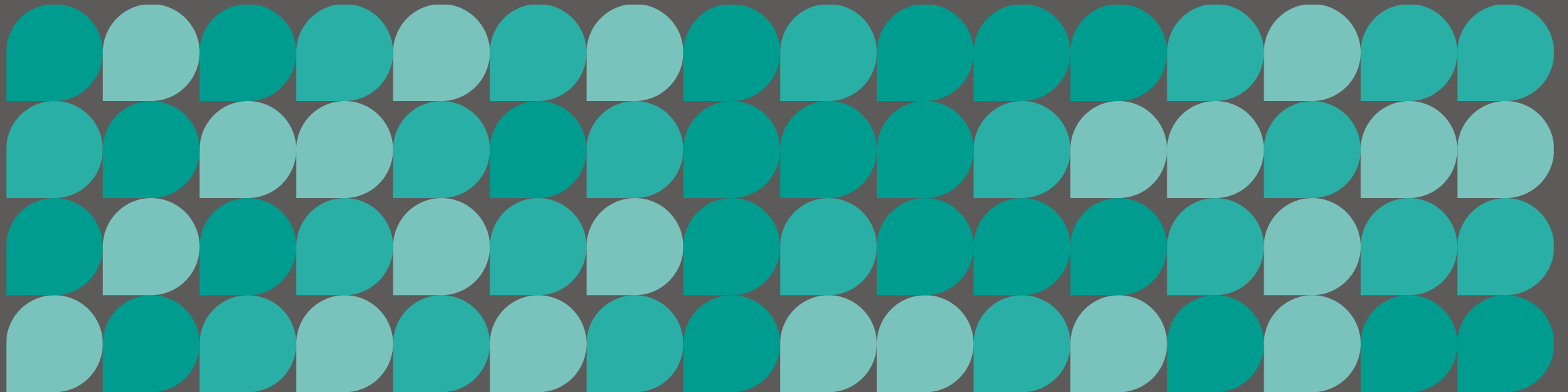


Greater Manchester Residents' Survey

Survey 8 (main report)

July 2023

Fieldwork conducted 26th June – 10th July



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Introduction and methodology

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Background

- This report presents summary findings for a quantitative survey carried out between 26th June – 10th July 2023, with a representative sample of 1,612 residents from across all ten Greater Manchester local authority areas.
 - Data from July 2023 (survey 8) is presented alongside that from similar Greater Manchester resident surveys undertaken in February 2022 (survey 1), April 2022 (survey 2), September 2022 (survey 3), November 2022 (survey 4), January 2023 (survey 5), March 2023 (survey 6) and May 2023 (survey 7).
 - These surveys build on the GMCA Covid-19 Tracker conducted between December 2020 and December 2021, by also looking at some key issues for the wider Greater Manchester Strategy and its vision for a fairer, greener and more prosperous city region. More information can be found on the next slide.
 - To provide a national comparison, where available, Greater Manchester findings are presented alongside the most recent benchmarking data from relevant Office of National Statistics (ONS) and other national surveys.
 - In presenting Greater Manchester data, results from surveys 6, 7 and 8 have been merged where appropriate. This allows for larger and therefore more stable and robust sample sizes for analysis into specific sub-groups within the overall population over a longer period. The following approaches have been used, as felt most appropriate for the datasets in each theme:
 - health and wellbeing – data from individual surveys is shown separately
 - cost of living – data from individual surveys is shown separately, along with merged results from multiple waves where appropriate
 - good work – data from individual surveys is shown separately
 - local area – data from individual surveys is shown separately
 - digital inclusion – merged data for surveys 6+7+8 is used, drawing on telephone responses only
 - These surveys will continue on a regular basis, initially until spring 2024. These regular ongoing insights are designed to give stakeholders information about where to target support, communications / engagement activities and resources to improve the lives of Greater Manchester residents.
-

Methodology

- Between February 2022 and June 2023, BMG Research has undertaken eight surveys, each comprising circa 1,500 residents from across Greater Manchester. For questions that have remained in the survey throughout, the total base is around 11,000. Each intended sample has included around:
 - 750 online panel respondents
 - 250 telephone respondents, and
 - 500 online ‘river sampled’ respondents (those who responded to adverts, offers and invitations to take part in the surveys).
 - The mix of using majority online sampling with a smaller telephone element was selected so that a representative and robust sample of Greater Manchester residents could be sourced within available time and budget.
 - The telephone element was included so that those without internet access could take part in the survey. This was particularly important for the questions on digital inclusion. However, readers should be aware that insights based on the telephone-only data are less robust because of the smaller base size; we have sought to overcome this by merging findings from multiple consecutive surveys.
 - Each survey is designed to take 15 minutes on average for respondents to complete; however, due to the emotive nature of the topics covered, interviews by telephone tend to take longer than this.
 - Quotas are set to ensure the sample broadly reflects the profile of Greater Manchester’s population by gender, age, ethnicity and disability, with further consideration for wider protected and key characteristics.
 - Weights have been applied to the data gathered to ensure the sample matches the population profile by age, gender and locality, and to ensure consistency between individual surveys.
-

Sample

Sample information

Survey	1	2	3	4	5	6	7	8
Fieldwork start	9 Feb 2022	25 Mar 2022	1 Sep 2022	20 Oct 2022	7 Dec 2022	2 Mar 2023	5 May 2023	26 June 2023
Fieldwork end	25 Feb 2022	11 April 2022	24 Sep 2022	3 Nov 2022	21 Dec 2022	14 Mar 2023	22 May 2023	10 July 2023
Report publication	Mar 2022	Apr 2022	Sep 2022	Nov 2022	Jan 2023	Apr 2023	June 2023	July 2023
Total respondents	1385	1467	1677	1636	1470	1767	1488	1612
Web respondents	762 (55%)	794 (54%)	785 (47%)	791 (48%)	721 (49%)	765 (43%)	789 (53%)	766 (48%)
Phone respondents	250 (18%)	250 (17%)	235 (14%)	270 (17%)	250 (17%)	250 (14%)	251 (17%)	250 (16%)
River sampling	373 (27%)	423 (29%)	657 (39%)	575 (35%)	499 (33%)	752 (43%)	448 (30%)	596 (37%)

Key demographics (before weighting applied)

Survey	1	2	3	4	5	6	7	8
Male	597	593	739	666	686	782	657	701
Female	761	843	906	970	784	964	831	877
16-24	113	96	123	170	111	114	133	146
25-44	413	421	455	503	440	483	487	457
45-64	484	538	525	565	570	644	506	624
65+	375	412	574	398	349	526	362	385
*White	1201	1314	1503	1405	1297	1572	1278	1390
*Within racially minoritised communities	166	137	159	208	173	181	194	197

*Responses where no information given are not included in these breakdowns considering demographics by ethnicity

Report contents and guidance

Report contents & guidance

- This survey 8 report presents a range of tables and charts with accompanying narrative to highlight the key findings from each section of the survey among the sample (1,612 respondents). These are presented alongside findings for surveys 1 (1,385 respondents), 2 (1,465 respondents), 3 (1,656 respondents), 4 (1,636 respondents), 5 (1,470 respondents), 6 (1,767 respondents) and 7 (1,488 respondents).
- Where relevant, differences in findings for specific demographic and other population characteristics compared to the Greater Manchester average are also reported. These differences are only highlighted where they are significantly different statistically (at the 95% level of confidence) compared with the 'total' figures (i.e. the Greater Manchester average).
- On some questions, it should be noted that responses have been filtered only to include respondents to whom the question is relevant (e.g. those in work, or with children), and so bases are lower than the full sample of 1,612 respondents in some instances. Where the case, this has been noted in the footnotes of each slide, along with the unweighted base sizes.
- The initial section provides an overview into respondents' [personal health and wellbeing](#), followed by insights into [costs of living and food security](#), then their [job and working environment](#), [satisfaction with their local area](#) and [digital access](#).
- Finally, and with regards to a key point of language, it should be noted that this report uses the term 'from within racially minoritised communities' to refer to people and communities experiencing racial inequality (the term recognises that individuals have been minoritised through social processes rather than just existing as distinct minorities, although it is important to acknowledge the negative consequence of grouping all minoritised individuals together under one term, as there are significant differences both between and within these groups. 'From within' has been added to recognise that not all in these communities will identify as minoritised). Due to limitations of sample size, we are generally unable to report survey findings for specific ethnic groups from a single survey wave. However, as more surveys have been conducted and we are now able to merge data from multiple surveys, the larger overall sample size allows us to look at smaller demographic groups in more detail. These differences, where currently possible, are included throughout this report.

Health and wellbeing

Overview and context	<u>pages 9-10</u>
Health and wellbeing key findings	<u>page 11</u>
Health and wellbeing summary	<u>pages 12-14</u>
Health and wellbeing detailed findings	<u>page 15</u>

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Overview: Personal wellbeing

Health and wellbeing – context

This wave of the Greater Manchester Residents' Survey includes, for the third time, all four measures of personal wellbeing commonly asked in national surveys. Due to survey time constraints, previous waves had asked about two of these measures – life satisfaction and levels of anxiety. Changes across the survey have allowed us to make capacity for exploring wellbeing in broader terms.

The wellbeing questions used in this survey are replicated from the ONS' Annual Population Survey. These are nationally recognised metrics, used in their current form since 2011. As this is now the third time that we have asked all four questions, findings in relation to wellbeing are becoming more robust.

We also ask questions around people's abilities to manage their own health. This allows us to calculate – and track changes over time in – an overall Health Confidence Score for Greater Manchester.

In this wave, for the first time, we have added a small number of further health questions to help inform a planned Greater Manchester health campaign. These questions aim to explore awareness of healthcare services and what they are each used for.

Benchmarks to set the Greater Manchester figures in a wider Great Britain or United Kingdom context are difficult in this thematic area, but some details are included on latest UK-level published findings from the Annual Population Survey (July – Sep 2022). A more detailed discussion of the complexities of these comparisons is included [here](#). The main challenge with drawing clear conclusions from the benchmarking is that the national wellbeing data is drawn from surveys conducted face-to-face, which tend to produce somewhat different results to surveys conducted online or over the telephone.

Health and wellbeing– key findings

All wellbeing measures are broadly in line with the positions reported in March and May, with no significant movement.

WELLBEING

- 3 in 5 (64%) Greater Manchester respondents say they have ‘very high’ or ‘high’ life satisfaction
- 2 in 5 (41%) respondents said they were highly anxious, when asked how anxious they felt yesterday. A quarter (23%) said they were experiencing very low anxiety
- 3 in 5 (60%) said that they felt very high or high levels of happiness when asked how happy they felt yesterday. Approaching 1 in 5 (17%) said that they felt unhappy
- Around 2 in 3 (66%) respondents said they feel very highly or highly that the things they do in their life are worthwhile. Conversely, 13% say that they do not feel that the things they do in their life are worthwhile

MANAGING YOUR OWN HEALTH

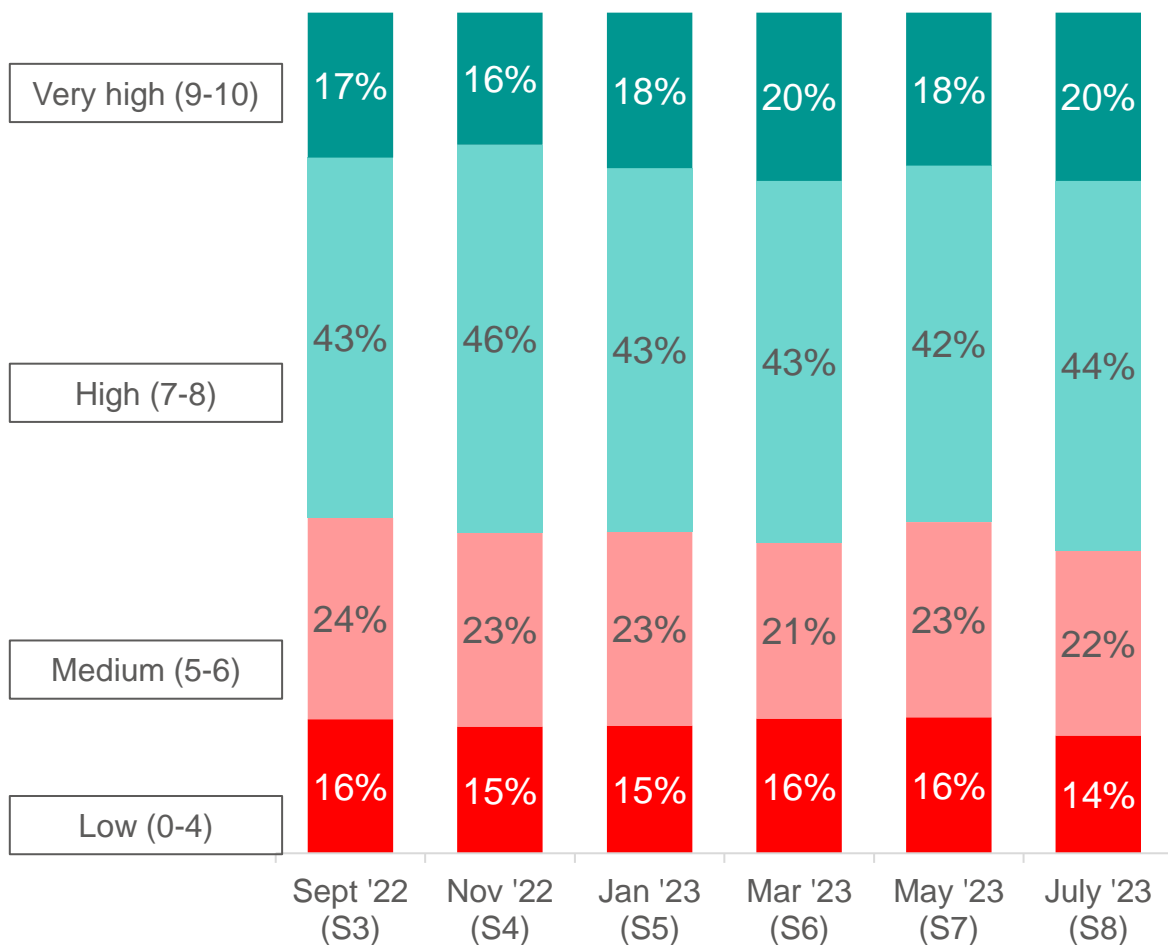
- 9 in 10 (92%) respondents agree that they are involved in decisions about their own health
- 8 in 10 (83%) agree that they can look after their own health
- 8 in 10 (79%) agree that they know enough about their health
- 7 in 10 (72%) agree that they can get the right help if they need it – while 1 in 10 (9%) disagree

DISABLED RESPONDENTS

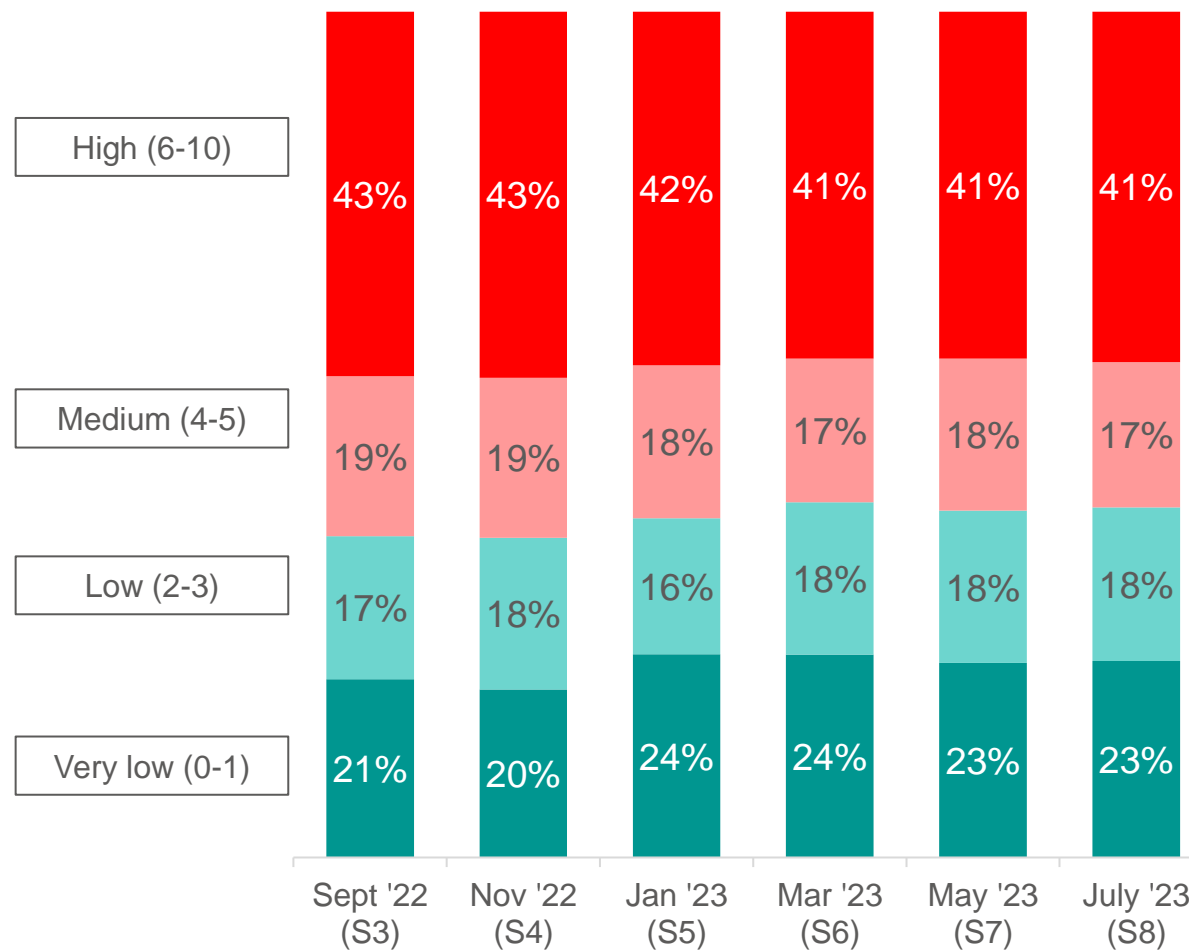
- Disabled respondents are significantly more likely to over-represent negatively on every aspect of health and wellbeing
 - Generally, they report feeling more unhappy and anxious, and tend to feel less confident in managing their own health
-

Summary: Satisfaction with life (1/2)

How satisfied are you with your life nowadays?



How anxious did you feel yesterday?

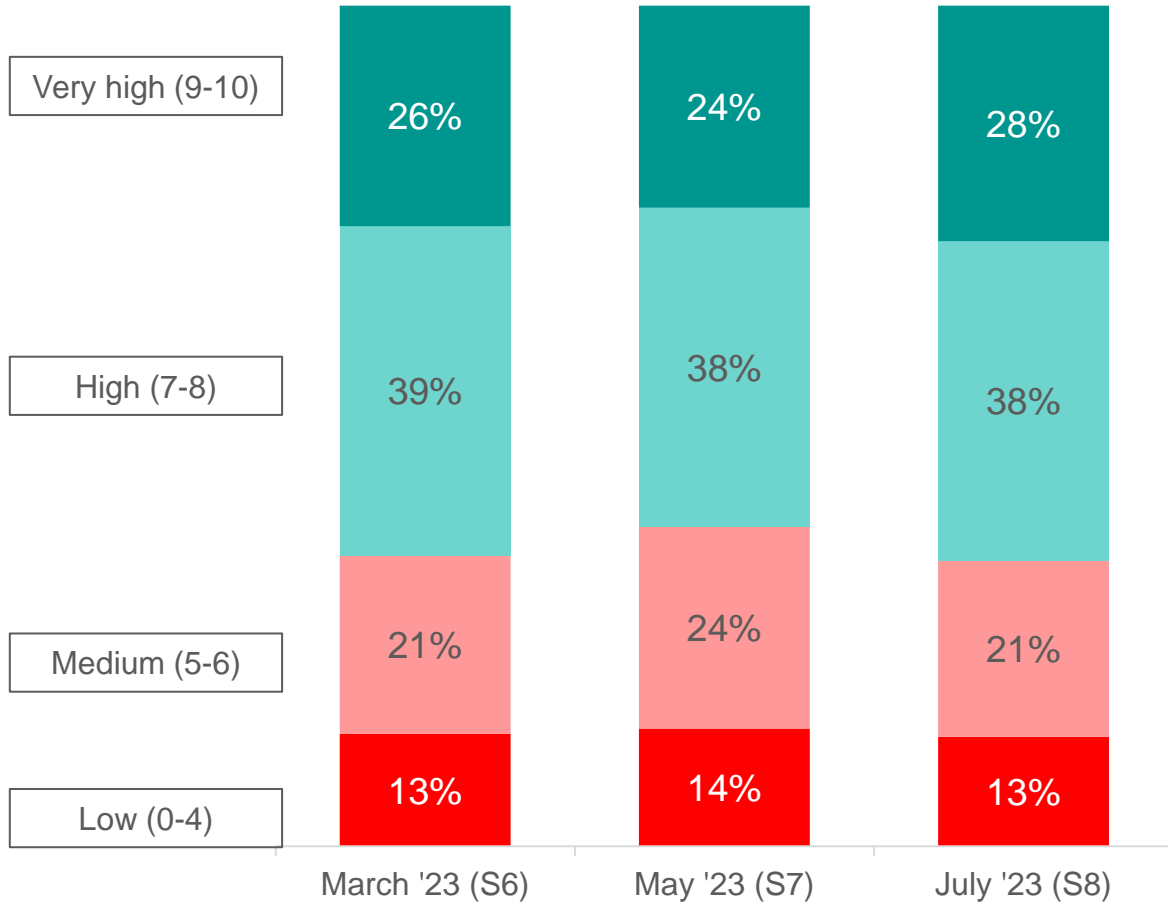


A1/A2. Where 0 is "not at all" and 10 is "completely"...

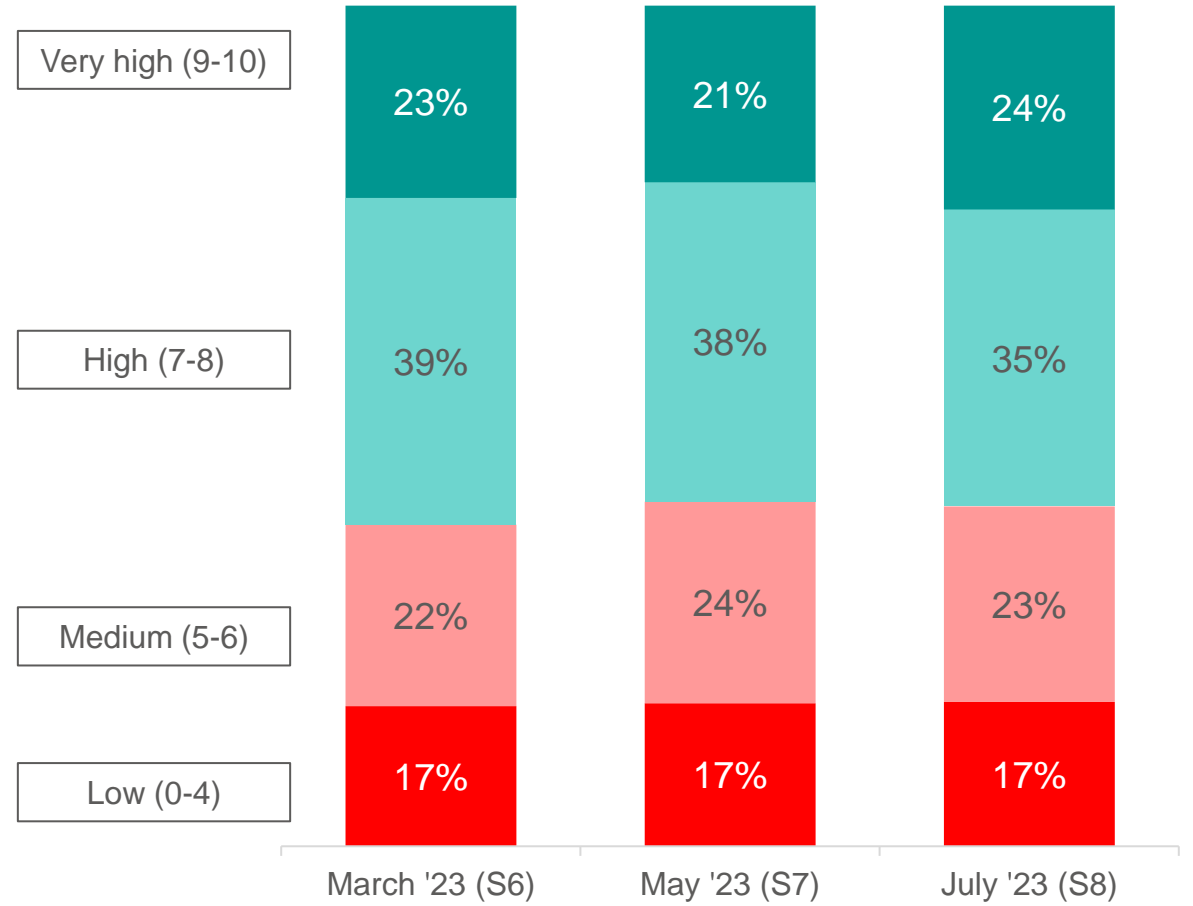
Unweighted base: Greater Manchester Residents' Survey 2, 1467, Survey 3, 1677; Survey 4, 1636; Survey 5, 1470, Survey 6, 1767; Survey 7, 1488, Survey 8, 1612

Summary: Satisfaction with life (2/2)

To what extent are the things you do in your life worthwhile?



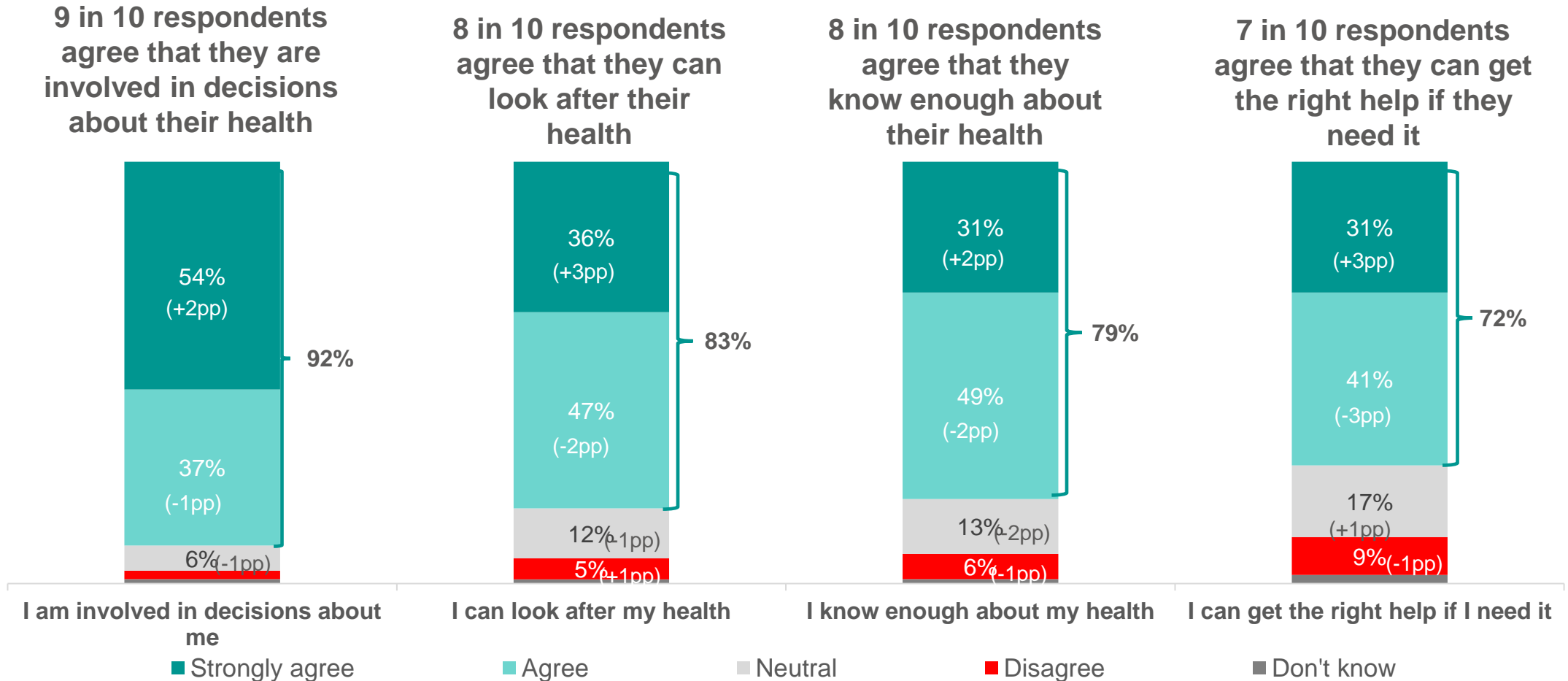
How happy did you feel yesterday?



Q10. Overall, to what extent do you feel that the things you do in your life are worthwhile, on a scale of 0 to 10, where 0 is “not at all” and 10 is “completely”? / Q11. Overall, how happy did you feel yesterday, on a scale of 0 to 10, where 0 is “not at all” and 10 is “completely”? Thresholds are applied to responses to convert the 11-point scale into the categories shown. Unweighted base: Greater Manchester Residents Survey 7, 1488, Survey 8, 1612

Summary: Managing your own health

All metrics are the same or similar to findings for May 2023:



Disabled respondents and those with low levels of life satisfaction are among those less likely to be able to look after their health than the population as a whole

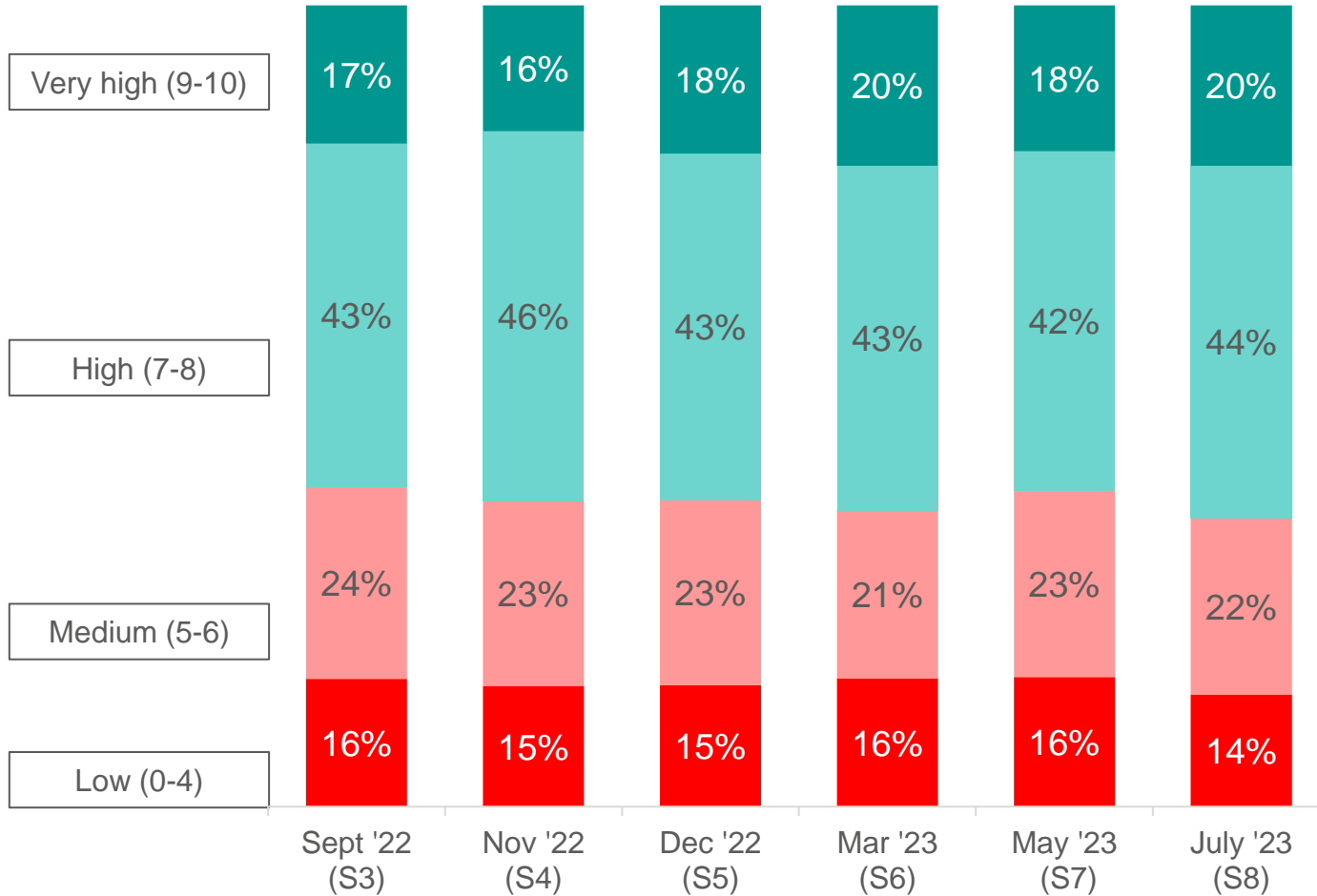
Figures in brackets show change since May (S7)

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Detailed findings: Health and Wellbeing

The proportion of respondents who say they have very high **life satisfaction** has remained in line with May (20% vs. 18%), with there also being little movement between results since S3 (September). Those with lower life satisfaction continue to include disabled respondents and those in financially precarious situations

How satisfied are you with your life nowadays?



% with 'low' life satisfaction higher compared to S6-8 average (15%)*:

Demographics:

- Disabled respondents (30%); including those with mental ill health (39%), learning disability (31%), mobility disability (28%) sensory disability (27%)
- Those who have a physical or mental condition lasting longer than 12 months which reduces their ability to do things a lot (36%)

Individual and/or family circumstance:

- Those not in work due to ill health or disability (46%)
- Those unable to, or finding it difficult to manage their debt (43%)
- Those dissatisfied with their local area (33%)
- Those finding it difficult to afford their rent (31%)
- Those earning up to £10,399 (30%)
- Those who have had to borrow more money or use more credit in the last month (23%)

* Subgroup analysis uses merged data from S6-8

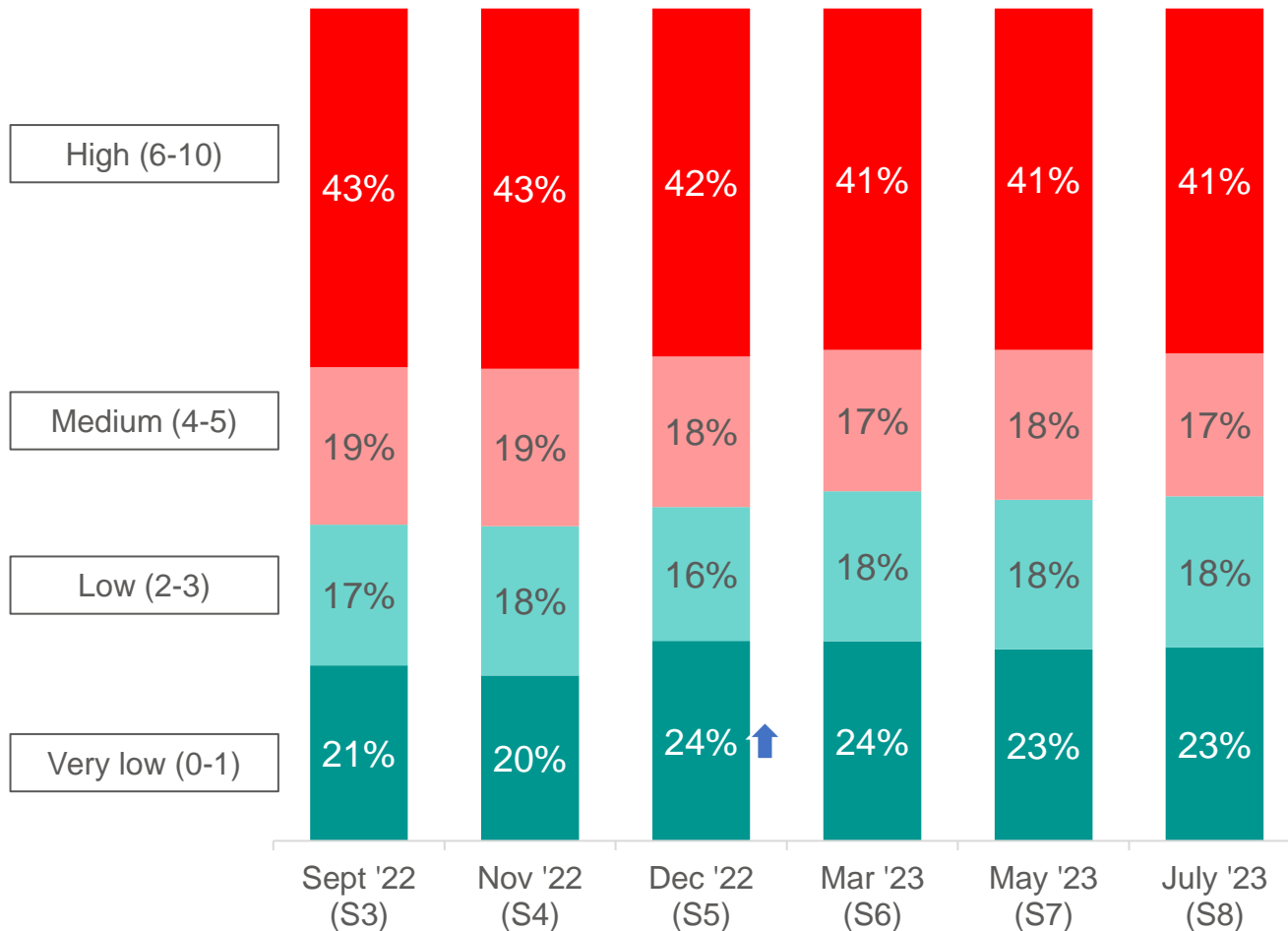
↑ ↓ Significantly higher/lower than the Greater Manchester Residents' Survey before

A1. Where 0 is "not at all" and 10 is "completely"...

Unweighted base: Greater Manchester Residents Survey 3, 1677; Survey 4, 1636; Survey 5, 1470; Survey 6, 1767; Survey 7, 1488; Survey 8, 1612

Over two fifths (41%) of respondents report feeling a high level of anxiety. This has stayed relatively consistent over the past 10 months, since S3 (September)

How anxious did you feel yesterday?



↑ ↓ Significantly higher/lower than the Greater Manchester Residents' Survey before

% who felt 'highly anxious' higher compared to GM average (41% among)*:

Demographics:

- Those who have a disability (56%), including those with mental ill health (70%), a learning disability (58%), a sensory disability (54%) or a mobility disability (48%)
- Those who are not heterosexual (52%)
- Those who are Black or Black British (52%)
- Those aged between 18-34 (49%)

Individual and/or family circumstance:

- Those with low levels of happiness (66%)
- Those who have low life satisfaction (64%)
- Those who are seeking help with the cost of living for the first time (58%)
- Those who have had to borrow more money or use more credit in the last month (53%)
- Those not in work due to ill health or disability (58%) or homemakers (50%)
- Those whose household income is up to £15,599 (50%)
- Those who are renting their home (48%)

* Subgroup analysis uses merged data from S6-8

Wellbeing– comparisons with ONS data

The metrics used in this survey are replicated from the ONS' Annual Population Survey (APS). These are nationally recognised metrics of wellbeing, used in their current form since 2011. While these provide an ideal template for the GMCA to base their own wellbeing metrics on, the differences in approach between the APS and this residents' survey make comparisons between the two something that should be approached with extreme caution.

The APS is conducted using a combination of face-to-face and telephone interviewing, while the Residents' Survey is conducted using a primarily online methodology with a small portion of telephone interviews. Sensitive questions such as these are shown to elicit significantly different responses between modes – with the presence of an interviewer in person or on the phone increasing the proportion providing a positive response. This can be demonstrated by comparing responses between telephone and online responses within survey 7 of this Residents' Survey:

Metric (scale answers included out of 10)	Online	Telephone
% who are satisfied (9-10/10)	19%	19%
% who are happy (7-10/10)	58%	64%
% who are not anxious(0-1/10)	22%	36%
% who do things that make their life worthwhile (7-10/10)	61%	75%

Given this, the comparisons provided below cannot be said to show that those in Greater Manchester are less likely to be satisfied, happy, not anxious, or see their life as worthwhile:

Metric (scale answers included out of 10)	GM Residents' Survey (July '23)	ONS UK quarterly estimates (Oct-Dec '22)*
% who are satisfied (9-10/10)	20%	23%
% who are happy (7-10/10)	60%	74%
% who are not anxious(0-1/10)	23%	34%
% who do things that make their life worthwhile (7-10/10)	66%	83%

*Comparison with the ONS' most recently non-seasonally adjusted [quarterly estimates of personal well-being in the UK: April 2011 to December 2022](#), (October 2022 – December 2022, published 12 May 2023). These personal well-being estimates are produced using the Annual Population Survey (APS), a household survey of people in the UK. It covers those resident at private addresses, and well-being questions are only asked of persons aged 16 years and over who gave a personal interview.

Over a quarter (28%) of respondents strongly feel that the things they do in their life are worthwhile; slightly fewer (24%) are very happy with their lives

To what extent are the things you do in your life worthwhile?

How happy did you feel yesterday?

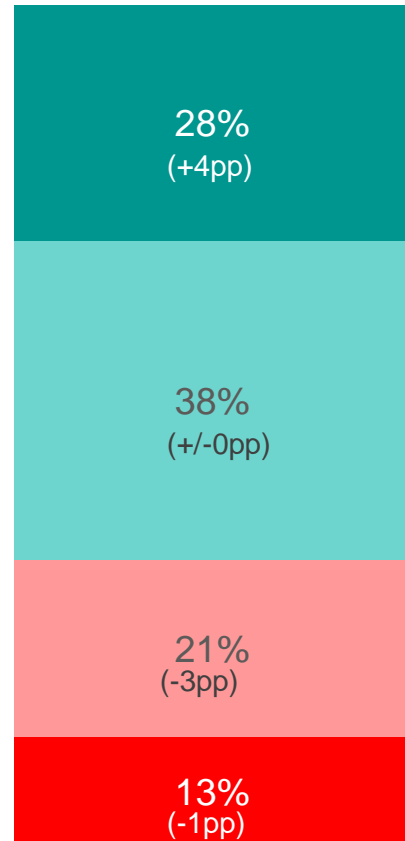
% who felt that their life was not at all worthwhile compared to GM average (13%):

Demographics:

- Those who have a disability (26%), including those with mental ill health (37%), a mobility disability (22%) or a sensory disability (26%)
- Those aged 16-24 (18%)

Individual and/or family circumstance:

- Those who earn up to £15,599 (19%)

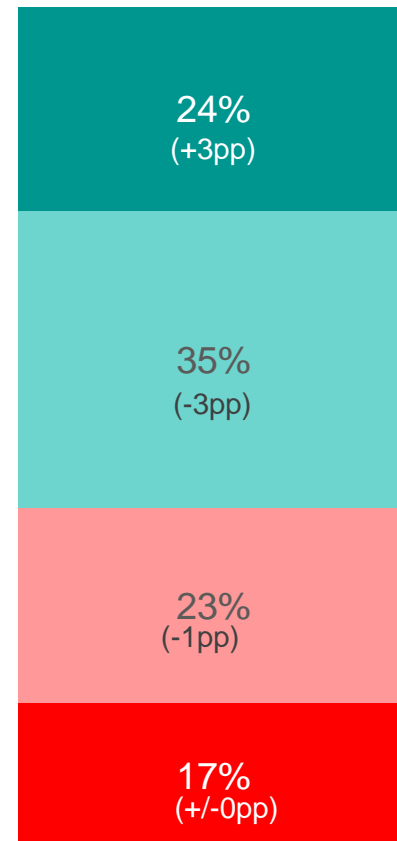


Very high (9-10)

High (7-8)

Medium (5-6)

Low (0-4)



% who did not feel at all happy yesterday, compared to the GM average (17%):

Demographics:

- Those who have a disability (29%), including those with mental ill health (42%), a sensory disability (31%) or a mobility disability (26%) or a

Individual and/or family circumstance:

- Those who have high anxiety (27%)

* Subgroup analysis uses merged data from S6-8

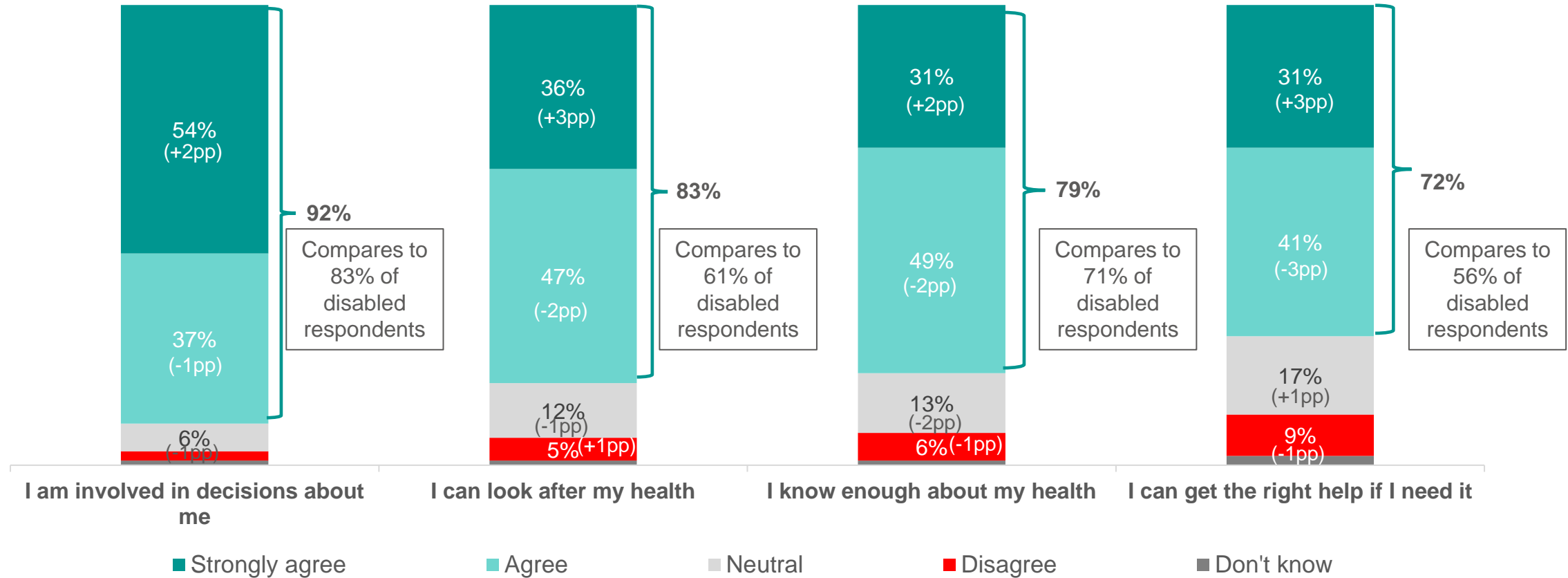
* Subgroup analysis uses merged data from S6-8

July '23 (S8)

July '23 (S8)

When it comes to **managing their own health**, 9 in 10 (92%) respondents agree they are involved in decisions about themselves, while 4 in 5 agree that they can look after their health (83%)

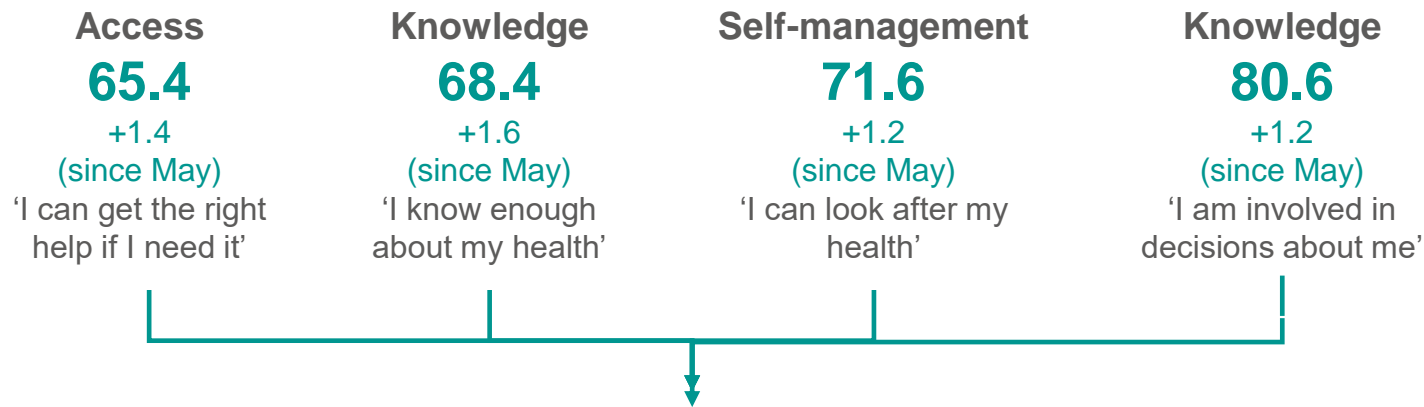
Personal Health Management



Those with a disability and those not in work due to ill health/disability report lesser confidence in managing their own health, across the four dimensions explored

Figures in brackets show change since May (S7)

Analysing our ‘managing your health’ questions using an established methodology from academia provides an overall **Health Confidence Score**. This summary measure can inform health-related discussions within Greater Manchester. This is the second time these questions have been asked, allowing us to start tracking changes in health confidence over time



Overall Greater Manchester health confidence score (out of 100)

71.8

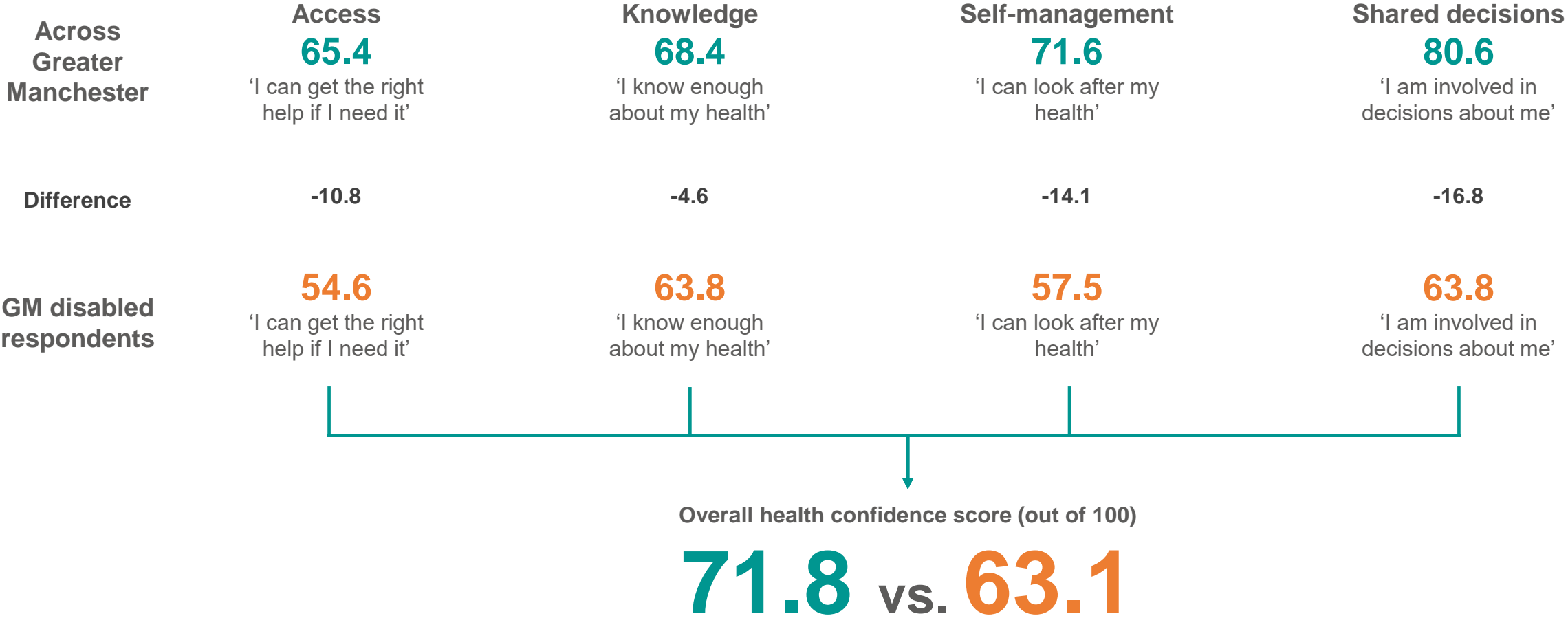
This is
+1.4
points higher than in May 2023

Responses to each ‘managing your health’ statement are assigned the following values out of 100. Combining these produces the mean overall score.

Responses	Values
Strongly agree	99.9
Agree	66.6
Neither agree nor disagree	33.3
Disagree	0

Disabled respondents score less across all aspects of health confidence than the Greater Manchester survey sample as a whole, particularly on **shared decisions** and **self-management**

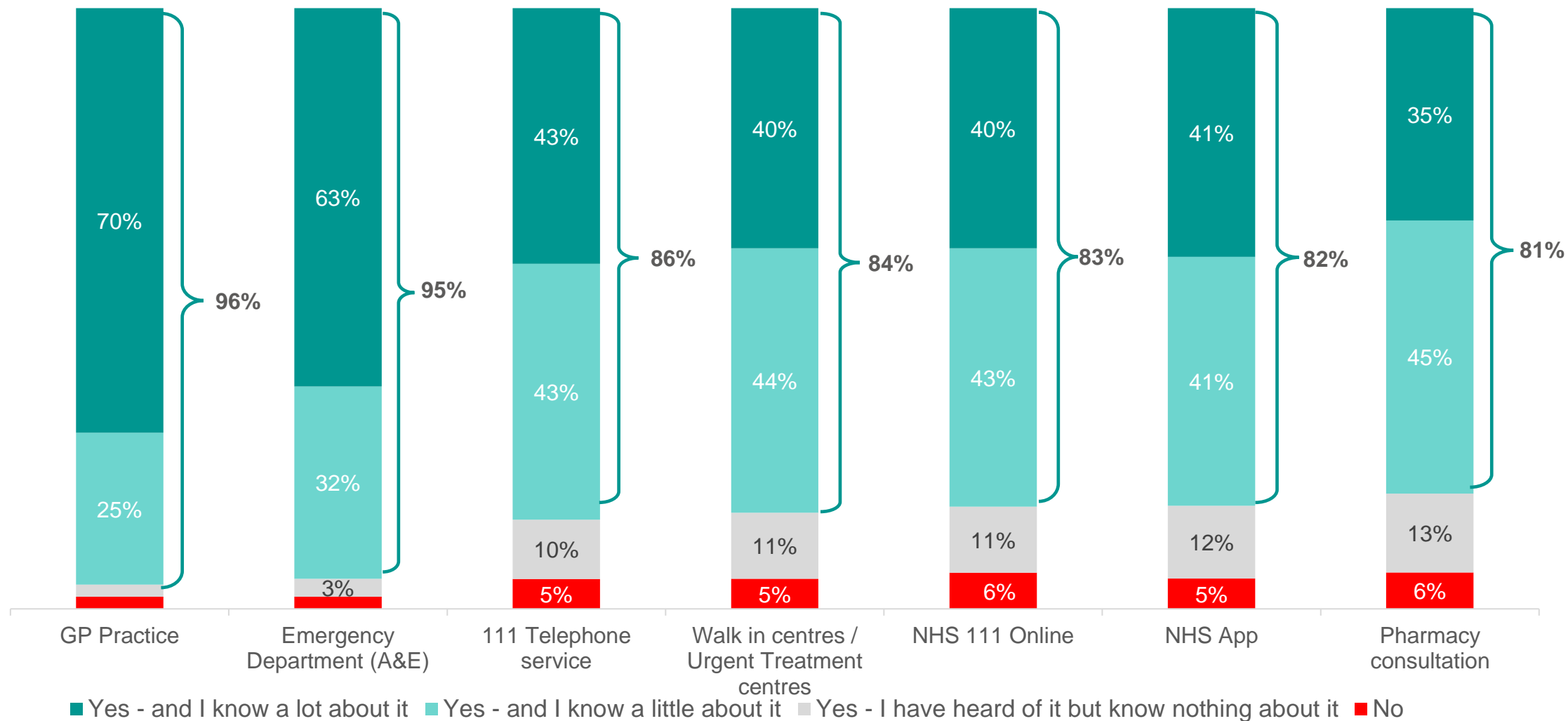
Comparison of health confidence scores, across four components of managing your own health



S14. To what extent do you agree or disagree with the following statements?
 Unweighted base: All respondents Survey 8, 1612 (Valid responses); 417 (Disabled respondents)











































Respondents have reported lesser awareness and knowledge of **pharmacy consultations** and the **NHS App**...

Before today, were you aware of the following healthcare services?



We asked respondents which service or services they would contact or visit, in the event that they were experiencing different health conditions. Results - shown below - will inform a GM 'Get to know where to go' campaign.

Treatment options* for different medical conditions

	Ear infection	Mild stomach upset, vomiting and diarrhoea	Chest pain	Cold and flu symptoms	Major cuts and grazes	Water/urine infection	Breathlessness /shortness of breath	Unexplained skin rash	Sprained ankle	A cough that lasted 3 weeks or more
1st	GP: 54% 	Self-care at home: 54% 	A&E: 57% 	Self-care at home: 67% 	Walk in / centre: 41% 	GP: 59% 	GP: 48% 	GP: 44% 	Walk in centre: 32% 	GP: 60% 
2nd	Pharmacy: 33% 	Pharmacy: 42% 	GP: 50% 	Pharmacy: 60% 	A&E: 41% 	Walk in centre: 19% 	A&E: 46% 	Pharmacy: 33% 	Self-care at home: 26% 	NHS 111 Online: 16% 
3rd	Walk in centre: 21% 	GP: 24% 	Walk in centre: 33% 	NHS App: 20% 	Self-care at home / GP: 17%  	Pharmacy: 14% 	Walk in centre: 32% 	Walk in centre: 20% 	A&E: 24% 	111 Telephone service: 14% 
Last	A&E: 6% 	A&E: 5% 	Self-care at home: 4% 	A&E: 3% 	NHS App: 8% 	Self-care at home / A&E: 9% 	Self-care at home: 4% 	A&E: 8% 	111 Telephone / NHS App: 9%  	Self-care at home: 7% 

*First 3 rows indicate top three treatment choices, bottoms row indicates last treatment choice. Options given to respondents included: The pharmacy, the GP, NHS 111 Online, 111 Telephone service, Walk in or Urgent Treatment centre, Emergency Department (A&E), NHS App, Self-care at home.

Cost of living and food security

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Cost of living and food security key findings	<u>pages 28-30</u>
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Food security summary	<u>page 36</u>
Cost of living detailed findings	<u>page 38</u>



Overview:
Cost of living and
food security

Cost of living and food security – context and approach

Cost of living has been a central theme in the Greater Manchester Residents' Surveys since September 2022 (and has therefore now been covered across six waves). Food security has been included in seven surveys since February 2022. While remaining a vital consideration, food security questions have been reduced in recent waves, to provide space for focus on other exploratory areas.

As questions on cost of living have been asked across multiple surveys, we have tracked data over time. We have also merged data where possible, meaning that the sample is larger and more robust and greater analysis of sub-groups is possible. Questions within this section use a merged sample from the results from surveys 6, 7 and 8.

The focus of this research is to provide a growing base of evidence, which can highlight potential trends and indicators which individual localities and partners can explore in greater detail. As this evidence base has grown across multiple surveys we are able to provide greater depth on which groups are likely to be more affected by the issues explored, highlighting those where more investigation would prove useful. In certain instances, to allow for greater exploration of data by local authority or to show long-term trends, a merged sample from waves 3 – 8 has been used.

Data in the cost of living section of this report has been compared against the latest survey results from the ONS' Opinions and Lifestyle Survey in Great Britain, where comparable information exists. Fieldwork for this survey in Great Britain is completed fortnightly and so comparisons of the GM survey (fieldwork 26 Jun – 10 Jul 2023) have been compared to the most closely matched ONS fieldwork period, between 28 June – 9 July 2023. ONS uses a mixed methodology, both online and telephone interviews. Please note that some Greater Manchester questions in this section have had their wording or answers options adjusted to reflect changes to the ONS' Opinions and Lifestyle Survey, and so comparisons with Greater Manchester survey 3 and 4 findings may therefore not always be possible.

Cost of living – key findings (1)

COSTS OF LIVING

- Over 7 in 10 respondents (71%) continue to say their cost of living has increased over the past month. This has fallen slightly since May (73%) and significantly since March (75%)
 - This mirrors a trend seen across Great Britain but to a lesser degree (62% in May vs 67% in March); Greater Manchester findings remain significantly higher than those for Great Britain
- The most common reasons for cost increases remain food and energy, felt by 89% and 71% of those whose costs have increased
- Among parents who have noted increases in their cost of living, there has been a significant increase in the proportion saying childcare costs have increased (21% - was 12% in May)

• HOUSING

- Over half of renters (52%) say it is difficult to afford their rent, a similar proportion to May (49%)
 - 13% of renters are behind on their rental payments (compared to 14% in May); the proportion of those renting privately who are behind on their rent has increased from 6% in May to 11% in July
 - 1 in 3 (31%) renters have contacted someone for advice on their rent payments, including 14% having contacted friends and family
 - There has been a slight increase in the proportion of mortgage holders saying it is difficult to afford this cost (41%, was 38% in May)
 - 7% of mortgage holders are behind on their mortgage payments, the same figure as in May
-

Cost of living – key findings (2)

FINANCIAL SITUATION AND BORROWING

- Over a third of respondents (37%) have borrowed more money or used more credit in the last month compared to this time last year – a statistically significant increase since May (34%)
- Two thirds (66%) of those who have borrowed more or used more credit are having some level of difficulty in managing their debt; while this is a fall since May (was 70%), the proportion unable or finding it difficult to manage their debt has increased (29%, was 24% in May)
- Half (50%) of those experiencing difficulty with their debt have sought help – a lower figure than that reported in May (57%). Of those who have not sought such help, around a quarter felt unsure advice would help (26%) or were anxious or embarrassed to do so (22%)

LONG TERM TRENDS

Some positives can be taken from the data we have tracked over time. For example, this data demonstrates that the financial situation of GM respondents as a whole is gradually getting better over time:

- 2 in 5 (43%) say they will be able to save money over the next 12 months; this figure has risen by 10 percentage points since the first time this question was asked in September 2022 (33%)
 - Over half (56%) say they can afford an unexpected but necessary expense of £850, an increase of 9 percentage points since September 2022 (47%)
-

Food security – key findings

FOOD SECURITY

Food security continues to impact on residents' day-to-day lives; while there is some fluctuation between survey waves, there is no firm trend to suggest that issues are decreasing. When asked to reflect on the last 12 months:

- 43% of respondents said they 'often' or 'sometimes' couldn't afford to eat balanced meals, including 15% saying 'often'
- 38% of respondents have 'often' or 'sometimes' worried whether their food would run out before they got money to buy more, including 14% saying 'often'
- 36% of respondents have 'often' or 'sometimes' found the food they bought didn't last and didn't have money to get more, including 13% saying 'often'

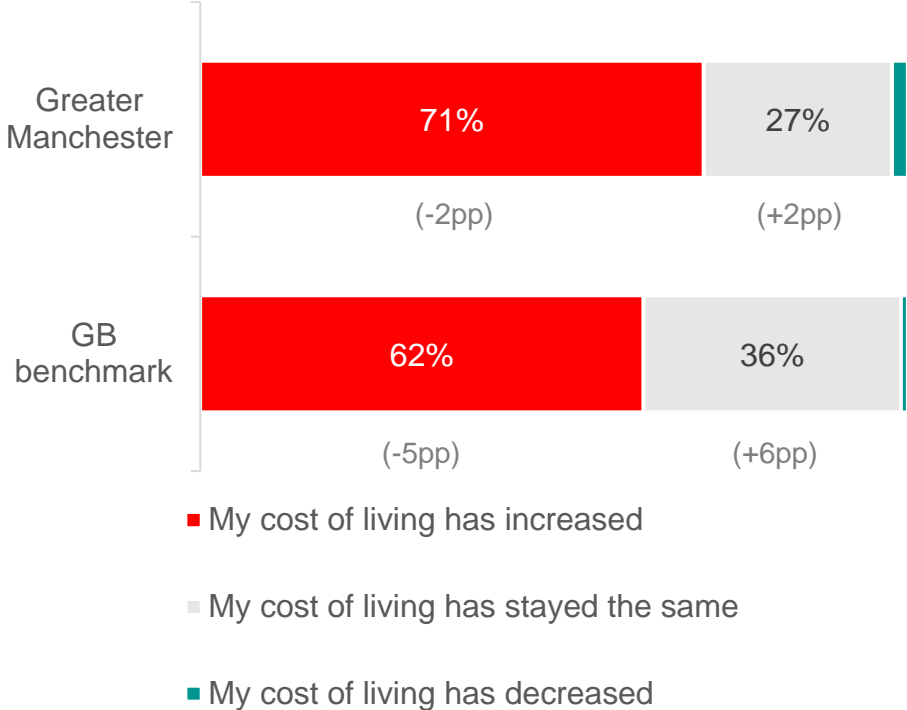
HOLIDAY HUNGER (among households with children - 45% of total online sample)

- 1 in 3 (37%) respondents with children in the household say they are very or somewhat worried about feeding their family over the forthcoming summer holiday
 - This rises to:
 - almost 2 in 3 (62%) of those earning below the living wage
 - nearly half (47%) of single parent families, or parents of children aged under 5
 - A similar overall proportion (38%) said they would consider using one or more forms of support from a list presented (including food banks, food pantries or free holiday club provision)
-

Summary: Cost of living

The majority of Greater Manchester respondents continue to say their cost of living has increased over the past month

Figures in brackets show change since May (S7)



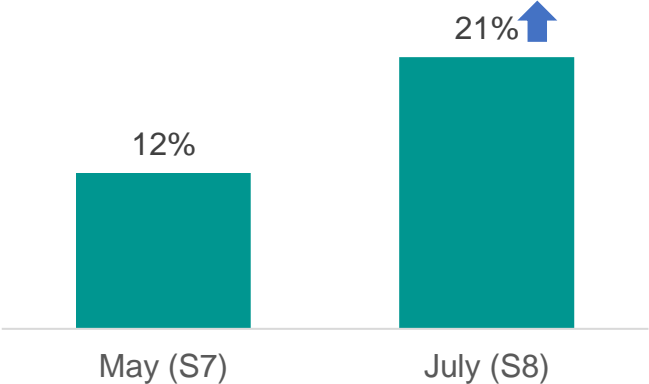
Understandably, increases in food, energy and rent/mortgage costs are driving the rise in living costs over the last month. Among those respondents who have noted increases:

89% say the price of their food shop has increased and **71%** say the price of their energy has gone up too

31% say the price of their rent or mortgage costs have increased

21% of parents say the price of their childcare costs or other costs have also increased – a significant increase from 12% in May

Increases in childcare costs among parents who have noted increases in their cost of living

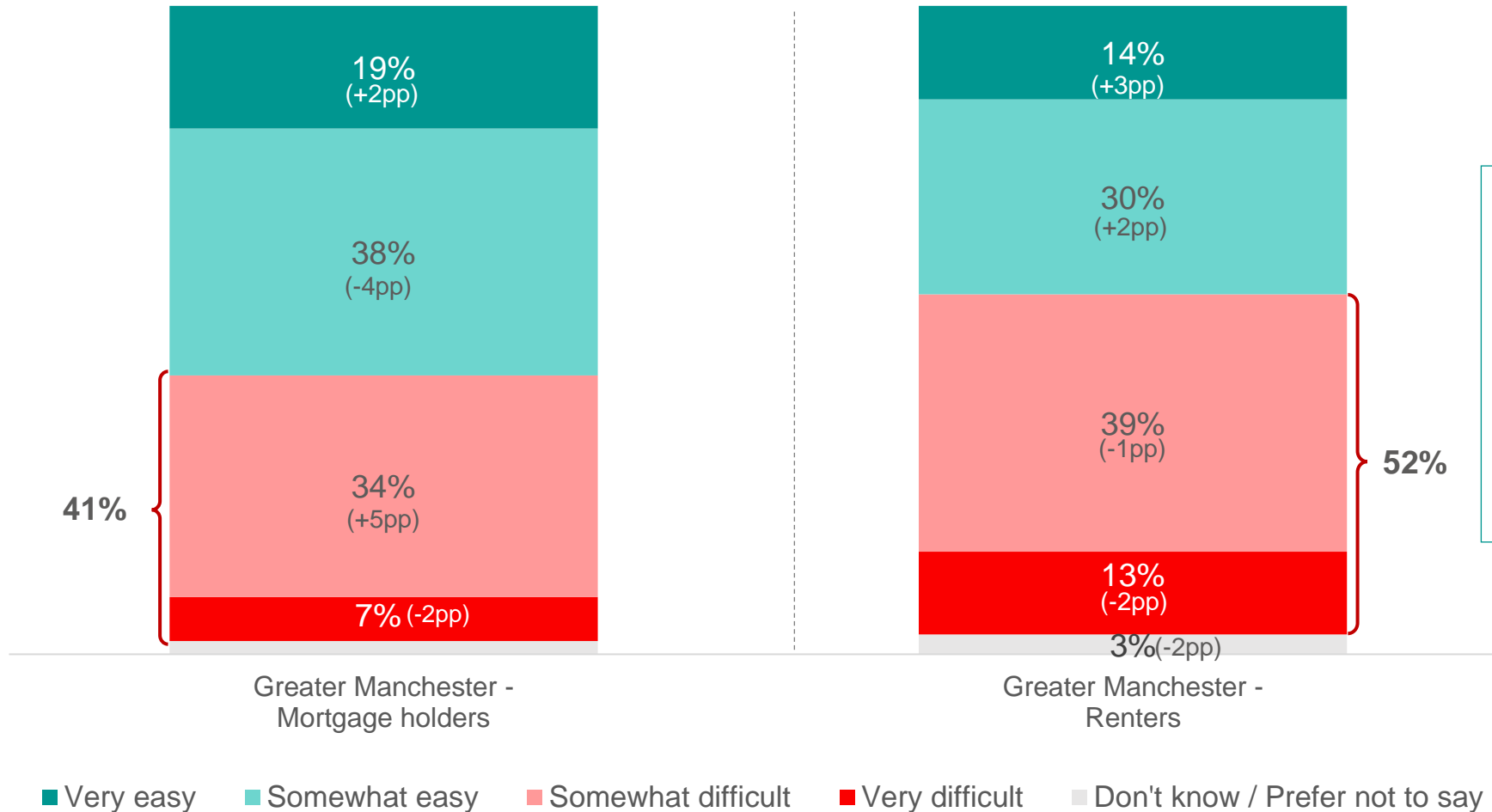


↑↓ Significantly higher/lower than the survey before

All data is from July (S8). ONS data was published on 30th June 2023. Unweighted base: 1612 (All respondents); 1162 (All who have had their cost of living increase)
 *Not asked in the ONS survey

Summary: Household costs

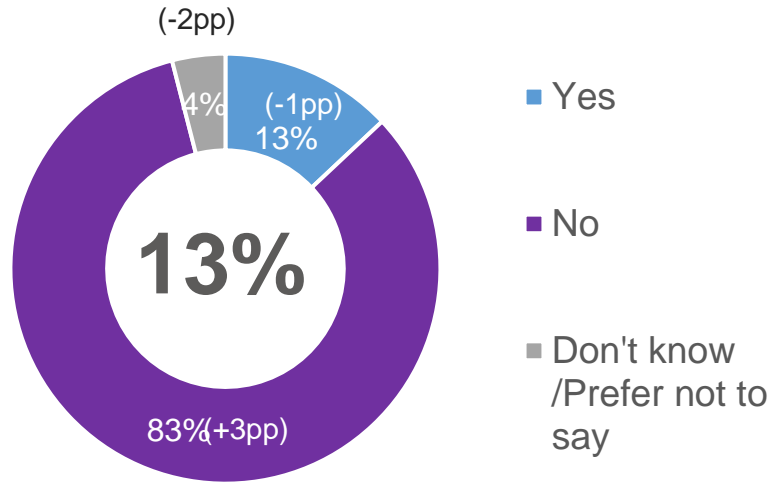
Over half of renters (52%) say it is difficult to afford their rent. Over 2 in 5 (41%) mortgage holders say it is difficult to afford their payments – a slight rise since May (38%)



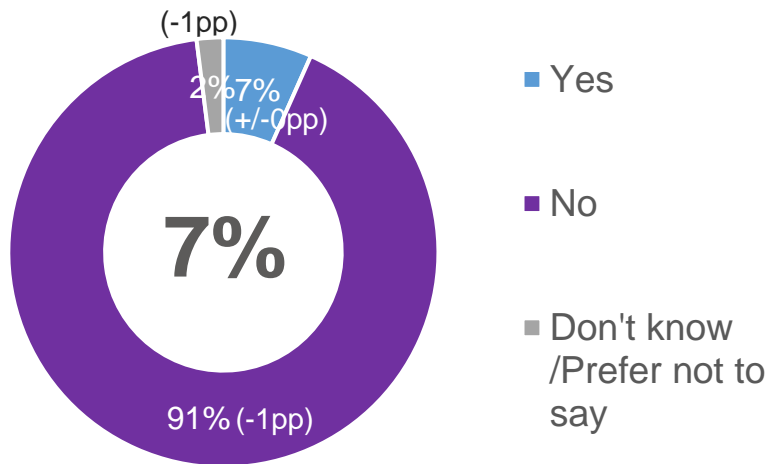
No national benchmarking data is available for a directly comparable period. However, the most recent results showed Greater Manchester respondents experiencing higher housing-related impacts than Great Britain as a whole.

Figures in brackets show change since May (S7)

Summary: Renters and mortgage holders

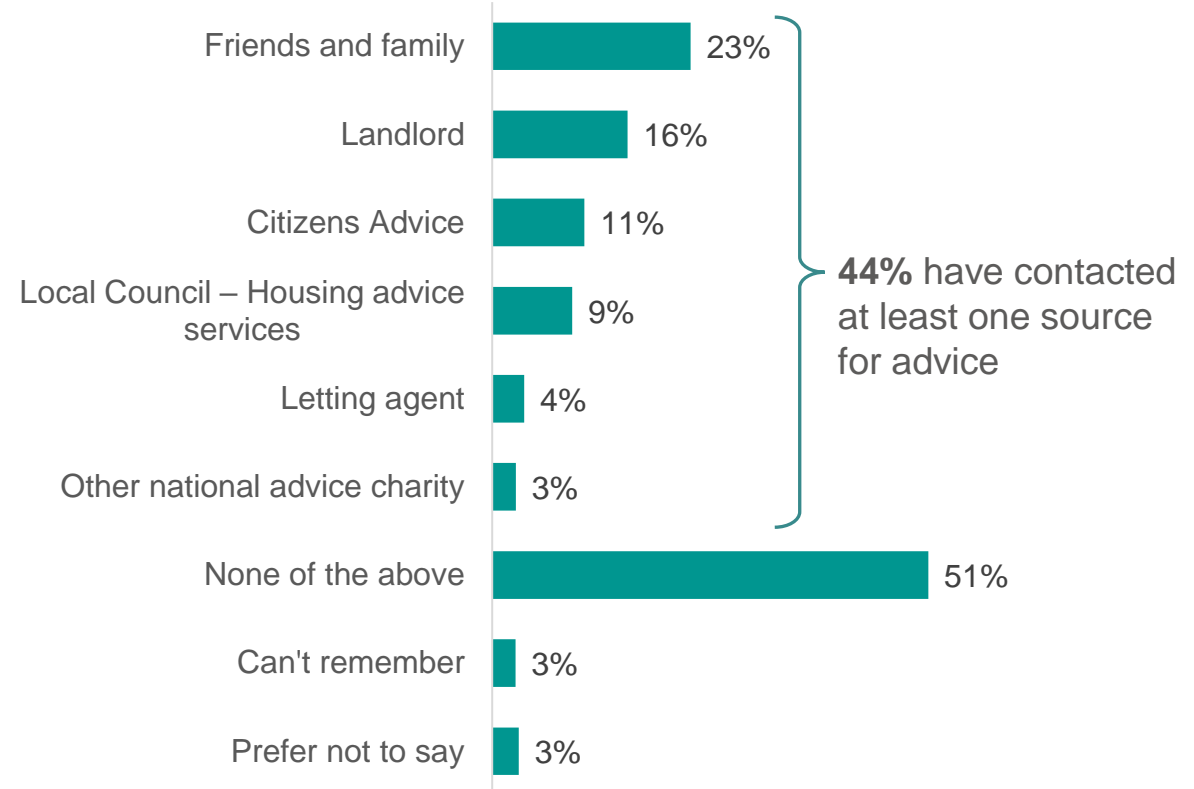


...of renters are behind on their rent



...of mortgage holders are behind on their payments

1 in 3 (31%) renters have contacted someone for advice with their rental payments. Amongst those renters who say they are having difficulties affording their payments, 44% have contacted someone for advice with their rental payments

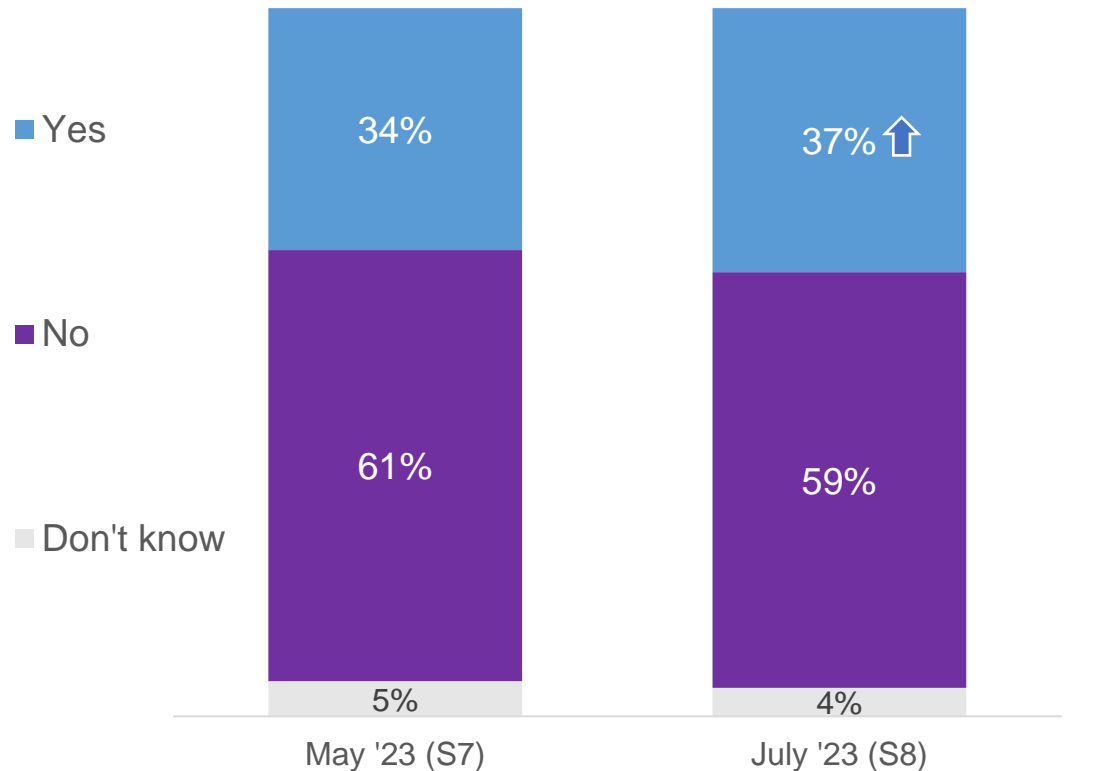


Figures in brackets show change since May (S7)

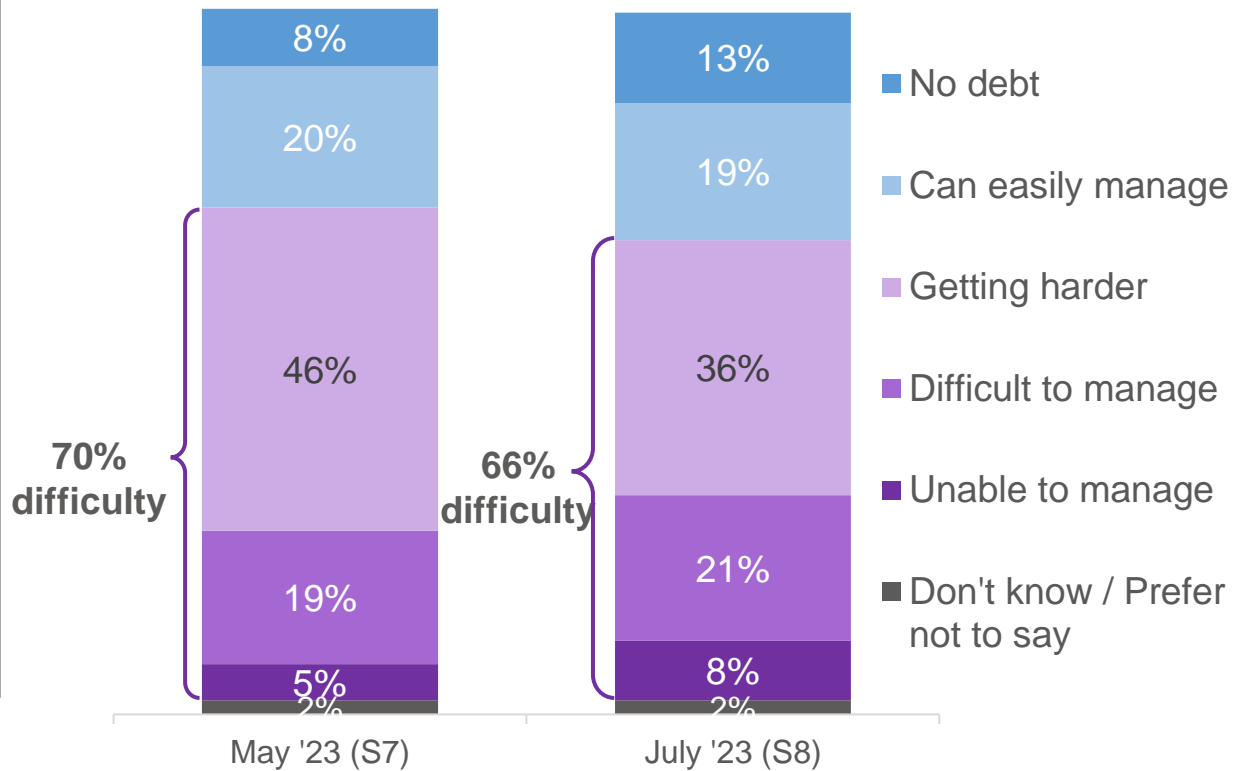
Summary: Borrowing money

Over a third (37%) of respondents have had to borrow more money in the past month than they did at the same time last year. This represents a slight increase compared to May

2 in 3 (66%) of these say they are experiencing some difficulty managing their current level of debt. Those unable or finding it difficult to manage have increased since May (29% cf. 24% in May)



Have you had to borrow more money or use more credit than usual in the last month, compared to a year ago?



Which of the following statements best describes your situation in relation to your current level of debt?

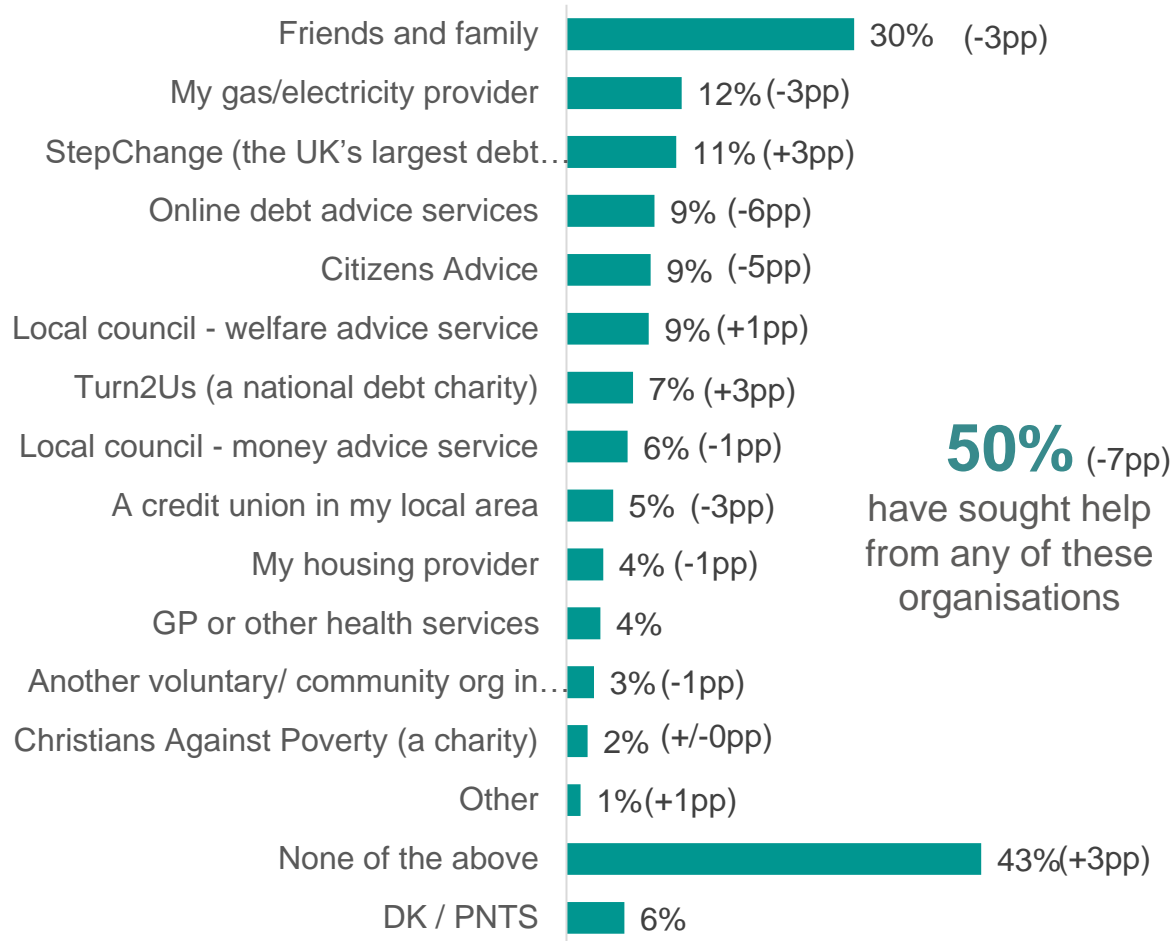
Figures in brackets show change since May (S7)

↑↓ Significantly higher/lower in previous survey

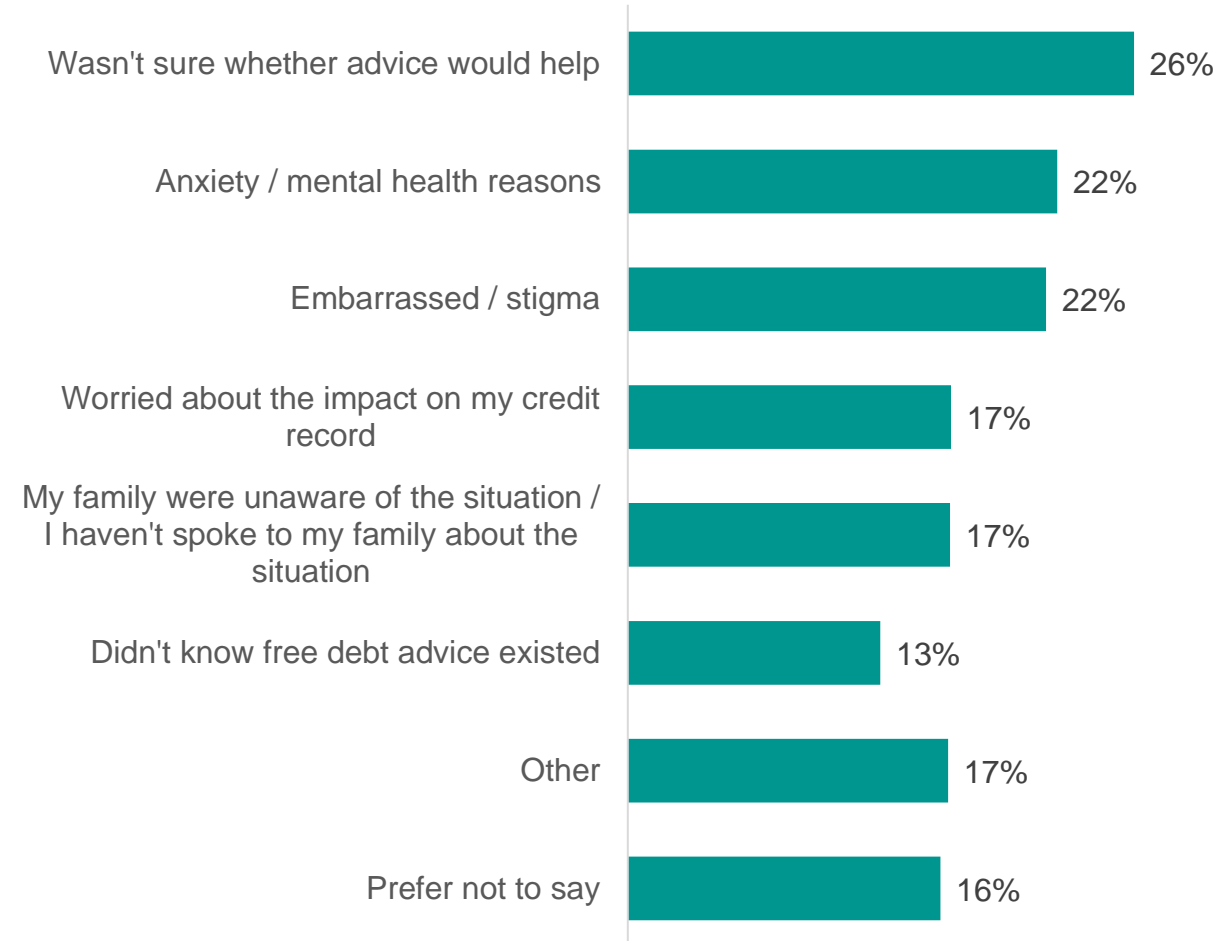
CL3. Have you had to borrow more money or use more credit than usual in the last month, compared to a year ago? CL3E. Which of the following statements best describes your situation in relation to your current level of debt? All data is from Survey 8. Unweighted base: 1,612 (All respondents); 484 (All who have borrowed money/used more credit)

Summary: Debt (amongst respondents who are borrowing more compared to a year ago)

Half (50%) of those experiencing difficulty with their level of debt have sought help. This proportion is 7 percentage points lower than the equivalent figure reported in May



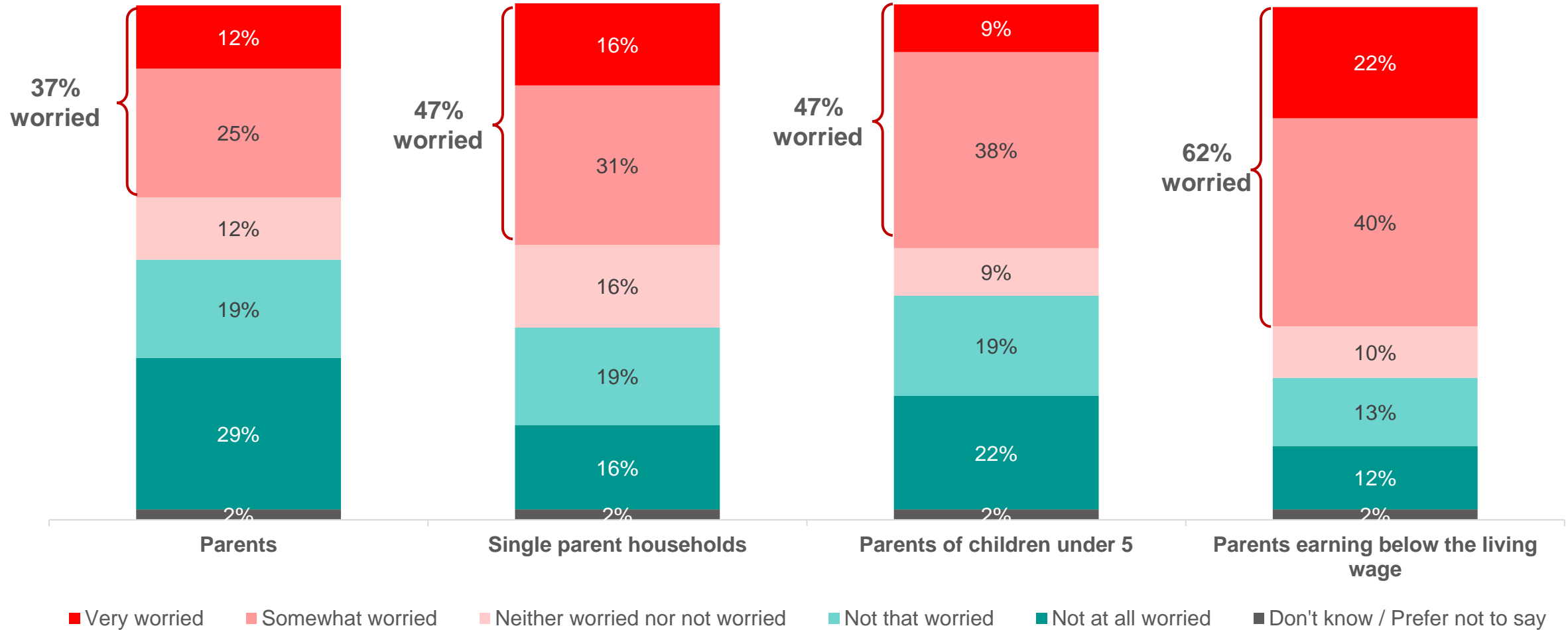
1 in 4 (26%) did not seek advice as they were unsure whether the advice they received would help. 1 in 5 (22%) did not seek advice because they were anxious or embarrassed



*Both of these questions were multiple choice questions ('select all that apply')

Summary: Holiday hunger

Approximately 570 respondents have children in their household. Over a third (37%) said they are worried about feeding their family over the summer holidays. Among single parents and parents of children under 5, this rises to almost half (47%), while for those earning below the living wage it rises to almost 2 in 3 (62%)



HH1. To what extent are you worried about feeding your family over the summer holidays? Note – due to time constraints, this question was not asked of telephone respondents
 Unweighted base: 574 (All online respondents with children); 102 (single parent households); 113 (parents of children under 5); 89 (parents earning below the living wage)

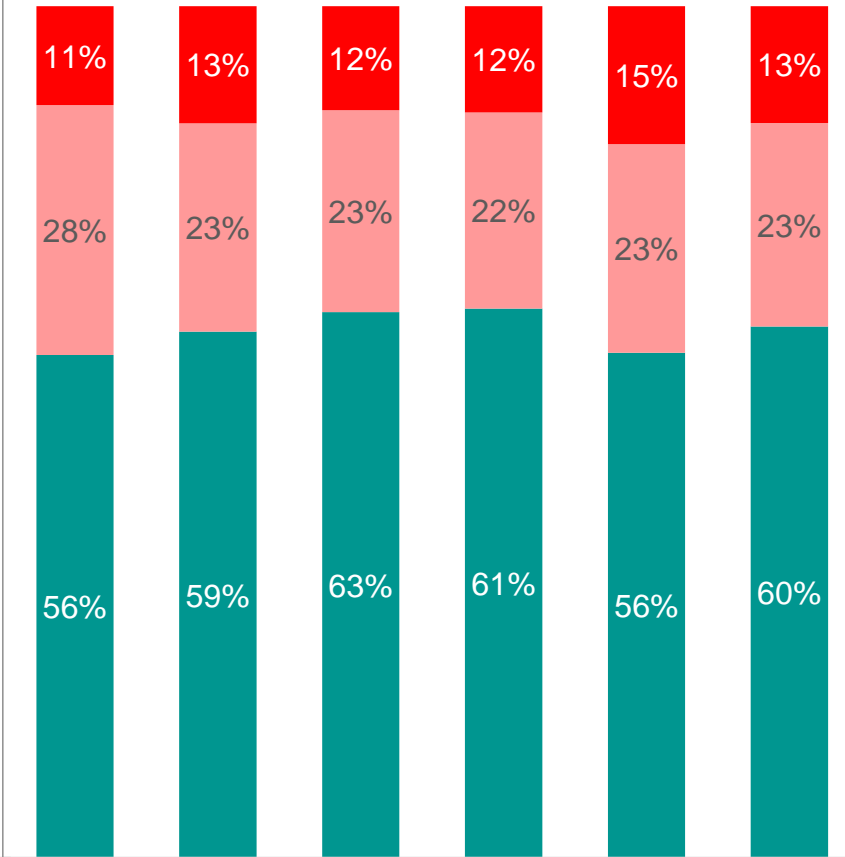
Summary: Food security

In the past twelve months have you...?

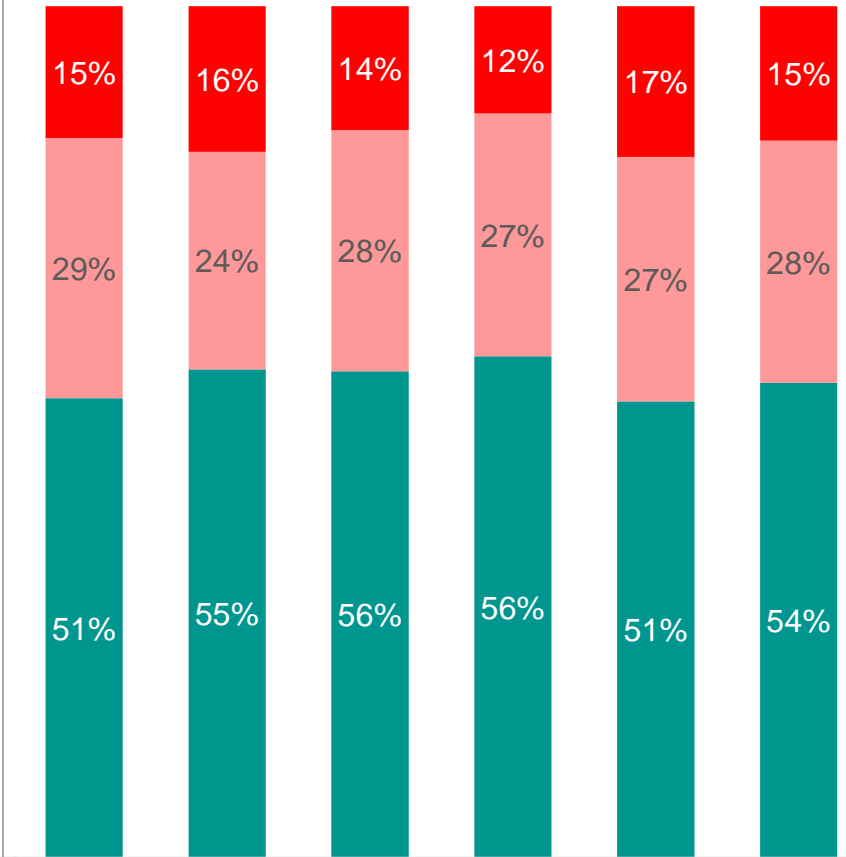
... worried whether your food would run out before you got money to buy more



...found the food you bought didn't last and you didn't have money to get more



... been unable to afford to eat balanced meals



↑ ↓ Significantly higher/lower than the previous survey

■ Often true ■ Sometimes true ■ Never

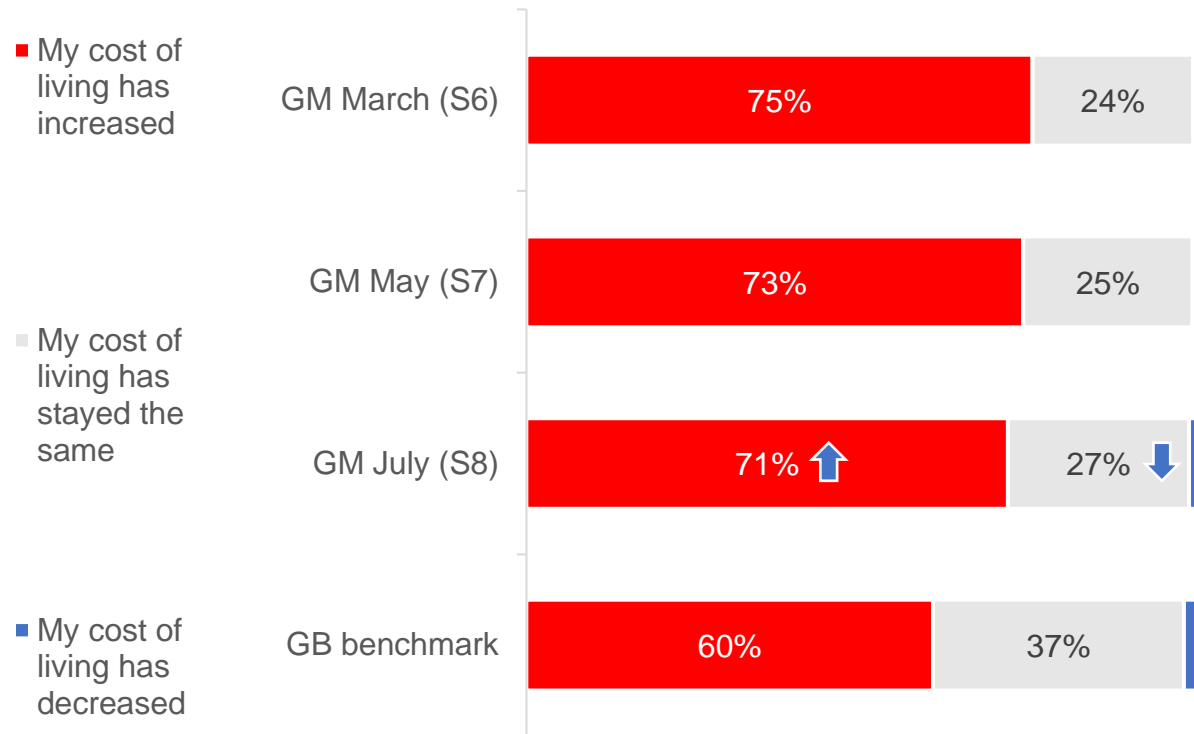
B2. How true would you say the following statements are when applied to your household for the last 12 months?
 Unweighted base: 1,442 (S3); 1,366 (S4); 1,220 (S5); 1,517 (S6); 1,235 (S7); 1,362 (S8). Nb Respondents who said 'don't know' or 'prefer not to say' are excluded from these charts

The background features a dark grey base with several overlapping organic shapes in teal and light blue. A large teal shape is on the left, partially overlapping a light blue shape in the center. Another teal shape is on the right, overlapping the light blue one. A thin teal horizontal line is at the bottom.

Detailed findings: Cost of living and Food security

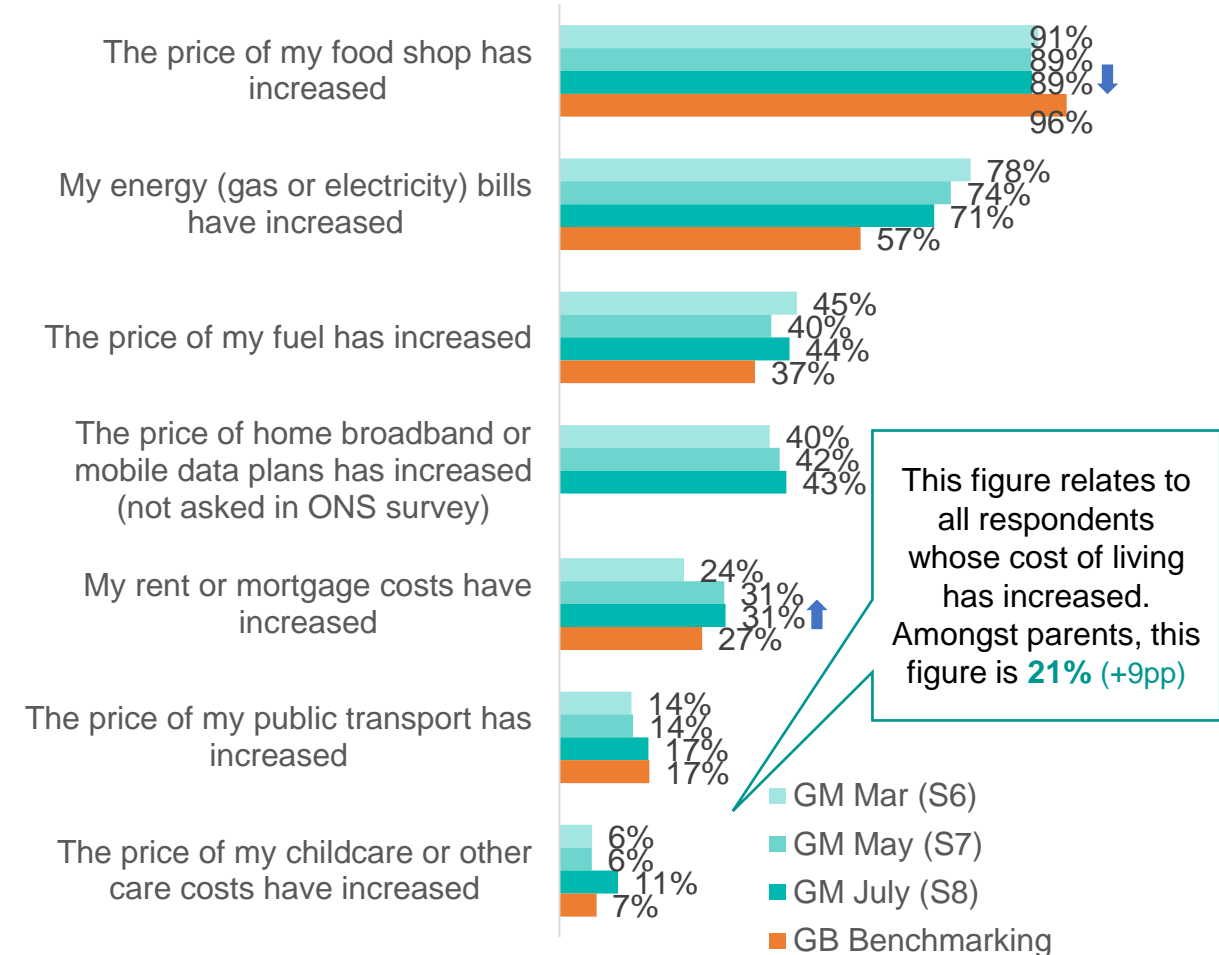
7 in 10 (71%) respondents say their **cost of living has increased** in the last month. This is significantly more than the GB average (60%), although both have fallen since May. GM respondents are more likely than the GB average to say that increases are due to higher rent or mortgage costs (31% vs. 27%)

Change in cost of living over the last month



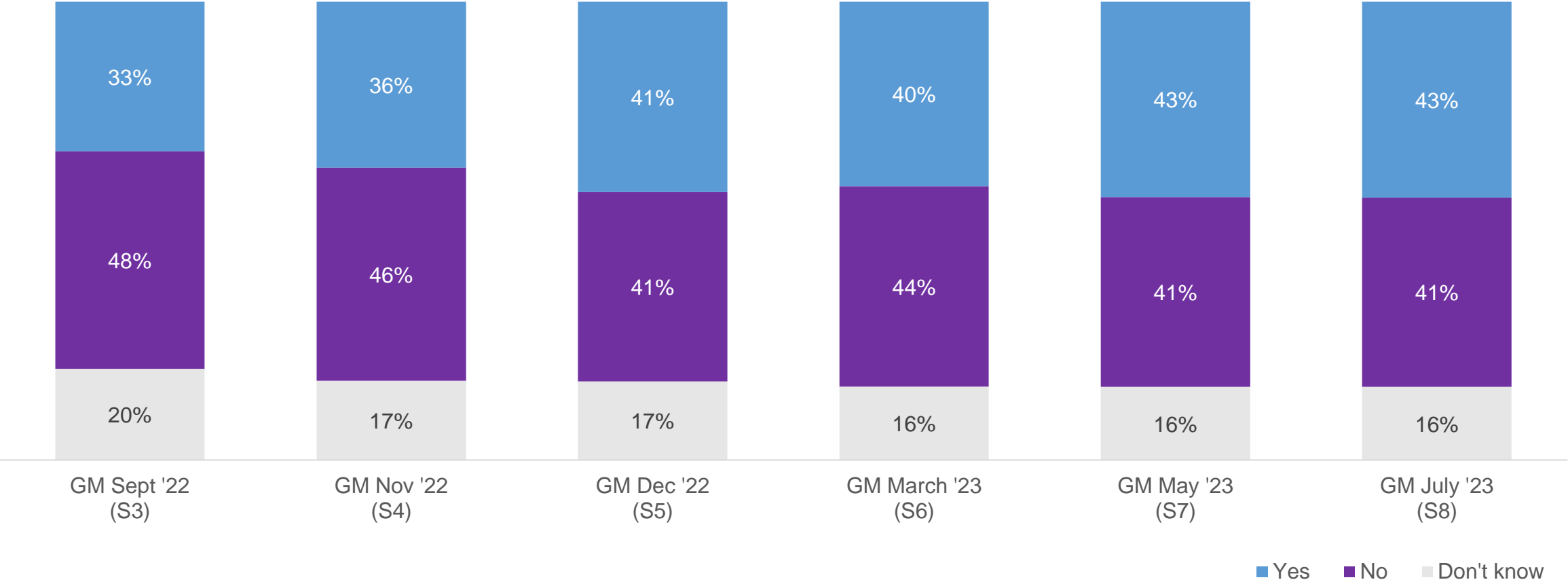
↑ ↓ Significantly higher/lower than the GB Benchmark

Reasons for increase in cost of living (n=1,162)



2 in 5 respondents say they will be able to **save money over the next 12 months** (43%). Since the first time this question was asked in September 2022, respondents' ability to save money has increased by 10 percentage points

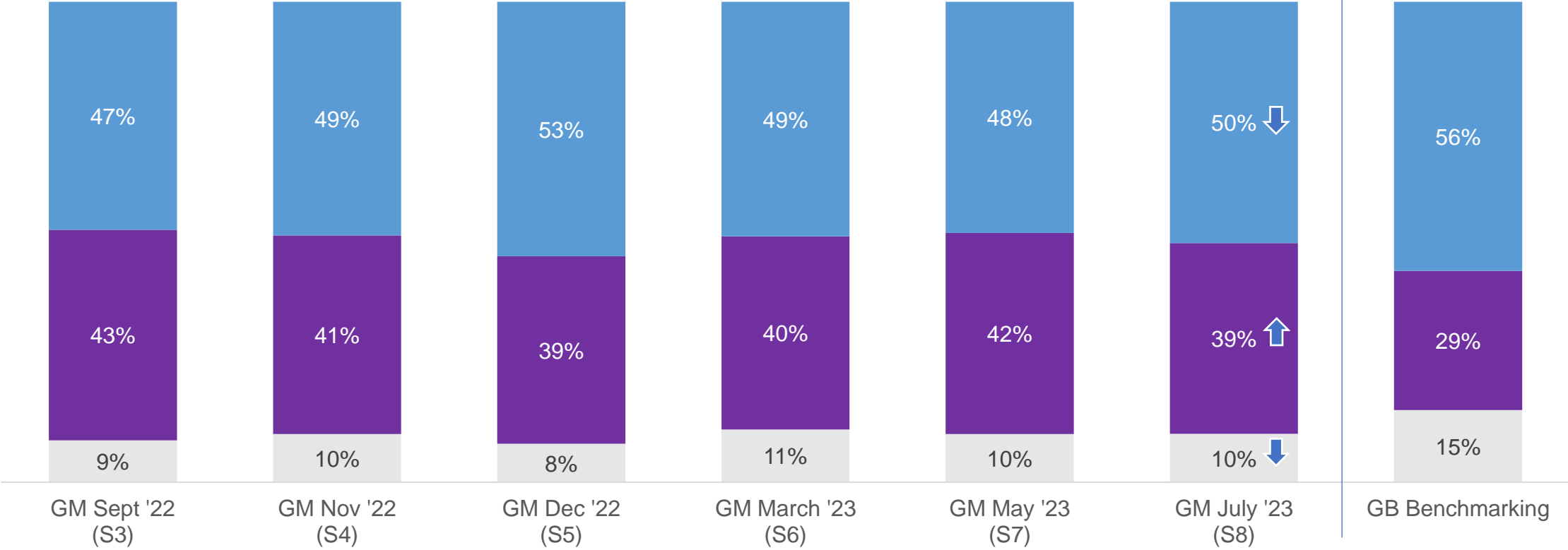
Will you be able to save money over the next 12 months?



CL1. In view of the general economic situation, do you think you will be able to save any money in the next 12 months?
 Unweighted base: Survey 3, 1677; Survey 4, 1636; Survey 5, 1470; Survey 6, 1767; Survey 7, 1488; Survey 8 1,612 (All respondents).

Greater Manchester respondents are less likely than the GB average to be able to **afford an unexpected expense of £850** (39% vs. 29% unable to afford). The ability to afford an expected expense has increased slightly over time (50% in July '23 cf. 47% in Sept '22), though this has not been steady

Can you afford an unexpected but necessary expense of £850?



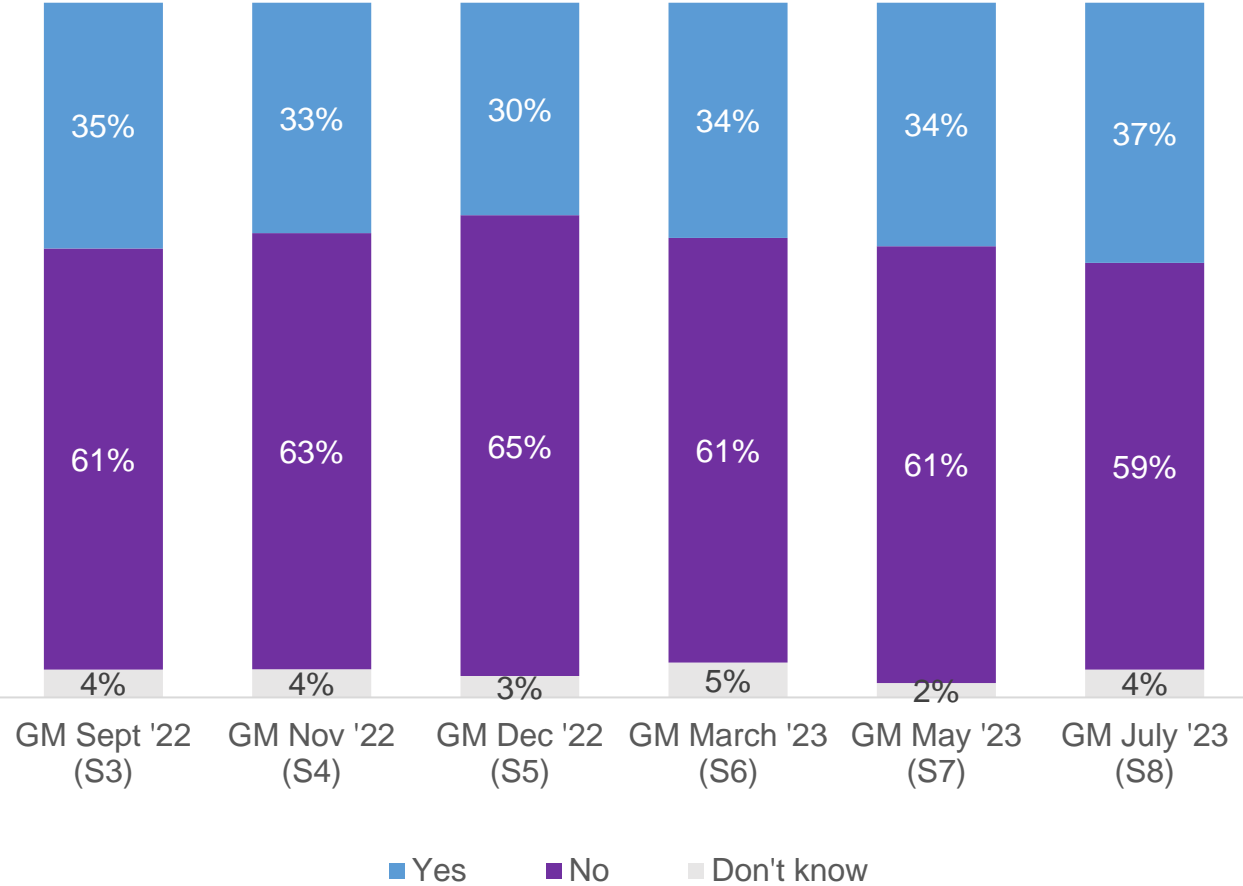
↑↓ Significantly higher/lower than the GB Benchmark

■ Yes ■ No ■ Don't know

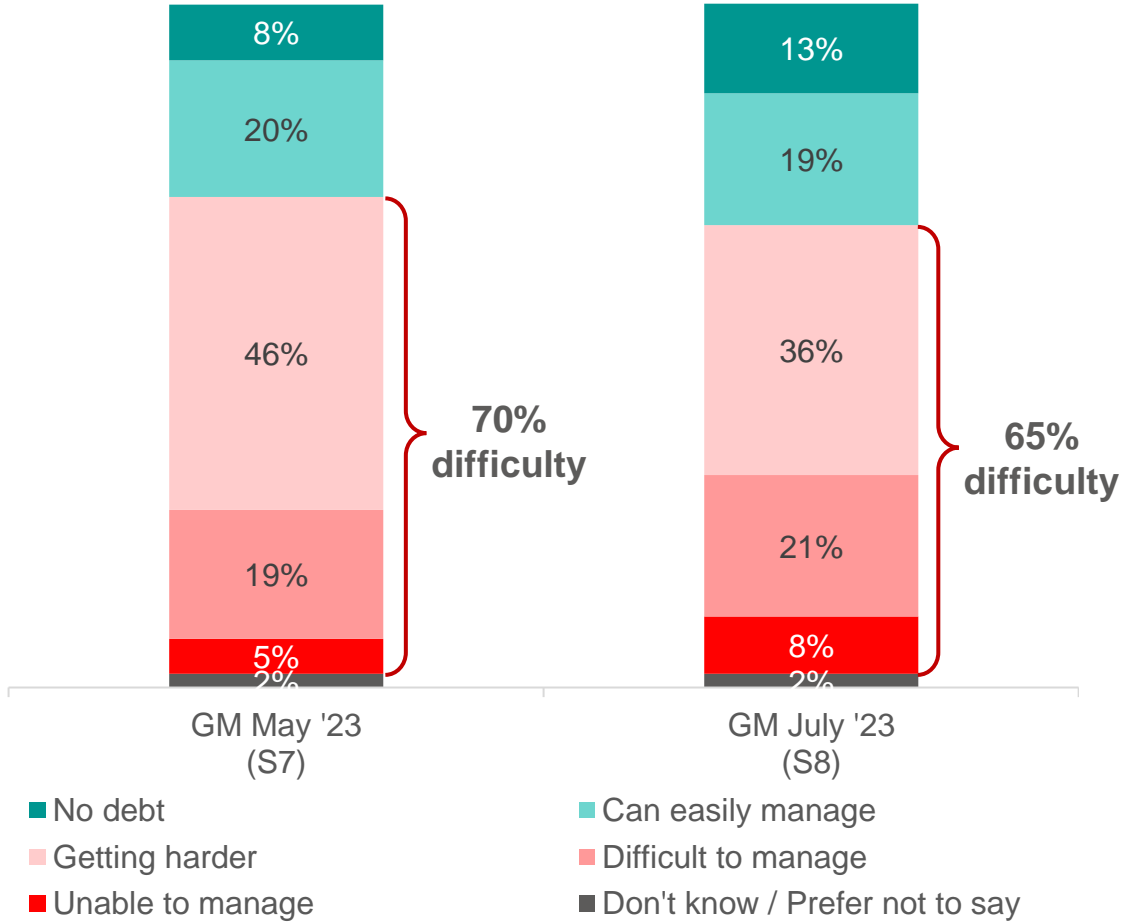
CL2. Could your household afford to pay an unexpected, but necessary, expense of £850? Unweighted base: Survey 3, 1677; Survey 4, 1636 Survey 5, 1470; Survey 6, 1767; Survey 7, 1488; Survey 8, 1612 (All respondents). ONS data, based on national fieldwork 28 June – 9 July 2023

37% of GM respondents are more likely to have borrowed more money in the past month compared to the same time last year. Of these, 2 in 3 (65%) say they're experiencing some level of difficulty managing their current level of debt; while this is a fall since May, those unable or finding it difficult to manage have increased

Have you borrowed more or used more credit in the last month than compared to a year ago?



Which of the following statements best describes your situation in relation to your current level of debt?



CL3. Have you had to borrow more money or use more credit than usual in the last month, compared to a year ago? CL3E. Which of the following statements best describes your situation in relation to your current level of debt? Unweighted base: Survey 5, 1470; Survey 6, 1767; Survey 7, 1488; Survey 8, 1612 (All respondents); Survey 7, 484; Survey 8, 555 (All who have borrowed more money / used more credit)

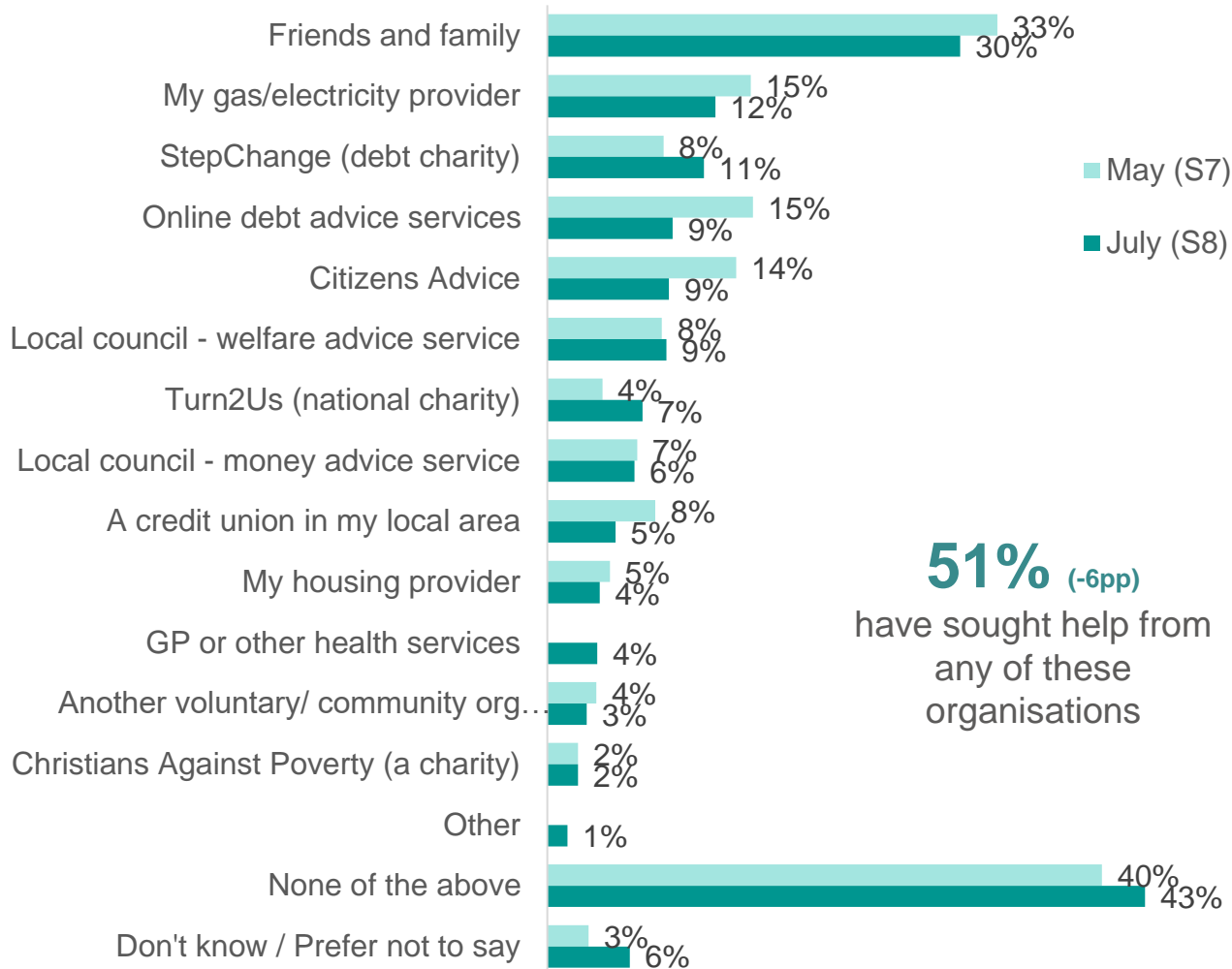
Those with mental ill health and a restrictive condition are more likely to have **borrowed more or used more credit** or to be **struggling with their debt levels**

Those who have borrowed more money or used more credit than usual in the last month, compared to the GM average (34%)	Those struggling to manage their debt levels compared to the GM average (27%)
<p>Demographics:</p> <ul style="list-style-type: none"> • Those who identify as trans (62%), or non-binary (58%) • Those whose first language is Urdu (61%) • Those with a disability (44%), including those with a learning disability (60%), with mental ill health (56%) • Those who identify as bisexual (51%) • Those with a condition that reduces their ability to do activities by a lot (51%) <p>Individual and/or family circumstance:</p> <ul style="list-style-type: none"> • Those worried about feeding their family and considering using any support measure (67%) • Those using at least one support measure (63%) • Those with children not in early years (58%), or in early years (55%); in primary school (50%) • Those seeking help with the rising cost of living for the first time (57%) • Those likely to lose their job in the next year (55%) • Those who disagree that they know enough about their own health (55%) • Those with low feelings of happiness (52%), and life satisfaction (51%) • Those who have shared ownership of their home (51%) • Those who disagree they have the ability to look after their own health (51%) • Those not in work due to ill health or disability (50%) 	<p>Demographics:</p> <ul style="list-style-type: none"> • Those with a disability (37%), including those with mental ill health (47%), and a mobility disability (39%) • Those with a condition that reduces their ability to do activities by a lot (41%) • Single person households (34%) <p>Individual and/or family circumstance:</p> <ul style="list-style-type: none"> • Those not in work due to ill health or disability (55%) • Those renting (40%), including renting from a Housing Association or Trust (53%), renting privately (37%) • Those with low life satisfaction (52%); low feelings that their life is worthwhile (49%) and low happiness (45%) • Those seeking help with their debt (51%) • Those who disagree that they are able to look after their own health (50%); or know enough about their own health (49%) • Those worried about feeding their families and considering any support measures (46%) • Those earning below the Real Living Wage (38%) • Those not satisfied with their local area (38%) • Those who disagree there are cultural opportunities in their local area (36%) • Those who have lived in their local area for 6-10 years (36%) • Those who would not recommend their local area (35%)

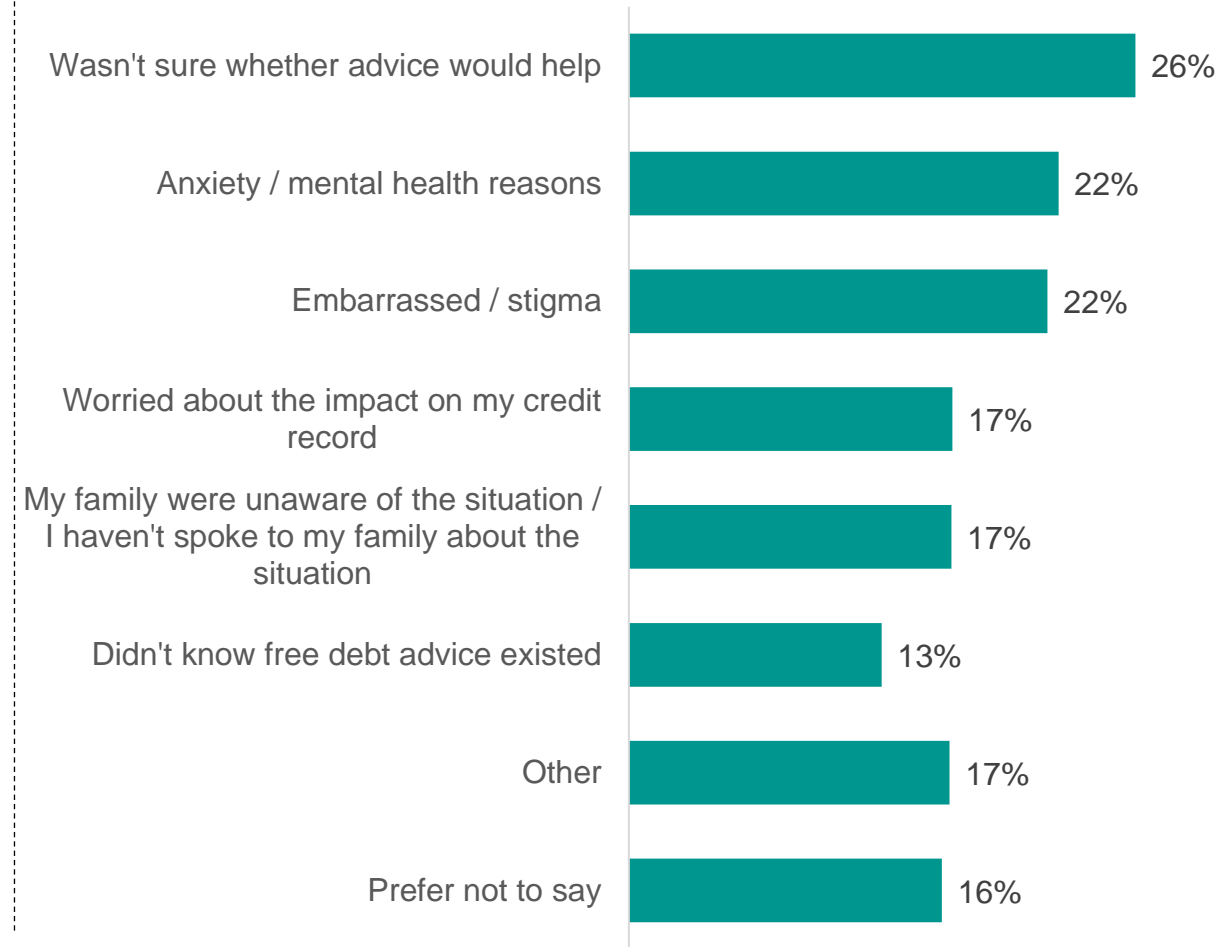
Data uses merged data from Surveys 2-8

1 in 2 (51%) of those experiencing debt difficulties say they have sought help with their debt from any organisation listed in the survey. Among those who did not seek help, 1 in 4 (26%) were unsure whether the advice would help

Among those experiencing some difficulty, have you tried to seek help with your debt through any of the following options?



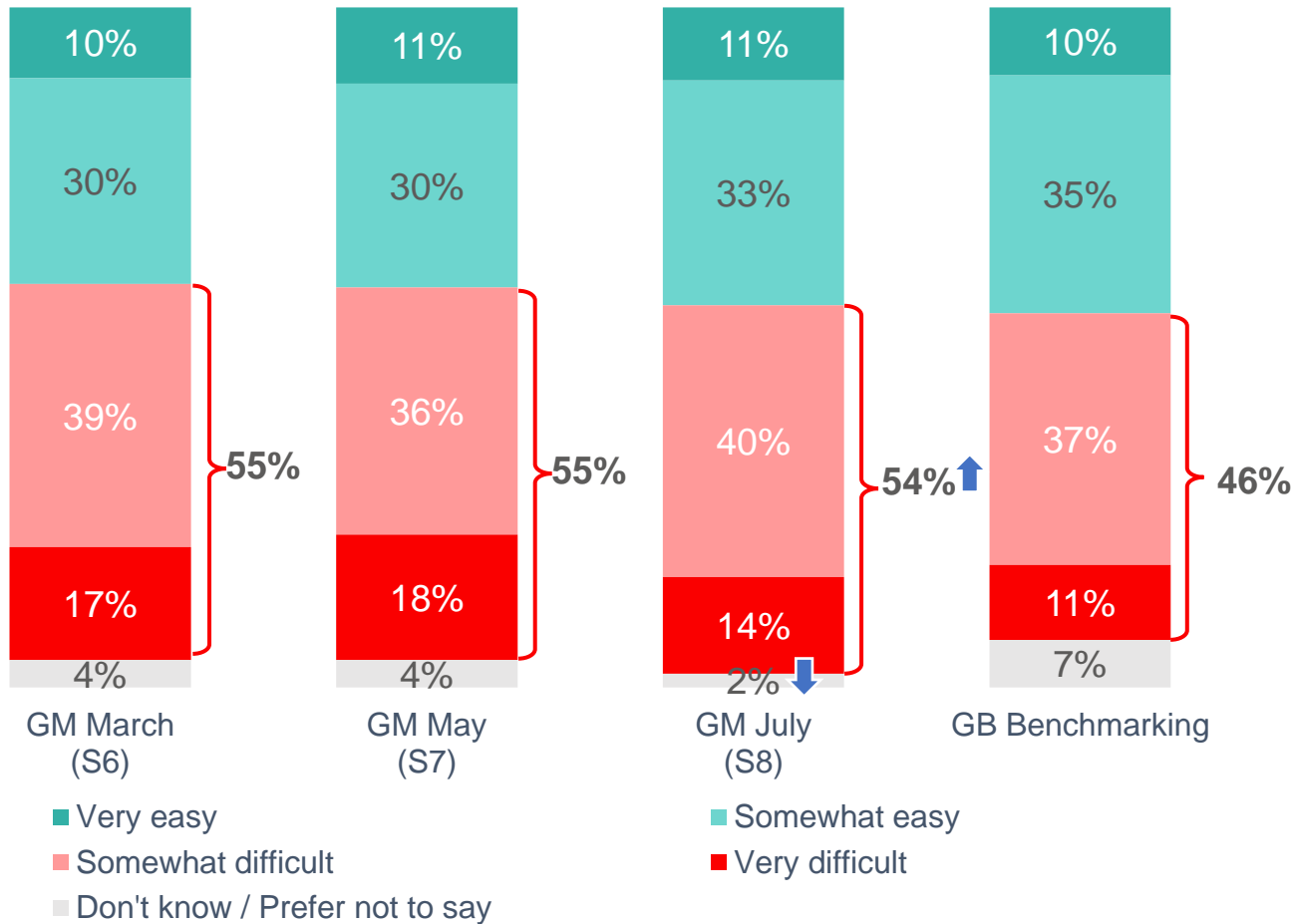
Among those who have not sought advice, for what reasons have you decided not to seek advice for your debt problems?



CL23. Have you tried to seek help with your debt through any of the following options? CL24. For what reasons have you decided not to seek advice for your debt problems?
Unweighted base: Survey 7, 342; Survey 8, 388 (All who struggle with debt); 177 (All who struggle with debt and have not sought advice)

Over half (54%) of respondents say they have **difficulty affording energy costs**, significantly higher than the GB average (46%). Those who are disabled or financially vulnerable are significantly more likely to find energy costs difficult

Ease of affording energy costs



% who are significantly more likely to find it very/somewhat difficult to afford their energy costs compared to GB average (56%)*

Demographics:

- Those with mental ill health (77%)
- Pakistani respondents (75%)
- Those with a condition that reduces their ability to do activities by a lot (71%)

Individual and/or family circumstance:

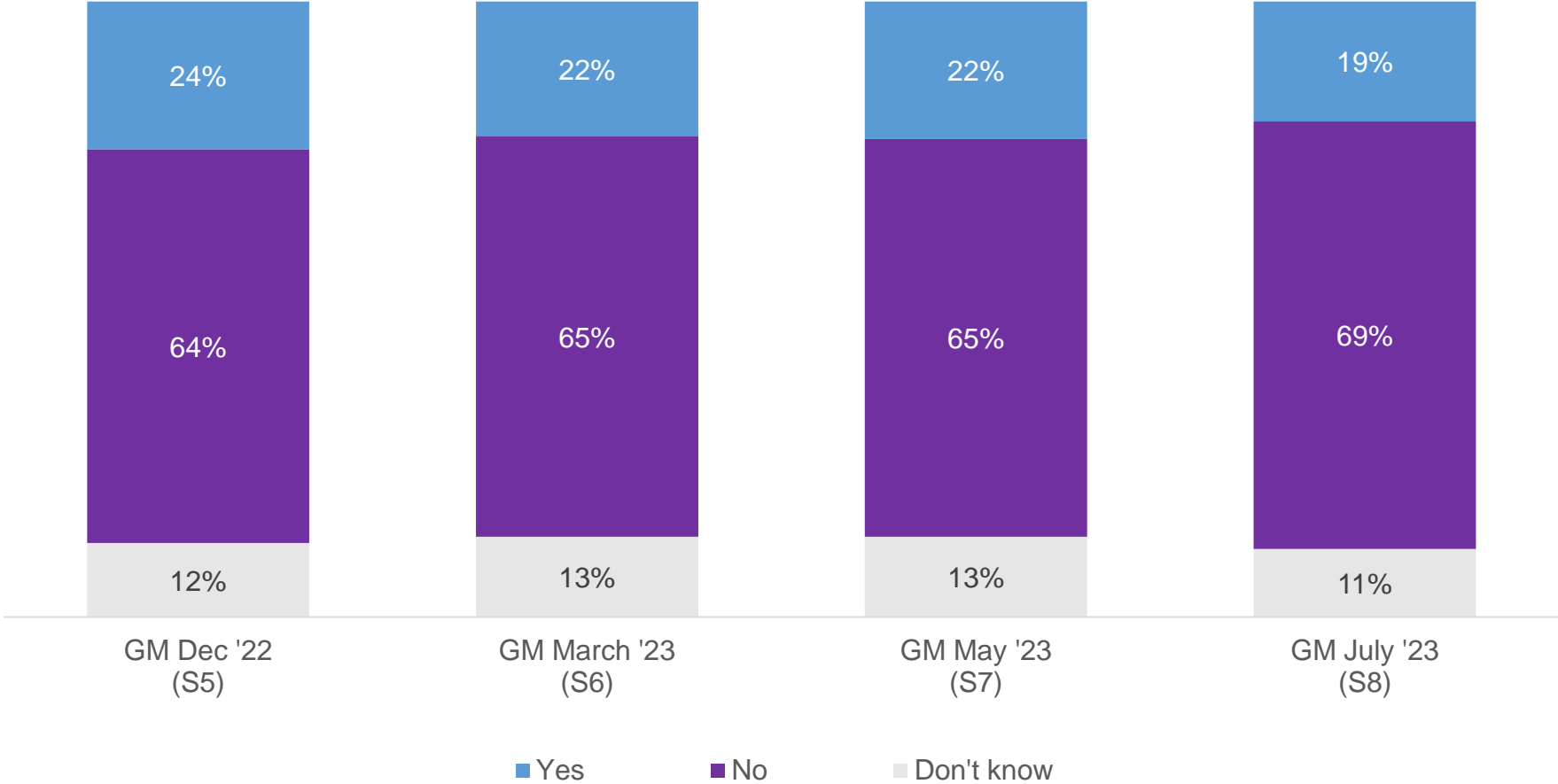
- Those who find it difficult to manage their current levels of debt (89%)
- Those seeking help with their debt (81%)
- Those not in work due to ill health or disability (81%)
- Those worried about feeding their family over the summer (80%)
- Those with low life satisfaction (80%) and low levels of happiness (73%)
- Those disagree they know enough about their own health (78%)
- Those who are unable to save money in the next year (77%)
- Those who have borrowed more or used more credit than usual (73%)
- Those earning below the real living wage (73%)
- Those dissatisfied with their local area (72%)
- Those renting from a housing association or trust (72%), or local authority (71%)

* Subgroup analysis uses merged data from S3-8

↑ ↓ Significantly higher/lower than the GB Benchmark

Since December, the proportion of those who have **sought help with the rising cost of living for the first time has declined**, from 24% then to 19% in July. This could, however, be a sign that people are seeking help multiple times

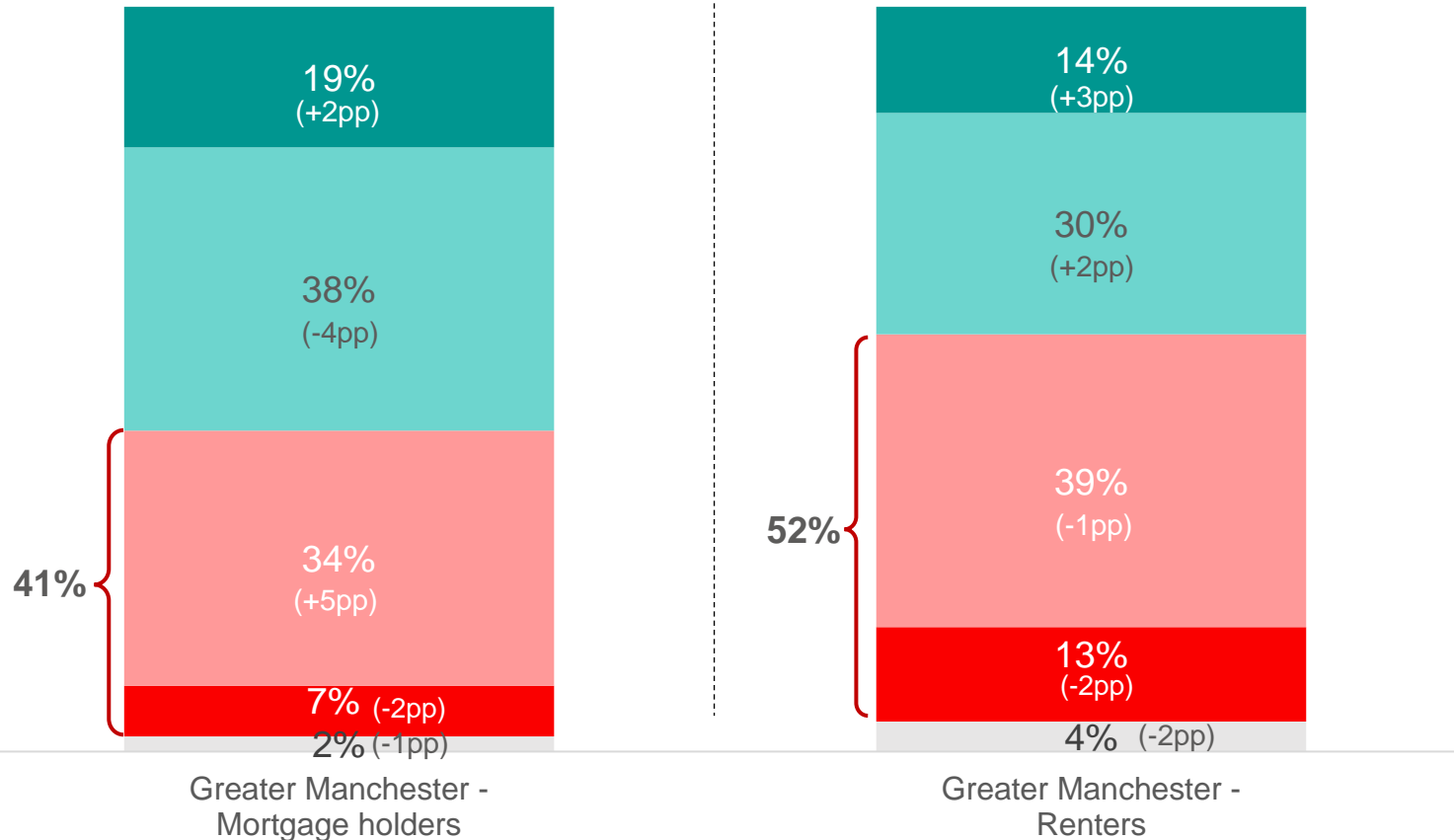
Has your household sought information, advice or support with the rising cost of living for the very first time?



CL22. We know from many councils and charities that there are people who have previously managed financial downturns without assistance, who are now seeking information, advice or support with the rising cost of living for the very first time. Is this true of your household? Unweighted base: Survey 6, 1767; Survey 7, 1488 Survey 8, 1612

Over half of GM respondents find it **difficult to afford their rent**, though this number has fallen (52% cf. 55% in May). Respondents with **mortgage payments** are increasingly finding it more difficult to afford these payments (41% vs. 38%)

Ease of affording rent or mortgage payments



(Results may be being impacted by a large difference between the proportion of respondents answering "don't know")

■ Very easy ■ Somewhat easy ■ Somewhat difficult ■ Very difficult ■ Don't know / Prefer not to say

Figures in brackets show change since May (S7)

% who are significantly more likely to find it difficult to afford mortgage payments compared to the GM average (36%):

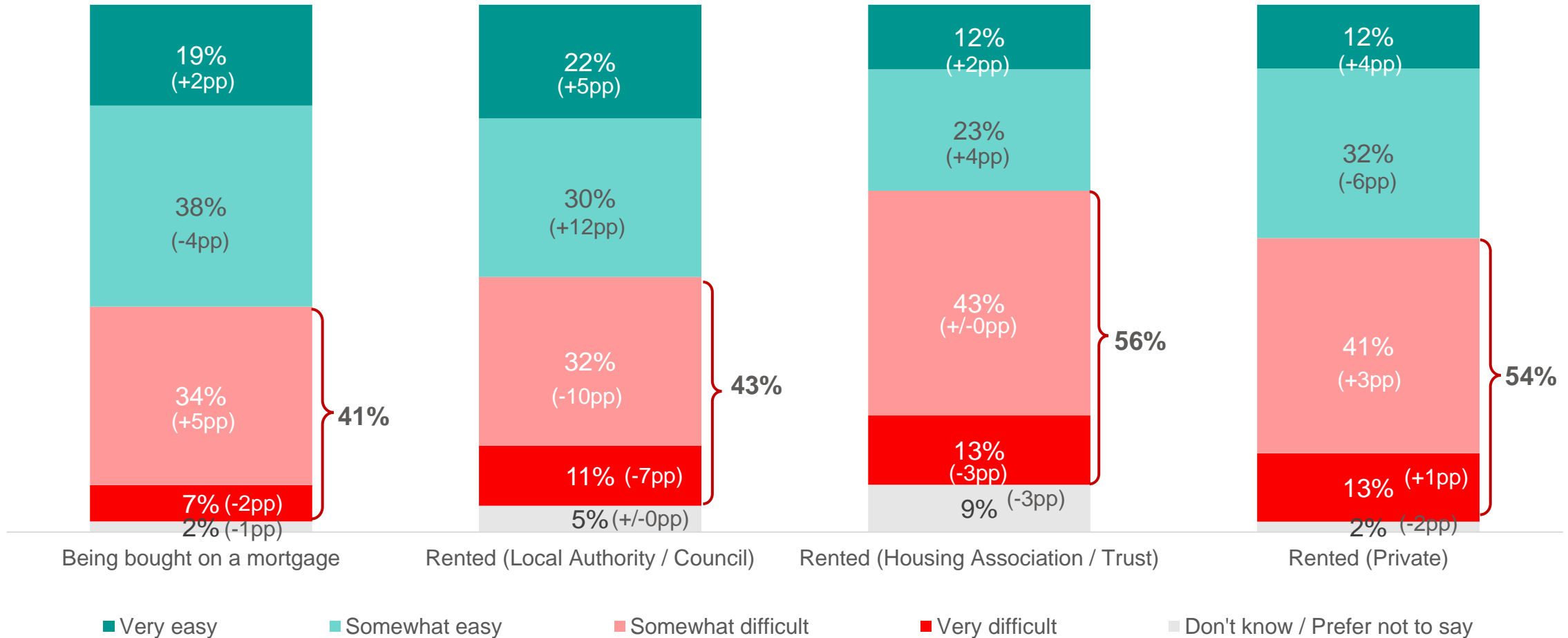
- Those unable to manage their current level of debt (75%)
- Those seeking help with their debt (72%)
- Those worried about feeding their family over the summer (70%)
- Those with low levels of satisfaction (62%)
- Those with mental ill health (60%)
- Those who disagree they know enough about their health (60%)

% who are significantly more likely to find it difficult to afford rent compared to the GM average (52%):

- Those worried about feeding their family over the summer (79%); and considering using support measures (75%)
- Those unable to manage their current level of debt (78%)
- Those seeking help with their debt (74%)
- Pakistani respondents (72%)
- Those with low levels of life satisfaction (69%)
- Those using at least one support measure (68%)
- Those who disagree they have the ability to look after their own health (68%)
- Those with children in college (67%)

Renters are generally more likely to find it difficult to afford rental costs, no matter the **type of tenancy**, than those with mortgage payments. Respondents with mortgages and those renting privately are both finding it more difficult to afford their rent or mortgage payments compared to May

Ease of affording rent or mortgage payments

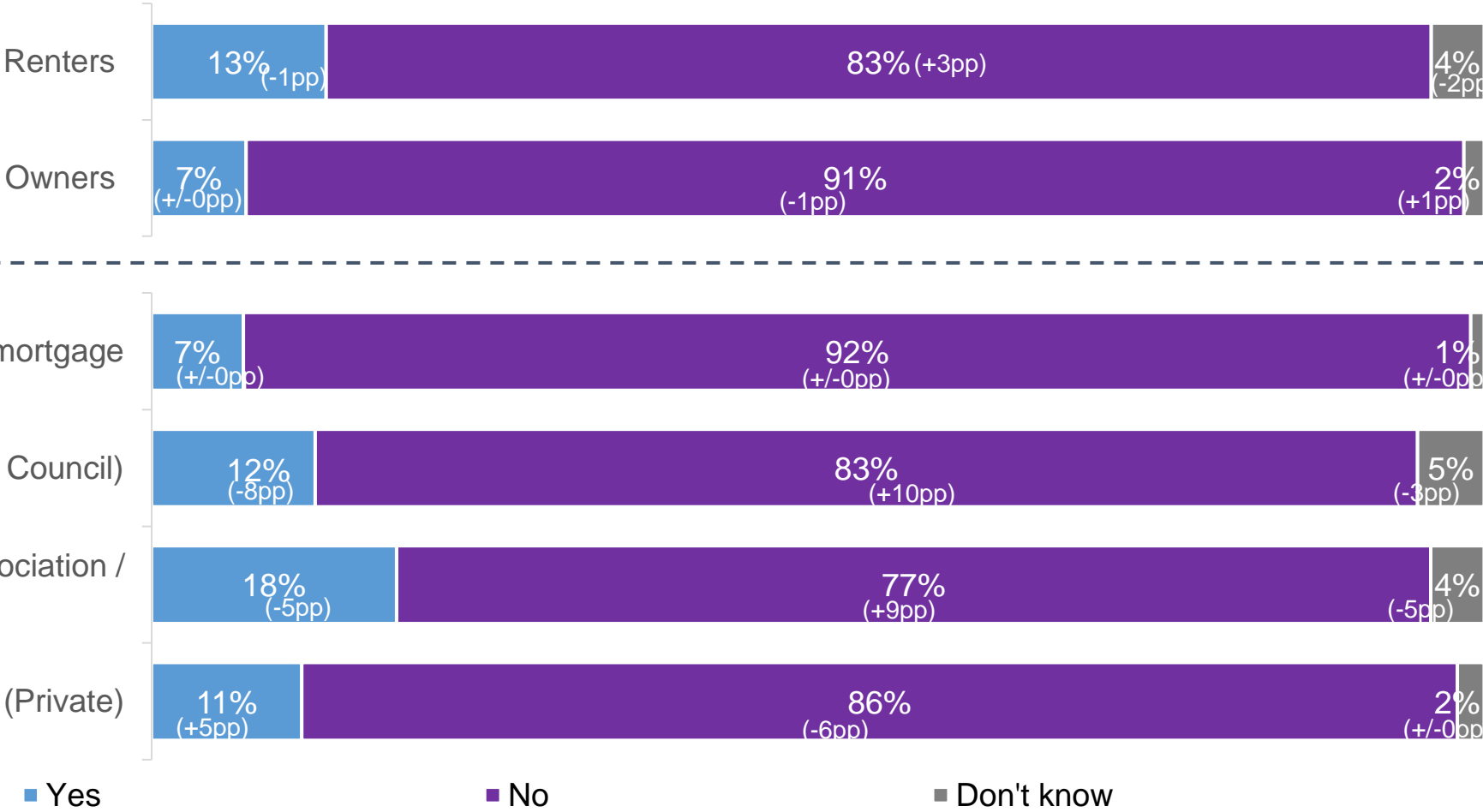


Figures in brackets show change since May (S7)

(Results may be being impacted by a large difference between the proportion of respondents answering "don't know")

Renters in GM are more likely to be **behind on their rent** (13%) than those with **mortgage payments** in GM (7%). Whilst more private renters are behind on their rent than had been in May, those renting from local authorities or housing associations are now less likely to be behind on their rent

Are you behind on rent or mortgage payments?

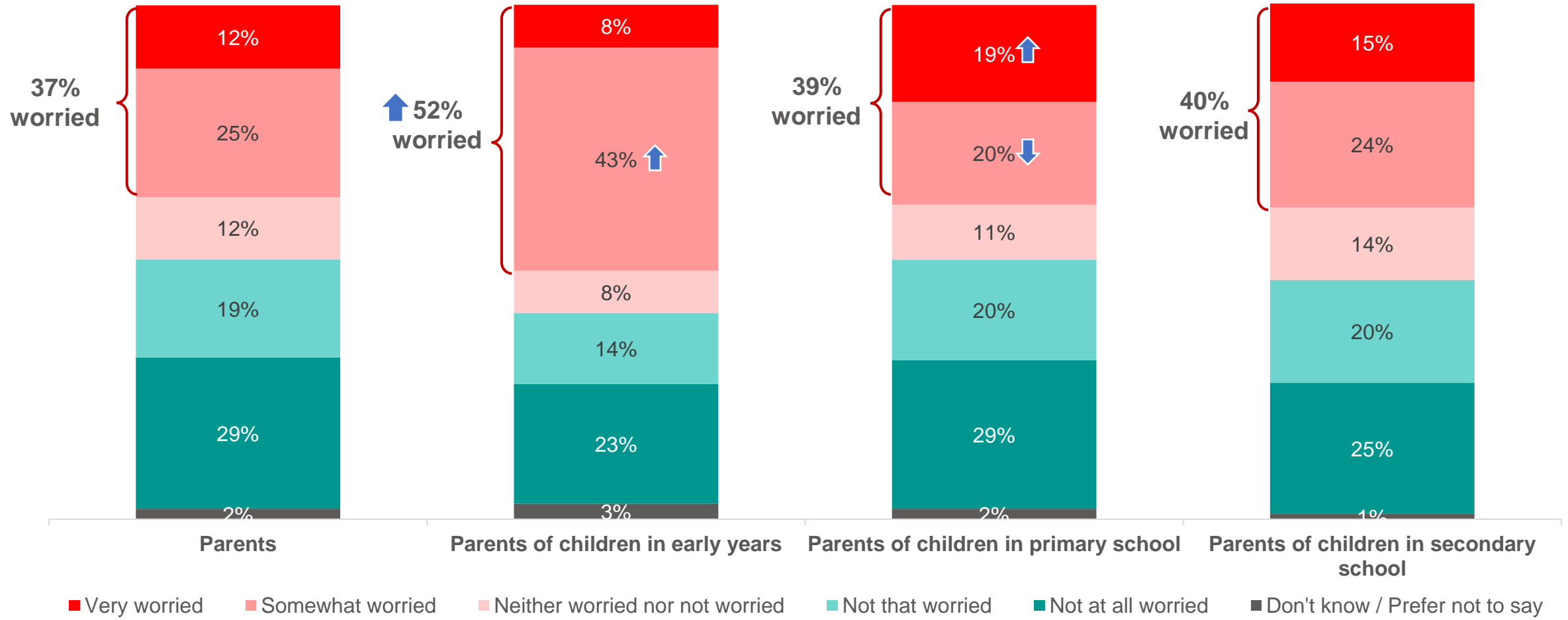


Figures in brackets show change since May (S7)

CL6A. Are you behind on your rent or mortgage payments?
 Unweighted base: 456 (Mortgage holders); 436 (Renters); 467 (Being bought on a mortgage); 121 (Rented (Local Authority / Council)); 129 (Rented (Housing Association/Trust)); 129 (Rented (Private))

1 in 3 (37%) parents say they are **worried about feeding their families over the summer holidays**. This rises to over half (52%) of parents of children in early years. Parents of children in primary school are more likely to be very worried than total (19% cf. 12%)

Are you worried about feeding your family over the summer holidays?

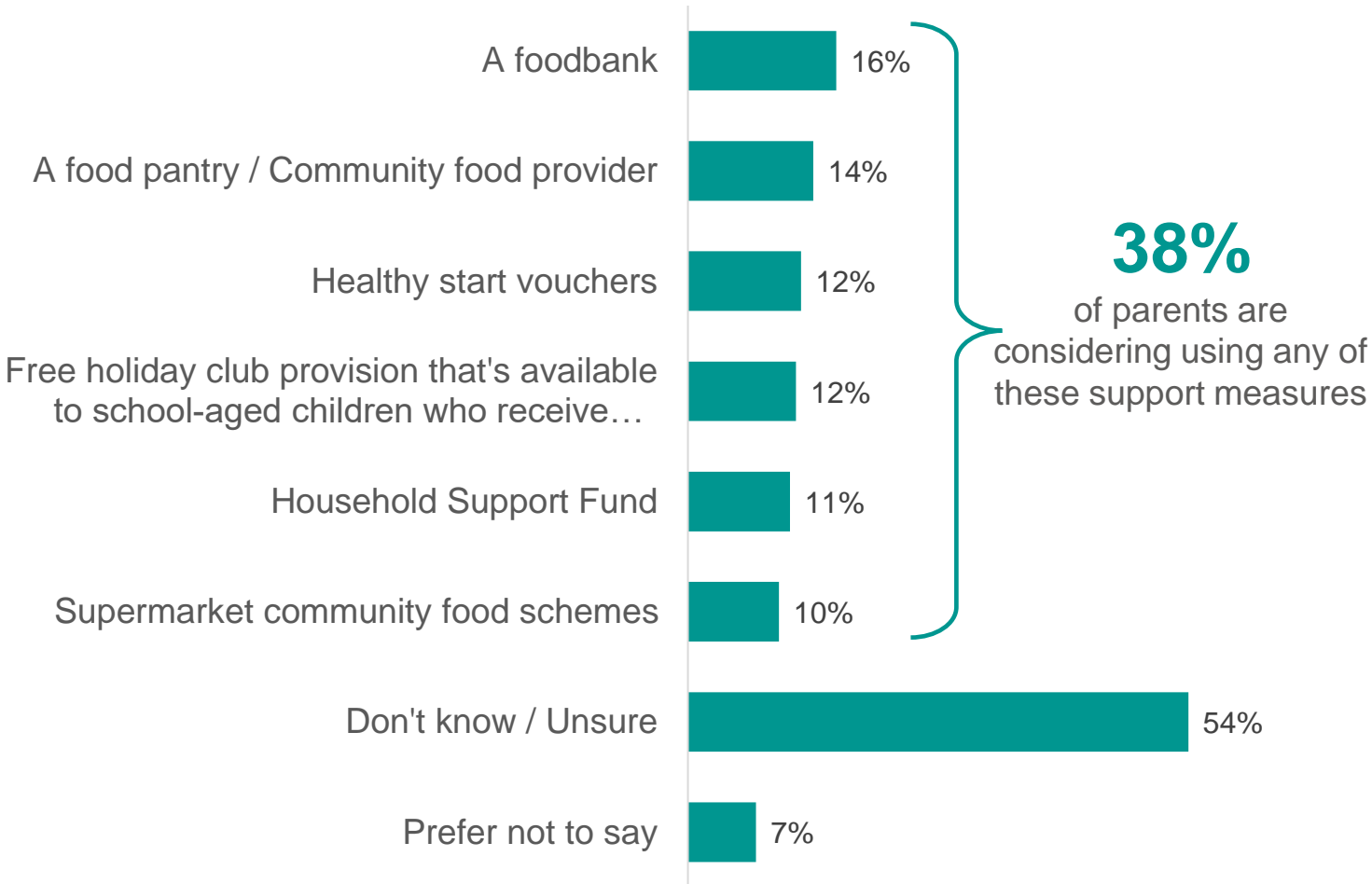


↑ ↓ Significantly higher/lower than all parents

HH1. To what extent are you worried about feeding your family over the summer holidays? Note – due to time constraints, this question was not asked of telephone respondents
 Unweighted base: 574 (All online respondents with children); 76 (in early years); 205 (in primary school); 182 (in secondary school)

1 in 3 (38%) parents say they are considering using support measures to feed their families over the summer holidays, with over half of parents (54%) unsure

Are you considering using any of the following support measures to help you feed your family over the summer holiday?



% who are significantly more likely to consider using a support measure compared to GM average (38%)*

Demographics:

- Those with a disability (51%), including mental ill health (65%)
- Those with a condition that reduces their ability to do activities by a lot (59%)
- Those aged between 25-34 (48%)
- Those living in Manchester (48%)

Individual and/or family circumstance:

- Those seeking help with the rising cost of living for the first time (71%)
- Those likely to lose their job in the next year (69%)
- Those seeking help with their debt (66%)
- Those working from home all of the time (55%)
- Those struggling to manage their current levels of debt (54%)
- Those who have volunteered in the past year (54%)
- Those earning below the real living wage (52%)
- Those who have lived in their local area for 1-5 years (52%)
- Those who rent (52%)
- Those who have had to borrow more or use more credit (50%)
- Those with high anxiety (50%)

Good Work

Overview and context

[pages 56-57](#)

Good work key findings

[page 58](#)

Good work key summary

[page 59](#)

Good work detailed findings

[page 60](#)



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Overview: Good work

Good work – context

The July 2023 Residents' Survey has reintroduced, for the first time since December 2022, a number of questions designed to explore residents' experiences of their job and working environment, including job prospects and the degree of influence they feel they have over their work.

The questions have been included to explore any differences in these experiences since the last time these questions were asked in the winter. This section shows data from Survey 8, Survey 5 (December) and Survey 2 (Spring 2022).

The results will highlight potential trends and indicators which individual localities can explore in greater detail.

Good work – key findings

WORKING FROM HOME

- Around half of employed respondents (52%) are not working from home at all, a similar proportion as in May (50%).
- The proportions working from home in July have also remained in line with findings from May (35% vs 36% at least some of the time / 13% vs. 15% all the time)

JOB SATISFACTION

- Work satisfaction has decreased since December 2022 (when related questions were last asked) – with those saying they are satisfied with their job reduced to 64% (from 71%) and those satisfied with their working hours reduced to 66% (from 76%)
- Despite these changes, and the continuing cost of living pressures seen elsewhere in this survey, satisfaction with pay has remained stable since December (51% satisfied with their pay, was 50% / 29% unsatisfied with their pay, was 31%).

JOB SECURITY

- Concerns around job security remain high, with around 1 in 6 Greater Manchester respondents (16%) saying they feel there is some likelihood they will lose their job over the next year (unchanged since December)
 - These figures are significantly higher for those with caring responsibilities (29%), Black or Black British respondents (27%) and those aged 16-24 (27%)

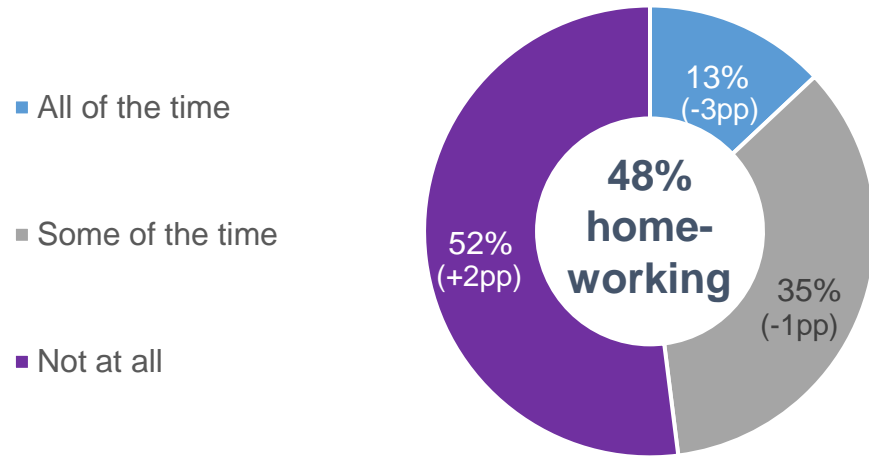
RESPONSE TO COST OF LIVING

- More respondents are looking for a job that pays more money, including a promotion (26% cf. 23% in December). But those working more hours and working more than one job have fallen (30% cf. 33% in Dec / 11% cf. 13% in Dec respectively)
-

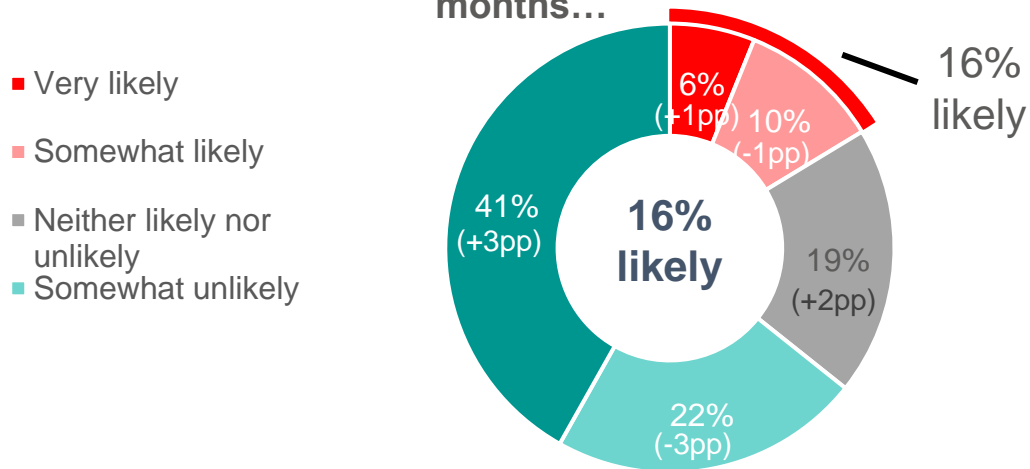
Summary: Good Work

Half (52%) of respondents are not working from home at all...

Figures in brackets show change since May (S7)



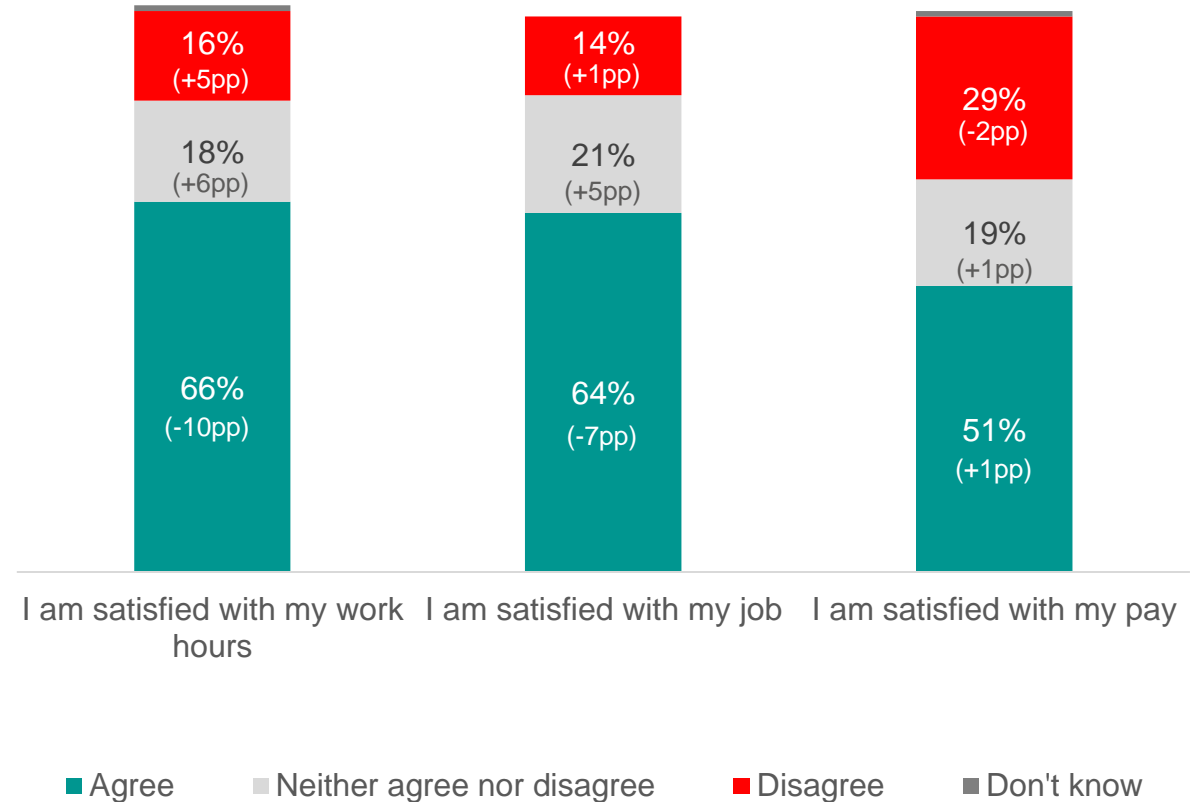
16% of respondents across Greater Manchester say that there is some likelihood that they may lose their job in the next 12 months...



Figures in brackets show change since December (S5)

At least half of respondents are satisfied with their jobs, their pay and their work hours – although those satisfied with their job and their work hours have fallen since December

Figures in brackets show change since December (S5)

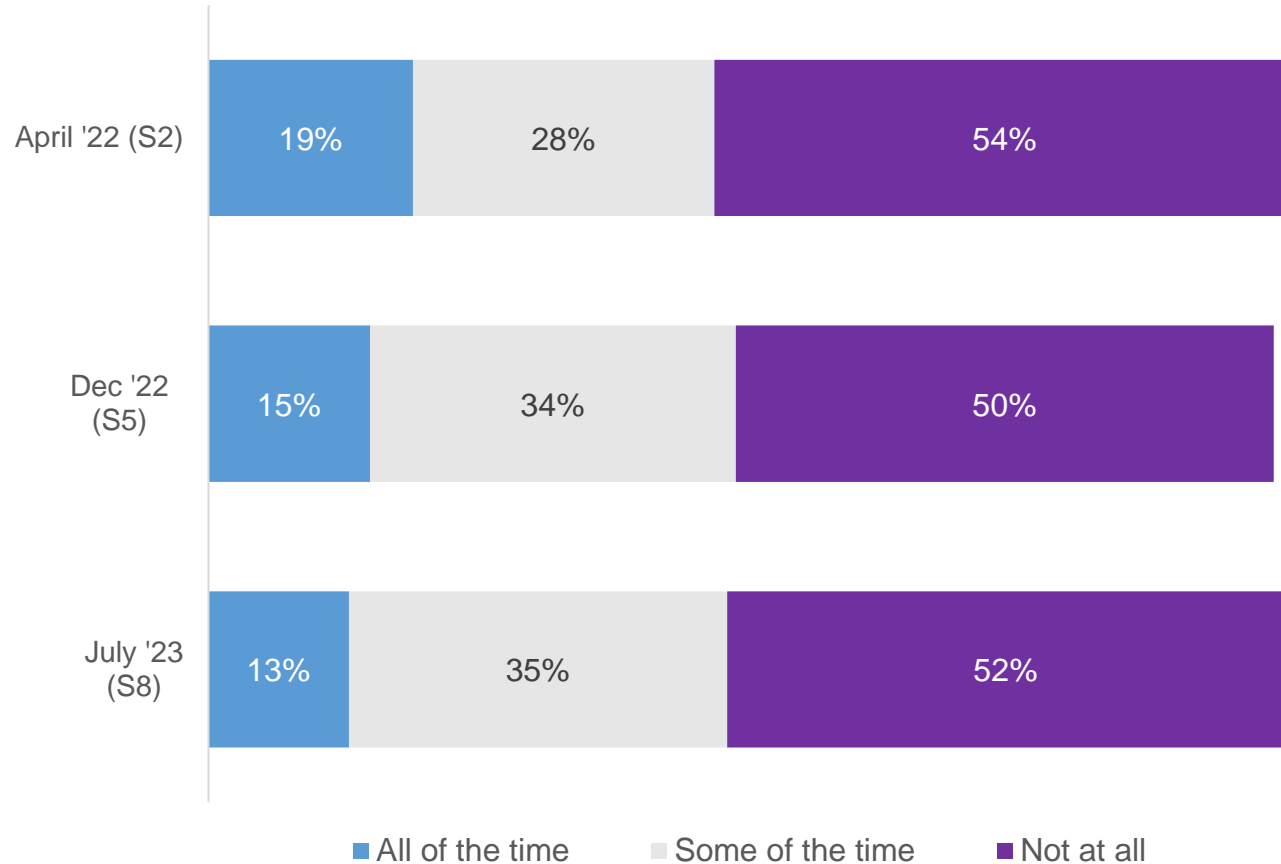


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Detailed findings:
Good work

Almost half (48%) of employed respondents are **working from home** at least some of the time, and just over half (52%) are not working from home at all. This has remained stable since Autumn

Are you currently working from home?



Those who are working from home at least some of the time (50%):

Demographics:

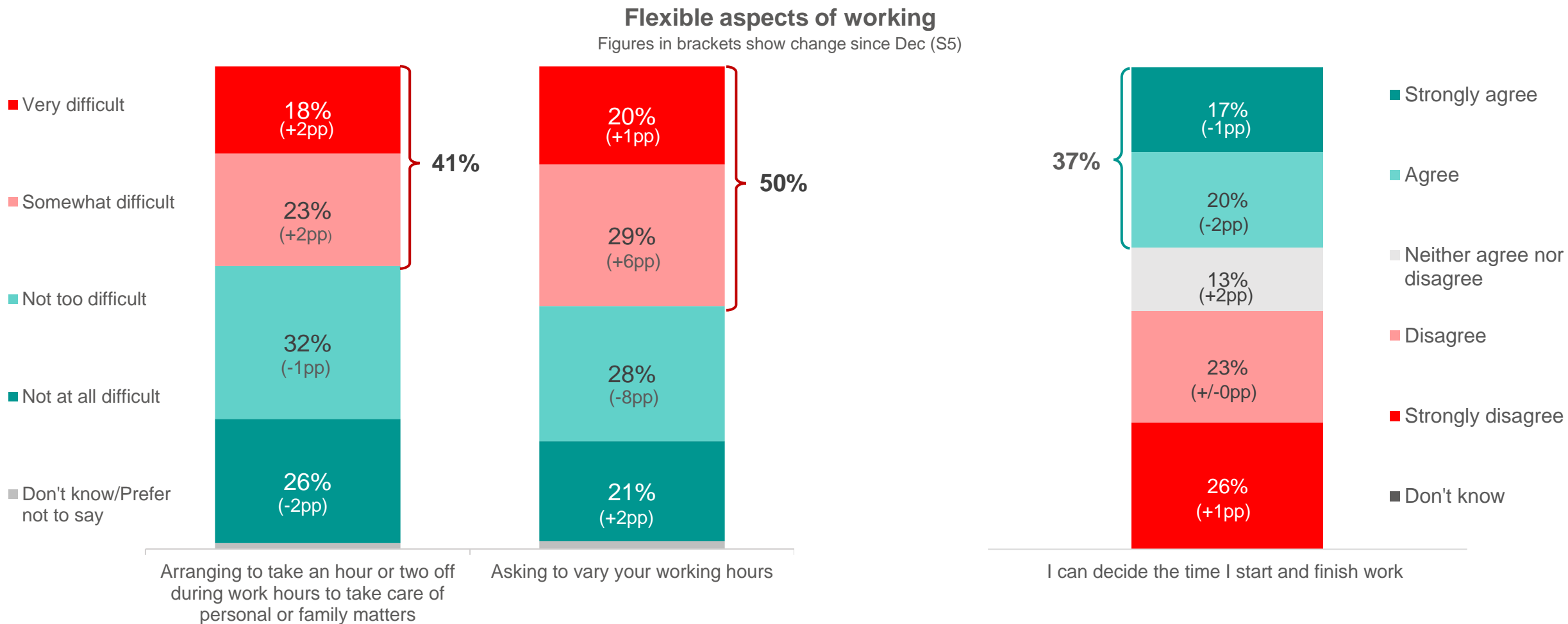
- Those who identify as transgender (77%)
- Those with a learning disability (71%)
- Those with a condition that reduces their ability to do activities by a lot (62%)

Individual and/or family circumstance:

- Those who work in the voluntary sector (71%)
- Those without access to devices that can access the internet (68%)
- Those who are self-employed (66%)
- Those likely to lose their job in the next year (65%)
- Those worried about feeding their family over the summer holidays and considering using support measures (66%)
- Those with an income above £52,000 (65%)
- Those who previously had caring responsibilities (64%)

* Subgroup analysis uses merged data from S2, 5, 8

2 in 5 (41%) employed respondents find it difficult to arrange to take an hour or two off during work hours (37%) and half find it difficult or to ask to vary their work hours (50%). Around 2 in 5 (37%) are able to decide the time they start and finish work



Those reporting difficulty with job flexibility at a significantly higher rate include people in racially minoritised groups and in financially vulnerable positions

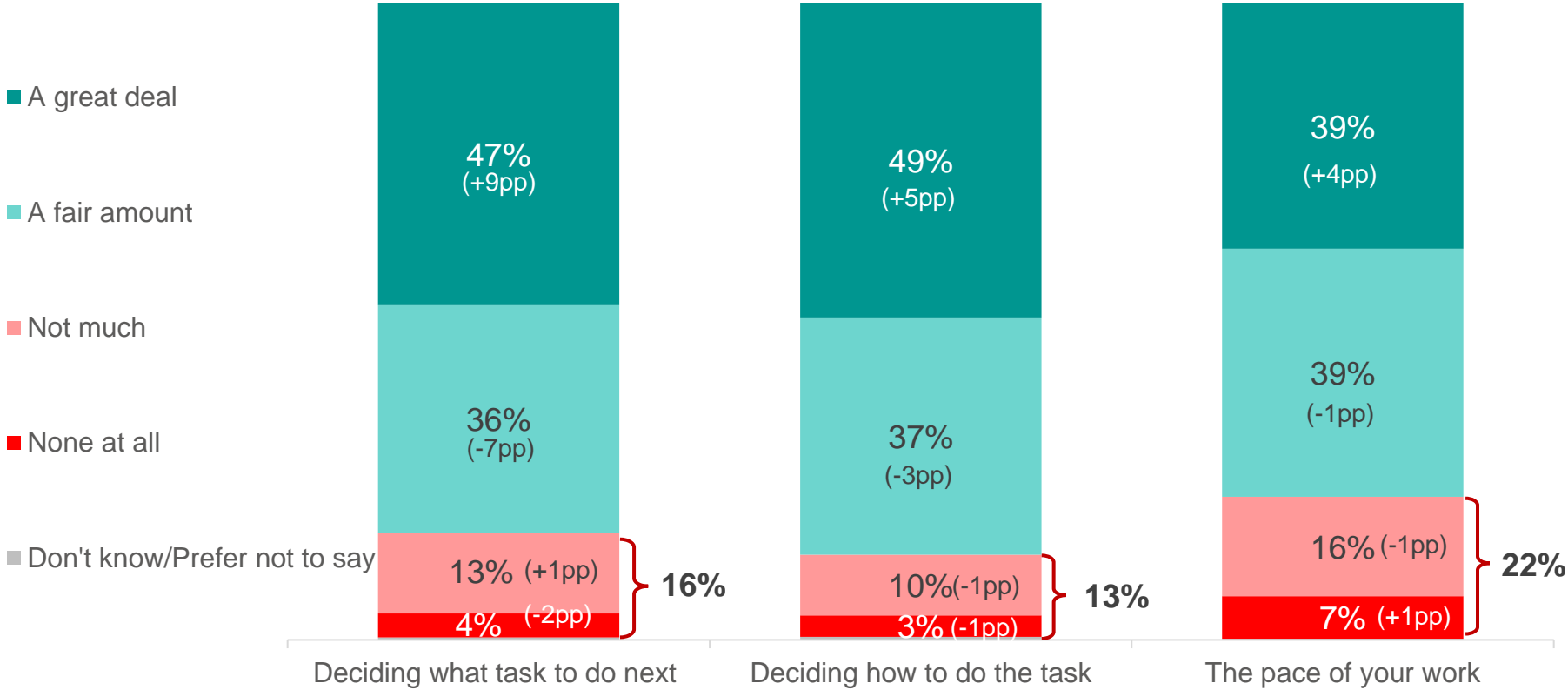
% who are significantly more likely to find it difficult to take an hour or two off during work hours compared to the merged S2,S5,S8 GM average (40%):	% who are significantly more likely to find it difficult to ask to vary their working hours compared to the merged S2,S5,S8 GM average (47%):
<p>Demographics:</p> <ul style="list-style-type: none"> • Those with a condition that reduces their ability to do activities by a lot (55%); or a little (51%) • Those within racially minoritized groups (47%); including Black or Black British respondents (52%) • Those with a disability (50%); including mental ill health (49%) <p>Individual or family circumstance:</p> <ul style="list-style-type: none"> • Those who say it is likely they will lose their jobs in the next year (63%) • Those struggling to manage their debts (62%) • Those who say they do not know enough about their own health (62%) • Those who are worried about feeding their family and are considering using support measures (60%) • Those with low life satisfaction (57%); with low feelings that life is worthwhile (54%); low happiness (52%); and high anxiety (48%) • Those dissatisfied with their local area (56%) • Those who disagree that people in their local area look out for each other (53%) • Those who earn below the real living wage (51%) • Those with caring responsibilities (51%) • Those who would not recommend their local area (49%) • Those using at least one support measure (49%) • Those who find it difficult to afford their mortgage payments (49%) • Those employed in the public sector (47%) 	<p>Demographics:</p> <ul style="list-style-type: none"> • Pakistani respondents (63%) • Those with children in early years (62%) • Muslim respondents (61%) • Those with a condition that reduces their ability to do activities by a little (61%) • Those whose first language is not English (57%) <p>Individual or family circumstance:</p> <ul style="list-style-type: none"> • Those struggling to manage their debts (75%) • Those who are worried about feeding their family and are considering using support measures (71%) • Those with low feelings of happiness (66%), and life satisfaction (65%); and low feelings that life is worthwhile (60%); and high anxiety (56%) • Those who say it is likely they will lose their jobs in the next year (64%) • Those seeking help with their debts (64%) • Those dissatisfied with their local area (59%) • Those who have lived in their local area for 1-5 years (59%) • Those who find it difficult to afford their mortgage (58%) • Those using at least one support measure (57%) • Those employed in the public sector (57%) • Those who disagree that people in their local area look out for each other (56%) • Those earning below the real living wage (55%)

Subgroup analysis uses merged data from S2, 5, 8

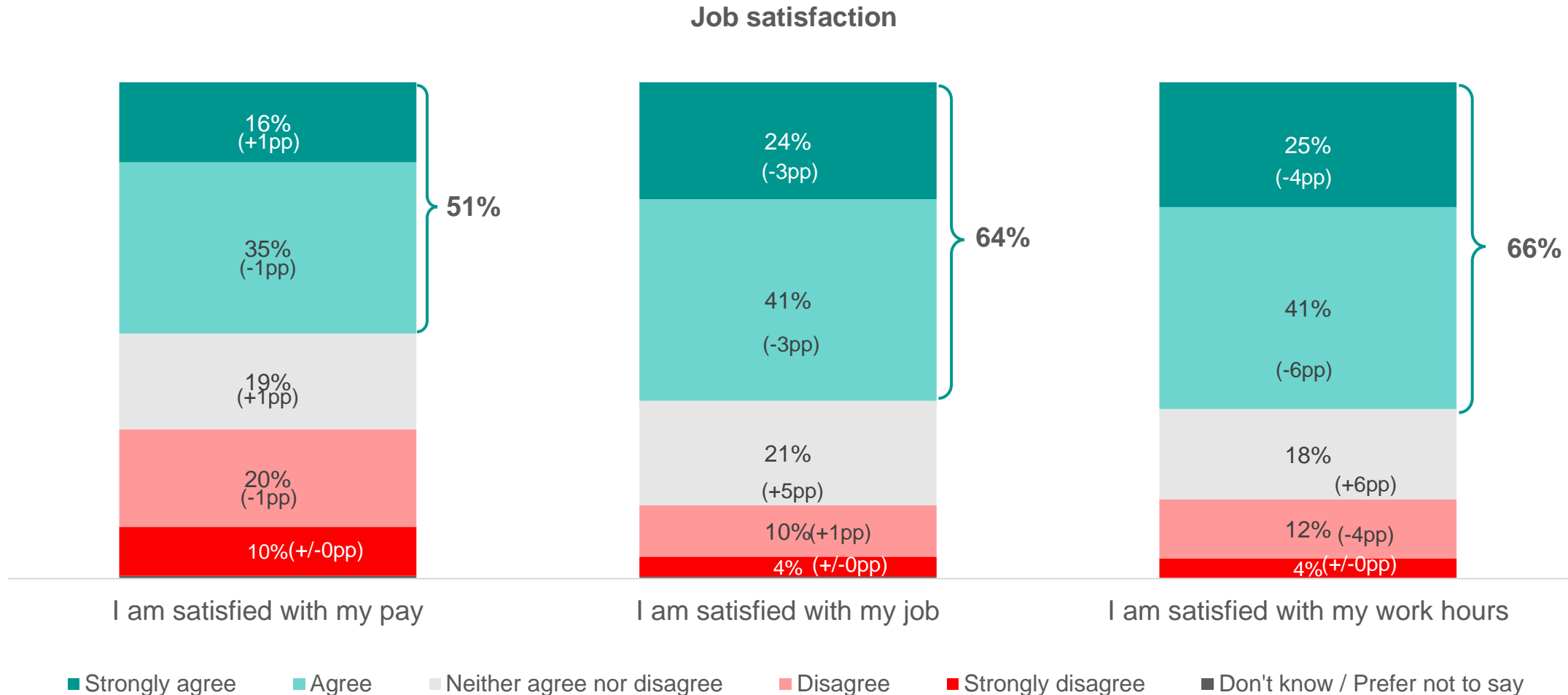
Since December, residents are more likely to say they have greater **influence in their work**, with regards to deciding what task to do next (83%), how to do the task (87%), or the pace of their work (78%)

How much influence do you have on...?

Figures in brackets show change since Dec (S5)



Over half of respondents have **satisfaction with their pay (51%), job (64%) and work hours (66%)**. While work satisfaction has decreased since December, pay satisfaction remains unchanged



Figures in brackets show change since Dec (S5)

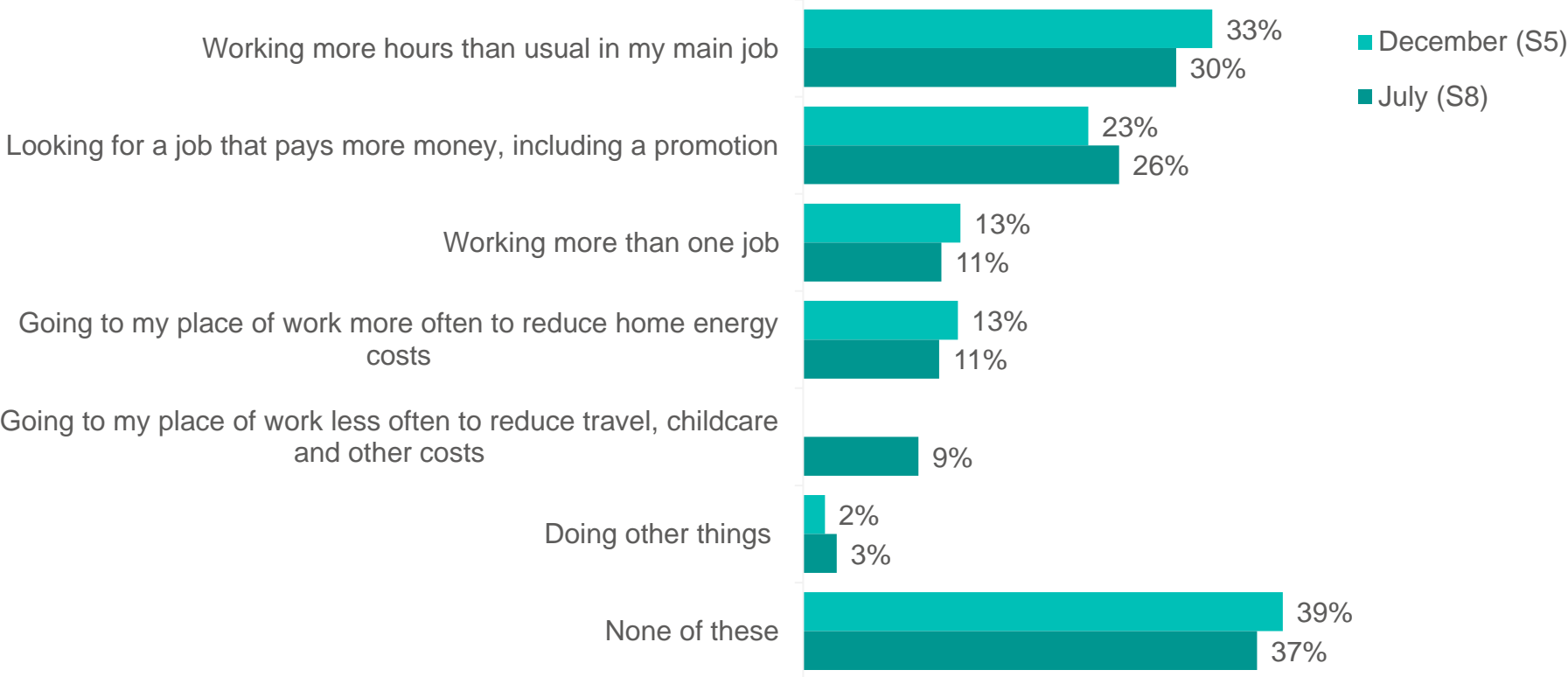
Respondents who find it difficult to afford household costs or to save money are **more likely to be dissatisfied with their jobs** than the GM average

Those dissatisfied with their jobs, compared to the GM average (15%)*	Those dissatisfied with their work hours, compared to the GM average (15%)*
<p>Demographics:</p> <ul style="list-style-type: none"> • Gay men (27%) • Those with a disability (19%), including those with mental ill health (22%) • Single person households (18%) • Those aged 45-54 (18%) <p>Individual and/or family circumstance:</p> <ul style="list-style-type: none"> • Those with low feelings of life satisfaction (39%), low feelings that life is worthwhile (36%), low feelings of happiness (33%); high anxiety (19%) • Those who disagree that they know enough about their own health (31%) • Those who would not recommend their local area (29%) • Those who are struggling with their current level of debt (29%) • Those dissatisfied with their local area (28%) • Those seeking help with their debt (26%) • Those who disagree that people from their area look out for each other (24%) • Those who have lived in their local area 1-5 years (23%) • Those with previous caring responsibilities (23%) • Those who are likely to lose their job within the next year (22%) • Those who disagree there are cultural opportunities in their local area (20%) • Those who live in Tameside (20%) • Those who find it difficult to afford their mortgage (20%) • Those earning below the real living wage (20%) • Those unable to save over the next year (18%) • Those not working from home at all (17%) 	<p>Demographics:</p> <ul style="list-style-type: none"> • Those with a disability (20%), including those with mental ill health (23%) • Those who have a condition that reduces their ability to do activities by a little (22%) • 4+ person households (21%) <p>Individual and/or family circumstance:</p> <ul style="list-style-type: none"> • Those who disagree that they know enough about their own health (36%) • Those with low feelings of life satisfaction (34%), and happiness (31%), and low feelings of life worthwhileness (30%); high anxiety (19%) • Those finding it difficult to manage their current level of debt (30%) • Those who have lived in the local area for 1-5 years (20%) • Those dissatisfied with their local area (29%) • Those who disagree there are cultural opportunities in their local area (24%) • Those seeking help with their debt (23%) • Those who would not recommend their local area (23%) • Those who disagree that people in their local area look out for each other (22%) • Those who disagree that people from different backgrounds in their local area get on well together (22%) • Those who find it difficult to afford their mortgage (21%) • Those who are likely to lose their job within the next year (21%) • Those not working from home at all (19%) • Those earning below the real living wage (19%) • Those who have had to borrow more or use more credit in the last month (18%)

Subgroup analysis uses merged data from S2, S5, S8

Employed respondents in Greater Manchester are less likely to be **working more hours than usual in their main job** than they were in December (30% cf. 33%), though they are more likely to be looking for a job that pays more money (26% cf. 23%)

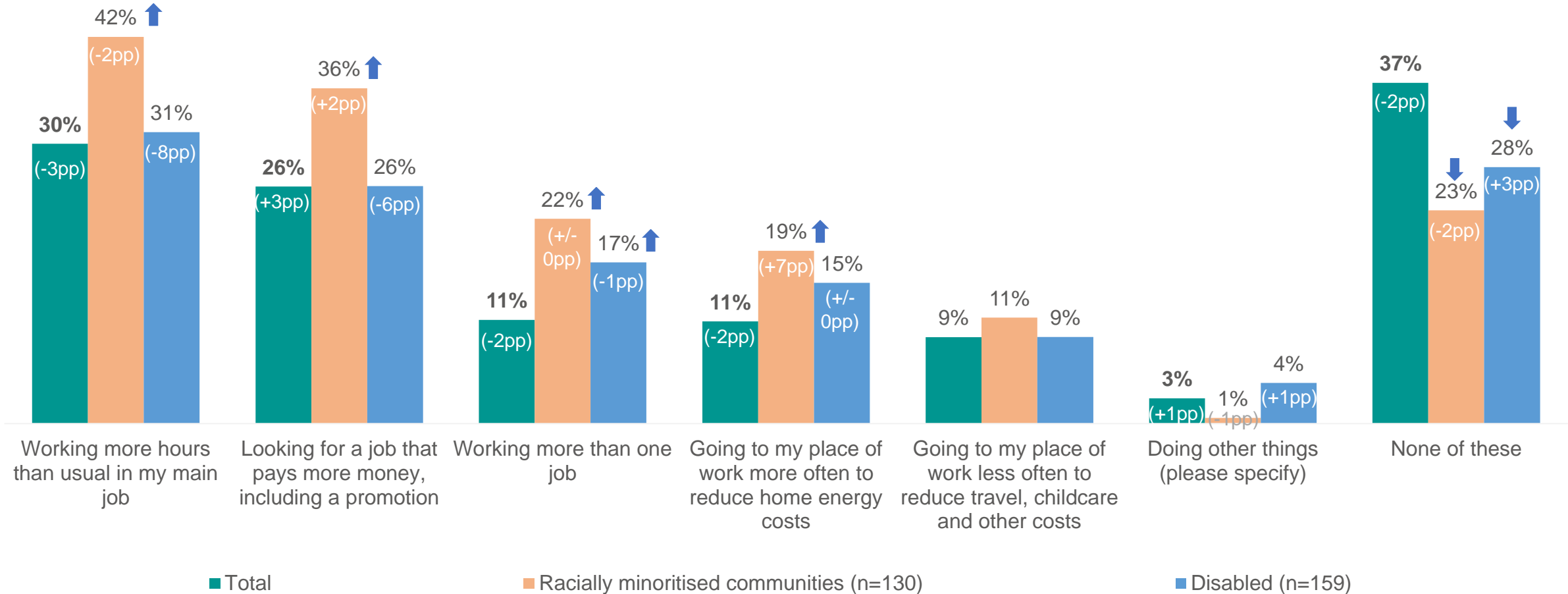
Actions taken as a response to the cost of living crisis



Disabled respondents and those from within racially minoritised communities are more likely than the GM average to have adapted their working patterns in response to the rising cost of living – as set out on the following slide...

Those within racially minoritised communities are significantly more likely than the Greater Manchester average to be **working more hours than usual (42% cf. 30%)**, **looking for a job that pays more money (36% cf. 26%)**, or **working more than one job (22% cf. 11%)**

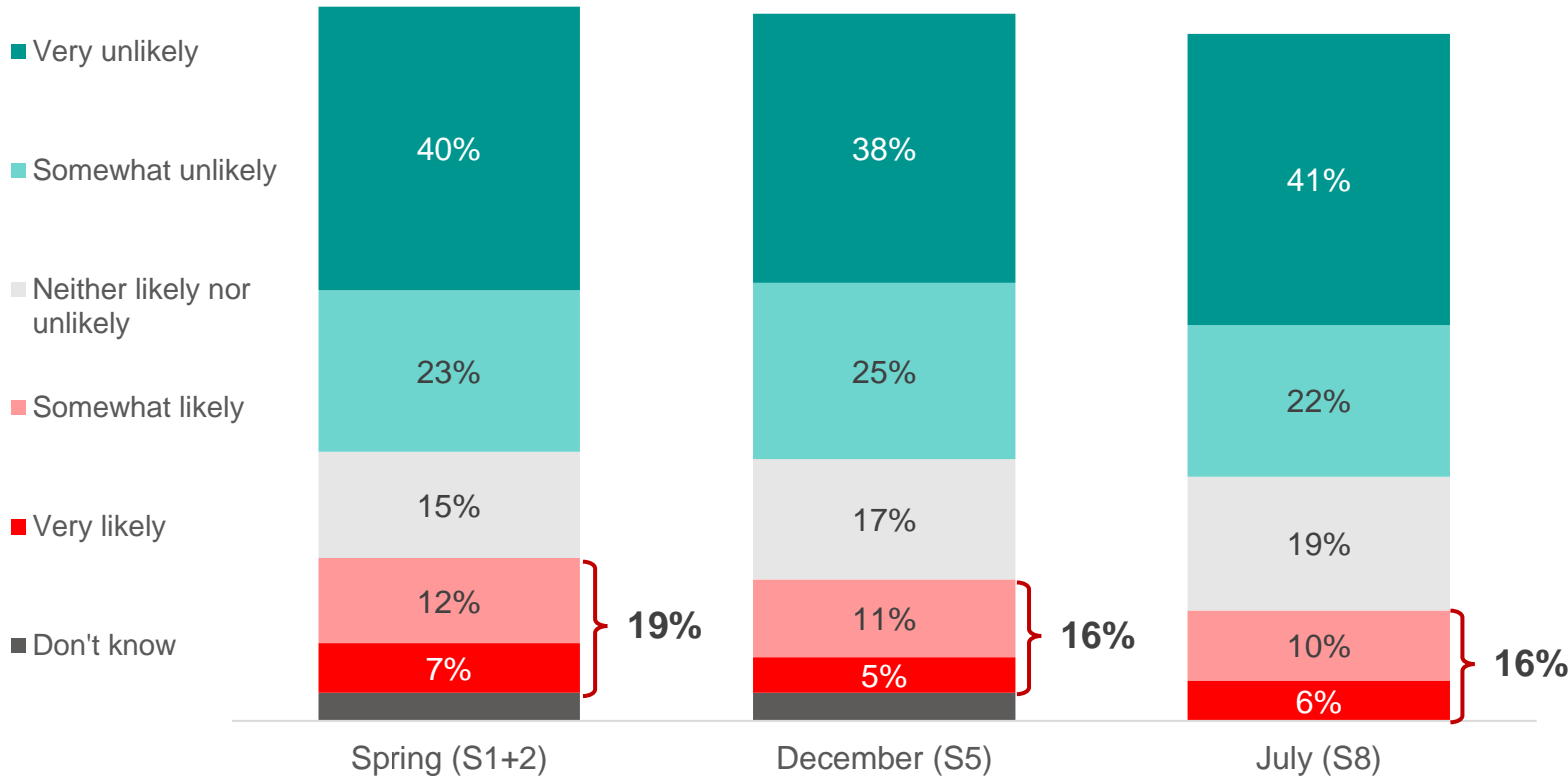
Actions taken as a response to the cost of living crisis



↑ ↓ Significantly higher/lower than the total

16% of respondents think that they are likely to **lose their job in the next 12 months**, which has remained stable since December. This is higher amongst those experiencing some aspect of food insecurity, those with caring responsibilities and disabled respondents

How likely do you think you are to lose your job and become unemployed in the next 12 months?



Respondents in the sample likely to lose their job in the next 12 months in comparison to the S2-8 GM average (18%):

Demographics:

- Those with a condition that reduces their ability to do activities by a lot (38%)
- Those who are bisexual (38%)
- Those with mental ill health (30%)

Individual and/or family circumstance:

- Those worried about feeding their family and considering using support measures (38%)
- Those working from home all of the time (34%)
- Those with caring responsibilities (33%); or previously had (30%)
- Those with children not in early years (31%)
- Those worried about feeding their family over the summer holiday (31%)
- Those seeking help with their debt (30%)
- Those using at least one support measure (30%)
- Those seeking help with the rising cost of living for the first time (30%)

Your local area

Overview and context

[pages 71-72](#)

Your local area key findings

[page 73](#)

Your local area key summary

[page 74](#)

Your local area detailed findings

[page 79](#)



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Overview: Your local area

Your local area – context

The July 2023 Residents' Survey includes, for the third time, a number of questions designed to explore residents' experiences of their local area, along with their sense of community, local pride and belonging. In this wave, the survey continues to consolidate our understanding.

The questions have been included to explore how this kind of data may be able to inform local monitoring and evaluation of pride in place and life chances interventions (including through the UK Shared Prosperity Fund to invest and empower local communities), as one part of a wider approach.

As questions on local area have been asked across multiple surveys, we have tracked data over time. We have also merged data where possible, meaning that the sample is larger and more robust and greater analysis of sub-groups is possible. Questions within this section use a merged sample from the results from surveys 6, 7 and 8.

Benchmarks, where included, reflect October 2021-September 2022 England figures from the DCMS' Community Life Survey*. The DCMS survey is conducted through self-completion, either online or on a paper questionnaire. This is comparable with the Residents' Survey, which is either self-conducted online or through a telephone interview.

* Comparisons are from the October 2021-September 2022 England figures from the DCMS Community Life Survey 2021/22, full results online [here](#). Wider details on the DCMS survey methodology are available [here](#).

Your local area – key findings

OVERALL SATISFACTION WITH LOCAL AREA

- Overall, 75% of respondents are satisfied with their local area as a place to live, with a quarter (27%) saying they are very satisfied. These show no change since questions were first introduced in March
- National figures in the Community Life Survey report similar levels of satisfaction (76%)

• RECOMMENDING THE AREA

- Three quarters (75%) of respondents agree they would recommend their local area as a place to live, but 1 in 5 (22%) say that they would not. These show no change since May

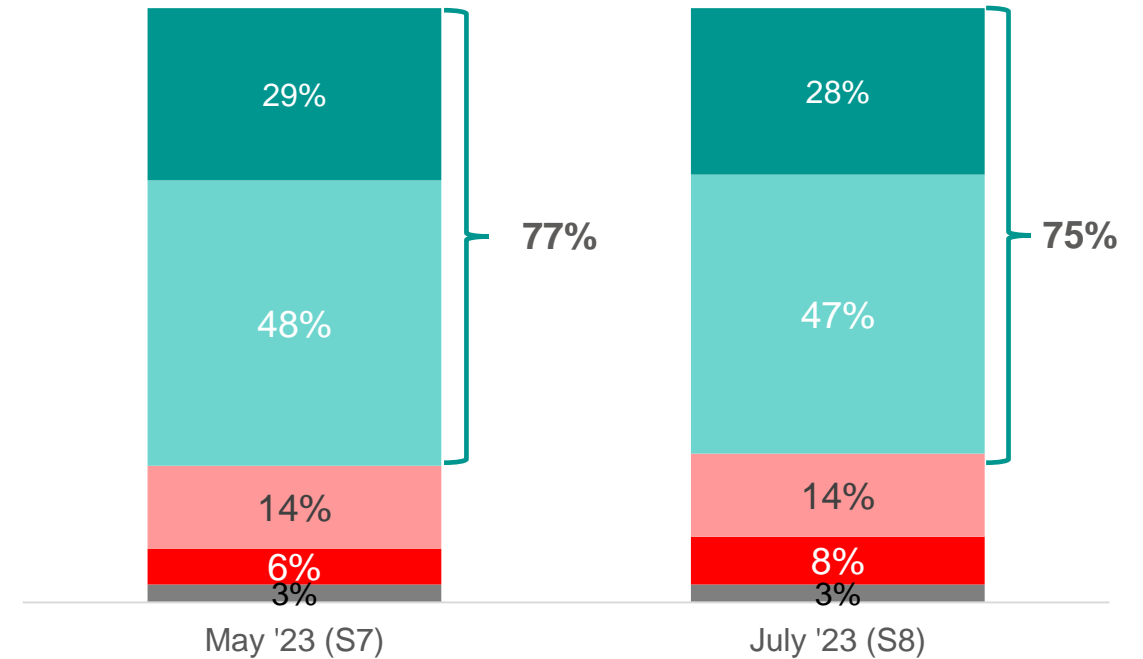
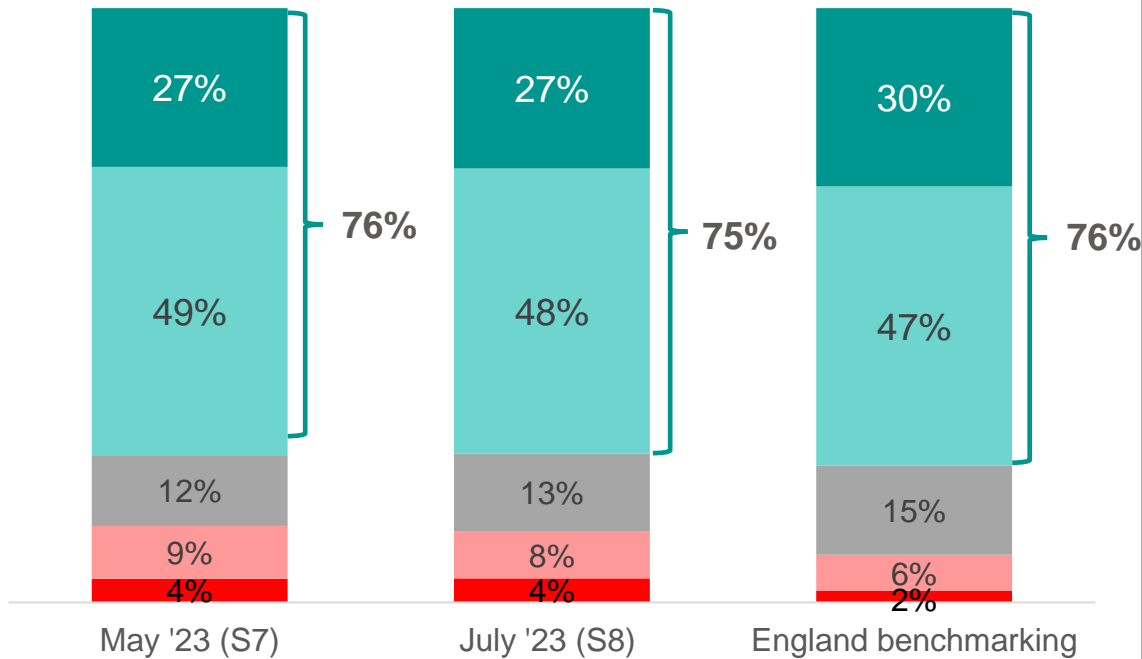
NEIGHBOURHOOD AND COMMUNITY

- 77% of respondents agree that their local area is a place where people from different backgrounds get on well together; 67% agree that their local area is a place where people look out for each other
- 69% of respondents are proud of their local area, while just over half (54%) agree that their local area is well maintained
- 78% want to have a say about what happens in their local area, whereas about half that number (40%) feel that they do
- 80% agree that there are people who would be there for them if they needed help, and 76% agree that there are people in their area with whom they can socialise

Summary: Satisfaction with local area

Around three quarters (75%) of respondents say that they are satisfied with their local area as a place to live

Three quarters (75%) of respondents agree that they would recommend their local area as a place to live



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

To what extent do you agree or disagree with the statement: I would recommend my local area as a place to live.

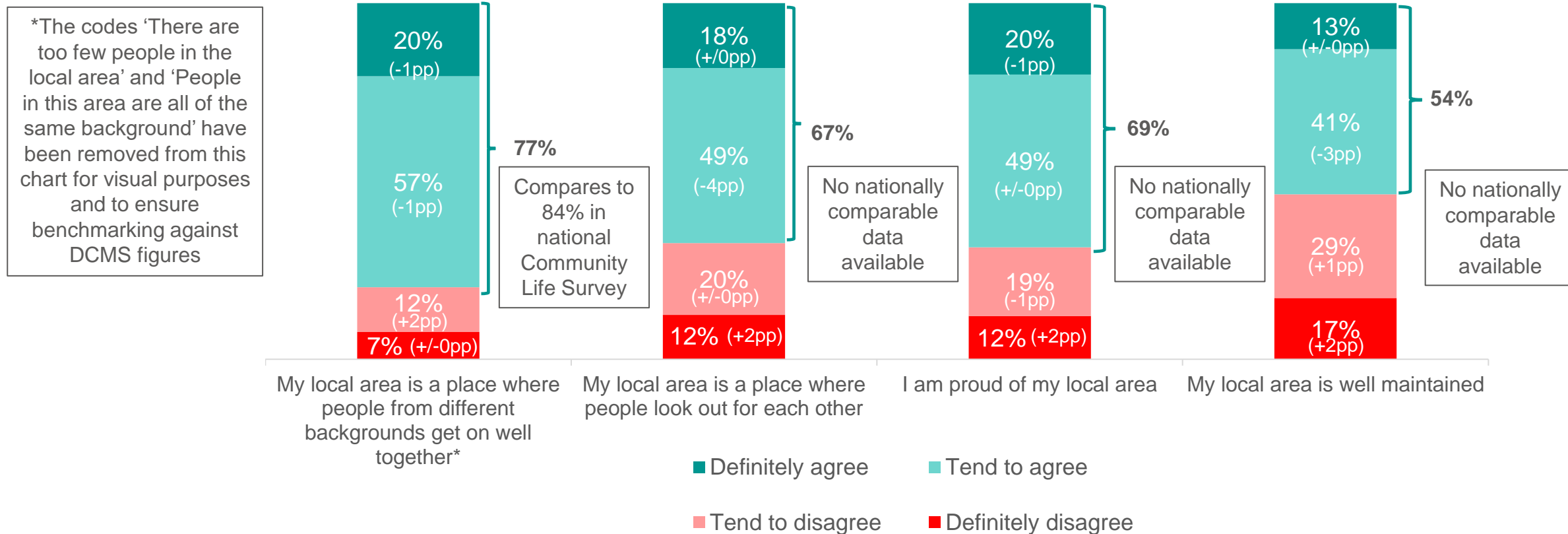
- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

- Definitely agree
- Tend to agree
- Tend to disagree
- Definitely disagree
- Don't know

LA2. Overall, how satisfied or dissatisfied are you with your local area as a place to live? LA3. To what extent do you agree or disagree with the statement: I would recommend my local area as a good place to live. Unweighted base: Survey 7, 1488 (All responses), Survey 8, 1612 (All responses). England benchmarking from DCMS Community Life Survey 2021. *Only valid responses shown

Summary: Neighbourhood and community (1/3)

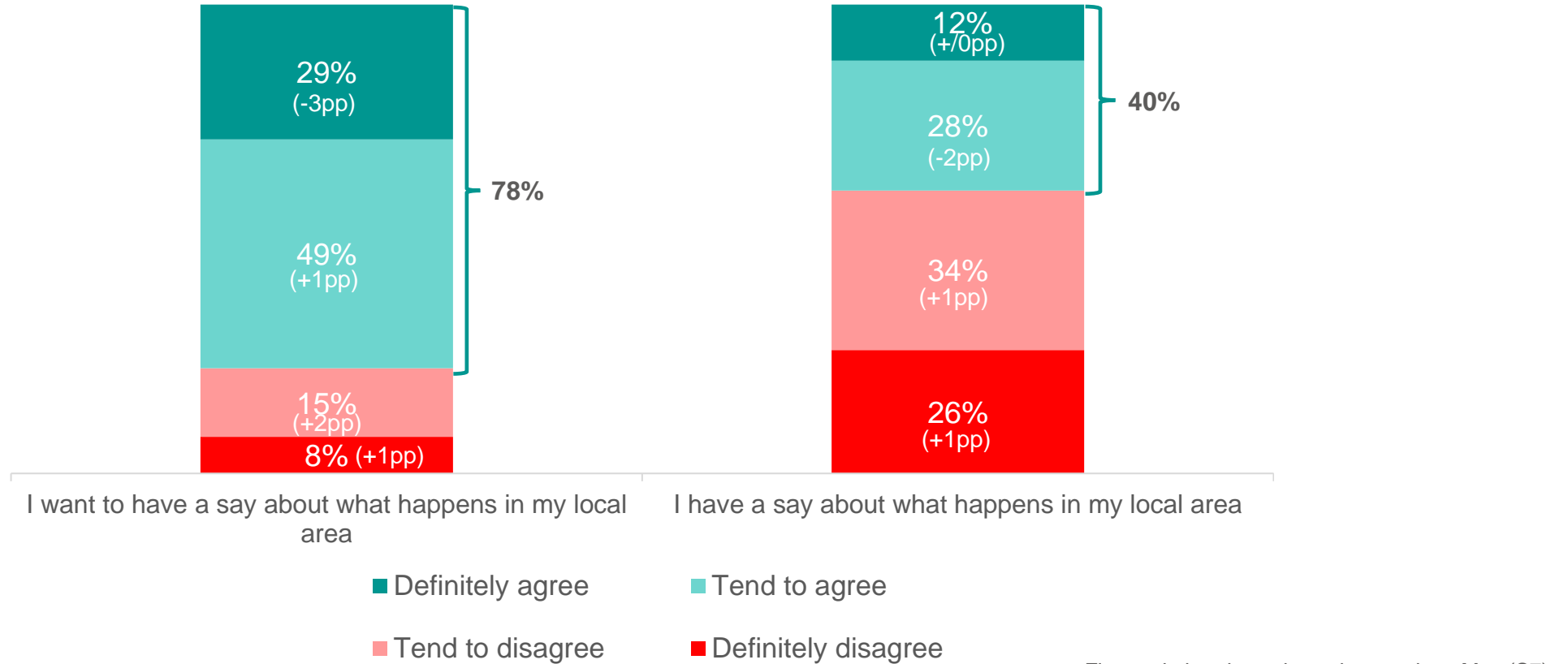
3 in 4 residents (77%) agree their local area is a place where people from different backgrounds get on well together. Almost 7 in 10 agree they their local area is one where people look out for each other and is one they are proud of (67%, 69%). Just over half agree their local area is well maintained (54%)



Figures in brackets show change since May (S7)

Summary: Neighbourhood and community (2/3)

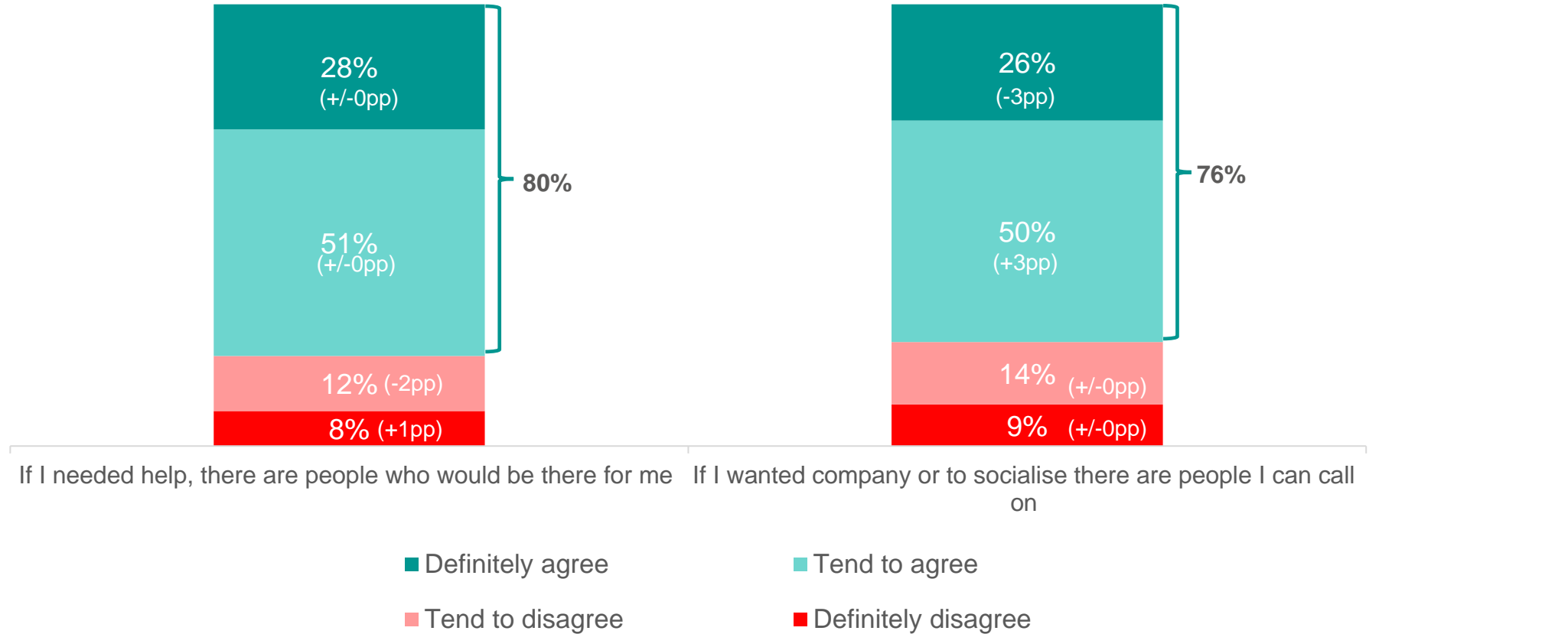
3 in 4 (78%) want to have a say about what happens in their local area, while only around half that number (40%) feel that they do have a say about what happens in their local area



Figures in brackets show change since May (S7)

Summary: Neighbourhood and community (3/3)

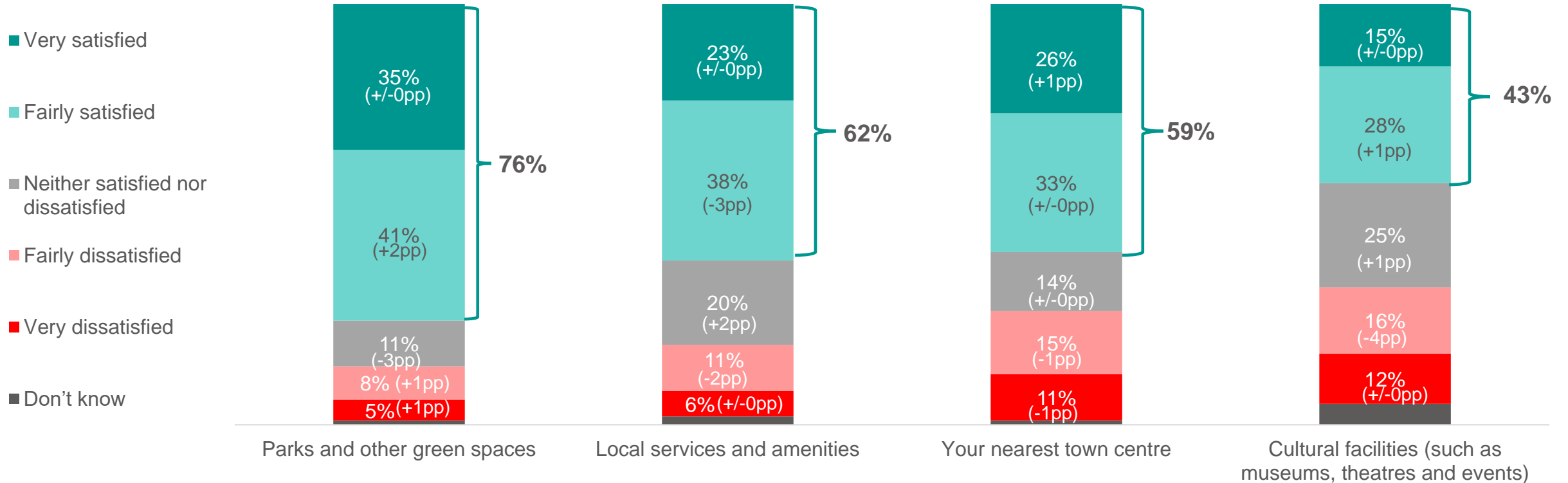
2 in 5 (80%) feel that if they needed help, there are people who would be there for them, and 3 in 4 (76%) agree if they wanted company there are people to socialise with



Figures in brackets show change since May (S7)

Summary: Your local services

Residents are most likely to be satisfied with their local parks and other green spaces (76%) and services and amenities (62%). They are least likely to be satisfied with cultural facilities (43%), though a relatively high proportion (25%) state they are neither satisfied nor dissatisfied with these.



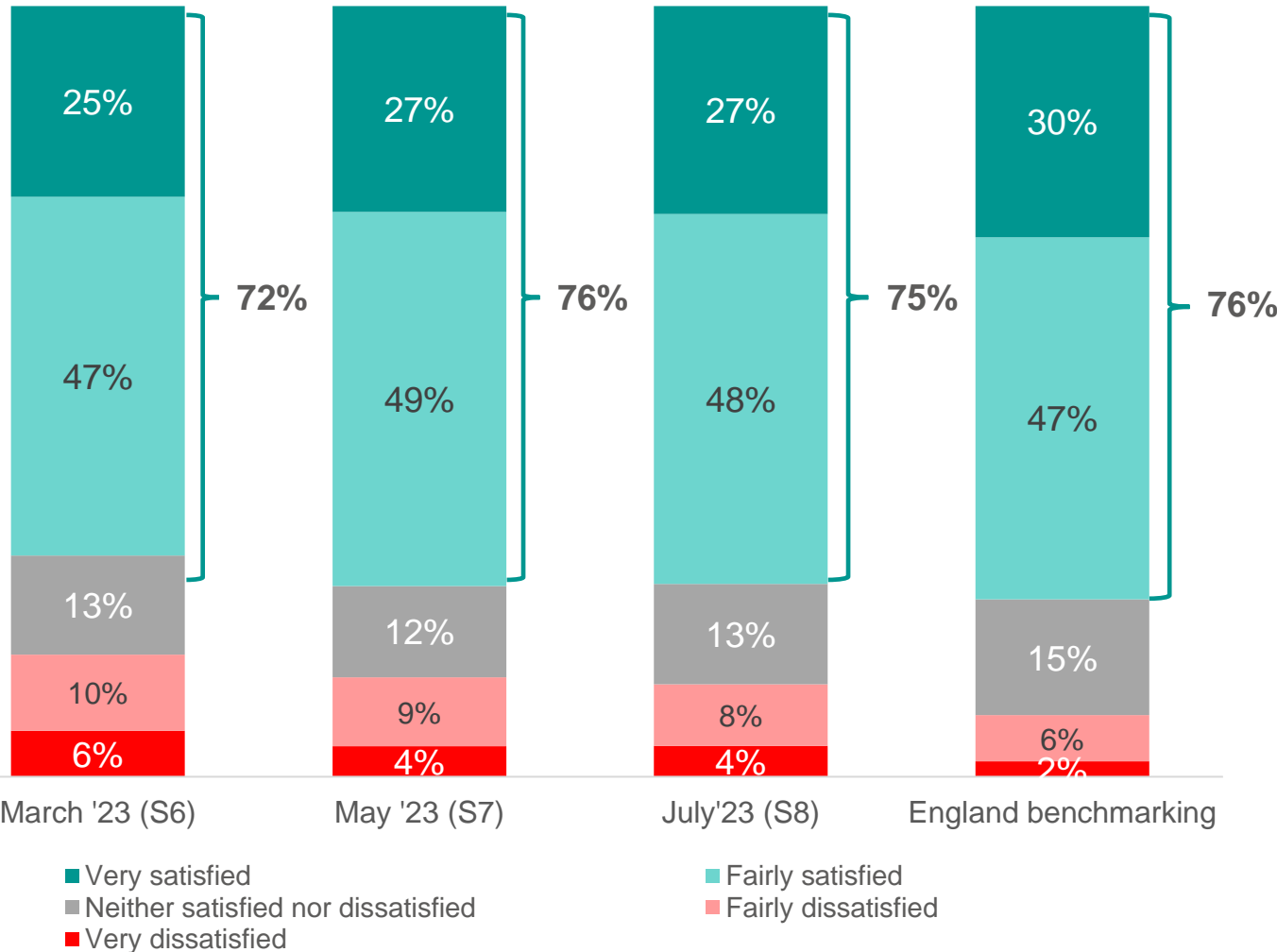
Figures in brackets show change since May (S7)

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Detailed findings: Your local area

Three quarters (75%) of respondents say that they are **satisfied with their local area** as a place to live. This is in line with the England average (76%)

Level of satisfaction with local area



% with 'low' satisfaction of local area compared to S6-8 GM average (13%)*:

Demographics:

- Those who have a disability (20%), including those with mental ill health (26%) or another type of disability (20%)
- Those aged 45-64 (16%)

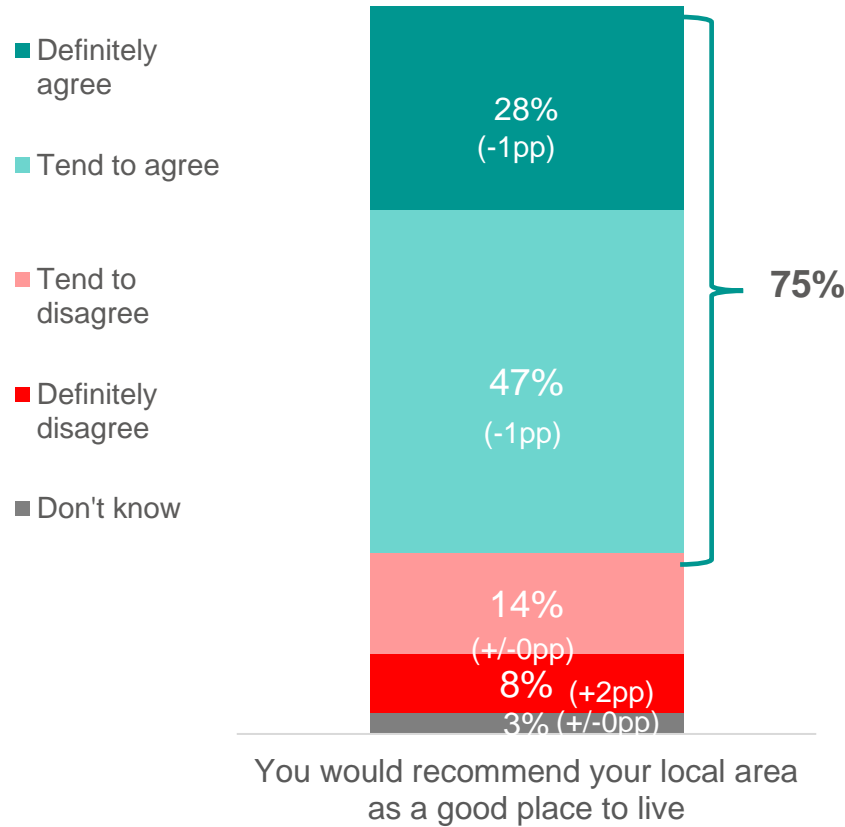
Individual and/or family circumstance:

- Those who disagree that people from different backgrounds get on well together in their local area (38%)
- Those who disagree that people look out for each other in their local area (33%)
- Those not in work due to ill health or disability (30%)
- Those who are not able to look after their own health (29%)
- Those who have low life satisfaction (29%)
- Those who do not think that their life is worthwhile (26%)
- Those who rent their home through a Housing Association / Trust (24%)
- Those who do not think that they will be able to save any money in the next 12 months (19%)
- Those who live in a single person household (17%)
- Those who have lived in their local area for 21+ years (16%)
- Those who whose cost of living has increased in the last month (15%)

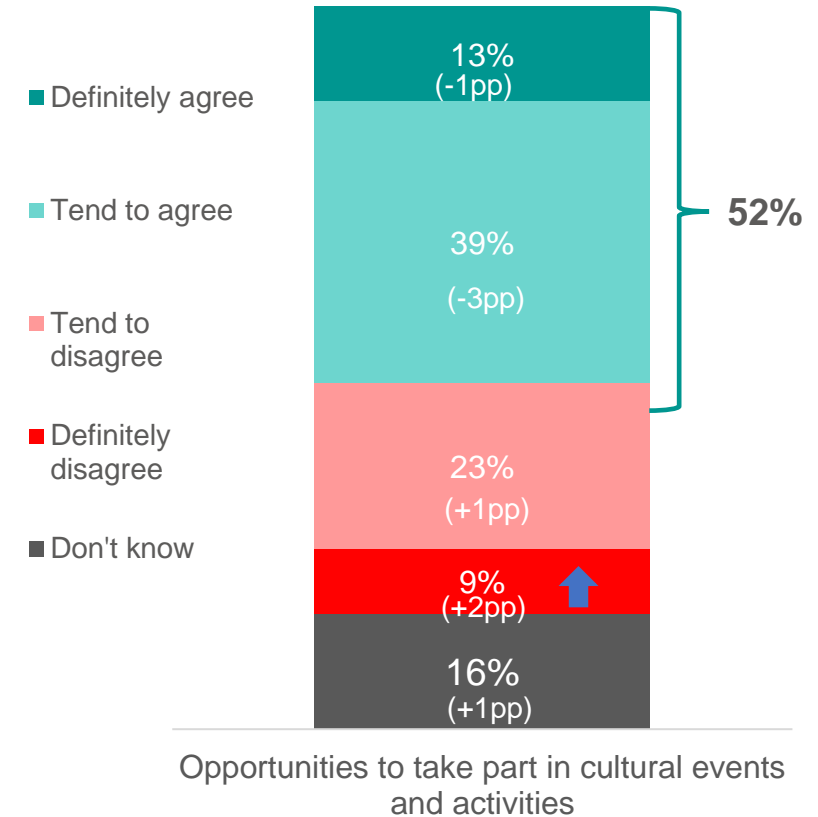
*merged comparisons from S6-8

Three quarters (75%) of respondents would recommend their local area as a good place to live. Around half (52%) agree there are opportunities to take part in cultural events and activities in their local area

To what extent do you agree or disagree that...?



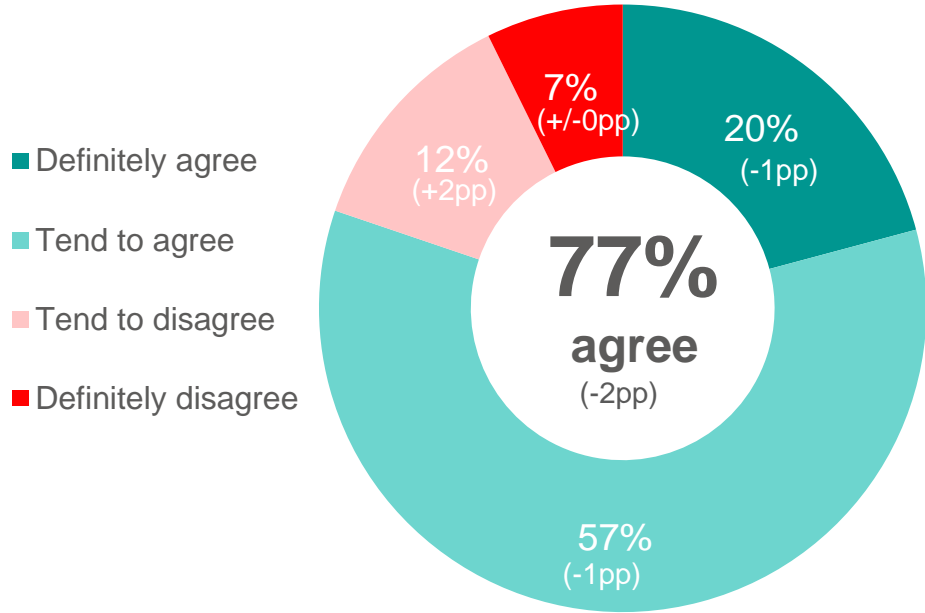
To what extent do you agree or disagree that there are...?



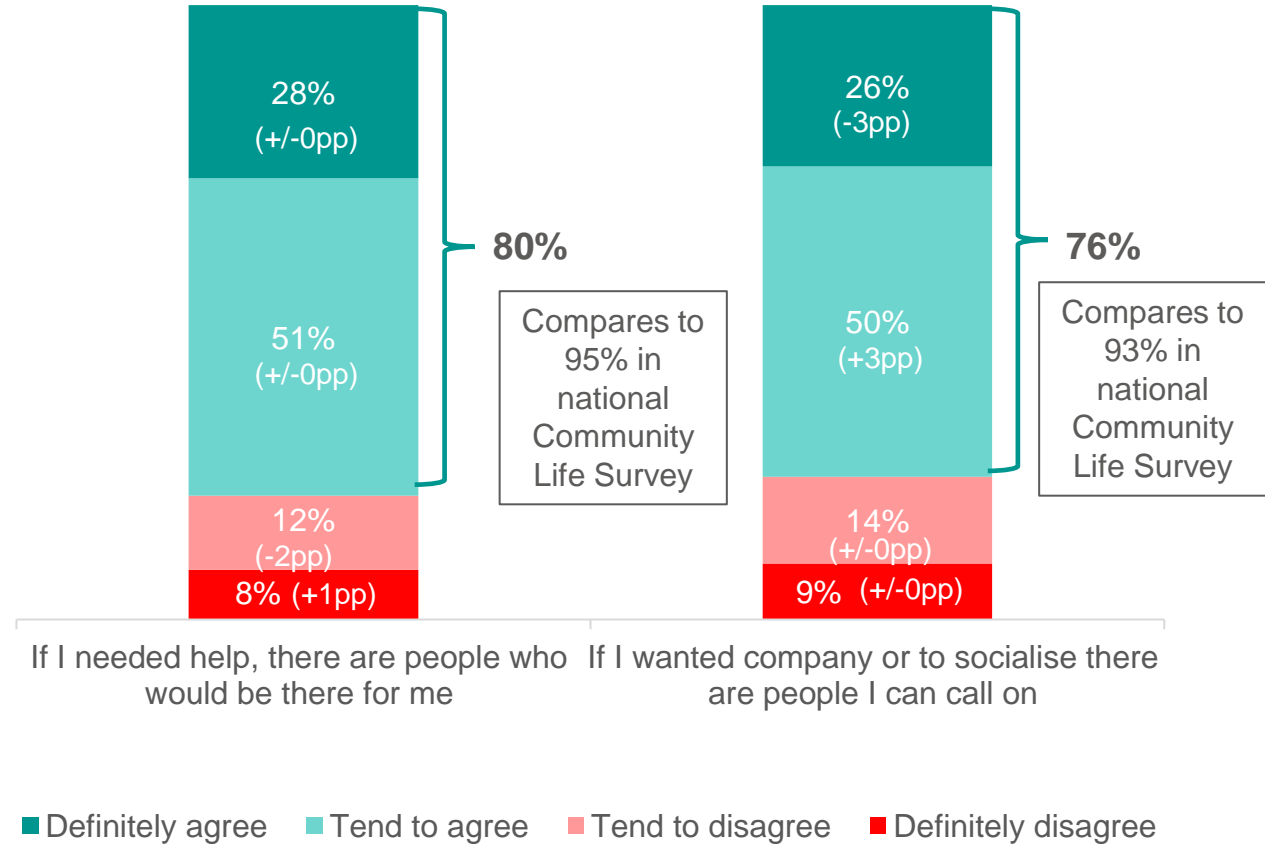
↑↓ Significantly higher/lower than W7

Three quarters (77%) of respondents say that their local area is a place where **people from different backgrounds get on well together**. Around 7 in 10 respondents say that if they needed help, there are people who would be there (80%) and they have people to socialise with (76%)

My local area is a place where people from different backgrounds get on well together



To what extent do you agree or disagree...?

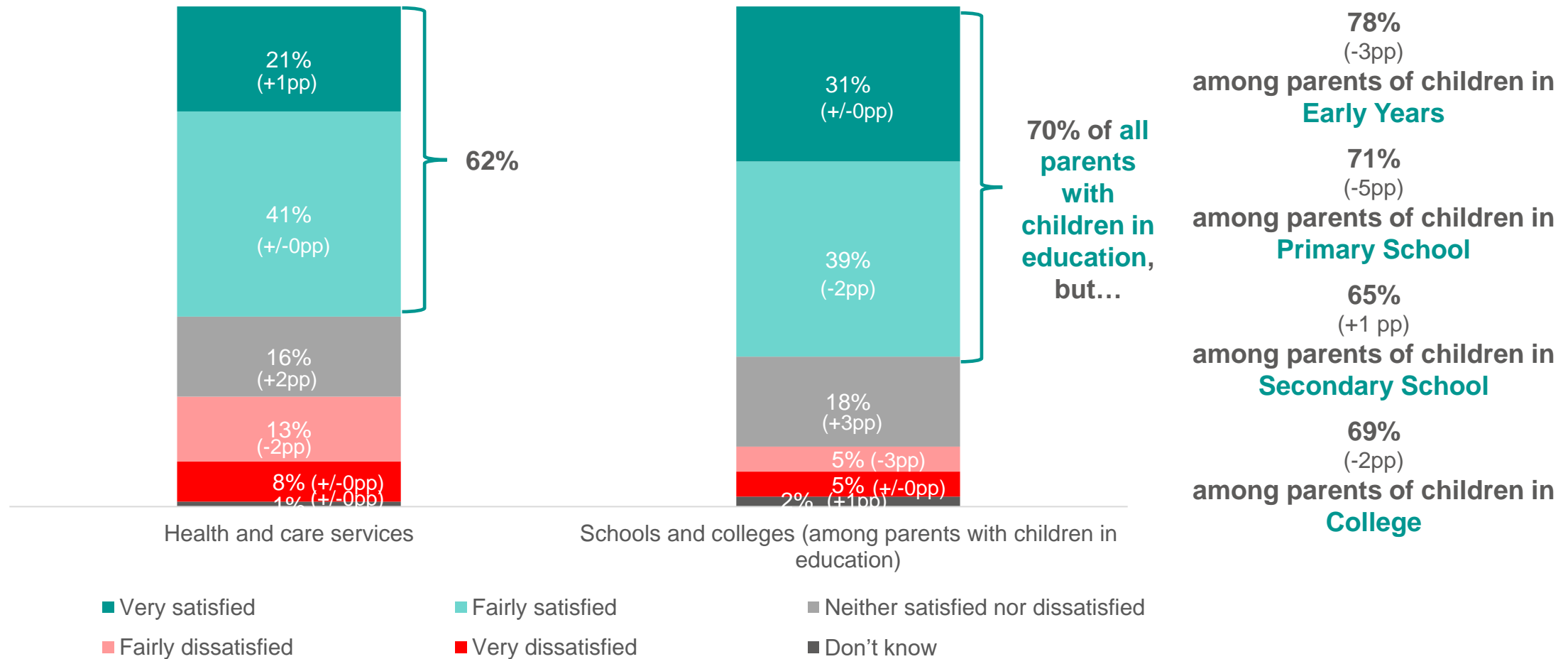


	GM Residents' Survey (July '23)	GM Residents' Survey (May '23)	DCMS Community Life Survey* (2021/22)
% who agree that their local area is a place where people from different backgrounds get on well together	77%	79%	84%

LA6. To what extent do you agree or disagree with the following statements about your local area? Unweighted base: All respondents Survey 8, 1612 (Valid responses) Only valid responses shown excl. DK/NA. The codes 'There are too few people in the local area' and 'People in this area are all of the same background' have been removed from this chart for visual purposes, meaning chart doesn't add up to 100% *DCMS Community Life Survey uses an online, self-completion method, along with a paper survey approach

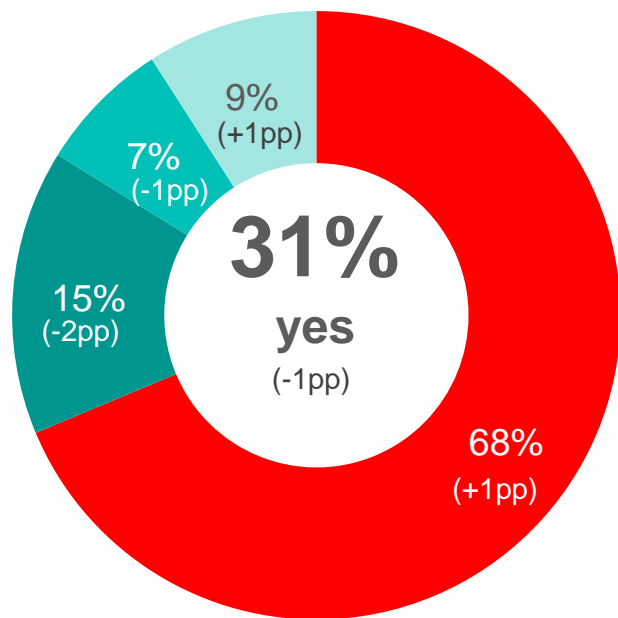
62% of residents are satisfied with the **health and care services** in their local area. 70% of parents with children in education are satisfied with the **schools or colleges** in their local area

How satisfied are GM respondents with the following in your local area...



1 in 3 (31%) respondents have volunteered in the past year. Those most likely to have volunteered include those with a learning or sensory disability, and respondents aged 16-24 years old

Have you taken part in any volunteering for any clubs, groups or organisations in the past 12 months?



- No
- Yes, at least once a week
- Yes, less than once a week but at least once a month
- Yes, less often

The following groups are more likely to volunteer:

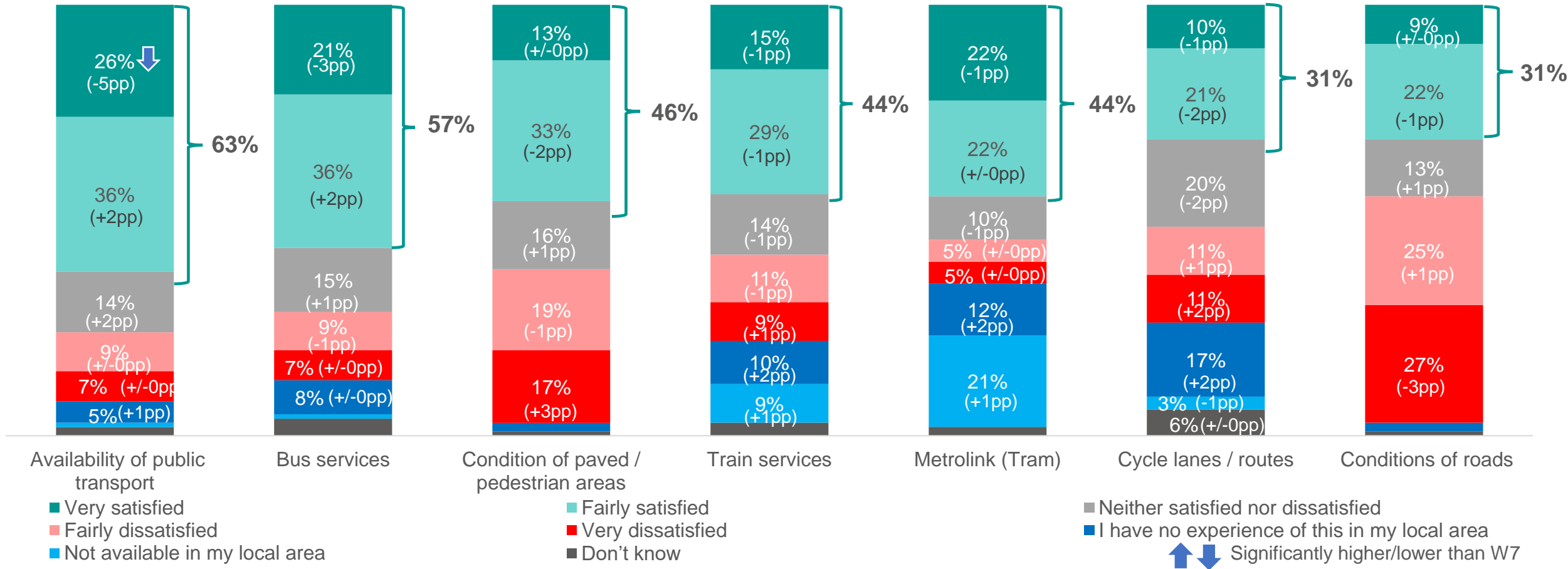
- 49%** Those with a learning disability
- 44%** Those with a sensory disability
- 42%** Those with caring responsibilities
- 41%** 16-24-year-olds
- 38%** from racially minoritised groups
- 34%** Christian

*subgroup analysis using data from S7+8

63% of residents are satisfied with the **availability of public transport** in their local area, with 57% being satisfied with the **bus services** in their local area. Around a third of residents are satisfied with the **conditions of roads** (31%) and the **cycle lanes / routes** (31%)

Level of satisfaction with transport and travel facilities

Those aged 45-64 are significantly less likely to be satisfied with all aspects of transport and travel facilities



Digital inclusion

All analysis relates exclusively to telephone samples

Recent trends reflect on findings from surveys March, May and July 2023

Longer term comparisons examine findings from Autumn 2022 and Spring 2023 surveys, merged into groups of three waves

Overview and context	<u>pages 88-89</u>
Digital inclusion key findings	<u>pages 90-91</u>
Digital inclusion summary	<u>page 92</u>
Digital inclusion detailed findings	<u>page 94</u>

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Overview: Digital inclusion

Digital inclusion – context

Digital inclusion questions have been included in the survey since Spring 2022 (though the methodology / approach was amended in September 2022).

The reporting includes a particular focus on over 75 year olds, under 25 year olds, and disabled people – as priority groups for Greater Manchester activity to address digital exclusion.

Although early waves included digital inclusion questions for all survey respondents, we have taken the decision that digital inclusion questions are only asked in telephone samples (and not of respondents taking part in the survey online, who are therefore less likely to be digitally excluded than the population as a whole). This provides a sample of around 250 responses per survey.

For this report, we have merged findings for survey 8 (July 2023) with those from surveys 6 and 7 (March 2023, May 2023) to provide a robust sample size for sub-group analysis.

Our reporting convention going forwards, from this wave (8) onwards, will be to report headlines based on the most recent three waves combined, with careful analysis of individual differences between waves where appropriate.

Digital inclusion – key findings

OVER A THIRD EXPERIENCE DIGITAL EXCLUSION (March, May and July combined data)

- Around 1 in 3 (35%) respondents said that their household experienced some form of digital exclusion
- Almost 1 in 5 (18%) Greater Manchester households experience a single aspect of digital exclusion and 1 in 20 (4%) are completely digitally excluded

DISABLED PEOPLE AND OLDER RESIDENTS (March, May and July combined data)

- Disabled and older residents are more likely to experience some form of digital exclusion (figures compare to 35% in overall population):
 - Around 2 in 3 (67%) aged 75+ experience at least one aspect of digital exclusion
 - Around half (46%) of disabled people experience at least one aspect of digital exclusion
 - Around 1 in 3 (33%) aged 16-24 experience at least one aspect of digital exclusion

CONFIDENCE USING DIGITAL SERVICES (March, May and July combined data)

- Around 1 in 6 (16%) respondents say either they (10%) or someone in their household (12%) is not confident using digital services online
 - This proportion is also higher among older cohorts aged 75+ (44%) and disabled respondents (28%)
-

Digital inclusion – key findings

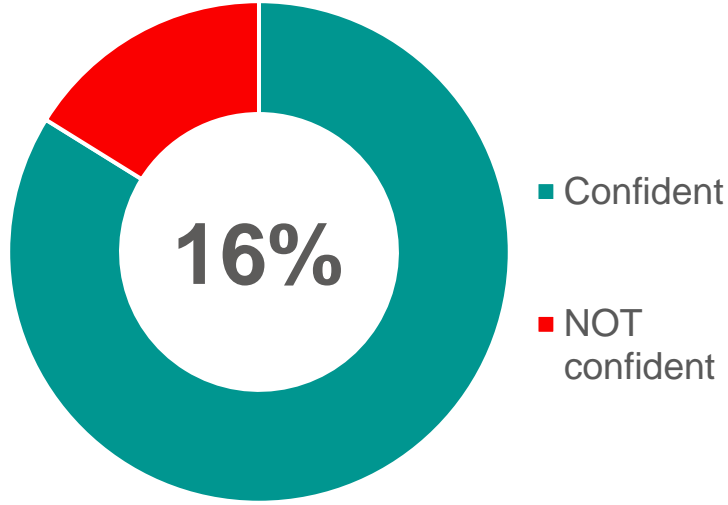
MONTH-BY-MONTH TRENDS

- Rates of digital inclusion appear to be gradually increasing, with almost 7 in 10 respondents (69%) saying they experience no aspects of digital exclusion in July (was 64% in May and 61% in March)
- This appears to be driven by reductions in those who experience just one aspect of digital exclusion – potentially suggesting an increase in the ‘digital divide’ between those with multiple aspects of digital exclusion.

LONG TERM TRENDS

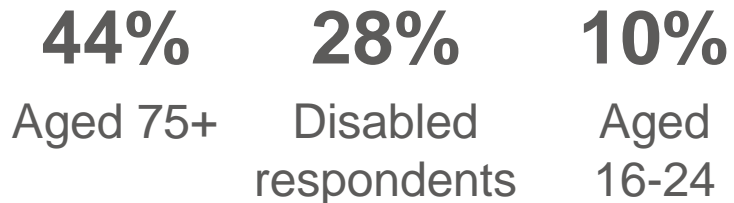
- Overall levels of digital exclusion have remained stable since Autumn 2022, with 35% experiencing at least one aspect of digital exclusion in surveys 3-5 and in surveys 6-8
 - However, the proportion of those aged 75+ and disabled respondents experiencing at least one aspect of digital exclusion have fallen since Autumn
 - In surveys 3-5, 69% of those aged 75+ experienced at least one aspect of digital exclusion. This has fallen to 67%
 - In surveys 3-5, 54% of disabled respondents experienced at least one aspect of digital exclusion. This has fallen to 46%
 - Digital exclusion appears to have grown for those aged 16-24 (33% cf. 28% in surveys 3-5)
-

Summary: Digital Inclusion - telephone respondents, S6 (March) + S7 (May) + S8 (July)



... of households have someone (respondent or others) who is not confident in using digital services online

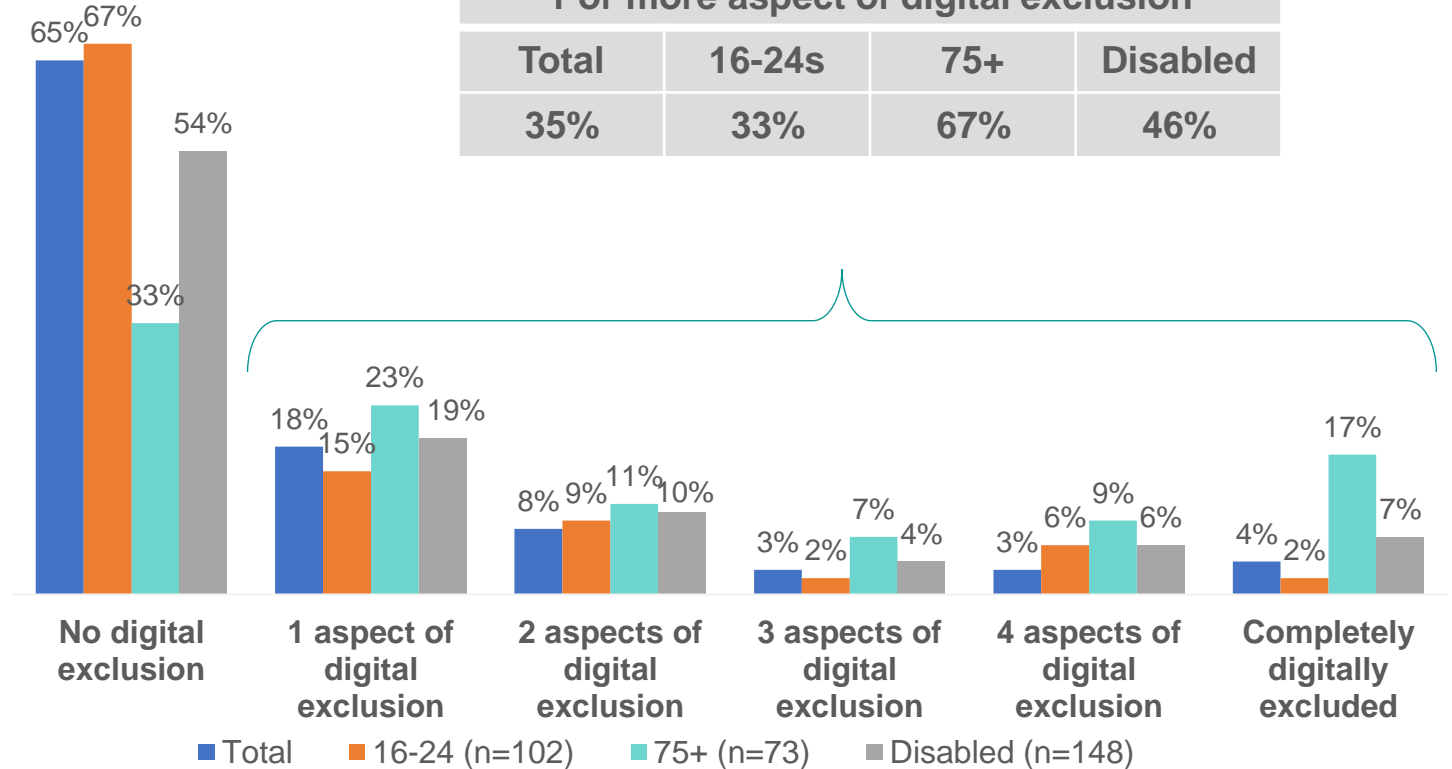
However, there are key differences for GM's priority cohorts, as follows...



Over a third (35%) of respondents have selected that either they or someone else in their household is digitally excluded in some way. This rises to over two thirds for respondents aged 75+ and nearly half for disabled respondents

Number of aspects of digital exclusion experienced*

1 or more aspect of digital exclusion			
Total	16-24s	75+	Disabled
35%	33%	67%	46%

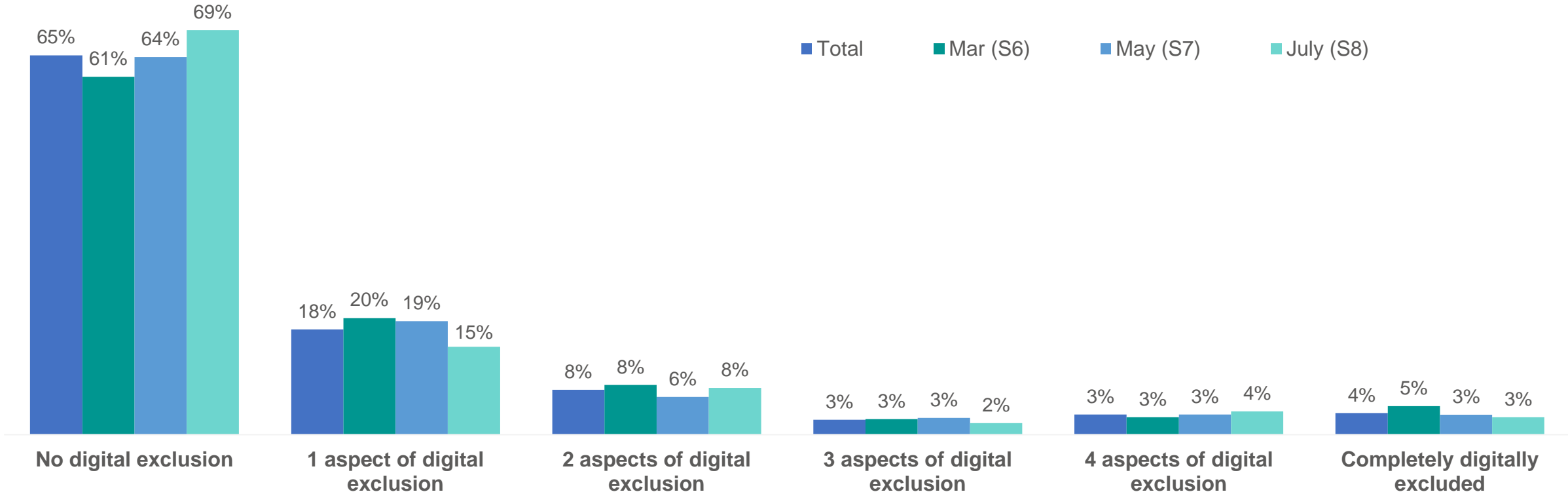


Unweighted base: 751 (Telephone respondents: S6+S7+S8) *Aspects of digital exclusion = consistent and reliable access to an internet connection at home; to devices that allow access to the internet; affording access to the internet; skills needed to access and use digital services online; support needed to access and use digital services online

Summary: Digital Inclusion

From March to July, there appears to have been a general increase in digital inclusion. This is seemingly being driven by decreases in those experiencing one aspect of digital exclusion, rather than those experiencing multiple aspects

Number of aspects of digital exclusion experienced**



↑↓ Significantly higher/lower in previous survey

Unweighted base: Total, 751; Survey 6, 250; Survey 7, 251, Survey 8, 250 (Telephone respondents) **Aspects of digital exclusion = consistent and reliable access to an internet connection at home; to devices that allow access to the internet; affording access to the internet; skills needed to access and use digital services online; support needed to access and use digital services online

Detailed findings: Digital inclusion

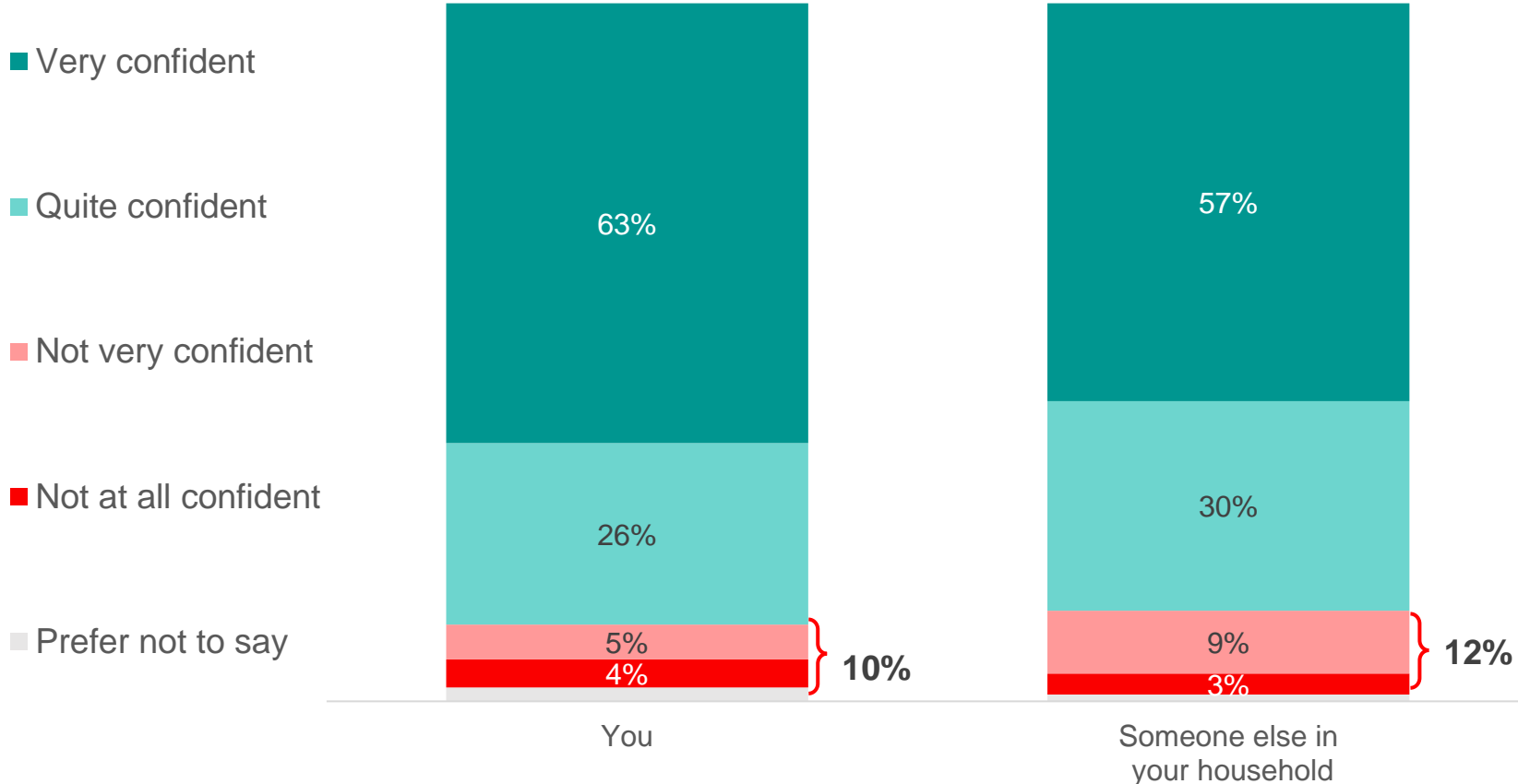
All analysis relates exclusively to telephone samples

Recent trends reflect on findings from surveys March, May and July 2023

Longer term comparisons examine findings from Autumn 2022 and Spring 2023 surveys, merged into groups of three waves

1 in 10 (10%) respondents say they themselves are **not confident using digital services online**, with slightly more (12%) saying there are others in their house who are not confident. Those more likely to say they are not confident are aged over 75, in single person households, or disabled

How confident are you in using digital services online? (May - July 2023)



Respondents or someone in their household in the telephone sample more likely to be not very/not at all confident in using digital services online (vs. 16% GM average):

Demographics:

- Those aged 75+ (44%)
- Those aged 65+ and living alone (38%)
- Retired respondents (34%)
- Disabled respondents (28%), including those with a mobility disability (38%)

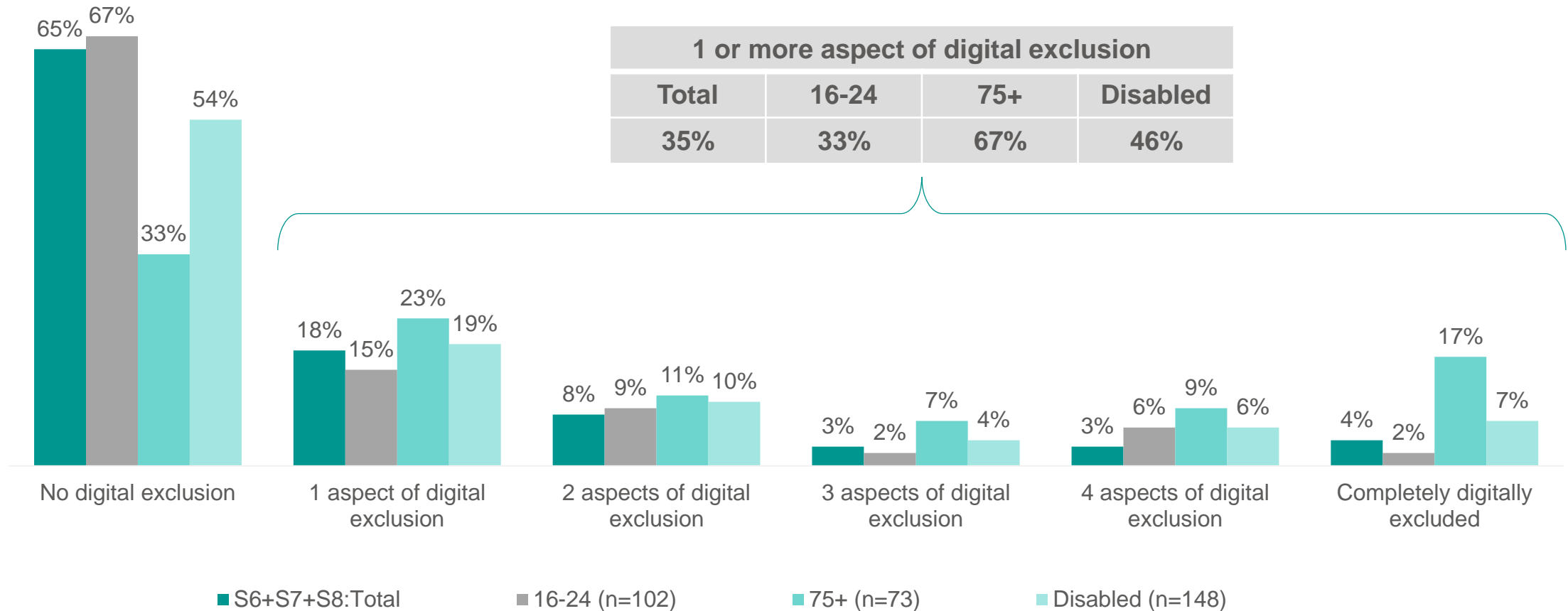
Individual and/or family circumstance:

- Those earning up to £15,599 (27%)
- Those seeking help with the rising cost of living for the first time (23%)
- Those not able to save any money in the next 12 months (20%)

DI10. Overall, how confident is your household in using the digital services online that it needs and wants? Unweighted base: 751, Survey 6, 250; Survey 7, 251, Survey 8, 250 (Telephone respondents)

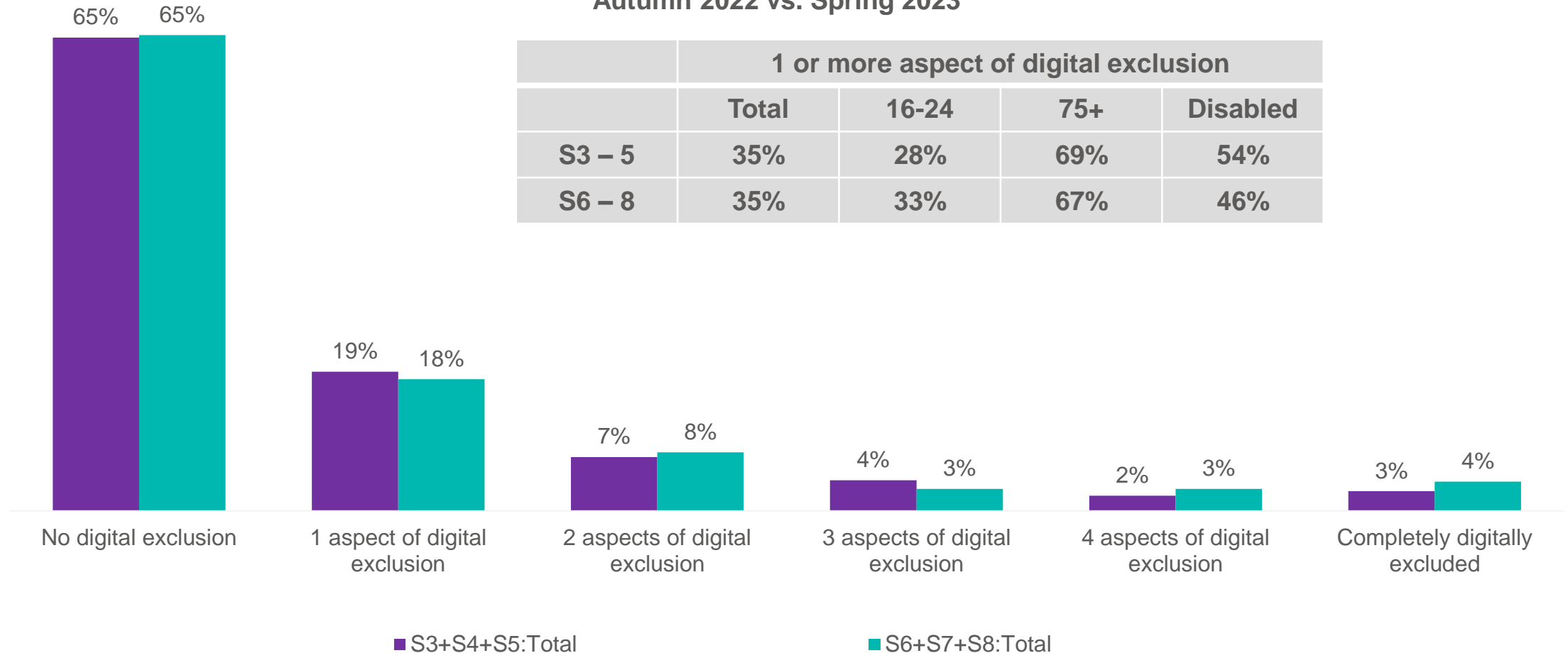
At least one aspect of digital exclusion is experienced by over a third of respondents (35%). This rises to nearly half (46%) of disabled respondents and over 6 in 10 (67%) of those aged over 75

Number of aspects of digital exclusion experienced (May – July 2023)



Since Autumn 2022, it appears that the proportion of those experiencing **multiple aspects of digital exclusion** has increased slightly, though the number of older and disabled respondents experiencing at least one aspect has fallen since then

Number of aspects of digital exclusion experienced
Autumn 2022 vs. Spring 2023



DI11. How often...? Unweighted base: 755, S3-5; 751, S6-8 (Telephone respondents) Prefer not to say not shown. Question in S6 + S7 + S8 was asked as a grid, between "you" and "others in your household". The data on this slide shows the percentages of households where there is someone (either you or others) who has said they are digitally excluded. *Aspects of digital exclusion = consistent and reliable access to an internet connection at home; to devices that allow access to the internet; affording access to the internet; skills needed to access and use digital services online; support needed to access and use digital services online

Disabled respondents and those aged 75+ are far more likely **not to have access to enable them to get online all or most of the time, or the skills and support to do so**

How often do you/do others in your household...? (Showing households without the access/skills to get online all/most of the time)
May – July 2023

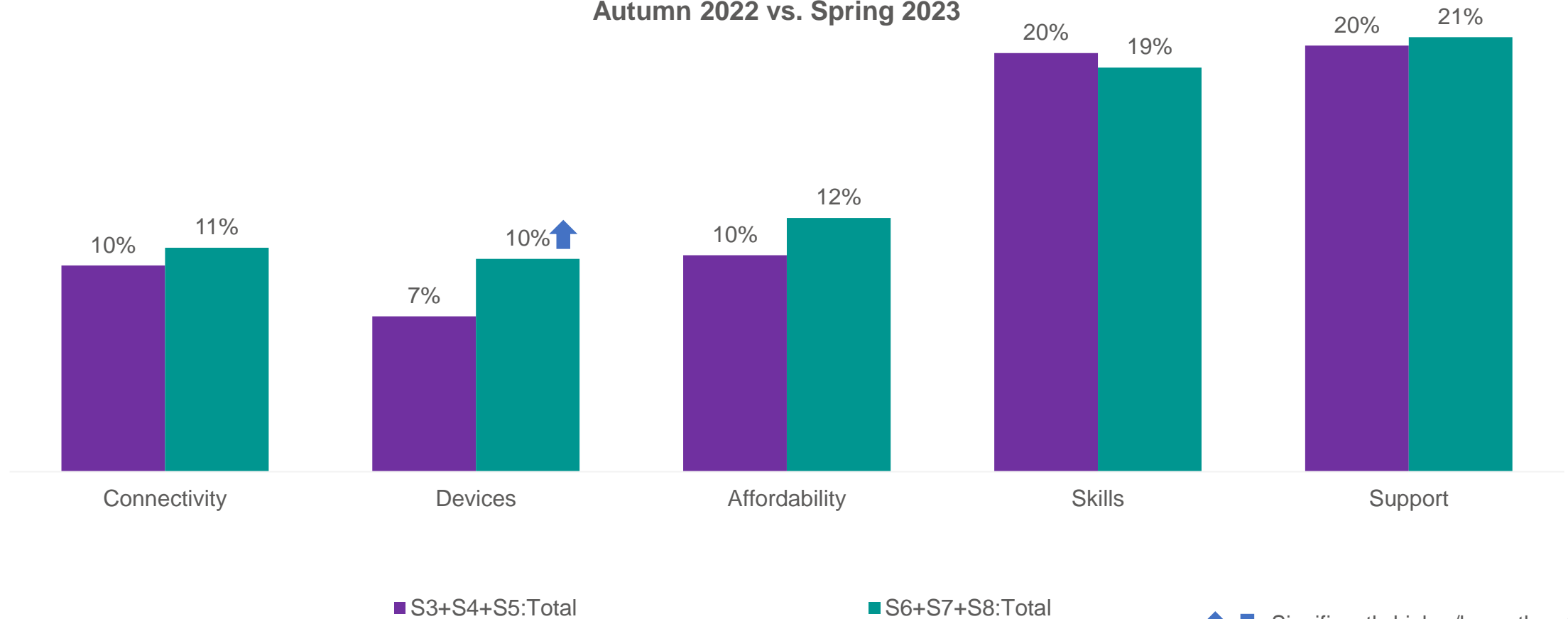
	Total	Aged 16-24 (n=102)	Aged 75+ (n=73)	Disabled respondents (n=148)
...have consistent and reliable access to an internet connection at home?	11%	9%	28% ↑	17% ↑
...have consistent and reliable access to devices that allow access to the internet and use digital services online?	10%	10%	33% ↑	19% ↑
...can afford access to the internet?	12%	14%	30% ↑	17%
...have the skills they need to access and use digital services online?	19%	19%	50% ↑	28% ↑
...have the support needed to access and use digital services online?	21%	18%	48% ↑	28%

↑ ↓ Significantly higher/lower than total

There has been a significant **increase in digital exclusion** between the autumn and spring in respondents not having the devices required to get them online (7% vs 10%)

How often do you/do others in your household...? (Showing households without the access/skills to get online all/most of the time)

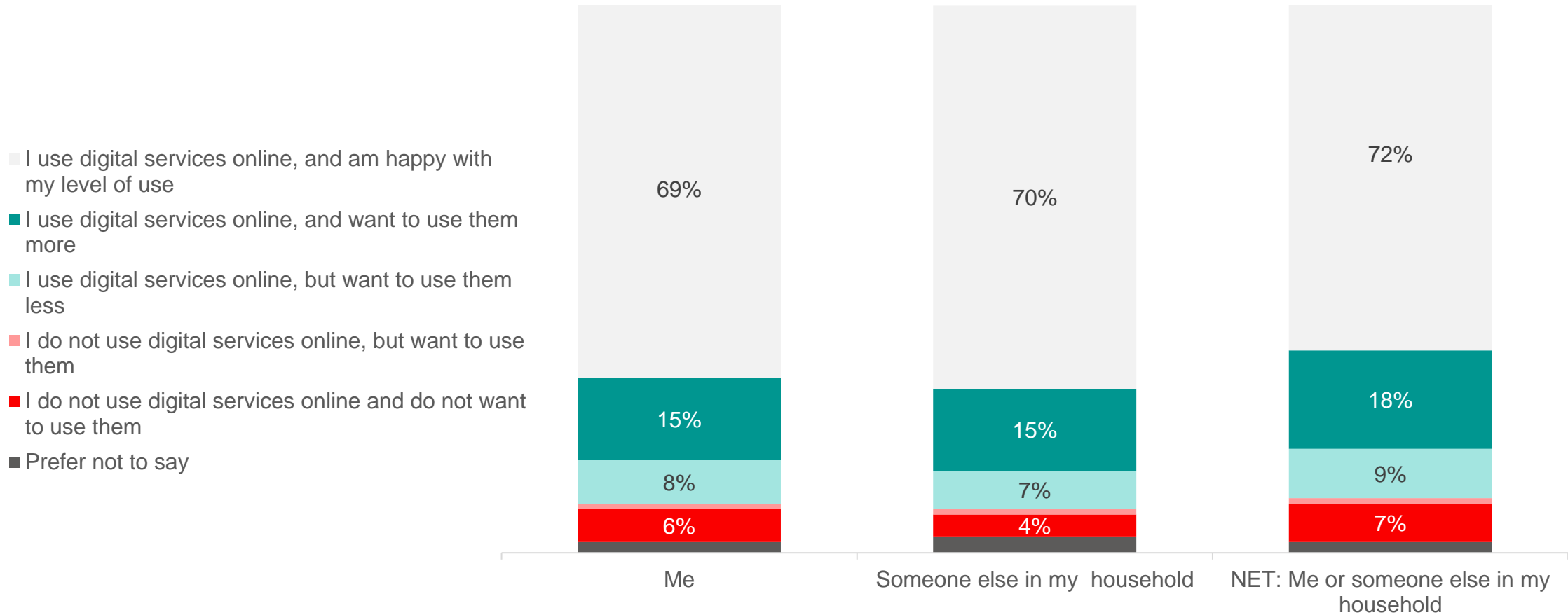
Autumn 2022 vs. Spring 2023



↑ ↓ Significantly higher/lower than S3+4+5

Over 1 in 7 respondents say they (15%) or someone in their household (15%) use digital services, but want to use them more

Current and intended future use of digital services online
(May – July 2023)



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