

Peterborough Health and Wellbeing Survey

2024-2025



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1. Introduction and background

The North Cambridgeshire and Peterborough Care Partnership (North Care Partnership) is dedicated to improving health and wellbeing across North Cambridgeshire and Peterborough. Working across health, local authorities, the voluntary sector, and the wider community, the Partnership's vision is to help people stay well, remain independent, and live longer, ensuring every person matters and every contact counts. Its Integrated Neighbourhood Teams collaborate with social care and independent, and voluntary sector partners in each local area to address the broader issues of health and wellbeing for a population of 30,000–50,000 people.

In a collaborative effort, local health services, voluntary organisations, and Peterborough City Council collaborated to better understand community experiences, including what it's like for residents living in their communities and how they keep well and healthy through a survey. Spearheaded by the Peterborough and East, and Bretton, Park and Hampton Integrated Neighbourhoods, the campaign covered the entire Peterborough locality (see Figure 1) and aimed to capture local people's views on what works well in their community, the challenges they face in staying healthy, and the improvements they feel are most needed. The aim is to shape future initiatives and enhance local services to better meet community needs.

The purpose of this report is to provide information on the responses and feedback received during the Peterborough Health and Wellbeing Survey campaign which ran from 11 November 2024 – 31 January 2025.

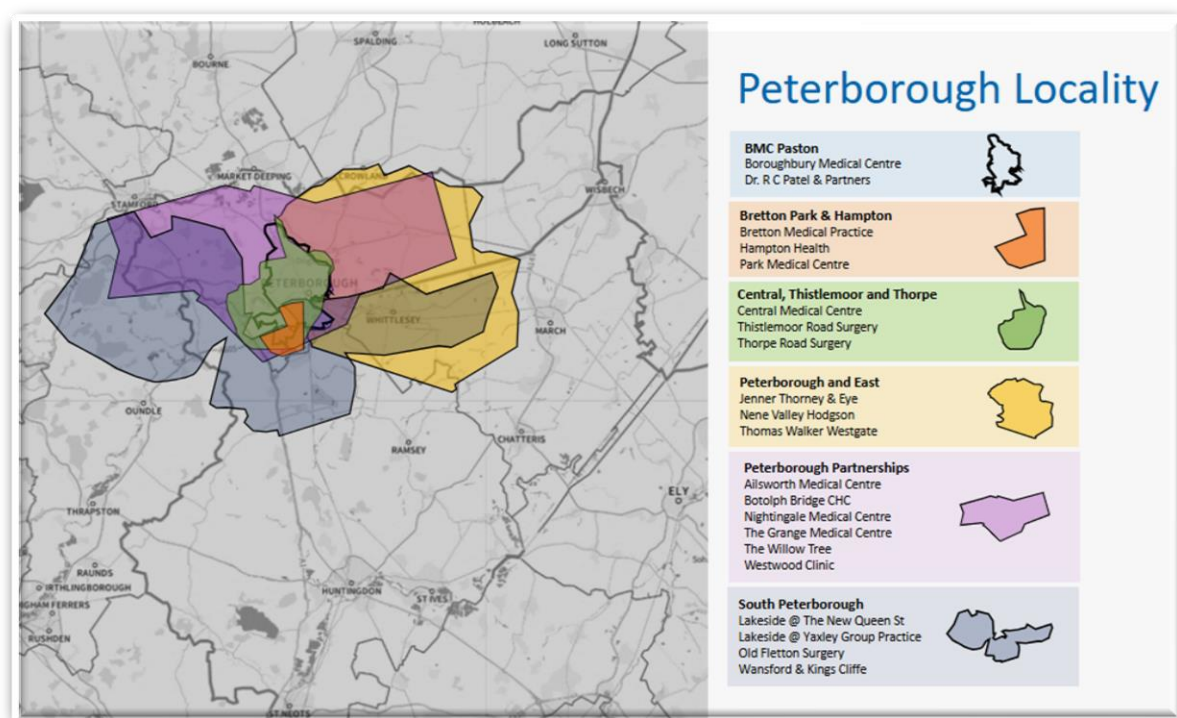


Figure 1 - Peterborough Integrated Neighbourhoods

2. Survey collection

The survey ran from November 2024 to January 2025, providing three months to gain responses from local people. The aim was to reach a wide cross-section of our communities. All responses were anonymous to encourage honest feedback.

2.1 Survey design and accessibility

A blend of closed-ended (multiple choice, rating scales) and open-ended questions along with simplified wording to suit all literacy levels, avoiding jargon, was used to make the survey as accessible as possible.

Online versions via Microsoft Forms (MS Forms) were made available in key community languages; the top ten most used languages across the city, in addition to English, are below (in alphabetical order):

1. Italian
2. Latvian
3. Lithuanian
4. Polish
5. Portuguese
6. Punjabi
7. Romanian
8. Russian
9. Spanish
10. Urdu

2.2 Survey distribution

A multi-channel strategy was used to encourage wide participation and gather diverse feedback from people living in Peterborough. Distribution methods included social media, email and digital newsletters, local media, community events and meetings, printed materials and workplace engagement. Integrated Neighbourhood partners including local healthcare providers, local authority, voluntary and community sector supported these efforts.

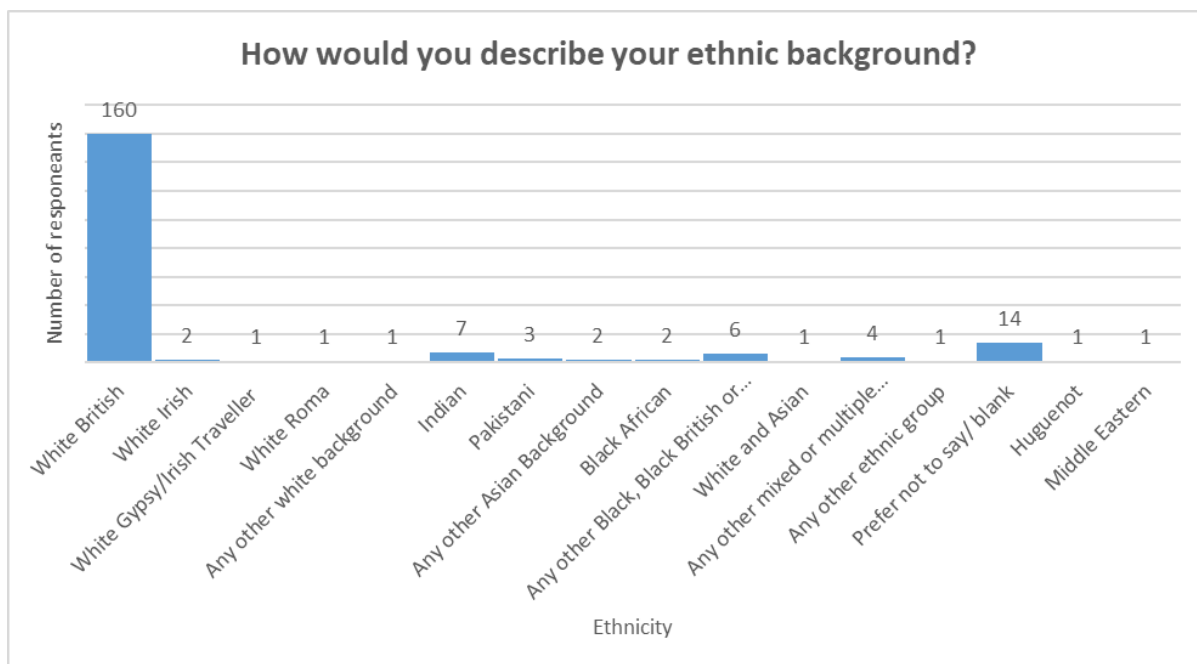
Additional support was provided through community champions, volunteers and support workers to assist individuals in completing the survey at foodbanks, churches, and community centres.

3. Demographic data

A total of 210 responses were collected, with 174 responses submitted online and 36 via paper copies, all completed in English.

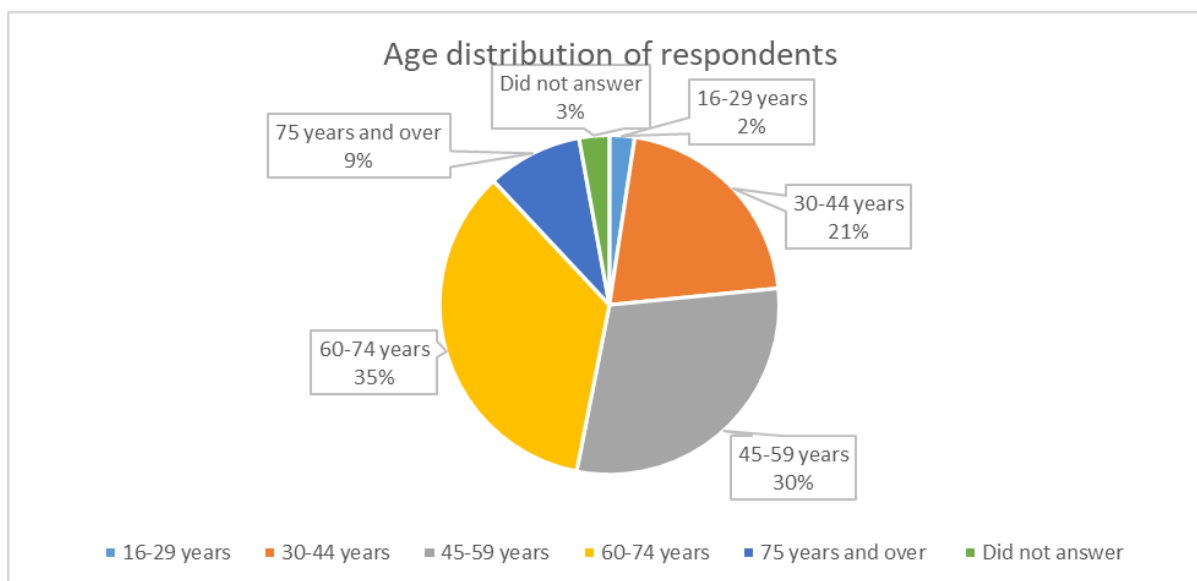
3.1 Ethnic and age profile

- White British: made up the majority with 76% of responses.
- Several residents (7%) did not want to share their ethnic background.



Age distribution:

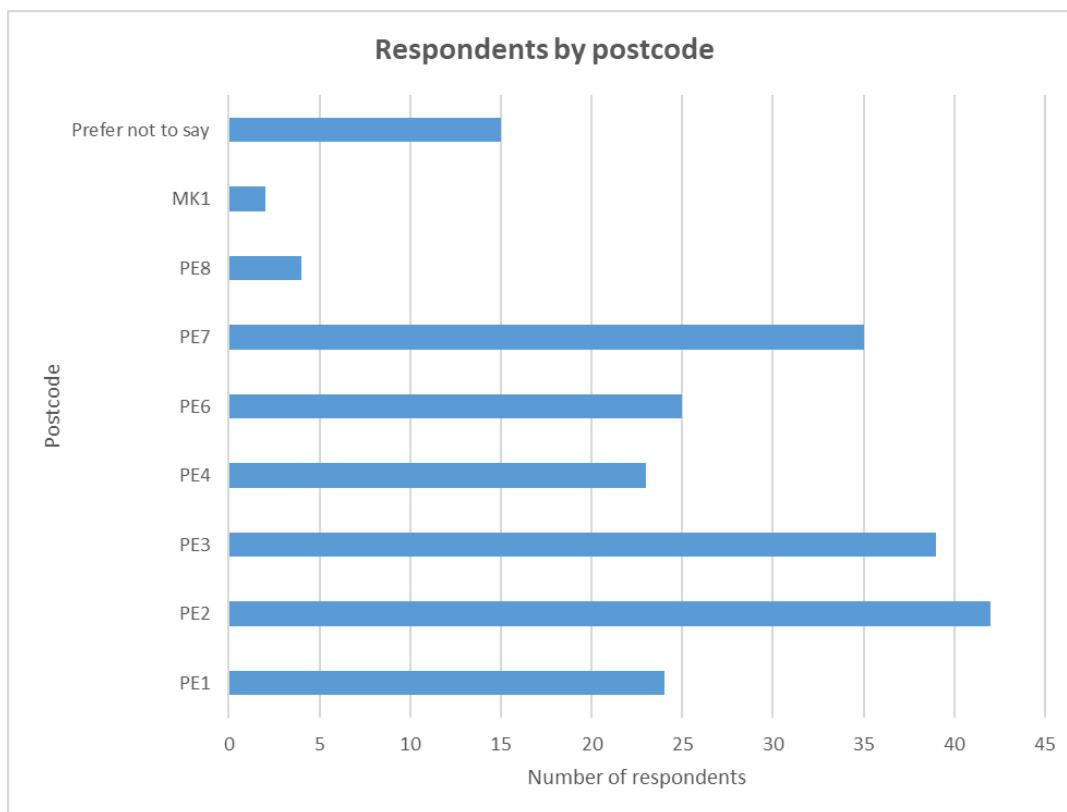
- Most respondents were aged between 45 and 74 (60.5% of responses).



3.2 Geographical analysis

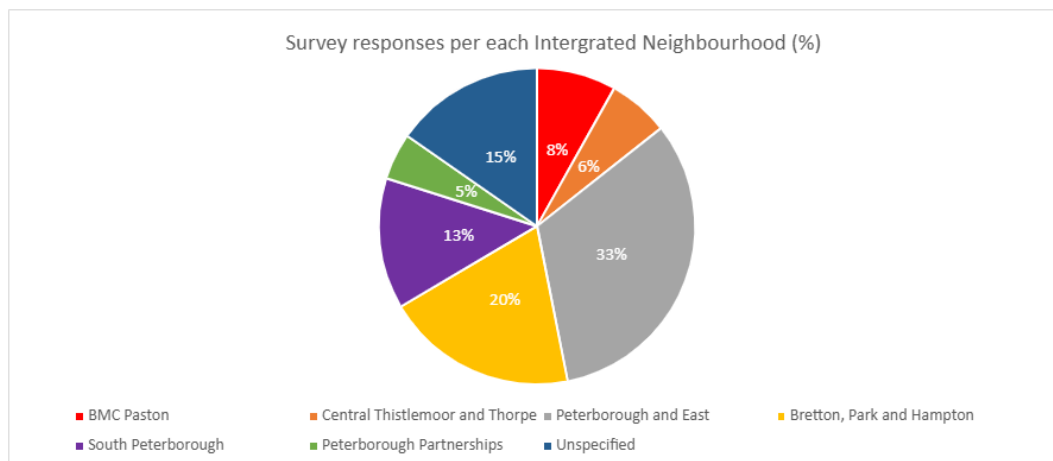
- High engagement: PE2 (42), PE3 (39), and PE7 (35) had the highest response rates, possibly due to larger populations or effective outreach.
- Moderate engagement: PE1 (24), PE4 (23), and PE6 (25) showed steady participation.
- Low engagement: PE8 (4) had minimal responses, likely due to outreach or population factors such as less people living in the rural areas.

- Unspecified: 15 responses were incomplete or lacked location data, limiting geographic analysis.



3.3 Response breakdown per Integrated Neighbourhood

Response levels largely reflect the areas that led survey development, suggesting stronger promotion by local partners and community champions. Future surveys should focus on targeted outreach in lower-response areas to ensure more balanced representation.



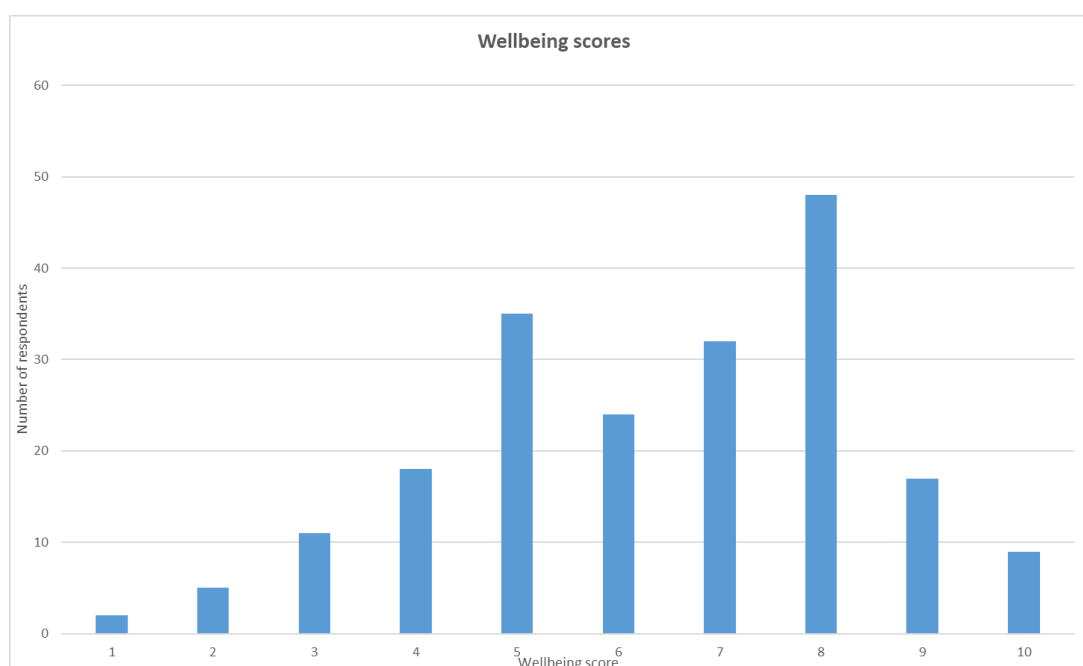
4. Survey responses

4.1 Wellbeing scores

The average wellbeing score is 6.40 out of 10. This indicates that while a significant portion of the community reports relatively positive wellbeing, there remains a notable segment experiencing lower wellbeing levels.

Responses show a broad range of wellbeing perceptions, from 1 (extremely poor) to 10 (excellent).

- Low (1–3): 18 respondents (8.9%) reported very low wellbeing.
- Moderate (4–6): 77 respondents (38.3%) fell in the mid-range.
- High (7–10): 106 respondents (52.7%) reported high wellbeing, with eight being the most common score (48 responses, 23.9%).
- No response: nine participants did not complete this question.



4.2 Community strengths and positive aspects

The survey revealed several highly valued elements that contribute to the wellbeing of Peterborough residents.

4.2.1 Positive community aspects

- **Green spaces, parks, and nature (44 mentions):**
Respondents overwhelmingly appreciated access to parks and open spaces such as Ferry Meadows, Nene Park, green cycle routes and countryside areas. These spaces are seen as essential for recreation, relaxation and overall health.

“The environment, the green spaces and lakes. Close proximity to shops and amenities.”



- **Community and friendliness (35 mentions):**

A strong sense of community is evident in many areas, with numerous mentions of supportive and friendly neighbours, community spirit, and local gatherings such as tea mornings and Facebook groups.

“The street I live on still has a sense of community. Everyone looks out for one another.”

- **Diversity and inclusion (18 mentions):**

The multicultural nature of Peterborough is celebrated through community events, cultural gatherings and inclusive practices that reinforce a sense of belonging such as ‘Bretton Community Festival’ and ‘Eid in the Park’.

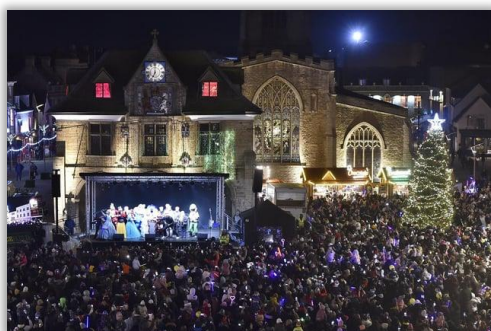
- **Local services and amenities (15 mentions):**

Essential services including shops, healthcare facilities, public transport and local businesses are acknowledged for their importance, though some expressed concerns over a perceived decline in quality and availability.

“We have a regular bus service, shops, a doctor’s surgery, and a chemist within walking distance.”

- **Events and social gatherings (13 mentions):**

Festivals and local traditions such as the Werrington Carnival, Christmas Tree Lights Event and Straw Bear Festival play a significant role in community engagement.





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- **Safety and low crime (ten mentions):**

Many residents feel secure in their neighbourhoods, though a minority reported concerns over crime, anti-social behaviour, and a sense of declining neighbourhood upkeep.

“I live in an area that is relatively free from crime and anti-social behaviour.”

- **Support networks and charities (eight mentions):**

Local volunteer groups, food banks, and community organisations (e.g., Peterborough Women’s Network) are recognised for their valuable role in supporting residents.

- **Negativity and decline in amenities (seven mentions):**

A small segment of responses highlighted dissatisfaction with diminishing amenities, increasing noise and a loss of community cohesion.

“Peterborough has become very scruffy and untidy.”

“Less takeaways, vape shops, betting shops”

4.2.2 Key factors supporting health and wellbeing

- **Exercise and physical activity (92 mentions)**

Walking was the most common form of exercise, often integrated into daily routines such as dog walking and commuting. Many respondents also mentioned gym use, including specific ones like YMCA and Bannatyne’s, along with fitness classes, swimming and yoga. Physical activity was frequently associated with improved mental wellbeing.

“Walking, going to the YMCA gym, gardening, dancing.”

- **Healthy eating and nutrition (43 mentions)**

Many respondents value fresh, home-cooked meals and make an effort to avoid processed foods. Specific dietary habits mentioned include vegetarianism, taking vitamins and cutting out dairy. However, some respondents highlighted difficulties in accessing affordable healthy food.

“Real homecooked foods I eat and regular exercise I undertake.”

- **Social connections and community (41 mentions)**

Strong ties with family, friends, and community groups were identified as key factors supporting wellbeing. Volunteering, attending events and participating in faith-based activities were frequently mentioned.



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“I try to spend time with friends and family and feel well supported.”

“Connecting with others at community cafes, Peterborough Women's Network.”

- **Mental wellbeing and stress management (34 mentions)**

People manage stress through mindfulness, maintaining routines, self-care and meditation. Mental health was often linked to physical activity and social connections. Additionally, financial stress was a common concern among respondents.

“Trying to keep my stress levels down and mixing with my community and family.”

- **Access to healthcare and medical support (30 mentions)**

Views on healthcare services varied; some respondents praised the services, while others reported delays and limited access. Mental health services and holistic care approaches were also highly valued.

“Good support from NHS.”

- **Environment and outdoor spaces (24 mentions)**

Green spaces and fresh air were considered essential to wellbeing, with many respondents expressing a desire for safer, cleaner and more accessible public areas.

“Being able to get out into the fresh air and countryside for long walks... helps me both physically and mentally.”

- **Work and financial stability (20 mentions)**

Employment provides purpose and income but can also be a source of stress. Many respondents called for improved job flexibility and greater financial stability.

“Not worrying about money or my child's education.”

- **Hobbies and personal interests (17 mentions)**

Creative activities like art, music, and reading were seen as supportive of relaxation. Additionally, having enjoyable hobbies and things to look forward to was considered important for wellbeing.

“I upcycle furniture etc. and do artwork... This helps me relax and improves my wellbeing.”



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4.3 Barriers and challenges to health and wellbeing

The responses reveal several key barriers to maintaining health and wellbeing. These can be grouped into the following broad themes:

- **Healthcare access**

Many respondents were frustrated by difficulty securing appointments, waiting times, and a lack of face-to-face consultations, with older residents struggling with digital booking systems. Concerns were raised about the lack of NHS dental appointments and the high cost of private care. Delays in specialist referrals, poor interactions with healthcare providers, and limited mental health support were also noted. Additionally, some faced issues with incorrect prescriptions and medication management, along with difficulties in navigating the system.

“We need face-to-face doctors' appointments to restart! Over the phone consultations are not good enough!”

“Easier/quicker access to GP/hospital/dentist services.”

- **Financial barriers**

Many respondents mentioned the inability to afford gym memberships, exercise classes, and fresh, healthy food as key barriers to wellbeing. Rising energy bills were highlighted as preventing people from keeping their homes warm, particularly impacting those with arthritis and respiratory conditions. Financial concerns were also raised regarding the cost of private healthcare, therapy and alternative treatments when NHS access is limited.

“People have no capacity to even think about improving their health if they struggle to maintain comfortable living standards, including being able to afford healthy food.”

“Access to healthy, nutritious food and, where needed, cooking skill lessons.”

- **Mental health and stress**

Many respondents mentioned struggles with mental health, particularly depression, anxiety, and stress, often linked to work, finances and personal responsibilities. Balancing full-time work, childcare and household duties left little time for self-care and exercise. Some also noted social isolation and a lack of support groups, especially among older adults and caregivers.

“Sometimes the fear of trying to get help puts me off. Bad anxiety.”

“Mental health support... activities for younger people.”



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- **Mobility and chronic health conditions**

Several respondents reported struggles with chronic pain and mobility issues, including arthritis, chronic fatigue and diabetes, which hinder movement and activity. Some mentioned age-related health challenges and the need for guidance on staying active and healthy. A few highlighted difficulties in managing long-term conditions like asthma, arthritis and diabetes due to a lack of resources and support.

- **Lack of local and accessible facilities**

Many respondents emphasised the lack of recreational spaces and activities to promote a healthy lifestyle. There was a call for more safe parks and green spaces, as well as affordable gyms and swimming pools, including women-only options. Respondents also highlighted the need for exercise classes, walking groups, and community fitness initiatives.

“One place for all community groups to have access to...a central hub.”

- **Time constraints and motivation**

Many respondents cited a lack of time for exercise, meal planning and self-care due to work and family commitments. Some struggled with maintaining regular exercise and healthy habits, often due to low energy, stress and a lack of accountability.

- **Safety and crime prevention**

Many respondents expressed feeling unsafe at night due to poor street lighting. Anti-social behaviour in public areas, particularly parks, were also highlighted as concerns. There was a call for a stronger police presence and local officers to deter crime. Additionally, issues such as fly-tipping, vandalism and littering were seen as diminishing community pride.

“Require visible police force—known local police.”

- **Transport and infrastructure**

Transportation was frequently mentioned as a barrier to accessing services and social activities. Poor public transport was noted as making it difficult to reach healthcare facilities and the lack of bus routes, especially in rural areas, was a concern. There was also a call for better cycling and pedestrian infrastructure to encourage active lifestyles.

“Better bus and train services so one can go to venues and different places easily.”

4.4 Additional considerations

4.4.1 Communication preferences, unpaid carers, and local service directories

- The survey shows a preference for digital communication, with email (92 responses) being the most popular, followed by text (48) and social media (47). Traditional methods, like post (24) and printed materials (23), remain important for those less engaged online, while telephone (6) was the least preferred. A multi-channel approach is needed to ensure information reaches local people in their preferred format.
- Over one-third (36%) of respondents indicated that they provide unpaid help to someone with care and support needs.
- Only 9% of respondents were aware of and used the H.A.Y website to find local support and activities.

"Not knowing what is available" and "Not being able to access services because I don't know what is out there."

5. Conclusion and recommendations

In summary, the survey gained 220 responses and revealed valuable insights across both quantitative and qualitative data. The Peterborough Health and Wellbeing Survey highlights key community challenges, including limited access to healthcare, financial pressures, concerns around crime and gaps in mental health support. These are further compounded by issues related to housing, transport and the cost of healthy living. Despite these challenges, the survey also identified strong community assets, such as supportive social networks, valued green spaces, and a shared sense of identity. Looking ahead, if we were to conduct a similar survey in the future, a key area for improvement would be reaching lesser-heard voices, including younger people, underrepresented ethnic groups and residents from a wider geographical area.

The survey also reveals a need for better connection to local resources, as shown by low awareness of platforms like the '[How Are You Peterborough](#)' website. By addressing these issues, Peterborough can work towards a healthier, more inclusive community where everyone has the support they need to thrive.

It is recommended that Peterborough Integrated Neighbourhoods use survey data to shape priorities, local projects and initiatives and neighbourhood development. To do so, each Integrated Neighbourhood will share survey findings at upcoming Board meetings for review.

Bretton, Park and Hampton, and Peterborough and East Integrated Neighbourhoods will develop an action plan with targeted interventions based on local data from this survey. This will support and enhance current priorities and future initiatives, with specific focus on:

- Frailty programmes
- Carer identification and support
- Community hub models of care



This report will be publicly shared alongside details of 2025-2026 Integrated Neighbourhood projects and initiatives on the [CPICS Peterborough webpage](#).

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