



Flash Eurobarometer 366

QUALITY OF LIFE IN EUROPEAN CITIES

COUNTRY REPORT UNITED KINGDOM

January 2014

Fieldwork: November-December 2012

This survey has been requested by the European Commission, Directorate-General for Regional Policy and co-ordinated by Directorate-General for Communication.

This document does not represent the point of view of the European Commission. The interpretations and opinions contained in it are solely those of the authors.

Flash Eurobarometer 366 - TNS Political & Social

This survey has been contracted to TNS Political & Social in the context of a Framework Contract with the Directorate-General for Communication (European Commission).

This survey was conducted by TNS Political & Social at the request of the European Commission, Directorate-General for Regional and Urban Policy, and was co-ordinated by the European Commission, Directorate-General for Communication ("Corporate Communication and Eurobarometer" Unit) and Directorate-General for Regional and Urban Policy ("Competence Centre Inclusive Growth, Urban and Territorial Development").

The annexes can be consulted on the EUROPA website at:

http://ec.europa.eu/regional_policy/activity/urban/audit/index_en.cfm (INFOREGIO)

or

http://ec.europa.eu/public_opinion/index_en.htm (Flash Eurobarometer reports)

This survey complements the work which is being carried out in the context of the European Urban Audit.

For more information on the Urban Audit:

http://ec.europa.eu/regional_policy/activity/urban/audit/index_en.cfm

<http://epp.eurostat.ec.europa.eu>

Mailbox: URBAN-AUDIT@ec.europa.eu

and estat-urban-audit@ec.europa.eu

(statistical questions)

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INTRODUCTION

The current national report is based on the Perception survey on quality of life in European cities (Flash Eurobarometer 366)¹, which included all capital cities of the countries concerned (except for Switzerland), together with between one and six more cities in the larger countries. In each city, around 500 citizens were interviewed. A total of 79 European cities were used in this analysis. In addition to these, the surroundings areas of Athina, Lisboa, Manchester and Paris were analysed. We will therefore hereinafter refer to '83 cities', though a more accurate terminology would be '79 cities and 4 surrounding areas'. A complete list of these is included in the final report and annexes.

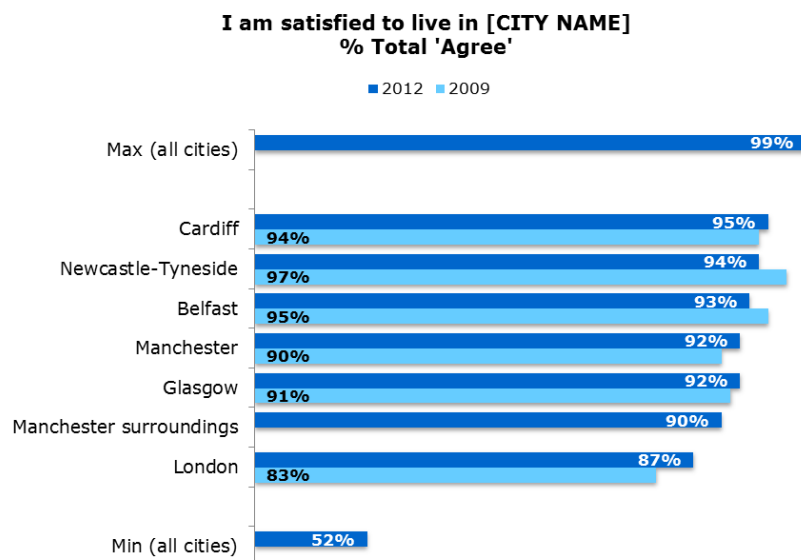
The methodology used is that of Eurobarometer surveys as carried out by the Directorate-General for Communication ("Research and Speechwriting" Unit)². A technical note on the manner in which interviews were conducted by the Institutes within the TNS Political & Social network is appended as an annex to the final report. Also included are the interview methods and confidence intervals³.

¹ http://ec.europa.eu/regional_policy/sources/docgener/studies/pdf/urban/survey2013_en.pdf
http://ec.europa.eu/public_opinion/flash/fl_366_en.pdf

² http://ec.europa.eu/public_opinion/index_en.htm

³ The results tables are included in the annex. It should be noted that the total of the percentages in the tables of this report may exceed 100% when the respondent has the possibility of giving several answers to the question.
http://ec.europa.eu/public_opinion/flash/fl_366_anx_en.pdf

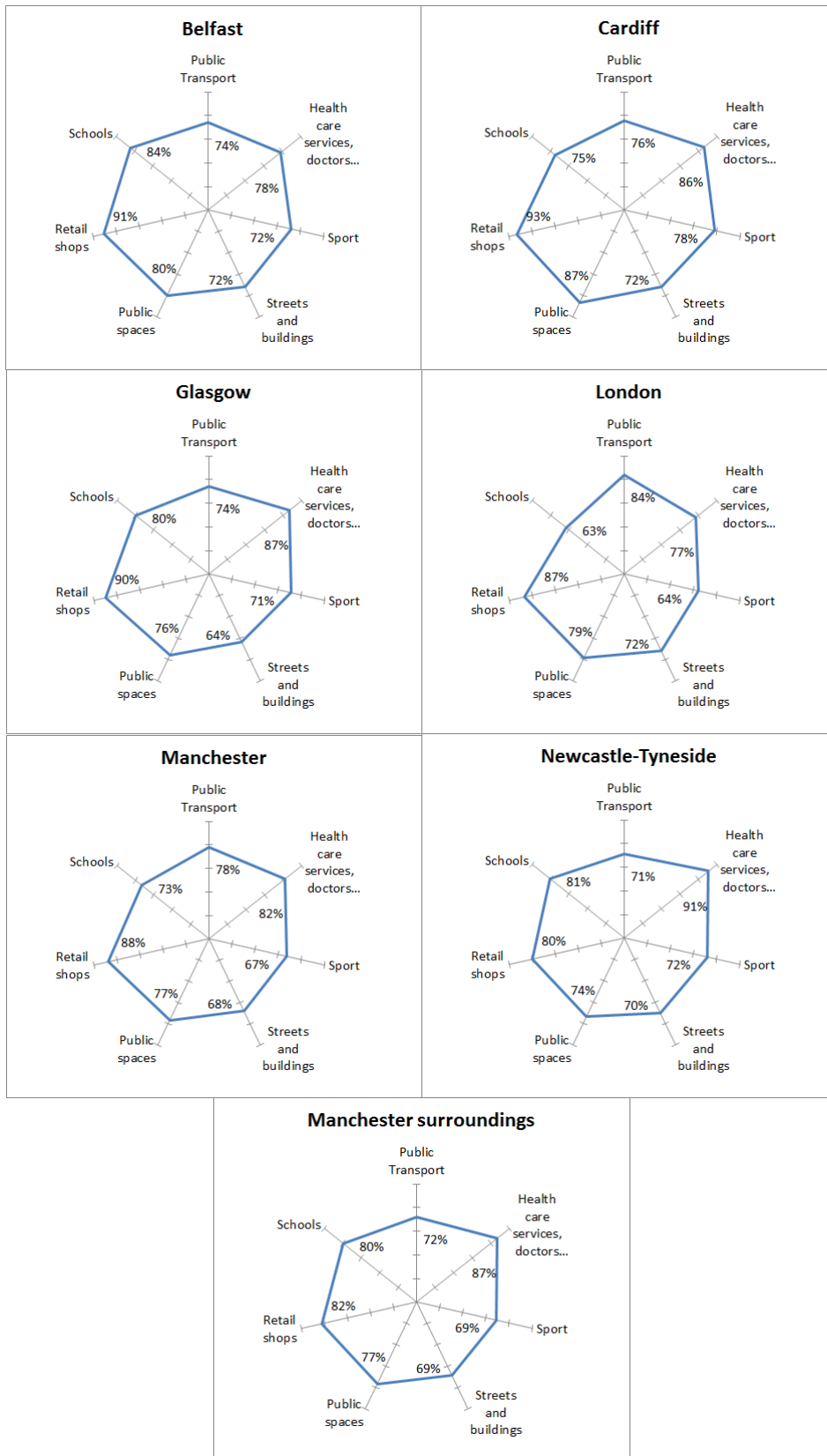
SATISFACTION REGARDING THE CITY



Around nine respondents in ten in all British cities agree that they are satisfied to live in their city. The highest proportion of agreement in the United Kingdom is recorded in Cardiff and the lowest proportion in London.

In comparison to other European cities, the results of all British cities are relatively close to the middle of the ranking of the 83 cities surveyed.

Respondents living in London are now more satisfied than in 2009 to live in their city, recording the third largest increase in satisfaction of all 75 European cities surveyed in both 2009 and 2012 (+4 percentage points). A reverse trend is observed in Newcastle-Tyneside (-3 percentage points).



With the exception of Newcastle and Manchester surroundings, most respondents in the British cities surveyed are the most satisfied with retail shops in their city. In Newcastle and Manchester surroundings respondents are the most satisfied with health care services.

Sports facilities and streets and buildings appear to be the least satisfactory areas. A particularly low level of satisfaction with schools is expressed in London, whereas they are more satisfied with public transport compared with the other British cities surveyed.

RESPONDENTS' VIEW ON THEIR CITY

1. Employment

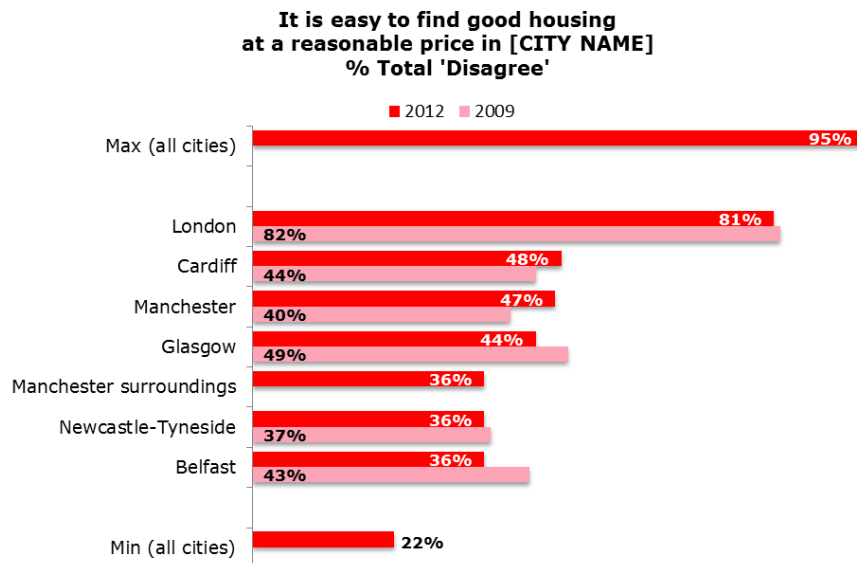


The perceived job situation is relatively bad in all British cities surveyed. The worst situation is recorded in Belfast where seven respondents in ten disagree that it is easy to find a job in the city. At the other end of the British ranking, half of the respondents in Cardiff disagree with the statement.

Ranking the 83 cities surveyed by the level of disagreement, all British cities are found close to the middle of the ranking of the European cities.

The perceived job situation has worsened in all British cities surveyed in comparison to the survey carried out in 2009. The most negative development is observed in Newcastle where respondents are now considerably more likely to disagree with the statement (+16 percentage points).

2. Housing

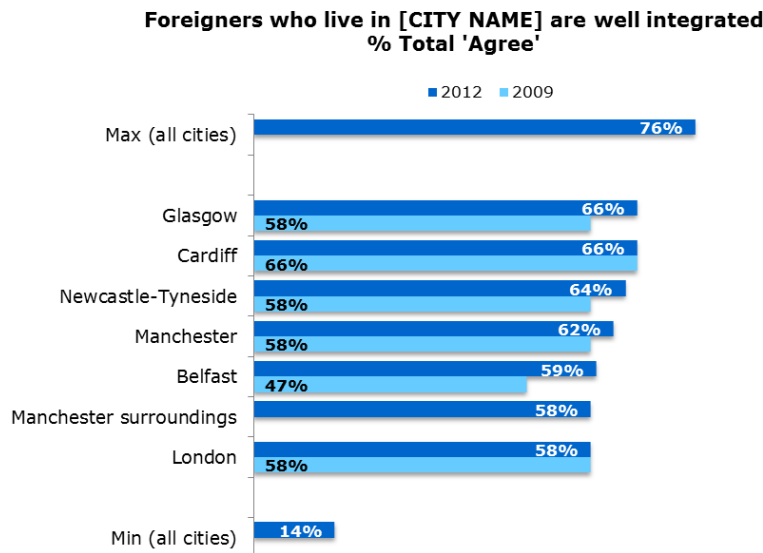
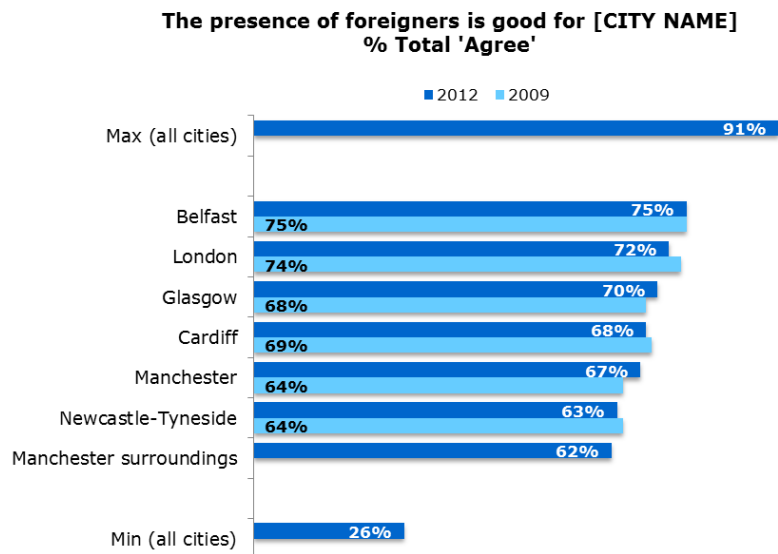


The perceived housing situation is particularly bad in London where eight respondents in ten disagree that it is easy to find good housing at a reasonable price in the city. The situation is much better in other British cities, especially in Manchester surroundings, Newcastle and Belfast.

London records the 13th highest proportion of disagreement with the statement of all the 83 European cities surveyed.

The perceived housing situation has somewhat improved in Belfast and Glasgow (-7 and -5 percentage points disagree respectively) while a reverse trend is observed in Manchester (+7) and Cardiff (+4).

3. The presence and integration of foreigners

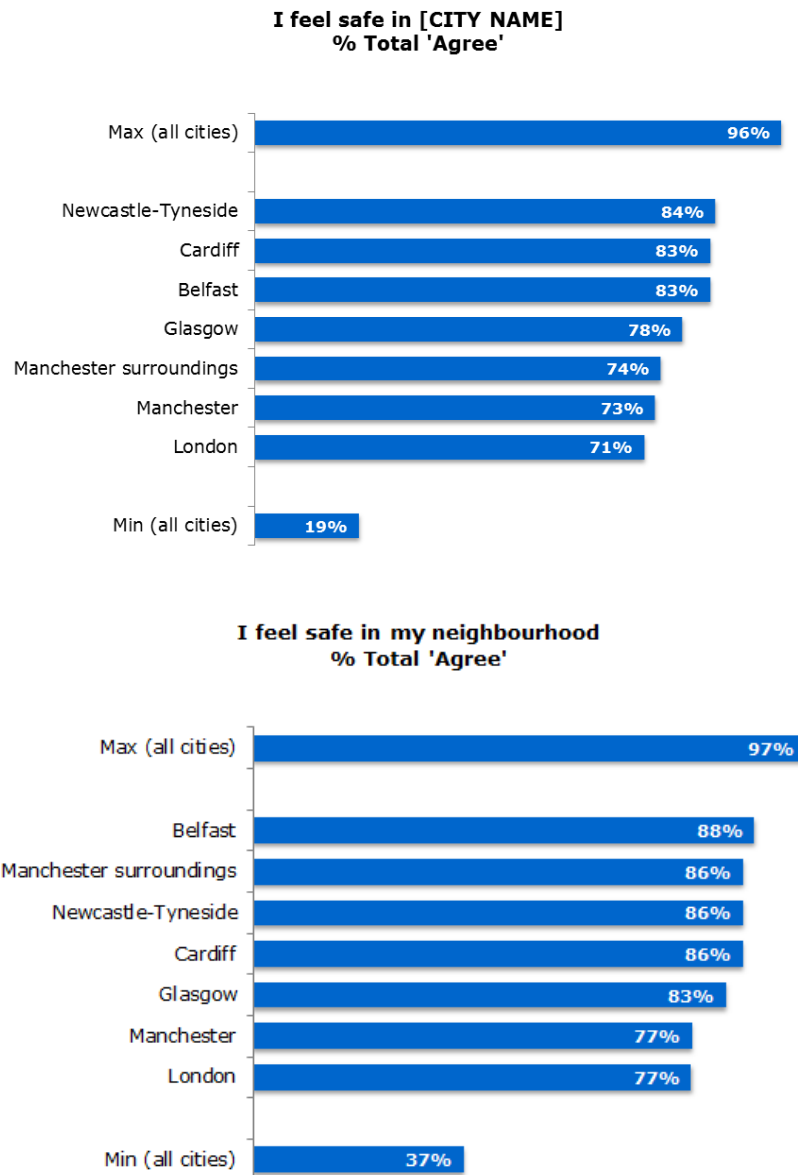


The absolute majority of respondents in all British cities surveyed agree that the presence of foreigners is a good thing for their city and that foreigners who live in their city are well-integrated. They are slightly more likely to agree with the first statement.

Most British cities are found in the lower half of the ranking of the 83 European cities surveyed when it comes to agreeing with the statement that the presence of foreigners is a good thing. In turn, all British cities are found in the upper half of the ranking of the European cities regarding the statement that foreigners in their city are well-integrated.

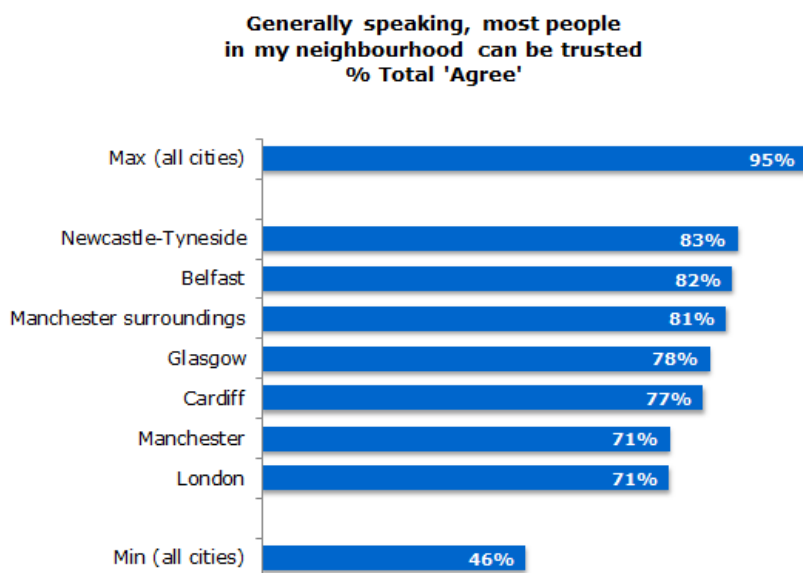
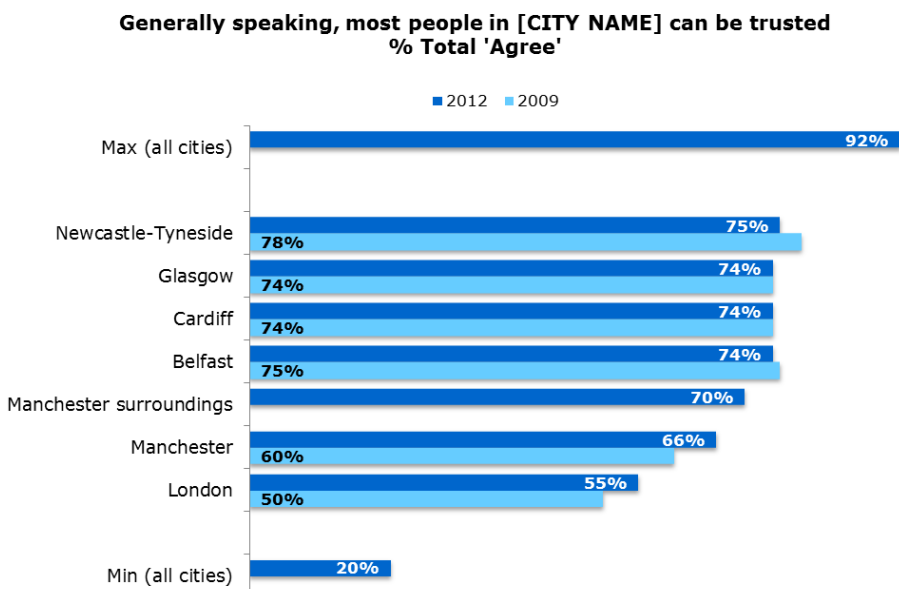
Respondents in Newcastle (+6 percentage points), Manchester (+4) and particularly in Belfast (+12) and Glasgow (+8) are now more likely than in 2009 to agree that foreigners in their city are well-integrated.

4. Safety and trust



The absolute majority of respondents feel safe both in their neighbourhood and in their city. They are more likely to feel safe in their neighbourhood. Respondents living in London and Manchester show the lowest levels of agreement with both statements.

Except for London and Manchester, the British cities are found in the higher half of the ranking of the 83 European cities surveyed regarding both statements.

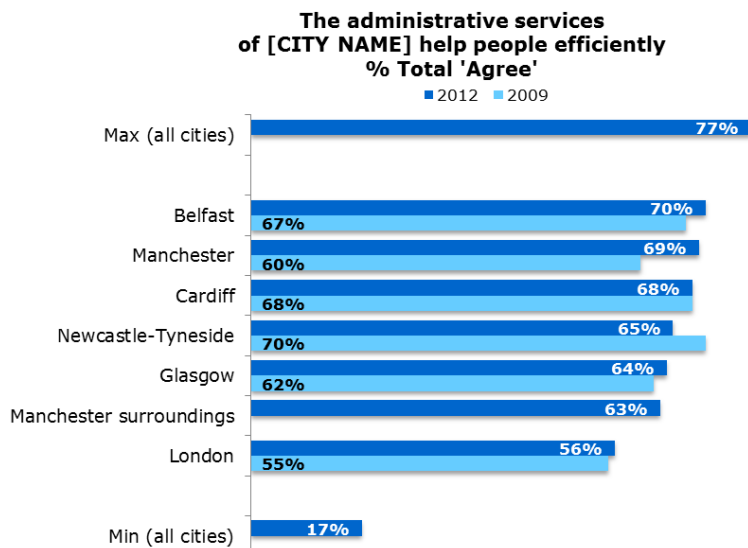
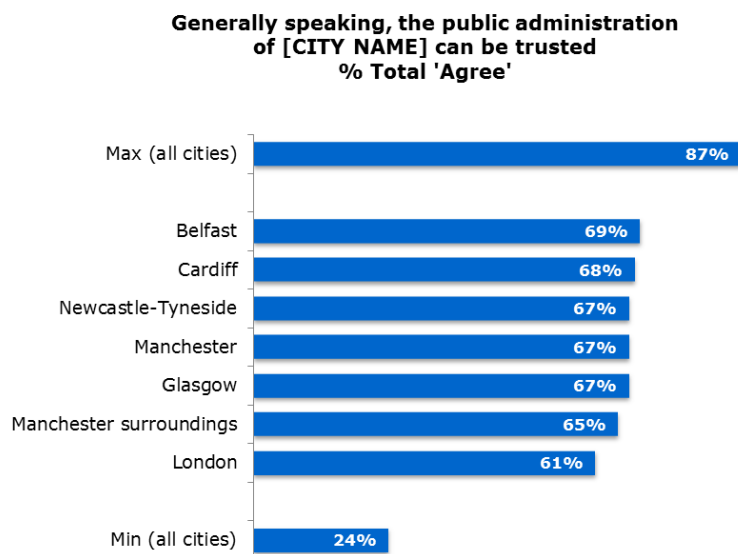


With the exception of Manchester and London, eight respondents in ten in the British cities surveyed agree that most people in their neighbourhood can be trusted, and fewer respondents agree that most people in their city can be trusted. Respondents living in Manchester and London are less likely to agree with both statements.

With the exception of London, all British cities are found in the top half of the ranking of all 83 European cities surveyed when considering the trustworthiness of most people in one’s city. Regarding the trustworthiness of most people in the neighbourhood, British cities are found in the middle of the ranking.

A slight positive trend is observed in London and Manchester where respondents are now more likely than in 2009 agree that most people in one’s city can be trusted.

5. City Administrative services



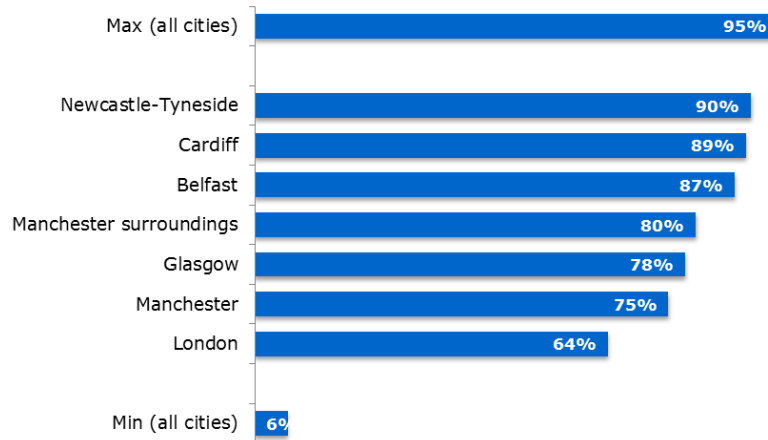
Around two-thirds of respondents in the British cities surveyed agree that the public administration of their city can be trusted. Similarly, the majority in each city agrees that the administrative services help people efficiently. Respondents living in Belfast have the most positive opinions while respondents in London are the least likely to agree with both statements.

Belfast registers the sixth highest proportion of agreement with the statement on the efficiency of the administrative services among the 83 European cities surveyed, while Manchester and Cardiff rank eighth and ninth respectively.

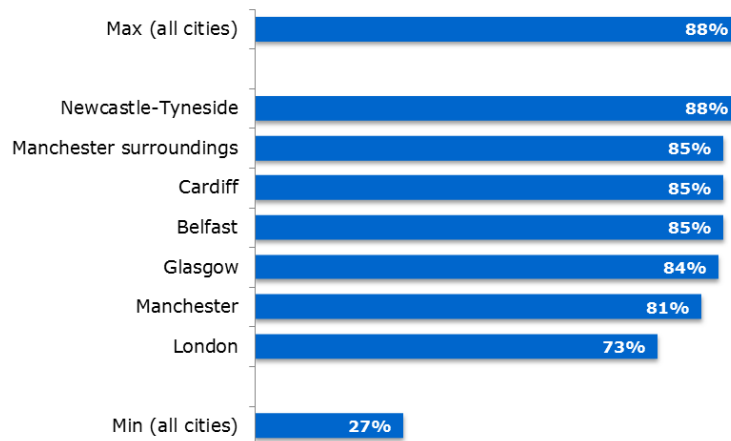
Respondents living in Manchester are now much more likely than in 2009 to agree that the administrative services help people efficiently (+9 percentage points). A reverse trend is observed in Newcastle (-5).

ENVIRONMENT

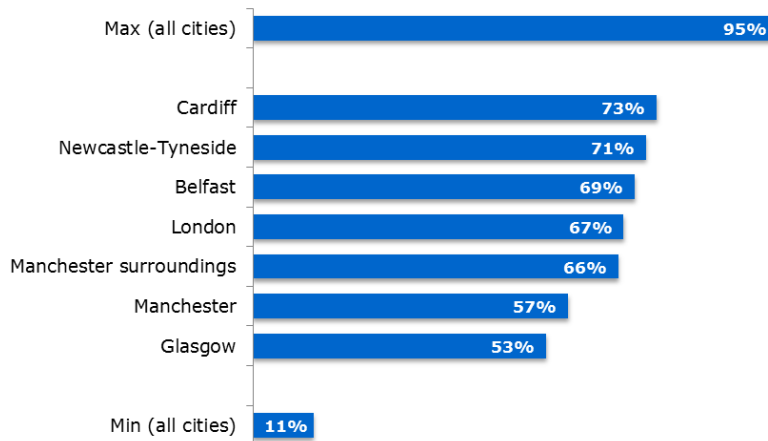
The quality of the air
% Total 'Satisfied'

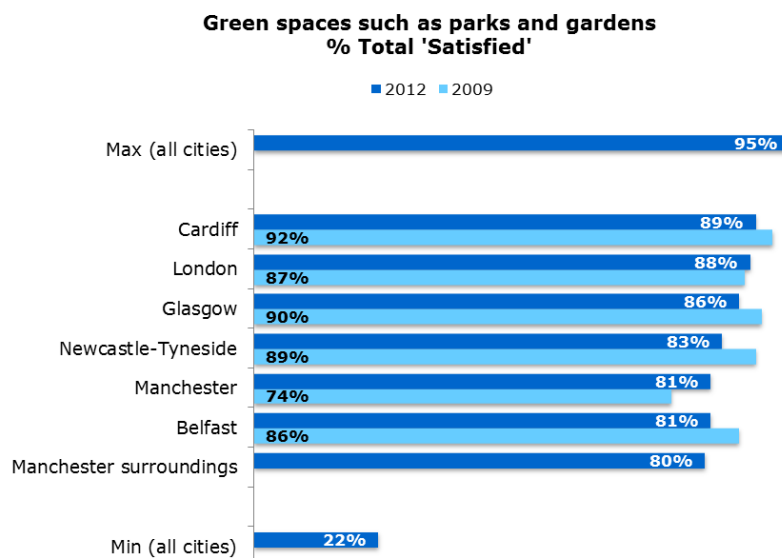


The noise level
% Total 'Satisfied'



Cleanliness
% Total 'Satisfied'



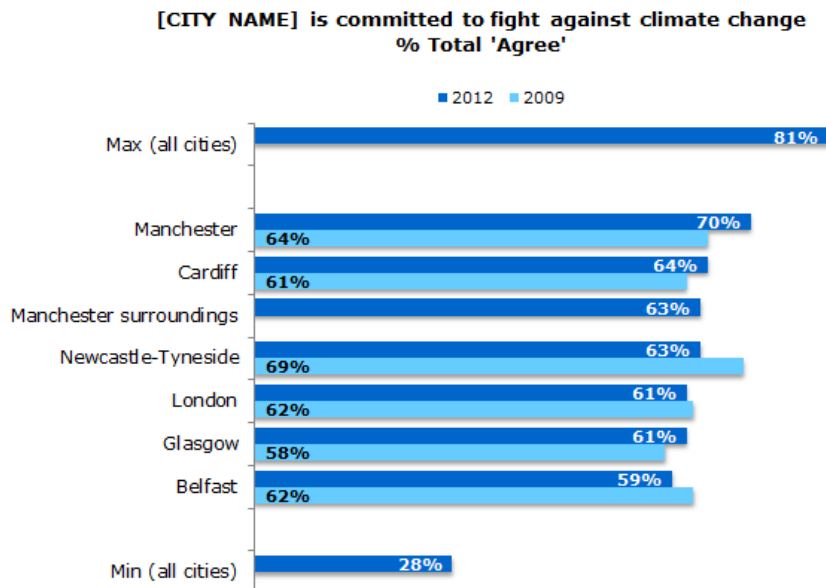


Respondents living in the British cities surveyed are relatively satisfied with the four environmental aspects of their city. They are most likely to be satisfied with green spaces in their city. Residents of London are relatively less satisfied with the quality of the air and the noise level in their city. Similarly, residents of Glasgow and Manchester are less satisfied with cleanliness of their city.

Respondents living in Newcastle are the most satisfied of all respondents in the 83 European cities surveyed with the noise level in their city, while Belfast, Cardiff, and Manchester surroundings share the second place in the ranking. Newcastle additionally ranks second when it comes to the satisfaction with the air quality, while Cardiff ranks fourth and Belfast eight on this aspect.

It is worth to mention that all British cities surveyed belong to the top quarter in what concerns satisfaction with the noise level.

Respondents living in Newcastle, Belfast and Glasgow are now slightly less likely than in 2009 to be satisfied with green spaces in their city.

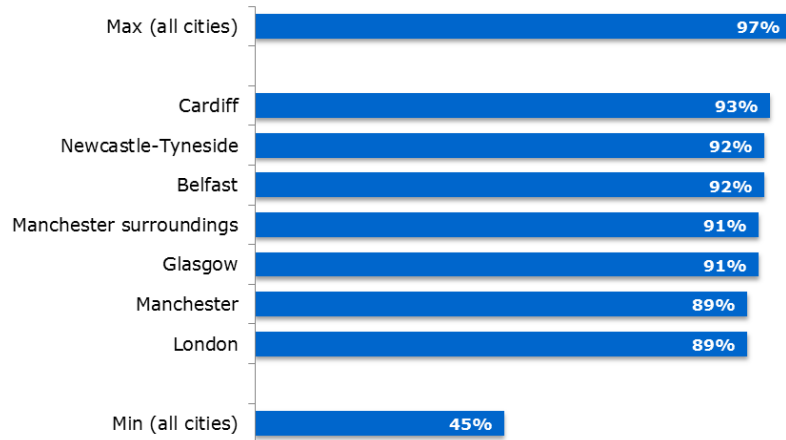
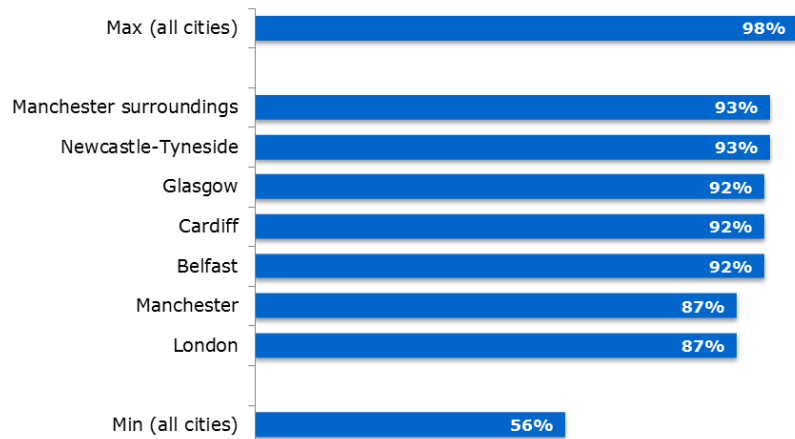
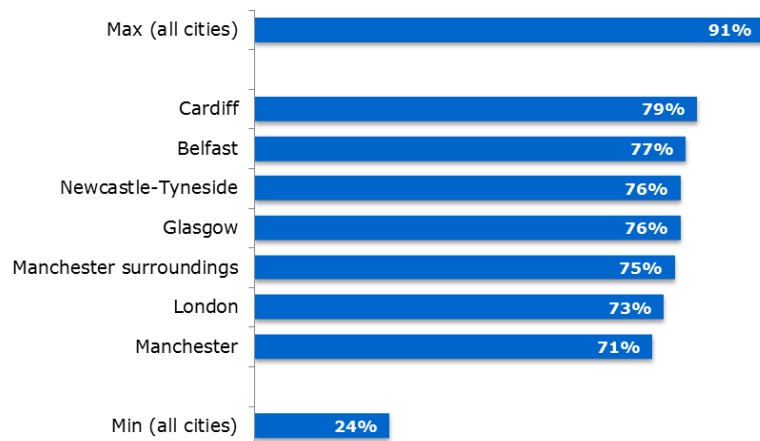


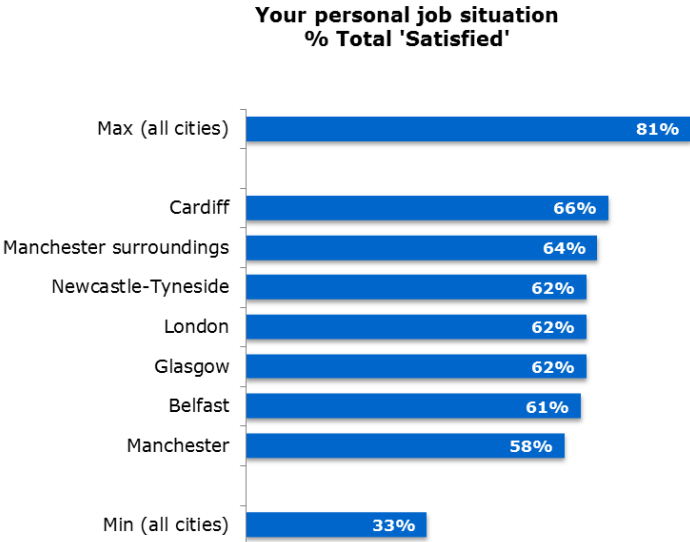
The majority of respondents in every city agree that their city is committed to fight against climate change. Respondents in Manchester are the most likely to agree with the statement.

Manchester registers the seventh highest proportion of agreement with the statement of all the 83 European cities surveyed.

Respondents in Manchester are now more likely than in 2009 to agree with the statement (+6 percentage points) while a reverse trend is observed in Newcastle (-6).

PEOPLE'S PERSONAL SITUATION

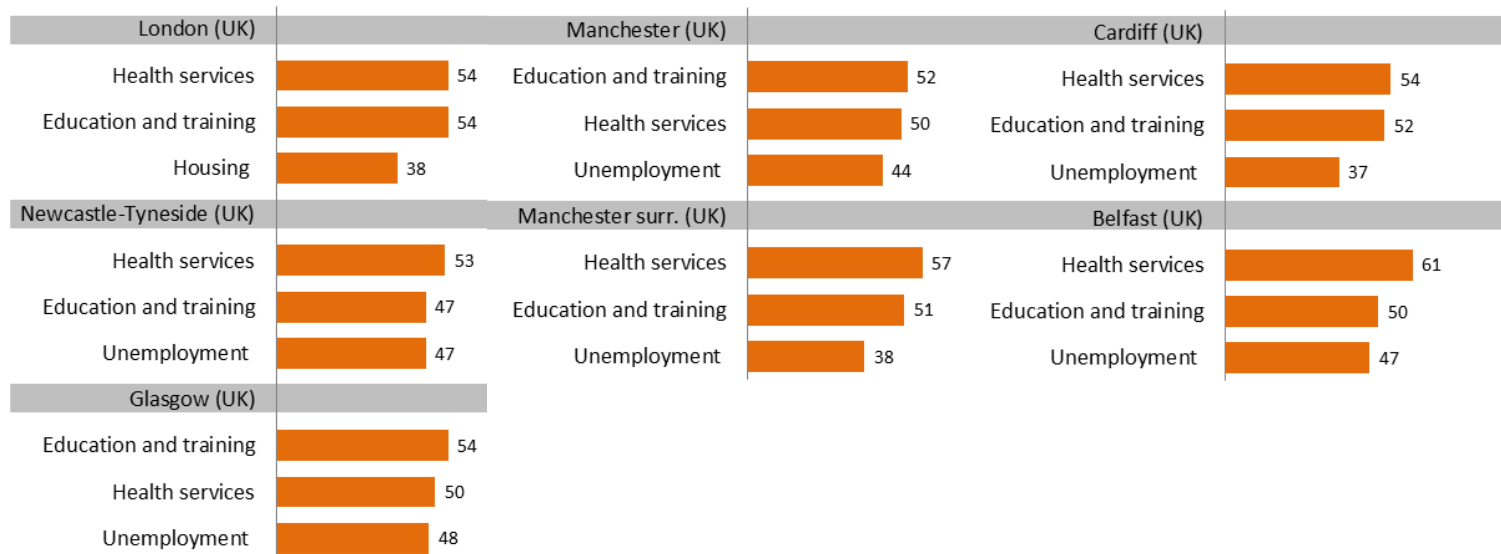
The life you lead
% Total 'Satisfied'**The place where you live**
% Total 'Satisfied'**The financial situation of your household**
% Total 'Satisfied'



Nine respondents in ten in the British cities surveyed are satisfied with the life they lead and with the place where they live. Relatively lower levels of satisfaction are expressed with the financial situation of their household and their personal job situation. Respondents living in Manchester express the lowest levels of satisfaction of all British respondents on all four aspects.

When looking at the ranking of all 83 European cities surveyed for the agreement with these four aspects of the respondents personal situation, the British cities are found rather in the middle of the ranking for all four aspects.

MOST IMPORTANT ISSUES FACING CITIES



Health services appear to be the most important issue facing British cities surveyed today. Health services are mentioned most frequently of all issues in five cities out of seven and second most frequently in the other two. ‘Education and training’ is also frequently mentioned among the three most important issues. It features as one of the two most frequently mentioned issues in every city. Unemployment is the third most frequently mentioned issue in six cities, while housing is the third most mentioned issue in London.

Respondents in Newcastle are least likely of all respondents in the 83 European cities surveyed to mention air pollution among the three most important issues for their city.