

# Community Survey

Report prepared for East Sussex County Council

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# Introduction

# 1 Introduction

## Background and objectives

East Sussex County Council commissioned Ipsos MORI to carry out its 2019-20 Community Survey, gaining insights into residents' perceptions across a range of measures, such as their views on the local area, levels of health and mental wellbeing, levels of volunteering, and attitudes towards public services. This survey follows on from the 2015 and 2017 Community Surveys, so findings are tracked across these years.

This survey provides another update to the indicators that underpin the council's 'Wellbeing and Resilience Measure' (WARM). The model helps the council and its partner agencies to measure community resilience and understand more about the needs and assets within communities.

## Methodology

This 2019 research involved a postal self-completion survey of residents aged 18+ across the county council area. The sample was stratified by Lower Super Output Area (LSOA), a geographic area which typically covers four to six output areas, with a population of between 1000-1500. The number of addresses sampled from each LSOA was calculated based on response rates to the 2017 survey. This approach ensured the geographic spread of the responses received was as representative of the East Sussex population as possible. The Royal Mail's Small User 'Postcode Address File' (PAF) was used to draw a random sample of addresses from within each of these strata.

The overall sample size was again driven by the council's ambition for at least 3% of residents across the county to participate in the survey. A 12-page questionnaire including covering letter was sent out to 42,315 addresses across the county, with fieldwork taking place between 26<sup>th</sup> November 2019 and 31<sup>st</sup> January 2020. A reminder questionnaire was sent out on the 9<sup>th</sup> January 2020 to all those who did not respond to the initial mailing.

Overall, 12,892 valid responses were received, representing a response rate of 30.5%. Despite response rates being lower than the 2017 survey (35.2%), these are still higher than many response rates we see for other local authorities. There are several potential reasons for the lower response rates seen this year. The initial questionnaire was mailed a week closer to Christmas than in 2017, a busier time for residents. It was also distributed shortly before the 2019 general election, when people may have felt over-burdened by political party materials. There were 225 questionnaire packs returned as undeliverable (this includes incorrect or non-existent addresses), meaning the adjusted response rate is boosted to 30.6%. The number of returns represents 3.05% of the East Sussex population (aged 18+), just ahead of the council's target of 3%. Furthermore, looking at the response rates by ward, the survey was completed by at least 3% of the 18+ population in 65 out of the 101 electoral wards across the county (down from 91 in 2017).

As is typical of self-completion surveys, certain types of residents were more inclined to respond to this survey than others, specifically females (58% vs. 39% of men) and older people (54% of respondents were aged 65+ years compared to 4% of those aged under 35 years). Survey data are therefore weighted back to the known population profile of the area to counteract non-response bias. Data are weighted by age within gender, and working status, as well as being balanced by ward to reflect the distribution of the population across the county. The weighting profile was based on a combination of 2011 Census information and the latest mid-year estimates, where available. Further information on the weighting approach can be found in the Technical Report. Due to lower response rates, the response rates in some wards are lower

than 100. Caution should be exercised when looking at the ward analysis for these wards. There are six wards with fewer than 60 responses, with particular caution needed when looking at results for these wards.

## Comparative data

This report summarises the key findings of the research, however a full set of data tables are held separately by the council along with the individual level raw data-file.

Throughout the survey, results are compared to the 2017 and 2015 surveys, at the overall level, as well as District and CCG level. Because of the size of the samples involved, even very marginal shifts can be classed as statistically significant, in some cases as low as one percentage point (see section on statistical reliability below).

## Statistical reliability and margins of error

Participants in the survey 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 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, any comparisons made in the report commentary between the council’s results and any comparative data, or between sub-groups in East Sussex, are all based on statistically significant differences. Because of the large samples involved, even small differences between an overall result for this survey and the equivalent figure from 2017 can represent a statistically significant difference – however, at the lower levels of geography, similar differences may not be classed as significant because of the wider margins of error associated with smaller sample sizes. Please see the Technical Report for more details. On all charts, a result circled by a square indicates a sub-group finding that is statistically significant compared to the overall average for the county.

Percentages shown are based on all ‘valid responses’ (i.e., blank responses and those answering ‘Don’t know’ have been excluded) – consequently, the base size for each question is different. Data points which appear as an asterisk denote a figure of less than 0.5%, but greater than zero. Where percentages do not sum to 100, this may be due to computer rounding or multiple responses.

## Acknowledgements

Ipsos MORI would like to thank Graham Evans and Miranda Scambler for their assistance throughout this project. We would also like to thank the 12,892 East Sussex residents who took the time to participate in the survey.

## Publication of the data

As East Sussex County Council has engaged Ipsos MORI to undertake an objective programme of research, it is important to protect both organisations' interests by ensuring that the findings are accurately reflected in any press release or publication of the findings.

As part of our standard terms and conditions, the publication of the findings of this report is therefore subject to the advance approval of Ipsos MORI. Such approval will only be refused on the grounds of inaccuracy or misrepresentation.

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March 2020

*Checked & Approved:*

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## Summary of key findings



## 2 Summary of key findings

### The local area

- In 2019, satisfaction with the local area among East Sussex residents remains high (84%), and indicatively is in line with the national average of 83%. However, satisfaction levels have fallen by 1 percentage point since 2017 and dissatisfaction has also risen by 1 percentage point to 8%. Residents in Hastings continue to report lower levels of satisfaction (80%) but the most substantial change is the significant drop in positive perceptions in Eastbourne this year (from 87% down to 81%). The responses from residents living in these Districts will be driving down the overall score.
- Three in five residents (59%) in East Sussex have lived in the area for over 10 years with Lewes being the most well established. The majority (68%) feel a strong sense of belonging to their neighbourhood, which is in line with previous years and higher than the national Community Life Survey figure of 62%. However, residents in Eastbourne and Hastings feel less strongly associated with their local area (63% and 62%). Strength of belonging links to other measures, such as satisfaction and levels of community involvement.
- Three in ten residents (31%) say they want to be involved in local decision making. However, this year has seen a significant fall in the extent to which residents agree they can influence decisions made about their local area (from 38% in 2017 to 36% in 2019). The proportion agreeing they have an influence in Wealden has fallen by 4 percentage points.
- There has been a slight, but statistically significant, fall in the use of amenities that are located in the immediate area (within a 15-20 minute walk), specifically local shops (91%), post offices (51%), chemists (46%) public transport (36%) and community centres (11%). There are also more residents in 2019 saying they don't have access to a wide variety of services covered in the survey within a 15-20 minute walk, for example 8% who do not have access to a general shop (up from 7% in 2015), 16% who do not have access to a GP practice (up from 15%) and 21% who do not have access to a library (up from 19%).
- Satisfaction with the local hospital has increased from 74% to 76%, while satisfaction with the fire service remains unchanged at 73%. Satisfaction with GPs has fallen from 78% in 2017 to 76% in 2019, however the levels of *dissatisfaction* have not increased over the same time period (12%).

### Crime & Anti-Social Behaviour

- Satisfaction with the police, attitudes to crime and anti-social behaviour, and perceptions about safety in the community have all seen significant changes in 2019. These findings point to increasing concern around this issue, which may be based on real experiences or perceptions. This mirrors Ipsos MORI's national polling where concern about crime has increased over recent years.
- Satisfaction with the police has fallen in each survey period, from 60% in 2015 to 50% in 2019 – one in five residents (19%) are now dissatisfied compared to 17% in 2017. People living in Lewes and Wealden are more likely to be dissatisfied with the service (24% and 25% respectively) whilst the residents in Eastbourne and Hastings are more inclined to be satisfied (60% and 56% respectively).

- The proportion of residents who say they feel safe during the day and after dark has fallen. Although 90% feel safe during the day this is lower than the national LGA benchmark of 94%. There have been falls of 2 or 3 percentage points in Eastbourne (87%), Lewes (90%) and Wealden (92%).
- This downward trend is also apparent when residents are asked how they feel after dark. In 2015 69% of people in East Sussex felt safe after dark; this is now at 63%, and indicatively behind the national LGA figure of 75%. The most notable falls have been in Lewes (65%, a 9 percentage point drop since 2015) and Wealden (70%, a 7 percentage point drop since 2015).
- There is a greater proportion of residents who feel that crime and anti-social behaviour has got worse in the past 3 years – 37% in 2019 compared to 28% in 2017 and 16% in 2015, i.e., a 21 percentage point increase in 4 years. Residents in Lewes are the most concerned, with almost half (46%) saying anti-social behaviour has deteriorated in their area.

## Housing & Finances

- Three quarters of residents in East Sussex are owner occupiers (76%) and this is particularly true in Wealden and Rother. These homeowners are the most satisfied with the quality of housing on offer in their area.
- Satisfaction with housing remains high at 88%, although private renters and social tenants are more likely to be dissatisfied (16% and 17% respectively).
- There has been no change to people's attitudes to their personal finances. Less than a fifth (18%) say they are finding it difficult to make ends meet. Residents in Eastbourne and Hastings are more likely to be struggling financially (21% and 22%) and other groups finding things difficult tend to be in the more vulnerable groups, such as those who are workless (i.e., unemployed or with a permanent disability or health condition), those with caring responsibilities or those in poor health.

## Health and Social Connectedness

- In terms of general health, most residents (68%) continue to rate their health as good, with only 7% describing it as bad. The proportion of residents in East Sussex who think they are in good health is lower than the national average of 75%. Residents in Hastings and Eastbourne are less likely to be in good health (64%).
- Over a fifth (22%) say they have a health problem or disability that limits their day to day life. Again, this is higher in Hastings and Eastbourne (both 25%). The most significant change in 2019 is the proportion of these residents whose day-to-day life is limited by a mental health condition, which accounts for 23% of those with a disability or health problem, a rise of 5 percentage points since 2017. This increase is mirroring a national trend, where we see a greater proportion of patients reporting they have a long-term mental health condition (from 6% in 2017 to 10% in 2019, GP Patient Survey). Responding to this demand presents a challenge both nationally and locally.
- The mean score for mental wellbeing, measured across the 14 statements of the Warwick Edinburgh Mental Wellbeing Scale, has fallen very slightly to 49.6 out of 70. The figures are broadly aligned with the national benchmarks for men and particularly women (49.6 for men and 49.7 for women in East Sussex vs. 50.1 for men and 49.6 for women nationally).

- Feelings of loneliness have not increased significantly in 2019 but there continues to be a quarter (25%) who feel lonely often or some of the time, although very few (5%) say this is often. People living in Eastbourne and Hastings are more likely to feel lonely at least some of the time (both 29%).

## Volunteering

- The amount of formal volunteering that takes place in East Sussex has remained consistent with almost half (48%) having volunteered formally for a group, club or organisation in the past 12 months. Three in ten (29%) do so at least once a month which is higher than the national benchmark (22%) reported in the national Community Life Survey. They tend to be motivated by a desire to help others (59%), support a cause (46%) and increasingly they see volunteering as a way to meet people (31%).
- 2019 has seen an increase in the proportion of people who are volunteering *informally* by helping someone who is not a relative, 54% have done so in the past 12 months (50% in 2017). The levels of this type of volunteering have increased most significantly in Rother (57%, up 7 percentage points since 2017).

## Stable Families

- The proportion of households with children, and the proportion of survey respondents who class themselves as single parents, have not changed since 2017 - a quarter of residents (26%) have dependent children living in the household and 17% of these consider themselves to be single parents. The proportion of single parent households is greater in Hastings (22%). Since 2015 the percentage of single person households has stayed the same at 28%.
- Around quarter (27%) continue to provide some kind of care assistance to family members, friends, neighbours or others – 4% are doing this full time. This is consistent with 2015.



# Living in East Sussex





## 3 Living in East Sussex

### SUMMARY

- Satisfaction with the local area of East Sussex is still high, with 84% saying they are very or fairly satisfied. However, this score has fallen, as it did in 2017, by another 1 percentage point. There has been a corresponding rise in dissatisfaction from 7% to 8%. Satisfaction is still broadly in line with the LGA national average of 83% but whilst these national figures have risen over the past year, the East Sussex rating has fallen. Satisfaction in Eastbourne has dropped from 87% to 81% and those living in Hastings continue to be the least satisfied (80%). Results from these Districts will be driving down overall satisfaction.
- Overall levels of health in East Sussex have remained unchanged in 2019, with 68% of residents rating their health as good and only 7% stating they are in bad health. This continues to be below the national average of 75% according to Health Survey for England's 2018 report. Residents in Eastbourne and Hastings (64%) are less likely to have good self-assessed health compared to those living in Wealden (72%).
- A fifth of residents (22%) have a health problem or disability that limits their activities and is expected to last at least 12 months. This figure is higher for those living in Hastings and Eastbourne (both 25%). A physical impairment or disability (49%) and a long-standing illness or disability (42%) are still the most common health problems.
- A significant change since 2017 has been the rise in the proportion of residents affected by a mental health condition, up by 5 percentage points to 23%. Data from the GP Patient Survey reflects this upward trend, which found that 10% of patients reported a long-term mental health condition, compared to 6% in 2017.
- The mental wellbeing index score for East Sussex has fallen this year to 49.6 (compared to 49.8 in 2017 and 50.0 in 2015). This remains broadly in line with the national averages: 50.1 for men (vs 49.6 for men in East Sussex) and 49.6 for women (vs 49.7 for women in East Sussex), according to the Health Survey for England 2016. Since 2017, there has been a significant fall in the proportion of people who say they have been feeling confident (53% vs. 55% respectively) and those who have been feeling optimistic about the future (42% vs. 44% respectively). Residents in Eastbourne and Hastings have a much lower score (48.4 and 48.3 respectively) compared to Rother and Wealden (both 50.5).
- Less than a fifth (18%) of East Sussex residents say they are finding it difficult to make ends meet and this is in line with the results of 2017. As in previous surveys, people living in Eastbourne and Hastings are more likely to be struggling financially (21% and 22% respectively). Very broadly, residents that are likely to be struggling tend to be in the vulnerable groups; they may be out of work, have no formal qualifications, are renters, single parents, carers, disabled or in poor health.
- The vast majority of residents have an educational or professional qualification (87%). Only 13% have no formal qualifications, 15% are educated up to level 1 and level 2 respectively, 17% are educated up to level 3 (17%) and over a third (34%) to levels 4 or 5. Lewes has a higher concentration of residents educated to degree level or above (38%). As a District, Hastings has seen a steady increase in the proportion of its residents who are educated to Level 4/5, from 25% in 2015 to 33% in 2019.

## Area satisfaction

The vast majority of residents in East Sussex are satisfied with their local area as a place to live (84%), with only 8% dissatisfied. The satisfaction figure is significantly lower than the figures for 2015 and 2017, although only by one percentage point (84% vs. 85% in 2017). It is in line with the national average of 83% according to the Local Government Association's most recent polling on resident satisfaction, from October 2019<sup>1</sup>.

As in previous years, residents living in Hastings continue to register lower levels of satisfaction compared to other districts), 10% say they are dissatisfied (8% overall).

Satisfaction among Eastbourne residents has decreased significantly since 2017, from 87% to 81%.

Table 3.1 compares the 2019 results to the two previous waves.

**Table 3.1: Satisfaction with the local area as a place to live by District & CCG**

(% very/fairly satisfied)	2015	2017	2019
TOTAL	86	85*	84*#
<b>District</b>			
Eastbourne	85	87*	81*#
Hastings	79	78	80
Lewes	85	84	83#
Rother	88	88	88
Wealden	88	87	86#
<b>CCG</b>			
Eastbourne, Hailsham & Seaford	86	86	83*#
Hastings & Rother	84	83	84
High Weald Lewes Havens	87	86	85#

### KEY

	statistically significantly lower than the avg.
	statistically significantly higher than the avg.
*	statistically significant difference to previous survey
#	statistically significant difference between 2019 and 2015

<sup>1</sup> Resident Satisfaction Polling Local Government Association, Round 23 June 2019, 1004 adults via telephone

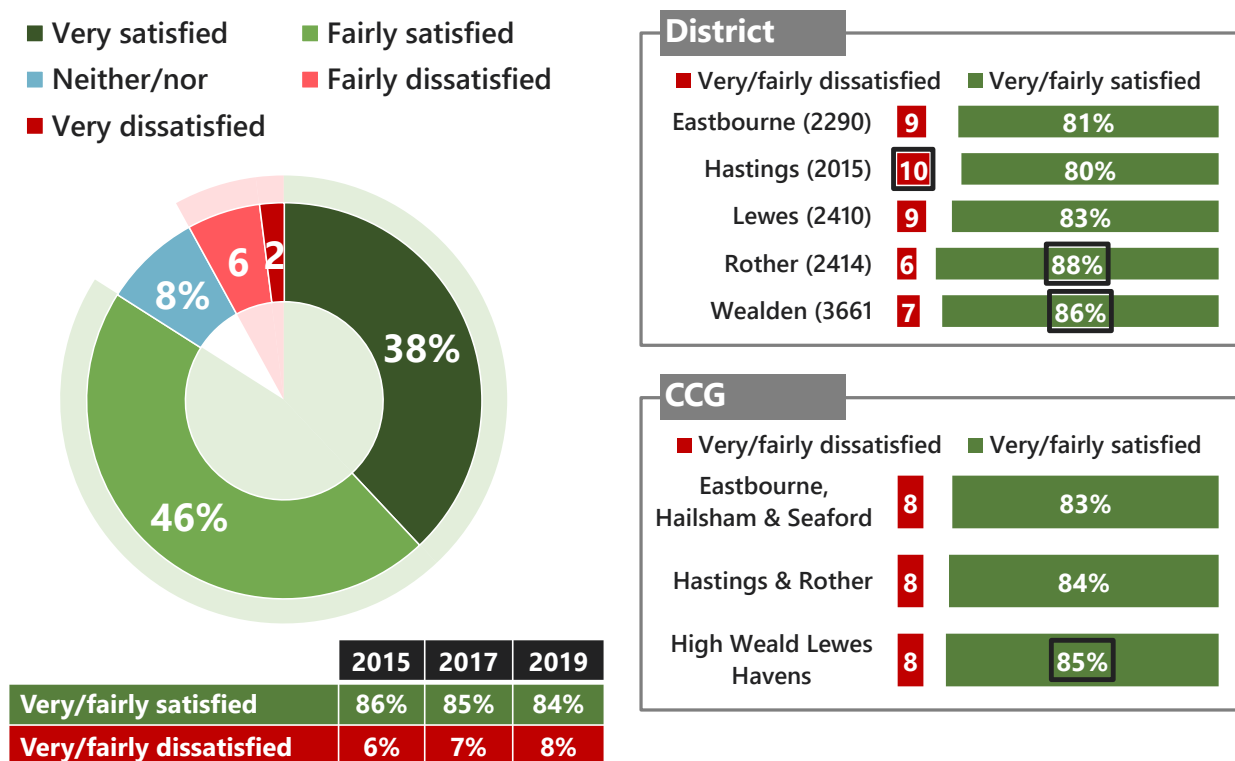
<https://www.local.gov.uk/sites/default/files/documents/Resident%20Satisfaction%20Polling%20Round%202023.pdf> - please note that this survey uses a telephone methodology, so the comparison with East Sussex results should be treated as indicative only

Comparing results across the three CCG levels, residents in Eastbourne, Hailsham & Seaford are less likely than average to be satisfied (83% vs. 84% overall) - the lower levels of satisfaction in Eastbourne will have contributed to this shift since 2017. Those in High Weald Lewes Havens are more likely than average to be satisfied (85% vs. 84% overall).

Please note, on the following chart, a figure highlighted with a square indicates a finding that is statistically significant compared to the overall average.

**Figure 3.2: Satisfaction with the local area as a place to live**

**Q2. How satisfied or dissatisfied are you with your local area as a place to live?**



Base: All valid responses (12790) : Fieldwork dates: 18 November 2019 - 31 January 2020

Source: Ipsos MORI

Older residents (those aged 65+) are more likely to be satisfied with their local area (87% vs. 84% overall). While owner occupiers are significantly more likely than average to be satisfied with their local area (86% vs. 84% overall), social tenants are significantly more likely to be *dissatisfied* with their local area (16%) than owner occupiers (7%) or private renters (9%). The levels of dissatisfaction among social tenants have risen significantly since 2017 (16% vs. 11% in 2017). Residents qualified to levels 4 or 5 are more likely to be satisfied with their local area (88%) respectively, compared to 80% of those with no or low qualifications.

As in 2017, workless residents are significantly more likely to be *dissatisfied* (17% vs. 12% in 2017 and 8% overall). Those who say they are finding it difficult financially are significantly more likely to be dissatisfied with their local area (14%). Focusing on the two Districts where satisfaction levels are lower than average, both Hastings and Eastbourne also have a higher proportion of workless residents (both 9% vs. 7% overall), social tenants (both 11% vs. 8% overall) and residents who are finding it difficult financially (22% and 21% respectively vs. 18% overall).

Residents with a disability are more likely to be dissatisfied with their local area (11% vs. 7% with no disability). Those who say they are in bad health are three times more likely to be dissatisfied: 18% vs. 6% of residents in good health. Although the disparity is less obvious, carers are also more likely than non-carers to be dissatisfied with their local area (9% vs. 7%).

Consistent with 2017 results, satisfaction is higher among those who are new to the area within the past 2 years (87%), compared to those who have lived locally for more than 10 years (83%).

The following table shows the wards more likely than average to be very/fairly satisfied or very/fairly dissatisfied with their local area.

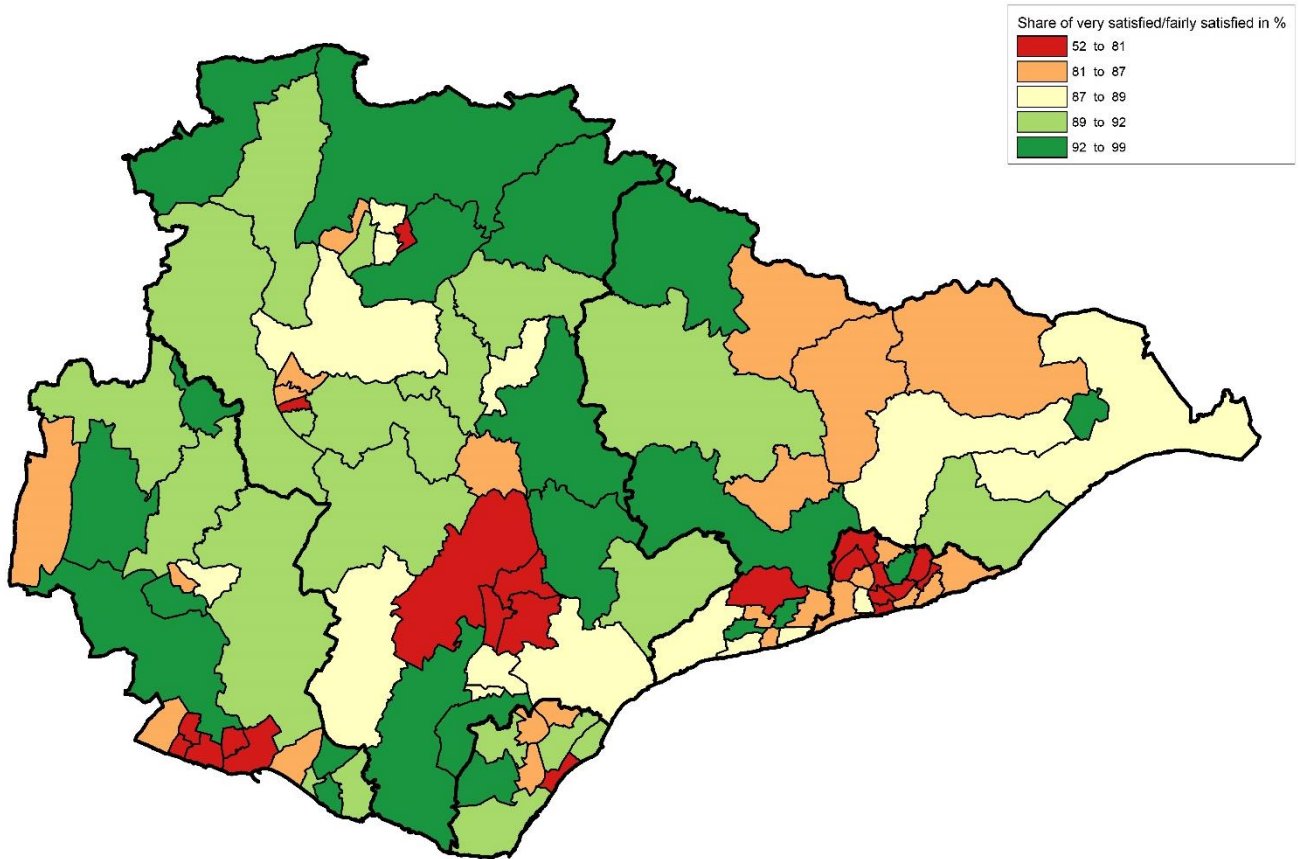
**Table 3.2: Satisfaction with the local area as a place to live by ward**

Wards with higher than average proportion of residents who are very/fairly satisfied with their local area (vs. 84% overall)		Wards with a higher than average proportion of residents who are very/fairly dissatisfied with their local area (vs. 8% overall)	
Plumpton, Streat, East Chiltington and St John (Lewes)	98%	Newhaven Valley (Lewes)	35%
Battle Town (Rother)	97%	Newhaven Denton and Meeching (Lewes)	22%
East Dean (Wealden)	97%	Hollington (Hastings)	21%
Newick (Lewes)	97%	Tressell (Hastings)	19%
Collington (Wealden)	96%	Sidley (Rother)	18%
Rotherfield (Wealden)	96%	Castle (Hastings)	17%
Chailey and Wivelsfield (Lewes)	95%	Devonshire (Eastbourne)	17%
Eastern Rother (Rother)	94%	Central St Leonards (Hastings)	16%
Marsham (Rother)	94%	Hampden Park (Eastbourne)	14%
Old Town (Eastbourne)	94%	Peacehaven East (Lewes)	14%
Lewes Priory (Lewes)	93%		
Ouse Valley and Ringmer (Lewes)	93%		
Wadhurst (Wealden)	93%		
Willingdon (Wealden)	93%		



The maps shown in this report show the ward breakdown of East Sussex. In each map, the wards are sorted from highest to lowest and grouped into a quintile which is then colour coded. For example, the quintiles in figure 3.3 are based on share of satisfaction.

**Figure 3.3: Very/fairly satisfied with the local area (%)**

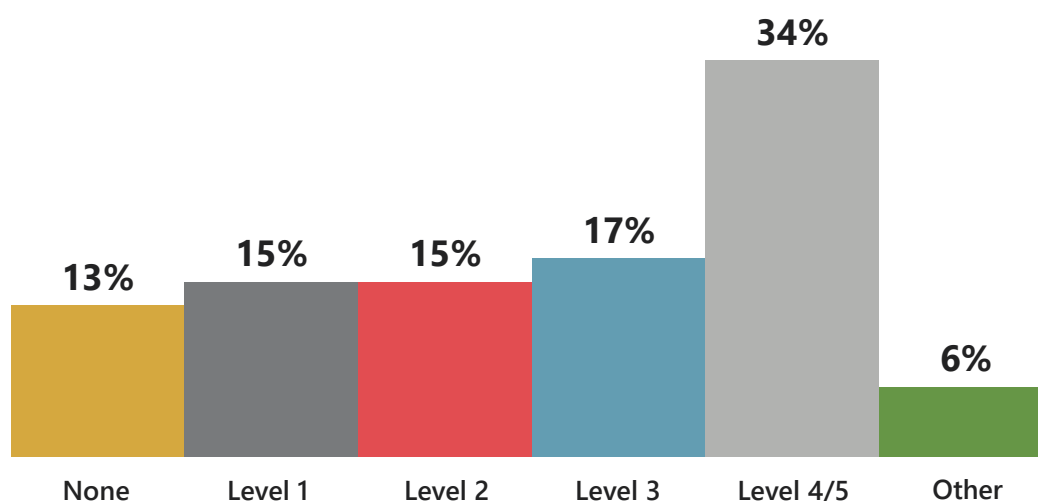


## Education

As in 2017, the proportion of residents with any educational or professional qualifications in East Sussex is 87%, broadly consistent with the 2015 figure of 86%. The educational profile of residents in East Sussex has changed very little, however over a third are now educated to degree level or higher (34% vs. 31% in 2017).

**Figure 3.4: Educational and professional qualifications held**

**Q39. Which, if any, of the following educational or professional qualifications do you have?**



Base: All valid responses (12018) : Fieldwork dates: 18 November 2019 - 31 January 2020

Source: Ipsos MORI

For reference, the following table shows the qualifications included at each level of education

**Table 3.3: Qualifications by level**

Level	Qualification
1	1 - 4 O-levels / CSEs / GCSEs (any grade) or equivalent (e.g. BTEC / NVQ Level 1)
2	5+ O-levels / CSEs (grade 1) / GCSEs (grades A*-C or grades 4 or more) or equivalent (e.g. an Intermediate Apprenticeship, BTEC / NVQ Level 2)
3	2+ A-levels / 4+ AS-levels or equivalent (e.g. GNVQ Advanced, Advanced Apprenticeship, BTEC / NVQ Level 3)
4	Bachelor (BA, BSc) degree or equivalent (NVQ4)
5	Higher degree (Masters / PhD / PGCE or equivalent NVQ5)

Socio-economic factors, age and ill health affect the level of qualifications held, with older and more vulnerable social groups more likely to have no formal qualifications. The proportion without any qualifications is greater than average among:

- social tenants (33% vs. 13% overall); and
- single person households (19%).
- those in bad health (27%);
- those aged 65+ (26%);
- disabled residents (24%);
- workless residents (i.e. those who are either unemployed or have permanent disability or health condition) (24%); and
- retired residents (23%).

The opposite is true for those qualified to levels 4 or 5 who are more likely to be younger and from less deprived backgrounds. The proportion qualified to levels 4 or 5 is greater than the average among:

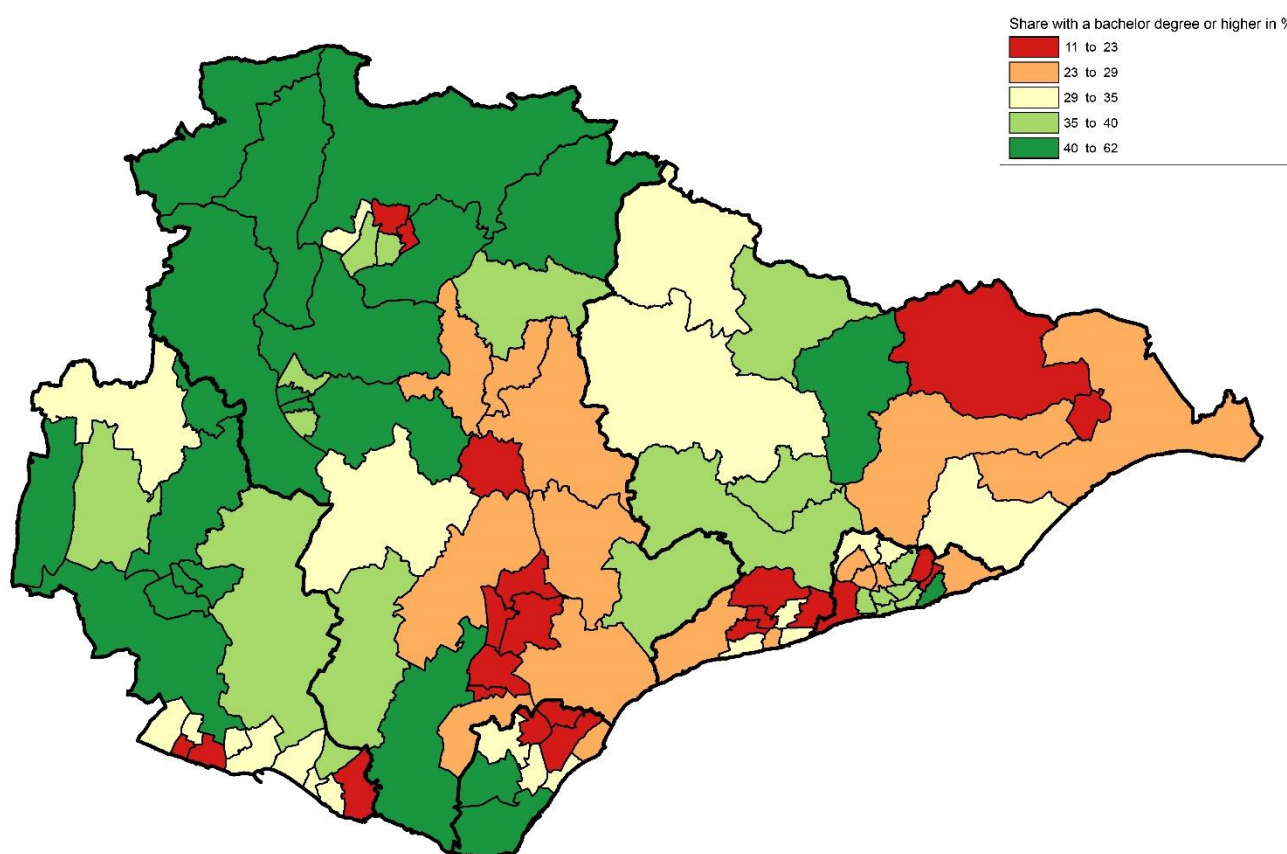
- those from Black and Minority Ethnic groups, BAME (56% vs. 34% overall);
- residents with children in the house (47%);
- those aged 18-34 (45%) [a significant increase on the 38% in 2015 and 41% in 2017];
- LGBT residents (45%);
- residents in work (42%);
- those in good health (40%);
- those aged 35-64 (39%);
- residents without a disability (38%);
- owner occupiers (37%); and
- women (35%).

The proportion of residents educated to levels 4 or 5 is also higher in Lewes (38%). The District of Rother is significantly less likely than the average to have residents educated to degree level (31%). The proportion of Hastings residents educated to degree level has increased steadily since 2015, from 25% to 31% in 2017 and 33% in 2019 (although this is not a significant rise since 2017).

Those with higher levels of qualification are more likely to have positive attitudes towards their local area. They are more likely than those with no qualifications to be satisfied with their local area (88% compared with 80%), to feel safe in their

area after dark (72% compared with 51% who have no qualifications) and to say they are comfortable/alright financially (85% compared with 81% with no qualifications). Those educated to degree level or above have a higher wellbeing index score (51 vs. 46 with no qualifications).

**Figure 3.5: Bachelor degree or higher degree (level 4+) (%)**



## Health

### Self-assessed quality of health

The proportion of residents in East Sussex who would consider themselves in good health has not altered since 2015 at around seven in ten residents (68%), and an additional quarter (25%) describe their health as fair. Indicatively, residents in East Sussex are less likely than the national average to be in good health (68% compared with 75% across England). However, compared to the average for England, fewer people living in the area would say their health was very bad (2% vs. 8% in 2018). This comparison can only be indicative because of the differing methodologies for data collection.<sup>2</sup>

As was the case in 2015 and 2017, self-assessed good health is most common in Wealden (72%). The proportion of residents in good health in Eastbourne (64%) and Hastings (64%) continue to be the lowest across the five Districts.

The following table compares the 2019 results to the two previous years.

<sup>2</sup> The national data comes from the 2018 Health Survey for England, conducted through a random probability face-to-face method. Please note that this is not directly comparable as the methodology is face-to-face interviewer administered rather than self-completion.

**Table 3.4: Self-assessed quality of health by District & CCG**

(% very good/good)	2015	2017	2019
TOTAL	69	68	68
<b>District</b>			
Eastbourne	64	66	64
Hastings	63	62	64
Lewes	69	69	68
Rother	69	67	68
Wealden	74	73	72#
<b>CCG</b>			
Eastbourne, Hailsham & Seaford	67	67	66
Hastings & Rother	67	65*	66
High Weald Lewes Havens	74	73	71*#

**KEY**

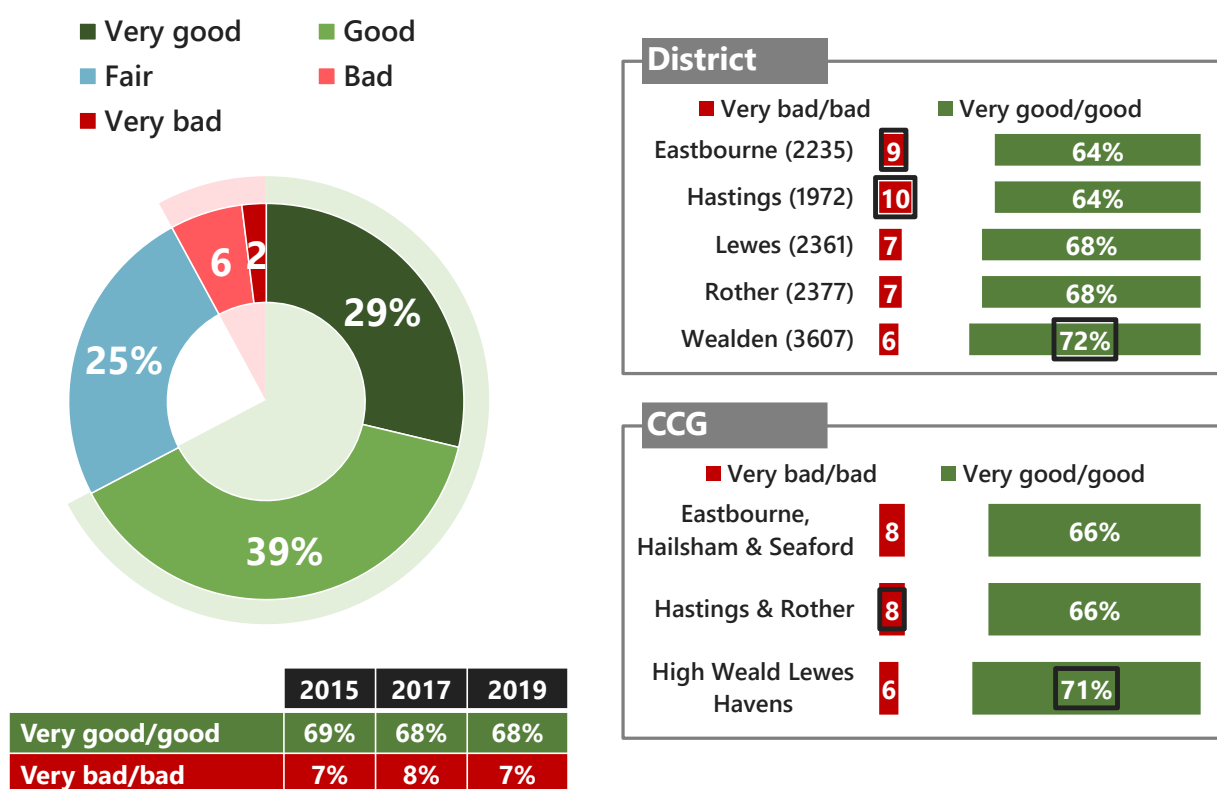
	statistically significantly lower than the avg.
	statistically significantly higher than the avg.
*	statistically significant difference to previous survey
#	statistically significant difference between 2019 and 2015

At CCG level, those in High Weald Lewes Havens are more likely to be in good health (71% vs. 68% overall), and those in Hastings and Rother less likely (66%).

Please note, on the following chart, a figure highlighted with a square indicates a finding that is statistically significant compared to the overall average.

**Figure 3.6: Self-assessed quality of health**

**Q10. How is your health in general? Would you say it is...?**



Base: All valid responses (12552) : Fieldwork dates: 18 November 2019 - 31 January 2020

Source: Ipsos MORI

As might be expected, self-reported good health declines with age; those aged 65+ are much less likely to rate their health as good (56% compared with 82% of those aged 18-34).

The proportion in bad health is also greater among more specific groups of residents such as:

- those who are workless (those who are unemployed and available for work and those permanently sick or disabled) (44% state they are in bad or very bad health vs. 7% overall);
- social tenants (26%) and private renters (12%), compared with only 4% of owner occupiers; and
- residents without qualifications are twice as likely as the average to report poor health (16% compared vs. 7% overall).

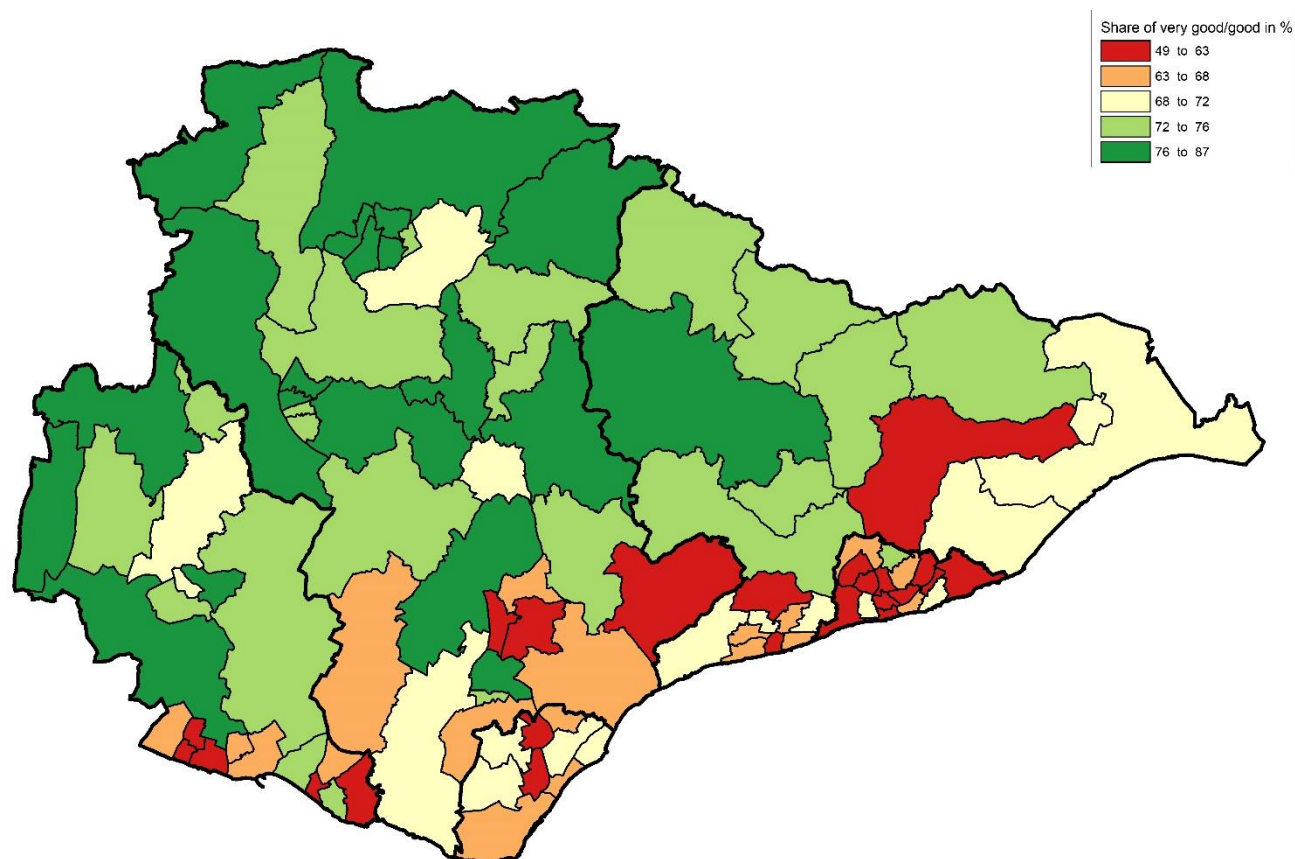
Across other groups of residents, those who live alone or are single parents are more likely to describe their health as bad or very bad (10% and 12% respectively). Those who feel disconnected with their local community are more likely to be in poor health (10%), compared to 6% of those who would say they belong to their neighbourhood. Residents who are satisfied with their local area are more likely to say they are in good health (70% vs. 55% of those who are dissatisfied).

The following table shows the wards where residents are more likely than average to be in good or poor health.

**Table 3.5: Self-assessed quality of health by ward**

Wards with higher than average proportion of residents who are in very good / good health (vs. 68% overall)		Wards with higher than average proportion of residents who are in bad / very bad health (vs. 7% overall)	
Uckfield North (Wealden)	82%	Langney (Eastbourne)	20%
Ticehurst and Etchingam (Rother)	81%	Castle (Hastings)	17%
Brede Valley (Rother)	80%	Hollington (Hastings)	17%
Hellingly (Wealden)	80%	Wishing Tree (Hastings)	17%
Buxted and Maresfield (Wealden)	79%	Sidley (Rother)	16%
Crowborough North (Wealden)	77%	Seaford North (Lewes)	14%
Danehill/Fletching/ Nutley (Wealden)	77%	Central St Leonards (Hastings)	13%
Heathfield North and Central (Wealden)	77%		

**Figure 3.7: Very good and good self-rated health (%)**





## Limiting disabilities and health problems

A fifth of residents (22%) have their day-to-day activities limited by a health problem or disability. Consistent with previous years these health problems relate predominantly to a physical impairment or disability (49%) or long-standing illness or disability (42%).

Please note, on the following chart, a figure highlighted with a square indicates a finding that is statistically significant compared to the overall average.

**Figure 3.8: Health problems and disabilities**

**Q11. Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last at least 12 months?**

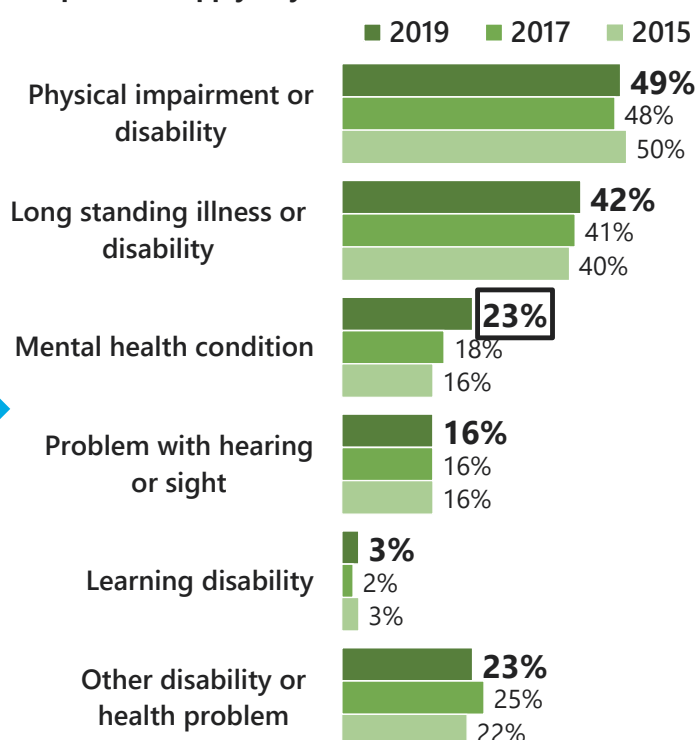
21%  
in 2017  
& 2015

**22%**

**of respondents say  
their day-to-day  
activities are limited**

3005 respondents

**Q12. Which, if any of these disabilities or health problems apply to you?**



Base: Q11. All valid responses (12140); Q12. All valid responses who have a health problem/disability which is expected to last at least 12 months (3005) : Fieldwork dates: 18 November 2019 - 31 January 2020

Source: Ipsos MORI

The proportion of residents saying their health problems relate to a mental health condition has risen by 5 percentage points since 2017 to 23% and has risen year on year since 2015 (although since 2017 the proportion rose at a faster rate). According to the GP Patient Survey data there has been an increase in the proportion of people reporting a mental health condition, from 6% in 2017 to 10% in 2019. This upward trend can also be seen at a CCG level, with Eastbourne, Hailsham and Seaford increasing from 9% in 2017 to 11% in 2019, and in High Weald Lewes Havens it was 8% rising to 10%.<sup>3</sup> This NHS data provides a useful context to the trends we are reporting in East Sussex.

<sup>3</sup> <https://www.gp-patient.co.uk/> an annual postal survey, 742,883 in 2019



National research undertaken by Ipsos MORI identifies mental health as an issue that is becoming an increasing concern among the general public. Mental health was the second highest public health issue behind cancer, increasing by 16% between 2014 and 2017 to 32% of participants. The public also identified mental health services as a top priority for any additional funding made available for health and care services, second only to urgent and emergency care.

Residents in Hastings and Eastbourne are significantly more likely to say they have a health condition (25% vs. 22% on average). Health problems or disabilities are more prevalent among particular social groups who may be more vulnerable:

- workless residents (73% have a health problem or disability vs. 9% of those in work);
- social tenants (52% vs. 18% of owner occupiers);
- those who are finding it hard to manage financially (35% vs. 18% who say they are comfortable/alright); and
- those with caring responsibilities (24% compared with 21% of non-carers).

Other groups who are more likely to have health problems or a disability are:

- residents with no qualifications (43% vs. 14% with highest level 4/5);
- older residents aged 65+ (33% vs. 10% of those aged 18-34);
- those who live alone (31% vs. 22% overall); and
- those who feel they do not strongly belong to their neighbourhood (25% vs. 20% strongly belong).

The following table shows the wards more likely to say they have a health problem or disability which has lasted, or is expected to last, at least 12 months.

**Table 3.6: Health problems and disabilities by ward**

Wards with higher than average proportion of residents who have a health problem or disability (vs. 22% overall)	
Langney (Eastbourne)	39%
Castle (Hastings)	38%
Wishing Tree (Hastings)	37%
Peacehaven North (Lewes)	36%
Polegate North (Wealden)	32%
St Helens (Hastings)	30%

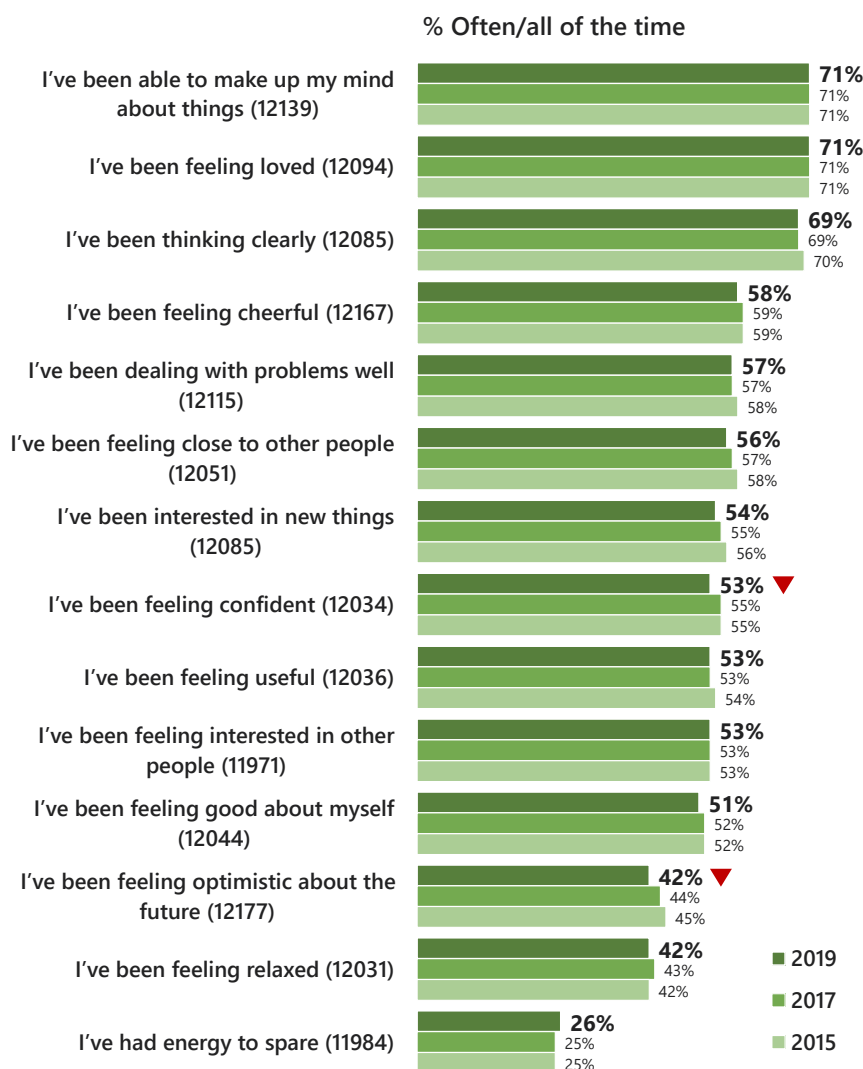
## Mental wellbeing

As in previous surveys, East Sussex residents were asked 14 questions used in the Warwick Edinburgh Mental Wellbeing Scale to assess their mental wellbeing in recent weeks. Looking at figure 3.9 the most notable change in the data since 2017 is the fall in the proportion of residents that say they have been feeling confident (53% from 55%), or optimistic about the future (42% from 44%).

Please note, on the following chart, a triangle indicates a finding that is statistically significant (upwards or downwards) compared to the previous year.

**Figure 3.9: Recent mental wellbeing**

**Q14. Below are some statements about feelings, thoughts and general wellbeing. For each statement, please tick the box that best describes your experience over the last two weeks.**



Wellbeing index score **49.6** out of 70 points available

**49.8** 2017 **50.0** 2015

Base: All valid responses (see above) :  
Fieldwork dates: 18 November 2019 - 31 January 2020

Source: Ipsos MORI

The aggregated results from these questions have been used to form a mean score on a scale running from 14 (the lowest level of mental wellbeing) to 70 (the highest level). The mean score across all residents in East Sussex is 49.6, very similar to the national average of 50.1 for men and 49.6 for women (vs 49.6 for men and 49.7 for women in East Sussex)<sup>4</sup>. These mean scores are useful for providing an overview of wellbeing between residents.

- This year Rother and Wealden both have high mean scores (50.6 and 50.5 respectively), compared to Eastbourne and Hastings residents who score below 50 (48.4 and 48.3 respectively).
- Older residents aged 65+ have a higher mental wellbeing score (50.6) compared to those aged 18-34 who have the lowest (48.8).
- Owner occupiers have a significantly higher mean score (50.9) than private renters (46.3) and social tenants (42.8).
- Wellbeing scores rise alongside educational level; those with no qualifications score 46.2 in comparison to the highest level 4/5 score of 51.3.

There are also variations in wellbeing scores across other social groups, with lower scores among:

- people who live alone (47.9) or are a single parent (44.9);
- people who are finding it difficult to manage financially (43.0);
- disabled residents (42.6) and those in bad health (36.8); and
- those who are workless (39.5).

Lower mental wellbeing scores and dissatisfaction with local area appear to be inter-connected. The score for residents who are dissatisfied with where they live is 44.4, compared to 50.5 for those who are satisfied. Similarly, the score for residents who feel they do not belong to their neighbourhood is 46.3, whilst those who feel connected score 51.4.

The following table shows the wards with higher or lower than average mental wellbeing scores.

**Table 3.7: Recent mental wellbeing by ward**

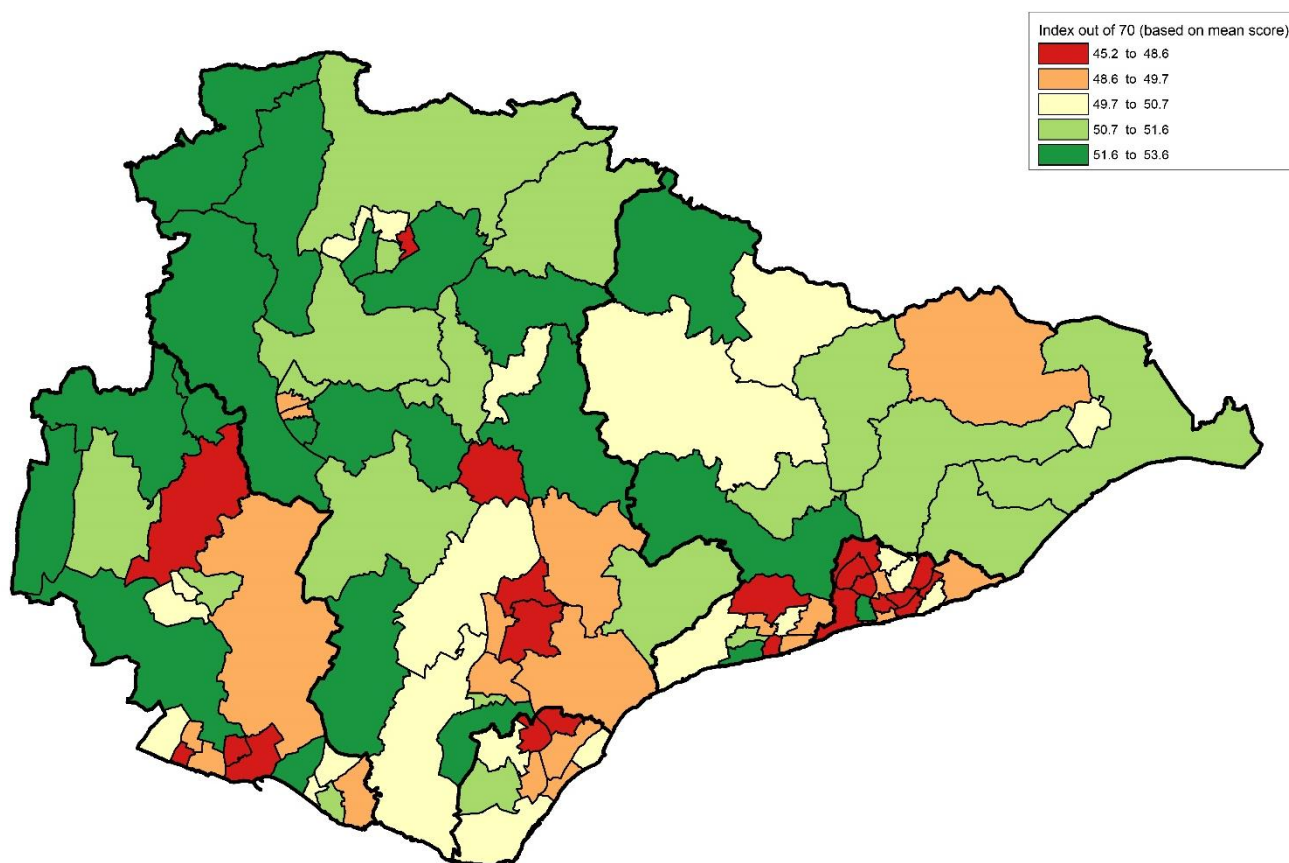
Wards with a higher than average wellbeing index score (vs. 49.6 overall)		Wards with a lower than average wellbeing index score (vs. 49.6 overall)	
Newick (Lewes)	53.8	Devonshire (Eastbourne)	47.9
Chiddingly and East Hoathly (Wealden)	53.7	St Anthony's (Eastbourne)	47.9
Ditchling and Westmeston (Lewes)	53.7	Central St Leonards (Hastings)	47.4
Alfriston (Wealden)	53.3	Hampden Park (Eastbourne)	47.4
Hailsham Central and North (Wealden)	53.2	Hollington (Hastings)	46.3
Rother Levels (Rother)	52.7	Wishing Tree (Hastings)	46.3

<sup>4</sup> 2016 Health Survey for England, conducted through a random probability face-to-face method.

Battle Town (Rother)	52.5	Ore (Hastings)	46.1
Buxted and Maresfield (Wealden)	52.4	Braybrooke (Hastings)	46.0
Crowborough North (Wealden)	52.1	Castle (Hastings)	45.1
Danehill/Fletching/ Nutley (Wealden)	52.1	Langney (Eastbourne)	44.5
Ticehurst and Etchingham (Rother)	52.1		
Collington (Wealden)	52.0		
St Marks (Rother)	51.9		

The table above supports the finding that residents in some areas of Hastings and Eastbourne have a lower than average mental wellbeing index score.

**Figure 3.10: Wellbeing index**



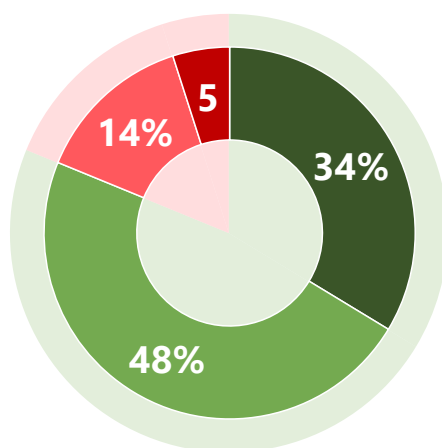
## Material wellbeing

Overall, the proportion of East Sussex residents who feel financially secure has not changed since 2015. The vast majority (82%) say they are living comfortably or doing alright.

**Figure 3.11: Current financial situation**

**Q15. Which one of these statements best describes how you are managing financially these days?**

- I am living comfortably      ■ I am doing alright  
■ I am finding it quite difficult to make ends meet      ■ I am finding it very difficult to make ends meet



	2015	2017	2019
Living comfortably/doing alright	81%	81%	82%
Finding it quite/very difficult	19%	19%	18%

Base: All valid responses (12300) : Fieldwork dates: 18 November 2019 - 31 January 2020

Source: Ipsos MORI

As in previous years, residents in Eastbourne and Hastings are significantly more likely to find their financial situation difficult (21% and 22% respectively, 18% overall).

Analysing this data across socio-demographic factors, there are some groups that are feeling more financially secure than others:

- older residents, aged 65+, are more likely to say they feel financially comfortable/secure (91%) than those aged 18-34 (75%).
- owner occupiers are more likely to say they are financially secure (89%), more so than social tenants (55%) and private renters (56%).
- residents educated to higher levels 4/5 (85%) feel more financially secure than those with no qualifications (81%).
- people that are working (80%) feel more financially secure than those who are workless (45%).

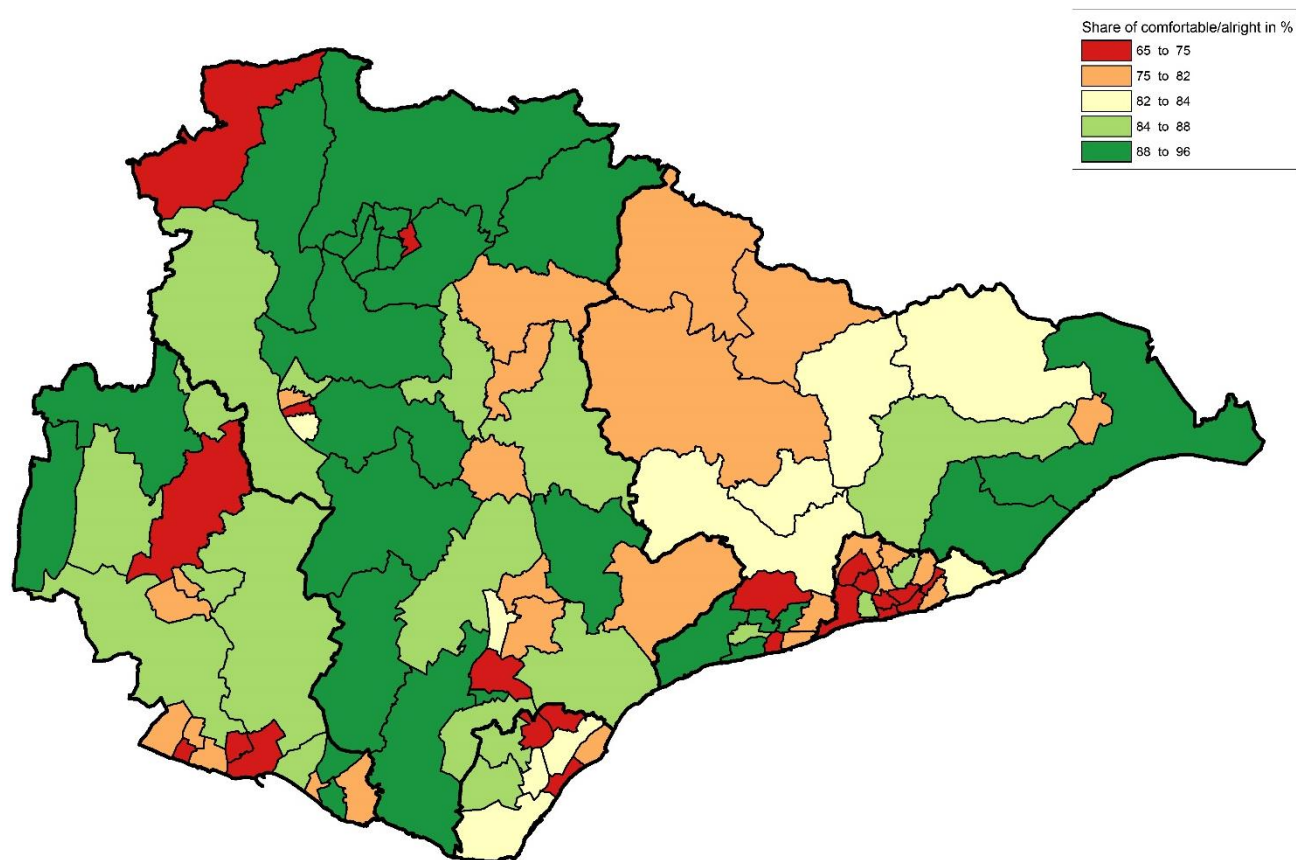
- residents with health problems are more likely to have financial difficulties. Those who assess their health as bad are over three times more likely to be finding it difficult financially than those who are in good health (49% vs. 13%). Similarly, residents with a disability are twice as likely to be finding it difficult financially than residents without a disability (30% vs. 15%). Carers are also more likely to be finding things difficult (21% vs. 17% of non-carers).
- single parents are also more likely to report they are struggling financially (50% vs. 23% of co-habiting households with children).

Residents who are financially comfortable are more likely to be satisfied with their local area (85%) than those who are finding it difficult (66%).

The following table shows the wards with a higher or lower than average proportion of residents saying they are finding things difficult financially.

**Table 3.8: Current financial situation by ward**

Wards with higher than average proportion of residents who are finding things difficult financially (vs. 18% overall)		Wards with lower than average proportion of residents who are finding things difficult financially (vs. 18% overall)	
Central (Rother)	35%	Danehill/Fletching/ Nutley (Wealden)	10%
Central St Leonards (Hastings)	35%	Seaford East (Lewes)	10%
Castle (Hastings)	34%	Buxted and Maresfield (Wealden)	9%
Hailsham East (Wealden)	34%	Rye (Rother)	8%
Crowborough Jarvis Brook (Wealden)	33%	Willingdon (Wealden)	8%
Devonshire (Eastbourne)	33%	Conquest (Hastings)	7%
Hollington (Hastings)	32%	Collington (Wealden)	6%
Ninfield and Hooe with Wartling (Wealden)	32%	Kingston (Lewes)	6%
Ore (Hastings)	31%	Mayfield (Wealden)	6%
Langney (Eastbourne)	28%	Plumpton, Streat, East Chiltington and St John (Lewes)	5%
Seaford Central (Lewes)	28%	St Marks (Rother)	5%
Newhaven Denton and Meeching (Lewes)	26%	Ditchling and Westmeston (Lewes)	4%
		East Dean (Wealden)	4%

**Figure 3.12: Doing comfortably/alright financially (%)**





**Support**



## 4 Support

### SUMMARY

- In East Sussex a quarter of households are families with children (26%). This was also the case in 2017, and around a fifth of those living in households with children would describe themselves as a single parent. The proportion of single parent households is greater in Hastings (22%) and as a social group they are more likely to be economically vulnerable in terms of level of education, employment, financial situation and health. A third of residents in East Sussex live alone (28%), a figure that has not changed since 2015
- Three in five (59%) residents have lived in East Sussex for over ten years, with the District of Lewes being the most established. A greater proportion of residents in Eastbourne and Hastings (19% and 18%) are comparatively newer to the area, having only lived there for 2 to 5 years (15% overall).
- Strength of belonging has not changed significantly in 2019 (68%) and is higher than the figure of 62% reported in the national Community Life Survey in 2018/19. However, residents in Eastbourne and Hastings are less likely to feel connected (63% and 62%) compared to their neighbouring Districts. Strength of belonging is linked to other measures, such as satisfaction with the area, attitudes to anti-social behaviour, feeling unable to influence decisions and levels of volunteering. Residents who do not feel they belong are also more likely to be less positive about where they live.
- A quarter of residents (25%) feel lonely living in their local area, often or some of the time, although very few (5%) say they feel this way often (6% in the Community Life Survey 2018/19). People living in Eastbourne and Hastings are more likely to feel lonely (both 29%). Feelings of loneliness are more prevalent among vulnerable groups such as older residents, workless residents, homemakers, and those in poor health.
- As in previous years, less than a third of people (27%) in East Sussex provide some kind of care assistance to family members, friends or neighbours. A very small proportion are full time carers (4%), with the majority (73%) offering this support between 1-19 hours per week. Caring responsibilities are more likely to be undertaken by women, older residents, retired residents or homemakers and people with a disability themselves. Those living in Lewes are more likely to have caring responsibilities (30%) and this is partly a reflection of the age profile of this District.
- In 2019 there were fewer residents agreeing they can influence decisions in their area (36%). This is particularly true for people living in Hastings (32%) and in 2019 the proportion in Wealden agreeing they could have an influence fell by 4 percentage points. Three in ten (31%) want to be involved in decision making, and one in ten (11%) have no interest in the process.
- Around half (48%) have volunteered *formally* for a group, club or organisation in the past 12 months, higher in Rother and Wealden (53% and 51% respectively) and lowest in Eastbourne and Hastings (43% and 44% respectively). A tenth (11%) have been a member of a decision making group, particularly people in Rother (13%). Those who are more likely to volunteer are older and more affluent. Volunteers tend to get involved with running events (20%), raising money (17%), being part of a committee (16%), along with other activities such as providing transport (9%) or giving other practical help (13%). Some of the main reasons for volunteering are to help others (59%), support a cause (46%) and increasingly to meet new people (31%).

- There are more residents giving informal, unpaid help to people outside of their own family - 54% in 2019 compared to 50% in 2017. Levels of informal volunteering in Rother have risen by seven percentage points to 57% and people in Hastings are now more likely to volunteer informally (52% vs. 48% in 2015). Just over a quarter (27%) of people living in East Sussex are volunteering informally at least once a month, which is in line with previous years and the national average (Community Life Survey 2016/17).
- One of the principle barriers to volunteering is a lack of time (44%). Persuading people to volunteer requires residents knowing what opportunities exist (40%), and how they can get involved (someone to show them and whether they could do it with a friend). They also need to understand what the benefits are for both the recipients and the volunteer (e.g. skills development and job prospects).

### Strong and stable families

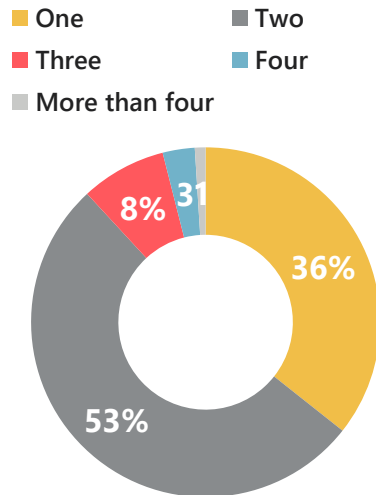
Residents were asked how many adults and children aged under 18 years live in their household. A third live alone, a figure that has remained consistent since 2015.

As in 2017, half (53%) have two adults living in the household and 12% say there are three or more adults aged 18 and over living in the household.

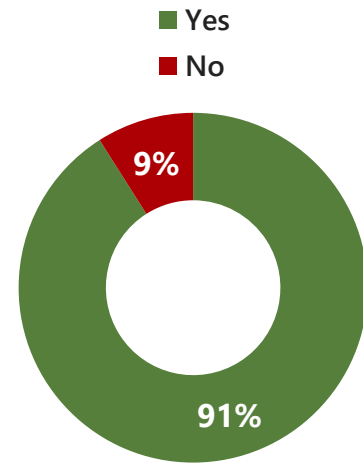
Three-quarters (74%) do not have dependent children aged under 18 in their household. Around a tenth have one child in the home (11%), while the same proportion have two (11%).

**Figure 4.1: Household composition (1)**

**Q31. Including yourself, how many adults aged 18 years or over are living here?**



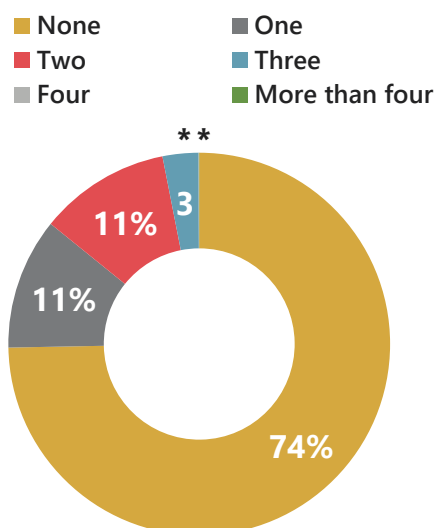
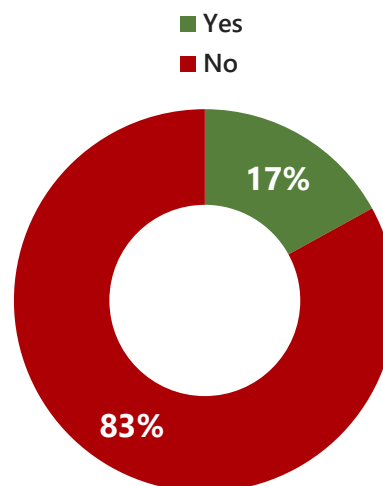
**Q32. Are you living with someone in this household as a couple?**



	2015	2017	2019
Single person h/hold	28%	27%	28%

Base: Q31. All valid responses (12168); Q32. All valid responses with two or more adults in the household (6582) :  
Fieldwork dates: 18 November 2019 - 31 January 2020

Source: Ipsos MORI

**Figure 4.2: Household composition (2)****Q33. How many dependent children aged under 18 years are living in your household?****Q34. Do you consider yourself to be a single parent?**

	2015	2017	2019
Any children	27%	27%	26%

**\* Of those who have dependent children**

Base: Q33. All valid responses (12338); Q34. All valid responses who have dependent children (1769) :  
 Fieldwork dates: 18 November 2019 - 31 January 2020

Source: Ipsos MORI

Just over a quarter of residents (26%) have children living in their household, a similar figure to 2017 and 17% of these respondents would describe themselves as a single parent. Hastings has a significantly higher proportion of single parents, (22% vs. 17% of all those with children in the household).

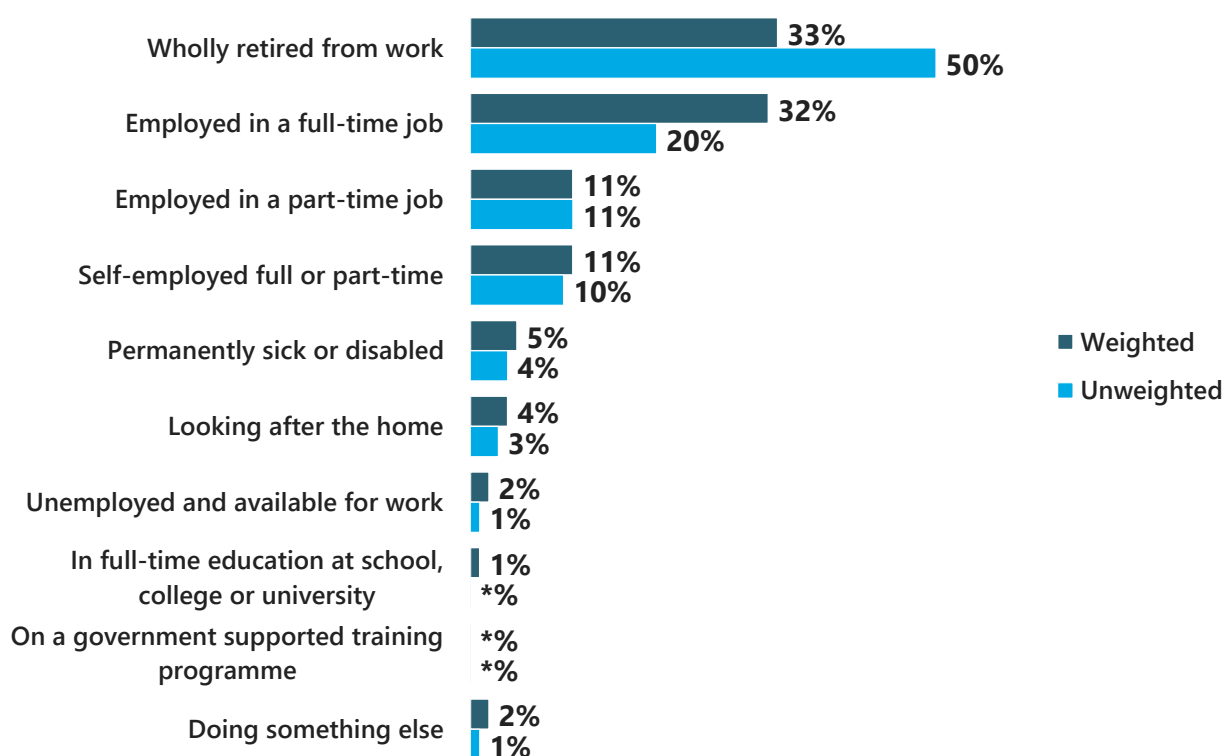
Those identifying as single parents are more likely than average to be:

- female (22% vs. 9% male);
- workless (45% vs. 15% working);
- those in bad health (43% vs. 14% in good health);
- people with no formal qualifications (30%);
- social tenants (51%, consistent with 2017 and significantly higher than it was in 2015, 37%);
- private renters (35% vs. 9% of owner occupiers);
- have a disability (36% vs. 15% of those without a disability); and
- be finding it difficult financially (32% vs. 12% of those who are comfortable/doing alright).

As part of the survey, residents were asked for their own working status, as well as any other adults living in the household. The results were used in the weighting scheme to ensure the results are as representative of the East Sussex population as possible. As shown in the chart below, the weighting process had the largest effects on the proportion of retired residents (from 50% unweighted down to 33% weighted, as they were over represented in the survey respondents), and those in work (from 41% unweighted collectively, up to 54% weighted, as they were under represented in the survey respondents). This is a very common pattern across other residents' surveys conducted via self-completion methods.

**Figure 4.3: Working status**

**Q36. Working status**



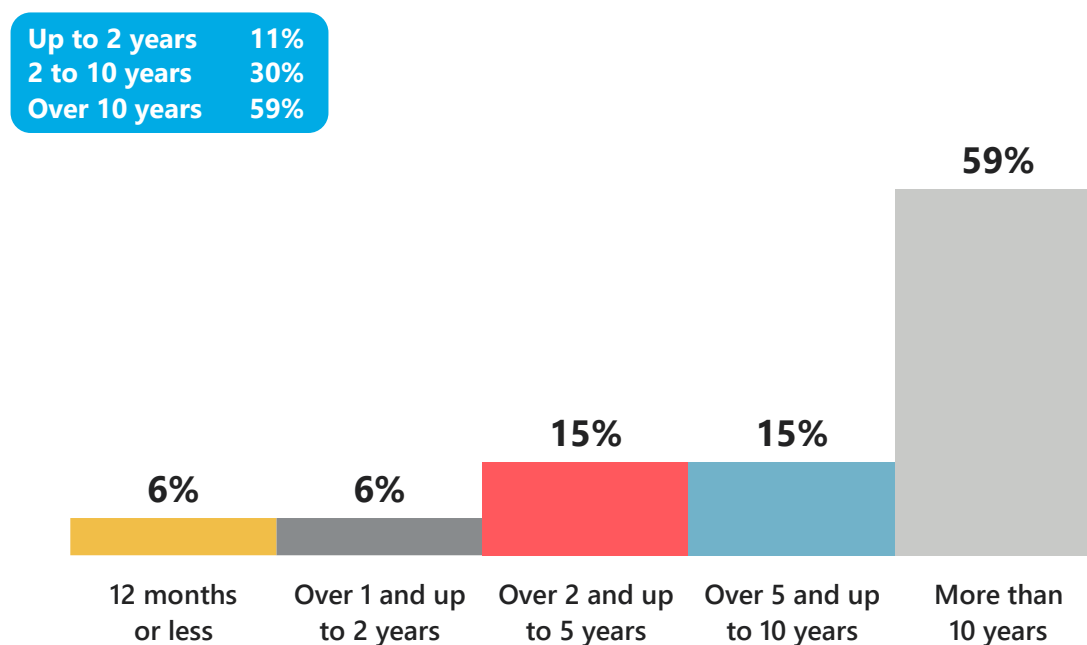
Base: All valid responses (12039) : Fieldwork dates: 18 November 2019 - 31 January 2020

Source: Ipsos MORI

## Belonging

To better understand how connected residents are to their local area we asked people to tell us how long they had lived in the area and how strongly they feel they belong to their immediate neighbourhood.

In this case the local area is defined as 15-20 minutes' walking distance from the respondent's home. Residents in East Sussex are well established, with the majority (59%) having lived in the area for over 10 years; this has not changed since 2017. The proportion of 'new' residents, that is those who have lived in the area for up to 2 years, has stayed consistent since 2017, at a tenth.

**Figure 4.4: Length of time living in the area****Q1. How long have you lived in your local area?**

Base: All valid responses (12752) : Fieldwork dates: 18 November 2019 - 31 January 2020

Source: Ipsos MORI

The most established District is Lewes (63% living in the area for more than 10 years), whereas a greater proportion of residents in Eastbourne and Hastings (19% and 18% respectively) have lived in their area for only 2 to 5 years.

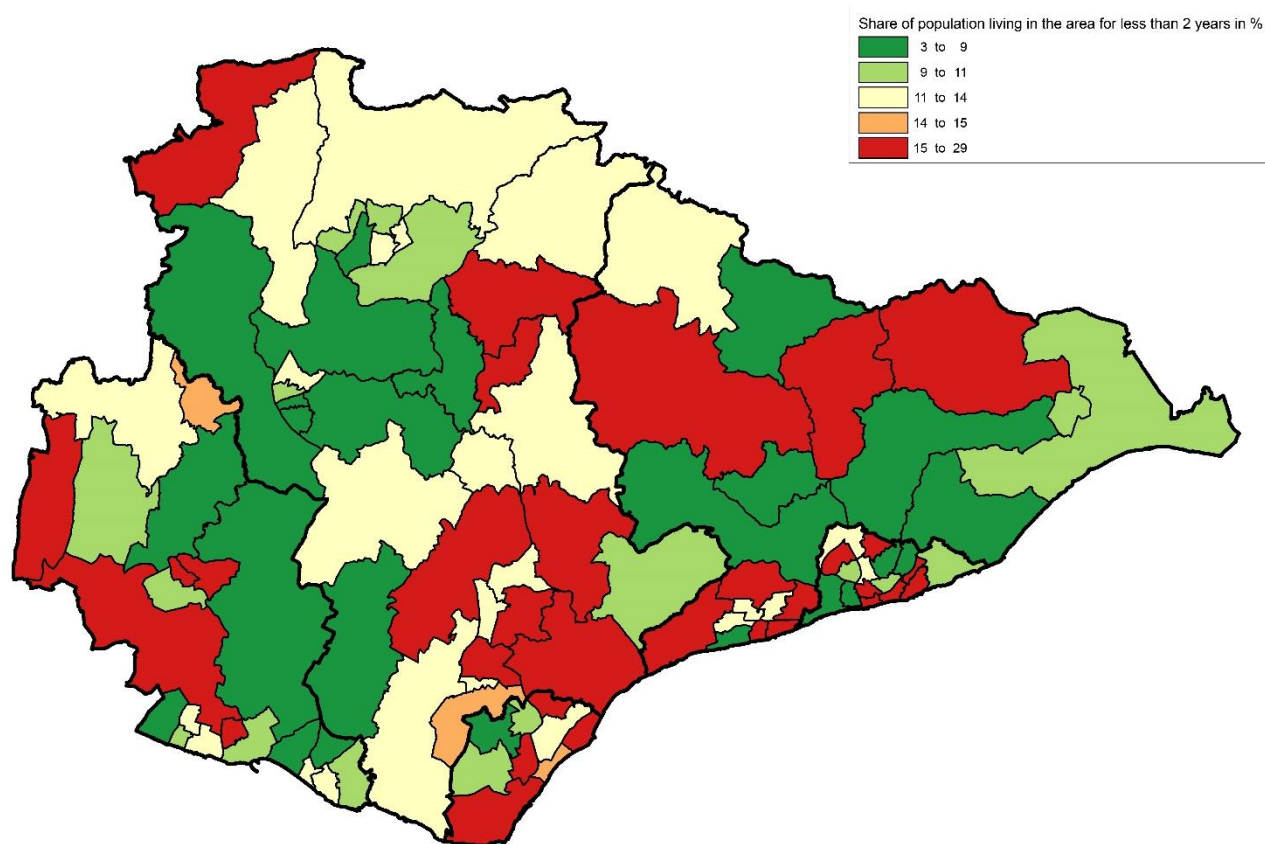
Younger residents (aged 18-34) (29%) and private renters (26%) are more likely to be new to their local area

Residents who are older, 65+ (74%), carers (67%), those with a disability (66%) and owner occupiers (62%) are more likely to have lived in the area for more than ten years.

The following table shows wards with the most and least established communities across the county.

**Table 4.1: Length of time living in the area by ward**

'Newer communities' – wards with a higher than average proportion living in the area for less than 2 years (vs. 11% overall)		'Established communities' – wards with a higher than average proportion living in the area for 10+ years (vs. 59% overall)	
Mayfield (Wealden)	26%	Crowborough St. Johns (Wealden)	77%
Hailsham East (Wealden)	24%	Newick (Lewes)	77%
Central (Rother)	21%	Salehurst (Rother)	77%
Meads (Eastbourne)	21%	St Helens (Hastings)	76%
Braybrooke (Hastings)	20%	Kingston (Lewes)	75%
Peacehaven West (Lewes)	20%	Battle Town (Rother)	74%
Central St Leonards (Hastings)	18%	Crowhurst (Rother)	74%
Rother Levels (Rother)	18%	Danehill/Fletching/ Nutley (Wealden)	74%
		Newhaven Denton and Meeching (Lewes)	73%
		Seaford East (Lewes)	72%
		Seaford West (Lewes)	70%
		Ashdown (Hastings)	69%
		Ouse Valley and Ringmer (Lewes)	68%
		Langney (Eastbourne)	67%

**Figure 4.5: Living in the area less than 2 years (%)**



Overall, most (68%) feel very, or fairly strongly, that they belong to their immediate neighbourhood. This has remained consistent since 2015. In total, a fifth would say they feel strongly connected. The national Community Life Survey for the Department for Digital, Culture, Media and Sport (DCMS) found that 62% of participants felt they belonged to their immediate neighbourhood, significantly lower than the figure for East Sussex (68%)<sup>5</sup>.

**Table 4.2: Strength of belonging to the neighbourhood by District & CCG**

(% very/fairly strongly)	2015	2017	2019
TOTAL	69	68	68
<b>District</b>			
Eastbourne	60	64*	63#
Hastings	63	61	62
Lewes	71	70	71
Rother	72	70	72
Wealden	73	71*	70#
<b>CCG</b>			
Eastbourne, Hailsham & Seaford	67	67	66
Hastings & Rother	67	66	67
High Weald Lewes Havens	72	71	71

**KEY**

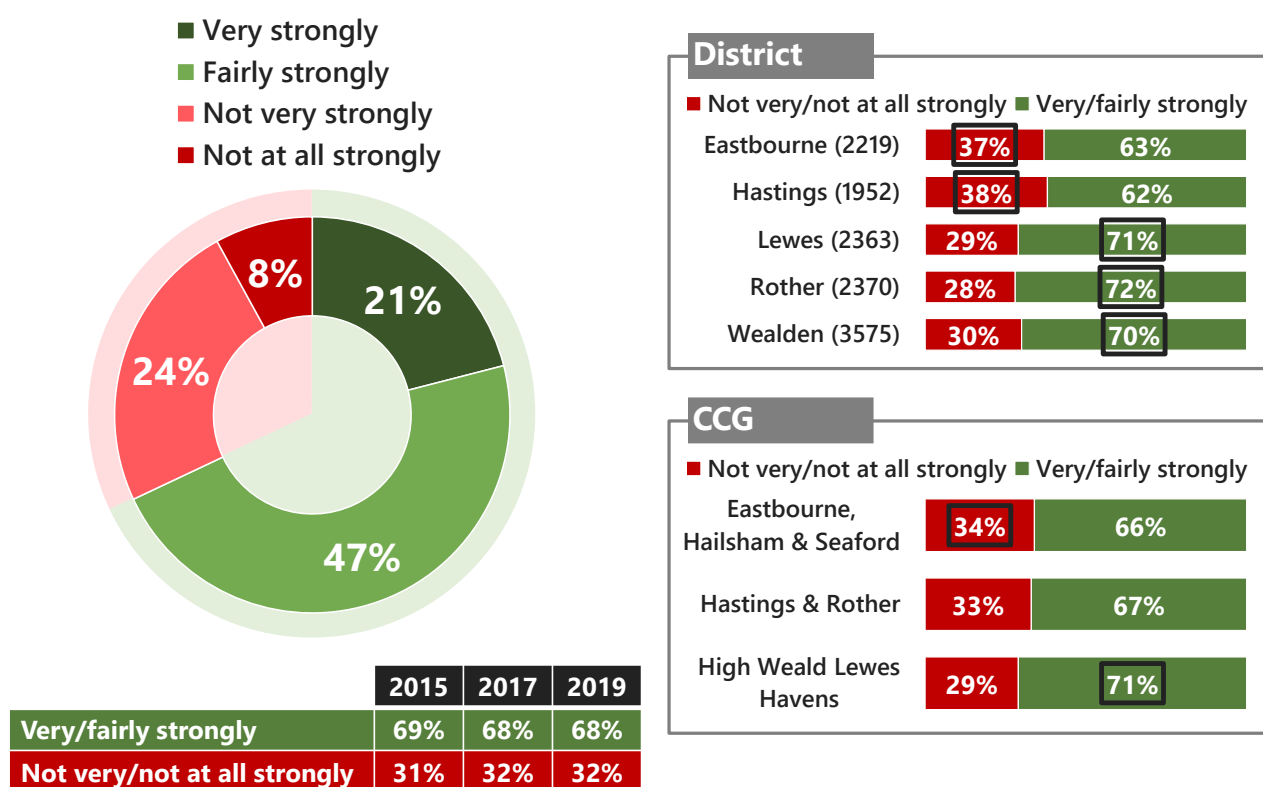
	statistically significantly lower than the avg.
	statistically significantly higher than the avg.
*	statistically significant difference to previous survey
#	statistically significant difference between 2019 and 2015

<sup>5</sup> Community Life Survey 2018/19, DCMS – Apr 2018 -Mar 2019 – 10,627 respondents via online/paper method

Please note, on the following chart, a figure highlighted by a square indicates a finding that is statistically significant compared to the overall average.

**Figure 4.6: Strength of belonging to the neighbourhood**

**Q3. How strongly do you feel you belong to your immediate neighbourhood?**



Base: All valid responses (12479) : Fieldwork dates: 18 November 2019 - 31 January 2020

Source: Ipsos MORI

As in previous years, those in Lewes (71%), Rother (72%) and Wealden (70%) are more likely than average to have a strong sense of belonging, while those in Eastbourne (63%) and Hastings (62%) are less likely to feel connected. Since 2015 the strength of belonging among residents in Wealden has steadily decreased from 73% in 2015 to 70% in 2019. Looking at the CCG data, High Weald Lewes Havens are still more likely than the 2019 average to have a strong sense of belonging to their neighbourhood (71% vs. 68% overall).

As mentioned previously, a person's strength of connection does reflect how long they have lived in the area: 72% of those who been a resident for over 10 years say they are strongly connected compared to 61% for under 2 years which helps to explain why residents in Lewes have a strong sense of connection as, compared to other Districts, it is the most established community.

Demographic groups who are significantly more likely than average to feel disconnected to their immediate neighbourhoods include:

- those aged 18-34 years (46%, compared to 24% of those aged 65+);
- residents who are in bad health (46% vs. 29% in good health);

- workless residents (48%), as well as those in employment (35%);
- residents who are LGBT (48% vs. 31% of heterosexual residents);
- private renters (46%) and social tenants (40%, vs. owner occupiers 29%);
- residents with a disability (37% vs. 31% of those without a disability); and
- those living in single person households (34% vs 32% average);
- and single parents (42% vs 31% of households with a cohabiting couple with children).

Those who are satisfied with their local area are more likely to feel a strong sense of belonging (75%), as are those who feel they can influence decisions affecting the area (86%), and those who think anti-social behaviour has improved over the last three years (79% vs. 62% of those who think things have deteriorated). People who volunteer either formally or informally are also more positive (76% and 74% respectively vs. 68% overall).

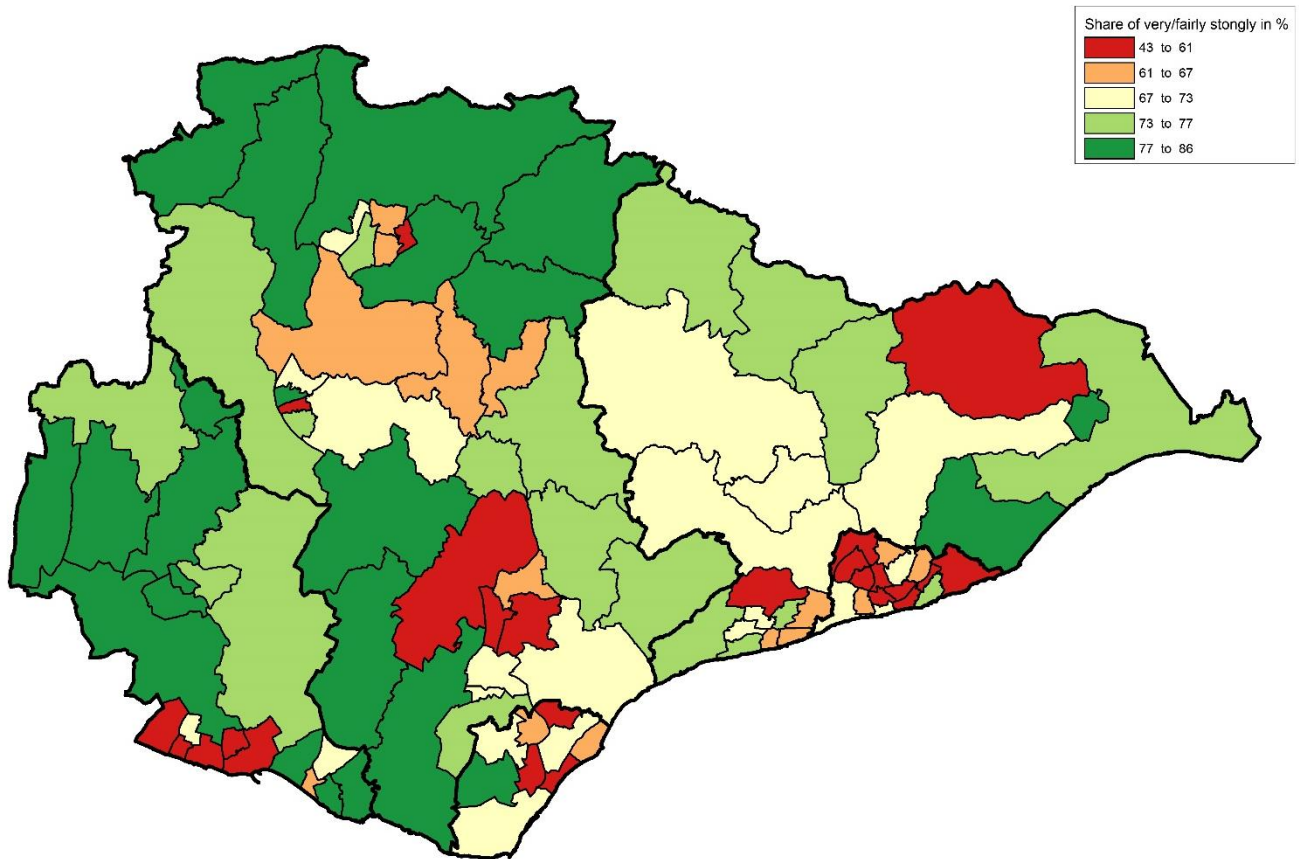
The following table shows the wards more or less likely than average to feel a strong sense of belonging to their immediate neighbourhood.

**Table 4.3: Strength of belonging to the neighbourhood by ward**

Wards with a higher than average sense of belonging (vs. 68% overall)		Wards with a lower than average sense of belonging (vs. 68% overall)	
Newick (Lewes)	89%	Upperton (Eastbourne)	59%
Ninfield and Hooe with Wartling (Wealden)	88%	Hampden Park (Eastbourne)	56%
Danehill/Fletching/ Nutley (Wealden)	82%	Baird (Hastings)	54%
Ouse Valley and Ringmer (Lewes)	82%	Devonshire (Eastbourne)	54%
Seaford East (Lewes)	82%	Hailsham South and West (Wealden)	54%
Collington (Wealden)	80%	Central (Rother)	52%
Crowhurst (Rother)	80%	Central St Leonards (Hastings)	52%
Lewes Castle (Lewes)	78%	Wishing Tree (Hastings)	51%
Lewes Priory (Lewes)	78%	Peacehaven West (Lewes)	49%
Old Hastings (Hastings)	78%	Hollington (Hastings)	47%
		Hailsham East (Wealden)	44%

Reflecting the findings at District level, the wards with the strongest sense of belonging tend to be located in Lewes and Wealden in particular, while those wards with lower levels of belonging are found in Hastings and Eastbourne.

**Figure 4.7: Strong sense of belonging to neighbourhood (%)**



## Loneliness

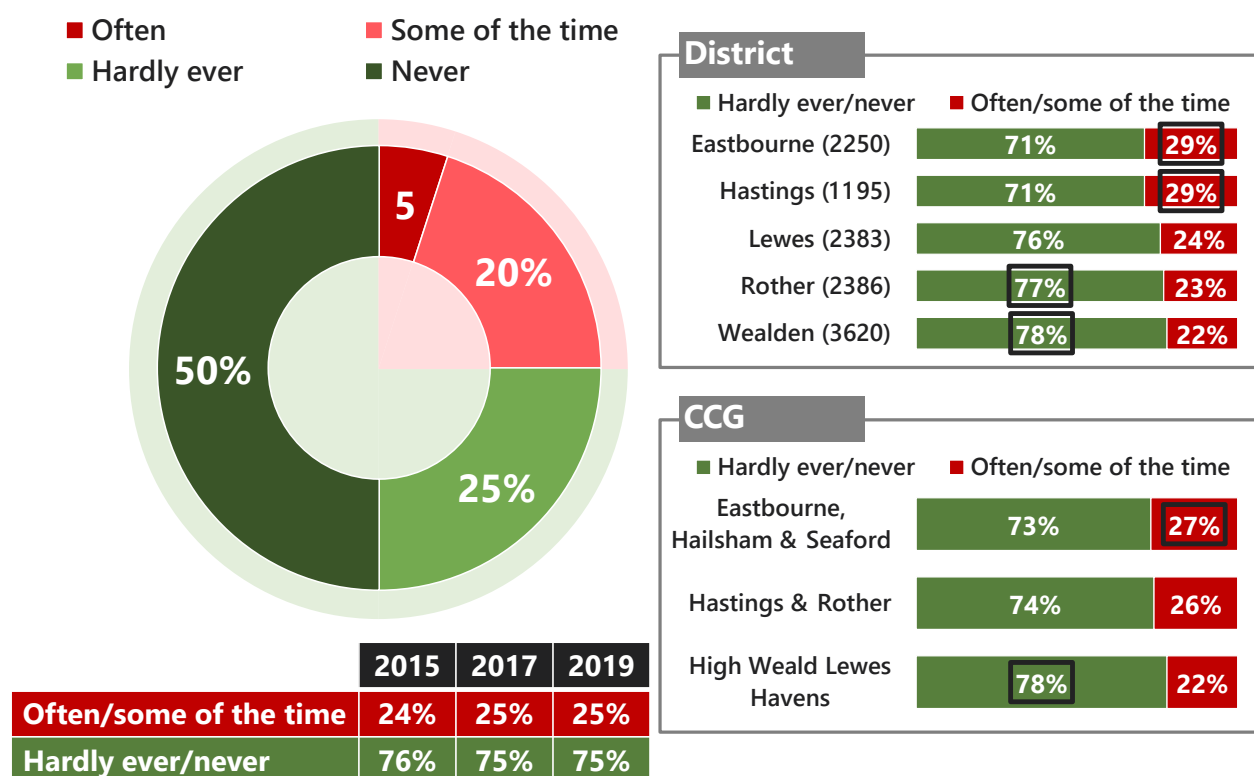
As well as exploring strength of belonging, social isolation was also measured by asking residents how often they feel lonely living in their local area. Three-quarters (75%) feel this way hardly ever or never.

Overall, a quarter feel lonely often or some of the time (25%), with 5% saying they feel lonely often. The National Community Life Survey asks a similar question and whilst it is not directly comparable it provides useful context. The 2018/2019 national report states that 6% of people in their survey felt lonely often or always<sup>6</sup>. There is a link between feeling lonely and a sense of belonging; those who do not feel like they belong to their immediate area are more likely to say that they feel lonely often or some of the time (40%).

Please note, on the following chart, a figure highlighted with a square indicates a finding that is statistically significant compared to the overall average.

**Figure 4.8: Feeling lonely**

### Q7. Do you ever feel lonely living in your local area?



Base: All valid responses (12634) : Fieldwork dates: 18 November 2019 - 31 January 2020

Source: Ipsos MORI

<sup>6</sup> Community Life Survey 2018/19, DCMS – Apr 2018 -Mar 2019 – 10,627 respondents via online/paper method

Examining the data in detail shows that feelings of loneliness are more prevalent among groups who are more likely to spend more time at home (e.g. due to mobility issues):

- workless residents (56% vs. 20% of those in work);
- those in poor health (55% vs. 18% of those in good health);
- those with a disability (44% vs. 19% of those without);
- single person households (38%) and single parents (47% vs. 25% overall);
- homemakers/others<sup>7</sup> (33% vs. 25% overall); and
- those over 75+ years (28%).

Other groups who are more likely to feel lonely include:

- social tenants (46%) and private renters (39% vs. 20% of owner occupiers);
- BME residents (40% vs. 25% of White residents);
- people with no qualifications (34% vs. 25% overall); and
- women (26% vs. 24% of men).

At District level, those in Hastings and Eastbourne are more likely than average to feel lonely often or some of the time (both 29% vs. 25% overall). These Districts are more likely to be comprised of the groups listed above. Those living in Rother and Wealden are more likely to say they hardly ever/never feel this way (77% and 78% respectively).

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<sup>7</sup> Others refer to those whose working status is 'Doing something else'.

The following table shows the wards with higher than average feelings of loneliness.

**Table 4.4: Feeling lonely by ward**

Wards with a higher than average proportion of residents feeling lonely often or some of the time (vs. 25% overall)		Wards with a lower than average proportion of residents feeling lonely often or some of the time (vs. 25% overall)	
Hollington (Hastings)	40%	Crowborough North (Wealden)	17%
Devonshire (Eastbourne)	37%	Old Town (Eastbourne)	16%
Wishing Tree (Hastings)	37%	Collington (Wealden)	15%
Castle (Hastings)	36%	Danehill/Fletching/ Nutley (Wealden)	15%
Braybrooke (Hastings)	35%	Crowborough West (Wealden)	14%
Langney (Eastbourne)	34%	Darwell (Rother)	14%
Upperton (Eastbourne)	33%	Chailey and Wivelsfield (Lewes)	13%
		Mayfield (Wealden)	10%
		Rotherfield (Wealden)	10%
		Uckfield Central (Wealden)	10%

## Caring

This resident survey also measures what proportion of residents have caring responsibilities in terms of giving support to family members, friends, neighbours or others. This could be due to ill-health, disability or problems relating to old age.

The proportion of residents providing care assistance has remained consistent since 2015, at just over a quarter (27%). Most of these spend 1-19 hours a week caring for someone; overall this equates to a fifth of residents (20%). There continues to be 4% of residents who are full time carers, that is spending 50+ hours a week in this role and 3% who are caring for 20-49 hours each week.

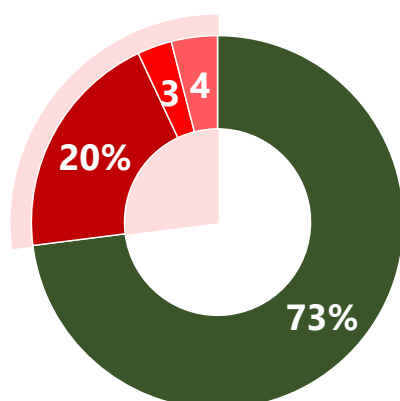
Please note, on the following chart, a squared result indicates a finding that is statistically significant compared to the overall average.



**Figure 4.9: Caring responsibilities**

**Q13. Do you look after, or give any help or support to family members, friends, neighbours or others because of either long-term physical or mental ill-health / disability, or problems related to old age?**

- No
- Yes – between 1 and 19 hours a week
- Yes – between 20 and 49 hours a week
- Yes – 50 or more hours a week



	2015	2017	2019
Yes	27%	28%	27%

#### District

	No	Yes
Eastbourne (2256)	73%	27%
Hastings (1995)	73%	27%
Lewes (2378)	70%	30%
Rother (2389)	73%	27%
Wealden (3620)	74%	26%

#### CCG

	No	Yes
Eastbourne, Hailsham & Seaford	73%	27%
Hastings & Rother	73%	27%
High Weald Lewes Havens	73%	27%

Base: All valid responses (12638) : Fieldwork dates: 18 November 2019 - 31 January 2020

Source: Ipsos MORI

Residents in Lewes are more likely than average to be carers (30% vs. 27% overall).

Groups who are most likely to take on caring responsibilities are: women (28%), residents aged 55+ (31%), retired residents (30%), homemakers/others<sup>8</sup> (42%) and those with a disability (29%). Those residents who volunteer either formally or informally are much more likely to be carers (36% and 44% respectively vs. 27% overall).

## Influence

To measure levels of connectedness and involvement among communities, we asked about the extent to which residents feel they can influence local decision-making. Overall, over a third (36%) agree they can influence decisions affecting their local area, which represents a significant fall since 2017 (38%). This figure is higher than the findings in the National Community Life Survey 2018/2019, in which 25% felt they were able to influence local decisions<sup>9</sup> and higher than a national survey measuring levels of political engagement (26%)<sup>10</sup>.

As has been the case in East Sussex in 2015 and again in 2017, residents in Hastings feel less able to influence decisions (32% vs. 36% overall) and this is a downward trend. In 2019 residents in Wealden are also feeling less empowered in

<sup>8</sup> 'Others' refer to those whose working status is 'Doing something else'.

<sup>9</sup> Community Life Survey 2018/19, DCMS – Apr 2018 -Mar 2019 – 10,627 respondents via online/paper method

<sup>10</sup> Ipsos MORI Audit of Political Engagement, Jan 2020, 1,342 adults via face to face method

their local area (33% vs. 36%). Of all the Districts, people living in Rother are more likely than average to agree they can influence local decisions (40%).

**Table 4.5: Influencing local decision-making by District & CCG**

(% very/fairly strongly)	2015	2017	2019
TOTAL	38	38	36*#
<b>District</b>			
Eastbourne	37	39	37
Hastings	35	34	32
Lewes	40	39	37#
Rother	39	38	40
Wealden	39	37	33*#
<b>CCG</b>			
Eastbourne, Hailsham & Seaford	37	38	34*#
Hastings & Rother	37	36	37
High Weald Lewes Havens	41	38*	36#

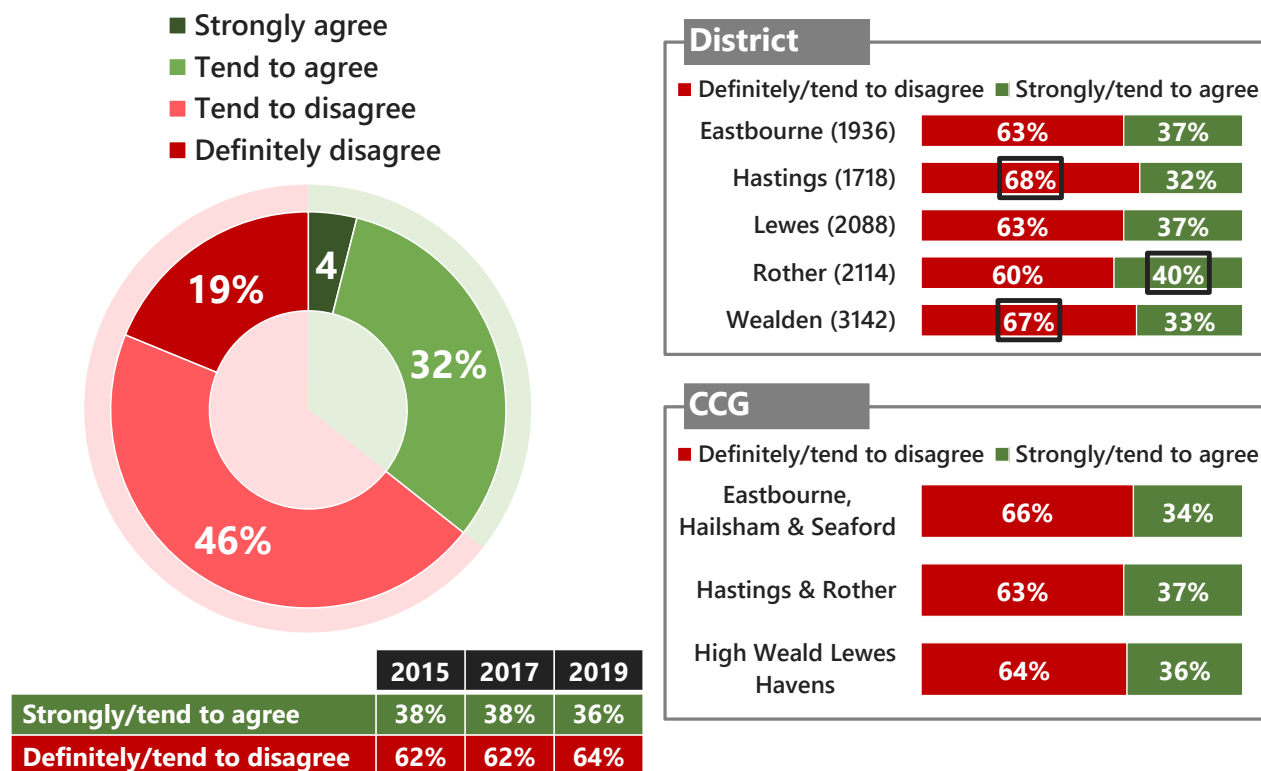
**KEY**

	statistically significantly lower than the avg.
	statistically significantly higher than the avg.
*	statistically significant difference to previous survey
#	statistically significant difference between 2019 and 2015

Please note, on the following chart, a figure highlighted with a square indicates a finding that is statistically significant compared to the overall average.

Figure 4.10: Influencing local decision-making

## Q4. Do you agree or disagree that you can influence decisions affecting your local area?



Base: All valid responses (10998) : Fieldwork dates: 18 November 2019 - 31 January 2020

Source: Ipsos MORI

Groups who are more likely to agree they can influence decisions include:

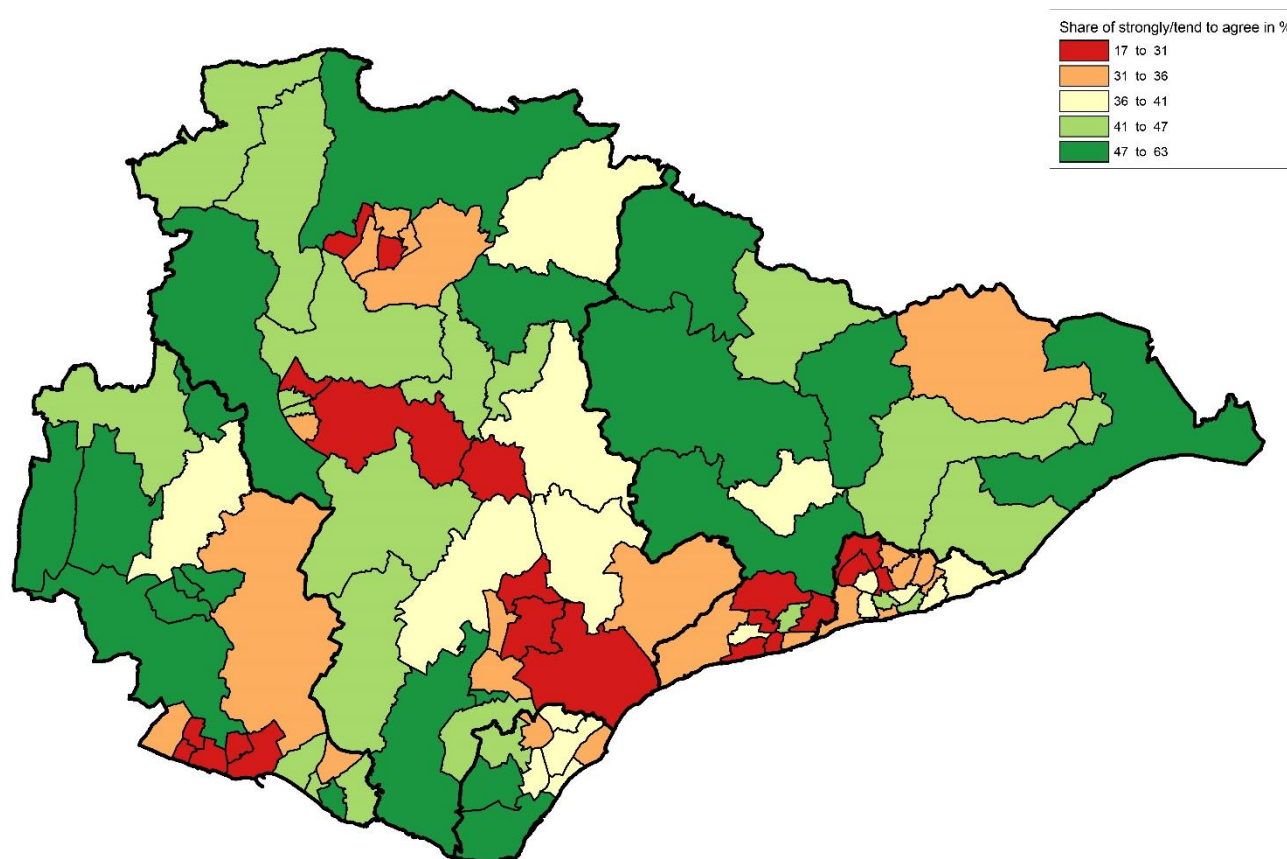
- BME residents (46% vs. 36% overall);
- formal and informal volunteers (41% and 39% respectively);
- people who are new to the area in the past 2 years (40%);
- people who are retired (39%);
- those in good health (38%); and
- those aged 65+ (41%).

The following table shows the wards in which residents are more or less likely than average to agree that they can influence decisions affecting their local area.

**Table 4.6: Influencing local decision-making by ward**

Wards more likely to agree they can influence decisions (vs. 36% overall)		Wards less likely to agree they can influence decisions (vs. 36% overall)	
Ditchling and Westmeston (Lewes)	63%	Hailsham South and West (Wealden)	24%
Newick (Lewes)	58%	Pevensey and Westham (Wealden)	24%
Crowhurst (Rother)	53%	Peacehaven West (Lewes)	23%
Lewes Castle (Lewes)	53%	Hollington (Hastings)	20%
Ewhurst and Sedlescombe (Rother)	51%	Newhaven Denton and Meeching (Lewes)	20%
Mayfield (Wealden)	51%	Newhaven Valley (Lewes)	13%
Darwell (Rother)	50%		
Rother Levels (Rother)	50%		
Marsham (Rother)	49%		
Lewes Priory (Lewes)	48%		
Old Town (Eastbourne)	48%		

**Figure 4.11: Agree can influence decisions affecting the local area (%)**



Residents were also asked an additional question about whether they would *want* to be more involved in decision-making. In the past around three in ten said they would like to have more involvement and this has not changed in 2019 (31%). This figure is lower than that reported in a national audit of political engagement (41%), although due to methodological differences this comparison should be treated as indicative only<sup>11</sup>. Most residents only want to be involved in specific issues (58%) and over a tenth still say they do not want to get involved at all (11%).

**Figure 4.12: Interest in local decision-making**

**Q5. Generally speaking, would you like to be more involved in the decisions affecting your local area?**



Base: All valid responses (12500) : Fieldwork dates: 18 November 2019 - 31 January 2020

Source: Ipsos MORI

This survey has found minimal differences between Districts and CCGs in relation to interest in decision-making. In Hastings, 34% of residents want to get involved in decision making and they are also more likely to feel they have no influence on decisions taken in their local area (68% vs. 64% overall).

<sup>11</sup> Ipsos MORI Audit of Political Engagement, Jan 2020, 1,342 adults via face to face method

**Table 4.7: Interest in local decision-making by District & CCG**

(% yes)	2015	2017	2019
TOTAL	30	30	31
<b>District</b>			
Eastbourne	29	29	31
Hastings	29	31	34*#
Lewes	33	33	32
Rother	28	29	30
Wealden	30	29	30
<b>CCG</b>			
Eastbourne, Hailsham & Seaford	29	29	31*#
Hastings & Rother	28	30*	32*#
High Weald Lewes Havens	32	31	31

**KEY**

	statistically significantly lower than the avg.
	statistically significantly higher than the avg.
*	statistically significant difference to previous survey
#	statistically significant difference between 2019 and 2015

Groups who are the most likely to want to be engaged in decision making are:

- LGBT residents (45% vs. 31% of heterosexual residents);
- BME residents (39% vs. 31% White residents);
- working residents (35%);
- those with higher levels of education Level 2 or higher (35%);
- men (35% vs. 29% of women);
- carers (35%), along with formal and informal volunteers (38% and 36% respectively);
- those with children in the household (34%);
- those aged 35-64 (34% vs. 26% of those aged 65+);
- who have lived in the area for 2-10 years (34% vs. 29% of those who have lived there for 10+ years);
- owner occupiers (33% vs. 23% of social tenants and 29% of private renters); and

- residents without a disability (32%); and
- those in good health (32%).

Wards with a higher than average proportion of residents who want to increase their involvement in decision-making include Central Saint Leonards (47%), West Saint Leonards (45%), Crowhurst (44%), Lewes Bridge (43%) and Old Town Rother (45%).

## Volunteering

As a final measure of community involvement, residents were asked a series of questions about volunteering, whether they give any help, either formally or informally, how often they provide this help, and what they consider to be the main motivators and barriers to volunteering.

### Formal volunteering

Firstly, residents were asked whether they have given any formal help, unpaid, to a group, club or organisation. Levels of volunteering have increased slightly, with just under a half (48%) of residents saying they have done some kind of formal volunteering in the past 12 months. This is higher than the figure quoted in the National 2018/2019 Community Life Survey (36%)<sup>12</sup>. In most respects the nature of volunteering remains unchanged since 2015 and 2017. It still tends to be helping to organise or run an activity or event (20%), raising money or taking part in sponsored events (17%) or being a leader/member of a committee (16%). There has been an increase in the proportion who have given other people practical help (13%), given advice or counselling (11%), provided transport (9%) or done clerical work (8%).

Please note, on the following chart, a triangle indicates a finding that is statistically significant (upwards or downwards) compared to the previous year.

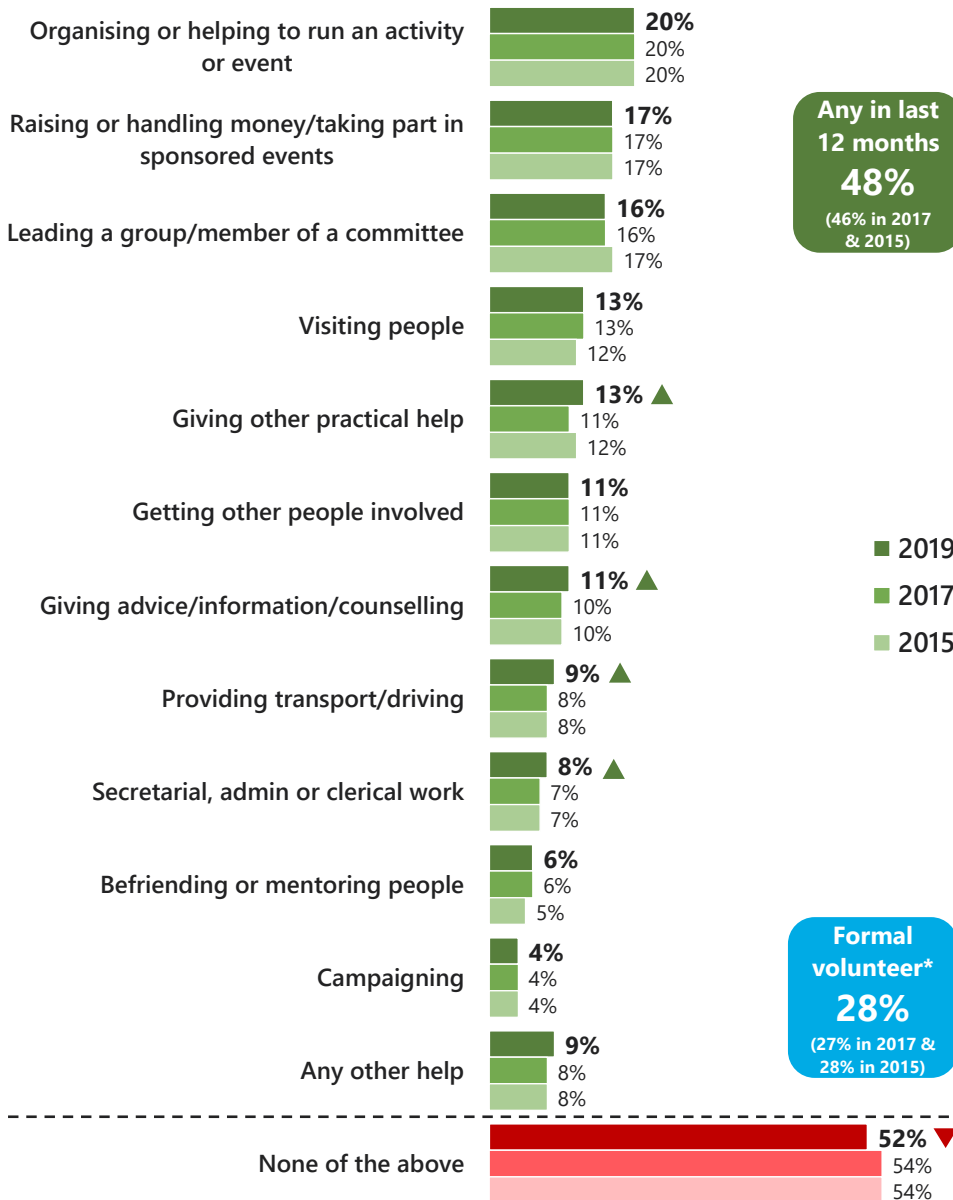
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<sup>12</sup> Community Life Survey 2018/19, DCMS – Apr 2018 – Mar 2019 – 10,627 respondents via online/paper method



**Figure 4.13: Formal volunteering**

**Q17. In the last 12 months, have you given unpaid help to a group, club or organisation, in any of the following ways? Please exclude giving money and anything that was a requirement of your job.**



\* At least once a month

Base: All valid responses (12190) :

Fieldwork dates: 18 November 2019 - 31 January 2020

Source: Ipsos MORI

At District level, those in Rother (53%) and Wealden (51%) are more likely to have undertaken formal volunteering in the last 12 months, while those in Eastbourne (43%) and Hastings (44%) are less likely.

We asked people who had volunteered in the past 12 months to tell us how regularly they helped. Over a third (36%) of them give their time at least once a week and a similar proportion volunteer at least once a month (31%).

Taking into account those who don't do *any* formal volunteering, this translates to 28% of residents across the county who volunteer formally at least once a month which is significantly higher than the national benchmark (22%) as measured in the Community Life survey<sup>13</sup>.

**Table 4.8: Formal volunteering by District & CCG**

(% any in the last 12 months)	2015	2017	2019
TOTAL	46	46	48*#
<b>District</b>			
Eastbourne	39	42*	43#
Hastings	39	40	44*#
Lewes	48	51*	50
Rother	47	45	53*#
Wealden	49	49	51
<b>CCG</b>			
Eastbourne, Hailsham & Seaford	42	44*	44
Hastings & Rother	43	42	49*#
High Weald Lewes Havens	51	51	53

**KEY**

	statistically significantly lower than the avg.
	statistically significantly higher than the avg.
*	statistically significant difference to previous survey
#	statistically significant difference between 2019 and 2015

Other groups more likely to have done formal volunteering in the last 12 months broadly tend to be older, well educated, families and are well established in their communities:

- residents with the highest levels of education (60% of those with level 4/5 vs. 27% of those with no qualifications);
- carers (60% vs. 44% of those without caring responsibilities);
- aged 35+ years (50% vs. 38% of those aged 18-34);
- retirees (52%);
- those with children in the household (51% vs. 47% of those without children);

<sup>13</sup>Community Life Survey 2018/19, DCMS – Apr 2018 -Mar 2019 – 10,627 respondents via online/paper method

- owner occupiers (51% vs. 31% of social tenants and 42% of private renters);
- those who have lived in the area for 10+ years (51% vs. 40% of those who have lived in the area for less than two years); and
- those who are comfortable/doing alright financially (50% vs. 44% of those who are finding it difficult).

The following table shows the wards in which residents are more or less likely than average to have volunteered to help a group, club or organisation over the last 12 months.

**Table 4.9: Formal volunteering by ward**

Wards more likely than average to have volunteered formally in last year (vs. 48% overall)		Wards less likely than average to have volunteered formally in last year (vs. 48% overall)	
Newick (Lewes)	86%	Pevensey and Westham (Wealden)	40%
Alfriston (Wealden)	72%	Newhaven Denton and Meeching (Lewes)	38%
Chiddingly and East Hoathly (Wealden)	71%	East Saltdean and Telscombe Cliffs (Lewes)	36%
Ninfield and Hooe with Wartling (Wealden)	67%	Wishing Tree (Hastings)	35%
Lewes Priory (Lewes)	66%	Ore (Hastings)	34%
Kingston (Lewes)	65%	St Anthony's (Eastbourne)	34%
Collington (Wealden)	64%	Peacehaven East (Lewes)	33%
Crowhurst (Rother)	64%	Langney (Eastbourne)	32%
Hartfield (Wealden)	64%	Polegate South (Wealden)	32%
Plumpton, Streat, East Chiltington and St John (Lewes)	64%	Peacehaven West (Lewes)	31%
Ditchling and Westmeston (Lewes)	63%	Tressell (Hastings)	26%
Chailey and Wivelsfield (Lewes)	62%		
Forest Row (Wealden)	62%		
Marsham (Rother)	62%		
Frant/Withyham (Wealden)	61%		
Buxted and Maresfield (Wealden)	60%		
Eastern Rother (Rother)	60%		
Lewes Castle (Lewes)	59%		
Wadhurst (Wealden)	59%		

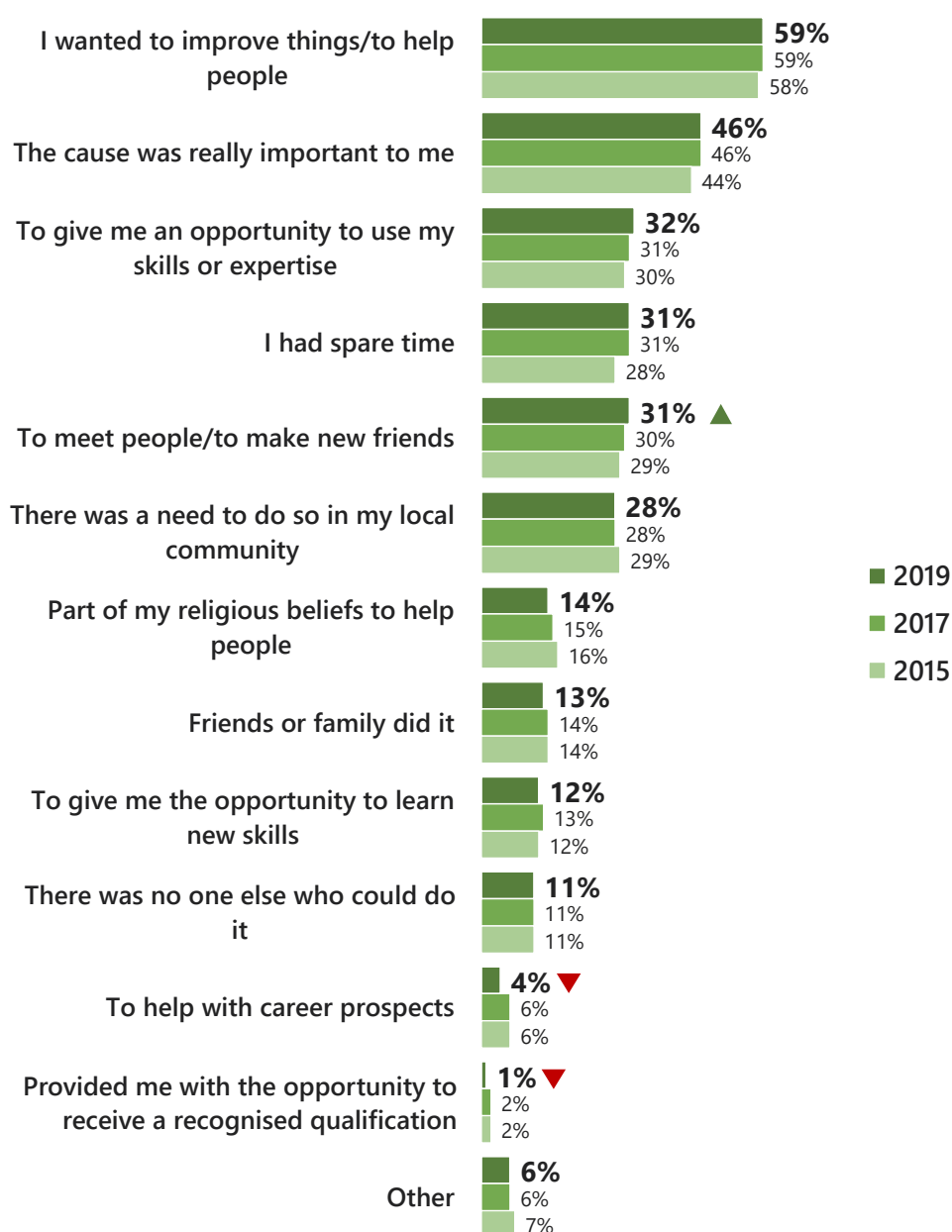
Residents who have volunteered for a group, club or organisation were also asked what motivates them to give their time unpaid to help a group, club or community organisation. The reasons people gave were similar to those in 2017 with the primary reason being altruistic, with most volunteers (59%) saying they want to improve things or help people (59%), followed by the cause being personally important to them (46%). This year there are slightly more volunteering so that they can meet people (31%) and fewer doing so in order to help with their career prospects (4% vs. 6% in 2017) or to get a

qualification (1% vs. 2% in 2017). Residents in Eastbourne are more likely than average to say they volunteer to help with career prospects (6% vs. 4% overall).

Please note, on the following chart, a triangle indicates a finding that is statistically significant (upwards or downwards) compared to the previous year.

**Figure 4.14: Motivating factors for volunteers**

**Q19. What, if anything, motivated you to volunteer your time free of charge to help out local group(s), club(s) and/or community organisations within the past 12 months?**



Base: All valid responses who have given any help to a group, club or organisation in the last 12 months (5178) :  
Fieldwork dates: 18 November 2019 - 31 January 2020

Source: Ipsos MORI

As in 2017, religion is a motivating factor for residents in Eastbourne (17% vs. 14% overall); it also plays a part in encouraging people in Wealden to volunteer (16%).

Those living in Lewes are more likely to offer help because there was a community need (32% vs. 28% overall).

In terms of other significant differences by demographic sub-group:

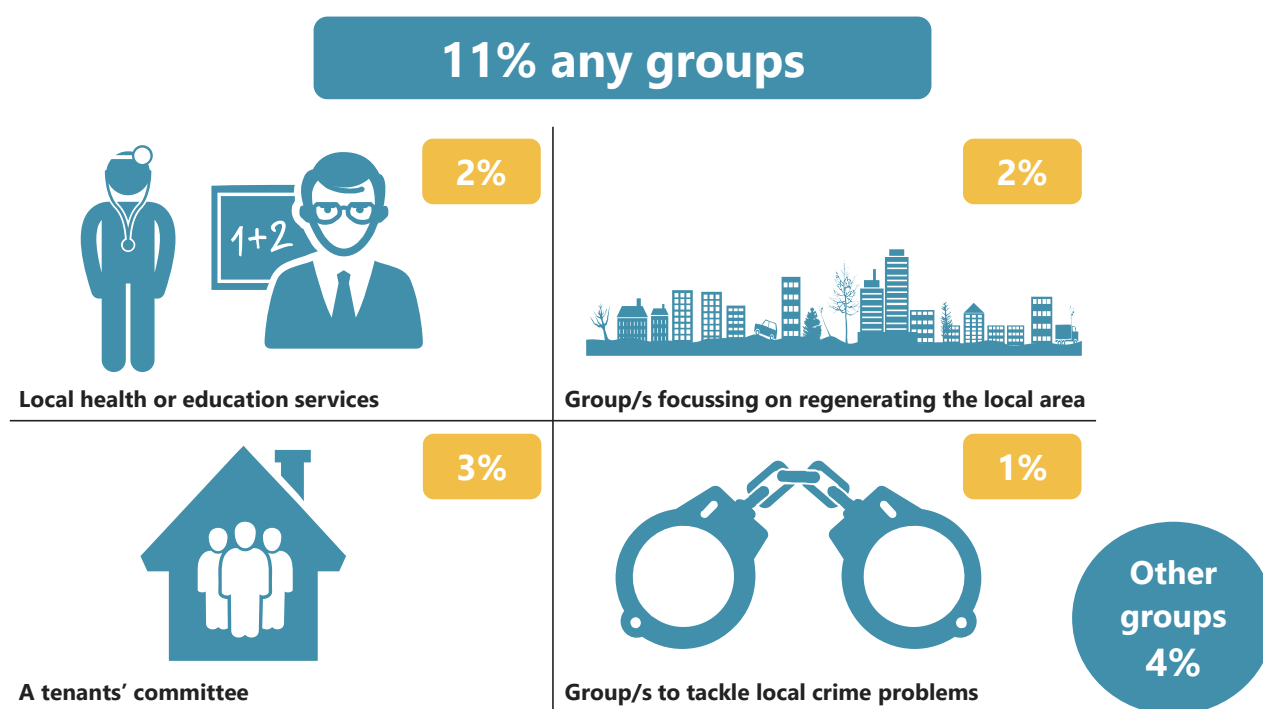
- Those who are workless are more likely to volunteer because they have the time (46% vs. 31% overall) and they want to meet new people (45% vs. 31% overall) but compared to other groups they are also more likely to see volunteering as an opportunity to use their skills (42% vs. 32% overall) and to help with their career prospects (13% vs. 4% overall).
- Volunteering as a means of self-development is significant for single parents, in terms of furthering career prospects (12% vs. 4% overall) and to gain a qualification (5% vs. 1% overall).
- People who are retired have similar motivations as those who aren't working, in that they have spare time (47% vs. 31% overall), it offers a chance to socialise (40% vs. 31% overall) and they want to use their skills (38% vs. 32% overall). They are also comparatively more likely to be motivated by their religious beliefs (20% vs. 14% overall) and a desire to meet the needs of their community (32% vs. 28% overall).
- The opportunity to socialise and meet new people is more important for those living on their own (40%) and households without children (35% vs. 31% overall).

## Decision making groups

A tenth (11%) of East Sussex residents say they have been part of a decision-making group in the past 12 months, similar to the figure reported in 2017. Since 2015 the groups that people are involved in remain unchanged.

**Figure 4.15: Membership of decision-making groups**

**Q20. In the past 12 months, have you been a member of any of these decision-making groups, not as part of your work?**



Base: All valid responses (12069) : Fieldwork dates: 18 November 2019 - 31 January 2020

Source: Ipsos MORI

Compared to other Districts the residents in Rother are more likely to be in a decision-making group (13% vs. 11%), with those living in Eastbourne more likely to be involved in a tenants committee (4% vs. 3%).

Residents more likely than other groups to be part of a decision-making group include older residents aged 65+ (15%), those with a disability (13%), owner occupiers (12%) and those with a higher level of education (16%).

## Informal volunteering

As well as gathering information about formal volunteering undertaken in the last 12 months, we also asked residents whether they have given informal help, unpaid, for someone who is not a relative. A larger proportion of residents in 2019 have helped someone in any way (54% vs. 50% in 2017). Specifically, residents help by keeping in touch with someone who has difficulty getting out and about (21%), giving advice (18%), looking after a property or a pet for someone who is away (16%), transporting or escorting someone (14%) as well as babysitting (11%), filling in forms (9%) and doing household jobs (7%). These activities remain broadly in-line with 2015 and 2017.

These informal volunteers were asked to report how often they gave this type of help. As in 2017, over a fifth (22%) were helping at least once a week, and 34% at least once a month. This means that 27% of residents across the county volunteer informally at least once a month, which is similar to 2015 and 2017 and the national average of 27%<sup>14</sup>.

Please note, on the following chart, a triangle indicates a finding that is statistically significant (upwards or downwards) compared to the previous year.

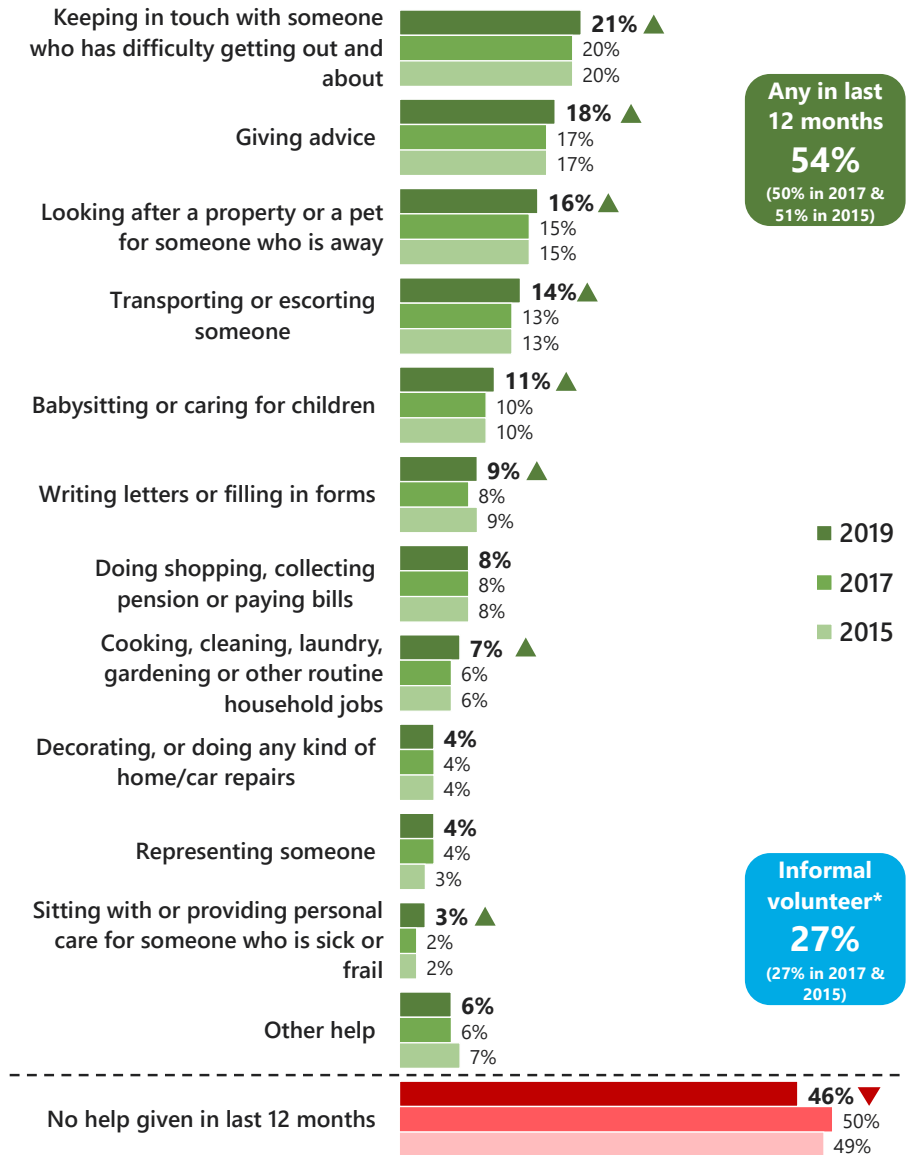
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<sup>14</sup> Community Life Survey 2016/17 – Aug 2016 -Mar 2017 – 10,250 respondents via online/paper method



**Figure 4.16: Informal volunteering**

Q21. Aside from any help you've given through a group, club or organisation, have you done any of the following things, unpaid, for someone who was not a relative in the last 12 months?



\* At least once a month

Base: All valid responses (12120) :

Fieldwork dates: 18 November 2019 - 31 January 2020

Source: Ipsos MORI

Residents in both Lewes and Rother are more likely than average to have undertaken informal volunteering in the last 12 months (56% and 57% respectively), the levels of volunteering in Rother have risen significantly, by 7 percentage points. Informal volunteering in Eastbourne continues to be lower than in other Districts (50%).

**Table 4.10: Informal volunteering by District & CCG**

(% any in the last 12 months)	2015	2017	2019
TOTAL	51	50	54*#
<b>District</b>			
Eastbourne	48	48	50
Hastings	48	49	52#
Lewes	55	55	56
Rother	52	50	57*#
Wealden	51	50	53*
<b>CCG</b>			
Eastbourne, Hailsham & Seaford	49	50	51
Hastings & Rother	50	50	55*#
High Weald Lewes Havens	53	52	55*

**KEY**

	statistically significantly lower than the avg.
	statistically significantly higher than the avg.
*	statistically significant difference to previous survey
#	statistically significant difference between 2019 and 2015

Groups more likely to have given informal help to someone who is not a relative over the last 12 months include:

- carers (70% vs. 48% of those without caring responsibilities);
- residents with higher levels of education (59% of those with levels 4/5 vs. 40% of those with no formal qualifications);
- older people aged 65+ (58% vs. 45% of those aged 18-34);
- residents who have lived in the area for 10+ years (57% vs. 43% of those who have lived in the area for less than 2 years);
- women (56% vs. 50% of men); and
- owner occupiers (55% vs. 42% of social tenants).

The following table shows the wards in which residents are more or less likely than average to have volunteered informally to help to someone who is not a relative over the last 12 months.

**Table 4.11: Informal volunteering by ward**

Wards more likely than average to have volunteered informally in last year (vs. 54% overall)		Wards less likely than average to have volunteered informally in last year (vs. 54% overall)	
Newick (Lewes)	80%	Peacehaven East (Lewes)	42%
Alfriston (Wealden)	76%	West St Leonards (Hastings)	42%
Plumpton, Streat, East Chiltington and St John (Lewes)	75%	Langney (Eastbourne)	39%
Ditchling and Westmeston (Lewes)	74%	Hollington (Hastings)	38%
Kewhurst (Rother)	70%	Wishing Tree (Hastings)	38%
St Marks (Rother)	69%		
Crowhurst (Rother)	68%		
Lewes Priory (Lewes)	66%		

Residents were asked how they could be encouraged to volunteer and get more involved in their local community. Residents in 2019 are less likely to feel that there is nothing that could persuade them (16% vs. 17% in 2017).

The main barrier was a lack of time, in that they would volunteer if it didn't involve a big time commitment (44%) or if the hours were more flexible (39%). Some would also be more open to the idea if they could do it from home (24%).

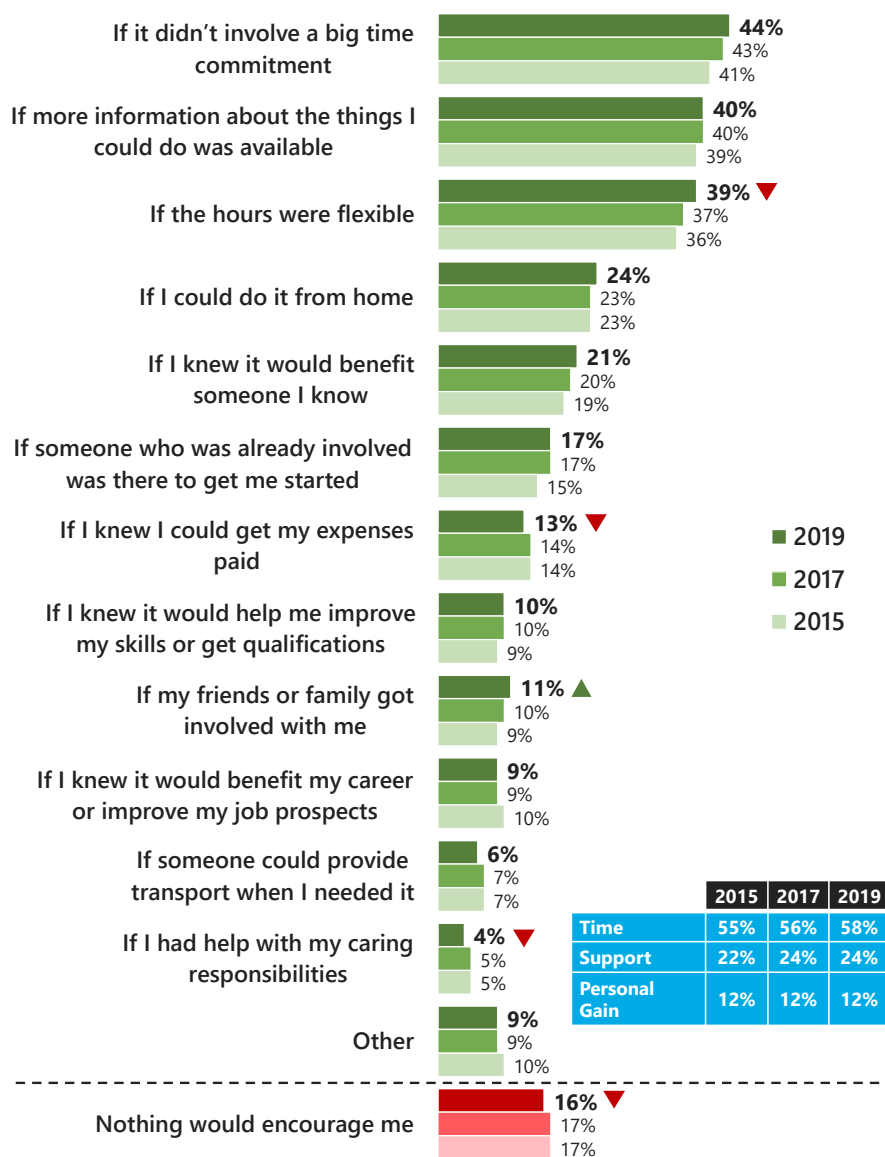
Other reasons for not volunteering are possible to address through communication: people want to know what volunteering opportunities are available (40%) and to fully understand the benefits, such as knowing it would help someone they know (21%), whether it would improve their skills (10%) or their job prospects (9%). Some people want more reassurance, either by knowing that someone would show them the ropes (17%) or if they could do it with a friend (11%).

These reasons have been grouped into main themes and have not changed since 2015: a lack of time can deter people from volunteering (58%), people would like to know support is available if they volunteer (24%) and people would like to know that it will deliver personal gains (12%).

Please note, on the following chart, a triangle indicates a finding that is statistically significant (upwards or downwards) compared to the previous year.

**Figure 4.17: Factors encouraging increased involvement in the local community**

Q23. Which, if any, of these would encourage you to get involved or more involved in the future?



Base: All valid responses (9975) :

Fieldwork dates: 18 November 2019 - 31 January 2020

Source: Ipsos MORI

Residents in Hastings would be more likely to volunteer if they had information about the options (43% vs. 40% overall), if transport was provided (8% vs. 6%), and they were paid expenses (16% vs. 13% overall).

Attitudes among residents in Eastbourne are similar; they would like to be paid expenses (15%), to know it would improve their skills (14%), benefit their career (11%) and if their friends or family were involved (13%).

Compared to men, women are more open to the idea of volunteering, only 13% said nothing would encourage them, compared to 19% for men. A quarter of older residents, aged 65+ (26%), a figure similar to 2017, said nothing would encourage them (vs. 16% overall).

There are other notable sub-groups differences.

- Workless residents are more likely to be encouraged to volunteer if they could do it from home (36% vs. 24% overall), if transport was available (18% vs. 6% overall) and if they were given expenses (26% vs. 13% overall);
- BME residents are more likely to mention volunteering from home (35% vs. 24% overall), and personal gains such as paid expenses and improved skills and career prospects (21% vs. 12% overall);
- The issue of time is much more significant for those who are working: 68% cite the time commitment as a factor.

# Systems and structures





## 5 Systems and structures

### SUMMARY

- As in previous years, just over a quarter of residents in East Sussex live within walking distance of their workplace (27%); this is higher for residents in Hastings (33%) .
- There has been a slight fall in usage of local services, specifically a general shop, post office, chemist, public transport and community centres. There are now more residents who do not have a post office, chemist, health centre/GP, sports club or library on their doorstep.
- Satisfaction with the local hospital has increased from 74% to 76%. People's satisfaction with the fire service remains unchanged at 73%. Residents are slightly less satisfied with their GP service, 76% compared to 78% in 2017.
- Satisfaction with the police has fallen again in 2019 and is now 10 percentage points behind the rating recorded in 2015. There has also been a rise in the proportion of residents who are dissatisfied with the police, 19% up from 17% in 2019. The Districts of Lewes and Wealden report higher levels of dissatisfaction (24% and 25% respectively) compared to people living in Eastbourne and Hastings who are significantly more satisfied with the police (60% and 56% respectively).
- The proportion of residents who say they feel safe in the local area during the day has fallen. Although the drop in the overall figure has been small (from 91% to 90%), it is statistically significant. Eastbourne (87%), Lewes (90%) and Wealden (92%) have all experienced a fall of 2 to 3 percentage points since 2017. Compared to other Districts, residents in Eastbourne and Hastings continue to feel the least safe (87% and 85% respectively). The Local Government Association (LGA) average for feeling safe in the daytime is 94%.
- Focusing on feeling safe after dark, there is a similar downward trend in the data from 69% in 2015 to 63% in 2019. The LGA average for feeling safe after dark is 75%. Again, the most significant falls this year are in Eastbourne (56%), Lewes (65%) and Wealden (70%). Since 2015, residents in Lewes and Wealden are feeling increasingly less safe after dark, with Lewes down 9 percentage points and Wealden down 7 percentage points.
- It is useful to place East Sussex in a wider context. There is public concern around crime and anti-social behaviour; national research by Ipsos MORI in 2019 found that 31% chose crime and violence as one of three topics they found the most worrying in their country. In East Sussex in 2019, just over half (56%) of residents say that crime and anti-social behaviour has not changed in their local area in the past 3 years, a 7 percentage point fall since 2017. A greater proportion of residents across the county now feel anti-social behaviour has got worse, 37% compared to 28% in 2017 and 16% in 2015. This represents an increase of 21 percentage points since 2015. Residents in Eastbourne and Hastings are more likely to say anti-social behaviour has got better (9% and 11%), while residents in Lewes are more likely to say it has got worse (46%).
- Satisfaction with quality of housing remains high at 88% (with 5% dissatisfied).
- The majority of residents in East Sussex are owner occupiers (76%), particularly in Wealden (79%) and Rother (82%). Hastings and Eastbourne have a greater proportion of social tenants (11% and 8%) and private renters (17%).



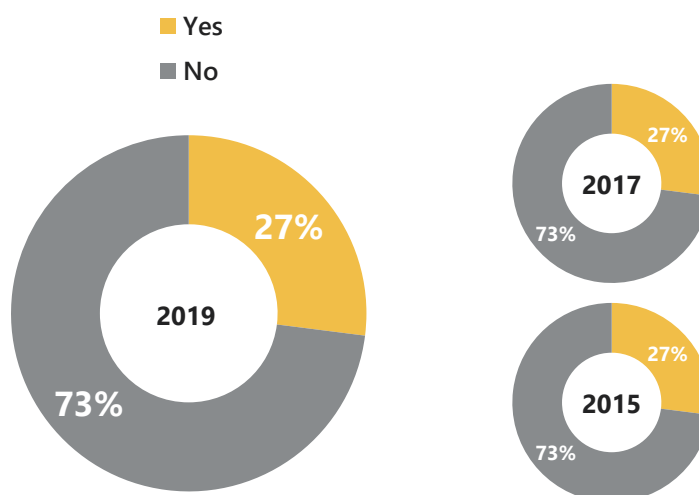
## Local economy

The survey included a range of questions about employment, as well as usage of and attitudes toward public services in the local area.

Data collected in 2015, 2017 and again in 2019 shows that over a quarter of working residents (27%) live within a mile of where they work but the vast majority work further away from home.

**Figure 5.1: Proximity to work**

**Q37. Do you live within 15 to 20 minutes' walk of your normal place of work (approximately 1 mile)?**



Base: All valid responses who are currently in employment (4729) : Fieldwork dates: 18 November 2019 - 31 January 2020 Source: Ipsos MORI

In 2017 residents in Hastings and Eastbourne are more likely to work within a mile of their home, this continues to be true in 2019 for residents in Hastings (33%).

Certain socio-demographic groups are more likely than others to work locally:

- older residents, aged 55+ (31%) (rising to 45% amongst those aged 75+);
- those with no qualifications (40% vs. 27% overall);
- social tenants (36% compared to 26% of owner occupiers);
- residents with a disability (33%); and
- carers (32% vs. 26% non-carers)

The table, below, shows the data broken down by each ward in East Sussex.

**Table 5.1: Proximity to work by ward**

Wards more likely than average to say they live within a mile of their place of work (vs. 27% overall)		Wards less likely than average to say they live within a mile of their place of work (vs. 27% overall)	
Castle (Hastings)	49%	Pevensey and Westham (Wealden)	8%
Uckfield North (Wealden)	45%		
Upperton (Eastbourne)	44%		
Conquest (Hastings)	42%		
Devonshire (Eastbourne)	39%		

## Public services

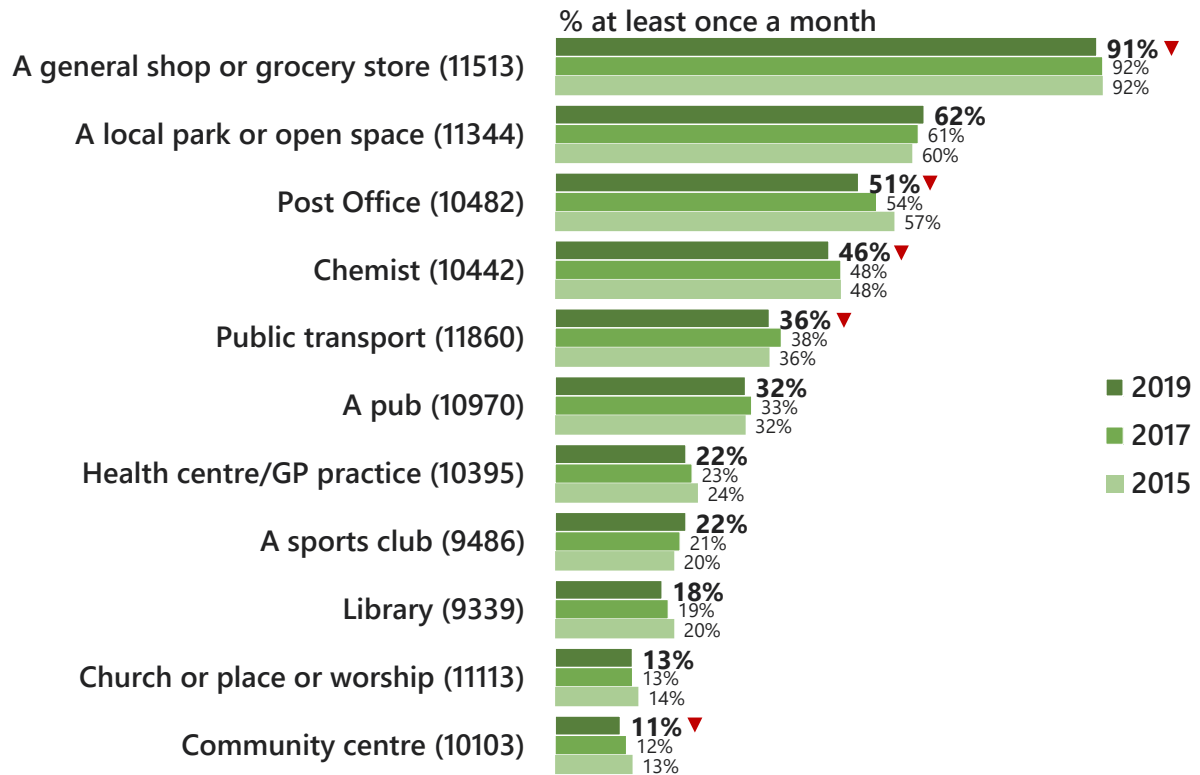
Use of public services in the local area was also measured (we defined 'local area' as the area within a 15-20 minute walk from residents' homes).

Compared to 2017, some services are used by fewer residents, specifically general shops, post offices, chemists, public transport and community centres. Usage of the local post office has been declining steadily since 2015 and this could be partly explained by the increasing proportion of residents who do not have access to this service locally. A local shop is used by nine tenths of residents (91%) with local parks and open spaces also widely used by three in five residents (62%).

Please note, on the following chart, a triangle indicates a finding that is statistically significant (upwards or downwards) compared to the previous year.

Figure 5.2: Service usage

Q6. How often, if at all, do you use each of these services in your local area?



Base: All valid responses with each service within a 15 to 20 minute walk (see above) :  
 Fieldwork dates: 18 November 2019 - 31 January 2020

Source: Ipsos MORI

The table below shows details of local services by user type, giving insight into which groups are most likely to use each service at least once a month.

**Table 5.2: Service usage**

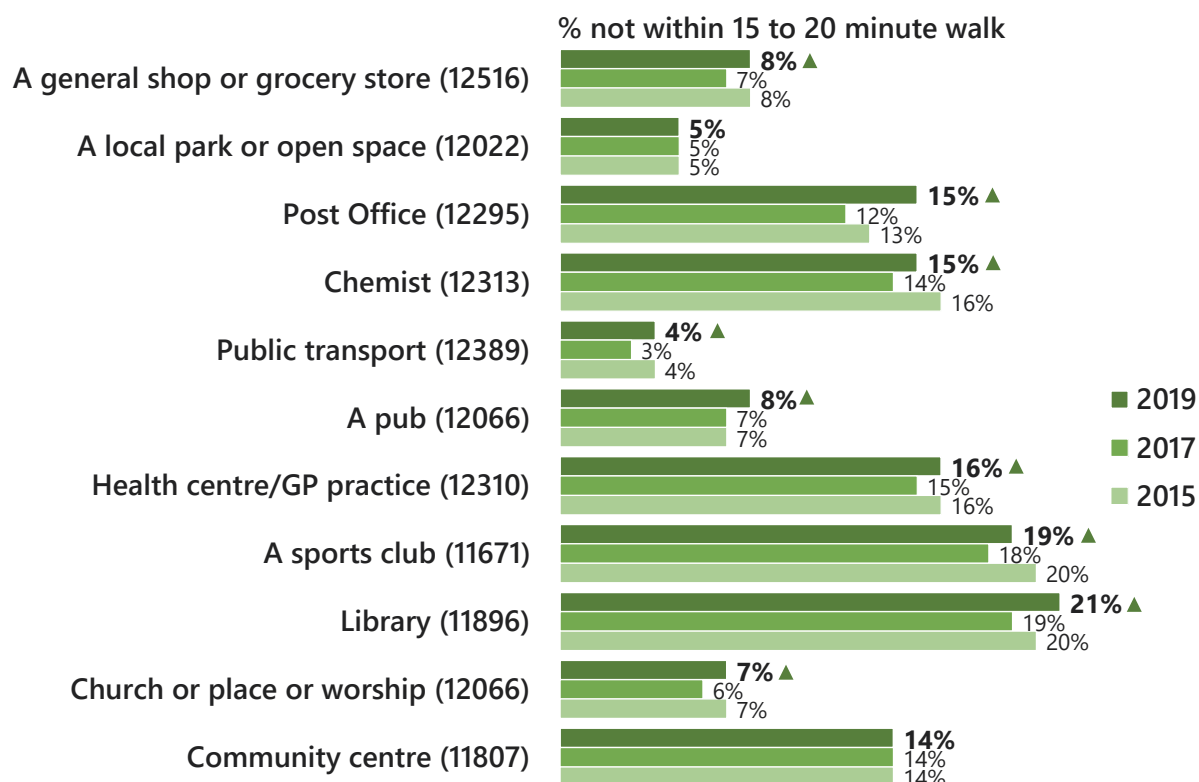
	Significantly more likely to use service at least once a month
<b>General shop/grocery store (91% overall)</b>	District: Eastbourne (94%) Age 18-34 (95%) Working (93%) Private renter (94%) Households with children (94%)
<b>Local park or open space (62% overall)</b>	District: Lewes (67%) Age 18-34 (69%), 35-64 (67%) Women (63%) Homemakers/others (71%), Working (68%) Owner occupiers (63%) Households with children (77%)
<b>Post Office (51% overall)</b>	District: Rother (60%), Wealden (54%) Age 65+ (57%) Women (54%) Retired (56%) Owner occupier (53%)
<b>Chemist (46% overall)</b>	District: Lewes (49%), Rother (49%) Age 65+ (64%) Women (49%) Workless (62%), Retired (62%), Homemakers/others (55%) Social tenant (64%) No children (49%)
<b>Public Transport (36% overall)</b>	District: Lewes (54%), Hastings (40%), Eastbourne (40%) Age 65+ (46%) Women (37%) Workless (47%), Retired (44%) BME (48%) Social tenant (46%), private renter (41%) No children (37%)
<b>A pub (32% overall)</b>	District: Lewes (36%), Wealden (34%) Men (37%) Age 18-34 (36%), 35-64 (36%) Owner occupiers (34%) Working (38%) White (33%)
<b>Health centre/GP (22% overall)</b>	District: Lewes (24%) Age 65+ (29%) Workless (37%), Homemakers/other (29%), Retired (27%) Social tenant (35%), Private renter (27%)

	Significantly more likely to use service at least once a month
<b>Library (18% overall)</b>	District: Lewes (22%) Women (20%) Age 65+ (19%) Homemakers/others (24%), Retired (19%) Households with children (24%) Private renters (21%)
<b>Sports club (22% overall)</b>	District: Lewes (25%) Age 35-64 (26%) Households with children (31%) Working (27%) Owner occupiers (24%)
<b>Church or place of worship (13% overall)</b>	Age 65+ (19%) Women (14%) Retired (18%) BME (31%)
<b>Community centre (11% overall)</b>	District: Lewes (13%), Wealden (13%) Women (13%) Age 65+ (15%) Retired (15%) Households with children (12%) Owner occupiers (11%)

There was a proportion of residents who stated that they did not have access to some of these services within a 15 – 20 minute walking radius, a breakdown of which can be seen in the table below.

**Figure 5.3: No service usage**

**Q6. How often, if at all, do you use each of these services in your local area?**



Base: All valid responses (see above) : Fieldwork dates: 18 November 2019 – 31 January 2020

Source: Ipsos MORI

The proportions of residents who do not have access to nine of these local services has increased since 2017, the exceptions being local parks and community centres. However, for six of the nine services, the proportions of residents who do not have access are in line with or lower than the 2015 results.

## Service satisfaction

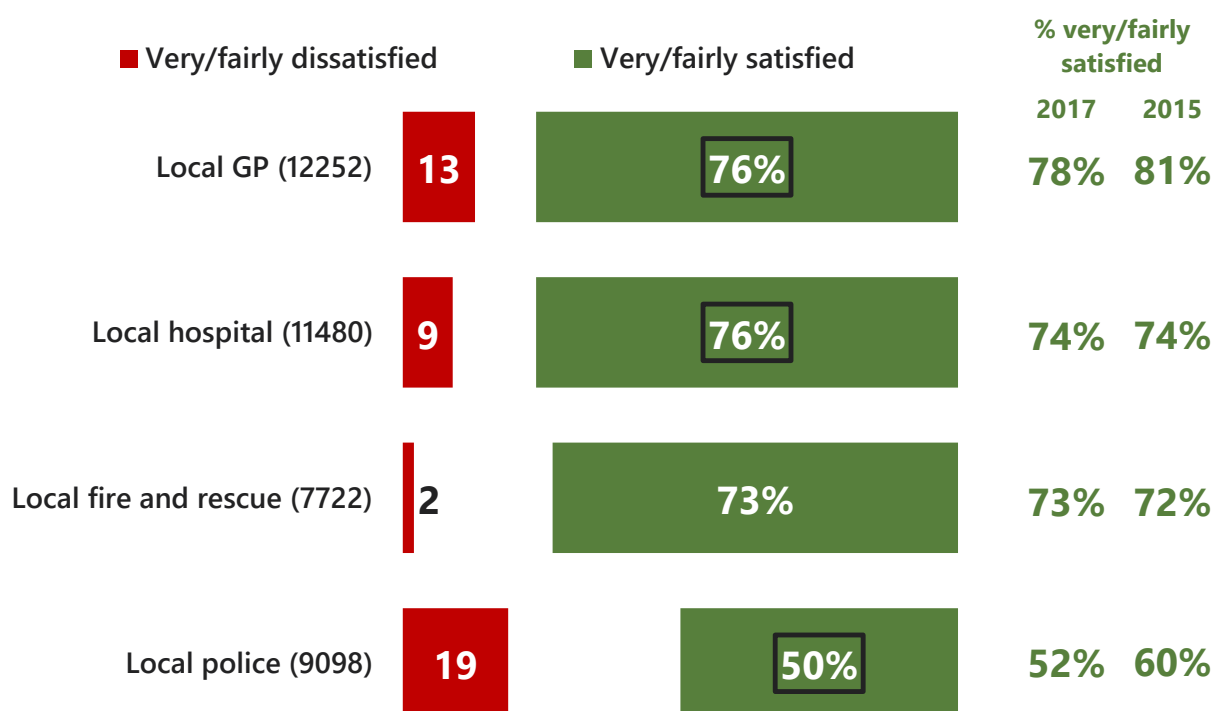
Residents were asked about their views on a number of public services, including the police, fire service, GPs and hospitals. Levels of satisfaction with local GP and the police have both fallen in 2019.

Satisfaction with GPs has fallen to 76% (vs. 78% in 2017). The proportion of residents who are satisfied with the police has also fallen to 50% in 2019 (vs. 52% in 2017). This is 10 percentage points behind the figure recorded in 2015. Satisfaction with the local hospital has increased this year to 76% (vs. 74% in 2017), and attitudes toward the fire service remain unchanged.

Please note, on the following chart, a figure highlighted by a square indicates a finding that is statistically significant compared to the 2017 findings.

**Figure 5.4: Satisfaction with local services among residents who have used the service**

**Q24. How satisfied or dissatisfied are you with each of the following local services?**



Base: All valid responses who have an opinion on this service (see above) :  
Fieldwork dates: 18 November 2019 - 31 January 2020

Source: Ipsos MORI

Analysis by district shows that residents in Hastings are significantly more likely to be dissatisfied with their GP (20% vs. 13% overall) and their local hospital (11% vs. 9%).

Residents in Lewes and Wealden have higher levels of dissatisfaction with the police (24% and 25% respectively vs. 19% overall), which was also the case in 2017, whereas residents in Eastbourne and Hastings are the most satisfied (60% and 56% respectively vs. 50% overall).



## Crime and anti-social behaviour

This section looks at how safe residents feel in their local area during the day and after dark, as well as commenting on data that measures perceptions as to whether or not crime and anti-social behaviour has got better, worse or stayed the same.

### Feeling safe during the day and after dark

The vast majority of people say they feel safe during the day; this is much lower when they are asked about their area after dark.

Since 2015, there has been a steady decline in the proportion of residents who feel very or fairly safe during the day and after dark. Although it appears the percentage differences are small, because of the sample size in this survey they represent statistically significant changes.

A downward trend can be seen in Eastbourne, Lewes and Wealden. Residents who live in Eastbourne and Hastings are the least likely to feel safe during the day and after dark. Rother and Wealden are the districts where people are more likely to feel safe.

Compared to the LGA average, ratings in East Sussex are lower during the day and much lower after dark, national data indicates 94% say they feel safe in the day and 75% after dark<sup>15</sup> (due to methodological differences, these comparisons should be treated as indicative only).

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<sup>15</sup>Resident Satisfaction Polling Local Government Association, Round 24 October 2019, 1007 adults via telephone

**Table 5.3: Perceptions of safety by District & CCG**

	During the day			After dark		
(% very/fairly safe)	2015	2017	2019	2015	2017	2019
TOTAL	93	91*	90*#	69	65*	63*#
<b>District</b>						
Eastbourne	89	90	87*#	59	58	56#
Hastings	87	85	85	53	50	51
Lewes	95	93*	90*#	74	69*	65*#
Rother	93	92	93	69	70	69
Wealden	96	94*	92*#	77	71*	70#
<b>CCG</b>						
Eastbourne, Hailsham & Seaford	92	91	88*#	65	62*	61#
Hastings & Rother	90	88*	89	61	60	60
High Weald Lewes Havens	96	94*	92*#	79	72*	70*#

**KEY**

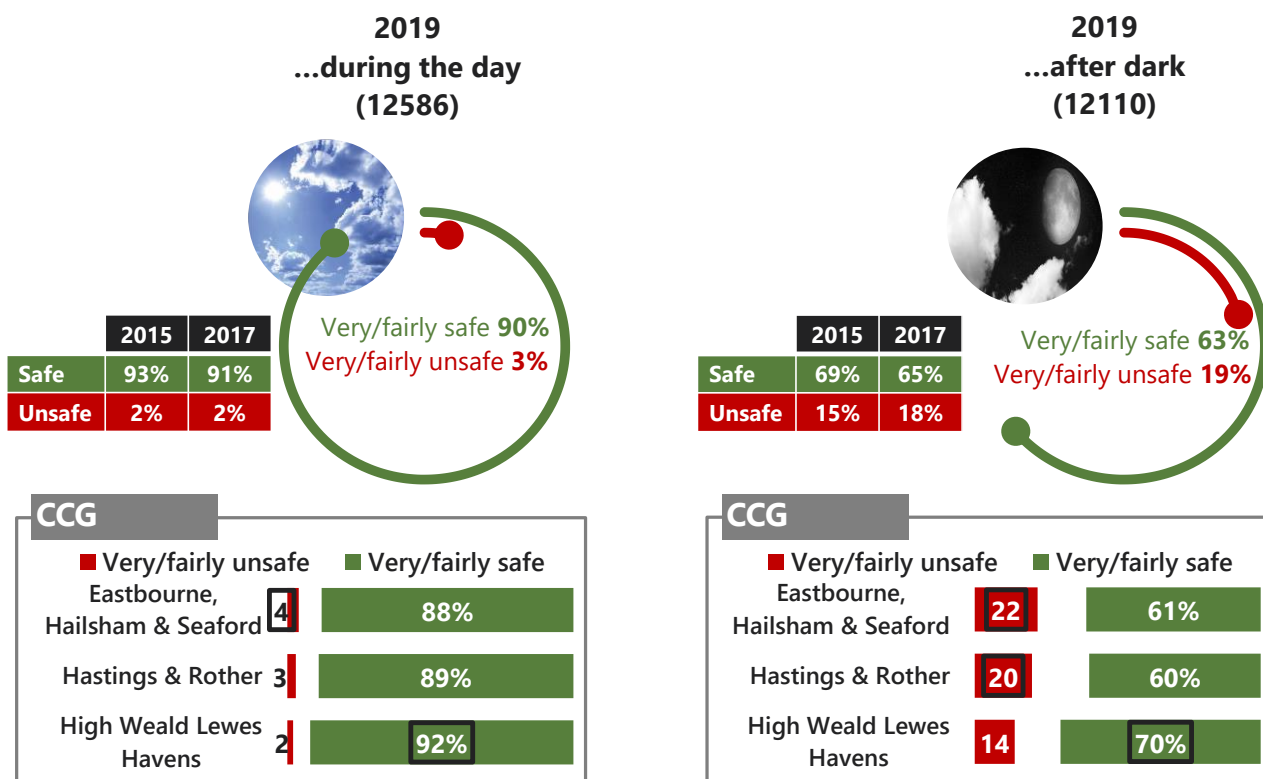
	statistically significantly lower than the avg.
	statistically significantly higher than the avg.
*	statistically significant difference to previous survey
#	statistically significant difference between 2019 and 2015

This fall in perceived safety after dark is mainly, though not exclusively, driven by residents in Lewes, where previously 69% felt safe and this has fallen significantly to 65%. Perceptions of safety in the day have decreased, most obviously in Eastbourne and Lewes, where both have dropped by 3 percentage points. This explains the CCG data which shows a significant increase in the proportions of residents who say they feel unsafe during the day and after dark in Eastbourne, Hailsham and Seaford.

Please note, on the following chart, a figure highlighted by a square indicates a finding that is statistically significant compared to the overall average.

Figure 5.5: Perceptions of safety

Q25/Q26. How safe or unsafe do you feel when outside in your local area...?



Base: All valid responses (see above) : Fieldwork dates: 18 November 2019 - 31 January 2020

Source: Ipsos MORI

Specific socio-demographic groups that are more likely than the average (3%) to feel unsafe during the day are:

- workless (11% vs 3% overall) and those with no qualifications (5%);
- social tenants (10%) and private renters 6%); and
- those who are disabled (7%), or in bad health (13%).

Residents who are more likely than average (19%) to feel unsafe after dark are:

- women (23% vs 19% overall);
- homemakers (26%) and single parents (24%);
- aged 18-34 (26%) and those aged 65+ (19%);
- workless (35%);
- no qualifications (27%);

- social tenants (36%) and private renters (25%); and
- disabled (32%) and those in bad health (43%).

Residents who feel unsafe after dark are also more likely to feel unsafe during the day (16%). Those feeling unsafe during the day and after dark are more likely to feel levels of ASB have got worse in the past 3 years (8% of those unsafe in the day and 34% of those unsafe after dark).

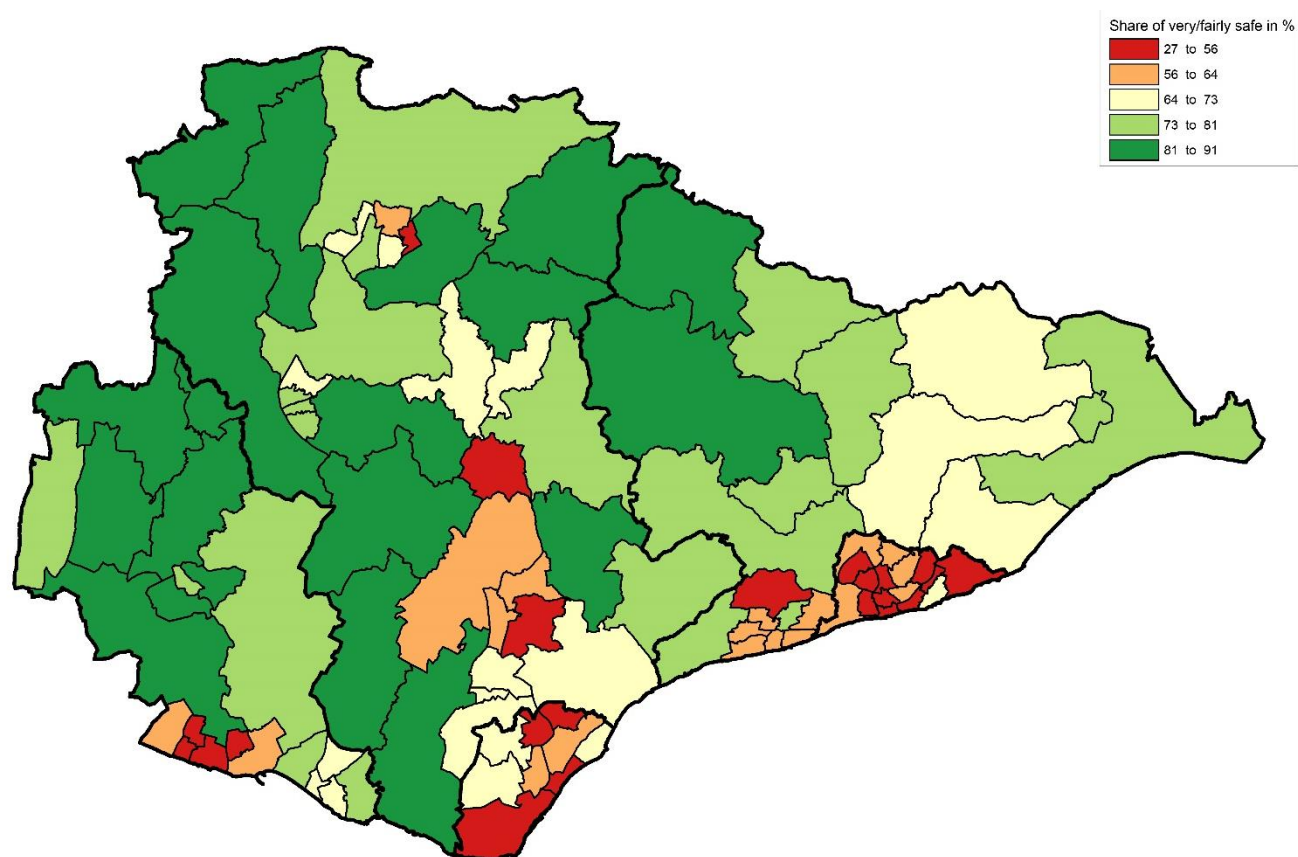
The following tables outline the differences at a ward level.

**Table 5.4: Perceptions of safety during the day by ward**

Significantly more likely to feel safe during the day (vs. 90% overall)		Significantly more likely to feel unsafe after during the day (vs. 3% overall)	
East Dean (Wealden)	100%	Wishing Tree (Hastings)	13%
Newick (Lewes)	100%	Braybrooke (Hastings)	12%
Plumpton, Streat, East Chiltington and St John (Lewes)	99%	Hailsham East (Wealden)	10%
Uckfield Ridgewood (Wealden)	99%	Langney (Eastbourne)	10%
Crowhurst (Rother)	98%	Peacehaven North (Lewes)	10%
Salehurst (Rother)	98%	Devonshire (Eastbourne)	9%
Chailey and Wivelsfield (Lewes)	97%	Gensing (Hasting)	9%
Crowborough West (Wealden)	97%	Hollington (Hastings)	9%
Darwell (Rother)	97%	Polegate South (Wealden)	9%
St Marks (Rother)	97%	Crowborough East (Wealden)	8%
Forest Row (Wealden)	96%	Hailsham South and West (Wealden)	7%
Lewes Priory (Lewes)	96%		
Rother Levels (Rother)	96%		
Ticehurst and Etchingham (Rother)	96%		
Willingdon (Wealden)	96%		
Danehill/Fletching/ Nutley (Wealden)	95%		

**Table 5.5: Perceptions of safety after dark by ward**

Significantly more likely to feel safe after dark (vs. 63% overall)		Significantly more likely to feel unsafe after dark (vs. 19% overall)	
Newick (Lewes)	91%	Hailsham East (Wealden)	50%
Crowhurst (Rother)	87%	Hollington (Hastings)	45%
Mayfield (Wealden)	87%	Newhaven Valley (Lewes)	45%
Alfriston (Wealden)	85%	Devonshire (Eastbourne)	37%
East Dean (Wealden)	85%	Wishing Tree (Hastings)	37%
Kingston (Lewes)	85%	Hampden Park (Eastbourne)	36%
Darwell (Rother)	84%	Tressell (Hastings)	35%
Heathfield East (Wealden)	84%	Castle (Hastings)	32%
Lewes Priory (Lewes)	84%	Hailsham South and West (Wealden)	32%
Rotherfield (Wealden)	84%	Peacehaven West (Lewes)	31%
Chailey and Wivelsfield (Lewes)	83%	Central St Leonards (Hastings)	30%
Chiddingly and East Hoathly (Wealden)	82%	Gensing (Hasting)	30%
Danehill/Fletching/ Nutley (Wealden)	82%	Newhaven Denton and Meeching (Lewes)	30%
Herstmonceux (Wealden)	82%	Seaford North (Lewes)	28%
Frant/Withyham (Wealden)	81%	St Anthony's (Eastbourne)	28%
Hartfield (Wealden)	81%	St Helens (Hastings)	28%
St Marks (Rother)	81%	Langney (Eastbourne)	26%
Ditchling and Westmeston (Lewes)	80%		
Plumpton, Streat, East Chiltington and St John (Lewes)	80%		
Salehurst (Rother)	79%		
Ticehurst and Etchingham (Rother)	79%		
Wadhurst (Wealden)	79%		
Willingdon (Wealden)	79%		
Brede Valley (Rother)	76%		
Forest Row (Wealden)	76%		
Marsham (Rother)	76%		
Buxted and Maresfield (Wealden)	74%		

**Figure 5.6: Feeling safe after dark (%)**

## Crime and anti-social behaviour

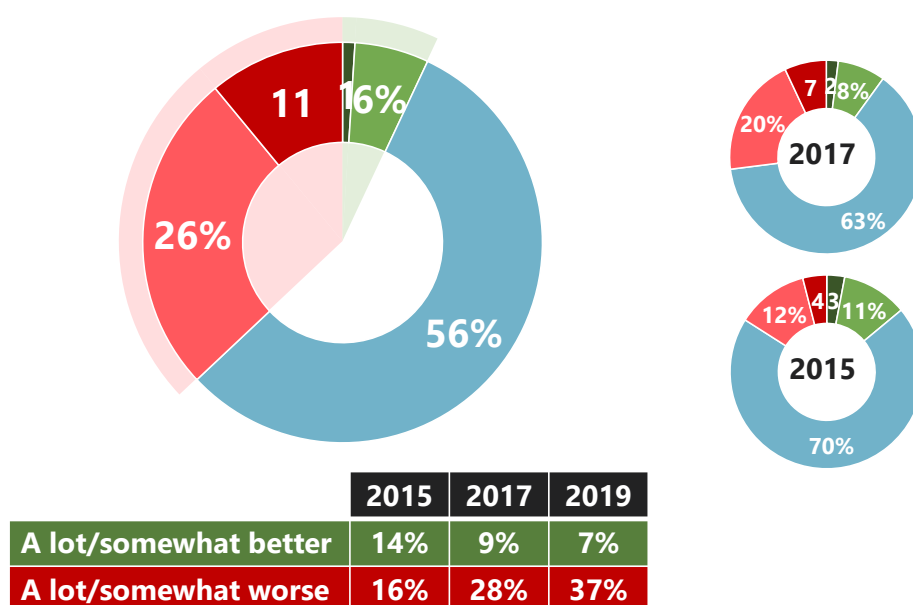
This survey gathered data from residents about their attitudes to crime and anti-social behaviour and whether or not it has got better, worse or remained the same in the past three years.

The 2019 results represent another fall in the proportion of people who think that that levels of anti-social behaviour have remained unchanged (56% vs. 63% in 2017), and there are now more residents who say that it has got worse 37% vs. 28% in 2017. The change over time is the most significant, a 9 percentage points fall since 2017 and 21 percentage points since 2015.

**Figure 5.7: Perceptions of crime and anti-social behaviour**

**Q27. Thinking about your local area, would you say that crime and anti-social behaviour has got worse, got better, or has not changed much over the past three years?**

■ A lot better      ■ Somewhat better      ■ Has not changed much  
■ Somewhat worse      ■ A lot worse



Base: All valid responses who have lived in the area for 3 years or more (11412):  
Fieldwork dates: 18 November 2019 - 31 January 2020

Source: Ipsos MORI

Specific socio-demographic groups that perceive anti-social behaviour to have got worse include residents who are finding things difficult financially (52%), those in poor health (50%), single parents (49%), those with children in the household (45%), private renters and social tenants (48% and 43% respectively), younger and middle-aged people (47% of 18-34 year olds and 40% of 35-64 year olds), working residents (42%), residents with lower educational qualifications (41% of those with highest level 1/2), carers (40%) and residents with a disability (39%),

It is also higher among residents who feel unsafe after dark (66%), those who are dissatisfied with their local area (58%) and those who feel they do not belong strongly to their neighbourhood (45%).

Looking at findings at a District level there are some significant differences in terms of the percentages who feel anti-social behaviour has got worse:

- Wealden – 37% vs. 25% 2017 – an increase of 12 percentage points (11% 2015)
- Eastbourne – 38% vs. 31% 2017 – an increase of 7 ppts (20% 2015)
- Hastings – 30% vs. 31% 2017 – a decrease of 1 ppts (20% 2015)
- Lewes – 46% vs. 29% in 2017 – an increase of 17 ppts (15% 2015)
- Rother – 33% vs. 23% in 2017 – an increase of 10 ppts (16% 2015)

**Table 5.6: Perceptions of crime and anti-social behaviour by District and CCG**

(% a lot/somewhat better)	2015	2017	2019
TOTAL	14	9*	7*#
<b>District</b>			
Eastbourne	18	10*	9#
Hastings	19	13*	11#
Lewes	12	8*	5*#
Rother	13	9*	6*#
Wealden	12	8*	5*#
<b>CCG</b>			
Eastbourne, Hailsham & Seaford	14	10*	8*#
Hastings & Rother	16	11*	8*#
High Weald Lewes Havens	12	7*	4*#

**KEY**

	statistically significantly lower than the avg.
	statistically significantly higher than the avg.
*	statistically significant difference to previous survey
#	statistically significant difference between 2019 and 2015



The following table details the wards where residents feel that crime and anti-social behaviour in their local area has either become better or worse over the past 3 years.

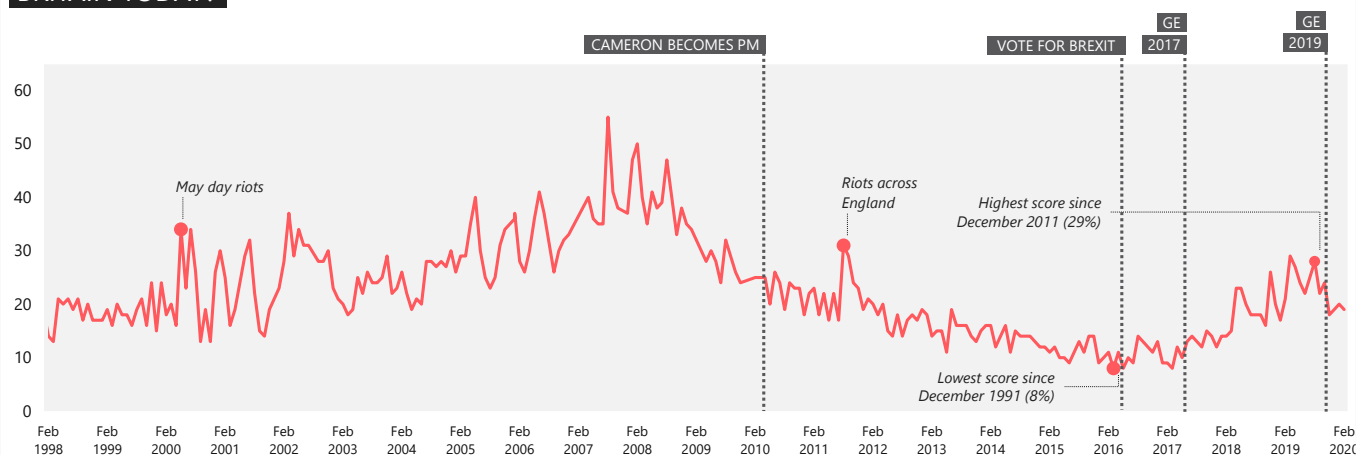
**Table 5.7: Perceptions of crime and anti-social behaviour by ward**

More likely to say that crime and anti-social behaviour in their area has got a lot/somewhat better (vs. 7% overall)		More likely to say that crime and anti-social behaviour in their area has got a lot/somewhat worse (vs. 37% overall)	
Gensing (Hastings)	20%	Newhaven Valley (Lewes)	73%
Castle (Hastings)	17%	Central (Rother)	72%
Central St Leonards (Hastings)	17%	Uckfield New Town (Wealden)	67%
Hampden Park (Eastbourne)	17%	Uckfield Ridgewood (Wealden)	63%
Ninfield and Hooe with Wartling (Wealden)	16%	Peacehaven East (Lewes)	63%
Silverhill (Hastings)	16%	Peacehaven West (Lewes)	62%
Seaford Central (Lewes)	15%	Newhaven Denton and Meeching (Lewes)	59%
Langney (Eastbourne)	14%	Uckfield Central (Wealden)	57%
Hollington (Hastings)	14%	Lewes Castle (Lewes)	56%
Hailsham South and West (Wealden)	12%	Seaford North (Lewes)	56%
		Old Town (Rother)	54%
		Peacehaven North (Lewes)	53%
		Seaford Central (Lewes)	52%
		Seaford West (Lewes)	51%
		Uckfield North (Wealden)	51%
		Heathfield North and Central (Wealden)	49%
		Devonshire (Eastbourne)	48%

According to recent national research by Ipsos MORI, the proportion of the British public seeing crime and anti-social behaviour as an important issue has been increasing over recent years (see chart)<sup>16</sup>.

## Crime / Law & Order / Violence / Vandalism / ASB

WHAT DO YOU SEE AS THE MOST/OTHER IMPORTANT ISSUES FACING BRITAIN TODAY?



Base: representative sample of c.1,000 British adults age 18+ each month, interviewed face-to-face in home

Source: Ipsos MORI Issues Index



## Infrastructure

The survey included questions relating to tenure and attitudes toward housing in East Sussex.

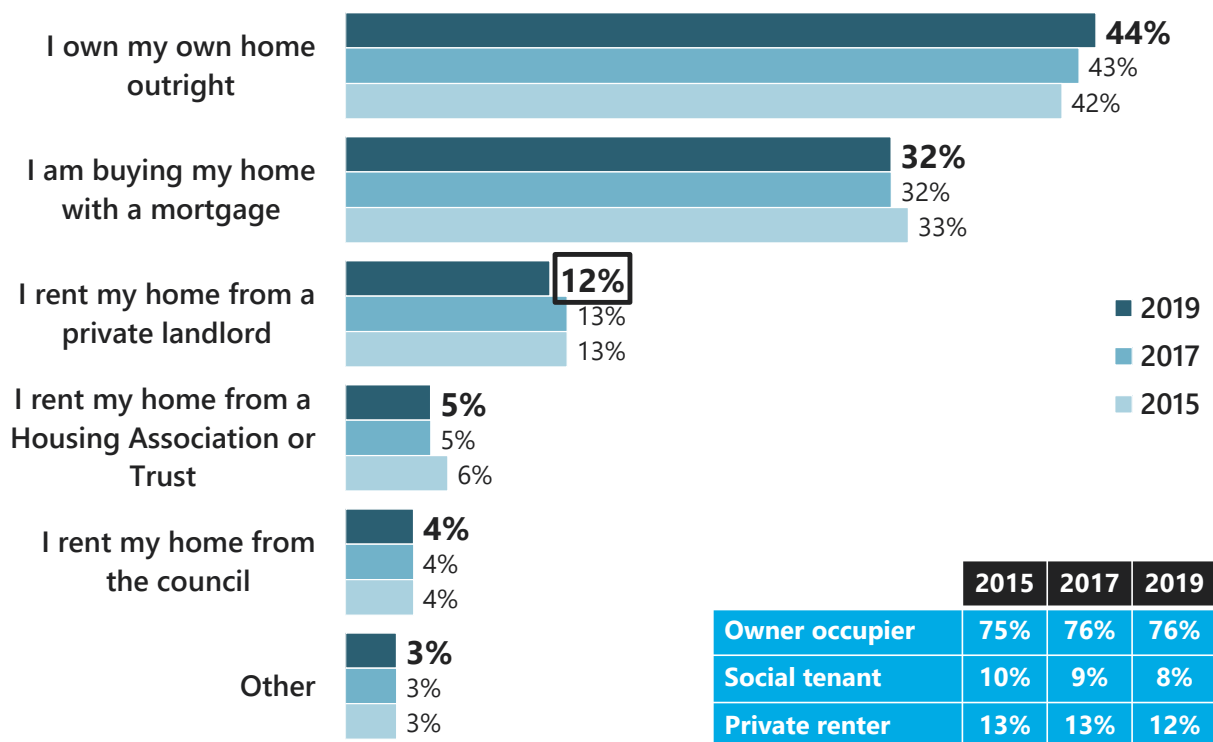
### Housing tenure

As in 2017, three quarters of residents (76%) are owner occupiers. Over two in five residents own their own home outright (44%). The proportion of private renters in the county has decreased to 12%, although only by 1% this is statistically significant.

Please note, on the following chart, a figure highlighted by a square indicates a finding that is statistically significant compared to the 2017 findings.

<sup>16</sup> Ipsos MORI Issues Index, February 2020, C1,000 British adults, face-to-face methodology

Figure 5.8: Tenure

Q35. Which one of these applies to you?

Base: All valid responses (12529) : Fieldwork dates: 18 November 2019 - 31 January 2020

Source: Ipsos MORI

Compared to other Districts, Wealden and Rother have a greater proportion of owner occupiers (79% and 82% respectively vs. 76% overall). Hastings and Eastbourne residents are more likely to rent their property privately (both 17% vs. 12% overall) or from a Housing Association or the council (both 11% vs. 8% overall).

Groups that are more likely to be owner occupiers include older residents (85% of those aged 65+ vs. 61% of young people aged 18-34), conversely younger residents (those aged are 18-24), are more likely to be renting privately (34% vs. 12% overall).

The groups most likely to be social tenants include.

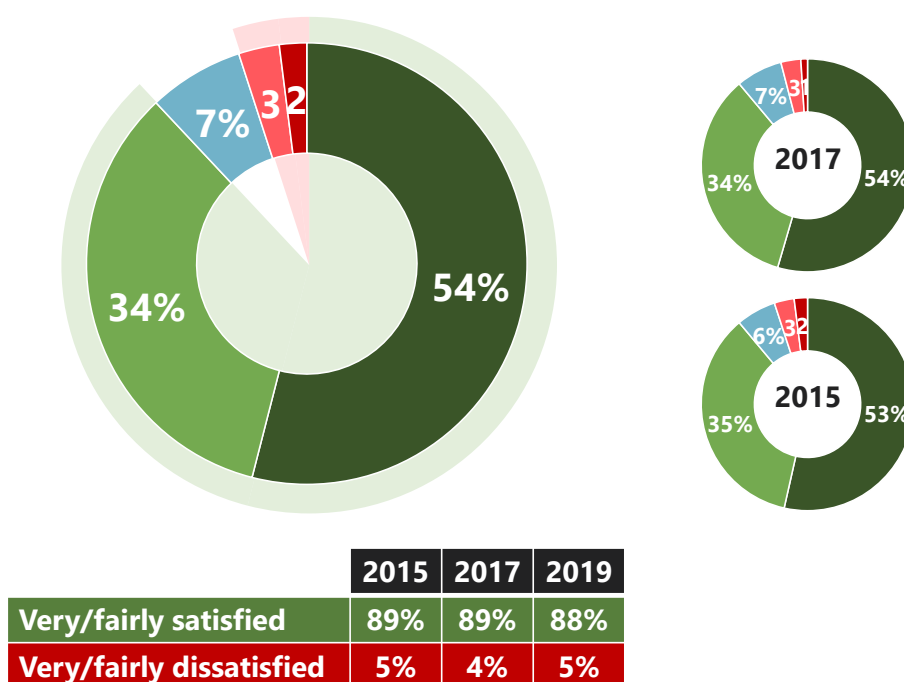
- Women (9% vs. 8% of men);
- Homemakers (19%);
- Single parents (25%);
- Workless residents (36%);
- Those with no formal qualifications (20%);

- Those with a disability (20% vs. 5% of those without a disability); and
- Those with caring responsibilities (10%).

**Figure 5.9: Satisfaction with quality of housing**

**Q16. How satisfied or dissatisfied are you with the quality of your housing?**

■ Very satisfied ■ Fairly satisfied ■ Neither/nor ■ Fairly dissatisfied ■ Very dissatisfied



Base: All valid responses (12720) : Fieldwork dates: 18 November 2019 - 31 January 2020

Source: Ipsos MORI

Residents that are renting their home either privately or as social tenants are more likely to be dissatisfied with the quality of their housing (16% and 17% respectively vs. 2% for owner occupiers).

A greater proportion of young residents are dissatisfied (11% of 18-34 year olds are dissatisfied vs 5% overall), and this is as high as 18% for 18-24s. Linking to this, young residents are more likely to be private renters (34% vs 12% overall).

Single parents are another group that are more likely to be dissatisfied (16% vs. 5% overall).

Districts where private renting and social housing are more concentrated have lower levels of satisfaction with the quality of housing, specifically Eastbourne and Hastings (7% and 8% respectively vs. 5% overall). The reverse is true for Districts with higher owner occupation, Rother and Wealden (91% and 90%).

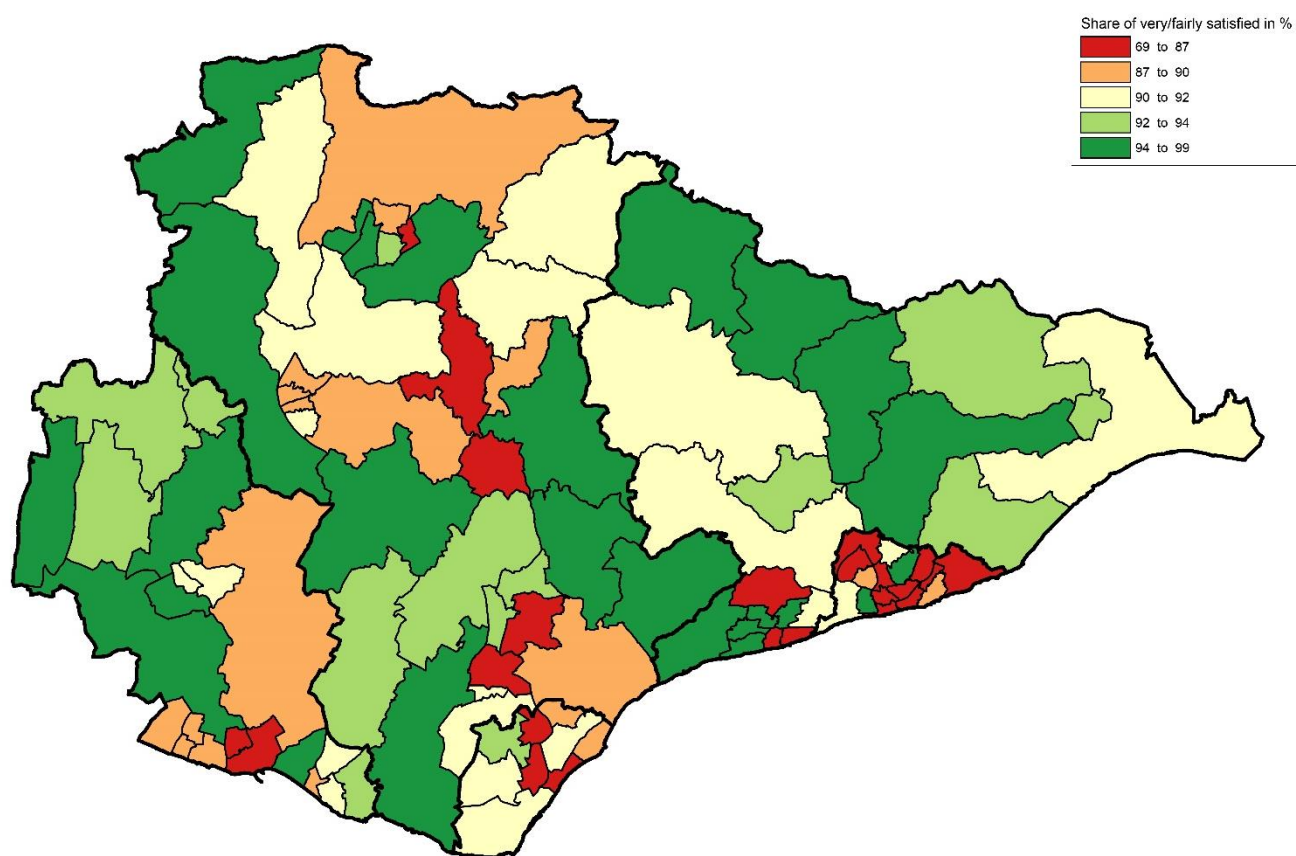
The table below shows a more detailed breakdown of the data at ward level.

## Satisfaction with housing

When asked about their views on the quality of their home, satisfaction remains high, as in 2015 and 2017. Nine in ten (88%) are satisfied with their housing and only 5% state they are dissatisfied.

**Table 5.8: Satisfaction with quality of housing by ward**

Significantly more likely than average to be very/fairly satisfied with the quality of their housing (vs. 88% overall)		Significantly less likely than average to be very/fairly satisfied with the quality of their housing (vs. 88% overall)	
Newick (Lewes)	100%	Lewes Castle (Lewes)	80%
Conquest (Hastings)	98%	Gensing (Hasting)	79%
Crowborough West (Wealden)	96%	Central (Rother)	76%
Salehurst (Rother)	96%	Hailsham East (Wealden)	75%
St Marks (Rother)	96%	Hampden Park (Eastbourne)	75%
Willingdon (Wealden)	96%	Hollington (Hastings)	75%
Brede Valley (Rother)	95%	Castle (Hastings)	74%
Collington (Wealden)	95%	Devonshire (Eastbourne)	74%
Eastern Rother (Rother)	95%	Peacehaven North (Lewes)	74%
Danehill/Fletching/ Nutley (Wealden)	94%	Central St Leonards (Hastings)	73%
Sovereign (Eastbourne)	93%		

**Figure 5.10: Very/fairly satisfied with quality of housing (%)**

A photograph of two elderly women with short, light-colored hair, smiling warmly at each other. They are in a brightly lit indoor space, possibly a community center or a cafe, with blurred figures and lights in the background. A semi-transparent blue banner is overlaid on the left side of the image, containing the text 'Social connectedness' in white.

## Social connectedness



## 6 Social connectedness

### SUMMARY

- It is still the case that the majority of residents (68%) agree they are able to see their friends and family as much as they want to, particularly people living in Rother and Wealden (70% and 71% respectively) but less so in Eastbourne and Hastings (63% and 65% respectively). There are some residents (31%) who do not get to see their friends and family as often as they want to. The people that struggle more are 35-44s (39%), single parents (43%), those who live alone (35%), LGBT residents (38%), and residents who are disabled (42%). Workless residents are more likely to be socially disconnected with almost half (45%) saying they don't see friends as often as they want and 7% saying they never see their family or friends (vs. 1% overall). Reporting feelings of isolation is tied up with lower levels of area satisfaction and a weaker sense of belonging to the local area.
- In 2019, more people say there is something specific that prevents them from leaving their home as and when they please (31% vs. 28% in 2017). Issues such as health (11%), fear of crime (6%), access to and cost of public transport (7%), lack of confidence (5%) and financial circumstances (9%) are all factors. Rother and Wealden residents are more likely to say they leave their home whenever they want to, while those living in Hastings and Eastbourne are less likely to do so.

As well as measuring wellbeing and strength of belonging to the local community we asked residents questions relating to their social lives and barriers that may exist to connecting to family and friends.

### Connecting with friends and family

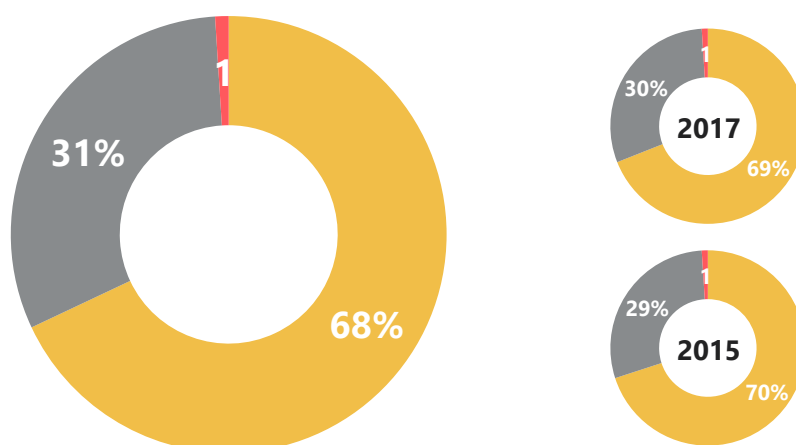
There has been no change in how often residents see their friends and family. In 2019, over two thirds (68%) were able to say they could see their friends and families as much as they wanted to, and around three in ten (31%) were seeing friends and family, but not as much as they would like to.



**Figure 6.1: Time spent with family and friends**

**Q8. Which one of these statements best describes your social life? That is, the time you spend with your friends and family.**

- I see friends and family as much as I want to
- I see friends and/or family sometimes, but not as often as I would like to
- I never see friends or family



Base: All valid responses (12725) : Fieldwork dates: 18 November 2019 - 31 January 2020

Source: Ipsos MORI

**Table 6.1: Social connectedness by ward**

Significantly more likely than average to see friends and/or family as much as I want (vs. 68% overall)		Significantly less likely than average to see friends and/or family as much as I want (vs. 68% overall)	
	83%	Hampden Park (Eastbourne)	57%
	83%	Lewes Castle (Lewes)	57%
	83%	Devonshire (Eastbourne)	56%
	80%	Lewes Bridge (Lewes)	56%
	80%	Meads (Eastbourne)	56%
	79%	Castle (Hastings)	53%
	78%	Central (Rother)	53%
Brede Valley (Rother)	77%		
Willingdon	76%		

Residents in Rother and Wealden are more likely to say they see friends and family as much as they want to (70% and 71% respectively); this is higher than those living in Eastbourne and Hastings (63% and 65% respectively).

Analysing social connectedness against socio-demographics we find some groups are more likely to struggle to see their friends and family as much as they would like:

- Residents in poor health (51% vs. 31% overall);
- 35-44s (39%);
- single parents (43%);
- BME residents (43%);
- those with a disability (42%);
- private renters and social tenants (41% and 40% respectively);
- LGBT residents (38%);
- those who live alone (35%); and
- those with highest level of qualifications, levels 4/5 (34%).

Those who are workless in East Sussex are more likely to be disconnected, with only 48% seeing friends as much as they want (68% overall), 45% socialising sometimes (31% overall) and 7% saying they never see friends or family (1% overall).

The extent to which a person feels socially connected impacts on their satisfaction with the local area and their sense of belonging. Those who are satisfied with their local area and those who say they feel they belong to their neighbourhood are more likely to see their friends and family as much as they want to.

- For those who are satisfied with their local area, 70% see their friends and family as much as they want to, compared to 52% of those who are dissatisfied.
- For those who feel they belong to their local community, 74% see their friends and family as much as they want to, compared to 55% of those who do not feel they belong.

## Barriers

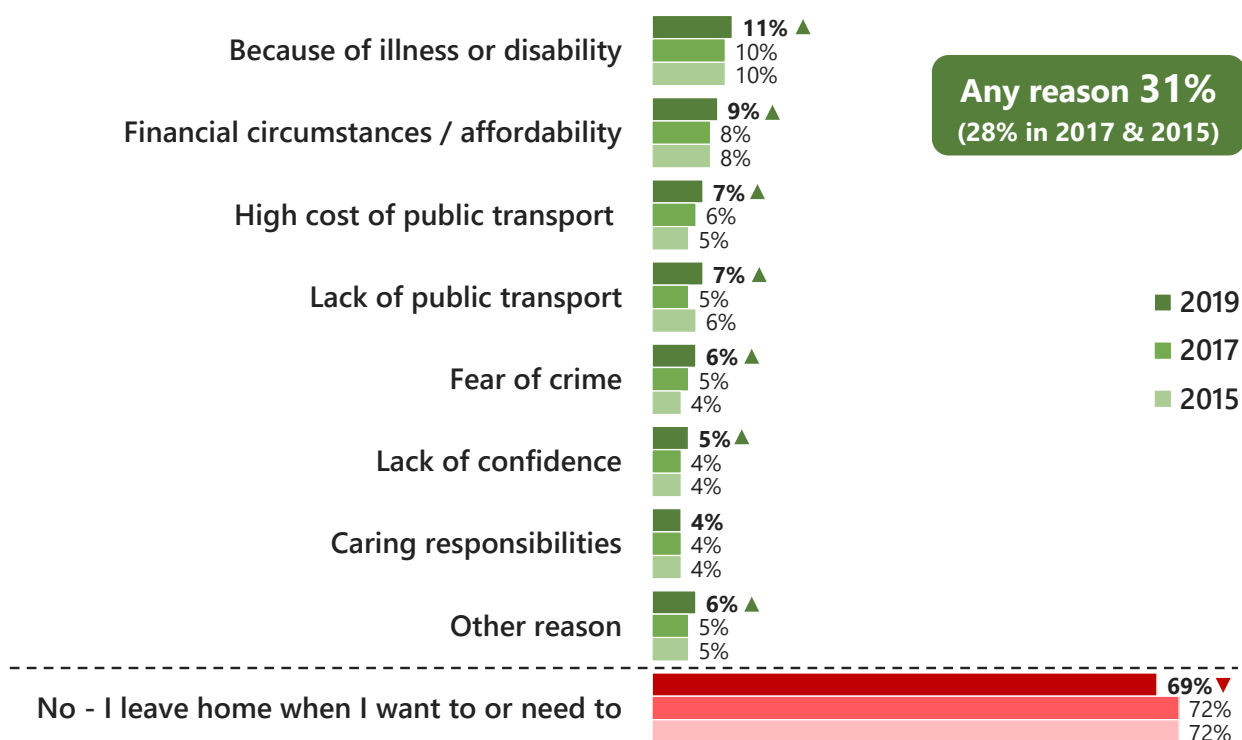
Exploring what barriers may exist that prevent people from leaving their homes is designed to measure to what extent the community is, or can be, socially connected. In 2019, there were fewer residents that did not identify any barriers to leaving their home (69% vs. 72% in 2017).

This year a greater proportion of residents cited specific reasons for not leaving their home (31%). Issues relating to health, finances, public transport, crime and confidence have all risen, the only exception to this is caring responsibilities.

Please note, on the following chart, a figure highlighted by a triangle indicates a finding that is statistically significant (upwards or downwards) compared to the 2017 findings.

**Figure 6.2: Barriers to leaving the home**

**Q9. Is there anything that you feel prevents you or makes you less willing to leave your home when you want to or need to?**



Base: All valid responses (12773) : Fieldwork dates: 18 November 2019 - 31 January 2020

Source: Ipsos MORI

Residents living in Eastbourne and Hastings are more likely to mention specific reasons why they are not able to leave their home when they want to (34% and 37% respectively vs. 31% overall). They are more likely to mention all of the reasons listed in the above chart: illness or disability (13%, 15%); financial circumstances (11%, 12%); high cost of public transport (both 9%); fear of crime (7%, 9%) and lack of confidence (both 7%).

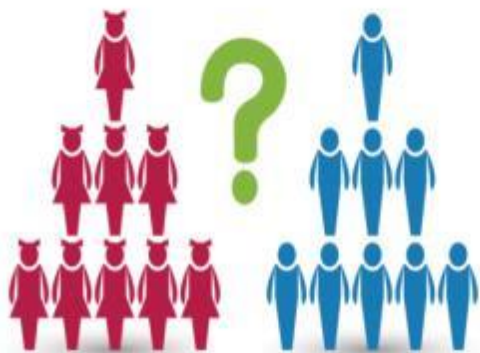
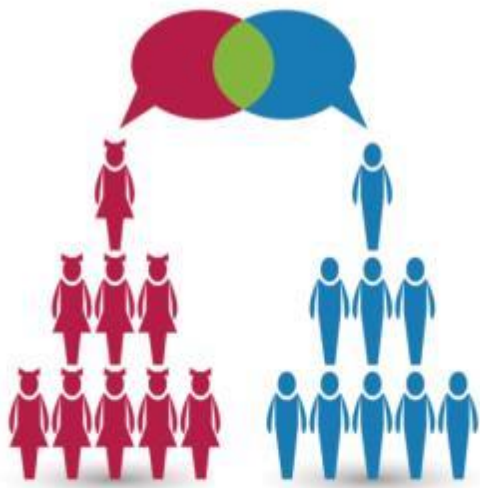
The majority of people living in Rother (71%) and Wealden (73%) say they are able to leave their home whenever they want to, but for those that aren't, it is the lack of public transport (both 8% vs. 7% overall) that is the most common issue. Lewes residents are not more likely to mention any of the stated reasons.

As in 2017 women are significantly more likely than men to feel that something prevents them from leaving home when they want to (34% vs. 27% of men). They are more likely to feel constrained by financial circumstances (10%), lack of public transport (8%), fear of crime (6%), a lack of confidence (6%) and caring responsibilities (5%).

Young residents (those aged 18-34) also feel restricted, 36% cite reasons for not being able to leave home when they want to. They are more likely than average to mention financial issues in general (15%) and specifically the high cost of public transport (13%), fear of crime (8%) and a lack of confidence (9%).

Other groups who are significantly less likely to say they are able to leave home when they want to or need to are:

- those in poor health (21% vs. 69% overall);
- workless residents (30%);
- those with no formal qualifications (59%);
- residents with a disability (37%);
- carers (65%);
- social tenants (43%) and private renters (56%);
- homemakers (54%);
- single parents (50%); and
- those aged 75+ (63%).



## About you



## 7 About you

### SUMMARY

- With weighting is applied to the results, the gender profile is 44% men, 55% women, and less than 0.5% transgender.
- A sixth of residents fall into the 18-34 category (16%), half are aged 35-64 (50%), and a third (34%) are aged 65+.
- More than half are married (53%), with just 1% in a registered same- sex civil partnership, just over a tenth are widowed (11%) and over a fifth are single (22%).
- The vast majority of residents are White (97%), with 3% of BME background.
- The proportion of Christian residents continues to decrease, 59% in 2019 down from 64% in 2015.

To analyse the results by demographic differences, and place the survey findings into context, residents were asked about their age, gender, marital status, ethnicity, religion and sexual orientation.

In order to combat non-response bias and match the sample to the East Sussex population as much as possible, the data is weighted by age and gender, as can be seen in the chart below. The weighting process involved boosting the responses from men and younger respondents, while older respondents were weighted down due to higher response rates. Weighting is a very common practice with general population postal surveys. Please see the Technical Report for further details on the weighting scheme.

## Age and gender

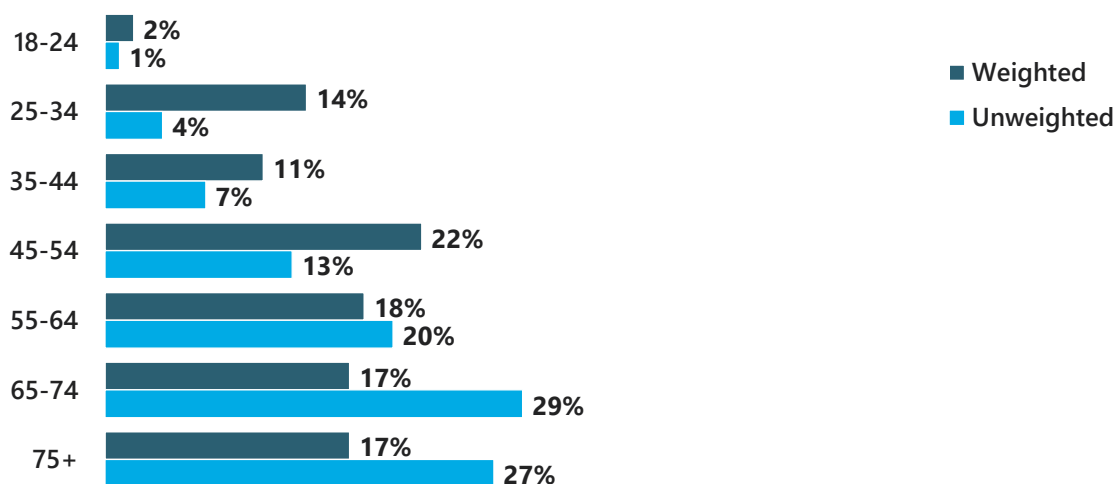
With the weighting in place, the survey profile is 44% men, 55% women and less than 0.5% transgender. The age profile is under a fifth aged 18-34 (15%), half aged 35-64 (50%), and just over a third aged 65+ (34%). The weights were capped at 5.0 as higher weights would have risked skewing the data significantly. It was therefore not then possible to weight the data *exactly* in line with the population profile, due to high response rates from those aged 65+ and low response rates from those aged under 35. However, the final weighting scheme was considered to be a good compromise between on the one hand, weighting the survey as closely as possible to the county population, and on the other, limiting the impacts of any extreme weights in terms of skewing the data. See the Technical Report for more detail.

**Figure 7.1: Age and gender**

### Q28. Gender (12552)



### Q29. Age (12556)



Base: All valid responses (see above) : Fieldwork dates: 18 November 2019 - 31 January 2020

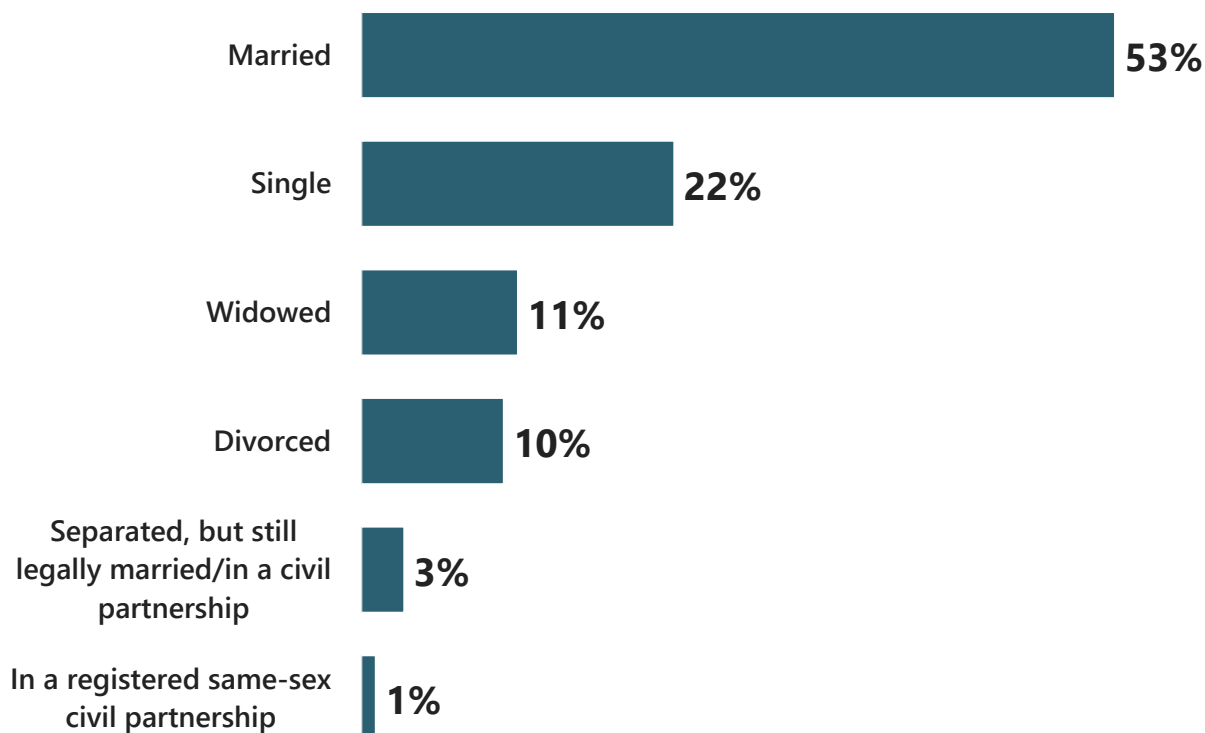
Source: Ipsos MORI

## Marital status

Over half (53%) of survey participants are married, just under a half (46%) are single, divorced, separated or widowed. 1% are in a registered same-sex civil partnership.

**Figure 7.2: Marital status**

### Q30. What is your marital status?



Base: All valid responses (12354) : Fieldwork dates: 18 November 2019 - 31 January 2020

Source: Ipsos MORI

Residents in Hastings and Eastbourne are more likely to be single (31% and 25% respectively) and a greater proportion in Eastbourne are divorced (12% vs. 10% overall).

Those living in Lewes and Wealden are more likely to be married (56% and 60% respectively vs. 53% overall).

There are a greater proportion of residents who are widowed and living in Rother (13% vs. 11% overall), a reflection of the older age profile (42% of Rother residents are aged 65+ vs. 34% overall).

## Ethnicity, religion and sexual orientation

The vast majority (97%) of East Sussex residents are White (93% White British, 1% Eastern European, and 3% from 'other' White backgrounds). The remaining 3% of residents are BME, of which 1% are Asian or Asian British and 1% are of mixed ethnicity.



Although still small, the proportion of BME residents is higher in Eastbourne and Hastings (4% each vs. 3% overall), whereas residents in Rother and Wealden are significantly more likely to be White (99% and 98% vs. 97% overall).

The proportion of Christian residents has levelled out: the proportion decreased in 2017 from 64% to 60%, and is now 59%. This survey period saw another increase in the proportion of residents who say they have no religion (33% 2015, 37% 2017 and 39% in 2019). The only other religion followed by at least one percent of residents continues to be Buddhism (1%).

Rother and Wealden both have a significantly higher proportion of Christians in their community than the average (63% and 62% respectively vs. 59% overall), while residents in Hastings and Lewes are more likely to state that they have no religion (45% and 41% vs. 39% average). Hastings has a significantly higher proportion of Buddhists residents (1%) and Eastbourne has a greater proportion of Muslims (1%).

In terms of sexual orientation, 93% of residents describe themselves as heterosexual, with 4% describing themselves as LGBT: 2% are gay men, 1% are bisexual, and a further 1% lesbian. A further 4% stated that none of the survey options apply to them.

The proportion of residents identifying as LGBT is higher in Eastbourne and Hastings (both 5% vs. 4% overall) and Wealden has a greater proportion who are heterosexual (95% vs. 93% overall).

**Figure 7.3: Ethnicity, religion and sexual orientation**

**Q38. Ethnicity (12403)**



**Q40. Religion (12294)**



**Q41. Sexual orientation (11877)**



Base: All valid responses (see above) : Fieldwork dates: 18 November 2019 - 31 January 2020

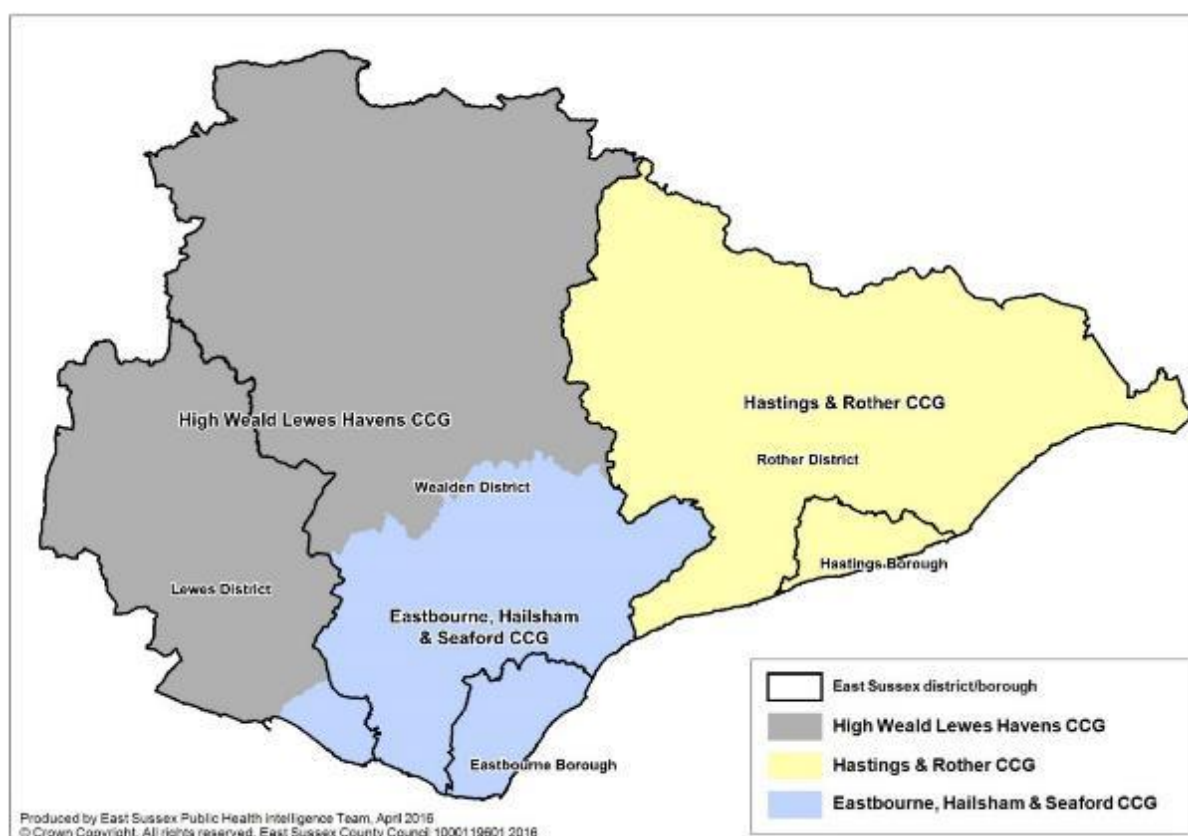
Source: Ipsos MORI

# Technical report

## 8 Technical report

### Geographical analysis

Throughout the report, the results are analysed by the county's five District areas – Eastbourne, Hastings, Lewes, Rother and Wealden. Results are also shown for the three Clinical Commissioning Groups (CCGs) in East Sussex.



Response rates for each district are shown in the following table, along with the adjusted response rates – taking into account any questionnaires returned to Ipsos MORI as undeliverable.

**Table 8.1: Response rates by district**

District	Mailed out	Completes received	Response rate	Returned as undeliverable	Adjusted response rate
Eastbourne	8,644	2,303	26.6%	59	26.8%
Hastings	8,230	2,043	24.8%	52	25.0%
Lewes	7,529	2,424	32.2%	44	32.4%
Rother	7,236	2,433	33.6%	35	33.8%
Wealden	10,665	3,689	34.6%	35	34.7%
<b>TOTAL</b>	<b>42,304</b>	<b>12,892</b>	<b>30.5%</b>	<b>225</b>	<b>30.6%</b>

When interpreting differences between Districts, there are a number of demographic differences it is important to consider. For example, Eastbourne and Hastings have higher than average levels of social tenants and private renters, while those in Rother are more likely than average to be older, retired or owner occupiers.

**Table 8.2: Demographic differences by district**

District	Higher than average levels of:
Eastbourne	Social tenants (11% vs. 8% overall) Private renters (17% vs. 12% overall) Workless residents (9% vs. 7% overall) BME residents (4% vs. 3% overall) Those in education or training (1% vs. 1% overall) Single residents (25% vs. 22% overall) LGBT residents (5% vs. 4% overall)
Hastings	18-34 year olds (18% vs. 15% overall) 35-64 year olds (53% vs. 50% overall) Single residents (31% vs. 22% overall) Social tenants (11% vs. 8% overall) Private renters (17% vs. 12% overall) Workless residents (9% vs. 7% overall) Homemakers/other (7% vs. 5% overall) BME residents (4% vs. 3% overall) LGBT residents (5% vs. 4% overall)
Lewes	Married residents (56% vs. 53% overall) Residents with at least a degree (38% vs. 34% overall)
Rother	65+ year olds (42% vs. 34% overall) Widowed residents (13% vs. 11% overall) Retired residents (41% vs. 33% overall) Owner occupiers (79% vs. 76% overall) White residents (99% vs. 97% overall) Christian residents (63% vs. 59% overall)
Wealden	Female (57% vs. 55% overall) Married residents (60% vs. 53% overall) Owner occupiers (82% vs. 76% overall) Working residents (56% vs. 54% overall) White residents (98% vs. 97% overall) Christian residents (62% vs. 59% overall)

The report also includes a summary of the key significant differences at ward level. Due to lower response rates in 2019 compared to 2017, the response rates in some wards are lower than 100. Caution should be exercised when looking at the ward analysis for these wards. There are six wards with fewer than 60 responses, with particular caution needed when looking at results for these wards. For full details, please refer to the data tables, which are held in a separate document by the council.

## Weighting

Data are weighted back to the known population profile of the county to counteract non-response bias. Data are weighted by age within gender, and working status, as well as being balanced by ward to reflect the distribution of the population across the county.

As with the 2017 and 2015 survey, the initial weighting process produced some extreme individual weights, in particular for young men who were less likely than average to respond to the survey – a common occurrence in postal research. Applying such inefficient weights would have risked skewing the data significantly and therefore, the weights were capped at 5.0 – a standard approach in local government research.

Because of this capping, it was not then possible to weight the data *exactly* in line with the population profile, in particular with regard to the male 18-34 group. However, the final weighting scheme was considered to be a good compromise between on the one hand, weighting the survey as closely as possible to the county population, and on the other, limiting the impacts of any extreme weights in terms of skewing the data.

In 2017, 1.00% of responses came from young men aged 18-34 – these were upweighted as far as 4.98%, but fell short of the 10.19% target figure. Similarly in 2019, 0.93% of responses came from young men aged 18-34 – again these were upweighted as far as 4.65%, but fell short of the target figure of 9.85%<sup>17</sup>.

## Data analysis & editing

All completed postal questionnaires were processed through scanning and manual verification. The key advantages of scanning are that the results can be turned around faster than manual keying in of data, making it less resource-intensive and therefore more cost effective. Our scanning software is programmed to ask for verification where it is not 100% certain, so errors are kept to a minimum.

## Statistical reliability and margins of error

Respondents to the survey 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 knowing 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 following table illustrates the predicted ranges for different sample sizes and percentage results at the “95% confidence interval”. Strictly speaking, however, the tolerances shown here apply only to random samples, so the comparison with postal research is indicative.

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<sup>17</sup> Note that the target figures have been adjusted to account for the fact that some participants did not provide an age or gender as part of their response and were therefore given a neutral weight of 1.00.

**Table 8.3: Confidence intervals**

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	5.9	9.	9.8
500 surveyed	2.6	4.0	4.4
1,000 surveyed	1.9	2.8	3.1
12,892 surveyed	0.5	0.8	0.9

For example, with a sample 12,892, 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 0.8 percentage points, 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 following table.

**Table 8.4: Differences required for statistically significant differences between two samples**

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	8.4	12.8	13.9
1,000 and 1,000	2.6	4.0	4.4
3,000 and 3,000	1.5	2.3	2.5
7,500 and 7,500	1.0	1.5	1.6
12,892 and 14,874	0.7	1.1	1.2

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