



**December 2023**

# **Residents' Survey 2023**

**Report prepared by Oxford City Council**

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# Introduction

# 1 Introduction

## 1.1 Background and objectives

The purpose of this report is to detail the findings of the 2023 Oxford Residents' Survey. The aims of this survey are similar to previous residents' surveys in that it is designed to give people who live in Oxford the opportunity to let us know how we are doing as a council, how satisfied they are with the services we are delivering, what services are most important to them, perceptions of their local area, community safety, the local economy as well as their health and wellbeing.

Prior to 2023, the most recent survey of Oxford residents was completed in 2016/17, undertaken by Ipsos MORI with a sample of 997. In 2019 a decision was taken to create a standing Residents Panel which would be used as the basis for future Residents Surveys (and other polling). However, the COVID pandemic delayed plans to implement the next survey.

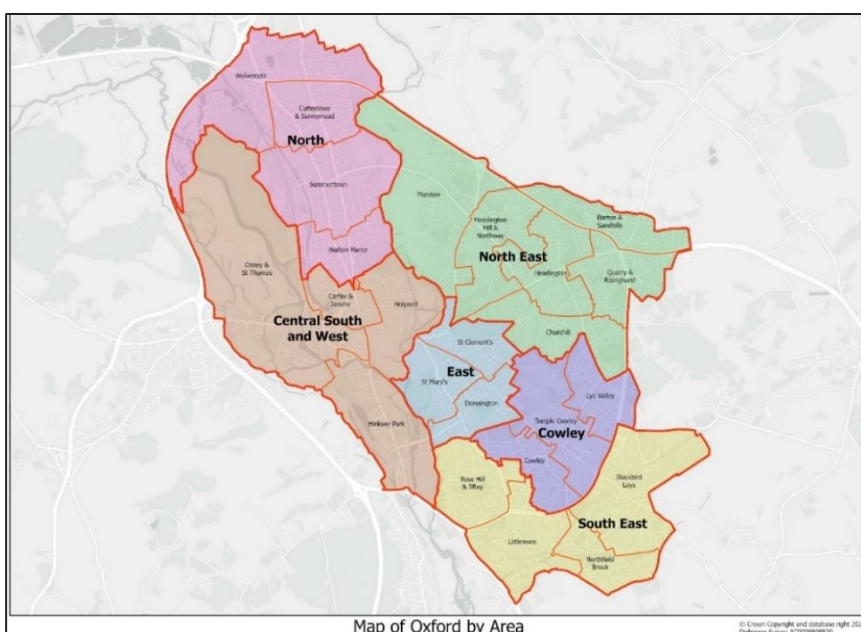
Following a refresh of the Residents Panel, a new Residents Survey was launched in July 2023.

The findings of this survey will be used to help develop Council services in the future. By running the survey on an annual basis, we will be able to track satisfaction levels and public perceptions on a range of issues over time, allowing us to identify trends and understand how residents respond to the changes and improvements we make in our service delivery and policies.

Whilst the Residents' Survey focuses mostly on issues relating to Oxford City Council, it does also include questions relating to services provided or supported by Oxfordshire County Council. Where Oxfordshire County Council has responsibility for a service this was made clear to those who completed the survey. We appreciate that residents rarely make the distinction between the two service providers, and it is important in any such survey to address issues which have greatest impact.

Oxford City Council is responsible for services such as planning, housing, Council Tax collection, housing benefits, business rates, environmental health, licensing, refuse and recycling collection, leisure services and parks, tourism, and cemeteries, whereas services such as schools, safeguarding children, social care for the elderly, the fire service, roads, libraries and the museums service, trading standards, land use, transport planning and waste management are the responsibility of Oxfordshire County Council.

**Fig 1.1: Map of Oxford by Area**



The local areas in Oxford City Council, along with the wards they comprise are defined below:

**North:** Wolvercote, Cutteslowe and Sunnymead, Summertown, Walton Manor.

**North East:** Marston, Headington Hill and Northway, Headington, Barton and Sandhills, Quarry and Risinghurst, Churchill.

**East:** Donnington, St Clements, St Mary's.

**Central South & West:** Osney and St Thomas, Carfax and Jericho, Holywell, Hinksey Park.

**Cowley:** Temple Cowley, Cowley, Lye Valley.

**South East:** Blackbird Leys, Littlemore, Northfield Brook, Rose Hill and Iffley.

## 1.2 The approach

The survey was conducted online and was distributed to the Oxford Residents' Panel, an online group of Oxford residents which is broadly representative of the Oxford population.

817 members of Oxford Residents' Panel were invited to take part in the survey and there were 509 valid responses in total which allows us to undertake analysis at sub-group level. This is a response rate of 62.3%. NB. There are now over 850 members of the Residents Panel, which continues to expand.

The online survey contains 32 questions and fieldwork ran from 21<sup>st</sup> July to 25<sup>th</sup> Sept 2023. An independent polling company, [Beehive Research](#), oversees both the administration of the Residents Panel and the data analysis and application of appropriate weightings from the survey findings. Beehive Research has confirmed the survey results are robust.

Data was weighted by age, gender, area and ethnicity to counteract non-response bias. The weighting profile was based on 2021 Census data for the population of Oxford.

It is important to note that due to changes in methodology, questionnaire design and ward boundaries (which make up the six areas reported) it is not possible to make direct comparisons between the findings of the 2023 residents' survey and previous residents' surveys.

Throughout this report the word 'Council' relates to Oxford City Council unless specifically stated otherwise.

## 1.3 Benchmarking

LG Inform is a benchmarking tool provided by the Local Government Association (LGA), which conducts regular national telephone polling of residents' satisfaction with local government, three times a year. In addition, regional level results are available on a yearly basis. The LGA outlines a set of resident satisfaction questions that councils can use in their local surveys and provides results that can be benchmarked against national and regional results.

The LGA's national and regional figures are obtained using a telephone poll. As the mode of data collection can have a marked impact on results, it is important to note that intra-mode comparisons are not desirable. The LGA therefore recommends that only councils using a telephone survey method should benchmark against the LGA figures and as such, due to the fact that our Residents' Survey was conducted online, we will not use LGA's data for the purposes of direct benchmarking, though it provides useful trend data for comparison.

As we will be conducting our survey on an annual basis, we will be able to establish a baseline as well as track findings over time thus allowing us to understand any changes in residents' perceptions and levels of satisfaction as we make improvements to our services.

## 1.4 Statistical reliability and margins of error

The respondents to the questionnaire are only samples of the total "population", so we cannot be certain that the figures obtained are exactly those we would have, if everybody had been surveyed. We can, however, predict the variation between the sample results and the "true" values from knowing the size of the samples on which the results are based and the number of times that a particular answer is given.

It is important to note that margins of error relate only to samples that have been selected using strict random probability sampling methods. However, in practice it is reasonable to assume that these calculations provide a good indication of the confidence intervals relating to this survey and the sampling approach used.

Unless otherwise stated, all comparisons made in the report commentary between sub-groups in Oxford, are based on statistically significant differences. Please note that in order for the data to remain statistically robust, in some instances, it cannot be broken down further into sub-groups, for example for local area and specific ethnic group. The data is therefore not reported at ward level (groupings of which make up the six areas across Oxford – see above) or individual ethnic group level but rather is reported by area and for ethnic group as either the 'White ethnic group' (which comprises all White ethnic groups) or the 'Ethnic Minority group', which comprises all Ethnic Minority groups other than White ethnic groups.

Oxford City Council is a tier 2 or lower tier English local authority, accorded powers and responsibilities similar to that of other district councils, such as Cherwell District Council or South & Vale District Councils, and different from those of tier 1 or upper tier councils such as Oxfordshire County Council. Oxford City Council is not responsible for transport or education or child or adult social care, or waste disposal and neither layer of local government is responsible for the health system or policing. However, given many residents are not aware of which public bodies have responsibility for which services and many typically think about this wider range of factors when considering whether or not an area is desirable, some questions were included in the survey that concern functions delivered by these other bodies.

Please see the technical report at the end of this document for more details on statistical reliability.

## 1.5 Acknowledgements

Oxford City Council would like to thank [Beehive Research](#) for their assistance throughout this project. We would also like to thank the 509 residents who took the time to participate in the survey.

# Summary of key findings



## 2 Summary of key findings

### 2.1 Key performance indicators

Overall, two thirds of residents are satisfied with their local area as a place to live, compared to just over a fifth who are dissatisfied. Residents living in the North and East areas are more likely to be satisfied with their local area, whereas residents living in Central South & West and South East are less likely to be satisfied.

Just over half of residents are satisfied with the way the council runs things (52%). This is higher among newer residents (74%) and lower among longer term residents (41%). Differences are seen by area with residents in East and Central South & West more satisfied and those in the North East and South East less satisfied.

### 2.2 Economic outlook

Just over a third of respondents in Oxford are optimistic about the economy (36%), whereas over a half (52%) are pessimistic and believe it is really struggling or not doing well. Residents in Cowley and South East are the most pessimistic of all Oxford areas.

Over half of residents (52%) have been affected by the current economic climate, with nearly a quarter (23%) not able to afford to go on holiday and a fifth (20%) experiencing difficulties paying energy and fuel bills. Only 17% feel that their personal finances will improve over the next year.

### 2.3 Affordability of housing

Affordability of housing is a key issue in Oxford and has been identified by residents as the most important factor in making somewhere a good place to live. It is significantly more important to newer residents, those living in Central South & West, private renters, and to the White ethnic group. Nearly a third (30%) feel that the economic climate has affected their ability to buy a home or move.

### 2.4 South East

Those living in the South East are significantly more negative across the board. Direct comparisons cannot be made with the last residents' survey in 2016/17 due to changes in methodology, however findings from the 2016/17 survey showed that residents in the South East were significantly more negative across the board back then as well.

South East residents are generally the least satisfied with their local area, and cleanliness on their residential streets, the city centre, and the parks. They are also significantly less likely to feel safe in their local area regardless of the time of day, and less likely to feel that there is social cohesion in the area.

Additionally, residents in the South East are the most pessimistic about the state of Oxford's economy and the most dissatisfied with the way the Council are running things, including higher levels of dissatisfaction with the services provided by the Council.

In terms of crime, residents in the South East are least likely to agree that the Police and City Council are effectively dealing with anti-social behaviour and crime issues in the local area. Across most types of anti-social behaviours, the residents of the South East perceive them to have got worse, rather than better in the last 12 months. There is also the opinion that

alcohol-related antisocial behaviour in the city centre during the day is a bigger problem compared to the average perception.

These more negative views are also captured in views about social cohesion, and residents in the South East have significantly lower levels of agreement that the community assets/facilities help people get on well together.

Lastly, the South East is the only local area where the majority disagree with the council's approach to reduce the mowing of roadside verges and some designated areas within parks to better support biodiversity.

## 2.5 Social Renters

Social renters have also expressed more negative views across a range of subjects. Generally, they are significantly less satisfied with their local area as a place to live and are more likely than average to think that anti-social behaviour issues are a big problem in their area.

These residents are significantly less positive about the local economy.

With regards to the city centre, social renters feel the least safe regardless of the time of day, and that alcohol-related antisocial behaviour during the day is a big problem.

In terms of healthcare, very good or good health is less common among social renters and this group has the largest proportion who provide unpaid help/care to someone else.

## 2.6 Ethnic Group

Feedback from the survey has also been looked at according to the two ethnic group categories, that is the 'White ethnic group' and the 'Ethnic Minority' group. It is acknowledged that these groupings are broad, and this is so that the findings remain statistically robust.

When looking at significant differences between ethnic group and the average, not many differences are seen, with no significant differences to the average between the 'White ethnic group' and the 'Ethnic Minority' group for satisfaction with their local area as a place to live, satisfaction with the way the Council runs things or feeling safe, both during the day or at night in their local area or in the city centre.

The same proportion of residents from both the 'White' and 'Ethnic Minority' groups agree that their local area is a place where people from different ethnic and national backgrounds get on well (76%). Residents from the Ethnic Minority group are significantly more likely to think that 'people being attacked or harassed because of their skin colour, ethnic origin, religion or sexual orientation' **is not a problem**, compared to the average.

However Ethnic Minority residents have been significantly more affected by several economic factors in the last 12 months than the White ethnic group, including difficulties paying the rent or mortgage (27% vs 11%), difficulties paying fuel and energy bills (35% vs 16%) and difficulties affording to buy food (31% vs 10%).

# Living in Oxford

## 3 Living in Oxford

This section of the report examines overall attitudes towards the local area and residents' priorities for their area.

### Summary

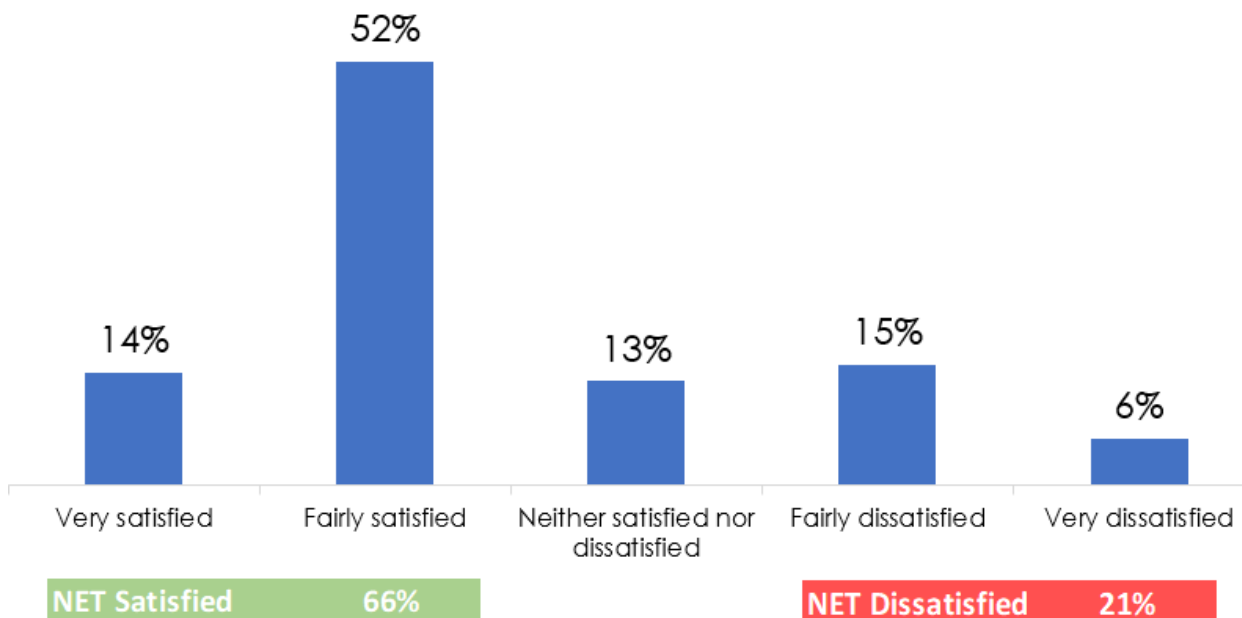
- Most residents are satisfied with their local area as a place to live (66%), with just over a fifth dissatisfied (21%).
- Residents in the North and East areas are the most satisfied, and those in Central South & West and South East are the least satisfied.
- Affordable decent housing, public transport and parks & open spaces are seen as the most important aspects in making somewhere a good place to live.
- When asked about various aspects of transport, more respondents feel things have got worse rather than better over the past year.
- The South East is the most dissatisfied with the cleanliness in Oxford.

### 3.1 General satisfaction with the area

Residents were asked to think about 'your local area', to be the area within 15-20 minutes of walking distance from their home. They were asked, 'Overall, how satisfied or dissatisfied are you with your local area as a place to live?'

**Figure 3.1: Satisfaction with the local area**

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



Q1 Overall, how satisfied or dissatisfied are you with your local area as a place to live? Base size: 509

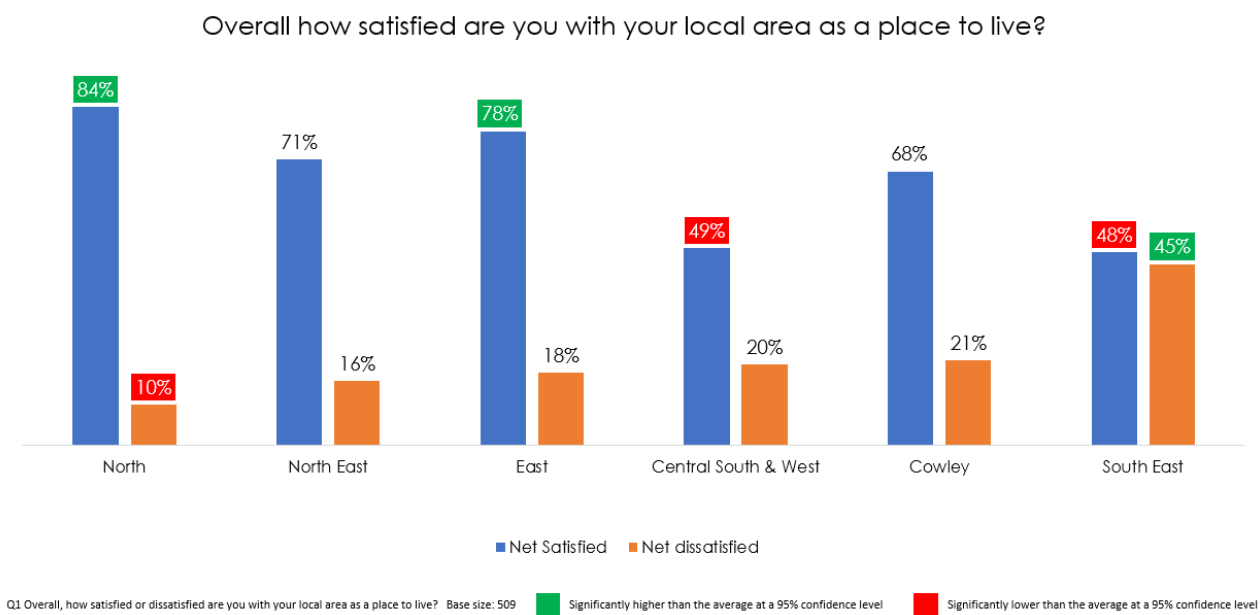
Most residents are satisfied with their local area as a place to live (66%), with just over a fifth dissatisfied (21%). **Social renters** are significantly not as satisfied with their local area as a place to live (49% vs 66% average).

A common finding of residents' surveys is that generally satisfaction with the local area is closely linked to perceptions of the Council. Residents were asked to think about the range of services Oxford City Council provides to the community, as well as the services their household uses. For the **residents satisfied with their local area as a place to live**, 85% of them are satisfied with the way the council runs things. **Among those residents who are not satisfied with their local area** as a place to live (either neutral or dissatisfied) only 15% are satisfied with the way the council runs things.

Direct comparisons cannot be made to the last residents' survey in 2016/17 due to changes in methodology. Findings from the 2016/17 survey showed that 84% overall were satisfied and 8% were dissatisfied with their local area as a place to live.

Looking at net satisfaction (very satisfied or fairly satisfied) with your local area based on Oxford area, we found:

**Figure 3.2: Satisfaction with the local area by Oxford Area**



Net satisfaction: Residents in the **North** and **East** areas are the most satisfied with their local area. Their rates of satisfaction are significantly higher (84% and 78% respectively), when compared to the average of 66%. Residents in **Central South & West** and **South East** are the least satisfied with their local area. Their rates of satisfaction are significantly lower (49% and 48% respectively), when compared with the average of 66%.

Net dissatisfaction: Only 10% of residents in the **North** were dissatisfied with their local area compared with 45% in the **South East**. The average rate of dissatisfaction was 21%.

### 3.2 Key drivers of satisfaction

Residents were asked to select up to five of the most important things in making somewhere a good place to live.

**Figure 3.3: Top 5 most important things in making somewhere a good place to live**

Overall			Those who are satisfied with their local area as a place to live			Those who are not satisfied with their local area as a place to live		
1	Affordable decent housing	43%	1	Parks and open spaces	44%	1	Affordable decent housing	43%
2	Public transport	39%	2	Affordable decent housing	43%	2	Clean streets and park areas	38%
3	Parks and open spaces	36%	3	Public transport	41%	3	Level of traffic congestion	37%
4	The level of crime	31%	4	The level of pollution	34%	4	Public transport	35%
4	Infrastructures to enable walking & cycling around the city	31%	5	Infrastructures to enable people to walk & cycle around the city	31%	5	The level of crime	33%

Q2 Thinking generally, which of the things below would you say are most important in making somewhere a good place to live? (Tick up to five boxes that you think are the most important). Base size 509

Affordable decent housing, public transport and parks & open spaces are seen as the most important aspects in making somewhere a good place to live.

**Ethnic minority group:** residents from the Ethnic minority group do not place as much importance on access to nature (12% vs 29%) and the level of pollution (8% vs 26%) compared to the average when considering what makes somewhere a good place to live. They do, however, place a higher-than-average importance on people of different backgrounds getting on well together (34% vs 19%).

Residents were given the option to list other things they value in making somewhere a good place to live. The responses were variable, with the most common being, 'all of the above'.

Illustrated below are the top 5 most important things according to local area:

Figure 3.4: The top 5 most important things according to local areas (area % vs average % shown)

North	North East	East	Central South and West	Cowley	South East
Parks and open spaces (46% vs 36%)	Parks and open spaces (50% vs 36%)	Affordable decent housing (51% vs 43%)	Affordable decent housing (61% vs 43%)	Affordable decent housing (54% vs 43%)	Clean streets and park areas (51% vs 30%)
Public transport (46% vs 39%)	Public transport (47% vs 39%)	The level of crime (50% vs 31%)	Infrastructures to enable people to walk and cycle around the city (49% vs 31%)	Public transport (50% vs 39%)	Public transport (49% vs 39%)
Affordable decent housing (42% vs 43%)	The level of traffic congestion (40% vs 26%)	Infrastructures to enable people to walk and cycle around the city (48% vs 31%)	Access to nature (47% vs 29%)	The level of pollution (33% vs 26%)	Shopping facilities (41% vs 21%)
Infrastructures to enable people to walk and cycle around the city (39% vs 31%)	The level of pollution (34% vs 26%)	Clean streets and park areas (36% vs 30%)	Wage levels and the cost of living (37% vs 22%)	Parks and open spaces (32% vs 36%)	Parks and open spaces (35% vs 36%)
Access to nature (30% vs 29%)	Affordable decent housing (28% vs 43%)	The level of pollution (33% vs 26%)	People of different backgrounds getting on well together (33% vs 19%)	The level of traffic congestion (30% vs 26%)	Road and pavement repairs (34% vs 16%)

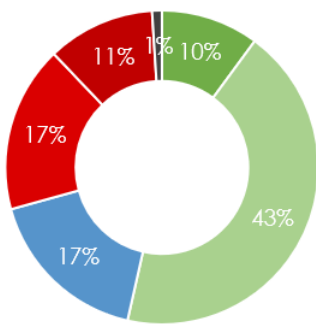
Significantly higher than the average at a 95% confidence level      Significantly lower than the average at a 95% confidence level

Q2 Thinking generally, which of the things below would you say are most important in making somewhere a good place to live? (Tick up to five boxes that you think are the most important). Base size 509

### 3.3 Cleanliness in Oxford

Figure 3.5: Cleanliness in Oxford across three categories

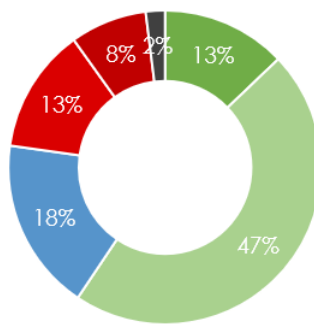
Keeping Residential Streets Clear of Litter



Very satisfied    Fairly satisfied    Neither    Fairly dissatisfied    Very dissatisfied    Don't know

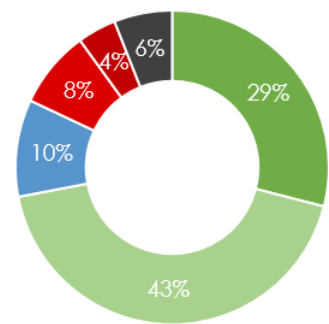
Satisfied	54%
Not satisfied	28%

Keeping the City Centre Clear of Litter



Satisfied	59%
Not satisfied	20%

Cleanliness of Parks



Satisfied	72%
Not satisfied	12%

Q6 How satisfied or dissatisfied are you with the cleanliness of the following? Keeping residential streets clear of litter, Keeping the city centre clear of litter, Parks (e.g. Cutteslowe & Sunnymead Park, Hinksey Park, Florence Park, South Park, Bury Knowle Park, Blackbird Leys Park). Base size: 509

Over half of the residents (54%) are satisfied with keeping the residential streets clear of litter. A slightly higher proportion, 59%, are satisfied with keeping the city centre clear of litter. Residents were most satisfied with the cleanliness of parks. The parks include: Cutteslowe & Sunnymead Park, Hinksey Park, Florence Park, South Park, Bury Knowle Park, and Blackbird Leys Park.

Levels of satisfaction with cleanliness is the lowest in the **South East** area, across all three categories: the residential streets, the city centre, and the parks.

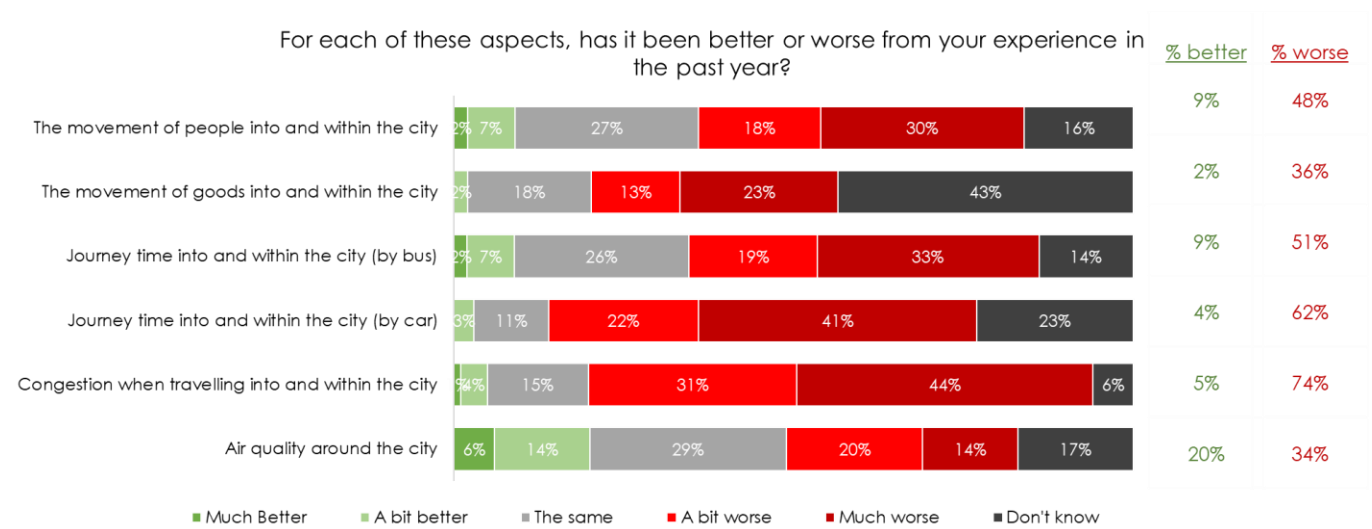
Residents who have **lived in Oxford for over 10 years** are the most dissatisfied with litter in residential streets (37% vs 28% overall) and the city centre (26% vs 20% overall) when compared to those who have lived in the city for 10 years and less.

The **over 65s** are proportionally more dissatisfied with litter in the city centre compared to residents under the age of 65 (29% vs 20% overall).

### 3.4 Transport

Respondents were informed that while Oxfordshire County Council takes the leading responsibility for transport in the city and for oversight of bus services, Oxford City Council is interested in knowing how transport in Oxford has impacted daily life. Residents were asked if each aspect has been better or worse from their experience in the past year.

**Figure 3.6: How transport has changed in the past year**



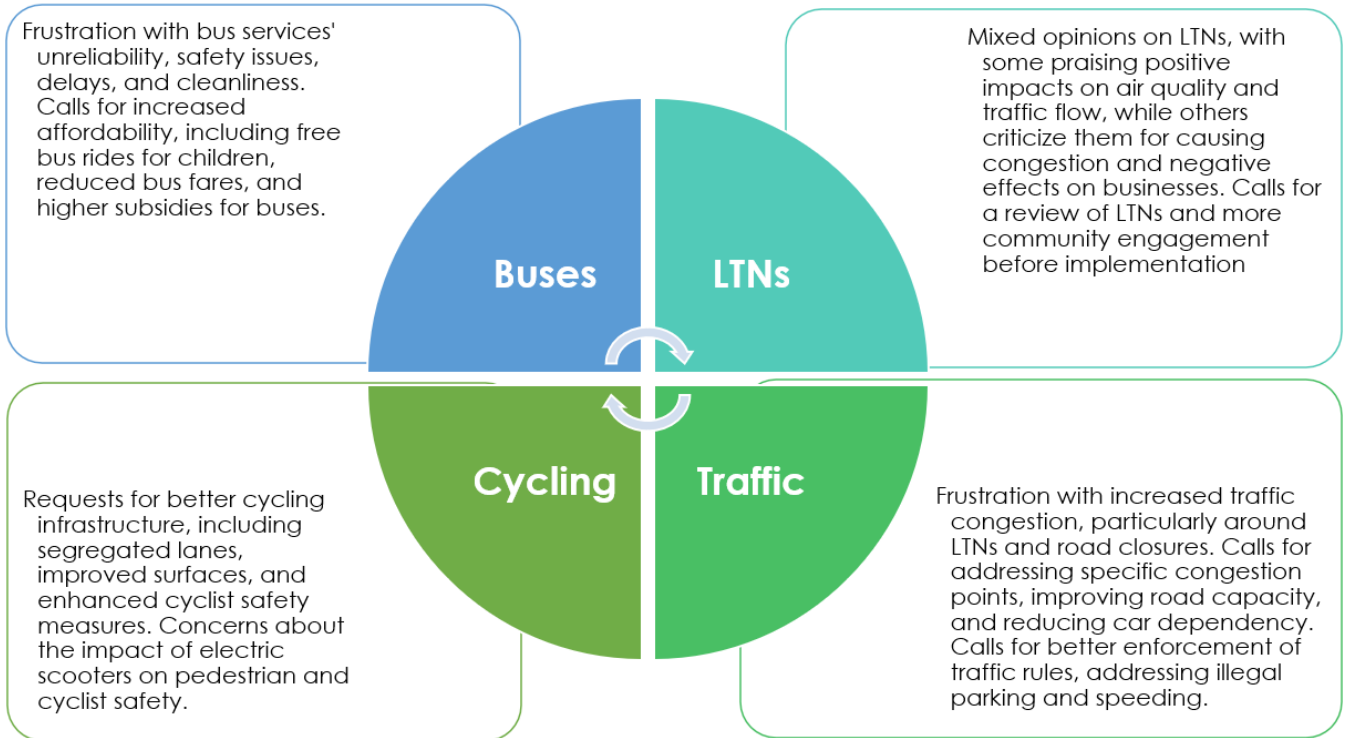
Q31 While Oxfordshire County Council takes the leading responsibility for transport in the city and for oversight of bus services, Oxford City Council is interested in knowing how the transport in Oxford has impacted your daily life. Please tell us for each of the aspects, has it been better or worse from your experience in the past year. Base size: 509  
 \*Please note that where the % better and % worse score appears to not equal the totals, this is a result of rounding.

When asked about various aspects of transport, more respondents feel things have got worse rather than better over the past year. Aspects of transport with the highest percentage of 'worse' responses are 'congestion when travelling into and within the city' (74%) and 'journey times into and within the city by car' (62%).



About 3/5ths of residents provided comments on transport needs and provision in Oxford. Main themes include:

**Figure 3.7: Key themes from residents' comments on transport**



Q32 Do you have any further comments on transport needs and provision in Oxford?. Base size: 299

# Community life

# 4 Community life

This section examines different aspects of community life in Oxford, such as the extent to which people from different ethnic and national backgrounds get on well together, whether people pull together to improve their local area, and whether a community's assets and facilities help with social cohesion.

## Summary

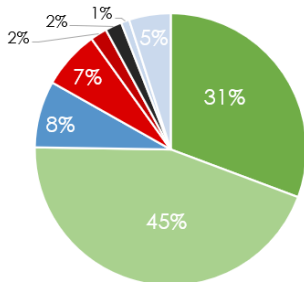
- Over three quarters of residents agree that their local area is a place where people from different ethnic and national backgrounds get on well together.
- Differences are seen in perceptions of community cohesion by area with those in the North more likely to agree that people from different ethnic and national backgrounds get on well (85%) and those in the South East least likely to agree (61%).
- Less than half of respondents agree that people in their local area pull together to improve their local area (49%). This is higher among the Ethnic Minority group (59%) than the White ethnic group (46%) although these differences are not significant.
- Again, differences are seen by area with respondents from the North East most likely to agree that people pull together (70%) and respondents from the South East least likely to agree (32%).
- Parks and other public spaces are believed to be more effective in helping people get on well together than other means.

### 4.1 Community cohesion

Residents were asked if their local area is a place where people from different ethnic and national backgrounds get on well together. 'Getting on well together' was defined as treating each other with respect and neighbourliness. Residents were then asked if people in their local area pull together to improve the local area.

**Figure 4.1: Community cohesion**

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

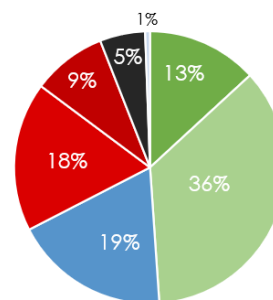


■ Definitely agree      ■ Tend to agree  
■ Neither                      ■ Tend to disagree  
■ Definitely disagree      ■ Don't know  
■ Too few people in local area      ■ All the same background

	Total	All White grps	Ethnic Minority
Agree	76%	76%	76%
Disagree	9%	10%	6%

Q19 To what extent do you agree or disagree that your local area is a place where people from different ethnic and national backgrounds get on well together? By getting on well together, we mean treating each other with respect and neighbourliness. Base size: 509

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



■ Definitely agree      ■ Tend to agree  
■ Neither agree nor disagree      ■ Tend to disagree  
■ Definitely disagree      ■ Don't know  
■ Too few people in local area

	Total	All White grps	Ethnic Minority
Agree	49%	46%	59%
Disagree	27%	30%	15%

Q20 To what extent would you agree or disagree that people in your local area pull together to improve the local area? Base size: 509

Over three quarters of residents (76%) agree that their local area is a place where people from different ethnic backgrounds get on well together. Levels of agreement are the same for the **White** ethnic group and the **Ethnic Minority** group. Less than half of respondents agree that people in their local area pull together to improve their local area (49%). This is higher among the **Ethnic Minority** respondents (59%) than the **White** ethnic group (46%).

To gain further insight into community cohesion, agreement levels were compared based on how long residents have lived in Oxford:

**Figure 4.2: Community cohesion agreement levels based on how long residents have lived in Oxford**

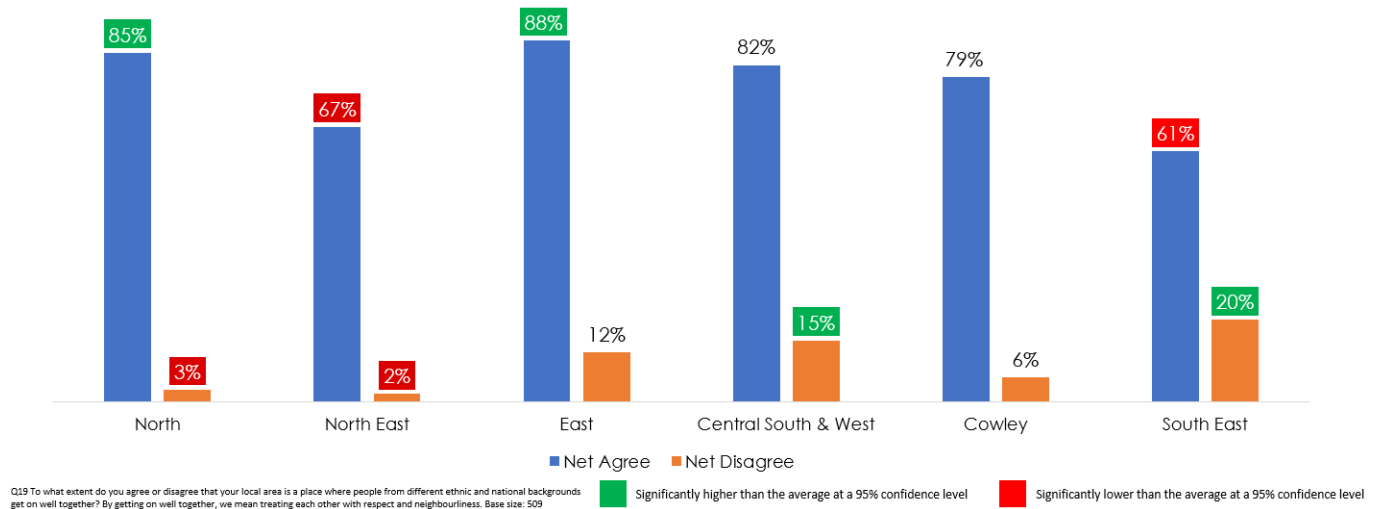


Residents who have lived in Oxford the longest, for **over 10 years**, have the smallest proportion in agreement that their local area is a place where people from different ethnic and national backgrounds get on well together. Additionally, the proportion of agreement increases, the longer residents have lived in Oxford, with regards to residents' views on people in their local area pulling together to improve the local area.

Furthermore, agreement levels were compared based on local area:

**Figure 4.3: Community cohesion based on local area**

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

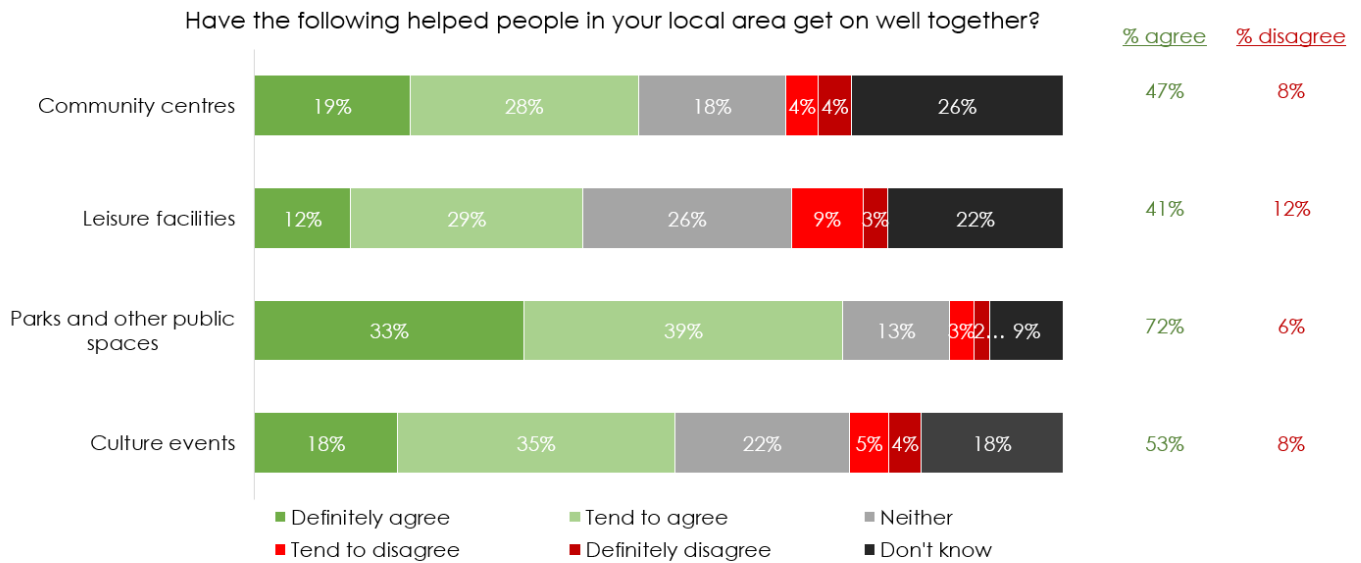


Differences are seen in perceptions of community cohesion by area with those in the **North** more likely to agree that people from different ethnic and national backgrounds get on well (85%) and those in the **South East** least likely to agree (61%).

## 4.2 Community assets and facilities

Residents were asked for their opinion on whether the community centres, leisure facilities, park and other public spaces, and culture events helped people in their local area get on well together.

**Figure 4.4: Community cohesion based on assets and facilities**



Q21 Have the following helped people in your local area get on well together? Base size: 509

\*Please note that where the % agree and % disagree score appears to not equal the totals, this is a result of rounding.

Parks and other public spaces are believed to be more effective in helping people get on well together than the other means.

When looking at how these results compare based on local area, we found that the **South East** residents have significantly lower levels of agreement that the community assets/facilities help people get on well together.

**Social renters** (59%) think leisure facilities have helped people in their local area get on well together significantly more than those who **own/have a mortgage** (33%). Whilst **private renters** (66%) value culture events in this context significantly more than who **own/have a mortgage** (44%).

**Ethnic minority** residents have a significantly higher proportion in agreement that leisure facilities have helped people in their local area get on well together (55% vs 37% White ethnic group).

# Feeling safe

# 5 Feeling safe

This section considers residents' perceptions of safety, crime, and anti-social behaviour issues in Oxford.

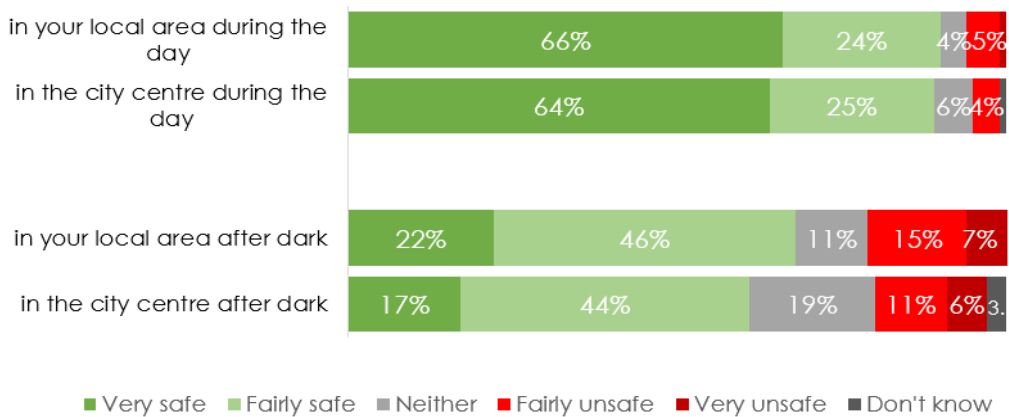
## Summary

- Most Oxford residents feel safe during the day both in their local area (90%) and in the city centre (89%). Residents feel less safe at night, although a majority feel safe: 67% feel safe in their local area at night and 61% feel safe in the city centre after dark.
- Just over one in four residents (44%) believe that the police and Council effectively deal with anti-social behaviour and crime in their local area. This is lowest in the South East (31%) and Cowley (39%) areas.
- One in four residents consider alcohol related anti-social behaviour in the city at night a problem. This is higher than those who consider it a problem during the day (15%).
- Cars parked inconveniently, dangerously, or illegally, speeding vehicles & dangerous driving as well as rubbish or litter are the biggest anti-social problems in local areas.
- The South East residents have expressed more types of antisocial behaviour as a problem in their area. 'Rubbish or litter lying around' and 'People using or dealing drugs' being a couple of these problems.
- Across most types of anti-social behaviours, more residents perceive them to have got worse, than better in the last 12 months, however the highest proportion of residents believe they have stayed the same.

## 5.1 Community safety

To gain further insight into residents' views of their local area, survey respondents were asked whether they feel safe in their local area and the city centre, both during the day and at night.

**Figure 5.1: How safe residents feel when outside**



	Day		Night	
	Local Area	City Centre	Local Area	City Centre
Safe	90%	89%	67%	61%
Unsafe	5%	5%	21%	17%

Q14 How safe or unsafe do you feel when outside...? Base size: 509

During the day, most residents feel safe, both in their local area (90%) and the city centre (89%).

As expected, people feel less safe after dark than during the day, although the majority still feel safe: 67% feel safe in their local area at night and 61% feel safe in the city centre after dark.

There is also a stark difference in perceptions dependent on the residents' age and how long they have lived in Oxford: after dark, the **over 65s** feel the least safe in their local areas (57% vs 67% overall) and in the city centre (47% vs 61% overall), compared to other age groups. Residents who have **lived in Oxford for over 10 years** feel the least safe in the city centre after dark (52% vs 61% overall), compared with those who have lived in the city for less time.

**Social renters** feel the least safe in the city centre, regardless of time of day. After dark, 49% feel safe and 33% feel unsafe compared to the average of 61% and 17% respectively. During the day, 66% feel safe and 17% feel unsafe compared to the average of 89% and 5% respectively.

Taking a closer look at how perceptions of safety differ between local areas, we found the following:

**Table 5.1: How safe residents feel when outside based on local area**

	Average	North	North East	East	Central South & West	Cowley	South East
<b>After dark</b>	67%	80%	72%	80%	67%	58%	46%
<b>During the day</b>	90%	97%	97%	90%	91%	87%	73%

Q14 How safe or unsafe do you feel when outside...? Base size: 509



Significantly higher than the average at a 95% confidence level



Significantly lower than the average at a 95% confidence level

The residents of the **North** feel the safest, whilst the residents of the **South East** feel the least safe in their local area, regardless of the time of day.

## 5.2 Dealing with crime and anti-social behaviour

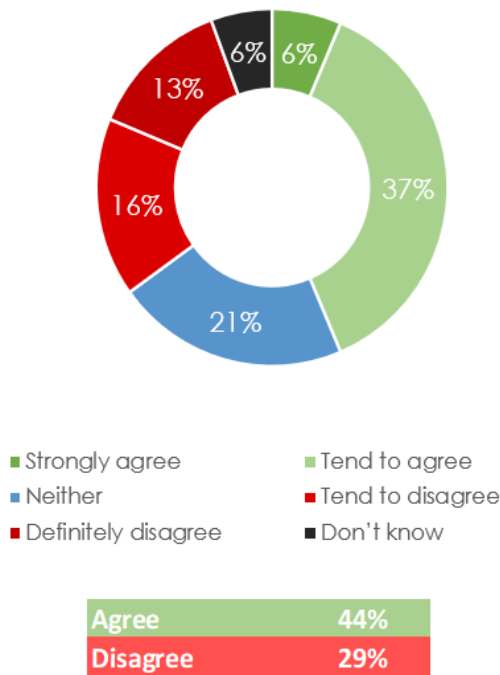
Respondents were asked for their general views about whether the Police and Oxford City Council are dealing with the anti-social behaviour and crime issues that matter in their local area.

Just over one in four residents (44%) believe that the Police and Council effectively deal with anti-social behaviour and crime in their local area.

The level of agreement is the lowest in the **South East** (31%) and **Cowley** (39%), when comparing local areas.



Figure 5.2: Residents' perceptions on the Police and Council's dealing with antisocial behaviour and crime

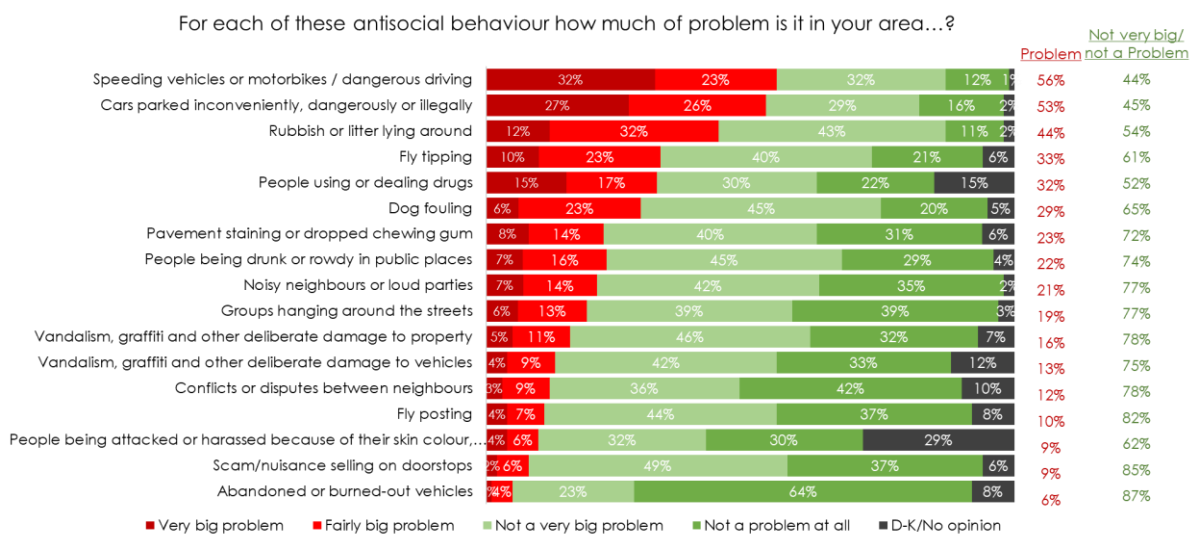


Q15 How much do you agree or disagree that the police and the City Council are dealing effectively with the antisocial behaviour and crime issues that matter in your area? Base size: 509

Residents were asked about a broad range of different types of anti-social behaviour, and whether these are a problem in their local area.

\*Please note that where the net problem and net not a problem score appears to not be equal to the totals, this is a result of rounding

Figure 5.3: Antisocial behaviour



Q17 Below is a list of different types of antisocial behaviour. For each one, please tell us if this is a problem in your area. Base size: 509

Speeding vehicles & dangerous driving, cars parked inconveniently, dangerously or illegally, as well as rubbish or litter are the biggest anti-social problems in local areas.

Residents who **have lived in Oxford for more than 10 years** (42%) are more likely to think that 'People using or dealing drugs' is a problem, compared to those who **have lived in Oxford for less than 3 years** (9%). With regards to 'Fly tipping' (19% vs 33% overall) and 'Dog fouling' (12% vs 29% overall), those who have **lived in Oxford for less than 3 years** do not think it as big a problem as those who have lived in the city for over 3 years. A significant proportion of residents who have **lived in Oxford for 3-10 years** think 'Speeding vehicles or motorbikes / dangerous driving' is problem (68% vs 56% overall).

Fewer **over 65s** think 'People being drunk or rowdy in public places' (14% vs 22% overall) and 'People being attacked or harassed because of their skin colour, ethnic origin, religion or sexual orientation' (5% vs 9% overall) are problems, compared with younger residents.

**Women** are more likely to feel 'Cars parked inconveniently, dangerously or illegally' is a problem (61% vs 44% men).

A higher proportion of residents from the **Ethnic Minority** group think 'People being drunk or rowdy in public places' is a problem (34% vs 19% White ethnic group). On the other hand, a higher proportion of **Ethnic Minority** residents think 'People being attacked or harassed because of their skin colour, ethnic origin, religion or sexual orientation' (80% vs 57% White), and 'Speeding vehicles or motorbikes / dangerous driving' (63% vs 38% White ethnic group) is not a problem.

**Social renters** are more likely than average to think that anti-social behaviour issues are a big problem in their area. They are more likely to think that there is a big problem with 'Noisy neighbours or loud parties' (36% vs 21% average), 'Vandalism, graffiti and other deliberate damage to property' (36% vs 16%), 'Vandalism, graffiti and other deliberate damage to vehicles' (28% vs 13%), 'People using or dealing drugs' (48% vs 32%), 'Groups hanging around the streets' (33% vs 19%), 'Fly posting' (21% vs 10%), 'Cars parked inconveniently, dangerously or illegally' (69% vs 53%), and 'Dog fouling' (56% vs 29%).

To get a deeper insight, we looked at anti-social problems on a locality level:

**Figure 5.4: The top 3 anti-social problems by local areas** (area % vs average % shown)

North	North East	East	Central South and West	Cowley	South East
Cars parked inconveniently, dangerously or illegally (50% vs 53%)	Speeding vehicles or motorbikes / dangerous driving (45% vs 56%)	Speeding vehicles or motorbikes / dangerous driving (82% vs 56%)	Cars parked inconveniently, dangerously or illegally (71% vs 53%)	Speeding vehicles or motorbikes / dangerous driving (68% vs 56%)	People using or dealing drugs (63% vs 32%)
Speeding vehicles or motorbikes / dangerous driving (49% vs 56%)	Cars parked inconveniently, dangerously or illegally (43% vs 53%)	Cars parked inconveniently, dangerously or illegally (60% vs 53%)	Speeding vehicles or motorbikes / dangerous driving (54% vs 56%)	Rubbish or litter lying around (55% vs 44%)	Rubbish or litter lying around (60% vs 44%)
Rubbish or litter lying around (30% vs 44%)	Dog fouling (35% vs 29%)	Rubbish or litter lying around (55% vs 44%)	Rubbish or litter lying around (51% vs 44%)	People using or dealing drugs (45% vs 32%)	Cars parked inconveniently, dangerously or illegally (55% vs 53%)

■ Significantly higher than the average at a 95% confidence level
 ■ Significantly lower than the average at a 95% confidence level  
Q2 Thinking generally, which of the things below would you say are most important in making somewhere a good place to live? (Tick up to five boxes that you think are the most important). Base size 509  
 Percentages shown are for net problem (Very big problem plus Fairly Big Problem)

Across most areas, cars parked inconveniently, dangerously or illegally and speeding vehicles and dangerous driving appear in the top 3 problems. For the **South East** and **Cowley**, people using or dealing drugs also appears and is significantly higher than the average. Across the board the **South East** and **East** have significantly higher than average anti-social problems.

To gauge the direction of travel over the last twelve months, respondents were asked whether the different anti-social behaviour issues had got better, worse or stayed the same over this time.

These findings are ordered according to 'net improvement' in the last year – that is, the proportion saying 'better' minus the proportion saying 'worse'.

Where there is a negative net improvement score, this means a higher proportion of respondents think the issue has got worse over the last 12 months than those who feel it has got better.

**Table 5.2: Change in antisocial behaviours over the last 12 months**

Antisocial behaviour	Better	Worse	Same	Don't know	Net Improvement
Speeding vehicles or motorbikes / dangerous driving	4%	41%	42%	12%	<b>-37%</b>
Cars parked inconveniently, dangerously or illegally	4%	34%	46%	15%	<b>-30%</b>
Rubbish or litter lying around	6%	28%	53%	13%	<b>-22%</b>
Fly tipping	2%	19%	52%	27%	<b>-16%</b>
People using or dealing drugs	3%	19%	48%	30%	<b>-16%</b>
Dog fouling	5%	17%	57%	21%	<b>-12%</b>
Groups hanging around the streets	3%	13%	61%	22%	<b>-10%</b>
People being drunk or rowdy in public places	4%	12%	61%	23%	<b>-8%</b>
Noisy neighbours or loud parties	5%	10%	64%	20%	<b>-5%</b>
Fly posting	2%	6%	60%	32%	<b>-4%</b>
Vandalism, graffiti and other deliberate damage to property	4%	7%	60%	29%	<b>-3%</b>
Vandalism, graffiti and other deliberate damage to vehicles	3%	6%	55%	36%	<b>-3%</b>
Conflicts or disputes between neighbours	4%	7%	55%	34%	<b>-3%</b>
Abandoned or burned-out vehicles	4%	6%	52%	38%	<b>-2%</b>
Pavement staining or dropped chewing gum	5%	7%	65%	24%	<b>-2%</b>
People being attacked or harassed because of their skin colour, ethnic origin, religion or sexual orientation	5%	5%	47%	43%	0%
Scam/nuisance selling on doorsteps	7%	6%	54%	32%	<b>1%</b>

Q18 In your opinion have the following antisocial behaviours got better, worse or stayed the same over the last 12 months? Base size: 509

Across most types of anti-social behaviours, more residents perceive them to have got worse, than better in the last 12 months, however the highest proportion of residents believe they have stayed the same.

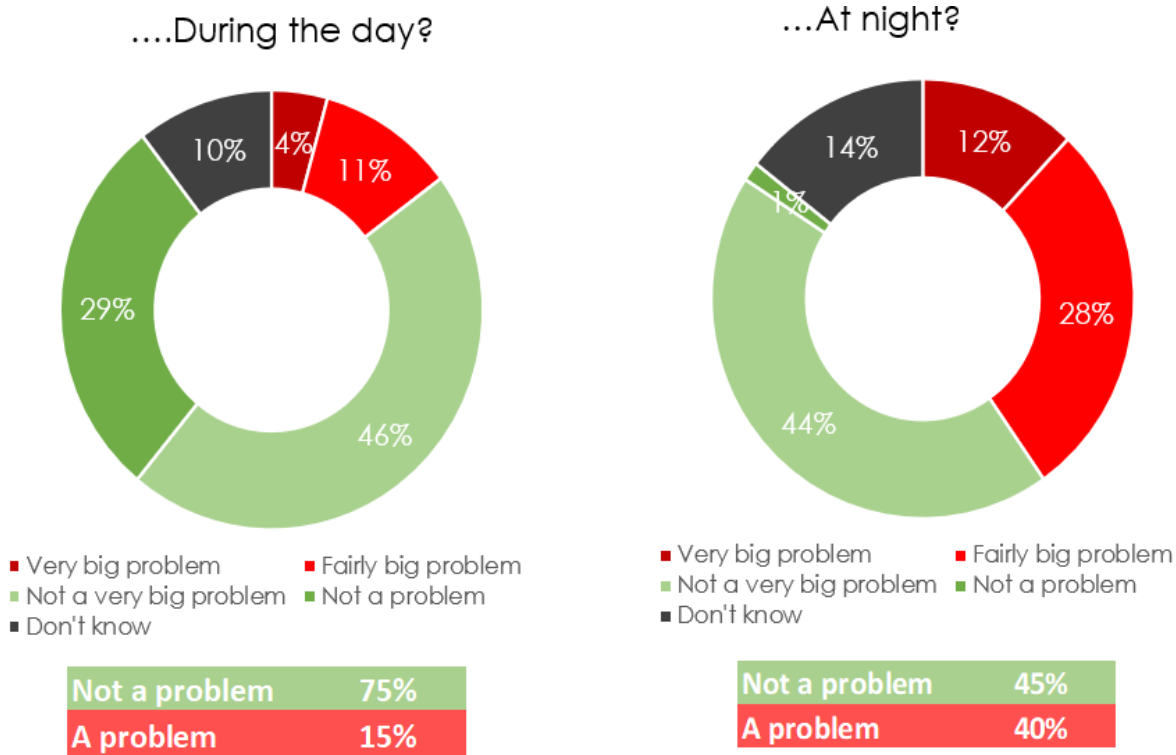
Across most types of anti-social behaviours, the residents of the **South East** perceive them to have got worse, than better in the last 12 months.

**Ethnic minority** residents seem to be more positive about changes in the last 12 months, with perceptions that things are getting better across several behaviours. These behaviours include: 'Noisy neighbours or loud parties' (15% Ethnic minority group believed things had improved vs 3% of the White ethnic group felt things had improved), 'Rubbish or litter lying around' (16% vs 4%), 'Vandalism, graffiti and other deliberate damage to property' (11% vs 2%), 'Groups hanging around the streets' (10% vs 2%), 'People being attacked or harassed because of their skin colour, ethnic origin, religion or sexual orientation' (15% vs 3%), 'Conflicts or disputes between neighbours' (11% vs 3%), 'Cars parked inconveniently, dangerously or illegally' (10% vs 3%), and 'Dog fouling' (12% vs 3%).

### 5.3 Alcohol related anti-social behaviour

Residents were asked for their views on alcohol-related antisocial behaviour in Oxford city centre during the day and at night.

Figure 5.5: Alcohol related anti-social behaviour



Q16 In your opinion how much of a problem, if at all, is alcohol-related antisocial behaviour in Oxford city centre during the day? Base size: 509

Four in ten residents consider alcohol related anti-social behaviour in the city at night a problem. This is higher than those who consider it a problem during the day (15%).

Some groups felt alcohol-related antisocial behaviour in the city centre is a bigger problem than the average opinion:

- During the day (average 15%): **social renters** (40%), the **South East** area (26%), and **residents who have lived in Oxford for more than 10 years** (21%)
- During the night (40%): **residents aged 35-64** (50%), and the **East** area (55%)

**Health and well-being**

# 6 Health and well-being

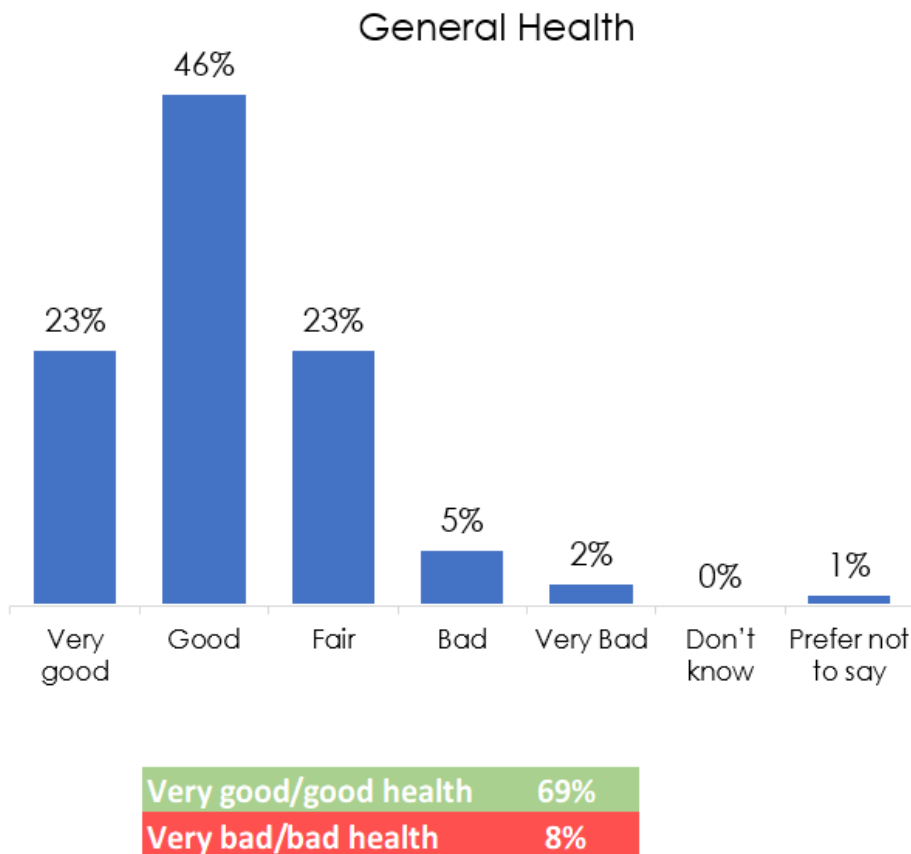
This section explores the physical health and well-being of residents.

## Summary

- Most residents self-assess their health as very good or good (69%) with only 7% assessing their health as very bad or bad.
- One in five residents (20%) provide unpaid help or care to someone else, with the majority of those who provide unpaid care providing between 1-19 hours per week.
- Walking is the most common form of physical exercise with over nine in ten residents (91%) walking at least once a week. Nearly half (48%) of residents cycle once a week, with residents in the North and East most likely to cycle at least once a week.
- Only a small percentage of respondents use the council's leisure facilities regularly (at least once a week), with most respondents having never used any of the Council's leisure facilities.

## 6.1 Perceived health

Figure 6.1: General health



Q25 How is your health in general? Base size: 509

Most residents self-assess their health as very good or good (69%) with only 7% assessing their health as very bad or bad.

A large proportion of residents in the **Central South & West** self-assessed their health as very good or good (81% vs 69% overall).

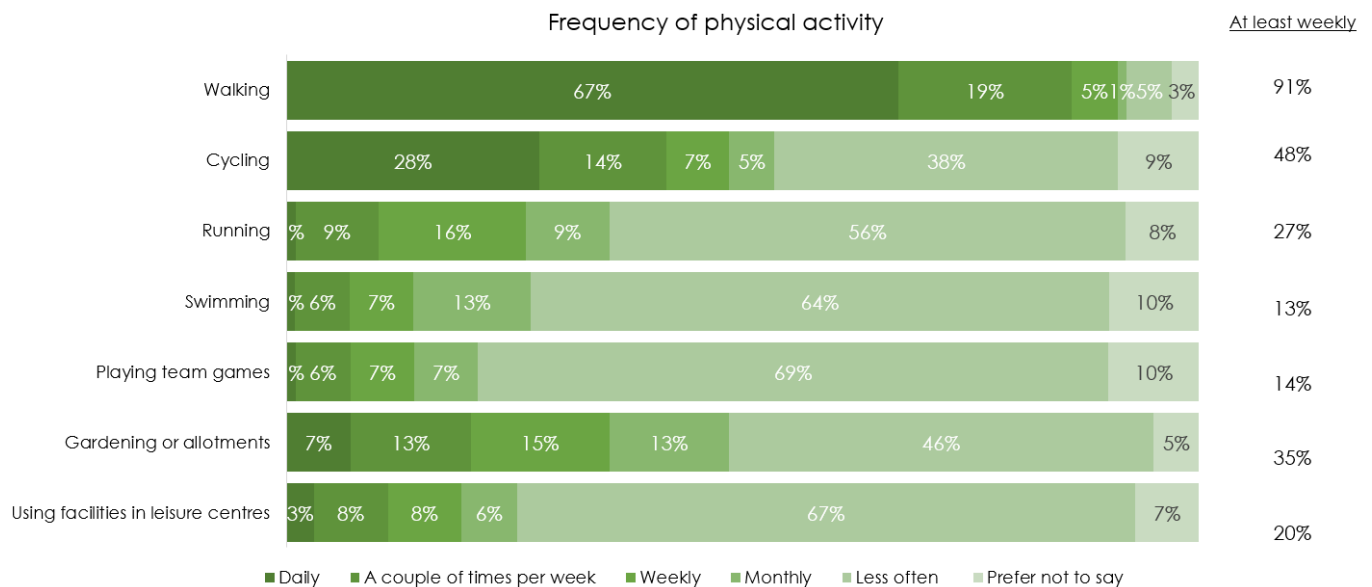
Very good or good health is less common among:

- The **over 65s** (48% vs 69% overall)
- **Social renters** (42%) compared to **private renters** (86%)

## 6.2 Physical Activity

Residents were provided with a list of different physical activities and were asked to select how frequently they had been doing the activity in the last year.

**Figure 6.2: Frequency of physical activity**



Walking is the most common form of physical exercise with over nine in ten residents (91%) walking at least once a week. Nearly half (48%) of residents cycle once a week, with residents in the **North** and **East** most likely to cycle at least once a week.

Residents in the **Central South & West** area are most likely to go running at least once a week (38% vs 27% average). Whilst residents in the **North** are most likely to go swimming (27% vs 13% average) and play team games (24% vs 14% average) at least once a week. Garden allotments is the most likely physical activity in the **South East** (48% vs 35% average) and using facilities in leisure centres is the most likely physical activity in the **North East** (34% vs 20% average).

100% of residents **aged 18-34** and 99% of residents who have **lived in Oxford for 3-10 years** said they walk at least once a week. These groups of residents are also the most likely to run at least once a week (43% and 44% respectively vs average of 27%)

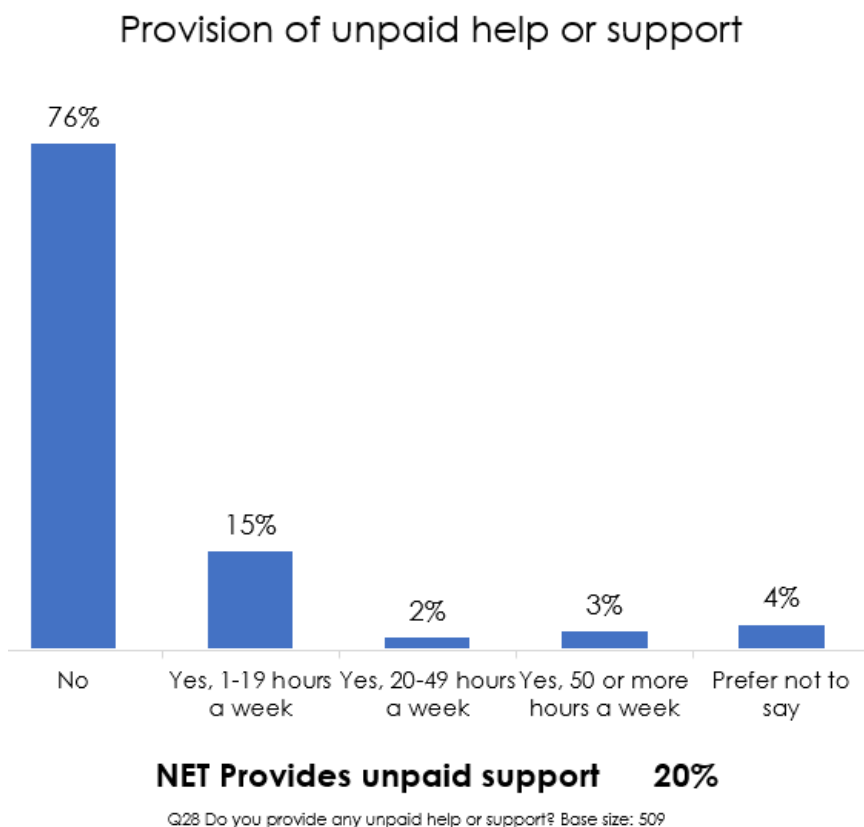
Playing team games is most popular amongst the **18-34-year-olds** (23%), those who have **lived in Oxford for less than 3 years** (23%), and those who have **lived in Oxford for 3-10 years** (20%), when compared to the average of 14%. Whilst

gardening has the mirror image of popular groups compared to playing team games. Gardening is most popular amongst residents aged 35-64 (44%), residents aged over 65 (58%), and those who have lived in Oxford for more than 10 years (47%), when compared to the average of 35%.

Ethnic minority residents are less likely to walk (79% vs 91%), cycle (32% vs 48%), and spend time gardening (16% vs 35%), on a weekly basis compared to the average.

### 6.3 Care given to others

Figure 6.3: Provision of unpaid help or support



One in five residents (20%) provide unpaid help or care to someone else, with the majority of those who provide unpaid care providing between 1-19 hours per week.

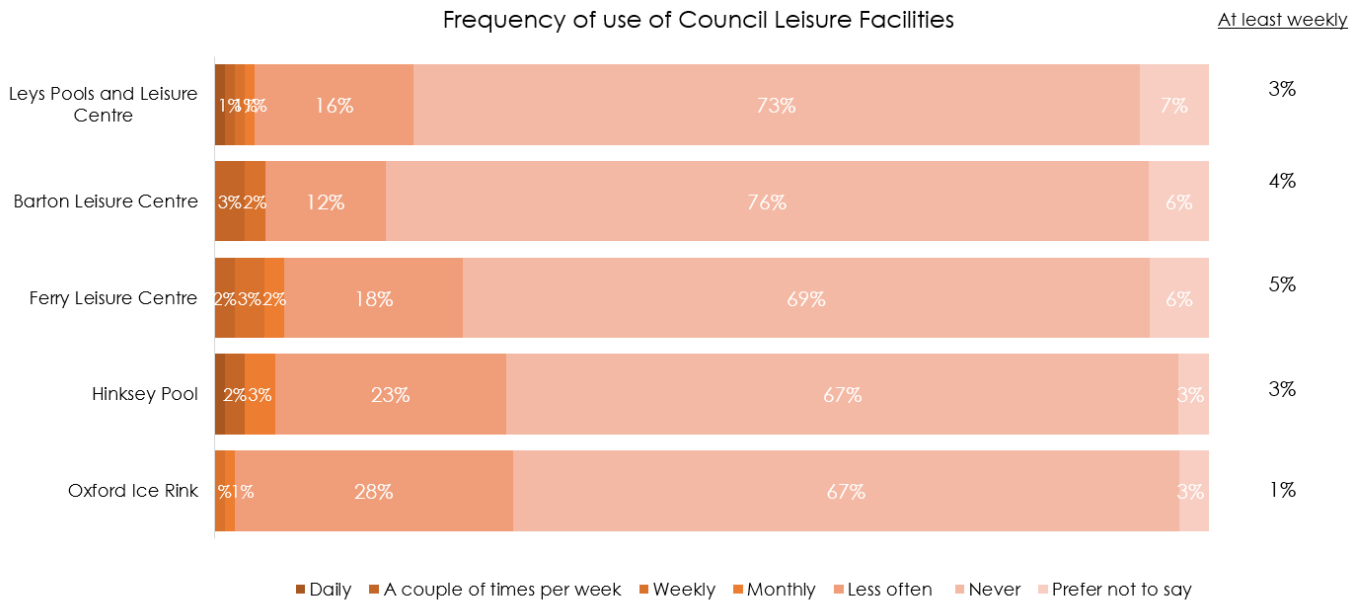
The provision of unpaid help/support is significantly higher among certain groups, when compared with the average of 20%:

- Those living in the North East - 39%
- Social renters – 50%
- Ethnic minority residents - 36%
- Over 65s – 34%
- Women – 27%
- Residents who have lived in Oxford for over 10 years – 32%



## 6.4 Use of Council Leisure Facilities

Figure 6.4: Use of Council Leisure Facilities



Q27 Have you ever used any of the Council's leisure facilities in the list below? If yes, how often have you been using them in the last year?

Only a small percentage of respondents use the council's leisure facilities regularly (at least once a week), with most respondents having never used any of the Council's leisure facilities.

**The economy**

## 7 The economy

This section looks at the perceived economic performance of the local area and respondents' outlook on their personal finances.

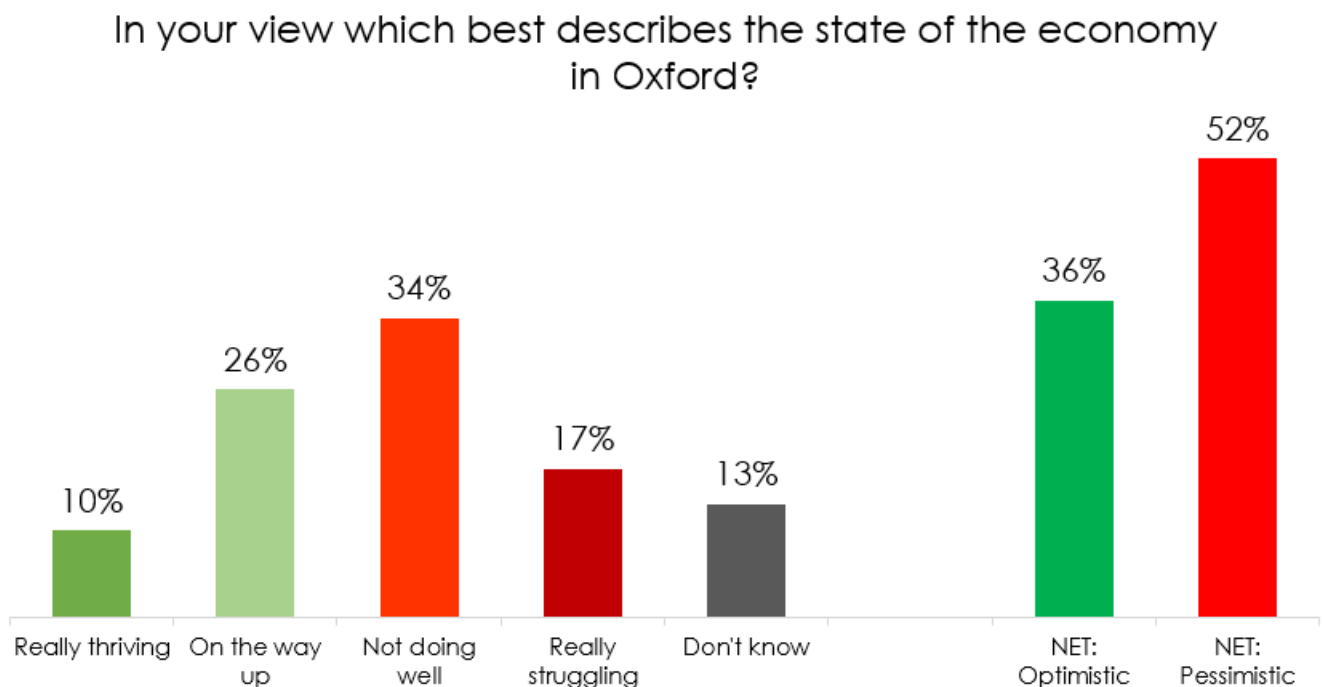
### Summary

- Only about a third of respondents in Oxford are optimistic about the economy (36%), whereas over a half (52%) are pessimistic and think it is really struggling or not doing well.
- Direct comparisons cannot be made with the last residents' survey in 2016/17 due to changes in methodology. Findings from the 2016/17 survey showed 46% of respondents were optimistic compared to 26% who were pessimistic.
- Over half of residents (52%) have been affected by the current economic climate, with nearly a third (30%) feeling that the economic climate has affected their ability to buy a home or move, nearly a quarter (23%) not being able to afford to go on holiday and a fifth (20%) experiencing difficulties paying energy and fuel bills.
- Only 17% feel that their personal finances will improve over the next year. This compares to 28% who feel it will get worse.

### 7.1 The state of the economy in Oxford

Respondents were asked how they would describe the state of the economy in Oxford.

**Figure 7.1: State of the economy**



Q22 In your view which best describes the state of the economy in Oxford? Base size 509  
 Net Optimistic: Really thriving plus On the way up, Net Pessimistic: Not doing well plus Really struggling

Only about a third of respondents in Oxford are optimistic about the economy (36%), whereas over a half (52%) are pessimistic and think it is really struggling or not doing well.

Direct comparisons cannot be made with the last residents' survey in 2016/17 due to changes in methodology. Findings from the 2016/17 survey showed 46% of respondents were optimistic compared to 26% who were pessimistic.

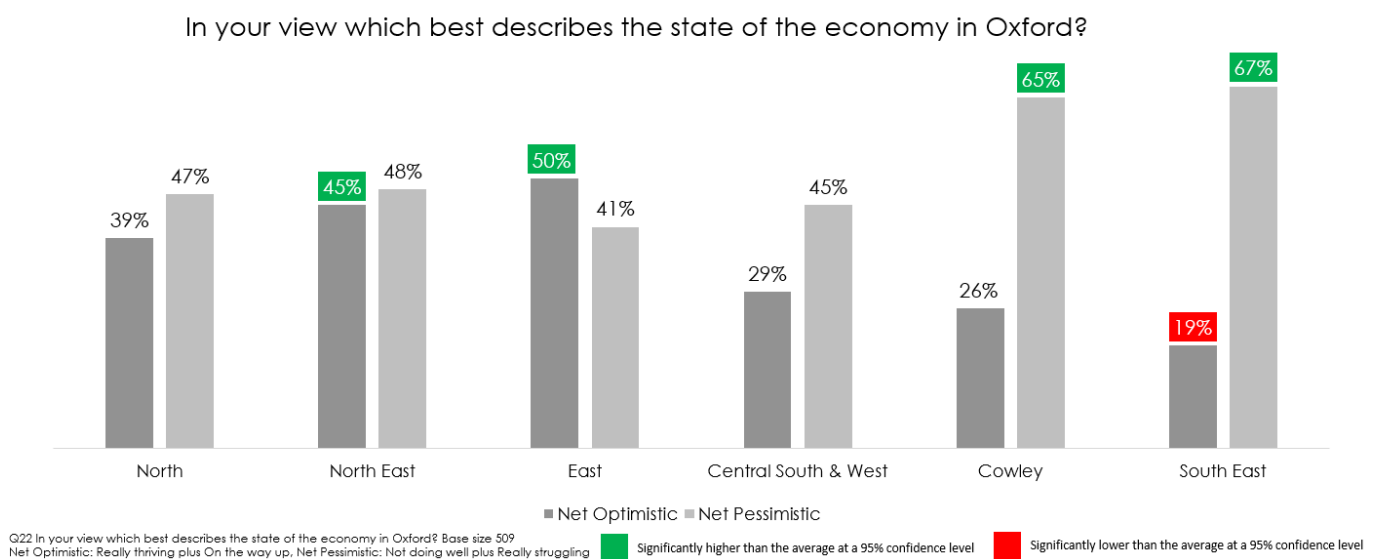
Respondents **aged 35-64** are significantly less positive about the local economy (28%), as are those who have **lived in Oxford for over 10 years** (28%), and **social renters** (13%), compared to the average of 36%.

Economic optimism is greater amongst those who are positive about their local area or the Council:

- Those who are **satisfied with their local area** (46% believe the economy in Oxford is thriving or on the way up vs. 16% of those who are neutral or dissatisfied)
- Those who are **satisfied with the Council** (45% vs. 25% of those who are neutral or dissatisfied)

Comparisons were made on residents' perceptions on the state of the economy based on their local area:

**Figure 7.2: State of the economy, perceptions based on local area**



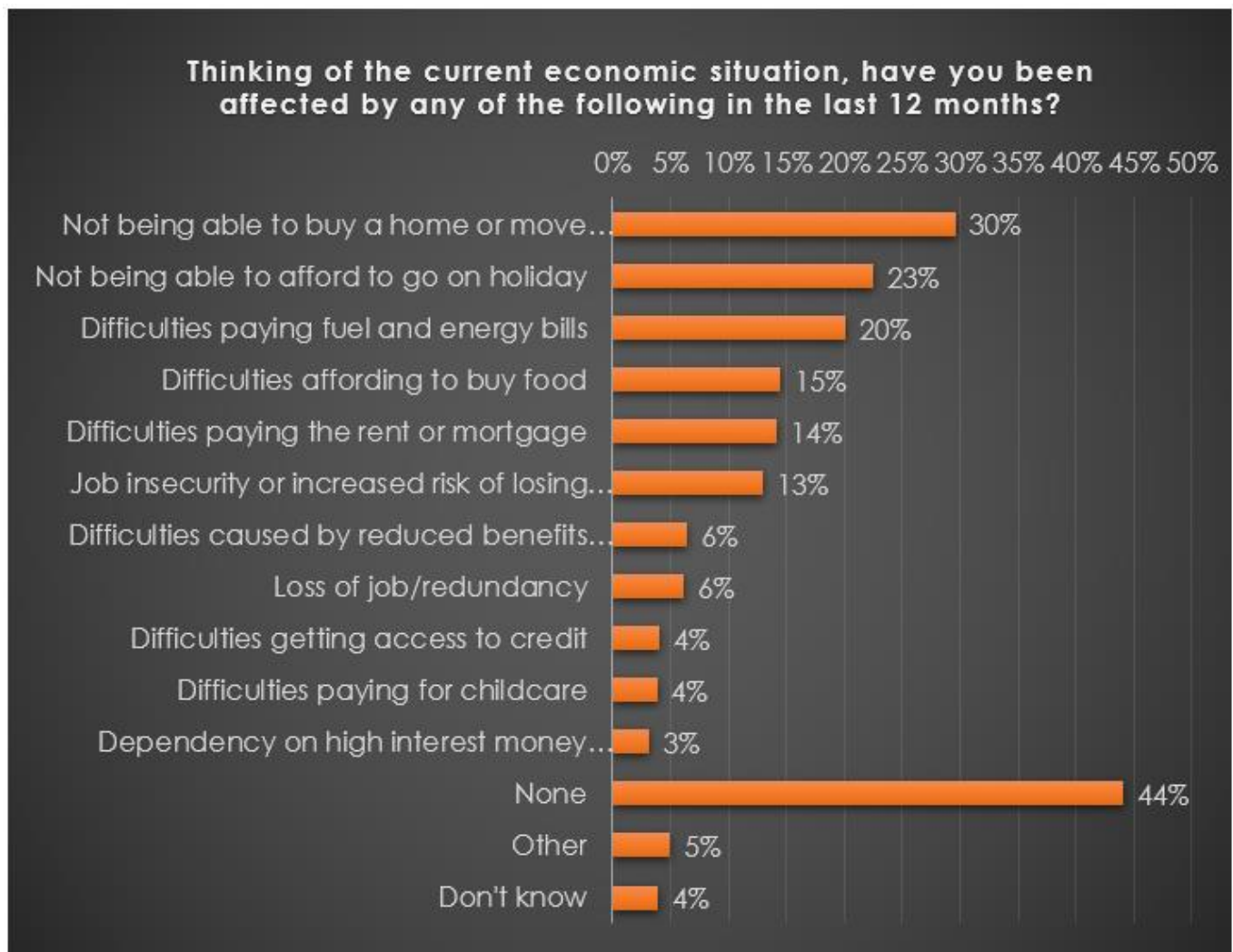
The **East** and **North East** are the most optimistic about the state of Oxford's economy, whilst **Cowley** and the **South East** are the most pessimistic.

## 7.2 Residents' personal finances in the last 12 months

Residents were asked to think of the current economic situation, and if they have been affected by any difficulties in the last 12 months.

Over half of residents (52%) have been affected by the current economic climate, with nearly a third (30%) feeling that the economic climate has affected their ability to buy a home or move, nearly a quarter (23%) not being able to afford to go on holiday and a fifth (20%) experiencing difficulties paying energy and fuel bills.

**Figure 7.3: Residents' personal finances in the last 12 months**



Q23 Thinking of the current economic situation, have you been affected by any of the following in the last 12 months? Base size: 509

Residents **aged 18-34** have been most affected by 'Not being able to buy a home or move home' (48% vs 30% overall). Whilst residents **aged 35-64** have been most affected by 'Loss of job/redundancy' (10% vs 6% overall) and 'Not being able to afford to go on holiday' (31% vs 23% overall).

Residents who have **lived in Oxford for less than 3 years** have been more affected and by more factors than those who have lived in Oxford for over 3 years. These factors include: 'Not being able to buy a home or move home' (52% vs 30% overall), 'Difficulties affording to buy food' (28% vs 15% overall), 'Difficulties getting access to credit' (10% vs 4% overall), and 'Dependency on high interest money lenders' (9% vs 3% overall).

**Ethnic minority** residents have been significantly more affected by several economic factors in the last 12 months than the White ethnic group (figures below show Ethnic Minority percentage vs White ethnic group percentage):

- Difficulties paying the rent or mortgage (27% vs 11%)
- Difficulties paying fuel and energy bills (35% vs 16%)
- Loss of job/redundancy (14% vs 4%)
- Difficulties affording to buy food (31% vs 10%)
- Not being able to afford to go on holiday (49% vs 15%)

- Difficulties getting access to credit (11% vs 2%)
- Dependency on high interest money lenders (10% vs 1%)
- Difficulties caused by reduced benefits payments (21% vs 2%)
- Other (13% vs 3%)

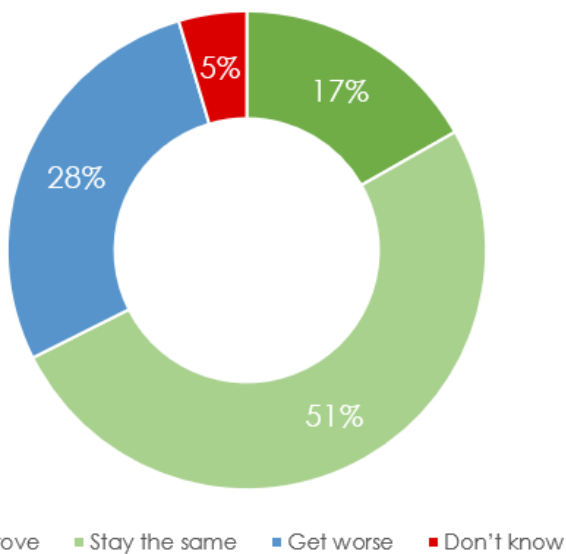
### 7.3 Residents' personal finances in the next 12 months

Residents were asked if they thought that their personal finances will get better or worse over the next 12 months.

Only 17% feel that their personal finances will improve over the next year, compared to 28% who feel it will get worse.

**Figure 7.4: Residents' personal finances in the next 12 months**

Do you think that your personal financial circumstances will improve, stay the same or get worse over the next 12 months?



Q24 Do you think that your personal financial circumstances will improve, stay the same or get worse over the next 12 months? Base size: 509

Residents **aged 18-34** are net optimistic about their personal financial circumstances improving, whilst residents **aged 35 and over** are net pessimistic.

Residents who have **lived in Oxford for over 10 years** are net pessimistic about their personal financial circumstances improving, whilst residents who have **lived in Oxford for less than 10 years** are net optimistic.

The **Central South and West** area are the most optimistic about their personal financial circumstances improving.

# Council performance

## 8 Council performance

This section of the report examines residents' overall perceptions of the Council, as well as their views on the services it provides and the value for money it represents.

### Summary

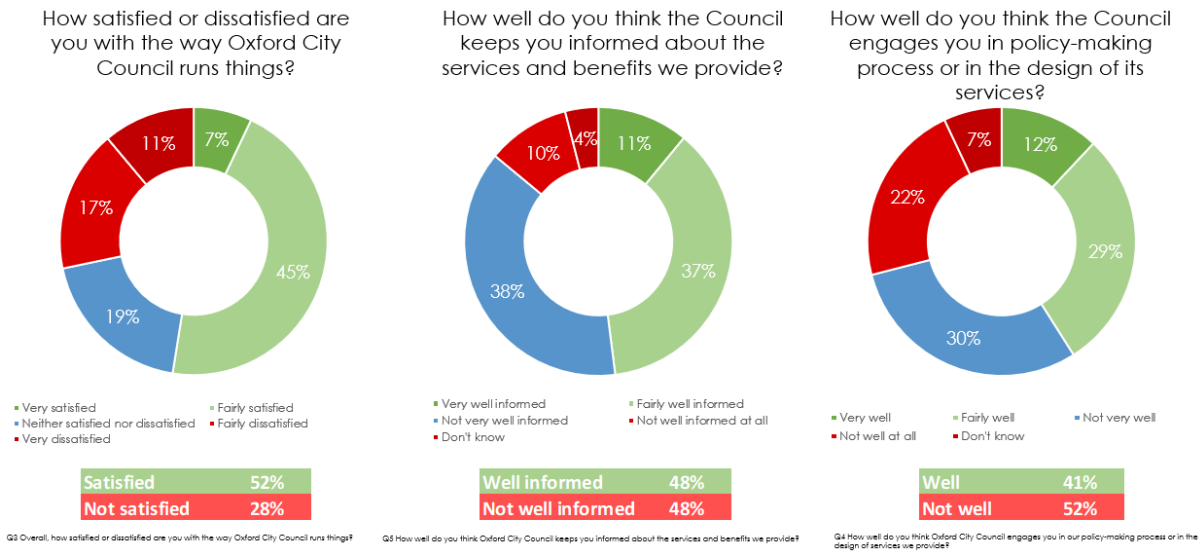
- Just over half of residents are satisfied with the way the Council runs things and nearly half believe the Council keeps them well informed about the services and benefits it provides.
- A higher proportion of residents feel the Council does not engage them well in policy-making process or design of services (52%) than those who do (41%).
- The Central South & West are the most satisfied with the way the Council are running things.
- The South East are generally the most dissatisfied, namely, with the way the Council are running things, and the services provided by the Council. The South East also has the smallest proportion of online users of Council services. Contrary to all other areas, the South East disagree with a reduction in mowing of roadside verges to better support biodiversity.
- Levels of dissatisfaction with what the Council is doing to meet housing needs are higher than levels of satisfaction. Highest levels of dissatisfaction are seen for 'delivering sufficient infrastructure to accompany new homes' (53%), preventing homelessness (47%) and building enough homes (43%).
- Services with the highest levels of satisfaction in local areas include parks & open spaces (51%), access to nature (38%) and cultural facilities (37%).
- Satisfaction with Council services is highest for museums (85%) and parks & open spaces (85%).
- Most respondents (68%) currently use Council services online. The main reason for not, was not knowing how to (31%).
- Supporting and enabling zero carbon public transport is seen as a top priority for pursuing a net zero Council.
- A higher proportion of over 65s are dissatisfied with the way the Council runs things (37% vs 28% overall).

### 8.1 General satisfaction with the Council

To gain insight into residents' perceptions of Oxford City Council, respondents were asked for their overall view about the Council's performance.



**Figure 8.1: Council Performance and Engagement**



Just over half of residents are satisfied with the way the Council runs things (52%) and nearly half (48%) believe the Council keeps them well informed about the services and benefits it provides.

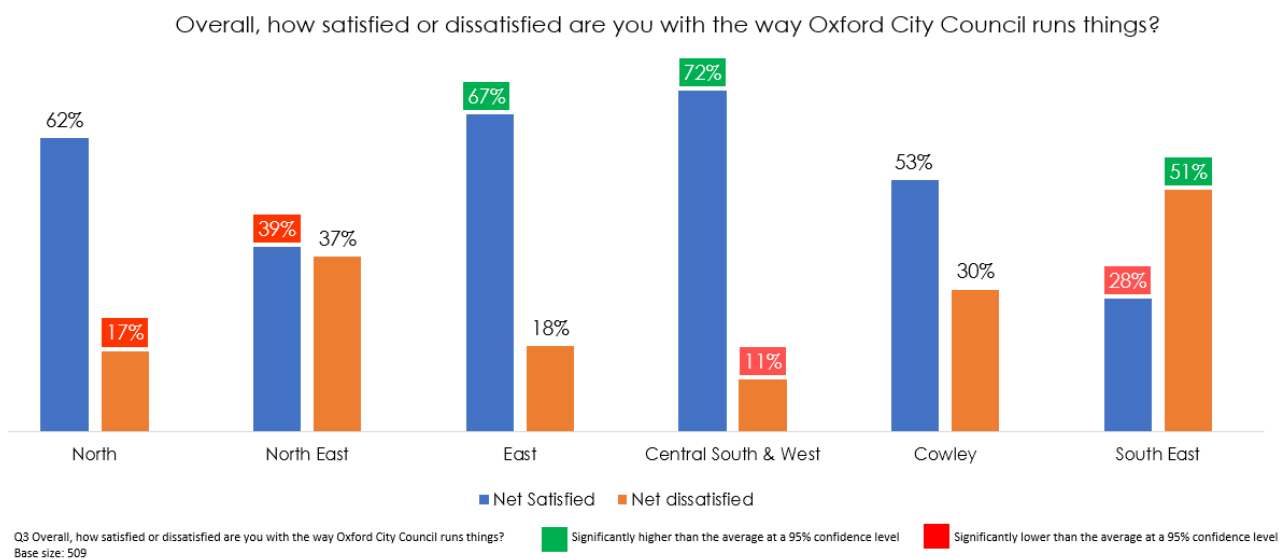
A greater proportion of residents feel the Council does not engage them well in policy-making process or design of services (52%) than those who do (41%).

**Women** (61%) are more satisfied with the way the Council runs things than **men** (42%).

A higher proportion of residents who have **lived in Oxford for less than 3 years** (74%) are satisfied with the way the Council runs things than those who have **lived here for over 10 years** (41%).

Looking more specifically at how local areas perceive the Council's performance:

**Figure 8.2: Council Performance based on local area**



The **Central South & West** are the most satisfied with the way the Council are running things, with a satisfaction level well above the average (72% vs 52% overall) and a dissatisfaction level well below the average (11% vs 28% overall).

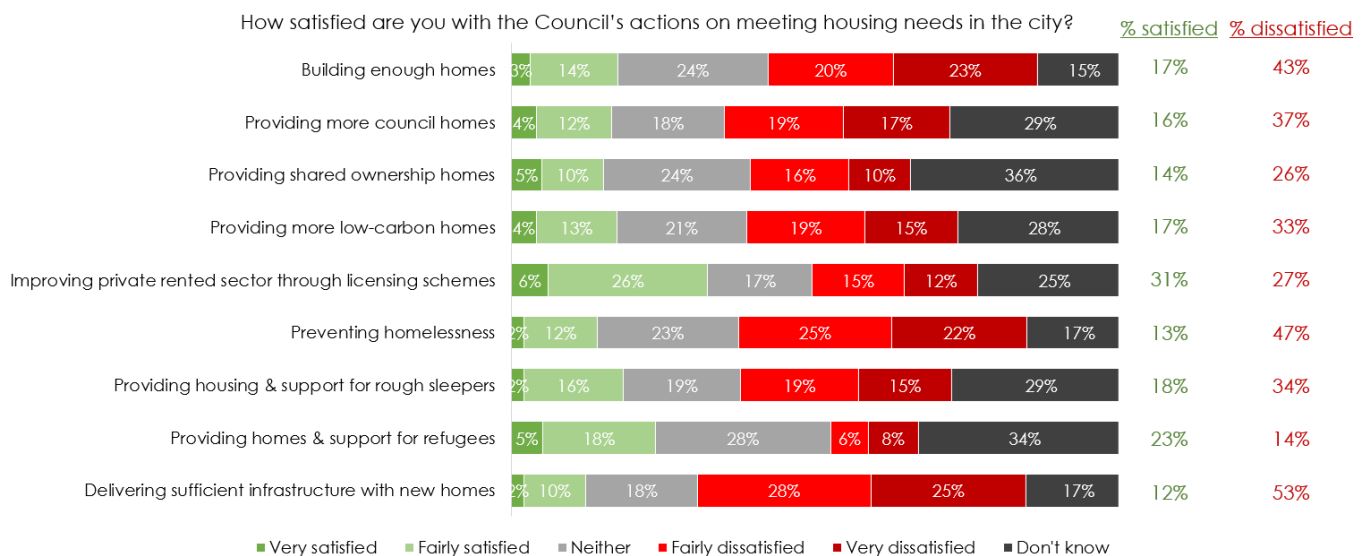
Whilst the **South East** are the most dissatisfied with the way the Council are running things, with a satisfaction level well below the average (28% vs 52% overall) and a dissatisfaction level well above the average (51% vs 28% overall).

Along with residents in the **Central South & West**, the **East** area make up the two areas that are most satisfied with the way the Council is running things.

## 8.2 Satisfaction levels with housing needs in the city

Residents were asked how satisfied they are with the Council's actions on meeting the housing needs in the city.

**Figure 8.3: Satisfaction with the housing needs**



Q7 How satisfied or dissatisfied are you with Oxford City Council's actions on meeting the housing needs in the city? Base size: 509

Levels of dissatisfaction with what the Council is doing to meet housing needs are higher than levels of satisfaction. Highest levels of dissatisfaction are seen for 'delivering sufficient infrastructure to accompany new homes' (53%), preventing homelessness (47%) and building enough homes (43%).

A higher proportion of residents **over the age of 65** are dissatisfied with the Council's action on 'Providing more council homes' (50% vs 37% overall).

A higher proportion of **women** (54%) are dissatisfied with the Council's action on 'Preventing homelessness' than **men** (38%).

The housing needs that residents are particularly dissatisfied with, based on how long they have lived in Oxford:

- **Lived in Oxford for 3-10 years**
  - 'Building enough homes' (56% vs 43% overall)
  - 'Providing more low-carbon homes' (47% vs 33% overall)
  - 'Providing housing and support for people experiencing rough sleeping' (51% vs 34% overall)
- **Lived in Oxford for over 10 years**
  - 'Providing more council homes' (45% vs 37% overall)
  - 'Providing shared ownership homes' (32% vs 26% overall)
  - 'Delivering sufficient infrastructure to accompany new homes' (60% vs 53% overall)

The housing needs that residents are particularly satisfied with based on their local area:

- **East area:**
  - 'Improving the private rented sector through licensing schemes' (50% vs 31% overall)
  - 'Providing homes and support for refugees' (35% vs 23% overall)
  - 'Delivering sufficient infrastructure to accompany new homes' (20% vs 12% overall)
- **Cowley area:**
  - 'Providing more council homes' (25% vs 16% overall)
  - 'Providing shared ownership homes' (32% vs 14% overall),
  - 'Providing more low-carbon homes' (27% vs 17% overall)
  - 'Providing housing and support for people experiencing rough sleeping' (31% vs 18% overall).

### 8.3 Satisfaction with services delivered/supported by the Council

**Figure 8.4: Satisfaction with services delivered/supported by the Council**

Top 5 services with highest percentage of satisfaction in your area

Overall			Those who are satisfied with the way the Council runs things			Those who are not satisfied with the way the Council runs things		
1	Parks and open spaces	51%	1	Parks and open spaces	57%	1	Parks and open spaces	45%
2	Access to nature	38%	2	Access to nature	46%	2	Cultural facilities	31%
3	Cultural facilities	37%	3	Cultural facilities	43%	2	Hospital services – NHS	31%
4	Hospital services – NHS	24%	4	Clean streets and park areas	28%	4	Access to nature	28%
5	Shopping facilities	22%	4	People of different backgrounds getting on well together	28%	5	Shopping facilities	22%

Q8 Thinking about your local area, which of the following services, delivered/supported by Oxford City Council unless otherwise stated, do you think you are most satisfied with? (Tick up to five services that you are most satisfied with). Base size: 509

Services with the highest levels of satisfaction in local areas include parks & open spaces (51%), access to nature (38%) and cultural facilities (37%).

**Women** are more satisfied with wage levels and the cost of living (5% vs 1% men).

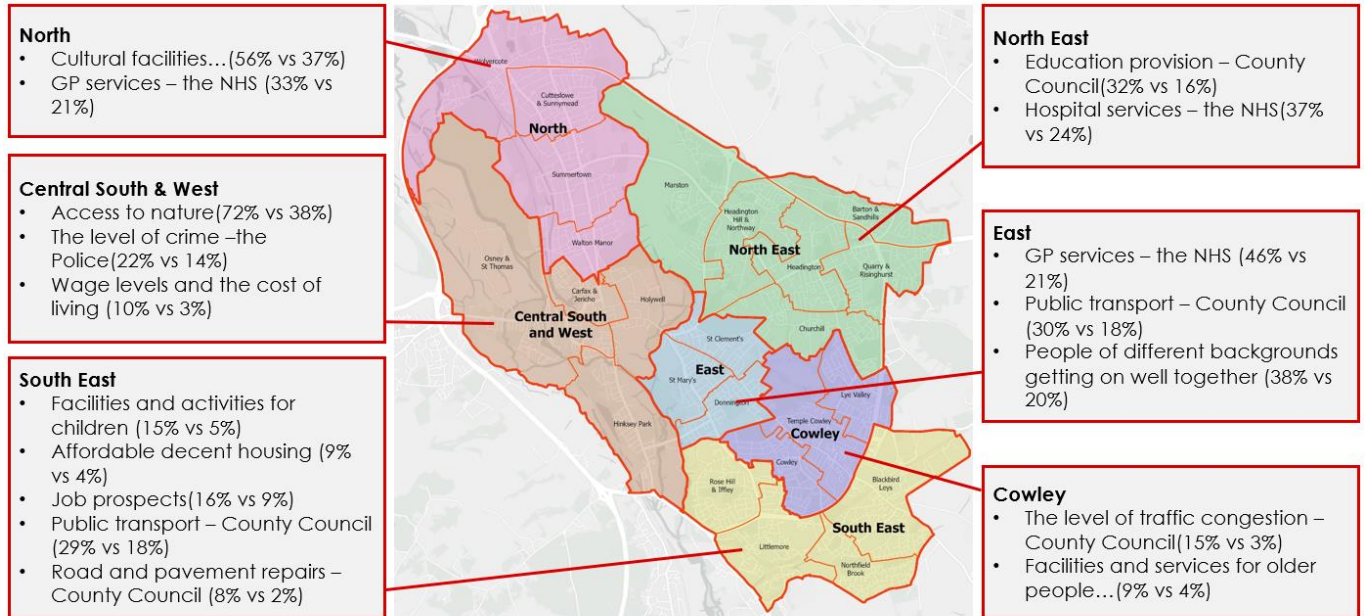
Residents **aged over 65** are significantly more satisfied with the following services:

- Hospital services – provided by the NHS (47% vs 24% overall)
- Public transport – overseen by Oxfordshire County Council (30% vs 18% overall)

**Ethnic minority** residents are less satisfied with cultural facilities (21% vs 42% White ethnic group) but are more satisfied with wage levels and the cost of living (10% vs 1% White ethnic group).

The local areas most satisfied with certain services, compared to the average:

**Figure 8.5: Services delivered/supported by the Council with statistically significant higher levels of satisfaction by area**



Q8 Thinking about your local area, which of the following services, delivered/supported by Oxford City Council unless otherwise stated, do you think you are most satisfied with? (Tick up to five services that you are most satisfied with). Base size: 509

There is a marked contrast in services residents are most satisfied with, between those who have lived in Oxford for less than 3 years and those who have lived here for over 10 years:

**Table 8.1: Significant differences in satisfaction with services between those who have lived in Oxford for less than 3 years and those who have lived in Oxford for over 10 years.**

Services	Overall	Less than 3 years	10+ years
Access to nature	38%	63%	28%
Hospital services – provided by the NHS	24%	10%	34%
The level of crime – overseen by the Police	14%	23%	10%
Wage levels and the cost of living	3%	9%	1%

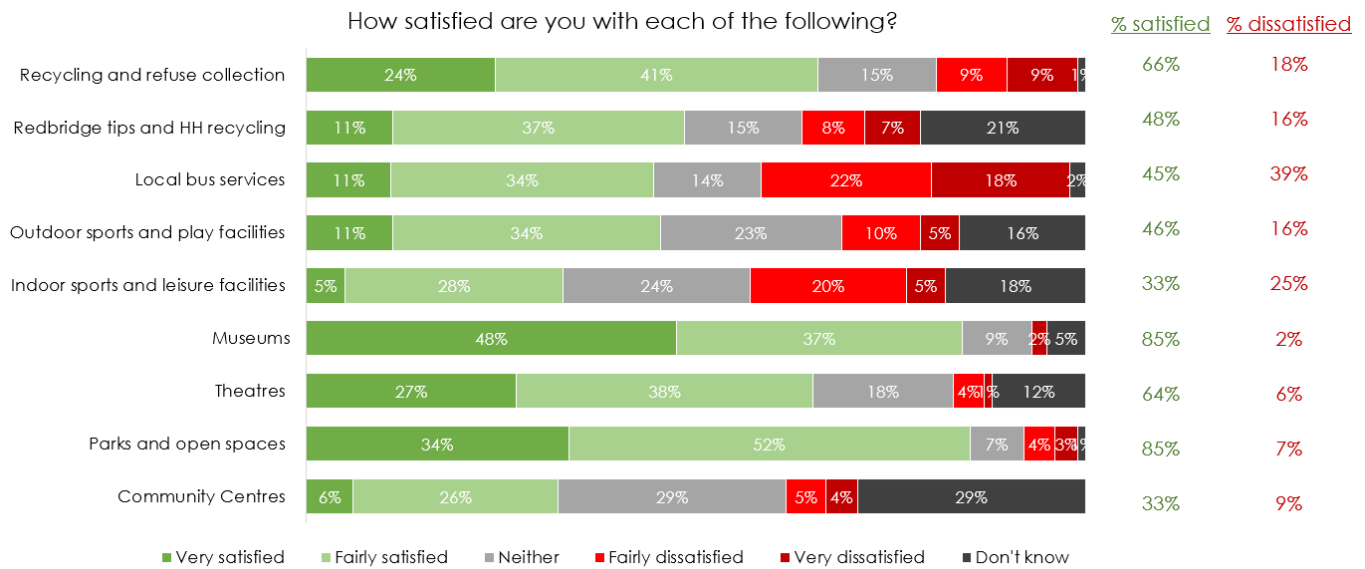
Q8 Thinking about your local area, which of the following services, delivered/supported by Oxford City Council unless otherwise stated, do you think you are most satisfied with? (Tick up to five services that you are most satisfied with). Base size: 509

Residents were provided with two additional options to enter their own open-ended responses to what they are most satisfied with, in terms of services, delivered or supported by Oxford City Council. An analysis of the responses shows that residents used these options to communicate their dissatisfaction instead. The responses touched on various issues related to city management, including illegal parking, LTNs (Low Traffic Neighborhoods), waste services, education standards, and city planning. The main concerns expressed include dissatisfaction with the council's honesty and information transparency, criticism of LTN policies impacting employment and pollution, dissatisfaction with the management of the CBD property

portfolio affecting the city center, allegations of discrimination in road blockages, complaints about education standards and council accountability, and concerns about traffic congestion and green space loss due to housing expansion.

Residents were informed that Oxford City Council is interested in their views on some of the services provided or supported by the City Council and in some cases by Oxfordshire County Council, and were asked to determine how satisfied they were with each of the services. Here are the findings:

**Figure 8.4: Satisfaction with Council provided services**



O9 Oxford City Council is interested in your views on some of the services provided or supported by the City Council and in some cases Oxfordshire County Council. How satisfied or dissatisfied are you with each of the following? Base size: 509

Satisfaction with Council services is highest for museums (85%) and parks & open spaces (85%).

A higher proportion of residents **over the age of 65** are satisfied with the Council’s provision of ‘Recycling and refuse collection’ (74% vs 66% overall). Whilst a higher proportion of residents **aged 35-64** are satisfied with the County Council’s provision of ‘recycling centre at Redbridge’ (58% vs 48% overall).

Residents who have **lived in Oxford for less than 3 years** are the most dissatisfied with the provision of ‘Indoor sports and leisure facilities’ (37% vs 25% average). While residents who have **lived in Oxford for over 10 years** are the most dissatisfied with the provision of ‘Community Centres’ (14% vs 9%).

Levels of dissatisfaction is higher in the **South East** area compared to the average, especially with the following provisions:

- ‘Recycling and refuse collection’ (29% vs 18% overall)
- ‘Recycling centre at Redbridge’ (30% vs 16% overall)
- ‘Theatres’ (16% vs 6% overall)
- ‘Parks and open spaces’ (17% vs 7% overall)

Residents were provided with an opportunity to provide reasons for why they were dissatisfied with any local services. A summary of the reasons provided by 254 respondents:

**Public Transport:**

- Increased demand for more bus services, especially with the implementation of Low Traffic Neighbourhoods (LTNs) and congestion measures.
- Complaints about unreliable and infrequent bus services, particularly in Headington.
- Calls for better coordination between bus service providers and dissatisfaction with declining service quality.

**Roads and Cycling Infrastructure:**

- Deteriorating road conditions, including potholes and poor maintenance.
- Inadequate cycling infrastructure, notably on Old Road.
- Negative impact of LTNs on traffic congestion, accessibility, and business, especially in East Oxford.

**General City Maintenance:**

- Concerns about overall cleanliness in the city centre.
- Expensive parking in the city centre.
- Criticisms of park conditions, citing overgrown areas and insufficient bins.

**Housing Affordability:**

- Affordable housing is not considered affordable for many residents.
- Dissatisfaction with the affordability of council housing.
- Perceived lack of investment in certain areas, such as Littlemore, affecting facilities and services.

**Community Facilities:**

- Outdated and poorly administered indoor sports facilities and community centres.
- Reduction in the availability and quality of leisure centres and pools.
- Concerns about the closure of local swimming pools and community centres.

**Environmental and Health Concerns:**

- Neglect of pavement repairs affecting mobility scooter users.
- Issues with waste collection times, dirty recreational spaces, and insufficient bins in parks.
- Rising pollution levels impacting individuals with asthma.

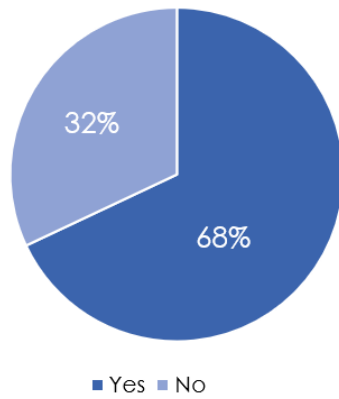
**Council Democracy and Consultation:**

- Dissatisfaction with perceived lack of democracy in council decisions.
- Criticisms of pre-determined decisions despite public consultations.

## 8.4 Use of Online Services

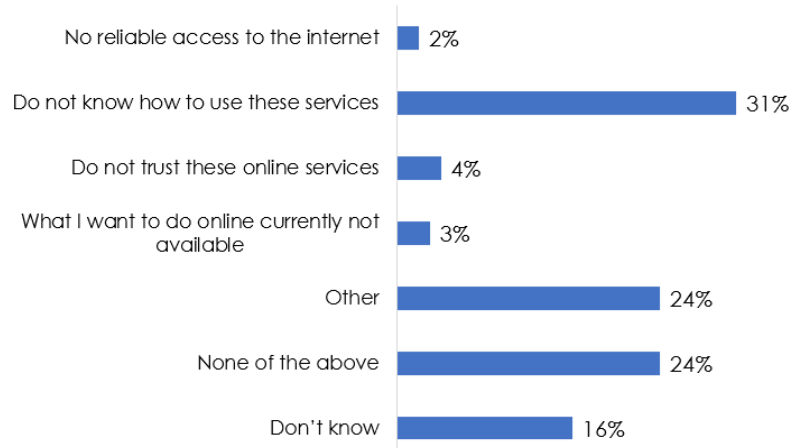
Figure 8.5: Use of online services

Do you currently use Oxford City Council's online services?



Q11. Do you currently use Oxford City Council's online services (e.g. website, online forms)?

What prevents you from using online services?



Q13. You said you currently do not use any of our online services (website, online forms). What is preventing you from doing so? (Please tick as many boxes as applicable). Base 120 Certain elements of Q13 do not work due to the survey being online. Does this question make sense with the remaining options?

Most respondents (68%) currently use Council services online. The main reason for not, was not knowing how to (31%).

The 'Other' option was selected by a nearly a quarter (24%) as a reason for what prevents them from using the online services. An analysis of the responses found that the main themes are that the residents don't know what services are available online (34%) and that they have not needed to use them (29%).

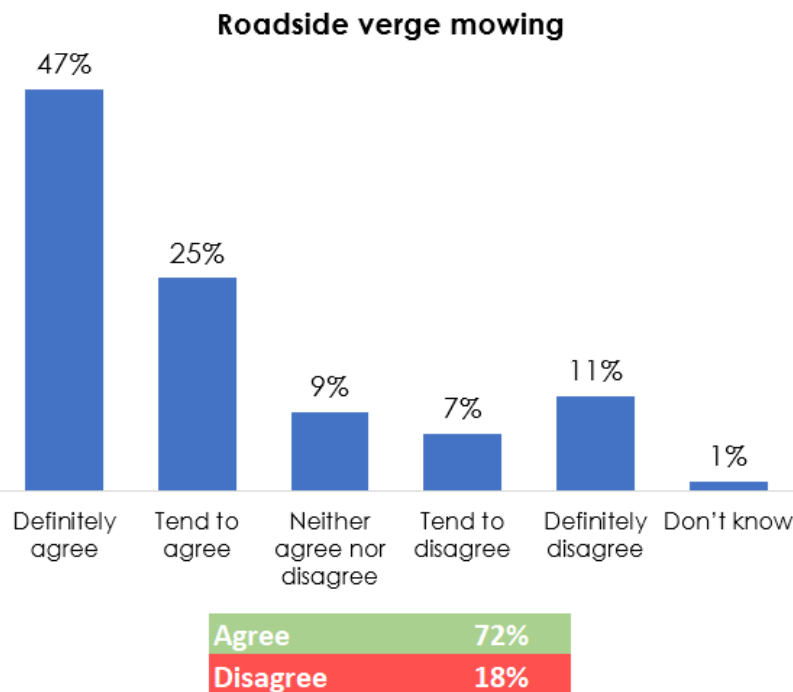
A large proportion of the **over 65s** (78%) use Council services online, compared with the overall 68%.

The **South East** has the smallest proportion of users of the Council services online.

## 8.5 Council Actions and Policies

Residents were asked if they agreed with Oxford City Council and Oxfordshire County Council in reducing the mowing of roadside verges in the city and some designated areas within parks to better support biodiversity.

**Figure 8.6: Agreement levels on the reduction of roadside verge mowing**



Q29 full question: Oxford City Council and Oxfordshire County Council have reduced the mowing of roadside verges in the city and some designated areas within parks to better support biodiversity. To what extent do you agree or disagree with this approach. Base size: 509

A large proportion (72%) agree that the reduction of the mowing of roadside verges in the city and some designated areas helps in supporting biodiversity. This level of agreement is across **all age groups** and **regardless of how long residents have lived in Oxford**. This is also true for all but one of the local areas, only 31% in the **South East** agreed, and 39% disagreed.

Additionally, residents were asked what they saw as the biggest priorities for action with regards to Oxford City Council committing to become a net zero council by 2030 and to work with partners and residents to pursue a net zero city by 2040.

**Figure 8.7: Priorities on pursuing net zero**

**Pursuing net zero**

**Top 3 Priorities**

- 1st Supporting & enabling zero-carbon public transport
- 2nd Supporting & enabling retrofit of private and public sector housing
- 3rd Planting more trees

**Bottom 3 Priorities**

- 8th Supporting & enabling retrofit of community and commercial /institutional/retail buildings
- 8th Implementing more public EV charging infrastructure
- 10th Improving flood defences

Q30b Oxford City Council has committed to becoming a net zero council by 2030 and to work with partners and residents to pursue a net zero city by 2040. What do you see as the biggest priorities for action? Please select the elements below to rank them in terms of priorities with 1 being the top priority. Base size: 509

Supporting and enabling zero carbon public transport is seen as a top priority for pursuing a net zero Council.



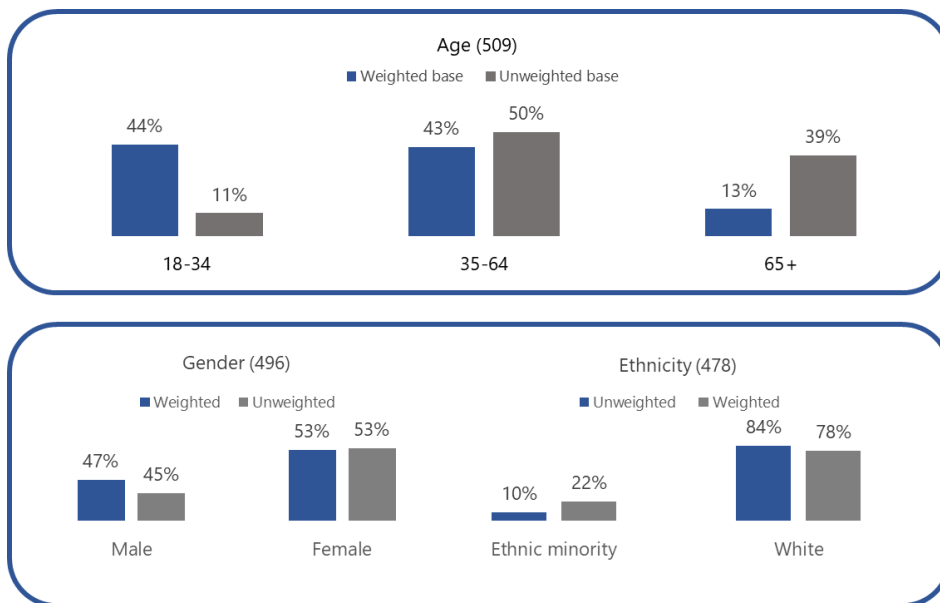
**Technical report**

# 9 Technical report

## 9.1 Respondent profile

The following figure shows the profile of respondents, both weighted and unweighted, and the key demographic profile of the Oxford population aged 18+, taken from Census 2021 data. The unweighted sample of respondents is fairly close to that of Oxford's population by gender. However, as with many surveys, younger people are far less likely to take part which means the sample is biased towards older people, over 34 years old and weightings were applied as a result.

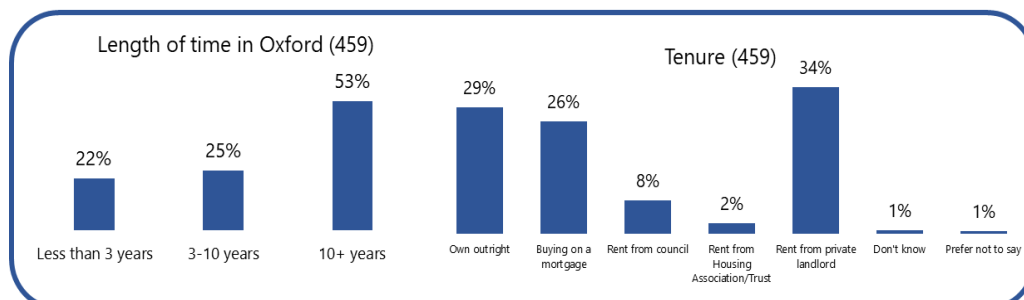
Figure 9.1: respondent profile



## 9.2 Demographics

The following figures show that over half of respondents are owner occupiers, with 29% owning their property outright. Just over a third rent (34%) from a private landlord, whilst 10% are social renters. Just over a half have lived in Oxford for 10 or more years and just under a quarter are newer residents (having lived in Oxford for less than 3 years).

Figure 9.2: Tenure and length of residency in Oxford

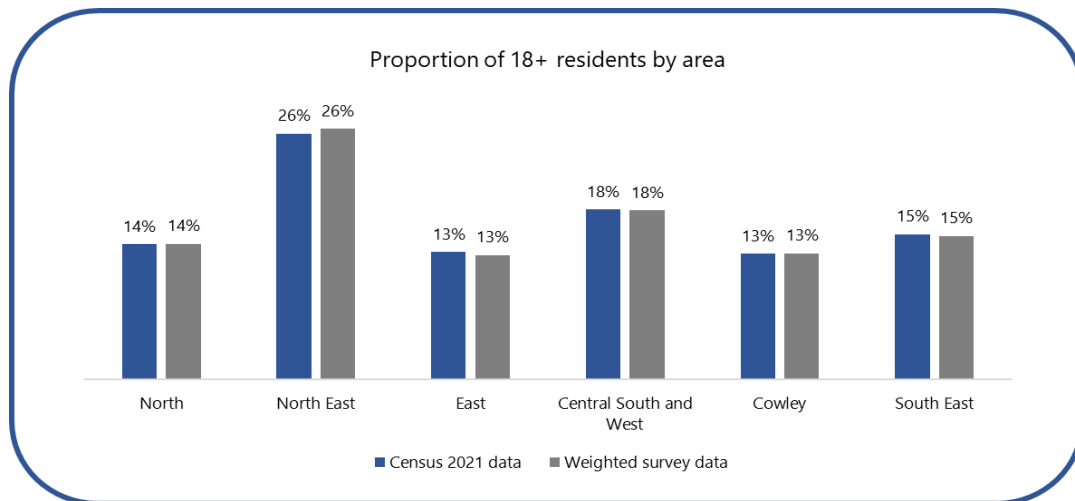


Based on weighted data.: Fieldwork dates: 21st July to 25th Sept 2023

### 9.3 Local areas

The profile of residents who responded to the survey has been weighted to match the profile of Oxford residents overall for the 18 years and over population. This can be seen in the chart below.

**Figure 9.3: Profile of Oxford Residents**



Fieldwork dates: 21st July to 25th Sept 2023

### 9.4 Sample frame and design

The Oxford Resident's Panel is a unique online research community where residents can share their views and opinions on subjects such as the future of Oxford City, the services provided by the Council, or other local organisations it links directly with, such as the local transport authority, police or universities. It is members of this panel who responded to the Oxford Residents' Survey, and we will be able to use the same methodology on an annual basis to track findings over time.

### 9.5 Weighting

Data were weighted back to the known population profile of Oxford to counter-act non-response bias. Data is weighted by age, gender, ethnicity and area. The weighting profile was based on the 2021 Census data for the over 18 years old population.

#### a. Statistical reliability

The respondents to the questionnaire are only samples of the total "population", so we cannot be certain that the figures obtained are exactly those we would have if everybody had been surveyed and responded. But we can predict the variation between the sample results and the "true" values from knowledge of the size of the samples on which the results are based and the number of times that a particular answer is given. The confidence with which we can make this prediction is usually 95% - that is, the chances are 95 in 100 that the "true" value will fall within a specified range.

The table below illustrates the predicted ranges for different sample sizes and percentage results at the "95% confidence interval". *An indication of approximate sampling tolerances is given in the table below. Strictly speaking, the tolerances shown here apply only to random samples, so the comparison with online, panel research is indicative.*

Size of sample on which the survey results are based	Approximate sampling tolerances applicable to percentages at or near these levels		
	10% or 90% ±	30% or 70% ±	50% ±
100 surveyed	6	9	10
200 surveyed	4	6	7
500 surveyed	3	4	4

For example, with a sample of 500 where 30% give a particular answer, the chances are 19 in 20 that the "true" value (which would have been obtained if the whole population had been surveyed) will fall within the range of plus or minus 4 percentage points from the sample result, which is very accurate.

When results are compared between separate groups within a sample, different results may be obtained. The difference may be "real", or it may occur by chance (because not everyone in the population has been surveyed). To test if the difference is a real one - i.e., if it is "statistically significant", we again have to know the size of the samples, the percentage giving a certain answer and the degree of confidence chosen. If we assume the "95% confidence interval", the differences between the two sample results must be greater than the values given in the table below:

Size of sample at sub-group level compared	Differences required for significance at or near these percentage levels		
	10% or 90% ±	30% or 70% ±	50% ±
100 and 100	8	13	14
200 and 200	6	9	10
200 and 400	5	8	9
500 and 500	4	6	6

## For more information

Please contact Mariko Coelho, Corporate Data Analyst at [mcoelho@oxford.gov.uk](mailto:mcoelho@oxford.gov.uk) or Sally Hicks Business Intelligence Unit Lead at [shicks@oxford.gov.uk](mailto:shicks@oxford.gov.uk)