

Group I: Ex-Council Community

Archibald and Moira

## Type I38: Settled Ex-Tenants

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

2.06%  |  2.08%

### Overview

#### Key Features

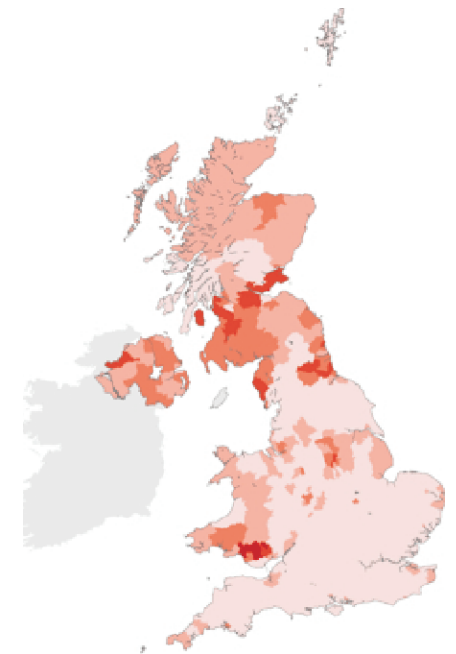
- Older families
- Former council areas
- Right to buy
- Stable communities
- No conspicuous consumption
- Cash payments
- Incapacity benefits
- Low levels of education
- Few internet users
- Personal contact

#### 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 Behaviour

##### Who we are

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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#### 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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#### 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.

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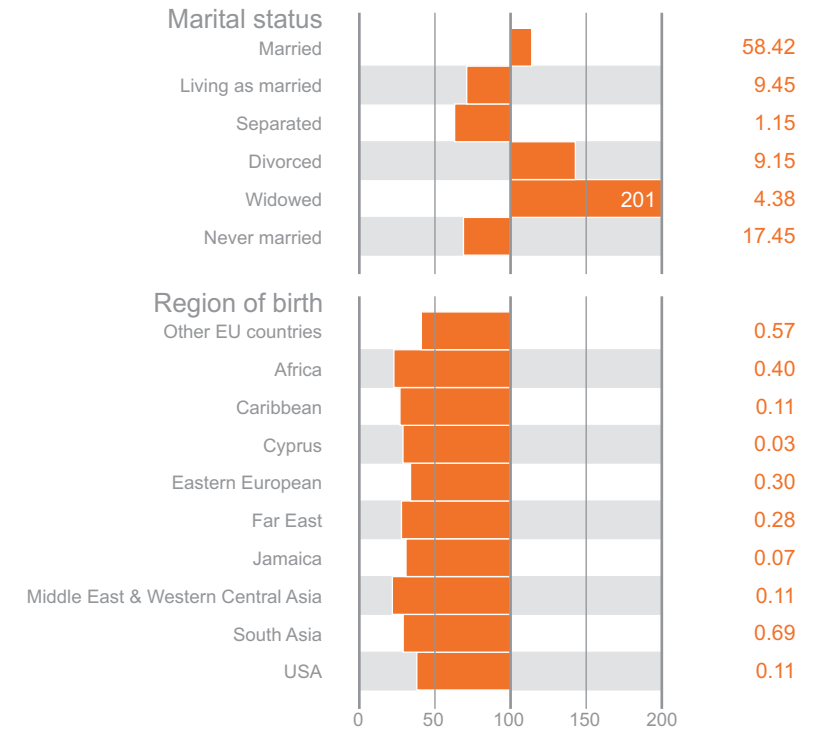
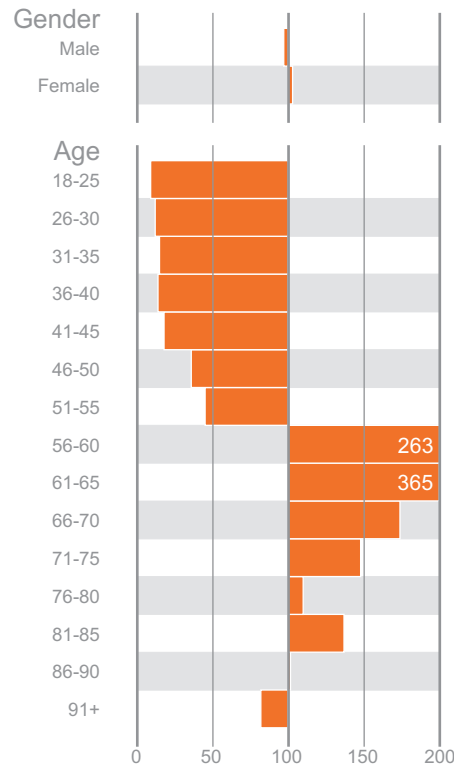
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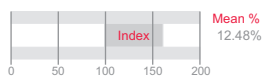
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## Who we are



**Understanding Charts**  
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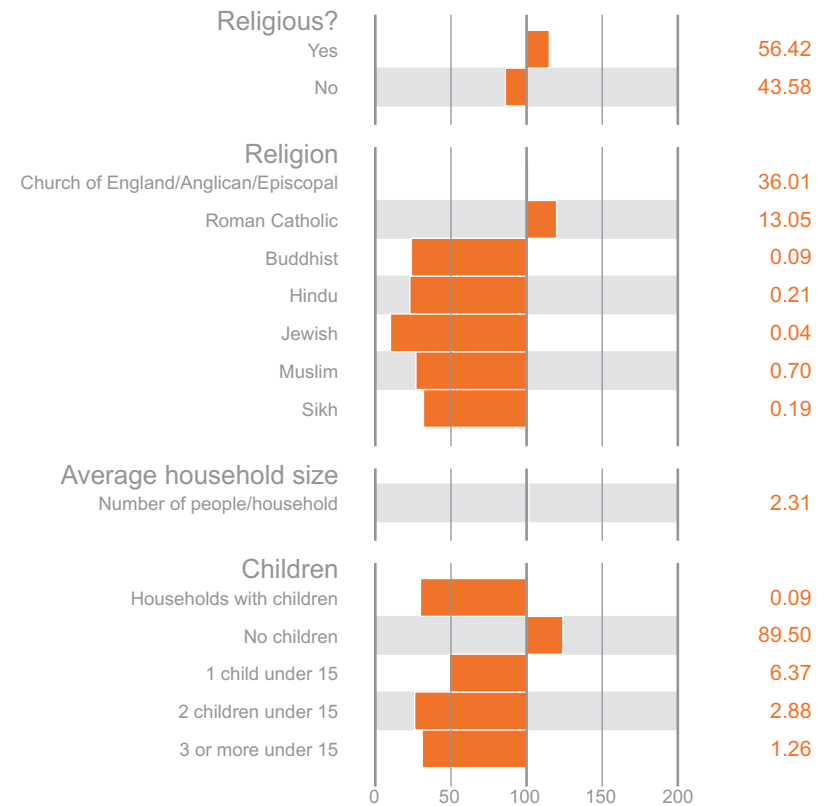
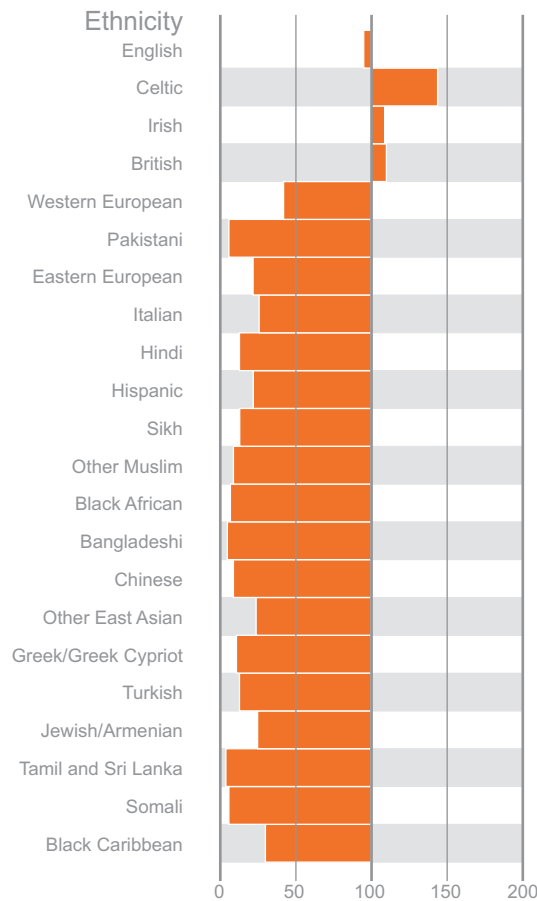
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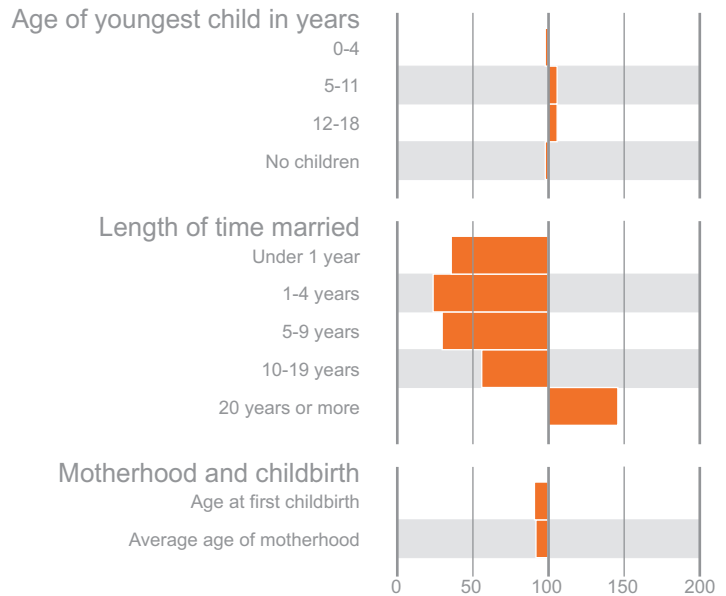
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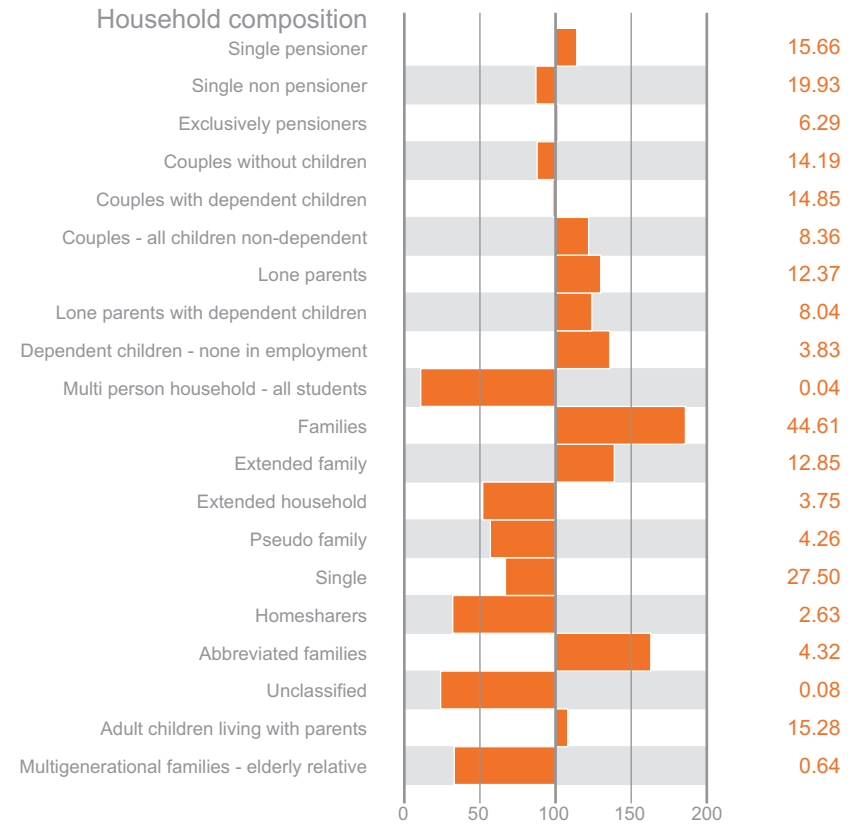
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## Who we are



\*Average age in years



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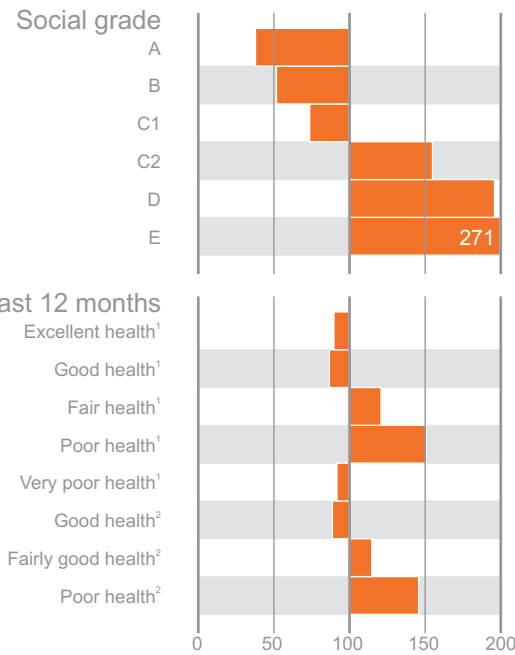
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### Who we are



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<sup>1</sup> BHPS data  
<sup>2</sup> Census CYE data



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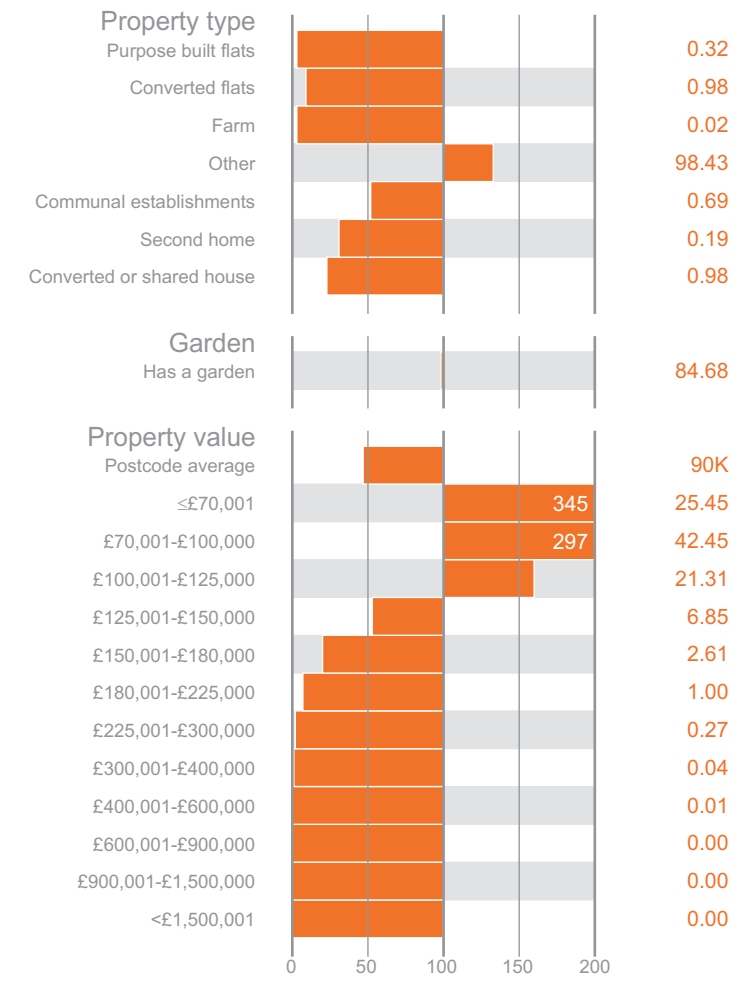
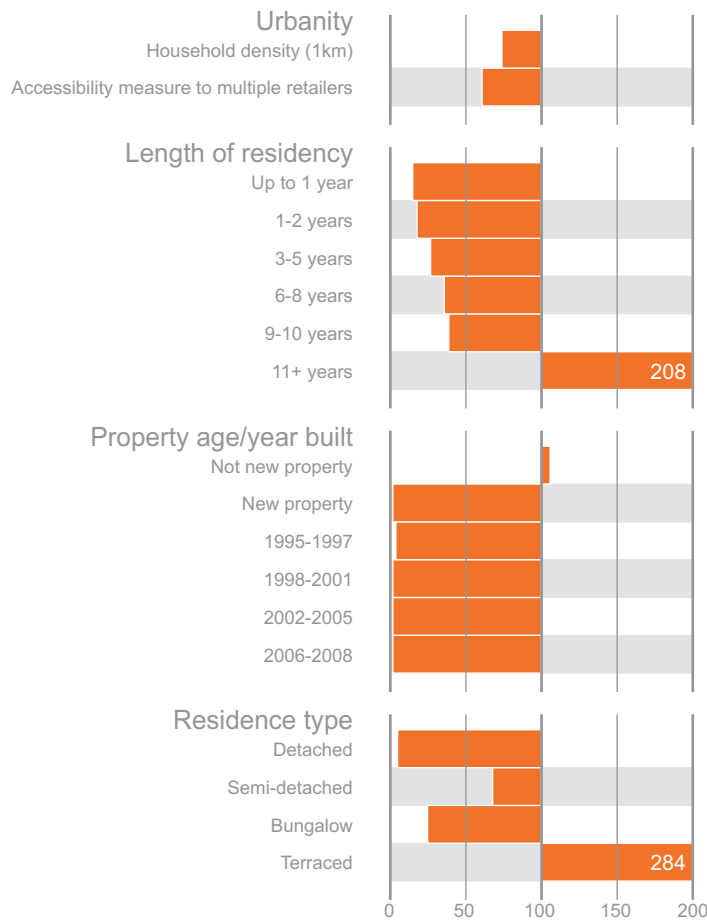
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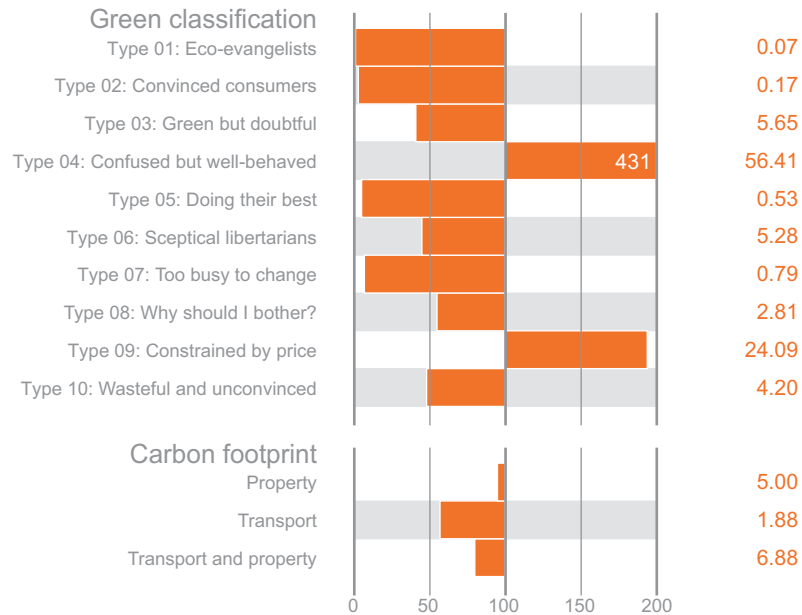
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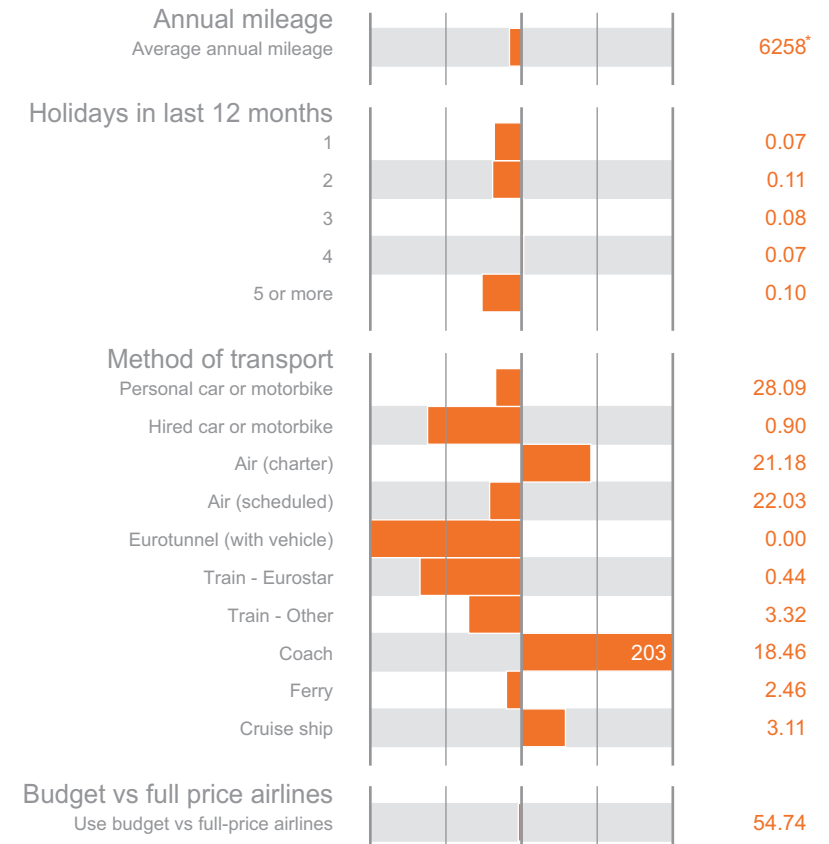
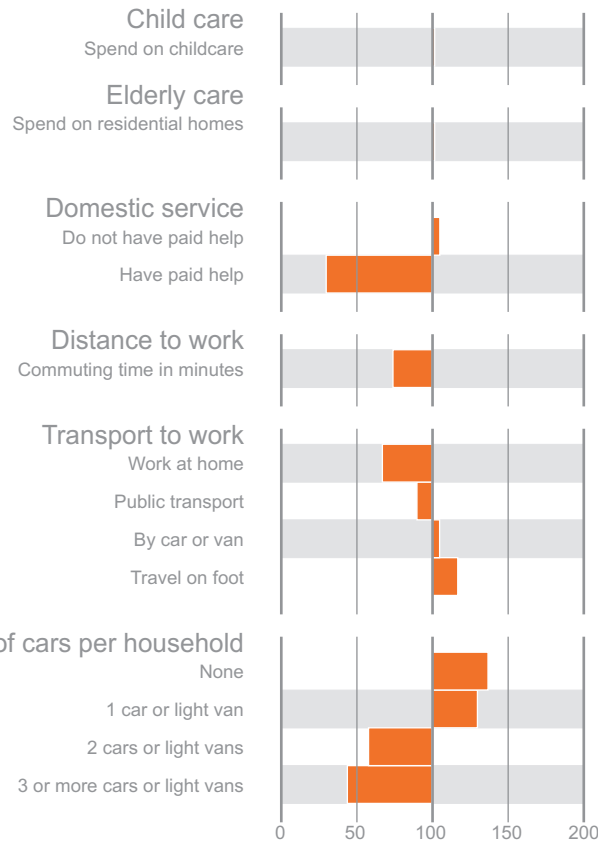
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\*Average number of miles

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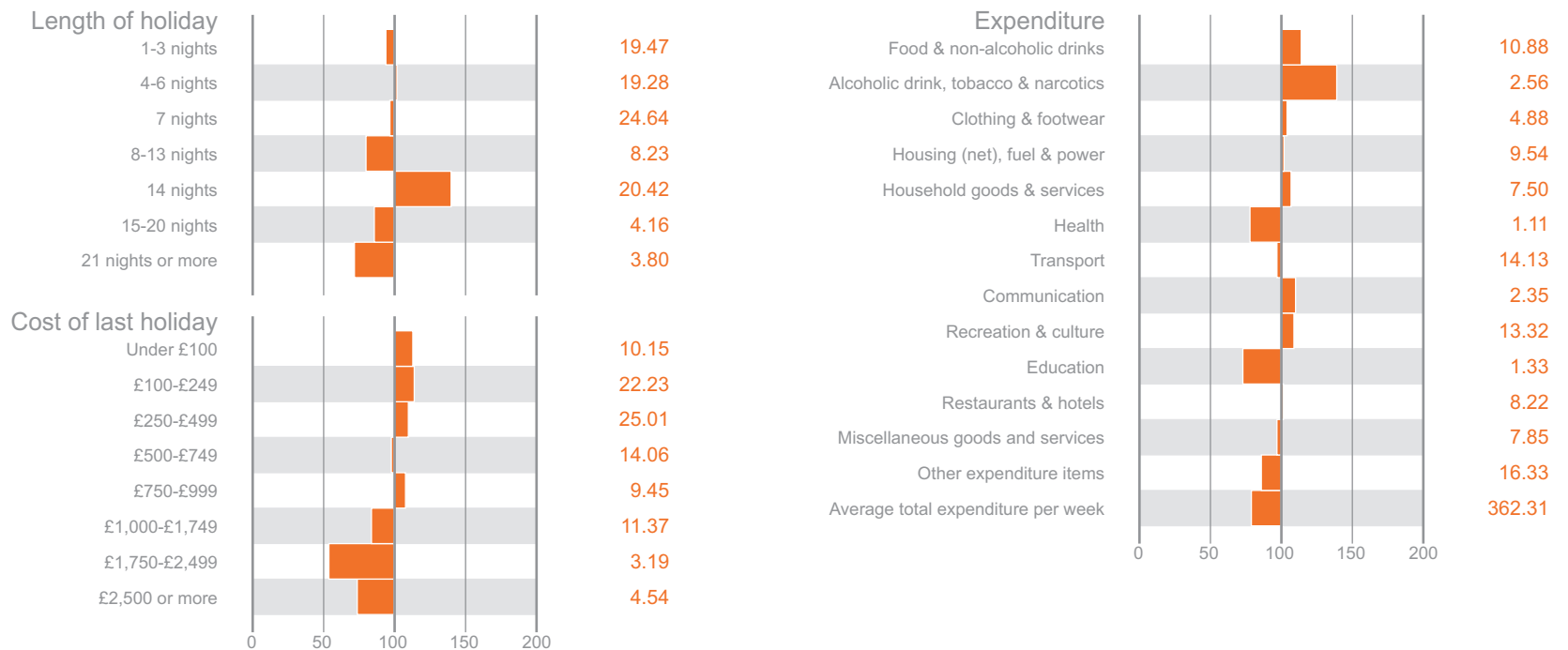
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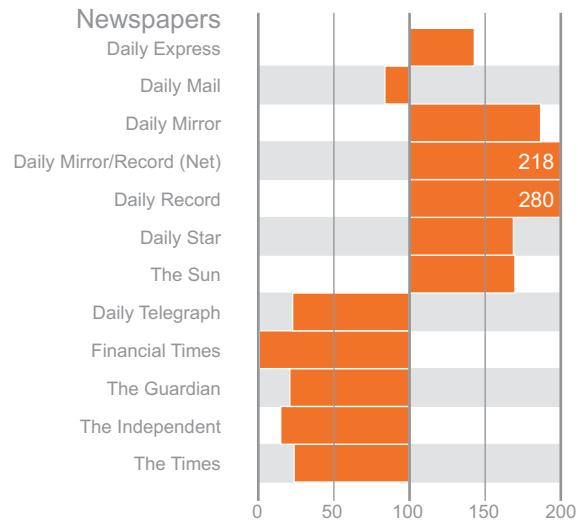
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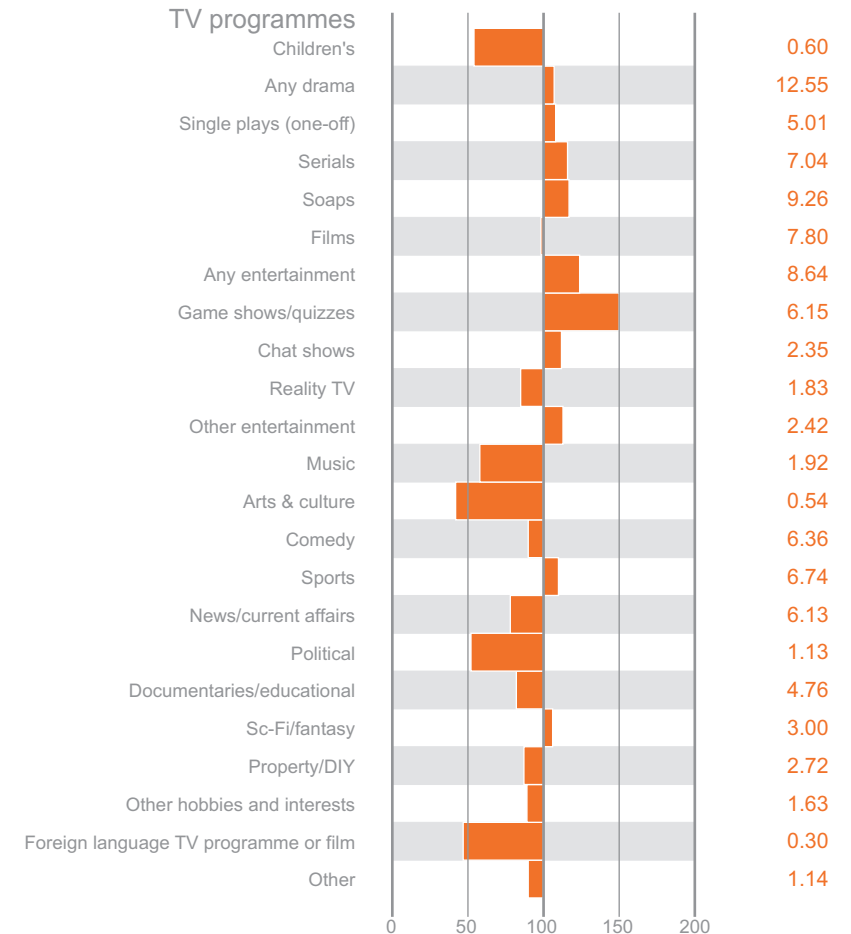
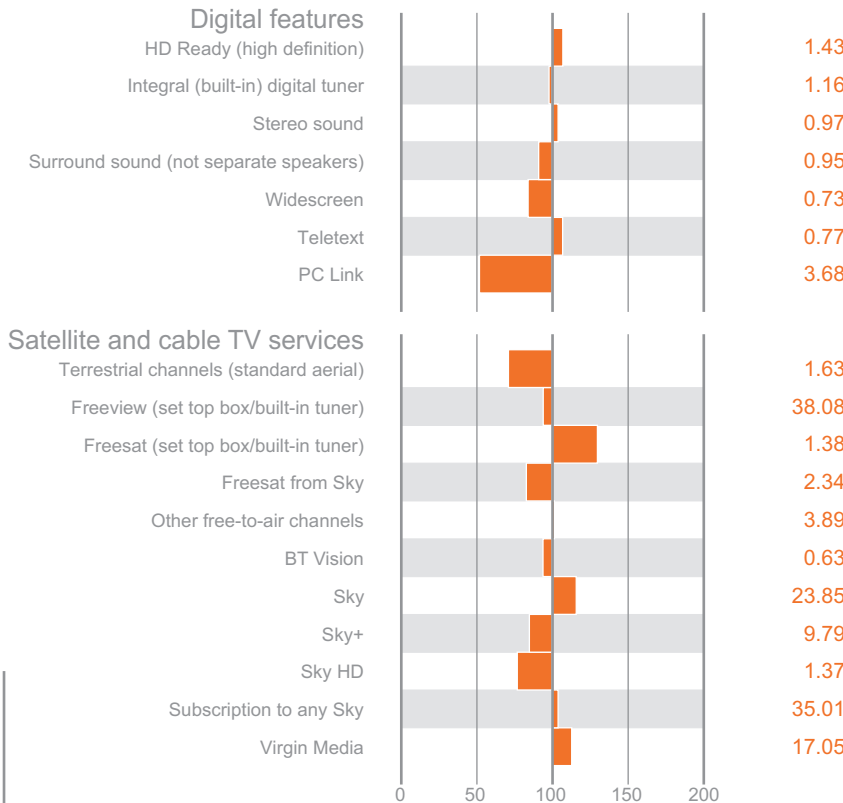
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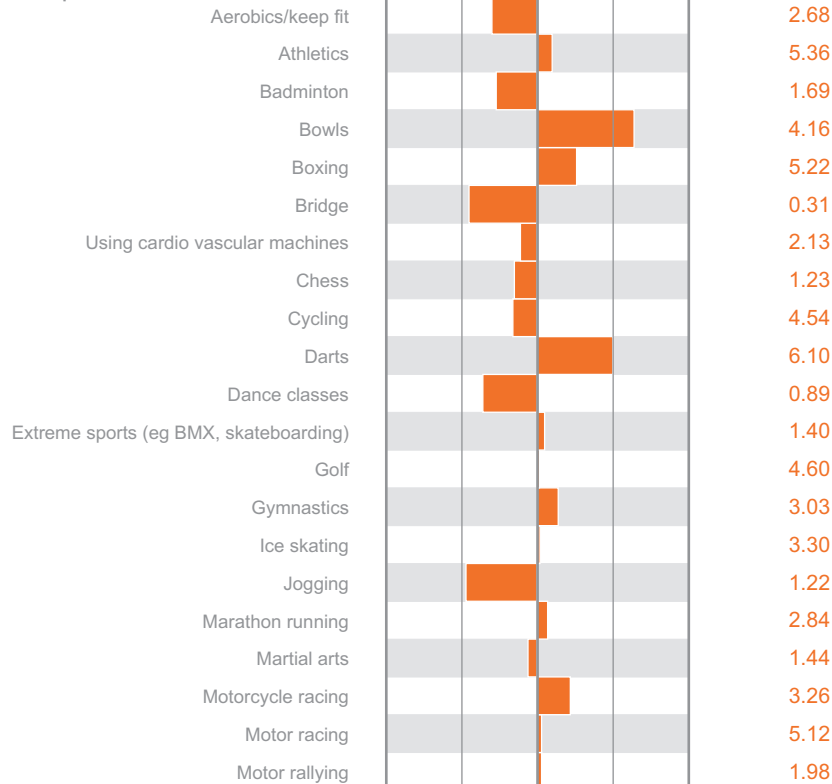
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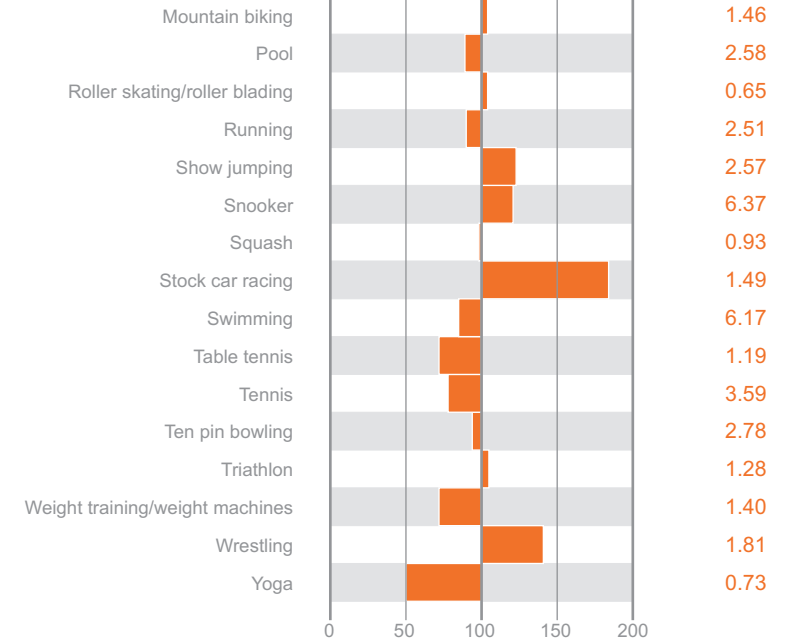
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## How we live our lives

### Sport and leisure activities



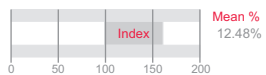
### Sports and leisure activities, cont...



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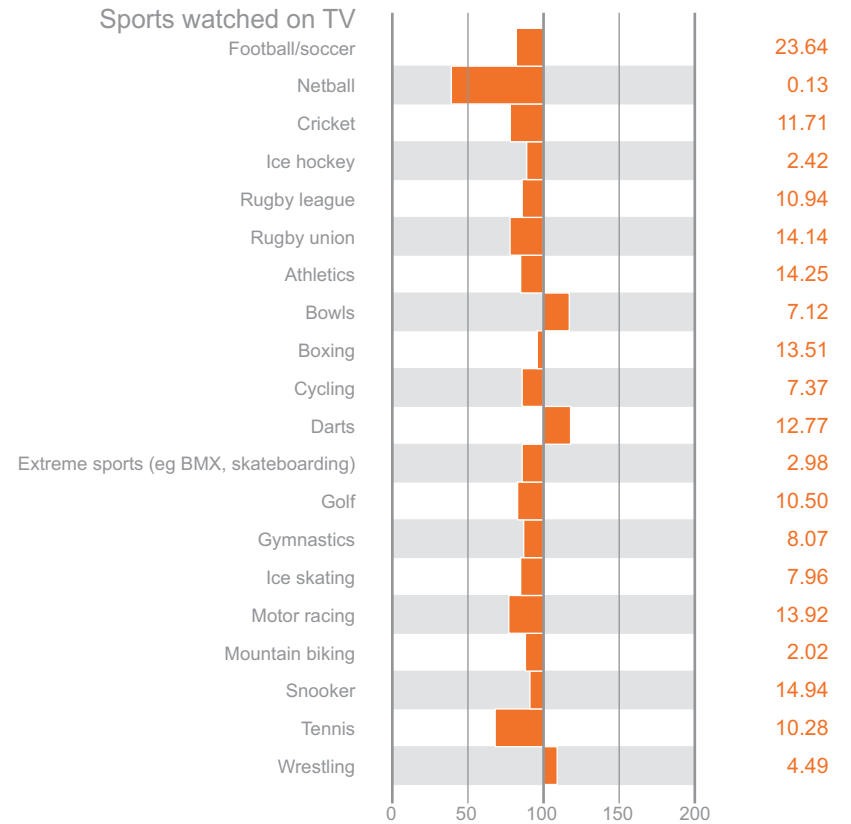
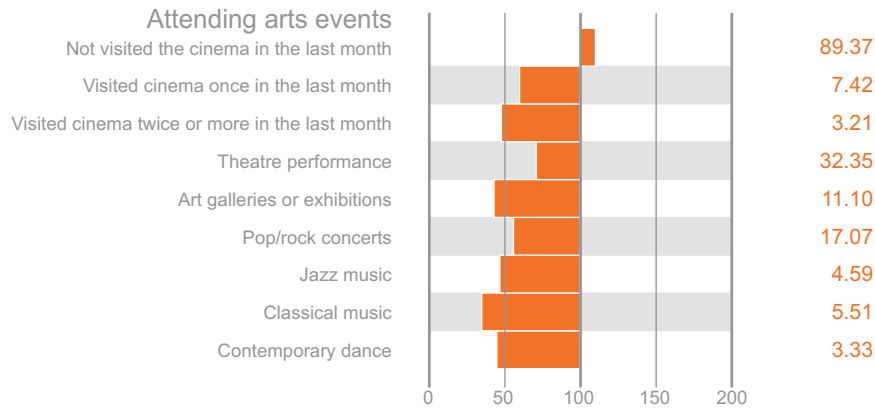
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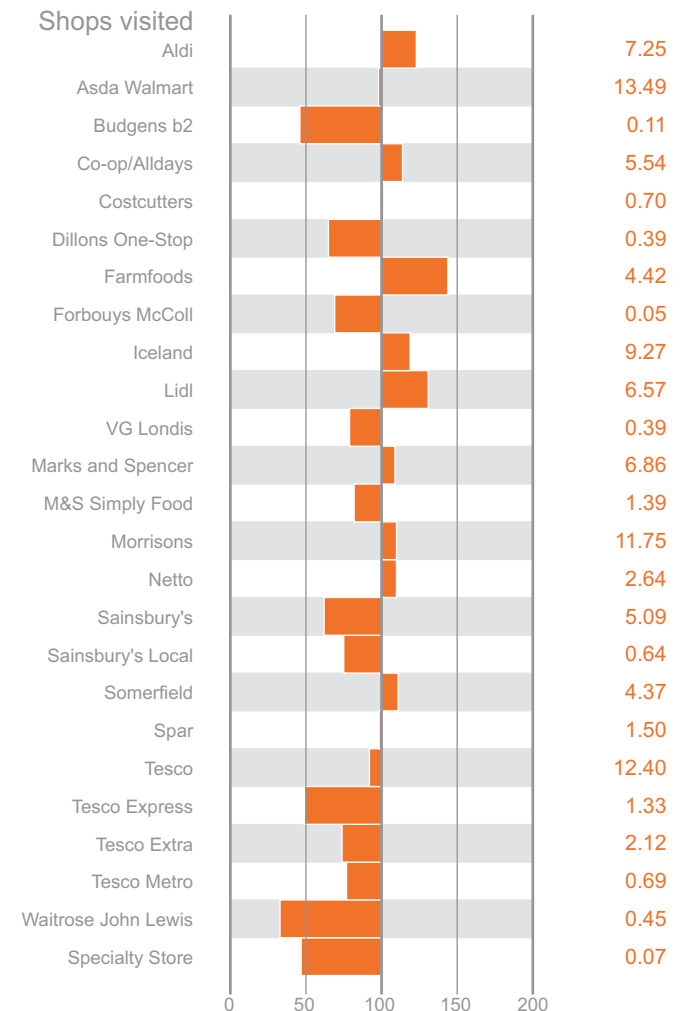
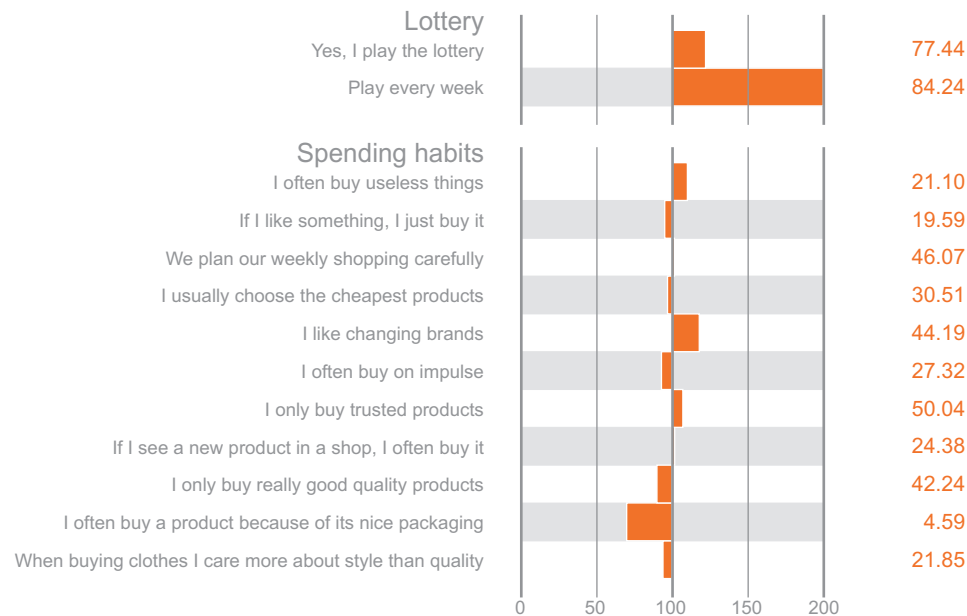
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## How we live our lives



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Index: 12.48%  
Mean %: 12.48%

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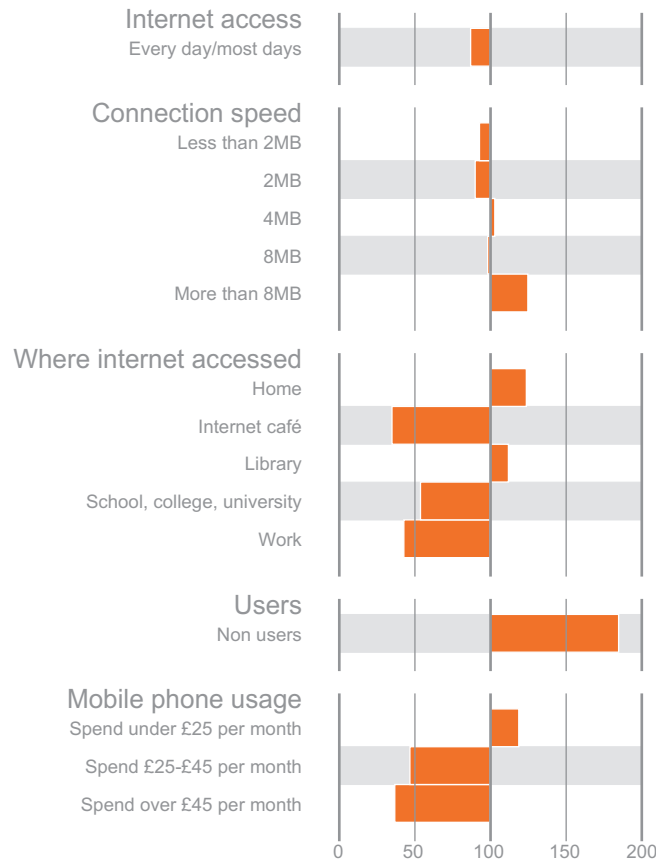
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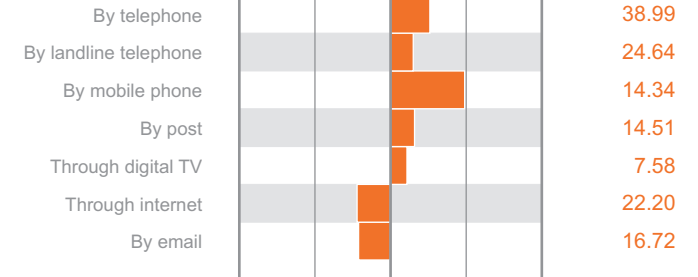
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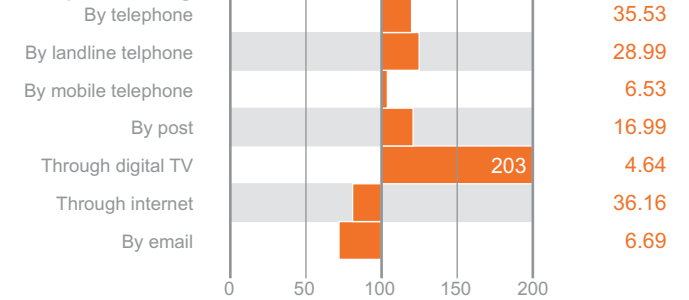
## How we communicate



## Channel preferences - communication



## Channel preferences - purchasing



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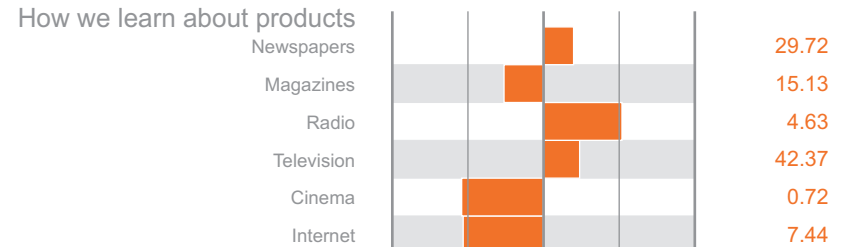
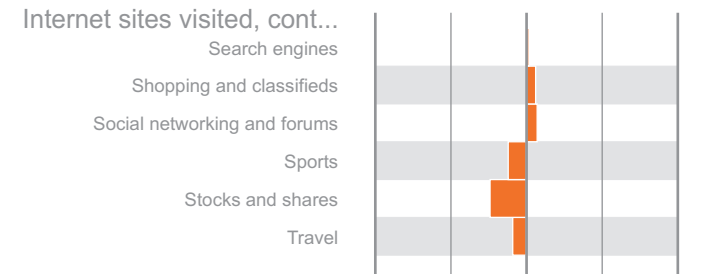
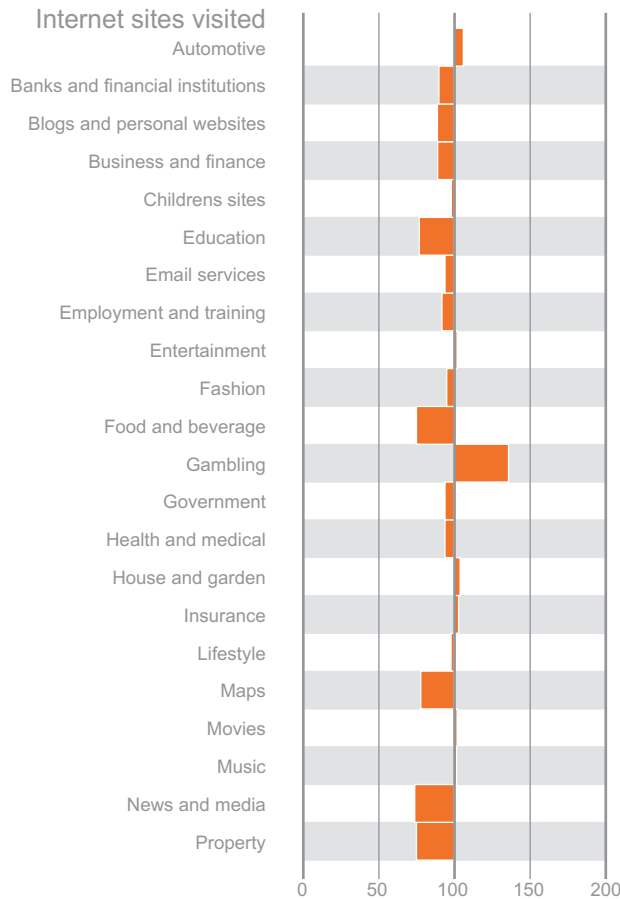
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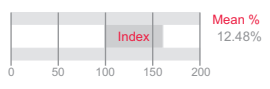
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## How we communicate



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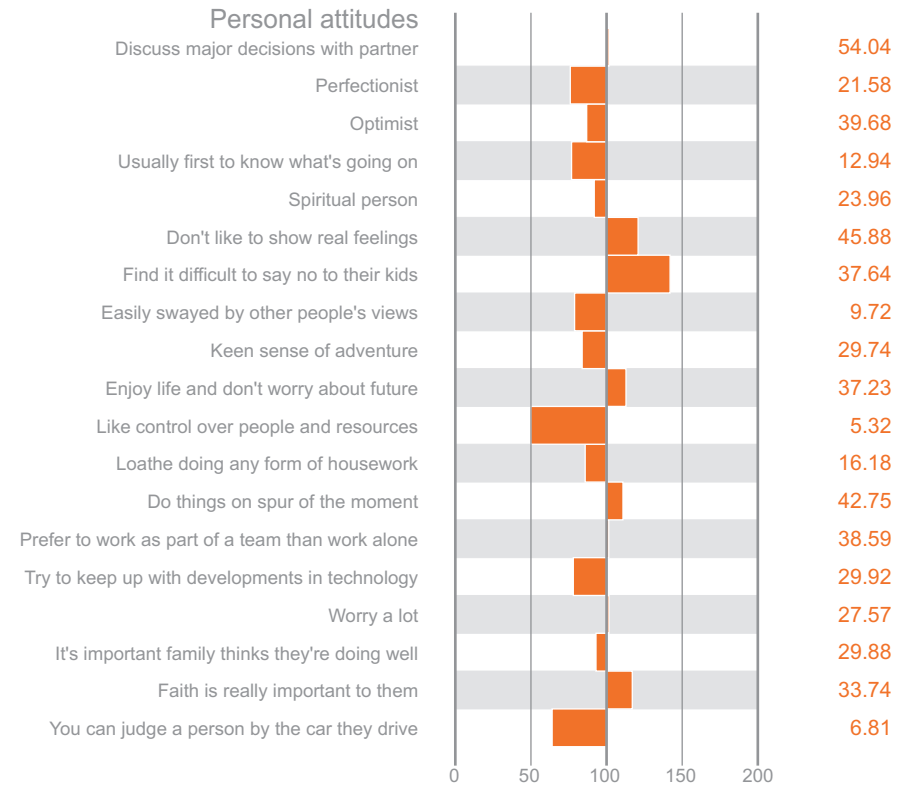
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## How we view the world



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Index 12.48%

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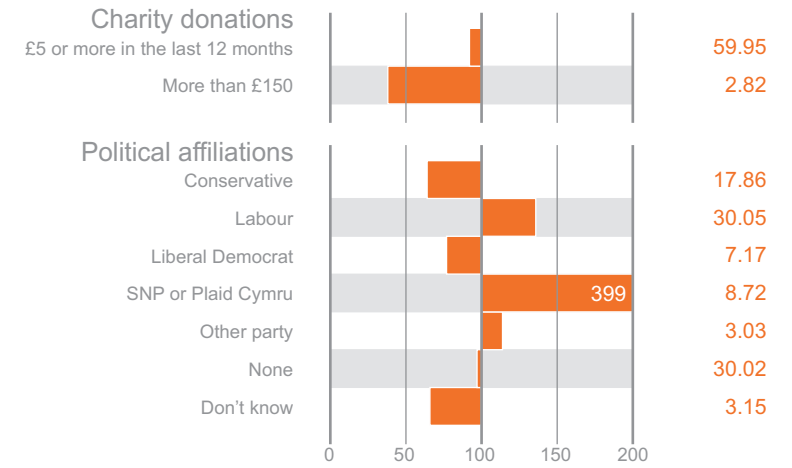
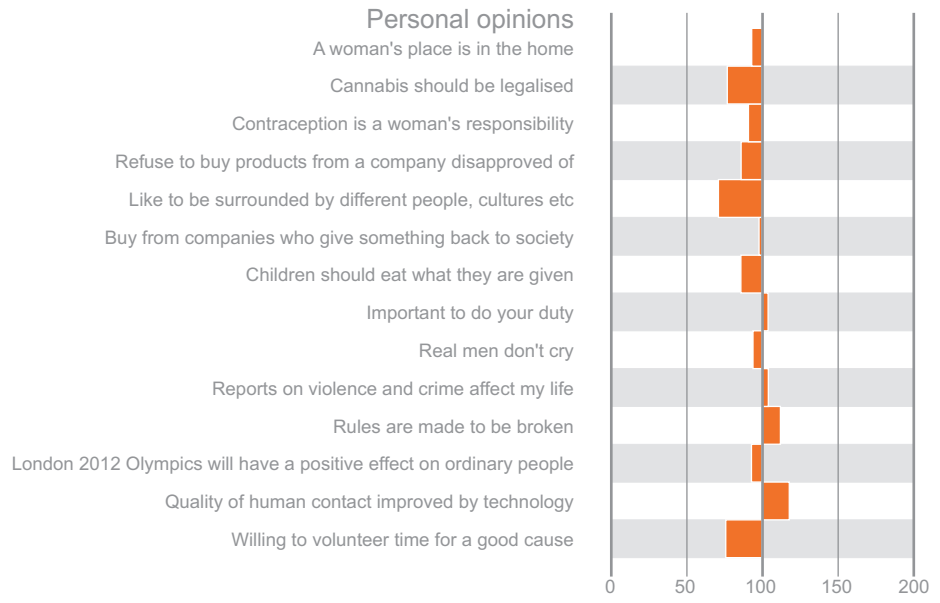
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## How we view the world



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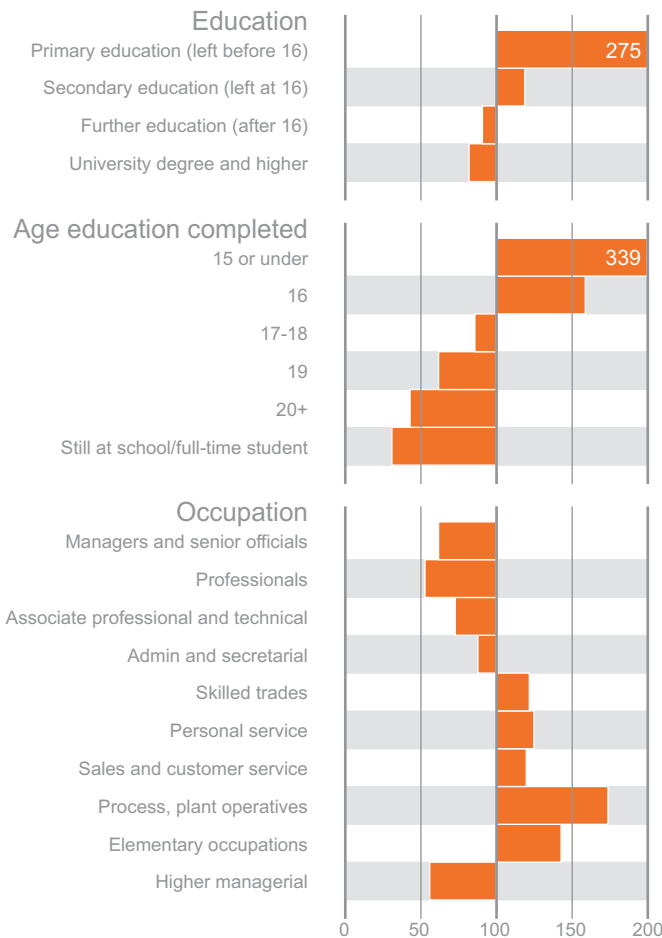
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## How we get by



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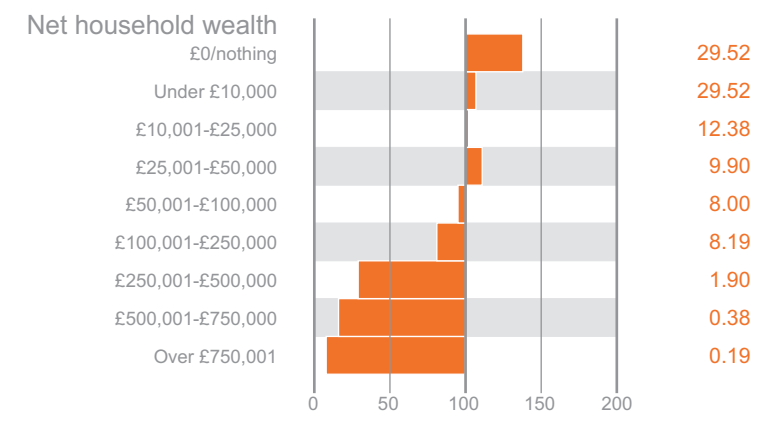
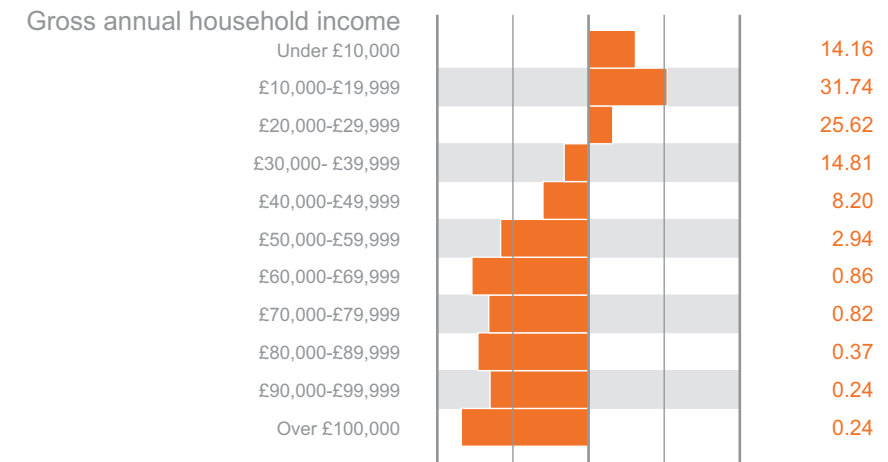
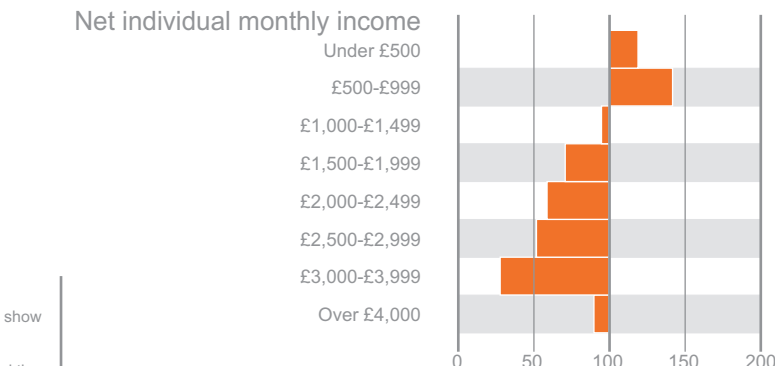
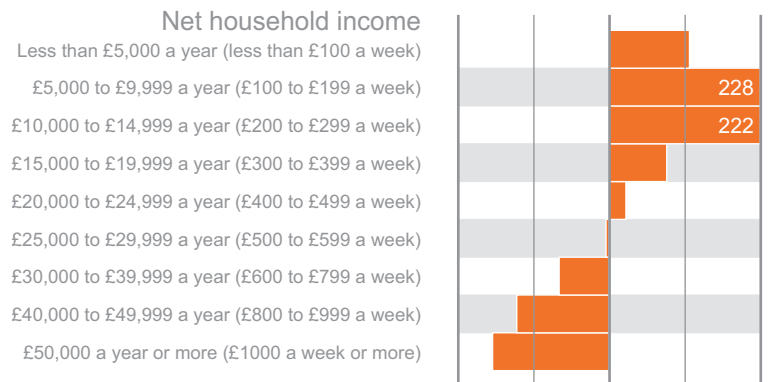
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## Our financial circumstances



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



Group I: Ex-Council Community

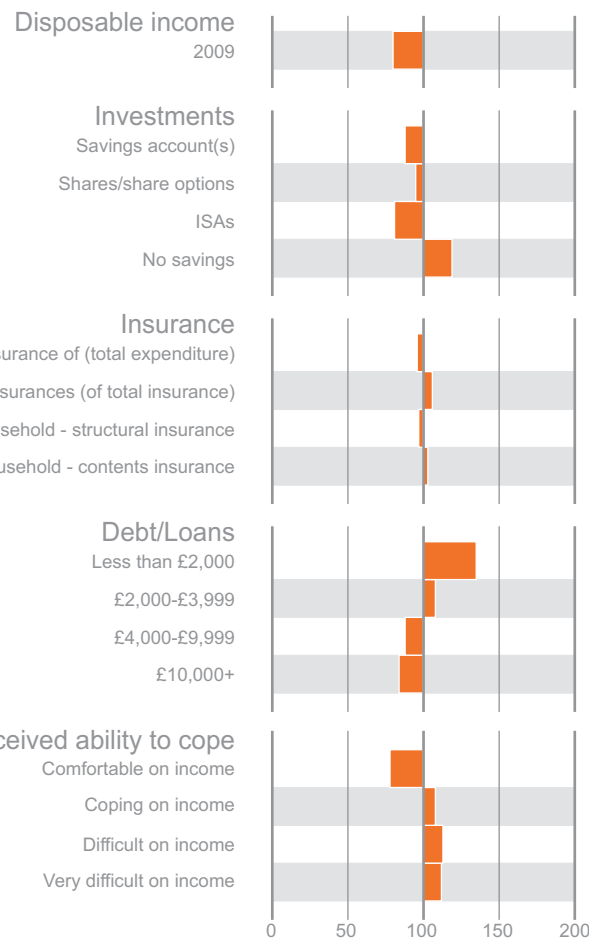
Archibald and Moira

# Type I38: Settled Ex-Tenants

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

2.06%  |  2.08%

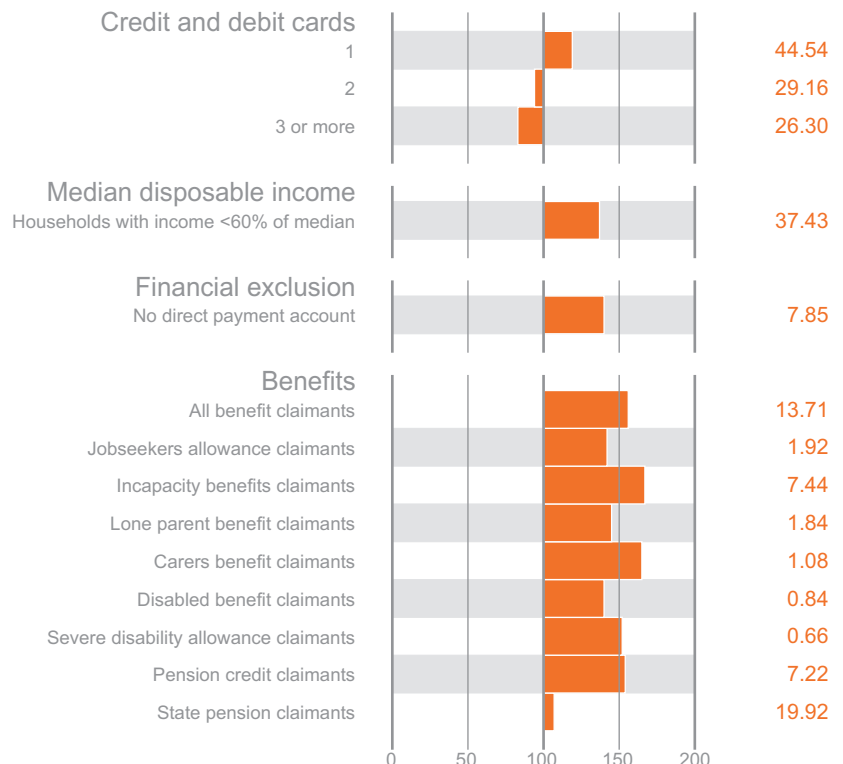
## Our financial circumstances



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:

Index 12.48%



## 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 just 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.

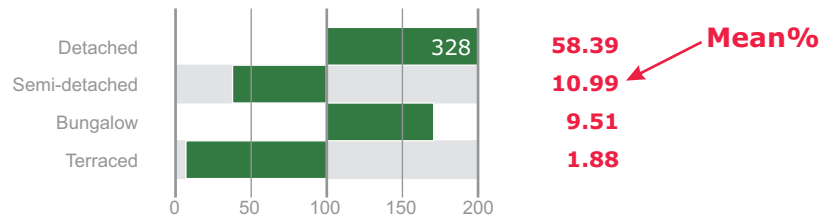
## Supporting Notes

### 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:

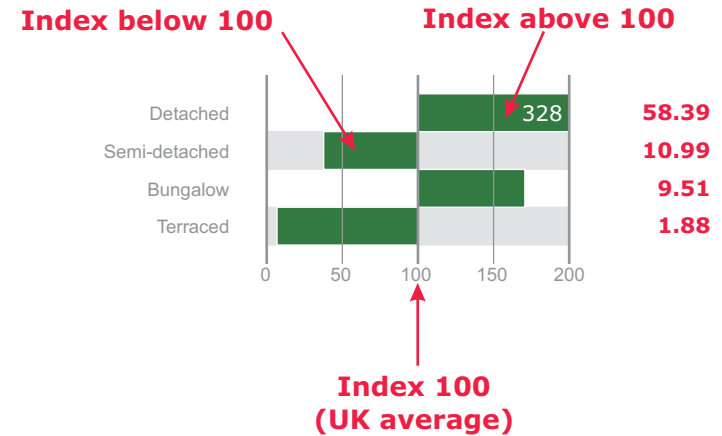


This shows that:

- 58.39% of Group C have a detached house
- 10.99% of Group C have semi-detached house
- 9.51% of Group C have a bungalow
- 1.88% 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.