

Sandwell Resident Wellbeing and Perception Survey 2022

Town Profiles

Public Health Intelligence Team

Sandwell Resident Wellbeing and Perception Survey 2022

This report provides information about how individuals in each Sandwell town responded to the Resident Survey questions.

There were [1,062](#) responses to the Sandwell Resident and Wellbeing Survey July - August 2022.

Some data tables may have fewer total responses because this analysis excludes all '[Do not know](#)' and '[Prefer not to say](#)' question responses.

Resident Survey: Quotas

Enventure Research conducted the survey and had set respondent quotas for **gender, towns, age groups and BAME groups**. These were based on the 2011 Census to provide a sample that was broadly representative in terms of these demographic characteristics.

The first table opposite shows the respondent quotas set for each town area and response rates achieved.

Quota numbers varied between each town to match the population numbers for each town. See the second table opposite. For example, the quotas and respondent numbers achieved in West Bromwich town are higher than other town areas because this town has a larger population.

Survey quotas and numbers achieved:

Sandwell Town	Quota	Achieved no.
Oldbury	175	189
Rowley Regis	168	158
Smethwick	191	179
Tipton	134	138
Wednesbury	128	129
West Bromwich	266	269

Comparison population numbers and survey responses by town area:

Town Population Numbers and Survey Responses				
Town	2021 Census Population		Resident Survey Responses	
	Number	Proportion	Number	Proportion
Oldbury	54,927	16.1%	189	17.8%
Rowley Regis	53,786	15.7%	158	14.9%
Smethwick	64,020	18.7%	179	16.9%
Tipton	44,129	12.9%	138	13.0%
Wednesbury	41,339	12.1%	129	12.1%
West Bromwich	83,637	24.5%	269	25.3%
Grand Total	341,838	100.0%	1,062	100.0%

Source: 2021 Census, Table: TS007 - Age by single year, and Sandwell Residents Survey Sep/Aug 2021

Resident Survey: Report data presentation

This report provides information about how individuals in each Sandwell town responded to the Resident Survey questions.

The report provides information for each town, showing how respondents in that town, responded to each questions. This does not provide a percentage for the most responses across all wards for a particular question.

This approach allows comparisons across towns where the base number of respondents in each town varies. It therefore, gives an indication of how residents from each town are likely to respond to a certain question. However, even if a town has the highest percentage, it might still have had fewer numbers of responses compared to other towns.

The example opposite shows how data is presented in this report and how these findings are calculated.

How these findings are calculated: (See the tables opposite)

The raw data is presented in the first table. In the second table; the responses to 'How much do you trust Sandwell Council are grouped into 'A great deal' or 'A fair amount', and 'not very much' or 'not at all'.

The final table shows the calculated percentages for the 'Not very much' or 'not at all' response for each town.

Note: The presented findings show how individuals responded in each town area.

It does not provide percentages across the towns. The highest number of responses answering; 'Not very much' or 'not at all' are in the West Bromwich town. This is because there were the highest number of respondents in this town area. See the second table.

All the findings in this report present percentages within individual towns.

Example of a question presented in this report:

Question: How much do you trust Sandwell Council?

Proportion of residents who responded
'Not very much / Not at all'

	Oldbury	Rowley Regis	Smethwick	Tipton	Wednesbury	West Bromwich
Town	28.7%	28.2%	28.7%	37.6%	34.2%	27.0%
Denominator	181	149	171	133	120	259

How these findings are calculated:

Trust in the Council - How much do you trust Sandwell Council?							
How much do you trust Sandwell Council?	Town						Grand Total
	Oldbury	Rowley Regis	Smethwick	Tipton	Wednesbury	West Bromwich	
1_A great deal	31	24	31	11	15	34	146
2_A fair amount	98	83	91	72	64	155	563
3_Not very much	33	29	39	26	27	49	203
4_Not at all	19	13	10	24	14	21	101
Grand Total	181	149	171	133	120	259	1013

Grouped responses for the Trust in Council Question							
How much do you trust Sandwell Council?	Town						Grand Total
	Oldbury	Rowley Regis	Smethwick	Tipton	Wednesbury	West Bromwich	
'A great deal' or 'a fair amount'	129	107	122	83	79	189	709
'Not very much' or 'not at all'	52	42	49	50	41	70	304
Grand Total	181	149	171	133	120	259	1013

Percentage in Town area who responded 'Not very much or not at all'							
How much do you trust Sandwell Council?	Town						Grand Total
	Oldbury	Rowley Regis	Smethwick	Tipton	Wednesbury	West Bromwich	
'Not very much or not at all'	28.7%	28.2%	28.7%	37.6%	34.2%	27.0%	
'Not very much or not at all'	52 of 181	42 of 149	49 of 171	50 of 133	41 of 120	70 of 259	

Some results should be looked at **with caution** because of **low numbers of responses** within subgrouping.

In some topics with low numbers of responses, for example in the 'Council Communication' section, actual numbers have been used.

The example opposite shows numbers of responses by ward. In this case, results grouped by town area would provide more robust results.

Example:
Response
numbers by
ward

Responses by Ward	
Wards	Total Responses
Great Barr with Yew Tree	22
Abbey	61
Oldbury	55
Hateley Heath	52
Rowley	39
Langley	54
Bristnall	53
Newton	30
Blackheath	59
Smethwick	64
Greets Green and Lyng	49
West Bromwich Central	74
Old Warley	26
St. Paul's	19
Charlemont with Grove Vale	39
Friar Park	41
Cradley Heath and Old Hill	35
Soho and Victoria	30
Tividale	24
Wednesbury North	42
Wednesbury South	46
Great Bridge	68
Tipton Green	45
Princes End	25
Grand Total	1052

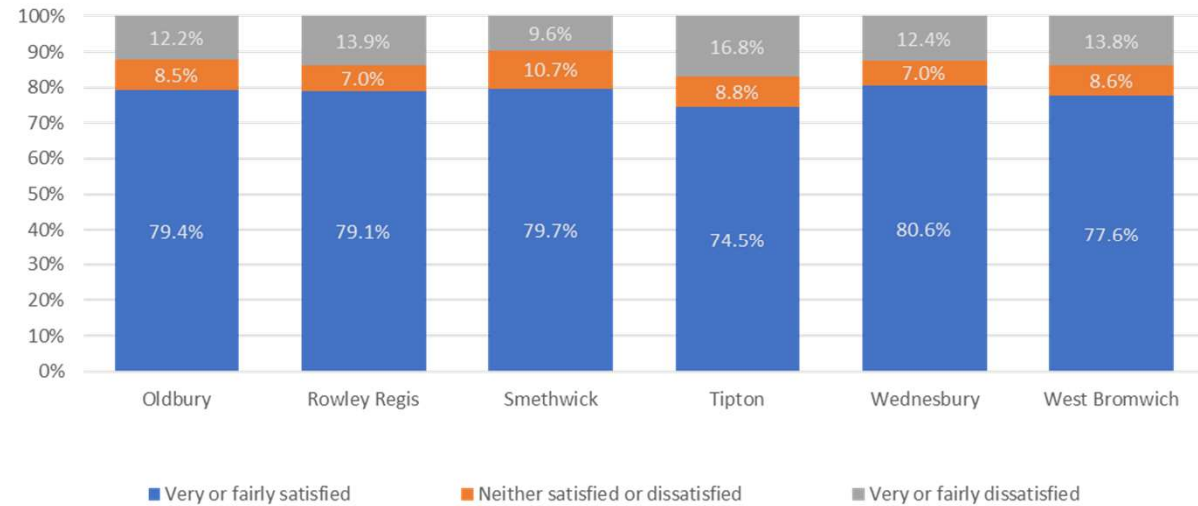
Satisfaction with the local area

Q4 Overall how satisfied or dissatisfied are you with your local area as a place to live?

SINGLE CODE

- Very satisfied
- Fairly satisfied
- Neither satisfied or dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Don't know (Do not read out)

Satisfaction with Local Area



- The largest proportion across all towns was fairly or very satisfied with the local area.
- The highest dissatisfaction was in Tipton, however this was still only 16.8%.
- The largest proportion of 'very dissatisfied' was very low, with the highest percentage being 5.6% in Smethwick.

Source: Sandwell Resident & Wellbeing Survey 2022

	Very satisfied	Fairly satisfied	Neither satisfied or dissatisfied	Fairly dissatisfied	Very dissatisfied
Oldbury	30.7%	48.7%	8.5%	7.4%	4.8%
Rowley Regis	25.3%	53.8%	7.0%	11.4%	2.5%
Smethwick	27.7%	52.0%	10.7%	4.0%	5.6%
Tipton	13.1%	61.3%	8.8%	12.4%	4.4%
Wednesbury	26.4%	54.3%	7.0%	8.5%	3.9%
West Bromwich	28.0%	49.6%	8.6%	10.1%	3.7%
Grand Total	25.9%	52.6%	8.5%	8.9%	4.2%

Contacting the local authority

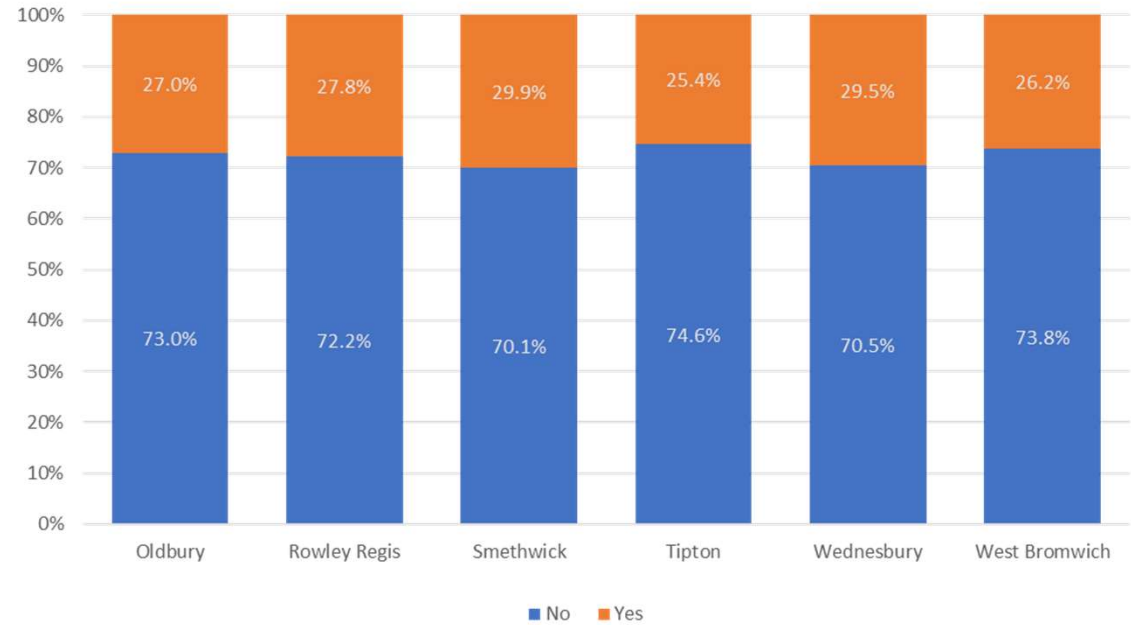
Q5 Have you recently (last three months) had cause to contact the Council?

- Yes
- No
- Don't know (Do not read out)

	No	Yes
Oldbury	73.0%	27.0%
Rowley Regis	72.2%	27.8%
Smethwick	70.1%	29.9%
Tipton	74.6%	25.4%
Wednesbury	70.5%	29.5%
West Bromwich	73.8%	26.2%
Grand Total	72.5%	27.5%

- Between one quarter (in Tipton) and one third (in Smethwick) had cause to contact the council in the last three months.
- The majority proportion in each town did not have cause to contact the council.

Have you recently (last three months) had cause to contact the Council?

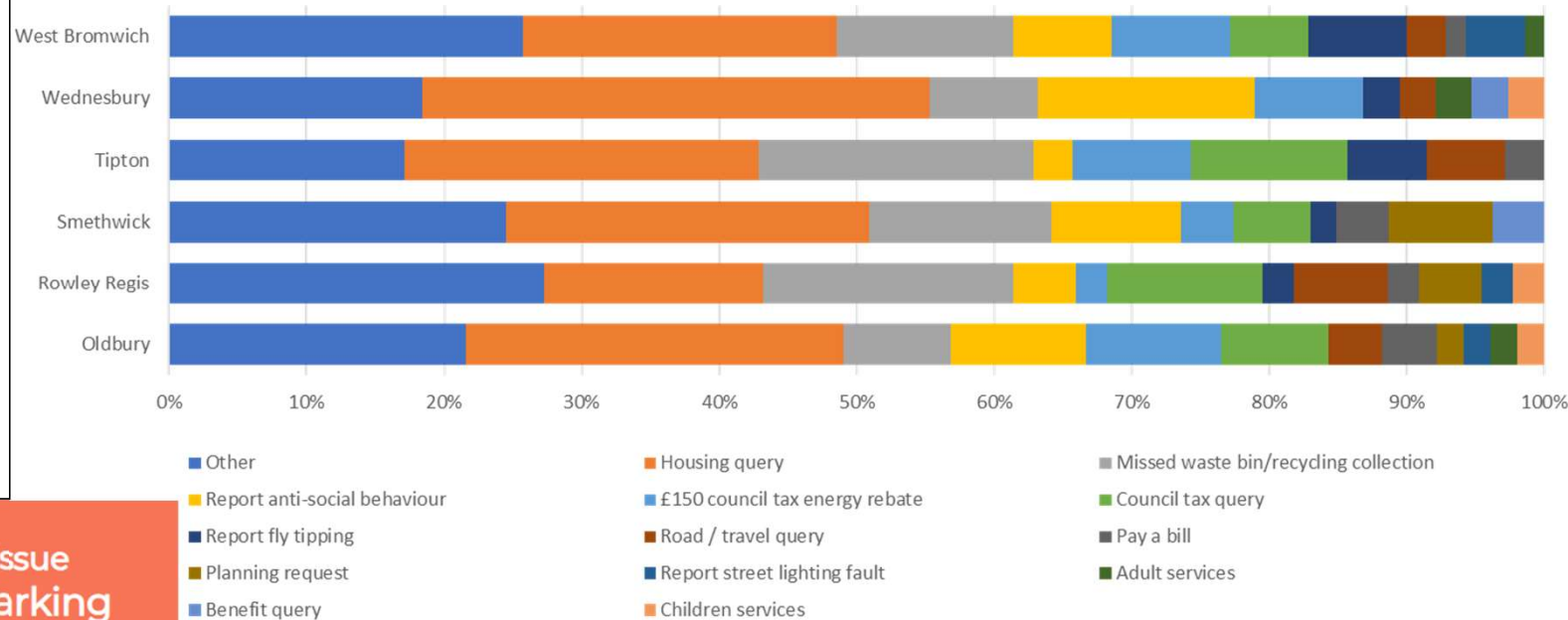


Source: Sandwell Resident & Wellbeing Survey 2022

Contacting the local authority

- The reason for contacting the council that received the largest proportion in all towns was housing query. This was particularly high in Wednesbury (36.8%) but much less so in Rowley Regis (15.9%), where 'missed waste bin/recycling collection' was the highest (18.2%).
- Reporting anti-social behaviour was high in Wednesbury with 15.8%.
- A variety of reasons were given for 'Other', the most popular are shown in the word cloud below.
- In Rowley Regis and Tipton, half of the 'Other' responses were for repairs.
- In Smethwick, 30% of 'Other' responses were for parking issues.

Reasons for contacting local authority in the last 3 months



Source: Sandwell Resident & Wellbeing Survey 2022

	£150 council tax energy rebate	Adult services	Benefit query	Children services	Council tax query	Housing query	Missed waste bin/recycling collection	Other	Pay a bill	Planning request	Report anti-social behaviour	Report fly tipping	Report street lighting fault	Road / travel query
Oldbury	9.8%	2.0%	0.0%	2.0%	7.8%	23.5%	7.8%	25.5%	3.9%	2.0%	9.8%	0.0%	2.0%	3.9%
Rowley Regis	2.3%	0.0%	0.0%	2.3%	11.4%	15.9%	18.2%	27.3%	2.3%	4.5%	4.5%	2.3%	2.3%	6.8%
Smethwick	3.8%	0.0%	3.8%	0.0%	5.7%	24.5%	13.2%	26.4%	3.8%	7.5%	9.4%	1.9%	0.0%	0.0%
Tipton	8.6%	0.0%	0.0%	0.0%	11.4%	22.9%	20.0%	20.0%	2.9%	0.0%	2.9%	5.7%	0.0%	5.7%
Wednesbury	7.9%	2.6%	2.6%	2.6%	0.0%	36.8%	7.9%	18.4%	0.0%	0.0%	15.8%	2.6%	0.0%	2.6%
West Bromwich	8.6%	1.4%	0.0%	0.0%	5.7%	21.4%	12.9%	27.1%	1.4%	0.0%	7.1%	7.1%	4.3%	2.9%
Grand Total	6.9%	1.0%	1.0%	1.0%	6.9%	23.7%	13.1%	24.7%	2.4%	2.4%	8.2%	3.4%	1.7%	3.4%

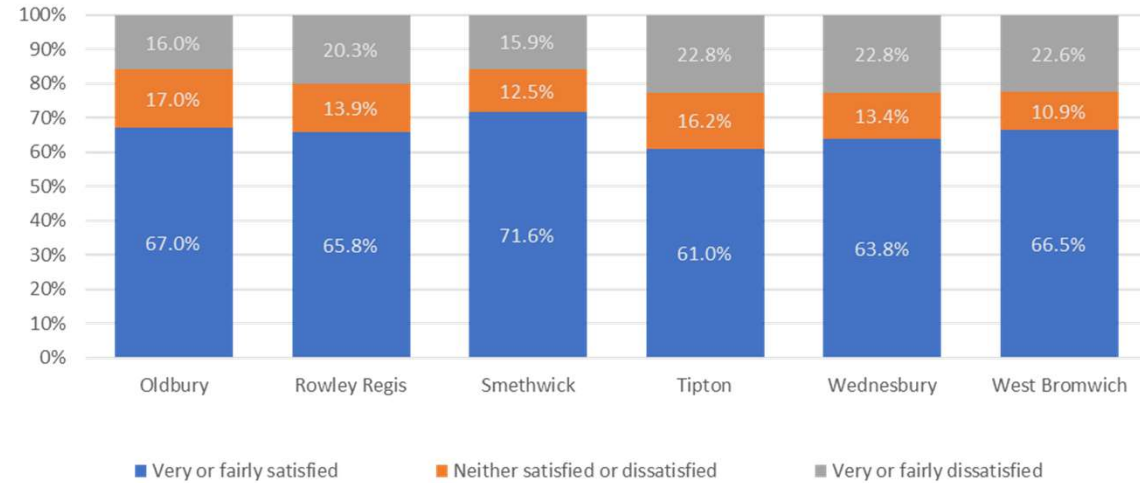
Satisfaction with the local authority

Q7 Overall how satisfied or dissatisfied are you with Sandwell Council runs things?

SINGLE CODE

- Very satisfied
- Fairly satisfied
- Neither satisfied or dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Don't know (Do not read out)

Satisfaction with Local Authority



Source: Sandwell Resident & Wellbeing Survey 2022

- The majority proportion from each town was for fairly or very satisfied.
- Smethwick received the highest proportion of ‘satisfied’ responses, with 71.6% either fairly or very satisfied.
- Tipton and Wednesbury received the highest proportion of ‘dissatisfied’ responses (22.8% each).
- Tipton also had one of the highest responses in the ‘fairly satisfied’ category, with 52.2%.

	Very satisfied	Fairly satisfied	Neither satisfied or dissatisfied	Fairly dissatisfied	Very dissatisfied
Oldbury	20.7%	46.3%	17.0%	11.7%	4.3%
Rowley Regis	21.5%	44.3%	13.9%	12.7%	7.6%
Smethwick	18.8%	52.8%	12.5%	11.9%	4.0%
Tipton	8.8%	52.2%	16.2%	14.0%	8.8%
Wednesbury	19.7%	44.1%	13.4%	14.2%	8.7%
West Bromwich	13.9%	52.6%	10.9%	15.0%	7.5%
Grand Total	17.1%	49.2%	13.7%	13.3%	6.7%

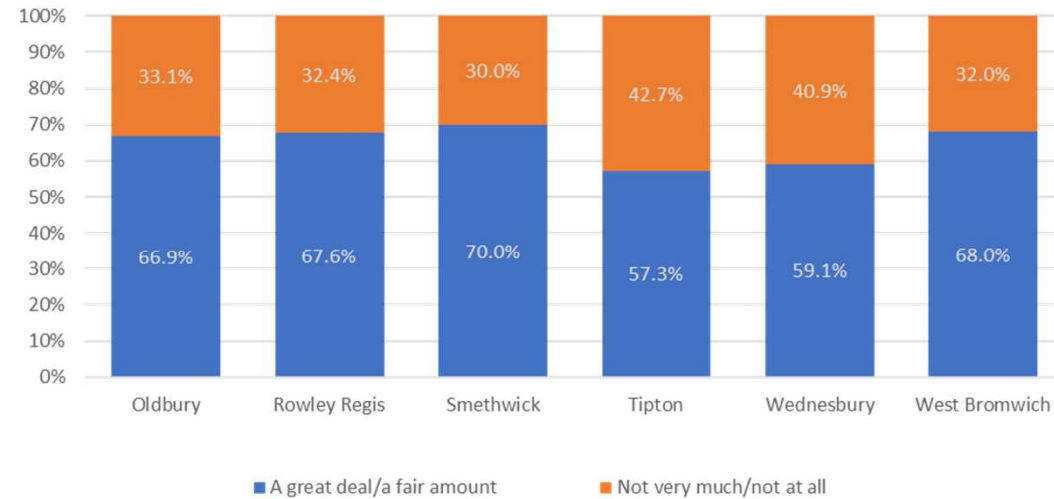
Council responsiveness

Q8 To what extent do you think Sandwell Council acts on the concerns of local residents?

SINGLE CODE

- A great deal
- A fair amount
- Not very much
- Not at all
- Don't know (Do not read out)

Council Responsiveness



- Smethwick received the largest proportion of positive responses, with 20.6% selecting ‘a great deal’.
- Around half from all towns selected ‘a fair amount’.
- Tipton received the largest proportion of negative responses with 42.8% selecting ‘not very much’ or ‘not at all’.
- Tipton also received the lowest proportion of responses to ‘a great deal’, with only 6.1%.

Source: Sandwell Resident & Wellbeing Survey 2022

	A great deal	A fair amount	Not very much	Not at all
Oldbury	15.1%	51.7%	22.7%	10.5%
Rowley Regis	12.5%	55.1%	22.1%	10.3%
Smethwick	20.6%	49.4%	23.1%	6.9%
Tipton	6.1%	51.1%	32.1%	10.7%
Wednesbury	13.9%	45.2%	27.0%	13.9%
West Bromwich	13.9%	54.1%	21.7%	10.2%
Grand Total	14.0%	51.6%	24.2%	10.2%

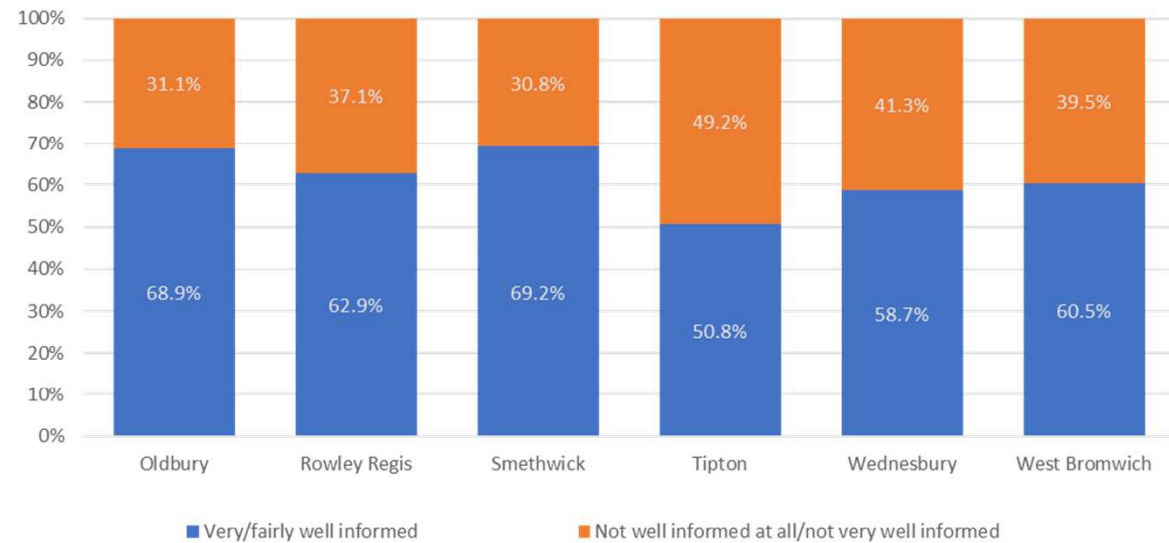
Informed about the Council

Q9 Overall, how well informed do you think Sandwell Council keeps residents about the services and benefits it provides?

SINGLE CODE

- Very well informed
- Fairly well informed
- Not very well informed
- Not well informed at all
- Don't know (Do not read out)

Informed about the Council



- Smethwick received the largest proportion of positive responses with 69.2% choosing either 'very well informed' or 'fairly well informed'.
- Tipton received the largest proportion of negative responses, with 49.2% choosing either 'not very well informed' or 'not well informed at all'.
- All towns received more positive than negative responses.

Source: Sandwell Resident & Wellbeing Survey 2022

	Very well informed	Fairly well informed	Not very well informed	Not well informed at all
Oldbury	24.6%	44.3%	20.2%	10.9%
Rowley Regis	20.5%	42.4%	22.5%	14.6%
Smethwick	25.0%	44.2%	19.8%	11.0%
Tipton	10.6%	40.2%	28.8%	20.5%
Wednesbury	12.7%	46.0%	22.2%	19.0%
West Bromwich	19.4%	41.1%	24.3%	15.2%
Grand Total	19.5%	42.8%	22.9%	14.8%

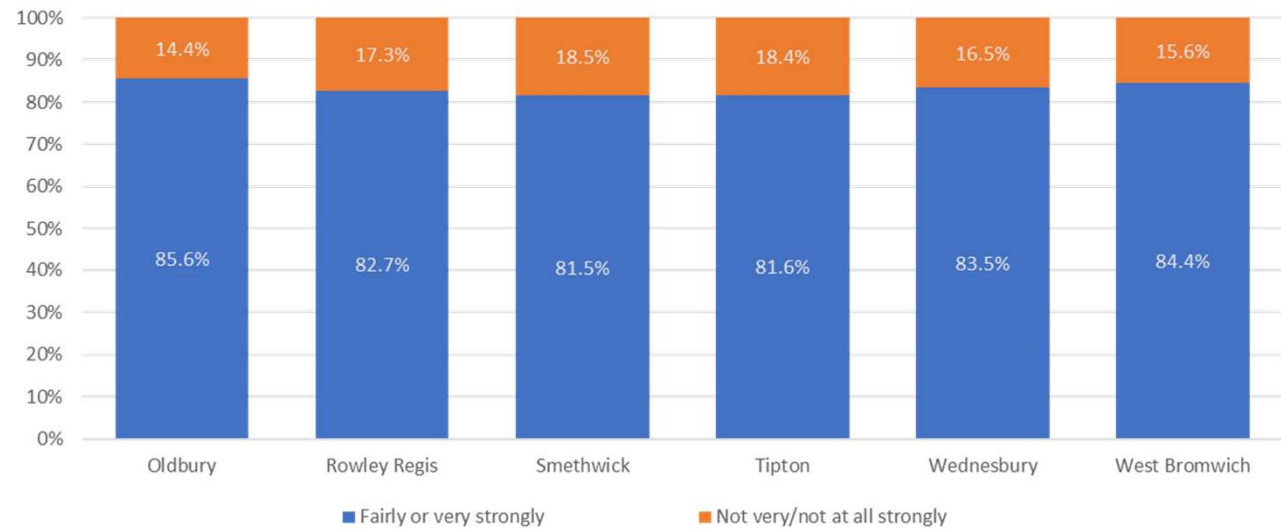
Community identity

Q10 How strongly do you feel you belong to your local area?

SINGLE CODE

- Very strongly
- Fairly strongly
- Not very strongly
- Not at all strongly
- Don't know (Do not read out)

Community Identity - belonging to local area



Source: Sandwell Resident & Wellbeing Survey 2022

- The majority of responses from all towns were positive, with Oldbury receiving the largest proportion overall (85.6%).
- Smethwick and Tipton received the largest proportion of negative responses, with 18.5% and 18.4% respectively choosing either 'not very strong' or 'not at all strong'.

	Very strongly	Fairly strongly	Not very strongly	Not at all strongly
Oldbury	42.8%	42.8%	11.2%	3.2%
Rowley Regis	40.4%	42.3%	10.9%	6.4%
Smethwick	37.0%	44.5%	11.0%	7.5%
Tipton	36.0%	45.6%	13.2%	5.1%
Wednesbury	38.6%	44.9%	8.7%	7.9%
West Bromwich	41.4%	43.0%	11.8%	3.8%
Grand Total	39.7%	43.7%	11.2%	5.4%

Community safety after dark and during the day

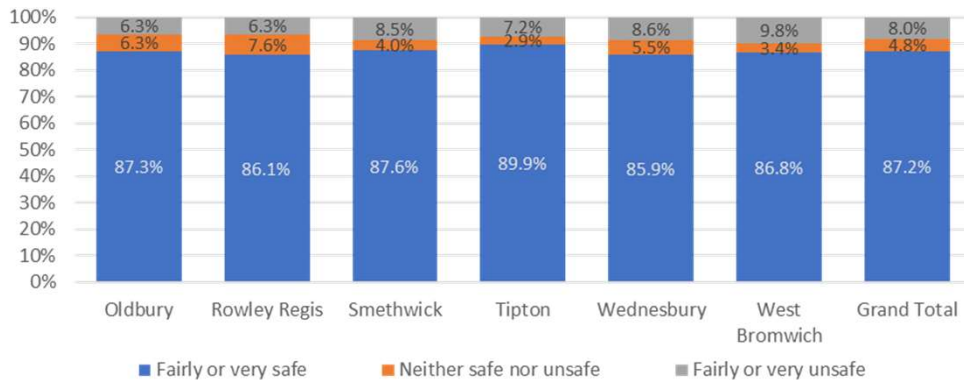
Q11 How safe or unsafe do you feel when outside in your local area....?

SINGLE CODE

	Very safe	Fairly safe	Neither safe nor unsafe	Fairly unsafe	Very unsafe	Don't know (Do not read out)
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"/>

- The largest proportion of positive responses for 'during the day' were from Tipton, where 89.9% felt either fairly or very safe.
- The largest proportion of those feeling fairly or very unsafe during the day were in West Bromwich, although this was only 9.8%.
- Responses were much more varied for 'after dark', with the biggest proportion feeling either fairly or very unsafe in West Bromwich (45.6%).
- The largest proportion of those feeling fairly or very safe after dark were in Smethwick (55.4%).

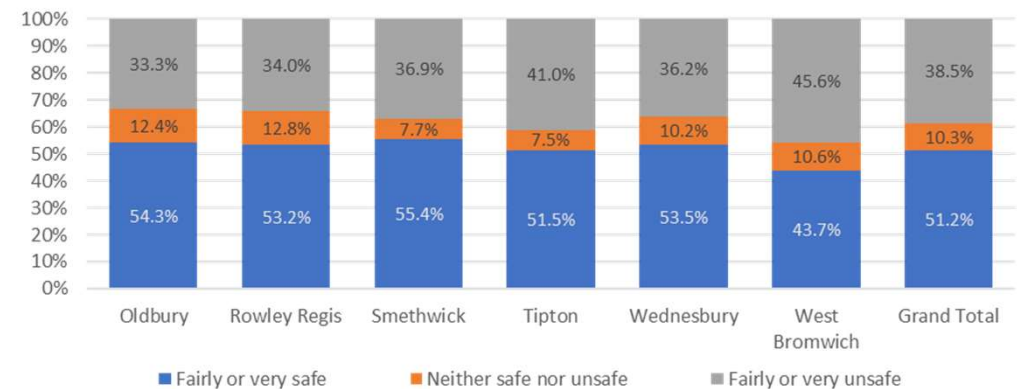
Community Safety: During the Day



Source: Sandwell Resident & Wellbeing Survey 2022

	Very safe	Fairly safe	Neither safe nor unsafe	Fairly unsafe	Very unsafe
Oldbury	49.2%	38.1%	6.3%	3.7%	2.6%
Rowley Regis	40.5%	45.6%	7.6%	3.8%	2.5%
Smethwick	48.6%	39.0%	4.0%	5.6%	2.8%
Tipton	55.1%	34.8%	2.9%	6.5%	0.7%
Wednesbury	55.5%	30.5%	5.5%	4.7%	3.9%
West Bromwich	39.5%	47.4%	3.4%	6.0%	3.8%
Grand Total	46.9%	40.3%	4.8%	5.1%	2.8%

Community Safety: After Dark



Source: Sandwell Resident & Wellbeing Survey 2022

	Very safe	Fairly safe	Neither safe nor unsafe	Fairly unsafe	Very unsafe
Oldbury	24.2%	30.1%	12.4%	19.4%	14.0%
Rowley Regis	21.8%	31.4%	12.8%	18.6%	15.4%
Smethwick	19.0%	36.3%	7.7%	24.4%	12.5%
Tipton	8.2%	43.3%	7.5%	25.4%	15.7%
Wednesbury	15.7%	37.8%	10.2%	18.1%	18.1%
West Bromwich	14.1%	29.7%	10.6%	28.5%	17.1%
Grand Total	17.3%	33.8%	10.3%	23.0%	15.5%

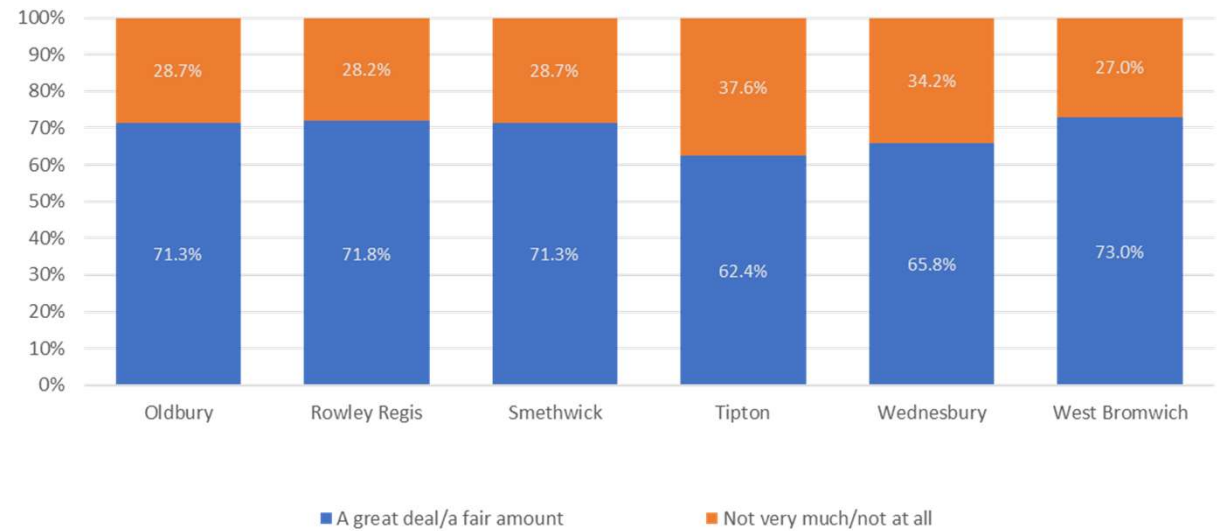
Trust in the Council

Q12 How much do you trust Sandwell Council?

SINGLE CODE

- A great deal
- A fair amount
- Not very much
- Not at all
- Don't know (Do not read out)

Trust in the Council



- West Bromwich had the largest proportion of positive responses, with 73% choosing either ‘a great deal’ or ‘a fair amount’ of trust in the council.
- Tipton had the largest proportion of negative responses, with 37.6% choosing either ‘not very much’ or ‘not at all’.

Source: Sandwell Resident & Wellbeing Survey 2022

	A great deal	A fair amount	Not very much	Not at all
Oldbury	17.1%	54.1%	18.2%	10.5%
Rowley Regis	16.1%	55.7%	19.5%	8.7%
Smethwick	18.1%	53.2%	22.8%	5.8%
Tipton	8.3%	54.1%	19.5%	18.0%
Wednesbury	12.5%	53.3%	22.5%	11.7%
West Bromwich	13.1%	59.8%	18.9%	8.1%
Grand Total	14.4%	55.6%	20.0%	10.0%

Satisfaction with services (Residents responding: 'fairly satisfied' or 'very satisfied')

Q13 I am going to read out a number of different types of services that are provided by Sandwell Council. I would like you to tell me how satisfied or dissatisfied you are overall with the council's...

	Very satisfied	Fairly satisfied	Neither satisfied no dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know (Do not read out)
Waste collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Street cleaning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Road maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pavement maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sport and leisure services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Services and support for older people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Services and support for children and young people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parks and open spaces	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

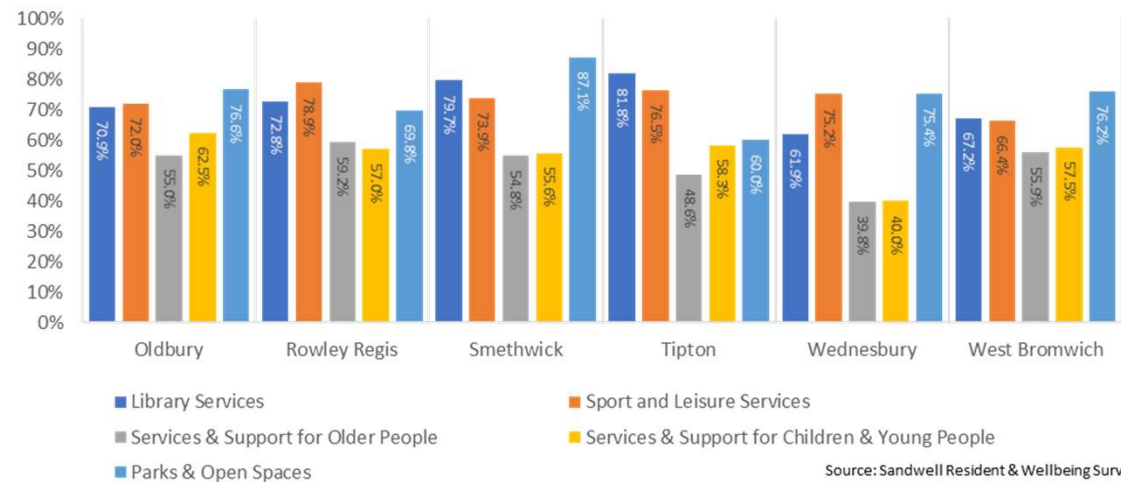
Fairly or Very Satisfied with Services



Source: Sandwell Resident & Wellbeing Survey 2022

- Tipton had the largest proportion of satisfaction for waste collection and library services, with 97.8% and 81.8% respectively choosing fairly or very satisfied.
- Satisfaction with road maintenance was much lower overall, with the lowest proportion of satisfaction being in Tipton (39.8%).
- Smethwick had the largest proportion of satisfaction with waste collection and parks & open spaces, with 88.8% and 87.1% respectively.

Fairly or Very Satisfied with Services (2)



Source: Sandwell Resident & Wellbeing Survey 2022

Satisfaction with services (Residents responding: 'fairly dissatisfied' or 'very dissatisfied')

Q13 I am going to read out a number of different types of services that are provided by Sandwell Council. I would like you to tell me how satisfied or dissatisfied you are overall with the council's...

	Very satisfied	Fairly satisfied	Neither satisfied no dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know (Do not read out)
Waste collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Street cleaning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Road maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pavement maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sport and leisure services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Services and support for older people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Services and support for children and young people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parks and open spaces	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

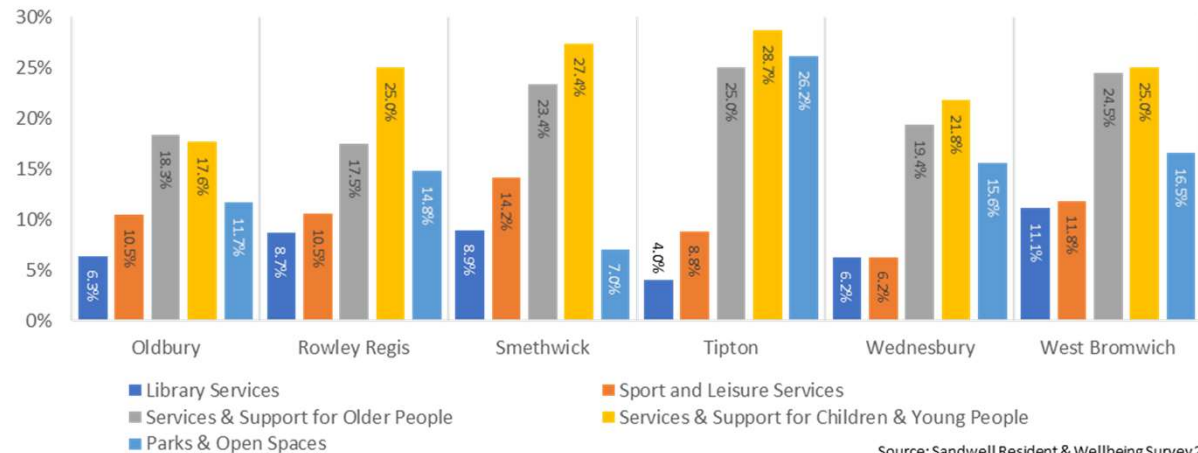
- Road maintenance received the highest proportion of dissatisfaction across all towns.
- Tipton was the town most dissatisfied with road maintenance, with 48.9% choosing fairly or very dissatisfied.
- In Tipton, just over a quarter were dissatisfied with parks and open spaces. Conversely, in Smethwick only 7% were dissatisfied.

Fairly or Very Dissatisfied with Services



Source: Sandwell Resident & Wellbeing Survey 2022

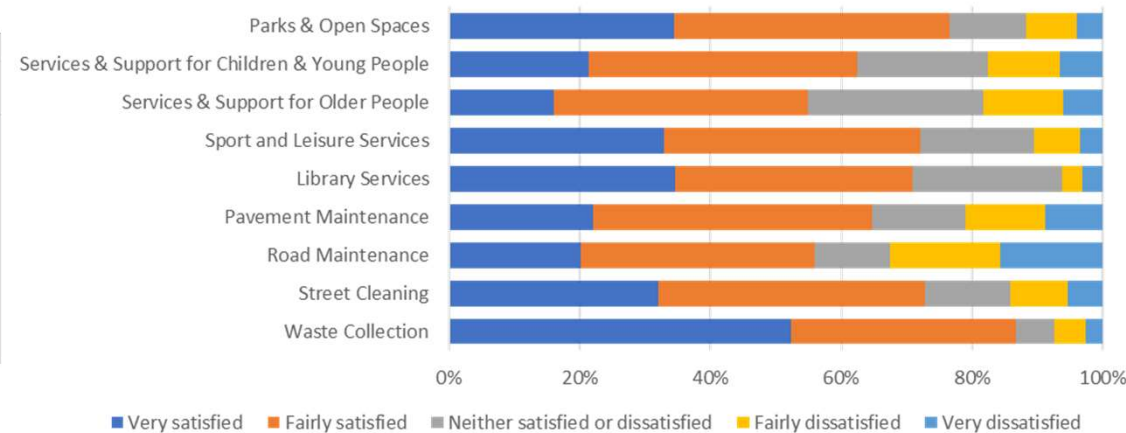
Fairly or Very Dissatisfied with Services (2)



Source: Sandwell Resident & Wellbeing Survey 2022

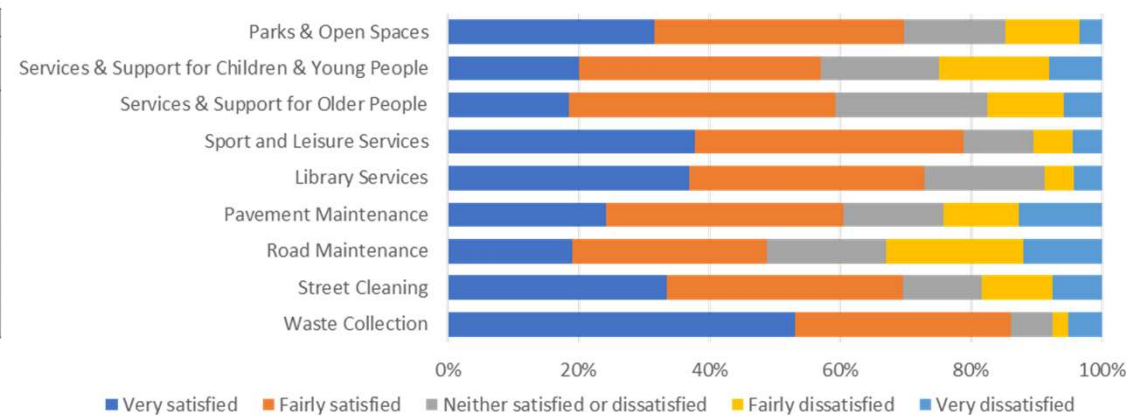
Satisfaction with services

Satisfaction with Services: Oldbury



Source: Sandwell Resident & Wellbeing Survey 2022

Satisfaction with Services: Rowley Regis



Source: Sandwell Resident & Wellbeing Survey 2022

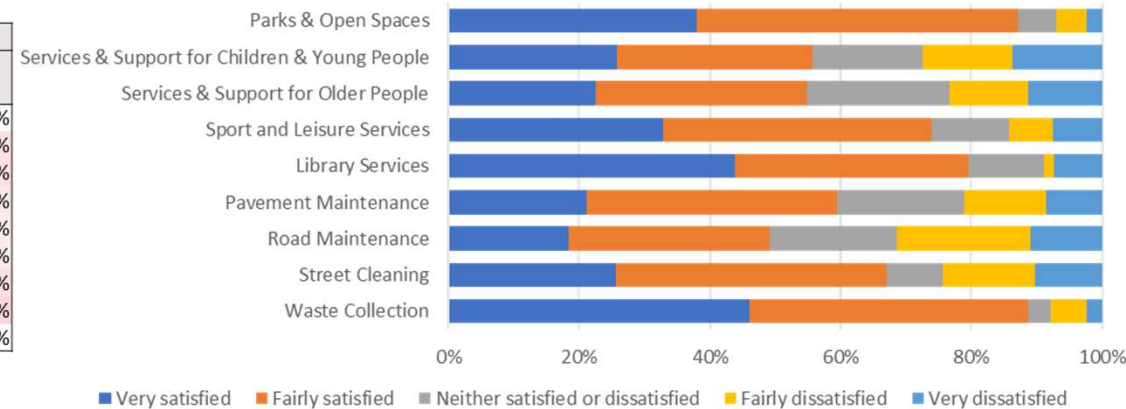
	Oldbury				
	Very satisfied	Fairly satisfied	Neither satisfied or dissatisfied	Fairly dissatisfied	Very dissatisfied
Waste Collection	52.4%	34.4%	5.8%	4.8%	2.6%
Street Cleaning	32.1%	40.8%	13.0%	8.7%	5.4%
Road Maintenance	20.1%	35.9%	11.4%	16.8%	15.8%
Pavement Maintenance	22.1%	42.5%	14.4%	12.2%	8.8%
Library Services	34.6%	36.2%	22.8%	3.1%	3.1%
Sport and Leisure Services	32.9%	39.2%	17.5%	7.0%	3.5%
Services & Support for Older People	16.0%	38.9%	26.7%	12.2%	6.1%
Services & Support for Children & Young People	21.3%	41.2%	19.9%	11.0%	6.6%
Parks & Open Spaces	34.5%	42.1%	11.7%	7.6%	4.1%

	Rowley Regis				
	Very satisfied	Fairly satisfied	Neither satisfied or dissatisfied	Fairly dissatisfied	Very dissatisfied
Waste Collection	53.2%	32.9%	6.3%	2.5%	5.1%
Street Cleaning	33.5%	36.1%	12.0%	10.8%	7.6%
Road Maintenance	19.0%	29.7%	18.4%	20.9%	12.0%
Pavement Maintenance	24.2%	36.3%	15.3%	11.5%	12.7%
Library Services	37.0%	35.9%	18.5%	4.3%	4.3%
Sport and Leisure Services	37.7%	41.2%	10.5%	6.1%	4.4%
Services & Support for Older People	18.4%	40.8%	23.3%	11.7%	5.8%
Services & Support for Children & Young People	20.0%	37.0%	18.0%	17.0%	8.0%
Parks & Open Spaces	31.5%	38.3%	15.4%	11.4%	3.4%

Satisfaction with services

Satisfaction with Services: Smethwick

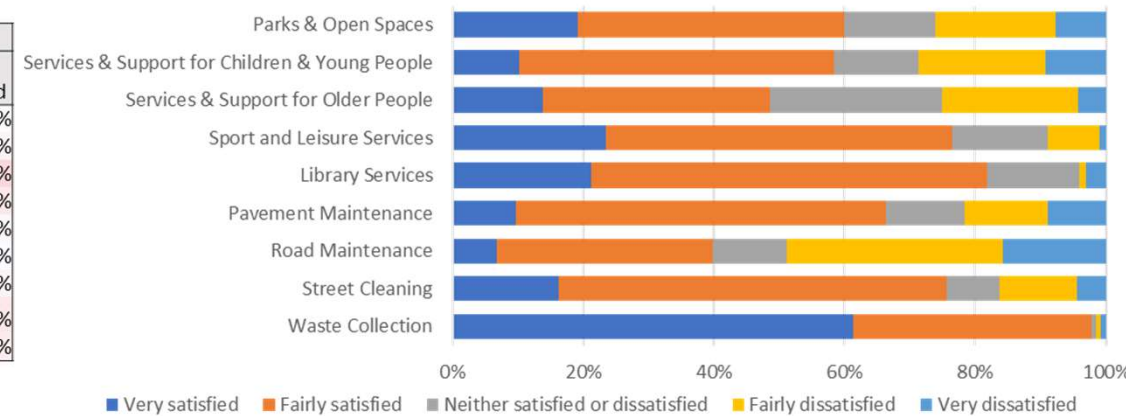
	Smethwick				
	Very satisfied	Fairly satisfied	Neither satisfied or dissatisfied	Fairly dissatisfied	Very dissatisfied
Waste Collection	46.1%	42.7%	3.4%	5.6%	2.2%
Street Cleaning	25.6%	41.5%	8.5%	14.2%	10.2%
Road Maintenance	18.3%	30.9%	19.4%	20.6%	10.9%
Pavement Maintenance	21.1%	38.3%	19.4%	12.6%	8.6%
Library Services	43.9%	35.8%	11.4%	1.6%	7.3%
Sport and Leisure Services	32.8%	41.0%	11.9%	6.7%	7.5%
Services & Support for Older People	22.6%	32.3%	21.8%	12.1%	11.3%
Services & Support for Children & Young People	25.8%	29.8%	16.9%	13.7%	13.7%
Parks & Open Spaces	38.0%	49.1%	5.8%	4.7%	2.3%



Source: Sandwell Resident & Wellbeing Survey 2022

Satisfaction with Services: Tipton

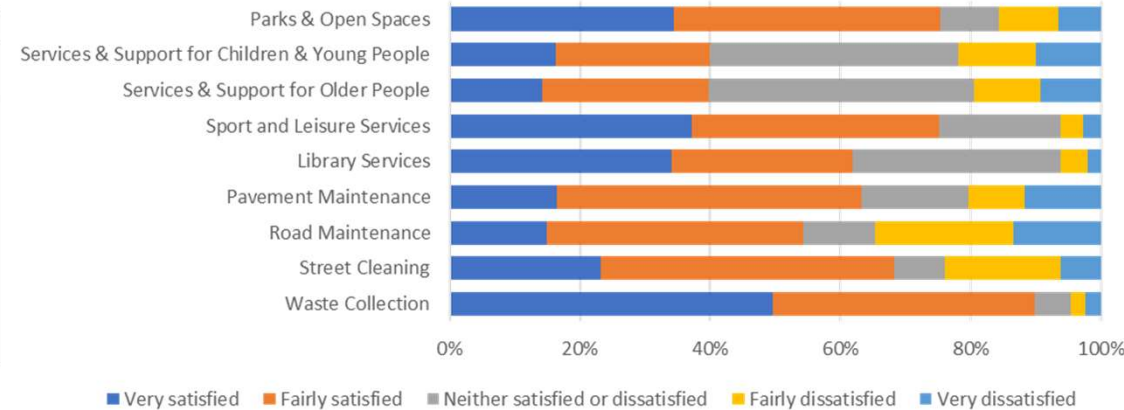
	Tipton				
	Very satisfied	Fairly satisfied	Neither satisfied or dissatisfied	Fairly dissatisfied	Very dissatisfied
Waste Collection	61.3%	36.5%	0.7%	0.7%	0.7%
Street Cleaning	16.3%	59.3%	8.1%	11.9%	4.4%
Road Maintenance	6.8%	33.1%	11.3%	33.1%	15.8%
Pavement Maintenance	9.7%	56.7%	11.9%	12.7%	9.0%
Library Services	21.2%	60.6%	14.1%	1.0%	3.0%
Sport and Leisure Services	23.5%	52.9%	14.7%	7.8%	1.0%
Services & Support for Older People	13.9%	34.7%	26.4%	20.8%	4.2%
Services & Support for Children & Young People	10.2%	48.1%	13.0%	19.4%	9.3%
Parks & Open Spaces	19.2%	40.8%	13.8%	18.5%	7.7%



Source: Sandwell Resident & Wellbeing Survey 2022

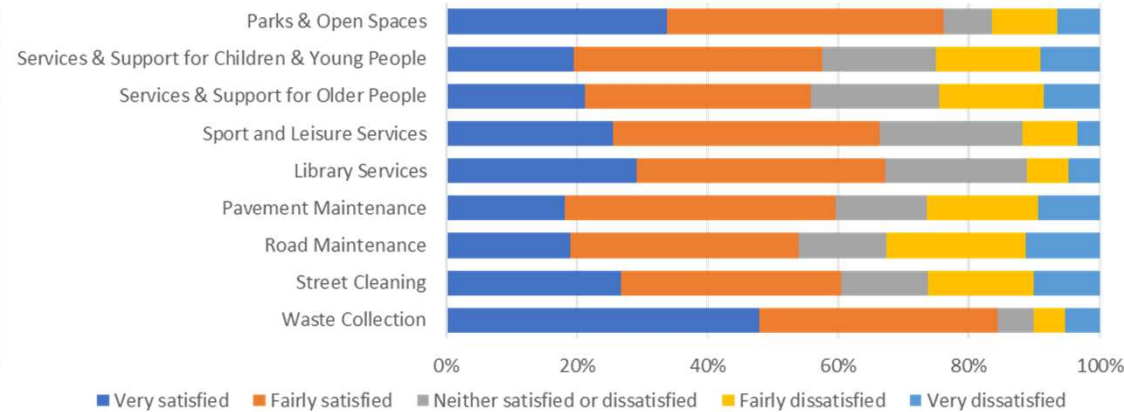
Satisfaction with services

Satisfaction with Services: Wednesbury



Source: Sandwell Resident & Wellbeing Survey 2022

Satisfaction with Services: West Bromwich



Source: Sandwell Resident & Wellbeing Survey 2022

	Wednesbury				
	Very satisfied	Fairly satisfied	Neither satisfied or dissatisfied	Fairly dissatisfied	Very dissatisfied
Waste Collection	49.6%	40.3%	5.4%	2.3%	2.3%
Street Cleaning	23.3%	45.0%	7.8%	17.8%	6.2%
Road Maintenance	15.0%	39.4%	11.0%	21.3%	13.4%
Pavement Maintenance	16.4%	46.9%	16.4%	8.6%	11.7%
Library Services	34.0%	27.8%	32.0%	4.1%	2.1%
Sport and Leisure Services	37.2%	38.1%	18.6%	3.5%	2.7%
Services & Support for Older People	14.3%	25.5%	40.8%	10.2%	9.2%
Services & Support for Children & Young People	16.4%	23.6%	38.2%	11.8%	10.0%
Parks & Open Spaces	34.4%	41.0%	9.0%	9.0%	6.6%

	West Bromwich				
	Very satisfied	Fairly satisfied	Neither satisfied or dissatisfied	Fairly dissatisfied	Very dissatisfied
Waste Collection	48.0%	36.4%	5.6%	4.8%	5.2%
Street Cleaning	26.7%	33.8%	13.2%	16.2%	10.2%
Road Maintenance	19.0%	34.9%	13.6%	21.3%	11.2%
Pavement Maintenance	18.1%	41.5%	14.0%	17.0%	9.4%
Library Services	29.1%	38.1%	21.7%	6.3%	4.8%
Sport and Leisure Services	25.6%	40.8%	21.8%	8.5%	3.3%
Services & Support for Older People	21.3%	34.6%	19.7%	16.0%	8.5%
Services & Support for Children & Young People	19.5%	38.0%	17.5%	16.0%	9.0%
Parks & Open Spaces	33.9%	42.3%	7.3%	10.1%	6.5%

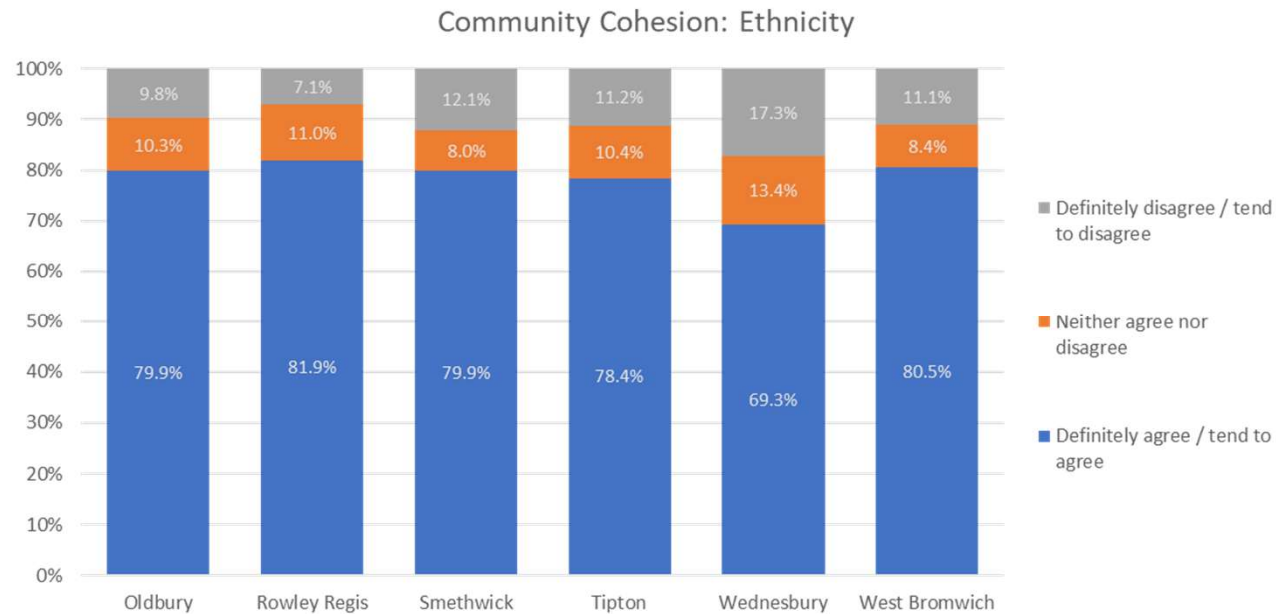
Community cohesion

Q14 To what extent do you agree or disagree that your local area is a place where people from different ethnic backgrounds get on well together?

By getting on well together, we mean treating each other with respect.

SINGLE CODE

- Definitely agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Definitely disagree
- Don't know (Do not read out)



Source: Sandwell Resident & Wellbeing Survey 2022

- Of all the towns, Rowley Regis received the highest proportion of positive responses, with 81.9% choosing 'definitely agree' or 'tend to agree'.
- Wednesbury had the lowest proportion of positive responses, with 69.3%.
- The highest proportion of negative responses were in Wednesbury (17.3%), compared to a low of 7.1% in Rowley Regis.

	Definitely agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Definitely disagree
Oldbury	34.8%	45.1%	10.3%	6.0%	3.8%
Rowley Regis	25.8%	56.1%	11.0%	5.2%	1.9%
Smethwick	36.8%	43.1%	8.0%	8.0%	4.0%
Tipton	29.1%	49.3%	10.4%	3.7%	7.5%
Wednesbury	20.5%	48.8%	13.4%	11.0%	6.3%
West Bromwich	30.7%	49.8%	8.4%	9.2%	1.9%
Grand Total	30.2%	48.6%	10.0%	7.3%	3.9%

Community cohesion

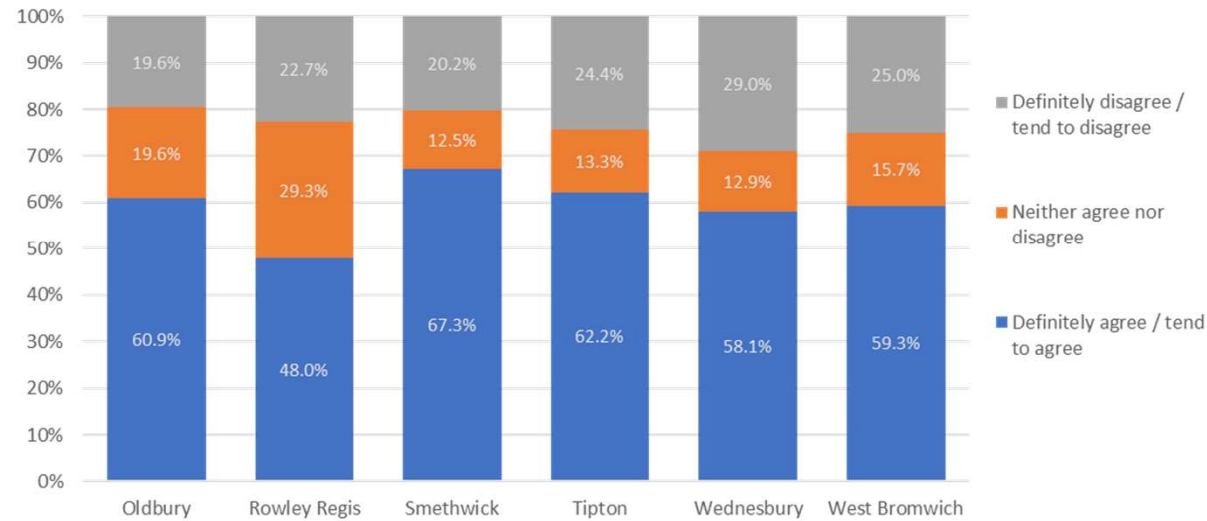
Q15 To what extent do you agree or disagree that people in your local area pull together to improve the local area?

SINGLE CODE

- Definitely agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Definitely disagree
- Don't know (Do not read out)

- Smethwick had the largest proportion of positive responses of all towns, with 67.3% choosing 'definitely agree' or 'tend to agree'.
- 29% from Wednesbury were for 'definitely disagree' or 'tend to disagree'.
- Rowley Regis received the largest proportion of indifferent responses, with 29.3% selecting 'neither agree nor disagree'.

Community Cohesion



Source: Sandwell Resident & Wellbeing Survey 2022

	Definitely agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Definitely disagree
Oldbury	21.2%	39.7%	19.6%	11.2%	8.4%
Rowley Regis	17.3%	30.7%	29.3%	13.3%	9.3%
Smethwick	33.3%	33.9%	12.5%	9.5%	10.7%
Tipton	11.1%	51.1%	13.3%	17.0%	7.4%
Wednesbury	13.7%	44.4%	12.9%	19.4%	9.7%
West Bromwich	16.5%	42.7%	15.7%	16.1%	8.9%
Grand Total	19.2%	40.2%	17.2%	14.2%	9.1%

Anti-social behaviour (Residents responding: 'a very big problem' or 'a fairly big problem')

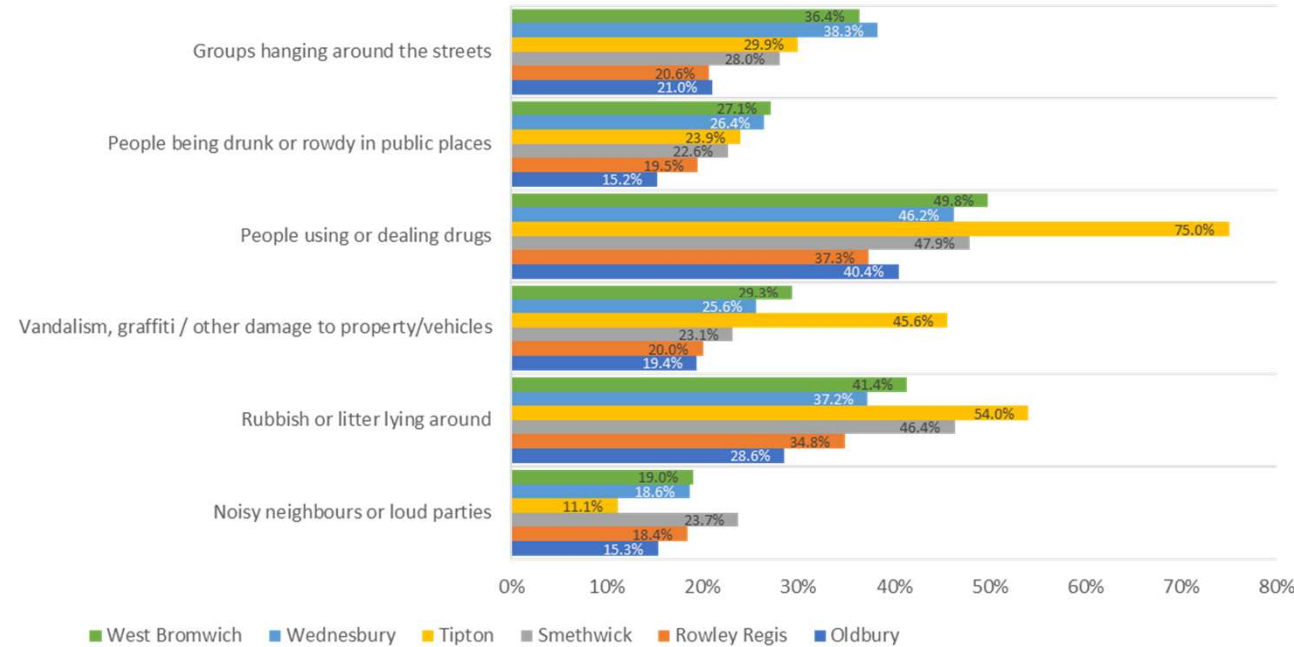
Q16 Thinking about this local area, how much of a problem do you think each of the following are?

SINGLE CODE

	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Don't know (Do not read out)
Noisy neighbours or loud parties	<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 of 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"/>
People being drunk or rowdy in public places	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Groups hanging around the streets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- The anti-social behaviour considered the most problematic in each town was 'people using or dealing drugs'. The lowest proportion selecting 'a fairly big' or 'very big problem' was in Rowley Regis (37.3%), compared to the highest proportion in Tipton (75%).
- Tipton also received the highest proportions for 'rubbish or litter lying around' (54%) and 'vandalism/graffiti' (45.6%).
- 'Rubbish or litter lying around' was also seen as a problem in West Bromwich (41.4%) and Smethwick (46.4%).

ASB a fairly big problem/a very big problem



Source: Sandwell Resident & Wellbeing Survey 2022

	Noisy neighbours or loud parties	Rubbish or litter lying around	Vandalism, graffiti / other damage to property/vehicles	People using or dealing drugs	People being drunk or rowdy in public places	Groups hanging around the streets
Oldbury	15.3%	28.6%	19.4%	40.4%	15.2%	21.0%
Rowley Regis	18.4%	34.8%	20.0%	37.3%	19.5%	20.6%
Smethwick	23.7%	46.4%	23.1%	47.9%	22.6%	28.0%
Tipton	11.1%	54.0%	45.6%	75.0%	23.9%	29.9%
Wednesbury	18.6%	37.2%	25.6%	46.2%	26.4%	38.3%
West Bromwich	19.0%	41.4%	29.3%	49.8%	27.1%	36.4%

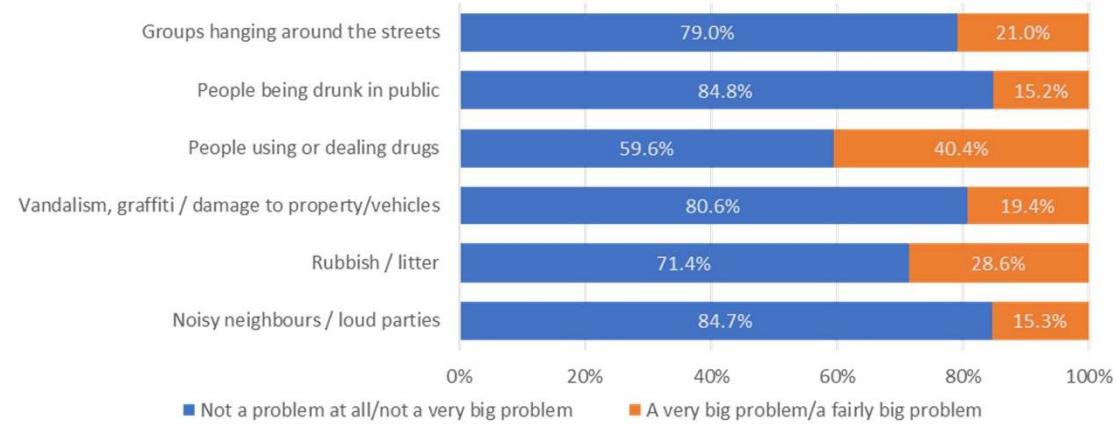
Anti-social behaviour by town

Q16 Thinking about this local area, how much of a problem do you think each of the following are?

SINGLE CODE

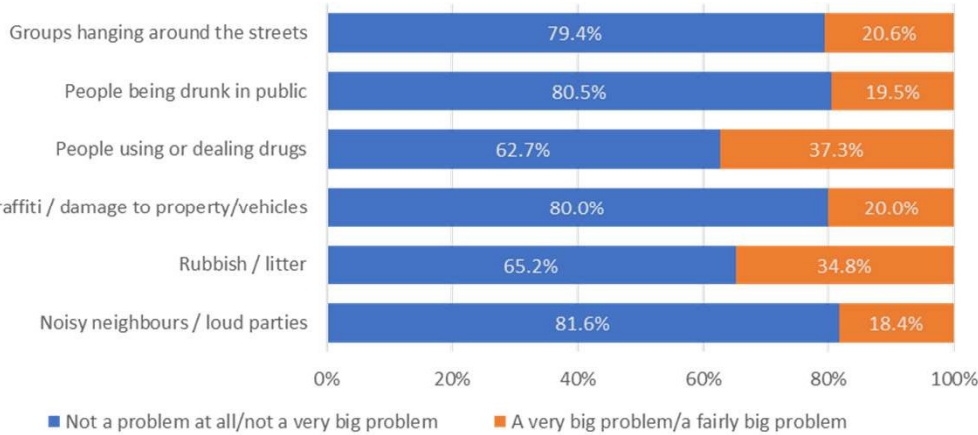
	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Don't know (Do not read out)
Noisy neighbours or loud parties	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rubbish or litter lying around	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vandalism, graffiti and other deliberate damage to property of 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"/>
People being drunk or rowdy in public places	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Groups hanging around the streets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

ASB in Oldbury



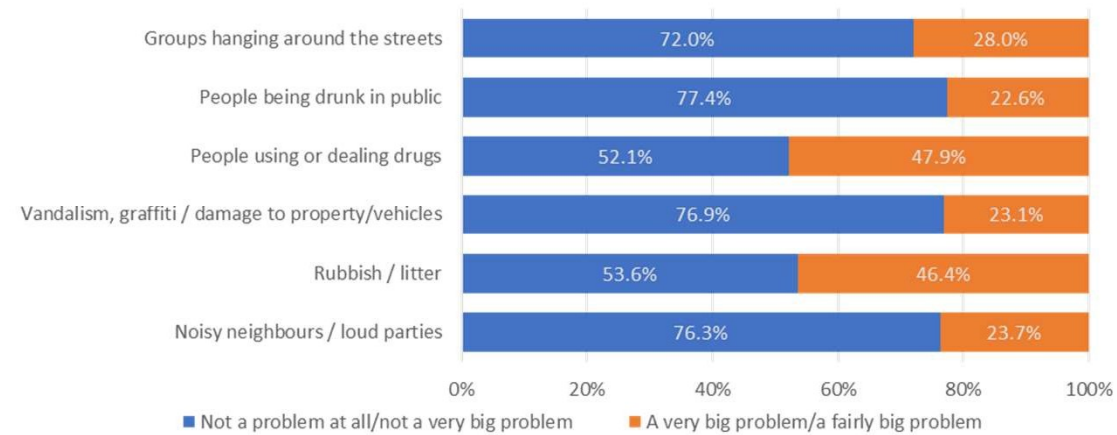
Source: Sandwell Resident & Wellbeing Survey 2022

ASB in Rowley Regis



Source: Sandwell Resident & Wellbeing Survey 2022

ASB in Smethwick



Source: Sandwell Resident & Wellbeing Survey 2022

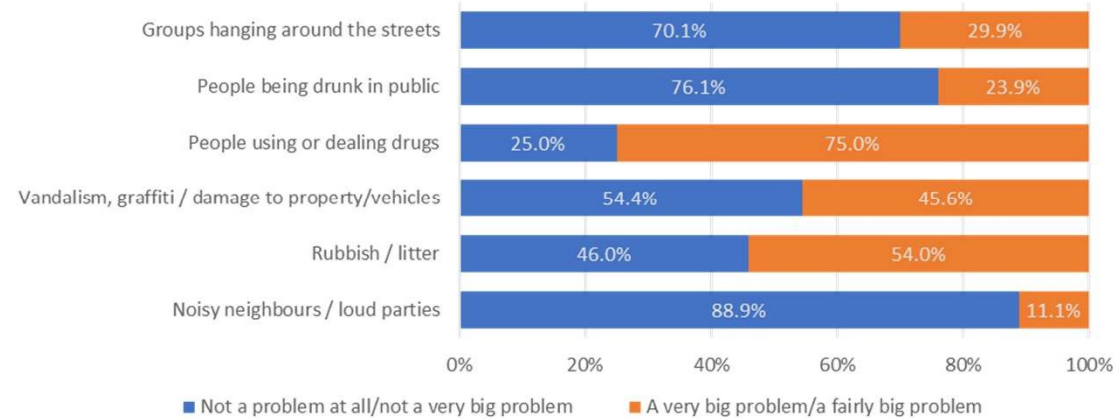
Anti-social behaviour by town

Q16 Thinking about this local area, how much of a problem do you think each of the following are?

SINGLE CODE

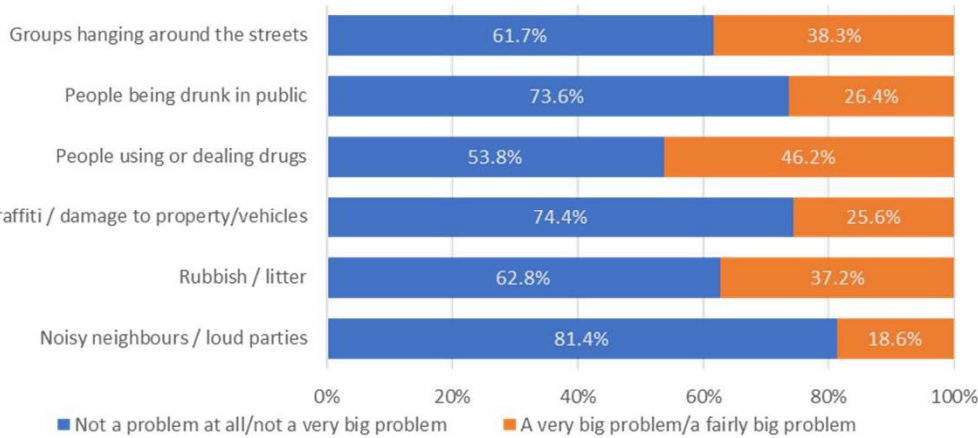
	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Don't know (Do not read out)
Noisy neighbours or loud parties	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rubbish or litter lying around	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vandalism, graffiti and other deliberate damage to property of 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"/>
People being drunk or rowdy in public places	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Groups hanging around the streets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

ASB in Tipton



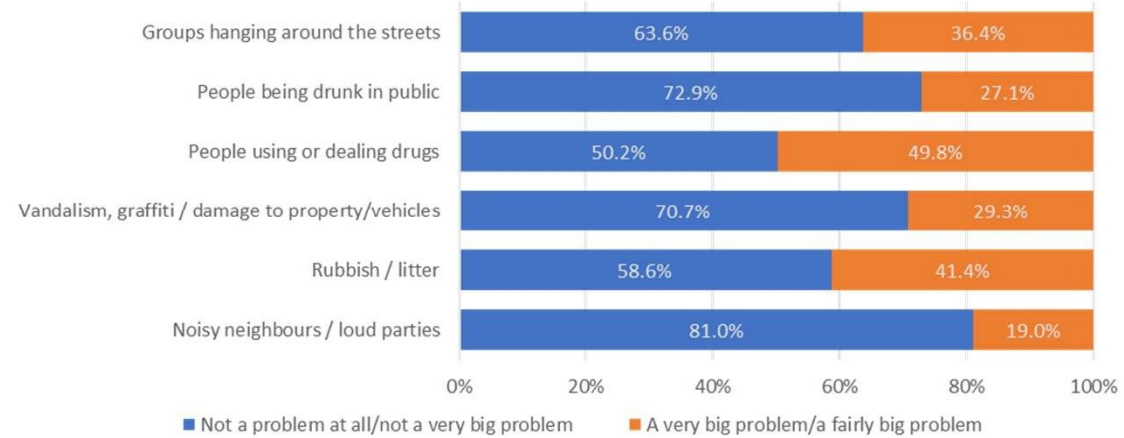
Source: Sandwell Resident & Wellbeing Survey 2022

ASB in Wednesbury



Source: Sandwell Resident & Wellbeing Survey 2022

ASB in West Bromwich



Source: Sandwell Resident & Wellbeing Survey 2022

Climate Change

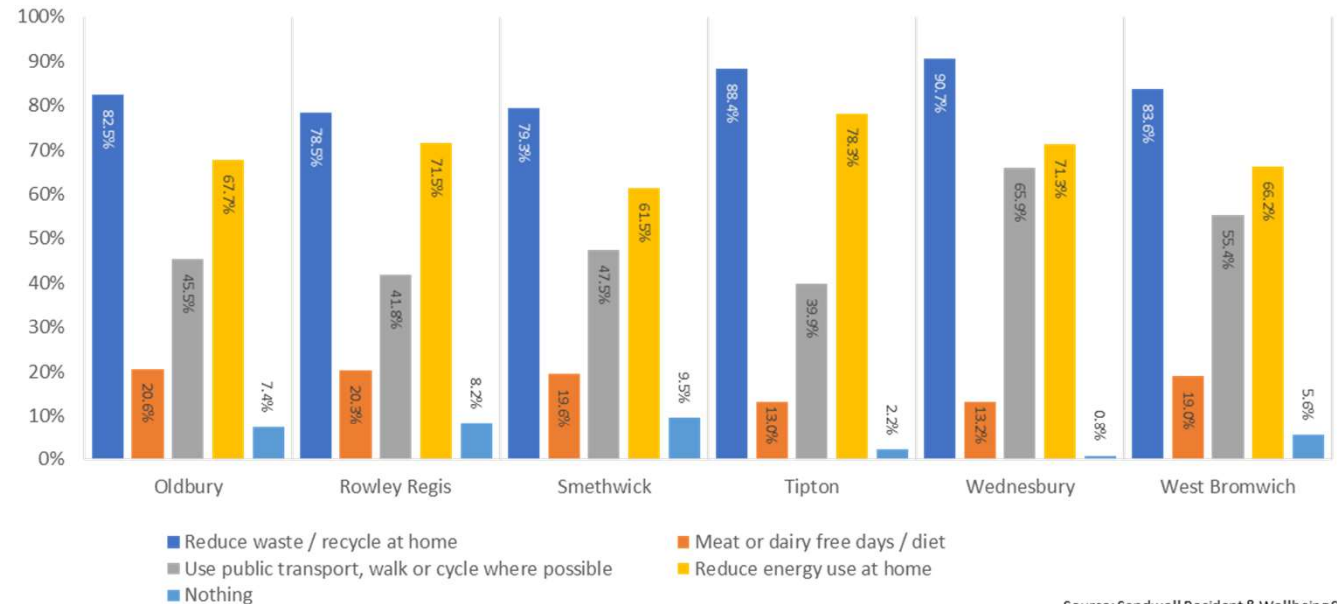
Q17 What things do you do already that support climate change?

TICK ALL THAT APPLY

- Reduce waste / recycle at home
- Meat or dairy free days / diet
- Use public transport, walk or cycle where possible
- Reduce energy use at home, e.g. switch off appliances . install insulation
- Other (please specify)
- Don't know (Do not read out)
- Nothing (Do not read out)

- Wednesbury had the highest proportion for 'recycle at home', with 90.7%. Rowley Regis had the lowest, with 78.5%.
- Wednesbury also had the highest proportion across the towns for 'use public transport, walk or cycle where possible' (65.9%), compared to a low of 39.9% in Tipton.
- Tipton had the highest proportion across towns for 'reduce energy use at home', with 78.3%, compared to a low of 61.5% in Smethwick.

What things do you do already that support climate change?



Source: Sandwell Resident & Wellbeing Survey 2022

	Reduce waste / recycle at home	Meat or dairy free days / diet	Use public transport, walk or cycle where possible	Reduce energy use at home, e.g. switch off appliances, install insulation	Nothing
Oldbury	82.5%	20.6%	45.5%	67.7%	7.4%
Rowley Regis	78.5%	20.3%	41.8%	71.5%	8.2%
Smethwick	79.3%	19.6%	47.5%	61.5%	9.5%
Tipton	88.4%	13.0%	39.9%	78.3%	2.2%
Wednesbury	90.7%	13.2%	65.9%	71.3%	0.8%
West Bromwich	83.6%	19.0%	55.4%	66.2%	5.6%

Council communications: Local media

Q18 How do you keep up to date with what the council is doing and what is happening in Sandwell?

Which three main ways do you receive news and information about Sandwell.

MULTI CODE

- Local media (please specify)
- National media
- Radio (please specify)
- Television
- Sandwell Council email newsletters
- Sandwell Council social media - Facebook
- Sandwell Council social media - Twitter
- Sandwell Council social media - Instagram
- Sandwell Council website (www.sandwell.gov.uk)
- Sandwell Herald council newspaper
- Family or friends
- Other (please specify)
- Don't know (Do not read out)

- In Oldbury, Rowley Regis and West Bromwich, the council newspaper is the most popular method of receiving news/information about Sandwell, with 21.1%, 24.2% and 20.4% respectively.
- In Smethwick and Wednesbury, family or friends and Sandwell Council Facebook page received the most votes, with 18% and 23% respectively.
- Family or friends also received the highest proportion in Tipton, with 29.5%.
- Sandwell council email newsletters were also popular, with around 15% in Rowley Regis and Smethwick.
- Radio, national and local media scored very low, with a high of 5% for local media in Tipton. Twitter and Instagram also scored very low.
- Television received a high of 9.6% in West Bromwich.

	Local media	National media	Radio	Television	Sandwell Council email newsletters	Sandwell Council social media - Facebook	Sandwell Council social media - Twitter	Sandwell Council social media - Instagram	Sandwell Council website	Sandwell Herald council newspaper	Family or friends
Oldbury	2.1%	0.4%	0.4%	3.9%	13.7%	16.2%	4.6%	3.9%	16.9%	21.1%	16.9%
Rowley Regis	1.9%	2.8%	0.9%	5.2%	14.7%	17.1%	2.8%	2.4%	15.6%	24.2%	12.3%
Smethwick	2.0%	1.6%	0.8%	9.4%	14.8%	18.4%	2.0%	1.6%	13.1%	17.6%	18.4%
Tipton	4.8%	0.0%	0.5%	7.2%	12.1%	14.0%	1.9%	2.9%	10.1%	16.9%	29.5%
Wednesbury	3.5%	1.5%	1.0%	8.4%	8.9%	23.8%	3.5%	0.5%	15.3%	10.4%	23.3%
West Bromwich	1.3%	4.0%	1.0%	9.6%	11.1%	14.6%	2.5%	1.8%	14.6%	20.4%	19.1%

Council communications: Local media

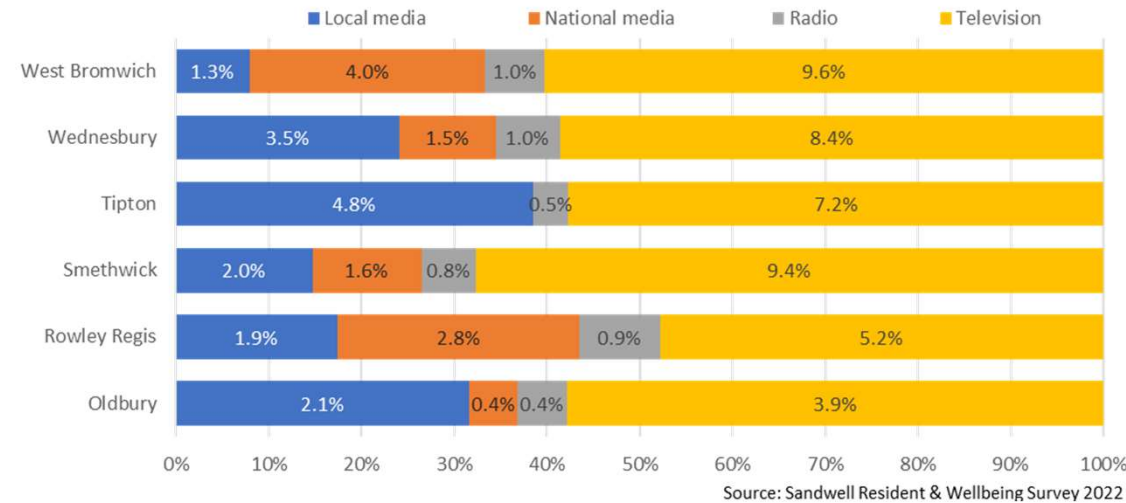
Q18 How do you keep up to date with what the council is doing and what is happening in Sandwell?

Which three main ways do you receive news and information about Sandwell.

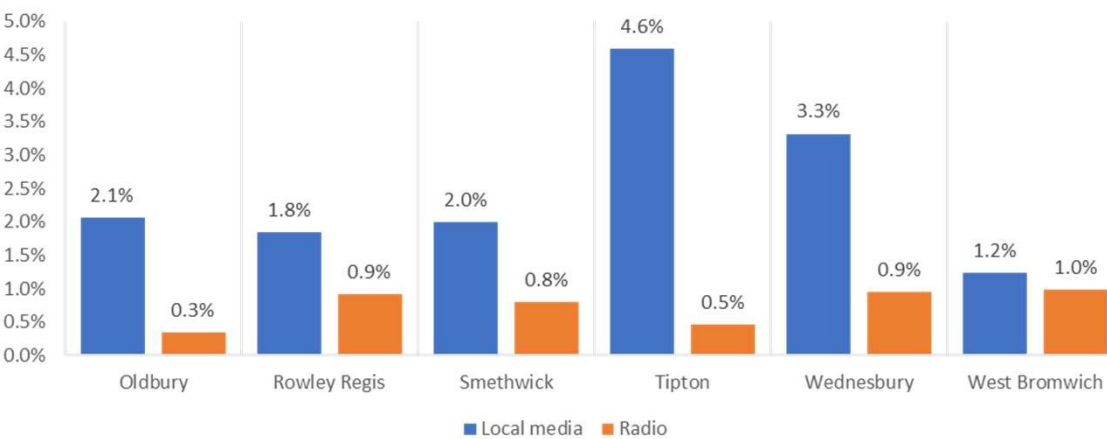
MULTI CODE

- Local media (please specify)
- National media
- Radio (please specify)
- Television
- Sandwell Council email newsletters
- Sandwell Council social media - Facebook
- Sandwell Council social media - Twitter
- Sandwell Council social media - Instagram
- Sandwell Council website (www.sandwell.gov.uk)
- Sandwell Herald council newspaper
- Family or friends
- Other (please specify)
- Don't know (Do not read out)

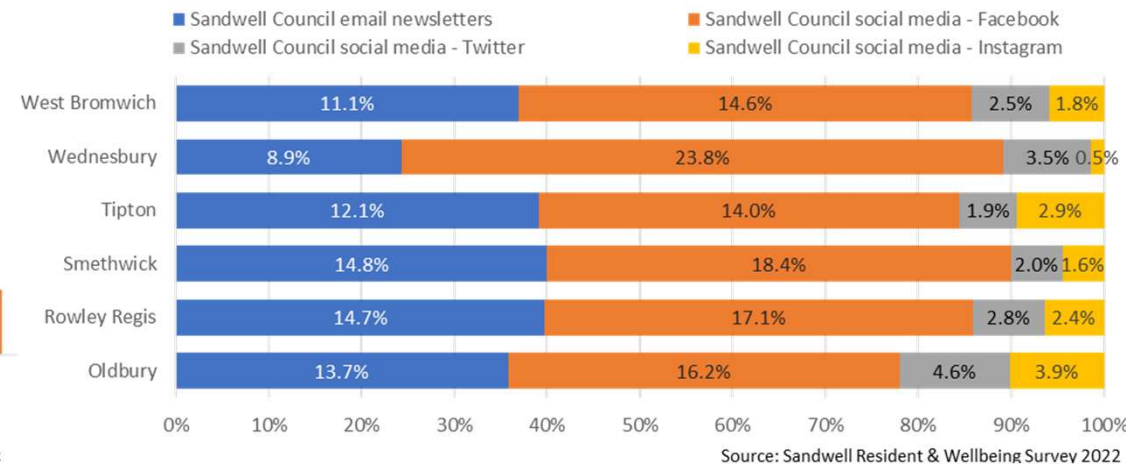
Communication: media sources accessed by residents



Residents who used a radio or local media source for information



Communication: social media sources accessed by residents



Council communications: Local media

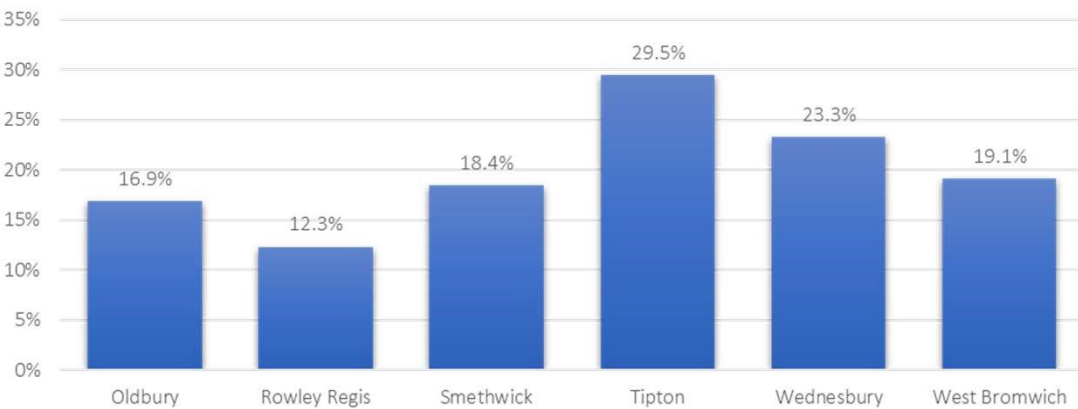
Q18 How do you keep up to date with what the council is doing and what is happening in Sandwell?

Which three main ways do you receive news and information about Sandwell.

MULTI CODE

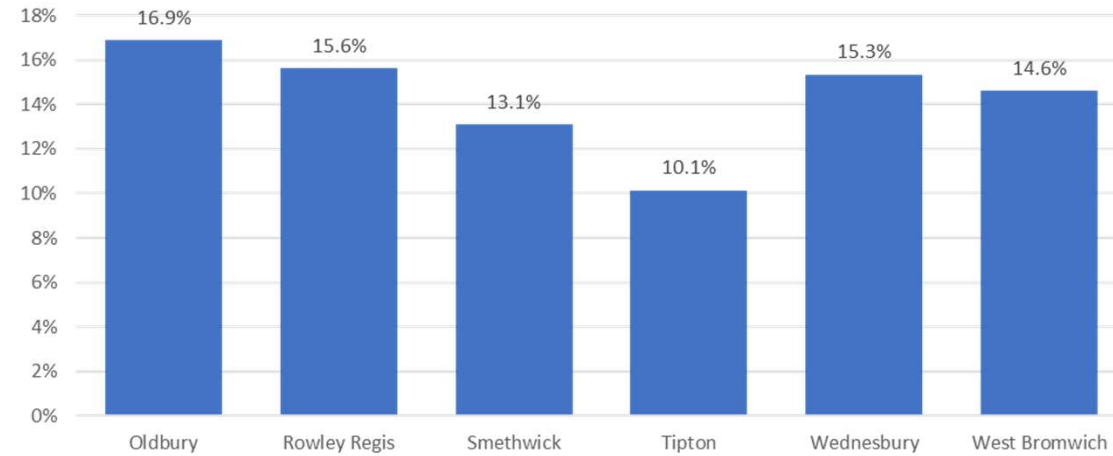
- Local media (please specify)
- National media
- Radio (please specify)
- Television
- Sandwell Council email newsletters
- Sandwell Council social media - Facebook
- Sandwell Council social media - Twitter
- Sandwell Council social media - Instagram
- Sandwell Council website (www.sandwell.gov.uk)
- Sandwell Herald council newspaper
- Family or friends
- Other (please specify)
- Don't know (Do not read out)

Residents who asked family or friends for information



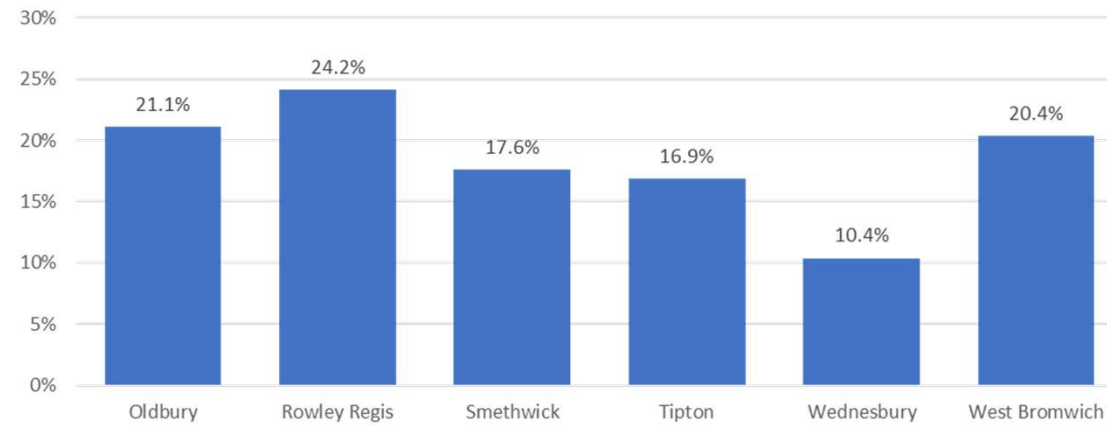
Source: Sandwell Resident & Wellbeing Survey 2022

Residents who used the council website



Source: Sandwell Resident & Wellbeing Survey 2022

Sandwell Herald council newspaper



Source: Sandwell Resident & Wellbeing Survey 2022

Council communications: Local media

Caution: Very small numbers

Q18 How do you keep up to date with what the council is doing and what is happening in Sandwell?

Which three main ways do you receive news and information about Sandwell.

MULTI CODE

- Local media (please specify)
- National media
- Radio (please specify)

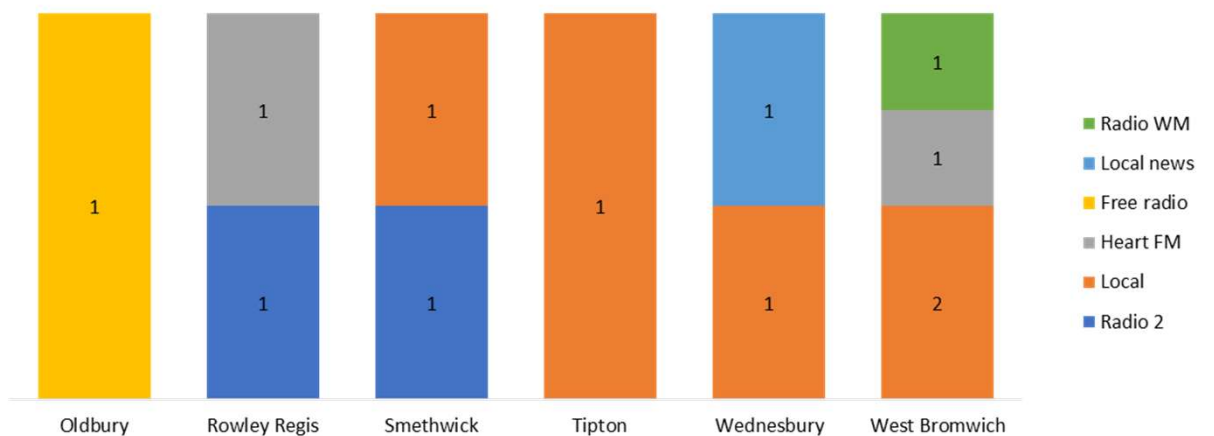
Local media sources specified by respondents (numbers)



Source: Sandwell Resident & Wellbeing Survey 2022

- Of the small number who chose local media, in Tipton several specified Facebook or local Facebook pages.
- Local newspaper and local news were also popular answers specified.
- Of the small number who chose radio, the responses were mixed, with a few specifying local radio.

Radio stations specified by respondents (numbers)



Source: Sandwell Resident & Wellbeing Survey 2022

Digital Connectivity

Q19 How do you access the internet? (Tick all that apply)

MULTI CODE

- At home - broadband
- Cellular device
- From a public place (please specify)
- At work
- Don't access the internet
- Don't know (Do not read out)

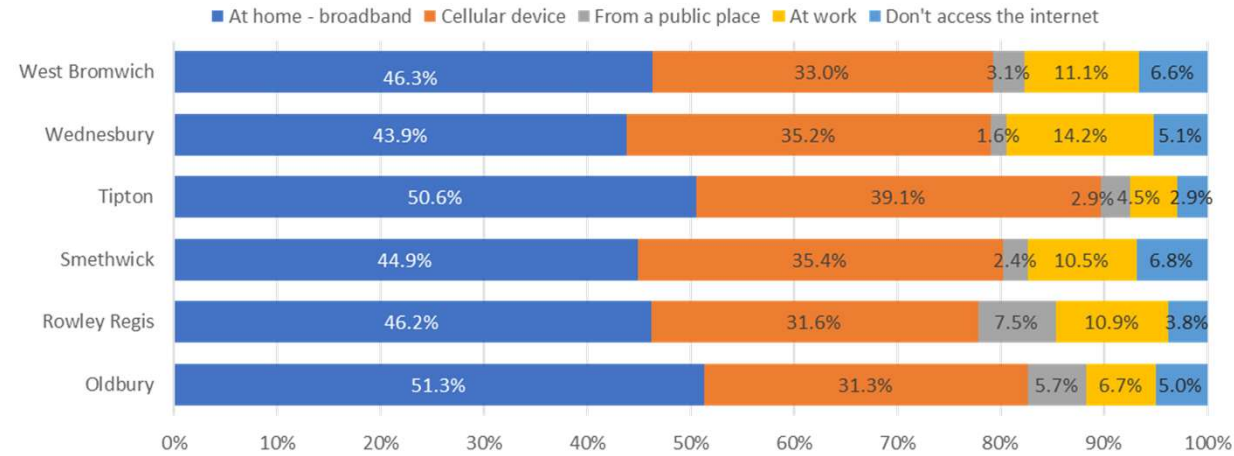
Q20 How would you rate your digital skills?

SINGLE CODE

- Limited
- Competent
- Expert
- I don't have access to the internet
- Don't know (Do not read out)

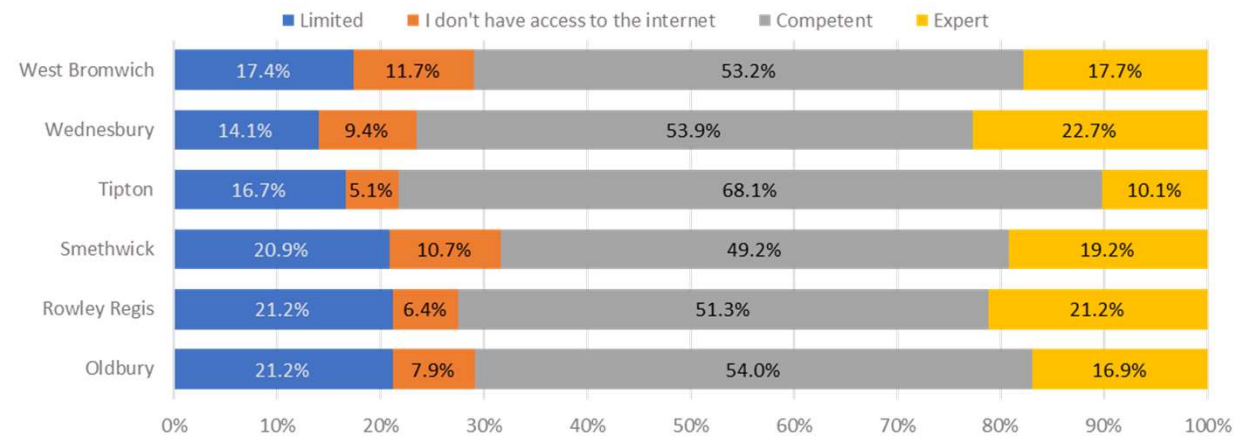
- The largest proportion for accessing the internet at home via broadband was in Oldbury (51.3%). The lowest was in Wednesbury (43.9), however this town had the highest for accessing the internet at work (14.2%).
- 21% in Smethwick, Rowley Regis and Oldbury rate their digital skills as limited.
- West Bromwich and Smethwick have the largest proportion of respondents with no internet access (11.7% and 10.7% respectively).

Resident survey (2022): Digital connectivity



Source: Sandwell Resident & Wellbeing Survey 2022

How would you rate your digital skills?



Source: Sandwell Resident & Wellbeing Survey 2022

Your concerns

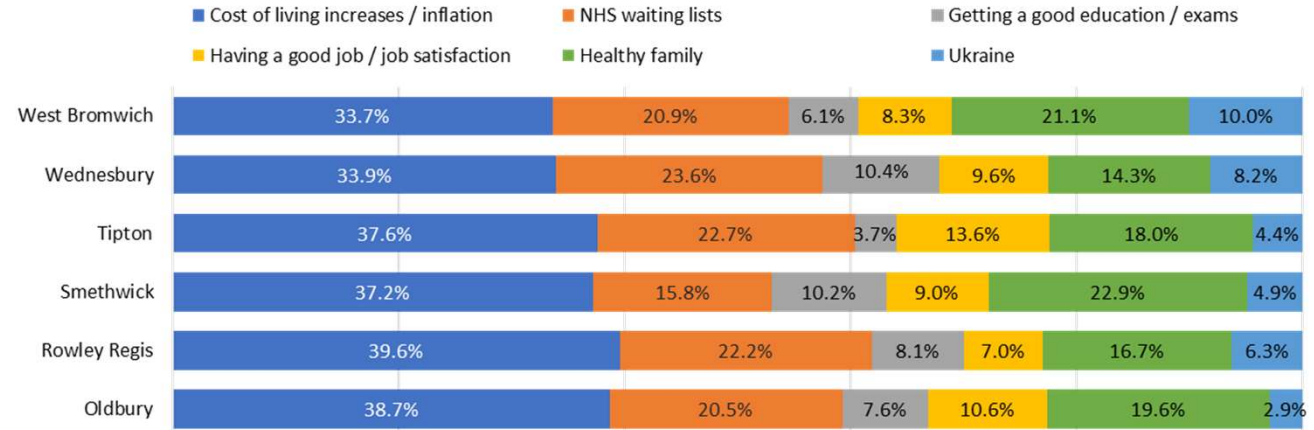
Q21 What three things give you the greatest concern for you and your family [note this is not exclusive to Council run services]?

(DO NOT READ OUT)

- Cost of living increases / inflation
- NHS waiting lists
- Getting a good education / exams
- Having a good job / job satisfaction
- Healthy family
- Ukraine
- Other
- Don't know / no real concerns

- Most residents expressed concern with cost of living increases/inflation, with proportions ranging from 33.7% in West Bromwich to 39.6% in Rowley Regis.
- NHS waiting lists and having a healthy family were also big concerns.
- Other concerns specified by residents included safety, drugs, housing and crime.

Concerns expressed by residents



Sandwell Resident & Wellbeing Survey 2022

Other concerns specified by respondents



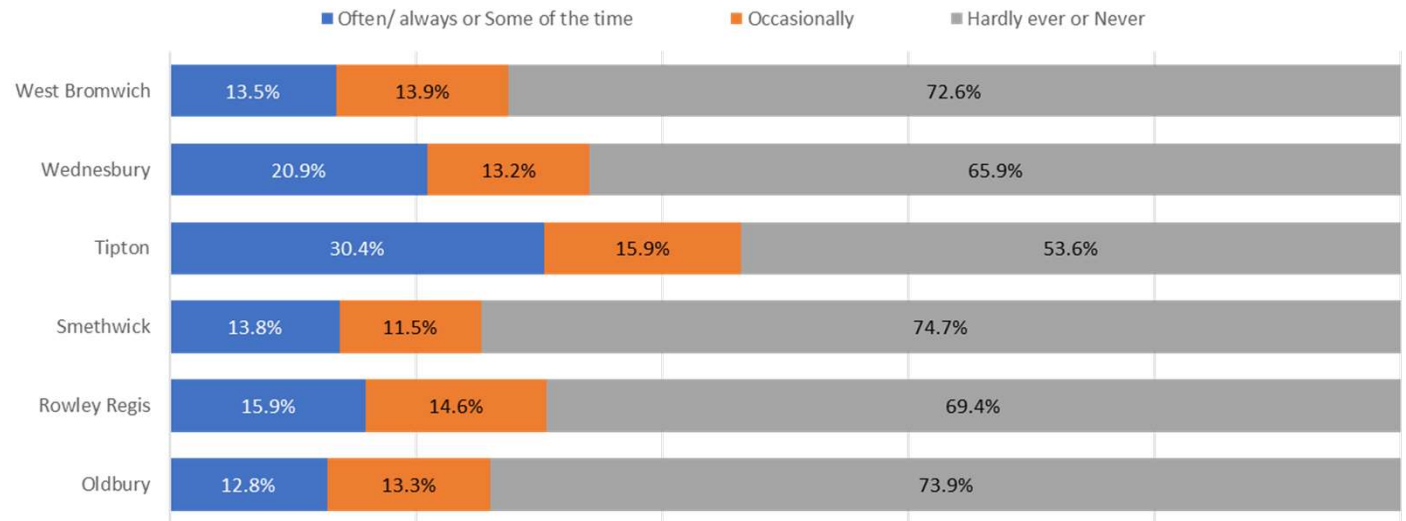
Loneliness

Q22 How often do you feel lonely or isolated?

SINGLE CODE

- Often/always
- Some of the time
- Occasionally
- Hardy ever
- Never
- Don't know (Do not read out)

How often do you feel lonely or isolated?



Source: Sandwell Resident & Wellbeing Survey 2022

- Wednesbury had the largest proportion who often/always feel lonely, with 14%.
- In Tipton, 30.4% feel lonely or isolated often/always or some of the time.
- Tipton also had the lowest proportion who never feel lonely, with 32.6%, compared to a high of 53.2% in Oldbury.

	Often/always	Some of the time	Occasionally	Hardly ever	Never
Oldbury	4.3%	8.5%	13.3%	20.7%	53.2%
Rowley Regis	1.9%	14.0%	14.6%	22.3%	47.1%
Smethwick	4.6%	9.2%	11.5%	22.4%	52.3%
Tipton	7.2%	23.2%	15.9%	21.0%	32.6%
Wednesbury	14.0%	7.0%	13.2%	22.5%	43.4%
West Bromwich	4.5%	9.0%	13.9%	28.6%	44.0%

Social isolation

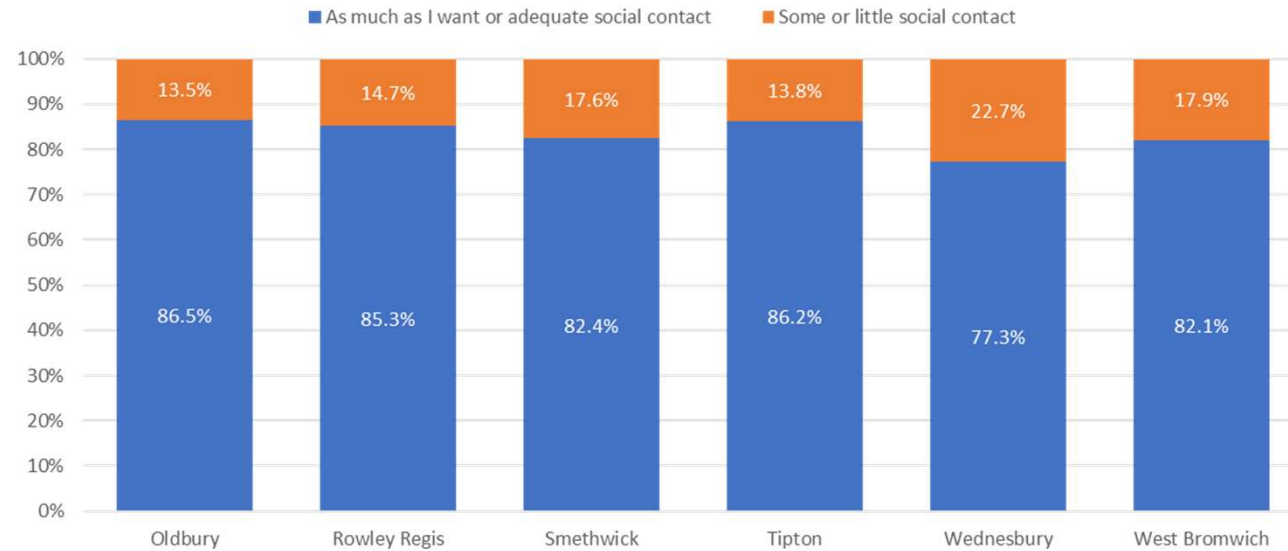
Q23 Thinking about how much contact you've had with people you like, which of the following statements best describes your social situation?

SINGLE CODE

- I have as much social contact as I want with people I like
- I have adequate social contact with people
- I have some social contact with people, but not enough
- I have little social contact with people and feel socially isolated
- Don't know (Do not read out)

- Oldbury and Tipton had the largest proportions across towns for social contact, with 86.5% and 86.2% respectively.
- Wednesbury had the lowest proportion, with 9.4% saying they have little social contact and feel socially isolated.

Social contact



Source: Sandwell Resident & Wellbeing Survey 2022

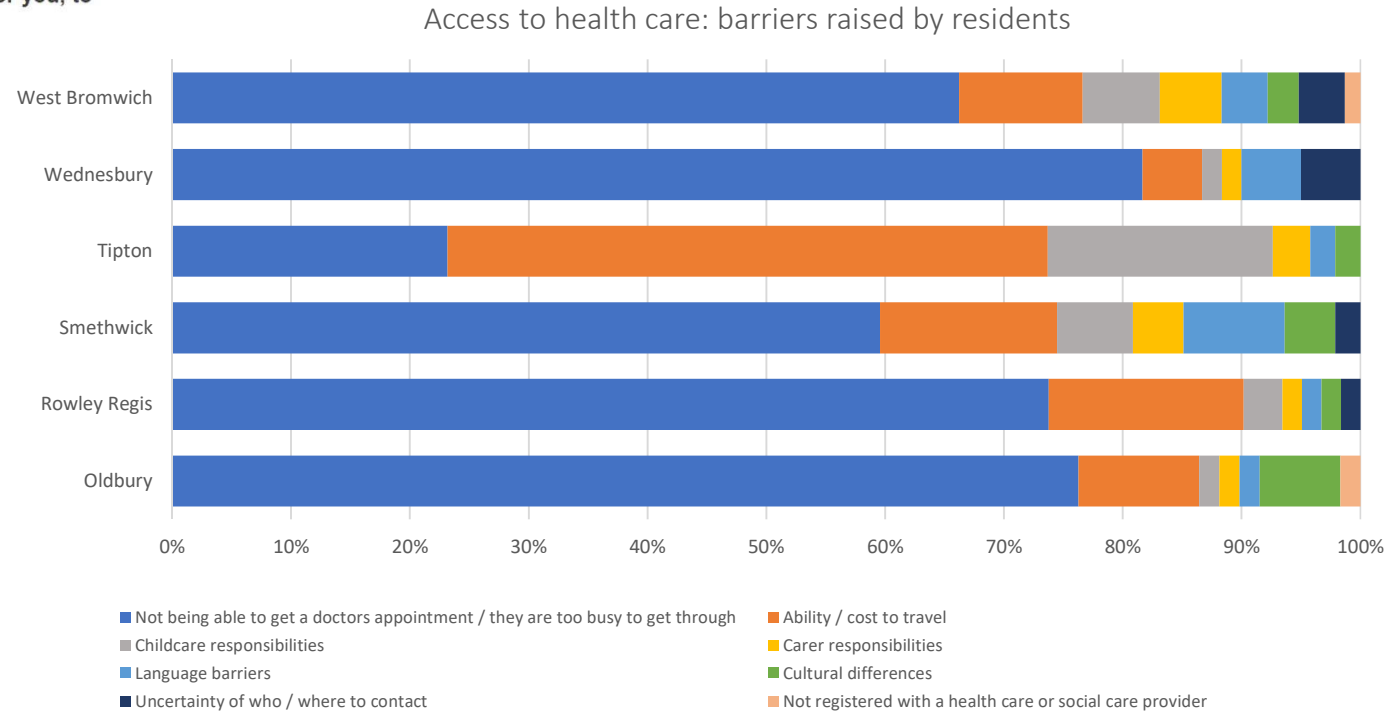
	I have as much social contact as I want with people I like	I have adequate social contact with people	I have some social contact with people, but not enough	I have little social contact with people and feel socially isolated
Oldbury	53.0%	33.5%	8.6%	4.9%
Rowley Regis	50.0%	35.3%	10.9%	3.8%
Smethwick	39.4%	42.9%	14.7%	2.9%
Tipton	53.6%	32.6%	8.7%	5.1%
Wednesbury	57.0%	20.3%	13.3%	9.4%
West Bromwich	45.8%	36.3%	10.3%	7.6%

Access to health care

Q24 Are there any barriers or restrictions that prevent you, or make it difficult for you, to access health care and/or social care?

MULTI CODE

- I do not have any barriers or restrictions
- Ability / cost to travel
- Childcare responsibilities
- Carer responsibilities
- Language barriers
- Cultural differences
- Uncertainty of who / where to contact
- Not registered with a health care or social care provider
- Other
- Don't know (Do not read out)
- Not being able to get a doctors appointment / they are too busy to get through



- Problems with doctors' appointments was one of the highest scoring barriers to healthcare across most towns, with the highest proportion of 81.7% in Wednesbury.
- In Tipton, only 23.2% were for doctors' appointments, however 50.5% of responses were for ability/cost to travel.
- Childcare responsibilities also scored highly in Tipton, with 18.9%, compared to only 1.7% in Oldbury and Wednesbury.

Source: Sandwell Resident & Wellbeing Survey 2022

	Not being able to get a doctors appointment / they are too busy to get through	I do not have any barriers or restrictions	Ability / cost to travel	Childcare responsibilities	Carer responsibilities	Language barriers	Cultural differences	Uncertainty of who / where to contact	Not registered with a health care or social care provider
Oldbury	76.3%	68.1%	10.2%	1.7%	1.7%	1.7%	6.8%	0.0%	1.7%
Rowley Regis	73.8%	61.6%	16.4%	3.3%	1.6%	1.6%	1.6%	1.6%	0.0%
Smethwick	59.6%	73.0%	14.9%	6.4%	4.3%	8.5%	4.3%	2.1%	0.0%
Tipton	23.2%	40.3%	50.5%	18.9%	3.2%	2.1%	2.1%	0.0%	0.0%
Wednesbury	81.7%	57.4%	5.0%	1.7%	1.7%	5.0%	0.0%	5.0%	0.0%
West Bromwich	66.2%	72.0%	10.4%	6.5%	5.2%	3.9%	2.6%	3.9%	1.3%

Access to health care

Q24 Are there any barriers or restrictions that prevent you, or make it difficult for you, to access health care and/or social care?

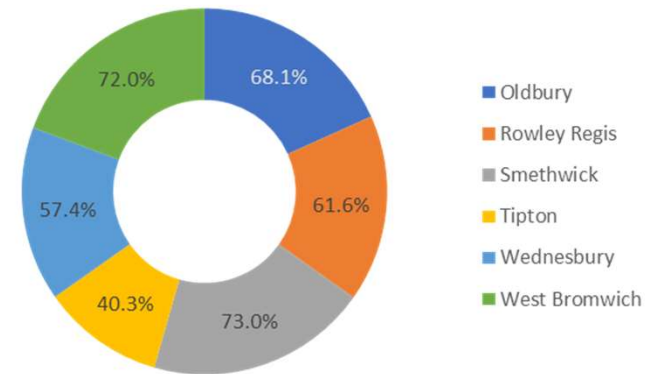
MULTI CODE

I do not have any barriers or restrictions

Q24 Are there any barriers or restrictions that prevent you, or make it difficult for you, to access health care and/or social care?

Other

Access to health care: "I do not have any barriers or restrictions" proportions within each town



Source: Sandwell Resident & Wellbeing Survey 2022

- The largest proportion across towns was in Smethwick, with 73% having no barriers to healthcare, compared to 40.3% in Tipton.
- Other barriers to healthcare specified include health, disability, mental health, anxiety and parking.



Access to health care

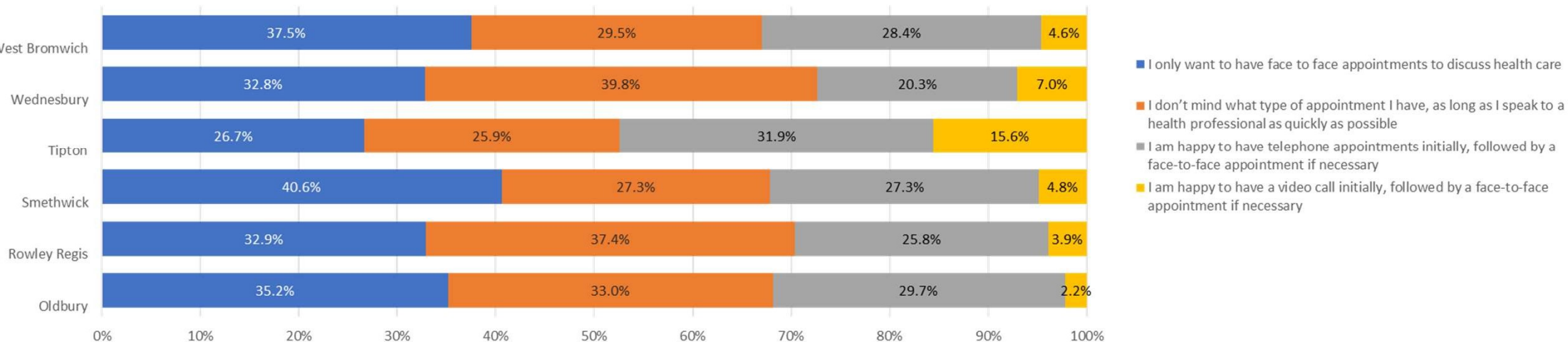
Q25 Thinking about when you need to access health care, which statement best describes your opinion?

SINGLE CODE

- I only want to have face to face appointments to discuss health care
- I am happy to have telephone appointments initially, followed by a face-to-face appointment if necessary
- I am happy to have a video call initially, followed by a face-to-face appointment if necessary
- I don't mind what type of appointment I have, as long as I speak to a health professional as quickly as possible
- Don't know (Do not read out)

- In West Bromwich, Smethwick and Oldbury, the largest proportions were for face-to-face appointments only, with Smethwick having the largest percentage (40.6%).
- In Wednesbury and Rowley Regis, the biggest proportion didn't mind what type of appointment as long as they speak to someone quickly (39.8% and 37.4% respectively).
- In Tipton, the largest proportion was for having an initial telephone appointment (31.9%).
- A proportion of less than 7% were for having an initial video call across all towns apart from Tipton, where this option received 15.6%.

Thinking about when you need to access health care, which statement best describes your opinion?



Methodology & Demographics: Gender

A representative telephone survey was conducted with residents of Sandwell aged 18 and above. In addition, some interviews were undertaken on-street face-to-face and in local community groups to consult with hard to reach residents.

Interviews took approximately 12 minutes and took place at different times on both weekdays and weekends (including at peak times). In addition, interviews were undertaken at community events with residents from ethnic minority groups, with translation support provided where required.

Quotas for the survey were set on age group and gender based on mid-year population estimates for the district, and on ethnic group and disability based on the 2011 census, to provide a sample that was broadly representative in terms of those demographic characteristics.

In total, **1062 interviews were completed**, with research taking place from 5 July to 11 August 2022.

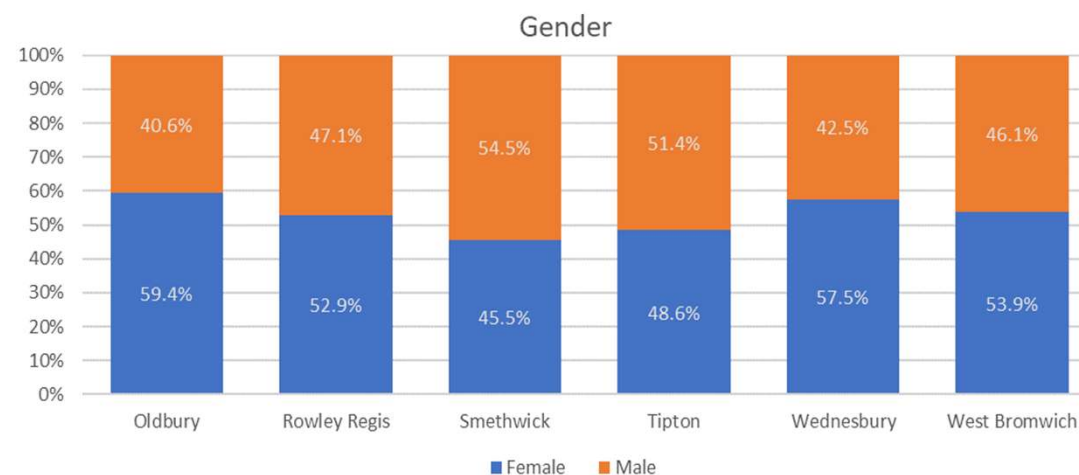
Based on an approximate total population of 341,900 in Sandwell (2021 Census, ONS), a sample of 1,060 respondents gives results that are accurate to approximately +/- 3.0% at the 95% confidence interval. This means with a result of 50%, we can be 95% sure that if we interviewed all residents then the result would be between 47.0% and 53.0%.

What is your gender please?

SINGLE CODE

- Male
- Female
- Other
- Prefer not to say (DO NOT READ OUT)

- There were slightly more responses by females compared to males.
- Oldbury and Wednesbury had the largest proportions of females (59.4% and 57.5% respectively).
- Smethwick had the largest proportion of males (54.5%).



Source: Sandwell Resident & Wellbeing Survey 2022

Demographics of respondents: Age & Physical/Mental Health Conditions

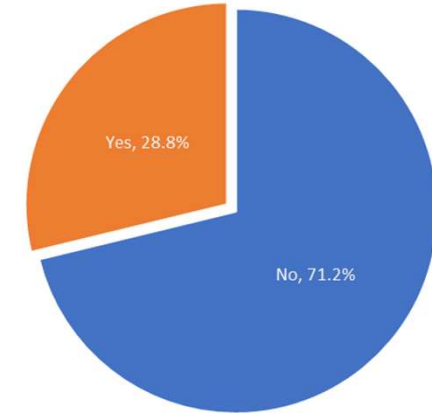
Please tell me which of the following age bands you fall into?

SINGLE CODE

- 18-24 years
- 25-34 years
- 35-44 years
- 45-54 years
- 55-64 years
- 65-74 years
- 75+years
- Prefer not to say

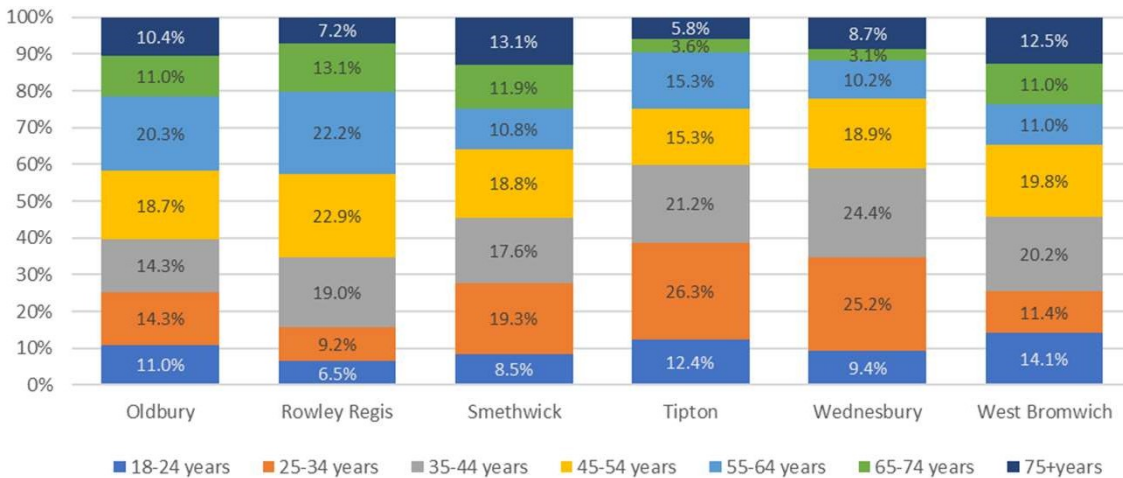
Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?

Physical or Mental Health Conditions / Illnesses



Source: Sandwell Resident & Wellbeing Survey 2022

Age band



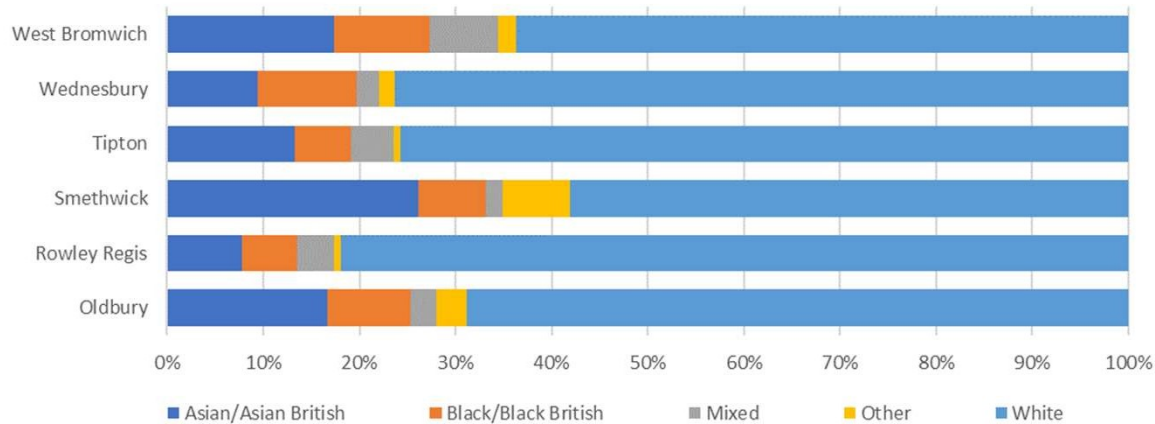
Source: Sandwell Resident & Wellbeing Survey 2022

	No	Yes
Oldbury	70.4%	29.6%
Rowley Regis	65.8%	34.2%
Smethwick	75.9%	24.1%
Tipton	78.8%	21.2%
Wednesbury	63.0%	37.0%
West Bromwich	71.9%	28.1%
Grand Total	71.2%	28.8%

- On average, the largest proportion were aged between 35 and 54 years old (38.4%).
- There was a larger proportion under the age of 45 in Tipton and Wednesbury (59.9% and 59.1% respectively).
- Wednesbury had the highest proportion with a physical or mental health condition or illness (37%) and Tipton had the lowest with 21.2%.

Demographics of respondents: Ethnic Origin & Respondents per Ward

Ethnic Origin

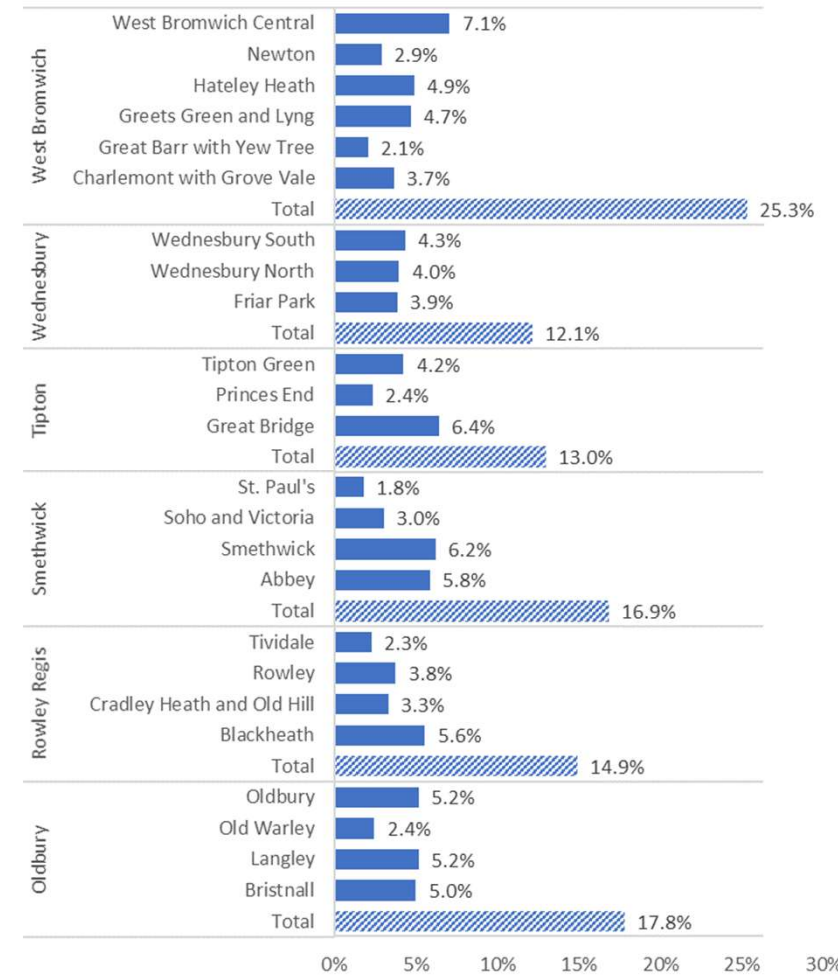


Source: Sandwell Resident & Wellbeing Survey 2022

	Asian/Asian British	Black/Black British	Mixed	Other	White
Oldbury	16.7%	8.6%	2.7%	3.2%	68.8%
Rowley Regis	7.7%	5.8%	3.9%	0.6%	81.9%
Smethwick	26.2%	7.0%	1.7%	7.0%	58.1%
Tipton	13.2%	5.9%	4.4%	0.7%	75.7%
Wednesbury	9.4%	10.2%	2.4%	1.6%	76.4%
West Bromwich	17.4%	9.8%	7.2%	1.9%	63.6%
Grand Total	15.8%	8.1%	4.0%	2.6%	69.5%

- Smethwick had the highest proportion of Asian/Asian British respondents (26.2%).
- Rowley Regis has the highest proportion of White respondents (81.9%).
- Wards within West Bromwich provided the most responses (25.3%), with West Bromwich Central having the largest proportion of all wards (7.1%).
- The lowest proportion came from St. Paul's in Smethwick (1.8%).

Percentage of Respondents per Ward

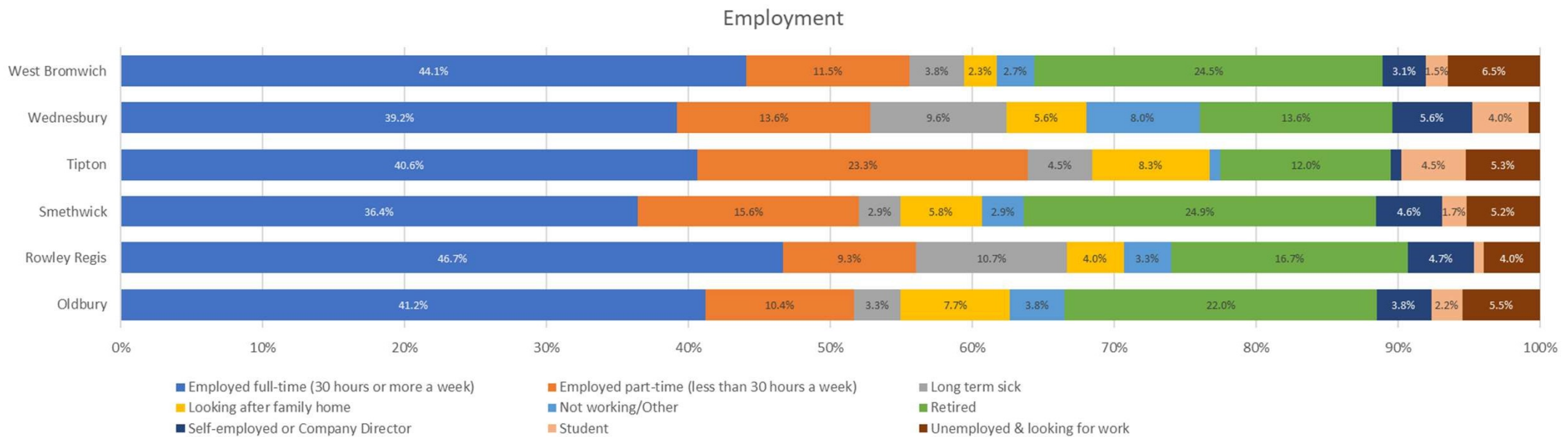


Source: Sandwell Resident & Wellbeing Survey 2022

Demographics of respondents: Employment Status

- 36.4% from Smethwick worked full time, which was the lowest proportion when compared to all towns.
- Those who are retired accounted for 24.9% in Smethwick, which was the highest proportion across all towns.
- The highest proportion who were long term sick were from Rowley Regis (10.7%).

	Employment Status										
	Employed full-time (30 hrs + a week)	Employed part-time (<30 hrs a week)	Long term sick	Looking after family home	Not working/Other	Retired	Self-employed or Company Director	Student	Unemployed & looking for work		
Oldbury	41.2%	10.4%	3.3%	7.7%	3.8%	22.0%	3.8%	2.2%	5.5%		
Rowley Regis	46.7%	9.3%	10.7%	4.0%	3.3%	16.7%	4.7%	0.7%	4.0%		
Smethwick	36.4%	15.6%	2.9%	5.8%	2.9%	24.9%	4.6%	1.7%	5.2%		
Tipton	40.6%	23.3%	4.5%	8.3%	0.8%	12.0%	0.8%	4.5%	5.3%		
Wednesbury	39.2%	13.6%	9.6%	5.6%	8.0%	13.6%	5.6%	4.0%	0.8%		
West Bromwich	44.1%	11.5%	3.8%	2.3%	2.7%	24.5%	3.1%	1.5%	6.5%		
Grand Total	41.6%	13.5%	5.4%	5.3%	3.4%	20.0%	3.7%	2.2%	4.9%		



Demographics of respondents: Housing

- The largest proportion in Tipton rent their properties from the council (40%), with only 38.5% owning their property.
- In all other towns, the largest proportion was for 'owned (outright or with a mortgage)'.
- Renting from private landlords had a much lower proportion than renting from the council in all towns apart from West Bromwich, where there is only 2% difference between the two.

	Other rented/ living rent free	Owned (outright or with a mortgage)	Rent (Council)	Rent (housing association/ social housing)	Rent (private landlord)
Oldbury	6.0%	51.4%	23.5%	3.8%	15.3%
Rowley Regis	5.4%	54.7%	21.6%	4.1%	14.2%
Smethwick	7.4%	51.4%	24.0%	2.9%	14.3%
Tipton	2.2%	38.5%	40.0%	5.2%	14.1%
Wednesbury	2.4%	45.7%	34.6%	6.3%	11.0%
West Bromwich	1.9%	53.1%	19.8%	7.4%	17.8%
Grand Total	4.2%	49.9%	25.9%	5.1%	14.9%

