

## City Survey 2024

Welcome to our city survey 2024.

We want to understand what it is like to live, work, study or visit Southampton. We also want to understand what kind of city you want Southampton to be in the future, building on the city's strengths. Responses from this survey will help shape the development of a new city-wide plan setting out key missions for the city over the next decade.

None of the questions in this survey are compulsory and you can skip anything you don't want to answer.

This survey will take approximately 10 - 15 minutes to answer, but you can end the survey at any point if you are short on time. If so, simply pick the sections that matter most to you.

This survey is also available to complete online: [soton.cc/citysurvey](http://soton.cc/citysurvey)

Please return completed surveys to: *Consultations, Civic Centre, Southampton, SO14 7LY*. Alternatively, please hand completed surveys back to any Southampton City Council run library.

Your voice matters. Now is your chance to have your say.

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### ***Your information***

The information collected about you during this survey will only be used for the purposes of research and evaluation.

Some of the questions within this survey are being run in partnership with other public sector organisations across Hampshire and as such, we may share anonymised survey data with them. Organisations include other local authorities, and police and health partners. We will only share your information with other organisations or council departments if we need to. We may also share it to prevent, investigate or prosecute criminal offences, or as the law otherwise allows.

Please be aware that any comments given on this form may be published in reports. However, the council will endeavour to remove any references that could identify individuals or organisations.

Our Privacy Policy (<http://www.southampton.gov.uk/privacy>) explains how we handle your personal data, and we can provide a copy if you are unable to access the Internet.

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### ***About you***

To help make the questions and analysis of this survey most relevant to you, please let us know a bit about yourself.

None of the information provided in this survey will be used to identify or contact you.

#### **Do you...**

	Yes	No
Live in Southampton?	<input type="checkbox"/>	<input type="checkbox"/>
Work in Southampton?	<input type="checkbox"/>	<input type="checkbox"/>
Study in Southampton?	<input type="checkbox"/>	<input type="checkbox"/>
Visit Southampton?	<input type="checkbox"/>	<input type="checkbox"/>

**What is your postcode? (This is used for analysis only and not to contact or identify you)**

**What is your sex?**

- Female  Male  Prefer not to say

**Is the gender you identify with the same as your sex registered at birth?**

- Yes  No, please write in gender identity:  Prefer not to say

If no, please write in gender identity:

**What is your age?**

- |  |                                  |                                  |                                  |  |
|--|----------------------------------|----------------------------------|----------------------------------|--|
| <input type="checkbox"/> 15 or younger | <input type="checkbox"/> 20 – 24 | <input type="checkbox"/> 40 – 44 | <input type="checkbox"/> 60 – 64 | <input type="checkbox"/> 80 +              |
| <input type="checkbox"/> 16 - 17       | <input type="checkbox"/> 25 – 29 | <input type="checkbox"/> 45 – 49 | <input type="checkbox"/> 65 – 69 | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> 18 – 19       | <input type="checkbox"/> 30 – 34 | <input type="checkbox"/> 50 – 54 | <input type="checkbox"/> 70 – 74 |  |
|  | <input type="checkbox"/> 35 – 39 | <input type="checkbox"/> 55 – 59 | <input type="checkbox"/> 75 – 79 |  |

**How would you describe your ethnic group?**

- |  |  |   |
|--|--|---|
| <input type="checkbox"/> Asian / Asian British                       | <input type="checkbox"/> Mixed or Multiple ethnic groups | <input type="checkbox"/> White Other        |
| <input type="checkbox"/> Black / African / Caribbean / Black British | <input type="checkbox"/> White British                   | <input type="checkbox"/> Other ethnic group |
|  |  | <input type="checkbox"/> Prefer not to say  |

**Do you have any long-term physical or mental health conditions or illnesses that reduce your ability to carry out day-to-day activities?**

- Yes  No  Prefer not to say

**Do you own or rent the property where you currently live?**

- |   |  |   |
|---|--|---|
| <input type="checkbox"/> Own                          | <input type="checkbox"/> Rent from the council           | <input type="checkbox"/> Other, please specify: |
| <input type="checkbox"/> Rent from a private landlord | <input type="checkbox"/> Rent from a housing association | <input type="checkbox"/> Prefer not to say      |

If 'Other', please specify here:

**Which of the following best describes your work status? (Tick all that apply)**

- |  |   |  |
|--|---|--|
| <input type="checkbox"/> Employed full-time      | <input type="checkbox"/> Unemployed                       | <input type="checkbox"/> Temporary or long-term sick or disabled |
| <input type="checkbox"/> Employed part-time      | <input type="checkbox"/> Studying                         | <input type="checkbox"/> Other, please specify:                  |
| <input type="checkbox"/> Self-employed full-time | <input type="checkbox"/> Retired                          | <input type="checkbox"/> Prefer not to say                       |
| <input type="checkbox"/> Self-employed part-time | <input type="checkbox"/> Looking after the family or home |  |

If 'Other', please specify here:

## What would make the biggest difference to you in Southampton?

From the following list, which do you feel broadly describe Southampton's current or potential future strengths?

	A current strength to be proud of	Something important to work towards being	This isn't that important
Affordable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ambitious	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Well-connected	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Diverse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Good for green spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Happy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Healthy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Inclusive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Innovative	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Full of opportunities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Prosperous	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Highly skilled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supportive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sustainable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Thriving	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vibrant	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Welcoming	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environmentally friendly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clean	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Thinking about the next 10 years, what would you suggest changing about Southampton that would have the biggest positive impact on you or your family?  
Please tell us your top three suggestions

1.

2.

3.

## ***Local public services***

Your local area receives services from Southampton City Council. The council is responsible for a range of services such as refuse collection, street cleaning, planning, education, social care services and road maintenance.

In considering the questions in this section, please think about the range of services Southampton City Council provides to the community as a whole, as well as the services your household uses. It does not matter if you do not know all of the services the council provides to the community. We would like your general opinion.

**Overall, how satisfied or dissatisfied are you with the way Southampton City Council runs things?**

- Very satisfied       Fairly satisfied       Neither       Fairly dissatisfied       Very dissatisfied

**To what extent do you agree or disagree that Southampton City Council provides value for money?**

- Strongly agree       Tend to agree       Neither       Tend to disagree       Strongly disagree

**To what extent do you think Southampton City Council acts on the concerns of local residents?**

- A great deal       A fair amount       Not very much       Not at all

**How much do you trust Southampton City Council?**

- A great deal       A fair amount       Not very much       Not at all

**Overall, how satisfied or dissatisfied are you with the level of engagement Southampton City Council has with local residents?**

**By engagement we mean giving people information about council and city initiatives, asking for your views and giving people a real say.**

- Very satisfied       Fairly satisfied       Neither       Fairly dissatisfied       Very dissatisfied

**How well informed do you feel about local public services? (for example: local councils, the police, fire and rescue, healthcare)**

- Very well informed       Fairly well informed       Not very well informed       Not well informed at all

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## ***Communities and local area***

**Overall, how satisfied or dissatisfied are you with your local area as a place to live? Please consider your local area to be the area within 15 – 20 minutes walking distance from your home.**

- Very satisfied       Fairly satisfied       Neither       Fairly dissatisfied       Very dissatisfied

**How strongly do you feel you belong to your local area?**

- Very strongly       Fairly strongly       Not very strongly       Not at all strongly



## ***Education and skills***

**On average, how often do you access the internet, including using social media?**

- Every day
- Most days
- A few times each week
- Once a week
- Once a month
- Less than once a month
- Never – I don't have access to the internet/don't know how to use it
- Never – I don't want to use the internet

**Which of the following best describes your highest level of qualification?**

- No qualifications
- Other qualifications
- Fewer than 5 GCSEs at grades A\*-C or 9 to 4, NVQ level 1, Foundation GNVQ, or equivalent
- 5 or more GCSEs at grades A\*-C or 9 to 4, NVQ level 2, Intermediate GNVQ, or equivalent
- Apprenticeship
- 2 or more A-levels, AS levels, NVQ level 3, Advanced GNVQ, or equivalent
- Degree, higher degree level, professional qualifications (e.g. nursing, teaching), or equivalent

**How satisfied or dissatisfied are you with your education and skills?**

- Very satisfied       Fairly satisfied       Neither       Fairly dissatisfied       Very dissatisfied

**If not satisfied, we are keen to understand what skills, education or training you would be interested in and what would help?**

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## ***Work and job satisfaction***

**If working, how satisfied or dissatisfied are you with your main job?**

- Very satisfied       Fairly satisfied       Neither       Fairly dissatisfied       Very dissatisfied

**How satisfied or dissatisfied are you with the job opportunities available in Southampton?**

- Very satisfied
- Fairly satisfied
- Neither
- Fairly dissatisfied
- Very dissatisfied
- Not applicable / I'm not looking at jobs currently

**If dissatisfied, which of the following best describes your dissatisfaction with job opportunities in Southampton? (tick all that apply)**

- The industry or sector that I work in does not have many opportunities in Southampton, please specify:
- There are not enough jobs
- The jobs available don't interest me
- I am not qualified for the jobs I see
- There is too much competition for the roles
- Differences in salaries compared to elsewhere
- Something else, please tell us:

Please specify industry or sector

If something else, please tell us

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***Household finances and cost of living***

**Which of the following best describes your current household finances?**

- Comfortable
- Coping
- Difficult
- Very difficult

**Which of these, if any, are you doing because of increases in the cost of living? (Tick all that apply)**

- Shopping around more
- Spending less on food shopping and essentials
- Spending less on non-essentials
- Cutting back on non-essential journeys in my vehicle
- Using less fuel such as gas or electricity in my home
- Making energy efficiency improvements to my home
- Using my savings
- Using credit more than usual, for example, credit cards, loans or overdrafts
- Using support from charities, including food banks
- Doing other things
- None of these





**If difficult, do any of the following negatively impact your ability to travel in and around Southampton? (*Tick all that apply*)**

- Cost of using public transport
- Lack of access to a private vehicle
- Lack of access to a bike or non-motorised transport
- Physical accessibility
- Availability of public transport services or routes
- Availability of information on travelling sustainably (e.g. by bus, cycle, walk or car share)
- Safety
- Congestion and traffic flows
- Something else, please tell us:

**The Southampton Climate Change Assembly identified the following transport priorities for Southampton.**

**Please tell us what would be your top 3.**

- Deliver a metro-style transport system (a high capacity public transport system such as Mass Rapid Transit/Tram/high frequency buses)
- Improve and expand the cycle network
- Make walking and wheeling (using a scooter, mobility aid etc) safer, more accessible and attractive
- Develop Park and Ride services for Southampton
- Improve traffic flows and safety for all users
- Create a more accessible transport system
- Make public transport and electric vehicles more affordable

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## ***Environment***

**How worried are you about the impact of climate change?**

- Very worried       Somewhat worried       Neither       Somewhat unworried       Not at all worried

**To what extent have you made changes to your lifestyle to help tackle environmental issues?**

- I have made a lot of changes
- I have made some changes
- I have made no changes

**Only answer the next question, if you selected 'I have made no changes' to previous question.**

**For what reasons have you not made any changes to your lifestyle to tackle climate change?**

**(Tick all that apply)**

- I think large polluters should change before individuals
- I do not think eco-friendly alternatives are as good
- It is too expensive to make changes
- I do not have the time to make changes
- I do not know how to make changes
- I do not feel it is my personal responsibility
- I do not think the changes I make will have any effect on climate change
- I do not need to make changes because the effects of climate change are exaggerated
- I do not need to make changes because I do not believe in climate change
- I am not interested in making changes
- Other, please tell us:

**What actions, if any, have you taken in the past 12 months to help tackle climate change?**

	I do this	I don't do this	I am interested in doing this in the future
Made changes to my home (for example, used energy efficient lightbulbs, installed solar panels or added insulation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Made changes to my garden (for example, planted trees or used peat free soil)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Made changes to my shopping habits (for example, buying second hand or repairing instead of buying new)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Made changes to my diet (for example, reducing food miles)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Made changes to travel (for example, walking or cycling more, or flying or driving less)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Made changes to how I dispose of things (for example recycling more)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supported an environmental charity or local action group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Is there anything that would help you to be able to do more?**

## Health and Wellbeing

How is your health in general?

Very good       Good       Fair       Bad       Very bad

Do you look after, or give any help or support to anyone because they have long-term physical or mental health conditions or illnesses or problems related to old age?

Yes       No       Prefer not to say

In the past week, on how many days have you done a total of 30 minutes or more of physical activity, which was enough to make you breathe harder?

0       2       4       6  
 1       3       5       7

On a scale of 0 to 10, where 0 is 'not at all' and 10 is 'completely'.

	0	1	2	3	4	5	6	7	8	9	10
To what extent do you feel lonely or isolated in your daily life?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

To what extent do you feel that you have relatives, friends or neighbours that you can ask for help?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Overall, how satisfied are you with your life nowadays?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Overall, how happy did you feel yesterday?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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In the past week, have you...

	Yes	No
smoked tobacco?	<input type="checkbox"/>	<input type="checkbox"/>
smoked e-cigarettes?	<input type="checkbox"/>	<input type="checkbox"/>

In the last month, have you/anyone else in your household:

	Yes	No
had smaller meals than usual or skipped meals because you couldn't afford or get access to food?	<input type="checkbox"/>	<input type="checkbox"/>
ever been hungry but not eaten because you couldn't afford or get access to food?	<input type="checkbox"/>	<input type="checkbox"/>
not eaten for a whole day because you couldn't afford or get access to food?	<input type="checkbox"/>	<input type="checkbox"/>

## Visiting Southampton

To what extent do you agree that the cultural offer and things to do in Southampton are relevant and of interest to you?

- Strongly agree       Agree       Neither       Disagree       Strongly disagree

If you disagree, what would you like to see on offer in Southampton?

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***And lastly,***

How did you hear about the survey? (tick all that apply)

- Social media  
 Word of mouth  
 Community groups  
 Email bulletins  
 Staff communications  
 Council website  
 Newspaper  
 Peoples Panel  
 Other, please tell us:

Please return completed surveys to:

*Consultations,  
First Floor, West Wing,  
Civic Centre,  
Southampton,  
SO14 7LY.*

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