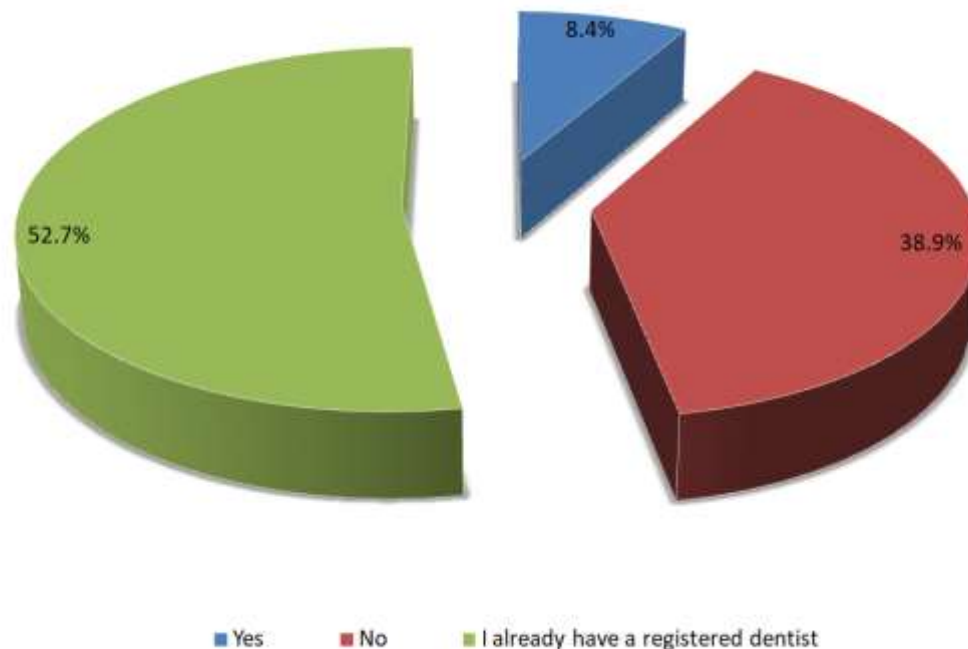
Chart 22:



**‘Have you had any problems finding a dentist in the past 12 months?’** Base: 1,184

8% of respondents had experienced problems in finding a dentist in the past 12 months.

Chart 23:



12% of those respondents who had experienced pain or discomfort in their teeth in the past 12 months had problems finding a dentist.

#### **Significant differences:**

- No significant differences by age or gender.
- The proportion of those who are self employed (16%), looking after the family/home (15%) or permanently sick/disabled (14%) significantly more likely to have had problems finding a dentist in the past 12 months compared with those working part-time (3%).
- The proportion of those who are self employed (16%), and looking after the family/home (15%) also significantly more likely to have had problems finding a dentist in the past 12 months compared with those wholly retired (4%).
- Those 'White Other' ethnic group significantly more likely to have had problems finding a dentist in the past 12 months (21%) compared with those 'White British' (8%).

#### **Comparison 2014-2018**

This question was not asked in the 2014 or 2016 survey

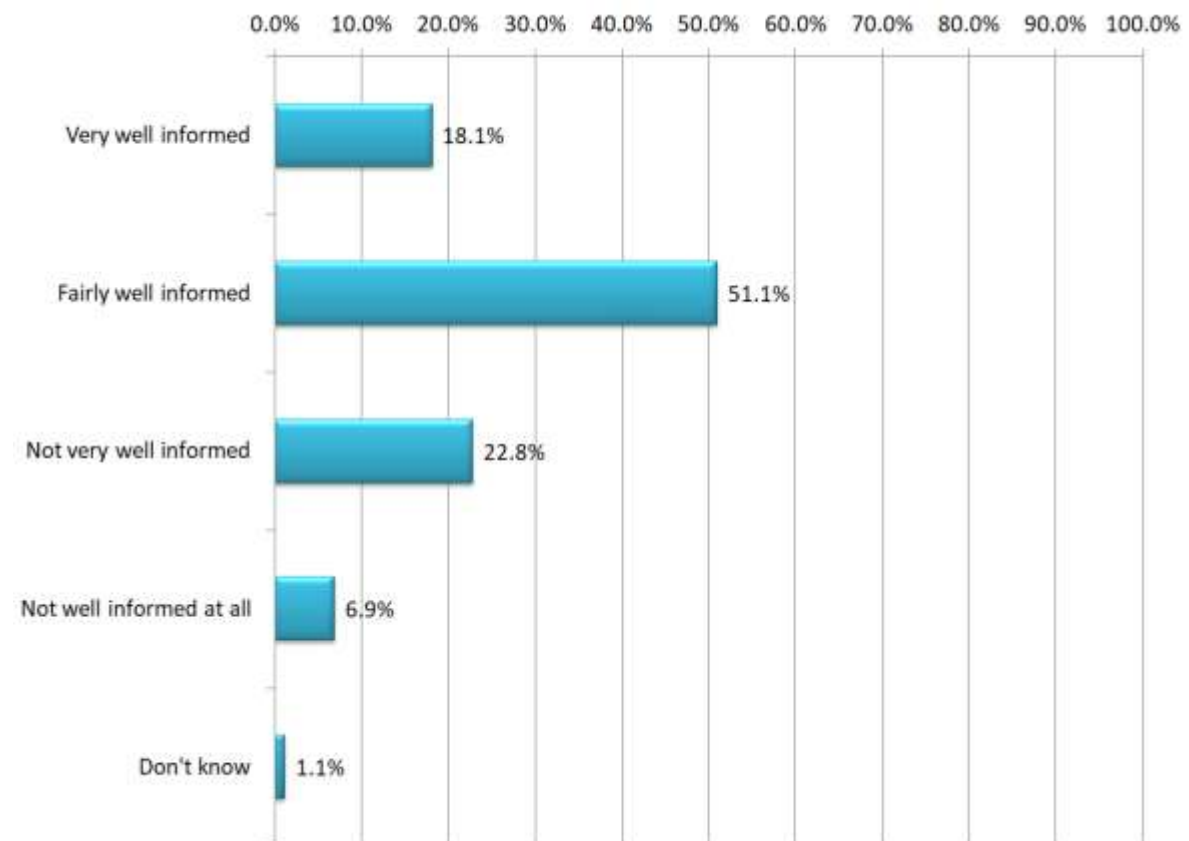
## Section 8.0 Information and Communication

### 8.1 Informed about local public services

**‘How well informed do you feel about local public services?’** Base: 1,182

69% felt **very or fairly well informed** about local public services with a confidence interval of +/-2.63% at the 95% level, 30% felt **not very well informed** or **not well informed at all**.

Chart 24:



#### Significant differences:

- No significant differences by age or gender.
- The proportion of those working part-time who felt **very or fairly well informed** about local public services (77%) significantly higher than those permanently sick/disabled (44%).
- The percentage of those who felt **very or fairly well informed** about local public services varied at ward level significantly higher in: Freemantle (81%); Millbrook (78%) and Portwood (83%) compared with Sholing (47%).

#### Comparison 2014-2018

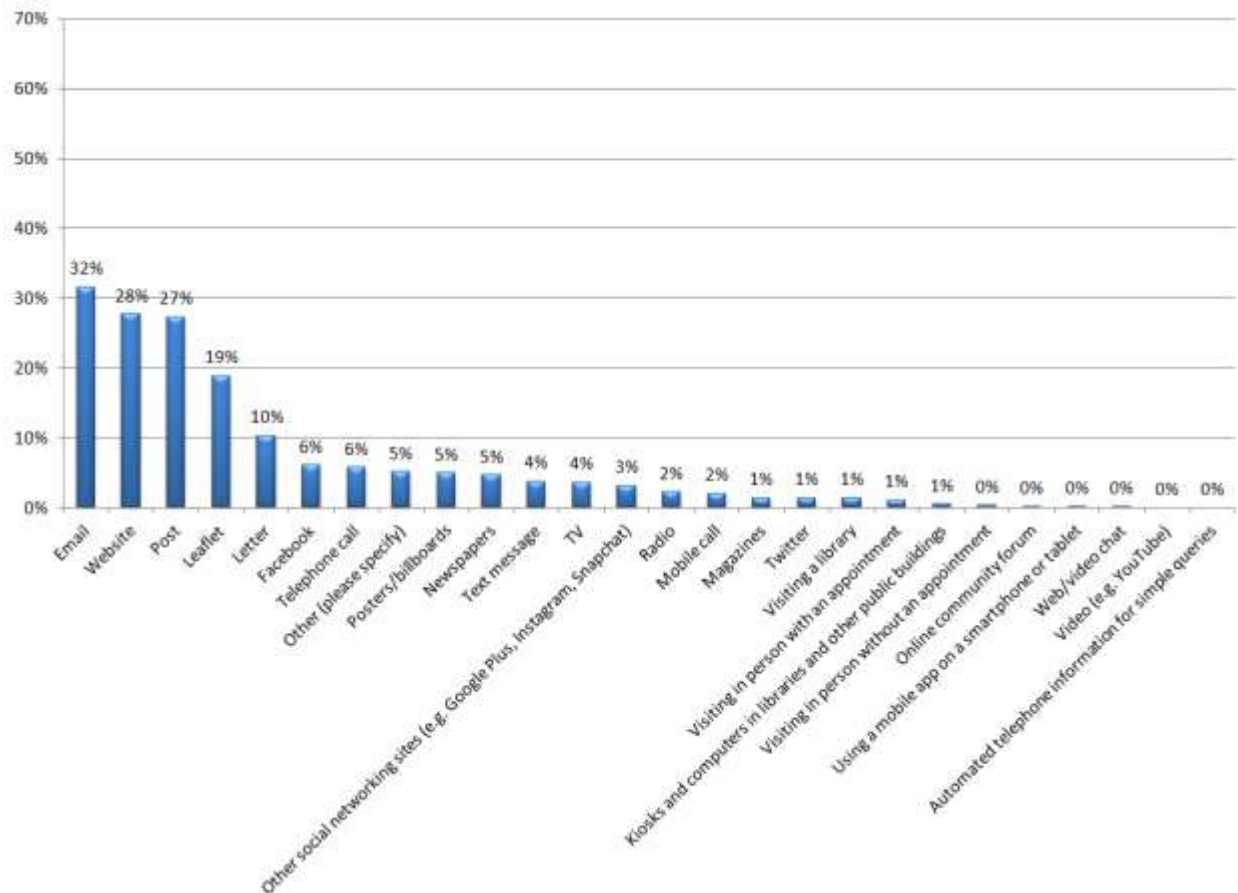
The proportion feeling **very or fairly well informed** about local public services has remained relatively consistent across the period 2014-2018: 70% (2014); 66% (2016) and 69% (2018).

## 8.2 Information from local public services

**‘How would you prefer to get information from local public services?’**

Base: 1,182

Chart 25:



Most preferred ways of getting information from local public services were:

- Email (32%)
- Website (28%)
- Post (27%)
- Leaflet (19%)
- Letter (10%)

### Significant differences:

- Those respondents in the age categories in the range 25-64yrs significantly more likely to want information from local public services via website or email compared with those 75+yrs.
- Those respondents in the age categories in the range 18-24yrs significantly more likely to want information from local public services via Facebook (14%) compared with those 65-74yrs (0.5%) and 75+yrs (1%).

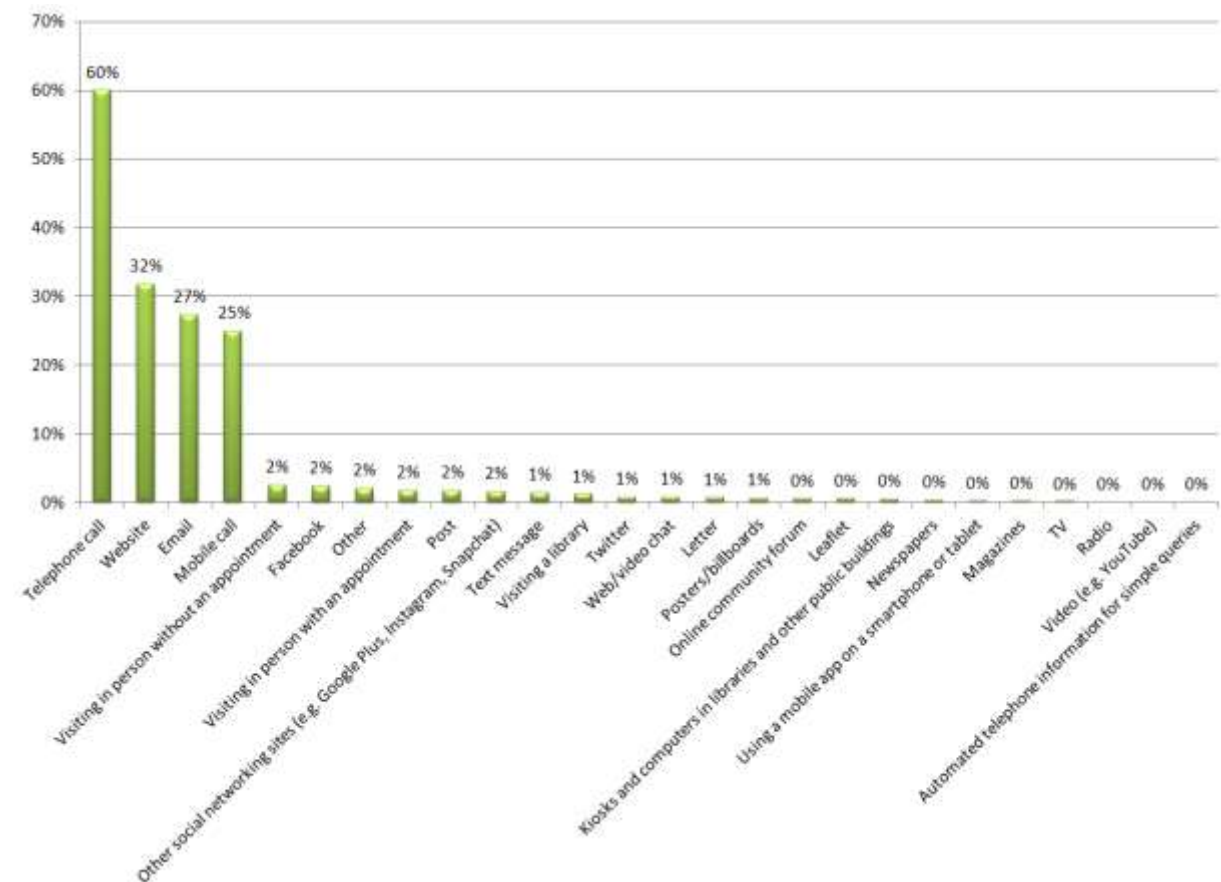
- Those respondents in the age categories 65-74yrs (10%) and 75+yrs (10%) significantly more likely to want information from local public services via Newspapers compared with those aged 25-34yrs (1%).
- Those respondents in the age categories 64-74yrs (11%) and 75+yrs (23%) significantly more likely to want information from local public services via a telephone call compared with those aged 25-34yrs (2%) and those 35-44yrs (3%).
- Those respondents in the age categories 75+yrs (23%) also significantly more likely to want information from local public services via a telephone call compared with those aged 45-54yrs (6%) and 54-65yrs (6%).

### **Comparison 2014-2018**

Most preferred ways of getting information from local public services across the period 2014-2018 remain as website; post; leaflet and email.

**‘And how would you prefer to contact local public services to find out information?’ Base: 1,182**

Chart 26:



Most preferred ways of contacting local public services for information:

- Telephone call (60%)
- Website (32%)
- Email (27%)
- Mobile call (25%)

**Significant differences:**

- Those respondents in the age categories in the range 25-64yrs significantly more likely to prefer to contact local public services via website or email compared with those 75+yrs.
- Those respondents in the age categories 55-64yrs (70%) and those 75+yrs (79%) significantly more likely to prefer to contact local public services via a telephone call compared with those aged 25-34yrs (51%) and those 35-44yrs (54%).
- Those respondents in the age categories in the range 25-54yrs significantly more likely to prefer to contact local public services via mobile call compared with those 75+yrs.

### Comparison 2016-2018

The most preferred ways of contacting local public services for information across the period 2016-2018 remain as:

Table6:

	2018	2016
Telephone call	60%	61%
Email	27%	30%
Website	32%	28%
Mobile call	25%	16%

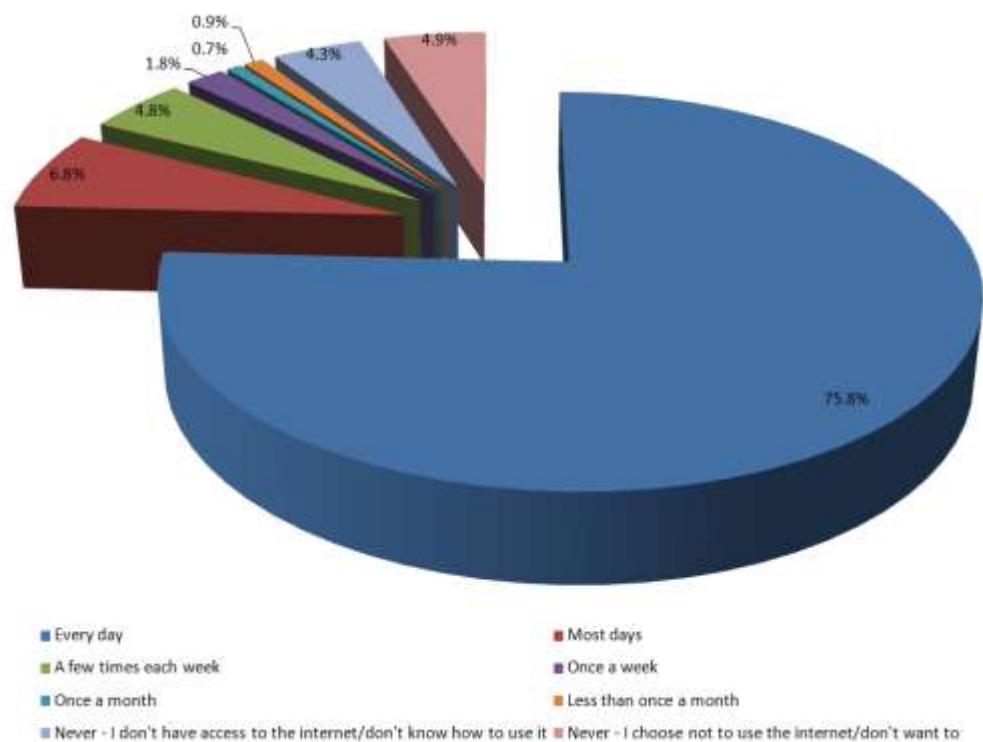
*Note: This question was not asked in the 2014 survey.*

## Section 9.0 Internet

### 9.1 Internet access

**‘On average, how often do you access the internet, including using social media?’** Base: 1,182

Chart 27:



- On average over three quarters (76%) access the internet on a daily basis.
- 4% outlined they don't have access/don't know how to use and a further 4% outlined they choose not to use it.

### Significant differences:

- Males are more significantly likely to access the internet every day (78%) compared with Females (73%).
- Unsurprisingly the percentage of respondents accessing the internet every day decreases with age. Ranges from 96% of 18-24yrs to only 22% of 75+yrs.
- Those respondents buying on a mortgage (87%) and those renting from private landlord (88%) more likely to access the internet on a daily basis compared with those who own outright (66%), those renting from Council (59%) and those renting from a housing association (66%).
- Those with no long-standing illness, disability or infirmity significantly more likely to access the internet on a daily basis (80%) compared with those who do (65%).

### Comparison 2014-2018

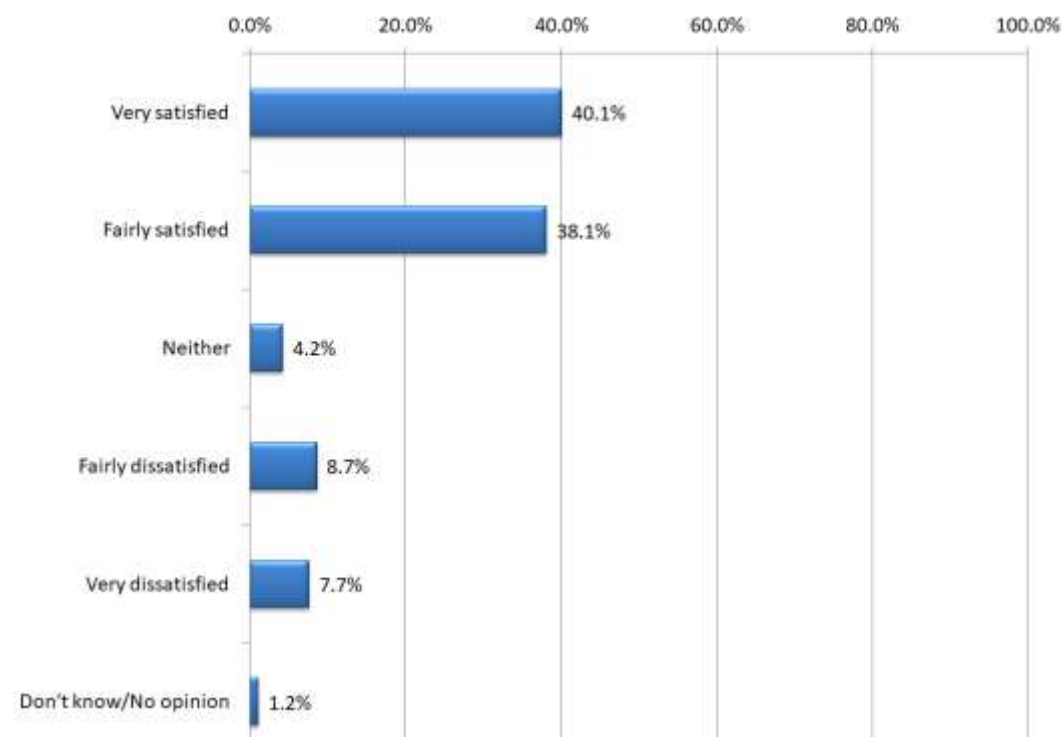
The proportion who access the internet on a daily basis has remained fairly consistent over the period 2014-2018: 73% (2014); 77% (2016) and 76% (2018).

## 9.2 Broadband speed

**‘How satisfied are you with your broadband speed?’** Base: 1,074

Over three quarters of internet users (78%) are **satisfied** with their broadband speed, 16% were **dissatisfied**.

Chart 28:



**Significant differences:**

- No significant difference by gender.
- Those aged 18-24yrs significantly more likely to be **dissatisfied** with their broadband speed (31%) compared with those aged 45-54yrs (11%) and those aged 55-64yrs (10%).

**Comparison 2014-2018**

This question was not included in the 2014 or 2016 surveys.

## Appendix 1:

### Southampton City Survey 2018

**IVR Read out:** Throughout this survey we ask you to think about 'your local area'. When answering please consider your local area to be the area within 15 – 20 minutes walking distance from your home.

**Q1a. Overall, how satisfied or dissatisfied are you with your local area as a place to live?**

**Select one answer only.**

- |                     |                       |
|---------------------|-----------------------|
| Very satisfied      | <input type="radio"/> |
| Fairly satisfied    | <input type="radio"/> |
| Neither             | <input type="radio"/> |
| Fairly dissatisfied | <input type="radio"/> |
| Very dissatisfied   | <input type="radio"/> |
| Don't know          | <input type="radio"/> |

**IVR Read out:** Your local area receives services from Southampton City Council. Southampton City Council is responsible for a range of services such as refuse collection, street cleaning, planning, education, social care services and road maintenance.

**Q1b. Overall, how satisfied or dissatisfied are you with the way Southampton City Council runs things?**

**Select one answer only.**

- |                     |                       |
|---------------------|-----------------------|
| Very satisfied      | <input type="radio"/> |
| Fairly satisfied    | <input type="radio"/> |
| Neither             | <input type="radio"/> |
| Fairly dissatisfied | <input type="radio"/> |
| Very dissatisfied   | <input type="radio"/> |
| Don't know          | <input type="radio"/> |

**IVR Read out:** In considering the next question, please think about the range of services Southampton City Council provides to the community as a whole, as well as the services your household uses. It does not matter if you do not know all of the services Southampton City Council provides to the community. We would like your general opinion.

**Q2. To what extent do you agree or disagree that Southampton City Council provides value for money?**

**Select one answer only.**

- |                   |                       |
|-------------------|-----------------------|
| Strongly agree    | <input type="radio"/> |
| Tend to agree     | <input type="radio"/> |
| Neither           | <input type="radio"/> |
| Tend to disagree  | <input type="radio"/> |
| Strongly disagree | <input type="radio"/> |
| Don't know        | <input type="radio"/> |

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

**Select one answer only.**

- |                     |                       |
|---------------------|-----------------------|
| Very strongly       | <input type="radio"/> |
| Fairly strongly     | <input type="radio"/> |
| Not very strongly   | <input type="radio"/> |
| Not at all strongly | <input type="radio"/> |
| Don't know          | <input type="radio"/> |

**Q4. To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?**

**Select one answer only.**

- |                            |                       |
|----------------------------|-----------------------|
| Definitely agree           | <input type="radio"/> |
| Tend to agree              | <input type="radio"/> |
| Neither agree nor disagree | <input type="radio"/> |
| Tend to disagree           | <input type="radio"/> |
| Definitely disagree        | <input type="radio"/> |
| Don't know                 | <input type="radio"/> |

**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 work that is unpaid and not for your family**

**Read out options. Select one answer only.**

- |   |                       |
|---|-----------------------|
| At least once a week  | <input type="radio"/> |
| Less than once a week but at least once a month   | <input type="radio"/> |
| Less often  | <input type="radio"/> |
| I give unpaid help as an individual only and not through group(s), club(s) or organisation(s) | <input type="radio"/> |
| I have not given any unpaid help at all over the last 12 months                               | <input type="radio"/> |

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

**IVR: Read out each statement. Select one answer per row only.**

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know
Hampshire Constabulary	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hampshire Fire and Rescue	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your GP	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your local hospital	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your local dentist	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bin collections	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Items you can recycle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Household waste recycling centres	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Libraries/ Museums/galleries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Built heritage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sport /leisure facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parks, green spaces and play areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Road and pavement repairs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q7. What impact do you feel the recent building developments, such as West Quay South, have had on the city centre?**

**Select one answer only.**

- Very positive impact ☐
- Fairly positive impact ☐
- Slightly positive impact ☐
- No impact ☐
- Slightly negative impact ☐
- Fairly negative impact ☐
- Very negative impact ☐
- Don't know ☐

**Q8. How often do you visit a Southampton park or green space?**

**Select one answer only.**

- |                                |                       |
|--------------------------------|-----------------------|
| Daily                          | <input type="radio"/> |
| Few times a week               | <input type="radio"/> |
| Once a week                    | <input type="radio"/> |
| Once every two weeks           | <input type="radio"/> |
| Once a month                   | <input type="radio"/> |
| Every 2 – 3 months             | <input type="radio"/> |
| Every 4 – 6 months             | <input type="radio"/> |
| Less often than every 6 months | <input type="radio"/> |
| Never                          | <input type="radio"/> |

**IVR Read out: The next few questions ask about your personal wellbeing.**

**On a scale of 0 to 10, where 0 is ‘not at all’ and 10 is ‘completely’, to what extent do you feel:**

**Q9a. ...lonely in your daily life?**

**Select one answer only.**

- |                              |                       |
|------------------------------|-----------------------|
| 0 – Not at all               | <input type="radio"/> |
| 1                            | <input type="radio"/> |
| 2                            | <input type="radio"/> |
| 3                            | <input type="radio"/> |
| 4                            | <input type="radio"/> |
| 5                            | <input type="radio"/> |
| 6                            | <input type="radio"/> |
| 7                            | <input type="radio"/> |
| 8                            | <input type="radio"/> |
| 9                            | <input type="radio"/> |
| 10 – Completely              | <input type="radio"/> |
| Don’t know/Prefer not to say | <input type="radio"/> |

**Q9b. ...that you have relatives, friends or neighbours that you can ask for help?**

**Select one answer only.**

- |                              |                       |
|------------------------------|-----------------------|
| 0 – Not at all               | <input type="radio"/> |
| 1                            | <input type="radio"/> |
| 2                            | <input type="radio"/> |
| 3                            | <input type="radio"/> |
| 4                            | <input type="radio"/> |
| 5                            | <input type="radio"/> |
| 6                            | <input type="radio"/> |
| 7                            | <input type="radio"/> |
| 8                            | <input type="radio"/> |
| 9                            | <input type="radio"/> |
| 10 – Completely              | <input type="radio"/> |
| Don’t know/Prefer not to say | <input type="radio"/> |

**Q9c. ...happy yesterday?**

**Select one answer only.**

- |                              |                       |
|------------------------------|-----------------------|
| 0 – Not at all               | <input type="radio"/> |
| 1                            | <input type="radio"/> |
| 2                            | <input type="radio"/> |
| 3                            | <input type="radio"/> |
| 4                            | <input type="radio"/> |
| 5                            | <input type="radio"/> |
| 6                            | <input type="radio"/> |
| 7                            | <input type="radio"/> |
| 8                            | <input type="radio"/> |
| 9                            | <input type="radio"/> |
| 10 – Completely              | <input type="radio"/> |
| Don't know/Prefer not to say | <input type="radio"/> |

**Q10. How safe or unsafe do you feel when outside in your local area:**

**Read out each statement. Select one answer per row only.**

	Very safe	Fairly safe	Neither	Fairly unsafe	Very unsafe	Don't know
After dark.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
During the day.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q11. 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 options. Select one answer only.**

- |                   |                       |
|-------------------|-----------------------|
| Strongly agree    | <input type="radio"/> |
| Tend to agree     | <input type="radio"/> |
| Neither           | <input type="radio"/> |
| Tend to disagree  | <input type="radio"/> |
| Strongly disagree | <input type="radio"/> |
| Don't know        | <input type="radio"/> |

**Q12. Do you think the level of crime in your local area has increased, decreased or stayed the same in the last 12 months?**

**Select one answer only.**

- |   |                       |
|---|-----------------------|
|   | <input type="radio"/> |
| Increased                                 |                       |
| Decreased                                 | <input type="radio"/> |
| Stayed the same                           | <input type="radio"/> |
| Lived here less than 12 months/Don't know | <input type="radio"/> |

**Q13. Thinking about this local area, how much of a problem do you think each of the following are...**

**Read out each statement. Select one answer per row only.**

	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Don't know/ No opinion
Burglary / Robbery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Youth crime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Verbal abuse in street	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knife crime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rubbish or litter lying around	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vandalism, graffiti and other deliberate damage to property or vehicles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People using or dealing drugs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Alcohol related crime or anti-social behaviour	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Begging in the street	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rough sleeping	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Number of fast food outlets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**IVR Read out: The next set of questions concentrate on health.**

**Q14. How is your health in general?**

**Read out options. Select one answer only.**

- Very good ☐
- Good ☐
- Fair ☐
- Bad ☐
- Very bad ☐
- Prefer not to say ☐

**Q15. In the past week, on how many days have you done a total of 30 minutes or more of physical activity, which was enough to make you breathe harder?**

**Select one answer only.**

- |   |                       |
|---|-----------------------|
| 0 | <input type="radio"/> |
| 1 | <input type="radio"/> |
| 2 | <input type="radio"/> |
| 3 | <input type="radio"/> |
| 4 | <input type="radio"/> |
| 5 | <input type="radio"/> |
| 6 | <input type="radio"/> |
| 7 | <input type="radio"/> |

**Q16a. Have you ever smoked?**

**Select one answer only.**

- |                           |                       |
|---------------------------|-----------------------|
| Yes                       | <input type="radio"/> |
| No                        | <input type="radio"/> |
| Refused/Prefer not to say | <input type="radio"/> |

**Q16b. Which of the following have you smoked...**

**Read out options. Select ALL that apply.**

- |                                |                          |
|--------------------------------|--------------------------|
| Cigarette                      | <input type="checkbox"/> |
| Rolling tobacco as a cigarette | <input type="checkbox"/> |
| Cigar                          | <input type="checkbox"/> |
| Pipe                           | <input type="checkbox"/> |
| E-cigarette                    | <input type="checkbox"/> |
| Refused                        | <input type="checkbox"/> |

**Q17. Do you smoke any of the following now...**

**Select ALL that apply.**

- |                                |                          |
|--------------------------------|--------------------------|
| Cigarette                      | <input type="checkbox"/> |
| Rolling tobacco as a cigarette | <input type="checkbox"/> |
| Cigar                          | <input type="checkbox"/> |
| Pipe                           | <input type="checkbox"/> |
| E-cigarette                    | <input type="checkbox"/> |
| None                           | <input type="checkbox"/> |
| Refused                        | <input type="checkbox"/> |

**Q18. How confident are you in the safety of local health services? By safety we mean the extent to which you will receive healthcare in a safe, professional environment.**

**Read out options. Select one answer only.**

- Very confident ☐
- Fairly confident ☐
- Not very confident ☐
- Not confident at all ☐
- Don't know ☐

**Q19. How much say do you feel you have in decisions about your own healthcare?**

**Read out options. Select one answer only.**

- A great deal ☐
- A fair amount ☐
- Just a little ☐
- None at all ☐
- Don't know ☐

**Q20. Which of the following have you heard of?**

**Read out options. Select one answer per row.**

	Yes	No
Emergency ambulance	<input type="radio"/>	<input type="radio"/>
Accident and Emergency (A&E) ward	<input type="radio"/>	<input type="radio"/>
Your GP	<input type="radio"/>	<input type="radio"/>
NHS 111 phone line	<input type="radio"/>	<input type="radio"/>
Pharmacist	<input type="radio"/>	<input type="radio"/>
Mental health crisis services	<input type="radio"/>	<input type="radio"/>
Minor injuries unit (MIU)	<input type="radio"/>	<input type="radio"/>
NHS Choices website	<input type="radio"/>	<input type="radio"/>

**Q21. Which of the following have you used yourself in the last 12 months?**

**Read out options. Select one answer per row.**

	Yes	No
Emergency ambulance	<input type="radio"/>	<input type="radio"/>
Accident and Emergency (A&E) ward	<input type="radio"/>	<input type="radio"/>
Your GP	<input type="radio"/>	<input type="radio"/>
NHS 111 phone line	<input type="radio"/>	<input type="radio"/>
Pharmacist	<input type="radio"/>	<input type="radio"/>
Mental health crisis services	<input type="radio"/>	<input type="radio"/>
Minor injuries unit (MIU)	<input type="radio"/>	<input type="radio"/>
NHS Choices website	<input type="radio"/>	<input type="radio"/>

**Q22. In the last 12 months, have you experienced any pain or discomfort in your teeth that has affected your daily life?**

**Select one answer only.**

- Yes ☐
- No ☐

**Q23. Have you had any problems finding a dentist in the past 12 months?**

**Select one answer only.**

- Yes ☐
- No ☐
- I already have a registered dentist ☐

**IVR Read out: Now going to ask a series of questions regarding local public services. For example services provided by the council, the police, fire service and NHS**

**Q24. How well informed do you feel about local public services?**

**Select one answer only.**

- Very well informed ☐
- Fairly well informed ☐
- Not very well informed ☐
- Not well informed at all ☐
- Don't know ☐

**Q25a. How would you prefer to get information from local public services?**

**Do not read out options unless to clarify response**

- |   |                                |
|---|--------------------------------|
| Website   | <input type="checkbox"/>       |
| Post  | <input type="checkbox"/>       |
| Leaflet   | <input type="checkbox"/>       |
| Email   | <input type="checkbox"/>       |
| Radio   | <input type="checkbox"/>       |
| TV  | <input type="checkbox"/>       |
| Letter  | <input type="checkbox"/>       |
| Twitter   | <input type="checkbox"/>       |
| Facebook  | <input type="checkbox"/>       |
| Other social networking sites (e.g. Google Plus, Instagram, Snapchat) | <input type="checkbox"/>       |
| Video (e.g. YouTube)  | <input type="checkbox"/>       |
| Newspapers  | <input type="checkbox"/>       |
| Magazines   | <input type="checkbox"/>       |
| Telephone call  | <input type="checkbox"/>       |
| Mobile call   | <input type="checkbox"/>       |
| Text message  | <input type="checkbox"/>       |
| Posters/billboards  | <input type="checkbox"/>       |
| Using a mobile app on a smartphone or tablet                          | <input type="checkbox"/>       |
| Automated telephone information for simple queries                    | <input type="checkbox"/>       |
| Web/video chat  | <input type="checkbox"/>       |
| Kiosks and computers in libraries and other public buildings          | <input type="checkbox"/>       |
| Online community forum  | <input type="checkbox"/>       |
| Visiting in person with an appointment                                | <input type="checkbox"/>       |
| Visiting in person without an appointment                             | <input type="checkbox"/>       |
| Visiting a library  | <input type="checkbox"/>       |
| Other : (Please specify)  | <input type="checkbox"/> _____ |

**Q25b. And how would you prefer to contact local public services to find out information?**

**Do not read out options unless to clarify response**

Website	<input type="checkbox"/>
Post	<input type="checkbox"/>
Leaflet	<input type="checkbox"/>
Email	<input type="checkbox"/>
Radio	<input type="checkbox"/>
TV	<input type="checkbox"/>
Letter	<input type="checkbox"/>
Twitter	<input type="checkbox"/>
Facebook	<input type="checkbox"/>
Other social networking sites (e.g. Google Plus, Instagram, Snapchat)	<input type="checkbox"/>
Video (e.g. YouTube)	<input type="checkbox"/>
Newspapers	<input type="checkbox"/>
Magazines	<input type="checkbox"/>
Telephone call	<input type="checkbox"/>
Mobile call	<input type="checkbox"/>
Text message	<input type="checkbox"/>
Posters/billboards	<input type="checkbox"/>
Using a mobile app on a smartphone or tablet	<input type="checkbox"/>
Automated telephone information for simple queries	<input type="checkbox"/>
Web/video chat	<input type="checkbox"/>
Kiosks and computers in libraries and other public buildings	<input type="checkbox"/>
Online community forum	<input type="checkbox"/>
Visiting in person with an appointment	<input type="checkbox"/>
Visiting in person without an appointment	<input type="checkbox"/>
Visiting a library	<input type="checkbox"/>
Other : (Please specify)	<input type="checkbox"/> _____

**Q26. On average, how often do you access the internet, including using social media?**

**Read out options. Select one answer only.**

- |  |                       |
|--|-----------------------|
| Every day  | <input type="radio"/> |
| Most days  | <input type="radio"/> |
| A few times each week  | <input type="radio"/> |
| Once a week  | <input type="radio"/> |
| Once a month   | <input type="radio"/> |
| Less than once a month   | <input type="radio"/> |
| Never – I don't have access to the internet/don't know how to use it | <input type="radio"/> |
| Never – I choose not to use the internet/don't want to               | <input type="radio"/> |

**Q27. How satisfied are you with your broadband speed?**

**Read out options. Select one answer only.**

- |                       |                       |
|-----------------------|-----------------------|
| Very satisfied        | <input type="radio"/> |
| Fairly satisfied      | <input type="radio"/> |
| Neither               | <input type="radio"/> |
| Fairly dissatisfied   | <input type="radio"/> |
| Very dissatisfied     | <input type="radio"/> |
| Don't know/No opinion | <input type="radio"/> |

**IVR Read out: The final set of questions ask about you which will help ensure that the survey is representative of people across Southampton. Please note you do not have to answer all of these questions**

**Q28. What is your gender?**

- |                   |                       |
|-------------------|-----------------------|
| Male              | <input type="radio"/> |
| Female            | <input type="radio"/> |
| Unspecified       | <input type="radio"/> |
| Prefer not to say | <input type="radio"/> |

**Q29. Which age category do you fall within?**

**Read out options. Select one answer only.**

- |                   |                       |
|-------------------|-----------------------|
| 18-24             | <input type="radio"/> |
| 25-34             | <input type="radio"/> |
| 35-44             | <input type="radio"/> |
| 45-54             | <input type="radio"/> |
| 55-64             | <input type="radio"/> |
| 65-74             | <input type="radio"/> |
| 75+               | <input type="radio"/> |
| Prefer not to say | <input type="radio"/> |

**Q30. Please can you provide us with your postcode?**

---

**Q31. How long have you lived in Southampton for?**

**Read out options. Select one answer only.**

- |                    |                       |
|--------------------|-----------------------|
| Under 6 months     | <input type="radio"/> |
| 6 months – 1 year  | <input type="radio"/> |
| 1-2 years          | <input type="radio"/> |
| 2-5 years          | <input type="radio"/> |
| 5-10 years         | <input type="radio"/> |
| 10-20 years        | <input type="radio"/> |
| 20-30 years        | <input type="radio"/> |
| More than 30 years | <input type="radio"/> |
| Prefer not to say  | <input type="radio"/> |

**Q32. In which of these ways does your household occupy your current accommodation?**

**Read out options. Select one answer only.**

- |  |                             |
|--|-----------------------------|
| Owned outright                           | <input type="radio"/>       |
| Buying on a mortgage                     | <input type="radio"/>       |
| Buying through a shared ownership scheme | <input type="radio"/>       |
| Rented from Council                      | <input type="radio"/>       |
| Rented from housing association          | <input type="radio"/>       |
| Rented from private landlord             | <input type="radio"/>       |
| Other: (Please specify)                  | <input type="radio"/> _____ |
| Prefer not to say                        | <input type="radio"/>       |

**Q33. 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.**

**Select one answer only.**

- |                   |                       |
|-------------------|-----------------------|
| Yes               | <input type="radio"/> |
| No                | <input type="radio"/> |
| Prefer not to say | <input type="radio"/> |

**Q34. How would you describe your work status?**

**IVR: Read out options if asked. Select one answer only.**

- |  |                       |
|--|-----------------------|
| Working full-time (30+ hours per week)   | <input type="radio"/> |
| Working part-time (9-29 hours per week)  | <input type="radio"/> |
| Self-employed, full or part-time         | <input type="radio"/> |
| Working (< 8 hours)                      | <input type="radio"/> |
| Full-time education at school or college | <input type="radio"/> |
| Full-time education at University        | <input type="radio"/> |
| Unemployed and available for work        | <input type="radio"/> |
| Permanently sick/disabled                | <input type="radio"/> |
| Wholly retired from work                 | <input type="radio"/> |
| Looking after the family/home            | <input type="radio"/> |
| Doing something else                     | <input type="radio"/> |
| Prefer not to say                        | <input type="radio"/> |

**Q35. How would you describe your ethnic group?**

**Select one answer only.**

- |   |                       |
|---|-----------------------|
| White British                               | <input type="radio"/> |
| White Other                                 | <input type="radio"/> |
| Mixed / Multiple ethnic groups              | <input type="radio"/> |
| Asian / Asian British                       | <input type="radio"/> |
| Black / African / Caribbean / Black British | <input type="radio"/> |
| Other ethnic group                          | <input type="radio"/> |
| Prefer not to say                           | <input type="radio"/> |

**Q36. What is your first language?**

**Select one answer only.**

- |                                     |                             |
|-------------------------------------|-----------------------------|
| English                             | <input type="radio"/>       |
| Arabic                              | <input type="radio"/>       |
| Bengali (with Sylheti and Chatgaya) | <input type="radio"/>       |
| Cantonese                           | <input type="radio"/>       |
| Dari                                | <input type="radio"/>       |
| Dutch                               | <input type="radio"/>       |
| Farsi                               | <input type="radio"/>       |
| French                              | <input type="radio"/>       |
| German                              | <input type="radio"/>       |
| Greek                               | <input type="radio"/>       |
| Gujarati                            | <input type="radio"/>       |
| Hindi                               | <input type="radio"/>       |
| Hungarian                           | <input type="radio"/>       |
| Indonesian                          | <input type="radio"/>       |
| Italian                             | <input type="radio"/>       |
| Korean                              | <input type="radio"/>       |
| Kutchi                              | <input type="radio"/>       |
| Lithuanian                          | <input type="radio"/>       |
| Malayam                             | <input type="radio"/>       |
| Mandarin                            | <input type="radio"/>       |
| Other Chinese                       | <input type="radio"/>       |
| Persian/Farsi                       | <input type="radio"/>       |
| Polish                              | <input type="radio"/>       |
| Portuguese                          | <input type="radio"/>       |
| Punjabi                             | <input type="radio"/>       |
| Romanian                            | <input type="radio"/>       |
| Russian                             | <input type="radio"/>       |
| Sinhala                             | <input type="radio"/>       |
| Somali                              | <input type="radio"/>       |
| Spanish                             | <input type="radio"/>       |
| Tagalog/Filipino                    | <input type="radio"/>       |
| Tamil                               | <input type="radio"/>       |
| Turkish                             | <input type="radio"/>       |
| Urdu                                | <input type="radio"/>       |
| Welsh                               | <input type="radio"/>       |
| Other: (Please specify)             | <input type="radio"/> _____ |
| Prefer not to say                   | <input type="radio"/>       |

**Q37. And finally how would you describe your sexual orientation?**

**IVR: Read out options if asked. Select one answer only.**

- |                   |                       |
|-------------------|-----------------------|
| Heterosexual      | <input type="radio"/> |
| Homosexual        | <input type="radio"/> |
| Bisexual          | <input type="radio"/> |
| Other             | <input type="radio"/> |
| Prefer not to say | <input type="radio"/> |