

Resident Survey Results 2021

SECTION A: Living in Belfast

Overall satisfaction with Belfast:	2017		2019		2021	
	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Satisfied	Dissatisfied
Resident satisfaction with Belfast as a place to live	91%	1%	86%	3%	85%	5%

<i>To what extent do you agree or disagree that Belfast is a city where?</i>	2017		2019		2021	
	Agree	Disagree	Agree	Disagree	Agree	Disagree
People are friendly, caring and compassionate	86%	4%	80%	6%	88%	4%
People can live life to the full	84%	4%	78%	7%	75%	13%
Older people are treated with respect and dignity	73%	10%	70%	12%	76%	12%
Where everyone benefits from a thriving and prosperous city	-	-	65%	14%	65%	17%
Everyone fulfils their potential	-	-	61%	18%	52%	24%
Where everyone experiences good health and wellbeing	-	-	58%	19%	51%	32%
<i>To what extent do you agree or disagree that Belfast..?</i>						
Is a good place to visit	92%	3%	82%	5%	90%	2%
City centre is vibrant and attractive, with lots going on	87%	3%	81%	5%	80%	8%
Is a well-connected city with good infrastructure*	85%	5%	79%	6%	n/a	n/a
Is easy to get about					85%	8%
Has good infrastructure					83%	7%
Is an environmentally friendly city that protects and values its natural resources	80%	4%	74%	7%	73%	11%
Is a welcoming safe, fair and inclusive city for all	82%	6%	66%	12%	79%	9%

*This question has been reworded as residents struggled to understand what they were being asked

Priorities for Belfast

Thinking about Belfast overall, please tell me which is the most important.

Health and wellbeing	26.4%
A stronger economy	13.1%
Employment and skills (jobs)	12.6%
Reducing poverty	11.9%
Improving local communities and neighbourhoods	11.3%
Education	7.4%
Housing	5.4%
Community and race relations	3.8%
Climate change	3.6%
Improving the city centre	2.0%
Transport	0.9%
Something else	1.6%

Belfast City Centre: Over the next 6 months, how often do you think you will visit Belfast City Centre for work, shopping, going out etc.? [new]

	<i>During day</i>	<i>At night / evenings</i>
Daily or most days	26%	13%
Weekly	28%	21%
At least monthly	33%	38%
Occasionally	9%	18%
Never	4%	11%
Reasons for not visiting city centre to follow		

Your Local Area

	2017		2019		2021	
	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Satisfied	Dissatisfied
Overall, how satisfied or dissatisfied are you with your local area as a place to live?	91%	2%	84%	3%	85%	5%

<i>Thinking specifically about the area where you live, please indicate to what extent you agree or disagree with each of the following statements about your local area:</i>	2017		2019		2021	
	Agree	Disagree	Agree	Disagree	Agree	Disagree
Is clean and attractive	82%	9%	80%	6%	80%	12%
Has good quality parks and green space	82%	9%	78%	6%	78%	11%
Has parks and green spaces that are safe	80%	8%	74%	8%	76%	10%
Is seen as welcoming to others?	84%	6%	74%	7%	82%	6%
Has a strong sense of community	87%	5%	78%	5%	82%	7%
<i>Is a place where:</i>						
People work together to improve things	87%	5%	78%	5%	80%	8%
People from different religions and political backgrounds get on well together	79%	7%	69%	10%	67%	15%
People from different racial and ethnic backgrounds get on well together	79%	7%	70%	9%	72%	9%
I can access all the services I need	85%	5%	81%	5%	85%	7%
I can access job and training opportunities	76%	8%	73%	7%	76%	7%

	2017		2019		2021	
	Safe	Unsafe	Safe	Unsafe	Safe	Unsafe
How safe or unsafe do you feel when outside during the day...						
• In your own home			92%	2%	99%	1%
• In your local area	94%	2%	92%	2%	96%	2%
• In Belfast city centre	91%	2%	86%	2%	83%	5%
How safe or unsafe do you feel when outside after dark...						
• In your own home			85%	2%	97%	2%
• In your local area	82%	9%	85%	2%	86%	9%
• In Belfast city centre	66%	12%	68%	9%	56%	25%

What **one** thing would most improve the quality of life in your local area? (Open text responses)

By type:

Social Wellbeing	35%
Environmental Wellbeing	23%
Council and Local Amenities	8%
Economic Wellbeing (includes poverty/cost of living)	7%
Miscellaneous	1%
All good, don't know or can't think of anything	25%

By subcategory and total responses received:

Community safety	17%
Cleanliness	8%
Jobs / wages	5%
Children & Young people	4%
Housing	4%

This can be further categorised as follows. (Note: the percentages below are based on broad type headings and not on overall comments)

Social Wellbeing		Environmental Wellbeing		Economic Wellbeing	
Community Safety	47%	Cleanliness	36%	Jobs and wages	88%
Health / Covid	15%	Bins	15%	Poverty	24%
Children & Young People	12%	Public Transport	14%	Business	9%
Housing	12%	Roads / Traffic	12%	Amenities	
Good Relations	6%	Road Safety	6%	Parks	32%
Community Development	5%	Pavements	4%	General	24%
Education	2%	Green / sustainable	4%	Shops	21%
Disabilities	1%	Cycling	3%	Leisure / gyms	15%
		Pollution	3%	Broadband	4%
		Regeneration	3%	Events	3%

Note: this coding is approximate, as some residents mentioned more than issue, or an issue could have been categorised in more than one place. For example, a number of residents specifically mentioned jobs for young people under; this has been coded under "jobs" rather than young people.

Community Planning

	2014		2017		2019		2021	
	Agree	Disagree	Agree	Disagree	Agree	Disagree	Agree	Disagree
Local agencies and service providers in Belfast work well together for the benefit of local people	-	-	76%	4%	64%	8%	70%	8%
I am able to have a say on how services are run, what the priorities are or where investment is needed (in my local area)	43%	33%	51%	16%	60%	13%	56%	23%

Belfast City Council

	2014		2017		2019		2021	
	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Satisfied	Dissatisfied
Overall satisfaction with Belfast City Council	65%	9%	78%	4%	65%	4%	76%	6%

Council Performance:	2014		2017		2019		2021	
	Agree	Disagree	Agree	Disagree	Agree	Disagree	Agree	Disagree
Makes Belfast a better place to live	63%	10%	81%	4%	71%	7%	80%	6%
Consults with and listens to the views of local residents	52%	17%	68%	9%	63%	10%	63%	15%
Shows good leadership for the City	57%	8%	74%	8%	62%	11%	72%	9%
Provides good customer service	-	-	71%	5%	62%	8%	73%	6%
Provides value for money					57%	11%	64%	12%

Note: Satisfaction levels with local government across the UK generally fell in 2019. At that time, the Belfast levels of dissatisfaction did not increase significantly.

<i>Rating in terms of:</i>	2017		2019		2021	
	+	-	+	-	+	-
Keeps residents informed about the services it provides	87%	2%	75%	3%	78%	16%
Responds to the needs of local residents					77%	17%
Trustworthiness	63%	5%	53%	13%	63%	9%
Reputation	67%	5%	53%	13%	69%	7%

Covid Response	Very well / Well	Not very / Not at all well
How do you feel the Council has responded to the challenges of providing service during the pandemic?	78%	10%

Communications – new for 2021:

Council Website	Yes	No	
In the last 12 months have you visited the Council’s website	36%	64%	
Were you able to find the information you were looking for?	97%	3%	
	Satisfied	Dissatisfied	
Overall, how satisfied or dissatisfied were you with the Council’s website?	94%	2%	
City Matters	Yes	No	
Do you recall ever receiving the ‘City Matters’ magazine?	77%	23%	
Have you read (or skim through) the Council’s ‘City Matters’ magazine?	84%	17%	
Social Media	Positive	Negative	
How would you rate your interaction with the council on social media?	76%	3%	
*86% of those surveyed did not use social media to engage with council. Facebook and Twitter were used most frequently – 11% and 5% respectively. Smaller numbers used Instagram (0.7%) with You Tube, LinkedIn and Flickr attracting 0.3% usage.			
Looking to the future, what is the best way for the Council to communicate with you? <i>(select only one)</i>			
Council newsletter / leaflets / flyers / magazine	57%	Press (local papers and radio)	10%
Social media (Facebook, Instagram, Twitter etc.)	16%	Email	5%
Websites	10%	Events / workshops / consultations	1%
*Older people (those aged 60+) preferred traditional / written material: 76% compared to 51% of those aged 25-59 and 35% of those aged 24 and under. Whilst younger people’s preferred method of communication was through social media with 38% favouring this method compared to a fifth (20%) of 25-59 year-olds and only 3 % of older people, it is also worth noting that at least a third of younger people still preferred traditional formats such as newsletters, leaflets and magazines.			

Wellbeing Outcomes

Wellbeing Index

<i>% respondents satisfied with life (those scoring 7 & above on a scale 0 – 10)</i>	2017	2019	2021
Your life nowadays	88%	84%	85%
Your physical health	84%	78%	81%
Your mental / emotional well-being	86%	82%	79%
Your financial situation	77%	76%	75%
Your living accommodation	88%	85%	82%
Your current job or your employment prospects	n/a	75%	72%

Poverty and Debt: In the last twelve months have you...?

	2019	2021
Sought advice for debt or financial problems	10%	9%
Used a food bank	4%	8%

Loneliness [New]:

	Often / always	Some of the time	Occasionally	Hardly ever	Never
How often do you feel lonely?	3%	16%	18%	36%	27%
Do you feel you have enough people who you feel comfortable with to ask for help at any time?	40%	41%	13%	5%	1%

Volunteering and community activity:

	Have you undertaken any work or activities on a voluntary basis in the last 12 months?			When asked is covid had made a difference to your attitude or ability to undertake voluntary work@ - 89% said it made no difference - 7% had to stop or limit what they normally did - 4% said they did more volunteering now
	Yes - Regularly	Yes - Occasionally	No	
2017	5%	12%	83%	
2019	6%	15%	80%	
2021	4%	9%	87%	

	Do you regularly take part in any local groups or community activities?		
	Yes	Pre- covid but not now	No
2017	13%		
2019	24%		76%
2021	14%	9%	77%

Use of council amenities:

<i>Typically, how often would you use:</i>				
	At least weekly	At least monthly	Less often	Never / Don't use
Park or open space	38%	24%	22%	16%
Pitch or sportsground	12%	20%	32%	37%
Leisure centre	10%	26%	32%	32%
Community centre	5%	10%	42%	43%
<i>How often would you or others in your household use playgrounds:</i>				
Playground	19%	13%	18%	50%

Physical activity:

Average hours spent doing at least moderate physical activity:

	2019	2021
At least 3 hours per week	64%	71%
2 hours or less per week	36%	29%
Zero hours	15%	10%

Since the pandemic, do you think you have become more active, less active or has your physical activity level stayed the same?

<i>More active</i>	<i>Less active</i>	<i>Stayed the same</i>
26%	27%	48%

When asked if they think they needed to be or would like to be more physically active, 41% said yes and 59% said no. The top 3 reasons why people were not more physically active:

Not enough time	32%
Lack of motivation	20%
Poor health or physical limitations	13%

Active Travel:

Which method of travel do you use most frequently for the following journeys?

	Car, Van or Motorcycle		Public Transport		Cycling		Walking		'Wheelers'		Not applicable	
	2019	2021	2019	2021	2019	2021	2019	2021	2019	2021	2019	2021
Work/Study	59%	52%	13%	16%	2%	2%	4%	5%	-	0.3%	21%	26%
Leisure activities*	72%	38%	17%	16%	3%	4%	9%	19%	-	0.4%	-	23%

*changed wording between 2019 and 2021:

Modes of travel into the city centre was not asked in 2019. However, in 2021 public transport was the most popular method of travel when visiting the city centre (46%) followed closely by car (44%).

Over the next 6 months, are you more or less likely to use...

	<i>More likely</i>	<i>Less Likely</i>	<i>About the same</i>
Car, Van or Motorcycle	28%	24%	48%
Public Transport	23%	28%	49%
Cycling	6%	48%	46%
Walking	21%	18%	61%

Climate Change: How important or unimportant is climate change to you? [new]

<i>Very important</i>	<i>Somewhat important</i>	<i>Not important</i>	<i>Don't believe in it</i>
44%	44%	10%	2%

During the last 6 months have you taken any of the following actions to help prevent climate change?

Recycled more	62%
Reduced my plastic or other waste	43%
Discussed climate change with friends or family	22%
Walked, cycled or taken public transport instead of using a car	16%
Changed my eating habits	13%
Attended an event or demonstration	5%
Other (when asked to specify actions related to reducing energy consumption, purchasing electric/hybrid cars, eco- friendly products or watched documentaries or You Tube on the subject)	2%
Not taken any of these actions	19%