

# Index Insights

## Neighbourhood Facilities & Amenities



### Resident Voice Index™ initiative

[The Resident Voice Index™](#) is a long-term project that gathers anonymised survey responses from people living in social housing in the UK. These short surveys are designed to provide policy makers and housing providers with information they can use to improve neighbourhoods and communities.

### Neighbourhoods & Communities survey

In this five-minute survey that 3,875 self-selected UK social housing residents completed, we explored the availability and importance of local facilities and amenities within neighbourhoods along with perceptions of community belonging, caring and safety. The questions were designed to deliver insights into how neighbourhoods could be adapted to improve these perceptions.

### Cornerstones: Independence, Transparency, Brevity, Anonymity

We are not paid by anyone to perform these surveys and the results are published for free in a transparent fashion for anyone who may benefit from using them.

The surveys are kept unintrusive and short by focusing on the chosen topics only and we guarantee results will not be traceable back to individual respondents.

# Neighbourhood Facilities & Amenities

A 'neighbourhood', for the purpose of the Resident Voice Index™ initiative, is defined as a physical space and the identity of a place. A 'community' refers to the people who live in the neighbourhood and how they connect. The delivery of safe, secure, and stable housing is central to the creation of thriving neighbourhoods and communities, where individuals have a foundation from which to look outwards and strengthen social ties.

The section of the survey that focused on neighbourhoods and communities investigated the provision and importance of certain amenities and facilities within a 15-minute journey of respondents' homes. This included options for working, caring, learning, enjoying and living; green spaces, GP surgeries and schools, for example. These questions took influence from and adapted the contemporary urban planning approach for people-centric communities, the '[15-Minute City](#)'.

Analysis of the responses from the Resident Voice Index™ Neighbourhoods & Communities survey indicated that generally, neighbourhoods in the UK are well provided for, with access to facilities and amenities mostly matching the importance that residents across the UK gave to them. There was only one circumstance in which this was notably different; 'access to healthy and affordable food', which ranked third for importance but only ranked seventh for prevalence. Youth centres and community centres also ranked low in provision.

## Illustrated Insights

# 3,875

Self-selected UK social housing residents responded to questions on their neighbourhoods and communities

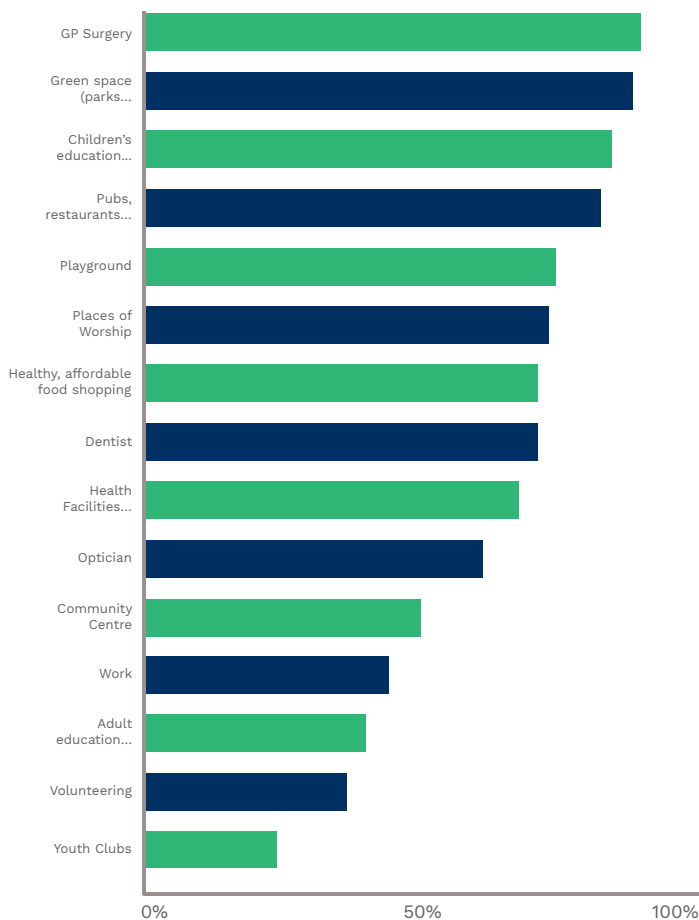


We explored the importance of:

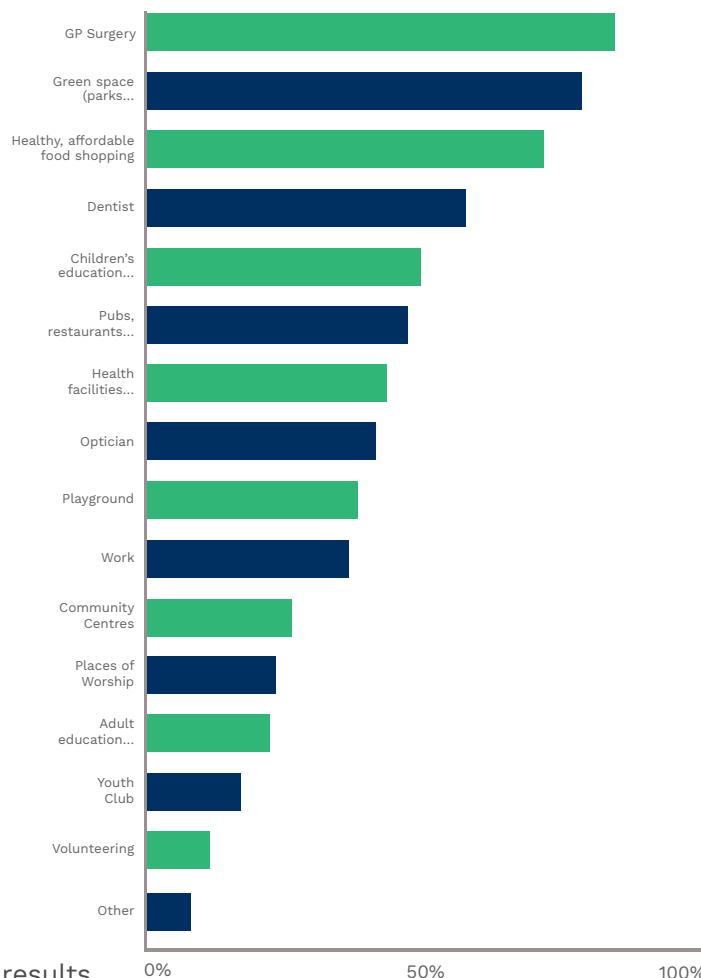


Local Facilities and Amenities  
Community Belonging  
Caring and Safety

Ranked Availability of Facilities



Ranked Importance of Facilities



Across the UK there was no notable difference in the results when analysed by region, however when stratified by age, younger respondents (under 35s) rated facilities with higher importance than older generations but they were also marginally less well provisioned for.

# The most important facilities and services for social housing residents relate to health and wellbeing



**90%**

live within 15 minutes of a GP Surgery



**89%**

live within 15 minutes of green space

These two were also rated the most important amenities to have within easy reach



**Healthy, affordable food**

Ranked 3rd most important but 7th most prevalent



Younger respondents (under 35s) rated facilities with higher importance than older generations and were marginally less well provisioned

## Applying the insights

Future investment strategies for policy makers, local authorities and housing providers could look to prioritise providing for those who don't currently have the top-ranking amenities and facilities within a 15-minute journey of their home.

With younger people's results showing that they place a higher importance on facilities but generally have less access to them, future development should seek to engage younger citizens and residents from the conception of projects, including their vision for future communities.

When asked to input free-text answers, the provision of community centres and spaces featured highly. [Evidence has shown](#) that neighbourhoods that lack places to meet up affordably, have higher levels of child poverty, unemployment, and worse physical and mental health.

Against the backdrop of increasing attendance at [food banks](#) and over [1 million people](#) in the UK estimated to live in 'food deserts', the evidence from this survey supports that there is work to be done across organisations to identify where these gaps in provision occur to prevent the ill-effects of poor diet.

## Last word

The Resident Voice Index™ Neighbourhoods & Communities survey has shown that communities across the UK are well provisioned with the facilities named and also that the importance put on those facilities by residents is generally complementary.

However, across the results, the low rates of feelings of belonging, caring about being involved, and feelings of safety reveal that the 'stuff' that a neighbourhood has isn't a true marker of its community and interventions in communities should carefully consider the impact that a service or amenity will have in fostering community connections.

## What else matters to residents?



Libraries | Hospitals | Shops  
Public Transport | Post Offices



**There is work to be done to identify 'food deserts' to prevent the ill-effects of poor diet**

*"Community spaces are also important so that we could get to know each other better and think about ways to improve life for residents in general."*

**Survey respondent**

**Interventions should carefully consider the impact that a service or amenity will have in fostering community connections**



