

A B C D E F G H I J K L M N O 33 39 40 41

Group I: Ex-Council Community

Type I38: Settled Ex-Tenants

Older couples whose children have flown the nest working in low skilled occupations and living in ex-council housing

Overview

- **Key Features**
- Older families
- Former council areas
- Right to buy
- Stable communities
- No conspicuous consumption
- Cash payments
- Incapacity benefits
- Low levels of education
- Few internet users
- Personal contact

Rankings

Age 57/67 Presence of Children <18 53/67 Household Income 56/67 Gross Financial Assets 51/67 Non-Mortgage Debt 53/67 Indebtedness Indicator 17/67 Level of Urbanisation 42/67



Typical Houses





Top Postal Areas

- Cardiff CF
- Sheffield S
- Northern Ireland (Belfast) BT
- Motherwell ML
- Newcastle on Tyne NE





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Description

Overview

Settled Ex-Tenants are older people on low incomes, who live on relatively attractive small council estates. Many houses are now in private ownership as a result of right to buy legislation. Homes were built in the heyday of council house construction where, at least in traditional manufacturing areas, no stigma was attached to renting from the council. These homes were laid out by municipal housing departments in the form of terraces and crescents of semi-detached houses, often surrounded by large amounts of grass and open space. Most examples of this type of neighbourhood are found in Scotland and Northern England, where reliance on the state for the provision of services is perhaps more widely accepted than it is in Southern England. This type is much less common in the South, where the amount of social housing is more restricted, and where only households with serious social needs have been able to gain access to social housing.

Settled Ex-Tenants are particularly common in small Scottish industrial towns once dependent on heavy industry. These are stable communities with large numbers of people who have lived in their homes for a long time, people who have brought up their families in homes which were attractive enough for them to buy from their local authority. Quite a few of the properties were bought at advantageous prices and, since they were bought, many of them have been subject to significant improvement by their new owners. Fewer residents have sold their properties to new, younger owner occupiers than is the case in type 39 – Choice Right to Buy, which tends to occur in areas of greater demand for housing.

This type is socially conservative. Most have been brought up in the small town in which they continue to live and they benefit from the support of a strong network of nearby relatives. They are likely to have spent a lifetime working for the same local employer. They shop locally at places where they are recognised by name. Experience of mass unemployment and industrial decline has made them cautious borrowers and resulted in an inward looking, risk averse culture.

These are communities which have not been invigorated by significant numbers of new arrivals from elsewhere in the country. However many people are in touch with distant relatives who may have emigrated to Canada and Australia.

Gender roles are more distinct than in many other types. It is customary for men to spend leisure time with other men outside the home. This is very much the territory of working men's clubs, of Labour clubs and mechanics institutes. Much of this leisure activity involves the consumption of alcohol.

These therefore are communities in which the post war trend towards gratification through immediate consumption has taken longest to take root. Residents would not consciously recognise themselves as consumers, and are conscious only of the more pervasive changes in fashion. Though most households own a car it isn't used extensively. Shopping trips are more likely to involve visits to local high streets which can be reached by bus, than to modern purpose built retail centres. These are places where the co-operative movement still operates successfully and where cash remains an important method of payment.

Though the Internet has had less effect in these neighbourhoods than in many others, and though people prefer face-to-face contact to remote contact channels, they have in the past provided a profitable market for catalogue mail order companies.

Traditionally many of these residents have been thrifty savers, depositing small amounts of money in savings accounts maintained with local high street banks. Though people put by small amounts of savings on a regular basis for their retirement, it is unfortunate that many residents have low life expectancy. The nature of employment, poor diet, high levels of alcohol and tobacco consumption combined with an unfavourable climate combine to generate high levels of incapacity benefit and high levels of lung cancer and heart disease.

Demographics and Who we are Behaviour Settled Ex-Te

Settled Ex-Tenants are between the ages of 56 and 70, and many have adult children living with them at home. Most are married, though there are some divorced and widowed people, too. Many of them used to work in manufacturing jobs, but lost their jobs or have been too sick to work for some time. Others managed to get low-level service jobs and work their way towards retirement. They are not very highly educated – many of them did not take O level exams. They are also extremely reliant on their partners for support, and have small social circles.





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Description

Where we live

As the name implies, Settled Ex-Tenants live in properties that used to be owned by the council. While some still are, most were bought out under the right-to-buy scheme by the now Settled Ex-Tenants, who have stayed in them ever since. These neighbourhoods are concentrated around Newcastle, Cardiff, Glasgow and Belfast particularly, as well as many northern English cities. Settled Ex-Tenants like where they live. They have got to know their neighbours well over the years, and see little reason to move. However, they are worried by the elevated levels of anti-social behaviour and crime in the area.

How we live our lives

Settled Ex-Tenants live relaxed lives with low expenditure on leisure except for a few key activities. While they rarely eat out, they are regularly found at the bar of their local pub, watching football and chatting to their mates from the neighbourhood, whom they have known for decades. They also love to play bingo, tend their gardens and play with their grandchildren. Between the pub, their homes and the bingo hall, they have more or less everything they need for happy lives. They also frequently go on holiday, mainly to Spain.

The rest of their leisure requires very little expenditure at all. Television takes up much of their time at home, with detective series, hospital dramas and antiques shows as particular favourites. Many of them work or have friends who work in the police force or NHS, which adds a bit of spice. While most households have a car, and use it to go shopping or to get further afield, for many their daily ambit is within walking distance of their homes. They mostly eat quite cheap, old fashioned food – Iceland is popular with Settled Ex-Tenants, though many will cook from scratch using food from their local market. However, many of them are beginning to have mobility issues, such as trouble climbing the stairs, which makes them more car-reliant than they were.

How we view the world

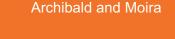
Settled Ex-Tenants are curiously caught between the twin stools of complacent comfort and lack of control over their lives. On the one hand, they are happy with their situation, and derive great pleasure from their families, and from being part of their local community. Religion is important to them – many are members of non-conformist churches. However, they are not active volunteers in religious or community activities. They have little energy these days, and their faith in collective action took a hard blow along with the powerful unions in the 1980s.

On the other hand, they feel as though many of the important elements of their lives have been chosen for them, without them having had much control over how they got here, nor where they are going. They feel stuck in their lives, and that it is too late for them – their best years are past. Work is now bottom of their list of worries – if they have it, they are happy, but if not, they are close to retirement in any case and don't let it worry them. They were until recently staunch Labour voters, but many now vote for the nationalist parties in Scotland and Wales, and in England there is significant support for the BNP. These are highly opinionated parties, and those who vote for them feel strongly allied to the nationalist parties.

How we get by

Incomes of Settled Ex-Tenants are modest, but better than average for people with their low skills and poor health. Most individuals earn under £20,000 a year, while combined household incomes rarely get above £30,000. Many work on car assembly lines, or other manufacturing operations, while others may work in retail or local government services. Few are managers or supervisors, though. Most rely on benefits to a large extent to top up their incomes. As well as council tax benefit and pension credit, many will draw health-related benefits such as disability allowances and carer's allowances.

Few have pensions apart from their company pensions, and will rely mainly on the state to support them through retirement. They have small amounts of savings in various deposit accounts, and a few shares which they bought when the opportunity arose many years ago. They hardly have any debts and few financial difficulties in this regard.





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Description

Online Behaviour

Although parents in these households are not big Internet users, where children are present the web is likely to be more popular. Mostly teenagers, they spend a significant amount of time on social networking and video sharing websites. When using the Internet for transactional purposes, the adults prefer familiar brands, including catalogue retailers and gambling sites such as Ladbrokes.



Archibald and Moira



A B C D E F G H K L Μ 38 39 40 41

0.45

0.74

1.19 1.32

1.93

3.58

4.02

7.93

6.11

7.38

1.45

0.45

Group I: Ex-Council Community

Archibald and Moira

2.06%

Type I38: Settled Ex-Tenants

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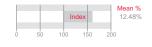
Who we are





Understanding Charts Unless otherwise stated, charts show the Index and Mean %.

The Index is shown as a bar, and the Mean % is shown to the right:





A B C D E F G H K Μ 38 39 40 41

1.88

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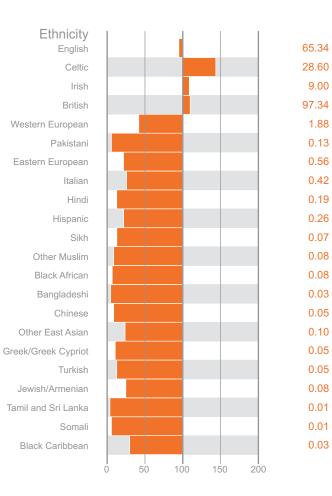
Archibald and Moira

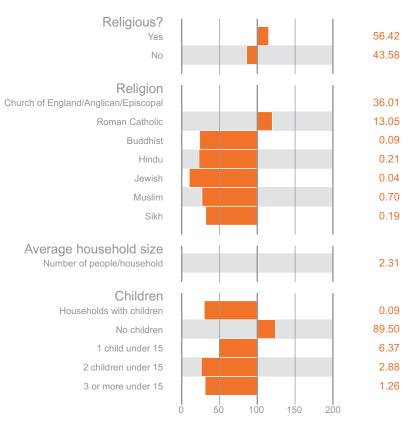
2.06% 📩 | 🕴 2.08%

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Age of youngest child in years

Length of time married

Motherhood and childbirth

Older couples whose children have flown the nest working in low skilled occupations and living in ex-council housing

0-4

5-11

12-18

No children

Under 1 year

1-4 years

5-9 years

10-19 years

50

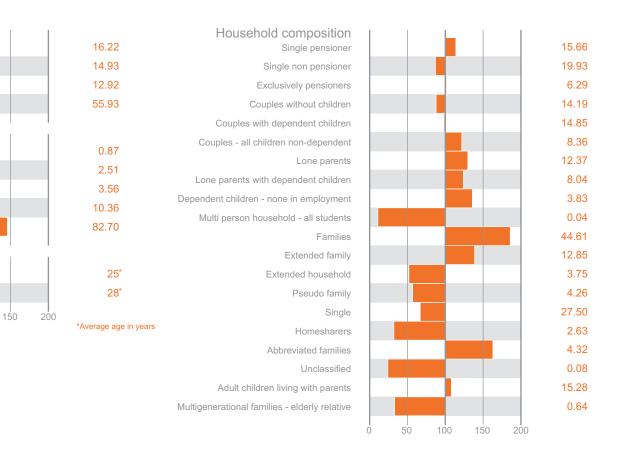
100

20 years or more

Age at first childbirth

Average age of motherhood

Who we are





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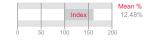
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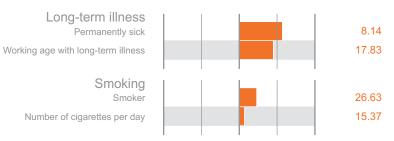
Who we are



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2.06% 📩 | 🕴 2.08%

¹ BHPS data ² Census CYE data



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Where we live





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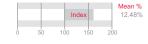
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Where we live

Council tax band А 62.61 31.99 В С 4.46 D 0.81 Ε 0.10 F 0.03 0.01 G 0.00 H & I Number of rooms 1 room 0.40 1.98 2 rooms 34.90 3-4 rooms 55.21 5-6 rooms 4.72 7 rooms 8 rooms 2.79 4.89 Average number of rooms Tenure 61.37 Owner occupied 2.25 Privately rented Council/housing association 36.38 50 100 150 200 0

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How we live our lives



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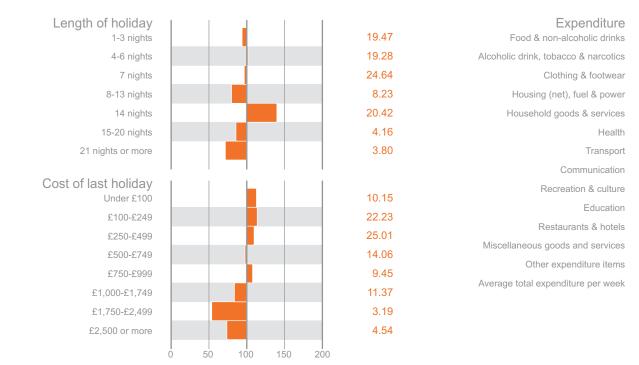
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How we live our lives



1	1	1
		10.88
		2.56
		4.88
		9.54
		7.50
		1.11
		14.13
		2.35
		13.32
		1.33
		8.22
		7.85
		16.33

150

200

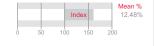
50

100

362.31

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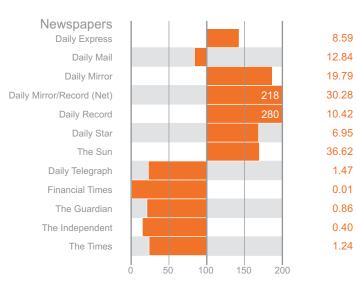
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How we live our lives



Reading books	1		I		I	
Enjoy reading						41.09
Biography/autobiography						16.38
Children's						7.28
Classic literature						2.35
Cookery						6.70
Crime & thriller						20.43
DIY						2.18
Fantasy						5.03
Female contemporary						2.50
Health & well-being						2.80
History			1			7.65
Home & gardening						6.49
Maps & atlases						4.03
Reference						5.12
Science fiction						4.68
Sports						2.80
Travel						3.57
		50	100	150	200	
	0	00	100	100	200	

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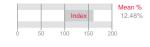
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How we live our lives



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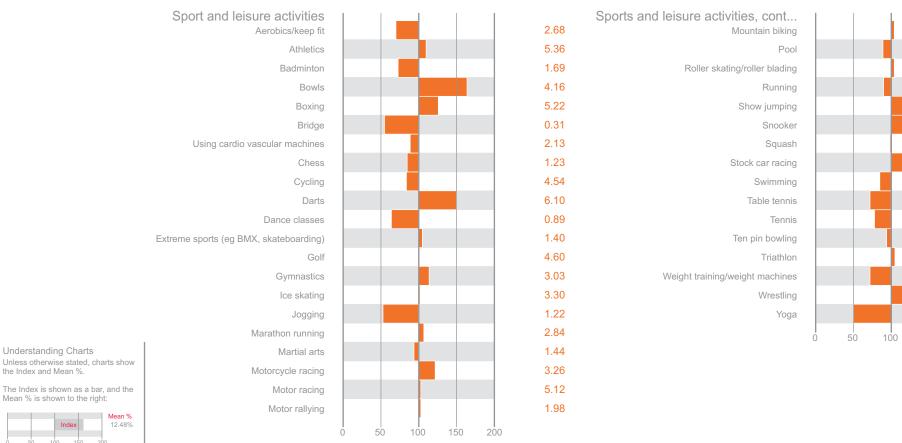
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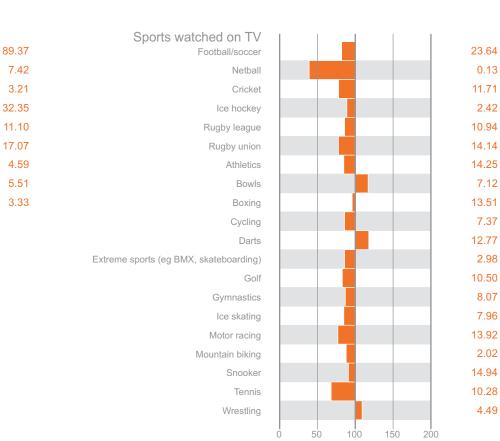
50

100

150

200

How we live our lives



Attending arts events Not visited the cinema in the last month Visited cinema once in the last month Visited cinema twice or more in the last month Theatre performance Art galleries or exhibitions Pop/rock concerts Jazz music Classical music Contemporary dance

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2.06% 📩 🕴 2.08%



A B C D E F G H J K L M N O 38 39 40 41

77.44

84.24

21.10

19.59

46.07

30.51

44.19

27.32

50.04

24.38

42.24

4.59

21.85

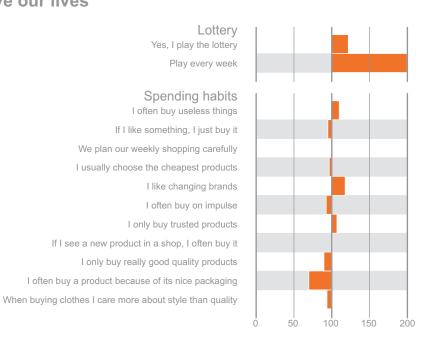
Group I: Ex-Council Community

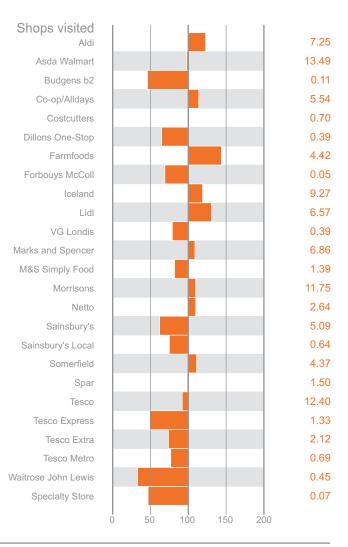
Archibald and Moira uncil housing 2.06%

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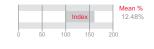
How we live our lives





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How we communicate

Channel preferences - communication By telephone By telep	36.55			Internet access Every day/most days	
By landline telepl					
By mobile pl	8.10			Connection speed Less than 2MB	
Ву	22.70			2MB	
Through digita	23.78			4MB	
Through inte	32.53			8MB	
By e					
	12.89			More than 8MB	
Channel preferences - purchas				Where internet accessed	
By telepl	80.15			Home	
By landline telp	1.10			Internet café	
By mobile telepl	7.20			Library	
Ву	2.73				
Through digita				School, college, university	
Through inte	8.81			Work	
By e				11	
Ly C	55.39			Users	
	55.59			Non users	
			 I I	Mobile phone usage	Understanding Charts Unless otherwise stated, charts show
	88.69			Spend under £25 per month	the Index and Mean %.
	9.44			Spend £25-£45 per month	The Index is shown as a bar, and the Mean % is shown to the right:
	1.87			Spend over £45 per month	Mean %
	0	100 150 20	0 50		Index 12.48%

ation 38.99 ephone 24.64 ephone 14.34 phone 14.51 By post 7.58 gital TV 22.20 nternet 16.72 / email asing ephone 35.53 28.99 lphone 6.53 ephone 16.99 By post 4.64 aital TV

50

0

100

150

200

nternet / email

36.16

6.69

2.06%

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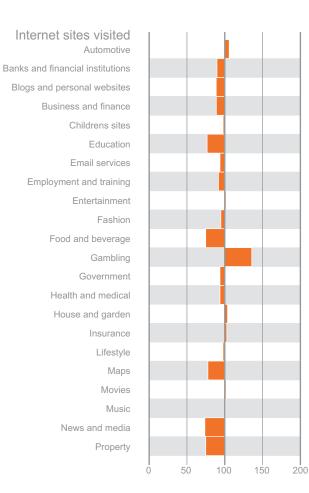
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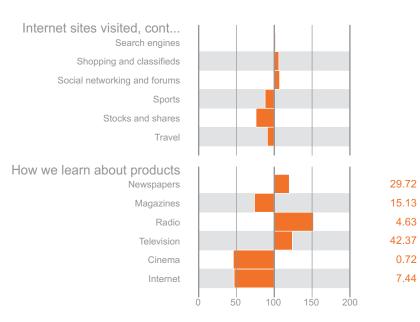
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How we communicate





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2.06% 📩 🕴 2.08%



A B C D E F G H JKL Μ 38 39 40 41

9.38

8.29

8.52

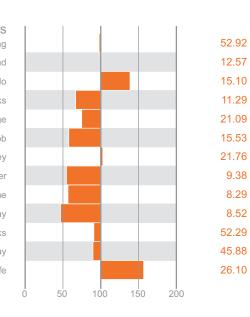
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How we view the world

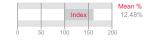
Personal attitudes	
Discuss major decisions with partner	
Perfectionist	
Optimist	
Usually first to know what's going on	
Spiritual person	
Don't like to show real feelings	
Find it difficult to say no to their kids	
Easily swayed by other people's views	
Keen sense of adventure	
Enjoy life and don't worry about future	
Like control over people and resources	
Loathe doing any form of housework	
Do things on spur of the moment	
Prefer to work as part of a team than work alone	
Try to keep up with developments in technology	
Worry a lot	
It's important family thinks they're doing well	
Faith is really important to them	
You can judge a person by the car they drive	
	0 150 20



Personal motivations Happy with standard of living Sacrifice time with family to get ahead Don't want responsibility, rather be told what to do Like taking risks Like a life of challenge, novelty and change Look on work as a career rather than a job Go to work for the money Want to get to the very top in career Worry about work during leisure time Would like to set up own business one day Important to juggle various tasks Not enough hours in the day Little can be done to change life

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54.04

21.58

39.68

12.94

23.96

45.88

37.64

9.72

29.74

37.23

5.32

16.18

42.75 38.59

29.92

27.57 29.88

33.74

6.81



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How we view the world



A woman's place is in the home Cannabis should be legalised Contraception is a woman's responsibility Refuse to buy products from a company disapproved of Like to be surrounded by different people, cultures etc Buy from companies who give something back to society Children should eat what they are given Important to do your duty Real men don't cry Reports on violence and crime affect my life Rules are made to be broken London 2012 Olympics will have a positive effect on ordinary people Quality of human contact improved by technology Willing to volunteer time for a good cause

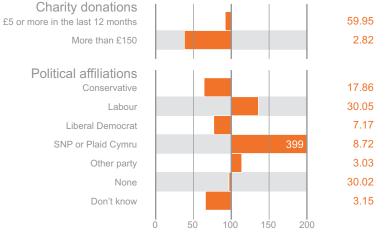
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2.06% 📩 | 🛉 2.08%





A B C D E F G H I J K L M N O 38 39 40 41

200

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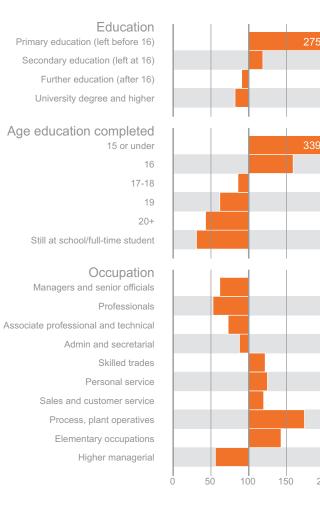
Archibald and Moira 2.06%

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How we get by

	Occupation, cont					1		
9.53	Higher professional						3.15	
25.57	Lower managerial & professional						11.00	
34.74	Intermediate						7.60	
30.16	Small employers & own account						5.58	
	Lower supervisory						8.29	
27.08	Semi routine						14.31	
32.65	Routine occupations						14.03	
18.60		I		I		I		
3.30	Industry						1.02	
3.30 16.20	Agriculture, hunting, forestry						0.08	
	Fishing							
2.17	Mining, quarrying & construction					_	9.93	
	Manufacturing						16.29	
9.22	Electricity, gas and water supply			_			0.70	
6.75	Wholesale and retail trade, repair of motor vehicles			. . .			17.71	
10.29	Hotels and catering						5.45	
10.32	Transport storage and communication		_				7.13	
13.37	Financial intermediation						2.50	
10.07	Real estate, renting and business activities						9.82	
9.46	Public administration and defence						5.60	
9.40 13.18	Education						5.81	
	Health and social work						12.67	
17.18	Other			1 C			5.22	
2.25	Manufacturing and mining (females)						9.57	
	Professional/managerial (females)						15.44	
	- ` ` ` `	0	50	100	150	200		
		0	50	100	150	200		



Understanding Charts Unless otherwise stated, charts show the Index and Mean %.

The Index is shown as a bar, and the Mean % is shown to the right:





F G H A B C D E J K L Μ 38 39 40 41

4.56 14.50

21.05

14.76 12.89

11.44 12.13

4.80

3.86

21.58 31.63

26.07

10.66

4.75

1.82 0.71

2.78

Group I: Ex-Council Community

Type I38: Settled Ex-Tenants

Older couples whose children have flown the nest working in low skilled occupations and living in ex-council housing

Our financial circumstances

Net household inco Less than £5,000 a year (less than £100 a w £5,000 to £9,999 a year (£100 to £199 a w £10,000 to £14,999 a year (£200 to £299 a w £15,000 to £19,999 a year (£300 to £399 a w £20,000 to £24,999 a year (£400 to £499 a w £25,000 to £29,999 a year (£500 to £599 a w £30,000 to £39,999 a year (£600 to £799 a w £40,000 to £49,999 a year (£800 to £999 a w £50,000 a year or more (£1000 a week or m

> Net individual monthly inco Under

Understanding Charts Unless otherwise stated, charts show the Index and Mean %.

The Index is shown as a bar, and the Mean % is shown to the right:



n £100 a week)					
to £199 a week)					228
to £299 a week)					222
to £399 a week)					
to £499 a week)					
to £599 a week)					
to £799 a week)					
to £999 a week)					
a week or more)					
thly income Under £500					
£500-£999 £1,000-£1,499			100		
£1,500-£1,499 £1,500-£1,999					
£2,000-£2,499					
£2,500-£2,999					
£3,000-£3,999					
Over £4,000					
	0	50	100	150	20

Gross annual household income	
Under £10,000	14.16
£10,000-£19,999	31.74
£20,000-£29,999	25.62
£30,000-£39,999	14.81
£40,000-£49,999	8.20
£50,000-£59,999	2.94
£60,000-£69,999	0.86
£70,000-£79,999	0.82
£80,000-£89,999	0.37
£90,000-£99,999	0.24
Over £100,000	0.24
Net household wealth	
£0/nothing	29.52
Under £10,000	29.52
£10,001-£25,000	12.38
£25,001-£50,000	9.90
£50,001-£100,000	8.00
£100,001-£250,000	8.19
£250,001-£500,000	1.90
£500,001-£750,000	0.38
Over £750,001	0.19
	0 50 100 150 200

Archibald and Moira

2.06% 📩 👖 2.08%





A B C D E F G H K Μ 38 39 40 41

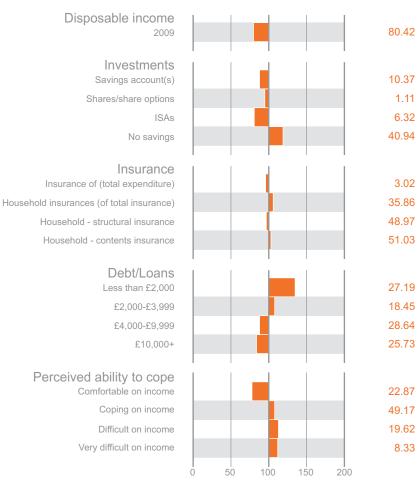
Group I: Ex-Council Community

2.06%

Type I38: Settled Ex-Tenants

Older couples whose children have flown the nest working in low skilled occupations and living in ex-council housing

Our financial circumstances



Credit and debit cards						
1						44.54
2						29.16
3 or more						26.30
Median disposable income		_			- I - I	
Households with income <60% of median						37.43
<u>-</u>			1		1	
Financial exclusion						7.85
No direct payment account						7.05
Benefits	i.		1	i i		
All benefit claimants						13.71
Jobseekers allowance claimants						1.92
Incapacity benefits claimants						7.44
Lone parent benefit claimants						1.84
Carers benefit claimants						1.08
Disabled benefit claimants						0.84
Severe disability allowance claimants						0.66
Pension credit claimants						7.22
State pension claimants						19.92
		_	100	450		
	U	50	100	150	200	

Understanding Charts Unless otherwise stated, charts show the Index and Mean %.

The Index is shown as a bar, and the Mean % is shown to the right:



Archibald and Moira



Supporting Notes

These pages have been designed to help you understand the essence of each of the groups and types. We have sought to highlight the key features which make each group distinctive, and which would be useful to bear in mind when devising communications or treatment strategies. The descriptive pages are necessarily subjective and are intended to highlight key issues rather than to be comprehensive.

We have taken account of a wealth of information from both census and non census sources - such as the electoral register, shareholder and directors' lists, and local levels of council tax. This information is supplemented with information from market research surveys which can be cross tabulated by Mosaic. including the ONS Annual Expenditure and Family Survey, University of Essex's British Household Panel Survey, Research Now's online panel, YouGov's specialist financial survey, GfK NOP's Financial Research Survey, BMRB's Target Group Index Survey, Experian Hitwise's online competitor intelligence, the National Readership Survey and the British Crime Survey.

We have also made use of information cross tabulated by Mosaic from Experian's lifestyle questionnaires. To complement this formal information there is of course a large body of knowledge, accumulated over the years, on the relationship between customer behaviour and previous versions of Mosaic which has been used to support the patterns highlighted in these pages.

In building a picture of each of these categories this wealth of statistical information has been enhanced by a comprehensive series of visits to each of the different types of neighbourhood. Likewise much of the historic context which is contained within these portraits results from many decades of geodemographic analysis and of visits to assess the vitality of different regions.

Caveats

Clearly not every postcode matches exactly to iust one of the groups and types. These descriptions are therefore what sociologists would describe as 'ideal types', pure examples to which individual cases approximate only with various degrees of exactness. They focus on the statistical bias of a type of neighbourhood, on the demographic categories which are more numerous there than elsewhere in the area and which give the neighbourhood its distinctive character. In addition, because the boundaries of postcodes and census output areas do not exactly match boundaries in housing type, it is inevitable that addresses close to the boundary of many output areas may in certain cases not appear to have been allocated to the most suitable category. There are cases too where the same types of neighbourhood will contain people of similar character and behaviour but living in very different types of accommodation according to where in the area they may live.



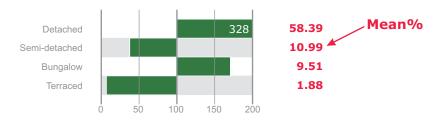
Supporting Notes

Variables - Mean% and Index

Charts are provided for each of the variables used to build and describe the UK segments. The variables are grouped together by category. For each group, the charts show the Mean% and Index for each variable.

Understanding Mean% and Index

Mean% show the percentage of this group/type with this characteristic. For example, consider Residence Type for Group C:



This shows that:

58.39% of Group C have a detached house10.99% of Group C have semi-detached house9.51% of Group C have a bungalow1.88% of Group C have a terraced house

The **Index** shows how the variable compares with all households in the UK. An **Index of 100** is the average. An **Index greater than 100** shows that this variable is over-represented when compared with the average. An **Index less than 100** shows that this variable is under-represented when compared with the average.

The Index is shown on the chart as a bar:



The chart shows the Index value from 0 to 200. If the Index value is greater than 200, the bar is shown as 200 along with the exact Index.