

Cost of living survey

Autumn & Winter 2023

About Healthwatch Salford

Healthwatch Salford is your health and social care champion. Whether you've had a good or bad experience, we can use your feedback to improve services for everyone and we have the power to make NHS leaders and other care providers listen to what you have to say. We're completely independent and impartial and anything you say is confidential. We also offer information and advice to help you to get the support you need. Our service is free, simple to use and can make a real difference to people in Salford and beyond.

About this project

As the cost of living crisis challenges our basic human needs, rising costs mean many of us are having to adapt our spending to keep on top of expenses.

Some people are having to make tough decisions, cutting back on what they're spending on food, heating and their health to pay their bills.

This survey is the second in an ongoing project around the cost of living and asks you a few questions about how the cost of living may be affecting you both physically and mentally.

If you took part in the same survey during Spring 2023, please feel free to complete this one as well, and let us know if your situation has changed.

The information you give us is confidential and anonymised before we share it. Your personal information is never included in our survey reports.

To learn more about this project, please visit: www.healthwatchsalford.co.uk/HWSCOL or call us in the office on: 0161 960 0316.

Survey closes: 29th February 2024



Call to give your answers on:

0161 960 0316



Complete the survey online:

www.smartsurvey.co.uk/s/HWSCOL2



Scan this QR code with your smart phone



When you have completed this survey, please **post for free** to:

Freepost RTXT-ZTBY-XZJK
Healthwatch Salford
The Old Town Hall
5 Irwell Place, Eccles
MANCHESTER
M30 0FN

These questions will ask you about how the cost of living crisis may have affected your physical and mental health.

If you do not feel comfortable answering a question, please feel free to leave it blank.

1. How would you describe your current financial situation?

[please select one answer]

- Very comfortable** (I have more than enough money for living expenses and a lot spare to save or spend on extras or leisure)
- Quite comfortable** (I have enough money for living expenses and a little spare to save or spend on extras or leisure)
- Not very comfortable** (I have just enough money for living expenses and little else)
- Not at all comfortable** (I don't have enough money for living expenses and sometimes or often run out of money)
- I do not know Prefer not to say

2. Since October 2023, would you say your financial situation has...?

[please select one answer]



Got a lot better

Got a little better

Not changed at all

Got a little worse

Got a lot worse



I don't know

Prefer not to say

3. How has your mental and physical health been since October 2023? [Select only one option per row or leave blank if you prefer not to say]

	Got a lot better	Got a little better	Not changed at all	Got a little worse	Got a lot worse
My physical health has...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My mental health has...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. Have you made, or are you considering making, any of the following changes as a result of the current rising cost of living? [If any of the choices do not apply to you, please leave blank, otherwise select one option per row]

	Yes, I have made this change	I may consider making this change	No, I will not make this change
Not travelling to see friends or family	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Putting on more clothes than usual to stay warm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not turning on the heating when I usually would	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Using a local warm hub to avoid putting on the heating at home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not being able to get to work because of the cost of fuel or public transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cutting down or stopping social or entertainment expenditure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Going to bed earlier than I usually would to save energy costs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Turning off or avoiding using essential appliances to save energy costs (e.g. not using the oven)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cancelling or moving to a cheaper broadband or mobile contract	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reducing how much food I eat and buy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Using a food bank	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Going into debt for the first time or further into debt	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Buying less healthy food than I would usually	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cutting down or stopping things that make me stay fit and healthy (e.g. cancelled gym membership)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Needing to find cheaper accommodation because I can't afford my rent or mortgage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. Have you made, or are you considering making, any of the following changes as a result of the current rising cost of living? [If any of the choices do not apply to you, please leave blank, otherwise select one option per row]

	Yes, I have made this change	I may consider making this change	No, I will not make this change
Avoiding booking an NHS appointment because I can't afford the associated costs (e.g. access to the internet or the cost of the phone call)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Avoiding attending an NHS appointment because I can't afford to travel to the appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Avoiding seeking help from the NHS because I can't afford to take time off work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Avoiding buying over-the-counter medication that I usually rely on	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Avoiding taking one or more items on an NHS prescription because of the cost	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Avoiding going to the dentist because of the cost of check-ups or treatment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cutting down on the use of medical equipment at home because of the running costs (e.g. ventilators or dialysis)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cutting down or stopping support from services that I pay privately for, such as physiotherapy, earwax removal or counselling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stopping a special diet needed for a medical condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Changing, cutting down on or stopping support from paid for carers (e.g. people coming into my home to help me with preparing meals or washing or dressing)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. Thinking specifically about the changes you have already made, how have these impacted on the following areas of your life? [If any of the choices do not apply to you, please leave blank, otherwise select one option per row]

	Got a lot better	Got a little better	Not changed at all	Got a little worse	Got a lot worse	I'm not sure
Your ability to work (e.g. your fitness levels)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your ability to care for others	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your mental health (e.g. your level of stress and anxiety)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your ability to manage an existing long-term condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any feelings of physical pain	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Isolation from friends and family (e.g., how often you see friends or family)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. We also want to know about things that are impacting you other than the changes you have made. How much do you agree or disagree with the following statements? [If any of the choices do not apply to you, please leave blank, otherwise select one option per row]

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	I don't know
Hearing about the rising cost of living is causing me to worry/feel anxious more often than before	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It has become harder for me to get to medical appointments (e.g. due to cuts in bus routes, lack of community transport etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I pay for or contribute to paying for social care support for myself, and the cost has increased.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I pay for, or contribute to paying for, social care support for someone else and the cost has increased.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. Tell us a bit about you – your background/characteristics

At Healthwatch Salford, we want to ensure people's differences are reflected throughout our work, taking into account Salford's diverse population. We are particularly keen to understand the experiences of people from different kinds of backgrounds and identify any barriers people may have encountered because of their age, gender, whether they have a disability and/or other factors. **The following questions on these next few pages are optional.** Your answers will be used to advance equality of opportunity between people, helping us to identify significant trends and differences, and explore why they exist. Please help us by answering each question. Your response will be treated in confidence, and you do not need to identify yourself.

Your neighbourhood

What area of Salford do you live in?

- | | |
|---|---|
| <input type="checkbox"/> Eccles, Irlam and Cadishead | <input type="checkbox"/> East Salford, Broughton, Kersal and Irwell Riverside |
| <input type="checkbox"/> Walkden, Little Hulton and Worsley | <input type="checkbox"/> Pendleton, Weaste, Ordsall, Claremont, and Salford Quays |
| <input type="checkbox"/> Swinton and Pendlebury | |

Gender

What gender best describes you?

- | | | | |
|---|------------------------------|-------------------------------------|--------------------------------|
| <input type="checkbox"/> Intersex | <input type="checkbox"/> Man | <input type="checkbox"/> Non-Binary | <input type="checkbox"/> Woman |
| <input type="checkbox"/> Prefer to self-describe (please describe): | | | |
| <input type="checkbox"/> <i>Prefer not to say</i> | | | |

Age

What age group do you fall into?

- | | | | |
|---|--------------------------------------|--------------------------------------|--------------------------------------|
| <input type="checkbox"/> 0-12 years | <input type="checkbox"/> 16-17 years | <input type="checkbox"/> 25-49 years | <input type="checkbox"/> 65-79 years |
| <input type="checkbox"/> 13-15 years | <input type="checkbox"/> 18-24 years | <input type="checkbox"/> 50-64 years | <input type="checkbox"/> 80+ years |
| <input type="checkbox"/> <i>Prefer not to say</i> | | | |

Dependents

How many dependent children (18 and under) live in your home? [select one answer only]

- | | | | |
|---|------------------------------|------------------------------|-----------------------------|
| <input type="checkbox"/> None | <input type="checkbox"/> 1-2 | <input type="checkbox"/> 3-4 | <input type="checkbox"/> 4+ |
| <input type="checkbox"/> <i>Prefer not to say</i> | | | |

Other adults

Besides you, what other adults (18 or over) live in your home? [select one answer only]

- I'm the only adult (18 or over)
- My partner only
- I live with other adults who are not related to me and who are not my partner (e.g., co-tenants)
- I live with members of my family (e.g., parents, siblings, and other relatives)
- I live with my partner and other adults
- Something else (please describe):
- Prefer not to say*

Income

From which of the following sources do you receive income? [Tick all that apply]

- Wages/salary
- Income from self-employment
- Disability benefits (e.g., Attendance Allowance or Personal Independence Payments)
- Means-tested benefits (e.g., Universal Credit, Tax Credits, Housing Benefit, Pension Credit)
- State retirement pension
- Other benefits
- Student loan
- Occupational/private pension
- Something else (please describe):
- Prefer not to say*

Race

Which race do you identify as? (Including colour, nationality and ethnic or national origin)

Arab

- Arab

Asian

- Bangladeshi Chinese Indian Pakistani
- Any other Asian background (please describe):

Black/African/Black British/Caribbean

- African Caribbean
- Any other Black background (please describe):

Mixed/multiple ethnicity

- Asian and White Black African and White Black Caribbean and White
- Any other Mixed/Multiple Ethnic background (please describe):

White

- British, English, Northern Irish, Scottish and Welsh Irish
- Gypsy, Traveller, or Irish Traveller Roma
- Any other White background (please describe):

Other

- Any other ethnic or national group (please describe):
- Prefer not to say*

More about you

Do you consider yourself to be a carer, have a disability or a long-term health condition?
[Please select all that apply]:

- Yes, I consider myself to be a carer
- Yes, I consider myself to have a disability
- Yes, I consider myself to have a long-term condition
- None of the above
- Prefer not to say*

Please post your completed survey to:
Freepost RTXT-ZTBY-XZJK, Healthwatch Salford,
The Old Town Hall, 5 Irwell Place, Eccles, MANCHESTER, M30 0FN

Where you can go for help and advice



It's ok to ask for help.

We know it's a difficult time for lots of residents with increases in food prices and energy bills. Organisations across the city are working together in the Spirit of Salford to help support you.

To find the help you need, visit www.salford.gov.uk/costofliving or scan this QR code with your mobile phone to go straight to the webpages.



If you'd like to talk to someone face to face, pop into your local gateway centre. These accessible one stop shops for council and community services have free internet and are open late every weekday - Monday to Thursday 8am to 10pm, Friday 8am to 6.30pm and Saturday 9am to 1pm

If you know the type of help you need contact the service direct using details below. If you're not sure, please use the general contact information overleaf.

Emergency help

Salford Assist can help with the cost of essential items and referrals for other support

www.salford.gov.uk/salfordassist 0800 694 3695

Mon to Fri 10am-12pm, 2pm-4pm.

Welfare Rights and Debt Advice

Advice about welfare benefits and support with appeals
0800 345 7375 Mon to Fri, 10am-12pm; Independent debt

advice including court representation for rent or mortgage

arrears 0800 345 7323 Mon and Wed 1pm-4pm,

Fri 9.30am-12.30pm www.salford.gov.uk/welfare-contact

Salford Citizens Advice

0808 2787802 Mon to Fri 9am-4pm or 0161 850 5053

6pm-9pm every day. Help to make a Universal Credit claim

0800 144 8444 Mon to Fri 8am-6pm. salfordcab.org.uk

Eccles Gateway, 28 Barton Road, Eccles M30 0TU

Pendleton Gateway, 1 Broadwalk, Pendleton M6 5FX

Swinton Gateway, 100 Chorley Road, Swinton M27 6BP

Walkden Gateway, 2 Smith Street, Walkden M28 3EZ

Broughton Hub, 50 Rigby Street, Broughton M7 4BQ

You can contact our Spirit of Salford helpline by calling

0800 952 1000 or completing the online form at

www.salford.gov.uk/spiritofsalford

Translations and alternative formats available on request.

Household Support Fund

DWP have provided discretionary funding until March 2023 to support those struggling with the cost of living,

especially food and fuel www.salford.gov.uk/hsf

0800 011 3998

BetterOff Salford

If you're struggling but not sure where to turn, visit

www.salford.gov.uk/betteroff to talk to someone at a

coffee and chat or check online to see if you're entitled to benefits.

Council Tax

See if you're eligible for a discount or reduction from your bill or for help with managing your payment plan.

www.salford.gov.uk/backontrack or call 0161 793 2500

Housing

Salford Housing Options Point is a one stop shop for all aspects of housing advice

www.salford.gov.uk/housingoptions or

email housing.advicecentre@salford.gov.uk