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Position Statement – Key Point Summary

- ◆ Respondents taking part in the household survey have become steadily more satisfied with their neighbourhood as a place to live. For the city as a whole, satisfaction has risen 9% over the five years of the survey, to stand at 85% in 2007.
- ◆ Of even greater strategic significance is the strong and steady, year-on-year narrowing of the gap between priority neighbourhoods and the rest of city. Satisfaction has improved in both categories, but faster in priority neighbourhoods, such that the overall gap has narrowed from 12% in 2003 to 4% in 2007.
- ◆ For the first time this year we have introduced an enhanced analysis by the three Neighbourhood Management Areas. The analysis shows these areas are not statistically significantly different in terms of resident satisfaction with their local neighbourhood.
- ◆ Younger and older respondents are the most satisfied with their neighbourhood. Satisfaction does not differ by gender or ethnicity.
- ◆ Using the technique of key driver analysis we have found the factors most influencing overall satisfaction with the neighbourhood as a place to live are: satisfaction with the quality of the home, parents taking responsibility for their children, feeling that people treat you with respect and consideration, living in a neighbourhood where people get on well together and satisfaction with street cleanliness.
- ◆ More respondents now think the quality of life has improved or stayed the same in their neighbourhood. The city average has increased 6% in the five years of the survey, now standing at 81%. The figure is not significantly different between priority neighbourhoods and the rest of city.
- ◆ The top five priorities for improvement of neighbourhoods across the whole of Coventry in 2007 were: the condition of roads and pavements (46%); cleanliness of streets (39%); facilities for young people (37%); activities for teenagers (36%); and the level of crime (21%).
- ◆ A less rosy picture emerges in relation to satisfaction with whether respondents felt their views are sought regarding developments in their neighbourhood. . The city average has fallen from 49% in 2003, (although temporarily rising in the following two years), to 45% in 2007. The decline is most rapid in the rest of city, which has fallen from 51% to 44%, a figure that is now below the 46% found in the priority neighbourhoods.
- ◆ This is a key headline finding, given the growing policy importance of consultation. It is also noteworthy that amongst those that felt positively that their views were sought, satisfaction with the neighbourhood is 24% higher than for those who are very dissatisfied with their views being sought.
- ◆ Respondents in the middle years 45 – 59 are the least satisfied that their views are sought, and interestingly this age group is also the least satisfied with the overall quality of their neighbourhood.
- ◆ Self-completion questionnaires (40%) and personal interviews (25%) are the most popular methods for being consulted; only 12% opt for meetings. A third have no real preference, and within this group there may be people who are not interested in their views being sought at all. Meetings increase in popularity amongst the older respondents while face to face surveys are most popular amongst BME communities.
- ◆ Fewer respondents feel able to influence decisions affecting their neighbourhood than in any previous survey. The Coventry average is now 17%, barely half of the 30% who agreed in 2003. The Coventry average is also well behind the national average of 38% in the latest 2007 Citizenship Survey. Although the survey methodologies are not precisely identical, this gap is of concern. A gap has now opened up between priority

neighbourhoods (12%) and rest of city (21%), becoming one of the few areas in the survey which shows the gap increasing.

- ◆ Satisfaction with their neighbourhood is higher by 6% for respondents feeling they can influence decisions, compared to those who feel they can't.
- ◆ The low perceptions of 'influence' may reflect insufficient feedback and communication with respondents informing them about what influence resident opinion does have on local decisions. Generally however not enough is known about expectations of the influence people wish to have, and on what decisions. This area should be investigated further, along with some cognitive testing of the 'influence' question to ensure we understand sufficiently how people are interpreting it.
- ◆ One in seven (14%) of respondents are actively involved in working towards improving their neighbourhood. Involvement is greater in the rest of the city than it is in priority neighbourhoods (17% and 9% respectively).
- ◆ Evidence from other sources in Coventry indicates that involvement in activities such as Ward Committees / Your Neighbourhood Matters / Community Empowerment Network is increasing, but the household survey results imply this has not helped improve the percentage within the Coventry population as a whole who feel they can influence things in their neighbourhood.
- ◆ This sub-group of respondents who are actively involved are also more satisfied with their neighbourhoods, and also more likely to feel their views are sought about developments. Those who are involved are less likely to move in the next 4-5 years, although this factor may be explained by age, since they tend to be in the more settled later middle years.
- ◆ One in nine (11%) of respondents across Coventry have been involved in unpaid voluntary work within the last 12 months. In the rest of the city, participation in unpaid voluntary work is slightly higher than in priority neighbourhoods (13% and 8% respectively).
- ◆ The forthcoming Empowerment White Paper provides a policy opportunity for Coventry to address this issue and work on developing a localised version of an approach which genuinely reflects people's aspirations for consultation, influence and involvement.
- ◆ 91% of respondents agree their neighbourhood is a place where people from different backgrounds get on well together – there is just a 1% difference in the results for priority neighbourhoods and the rest of the city, which is a very positive improvement on the 11% gap in 2004.
- ◆ Living in a neighbourhood where people get on well has a positive impact on overall satisfaction with the neighbourhood as a place to live - 88% of respondents who agree their neighbourhood is a place where people get on well together are also satisfied with their neighbourhood as a place to live, in comparison to 70% of respondents who disagree.
- ◆ An even greater percentage (94%) believe their neighbourhood is a place where differences between people are respected. Since 2004 the gap on this indicator between priority neighbourhoods and the rest of city has also narrowed, from 11% to 4%.
- ◆ Overall, a picture emerges of a cohesive city that has gone a long way to closing the gap on cohesion between priority neighbourhoods and the rest of city. It is also a city with a growing satisfaction with the local neighbourhood, and with the gap virtually eradicated between priority neighbourhood and rest of city on this indicator.

- ◆ On the other hand, belief that people's views are sought on local proposals has fallen to a record low, and people's belief that they can influence local decisions has also fallen to a new low; moreover this is also starkly low compared to the national baseline. Action to address these final two points is clearly required.

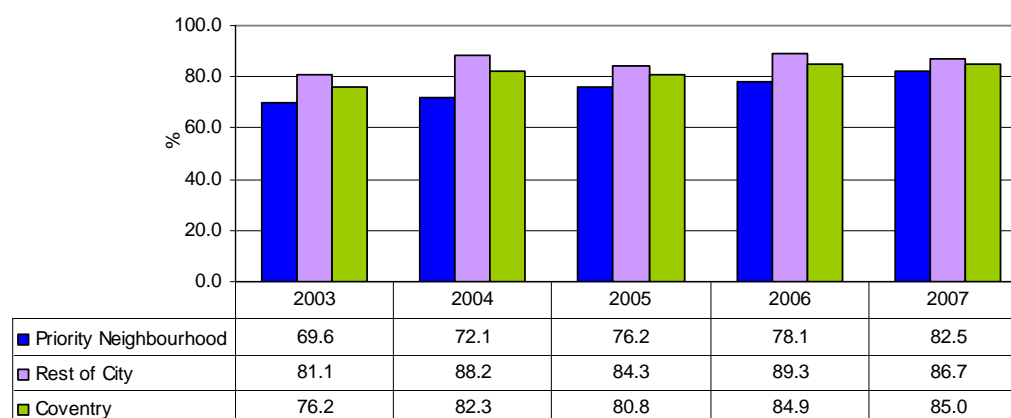
Summary of evidence on key issues

1. Satisfaction with the neighbourhood as place to live

Satisfaction

Overall, satisfaction in Coventry has increased year on year since 2003 and now stands at 85%. In priority neighbourhoods, satisfaction has steadily increased over the years from 70% in 2003 to 83% in 2007. However in the rest of the city, satisfaction has fluctuated, peaking in 2006 at 89% and then falling slightly to 87% in 2007. This has resulted in a narrowing of the gap between priority neighbourhoods and the rest of the city to 4% from 12% in 2003.

Figure 1. Percentage of respondents satisfied with their neighbourhood as a place to live



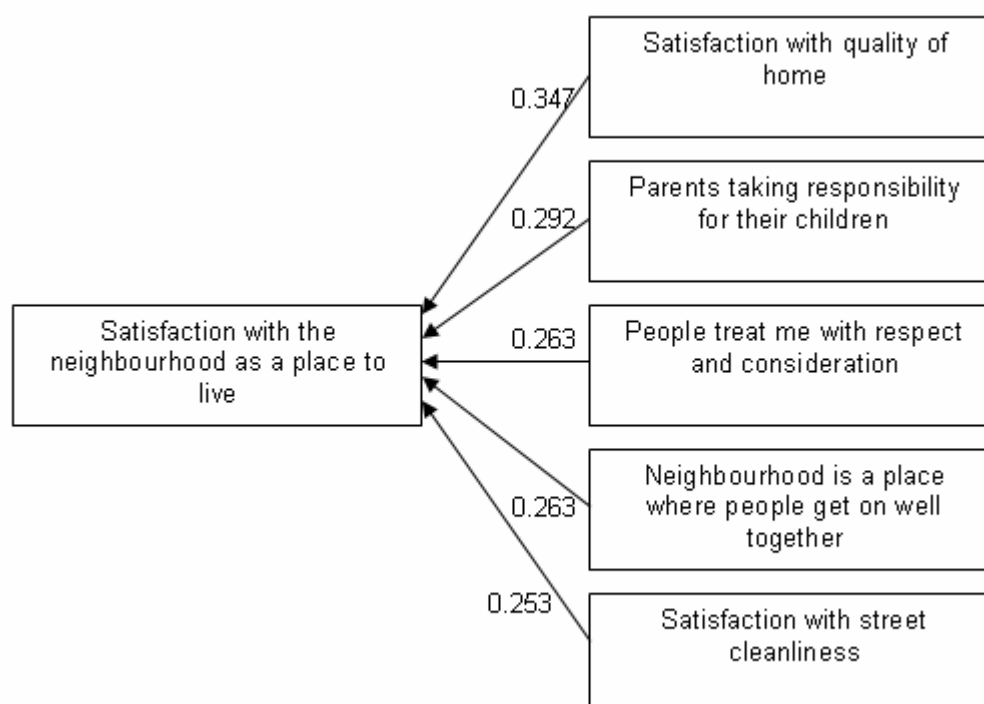
In addition to analysing the data by priority neighbourhood and the rest of the city, it has also been analysed by Neighbourhood Management Area (NMA), of which there are three in Coventry. Satisfaction does not vary significantly across the three areas, although it appears highest in the North East NMA at 86%, followed by 85% in the North West and 84% in the South NMA.

Satisfaction with the neighbourhood as a place to live does not increase in line with age, as one might expect. In fact the least satisfied respondents are those in the middle age groups 35-44 and 45-54 (80% and 81% respectively). Satisfaction is high for respondents aged 16-24 (87%) and for those aged 60-64 (87%). However satisfaction is even higher for respondents aged 65-79 (88%) and aged 80+ (90%) (although results for those aged 80+ should be used with caution due a low sample size). There is no significant difference in satisfaction by gender or ethnicity.

Using the multivariate technique of key driver analysis, we have analysed which factors **most** influence overall satisfaction with the neighbourhood as a place to live. The top five key drivers are satisfaction with the quality of the home, parents taking responsibility for their children, feeling that people treat you with respect and consideration, living in a neighbourhood where people get on well together and satisfaction with street cleanliness. The strength of these key drivers is marked on the diagram in Figure 2 below - the larger the number, the stronger the influence of that variable on the satisfaction with the neighbourhood.

Other factors including feeling safe, being actively involved in the neighbourhood, participation in sport, satisfaction with street lighting and satisfaction with views being sought about proposals or developments in the neighbourhood also have an impact on overall satisfaction, but their influence is not as strong as the factors shown in the key driver analysis diagram below.

Figure 2. The key drivers influencing overall satisfaction with the neighbourhood as a place to live



Dissatisfaction

Respondents were asked if there were any other important issues affecting their quality of life in Coventry. Looking at the responses of those respondents who are **dissatisfied** with their neighbourhood as a place to live gives some indication of the common issues which may lead to their overall dissatisfaction.

Street cleanliness was a common theme amongst dissatisfied respondents, comments focused around litter and dog mess.

“On bin collection day it’s very messy here, and bin men drop the rubbish...”

“Please clean up the dog mess and we need recycling containers”

“Cleanliness by the shop bins ... people dumping rubbish in the alleyways”

Another common issue was car parking, and vandalism of cars.

“Allocate parking spaces to each household”

“I have double yellow lines in front of my house. I can’t even park in front of my house”

“Car parking, respondents only scheme needed”

“Vandalism especially to cars, happens several times here”

Other dissatisfied respondents also thought that more CCTV and police presence was required, as well as better road safety.

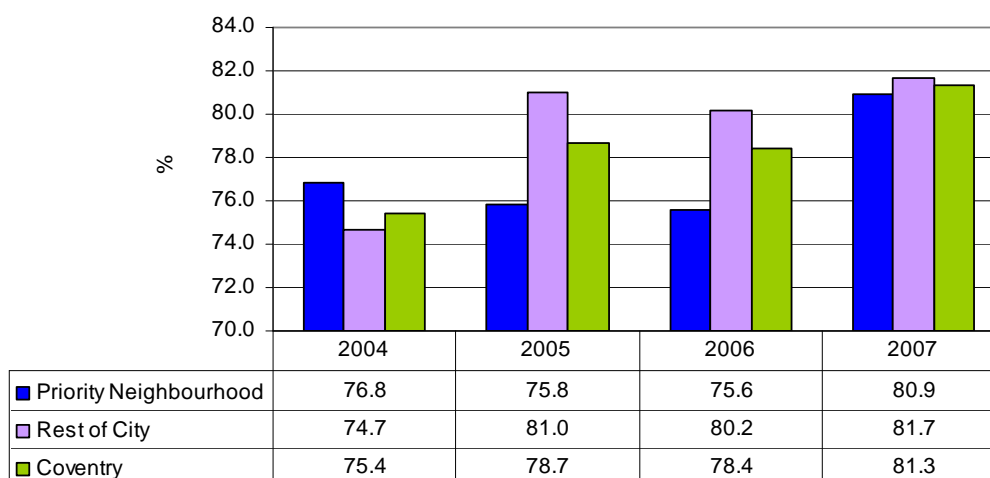
“Friday and Saturday night need more officers patrolling or CCTV”

“Crossing point for children on Walsgrave Road, very busy and cars travel too fast”

Quality of Life

The proportion of respondents feeling that the quality of life has improved or stayed the same in their neighbourhood has increased over time. In 2004, three quarters (75%) of respondents thought quality of life had improved or stayed the same in their neighbourhood in the last two years, whereas in 2007 this figure had increased to 81%. The results from 2004, show that respondents living in priority neighbourhoods were more likely to think quality of life had improved/stayed the same than those living in the rest of the city, however this pattern reversed in all other survey years.

Figure 3. Percentage of respondents who believe the quality of life in their neighbourhood has improved or stayed the same over the last 2 years



Most needs improving

Respondents were asked to consider what most needed improving in their neighbourhood, from a list of 26 different factors. The top five priorities for improvement across the whole of Coventry were the condition of roads and pavements (46%), cleanliness of streets (39%), facilities for young people (37%), activities for teenagers (36%) and the level of crime (21%). The top priority in the 2006 survey was activities for teenagers, which is now ranked as the 4th priority for improvement.

Priorities for improvement vary for respondents living in different areas of Coventry. In the rest of the city, the top three improvements required are the condition of roads and pavements (46%), facilities for young people (37%) and cleanliness of streets (35%). Whereas in priority neighbourhoods the top three improvements required are cleanliness of streets (45%), activities for teenagers (40%) and condition of roads and pavements (38%).

There is a 15% difference in the percentage of respondents who thought the condition of roads and pavements needed improving in the rest of the city, compared to priority neighbourhoods.

Figure 4. Which five things most needs improving in your neighbourhood?

What most needs improving?	Priority Neighbourhood		Rest of City		Total	
	%	Rank	%	Rank	%	Rank
Condition of roads and pavements	37.7%	3	52.6%	1	46.3%	1
Cleanliness of streets	45.0%	1	34.5%	3	38.9%	2
Facilities for young people	36.2%	4	38.2%	2	37.3%	3
Activities for teenagers	39.7%	2	33.2%	4	35.9%	4
Level of crime	23.3%	5	18.8%	6	20.7%	5
Street Lighting	22.9%	6	19.1%	5	20.7%	6
Other	13.5%	9	16.7%	8	15.4%	7
Level of traffic congestion	11.6%	11	18.0%	7	15.3%	8
Sports and leisure facilities	14.1%	8	14.6%	9	14.4%	9
Shopping facilities	16.3%	7	11.6%	10	13.5%	10

Respondents between the ages of 16-24 ranked facilities for young people and activities for teenagers higher than any other age group, improving sport and leisure facilities was also another priority they ranked higher than respondents in other age groups. Men also ranked sports and leisure facilities higher up the list of priorities for improvement compared to women

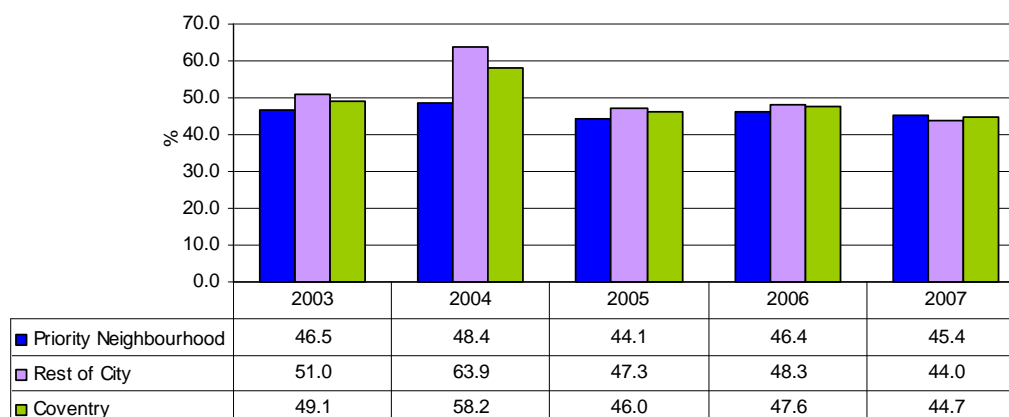
2. Influencing and Consultation

Views being sought about proposals for, or development in, the local neighbourhood

In the past three survey years there has been a levelling off in resident satisfaction with the extent to which their views are being sought for proposals/development in the local neighbourhood, following a peak in 2004. For the first time in all survey years, the 2007 results showed a slightly higher satisfaction rating in priority neighbourhoods compared to the rest of the city (45% and 44% respectively).

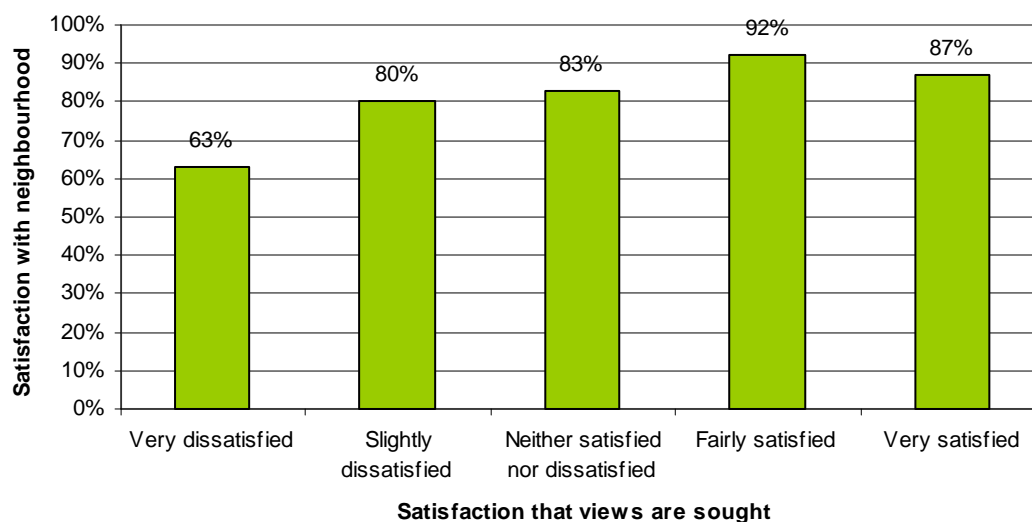
Respondents living in the South Neighbourhood Management Area are more satisfied that their views are sought for proposals and developments in their local area (48%), compared to respondents living in the North East Neighbourhood Management Area (43%) or the North West Neighbourhood Management Area (42%).

Figure 5. Percentage of respondents satisfied that views are sought about proposals for, or developments in, the local neighbourhood



There is a positive correlation between being satisfied that views are sought for proposals/developments in the local neighbourhood and overall satisfaction with the neighbourhood as a place to live. In total 87% of respondents who are very satisfied that their views are sought, are also satisfied with their neighbourhood as a place to live, compared to 63% amongst respondents who are very dissatisfied that their views are sought.

Figure 6. Satisfaction with the neighbourhood as a place to live by those who are satisfied that their views are sought for proposals for, or developments in their local neighbourhood



Slightly more females are satisfied that their views are sought for proposals or developments in their local neighbourhood compared to males (46% and 43% respectively). Respondents aged 45-54 and 55-59 are the least satisfied with their views being sought (39% each), which may have some impact on overall satisfaction with the neighbourhood as a place to live for these age groups.

Looking at satisfaction by ethnic group indicates that Asian respondents are most satisfied with their views being sought for proposal or developments in their neighbourhood (50%) in comparison to White and Black respondents (43% and 44% respectively). Frequencies in the other ethnic groups are too low to report on.

Method of consultation

When asked how they prefer to be consulted, most respondents would prefer to fill in paper questionnaires (40%), although not a significant difference slightly more respondents living in the rest of the city prefer this option in comparison to those living in priority neighbourhoods. The next most popular method of consultation is through face to face interviews (25%), interestingly more respondents living in priority neighbourhoods prefer this option. There is a 10% difference in the percentage of respondents who prefer to be consulted via forums in the rest of the city compared to priority neighbourhoods (17% and 7% respectively). This should be taken into account by partners when undertaking consultation across Coventry. However, around a third of all respondents (32%) have no real preference on how to be consulted.

Figure 7. Preferred Method of Consultation

Method of Consultation	Priority Neighbourhood		Rest of City		Total	
	Count	%	Count	%	Count	%
Questionnaire surveys to fill in	196	39.1%	289	41.2%	485	40.3%
By telephone	26	5.2%	39	5.5%	65	5.4%
Personal Interviews such as this	131	26.2%	166	23.6%	297	24.7%
Through respondents meetings/forums	34	6.8%	116	16.5%	150	12.5%
Focus Groups	17	3.3%	35	4.9%	51	4.3%
No real preference	168	33.5%	216	30.7%	384	31.9%
Total	502	100.0%	701	100.0%	1203	100.0%

Respondents have different preferences on how they would like to be consulted, for example the preference for being consulted via a respondents meeting increases with age from 9% of 16-24 year olds to 19% of 60-64 year olds. The percentage of respondents who would like to be consulted via face to face surveys also increases with age (with the exception of 25-34 year olds). 20% of 16-24 year olds would like to be consulted via a face to face survey compared to a third (33%) of 80+ year olds. Younger respondents tend to have less of a preference for how they would like to be consulted, this may possibly also be because they also have less interest in getting involved in neighbourhood activities.

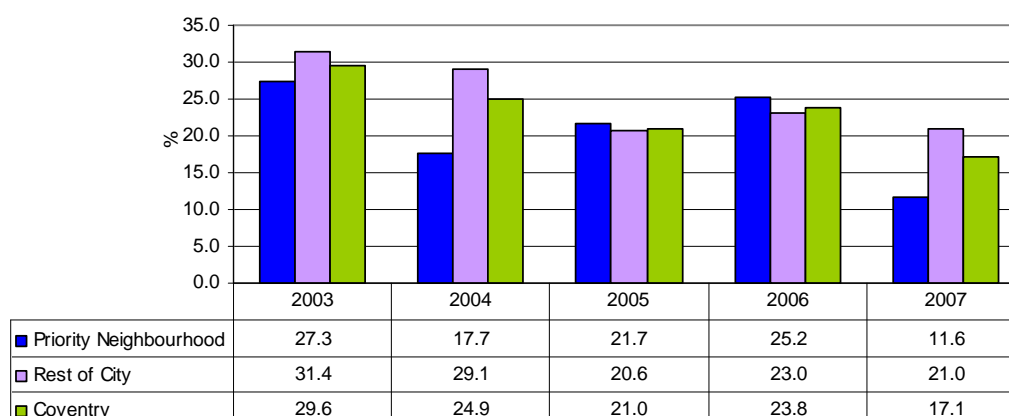
Results also indicate a difference in preference by ethnic group, with White respondents tending to opt for postal questionnaires (43%) and Asian respondents opting for personal face to face interviews (30%). This may be due to literacy or language problems. These results highlight the need for the Coventry Partnership and partner organisations to tailor consultation to individuals rather than consulting everyone the same way.

Influencing Decisions

Respondents feel less able to influence decisions affecting their neighbourhood now than they have done in any previous survey year (17%). There is a significant difference between the percentages of respondents who feel able to influence decisions affecting their neighbourhood in the rest of the city (21%) compared to those living in priority neighbourhoods (12%). Since 2006, the percentage of respondents living in priority neighbourhoods who feel able to influence decisions in their neighbourhood has more than halved.

Nationally, respondents' perceptions of being able to influence decisions affecting their local area have declined since 2001. Despite this decline, 38% of respondents in the Citizenship Survey still felt able to influence decisions affecting their neighbourhood, which is significantly higher than in Coventry. (Citizenship Survey 2007). Although the survey methodologies are not precisely identical, this gap is of concern.

Figure 8. Percentage of respondents who feel able to influence decisions affecting their neighbourhood



Respondents who feel able to influence decisions affecting their neighbourhood are most likely to be between the ages of 60-64 (21%) and 65-79 (19%). Just 15% of those aged 16-24 thought they would be able to influence decisions. An even lower percentage (9%) of respondents aged 80+ felt able to influence decisions, however this is based on a small sample of just 51 people. By ethnic group, results shows that Asian respondents are most likely to feel they can influence decisions affecting their neighbourhood (29%), compared to 16% of White respondents and 14% of Black respondents. Sample sizes in the Mixed and Chinese ethnic groups are too small to report statistically accurate results for.

Another interesting finding is that respondents in professional and higher managerial occupations are much more likely to feel able to influence decisions affecting their neighbourhood than those in routine occupations (27% compared to 13%).

More detailed analysis suggests that those who are already actively involved, or would like to be involved in improving their neighbourhood are also more likely to feel able to influence decisions affecting their neighbourhood. In addition there is a correlation between being able to influence decisions and living in a neighbourhood where people get on well together. What is also interesting is the relatively strong relationship between feeling informed about what is being done to tackle anti social behaviour, and feeling able to influence decisions affecting the neighbourhood.

Overall satisfaction with the neighbourhood as a place to live is slightly higher for those respondents who feel able to influence decisions affecting their neighbourhood in comparison to those who don't feel able to influence decisions (89% and 84% respectively), however this is not a statistically significant difference.

The low perceptions of 'influence' may be a reflection of insufficient feedback and communication with respondents that informs them of the influence resident opinion does actually have on local decisions. Respondents may not always have been told what limits there may be to their influence when consultation takes place, and maybe a better distinction needs to be made between advisory / information communications and true consultation that has the objective of the consultees practically influencing decisions.

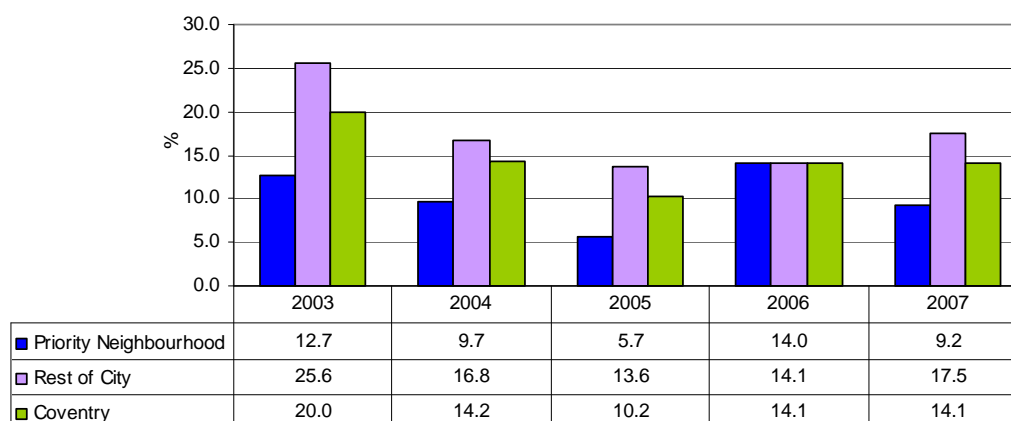
Generally therefore it can be said not enough is known about expectations of the influence people wish to have, and on what particular decisions. This area should be investigated further, along with some cognitive testing of the 'influence' question to ensure we understand sufficiently how people are interpreting it.

3. Involvement and Volunteering

Involvement

One in seven (14%) of respondents are actively involved in working towards improving their neighbourhood. Involvement is greater in the rest of the city than it is in priority neighbourhoods (17% and 9% respectively). Over time, active involvement in the neighbourhood has fluctuated dipping to the lowest point in 2005, when just one in ten (10%) of residents were involved in working towards improving their neighbourhood. Since 2006, active involvement has decreased in priority neighbourhoods from 14% to 9%, but increased in the rest of the city from 14% to 18%. Overall, it has remained the same since 2006 (14%).

Figure 9. Percentage of respondents who are actively involved in working towards improving your neighbourhood



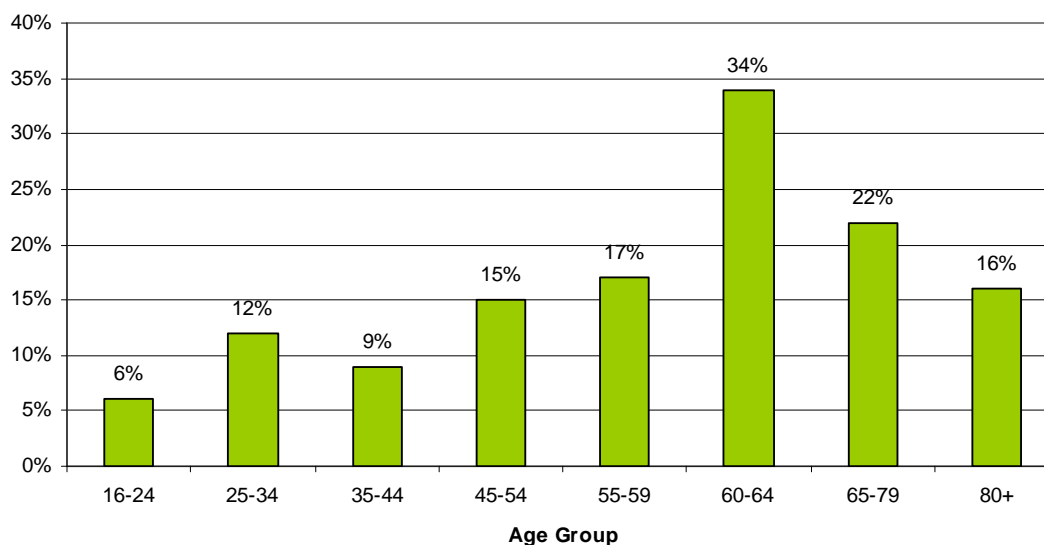
The evidence shows being involved in helping to improve the local neighbourhood improves overall satisfaction with the neighbourhood as a place to live, as respondents may have more of a sense of belonging and pride in their local area; 91% of respondents who are actively involved in improving their neighbourhood are satisfied with their neighbourhood as a place to live compared to 84% of respondents who are not involved.

Not surprisingly, respondents who are actively involved in working towards improving their neighbourhood, are also more satisfied that their views are sought and developments in their neighbourhood (52% compared to 43% of those who aren't actively involved). Being satisfied that views are being sought, in turn helps to improve overall satisfaction with the neighbourhood as a place to live.

Respondents who are involved in helping to improve their neighbourhood, are also less likely to want to move house in the next 4-5 years. 15% of respondents who are involved in their neighbourhood are very or fairly likely to want to move house in the next 4-5 years, compared to a quarter (25%) of those who are not involved. It would also be interesting to see if involvement varied according to how long someone had lived in a certain area.

Respondents between the ages of 60-64 are most likely to be involved in working towards improving their neighbourhood (34%) whereas respondents aged 16-24 are least likely to be involved (6%). This may account for some of the difference in involvement by area, as priority neighbourhoods have a younger age profile than the rest of the city. The profile of those who are actively involved in working towards improving their neighbourhood also includes a higher percentage of owner occupiers (77%) whereas people who aren't involved in trying to improve their neighbourhood are more likely to live in rented accommodation, either rented from Whitefriars (12%) or privately rented (17%).

Figure 10. Percentage of respondents who are actively involved in working towards improving your neighbourhood by age



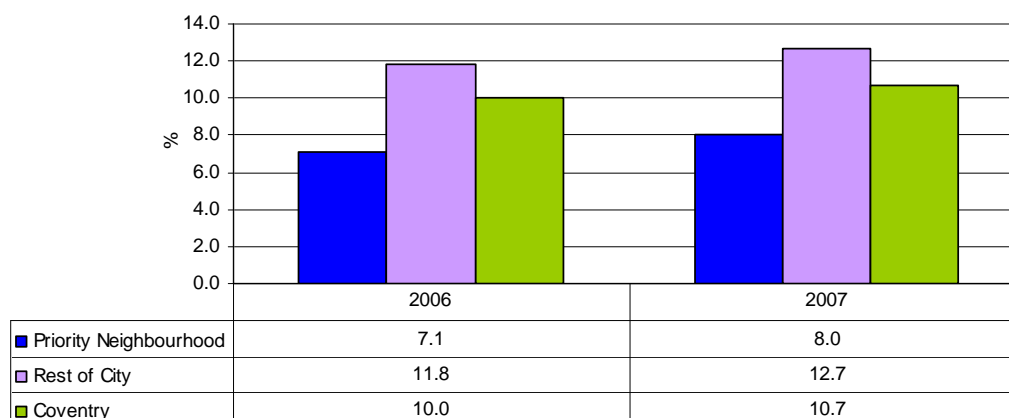
Evidence from other sources in Coventry indicates that involvement in activities such as Ward Committees / Your Neighbourhood Matters / Community Empowerment Network is increasing, but the household survey results imply this has not helped improve the percentage within the Coventry population as a whole who feel they can influence things in their neighbourhood.

In the future 30% of respondents living in the rest of the city say they would like to get involved in helping to improve their neighbourhood compared to 17% of respondents living in priority neighbourhoods.

Volunteering

One in nine (11%) of respondents across Coventry have been involved in unpaid voluntary work within the last 12 months. In the rest of the city participation in unpaid voluntary work is slightly higher than in priority neighbourhoods (13% and 8% respectively). Formal volunteering rates have remained fairly consistent since 2006 when the question was first asked in the Household Survey.

Figure 11. Percentage of respondents who have been involved in unpaid voluntary work during the past 12 months



Rates of informal volunteering are higher than formal volunteering with around one in four respondents (23%) taking part, again rates of informal volunteering are higher in the rest of the city than in priority neighbourhoods (25% and 20% respectively) However since 2006, rates of informal volunteering have declined from 30% across the whole of the city (34% rest of the city, 25% priority neighbourhoods).

The most common forms of informal volunteering are giving advice to someone (8%), keeping in touch with someone who has difficulty getting out and about (6%) and babysitting (6%). The types of informal volunteering respondents are involved in is fairly consistent across the rest of the city and priority neighbourhoods.

Figure 12. Type of Informal Volunteering

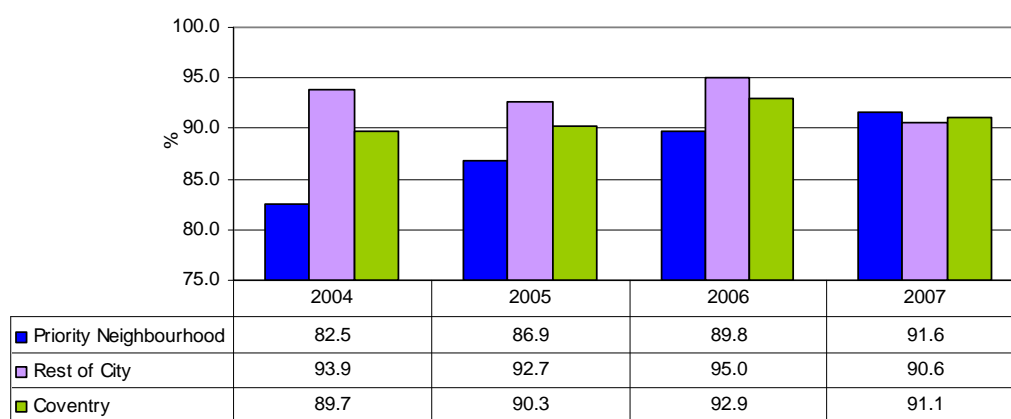
Informal Volunteering	Priority Neighbourhoods %	Rest of City %	Total %
Keeping in touch with someone who has difficulty getting out and about	3.6%	7.5%	5.9%
Doing shopping, collecting pension or paying bills for someone	2.8%	4.4%	3.7%
Cooking, cleaning, laundry, gardening or other routine household jobs	3.0%	3.6%	3.3%
Decorating, or doing any kind of home or car repairs for someone	1.5%	2.4%	2.0%
Babysitting or caring for children	5.3%	5.7%	5.5%
Sitting with or providing personal care (e.g. washing or dressing) for someone who is sick or frail	1.9%	1.6%	1.7%
Looking after property or pets for someone who is away	2.0%	7.3%	5.1%
Giving advice to someone	5.8%	9.1%	7.7%
Writing letters or filling in forms for someone	1.7%	3.9%	3.0%
Representing someone (e.g. talking to a council official)	0.6%	2.1%	1.5%
Transporting or escorting someone (e.g. to a hospital, or an outing, or a school-run)	3.0%	5.4%	4.4%
Helping organise a local community event or activity	2.4%	2.3%	2.3%
Other	0.4%	1.3%	0.9%
Undertaken some informal volunteering	19.5%	24.7%	22.5%
Undertaken no informal volunteering	80.5%	75.3%	77.5%

Participation in informal volunteering increases from 18% of 16-24 year olds to 33% of 45-54 year olds. Participation in informal volunteering decreases for respondents over the age of 55.

4. Cohesive Communities

91% of respondents agree their neighbourhood is a place where people from different backgrounds get on well together – there is just a 1% difference in the results for priority neighbourhoods and the rest of the city, which is a very positive improvement on the 11% gap in 2004. Over time, priority neighbourhoods have seen a continual increase in the percentage of respondents who think their neighbourhood is a place where people get on well together. In the rest of the city, the percentage of respondents agreeing that their neighbourhood is a place where people get on well together, has fluctuated, but declining between 2006 and 2007 (95% to 91%).

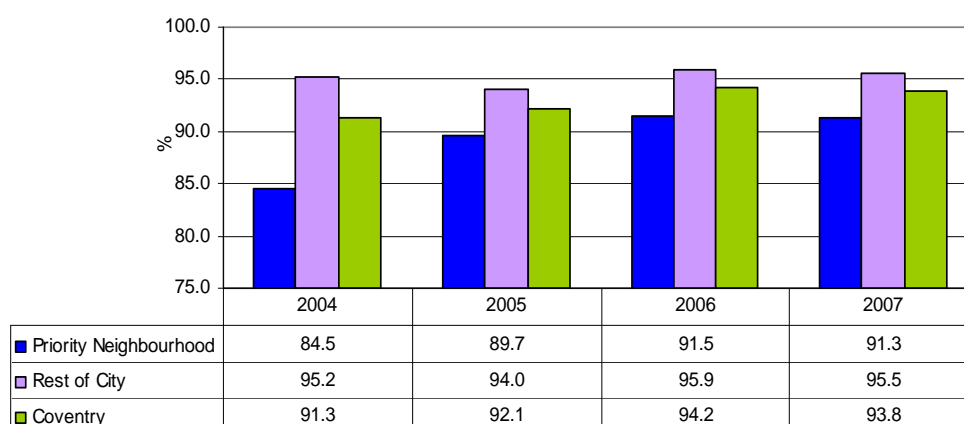
Figure 13. Percentage of respondents who agree that their neighbourhood is a place where people from different backgrounds get on well together



Living in a neighbourhood where people get on well together has an impact on overall satisfaction with the neighbourhood as a place to live. 88% of respondents who agree their neighbourhood is a place where people get on well together are also satisfied with their neighbourhood as a place to live in comparison to 70% of respondents who disagree.

An even greater percentage (94%) believe their neighbourhood is a place where differences between people are respected. Since 2004 the gap on this indicator between priority neighbourhoods and the rest of city has narrowed from 11% to 4%. This is due to a growing number of people within the priority neighbourhoods agreeing that their neighbourhood is a place where people respect differences contrasted to a relatively stable percentage in the rest of city.

Figure 14. Percentage of respondents who agree that their neighbourhood is a place where people respect differences between people



Analysis by age does not show much variation in the percentage of respondents who agree they live in an area where respondents respect differences between people, 91% of 35-44 year olds agree compared to 98% of respondents aged 80+. However, there is greater difference in responses by age when specifically looking at those respondents who said they **definitely agree** they live in an area where people respect differences. Again the age group with the lowest percentage of respondents who definitely agree are the 35-44 year olds (14%), compared to 30% of respondents aged 60+ (27% 60-64 year olds, 25% 65-79 year olds, 48% 80+ year olds).

There are no significant differences in the results by gender or ethnicity.



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