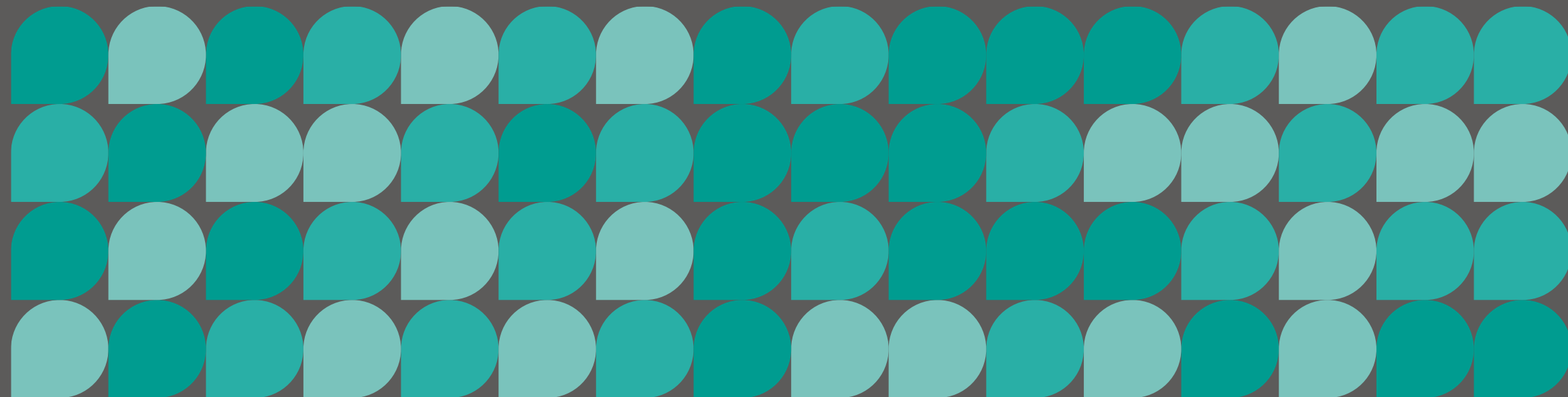


Greater Manchester Residents' Survey

Survey 11 (main report)

March 2024

Fieldwork conducted 29th January – 13th February 2024



Report contents

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Introduction and methodology

Background

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Background

- This report presents summary findings for a quantitative survey carried out between 29 January and 13 February 2024, with a representative sample of 1,460 residents from across all ten Greater Manchester local authority areas.
 - Data from February 2024 (survey 11) is presented alongside that from similar Greater Manchester resident surveys undertaken in September 2023 (survey 9) and November 2023 (survey 10).
 - 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 9, 10 and 11 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
 - healthy homes – merged data from surveys 10 and 11 is shown (questions were first included in survey 10)
 - local area – data from individual surveys is shown separately, except when commenting on trends for specific sub-groups or districts
 - transport and the night time economy – new section, so data from survey 11 only is shown
 - good work – 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
 - digital inclusion – merged data for surveys 9+10+11 is used, drawing on telephone responses only
 - These surveys are intended to provide regular ongoing insights for Greater Manchester organisations and partners to help inform how and where to target support, communications / engagement activities and resources to improve the lives of Greater Manchester residents.
-

Methodology

- Between February 2022 and February 2024, BMG Research has undertaken eleven 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)
- This mix of majority online sampling with a smaller telephone element was selected so that a representative and robust sample of Greater Manchester residents could be regularly 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 some 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

- This survey 11 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 (1,460 respondents). These are presented alongside findings for surveys 9 (1,560 respondents) and 10 (1,546). See the Appendix for full details on the sample achieved in each round of fieldwork.
- The report is divided into themed sections, providing an overview into respondents' feelings and behaviours around [personal health and wellbeing](#), [healthy homes](#), [satisfaction with their local area](#), [transport and the night-time economy](#), [good work](#), [costs of living](#) and [digital access](#).
- 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 1,460 respondents in some instances. Where this is the case, this has been noted in the footnotes of each slide, along with the unweighted base sizes.
- 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 findings from individual surveys for specific ethnic groups. However, where data is merged from multiple surveys over several months, the larger overall sample size allows us to look at smaller demographic groups in more detail. Any such differences are included throughout this report.

Health and wellbeing

Overview and context

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Health and wellbeing key findings

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Health and wellbeing detailed findings

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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](#).

Health and wellbeing— key findings

WELLBEING

There has been positive movement across most wellbeing metrics since November:

- There has been a significant increase since November in respondents reporting either 'very high' or 'high' levels of happiness (60%, was 56%). This is supported by a slight reduction in those unhappy (16%, was 18%)
- Two thirds (66%) of respondents say that the things they do in life are worthwhile – an increase of 3pp since November
- Nearly two thirds (64%) of Greater Manchester respondents say they have 'very high' or 'high' life satisfaction, with a slight increase in those who have 'high' satisfaction (46%, was 43% in November)
- Around 4 in 10 (38%) respondents said they were highly anxious yesterday – a small decline since November (was 42%). Around a quarter (24%) said they were experiencing very low anxiety

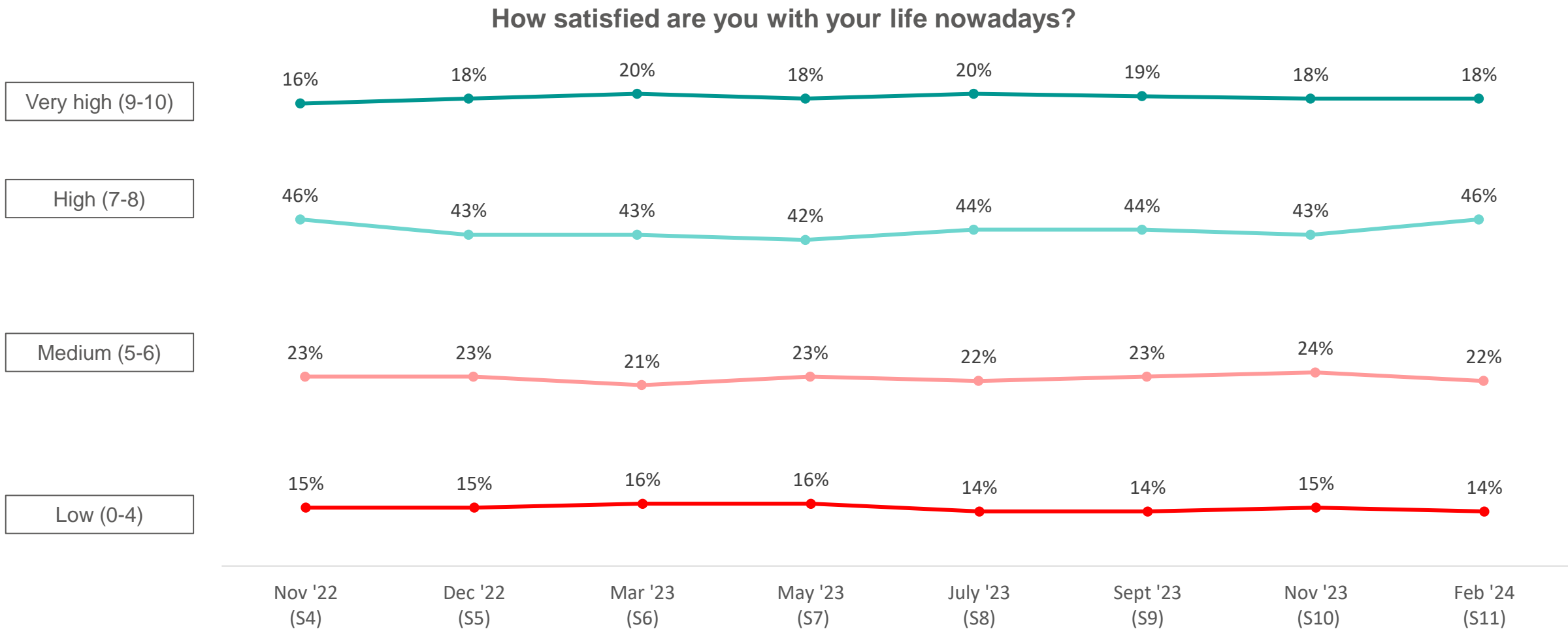
MANAGING YOUR OWN HEALTH

- There has been a significant increase in those who strongly agree that they can get the right help if they need it (30%, was 26% in November). Overall, almost three quarters (73%) of respondents agree (agree or strongly agree) that this is the case
- 9 in 10 (90%) respondents say that they are involved in decisions about their health, while 84% agree that they can look after their health. 4 in 5 (79%) agree that they know enough about their health. All measures have either stayed in line with or shown some positive movement since November
- These results combine to give an overall Health Confidence score for Greater Manchester of 71.4 – representing a 'moderate' level of health confidence. This has risen, though not significantly, since November, where the score was 70.0

DISABLED RESPONDENTS

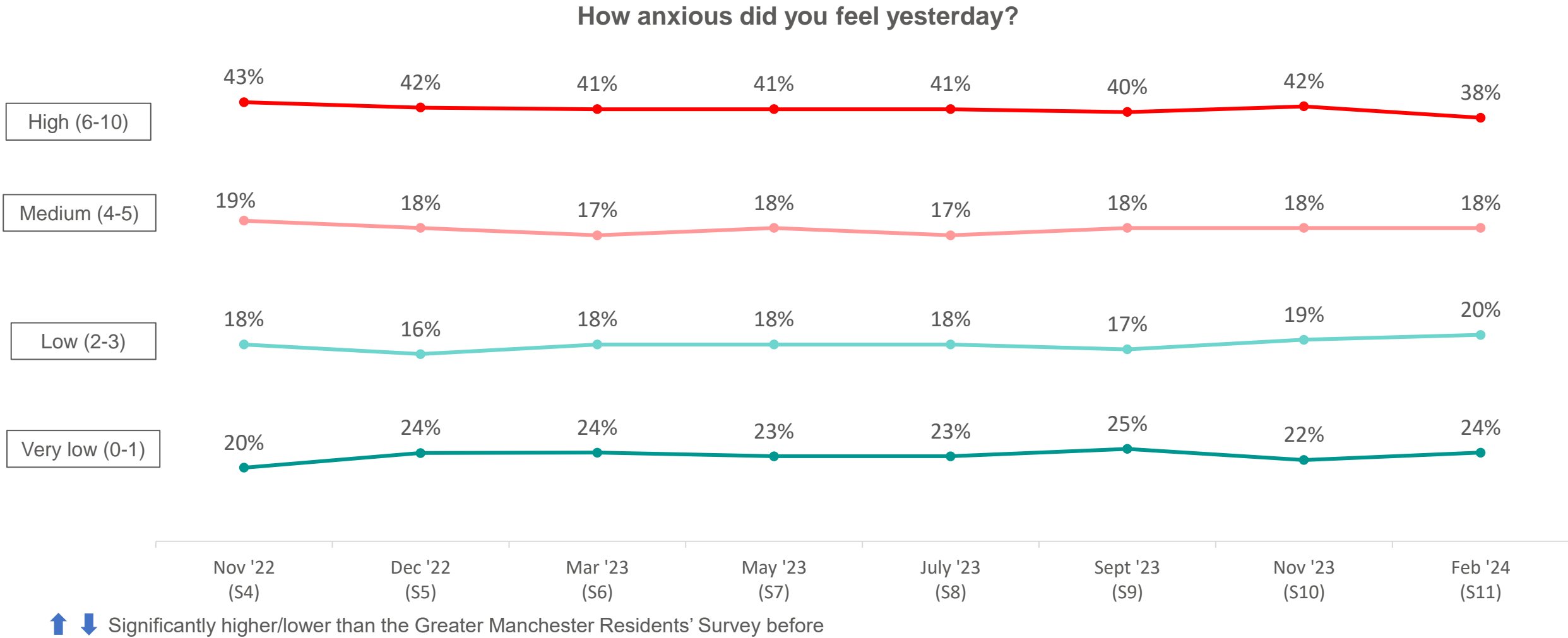
- Disabled respondents are significantly more likely to respond negatively when asked about their health and wellbeing – reporting a lower health confidence score (61.5, compared to 71.4 for all respondents)
 - Generally, they feel more unhappy and anxious, and less able to manage their own health
-

There has been a slight increase in the proportion of respondents with high **life satisfaction** and slight decrease in those with medium life satisfaction since November. Taking a broader view, most ratings over time remain generally stable



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

While measures of **anxiety** have continued to remain stable over the last year, since November those reporting high levels have fallen and those reporting very low levels have risen slightly. Neither change is significant, but they show positive movement



Those who are more likely to have **low levels of life satisfaction and high levels of anxiety** include those in financially vulnerable situations and those with long term health conditions

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

Demographics:

- Those with a disability (28%) including those with mental ill health (42%), a mobility disability (23%), a learning disability (24%), or another disability (28%)
- Those with mixed ethnicity (29%)
- Those who are not heterosexual (21%)
- Those aged 45-54 (18%)

Individual and/or family circumstance:

- Those with low levels of happiness (59%)
- Those not in work due to ill health or disability (41%)
- Respondents who are financially vulnerable (27%)
- Those with a physical or mental condition lasting longer than 12 months (24%), specifically those whose condition reduces their ability to do activities a lot (34%)
- Those with high anxiety (23%)
- Those who rent their home (21%)
- Those in single person households (20%)
- Those earning up to £15,599 (20%)
- Those not in employment (17%)

% who felt 'highly anxious' compared to GM average (40%) is higher among*:

Demographics:

- Those with a disability (56%) including those with mental ill health (71%), a learning disability (59%), a mobility disability (48%) or another disability (55%)
- Those aged 16-24 (51%) or 25-44 (46%)
- Those who are in a racially minoritised community (48%)
- Those who are not heterosexual (48%)

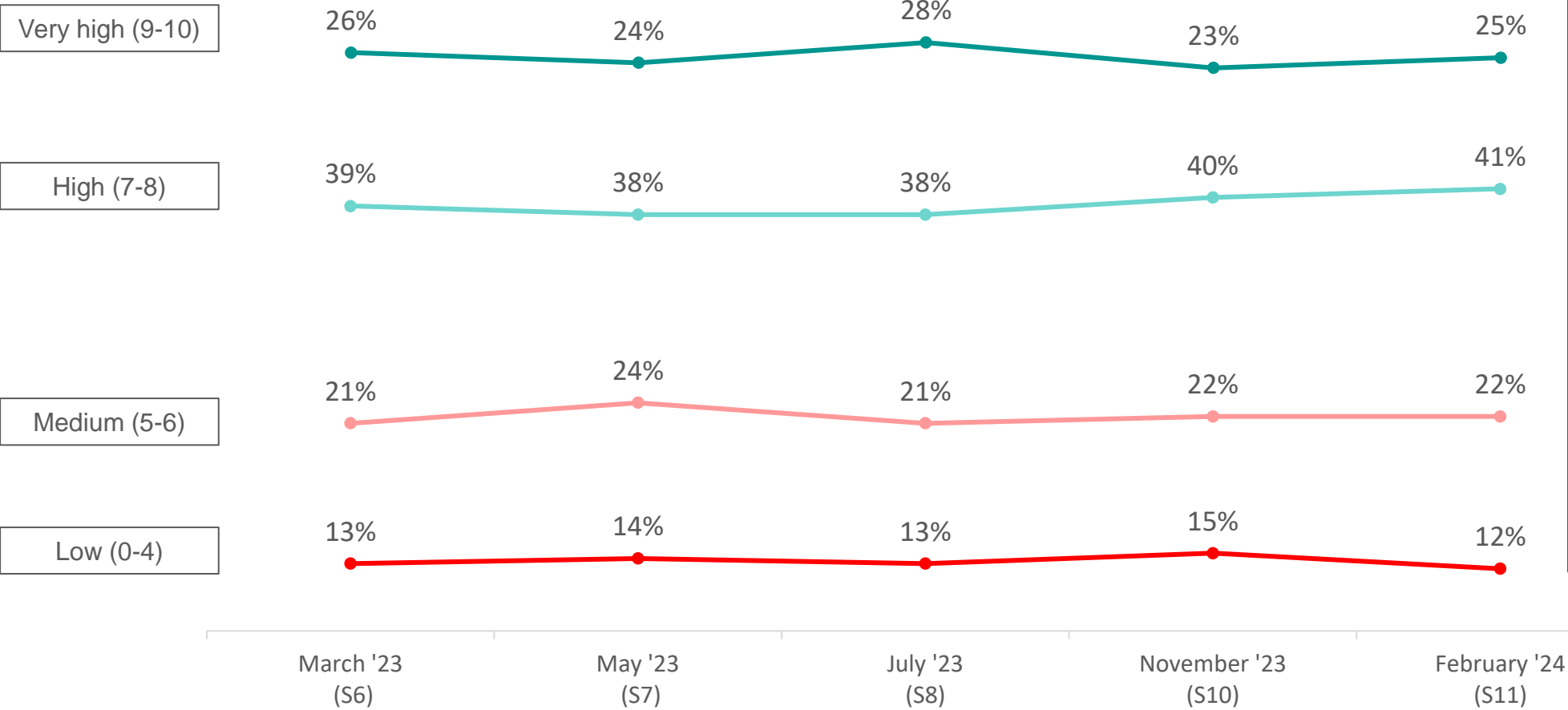
Individual and/or family circumstance:

- Those with a physical or mental condition lasting longer than 12 months (51%), specifically those whose condition reduces their ability to do activities a lot (60%)
- Those not in work due to ill health or disability (66%)
- Those who are financially vulnerable (52%)
- Those studying at university (51%)
- Those earning up to £15,599 (49%)
- Those renting their home (49%)
- Those who currently have caring responsibilities (45%)
- Those with children in education (44%)

* Subgroup analysis uses merged data from S9, 10 and 11 combined

2 in 3 respondents feel very highly or highly that the **things they do in life are worthwhile**. But disabled respondents and those aged 16-24 are less likely to feel that this is the case

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



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

Demographics:

- Those who have a disability (26%), including mental ill health (43%), a mobility disability (21%)
- Those who are not heterosexual (19%)
- Those aged 16-24 (19%)

Individual and/or family circumstance:

- Those who rent their home (19%)

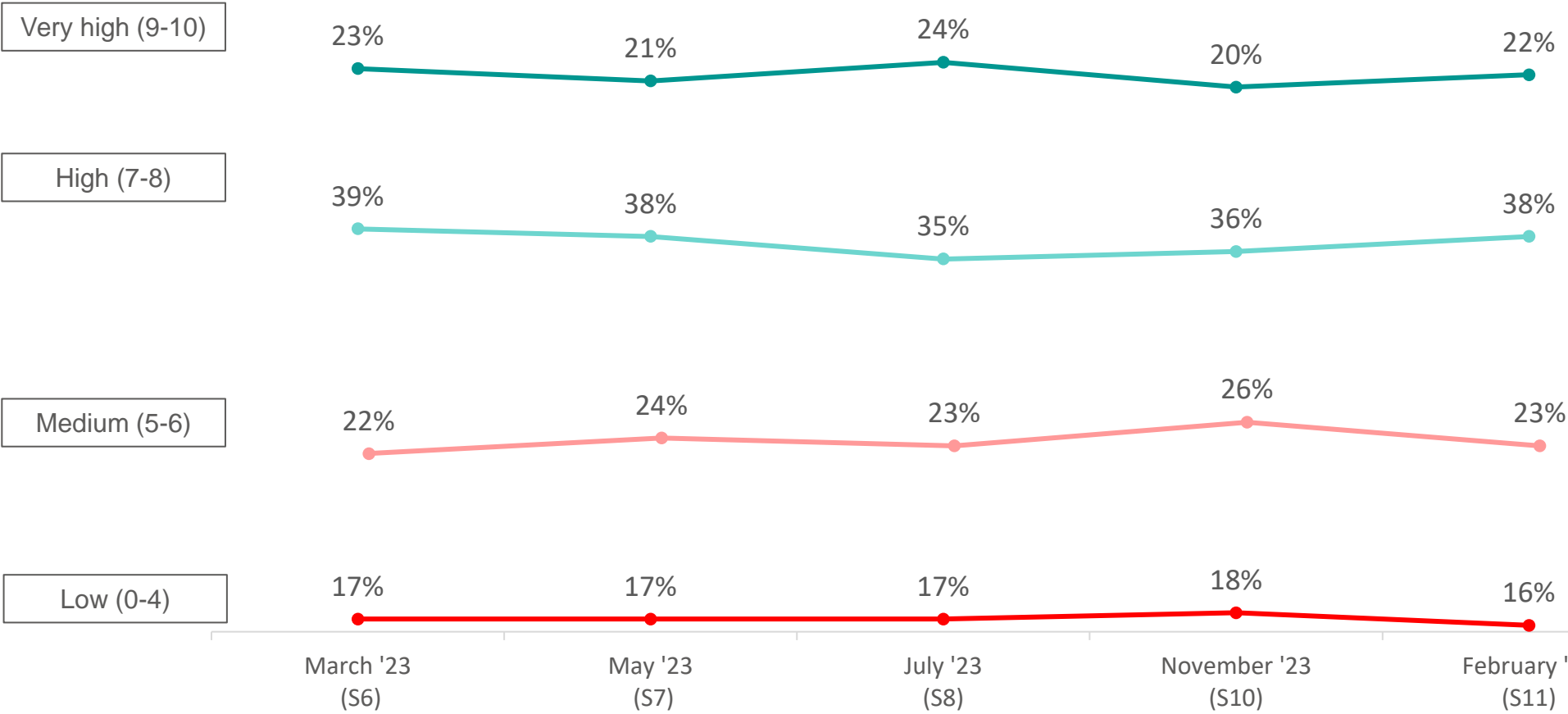
* Subgroup analysis uses merged data from S9-11

↑ ↓ 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"? / Unweighted base: Greater Manchester Residents Survey 6, 1767, Survey 7, 1488, Survey 8, 1612, Survey 9, 1560, Survey 10, 1546, Survey 11, 1460. Thresholds are applied to responses to convert the 11-point scale into the categories shown. Unweighted base: Greater Manchester Residents Survey 11, 1460. Survey 9+10+11= 4566 (all respondents).

3 in 5 said they feel very high or high **levels of happiness** – in combination, this is a significant rise since November. Those less likely to feel happy include those with a disability and those who rent their home

How happy did you feel yesterday?



% 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 (45%), a mobility disability (27%) or a learning disability (27%)
- Those aged 16-24 (20%)

Individual and/or family circumstance:

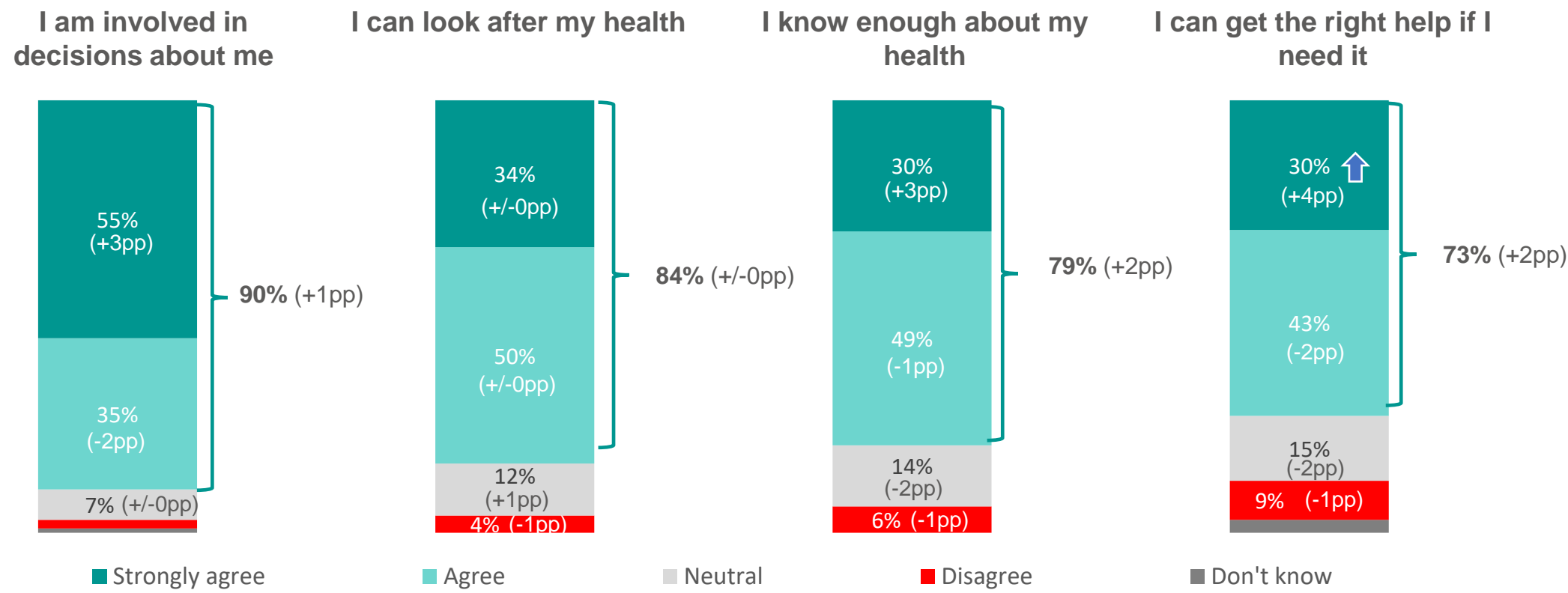
- Those not in work due to ill health or disability (48%)
- Those who are renting (22%)

* Subgroup analysis uses merged data from S9-11

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

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”? Survey 6, 1767, Survey 7, 1488, Survey 8, 1612, Survey 9, 1560, Survey 10, 1546, Survey 11, 1460 Thresholds are applied to responses to convert the 11-point scale into the categories shown. Unweighted base: Greater Manchester Residents Survey 11, 1460. Survey 9+10+11= 4566 (all respondents).

The majority of respondents continue to agree that they can **manage their health**. While those who strongly agree that they can get the right help if they need it has significantly increased since November, the share of those agreeing more generally has not changed



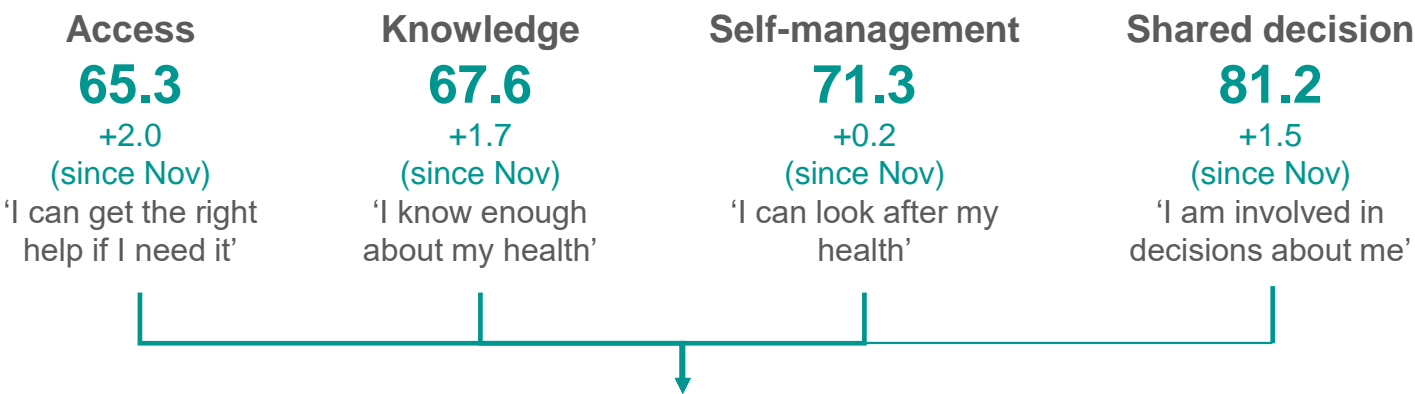
↑ ↓ Significantly higher/lower than the Greater Manchester Residents' Survey before

Figures in brackets show change since November (S10)

Health confidence score

Health management questions are analysed, drawing on a methodology used in academia, to calculate an overall Health Confidence Score. This score of 71.4 out of 100 means a ‘moderate’ level of health confidence, marginally but not significantly up on the November 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)

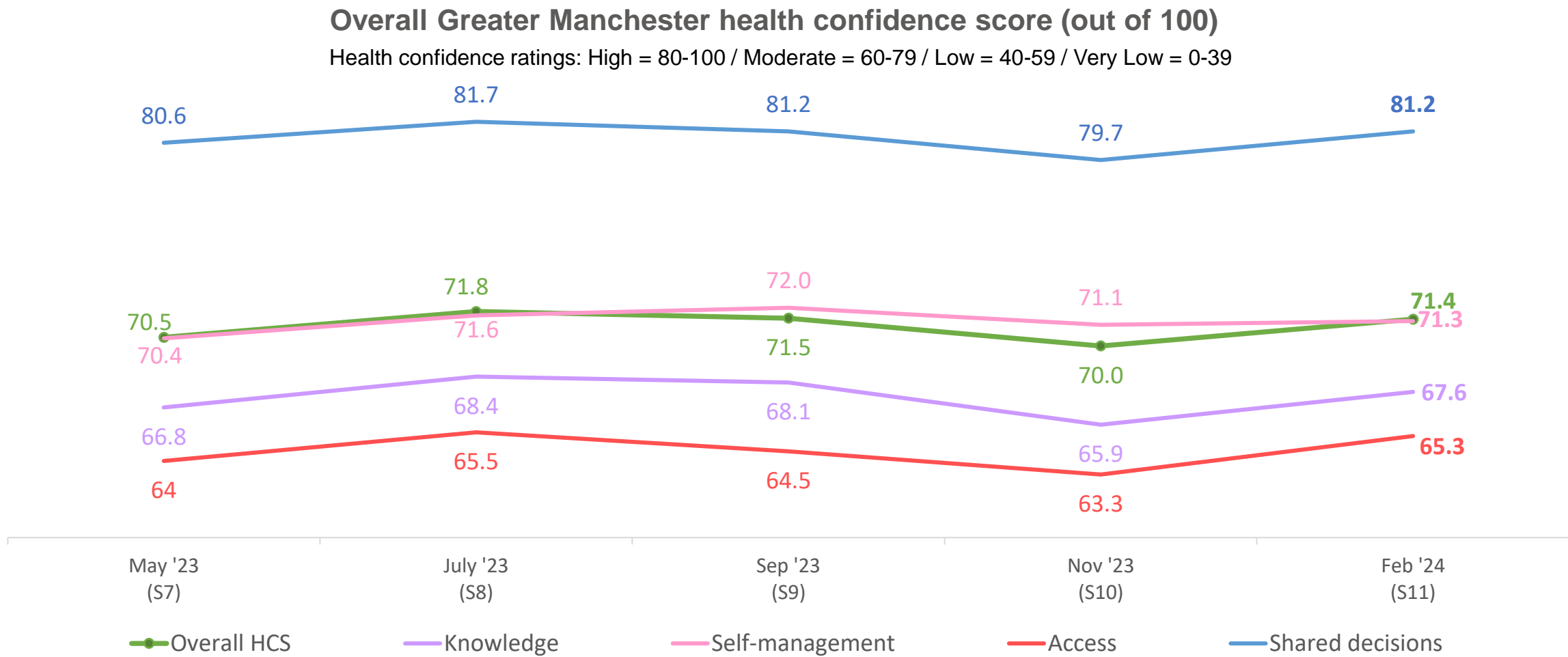
71.4

This is

+1.4

points higher than in Nov 2023

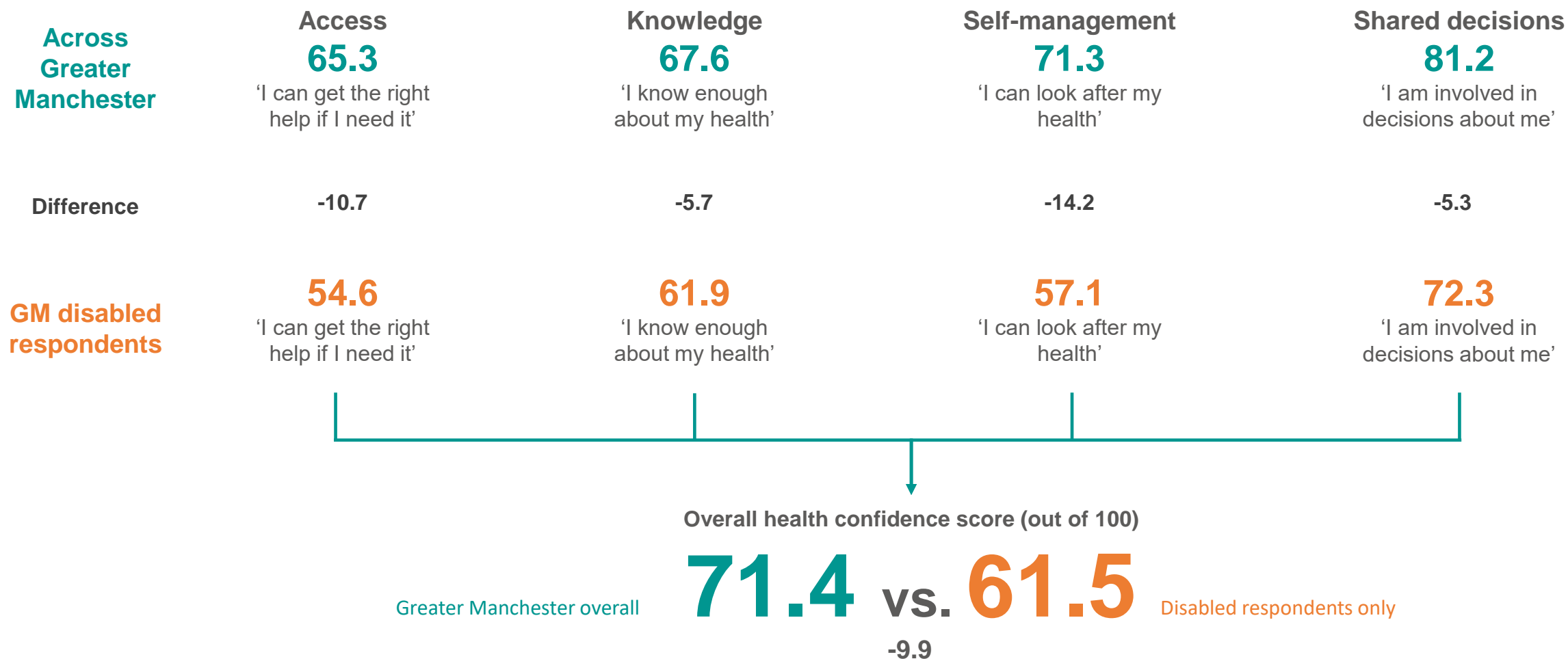
Since November, all dimensions of the health confidence score have risen, though not significantly; this includes ‘shared decisions’ returning to a ‘high’ rating (80 or above), having fallen to ‘moderate’ in November.



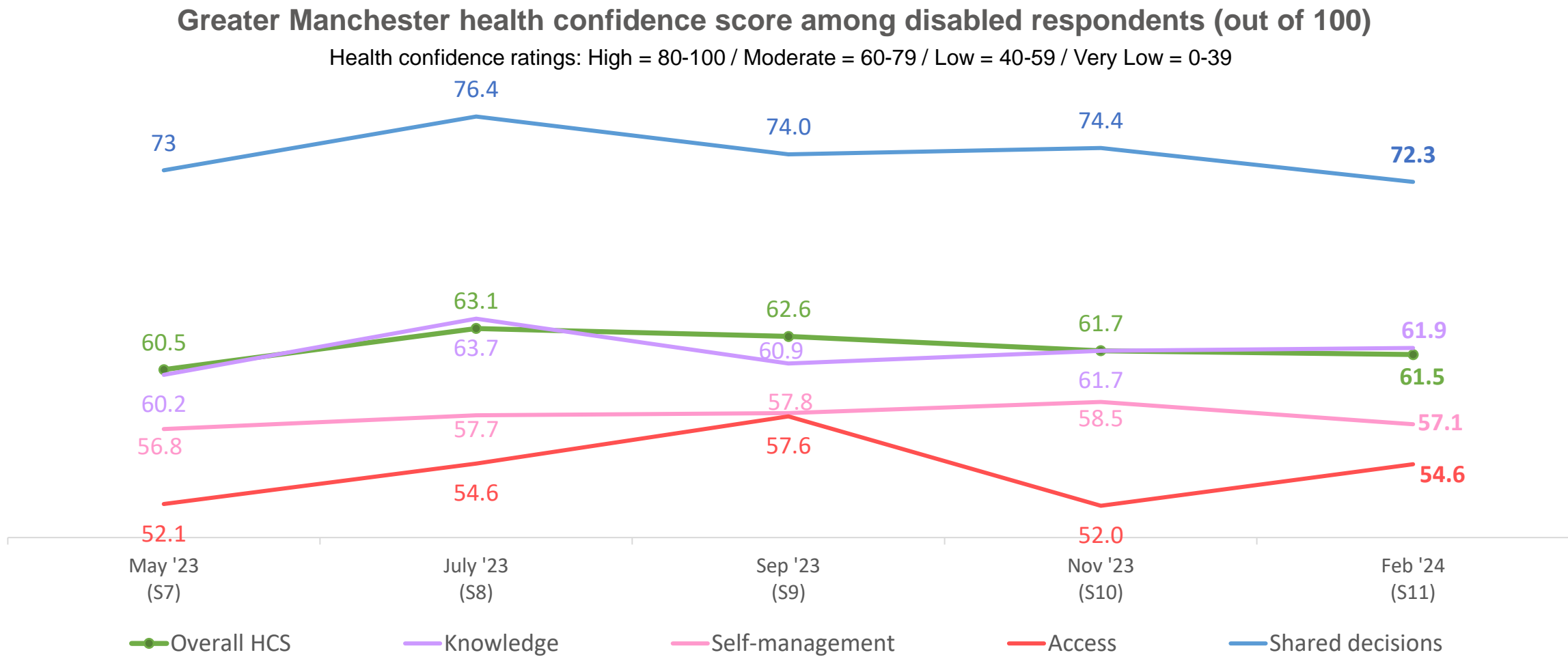
While there has been some fluctuation in **health confidence** score since tracking started in May 2023, no changes have been significant.

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; Survey 11, 1460

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' – as has been the case for several waves



Since May 2023, all dimensions of the health confidence score have fluctuated for disabled respondents, though 'shared decisions' has always remained highest



While there has been some fluctuation in **health confidence** score since tracking started in May 2023, no changes have been significant.

Healthy homes

Healthy homes key findings

[pages 22-23](#)

Healthy homes topline findings

[pages 24-33](#)



Healthy homes – experience / reporting of problems

This is the second survey in which 'Healthy homes' has been explored, to better understand residents' living environments and the extent to which any problems commonly associated with poor quality housing are experienced. As a relatively new topic, results should be used to feed into broader conversations in conjunction with other datasets and engagement activity that is underway elsewhere in Greater Manchester.

Results in this section are using a merged base from Surveys 10 (November 2023) and 11 (February 2024).

EXPERIENCES OF PROBLEMS

- Almost two in three (62%) respondents have experienced a problem in their home in the last year – including over 1 in 3 (36%) who are currently experiencing an issue
 - This is significantly higher among 16-24-year-olds (72%), minority ethnic groups (76%) and those with a disability (72%)
- The most common issues are damp / mould (35%), broken boilers and heating (24%) and poor home insulation (19%)
- Renters are more likely than home owners to experience all issues asked about, except pest infestations
- Around 1 in 8 respondents say that they've been worried about losing their home at some point in the last 12 months – including 8% of owners and ~20% of renters

REPORTING OF PROBLEMS

- 2 in 3 (67%) people experiencing issues with their housing have raised these; this is higher among renters (81%)
 - Respondents are most likely to raise concerns around broken boilers and heating (68%), gas, electricity or water supply problems (61%) and broken electronics (59%). Poor or missing home insulation is least likely to be raised (42%)
 - Across all problems, a fifth (19%) 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 raise the issue are satisfied with its resolution (51%)
-

Healthy Homes – health and wellbeing / renting

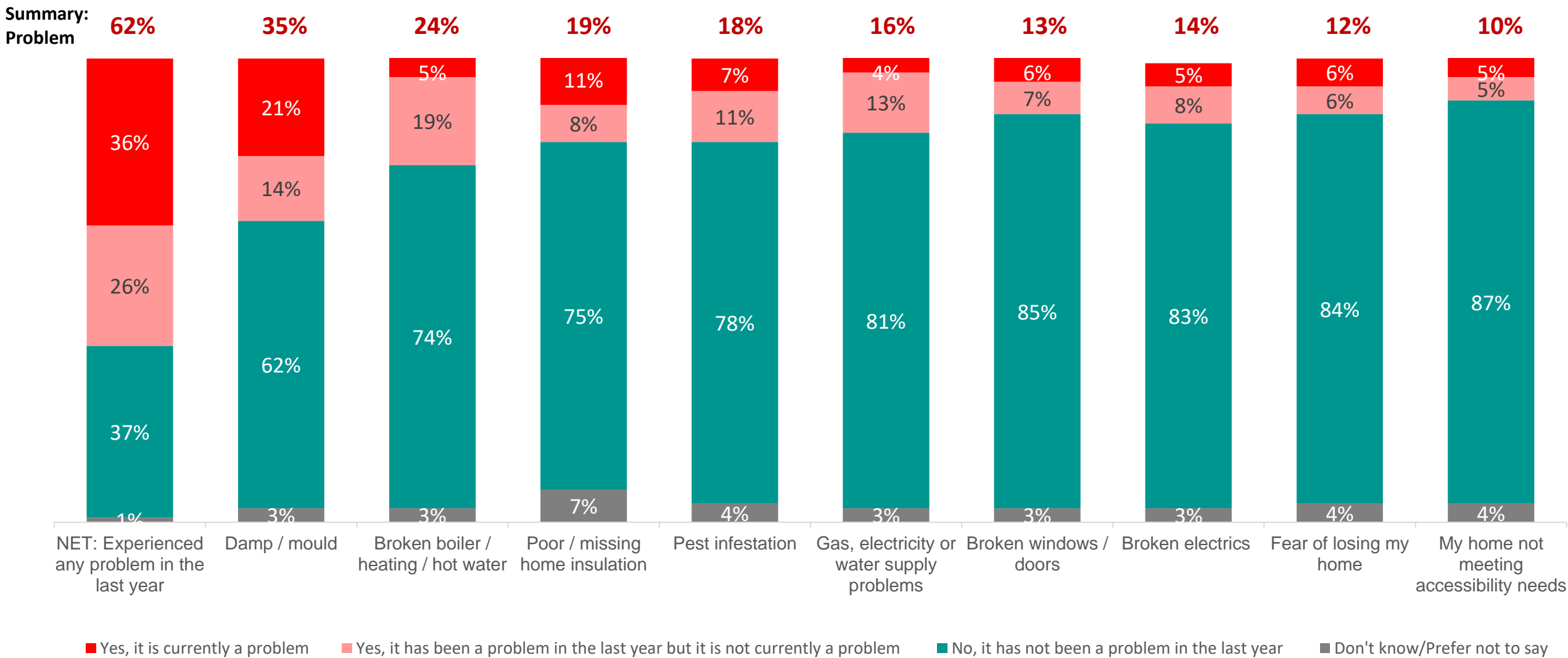
HEALTH & WELLBEING IMPACTS

- Approaching 2 in 5 (38%) of those experiencing issues say their physical or mental health or wellbeing has been largely impacted negatively as a result. This equates to 1 in 4 (24%) of everyone included in the Residents Survey.
 - Such health / wellbeing problems are more than twice as likely to be experienced by renters than homeowners (37% vs 16%)
 - Across the whole population, damp / mould (9%) and fear of losing their home (7%) are the issues most commonly having large health impacts
 - Fear of losing the home (58%), home not meeting accessibility needs (39%) and poor home insulation, pest infestations and broken windows / doors (all 31%) most frequently have a large negative health / wellbeing impact on those experiencing them
 - Fewer than a quarter of people experiencing these impacts have raised them with a GP (22%). The likelihood of raising things with a GP increases in some situations – e.g. those with homes not meeting accessibility needs (and those worried about losing their home)

EXPERIENCES OF RENTERS

- Renters are significantly more likely to have experienced an issue with their home in the past year compared to home owners (71% to 56%), and be currently experiencing an issue (48% to 30%).
 - Issues are particularly experienced by those renting from housing associations/trusts (78%) or from local authorities/councils (74%), rather than from private landlords (68%) – though all are more likely to have experienced an issue than home owners
 - Problems with housing have been raised by 81% of renters who experienced them, compared to 58% of owners
 - Renters (23%) are more likely than owners (16%) to be satisfied with how their issues have or are being resolved
 - Renters (37%) are more likely than owners (16%) to say their physical or mental health has been largely impacted by housing problems
-

Three in five respondents are currently experiencing a problem in their home or have done in the last year. Damp / mould, broken boilers and poor home insulation are the most common issues.



Renters, particularly those renting from local authorities and housing associations, are more likely than homeowners to have experienced problems with their home in the last year

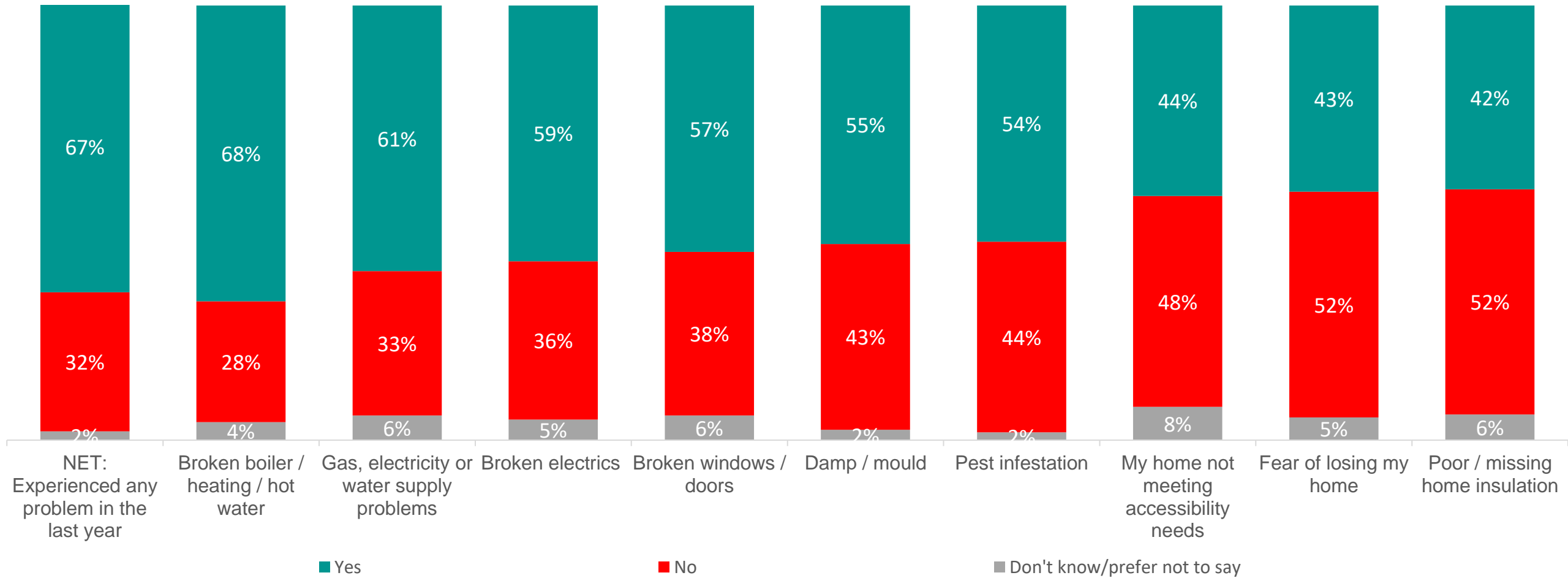
Have experienced problems in their home in the last year (n=3,006)

	Total (n=3,006)	Owners (n=2,015)	Renters (n=844)	Renting from Local authorities and Councils (203 of 844)	Renting from a Housing Associations and Trusts (213 of 844)	Privately renting (428 of 844)
NET: Respondents who have reported a housing problem they have experienced	62%	56% ↓	71% ↑	74% ↑	78% ↑	68% ↑
Damp / mould	35%	29% ↓	45% ↑	48% ↑	48% ↑	43% ↑
Broken boiler / heating / hot water	24%	21% ↓	28% ↑	33% ↑	31% ↑	24%
Poor / missing home insulation	19%	15% ↓	25% ↑	28% ↑	26% ↑	24% ↑
Pest infestation	18%	16% ↓	19%	21%	22%	17%
Gas, electricity or water supply problems	16%	14% ↓	19% ↑	23% ↑	20%	17%
Broken electrics	14%	11% ↓	17% ↑	12%	21% ↑	17% ↑
Broken windows / doors	13%	10% ↓	17% ↑	22% ↑	22% ↑	13%
Fear of losing my home	12%	8% ↓	20% ↑	18% ↑	18% ↑	21% ↑
My home not meeting accessibility needs	10%	8% ↓	14% ↑	19% ↑	16% ↑	11%

HEH1. Have you experienced any of the following problems in your home in the last year? Bases in parentheses. Data from W10 and W11.

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

Have you ever raised concerns around this problem?

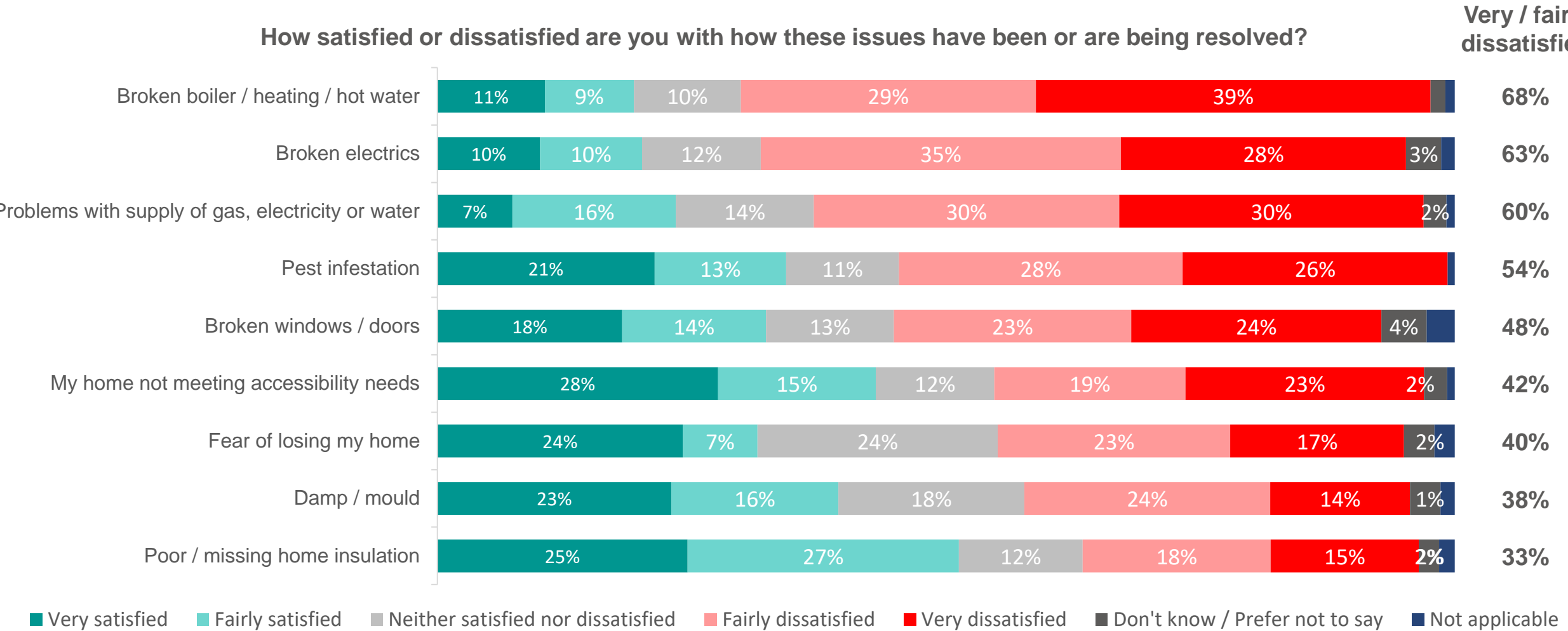


HEH1A. Have you ever raised concerns around this problem? Base: Those who have experienced any problem in the last year (293-1051)

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

Raised concerns over issue			
	Total	Owners	Renters
NET: Experienced any problem in the last year	67%	58% ↓	81% ↑
Broken boiler / heating / hot water (n=721)	68%	61% ↓	81% ↑
Gas, electricity or water supply problems (n=490)	61%	60%	64%
Broken electrics (n=415)	59%	56%	65%
Broken windows / doors (n=390)	57%	44% ↓	73% ↑
Damp / mould (n=1051)	55%	40% ↓	75% ↑
Pest infestation (n=529)	54%	48% ↓	67% ↑
My home not meeting accessibility needs (n=293)	44%	39%	48%
Fear of losing my home (n=362)	43%	41%	46%
Poor / missing home insulation (n=559)	42%	33% ↓	54% ↑

Overall, almost 2 in 3 of those who have raised issues about problems in their home are **dissatisfied with the outcome**. Over half were dissatisfied with the outcome when it related to broken boilers / heating, broken electrics, gas, electricity or water supply problems and pest infestations



Renters are significantly more likely than homeowners to be satisfied with how a reported issue has been resolved for most issues

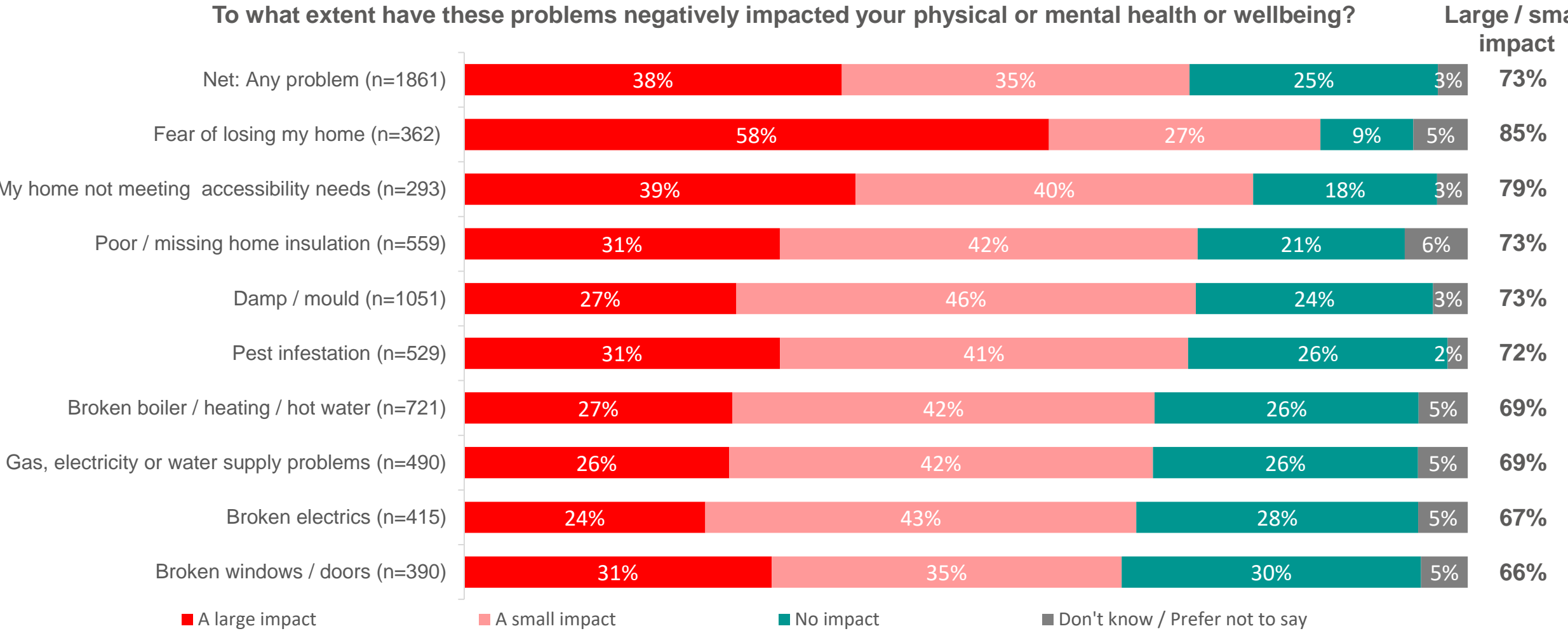
Satisfaction with how issues have been or are being resolved*

	Total satisfaction (Very / somewhat satisfied)	Owners	Renters
Net: Any problem (n=1243)	19%	16% ↓	23% ↑
Poor / missing home insulation (n=236)	51%	42%	58%
My home not meeting accessibility needs (n=128)	43%	32%	54% ↑
Damp / mould (n=577)	40%	29% ↓	47% ↑
Pest infestation (n=287)	34%	30%	37%
Broken windows/doors (n=221)	32%	21% ↓	40% ↑
Fear of losing my home (n=155)	32%	11% ↓	45% ↑
Gas, electricity or water supply problems (n=299)	23%	16% ↓	31% ↑
Broken electrics (n=244)	20%	17%	25%
Broken boiler / heating / hot water (n=491)	19%	13% ↓	26% ↑

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

↑↓ Significantly higher/lower than total

2 in 5 (38%) say an issue has had a large impact on their physical or mental health or wellbeing – mainly driven by the large impacts associated with ‘fear of losing my home’ (58%), ‘my home not meeting accessibility needs’ (39%) and ‘broken windows / doors’ (31%)

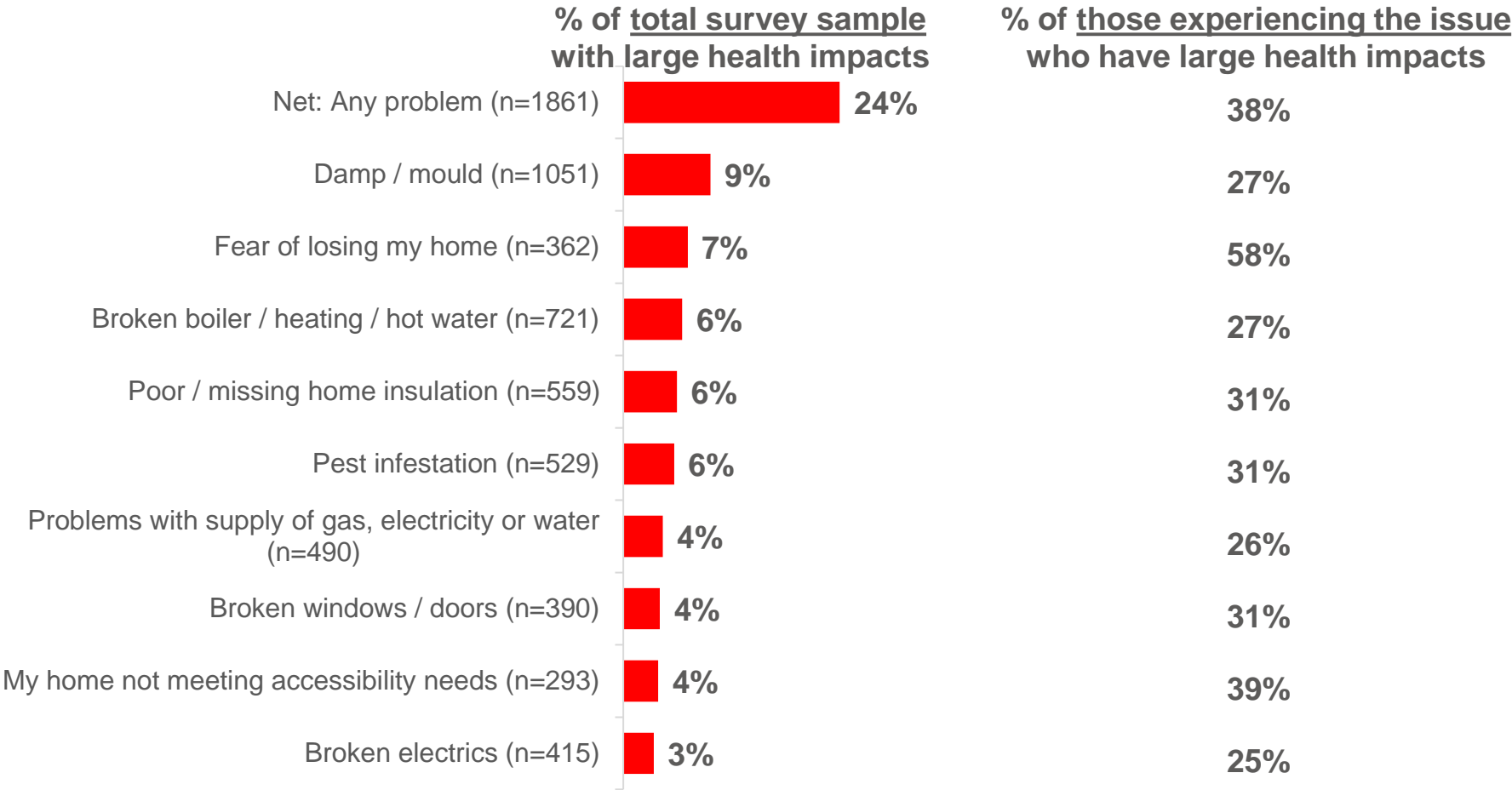


At least 2 in 5 (38%) of those experiencing issues say their physical or mental health or wellbeing has been largely impacted negatively as a result. This equates to 1 in 4 (24%) of the total survey sample. These impacts are over twice as likely to be experienced by renters than homeowners.

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

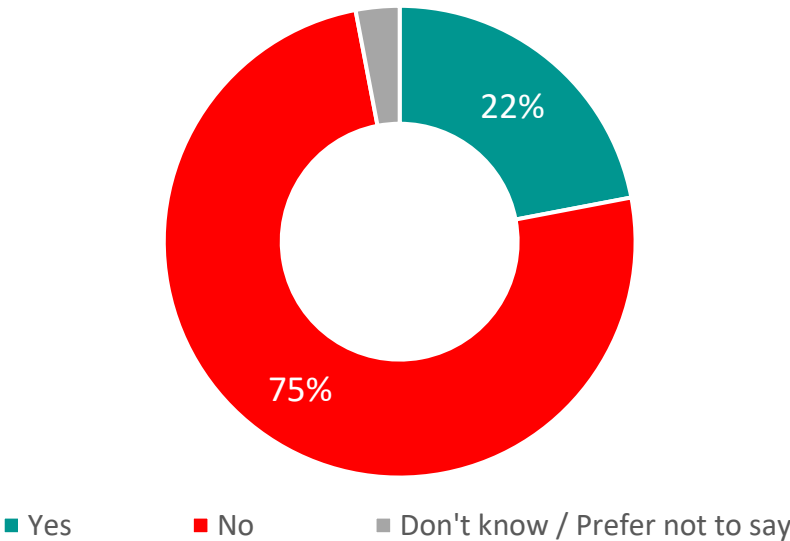
24%
of the total survey sample
say an issue in their home
has had a large impact on
their physical or mental
health or wellbeing

This equates to
37% of renters and
16% of owners



A fifth of those whose health has been negatively impacted by problems 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 (and those worried about losing their home)

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:**
- Those aged 65 and over (90%)
- Individual and/or family circumstance:**
- Those who are retired (88%)
 - Those earning over £52,000 (84%)
 - Home owners (79%)

	Impacted negatively (small/large impact)	Proportion impacted who raised issue with a GP
Net: Any problem	73%	22%
My home not meeting accessibility needs	79%	40%
Fear of losing my home	85%	36%
Broken electrics	67%	34%
Broken windows / doors	66%	32%
Gas, electricity or water supply problems	69%	30%
Pest infestation	72%	28%
Broken boiler / heating / hot water	69%	27%
Poor / missing home insulation	73%	27%
Damp / mould	73%	24%

Your local area

Overview and context

[page 35](#)

Your local area key findings

[page 36](#)

Your local area detailed findings

[pages 37-46](#)

Your local area – context

The February 2024 Residents' Survey includes, for the sixth 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 in, 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 9, 10 and 11.

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

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

Your local area – key findings

OVERALL SATISFACTION WITH LOCAL AREA

- 7 in 10 (72%) respondents are satisfied with their local area as a place to live, including a quarter (25%) very satisfied
 - Those very satisfied have increased significantly since November (was 21%)
 - National figures in the Community Life Survey report similar overall satisfaction (76%) but higher ‘very satisfied’ (30%)
- Three quarters (76%) of respondents would recommend their local area as a place to live, with those who would definitely do so growing significantly since November (30%, was 25%)

SATISFACTION WITH SERVICES

- The proportion of respondents very satisfied with cultural facilities has increased significantly since November (15% cf. 12%)
- 6 in 10 (63%) are satisfied with public transport overall, with highest levels for bus services (55%) and pedestrian areas (46%)
- 6 in 10 (61%) are satisfied with health and care services, a significant rise from November where 56% were satisfied
- Parents’ satisfaction with local schools and colleges has also increased, though not significantly (was 72% in November, now 76%).

NEIGHBOURHOOD AND COMMUNITY

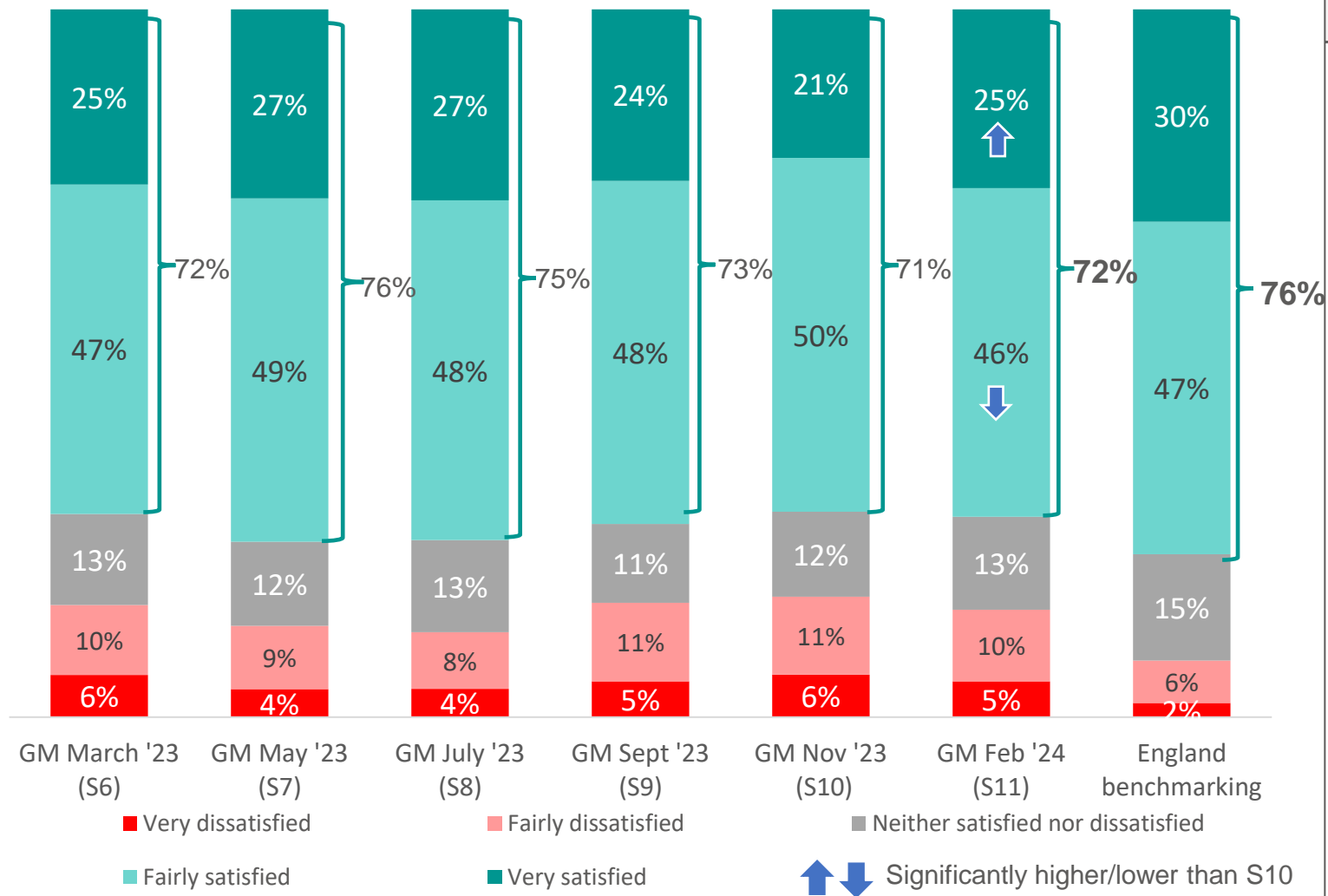
- 7 in 10 respondents are proud of their local area (69%) and agree it is a place where people look out for each other (69%), with those strongly agreeing the latter having significantly increased since November (18% cf. 14%).
- While the proportion who feel people from different backgrounds get on well together in their area has slightly increased since November (78%, was 72%) this remains lower than the most recently-available figure for the country as a whole (84%)

VOLUNTEERING

- A third (34%) of respondents have volunteered in the last year, with 16% doing so at least once a week
 - Volunteering is more frequent among those with learning disabilities, aged 16-24 and in racially minoritised groups.

7 in 10 respondents are **satisfied with their local area** as a place to live. This continues to be similar to the England average. While those in GM who are very satisfied has increased since November, it remains lower than the national figure.

Level of satisfaction with local area



% with 'low' satisfaction of local area compared to S9-11 GM average (16%)*:

Demographics:

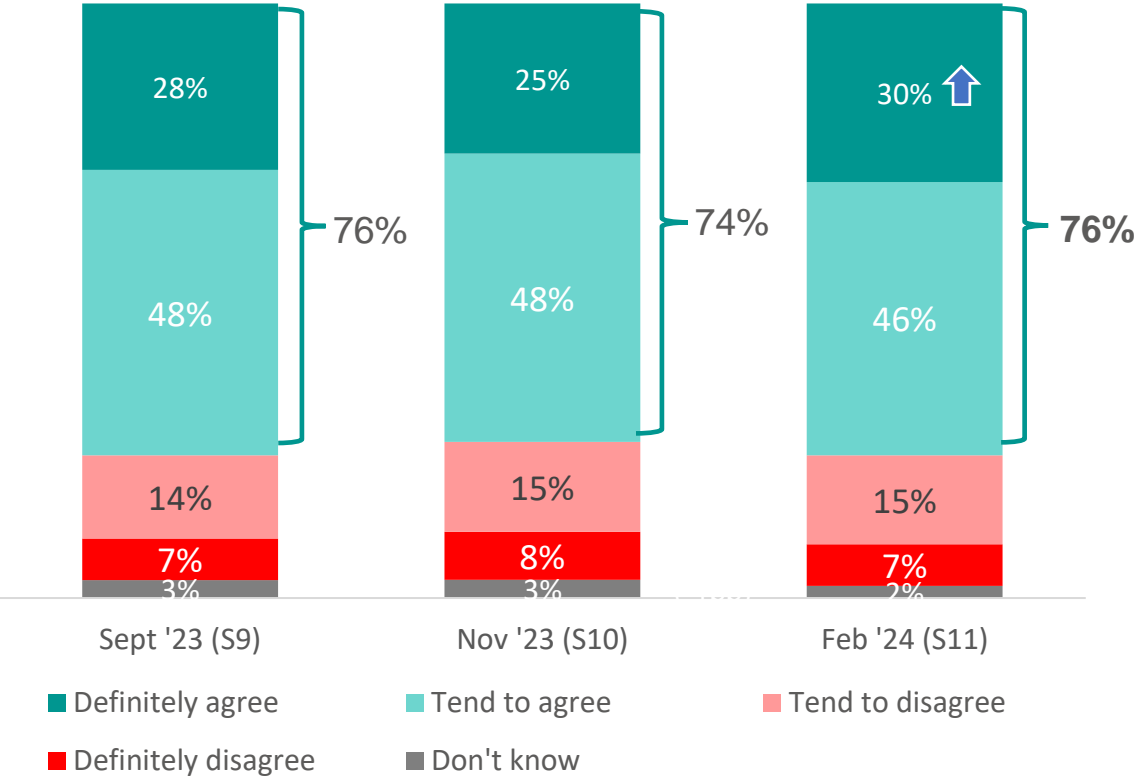
- Those with a disability (24%) including those who have mental ill health (28%), a mobility disability (20%) or another disability (29%)
- Those aged 55-64 (19%)

Individual and/or family circumstance:

- Those who would not recommend their local area (64%)
- Those who do not feel that people look out for each other in their local area (35%)
- Those who do not know enough about their own health (34%)
- Those with low levels of life satisfaction (33%)
- Those who do not feel that their life is worthwhile (32%)
- Those who feel they are unable to look after their own health (31%)
- Those with low levels of happiness (30%)
- Those who do not feel that there are cultural opportunities in their local area (29%)
- Those not in work due to ill health or disability (28%)
- Those unable to save any money in the next 12 months (22%)
- Those finding it difficult to afford their energy costs (22%)
- Those renting their home (20%), specifically those renting from a Housing Association (24%) or a Local Authority (22%)

Three quarters of respondents would **recommend their local area** as a place to live, with a significant increase in those saying definitely so since November. Those who identify low levels of social cohesion in their local area, or a lack of cultural opportunities are more likely not to recommend it

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



% who would not recommend their area as a place to live compared to S9-11 GM average (22%)*:
Demographics: <ul style="list-style-type: none">Those with a disability (31%) including those who have mental ill health (37%) or another disability (33%)
Individual and/or family circumstance: <ul style="list-style-type: none">Those who disagree that local people from different backgrounds get on well together (53%)Those who disagree that local people look out for each other (48%)Those who cannot look after their own health (43%)Those who do not feel that their life is worthwhile (42%)Those with low levels of life satisfaction (42%)Those who disagree that there are cultural opportunities in their local area (41%%)Those who do not know enough about their own health (38%)Those with low levels of happiness (37%)Those not in work due to ill health or disability (34%)Those who are financially vulnerable (34%)Those who are struggling to afford their rent (33%)

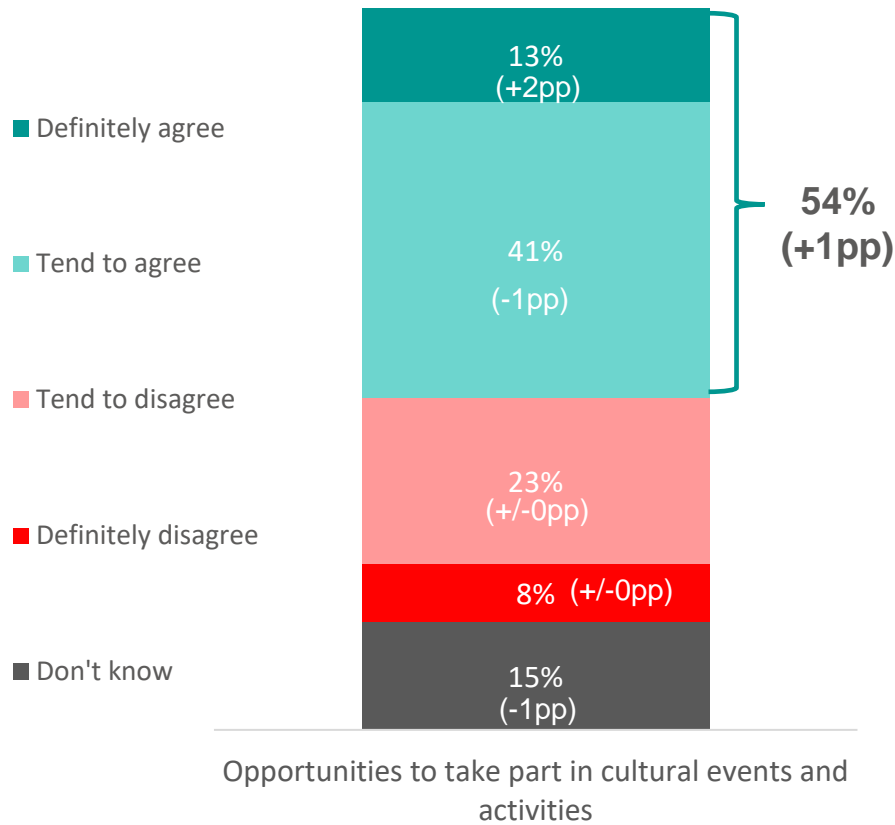
↑↓ Significantly higher/lower than S10

Bracketed figures show changes from S10 (Nov)

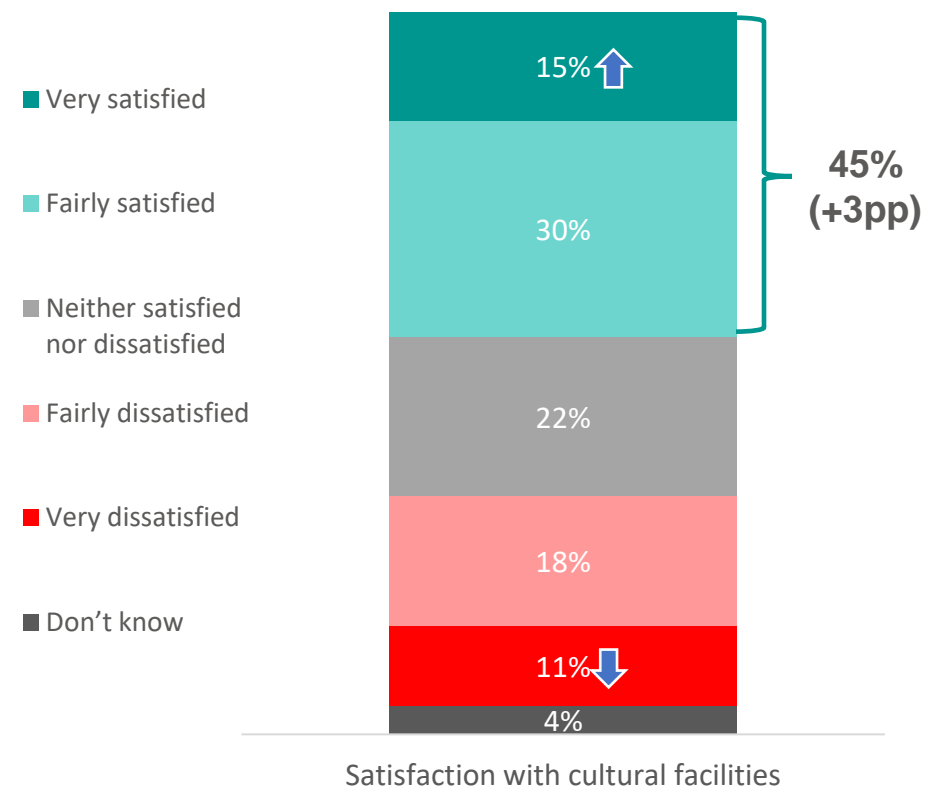
*subgroup analysis using data from S9+10+11

Over half agree there are **opportunities to take part in cultural events and activities** in their local area, and just under half are satisfied with cultural facilities such as museums, theatres and events

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



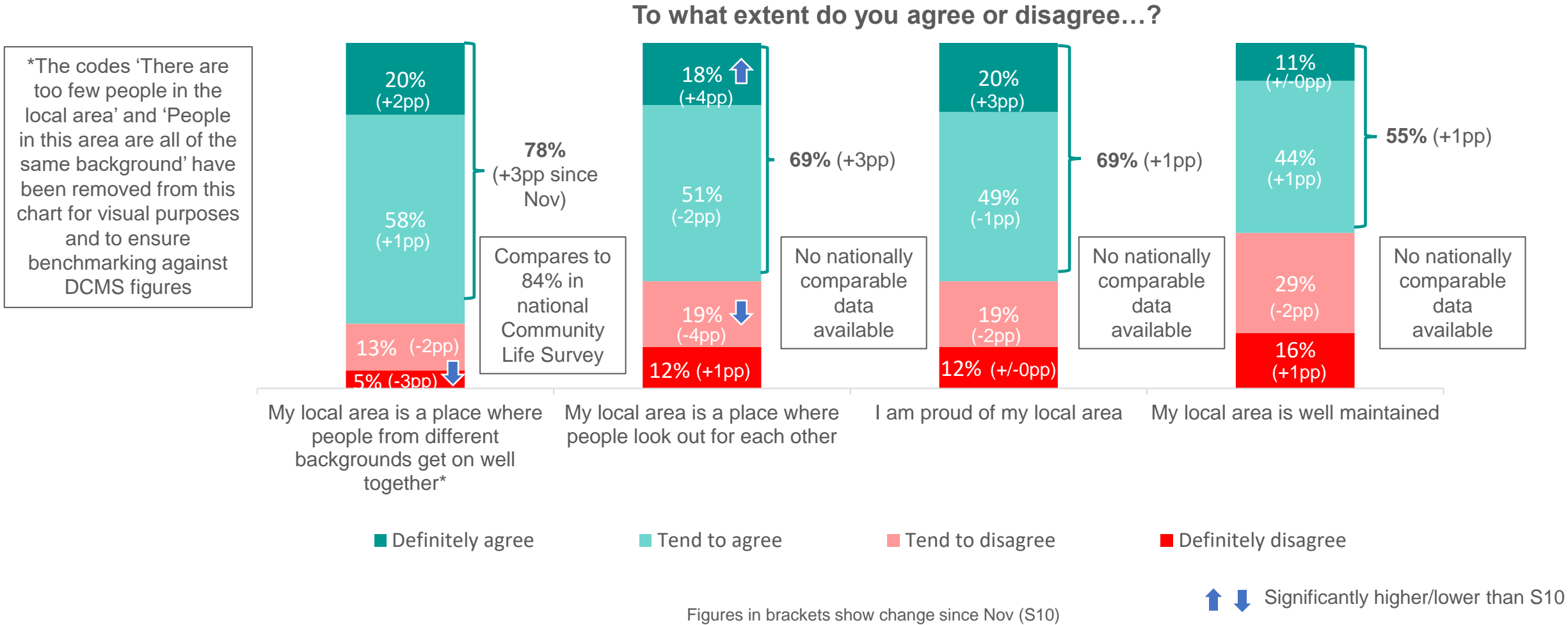
Satisfaction with cultural facilities such as museums, theatres, and events



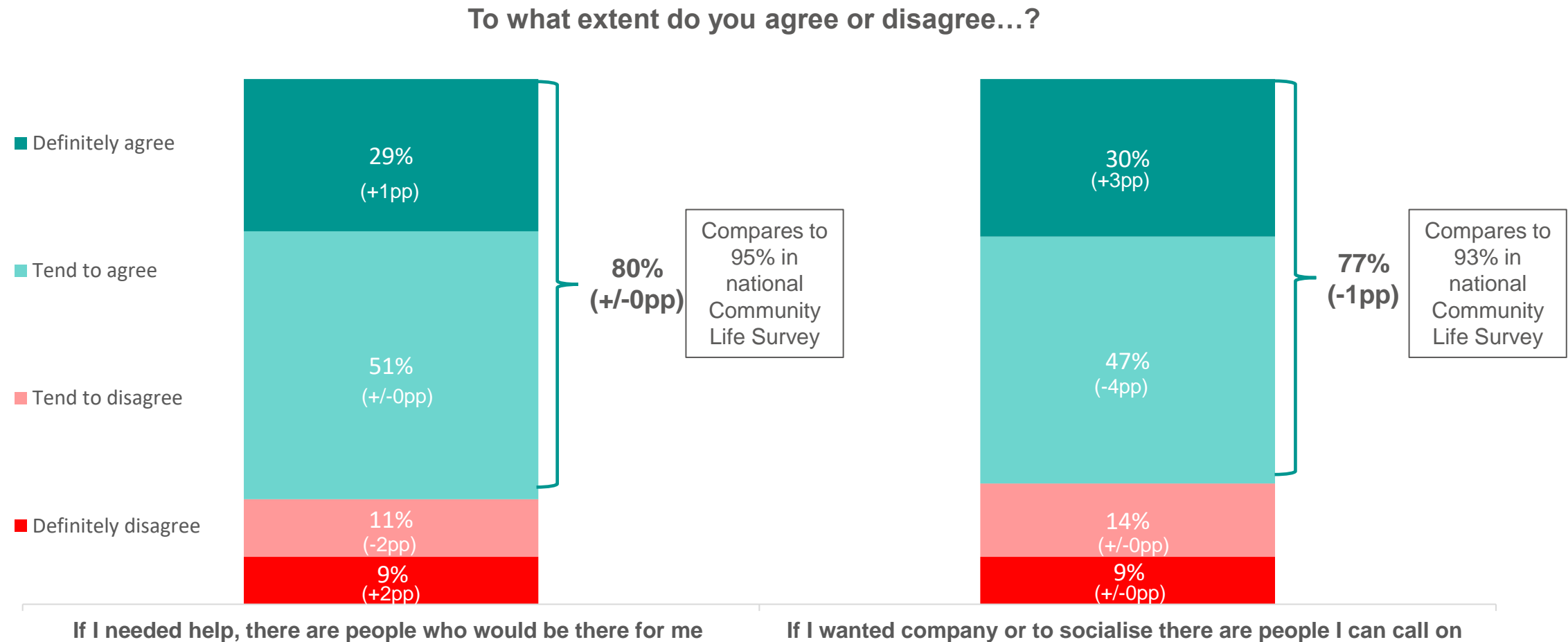
Bracketed figures show changes from S10 (Nov)

↑ ↓ Significantly higher/lower than S10

There have been increases since November in **proportions who definitely agree** that the local area is a place where people from different backgrounds get on well together, that they are proud of their local area and that my local area is a place where people look out for each other – with the latter increasing significantly



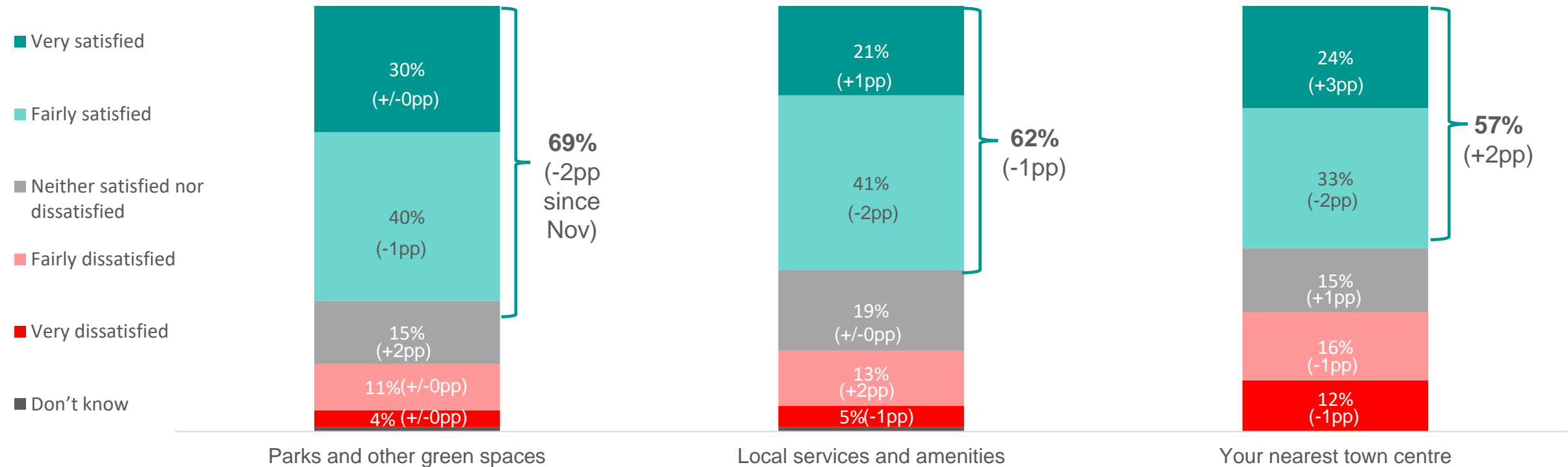
Over three quarters of respondents say that there are **other people** who would be there for them if they needed help, and that if they wanted company or to socialise there are people they can call on. Both remain in line with responses from November, but well below the latest figures from national surveys



Bracketed figures show changes from S10 (Nov)

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 **local parks and other green spaces and local services and amenities**, and a little less likely to express satisfaction with their nearest town centre. While more than half are still satisfied with their nearest town centre, over a quarter say they are not

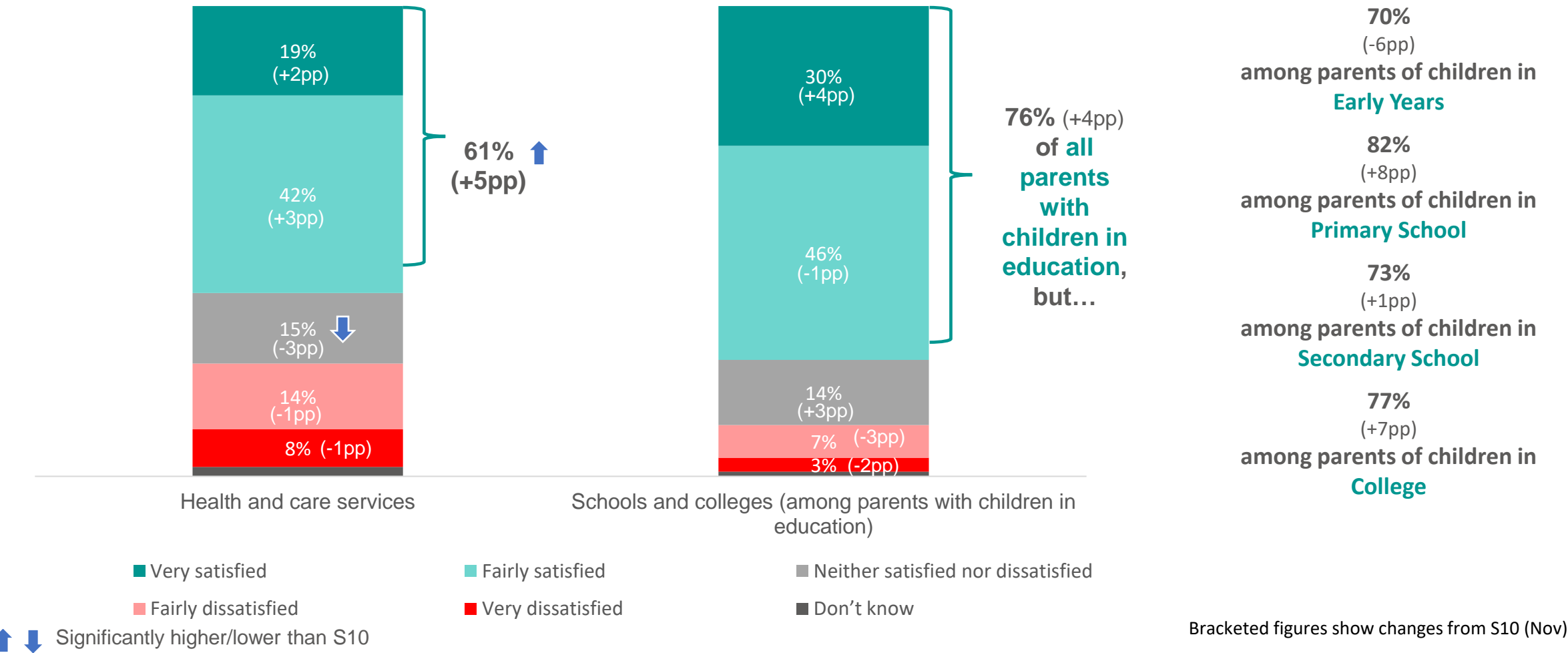


↑ ↓ Significantly higher/lower than S10

Figures in brackets show change since November (S10)

There has been a significant increase since November in the proportion of respondents satisfied with local **health and care services**. Three quarters of parents with children in education are satisfied with local **schools or colleges**

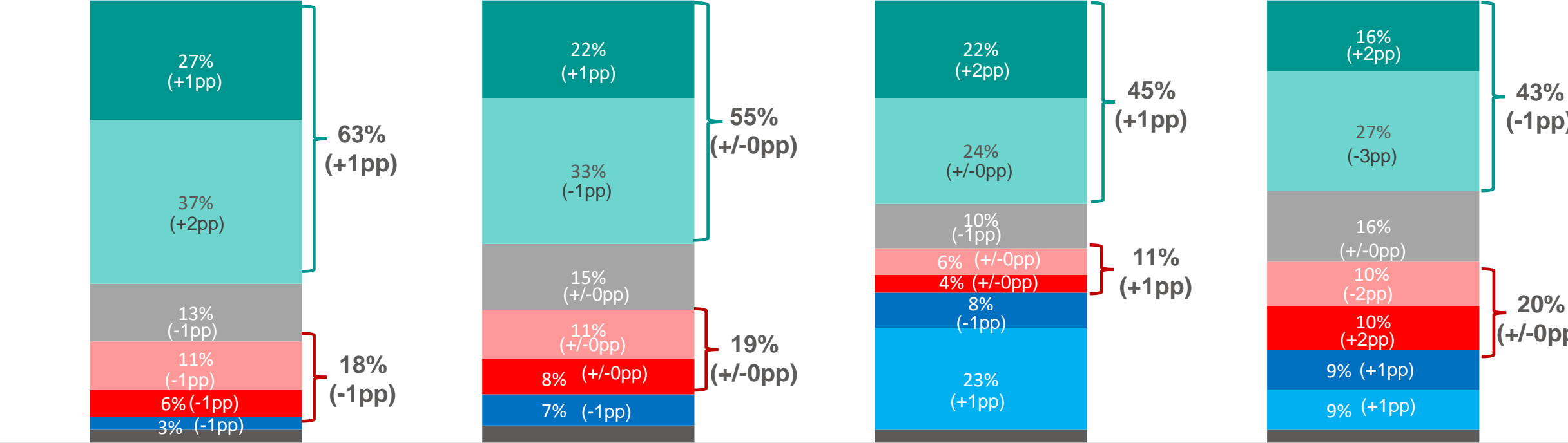
How satisfied are GM respondents with the following in your local area...



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 11, 1460 (All respondents); Summary: Parents of children in education, 420; Parents with children at...Early years: 93, primary school: 177, children at secondary school: 180, at college: 80

Almost two thirds of respondents are satisfied with the **availability of public transport** in their local area, with over half being satisfied with local **bus services**. Under half are satisfied with tram and train services, but a significant minority say they do not use these

Level of satisfaction with transport and travel facilities



Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

I have no experience of this in my local area

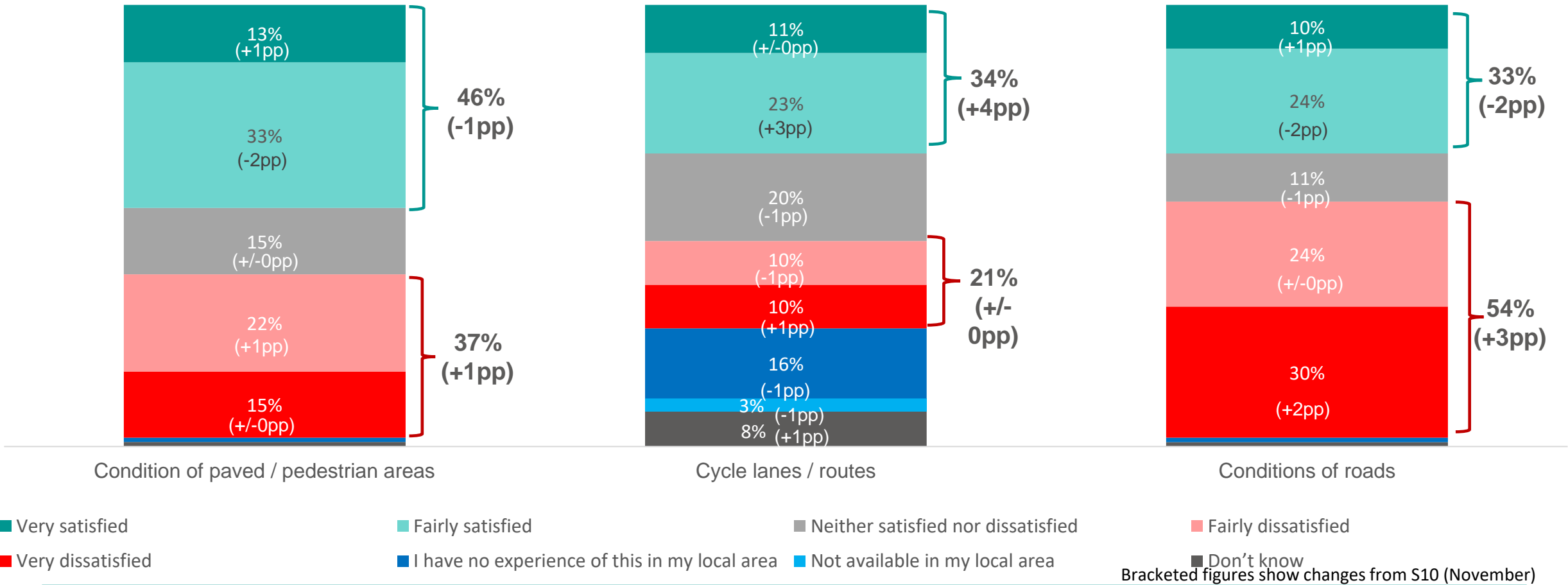
Not available in my local area

Don't know

Bracketed figures show changes from S10 (November)

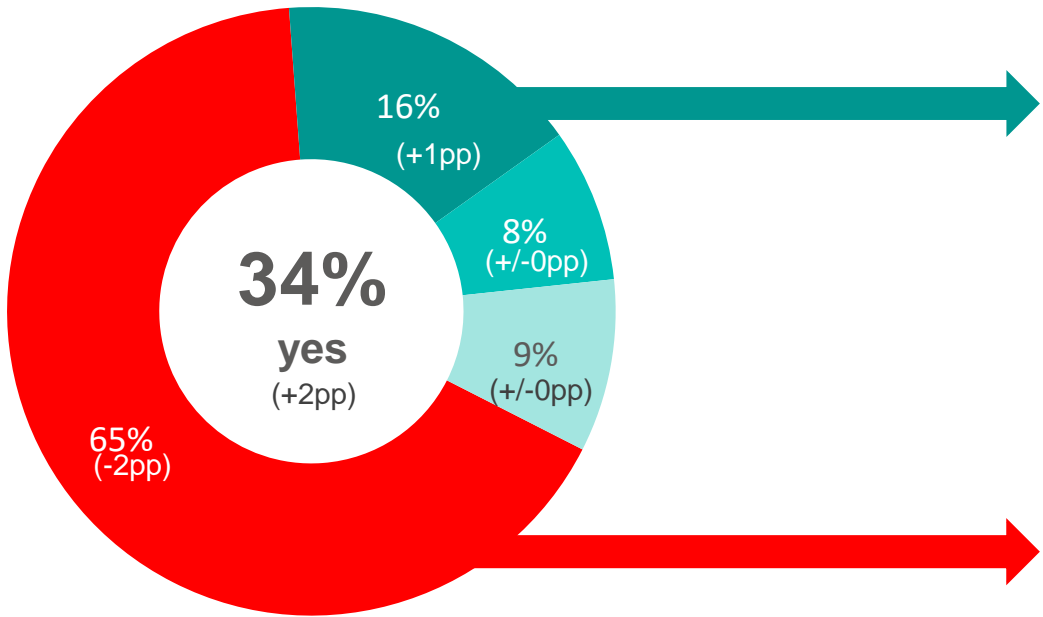
A third of respondents are satisfied with the **conditions of the roads** but over half are dissatisfied. Almost half are satisfied with **paved / pedestrian areas** but two fifths are not

Level of satisfaction with transport and travel facilities



1 in 3 respondents have volunteered in the past year, the same as seen in November. Those from racially minoritised groups, with a learning disability, and aged 16-24 years old are more likely to have volunteered

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



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

The following groups are more likely to volunteer, compared to the Greater Manchester average (33%)*:

- 50% Those with a learning disability
- 43% Those aged 16-24
- 42% Those in racially minoritised communities
- 41% Those in 4+ person households
- 40% Those with very high levels of life satisfaction
- 38% Parents

*subgroup analysis using data from S9+10+11

The following groups are less likely to volunteer, compared to the Greater Manchester average (where 67% have not volunteered)*:

- 75% 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 households
- 71% Those living in single person households
- 72% Those dissatisfied with their local area
- 70% Those with very low anxiety

*subgroup analysis using data from S9+10+11

Bracketed figures show changes from S10 (November)

Transport and the night time economy

February (S11) is the first time these questions have been included. As emerging results based on a single sample, results should not be interpreted as definitive.

Transport and the night time economy key findings [pages 48-49](#)

Transport and the night time economy detailed findings [pages 50-54](#)

Transport and the night time economy – key findings (1 of 2)

USE OF PUBLIC TRANSPORT

- Over three quarters (77%) of respondents say they have used public transport in the past 12 months. This includes:
 - 42% who have used it at any point of the day
 - 35% who have used it only during the daytime (before 6pm)..

USE OF PUBLIC TRANSPORT AFTER 6PM

- Three quarters (74%) of those who have used public transport after 6pm in the last 12 months have done so between 6pm and 8pm, with 3 in 5 (59%) having it used it between 8pm and 10pm.
- 2 in 3 (66%) of those who use public transport after 6pm do so for leisure purposes, with 1 in 3 (34%) using it to get home from work
- 4 in 10 (40%) of those who have used public transport after 6pm in the past 12 months have used it more than once a week, with those aged 16-24 being significantly more likely to use it every day
- Just 8% of Greater Manchester respondents have used public transport after midnight in the last 12 months

REASONS FOR NOT USING PUBLIC TRANSPORT AFTER 6PM

- Around 4 in 10 (43%) public transport users who don't use public transport after 6pm say they have a need to.
 - They are most commonly put off doing so by safety concerns (54% of those needing to use public transport after 6pm but not doing so), reliability (35%) and availability (31%).
 - Cost is far less of a factor (cited by 13% of those needing to use public transport after 6pm but not doing so)
-

Transport and the night time economy – key findings (2 of 2)

SAFETY ON PUBLIC TRANSPORT

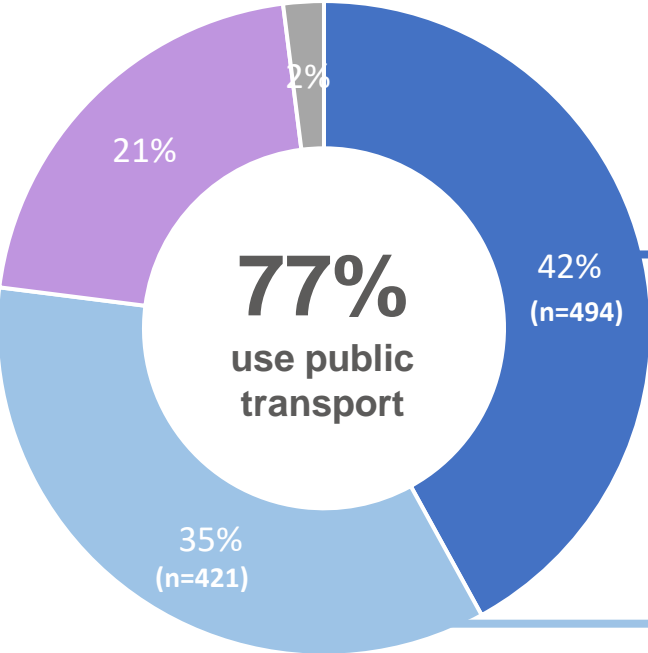
- Around 3 in 10 (28%) respondents who use public transport after 6pm feel unsafe at some point after this time
 - Those most likely to feel unsafe include female respondents and those who are unable to save any money in the next 12 months
- Those using public transport after 6pm in the last 12 months are most likely to feel unsafe after 10pm, with two in five (38%) saying they have felt either 'not too safe' or 'not safe at all' at these times.

ACCESSING OPPORTUNITIES AT NIGHT

- Around a quarter (27%) of survey respondents (public transport users and non-users) say a lack of public transport at night has prevented them accessing opportunities (such as work, evening education or seeing friends) or services (such as accessing late night healthcare).
 - The proportions prevented from accessing opportunities or services is higher among public transport users (31%) and higher still among those who specifically use public transport after 6pm (42%)
 - Those aged 16-24 and in racially minoritised groups are also more likely to have been prevented from accessing opportunities or services due to a lack of public transport at night
-

Over three quarters of respondents have **used public transport** in the past 12 months. This includes around 1 in 3 who have used it during the daytime (before 6pm) only, and over 2 in 5 doing so after 6pm

Thinking about the past 12 months, do you use public transport later in the day (after 6pm)?



- Yes - including after 6pm
- Yes - but not after 6pm
- No
- Don't know/ Prefer not to say

Those more likely to use public transport after 6pm compared to the GM average (42%)

Demographics:

- Those aged 16-24 (63%) and those aged 25-44 (51%)
- Those whose first language is not English (59%)
- Those in racially minoritised communities (58%)

Individual and/or family circumstance:

- Those in a full time paid job (53%)
- Those renting their home (52%), specifically private renters (62%)

Those more likely to use public transport, but not after 6pm compared to the GM average (35%)

Demographics:

- Retired respondents (53%)
- Those aged 65+ (52%)
- British respondents (38%)

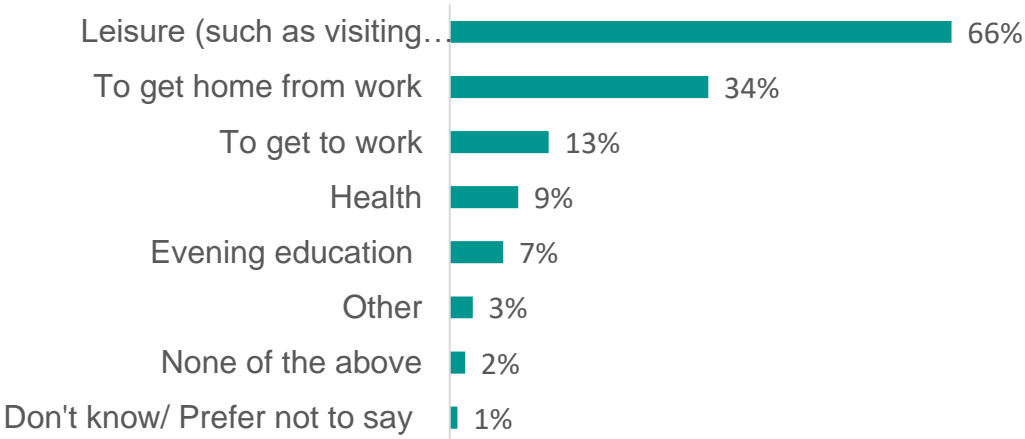
Individual and/or family circumstance:

- Those who own their house outright (46%)
- Those who experienced very low levels of anxiety (41%)

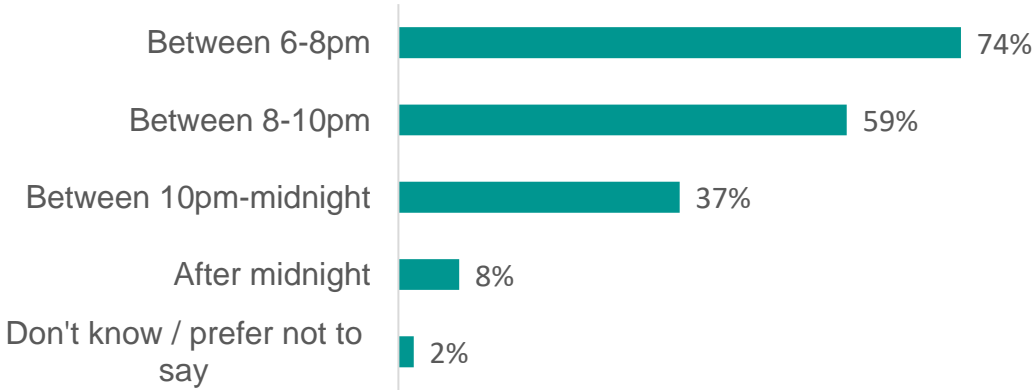
NE1. Thinking about the past 12 months, do you use public transport later in the day (after 6pm)? Base: S11, 1201 (all online respondents). NE2. Do you use public transport at all? Base: S11, 738 (Those who do not use public transport after 6pm)

Of those who have used public transport after 6pm in the past 12 months, 74% have **used it between 6-8pm**. 2 in 5 (40%) of those who have used public transport after 6pm **use it more than once a week**

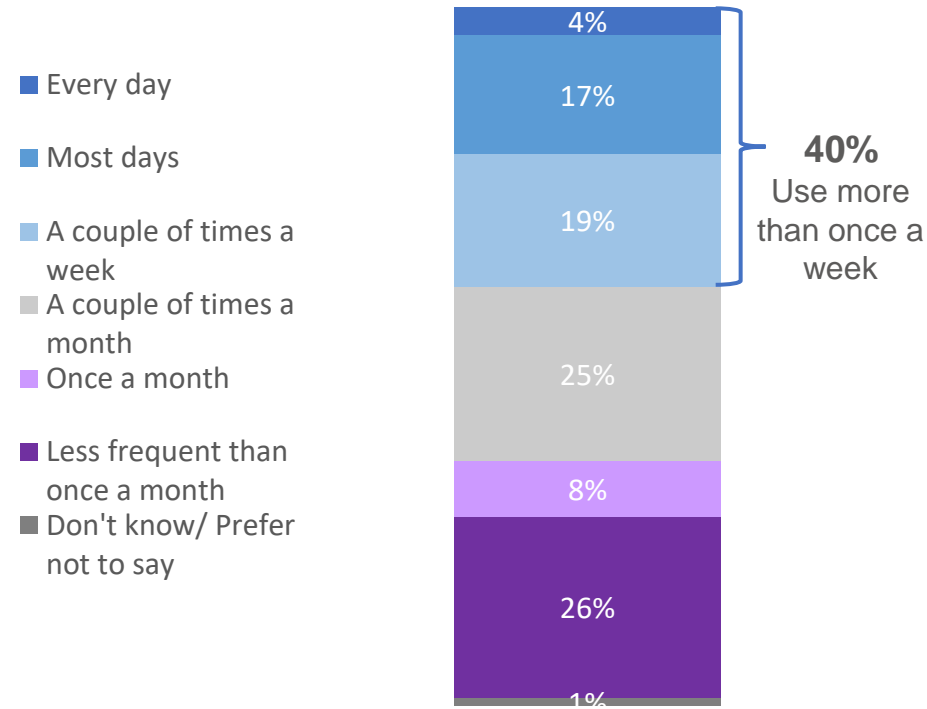
What do you use public transport after 6pm for?



Thinking about the past 12 months, at what times have you used public transport after 6pm?



In the past 12 months, how often have you used public transport after 6pm?



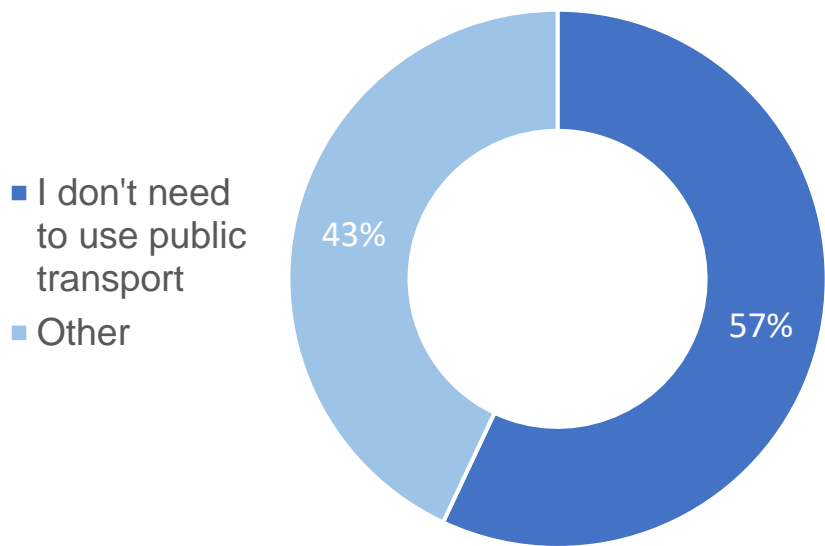
Those more likely to use public transport more than once a week after 6pm vs. GM average (40%, n=198)

- Those aged 16-24 (63%)
- Those from within racially minoritised communities (52%)
- Male respondents (47%)

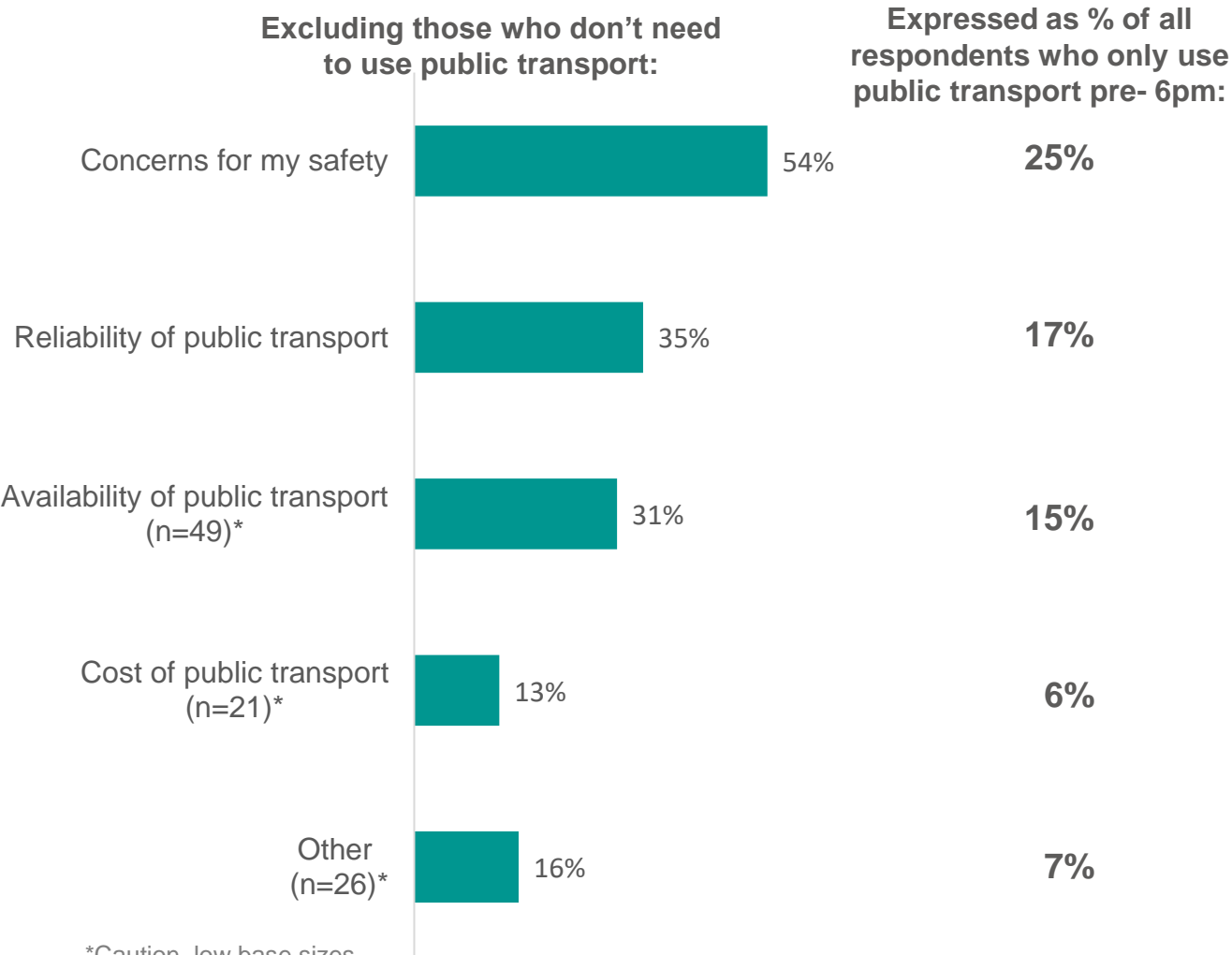
NE6. What do you use public transport after 6pm for? Thinking about the past 12 months, at what times have you used public transport after 6pm? Base: S11, 448 (Those who use public transport after 6pm). NE5. In the past 12 months, how often have you used public transport after 6pm? Base: S11, 448 (Those who use public transport after 6pm)

Excluding those who do not need to use public transport, the **main reason for not using public transport later in the day are concerns for safety**

Over half (57%) of respondents who only use public transport before 6pm do not need to use it later in the day...



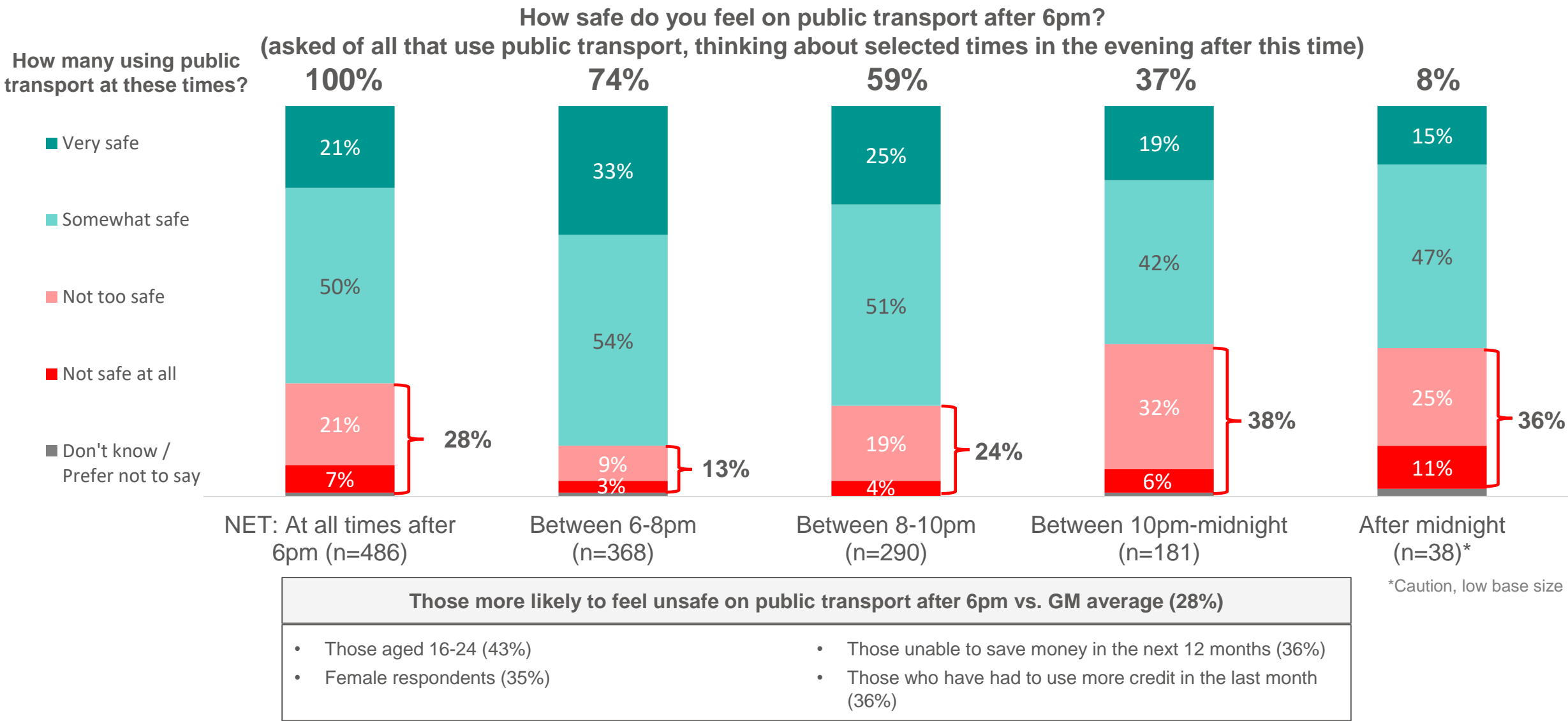
Why don't you use public transport later in the day (after 6pm)?



*Caution, low base sizes

NE3. You said that you use public transport, but not after 6 pm. Why don't you use public transport later in the day (after 6pm)? Base: All online respondents who use public transport but not after 6pm (458), Those who do need to use public transport but do not after 6pm (177).

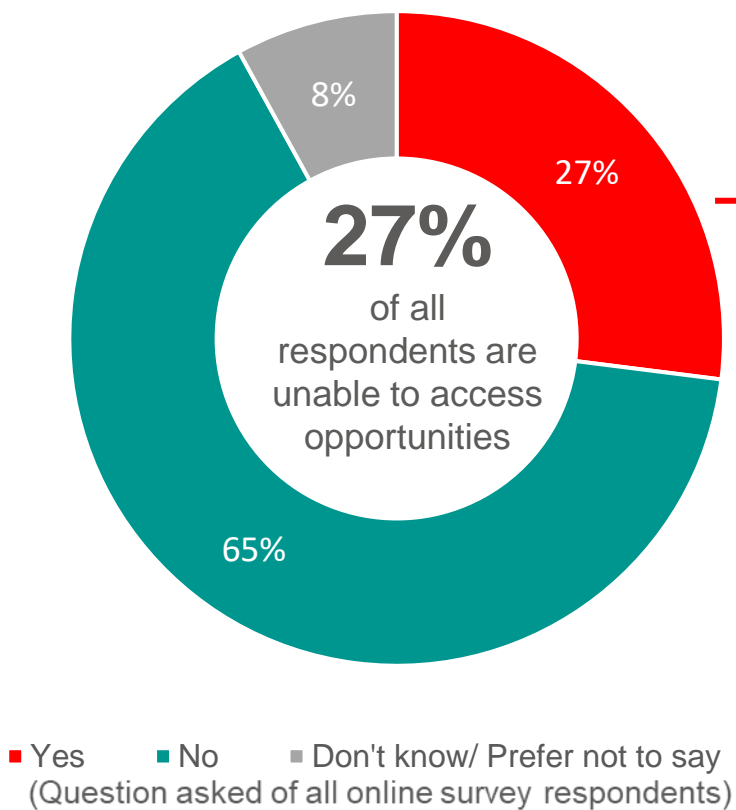
Over a quarter (28%) of those who use public transport after 6pm **feel unsafe** doing so. Among under 25s and female respondents the proportions are even higher



NE4. Thinking about the past 12 months, at what times have you used public transport after 6pm? Base, all online respondents who use public transport after 6pm (448). NE7. How safe do you feel on public transport after 6pm? Base: 486 (All online respondents who use public transport after 6pm, at specific times)

Over a quarter of GM respondents have been **unable to access opportunities or services at night due to lack of public transport**. Those most likely to be unable to access these opportunities are those aged 16-24

Has a lack of public transport at night prevented you from accessing opportunities (e.g. work, evening education or seeing friends) or services (e.g. late night healthcare)?



Those more likely to say they are unable to access opportunities, compared to 27% GM whole sample:

By public transport usage:

- 31% of all public transport users
- 42% of those who use public transport after 6pm (compared to 18% of those who use public transport but not after 6pm)

Demographics:

- Those aged 16-24 (50%) and 25-44 (32%)
- Those from within racially minoritised communities (41%)

Individual and/or family circumstance:

- Those who are likely to lose their job in the next 12 months (52%)
- Those finding it difficult to afford their rent (47%)
- Renters (37%), specifically private renters (40%)
- Those with low levels of happiness (39%)
- Those who have had to borrow more money or use more credit in the last month (39%)
- Those with high levels of anxiety (37%)
- Those who do not feel that their life is worthwhile (39%)
- Those with a full time paid job (34%)
- Those working in the public sector (33%)

Good Work

Overview and context

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Good work key findings

[page 57](#)

Good work detailed findings

[pages 58-62](#)

Good work – Overview and context

The February 2024 Residents' Survey has reintroduced, for the first time since July 2023, a number of questions designed to explore residents' experiences of their job and working environment, including job prospects and the degree of influence they feel they have over their work.

The questions have been included to explore any differences in these experiences since the last time these questions were asked in the winter. This section shows data from this Survey 11 (February 2024), Survey 8 (July 2023), and Survey 5 (December 2022).

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

One specific question (GW8) asking about satisfaction on pay, job, working hours and flexibility, was initially omitted from the survey. To rectify this, we have collected 1,004 responses on this question through rapid response online methodology. Though this differs from the methodology that is used for the main Residents' Survey, analysis of rapid response approaches conducted previously concludes that the responses are broadly in line with river methodology - something which is also seen in the case of these insights. We have used quotas and weighted this data using the same targets as the main sample, as such, we are confident that we are able to accurately compare and track this data.

Good work – key findings

JOB SATISFACTION

- Job satisfaction has increased significantly since July 2023 (when related questions were last asked) – with those saying they are satisfied increasing to 68% (from 64%). These results are moving towards being more in line with December 2022 (Survey 5).
- But satisfaction with pay has significantly decreased (to 46%, was 51% in July 2023)
- Satisfaction with working hours has increased slightly since July 2023 to 69% (from 66%), however this change is not significant

FLEXIBILITY

- 2 in 5 (40%) say it is difficult to arrange an hour or two off during work hours for personal or family matters – in line with July 2023 (41%)
- A slightly higher proportion (49%) say that it is difficult to ask to vary their working hours, again in line with July 2023 (48%)

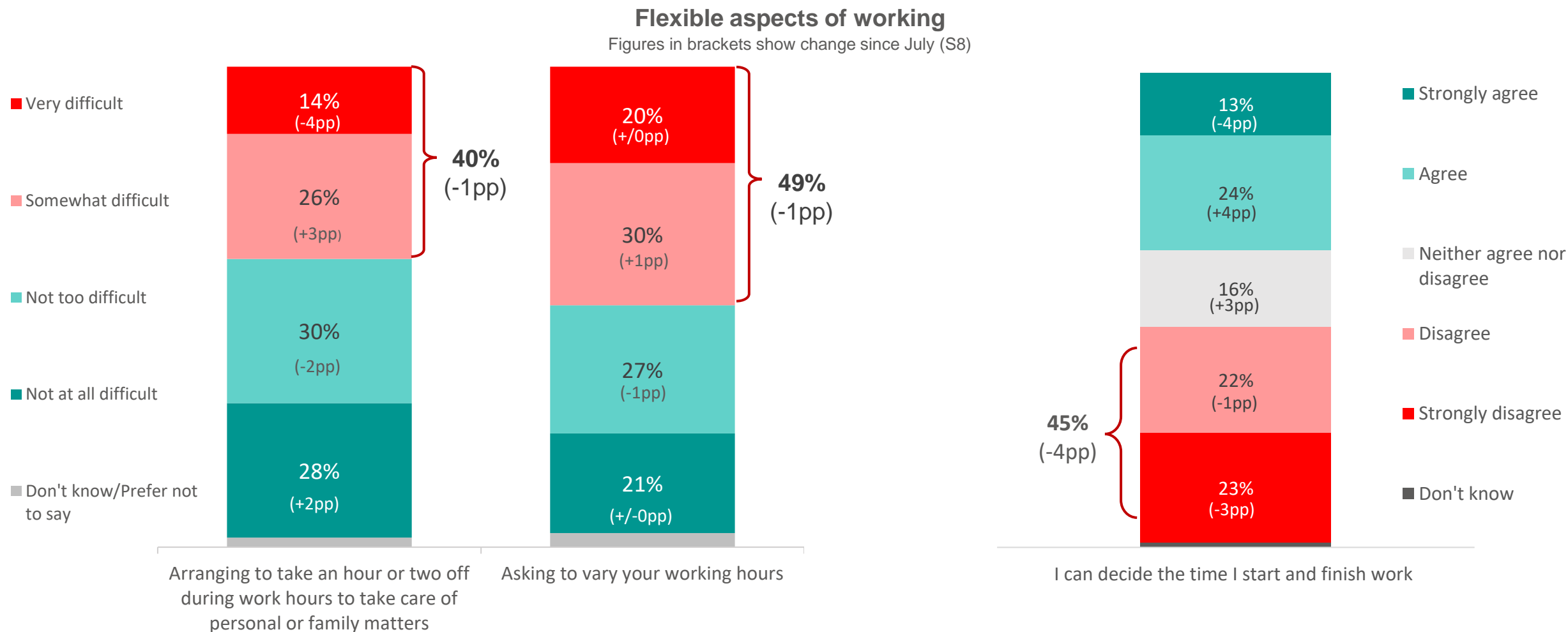
JOB SECURITY

- Concerns around job security remain high, with around 1 in 6 respondents (16%) saying they feel there is some likelihood they will lose their job over the next year (unchanged since December 2022)
 - These figures are significantly higher for those with caring responsibilities (29%), Black or Black British respondents (27%) and those aged 16-24 (27%)

INFLUENCE

- People's ability to influence their work has shown signs of positive movement since last July - with a significant decrease in those saying they don't have influence in the pace of their work (18%, was 22%) and slight decrease in those saying they don't have any influence on what to do next (14%, was 16%)
-

2 in 5 people find it **difficult to be flexible in their work**, in terms of deciding their start and finish times, asking to vary their working hours or arranging time off for personal or family matters

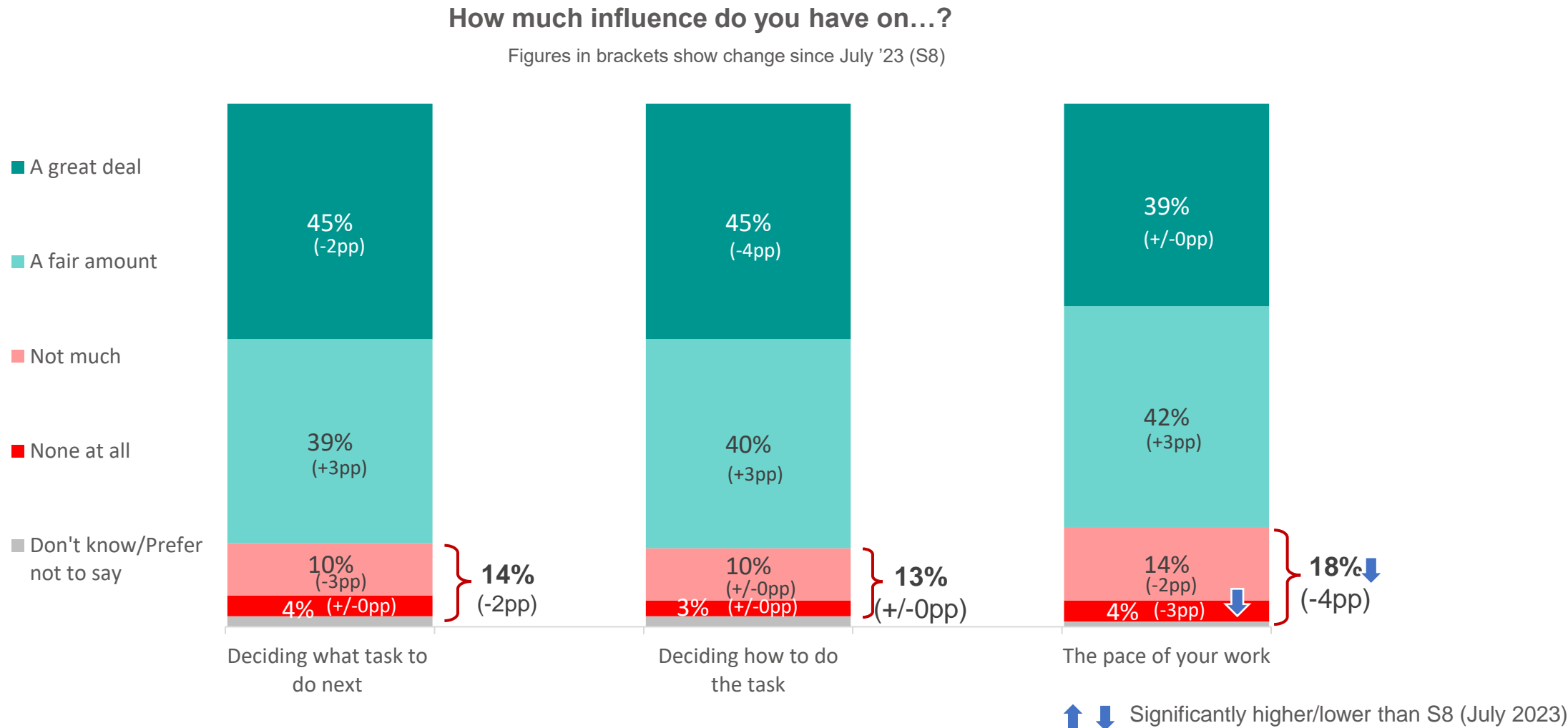


Those reporting difficulty with job flexibility at a significantly higher rate include **people in racially minoritised groups and those with long term health conditions**

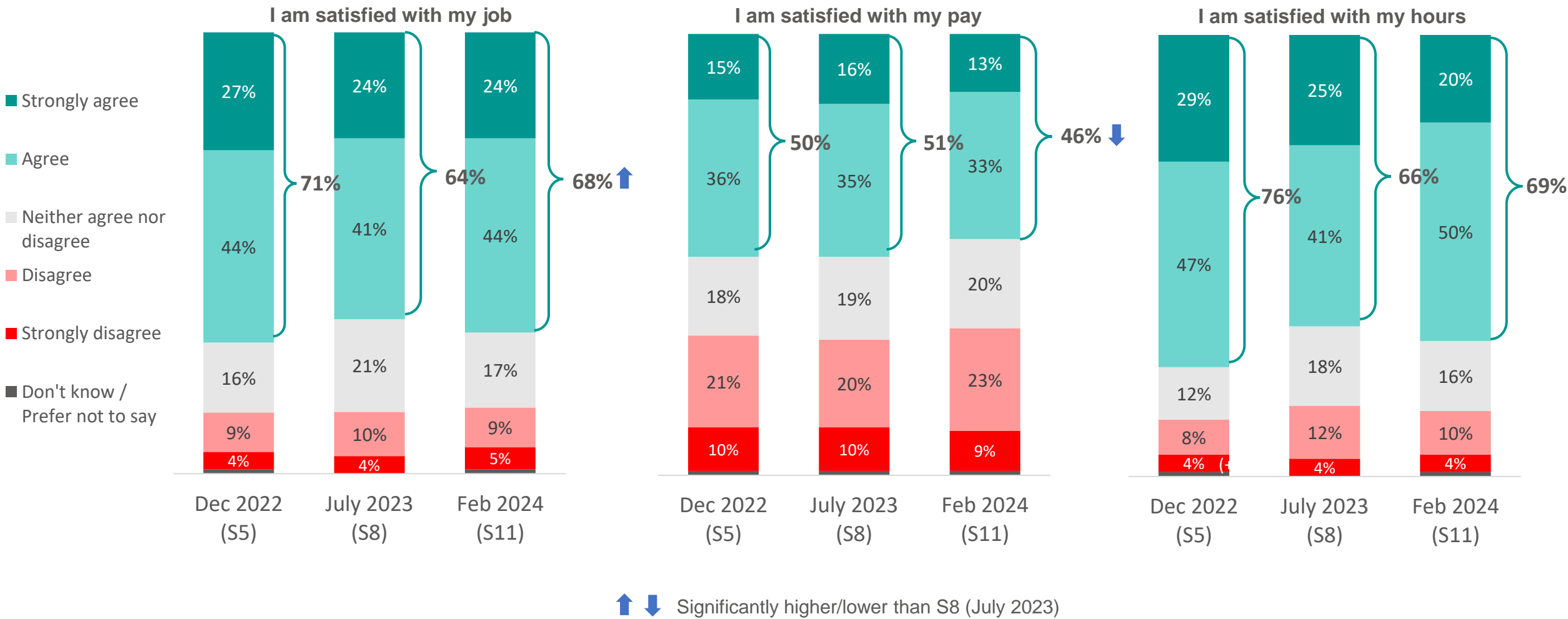
% who are significantly more likely to find it difficult to take an hour or two off during work hours compared to the merged S5-11 GM average (40%):	% who are significantly more likely to find it difficult to ask to vary their working hours compared to the merged S5-11 GM average (47%):
<p>Demographics:</p> <ul style="list-style-type: none">Those who are Black or Black British (58%)Those who have a disability (46%)Those who have a long term health condition (50%), specifically those whose condition impacts their ability to do things by a lot (61%) <p>Individual or family circumstance:</p> <ul style="list-style-type: none">Those likely to lose their job in the next 12 months (60%)Those with low levels of life satisfaction (57%)Those who do not feel their life is worthwhile (53%)Those finding it difficult to afford their rent (49%) or mortgage (49%)Those with high levels of anxiety (48%)Those dissatisfied with their local area (48%)Those employed in the public sector (47%)Those unable to save any money in the next 12 months (47%)Those who have had to borrow more money or use more credit in the last month (47%)Those who are finding it difficult to afford their energy costs (46%)Those whose children are in primary school (44%)Those whose cost of living has increased in the last month (42%)	<p>Demographics:</p> <ul style="list-style-type: none">Those who are Muslim (58%)Those with a long term health condition lasting longer than 12 months (56%)Those from within racially minoritised communities(53%)Those aged 25-44 (50%) <p>Individual or family circumstance:</p> <ul style="list-style-type: none">Those with low levels of happiness (65%)Those likely to lose their job in the next 12 months (65%)Those with low levels of life satisfaction (64%)Those who feel they are unable to look after their own health (62%)Those who do not feel that their life is worthwhile (61%)Those whose children are in Early Years or are aged 0-4 years and attend nursery, pre-school or have a child minder (57%)Those unable to save any money in the next 12 months (55%)Those employed in the public sector (54%)Those with high levels of anxiety (53%)Those who have had to borrow more money or use more credit in the last month (52%)Those with children (49%)Those whose cost of living has increased in the last month (49%)

Subgroup analysis uses merged data from S5, 8 and 11

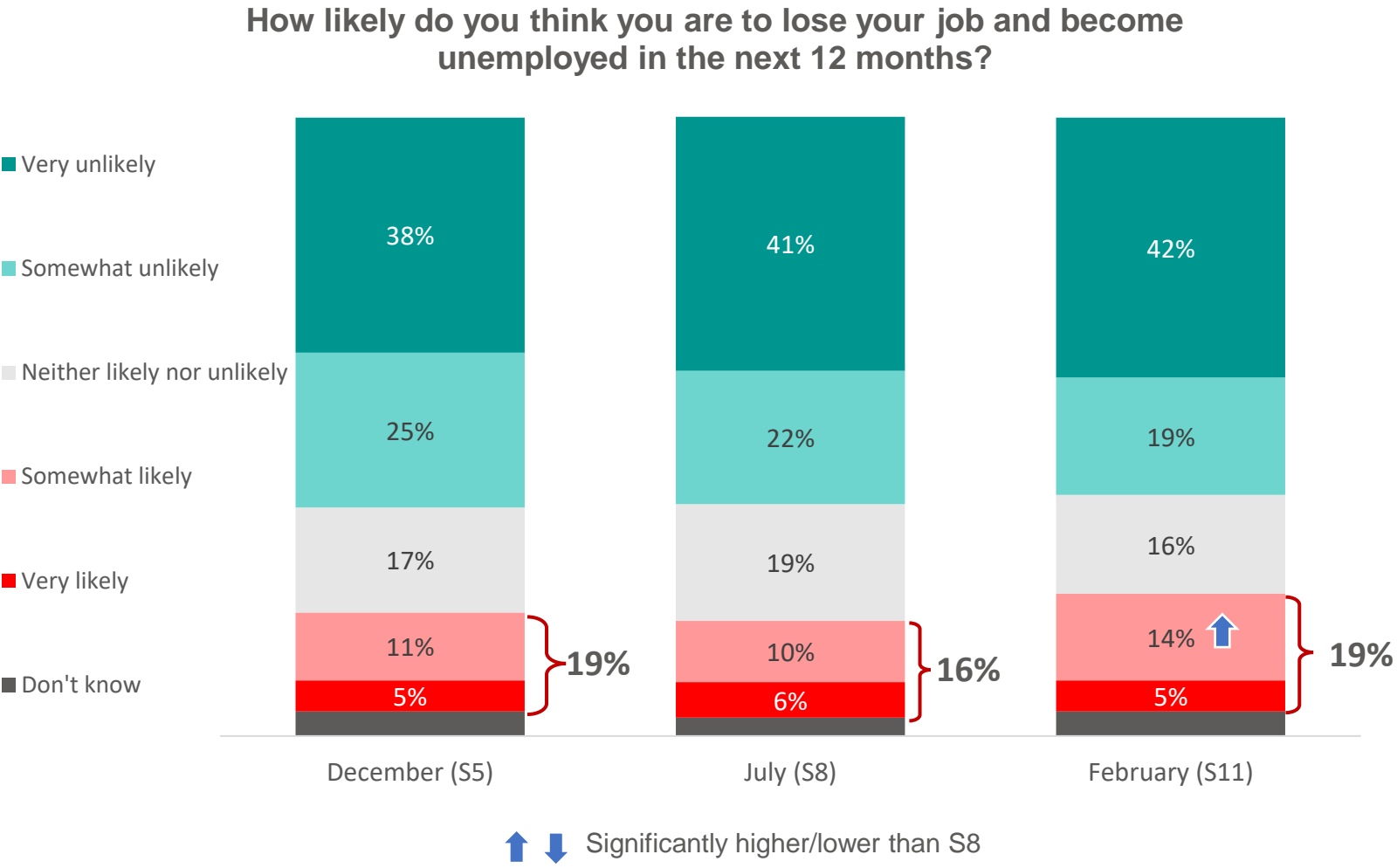
Compared to July 2023, respondents are significantly less likely to say that they cannot **influence** the pace of their work. Similar proportions say they cannot influence what task they do next or how they should do it



Overall job **satisfaction** has significantly increased since July 2023, with around 7 in 10 respondents saying they are satisfied with their job or with their work hours. But pay satisfaction has decreased significantly since July – with currently fewer than half of respondents now saying they are satisfied



Around 1 in 5 respondents think that they may be at least somewhat likely to **lose their job in the next 12 months**, which is a slight but not significant increase since July. This is higher amongst those experiencing some aspect of food insecurity, those with caring responsibilities and disabled respondents



Respondents in the sample likely to lose their job in the next 12 months in comparison to the S5-11 GM average (17%):

Demographics:

- Those aged 16-24 years old (28%)
- Those with a disability (25%)

Individual and/or family circumstance:

- Those who do not feel that their life is worthwhile (29%)
- Those with high levels of anxiety (27%)
- Those with low levels of happiness
- Those with low levels of life satisfaction (26%)
- Those who have children under 5 years old (23%)
- Those who have had to borrow more money or use more credit in the past month (23%)
- Those dissatisfied with their local area (23%)
- Those who are unable to save any money in the next 12 months (20%)

Cost of living

Overview and context

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Cost of living key findings

[pages 65-66](#)

Cost of living detailed findings

[pages 67-82](#)



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 nine waves). 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 9, 10 and 11.

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 – February 2024) have been compared to the most closely matched ONS fieldwork period, between 31st January – 11th February 2024. 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 of 3)

COSTS OF LIVING – OVERALL

- It is encouraging that a smaller proportion of respondents overall have reported mounting challenges with debt:
 - 29% of respondents report borrowing more than last year (was 33% in November)
 - It is also a positive sign that approaching half of respondents feel they may now be able to save money over the coming 12 months:
 - Around 2 in 5 (46%) say they will be able to save money over the next 12 months; this figure has risen by 13 percentage points since the first time this question was asked first a year ago in September 2022 (33%), and is the highest it has been so far
 - However, 3 in 5 (59%) respondents feel their cost of living has continued to increase in the last month:
 - This compares to 46% across Great Britain as a whole – continuing the difference between Greater Manchester and Great Britain figures seen in every wave in which this question has been asked
 - And GM respondents continue to show less financial resilience than respondents to similar national surveys, as has been the case across the past 8 surveys, since September 2022:
 - Around half (52%) of GM respondents say that they would be able to afford an unexpected but necessary expense of £850, compared to almost 6 in 10 (59%) for GB as a whole
 - Around 4 in 10 (39%) GM respondents say they have had to use more credit compared to this time last year, against around 3 in 10 (29%) for GB
-

Cost of living – key findings (2 of 3)

DAILY EXPERIENCE

- Food (cited by 88% of people whose costs have increased, was 86% in November) and energy (70%, was 67%) costs remain the most common reasons for cost of living increases – these have been the main drivers for increased costs since this question was first asked
- 9 in 10 (91%) respondents are taking actions because of rising costs of living, with 60% of respondents spending less on non-essentials. Whilst this has fallen from earlier surveys (96% said so in September 2022, and 93% in May 2023), this still represents most residents
 - Respondents in GM are more likely than the GB average to be cutting back on non-essential journeys in their own vehicle (36% vs 30%), making energy efficiency improvements to their home (27% vs 22%) and using their savings (30% vs 26%)

ENERGY COSTS

- Approaching half (47%) of respondents say they have difficulty affording energy costs. This continues to be significantly higher than the GB average (43%), with most of this difference driven by the proportion who say they find these costs very difficult (12% in GM vs 9% GB average). GM has been higher than the GB average since benchmarking began

FOOD SECURITY

- There has been a positive continuing trend in respondents saying they have not, at any point in the last 12 months, experienced any food security issues (though see November's survey results which confirm acute challenges are continuing for a significant minority):
 - 65% have never found that the food they bought didn't last and didn't have the money to buy more
 - 64% have never worried whether their food is going to run out before being able to buy more
 - 61% say that they have never been unable to afford to eat balanced meals
-

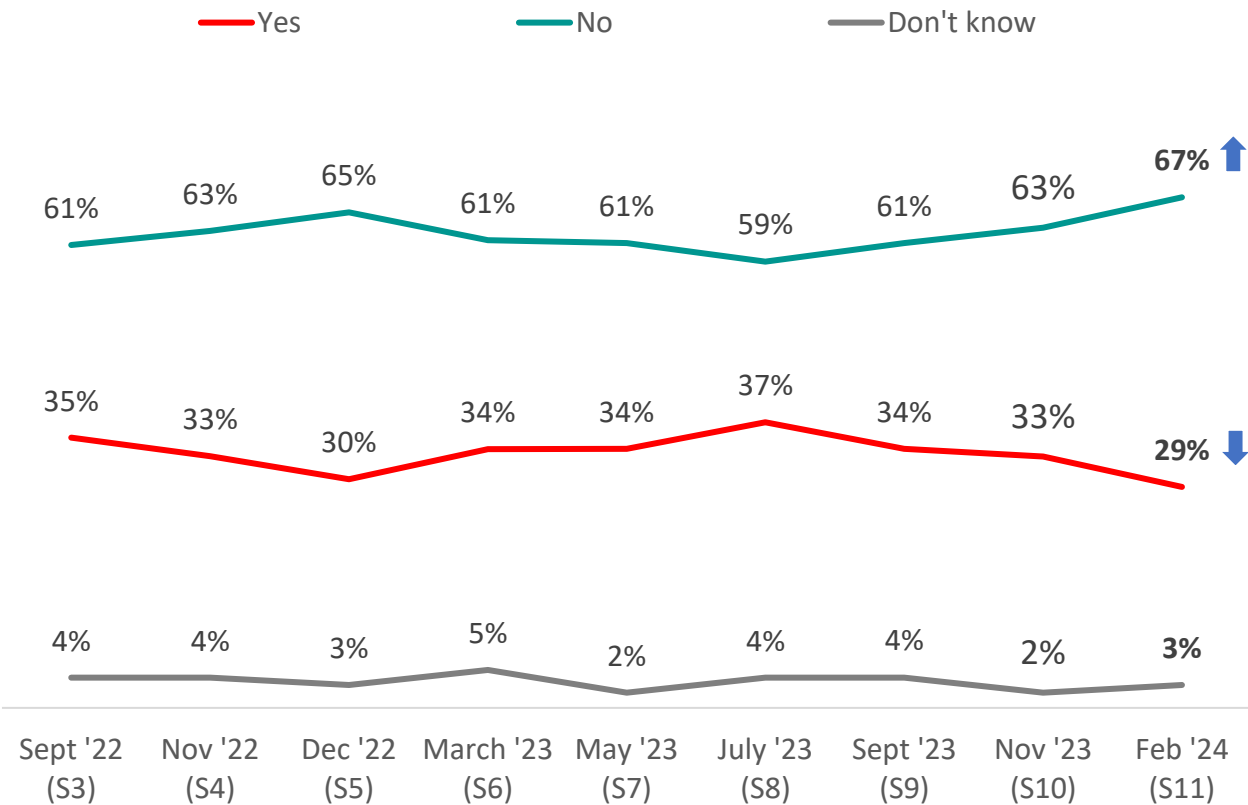
Cost of living – key findings (3 of 3)

HOUSING

- Over a quarter (28%) of renters and mortgage holders have seen their payments increase over the last month.
 - Since November, mortgage holders (35%) and renters (47%) finding it difficult to afford these payments have remained broadly in line. Compared to March 2023, those mortgage holders having difficulties is unchanged (at 35%), while among renters has fallen (was 53%)
 - The proportion of mortgage holders behind on their payments has fallen (6%, was 7% in November), though this has broadly remained stable over time (5% in March 2023).
 - Renters who say they are behind has increased (13%, was 10% in November). This has fluctuated more over time but is broadly in the same range (was 16% in March 2023) The increase in those behind on their rent is driven by tenants of Housing Associations (17%, was 8%) and Local Authorities (20%, was 16%)
-

The proportion of GM respondents more likely to have **borrowed more money or used more credit in the past month** compared to the same time last year has fallen to below 3 in 10. This is significantly lower than November and the lowest result since the question was introduced in Sep 2022

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



Between September and February (surveys 9-11), those who have borrowed more money or used more credit than usual in the last month, compared to the GM average (32%), are higher among:

Demographics:

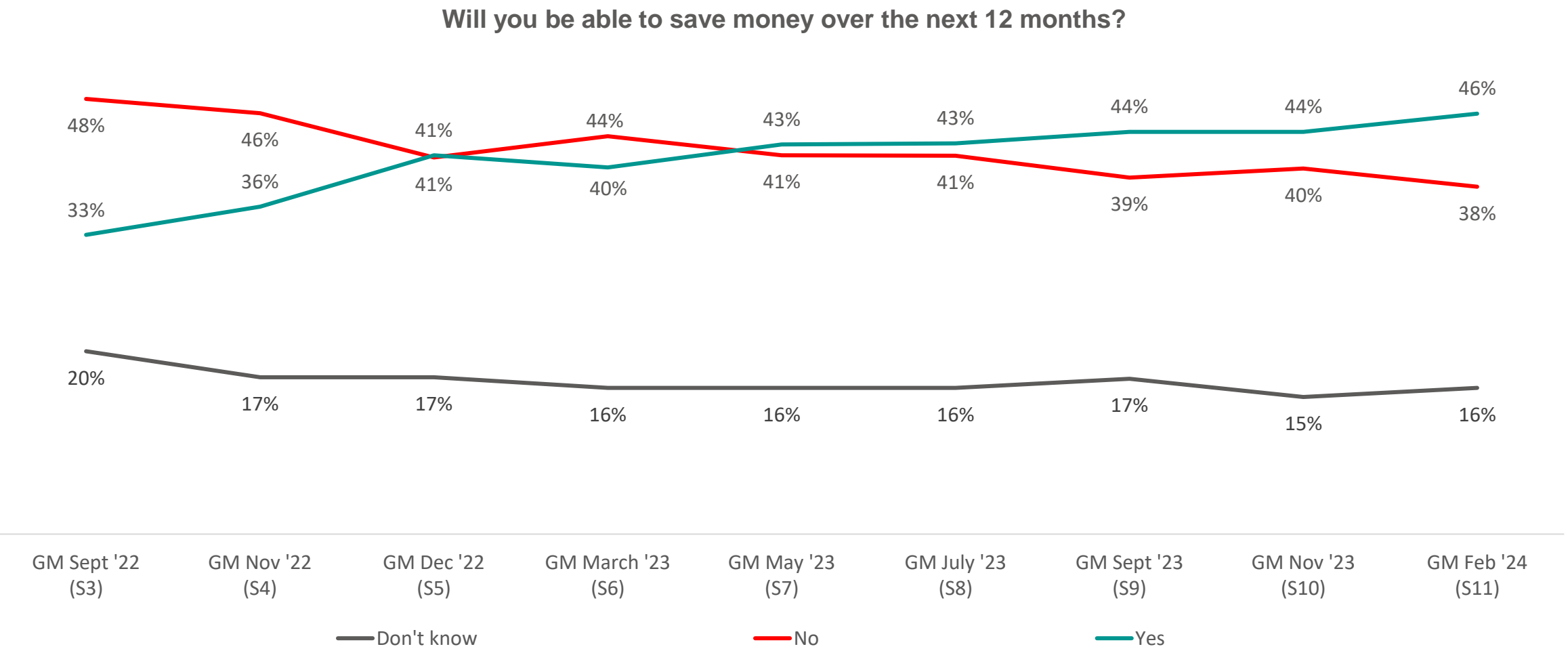
- Those aged 25-34 (43%) and those aged 18-24 (41%)
- Those from Minority Ethnic Groups (39%)
- Those with a disability (41%) including those with a learning disability (47%) and those with mental ill health (56%)

Individual and/or family circumstance:

- Those who are financially vulnerable (74%)
- Those not in work due to ill health or disability (52%)
- Those renting their home (44%), specifically those renting from a Local Authority (52%)
- Those with low levels of life satisfaction (52%), those who do not feel their life is worthwhile (50%) and those with low levels of happiness (48%)
- Those who do not feel they are able to look after their own health (52%)
- Those with children under 5 years old (50%)
- Those unable to save any money in the next 12 months (49%)
- Those finding it difficult to afford their energy costs (46%)
- Parents of children in education (44%)

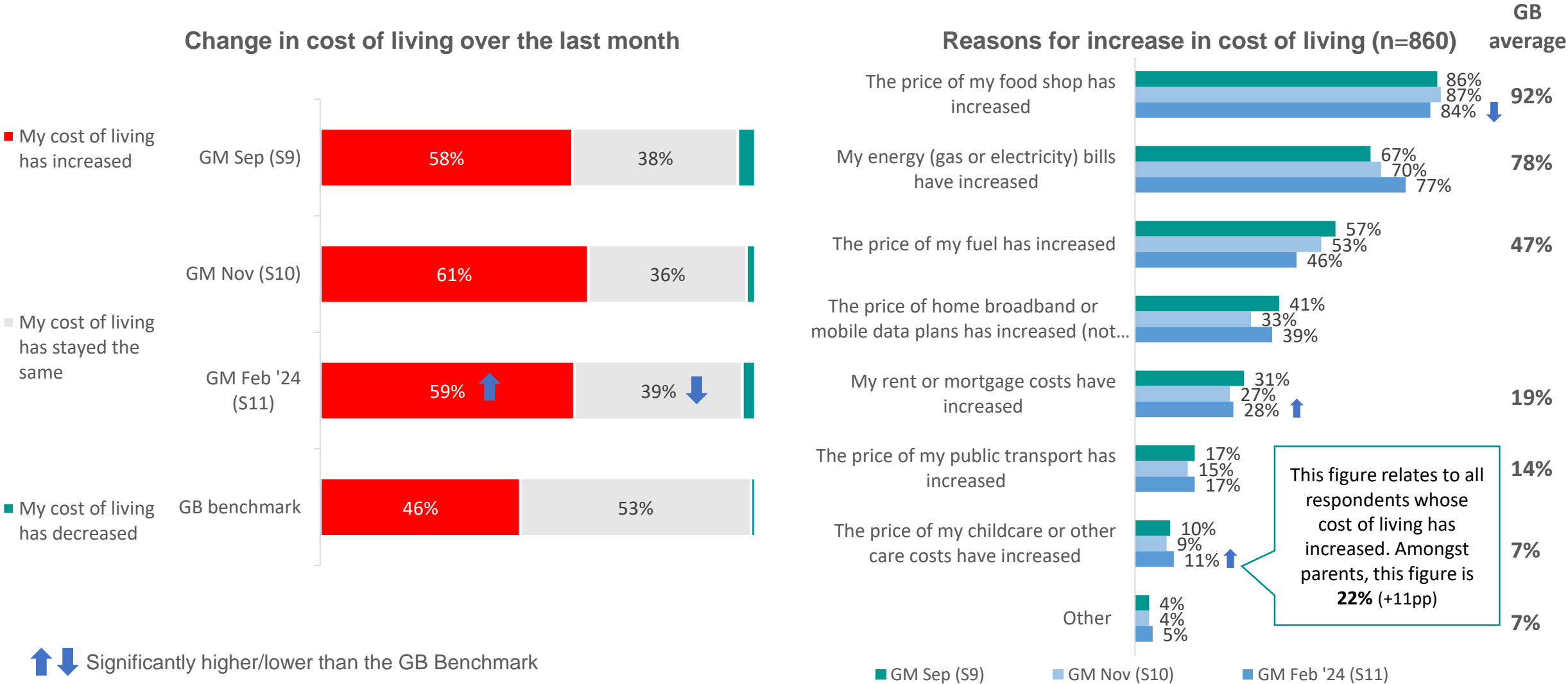
↑↓ Significantly higher/lower than the Greater Manchester Residents' Survey before

Almost half of respondents think they will be able to save money over the next 12 months. Since the first time this question was asked in September 2022, the outlook of GM respondents has become progressively more positive

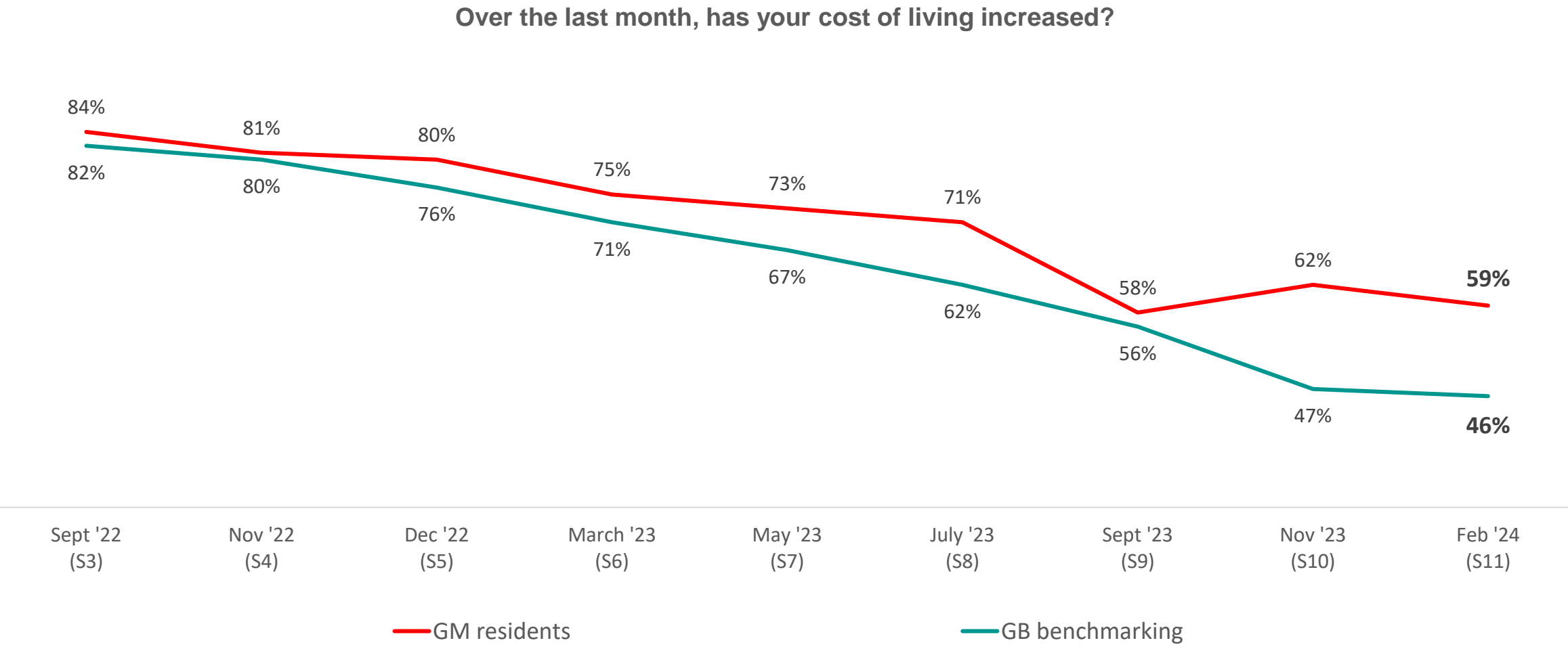


CL1. In view of the general economic situation, do you think you will be able to save any money in the next 12 months?
Unweighted base: Survey 3, 1677; Survey 4, 1636; Survey 5, 1470; Survey 6, 1767; Survey 7, 1488; Survey 8, 1,612; Survey 9, 1,560; Survey 10, 1546, Survey 11, 1460 (All respondents).

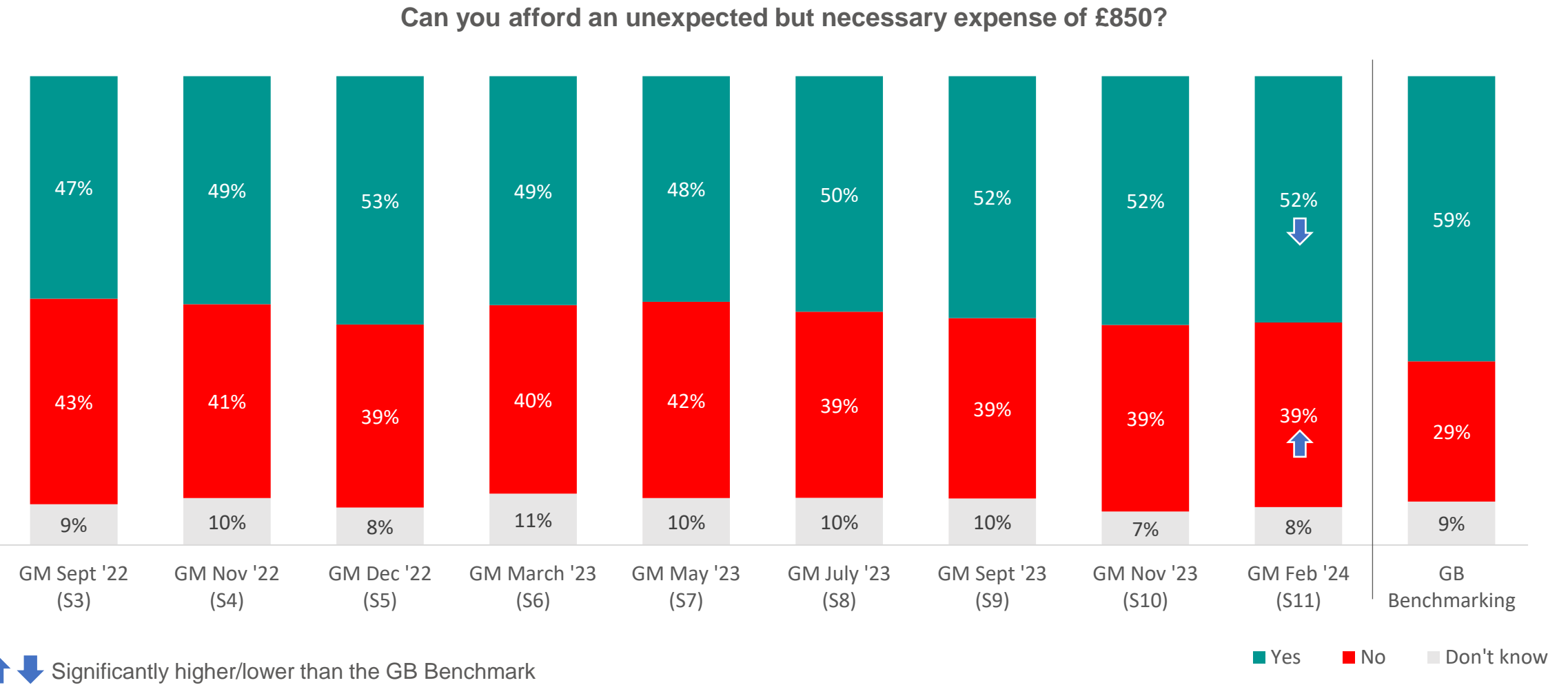
3 in 5 respondents say their cost of living has increased in the last month – 3 percentage points (pp) lower than in November 2023 but still significantly higher than the GB average. GM respondents are more likely than those in ONS surveys to report recent increases in rent / mortgage costs and childcare costs



The **proportion of respondents saying their cost of living has increased** has fallen since September 2022. But Greater Manchester respondents are still more likely than the Great Britain average to feel their cost of living continues to rise



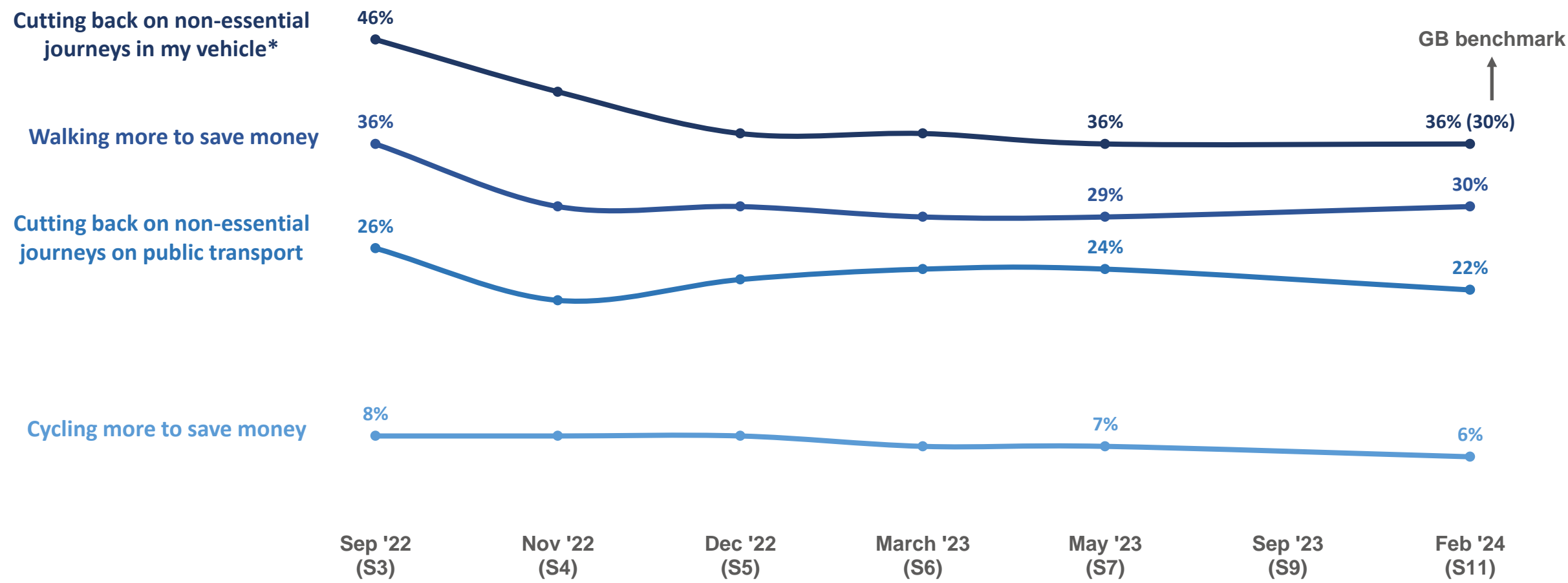
Greater Manchester respondents continue to be considerably less likely than the GB average to be able to **afford an unexpected expense of £850**. This ability has remained largely stable since July 2023, at around half of local respondents



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, Survey 11, 1460 (All respondents). ONS data, based on national fieldwork 31st January – 11th February 2024.

9 in 10 respondents are **taking action to save money** as a result of cost of living increases. This has remained stable across waves

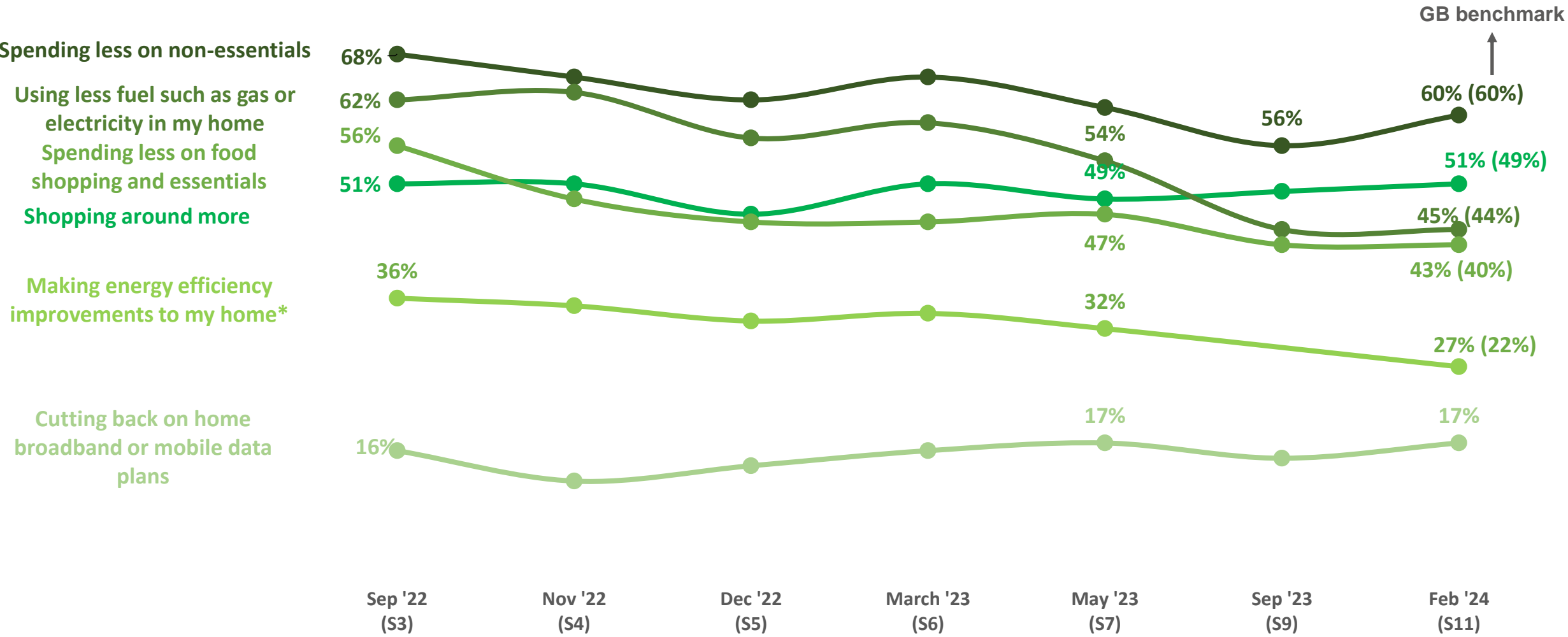
When it comes to **travel**, 1 in 3 are cutting back on non-essential journeys in their vehicle, significantly higher than the GB equivalent. 3 in 10 are walking more to save money but only 6% are cycling more to save money



Data points shown wherever statement was included in fieldwork. Percentage figures included from May 2023 to provide a frame of reference - other specific % figures available on request

CL7. Which of these, if any, are you doing because of the increases in the cost of living? 1,460 (All respondents).
*Not asked in S9
GB benchmarking is not available for all statements. Statements which can be compared are shown in brackets where available.

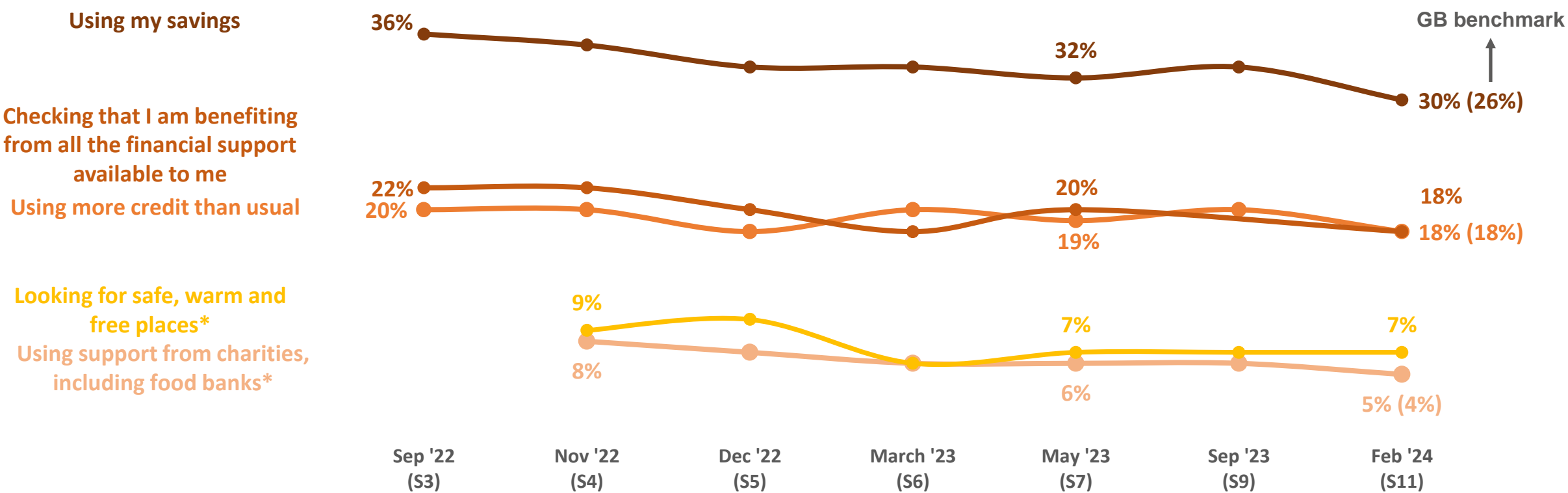
6 in 10 Greater Manchester respondents are **spending less** on non-essentials due to the increase in the cost of living – the same as the GB average. But more GM residents are making energy efficiency improvements to their home than the GB average – which has been the case since September 2022



Data points shown wherever statement was included in fieldwork. Percentage figures included from May 2023 to provide a frame of reference - other specific % figures available on request

CL7. Which of these, if any, are you doing because of the increases in the cost of living? 1,460 (All respondents).
*Not asked in S9
GB benchmarking is not available for all statements. Statements which can be compared are shown in brackets where available.

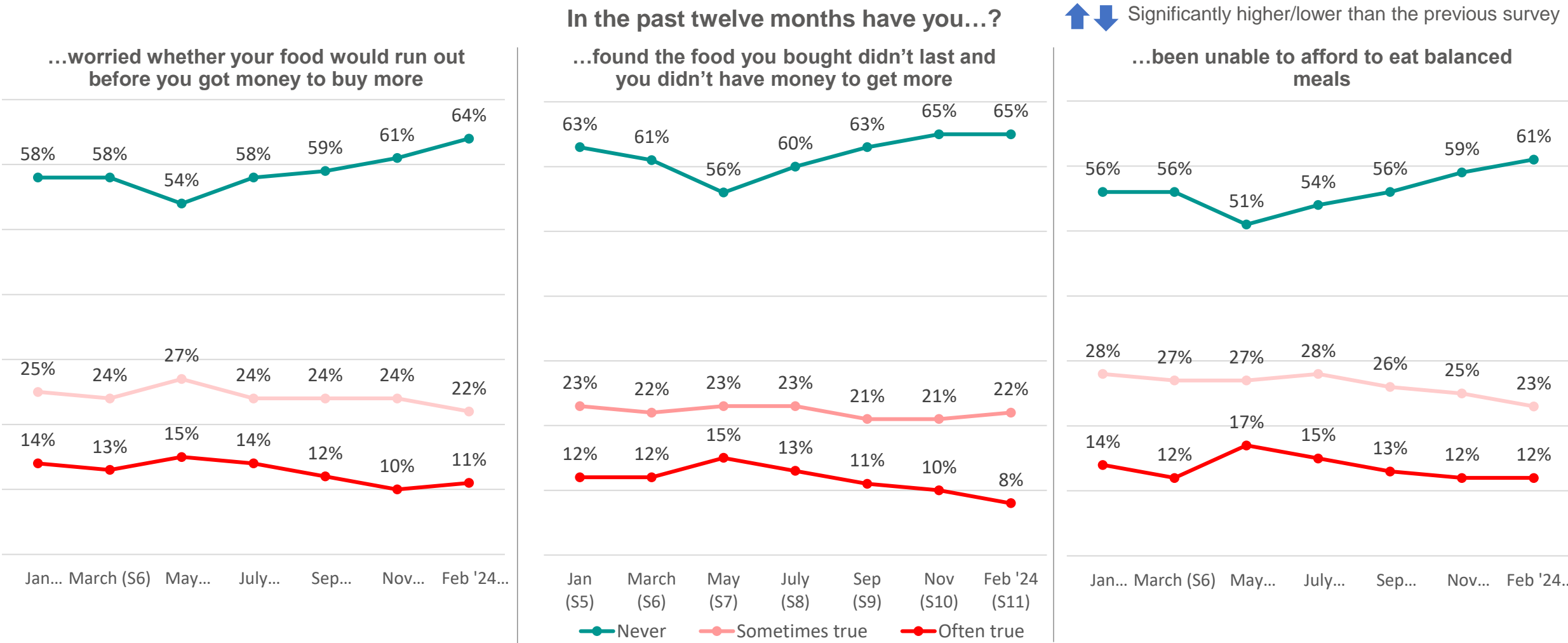
3 in 10 Greater Manchester respondents are using their **savings** due to the increases in the cost of living. This has been consistently higher than the GB average since September 2022. A fifth of residents are checking that they're benefiting from all financial support available to them



Data points shown wherever statement was included in fieldwork. Percentage figures included from May 2023 to provide a frame of reference - other specific % figures available on request

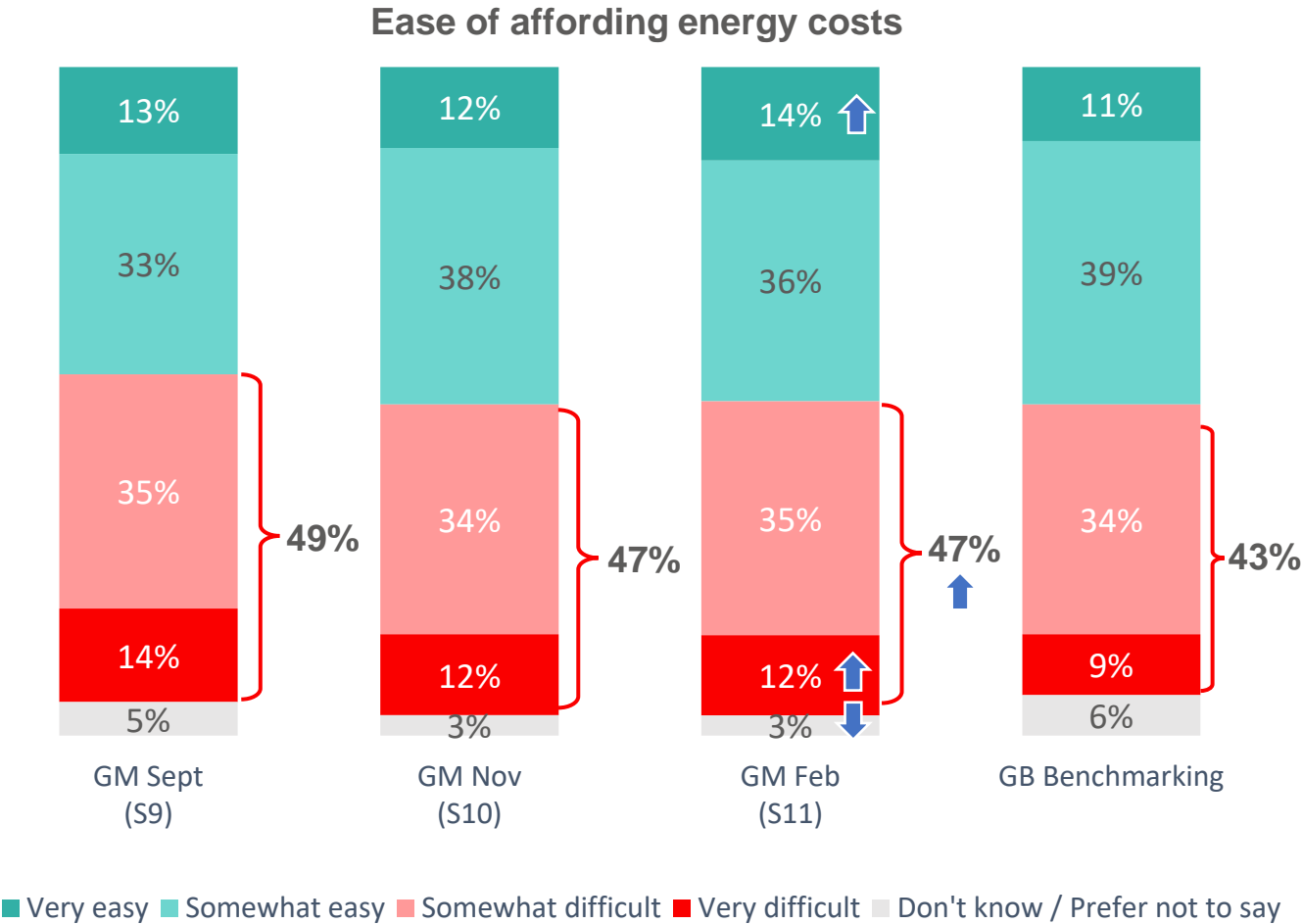
CL7. Which of these, if any, are you doing because of the increases in the cost of living? 1,460 (All respondents).
*Not asked in S3
**Not asked in S3
GB benchmarking is not available for all statements. Statements which can be compared are shown in brackets where available.

There has been a positive continuing trend in respondents saying they have not, at any point in the last 12 months, experienced any **food security issues**. Our more detailed food security questions (asked in survey 10) show the continuation of acute challenges for a significant minority, so the picture remains mixed



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), 1296 (S10), 1201 (S11). Nb Respondents who said 'don't know' or 'prefer not to say' are excluded from these charts

Almost half of respondents say they have **difficulty affording energy costs**, the same as November. This is significantly higher than the GB average – driven in particular by those who say they find these costs very difficult



% who are significantly more likely to find it very/somewhat difficult to afford their energy costs compared to GB average (48%)*

Demographics:

- Those with a disability (61%) including those with mental ill health (69%), a mobility disability (65%) or another disability (66%)
- Those whose first language is not English (56%)
- Those who are female (53%)

Individual and/or family circumstance:

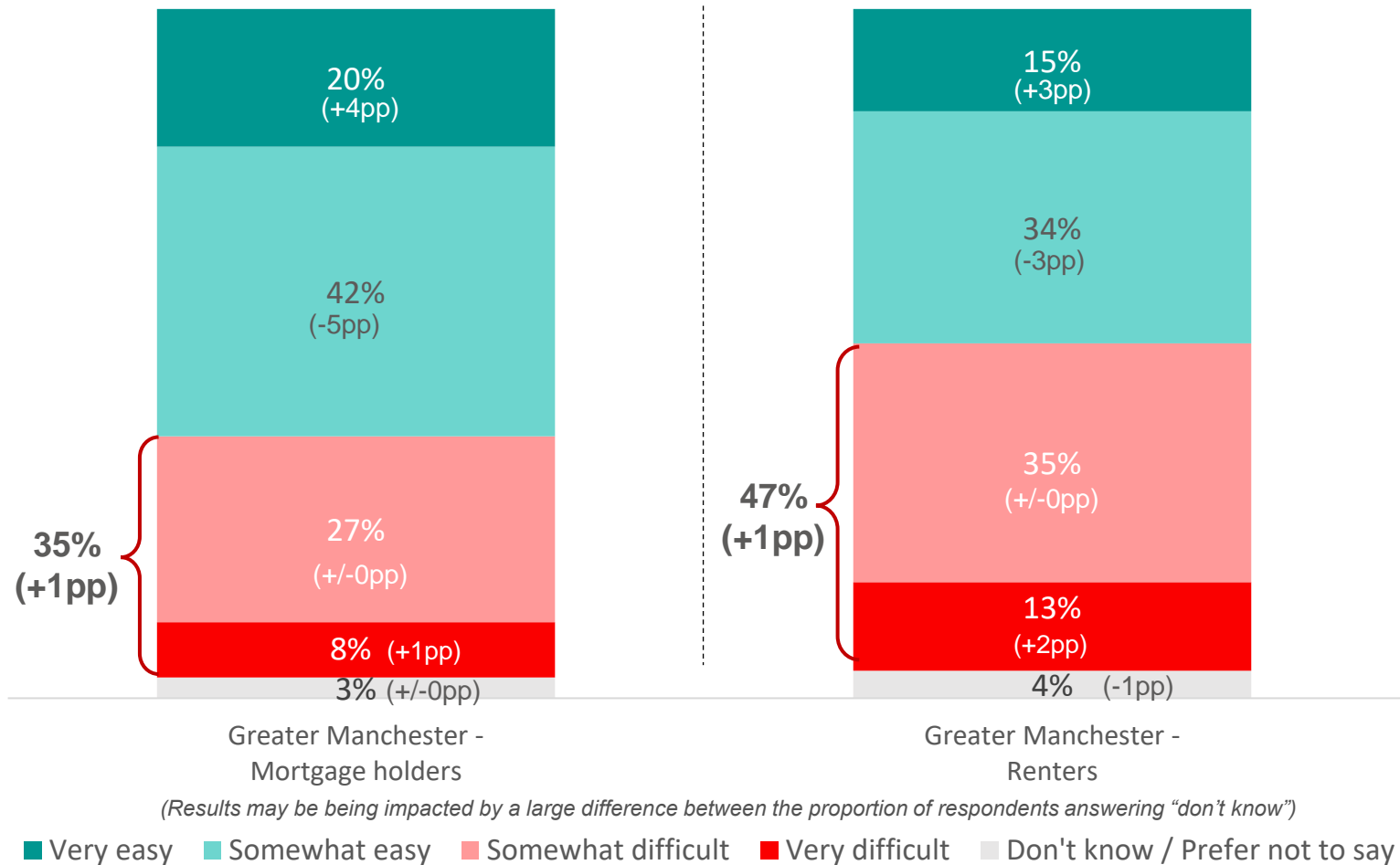
- Those finding it difficult to afford their rent or mortgage payments (88%)
- Those not in work due to ill health or disability (77%)
- Those unable to save any money in the next 12 months (72%)
- Those with low levels of life satisfaction (71%)
- Those renting their home (59%), specifically those renting from Local Authorities or Councils (65%) or Housing Associations/ Trusts (65%)
- Those with 4+ people in the household (57%)
- Those earning below the Real Living Wage (55%)
- Those with children (54%)
- Those not in employment (50%)

* Subgroup analysis uses merged data from S9-11

↑↓ Significantly higher/lower than the GB Benchmark

The proportion of respondents finding it **difficult to afford either their mortgage or rental payments** has remained in line with November. Groups more likely to find it difficult to afford these payments include those who are financially vulnerable and those with low levels of life satisfaction

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”)

Figures in brackets show change since November (S10)

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

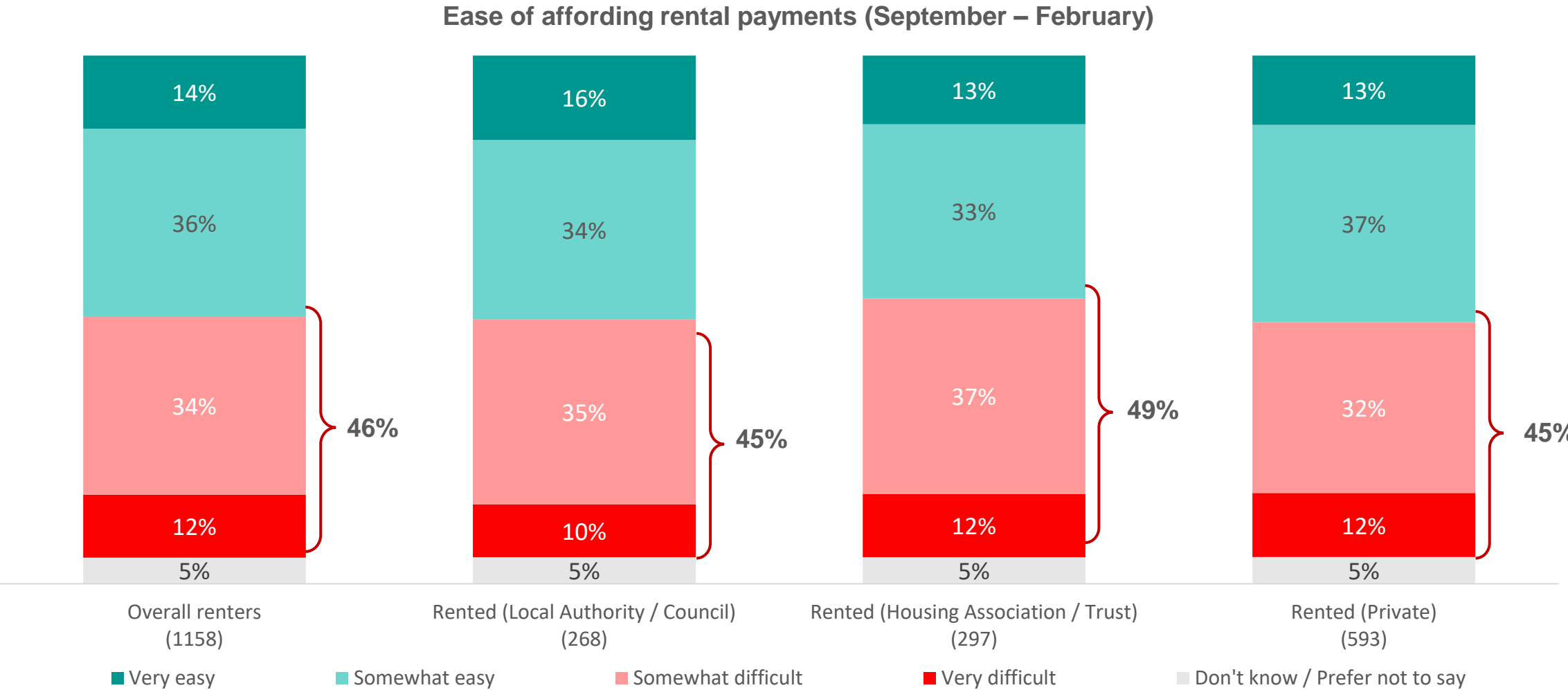
- Those who are financially vulnerable (67%)
- Those with low levels of life satisfaction (60%)
- Those who do not feel that their life is worthwhile (55%)
- Those in Minority Ethnic Groups (56%)
- Those not in employment (52%)
- Those with a disability (44%)

% who are significantly more likely to find it difficult to afford rent compared to the GM average (46%):

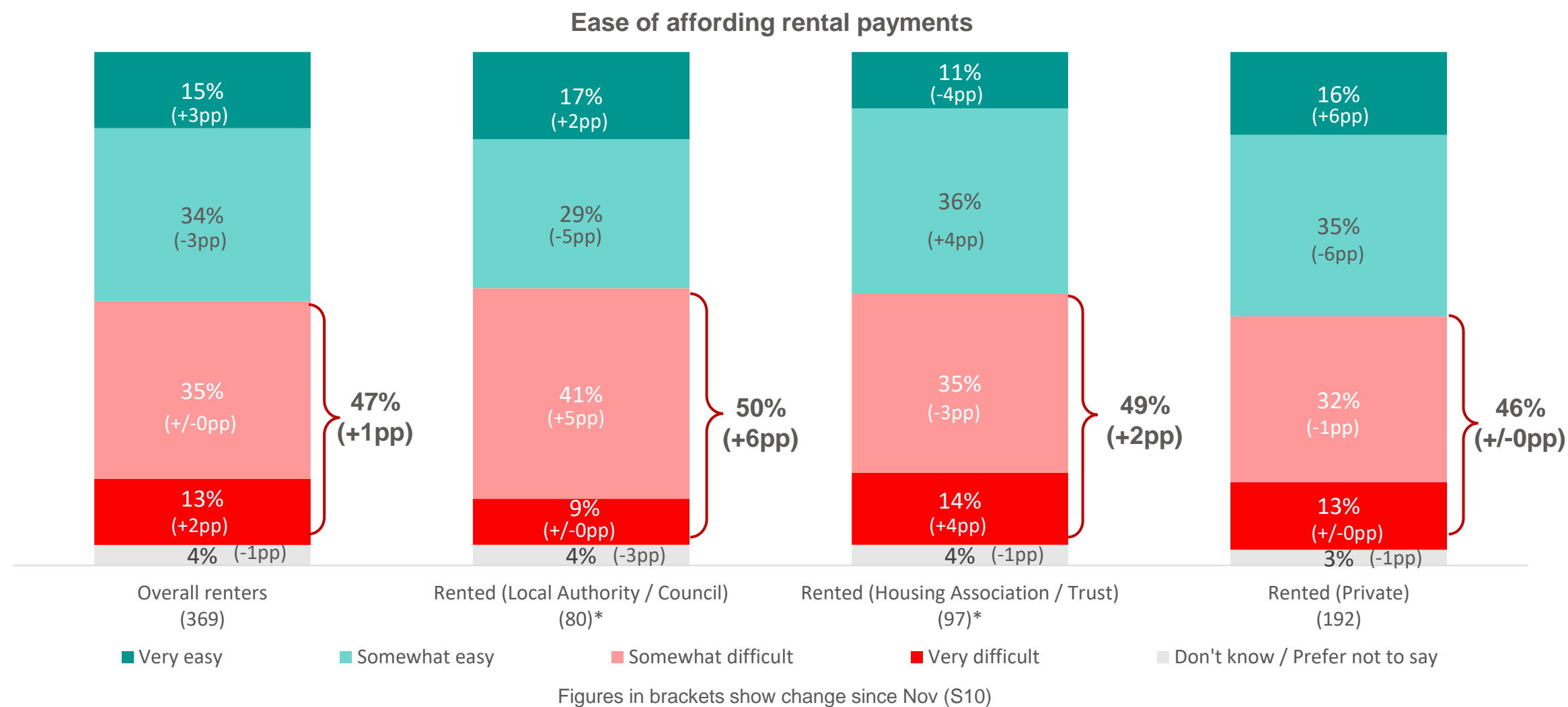
- Those who are financially vulnerable (69%)
- Those unable to save any money in the next 12 months (61%)
- Those who do not feel they know enough about their health (61%)
- Those with low levels of life satisfaction (61%)
- Those who have a long term health condition which reduces their ability to do things by a lot (58%)
- Those with children (53%)

*subgroup analysis uses S9-11 data

Using merged data across the past three surveys, almost half of renters have said they find it **difficult to afford rental costs**. Those renting from Housing Associations or Trusts are most likely to report experience of these difficulties

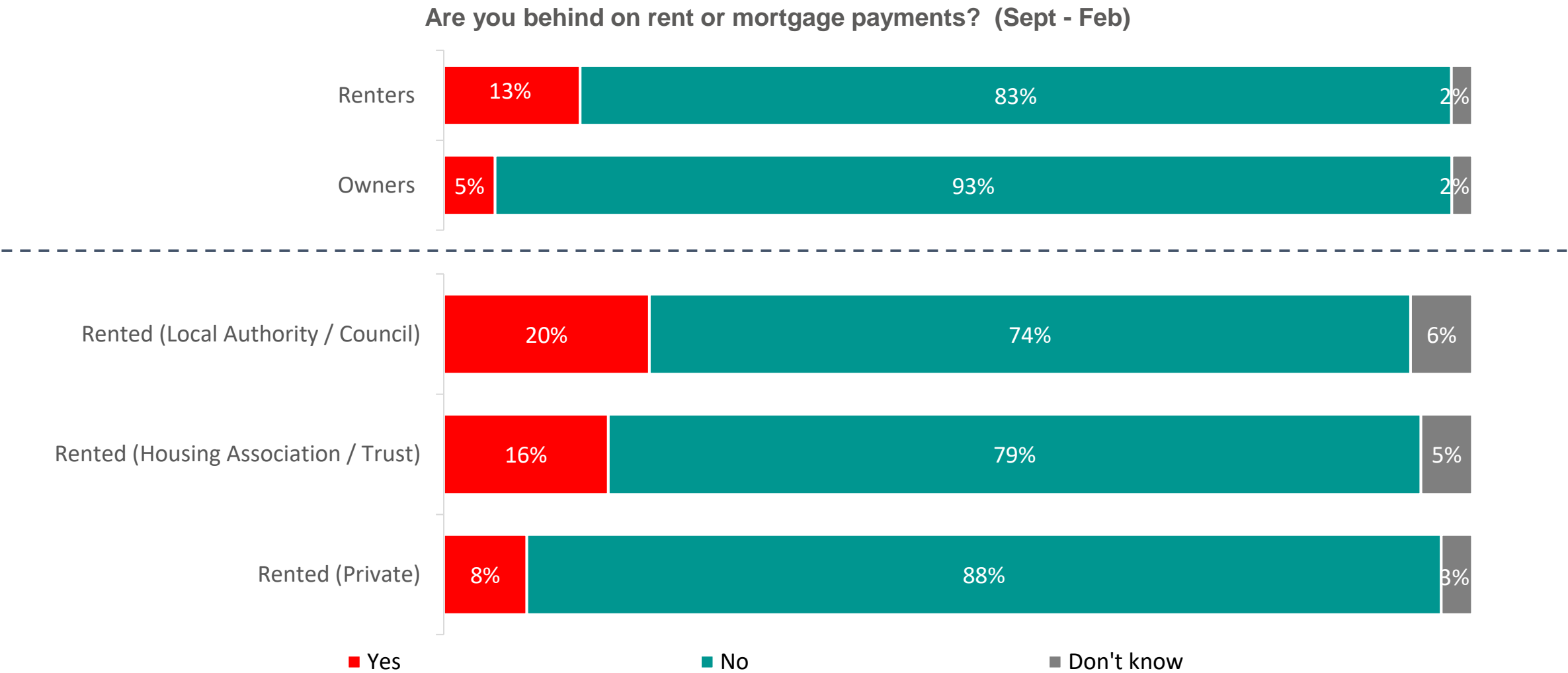


But in February's results alone, it is anecdotally interesting that there has been an increase in council tenants reporting difficulties - this should be monitored in surveys later in the spring



CL9. How easy or difficult is it to afford your...
Base:369 (All renters); 80 (Rented (Local Authority / Council)); 97 (Rented (Housing Association/Trust)); 192 (Rented (Private))
*Lower base sizes to be approached with caution

Across the past three surveys, a higher proportion of respondents renting from the local authority have indicated they are **behind on their payments** (20%), when compared to respondents in Housing Association properties (16%) or those in the private rented sector (8%)



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 84](#)

Digital inclusion key findings

[pages 85-86](#)

Digital inclusion detailed findings

[pages 87-94](#)

Digital inclusion – Overview and 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 11 (February 2024) with those from survey 10 (November 2023) and survey 9 (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 – extent of exclusion

ONE IN THREE HOUSEHOLDS EXPERIENCE DIGITAL EXCLUSION (September, November and February combined data)

- A third (33%) of respondents said that their household experienced some form of digital exclusion
- Almost 1 in 5 (17%) 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 (September, November and February combined data)

- Disabled and older residents are more likely to experience some form of digital exclusion (figures compare to 33% in overall population):
 - 3 in 5 (60%) of those aged 75+ experience at least one aspect of digital exclusion
 - Over 2 in 5 (45%) of disabled people experience at least one aspect of digital exclusion
 - Around 1 in 4 (23%) aged 16-24 experience at least one aspect of digital exclusion

CONFIDENCE USING DIGITAL SERVICES (September, November and February 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 (26%)
-

Digital inclusion – trends

MONTH-BY-MONTH TRENDS

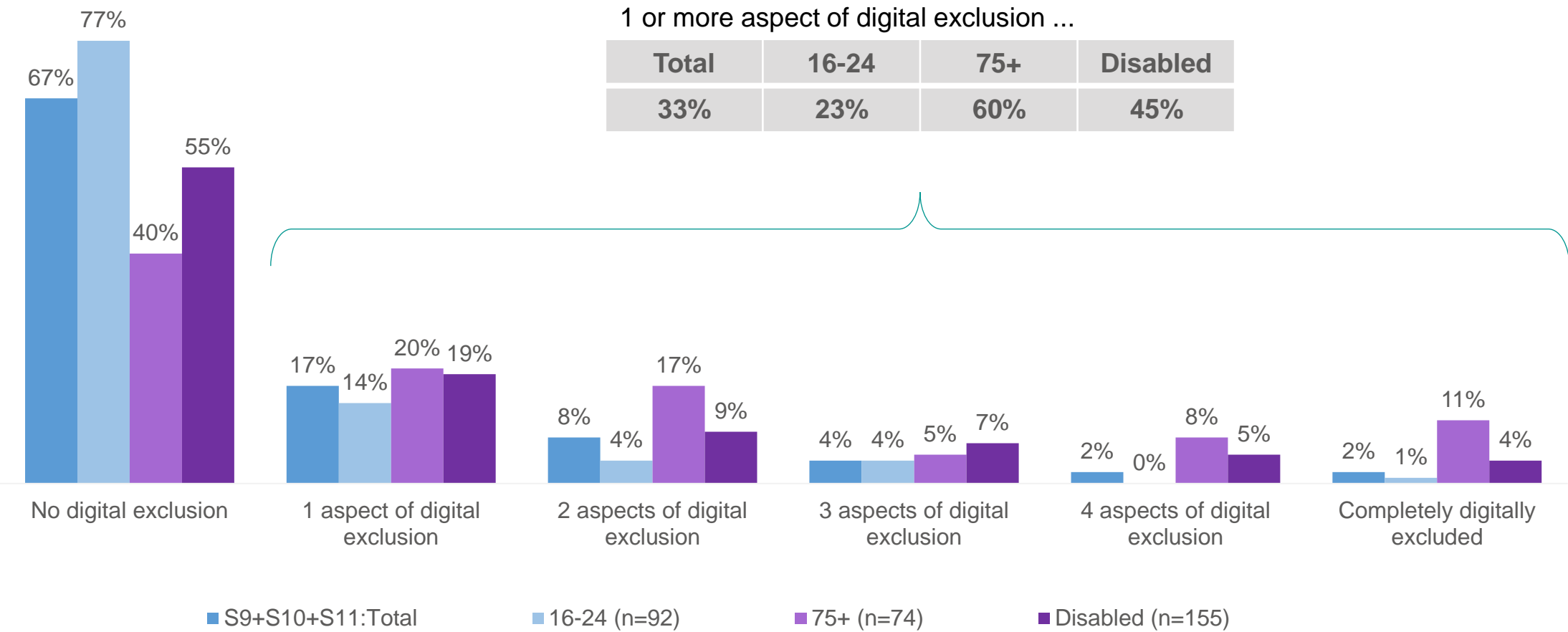
- November's apparent increase in digital exclusion appears to have been partially reversed – with 2 in 3 respondents (66%) now saying they experience no aspects of digital exclusion (compared to 64% in November and 71% in September)

LONGER TERM TRENDS (data merged from surveys 9, 10 and 11)

- Overall levels of digital exclusion (33%) have dropped slightly from surveys 6-8 (35%), though this is in line with September-February data
 - There have been significant declines in the proportions of 16-24 year olds and those aged 75+ who have experienced digital exclusion:
 - 23% of 16-24 year olds now say they have experienced one or more aspect of digital exclusion, compared to 23% in surveys 6-8.
 - 60% of those aged 75+ now say they they have experienced one or more aspect of digital exclusion, compared to 67% in surveys 6-8.
 - However, the proportions of disabled respondents who have experienced 1 or more aspects of digital exclusion have remained in line with surveys 6-8, showing very minimal movement (was 46%, now 45%)
-

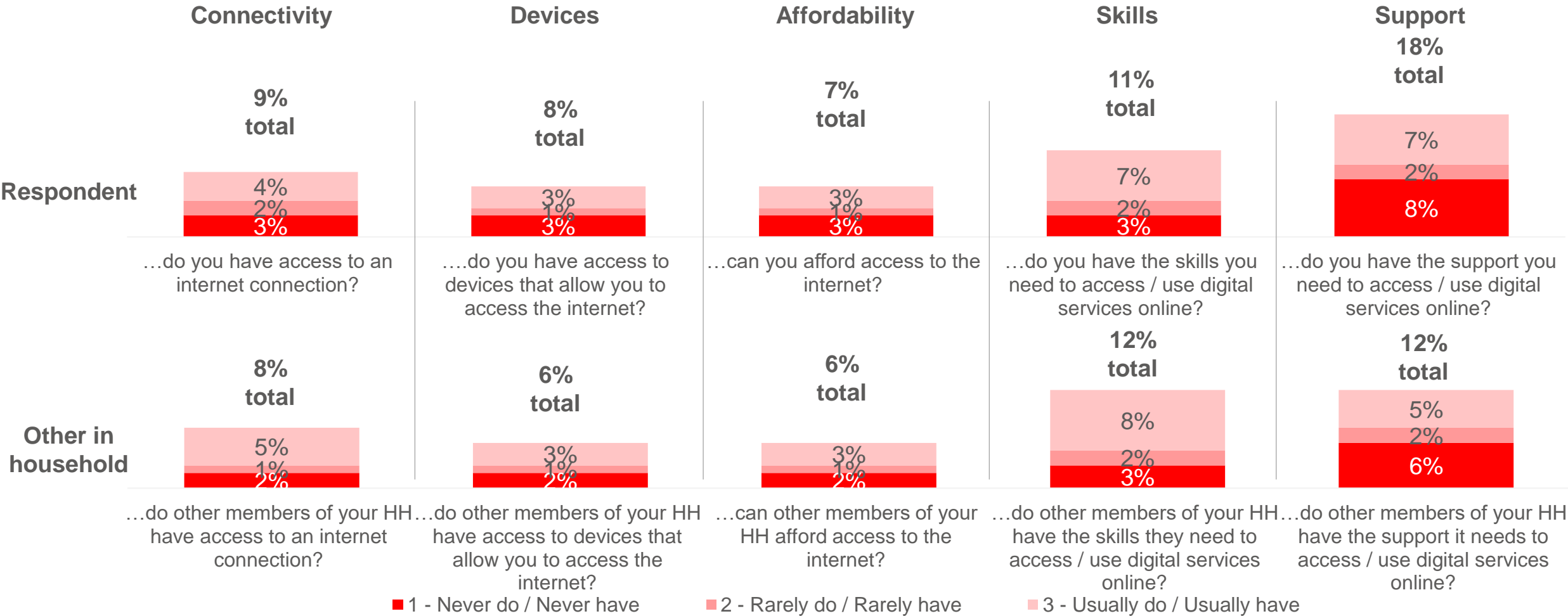
A third of respondents report experience of **at least one aspect of digital exclusion in their household**. This rises to 45% of disabled respondents and 3 in 5 of those aged over 75

Number of aspects of digital exclusion experienced (September – February 2024)



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

How often...? (Respondents reporting digital exclusion)*
(September – February 2024)



DI_11. How often...? Unweighted base: 757, Survey 9, 248, Survey 10, 250, Survey 11, 259 (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.

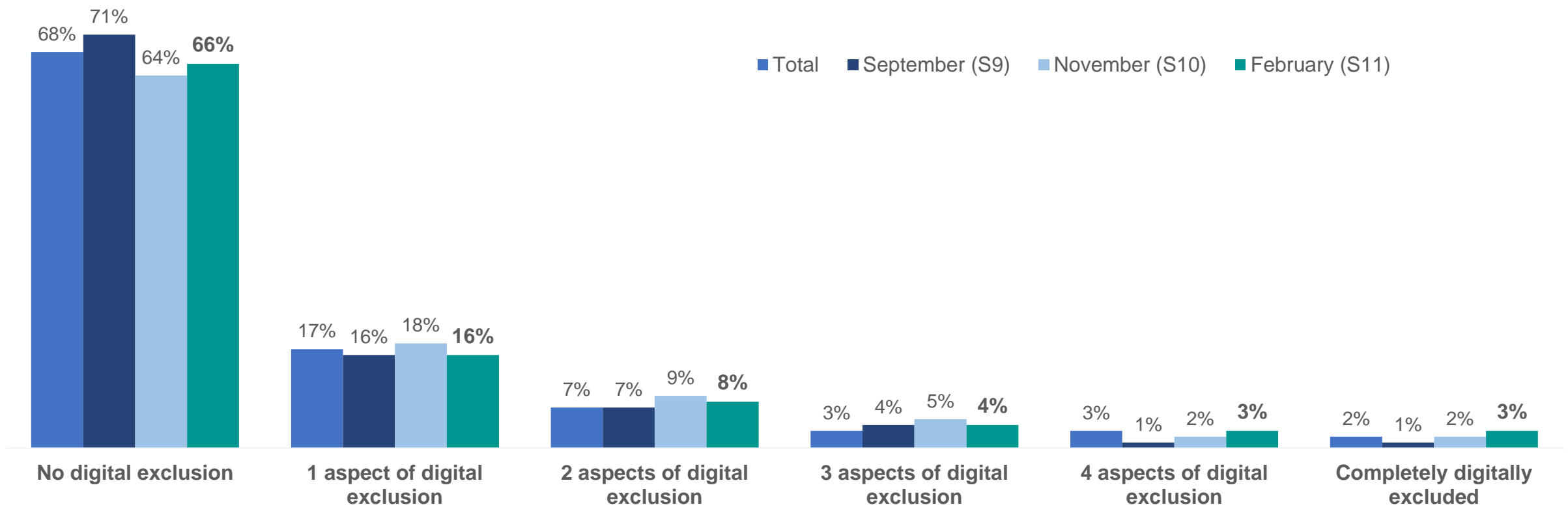
How often do you/do others in your household...? (Showing households without the access/skills to get online all/most of the time)
September – February 2024

	Total	Aged 16-24 (n=92)	Aged 75+ (n=74)	Disabled respondents (n=155)
...have consistent and reliable access to an internet connection at home?	9%	5%	24% ↑	18% ↑
...have consistent and reliable access to devices that allow access to the internet and use digital services online?	9%	9%	31% ↑	15% ↑
...can afford access to the internet?	9%	8%	21% ↑	17% ↑
...have the skills they need to access and use digital services online?	18%	10%	44% ↑	28% ↑
...have the support needed to access and use digital services online?	19%	8%	33% ↑	23%

↑ ↓ Significantly higher/lower than total

Month-on-month trends: February shows that slightly more respondents say that they have not experienced any digital inclusion than in November. There has been a slight, non-significant increase of 1pp in those who have experienced 4 aspects of digital inclusion or are completely digitally excluded

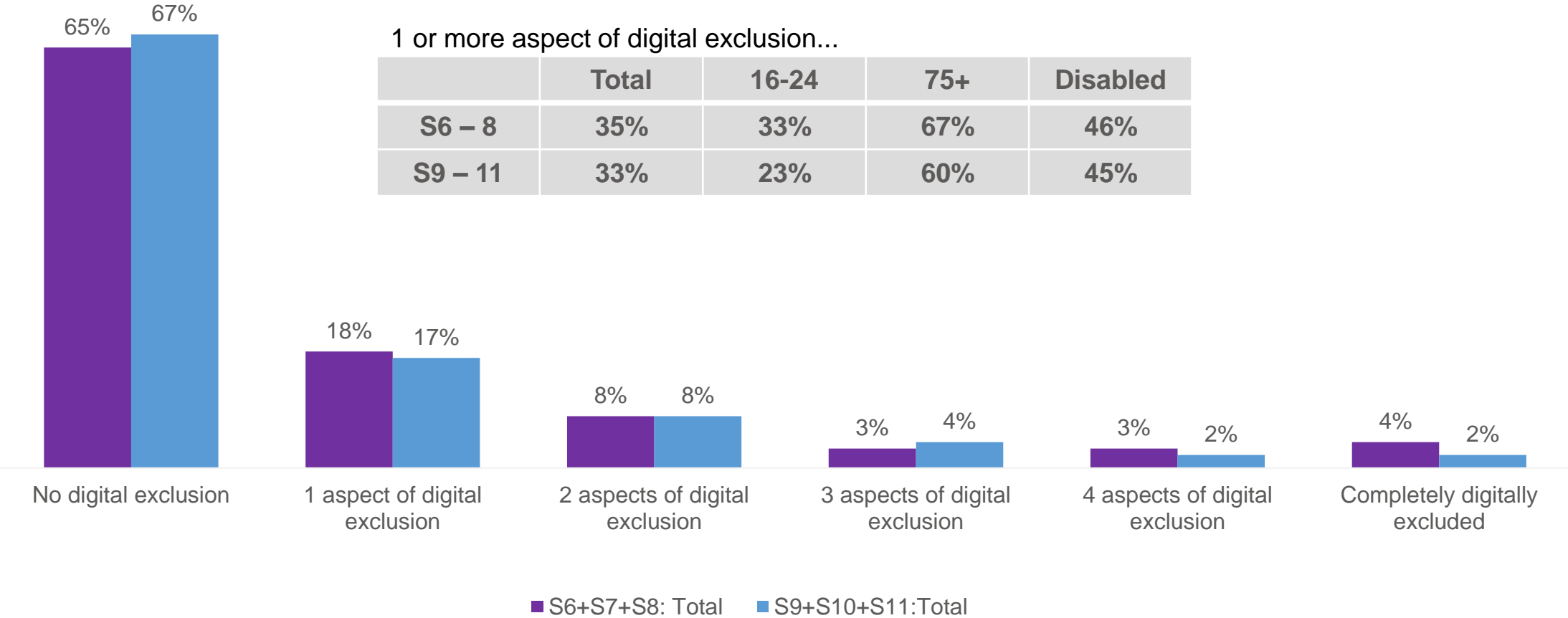
Number of aspects of digital exclusion experienced**



↑↓ Significantly higher/lower in previous survey

Longer term trends: It appears that the proportion of respondents experiencing multiple aspects of digital exclusion in their household has generally decreased. This is true across all priority audiences - younger respondents, disabled respondents and, in particular, older respondents.

Number of aspects of digital exclusion experienced
Spring/Summer 2023 vs. Autumn/Winter 2024

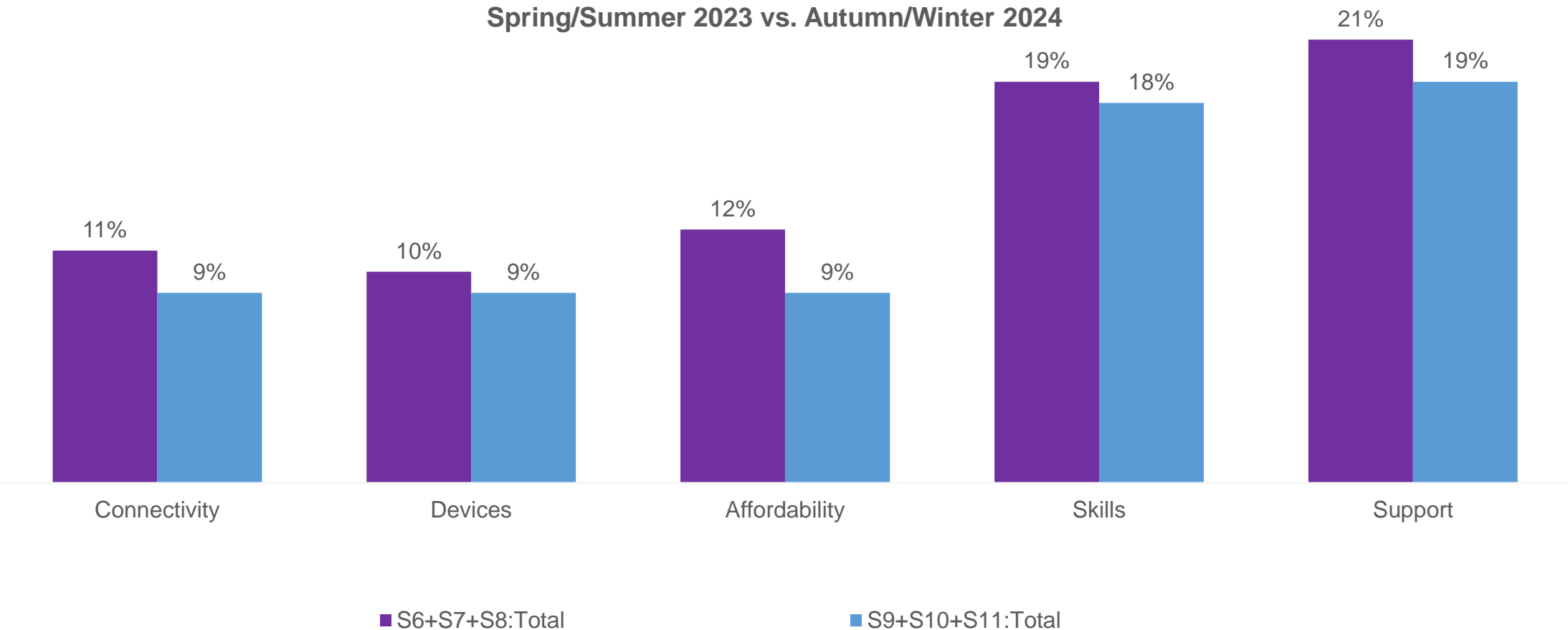


DI11. How often...? Unweighted base: 751, S6-8; 757, S9-11 (Telephone respondents) Prefer not to say not shown. Question in S6 onwards was asked as a grid, between “you” and “others in your household”. The data on this slide shows the percentages of households where there is someone (either you or others) 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

While there have been decreases in a number of areas affecting **respondents' abilities to get online**, none of these changes are significant.

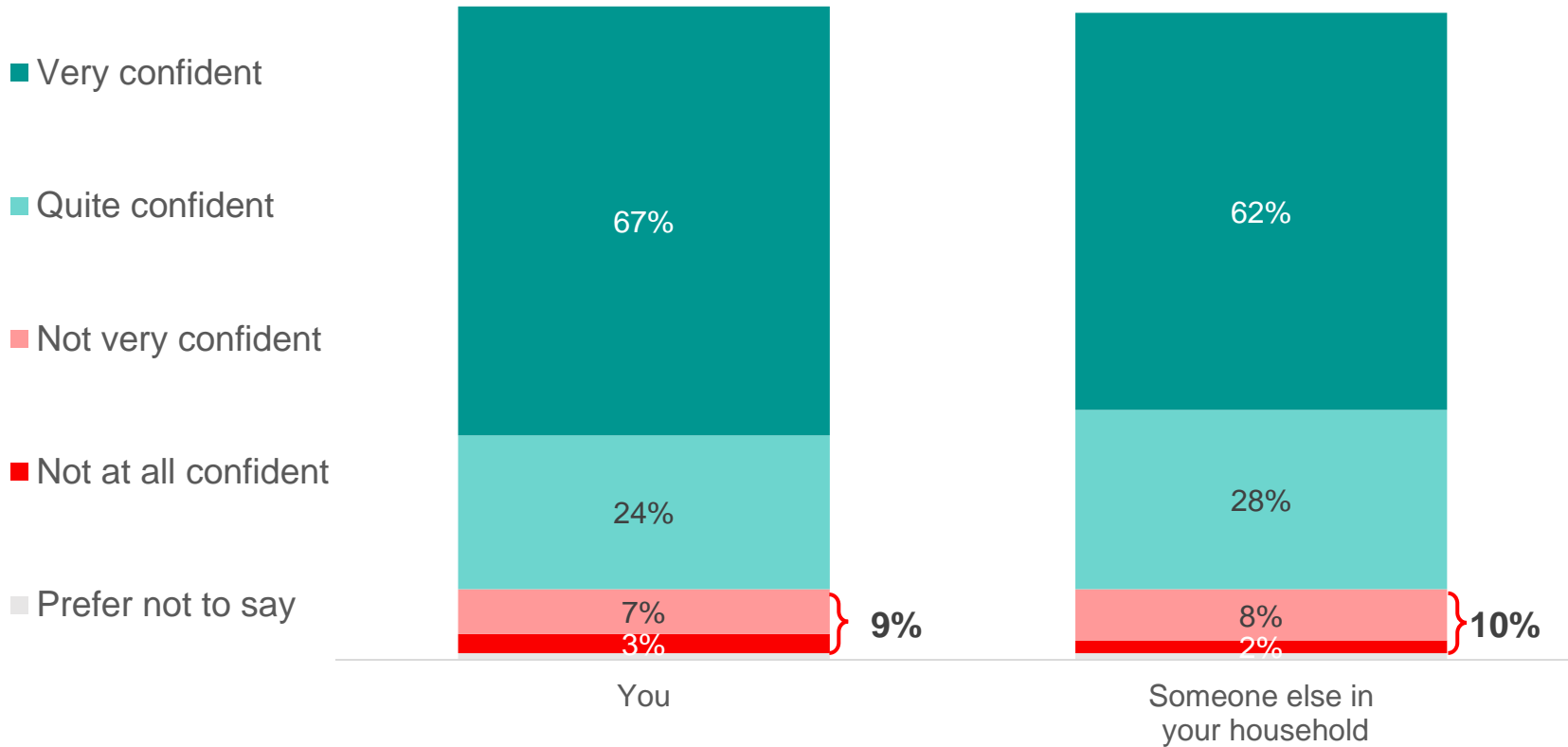
How often do you/do others in your household...? (Showing households without the access/skills to get online all/most of the time)

Spring/Summer 2023 vs. Autumn/Winter 2024



Around 1 in 10 respondents say they themselves or others in their household are **not confident using digital services online**. These levels are the same as when last reported on in November. Those aged over 75, in single person households, or who are disabled are more likely to say they are not confident in using digital services online.

How confident are you in using digital services online? (September – February 2024)



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

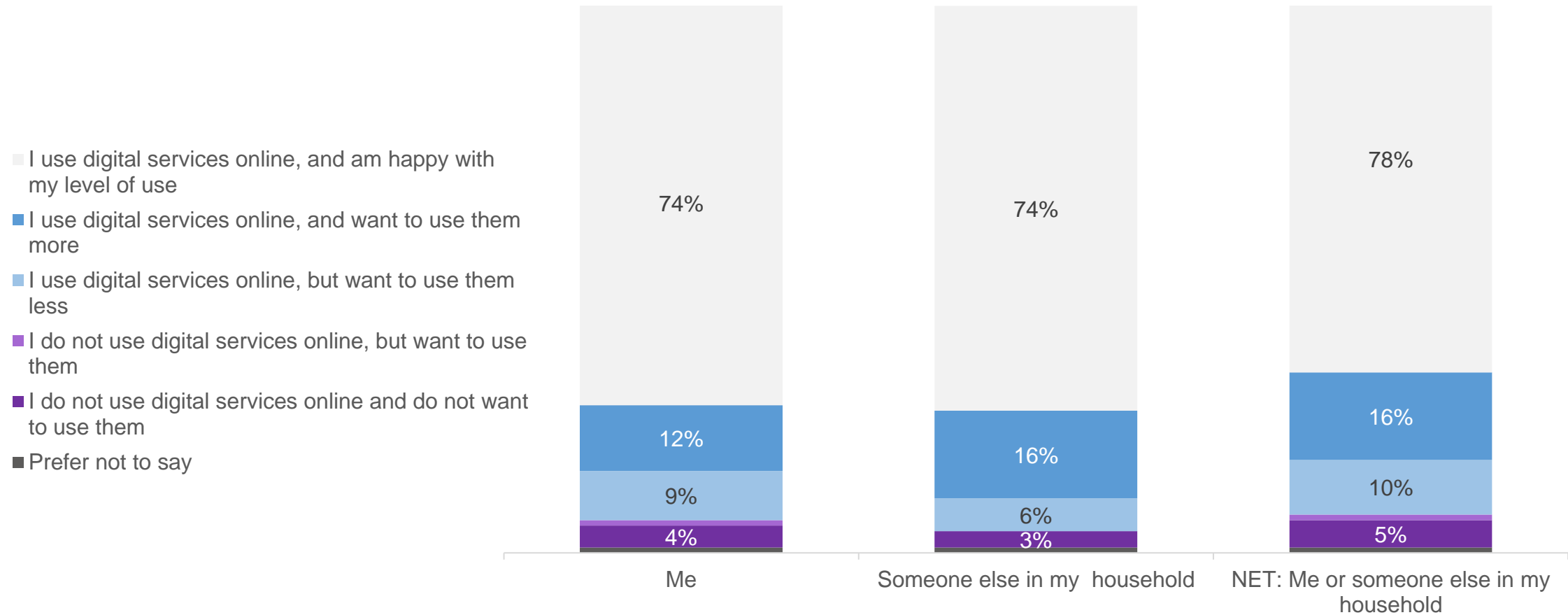
Demographics:

- Those aged 75+ (42%)
- Those aged 65+ and living alone (44%)
- Retired respondents (34%)
- Disabled respondents (26%), including those with a mobility disability (39%)

16% of all households have someone who is not confident in using digital services online

Around 1 in 6 (16%) 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, in line with previous waves.

Current and intended future use of digital services online (September – February 2024)



Local Authority summaries

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Trafford	<u>page 104</u>
Wigan	<u>page 105</u>

Bolton

Cost of living:

61% of Bolton respondents have had their cost of living increase over the last month, compared to the GM average (59%)

31% of Bolton respondents have had to borrow more money or use more credit in the last month, in line with the GM average (32%)

52% of Bolton respondents say that it is difficult to afford their energy costs, compared to the GM average (48%), and 44% say that it is difficult to afford their rent or mortgage, compared to the GM average (41%)

43% of Bolton respondents think that they will be able to save money in the next 12 months, compared to the GM average (45%)

26% of Bolton respondents say that they or someone in their household has lost weight in the last 12 months because there wasn't enough money for food, significantly higher than the GM average (19%)

19% of respondents in Bolton feel that they are likely to lose their job in the next 12 months, compared to the GM average (17%)*

Wellbeing:

13% of Bolton respondents are dissatisfied with their life, compared to the GM average (14%), 40% of Bolton respondents say that they felt highly anxious, the same as the GM average (40%). 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', compared to the GM average (16%)

4% of respondents do not agree that they are able to look after their own health, the same as the GM average (4%) while 11% do not agree that they know enough about their own health, significantly higher than the GM average (7%). 72% agree they can get the right help if they need it, in line with the GM average (73%) and 91% say that they are involved in decisions about their own health – in line with the GM average (90%)

Digital Inclusion:

30% of respondents in Bolton have, or live with someone who has experienced some form of digital inclusion, compared to the GM average (33%)

12% 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%)

Bury

Cost of Living:

57% of Bury respondents have had their cost of living increase over the last month, in line with the GM average (59%)

29% of Bury respondents have had to borrow more money or use more credit in the last month, compared to the GM average (32%)

43% of Bury respondents say that it is difficult to afford their energy costs, compared to the GM average (48%), and 40% say that it is difficult to afford their rent or mortgage, compared to the GM average (41%)

45% of Bury respondents think that they will be able to save money in the next 12 months, the same as the GM average (45%)

15% of Bury respondents say that they or someone in their household has lost weight in the last 12 months because there wasn't enough money for food, compared to the GM average (19%)

13% of respondents in Bury feel that they are likely to lose their job in the next 12 months, compared to the GM average (17%)*

Wellbeing:

13% of Bury respondents are dissatisfied with their life nowadays, in line with the GM average (14%). 37% of Bury respondents say that they felt anxious, compared to the GM average (40%). 11% of Bury respondents do not feel that things in their life are worthwhile, compared to the GM average (13%). 13% of Bury respondents report feeling 'not at all happy', compared to the GM average (16%).

3% of Bury respondents do not agree that they can look after their own health, compared to the GM average (4%), while 8% do not think that they know enough about their own health – in line with the GM average (7%). 73% of Bury respondents think they can get the right help if they need it, the same as the GM average (73%) and 93% say that they are involved in decisions about their own health, compared to the GM average (90%)

Digital Inclusion:

Around 1 in 5 (22%) of Bury respondents have, or live with someone who has experienced some form of digital exclusion, compared to the GM average (33%)

7% 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 (9%)

Manchester

Cost of Living:

58% of Manchester respondents have had their cost of living increase over the last month, compared to the GM average (59%)

35% of Manchester respondents have had to borrow more money or use more credit in the last month, in line with the GM average (32%)

49% of Manchester respondents say that it is difficult to afford their energy costs, compared to the GM average (48%), and 45% say that it is difficult to afford their rent or mortgage, compared to the GM average (41%)

48% of Manchester respondents think that they will be able to save money in the next 12 months, compared to the GM average (45%)

25% of Manchester respondents say that they or someone in their household has lost weight in the last 12 months because there wasn't enough money for food, significantly higher than the GM average (19%)

19% of Manchester respondents feel it is likely that they will lose their job in the next 12 months, compared to the GM average (17%)

Wellbeing:

14% of Manchester respondents are dissatisfied with their life nowadays, the same as the GM average (14%). 2 in 5 (41%) say that they felt anxious, compared to the GM average (40%). 12% of Manchester respondents do not feel that things in their life are worthwhile, compared to the GM average (14%). 16% of Manchester respondents report feeling 'not at all happy', the same as the GM average (16%)

4% of respondents in Manchester do not think that they can look after their own health, the same as 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 (7%). 73% of Manchester respondents think that they can get the right help if they need it, the same as the GM average (73%), with 88% of respondents saying that they are involved in decisions about themselves, compared to the GM average (90%)

Digital inclusion:

29% of households in Manchester have, or live with someone who has experienced some form of digital exclusion, compared to the GM average (33%)

11% 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%)

Oldham

Cost of Living:

65% of Oldham respondents have had their cost of living increase over the last month, significantly higher than the GM average (59%)

37% of Oldham respondents have had to borrow more money or use more credit in the last month, again significantly higher than the GM average (32%)

55% of Oldham respondents say that it is difficult to afford their energy costs, significantly higher than the GM average (48%), and 43% say that it is difficult to afford their rent or mortgage, compared to the GM average (41%)

40% of Oldham respondents think that they will be able to save money in the next 12 months, compared to the GM average (45%)

21% of Oldham respondents say that they or someone in their household has lost weight in the last 12 months because there wasn't enough money for food, compared to the GM average (19%)

16% of Oldham respondents feel it is likely that they will lose their job in the next 12 months, compared to the GM average (17%)*

Wellbeing:

14% of Oldham respondents are dissatisfied with their life nowadays, the same as the GM average (14%). 39% say that they felt highly anxious, compared to the GM average (40%). 13% of Oldham respondents do not feel that things in their life are worthwhile, the same as the GM average (13%). 17% of Oldham respondents report feeling 'not at all happy', compared to the GM average (16%)

3% of Oldham respondents say that they cannot look after their own health, compared to the GM average (4%), while 6% of Oldham respondents say that they do not know enough about their own health, compared to the GM average (6%). 73% of Oldham respondents say they can get the right help if they need it, the same as the GM average (73%), with 91% of Oldham respondents saying that they are involved in decisions about themselves, compared to the GM average (90%)

Digital inclusion:

40% of Oldham respondents have, or live with someone who has experienced some form of digital inclusion in their household, compared to the GM average (33%)

21% 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%)

Rochdale

Cost of Living:

63% of Rochdale respondents have had their cost of living increase over the last month, compared to the GM average (59%)

37% of Rochdale respondents have had to borrow more money or use more credit in the last month, significantly higher than the GM average (32%)

50% of Rochdale respondents say that it is difficult to afford their energy costs, compared to the GM average (48%), and 40% say that it is difficult to afford their rent or mortgage, compared to the GM average (41%)

43% of Rochdale respondents think that they will be able to save money in the next 12 months, compared to the GM average (45%)

25% of Rochdale respondents say that they or someone in their household lost weight in the last 12 months because there wasn't enough money for food, significantly higher than the GM average (19%)

22% of Rochdale respondents feel they are likely to lose their job in the next 12 months, compared to the GM average 17%

Wellbeing:

11% of Rochdale respondents are dissatisfied with their life nowadays, compared to the GM average (14%). 42% of Rochdale respondents say that they felt highly anxious, compared to the GM average (40%). 13% of Rochdale respondents do not feel that things in their life are worthwhile, the same as the GM average (13%). 13% of Rochdale respondents report feeling 'not at all happy', compared to 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 6% say that they do not know enough about their own health, compared to the GM average (7%). 75% of Rochdale respondents say that they can get the right help if they need it, compared to the GM average of 73%, and 89% of Rochdale respondents say that they are involved in decisions about themselves, compared to the GM average (91%)

Digital inclusion:

44% of respondents in Rochdale have, or live with someone who has experienced some form of digital exclusion, compared to the GM average (33%)

18% 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%)

Salford

Cost of Living:

62% of Salford respondents have had their cost of living increase over the last month, compared to the GM average (59%)

34% of Salford respondents have had to borrow more money or use more credit in the last month, compared to the GM average (32%)

48% of Salford respondents say that it is difficult to afford their energy costs, the same as the GM average (48%), and 42% say that it is difficult to afford their rent or mortgage, compared to the GM average (41%)

46% of Salford respondents think that they will be able to save money in the next 12 months, compared to the GM average (45%)

16% of Salford respondents say that they or someone in their household lost weight in the last 12 months, because there was not enough money for food, compared to the GM average (19%)

19% of Salford respondents feel it is likely that they will lose their job in the next 12 months, compared to the GM average (17%)

Wellbeing:

20% of respondents are dissatisfied with their life, significantly higher than the GM average (14%). 41% of Salford respondents say that they felt highly anxious, compared to the GM average (40%). 18% of Salford respondents do not feel that things in their life are worthwhile, significantly higher than the GM average (13%) and 23% 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, the same as the GM average (7%). 72% of Salford respondents agree they can get the right help if they need it, in line with the GM average (72%), and 90% of Salford respondents say that they are involved in decisions about themselves, the same as the GM average (91%)

Digital inclusion:

33% of respondents in Salford have, or live with someone who has experienced some form of digital exclusion, the same as the GM average (33%)

21% 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%)

Stockport

Cost of Living:

56% of Stockport respondents have had their cost of living increase over the last month, compared to the GM average (59%)

27% of Stockport respondents have had to borrow more money or use more credit in the last month, significantly lower than the GM average (32%)

42% of Stockport respondents say that it is difficult to afford their energy costs, significantly lower than the GM average (48%), and 436 say that it is difficult to afford their rent or mortgage, compared to the GM average (41%)

48% of Stockport respondents think that they will be able to save money in the next 12 months, compared to the GM average (45%)

13% of Stockport respondents say that they or someone else in their household has lost weight in the last 12 months because there was not enough money for food, significantly lower than the GM average (19%)

11% of Stockport respondents feel it is likely that they will lose their job in the next 12 months, significantly lower than the GM average (17%)*

Wellbeing:

12% of Stockport respondents are dissatisfied with their life nowadays, compared to the GM average (14%). 36% of Stockport respondents say that they felt anxious, compared to the GM average (40%). 11% of Stockport respondents do not feel that things in their life are worthwhile, versus the GM average (13%). 14% of Stockport respondents report feeling 'not at all happy', compared to the GM average (16%)

3% of respondents in Stockport say that they cannot look after their own health, in line with the GM average (4%), with 8% of respondents saying that they do not know about their health, compared to the GM average (7%). 71% of respondents in Stockport say that they can get the right help if they need it, compared to the GM average (73%), whilst 92% say that they are involved in decisions about themselves, compared to the GM average of 90%

Digital inclusion:

23% of respondents in Stockport have, or live with someone who has experienced some form of digital exclusion, compared to the GM average (33%)

11% 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%)

Tameside

Cost of Living:

61% of Tameside respondents have had their cost of living increase over the last month, in line with the GM average (59%)

36% of Tameside respondents have had to borrow more money or use more credit in the last month, compared to the GM average (32%)

Half (50%) of Tameside respondents say that it is difficult to afford their energy costs, compared to the GM average (48%), and 43% say that it is difficult to afford their rent or mortgage, compared to the GM average (41%)

39% of Tameside respondents think that they will be able to save money in the next 12 months, significantly lower than the GM average (45%)

18% of Tameside respondents say that they or someone in their household has lost weight in the last 12 months because there was not enough money for food, compared to the GM average (19%)

17% of Tameside respondents feel it is likely that they will lose their job in the next 12 months, the same as the GM average (17%)**

Wellbeing:

17% of Tameside respondents are dissatisfied with their life nowadays, compared to the GM average (14%). 38% of Tameside respondents say that they felt anxious, compared to the GM average (40%). 18% of Tameside respondents do not feel that things in their life are worthwhile, significantly higher than the GM average (13%) and 21% of Tameside respondents report feeling 'not at all happy', significantly lower than 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, the same as the GM average (7%). 71% of respondents in Tameside agree they can get the right help if they need it, compared to the GM average (73%), whilst 90% say that they are involved in decisions about themselves, compared to the GM average (90%)

Digital Inclusion:

38% of Tameside respondents have, or live with someone who has experienced some form of digital inclusion, compared to the GM average (33%)

17% 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%)

Trafford

Cost of Living:

- 56% of Trafford respondents have had their cost of living increase over the last month, compared to the GM average (59%)
- 25% of Trafford respondents have had to borrow more money or use more credit in the last month, significantly lower than the GM average (32%)
- 40% of Trafford respondents say that it is difficult to afford their energy costs, significantly lower than the GM average (48%), and 30% say that it is difficult to afford their rent or mortgage, again significantly lower than the GM average (41%)
- 48% of Trafford respondents think that they will be able to save money in the next 12 months, compared to the GM average (45%)
- 15% of Trafford respondents say that they or someone in their household has lost weight in the last 12 months because there was not enough money for food, compared to the GM average (19%)
- 17% of Trafford respondents feel it is likely that they will lose their job in the next 12 months the same as the GM average (17%)**

Wellbeing:

- 13% of Trafford respondents are dissatisfied with their life nowadays, versus the GM average (14%). 38% of Trafford respondents say that they felt anxious, compared to the GM average (40%). 11% of Trafford respondents do not feel that things in their life are worthwhile, versus the GM average (13%). 15% of Trafford respondents report feeling 'not at all happy', compared to the GM average (16%)
- 5% of respondents in Trafford say that they cannot look after their own health, compared to the GM average (4%), whilst 6% say that they do not know enough about their health compared to the GM average (7%). 74% of Trafford respondents say that they can get the right help if they need it, compared to the GM average (73%), and 93% say that they are involved in decisions about themselves, compared to the GM average (90%)

Digital inclusion:

- 30% of respondents in Trafford have, or live with someone who has experienced some form of digital exclusion, compared to the GM average (33%)
- 11% 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%)

*Using merged data from S5+8+11

Wigan

Cost of Living:

57% of Wigan respondents have had their cost of living increase over the last month, compared to the GM average (59%)

29% of Wigan respondents have had to borrow more money or use more credit in the last month, compared to the GM average (32%)

47% of Wigan respondents say that it is difficult to afford their energy costs, compared to the GM average (48%), and 35% say that it is difficult to afford their rent or mortgage, compared to the GM average (41%)

46% of Wigan respondents think that they will be able to save money in the next 12 months, compared to the GM average (45%)

12% of respondents in Wigan say that they or someone in their household has lost weight in the last 12 months because there wasn't enough money for food, significantly lower than the GM average (19%)

15% of Wigan respondents feel it is likely that they will lose their job in the next 12 months, compared to the GM average (17%)**

Wellbeing:

15% of Wigan respondents are dissatisfied with their life nowadays, compared to the GM average (14%). 45% of Wigan respondents say that they felt highly anxious, significantly higher than the GM average (40%). 14% of Wigan respondents do not feel that things in their life are worthwhile, versus the GM average (13%). 18% 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, the same as the GM average (4%), whilst 5% say that they do not know enough about their own health, compared to the GM average (7%). 73% of respondents say that they can get the right help if they need it, the same as the GM average (73%), and 90% of respondents in Wigan say that they are involved in decisions about themselves, the same as the GM average (90%)

Digital inclusion:

44% of respondents in Wigan have, or live with someone that has experienced some form of digital exclusion, compared to the GM average (33%)

27% of respondents in Wigan say that they, or someone they live with, are not confident in using digital services online, significantly higher than the GM average (16%)

Appendix

Sample information [page 107](#)

Key demographics [page 108](#)

Significance Testing and statistical difference [page 109](#)



Sample information

Survey	1	2	3	4	5	6	7	8	9	10	11
Fieldwork start	9 Feb 22	25 Mar 22	1 Sep 22	20 Oct 22	7 Dec 22	2 Mar 23	5 May 2023	26 June 23	4 Sept 23	13 Nov 23	29 Jan 24
Fieldwork end	25 Feb 22	11 April 22	24 Sep 22	3 Nov 22	21 Dec 22	14 Mar 23	22 May 23	10 July 23	18 Sept 23	29 Nov 23	13 Feb 24
Report publication	Mar 22	Apr 22	Sep 2022	Nov 2022	Jan 2023	Apr 2023	June 2023	July 2023	Sept 2023	Dec 2023	Mar 2024
Total respondents	1385	1467	1677	1636	1470	1767	1488	1612	1560	1546	1460
Web respondents	762 (55%)	794 (54%)	785 (47%)	791 (48%)	721 (49%)	765 (43%)	789 (53%)	766 (48%)	755 (48%)	754 (49%)	766 (52%)
Phone respondents	250 (18%)	250 (17%)	235 (14%)	270 (17%)	250 (17%)	250 (14%)	251 (17%)	250 (16%)	248 (16%)	250 (16%)	259 (18%)
River sampling	373 (27%)	423 (29%)	657 (39%)	575 (35%)	499 (33%)	752 (43%)	448 (30%)	596 (37%)	557 (36%)	542 (35%)	435 (30%)

Key demographics (before weighting applied)

Survey	1	2	3	4	5	6	7	8	9	10	11
Male	597	593	739	666	686	782	657	701	680	664	673
Female	761	843	906	970	784	964	831	877	852	840	766
16-24	113	96	123	170	111	114	133	146	123	139	150
25-44	413	421	455	503	440	483	487	457	412	460	405
45-64	484	538	525	565	570	644	506	624	607	506	489
65+	375	412	574	398	349	526	362	385	418	441	416
White	1201	1314	1503	1405	1297	1572	1278	1390	1358	1319	1253
Within racially minoritised communities	166	137	159	208	173	181	194	197	194	218	195

Significance Testing and statistical difference – technical note

- 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.
- The confidence interval is an estimate of the amount of uncertainty associated with a sample. A 95% confidence interval is where you can be 95% certain a difference is statistically significant.
- On this tracker, each wave's sample size has differed (see the previous slide for details on the size).
- At 95% confidence this means the size of the sample affects the percentage difference required for significant changes. The bigger the sample size, the smaller the difference required to be statistically different.
- The percentage difference required is also impacted by how many or few people are providing a given answer. For example, a percentage nearer to 10% or 90% provides greater certainty than a value of 50%, and therefore requires a smaller difference to be significant. As such, please remember that the difference required will be lower when dealing with percentages higher or lower than 50%.

Carried out on behalf of Greater
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