



**2018 HEREFORDSHIRE
QUALITY OF LIFE SURVEY RESULTS**

FOCUS ON:
SOCIAL CAPITAL & COHESION
(v 1.0)
M.Spinks



Contents

ACKNOWLEDGEMENTS 3

1. CONTEXT 4

1.1 BACKGROUND 4

1.2 AIM 4

2. METHODOLOGY 4

2.1 RANDOM SAMPLE POSTAL SURVEY 4

2.2 WEIGHTING 4

3. RESULTS 4

3.1 SOCIAL COHESION & DECISION-MAKING IN LOCAL AREA 4

3.1.1 SOCIAL COHESION 4

3.1.2 WHAT'S IMPORTANT AND NEEDS IMPROVING IN YOUR LOCAL AREA 7

3.1.3 LOCAL DECISION-MAKING 8

3.2 SOCIAL CAPITAL 10

3.2.1 VOLUNTEERING RATES 10

3.2.2 EFFECTS OF VOLUNTEERING 11

3.2.3 TYPE OF VOLUNTEERING 12

3.3 WELL-BEING 12

3.4 ABOUT THE HOUSEHOLD 13

4. APPENDIX A: OTHER TYPES OF VOLUNTEERING 15

GET IN TOUCH
DATA ORCHARD CIC
Lower House Business Park
Staunton-on-Wye
HR4 7LR
01432 800523
info@dataorchard.org.uk
www.dataorchard.org.uk



CONNECT WITH US
twitter.com/data_orchard
facebook.com/DataOrchard
linkedin.com/company/data-orchard-cic

Acknowledgements

Thanks to **National Lottery Awards4All** programme for contributing to the 'Better Data, Better Lives' project to run the Quality of life survey, and for funding this report.

1. CONTEXT

1.1 Background

This report presents an in-depth analysis of social capital from the 'quality of life' survey of Herefordshire residents undertaken in spring 2018. The survey is part of a project called 'Better data, better lives', It is unique, having been entirely driven and managed by the community and voluntary sector in Herefordshire. It will fill gaps where there is currently no recent data available for the county, so that hundreds of voluntary and community organisations can target their services and resources to the people and places most in need. Social capital is defined by the OECD as: “**networks together with shared norms, values and understandings that facilitate co-operation within or among groups**”. This report includes survey results on volunteering, community groups and social cohesion.

1.2 Aim

To provide evidence on social capital and cohesion for voluntary and community sector organisations.

2. METHODOLOGY

2.1 Random sample postal survey

The Quality of life survey was posted out to a random sample of 4,125 residential households in April 2018 to achieve a representative sample of Herefordshire's adult population. Any member of the household aged 16 years or over could respond anonymously and post the survey back in the Freepost envelope supplied. A reminder letter was sent after 3 weeks with a deadline of 6 weeks after the initial mailout. Postal returns were accepted up until 9 weeks after the mailout.

There were 644 responses, lower than the target but possibly a result of the partner organisations not being as well-known as Herefordshire Council, who ran the previous survey in 2012. It was also at the time that 'Cambridge Analytica' was in the news, which caused some anxiety about personal data as evidenced by some of the comments back from residents - despite this survey being anonymous.

2.2 Weighting

There was an over-representation of older respondents compared with the resident population, so the results were weighted to account for this and also size of the household. In other words, responses from younger respondents were given more weight to account for the lower number of responses from this age group. Larger households were weighted accordingly too. More detail can be found in a separate Technical report.

3. RESULTS

3.1 SOCIAL COHESION & DECISION-MAKING IN LOCAL AREA

(local area is defined as 'within about 15-20 minutes walking distance from your home')

3.1.1 Social cohesion

Question 5. To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?

Quality of life survey: Spotlight on social capital and cohesion

67% agreed that their local area is a place where people from different backgrounds get on well together, similar to the 2012 Quality of life survey (69%). This is much lower than the national level of 81% (Community Life survey, 2018-19). See the table below for further detail of Herefordshire's results. Analysis by ethnicity indicates that non-white respondents had higher levels of agreement to this question, but numbers are small. There were no significant differences found by where people live.

People from different backgrounds get on well together?	Count	%
Definitely agree	84	20%
Tend to agree	201	47%
Tend to disagree	100	24%
Definitely disagree	41	10%
Base	426	100%
Don't know	97	
Too few people in local area to tell	111	
Total responses	635	
No answer	9	

Question 6. In your local area, how much of a problem do you think there is with people not treating each other with respect, dignity and consideration?

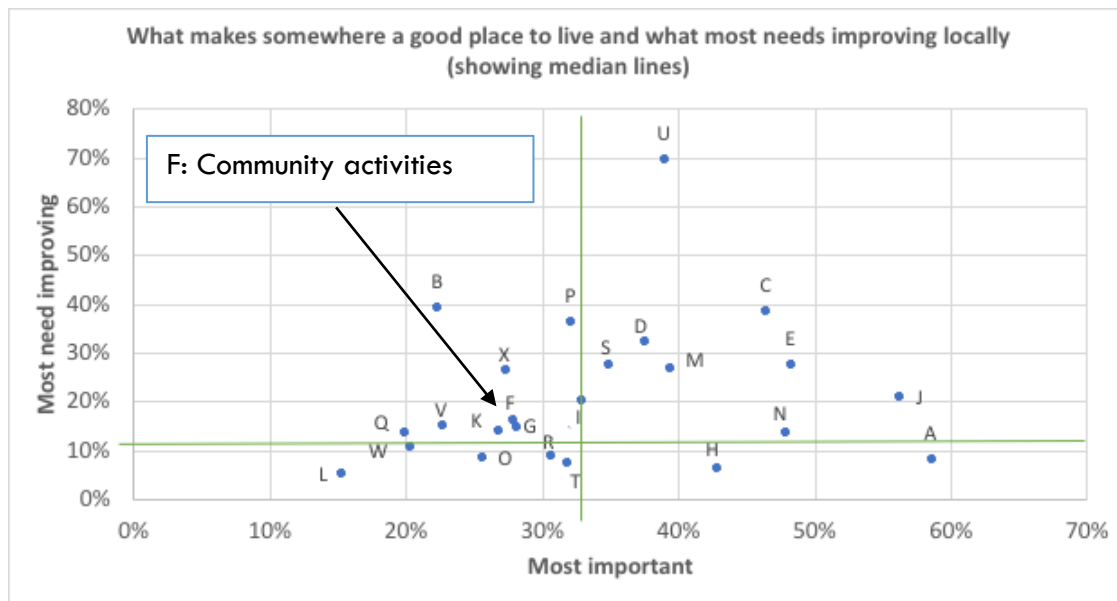
87% thought that there isn't a problem with people not treating each other with respect, dignity and consideration in their local area compared with 80% in 2012. See the table below. There were no significant differences found by where people live.

People not treating each other with respect, dignity and consideration?	Count	%
A very big problem	11	2%
A fairly big problem	65	11%
Not a very big problem	267	47%
Not a problem at all	225	40%
Base	567	100%
Don't know	68	
Total responses	635	
No answer	9	

3.1.2 What's important and needs improving in your local area

Question 7A. Thinking generally, which of the things below would you say are most important in making somewhere a good place to live? AND B. Thinking about your local area, which of the things below, if any, do you think most need improving?

Thinking about their local area, 28% of respondents felt that Community activities were the most important in making somewhere a good place to live (ranked 16th compared to 17th in 2012) and 17% said it most needed improvement. Please see the following chart and table for more detail.



Access to nature/green spaces	A	Job prospects	M
Activities for teenagers	B	Level of crime	N
Affordable decent housing	C	Level of pollution	O
Broadband and mobile phone connectivity	D	Level of traffic congestion	P
Clean and litter free	E	Locally available support services	Q
Community activities	F	Parks and open spaces	R
Cultural facilities	G	Public transport	S
Education provision	H	Refuse collection and disposal	T
Facilities for young children	I	Road and pavement repairs	U
Health services	J	Shopping facilities	V
Help for disabled people	K	Sports and leisure facilities	W
Historic places, areas or buildings	L	Wage levels and the cost of living	X

3.1.3 Local decision-making

Question 8. Please think about any group(s) to which you belong, which make decisions that affect your local area. Please exclude anything that was a requirement of your job. In the past 12 months have you.... (please tick one box only per row)

20% of respondents said they had been involved with local decision-making in the last year - either as a local councillor **and/or** a member of one or more groups making decisions locally. The table below shows the detail of each type of decision-making.

In the past 12 months have you been a....	Count		%*	
	Yes	No	Yes	No
local councillor (for the local authority, town or parish)	25	509	5%	95%
a member of a group making decisions on local health or education services	36	496	7%	93%
a member of a decision-making group set up to regenerate the local area	33	493	6%	94%
a member of a decision-making group set up to tackle local crime problems	10	510	2%	98%
a member of a tenants' group decision-making committee	9	512	2%	98%
a member of a group making decisions on local services for young people	20	504	4%	96%
a member of another group making decisions on services in the local community	63	476	12%	88%
Yes to any one or more of the above questions	111		20%	
Base	562			

*Base = row total **Note:** one person could tick more than one category/have multiple roles

Question 9: Do you agree or disagree that you can influence decisions affecting your local area?

74% disagree that they can influence decisions affecting your local area compared with 26% who agree. These are the same as the rates found in 2012's Quality of life survey. Nationally, the rate is 25% (Community Life survey, 2018-19). See the table below for more detail. There were no significant differences found by where people live.

Influence decisions affecting your local area?	Count	%
Definitely agree	25	5%
Tend to agree	100	21%
Tend to disagree	171	36%
Definitely disagree	183	38%
Base	478	100%
Don't know	138	
No answer	28	

Question 10: Generally speaking, would you like to be more involved in the decisions that affect your local area?

20% said they would like to be more involved in the decisions that affect their local area; 12% said they would not and 68% said 'it depends on the issue'. These are similar to the 2012 Quality of life survey results (22% yes; 14% no; and 64% it depends). There were no significant differences found by where people live.

Like to be more involved with decisions affecting your local area?	Count	%
--	-------	---

Quality of life survey: Spotlight on social capital and cohesion

Yes	102	20%
No	60	12%
Depends on the issue	350	68%
Base	512	
Don't know	106	
No answer	26	

3.2 SOCIAL CAPITAL

3.2.1 Volunteering rates

Q19. Overall, about how often over the last 12 months have you given unpaid help to any group(s), club(s) or organisation(s)? Please only include work that is unpaid and not for your family. [tick one box only]

Overall volunteering rates remain similar to 2012 levels but are still much higher than national rates.

- **32% volunteered regularly at least once a month** i.e. gave unpaid help to a group, club or organisation. (This compares with 14% in the UK in 2014-15¹).
- 20% volunteered at least once a week. (This compares with 10% in the UK in 2014-15¹).
- Overall 45% volunteered at least once over the last year (compared with 21% nationally). A further 16 per cent gave help as an individual.

Analysis by where people live, showed an indication that respondents living in more rural areas (village and hamlets) had higher rates of volunteering than those who live in Hereford or the market towns. There were no differences found in volunteering rates by age or disability.

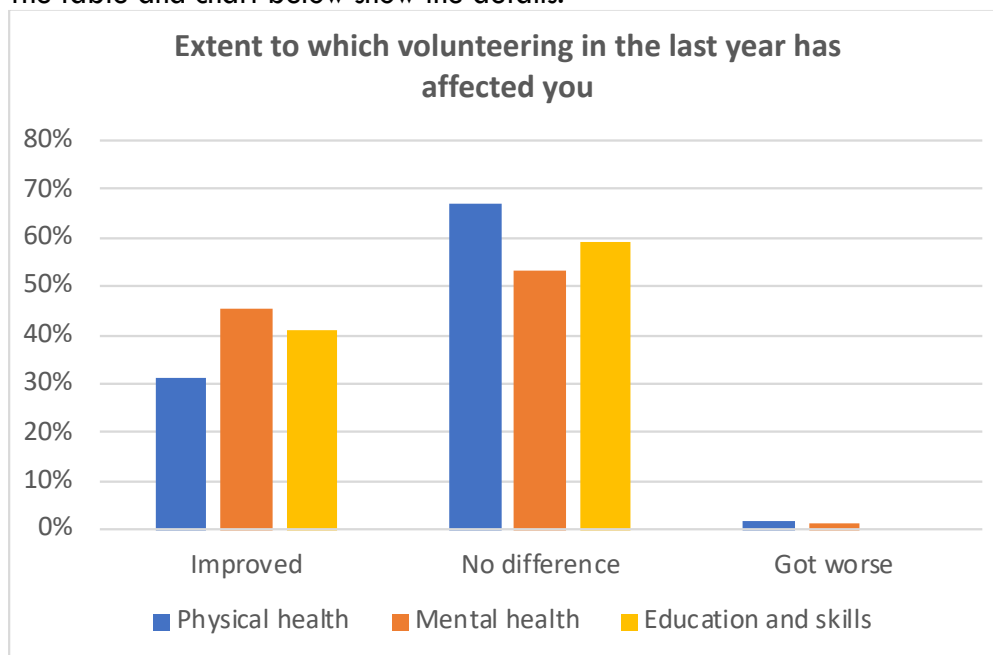
¹ National well-being measures, ONS, September 2018 release

3.2.2 Effects of volunteering

Q20. If you have volunteered in the past 12 months, to what extent has it affected you?

- 67% of respondents to this question said there was no difference to their physical health from volunteering and 31% said it had improved.
- 54% of respondents said that volunteering made no difference to their mental health but 45% said it had improved.
- 59% of respondents to this question said that volunteering had made no difference to their education and skills but 41% said it had improved their education and skills.

The table and chart below show the details.

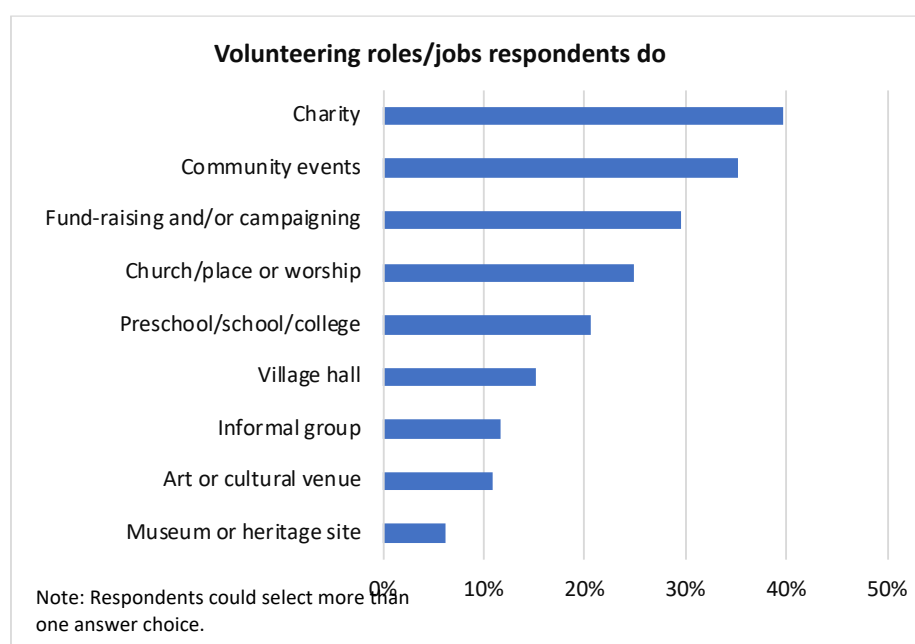


Effect of volunteering	Improved	No difference	Got worse	Count
Physical health	31%	67%	2%	271
Mental health	45%	54%	1%	273
Education and skills	41%	59%	0%	256

3.2.3 Type of volunteering

Q21. Please describe what type of volunteering you do (tick all that apply)

277 people described the type of volunteering they do. The most common types of volunteering are for charity, community events and fund-raising and/or campaigning. 11% volunteer for an art or cultural venue, 35% for community events, 25% for a church/place of worship, 6% for a museum or heritage site. There were 143 comments giving further details about the type of volunteering they do - these can be found in Appendix A.



	Count	%
Art or cultural venue	30	11%
Charity	110	40%
Community events	98	35%
Fund-raising and/or campaigning	82	30%
Informal group	32	12%
Village hall	42	15%
Church/place or worship	69	25%
Preschool/school/college	57	21%
Museum or heritage site	17	6%

Base= 277 responses to this question

There were no differences found by geography in relation to any particular type of volunteering - however the numbers were very small in each category.

3.3 WELL-BEING

Levels of contact with family, friends or neighbours and loneliness remain level with 2012 and national rates.

- 60% of respondents were in **contact with family, friends or neighbours** most days; 34% at least weekly but 6% were only in contact once a month or less. This did not vary with age.

- 26% of respondents **felt lonely** some of the time during the past week.
8% felt lonely most or all of the time.

Self-reported measures of how people are feeling give an indication of personal well-being. Here we present the results of measures at either end of the answer scale ranging from zero (not at all) to ten (completely).

10% of respondents gave low **life satisfaction** scores compared to 5% cent in the UK. 31% gave very high **life satisfaction** scores, similar to the UK. On average life satisfaction in the county is similar to nationally.

13% of respondents gave low ratings of **how worthwhile they feel their life is**, considerably above the UK rate of 4%; and 21% gave high ratings, much lower than the UK rate of 35%. Overall this indicates lower levels of how worthwhile people in Herefordshire feel their life is compared to national levels.

9% of respondents gave low **happiness** scores, similar to the UK (8% in 2017). 40% of respondents gave very high happiness scores, compared to the UK rate of 35%. Overall this indicates slightly higher levels of happiness in the county compared to nationally.

4% of respondents had very high **anxiety levels**. 22% had some anxiety and 51% had very low anxiety scores. On average levels of anxiety in Herefordshire are similar to UK levels.

3.4 ABOUT THE HOUSEHOLD

644 residents of Herefordshire returned the questionnaire. There was an over-representation of older respondents compared with the resident population, and results were weighted to account for this.

59% of respondents lived in a two or three-person household; 34% live alone and 28% lived in a household with children aged 17 years old or under. The majority of respondents were either retired or working full time, followed by those working part-time, looking after the home or family or were self-employed. Half of those working worked set hours with little or no flexibility and a third worked flexibly where they generally set their own hours.

For those that work or used to work, the majority felt that **education at school or college** was useful to them in getting a job or running a business compared to other aspects.

52% of the respondents were happy with the amount of time they spent working, whereas 44% wanted to work less.

In terms of managing everyday costs, 63% never have to choose between paying mortgage/rental costs, energy costs, transport cost, food and clothing costs. However, 16% did have to choose about once a year, 15% did so monthly and 5% had to choose between these costs weekly or daily.

The majority (56%) of respondents felt their health was **good**, a quarter thought it was **fair** and 20% reported their health to be **bad**. 38% of respondents said they have a long-standing illness, disability or infirmity compared with 26% in 2012.

(Please note that these are calculated from the weighted data).

Other demographic information about the respondents:

Quality of life survey: Spotlight on social capital and cohesion

- 90% identified as white British (compared with 94% at the 2011 Census)
- For nationality, 61% identified as English and 24% as British (compared with 72% as English and 21% as British in 2012).
- 94% identified as heterosexual or straight.
- 60% identified as Christian and 28% had no religion/belief (compared with 68% as Christian and 23% as no religion/belief in 2012).

4. APPENDIX A: Other types of volunteering

Q21. Other/ detail of your volunteering if you can:
Active in local community events
Advice and help
Advice given at rabbit shows esp. agricultural shows in the area where I run the rabbit council stand
As above
Assist in Good Neighbourhood scheme
Baby-sitting for grandchildren. Picking up from school and looking after them until parents arrive.
Back up admin from home re. publicity. Serving/washing up tea cups
Carer for parents full time
Chairman and coach at local football team for 4 - 18 years olds and adults.
Charity collections, director of local charity. Pre-school, teach children at church, Macmillan coffee morning at my business....
Children's club at church every Friday. Sunday school group on Sunday mornings.
Church warden. Secretary to Heart of Oak society
Churchwarden and help at my child's school funding
Community litter picking & club events
Community transport
Community Wheels
Community Wheels driver
Conservation work with AONB
Deliver local newsletter
Foot path walking.
For Scanning
Fund raising and committee work in village.
General assistance around village in helping others using equipment that we have
Gingerbread single parents group but due to costs of a place to hold it, had to fold
Given advice/support to local Young Farmers Club
Grass cutting in village
Head a walking for health group locally.
Help a housebound lady with letter writing etc., drive a partially blind lady to different events by car
Help at a toddler group
Help for Heroes county coordinator Herefordshire.
Help in Salvation Army at jumble sale a fundraising.
Help on reception at my children's school and doing 'work days' volunteering in the school grounds. Also am involved fund raising at the school.
Help our lady's junior school. School trips. Fun fest holy communion course at our lady's church.
Helpful to elderly regularly
Helping a number of local/county wide/national organisations when requested and required.
Helping the odd, individual
Helping two elderly people to get to shops

Quality of life survey: Spotlight on social capital and cohesion

Q21. Other/ detail of your volunteering if you can:
Homeless breakfast supervisor
HQ at air training cadets
I am a volunteer librarian at St. Michaels's Hospice.
I am an Extend teacher volunteer once a month
I am involved in a national group which is undertaking a specific historical research project in this county.
I am on the committee of a dog training club
I do not agree with volunteering. Every second of work should be paid! That's why money were invented for!
I pick up litter
I read for the talking newspaper for the blind
I run an art group for the village, organise outings to galleries and arrange workshops and exhibitions.
I volunteer as a room steward at a National Trust property (once a week) I serve on the committee of a local floral art group. Served as a school governor up to a few years ago
If there is help needed for community and I have time, I try to help and rope other people in.
Includes gardening, garden tours and litter picking
It takes me all my time and energy to look after myself. I try to be as independent as possible.
Litter picking
Litter picking
Live in an active village which runs weekly coffee shops which I help at. On committee of 2 villages WI's who fund raise for villages or charities
Local newsletter edit and distribution
Local person in need of slight assistance
MS therapy centre
National Trust, local farmer
Newly formed village community ass. Just been agreed.
None.
Panto
Parish council
Parish council/woodland conservation
Park Run volunteer
Pets as therapy, visits to Hospice and Nursing homes with dog
Poppy Appeal
Primary school - reading helper
PTFA for local primary school
Race for life - Telford
RBL, Local History Society, League of Friends
Reception work at community centre
Respondent written "N/A"
Riding for the disabled.
Skating
School governor and secretary of local scout group

Quality of life survey: Spotlight on social capital and cohesion

Q21. Other/ detail of your volunteering if you can:
Secretary of local football club for young boys and girls
Secretary of two organisations; village hall committee and royal British legion branch.
See above
See answer 18
Shopping & company for a couple of elderly neighbours
Sit in local museum and help many elderly people near by . Feed cats when owner away, just being part of the community.
Snodhill Castle Preservation Trust
Sports club - Cricket coaching
Sports club committee
SSAFA case worker
Stewarding at art exhibitions, displaying work etc
Support/volunteer at local rugby club for the junior section cooking.
Tea party for elderly ladies
Treasurer & director at local panto society. Running half marathon for local hospice.
Treasurer of netball club
U3A (stopped RVS).
UBA and friends/neighbours and family
Unpaid family carer
Used to volunteer before caring
Village hall committee, coffee mornings, oil group organising, seed swap organising
Visiting housebound and care homes. Supporting a member of charity activities
Was working at St. M hospice, starting to work with Compassionate communities.
WI