



Bridgend County Borough Citizens' Panel

Quarter 2 2006

Summary Report - Neighbourhood & Society -

Produced by



BEAUFORT
R E S E A R C H

For
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1. Project Overview

1.1 The Questionnaire Survey

This summary report relates to the Neighbourhood and Society section of the Quarter 2 2006 Citizens' Panel Survey which was distributed to panel members in June - July 2006. Full tabulated results, along with detailed technical details and the survey questionnaire are available in a separate volume.

The questionnaire for the survey was sent out 20th June 2006. Reminder questionnaires were sent out to non-responders 4th July and the final cut-off date for returned questionnaires was 24th July.

The sixteen page questionnaire contained questions on the following topics:

- Neighbourhood and Society
- Town Centres

It is worth noting some percentage figures on this report are rounded up or down to the nearest whole number and therefore some consolidated percentages may not total exactly 100%. For example, 50.4 would be shown as 50% and 50.6 would be shown as 51%. Also, where more than one answer was possible to a question, the total percentage may add up to more than 100%.

The Citizens' Panel is currently run for Bridgend County Borough Council by Beaufort Research Ltd, an independent social and market research agency based in Cardiff.

1.2 Survey Response

The survey was distributed to 1,305 effective panel members. 943 completed questionnaires were returned yielding a response rate of 72%.

Although the profile of the overall panel is generally representative of the population of the Bridgend County Borough area, the returned sample to any individual survey can be unbalanced due to non-response by certain panel members. Therefore, the survey results are, where necessary, weighted to correct any imbalances in the returned sample. The survey data can then be considered to be representative of the local population.

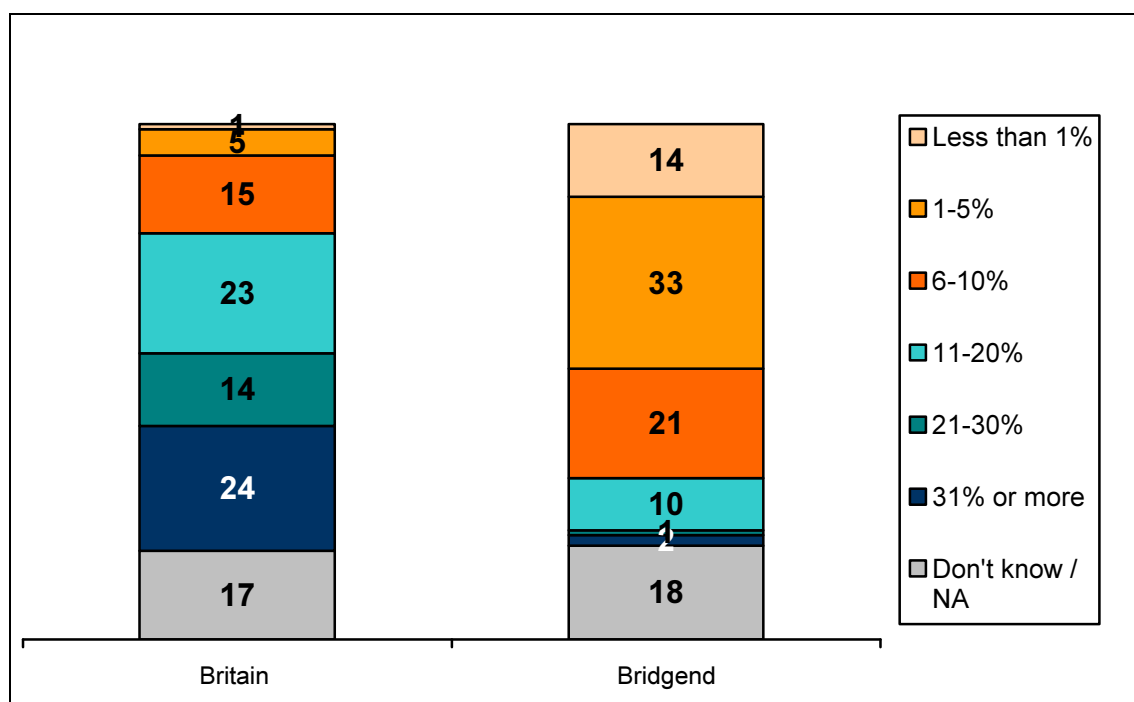
The data for this survey has been weighted to be representative of three age groups (16-34 / 35-54 / 55+) within local forum area and the details of the un-weighted response and the weighted representation in the data are detailed in Appendix 1.

2. Perceived Incidence of Different Groups

Panellists were asked to estimate the proportions of residents who belonged to a 'non-white' ethnic or racial group and proportions who had a disability or long term health problem¹, firstly in Britain and then in Bridgend.

2.1 Non-White

Figure 2.1.1 Perceived incidence of non-whites in populations of Britain / Bridgend (%)



Base: All respondents (943)

In Britain, 7.9% of the population are non white². Only 15% of panellist were therefore correct in estimating that the range was somewhere between 6-10%. The majority of remaining panellists tended to overestimate the proportion of the non-white population – 61% estimated 11% or more. Indeed 24% (of the 61%) thought that non-whites contributed over 30% of the British population.

Panellists, as might be expected, had a better idea of the non-white proportions in the Bridgend County Borough Area with generally lower levels estimated than for Britain as a whole. A third correctly estimated the proportion to be between 1-5% (actual figure 1.4%³). Most of the remainder either thought that proportion was less

¹ A definition was given to respondents on what was meant by this – anyone who has a physical, sensory or mental impairment which has a substantial and long-term adverse effect on a person's ability to carry out normal day to day activities.

² Source: Census 2001

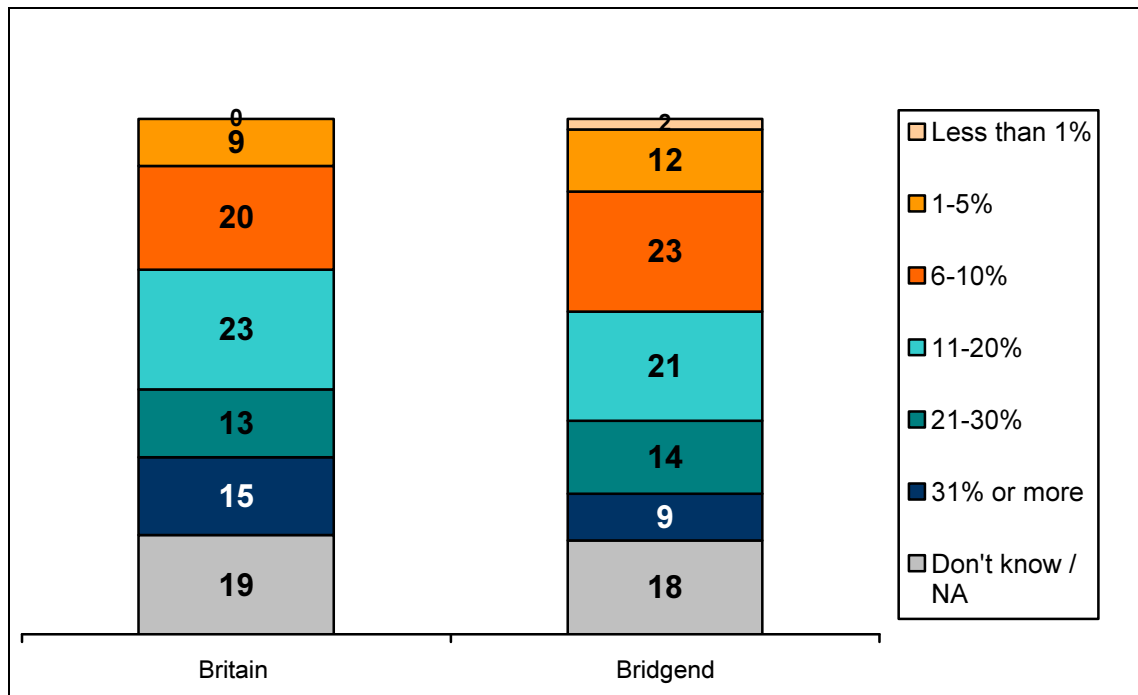
³ Source: Census 2001

than 1% (14%) or between 6-10% (21%). 18% were unable to give an estimate, however.

For both Britain and Bridgend, women and younger respondents (16-34s) tended to be more prone to overestimation.

2.2 Disabled or Long Term Illness

Figure 2.2.1 Perceived incidence of disabled or those with a long term illness in populations of Britain / Bridgend (%)



Base: All respondents (943)

In terms of the proportions of the population living with a disability or long term illness, estimations for Bridgend and Britain followed a similar pattern, although on average estimates for Bridgend were slightly lower.

Nearly a quarter (23%) of panellists correctly estimated that the proportion living with a disability or long term illness in Britain was between 11-20% (real figure = 18.5%⁴). Around three in ten estimated a higher proportion than this and a similar number estimated a lower proportion.

In contrast to results seen for non-white proportions, panellists were actually less likely to correctly estimate the proportions of Bridgend County Borough residents who were living with a disability / long term illness. Only 14% estimated 21-30% (correct figure = 25.0%⁵) with the majority underestimating proportions.

Interestingly, whether or not respondents actually had a disability / long term illness did not appear to have a big impact on ability to estimate overall proportions with results for the two groups being very similar.

⁴ Source: Census 2001

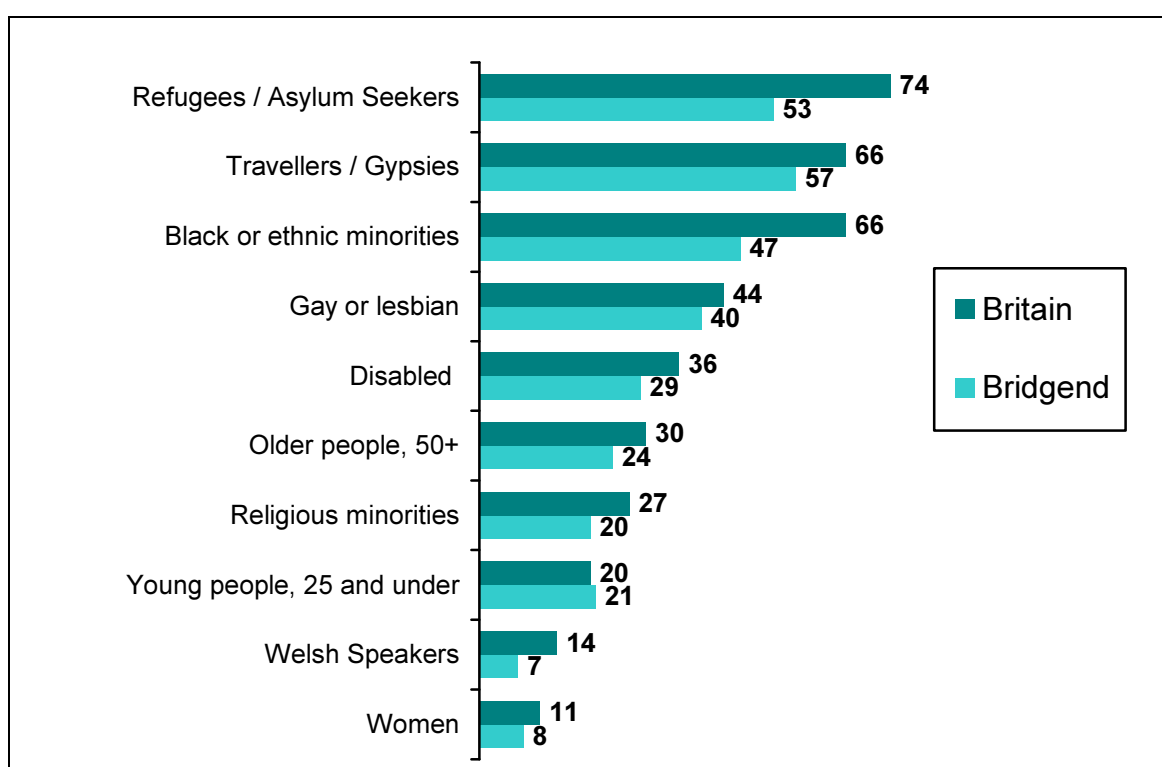
⁵ Source: Census 2001

3. Perceived Existing Prejudice

When asked which groups were most likely to experience prejudice and /or discrimination, *refugees / asylum seekers, traveller / gypsies* and *black or ethnic minorities* were the three groups most likely to be mentioned.

Around two-thirds to three-quarters of panellists believed these groups would experience prejudice or discrimination in Britain as a whole. When considering whether these groups would experience prejudice in the Bridgend County Borough, slightly fewer, around half or just over, believed this to be the case.

Figure 3.1 Groups believed to be most likely to experience prejudice or discrimination in Britain / Bridgend (%)



Base: All respondents (943)

Following these groups it was *gay/lesbian* and *disabled* people who were perceived as being most likely to encounter problems of this nature. 44% and 36% of panellists respectively believing prejudice would be experienced in Britain. Again, prejudice and discrimination in Bridgend were perceived as being at slightly lower levels (than nationally), with 40% and 29% respectively believing that this would occur for *gay / lesbian* and *disabled* people.

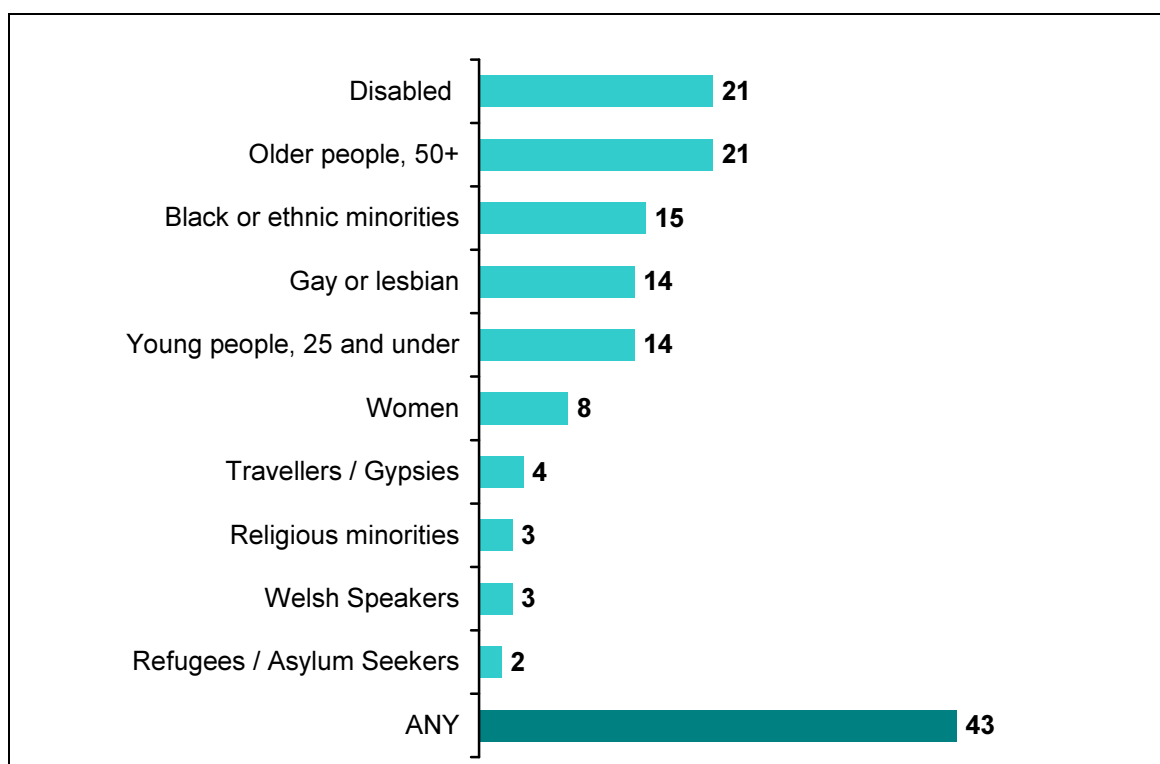
Indeed when examining full results for all groups in Figure 3.1, it is apparent that the people of the Bridgend County Borough believe that prejudice / discrimination is lower in the local area for most groups than it is nationally. This is possibly because they are perhaps less likely to consider themselves as prejudiced than they are other people.

4. Personal Experience of Prejudice

4.1 Personal Knowledge of Someone who has Suffered Prejudice

43% of panellists said that someone they knew (or themselves) had suffered prejudice or discrimination. When asked to state the group to which this person belonged, *older people aged 50+* and *disabled* people were the most popular responses, with around a fifth (21%) stating this.

Figure 4.1.1 Group person belonged to who had suffered prejudice or discrimination and was known personally by respondent (%)



Base: All respondents (943)

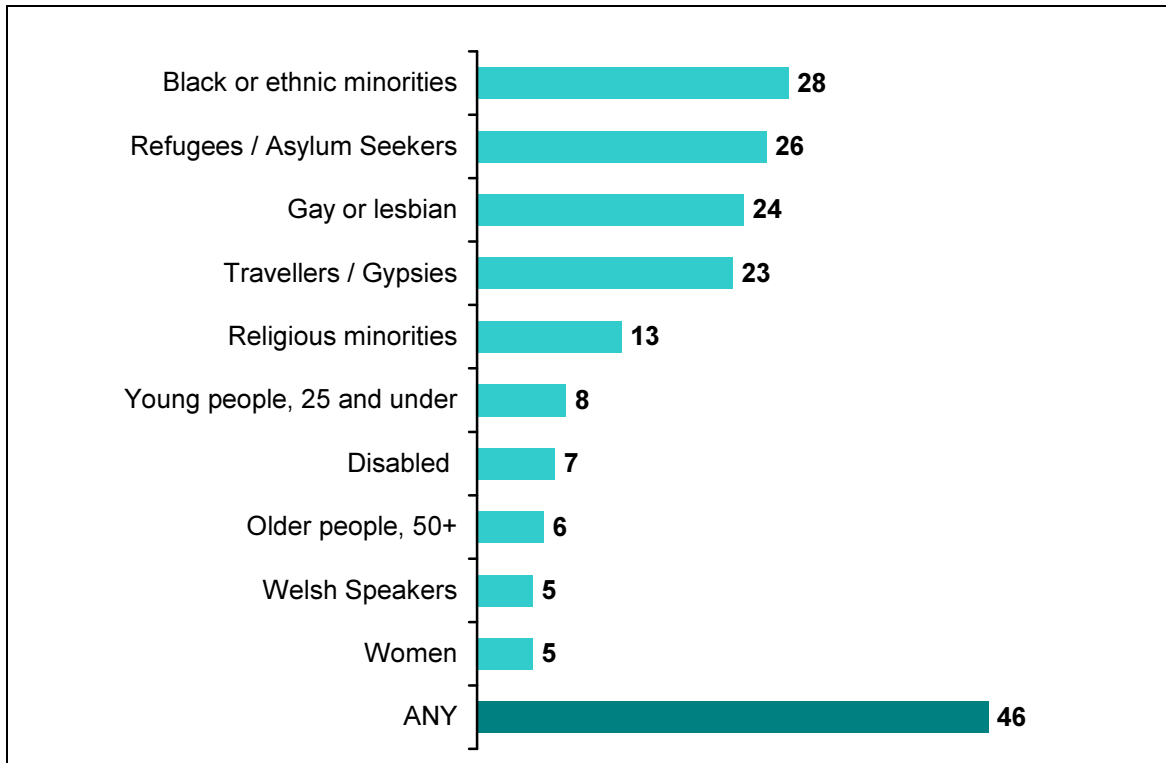
A similar number (14-15%) of panellists said that they knew a *younger person (25 or under)*, a *gay or lesbian* person or someone from a *black or ethnic minority* who experienced prejudice or discrimination. Fewer than 1 in 10 (8%) knew a woman who had experienced these sorts of problems, with figures at less than 5% for all other groups.

4.2 Personal Knowledge of Someone with Prejudiced Views

46% of people said that they knew someone who has prejudiced views or discriminates against at least one of the groups in Figure 4.2.1. There were four groups in particular who were most likely to be recipients on this prejudice. Namely

black or ethnic minorities, refugees / asylum seekers, gay or lesbian people and travellers / gypsies – around a quarter of respondents said they knew someone who was prejudiced against each of these groups.

Figure 4.2.1 Group who would be recipient of prejudiced views by a person who was known personally by respondent (%)



Base: All respondents (943)

5. Personal Feelings towards Different Groups

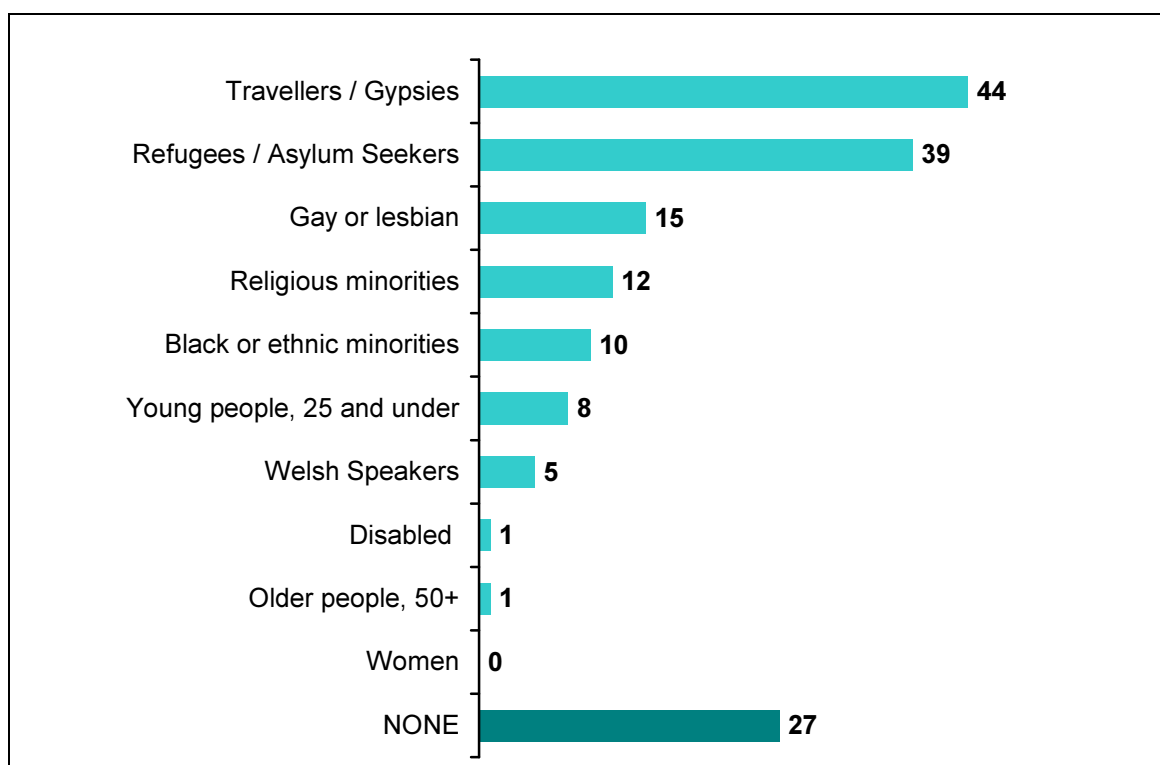
5.1 Groups feel less positive towards

Two groups stand out when panellists were asked which they personally feel less positive towards – namely *travellers/gypsies* and *refugees / asylum seekers*. Around two-fifths (44% and 39% respectively) stated a less positive feeling towards these groups.

Gay or lesbian people (15% of panellists), *religious minorities* (12%) and *black or ethnic minorities* (10%) were the next most likely to be mentioned. All other groups had less than one in ten people feeling less positive towards them.

Just over a quarter said that they did not feel less positive to any of the groups listed. Full results are shown in Figure 5.1.1

Figure 5.1.1 Groups who respondents feel less positive towards (%)



Base: All respondents (943)

Overall men and older respondents (aged 55+) tended to feel less positive to certain groups than did others.

In particular men, on average, claimed to be less positive (than women) towards *travellers / gypsies* (50% vs 37% women), *religious minorities* (16% vs. 6%), *gay or lesbians* (22% vs 8%) and *black or ethnic minorities* (13% vs 8%). The latter two

were also groups that those aged 55+ felt less positive towards relative to their younger counterparts as Figure 5.1.2 shows.

Figure 5.1.2 Groups who respondents feel less positive towards: Sub group analysis (%)

	<i>Men</i>	<i>Women</i>	<i>16-34</i>	<i>35-54</i>	<i>55+</i>
Travellers / Gypsies	50	37	39	43	48
Refugees / Asylum Seekers	41	37	41	40	38
Gay or lesbian	22	8	8	7	28
Religious Minorities	16	8	6	16	12
Black or Ethnic Minorities	13	8	7	8	15
Young People, 25 & under	8	8	4	9	10
Welsh Speakers	5	5	8	4	4
Disabled	2	1	2	1	1
Older people, 50+	1	1	2	0	1
<i>Base:</i>	<i>489</i>	<i>453</i>	<i>105</i>	<i>374</i>	<i>461</i>

A ‘personal experience in the past’ was the most frequently cited reason for feeling less positive towards certain groups (44% of panellists). However the role of the media appears almost equally important with 40% and 38% respectively mentioning that television and newspapers had influenced their view. A similar number (42%) mentioned that law and public policy had caused them to view certain groups in a less positive way.

Other influences were at lower levels with political beliefs (17% of panellists) being the next most popular.

5.2 Attitudes towards People from Different Groups occupying Positions in Society

5.2.1 Overall

Panellists were asked to state how ‘comfortable’ they would feel if people from different groups in society occupied positions or occupations that impacted on their lives. The five groups were:

- Different Ethnic group to your own
- Women
- Gay or lesbian
- Disabled

- Welsh Language Speaker

The five positions occupations were:

- Teacher of your child / close relative
- Your boss
- The partner of a close friend or relative
- Your local councillor
- Your MP / AM

The vast majority of panellists said that they would be 'very' or 'fairly' comfortable for each of the groups to be in each of the positions / occupations listed above. There were few occurrences when people stated that they would be 'not very' or 'not at all' comfortable - the main exception to this was views on *gays and lesbians*.

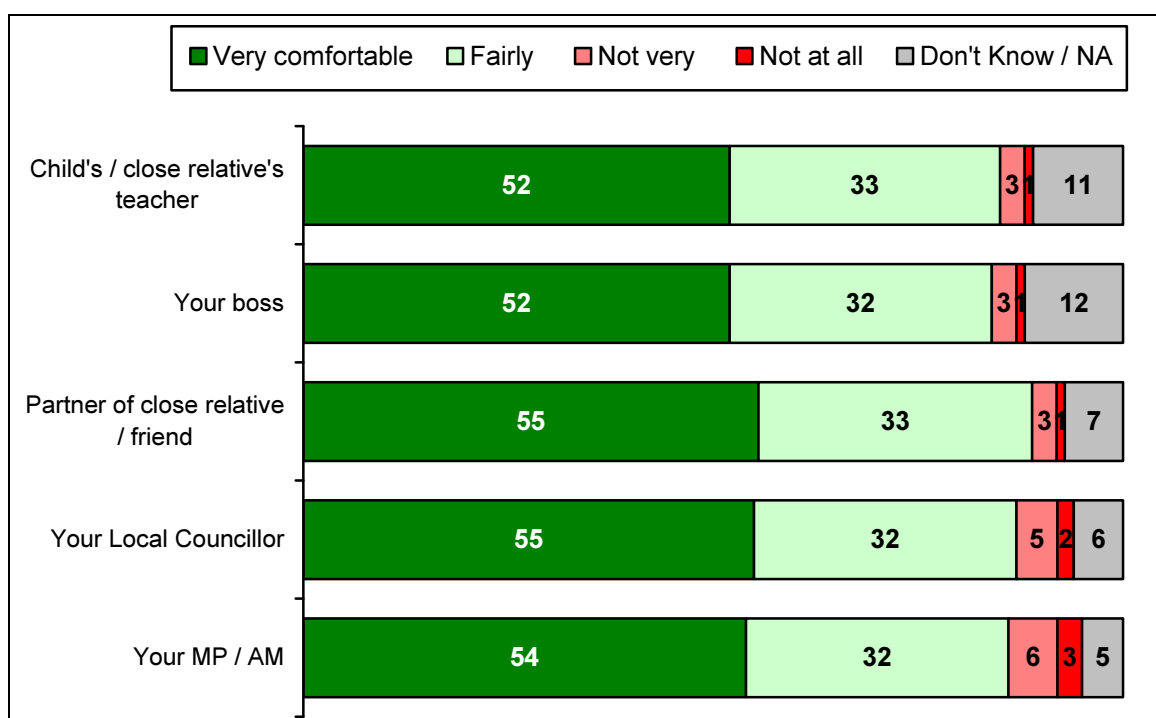
Whilst even here a majority were comfortable, a quarter (25%) said that they would be 'not very' or 'not at all' comfortable if their child's / close relative's teacher was *gay or lesbian*.

Results for each of the groups are discussed in more detail below.

5.2.2 Different Ethnic Groups

Attitudes to a person from a different ethnic occupying each of five different positions were relatively consistent.

Figure 5.2.1 How comfortable you feel about person from different ethnic group occupying different positions in society



Base: All respondents (943)

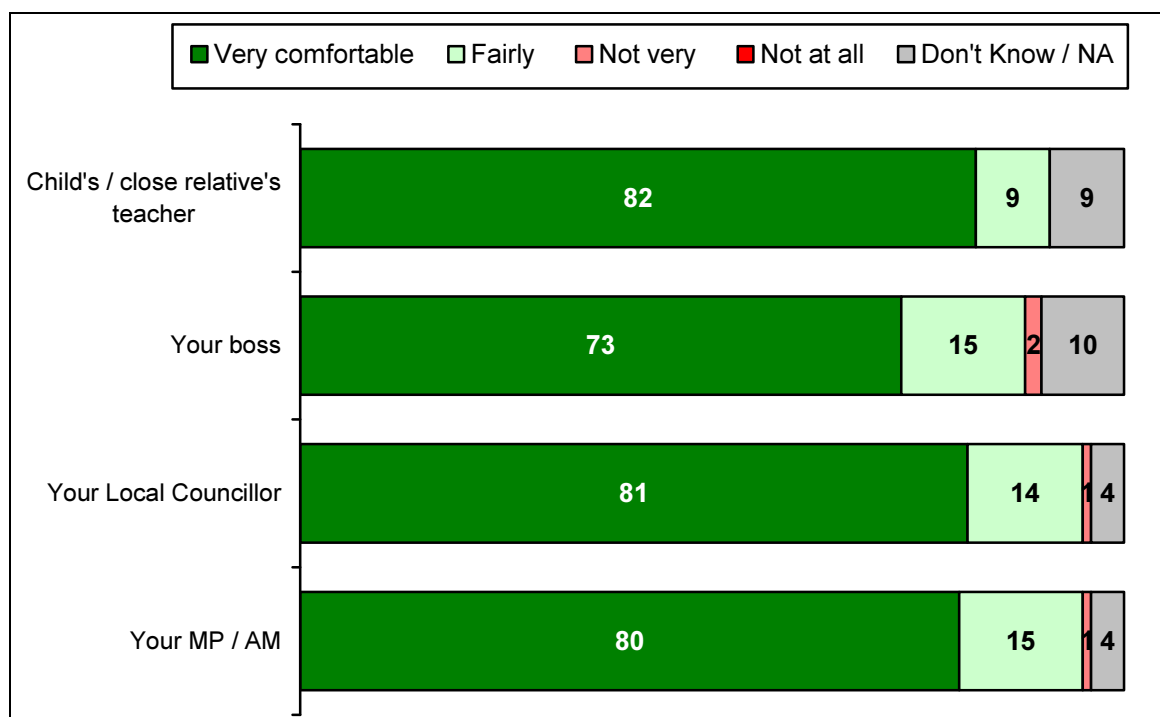
Whilst few respondents stated that were uncomfortable with this, the split between those feeling 'very' comfortable (just over half in each case) and those feeling 'fairly' comfortable (around a third) was less positive than for some other groups.

5.2.3 Women

Attitudes to *women* occupying each of the positions were mostly positive. Very few stated any level of uncomfortableness and the balance between 'very' and 'fairly' comfortable was strongly on the side of 'very' – c.80% vs c.15% - the most positive result seen for any of the groups.

Having a woman as a boss recorded slightly lower levels of those feeling 'very comfortable' but even here 73% stated this.

Figure 5.2.2 How comfortable you feel about a woman occupying different positions in society



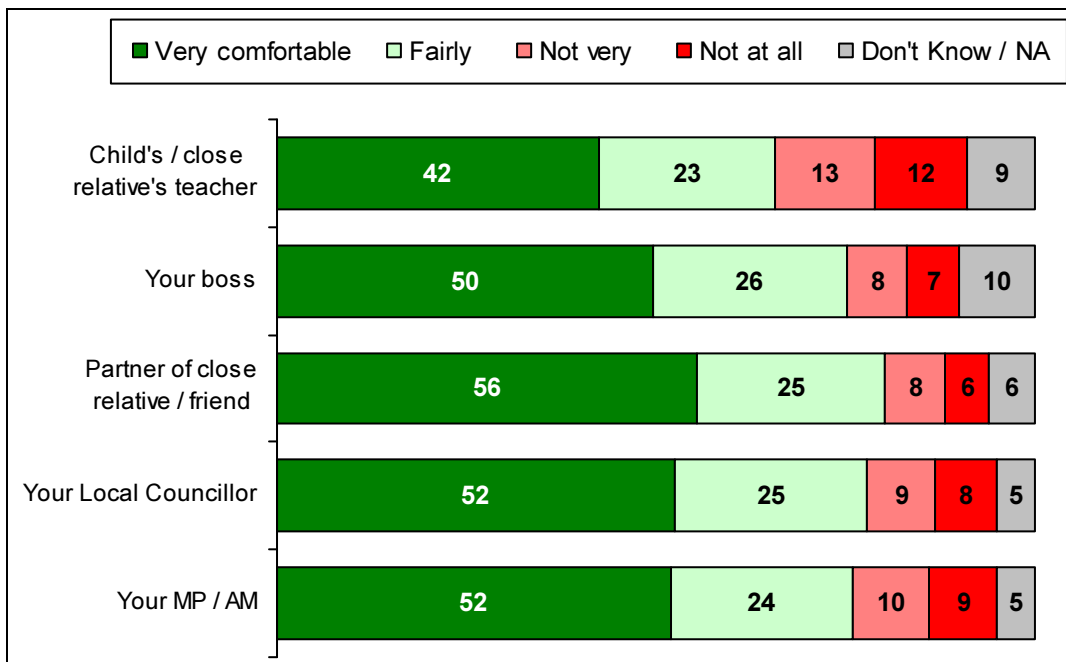
Base: All respondents (943)

5.2.4 Gay or Lesbian

In addition to the results for the position of teacher (discussed above), *gays or lesbians* occupying any of the other four positions led to some people stating that they were 'not very' or 'not at all' comfortable – between 14-19%.

Whilst this is clearly still a minority it was higher than the levels recorded for all other groups.

Figure 5.2.3 How comfortable you feel about a gay or lesbian occupying different positions in society

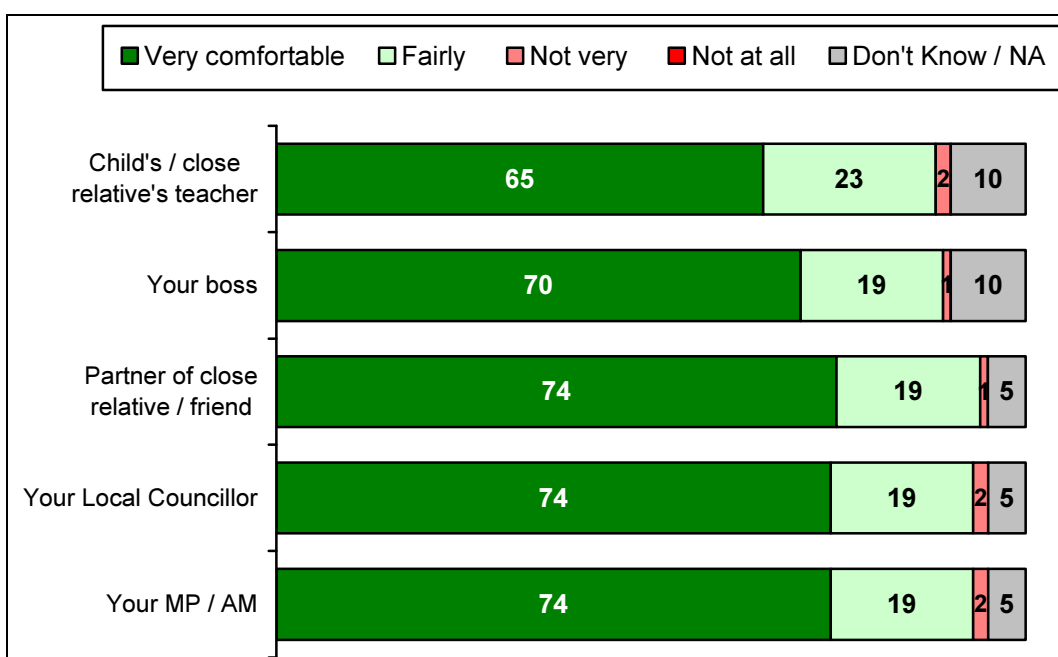


Base: All respondents (943)

5.2.5 Disabled

Results for this group were reasonably consistent across each of the 5 occupations – i.e. around 7 in 10 people being ‘very’ comfortable, 2 in 10 being ‘fairly’ comfortable and very few people saying that they were uncomfortable. Having a *disabled* person as a child’s teacher received slightly fewer of the most positive rating – 65% said that they were ‘very comfortable’ (5-9% points lower than seen for other occupations).

Figure 5.2.4 How comfortable you feel about a disabled person group occupying different positions in society

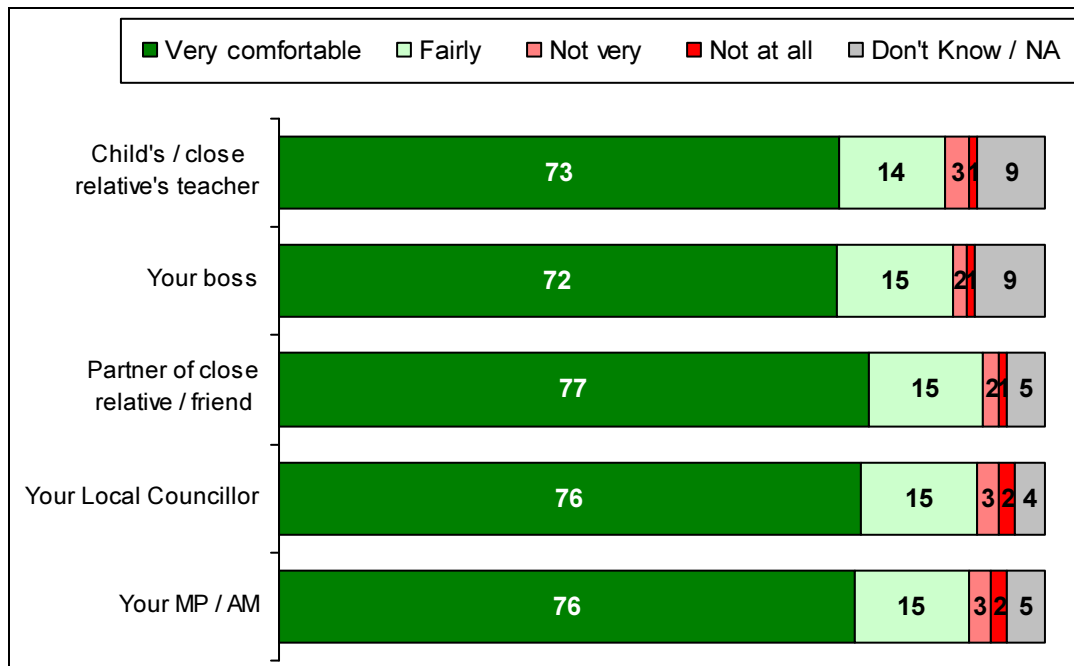


Base: All respondents (943)

5.2.6 Welsh Language Speakers

People's views on *Welsh language speakers* occupying different positions were consistent and positive on the whole— for all occupations, 5% or less held any negative feeling towards this, with around three quarters being 'very' comfortable and c.15% being 'fairly' comfortable.

Figure 5.2.5 How comfortable you feel about a Welsh speaker occupying different positions in society

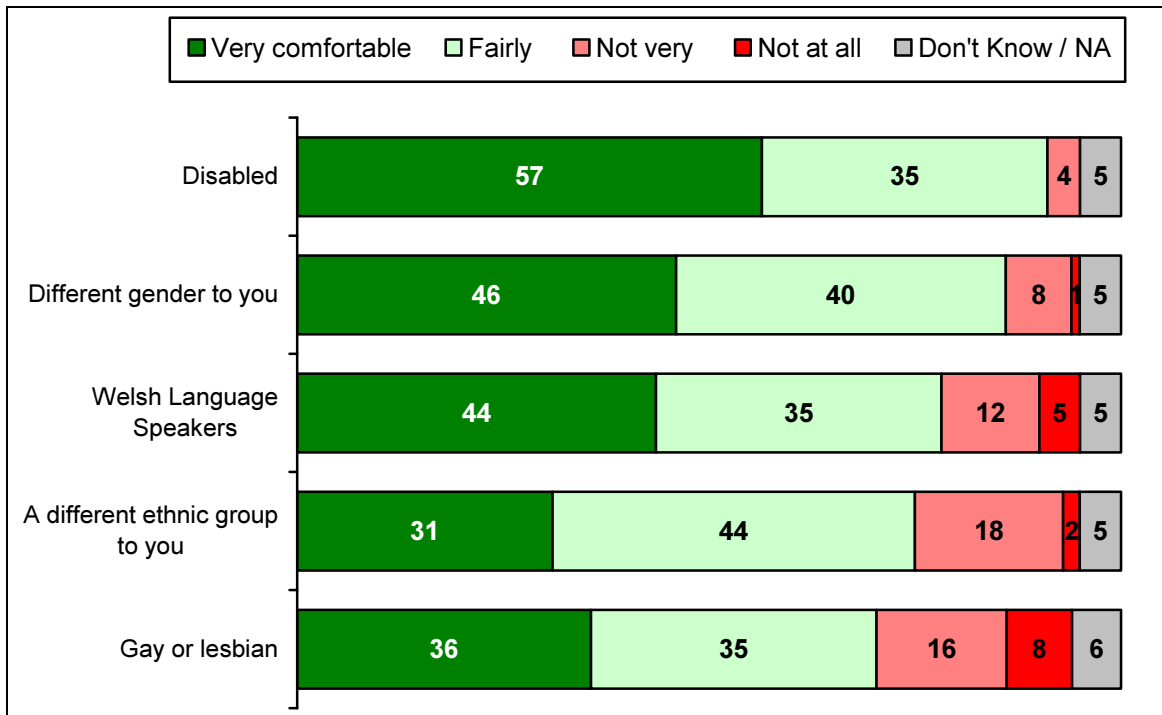


Base: All respondents (943)

5.3 Social Situations

In order to further examine the issue of how comfortable people felt with different groups, panellist we asked how comfortable they would feel in a social situation in the company of different groups. The results are shown below.

Figure 5.3.1 How comfortable would feel in a social situation when most of the group were from various group listed below (%)



Base: All respondents (943)

Whilst again a majority say they would feel very or fairly comfortable, overall there appears to be relatively greater unease here than was seen when panellists were asked to consider different groups in various positions or occupations. Most notably, a quarter (24%) said that they would be 'not very' or 'not at all' comfortable in a social situation when most other people were *gay or lesbian* and a fifth (20%) said this would be the case in the company of people from a *different ethnic group*.

Furthermore, when considering the majority who do feel comfortable they are more evenly split between those feeling 'very' and 'fairly' comfortable than seen previously.

When looking at results by subgroup, the biggest differences occur when looking at how comfortable people feel in the company of *gays or lesbians* – 83% of women say they would feel 'very' or 'fairly' comfortable compared to 57% of men. Similarly only 51% of those aged 55+ would feel comfortable in this situation compared to 82% of the under 55s.

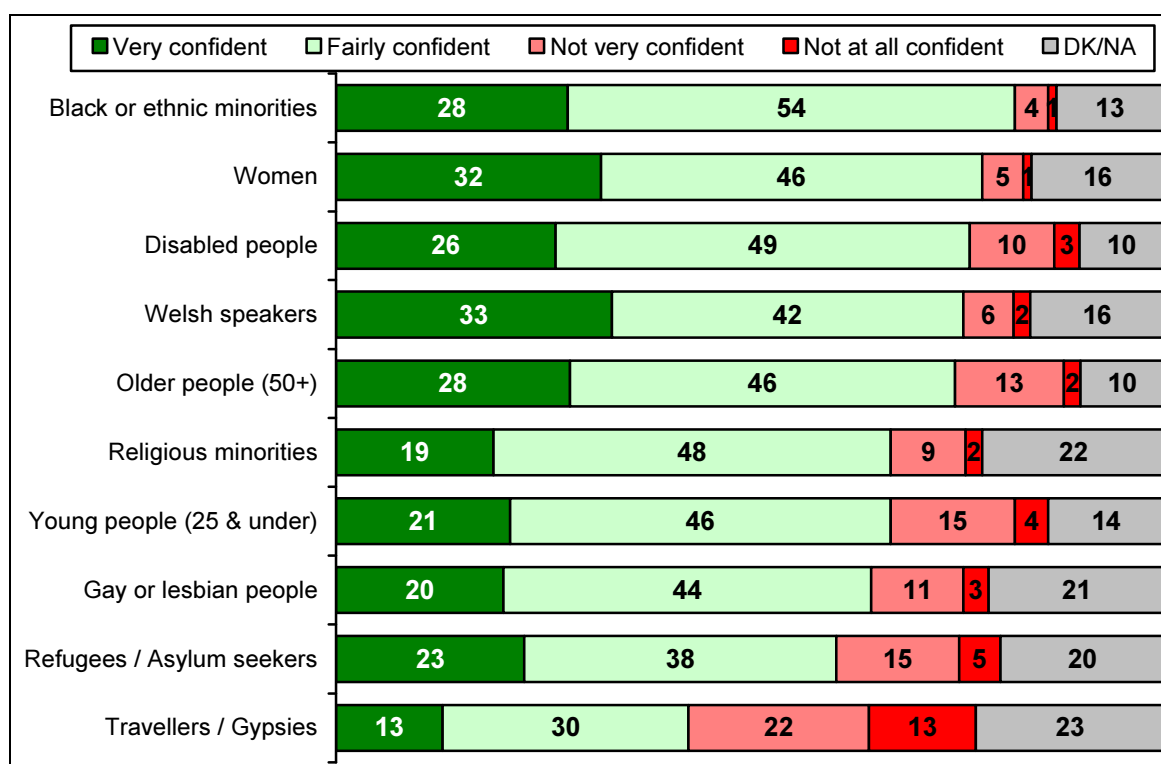
6. BCBC Treatment of Different Groups

6.1 Receiving fair treatment from the Council

Panellists were asked how confident do they feel that various groups would receive fair treatment from the Council (in terms of services such as libraries, schools, leisure, arts & culture, social services, housing services, planning, etc.).

Panellists were particularly confident that *black or ethnic minorities* would receive fair treatment with 81% believing this to be the case. Around three quarters are also confident that *women* (78%), *disabled people* (76%), *Welsh speakers* (75%) and *older people* (74%) would receive fair treatment from the Council. In fact, the only group that a majority of panellists are not confident of fair treatment is *travellers and gypsies* – only 42% of panellists are confident that this group would receive fair treatment.

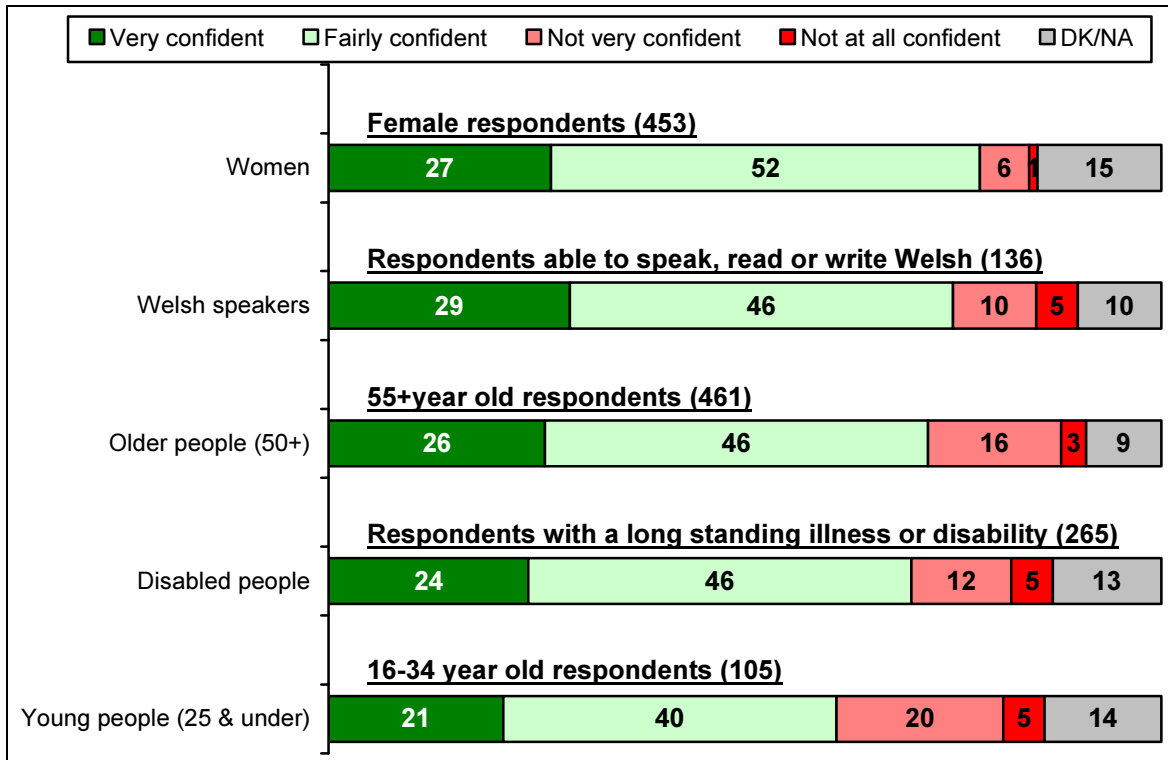
Figure 6.1.1: How confident are you that someone from each of the following groups would receive fair treatment from the Council? (%)



Base = All respondents (943)

Figure 6.1.2 below shows how various sub-samples within the Citizens' Panel responded about fair treatment from the Council towards their specific group. It shows that four-fifths (79%) of *female* panellists feel confident that women would receive fair treatment from the Council, while those who are able to speak, read or write Welsh are also particularly likely to feel confident of fair treatment towards *Welsh speakers* (75%). However, 16-34 year old respondents are less confident that the Council would treat *young people* fairly (61% being confident).

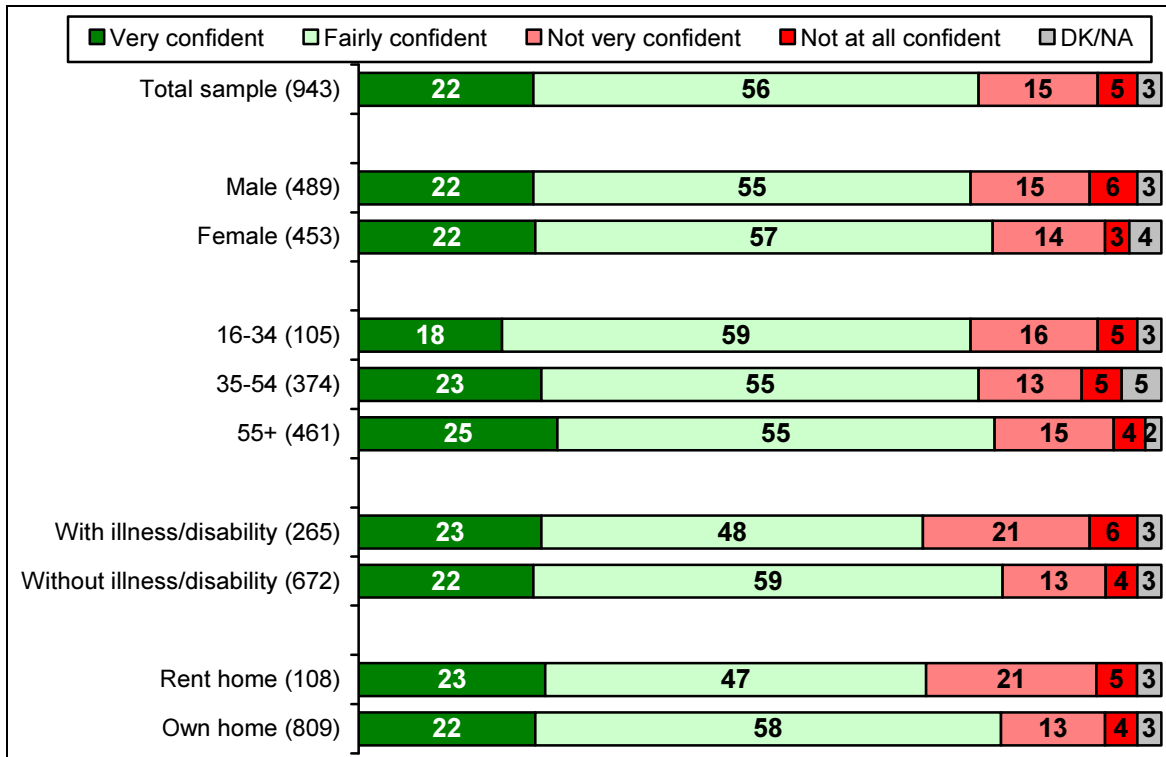
Figure 6.1.2: How confident are you that someone from each of the following groups would receive fair treatment from the Council? (How various groups answered about themselves. %)



Base = All respondents within each sub-sample (base size shown in brackets on graph)

We also asked panellists to state how confident they are of personally receiving fair treatment from the Council. Positively, almost four-fifths (78%) of residents in Bridgend County Borough feel that they personally would receive fair treatment from the Council. As figure 5.1.3 shows, males and females as well as all age groups are all equally confident of fair treatment from the Council. However, respondents with a *long standing illness or disability* (71% confident) and those *renting their homes* (70% confident) are slightly less confident of being treated fairly.

Figure 6.1.3: How confident are you that **you personally** would receive fair treatment from the Council? (%)



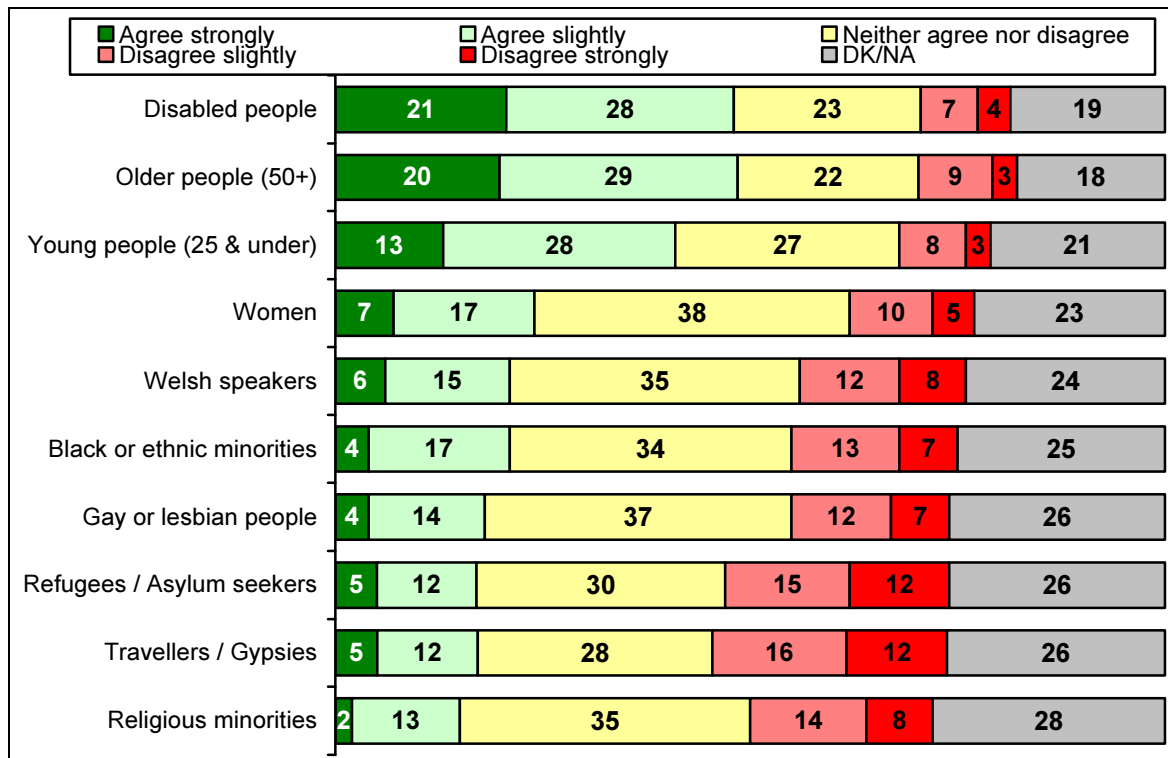
Base = All Respondents 943, (base size shown in brackets after each sub-sample)

6.2 Should Council do more to meet the needs of certain groups?

Just under half of panellists agree that the Council needs to do more to meet the needs of *disabled people* (49%) and *older people* (49%). They were closely followed by *young people*, with 41% saying that the Council should do more to meet the needs of this group.

However, there was much less agreement that the Council should do more to meet the needs of the other groups asked about. Specifically, just over a quarter disagreed that more needs to be done to meet the needs of *travellers/gypsies* (28%) and *refugees/asylum seekers* (27%).

Figure 6.2.1: How much do you agree or disagree that the Council needs to do more to meet the needs of the following groups? (%)



Base = All respondents (943)

In general, agreement that the Council should do more to meet the needs of a group tends to be higher amongst those who belong to that particular group. For example, 59% of those who are 55 years old or over agree that the Council needs to do more to meet the needs of older people (significantly higher than the 43% of 16-54 year olds who agree with this statement).

The main exception to this was the need to do more to meet the needs of young people (42% of 16-34 year olds agree and also 41% of 35+ year olds).

This is summarised in table 6.2.1 below.

Table 6.2.1: How much do you agree or disagree that the Council needs to do more to meet the needs of the following groups? (%from each sub-sample)

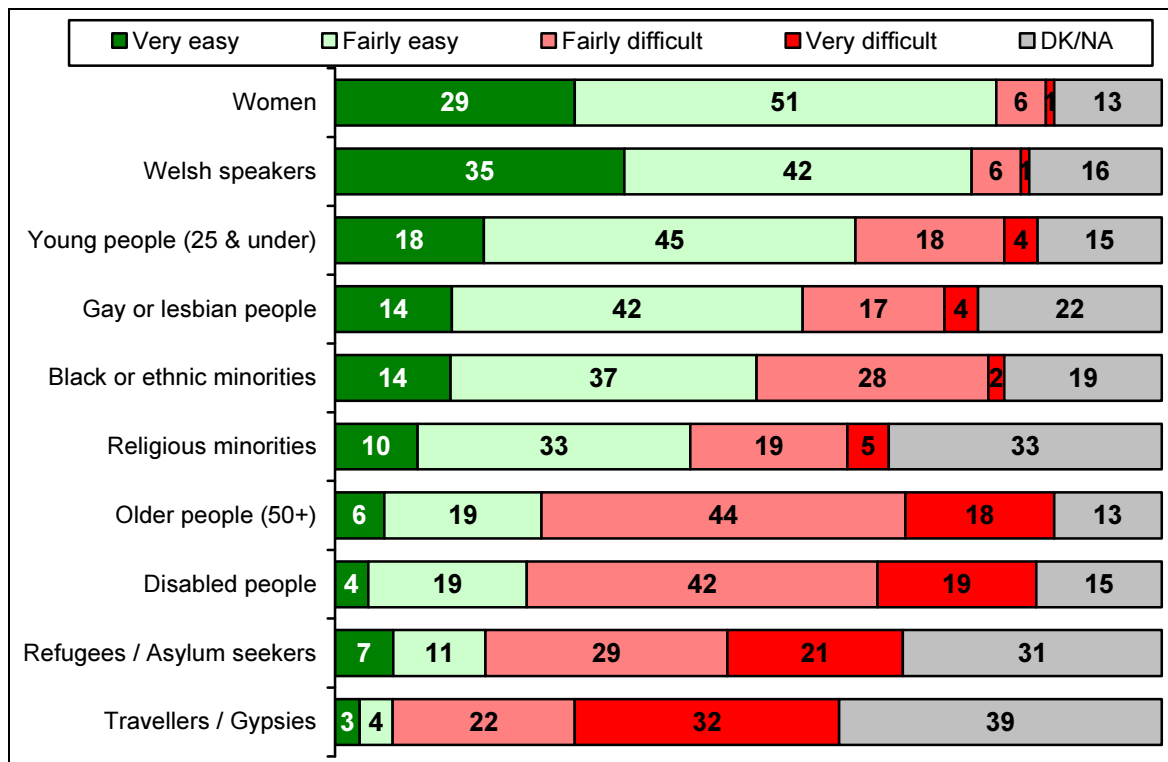
The Council should do more to meet the needs of...		
• ...older people	59% of 55+ year olds agree	43% of 16-54 year olds agree
• ...disabled people	57% of those with a long standing illness/disability agree	45% of all other respondents agree
• ...young people	42% of 16-34 year olds agree	41% of 35+ year olds agree
• ...Welsh speakers	41% of those able to speak, read or write Welsh agree	18% of those unable to speak, read nor write Welsh agree
• ...women	27% of females agree	21% of males agree

7. Employment & Workplace Issues

Around eight in ten panellists believe that it is easy (very or fairly) for *women* (81%) and *Welsh speakers* (77%) to find work and to fit into the workplace. In fact, just 7% feel that it is difficult for these two groups to find work and to fit into the workplace. A majority also said that it is easy for *young people* (63% easy), *gay or lesbian people* (56%) and *black or ethnic minorities* (51%) to find work and fit into the workplace.

Conversely, six in ten said that *older people* (62%) and *disabled people* (61%) find it difficult to find work and to fit into workplaces. Around half also believe that *travellers/gypsies* (54%) and *refugees/asylum seekers* (50%) find it difficult to find work and to fit into the workplace.

Figure 7.1: How easy or difficult do you feel it has been for each of the following groups of people to find work and to fit into the workplace? (%)

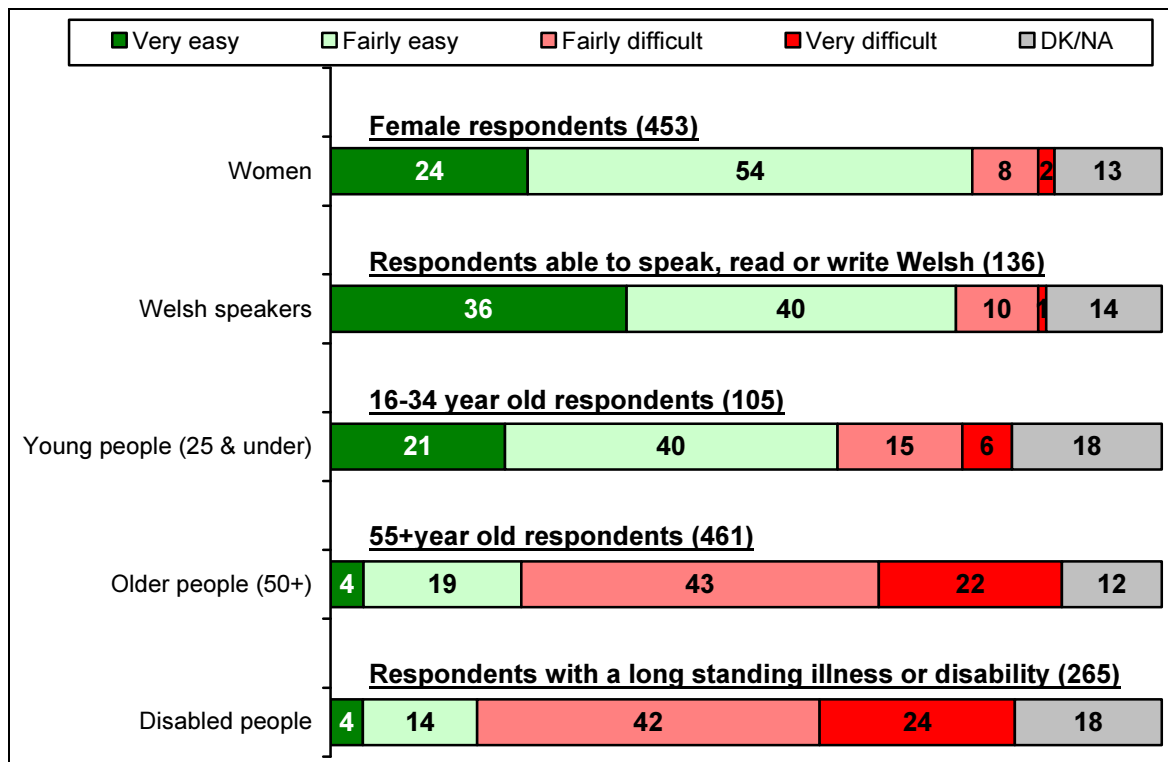


Base = All respondents (943)

Figure 7.2 below shows how various sub-samples within the Citizens' Panel responded about how easy or difficult it is for their specific group to find work and fit into the workplace. Whilst females, those who are able to speak, read or write Welsh and 16-34 year olds tend to describe finding work as being easy for their relevant demographic group, older respondents and those with a long standing illness or disability are much more likely to describe finding work for themselves as being difficult (65% of 55+ year olds said that it is difficult for older people to find work and 66% of those with a long standing illness/disability said that it is difficult for disabled people to do so).

This mirrors the perceptions that the full panel has of these groups.

Figure 7.2: How easy or difficult do you feel it has been for each of the following groups of people to find work and to fit into the workplace? (How various groups answered about themselves. %)



Base = All respondents within each sub-sample (base size shown in brackets on graph)

Appendix 1 - Response Profiles

The following tables show the un-weighted and weighted profiles of the responses to the survey. The data was weighted to be representative of three age groups (16-34 / 35-54 / 55+) within local forum area, based on Census 2001 data.

Some figures may not sum - due to rounding

Gender – All Respondents	Un-weighted cases	Un-weighted data (%)	Weighted data (%)
Male	489	52	47
Female	453	48	53
Not stated	1	0	0

Figure 1: Gender – All Respondents

Age – All Respondents	Un-weighted cases	Un-weighted data (%)	Weighted data (%)
16-34	105	11	28
35-44	172	18	17
45-54	202	21	20
55-64	219	23	16
65 and over	242	26	19
Not known	3	0	0

Figure 2: Age – All Respondents

Employment Status – All Respondents	Un-weighted cases	Un-weighted data (%)	Weighted data (%)
Working - full-time employee	387	41	46
Working – part-time employee	88	9	12
Working – self-employed	36	4	3
Not working – retired	288	31	22
Not working – looking after the home	36	4	4
Not working – unemployed and available for work	11	1	1
Not working – on a government training scheme	2	0	0
Not working – full-time student	21	2	4
Not working – permanently sick/disabled	64	7	6
Not working – other	4	0	0
Not Known	6	1	1

Figure 3: Employment Status – All Respondents

Household Type – All Respondents	Un-weighted cases	Un-weighted data (%)	Weighted data (%)
Households with children	251	27	33
Households without children	679	72	65
Not stated	13	1	2

Figure 4: Household Type – All Respondents

Ethnic Origin – All Respondents	Un-weighted cases	Un-weighted data (%)	Weighted data (%)
White	923	98	98
Non-White	10	1	1
Not Known	10	1	1

Figure 5: Ethnic Origin – All Respondents

Welsh Language Ability – All Respondents	Un-weighted cases	Un-weighted data (%)	Weighted data (%)
Able to speak, read or write Welsh	136	14	14
Not able to speak, read, write Welsh	787	83	83
Not known	20	2	2

Figure 6: Welsh Language Ability – All Respondents

Housing Tenure – All Respondents	Un-weighted cases	Un-weighted data (%)	Weighted data (%)
Owner occupied	809	86	85
Rented privately/other	108	11	12
Not Known	26	3	3

Figure 7: Housing Tenure – All Respondents

Local Forum Area – All Respondents	Un-weighted cases	Un-weighted data (%)	Weighted data (%)
Bridgend East	129	14	13
Bridgend West	234	25	19
Cynffig and Cefn Cribwr	90	10	11
Garw Valley	53	6	6
Maesteg	125	13	16
Ogmore Valley	51	5	6
Pencoed	78	8	7
Porthcawl	100	11	13
Valleys Gateway	83	9	8

Figure 8: Local Forum Area – All Respondents