

Resident and Wellbeing Survey

Research Report

August 2022



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1. How to read this report

1.1 Interpreting the research findings

This report contains results from the survey conducted to gain insight from residents to measure satisfaction with Sandwell Council and support the Council in future policy making.

The survey was undertaken with 1,062 respondents throughout the Sandwell district, with quotas set on age group, gender, disability, ethnic group and area of the district. The survey was conducted in July and August 2022.

This report contains several tables and charts that present survey findings. In some instances, responses may not add up to 100%. There are several reasons why this might happen:

- The question may have allowed each respondent to give more than one answer
- Only the most common responses may be shown in the table or chart
- Individual percentages are rounded to the nearest whole number so the total may come to 99% or 101%
- A response of between 0% and 0.5% will be shown as 0%. Where there were no respondents in a category, this is indicated by -.

This report includes subgroup analysis that has been undertaken for the residents' survey to explore the results provided by different groups. This includes subgroup analysis by gender, age group, disability, working status, area of the district and ethnic group.

Differences that are statistically significant according to the z-test at the 95% confidence level are highlighted in the subgroup analysis boxes. The z-test is a commonly used statistical test used to highlight whether differences in results are 'significant'. By this we mean that we can say with 95% confidence that we would see a difference if all people in the group took part in the consultation. It should be noted that the percentages shown in the subgroup analysis reflect the proportion of the subgroup who answered the question and gave a particular response.

For the analysis of some questions, response options have been grouped together to provide a level of agreement. For example, in some instances '*very satisfied*' and '*satisfied*' have been grouped and shown as '*satisfied overall*'.

For the analysis of open-end responses, comments were read through by a researcher and a coding frame was developed for each open-end question based on the themes emerging. This then allowed for categorisation of the themes.

1.2 Comparing results nationally

Some of the questions asked in the Sandwell Resident and Wellbeing Survey are also asked by the Local Government Association (LGA) in a national tracker survey, with a representative sample of 1,000 British adults. Results from this survey have been compared where the same question has been asked in the national survey. The survey that the results have been compared with was undertaken in June 2022.

1.3 Terminology and clarifications

Throughout this report, those who took part in one of the surveys are referred to as 'respondents'.

Sandwell Council is referred to as the 'Council'.

Local Government Association is referred to as 'LGA'.

2. Executive Summary

2.1 Introduction

Sandwell Council is committed to consult with its residents to support evidence-based policy decision making, service delivery and performance management. Enventure Research was commissioned to deliver a consultation with Sandwell district residents which asked about service delivery, perceptions of and interaction with the Council, climate change, social interaction, and access to healthcare. This report sets out the findings from the research programme.

2.2 Methodology overview

The research programme involved a telephone survey, taking approximately 12 minutes to complete, with 1,062 residents of Sandwell aged 18 and above, with quotas set to achieve a sample that was representative of the area.

Enventure Research was commissioned to conduct the research programme, analyse and evaluate the feedback and provide a comprehensive report on the findings. The questionnaire was co-designed by Enventure Research and Sandwell Council.

2.3 Key findings

Detailed findings can be found in **Section 4**.

Living in the Sandwell district

- 78% of respondents are satisfied with their local area as a place to live
- Four in five (82%) said they feel strongly about belonging to their local area
- Half (50%) said they feel safe in their local area after dark, but this is lower than the national average of 76%
- Almost nine in ten (87%) said they feel safe in their area during the day, which is slightly lower than the national average of 95%
- Three in five (56%) agree that people in the local area pull together

Council interaction and communications

- Just over a quarter (27%) of respondents had been in contact with Sandwell Council recently
- Housing, missed bin collections, reporting anti-social behaviour, and council tax queries are the most common reasons for contacting the Council
- The most common ways of receiving news and information about Sandwell is via family and friends, Sandwell Herald Council newspaper, Sandwell Council Facebook page, and Sandwell Council's newsletter

Satisfaction with Sandwell Council

- Satisfaction with the Council is slightly higher than the national average (66% compared to 62%)
- Three in five (60%) think Sandwell Council acts on the concerns of local residents, compared with 52% nationally

- Three in five (60%) think Sandwell Council keeps residents informed about services and benefits it provides, compared with 57% nationally
- Trust in the Council is higher amongst Sandwell residents than nationally (67% and 58% respectively)

Satisfaction with Council services

Services where satisfaction is higher amongst Sandwell residents when compared nationally:

- Waste - 88% compared with 81% nationally
- Street cleaning – 67% compared with 66% nationally
- Road maintenance – 50% compared with 37% nationally
- Pavement maintenance – 61% compared with 49% nationally
- Sport and leisure services – 56% compared with 55% nationally
- Services and support for children and young people – 41% compared with 39% nationally

Services where satisfaction is lower amongst Sandwell residents when compared nationally:

- Library services – 49% compared with 60% nationally
- Services and support for older people – 36% compared with 41% nationally
- Parks and open spaces – 70% compared with 82% nationally

Anti-social behaviour

- Respondents believe the worst anti-social problem is people using or dealing drugs, identified by 45%, with Tipton having the most concerns
- Rubbish or litter lying around was also seen as a particular problem

Digital connectivity

- The majority have access to the internet (home broadband, cellular devices, at work)
- 9% do not have access to the internet (mainly those aged 65 and older)
- One in five say their digital skills are limited

Climate change

- The majority of respondents already reduce waste/recycle at home, and reduce energy use
- Half use public transport, walk or cycle where possible

Resident concerns

- Respondents are most concerned about the cost of living increases and inflation, NHS waiting lists and having a family that is healthy

Loneliness and social isolation

- Three in five (31%) say they have experienced loneliness at least on occasion, with 6% saying they experience it often or always
- 11% said they have some social contact with people, but not enough, and a further 6% have little social contact and feel socially isolated

Access to healthcare

- Not being able to get a doctor's appointment is the most common barrier to accessing healthcare and or social care

3. Research programme

3.1 Background

Sandwell Council is committed to consult with its residents to support evidence-based policy decision making, service delivery and performance management. Enventure Research was commissioned to deliver a consultation with Sandwell district residents which asked about service delivery, perceptions of and interaction with the Council, climate change, social interaction, and access to healthcare. This report sets out the findings from the research programme.

3.2 Methodology and sampling

A representative telephone survey was conducted with residents of the Sandwell district aged 18 and above by a team of telephone interviewers using a CATI methodology (Computer Aided Telephone Interviewing), whereby respondents' answers to questions are directly input into survey software. In addition, some interviews were undertaken on-street face to face and in local community groups to consult with hard to reach residents.

The survey used a questionnaire that was developed by Enventure Research and Sandwell Council. Interviews took approximately 12 minutes for an interviewer to complete with a respondent. The questionnaire can be found in **Appendix 1**.

Interviewer shifts 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.

Before launching the survey, the questionnaire was tested with a small number of residents, who were asked to take part and provide feedback on their experience. This helped ensure that the questionnaire was easy to understand, would elicit useful responses, was of a suitable length and that the questions were asked in a non-biased manner to collect valid and reliable data.

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

Sandwell was divided into six areas, known as the Towns, each having several wards as shown in **Figure 1**. Quotas were set on these Towns as shown in **Figure 2**.

Figure 1 – Sandwell Towns and their council wards

Oldbury	Bristnall, Langley, Oldbury and Old Warley
Rowley Regis	Blackheath, Cradley Heath and Old Hill, Rowley and Tividale
Smethwick	Abbey, Smethwick, Soho and Victoria and St Pauls
Tipton	Great Bridge, Princess End and Tipton Green
Wednesbury	Friar Park, Wednesbury North and Wednesbury South
West Bromwich	Charlemont with Grove Vale, Great Barr with Yew Tree, Greets Green and Lyng, Hateley Heath and West Bromwich Central

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.

Respondent profile

The figures below show the respondent profiles for the survey.

Figure 2 shows the quota for each area and the number of completed interviews achieved.

Figure 2 – Number of interviews by Sandwell Town

Sandwell Town	Quota	Achieved no.	Achieved %
Oldbury	175	189	18%
Rowley Regis	168	158	15%
Smethwick	191	179	17%
Tipton	134	138	13%
Wednesbury	128	129	12%
West Bromwich	266	269	25%

Figure 3 shows quotas for gender, age group, disability and ethnic group and the breakdown of the achieved sample by those characteristics for the survey.

Figure 3 - Quotas

Characteristic	Quota	Achieved no.	Achieved %
Gender			
Male	520	496	47%
Female	540	560	53%
Other	-	1	0%
Prefer not to say	-	5	0%
Age			
18-24	120	111	11%
25-34	195	172	16%
35-44	196	199	19%
45-54	187	199	19%
55-64	157	153	14%
65-74	109	99	9%
75+	95	105	10%
Prefer not to say	-	24	2%
Physical or mental health condition			
Yes	-	300	28%
No	-	742	70%
Prefer not to say	-	20	2%
Ethnicity			
White, White Other	734	726	68%
Black, Asian & Minority	319	304	26%
Mixed	-	42	3%
Other	-	16	1%
Prefer not to say	-	22	2%

The full respondent profile for this survey can be found in **section 5** of the report.

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%.

3.3 Acknowledgments

Enventure Research would like to thank Sarah Sprung, Claire Sanderson and Harpreet Dhillon from Sandwell Council, and Brushstrokes Community Project for their help and cooperation on this project, and to express gratitude to everyone who took part in the research.

4. Research findings

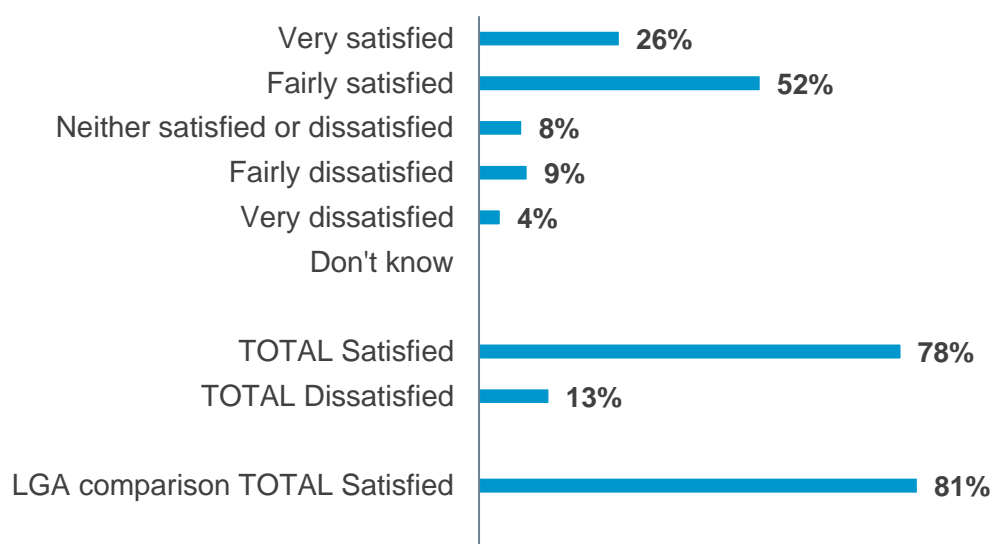
4.1 Sandwell as a place to live

As shown in **Figure 4**, almost four in five (78%) respondents were *satisfied* (very and fairly) with their local area as a place to live, compared with one in eight (13%) respondents that said they were *dissatisfied*.

Compared to the most recent LGA resident satisfaction survey, 78% of Sandwell respondents were *satisfied* (very and fairly) compared with 81% of respondents nationally.

Figure 4 – Overall, how satisfied or dissatisfied are you with your local area as a place to live?

Base: All respondents - 1,062



Subgroup analysis

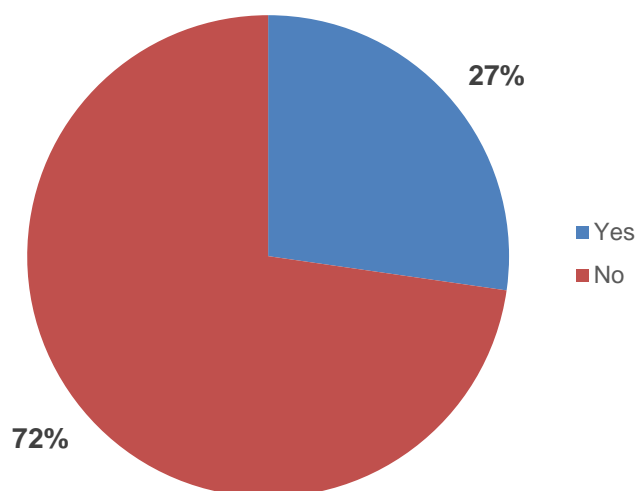
Subgroups most likely to say they are *satisfied* with their local area as a place to live (compared with 78% overall) were:

- Aged 25-34 (84%)
- Living in Wednesbury (81%)
- Black, Asian and Minority ethnic groups (82%)

4.2 Contact with Sandwell Council

Just over a quarter (27%) of respondents recently had cause to contact the Council.

Figure 5 – Have you recently (last three months) had cause to contact the Council?
Base: All respondents - 1,062



Subgroup analysis

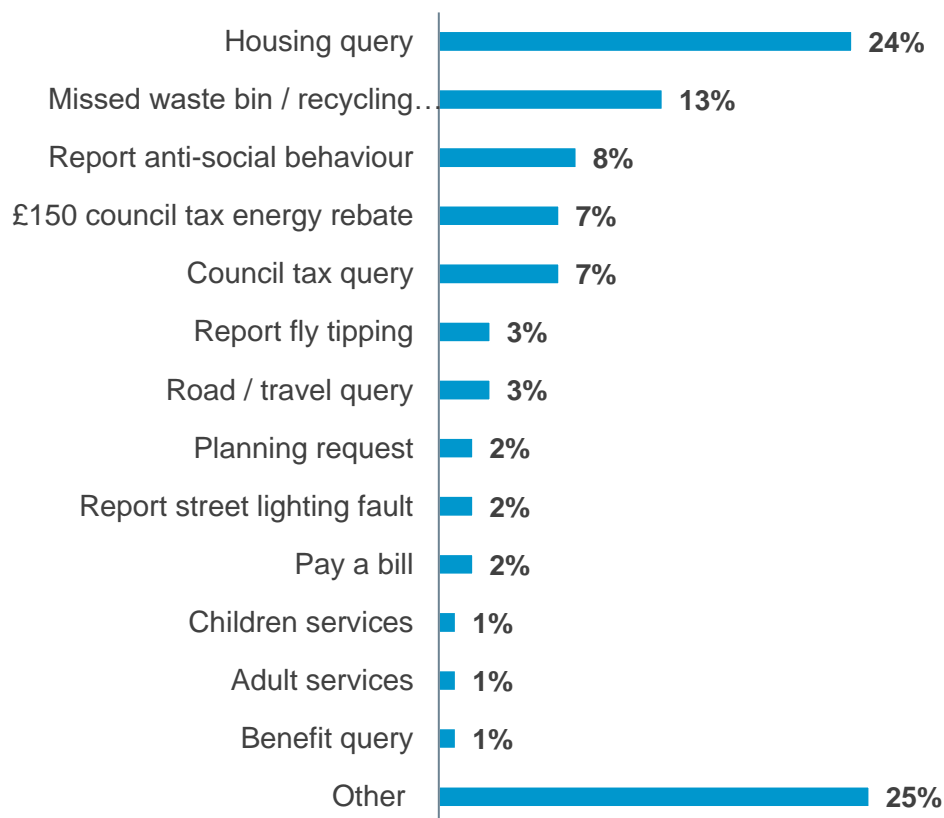
Subgroups most likely to have had cause to contact the Council were:

- Aged 45-64 (33%) compared to those aged 18-24 (13%) and 75+ (20%)
- Female respondents (30% compared with 24% of male respondents)
- Respondents that have a physical or mental health condition (34% compared with 24% of respondents that do not)

Respondents that had contacted the Council, were asked what the main reason was. As shown in **Figure 6**, the most common reasons were *housing* (24%), followed by *missed waste bin / recycling collection* (13%).

Figure 6 – What was this for?

Base: Respondents that have recently contacted Sandwell Council - 291



'Other' responses included to *arrange a repair* (25 responses), *book a tip appointment / bulky waste collection* (7), *bin issues / missing bin* (5), *discuss a parking permit / parking issue* (5), *make a complaint* (4), *tree cutting* (4), *pest control* (4), and *report pothole(s)* (4).

4.3 Satisfaction with Sandwell Council

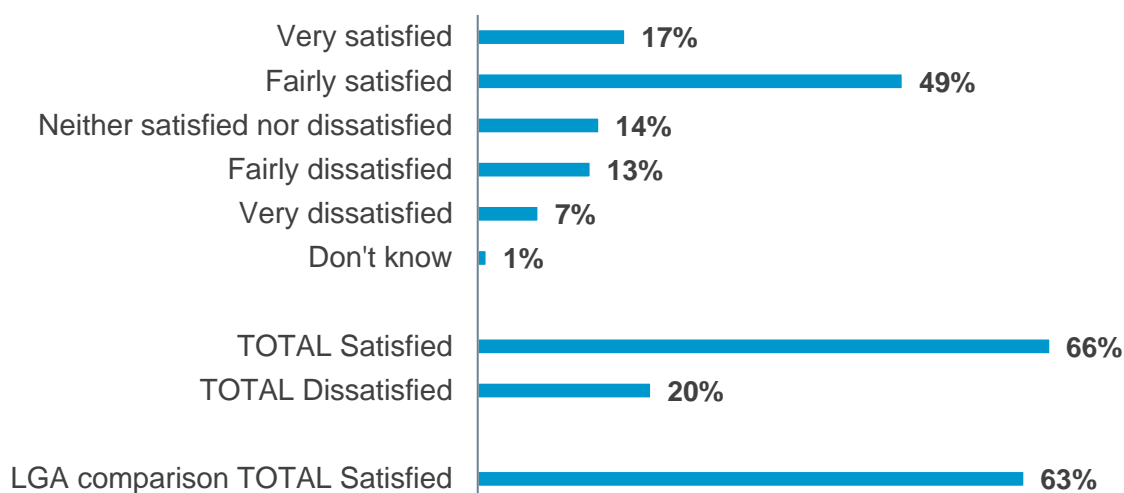
Satisfaction with Sandwell Council

As shown in **Figure 7**, two-thirds (66%) of respondents were *satisfied* (very and fairly) with how Sandwell Council runs things. In comparison, one in five (20%) said they were *dissatisfied* (13% fairly and 7% very).

Compared to the most recent LGA resident satisfaction survey, 66% of Sandwell respondents were *satisfied* (very and fairly) compared with 63% of respondents nationally.

Figure 7 – Overall, how satisfied or dissatisfied are you with how Sandwell Council runs things?

Base: All respondents - 1,062



Subgroup analysis

Subgroups most likely to say they were *satisfied* (very and fairly) were:

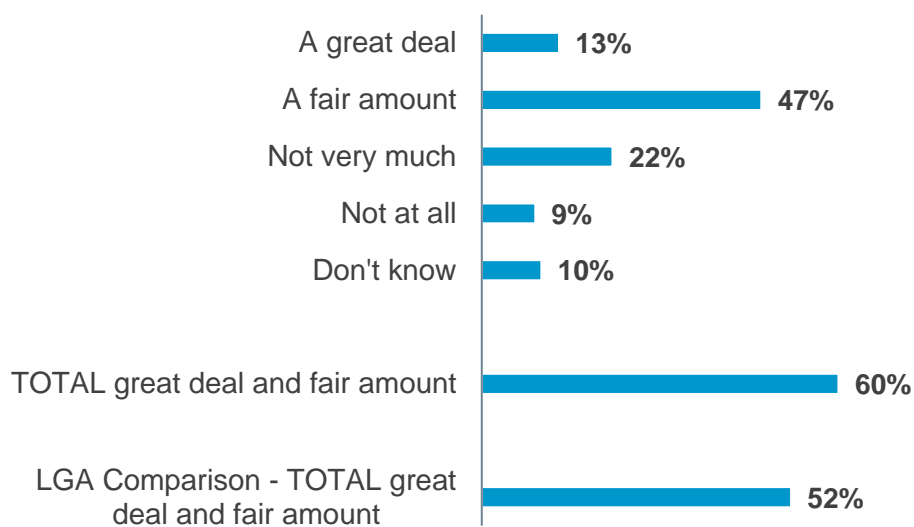
- Aged 25-34 (75%) compared to those aged 65-74 (53%) and 55-64 (60%)

Respondents were asked to what extent they thought Sandwell Council acts on the concerns of local residents. As shown in **Figure 8**, one in eight (13%) said a *great deal*, and almost half (47%) said a *fair amount*. Just over one in five (22%) said *not very much* and 9% said *not at all*.

Compared to the most recent LGA resident satisfaction survey, 60% of Sandwell respondents said the Council *acted on the concerns of residents* (a great deal or fair amount) compared with 52% of respondents nationally.

Figure 8 – To what extent do you think Sandwell Council acts on the concerns of local residents?

Base: All respondents - 1,062



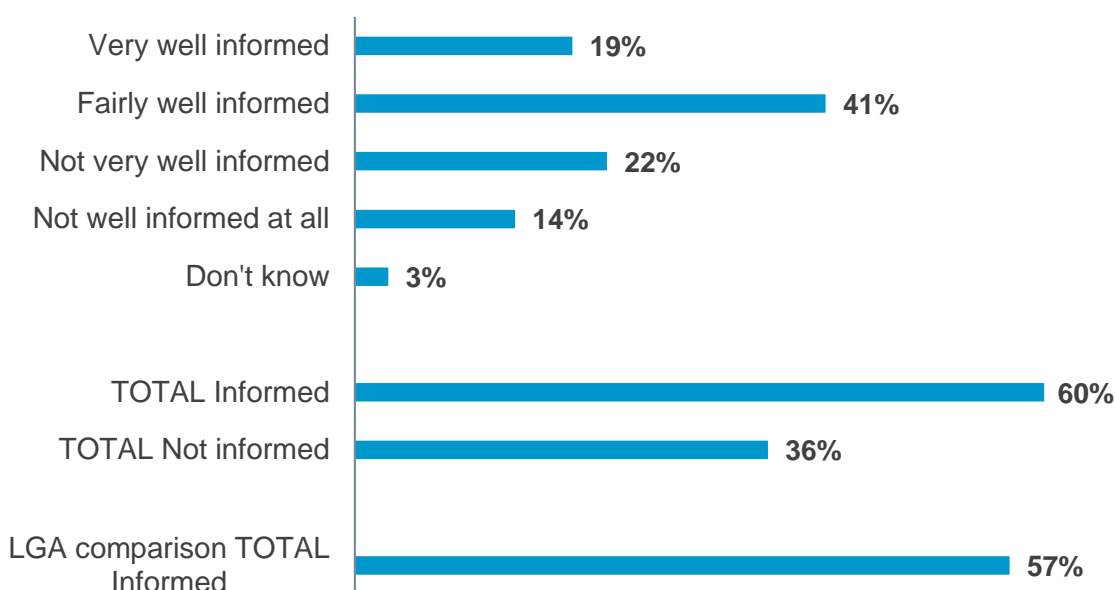
4.4 Keeping residents informed

Respondents were asked if they thought Sandwell Council kept residents informed about the services and benefits it provides. As shown in **Figure 9**, three in five (60%) respondents said they were *kept informed* (very well and fairly well informed), compared with just over a third (36%) that said they were *not informed* (not very well and not well informed).

Compared to the most recent LGA resident satisfaction survey, 60% of Sandwell respondents said they were *kept informed* by their Council (very well and fairly well) compared with 57% of respondents nationally.

Figure 9 – Overall, how well informed do you think Sandwell Council keeps residents about the services and benefits it provides?

Base: All respondents - 1,062



Subgroup analysis

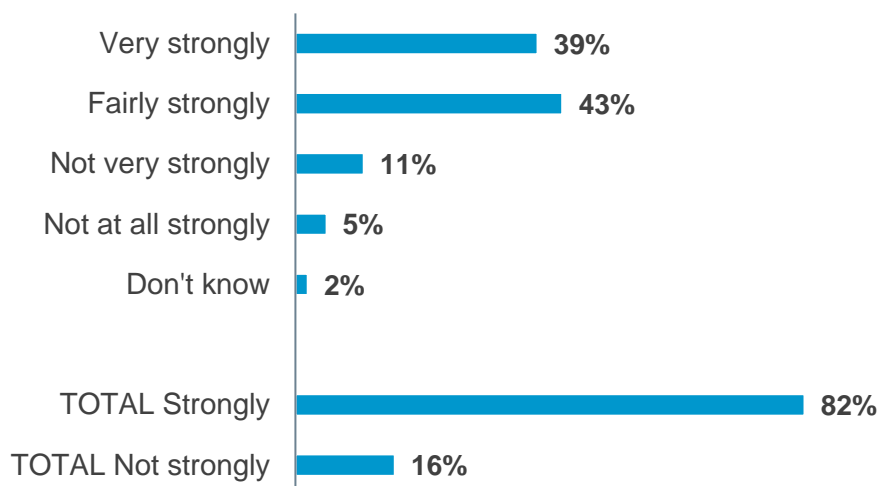
Subgroups most likely to have said they were *kept informed* (very well and fairly well informed) were:

- Aged 75+ (70%) compared with those aged 18-24 (55%)
- Living in Oldbury (67%) and Smethwick (66%)

4.5 Belonging to your local area

As shown in **Figure 10**, just over four in five (82%) respondents said they felt that they *belong to their local area* (very and fairly strongly)

Figure 10 – How strongly do you feel you belong to your local area?
Base: All respondents - 1,062



Subgroup analysis

Subgroups most likely to have said they felt they *belong to their local area* were:

- Aged 25-34 (87%), 75+ (86%) and 18-24 (85%)

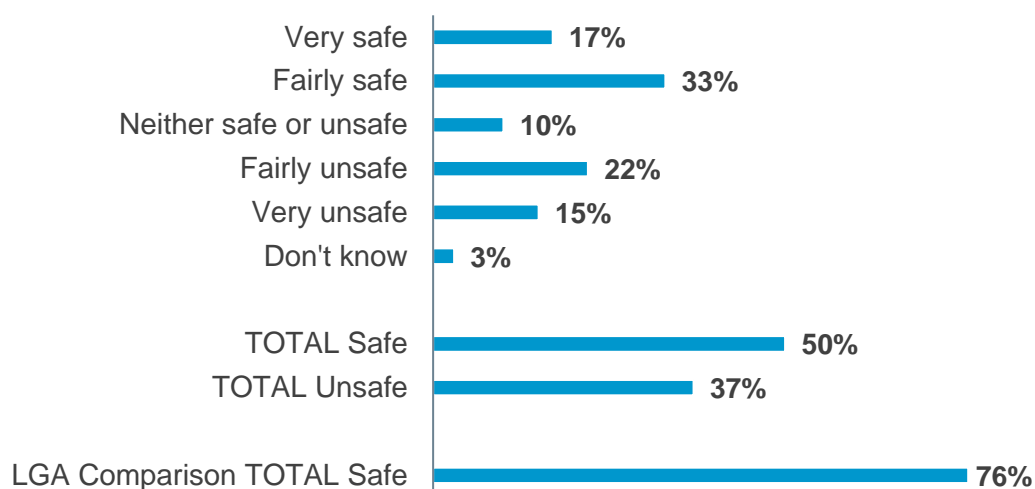
4.6 Safety

Respondents were asked how safe they felt outside in their local area after dark and during the day. As shown in **Figure 11**, half (50%) of respondents said they *felt safe after dark* (very and fairly safe), in comparison to almost two in five (37%) that said they *felt unsafe* (fairly and very unsafe).

Compared to the most recent LGA resident satisfaction survey, 50% of Sandwell respondents said they *felt safe* (very and fairly) after dark compared with 76% of respondents nationally.

Figure 11 – How safe do you feel when outside in your local after dark?

Base: All respondents - 1,062



Subgroup analysis

Subgroups most likely to have said they felt *safe* were:

- Black, Asian and Minority ethnic groups (62%)
- Aged 18-24 (59%) and 25-34 (58%)

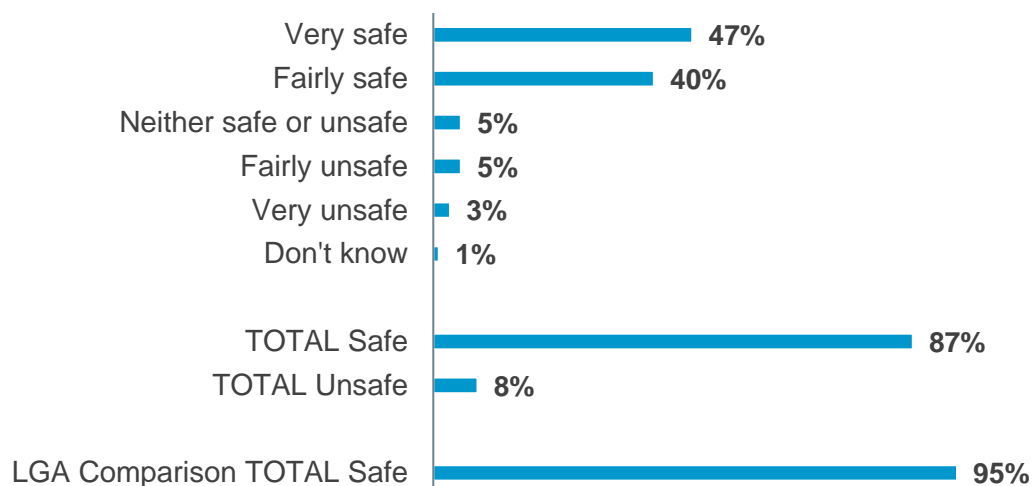
Subgroups most likely to have said they felt *unsafe* (37%) were:

- Aged 75+ (51%)
- Female (45%)
- Living in West Bromwich (45%)
- Retired (45%)

Figure 12 shows responses to how safe respondents feel when outside in their local area during the day. Almost nine in ten (87%) said they *felt safe* (very and fairly), compared to 8% that said they *felt unsafe*.

Compared to the most recent LGA resident satisfaction survey, 87% of Sandwell respondents said they *felt safe* (very and fairly) during the day compared with 95% of respondents nationally.

Figure 12 – How safe do you feel when outside in your local area during the day?
Base: All respondents - 1,062



Subgroup analysis

Subgroups most likely to say they felt safe (compared to 87% overall) in their local area during the day were:

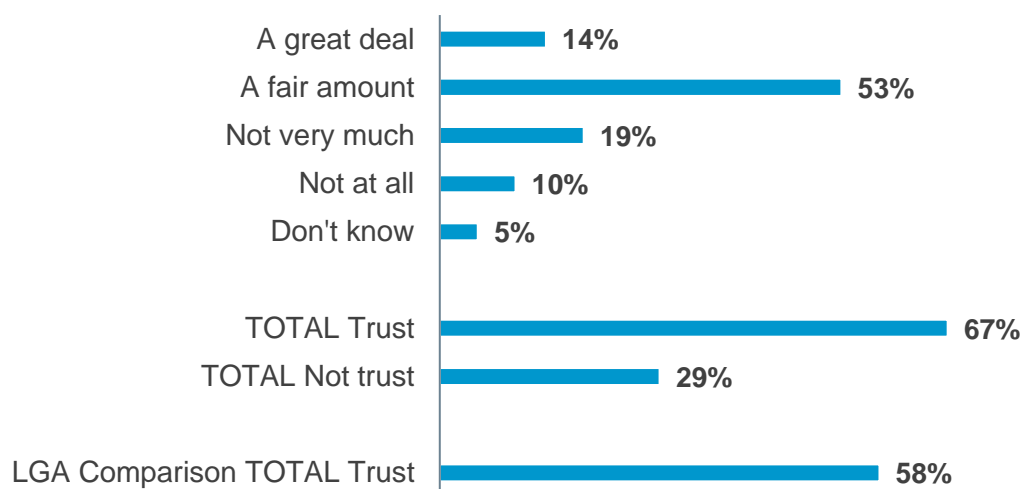
- Black, Asian and Minority ethnic groups (87%)
- Aged 75+ (82%)

4.7 Trust in Sandwell Council

Respondents were asked how much they trusted Sandwell Council. As shown in **Figure 13**, most respondents said they *trusted the Council* to some degree, with just over half (53%) saying they trusted the Council *a fair amount* and 14% *a great deal*. In contrast, 19% said they *did not trust very much* and 10% said *not at all*. A small proportion, 5%, said they did not know.

Compared to the most recent LGA resident satisfaction survey, 67% of Sandwell respondents said they *trust their Council* (a great deal or fair amount) compared with 58% of respondents nationally.

Figure 13 – How much do you trust Sandwell Council?
Base: All respondents - 1,062



Subgroup analysis

Subgroups most likely to have said they *trusted Sandwell Council* (a great deal and a fair amount) (compared to 67%) were:

- Aged 25-34 (76%)

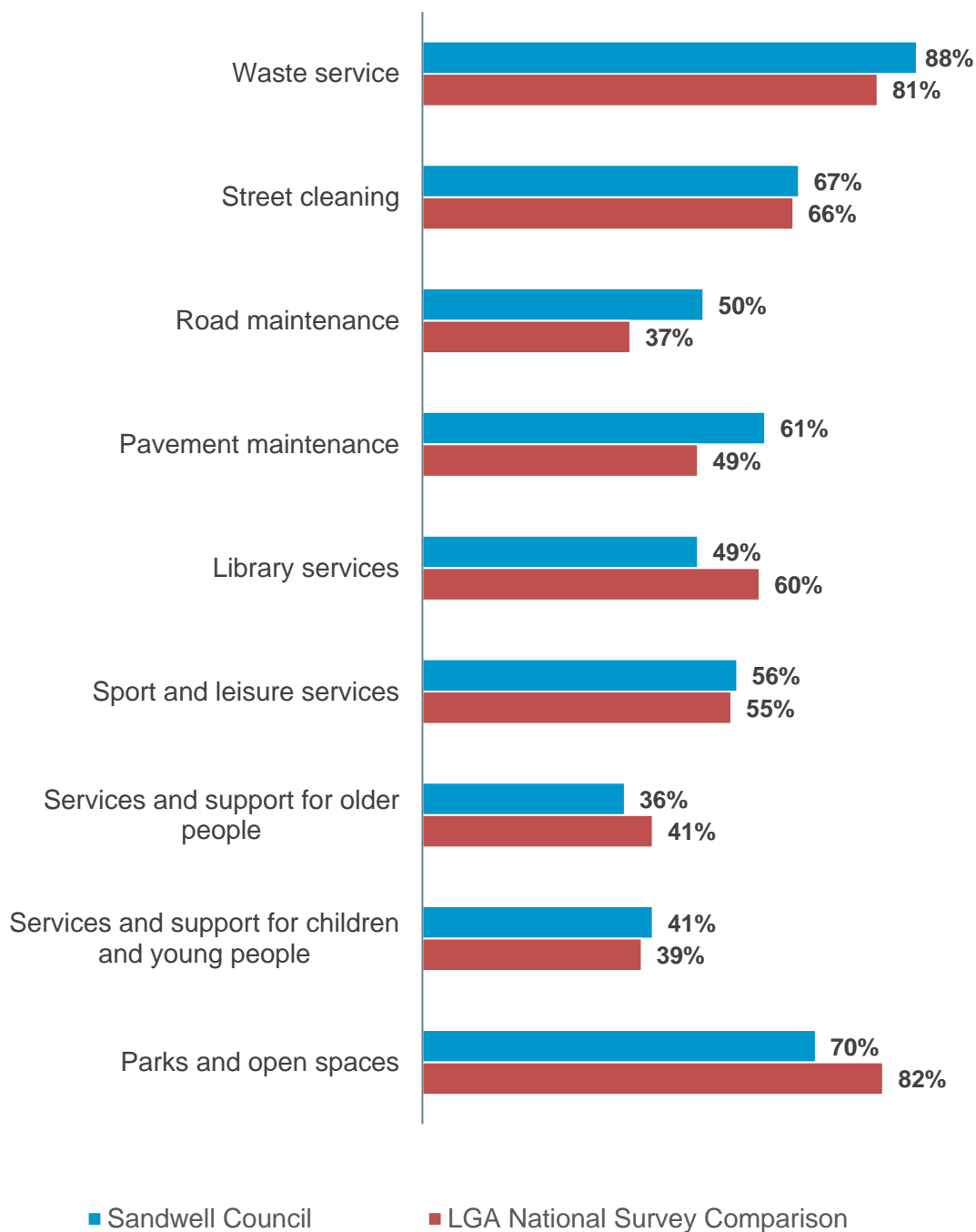
Subgroups most likely to say they *did not trust the Council* (not very much and not at all) (compared to 29% overall) were:

- Aged 65-74 (38%)
- Living in Tipton (36%)

4.8 Satisfaction with services

Respondents were asked how satisfied they were with a variety of Council services. **Figure 14** shows total satisfaction of Sandwell residents compared with LGA national resident survey results. As can be seen, satisfaction levels are higher among Sandwell residents for most services, except for library services, services and support for older people, and parks and open spaces. **Figures 15 – 23** show the results for each individual service.

Figure 14 – How satisfied or dissatisfied are you overall with the Council’s services?
Base: All respondents - 1,062



Waste Services

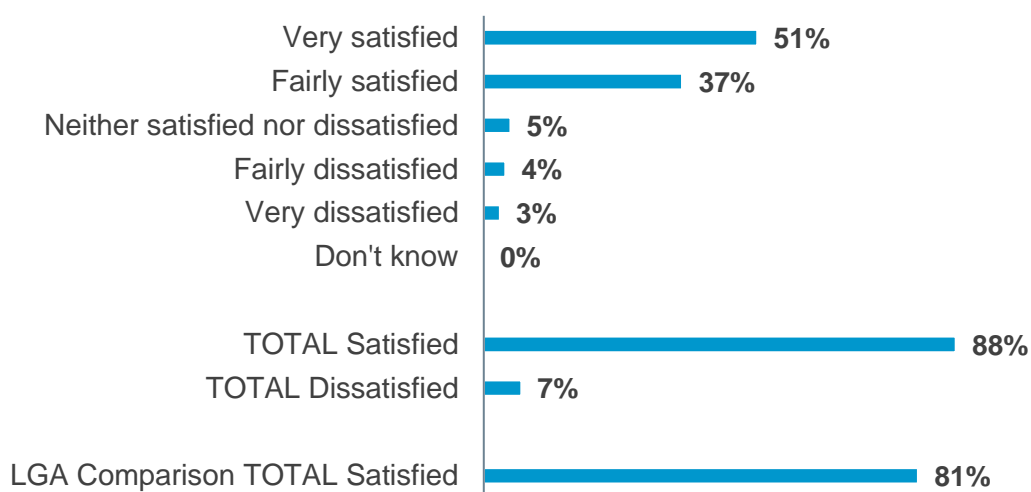
As shown in **Figure 15**, almost nine in ten (88%) respondents said they were *satisfied* (very and fairly) with waste services, compared with 7% that said they were *dissatisfied* (very and fairly).

There were no significant differences between subgroups.

Compared to the most recent LGA resident satisfaction survey, 88% of Sandwell respondents were *satisfied* (very and fairly) compared with 81% of respondents nationally.

Figure 15 – How satisfied or dissatisfied are you overall with the Council’s Waste Services?

Base: All respondents - 1,062



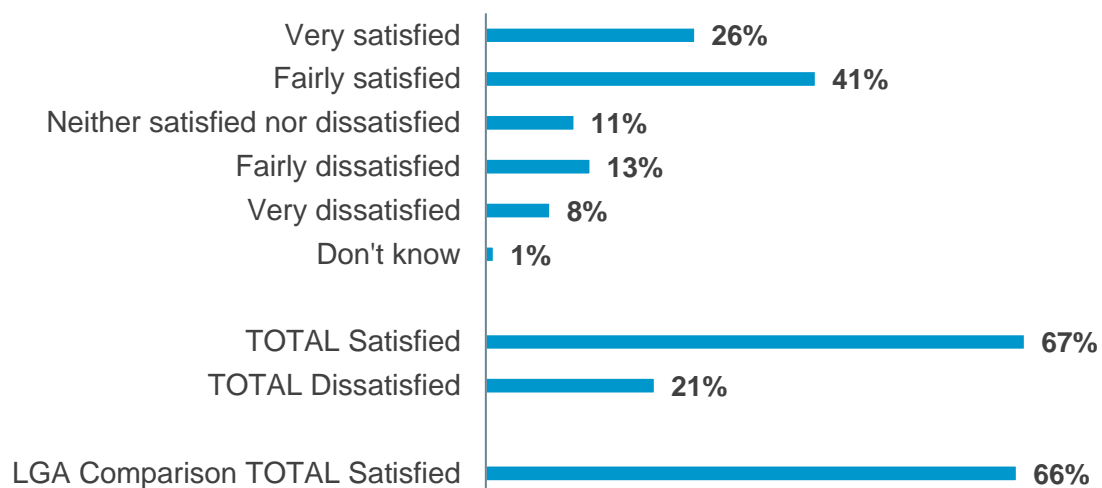
Street cleaning

Two-thirds (67%) of respondents said they were *satisfied* (very and fairly) with street cleaning, compared with one in five (21%) respondents that said they were *dissatisfied* (very and fairly).

Compared to the most recent LGA resident satisfaction survey, 67% of Sandwell respondents were *satisfied* (very and fairly) compared with 66% of respondents nationally.

Figure 16 – How satisfied or dissatisfied are you overall with the Council’s street cleaning?

Base: All respondents - 1,062



Subgroup analysis

Subgroups most likely to say they are *satisfied* (compared with 67% overall) were:

- Aged 25-34 (76%)

Subgroups most likely to say they are *dissatisfied* (compared with 21% overall) were:

- Aged 55-64 (31%)
- Living in West Bromwich (26%)

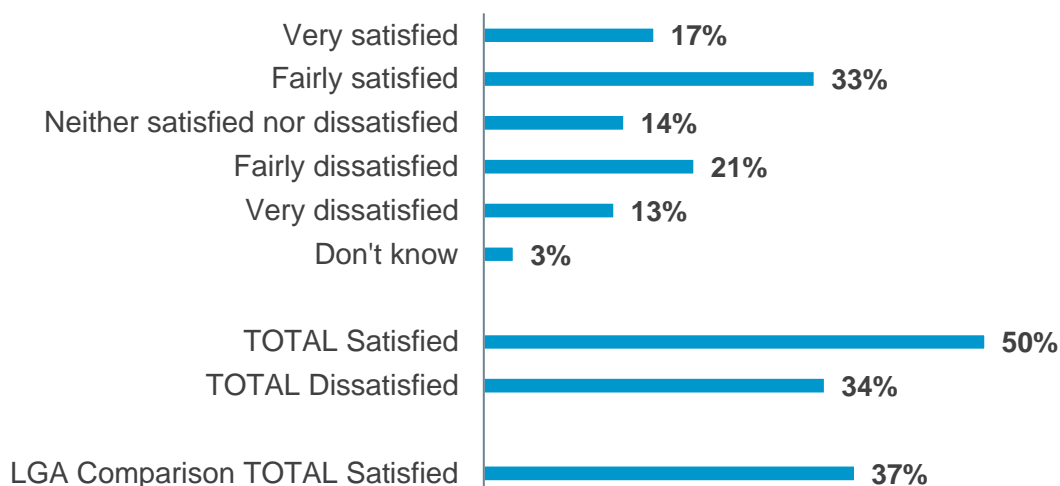
Road maintenance

Half (50%) of respondents said they were *satisfied* (very and fairly) with road maintenance. This compares with 34% that said they were *dissatisfied* (very and fairly).

Compared to the most recent LGA resident satisfaction survey, 50% of Sandwell respondents were *satisfied* (very and fairly) compared with 37% of respondents nationally.

Figure 17 – How satisfied or dissatisfied are you overall with the Council’s road maintenance?

Base: All respondents - 1,062



Subgroup analysis

Subgroups most likely to say they are *satisfied* (compared with 50% overall) were:

- Aged 25-34 (76%)
- Black, Asian and Minority ethnic groups (56%)

Subgroups most likely to say they are *dissatisfied* (compared with 34% overall) were:

- Aged 55-64 (31%)
- Living in West Bromwich (26%)

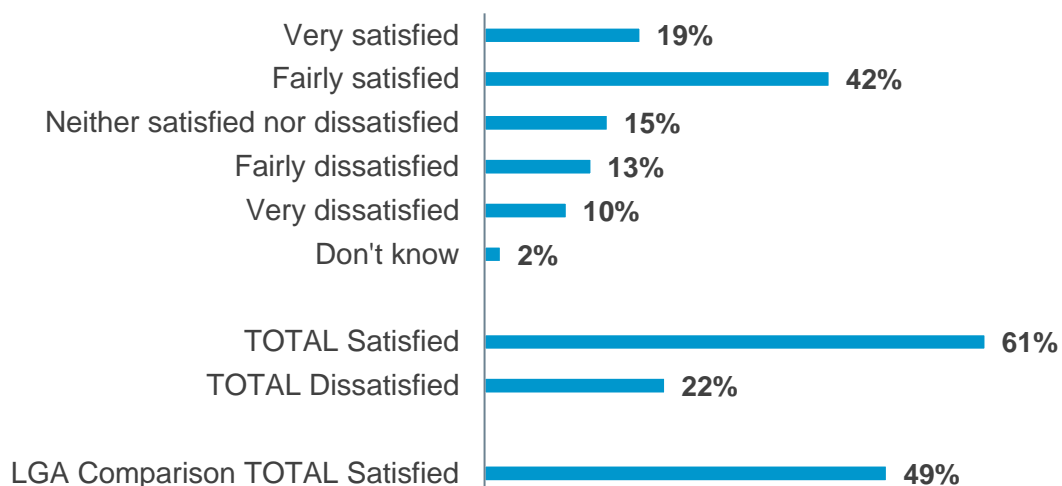
Pavement maintenance

Three in five (61%) respondents said they were *satisfied* (very and fairly) with pavement maintenance. This compares with 22% that said they were *dissatisfied* (very and fairly).

Compared to the most recent LGA resident satisfaction survey, 61% of Sandwell respondents were *satisfied* (very and fairly) compared with 49% of respondents nationally.

Figure 18 – How satisfied or dissatisfied are you overall with the Council’s pavement maintenance?

Base: All respondents - 1,062



Subgroup analysis

Subgroups most likely to say they are *satisfied* (compared with 61% overall) were:

- Aged 18-24 (70%) and 35-44 (69%)

Subgroups most likely to say they are *dissatisfied* (compared with 22% overall) were:

- Aged 55-64 (36%) and 65-74 (30%)
- Respondents with a physical or mental health condition (28%)

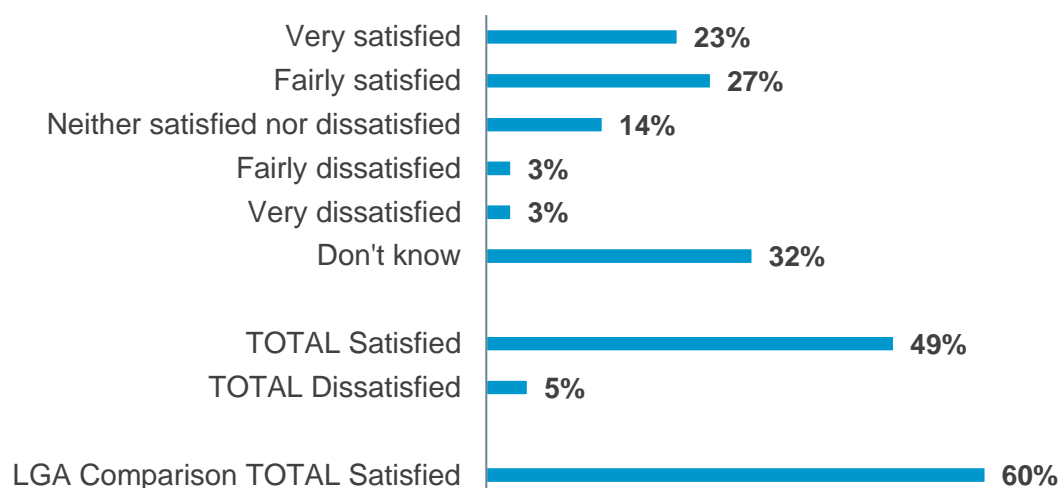
Library services

Half (49%) of respondents said they were *satisfied* (very and fairly) with library services and 5% said they were *dissatisfied* (very and fairly). A third (32%) said they *did not know*.

Compared to the most recent LGA resident satisfaction survey, 49% of Sandwell respondents were *satisfied* (very and fairly) compared with 60% of respondents nationally.

Figure 19 – How satisfied or dissatisfied are you overall with the Council’s library services?

Base: All respondents - 1,062



Subgroup analysis

Subgroups most likely to say they are *satisfied* (compared with 49% overall) were:

- Aged 18-24 (62%)
- Black, Asian and Minority ethnic groups (56%)

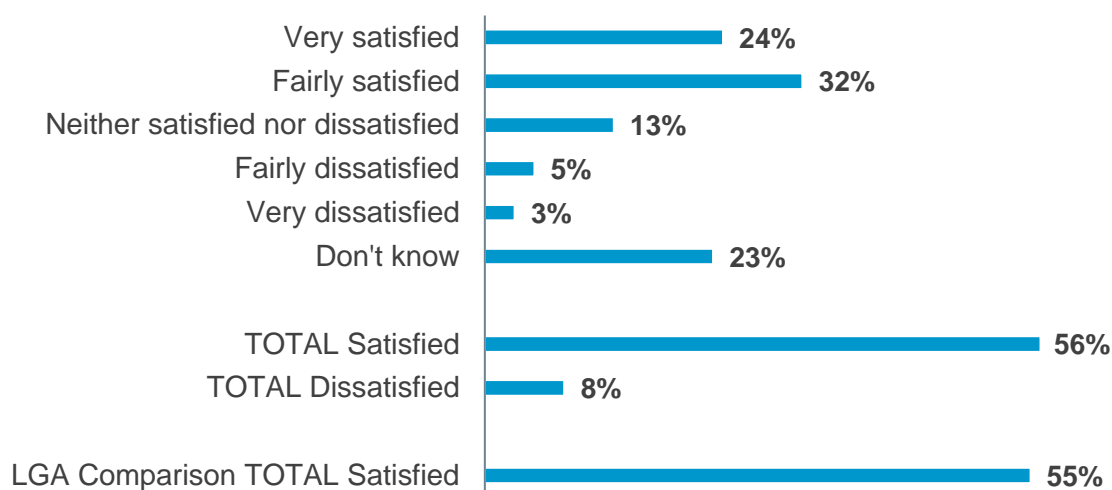
Sport and leisure services

Almost three in five (56%) respondents said they were *satisfied* (very and fairly) with sport and leisure services. This compares with 8% that said they were *dissatisfied* (very and fairly). Almost a quarter (23%) said they *did not know*.

Compared to the most recent LGA resident satisfaction survey, 56% of Sandwell respondents were satisfied (very and fairly) compared with 55% of respondents nationally.

Figure 20 – How satisfied or dissatisfied are you overall with the Council’s sport and leisure services?

Base: All respondents - 1,062



Subgroup analysis

Subgroups most likely to say they are satisfied (compared with 56% overall) were:

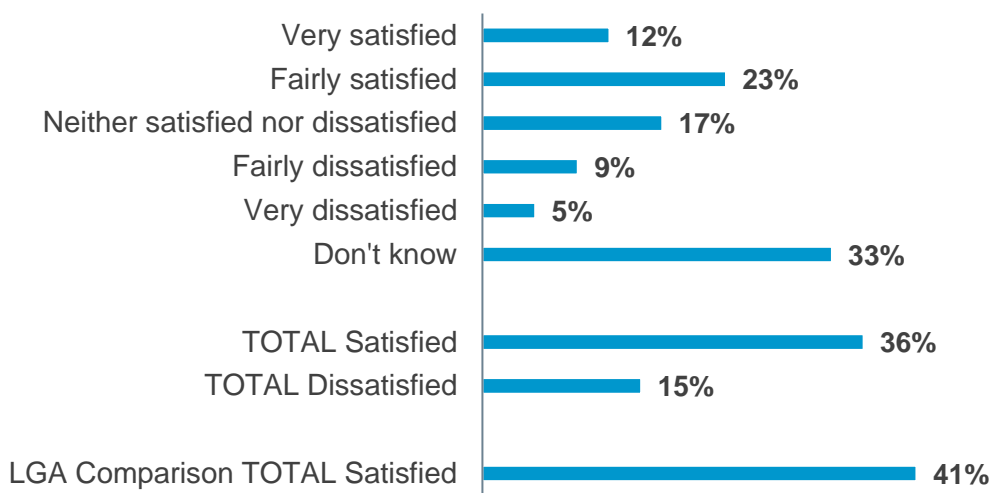
- Aged 18-24 (74%) and 25-34 (67%)
- Living in Wednesbury (66%)

Services and support for older people

Just over a third (36%) of respondents said they were *satisfied* (very and fairly) with services and support for older people. This compares to 15% that said they were *dissatisfied* (very and fairly). A third (33%) said they *did not know*.

Compared to the most recent LGA resident satisfaction survey, 36% of Sandwell respondents were *satisfied* (very and fairly) compared with 41% of respondents nationally.

Figure 21 – How satisfied or dissatisfied are you overall with the Council’s services and support for older people?
Base: All respondents - 1,062



Subgroup analysis

Subgroups most likely to say they are *satisfied* (compared with 36% overall) were:

- Aged 65-74 (43%) and 75+ (52%)

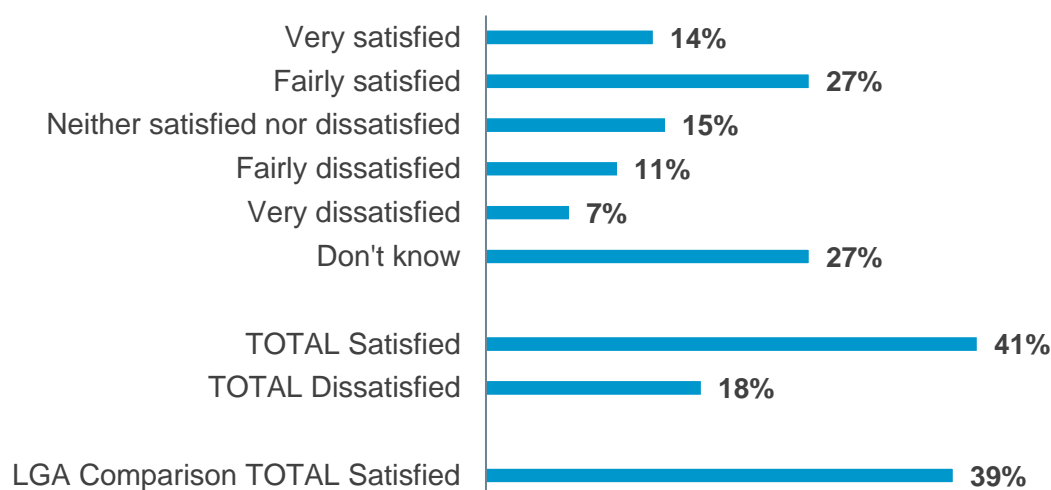
Services and support for children and young people

Two in five (41%) of respondents said they were *satisfied* (very and fairly) with services and support for children and young people, compared with 18% that said they were *dissatisfied* (very and fairly). Just over a quarter (27%) said they *did not know*.

Compared to the most recent LGA resident satisfaction survey, 41% of Sandwell respondents were *satisfied* (very and fairly) compared with 39% of respondents nationally.

Figure 22 – How satisfied or dissatisfied are you overall with the Council’s services and support for children and young people?

Base: All respondents - 1,062



Subgroup analysis

Subgroups most likely to say they are *satisfied* (compared with 41% overall) were:

- Aged 25-34 (49%), 18-24 (48%) and 35-44 (48%)
- Black, Asian and Minority ethnic groups (47%)

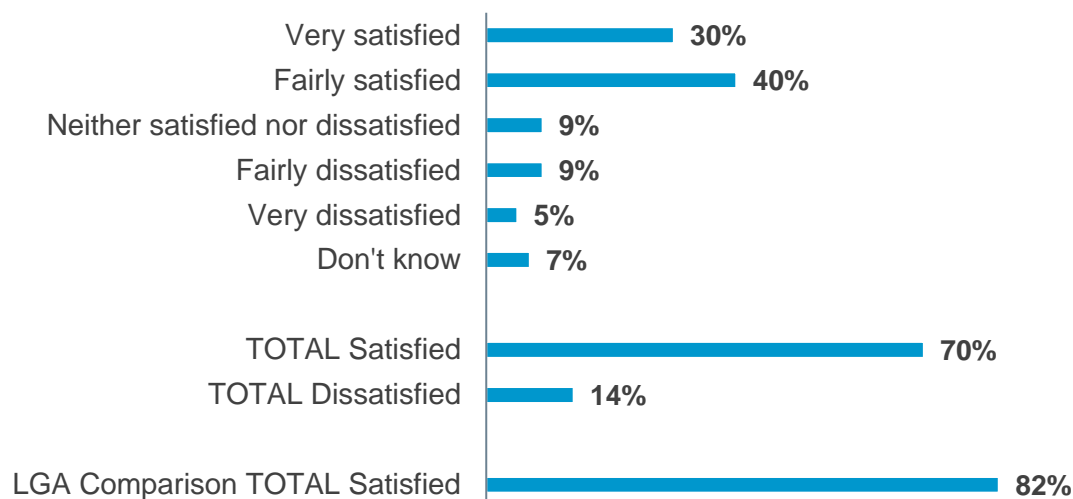
Parks and open spaces

Seven in ten (70%) of respondents said they were *satisfied* (very and fairly) with parks and open spaces, compared with 14% that said they were *dissatisfied* (very and fairly).

Compared to the most recent LGA resident satisfaction survey, 70% of Sandwell respondents were *satisfied* (very and fairly) compared with 82% of respondents nationally.

Figure 23 – How satisfied or dissatisfied are you overall with the Council’s parks and open spaces?

Base: All respondents - 1,062



Subgroup analysis

Subgroups most likely to say they are *satisfied* (compared with 70% overall) were:

- Aged 18-24 (79%)
- Living in Smethwick (83%)
- Black, Asian and Minority ethnic groups (76%)

Subgroups most likely to say they are *dissatisfied* (compared with 14% overall) were:

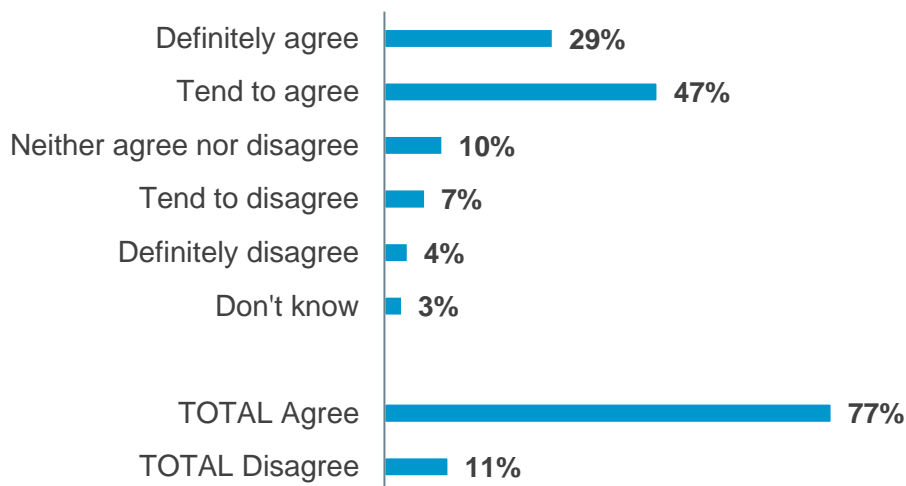
- Living in Tipton (25%)

4.9 Getting on well together

Respondents were asked if they thought people from different ethnic backgrounds in their local area got on well together. As shown in **Figure 24**, just over three-quarters (77%) of respondents said they *agreed* (definitely and tend to), compared with 11% that said they *disagree* (definitely and tend to).

Figure 24 – 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?

Base: All respondents - 1,062



Subgroup analysis

Subgroups most likely to say they *agree* (compared with 77% overall) were:

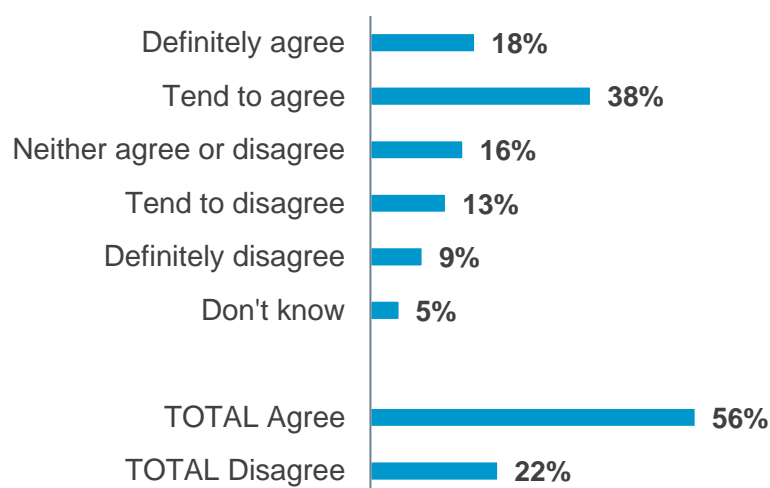
- Aged 65-74 (84%) and 18-24 (82%)
- Living in Rowley Regis (80%)

4.10 Pulling together

As shown in **Figure 25**, almost three in five (56%) respondents said they *agree* (definitely and tend to) that people in their local area pull together to improve the local area, in comparison with 22% who *disagree* (definitely and tend to).

Figure 25 – To what extent do you agree or disagree that people in your local area pull together to improve the local area?

Base: All respondents - 1,062



Subgroup analysis

Subgroups most likely to say they *agree* (compared with 56% overall) were:

- Aged 18-24 (69%) and 25-34 (69%)
- Living in Smethwick (63%)
- Black, Asian and Minority ethnic groups (65%)

Subgroups most likely to say they *disagree* (compared with 22% overall) were:

- Aged 55-64 (29%)
- Respondents that have a physical or mental health condition (29%)

4.11 Anti-social behaviour

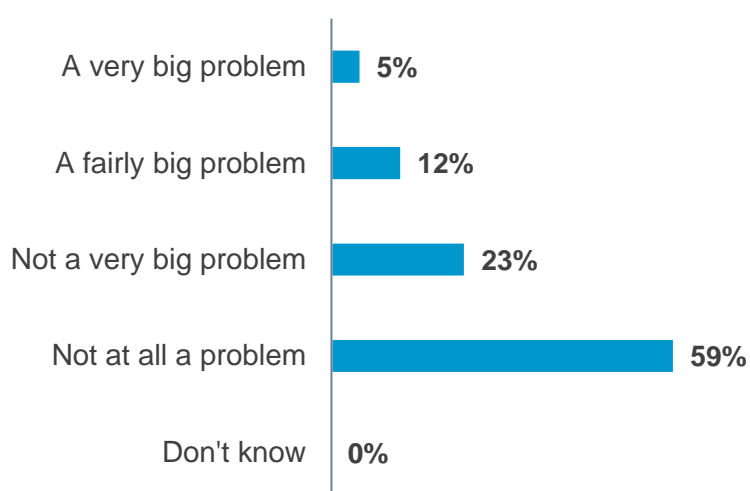
Respondents were asked how much of a problem different types of anti-social behaviour were in their local area.

Noisy neighbours or loud parties

Three in five (59%) *did not think noisy neighbours or loud parties were a problem* in their local area. In contrast, 17% thought *they were a problem* (very big or fairly big). Almost a quarter (23%) said they were *not a very big problem*.

Figure 26 – Thinking about this local area, how much of a problem do you think each of the following are? Noisy neighbours or loud parties

Base: All respondents - 1,062



Subgroup analysis

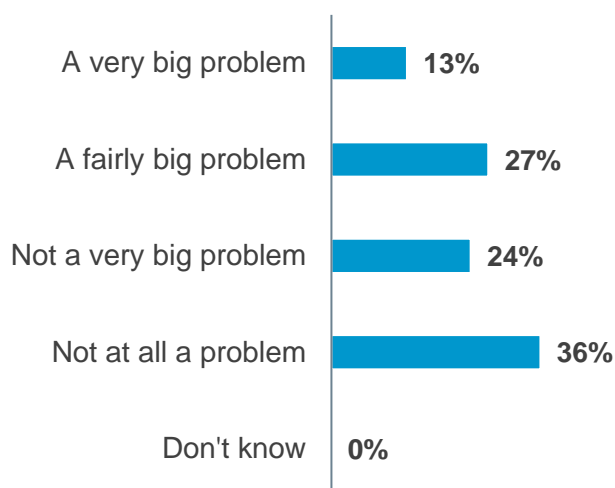
Subgroups most likely to say noisy neighbours or loud parties were *not at all a problem* (compared with 59% overall) were:

- Aged 75+ (72%)

Rubbish or litter lying around

Just over a third (36%) of respondents *did not think rubbish or litter lying around was not at all a problem* in their local area. In contrast, 40% thought it *was a problem* (very big or fairly big). Almost a quarter (24%) said it was *not a very big problem*.

Figure 27 – Thinking about this local area, how much of a problem do you think each of the following are? Rubbish or litter lying around
Base: All respondents - 1,062



Subgroup analysis

Subgroups most likely to say rubbish and litter lying around is *not at all a problem* (compared with 36% overall) were:

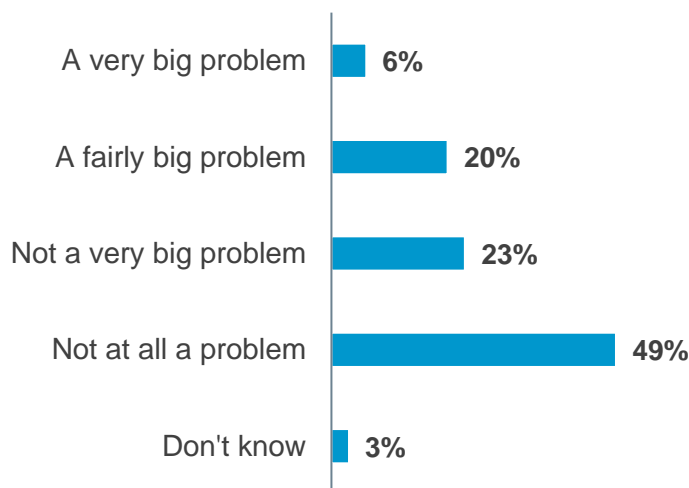
- Living in Rowley Regis (46%) and Wednesbury (42%)
- Black, Asian and Minority ethnic groups (42%)

Vandalism, graffiti and other deliberate damage to property or vehicles

Half (49%) of respondents *did not think vandalism, graffiti and other deliberate damage to property or vehicles was a problem* in their local area. In contrast, 26% thought it was a *problem* (very big or fairly big). Almost a quarter (23%) said it was *not a very big problem*.

Figure 28 – Thinking about this local area, how much of a problem do you think each of the following are? Vandalism, graffiti and other deliberate damage to property or vehicles

Base: All respondents - 1,062



Subgroup analysis

Subgroups most likely to say vandalism, graffiti and other deliberate damage is *not at all a problem* (compared with 49% overall) were:

- Aged 75+ (66%) and 65-74 (58%)
- Respondents who have a physical or mental health condition (57%)
- Living in Rowley Regis (57%)

Subgroups most likely to say it *is a problem* (very big and fairly big) (compared with 26% overall) were:

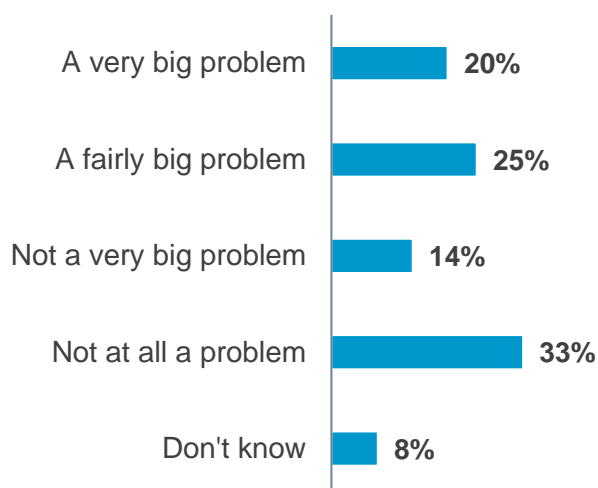
- Aged 25-36 (36%)
- Living in Tipton (45%)

People using or dealing drugs

A third (33%) of respondents did not think people using or dealing drugs *was a problem* in their local area. In contrast, 45% thought it *was a problem* (very big or fairly big). One in seven (14%) said it was *not a very big problem*.

Figure 29 – Thinking about this local area, how much of a problem do you think each of the following are? People using or dealing drugs

Base: All respondents - 1,062



Subgroup analysis

Subgroups most likely to say people using or dealing drugs is *not at all a problem* (compared with 33% overall) were:

- Living in Rowley Regis (39%) and Oldbury (38%)
- Black, Asian and Minority ethnic groups (39%)

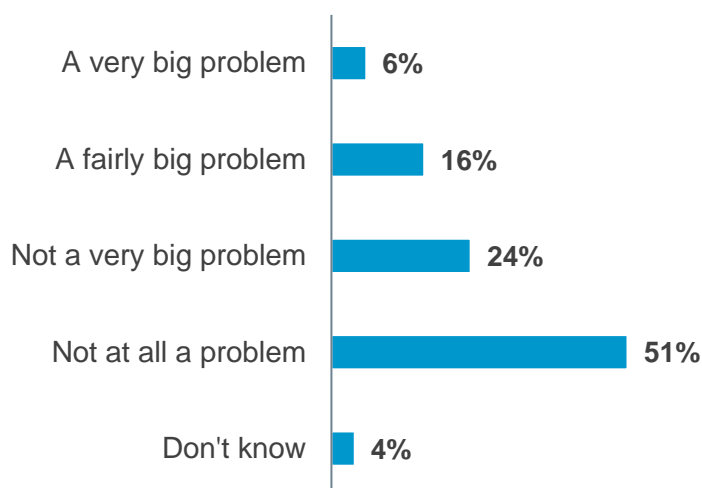
Subgroups most likely to say it *is a problem* (very big and fairly big) (compared with 45% overall) were:

- Aged 18-24 (50%) and 25-34 (50%)
- Male (49%)
- Living in Tipton (69%)

People being drunk or rowdy in public places

Half (51%) of respondents *did not think people being drunk or rowdy in public places was a problem* in their local area. In contrast, 22% thought it *was a problem* (very big or fairly big). Almost a quarter (24%) said it was *not a very big problem*.

Figure 30 – Thinking about this local area, how much of a problem do you think each of the following are? People being drunk or rowdy in public places
Base: All respondents - 1,062



Subgroup analysis

Subgroups most likely to say people being drunk or rowdy in public places is *not at all a problem* (compared with 51% overall) were:

- Aged 65-74 (67%) and 75+ (67%)

Subgroups most likely to say it *is a problem* (very big and fairly big) (compared with 22% overall) were:

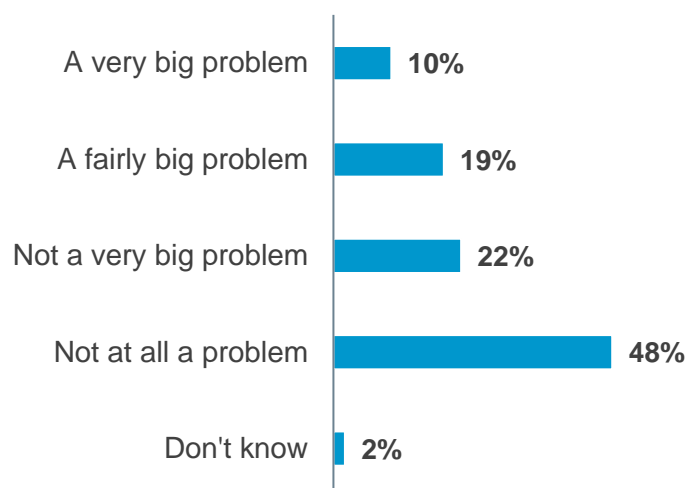
- Aged 18-24 (32%)
- Black, Asian and Minority ethnic groups (30%)

Groups hanging around the street

Almost half (48%) of respondents *did not think groups hanging around the street was a problem in their local area*. In contrast, 29% thought it was a *problem* (very big or fairly big). Just over one in five (22%) said it was *not a very big problem*.

Figure 31 – Thinking about this local area, how much of a problem do you think each of the following are? Groups hanging around the streets

Base: All respondents - 1,062



Subgroup analysis

Subgroups most likely to say groups hanging around the streets is *not at all a problem* (compared with 48% overall) were:

- Aged 65-74 (71%) and 75+ (67%)

Subgroups most likely to say it *is a problem* (very big and fairly big) (compared with 29% overall) were:

- Living in Wednesbury (38%), West Bromwich (36%) and Tipton (30%)

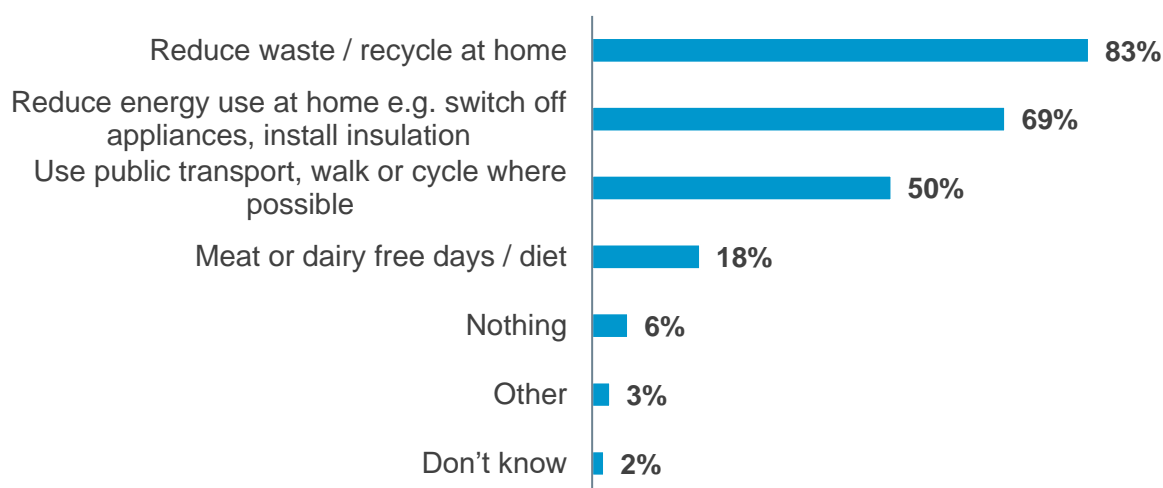
4.12 Climate change

Respondents were asked what things they do already that support climate change. As shown in **Figure 32**, the most common responses were *reduce waste / recycle at home* (83%), *reduce energy use at home* (69%) and *use public transport, walk or cycle where possible* (50%).

'Other' responses included reducing water usage / reusing water (8 responses), plant trees (5), buying less plastic (4), composting (3) and recycling / reusing packing.

Figure 32 – What things do you already do that support climate change?

Base: All respondents - 1,062



Subgroup analysis

Subgroups most likely to say they *reduce waste / recycle at home* (compared with 83% overall) were:

- Living in Wednesday (91%)
- Female (87%)

Subgroups most likely to say they *reduce energy use at home* (compared with 69% overall) were:

- Female (73%)
- Living in Tipton (78%)

Subgroups most likely to say they *use public transport, walked or cycled where possible* (compared with 50% overall) were:

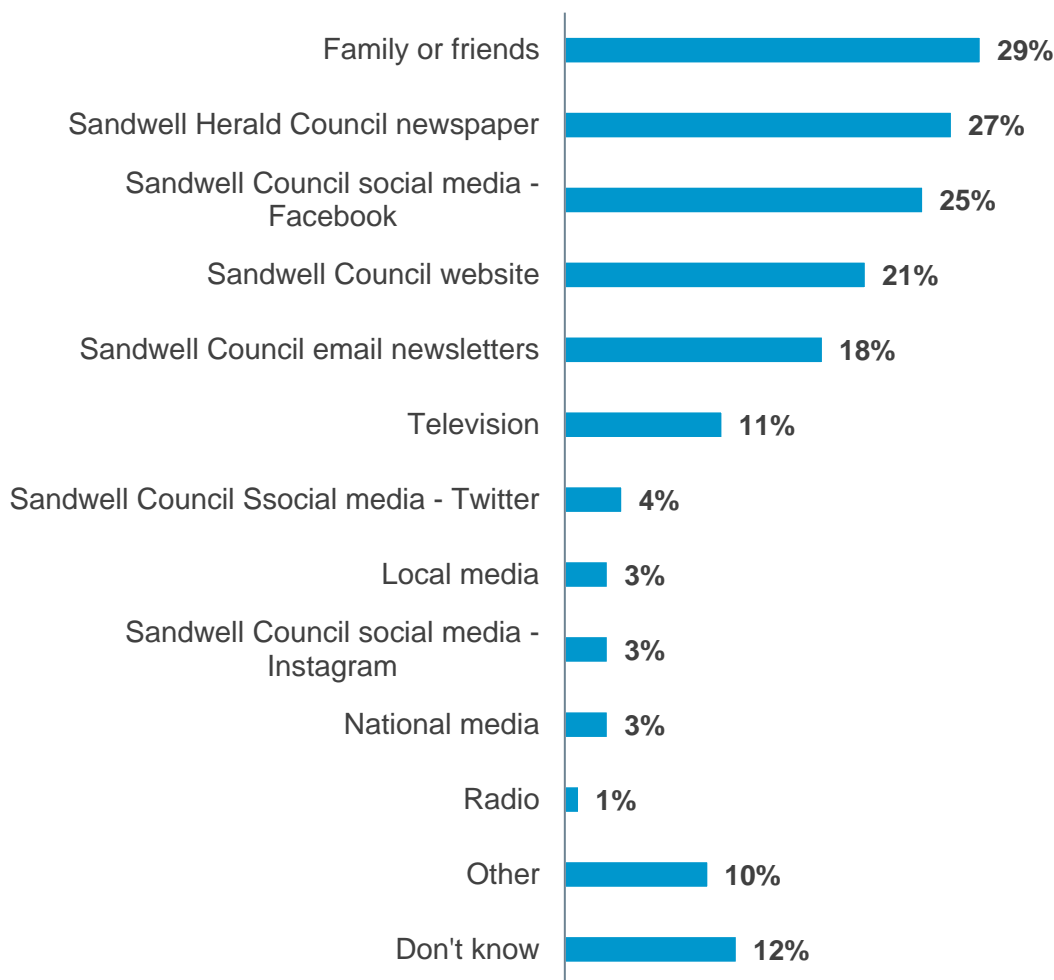
- Aged 45-54 (57%)
- Living in Wednesbury (66%)

4.13 News and information about Sandwell

Respondents were asked about the main ways they receive news and information about Sandwell. As shown in **Figure 33**, the most common responses were *family or friends* (29%), *Sandwell Herald Council newspaper* (27%), *Sandwell Council Facebook* (25%) and *Sandwell Council website* (21%).

Figure 33 – Which three main ways do you receive news and information about Sandwell?

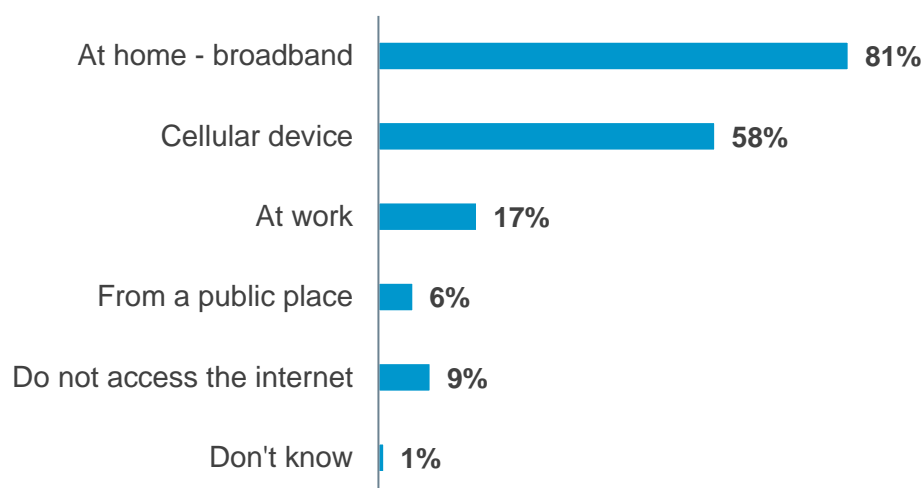
Base: All respondents - 1,062 (Respondents could choose up to three)



4.14 Internet access

Sandwell Council wished to establish how residents access the internet. As shown in **Figure 34**, four in five (81%) respondents said they access via *broadband at home*, and almost three in five (58%) said via a *cellular device*. However, one in eleven respondents (9%) said they *did not access the internet*.

Figure 34 – Do you access the internet?
Base: All respondents - 1,062



Subgroup analysis

Subgroups most likely to *not have access to the internet* (compared with 9% overall) were:

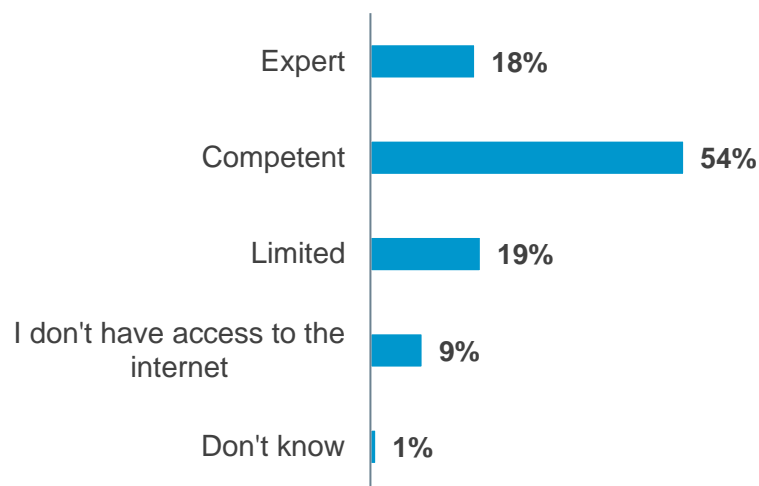
- Aged 75+ (55%) and 65-74 (17%)

4.15 Digital skills

Respondents were subsequently asked to rate their digital skills. Over half (54%) rated themselves as *competent*, and a further 18% said they were *expert*. In contrast, one in five (19%) said they were *limited*.

Figure 35 – How would you rate your digital skills?

Base: All respondents - 1,062



Subgroup analysis

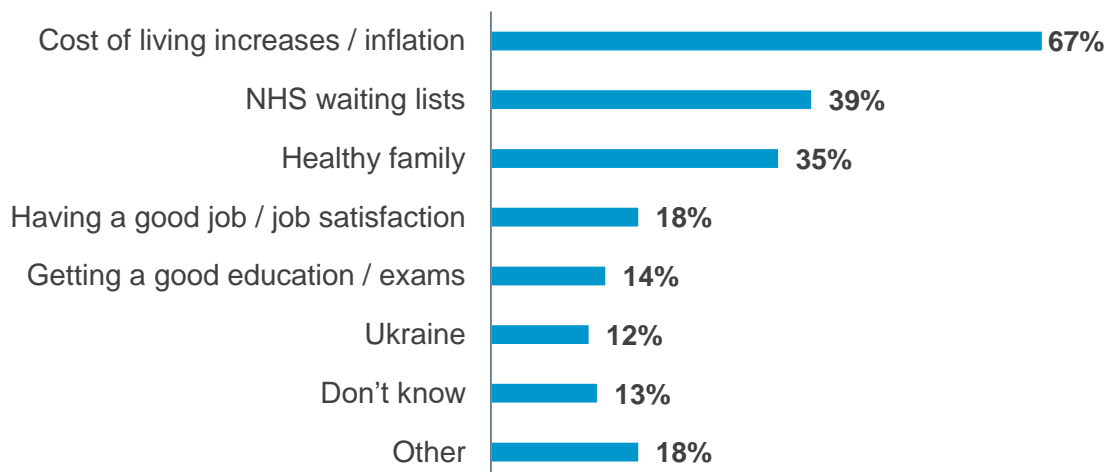
Subgroups most likely to rate their digital skills as *limited* (compared with 19% overall) were:

- Aged 65-74 (42%) and 55-64 (29%)
- Respondents who have a physical or mental health condition (29%)
- Long term sick (42%)

4.16 Resident concerns

Respondents were asked what three things concerned them and their family the most. The most common response was the *cost of living increases and inflation*, which was mentioned by two-thirds (67%) of respondents. The other two most common responses were the *NHS waiting list*, mentioned by 39% and *having a healthy family*, mentioned by 35%. Other concerns included *having a good job / job satisfaction* (18%), *getting a good education / exams* (14%) and *Ukraine* (12%).

Figure 36 – What three things give you the greatest concern for you and your family?
Base: All respondents – 1,062



Almost one in five (18%) respondents provided other responses, which are shown in **Figure 37**. The most common responses were around safety, policing and drugs.

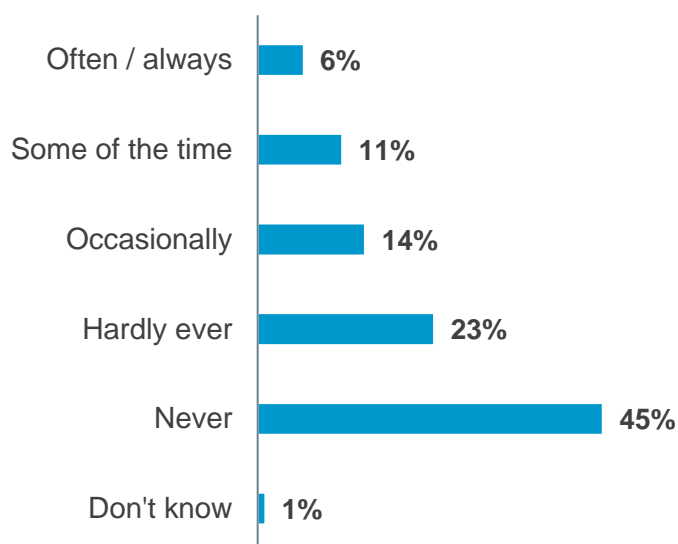
Figure 37 – Other responses
Base: Other – 192 (Only responses with more than five comments included)

Safety / security of the area / lack of police	49
Drugs / drug use / drug dealing	25
Housing needs / housing security	20
Climate change / pollution / environment	18
Violent crime / knife crime	17
Gangs / ASB / lack of respect	15
Litter / cleanliness	14
Roads / traffic / speeding cars	13
Crime / theft / burglaries	11
Council / communication with Council	10
Access to healthcare / waiting times	9
Government	9
Parking issues / lack of parking	8
Community breakdown / not knowing neighbours	6
Lack of local services / support	6

4.17 Loneliness

Respondents were asked how often they felt lonely or isolated. Over two in five (45%) respondents said they *never* felt lonely or isolated and almost a quarter (23%) said *hardly ever*. However, 14% said they felt lonely or isolated *occasionally*, 11% said *some of the time* and 6% said they felt this way *often / always*.

Figure 38 – How often do you feel lonely or isolated?
Base: All respondents – 1,062



Subgroup analysis

Subgroups most likely to say they felt lonely or isolated *often / always* or *some of the time* (compared with 17% overall) were:

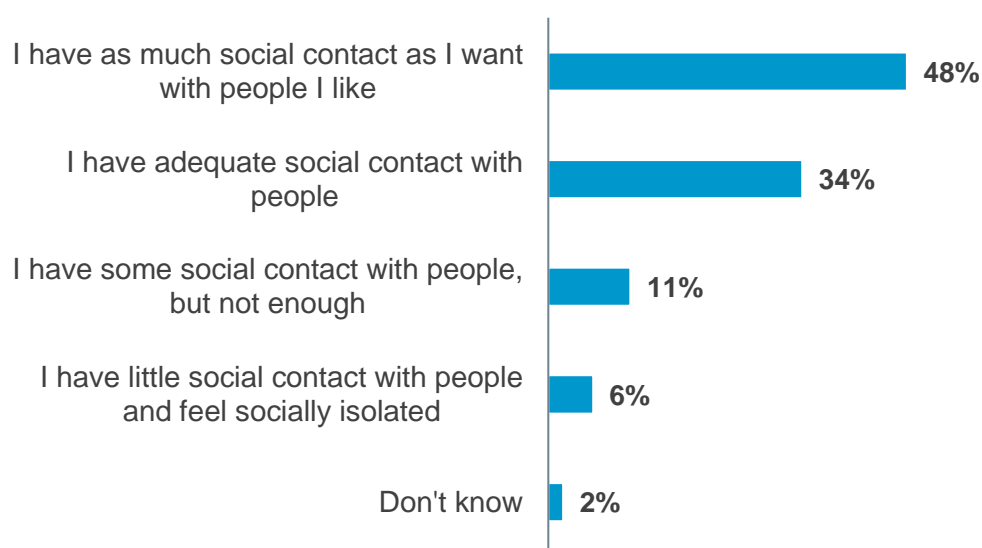
- Aged 75+ (24%)
- Respondents who have a physical or mental health condition (32%)
- Living in Tipton (30%)
- Long term sick (46%)
- Not working (43%)

4.18 Social situation

Respondents were asked about how much contact they have with people they liked. Almost half (48%) said they have *as much social contact as they want* with people they like and a further 34% said they have *adequate social contact* with people. However, 11% said they had *some social contact but not enough* and 6% said they had *little social contact* and felt socially isolated.

Figure 39 – Thinking about how much contact you’ve had with people you like, which of the following statements best describes your social situation?

Base: All respondents - 1,062



Subgroup analysis

Subgroups most likely to have *some social contact but not enough*, or *little social contact* with people and feel socially isolated (compared with 17% overall) were:

- Respondents who have a physical or mental health condition (30%)
- Aged 75+ (25%)

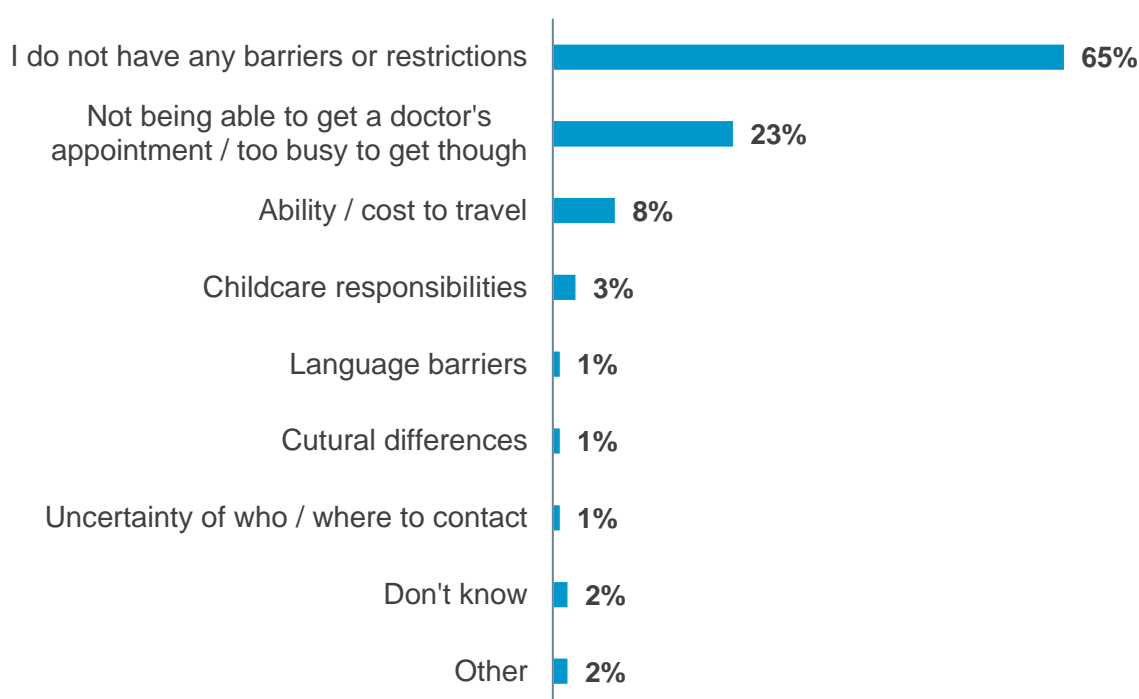
4.19 Access to healthcare

Respondents were asked if there were any barriers or restrictions that prevent them, or make it difficult, to access healthcare and/or social care. Almost two-thirds (65%) said they *did not have any barriers*. Almost a quarter (23%), however, said *not being able to get a doctor's appointment* was a barrier. Other barriers and restrictions included the *ability and cost of travel* (8%) and *childcare responsibilities* (3%).

'Other' responses included health issues (5 responses), disability (5) and health / social care staff (3).

Figure 40 – Are there any barriers or restrictions that prevent you, or make it difficult for you, to access healthcare and/or social care?

Base: All respondents - 1,062



Subgroup analysis

Subgroups most likely to *not be able to get a doctor's appointment* (compared with 23% overall) were:

- Aged 65-74 (32%) and 55-64 (35%)
- Respondents who have a physical or mental health condition (34%)
- Living in Wednesbury (38%)

5. Detailed resident respondent profile

Figure 41 presents the survey respondent profile of residents.

Figure 41 - Respondent profile
Base: All respondents – 1,062

Characteristic	Count	Percentage
Gender		
Male	496	47%
Female	560	53%
Other	1	0%
Prefer not to say	5	0%
Age		
18 - 24	111	11%
25 - 34	172	16%
35 - 44	199	19%
45 - 54	199	19%
55 - 64	153	14%
65 - 74	99	9%
75+	105	10%
Prefer not to say	24	2%
Area		
Oldbury	189	18%
Rowley Regis	158	15%
Smethwick	179	17%
Tipton	138	13%
Wednesbury	129	12%
West Bromwich	269	25%
Physical or mental health condition		
Yes	300	28%
No	742	70%
Prefer not to say	20	2%
Ethnicity		
White - English/Welsh/Scottish/Northern Irish/British	715	67%
Asian / Asian British – Indian	83	8%
Asian / Asian British – Pakistan	55	5%
Black / Black British – African	42	4%

Characteristic	Count	Percentage
Black / Black – Caribbean	39	4%
Mixed - Black Caribbean & White	22	2%
Asian / Asian British Bangladeshi	13	1%
Mixed – Asian & White	12	1%
White – Any other White background	11	1%
Asian / Asian British – Any other Asian background	11	1%
Any other ethnic group	16	2%
Prefer not to say	22	2%
Employment		
Employed full-time (30 hours or more a week)	426	40%
Employed part-time (less than 30 hours a week)	138	13%
Retired	205	19%
Long term sick	55	5%
Looking after family home	54	5%
Unemployed and looking for work	50	5%
Self-employed or company director	38	4%
Not working/other	35	3%
Student	23	2%
Employed zero-hours	4	0%
Seasonal or casual worker	3	0%
Prefer not to say	31	3%
Housing		
Owned (outright or with a mortgage)	512	48%
Rent (Council)	266	25%
Rent (private landlord)	153	14%
Rent (Housing association / social housing)	52	5%
Part rent and part mortgage	9	1%
Other rented / living rent free	43	4%
Prefer not to say	27	3%

6. Key findings

Living in the Sandwell district

- 78% of respondents are satisfied with their local area as a place to live
- Four in five (82%) feel strongly about belonging to their local area
- Half (50%) said they feel safe in their local area after dark, but this is lower than the national average of 76%
- Almost nine in ten (87%) said they feel safe in their area during the day, which is slightly lower than the national average of 95%
- Three in five (56%) agree that people in their local area pull together

Council interaction and communications

- Just over a quarter (27%) of respondents had been in contact with Sandwell Council recently
- Housing, missed bin collections, reporting anti-social behaviour, and council tax queries are the most common reasons for contacting the Council
- The most common ways of receiving news and information about Sandwell is via family and friends, Sandwell Herald Council newspaper, Sandwell Council's Facebook page, and Sandwell Council's newsletter

Satisfaction with Sandwell Council

- Satisfaction with the Council is slightly higher than the national average (66% compared to 62%)
- Three in five (60%) think Sandwell Council acts on the concerns of local residents, compared with 52% nationally
- Three in five (60%) think Sandwell Council keeps residents informed about services and benefits it provides, compared with 57% nationally
- Trust in the Council is higher amongst Sandwell residents than nationally (67% and 58% respectively)

Satisfaction with council services

Services where satisfaction is higher amongst Sandwell residents when compared nationally:

- Waste - 88% compared with 81% nationally
- Street cleaning – 67% compared with 66% nationally
- Road maintenance – 50% compared with 37% nationally
- Pavement maintenance – 61% compared with 49% nationally
- Sport and leisure services – 56% compared with 55% nationally
- Services and support for children and young people – 41% compared with 39% nationally

Services where satisfaction is lower amongst Sandwell residents when compared nationally:

- Library services – 49% compared with 60% nationally
- Services and support for older people – 36% compared with 41% nationally
- Parks and open spaces – 70% compared with 82% nationally

Anti-social behaviour

- Respondents believe the worst anti-social problem is people using or dealing drugs, identified by 45%, with Tipton having the most concerns
- Rubbish or litter lying around was also seen as a particular problem

Digital connectivity

- The majority have access to the internet (home broadband, cellular devices, at work)
- 9% do not have access to the internet (mainly those aged 65 and older)
- One in five say their digital skills are limited

Climate change

- The majority of respondents already reduce waste / recycle at home, and reduce energy use
- Half use public transport, walk or cycle where possible

Resident concerns

- Respondents are most concerned about the cost of living increases and inflation, NHS waiting lists and having a family that is healthy

Loneliness and social isolation

- Three in five (31%) say they have experienced loneliness at least on occasion, with 6% saying they experience it often or always
- 11% said they had some social contact with people, but not enough, and a further 6% have little social contact and feel socially isolated

Access to healthcare

- Not being able to get a doctor's appointment is the most common barrier to accessing healthcare and or social care

Appendices

- Appendix 1: Residents' Questionnaire

Sandwell Resident Wellbeing and Perception Survey 2022 (V2)

INTERVIEWER NOTE

- 1. Speak to residents aged 18 or over according to your given quota**
- 2. Read the introductory text “READ OUT” where it is provided, before asking the questions**
- 3. Do not read out the ‘don't know’ or 'prefer not to say' category in questions where marked**

READ OUT: Good morning / afternoon / evening my name is _____ and I am calling from Enventure Research on behalf of Sandwell Council, which has asked us to carry out a resident wellbeing and perception survey. Your views will help develop and deliver Council services.

The interview should take around 12 minutes to complete.

Your answers will be anonymous and confidential.

Would you have time to take part in the survey?

All information provided will be analysed by Enventure Research, an independent research agency, and treated in accordance with General Data Protection Regulations and the Market Research Society Code of Conduct. Enventure Research will only use information you provide to inform the research. Enventure Research is registered with the Data Controller and is a Market Research Society Company Partner. For our privacy notice, please refer to our website www.enventure.co.uk

If resident seems unsure...

You do not have to answer any questions if you don't want to, and you can end the interview at any time. Are you happy to proceed?

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

SINGLE CODE

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

Gender **What is your gender please?**

r

SINGLE CODE

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

Q1 **Which ward do you live in?**

- Abbey
- Blackheath
- Bristnall
- Charlemont with Grove Vale
- Cradley Heath and Old Hill
- Friar Park
- Great Barr with Yew Tree
- Great Bridge
- Greets Green and Lyng
- Hateley Heath
- Langley
- Newton
- Old Warley
- Oldbury
- Princes End
- Rowley
- Smethwick
- Soho and Victoria
- St. Paul's
- Tipton Green
- Tividale
- Wednesbury North
- Wednesbury South
- West Bromwich Central
- Don't know

Q2 **What is your postcode please?**

(Use capital letters and a space between the two parts)

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)

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)

Q6 What was this for? (If more than one reason, choose main reason - DO NOT READ OUT)

SINGLE CODE

- Missed waste bin/recycling collection
- £150 council tax energy rebate
- Report anit-social behaviour
- Report fly tipping
- Council tax query
- Housing query
- Planning request
- Report street lighting fault
- Benefit query
- Pay a bill
- Children services
- Adult services
- Road / travel query
- Other

Other (please specify)

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)

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)

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)

Community identity

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"/>

Community cohesions (ethnicity)

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.

Note to interviewers: Too few people in local area (This should be treated the same as 'don't know' when asking the question). All the same ethnic background (Also treated the same as 'don't know').

SINGLE CODE

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

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)

Anti-social behaviour

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"/>

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)

Other (please specify)

Council communications

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)

Local media - please specify

Radio - please specify

Other - please specify

Digital Connectivity

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

MULTI CODE

- At home - broadband
- Cellular devise
- 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)

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

Other (please specify)

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)

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)

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

Other (please specify)

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)

DEMOGRAPHICS

READ OUT: This last set of questions relate to your own circumstances and help us monitor that we are speaking to a wide range of residents. Your answers will be strictly anonymous and confidential.

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

SINGLE CODE

- Yes
- No
- Prefer not to say (**DO NOT READ OUT**)

Ethnicity **What is your ethnic origin?**

READ OUT, SINGLE CODE

- White - English/Welsh/Scottish/Northern Irish/British
- White - Irish
- White - Gypsy or Traveller
- White - Any other White background
- Mixed - Black Caribbean & White
- Mixed - Black African & White
- Mixed - Asian & White
- Mixed - Any other Mixed background
- Asian/Asian British - Indian
- Asian/Asian British - Pakistani
- Asian/Asian British - Bangladeshi
- Asian/Asian British - Chinese
- Asian/Asian British - Any other Asian background
- Black/Black British - African
- Black/Black British - Caribbean
- Black/Black British - Any other Black background
- Any other ethnic group
- Prefer not to say [**DO NOT READ OUT**]

Emploment **Just so we can get a good variation of respondents answering the survey, could I ask which best describes your employment status?**

READ OUT, SINGLE CODE

- Employed full-time (30 hours or more a week)
- Employed part-time (less than 30 hours a week)
- Employed zero-hours
- Seasonal or casual worker
- Self-employed or Company Director
- Unemployed & looking for work
- Retired
- Student
- Looking after family home
- Long term sick
- Not working/Other
- Prefer not to say **[DO NOT READ OUT]**

Housing **Which of the following describes your housing accommodation ?**

READ OUT, SINGLE CODE

- Owned (outright or with a mortgage)
- Rent (Council)
- Rent (Housing association / social housing)
- Rent (private landlord)
- Other rented/living rent free
- Part rent and part mortgage
- Don't know
- Prefer not to say **[DO NOT READ OUT]**

Q26 **Would you be interested in participating in further research such as a focus group?**

- Yes
- No

READ OUT: So that we can contact you about taking part in further research, please provide your name, contact number and email address.

Any details you provide will only be used to contact you about further research. Your details will not be passed on to any third parties and will be kept separate from your survey answers, meaning that you will not be identified in any way. Your contact details will be kept securely for a maximum of six months, after which they will be confidentially deleted

IF RESPONDENT DOES NOT HAVE AN EMAIL ADDRESS PLEASE LEAVE BLANK

RN	Name (to be collected for backchecking purposes)	<input type="text"/>
	Telephone number	<input type="text"/>
	Email address	<input type="text"/>



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