

# **West Sussex Residents Survey 2014**

**For West Sussex County Council**

**June 2014**

**Revision - amendments by  
West Sussex Public Health Research Unit**



**RESEARCH**

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## I. Executive Summary

### The local area

- Around a third (31%) of respondents had lived in their local area for more than 20 years. On average, respondents had lived in the area for 17 years.
- The majority of respondents (88%) felt a strong sense of belonging to their local area. This sense of belonging was more significant in rural areas than urban areas – 91% of those in rural areas stated that they had a strong sense of belonging compared with 88% in urban areas.
- Those in non-LNIA areas were also more likely than those in LNIA areas to have a strong sense of belonging (90% vs.81%).
- The majority (91%) of respondents were satisfied with their local area overall. There were some notable variations by district, for example, respondents in Chichester were more likely than those in all of the other districts to state that they were ‘very satisfied’ (75%). Furthermore, those in non-LNIA areas were more likely than those in LNIA areas to be satisfied overall (92% vs. 87%).
- Generally respondents agreed that their area had not changed much in the last two years, with 62% giving this response – although 19% did think their area had got worse. Respondents in Crawley and Worthing were more likely than those in most of the other districts to perceive that their area had ‘got better’, (although 21% in Crawley believe it has got worse). Respondents in Mid Sussex are more likely to perceive it has got ‘worse’.
- Respondents in LNIA’s were more likely than those in non-LNIA’s to believe that their area had ‘got worse’ (23% vs. 18%).
- Respondents were most likely to regard health services (47%), crime levels (44%) and transport links (41%) as important elements of a good place to live. However, in terms of the elements that respondents felt needed improvement, facilities for young people were mentioned by the largest proportion (24%) followed by shopping facilities (19%) and transport links (19%).
- The need to improve facilities for young people appeared to be a priority across all of the districts, whereas the cost of living and crime levels were of particular concern in Crawley.

### Neighbours

- The majority of respondents (95%) chatted to their neighbours; the largest proportion (42%) did so once or twice a week. Respondents in rural areas were more likely than those in urban areas to talk to their neighbours on most days (42% vs. 31%) as were those in non-LNIA areas compared with LNIA areas (34% vs. 28%)

- Overall, 62% of respondents agreed with the statement 'people in this neighbourhood pull together to improve the neighbourhood'. Notably, respondents in Worthing were significantly more likely to disagree with this statement than those in all of the other districts. Respondents in rural areas were more likely than those in urban areas to agree that people pull together (71% vs. 61%). This was also the case for those in non-LNIA areas compared with LNIA areas (67% vs. 44%).
- Almost two thirds (65%) of respondents agreed with the statement 'people from different backgrounds get on well together'. There were differences between LNIA and non-LNIA communities; 21% of those in LNIA communities disagreed with this statement, compared with 9% of those from non-LNIA communities.

### **Safety and trusting others**

- The majority, (87%), of respondents stated that they felt safe when outside in their local area after dark. Analysis of the data by district showed that respondents in Crawley were significantly less likely than those in all of the other districts to feel safe when outside after dark. Respondents in LNIA areas were more likely than those in non-LNIA areas to feel unsafe (12% vs. 6%).
- Unsurprisingly, respondents appear more likely to feel safe during the day – with 98% giving this response.
- Respondents generally agreed with the statement that 'most people can be trusted' with 63% stating this response. Respondents in urban areas were more likely than those in rural areas to distrust others; this pattern was also evident in relation to LNIA and non-LNIA areas (22% NET: 0-3 vs. 13%).
- There were also some differences by district, with those in Arun and Chichester being most likely to agree that 'you can't be too careful' and those in Horsham and Mid-Sussex being more likely to agree that 'most people can be trusted'.

### **Problems in the local area**

- Positively, only a small proportion of respondents identified any issues as a 'big problem' – 13% have stated that rubbish or litter lying around is the biggest problem. This is followed by people using or dealing drugs (6%), and teenagers hanging around the streets (5%).

### **Use of email, internet and social networking**

- In total, 76% of respondents used email or the internet. Nearly half (48%) used it for their own personal use only. Unsurprisingly, use of the internet and email was closely related to the age of the respondent. Respondents in the 65+ age group were more likely than those in the 18-34 and 35-64 groups to state that they did not use email or the internet at all (58% vs. 3%, 13%).
- For the majority, (94%), of internet users, sending emails was the main online activity, followed by researching products and services (84%).

- Two thirds (66%) of respondents were users of social networking sites etc., although around a third (34%) stated that they never used them.
- Overall, 30% of respondents were heavy users - using these sites more than once a day. as might be expected, likelihood to use these sites more than once a day was highest amongst the youngest, 18-24, age group, where the proportion was 72% - less than half of all other age groups accessed these sites more than once a day.
- Those in urban areas were more likely than those in rural areas to use these sites more than once a day (31% vs.24%), this was also the case for those in LNIAs compared with non-LNIAs (42% vs.27%).
- The most popular site was Facebook with a majority of 93%; this was followed by YouTube (36%) and Twitter (31%).

### **Contact with family and friends**

- The vast majority (99%) of respondents met up in person with family and friends at some point. For the largest proportion, (41%), this was 2-3 times a week.
- Respondents were likely to be in contact with family/friends more regularly by other means with 36% stating they were in contact daily (compared to 15% in face to face contact daily).
- Frequent contact (more than once a day) was more likely amongst the 18-34 age group compared with the 35-64 and 65+ groups (40% vs. 19%, 9%).
- Respondents in Crawley were more likely than those in all of the other districts to contact family/friends more than once a day with over a third (36%) giving this response compared with less than a quarter (25%) in all other districts.

### **Emotional wellbeing**

- The majority of respondents were satisfied with their overall life overall, happiness, and sense of worth with between 85-87% of respondents scoring high (between 7-10) on the scale of 0-10.
- A broadly similar picture was apparent with regard to anxiety levels, with the majority of respondents (80%) feeling 'not at all anxious' – 8% felt completely anxious.
- Levels of anxiety did appear to increase with age, peaking between 55-64, falling between 65-74 and increasing again slightly from age 75+. Furthermore, gender difference was also apparent with females more likely than males to score higher (7-10) on the scale (10% vs. 6%).

## Social isolation

- Respondents were shown a series of statements relating to social isolation and asked to what extent these applied to their current situation. The statements used are collectively known as the 'The van Tilburg & de Jong Gierveld Scale'<sup>1</sup> which has been designed to provide a measure of loneliness.
- According to the scale, 66% of respondents could be defined as 'not lonely', and 30% 'moderately lonely'. Very small proportions of respondents could be defined as severely (3%) or very severely lonely (1%) in accordance with the scale.
- There were some notable differences by district with levels of loneliness at their highest in Crawley and Horsham and at their lowest in Arun and Chichester.
- Older age is a factor often associated with an increased risk of loneliness and the findings from this survey would appear to support this view, with the proportion of respondents defined as severely lonely being highest amongst those aged 65+ (5%).
- Respondents in rural areas were more likely than those in urban areas to be moderately lonely (35% vs.29%). Internet and email users were more likely to be 'not lonely' than non-users (71% vs.50%).

## Volunteering

- Overall, 73% of respondents had not provided support or help to any local groups, however, 26% had done so. Respondents were most likely to have supported children's education/schools (7%), local community groups (6%), sport/exercise (6%) and youth activities (6%).
- Those in Mid Sussex were most likely to have provided support (35%) and those in Arun least likely (16%).
- Respondents in rural areas were more likely than those in urban areas to have provided support (36% vs.25%). Furthermore, those in non-LNIA's were more likely than those in LNIA's to have provided support (28% vs.19%).
- Respondents who had supported a local group in the last 12 months, were most likely to have been involved with raising money (35%) or helping to organise an activity or event (34%). Furthermore, 42% of respondents helped out at least once a week and a further 35% at least once a month.
- Respondents were most likely to have found out about volunteering opportunities via someone else already in the group (35%).
- The most common motivation for volunteering was a general desire to improve things/help people (43%), followed by a commitment to a specific cause (36%).

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<sup>1</sup> de Jong Gierveld, J., & van Tilburg, T.G. (1999). Manual of the loneliness scale. VU University Amsterdam,

- Over half (52%) of respondents who did not currently volunteer, stated that nothing would make them more likely to get involved in the future, although for some the most influential factor appeared to be someone asking them directly to get involved (22%).

### **Social action, empowerment and decision making**

- Overall, 61% of respondents stated that they had voted in the last local government elections, 34% had not. Participation varied across the districts with those in Mid Sussex being most likely to vote (67%) and those in Crawley (48%) least likely.
- Respondents in non-LNIA's were more likely than those in LNIAs to vote (63% vs.52%). Participation was also higher amongst the 65+ age group compared with those aged 18-34 and 35-64 (79% vs. 65%, 29%).
- Respondents were asked whether they had taken any political action such as contacting a local official, attending a public meeting/rally, or signing a paper/online petition. The majority (76%) had not done any of the actions listed. Of those that had, signing a paper or online petition was the action mentioned most frequently (16%).
- Respondents in Horsham were most likely to have done at least one of the actions listed (34%) and those in Worthing least likely (10%). Respondents in non-LNIAs were also more likely than those in LNIAs to have taken action (24% vs.17%).
- Following on from this respondents were asked to what extent they agreed with the statement, 'when people in this area get involved in their local community they can really change the way that their area runs'. Just fewer than half (48%) of respondents agreed with this statement.
- Respondents in Chichester and Crawley were most likely to believe in the potential for local action to bring about change with 62% and 55% respectively agreeing with the statement – those in Arun were least likely to agree (41%). Those respondents in non-LNIAs were more likely than those in LNIAs to agree (50% vs.40%).
- Respondents were asked if, over the last 12 months, they had been involved on an unpaid basis with any of a range of activities such as campaigning to retain a service, running a local service, setting up a new service. Overall, the majority (85%) had not been involved; 14% had. Of those that had been involved, campaigning to stop something happening in the local area was the activity that respondents were most likely to have been involved with (7%).
- Overall, the majority of respondents who had got involved had done so because there was a specific issue they wanted to resolve (40%) or because of a general desire to serve their community (40%).
- For those who had not got involved, lack of time was the main reason (41%).
- The final survey question asked all respondents which factors might make it easier for them to influence decisions in their local area. Having more time was an important consideration (34%) along with the issue having direct relevance (17%).

### **Conclusions**

**Conclusion 1: Respondents living in LNIAs and non-LNIAs often have contrasting views and experiences.**

The survey findings reveal several differences between these communities. Respondents in LNIAs were more likely to feel unsafe, more likely to be distrustful of others, less satisfied with their area overall, less likely to agree people from different backgrounds get on well together, and more likely to think their area is getting worse. In contrast, respondents in non-LNIAs were more likely to have frequent contact with their neighbours, more likely to agree that *'people in this neighbourhood pull together to improve the neighbourhood'*, and more likely to support local groups and vote in local elections.

**Conclusion 2: Respondents living in urban and rural locations frequently have different views and priorities.**

It is likely that the urban communities are more likely to be represented within LNIAs and rural ones more likely to be represented within non-LNIAs, therefore to some extent the differences between the two are similar to those between LNIAs/non-LNIAs. Respondents in rural communities tended to have more frequent contact with neighbours, were more likely to trust others and to believe in collective action, e.g. agree that *'people in this neighbourhood pull together to improve the neighbourhood'*. However, they were more likely to be lonely than those living in urban locations.

Furthermore, communities defined as urban and rural appear to have different priorities and needs – urban respondents were more likely than rural respondents to place an emphasis on the importance of health, housing, and shopping facilities, whereas rural respondents were concerned about crime levels, community activities, and access to nature.

**Conclusion 3: The survey revealed a variety of differences across the districts; however Crawley seemed to be distinct from the others in a number of ways.**

Respondents in Crawley were less likely to feel safe after dark, and slightly less likely to be satisfied with their area overall. They also tended to have more polarity of opinion on issues such as whether people from different backgrounds got on well together, and whether the area had improved or got worse within the last two years.

Although overall, only a small proportion of respondents identified 'big problems' in their area, respondents in Crawley were most likely to identify problems such as rubbish/litter, people dealing drugs and teenagers hanging around on the streets. In terms of issues requiring improvement, respondents in Crawley were more likely than those in other districts to be concerned about crime levels and the cost of living.

Interestingly, respondents in Crawley were slightly more likely to have more frequent contact with family/friends but as a district Crawley had one of the highest levels of loneliness according to the Van Tilburg & De Jong Gierveld Loneliness Scale. Furthermore, although Crawley had one of the highest proportions of respondents not voting in the most recent local election, Crawley also had one of the highest proportions of respondents who agreed with the statement *"when people in this area get involved in their local community, they really can change the way that their area is run"*.

**Conclusion 4: The findings suggest that some districts are less 'individualised' than others with higher levels of collective action and volunteering.**

Overall, 62% of respondents overall agreed that 'people in this neighbourhood pull together to improve the neighbourhood'. However, the proportions agreeing with this were notably higher in Horsham & Mid Sussex. Respondents in Horsham were also most likely to have a strong sense of belonging in their local area and were also most likely to trust others; the findings in Mid Sussex were very similar. Just over a quarter of respondents (26%) overall had provided support/help to local groups – again those in Mid Sussex were most likely to give this response.

**Conclusion 5: The research suggests that overall, West Sussex is a good place to live with the majority of respondents feeling satisfied with their area overall and feeling safe within their community. However, a key issue for improvement identified was facilities for young people.**

In total, 91% of respondents were satisfied with their local area overall. Furthermore, 87% of respondents felt safe after dark, however older people (65+) and females were least likely to feel safe after dark. Respondents felt that health, crime levels and transport were key elements of a 'good place to live' however, facilities for young people was a key issue identified for improvement across all of the districts.

**Conclusion 6: Findings in relation to emotional wellbeing are fairly positive although some groups are perhaps more at risk of loneliness and anxiety.**

The research suggests that levels of anxiety increases with age to a certain extent and that females are more likely to experience anxiety than males. According to the Van Tilburg & De Jong Gierveld Loneliness Scale, 66% of respondents overall are 'not lonely', and 30% are 'moderately lonely'. The proportion of respondents defined as 'severely lonely' is highest amongst those aged 65+ (5%). Overall, 32% of males were defined as 'moderately lonely' compared with 28% of females.

**Conclusion 7: The data suggests that a relationship exists between overall satisfaction with the area, feeling a strong sense of belonging, and feeling safe – these characteristics appear to work together to influence views and behaviour on a range of issues.**

For example, respondents who feel safe, have a strong sense of belonging and are satisfied with their area overall, are more likely to trust others, less likely to be lonely, and more likely to get involved with their community through volunteering or other forms of social action.

## **2. Background and methodology**

### **2.1 Background**

West Sussex County Council wished to carry out a statistically robust survey of residents from across the county to provide detail on a range of key indicators. Findings were required amongst a representative sample of residents from each of the 7 districts of West Sussex and the survey was broadly based on the Community Life survey commissioned by the Cabinet Office in 2012/13.

### **2.2 Methodology**

All interviews were completed face-to-face using CAPI (Computer Assisted Personal Interviewing) by Qa Research. Interviewers were supplied with a target area to interview in and instructed to knock on doors to recruit respondents, with suitable respondents in a household recruited using the last birthday rule. Additionally, interviewers were required to leave 5 doors between completed interviews.

A total of 3,917 face-to-face interviews were completed between 15 February to 12 April 2014 and the interview lasted around 20 minutes on average.

### **2.3 Sampling procedure**

A random location sampling approach was utilised, which is a widely used approach for achieving a representative sample from a large geographical area. The principle of this approach is that the locations where interviewers work are carefully selected and controlled to ensure that the whole geographical area is included and represented in the research, but without the need to interview at every location across the district.

To determine where interviews should interview, the following process was applied;

- Firstly, a Sampling Frame was drawn up based on the profile of each district using the most up-to-date population statistics
- Then, using a combination of postcode areas and output areas, the districts were broken down into sample points
- From this list of sample points, a suitable number were selected to provide the right mix of addresses based on the rural/urban split of addresses across the county and to ensure good geographical coverage.

Each sample point represented the area where an interviewer was instructed to carry out their shift and interviewers were provided with a map and a comprehensive list of addresses for the area they were asked to interview in, allowing Qa to fully control where they work (which is essential for this type of sampling). Addresses were selected from PAF and to ensure sufficient interviews were undertaken to allow analysis at a district level, a target of 550 interviews in each of the 7 districts within West Sussex was set, although the final number of completions in each district was actually greater than this.

Therefore, when compared to the true size of each district based on the resident population, this effectively meant that some districts were over-sampled and some were under-sampled. Within each district and to ensure that the sample was itself representative, quotas were set on age and gender.

The table below shows the population distribution in West Sussex and compares this to the unweighted and weighted sample profiles;

**Figure 1 Unweighted and weighted distribution of interviews**

	Adult 18 + pop		Unweighted Sample		Weighted Sample	
	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%
Adur	49,078	8%	566	14%	299	8%
Arun	123,025	19%	578	15%	750	19%
Chichester	92,793	14%	555	14%	565	14%
Crawley	81,897	13%	562	14%	499	13%
Horsham	103,207	16%	552	14%	629	16%
Mid Sussex	109,055	17%	552	14%	665	17%
Worthing	83,701	13%	552	14%	510	13%
<b>Total</b>	<b>642,756</b>		<b>3,917</b>		<b>3,917</b>	

In addition, the sampling process was designed to ensure that a robust proportion of interviews was achieved from individuals who live in postcodes categorised as Local Neighbourhood Improvement Areas (LNIA), which are priority areas within West Sussex for support. Although the categorisation of LNIAs is closely linked to the areas Index of Multiple Deprivation (IMD) score, this is not exclusively the case. In total, 834 interviews were completed with residents who live in postcodes within an LNIA area.

Upon completion of the surveys, to ensure that the final sample was representative of the County as a whole and to correct for the over and under-sampling at a district level, a weighting procedure was applied at analysis.

### 3. Key findings

This section details the key findings from the research.

Where answers were given on a scale, similar responses have been combined and answers are reported as 'NETS'. The following list details the responses included in each NET referred to throughout this section;

- *Satisfied* – very satisfied or fairly satisfied
- *Dissatisfied* – very dissatisfied or fairly dissatisfied
- *Agree* – strongly agree or tend to agree
- *Disagree* – strongly disagree or tend to disagree
- *Safe* – very safe or fairly safe
- *Unsafe* – very unsafe or fairly unsafe
- *A problem* – a very big problem or a fairly big problem
- *Not a problem* – not a very big problem or not a problem at all

Where appropriate, analysis has been undertaken by district, by urban/rural classification and by LNIA/non-LNIA. Additionally and where relevant, analysis by other factors such as age and gender has also been included.

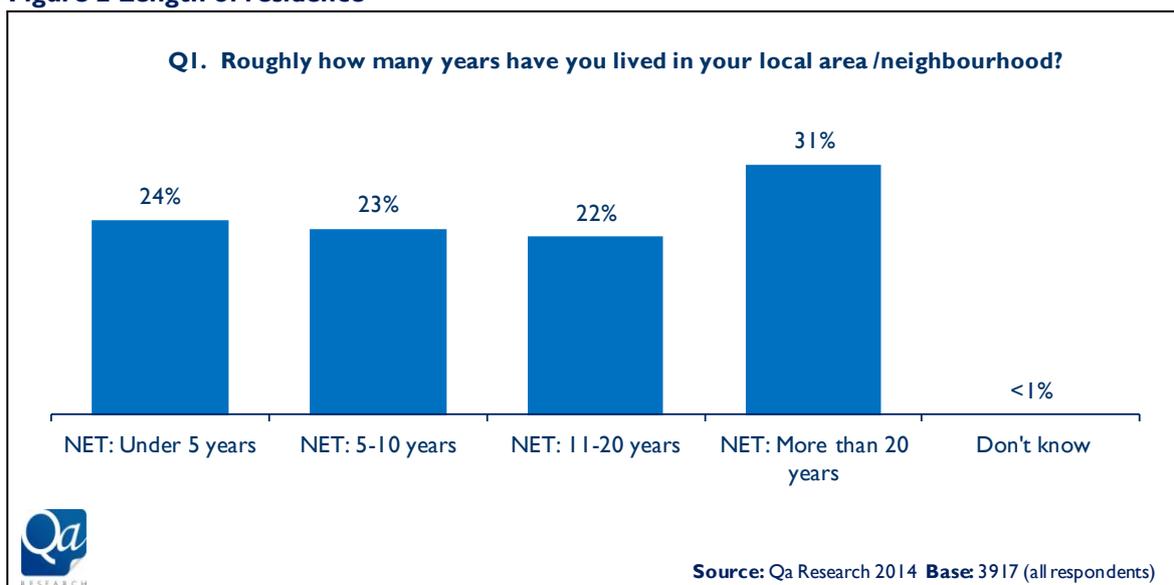
### 3.1 About the local area

Respondents were first asked a series of questions about their local area, defined as the area within 15-20 minutes walking distance from their home.

#### 3.1.1 Neighbours and neighbourhood

As illustrated below, around a third (31%) of respondents had lived in their local area for more than 20 years. On average, respondents had lived in the area for 17 years.

Figure 2 Length of residence



#### Sub-group analysis

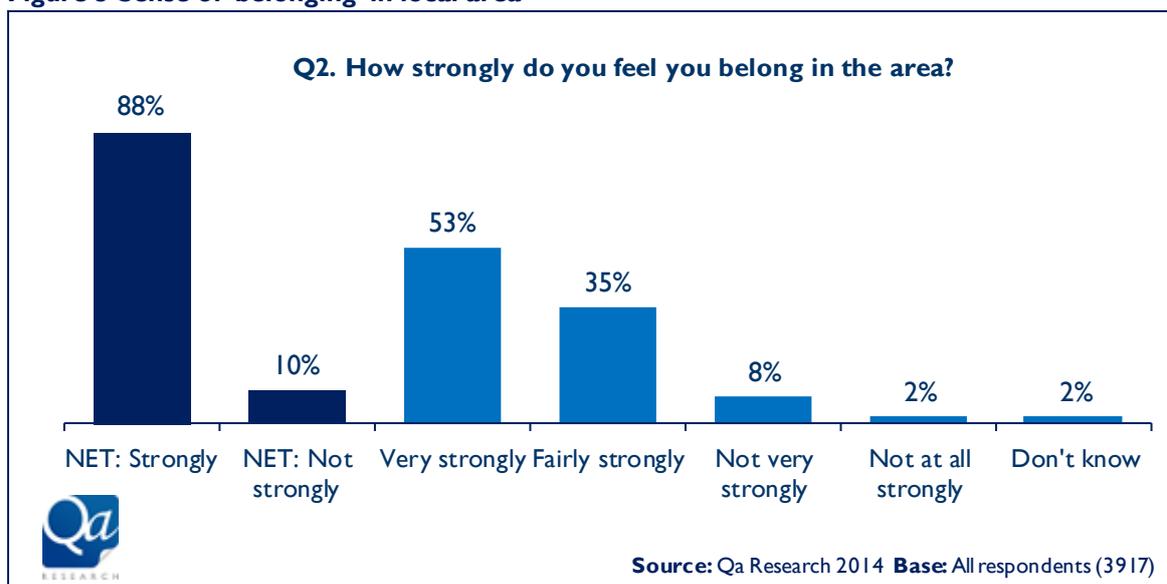
In comparison with all of the other districts, respondents in Arun were more likely to have lived in the area for less than five years (32%).

In contrast, Mid-Sussex had the highest proportion of respondents who had lived in the area for more than 20 years (40%).

Furthermore, shorter length of residency appears to be a characteristic of LNIA areas with 31% of respondents having lived in the area for less than 5 years compared with 22% in non-LNIA areas.

Respondents were asked to what extent they felt that they belonged in the area.

**Figure 3 Sense of 'belonging' in local area**



As shown above, the majority of respondents (88%) felt a strong sense of belonging and the majority actually felt 'very strongly' (53%) that they belonged.

### Sub-group analysis

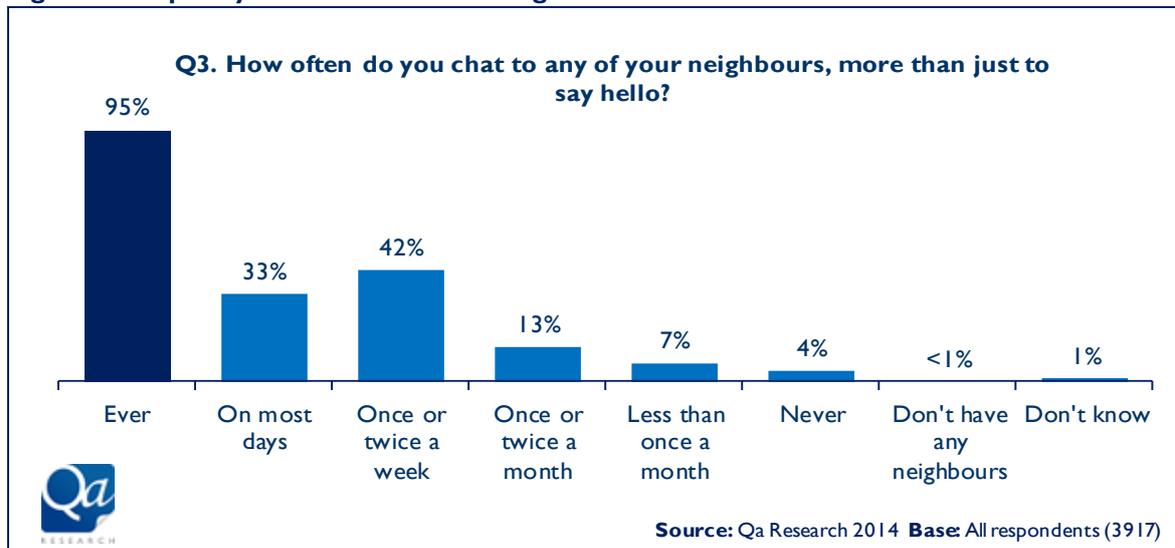
This sense of belonging was more significant in rural areas than urban areas, as 91% of those in rural areas stated that they had a strong sense of belonging compared with 88% in urban areas. Those in non-LNIA areas were also more likely than those in LNIA areas to have a strong sense of belonging (90% vs. 81%).

In terms of difference by district, respondents in Adur and Horsham were most likely to state that they felt a strong sense of belonging (93% and 92% respectively).

The data also suggests that sense of belonging is related to a number of other factors, including age and overall satisfaction with the area. Respondents aged 65+ were more likely than those aged 35-64 and 18-34 to feel a strong sense of belonging (91% vs. 89%, 83%). Overall, 92% of respondents who were satisfied with their area as a place to live felt a strong sense of belonging compared with 44% who were dissatisfied.

Following on from this, and in order to gauge the sense of community present in the local area, respondents were asked how often they chatted to their neighbours.

**Figure 4 Frequency of interaction with neighbours**



As illustrated above, the majority of respondents (95%) chatted to their neighbours to some degree and the largest proportion (42%) did so once or twice a week.

### Sub-group analysis

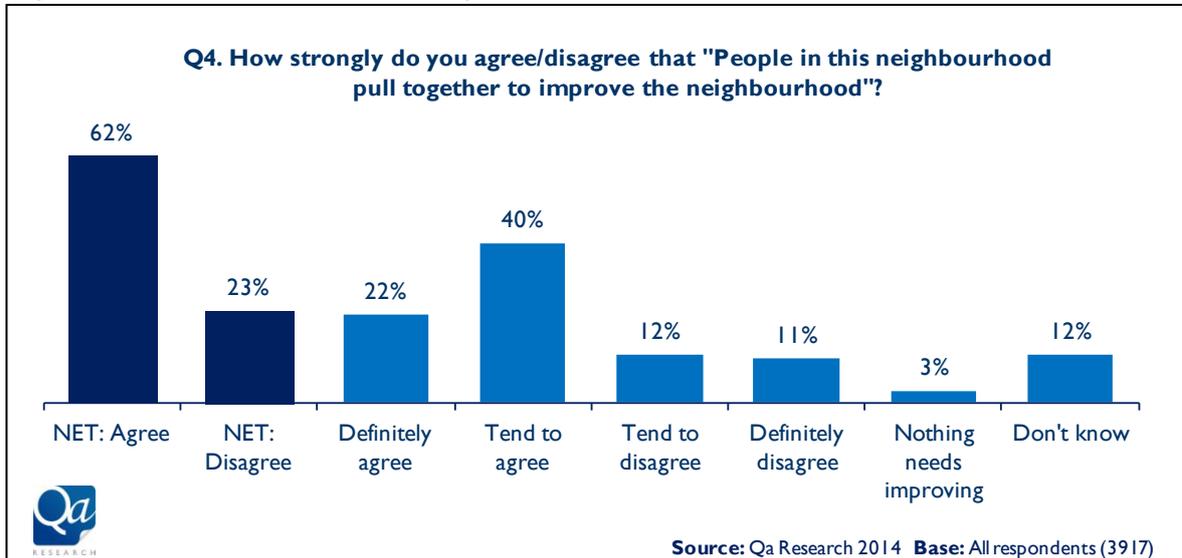
There were some differences between the frequency of interaction between neighbours in urban/rural localities, and LNIA and non-LNIA areas. Specifically, respondents in rural areas were more likely than those in urban areas to talk to their neighbours on most days (42% vs. 31%) as were those in non-LNIA areas compared with LNIA areas (34% vs. 28%).

However, LNIA areas are almost overwhelmingly urban (99%), while around a fifth of addresses in non-LNIA areas were actually rural (19%) and this, at least in part, explains these differences.

Moreover, older respondents (65+) were also more likely than younger ones (18-34, 35-64) to chat to their neighbour on most days (40%, vs. 33%, 24%).

As demonstrated so far, there appears to be a relatively strong sense of community within West Sussex, with high proportions of respondents reporting that they feel a strong sense of belonging to their local area and that they regularly chat to their neighbours. In order to examine the extent to which there is a collective sense of neighbourhood action, respondents were asked to what extent they agreed that 'people in this neighbourhood pull together to improve the neighbourhood' and responses are outlined below.

**Figure 5 Collective action in the neighbourhood**

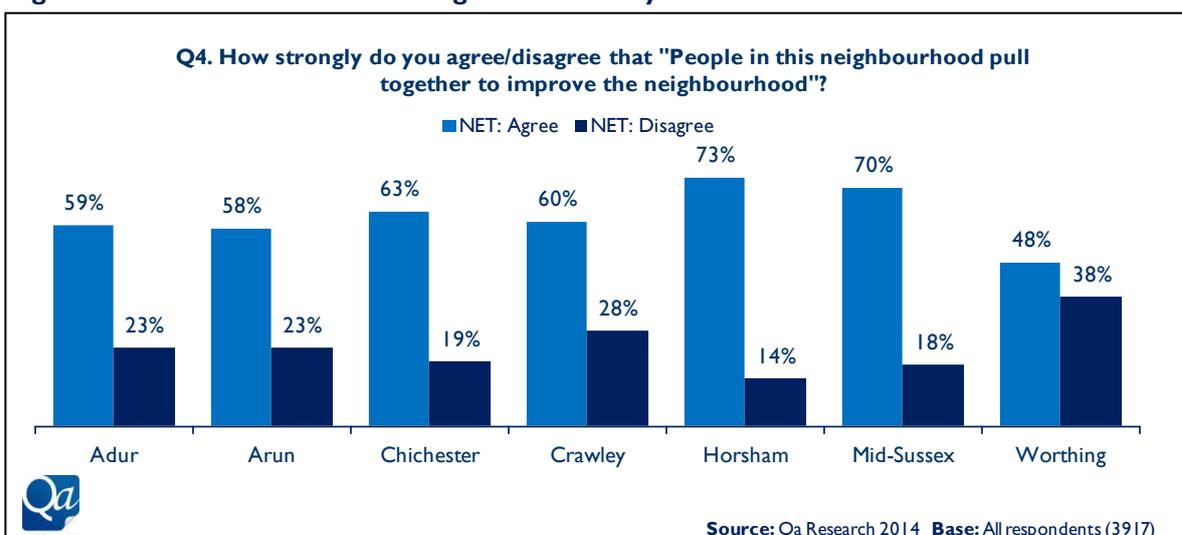


As shown above, 62% of respondents did agree that people in their neighbourhood pull together to make improvements, although almost one-in-four (23%) disagreed that this was the case. One-in-ten felt unable or unwilling to answer this question and said they 'don't know' (12%).

**Sub-group analysis**

Respondents in Worthing were significantly more likely to disagree with this statement than those in all of the other districts and this was the only district where the majority of respondents didn't agree and these differences are illustrated below:

**Figure 6 Collective action in the neighbourhood - by district**



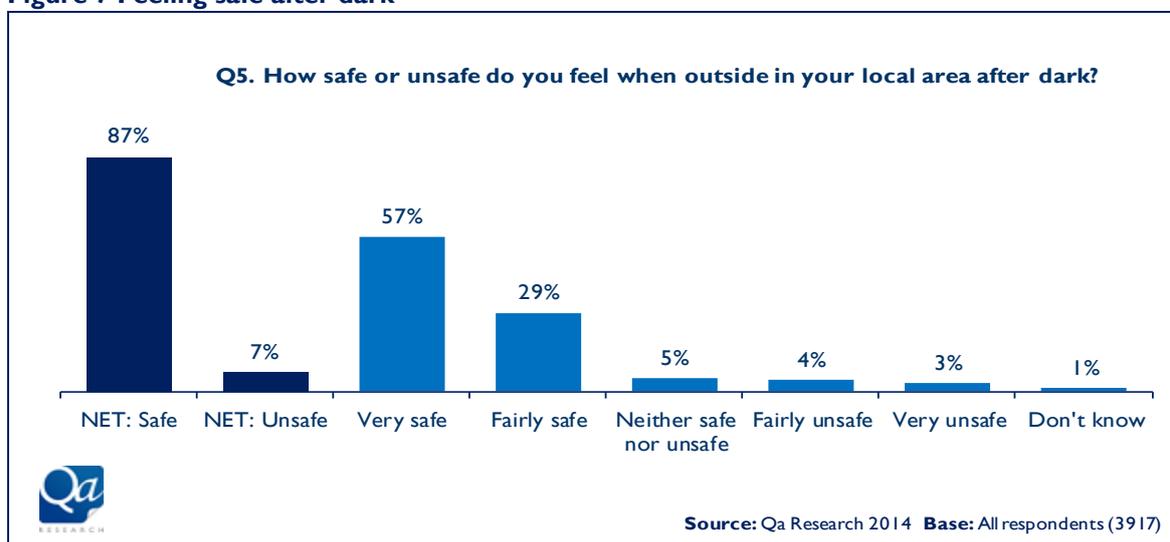
Further analysis of the data reveals that respondents in rural areas are more likely than those in urban areas to agree that people pull together (71% vs. 61%). This is also the case for those in non-LNIA areas compared with LNIA areas (67% vs. 44%).

Again, respondents who generally rate their local area more highly are more likely to agree with the statement that *'people in this neighbourhood pull together'* and this was particularly true amongst those who agree strongly that they *'belong'* in the area compared to those who don't (67% vs. 23%) and those who are satisfied with their neighbourhood overall compared to those who are dissatisfied (65% vs. 22%).

### 3.1.2 Safety and trusting others

Along with a sense of community and neighbourliness, it is also important to establish the extent to which people feel safe within their community and feel that they can trust others. Therefore, the next couple of survey questions were concerned with feelings of safety and trust within the neighbourhood, starting with how safe respondents feel *'outside in your local area after dark'*.

**Figure 7 Feeling safe after dark**

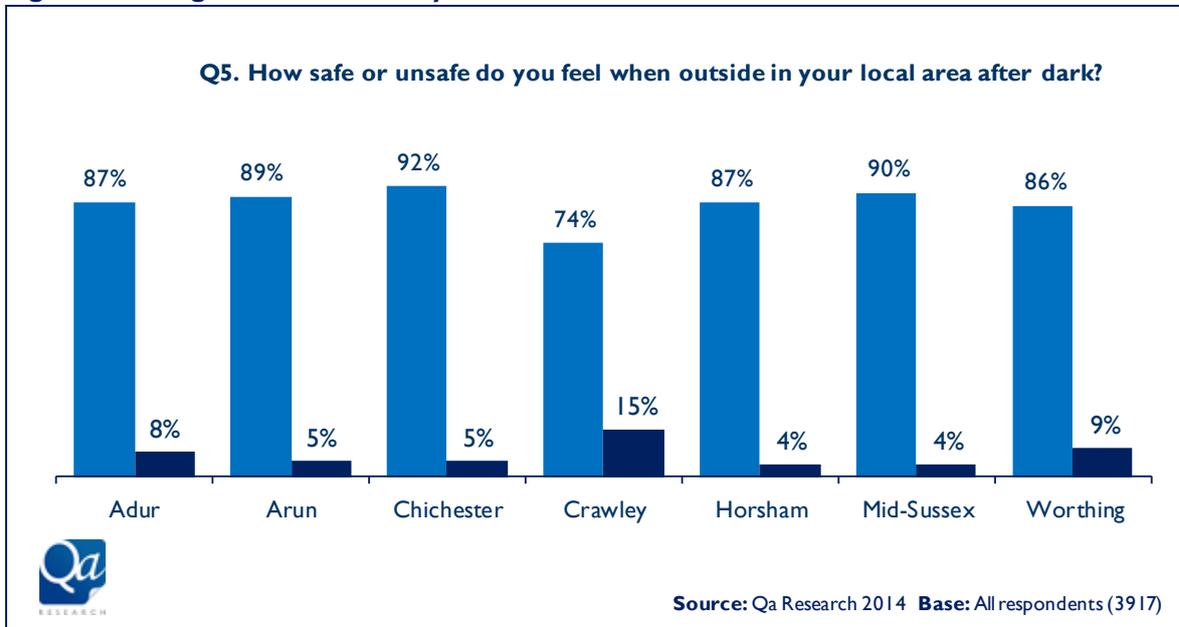


As shown above, the majority (87%) of respondents stated that they felt safe when outside in their local area after dark and in fact the majority said that they felt *'very safe'* (57%). That said, more than one-in-twenty (7%) indicated that they felt unsafe.

## Sub-group analysis

Analysis of the data by district shows that respondents in Crawley were significantly less likely than those in all of the other districts to feel safe when outside after dark, although it's important to note that the majority in each district indicated that they felt safe. These differences are illustrated below;

**Figure 8 Feeling safe after dark - by district**



Feelings of safety after dark also appear to be associated with a number of other characteristics. For example, respondents in LNIA areas were more likely than those in non-LNIA areas to feel unsafe (12% vs. 6%).

Age also appears to be a factor with those in the 65+ group being more likely to feel unsafe than those in the 18-34 and 35-64 groups (9% vs. 5% and 6% respectively). Gender also plays a part here, with females being more likely than males to feel unsafe after dark (9% vs. 5%).

Again, respondents who were more likely to be satisfied with their area overall were more likely to feel safe after dark (89% vs. 58%).

Unsurprisingly, respondents appear more likely to feel safe during the day, with 98% giving this response and this is illustrated below.

**Figure 9 Feeling safe during the day**

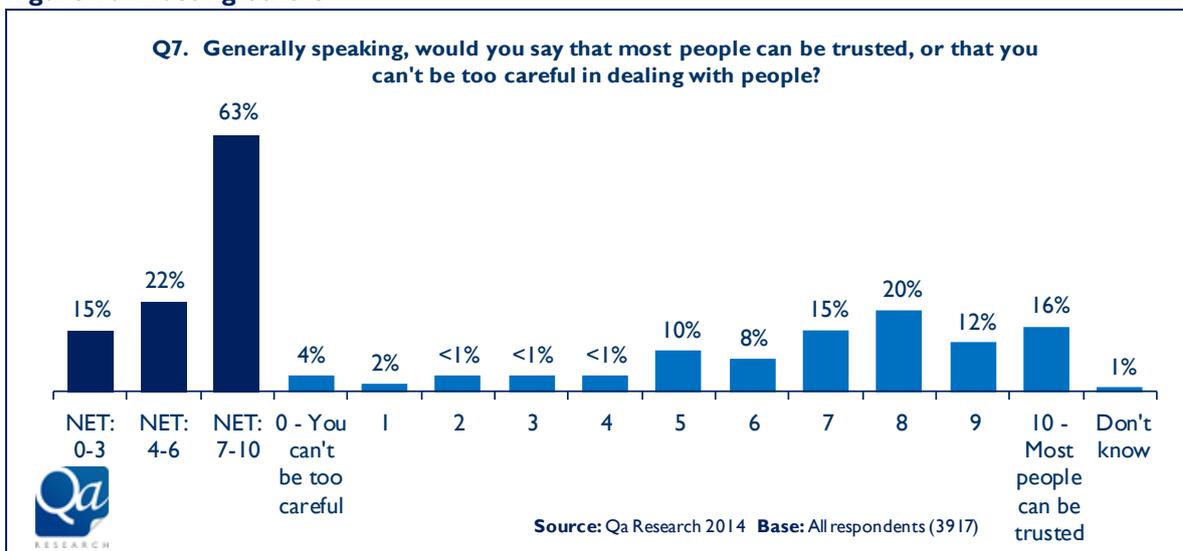


**Sub-group analysis**

When analysing the data by sub-groups there is considerably less variation compared with the data on feelings of safety after dark. One exception is gender, as males are still more likely than females to feel safe (99% vs. 94%). Additionally, the relationship between feelings of safety and overall satisfaction with the area continues, with 99% of satisfied respondents feeling safe compared with 86% of dissatisfied respondents.

The next question asked respondents to what extent they felt that people could be trusted.

**Figure 10 Trusting others**



As shown above, respondents generally felt that most people could be trusted with 63% selecting rankings towards the upper end of the scale (7-10).

## Sub-group analysis

Respondents in urban areas were more likely than those in rural areas to distrust others (NET: 0-3: 17% vs. 6%). This pattern was also evident in relation to LNIA and non-LNIA areas (NET: 0-3: 22% vs. 13%). Likelihood to trust also appears to increase with age and, for example, 66% of those aged 65+ agreed that 'most people can be trusted' compared with 59% of those aged 18-24.

There were also some differences by district, with those in Arun and Chichester being most likely to indicate that 'you can't be too careful' by giving a score of 0-3 and those in Horsham and Mid-Sussex being more likely to agree that 'most people can be trusted' by giving a score of 7-10, as illustrated below;

**Figure 11 Trusting others - by district**

Q7. Generally speaking, would you say that most people can be trusted or that you can't be too careful in dealing with people?	District						
	Adur	Arun	Chichester	Crawley	Horsham	Mid-Sussex	Worthing
	%	%	%	%	%	%	%
NET: 0-3 (You can't be too careful)	18%	28%	24%	18%	4%	5%	9%
NET: 4-6	27%	20%	16%	30%	17%	22%	24%
NET: 7-10 (Most people can be trusted)	55%	51%	59%	52%	78%	72%	66%
<b>Base: All respondents</b>	<b>299</b>	<b>750</b>	<b>565</b>	<b>499</b>	<b>629</b>	<b>665</b>	<b>510</b>

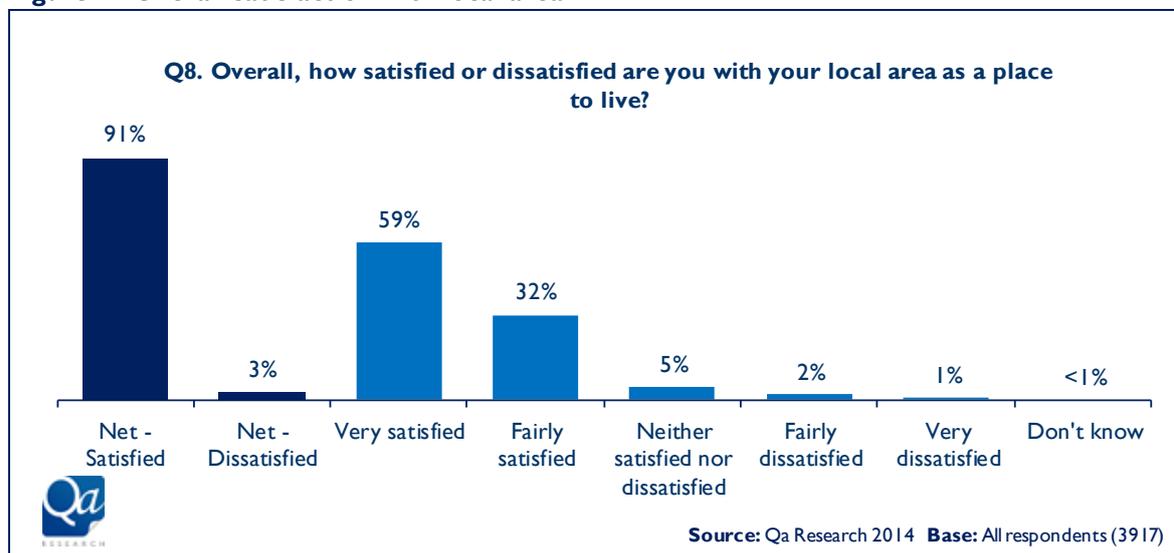
NB: A shaded box indicates a figure significantly higher than at least five of the other districts.

Again, a relationship between overall satisfaction with the area and trusting others is apparent with 65% of those satisfied with their area agreeing that 'most people can be trusted' compared with 35% of those that were dissatisfied.

### 3.1.3 Overall satisfaction with neighbourhood

The next series of questions asked respondents about their overall satisfaction with their neighbourhood and with other key aspects. The following chart illustrates overall satisfaction.

**Figure 12 Overall satisfaction with local area**



As the chart above shows, the majority (91%) of respondents were satisfied with their local area overall and more than half were actually 'very satisfied' (59%).

#### Sub-group analysis

Although the proportion of respondents indicating that they were satisfied was broadly comparable in each district with around nine-out-of-ten indicating this, there were some slight variations by district. For example, respondents in Chichester were more likely than those in all of the other districts to state that they were 'very satisfied' (75%). However, those in Crawley were more likely than those in all the other districts to state that they were only 'fairly satisfied' (44%).

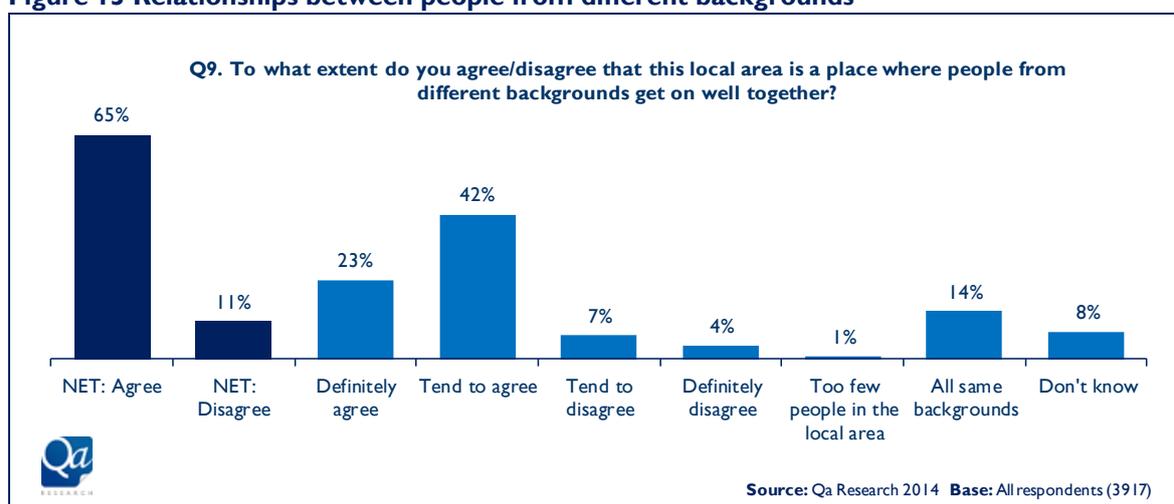
Furthermore, those in non-LNIA areas were more likely than those in LNIA areas to be satisfied overall (92% vs. 87%). The degree of satisfaction also appears to increase with age with 67% of those aged 65+ stating that they were 'very satisfied' compared with 53% of those aged 18-34.

Again, overall satisfaction appears to be related to other factors such as sense of belonging and feeling safe. Respondents who felt a strong sense of belonging were more likely to be satisfied with their area overall than those who did not feel this (94% vs. 67%). Overall, 93% of those that felt safe were satisfied with their area, compared with 75% of those who felt unsafe.

### 3.1.4 Relationships between people from different backgrounds

Overall, findings from the research have shown that generally residents in West Sussex are satisfied with their area overall, and feel safe within it. Another factor that can contribute to the overall 'health' of a community is the extent to which people from different backgrounds relate to each other in a positive way. Therefore, respondents were asked to what extent they agreed with the statement 'this local area is a place where people from different backgrounds get on well together'.

**Figure 13 Relationships between people from different backgrounds**



As illustrated, almost two thirds (65%) of respondents agreed that people from different backgrounds got on well together.

#### Sub-group analysis

Respondents in the oldest age bracket (75+) were less likely than those in all of the other age groups to agree that people from different backgrounds get on well together with 56% agreeing compared with over 60% in all other age groups.

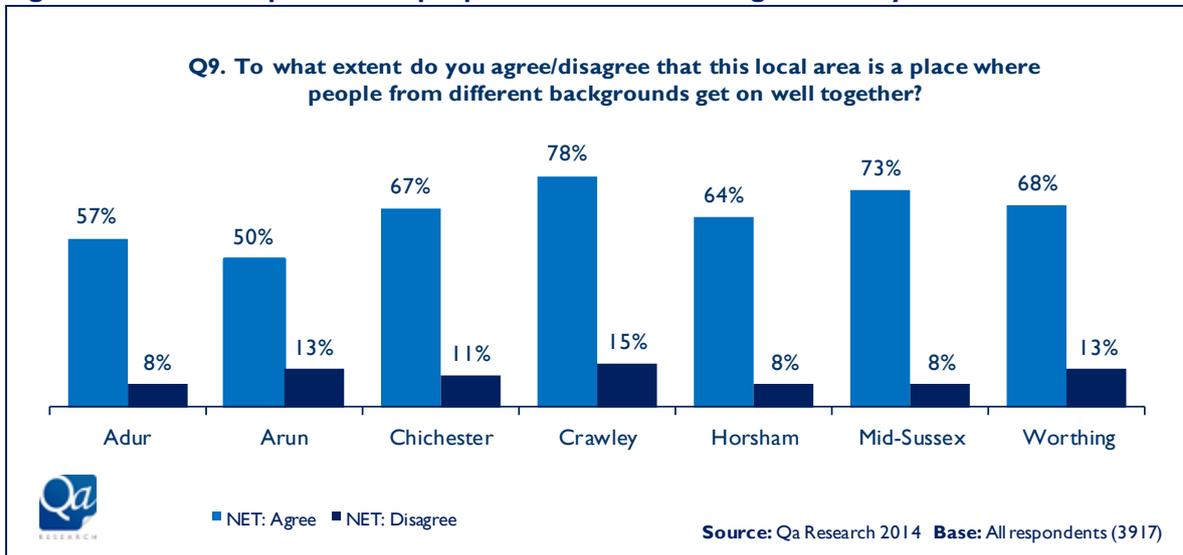
Again, further analysis of the data reveals a relationship between this issue and sense of belonging, feeling safe and overall satisfaction;

- Respondents who feel a strong sense of belonging were more likely than those who don't to agree that people from different backgrounds get on well together (69% vs. 39%)
- Respondents who feel safe were more likely to agree that people from different backgrounds get on well together than those who feel unsafe (67% vs. 50%)
- Those who are satisfied with their area overall were more likely to agree with the statement than those who were dissatisfied with their area overall (68% vs. 25%).

There were also differences between LNIA and non-LNIA communities; 21% of those in LNIA communities disagreed with this statement, compared with 9% of those from non-LNIA communities.

When the data is analysed by district it is apparent that respondents in Crawley were more likely than those in all of the other districts to agree (and disagree) with this statement. This is perhaps unsurprising given that Crawley is more ethnically diverse than many of the other areas within West Sussex and as such respondents are perhaps more likely to have an opinion about this aspect of their community. The differences by district are shown in the chart below:

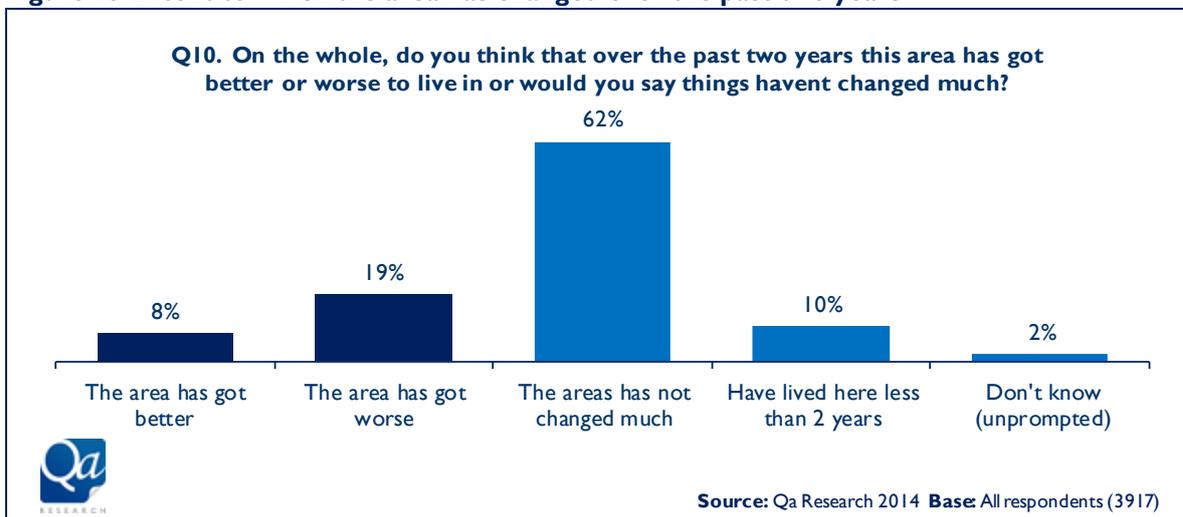
**Figure 14 Relationships between people from different backgrounds - by district**



### 3.1.5 Change within the area and improvements needed

The survey then went on to ask respondents whether they thought their local area had got better or worse as a place to live over the past two years and responses are shown below;

**Figure 15 Extent to which the area has changed over the past two years**



As shown above, generally respondents felt that the area had not changed much, with 62% giving this response. However, a fifth (19%) did think their area had got worse and in fact, respondents were more likely to believe their area had got worse rather than better (19% vs. 8%).

## Sub-group analysis

The most notable difference by district is that respondents in Crawley and Worthing appear to be more likely than those in most of the other districts to perceive that their area has got 'better', (although 21% in Crawley also believe it has got 'worse'), while respondents in Mid-Sussex were more likely to perceive it has got 'worse'. These differences are shown below:

**Figure 16 Extent to which the area has changed - by district**

Q10. On the whole, do you think that over the past two years this area has got better or worse to live in?	District						
	Adur	Arun	Chichester	Crawley	Horsham	Mid-Sussex	Worthing
	%	%	%	%	%	%	%
The area has got better	8%	7%	6%	12%	8%	6%	11%
The area has got worse	17%	19%	20%	21%	15%	22%	17%
The area has not changed much	63%	56%	66%	60%	67%	62%	60%
Have lived here less than 2 years	11%	16%	8%	5%	8%	9%	12%
Don't know	1%	3%	1%	2%	2%	1%	1%
<b>Base: All respondents</b>	<b>299</b>	<b>750</b>	<b>565</b>	<b>499</b>	<b>629</b>	<b>665</b>	<b>510</b>

*NB: A shaded box indicates a figure significantly higher than at least three of the other districts.*

Respondents in LNIA's were more likely than those in non-LNIA's to believe that their area has got worse (23% vs. 18%). Respondents in older age groups were also more likely to believe that their area had got worse, for example, 25% of those aged 65+ felt that their area had got worse compared with 20% of those aged 35-64, and 9% of those aged 18-34.

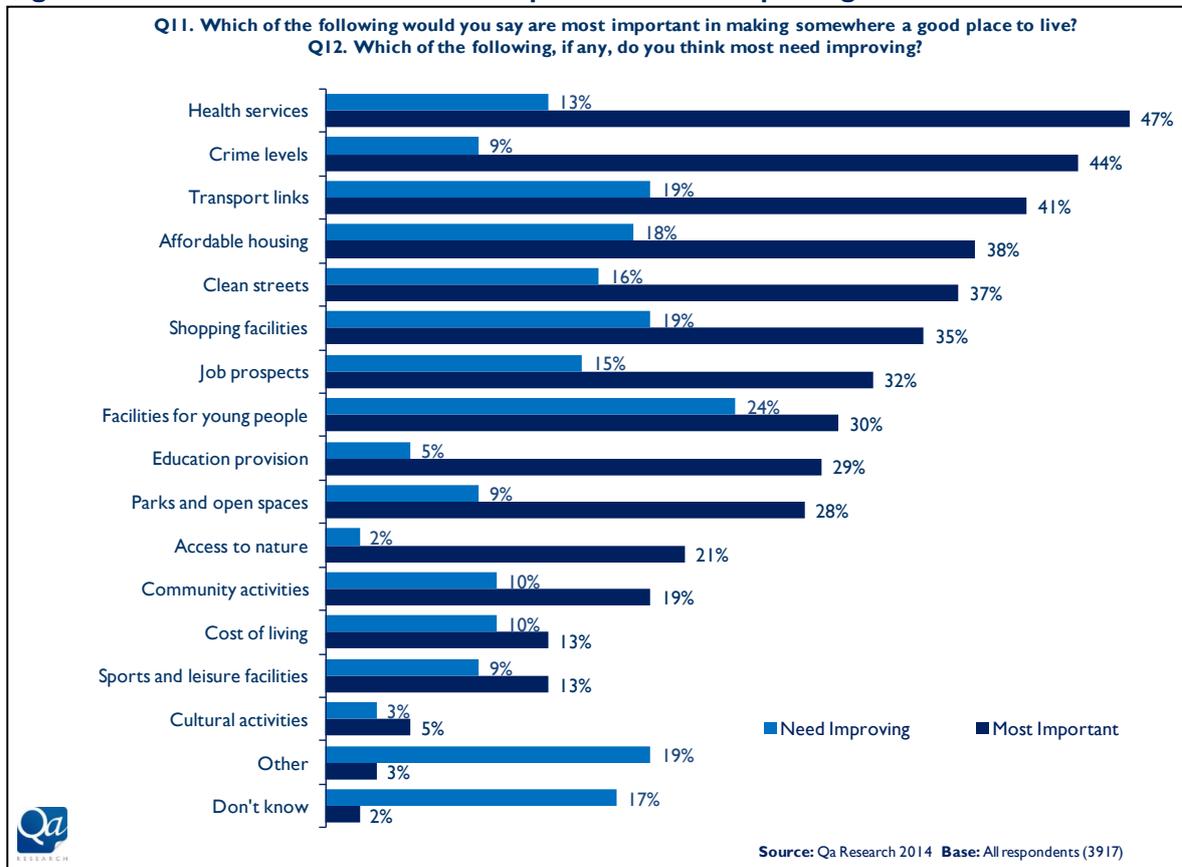
Again, the pattern mentioned in previous sections is also apparent with those who feel a strong sense of belonging, feel safe and are satisfied overall less likely to believe that their area has got worse.

- Respondents who feel a strong sense of belonging were less likely than those who don't to think that their area had got worse (18% vs. 26%)
- Respondents who feel safe were less likely than those who feel unsafe to think that their area had got worse (17% vs. 40%)
- Those who are satisfied with their area overall were less likely to think their area had got worse than those who were dissatisfied (18% vs. 63%).

To summarise, it appears that responses in relation to whether an area has improved or not are dependent on a number of factors and are largely subjective. Therefore, it is important to establish specifically what aspects of their community are most important to residents and what they feel needs to be improved.

The next survey question asked respondents to select from a list up to five elements that make somewhere a good place to live. They were also asked to identify up to five of these elements that they felt needed improvement in their area and responses are detailed below.

**Figure 17 Elements of an area that are important & need improving**



As the chart above demonstrates, respondents were most likely to regard health services (47%), crime levels (44%) and transport links (41%) as important elements in making somewhere a good place to live.

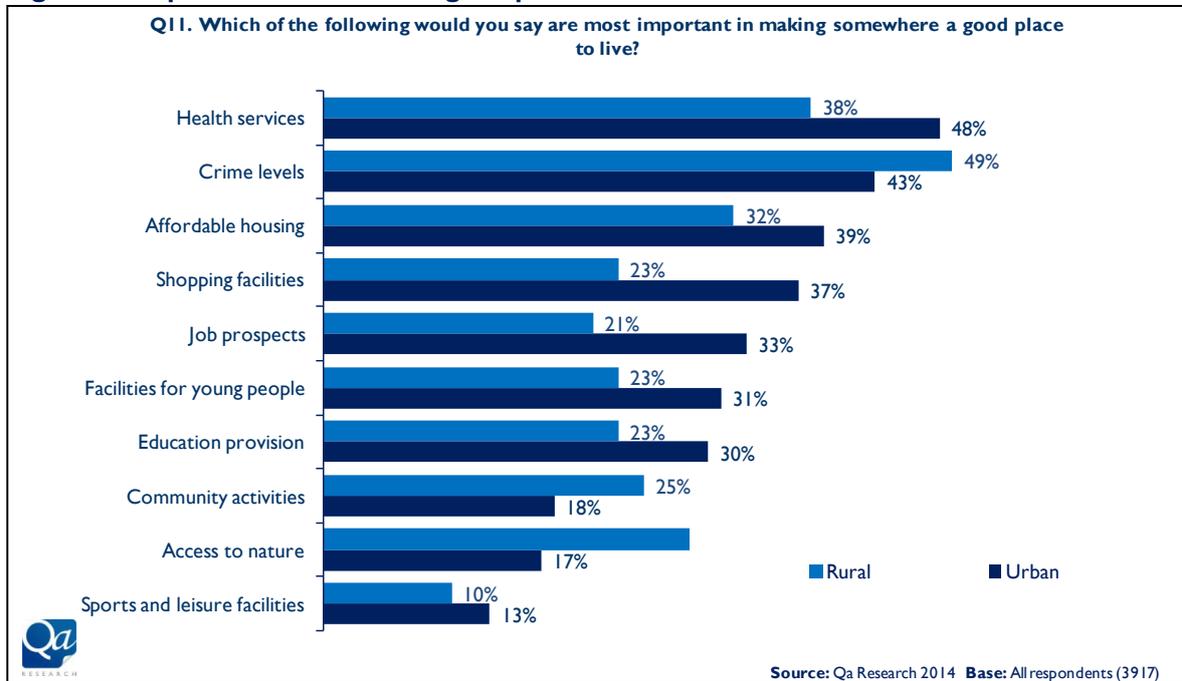
However, in terms of the elements that respondents felt needed improvement, facilities for young people were mentioned by the largest proportion (24%) followed by shopping facilities (19%) and transport links (19%).

Notably, 19% mentioned an 'other' aspect that needed improving and this was most often parking (5%), road quality (5%) and street lighting (2%).

## Sub-group analysis

There were some differences in the views of urban and rural respondents on the importance of various characteristics. The significant differences are highlighted in the chart below;

**Figure 18 Important elements of a good place to live - urban & rural differences**



As illustrated, urban respondents were more likely than rural respondents to place an emphasis on the importance of health, (48% vs. 38%), affordable housing (39% vs. 32%), and shopping facilities (37% vs. 23%), whereas rural respondents were concerned about crime levels (49% vs. 43%), community activities (25% vs. 18%), and access to nature (17% vs. 17%).

Age also appeared to be a factor that influenced views on what makes a good place to live; this is illustrated in the table below (the shaded boxes show the five priorities for each age group):

**Figure 19 Important elements of a good place to live - age differences**

<b>Q11. Which of the following would you say are most important in making somewhere a good place to live?</b>			
	<b>NET: 18-34</b>	<b>NET: 35-64</b>	<b>NET: 65+</b>
Access to nature	14%	23%	23%
Affordable housing	44%	41%	27%
Clean streets	30%	37%	43%
Community activities	16%	19%	23%
Cultural activities	3%	5%	6%
Education provision	37%	33%	15%
Facilities for young people	43%	31%	17%
Health services	33%	44%	62%
Job prospects	45%	33%	18%
Crime levels	39%	46%	45%
Transport links	40%	38%	46%
Parks and open spaces	30%	30%	24%
Shopping facilities	32%	32%	41%
Sports and leisure facilities	19%	13%	9%
Cost of living	17%	13%	10%
Don't know	2%	1%	2%
NET: Other	2%	3%	4%

**Base: All respondents 3917**

*NB: A shaded box highlights the five priorities for each age group*

As shown above, affordable housing is more likely to be a priority for the 18-34, and 35-64 age groups, and as perhaps would be expected, those aged 18-34 are more likely to prioritise facilities for young people and job prospects.

Health services are more likely to be priorities for those aged 35-64 and 65+, whilst crime levels and transport links appear to be a priority for all age groups to varying degrees.

In terms of improvements required, it is probably most useful to look at the improvements required by district. The shaded areas in the following table show the top five improvements required in each district:

**Figure 20 Improvements required - by district**

Q12. Which of the following, if any, do you think most need improving?	District						
	Adur %	Arun %	Chichester %	Crawley %	Horsham %	Mid-Sussex %	Worthing %
Access to nature	1%	1%	1%	2%	5%	2%	2%
Affordable housing	14%	22%	19%	16%	16%	18%	16%
Clean streets	16%	21%	12%	23%	11%	16%	15%
Community activities	11%	11%	9%	7%	9%	9%	13%
Cultural activities	3%	4%	4%	3%	3%	3%	5%
Education provision	5%	6%	4%	6%	4%	5%	5%
Facilities for young people	23%	21%	28%	24%	21%	24%	26%
Health services	10%	19%	9%	18%	13%	11%	7%
Job prospects	14%	14%	16%	22%	16%	12%	12%
Crime levels	4%	4%	6%	23%	12%	9%	8%
Transport links	13%	16%	28%	14%	25%	23%	13%
Parks and open spaces	8%	11%	8%	7%	7%	11%	12%
Shopping facilities	15%	23%	20%	12%	17%	28%	9%
Sports and leisure facilities	10%	9%	8%	8%	10%	11%	9%
Cost of living	9%	7%	9%	21%	11%	8%	9%
Don't know	20%	23%	15%	10%	10%	11%	28%
NET: Other	25%	16%	8%	14%	23%	28%	19%

Base: 3917 (all respondents)

NB: A shaded box highlights the top five improvements for each district

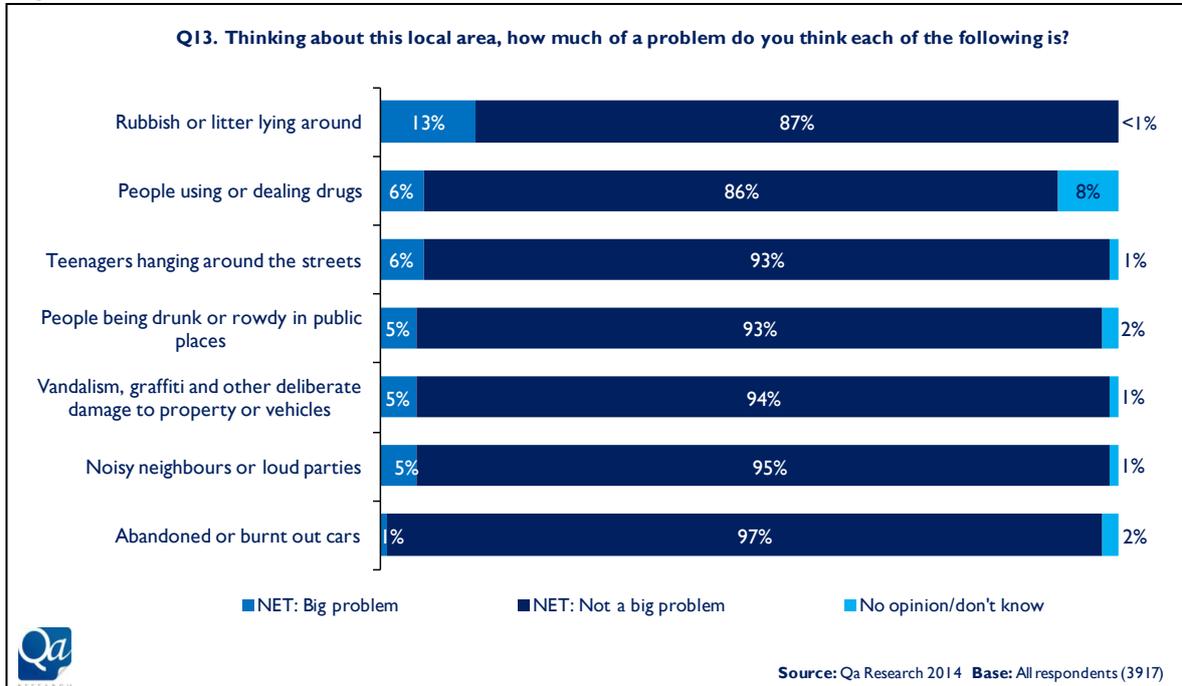
As shown above, the need to improve facilities for young people appears to be a priority across all of the districts, whereas the cost of living and crime levels are of particular concern in Crawley – reflecting the fact that Crawley is one of the more deprived districts.

Furthermore, shopping facilities appear to be a priority in most districts with the exception of Crawley and Worthing – again this may partly be reflection of deprivation levels within Crawley and Worthing, which also has within it more deprived neighbourhoods than other districts in West Sussex.

### 3.1.6 Problems in the local area

The next set of survey questions asked about the extent to which a range of issues are a problem in the local area.

**Figure 21 Problems in the local area**



As illustrated above, positively, only a small proportion of respondents have identified any of the issues as a 'big problem' – 13% have stated that rubbish or litter lying around is the biggest problem. This is followed by people using or dealing drugs (6%), and teenagers hanging around the streets (5%).

## Sub-group analysis

There were some differences by district in terms of the issues defined as a 'big problem' by respondents and these are illustrated in the table below (the shaded figures highlight the districts with the highest proportions identifying the issues):

**Figure 22 Respondents defining issues as 'a big problem' - by district**

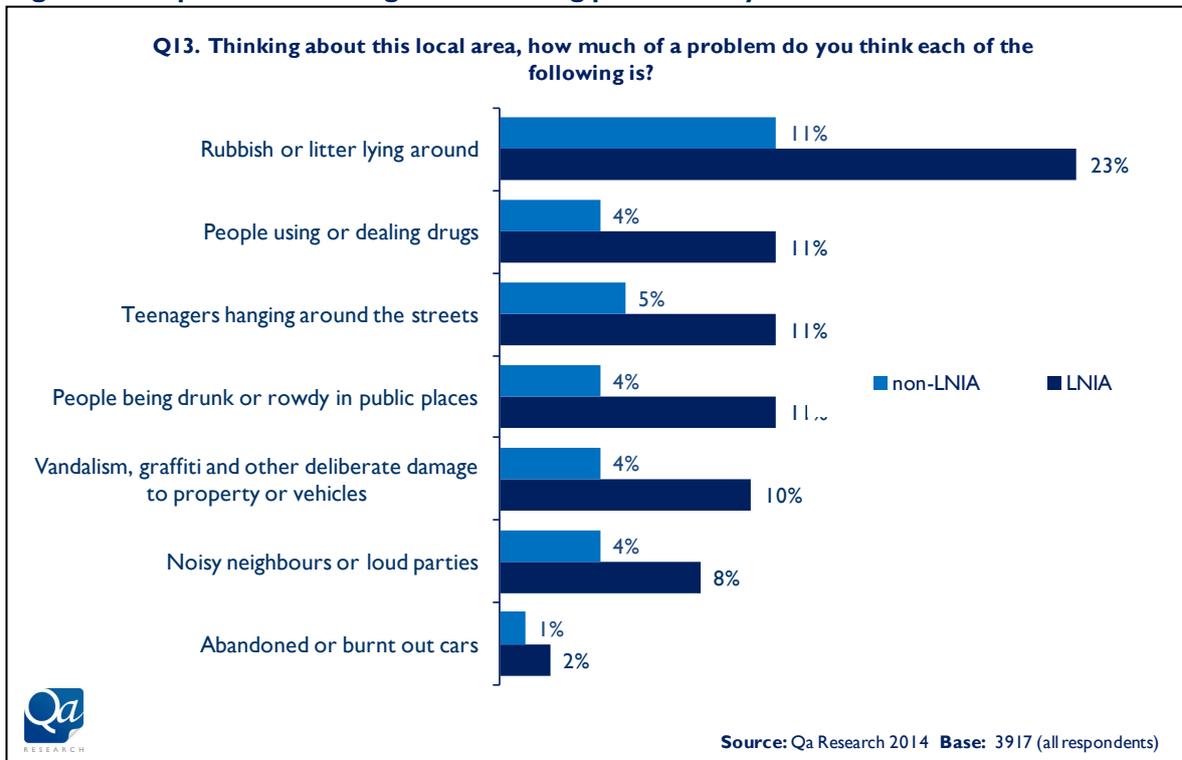
Q13. Thinking about the local area how much of a problem do you think the following is?	District						
	Adur %	Arun %	Chichester %	Crawley %	Horsham %	Mid-Sussex %	Worthing %
Abandoned or burnt out cars	1%	1%	1%	5%	1%	2%	1%
Noisy neighbours or loud parties	4%	4%	4%	7%	4%	4%	7%
Vandalism, graffiti and other deliberate damage to property or vehicles	5%	2%	2%	11%	4%	4%	9%
People being drunk or rowdy in public places	3%	3%	2%	11%	3%	4%	10%
Teenagers hanging around the streets	5%	3%	4%	14%	5%	6%	7%
People using or dealing drugs	4%	3%	3%	13%	5%	4%	9%
Rubbish or litter lying around	10%	10%	8%	26%	11%	12%	14%

**Base: 3917 (all respondents)**

As illustrated above, terms of differences by district, respondents in Crawley were more likely than those in any other district to state that all of the issues were 'a big problem'; this was also the case for Worthing (with the exception of abandoned or burnt out cars). Again, this is likely to be related to the fact that these districts are more deprived than others in West Sussex.

Furthermore, and directly related to the issue of deprivation levels, respondents in LNIA's were more likely than those in LNIA's to feel that these all of issues were a 'big problem' - however, this still represents a small proportion overall. These differences are illustrated below:

**Figure 23 Respondents defining issues as 'a big problem' - by LNIA/non-LNIA**



Again, identification of issues as a 'big problem' was more likely amongst respondents who were dissatisfied with the area overall. For example, 39% of those who were dissatisfied with their area thought that rubbish or litter was a 'big problem' compared with 11% of those who were satisfied.

To summarise, what makes and good place to live and what needs to improve depends on a range of factors but appears to be influenced by age and district and in particular is likely to be linked to levels of deprivation within specific areas.

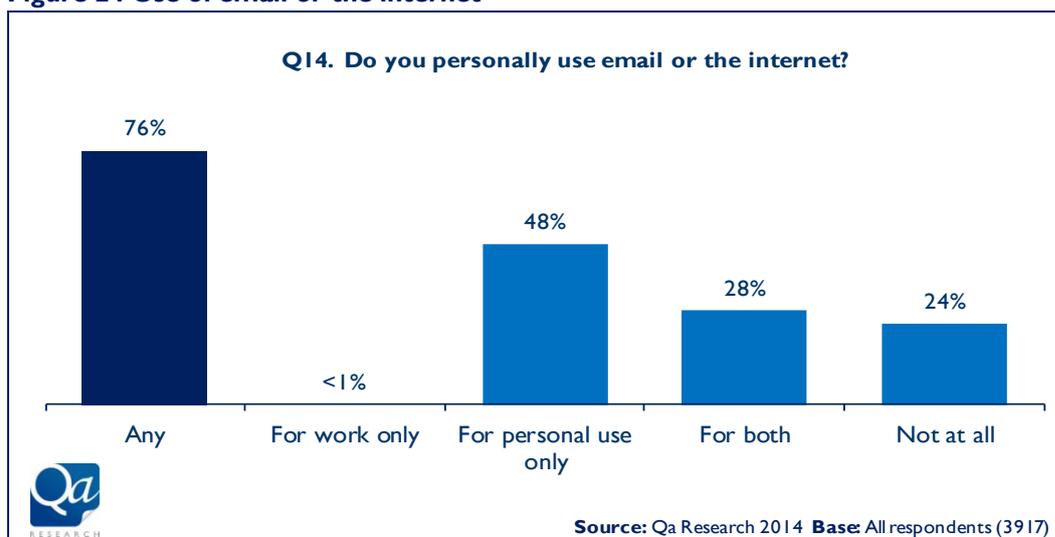
## 3.2 Social networks, contacts and social isolation

As government services are increasingly becoming ‘digital by default’, it is important to understand levels of digital inclusion within communities. The next section of the survey asked respondents about their use of the internet/social media.

### 3.2.1 Use of email or the internet

Firstly, respondents were asked about their general email and internet usage.

**Figure 24 Use of email or the internet**



As shown above, 76% of respondents used email or the internet. Nearly half (48%) used it for their own personal use only. This is broadly similar to the UK overall; 83% of adults use the internet<sup>2</sup>.

### Sub-group analysis

Unsurprisingly, use of the internet and email is closely related to the age of the respondent. Respondents in the 65+ age group were more likely than those in the 18-34 and 35-64 groups to state that they did not use email or the internet at all (58% vs. 3%, 13%).

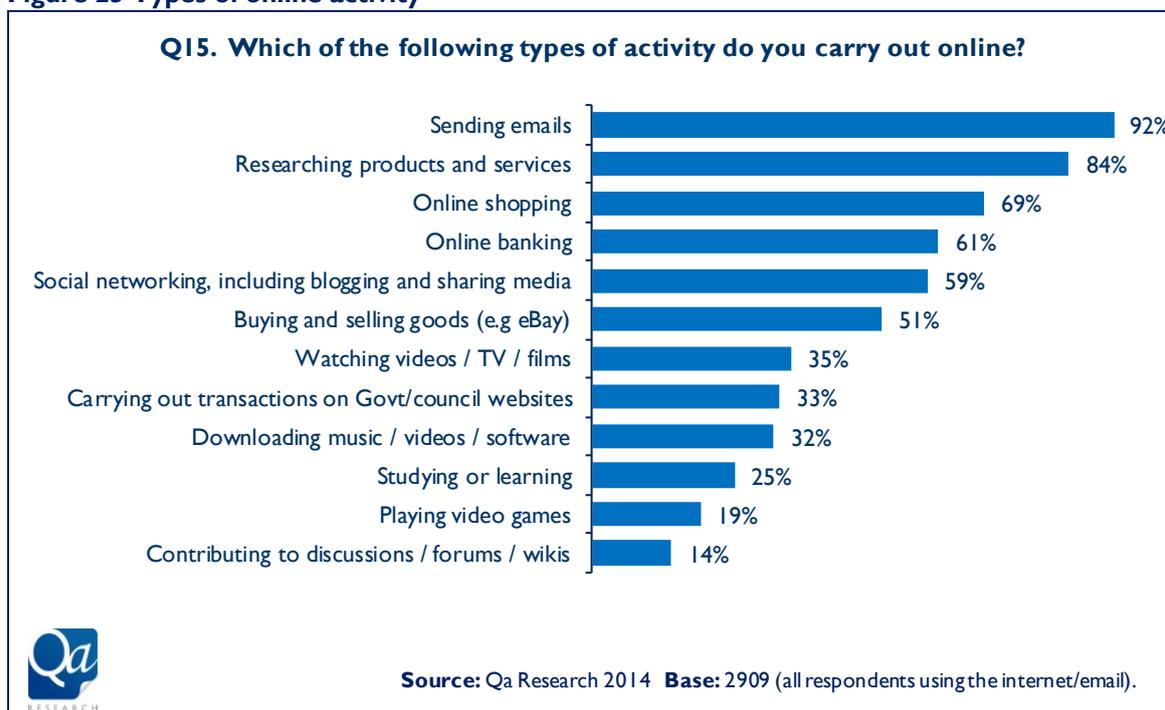
Respondents in Arun were more likely than those in any of the other districts to state that they did not use internet or email (30%), figures for the other districts ranged from 19%-24%. It is likely that this higher proportion of non-internet users is related to age as Arun has the highest proportion of respondents aged 65 or above.

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<sup>2</sup> Adults' Media Use and Attitudes Report 2014 (Ofcom) <http://stakeholders.ofcom.org.uk/market-data-research/other/research-publications/adults/adults-media-lit-14/>

Following on from this, the survey asked for more detail on the various types of activity carried out online.

**Figure 25 Types of online activity**



As shown in the chart above, for the majority, (92%), sending emails was the main online activity, followed by researching products and services (84%).

### Sub-group analysis

Respondents in rural areas were more likely than those in urban areas to carry out the following activities online:

- Sending emails (94% vs. 91%)
- Online banking (70% vs. 60%)
- Online shopping (77% vs. 68%)
- Buying and selling goods (56% vs. 50%)
- Contributing to discussions/forums/wikis (20% vs. 13%)
- Carrying out transactions on Government/council websites (40% vs. 32%)
- Studying or learning (29% vs. 24%).

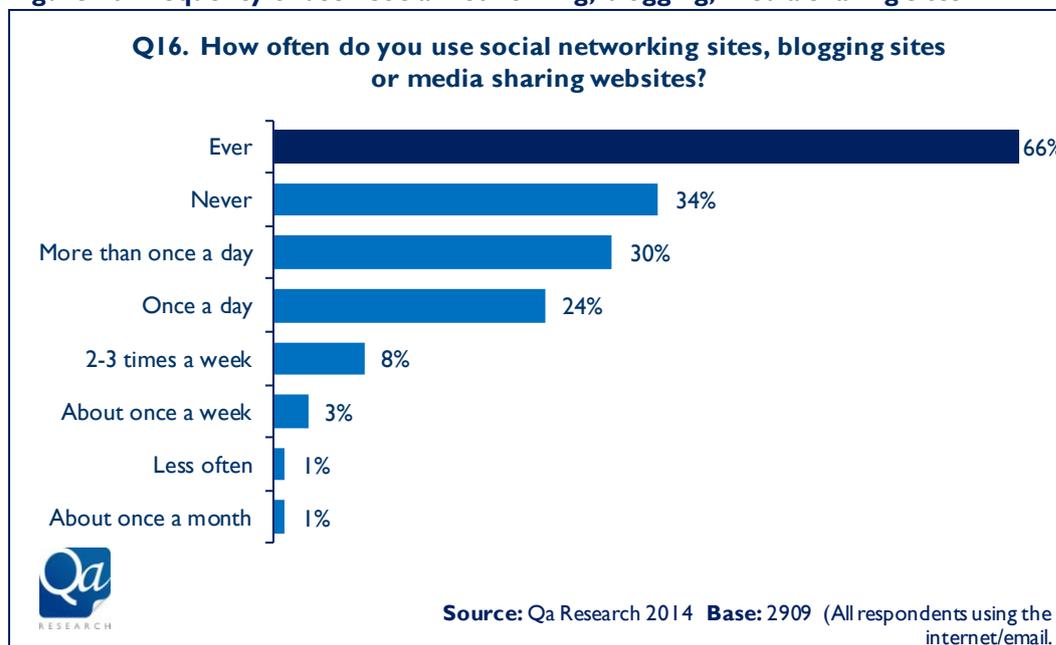
There was one exception to this, with those in urban areas being more likely than those in rural areas to engage in social networking, blogging and sharing media (61% vs. 52%).

A similar pattern was apparent when comparing LNIAs and non-LNIAs, with respondents in LNIAs being more likely than those in non-LNIAs to use social networking (73% vs. 64%).

### 3.2.2 Use of social networking, blogging or media sharing websites

Those respondents who engaged with social media were asked how often they used social networking, blogging or media sharing websites;

**Figure 26 Frequency of use - social networking, blogging, media sharing sites**



As illustrated above, two thirds (66%) of respondents were users of social networking sites etc., (this is the same as the national figure according to recent Ofcom figures<sup>3</sup>). However, around a third (34%) stated that they never used them.

Overall, 30% of respondents were heavy users, using these sites more than once a day.

#### Sub-group analysis

Further analysis by sub-group reveals some differences particularly in relation to urban/rural and LNIA/non-LNIA categories and by age group:

- Those in urban areas were more likely than those in rural areas to use these sites more than once a day (31% vs. 24%)...
- ...and those in LNIAs were more likely than those in non-LNIAs (42% vs. 27%) to do so.

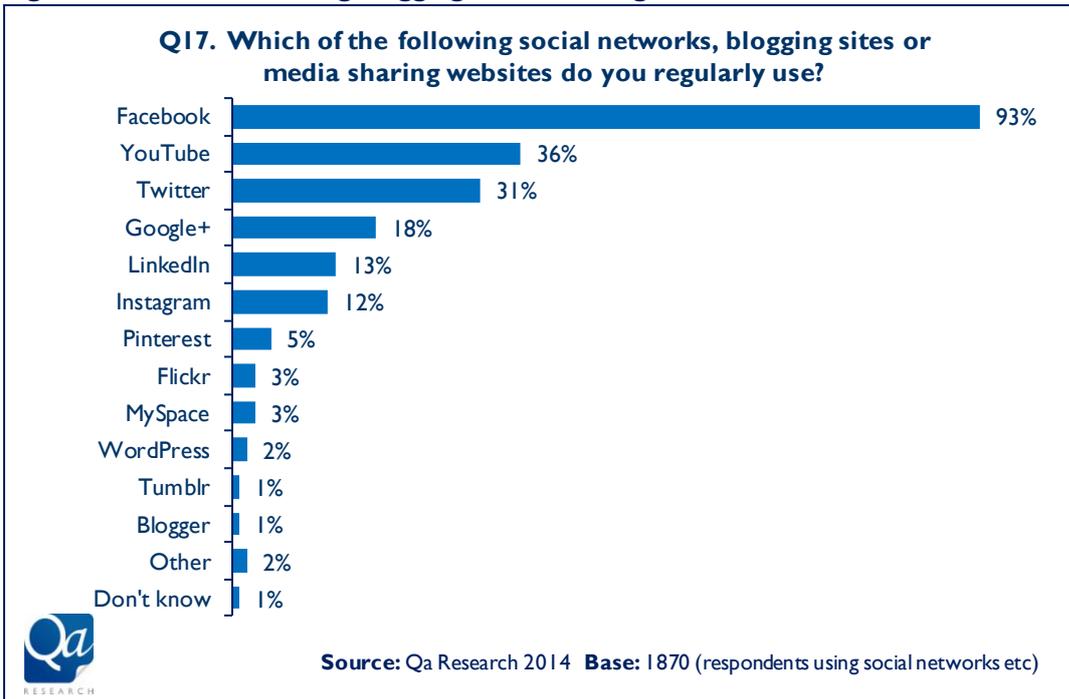
Furthermore, as might be expected, likelihood to use these sites more than once a day was highest amongst the youngest age group of those aged 18-24 (72%), while less than half of all other age groups accessed these sites more than once a day.

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<sup>3</sup> Adults' Media Use and Attitudes Report 2014 (Ofcom) <http://stakeholders.ofcom.org.uk/market-data-research/other/research-publications/adults/adults-media-lit-14/>

The survey then went on to ask about the specific sites used by respondents.

**Figure 27 Social networking/blogging/media sharing sites used**



As shown above, the most popular site was Facebook with a majority of 93%; this was followed by YouTube (36%) and Twitter (31%).

### Sub-group analysis

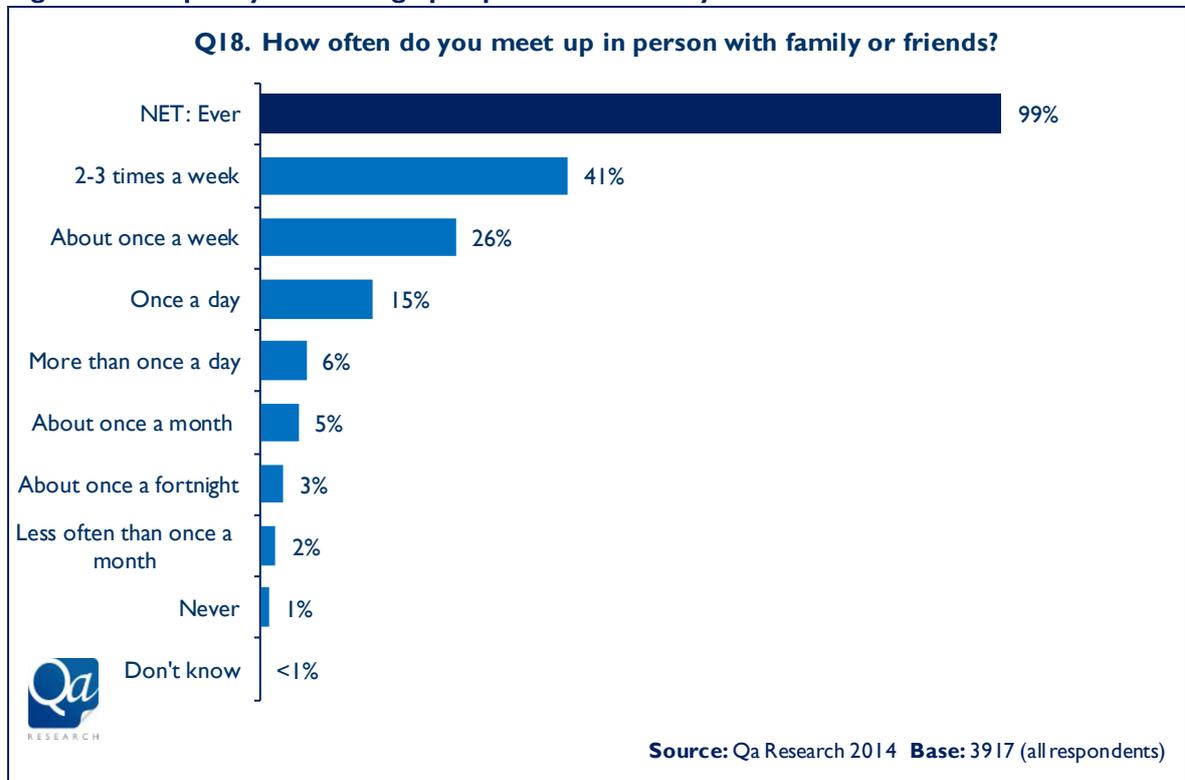
On further analysis, some age differences were apparent, with use of LinkedIn higher amongst the 35-64 age group compared with those aged 18-34 (16% vs. 10%), this was also the case for Google+ (20% vs. 16%)

Those in the younger age group 18-34 were more likely than those 35-64 to be using Twitter (40% vs. 27%) and Instagram (17% vs. 9%).

### 3.2.3 Contact with family and friends

In recent years public policy has placed increased emphasis upon the role that social contact and the strength of social networks plays in influencing overall wellbeing and physical health. The next survey question asked respondents about the frequency and nature of contact with their family and friends.

**Figure 28 Frequency of meeting up in person with family and friends**



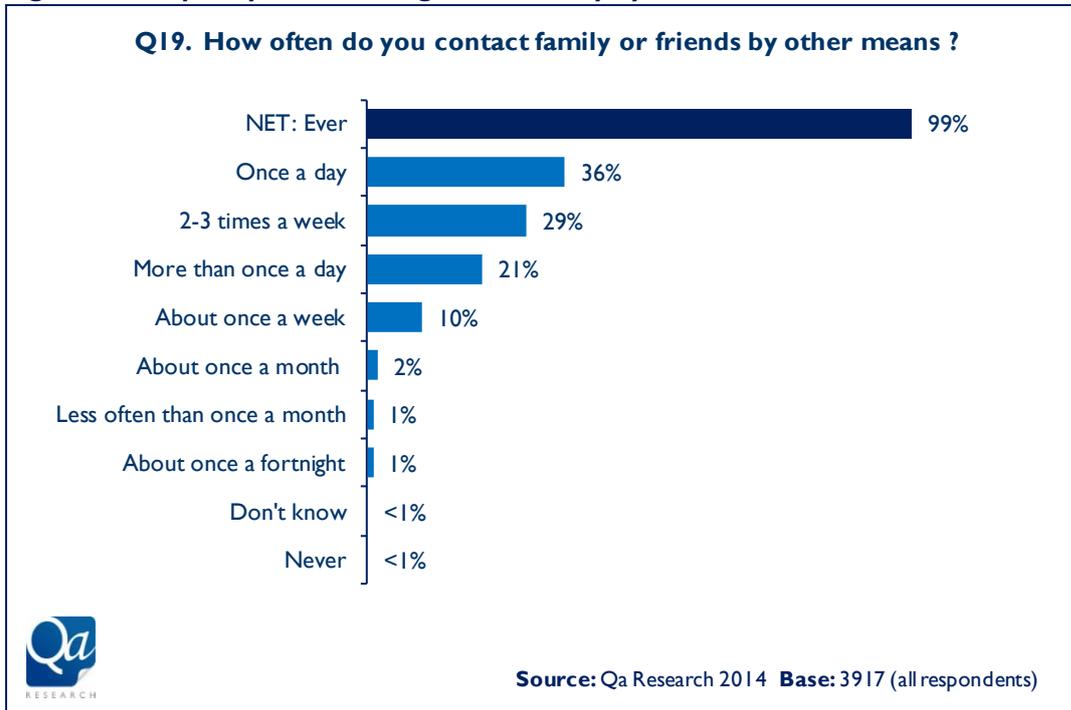
The chart above shows that the vast majority (99%) of respondents met up in person with family and friends at some point. For the largest proportion, (41%), this was 2-3 times a week.

#### Sub-group analysis

Further analysis reveals some differences between sub-groups. Younger respondents (18-34) were more likely than those in the 35-64 and 65+ age groups to meet up with family/friends more than once a day (12% vs. 5%, 2%). This is perhaps unsurprising given that younger people are more likely to be living at home with parents and siblings.

Following on from this, respondents were asked how often they contacted friends/family by other means (e.g. phone, text message, email, letter).

**Figure 29 Frequency of contacting friends/family by other means**



As shown above, again the vast majority (99%) were in touch with family/friends. Respondents were likely to be in contact with family/friends more regularly by other means rather than in-person, with 36% stating they were in contact daily (compared to 15% in face-to-face contact daily).

### Sub-group analysis

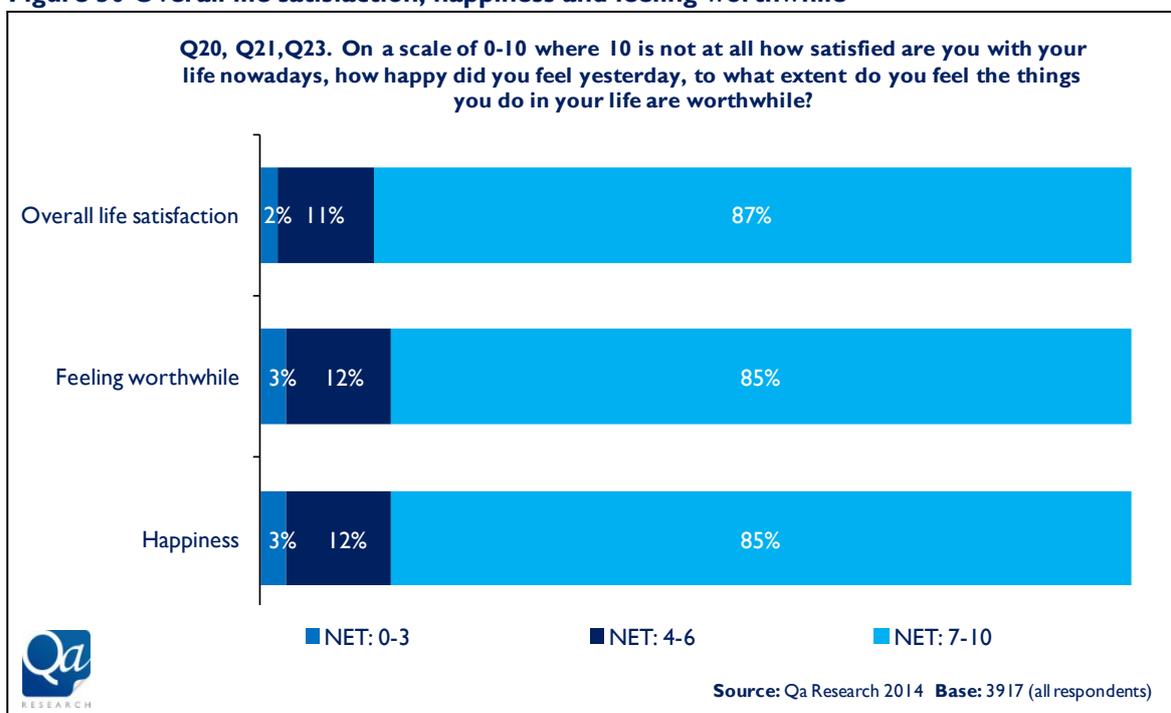
Frequent contact (more than once a day) was again more likely amongst the 18-34 age group compared with the 35-64 and 65+ groups (40% vs. 19%, 9%). Respondents in Crawley were more likely than those in all of the other districts to contact family/friends more than once a day with over a third (36%) giving this response compared with less than a quarter (25%) in all other districts.

Regular (more than once a day) contact was also more common amongst females than males (23% vs. 19%).

### 3.2.4 Emotional wellbeing

The topic of emotional wellbeing is of growing significance within the arena of public health. The next set of questions asked respondents about their general life satisfaction and emotional wellbeing and are drawn from the current Public Health Outcomes Framework<sup>4</sup>. The following chart illustrates the findings in relation to overall life satisfaction, feeling worthwhile, and general happiness.

**Figure 30 Overall life satisfaction, happiness and feeling worthwhile**



As shown above, the majority of respondents were satisfied with each of these aspects of wellbeing with 85-87% scoring highly on the scale and giving a score of 7-10.

#### Sub-group analysis

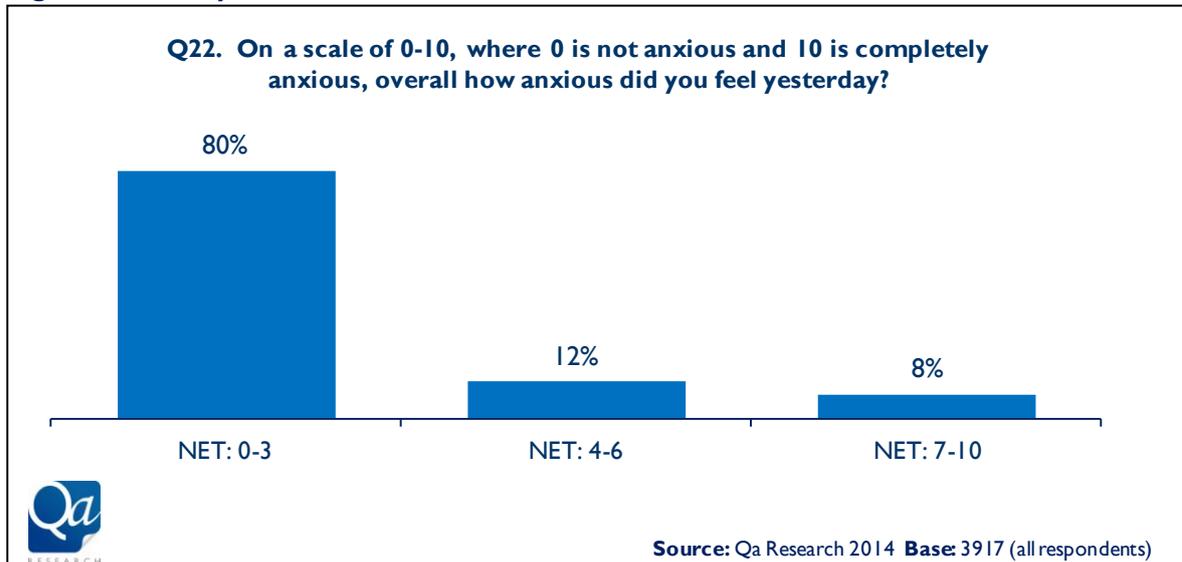
As only a small proportion of respondents gave a low score on the scale, there is minimal variation across the sub-groups.

However, respondents who felt a strong sense of belonging were more likely than those who did not to be **satisfied with their life overall** (NET: 7-10: 89% vs. 65%). This was also the case for **happiness** (NET 7-10: 87% vs. 66%) and **feeling worthwhile** (NET 7-10: 87% vs. 69%).

<sup>4</sup> [www.phoutcomes.info](http://www.phoutcomes.info)

Also included within the Outcomes Framework question set is a question about anxiety levels. Respondents were asked about their anxiety levels on a scale of 0-10 where 0 is 'not anxious' and 10 is 'completely anxious'. This is illustrated in more detail below:

**Figure 31 Anxiety levels**

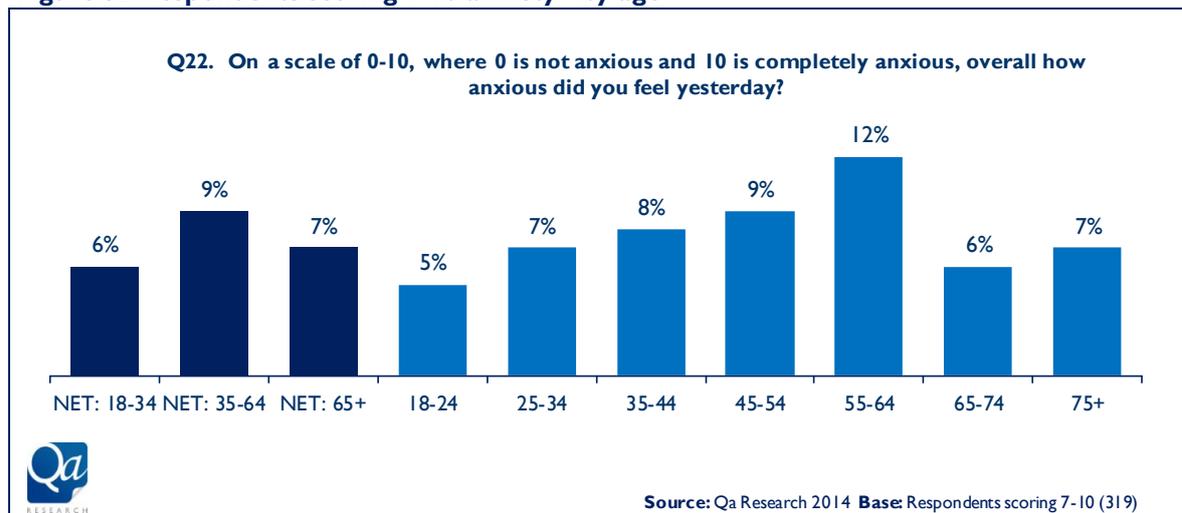


As shown above, the majority of respondents (80%) felt 'not at all anxious' giving a rating of 0-3. However, almost one-in-ten (8%) indicated that they did have a high level of anxiety by giving a score of 7-10.

### Sub-group analysis

Overall, there was minimal variation between sub-groups; however the most notable differences were by age and this is illustrated below.

**Figure 32 Respondents scoring 7-10 anxiety - by age**



As shown above, levels of anxiety appear to increase with age peaking between 55-64, falling between 65-74 and increasing again slightly from age 75+.

This would appear, perhaps, to relate to the life cycle as many people within the 55-64 age group will still be working whilst still being responsible for children and perhaps caring for older relatives. The drop in anxiety levels may be related to retirement, and the gradual increase may relate to the increased likelihood of ill health in older age.

Furthermore, gender difference was also apparent with females more likely than males to score higher (7-10) on the scale (10% vs. 6%).

### Public Health Outcomes - additional analysis

As mentioned previously, questions 20-24 of this survey relate to the following Public Health Outcomes Framework indicators<sup>5</sup> around Health Improvement.

- 2.23i % of respondents scoring 0-4 to the question 'overall how satisfied are you with your life nowadays'?
- 2.23ii % of respondents scoring 0-4 to the question 'overall to what extent do you feel the things you do in your life are worthwhile'?
- 2.23iii % of respondents scoring 0-4 to the question 'overall how happy did you feel yesterday'?
- 2.2iv % of respondents scoring 6-10 to the question 'overall how anxious did you feel yesterday'?

The following table shows the findings from this survey compared with the current data for West Sussex recorded on [www.phoutcomes.info](http://www.phoutcomes.info) and the England average.

**Figure 33 Emotional wellbeing - comparison with Public Health data**

Q20-24	This survey	Current West Sussex public health data	England Average
Overall life satisfaction (% scoring 0-4)	4%	5%	6%
Happiness (% scoring 0-4)	5%	10%	10%
Feeling worthwhile (% scoring 0-4)	4%	Data not available	4%
Anxiety (% scoring 6-10)	11%	23%	21%

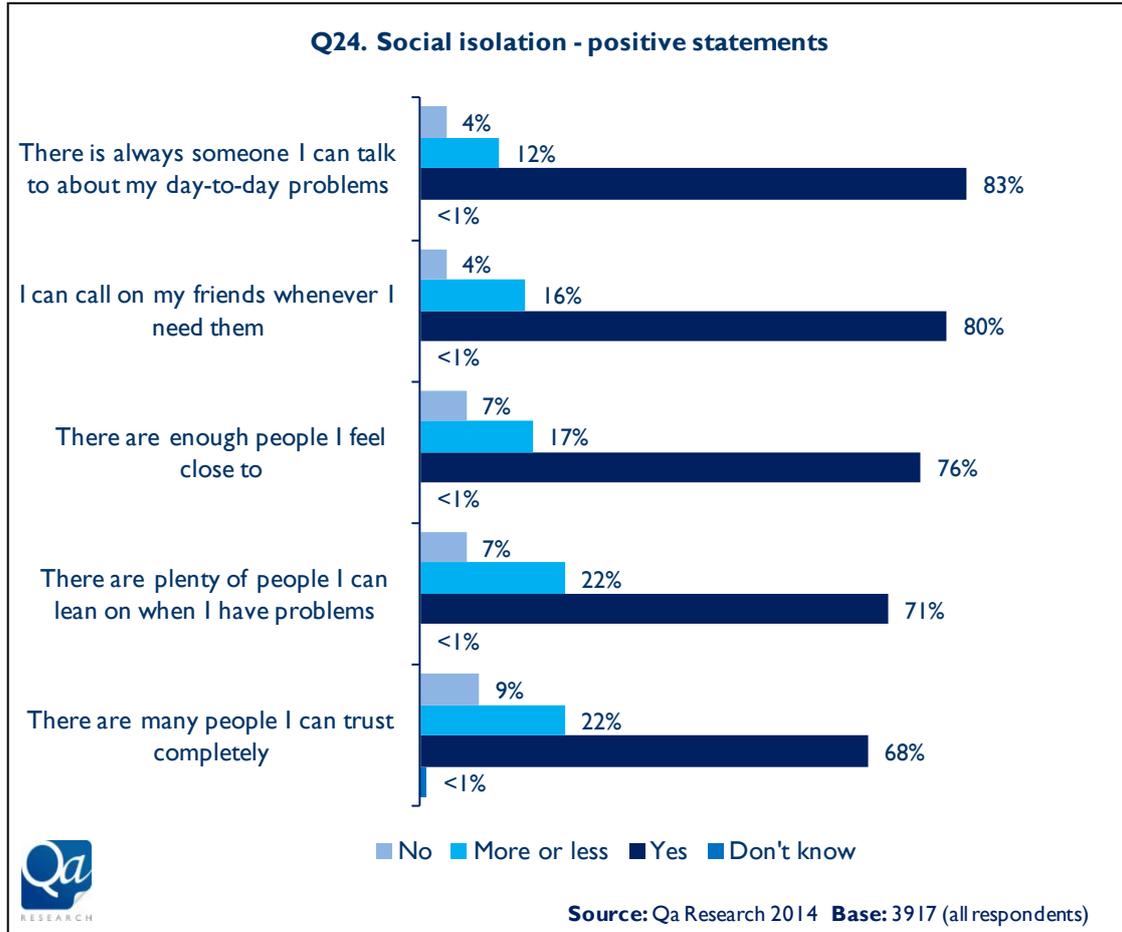
As shown, findings from this survey are broadly comparable in relation to overall life satisfaction and feeling worthwhile, but differ on the measures of happiness and anxiety.

<sup>5</sup> [http://www.phoutcomes.info/](http://www.phoutcomes.info)

### 3.2.5 Social isolation

Linked to the issue of well-being is loneliness which is in itself now acknowledged by many to be related to a range of health issues.<sup>6</sup> Respondents were shown a series of statements relating to social isolation and asked to what extent these applied to their current situation. The statements used can be used to calculate the 'van Tilburg & de Jong Gierveld Scale'<sup>7</sup> which has been designed to provide a measure of loneliness. The responses to each statement are shown in the charts below (grouped into positive and negative statements) and the Scale results and district/sub-group analysis follow in a separate section.

**Figure 34 Social isolation - positive statements**

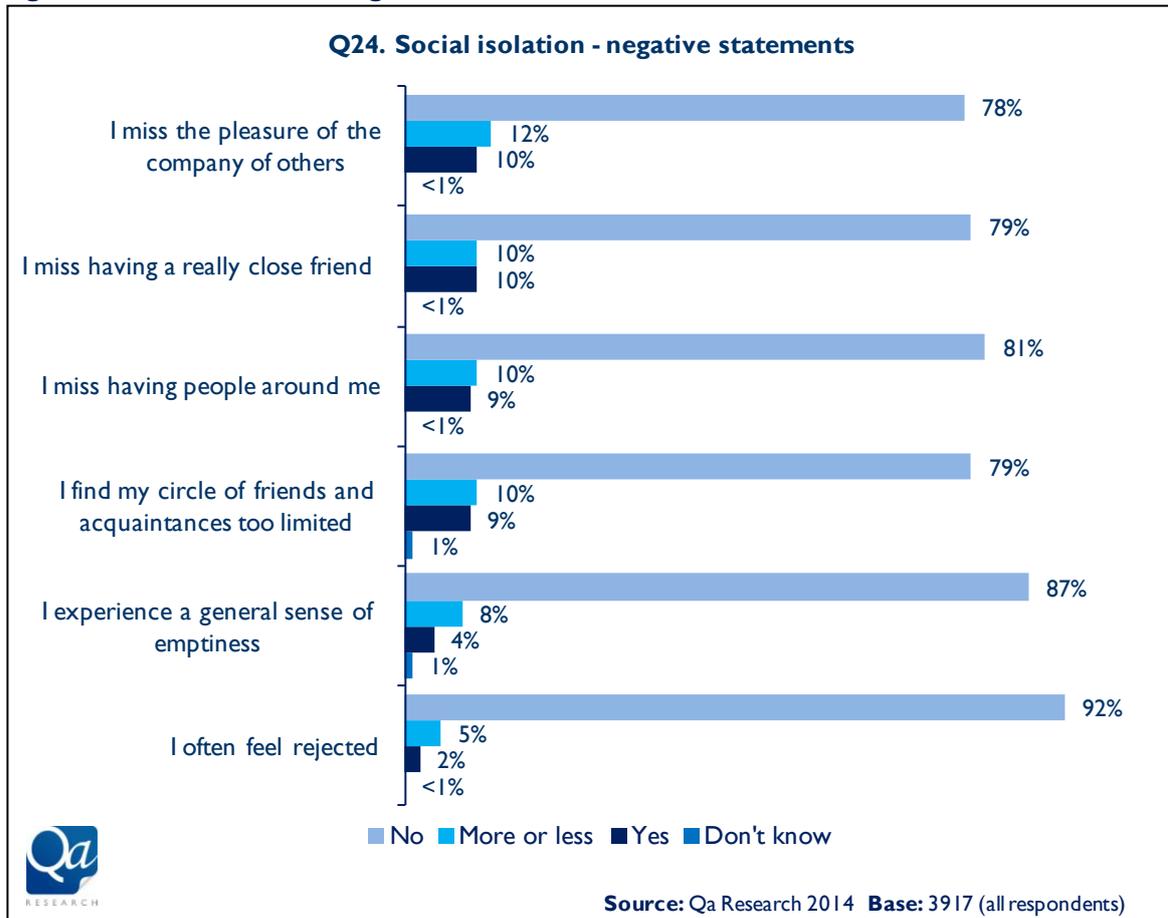


As illustrated above, respondents were most likely to feel that they had someone they could talk to about their day to day problems (83%); however they were less likely to agree with the statement 'there are many people I can trust completely' (68%). This suggests that there is perhaps a distinction in the depth and quality of individual relationships e.g. individuals with which to share day to day concerns and fewer, closer, relationships with a smaller number of trusted individuals.

<sup>6</sup> <http://www.campaigntoendloneliness.org/about-the-campaign/>  
<sup>7</sup> de Jong Gierveld, J., & van Tilburg, T.G. (1999). Manual of the loneliness scale. VU University Amsterdam, Department of Social Research Methodology (ISBN 90-9012523-X).

The following chart shows the findings in relation to the negative statements around social isolation.

**Figure 35 Social isolation - negative statements**



As shown above, and as would be expected, respondents were much less likely to agree with the negative statements around social isolation.

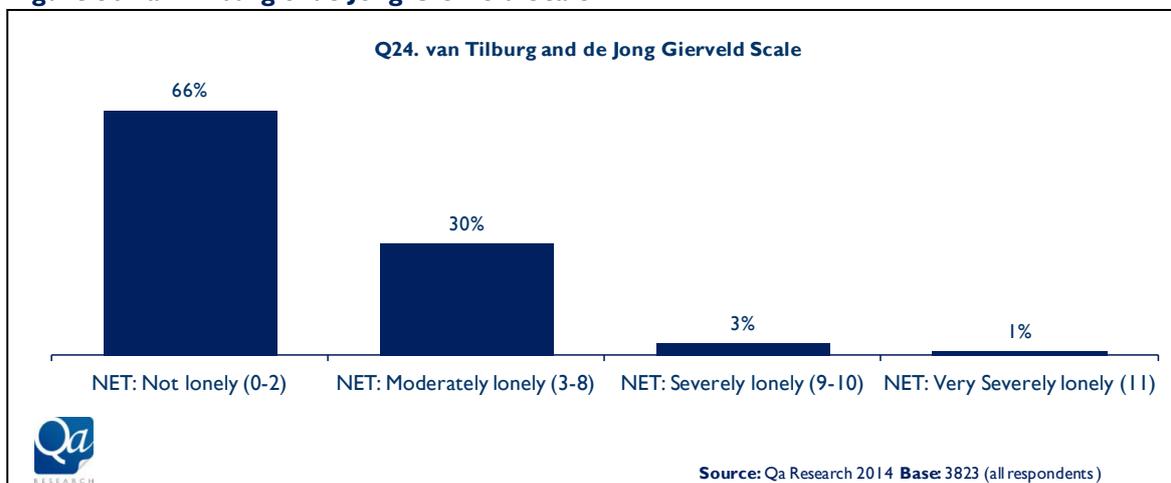
They were most likely to agree with the statements 'I miss the pleasure of the company of others' and 'I miss having a really close friend' with 10% in agreement.

However, respondents were most likely to disagree with the statements 'I often feel rejected' (92%) and 'I experience a general sense of emptiness' (87%) indicating that these are not widely held views.

### 3.2.6 The van Tilburg & de Jong Gierveld Scale

The following chart shows the overall results in accordance with the van Tilburg and de Jong Gierveld loneliness scale.

**Figure 36 van Tilburg & de Jong Gierveld Scale**



As the chart above shows, 66% of respondents are defined as 'not lonely', with a further 30% as 'moderately lonely'.

Of total respondents 3% were defined as 'severely lonely' or 'very severely lonely' (1%) in accordance with the scale.

#### Sub-group analysis

There are some notable differences by district (as shown below) with levels of moderate loneliness at their highest in Crawley (40%) and Horsham (41%) and the proportions defined as 'not lonely' at their highest in Arun (82%) and Chichester (73%).

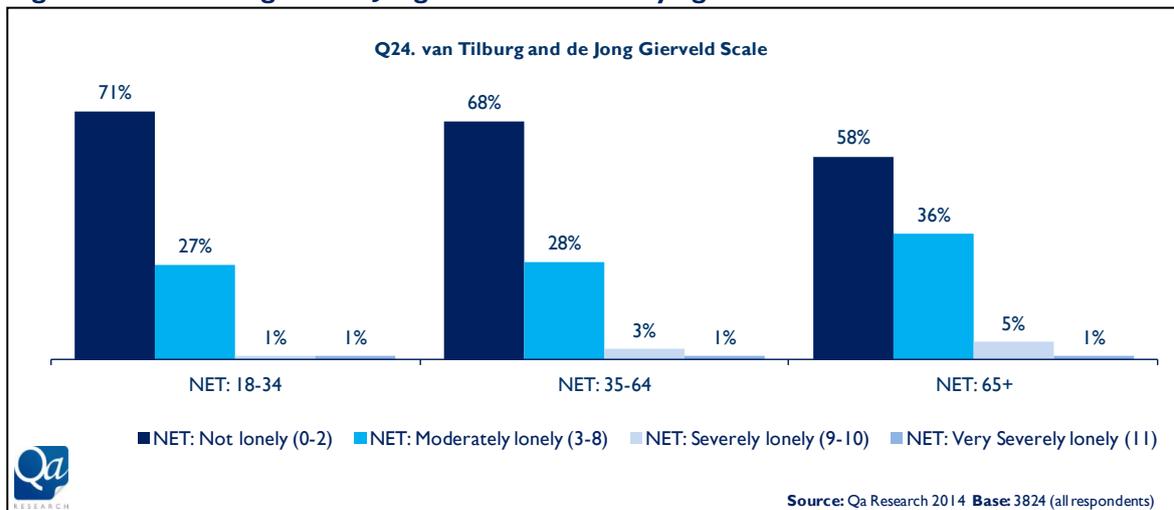
**Figure 37 van Tilburg & de Jong Scale - by district**

Q24. van Tilburg & de Jong Gierveld Scale	District						
	Adur	Arun	Chichester	Crawley	Horsham	Mid-Sussex	Worthing
	%	%	%	%	%	%	%
NET: Not lonely (0-2)	67%	82%	73%	55%	55%	63%	62%
NET: Moderately lonely (3-8)	30%	14%	24%	40%	41%	34%	31%
NET: Severely lonely (9-10)	3%	3%	2%	4%	3%	3%	4%
NET: Very Severely lonely (11)	1%	2%	1%	1%	1%	1%	2%
<b>Mean</b>	<b>2.06</b>	<b>1.32</b>	<b>1.87</b>	<b>2.87</b>	<b>2.81</b>	<b>2.22</b>	<b>2.44</b>
<b>Base: All respondents 3823</b>	<b>293</b>	<b>743</b>	<b>552</b>	<b>478</b>	<b>609</b>	<b>645</b>	<b>503</b>

NB: A shaded box indicates a figure significantly higher than at least four of the other districts.

Older age is a factor often associated with an increased risk of loneliness and further analysis of the data by age would appear to support this view, as shown below.

**Figure 38 van Tilburg and de Jong Gierveld Scale - by age**



As shown above, the proportion of respondents defined as 'severely lonely' is highest amongst those aged 65+ (5%), while those aged 18-34 are least likely to be lonely with 71% being defined as 'not lonely'.

There were also differences by other sub-groups:

- Respondents in rural areas are more likely than those in urban areas to be 'moderately lonely' (35% vs. 29%)
- Males more are likely than females to be 'moderately lonely' (32% vs. 28%)
- Internet and email users are more likely to be 'not lonely' than non-users (71% vs. 50%).

Again, further analysis of the data reveals a relationship between this issue and sense of belonging, feeling safe, and overall satisfaction with the area;

- Respondents who feel a strong sense of belonging are less likely to be 'moderately lonely' compared with those who don't feel a strong sense of belonging (29% vs. 40%)
- Respondents who feel safe are less likely to be 'moderately lonely' than those who feel unsafe (39% vs. 29%)
- Those who are satisfied with their area overall, are less likely to be 'moderately lonely' than those who are dissatisfied (28% vs. 40%).

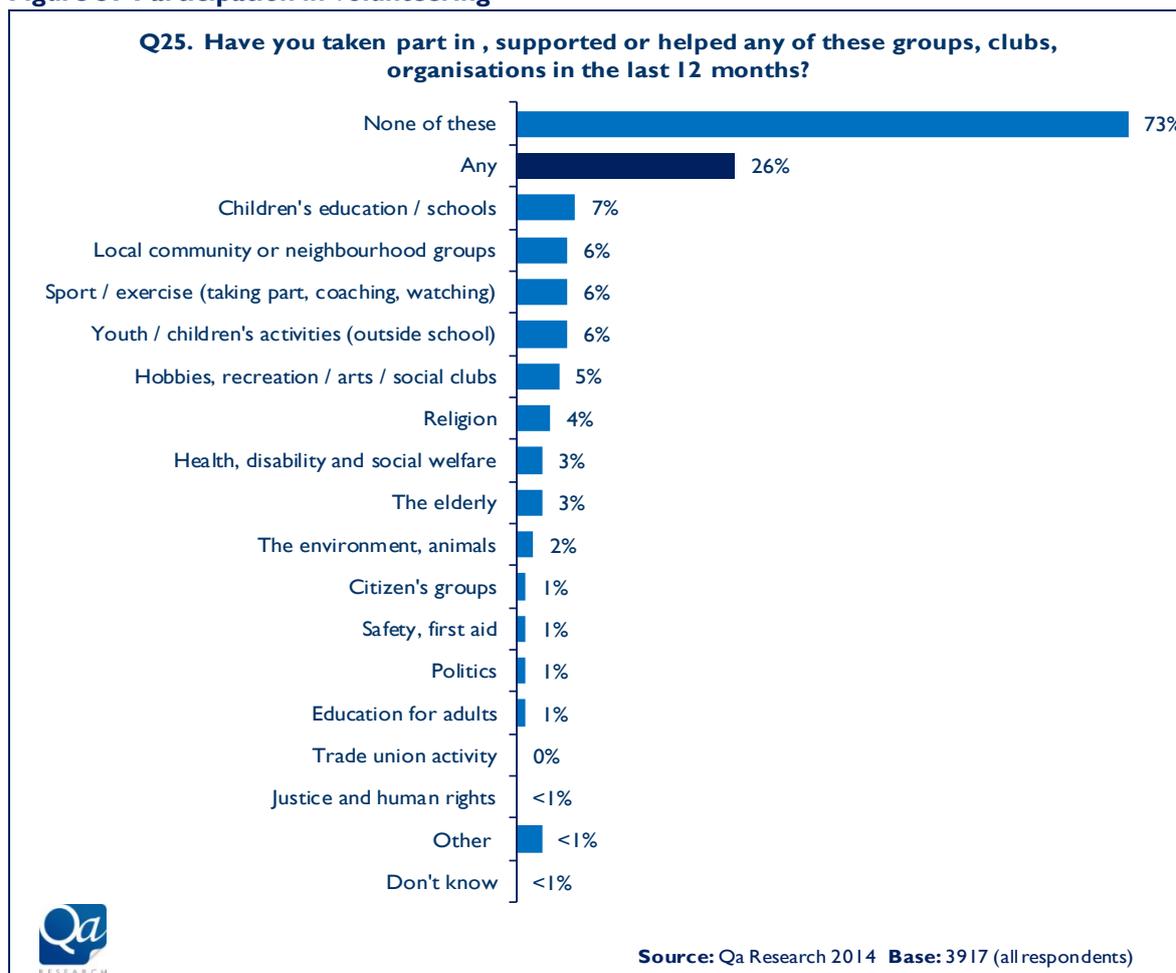
### 3.3 Volunteering

Levels of volunteering and civic participation can be seen as an indicator of community cohesion. This section of the report presents the findings in relation to a series of questions about volunteering, and the motivation behind volunteering in the local community.

#### 3.3.1 Participation in volunteering

Firstly, respondents were shown a list of groups, clubs, and organisations and asked if they had provided any help or support to these groups within the last 12 months.

**Figure 39 Participation in volunteering**

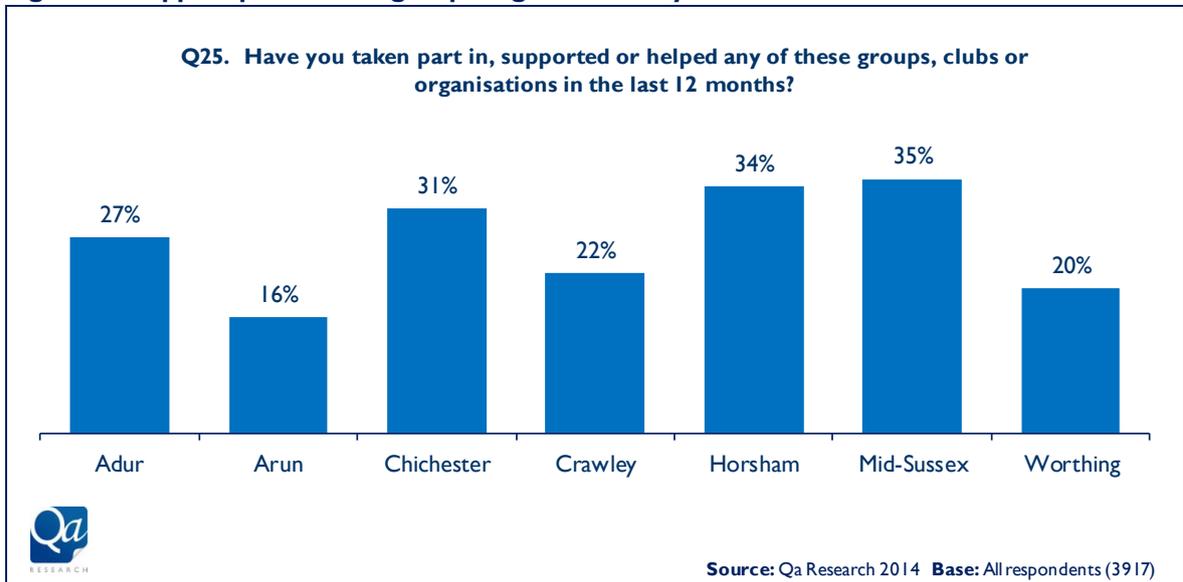


As shown above, 73% of respondents had not provided support or help to any of the groups listed, however, 26% had done so. Respondents were most likely to have supported children's education/schools (7%), local community groups (6%), sport/exercise (6%) and youth activities (6%).

## Sub-group analysis

The proportion of respondents who provided support/helped groups varied by district, as shown below. Those in Mid Sussex were most likely to have provided support (35%) and those in Arun were the least likely (16%).

**Figure 40 Support provided to groups/organisations by district**



Respondents in rural areas were more likely than those in urban areas to have provided support (36% vs. 25%). Furthermore, those in non-LNIA's were more likely than those in LNIA's to have provided support (28% vs. 19%).

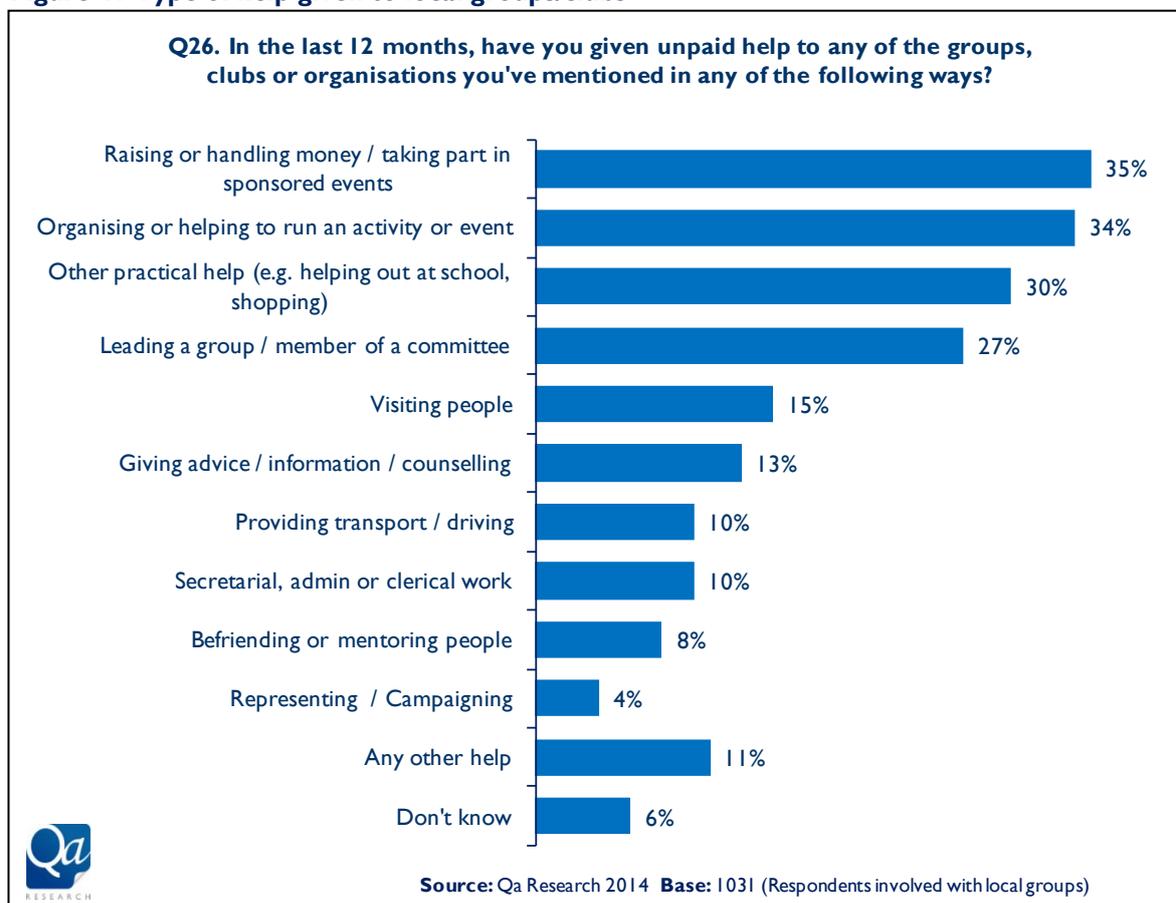
There were also some variations by age with those aged 35-44 being most likely to participate (32%) and those aged 18-24 least likely (21%).

Again, further analysis of the data reveals a relationship between this issue and sense of belonging, and overall satisfaction with the area:

- Respondents who feel a strong sense of belonging are more likely to have participated than those who don't feel a strong sense of belonging (27% vs. 19%)
- Those who are satisfied with their area overall, are more likely to have participated than those who are dissatisfied (27% vs. 17%).

Following on from this, respondents who had indicated that they had supported or helped groups or clubs within the last 12 months were asked if they had given any unpaid help (as a volunteer) to these groups and if so, what help they'd given.

**Figure 41 Type of help given to local groups/clubs**



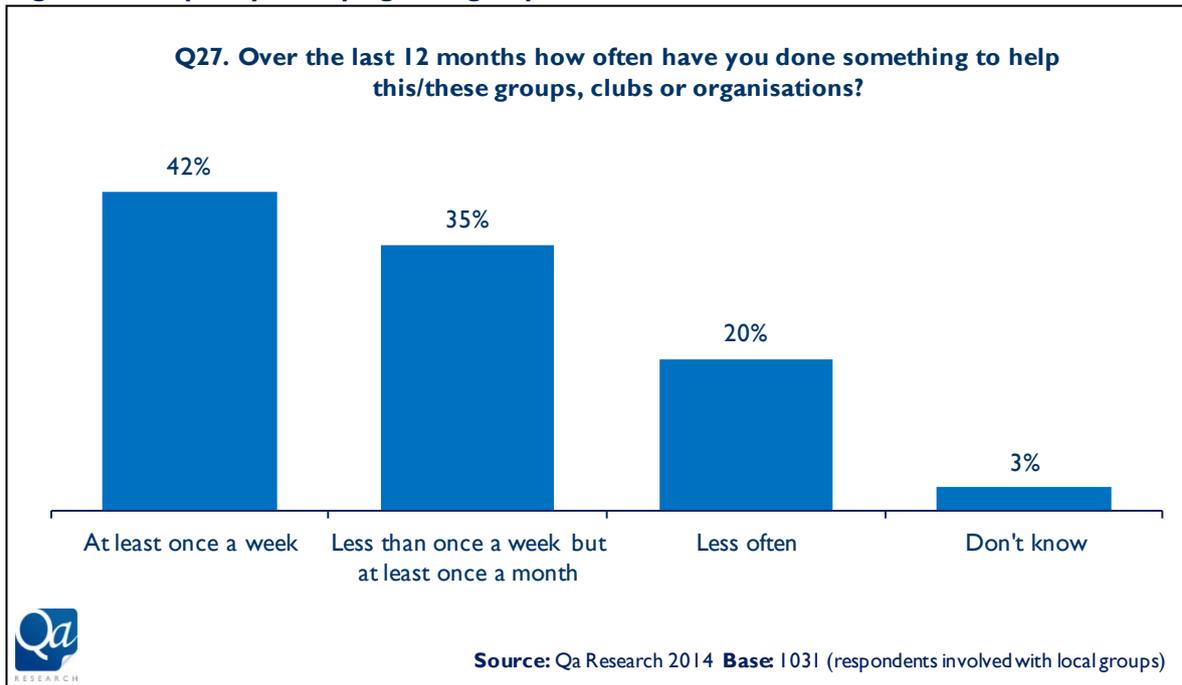
As the chart above shows, respondents were most likely to have been involved with raising money (35%) or helping to organise an activity or event (34%).

### Sub-group analysis

Older respondents were more likely than younger ones to be involved with leading a group or being a member of a committee, for example, 33% of those aged 65+ were in this role compared with 20% of those aged 18-34.

The survey went on to ask those respondents who did volunteer how often they had done so within the last 12 months and this is illustrated below.

**Figure 42 Frequency of helping local groups/clubs**



Overall, 42% of respondents helped out at least once a week and a further 35% at least once a month.

### Sub-group analysis

Respondents in urban areas were more likely to help out at least once a week compared with those from rural areas (44% vs. 35%).

Moreover, respondents who felt a strong sense of belonging to the area were more likely than those who did not to volunteer at least once a week (43% vs. 31%).

Additionally, Males were less likely than females to be infrequent volunteers with 25% of males stating that they volunteered 'less often' compared with 17% of females.

The next question asked respondents who were involved as volunteers how they found out about the opportunities to give unpaid help to these groups.

**Figure 43 Finding out about volunteering opportunities**

<b>Q28. How did you find out about the opportunity to provide unpaid help to these groups?</b>	<b>%</b>
From someone else already involved in the group	35%
Through previously using services provided by the group	17%
School, college, university	17%
Personal interest	17%
Through children / other family members	16%
Place of worship	14%
From a friend not involved in the group / by word of mouth	13%
Involvement with group / activity	11%
Work	7%
Local newspaper	4%
Internet / organization website	4%
Doctor's surgery / Community centre / Library	3%
Local events	3%
Approached the club	3%
Promotional events / volunteer fair	2%
Set up the club	2%
National newspaper	1%
TV or radio (local or national)	1%
Volunteer bureau or centre	1%
Employer's volunteering scheme	1%
Advertisements	1%
<a href="http://www.do-it.org.uk">www.do-it.org.uk</a>	<1%
National Citizen service	<1%
Other	2%
Don't know	2%
<b>Base: 1031 (respondents involved with local groups)</b>	

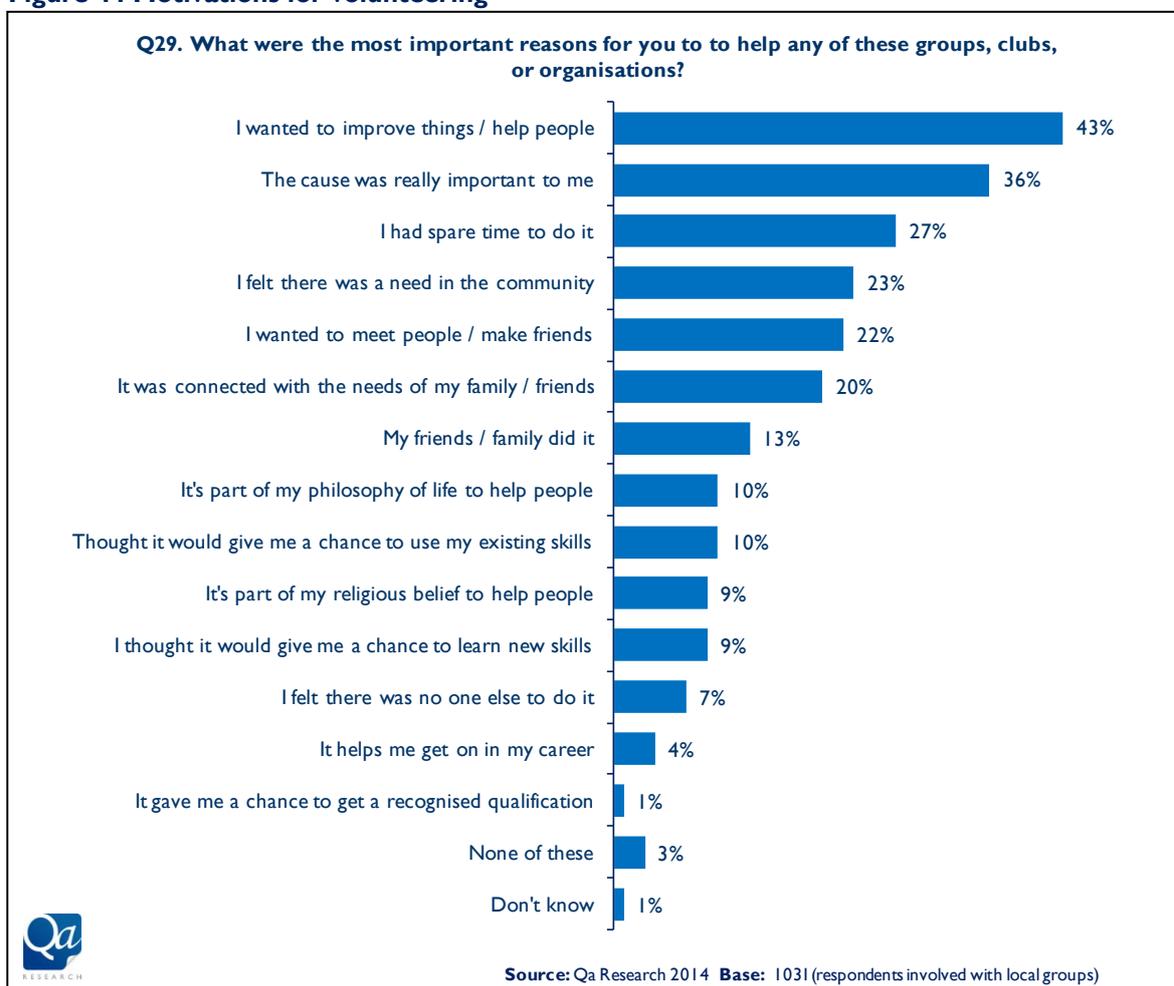
As shown above, finding out about the opportunities 'from someone else already in the group' was the most common source of information (35%).

Other sources mentioned fairly frequently included 'through previously using services provided by the group' (17%), via a 'school or college' (17%) and 'personal interest' (17%). Notably, less than 1% had heard about opportunities via [www.do-it.org.uk](http://www.do-it.org.uk) or the National Citizen Service.

### 3.3.2 Motivations for volunteering

The next series of questions asked respondents to identify (from a list of options) the five most important factors that had motivated them to volunteer.

**Figure 44 Motivations for volunteering**



As demonstrated above, the most popular reason was 'I wanted to improve things/help people' (43%), followed by 'the cause was really important to me' (36%).

In contrast, only very small proportions were motivated by a belief that volunteering would help them get on in their career (4%) or the desire for a recognised qualification (1%).

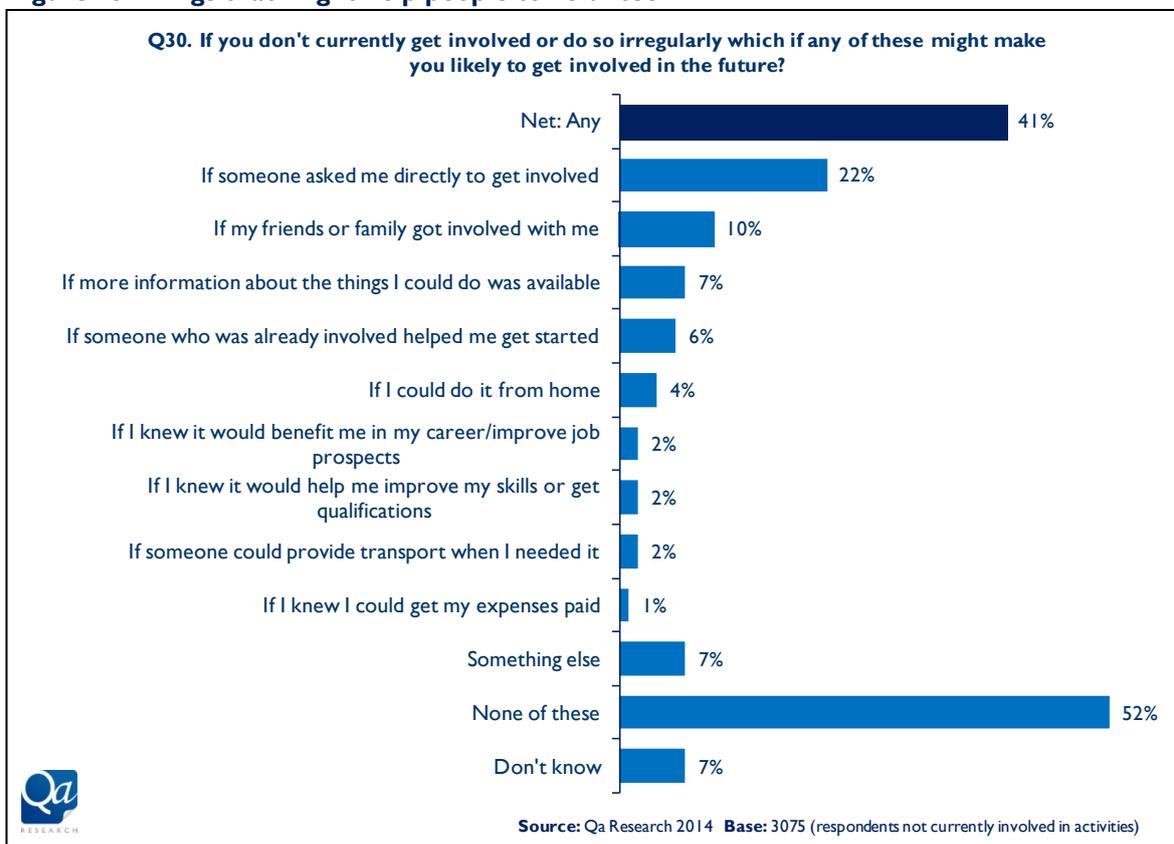
#### Sub-group analysis

There were some differences in motivation by age. Younger respondents (18-34) were more likely than older respondents (35-64 and 65+) to volunteer because their 'family/friends did it' (21% vs. 13%, 8% respectively). Whereas older respondents (65+) were more likely than those 18-34, and 35-64 to volunteer as a way to 'meet people/make friends' (32%, vs. 20%, 16%) and females were also more likely than males to mention this (26% vs. 17%).

### 3.3.3 Making it easier to volunteer

Respondents who did not volunteer regularly (or at all) were asked to identify, from a list of options, things that might make it easier for them to get involved.

**Figure 45 Things that might help people to volunteer**



As shown above, over half (52%) of respondents stated that nothing would make them more likely to get involved in the future, although 41% said that any of the factors listed might influence their decision. However, the most influential factor appeared to be 'if someone asked me directly to get involved' (22%) suggesting that a direct approach would need to be made to encourage involvement.

#### Sub-group analysis

Respondents in Chichester were most likely to state that any of the actions listed might encourage them to get involved (63%), whereas those in Arun were least likely (27%).

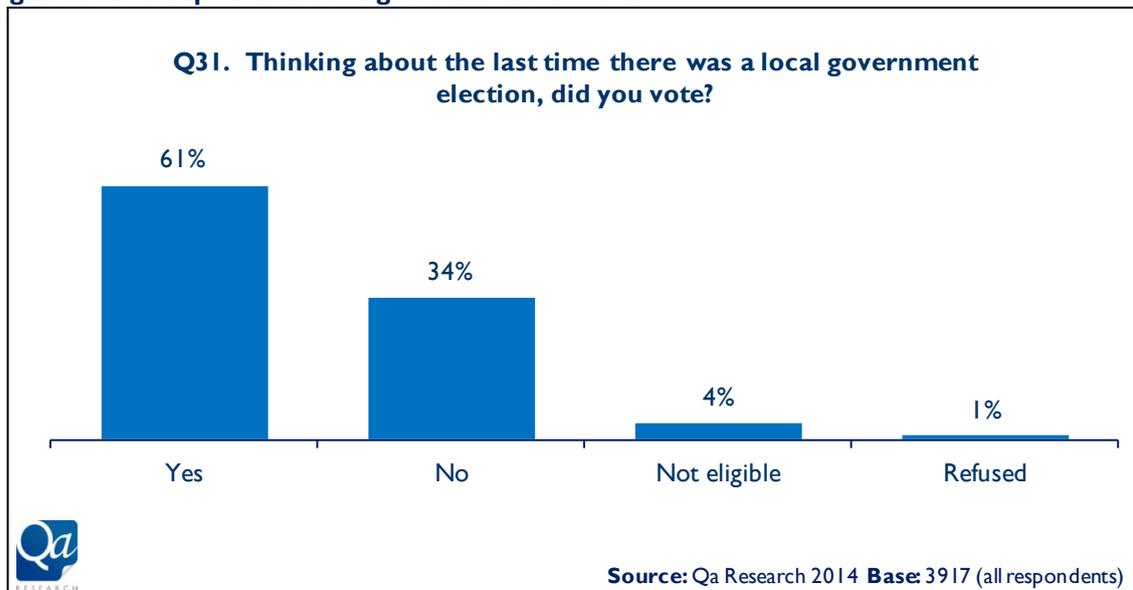
### 3.4 Social action, empowerment and decision making

The final section of the survey asked respondents about their involvement in local politics and community action and campaigning.

#### 3.4.1 Involvement with local politics and community action

Firstly, respondents were asked whether they had voted in the last local government election.

**Figure 46 Participation in local government election**



As shown above, 61% of respondents stated that they had voted in the last local government elections, whilst 34% had not.

#### Sub-group analysis

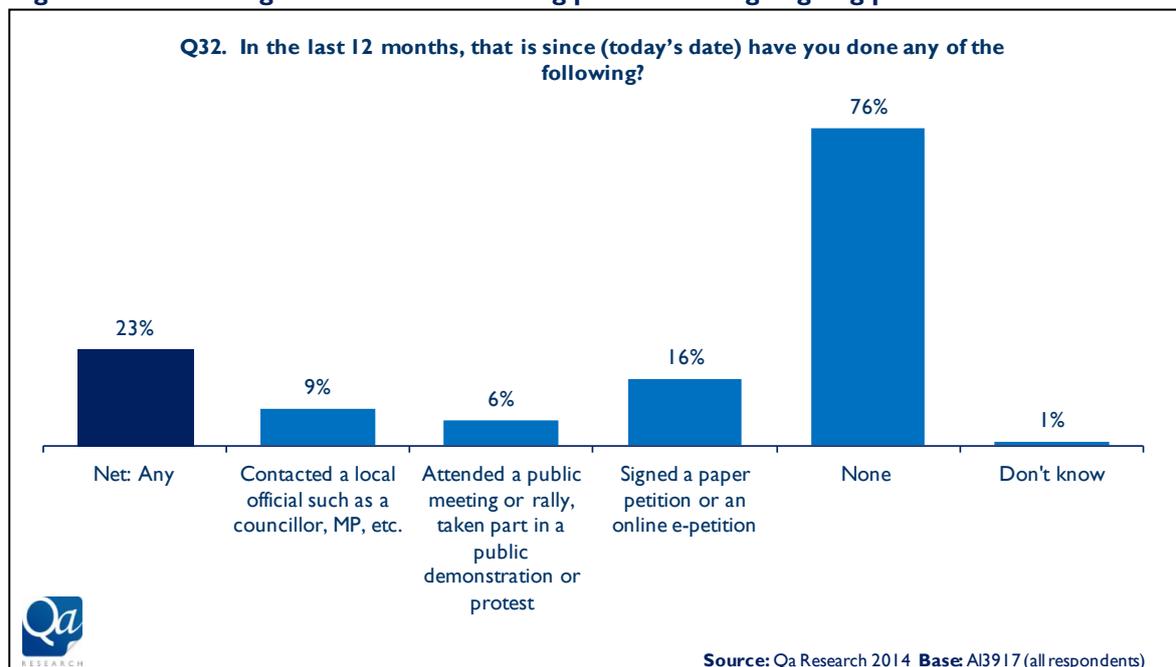
Participation varied across the districts with those in Mid Sussex being most likely to have voted (67%) and those in Crawley (48%) least likely.

Respondents in non-LNIA's were more likely than those in LNIAs to have voted (63% vs. 52%). Participation was also higher amongst the 65+ age group compared with those aged 18-34 and 35-64 (79% vs. 65%, 29%).

Again, respondents who were satisfied with the local area overall were more likely to have participated than those who were dissatisfied (62% vs. 49%). This was also the case for those who felt a strong sense of belonging compared with those who did not (63% vs. 44%).

The next question asked respondents whether, in the last 12 months, they had taken any political action such as contacting a local official, attending a public meeting/rally, or signing a paper/online petition.

**Figure 47 Contacting local officials/attending public meetings/signing petitions**



As illustrated above, the majority (76%) of respondents had not done any of the actions listed, although 26% stated that they had done at least one of these things. The most popular form of action was signing a paper or online petition with 16% giving this response.

Figures from the Cabinet Office's Community Life Survey state that in, 2012-2013, 41% of the population<sup>8</sup> had engaged in civic activities such as those listed above – therefore participation in West Sussex appears to be lower than average.

### Sub-group analysis

Respondents in Horsham were most likely to have done at least one of the actions listed (34%) and those in Worthing least likely (10%).

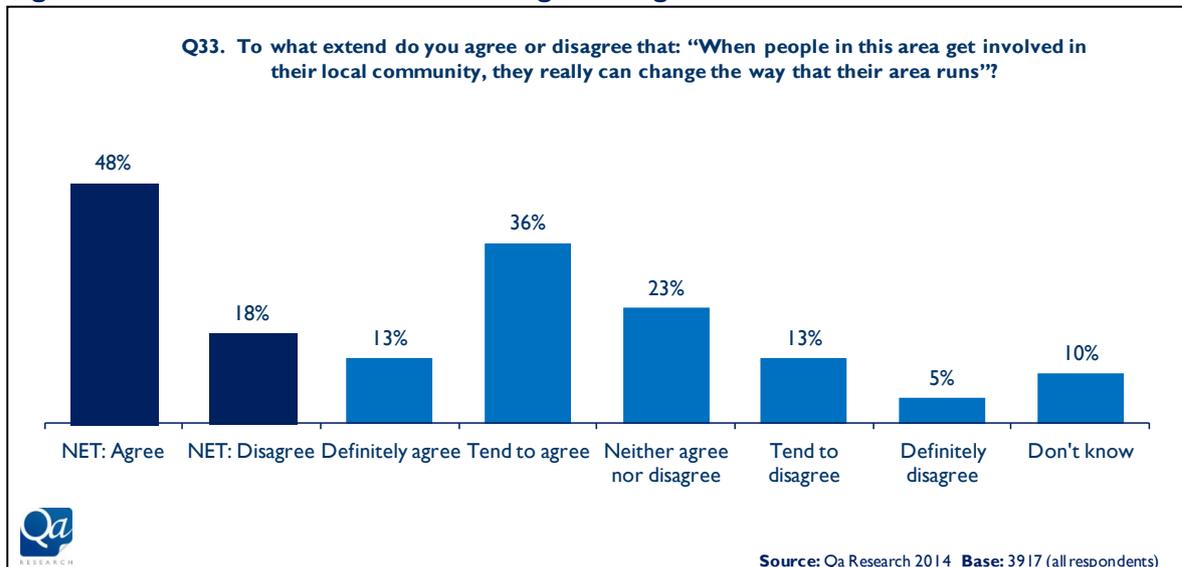
Respondents in non-LNIAs were also more likely than those in LNIAs to have taken action (24% vs. 17%).

There were also some age variations, with respondents in the 55-64 age group being most likely to have taken action (31%), whereas those in the 18-24 bracket were least likely (7%).

<sup>8</sup> <http://communitylife.cabinetoffice.gov.uk/civic-engagement.html>

In order to assess whether respondents were confident that their actions could influence decision making they were asked to what extent they agreed with the statement, 'when people in this area get involved in their local community they can really change the way that their area runs'.

**Figure 48 Confidence in local action leading to change**



As shown above, just fewer than half (48%) of respondents agreed with this statement, and 18% disagreed.

### Sub-group analysis

Respondents in Chichester and Crawley were most likely to believe in the potential for local action to bring about change with 62% and 55% respectively agreeing with the statement, while those in Arun were least likely to agree (41%).

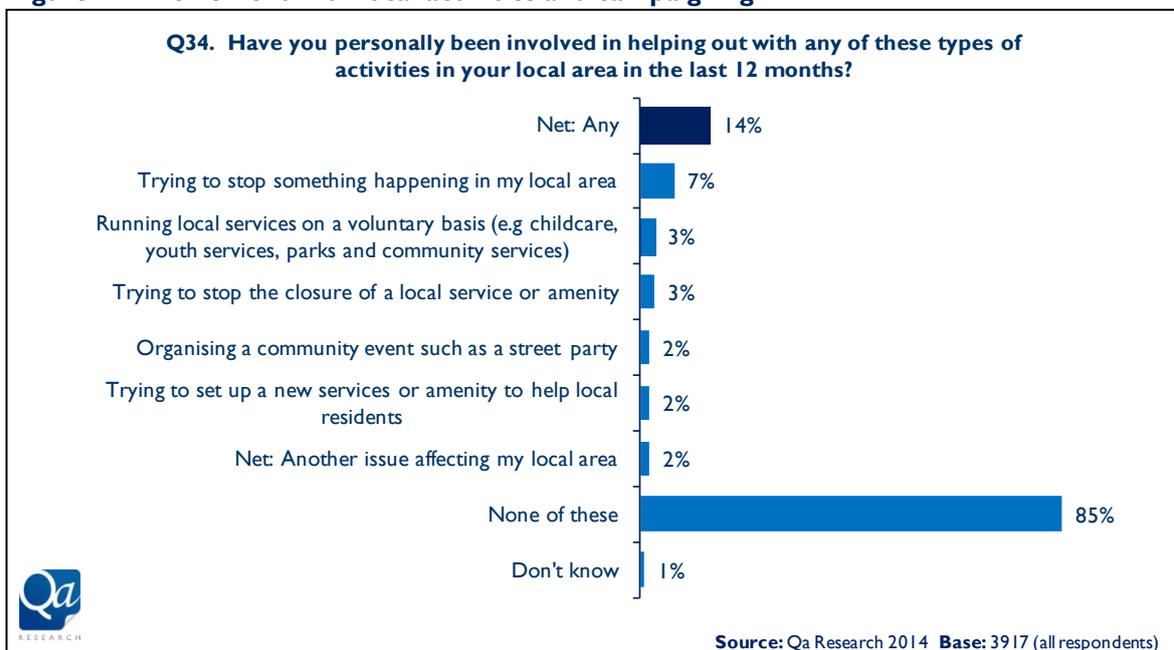
Respondents in non-LNIAs were more likely than those in LNIAs to agree (50% vs.40%).

Furthermore, respondents who felt a strong sense of belonging were more likely than those who did not to agree with this statement (51% vs. 33%). This was also the case for those who were satisfied with their area overall, compared with those who were dissatisfied (51% vs. 25%).

### 3.4.2 Involvement with local activities and campaigning

Respondents were asked if, over the last 12 months, they had been involved on an unpaid basis with any of a range of activities listed and responses are illustrated below.

**Figure 49 Involvement with local activities and campaigning**



Overall, the majority of respondents (85%) had not been involved; although 14% had been involved with at least one the activities listed.

Of those that had been involved, campaigning to 'stop something happening in the local area' was the activity that respondents were most likely to have been involved with (7%).

#### Sub-group analysis

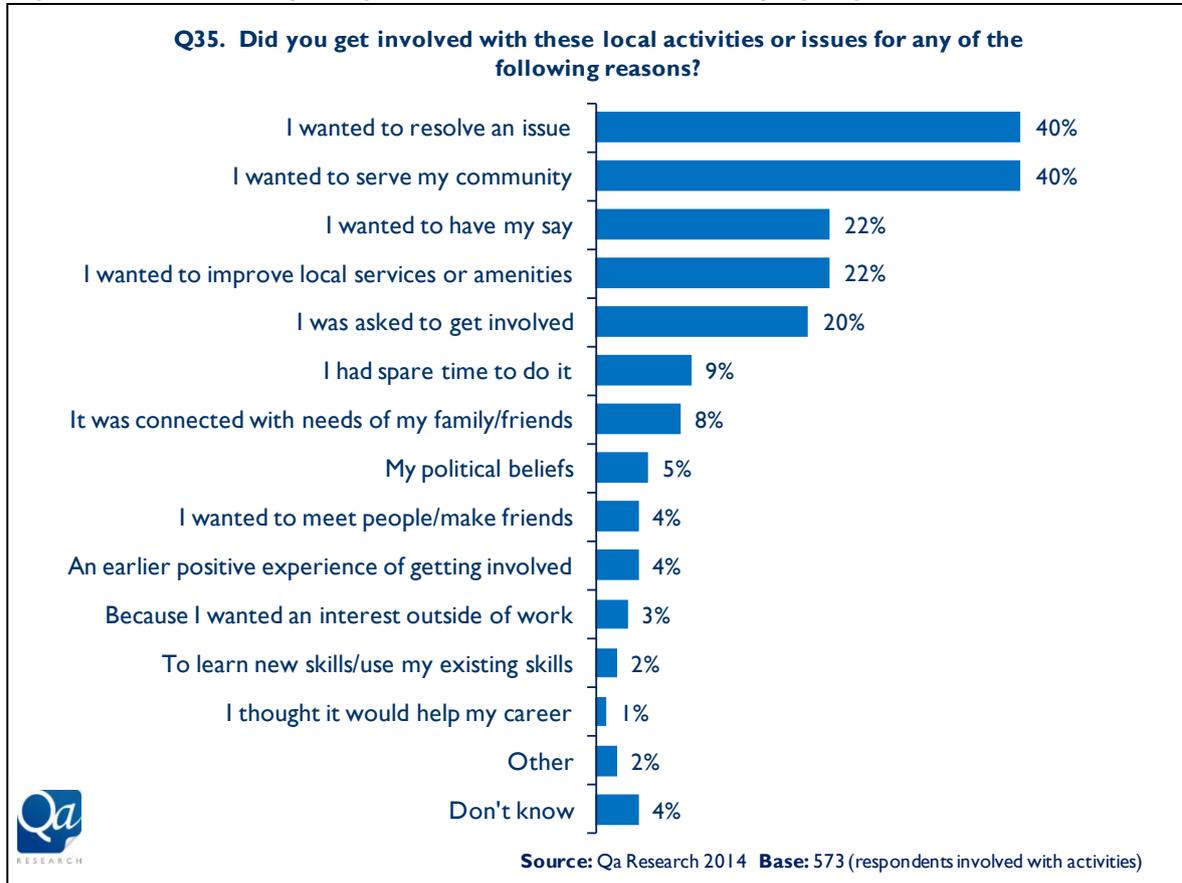
Respondents in non-LNIAs were more likely to have been involved than those in LNIAs (16% vs. 7%). Furthermore, those in the older age groups (35-64 and 65+) were also more likely to have been involved than those aged 18-34 (17%, 14%, vs. 9%).

There were also some differences by district with those in Mid-Sussex being most likely to have been involved with any of these activities (22%) and those in Worthing least likely (5%), while respondents in rural areas were also more likely than those in urban areas to have taken part in 'any' (23% vs. 13%).

### 3.4.3 Motivation for involvement in local activities/campaigning

Respondents who had been involved with campaigning activities over the last 12 months were asked to identify their reasons for doing so.

**Figure 50 Reasons for getting involved in local activities/campaigning**



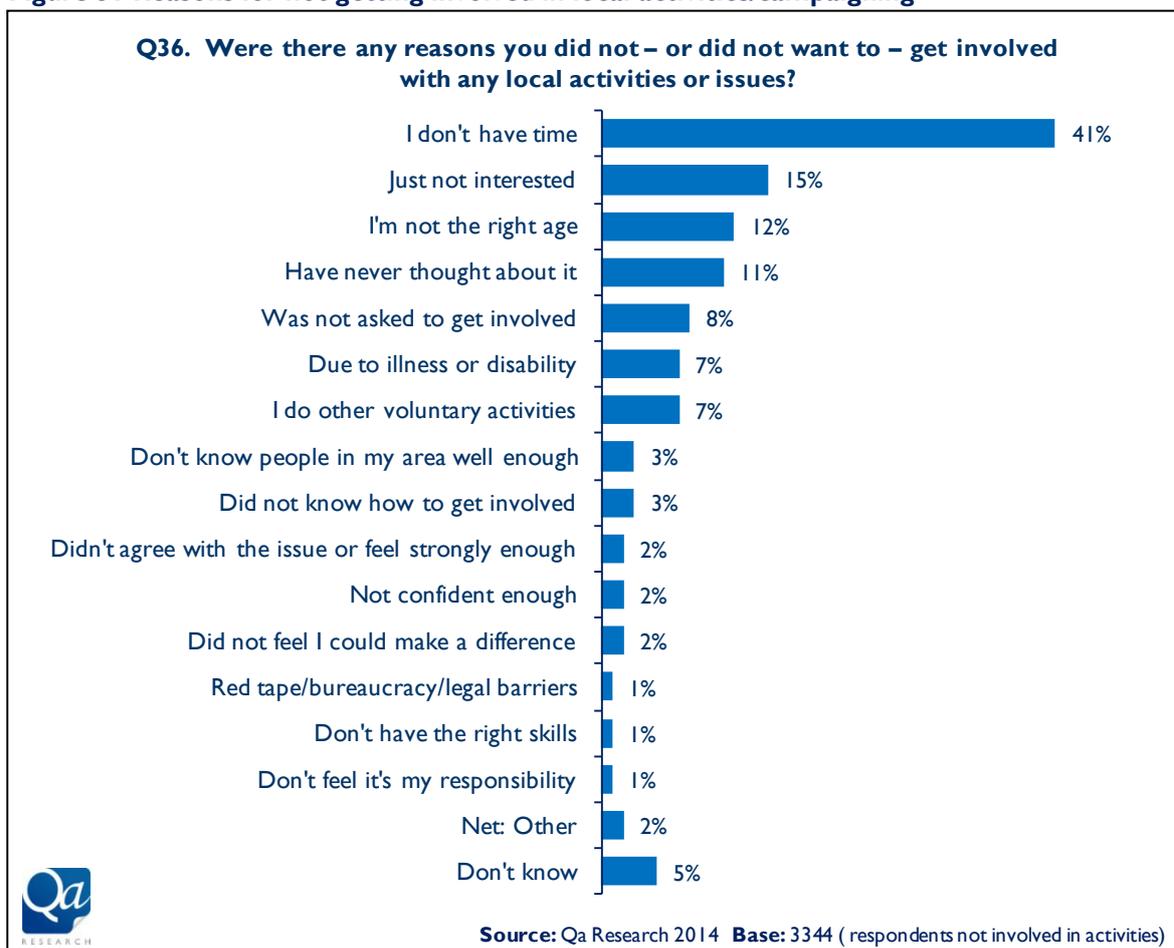
Overall, the majority of respondents got involved because there was a specific issue they wanted to resolve (40%) or because of a general desire to 'serve their community' (40%).

#### Sub-group analysis

Further analysis reveals differences by gender, with males being more likely than females to have been motivated by their political beliefs (8% vs. 3%), whereas females were more likely than males to have got involved because they wanted to meet people and make friends (6% vs. 2%).

Respondents who had not been involved with any activities were asked why they had not got involved.

**Figure 51 Reasons for not getting involved in local activities/campaigning**



As shown above, respondents were most likely to state that a lack of time was their main barrier to getting involved locally (41%), although a lack of interest (15%) and not being the 'right' age (12%) were also mentioned by more than one-in-ten, while a similar proportion simply said they 'never thought about it' (11%).

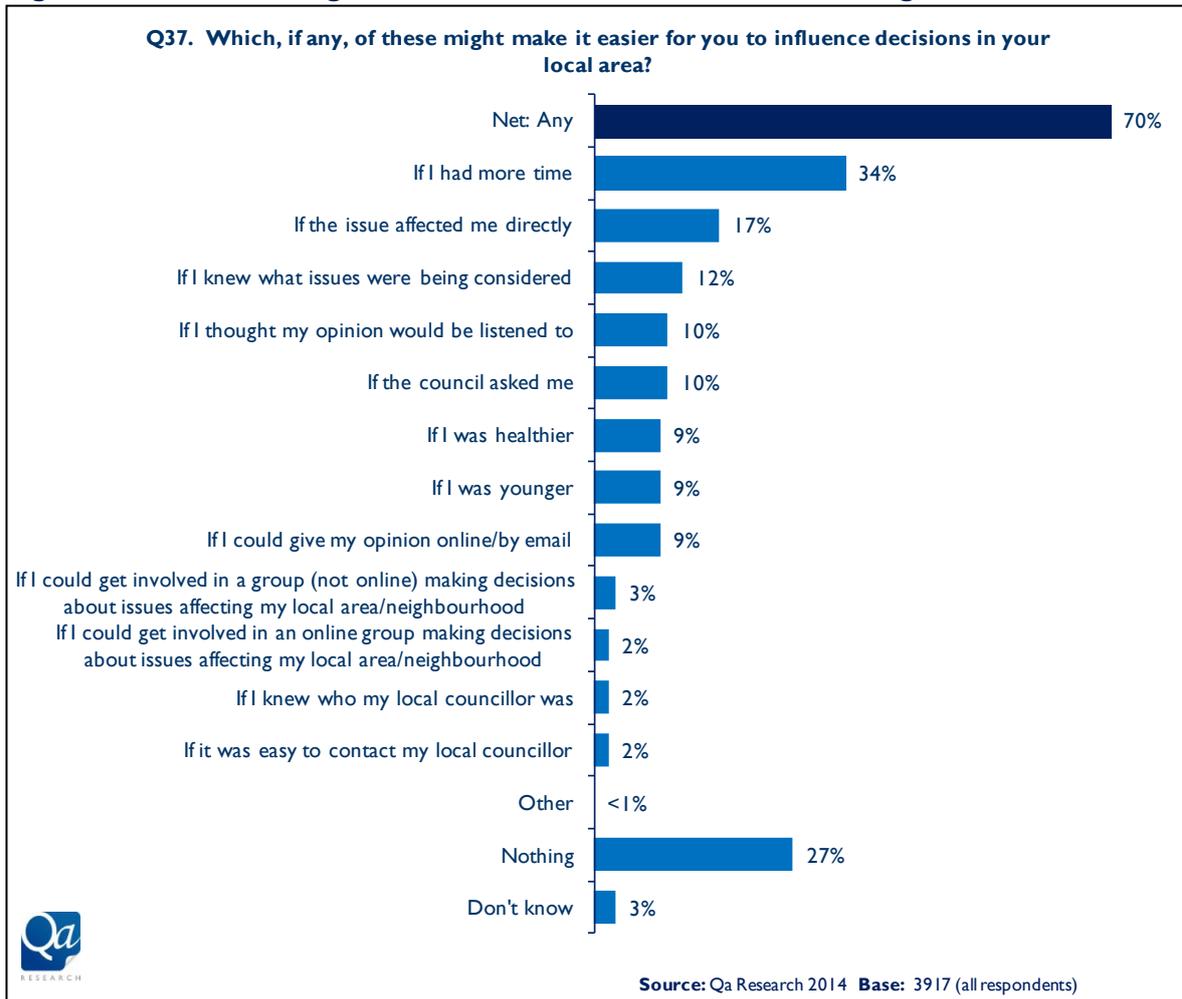
### Sub-group analysis

There were some differences by district; most notably respondents in Arun were more likely to cite lack of time than those in any of the other districts, over half (52%) gave this response whereas other districts ranged from 33%-44%.

Those in LNIAs were more likely than those in non-LNIA's to say that they didn't have time (48% vs. 39%), however, those in non-LNIAs were more likely than those in LNIAs to state that they were 'just not interested' (17% vs. 10%).

The final survey question asked all respondents which factors might make it easier for them to influence decisions in their local area.

**Figure 52 Factors that might make it easier to influence decision making**



As the chart above shows, 70% of respondents stated that any of the listed factors had the potential to make it easier for them to influence local decisions.

Overall, 'more time' was seen as the biggest factor (34%) followed by the issue directly impacting the respondent (17%).

However, 27% felt that 'nothing' would make it easier for them.

### Sub-group analysis

Respondents in LNIAs were more likely than those in non-LNIAs to say that 'nothing' would make it easier for them to influence local decisions (33% vs. 25%).

## 4. Conclusions

### **Conclusion 1: Respondents living in LNIAs and non-LNIAs often have contrasting views and experiences.**

The survey findings reveal several differences between these communities. Respondents in LNIAs were more likely to feel unsafe, more likely to be distrustful of others, less satisfied with their area overall, less likely to agree people from different backgrounds get on well together, and more likely to think their area is getting worse. In contrast, respondents in non-LNIAs were more likely to have frequent contact with their neighbours, more likely to agree that *'people in this neighbourhood pull together to improve the neighbourhood'*, and more likely to support local groups and vote in local elections.

### **Conclusion 2: Respondents living in urban and rural locations frequently have different views and priorities.**

It is likely that the urban communities are more likely to be represented within LNIAs and rural ones more likely to be represented within non-LNIAs, therefore to some extent the differences between the two are similar to those between LNIAs/non-LNIAs. Respondents in rural communities tended to have more frequent contact with neighbours, were more likely to trust others and to believe in collective action, e.g. agree that *'people in this neighbourhood pull together to improve the neighbourhood'*. However, they were more likely to be lonely than those living in urban locations.

Furthermore, communities defined as urban and rural appear to have different priorities and needs – urban respondents were more likely than rural respondents to place an emphasis on the importance of health, housing, and shopping facilities, whereas rural respondents were concerned about crime levels, community activities, and access to nature.

### **Conclusion 3: The survey revealed a variety of differences across the districts; however Crawley seemed to be distinct from the others in a number of ways.**

Respondents in Crawley were less likely to feel safe after dark, and slightly less likely to be satisfied with their area overall. They also tended to have more polarity of opinion on issues such as whether people from different backgrounds got on well together, and whether the area had improved or got worse within the last two years.

Although, overall, only a small proportion of respondents identified *'big problems'* in their area, respondents in Crawley were most likely to identify problems such as rubbish/litter, people dealing drugs and teenagers hanging around on the streets. In terms of issues requiring improvement, respondents in Crawley were more likely than those in other districts to be concerned about crime levels and the cost of living.

Interestingly, respondents in Crawley were slightly more likely to have more frequent contact with family/friends but as a district Crawley had one of the highest levels of loneliness according to the Van Tilburg & De Jong Gierveld Loneliness Scale. Furthermore, although Crawley had one of the highest proportions of respondents not voting in the most recent local election, Crawley also had one of the highest proportions of respondents who agreed with the statement *"when people in this area get involved in their local community, they really can change the way that their area is run"*.

**Conclusion 4: The findings suggest that some districts are less ‘individualised’ than others with higher levels of collective action and volunteering.**

Overall, 62% of respondents agreed that ‘people in this neighbourhood pull together to improve the neighbourhood’. However, the proportions agreeing with this were notably higher in Horsham & Mid Sussex. Respondents in Horsham were also most likely to have a strong sense of belonging in their local area and were also most likely to trust others; the findings in Mid Sussex were very similar. Just over a quarter of respondents (26%) overall had provided support/help to local groups – again those in Mid Sussex were most likely to give this response.

**Conclusion 5: The research suggests that West Sussex is a good place to live with the majority of respondents feeling satisfied with their area overall and feeling safe within their community. However, a key issue for improvement identified was facilities for young people.**

In total, 91% of respondents were satisfied with their local area overall. Furthermore, 87% of respondents felt safe after dark, however older people (65+) and females were least likely to feel safe after dark. Respondents felt that health, crime levels and transport were key elements of a ‘good place to live’ however, facilities for young people was a key issue identified for improvement across all of the districts.

**Conclusion 6: Findings in relation to emotional wellbeing are fairly positive although some groups are perhaps more at risk of loneliness and anxiety.**

The research suggests that levels of anxiety increases with age to a certain extent and that females are more likely to experience anxiety than males. According to the Van Tilburg & De Jong Gierveld Loneliness Scale, 66% of respondents overall are ‘not lonely’, and 30% are ‘moderately lonely’. The proportion of respondents defined as ‘severely lonely’ is highest amongst those aged 65+ (5%). Overall, 32% of males were defined as ‘moderately lonely’ compared with 28% of females.

**Conclusion 7: The data suggests that a relationship exists between overall satisfaction with the area, feeling a strong sense of belonging, and feeling safe – these characteristics appear to work together to influence views and behaviour on a range of issues.**

For example, respondents who feel safe, have a strong sense of belonging and are satisfied with their area overall, are more likely to trust others, less likely to be lonely, and more likely to get involved with their community through volunteering or other forms of social action.

## 5. Appendices

### 5.1 Appendix A – Weighted Profile

The following tables summarise the weights applied to the final results. Weights were applied to correct imbalances by age and gender within each district and then each district was weighted to its correct proportion in the sample as whole. Population data used to calculate the weights to be applied were taken from the 2011 Census.

**Figure 53 Weighted profile - age**

	Population Profile						Unweighted Sample						Weighted Sample					
	NET: 18-34		NET: 35-54		NET: 55+		NET: 18-34		NET: 35-54		NET: 55+		NET: 18-34		NET: 35-54		NET: 55+	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
Adur	10,732	22%	16,932	35%	21,414	44%	108	19%	283	50%	175	31%	65	22%	103	34%	131	44%
Arun	25,155	20%	38,103	31%	59,767	49%	103	18%	264	46%	211	37%	153	20%	232	31%	364	49%
Chichester	19,445	21%	29,725	32%	43,623	47%	106	19%	253	46%	196	35%	119	21%	181	32%	266	47%
Crawley	27,330	33%	30,468	37%	24,099	29%	148	26%	260	46%	154	27%	167	33%	186	37%	147	29%
Horsham	20,903	20%	39,272	38%	43,032	42%	95	17%	267	48%	190	34%	127	20%	239	38%	262	42%
Mid Sussex	24,736	23%	41,107	38%	43,212	40%	103	19%	277	50%	172	31%	151	23%	251	38%	263	40%
Worthing	20,134	24%	29,565	35%	34,002	41%	119	22%	272	49%	161	29%	123	24%	180	35%	207	41%
<b>Total</b>	<b>148,435</b>	<b>23%</b>	<b>225,172</b>	<b>35%</b>	<b>269,149</b>	<b>42%</b>	<b>782</b>	<b>20%</b>	<b>1,876</b>	<b>48%</b>	<b>1,259</b>	<b>32%</b>	<b>905</b>	<b>23%</b>	<b>1,372</b>	<b>35%</b>	<b>1,640</b>	<b>42%</b>

**Figure 54 Weighted profile - gender**

	Population Profile				Unweighted Sample				Weighted Sample			
	Male		Female		Male		Female		Male		Female	
	n	%	n	%	n	%	n	%	n	%	n	%
Adur	23,145	47%	25,933	53%	243	43%	323	57%	141	47%	158	53%
Arun	57,669	47%	65,356	53%	267	46%	311	54%	351	47%	398	53%
Chichester	43,455	47%	49,338	53%	261	47%	294	53%	265	47%	301	53%
Crawley	39,875	49%	42,022	51%	272	48%	290	52%	243	49%	256	51%
Horsham	49,291	48%	53,916	52%	247	45%	305	55%	300	48%	329	52%
Mid Sussex	52,488	48%	56,567	52%	232	42%	320	58%	320	48%	345	52%
Worthing	39,489	47%	44,212	53%	269	49%	283	51%	241	47%	269	53%
<b>Total</b>	<b>305,412</b>	<b>48%</b>	<b>337,344</b>	<b>52%</b>	<b>1,791</b>	<b>46%</b>	<b>2,126</b>	<b>54%</b>	<b>1,861</b>	<b>48%</b>	<b>2,056</b>	<b>52%</b>

## 5.2 Appendix B – Demographic Profile

The following tables provide further detail of the weighted and unweighted profile of the sample;

**Figure 55 Profile – ethnicity**

Ethnicity	Unweighted Sample		Weighted Sample	
	n	%	n	%
<b>NET: White</b>	3768	96%	3762	96%
<b>NET: BME</b>	143	4%	148	4%
<b>NET: Mixed</b>	25	1%	27	1%
<b>NET: Asian</b>	76	2%	79	2%
<b>NET: Black</b>	19	<1%	18	<1%
English/British/Northern Irish/Scottish /Welsh	3634	93%	3613	92%
Gypsy/Irish Traveller	7	<1%	7	<1%
Irish	13	<1%	13	<1%
Showpeople/Circus	3	<1%	3	<1%
Any other White background	111	3%	126	3%
White & Asian	11	<1%	12	<1%
White & Black African	3	<1%	4	<1%
White & Black Caribbean	7	<1%	6	<1%
Any other Mixed background	4	<1%	4	<1%
Indian	33	1%	32	1%
Pakistani	16	<1%	17	<1%
Bangladeshi	8	<1%	9	<1%
Chinese	8	<1%	10	<1%
Any other Asian background	11	<1%	11	<1%
African	12	<1%	12	<1%
Caribbean	3	<1%	3	<1%
Any other Black / African / Caribbean background	4	<1%	4	<1%
Arab	5	<1%	4	<1%
Any other ethnic group	18	<1%	19	<1%
Refused	6	<1%	7	<1%
<b>Base: 3917 (all respondents)</b>				

**Figure 56 Marital status**

What is your legal marital or same –sex civil partnership status?	Unweighted Sample		Weighted Sample	
	n	%	n	%
Never married and never registered a same-sex civil partnership	779	20%	852	22%
Married	2199	56%	2203	56%
Separated, but still legally married	80	2%	78	2%
Divorced	316	8%	299	8%
Widowed	500	13%	440	11%
In a registered same-sex civil partnership	8	<1%	8	<1%
Separated, but still legally in a same-sex civil partnership	1	<1%	1	<1%
Formerly in a same-sex civil partnership which is now legally dissolved	-	-	-	-
Surviving partner from a same-sex civil partnership	2	<1%	2	<1%
Prefer not to say	32	1%	35	1%
<b>Base: 3917 (all respondents)</b>				

**Figure 57 Long-term health problem or disability**

Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?	Unweighted Sample		Weighted Sample	
	n	%	n	%
Yes, limited a lot	421	11%	389	10%
Yes, limited a little	534	14%	495	13%
No	2946	75%	3016	77%
Prefer not to say	16	<1%	17	<1%

Base: 3917 (all respondents)

**Figure 58 Caring responsibilities**

Do you look after, or give any help to support to family members, friends, neighbours or others because of either: long-term physical or mental ill-health / disability or problems related to old age?	Unweighted Sample		Weighted Sample	
	n	%	n	%
No	3103	79%	3108	79%
NET: Yes	804	21%	799	20%
Yes, 1 - 19 hours a week	554	14%	556	14%
Yes, 20 - 49 hours a week	84	2%	85	2%
Yes, 50 or more hours a week	166	4%	159	4%
Don't know	10	<1%	9	<1%

Base: 3917 (all respondents)

**Figure 59 Working Status**

Working status	Unweighted Sample		Weighted Sample	
	n	%	n	%
<b>NET: Working</b>	<b>1967</b>	<b>50%</b>	<b>1862</b>	<b>48%</b>
<b>NET: Not working</b>	<b>1945</b>	<b>50%</b>	<b>2050</b>	<b>52%</b>
Working Full time	1295	33%	1200	31%
Working Part time	669	17%	659	17%
Working Don't know	3	0%	3	<1%
Retired	1216	31%	1341	34%
At home raising family/housewife/house husband	328	8%	320	8%
Registered unemployed	174	4%	162	4%
Student in full time education	76	2%	63	2%
Other (Please specify)	87	2%	85	2%
Don't know	28	1%	42	1%
Prefer not to say	36	1%	37	1%
No response	5	0%	5	<1%

Base: 3917 (all respondents)

**Figure 60 LNIA respondents**

Local Neighbourhood Improvement Areas	Unweighted Sample		Weighted Sample	
	n	%	n	%
LNIA	834	21%	746	19%
Not LNIA	3083	79%	3171	81%

Base: 3917 (all respondents)

## 5.3 Appendix C – Survey

This survey is being conducted on behalf of West Sussex County Council and is being undertaken to examine different aspects of community life, including the level of volunteering, concerns in local neighbourhoods, social support, networks and isolation.

Information is confidential, we do not need your name (unless you wish to take part in further consultation) but we do ask for postcodes so that we can ensure we are getting a good geographic coverage of respondents. The survey takes about 15-20 minutes, if at any time you wish to stop you can. Before we begin can I take some details from you? This is to ensure we're interviewing a broad section of people from the community.

**D1 Which of the following age groups do you fit into?**

**Singlecode**

18-24  
25-34  
35-44  
45-54  
55-64  
65+

**D2 Are you...**

**Singlecode**

Male  
Female

**D3 Can I ask what your full postcode is please?**

(IF NEEDED: This is never used to identify you, just to understand where in West Sussex respondents come from)

**Codes open**

### SECTION 1 YOUR NEIGHBOURHOOD

The first set of questions are about your local area and neighbours. By "local area" we mean the area within a 15-20 minute walk from your home.

**Q1. Roughly how many years have you lived in your local area neighbourhood?**

**Numeric response**

**Q2 How strongly do you feel you belong in the area?**

**Singlecode**

Very strongly  
Fairly strongly  
Not very strongly  
Not at all strongly  
Don't know

**Q3 How often do you chat to any of your neighbours, more than just to say hello?**

**Singlecode**

On most days  
Once or twice a week  
Once or twice a month  
Less than once a month  
Never  
Don't have any neighbours

**Q4 How strongly do you agree/disagree with: "People in this neighbourhood pull together to improve the neighbourhood"?**

**Singlecode**

Definitely agree  
Tend to agree  
Tend to disagree  
Definitely disagree  
Nothing needs improving  
Don't know

**Q5 How safe or unsafe do you feel when outside in your local area after dark?**

**Singlecode**

Very safe  
Fairly safe  
Neither safe nor unsafe  
Fairly unsafe  
Very unsafe  
Don't know

**Q6 How safe or unsafe do you feel when outside in your local area during the day?**

**Singlecode**

Very safe  
Fairly safe  
Neither safe nor unsafe  
Fairly unsafe  
Very unsafe  
Don't know

**Q7 Generally speaking, would you say that most people can be trusted, or that you can't be too careful in dealing with people?**

**Please tell me on a score of 0 to 10, where 0 means you can't be too careful and 10 means that most people can be trusted.**

**Singlecode**

0 – You can't be too careful  
1  
2  
3  
4  
5  
6  
7  
8  
9  
10 – Most people can be trusted

**Q8 Overall, how satisfied or dissatisfied are you with your local area as a place to live?**

**Singlecode**

Very satisfied  
Fairly satisfied  
Neither satisfied nor dissatisfied  
Fairly dissatisfied  
Very dissatisfied  
Don't know

**Q9 To what extent do you agree or disagree that this local area is a place where people from different backgrounds get on well together?**

- Definitely agree
- Tend to agree
- Tend to disagree
- Definitely disagree
- Too few people in the local area
- All same backgrounds
- Don't know

**Q10 On the whole, do you think that over the past two years this area has got better or worse to live in or would you say things haven't changed much?**

- The area has got better
- The area has got worse
- The area has not changed much
- Have lived here less than 2 years
- Don't know

**Q11 Which of the following would you say are most important in making somewhere a good place to live? (you may tick up to five)**

**Multicode (up to 5)**

- Access to nature
- Affordable housing
- Clean streets
- Community activities
- Cultural activities
- Education provision
- Facilities for young people
- Health services
- Job prospects
- Crime levels
- Transport links
- Parks and open spaces
- Shopping facilities
- Sports and leisure facilities
- Cost of living
- Other (please specify)

**Q12 Which of the following, if any, do you think most need improving?**

**Multicode (up to 5)**

- Access to nature
- Affordable housing
- Clean streets
- Community activities
- Cultural activities
- Education provision
- Facilities for young people
- Health services
- Job prospects
- Crime levels
- Transport links
- Parks and open spaces
- Shopping facilities
- Sports and leisure facilities
- Cost of living
- Other (please specify)

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

**Singlecode**

- A very big problem
- A fairly big problem
- Not a very big problem
- Not a problem at all
- No opinion

**Loop**

- Noisy neighbours or loud parties
- Teenagers hanging around the streets
- Rubbish or litter lying around
- Vandalism, graffiti and other deliberate damage to property or vehicles
- People using or dealing drugs
- People being drunk or rowdy in public places
- Abandoned or burnt out cars

**SECTION 2 : SOCIAL NETWORKS, CONTACTS AND SOCIAL ISOLATION**

The next set of questions relate to your social networks, contacts and social isolation.

**Q14 Do you personally use email or the internet?**

**Singlecode**

- For work only
- For personal use only
- For both
- Not at all

*If 'not at all' go to Q18, all others continue.*

**Q15 Which of the following types of activity do you carry out online?**

**Multicode**

- Sending emails
- Researching products and services
- Online banking
- Online shopping
- Watching videos/TV/films
- Buying and selling goods (e.g. eBay)
- Social networking, including blogging and sharing media
- Downloading music/videos/software
- Playing video games
- Contributing to discussions/forums/wikis
- Carrying out transactions on Government or local authority websites
- Studying or learning

**Q16 How often do you use social networking sites, blogging sites or media sharing websites?**

**Singlecode**

- More than once a day
- Once a day
- 2-3 times a week
- About once a week
- About once a month
- Less often
- Never

**If 'never' go to Q18, all others continue.**

**Q17 Which of the following social networks, blogging sites or media sharing websites do you regularly use?**

**Multicode**

Facebook  
Twitter  
LinkedIn  
Google+  
MySpace  
Blogger  
WordPress  
Tumblr  
Pinterest  
YouTube  
Instagram  
Flickr  
Other (please specify)

**Q18 How often do you meet up in person with family or friends?**

**Singlecode**

More than once a day  
Once a day  
2-3 times a week  
About once a week  
About once a fortnight  
About once a month  
Less often than once a month  
Never

**Q19 How often do you contact family or friends by other means, e.g. speak on the phone, text message, instant message, email or write?**

**Singlecode**

More than once a day  
Once a day  
2-3 times a week  
About once a week  
About once a fortnight  
About once a month  
Less often than once a month  
Never

**Q20 On a scale of 0-10, where 0 is not at all satisfied and 10 is completely satisfied, overall how satisfied are you with your life nowadays?**

**Singlecode**

0 – Not at all satisfied  
1  
2  
3  
4  
5  
6  
7  
8  
9  
10 – Completely satisfied

**Q21** On a scale of 0-10, where 0 is not at all happy and 10 is completely happy, overall how happy did you feel yesterday?

**Singlecode**

0 – Not at all happy

1

2

3

4

5

6

7

8

9

10 – Completely happy

**Q22** On a scale of 0-10, where 0 is not anxious and 10 is completely anxious, overall how anxious did you feel yesterday?

**Singlecode**

0 – Not at all anxious

1

2

3

4

5

6

7

8

9

10 – Completely anxious

**Q23** On a scale of 0-10, where 0 is not at all worthwhile and 10 is completely worthwhile, overall to what extent do you feel the things you do in your life are worthwhile?

**Singlecode**

0 – Not at all worthwhile

1

2

3

4

5

6

7

8

9

10 – Completely worthwhile

**Q24 The following statements relate to social isolation, to what extent do these apply to your current situation; the way you feel now?**

**Singlecode**

Yes

More or Less

No

Don't know

**Loop**

There is always someone I can talk to about my day-to-day problems

I miss having a really close friend

I experience a general sense of emptiness

There are plenty of people I can lean on when I have problems

I miss the pleasure of the company of others

I find my circle of friends and acquaintances too limited

There are many people I can trust completely

There are enough people I feel close to

I miss having people around me

I often feel rejected

I can call on my friends whenever I need them

**SECTION 3 VOLUNTEERING**

This section relate to volunteering in the community and with organisations or clubs.

**Q25 Have you taken part in, supported or helped any of these groups, clubs or organisations in the last 12 months?**

**Multicode**

Children's education/schools

Youth/children's activities (outside school)

Education for adults

Sport/exercise (taking part, coaching, watching)

Religion

Politics

The elderly

Health, disability and social welfare

Safety, first aid

The environment, animals

Justice and human rights

Local community or neighbourhood groups

Citizens' groups

Hobbies, recreation/arts/social clubs

Trade union activity

Other

None of these

**If 'none of these' go to Q30, all others continue.**

**Q26 In the last 12 months, have you given unpaid help to any of the groups, clubs or organisations you've just mentioned in any of the following ways?**

**Multicode**

Raising or handling money/taking part in sponsored events  
Leading a group/member of a committee  
Organising or helping to run an activity or event  
Visiting people  
Befriending or mentoring people  
Giving advice/information/counselling  
Secretarial, admin or clerical work  
Providing transport/driving  
Representing Campaigning  
Other practical help (e.g. helping out at school, shopping)  
Any other help

**Q27 Over the last 12 months, how often have you done something to help this/these groups, clubs or organisations?**

**Multicode**

At least once a week  
Less than once a week but at least once a month  
Less often

**Q28 How did you find out about opportunities to give unpaid help to this/these groups, clubs or organisations?**

**Multicode**

Through previously using services provided by the group  
From someone else already involved in the group  
From a friend not involved in the group/by word of mouth  
Place of worship  
School, college, university  
Doctor's surgery/Community centre/Library  
Promotional events/volunteer fair  
Local events  
Local newspaper  
National newspaper  
TV or radio (local or national)  
Volunteer bureau or centre  
Employer's volunteering scheme  
www.do-it.org.uk  
National Citizen Service  
Advertisements  
Work  
Set up the club  
Approached the club  
Involvement with group/activity  
Personal interest  
Through children/other family members  
Internet/organisation website  
Other (please state)

**Q29 What were the most important reasons (up to 5) for you to help any of these groups, clubs or organisations?**

**Multicode (up to 5)**

I wanted to improve things/help people  
I wanted to meet people/make friends  
The cause was really important to me  
My friends/family did it  
It was connected with the needs of my family/friends  
I felt there was a need in my community  
I thought it would give me a chance to learn new skills  
I thought it would give me a chance to use my existing skills  
It helps me get on in my career  
It's part of my religious belief to help people  
It's part of my philosophy of life to help people  
It gave me a chance to get a recognised qualification  
I had spare time to do it  
I felt there was no one else to do it  
None of these

**Ask Q30 only if 'none of these' at Q25 OR 'less often' at Q27.**

**Q30 The following are some things other people have said would make it easier for them to get involved in helping groups, clubs or organisations. If you don't currently get involved or do so irregularly which, if any of these, might make you likely to get involved in the future?**

**Multicode**

If someone asked me directly to get involved  
If my friends or family got involved with me  
If someone who was already involved was there to help get me started  
If more information about the things I could do was available  
If I knew I could get my expenses paid  
If someone could provide transport when I needed it  
If I could do it from home  
If I knew it would help me improve my skills or get qualifications  
If I knew it would benefit me in my career or improve my job prospects  
Something else  
Don't know  
None of these

**SECTION 4 SOCIAL ACTION, EMPOWERMENT AND DECISION MAKING**

**This is the final section and relates to social action and decision making**

**Q31 Thinking about the last time there was a local government election, did you vote?**

**Singlecode**

Yes  
No  
Not Eligible  
Declined

**Q32 In the last 12 months, that is since (today's date) have you done any of the following?**

**Multicode**

Contacted a local official such as a councillor, MP, etc.  
Attended a public meeting or rally, taken part in a public demonstration or protest  
Signed a paper petition or an online e-petition  
None of the above

**Q33 To what extent do you agree or disagree with "When people in this area get involved in their local community, they really can change the way that their area is run"?**

**Singlecode**

Definitely agree  
Tend to agree  
Neither agree nor disagree  
Tend to disagree  
Definitely disagree

**Q34 Have you personally been involved in helping out with any of these types of activities in your local area in the last 12 months? Please include only unpaid involvement.**

**Multicode**

Trying to set up a new services or amenity to help local residents  
Trying to stop the closure of a local service or amenity  
Trying to stop something happening in my local area  
Running local services on a voluntary basis (e.g childcare, youth services, parks and community services)  
Organising a community event such as a street party  
Another issue affecting my local area (Specify)  
None of these

**Ask Q36 only if 'none of these' selected at Q34, all others continue**

**Q35 Did you get involved with these local activities or issues for any of the following reasons?**

**Multicode**

I wanted to serve my community/felt it was my responsibility  
I wanted to improve local services or amenities/not happy with existing provision  
I wanted to resolve an issue  
My political beliefs  
An earlier positive experience of getting involved  
I was asked to get involved  
I wanted to have my say  
I wanted to meet people/make friends  
It was connected with the needs of my family/friends  
I thought it would give me a chance to learn new skills/use my existing skills  
I thought it would help my career  
I had spare time to do it  
Because I wanted an interest outside of work  
Other (please specify)

**All respondents route to Q37**

**Q36 Were there any reasons you did not - or did not want to - get involved with any local activities or issues?**

**Multicode**

I don't have time  
I do other voluntary activities  
Was not asked to get involved  
Have never thought about it  
Did not know how to get involved  
Due to illness or disability  
Due to illness or disability  
Don't feel it's my responsibility  
Did not feel I could make a difference  
Don't have the right skills

Not confident enough  
Don't know people in my area well enough  
Didn't agree with the issue or feel strongly enough about it  
Red tape/bureaucracy/legal barriers  
Just not interested  
I'm not the right age  
Other (please specify)

**Q37 Which, if any, of these might make it easier for you to influence decisions in your local area?**

**Multicode**

If I had more time  
If the council got in touch with me and asked  
If I could give my opinion online/by email  
If I knew what issues were being considered  
If it was easy to contact my local councillor  
If I knew who my local councillor was  
If I could get involved in a group (not online) making decisions about issues affecting my local area/neighbourhood  
If I could get involved in an online group making decisions about issues affecting my local area/neighbourhood  
If I was younger  
If I was healthier  
If the issue affected me directly  
If I thought my opinion mattered/they would listen/take notice  
Other (please specify)  
Nothing  
Don't know

**Finally some questions about yourself, we are collecting these to examine the range of people who answered the survey**

**Q38. How would you describe your ethnic background?**

**Singlecode**

**White**

English/British/Northern Irish/Scottish /Welsh  
Gypsy/Irish Traveller  
Irish  
Showpeople/Circus  
Any other White background (write in)

**Mixed/multiple ethnic groups**

White & Asian  
White & Black African  
White & Black Caribbean  
Any other Mixed background (write in)

**Asian/Asian British**

Indian  
Pakistani  
Bangladeshi  
Chinese  
Any other Asian background (write in)

**Black/African/Caribbean/Black British**

African  
Caribbean  
Any other Black / African / Caribbean background (write in)

**Other Ethnic Group**

Arab  
Any other ethnic group (write in)  
Prefer not to say

**Q39 What is your legal marital or same-sex civil partnership status?**

**Singlecode**

Never married and never registered a same-sex civil partnership  
Married  
Separated, but still legally married  
Divorced  
Widowed  
In a registered same-sex civil partnership  
Separated, but still legally in a same-sex civil partnership  
Formerly in a same-sex civil partnership which is now legally dissolved  
Surviving partner from a same-sex civil partnership

**Q40 Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?  
Include problems related to old age**

**Singlecode**

Yes, limited a lot  
Yes, limited a little  
No  
Prefer not to say

**Q41 Do you look after, or give any help or support to family members, friends, neighbours or others because of either:**

- long-term physical or mental ill-health / disability?
- problems related to old age?

**Do not count anything you do as part of your paid employment**

**Singlecode**

No  
Yes, 1 - 19 hours a week  
Yes, 20 - 49 hours a week  
Yes, 50 or more hours a week

**Q42a. Are you currently in paid employment? (Including self-employed)**

**Singlecode**

Yes  
No  
Don't know  
Refused

**If yes at Q42a, ask Q42b, if no go to Q43.**

**Q42b Is that full time or part time?**

Part time  
Full time  
Refused

**Q43 Would you be happy to take part in further consultation for West Sussex County Council?**

Yes  
No

**If yes at Q46 record contact details at Q47**

**Q44** As part of our quality control procedure, a research supervisor may contact you in order to confirm the accuracy of the interview and to ensure you were happy with the interview. Would you be prepared to give your contact details for this purpose?

**Singlecode**

Yes

*If yes, capture name and telephone number*

No

Thank you for your help