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# ***Survey of Leicester***

Lead director: Miranda Cannon, Director of Delivery,  
Communications, and Political Governance

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## Useful information

- Ward(s) affected: All
- Report author: Matt Curtis
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- Report version number plus Code No from Report Tracking Database:

### 1. Purpose of report

- 1.1 To provide the Overview Select Committee with the details of, and some initial insights from, the recent Survey of Leicester.
- 1.2 To introduce the survey, its scope, and how data from the survey could be used to inform work across the organisation.

### 2. Summary

- 2.1 The Survey of Leicester took place in the Autumn of 2021 with the aims of:
  - Better understanding the lives of Leicester’s residents, their households, and communities, with special interest in how they interact with the internet, media and the council.
  - Beginning to understand how covid has impacted on the lives of Leicester residents.
- 2.2 The survey was conducted in-house by a team drawn from across Leicester City Council. The survey used two methods of data collection: an online questionnaire, and a fieldwork questionnaire undertaken at the doorstep using paper copies and tablet computers.
- 2.3 Questions were derived from a range of sources. Most were adapted from questions in other household surveys including the Census 2021, the Scottish Household Survey, and the Leicester Health and Wellbeing Survey 2018. Others were written for this survey, focussing on topics for which there is currently a lack of local data, particularly household finances, digital literacy, and how residents interact with the council and the media. Many of the survey questions were adapted to focus on households rather than individuals, so are not directly comparable with other local or national surveys.
- 2.4 In total, 3,272 responses were collected from Leicester adults. 60% were submitted online, and 40% completed offline. After applying a simple, age-based balance weighting, the sample was reasonably representative of Leicester’s population by several characteristics: ethnicity, housing tenure, deprivation, and broad area of the city.
- 2.5 Like any survey, the Survey of Leicester is subject to biases in selection and response. These biases are increased by the non-random data collection and use of existing LCC communications channels to recruit participants.

- 2.6 Used critically, with an appreciation of the survey's biases, the survey is a valuable strategic intelligence tool and contributes to the council and its partners' understanding of the city. As well as broad insights about the city overall, the survey allows comparison between subgroups such as ethnicity, age, and housing tenure. Survey insights can be used as evidence to support bids and strategic needs assessment, identify inequalities, and plan services.
- 2.7 Insights from the survey are intended to be used to support Leicester City Council projects and activities. Survey results will also be disseminated more widely in the coming months. To allow Leicester residents to explore the results, a headline report will be published, and data tables will be made available on Leicester's Open Data Platform.

### **3. Recommendations**

- 3.1 To note the completion the Survey of Leicester.
- 3.2 To consider how survey data could inform the work of Leicester's scrutiny commissions.

### **4. Financial, legal and other implications**

#### 4.1 Financial implications

There are no direct financial implications arising from this report.  
*Martin Judson, Head of Finance*

#### 4.2 Legal implications

There are no direct legal implications arising.  
*Kamal Adatia, City Barrister and Head of Standards*

#### 4.3 Climate Change and Carbon Reduction implications

There are no climate emergency implications associated directly with this report. However, the survey findings may be useful in further developing the council's response to the emergency.

Duncan Bell, Climate Change Manager, Sustainability Team. Ext. 37 2249

#### 4.4 Equalities Implications

Under the Equality Act 2010, public authorities have a Public Sector Equality Duty (PSED) which means that, in carrying out their functions, they have a duty to pay due regard to the need to eliminate unlawful discrimination, harassment and victimisation, to advance equality of opportunity between people who share a protected characteristic and those who don't and to foster good relations between people who share a protected characteristic and those who don't.

Protected Characteristics under the Equality Act 2010 are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation.

This report presents insights into the findings of the Survey of Leicester 2021. The survey aims are to glean a better understanding about the lives of Leicester's residents, their households, and communities and gathered evidence from a wide range of sources and covers a range of different topics.

A key reason for requiring data on a range of topics is to be able to fulfil the public sector equality duty. For example, survey data can assist public authorities in carrying out EIAs when they assess and review policies and practices.

Along with more established surveys such as the national census it can provide information that the council needs in order to develop policies and to plan, fund and run our public services.

The council can use data to improve the lives of people in the city and help shape various public services. Having accurate up to date information about the characteristics, attitudes and behaviour of people living in Leicester can help to better understand and tackle inequalities.

Other information gathered can help the council to identify areas of deprivation, enabling them to better target services.

However, it is recognised that there are a number of barriers and challenges which can potentially limit or hinder participation in surveys of any kind. These include lack of awareness, lack of understanding, privacy concerns, language, mistrust in/lack of engagement with officialdom, impairments such as physical or learning disabilities, and known limitations around the 'reachability' of communities and groups. Some relate specifically to digital participation, such as digital access or connectivity issues, lack of digital skills or confidence, data security concerns and mistrust of digital systems.

Equalities Officer, Surinder Singh, Ext 37 4148

4.5 Other Implications (You will need to have considered other implications in preparing this report. Please indicate which ones apply?)

## **7. Background information and other papers:**

N/A

## 8. Summary of appendices:

Two documents are appended to this item:

- Appendix A – Survey of Leicester Scrutiny briefing slides
- Appendix B – Survey of Leicester questions list

## 9. Is this a private report (If so, please indicated the reasons and state why it is not in the public interest to be dealt with publicly)?

No

## 10. Is this a “key decision”?

No

## 11. If a key decision please explain reason

**In determining whether it is a key decision you will need consider if it is likely:**

- to result in the Council incurring expenditure which is, or the making of savings which are, significant having regard to the Council’s budget for the service or function to which the decision relates.
- to be significant in terms of its effects on communities living or working *in two or more wards in the City*.

Expenditure or savings will be regarded as significant if:

- (a) In the case of additional recurrent revenue expenditure, it is not included in the approved revenue budget, and would cost in excess of £0.5m p.a.;
- (b) In the case of reductions in recurrent revenue expenditure, the provision is not included in the approved revenue budget, and savings of over £0.5m p.a. would be achieved;
- (c) In the case of one off or capital expenditure, spending of over £1m is to be committed on a scheme that has not been specifically authorised by Council.

In deciding whether a decision is significant you need to take into account:

- Whether the decision may incur a significant social, economic or environmental risk.
- The likely extent of the impact of the decision both within and outside of the City.
- The extent to which the decision is likely to result in substantial public interest
- The existence of significant communities of interest that cannot be defined spatially.