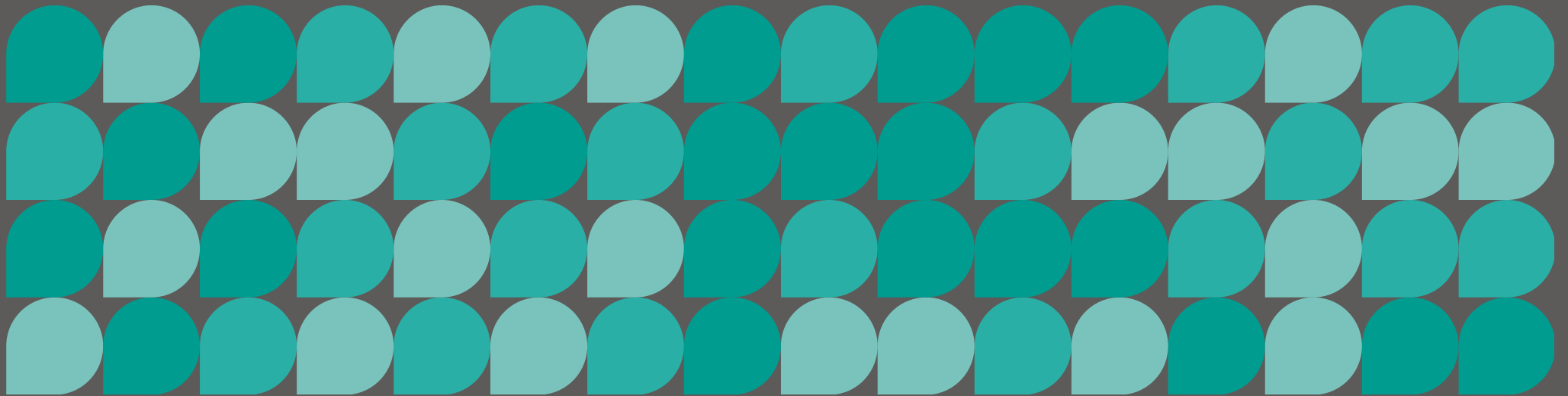


Greater Manchester Residents' Survey

Survey 10 (main report)

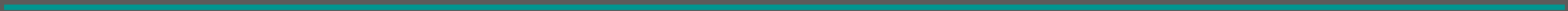
December 2023

Fieldwork conducted 13th – 29th November 2023



Report contents

Introduction	<u>3</u>
Health and wellbeing	<u>7</u>
Healthy homes	<u>22</u>
Local area	<u>36</u>
Cost of living	<u>48</u>
Food security	<u>68</u>
Digital inclusion	<u>77</u>
Local Authority summaries	<u>89</u>



Introduction and methodology

Background

[page 4](#)

Methodology

[page 5](#)

Report contents and guidance

[page 6](#)

Background



- This report presents summary findings for a quantitative survey carried out between 13th – 29th November 2023, with a representative sample of 1,546 residents from across all ten Greater Manchester local authority areas.
 - Data from November 2023 (survey 10) is presented alongside that from similar Greater Manchester resident surveys undertaken in July 2023 (survey 8) and September 2023 (survey 9).
 - To provide a national comparison, where available, Greater Manchester findings are presented alongside the most recent benchmarking data from relevant national surveys – for example, published figures from the Office for National Statistics (ONS)
 - In presenting Greater Manchester data, results from surveys 8, 9 and 10 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
 - This section includes new questions on smoking and vaping – a new section featured for the first time, so data from survey 10 only is shown
 - healthy homes – new section, so data from survey 10 only is shown
 - local area – data from individual surveys is shown separately, except when commenting on trends for specific sub-groups or districts
 - cost of living – data from individual surveys is shown separately
 - food security – data from individual surveys is shown separately due to length of time since previous inclusion
 - digital inclusion – merged data for surveys 8+9+10 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 November 2023, BMG Research has undertaken ten surveys, each comprising circa 1,500 residents from across Greater Manchester. Each 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 of wider protected and key characteristics.
- Weights have been applied to the data gathered to ensure the sample matches the population profile by age, gender, ethnicity, disability and locality, and to ensure consistency between individual surveys.

Report contents and guidance

Report contents & guidance

- This survey 10 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 (1,546 respondents). These are presented alongside findings for surveys 8 (1,612 respondents) and 9 (1,560). See the Appendix for full details on the sample achieved in each round of fieldwork.
- 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). Significant differences are shown in charts and tables with the use of up  and down  arrows. Further detail on significance testing can be found in the appendix of this report.
- 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 1,546 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](#), (including behaviours around [smoking and vaping](#)) followed by insights into [healthy homes](#) and [satisfaction with their local area](#), [costs of living](#) and [food security](#), 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>page 8</u>
Health and wellbeing key findings	<u>page 9</u>
Smoking and vaping	<u>page 10</u>
Health and wellbeing detailed findings	<u>pages 11-21</u>

Health and wellbeing – context

The Greater Manchester Residents' Survey investigates the four measures of personal wellbeing commonly asked in national surveys – life satisfaction, anxiety, happiness and feelings that things done in life are worthwhile. Up until April 2023 (survey 6), due to survey time constraints, questions were asked only on the first two of these measures; changes across the survey have more recently allowed us to make capacity for exploring wellbeing in broader terms. As this is now the fifth time that we have asked all four questions, findings in relation to wellbeing are becoming more robust at different spatial levels and for different sub-groups.

The wellbeing questions used are replicated from the [Annual Population Survey](#). These are nationally recognised metrics, used in their current form since 2011.

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. Questions are modelled on a [published BMJ approach](#).

In this wave, for the first time, we have added a number of questions relating to vaping and smoking. Being the first time these have been included, insights should be treated as exploratory, and are designed to aid further discussion around the topic and future insights.

Health and wellbeing– key findings

WELLBEING

- Most wellbeing measures are broadly in line with the positions reported in the last three surveys
- 6 in 10 (61%) Greater Manchester respondents say they have ‘very high’ or ‘high’ life satisfaction
- 2 in 5 (42%) respondents said they were highly anxious, when asked how anxious they felt yesterday. A fifth (22%) said they were experiencing very low anxiety - a small decline from September (25%)
- Over half (56%) said that they felt very high or high levels of happiness when asked how happy they felt yesterday. This is a significantly lower figure than the 62% recorded in September. Around 1 in 5 (18%) said that they felt unhappy
- Around 2 in 3 (63%) respondents express a high level of agreement that the things they do in their life are worthwhile. Conversely, around 1 in 7 (15%) say that they do not feel that the things they do in their life are worthwhile

MANAGING YOUR OWN HEALTH

- 9 in 10 (89%) respondents agree that they are involved in decisions about their own health, a significant decrease since September (was 92%)
- 8 in 10 agree that they can look after their own health (84%) and that they know enough about their health (77%)
- 7 in 10 (72%) agree that they can get the right help if they need it – while 1 in 10 (10%) disagree
- These results combine to give an overall Health Confidence score for Greater Manchester of 70.0 – representing a ‘moderate’ level of health confidence

DISABLED RESPONDENTS

- Disabled respondents are significantly more likely to respond negatively when asked about their health and wellbeing – reporting a lower health confidence (score: 61.7, compared to 70.0 for all respondents)
 - Generally, they feel more unhappy and anxious, and less able to manage their own health
-

Smoking and vaping– key findings

Wave 10 saw the introduction of questions on vaping and smoking cigarettes for the first time.

The questions on smoking reflect those used in the national Annual Population Survey (APS), used by Office of National Statistics (ONS) to provide headline indicators of the number of adults aged 18 years and over who smoke. However, any comparisons made between the surveys should be taken as a contextual rather than a formal benchmark because the national survey is telephone based, whereas the GM residents' survey is predominantly online. This difference in survey mode is likely to influence the degree to which respondents are willing to disclose that they smoke.

CIGARETTES

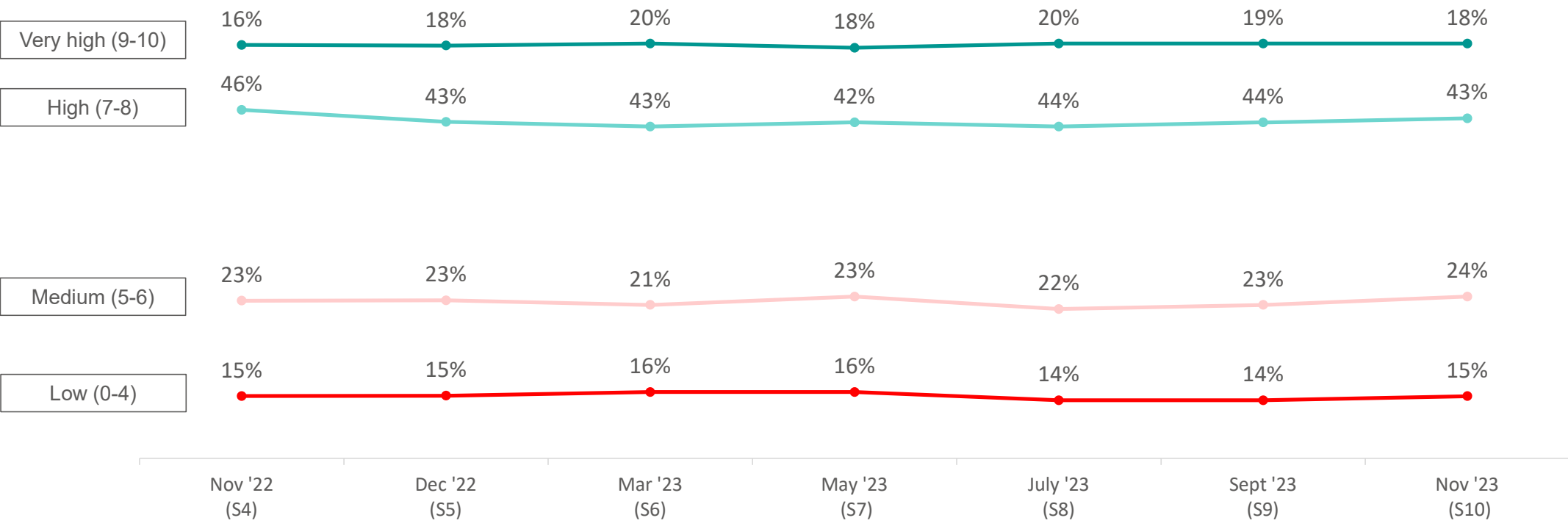
- 17% of respondents aged 18 and over currently smoke cigarettes. This is a little higher than the existing best estimate we have re smoking prevalence in Greater Manchester (14% - which is from the ONS' national Annual Population Survey), however this may be due in part due to differences in survey mode
- 38% say they used to smoke, while 44% say they have never smoked
- Those more likely to smoke cigarettes include; disabled respondents (23% cf. 17%); 25-34 year olds (25%); renters (26%) and those with caring responsibilities (27%)

VAPING

- 1 in 5 (22%) currently use an e-cigarette or vaping device; 7% of those who vape have never smoked cigarettes
 - Those more likely to use an e-cigarette or vaping device include respondents aged 16-24 (39%) and parents of children under 5 (40%).
-

The proportions of respondents in each category of **life satisfaction** have remained relatively stable over the past year

How satisfied are you with your life nowadays?

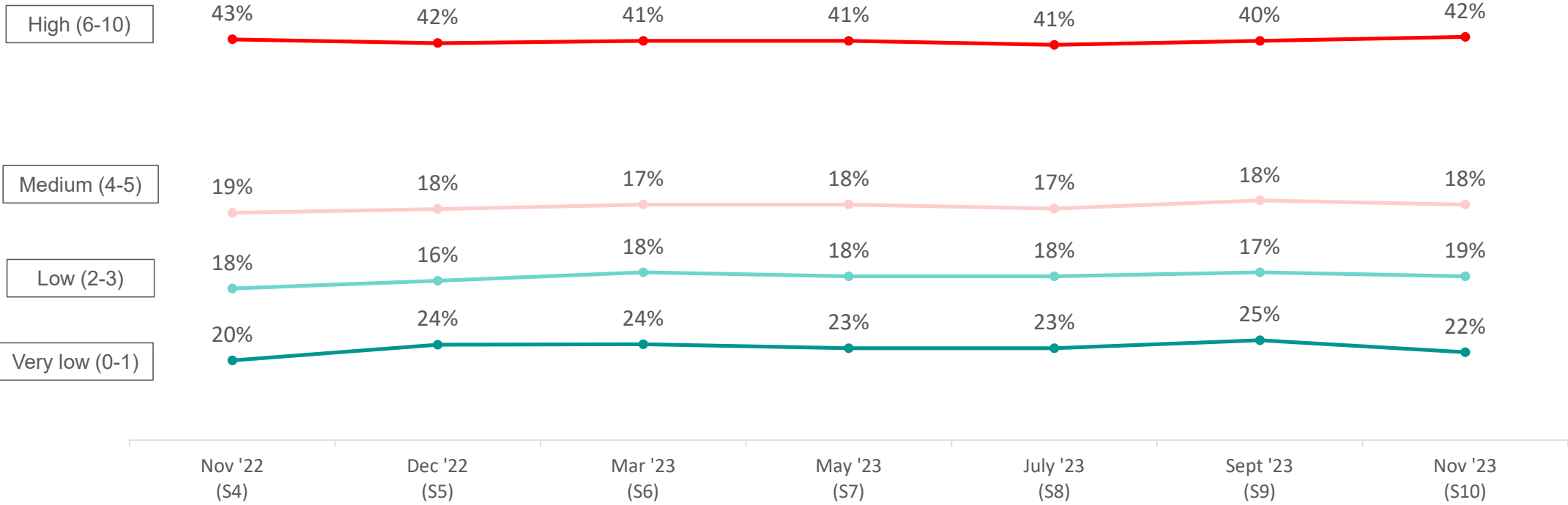


↑ ↓ Significantly higher/lower than the Greater Manchester Residents' Survey before

A1. Where 0 is "not at all" and 10 is "completely"...
 Unweighted base: Greater Manchester Residents Survey 4, 1636; Survey 5, 1470; Survey 6, 1767, Survey 7, 1488, Survey 8, 1612, Survey 9, 1560, Survey 10, 1546

The proportions reporting high (42%) and medium (18%) levels of anxiety have remained broadly stable over the past year. This wave does show a fall, though not significant, since September in those who report either very low levels of anxiety or no anxiety at all (22% down from 25%)

How anxious did you feel yesterday?



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

A2. Where 0 is "not at all" and 10 is "completely"...
 Unweighted base: Greater Manchester Residents Survey 4, 1636; Survey 5, 1470; Survey 6, 1767, Survey 7, 1488, Survey 8, 1612, Survey 9, 1560, Survey 10, 1546

Those who are more likely to have **low levels of life satisfaction and high levels of anxiety** include disabled respondents and those who are in financially vulnerable situations

% with higher levels of 'low' life satisfaction compared to GM average (14%)*:

Demographics:

- Those with a disability (27%) including those with mental ill health (41%), a mobility disability (24%), a learning disability (21%), or another disability (24%)
- Those with mixed ethnicity (27%)
- Those who are not heterosexual (19%)
- Those with no religion (18%)
- Those aged 45-54 (18%)

Individual and/or family circumstance:

- Those not in work due to ill health or disability (41%)
- Those finding it difficult to afford their rent (29%)
- Those who would not recommend their local area (27%)
- Those who are financially vulnerable (27%)
- Those earning up to up to £15,599 (21%)
- Those renting their home (22%)
- Those who are living in single person households (20%)
- Those finding it difficult to afford their energy costs (20%)

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

Demographics:

- Those who have a disability (55%), including those with mental ill health (71%), a learning disability (58%) those with a sensory disability (51%), a mobility disability (48%), or another disability (58%)
- Those from within racially minoritized communities (46%), including Black or Black British respondents (55%)
- Those aged 25-34 (52%) or 16-24 (51%)
- Those whose first language is not English (50%)
- Female respondents (44%)

Individual and/or family circumstance:

- Those not in work due to ill health or disability (67%)
- Those who do not feel that their life is worthwhile (58%)
- Those who are seeking help with debt (56%)
- Those who are financially vulnerable (53%)
- Those earning up to £15,599 (50%)
- Those with children under 5 years old (50%)
- Those with 4+ people in their household (47%)

* Subgroup analysis uses merged data from S8, S9 and 10 combined

A1. Where 0 is "not at all" and 10 is "completely"... A2. Where 0 is "not at all" and 10 is "completely"... Unweighted base: Greater Manchester Residents Surveys 8-10, 4718

2 in 3 (63%) respondents feel that the things they do in their life are worthwhile; fewer (56%) said they feel very high or high levels of happiness, and this is a significant drop since September (wave 9)

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

How happy did you feel yesterday?

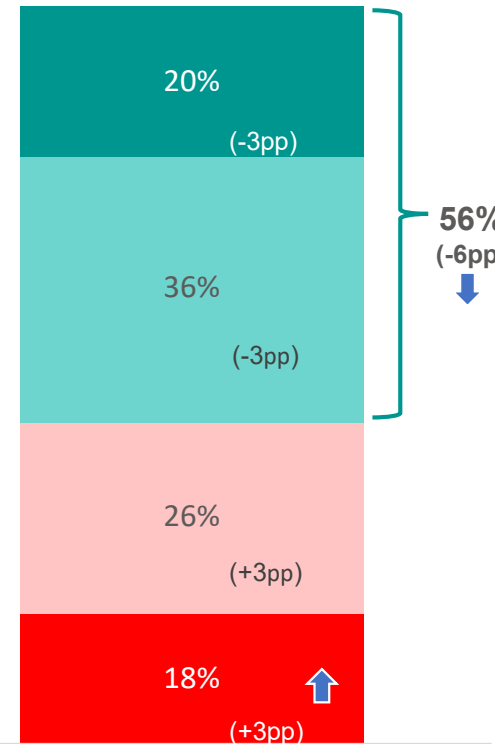
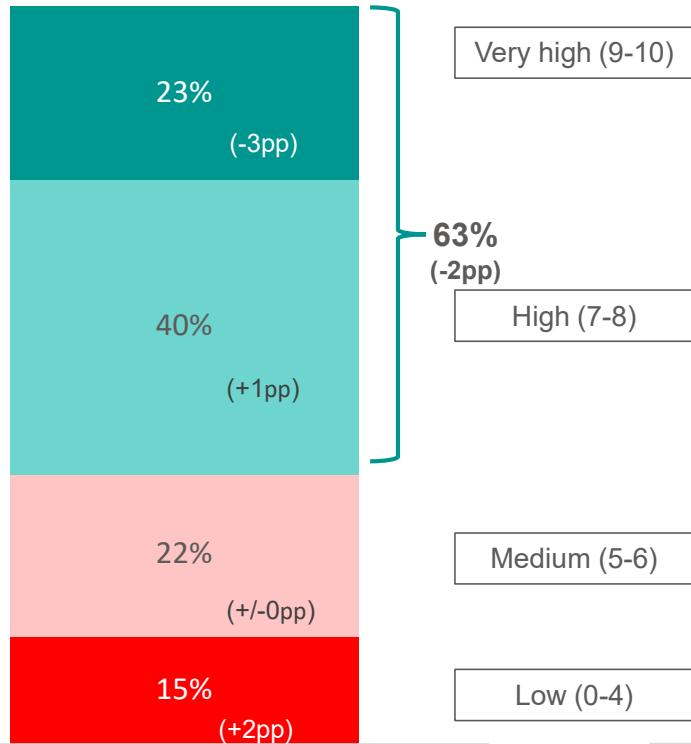
% who felt that their life was not at all worthwhile compared to GM average (13%)*:

Demographics:

- Those who have a disability (27%), including those with mental ill health (42%), a mobility disability (21%) or a sensory disability (23%)
- Bisexual respondents (20%)
- Those aged 16-24 (18%)

Individual and/or family circumstance:

- Those who earn less than £10,400 (25%)



% who did not feel at all happy yesterday, compared to the GM average (16%)*:

Demographics:

- Those who have a disability (30%), including those with mental ill health (44%), a sensory disability (26%) or a mobility disability (27%) or a learning disability (26%)
- Those aged 16-24 (21%)

Individual and/or family circumstance:

- Those who have high anxiety (26%)
- Those who are renting (23%)

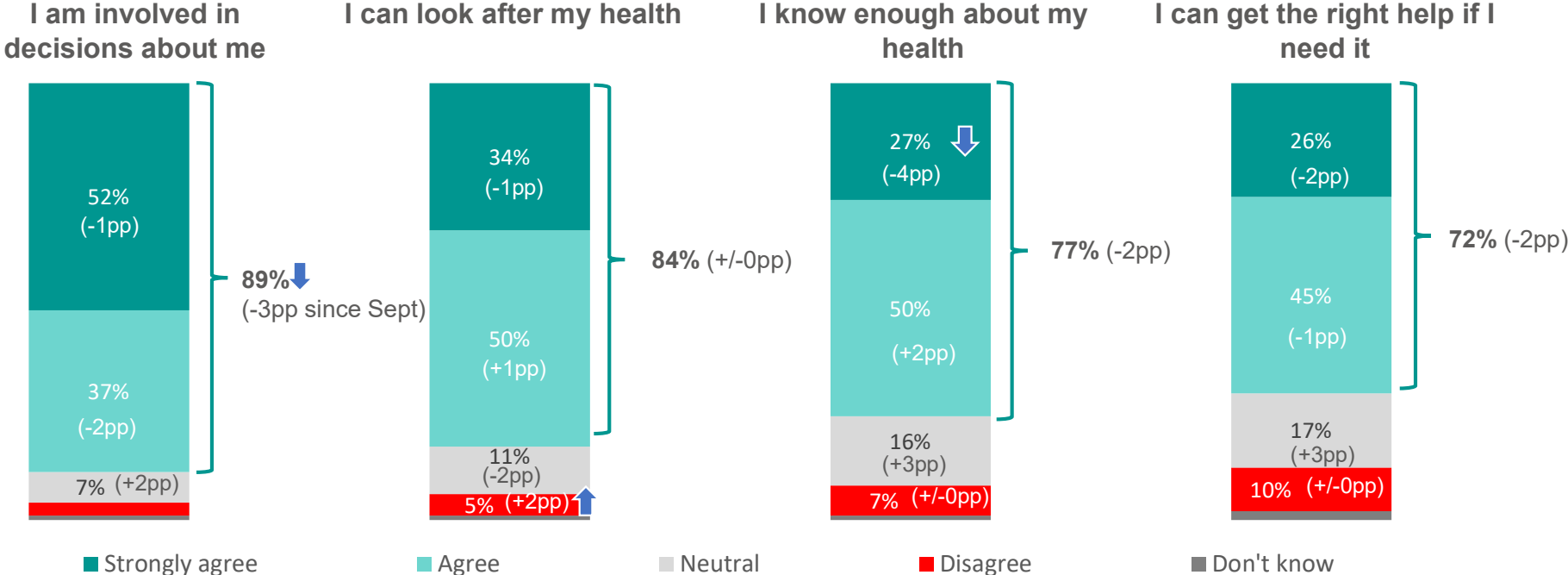
* Subgroup analysis uses merged data from S8-10

* Subgroup analysis uses merged data from S8-10

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

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 10, 1546. Survey 8+9+10= 4718 (all respondents).

There have been negative changes since September in three of the four areas of **health management** asked about. Significant declines in those who agree that they are involved in decisions about their health and those who strongly agree they know enough about their health are accompanied by a significant increase in the proportion who disagree that they can look after their health.



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

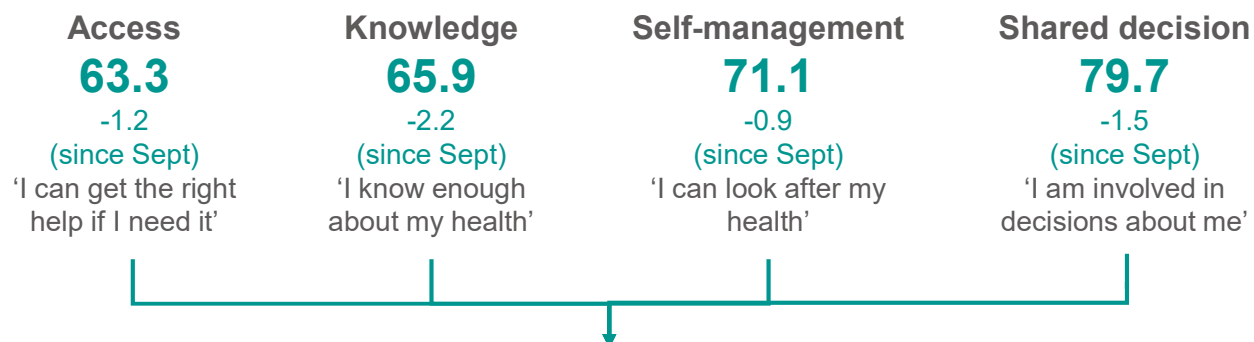
Figures in brackets show change since September (S9)

S14. To what extent do you agree or disagree with the following statements?
 Unweighted base: All respondents Survey 10, 1546 (All responses)

Health confidence score

This is the fourth occasion where health management questions have been analysed, drawing on a methodology used in academia, to calculate an overall Health Confidence Score. The score of 70.0 out of 100 represents a 'moderate' level of health confidence, marginally (-1.5) but not significantly down on the September 2023 figure.

An overall health confidence score is calculated based on responses to four questions, each covering one of four dimensions – access, knowledge, self-management, shared decisions



On a 0-100 scale, these thresholds are given the following interpretations:

High	80-100
Moderate	60-79
Low	40-59
Very low	0-39

Overall Greater Manchester health confidence score (out of 100)

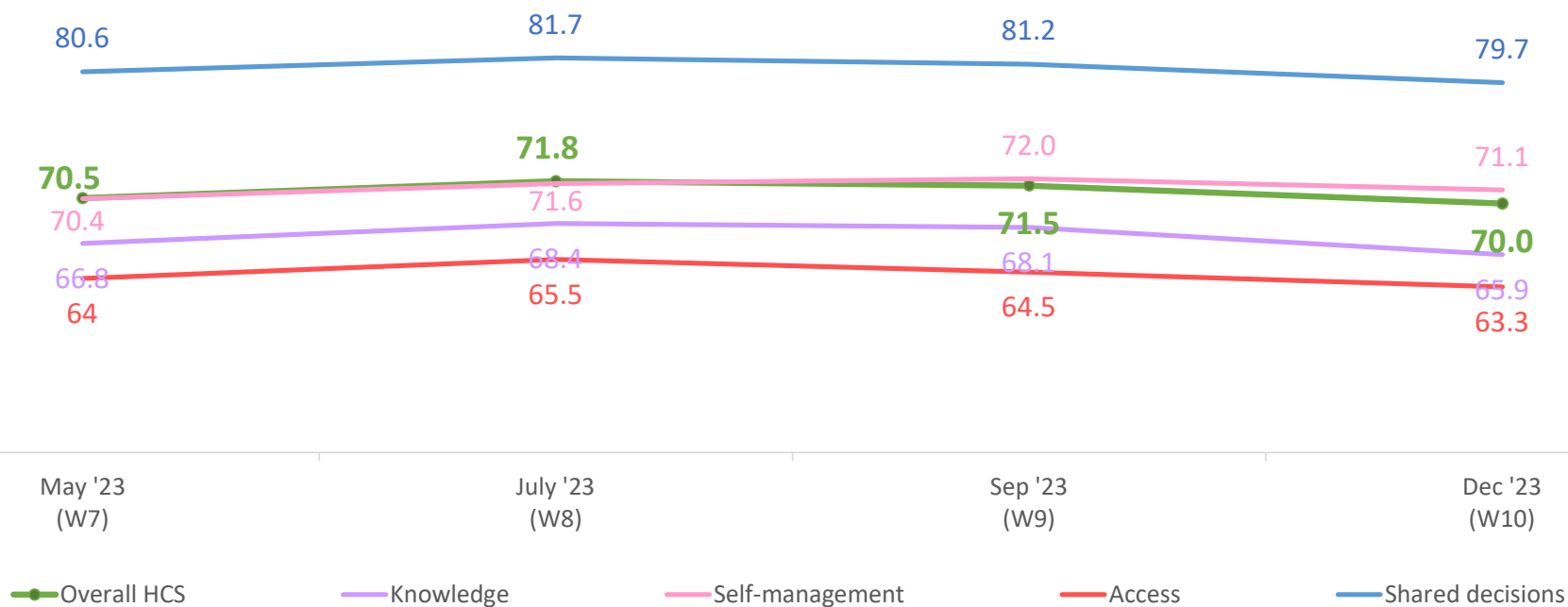
70.0

This is

-1.5

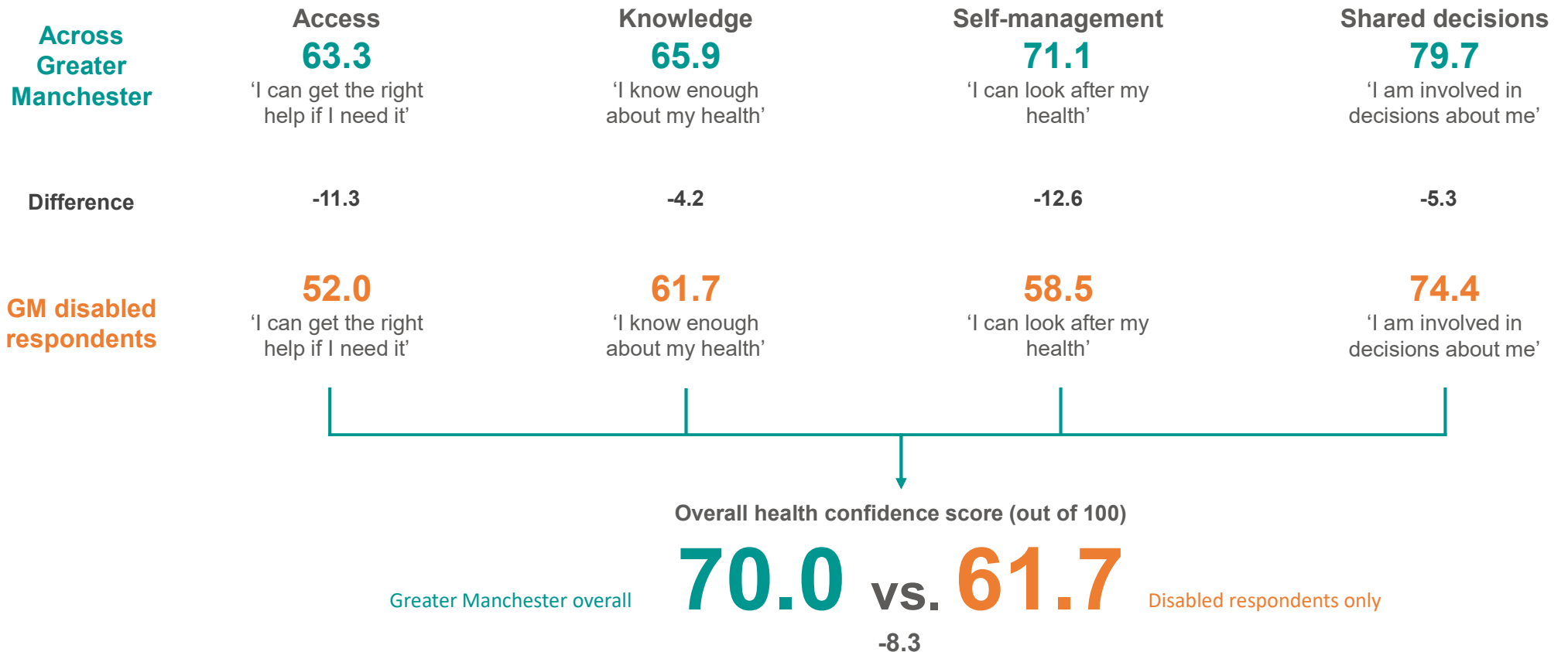
points lower than in Sept 2023

While there has been **some fluctuation in health confidence** score since tracking started in May 2023, none of these changes have been significant change. However, it should be noted that all dimensions of the health confidence score have successively fallen across the last two waves - particularly knowledge and shared decisions. Self-management is the most stable of all the metrics



S14. To what extent do you agree or disagree with the following statements?
 Unweighted base: All respondents; Survey 7, 1488; Survey 8, 1612; Survey 9, 1560; Survey 10, 1546

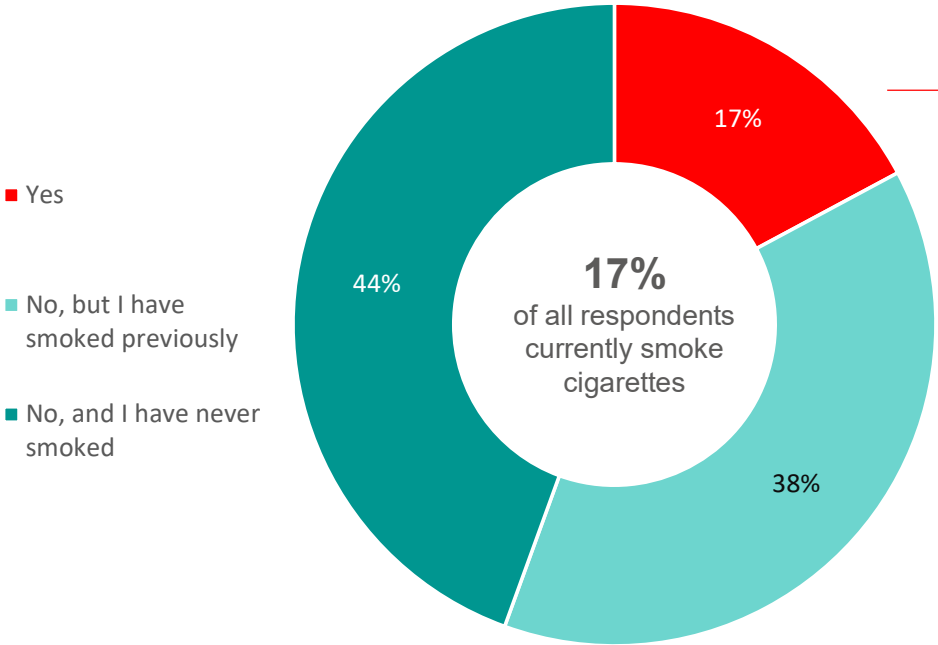
For **disabled respondents**, the overall health confidence score, and the scores for each factor contributing to it, are lower than for the population as a whole; there is a particular difference in feelings of being able to 'look after my health'.



S14. To what extent do you agree or disagree with the following statements?
 Unweighted base: Survey 10, 1546 (All responses); 296 (Disabled respondents)

This survey found 17% of respondents aged 18 and over **currently smoke cigarettes**, compared to the GM benchmark of 14% in the national Annual Population Survey . Over 4 in 10 (44%) respondents here say that they have never smoked, while nearly 4 in 10 (38%) say they have previously but do not currently.

Do you smoke cigarettes at all nowadays? / Have you ever smoked cigarettes?



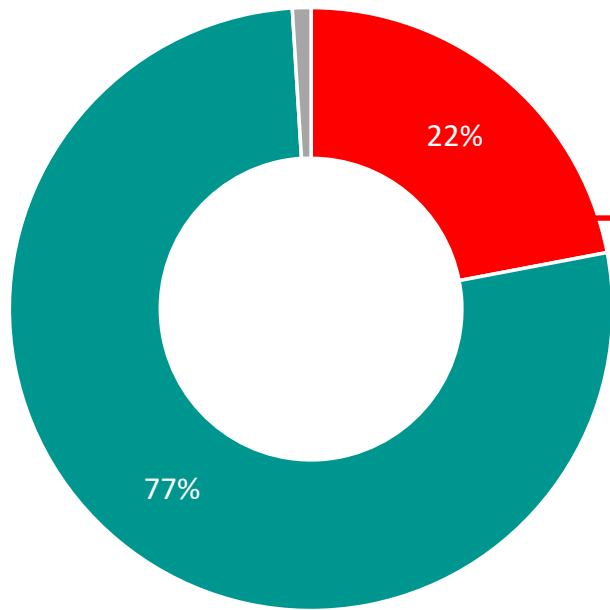
Compared to the Annual Population Survey benchmark of: **14%***

*This benchmarking figure is taken from [Local Tobacco Control Profiles - Data - OHID \(phe.org.uk\)](#) and is provided as a broad / indicative comparator only. Particularly, it should be noted that important methodological differences in survey mode apply (the Annual Population Survey referenced here uses a CATI (telephone) only approach for those aged 18+)

VA2. Do you smoke cigarettes at all nowadays? / VA1. Have you ever smoked a cigarette, cigar or a pipe? We are referring here to tobacco cigarettes, not e-cigarettes or other vaping devices that use e-liquids. Unweighted base: 1546 (all respondents)

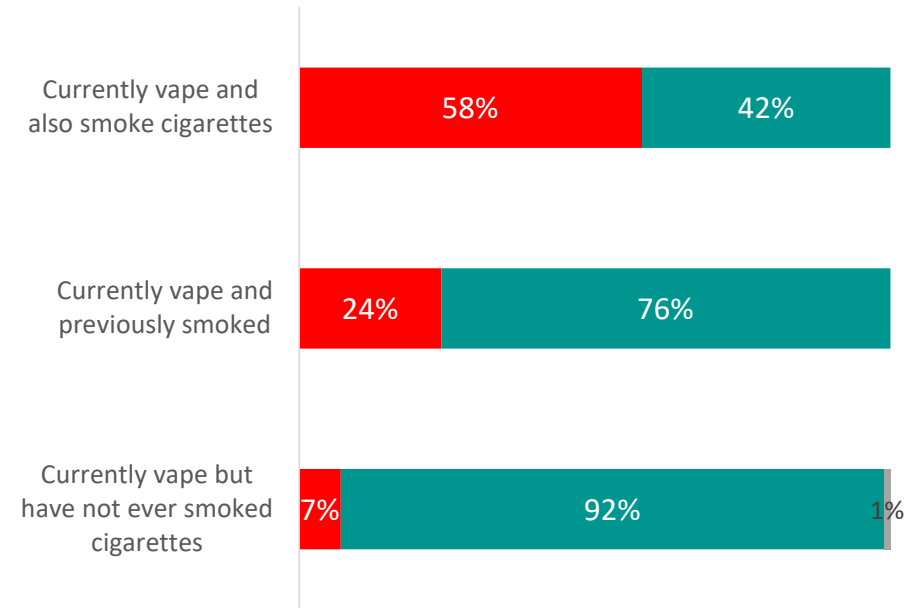
1 in 5 (22%) say that they **use an e-cigarette or vaping device**. Over half (58%) of these respondents also smoke cigarettes, a quarter (24%) have previously smoked, but only 7% of those who have never smoked cigarettes

Do you use an e-cigarette or vaping device at all nowadays?



■ Yes ■ No ■ Don't know/prefer not to say

Smoking status of those who currently use e-cigarettes / vapes:

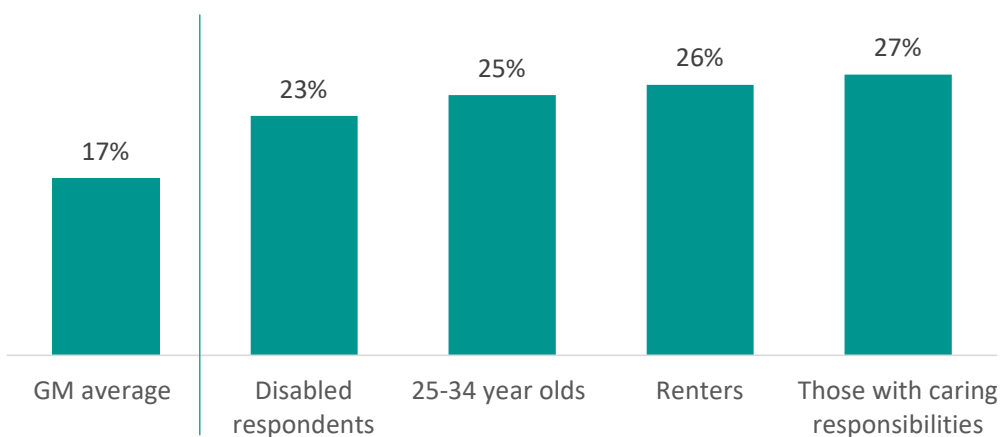


■ Yes ■ No ■ Don't know / Prefer not to say

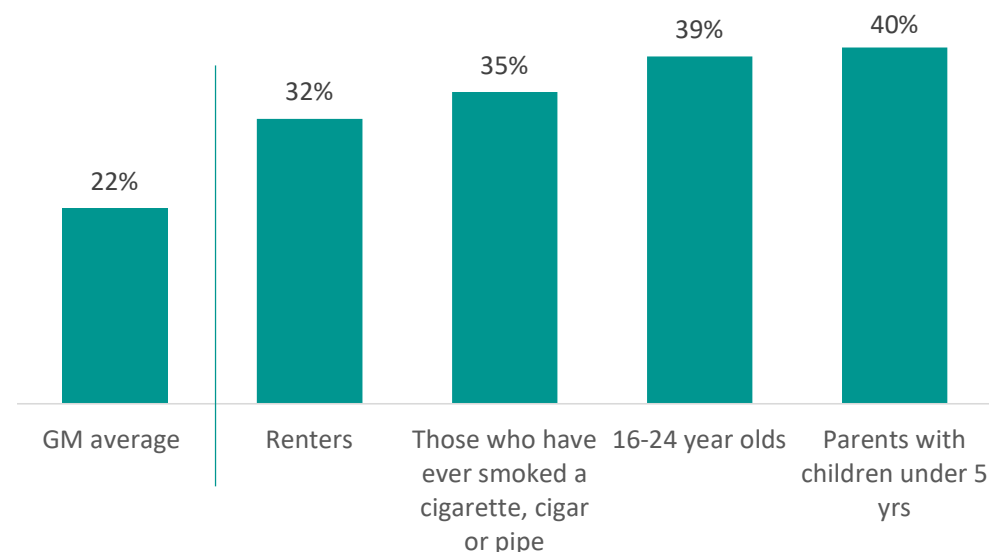
VA3. Do you use an e-cigarette or vaping device at all nowadays? A vaping device is any product that you can use to inhale vapour rather like you would a cigarette. It includes ones that have a battery as well as ones that do not such as a voke. Unweighted base: 1546 (All respondents)

In line with the existing evidence base in this policy area, the GM survey results emphasise the clear association between deprivation and likelihood of smoking / vaping - nearly half of those living in a neighbourhood in England's top 20% most deprived are current smokers (45%) / currently vaping (48%)

Those more likely to currently smoke include:



Those more likely to use an e-cigarette or vape include:



Smoking by IMD Quintile	
1 – Least deprived	3%
2	9%
3	17%
4	27%
5 – Most deprived	45%

The Index of Multiple Deprivation, commonly known as the IMD, is the official measure of relative deprivation for small areas in England.

Vaping by IMD Quintile	
1 – Least deprived	3%
2	8%
3	15%
4	26%
5 – Most deprived	48%

VA2. Do you smoke cigarettes at all nowadays? Base: All respondents, 1546. VA3. Do you use an e-cigarette or vaping device at all nowadays? A vaping device is any product that you can use to inhale vapour rather like you would a cigarette. It includes ones that have a battery as well as ones that do not such as a voke. Unweighted base: 1546 (All respondents)

Healthy homes

Healthy homes key findings

[pages 23-24](#)

Healthy homes detailed findings

[pages 25-35](#)



Healthy homes – key findings (1)

'Healthy homes' is a new topic for this wave, introduced to understand the state of residents' living environments and whether they are experiencing any problems commonly associated with poor quality housing. As this is the first time this topic has been explored, results should be used to feed into broader conversations in conjunction with other datasets and engagement activity that is underway elsewhere in GM.

GOOD RENTING

- Almost 2 in 3 (64%) respondents who are renters say that they consider affordability one of the three most important issues for good renting. There are no significant differences by tenure
- This is followed by almost half (49%) of renters who say that having a safe and decent home is one of the three most important considerations for good renting

EXPERIENCES OF ISSUES

- Over 3 in 5 (62%) respondents have experienced an issue in their home over the past year – and this is higher still among parents (70%), disabled respondents (71%) and those aged 16-24 (73%)
- Damp and mould (21%), poor home insulation (12%), fear of losing their home (7%) and pest infestations (7%) are the issues most commonly experienced.

There are significant differences in the way that owners and renters experience issues with their homes. This is explored further on the following slide

Healthy Homes – key findings (2)

RAISING ISSUES

- While 2 in 3 (66%) people experiencing issues with their housing have raised these, this is higher among renters (80%).
- Respondents are most likely to raise concerns around broken boilers and heating (64%), broken electronics (60%) and gas, electricity or water supply problems (60%), but fears of losing the home and poor/missing insulation go unreported in more than half of instances.
- Across all problems, 1 in 3 (38%) are satisfied with how their reported concerns have or are being resolved. Poor/missing home insulation is the only concern for which more than half of those who report it are satisfied with their resolution..

IMPACT OF ISSUES

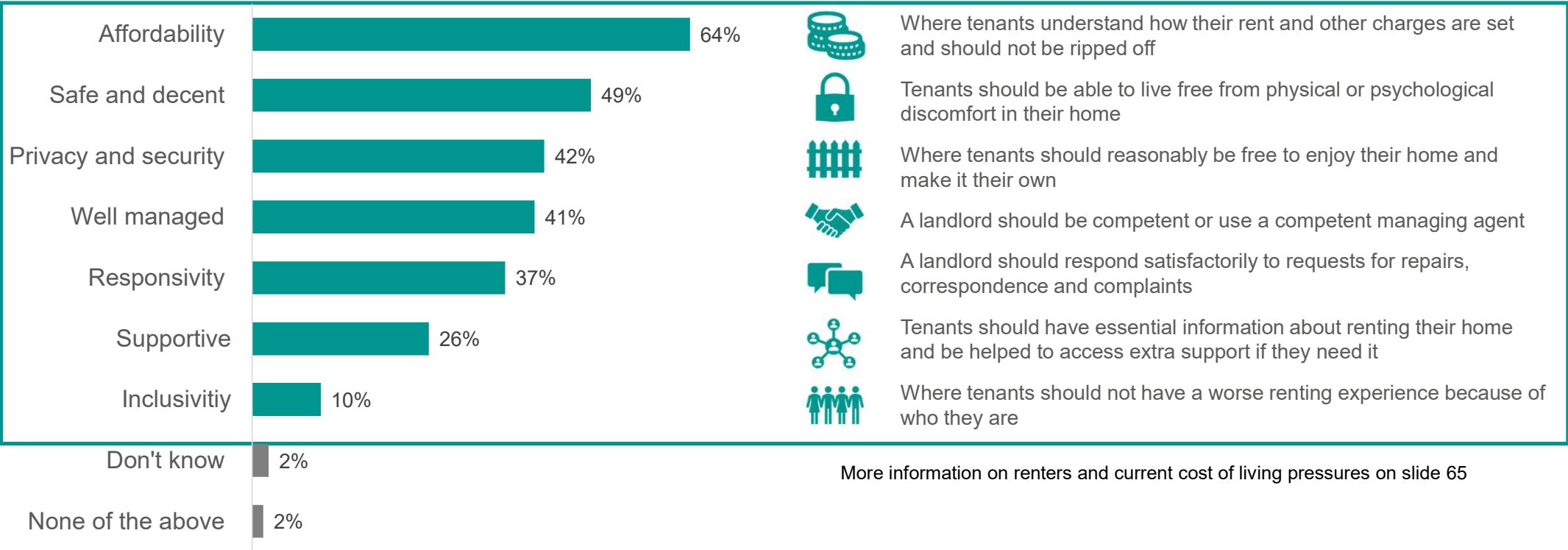
- At least 2 in 5 (39%) of those experiencing issues say there has been a large negative impact on their physical or mental health or wellbeing. This equates to 1 in 4 (23%) residents. Fewer than a quarter of people experiencing these impacts have raised them with a GP.
- Fear of losing the home (61%) is the issue most likely to impact on those experiencing it, followed by not having accessibility needs met (37%) and broken windows or doors (36%). However, all three of these issues are relatively rare amongst respondents.

EXPERIENCES OF RENTERS

- Renters are significantly more likely to have experienced an issue with their home in the past year compared to home owners (73% to 55%), and be currently experiencing an issue (54% to 29%). Issues are particularly experienced by those renting from housing associations/trusts (53%) or from local authorities/councils (54%), rather than from private landlords (67%)
 - Problems with housing have been raised by 78% of private renters who experienced them, 78% of renters from local authorities and councils who experienced them and 84% of those renters from housing associations and trusts who experienced them.
 - Renters (47%) are more likely than owners (29%) to be satisfied with how their issues have or are being resolved.
 - Renters (47%) experiencing issues with their housing, especially those renting privately (52%), are more likely than owners (32%) to say their physical or mental health or wellbeing has been largely impacted by these issues
-

Affordability, a safe and decent home and privacy and security are the three things considered most important for good renting among those who rent

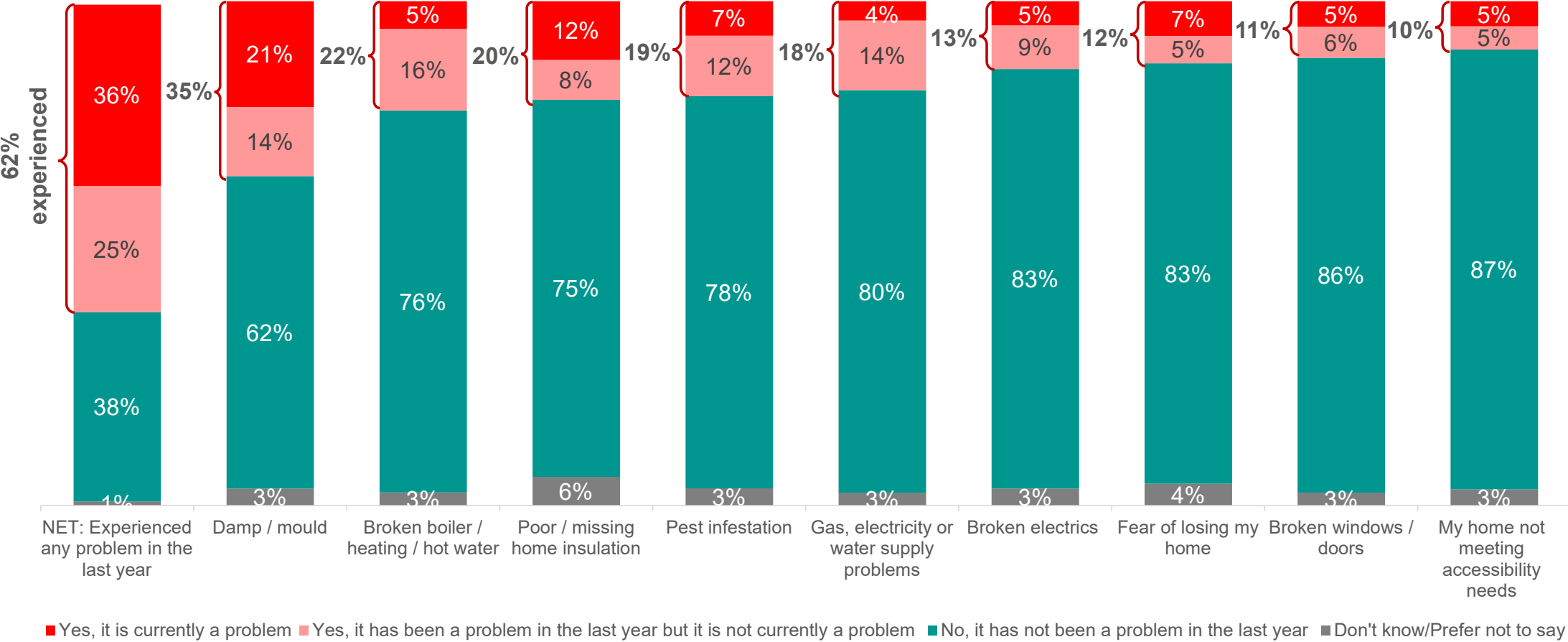
What are the three most important things for good renting?



More information on renters and current cost of living pressures on slide 65

2 in 3 (62%) Greater Manchester respondents have experienced a problem in their home in the last year. This is higher among segments of the population including those from within racially minoritised communities (75%), those aged 16-24 (73%), disabled respondents (71%) and parents (70%)

Have you experienced any of the following problems in your home in the last year?



HEH1. Have you experienced any of the following problems in your home in the last year? Base: All respondents (1546)

Renters, particularly those renting from local authorities and housing associations, are more likely to be **currently experiencing problems with their home** – particularly damp/mould, poor home insulation, fear of losing their home and pest infestations

Currently experiencing problems in their home (n=1,546)

	Total (n=1,546)	Owners (n=1,027)	Renters (n=439)	Renting from Local authorities and Councils (103 of 439)	Renting from a Housing Associations and Trusts (104 of 439)	Privately renting (232 of 439)
NET: Currently experiencing any problem	36%	29% ↓	51% ↑	54% ↑	53% ↑	48% ↑
Damp / mould	21%	17% ↓	30% ↑	30% ↑	36% ↑	27% ↑
Poor / missing home insulation	12%	10% ↓	15% ↑	13%	12%	17% ↑
Fear of losing my home	7%	4% ↓	12% ↑	11%	7%	15% ↑
Pest infestation	7%	5% ↓	9% ↑	12% ↑	11%	7%
Broken electrics	5%	4%	6%	3%	11% ↑	5%
Broken windows / doors	5%	4%	7% ↑	11% ↑	11% ↑	4%
My home not meeting accessibility needs	5%	4%	7%	11% ↑	6%	5%
Broken boiler / heating / hot water	5%	5%	7%	10%	10% ↑	5%
Gas, electricity or water supply problems	4%	3%	4%	7%	6%	3%

↑ ↓ Significantly higher/lower than total

HEH1. Have you experienced any of the following problems in your home in the last year? Base: All respondents (1546); Owners (1027); Renters (439); Renting from local authorities and councils (103); Renting from housing associations and trust (104); Renting privately (232)

Renters, particularly those renting from local authorities and housing associations, are also more likely to have **experienced problems this past year with their home** – particularly damp/mould, broken boiler or heating, and poor home insulation

Have experienced problems in their home in the last year (n=1,546)

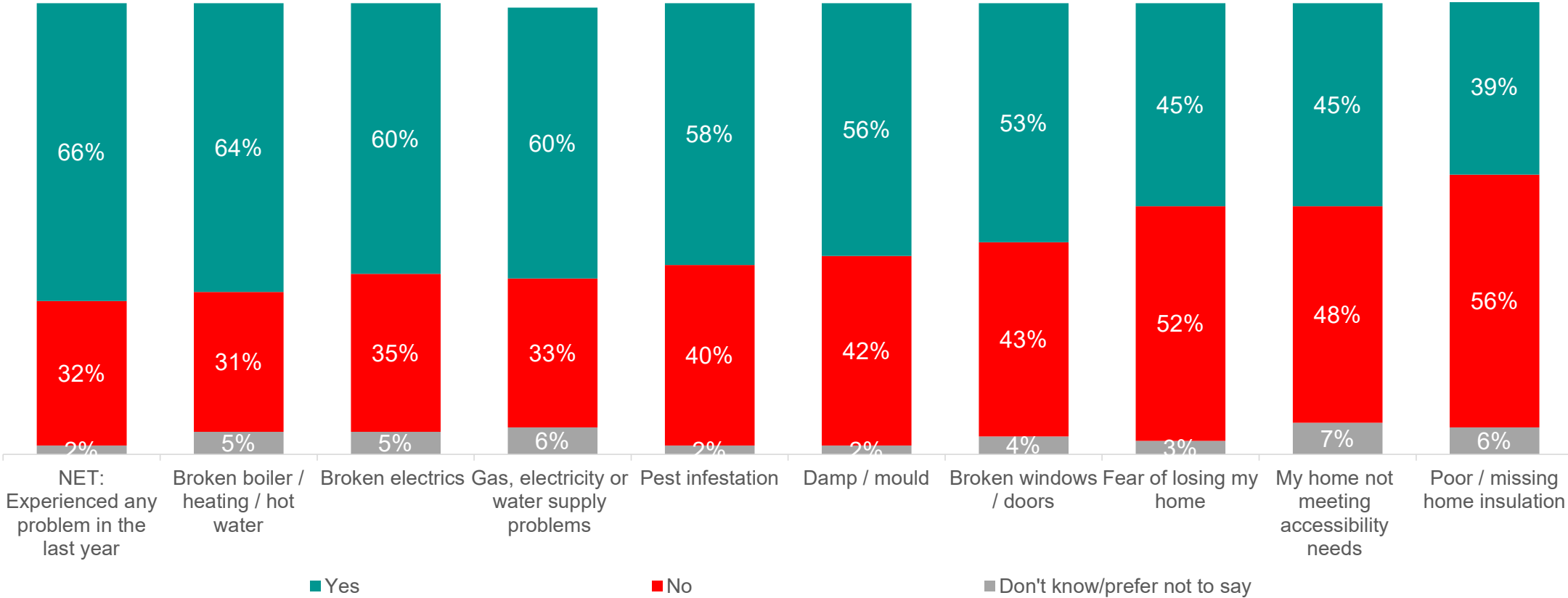
	Total (n=1,546)	Owners (n=1,027)	Renters (n=439)	Renting from Local authorities and Councils (103 of 439)	Renting from a Housing Associations and Trusts (104 of 439)	Privately renting (232 of 439)
NET: Experienced any problem in the last year	62%	55% ↓	73% ↑	80% ↑	81% ↑	67%
Damp / mould	35%	28% ↓	46% ↑	47% ↑	50% ↑	43% ↑
Poor / missing home insulation	20%	17% ↓	25% ↑	28%	21%	26% ↑
Fear of losing my home	12%	8% ↓	20% ↑	17%	18%	23% ↑
Pest infestation	19%	17% ↓	22% ↑	22%	22%	22%
Broken electrics	13%	10% ↓	18% ↑	14%	23% ↑	17%
Broken windows / doors	11%	9% ↓	16% ↑	23% ↑	19% ↑	11%
My home not meeting accessibility needs	10%	7% ↓	14% ↑	25% ↑	9%	11%
Broken boiler / heating / hot water	22%	19% ↓	25%	34% ↑	26%	21%
Gas, electricity or water supply problems	18%	15% ↓	20%	25%	22%	18%

↑ ↓ Significantly higher/lower than total

HEH1. Have you experienced any of the following problems in your home in the last year? Base: All respondents (1546); Owners (1027); Renters (439); Renting from local authorities and councils (103); Renting from housing associations and trust (104); Renting privately (232)

Across most issues, more than half of those experiencing problems **have raised concerns**. However, ‘fear of losing my home’, ‘my home not meeting accessibility needs’ and ‘poor / missing home insulation’ are more likely than not to go unreported

Have you ever raised concerns around this problem?



HEH1A. Have you ever raised concerns around this problem? Base: Those who have experienced any problem in the last year (147-536)

Renters are more likely to have raised concerns over issues experienced in their home in the last year – particularly over broken boilers, damp and mould, broken windows and doors and poor home insulation

Raised concerns over issue

	Total	Owners	Renters
NET: Experienced any problem in the last year	66%	56% ↓	80% ↑
Broken boiler / heating / hot water (n=335)	64%	54% ↓	80% ↑
Broken electrics (n=207)	60%	56%	66%
Gas, electricity or water supply problems (n=272)	60%	61%	61%
Pest infestation (n=291)	58%	53%	66%
Damp / mould (n=536)	56%	38% ↓	77% ↑
Broken windows / doors (n=173)	53%	35% ↓	74% ↑
Fear of losing my home (n=1901)	45%	42%	49%
My home not meeting accessibility needs (n=147)	45%	42%	45%
Poor / missing home insulation (n=302)	39%	25% ↓	54% ↑

↑ ↓ Significantly higher/lower than total

Renters are also more likely to be satisfied with how a reported issue has been resolved, particularly for damp/ mould issues. On other issues, there are no significant differences in satisfaction by tenure

Satisfaction with how issues have been or are being resolved*

	Total satisfaction (Very / somewhat satisfied)	Owners	Renters
Net: Any problem (n=581)	38%	29% ↓	47% ↑
Poor / missing home insulation (n=109)	57%	-	63%
My home not meeting accessibility needs (n=68)	43%	-	-
Damp / mould (n=267)	41%	32%	48% ↑
Fear of losing my home (n=73)	39%	-	-
Pest infestation (n=159)	35%	35%	36%
Broken windows/doors (n=88)	32%	-	39%
Gas, electricity or water supply problems (n=146)	22%	17%	27%
Broken boiler / heating / hot water (n=213)	21%	17%	25%
Broken electrics (n=107)	20%	15%	28%

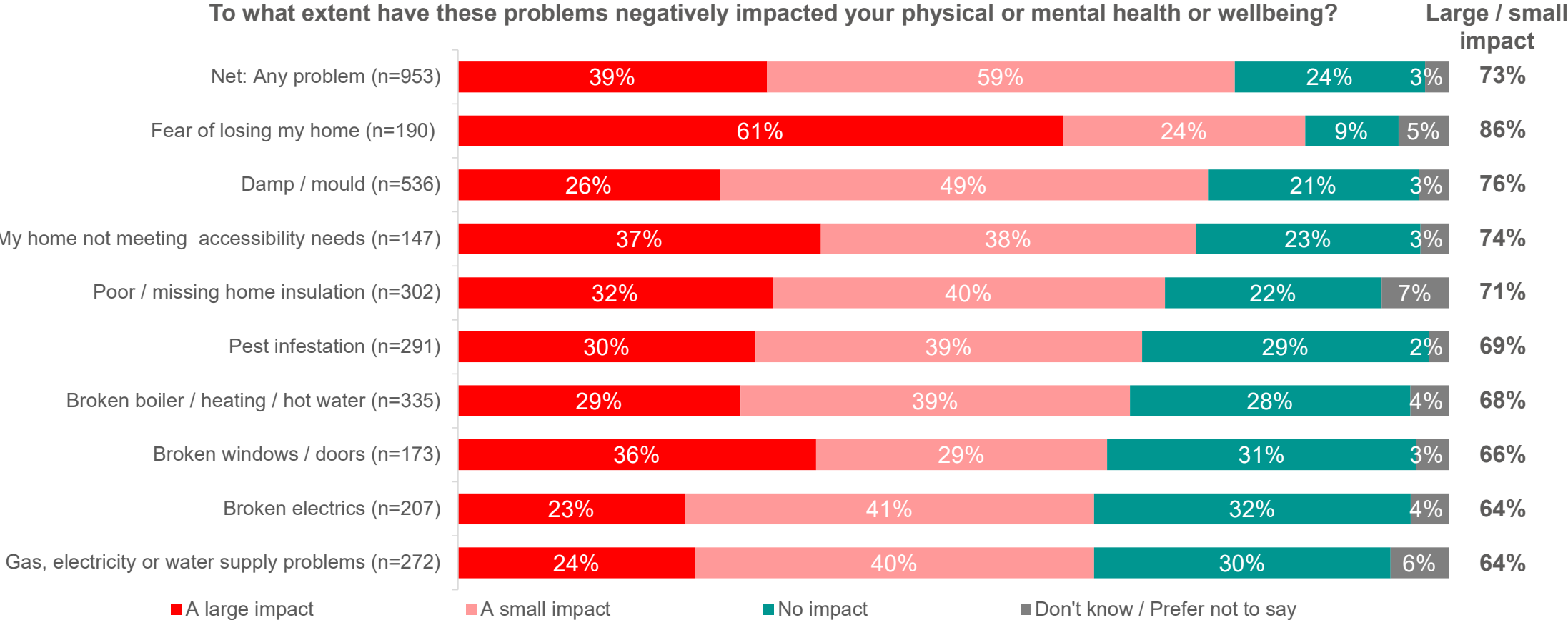
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HEH2. Overall, how satisfied or dissatisfied are you with how these issues have been or are being resolved? Base: Those who have raised concerns about problems in their home (66-300)

*Base sizes under 50 not shown

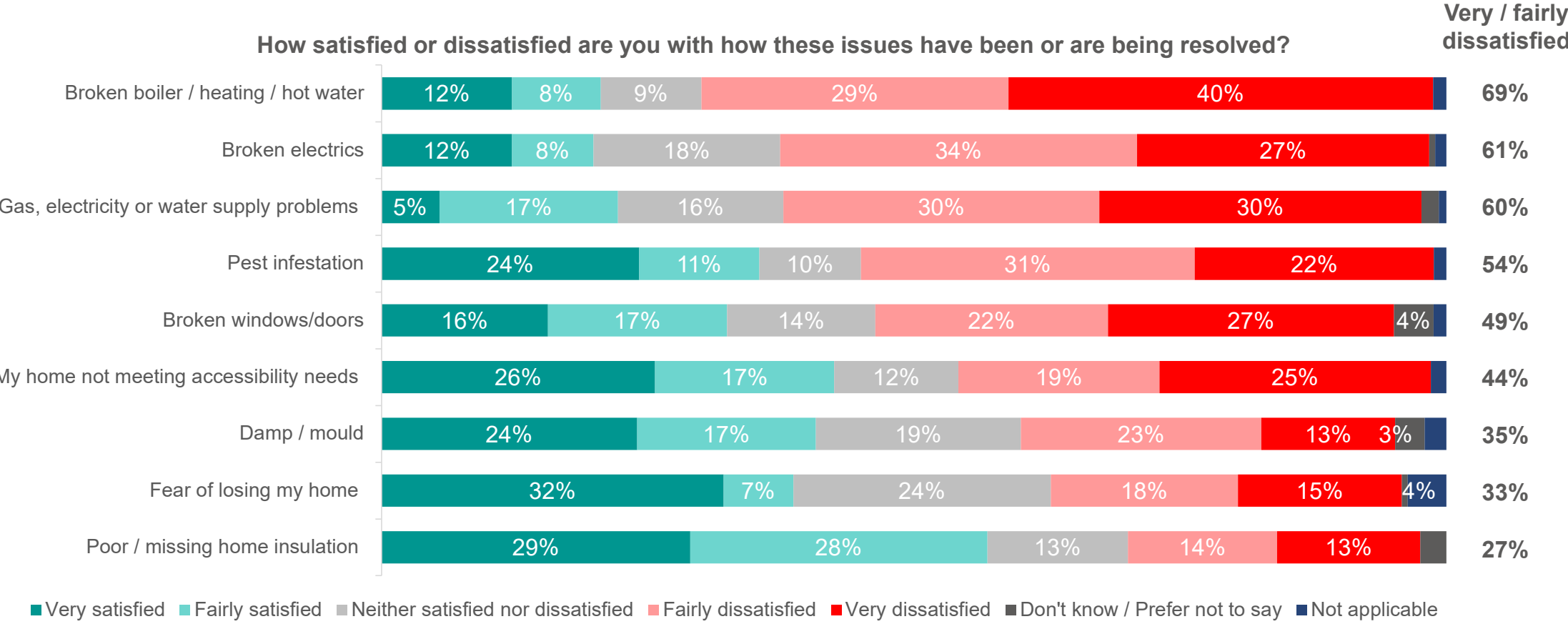
Around 3 in 4 (73%) say **issues in their home have negatively impacted their physical or mental health or wellbeing**. 2 in 5 (39%) say an issue has had a large impact – mainly driven by the large impacts associated with 'fear of losing my home' (61%), 'my home not meeting accessibility needs' (37%) and 'broken windows / doors' (36%)

To what extent have these problems negatively impacted your physical or mental health or wellbeing?



HEH3. To what extent do you believe that these problems in your home have negatively impacted your physical or mental health or wellbeing? Base: Those who have experienced an issue in their home in the last year (147-536)

Overall, around 3 in 5 (63%) of those who have raised issues about problems in their home are **dissatisfied with the outcome**. The highest levels of dissatisfaction are with broken boilers or heating (69%), broken electrics (61%) and gas, electricity or water supply problems (60%)



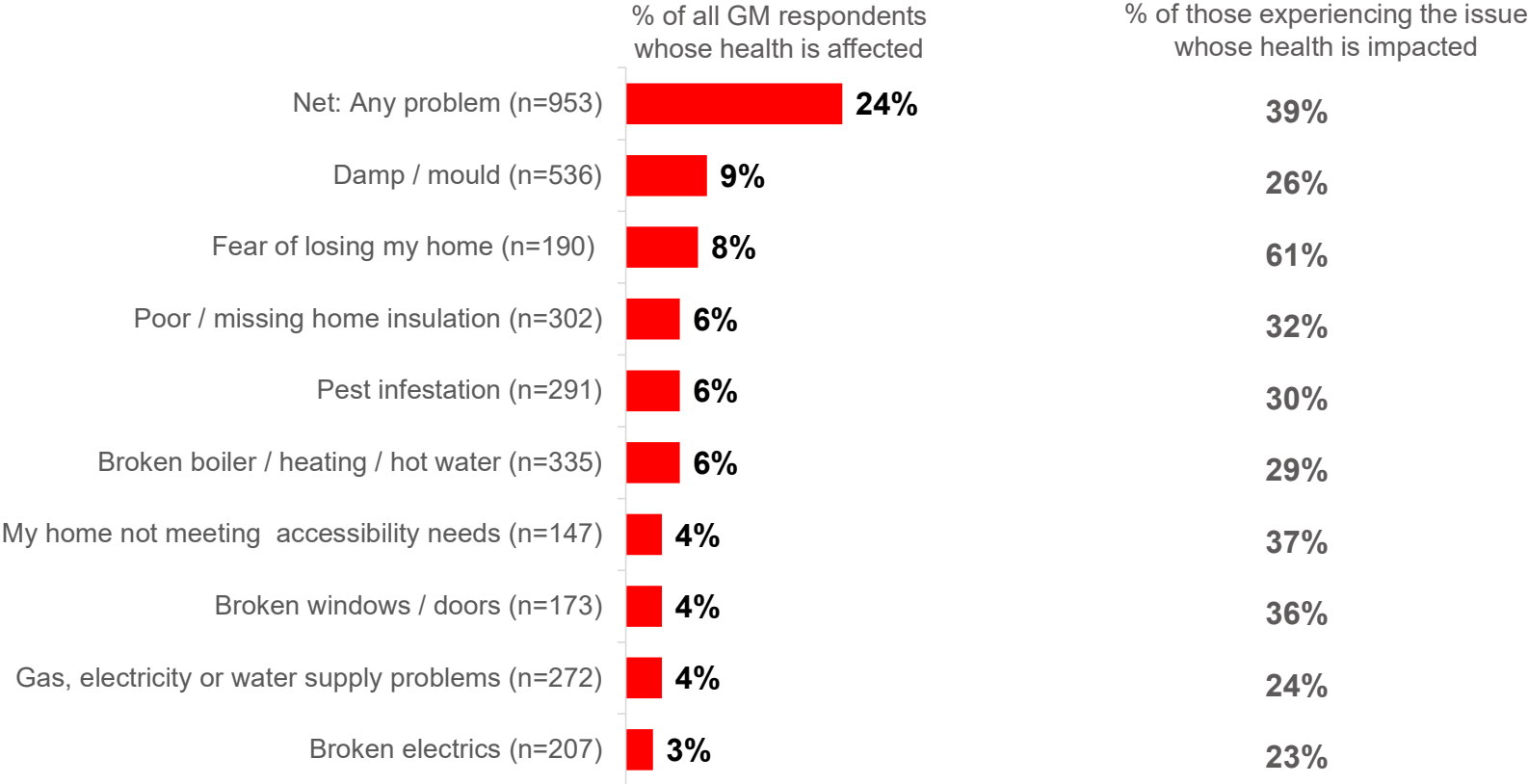
63% of those who have raised an issue relating to their home are dissatisfied with the outcome of at least one of the issues they have raised

HEH2. Overall, how satisfied or dissatisfied are you with how these issues have been or are being resolved? Base: Those who have raised concerns about problems in their home (66-300)

1 in 4 (24%) of the total population say **an issue in their home over the past year has had a large impact on their physical or mental health or wellbeing**. The issues which have had the largest impact among the total population include damp mould (affecting 9% of the total population) and fear of losing their home (8%)

Problems have a large negative impact on your physical or mental health or wellbeing

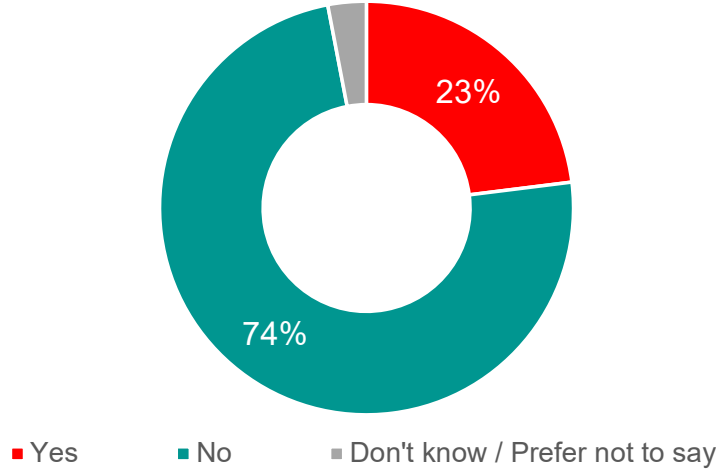
24%
of the total population say an issue in their home has had a **large impact** on their physical or mental health or wellbeing



HEH3. To what extent do you believe that these problems in your home have negatively impacted your physical or mental health or wellbeing? Base: Those who have experienced an issue in their home in the last year (147-536)

Fewer than a quarter (23%) of those who have been negatively impacted by issues in their home **have raised this with a GP**. The likelihood of raising things with a GP increases in some situations – e.g. those with homes not meeting accessibility needs (43% impacted raised the issue), those worried about losing their home (38%), and those experiencing having broken windows or doors (36%)

Have you raised issues with a GP?



Those significantly more likely to not have raised a housing issue negatively impacting their health with a GP, compared to the GM average (74%):

Demographics:

- Females (78%)
- Those aged 65 and over (88%)

Individual and/or family circumstance:

- Those who are retired (87%)

	Impacted negatively (small/large impact)	Proportion impacted who raised issue with a GP
Net: Any problem	73%	23%
My home not meeting accessibility needs	74%	43%
Fear of losing my home	86%	38%
Broken windows / doors	66%	36%
Broken electrics	64%	35%
Pest infestation	69%	33%
Broken boiler / heating / hot water	68%	31%
Poor / missing home insulation	71%	30%
Gas, electricity or water supply problems	64%	30%
Damp / mould	76%	24%

HEH3A. You've told us the problems in your home have negatively impacted your physical or mental health or wellbeing. Have you raised concerns with a GP? Base: Those whose health is being negatively impacted by problems in the home (648)

Your local area

Overview and context

[page 37](#)

Your local area key findings

[pages 38-39](#)

Your local area detailed findings

[pages 40-47](#)

Your local area – context

The November 2023 Residents' Survey includes, for the fifth time, a number of questions 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 8, 9 and 10.

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 (1)

OVERALL SATISFACTION WITH LOCAL AREA

- 7 in 10 (71%) of respondents are satisfied with their local area as a place to live, including a fifth (21%) very satisfied.
 - The proportions satisfied and very satisfied have both fallen slightly since September (was 72% and 24%) – though this fall is not significant
 - National figures in the Community Life Survey report similar overall satisfaction (76%) but higher ‘very satisfied’ (30%)
 - Three quarters (74%) of respondents agree they would recommend their local area as a place to live, but 23% say that they would not. These figures have remained largely stable since September, with no significant declines

SATISFACTION WITH SERVICES

- Views towards various aspects of their local area have overall not changed substantially since September. However, the proportion 'very satisfied' with their town centre has dropped (20% cf. 24%)
- 61% are satisfied with the overall provision of public transport. The highest levels of satisfaction are with bus services (55%) and conditions of paved/pedestrian areas (47%)
 - More people are satisfied than they were in September with the condition of paved areas (47% cf. 46%), trains (44% cf. 42%), and the conditions of the roads (35% cf. 32%)
- 56% are satisfied with health and care services in Greater Manchester. This is a slight but not significant fall from September, where 58% were satisfied.
- Whilst overall levels of satisfaction with schools and colleges among parents overall have largely remained the same (72%) as in September (70%), to an extent this masks some underlying trends: satisfaction amongst parents with children in primary and secondary education has risen, though not significantly

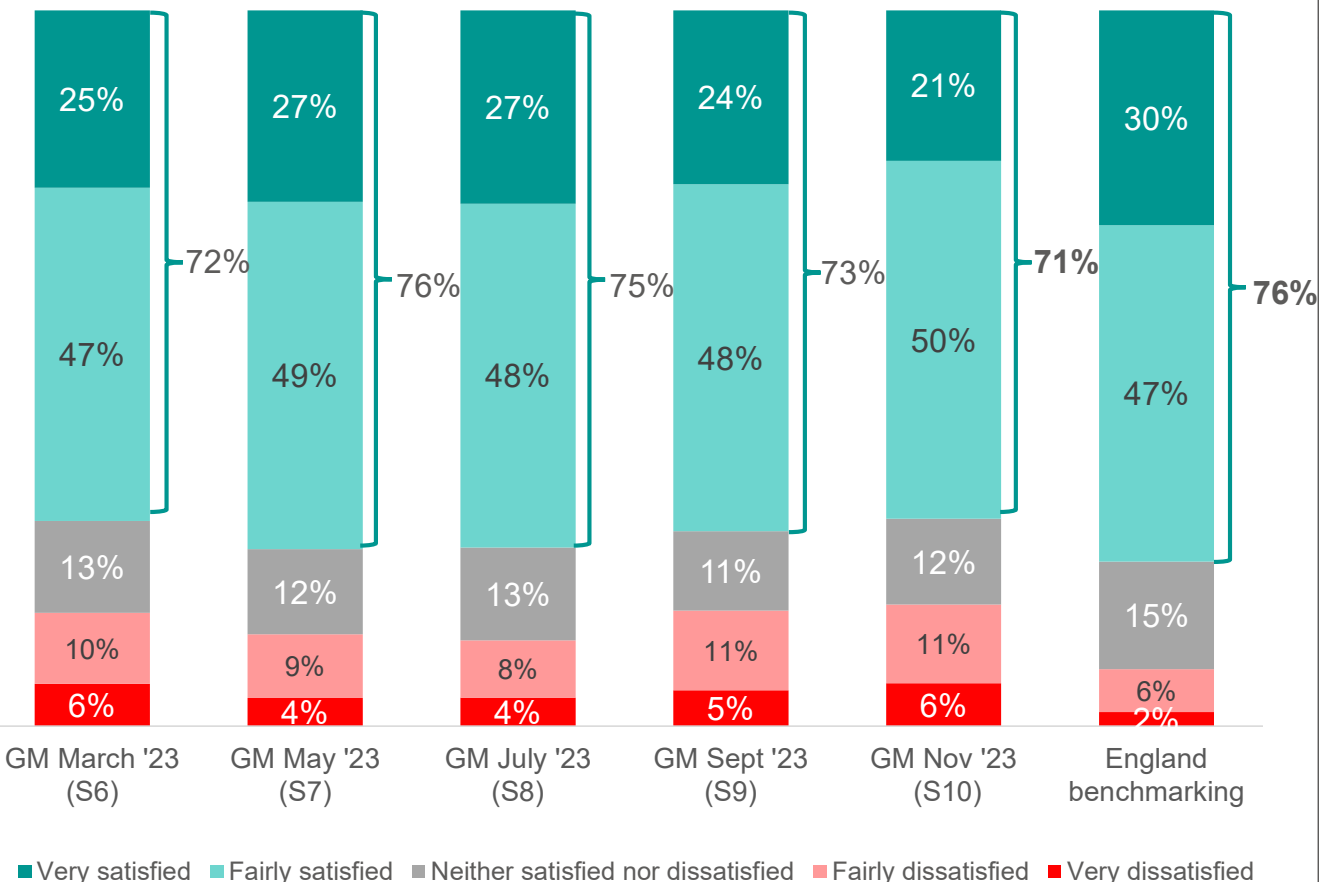
Your local area – key findings (2)

NEIGHBOURHOOD AND COMMUNITY

- 2 in 3 respondents are proud of their local area (68%) and agree it is a place where people look out for each other (66%).
- Just over half (54%) agree that their local area is well maintained
- 75% of respondents agree that their local area is a place where people from different backgrounds get on well together. This is an increase since September (was 72%) but remains lower than the figure for the country as a whole (84%)

7 in 10 (71%) respondents say that they are **satisfied with their local area** as a place to live. This is similar to the England average (76%), although nationally more are very satisfied (21% in GM, 30% nationally). The longer-term picture is that levels of satisfaction have dropped to be more in line with March 2023 (72%).

Level of satisfaction with local area



% with 'low' satisfaction of local area compared to S8-10 GM average (15%)*:

Demographics:

- Those with a disability (23%), including mental ill health (29%), a learning disability (28%), or another disability (26%)
- Those renting (20%) including from a housing association/trust (26%), or a local authority (23%)

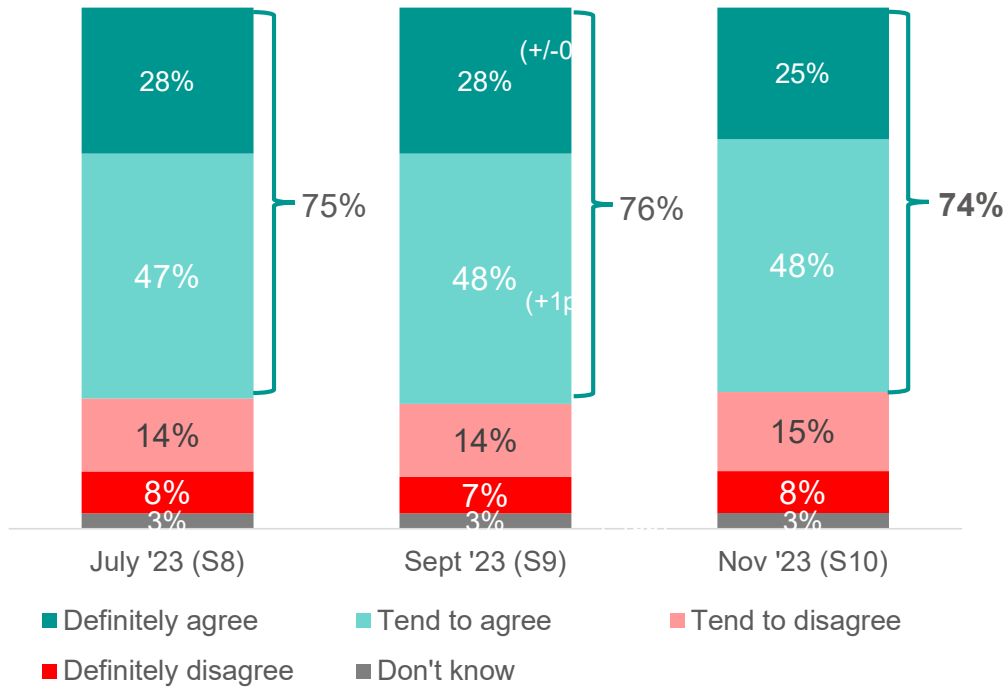
Individual and/or family circumstance:

- Those who would not recommend their local area (58%)
- 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 (34%)
- Those who disagree they are able to look after their own health (31%)
- Those with low life satisfaction (32%), or low feelings that life is worthwhile (31%), and low happiness (28%)
- Those who disagree that they know enough about their own health (33%)
- Those not in work due to ill health or disability (27%)
- Those who are financially vulnerable (25%)
- Those who find it difficult to afford their rent (24%)
- Those finding it difficult to afford their energy costs (21%)

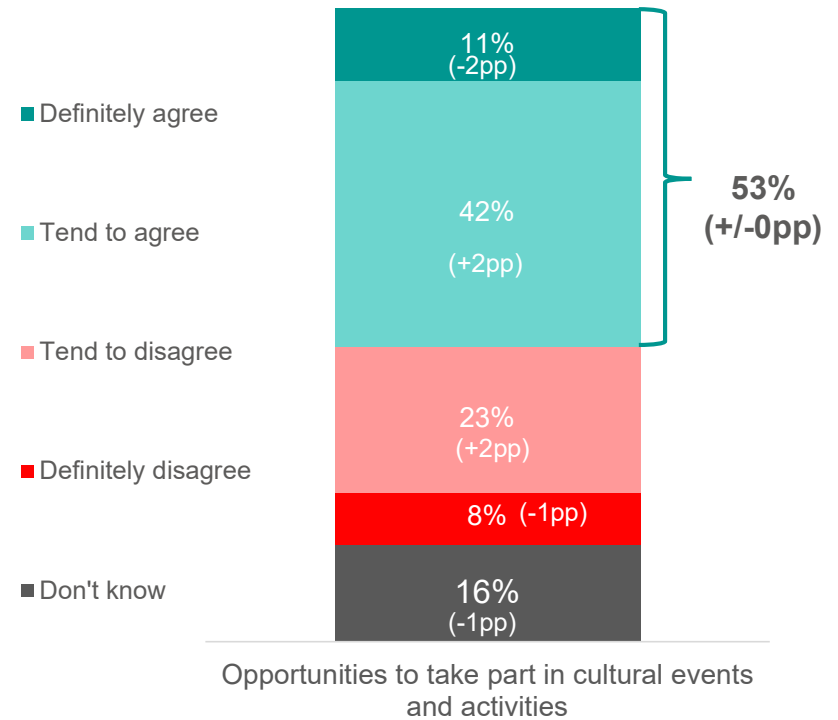
LA2. Overall, how satisfied or dissatisfied are you with your local area as a place to live? *Relates to the 10% of respondents who said they are fairly dissatisfied with their local area, and the further 6% who said they are very dissatisfied. Unweighted base: Greater Manchester Residents Survey 7: 1488, Survey 8: 1612, Survey 9: 1560, Survey 10: 1546

Three quarters (74%) of respondents would recommend their local area as a place to live. Around half (53%) agree there are opportunities to take part in cultural events and activities in their local area

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



To what extent do you agree or disagree that there are opportunities to take part in cultural events and activities



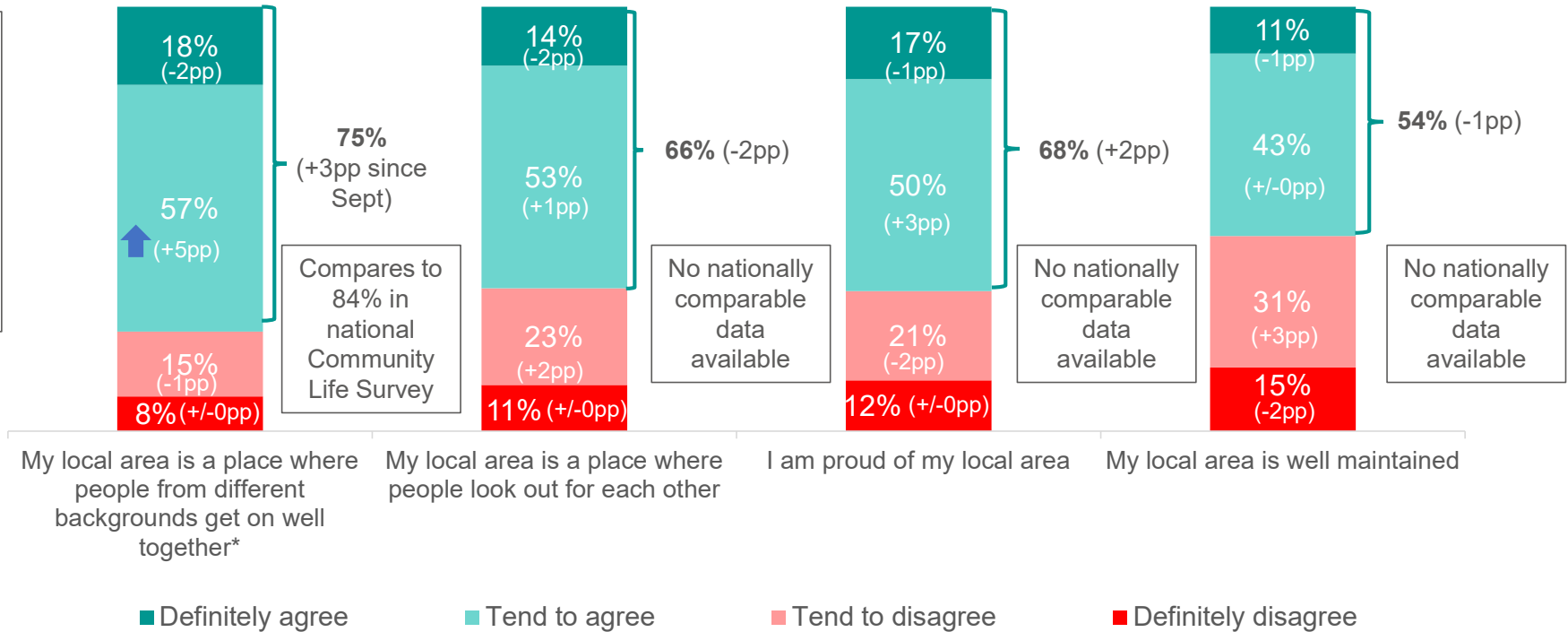
Bracketed figures show changes from S9 (Sept)

↑↓ Significantly higher/lower than S9

3 in 4 residents (75%) agree their local area is a place where people from different backgrounds get on well together. 2 in 3 (68%) agree they their local area is one they are proud of and where people look out for each other (66%). Just over half agree their local area is well maintained (54%)

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

*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 and to ensure benchmarking against DCMS figures



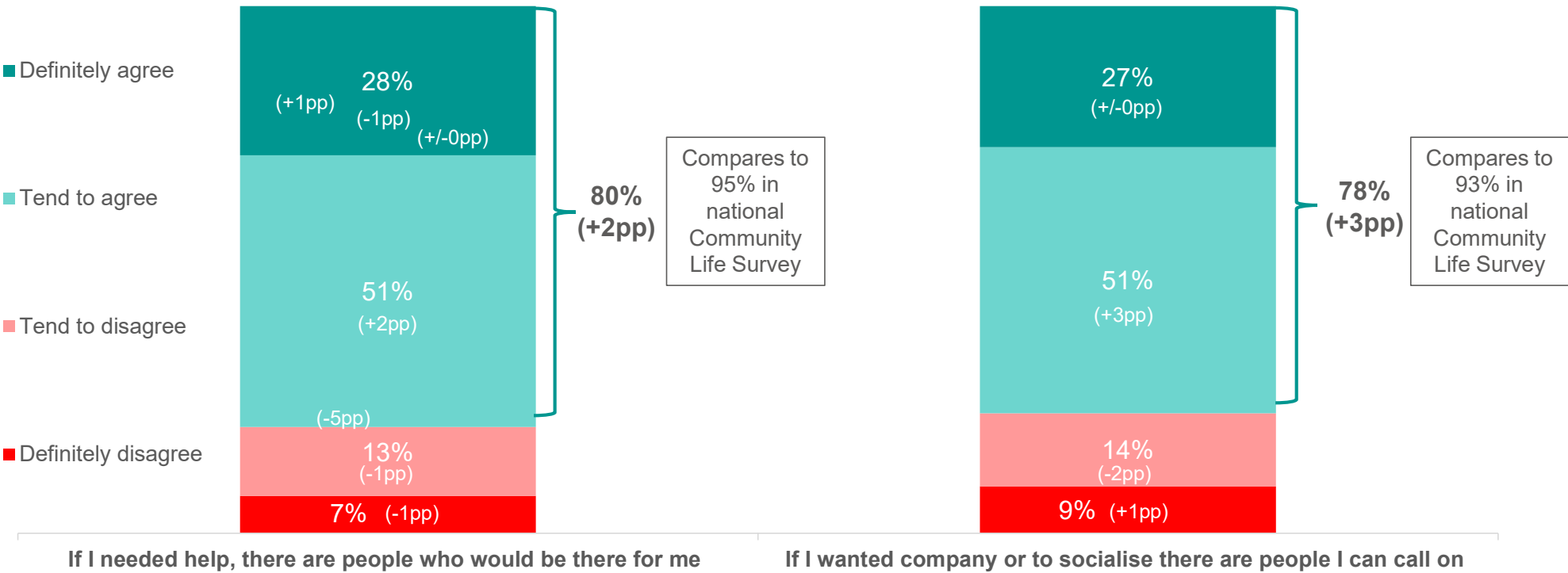
Figures in brackets show change since Sept (S9)

↑↓ Significantly higher/lower than S9

LA6. To what extent do you agree or disagree with the following statements about your local area? Unweighted base: Survey 10, 1,546 (All responses) Only valid responses shown *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%

4 in 5 (80%) respondents say that if they needed help, there are people who would be there for them, and over 3 in 4 (78%) say that if they wanted company or to socialise there are people they can call on.

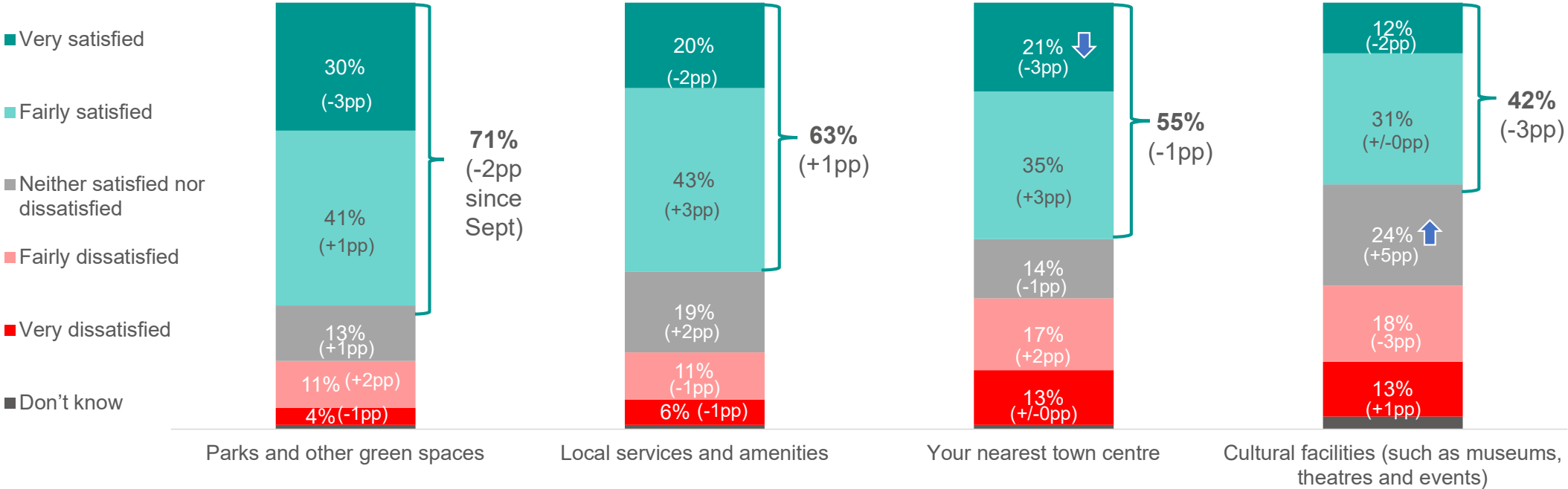
To what extent do you agree or disagree...?



Bracketed figures show changes from S9 (Sept)

LA6. To what extent do you agree or disagree with the following statements about your local area? Unweighted base: All respondents Survey 10, 1546 (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

Respondents are most likely to be satisfied with the **parks and other green spaces** in their area (71%), along with **local services and amenities** (63%). Fewer respondents are satisfied with their **local town centre** (55%), and with the **cultural facilities in their local area** (42%). In relation to town centres, the proportion who are very satisfied has dropped 3pp since September.



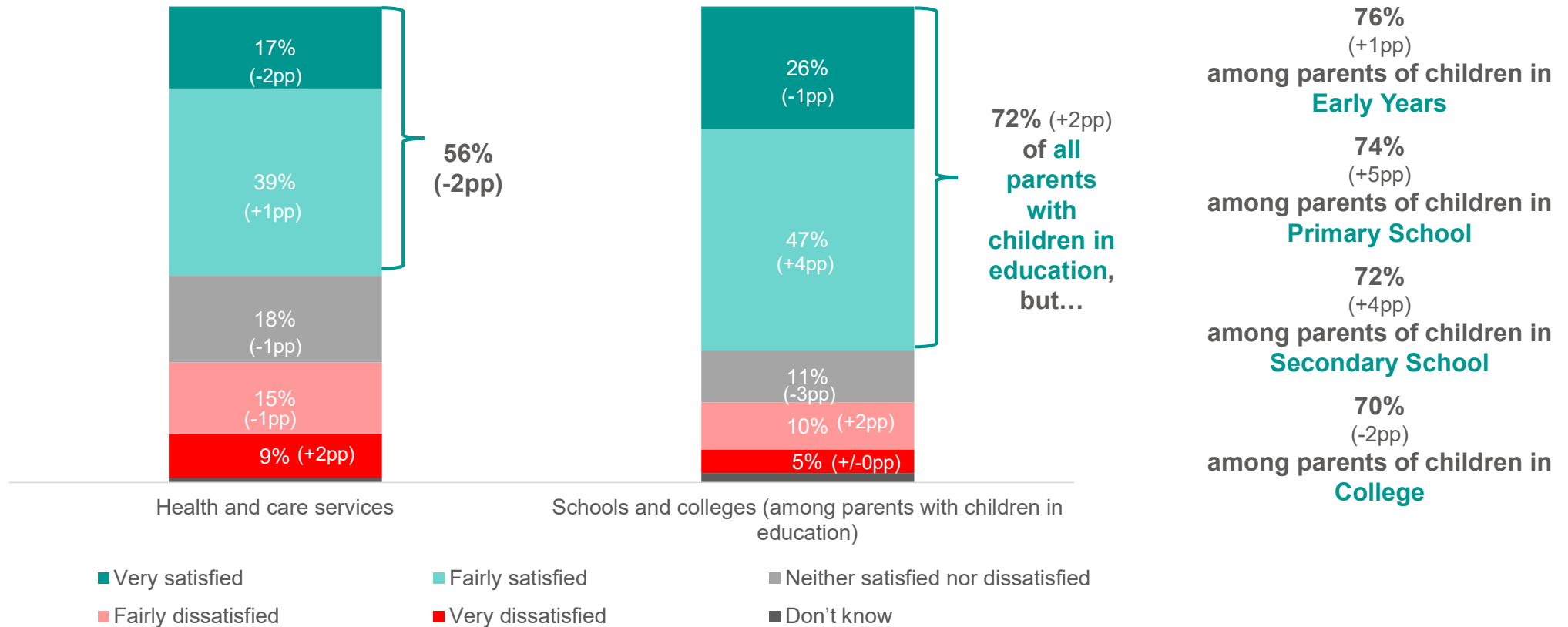
↑ ↓ Significantly higher/lower than S9

Figures in brackets show change since September (S9)

LA4. Generally, how satisfied or dissatisfied are you with...? Unweighted base: Survey 10, 1537 (All responses)

56% of residents are satisfied with the **health and care services in their local area. 72% 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...

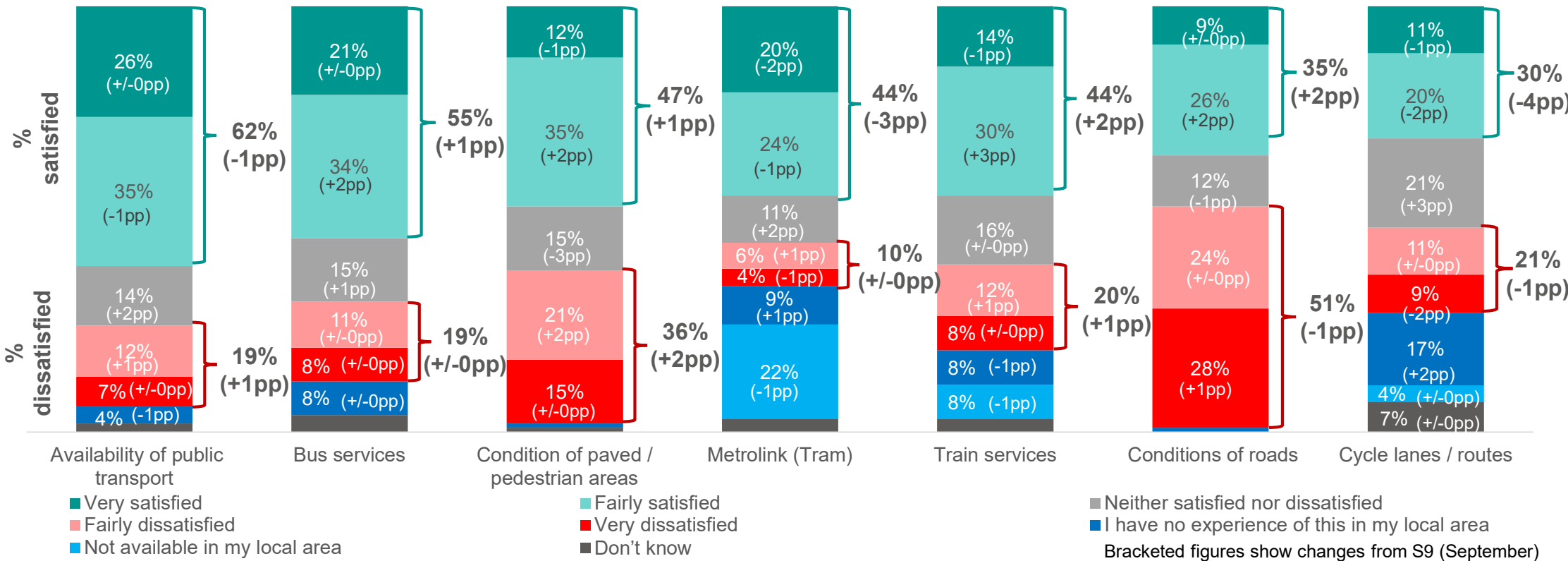


Bracketed figures show changes from S9 (Sept)

LA4. Generally, how satisfied or dissatisfied are you with health and care services / Schools and colleges in your local area? New codes shown only
 Unweighted base: Survey 10, 1546 (All respondents); Summary: Parents of children in education, 420; Parents with children at... Early years: 82, primary school: 198, children at secondary school: 196, at college: 87

62% of respondents are satisfied with the **availability of public transport** in their local area, with 55% being satisfied with local **bus services**. Less than a third are satisfied with the **cycle lanes / routes** (30%), however 21% say they have no experience of these or that they are not available.

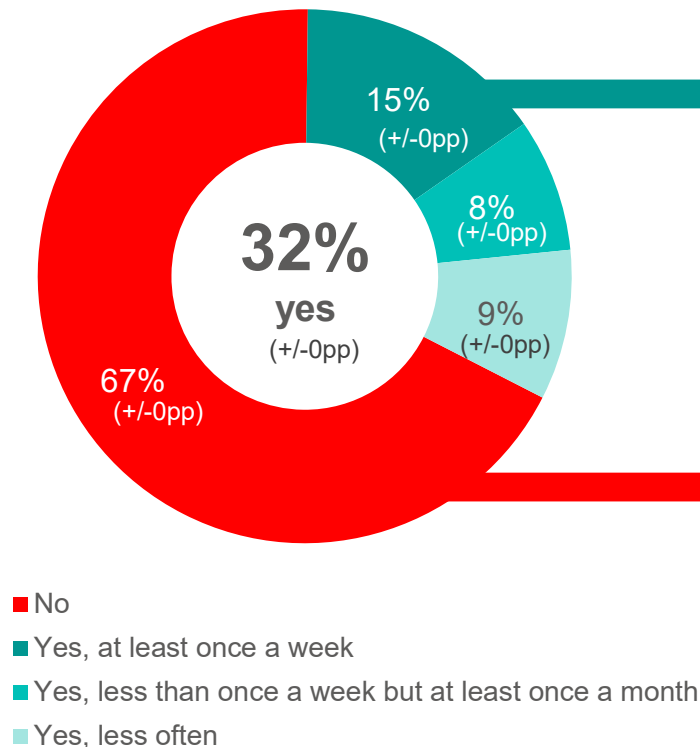
Level of satisfaction with transport and travel facilities



LA7. Thinking about where you live, how satisfied or dissatisfied are you with your experience of the following in your local area?
Unweighted base: All respondents Survey 10, 1546

1 in 3 (32%) respondents have **volunteered in the past year**, the same as seen in September. Those most likely to have volunteered include those from racially minoritised groups, with a learning disability, and aged 16-24 years old

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



The following groups are more likely to volunteer, compared to the Greater Manchester average (32%):

- 58%** Jewish respondents
- 44%** Those with a learning disability
- 41%** Those with caring responsibilities
- 40%** Those from within racially minoritised groups
- 42%** 16-24-year-olds
- 39%** Those living in a household with 4+ people*
- 37%** Parents

The following groups are less likely to volunteer, compared to the Greater Manchester average (67%):

- 76%** Those not in work due to ill health or disability
- 76%** Those aged between 55-64
- 73%** Those aged 65+ living in a single person household*
- 73%** Those dissatisfied with their local area
- 73%** Those with low life satisfaction*
- 72%** Those in financially vulnerable situations*

*Asterisks denote a new group who have over-indexed in S10, but did not in S9

Bracketed figures show changes from S9 (September)

Cost of living

Overview and context

[page 49](#)

Cost of living and food security key findings

[pages 50-51](#)

Cost of living detailed findings

[pages 52-65](#)



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 now been covered across eight waves). Food security has been included, to differing degrees, across ten surveys since February 2022. 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 8, 9 and 10.

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.

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 13 – 29 Nov 2023) have been compared to the most closely matched ONS fieldwork period, between 15 – 26 Nov 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

- 3 in 5 (61%) respondents say their cost of living has increased in the last month (compared to 47% across Great Britain as a whole) – with these increases continuing to be driven particularly by food, energy and fuel costs
- 3 in 10 (28%) respondents are experiencing some form of financial vulnerability (based on an ONS method of estimation)
 - This is higher still among respondents not in work due to ill health (47%), those earning below the Real Living Wage (41%) and those aged 35-44 (37%)
- Half (50%) of respondents say that they are worried about heating their home this winter, a similar proportion to September
- Food (88%, was 86%) and energy (70%, was 67%) costs remain the most common reasons for cost of living increases
- Approaching half (47%) of respondents say they have difficulty affording energy costs. This is significantly higher than the GB average (39%), with most of this difference driven by the proportion who say they find these costs very difficult (12% vs 8% GB average)

HOUSING

- Over a quarter (27%) of renters and mortgage holders have seen their payments increase over the last month
 - There has been slight movement – in opposite directions – in renters and mortgage holders who say that it is hard to afford their rent or mortgage payments.
 - Slightly fewer mortgage holders are finding it difficult to afford payments (34%, was 37% in September)
 - Slightly more renters say that it is difficult to afford their rent (46%, was 44% in September)
 - But despite this, the proportion of mortgage holders who are behind on their mortgage payments has risen (7%, was 4% in September), while the proportion of renters who say they are behind has dropped significantly since September (10%, was 17% in September).
 - The decrease in renters behind on their rent is driven by decreases among those renting from the local authority or council (16%, was 24%) and from a housing association or trust (8%, was 24%)
-

Cost of living – key findings (2)

FINANCIAL SITUATION AND BORROWING

- Around 7 in 10 respondents who have borrowed more money or used more credit continue to say they are having some difficulty with managing their debt (69%, was 70% in September). This is higher still among certain groups, including parents (73%) and those aged 45-54 years old (83%)
- While the proportion having difficulty with their debt is unchanged, the share of these respondents who are looking for help with their debt (51%) has returned to what was seen in July (51%), following a significant increase in September (62%).
 - Respondents seeking help are more likely to go to friends and family first (32% cf. 36% in September), followed by Citizens Advice (11% cf. 12% in November).
 - But significantly fewer people than in the September survey said they would seek help through wider options – including energy providers (8%, was 18%), Turn2Us (2%, was 10%), Local Council money advice services (4%, was 10%), their housing providers (4%, was 10%), and StepChange (5%, was 9%).
 - The decline in those seeking help from any organisations may be driven by a significant increase in those who are embarrassed about seeking help or stigma around it (33%, was 21%).

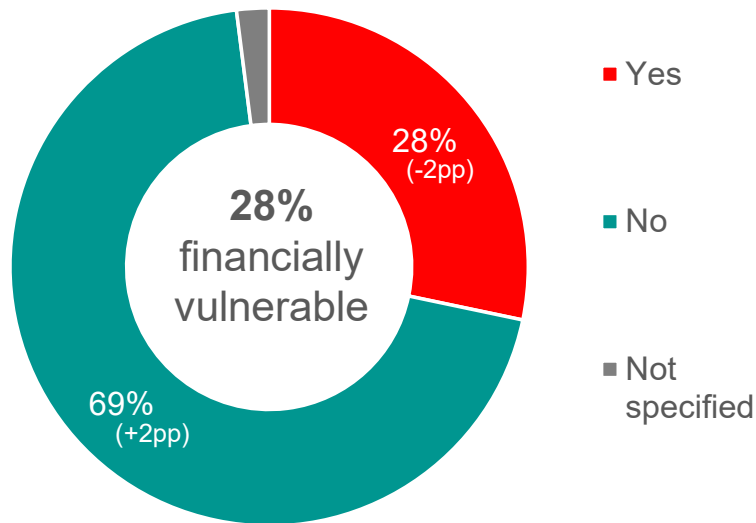
LONG TERM TRENDS

- Tracked data on some of the survey's key measures shows the financial situation of GM respondents is getting better over time:
 - 2 in 5 (44%) say they will be able to save money over the next 12 months; this figure has risen by 11 percentage points since the first time this question was asked first a year ago in September 2022 (33%), and is the same as in September 2023 (44%)
 - Over half (52%) say they can afford an unexpected but necessary expense of £850, an increase of 3 percentage points since November 2022 (49%), though the same as September 2023 (52%)
-

3 in 10 (28%) are experiencing some form of financial vulnerability (based on an ONS method of estimation). This has not changed since September, but remains higher among those aged 35-44 (37%), parents of children aged 5 – 15 years (39%), and respondents with a disability (37%)

The Office for National Statistics (ONS) has devised a measure of financial vulnerability, based on four questions regularly asked in national surveys that are mirrored in the GM Residents' Survey. The questions relate to [ability to cope with an unexpected expense](#); [ability to save](#); [borrowing behaviour](#); and [affordability of energy bills](#).

Using this method, around 3 in 10 (28%) of residents are experiencing financial vulnerability



Financial vulnerability (28% in GM) is higher amongst ...

Parents of children aged 5 - 15 years	35-44-year-olds	Disability in the household	Those earning below the Real Living Wage*
39%	37%	37%	41%

Increases in food, energy and rent/mortgage costs are driving the rise in living costs over the last month.

Of those who have noted increases:

87% say the price of their food shop has increased

70% say the price of their energy has gone up

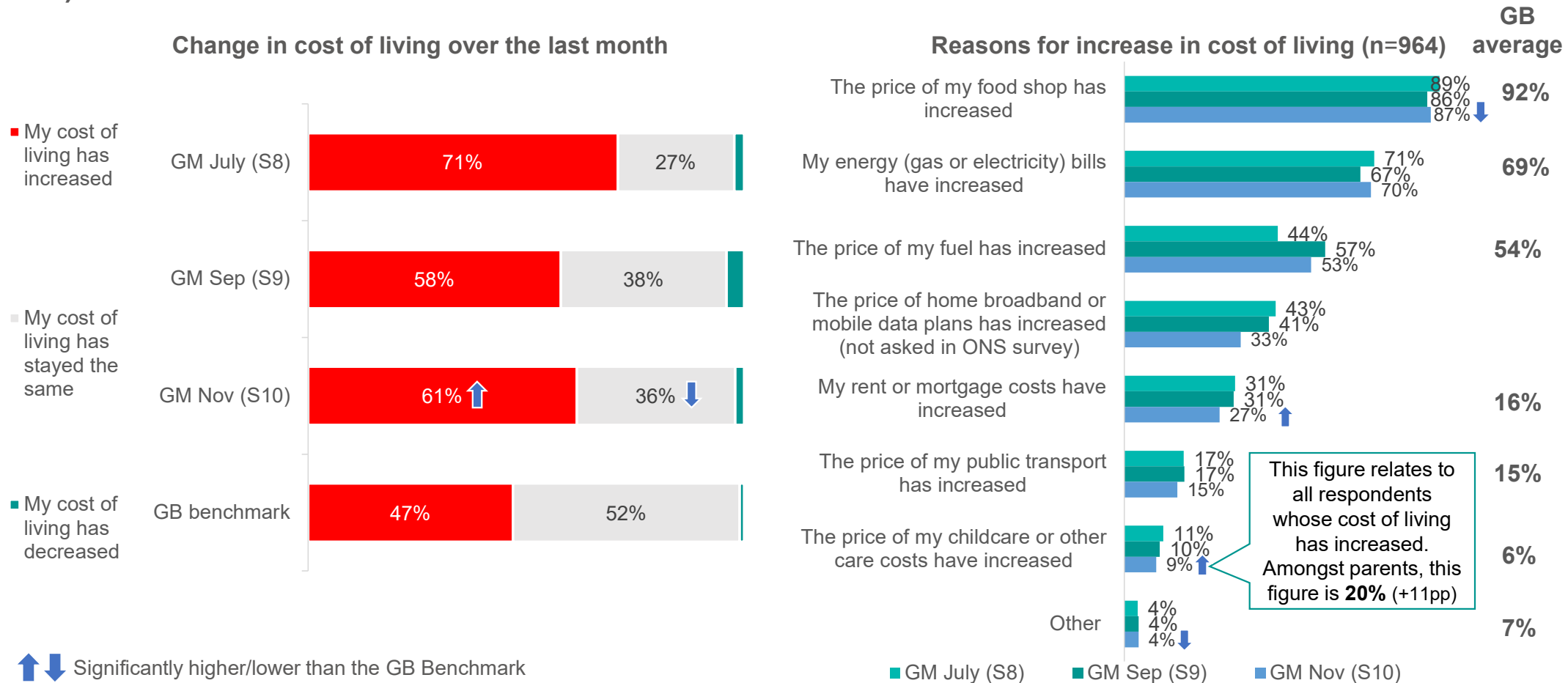
53% say the price of their fuel have increased

39% of renters / mortgage holders say the price of their rent or mortgage costs have increased

All data is from Nov (S10). Unweighted base: 1546 (All respondents); 964 (All who have had their cost of living increase)

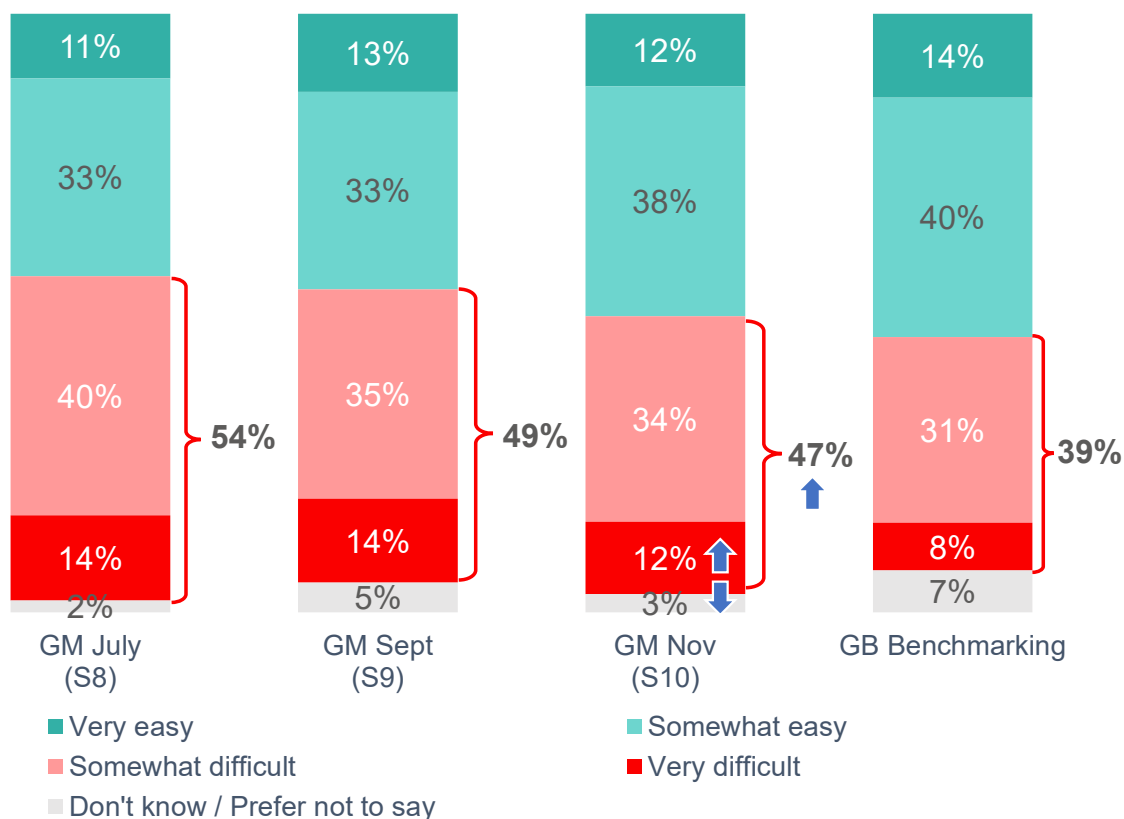
*The Real Living Wage is defined as those earning £15,599 and below

3 in 5 (61%) respondents say their **cost of living has increased in the last month. This is significantly higher than the GB average (47%). GM respondents are more likely than the GB average to say that increases are due to higher rent or mortgage costs (27% vs. 16%), and increased childcare costs (9% vs 6%)**



Over 2 in 5 (47%) respondents say they have **difficulty affording energy costs**, largely in line with September (49%). The GM rate is significantly higher than the GB average (39%) – driven by the proportion who say they find these costs very difficult, the same driver as was in September.

Ease of affording energy costs



% who are significantly more likely to find it very/somewhat difficult to afford their energy costs compared to GM average (50%)*

Demographics:

- Those with a disability (61%), including those with mental ill health (71%), those with a mobility disability (63%) and those with another disability (65%)
- Those in Minority Ethnic Groups (59%)
- Muslim respondents (64%)
- Those aged 35-44 (55%)

Individual and/or family circumstance:

- Those not in work due to ill health or disability (74%)
- Those who do not feel that they are able to look after their own health (74%)
- Those who will not be able to saved any money in the next 12 months (74%)
- Those with low life satisfaction (73%)
- Those earning below the Real Living Wage (67%)
- Those renting their home (60%)
- Those who have children in education (58%), specifically those with children in secondary school (60%), or in college (65%)

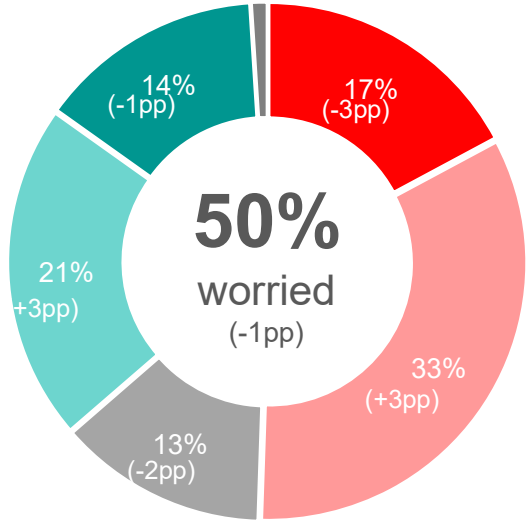
* Subgroup analysis uses merged data from S8-10

↑ ↓ Significantly higher/lower than the GB Benchmark

Half of respondents are **worried about heating their home this winter**, including 17% who are very worried. Worry is more common among those within racially minoritised communities, with a disability and who are parents.

To what extent are you worried about heating your home this winter?

- Very worried
- Somewhat worried
- Neither worried nor not worried
- Not that worried
- Not at all worried
- Don't know / Prefer not to say



*Figures in brackets show changes since S9

Those significantly more likely to be worried about heating their home this winter, compared to the GM average (50%):

Demographics:

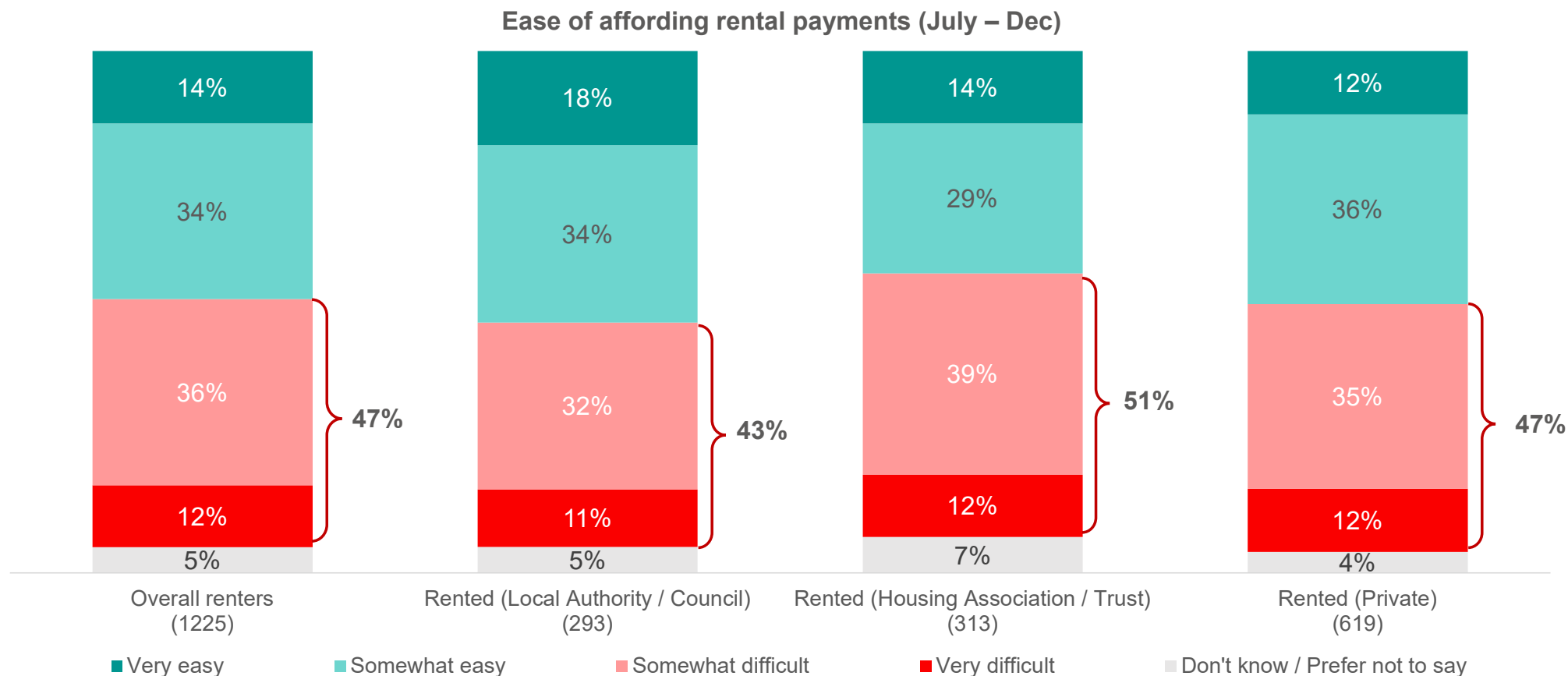
- Those with a disability (62%); including those with mental ill health (70%), mobility disability (67%) and other disability (63%)
- Those aged 35-44 (61%); 45-54* (55%)
- Parents (60%); including of children in education (62%)
- Those in racially minoritised communities (59%); including Pakistani respondents* (67%)
- Female respondents (59%)
- Those with a physical or mental condition lasting longer than a year (59%)

Individual and/or family circumstance:

- Those who are financially vulnerable (82%)
- Those who look after the home / homemakers (80%)
- Those not in work due to ill health or disability (75%)
- Those with low life satisfaction (69%); and high anxiety (59%)
- Those earning up to £15,599 (63%); and between £15,600 - £36,400 (55%)
- Those renting their home (61%) including from a housing association/trust (65%), or local authority (65%), or privately renting (57%)
- 1 person households (56%)
- Residents living in Manchester* (56%)

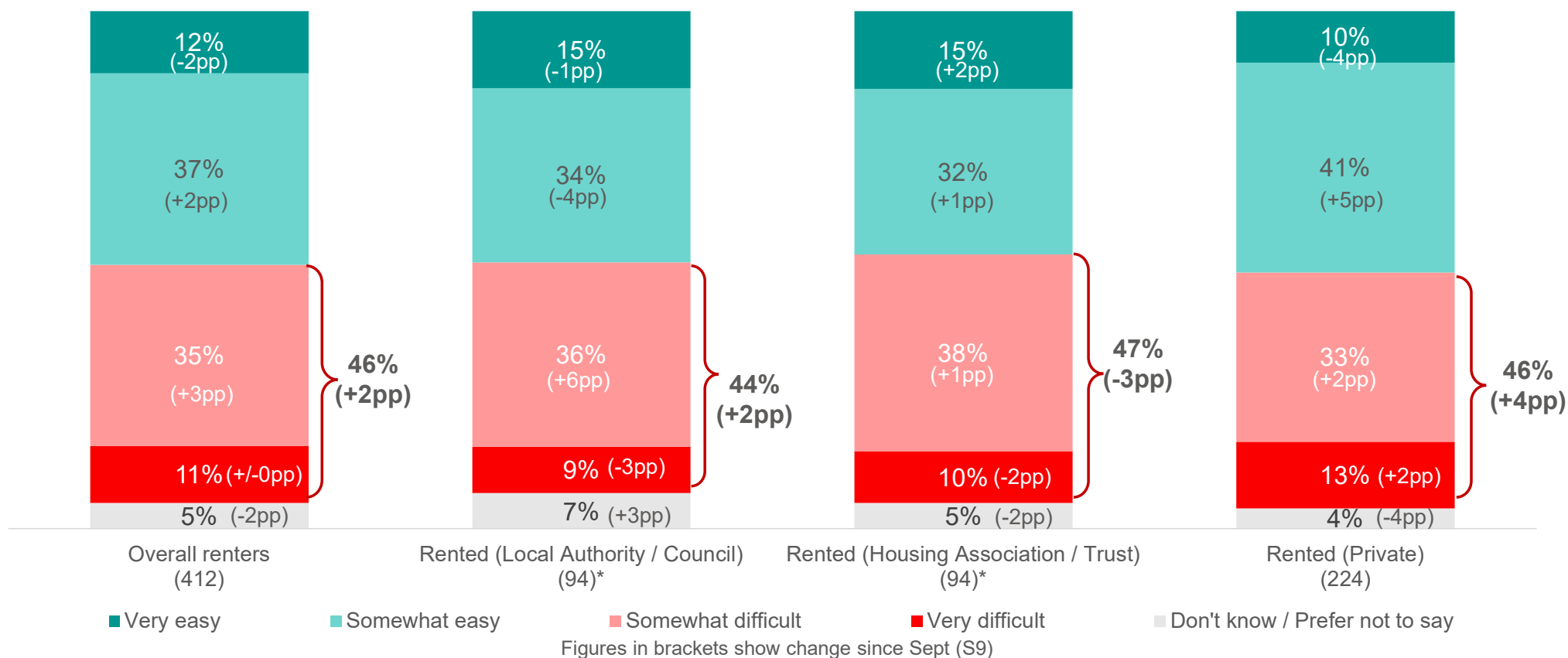
Subgroup analysis using S9+S10 merged data
 *This question was asked in S9, but the sample has now doubled. The asterisk marks any new groups who are over-indexing based on the latest analysis

Almost half (47%) of renters say they find it difficult to **afford rental costs** in the second half of 2023. This rises to just over half (51%) renting from housing associations and trusts



Looking at this change since last wave, there has been a slight increase since September, being driven by increases from renters of local authority/council and private properties. In contrast, the proportion of housing association / trust renters facing these difficulties has slightly fallen – but they remain the most likely group of renters to **face difficulties with their rent**

Ease of affording rental payments



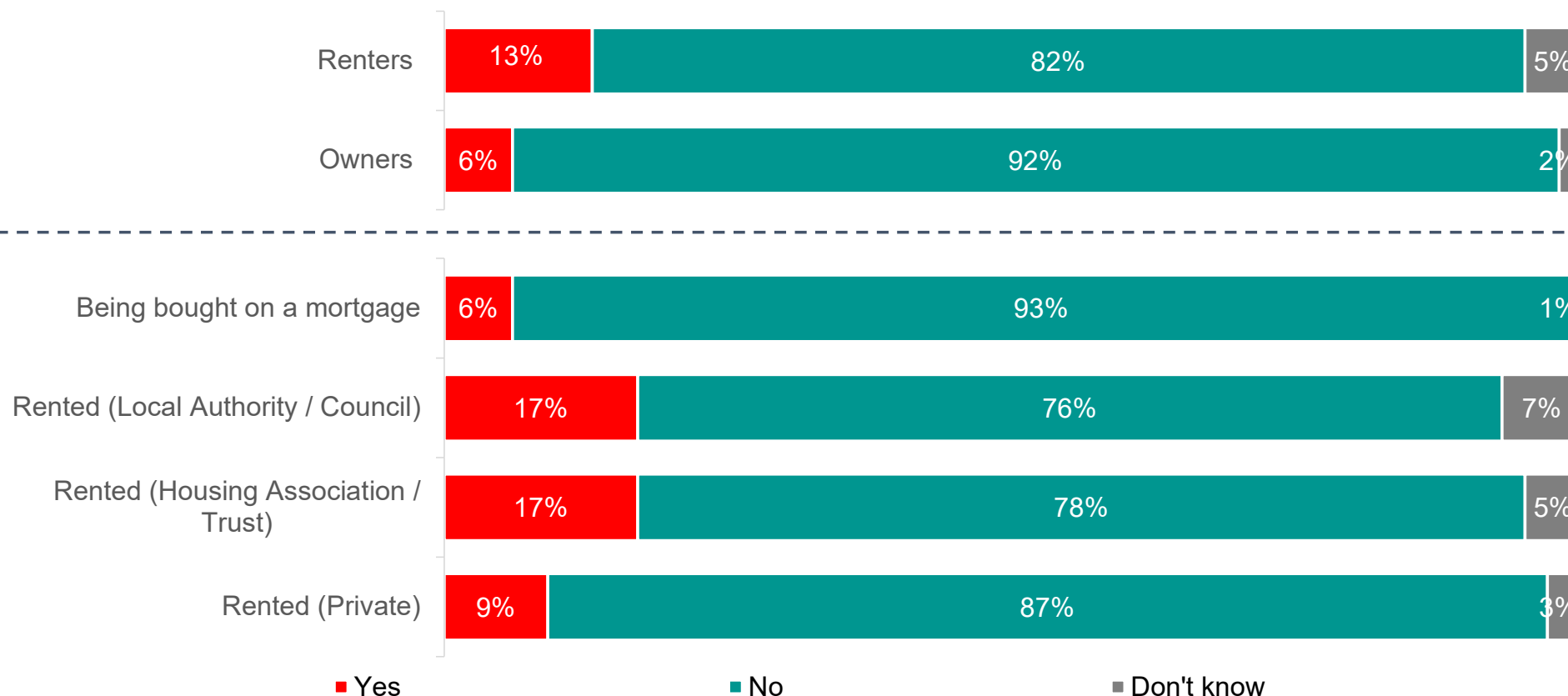
CL9. How easy or difficult is it to afford your...

Base: 412 (All renters); 94 (Rented (Local Authority / Council)); 94 (Rented (Housing Association/Trust)); 224 (Rented (Private))

*Lower base sizes to be approached with caution

Generally, renters are more likely to be **behind on their rent** compared to owners (13% vs. 6%). This is driven by renters in local authority and housing association properties than private renters

Are you behind on rent or mortgage payments? (July – Dec)

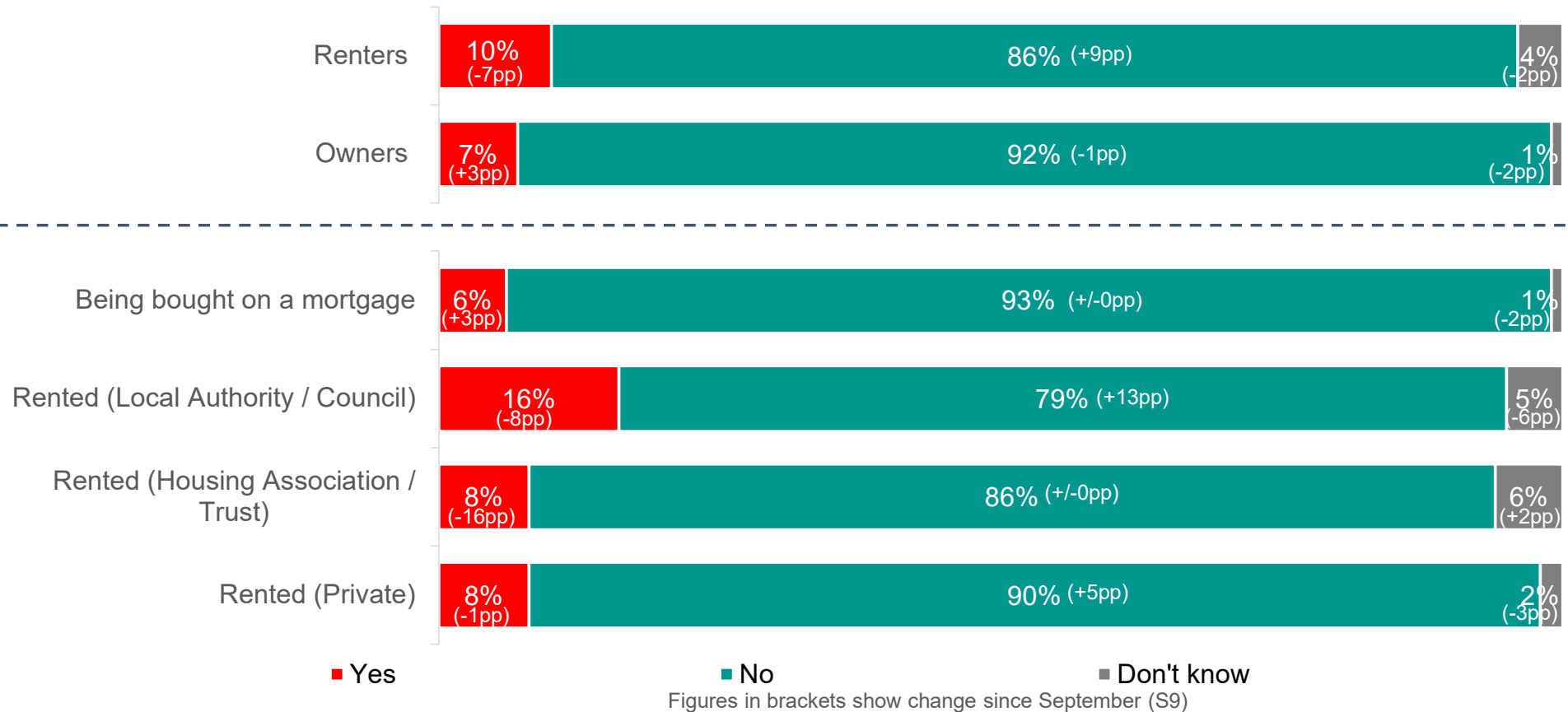


CL6A. Are you behind on your rent or mortgage payments?

Unweighted base: Surveys 8+9+10; 1299 (Mortgage holders – all 'Being bought on a mortgage' and 'Shared ownership scheme'); 1320 (Renters – all renting from 'Local Authority / Council', 'Housing Association / Trust' and 'Private'); 1274 (Being bought on a mortgage); 329 (Rented (Local Authority / Council)); 354 (Rented (Housing Association/Trust)); 637 (Rented (Private))

Looking at the change from September, there has been a decline in the number of renters who say that they are **behind on their rent** (10% vs. 17% in September). This is driven by declines in renters who are behind in housing association properties (8% cf. 32% in September)

Are you behind on rent or mortgage payments?

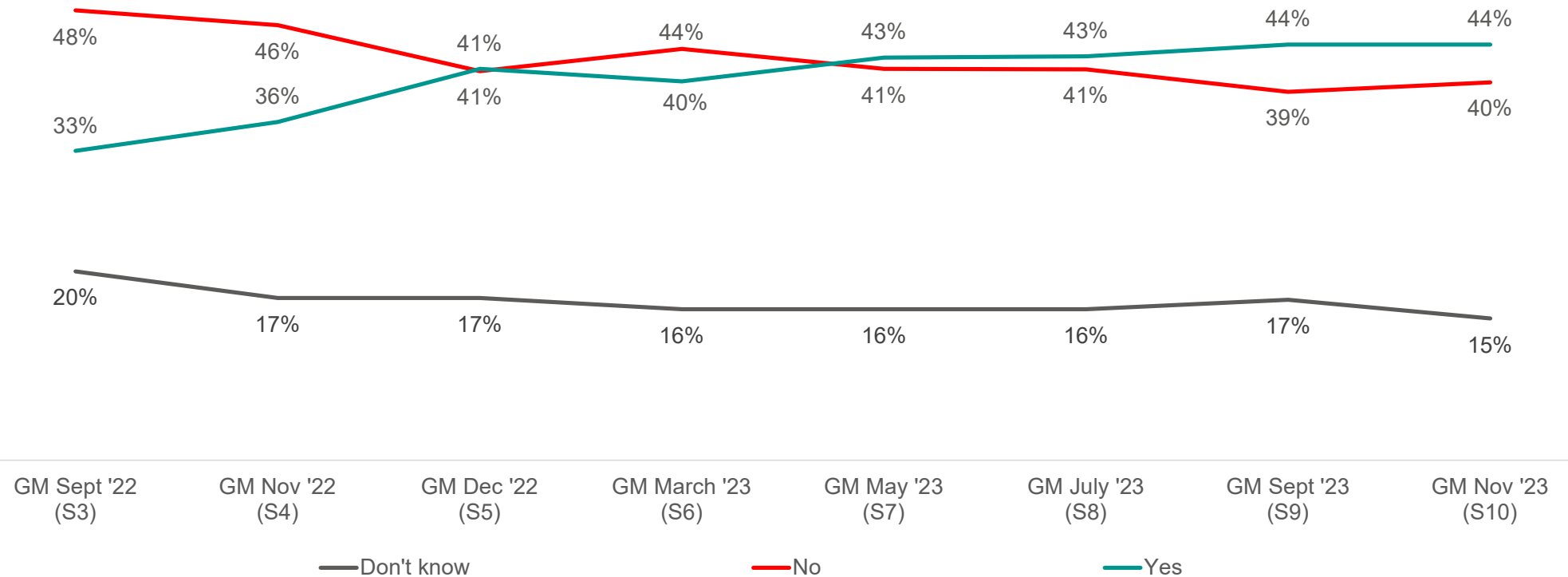


CL6A. Are you behind on your rent or mortgage payments?

Unweighted base: 404 (Mortgage holders – all 'Being bought on a mortgage' and 'Shared ownership scheme'); 439 (Renters – all renting from 'Local Authority / Council', 'Housing Association / Trust' and 'Private'); 394 (Being bought on a mortgage); 103 (Rented (Local Authority / Council)); 104 (Rented (Housing Association/Trust)); 232 (Rented (Private))

2 in 5 respondents say they will be able to **save money over the next 12 months** (44%). Since the first time this question was asked in September 2022, respondents' ability to save money has increased by 11 percentage points

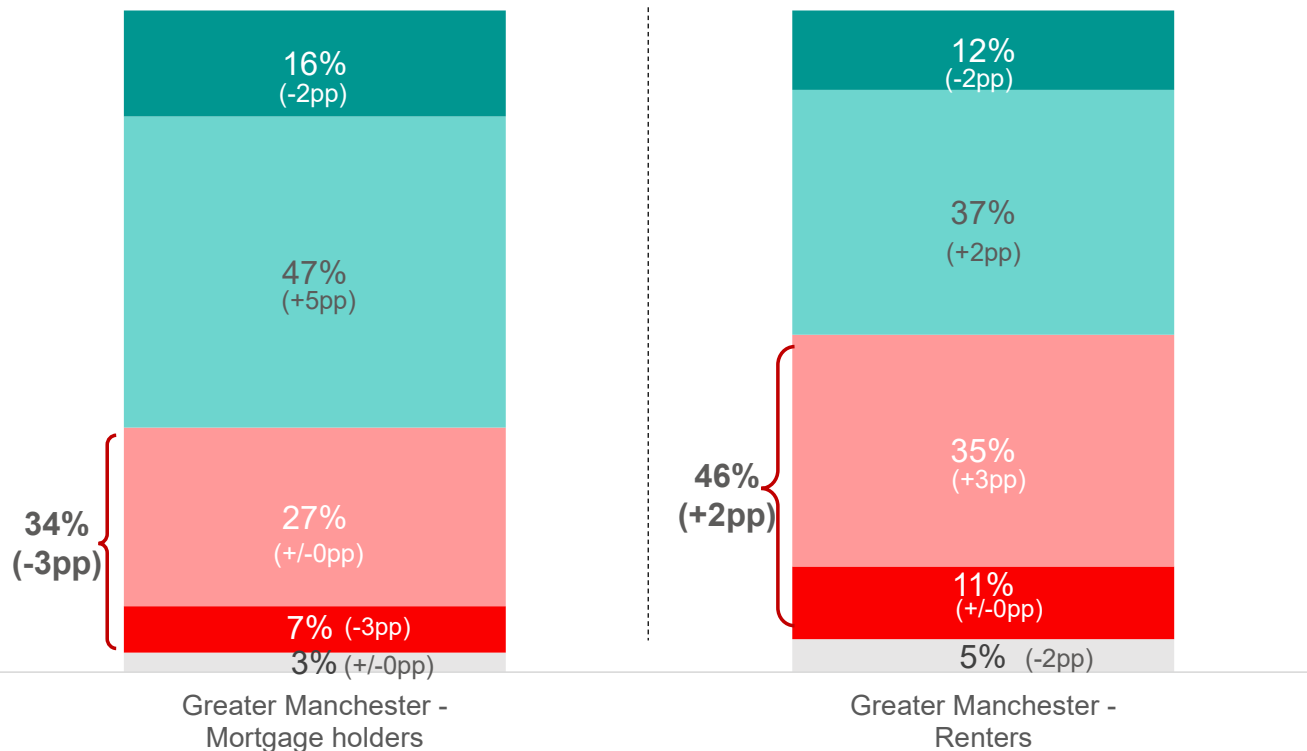
Will you be able to save money over the next 12 months?



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; Survey 9, 1,560; Survey 10, 1546 (All respondents).

While there has been a decline since September (following a previous decline from July) in the proportions of mortgage holders finding it **difficult to afford their mortgage payments**, the proportion of renters finding it difficult to afford their rental costs has increased

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 September (S9)

% who are significantly more likely to find it difficult to afford mortgage payments compared to the GM average (38%):

- Those finding it difficult to manage their current level of debt (70%)
- Those finding it difficult to afford their energy costs (69%)
- Those with low levels of life satisfaction (64%)
- Those who will not be able to save any money in the next 12 months (58%)
- Those in Minority Ethnic Groups (56%)

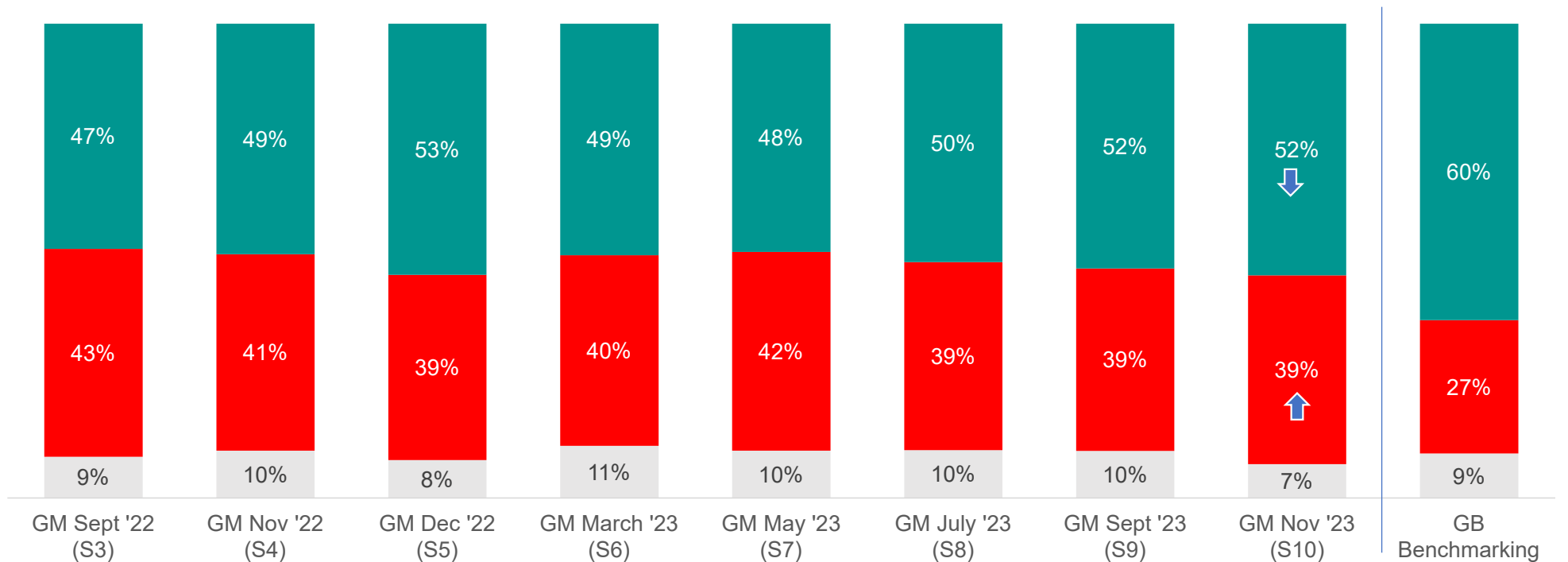
% who are significantly more likely to find it difficult to afford rent compared to the GM average (47%):

- Those seeking help with debt (70%)
- Those who are financially vulnerable (68%)
- Those who do not feel that they are able to look after their own health (66%)
- Those who do not feel that their life is worthwhile (61%)
- Those with children (57%)
- Those with mental ill health (56%)
- Those earning below the Real Living Wage (56%)

*subgroup analysis uses S8-10 data

Greater Manchester respondents are less likely than the GB average to be able to **afford an unexpected expense of £850** (52% vs. 60% able to afford). However, the ability to afford an expected expense is slightly higher now than was the case this time last year (52% cf. 49% in Nov '22)

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



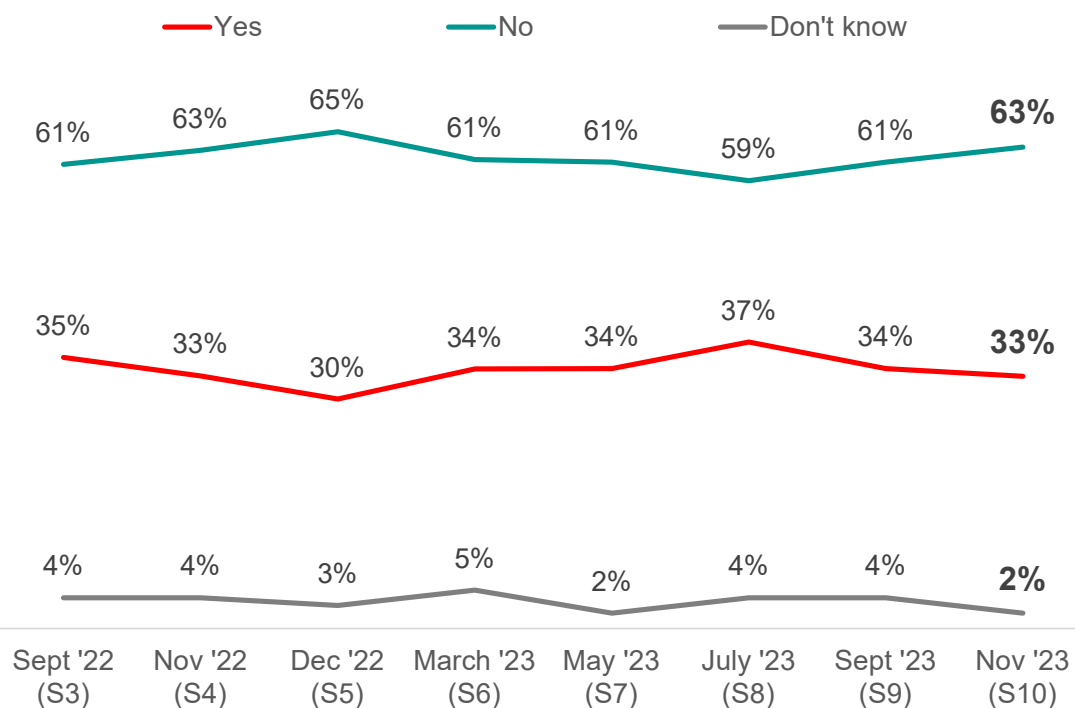
↑ ↓ Significantly higher/lower than the GB Benchmark

■ 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; Survey 9, 1560, Survey 10, 1546 (All respondents). ONS data, based on national fieldwork 15 – 26 Nov 2023

A third (33%) of GM respondents are more likely to have borrowed more money or used more credit in the past month compared to the same time last year.

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



Between July and November (surveys 8-10), those who have borrowed more money or used more credit than usual in the last month, compared to the GM average (35%), are higher among:

Demographics:

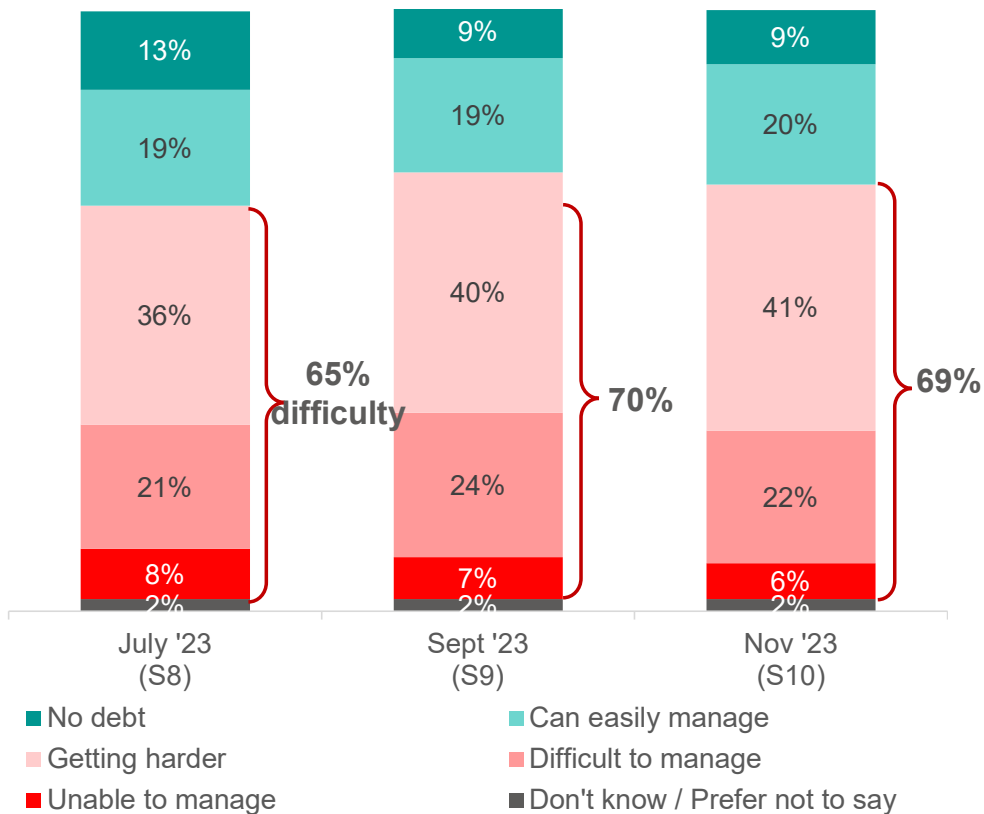
- Those aged 25-34 (47%) and those aged 18-24 (46%)
- Those from Minority Ethnic Groups (44%)
- Those with a disability (42%) including those with a learning disability (50%) and those with mental ill health (56%)
- Those whose first language is not English (43%)

Individual and/or family circumstance:

- Those who do not feel that they are able to look after their own health (55%)
- Those with children aged 0-4 who do not attend nursery or pre-school (55%)
- Those who have low satisfaction with their life (54%)
- Those with children under 5 years old (52%)
- Those not in work due to ill health or disability (50%)
- Those finding it difficult to afford their energy costs (48%)
- Those renting their home (47%) including renting from a local authority (49%), renting privately (47%) and through a housing association (44%)
- Those with high levels of anxiety (45%)
- Those earning less than the Real Living Wage (42%)

Of the 1 in 3 respondents who have borrowed more money or used more credit in the past month, 7 in 10 (69%) say they're experiencing **difficulty managing their current level of debt**. This is in line with September's figure of 70%

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



Between July and November (surveys 8-10), those who struggling to manage their debt levels, compared to the GM average (68%), are higher among:

Demographics:

- Those aged 45-54 (83%)
- Those who have a disability (77%) including those with a mobility disability (84%) and those with mental ill health (82%)

Individual and/or family circumstance:

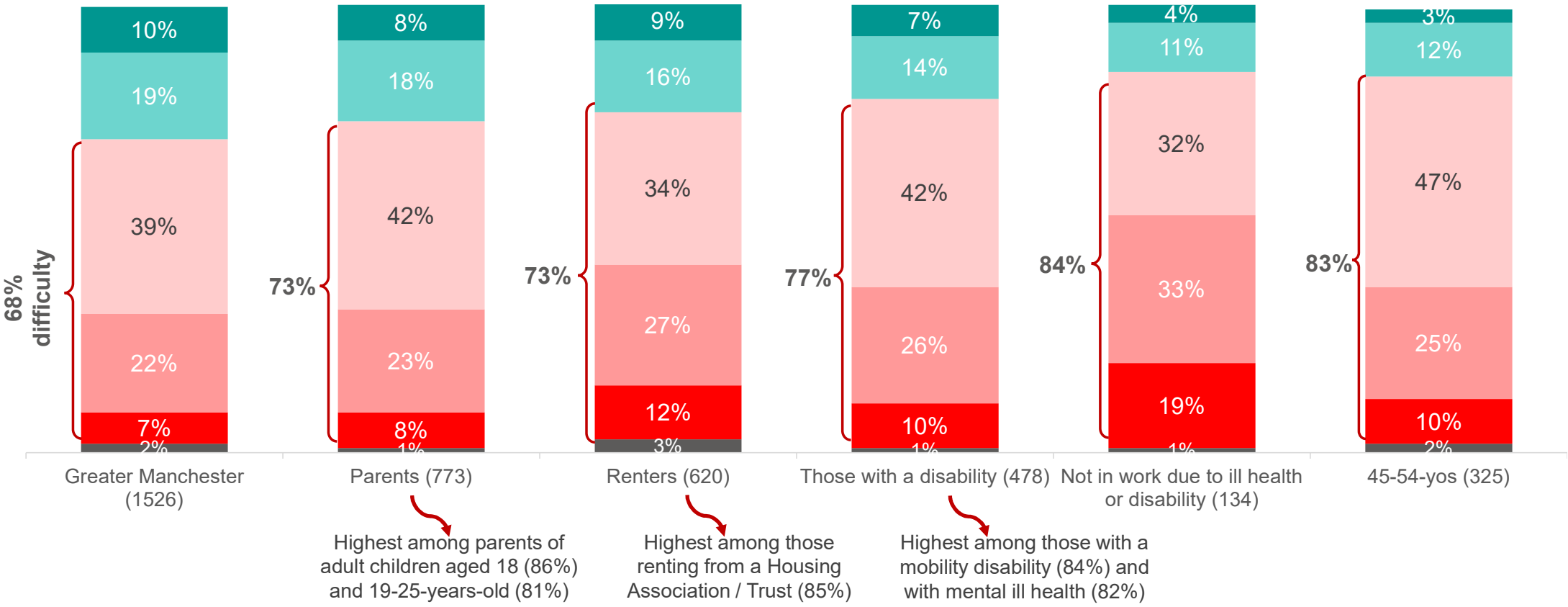
- Those with low levels of life satisfaction (84%) and low levels of happiness (82%)
- Those not in work due to ill health or disability (84%)
- Those who are financially vulnerable (82%)
- Those who will not be able to save any money in the next 12 months (81%)
- Those finding it difficult to afford their energy costs (79%)
- Those who would not recommend their local area (79%)
- Those living in single person households (77%)
- Those earning up to £15,599 (74%)
- Those renting their home (73%)
- Respondents who have children (73%)

CL3E. Which of the following statements best describes your situation in relation to your current level of debt? Unweighted base: Survey 7, 484; Survey 8, 555; Survey 9, 491; Survey 10, 480 (All who have borrowed more money / used more credit)

Using merged data across the past three surveys, 2 in 3 (68%) respondents who have borrowed more or used more credit are **experiencing difficulty in relation to their level of debt**. This is higher among some groups, including those not in work due to ill health or disability (84%) and those aged 45-54 years (83%)

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

■ Don't know / Prefer not to say ■ Unable to manage ■ Difficult to manage ■ Getting harder ■ Can easily manage ■ No debt

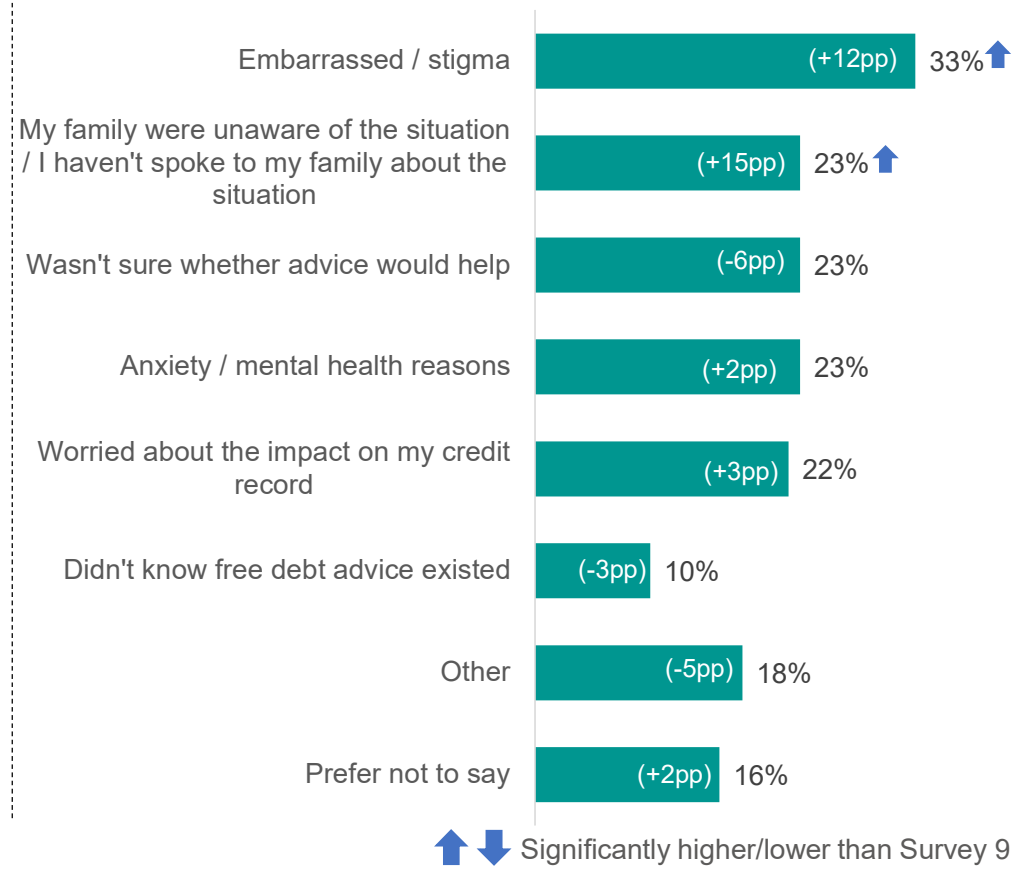
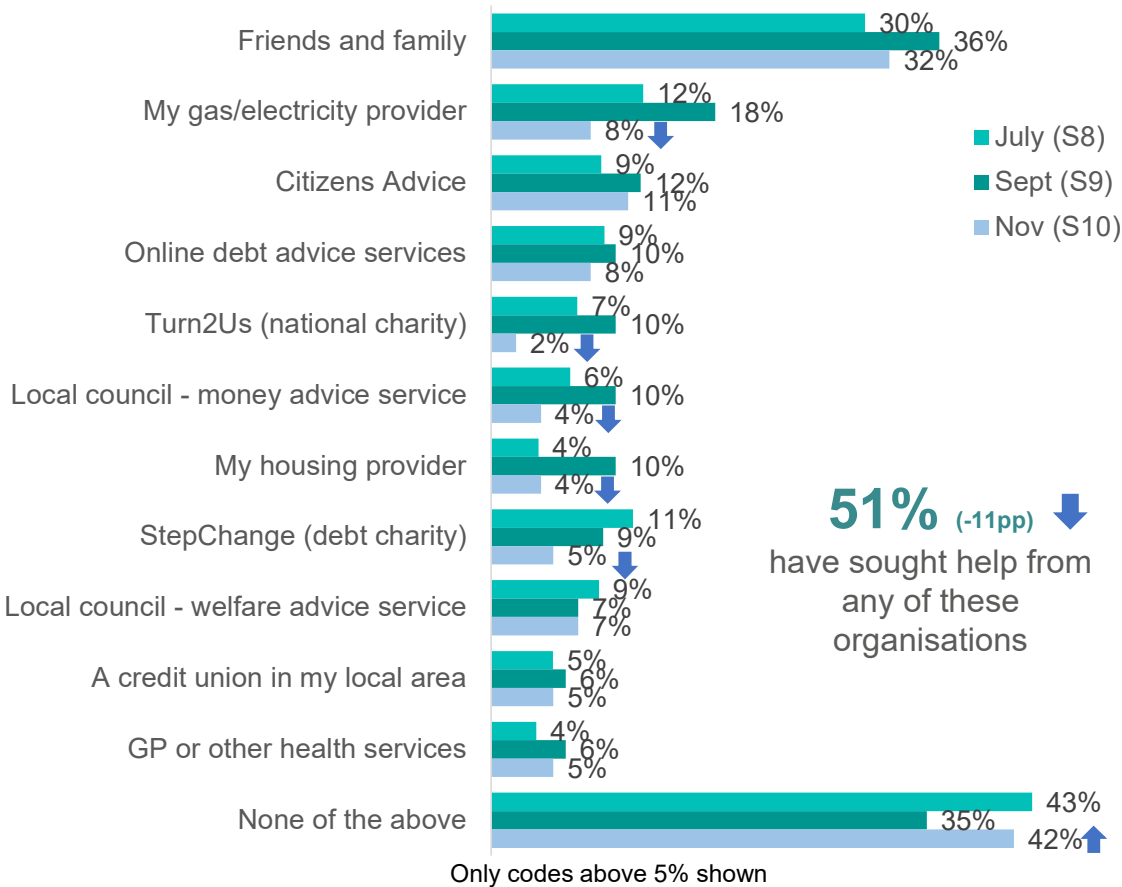


CL3E. Which of the following statements best describes your situation in relation to your current level of debt? Data shown is from merged sample of S8+9+10. Unweighted bases in parentheses (Those experiencing debt).

Half (51%) of those struggling with their debt say they have sought help, a significant decrease since September (62%). Among those who did not seek help, 1 in 3 (33%) did not seek advice due to being embarrassed / stigma

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 8, 388; Survey 9, 360; Survey 10, 340 (All who struggle with debt); Survey 8, 177; Survey 9, 140; Survey 10, 149 (All who struggle with debt and have not sought advice)

Using merged data across the past three surveys, 2 in 5 (40%) of those having difficulty with their level of debt have **not sought any help**. This figure remains roughly the same across the 10 GM districts, though points of difference can be seen (ranging 35%-45%)

68%

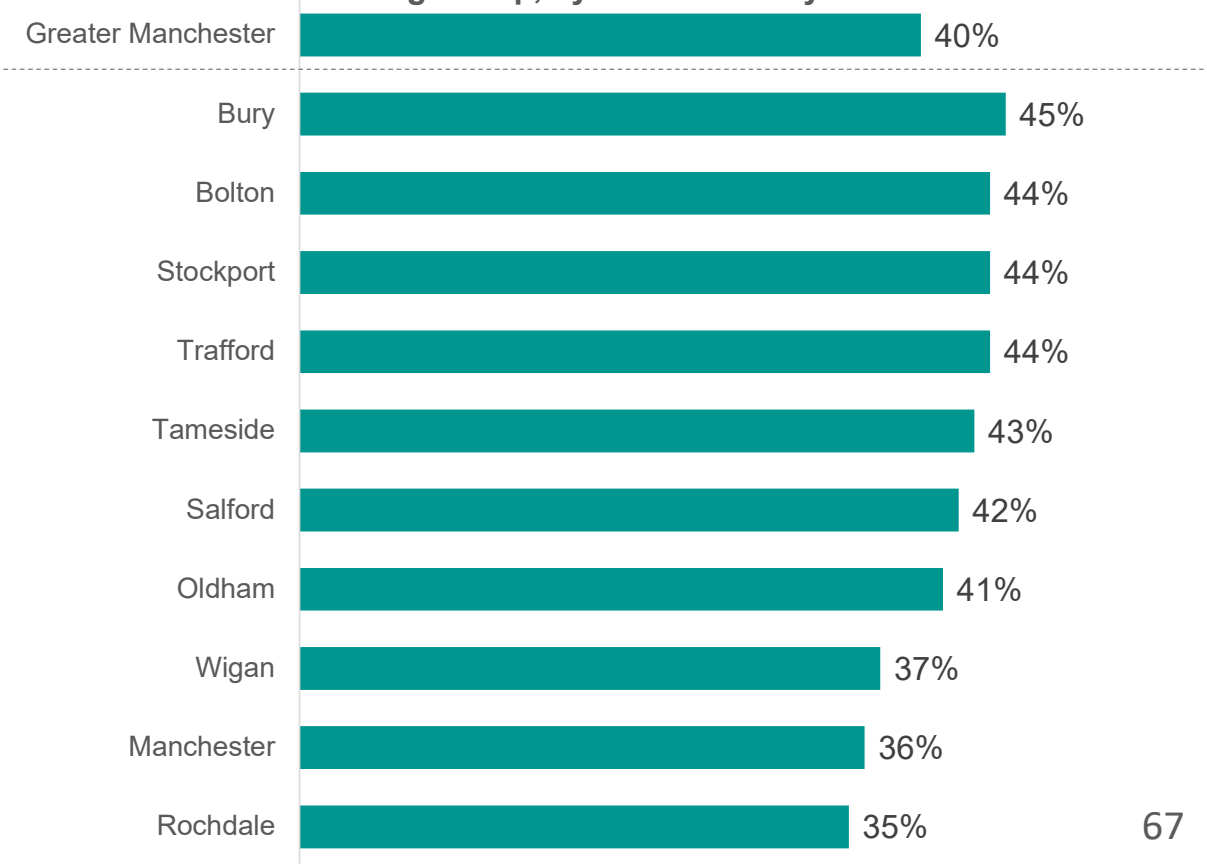
have had difficulty dealing with their current level of debt between July and November (merged S8+9+10 data)

Results since July 2023 suggest that a substantial proportion of those experiencing difficulty with their debt have not sought help

This relates to respondents who say (I) that they are borrowing more or using more credit, compared to 12 months ago, and (II) that they are struggling with debt or things are getting harder

We now have sufficient data to compare figures for individual districts...

Of those struggling (the 68% across GM), those who say they have not sought help, by local authority



CL3E. Which of the following statements best describes your situation in relation to your current level of debt? CL23. Have you tried to seek help with your debt through any of the following options? Unweighted base: Surveys 8+9+10, 1088 (All who are having difficulty managing their debt)

Food security

Survey 10 is the first wave since March that the full range of food security questions have been asked, which has allowed for the full food security scores to be reported on. Only a smaller subset of questions have been asked consistently since survey 6.

Food security key findings

[page 69](#)

Food security approach

[page 70](#)

Food security detailed findings

[pages 71-76](#)

Food Security – key findings

EXTENT OF FOOD INSECURITY

- A third (34%) of households in Greater Manchester are food insecure, with 19% of these having ‘very low’ food security. Food insecurity is more frequent among some groups, including:
 - Renters (53%) - who are also more likely than the Greater Manchester average to have eaten less than they felt they should, cut the size of or skipped meals, not eaten when hungry, lost weight and not eaten for a whole day because of lack of money
 - Those aged 16-24 (50%) - who are also more likely than the Greater Manchester average to have eaten less than they felt they should, cut the size of or skipped meals, not eaten when hungry, lost weight and not eaten for a whole day because of lack of money

HOUSEHOLDS WITH CHILDREN

- Food insecurity is still impacting households with children more than those without.
 - Nearly half of households with children (48%) continue to be food insecure in some way, with over a quarter (28%) having ‘very low’ food security (were 53% and 27% in December 2022). This slight decline in food insecure households is not significant – suggesting that cost of living issues are still having a negative impact on households’ abilities to provide food / balanced meals consistently.
 - Among households with children, those more likely to experience food insecurity includes those earning less than the Real Living Wage (77%), those who are financially vulnerable (73%), those with a disability (70%) and renters (70%)

HOUSEHOLDS WITHOUT CHILDREN

- Since detailed questions were last asked in March, there has been a significant increase in high food security for households without children (58%, was 53%) and a significant decrease in those with low food security for the same households (11%, was 14%).
 - A quarter of households without children (27%) continue to be food insecure in some way, with around 1 in 7 (15%) experiencing ‘very low’ food security (showing slight but not significant change since December 2022 – was 32% and 20%). This suggests that food security amongst these households is increasing, however the change is not considered statistically significant.
 - Those more likely to experience food insecurity includes renters (47%), those aged 25-44 years (41%) and with a disability (38%)
-

The food security score

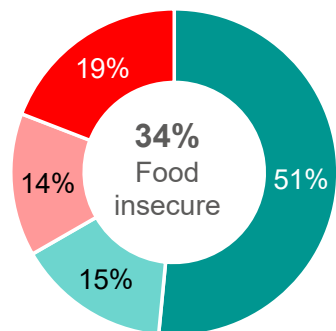
Approach

- This food security score is based on an adapted version of the score used by the USDA.
- As part of the residents' survey, respondents were asked questions relating to food security.
 - Households with and without children were asked a different set of questions in order to generate a more accurate score
- For each question, if a positive response was given (e.g. "Yes, I have had to cut the size of my meals"), then the respondent was scored a point.
- Taking all above questions into consideration respondents' points were totalled, and their score assessed on a scale of food security. This scale differs for those with or without children in their household. A breakdown of the scale can be seen to the right.
- The graphs on the initial slides in this sections show the overall level of food security as well as food security amongst those with and without children in their household.

Food security score

Total points	Household with children	SUM: Food secure/ insecure	Total points	Household with children	SUM: Food secure/ insecure
0	High food security	Food secure	0	High food security	Food secure
1	Marginal food security		1	Marginal food security	
2		Low food security	2		Low food security
3	Food insecure		3	Food insecure	
4			4		
5			5		
6			6		
7		7			
8	Very low food security	Food insecure	8	Very low food security	Food insecure
9			9		
10			10		
11			11		
12			12		
13	Max score = 10	Food insecure	13	Max score = 10	
14			14		
15			15		
16			16		
17			17		
18			18		

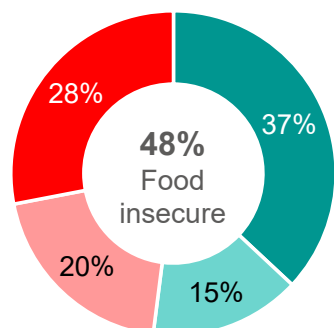
Those who are significantly **more likely to be food insecure** include renters, and those with a disability. This is shown across households both with and without children.



Greater Manchester overall

% who are significantly more likely to be food insecure in all households (34%)

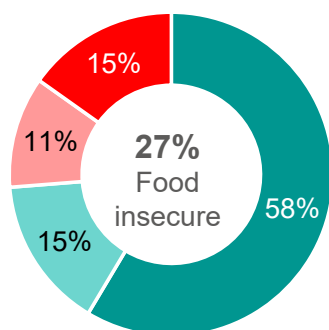
- Renters (53%)
- Those aged 16-24 (50%) and 25-34 (50%)
- Those with 4+ people in the household (45%)
- Those with a disability (44%)



Households with children

% who are significantly more likely to be food insecure in households with children (48%):

- Those earning less than the Real Living Wage (77%)
- Those who are financially vulnerable (73%)
- Those with a disability (70%)
- Renters (64%)



Households without children

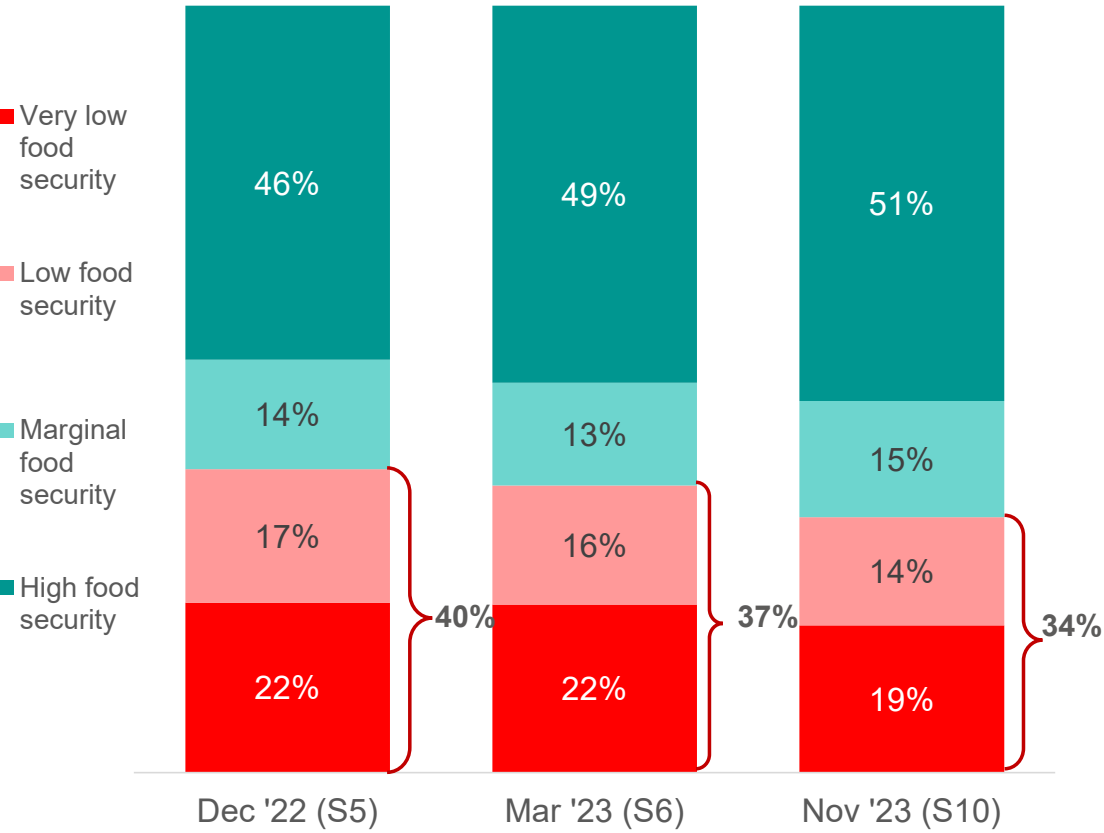
% who are significantly more likely to be food insecure in households without children (27%):

- Renters (47%)
- Those earning less than the Real Living Wage (46%)
- Those aged 25-34 (44%)
- Those with a disability (38%)

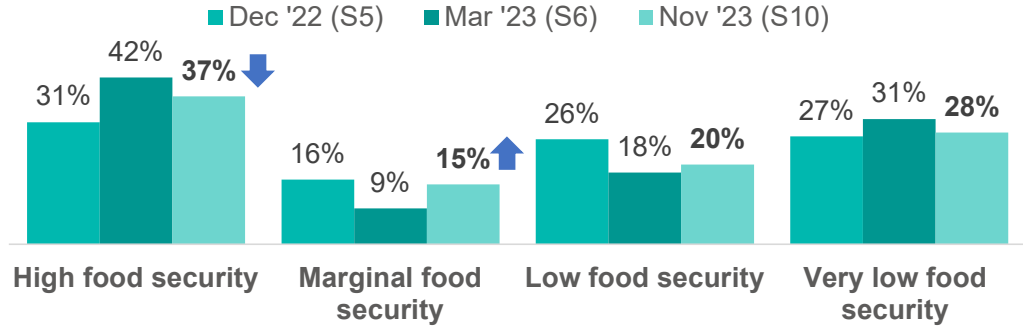
■ High food security ■ Marginal food security
 ■ Low food security ■ Very low food security

1 in 3 (34%) households in Greater Manchester are food insecure. This is made up of 48% of households with children who are food insecure, and 27% of households without children

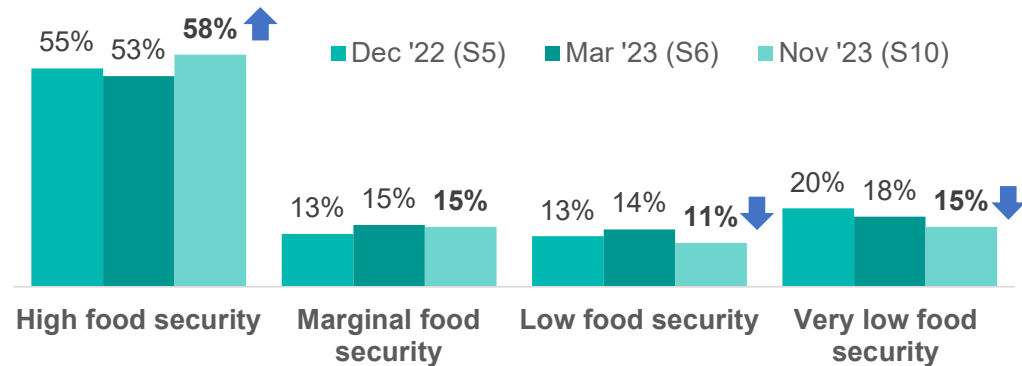
Food security – Overall



Food security – Households with children



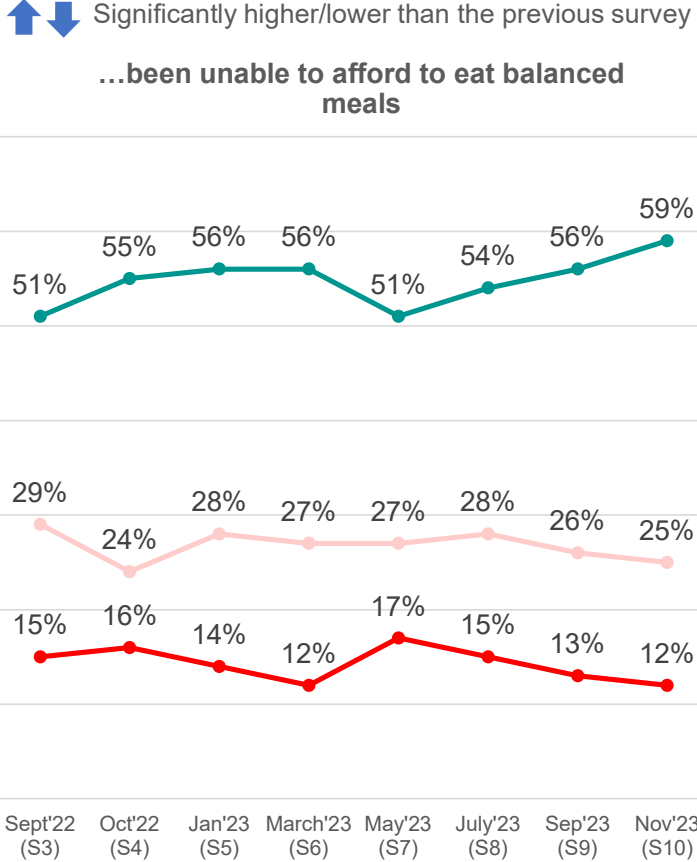
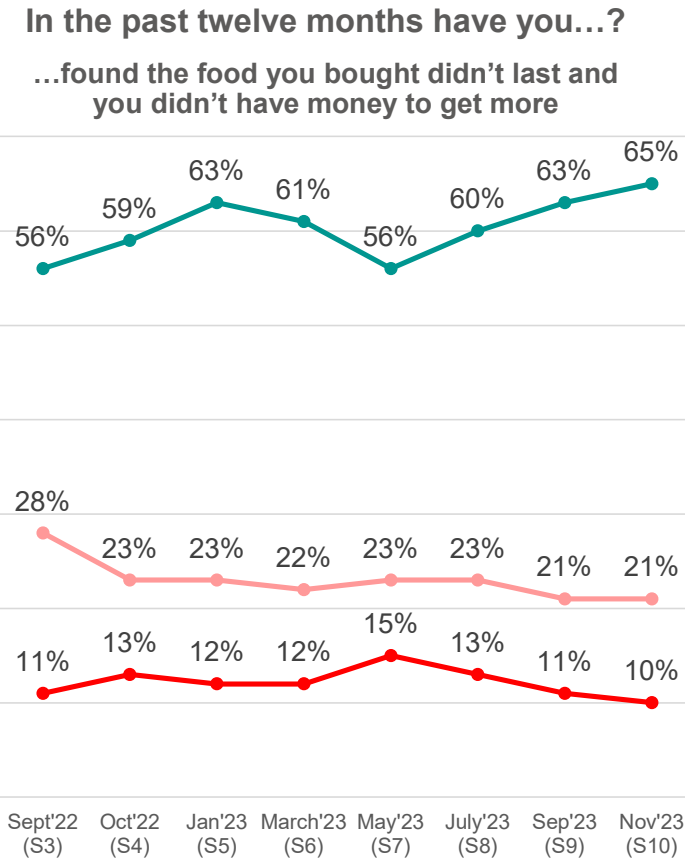
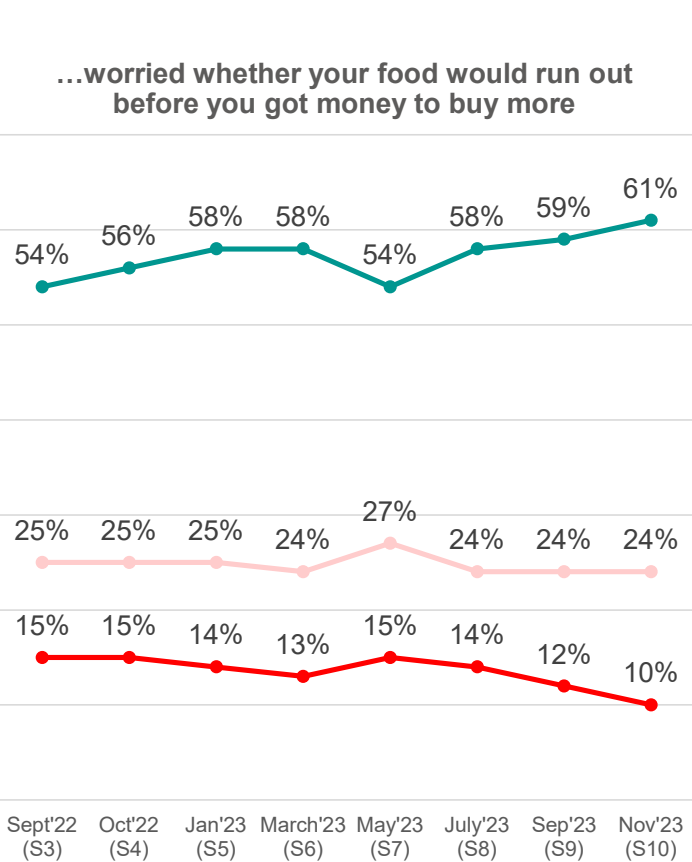
Food security – Households without children



↑ ↓ Significantly higher/lower than S6

Greater Manchester Food security Score
Unweighted base: Survey 5, 1185; Survey 6, 1457; Survey 10, 1296 (Online respondents)

The GM survey asks about how often people struggle with food affordability...



↑↓ Significantly higher/lower than the previous survey

● Never ● Sometimes true ● Often true

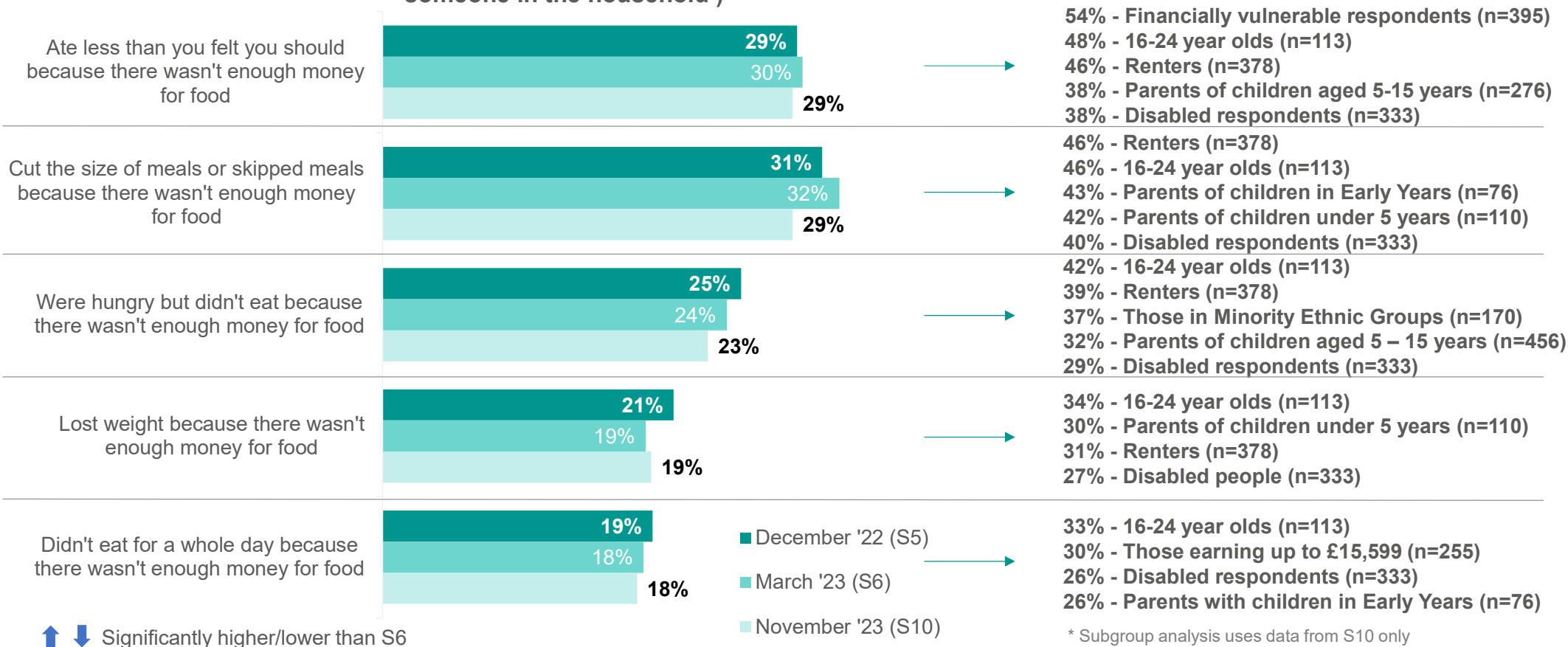
Respondents experiencing food security challenges 'often' are quite low (between 10-20%) since October 2022, especially compared with other surveys over the past year. Similarly, respondents reporting having never experienced any issues are amongst the highest we have seen, suggesting that indicators are headed in a positive direction.

The full suite of food security questions was introduced this wave (S10), to generate our first full benchmarking of overall food security since S6 (March '23).

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), 1,312 (S9), 1295 (S10) Nb Respondents who said 'don't know' or 'prefer not to say' are excluded from these charts

The last 12 months for adults, nature/extent of the problem: The proportion of households having their eating habits impacted in any way due to lack of money has remained stable since March, though numbers cutting the size or skipping their meals have slightly reduced

In the past twelve months, have you...? (% saying yes, me or someone in the household)



Results are significantly higher among*:

- 54% - Financially vulnerable respondents (n=395)
 - 48% - 16-24 year olds (n=113)
 - 46% - Renters (n=378)
 - 38% - Parents of children aged 5-15 years (n=276)
 - 38% - Disabled respondents (n=333)
-
- 46% - Renters (n=378)
 - 46% - 16-24 year olds (n=113)
 - 43% - Parents of children in Early Years (n=76)
 - 42% - Parents of children under 5 years (n=110)
 - 40% - Disabled respondents (n=333)
-
- 42% - 16-24 year olds (n=113)
 - 39% - Renters (n=378)
 - 37% - Those in Minority Ethnic Groups (n=170)
 - 32% - Parents of children aged 5 – 15 years (n=456)
 - 29% - Disabled respondents (n=333)
-
- 34% - 16-24 year olds (n=113)
 - 30% - Parents of children under 5 years (n=110)
 - 31% - Renters (n=378)
 - 27% - Disabled people (n=333)
-
- 33% - 16-24 year olds (n=113)
 - 30% - Those earning up to £15,599 (n=255)
 - 26% - Disabled respondents (n=333)
 - 26% - Parents with children in Early Years (n=76)

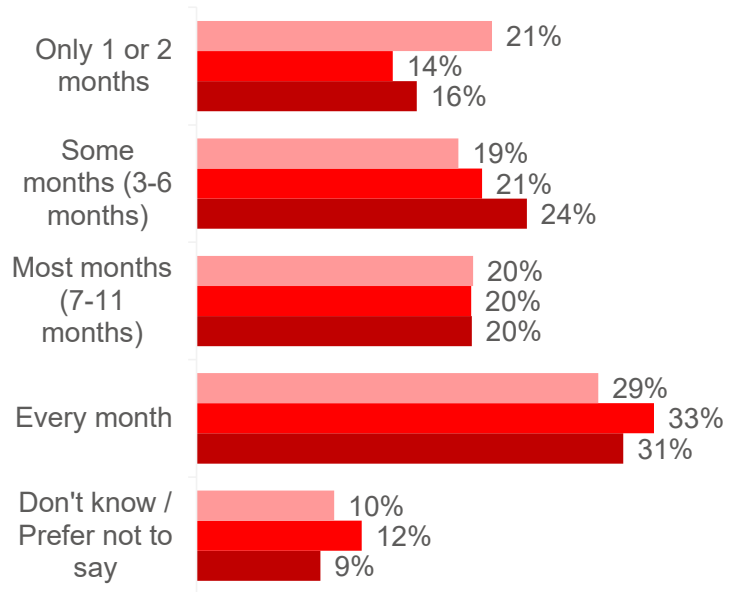
* Subgroup analysis uses data from S10 only

B3. In the past 12 months have any of the following happened to you or someone else in your household? Unweighted base: Survey 5, 1220; Survey 6, 1517; Survey 10, 1296 (Online respondents) Those with caring responsibilities denotes adults who care for an adult family member or friend

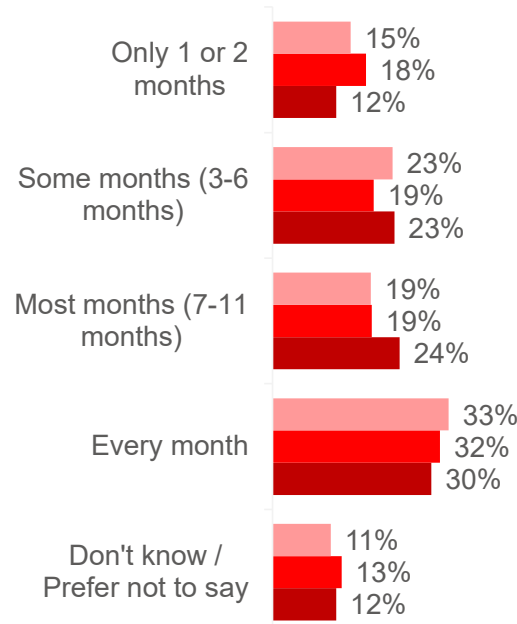
Consistent with previous surveys, over half of respondents who have **cut the size of or skipped meals (51%) or not eaten for a whole day (54%)** continue to have done so in at least seven months of the past year, with around in three doing so every month (31% and 30%).

Of those who have cut the size of meals, or not eaten for a whole day, how often in the last twelve months, have you...?

... cut the size of your meals or skip meals because there wasn't enough money for food?
(26% of respondents, n=338)



... not eaten for a whole day because there wasn't enough money for food?
(15% of respondents, n=193)



■ December (S5) ■ March (S6) ■ November '23 (S10)

% not eating for a whole day for lack of money for food every month is significantly higher compared to S10 average (30%) among...*

Demographics:

- 45-64-year-olds (45%)

Individual and/or family circumstance:

- Those with low levels of happiness (45%)
- Those who will not be able to save any money in the next 12 months (37%)

* Subgroup analysis uses data from S10 only

↑↓ Significantly higher/lower than the GM Residents' survey 6

AD1a. How often in the last 12 months did you/ other adults in your household cut the size of your meals or skip meals because there wasn't enough money for food? AD1b. How often in the last 12 months did you/ other adults in your household not eat for a whole day because there wasn't enough money for food? Unweighted base: Anyone who has cut the size or skipped a meal: S4, 429; S5, 338; S6, 413, S10, 338 Anyone who did not eat for a full day: S4, 261; S5, 191; S6, 221; S10, 193

The last 12 months for households with children, nature/extent/frequency of the problem: Many families are still struggling – the data does show some statistically significant improvements since the March 2023 survey, but not in all areas

In the last year...

% saying 'Often' or 'Sometimes'

	Nov S4	Dec S5	Mar S6	Nov S10
I relied on only a few kinds of low-cost food to feed the children in my household because I was running out of money to buy food	37%	32%	31%	28%
I couldn't feed the children in my household a balanced meal, because I couldn't afford that	24%	27%	23%	15% ↓
I cut the size of any of the children's meals because there wasn't enough money for food	22%	21%	20%	16%
The children in my household were not eating enough because I just couldn't afford enough food	21%	19%	15%	10% ↓
Any of my children were hungry but I just couldn't afford more food	21%	19%	18%	12% ↓
Any of my children skipped a meal because there wasn't enough money for food	22%	17%	17%	13%
Any of my children did not eat for a whole day because there wasn't enough money for food	16%	17%	13%	12%

Parts of the population significantly more likely to often rely on low-cost food to feed children compared to Autumn average (9%) include*:

Demographics:

- Those who have a disability (16%)

Individual and/or family circumstance:

- Those seeking help with their debt (21%)
- Those currently experiencing a problem in their home (15%)
- Those who are financially vulnerable (14%)
- Those who have high anxiety (13%)
- Those who are worried about heating their home this winter (12%)

* Subgroup analysis uses data from S10 only

■ Often ■ Sometimes ■ Never

↑ ↓ Significantly higher/lower than the Greater Manchester Residents' March (S6)

CH1. How often in the past 12 months have the following happened?
Unweighted base: Survey 4, 419; Survey 5, 371; Survey 6, 391; Survey 10, 488 (Online respondents with children in their household)

Digital inclusion

(Findings from first half of 2023 and second half of 2023 merged into groups of three waves, telephone samples only)

Overview and context

[page 78](#)

Digital inclusion key findings

[pages 79-80](#)

Digital inclusion detailed findings

[pages 81-88](#)

Unweighted base: 748 (Telephone respondents S8+S9+S10)

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 10 (November 2023) with those from survey 8 and survey 9 (July 2023, September 2023) to provide a robust sample size for sub-group analysis.

Headlines reported are based on the most recent three waves combined, with careful analysis of individual differences between waves where appropriate.

Digital inclusion – key findings (1)

AROUND A THIRD EXPERIENCE DIGITAL EXCLUSION (July, September and November combined data)

- Around 1 in 3 (32%) respondents said that their household experienced some form of digital exclusion
- Almost 1 in 5 (16%) Greater Manchester households experience a single aspect of digital exclusion and 1 in 50 (2%) are likely to experience all five aspects of digital exclusion.

PRIORITY GROUPS (July, September and November combined data)

- Disabled and older residents are more likely to experience some form of digital exclusion (figures compare to 32% in overall population):
 - Over 2 in 3 (67%) of those aged 75+ experience at least one aspect of digital exclusion
 - Around 2 in 5 (41%) of disabled people experience at least one aspect of digital exclusion
 - Around 1 in 4 (24%) aged 16-24 experience at least one aspect of digital exclusion

CONFIDENCE USING DIGITAL SERVICES (July, September and November combined data)

- Around 1 in 6 (16%) respondents say either they (9%) or someone in their household (10%) is not confident using digital services online
 - This proportion is also higher among older cohorts aged 75+ (42%) and disabled respondents (25%)
-

Digital inclusion – key findings (2)

MONTH-BY-MONTH TRENDS

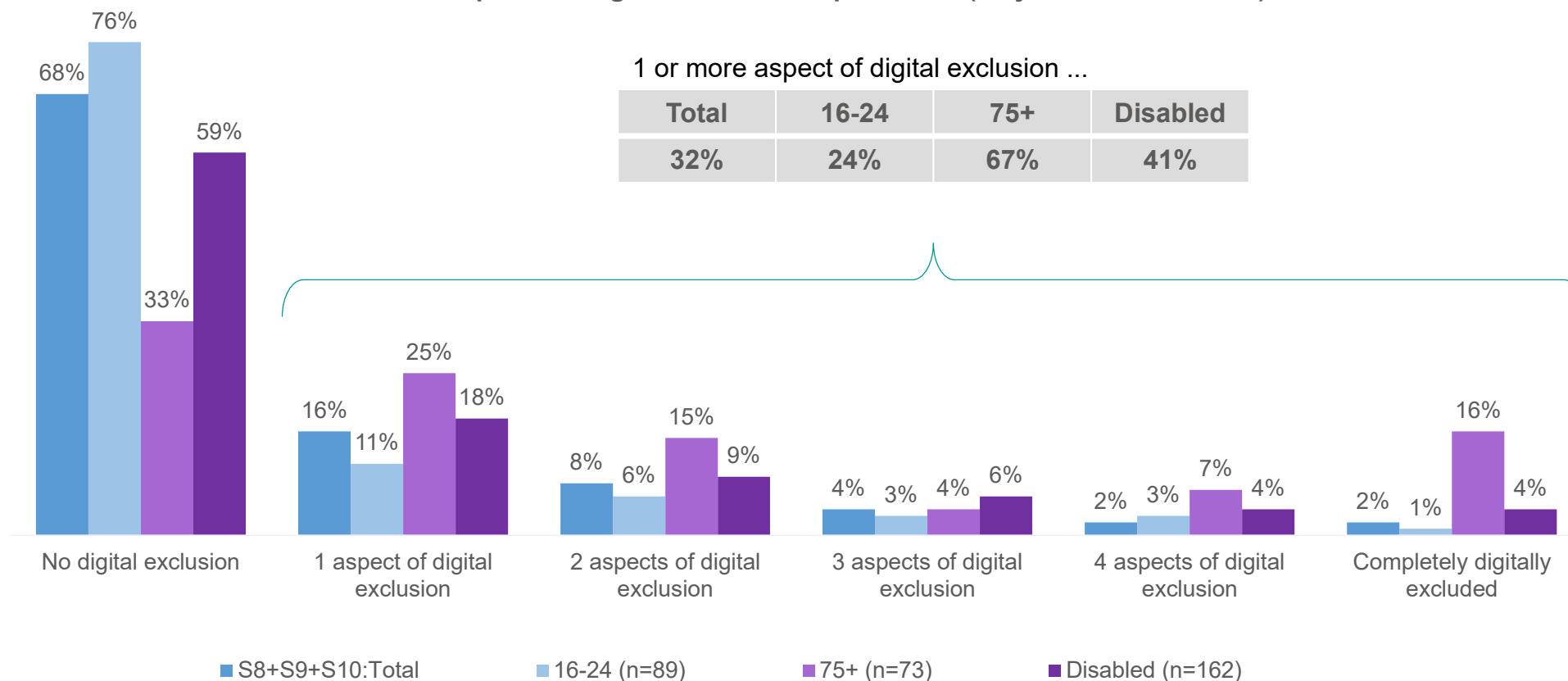
- Rates of digital exclusion appear to have increased significantly since previous waves with just under 2 in 3 respondents (64%) saying they experience no aspects of digital exclusion in November (was 71% in September and 69% in July)
- This appears to be driven by significant increases in the proportion of those saying they do not have reliable access to devices that can access the internet and also the skills or support needed to access digital services online

LONGER TERM TRENDS

- Overall levels of digital exclusion have generally decreased since Autumn 2022, with 32% experiencing at least one aspect of digital exclusion in surveys 8-10, dropping from 38% in surveys 5-7, though remaining the same as surveys 7-9
 - The proportions of those aged 75+ and experience at least one aspect of digital exclusion has increased since Summer (S5-7), though disabled respondents who have experienced 1 or more aspect of digital exclusion has decreased significantly since Summer.
 - In surveys 5-7, 63% of those aged 75+ experienced at least one aspect of digital exclusion. This has risen to 67%, and has risen since September too (was 62%)
 - In surveys 5-7, 52% of disabled respondents experienced at least one aspect of digital exclusion. This has decreased significantly since Summer (now 41%)
 - Digital exclusion appears to have also significantly decreased for those aged 16-24 (24% cf. 36% in surveys 5-7)
-

Just under a third of respondents (32%) report experience of **at least one aspect of digital exclusion in their household**. This rises to 2 in 5 (41%) of disabled respondents and two thirds (67%) of those aged over 75

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



DI11. How often...? Unweighted base: 748 (Telephone respondents) Prefer not to say not shown. Question in 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

Where respondents are experiencing digital exclusion, they are most likely to say this is due to a **lack of skills or support** to allow them to access digital online services



DI_11. How often...? Unweighted base: 748, Survey 8, 250, Survey 9, 248, Survey 10, 250 (Telephone respondents) *Prefer not to say, 4, and 5 not shown.

Those aged 75+ are consistently 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, as seen in previous waves.**

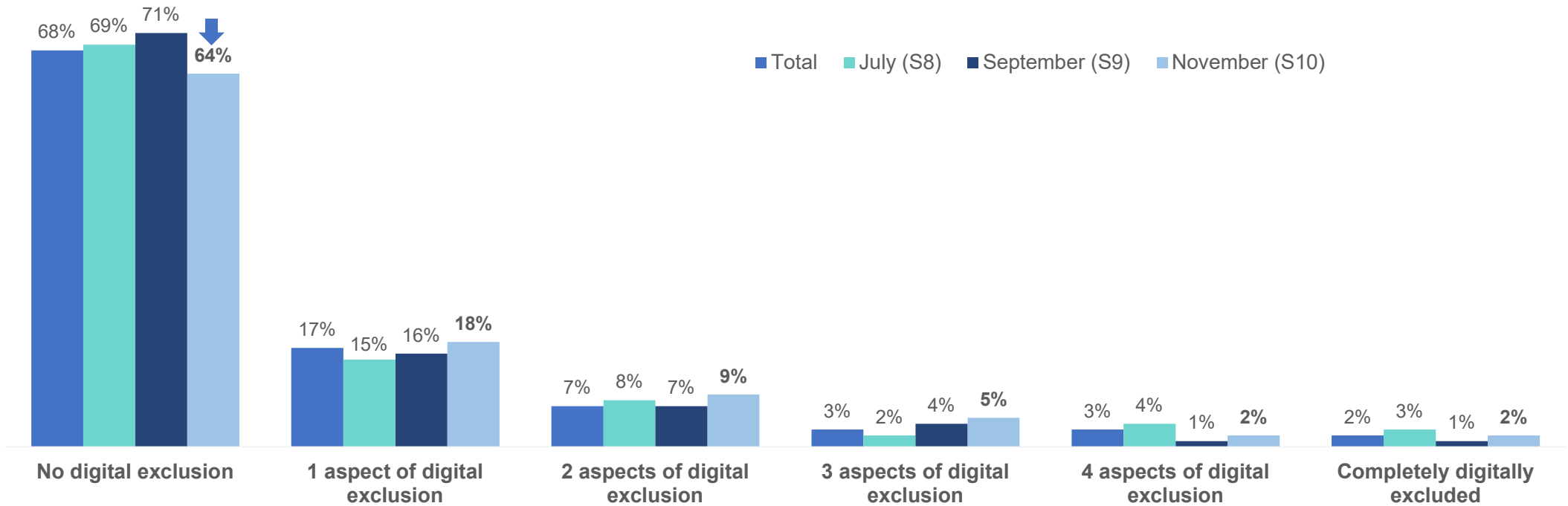
How often do you/do others in your household...? (Showing households without the access/skills to get online all/most of the time)
July – November 2023

	Total	Aged 16-24 (n=89)	Aged 75+ (n=73)	Disabled respondents (n=162)
...have consistent and reliable access to an internet connection at home?	9%	5%	30% ↑	15% ↑
...have consistent and reliable access to devices that allow access to the internet and use digital services online?	9%	11%	34% ↑	14% ↑
...can afford access to the internet?	9%	7%	28% ↑	16% ↑
...have the skills they need to access and use digital services online?	17%	13%	45% ↑	22%
...have the support needed to access and use digital services online?	19%	13%	35% ↑	22%

↑↓ Significantly higher/lower than total

Month-on-month trends: November results show a less favourable picture of digital inclusion – Fewer respondents (64%) report no issues with digital inclusion in their household in November, compared to September (71%)

Number of aspects of digital exclusion experienced**

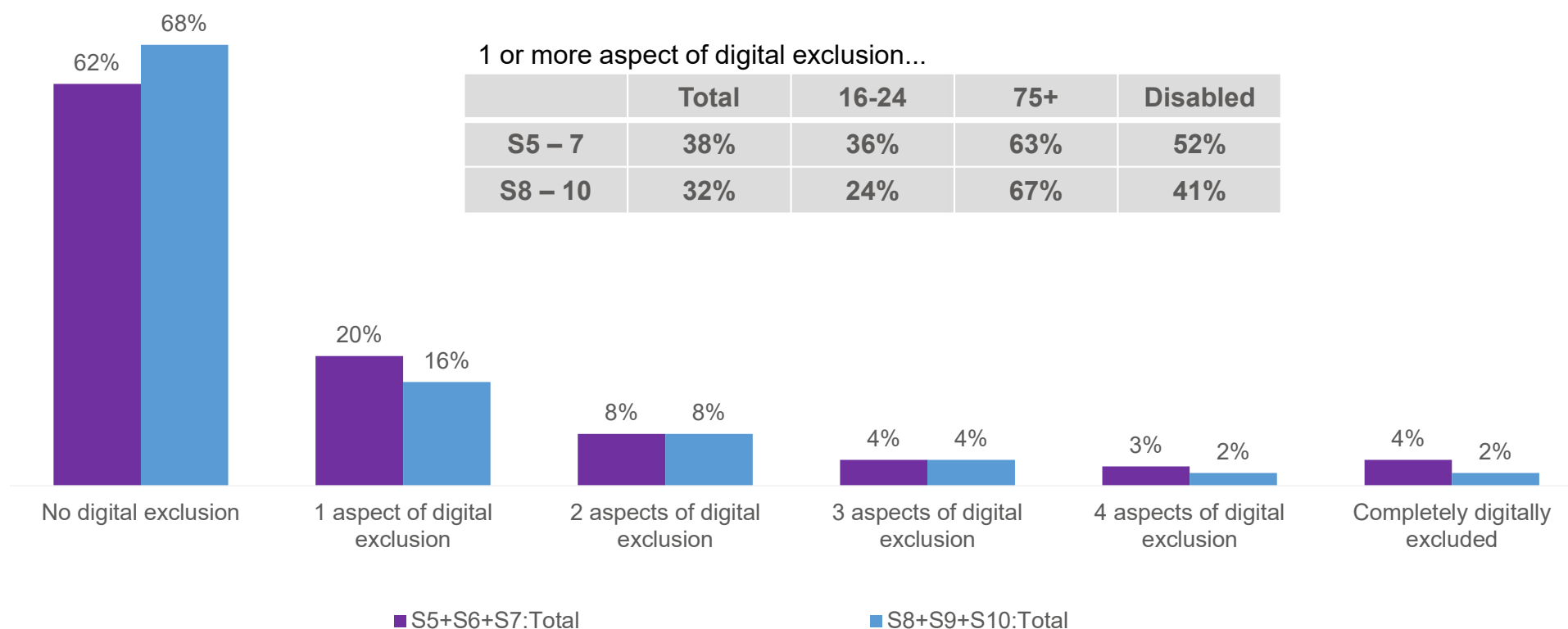


↑↓ Significantly higher/lower in previous survey

Unweighted base: S8+9+10 total; 749; Survey 8, 250, Survey 9, 248, Survey 10, 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

Longer term trends: It appears, when comparing the second half of 2023 to the first half of 2023, that the proportion of respondents experiencing **multiple aspects of digital exclusion in their household** has generally decreased. In relation to sub-groups, this is true of younger respondents and those with a disability (though not of those aged 75 and over)

Number of aspects of digital exclusion experienced
First half of 2023 vs. Second half of 2023

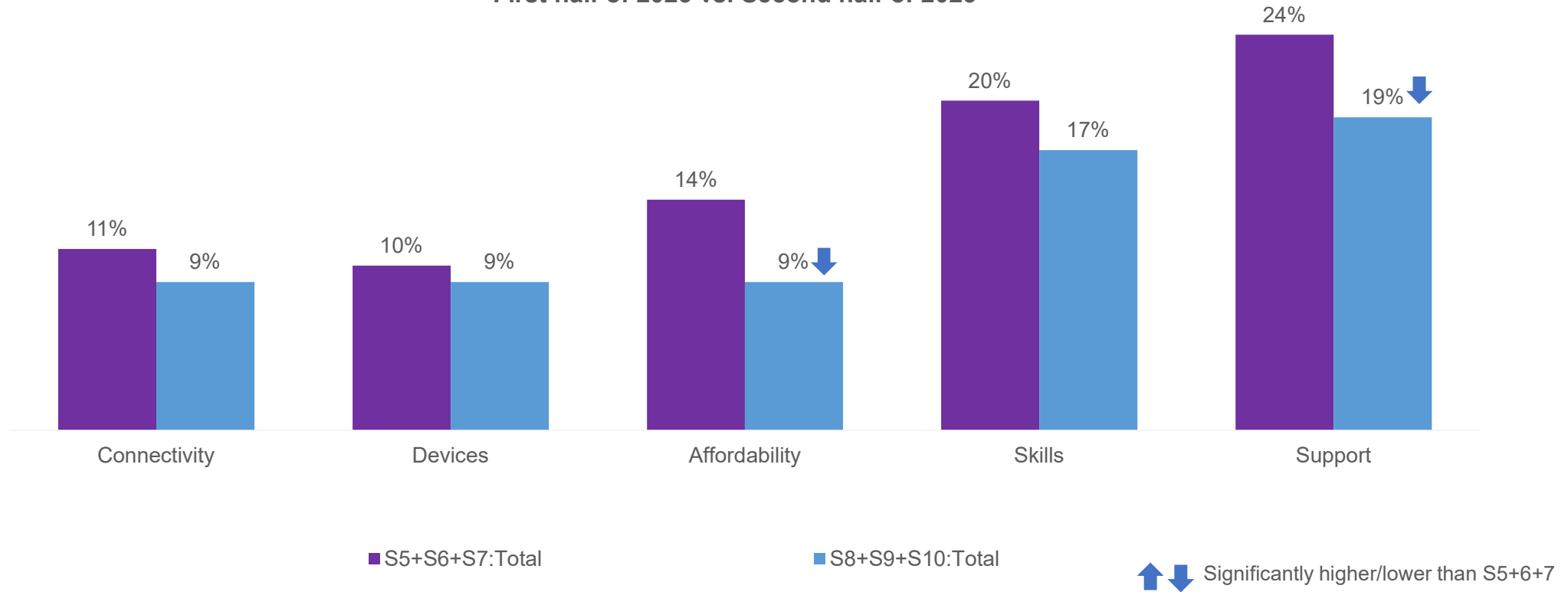


DI11. How often...? Unweighted base: 751, S5-7; 748, S8-10 (Telephone respondents) Prefer not to say not shown. Question in S6 onwards was asked as a grid, between "you" and "others in your household". The data on this slide shows the percentages of households where there is someone (either you or others) 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

There has been a significant fall in affordability and support between the first half of 2023 and the second half of 2023, affecting **respondents' abilities to get online**

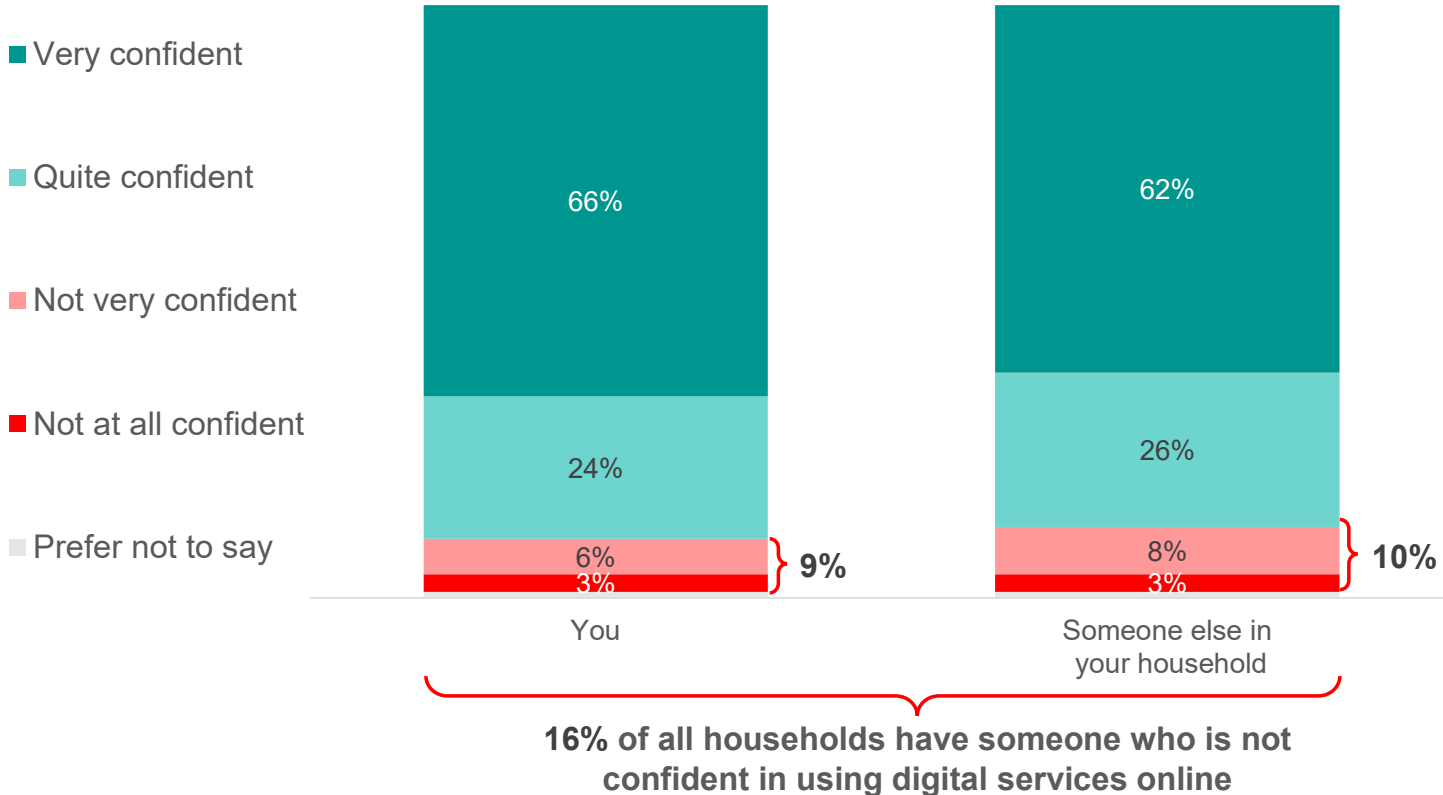
How often do you/do others in your household...? (Showing households without the access/skills to get online all/most of the time)

First half of 2023 vs. Second half of 2023



Fewer than 1 in 10 (9%) respondents say they themselves are **not confident using digital services online**, with slightly more (10%) 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? (July – Nov 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. 15% GM average):

Demographics:

- Those aged 75+ (42%)
- Those aged 65+ and living alone (42%)
- Retired respondents (33%)
- Disabled respondents (25%), including those with a mobility disability (39%)

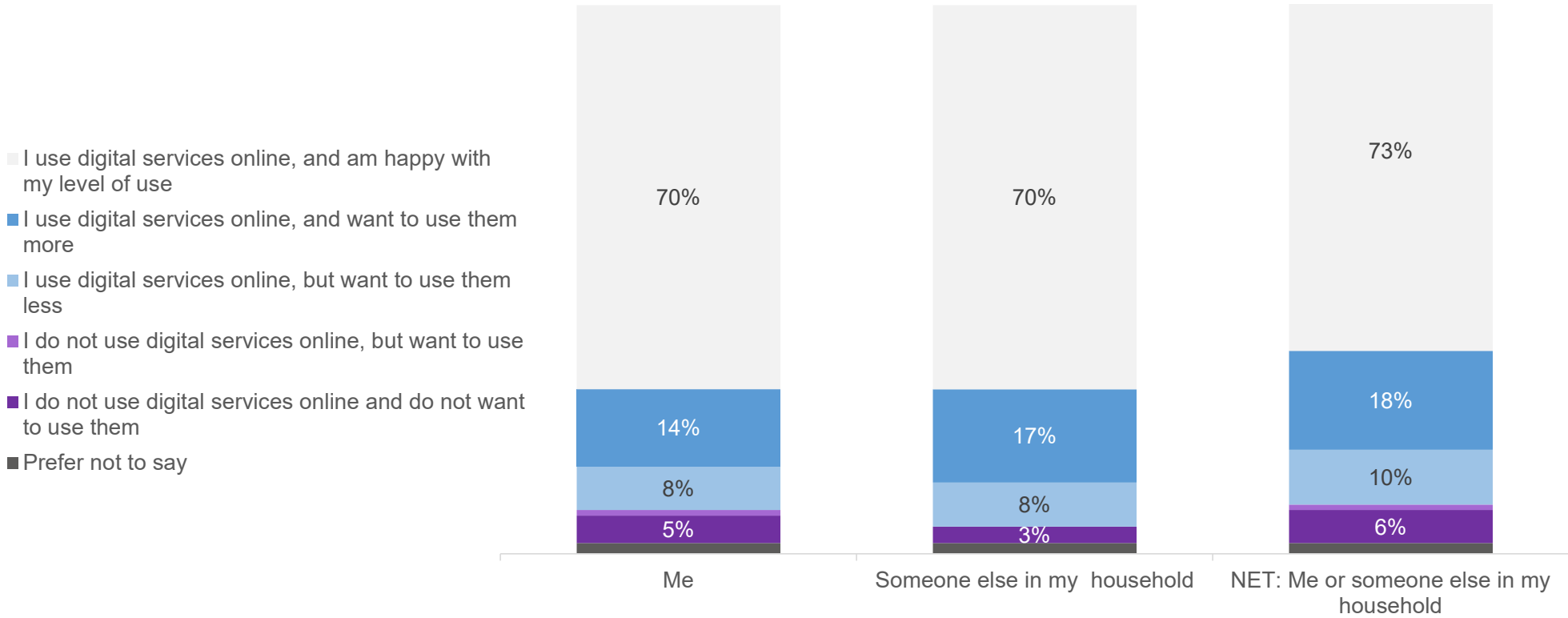
Individual and/or family circumstance:

- Those earning up to £15,599 (25%)
- Those who own their house outright (25%)

D110. Overall, how confident is your household in using the digital services online that it needs and wants?
 Unweighted base: 748, Survey 8, 250, Survey 9, 248, Survey 10, 250 (Telephone respondents)

Around 1 in 6 (17%) households **use digital services**, but want to use them more. Just 1% of people who do not use digital services online want to be able to do so.

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



D18. How would you describe your current and future intended use of digital services online?
 Unweighted base: 748, Survey 8, 250, Survey 9, 249, Survey 10, 250 (Telephone respondents)

Local Authority summaries

Bolton	<u>page 90</u>
Bury	<u>page 91</u>
Manchester	<u>page 92</u>
Oldham	<u>page 93</u>
Rochdale	<u>page 94</u>

Salford	<u>page 95</u>
Stockport	<u>page 96</u>
Tameside	<u>page 97</u>
Trafford	<u>page 98</u>
Wigan	<u>page 99</u>

Bolton

Cost of living:

- 69% of Bolton respondents who are in debt, say that they are having some difficulty with managing their current level of debt, compared to the GM average (68%)
- 64% of respondents in Bolton say that their cost of living has increased in the past month, the same as the GM average (64%)
- Over half of respondents in Bolton say that it is hard to afford their energy costs (54%), compared to the GM average (50%), with 44% saying that it is difficult to afford their rent or mortgage costs, in line with the GM average (42%)
- 50% of Bolton respondents are worried about heating their home this winter, the same as the GM average (50%)*

Food security**:

- 42% of respondents in Bolton have cut the size of, or skipped meals because there wasn't enough money for food, significantly higher than the GM average (29%)
- Over a quarter (27%) of say that someone in their household has lost weight because there was not enough money for food, significantly higher than the GM average (19%)
- Over 2 in 5 households in Bolton are food insecure, significantly higher than the GM average (34%)

Healthy Homes**:

- 63% of respondents in Bolton have experienced an issue with their home in the last year, in line with the GM average (62%)
- Just over half (52%) of those who have raised concerns about a problem are dissatisfied with the way at least one of the issues they raised was dealt with, compared to the GM average (63%), while 7 in 10 (72%) respondents who have experienced problems in their household say that it has negatively impacted their physical or mental health, in line with the GM average (73%)

Wellbeing:

- 12% of Bolton respondents are dissatisfied with their life, compared to the GM average (14%), 38% of Bolton respondents say that they felt anxious, similar to the GM average (41%). 13% of Bolton respondents do not feel that things in their life are worthwhile, the same as the GM average (13%) and 15% of Bolton respondents report feeling 'not at all happy', in line with the GM average (16%)
- 3% of respondents do not agree that they are able to look after their own health, in line with the GM average (4%) while 10% do not agree that they know enough about their own health, significantly higher than the GM average (6%). 72% agree they can get the right help if they need it, the same as the GM average (72%) and 92% say that they are involved in decisions about their own health – in line with the GM average (91%)

Digital Inclusion:

- 28% of respondents in Bolton have, or live with someone who has experienced some form of digital inclusion, compared to the GM average (32%)
- 11% of Bolton respondents are not confident in using digital services online or live with someone who is not confident, compared to the GM average (16%)

Findings present data from surveys 8+9+10

*Question only asked twice, therefore only Survey 9+10 data used **Survey 10 only data used ***Information presented in these district annex slides needs to be treated with due caution, because results from sample surveys are always estimates of unknown values in the wider population, and the sample achieved in each survey wave is small (n=100-150) at the individual district level. Typically, we can have greater confidence in district-level findings once the same question has featured in multiple waves (ideally three or more fieldwork periods).

Bury

Cost of Living:

- 73% of Bury respondents who are in debt, say that they are having some difficulty with managing their current level of debt, compared to the GM average (68%)
- 63% of Bury respondents say that their cost of living has increased over the last month, compared to the GM average (64%)
- 44% of respondents in Bury say that it is difficult to afford their energy costs, significantly lower than the GM average (50%), whilst 39% say that it is difficult to afford their rent or mortgage costs, in comparison to the GM average (42%)
- Half (50%) of Bury respondents are worried about heating their home this winter, the same as the GM average (50%)*

Food security**:

- 26% of respondents in Bury have cut the size of, or skipped meals because there wasn't enough money for food, compared to the GM average (29%)
- 1 in 5 (21%) of Bury respondents say that someone in their household has lost weight because there was not enough money for food, compared to the GM average (19%)
- 32% of households in Bury are food insecure, compared to the GM average (34%)

Healthy Homes**:

- 62% of respondents in Bury have experienced an issue with their home in the last 12 months, the same as the GM average (62%)
- 7 in 10 (70%) of Bury respondents who have raised concerns about a problem are dissatisfied with the way at least one the issues they raised was dealt with, compared to the GM average (63%), while over three quarters (77%) of respondents who have experienced problems in their household say that it has negatively impacted their physical or mental health, compared to the GM average (73%)

Wellbeing:

- 13% of Bury respondents are dissatisfied with their life nowadays, in line with the GM average (14%). 38% of Bury respondents say that they felt anxious, compared to the GM average (41%). 13% of Bury respondents do not feel that things in their life are worthwhile, the same as the GM average (13%). 14% of Bury respondents report feeling 'not at all happy', compared to the GM average (16%).
- 2% of Bury respondents do not agree that they can look after their own health, compared to the GM average (4%), while 7% do not think that they know enough about their own health – in line with the GM average (6%). 72% of Bury respondents think they can get the right help if they need it, the same as the GM average (72%) and 92% say that they are involved in decisions about their own health, compared to the GM average (91%)

Digital Inclusion:

- A quarter (25%) of Bury respondents have, or live with someone who has experienced some form of digital exclusion, compared to the GM average (32%)
- 12% of respondents in Bury are not confident, or live with someone who is not confident in using digital services online, compared to the GM average (16%)

Findings present data from surveys 8+9+10

*Question only asked twice, therefore only Survey 9+10 data used **Survey 10 only data used ***Information presented in these district annex slides needs to be treated with due caution, because results from sample surveys are always estimates of unknown values in the wider population, and the sample achieved in each survey wave is small (n=100-150) at the individual district level. Typically, we can have greater confidence in district-level findings once the same question has featured in multiple waves (ideally three or more fieldwork periods).

Manchester

Cost of Living:

- 64% of Manchester respondents who are in debt, say that they are having some difficulty with managing their current level of debt, compared to the GM average (68%)
- 66% of Manchester respondents say that their cost of living has increased in the last month, compared to the GM average (64%)
- Over half (53%) of respondents in Manchester say that it is difficult to afford their energy costs, compared to the GM average (50%), with 48% finding it difficult to afford their rent or mortgage costs, significantly higher than the GM average (42%)
- 56% of Manchester respondents are worried about heating their home this winter, significantly higher than the GM average (51%)*

Food Security**:

- Over a third (36%) of respondents in Manchester have had someone in their household cut the size of, or skip meals because there wasn't enough money for food, compared to the GM average (29%)
- A quarter (25%) of Manchester respondents say that someone in their household has lost weight because there was not enough money for food, compared to the GM average (19%)
- Over 2 in 5 (43%) households in Manchester are food insecure, significantly higher than the GM average (34%)

Healthy Homes**:

- 69% of respondents in Manchester have experienced an issue with their home in the last 12 months, significantly higher than the GM average (62%)
- Two thirds (67%) of Manchester respondents who have raised concerns about a problem are dissatisfied with the way at least one the issues they raised was dealt with, compared to the GM average (63%), while 79% of respondents who have experienced problems in their household say that it has negatively impacted their physical or mental health, compared to the GM average (73%)

Wellbeing:

- 16% of Manchester respondents are dissatisfied with their life nowadays, compared to the GM average (14%). Over 2 in 5 (46%) say that they felt anxious, significantly higher than the GM average (41%). 13% of Manchester respondents do not feel that things in their life are worthwhile, the same as the GM average (13%). 16% of Manchester respondents report feeling 'not at all happy', the same as the GM average (16%)
- 5% of respondents in Manchester do not think that they can look after their own health, in line with the GM average (4%), while 4% of Manchester respondents say that they do not know enough about their own health, significantly lower than the GM average (6%). 73% of Manchester respondents think that they can get the right help if they need it, similar to the GM average (72%), with 90% of respondents saying that they are involved in decisions about themselves, compared to the GM average (91%)

Digital inclusion:

- 27% of households in Manchester have, or live with someone who has experienced some form of digital exclusion, compared to the GM average (32%)
- 15% of respondents in Manchester are not confident in using digital services online, or live with someone who is not confident compared to the GM average (16%)

Findings present data from surveys 8+9+10

*Question only asked twice, therefore only Survey 9+10 data used **Survey 10 only data used ***Information presented in these district annex slides needs to be treated with due caution, because results from sample surveys are always estimates of unknown values in the wider population, and the sample achieved in each survey wave is small (n=100-150) at the individual district level. Typically, we can have greater confidence in district-level findings once the same question has featured in multiple waves (ideally three or more fieldwork periods).

Oldham

Cost of Living:

- 71% of Oldham respondents who are in debt, are having some difficulty with managing their current level of debt, compared to the GM average (68%)
- 67% of respondents in Oldham say that their cost of living has increased, compared to the GM average (64%)
- 53% of respondents in Oldham say that it is difficult to afford their energy costs, in line with the GM average (50%) and 41% say that it is difficult to afford their rent or mortgage, compared to the GM average (42%)
- 55% of Oldham respondents are worried about heating their homes this winter, compared to the GM average (50%)*

Food Security**:

- 29% of respondents in Oldham have had someone in their household cut the size of, or skip meals because there wasn't enough money for food, the same as the GM average (29%)
- 23% of Oldham respondents say that someone in their household has lost weight because there was not enough money for food, compared to the GM average (19%)
- 3 in 10 (30%) households in Oldham are food insecure, compared to the GM average (34%)

Healthy Homes**:

- 64% of respondents in Oldham have experienced an issue with their home in the last 12 months, compared to the GM average (62%)
- Over half (54%) of Oldham respondents who have raised concerns about a problem are dissatisfied with the way at least one the issues they raised was dealt with, compared to the GM average (63%), while 71% of respondents who have experienced problems in their household say that it has negatively impacted their physical or mental health, compared to the GM average (73%)

Wellbeing:

- 15% of Oldham respondents are dissatisfied with their life nowadays, compared to the GM average (14%). 4 in 10 (41%) say that they felt highly anxious, the same as the GM average (41%). 13% of Oldham respondents do not feel that things in their life are worthwhile, versus the GM average (13%). 17% of Oldham respondents report feeling 'not at all happy', compared to the GM average (16%)
- 5% of Oldham respondents say that they cannot look after their own health, compared to the GM average (4%), while 8% of Oldham respondents say that they do not know enough about their own health, compared to the GM average (6%). 70% of Oldham respondents say they can get the right help if they need it, compared to the GM average (72%), with 88% of Oldham respondents saying that they are involved in decisions about themselves, compared to the GM average (91%)

Digital inclusion:

- 38% of Oldham respondents have, or live with someone who has experienced some form of digital inclusion in their household, compared to the GM average (32%)
- 23% of respondents in Oldham are not confident, or have somebody in their household who is not confident in using digital services online, compared to the GM average (16%)

Findings present data from surveys 8+9+10

*Question only asked twice, therefore only Survey 9+10 data used **Survey 10 only data used ***Information presented in these district annex slides needs to be treated with due caution, because results from sample surveys are always estimates of unknown values in the wider population, and the sample achieved in each survey wave is small (n=100-150) at the individual district level. Typically, we can have greater confidence in district-level findings once the same question has featured in multiple waves (ideally three or more fieldwork periods).

Rochdale

Cost of Living:

- 7 in 10 (69%) of Rochdale respondents who are in debt, say that they are struggling with managing their current level of debt, compared to the GM average (68%)
- 64% of Rochdale respondents say that their cost of living has increased, the same as the GM average (64%)
- 50% of Rochdale respondents say that it is difficult to afford their energy costs, the same as the GM average (50%) and 43% of Rochdale respondents say that it is difficult to afford their rent or mortgage costs, compared to the GM average (42%)
- 52% of Rochdale respondents say that they are worried about heating their home this winter, compared to the GM average (50%)*

Food Security**:

- 27% of respondents in Rochdale have had someone in their household cut the size of, or skip meals because there wasn't enough money for food, compared to the GM average (29%)
- 23% of Rochdale respondents say that someone in their household has lost weight because there was not enough money for food, compared to the GM average (19%)
- 28% of households in Rochdale are food insecure, compared to the GM average (34%)

Healthy Homes**:

- 56% of respondents in Rochdale have experienced an issue with their home in the last 12 months, compared to the GM average (62%)
- 7 in 10 (69%) of Rochdale respondents who have raised concerns about a problem are dissatisfied with the way at least one the issues they raised was dealt with, compared to the GM average (63%), while 70% of respondents who have experienced problems in their household say that it has negatively impacted their physical or mental health, compared to the GM average (73%)

Wellbeing:

- 9% of Rochdale respondents are dissatisfied with their life nowadays, significantly lower than the GM average (14%). 41% of Rochdale respondents say that they felt highly anxious, the same as the GM average (41%). 11% of Rochdale respondents do not feel that things in their life are worthwhile, compared to the GM average (13%). 12% of Rochdale respondents report feeling 'not at all happy', significantly lower than the GM average (16%).
- 4% of Rochdale respondents say that they cannot look after their own health, the same as the GM average (4%), while the same amount (4%) say that they do not know enough about their own health, significantly lower than the GM average (6%). 76% of Rochdale respondents say that they can get the right help if they need it, compared to the GM average of 72%, and 91% of Rochdale respondents say that they are involved in decisions about themselves, the same as the GM average (91%)

Digital inclusion:

- 39% of respondents in Rochdale have, or live with someone who has experienced some form of digital exclusion, compared to the GM average (32%)
- 17% of Rochdale respondents say that they, or someone else in their household, are not confident in using digital services online, compared to the GM average (16%)

Findings present data from surveys 8+9+10

*Question only asked twice, therefore only Survey 9+10 data used **Survey 10 only data used ***Information presented in these district annex slides needs to be treated with due caution, because results from sample surveys are always estimates of unknown values in the wider population, and the sample achieved in each survey wave is small (n=100-150) at the individual district level. Typically, we can have greater confidence in district-level findings once the same question has featured in multiple waves (ideally three or more fieldwork periods).

Salford

Cost of Living:

- 71% of Salford respondents who are in debt, are having some difficulty with managing their current level of debt, compared to the GM average (68%)
- 64% of respondents in Salford say that their cost of living has increased, the same as the GM average (64%)
- 50% of respondents living in Salford say that it is difficult to afford their energy costs, the same as the GM average (50%) while 41% of respondents in Salford say that it is difficult to afford their rent or mortgage costs, in line with the GM average (42%)
- Half (49%) of Salford respondents are worried about heating their home this winter, compared to the GM average (50%)*

Food Security**:

- 31% of respondents in Salford have had someone in their household cut the size of, or skip meals because there wasn't enough money for food, compared to the GM average (29%)
- 19% of Salford respondents say that someone in their household has lost weight because there was not enough money for food, the same as the GM average (19%)
- 39% of households in Salford are food insecure, compared to the GM average (34%)

Healthy Homes**:

- 62% of respondents in Salford have experienced an issue with their home in the last 12 months, the same as the GM average (62%)
- 3 in 5 (62%) Salford respondents who have raised concerns about a problem are dissatisfied with the way at least one the issues they raised was dealt with, compared to the GM average (63%), while 80% of respondents who have experienced problems in their household say that it has negatively impacted their physical or mental health, compared to the GM average (73%)

Wellbeing:

- 19% of respondents are dissatisfied with their life, significantly higher than the GM average (14%). 40% of Salford respondents say that they felt highly anxious, compared to the GM average (41%). 16% of Salford respondents do not feel that things in their life are worthwhile, compared to the GM average (13%) and 22% of Salford respondents report feeling 'not at all happy', significantly higher than the GM average (16%).
- 4% of Salford respondents say that they cannot look after their own health, the same as the GM average (4%), whilst 7% of Salford respondents say that they do not know enough about their own health, in line with the GM average (6%). 72% of Salford respondents agree they can get the right help if they need it, the same as the GM average (72%), and 90% of Salford respondents say that they are involved in decisions about themselves, in line with the GM average (91%)

Digital inclusion:

- 36% of respondents in Salford have, or live with someone who has experienced some form of digital exclusion, compared to the GM average (32%)
- 22% of respondents in Salford are not confident, or live with someone who is not confident in using digital services online, compared to the GM average (16%)

Findings present data from surveys 8+9+10

*Question only asked twice, therefore only Survey 9+10 data used **Survey 10 only data used ***Information presented in these district annex slides needs to be treated with due caution, because results from sample surveys are always estimates of unknown values in the wider population, and the sample achieved in each survey wave is small (n=100-150) at the individual district level. Typically, we can have greater confidence in district-level findings once the same question has featured in multiple waves (ideally three or more fieldwork periods).

Stockport

Cost of Living:

- 73% of Stockport respondents who are in debt, are having some difficulty with managing their current level of debt, compared to the GM average (68%)
- 63% of Stockport respondents say that their cost of living has increased, compared to the GM average (64%)
- 48% of Stockport respondents say that it is difficult to afford their energy costs, similar to the GM average (50%), with 41% saying it is difficult to afford their rent or mortgage costs, compared to the GM average (38%)
- 44% of Stockport respondents say that they are worried about heating their home this winter, significantly lower than the GM average (50%)*

Food Security**:

- 21% of respondents in Stockport have had someone in their household cut the size of, or skip meals because there wasn't enough money for food, compared to the GM average (29%)
- 9% of Stockport respondents say someone in their household has lost weight because there was not enough money for food, significantly lower than the GM average (19%)
- 23% of households in Stockport are food insecure, significantly lower than the GM average (34%)

Healthy Homes**:

- 56% of respondents in Stockport have experienced an issue with their home in the last 12 months, compared to the GM average (62%)
- Two thirds (66%) of Stockport respondents who have raised concerns about a problem are dissatisfied with the way at least one the issues they raised was dealt with, compared to the GM average (63%), while 71% of respondents who have experienced problems in their household say that it has negatively impacted their physical or mental health, compared to the GM average (73%)

Wellbeing:

- 14% of Stockport respondents are dissatisfied with their life nowadays, the same as the GM average (14%). 35% of Stockport respondents say that they felt anxious, significantly lower than the GM average (41%). 13% of Stockport respondents do not feel that things in their life are worthwhile, in line with the GM average (13%). 16% of Stockport respondents report feeling 'not at all happy', the same as the GM average (16%)
- 4% of respondents in Stockport say that they cannot look after their own health, the same as the GM average (4%), with 8% of respondents saying that they do not know about their health, in line with the GM average (6%). 69% of respondents in Stockport say that they can get the right help if they need it, compared to the GM average (72%), whilst 90% say that they are involved in decisions about themselves, in line with the GM average of 91%

Digital inclusion:

- 27% of respondents in Stockport have, or live with someone who has experienced some form of digital exclusion, compared to the GM average (32%)
- 14% of Stockport respondents are not confident, or have someone in their household who is not confident in using digital services online, compared to the GM average (16%)

Findings present data from surveys 8+9+10

*Question only asked twice, therefore only Survey 9+10 data used **Survey 10 only data used ***Information presented in these district annex slides needs to be treated with due caution, because results from sample surveys are always estimates of unknown values in the wider population, and the sample achieved in each survey wave is small (n=100-150) at the individual district level. Typically, we can have greater confidence in district-level findings once the same question has featured in multiple waves (ideally three or more fieldwork periods).

Tameside

Cost of Living:

- 68% of Tameside respondents who are in debt, are having some difficulty with managing their current level of debt, compared to the GM average (68%)
- 65% of Tameside respondents say that their cost of living has increased, compared to the GM average (64%)
- Over half of respondents in Tameside say that it is hard to afford their energy costs (53%), compared to the GM average (50%), with 42% saying that it is difficult to afford their rent or mortgage costs, the same as the GM average (42%)
- Half (50%) of Tameside respondents say that they are worried about heating their home this winter, the same as the GM average (50%)*

Food Security**:

- 30% of respondents in Tameside have had someone in their household cut the size of, or skip meals because there wasn't enough money for food, compared to the GM average (29%)
- 20% of Tameside respondents say that someone in their household has lost weight because there was not enough money for food, compared to the GM average (19%)
- 37% of households in Tameside are food insecure, compared to the GM average (34%)

Healthy Homes**:

- 60% of respondents in Tameside have experienced an issue with their home in the last 12 months, compared to the GM average (62%)
- 56% of Tameside respondents who have raised concerns about a problem are dissatisfied with the way at least one the issues they raised was dealt with, compared to the GM average (63%), while 75% of respondents who have experienced problems in their household say that it has negatively impacted their physical or mental health, compared to the GM average (73%)

Wellbeing:

- 14% of Tameside respondents are dissatisfied with their life nowadays, in line with the GM average (14%). 41% of Tameside respondents say that they felt anxious, the same as the GM average (41%). 15% of Tameside respondents do not feel that things in their life are worthwhile, compared to the GM average (13%) and 19% of Tameside respondents report feeling 'not at all happy', compared to the GM average (16%)
- 5% of Tameside respondents say that they cannot look after their own health, in line with the GM average (4%), while 7% say that they do not know enough about their own health, compared to the GM average (6%). 73% of respondents in Tameside agree they can get the right help if they need it, compared to the GM average (72%), whilst 91% say that they are involved in decisions about themselves, the same as the GM average (91%)

Digital Inclusion:

- 40% of Tameside respondents have, or live with someone who has experienced some form of digital inclusion, compared to the GM average (32%)
- 13% of respondents in Tameside say that either they, or someone else in their household are not confident in using digital services online, compared to the GM average (16%)

Findings present data from surveys 8+9+10

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Trafford

Cost of Living:

- 61% of Trafford respondents who are in debt, are having some difficulty with managing their current level of debt, compared to the GM average (68%)
- 6 in 10 (59%) of Trafford respondents say that their cost of living has increased, compared to the GM average (64%)
- 44% of respondents in Trafford say that it is hard to afford their energy costs, significantly lower than the GM average (50%). 35% of respondents in Trafford say that it is difficult to afford their rent or mortgage costs, again significantly lower than the GM average (42%)
- 48% of Trafford respondents are worried about heating their homes this winter, compared to the GM average (50%)*

Food Security**:

- 28% of respondents in Trafford have had someone in their household cut the size of, or skip meals because there wasn't enough money for food, compared to the GM average (29%)
- 19% of Trafford respondents say that someone in their household has lost weight because there was not enough money for food, the same as the GM average (19%)
- 33% of households in Trafford are food insecure, in line with the GM average (34%)

Healthy Homes**:

- 58% of respondents in Trafford have experienced an issue with their home in the last 12 months, compared to the GM average (62%)
- Over 7 in 10 (73%) of Trafford respondents who have raised concerns about a problem are dissatisfied with the way at least one the issues they raised was dealt with, compared to the GM average (63%), while 72% of respondents who have experienced problems in their household say that it has negatively impacted their physical or mental health, compared to the GM average (73%)

Wellbeing:

- 14% of Trafford respondents are dissatisfied with their life nowadays, the same as the GM average (14%). 38% of Trafford respondents say that they felt anxious, similar to the GM average (41%). 12% of Trafford respondents do not feel that things in their life are worthwhile, versus the GM average (13%). 17% of Trafford respondents report feeling 'not at all happy', compared to the GM average (16%)
- 3% of respondents in Trafford say that they cannot look after their own health, compared to the GM average (4%), whilst 7% say that they do not know enough about their health compared to the GM average (6%). 72% of Trafford respondents say that they can get the right help if they need it, the same as the GM average (73%), and 93% say that they are not involved in decisions about themselves, similar to the GM average (91%)

Digital inclusion:

- 31% of respondents in Trafford have, or live with someone who has experienced some form of digital exclusion, compared to the GM average (32%)
- 10% of respondents in Trafford are not confident themselves, or live with someone who is not confident in using digital services, compared to the GM average (16%)

Findings present data from surveys 8+9+10

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Wigan

Cost of Living:

- 68% of Wigan respondents who are in debt, are having some difficulty with managing their current level of debt, the same as the GM average (68%)
- 61% of Wigan respondents say that their cost of living has increased, compared to the GM average (64%)
- 48% of Wigan respondents say that it is difficult to afford their energy costs, compared to the GM average (50%), with 38% saying that it is difficult to afford their rent or mortgage costs, compared to the GM average (42%)
- 47% of Wigan respondents say that they are worried about heating their home this winter, compared to the GM average (51%)*

Food Security**:

- 17% of respondents in Wigan have had someone in their household cut the size of, or skip meals because there wasn't enough money for food, lower than the GM average (29%)
- 7% of Wigan respondents say that someone in their household has lost weight because there was not enough money for food, significantly lower than the GM average (19%)
- 23% of households in Wigan are food insecure, again, significantly lower than the GM average (34%)

Healthy Homes**:

- 58% of respondents in Wigan have experienced an issue with their home in the last 12 months, compared to the GM average (62%)
- 3 in 5 (58%) of Wigan respondents who have raised concerns about a problem are dissatisfied with the way at least one the issues they raised was dealt with, compared to the GM average (63%), while 59% of respondents who have experienced problems in their household say at that it has negatively impacted their physical or mental health, compared to the GM average (73%)

Wellbeing:

- 14% of Wigan respondents are dissatisfied with their life nowadays, compared to the GM average (14%). 45% of Wigan respondents say that felt highly anxious, compared to the GM average (41%). 16% of Wigan respondents do not feel that things in their life are worthwhile, versus the GM average (13%). 17% of Wigan respondents report feeling 'not at all happy', compared to the GM average (16%)
- 4% of Wigan respondents say that they cannot look after their own health, compared to the GM average (4%), whilst 5% say that they do not know enough about their own health, in line with the GM average (6%). 76% of respondents say that they can get the right help if they need it, compared to the GM average (72%), and 93% of respondents in Wigan say that they are involved in decisions about themselves, compared to the GM average (91%)

Digital inclusion:

- 37% of respondents in Wigan have, or live with someone that has experienced some form of digital exclusion, compared to the GM average (32%)
- 19% of respondents in Wigan say that they, or someone they live with, are not confident in using digital services online, compared to the GM average (16%)

Findings present data from surveys 8+9+10

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